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# **EFFECTIVENESS OF ADVISORY WORK IN TACKLING HOMELESSNESS AMONG MIGRANTS IN HELSINKI REGION**

**A case study of Katto-project**

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## ABSTRACT

Panta, Binod. Effectiveness of advisory work in tackling homelessness among migrants in Helsinki region: A case study of Katto-project. Helsinki, Autumn 2019. 54 pages plus appendix. Language: English. Diaconia University of Applied Sciences. Degree program in Social Services. Degree: Bachelor of Social Services.

The homelessness situation in Finland has been reducing since the 1990s, credit to the successful implementation of different national-level programs such as the Finnish national program to reduce long-term homelessness (PAAVO) I and II and action plan for preventing homelessness (AUNE). In those programs, advisory work on homelessness was one of the important measures applied for preventing homelessness. With the increasing trend of migration due to various reasons, there has been a growing number of migrants in Finland. The language barrier, difficulties in system navigation, lack of knowledge of support system, discriminatory practice in housing, lack of individual network etc. are some accelerating factors of migrant homelessness. Katto-project (now Katto program) and many other organizations are conducting different activities to prevent migrant homelessness. Advisory training on housing, also known as info-visits, is one of the important activities conducted by Katto-project that aimed at preventing homelessness of the migrant population. This research focused on exploring the effectiveness of such advisory work in tackling homelessness among the migrants in the Helsinki metropolitan area.

This research-oriented thesis about the effectiveness of advisory work in tackling homelessness was carried out in close cooperation with Katto-project of Moniheli ry. The quantitative method was applied in the research work with the questionnaire as the data collection tool and descriptive analysis as the data analysis method. This thesis work comprises an important theoretical background about the research topic, the research process, data collection and its analysis, conclusion, and recommendation for the work-life organization.

The data collected shows that there is an increasing need for such advisory work. This thesis work suggested that the advisory work is an important measure in raising awareness and equipping the migrant population with the information related to housing and homelessness situation. Backed by the previous research on homelessness prevention modules, this thesis explored that there is a positive correlation between advisory work and prevention of migrant homelessness. Moreover, due to the limitation in this research, further intensive research is necessary to find a general conclusion on the effectiveness of advisory work in preventing homelessness.

**Keywords:** Homelessness, Migrant homelessness, Homelessness prevention, Advisory work, Causes of homelessness.

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## 1 INTRODUCTION

Homelessness has been decreasing consistently in Finland since the 1980s. During the 1980s there were about 20,000 homeless people whereas the latest data of 2018, on homelessness, states that there are about 5482 homeless people in Finland. (The Housing Finance and Development Center of Finland 2019.) The effective implementation of Finnish National Programs to Reduce Long-term Homelessness (PAAVO I and II) from 2008 to 2015 and then Action Plan for the prevention of homelessness (AUNE) from 2016 to 2019, saw a great achievement in reducing the homelessness in Finland.

One of the preventive measures adopted by the PAAVO program and the AUNE program to tackle the issue of homelessness was advisory work. Basic housing skills, life skills, advocacy, system navigation, peer support, legal advice and representation were the different forms of advisory services adopted to prevent homelessness in Finland. Also, the program initiated the development of a network that was aimed at strengthening the role of Non-Governmental Organizations (NGOs) in developing services for homeless people, clarifying and mainstreaming the Finnish Housing First principle in homeless services. At the end of the 1990s, city housing advice services were opened in Helsinki that acted as a milestone in homelessness prevention and afterward their advice related activities were analysed, and many other Finnish cities developed their own services after them later on. (Y-Foundation 2018.)

The expansion of housing advisory services is one of the important action plans in preventing homelessness in Finland by the year 2026. The Ministry of the Environment and The Housing Finance and Development Centre (ARA) are promoting the extension of housing advice into all large cities and their municipalities. Also, they are developing a housing advice and information model aimed at immigrants in cooperation with immigrants. Altogether 0.9 million euros were allocated every year (2016 - 2019) for the advisory and guidance work in the housing sector. (Y-Foundation 2018.)

In the year 2016, the Finnish Government approved the AUNE program. The action plan approved 19 projects from national and third sector organizations to prevent

homelessness. One of the projects was Katto-project of Moniheli ry. In the Katto-project of Moniheli ry, national activities in the field of housing advice and the provision of information customised to the needs of immigrants were initiated together with migrants (Ministry of the Environment 2016). As per the information brochure published by Katto-project, the objective of Katto-project is to prevent the homelessness of migrants by implementing different preventive practices such as sharing information to the migrants and the people working in the housing and homelessness sector. They further stated through the brochure that, they aimed at providing advisory and advocative services related to housing issues to the migrants. The thesis aims at exploring the effectiveness of advisory services on the issues of housing to reduce homelessness among the migrants. The research questions of the thesis are;

- 1) How was the advisory work of Katto-project received by the migrants in the Helsinki metropolitan area?
- 2) How effective is the advisory work in tackling homelessness among migrants?

In Chapter 2, general background information on the present condition of homelessness and the statistical homelessness report from the year 2015 to the year 2018 is presented. Chapter 3 will include the evolution of different policies and programs in preventing homelessness in Finland. Chapter 4 will have the literature review related to homelessness, homelessness prevention, migrants in Helsinki and the legal issues related to homelessness. Chapter 5 will cover the information on the research environment, target group, data collection procedure and limitation of collected data. Chapter 6 is about the analysis of the data, which is followed by chapter 7 that included main findings, conclusion and recommendation. In chapter 8 the research ethics is discussed which is followed by references and appendixes.

The quantitative research method is used in this thesis with the questionnaire as a data collection tool and descriptive analysis as a data analysis tool. The primary data collected from the primary source is analysed in connection to information collected from the secondary source of books, journals, articles and online sources. I neither designed the questionnaire nor collected the data for this research, instead, I used the data collected by the Katto-project.

## 2 HOMELESSNESS STATISTICS

According to the homelessness report published annually by The Housing Finance and Development center of Finland (ARA), at the end of 2015, there were 6,785 homeless people who lived alone, 424 homeless families and 7,898 homeless individuals. The following year in 2016, there were around 6,650 homeless people living alone and 325 homeless families. At the end of the year 2017, there were 6,615 homeless people living alone, 214 homeless families and 7112 homeless individuals. There were 4,882 homeless people who lived alone, 159 homeless families and 5482 homeless people. (The Housing Finance and Development Center of Finland 2016-2019.) The report suggests that the migrants have been being overrepresented in the homelessness statistics.

TABLE 1: Comparison of migrant homelessness from 2015 to 2018

Year	Number of homeless migrants living alone	No. of homeless migrant families
2015	1878	225
2016	1803	210
2017	1742	138
2018	1159	62

(The Housing Finance and Development Center of Finland 2016-2019)

The table above suggests that the reduction in the number of homeless migrants improved in the year 2018, compared to other years. The statistical figure of migrant homelessness in the year 2018 cannot be compared with previous years because the City of Helsinki adjusted and implemented much-improved data collection process. The sources of the adjusted statistical methods include the recipients of the social assistance from KELA, social welfare customers and the City's rental apartment applicants. The personal identity code-based data was cross-referenced for accuracy and the homelessness status of applicants of City's rental apartment who declared themselves as homeless was verified from the Population Information System.

In the year 2018, about 24% of homeless individuals were migrants and 39% of homeless families were migrant families, whereas only 7% of the Finnish population are migrants. The data might contain persons who temporarily stay at their relatives' or

friends' place but it does not feature hidden homelessness in general, that is the person who has not been in touch with services for the homeless or has not indicated they are homeless in housing application to the municipality. (The Housing Finance and Development Center of Finland 2016-2019.)

### 3 WORKLIFE PARTNER AND KATTO-PROJECT

In this chapter, I will explain about my work-life partner Katto-project of Moniheli ry and particularly I have focused on the different types of activities conducted by the project and the reason behind selecting the homelessness as a topic of my thesis.

As stated above, Finland has set a global example in reducing homelessness. Different government policies contributed to the decline of homelessness situation; from about 20,000 homeless people in the 1980s to 5482 homeless people in 2018. One of the measures applied for homelessness prevention was advisory work. I started developing an interest in homelessness issues after I was involved with Katto-project under Moniheli ry for my 3 months' internship in the autumn semester of 2018. One of the activities of Katto-project was participatory training sessions (info-visits) to the migrants on the issues of housing. I took part in about 8 info-visits conducted by Katto-project during my internship. During those info-visits, I observed that the participants actively took part in the discussion and were satisfied with the information they received from the team. I was curious if such advisory session helped prevent to homelessness. So, I wanted to learn about the effectiveness of such activities in preventing homelessness thus I chose to write about this issue as my thesis.

#### 3.1 Moniheli ry

Moniheli ry was initiated in 2008 as a project managed under Familia Club (now Familia Association). The project aimed to establish a wide network of migrants and multicultural associations in the Helsinki Metropolitan area. Moniheli ry was founded on 17 April 2010, in which 30 migrant and multicultural associations were involved in the design and implementation of this newly established multicultural network. Currently, it is the only national-level umbrella organization for multicultural associations, that has over a hundred member associations. Moniheli ry supports the inclusion of people with immigrant backgrounds in society and aims to promote multiculturalism and equality in Finland. (Moniheli 2019.)

Moniheli ry is a service and interest network that promotes cooperative leadership and cultural activities in the Helsinki metropolitan area and nationwide. Moniheli is dedicated to promote the understanding and encouragement of physical and mental well-

being as well as the economic and social improvement of all members of its member organizations. It further facilitates the full political participation of them in Finnish society. The pragmatic approaches and techniques of Moniheli for promoting diversity and interculturality are essential to a more integrated Finnish community and therefore promotes and develop collaboration between multicultural associations, individuals, media, educational institutions and authorities. (Moniheli 2019.)

Moniheli stands for diversity in society and promotes equality of opportunity and influence positively for employment, housing, education and participation on all levels in Finland. Moniheli anticipates dignity and respect from all its members' organizations, staffs and counterparts. Moniheli encourages accountability in all its operations and promotes community building in its work operation. (Moniheli 2019.) The vision of imparting the influence aforementioned is evidential in many projects initiated by Moniheli – and being myself interested in its work, I have chosen Katto-project for the case study of this research.

### 3.2 Katto-project

Katto-project, (now Katto program) was a project initiated under Moniheli ry. Katto-project was envisioned to address the issues related to migrant homelessness. During the project span of 3 years (April 2016- April 2019), Katto-project received funding from Finland's Slot Machine Association (RAY), now Funding Center for Social Welfare and Health Organisations (STEA). In the following years after Katto-project initiated its activities, similar other projects started operating in the preventive work of migrant homelessness that particularly focused on a certain group such as quota refugees, however, Katto-project was the lone project with such broad target group as migrants. In general, the objective of the Katto-project is to prevent migrant homelessness.

Funding decision to continue Katto-project as permanent workstream was made in December 2018 and from May 2019 Katto-project started receiving the fund permanently from STEA. Thereafter, Katto-project became Katto program. The feedback received, information gathered, and experience gained from different activities conducted by the Katto-project helped the project in defining key areas for the Katto program. Training,

client work, advocacy and stakeholder cooperation are the four key areas of Katto program. Info-visits, training for professionals and the collaboration with the Helsinki fire brigade were facets related to training. Individual or peer group consultation and smaller pop-up housing guidance were activities related to client work. The advocacy works are activities aimed at bringing the issues of migrant homelessness at mainstream housing discourse. Stakeholder cooperation refers to networking and collaboration with other actors in the field of housing for a joint cooperative program such as 'renting ready' training. (Turk & Ghazi 2019.) The core activities conducted by Katto-project in preventing homelessness are as under;

### 3.2.1 Info-visits

Katto-project was initiated to prevent migrant homelessness. Info-visits refer to the discussion and participation-oriented advisory training activities intended to prevent migrant homelessness. In order to confront the then ongoing miscommunication and misinformation on housing issues, Katto-project staff developed an informational training package on housing intended to conduct among migrants in Finnish language groups, integration class and peer support groups. This training package was later recognised as info-visits and was tailored according to the need of the participants. In general, info-visits covered the issues of housing such as home search option, home application procedure, home insurance, rights and obligations being a tenant and landlord, household waste and recycling, defect notices etc. On average an info-visits last for 2 to 3 hours depending upon the engagement of the participants, language level of participants, need of translators and so on. In the year 2017, approximately 1000 migrants participated in the advisory training on housing. (Turk & Ghazi 2019.) Because of the engagement of Katto-project staffs in different other activities such as 'renting ready' training, fire safety trainings and other training activities for the professionals, they could conduct info-visits among 433 migrants in 2018. However, with all those training activities, Katto-project reached to 777 people in 2018.

