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“We are returning to Ukraine because we have not found an apartment to rent”

The obstacles Ukrainian refugees face in accessing housing in the UK and the threat of a homelessness crisis

KEY FACTS: HOMELESSNESS AMONGST UKRAINIAN REFUGEES

- The number of homeless Ukrainians households have been rising steadily
- 3,165 Ukrainian households in England received homelessness assistance from their local authority between February – December 2022¹
 - Of these households, 2,230 (70%) include dependent children
- Between November and December there were a 37% increase in the number of homeless Ukrainian households

Statistics published by the Department for Levelling Up, Housing and Communities, found that a total of 3,165 Ukrainian households received homelessness assistance from their local authority between February and December 2022. This is based on voluntary data from 74% of English local authorities and provides only a partial picture of the true scale of homelessness faced by this refugee community.

Moreover, less than a third had found employment, with the main barriers including difficulties with English, translating qualifications, and a lack of transport and childcare.

In a survey with 191 Ukrainian refugees, the Work Rights Centre found that they face acute risks of homelessness and poverty, with **1 in 10 being threatened with eviction** at some point in their stay in the UK, and **two thirds having little confidence in their ability to find private rented accommodation**, due to high rents, deposits, and barriers such as the need for guarantors.²

UKRAINIAN REFUGEES: THEIR ISSUES AND EXPERIENCES IN THE PRIVATE RENTED SECTOR: Our quantitative and qualitative research with 325 Ukrainian refugees

Generation Rent worked with the Ukrainian organisation [Opora](#) to create, translate, and distribute a survey to investigate the experiences of Ukrainian refugees in navigating the UK's housing sector.

325 Ukrainian refugees completed the survey, and it ran between 21 November 2022 and 8 January 2023.

Our research focused on the experiences and issues faced by Ukrainian refugees on accessing and living in the private rented sector and temporary accommodation. In addition, survey respondents

¹ Generation Rent conducted a survey between 21 November 2022 and 8 January 2023 which received 325 submissions from Ukrainian refugees in the UK.

² The Work Rights Centre, UK's Ukrainian refugee population at risk of homelessness, 2022, <https://www.workrightscentre.org/news/uk-s-ukrainian-refugee-population-at-risk-of-homelessness>

were invited to submit detailed accounts of their experiences to contextualise or further expand on their answers.

The full results to the survey can be found in the appendices:

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KEY FINDINGS FROM OUR RESEARCH

Ukrainian refugees are having to increasingly rely on the private rented sector for a home, yet there are significant barriers which prevent and impede them securing a rented home.

There was a strong desire amongst Ukrainian refugees to move out of the accommodation offered them as part of the Ukrainian visa schemes, and into more independent, long-term housing.

Regardless of the reasons why Ukrainians surveyed are generally enthusiastic about finding more long-term housing, importantly it is private rented accommodation that the vast majority of Ukrainians are looking to find their homes in.

Regrettably, the PRS is also where the majority of respondents have experienced problems.

In addition, those Ukrainian refugees who do rent face similar issues to other renters regarding, for example repair and maintenance, and find it very difficult to resolve issues that arise.

Too many respondents were being presented with three options: become homeless, endure poor quality housing, or return to Ukraine. Clearly, things need to change.

Key results

- **80% of all respondents were currently a private renter, had been a private renter previously, or were actively looking to become a private renter**
- **67% of those who had looked for somewhere to rent had struggled to find a landlord or letting agent to rent to them as a migrant or refugee**

One respondent said: "I need to find a place to rent within 2 months. The deadline has already been reduced to 1 month, and the search has been unsuccessful. Many agencies, when they hear an accent, when they see a foreign surname - they simply say that everything is busy for viewing weeks ahead."

- **54%, over half, had struggled to find somewhere affordable to rent**

One respondent said: "During my six-month stay in Britain, I found a permanent job, my son likes to attend a local school. However, there is almost no housing for rent in our area. And the average cost of a house is 1,500 pounds per month, which is extremely expensive for a single mother from Ukraine."

