Example 1.1 - notes from household interviews with displaced people

*Note: This is a real example of notes collected from Household Interviews for a context assessment related to both Rental Assistance and Host Family Support Programming. They are intended to illustrate what kind of information can be collected to inform your programming.*

**HIIs with Ukrainian Refugees, xxx Branch, 07.06.22 + 08.06.22**

* **First Name 1**
  + Living in an apartment provided by a Polish family – hosting but not sharing with the host
  + First Name 1 lives there with her five children – 17, 16, 13, 10, 8
  + Apartment is 60m2, 2 bedrooms, said this is good enough
  + This is the first place they have stayed
  + Found the apartment through volunteers on Facebook
  + Can live there until the end of June then have to find some place else
  + All housing needs are met in the apartment, there is a washing machine and kitchen
  + They don’t pay anything to the host family, the host is getting the 40 zloty / day
  + In the beginning they didn’t know how long they would have to stay but in late April they were told that they would have to leave at the end of June
  + All got the PESEL early on after arriving
  + First Name 1 is a hairdresser, she was working in a salon but she is now looking for some place else because she was not getting enough clients there.
  + They have plans to move for sure but not sure about the destination yet, thinking USA or the Netherlands
  + They are unsure about the USA because they do have a sponsor but that sponsor doesn’t have any housing for them
  + Also concerned that setting up in USA without a budget would be too difficult. Need some money / savings to cover time at the beginning before finding a job, place to live, etc. Really need help at the beginning
  + First Name 1 understands Polish but does not speak it
  + Oldest child (17) finished high school in Ukraine, 3 smallest children are going to Polish school, 16 year old is doing school online
  + No idea what she will do if there is a gap between relocating to another country and the end of the hosting arrangement. She is thinking to ask the owner of the apartment to let them stay for a little bit longer
  + Not easy for a big family to find a place to live, very hard to rent
  + Clients who come to her for hair cuts told her that they have been looking for rental accommodation but finding it very hard to find anything
  + Problem to find a place for a shorter period of time, landlords want 1 year minimum lease
  + From Torchyn, Volyn Oblast, there is a big food factory there
  + First time getting access to cash support, had come to the branch to get help with registering
* **First Name 2**
  + Was at the branch with her daughter Larissa (10 or 11)
  + Staying in a hostel in Tushin (sp?), about 15kms outside of [Location]
  + Went to Gdansk first to her cousin, stayed there for three weeks
  + When they came to the hostel the Polish owner told them that it would be 1,100 zloty per month for one room but then the owner registered for the support from the government so she didn’t charge them but when the government support ends they will have to pay
  + They have a room with a shower and toilet and there is a shared kitchen in the hostel for all to use
  + There is a shared laundry room too
  + Conditions are ok and needs are met
  + They buy food for themselves and cook for themselves
  + Temporary place so she didn’t have high expectations but it’s better than she had thought it would be, relatives helped her to find it
  + She is not planning to move
  + The Russian army are 15km from their city – Zelenodolsk, Dnipropetrovsk Oblast
  + Got PESEL almost from the beginning, had to wait a week because the government made some changes to the process
  + Hasn’t been able to work. Larissa is at Polish school and she really likes it but she is only there until midday.
  + They plan to stay at the hostel even when they have to start paying. Her husband is working at the power station in Zelenodolsk and he sends them some money. She has a 20 year old son in another part of Ukraine.
* **First Name 3**
  + Staying in the same hostel as First Name 2and Larissa
  + From Brovary, Kyiv
  + Plans to go back in a month because her son is training as a welder and he has to go back for some training. They are waiting to hear from the instructor when they need to be there
  + She has her 2 children and her mother with her.
  + She isn’t sure if they will come back to Poland after her son completes the welding training
  + Her son doesn’t want to come back, there is some issue with him finding work as a welder in Poland, but she feels they will have to see how it will be there and then decide
  + She got a job at a clothing manufacturer and was paid 9 zloty (about €2) per hour, cutting the patterns and gluing pieces together. Said the fumes from the glue made the working conditions very difficult. Had been told that the pay would increase after the first month but it didn’t so she left. In the factory Polish people get paid more than Ukrainian people who were living in Poland before the war, who get paid more than Ukrainian refugees. She did not have a contract, cash in hand work
  + She left this job because of the pay and conditions but has not been able to find any other work
* **First Name 4(X mother), First Name 5 (X sister), First Name 6**
  + They rent two rooms in a four room apartment
  + The other rooms are rented by Ukrainian people but they didn’t know them before renting with them
  + First Name 4lived in Poland previously but had moved back to Ukraine. When the war started she took her children and went back to Poland. x is 15 and her son is 10
  + First Name 4 and x are working together – they didn’t expand on type of work, conditions, etc.
  + They pay 800 zloty per month for one of the rooms and 500 zloty per month for the other room. First Name 4 had rented a room in this place when she lived in Poland previously so she contacted the landlord when she arrived and the rooms were available.
