

## EMN Ad-Hoc Query on Lasting housing options and support for resettled and relocated persons

Requested by Mantas JERSOVAS on 12th October 2016

#### **Integration**

Responses from Austria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Slovak Republic, Slovenia, Spain, Sweden, United Kingdom, Norway (20 in total)

## Disclaimer:

The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.



### **Background information:**

Lithuanian Government is currently discussing existing housing options for beneficiaries of international protection, especially for relocated and resettled persons. Initially resettled and relocated persons stay at the Reception Center for 3 months. After the 3 months they need to leave to municipalities and find lasting housing. While in the municipality they are provided with one allowance to cover all expenses (rent, food, utilities, travel, other). For the first 6 months the allowance is approx. 204 EUR per person per month. After the 6th month it is reduced by 50 % and one person receives 102 EUR per month. The reduction was introduced in 2015 in order to foster integration into the labour market. From the allowance resettled and relocated persons need to cover all expenses, including rent. There is no additional monetary support for the rent. This is rather challenging due to high rent prices in the cities, unwillingness of owners to rent to people from other cultures, sparse social housing options, etc. There is no monetary support to assist them in finding affordable accommodation (e.g. to cover initial rent, deposit, utilities). Therefore Lithuania is interested to get more information on how other MS arrange lasting housing for beneficiaries of international protection, especially for relocated and resettled persons.

### **Questions**

- 1. Do resettled and relocated persons initially stay at a Reception Center or any other facility (please specify). If yes, for how long?
- 2. What options are used to provide lasting housing for resettled and relocated persons after they leave the Reception Centers or any other initial reception facility? 2.1. Renting of apartments: a) Is there a special allowance for rent? If yes, what is the amount of the allowance for rent? b) If resettled and relocated persons need to pay for rent from the overall allowance, what is the amount of this allowance? c) Who is responsible/involved in the process of finding housing? Is it the responsibility of resettled and relocated person or shared responsibility with a curator, a municipality worker or other?
- 3. 2.2. Social housing a) Who is responsible to provide it (state, municipalities, other)? b) For what groups is it provided (all, vulnerable, families, other)? c) For how long is support for social housing provided? d) Is it free or charge or refugees need to pay for utilities and any other costs? e) Is there special social housing program for beneficiaries of international protection or their housing is regulated by state welfare system as for all nationals?
- 4. 2.3. Hotels/hostels and other options (please specify how this is organized)
- 5. 3. Is the organization of housing the same for resettled/relocated persons and people under international protection or does it differ? If there are differences between these groups could you briefly specify if any of them is given priority or special measures?
- 6. 4. Do you encounter problems with the "rent apartment" approach? a) Yes b) No
- 7. 5. If yes, could you specify what are the main obstacles: a) Rent to too high if compared to allowance b) Resettled and relocated persons can only rent in "cheaper" municipalities where is limited options for work c) Unwillingness for landlords to rent to refugees Resettled and relocated persons might be leaving the country because they cannot afford living spaced) Other (please describe)

- 8. 6. Did your MS take action to solve these challenges? Could you name any initiatives/programs which are successful?
- 9. 7. If the above questions are not relevant for your MS, could you briefly describe the situation of housing for resettled and relocated persons after they leave the Reception center.

# Responses

Country	Wider Dissemination	Response
Austria	Yes	1. Beforehand it should be noted that the following responses only refer to resettlement and resettled persons. Immediately after their arrival in Austria, resettled persons are transferred to the First Reception Center Traiskirchen. There, medical examinations and interviews in relation to their prospective status are conducted. Further, the persons receive important information, e.g. in regard to their status. After the necessary steps have been taken, which normally take one and at the moment at the most several days, the persons leave the First Reception Center and are transferred to long-term accommodations. Source: Federal Ministry of the Interior.  2. Please see the response to Question 7. Source: Federal Ministry of the Interior.  4. Please see the response to Question 7. Source: Federal Ministry of the Interior.  5. The accommodation for resettled persons differs from the one for other beneficiaries of international protection insofar, as resettled persons receive additional support. For instance, the Working Group Resettlement, consisting of Caritas, Diakonie and Red Cross, assists with the organization of accommodation. Source: Federal Ministry of the Interior.  6. No information was provided by the Federal Ministry of the Interior.

		8. No information was provided by the Federal Ministry of the Interior.  9. After the necessary steps in the First Reception Center have been taken (see Question 1), the resettled persons are distributed over the provinces. The accommodation (normally apartments) intended for long-term stay is organized and provided by the Working Group Resettlement (see Question 3). Source: Federal Ministry of the Interior.
Croatia	Yes	<ol> <li>Until now Croatia did not have any persons resettled. Only few recently relocated persons. Resettled and relocated persons have the same status as a asylum seekers in Croatia. They all can stay in the Reception Center until their application for the international protection is granted, which usually happens within 6 month.</li> <li>2. 2.1. Renting of apartments: a) Is there a special allowance for rent? If yes, what is the amount of the allowance for rent? Yes, the rent is paid in total by the government for 2 years including all the utilities cost. b) If resettled and relocated persons need to pay for rent from the overall allowance, what is the amount of this allowance? N/A. c) Who is responsible/involved in the process of finding housing? Is it the responsibility of resettled and relocated person or shared responsibility with a curator, a municipality worker or other? The responsibility of finding housing is by Ministry of social welfare.</li> <li>3. Social housing a) Who is responsible to provide it (state, municipalities, other)? Social housing is the responsibility of either state or municipality. b) For what groups is it provided (all, vulnerable, families, other)? All persons under international protection. c) For how long is support for social housing provided? 2 years. d) Is it free or charge or refugees need to pay for utilities and any other costs? Free of charge. e) Is there special social housing program for beneficiaries of international protection or their housing is regulated by state welfare system as for all nationals? No.</li> <li>4. N/A.</li> <li>5. There is no difference.</li> <li>6. Yes, sometimes.</li> </ol>

