

## **Homes for Ukraine scheme: Customer checklist**

Thank you for expressing an interest in this scheme. We have put together this list to assist customers in understanding the responsibilities that you need to consider before applying to host a Ukrainian person or their family:

### **1. Privacy**

You will need a spare, lockable, furnished bedroom to provide privacy for you and your lodger.

### **2. Language**

There may be a language barrier between you and your lodger. You will need to consider how you will bridge this barrier.

### **3. Checks**

It is important that you work with the local authority and complete the necessary checks prior to seeking consent from LiveWest to host a Ukrainian person or their family.

### **4. Facilities**

You will need to share cooking and bathing facilities, as well as the television and other entertainment, such as Sky.

### **5. Food**

The person or people that you are hosting may be able to provide their own meals, or you may need to provide these. You will need to provide them with access to a fridge with dedicated space for them. They may have allergies or special dietary requirements that you will need to consider.

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## **6. Culture and beliefs**

The people you are hosting may have religious beliefs or cultural traditions that need to be observed.

## **7. Storage**

You need to provide space for your lodgers to store their belongings, toys and other items.

## **8. Cleaning**

You will need to think about cleaning and how you will divide additional tasks that may need completing.

## **9. Signal**

You should have access to WiFi and good phone reception for the people you are hosting to use.

## **10. Garden**

Do you have any outdoor space that your lodgers and their pets can use?

## **11. Costs**

There will be additional utilities costs, including gas, electric and water that you need to consider.

## **12. Benefits**

You are responsible for checking that any payments you receive as part of this scheme do not impact on your benefits or income tax and you must make sure that you declare all income received where necessary.

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### **13. Comfort**

Think about your own family and the type of lodger that would fit well with your current arrangement and commitments. For example, do they have young children or teenagers? How will they fit in with your own family?

### **14. Support**

Remember that your lodger will need support as they will have experienced a traumatic event. You will need time and patience to support them and help them to access essential services such as schools, benefits, and employment.

### **15. Pets**

If your lodger has a pet you will need to seek consent from LiveWest for this pet.

### **16. Contract**

The contract is between you and the lodger you are providing a home to. LiveWest do not have any responsibility towards your lodger.

### **17. Responsibility**

Your lodger will need to observe the terms of your tenancy agreement. If the terms of your tenancy agreement are breached, you would be responsible for this; LiveWest have the right to withdraw consent in these circumstances.

### **18. Insurance**

In the event that there is an emergency, LiveWest will not be responsible for providing accommodation to your lodger. You should speak to your insurance company to make sure that you have adequate home insurance.

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## **19. Location**

You should consider how close your home is to facilities such as schools and shops, and whether it will be difficult for your lodger to access important services.

## **20. Commitment**

You are making a commitment to provide a home for at least six months. Think about how you and your family will deal with any disputes or upsets. LiveWest are unable to intervene in any disputes.

## **21. Your community**

You should think about whether there are there any issues in your community that will impact on your lodger, and how you will help them to integrate into the community.