

Frequently asked questions and answers for guests

English version

This document has been translated by Google Translate. It may therefore contain omissions or incorrect wording. We apologize for any confusion.

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1. Questions about signing up

Who is RefugeeHomeNL intended for?

RefugeeHomeNL is intended for all persons covered by the Directive on Temporary Protection of the European Union.

What is the Temporary Protection Directive?

The Temporary Protection Directive regulates the rights and obligations of people who have fled Ukraine to the European Union because of the war situation. This includes matters such as shelter, care, education and employment. The Temporary Protection Directive will in any case be in force until March 4, 2023.

Do I fall under the Temporary Protection Directive?

- Have Ukrainian nationality
- Have permanent residence status for Ukraine on or before February 23, 2022
- Have a temporary residence status for Ukraine and were registered as a resident of a Dutch municipality before 19 July, 2022
- Have a close relationship (partner, child, family members living at home) with someone who meets the above conditions

Find more information here:

- <https://ind.nl/en/ukraine/temporary-protection-directive-ukraine>
- <https://www.refugeehelp.nl/nl/get-help/legal-registration/legal-stay>

How can I sign up?

You can register with RefugeeHomeNL quickly and easily online at www.rhnl.nl.

How does the registration work?

We want you to have a place where you can feel at home. It is therefore important to get a good picture of your wishes and expectations. This will help us find a suitable guest household in the future.

How many people can I register?

We strive to offer a suitable place for your entire group. The smaller the group, the greater the chance that we will succeed in this quickly. For larger families and groups (more than 4 people), it may be advisable to register in smaller groups. You can then request to be placed close to each other.

When will I hear something after my registration?

We aim to contact you within a few working days. If you haven't heard anything after a week. Or do you have questions, concerns or doubts? Then you can contact the WhatsApp Helpline of the Red Cross: +31 6 48 15 80 53.

2. Questions about Meet & Match

How does matching work?

Your registration will be processed in the system. That system also contains the data of thousands of Dutch host households. We will then link your application to a suitable host family. We check in advance as well as possible whether your wishes and their offer match each other. We will then put you in touch for an introductory meeting.

How does the meeting go?

The introduction usually takes place with video calling via WhatsApp. There is often already contact before your appointment. The official introduction moment is supervised by an employee of RefugeeHomeNL. An interpreter is also available if necessary. In about an hour you will get to know each other and discuss each other's wishes and expectations. At the end of the conversation, both parties indicate whether it feels right. Together you decide whether you will live together.

What happens after a successful introduction?

Congratulations, you have a successful introduction! This means that you and the host family decide to live together. The employee of RefugeeHomeNL will help you make a number of good agreements. When does the cohabitation start? When does the period of cohabitation end? You both receive information, tips and advice for a pleasant and safe period of living together.

What if the introduction is disappointing?

RefugeeHomeNL strives to make living together a pleasant experience for both guest and host family. That is why we go through a careful process of matching and getting acquainted. It is important that both guest and host family see it. We ask this separately from both parties. We invite you to answer honestly. Is there no click? Then we make a new acquaintance with another host family. It takes a few days before a new appointment is made.

What if I have doubts about the introduction?

You or the host family may want to think twice before making a decision about living together. It is possible to ask for a few days to think about it before you make a decision. You then decide to live together or we plan a new acquaintance with another host family.

3. Questions about the stay

What type of home am I staying in?

The houses of the host families are very diverse. This varies from one room to an entire floor. From a garden house to a converted garage. The type of home you stay in is determined by your wishes and expectations. As a guest you always have at least one room to yourself. Keep in mind that in most cases you share the toilet, bathroom and kitchen with the host family. RefugeeHomeNL helps you make proper agreements about its use.

Where in the Netherlands will I stay?

The guest households of RefugeeHomeNL are located all over the Netherlands. In large and small cities, in villages or in the countryside. We try to take into account your preferences for a certain city or region as much as possible. The demand for a place in the major cities (Amsterdam, Rotterdam, The Hague and Utrecht) currently exceeds the supply. But smaller towns and villages in the Netherlands also have all kinds of facilities: schools, hospitals, sports, culture, catering and work. Moreover, the Netherlands has a good infrastructure and good public transport facilities. The major cities can be reached from many places in the Netherlands within a maximum of 1 hour.

What must be arranged at the start of cohabitation?

It is extremely important to register with the municipality where you are staying. You do this together with your host family at the town hall. By registering in the Personal Records Database (BRP) you will receive a BSN (Burgerservicenummer). This is necessary, for example, to receive living allowance. A citizen service number (BSN) is also required to gain access to things such as education, care and paid work in the Netherlands. Therefore, make sure you register as soon as possible with the municipality where you are staying. Your host family can help you with this.

How does our support work during cohabitation?