- **49%, nearly half, had struggled to find money for a deposit to rent a home**

One respondent wrote: *“There were agencies that categorically refused to cooperate while I was receiving Universal Credit. They ask for payment of at least 3 months plus a deposit.”*

- **43% had struggled to provide a work history to secure a rented home**

One respondent explained: *“The problem is finding an apartment for rent without an active work contract. I currently live in a rural area where there is absolutely no work. I take my child to school in the neighbouring village. There is no time to travel to another place because the child has to be picked up from school. I am looking for an apartment to rent in a small town so that I can work. But no one wants to rent me an apartment because I am unemployed.”*

- **63%, almost two thirds of those who had found a home in the private rented sector indicated that they had experienced at least one maintenance issue**

One respondent wrote: *“It was very difficult to find housing. We cannot compete with Scottish tenants who have work history, good credit etc. We will lose in advance. We were lucky only because an acquaintance of the family of our sponsors was going to rent out housing and came to meet us... we had to turn a blind eye to a number of problems in the property.”*

- **46%, almost half of Ukrainians living in the private rented sector reported that they had experienced mould or damp**

One respondent stated: *“There was mould in the bathroom, a window in one of the bedrooms was leaking, the washing machine was breaking down, the water heater in the bathroom was breaking down, there is still no hot water in several places.”*

OBSTACLES IN THE WAY OF UKRAINIAN REFUGEES ACCESSING HOUSING

A range of obstacles lie in the way of Ukrainian refugees accessing housing.

Unable to pass the ‘risk’ test

Finding landlords or letting agents to rent to them as asylum seekers or migrants was difficult enough for the respondents. But issues in finding guarantors, employment (and proof of employment) in the UK and proving proof of status were also making it exponentially more difficult for Ukrainians looking to rent.

We heard from one local government worker who helps Ukrainian refugees, that even where host family pledge to be a guarantor the letting agents refused.

A respondent explained their story: *“At the moment I have a big problem that my income is not considered sufficient (sustainable) because I work in a school as a teacher’s assistant part-time (32 hours a week). My salary is less than the minimum wage and I get Universal Credit. And as soon as the agency hears about it, they immediately refuse and say that there are other more financially attractive potential tenants. And this despite the fact that the local council is ready to pay 6 months’ rent in advance and a deposit to compensate for any damages. I am looking for an apartment for me, my mother and my daughter... I can’t find anything for two months. And it is necessary to leave the hosts next week.”*

High rents, deposits and demands for rent upfront

Affordability was also a huge concern, with many Ukrainians struggling against high rents, unemployment, and low wages. Many simply could not afford to pay the rent in the area in which they had been housed.

Having the funds to pay a deposit, and comply with demands for rent upfront, are significant barriers to accessing the private rented sector.

One respondent wrote: *“Changing the country is already a big stress and trying to settle in another country is simply beyond human strength, when you are a mother of three children, and your husband is seriously ill and cannot work. It is impossible to find housing, and it is even more difficult to find money for it, a guarantor is a miracle that does not happen to us, work is slavish and difficult, after which there is no strength left to live. and at home - bombs and rockets.”*

Benefit discrimination

Ukrainians with children and those who claim benefits were reporting that landlords were especially reluctant to rent to them.

A respondent said: *“A second meanwhile commented: “There were agencies that categorically refused to cooperate while I was receiving Universal Credit. They ask for payment of at least 3 months plus a deposit.”*

Postcode lottery for support

Navigating a complex and inaccessible housing system, in a new country, was also proving exceptionally difficult for Ukrainian refugees, let alone in a language that is not their first.

Many reported positive experiences in receiving support from their local authorities, especially in the form of deposit and rent payments.

However, respondents also detailed stories in which their local authorities had been unhelpful in facilitating their access to housing.

More still expressed frustration with the lack of social housing available in their area.

One respondent said: *“One respondent said: “My family we were not able to access to the housing neither social due to lack of housing fund nor in private sector due to constant rejections.”*

State of disrepair and getting problems resolved

Those who were able to access housing in the private rented sector often reported standards issues, especially damp and mould, and some indicated a lack of communication or responsiveness from landlords and letting agents.

It is extremely concerning that so many refugees are reporting widespread issues in the private rented sector, especially given the short amount of time the vast majority have lived in the UK. 97.5% of all respondents had been living in the UK for less than a year when they completed the survey.

Why Ukrainian refugees wanted to secure a home of their own

Unfortunately, for some the need for housing in the private rented sector stemmed from a dissatisfaction with their living conditions, host family or with the area in which they have been housed.

