

Emergency Grant (VRF)

Submitting a Grant Application

Instructions

Introduction

Before submitting a grant application, you need to have the following ready:

1. A completed and signed VRF Consent Form.
 - For information and guidance please see [Client Consent Forms](#).
2. Supporting evidence.
 - For details of what evidence document you need to include (depending on the cost / item you're applying for), and what formats we can accept, please see [Application Evidence](#).
3. ******Evidence of your organisation's bank account. A letter from your organisation's bank or a bank statement page / header
 - Dated within the last 3 months and confirming:
 - Account number
 - Sort code
 - Name of the account as it appears on your organisation's bank statement (e.g. 'ABC Support Main Account')
 - The bank the account is held with (e.g. 'Barclays' / 'Natwest', etc.)

NB: For GDPR compliance, any sensitive information should be removed / redacted (e.g., names or addresses of individuals, balances, etc.).

******You only need to include bank evidence the **first time** you apply for a grant in the new portal. After the bank account has been verified, its details will be available for you to select each time you fill out a new grant application.

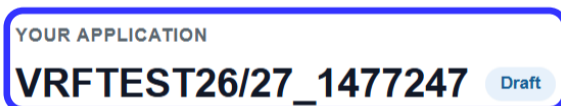
Instructions

1. Log into the portal.
2. Click 'Go to Applications'
3. Click 'Apply for an emergency grant (VRF)'

A new application will open

4. Click 'Begin application'

An application reference will then be assigned:



Answer the questions in each section / tab. You can move between the different sections / tabs by either:

- Clicking on the 'Next' and 'Back' buttons on the bottom right / left of the screen



Or

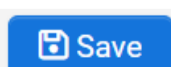
- Clicking on the relevant section / tab heading near the top of the screen:

APPLICATION SECTIONS



Use these buttons to move between sections of the application. At the bottom of each section use the **Back** and **Next** buttons to take you to the previous or next section. Remember to save your progress regularly.

As you go along, click the blue 'Save' button at the bottom of the screen to save your progress.



Continued/...

Section 1: 'About the client'

Client Consent Form

5. Scroll down to 'Client Consent Form'

5A. If you haven't done so before starting your application, download the 'Written Consent Form' (this is preferred) or the 'Verbal Consent Form' from the links

Client consent

Please download, complete and upload either a written consent form or verbal consent form confirming that your client has given permission for you to apply on their behalf.

Written consent is preferable where possible.


[Download the written consent form](#)

[Download the verbal consent form](#)

5B. Get your client's consent as set out in the form. **For tips and guidance on completing the consent forms, please see [Consent Form Tips & Guidance](#).**

6. To upload the completed and signed consent form, click 'browse files'.

7. Select the completed and signed form from your device.

 Drop files here or [browse files](#)

Maximum file size: 50 MB | Uploaded file will be renamed to: Consent form VRFTEST26/27_1477247

8. Answer the remaining questions in this section.

Section 2: 'Grant purpose'

Grant Purpose

9. Select the cost you're applying for. You can apply for more than one if necessary

Select all the items this grant will pay for

- Rent in advance
- Deposit
- ID to access accommodation
- Emergency accommodation while waiting for secure accommodation
- Moving costs for relocation of furniture/belongings to more secure accommodation
- Other

Need for the grant

10. When setting out the client's need for the grant, please include background information specific to the client and their individual circumstances and need for the new accommodation / funding. General information (e.g., 'Client has been offered a tenancy and needs rent in advance') isn't specific enough for us to make an informed assessment of your application.

Please outline your client's circumstances and need for the grant.

Background information, circumstances and need for new accommodation and funding

Continued/...


Section 3: 'Grant requested'

Supporting Evidence

11. Make sure that you upload supporting evidence for each cost / item you're requesting.

*** Supporting Evidence for rent in advance**

Please upload supporting evidence for each item you are applying for.

