



# Impact Report 2024/25

Proven nationwide success in rehousing those most in need



# Welcome



## Foreword from Sharon Roberts, Lettings Manager, Southern Housing and Chair of Homefinder UK

"Over the past years, Homefinder UK has continued to support individuals and families who are in crisis to find secure, long-term homes. We've supported individuals and families escaping homelessness, overcrowding, rough sleeping, and domestic abuse, working to ensure those who need it most find stability.

"This impact is only possible thanks to the dedication of our team, the strength of our partnerships, and the trust placed in us by our applicants and the local authorities we work with.

"Sadly, we are working in a time when the housing crisis in the UK continues to deepen. With a shrinking supply of affordable housing, rising demand, and increasing barriers for vulnerable groups, innovation and compassion must go hand in hand.

**At Homefinder UK, we are more determined than ever to be part of the solution.**



"We know that a safe, secure home is the foundation for everything else; health, employment, education, and recovery. That's why we will keep pushing boundaries, challenging assumptions, and working collaboratively to open up more pathways to safe and permanent housing for those most in need.

"To everyone who has supported us, from our funders and partners, to our brilliant team and the people who've trusted us with their journey, thank you."

## Our purpose

We know that in the midst of a national housing crisis, people are often in extremely difficult situations, searching urgently for a safe, secure place to call home. Understandably, some individuals come to Homefinder UK in the hope of finding local housing options which we cannot offer.

Our service is designed to support people who are open to relocating, matching them with social and private housing opportunities in other parts of the country where homes are more readily available.

We're committed to making our purpose as clear and accessible as possible, so that those who contact us fully understand how we work and how we can help. We aim to reach and support the people who are able to benefit from the opportunities we provide.

# Snapshot: our success

## Who we are

Homefinder UK is a national housing mobility scheme run by Home Connections, launched in 2013. We work with local authorities, housing associations and partners across the UK to rehouse individuals and families in social and private housing across the country, prioritising those in the most urgent need, including victims of domestic abuse, rough sleepers, refugees, and people with accessibility needs. Our scheme is open to anyone registered with one of our member landlords who is willing to move out of borough.

“You didn’t just give me a place to live; you gave me a chance to rebuild my life.”  
- Rough sleeping applicant



**1,800+** households rehoused



**200+** domestic abuse survivors housed



**24,000** phone conversations



**250** annual relocations

## The challenge of moving to a new location

Every year, thousands of households across the UK are trapped in unsafe, overcrowded, or insecure housing, with limited local housing options. Nowhere is more unstable than in London where waiting lists for social housing in some boroughs are now over 100 years long ([National Housing Federation](#)).

At Homefinder UK, we provide an alternative: a national mobility scheme that enables people to move beyond their local boroughs when that’s the safest or fastest route to secure, long-term housing.

### Our applicants face complex, often urgent challenges:



Escaping domestic abuse



Sleeping rough on the streets



Leaving temporary accommodation



Leaving insecure or unsuitable homes



Care leavers with no suitable housing



Struggling with affordability

# The scale of the UK's housing crisis

“I was told I could be stuck in that hostel for three years. I'd pretty much lost all hope.”

- Billy

- In 2024, around **20% of private rented homes** failed to meet the **Decent Homes Standard**, which includes issues like damp, poor insulation, and unsafe conditions<sup>1</sup>.
- Local authorities in England with the most severe shortage of social housing now have **waiting lists exceeding a hundred years** for a family sized (3+bed) social home<sup>2</sup>.
- 66,000 households are in temporary accommodation in London as of 2024.
- The number of lettings per year decreased by about 100,000 since 2016 (251,000 in 23/24)<sup>4</sup>.

“I had to call the police on one occasion. Living in that confined space had a long-lasting effect on my mental health.”

-Thomas

<sup>1</sup>Annex\_A\_-\_2023-24\_EHS\_Headline\_Report\_on\_household\_demographics\_and\_resilience.pdf

<sup>2</sup><https://www.housing.org.uk/news-and-blogs/news/over-a-hundred-years-wait-for-a-family-sized-social-home/>

<sup>3</sup><https://trustforlondon.org.uk/data/temporary-accommodation-over-time/>

<sup>4</sup><https://www.gov.uk/government/statistics/social-housing-lettings-in-england-april-2023-to-march-2024/social-housing-lettings-in-england-tenancies-april-2023-to-march-2024>