However, more commonly respondents reported positive experiences living in accommodation provided in the visa schemes, and that the desire for private rented accommodation came from a need to now live independently and autonomously after a positive start in the UK.

RECOMMENDATIONS: WHAT ACTION IS NEEDED

The recently announced £150m being made available to Ukrainian refugees across the UK at risk of homelessness (regardless of which scheme through which they arrived) will undoubtedly benefit many who are currently struggling.

Moreover, the £500m fund to buy approximately 4,000 homes for those fleeing war is also greatly welcomed.

However, more can be done to ensure that Ukrainian refugees are supported into the private rented sector so that a homelessness crisis is prevented.

The visa schemes and Ukrainian immigration

1. Increase flexibility in funding for hosts

The lack of flexibility in funding for hosts means that many sponsors are not being given enough support for the responsibility they are taking on. For example, this could include providing increased payments for those hosting larger families and allowing payments to continue for hosts where sponsorship arrangements have been sustained and developed into lodging arrangements.

2. Increase flexibility across the different visa schemes

The Ukrainian visa schemes operate completely independently from each other, with the Family and Sponsorship Schemes run by two separate government departments. Once Ukrainians arrive under one of the schemes, they are unable to change to another if their circumstances change. For example, a Ukrainian family arriving on the Family Scheme could not change to the Sponsorship scheme if their family members were no longer able to afford to house them. Ukrainians should be given more flexibility in moving between different schemes.

3. Harmonise funding across schemes

There is a disparity in the support available for hosts and local authorities of Ukrainians arriving under the Homes for Ukraine and the Family Schemes. Under the Family Scheme, local authorities are not granted tariff payments, and those in the UK housing their families are not given 'Thank you' payments. The absence of financial provision for arrivals under the Family Scheme is leaving these Ukrainians disproportionately vulnerable to homelessness. The funding offered to those on the Homes for Ukraine Scheme must also be made available to Ukrainians on the Family Scheme.

4. Appoint a Minister of State for Refugees

Two government departments oversee the two main Ukrainian visa schemes – the Homes for Ukraine Scheme is overseen by Department for Levelling Up, Housing and Communities and the Family Scheme by the Home Office. Such complex cross-departmental work requires a dedicated individual to oversee. Previously this work was conducted to Lord Harrington, the government must appoint their successor.

5. Another nationwide call for host families

The Homes for Ukraine Scheme has already facilitated the housing of thousands of Ukrainian refugees fleeing from the war in their country. As the war continues, it is vital that those that can offer accommodation continue to be encouraged to do so.

Local authorities

6. Issue guidance to local authorities on how they should be supporting Ukrainian refugees

There were clear inconsistencies in respondents' experiences in attaining support from their local authorities. Before 2023, local authorities were given £10,500 per person arriving on the Homes for Ukraine scheme to offer 'wrap-around' support. However, while respondents often reported that their local authority had supported them into PRS accommodation, many also stated that their council had refused to do the same. Although the government updated their guidance in January 2023, it is vital that the government now issue guidance to local authorities surrounding the specific support they can and should be offering Ukrainian refugees with this funding.³ For example, whether councils should be issuing deposits, rent upfront, or paying for other housing related costs and how they should prioritise these means of support.

7. Maintain the £10,500 tariff given to local authorities

Recently the government announced that it would be cutting the tariff offered to local authorities per Ukrainian arriving on the Homes for Ukraine scheme from £10,500 to £5,900 for new arrivals after 2023. These tariffs have already proved very effective in supporting Ukrainian refugees into homes in the private rented sector, cutting them would only escalate the challenges many are already facing.

Landlords and letting agents

8. Work with landlords and letting agents to ensure that Ukrainian refugees are able to access accommodation in the private rented sector

It is vital that landlords and letting agents understand the rights Ukrainians have to rent in the UK. The guidance that the government has published for Ukrainians looking to access the private rented sector (available in Ukrainian and Russian) and surrounding Ukrainians' right to rent is already extremely helpful. The government must now work to ensure this information is consistently distributed amongst landlord associations and groups as well as letting agents.

