# Example 2.1.5 - Programme Messaging

# *Note: This is a real example of messaging – used in Slovakia in the Ukraine 2022 response as part of communication with property owners and tenants about various aspects of the programme.*

## Message for Delay in Payment

Dear client,

We are facing an issue with the payment distribution system and closely working with our partner Money Gram to resolve this. Due to this issue, your payment including a few other clients has been delayed for the month of April. We assure you that issues will be resolved shortly and apologize for the inconvenience caused.

Thanks for understanding,

Slovak Red Cross- HQ Bratislava

Dear client,

We noticed that your payment for the month of April has not been distributed on the due date, we are closely working with our partners to resolve this issue at the earliest. Now, Slovak Red Cross will send your payment to your IBAN today and you will receive the payment within a few hours. We ensure you that this situation will not be repeated in future.

We apologize for the delay and inconvenience caused.

Thanks for your understanding and patience.

Slovak Red Cross- HQ Bratislava

## Messages Used at End of Rental Assistance Support

## Message to the landlord (rental assistance)

Greeting from Slovak Red Cross!

We have signed a tripartite agreement with you to provide accommodation to the Ukrainian family for 6 months. We hereby inform you that we will not be able to continue this assistance after the agreed duration.  To conclude the agreement, we kindly request you to release the security deposit to the tenant.

We appreciate you for your solidarity with the Ukrainian families by opening your Doors and supporting them in times of extreme distress.

 Best regards,

Slovak Red Cross.

### Message for Tenants/rental families

Hello,

Greeting from Slovak Red Cross!

We would like to inform you that as per our Tripartite agreement, we have provided 6-month rental assistance to you, and this will be automatically terminated upon completion of six months. Landlord has been informed about the termination of Slovak Red Cross assistance. You may ask the landlord to return the amount of one month’s security deposit.

We wish you the speedy restoration of your life and livelihood.

All the best.

Slovak Red Cross