# Impact at a glance

## Total help delivered

200+

**Domestic abuse survivors** rehoused through the Revive programme

1,800+

**Total households rehoused**, including vulnerable groups like refugees, older people, and rough sleepers

2024/25

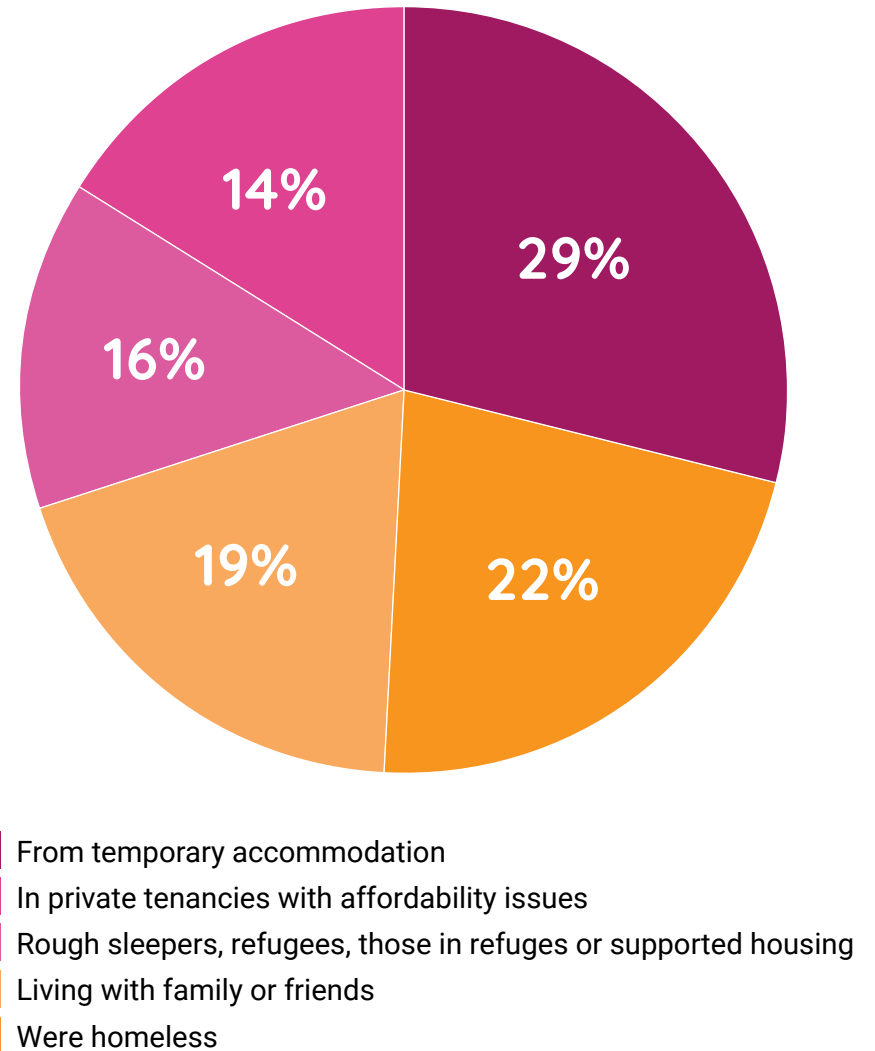
4,000+

**New registrations**

24,000+

**Phone calls handled by our team** — Applicants are listened to and offered appropriate properties along with support required **for them to move**

## Supporting those in crisis



# Total savings

Homefinder UK saves Local authorities £15,000 per annum in temporary accommodation costs for each person/family rehoused, generating savings of over £3 million per year for those local authorities involved in the scheme.

Our tenancy failure rate remains less than 1%, a testament to the strength of our case management model.

“The chance to offer social housing outside London is a real asset, and many who moved stated that, while it was a massive change, the results were better housing, less densely populated than London and affordable. This would not happen without the professional service offered by Homefinder UK from their helpful and friendly staff. It’s a pleasure to be part of his life-changing partnership.”

- Move On Officer, Haringey

“From the moment we spoke, I knew I was in good hands. My case manager respected me, kept me informed, and never gave up on our case.”

- Temporary accommodation applicant

“R is really happy and settled in to his new accommodation- it has brought around some really positive changes for him, more than anything his safety and his accessibility both in his home and within the community. I wanted to recognise the amazing work you did, and to extend a thank you from myself and R- you have changed his life more than you will ever know.”

- Eva Maher, Southwark Council

“Thank you from the bottom of my heart for helping my whole family unit. You have gone above and beyond to ensure that my daughter has a safe permanent property to start her life over.”