9. End demands for upfront rent

³Department for Levelling Up, Housing and Communities, Funding for councils: Homes for Ukraine, 2023, <https://www.gov.uk/guidance/funding-for-councils-homes-for-ukraine>

It is unreasonable that private renters should be expected to provide months or even years of rent upfront to acquire a tenancy. Ukrainian refugees are being routinely locked-out of good quality housing because of these requirements. In the White Paper published by the government in June 2022, '*A fairer private rented sector*', the government said that they would explore restrictions on upfront rent.⁴

Amidst a cost-of-living and refugee crisis, now is the time for the government to bring in a ban on upfront rent requirements.

⁴ A fairer private rented sector, 2022, <https://www.gov.uk/government/publications/a-fairer-private-rented-sector>

Appendix 1 - The Private Rented Sector

Q1. Have you ever been a private renter?

319 out of 325 people answered this question

	%
<i>No, I have never been a private renter</i>	76.8
<i>Yes, I am currently a private renter</i>	21.3
<i>Unsure</i>	1.6
<i>Yes, I used to be a private renter</i>	0.3

Around 1 in 5 (21.3%) of respondents were private renters at the time of completing the survey. Over 3 in 4 (76.8%) had not been private renters.

Q2. Are you currently looking for a private rented home to move into?

250 out of 325 people answered this question

	%
<i>Yes</i>	76.4
<i>No</i>	15.2
<i>Unsure</i>	8.4

Of the respondents who were not currently private renters at the time of completing the survey, more than three quarters (76.4%) were actively looking for a home in the private rental market to move into. The Private Rented Sector (PRS) was evidently the sector of choice for the vast majority of Ukrainians who took part in the survey.

Of all 325 respondents who completed the survey, 80.0% were currently private renter, had been a private renter previously, or were actively looking to become a private renter.

Q3. When looking for somewhere to rent, have you faced any of the following difficulties?

259 out of 325 people answered this question (with multiple choice)

	%
<i>Finding a landlord or agent to rent you accommodation as a migrant or refugee</i>	67.6
<i>Finding somewhere affordable to rent</i>	54.1
<i>Providing a guarantor</i>	49.0
<i>Finding money for a deposit</i>	42.9
<i>Providing a work history</i>	32.8
<i>Understanding the tenancy information</i>	31.7
<i>Providing a landlord reference</i>	18.5
<i>Providing confirmation of status (right-to-rent)</i>	12.4
<i>Providing a valid form of identification (for example, passport and driver's license)</i>	2.7
<i>Other</i>	3.1
<i>None of the above</i>	5.4

Respondents reported a great many challenges in accessing privately rented accommodation, with 94.6% identifying a difficulty in finding somewhere to rent.

A large majority (67.6%) stated that they had struggled to find a landlord or letting agent to rent to them as a migrant or refugee.

One respondent said: "It is very difficult to find housing when they hear that the chances are decreasing from Ukraine, there are long queues, or they do not even register when they hear an accent, although we work and pay taxes."

A second meanwhile stated: "I need to find a place to rent within 2 months. The deadline has already been reduced to 1 month, and the search has been unsuccessful. Many agencies, when they hear an accent, when they see a foreign surname - they simply say that everything is busy for viewing weeks ahead."

Finally, a third respondent explained: "Landlords refused on the grounds that we have 2 children, although in fact we understand that they do not want to do business with Ukrainians (even though we offered payment for a year in advance)."

Over half meanwhile (54.1%) stated that they had struggled to find somewhere affordable to rent.

One respondent said: "During my six-month stay in Britain, I found a permanent job, my son likes to attend a local school. However, there is almost no housing for rent in our area. And the average cost of a house is 1,500 pounds per month, which is extremely expensive for a single mother from Ukraine."

A second meanwhile explained their story: "At the moment I have a big problem that my income is not considered sufficient (sustainable) because I work in a school as a teacher's assistant part-time (32 hours a week). My salary is less than the minimum wage and I get Universal Credit. And as soon as the agency hears about it, they immediately refuse and say that there are other more financially attractive potential tenants. And this despite the fact that the local council is ready to pay 6 months' rent in advance and a deposit to compensate for any damages. I am looking for an apartment for me, my mother and my daughter... I can't find anything for two months. And it is necessary to leave the hosts next week."

A third wrote: "There is a big problem with housing, it is impossible to rent it for Ukrainians, it is very expensive. The majority of people from Ukraine are women with children who cannot work full time because the children are small and renting housing is unaffordable for them."