			7. It is not a common problem but sometimes their is unwillingness of the landlords to rent to a refugees although the government pays the rent.  8. N/A.  9. Please see above.
*>	Cyprus	Yes	1. Cyprus has not yet received any persons through the resettlement mechanism. Concerning persons who arrived to Cyprus though the relocation mechanism, they are transferred to the (Open) Reception and Accommodation Centre for Applicants for International Protection. There is no set timeframe concerning their stay at the Centre, however the goal is to reach a decision on their application for international protection within six months from the submission of the application. It should be mentioned that relocated persons and applicants of international protection in general, are not obliged to stay at the Reception Centre. If they have their own means they can rent a private residence or they can request welfare assistance or have access to the labour market six months after the submission of their asylum application (in case no decision has been made on their asylum application and in specific areas of the labour market which are set after a Decision of the Ministerial Council).  2. Subsistence allowance for applicants for international protection (who are not accommodated at the Reception Centre) granted by the Social Welfare Services of the Ministry of Labour and Social Insurance: (please see attached table) It is the responsibility of applicants for international protection and beneficiaries of international protection to find their own housing. Concerning access to subsistence allowance. More specifically, the monthly allowance includes: (a) 6480 for the main applicant (b) 6240 for the wife/husband and every family member over the age of 14 (c) 6144 for every family member under the age of 14 In addition to the above, a rental allowance is provided to the beneficiary, depending on the number of family members and their place of residence (amounts differ according to the district in which they are residing).  3. As mentioned above, it is the responsibility of applicants for international protection and beneficiaries of international protection to find their own accommodation. In case of unaccompanied minors,

		responsibility to provide housing to the minor, at special houses for minors run by the SWS. Additionally, at the moment, the Ministry of Interior is in the process of opening a small reception centre for vulnerable persons. Further to this, at the moment there is no other special social housing programme.  4. Hotel option is provided only in very special circumstances and is limited to only a few days of residence until other solution is found.  5. Apart from the allowances mentioned above, the organisation of housing does not differ for resettled/relocated persons (and for applicants of international protection in general) and beneficiaries for international protection.  6. No  7. N/A  8. N/A  9. As described above
Czech Republic	Yes	<ol> <li>Resettled persons stay in a reception centre for about 1 – 2 weeks. Relocated persons follow the same procedure as refugees arriving spontaneously, they stay approx. 1 – 2 weeks in a reception centre, then they go to a residential centre, and after being granted international protection they can stay in an integration asylum centre.</li> <li>Resettled and relocated persons can apply for participation in the State Integration Programme (SIP). Within this programme, they cooperate with the provider of integration services of the Ministry of the Interior (usually an NGO). In cooperation with this NGO, the refugee is provided with his/her individual integration plan which also includes the area of housing. The partner NGO helps to find suitable housing for the refugee. The first rent and the deposit can be covered from SIP.</li> <li>No special housing programme for beneficiaries of international protection. Their housing is</li> </ol>

			regulated by state welfare system as for all nationals.  4. In case of lack of available places in the residential centres, refugees can be temporarily accommodated in hotels of the Ministry of the Interior.  5. It is the same for all groups, and it is covered by the State Integration Programme.  6. Yes, we encounter problems. It is not easy to find suitable private apartments, especially for families with many family members. The owners are usually reluctant to rent their apartment to holders of international protection.  7. Obstacles: - many holders of international protection want to live in the capital but the rents in the capital are higher compared to smaller towns - landlords are often not willing to rent apartment to holders of international protection for various reasons - difficult to find affordable apartment for families with many family members  8. The cooperation with other partners (especially NGOs) within the State Integration Programme proved useful.  9. N/A
Est	tonia	Yes	<ol> <li>Resettled and relocated persons arriving in Estonia do not stay at reception centers nor any other comparable housing facilities. They are accommodated in rental apartments which are preselected in accordance with the size and if possible, the preference and previous work experience etc. of families prior their arrival to Estonia.</li> <li>Resettled and relocated persons are entitled to receive subsistence benefits on the same level as all other persons staying in Estonia on the same legitimate grounds until their employment. a) The subsistence allowance covers the rent according to the limits established by the local government, as well as their utilities. The exact amount can not be determined because the limits on rent and utilities differ within local governments. b) A family or a person is in addition, in accordance with the subsistence limit, given certain sum of money to cover their everyday expenses (after paying taxes).</li> </ol>

		The amount is 130 euros for the first adult in family (as well as all minor children) and 80% out of 130 euros (104 euros) for the second adult in family. c) Apartments for resettled and relocated persons are found from the free market by the partner (real estate company) of Ministry of Social Affairs, before resettled/relocated persons arrive to Estonia.  3. For resettled/relocated persons, social housing is not an option in Estonia.  4. Hotels or hostels are not used as an alternative for housing in Estonia.  5. The organization of housing is not the same for resettled/relocated persons and people under international protection whose claims have been proceeded in the country. The housing of those groups has been solved without prioritizing one over the other, yet keeping in mind, that resettled/relocated persons are accommodated in apartments right after their arrival to Estonia.  6. Yes.  7. So far there has not been a situation, where resettled and relocated persons have left the country because of being unable to afford a living space, although unwillingness for landlords to rent to refugees and resettled/relocated persons might be a significant issue.  8. Changes in values happen over time. Therefore, if one landlord refuses to rent out his apartment to resettled/relocated people, the real estate agency has found another landlord who is more cooperative.  9. N/A
Finland	Yes	1. Resettled refugees are accommodated directly to their own apartments upon arrival in Finland. They may stay in the same apartment indefinitely, providing they abide by the conditions of the rental agreement. Only in very exceptional circumstances a refugee has been placed in a reception facility, e.g. group home for minors. Like those claiming asylum in Finland, relocated persons within the asylum process are housed in reception centres as long as their asylum claim is processed. After receiving a positive decision, municipal housing will be located for them, or they find a rental

apartment themselves.
<b>2.</b> See question 7.
3. See question 7.
<b>4.</b> Hotels/hostels and other options are not used for resettled refugees. Relocated persons are housed in reception centres.
<b>5.</b> In principle, a municipal placement is identified and secured for both resettled refugees and other recipients of international protection by Finnish authorities. Due to the constant lack of municipal placements, resettled refugees are prioritized in the process. Furthermore, persons receiving international protection through the asylum process often find a rental apartment themselves, with the reception centre helping them with the rent security deposit. See question 7. for more details.
6. See question 7.
7. See question 7.
8. See question 7.
9. All resettled refugees are housed in municipal rental housing, with municipalities making the initial rental agreement and normally providing basic furniture and necessary household supplies to the apartment prior to the refugees' arrival. The Social Insurance Institution of Finland (Kela) provides residence-based social security benefits, such as unemployment benefits and child benefits for all permanent residents in Finland, including resettled refugees and other beneficiaries of international protection. To assist them with paying the rent, refugees residing in Finland are eligible for general housing allowance from the Social Insurance institution, like all low-income households in Finland. The housing allowance depends on various factors, such as the number of adults and children in the household, the municipality in which their home is located and their monthly income. If resettled refugees subsequently wish to rent an apartment from the free rental housing market, they are responsible for finding housing themselves. However, they are still eligible for general housing allowance depending on their income. There are some challenges in finding housing for both resettled