- Family member



# Stories of change

## Billy's story: From temporary accommodation to a permanent home

Before finding Homefinder UK, Billy was living in emergency accommodation, a hostel in West London that offered little hope or comfort.



The environment was tough, the waiting list was long, and the outlook was bleak. But everything changed when his housing officer shared a link to Homefinder UK. He signed up and quickly realised the benefit of the national mobility scheme.

Billy was open to the idea of relocating. With no strong ties keeping him in London and a love for nature, the opportunity to move somewhere quieter and greener was a welcome one. Now, he lives in a peaceful one-bedroom flat by the coast.

With the support of Homefinder UK, Billy received furniture essentials, like a cooker, washing machine, and bed, and, more importantly, a fresh start.

**"Homefinder UK really changed my life. My time in that hostel was miserable, but now I'm genuinely happy. My face is glowing, my eyes are peaceful. I wouldn't be in this position without you guys."**

Billy's story is a powerful reminder of how a move out of area, paired with support and care, can be life-changing.

## Thomas's story: From unsafe shared housing to secure sheltered living in London

For Thomas, shared living in Putney had become unbearable. His flatshare with three other people was plagued by antisocial behaviour, including one tenant who made life particularly difficult.



Eventually, Thomas received a Section 21 notice and was left with very limited options. That's when he was introduced to Homefinder UK.

He was soon contacted by a case manager who told him about a sheltered property in the Clapham area. He was initially third on the list, but quickly moved up.

**"My case manager was fantastic. Everything was explained clearly, what was on offer and how Homefinder UK could help. I couldn't fault the process."**

Within weeks, Thomas had secured his new home: a modern sheltered housing flat, complete with lifts, safety features, and his favourite part- a stunning communal roof garden.

The property was more than a roof over his head, it was a place where he could start rebuilding his health and wellbeing.

Thomas now has visitors, enjoys a sense of community with the other residents, and is finally able to focus on his long-term wellbeing.

# Stories of change

## PRS Applicant: A fresh start in Maidenhead

At 58, this applicant was living in a cramped bedsit on the fourth floor of a London estate, paying £600 a month for a space barely big enough to stand in. Struggling to find work due to age and dyslexia, and receiving Universal Credit, the stress of another eviction notice left him facing homelessness.

After being referred to Homefinder UK, everything changed. Though sceptical at first, he was quickly supported by a case manager and, within days of his last unsuccessful bid, was offered a beautiful one-bedroom flat in Maidenhead.

This applicant describes the Homefinder UK team as professional, fast, and kind, providing real solutions at a time of crisis.

**“58 years on the planet and things like this never happen to me. But it did. Thank you Homefinder UK from my heart.”**

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## From rough sleeping in Bristol to safety in Cheshire

During a bitter winter, this applicant was rough sleeping in Bristol and had lost all hope. Homefinder UK became the only service that saw him with empathy and gave him the guidance he needed to get back on his feet.

With personalised case support, he was relocated to permanent social housing in Cheshire. The transition didn't just provide shelter, it changed his entire outlook.

**“You didn't just find me a place to live; you gave me a chance to rebuild my life.”**

## Survivor of domestic abuse: Rebuilding in Worcestershire

This applicant was living in temporary accommodation in Westminster, trapped in the same borough as her abusive ex-partner despite a court order. With limited faith in her local council's support, she turned to Homefinder UK.

Her case manager, played a vital role in finding a relocation option out of London, persuading a housing provider in Birmingham to accept her despite not being a local resident.

Thanks to Homefinder UK's support, including financial help for the move, she and her family now live safely outside the city and are rebuilding their lives.

**“You are driven by passion and always willing to go the extra mile. I'm so glad I chose Homefinder.”**





# Working together to create housing solutions

At the heart of Homefinder UK's success is a growing national network of partners who share our commitment to housing equality, safety, and access. From local authorities to housing associations, service providers, and philanthropists, every partnership strengthens our ability to reach people in urgent need.

## Why local authorities and housing associations use Homefinder UK

Homefinder UK provides a strategic, low-cost solution to common housing challenges, offering local authorities and housing associations a unique opportunity to reduce costs, rehouse vulnerable individuals, and maximise occupancy across hard-to-let stock. The platform's wraparound case-management support, specialist housing pathways, and growing national network of registered applicants ensure real, measurable impact.

“Peabody has been using Homefinder UK for a number of years. We primarily use the portal for our hard-to-let properties and then also we use it for our Peabody residents who are looking to move themselves.