The varying range of Finnish language skills of participants created some challenges in information dissemination. The Katto-project staff developed and updated the package in such a way that participants with very little Finnish skill could participate in training. Different coloured cards (green, red, yellow) was used to facilitate the train-

ing and to counteract the language barrier. The training package was continuously developed and updated with additional features based upon the constructive feedback of the participants. The information shared through info-visits raises awareness on different services available in homelessness and housing sector and inform them where to turn up in case of homelessness situation. The activities of info-visits make the participants able to deal with the different risk factors of migrant homelessness and keep them away from falling prey to shady actors of the housing field. (Turk & Ghazi 2019.)

### 3.2.2 Asumisen Ajokortti (Renting ready training)

In April 2018, a housing workshop named SPARK was organized for the professionals working in the field of housing and homelessness. During focused group discussion, one of the groups came up with the idea of launching a program in which asylum seekers/ refugees who have been already granted the residence permit but not been integrated into the Finnish Society should be provided with all the necessary information about Finnish social welfare system and issues related to housing. A special package was developed by Katto-project in collaboration with many other organizations among whom were, Luona Oy, Nihtisiltä reception center, Espoo City, Finnish Social Service Organization (KELA) and the Finnish Blue-Ribbon Foundation that targeted the service users residing at the reception center. The package contained the information on the issues of housing such as the situation of housing and homelessness in Finland, the services provided by KELA, rental contract, rights and duties of a tenant and landlord, living and managing finance, housing and fire safety training, home care and so on. The training aimed at giving a certificate to the participants after the completion of the program. The aim was to make the participants equipped with the information on the Finnish social service system. The certificate would prove the potential landlord that the person possesses the basic skills related to renting an apartment in Finland. In the pilot workshop, there were 14 participants all seeking asylum in Finland. All the participants were men and adults. The workshop was conducted in 8 different sessions on 8 different days. Out of those 8 sessions, 4 sessions were conducted by the Katto-project staff whereas other sessions were conducted by other aforementioned organizations. The participants' knowledge of those issues was inquired through the questionnaire before the first session and after the last session. 14 participants participated in the initial questionnaire whereas only 6 of them participated in the latter session. All 14 participants could not participate in the latter session as some

of them had other appointments and some of the participants found the apartment and had left the reception centre. Katto-project and all other collaborating organizations received very positive feedback from the participants of renting ready training.

### 3.2.3 Preparing housing-related materials

Based on the objectives of the project, the project prepared and distributed information sheets named “Seeking accommodation – what you should know” to the migrants in pop up workshops, info-visits and the reception centre. The info sheet was published in some languages such as English, Russian, French, Somali, Kurdish (Sorani), Arabic, Dari and were distributed in reception centres, info-visits and other pop up events. (Turk & Ghazi 2019.) These information sheets can also be requested from the website of Moniheli ry. In order to aware people about the prevalence of shady real estate actors, they conducted several public discussions and produced and distributed the information sheets in different languages (English, Somali, Dari, Arabic, Kurdish, Turkish) titled “Beware of shady real estate agents”.

### 3.2.4 Training for professionals

Sustainable solutions from homelessness must allow cultural differences to be properly addressed. This may be a matter of concern occurring as someone can be homeless belonging to a particular ethnic or religious group. Certain groups may receive prejudicial responses from homelessness service and may be discouraged from using mainstream welfare and housing services. There is evidence that some migrant and ethnic groups face transitional deprivation and rejection from accommodation that is connected to racist attitudes that deny them access to affordable housing (Edgar et al. cited by Busch-Geertsema et al. 2010). Being mindful of the aforementioned statement by Edgar et al, in order to foster common understanding and increase the intercultural competence and skills on housing issues, Katto-project organised training on different cultures in housing for the housing professionals. The project also worked with the dominant society, especially with housing counsellors and persons working in the field of housing. (Turk & Ghazi 2019.)

### 3.2.5 Other Activities

To address the growing demand of culturally sensitive housing advice and guidance, Katto-project initiated peer support groups, individual client work and pop-up advice service on housing. Moreover, they provide fire safety training to the migrants in coordination with Helsinki fire brigade and are involved in the event organized annually on the 17<sup>th</sup> of October called as ‘the Night of the Homeless’. (Turk & Ghazi 2019.)

All of these activities conducted by Katto-project aimed at preventing migrant homelessness. Out of those activities, this thesis focused on the info-visits as it was more feasible to assess the impact of advisory work among the participants of info-visits. Thus, the impact of such advisory work among a large number of people was interesting to explore.

#### 4 HOMELESSNESS PREVENTION: FINNISH HISTORY

In this chapter, I will clarify the different homelessness prevention methods applied in Finland. This chapter is about the evolution of the homelessness prevention model in Finland.

Finland is the only country in the European Union where the number of homeless people is in decline. Since the 1980s, the state, municipalities NGOs and volunteers have been working jointly to reduce homelessness. (Y- Foundation 2018.) Finland has gone through a different layer of stages to reach the current exemplary state. The table below suggests that Finland has taken a global leapfrog from the earlier concept of emergency shelter to the current form of preventive practice of homelessness.

TABLE 2. Timeline of Homelessness features in Finland

Year	Homelessness feature
1930s	Overnight shelters are opened in several different localities by the Salvation Army (Viipuri 1925, Kotka 1927, Vaasa 1937, Tampere 1937)
1937	The Salvation Army's overnight shelter operations in Helsinki move into newly built premises on Alppikatu with the increased capacity from 227 to 400.
1940s	Housing shortage around Helsinki due to relocation of about 430,000 people of war ridden areas across the country
1949	Arava, the public sector delegation for affordable housing production is established.
1954	The last overnight shelter founded in a bomb shelter after the war is closed.
1967	In the autumn, 40-50 homeless alcoholics freeze to death
1967-1979	Lepakkoluola (also known as Liekkihotelli), an overnight shelter for around a 1000 people is set up in Helsinki as an emergency solution to homelessness problem

1970s	Housing and marginalisation begin to be linked to each other in public discussion. The residents of overnight shelters are discussed in a housing policy report for the first time.
1983	Decision making over housing issues is transferred from the Ministry of the Interior to the Ministry of the Environment
1985	The Y Foundation is founded
1986	No Fixed Abode (VVA) is founded.
1987	The UN's International Year of Homeless. Statistics on homelessness begin to be systematically compiled in Finland. Government mentioned about ending homelessness in their program.
1992-1993	Helsinki Deaconess Institute adopted the Housing first Principle for the first time.
1999	Housing Advice Service are opened in Helsinki
2007	Name On the Door report is published. The Housing First Principle begins to be implemented.
2008-2011	The Finnish National Program to reduce long-term homelessness (PAAVO I)
2009-2011	Old shelters are refurbished into housing service units.
2012	The Salvation Army's shelter on Alppikatu in Helsinki begins operating according to the Housing First Principle.
2012-2015	The reduction program of long term homelessness (PAAVO II)
2016-2019	The Action program for preventing homelessness (AUNE)

(Y- Foundation 2018)

#### 4.1 Housing First

The Housing First Concept was developed in New York by the organization Pathways to Housing that targeted homeless individuals with severe mental illness and a record of substance abuse (Tsemberis 2010). The housing first philosophy is based on the principles that housing is a fundamental human right and it paves the way for the integration of the resident in the community and society. Housing first concept prioritizes the independent life, respect to an individuals' choice (even if someone wants to continue the substance use), rehabilitate and empower the service users. In the Housing First model, secured housing is the fundamental step toward a better future as the so-

cial, economic, cultural and economic wellbeing is possible only after housing is secured. Housing opens the further life possibilities, as once the housing is secured the other possibilities begin. (Y- Foundation 2018.)

#### 4.2 Elimination of Homelessness

Finnish Government initiated the national level objective for the elimination of homelessness for the first time in 1987-1991. For the purpose of elimination of homelessness, municipalities developed and increased the supported housing service. Municipalities played a vital role in providing services to the homeless. (Tainio & Fredriksson 2009.) Supported housing service was developed by the municipalities and additionally, they cooperated with other organizations to form Y- Foundation. Y- foundation sublet the decentralized flats they received from the municipalities for the people in need of homes. (Y- Foundation 2018)

#### 4.3 PAAVO I

With the goal of halving the long-term homelessness by 2011, PAAVO I, the first stage of the integrated Finnish national homelessness strategy was launched in 2008. The PAAVO I strategy was focused to replace the emergency shelters and communal services with supported housing units that provide permanent tenancies. For this purpose, this strategy aimed to supply 1250 new dwellings and supported housing units in 10 cities. The important feature of PAAVO I was the adoption of the Housing First Model and the collaborative work of all levels of government and other agencies working in the homelessness sector. (Pleace 2017.)

Even though the original goal of PAAVO I was not achieved as the long-term homelessness was not halved but fell by 28% between 2008-2011. Nonetheless, the housing first strategy proved effective as they could deliver 1519 more supported housing units, which was more than the original target. (Pleace et al. 2015.)

#### 4.4 PAAVO II

After PAAVO I ended with unmet goals but effective results, PAAVO II followed with extended original goals. The program targeted to eliminate the long-term homelessness by 2015, by using the social rented stock efficiently.

As it was also focused on the prevention of homelessness, the need for expansion of housing advice services and other preventive services was felt and expanded. Due to such preventive advisory services, they prevented 280 evictions in Helsinki in the year 2012-2013. (Pleace et al. 2015.) PAAVO II continued the effort of PAAVO I in long term homelessness reduction but was more focused on preventing homelessness and hidden homelessness. An international evaluation of the Finnish National Homelessness Strategy conducted by the researchers from Finland, Sweden, the UK and the USA concluded that the strategy was a success at the end of 2015 (Pleace 2017). For the homelessness prevention, during the PAAVO program, 350 new professional support workers were used for housing advice services that prevented around 200 evictions every year during the program. (Y- Foundation 2018.)

#### 4.5 AUNE Program (2016-2019)

After the completion of PAAVO I and II in the year 2015, a new action-oriented plan called AUNE was introduced to strengthen the prevention of homelessness and prevent the recurrence of homelessness. It was a multidisciplinary plan that involved several stakeholders to prevent and reduce homelessness. It implemented the strategy to further increase affordable housing supply and to construct 2500 new housing units both ordinary and supported housing units. (Ministry of the Environment 2016.) This program focused on gender issues and took into account; youth homelessness and migrant homelessness.

One of the important measures for homelessness prevention as stated in the Action plan was the emphasis on strengthening and extending 'housing guidance' including making housing guidance as low threshold services, which are designed to be accessible vulnerable young people, migrants and quota refugees who are granted residence permit. (Ministry of the Environment 2016.)

