

Move On Funding Frequently Asked Questions (FAQ's)

Claims process

1. When can a claim be made?

A household can apply for access to the funds **either at the point of trying to secure accommodation** so these can be transferred direct to the landlord **and/or in some cases where the household have moved into their accommodation** so they can get retrospective payment for a deposit or elements like furniture/white goods.

You need to find a property and then make the claim. You cannot make a claim for the funds before you have found a property to move into.

2. How much can I claim?

- If your household has up to 3 guests, you can get a maximum of £3,000
- If your household has 4 guests, you can get a maximum of £3,500
- If your household has 5 guests or more, you can get a maximum of £4,000

The **above limits are the maximum funding that can be claimed** to secure a property, and to get help with initial starter pack.

3. How do I make a claim?

You will need to complete the Move On funding application form, which can be accessed by visiting the Move On funding webpage on the Birmingham City Council Homes for Ukraine website.

To access the application form, please visit:

[This is a website link that will take you to the application form](#)

Or visit:

[This is a website link that will take you to the Birmingham City Council website](#) - please type **“Move On funding”** in the search bar of the website to be taken to the Move On funding webpage.

Important: Please ensure you provide supporting evidence to move-on@springhousing.org.uk once you have submitted your application form otherwise the claim cannot be processed.

Please read the guidance at the start of the application form and/or the Guest Move On Fund flyer which provides hints and tips to support you in completing the form and your application being validated and accepted on submission.

To access the Guest Move On Fund flyer, please visit:

[This is a website link that will take you the webpage dedicated to information about the Move On funding covering eligibility, funding available and supporting documents, including the flyer, which can be found at the bottom of the webpage.](#)

4. Who is the Move On Funding available to and not available to?

The Move On Funding grant is available for Ukrainian households who are:

- Being hosted under the Homes for Ukraine scheme in Birmingham
- Only one application per household will be considered
- Application is linked to the property and not to the individuals in the group.

Applications outside of above criteria may be considered as discretionary based on individual circumstances. Subject to BCC (Birmingham City Council) approval.

It is not currently available to those on Family Visa or Ukraine Extension Scheme.

5. Do I have to use the Move On fund all in one go?

Not necessarily. You can request a payment for a deposit essential furniture and white goods, then 12 weeks later request a payment for utility bills. A maximum of two claims can be made and must be within 12 weeks of the sponsor arrangement ending.

You should speak to the advisor at Spring Housing before making your application to the fund.

6. How quickly will payments be made?

We aim to make payments the same day that the application form is received. However, we advise that payments can take up to 48 hours due to having to validate the application and the payment processing deadline of 1:30pm (payments are sent at 1:30pm each day, applications received after that will move into the following days' pay run).

When an application is submitted – Spring Housing validate the information on the form, alongside the evidence sent to the Move On mailbox move-on@springhousing.org.uk Once this information has been validated it is approved and sent to Birmingham City Council for payment. **To avoid any delay, it is very important that supporting evidence is sent to the Move On mailbox** with the email subject as the applicant's full name (first name and surname) as detailed in the application form.

If an applicant has an urgent requirement for payment and cannot risk waiting 48 hours – the applicant should contact a Spring Housing Advisor.

7. What evidence do I need to supply when making an application?

- If you are applying for rent in advance; or rent deposit: supply a copy of the tenancy agreement and a receipt/invoice for the amount paid.
- If you are applying for furniture/white goods / moving costs; you must provide valid receipts to the value of the amount being claimed with a description of the items purchased. Please be aware that only one application for furniture/white goods can be made and only reasonable costs will be reimbursed. (See what funds may cover)

- If you are applying for payment of utility bills, supply copy of bills from the energy company. This can be a copy of the online bill. You can only claim for bills that cover the first 12 weeks of your tenancy. Utility bills you can claim for are water, gas, and electricity

8. Do I need to make a claim for everything all at once?

No, you can apply for the different costs incurred related to moving on, but we would appreciate consolidation of costs into one application form where possible.

9. Will deposit and rent payments be made directly to landlords / their agents?

This is the preferred and most direct route. We ask that payee details are provided in application form; multiple payee's can be provided in the form along with details on who is to be paid what.