Finally, a fourth respondent stated: "Changing the country is already a big stress and trying to settle in another country is simply beyond human strength, when you are a mother of three children, and your husband is seriously ill and cannot work. It is impossible to find housing, and it is even more difficult to find money for it, a guarantor is a miracle that does not happen to us, work is slavish and difficult, after which there is no strength left to live. and at home - bombs and rockets."

Other substantial obstacles amongst respondents included finding a guarantor (49%), finding money for a deposit (42.9%), providing a work history (32.8%) and understanding the tenancy information (31.7%). Nearly 1 in 5 (18.5%) respondents meanwhile had struggled to provide a

landlord reference, and over 1 in 10 (12.4%) had found difficulty in providing a confirmation of status.

One respondent said: *"There is a lot of competition for renting housing in our area, and since I, personally, do not have a credit history and a guarantor, and I am also a mother with a child with minimal income, in general, my chances of renting housing are approximately zero. And this despite the fact that I have a full-time job and have saved up money for a deposit. I even offered to pay for half a year in advance. There was no result."*

A second respondent stated: *"It is very difficult to find housing for refugees without a credit history, especially if you are a mother with a child. Agencies and landlords are not even considered as a potential tenant."*

A third commented: *"Ukrainians cannot rent housing in Scotland because they have no credit history and no guarantor."*

A fourth explained: *"We have been looking for accommodation in Chichester, West Sussex for the third month now. But unsuccessfully. Landlords refuse because we do not have a guarantor."*

Finally, a fifth respondent wrote: *"For two months now, I have been looking for housing with my three sons, but I have only received rejections because I do not have sufficient income or a guarantor. We are under constant stress. The host is pressuring us."*

Many of the respondents specifically discussed their difficulties in finding a landlord to rent to them with children.

One respondent said: *"There is very little real estate that can be rented. They don't want to take children with them if you are on universal credit."*

Another respondent wrote: *"It is very difficult to find good housing with a small child. In 3 weeks, there were about 10 viewings, all of them refused us, although the husband has a contract for work in Britain and all the relevant documents."*

Respondents also pointed to their status as benefit claimants as preventing them from accessing housing.

One respondent said: *"It was difficult to find housing for rent. First of all, little is offered. Secondly, if a family with children is on benefits, they generally refuse, especially to refugees."*

A second meanwhile commented: *"There were agencies that categorically refused to cooperate while I was receiving Universal Credit. They ask for payment of at least 3 months plus a deposit."*

Respondents often described a general lack of support and difficulty in navigating the UK's housing system.

One respondent wrote: *"No one wants to help us with housing or work, it is very difficult to do it on our own without knowing their laws."*

A second meanwhile commented: *"In small villages/towns there is no help at least with information or explanation. And with a small child, I can't go to big cities, because it was very difficult for me to move."*

Some respondents stated that they had only been able to find somewhere to rent because of the support of their sponsors.

One respondent said: *"I got the opportunity to rent housing only because my guarantors offered a higher price and paid in advance for 6 months. No one wants to deal with a temporarily unemployed woman with 2 children, no financial history. Just having a guarantor is not enough."*

A second meanwhile stated: *"1 bedroom flat in Islington. Search for 2.5 months. The sponsor acted as a guarantor and payment 6 months in advance."*

Finally, a third wrote: *"My English family and my employer are currently helping me and my 10-year-old daughter a lot with the search for housing, without their help, it would be very difficult to do it all on my own, unfortunately."*

Numerous respondents also pointed to their reliance on local authority support in accessing housing.

One respondent said: *"The local council agreed to pay a month's rent and a deposit. They also accommodated us for a week in a hotel before moving to a new house."*

A second commented: *"I applied for the payment of the deposit and the first month's rent, as well as for housing benefits, everything is fine."*

Finally, a third stated: *"The council provided monetary assistance in the amount of £3,200 to me and £1,000 to the landlord."*

Some respondents however reported that they had been refused support from their local authority or that they were disappointed with the support available.