Moreover, one of the projects, among 19 other projects that received the approval for implementation in Action Plan was Katto-project under Moniheli ry. Action Plan mentioned the role to be played by Moniheli ry, among others, through Katto-project for the prevention of homelessness (Ministry of the Environment 2016). The action plan mentioned that in the Katto-project of Moniheli ry, the national activities in housing guidance and the production of migrant oriented housing information to be undertaken along with migrants. Burt et al. (2007), in a guest editorial report in preventing homelessness, stated that strategies in preventing homelessness can be effective by involving consumers in designing, implementing and evaluating the homelessness prevention efforts. They added that prior to designing or implementing the strategy, it is important to identify and target the people at the greatest risk of homelessness. Based on the statement by Burt et. al, it seems that the homelessness prevention practice of Katto- project is on the right path as the preventive measure of homelessness was initiated together with migrants. Dawn et al. (2007) state that to end homelessness, instead of managing and treating the consequences of homelessness, proper strategies should be developed to prevent its occurrence in the first place. This will require a conceptual change in the way we think, plan, practice, policy and allocate resources. The objective of the Katto project best serves the motive stated by Dawn et al.

## 5 THEORETICAL CONCEPTS

The chapter aims to give theoretical information on the different spheres associated with homelessness and general practice for the prevention of homelessness. I have focused on different preventive measures of homelessness and its connection with the advisory work (guidance and information). The necessary literature that deals with homelessness prevention is presented in this chapter. This chapter consists of the keywords related to this research study.

### 5.1 Homelessness

In Finland, ARA collects the statistical data on the number of people experiencing homelessness. According to them, homelessness concerns people who are living rough, people staying in night shelters and accommodation establishments, released prisoners without housing arranged for them and people living in insecure temporary accommodation. (Y- Foundation 2018.) The definition of ARA has similarity with the European Typology of Homelessness and Housing Exclusion (ETHOS) light definition but not the comprehensive ETHOS definition. ETHOS definition of homelessness is conceptual and operational definition of homelessness that extends beyond the ETHOS light definition and includes unsafe and inadequate living conditions in one of the operational categories of homelessness. ETHOS light defined homelessness for the statistical purpose. They stated that the tool they developed was a pragmatic tool for the development of homelessness data collection but not conceptual and operational definition.

TABLE 3: ETHOS Light categories of Homelessness

S. N	Operational Category	Living Situation	Definition
1.	People living rough	Public spaces/ external spaces	Living in the streets or public spaces without a shelter that can be defined as living quarter.
2.	People in emergency accommodation	Overnight shelters	People with no place of usual residence who

			move frequently between various types of accommodation
3.	People living in accommodation for the homeless	<ul style="list-style-type: none"> <li>-Homeless hostels</li> <li>- Temporary accommodation</li> <li>- Transitional supported accommodation</li> <li>- Women's shelter of refuge accommodation</li> </ul>	Where the period of stay is time limited and no long-term housing is provided
4.	People living in Institutions	<ul style="list-style-type: none"> <li>Health Care institutions</li> <li>Penal institutions</li> </ul>	<p>Stay longer than needed due to lack of housing</p> <p>No housing available prior to release</p>
5.	People living in non-conventional dwellings due to lack of housing	<ul style="list-style-type: none"> <li>Mobile homes</li> <li>Non-conventional buildings</li> <li>Temporary structures</li> </ul>	Where the accommodation is used due to lack of housing and is not the person's usual place of residence
6.	Homeless people living temporarily in conventional housing with family and friends	Conventional housing, but not the person's usual place of residence	Where the accommodation is used due to lack of housing and is not the person's usual place of residence.

(FEANTSA 2019)

## 5.2 Homelessness Prevention

Prevention of homelessness refers to strategies, activities and initiatives that minimize a person's risk of becoming homeless. It also means providing the necessary resources and support to those who have been homeless in order to stabilize their homes, promote cohesion and social inclusion and eventually reduce the risk of recurrence of homelessness. (Gaetz & DeJ 2017.) Any strategy to end homelessness will be credible and valid only by including migrant homelessness. The approach to end homelessness will

be effective or justifiable only if the assistance is provided on the basis of their need but not on the basis of their citizenship. (Downie 2018.)

According to Caton et al. (2005) cited by Gaetz & Dej (2017), most homelessness prevention research focused on discovering the combination of risk and protective factors that increase a person's probability of becoming homeless. Although many factors related to homelessness have been identified there is still difficulty in predicting homelessness. To make any homelessness prevention strategy successful, the service needs to be delivered to the people in need of such service. A preventive strategy is inefficient and wasteful if it could not target the real population who without service would become homeless. Briefly, weak targeting leads to an inefficient strategy, and inefficient strategies are largely ineffective. (Burt et al. 2007.) The proper targeting of the group with the probability of being homeless makes the prevention method more effective.

The causes of homelessness are broad and include individual factors, relational factors, structural factors and institutional factors. This suggests that homelessness prevention requires broader structural and institutional level reform directed at addressing the causes of homelessness, but not only reform targeted at individuals. Thus, homelessness prevention can be possible by keeping the human rights perspective in center, through mutual effort and positive contribution of communities, government and different departments associated with the government. (Gaetz & Dej 2017.)

The strategies, investments and intervention applied to reduce homelessness is not the sole responsibility of the homelessness sector but also the responsibility of different departments of government as well (Gaetz & Dej 2017). As described in chapter 2, different strategies introduced and applied by Finland in the span of the last 30 years have seen the collaborative effort from individual factors to structural factors in preventing homelessness. Finnish practice in homelessness prevention suggests that the reduction in homelessness is possible through the active effort of a multitude of factors.

According to Canadian Observatory in Homelessness Hub, there are three phases of homelessness prevention; Primary, secondary and tertiary. The Primary intervention addresses the structural and system-related factors that contribute to housing insecurity

and the risk of homelessness. In general, primary interventions include the interventions aimed at a whole community and intervention targeted at communities that are at the prominent risk of homelessness. The activities related to primary intervention are planned to reduce the risk of homelessness and develop protective factors against homelessness. This includes the strategic intervention designed to tackle the issues that might contribute in the rise of homelessness and the informational and educational awareness program against homelessness. (Gaetz & Dej 2017.) The purpose is to intervene and safeguard people from being homeless in the first place. Considering the view presented by Gaetz and Dej (2017), the advisory and guidance related activities as of Katto-project, seem as a primary intervention for homelessness prevention. It is thus clear that the nature of the Katto-project, their target population, the informational campaign they organize, and all of their project activities are connected to the primary intervention model.

In homelessness prevention, structural prevention aims to tackle structural and systematic factors of homelessness through legislation, policy and the national level investment. System prevention focus upon the issues within the different system causing homelessness. People face obstacles and difficulties in accessing benefits, services and support they need such as income support, health care, mental health and addictions support, social services, child and family support, elderly care etc. Due to the linguistic or cultural barrier, lack of availability of services or support system within a community and challenges in navigating systems, the vulnerable group is unaware of the benefit and support system. Thus, they experience the system barrier. (Gaetz & Dej 2017.)

Internationally, especially in the European Union level, strategies and planning to end homelessness has received more attention. For instance, in the United Kingdom and France, programs to end homelessness are guided by their legal framework and in Sweden, strategies are based on initial national policy in reducing evictions and focusing on people at risk of homelessness. (Pleace et al. 2015, cited in Olukoju 2017.) In the UK, most of the strategies against homelessness were the prevention-based approach. Prevention in the UK referred to providing guidance and advisory support on how to address the housing situation and support service to avoid homelessness. (Olukoju 2017). There is limited evidence on the effectiveness of preventive services, but the information gathered by the central government of England has seen a decline in

the number of households experiencing homelessness; indicating that prevention policy was a success. (Pawson et al. 2007 cited by Busch-Geertsema et al. 2010) A lesson can be learnt from the English preventive practice in homelessness that the prevention method based on advisory and guidance work can help prevent homelessness.

A comprehensive typology of homeless prevention was developed by Gaetz and Dej that comprises five forms of prevention; structural prevention, system prevention, early intervention, eviction prevention and housing stability.

TABLE 4. Typology of homeless prevention

Prevention type	Examples
Structural prevention; Legislation, policy and investment that builds assets, and increase social inclusion and equality	Increasing affordable housing, adopting anti discriminatory practice, training and income support
System prevention; Addressing institutional and system failures that contribute to the risk of homelessness	Addressing disability, linguistic barrier, support in system navigation
Early intervention; Policies and practices to support individuals and families at imminent risk of homelessness or who have recently become homeless	Mediation for people in need with different support activities, shelter diversion and case management
Eviction prevention; Program and strategies designed to keep people at risk of eviction in their home and avoid homelessness	Landlord/tenant rights and obligations, rent supplements, emergency funds, legal advice and representation.
Housing stability; Initiatives and support for people who have experienced homelessness that allows them to exit homeless quickly and never experience it again	Housing first, help in obtaining and retaining housing, support for health and well-being and enhancing social inclusion

(Gaetz & Dej 2017)

According to Gaetz and Dej (2017), ‘preventive interventions should include public awareness and outreach campaigns, community hubs, public benefits enhancements, and systems navigators to assist people in getting their needs met in a timely, effective,

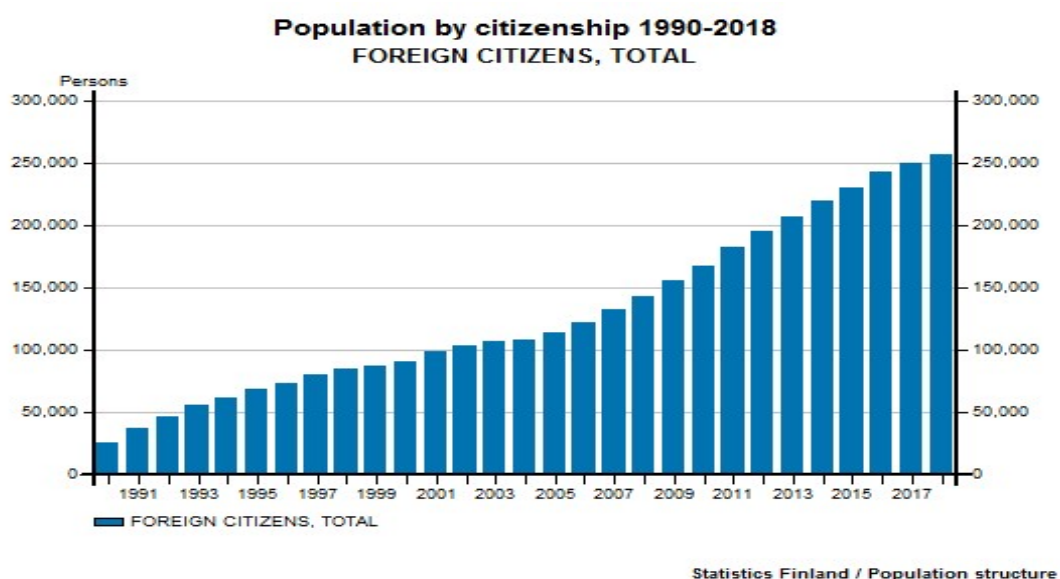
and culturally appropriate way.” Anderson (2010), emphasized that preventive practice needs to comply with comprehensive assessment of the needs and preferences of the service user.

System prevention, early intervention and eviction prevention are the preventive practices that has a close association with the homelessness prevention activities embraced by Katto-project. Addressing the linguistic barriers in system navigation, mediation for people in need of support, client-based guidance, legal advice and representation on homelessness are some activities conducted by Katto-project.

### 5.3 Migrants in Helsinki

According to standard definition of International Organization of Migration (IOM) (2019), “migrant refer to an umbrella term reflecting the common lay understanding of a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently for variety of reasons. The term includes a number of well- defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students.”

