



Accommodation information note





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Introduction to this tool

Information presented in this tool is by no means exhaustive but represents a compilation of guidance and practical tips on ways to organise and deliver information on accommodation ⁽¹⁾. The objective is to support Member States of the European Union and Associated Countries (EU+) in their operational work with resettlement.

What is the purpose of this tool?

Once the resettlement country has identified the place where the selected refugees will be accommodated upon arrival, they can convey specific information related to the accommodation for resettled refugees. The purpose of this document is to spell out important information relating to accommodation that may be shared with refugees in advance of their arrival.

Why was this tool created?

This document was created in order to help resettlement country officials raise awareness and manage expectations related to the accommodation and services provided by the resettlement country. It also helps to avoid misunderstandings between refugees and professionals working in the national reception system by clarifying in advance the characteristics of the accommodation and services that will be provided upon arrival.

What is in this tool?

This document contains a checklist of information items about the accommodations and services that are going to be provided to a refugee (and their family, where relevant) after their arrival in the resettlement country. The contents of this tool can be adapted according to the specific needs and constraints of each resettlement country, meaning that if there are sections containing information that is not applicable or available, the relevant boxes can simply be deleted. The boxes for 'additional comments / remarks' should be used to clarify topics that may require supplementary information in order to avoid any misunderstandings on the part of the refugee.

The tool should be translated into the language spoken by the refugee, which will allow them to

easily consult it, understand its contents, and avoid any misunderstandings. By signing the checklist, the refugees confirm that they have fully understood the conditions offered by the resettlement country. Ensure adapted information provision on accommodation for refugees with special needs.

Please note the importance of considering personal integrity, including personal data regulations, when adding and sharing any information of this type.

Who should use this tool?

The tool can be used by any professional from the resettlement country in charge of providing information to the refugees prior to their departure. Resettlement countries can decide whether to distribute it themselves (before or after the arrival of those resettled) or to rely on cooperation with their partners in the field in the first countries of asylum. The content can, for instance, be used and explained during cultural orientation sessions by national trainers or trainers from other operational partners. Ideally, pre-departure cultural orientation courses will provide a special session where refugees can be properly informed about the reception conditions and can ask questions to the trainers. In the event of a two-phase accommodation system (i.e. an initial collective reception facility or temporary accommodation, and then transfer to a private apartment), the need for such information might arise again at a later stage.

It is recommended that professionals responsible for the reception and accommodation of resettled refugees are involved in giving the necessary input to fill in this document or fill it in themselves. Partner organisations, such as the UNHCR, the IOM, or other external service providers can also use the information provided by the relevant country authority during counselling sessions.

⁽¹⁾ This tool was originally developed within the framework of the *Facilitating Resettlement and Refugee Admission through New Knowledge* (EU-FRANK) project. The project was funded by the European Asylum Migration and Integration Fund lead by the Swedish Migration Agency. As part of the handover process from EU-FRANK, EASO has conducted a quality assurance exercise of the resettlement operational tools developed in this project.

Information on accommodation and services provided in the resettlement country²

Name and surname of Principle Applicant (PRA)	
Case size	
Identification number ⁽³⁾	

Accommodation (tick all options relevant to the accommodation arrangements upon arrival of the refugee(s))	
Location	
Competent Federal/ Local Authority	
City where the accommodation is: <input type="checkbox"/> located in an urban area facility <input type="checkbox"/> not located in an urban area	
Number of inhabitants	
Address ⁽⁴⁾	
Type of accommodation	
<input type="checkbox"/>	Private housing
<input type="checkbox"/>	Shared flat
	Indicate total no. of tenants
<input type="checkbox"/>	Collective housing
	Indicate total number of tenants
	Supporting staff working hours
	Visiting hours for non-residents from/to
<input type="checkbox"/>	Direct contract with the landlord or municipality

² When handling personal data, always pay attention to data protection regulations and standards (e.g. the European Union General Data Protection Regulation, GDPR).

⁽³⁾ Fill in with UNHCR RRF code and/or with the national case file number.

⁽⁴⁾ In exceptional circumstances and for proven logistical needs, the address could change.

General information	
Duration of the accommodation	Number of weeks/months:
How to contact social workers* * information on time and modalities will be provided upon arrival in the reception centres	by visiting the office by phone
Description of accommodation	
Floor number ⁵	
<input type="checkbox"/>	Furnished
<input type="checkbox"/>	Elevator
<input type="checkbox"/>	Heating
In case of family units, number of bedrooms	Number:
In case of single	<input type="checkbox"/> single room <input type="checkbox"/> double room <input type="checkbox"/> triple room <input type="checkbox"/> quadruple room
Number and types of bathrooms	
Number of bathrooms In case of a shared flat or collective housing, indicate the number of bathrooms provided for the family unit	Number:
<input type="checkbox"/>	Private
<input type="checkbox"/>	Shared and separated men/women

⁵ Please consider cultural differences in counting building floors and add any specification which can be useful to avoid misunderstandings.