 Drop files here or **browse files**

Maximum file size: 50 MB

Section 4: 'Bank details'

Payment Reference

12. When entering a payment reference, make sure that it's unique to the client named in your application, or to the tenancy being offered (e.g., the client's name / rent account number / invoice number etc.). This will enable us to identify the individual transaction in our banking system if there's a query at a later stage.

Add here the bank reference you would like us to use for the other relevant code to allow you to identify the payment.

TalaTest-NW14FG

Bank Account

******The first time you apply for a grant, you will need to add your organisation's bank account details and upload evidence of the account. Once the details have been verified, they'll be available for you to select each time you fill out a new grant application. (See [Introduction, Point 3](#) at the start of this document).

If this is your first application in the new grant application portal, follow step 13 onwards.

If this is not your first application in the new grant application portal and you've previously added the bank details, follow step 14 onwards.

13. Click 'CREATE NEW BANK ACCOUNT'

An alert will appear.

13A. Click 'Yes' to confirm

This will add a new bank account that will need to be verified before any payments can be made.

YES **NO**

13B. Click 'Enter bank account details'

Enter bank account details

13C. Scroll down and enter your organisation's account details

13D. Click 'browse files' and upload bank evidence from your device. Please see [Introduction Point 3](#) at the start of this document for details of what bank evidence we can accept.

13E. Click 'Submit bank account for verification'

 Drop files here or **browse files**

Maximum file size: 2 GB | Uploaded file will be renamed to: Bank evidence

>> Submit bank account for verification


13F. Close the 'Bank Account submitted' window

Proceed by following step 14 onwards

Continued/...

14. Click the 'binoculars' icon.

Bank Accounts (0)

Select Bank Account  Select Roles

Add Bank Account + Add Row Advanced Lookup


15. Select the relevant bank details.

Account ID	Full Name	Account details	Status	Organisation
<input type="radio"/> BKACC-1476014	TestH First TestH Last	Account name: TestH Organisation Account number: 22222233 Sort code: 040608	Active	TestH Org

16. Click on 'Select Roles'

17. Select 'Bank Account'

18. Click 'Add Bank Account'

TestH Organisation  Select Roles

Add Bank Account + Add Row Bank Account

19. The selected bank details will now show in the application form:

<input type="checkbox"/>	Account ID	Full Name	Account details	Status	Organisation
<input type="checkbox"/> Open	BKACC-1476014	TestH First TestH Last	Account name: TestH Organisation Account number: 22222233 Sort code: 040608	Active	TestH Org

If you have made an error in the bank account details, to remove the bank account details from the application form:

18A. Click the tick box against the account details

18B. Click the 'minus' button

<input type="checkbox"/>	Account ID	Full Name	Account details
<input checked="" type="checkbox"/> Open	BKACC-1476014	TestH First TestH Last	Account name: TestH Organisation Account number: 22222233 Sort code: 040608

An alert will appear:

18C. Click 'Yes' to confirm

Alert

Are you sure you want to remove the selected Bank Accounts?

YES NO

Section 5: Final Sign-off

Declaration

20. Read through the declaration and tick the confirmation box

* I have read, understand and agree to the declaration above

Agree

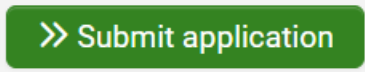
21. Click the 'Save' button

Save

Continued/...

Once you've checked that all the relevant questions are answered and the necessary documents have been uploaded:

22. Click 'Submit application' button

 >> Submit application

You'll receive an automated confirmation email and we'll assess your application as soon as possible!

If we need any further information / evidence:

- We'll return the registration form to you in the portal with annotations requesting the relevant information / evidence. This doesn't mean we've declined your account request – just that we have some queries, or don't quite have what's needed.
 - You'll get an automated email letting you know we've returned it.
 - Log in to the portal. The application form will show under 'Action Items'.
 - Click the 'Open' button.
 - Follow the steps set out in the blue instruction panel.

For detailed instructions on how to resubmit the form, please see [Instructions - Resubmitting](#)

Contacting Us

If you have any issues resubmitting your grant application, please let us know: [Emergency Grants \(VRF\)](#).