FIGURE 1: The increasing trend of foreign population from 1991 to 2018



(Official Statistics of Finland 2018)

The Statistics Finland operationalize the data about migrants based upon the combination of factors, such as place of birth and registered mother tongue. According to Statistics Finland, there were 402,619 persons from migrant background living in Finland at the end of 2018, which was 7.3 % of the entire population. There were 335,414 persons of first-generation migrants and 67,205 persons of second-generation migrants (Official Statistics of Finland 2019). Also, in the same year, 5,046 people were seeking asylum, 2528 people were granted asylum, 2080 people were given the positive decisions on family reunification and 750 people were under the refugee quota. This data and the above table suggest the current scenario of the migrant population which has followed the trend of gradual increment. (Official Statistics Finland 2018.) At the start of the year 2018, 99,908 Helsinki city dwellers were people from migrant background. This population has grown by 5,020 people compared to the year 2017. At the end of 2018, almost half of the foreign-origin inhabitants in the whole of Finland lived in the capital region. (City of Helsinki 2019). As per the Homelessness report for the year 2018, published by ARA, the majority of homeless people (38.6%) were located in Helsinki.

According to Busch-Geertsema et al. (2010), usually, the homelessness services are focused on the areas of higher intensity of homelessness as in the UK, they lack specialist homelessness services in rural areas (cited from Cloke & Milbourne 2006) and in France, homelessness service is heavily concentrated in its capital city (cited from Marpsat 2007). Likewise, the homelessness services in Finland need to have much of their focus upon the Helsinki metropolitan region as the 38.6% percentage of homeless people are located here among whom are migrants as well.

According to Helskyaho et. al (2018), cited by Stenius-Ayoade (2019), in Sweden, 43% of the homeless population were from migrant background and in Finland, 26% of the homeless were classified as migrant population. Moreover, a large percentage of the undocumented migrant population is not included in the Finnish statistics that might increase the migrant homelessness percentage if correct data to be included. Hence, the growing population and the homelessness statistics of Helsinki demand for the preventive measures against migrant homelessness.

#### 5.4 Causes of migrant homelessness

Homelessness is not just the lack of housing but a phenomenon of disconnection from the social sphere of family, friends and community. Once people are homeless, the road back to stable housing is full of difficulties. The experience of homelessness is traumatic and may lead to adverse long-term outcomes related to health and well-being. Factors such as medical problems, domestic violence, mental illness, substance abuse are the general contributors in increasing homelessness. (Carswell 2012.) Moreover, institutional factors contribute to homelessness. For example; if any person in need of assistance does not receive ample support because of unavailability of service or due to the inadequate coordination to the services, he/she is vulnerable to homelessness. There may be difficulties with accessing homelessness related services even in the European countries with a robust system. (Busch-Geertsema et al. 2010.) The difficulties in navigating the service related to housing might contribute to homelessness.

The migrant population is often at a high risk of social and economic exclusion. In Spain even though education and health services are accessible to undocumented migrants, migrants in there, face obstacles in the housing sector due to language barriers, unfamiliarity with the welfare system, application procedure and other barriers to the labour market and general racist attitude of people. These general problems of migrants are in many ways common in some other EU countries as well. Migrants face widespread problem such as discrimination from landlords and insecurity of tenancy and so on. (Martinez & Fernandez 2006 cited by Jordi 2010). There is a high chance of structural barriers to secure, affordable and suitable housing among the migrants. Lack of adequate social rental apartments and the unaffordable private rental apartment does contribute to homelessness. However, along with these shortages, the other reasons that contribute to migrant homelessness are cultural and linguistic remoteness, lack of network and difficulties in navigating the related services (Cabrera 2001 cited by Jordi 2010).

Discrimination by different actors in the housing sector leads to housing exclusion and homelessness among migrants. The national level research in Europe exposed the unfair and discriminatory practice in the housing market, social rented housing allocation and access to finance and support. Limited knowledge of the practical application pro-

cedure and language barrier within the application system are some causes of homelessness among migrants. Migrants from outside the EU and ethnic minorities are particularly vulnerable to face discrimination in the housing market. (European Union 2014.)

Thus, it is evident that apart from structural causes of homelessness, the general causes of homelessness among the migrant population are discriminatory practice in the housing sector, cultural and language barrier, lack of individual network, difficult situation in navigating the related services and limitation of information.

### 5.5 Laws concerning homelessness

Homelessness prevention does not only make financial sense; an affordable, secure and accessible home is also a human right. Being one of the signatories of international treaties and covenants Finland respect and believe that access to housing is a human right. The International Covenant on Economic, Social and Cultural Rights (ICESCR) states that all signatory states must “recognize the right of everyone to an adequate standard of living for himself and his family, including adequate food, clothing, and housing, and to the continuous improvement of living conditions”. (Homeless hub 2019)

The right to housing is guaranteed in the Finnish constitution. The right to housing is protected in the Finnish Constitution which includes a right to accommodation if life or health is in danger without arranged accommodation. The constitution guarantees equality in housing and does not allow any discrimination due to origin. According to article 21 of the Social Welfare Act, housing services are provided for persons who, for special reasons, need help and support with organizing housing or their living conditions. (Finlex 1982)

In terms of the Council of Europe, Finland has ratified the revised European Social Charter, on 21/06/2002. Finland has accepted 88 of the 98 paragraphs of the revised Charter, including Article 31 on the right to housing. (Housing Rights Watch 2017).

## 6 RESEARCH METHODOLOGY

In this chapter, I will explain the tool of data collection, research environment, target group, the challenges faced in data collection and operationalization of some concepts used in this research. This chapter will clarify the use of the quantitative methodology for the research purpose and the use of the questionnaire as a tool of the data collection.

The research methodology is a systematic way to solve research problems. Understanding of research methodology enables a researcher essential techniques of data collection and analysing the collected data. (Kothari 2004.) As this research is focused on exploring the relationship between two independent variables, the use of quantitative research methodology is more effective and efficient. The quantitative methodology will help to provide broad, representative samples of cultural populations, accurately affirm relationships of cause and effect between concepts, as well as confirm or contradict conceptual hypotheses and interpret numerical data in a simple and convincing way for leaders and policy makers. (Fassinger & Morrow 2013.)

### 6.1 Operationalization of concept

I will define some terminologies exclusively for the thesis purpose. The terms migrant, advisory work, participant, respondent, appendix 1 and effectiveness has been tailored for the use of this research report. I will define the aforementioned terms for this thesis, in the following paragraphs.

The term migrant refers to any individual who receives or attend the services and activities oriented exclusively for migrants. Examples of these services and activities are language class for migrants, peer support group for migrants, support service for elderly migrants. Migrants also refer to individuals who feel and/or identify themselves as a migrant. This is the definition that was used by the Katto-project and therefore the same would be used in this thesis.

The advisory work refers to the guidance and training activities conducted in info-visits. The respondents and the participants of advisory work are not the same. Participants are the migrants who took part in the info-visits and the respondents are the language teachers from language schools and peer group facilitators from the public,

private and third sector organizations, who organized the info-visits. The participants participating in the info visits are the real beneficiary of the advisory work. The respondents were expected to reply to the feedback questionnaire by consulting the participants of advisory work. It is fair to assume that the respondents have asked the opinion of the participants about the info-visits before filling the feedback questionnaire form. In this way, the feedback questionnaires cover the opinion of the participants of the info visits.

Appendix 1 attached to this thesis is just representative slides from info-visits that took place during autumn 2018 and these are customised in every other info-visits based upon the needs of participants. These slides are subject to change and are developed and constantly updated with different methods and features. The concept of ‘effectiveness’ in this thesis has a connection to the beneficial prospect of the advisory work.

## 6.2 Research environment and target group

As mentioned in the previous chapter, the advisory work was carried out among the migrant participants, but the data was collected from the language teachers/ peer group facilitators who organized the info-visits. The beneficiary of the advisory work is the migrant participants, but the target group for data collection are the professionals working with the people from migrant background living in the Helsinki metropolitan area. The respondents of this research work facilitated the info-visits conducted by Katto-project. In general, the respondents are Finnish language teachers at integration classes and peer group facilitators from different NGOs, public and private sectors. Respondents for this thesis were expected to consult the participants/beneficiary of advisory work (migrants) who participated in the info-visits. It is reasonable to believe that the respondents asked the participants of info-visits before filling the feedback questionnaire. In a way, the collected data represent the opinion of the migrant population who participated in the info-visits of Katto-project. Even though the data is collected from the language teacher /group facilitator, they are the response of about 356 migrants living around the Helsinki metropolitan area.

The research includes the data collected in the year 2018. Katto-project collected the data from info-visits. The Katto-project collected 25 questionnaire-based responses

from the teacher /group facilitator. As per the Katto-project staff, they stated that they felt difficulties in receiving feedback from the participants due to the language barrier. Furthermore, explaining why the project needs feedback, who the STEA is, and what they will do with that feedback was hard to explain (especially for those who don't speak Finnish well) and could take lot of time. On the contrary, asking the teacher or the group facilitator for feedback was proven effective. The feedback from the teacher/group facilitator is the reflection of participants that are based upon the discussion and engagement of the participants in the training session of info-visits.

### 6.3 Data Collection and analysis

The quantitative research technique is concerned with the processing and analysis of data that is organized and can be interpreted numerically. In quantitative research, data that are not naturally in quantitative form can be collected quantitatively by designing appropriate research instruments. For instance, one can develop a questionnaire that asks respondents to rate a number of statement (1 for strongly disagree, 4 for strongly agree) We can collect data on a wide number of unmeasurable phenomena such as human emotions, attitudes, attributes and make them quantitative through data collection instruments such as questionnaires or tests. The quantitative method is flexible as it could study an unlimited number of phenomena, however, some phenomena can be studied more efficiently by using other methods. (Muijs 2004.) Since quantitative analysis relies on information that can be measured, it is effective in responding to the 'what' or 'how' of a given situation. (Goertzen 2017.) Since I will use the questionnaire as the data collection tool and the questions used in the questionnaire need the numerical response, the quantitative method looks practicable for my thesis. The questionnaires used will have the questions that focus upon the numerical response of 'what' or 'how' questions.

Quantitative research emphasizes the calculation and analysis of the causal relationship between independent variables within a value-free, rational, reductionist and deterministic framework. The quantitative research method requires the researcher to use a pre-constructed standardized instrument and pre-determined categories of response in which the varying perspectives and experience of the participants are anticipated to fit. (Yilmaz 2013.) As Yilmaz explained about the fitting of varying perspectives and

experience, in the questionnaire, the respondents could respond, based upon their personal experience on their learning about housing and homelessness, but within a pre-determined response framework.

In the year 2018, there were 29 info-visits conducted across Finland out of which 25 info-visits were conducted in the Helsinki metropolitan area and the rest 4 info-visits were conducted in Hämeenlinna, Heinola, Tampere and Mikkeli. The data collected outside the Helsinki metropolitan area has been intentionally overlooked in the data analysis process as the focus area of the thesis is Helsinki metropolitan area. Out of the total participants of info-visits in the Helsinki region, 131 were men and 225 were women. All the participants of the info-visits were from migrant background. The Katto-project did not collect the data on the citizenship of the participants, but project staff indicated that participants belonged to a wide range of backgrounds; many were from the Middle East, African countries and Asia and fewer participants from Russia, Baltic region, Europe and Oceania.

As mentioned earlier, the data is not collected from each individual taking part in the info-visits but was collected from teacher/ group facilitator on behalf of the participants of info-visits. There is a question mark over the fact whether a single response can represent the view of a group of people participating in info-visits (14 people on average). Nonetheless, the Katto-project staff clarified that during the info sessions they observed the oral response of the participants. The oral questions asked were: “Was this beneficial/good for you?” “Was there new information/did you learn something new?” and “Was this difficult to understand?”. The response of the participants to these questions was very positive. While there is no numeric data to support this statement but based on short reports prepared after the visits, one can say that most people found the visit beneficial, learnt something new and felt the information was easy to follow with difficulties in fewer parts.

