

**ANNEX 1**

**GOOD PRACTICES FOR MIGRANT AND REFUGEE  
HOUSING IN EUROPE**

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## Introduction

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This report describes successful cases from thirteen European countries for the provision of housing to refugees post-recognition (after they have left reception centers or other forms of collective housing).

The overview shows that housing programs for beneficiaries of international protection (BIPs) are varied and diverse, both as regards access to public social housing as well as private accommodation (e.g. private rented housing). Some programs aim to improve the access to affordable accommodation through offering rents at below-market prices. Others include support measures such as information services and assistance in finding accommodation, implemented by local public administrations and/or complemented with NGO initiatives providing individual counselling to beneficiaries. In some cases cities have undertaken the rehabilitation of existing buildings, including vacant properties and making them available to refugees and migrants.

The report also highlights the new role of cities for creating shared public spaces which foster the inclusion and integration of migrants and beneficiaries of international protection. Integration measures take a place-based approach, adapted to the characteristics of the host communities as well as to those of BIPs themselves. In this regard cities can rely on already established networks of local actors (involving city administrations, private and third sector organizations) to promote a positive political discourse, or may need to build new coalitions to get public support and respond to the new realities. The extent to which cities manage to involve migrants and BIPs in the process of developing housing policies or the provision of housing (through channels of information, public consultations, and awareness-raising activities), is a key indicator for the long-term social inclusion of refugees. The efficient governance of increasingly diverse city areas and populations in terms of origin, cultural and religious backgrounds can be a lever for social capital and economic development.

Overall, housing programs include both direct investments in the construction of affordable housing as well as targeted subsidies and housing assistance / housing allowance benefits. Some countries have taken a centralized approach to housing policies for BIPs; in others, decentralized initiatives led by local governments are preferred. Differences in the governance of integration at the local level can be put down to geographic, social, economic and political specificities, including legislation and the available financial and human resources. Much depends also on the countries' immigration policy and historical experience in dealing with migration, in particular, having efficient support infrastructures in place (comparisons between cities and countries in Western and Eastern Europe confirm how crucial such differences can be for successfully implementing various integration measures).

Housing programs providing financial assistance to BIPs are usually managed by national-level authorities, while innovative combinations of financial and non-financial support are developed at the local level. When housing programs are offered or managed by social housing

associations or by the municipalities, they usually include also integration programs for BIPs. However, when BIPs are accommodated in privately owned rented housing they may not have direct access to such programs and additional provisions may need to be made. Some of the cases described in this report feature programs for placement in social housing combined with the delivery of integration services. For instance, the *Startblok Riekerhaven* program in the Netherlands combines housing with an innovative integration program that promotes the joint management of the housing complex and the cohabitation of young locals and refugees. The examples from Serbia, Germany and Austria (e.g. *Globaler Hof*) show how housing design and the promotion of a cultural and ethnic mix between people contributes to social integration. Very efficient are also practices that use and develop the skills of the target groups, by involving them in the housing renovation (in Spain) and in this way supporting the refugees' social and professional inclusion.

An example for successful exchange of information and matching BIPs seeking housing with municipalities is the Netherlands. The platform "Home Again"<sup>1</sup> is aimed at accelerating the housing of refugees. In the Netherlands, municipalities are required by the central government to provide housing to BIPs, and each one has a minimum housing quota. A digital map visualizes the housing progress in the different municipalities; a monthly newsletter and a discussion forum let platform participants communicate and exchange good practices. For example Amsterdam had to find housing for 740 refugees, but could only provide it for 400 of them in 2014. Even if social housing providers prioritized this urgent target group, 13% of the allocated quota was not reached in 2014.<sup>2</sup>

In most of the programs surveyed, and especially when new buildings are being constructed or existing ones being renovated, an important objective is to combine the residential areas (private space) with social, public spaces – such as meeting rooms, open spaces, winter and rooftop gardens. This encourages social communication between the locals and newcomers, and helps minimize segregation and the (self)isolation of individual groups. Thus, physical spaces also acquire a social dimension as lived spaces and contribute to creating a sense of belonging for migrants and refugees.

The following sections describe selected practices, programs and initiatives from European cities and regions, grouped by thematic area. While some of the programs listed are specifically designed to meet the housing needs of BIPs, others are successful examples of providing affordable social housing for different social groups in need. It should be noted that most of the initiatives specifically targeting BIPs are from cities in Western Europe, while the region of Central and Eastern Europe is slower to adapt or transform its housing sector to respond to the challenges of migration and the increasing number of foreigners who are moving to these countries.<sup>3</sup>

The thematic areas in which the programs are grouped largely reflect the main priorities and approaches followed by the local and national authorities in providing access to housing for BIPs and migrants, namely:

- Focusing on infrastructure: use of existing housing stock and/or renovation of vacant buildings/dwellings; provision of rental housing by private owners.

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<sup>1</sup> <https://www.opnieuwthuis.nl/>

<sup>2</sup> <http://www.housingeurope.eu/blog-514/housing-refugees-in-the-netherlands>

<sup>3</sup> The cases and programs described in the report are drawn from existing studies, various project reports, and compendia with good practices on the topic of housing for migrants and refugees.

- Focusing on shared housing models for low-income groups, incl. migrants and beneficiaries of international protection: shared housing systems, co-habitation or housing mediation, housing cooperatives and associations.
- Focusing on schemes with different incentives to promote cooperation with other partners: practices where either local/national authorities or housing associations grant concessions to participants (homeowners or investors). These include incentives for homeowners (landlords), potential investors or the creation of public-private partnerships.
- Combination of approaches: mechanisms for access to financial assistance for BIPs, information services and assistance in finding accommodation.

Three important conclusions can be drawn from the overview of the housing practices presented in the report. First, there is no universal one-size-fits-all model for the provision of housing for BIPs. Individual solutions depend on the variety of housing systems in the EU member states; country-specific migration and integration policies, part of which is also housing; the capacity of each community to welcome migrants; and, crucially, on the political commitment of national and local authorities to refugee integration. Second, the report shows that multi-level governance of integration policies, especially in countries with underdeveloped social housing sectors, can play a key role in designing and providing sustainable housing options for BIPs. National and local governments should collaborate to develop suitable funding schemes and measures to support urban planning and regeneration of local neighborhoods to meet BIPs' integration needs more efficiently. Finally, in the context of growing demand for affordable quality housing for even wider strata of the population, it is imperative to encourage innovative housing practices initiated by public, private and civil society organizations, in order to preserve social cohesion and to improve the long-term social, economic and cultural development of the cities and regions in the EU.


**Thematic area: Facilitating the Search for Housing and Rental Accommodation**

<b>Country / city</b>	<b>Poland, Warsaw</b> <i>The Welcome Home Program (Witaj w domu)</i>
<b>Short description of the program</b>	<p>The <i>Welcome Home</i> program provides housing support for refugee families at risk of homelessness. Currently operating in Warsaw, the program rents flats from landlords and subsequently sublets these flats to refugee families, charging a below-market rent that they can afford. The rent is gradually increased over a period of two to three years until the family gains independence and can pay it in full. Participants in the program also receive other types of support, including assistance from specialists and Polish language lessons.</p> <p>The goal of the program is to help refugee families who are at risk of social marginalisation to become independent, especially families at risk of homelessness. The program is based on the premise that integration is not possible without stability and security in meeting basic needs such as housing.</p>
<b>Target groups</b>	The target group are families granted refugee status, subsidiary protection, a permit for tolerated stay or a residence permit for humanitarian reasons in Poland. At present, the program only serves families living in Warsaw and its surroundings. The ambition is to support people coming to Poland within resettlement and relocation programs.
<b>How the program works</b>	<p>The program offers comprehensive, long-term support in various areas, tailored to the needs of the participants. <i>Welcome Home</i> rents flats both on the open rental market and from people who want to support the program by renting their flats at below-market rates. To avoid instability in housing, landlords must agree to rent out their flats for at least two years. Then the program sublets these flats to refugee families at below-market rates or at no cost. Using its own funds, the program makes up the difference in rent, so that the landlords receive their full amount. As the family becomes more self-sufficient, their share of the rent gradually increases, until they are able to pay market rates.</p> <p>As of August 2019, the program disposes with 19 flats and has supported 12 families (66 people, including 33 children). Another 10 families were waiting to join. The program has also set up a <a href="#">website</a> which allows the public to read about the participating families and contribute to their financial support.</p>
<b>Links with other social assistance programs</b>	<p>Additionally, the program helps with the flats upkeep and payment of utilities. Thus, <i>Welcome Home</i> provides stable, affordable housing for refugee families. At the same time, it offers landlords a stable tenant and a guarantee of keeping the flat in good condition.</p> <p>Social support</p> <p>By entering the program (signing a contract), the families also undertake to use the program's various forms of social support, which help the families to achieve independence. This includes:</p> <ul style="list-style-type: none"> <li>• Polish language lessons</li> </ul>

