

# Private accommodation for displaced persons from Ukraine



# **Practical recommendations on the provision of emergency placement in private accommodation for persons displaced from Ukraine**

*EUAA Practical Guide Series*

**May 2022**



On 19 January 2022, the European Asylum Support Office (EASO) became the European Union Agency for Asylum (EUAA). All references to EASO, EASO products and bodies should be understood as references to the EUAA.



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## List of abbreviations

Abbreviation	Definition
<b>EUAA</b>	European Union Agency for Asylum (formerly known as the European Asylum Support Office (EASO))
<b>EU+ countries</b>	Member States of the European Union and associated countries
<b>Member States</b>	Member States of the European Union
<b>TPD</b>	<b>temporary protection directive</b> — Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection in the event of a mass influx of displaced persons and on measures promoting a balance of efforts between Member States in receiving such persons and bearing the consequences thereof





# Introduction

Millions of people have fled Ukraine because of the Russian invasion that started in February 2022. The majority of those that have fled are women and children crossing the borders mainly into Member States of the European Union, including Poland, Slovakia, Hungary and Romania, as well as the Republic of Moldova.

National authorities across Europe have responded to the crisis by finding ways to increase their traditional reception/accommodation capacity, including through the use of private housing. In many cases, this has been made possible thanks to the solidarity of families and individuals offering up their homes and hosting people. In addition to state and local authorities, civil society organisations and volunteers have also contributed significantly in matching displaced persons with offers of available housing.

State authorities have obligations related to the implementation of the temporary protection directive (TPD) <sup>(1)</sup>. They play a direct or indirect role in organising these solidarity efforts and ensuring that standards are upheld as regards suitable housing (Article 13 TPD), and that protection guarantees are safeguarded and respected.

The scope of the TPD, activated on 4 March 2022 <sup>(2)</sup>, covers Ukrainian nationals residing in Ukraine who have been displaced on or after 24 February 2022 and their family members, stateless persons and nationals of third countries other than Ukraine, who benefitted from international protection or equivalent national protection in Ukraine before 24 February 2022 and who have been displaced from Ukraine on or after 24 February 2022, and their family members. In addition, Member States must apply either temporary protection or adequate protection under their national law, in respect of stateless persons, and nationals of third countries other than Ukraine, who can prove that they were legally residing in Ukraine before 24 February 2022 on the basis of a valid permanent residence permit issued in accordance with Ukrainian law, and who are unable to return in safe and durable conditions to their country or region of origin.

The European Union Agency for Asylum (EUAA) has been closely keeping track of the various initiatives implemented across Europe. On 25 March 2022, the agency organised an extraordinary meeting of reception authorities to discuss the practices in place in Member States and the associated countries (EU+ countries) related to the distribution, allocation and matching of people fleeing Ukraine with private housing solutions. Consultations leading to the drafting of this document have also taken place with the European Commission and the United Nations High Commissioner for Refugees.

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(1) [Council Directive 2001/55/EC of 20 July 2001](#) on minimum standards for giving temporary protection in the event of a mass influx of displaced persons and on measures promoting a balance of efforts between Member States in receiving such persons and bearing the consequences thereof, (OJ L 212, 7.8.2001).

(2) [Communication from the Commission](#) on Operational guidelines for the implementation of Council implementing Decision 2022/382 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection, (2022/C 126 I/01, 21.3.2022).



## Purpose and target group

This document aims to provide practical recommendations to guide relevant stakeholders (national, regional and local authorities as well as civil society organisations) in matching displaced persons with available private accommodation. These practical recommendations do not aim to replace functioning and existing procedures within EU+ countries, regions, municipalities, districts and communities. Rather they intend to complement these efforts while ensuring that safeguards for persons in need of emergency shelter and for those providing such accommodation are put in place in a coordinated, safe, effective and systematic manner.

Separated children, i.e. children not accompanied by their parents but by relatives or adults known to them, fall within the scope of these recommendations. The placement of unaccompanied children falls outside of the scope of these recommendations.

Displaced persons from Ukraine entitled to temporary protection in EU+ countries and who entered the EU on or after the 24 February 2022 are often in need of accommodation. Many of those arriving are not hosted in traditional collective reception facilities and instead find shelter in private accommodation. While the availability of such private accommodation is facilitating the process of placement of the high number of displaced persons, such arrangements can also pose risks for those hosted and for the host(s).