			refugees and other beneficiaries of international protection. For resettled refugees, travel arrangements from the first country of refuge are not made before municipal placement is secured and an apartment is identified for them. As there is constant lack of municipal placements, this can lead to prolonged waiting times before they can arrive in Finland. As a result of the increased influx of asylum seekers to Finland in 2015, it is increasingly difficult to find municipal rental housing for both resettled refugees and those who have received international protection in Finland. The housing situation is especially challenging in the metropolitan area (the capital Helsinki and surrounding municipalities). Therefore reception centres are discouraging beneficiaries of international protection from moving to the metropolitan area, by only providing the rent security deposit if the person moves to an apartment in the same region as the reception centre. Finding apartments in the private rental housing market is also difficult in larger cities, and rents tend to be higher. As there is a lot of demand for rental houses from ethnic Finns also, it may further complicate the finding of housing for refugees and other recipient of international protection. However, according to Finnish law, a landlord choosing a tenant must not discriminate against anyone on the basis of factors such as ethnic origin, religion or nationality.
F	France	Yes	1. Provisions relating to the integration of resettled person are specific in terms of accommodation because, as part of the resettlement programme, direct access to accommodation is prioritised as soon as they arrive in France. They benefit from such a process during 12 to 18 months after arrival. Regarding relocated persons, during the process of their application by the French authorities, they are hosted in a temporary housing in a Reception Centre for Asylum Seekers (CADA) where they can benefit from dedicated places. The average processing time of the application is four to six months. Once their application is approved, the managers of CADA and departmental coordinators of the migrants plan look for a local accommodation (in the department where the relocated person has arrived). If there is no available housing they can contact the national refugee accommodation platform operated by DIHAL (Interministerial Delegation for Accommodation and Access to Housing).  2. As indicated in Q1, research for housing for resettled persons is coordinated by public or private operators. For relocated persons, available housings are proposed by municipalities on a voluntary basis with the financial assistance of the government. Each proposal for an housing is accompanied with a support proposal from a private or public operator as well as a financial assistance to cover support expenses, equipment expenses of the housing and if necessary the first rental payment if there

			<ul> <li>is some delay in opening appropriate rights.</li> <li>3. See Q1 and Q2: all categories are concerned (all, vulnerable, families).</li> <li>4. Usually hotels are not used except in exceptional and urgent circumstances.</li> </ul>
			5. The organization of housing is indeed different since resettled people do not go through accommodation in a Reception Centre for Asylum Seekers (CADA) and benefit from a direct access to accommodation while relocated people can benefit from dedicated places to CADA during the processing of the application before receiving a dedicated accommodation. On the other side, asylum seekers stay in CADA during the whole application process. Relocated and resettled persons also benefit from a support process. Once they have obtained international protection, they have access to the same integration process as asylum seekers.
			<b>6.</b> No, as for resettled persons this possibility of housing is made available in the long term as part of the sliding rental agreement ('bail glissant' in French). The operators' aim is to ensure that the rental contract is transferred to the resettled persons over 12 to 18 months following the arrival of the resettled household.
			<b>7.</b> N/A, see Q6.
			<b>8.</b> N/A, see Q6.
			9. N/A
G	ermany	Yes	1. Resettled refugees are staying fortnightly in a central reception centre before dispersal to their local responsible site. Relocated (transferred asylum seekers) are dispersed after a few days to one central site in their respective Federal State.
			2. Resettled as well as granted asylum seekers (incl. former relocated refugees) have an entitlement for benefits under German Code of Social Law (SGB II or SGB XII). This also includes costs for accommodation. The respective maximum costs differ in each Federal State and in its regions and

depends on the average rent index in a certain area. A granting is e.g. higher in Munich than in the Black Forest. Local councils are often providing and thoroughly paying common housings or council flats (social flats). Occasionally is also a lodging in a rented simple rated hotel or emergency accommodation possible, if no other option exists. German Social law entitles also participation in language and integration courses as well as the obligation for schooling. Assistance in doing so is provided by the local council and job centre. Social worker might assist here in person too. Relocated asylum seekers are however lodged in a common housing (in case of necessity emergency accommodation) in one central point in each Federal State. For the duration of the asylum procedure benefits are paid according to the Benefits for Asylum Seekers Act. These allocated allowances in cash and kind are lower than the above mentioned payments and subsidies. When leave to remain is granted relocated individuals obtain the same as resettlees. This means the stage is to verify their asylum claim first what implies a longer standby instead of a resettlee. If resettlees and posterior-granted relocated refugees are fit for work, there are entitled to the so-called basic social care during their job-search. They get financial support until finding a job. There is also the possibility to obtain certain social benefits, if they are temporarily or permanently unable to pursue a job. This could be a case when a person is handicapped due to the age, care of small children or on grounds of a disease. Basic care for individuals is currently 404.00 € per person/per month, plus costs for accommodation, heating and basic medical treatment (status granted asylum or resettlement).

**3.** Responsible to grant allowances in cash and kind are local municipalities. Support is provided for any group of people and as long they cannot fend for themselves. Job centre are equipped with the right to cut any benefits, if individuals do not cooperate and accept offered jobs. There's no special housing program in place.

**4.** see 2.

**5.** see 2.

**6.** b) No general problems with housing are encountered. Insufficient or demurred housing can be altered or refugees can make their own changes in a later stage with their own income.