	<ul style="list-style-type: none"> <li>• Support for children’s education</li> <li>• Specialist assistance (legal, psychological, psychotherapy)</li> <li>• Labour market support (including support of a career adviser)</li> <li>• Assistance with access to healthcare</li> <li>• Intercultural mentoring from a migrant or refugee who is well-integrated in Poland</li> <li>• Economic support (including budget planning) and social education.</li> </ul>
<b>Funding</b>	<p>Funding for the program comes from a mix of private sources. During the preparatory phase in 2016, BNP Paribas Group and private individuals provided financial support. Since 2017, the program has operated through donations from individuals and institutions, including donations made through the project’s <a href="#">website</a>.</p> <p>The program management requires a coordinator, a flat administrator, two integration assistants/mentors, psychotherapist, lawyer and communication specialist.</p>
<b>Additional information</b>	<p><a href="https://ocalenie.org.pl/nasze-dzialania/pomagamy/witaj-w-domu">https://ocalenie.org.pl/nasze-dzialania/pomagamy/witaj-w-domu</a>            Source: European Website on Integration  <a href="https://ec.europa.eu/migrant-integration/intpract/welcome-home-housing-support-for-refugee-families-in-poland">https://ec.europa.eu/migrant-integration/intpract/welcome-home-housing-support-for-refugee-families-in-poland</a></p>

<b>Country / city</b>	<p><b>Belgium, Brussels</b>  <i>Social Rental Intermediation: the Belgian Model</i></p>
<b>Short description of the program</b>	<p>Social rental intermediation is a relatively new way of mobilising private market rental stock for social purposes in Europe but has a long tradition in Belgium. The idea is to incentivise private owners to make parts of their private rental stock more affordable and accessible to vulnerable people.</p> <p>In Belgium, 70% of private landlords are small landlords. In addition, the private rental sector is increasingly the home of modest households, with more than a quarter of European households spending more than 40% of their income on housing, which makes the social question in the private rental market a relevant and necessary public policy concern. It allows access to a very important part of the housing system not always appropriately tapped-into, and can add extra value through renovation, mobilising private stock and fighting discrimination. However, it is only a short-term lever and should not be considered as a replacement for social housing which constitutes a long-term guarantee for protecting affordable housing stock.</p>
<b>Target groups</b>	<p>Migrant families, refugees, vulnerable people and people at risk of poverty, excluded from the private housing market.</p>
<b>How the program works</b>	<p>Social rental intermediation establishes a link between private landlords and people generally excluded from the housing market. The third party might be a public authority or a non-profit organisation, often financed through public funding. It provides incentives (mostly financed by public funds) to landlords who agree to rent their property at a reasonable price and benefit as a counterpart from guarantees regarding rent payment and maintenance of their property.</p>

	<p>Conditions include allowing the social rental agency to choose the tenants and apply rent levels inferior to market prices. The Social Rental Agency (SRA) carries the financial risks linked to unpaid rents and maintenance of the property. This might also include support in renovation management and other incentives such as tax advantages. Beneficiary households can access social support when needed, usually organised by the organisation running the SRA. In Belgium, SRAs were first created at the end of the 1970s and are now institutionalised. In Brussels, the SRA Logement pour Tous, for example, was first created as an initiative of a non-profit organisation to help migrant families find affordable rooms with the assistance of social workers due to them being discriminated against. SRAs were institutionalised by housing legislation in 1997 and have since been sponsored by the government. Another challenge is to make sure SRAs reach the households with most difficulties and enable them to access the same rights as other tenants. In Flanders, the model is undergoing some fundamental changes, with governments aiming to open it up to middle class households.</p>
<b>Links with other social assistance programs</b>	Beneficiary households have access to social assistance which is in many cases facilitated by the SRAs.
<b>Funding</b>	<p>SRAs are financed through public funding, which creates a difficulty: SRAs represent an attractive investment for owners as rental agencies and public authorities who support them bear the financial risks and guarantee durable income and tax exemptions. In Brussels, some large investors, encouraged by fiscal incentives, are starting to invest heavily in the construction of flats intended for rental intermediation. This policy has been a true success in Belgium, where SRAs have gained 6500 extra units in the last 4 years.</p> <p>In Brussels, there are 23 SRAs managing 5500 houses or flats with an annual growth of 10%. The success can be explained by the incentives of the regional government including tax exemptions and reduced VAT on new dwellings (12% instead of 21%). Larger companies are investing in big operations, usually involving building 100 or 200 flats. This represents a significant opportunity for SRAs to quickly increase their stock of dwellings. However, the incentives that apply in Brussels only require making the flats available for rental agencies for 15 years.</p>
<b>Additional information</b>	<p>Source: R. Owen et al., <i>50 Out-of-the-Box Solutions for the Locked Out. A 'Housing Solutions Platform' compendium</i>, 2019.</p> <p>More information: Fédération des Agences Immobilières Sociales/ De federatie van de SVK's <a href="https://www.fedais.be">https://www.fedais.be</a>, <a href="https://www.fedsvk.be/">https://www.fedsvk.be/</a></p>

<b>Country / city</b>	<b>Netherlands, Amsterdam</b> <i>Startblok Riekerhaven</i>
<b>Short description of the program</b>	<i>Startblok Riekerhaven</i> came into existence in July 2016 through a collaboration between the municipality of Amsterdam, the housing corporation De Key, and the organisation Socius Wonen. De Key collaborated with the municipality to develop the project and asked housing provider Socius Wonen to help during the first two years to

	establish a community and the self-management team, as they had prior experience in this field. De Key learnt how to continue and how to implement similar projects in new settings.
<b>Target groups</b>	Local youth, young refugees aged 18-27.
<b>How the program works</b>	<p><i>Startblok Riekerhaven</i> was set up with the aim of improving integration and social cohesion for newcomer refugees. Tenants can access relatively cheap housing in the capital and thanks to youth contracts they can still build up their waiting time for social housing, whereas normally the waiting time freezes once you have found a house. Tenants are collectively responsible for their own living environment, which creates a stronger sense of community. In addition to that, there are self-managers, hallway managers (that voluntarily make sure that their hallway is social, safe and clean), a translation team, a terrain team, a handyman team and the foundation Startblok Actief! (a group of residents that organises events), meaning there are plenty of opportunities for extra involvement in the community.</p> <p>Of the 565 tenants at <i>Startblok Riekerhaven</i>, half are young Dutch people and the other half are young refugee status holders, aged 18-27. The 565 residential units offer space for 282 young status holders and 283 working young people, students and recent graduates. Candidates are chosen by Amsterdam municipality based on applications.</p> <p>Rental price:</p> <ul style="list-style-type: none"> <li>• The studios are independent units, each with its own address; it is therefore possible to apply for housing benefits.</li> <li>• An example: the basic rent for a studio is € 415.26, the additional service costs are € 106.75. The calculation rent for rent allowance of a studio is € 409.75. This is the basic rent + 3 eligible service costs (€ 9.75). With this rent, a tenant aged 18 or older receives a maximum rent allowance of € 189, depending on the amount of your income and the total housing costs are € 333 per month.</li> </ul>
<b>Links with other social assistance programs</b>	Maintaining close contact with partners such as the municipality, the refugee council, local doctors, local police and local psychologists is also crucial in order to ensure adequate support.
<b>Funding</b>	The Startblok consists of 565 residential units, of which 463 studios and 102 rooms. Most homes are independent with their own kitchen, bathroom and toilet and have a living area of approximately 23 sq.m. The homes already existed but were situated in another part of Amsterdam. Moving the units and renovations cost De Key roughly €14,000 per home. They also invested in the Clubhouse, the team office and the outdoor area, which cost around €310,000 in total. In the community, every hallway has two hallway managers (one Dutch, one refugee status holder) who ensure the hygiene, safety and social cohesion in the hallway in exchange for a monthly discount on their rent of €50. The tenants also pay €1 per month to the foundation Startblok Actief!, which is used to organise activities and events for the residents.
<b>Additional information</b>	Project website: <a href="http://www.startblokkriekerhaven.nl">www.startblokkriekerhaven.nl</a> . Source: R. Owen et al., <i>50 Out-of-the-Box Solutions for the Locked Out. A 'Housing Solutions Platform' compendium</i> , 2019.

