

# YOU'RE MATCHED!

We are overjoyed that you've found somebody to host for the next 6 months or more. It may feel a little daunting waiting for your guests to arrive and making sure that you have everything you need to prepare for welcoming your guests into your home – but don't worry, we've made this pack for you with all the important information for the next steps of your journey.

Our direct contact with you will stop here, but if you do need to ask us anything, please send us an email and we will always answer as best as we can.

If you want to share your journey with us so that we can spread the word and encourage more people to sign up as sponsors, you can send us an email on [media@reset.org.uk](mailto:media@reset.org.uk)

We wish you all the best for the future! It's been a pleasure to welcome you to the Homes for Ukraine Scheme.

Thank you!

*The Reset Team*



It's been a pleasure  
to prepare you to  
start your sponsor  
journey

# HERE'S WHAT YOU NEED TO KNOW

Read through the pack below to make sure you are prepared for the next steps of your sponsor journey.



**Information that can help you with the visa process**



**Organising travel for your guests to arrive in the UK**



**How to help your guests prepare for their journey**



**Tips to welcome your guests into your home**





## The Visa Process

# THE VISA PROCESS

*Once you and your guest have decided to go forward together, you'll need to start the process with your guest to apply for their visa.*



### Finding support for the visa process

You can [watch this simple video](#) made by the government to help you and your guests apply for the visa.

The charity, **Here for Good**, has also created helpful guides to help individuals complete the visa, which you can [download from their website](#).



### When will my guest arrive in the UK?

Your guests will have up to 90 days to arrive in the UK after their visa is approved. We tend to see that people arriving through the Homes for Ukraine Scheme arrive much sooner than that, and often immediately after their visa is approved, but not everybody may be ready to do so. This is for various reasons, but most commonly because they need to tie up loose ends before they leave like jobs, rental contracts or making sure their family members are safe before they leave.

### Remember!



It may take a few days for your guests to think about their next steps once they have their visa confirmation, so check in with them after they have their visas to talk about their rough ideas or plans about when they will leave to come to the UK. During this period of time, you may find our resource about [waiting for your guest](#) to arrive to be useful.

Let them know that they can take as much time as they need, and once they have decided when they will start to leave to come to the UK, you can help them with planning their travel.



Arranging travel

# ARRANGING TRAVEL

*Once the visa has been approved, which will be sent to your guests via email confirmation, you'll need to start preparing for their travel to the UK.*



## **Do I have to organise the travel for my guests?**

It's by no means your responsibility to arrange travel for your guests, but we encourage you to be a part of the process and help them navigate their journey to your home.



## **How long will it take for my guests to arrive?**

Many Ukrainians will have fled to neighbouring countries at the beginning of the war and will be leaving from there. Some will still be in Ukraine, where public transportation is no longer frequent and air travel is banned. If your guests are coming directly from Ukraine, be aware that it could take them a lot longer to arrive in the UK.

## **How can my guests travel to the UK?**

There are many ways that Ukrainians can travel to the UK. The most common is by train, however, some come via air travel. Have a look at [our resource](#), which you can send to your guests and is available in [Ukrainian](#) on cheap and free travel options to the UK from Europe.

READ MORE





Helping your guests with travel

# HELPING WITH TRAVEL

*Arriving in the UK at an airport or a port is something that your guests may not need so much help with, but they will need you to help them navigate their way to your doorstep once they arrive in the UK. Of course, you can arrange to pick them up from the airport or port, but this may not be possible for everyone (which is totally fine!). Here are some ways to help.*



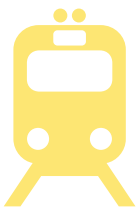
## Arrival Location

Make sure you know which airport/port or train station they are arriving in and what time they will be arriving.



## Know where they are

Ask your guests to notify you as soon as they arrive in the UK so that you can be on call in case they get lost.



## Travelling across the UK

The easiest way to travel in the UK is by train, and **national rail are offering free travel to any Ukrainians for their first 48 hours in the UK.** They cannot book these tickets in advance and will have to go to the ticket office with their boarding passes and passports to access these free tickets.

## Top Tip!

Write them a simple email or text message which clearly states the destination they need to get to. E.g., If you live in Manchester, do they have to go to Piccadilly, Victoria or Oxford Road train station? This way, if they don't speak English very well, they can just show this message to the Ticket Officer and the officer will make sure they get to their intended location.