### 6.3.1 Questionnaire method

A questionnaire is one of the methods of collecting primary data in quantitative research. It is important that the quantitative data are collected in a standardized way, by using a proper questionnaire, so that the data are internally consistent and coherent for analysis. A questionnaire should be purposeful and should be related to the objectives

of the research. A questionnaire can be either structured or unstructured. (Roopa & Rani 2012.)

For this thesis, the questionnaire method was used to collect the data for the research purpose. All the questionnaires (see Appendix 2) were collected through a Google Form questionnaire, whose link was sent out along with the materials of info-visits by email. The questionnaire was both in Finnish and English. The questionnaire was based upon the information shared with the participants during the info-visits. Out of 11 questions in total, there were 6 close ended questions that required a scale-based response. In response to those 6 questions, respondents had to select an option from the multiple-choice of completely disagree, disagree, agree and completely agree (1 - 4). 4 options were set to give the respondents flexibility to opt for the neutral response as well. In the questionnaire, there was a separate part where the respondents can give open feedback. Some examples of those open responses can be seen in chapter 7.

### 6.3.2 Challenges in data collection

The general challenge in this thesis process would be the accurate representation of the view of the info-visits participants in the data collection. As most of the participants are the students of integration class, they have a different level of grasping the information from the info-visits due to the varying level of their language expertise. They might perceive the importance of such advisory work based on their understanding of the Finnish language. Participants with very little Finnish language skills may not perceive the information in the same way as the participants with higher language skills. This might affect their response. During the translation of information (whenever a translator is used in info-visits), there is always the chance of information leakage. Also, the measurement of reliability and validity of data would be challenging. The other challenge is to get the collective view of the participants of info-visits from a single response. There is always a chance that the one filling the answers of the questionnaire may not represent the actual view of the whole group.

## 7 PRESENTATION OF THE DATA AND ANALYSIS

In this chapter, I will analyse the collected data using the descriptive analysis method. I will use the bar graphs, pie charts, tables and percentages to describe and interpret the collected data.

Descriptive analysis is used to illustrate the basic characteristics of the data in the study. They provide simple summaries about the sample and the measures. With descriptive analysis, one simply describes what is or what the data shows (Sodhganga 2013). A descriptive analysis is data simplification. To fulfil the purpose of research and to meet the information needs of the audience, researcher has many options to describe or visualize the collected data. The statistical fact can be expressed in multiple ways such as a table, line graph, bar graph, pie chart etc. The use of such tables and graphs are more transparent and easily interpreted way to describe data. For the vast majority of audiences, graphs and tables are much more easily understood than regression or other complex presentations. Measures of central tendency, measures of variables, basic use of percentage and frequency analyses are useful statistical tools in descriptive analysis. (Loeb et. al 2017.)

The two important considerable factors during quantitative studies are validity and reliability. In any quantitative study, validity refers to the extent to which a concept is accurately measured. There are different measures of validity that provide evidence of the quality of the study. For example, external validity is the extent to which the outcome of a research can be generalized from a sample of the population. Because of various reasons, it is difficult to include the whole population in research, thus, a sample should be an accurate representation of a population. (Heale & Twycross 2015). The data collected for my study is a small sample of the whole migrant population of the Helsinki metropolitan area. Reliability is the extent to which the outcome instrument consistently has the same result if it is used repeatedly in the same situation. Reliability cannot be calculated but can be estimated. Observer reliability, which is one way of estimating, is the way to which different observers give coherent responses or estimates. (Heale & Twycross 2015). During the analysis phase, it will be an essen-

tial and challenging task for me to measure the validity and reliability of the data collected. An analysis is done based upon those responses to the questionnaire from the respondents.

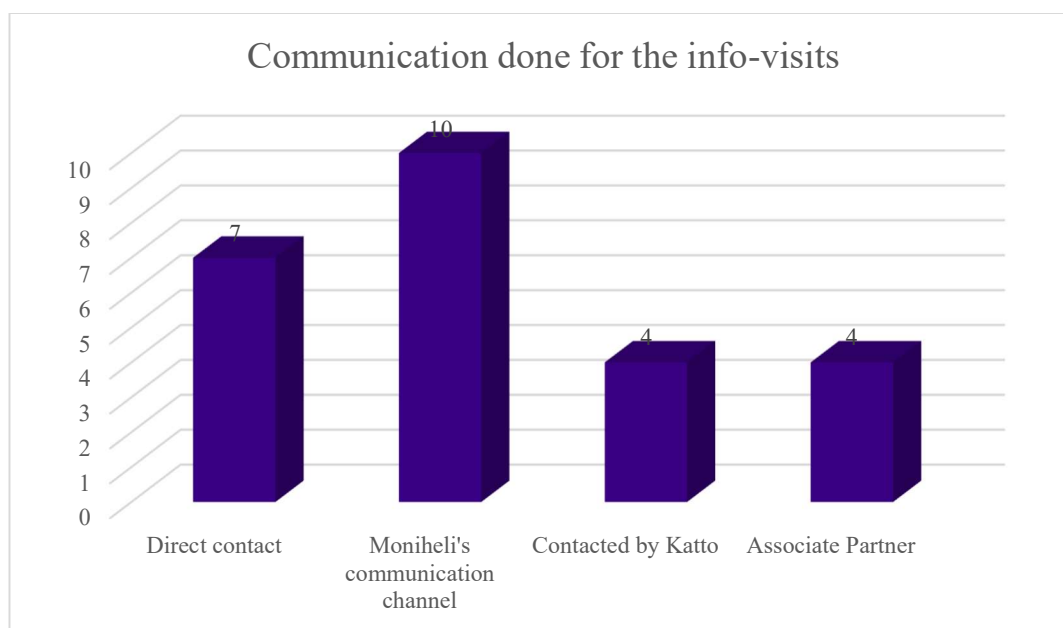
## 7.1 Coverage of the Advisory work through Katto-project

This subchapter analyses the responses on topics such as communication channel, host organizations, their types and the number of participants in each of info-visits and the prior discussion on the issues of housing and homelessness among the participants.

### 7.1.1 Communication Channel

For the info-visits out of 25 visits, 7 of them made direct contact with the Katto-project staff, 4 of them were contacted by the Katto-project staff, 10 of them contacted through Moniheli's communication channel and 4 of them heard about the program from Moniheli's member association.

FIGURE 2: Initial contact done between Katto-project and other organizations



Thus, based on the above figure, an analysis can be drawn that, only 4 out of 25 groups were contacted by the Katto-project for the visit. The rest of the 21 groups directly or indirectly made contact with the Katto-project staff for the visit. It clarifies the growing need for such advisory work as people have been actively reaching out for such info-visits.

### 7.1.2 Organizations and the participants

Organizations from different backgrounds such as public, private and third sector organized the info-visits. From the table below, we can see that some organizations arranged the info-visits for more than once. Axxell MKK organized the info-visits for 5 different occasions, Galimatias Concept Oy and City of Helsinki (Kyky II project) conducted the info-visits in 4 occasions and the City of Järvenpää and Nicehearts ry conducted the info-visits in 2 occasions. Though a single organization conducted info-visits for multiple times, there were different participants in each of the occasion.

TABLE 5: Number of participants and the organizations participating in info-visits

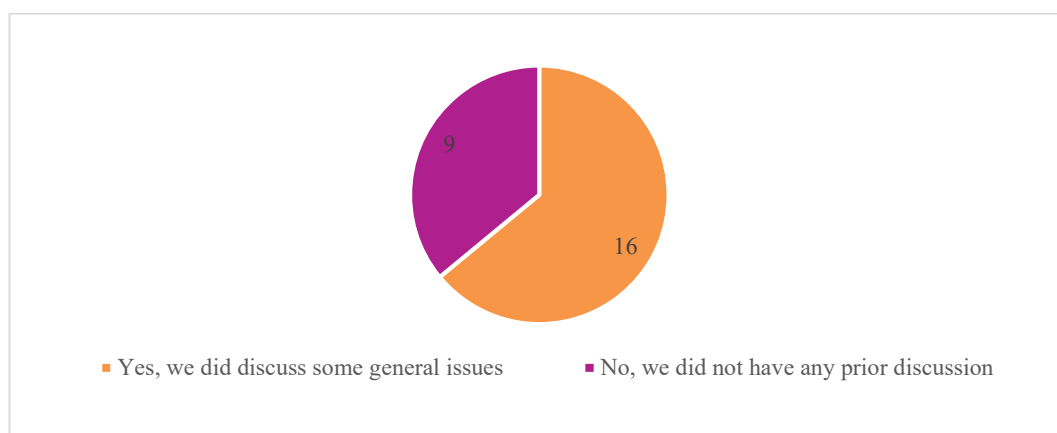
S.N	Name of the organization	Type of organization	No. of info-visits organized	Number of participants
1.	Finnish Refugee Council	Peer support group/NGO	2	20
2.	Edupoli	Language school/public	1	30
3.	Finnish Adult Education Center	Language school/public	1	10
4.	City of Helsinki, Kyky II project	Peer support group/public	4	25
5.	African Care	Peer support group/NGO	1	10
6.	Iraqi Women's Association	Peer support group/NGO	1	5
7.	Galimatias Concept Oy	Language school/private	4	110
8.	Institute of Adult education	Language school/public	1	14
9.	City of Järvenpää	Meeting place/public	2	29
10.	Axxell MKK	Language school/public	5	82
11.	Nicehearts ry	Peer support group/NGO	2	6
13.	Pro-tukipiste	Peer support group/NGO	1	15

The above table suggested that the organizations organizing the info-visits belonged to different sectors such as private, public and the third sector. The host organizations were mostly language school and peer support groups. As the table suggested, 5 of the info-visits were organized at language school, 6 of them were organized among members of the peer support group and 1 was organized at a public meeting point.

### 7.1.3 Prior discussion within the group about housing

As Table 5 suggested, most of the groups, where info-visits took place had the participants from the Finnish language classes whereas some groups were peer support groups. The respondents were asked if they had a prior discussion on the groups about the housing issues. Observing the figure below, one can notice that 16 respondents stated that they had a discussion on the issues of housing and 9 of them never had any prior discussion in their group. They informed that the discussion was the general discussion on the problem of housing and issues related to housing.

FIGURE 3. Prior discussion within the group on the issues of housing



On a percentage scale, 64% of the respondents did not have any prior discussion about the issues of the housing whereas 36% of the respondents had a prior discussion about housing among their groups. Thus, by analysing the above figure, we can understand that people have grown interest over the issues of housing and these issues related to housing and homelessness are being raised in such language classes and peer support groups.

## 7.2 Effectiveness of the advisory work

I have used the beneficial prospect of info-visits as an indicator to measure the effectiveness of advisory work. An analysis is done based on the feedback of the respondent to the questions related to the usefulness of such advisory work for the present and in the future.