<b>Country / city</b>	<b>France (Lille, Paris, Montpellier and Lyon)</b> <i>CALM (Comme à la Maison)</i>
<b>Short description of the program</b>	CALM offers short-term temporary housing for refugees in privately owned homes. Through its network, SINGA connects French citizens and refugees for temporary cohabitation. Host families participating in CALM offer their home/s for periods of 3 to 12 months, allowing the guests to engage in the project while living together. The host can provide the house when it is available, for example, during the weekend. Through the project, the host assists a refugee to practice the language and share the life of the host family for a few days.
<b>Target groups</b>	Short-term temporary housing for refugees.
<b>How the program works</b>	<p>Cohabitation allow refugees to practice French language, to become familiar with French socio-cultural codes and to create a social and professional network for better inclusion. The goal of CALM is to connect refugees with people with similar interests and similar work experiences. For the first year from October 2015 to November 2016, CALM provided 376 connections to host families and refugees.</p> <p>SINGA, which runs the CALM project, is an organisation that helps refugees. SINGA's approach relies on three key aspects: information, interaction, and innovation. The program is accessible to a large number of participants. On average, after nine months of cohabitation, those who took part in the program were five times more likely to find a job related to their skills and seven times more likely to find independent housing. A program evaluation report issued in 2017 compares two newcomer groups: the CALM participants and non-participating refugees, over two periods - the year before joining CALM and the year after. Whereas in the pre-CALM year there is no difference between the two groups, the situation changes in the post-CALM year. Participants in CALM were less likely to be in emergency accommodation or intermediate housing than non-participants. The survey also shows that the CALM program helped refugees dedicate more time to finding jobs, which is confirmed by 40% of the participants.</p>
<b>Links with other social assistance programs</b>	No information is available.
<b>Funding</b>	Three quarters of the program budget comes from private donors, the rest is from public sources. SINGA also received a grant for innovations and technology from UNHCR.
<b>Additional information</b>	Source: <i>Affordable Housing Policy and Practices</i> (report from the project "Curing the Limbo"); SINGA 2017, Rapport D'évaluation, <a href="https://docs.wixstatic.com/ugd/f50b6d_d9116e6e11524f6098355dc20e139687.pdf">https://docs.wixstatic.com/ugd/f50b6d_d9116e6e11524f6098355dc20e139687.pdf</a> ; <a href="https://www.singafrance.com/calm">https://www.singafrance.com/calm</a>

<b>Country / city</b>	<b>Poland, Lublin</b> <i>Sheltered Housing for Refugees</i>
<b>Short description of the program</b>	Sheltered housing is a form of social assistance aimed at preparing foreigners in particularly difficult situations for independent life and integration with the local community. The City Hall of Lublin provides three sheltered flats for foreigners, run by the Municipal Family Support Centre in Lublin. The total period of stay in the sheltered flat should not exceed 24 months.
<b>Target groups</b>	Foreigners benefiting from international protection in Lublin (granted refugee status or subsidiary protection), provided that they have integration problems, are in a difficult life situation, intend to settle in Lublin and show commitment to solving their life problems.
<b>How the program works</b>	Sheltered housing is more than a roof over a head. It gives a sense of security, allows foreigners to focus on searching for a job, education of children, health, etc. It also helps them to learn how to run an independent life, how to budget money, etc. The need to organise sheltered housing for immigrants in Lublin arose in 2008 together with granting foreigners benefiting from subsidiary protection the right to integration assistance which resulted in a significant increase in the demand for this type of assistance. The project is co-financed by the City Hall of Lublin (paying the utility bills) and by the European Refugee Fund (integration assistance for beneficiaries of sheltered housing). Foreigners whose income is higher than the threshold set for receiving social assistance are expected to pay their own utility bills. In 2013, 7 families (24 persons) benefited from sheltered housing.
<b>Links with other social assistance programs</b>	Foreigners living in sheltered flats can receive the following additional support and services: Polish language classes, assistance with administrative issues, legal counseling, contacts with the local community, health care and employment. Sheltered housing tenants are supported by a family assistant whose task is to provide support in a form of social work tailored to their individual needs and to build a positive perception of foreigners in the local community and in the neighborhood.
<b>Funding</b>	Resources used: three flats provided by the City Hall of Lublin, furnishings are provided by the City Hall, institutional sponsors and private donors. The program is run by a coordinator, a family assistant, and volunteers. Annual cost (three flats): 36,660 PLN (around 9,000 EUR). This form of accommodation is cheaper than other forms of collective accommodation for single mothers, homeless people, etc.
<b>Additional information</b>	Source: <a href="https://ec.europa.eu/migrant-integration/intpract/sheltered-housing-for-foreigners-mieszkania-chronione-dla-cudzoziemcow">https://ec.europa.eu/migrant-integration/intpract/sheltered-housing-for-foreigners-mieszkania-chronione-dla-cudzoziemcow</a> <a href="https://mopr.lublin.eu/?id=poradnik/inst/mch_3">https://mopr.lublin.eu/?id=poradnik/inst/mch_3</a>

<b>Country / city</b>	<b>Romania (Timișoara, Bucharest)</b> <i>Access to Housing for Beneficiaries of International Protection</i>
<b>Short description of the program</b>	<p>According to the law, beneficiaries of international protection have the right to access social housing under the same conditions as Romanian citizens.</p> <p>After the integration program is completed or when a job opportunity has been identified, IGI-DAI – the intergration inspectorate in Romania - refers the assisted person to the community where there are vacancies and informs him or her on how to get a social home under the conditions set in the law.</p> <p>The local public authorities have the obligation to ensure, within the limits of the available resources, social housing for persons who have been granted a form of protection in Romania and who are to move in the respective community under the same conditions as Romanian citizens, even if they have not established their domicile or residence in that area.</p>
<b>Target groups</b>	Beneficiaries of international protection.
<b>How the program works</b>	<p>If the local administration cannot provide social housing, the beneficiary may rent private accommodation in the local community. IGI-DAI subsidizes up to 50% of the rent, subject to availability of funding, for a maximum period of one year. According to IGI-DAI, 11 persons benefitted from this subsidy in 2018.</p> <p><i>Timișoara:</i> Requests for social housing have been submitted, but until now no one has benefited from the service. The local administration has no social housing available; the waiting lists for social housing are very long. In order to apply for financial aid from IGI-DAI for the rent, beneficiaries have to prove that they have requested social housing, and they have to show a rental contract registered with the tax authorities. According to the director of the Regional Centre Timișoara, in 2019, IGI-DAI granted subsidies (50% of the rent) to a single man; in 2018, a 4-member household received subsidies.</p> <p>The main issues are the high rental prices in Timișoara (around €250 for a studio) and private landlords’ reluctance to accept foreigners as they do not speak Romanian. In addition, refugees need a rental contract registered with the tax authority in order to receive a residence permit and other documents. However, many landlords refuse to register their contracts because they do not want to pay taxes.</p> <p><i>Bucharest:</i> Requests for social housing have also been filed, but none has been accepted.</p>
<b>Links with other social assistance programs</b>	No information is available
<b>Funding</b>	National Integration Program
<b>Additional information</b>	<a href="https://www.asylumineurope.org/reports/country/romania/housing-0">https://www.asylumineurope.org/reports/country/romania/housing-0</a>