The EUAA is therefore presenting these practical recommendations for EU+ country authorities to consider when planning to accommodate displaced persons with private hosts or willing to formalise their current system.

## Synergies

These recommendations feed into several other ongoing initiatives and coordination efforts undertaken by the European Commission, such as the 10-Point Plan for stronger European coordination on welcoming people fleeing the war from Ukraine <sup>(3)</sup>, including the safe home initiative <sup>(4)</sup>, which promotes access to accommodation and housing and states:

*‘To meet immediate needs for suitable accommodation, a new “safe homes” initiative will support Europeans who are making their homes available, mobilising targeted funding and online resources as needed.’*

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<sup>(3)</sup> European Commission, [Home Affairs Council: 10-Point Plan on stronger European coordination on welcoming people fleeing the war against Ukraine](#), 29 March 2022.

<sup>(4)</sup> European Commission, [Ukraine: EU support to help Member States meet the needs of refugees, 23 March 2022](#), Point ‘Access to accommodation and housing’.





These recommendations should be also read and implemented in conjunction with the operational guidelines developed by the European Commission on temporary protection <sup>(5)</sup> and with tools and guidance developed by the EUAA in the field of reception and vulnerabilities. These include the guidance on reception conditions <sup>(6)</sup>, the guidance on reception conditions for unaccompanied minors <sup>(7)</sup>, the assessment of reception conditions tool <sup>(8)</sup>, the tool for identification of persons with special needs <sup>(9)</sup> and the special needs and vulnerability assessment tool <sup>(10)</sup>.

The practical recommendations are divided into specific sections corresponding with specific steps and procedures, namely:

- collecting information and coordinating
- assessing and vetting
- matching
- informing
- agreeing
- monitoring
- extending or ending.

## 1. Collecting information and coordinating

Many citizens have offered private accommodation to those fleeing Ukraine. It is important to gather all relevant information and coordinate these efforts in a timely, safe, effective and transparent way.

### Some tips

- Set up an **online platform** to register offers. An online platform could cover both offers (from hosts) and demands (from displaced persons in need of accommodation). Both hosts and displaced persons in need of accommodation can enter their respective personal data, respecting data protection.

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<sup>(5)</sup> [Communication from the Commission](#) on Operational guidelines for the implementation of Council implementing Decision 2022/382 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection 2022/C 126 I/01, (OJ C 126I , 21.3.2022)

<sup>(6)</sup> EASO, [Guidance on reception conditions: operational standards and indicators](#), September 2016.

<sup>(7)</sup> EASO, [Guidance on reception conditions for unaccompanied children: operational standards and indicators](#), December 2018.

<sup>(8)</sup> EUAA, [Assessment of Reception Conditions Tool](#), 2021.

<sup>(9)</sup> EUAA, [Tool For Identification Of Persons With Special Needs](#), 2016.

<sup>(10)</sup> EUAA, [Special Needs and Vulnerability Assessment Tool](#), 2022.



- On the landing page, include information for both hosts and displaced persons on the requirements and entitlements under the private accommodation scheme, so that they are aware before signing up.
- The platform can provide a real time view on the number and profiles of individuals seeking accommodation, as well as on all available places (i.e. size, location, accessibility).
- Make sure that the platform offers the possibility for displaced persons to indicate specific needs they might have, such as a preference in location, schooling of children, etc.
- Make sure as well that persons with specific needs, including children (accompanied or separated), single headed female households and persons with disabilities are identified as early as possible. After registration takes place, vulnerabilities must be considered when deciding where to accommodate persons with specific needs (for example, suitability for persons with disabilities, availability of suitable equipment for babies and toddlers).

## 2. Assessing and vetting

Before any placement is agreed upon, it is recommended to assess the profile of the host and to verify that the house at disposal is suitable for accommodation purposes. This exercise could be done in coordination with other key services (national, regional and local authorities, law enforcement, civil society organisations, etc).

