



The only national housing mobility scheme offering case management services to social housing applicants.

 **Homefinder**UK  
Affordable Housing Available NOW - Nationwide  
by  homeconnections

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## Who are we?

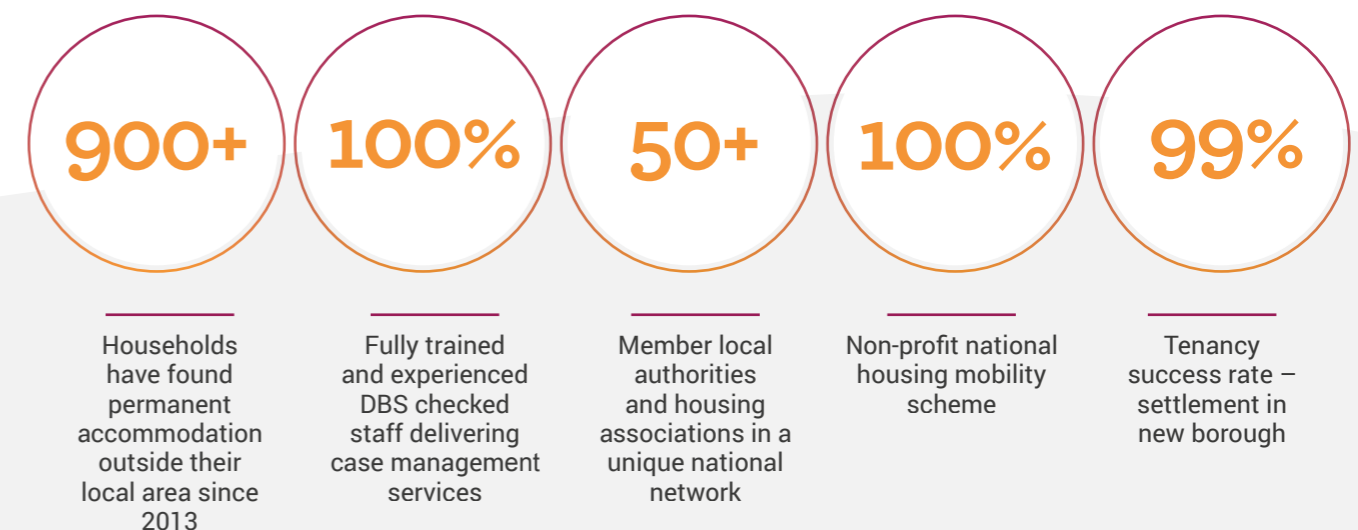
Homefinder UK is the only national move-on scheme offering case management services to homeless applicants in the UK. We specialise in offering immediately available social housing: general needs, wheelchair accessible, retirement properties and PRS to those in need.

Since being established in 2013 by Home Connections (a non-profit social housing software company), the scheme has successfully rehoused over 900 homeless households into permanent social housing across the country. We work with over 50 local authorities and housing associations.



Our award winning scheme was Highly Commended by the prestigious UK Housing Awards in December 2020 for our domestic abuse relocation project, Revive.

## Truth in numbers



# Housing for those who need it



The scheme is available to anyone willing to move nationwide including:

- ✓ Homeless households
- ✓ Applicants living in temporary accommodation
- ✓ Private sector tenants threatened with homelessness
- ✓ Survivors of domestic abuse / gang violence
- ✓ Veterans
- ✓ Ex-offenders
- ✓ Overcrowded families
- ✓ Social tenants.

## Some of our member organisations

Homefinder UK works with over 50 local authorities and housing associations across the UK, including:



## Case management

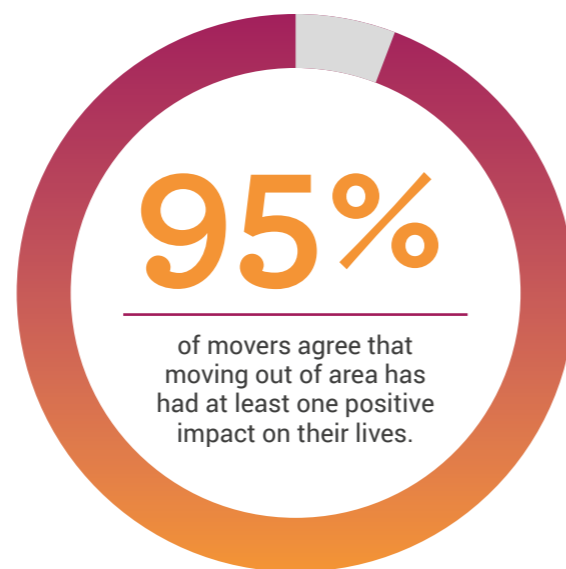
Homefinder UK offers an unparalleled case management service, designed to simplify applicants' relocation journey and in return reduce the workload of housing officers for both sending and receiving landlords.