<b>Country / city</b>	<b>Belgium, Antwerp</b> <i>Co-housing and Case Management for Unaccompanied Young Adult Refugees in Antwerp – CURANT</i>
<b>Short description of the program</b>	<p>The project <i>CURANT</i> (2017-2019) is funded by the EU’s Urban Innovative Actions Initiative. <i>CURANT</i> was developed and implemented by the City of Antwerp (OCMW public social welfare centre) together with Vormingplus Antwerpen, Jes VZW, Atlas, and Solentra. The project provides accommodation and housing at affordable rental prices (250 euro a month).</p> <p><i>CURANT</i> is a cohousing project for unaccompanied young refugees who live together with Flemish young people, ‘buddies,’ for at least one year. In order to help young adult refugees, <i>CURANT</i> proposes different types of support such as cohousing, independence training and psychological help. The project is targeted at unaccompanied young adults, aged 17 up to 22, with refugee status or subsidiary protection.</p>
<b>Target groups</b>	Local young people and unaccompanied young adults between 17 and 22 years, who arrived in Belgium without their parents and who have been granted refugee status or subsidiary protection.
<b>How the program works</b>	<p>Within the refugee population, unaccompanied minors are the most vulnerable group. Even though these minors get offered care and protection (as determined by the European and international standards), the specific help they get is only available until they reach the age of adulthood. 378 unaccompanied young refugees between the ages of 17 and 21 currently get financial benefits from the social welfare system in Antwerp, but not the needed assistance. 17, 000 people are on the list for social housing in the City of Antwerp.</p> <p>Different forms of cohabitation schemes are provided in the framework of the project: cohabitation in two-bedroom apartments, cohabitation of several refugee-buddy pairs sharing one community house and cohabitation in 16 to 20 modular (two-bedroom) units on one site. <i>CURANT</i> provides affordable housing (rent being €250 a month per person).</p> <p>One of the most innovative aspects of <i>CURANT</i> is the buddy system. Buddies are Flemish young people aged between 20 and 30 years old who volunteer as flatmates. One of <i>CURANT</i>’s partners is in charge of selecting the buddies and matching them with the young adult refugees. Buddies help their refugee flatmates, but are also given significant guidance during the whole project. Through the buddy system, <i>CURANT</i> aims to create more relatable social interactions between newcomers and buddies that are more on a peer to peer level than the interactions between a caregiver and a caretaker. The buddy helps the refugee with different aspects. For example: looking for a job, building a network, learning Dutch. A total of 75 cohousing units are set up through purchase, renovation and private renting. In these units minimum 75 and maximum 135 unaccompanied young refugees cohabit with Flemish buddies for at least 1 year. In 2018 the first 16 modular housing units were constructed.</p>

<b>Links with other social assistance programs</b>	<p>Refugees have easy access to both professional and informal support through CURANT. The professional support structure consists of:</p> <ul style="list-style-type: none"> <li>• social network and integration</li> <li>• independent living</li> <li>• education</li> <li>• language learning</li> <li>• leisure time</li> <li>• psychological counseling</li> <li>• professional activation.</li> </ul>
<b>Funding</b>	<p>CURANT receives European Regional Development Funds (ERDF) under the Urban Innovative Actions (UIA) Initiative. The approved ERDF grant is €4,894,303.32 whilst the total cost of the project is €6,117,879.15. The city of Antwerp (OCMW) and the partners together pay €1,096,193.48.</p>
<b>Additional information</b>	<p>Source: Urban Innovative Actions website  <a href="https://www.uia-initiative.eu/en/uia-cities/antwerp">https://www.uia-initiative.eu/en/uia-cities/antwerp</a>  <a href="https://www.antwerpen.be/nl/overzicht/cohousing-curant-1">https://www.antwerpen.be/nl/overzicht/cohousing-curant-1</a></p>



**Thematic area: Infrastructure (housing stock renovation, European structural funds, co-housing schemes)**

<b>Country / city</b>	<b>Bulgaria, Dupnitsa</b> <i>Municipal Housing Project “Home for Everyone”</i>
<b>Short description of the program</b>	The city of Dupnitsa recently constructed 15 buildings providing 150 modern social houses to at least 460 vulnerable, socially and economically disadvantaged citizens in a district where 90% of the population are Roma. The project is funded by URBACT.
<b>Target groups</b>	Homeless people and families living in poor quality housing, predominantly Roma communities; people with disabilities, health issues, families and households at risk of poverty and social exclusion. Emphasis in the selection of the target groups was put on a neighbourhood shown by data to have the greatest housing problem and poor household conditions. The neighborhood has a total area of 85,000 square metres. There are 372 homes with 1,655 inhabitants, of whom 735 are men and 920 are women. Children under 18 years are 532, while those 18 to 64 years are 1,040; 90% of the residents define themselves as Roma. Over 50% of families in the neighbourhood live in very poor conditions.
<b>How the program works</b>	Two organisations were partners in the projects: Foundation Habitat for Humanity Bulgaria (branch of Habitat for Humanity) and Amala Friends. With this project, Dupnitsa Municipality followed an integrated approach, targeting both social and economic cohesion, and promoting social and environmental goals.

	<p>The solutions offered by the city included several measures:</p> <ul style="list-style-type: none"> <li>- Construction of modern social houses: 160 homes with an average size of 66 sq.m. in single-family and multifamily residential buildings with up to three floors, located in a new regulated urban area adjacent to other residential areas with access to infrastructure and public services.</li> <li>- Measures to avoid segregation: representatives of the target groups live together with other residents of the municipality, enjoy the same social, health and public services and address common problems through joint neighbourhood councils and participation in the maintenance of shared public spaces. This partnership provides citizens control of the project sustainability and the protection of the newly built social housing.</li> <li>- Average living area per person - 25 sq.m.; average number of persons per household - 2,7.</li> </ul>
<b>Links with other social assistance programs</b>	Besides the construction of new homes the city implemented „soft measures“ aimed at improving the quality of life of the residents. Steps were taken to ensure access to education and professional qualification courses, employment, health and social services for the residents. The project offered marginalized groups the opportunity to retrain, have internships and retain their permanent jobs in order to pay their rent and provide a better life for their families. The new social enterprise in charge of maintaining the newly built homes employs min. 10 percent of the families.
<b>Funding</b>	Total budget: 6 397 756 BGN, provided by the URBACT program.
<b>Additional information</b>	Source: <a href="https://urbact.eu/home-everyone">https://urbact.eu/home-everyone</a>

<b>Country / city</b>	<b>Greece, Athens</b> <i>Project Curing the Limbo</i>
<b>Short description of the program</b>	The <i>Curing the Limbo</i> project is implemented by a consortium coordinated by the Municipality of Athens and financed by the Urban Innovative Action program (2018-2021). The project capitalizes on Athens' vibrant civil society to help refugees and the local unemployed to overcome the stage of inertia. The program develops around a circular "gift" system, addressing the twofold issues of housing and inactivity: refugees receive affordable living spaces from the city housing stock and in return, they work for the public benefit, supporting the needs of the local community and participating in citizen-led activities that improve the quality of life in Athenian neighborhoods. Over 20% of Athens' population is unemployed; over 30% of the houses in the city are vacant. In the city center alone there are 1300 vacant properties.
<b>Target groups</b>	Refugees and local unemployed people.
<b>How the program works</b>	At the end of the three-year period, program beneficiaries will be given the possibility to have housing, access to a network of active and engaged local people, and some form of employment related to their newly acquired skills, with the support of professionals. 375 people are expected to be housed in 75 affordable housing units and more than 200 people will attend Greek language courses and ICT courses.