### Some tips

- Put in place a **mechanism** to check whether the person offering accommodation has the **right profile**. Only people with no criminal records should be considered for hosting displaced persons.
- Establish, in coordination with other key services (local authorities, law enforcement, civil society organisations), a list of minimum criteria for housing and for the profile of the hosts to be verified before any placement is agreed upon.
- If feasible, pay an on-the-spot visit to check the suitability of the accommodation offered, particularly if it is meant to host displaced persons with special needs, particularly children. Spot checks should be conducted at least at random, and all hosts and guests should be informed of the possibility of a spot check at any time.
- The EUAA standards on housing, particularly the parts applicable to accommodation, could also be used to establish standards for the profile checking mechanism. Have a look at [Annex I. EUAA standards for housing applicants for international protection adaptable to the context of private housing](#) for inspiration!
- For example, the furniture for each bedroom should include, at a minimum, one individual bed per person and one cupboard per person or family, big enough to hold personal belongings such as clothes, medication or documents.



- Privacy should be guaranteed, with the possibility to lock the door. Hosts should be informed of this condition, preferably through the platform when submitting the offer.
- For example, if the displaced person is disabled, ensure the accommodation is located on the ground floor or that the building has a lift or other relevant equipment adapted for use by persons with reduced mobility, or that there is a limited number of steps, according to the degree of reduced mobility. The entrance should be designed to allow for the access of displaced persons with reduced mobility; doorways and passageways inside the housing are wide enough for wheelchair users; adapted sanitary infrastructure exists, including, for example, walk-in showers, grab rails, sinks and toilets at an appropriate height for wheelchair users, as well as dimensions of bathroom and toilet rooms suitable for wheelchairs.

Once the assessment has been completed, vetting can take place.

## Some tips

- Make sure that only hosts who have provided all required information are placed in the pool of candidates to be vetted. Contact details, including a copy of the host passport, are also necessary to protect the displaced persons from potential risks of exploitation.
- The vetting process can be carried out in several ways, including through a phone interview or a house visit conducted by relevant officials (e.g. reception authority, social services, law enforcement) and/or staff of appointed civil society organisations. A check of criminal records should be mandatory. Whenever possible, the house visit option should be highly preferred.

## 3. Matching

After the vetting, offers and demands should be matched. For this, it becomes important that some key information concerning the hosts and the displaced persons is properly recorded. To be effective, the matching should be carried out according to a set of criteria that are well thought through.

## Some tips

- There are several relevant criteria that should be considered when operating an effective matching. Family composition and profiles, size and number of beds in the accommodation, languages spoken by hosts and displaced persons, length of stay or duration of accommodation availability all certainly play a key role.
- For example, infants should be provided with a baby bed, changing table and appropriate chair; persons with limited mobility should be provided with adapted furniture, first floor arrangement or access to a lift, and families with school-age



children should be provided with a small table and a chair to allow children to engage in homework.

- Information about the family composition might be useful, for example to match families/mothers and children of similar age groups where possible and/or to avoid mothers with many children joining already large families.
- Information on languages spoken could be important to match hosting families with displaced persons who speak languages other than Ukrainian, thus facilitating better interaction.
- Information about the size and kind of the accommodation provided might be useful. For example, when deciding to allocate displaced persons with vulnerabilities, an apartment building without a lift should be avoided to accommodate people with physical impairments. **Women and children should not be hosted with single men.**
- If children are present, make sure that the accommodation is child-friendly and located in a place where nurseries/schools are easily reachable.
- Other information that could be useful to know in advance include the presence of pets, the smoking rules, and medical conditions (for both hosts and displaced persons).
- **Do you want more examples? See the below table for inspiration!**

**Table 1. Information for displaced persons to gather**

Sample information to be gathered by persons in need of accommodation	Comment
Name and surname	Self-explanatory
Date of birth	Self-explanatory
ID / passport / registration number	Self-explanatory
Location of registration	The location where the person was first registered might be important in case tracing is needed at a later stage (e.g. when other family members come in; if the person has gone missing, etc.)
Contact: phone number and email address	Self-explanatory
Family composition (single/married/children /other dependants)	This information should also include people who might try to join depending on how the situation unfolds (e.g. grandparents, etc.)
In case of children – name / age of children	This information can help with the allocation process but also to ensure children can be traced later
Languages spoken	This information will facilitate the matching between displaced persons and hosts who speak a common language
Expected duration of stay	This information helps to see which Member State might be best placed to host. It should also include information on potential plans to join other family members in other Member States (e.g. to be linked with potential transfer offers/opportunities)