One respondent wrote: *"I earned my own savings for the deposit payment, found a guarantor. I asked the local council to provide assistance for the arrangement of empty housing. They did not help."*

Meanwhile, a second respondent said: *"The Council knowingly withholds or gives known false information about the possibilities/procedure of renting/charity options and generally any matters relating to private renting. Even the possibility of applying for social housing was denied."*

A third stated: *"It was incredibly difficult to find housing. No one from the local authorities helped me, although I went to meetings, wrote letters, filled out questionnaires, they promised, promised, and did not help, instead they provided information that was not confirmed, I did not receive answers to most questions at all. Council office is completely useless."*

Finally, a fourth described their experience: *"Procedure for receiving help from the council is completely incomprehensible 'You have to become homeless first'. That is, I and the seven-year-old child must first stay on the street, and then only MAYBE the council will help with something. People are already traumatized; many have lost their homes in Ukraine as well. We are from Kharkiv, and we cannot return home."*

Respondents indicated that they had struggled or been unable to acquire social housing.

One respondent said: *"My family we were not able to access to the housing neither social due to lack of housing fund nor in private sector due to constant rejections."*

Meanwhile, a second commented: *"I am looking for social housing, I registered in the property pool, but they do not activate the account for 2 months."*

Some respondents living with hosts explained that their geographical location was actively making it difficult to find employment and housing.

One respondent described their story: *"I am 51 years old, my son is 16 years old, we live in the town of [X], it is a very depressed town, there is no transport, there is no work without speaking the language, it is difficult to get to the [English language] courses and the job centre. I wanted to leave the sponsors, but they do not mind us staying... it is impossible to move."*

A second respondent described their experience: *"We live in a village without transport, shops and work. I have not been able to find a job for the 5th month because there is no way to get to any work on time in the morning, or on the contrary to return from work in the evening. I sent a letter to the council, but they have no desire to help until the 6-month period is over. But since our sponsor said that he is ready to accept us even after 6 months, there is no possibility to move to our own house, because there is no job. And I don't have a job because I live far from the city. And the room we live in is the coldest of the whole house, it is impossible to sleep until you put a hot water bottle at your feet. But it is possible to survive, but the lack of work is simply terrible!"*

Finally, a third wrote: *"The problem is finding an apartment for rent without an active work contract. I currently live in a rural area where there is absolutely no work. I take my child to school in the neighbouring village. There is no time to travel to another place because the child has to be picked up from school. I am looking for an apartment to rent in a small town so that I can work. But no one wants to rent me an apartment because I am unemployed."*

There were early indications that difficulties in accessing housing in the PRS was a direct cause of homelessness amongst some Ukrainian refugees.

One respondent explained: *"After arriving in Great Britain, I lived with the host for 6 months. At the end of the term, I tried to find housing on my own, but I was faced with the fact that the agents were not interested in offering my candidacy for consideration by the landlord, since I have no credit history, receive Universal Credit, and do not have a permanent income. I also have pets - Yorkies. Council offered me another host, but I had no luck, I faced domestic abuse. Council sent me to temporary housing, where I am currently staying with my dogs."*

A second meanwhile stated: *"Even if I can pay a deposit 6 months in advance, the agencies do not agree to rent and I understand that after the period of stay in the sponsor's house, I and my family may find ourselves on the street."*

Some respondents even stated that they were considering returning to Ukraine.

One respondent said: *"Since I cannot find a job in those fields while the child is at school, I am unemployed, and I cannot rent an apartment alone with the child. I am thinking of returning home to Ukraine in January."*

A second meanwhile stated: *"We are returning to Ukraine because we have not found an apartment to rent."*

Finally, a third commented: *"I dream of returning to Ukraine."*

Q4. Have you experienced any of the following maintenance issues in your current home?

68 out of 325 people answered this question (with multiple choice)

	%
<i>Mould or damp</i>	45.6
<i>Leaks or draughts</i>	27.9
<i>Heating and/or hot water not working properly</i>	20.6
<i>Poor security (such as insecure locks, doors, and windows)</i>	13.2
<i>Faulty electrics</i>	13.2
<i>Pests, for example mice, rats, cockroaches, bedbugs</i>	7.4
<i>Other</i>	1.5
<i>None of the above</i>	36.8

Respondents who were private renters at the time of completing the survey were asked if they had experienced maintenance issues in their current home. Almost two thirds (63.2%) indicated that they had experienced at least one maintenance issue.

Almost half (45.6%) reported that they had experienced mould or damp, over 1 in 5 (20.6%) that their heating or hot water had not worked properly, and over 1 in 10 (13.2%) had experienced poor security and faulty electrics.