Hungary	No	7. n/a 8. n/a 9. n/a further info: http://www.bamf.de/EN/Fluechtlingsschutz/HumAufnahmeResettlement/humanitaere-aufnahme-node.html
Latvia	Yes	<ol> <li>1. Yes, relocated and resettled persons are staying at the Reception Center from the moment of arriving till the decisions on granting international protection status are taken. According to the recent practise it takes in average 3 months</li> <li>2. According to the Action plan for relocation and resettlement of persons in need of international protection which was confirmed by the Cabinet of Ministers on December 2, 2015 a social worker assigned for person in need of international protection provides necessary support in order to find a place for living. The support of social worker starts from the moment person is accommodated at the Reception Center and continues 12 months after the international protection status is granted. The provisions of the Action Plan are applied to any person who is in need of international protection regardless of their way of arrival. 2.1. There is no special allowance for rent. According to the Regulation of the Cabinet of Ministers adopted on 12th of July, 2016 the amount of allowance covering the substantial costs for adult is 139.00 Euro per month, for unaccompanied minor 97.00 Euro. If there is a family only one person of family receives the allowance of 139.00 Euro (other family members, including children receive 97.00 Euro).</li> <li>3. There is no special social housing program for persons with international protection status. According to the decision of the Government the persons with international protection status have the right to get financial and material support with regard reception and social inclusion from the municipality where they are living.</li> </ol>

		<ul> <li>4. Not applicable.</li> <li>5. There is no special system created for relocated and resettled persons in relation with organization of housing.</li> <li>6. Yes.</li> <li>7. The main obstacles are: insufficient financial support in order to cover initial rent or amount of deposit ect. and high rent princes in the cities where persons with international status would like to settle.</li> </ul>
Lithuania	Yes	8. Please see the answer on question 2. 9  1. All beneficiaries of international protection including resettled and relocated persons can stay at the Reception Center for the first 3 months.
		2. In Lithuania, there is no special allowance to cover rent. There is only one-time settling-in allowance (204 EUR) paid to purchase the basic furniture and household items. Later resettled and relocated persons as all beneficiaries of international protection get one allowance and from it they need to cover all expenses (rent, food, utilities, travel, etc.). The allowance is 204 EUR per person per months for the first 6 months and later is reduced by 50%. So from the 7th months the person receives 102 EUR. Integration curators in the municipalities are assisting relocated and resettled persons in finding housing. This is a shared responsibility.
		<ul><li>3. In general, social housing is not an option in Lithuania at the moment. Waiting period for social housing is very long and resettled and relocated persons need housing immediately.</li><li>4. No, this is not an option in Lithuania.</li></ul>
		5. In Lithuania organization of housing is the same for all beneficiaries of international protection.

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			Resettled and relocated persons are not given a priority.
			<b>6.</b> Yes.
			7. Lithuania faces all of the challenges above: - Rent prices in the cities are too high compared to allowance amount; - Housing would be affordable only in province but there is no work; - Property owners are not willing to rent to refugees; - Property owners do not want to register refugees in the apartment. Without registration they cannot access services provided at the municipal level; - Some of the resettled and relocated persons would like to leave since they cannot manage finding affordable housing.
			<b>8.</b> The government is currently discussing the issue of housing options for all beneficiaries of international protection.
			9. N/A
Lu	uxembourg	Yes	1. Resettled persons: In a first phase, they are lodged within a common reception facility before moving to private accommodation (private housing market or social housing). Relocated persons stay at the Reception Centers.
			2. As soon as the refugees arrive in Luxembourg, social assistants of OLAI take charge of their integration and support. OLAI also provides temporary housing until the beneficiaries receive the guaranteed minimum income (RMG) and can find proper accommodation. In order to facilitate the access to the residential market, OLAI collaborates with local agencies and associations, such as the AIS (Agence immobilière sociale − social real estate agency), the Fonds du Logement or SNHBM (Société nationale des habitations à bon marché SA). Relocated people as they continue to be international protection applicants stay in the reception centers until their application is decided. 2.1. Renting of apartments: a) Is there a special allowance for rent? NO. However, there is the possibility that financial disadvantaged household (including beneficiaries of international protection) receive a rent subsidy from the Ministry of Housing in order to access appropriate housing. The amount of this subsidy depends on the composition and income of the household and can go up to 300 €. If yes, what is the amount of the allowance for rent? See above. b) If resettled and relocated persons need to pay for

rent from the overall allowance, what is the amount of this allowance? Relocated people stay in the reception facilities so they do not have to pay any rent. Resettled persons: They are granted an international protection status (normally refugee status). As beneficiaries of international protection they receive the guaranteed minimum income (RMG) if they have at least 25 years according to article 2 (2) of the amended law of 29 April 1999 on the creation of the right to a minimum guaranteed income and they can find proper accommodation. The amount of the RMG depends on the composition of the household. The total amount of RMG without taking into consideration the own resources of the beneficiary is 1348, 18€ for single adult; family of two adults: 2.022, 27€; amount for additional adult: 385,73€ and for a child 122,56€. Since April 2016, a new Service of the Luxembourgish Red Cross has been set up: The Luxembourgish Integration and Social Cohesion Centre (Lëtzebuerger Integratiouns- a SozialKohäsiouns-Zentrum - LISKO). The work of LISKO contains two areas of action: first at the level of individual- or group support of beneficiaries of international protection and second, at the level of support for municipalities in developing integrative actions. The LISKO shall thus support all beneficiaries of international protection, including resettled persons, who do not have the necessary resources to undertake the required steps to achieve integration within the Luxembourgish society. This covers both, administrative actions (i.e. for accessing social housing, the labour market, social and financial assistances, education of children etc.) as well as individual/group support for local anchorage. c) Who is responsible/involved in the process of finding housing? Is it the responsibility of resettled and relocated person or shared responsibility with a curator, a municipality worker or other? Resettled persons: In order to facilitate the access to the residential market, OLAI collaborates with local agencies and associations, such as the AIS (Agence immobilière sociale – social real estate agency), the Fonds du Logement or SNHBM (Société nationale des habitations à bon marché SA). Also the LISKO helps the beneficiaries of international protection to find appropriate housing.

3. Social housing a) Who is responsible to provide it (state, municipalities, other)? In Luxembourg, two public promoters (Fonds du Logement or SNHBM (Société nationale des habitations à bon marché SA)) in the social housing market specialise in the construction of affordable housing or housing at subsidised prices. Certain municipalities also dispose of a housing portafolio of social housing (i.e. Luxembourg City), which is then sold or rented in accordance with social criteria. In addition, the Grand Duchy of Luxembourg has a Social Real Estate Agency (AIS), which seeks to combat social exclusion, acts as an intermediary between owners of real estate and households with modest income.

