

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.

New to Leeds [New Refugees - New to Leeds](#)

Find information for new refugees in Leeds translated in 51 languages



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. Get access to your eVisa

An eVisa is an online record of your immigration status.

If you have a valid passport, go to www.gov.uk/get-access-evisa and follow the instructions to create a UK Visas and Immigration (UKVI) account to access your eVisa.

If you do not have a passport, the Home Office will create a UKVI account for you within 14 days of your positive decision.

You will receive a letter with an important UKVI customer number. This number will begin with KX followed by 8 numbers, e.g. KX54678912. Go to www.gov.uk/get-access-evisa and use the UKVI customer number when you are asked for a passport number.

If you do not receive the letter with the UKVI customer number, contact the UKVI Resolution Centre

- Use webchat to chat online <https://ukimmigration-support-webchat.homeoffice.gov.uk/evisa>
- Call +44 (0)300 790 6268 - select option 3

If you need help, you can contact Migrant Help

- By email evisa@migranthelpuk.org or
- Call 07483 170100

When you have created your UKVI account, go to www.gov.uk/view-prove-immigration-status to get a **share code** to prove your immigration status for opening a bank account, renting a house, getting a job or applying for a training course.



2. Housing

You have 56 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:

- A share code and your date of birth for the bank to check your digital status.
- A letter from the Home Office to prove your address.
- New to Leeds has more information on [bank accounts](#).



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](#)
- 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](#)
- Or apply by telephone, call 0300 200 3100 Monday to Friday 8am to 6pm
- Print and take your form with your child's ID documents to your nearest Jobcentre

Information and Advice – if you receive a positive decision

RETAS the Refugee Education Training and Advisory Service can help you with:

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

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 \(www.gov.uk\)](#)

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 \(justice.gov.uk\)](#)

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 – if you receive a negative decision

British Red Cross

- Call 0113 201 5267 (leave a message if there is no answer)
- Email RefugeeSupportWY@redcross.org.uk

PAFRAS

- Visit St Aidan's Community Hall, Elford Place West (off Roundhay Road), Harehills, Leeds, LS8 5QD Wednesdays 9.45am to 11.30am
- Arrive early to be seen**