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.

Who should use this tool?

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.

(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, the European Union Agency for Asylum has conducted a quality assurance exercise of the resettlement operational tools developed in this project.
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.
Information on accommodation and services provided in the resettlement country \(^2\)

<table>
<thead>
<tr>
<th>Name and surname of Principle Applicant (PRA)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Case size</td>
<td></td>
</tr>
<tr>
<td>Identification number (^3)</td>
<td></td>
</tr>
</tbody>
</table>

**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:
  - [ ] located in an urban area facility
  - [ ] not located in an urban area

- Number of inhabitants

- Address \(^4\)

**Type of accommodation**

- [ ] Private housing

- [ ] Shared flat  
  - Indicate total no. of tenants

- [ ] Collective housing  
  - Indicate total number of tenants  
  - Supporting staff working hours  
  - Visiting hours for non-residents from/to

- [ ] 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

<table>
<thead>
<tr>
<th>Duration of the accommodation</th>
<th>Number of weeks/months: ..................................</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to contact social workers (*)</td>
<td>□ by visiting the office by phone</td>
</tr>
<tr>
<td>(*) information on time and modalities will be provided upon arrival in the reception centres</td>
<td></td>
</tr>
</tbody>
</table>

## Description of accommodation

### Floor number (*)

- □ Furnished
- □ Elevator
- □ Heating

### In case of family units, number of bedrooms

- Number: ...........................................

### In case of single

- □ single room
- □ double room
- □ triple room
- □ quadruple room

## Number and types of bathrooms

### Number of bathrooms

- Number: ...........................................

### In case of a shared flat or collective housing, indicate the number of bathrooms provided for the family unit

- □ Private
- □ Shared and separated men/women

(*) 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

<table>
<thead>
<tr>
<th>Expense</th>
<th>Covered by the reception authority</th>
<th>To be paid by the beneficiary through social allowance</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Electricity</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Gas</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Water</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Allowance provided**
- per adult: € ...
- per child: € ...
- per family unit: € ...

☐  per day  ☐  per week  ☐  per month  ☐  Other: ...

**Pocket money provided**
- per adult: € ...
- per child: € ...
- per family unit: € ...

☐  per day  ☐  per week  ☐  per month  ☐  Other: ...

**Financial allowance for furniture** (specify amount): ...

**Other (specify):** ...

### Special needs

- Location of the accommodation used by linked cases already resettled
- Medication: ...

- Special equipment or measures for people with physical impairments
  - Access for wheelchair
  - Wheelchair
  - Equipped bathroom
  - Accompanying care worker
  - Other (specify): ...

---

**Note**: The table format is slightly altered for better readability.
<table>
<thead>
<tr>
<th><strong>Food provision</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Catering provided</td>
<td></td>
</tr>
<tr>
<td>□ Canteen</td>
<td></td>
</tr>
<tr>
<td>□ Private kitchen</td>
<td></td>
</tr>
<tr>
<td>□ Food distribution</td>
<td></td>
</tr>
<tr>
<td>□ Money......................................................... €/</td>
<td></td>
</tr>
<tr>
<td>□ per day</td>
<td></td>
</tr>
<tr>
<td>□ per week</td>
<td></td>
</tr>
<tr>
<td>□ per month</td>
<td></td>
</tr>
<tr>
<td>□ Food vouchers............................................ €/</td>
<td></td>
</tr>
<tr>
<td>□ per day</td>
<td></td>
</tr>
<tr>
<td>□ per week</td>
<td></td>
</tr>
<tr>
<td>□ per month</td>
<td></td>
</tr>
<tr>
<td>□ Other (specify): ........................................................................</td>
<td></td>
</tr>
<tr>
<td>□ Shared kitchen</td>
<td></td>
</tr>
<tr>
<td>□ Food distribution</td>
<td></td>
</tr>
<tr>
<td>□ Money......................................................... €/</td>
<td></td>
</tr>
<tr>
<td>□ per day</td>
<td></td>
</tr>
<tr>
<td>□ per week</td>
<td></td>
</tr>
<tr>
<td>□ per month</td>
<td></td>
</tr>
<tr>
<td>□ Food vouchers............................................ €/</td>
<td></td>
</tr>
<tr>
<td>□ per day</td>
<td></td>
</tr>
<tr>
<td>□ per week</td>
<td></td>
</tr>
<tr>
<td>□ per month</td>
<td></td>
</tr>
<tr>
<td>□ Other (specify): ........................................................................</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Start kit provided</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ YES □ NO</td>
<td></td>
</tr>
<tr>
<td>□ Welcome kit (city map, school calendar, etc.)</td>
<td></td>
</tr>
<tr>
<td>□ Hygiene products</td>
<td></td>
</tr>
<tr>
<td>□ Food products</td>
<td></td>
</tr>
<tr>
<td>□ Home cleaning products</td>
<td></td>
</tr>
<tr>
<td>□ Clothing</td>
<td></td>
</tr>
<tr>
<td>□ Basic medication</td>
<td></td>
</tr>
</tbody>
</table>
### For children
- ☐ Children’s bed
- ☐ Stroller
- ☐ Baby slings and other carriers
- ☐ Highchair
- ☐ Nappies
- ☐ Other (specify):

### Electrical devices provided
- ☐ Television
- ☐ Refrigerator
- ☐ Washing machine
- ☐ Tumble Dryer
- ☐ Dishwasher
- ☐ Other (specify):

### Additional benefits
- ☐ Pre-paid phone cards
- ☐ SIM cards
- ☐ TV connection
- ☐ Internet connection or Wi-Fi hotspot in the apartment
- ☐ Public transport tickets, or
- ☐ Monthly pass (season ticket)

In case no public transport is provided, specify available alternatives

| ☐ Bicycle | ☐ Pick-up service | ☐ Social workers accompanying on demand |

Distance in metres between the reception facility and the nearest public transport stop (bus/train/metro station)

.........................................................................................................................................................
## Services provided

- [ ] Assistance in dealing with resettlement related- and administrative issues (school enrolment, residence permit, etc.)
- [ ] Psychological, social, and medical assistance
- [ ] Post-arrival orientation sessions
- [ ] Language classes
- [ ] Cultural and linguistic mediation
- [ ] Legal orientation
- [ ] Other activities/leisure (sport, cultural activities, etc.)
- [ ] Professional training
- [ ] Job orientation
- [ ] Housing orientation
- [ ] 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)

- [ ] Primary school(s)
- [ ] Secondary school(s)
- [ ] University
- [ ] Hospital
- [ ] Surgery/General Practitioner
- [ ] Food stores
- [ ] Markets

- [ ] Places of worship
  - [ ] Church
  - [ ] Synagogue
  - [ ] Mosque
  - [ ] Temple
  - [ ] Religious/cultural communities
  - [ ] Other (specify):

Nearest bus/train/metro station (name and walking distance):
### Additional information and remarks

<table>
<thead>
<tr>
<th>Maps and pictures of city and accommodation, where available</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRA's signature (*) of acknowledgment: ..........................</td>
</tr>
</tbody>
</table>

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