One respondent said: *"There was mould in the bathroom, a window in one of the bedrooms was leaking, the washing machine was breaking down, the water heater in the bathroom was breaking down, there is still no hot water in several places."*

Another commented: *"The wall leaked, the shower leaked, they could not connect to the Internet."*

Finally, a third wrote: *"In the bathroom, you have to constantly open the window to reduce the humidity, so it is always very cold there. We have 3 small children."*

Respondents who had experienced maintenance issues often pointed to slow responses from their landlords or letting agents.

One respondent wrote: *"For more than two weeks, she asked to change the pipes in the yard because they were rotten and leaking, she did it herself. There was no heating for almost three weeks."*

Meanwhile, a second explained: *"I have been waiting for more than a month for the heating to be repaired."*

There were some indications from respondents that they were enduring poor standards in their privately rented homes because of a lack of availability of alternative accommodation in the sector.

One respondent for example wrote: *"It was very difficult to find housing. We cannot compete with Scottish tenants who have work history, good credit etc. We will lose in advance. We were lucky only because an acquaintance of the family of our sponsors was going to rent out housing and came to meet us... we had to turn a blind eye to a number of problems in the property."*

Appendix 2 - Temporary accommodation and accommodation offered as part of the Ukrainian visa schemes

Q1. Have you ever lived in temporary accommodation? We consider any form of asylum support accommodation arranged by the Home Office (eg s98, s95 or s4) as temporary accommodation.

If you live or have lived in someone's house on a sponsored visa (Homes for Ukraine), we consider this considered temporary housing.

321 out of 325 people answered this question

	%
<i>Yes, I am currently living in temporary housing</i>	60.4
<i>No</i>	23.1
<i>Yes, I used to live in temporary accommodation</i>	14.6
<i>Unsure</i>	1.9

3 in 4 respondents (75%) had lived in temporary accommodation at some point, with the majority (60.4%) living in such an arrangement at the time of completing the survey.

Q2. How long did you/ have you lived in temporary accommodation?

240 out of 325 people answered this question

	%
<i>Less than 6 months</i>	63.8
<i>6 months to 1 year</i>	35.8
<i>1 to 2 years</i>	0.0
<i>2 to 5 years</i>	0.0
<i>More than 5 years</i>	0.4

The majority of respondents (63.8%) who had lived in temporary accommodation (including living with sponsor families as part of the Homes for Ukraine scheme) had been living in such arrangements for a relatively short amount of time, less than 6 months.

Q3. Have you ever faced any of the following issues in temporary accommodation?

239 out of 325 people answered this question (with multiple choice)

	%
<i>Mould or damp</i>	24.7
<i>Heating and/or hot water not working properly</i>	16.7
<i>Leaks or draughts</i>	13.0
<i>Pests, for example mice, rats, cockroaches, bedbugs</i>	5.4
<i>Poor security (such as insecure locks, doors, and windows)</i>	5.0
<i>Faulty electrics</i>	4.2
<i>Inadequate fire precautions, for example, smoke detectors not working</i>	0.4
<i>Other</i>	2.5

Most respondents (58.6%) indicated that they had not experienced any of the suggested repair or maintenance issues, nor did they indicate another issue.

Many of the testimonials were positive, with many detailing good quality standards and experiences living with their sponsors.

One respondent said: *"We lived for 5.5 months with a family of sponsors (Homes for Ukraine). Our family consists of 4 people. We had 2 separate rooms and a private bathroom with a toilet. The kitchen, living room and garden were shared, they ate together. The conditions were perfect. We are very grateful to the sponsor family for their hospitality."*

Meanwhile a second said: *"Very pleasant and polite sponsors, as well as owners and employees of hotels... In general, a very positive impression, everyone helps at the first need."*

However, some standards issues were reported. Almost 1 in 4 (24.7%) reported problems with damp or mould and almost 1 in 6 (16.7%) indicated that they had experienced issues with heating or hot water not working properly.