### 7.2.1 Benefit and interactive participation

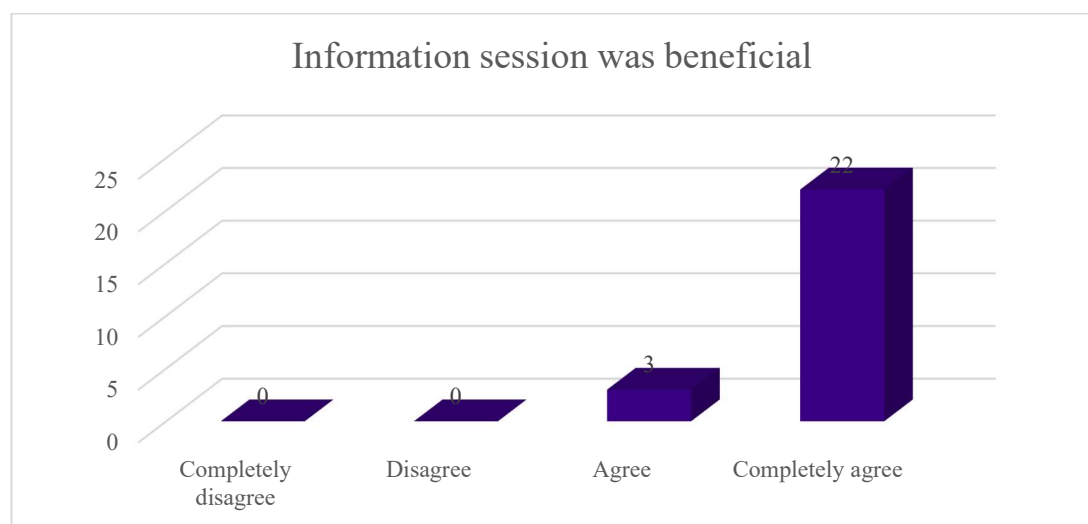
The content of info-visits tackled the issues of housing (see the previous chapter and appendix 1). In their info-visits, they covered the topic such as housing application,

home insurance, rights and duties of the landlord, rights and duties of the tenant, organisation rules of apartment buildings, recycling, notices of defect, and whom to turn to when there are problems and finances.

In response to the question related to the beneficial aspect of the info-visits, 88% of the respondents completely agreed that the info-visits was beneficial. The rest of 12 % of people responded as agree that the info-visits was beneficial. The data states that most of the respondents found the information useful.

The information sessions were made interactive by actively involving the participants in the discussion. Flashcard and posters were used to engage the participants in the discussion. The facilitator from Katto-project facilitated the open discussion and the participants expressed their understanding on the topic raised by the Katto-project facilitator. As a response of whether the discussion session with the participants of the group was fruitful, the figure below stated that 16 of the respondents stated that they completely agreed that the discussion with the participants was fruitful. On the contrary, 9 of the respondents agreed to the fact that the discussion session was fruitful.

FIGURE 4: Respondents view on the benefits of the info-visits



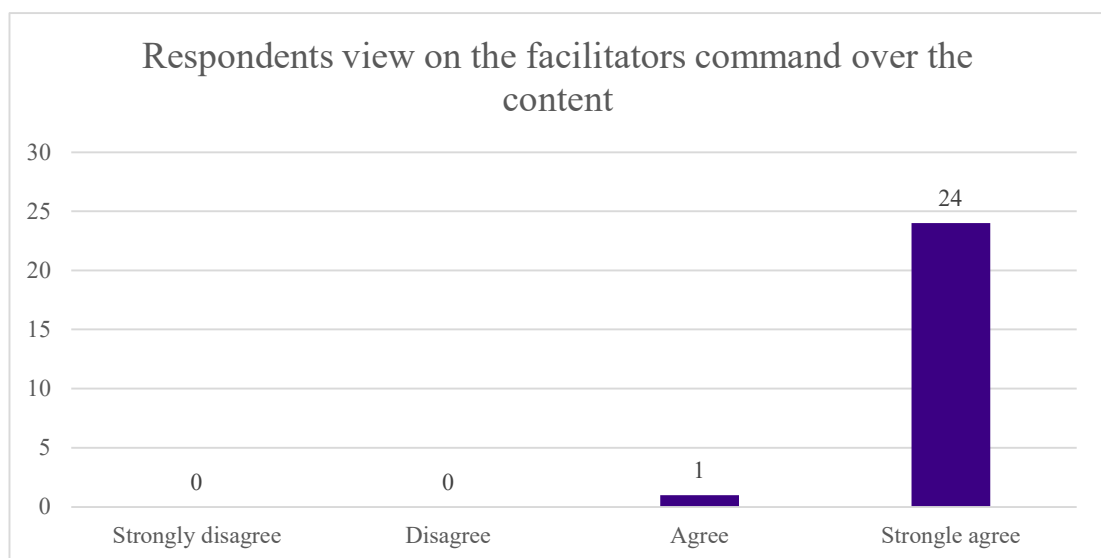
(Total = 25. Scale 1= strongly disagree, 2= disagree, 3= agree; 4= strongly agree)

As the figure above shows, all the responses were positive with 64% of respondents completely agreeing and the rest 36 % of the respondents agreeing on the fruitfulness of the internal discussion among the participants.

### 7.2.2 Content of the information session

PowerPoint presentation tool was used, among others to share general information and facilitate the discussion among the participants. For the easy understanding of the participants, the information was tailored according to their needs. To know the view of the participants about the presenter's command over the content, they were asked if the facilitator knew the content well and whether they have the command over the content. Out of 25 responses, 24 responses completely agreed that the facilitators were fully prepared with the contents and 1 respondent had 'agree' as his/her response to the same question. On percentage, 96% of the participants were completely satisfied with the content and 4% were 'satisfied'.

FIGURE 5: Respondents view on facilitators knowledge of the content



(Total = 25. Scale 1= strongly disagree, 2= disagree, 3= agree; 4= strongly agree)

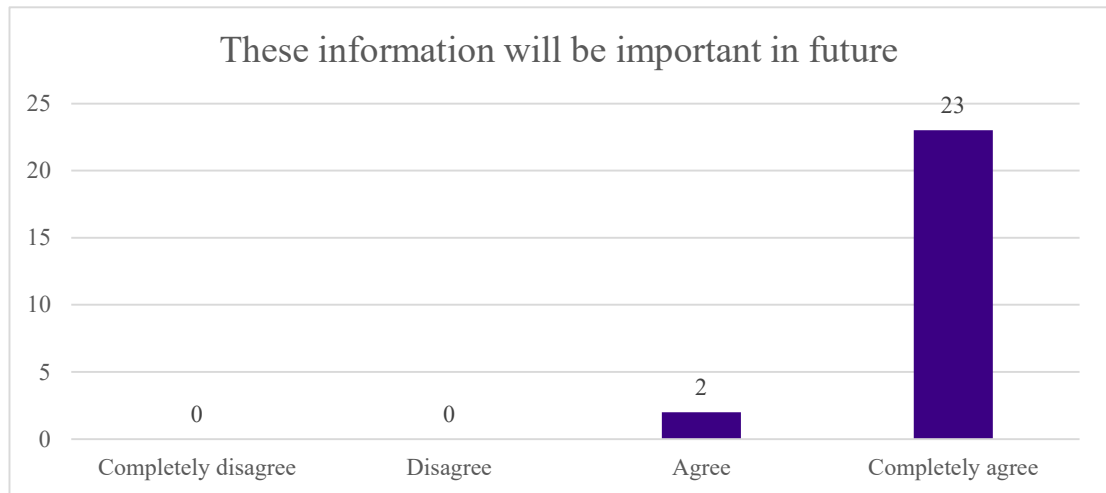
Thus, based upon the response of respondents one can justify that the facilitators were well prepared for the info visits. Apart from the information and command over the contents of the info-visits, the Katto-project staff had a wide range of knowledge in the field of housing. Their wider knowledge about issues of housing made the training more fulfilling.

### 7.2.3 Future use of the information

The Katto-project staff did not have prior information about the housing situation of the participants. The main motive of the advisory work of Katto-project was to raise awareness and equip migrants with the information that would possibly help in case someone becomes homeless. The respondents were asked if they would use the information in the future when needed. In response to the question related to the importance

of such information for the future, they responded positively. The response to the question can be viewed in the table below.

FIGURE 6: Future use of information received from the info-visits



(Total = 25. Scale 1= strongly disagree, 2= disagree, 3= agree; 4= strongly agree)

The figure above stated that 23 of the respondents completely agreed that they can benefit from the information collected through the info session in the future and 2 of the respondents agreed that they can benefit from the information in the future. 92% of the respondents completely agreed whereas 8% of the participants agreed. There was no response for completely disagree and disagree.

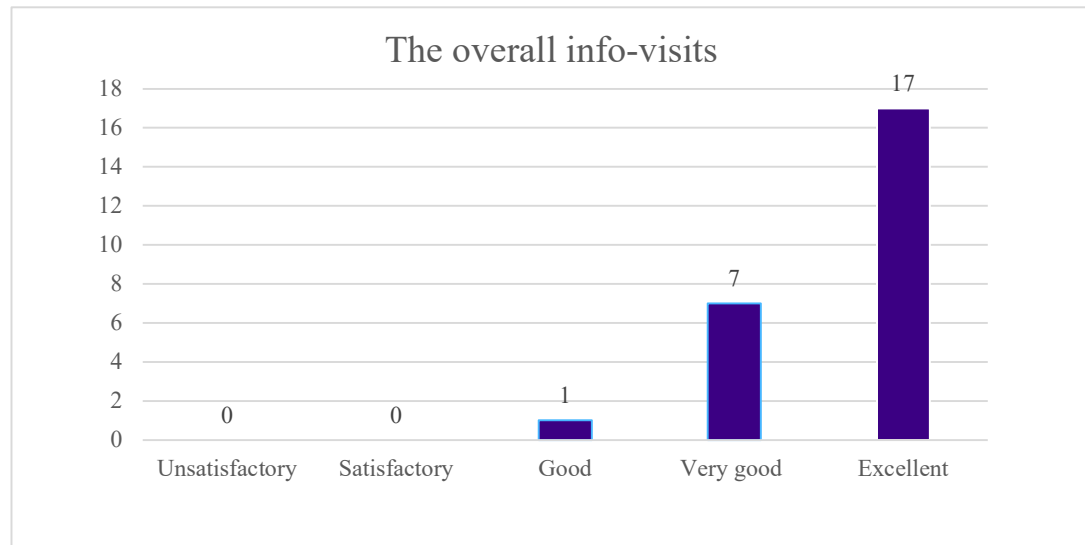
#### 7.2.4 Meeting expectation and the overall rating for the visit

The participants of the info-visits were informed about the visit at least a week before the info-visits. They received general information on the issues that were going to be discussed in the info-visits prior to the visit through their teacher/group facilitators. After the completion of the info-visits, they were asked if the information shared with them met their expectations. As a response to this question, 20 of them stated that they were completely satisfied as the information shared to them met their expectation whereas 5 of them opted for satisfied. 80 % of the respondents were completely satisfied whereas 20 % of them were satisfied. Their satisfaction could also be deducted on the basis of their open-ended feedback that had a lot of positive notes.

The figure below is about the response of the respondents on the overall package of the info-visits. The figure shows the satisfaction of the respondents on the overall info-visits. There was only a single neutral response on the rating for the info-visits. 17 of

the respondents found the info-visits excellent whereas 7 of the respondents felt that the info-visits was very good.

FIGURE 7: Overall rating of the info-visits



(Total = 25. Scale 1= unsatisfactory, 2=Satisfactory, 3= Good, 4= Very Good; 5= excellent)

For the feedback on the overall package of the info-visits, the respondents were asked to grade the overall info-visits on the scale of 1 -5 (from 1- unsatisfactory to 5- excellent). From the above table, we can learn that 68% of the respondents thought the overall info-visits was excellent, 28% of the respondents thought that it was very good and the rest 4% of the respondents thought that the overall info-visits was good. From these feedbacks it seems clear that every individual who took part in the info-visits benefitted from the info-visits.

### 7.3 Suggestion and feedback

In one of the sections of the questionnaire, the respondents could give open feedback based upon their reflection on the info-visits. From the feedback of the participants, further improvement of the contents, presentation, methods, duration of the session open feedback can be done. From the positive feedback of the participants, the responsibility grows stronger and that could boost the morale of the team to do better in the future. As stated before, based on those feedback, Katto-project continuously updated and revised the content of the training.

I have covered some representative samples of open feedback among the feedbacks received from the respondents. I have separated these feedbacks on the basis of their response about the informative nature of training, facilitators command over the content of information and some constructive feedback.