10. I would like to look at properties outside of Birmingham City, am I still eligible for the funds?

Yes, it is worth looking outside of Birmingham, as in some areas the rent can be more affordable such as Dudley, Sandwell, Wolverhampton, Derby, Stoke-on-Trent. Birmingham City Council can still assist with help to access accommodation in these neighbouring areas.

If you want to go further afield, this will be considered on a case-by-case basis, particularly whether this is an affordable and sustainable option.

11. What if I want to move with another family so we can rent a property together, are we each entitled to Move On funds (so we get double the funds)?

Please note that combined households won't automatically each have the full funding allocation, for example: if 2 households of three guests move into a shared property, they will not automatically be allocated £6000, this will be considered on a case-by-case basis.

The move on fund is not a personal allowance for people to spend; it is in relation to securing the property, if family members/friends want to live together/move in the same property only one application is permitted.

12. I am currently sharing my hosted accommodation with another family but want to move out, does that mean we are only entitled to one fund between us?

If you are both moving to your own accommodation, then you will each be entitled to the Move On funds.

Given Birmingham's housing market, it may make it easier to find a property with another household.

Things that can be claimed for

13. What do you mean by furniture, white good and household goods?

You can claim for essential furniture items to cover your immediate essential needs, such as bed, sofa, wardrobe, cutlery and plates and white goods e.g., cooker, microwave, fridge, freezer, washing machine and tumble dryer. White goods are kitchen goods to help with essential day to day activities such as, a cooker, fridge/freezer, washing machine, tumble dryer, microwave etc. Household goods would include any large furniture items such as beds, sofas, chairs as well as items like kitchenware.

We do not have an exhaustive and/or strict list of items therefore you should check whether the proposed item you want to purchase can be funded, please contact a Spring Housing Advisor.

Please see list of items that MAY be covered:

- Pots & Pans
- Cups/Plates/bowls/cutlery
- Beds/mattress and Bedding (quilts/pillows/bedding)
- Wardrobes
- Dining table and chairs
- Sofa/Armchair
- Kettle/Iron
- Washing machine
- Fridge/Freezer
- Cooker

14. Is there a limit on what I can spend on household goods/furniture?

There is no limit for spend on individual items. However, claims need to be reasonable, demonstrate value for money and be focused on supporting you with your essential needs. You may be asked to show that you have made efforts to purchase goods that demonstrate value for money. E.g., the full costs of furniture purchased from high end stores may not be reimbursed.

15. Will payments for furniture, white goods etc. be made in advance, based on quotations/prices (to be evidenced)?

The receipt or an invoice should be supplied alongside the application form being submitted.

16. What about painting/decorating, can that be covered?

Painting and decorative items will not be covered. The funds are to be used for essential items.

17. Is there help with the cost of moving, for e.g., a van to move furniture bought or donated?

Yes. We can provide funds for a removal or rental van, but not petrol costs. You will need to get a receipt and submit this alongside the application form. Payment will then be made.

Alternatively, if you need the payment in advance, please provide the invoice with details of the person you are hiring by adding payee details in the application form; multiple payee's can be provided in the form along with details on who is to be paid what.

18. What bills can I claim for?

You can make a claim for your initial bills (up to 12 weeks). The bills you can claim for are utility bills only e.g.: water, gas, and electricity.

Council tax has been excluded as there are significant discounts that are available to households arriving on HFU visas.

Applications for the discount should be discussed with the Spring advisor.

Support

19. Is there any ongoing financial support for Ukrainian renters if needed? E.g., 'top-up' payment?

The budget for Move On funding covers what is detailed in the Move On package and does not extend to ongoing support.

20. It is stated that support will be offered regarding setting up bills. Who will be providing this?

Spring Housing can provide **6 months of tenancy support** through their Outreach & Engagement worker once you have moved into the property, to ensure the bills are setup, discount schemes are applied for where applicable and making sure that you are able to sustain the tenancy going forward.

21. If I have already moved, will I be reimbursed for the costs?

Reimbursement of costs incurred may be reimbursed providing suitable evidence is provided.

22. If my tenancy arrangements breakdown, can I apply to the fund for more support?

No. Only one application to the fund can be made per family group