

This is important information from Leeds City Council for when you receive a positive or negative decision on your asylum application from the Home Office. When you get your decision letter from the Home Office **you must act quickly** to get the help you need before your asylum support ends.

Positive Decision

If you have received a **positive decision** on your asylum claim from the Home Office and you now have refugee status:

You need to do the following things as soon as possible:

1. Biometric Residence Permit (BRP)

You will receive a Biometric Residence Permit (BRP) which shows your status in the UK. **You need your BRP to access move on support.** This is sent by the Home Office within 10 days of your decision letter.

If you have not received your BRP and you have received a discontinuation letter from the Home Office and a Notice to Quit letter from Mears, **you must:**

- Contact Migrant Help
- By email positivemoveon@migranthelpuk.org or
- Call the free 24-hour asylum helpline on 0808 8010 503 – ask for support in your language

2. Housing

You have 28 days' notice from the date you received a positive decision to find another place to live.

- Contact Leeds Housing Options. This is the service that supports people at risk of being homeless. Contact them **as soon as possible so they can help you.**
- Call 0113 222 4412
- Or visit Leeds Housing Options, Merrion House, 110 Woodhouse Lane, Leeds, LS2 8BB Monday, Wednesday, Thursday and Friday 9am to 4pm. Tuesday 10am to 4pm.
- New to Leeds has more information on [housing](#).



3. Bank Account

You need a bank account to get Universal Credit payments. Bank accounts are free to open. **You will need to take these things with you** when you go to open a bank account:

- Your BRP
- A letter from the Home Office to prove your address.
- New to Leeds has more information on [money](#).



4. Department of Work and Pensions (DWP)

Universal Credit (UC)

As a new refugee you should make a claim for Universal Credit. Universal Credit is money to help with your living costs and to pay your rent. Universal Credit is paid 5 weeks after you make a claim, so you need to do this as soon as possible. You can ask about receiving an advance payment, you will have to pay this back, ask for this to be explained to you.

- Apply online [Universal Credit: How to claim - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/universal-credit-how-to-claim)
- Or apply by telephone, call 0800 328 5644 Monday to Friday 8am to 6pm.
- If you need help to apply by telephone, call Help to Claim on 0800 144 8 444 Monday to Friday 8am to 6pm.
- New to Leeds has more information on [Universal Credit](#).



Child Benefit

If you have children, you should make a claim for Child Benefit. Child Benefit is money to help with the cost of raising a child who is under 16, or under 20 if they stay in education or training.

- Apply online [Child Benefit: Make a claim - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/child-benefit-make-a-claim)
- Or apply by telephone, call 0300 200 3100 Monday to Friday 8am to 6pm

Negative Decision

If you have received a **negative decision** on your asylum claim from the Home Office, your decision letter will explain the reasons.

You may be able to make a legal challenge to the Home Office's refusal. This is called an appeal.

You can find an adviser who can give you immigration advice by using the Office of the Immigration Services Commissioner (OISC) Adviser Finder [Find an immigration adviser: Search for an adviser - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/find-an-immigration-adviser-search-for-an-adviser)

Some advisers and solicitors charge a fee for their services. If you cannot pay, you can find a representative with a legal aid contract [Find a legal aid adviser \(justice.gov.uk\)](https://www.justice.gov.uk/guidance/find-a-legal-aid-adviser)

Legal aid helps people with no income to pay for the cost of getting legal advice.

New to Leeds has more information on [immigration advice](#)



Information and Advice

RETAS

If you receive a positive decision, the Refugee Education Training and Advisory Service – RETAS can help you with:

- Securing a bank account
- Applying for benefit and welfare entitlement
- Supported searches for housing
- Call 0113 380 5360
- Or visit 233-237 Roundhay Road, Harehills, Leeds, LS8 4HS Monday to Friday 9am to 5pm

New to Leeds

You can find information about services in Leeds translated in 26 languages on the New to Leeds website www.newtoleeds.org