Many of the respondents found the info-visits informative and beneficial. The statement below justifies that the participants found the info-visits useful.

*Thank you so much for such an informative session. It is nice that Moniheli provides opportunity to strengthen migrant group with such fruitful information. Housing and homelessness are an important issue that concern everyone and personal visit for such information is far better than sharing of a leaflet with that information. (translated from Finnish)*

*The visit was informative even to the student with weak language skill. The presentation was well prepared with very good use of pictures. The content made the participants aware about housing issues and homelessness. The trainers knew the topic well and got the participants discuss and participate in the activities. (translated from Finnish)*

*The training session was very good. Our participants received a lot of new information. (translated from Finnish)*

Some of the respondents reviewed on the facilitators command over the content of the information. the view of the respondent is,

*The trainers knew how to present the subject and topic very well. The participants were interested in the topics as they found the topic to be important and they got a lot of new information. (translated from Finnish)*

*The trainers were well prepared as they gave useful information and answered some useful questions raised by our participants. (translated from Finnish)*

In one of the groups, the info-visits was demanded by the group itself, the feedback was,

*The topic was raised by the participants. They wanted to know about the issues of housing and homelessness therefore it was very useful to them. We would ask the Katto-project staffs to visit us again soon. (translated from Finnish)*

Some of the constructive feedback was,

*I would like to give some constructive feedback. There is a lot of textual use in the presentation. Make the discussion time among the students longer. Also try to raise and focus upon the individual problem of the participants of the group, if they have any. (translated from Finnish).*

*The overall content of information was very useful, but the presentation would have been more interesting if there were more illustrative contents and there was the use of videos. (translated from Finnish)*

## 8 MAIN FINDINGS AND CONCLUSION

The research questions of this thesis are focused to find out the view of the participants on the advisory work of Katto-project and to explore the effectiveness of advisory work in tackling homelessness. Based on the collected data and open feedback of the respondents, I find that the participants were very positive and satisfied with the information received through info-visits. As the advisory work of Katto-project was able to raise awareness and equip the participants with information on housing issues and homelessness situation, in line with the related literature, one can claim that advisory work is effective in tackling homelessness. Further enhanced finding on the research question follows in upcoming sub-chapters.

The total number of respondents in the research process was 25. Indirectly there were 356 participants of info-visits involved in the research process. The Katto-project collected a single feedback questionnaire from each group because of time constraints and language barriers. Individual feedback of each participant of info-visits would have served best for this thesis purpose. The teacher/group facilitator filled the feedback questionnaire on behalf of the group of participants. It is fair to assume that they asked the feedback of the participants of the group before filling the feedback questionnaire form.

The aim of the research was to find out the effectiveness of advisory work in tackling homelessness among the migrants in the Helsinki metropolitan area. As explained in chapter 4, advisory work, counselling and guidance service are primary measures applicable in preventing homelessness. The info-visits conducted by Katto-project acted as a form of primary intervention for homelessness prevention. Considering the feedback of the respondents on all the questions, it is fair to assume that the respondents found the advisory work of Katto-project beneficial. Thus, based on the overwhelming response of the respondents, one can claim that advisory and guidance related activity of Katto-project was received positively by the migrants.

As the literature of Busch-Geertsema et.al 2010, Jordi 2010 and a report from EU suggested, apart from the structural causes of homelessness, the common reasons of migrant homelessness are language barrier, unfamiliarity about the welfare system, com-

plicated application procedure, cultural/ linguistic differences, lack of network and difficulties in navigating related services. In order to avoid homelessness, migrants need to be aware of the solution of the aforementioned difficulties. The info-visits was centered around the guidance and advisory work that could boost migrant in tackling those causes of homelessness. Based on the responses, the information session seems to have a beneficial impact among the participants for present and future usage. Thus, such advisory work can effectively contribute in preventing homelessness among the migrants. Due to the limitation of my research I cannot be conclusive in general, however, based on the literature and the data one can argue that the advisory work of Katto-project was effective in tackling migrant homelessness in the Helsinki region.

### 8.1 Raising awareness on housing and homelessness

The findings suggested that there is a growing need for such advisory activities on housing and homelessness. People seek information on the issues of housing. The difficulties to navigate the housing market in Helsinki metropolitan area make people search for relevant support. This statement is supported by the fact that in this study about 84% of the participants approached themselves to the Katto-project workers through their communication channel for the info-visits. Also, the participants stated that they have had a prior discussion on the issues of housing. There is many information about housing which may be new to the migrants; one of the information is the housing support system from the Social Insurance Institution of Finland (KELA). They are conscious of the issues and are raising the discourse about housing among others either in such language class, peer support group or even in their neighbourhood. The findings suggested that the prior discussion on the issues of homelessness and housing took place among 64% of the participants. In one of the open feedbacks, the participants wanted to have such sessions again for more in-depth discussion. This indicates that migrants are feeling the necessity of information on housing and homelessness. This could be the first step toward preventing homelessness. It is difficult to examine the impact it could cause right away but strengthening people with such information could make them aware of the prevention of homelessness. When we observe figure 2, we can notice that a single organization have organized the info-visits on 5 occasions, another organization in 4 occasions and one of the organizations opted for the visit in 3 occasions. That suggests how the NGOs, working with the migrants viewed the scope and extent of info-visits of Katto-project in guiding migrants in tackling

homelessness. From the feedback of the respondents, it is evident that the participants can benefit to the fullest through these info-visits.

The activities conducted by Katto-project was beneficial for the migrants. Knowing the impact of advisory work on migrant homelessness, conducted through info-visits by Katto-project, 21 groups approached for info-visits through the Moniheli's communication channel. Katto-project had its impact in different sector of organizations working with migrants. Public, private and third sector organizations were involved for the advisory work through Katto-project. This explains the extensive effort undertaken by Katto-project in preparing migrants to tackle homelessness.

## 8.2 Equipping migrants with the information on housing and homelessness

The participants gained information on different cores of housing through the info-visits. The info-visits covered the discourse of rental application, rental contract, house application, home insurance, rights and duties of the landlord and tenant, organisational rules of apartment buildings, recycling, notices of defect, and whom to turn to when there are problems and information on home insurances. The feedback suggested that 96% of the respondents were completely satisfied and 4% were satisfied with the contents discussed in the info-visits. They stated that the participants were interested in the discussed topic and the information was useful in preventing homelessness. The participants felt the content important and effective for future purpose as well. Out of 25 responses, 96% of the respondents completely agreed and 4 % of them agreed that the information would be useful in the future. It suggested that in the near future participant could use the information to solve the issues related to housing and even to prevent themselves from being homeless. The proper guidance in the application procedure, housing options at public, private and student housing companies, the financial support from KELA, eviction related information, home insurance etc. could be useful information in the future to avoid homelessness. Equipping the migrants with information in housing and homelessness issues is about making them aware of their rights and duties and the availability of different support systems in housing and homelessness.

Additionally, 80% of the respondents completely agreed and the rest 20% agreed that the info-visits met their expectations. This data further clarifies that they became satisfied as they gained new insight with the discourse of housing and homelessness. We can conclude this from the fact that no one disagreed or completely disagreed that the info-visits met their expectations. 88% of the respondents strongly agreed and the rest 12% agreed that they benefitted from the info-visits. From this finding, we can state that such guidance and training make the minority group as such much more equipped with the information. They would know about different other third sector and public organizations they could turn up for intensive information on homelessness.

The analysis of the collected data stated that in almost every question they were asked, the response from the respondents was very positive. There was not any negative rating for the info-visits. Even in the open suggestion, respondents praised the meaningfulness of the project. There was some constructive feedback on the technical part such as the use of pictures, language, text etc. but on the content and design of the information material, every participant looked satisfied. Even though the respondents were fully satisfied with the content and design of the information material on housing and homelessness, it is not convincing to derive the conclusion that the advisory work prevents homelessness. Gaetz and Dej claim that prevention of homelessness can be accomplished by the joint effort of different sectors such as governmental agencies, public, private and third sector organizations. They further state that the informational and educational awareness program through advisory training is primary prevention-based approach and can prevent the individual or communities at the risk of homelessness from being homeless. According to Busch-Geertsema 2010, England had previous experience of success in preventing homelessness through advisory work. Thus, the aforementioned research and study in the prevention of homelessness support the argument that advisory work is based upon the prevention model and are helpful to tackle the homelessness that has possibility to occur in future.

Burt et. al (2007) states that the proper targeting of the vulnerable population with the probability of being homeless makes the prevention approach more productive. On concluding note, the statement of Burt et. al and the analysed data of this research suggested that the advisory and counselling work is highly beneficial to people from a migrant background. Migrants felt the essence of such advisory work for the present as well as the future purpose. The information and guidance received by the participant

can be useful in avoiding the homeless situation. Considering the participants' response to the beneficial aspect of advisory work and ongoing demand of migrants for such advisory work, we can accept that the advisory and counselling service plays an important role in tackling homelessness among the migrants in the Helsinki metropolitan area. The primary intervention method as such can help in preventing the occurrence of homelessness in the future. However, based upon the limitations of this research one cannot conclude in general that advisory work is effective in tackling homelessness. Further intensive research is required in order to have a much in-depth understanding on the effectiveness of advisory work in tackling homelessness.

### 8.3 Limitation of the study

As per the statistic from the City of Helsinki, at the start of 2018, about 100,000 migrants lived in Helsinki (City of Helsinki 2019). These 25 responses may not be adequate in covering the view of the total migrant population living in Helsinki. As mentioned earlier out of 356 participants, this thesis covered the data of 25 respondents. These 25 responses are the limited responses and may not represent the direct opinion of all those 356 participants. Also, there is not any assurance that the information shared with the participants was new. There is a question mark on the novelty of the information shared as we failed to examine the view of the participants prior to the info-visits. The use of questionnaires prior to the info-visits would have given a deeper understanding on the benefit of the information provided to them. The pattern of questions used in the questionnaire has not been successful to explore the full-fledged view of the respondents. A slight reassessing of the questions would have added precision in the research.

### 8.4 Recommendations

As I have stated in the previous chapter, the project has been effective in raising the awareness of housing and homelessness among the migrants living in the Helsinki metropolitan area. Nonetheless based upon this research work and findings, there are few recommendations that I believe will make the project (now program) more effective and efficient in the coming days.

The feedback questionnaire needs to be reassessed and revised to gain deeper insight in the effectiveness of the program in preventing migrant homelessness. If possible, the feedback should be collected from each individual participating in the info-visits. That would increase the validity and reliability of the program and can enhance the efficiency of such advisory practice.

Instead of collecting the feedback only after the info-visits, the questionnaire should also be collected before the info-visits is conducted. In that way, a comparison can be done based upon pre info-visits and post info-visits. The comparative assessment based on pre and post info-visits might assist the project to further enhance the output of the info-visits.

It is seen from the research that most of the organization approached the Katto-project for the info-visits. In most of those cases, the organizations used Moniheli's communication channels. Many organizations are working with the migrants which are not associated whatsoever with the Moniheli network. So, Katto-project needs to work out to develop a network and cooperate with such organizations and approach them for conducting info-visits.

Compared to approximately 1000 people participating in info-visits in 2017, there were only about 433 participants in 2018. Involvement of Katto-project in other activities in 2018 such as fire safety training, renting ready training, training to the professionals might have contributed in the decline in that number. However, with the increasing number of migrant population and probable homelessness situation, Katto-project needs to aim out to reach the larger scope of migrants.

Compared to the wide range of activities conducted by the Katto-project, the project has the limitation of human resources. In order to enhance the efficiency of work and to reach a wider number of migrants, the project (now program) needs to seek more funding for increasing the number of human resources.

Further intensive research should be done in order to gain detail insight over the effectiveness of advisory work in tackling homelessness among migrants. Similar research about the effectiveness of advisory work outside of Helsinki can be conducted and can be compared with the advisory work carried out in Helsinki.