Financial aspects		
Expenses covered by the reception authority		
<input type="checkbox"/>	Rent	<input type="checkbox"/> Covered by the reception authority <input type="checkbox"/> To be paid by the beneficiary through social allowance Other:
<input type="checkbox"/>	Electricity	
<input type="checkbox"/>	Gas	
<input type="checkbox"/>	Water	
<input type="checkbox"/>	Allowance provided per adult: € per child: € per family unit: €.....	<input type="checkbox"/> per day <input type="checkbox"/> per week <input type="checkbox"/> per month <input type="checkbox"/> Other:
<input type="checkbox"/>	Pocket money provided per adult: € per child: € per family unit: €.....	<input type="checkbox"/> per day <input type="checkbox"/> per week <input type="checkbox"/> per month <input type="checkbox"/> Other:
<input type="checkbox"/>	Financial allowance for furniture (specify amount):	
<input type="checkbox"/>	Other (specify):	
Special needs		
<input type="checkbox"/>	Location of the accommodation used by linked cases already resettled	
<input type="checkbox"/>	Medication:	
<input type="checkbox"/>	Special equipment or measures for people with physical impairments	<input type="checkbox"/> Access for wheelchair <input type="checkbox"/> Wheelchair <input type="checkbox"/> Equipped bathroom <input type="checkbox"/> Accompanying care worker <input type="checkbox"/> Other (specify):

Food provision		
<input type="checkbox"/>	Catering provided	
<input type="checkbox"/>	Canteen	
<input type="checkbox"/>	Private kitchen	<input type="checkbox"/> Food distribution <input type="checkbox"/> Money.....€/ <input type="checkbox"/> per day <input type="checkbox"/> per week <input type="checkbox"/> per month <input type="checkbox"/> Food vouchers.....€/ <input type="checkbox"/> per day <input type="checkbox"/> per week <input type="checkbox"/> per month <input type="checkbox"/> Other (Specify):
<input type="checkbox"/>	Shared kitchen	<input type="checkbox"/> Food distribution <input type="checkbox"/> Money€/ <input type="checkbox"/> per day <input type="checkbox"/> per week <input type="checkbox"/> per month <input type="checkbox"/> Food vouchers€/ <input type="checkbox"/> per day <input type="checkbox"/> per week <input type="checkbox"/> per month <input type="checkbox"/> Other (Specify):
Start kit provided		
<input type="checkbox"/> YES <input type="checkbox"/> NO		
<input type="checkbox"/>	Welcome kit (city map, school calendar, etc.)	
<input type="checkbox"/>	Hygiene products	
<input type="checkbox"/>	Food products	
<input type="checkbox"/>	Home cleaning products	
<input type="checkbox"/>	Clothing	
<input type="checkbox"/>	Basic medication	

For children	
<input type="checkbox"/>	Children's bed
<input type="checkbox"/>	Stroller
<input type="checkbox"/>	Baby slings and other carriers
<input type="checkbox"/>	Highchair
<input type="checkbox"/>	Nappies
<input type="checkbox"/>	Other (Specify):
Electrical devices provided	
<input type="checkbox"/>	Television
<input type="checkbox"/>	Refrigerator
<input type="checkbox"/>	Washing machine
<input type="checkbox"/>	Tumble Dryer
<input type="checkbox"/>	Dishwasher
<input type="checkbox"/>	Other (specify):
Additional benefits	
<input type="checkbox"/>	Pre-paid phone cards
<input type="checkbox"/>	SIM cards
<input type="checkbox"/>	TV connection
<input type="checkbox"/>	Internet connection or WiFi hotspot in the apartment
<input type="checkbox"/>	Public transport tickets, or
<input type="checkbox"/>	Monthly pass (season ticket)

<p>In case no public transport is provided, specify available alternatives</p>	<p><input type="checkbox"/> Bicycle <input type="checkbox"/> Pick-up service <input type="checkbox"/> Social workers accompanying on demand</p>
<p>Distance in metres between the reception facility and the nearest public transport stop (bus/train/metro station)</p>	<p>.....</p>
<p>Services provided</p>	
<p><input type="checkbox"/></p>	<p>Assistance in dealing with resettlement related- and administrative issues (school enrolment, residence permit, etc.)</p>
<p><input type="checkbox"/></p>	<p>Psychological, social, and medical assistance</p>
<p><input type="checkbox"/></p>	<p>Post-arrival orientation sessions</p>
<p><input type="checkbox"/></p>	<p>Language classes</p>

<input type="checkbox"/>	Cultural and linguistic mediation
<input type="checkbox"/>	Legal orientation
<input type="checkbox"/>	Other activities/leisure (sport, cultural activities, etc.)
<input type="checkbox"/>	Professional training
<input type="checkbox"/>	Job orientation
<input type="checkbox"/>	Housing orientation
<input type="checkbox"/>	Support for vulnerable categories (pregnant women, victims of violence/torture, etc.)

In the municipality or nearby (please indicate the distance in km & name of service)

<input type="checkbox"/>	Primary school(s)	
<input type="checkbox"/>	Secondary school(s)	
<input type="checkbox"/>	University	
<input type="checkbox"/>	Hospital	
<input type="checkbox"/>	Surgery/General Practitioner	
<input type="checkbox"/>	Food stores	
<input type="checkbox"/>	Markets <input type="checkbox"/>	
<input type="checkbox"/>	Places of worship	<input type="checkbox"/> Church
		<input type="checkbox"/> Synagogue
		<input type="checkbox"/> Mosque
		<input type="checkbox"/> Temple
		<input type="checkbox"/> Religious/cultural communities
		Other (Specify):

Nearest bus/train/metro station (name and walking distance):

Additional information and remarks

Maps and pictures of city and accommodation, where available

PRA's signature⁶ of acknowledgment:

⁶ Ensure modalities for acknowledgement that are adapted to refugees with special needs, such as illiterates.