One respondent said: *"There was mould in the sponsor's house. The bathing area was covered with mould and slime. The baby bath is in the same condition. I had to deal with it myself. Since the owner did not see this as a problem."*

A second respondent explained their difficulties in living with their sponsors: *"We live in a host family. Everything is not bad, but it is impossible to decide for yourself how to act. We offer to pay extra and use the utility at your own discretion - we are not allowed... The house cools down quickly. Mould, dampness. The roof is probably leaking in the "children's" room. Unsanitary conditions due to the owner's dog in the house. Since it is difficult for children to adapt, there is no way to change schools, and there is no social housing in this area, and it is also impossible to find a private rental."*

Finally, a third wrote: *"I lived in a house under the Homes for Ukraine program, which had problems with water and heating. The owners were in no hurry to repair it. But most of all, unsanitary conditions in the house, especially in the kitchen, bothered me. And nothing could be done about it. After six months in the first host, I moved to a temporary room, which is very warm, very clean and everything works. No complaints."*

Numerous respondents also pointed to issues with the coldness of their sponsor's homes.

One respondent said: *"I am grateful for all the help provided by Great Britain; it is very valuable for me. I live in a wonderful family that tries to create comfortable conditions for my life here. Unfortunately, there are a few problems with the heat in the house, because I understand that the English save on heating, and it is very unusual and a little difficult for me when the house is cold, I get cold and a little sick because of it."*

A second respondent commented: *"Hosts save a lot on heating, it is 15-16 degrees in the house, we are freezing."*

A third stated: *"My host doesn't turn on the heat even though it's almost December. She thinks that it is not cold enough in the house yet."*

Finally, a fourth wrote: *"Our sponsor saves on heating because he considers the humidity and temperature in the room to be 14 degrees, even despite the fact that we live in it with an 8-month-old baby."*

Even in cases where respondents reported a positive experience living with their host families, many expressed an eagerness to find independent accommodation.

One respondent commented: *"It's rather hard to live with other people in the house which is not yours."*

A second meanwhile said: *"It is difficult to live with strangers because you constantly try not to interfere with the owners living their normal lives. This is psychological pressure."*

Appendix 3 - Demographics

Q1. How old are you?

301 out of 325 people answered this question

	%
<i>Under 20</i>	0.0
<i>20-39</i>	11.6
<i>30-39</i>	37.2
<i>40-50</i>	43.2
<i>50-59</i>	7.3
<i>60 or over</i>	0.7

Q2. Which of the following best describes your gender identity?

317 out of 325 people answered this question

	%
<i>Female</i>	89.6
<i>Male</i>	9.8
<i>Non-binary</i>	0.0
<i>Intersex</i>	0.0
<i>Prefer to self-describe</i>	0.3
<i>Prefer not to say</i>	0.3

Q3. To which of these groups do you consider you belong?

312 out of 325 people answered this question

	%
<i>Eastern European</i>	51.3
<i>Any other White background</i>	33.3
<i>Another ethnicity</i>	6.7
<i>European and Asian</i>	1.3
<i>Bangladeshi</i>	0.6
<i>Any Other Asian Background</i>	0.6
<i>Black African</i>	0.3
<i>Asian British</i>	0.3
<i>English, Welsh, Scottish, Northern Irish or British</i>	0.3
<i>Any other dual Heritage background</i>	0.3
<i>Chinese</i>	0.3
<i>White Irish</i>	0.3
<i>Prefer not to say</i>	4.2

Q4. What country were you born in?

307 out of 325 people answered this question

	%
<i>Ukraine</i>	95.4
<i>Russia</i>	2.0
<i>Germany</i>	0.7
<i>Belarus</i>	0.3
<i>Georgia</i>	0.3
<i>Iran</i>	0.3
<i>Kazakhstan</i>	0.3
<i>Moldova</i>	0.3
<i>Uzbekistan</i>	0.3

Q5. How long have you been living in the UK?

321 out of 325 people answered this question

	%
<i>Less than one year</i>	97.5
<i>1 to 2 years</i>	0.9
<i>2 to 5 years</i>	0.6
<i>5 to 10 years</i>	0.6
<i>Over 10 years</i>	0.0
<i>Prefer not to say</i>	0.3

Q6. Why did you first come to the UK?

317 out of 325 people answered this question

	%
<i>On a Ukrainian visa (Sponsored, Family or Extension)</i>	93.7
<i>As an asylum seeker</i>	3.5
<i>To work or to find work</i>	1.9
<i>To join family</i>	0.3
<i>Prefer not to say</i>	0.6