This body, which operates under the auspices of the Foundation for Access to Housing (Fondation de l'accès au logement), rents out accommodation suitable for the applicant's household and then pays the rent to the owner of the property. However, every application for accommodation through the AIS must go through a social service, since its services are subject to a number of conditions. b) For what groups is it provided (all, vulnerable, families, other)? Social housing is provided for all households with modest income. In fact, the provision of emergency accommodation in cases of material deprivation is among the benefits offered by the thirty welfare offices in the Grand Duchy. The municipal or regional social offices work together closely with the Social Housing Agency. c) For how long is support for social housing provided? It is provided until the economic situation of the household changes. d) Is it free or charge or refugees need to pay for utilities and any other costs? No. Social housing is not free of charge for refugees. They have to pay the rent and the utilities from the RMG they received. e) Is there special social housing program for beneficiaries of international protection or their housing is regulated by state welfare system as for all nationals? No. The social housing program is regulated for all households of modest income to avoid social exclusion. However, there is a specific project of Caritas Fundation which targets the access of housing of beneficiaries of international protection entitled « Specific integration programme for helping 120 bénéficiaires of international protection and their families after their exit of the reception centres ». This project is subsidised by the « Oeuvre nationale de Secours Grande-Duchesse Charlotte » (National Relief Fund of the Grand-Duchess Charlotte) in the framework of the call for projects entitled « mateneen ».

- **4.** Hotels and hostels are used for the reception of international protection applicants, resettled persons (in a first stage) and relocated persons in case the reception facilities have reached their maximum capacity. The organisation of the reception of international protection applicants and of resettled persons is the main responsibility of the Luxembourg Reception and Integration Agency (OLAI), who run the reception facilities or through NGOs (i.e. Caritas, Red-Cross, ASTI).
- **5.** The relocated persons are treated as international protection applicants so they are housed in the reception centers. The resettled persons are granted international protection status and in consequence they have the same benefits as international protection beneficiaries. If there are differences between these groups could you briefly specify if any of them is given priority or special measures? As soon as the resettled persons arrive in Luxembourg, they are in an initial phase lodged within a common reception centre until they have enough financial resources (i.e. minimum guaranteed income- RMG)

			to find private accommodation. In the medium term, the transition from collective accommodation (reception centre) to private/individual housing shall allow refugees to lead a more independent life and to gradually integrate within Luxembourgish society (Answer of the Minister of Immigration and Asylum and the Minister of Family, Integration and the Greater Region to the Parliamentary Question n°240 of Deputy Claude Adam, 25 April 2014).
			<b>6.</b> Yes.
			7. a) Yes. b) Yes. c) Yes.
			<b>8.</b> Yes. As the scarcity of social housing and affordable housing is a general challenge in Luxembourg, the Government recently decided to implement a package of measures to support municipalities in their efforts with regard to housing provision. The programme foresees that for housing rented by municipalities from private property owners, the State will cover the difference between the rent negotiated in the contract with the private property owner, subject to a ceiling, and the amount for provision in accordance with a set scale (Answer of the Minister of Interior to the parliamentary question n°1529 of 29 October 2015). <b>9.</b> N/A.
+	Malta	Yes	1. Relocated and resettled persons are offered accommodation in a suitable open centre for up to 1 year.
			2. Resettled and relocated persons are encouraged to access the labour market as soon as possible, with a view to becoming independent and better integrated into Maltese society. As beneficiaries of protection, once a persons leaves the open centre s/he may be eligible for non-contributory social benefits. This is particularly the case of those who do not have income from employment.
			3. There are no special social housing programmes for beneficiaries of international protection.
			<b>4.</b> N/A

		5. N/A
		<b>6.</b> N/A
		<b>7.</b> N/A
		<b>8.</b> N/A
		<b>9.</b> Please see reply to question 2.
Netherlands	Yes	<ol> <li>No, in the Netherlands, resettled persons are not accommodated in reception centers. They are directly transferred to arranged housing after the initial administrative process. This is being done because in order to stimulate integration and participation in the Netherlands. During the administrative process, resettled refugees are housed in hotels for a maximum of 48 hours (see also question 2.3). Various stakeholders in the Netherlands mentioned that this system of direct relocation to housing can be called a good practice (for more information, see the Dutch report).</li> <li>Resettled persons in the Netherlands cannot be located in regular or private housing. They are only located in social housing (see question 2.2)</li> <li>a) Social housing is arranged by the local municipalities in collaboration with the Central Agency for Reception of Asylum Seekers. The Central Agency for Reception of Asylum Seekers takes care of the acquisition of housing and coordinates together with the municipalities on which resettled refugees are placed. The Central Agency for Reception of Asylum Seekers uses an information profile from the refugees, including their family composition, medical indications, their network in the Netherlands and their preference for an urban or rural environment to live in. The municipality in question will then decide whether they will place the nominee for resettlement in their municipality in the assigned housing. The municipalities ensure that housing associations have enough housing available for resettled refugees and that these houses are available in time and that there is basic furnishing available. b) Social housing is arranged for all resettled refugees. c) There is no end date set for the rent. d) The resettled refugee is responsible for the costs of the rent and the additional furnishing himself. They pay by means of their gained income, which is often made up from social security or</li> </ol>

		work. The basic furnishing is paid off to the municipality by a loan. The conditions regarding repayment or remission for this loan are made up by the municipality. e) In general, the procedure is similar: COA takes care of the acquisition of housing and coordinates together with municipalities to which housing beneficiaries of international protection are located. However, the process of getting a house is quicker for resettled persons, than regular beneficiaries of international protection. They usually have to wait in reception centers first.  4. Yes, resettled refugees can be placed in hotels or other types of housing foreseen for tourist. They can be placed in such housing for a maximum of 48 hours. The Central Agency for the Reception of Asylum Seekers is responsible for arranging these temporary hotel rooms. Often, hotels or similar types of housing are used as a means of first housing after the arrival of resettled refugees at International Airport Schiphol. Within 48 hours, the arrival procedure needs to be finished and the resettled refugees need to be transferred to housing in the assigned municipalities.  5. There is only one minor difference regarding the furnishing of the housing. For resettled persons, the municipality arranges furnishing, whereas others under international protection should take care of this themselves. Persons under international protection are located in a municipality and can together with social support from the municipality, arrange furnishing.  6. N/A  7. N/A  8. N/A  9. N/A
Slovak Republic	Yes	1. Slovak Republic has committed itself to relocate 40 persons from Greece and 60 from Italy in line with the Council Decision (EU) 2015/1523 from 14 September 2015. In the Slovak Republic, resettled or relocated persons are firstly placed in reception centres. During their stay in reception centres (approx. 1 month) a thorough medical examination as well as procedural steps connected with the asylum procedure, a basic cultural orientation course about the Slovak Republic and a Slovak language

course are carried out. These persons are also provided with accommodation, food, basic toiletries and pocket money. During this time a standard asylum procedure is ongoing. After the completion of all medical examinations these people are moved to accommodation centres where they stay until the end of their asylum procedure.

