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| **Procedure for accommodating changes to rental and hosting families in [Country Name]** Abbreviations: TPS – Temporary Protection Status (a form of migration protection status), HSP – Humanitarian service points, Espo – the customer relationship management system used on the programme. NTF – Not to File |
| **Situation**  | **Decision**  | **What needs to be done**  | **Who will do what**  |
| Displaced Family arrived during the war, got TPS and later mother and father decided to renounce the TPS to continue work.There are children in the family and an adult in the family is 17 years and cannot be registered as head of household in [Country Name] | The humanitarian imperative applies. The case should be accepted regardless of status if other vulnerability criteria are met, and vulnerability is clearly justified.Withdrawing TPS indicates the availability of resources as they are planning to run a business, but this needs further checking. The family didn’t register as they have found another solution  | Attach a note with file. | Shelter manager |
| The family has TPS, it was learned that one member was living in [Country Name] before the war. The problem was that this was not mentioned during the registration, but find out only later | The humanitarian imperative applies. The case should be accepted regardless of status if other vulnerability criteria are met. After finding out the real situation the registration form was corrected and the Note for File was attached, the HH is still eligible, but for the registration, only the TP holders were considered.  | Attach a note with file.  | Shelter manager  |
| Hosted family’s new member arrived and now the hosting family doesn’t want or does not have space to accommodate more people.  | * Assistance will be continued. The displaced family can look for other options.
* The hosting family can continue hosting other displaced families after checking with red ross
 | Termination of agreement.Signing the new agreement.No housing adaptability allowance for previous hosting family.For newly hosted families, hosting will not be able to adaptability allowance, this will be implemented in epso by HSP staff.,  | The shelter Manager will decide the case. The decision will be implemented by HSP.  |
| At the time of registration, the family has 3 children, and the number of rooms was allocated accordingly, but now Lady is expecting a baby and will be eligible for additional room.  | * Increase the allocation of rooms as per recent changes i.e increase in the number of households.
 | Implement in the espo, and attach Note for file.  | Shelter manager  |
| A tripartite agreement was signed but the displaced family denied moving.  | Information to the applicants that it takes a long process and effort to reach to this stage and this should be thought during the registration process. Discuss with the landlord to accommodate another eligible family and revise the agreement.  | Negotiation with the landlord.Revising the agreement and in case termination of the agreement and apology to the landlord of the situation which is not in the control of Red Cross.  | HSP is responsible for managing the situation |
| A short circuit happened with slight sparks, landlord fixed everything but the Displaced family left the property  | We need to look into these risks in future rental programming. It should be reflected in the agreement, especially what will happen to the deposit. It is stated in the tripartite agreement that if the displaced HH leaves before the end of the assistance the deposit remains with the landlord. In this case the departure of the HH was not justified as the accommodation is more generational house, so even the landlords family is living there and everything was done by professional electrician. But the displaced HH preferred to move to hotel on their own expenses. In this case, it is ok if the beneficiaries have left the property. If fixing is done by a certified electrician, another family could be referred.  | New accommodation for the family needs to be identified and a new agreement.The family prefers to live in the hotel on their own and pay themselves, so it seems the eligibility criteria has changed if they can afford the hotel. Revision of existing agreement if new family identified.Or termination of the agreement and request to withdraw the deposit.Termination of the agreement was signed. The deposit was left with the LL.  |  |
| The displaced family decided to leave the apartment before the end of the agreement date  | Our support should not discourage return or relocation, however, during the registration process, displaced hh should be informed that it very helps full if they can inform about return intention. We had two situations like this till now. One HH returned to Ukraine because of the heath issues, the head of the HH needs the surgery and long recovery and they prefer to do it in Ukraine. The second HH has left because found a job in Bratislava.  | Terminate the agreement/ or revise the agreement if another household is ready. In case of termination, a landlord has the right to hold the deposit. In both cases there was the termination of the cases and of the payments.  |  |
| New rental agreement had to be signed. The displaced family is already living in the rented accommodation, and the landlord didn’t want to apply for the governmental allowance so the displaced family had to pay for the rent, and finished their savings. They were eligible for our programme and we started the process for the signature of the tripartite agreement. We have discovered that the person saying to be the LL was already renting the apartment from another person. | We wanted to contact the real owner of the property, but the sub-landlords didn’t want us to get in touch with them, So the displaced family searched in new accommodation and moved to new accommodation | We have discussed with the Slovak Red Cross lawyer the case that advised us to make it visible even in the tripartite agreements that it is possible to sign only with the property owner as if the accommodation is rented, and then sub rented to our program, we cannot influence the situation of the displaced family | Contacted the shelter manager to discuss the case and review the situation with the lawyer |
| Importance to check who is the real managing director of the company , if the company is the owner of the rental accommodation. There is a more proper checking of the situation needed, not only the property owner registration but even the registration to the company register.  | Only if all information match (the process can take few weeks) the tripartite is signed | In order to protect the displaced family but as well the regional branch if something in the company papers is not clear |  |
| The displaced HH was eligible for 2 room flat, the first payment was done according to the agreement signed. As the accommodation was very big, the displaced HH preferred to use only one room.  | The LL during the monitoring visit informed that the family was using only one room. The HSP workers tried to mediated and ask for the extension of the agreement if we continue to pay for 2 room, (so the duration of the agreement will be longer of almost two months) but the owner preferred to receive just amount of money for one room that the HH is actually using | The shelter manager was informed about the situation explanation was attached |  |
| Chage of the Head of the HH after the registration | The request comes from the displaced family while looking for the accommodation. The HH was registered as 3 generation HH, but the oldest person decides not to move with the rest of the HH to the new accommodation. Even after the change in the registration the HH still results eligible. And even the apartment size remains the same.  | NTF attached to the registration |  |
| **Cohesion through decent cohabitation**  |
| Monitor the relationship and use different tools, like phone calls, random visits, and more engagement with the beneficiaries who visit HSPs,  | Based on feedback from the beneficiaries, SRC has to amend the agreement, ie internet access, explanation of winterization support, awareness of energy consumption, and accommodation only used by HH who were registered in HSP. All the suggested changes has been done to the tripartite agreement. On the agreements, there was prepared even the Termination of agreement, and amendment for the extension, for both, rental and host. As well a special type of tripartite agreement , without the accommodation adaptation allowance of 400 euro for the cases where one HH left and another moved in and new agreement was started |  |  |
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