  + From Ivano-Frankivsk in west Ukraine
  + They are not planning to move for the time being
  + They would eventually like to go back to Ukraine but they won’t go back yet
  + All have PESEL, registration was fine but there was a long queue
  + They are living in [Location] city
  + Both of x children are doing school online
* **First Name 7**
  + Volunteering with [Location] branch
  + She is 16 and is with her girlfriend who is 30
  + They went to Ireland first but First Name 7 was put with a host family as she is an unaccompanied minor and her girlfriend was given a space in a hotel
  + First Name 7 is from Mykolaiv
  + LGTBQ – not so easy in Poland but they are managing
  + They have vouchers from Air BnB that they have used to rent an apartment since getting back from Ireland. Air BnB host has agreed that they can stay 1 month more in addition to the vouchers they have because she has received financial assistance from the government. Between this and the vouchers they have they can stay in current accommodation until beginning of September
  + Has been volunteering with the RC for 2 months
  + Doing school online, last year will be next year.
  + Some of her family are in [Location] and some are still in Mykolaiv
  + People coming for the cash app registration have many questions but generally easy to answer, people come because they want to see someone in person
  + Examples of questions: can I register if I am working? Can I register if I have received money from the government? Can I register if I or my child has a certain type of ID?
  + People are afraid that the cash app might be hackers, people think this because it asks for so many of their documents and looks scary. Afraid that the photos of their documents will be used to steal their data. Stories in Ukraine of people using photos of other people’s ID documents to take out loans and then people getting calls saying you owe a certain amount
  + Came to the Polish border by car, then walked across the border. There was a long line at the border so they had to walk quite far and through the night
  + From the border Polish volunteers brought them by car to Warsaw. From there they bought the tickets to Ireland
  + She saw something on Facebook about the Air BnB vouchers so she and her girlfriend registered and when they were in Ireland they got the vouchers
* **First Name 8**
  + Red Cross volunteer, First Name 7’s girlfriend
  + The owner of the Air BnB they are staying in has told them that if they choose to stay beyond the beginning of September (when their vouchers run out) they can continue to stay in the apartment and just pay the utilities
  + The owner of the Air BnB they are staying in is supporting 40 Ukrainians, providing food 3 times a day, organised through world central kitchen, will end at the end of this month
  + First Name 8 is a speech specialist in Ukrainian and Russian, spent 3 years working at this in Ukraine
  + She has a possibility of a job in Ukraine but will only happen if the war ends
  + She has been looking for work in Poland but hasn’t found anything
  + Really enjoying being a RC volunteer, feels she is being helpful, gets a lot of energy from this, feels they help a lot of people everyday
  + After doing volunteer hours at the branch office, First Name 8 (and First Name 7) spend time at home answering questions that come to the [Location] branch Facebook page and through their personal Tik Tok and Telegram
  + Examples of questions that people have: how do I download the app? Specific questions about their situation and wanting to check if they are eligible. Am I eligible if I live 2km from [Location]? Can you help me to find work? People come to ask about the cash app but then have other Qs they want to raise.
  + Some people ask on Facebook / TikTok about how to become a RC volunteer. First Name 8 said they need volunteers to help with the food distributions. On Thursday they prep the packages and then on Friday distribute. Get more than 1500 people coming. Queuing all over the street. People start queuing at 5am. Pregnant women and people with disabilities are not supposed to have to queue but when people have started queuing at 5am they won’t easily allow people to go ahead of them. Planning to finish food distributions because started cash distributions.
* **First Name 9**
  + From Darnitsa, Kyiv Oblast
  + Living in a rented flat
  + 26 year old son living in Poland for 9 years, he is renting the flat for them
  + First Name 9 is here with her twin daughters who are 13
  + Her husband is in Kyiv and is still working but his pay has been reduced because of the war
  + He is living like a monk, saves money to send to them
  + They pay 2600 zloty per month for a 1 bedroom apartment, renting since March, utilities included, was hard to find, have a 1 year lease
  + If there are no bombs on Kyiv they will return but Kyiv was bombed again on Sunday
  + Because the children are older the landlord was not concerned about renting to them
  + It is a brand new apartment so they had to buy blinds and carpets and dishes for the kitchen
  + They have registered for the PESEL, waited one month because they weren’t sure about what to do in terms of staying or going back but then they got registered
  + Heard about the cash app through viber and Facebook
  + Downloaded the app but came to check if they did it right and to confirm if they have actually registered
  + She was trying to find work, used to work in HR in Kyiv. Sent CV to several places but didn’t get any opportunities. Had resigned from her job in Kyiv when they left
  + In the beginning she was ready to take any job just to earn money but she has enough money from her husband’s salary so she is doing some work for the company she used to work for in Kyiv but without pay, this keeps her busy.

4 further pages of notes from 6 further interviews. Gathered face-to-face and over phone.