- 2. Searching for the accommodation for relocated persons starts already before their arrival to Slovakia. Currently, the accommodation of relocated persons is provided by employees of the Migration Office of the Ministry of Interior of the Slovak Republic in cooperation with the NGO sector, civic initiatives and/or the implementer of the AMIF integration project. 2.1 a) There is no allowance specifically provided for the accommodation. Relocated persons receive financial support on monthly basis; this includes also the allowance for rent. After the asylum procedure is finished, the relocated persons receive one-off allowance which is according to the Act on Asylum a minimum wage multiplied by 1,5 for an adult. Currently this amount equals to 297,17 EUR. Subsequently, the relocated persons receive a monthly financial allowance. This allowance includes also the costs for the rent. The amount of this allowance depends on several factors, e.g. number of children, the costs of rent, etc. b) Currently, in the Slovak Republic the system of payment of these financial allowances is being adapted according to the costs of rent which is related to the number of persons relocated to Slovakia (expected 9 person till the end of 2016). These persons receive monthly allowance for accommodation, boarding and basic living needs in the amount of 370 EUR, whereas costs such as for school supplies, meals for children at school etc. are refunded from the budget of the Integration project. c) See the answer in Q2. The employees of the Migration Office of the Ministry of Interior of the Slovak Republic are involved in the process of finding housing. There is no responsibility for the provision of accommodation according to the legislation.
- **3.** a) Currently, social housing is not provided to the relocated persons in the Slovak Republic. The nongovernmental organization, implementing the integration project funded by the AMIF is responsible for providing the beneficiaries of international protection with accommodation. In one Slovak city, Košice, there are 3 social flats provided by the municipality (housing association) to the NGO for the minimal costs to be used by the beneficiaries of international protection. b) A suitable housing is searched for all beneficiaries of international protection including those who are relocated. c) d) e) Beneficiaries of international protection receive financial support approx. half a year. The length of the period for financial support is assessed individually in each case, in case of vulnerable

persons it can be even longer than half a year. The support system for the relocated persons had been so far designed for the period of two years, as Slovak Republic has primarily committed itself to relocate vulnerable groups- single mothers with children.

- **4.** Beneficiaries of international protection are temporarily accommodated in hostels, as the rent is cheaper, however a suitable housing in flats or family houses is searched for. In case the implementers of the Integration project are providing the accommodation for clients in their own premises, the cost for rent usually depends on whether a person lives in a private or shared room.
- **5.** Accommodation for beneficiaries of international protection is funded via AMIF. The project is implemented by the nongovernmental organization which is methodically guided and monitored by the Migration Office of the Ministry of Interior of Slovak Republic. Accommodation for relocated persons is provided by the employee of the Migration Office in cooperation with the NGO sector, however it will also be organized by the Integration project workers.

#### **6.** Yes

- **7.** During the search for the accommodation for beneficiaries of international protection as well as for the relocated persons, workers encounter various problems. First of all, it is the high price of rent and unwillingness/reluctance of the landlords to provide accommodation to relocated persons and beneficiaries of international protection. Despite this, there is also positive experience when Slovak citizens offered their properties for certain period of time e.g. for relocated persons to be used for one year for only the costs of overheads.
- **8.** Slovak Republic is preparing a State Integration Program, however due to problems occurring during the preparatory process, the completion is planned in 2017. As successful examples can be considered some of the civic initiatives and cooperation of the Migration Office with NGOs and church organisations during the process of accommodation finding for relocated persons.

#### 9. N/A

Slovenia	Yes	1. SI NCP is forwarding reply on AHQ questions send by asylum experts from the MOI as following; Relocated persons during their procedure for international protection have the same rights and obligations as all other applicants for international protection and same rights and obligations as all other persons with international protection if/when they get international protection. We don't have any experience with resettled persons but the legislation treats them as persons with international protection (when they come on the territory of Slovenia). The only difference between relocated and "regular" persons with international protection is that the relocated are entitled to three months of orientation program which is in place just for them (language courses, introduction to our culture, to our institutions, living in our country etc.). Those three months are not calculated in the period in which they are entitled to living in integration house. Relocated persons (applicants for international protection) initially stay at the asylum home or its branch. They stay there for as long as their procedure for international protection lasts. They can move to private address before the end of their procedure if the responsible authority agrees and if the conditions are met. The conditions are: established identity of the applicant, adequate living conditions in that capacity and that a personal interview was conducted with this applicant. If they move to private accommodation they get financial support, which is calculated on the basis of basic minimum income which is 292,56 euros. The financial support for first adult amounts 0,5 of the basic minimum income, for next adult 0,25, for a child under 18 years of age 0,35 and for unaccompanied minor 0,5. The financial support is for covering all needs (accommodation, food, necessities).
		ministry for the period of 12 months (relocated persons 3 months during the orientation programme+12 months). They don't have to pay for accommodation but they have to cover all other living expenses (food, clothes, etc) for which they get social support if they don't have their own means for living. The social support is 292,56 euros and it depends on the number of family members, any other income etc. Person with international protection who lives in private accommodation and has no own means of support and his/her residence is not assured in any other way, is entitled to financial support for private accommodation for 18 months from status recognition. They get the financial
		support for private accommodation for next 18 months if they attend the course of Slovenian language at least 80 % of time. The financial support for private accommodation is the same as the basic minimum income. Relocated persons within the orientation programme can search for private accommodation on their own or with the help of the performer of the orientation program (NGO).