<b>Links with other social assistance programs</b>	The project will develop procedures for employment readiness and integration of refugees following a “strength-based approach,” that is, the strengths, skills and preferences of refugees will be assessed and used in the design of their own employment plan. Refugees will receive assistance for Greek language learning, job search, including mock job interviews and meetings with local employers.
<b>Funding</b>	EU Urban Innovative Actions Initiative, <a href="https://www.uia-initiative.eu/en/uia-cities/athens">https://www.uia-initiative.eu/en/uia-cities/athens</a>
<b>Additional information</b>	Source: Urban Innovation Actions, <a href="https://www.uia-initiative.eu/en/uia-cities/athens">https://www.uia-initiative.eu/en/uia-cities/athens</a> Project website: <a href="https://curingthelimbo.gr/en/home">https://curingthelimbo.gr/en/home</a>

<b>Country / city</b>	<b>Austria, Vienna</b> <i>Globaler Hof Initiative – a Model for Multiethnic Housing</i>
<b>Short description of the program</b>	<p>The share of social housing in Vienna is significant as 60% of population lives in subsidized apartments. More than 220,000 apartments are owned by the Viennese government which spends €600 million a year on housing; 25% of those funds are municipal, the rest is financed by the federal government. Another 136,000 social housing units are owned and managed by 180 non-profit housing associations.</p> <p>Thanks to this financial commitment, 80% of all new housing units are subsidized. The subsidy is provided to developers and construction companies, which can receive the subsidy after committing to reserve half of the units for low-income residents.</p> <p>Construction companies compete through a competitive bidding process. A jury comprising city architects, builders and specialists in housing law chooses designs based on economy, quality and ecological impact. The competition also encourages creativity in social housing design. The major role played by the municipal government both as a financing institution and regulator has enabled the emergence of a number of mixed-income, but also multicultural social housing developments. Indeed, the social housing policy has been an integral part of Vienna's policy for achieving social equality objectives and reducing segregation.</p>
<b>Target groups</b>	Migrants, low-income families.
<b>How the program works</b>	<p>The interethnic neighborhood housing model, <i>Globaler Hof</i>, started in 2000 under the lead of Sozialbau AD, Austria's leading limited-profit cooperatively-organized housing association. It is located in Vienna's 23rd district, in the Wiesen Nord neighbourhood. The location was chosen specifically because the 23rd district originally had only a small percentage of migrants, and the target was a 50:50 multiethnic mix. The project offers 141 dwellings, spread across four housing blocks which accommodate about 300 people from 18 countries. 60% of its residents are migrants – promoting the notion of diversity and multiculturalism.</p> <p>The monthly rent is 7.53 euro per square meter. The first tenants moved in 2000, and by 2016, 132 of the flats were rented. Between 2000 and 2016 Sozialbau AD has built 69 new facilities with over 8,000 flats.</p>

	A structural precondition for the successful integration of migrants in the premises of <i>Globaler Hof</i> was the adoption of “good planning” practices. For instance, the design of several spacious communal facilities, together with wide corridors, have been facilitating exchange between residents and improved the overall sense of neighbourliness. Communal rooms include laundries, children’s play rooms, coffee shops, fitness rooms, but also rooms for residents’ parties and an underground parking lot for 146 cars. Open spaces are often used as meeting areas. A further element of success of the <i>Globaler Hof</i> project lies in the presence of a caretaker (conciierge) who lives in the building. Nowadays, this role has been passed to service companies. The Municipality of Vienna awarded the project the first Wiener Wohnbaupreis (Vienna Housing Prize) in 2009.
<b>Links with other social assistance programs</b>	The project encourages communication and social cohesion of the inhabitants through communal spaces and open living areas.
<b>Funding</b>	The housing association Sozialbau AD.
<b>Additional information</b>	European Foundation for the Improvement of Living and Working Conditions (2009). <i>Housing and Segregation of Migrants: Case study – Vienna, Austria</i> . <i>Clip Network</i> . Dublin: European Foundation for the Improvement of Living and Working conditions. Available at: <a href="http://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef0949en6.pdf">http://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef0949en6.pdf</a> H. Ludl, (2016). <i>Integration in Housing: Models for Social Cohesion</i> , Sozialbau AG. <a href="http://www.ciriec.uliege.be/wp-content/uploads/2019/06/eBook_IntegrationInHousing.pdf">http://www.ciriec.uliege.be/wp-content/uploads/2019/06/eBook_IntegrationInHousing.pdf</a> <a href="https://www.sozialbau.at/fileadmin/pdf/aktuelle-meldungen/SozialbauStudyGlobalEstate2016.pdf">https://www.sozialbau.at/fileadmin/pdf/aktuelle-meldungen/SozialbauStudyGlobalEstate2016.pdf</a>

<b>Country / city</b>	<b>Serbia</b> <i>Social Housing in Supportive Environment (SHSE)</i>
<b>Short description of the program</b>	Serbia has a very limited number of social housing units for two reasons. First, the socialist public housing has been privatized. Second, the new social housing policy is in its early stages of design and implementation. The lack of public housing and the closure of collective centres have resulted in refugees having to look for accommodation in the private rental market. As a consequence, the Ministry of Labour and Social Policy launched the SHSE program in 2002 with the support of UNHCR and the Swiss Agency for Development and Cooperation. By January 2016, 1,229 social housing units had been built in 43 municipalities across Serbia under the program. They were housing a total of 3,301 people. SHSE was one of the finalists of the World Habitat Awards in 2009 and 2014.
<b>Target groups</b>	The SHSE program aims to house most vulnerable refugee families, including internally displaced persons (IDPs).
<b>How the program works</b>	It has two interrelated components: 1) <i>The construction of social housing units owned by local authorities</i>

	<p>Special attention is paid to the quality of design, the location and access to services and infrastructure. In order to provide the highest possible standards, all buildings are newly constructed rather than refurbished. The average cost per unit is US\$553 per sq.m.</p> <p>Newly constructed social housing units are part of two-storey buildings, which are similar to other local buildings in terms of quality and aesthetics. Buildings usually include six to eight apartments per block and are integrated in the urban tissue, among other residential buildings. Aesthetics and location aim to avoid stigmatisation and discrimination. Community spaces are central to design as they enable contact between residents. The communal rooms, laundries, terraces and outdoor space are barrier-free and both accessible for social housing and neighbourhood residents.</p> <p><i>2) The creation of a supportive environment for social housing residents</i></p> <p>Host families are selected by the local Centre for Social Work and trained in communication, conflict management skills and support to mentally and physically ill persons. They also are refugees or IDPs with children who have the capacity to work. There is one host family per residential building who lives as the other families and is tasked to providing them with the necessary support in their daily life. This way, the host family acts as a point of contact with external bodies and can help all other refugees integrate in the neighbourhood. Additionally, the host family is responsible for maintaining common areas and helping other residents with their own maintenance. Each municipality compensates the host family for their services. Compensation ranges from rent-free living to a proper salary with attached pension and health insurance. Host families do not pay rent, but only their utility bills. Some municipalities also offer some form of additional support for the most vulnerable households.</p> <p>Every year, municipal authorities hold a meeting to determine which residents have achieved sufficient autonomy. Families deemed independent enough are supposed to secure their own dwelling in the private market. However, the goal of the project is not to lead beneficiaries towards self-reliance but to offer protection to a particularly vulnerable population.</p>
<p><b>Links with other social assistance programs</b></p>	<p>Fostered by the Centre for Social Work and host families, the SHSE program has been envisaged to cater to residents' needs. Impact achieved by the project:</p> <ul style="list-style-type: none"> <li>• 81% of beneficiaries eventually obtained Serbian citizenship. However, they often were (or one of the family members was) ethnically Serb in most cases.</li> <li>• 100% of the children of beneficiary families were attending school, which contrasts with the rates for refugee children living in collective centres: the drop-out rate is of 67% for elementary school and climbs to 70% for secondary education. Indeed, even though education is free of charge in Serbia, many refugee children in collective centres have dropped out of school to help their parents earn money for basic necessities. Providing them with tenure security and social support has thus had an impact on education.</li> </ul>