RefugeeHomeNL guides you and the host family during the cohabitation. A few days after the start of cohabitation, you have a joint appointment with the Salvation Army's guest household assistant. The aim of this agreement is that good agreements and rules of life are drawn up. For example, about the use of the bathroom and kitchen, shopping and other daily activities. During this interview you will also receive information about other forms of help and guidance during cohabitation. For example, you can contact the Dutch Council for Refugees and the Red Cross during your stay if you have any questions or concerns.

What are the advantages of staying with RefugeeHomeNL?

You will stay with a Dutch host family in a homely environment. This may suit you better than the more large-scale shelter. The host family will get to know you in the Netherlands. Hopefully this way you will feel more at home in this country. In addition, you will be guided by RefugeeHomeNL before, during and after the stay. You will receive all necessary and desired help and support from the partners behind RefugeeHomeNL. In this way we ensure the best possible experience during your stay in a Dutch host family.

Do I have to pay for a stay via RefugeeHomeNL?

No, in principle the stay via RefugeeHomeNL is completely free. Host families volunteer to participate. As a guest you do not pay rent. However, the host family and you can make agreements about how to deal with certain costs. The Guest Household Supporter of RefugeeHomeNL will help you with this. Think, for example, of costs for groceries or a contribution towards the costs of water and energy. Do you have doubts or concerns about financial agreements? Please contact the Dutch Council for Refugees or consult the WhatsApp helpline of the Red Cross.

What is expected of me as a guest?

As a guest via RefugeeHomeNL, we expect you to behave as a good guest. Exactly what that is, of course, varies from situation to situation. It is important that the hospitality of your host family is not shamed. Conversely, it also applies that under no circumstances may you take advantage of or abuse your presence. Making good agreements is important to ensure that the stay is pleasant and safe for both guest and host family. RefugeeHomeNL helps you make these agreements.

Be aware that there are differences in culture and language. A joke can be taken as an insult, when it is not intended that way. The offer to help can be interpreted as unwanted interference. Our advice is to start a conversation with each other if something happens that you don't feel comfortable with. Contact the Dutch Council for Refugees or consult the WhatsApp helpline of the Red Cross if you would like advice on this beforehand.

4. Questions about departure

How long does a period of cohabitation through RefugeeHomeNL last?

In principle, a period of cohabitation lasts 3 months. The period can always be ended earlier, for example if you don't like living together, you decide to return or prefer to use municipal shelter.

How does RefugeeHomeNL support me when I depart?

A period of cohabitation lasts 3 months. An employee of RefugeeHomeNL will therefore make an appointment with you in the 3rd month of cohabitation. We will then discuss the various options, advise you and are happy to help you with your choice.

What are my options after cohabitation via RefugeeHomeNL?

After the cohabitation you have five options:

1. The host family and you decide in good consultation to extend the cohabitation period for a period of 3 months;
2. Via RefugeeHomeNL we will look for a new host family for a subsequent period of 3 months;
3. You will find a place outside RefugeeHomeNL in private shelter in the Netherlands (for example with friends or family);
4. You choose to stay at a Municipal Shelter
5. You choose to return to Ukraine or your country of origin

What should I do if I re-register with RefugeeHomeNL?

You will then go through the steps of registration and introduction. Until there is a match with a new host household, you will stay with the current host family. Are you moving to another municipality? Then it is important to register with the Municipal Personal Records Database (BRP) of this municipality. Will you continue to live in the same municipality? Then pass on your new address to the municipality.

What should I do if I arrange housing outside RefugeeHomeNL?

Are you moving to another municipality? Then it is important to register with the Municipal Personal Records Database (BRP) of this municipality. Will you continue to live in the same municipality? Then pass on your new address to the municipality.

What happens if I choose a place in the Municipal Shelter?

If you want to get a place in the Municipal Shelter after your stay via RefugeeHomeNL, you can. You must report this to the municipality where you are currently staying. Is there a municipal shelter and is there room in this municipality? Then you will be accommodated there. If there is no shelter or no place, the Security Region will check whether there is a place in the region. If there is no place there, it will be considered whether you want to get a reception place outside the region. Good to know: as long as you fall under the Temporary Protection, you retain the right for shelter.

What should I do if I decide to return to Ukraine?

It is important that you report this to the [Repatriation & Departure Service \(DTV\)](#). You must also unregister from the municipality.

What should I do if I decide to return to my country of origin (other than Ukraine)?

In that case, you must also deregister with the municipality. The Repatriation & Departure Service offers financial support for remigration upon return to your country of origin. The support will end on 1 February 2023. More information can be found here:

<https://www.rijksoverheid.nl/actueel/nieuws/2022/11/04/tijdelijk-financiele-ondersteuning-voor-remigratie-vluchtelingen-uit-oekraïne-met-niet-oekraïense-nationaliteit>