Other items (e.g. pets, smoker, medical condition, etc.)	This information helps avoid potential discomfort / tension from the outset; additionally, visible vulnerability should be considered for matching purposes. Serious medical conditions, disabilities and psychosocial needs should be identified.
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**Table 2. Information for hosts to gather**

Sample information to be gathered by persons offering accommodation	Comments
Name/surname	Details of the host(s) is crucial for potential follow-up checks organised by the authorities / verification of information shared
Date of birth	Same as above
ID / passport copy	A copy of the host ID/passport number is to be uploaded (including a photograph). This is important information for potential checks organised by the authorities / verification of information shared / police follow-up, if needed
Contact: address / phone number / email address	This information is important to be communicated to the displaced person. It could be shared with relatives back in Ukraine, as to be in touch when needed (e.g. phone of the displaced person is lost). The address is important to understand the location typology (small/big city; village/city suburb) for matching purposes
Family composition and household size (single/married/children)	This information might be useful to match families/mothers and children of similar age groups where possible and to ensure that the host offering their accommodation is really the one in touch with the displaced person. While only one host signs up, having other family members listed can help in crosschecking and verifying such information at a later stage
In case of children - age of children	This information might be useful for matching purposes (same age group potentially facilitates access to the same school, play after school, communication, etc.)
Languages spoken	This information will facilitate the matching between displaced persons and hosts who speak a common language
Employment status	This information can indicate if the host might need additional support when providing accommodation (in terms of money or due to age). This also indicates if displaced persons are alone or not during the day (for some persons it might be crucial to have someone present due to physical needs, for example)
Kind of accommodation and number of beds available	This information is necessary for matching purposes (e.g. Air BnB, a standalone house or apartment with or without access to a lift; number of beds available within the accommodation (shared/self-contained). A person with a disability must not be placed in a flat without an elevator; a standalone house might allow for bigger families to be accommodated, etc. The host should highlight the





	number of metres <sup>2</sup> and the number of bathrooms in order to assess the maximum number of persons that can be hosted.
Maximum length of stay (time frame from – to)	This information is important for matching purposes (e.g. persons with vulnerabilities must not be placed in accommodation available for only a very short period, to avoid multiple transfers). The information is also a safeguard for the host since it provides a written record of the duration to which the person has committed (this should also be reflected in the agreement signed between the parties)
Other items	This information helps avoid potential discomfort or tension from the outset. It could include information on whether the accommodation is pet friendly, for non-smokers only, only for adults, etc.
Good practice: police reference check	While many hosts might not have such a police reference handy, it should be a standard requirement to request a police reference check, which is to be uploaded, particularly when children are also being placed with citizens

## 4. Informing

Providing clear information in a timely manner is an essential component of the process. It ensures that both hosts and displaced persons are aware of their rights and benefits under the TPD, the responsibilities of hosts and guests and the main steps of the matching exercise. Additionally, it ensures that expectations are managed, particularly on the side of displaced persons. This, in turn, will avoid possible misunderstandings, while boosting confidence in the process.

### Some tips

- Inform the hosts that they have been selected before proceeding with practical arrangements. It could be also important to share information with the host in advance about the displaced persons who have been matched with them.
- Inform the persons in need of accommodation that the selection process has been finalised.
- Hosts and displaced persons should also be provided with relevant information, including information on their rights and benefits under the TPD as well as a general information sheet. This should cover information on basic safety rules, support and benefits for hosts if applicable, what hosts are required to provide and what they are not responsible for. Information could be taken from sources such as the European





Commission website on information for people fleeing the war in Ukraine <sup>(11)</sup> and the EUAA webpage on the agency's response to the war in Ukraine <sup>(12)</sup>.

- Depending on the Member State and on the number of displaced persons being hosted, certain financial benefits or material support could be provided to the hosts. This should be communicated transparently and in a timely manner to avoid misunderstanding.
- The Office of the Ukrainian Parliament Commissioner for Human Rights has prepared an information guide for parents, children and teachers <sup>(13)</sup>. It presents current web resources and portals that provide Ukrainian children with the opportunity to continue the educational process even if they have been displaced. The information guide with links to educational resources is available in Ukrainian and in English and can be shared by national and international education institutions. Countries that accept children from Ukraine are encouraged to share this information guide on their official websites.
- In line with the European Commission's 10-point Plan, the EUAA is preparing country leaflets with all the necessary information on rights and relevant procedures. In addition, the EUAA has now launched a Who is Who - Temporary Protection for Displaced Persons from Ukraine to serve as a publicly available information tool on measures used by EU+ countries <sup>(14)</sup>.

