

# REFERRALS & ALLOCATION PROCESS

ARE YOU HOMELESS OR AT RISK OF HOMELESSNESS?

Yes



**Do you have:**  
No recourse to housing benefits

Yes



**WE'RE SORRY BUT WE'RE UNABLE TO HOUSE YOU**



**IF WE'RE UNABLE TO HOUSE YOU, WE'LL PROVIDE YOU WITH A RESOURCE LIST OF SERVICES THAT COULD SUPPORT YOU**

No



**STEP TWO: ASSESSMENT**  
One of our referrals team will take you through a **30 minute assessment**. These are designed so we can understand your support needs and ensure we meet them.



**Do you have/have a record of:**  
MAPPA 2 & 3  
Arson  
Sexual Offences  
Murder  
Terrorism  
Current misuse of spice/mamba /monkey dust

If so, we will need to risk assess your case to ensure that the support we are able to offer is appropriate to your needs and the level of risk is acceptable to us and our other customers.



**STEP 3: OUTCOME**  
When we have an outcome, we'll let the referrer know straight away.



**If we feel we can support you** your allocated Tenancy Sustainment Officer, will get in touch and arrange for you to view your potential new home. Viewing gives you the chance to ensure you like the property and ask any questions. If you like the property, we'll arrange a move-in date with you.



**YOU'RE ELIGIBLE FOR SUPPORTED HOUSING!**



**STEP ONE: REFERRAL**  
This can be done via a support organisation. Get a referral form on our website [www.rolighomes.co.uk](http://www.rolighomes.co.uk) or email [referrals@rolighomes.co.uk](mailto:referrals@rolighomes.co.uk)



Once we receive your referral, a member of our referrals team will call you to introduce Rolig Homes and arrange your assessment.



**REASONABLE ADJUSTMENTS**  
If you require any adjustments for your assessment, such as a translator, please inform our team when they call to book you in!



Once your assessment is complete, it is sent to the team in the area you agreed with our referrals team. Our team then further assess **to ensure we can provide you with the support you require.**



**To be accepted, you MUST have a valid passport OR, TWO forms of in-date ID:**

- Drivers License
- Birth Certificate
- Prison Release Papers
- Official letter from a Gov department or Support Service e.g. PIP/UC awards, probation/drug support.
- Immigration Papers
- Leave to Remain Card
- Tax Letter
- P45/P60
- Citizen Card
- Utility Bill or Bank Statement dated within 3 months of your assessment.



**If we don't feel we can support you**, our staff will happily explain our reasonings and we'll provide you with some support resources.



**Rolig Homes**

Transforming Lives One Home at a Time

Contact our Team: 0333 200 2234 / [info@rolighomes.co.uk](mailto:info@rolighomes.co.uk) / [rolighomes.co.uk](http://rolighomes.co.uk)