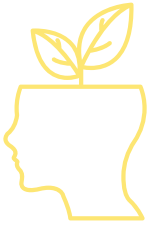




Welcoming your guests

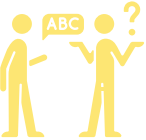
# WELCOMING YOUR GUESTS

*There's no one way to welcome guests into your home, and we encourage you to do whatever feels comfortable to you. We've come up with some things that you could do to prepare for welcoming your guests:*



## **Mentally Prepare Yourself**

Nobody can truly prepare you for sponsorship, as it will be a unique journey for you and your guests. There are many organisations who have supported people to welcome refugees into their home for years. If you haven't done so already, [you can read through these guides from NACCOMM on preparing yourself to host.](#)



## **Be prepared to learn some Ukrainian!**

Your guests may have a high level of English, so if that's the case, you don't need to worry so much about this one. If you know that your guests struggle with English, you could go and grab a Ukrainian-English dictionary to be on hand whenever you need it. Make sure that you've also downloaded Google Translate to your phone, or any other translation app like Reverso or iSmile. Be sure to check out our videos for [tips about using Google Translate and communicating with your guests.](#)



## **Prepare a mini-info guide**

When your guests arrive at your home, they may feel a little disorientated and overwhelmed which is normal. To help them ease into their new home, you can leave them a little information guide in their room that they can read on their own. This guide can be filled with useful things like your Wi-Fi password, directions to the closest shop, your home address, your contact numbers, and some emergency contact numbers too like 999 and a contact email for your local authority in case they need it. If they don't speak English well, you can try to use photos of the different steps needed to use the washing machine for example, or a map with different shops circled on it for your guide.

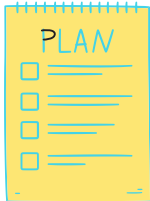


## Welcoming your guests



### Have some spare time on hand in the first few days

Of course, you cannot stop working or running your daily errands, but make sure that your schedule is as free as possible during your guests' first week. Having some time to spare will help you and your guests feel more relaxed and it will be easier to navigate any issues that might come up.



### Don't make too many plans!

It's natural to want to make lots of plans that will make your guests feel extra welcome, like a day trip to the park, sightseeing or organising a pub Sunday roast with your new guests and family/friends. However, many refugees who have resettled in the UK often describe their first week as a haze. They might have been through a lot emotionally and physically and may prefer to spend the first few days resting. Try to take it slow, and let your guests settle first and most importantly, be guided by your guests. If you have an idea for an outing, ask them if they'd like to join instead of making plans for them.



### Join us online to learn more about sponsorship

We hold monthly webinars for sponsors to feel as prepared as possible for when their guests arrive, or even once your guests are in your home. We talk about a range of topics, from what to do once your guests arrive to how to plan for the end of your sponsorship. [Follow this link to sign up to our next webinar!](#)

## Power Imbalances and Empowerment



The people you support have been displaced from their homes. They'll be adjusting to a new culture, way of working, and new customs. They may be navigating this alone, with no connection with people other than you and those living in your household at first. Sponsors can provide the support and local expertise to navigate this adjustment but remember to always utilise an empowerment approach to your support.

READ MORE





# THAT'S ALL FROM US!



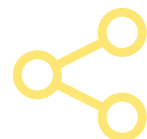
## Read through our support

We've got a website packed with tips and advice for you and your guests. Be sure to have a look through the articles to find out more about how to support yourself and your guests.



## Check out our trainings

We provide a series of trainings and webinars to support you on your sponsor journey. Have a look at our website to find out when they are, and how you can sign up!



## Share your Story

We'd love for you to share your journey of becoming a Sponsor for Homes for Ukraine. Please do consider getting in touch with us via [bridget@resetuk.org](mailto:bridget@resetuk.org) to encourage more people to host!

## **YOUR JOURNEY WITH COMMUNITY-LED WELCOME DOESN'T NEED TO STOP HERE.**

*Reset has been working on community-led welcome for years. We train, support and guide people to welcome refugees into communities across the UK.*

Have a look at our website to find out how you can stay involved with welcoming refugees into your community.

LEARN MORE