**Table 3. Information for authorities to share with hosts**

Information to be shared by the responsible authority with hosts	Comments
A focal person (or more than one, depending on the needs) within the respective authority could be appointed for communication and follow-up with hosts; the focal person can identify and handle concerns if they arise	This person will respond to concerns/challenges arising as well as support the coordination of check-in visits to ensure that both the person seeking and the person providing accommodation are safeguarded. The host informs the focal person once a displaced person has left / moved out and the place is therefore available again
Hosts receive an information package	This information package should include: <ul style="list-style-type: none"> <li>• EUAA templates on the TPD (children/adults) <sup>(15)</sup></li> <li>• Other documents on services available for those benefiting from temporary protection and/or</li> </ul>

<sup>(11)</sup> European Commission, *Information for people fleeing the war in Ukraine*, 2022.

<sup>(12)</sup> EUAA, *Response to the War in Ukraine*, 2022.

<sup>(13)</sup> The Office of the Ukrainian Parliament Commissioner for Human Rights, *Information on the organisation of the educational process for Ukrainian children who were evacuated from their place of permanent residence as a result of the aggression by the Russian Federation*, 2022 (English translation available [here](#)).

<sup>(14)</sup> EUAA, *Temporary protection for displaced persons from Ukraine*, 2022.

<sup>(15)</sup> EUAA, *What you need to know about temporary protection (children)*, 22 March 2022 and EUAA, *What you need to know about temporary protection (adults)*, 22 March 2022.



	<p>other adequate protection under national law and international protection</p> <ul style="list-style-type: none"> <li>• A general information sheet on basic safety rules (including Do's and Don'ts as part of the code of conduct)</li> <li>• Support/benefits for hosts if relevant in the Member State (e.g. allowance for taking in persons)</li> <li>• Opportunities or training that hosts can benefit from if interested (such as access to information on psychological first aid, information on trauma, first aid training, etc.)</li> <li>• Location and access to schools if the host has taken in children in addition to adults</li> <li>• What hosts are required to provide (i.e. a place to stay for an agreed period) and what they are <b>not</b> responsible for (e.g. provision of clothes/food, etc.)</li> <li>• List of services/items provided/covered by other services in the Member State</li> <li>• List of formal/informal networks where hosts can meet and exchange</li> </ul>
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**Table 4. Information for authorities to share with displaced persons**

Information to be shared by the responsible authority with displaced persons	Comment
The focal person appointed within the respective authority is also in charge of communication and follow-up with displaced persons	The focal person(s) will contact the placed family/individual via phone, email and/or in person to support where needed; the person who is benefitting from host support has been provided with a contact number/email
Persons placed with a host receive an information package	<p>This information is shared orally and by using the email address provided and includes:</p> <ul style="list-style-type: none"> <li>• EUAA templates on the TPD (children/adult) <sup>(16)</sup></li> </ul>

<sup>(16)</sup> EUAA, *What you need to know about temporary protection (children)*, 22 March 2022 and EUAA, *What you need to know about temporary protection (adults)*, 22 March 2022.





	<ul style="list-style-type: none"> <li>• Information on how to access the asylum procedure</li> <li>• Links to other support services/benefits/allowances in the Member State, if relevant</li> <li>• Access to education for those with children: access to national school system and relevant links to continue education in Ukrainian <sup>(17)</sup></li> <li>• Information on what can be expected from hosts and where their support ends (i.e. they support in terms of providing accommodation for an agreed period only)</li> <li>• The guest is informed on the maximum length of stay</li> <li>• Information about how to provide feedback and report concerns through the complaint mechanism (see 5. Agreeing)</li> <li>• Link to and contacts for existing Ukrainian communities, where applicable</li> </ul>
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## 5. Agreeing

The agreement is an important safeguard. It can reduce the risk of misunderstandings, false expectations and exploitation. It further helps managing the potential clash between the displaced persons and hosts' expectations, for instance clarifying that accommodation is not provided indefinitely and setting out where the host and guest can provide feedback or raise complaints.

