

The process for an applicant

Referral

First you will need register as homeless/threatened with homelessness to submit a referral though the Deposit Guarantee section of our website, www.arcinspire.co.uk/Get-Help/Deposit-Guarantee-Scheme Once we have received this we will be in touch within 3 working days with either a decision in principal or further questions if required. It is important that you answer the questions as honestly and to the best of your ability as this may affect your application. If you are in the Sedgemoor area you must have spoken with the Housing Advice team at the council prior to making an application.



Approval in principal

We will advise you that you are approved for the deposit guarantee and/or rent in advance. You will then need to source an appropriate accommodation. You will need to make the landlord or letting agent aware that it would be a Deposit Guarantee rather than a standard cash deposit. We can provide an information leaflet to explain how this works

Declined

If the decision is to decline you for the Deposit Guarantee Scheme we will advise you in writing how to better your chances of being able to use the service in the future. It may be a simple fix so please do come back to us should your circumstances change.



Property found

When you have found a suitable property that accepts the Deposit Guarantee Scheme let us know as we will book you an appointment to meet with us for a more in-depth application. Again, it is important that you answer all questions fully and honestly. We will need you to bring with you the following; ID – passport / driving licence (provisional is fine), details and the address of the property that you are applying for (including monthly rent, deposit amount and rent in advance amount), landlords contact details for the and any benefit/employment information you are able to access (screen shots of a universal credit claim is fine).

Continue to next page



Acceptance

If we approve your Deposit Guarantee and or rent in advance, we will assess your financial need and confirm that amounts that we able to assist with. We will then contact the landlord or letting agent to confirm that they are happy with the scheme and timescales for moving in. We will also need to arrange a convenient time and date for us all to meet at the property you are moving into (usually the point of move in) to carry out an inventory of the property. **Do not move in to the property until this is completed as we will not able to activate the Deposit Guarantee without this.**



Declined

It is unlikely that your application will be declined, unless there is a change in circumstance from the first application, at this point, however should we need to decline you for the Deposit Guarantee Scheme we will advise you in writing how to better your chances of being able to use the service in the future. It may be a simple fix so please do come back to us should your circumstances change.



Finalisation

We will need to arrange a time and date to meet with you and your new landlord to complete the inventory, sign any paperwork required and check the tenancy agreement

Do not move in to the property until this is completed as we will not able to activate the Deposit Guarantee without this.



Repayment

If we have paid toward your rent in advance we will need to arrange a repayment plan for this, usually over the period of 6 months. Our internal finance team will be in touch shortly after you move in to arrange amounts and how to make payments.

If there has been a Deposit Guarantee arranged, you will need to discuss with your new landlord a payment plan to start building your cash deposit. Again, this is usually over a period of 6 months in line with the Deposit Guarantee expiry date. In some circumstances when both you and your landlord have remained in contact with us and regular payments have been made this expiry date may be extended.



6 Month review

At the end of the initial 6 months term we will contact both you and your landlord to check in and ensure that everything is remaining to go well. If our Deposit Guarantee Scheme has been extended (by agreement) to 12 months we will also check with you both at the end of that period.