Katto-project collected feedback from the participants and cooperating partners during the project span of 3 years. Based on their self-reflection and the feedback received from info-visit participants and other cooperating partners they have already made many positive changes to make the Katto program more effective and proficient. During this thesis process, I am in regular communication with the Katto-project (now Katto program) staff. They have made many positive changes, particularly in re-assessing and updating the questionnaire. However, there are still few of those upper mentioned recommendations to be pondered upon in upcoming days, especially in developing connection and activities with more organizations working with the migrants, provided they could increase the human resources in the Katto program.

### 8.5 Professional development

This whole Degree of social service (DSS) learning of three and a half years has been a new experience of self-exploration. As a future professional in the social work field, one needs to be competent enough to deal with different issues that come forward due to the changing dynamics in the socio-cultural spectrum of society. The diverse focus of our curriculum made us well acquainted with child work, youth work, elderly care, work related to substance abuse, work with a disability, crisis work, work related to domestic violence etc. As our curriculum was not confined within the books, I learnt the practicalities of those aforementioned community-oriented works.

The multicultural nature of our DSS group and the group work within such a diverse team taught me the ideals of working in a team, which I feel important in the professional field of social work. My internship in three different sectors taught me the general view of the professional working environment. The first internship at a playground park (Leikki puisto) taught me the importance of patience and perseverance in social work, especially dealing with kids. The second internship at a multicultural organization for integrating the immigrants help me develop my communication skill in dealing with people of a multicultural background. In my third and the final internship at Katto-project of Moniheli ry, I learnt about different characteristics of a project work related to social service. Being a part of project work, I learnt to incorporate social media in social work practice and learnt the overall processes of organizing the workshop, preparing reports and meeting deadlines. Along with the practical implication of

project work, I learnt about the past and current scenario of homelessness and housing in Finland. All in all, the whole DSS curriculum was an effective and efficient learning experience compared to my previous learning in my home country.

This overall thesis process was also a good learning experience for me. It helped me further uplift and broaden my understanding of homelessness and housing sector that I learnt during my third internship at Katto-project. I learnt about the whole research process of setting the research problems, understanding the data collection tools and ways of analysing the collected information and using tables, graphs, figures etc. in research work.

All in all, thanks to the 3.5 years of study at Diak, I have gained the practical and theoretical information to work professionally in the field of social work anywhere across the globe. I firmly believe that I have gained the professional competence to step forward in the field of social work.

## 9 RESEARCH ETHICS

Ethics is an integral part of conducting research. The dilemmas and conflicts that arise during the research process should be dealt with ethical bases on the mind. The best interest of the participants and the society could be materialized through the exercise of ethical principles in research practices. Ethics in research and development work can be defined as avoiding wrongs and adopting good practice (Gothoni 2019). A researcher is ethically and morally obliged toward research object, the research community, professional field, the funding party of the research and the whole society. Research ethics plays a vital role to promote responsible conduct of research, to prevent fraud and duplicity in research and to enhance the quality of theses (ARENE 2017). The ethical concern in research work is significant. Ethical practices foster an atmosphere of transparency, responsibility, and mutual respect between researchers in case of collaborative work. This is critical when it comes to data sharing, co-authorship, guidance on copyright, confidentiality and many other issues. (Center for Innovation in Research and Teaching n.d.)

I have respected the ethical responsibility throughout this research work. In this thesis work, I am aware of the importance of mutual respect, equality, inclusion and cooperation. The most important factor of the ethical base in this research is the agreement with my work-life organization, that is Katto-project of Moniheli ry. I had a written agreement with the manager of Katto program (now) previously Katto-project. Throughout this thesis work, there has been mutual and cordial communication with my work-life organization. As data collection, data use and data storage are essential aspects of ethical principle, I have been vigilant in data usage and data storage. As mentioned in previous chapters, I did not collect the data for this research work, rather, I have used the data collected by the work-life organization. So, much of the effort was exercised by the Katto-project in getting consent and following other essential elements of ethical responsibility during the data collection phase. In the next phase of analysing the collected data, I have been careful to set my personal prejudice and opinion aside and have treated the collected information in a balanced and fair way. I have not used the data, whatsoever, either to strengthen or weaken the attribute of Katto-

project. Since there was optimum use of the secondary sources (books, journals, statistics, online resources) for information, while doing so, the work of secondary sources was respected, and the source credit was given where necessary.

There has not been any situation of research misconduct and dishonesty such as fabrication of the results, fraud or plagiarism. Diaconia University of Applied Sciences has a very strict policy against the case of plagiarism and misconduct in research work of which I am aware of. I am mindful of the ethical boundaries and the probable consequences of plagiarism.

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## APPENDICES

## 1. Some part of information of the info-visits (In Finnish)

## MILLOIN ASUMISESSA ON KAIKKI HYVIN?

**Asuminen on turvallista silloin kun...**

- ...minulla on oma koti
- ... tiedän oikeuteni ja velvollisuuteni
- ...kotona on turvallista asua
- ...tulen toimeen naapureiden kanssa
- ...minulla on rahaa maksaa vuokra ja muut kulut

## MISTÄ SAA ASUNNON?

**Yksityiset vuokra-asunnot**

Vuokraovi, [www.vuokraovi.com/haku/vuokra-asunnot](http://www.vuokraovi.com/haku/vuokra-asunnot)  
Oikotie, <http://asunnot.oikotie.fi/vuokrattavat-asunnot>  
Tori, [www.tori.fi](http://www.tori.fi)  
Jokakoti, [www.jokakoti.fi](http://www.jokakoti.fi)  
Asunnonvuokraus, [www.asunnonvuokraus.com](http://www.asunnonvuokraus.com)

+

Realia, [www.realiaasuntovuokraus.fi](http://www.realiaasuntovuokraus.fi)  
Kiinteistömaailma, [www.kiinteistomaailma.fi](http://www.kiinteistomaailma.fi)  
Huoneistokeskus, [www.huoneistokeskus.fi](http://www.huoneistokeskus.fi)  
Asuntohelppi, [www.asuntohelppi.fi](http://www.asuntohelppi.fi)  
SKV Kiinteistönvälitys, [www.skv.fi](http://www.skv.fi)  
REMAX, [www.remax.fi](http://www.remax.fi)  
Vuokratuura, [www.vuokratuura.fi](http://www.vuokratuura.fi)  
Sato-asunnot, [www.sato.fi](http://www.sato.fi)  
Lumo-asunnot, [www.lumo.fi](http://www.lumo.fi)

→ Katso myös Facebook-sivuiltani esim. vuokra-asunnot Helsinki

→ Varo pimeitä markkinoita!

## SINUA AUTTAA PÄÄKAUPUNKISEUDULLA

**Yleistä**

Vailla vakinaista asuntoa ry, Asumisneuvoja Ulla Pyyvaara, p. 050-443 0102, [asumisasiat@vvaary.fi](mailto:asumisasiat@vvaary.fi)  
Kalliolan Settlementin Neuvontapiste Ne-Rä, Sturenkatu 11 00510 Helsinki  
Sininauhasäätiö ry:n AIMO, [aimotiimi@sininauhasaatio.fi](mailto:aimotiimi@sininauhasaatio.fi)  
Vantaan järjestörinki  
palvelua eri kielillä Myyrmäki, Koivukylä ja Hiekkaharju  
Puhoksen neuvonta- ja kohtaamispaikka, Kastelholmantie 2A, Helsinki, 00900  
Kaupunkien yleiset asumisneuvojat

**Oletko 18-29v?**

**Ohjaamo-Helsinki**, Fredrikinkatu 48 (ma klo 12-17, ti-pe klo 10-17), neuvontapuhelin 040 704 6818 (ma-pe klo 9-15). Löydät täältä myös Pakolaisavun Kurvi-projektin työntekijät!  
**Ohjaamo-Espoo**, Lintuvaarantie 2 (ma-pe klo 13-17), neuvontapuhelin 040 126 7513 (ma-pe klo 13-17)  
**Ohjaamo, Vantaa**, Lummetie 2 (ma-pe klo 12-15), p. 043 826 7466. Maanantaisin neuvontaa eri kielillä!  
[www.ohjaamot.fi](http://www.ohjaamot.fi)

**R3 Maahanmuuttajanuorten tuki ry**, Vaskivuorentie 25, p. 045 143 1799

**Oletko nainen?**  
**Monika-Naiset liitto ry**, Sosiaaliohjaaja Neleah Nwaeze, p. 045-263 5729  
**Vantaan Nicehearts ry**, Koordinaattori Marja-Liisa Rintala-Ahl, p. 044-067 1419  
**Me-talo Nicehearts**

[www.infopankki.fi](http://www.infopankki.fi) Paljon tietoa asumisesta ja neuvoja asumisen ongelmiin eri kielillä!



## VUOKRASOPIMUS

- Tee **kirjallinen** vuokrasopimus!
- Sopimuksen **kesto**: määräaikainen, toistaiseksi voimassa oleva tai sekamuoto
- Toistaiseksi voimassa oleva sopimus pitää irtisanoa **kirjallisesti**, jos haluaa muuttaa pois
- Irtisanomisaika: vuokralaisella yksi **kokonainen** kalenterikuukausi



## ASUMISKULTTUURI SUOMESSA

- Paljon kerrostaloasumista
- Naapureita tervehditään
- Säästäväisyys
- Rakentamisen eri tavat eri maissa. Suomessa esim.
  - lattiamateriaalit eivät kestä runsasta veden käyttöä
  - seinät ovat ohuet



## VUOKRALAISEN OIKEUDET JA VELVOLLISUUDET

- Vuokralaisen tehtävä on maksaa vuokra ajoissa ja pitää asunnosta huolta
- Noudattaa vuokrasopimuksen ehtoja
- Kysyä lupa vuokranantajalta, jos haluat tehdä asunnossa muutoksia
- Ilmoittaa vuokranantajalle, jos huomaat asunnossa vikoja
- Oikeus purkaa vuokrasopimus heti, jos asunnossa asuminen on vaarallista terveydelle
- Oikeus saada ilmoitus korjauksista etukäteen.



## ISÄNNÖITSIJÄ JA HUOLTOMIES

### Isännöitsijä

- Kiinteistön sopimusasiat (parkkipaikka, remontti...)
- Kiinteistöhuolto (siivous, yhteiset tilat, jätehuolto...)
- Ongelmien ratkaisu (neuvottelujen käynnistäminen)
- Ilmoitustehtävät



### Huoltomies

- Korjaustehtävät (lämpö-, vesi-, valo-, ilmastointijärjestelmät)
- Asennukset
- Ulkoaluettyö (piha, lumityö)



(Jana Turk & Duin Ghazi 2018)

## 2. Questionnaire on feedback of the info-visits (In English)

Email address.....

Your organization.....

When did the info-session take place?

.....

How many persons participated in the session?

.....

How did you receive information on the info sessions offered by Katto-project?

- The project worker contacted us
- We contacted the project workers
- We heard about it through the Katto/Moniheli communication channels
- We heard about it from our cooperation partners
- Others

Did you talk about the housing issues in your group before?

- Yes
- No

The info session was beneficial

1                      2                      3                      4

Completely disagree

Completely agree

The info session corresponded to my expectations.

1                      2                      3                      4

Completely disagree

Completely agree

The discussion with other participants was fruitful

1                      2                      3                      4

Completely disagree

Completely agree

The length of the session was appropriate

1                      2                      3                      4

Completely disagree

Completely agree

I can benefit from what I have learnt in the future/the participants can benefit from what they have learnt in the future.

1                      2                      3                      4

Completely disagree

Completely agree

What overall grade would you give to the info-session (1-5; 1 unsatisfactory, 5 excellent)

.....

Open feedback

.....

(Jana Turk & Duin Ghazi 2018)