

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.

- A. First complete a 'Return of Funds Form'.
 - The form is stored as a part of the grant application and lets us know to expect the repayment.
- B. Return the funds by BACS.
 - We can't process funds returned by cheque.
- C. 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



1. Log in and click 'My Applications'.
2. Scroll down to the 'In Progress / Active' section.
3. Next to the relevant application, click 'Open'**

In progress/active

GRANTS IN PROGRESS (16)		ACTIVE BANK ACCOUNTS (1)					
#	Application ID	Status	Client Name	Approved Amount	Decision Date	Last Modified	
Open	1 VRF26/27_ XXXXXX	Awarded	Andrew Client	£610.00	04/09/2026	04/09/2026 12:17PM	
Open	2 VRF26/27_ XXXXXX	Awarded	Serge User	£650.00	22/07/2026	22/07/2026 10:57AM	

- 3a. **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 from 'Step 1' above.

Cont/...

4. Scroll down and click ‘Create Return of Funds’

APPLICATION SECTIONS

Step 1

About the client

Use these buttons to move between sections

Application Summary

Create Return of Funds

Decision Date

01/00/2026

A ‘Return of Funds’ form will open.

5. Scroll down and enter the following. You can save your progress at any time by clicking ‘Save Draft’:

- 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.

6. Click ‘Submit’

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

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

- Use Payment ref: [VRF2627-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.

8. 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.

Contacting Us

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