			After the orientation programme there is another NGO which has a project with the responsible authority for finding the accommodation for persons with international protection. Also the integration counsellors are helping to find the adequate accommodation for persons with international protection.  3. Beneficiaries of international protection are not entitled to special social housing program.  4. Persons with international protection (incl. relocated persons) are not housed in hotels or hostels. Hostels are provided for the accommodation of unaccompanied minors (applicants and with granted international protection).  5. The organisation of housing is the same for all persons with international protection.  6. We do encounter problems with the "rent apartment" approach since the rents are rather high and the owners do not wish to rent the apartments to refugees.  7. See the answer above.  8. Slovenia published a public call to owners of the apartment to lease apartments to persons with international protection. The response was good but many owners expected that the state with rebuilt and repair their apartments or that they can rent them for quite high rent. The apartments must be appropriate for living and the rent must not be too high since the financial support for accommodation is rather small (292,56 euros).  9. /
<u>©</u>	Spain	Yes	1. Indeed, they can be housed in Refugee Reception Centers (CAR) of the General Directorate of Migration (DGM), (MEYSS SGIE), or in reception places of devices managed by NGOs subsidized by the DGM. The National Reception System for applicants and beneficiaries of international protection also applies to resettlement and relocation, so the duration and amount of benefits are similar for all of them; The length of stay in reception centers and devices is generally 6 months, extendable to 9 months, which can be extended in circumstances of special vulnerability. After the expiration of this period, the accommodation of any applicant or beneficiary of International Protection, including those

resettled and relocated, is carried out in rental housing, with financial assistance managed by NGOs in the framework of DGM grants. In general, these are housing in a free market, although in some Autonomous Community or Municipality may be housing that these territorial administrations make available to the System.

2. Once the stay in the Reception Centers has been exhausted, there is financial support from the

- 2. Once the stay in the Reception Centers has been exhausted, there is financial support from the National Housing System; These grants are granted for a period of up to 6 months, which may be extended for periods of up to 24 months in the case of serious vulnerability. The search for housing is the responsibility of the applicant with the guidance and advice of the technicians of the NGOs. Maximum amounts: A) Individual: Up to € 376 / month. B) Unit of coexistence composed by 2 people: 489 € / month. C) Unit of Coexistence composed by 3 people: 565 € / month. D) Coexistence unit composed of 4 people: 641 € / month. E) Coexistence unit composed of 5 or more people: € 717 / month. F) One-on-one cohabitation unit or in which one of its members has a disability greater than 65 €: the maximum amount may be that of the upper part corresponding to the number of its members.
- **3.** There are no specific housing for applicants or beneficiaries of international protection. After the period in which they are housed in centers or receive assistance from the Directorate General of Migration for the rental of housing, access to social housing will depend on the Autonomous Communities or the municipalities that are responsible for this type of accommodation, aimed at the general population and whose access is conditioned to certain socio-economic requirements (local registration, economic income, residence time, etc.)
- **4.** There is no such option for long-term housing. It is only given in the case of the first reception and for the essential time (maximum 30 days) until a reception center is provided.
- **5.** The host system is similar for all applicants and beneficiaries of international protection, including those resettled and relocated. The National Reception System, made up of own centers (CAR) of the General Secretariat of Immigration and Emigration and the reception places of different NGOs subsidized by this General Secretariat.

**6.** Yes.

		7. The shortage of free housing, in general, is a problem for the native population, let alone for the collective of beneficiaries of international protection. In general, the aid received from the General Directorate of Migration covers the cost of rent and bonds, but the availability of rental housing is scarce. There are problems in particular as some refugees have large families.  8. A framework of collaboration with the Autonomous Communities and the Municipalities has been put in place so that they can offer those housing resources (shelters, centers, etc.) and non-housing (language instruction, psychological attention, etc.), In reinforcement of the National Reception System aimed at meeting the reception needs of resettled and relocated.  9. See above.
Sweden	Yes	<ol> <li>Information on this can be found in the SE EMN NCP's contribution to the EMN study 2016 on resettlement and humanitarian admission. It is the municipality which is responsible for finding housing for resettled refugees. The refuges themselves are responsible to pay the rent out of their allowance. If the rent is too high, they can receive a certain amount of money as extra housing allowance ("bostadsbidrag" - as for everyone else living in Sweden). This housing allowance is based on the income and the rent.</li> <li>We do not have social housing so it is normal apartments provided by a municipal or private housing company. The same housing arrangement is offered to all resettled refugees and there is no time limit. The housing system is the same for all refugees/beneficiaries of subsidiary protection that have a residence permit.</li> <li>Not used.</li> <li>No difference, except that resettled refugees are placed directly in their flats as they have their permanent residence permit directly upon arrival. Asylum seekers are placed in municipalities and flats first after approval of their asylum application, when they have their residence permit. During the</li> </ol>

			waiting period they often stay in reception centers or with family/friends.
			<b>6.</b> Normally not. But suitable flats can sometimes be hard to find.
			7. There is a shortage of affordable housing in many Swedish municipalities, therefore municipalities have sometimes found it difficult to provide housing to refugees.
			<b>8.</b> Since 1 March 2016, it has been mandatory for municipalities to receive and support new arrivals, including resettled refugees. This new legal provision, which includes a distribution principle, is expected to contribute to improve the process of finding accommodation.
			<b>9.</b> For more information please see the Swedish study on resettlement where the system for housing is described.
	United Kingdom	No	
#=	Norway	Yes	1. Regarding accommodation relocated persons follow the same procedures as other asylum seekers when they arrive in Norway. At the time of arrival they will be accommodated at Østfold Arrival Centre as all other asylum seekers. The arrival centre functions in cooperation with the Immigration Police (PU) and the Directorate of Immigration (UDI). First the Norwegian Immigration Police take fingerprints and a photograph of the new arrivals. After registration by the Immigration Police they will be tested for tuberculosis, before proceeding to the UDI part of the Arrival Centre. Relocated persons will then be given clothing, some necessary hygiene articles and bed linen and their luggage will be packed, marked and frozen as a preventive measure against bed bugs and other pests — as for all other asylum seekers. They will stay at the arrival centre on average 2 days, and get back their luggage before they are transferred to Torshov transit reception centre. They stay at the Torshov transit reception centre until the asylum interview is completed. At thia time (Nov. 2016) this is completed approximately within 10 days.
			2. No, for resettled refugees. They are settled directly in a municipality. Yes, for relocated asylum seekers, as they are subjected to the same procedures as those asylum seekers who arrive at Norwegian