Our case managers guide social housing applicants step-by-step through the moving process, providing advice and support. This service can be used for FREE by home seekers of subscribed local authorities and housing associations.

Although the decision to move long distance is not an easy one to make, the scheme is proud to consistently achieve over 99% tenancy success rate (settled in new borough).

**Our highly trained Case Managers contact applicants to discuss their areas of choice and manage expectations. If applicable, they will:**

- ✓ Liaise with applicants regarding areas of choice and manage expectations
- ✓ Match properties to applicants based on criteria provided
- ✓ Liaise with relevant agencies, support workers, attend MARAC meetings etc.
- ✓ Assist with paperwork required to secure the property
- ✓ Assist in obtaining references and arranging viewings
- ✓ Keep all parties informed throughout the moving process
- ✓ If an applicant is a domestic abuse survivor, further support is offered via our Revive project



## Key benefits

### Local Authorities

- ✓ Access immediately available social housing and private rented homes nationwide
- ✓ Save up to £8,000 on temporary accommodation costs per household
- ✓ Enjoy unlimited moves for one fixed cost and case management support for your homeless cases
- ✓ Relocate applicants to permanent social housing in another borough – no local connection needed!
- ✓ Reduce pressure on your housing waiting list and use Homefinder UK as an additional option in Personal Housing Plans

### Housing Associations

- ✓ Advertise your hard-to-lets to a database of over 10,000 social housing applicants ready and willing to relocate
- ✓ Let your hard-to-let properties within weeks and generate rental income
- ✓ Our case managers will liaise with you, the applicants and sending local authorities to ensure a smooth letting process
- ✓ Receive a vetted shortlist according to your property's criteria
- ✓ Use a powerful platform to advertise your properties with virtual tours and floor plans



### Moving on: the reasons and outcomes white paper

Our recent white paper investigates the outcomes of 690 homeless households who moved out of their area into permanent social housing through our national move-on scheme, Homefinder UK. The applicants' journey is examined closely, from time spent waiting for council housing prior to using the Homefinder UK service, to satisfaction rates after moving long distance for a social home. You can download the [full report here](#).



# Our specialist projects



## 1. Revive – Specialist case management service for domestic abuse survivors

Revive project is an enhanced add-on option to Homefinder UK case management service, focused on relocating domestic abuse survivors. It was specifically designed to provide move-on housing options for those fleeing domestic abuse with no outlet to escape.

A dedicated and highly specialist case management team will:

- Assist domestic abuse survivors and discuss their needs and areas of choice
- Support survivors with property search, housing applications form, references & viewings
- Attend and advocate for the survivor at multi-agency & MARAC meetings
- Signpost to other domestic abuse organisations to ensure further support in new location

### Working in partnerships

We are proud to be working alongside agencies such as Domestic Abuse Housing Alliance (DAHA), Safer London, Standing Against Domestic Violence and others.



## 2. Private Rented Sector Properties

We have partnered with large PRS landlords to offer applicants enhanced choice through our new Private Rented Sector channel. And we can proudly confirm that ALL private rented properties will accept tenants on DSS/housing benefits.

- Rent within LHA rate
- 12-month AST which converts to a rolling one-month tenancy
- 2-3-bedroom houses rather than flats, making them a great option for families
- No admin fees and no bonds
- Some properties have 2 weeks rent free and we can negotiate rent initiatives
- Tenants will have access to a repairs team, rent team and housing officer from the receiving landlord



## 3. Accessible Now Channel

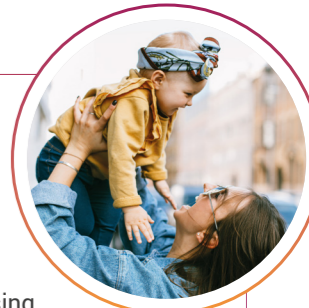
Homefinder UK has partnered with Habinteg Housing Association, the biggest social housing provider of wheelchair accessible homes, to develop the Accessible Now Channel.