### Some tips

- Make sure that a code of conduct and a basic agreement/contract between the two parties is signed and that a copy is given to each (where relevant and possible this can be done electronically through the accommodation platform)
- The agreement should clearly indicate basic Do's and Don'ts for the host (e.g. no rent should be charged, etc.) and for the persons being hosted (e.g. that they understand the duration of the stay and what it entails in terms of rights and benefits).

<sup>(17)</sup> The Office of the Ukrainian Parliament Commissioner for Human Rights, *Information on the organisation of the educational process for Ukrainian children who were evacuated from their place of permanent residence as a result of the aggression by the Russian Federation*, 2022 (English translation available [here](#)).





- The agreement could set out the grounds to prevent the hosts from suddenly charging for electricity/water or requiring domestic services in exchange for free accommodation, for example.
- It can also ensure that persons benefitting from accommodation understand that the contract is between them and the host and does not include additional family members without a request to the relevant authority.

## 6. Monitoring

A control mechanism should be established to regularly monitor how each placement is proceeding and to take appropriate measures when needed.

### Some tips

- The monitoring mechanism could take different forms, including regular phone check-ins or on-the-spot visits, particularly when displaced persons with special needs are accommodated. It could include confidential interviews with both hosts and displaced persons.
- A mechanism should also be envisaged to allow both parties to raise confidential complaints related to the arrangement anytime, ensuring that emerging needs can be addressed immediately.
- Inform both hosts and displaced persons that such monitoring activities will be conducted at random to verify that everything is proceeding well.
- Formal records could be taken of the outcomes of monitoring activities, including a description of the irregularities and/or shortcomings registered, as well as the appropriate measure undertaken to remediate the situation. Follow-up initiatives should be carried out when necessary.

## 7. Extending or ending

Parties could mutually agree to extend the period of accommodation after it has expired. In other cases, one of the parties could decide to end the stay in accommodation. It is key to ensure that the information about the status of any placement is constantly updated.

### Some tips

- Make sure that information on the extension of a placement is properly recorded, for example in the online platform.





- If termination is required by the host, displaced persons should receive support in finding an alternative appropriate solution.
- If termination is required by the displaced person, for example if they have rented their own housing or have been transferred to another location, make sure that this is recorded.
- When the transfer of a displaced person is planned, for example to join family/friends in another EU+ country or to move into more appropriate and long-term accommodation, the authorities should check with the host if they intend to make the accommodation available for other persons.
- If the situation in Ukraine stabilises and repatriation efforts start, displaced persons should be informed and put in contact with relevant stakeholders and authorities for the purpose of repatriation.
- Any changes in status should be registered in the online platform, indicating which region/city, etc. the displaced person is planning to return to.



# Annex I. EUAA standards for housing applicants for international protection adaptable to the context of private housing for displaced persons

## 1. LOCATION

**Standard applicable: Ensure effective geographic access to relevant services, such as public services, school, health care, social and legal assistance, a shop for daily needs, laundry and leisure activities.**

EUAA recommends that:

- Specific arrangements are made in place for applicants with special needs: for example, applicants with substantially reduced mobility should not be expected to access relevant services by walking. Alternative arrangements should be made in such cases.
- The facility should be located at a reasonable walking distance from relevant services, also taking into account the national context and the environment, such as whether there is a footpath available, whether the area is very hilly, etc. (example, maximum 3 km to public services in general and 2 km to health care facilities and school).
- If the facility is not located at a reasonable walking distance, relevant services should be accessible by public transport (or transport provided by the Member State) and the duration of the journey should be reasonable. The assessment of whether the duration of the journey is reasonable could be made in relation to the type of service to be accessed and the regularity with which this service needs to be accessed by the applicant (e.g. the time needed for a child to go to school via the public transport).

## 2. ALLOCATION

**Standard applicable: ensure that the principle of family unity is respected**

EUAA recommends that:

- Family members (in accordance with the definition of Article 2 Directive 2013/33/EU<sup>(18)</sup>) are accommodated together.
- Families with children are accommodated together provided that this is in line with the best interests of the child.

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<sup>(18)</sup> [Directive 2013/33/EU](#) of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection (recast), (OJ L 180/96, 29.6.2013)



- Where possible and appropriate, family unity should be respected with regard to members of the broader family.
- A maximum of one family is allocated per bedroom.

