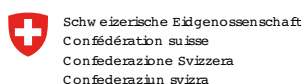


# Template for an Accommodation Information Note

EU-FRANK Tool 12

The EU-FRANK project is co-financed by the Asylum, Migration and Integration Fund (AMIF)

Led by Sweden. In partnership and consultation with:



# Introduction to this tool

**This tool has been developed within the framework of the EU-FRANK project in 2018-2019 with funding from the European Asylum Migration and Integration Fund. Information presented in this tool is by no means exhaustive, but represents a compilation of guidance and practical tips. The objective has been to support EU Member States in their operational work with resettlement. For more information about this project, visit [www.eu-frank.eu](http://www.eu-frank.eu).**

## 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 to the selected 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 and to avoid misunderstandings between refugees and professionals working in the national reception system by clarifying in advance the characteristics of the accommodations 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, the relevant boxes can simply be deleted. The boxes for “additional comments/remarks” should be used to clarify information 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 him/her 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. 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 (e.g., the IOM). The contents can, for instance, be used and explained during cultural orientation sessions by national trainers or trainers from the IOM or 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 case 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 be involved in giving the necessary input to fill in this document, or fill it in themselves. Partner organizations, such as the UNHCR or IOM, can also use the information provided by the relevant State authority during counseling sessions.

# Information on accommodation and services provided in the resettlement country

<b>Name and Surname of Principle Applicant (PRA)</b>	
<b>Case size</b>	
<b>Identification number<sup>1</sup></b>	

<b>Accommodation</b> (tick all options relevant to the accommodation arrangements upon a refugee/s arrival)	
<b>Location</b>	
Competent Federal/ Local Authority	
City where the accommodation is located Facility located in an urban area Facility not located in an urban area	
Number of inhabitants	
Address <sup>2</sup>	
<b>Type of accommodation</b>	
	Private housing
	Shared flat
	Indicate total no. of tenants
	Collective housing
	Indicate total no. of tenants
	Supporting staff working hours
	Visiting hours for non-residents from/to
	Direct contract with the landlord or municipality

<sup>1</sup> Fill in with UNHCR RRF code and/or with the national case file number.

<sup>2</sup> In exceptional circumstances and for proven logistical needs, the address could change.

General information	
<b>Duration of the accommodation</b>	Number of weeks/months: .....
<b>How to contact social workers*</b> * information on time and modalities will be provided upon arrival in the reception centers	by visiting the office by phone
Description of accommodation	
Floor no .....	
	Furnished
	Elevator
	Heating
In case of family units, no. of bedrooms	No: .....
In case of single	single room double room triple room quadruple room
Number and types of bathrooms	
<b>No. of bathrooms</b> In case of a shared flat or collective housing, indicate the number of bathrooms provided for the family unit	<b>No:</b> .....
	Private
	Shared and separated Men/Women

Financial aspects		
Expenses covered by the reception authority		
	Rent	Covered by the reception authority To be paid by the beneficiary through social allowance Other: .....
	Electricity	
	Gas	
	Water	
	Allowance provided per adult: € ..... per child: € .....	per day per week per month Other: .....
	Pocket money provided per adult: € ..... per child: € .....	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): .....

Food provision		
	Catering provided	
	Canteen	
	Private kitchen	Food distribution Money.....€/ per day per week per month Food vouchers.....€/ per day per week per month Other (Specify): .....
	Shared kitchen	Food distribution Money.....€/ per day per week per month Food vouchers.....€/ per day per week per month Other (Specify): .....
Start kit provided		
	Welcome kit (city map, school calendar, etc.)	
	Hygiene products	
	Food products	
	Home cleaning products	
	Clothing	
	Basic medication	

For children	
	Children's bed
	Stroller
	Baby slings and other carriers
	High chair
	Diapers
	Other (Specify):
Electrical devices provided	
	Television
	Refrigerator
	Washing machine
	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 meters between the reception facility and the nearest public transport stop (bus/train/metro station)	.....
Services provided	
	Assistance in dealing with administrative issues (school enrollment, 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 and job orientation
	Housing orientation
	Support for vulnerable categories (pregnant women, victims of violence/torture, etc.)

**In the municipality or nearby (within a distance in km)**

	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):

**Maps and pictures of city and accommodation, where available**

PRA's<sup>3</sup> signature for acknowledgment: .....

<sup>3</sup> Principal Applicant