This portal seeks to make it easier for wheelchair users to find social housing. This unique channel was designed with wheelchair users in mind. It was developed with a panel of specialists and end users to offer extended descriptions of accessibility attributes, video tours and much more!



## 4. House Exchange

Looking for the best home swapping service on the market? Our sister service House Exchange, part of Clarion Housing, is the leading not-for-profit mutual exchange service for council and housing association tenants.



## 5. hope: intelligent HRA software that can be integrated with Homefinder UK

Uniquely, **hope**, the HRA software, can be integrated with Homefinder UK, to manage homelessness prevention cases and provide direct, nationwide move-on housing options.

**hope** empowers housing officers to adhere to the Homelessness Reduction Act (HRA) whilst reducing the time needed to undertake duties including assessments and administration at the point of contact, reviews, appeals and reporting.

Features:

- Ability to transfer legacy data and to integrate with third party applications
- Triage to advice, prevention & relief
- Automated H-CLIC compliance checks and reporting to DELTA
- Over 100 system-integrated letter templates to comply with all aspects of legislation



## Case studies



### 1. Escaping economic abuse during Covid-19 lockdown – the story of an abused former NHS nurse

A retired NHS nurse who had been suffering financial exploitation from her family approached Homefinder UK for support during England's first national lockdown. The retiree had to sell her property to avoid repossession. She stayed where she could, paid for hotels, B&Bs and slept in her car for 2 years. By the time she approached Homefinder UK, she had sold her car to pay off other debts and was sleeping on her son's balcony. When her son and his partner demanded more money from the nurse and she had none to give, they took her gold necklace.

Despite the fact that all social housing lettings were on hold due to Covid-19 restrictions, Homefinder UK reached out to their partner housing associations across the country and was able to secure a home in the South of England, not too far from her grandchildren. The retired nurse moved just seven days after the initial call for help.

*"I have been in the property for two days, but my life and my mental health has already dramatically improved. It seems that once Homefinder UK knows about your situation, they activate a plan and apply it vigorously to ensure they find you a home as soon as possible"* says the survivor, a former neonatal nurse with 30 years' experience.



### 2. Lewisham Council rehoused 100 households in under three years

Lewisham Council has achieved more than 100 moves through the use of the Homefinder UK scheme. That is 100 homeless households that now live in permanent social housing in different areas across the UK, are no longer at threat of domestic abuse, sofa surfing or threatened by eviction from a private landlord.

The South London council achieved this in just three years after joining the scheme and saved £580,000 on Temporary Accommodation costs. How did they achieve this?

Jemima Harrison, Housing Solutions Team Leader at Lewisham Council says: *"From the moment we joined Homefinder UK, we embedded the partnership as a core part of our homeless interviews and personal housing plans. By being realistic about waiting times for London housing and always offering Homefinder UK as an alternative, we have rehoused so many more applicants."*

## Testimonials from member organisations

*"Through this collaborative partnership with Homefinder UK, we can rebuild the lives of people in urgent need of social housing. The scheme delivers cost effective services and I recommend for other councils to use Homefinder UK as an effective homelessness prevention tool."*

**Barking & Dagenham**

**Zubair Bawa**  
Property Team, London Borough  
of Barking & Dagenham Council

*"Our experience of working with Homefinder UK has so far proved very positive, securing quick lettings on hard-to-let properties. We have found Homefinder UK to be extremely flexible, understanding of our policies and ways of working and having no problems with working in a way that fits with us. We hope to secure many more customers through the service going forwards."*



**Emma Bennett**  
Lettings & Marketing Team  
Manager, Places for People

*"We value Homefinder UK as a great opportunity to relieve homelessness and provide further housing support, especially for those willing to relocate to a new area. Victims of serious crimes, for example, domestic violence and gang-related crimes, have found the project very accommodating to their needs. Overall, we are very pleased to have an ongoing partnership with Homefinder UK."*



**Jolana Curejova**  
Bristol City Council

*"Homefinder UK has been a particular help to our homeless triage team offering a life-line to applicants who are on the verge of homelessness. Islington has achieved 100 moves so far including two homeless applicants who moved to Birmingham, one of whom was fleeing domestic abuse."*



**Susan Haire**  
Mobility Manager,  
Islington Council



**Contact us to find out more:**

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[www.homefinderuk.org](http://www.homefinderuk.org)

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Homefinder UK is a national mobility scheme offering case management service to social housing applicants of member organisations. Homefinder UK is owned by non-profit housing software enterprise Home Connections.