“In terms of what Homefinder UK can provide to us as Peabody that we don't get from other lettings agencies, it's just that reassurance that the applicants have been vetted and they're eligible for social housing.”

- Elaine Woon-Aziz, Lettings Manager, Peabody



# Key benefits of Homefinder UK for local authorities and housing associations

Benefit	Impact and evidence
<b>Speed &amp; efficiency</b>	Reach 30,000+ eligible applicants nationally; reduce void periods costing £1k-£10k per property.
<b>High tenancy success rate</b>	Less than 1% tenancy failure; nearly 1,800+ households successfully rehoused.
<b>Cost savings</b>	Councils can save hundreds of thousands on temporary accommodation.
<b>Full case management</b>	DBS-checked team manages all aspects of relocation: bidding, referencing, virtual viewings and tenancy set-up.
<b>Inclusive housing channels</b>	Tailored services for wheelchair users and survivors of domestic abuse, including dedicated support pathways.
<b>Non-profit model</b>	Unlimited moves for a fixed annual fee or pay-per-move. The platform is designed for maximum social value.



# Looking ahead

“As we look ahead, the need for bold and practical housing solutions has never been greater. Homefinder UK is uniquely positioned to help people move out of crisis and into long-term stability, by thinking nationally, acting locally, and always keeping people at the centre. The value of secure housing goes far beyond bricks and mortar; it unlocks the chance to rebuild, to recover, and to move forward. This year, our focus is on deepening our impact and broadening our reach. With more councils joining and lives being transformed every day, I’m confident we can continue removing barriers, and keep doing what we do best: giving people a fresh start and helping them find a safer, more secure future.”

- Mark Meehan, former Chair of London Housing Directors Homelessness forum and Non-Executive Director, Home Connections

As we reflect on the past year’s achievements, our focus is now firmly on the future. The housing landscape is evolving, and so are we. In 2025/26, Homefinder UK is committed to deepening our impact, expanding our reach, and improving the support we offer to those in urgent need of a safe, stable home.

## 1. Expanding local housing options

We know that while long-distance moves are sometimes essential, many applicants want to remain as close to their networks as possible. That’s why we’re working hard to secure more local housing options, particularly in **high-demand areas like London and Birmingham.**



### This includes:

- Family-sized PRS homes
- Social housing for ex-armed service personnel
- Dedicated properties for domestic abuse survivors
- HMOs for refugees and single applicants

## 2. Boosting relocation support through new funding

Thanks to partnerships with funders, we can now **double the relocation support funding** for eligible applicants. For example, if a local authority can contribute £2,000 toward moving and securing a property, Homefinder UK can match that, **increasing the total available support to £4,000 to help with a move.** This funding will help remove financial barriers and make life-changing moves more achievable.

## 3. Leading the way in accessible housing

With **Accessible Now**, we launched **England’s first accessible rental portal** in collaboration with Habinteg. In the coming year, we will:

- Roll out a **strengthened search tool** to ensure wheelchair-accessible homes are matched with those who need them
- Provide clear listings of features like wet rooms, step-free access, parking, and proximity to services



# Looking ahead

## 4. Strengthening wraparound support

Beyond housing, we remain committed to the **whole person**. In 2025/26, we'll continue growing our wraparound offer, including:

- Online training and upskilling
- Work placements in hospitality through our employment partners
- Befriending and creative workshops
- Translation and language support
- Emergency assistance and aftercare for complex moves

## 5. Listening, learning, and improving

Following a year of service review, including academic research and applicant feedback, we're making key improvements:

- Simplifying the referral process
- Simplifying the application process
- Enhancing frontline staff training
- Increasing transparency around available properties and timelines

## 6. Advocacy for fairer housing policy

As pressure on social and private housing intensifies, we will continue to speak up for **national mobility**, challenge restrictive **local connection policies**, and push for fairer access to secure homes for people in crisis.

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“At Homefinder UK, I have the privilege of working with a dedicated and compassionate team who truly care about each individual. We don't just focus on housing needs, we listen to people's stories, support them through everyday challenges, and treat each case with empathy and respect.

“This human approach has been consistently praised by our applicants and is a testament to the incredible hard work and commitment of our team. We remain focused on doing everything we can to support those in need and to help people find stability, security, and a fresh start.

- Chanel Campbell, Head of Homefinder UK

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# Thank you

To our local authority partners, housing associations, landlords, staff, funders, and above all, our applicants, thank you for making this work possible.

### Contact us

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