

Welcome to the UK

This leaflet tells you what will happen when you first move into your new home.

Accommodation

MEARS

Your Housing Manager will meet you when you arrive at your home. If you cannot understand English, the Housing Manager will provide an interpreter. The Resident Welfare Manager will visit you 5-7 days after you have moved in to see how you are settling into your new community and provide further advice or assistance.

Your Housing Manager will show you around your home. The Housing Manager will tell you how to use things like heating and the cooker. The Housing Manager will show you how to turn off the gas, electricity and water if there is an emergency. The Housing Manager will ask you whether you understand the information. You will have to sign your name. The Housing Manager will also ask you to sign your name on an Occupancy Agreement document.



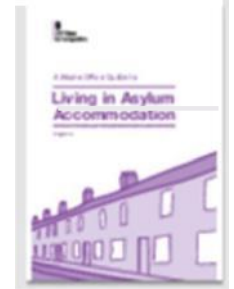
Information

Your Housing Manager will give you some more documents. The Housing Manager will tell you about important information in the documents. The Housing Manager will give you a printed version of the documents in your own language or a link so that you can read the documents on the Internet. The Housing Manager will help you to save the link so you can read the documents again. If the Housing Manager does not give you the documents after one week, you can ask the Housing Manager to give them to you. This is a list of the documents the Housing Manager will give you:

1. A Service User Handbook. This document has important information about your home. The document tells you how to ask someone to repair something in your home. The document also tells you how to take care of your home, what services you can expect from Mears and what they expect from you.

2. Home Office Guide to living in Asylum Accommodation.

This document tells you about the services you will receive from the Home Office and how Mears and Migrant Help will help you when you live in your home. The document also tells you about what is expected from you and where to report problems, concerns and changes in your circumstances.



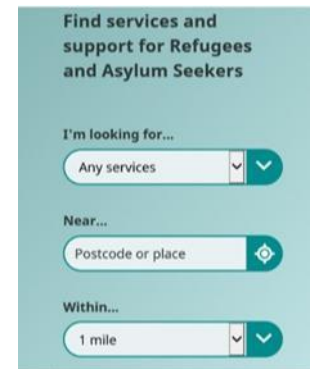
3. Local Information Pack. This document tells you information that will help you get to know and settle into your local area.

The document tells you about shops, public transport, doctors, dentists, things to see and things to do. This document has a list of services where you can go to meet people from your own community and they can often offer very practical help and support too.

Local Information Pack



Your Housing Manager will give you a link to the **NEMP website** www.nemp.org.uk which contains a list of support services where you can get help. The website also tells you how to take care of your health and how to be a good parent in the UK. The website also tells you about UK laws. The web-site has information and videos in different languages and short on-line learning courses.



Money

The Housing Manager will ask you if you have an Aspen Card. If you do not have an Aspen Card, the Housing Manager will give you money to help you purchase food and other essential living items for 4 days. The money will be £5 each day for each person. After 4 days, the Housing Manager will ask you if you have received the Aspen Card. If you do not have the Aspen Card, the Housing Manager will ask you to talk to Migrant Help to get the Aspen Card. Where confirmed by Mears that the Aspen Card has not been used, the Housing Manager will give you money for a further 4 days. The Housing Manager will continue to check if you have your Aspen Card and if it has been used and give you money until it arrives.



Health

You can have free NHS medical and dental care while you seek asylum.

You need to register with a General Practitioner "GP" (a GP is a doctor) and with a dentist.

Registering means asking the doctor or dentist to add your name to their list of the people they look after. You should do this as soon as you can. If you become sick later, then the GP or dentist you registered with will look after you. Your housing manager will show you information in your Local Information Pack about how to register with a GP and dentist.

The Housing Manager will ask if you have the medicines you normally take. If you urgently need medicine, the Housing Manager will arrange for you to register straight away with a doctors.

Schools

If you have children aged 5 to 18, the Housing Manager will show you information about how to get a place at school for your child. This is called registering for a school place.



The Housing Manager will ask you if you need help to register for a school place.

Support services

The Resident Welfare Manager will come to see you. The Resident Welfare Manager can help you connect with services near you which will welcome you, and which may help with practical things like clothing and food too.

The Resident Welfare Manager will ask you if it is OK to give your information to these other services. They will ask if it is OK to tell these services your name, address, phone number, the ages of your family members and your language. They will ask you to sign a form to say it is OK to do this. This form is called a consent form. If you do not want to do this, do not sign the form. However, if you do not sign the form, those services will not be able to contact you to offer help.



Methodist Asylum Project
mapmiddlesbrough.org.uk



www.redcross.org.uk



actionfoundation.org.uk



walkingwith.co.uk



thecomfreyproject.org.uk

S.T.A.R.C.H

South Tyneside Asylum Seekers
and Refugees Church Help
maggregg@talktalk.net



fodisunderland.org



DARLINGTON ASSISTANCE FOR REFUGEES

darlingtonrefugees.org