	<ul style="list-style-type: none"> <li>32% of beneficiaries secured employment while being accommodated in SHSE and 50% of those thanks to the help of the Centre for Social Work. The absence of language barrier was certainly crucial to achieve these results.</li> </ul>
<b>Funding</b>	<p>The Ministry of Labour and Social Policy of Serbia, providing guidance to the project development; donor organisations provide most of the financing. Together with the Serbian national government, donor organisations bring 70% of financial resources. When the project started, the Swiss Agency for Cooperation and Development was the main donor. The European Union has now taken over as main donor. Municipalities are expected to provide the land for construction, which corresponds approximately to the remaining 30% of the program's cost. They are also responsible for the buildings maintenance. Municipalities participating in the program are selected according to the number and vulnerability of refugees and IDPs they receive and their ability to provide land and infrastructure.</p>
<b>Additional information</b>	<p>Source: UNECE, <i>Housing Migrants in the UNECE Region. Challenges and Practices</i>, 2019.</p> <p>Internal Displacement Monitoring Centre (2015) "Home Sweet Home: Housing Practices and Tools Which Support Durable Solutions for Urban IDPs." Available at: <a href="http://www.internal-displacement.org/assets/publications/2015/20150325-global-home-sweet-home/20150325-global-home-sweet-home-en-full-report.pdf">http://www.internal-displacement.org/assets/publications/2015/20150325-global-home-sweet-home/20150325-global-home-sweet-home-en-full-report.pdf</a></p> <p>Housing Centre (2014). <i>Social housing in supportive environment</i>, <a href="https://issuu.com/housingcenter/docs/wha_2014_2015_booklet?e=13250810/9031465">https://issuu.com/housingcenter/docs/wha_2014_2015_booklet?e=13250810/9031465</a></p> <p>World Habitat. (2009). Building and Social Housing Foundation. Available at : <a href="https://www.bshf.org/world-habitat-awards/winners-and-finalists/social-housing-in-supportive-environments-shse/">https://www.bshf.org/world-habitat-awards/winners-and-finalists/social-housing-in-supportive-environments-shse/</a></p> <p>UNHCR. (2016). Housing solutions for twenty six displaced families in Kragujevac thanks to a donation from the European Union. Available at: <a href="http://www.unhcr.rs/en/dokumenti/saopstenja-zamedije/stambena-resenja-dvadeset-sest-raseljenih.html">http://www.unhcr.rs/en/dokumenti/saopstenja-zamedije/stambena-resenja-dvadeset-sest-raseljenih.html</a></p>

<b>Country / city</b>	<b>Spain, Vilafranca del Penedes</b> <i>From Empty Houses to Social Inclusion</i>
<b>Short description of the program</b>	<p>In the context of high poverty, exclusion and the increasing number of empty housing units, worsened by the economic crisis, the Vilafranca Inclusion program deals with the renovation and rehabilitation of vacant housing while reusing them for social purposes.</p> <p>Bringing together the municipality, social actors, NGOs and house owners, the program is built on a multiannual approach. It uses the renovation process for occupational training and boosting employment among the people at risk of social exclusion or long-time poverty.</p> <p>So far, more than 250 houses have been renovated and offered on preferential lease to poor or homeless families, and 500 persons have gained professional skills through the training programs. The Vilafranca</p>

	Inclusion practice has already been recognised by Habitat Europe and the Pi i Sunyer Foundation.
<b>Target groups</b>	People at risk of social exclusion, poor and homeless people.
<b>How the program works</b>	<p>Main program activities include:</p> <ul style="list-style-type: none"> <li>• Rehabilitation of vacant homes and reusing them with a social purpose:</li> <li>• Using the process of rehabilitation for occupational training and boosting employment of the unemployed.</li> <li>• Providing homes to families and / or people with low income and in a situation of emergency.</li> <li>• Improving housing stock standards: preventing the progressive deterioration of buildings and parts of the city.</li> <li>• Reducing the number of vacant housing.</li> <li>• Using housing as a tool for socio-educational work.</li> <li>• Promoting employability.</li> </ul> <p>The program pursues three parallel lines of work:</p> <p>A) Urban Planning: properties to be rehabilitated are inspected, designed and valued. Private foundations, the Town Hall and financial institutions can provide housing to be included in the rehabilitation program.</p> <p>B) Social Services: selection of participants and the design of the employment plans.</p> <p>C) Training and Employment: professional training of participants is done through a company (cooperative) of social integration.</p> <p>Territorial integration: rehabilitating houses in degraded areas helps the greater integration of the whole town, reducing the risk of having marginalized areas.</p> <p>The profile of participants has changed in line with social changes experienced in the area: for example, in 2015, 84 families were assisted (a total of 243 people), of which 49% were single-parent families and 42% of users were under 16 years of age. 250 dwellings have been rehabilitated, of which the Town Hall still manages 90 through the Social Housing unit. The rest - leased to the town council - have already been returned to their owners. People trained: approximately 500 (since the beginning of the program) and 50 families housed since 2013.</p>
<b>Links with other social assistance programs</b>	The local Caritas office supports the training of the participants in the project, the cooperative Nou Set does the contracts. The Town Hall, through C.R.I.T. manages the program, partly funded by the Diputació de Barcelona. Property owners and end users also participate.
<b>Funding</b>	Budget: 500,000 EUR
<b>Additional information</b>	Source: <a href="https://urbact.eu/empty-housing-social-inclusion">https://urbact.eu/empty-housing-social-inclusion</a>


**Thematic area: Models for Cooperation with Private and Public Actors**

<b>Country / city</b>	<b>Poland, Poznan</b> <i>„From Renting to Ownership“: Partnership between the Municipality and Social Construction Company (2017-2021)</i>
<b>Short description of the program</b>	<p>The city works with the local construction company, <i>Poznanskie Towarzystwo Budownictwo Społeczne sp. z o.o.</i> (PTBS). Although the municipality has its own housing stock, it was financially unsustainable, as the stock is quite limited, tenants enjoy very strong protection (e.g. inheriting the rental tenure, regardless of the income status of the heir), and according to the law on municipal housing, even relatively well-off tenants have a right to a preferential rent level in municipally owned public housing. The City of Poznan therefore entered into cooperation with PTBS, with the aim of constructing new residential dwellings as well as auxiliary infrastructure (public and recreational spaces, commercial units, public services like schools and health care facilities).</p>
<b>Target groups</b>	<p>Eligibility criteria for tenants are defined by the municipality. Preference is given to families with children, as well as to eligible tenants who leave PTBS or Poznan-based municipal (social) housing.</p>
<b>How the program works</b>	<p>The city of Poznan, and especially its city center, has been facing a long term decline in population, partly due to the outmigration of its population to surrounding smaller (and more affordable) municipalities, caused by the severe shortage of affordable housing options within the city proper. As a result, a growing share of the population would use city services, facilities and infrastructure, while paying local taxes to the municipality registered as their primary residence, thus making the maintenance of city infrastructure and financing of services (schools, health care facilities, public spaces and so forth) increasingly burdensome. As a response, the municipality of Poznan initiated a research project on the needs and preferences of its residents, to map out the basic elements of a program to keep city dwellers within its borders, and possibly attract newcomers. The results suggested strong demand for affordable housing, and a steep, roughly 30 percent price difference in housing and rent levels between Poznan and the surrounding suburban residential areas. Moreover, city dwellers – in line with national preferences – were typically motivated to choose owner occupation instead of renting if they had the opportunity.</p> <p>The first phase of the project runs until 2020; in this period 1,100 dwellings are to be finalized, providing a mix of moderate rent dwellings and rent-to-buy apartments. Rents in the newly constructed homes will be similar to PTBS's levels, which is more appropriate for middle income households (3<sup>rd</sup> income decile and upwards), while those leaving social rental units for the better quality new apartments will vacate low-cost housing for low income households.</p>

	TBS associations in Poland can be municipal or private structures. Funding comes from state subsidies and the rent of future tenants (covering 30% of the investment costs, which are reimbursed to the tenants when they leave the program).
<b>Links with other social assistance programs</b>	No information is available.
<b>Funding</b>	The municipality provides the land for development. A preferential loan disbursed by the European Investment Bank (EIB) of EUR 34 million covers approximately half of the total investment financing, completed by co-funding from the European Strategic Investment Fund (a joint initiative of EIB and the European Commission). The remainder of the investment is shared between the city budget, PTBS's own sources, and various agents such as employers, civil society organizations, and future tenants.
<b>Additional information</b>	Source: <a href="https://europa.eu/investeu/projects/affordable-flats-pozna%C5%84_en">https://europa.eu/investeu/projects/affordable-flats-pozna%C5%84_en</a> <a href="https://ptbs.pl/inwestycja-realizowana/nzddw/">https://ptbs.pl/inwestycja-realizowana/nzddw/</a>