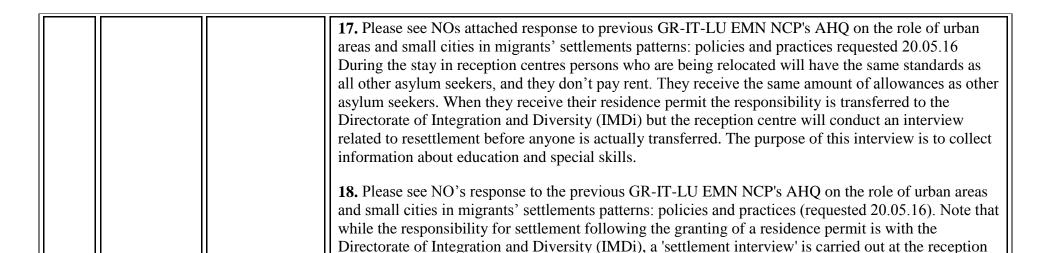
spontaneously. On arrival they will be accommodated at Østfold Arrival Centre as are all others asylum seekers. The arrival centre is run in cooperation between the Police Immigration Service (PU) and the Norwegian Directorate of Immigration (UDI). PU first register fingerprints and photographs. After the registration by PU they will be tested for tuberculosis, before proceeding to the UDI part of the Arrival Centre. Relocated persons will then be given clothes, some necessary hygiene articles and bed linen, and their luggage will be frozen as a preventive measure against bed bugs and other pests – as with all other asylum seekers. Those relocated will stay at the arrival centre on average 2 days, and get back their luggage before they are transferred to Torshov transit reception centre in Oslo, where they stay until the asylum interview has been completed, within approximately within 10 days. For the period and the application for protection is being considered on its merit and s/he is in a reception centre the relocated asylum seeker will be given priority for staying in one of the special integration reception centres to be established.

- 3. 2.1. Renting of apartments: a) Is there a special allowance for rent? Yes. If yes, what is the amount of the allowance for rent? It depends on where the refugee is settled it varies from municipality to municipality all depending on the cost of housing in that area. b) If resettled and relocated persons need to pay for rent from the overall allowance, what is the amount of this allowance? Resettled and relocated personsl pay from their own monthly income or allowances they receive from the Introductory Program in the municipalities. If their incomes or allowances are deemed insufficient it will be supplemented by social benefits based on a case- to-case basis or individual assessment. c) Who is responsible/involved in the process of finding housing? Refugees from reception centres are encouraged to find their own housing when being resettled. Otherwise they will have to wait until the receiving municipality can provide housing for them. Is it the responsibility of resettled and relocated person or shared responsibility with a curator, a municipality worker or other? First time housing for relocated quota refugees (international protection) is provided by municipality where they are settled.
- **4.** Norwegian municipalities, where those who have been given international protection are settled, mainly make use of rental apartments available on the private market, supplemented by social welfare housing schemes in some municipalities. Refugees can also buy their own dwelling if they have sufficient funds. 2.1. Renting of apartments: a) Is there a special allowance for rent? Yes, If yes, what is the amount of the allowance for rent? It depends on where the refugee is settled: it varies from municipality to municipality all depending on the cost of housing. b) If resettled and relocated persons

need to pay for rent from the overall allowance, what is the amount of this allowance? They will pay from their own monthly income or allowances they receive from the Introductory Program in the municipalities. If their incomes or allowances are deemed insufficient it will be supplemented by social benefits based on a case-to-case consideration. c) Who is responsible/involved in the process of finding housing? Those who are settled in a municipality are encouraged to find their own housing. Otherwise they will have to wait until the receiving municipality can provide housing for them. Is it the responsibility of resettled and relocated person or shared responsibility with a curator, a municipality worker or other? First time housing for resettled quota refugees as well as relocated refugees is provided by municipality where they are settled. Many/most municipalities have a coordinating unit or coordinator assisting those who are settled there.

- **5.** 2.2 Social (welfare) housing a) Who is responsible to provide it (state, municipalities, other)? The settling municipality b) For what groups is it provided (all, vulnerable, families, other)? For all groups. c) For how long is support for social housing provided? Support is provided as long as necessary, but refugees are encouraged to own their dwelling. d) Is it free of charge or refugees need to pay for utilities and any other costs? Relocated and resettled persons are expected to contribute as much as possible, including utilities, etc. just like anyone else needing social welfare benefits in Norway. There are strict conditions to receiving this support and this support is highly regulated. e) Is there special social housing program for beneficiaries of international protection or is their housing regulated by state welfare system as for all nationals? Housing is regulated by the state welfare system as for all nationals (legally residing in Norway).
- **6.** 2.2 Social (welfare) housing a) Who is responsible to provide it (state, municipalities, other)? The municipality b) For what groups is it provided (all, vulnerable, families, other)? For all groups. c) For how long is support for social housing provided? As long as necessary, but refugees are encouraged to own their dwelling, as do the majority of other residents in Norway. d) Is it free of charge or refugees need to pay for utilities and any other costs? They are expected to contribute as much as possible themselves, including to expenses for utilities, etc. just like anyone else receiving social welfare benefits. There are strict conditions for receiving this support and this support is tightly regulated. e) Is there special social housing program for beneficiaries of international protection or is their housing regulated by state welfare system as for all nationals? Housing is regulated by the state welfare system

in the same manner as for all legal residents in Norway. **7.** NO. Use of hotels/hostels are never encouraged in Norway for resettlement purposes. **8.** NO. In Norway the use of hotels/hostels is never encouraged for settlement purposes. 9. 3. The organization of housing is the same for resettled/relocated persons and people under international protection: it does not differ.. If there are differences between these groups - could you briefly specify if any of them is given priority or special measures? N/A 10. The organization of housing is the same for resettled/relocated persons and people under international protection. There is no difference. 11. 4. Do you encounter problems with the "rent apartment" approach? a) Yes b) No. Yes and No. NO because rental apartments are regulated by the free market. YES because of high cost of housing in cities, towns and central areas. 12. Yes and No. No because there is a free rental market. Yes because of high costs of housing in cities, towns and central areas. **13.** 5. a) Rent to too high if compared to allowance 14. All factors apply to some extent, depending on the municipality and the circumstances of the settled individuals (e.g. whether young, single men or families with children). 15. Everything is handled on a case-by-case basis. Decentralized resettlement can mean less expensive housing; something the authorities are aware of. No initiatives at the moment specifically targeted to this problem. **16.** Every situation is handled on a case-by-case basis. Decentralized settlement can mean less expensive housing; something the authorities are aware of. No initiatives are currently planned that specifically target this problem.



educational attainment and special skills of the refugee.

centre before the transfer to the municipality of settlement, e.g. to get information about the