

Emergency Grant (VRF)

Return of Grant Funds - Instructions

Introduction

Thank you for returning any unused grant funds. By doing this, you'll be helping us to support other people experiencing / at risk of homelessness.

1. First complete a 'Return of Grant Form'.

- The form is stored as a part of the grant application and lets us know to expect the repayment.

2. Return the funds by BACS.

- We can't process funds returned by cheque.

3. Let us know as soon as the funds have been returned.

- We'll then check our account for the credited amount.
- We can then match the repayment up against the correct grant application.

Instructions – Returning Grant Funds

LOG IN
HERE

Log in and click 'My Applications'.

Scroll down to the 'In Progress / Active' section.

Next to the relevant application**, click 'Create Return of Funds'

In progress/active

✔ GRANTS IN PROGRESS (2620)		🔑 ACTIVE BANK ACCOUNTS (0)								
☐	#	Application ID	Status	Client Name	Approved Amount	Decision Date	Last Modified	Return of Funds		
☐	1	VRF26/27_XXXXXX	Awarded	A lient	£650.00	16/06/2026	16/06/2026 01:08PM	Create Return of Funds		

Scroll down and enter:

- Amount being returned: The amount of funds to be returned to Emergency Grants (VRF).
- Partial or full grant return: If the whole grant amount awarded is being returned, select 'Full'.
If part of the grant awarded is being returned, select 'Partial'.
- Reason for return: Give brief details of the reason the funds weren't used / are being returned.

Click 'Submit'

- You can save your progress at any time by clicking 'Save Draft'

RETURN OF FUNDS INTERNAL

* Amount being returned

£78.00

* Partial or full grant return

Partial

* Reason for return

Landlord agreed to reduced deposit

Save Draft

Submit

Arrange for the funds to be returned by BACS payment as follows:

- Use Payment ref: VRF26/27-XXXXXX **NB:** Please use the application number to allow us to match the funds to the correct grant application.
- Our bank account details can be found in the blue panel within the ‘Return of Funds’ form.

Let us know by email as soon as the funds have been returned: [Emergency Grants \(VRF\)](#).

- We can then check our bank for the credited amount and using the relevant payment reference, allocate it to the correct grant application.

****If you’ve already submitted the Evidence of Spend report for the relevant application and it doesn’t appear in the ‘In progress / active’ list:**

- Scroll down to the ‘Completed / closed grants and reports’ section to check that the relevant grant application appears there.

Completed/closed grants and reports

COMPLETED APPLICATIONS (17)		COMPLETED EVIDENCE OF SPEND REPORTS (0)		RETURN OF FUNDS (0)		DEACTIVATED BANK ACCOUNTS (0)	
#	Application ID	Status	Client Name	Approved Amount	Decision Date	Last Modified	
1	VRF26/27_123456	Awarded	Andrew Client	£650.00	17/06/2026	26/06/2026	09:12AM

- Email us at [Emergency Grants \(VRF\)](#) to let us know you want to return funds. Please include the application reference number ['VRF26/27_XXXXXX'] and / or the client’s full name so that we can identify the correct application.

We’ll re-open the application.

- Follow the instructions above from the beginning.

Contacting Us

If you have any issues returning grant funds, please let us know: [Emergency Grants \(VRF\)](#)