<b>Country / city</b>	<b>Germany, Leverkusen</b> <i>Successful Management of Refugee Housing through Partnership between the City Administration and NGOs</i>
<b>Short description of the program</b>	Started in 2002, the Leverkusen Model of refugee housing has not only saved the city thousands of euros per year in costs associated with refugee housing, but has aided in the cultivation of a very direct, fluid connection between government, civil society, and the refugees themselves. Leverkusen, a small city of over 150,000 sitting between Bonn and Cologne in the German state of North-Rhine Westphalia employs a different and novel structure of housing for refugees: with direct consultations with Caritas, the largest non-profit in Germany, as well as others, refugees who arrive in Leverkusen are allowed to search for private, decentralised housing from the moment they arrive, regardless of protection status granted by the German government.
<b>Target groups</b>	Refugees.
<b>How the program works</b>	The Model sets down 3 standard rules: first, that there is no minimum mandatory time spent in mass accommodation, unlike in cities such as neighbouring Cologne; refugees, regardless of status, are able to search for and obtain a private room in a house/apartment upon arriving in the city. Second, non-profit Caritas maintains a constant presence in every refugee accommodation and actively helps refugees find places to live. Third, that there would be active communication and coordination between Caritas, the Refugee Council, the Integration Council, and the city government. NGOs are pushing for the model because they have saved the city 76,000 euros by testing the model with 80 refugees who, instead of staying in reception centers, have been taken to private homes. Caritas is tasked with monitoring living conditions in the centers and assisting refugees with finding a permanent home. Other smaller

	NGOs help with language training programs, integration courses, and more. The main governing body is Leverkusen City Hall. Volunteers are involved in the search for rooms or apartments for rent. The success of the model has encouraged other neighboring cities to adopt it as well: Essen, Schwerte, Cologne.
<b>Links with other social assistance programs</b>	Caritas offers social services and referrals to other organizations for more specialized assistance.
<b>Funding</b>	Leverkusen Municipality
<b>Additional information</b>	Schillings, R., & Märtens, M. (2015). <i>Das Leverkusener Modell</i> . Stadt Leverkusen, <a href="https://www.deutscherverein.de/de/uploads/vam/2015/doku/f-9903-15/das_leverkusener_modell.pdf">https://www.deutscherverein.de/de/uploads/vam/2015/doku/f-9903-15/das_leverkusener_modell.pdf</a>

<b>Country / city</b>	<b>United Kingdom</b> <i>No Recourse to Public Funds Housing Project</i>
<b>Short description of the program</b>	<p>Commonweal Housing investigates, tests and shares housing solutions for refugees and migrants. The No Recourse to Public Funds (NRPF) project is run in partnership with Praxis Community Projects, which provides practical, legal and emotional support for migrants in crisis or at risk, ensuring that their basic needs are met and they are able to overcome the obstacles they face.</p> <p>In the United Kingdom, „No Recourse to Public Funds“ (NRPF) refers to a condition imposed on some people due to their immigration status. Despite being allowed to reside in the UK, these people cannot benefit from any kind of support, which makes them especially vulnerable and likely to struggle to access housing. Whilst there is a legal obligation for local authorities to house migrant families in the UK, there is no such obligation for single people, meaning that individuals who have fled violence, abuse and exploitation are then forced to sleep rough. In addition, the families that are provided with accommodation are often placed in sub-standard housing. This project seeks to meet both of these needs simultaneously by cross-subsidizing the funding associated with the obligation to house migrant families to provide free bed spaces for single destitute women.</p>
<b>Target groups</b>	Migrants at risk of homelessness, single women in vulnerable position, destitute migrants.
<b>How the program works</b>	<p>It is a shared housing project, where families are placed alongside single women in seven properties owned by Commonweal Housing in London. Praxis takes family referrals from a number of local authorities across the city and referrals of single women from third sector organisations working to support migrants. As well as good quality accommodation, the beneficiaries benefit from specialist support and immigration advice to help them resolve their immigration status and move on to more permanent accommodation.</p> <p>This project is innovative because it set out to offer a self-sustaining financing model to provide accommodation for a group that is</p>

	<p>traditionally seen as hard to house. This project shows that a cross-subsidized model can work to support a target group, with income dedicated to other target groups as one possible revenue stream.</p> <p>The first challenge is property prices in big cities like London, which makes it difficult to find homes and sustain the model. Another challenge for the project has been to build relationships with local authority referrers. A majority of London's 32 local authorities have not engaged with the project. Numerous relationships with local authorities had to be built, and these authorities often seek the cheapest possible accommodation, which wasn't what this project provided. This makes it difficult to maintain occupancy levels for the project, which is an ongoing challenge.</p> <p><b>Results:</b> In 3 years, 46 households were accommodated, 14 of which were single occupants who would have otherwise been homeless. During this time period, the number of local authority referrers increased from 2 to 7. This illustrates a shift in attitude from these bodies to recognize the benefits of this model, as the housing provided is more expensive than average temporary accommodation. In addition, a final evaluation of the project suggested that the quality accommodation, advice and wraparound support contributed to families' asylum claims being resolved faster than they otherwise may have been.</p>
<b>Links with other social assistance programs</b>	As well as good quality accommodation, the beneficiaries benefit from specialist support and immigration advice to help them resolve their immigration status and move on to more permanent accommodation.
<b>Funding</b>	Commonweal Housing raised an investment fund of £2.3 million from social investors (Esmée Fairbairn, City Bridge Trust, Big Society Capital and Trust for London) to purchase seven properties. This fund also covered refurbishing, legal and external evaluation costs. The properties are leased to Praxis at below market rate for a period of seven years. The annual cost of the project is £249,575 and is paid with the funding raised from local authority referrals.
<b>Additional information</b>	Source: R. Owen et al., <i>50 Out-of-the-Box Solutions for the Locked Out. A 'Housing Solutions Platform' compendium</i> , 2019. <a href="https://www.commonwealhousing.org.uk/projects/no-recourse-to-public-funds">https://www.commonwealhousing.org.uk/projects/no-recourse-to-public-funds</a>

<b>Country / city</b>	<b>Poland, Warsaw</b> <i>First Experience of a Social Rental Agency in Warsaw</i>
<b>Short description of the program</b>	<p>Habitat for Humanity was established in Poland in 1992 as the first Habitat presence in Europe. Habitat has been fighting for affordable housing through the construction of new affordable homes, renovations of condominium blocks and advocacy initiatives. The social rental agency model pioneered a pilot project in the frame of the European HomeLab program.</p> <p>Poland has a greatly underdeveloped rental housing sector: due to the massive privatization of the housing stock in the 1990s, 85% of it is currently owned by private individuals. Only 8.7% belongs or is</p>

	<p>managed by municipalities. Private rental is very small: 6% of people live in properties rented on the private market. The average waiting period for social housing in large cities is between 2 to 7 years, and up to 20 years in smaller cities. There is a lack of alternative instruments that could assist people in need of housing. Despite a very low unemployment rate, estimated to be 1.5% in 2019, both the lack of stable employment and low salaries have been a barrier to renting accommodation in Warsaw, and landlords have been reluctant to rent to low-income households, single mothers and immigrants.</p> <p>While social rental agencies are well embedded in homelessness policy in countries such as Belgium or Great Britain, in Poland the introduction of such a housing-led solution is regarded as a true novelty and considered to be at the pioneering stage. Considering the under-developed nature of the private rental sector in Poland, alongside Poland's dire housing shortage and lack of social housing, the potential for social change presented by the model seems vast as it clearly fills a gap.</p>
<b>Target groups</b>	Low-income households, single parents, migrants.
<b>How the program works</b>	<p>The program addresses the issue of housing shortage, poverty and unequal work opportunities based on the evidence that these issues should be addressed in an integrated approach. It provides access to affordable housing for people who are excluded from the private market, cannot afford a mortgage, do not qualify for social housing, or are on long waiting lists for municipal housing, meaning their housing needs are not met. Currently, 41 households are supported by 3 specialists in social rental management, combining rental administration and social work. The team assists clients in engaging in the job market and maintaining secure tenancies. They also ensure that clients take full advantage of social services available to them from the government like housing allowances and public employment agencies. The flats are either given by the municipality or found on the private market.</p> <p>Habitat for Humanity Poland was looking for opportunities of implementing new housing-led solutions to help those in need. Habitat Poland has been actively researching and advocating for the social rental agency model since 2015. It resulted in preparing feasibility studies for several Polish cities as well as several publications and the recognition of the model at ministry level. Although a call for bids to implement the model was made in 2016 by the Polish government, initiating the social rental agency became possible thanks to the HomeLab project.</p>
<b>Links with other social assistance programs</b>	The social rental agency combines rental housing support, employment services and social work within a single institutional framework called a Social Rental Enterprise.
<b>Funding</b>	The HomeLab program is led by the Metropolitan Research Institute, based in Budapest, Hungary. The project ran from October 2017 to September 2019 and included 5 pilot projects implemented by NGOs in four Central European countries: Poland, Slovakia, Czech Republic and Hungary.