**Standard applicable: ensure that special needs are taken into account when (re-) allocating particular housing to an applicant**

EUAA recommends that:

- The allocation of particular housing to applicants is based on an assessment of their special reception needs. In particular, the allocation of housing to a child is based on the assessment of the best interests of the child.
- There is a possibility to transfer an applicant as a result of identified special reception needs. In particular, safety considerations such as in the cases of victims of human trafficking, sexual and gender-based violence, torture or other serious forms of psychological and physical violence could necessitate the reallocation of different housing for the applicant.

**Standard applicable: ensure that specific and objective reasons linked to the individual situation of the applicant are taken into account when allocating housing to an applicant**

EUAA recommends that:

A mechanism is in place to consider whether there are specific and objective reasons for the allocation of particular housing. The 'individual situation of the applicant' refers in particular to the cultural, linguistic and religious background of the person, the gender of the applicant (e.g. transgender persons) and individual considerations linked to, for example, employment or existing family links.

### 3. INFRASTRUCTURE

**Standard applicable: ensure that the housing is sufficiently furnished**

EUAA recommends that:

- The furniture for each bedroom includes, as a minimum one individual bed per person and one cupboard per person or family, big enough to hold personal belongings (such as clothes, medication or documents).
- In bedrooms shared by applicants who are not family members, the cupboard is lockable, without prejudice to security considerations of the reception facility. In particular, cupboards should be lockable if a facility hosts applicants with special needs, such as female applicants who might be at risk of gender-based violence.
- The furniture in the common/living area includes a sufficient number of tables and chairs.
- In facilities where applicants can cook for themselves, all of the following is provided and accessible in the kitchen: sufficient refrigerator volume per person; sufficient shelf



space per person/family; a minimum access to a stove per person/family; a minimum number of dishes, cups, cooking utensils and cutlery per person.

- Specific arrangements are available for applicants with special needs. For example, infants should be provided with a baby bed, changing table and appropriate chair; persons with limited mobility should be provided with adapted furniture; and families with school-age children should be provided with a small table and a chair to allow children to engage in homework.

**Standard applicable: ensure sufficient, adequate, and functioning sanitary infrastructure in the housing**

EUAA recommends that:

- All applicants should have access to a shower/bath with hot and cold water, a sink and a functional toilet.
- With regards to shared housing for applicants who are not family members, arrangements are in place to ensure that applicants may access the facilities safely and that the intimacy of the applicants is at all times respected.

**Standard applicable: Ensure compliance of the housing with relevant national and local regulations**

EUAA recommends that:

- The housing is built in compliance with applicable local and national regulations.
- The housing is maintained and operated in compliance with relevant local and national regulations, taking into account all potential hazards.
- Sufficient natural light and fresh air enters the bedrooms and common/living areas of the housing while curtains and/or shutters are available to shut out the light when needed.
- The bedrooms and common areas are protected from excessive environmental noise. Environmental noise could for example be caused by machines, airplanes, trains, etc.

**Standard applicable: Ensure that the inside and outside infrastructure of housing designated to accommodate applicants with reduced mobility is adapted to their needs.**

EUAA recommends that:

- The housing is located on the ground floor or an elevator adapted for use by persons with reduced mobility exists; or stairs are not more than a maximum number, according to the degree of reduced mobility.
- The external approaches such as paths or drives have a firm, level surface.
- The entrance is designed to allow for the access of applicants with reduced mobility.
- Doorways and passageways inside the housing are wide enough for wheelchair users.



- Grab rails exist for support in rooms and places that are used by applicants with reduced mobility.
- Adapted sanitary infrastructure exists, including, for example, walk-in showers, grab rails, sinks and toilets at an appropriate height for wheelchair users, as well as a surface of bathroom and toilet rooms suitable for wheelchairs.

#### 4. SECURITY

##### **Standard applicable: Ensure sufficient security measures**

EUAA recommends that:

- The numbers for emergency calls are displayed in a visible place.
- Specific arrangements have been made for applicants with special needs. Specific measures should be put in place to ensure the security in particular of those with special needs related to their age, family status, gender, gender identity or sexual orientation and physical or mental health problems. Specific security arrangements should also be in place for victims of human trafficking, sexual and gender-based violence, torture or other forms of psychological and physical violence. These measures could for example include the possibility to accommodate applicants with a different sexual orientation separately from other applicants from the same sex, or the transfer of an applicant who is at risk of becoming or has become subject to gender-based violence or offering a protected space for children to play which is free of hazards.





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