	Funding was secured until September 2019 thanks to the EU Program for Employment and Social Innovation grant. The grant for the pilot amounted to €320,000 in addition to which Habitat Poland contributed another 20%. The grant covered most of the project's activities. Habitat Poland's own funding was used to cover the renovations of seven flats and equipment for 14 flats, as well as to create a guarantee fund. Habitat for Humanity Poland has been trying to raise funds to allow the project to be continued.
<b>Additional information</b>	Source: R. Owen et al., <i>50 Out-of-the-Box Solutions for the Locked Out. A 'Housing Solutions Platform' compendium</i> , 2019. <a href="http://habitat.pl/en/social-rental-enterprise/">http://habitat.pl/en/social-rental-enterprise/</a>

<b>Country / city</b>	<b>Hungary, Budapest</b> <i>„From Streets to Homes!“ – Social Housing Agency in Budapest</i>
<b>Short description of the program</b>	<p>The overarching goal of the program is to introduce the concept of a Housing Agency, beginning with the implementation of a pilot project developing privately owned properties into social housing. The organization Utcáról Lakásba Egyesület (ULE) is working on finding partners to scale up the Agency. They especially wish to work with municipalities e.g. in projects such as “From Streets to Homes” where local homeless people are assisted into municipality owned social housing.</p> <p>The publicly available stock is only 2% of apartments in the country. The estimated number of homeless people is at least 30,000. About half of them are living in and around Budapest. At the same time, there are only 4,000 municipally owned and more than 90,000 privately owned empty properties. Indeed, the National Statistical registry calculations show data on half a million empty properties nationwide. There is no official strategy to incorporate privately owned properties as part of a social housing system. At least 15% of of Hungarian households have financial problems due to housing costs.</p> <p>Housing agencies could assist with the provision of maintenance, this being more cost effective than if done by single private owners. Families that cannot access home-ownership instead rent apartments on the market. However in the last few years, rent prices have doubled in urban areas, resulting in market options no longer being available for many households and families. Municipality owned stock could be a solution, however, as most municipalities have privatized a high percentage of their stock, the remainder properties are in very poor condition. For the moment, “municipality owned social housing” means “substandard housing” in most cases.</p>
<b>Target groups</b>	Homeless persons and other people in need who cannot afford private rental housing.
<b>How the program works</b>	The ULE has adopted the Housing First approach to house the families in need. The Association began its operation in 2012 as a voluntary group. They assisted their first homeless client to municipality tenancy in 2013. Today, they have agreements with three municipalities on the use of empty municipality owned apartments. This stock is currently at

	<p>18 dwellings, and counting. There are also six privately owned apartments, of which three are owned by ULE. Altogether, 50 people are being housed.</p> <p>ULE involves private owners in order to be able to rent out their apartments but with guarantees, at a lower rate, enabling housing access for those who pay social-based rent. Similarly, modern conveniences are guaranteed low maintenance costs. Besides managing the operation, the Housing Agency play an intermediary role between owners and renters and the main purpose is to reduce risk on both sides. This means that the tenants are provided with work possibilities and receive intensive social care.</p> <p>The most important tools used by ULE are the Housing First approach and Social Housing Agency methodology. Alongside this, ULE's work consists of:</p> <ul style="list-style-type: none"> <li>- Renovating and re-using empty municipality apartments in agreement with the municipality. In exchange for renovation ULE receives the right to use the apartment for an agreed amount of time;</li> <li>- Re-use of empty privately owned apartments in agreement with the owners;</li> <li>- Intensive social work;</li> <li>- Shaping the way Hungarian society sees homelessness and housing problems via media presence.</li> </ul>
<b>Links with other social assistance programs</b>	<p>ULE provides an innovative solution for the housing crisis in Hungary in the sense that previously there was no existing program in which privately owned properties are developed into social housing. The combination of housing solution and integration of people in a holistic approach includes:</p> <ul style="list-style-type: none"> <li>• Intensive social work;</li> <li>• Labour market services for clients/tenants;</li> <li>• Advocacy and policy work;</li> <li>• Giving voice to people in need.</li> </ul>
<b>Funding</b>	<p>The budget needed is provided in a leasing construct where after a fixed time period it is paid back from rental fees collected from tenants. Investors can receive a small profit while tenants' rent remains low, around one-third of market prices. Similarly, modern conveniences are guaranteed low maintenance costs.</p>
<b>Additional information</b>	<p>Source: Program website: <a href="http://www.utcarollakasba.org">www.utcarollakasba.org</a></p>

<b>Country / city</b>	<b>Germany, Berlin</b> <i>Sharehaus Refugio</i>
<b>Short description of the program</b>	<p>Sharehaus Refugio was a city-owned space that functioned as co-op-style refugee housing, community centre and café - one building with five floors. The building was a hundred-year old house in Neukölln, which used to be a residential care center for senior citizens.</p> <p>This shared house concept is created by Sven Lager and Elke Naters from The Share House Association. Refugio café is not their first but their third share house. They created the Refugio café on behalf of the</p>

	Berlin City Mission [Berliner Stadtmission], a Christian organisation that has supported people of all social classes since 1877.
<b>Target groups</b>	Asylum seekers and recognized refugees.
<b>How the program works</b>	<i>Sharehaus Refugio</i> was home to around 40 refugees, all of whom applied to live there. Residents lived privately as in a shared flat for 12-18 months and organised a lively community life together. <i>Sharehaus Refugio</i> was not only a home but also a holistic living experiment and working community. The Refugio café Berlin was a project for co-working, training and networking. It was awarded as a social enterprise. Many residents had their rent paid through public funds such as Jobcenter or Sozialamt or the LAGeSo. However, there were some refugees who already had jobs and financed themselves. The goal of the refugee community was to develop independence and responsibility. The response from the neighbourhood was positive. One of the popular activities of the group was ‘Kiezkochen.’ This was a cooking class, which was held by refugees for the elder people of the district of Kreuzberg. The activity provided opportunities to communicate between the tenants and other members of local communities. The refugees became a part of the community and enriched it with their handicrafts and personal abilities.
<b>Funding</b>	Funding came from the Berlin City Mission, from donations and the revenue from the onsite café. The rent was paid by Jobcentre, Sozialamt or LAGeSo.
<b>Additional information</b>	Source: Astolfo, G., C. Boano, <i>Curing the Limbo, Affordable Housing Policy and Practices. Case Studies Review</i> , 2018 (crp. 71.). Das Sharehaus Refugio 2018, < <a href="http://www.refugio.berlin">http://www.refugio.berlin</a> > Misra, T 2018, Conversations in a Divided Berlin, < <a href="https://www.citylab.com/life/2018/01/conversations-in-a-divided-berlin/543099/">https://www.citylab.com/life/2018/01/conversations-in-a-divided-berlin/543099/</a> > Give Something Back To Berlin 2018, Open English Café at Refugio, < <a href="http://gsbtb.org/events/open-english-cafe-at-refugio/">http://gsbtb.org/events/open-english-cafe-at-refugio/</a> >

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