

Hello everybody.

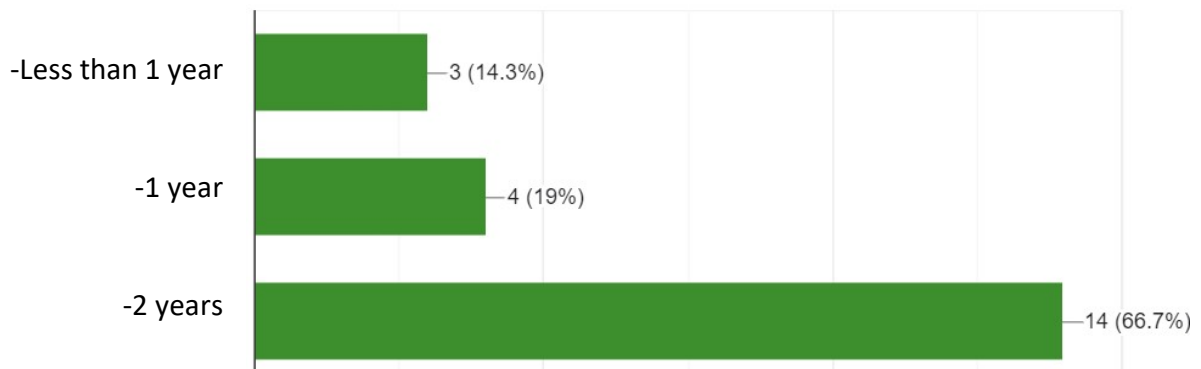
Below is an anonymous survey for all Avondvrede residents to evaluate and improve conditions in the dormitory. We hope for your early participation and honest, objective answers to the questions.

The survey is ANONYMOUS and non-binding.

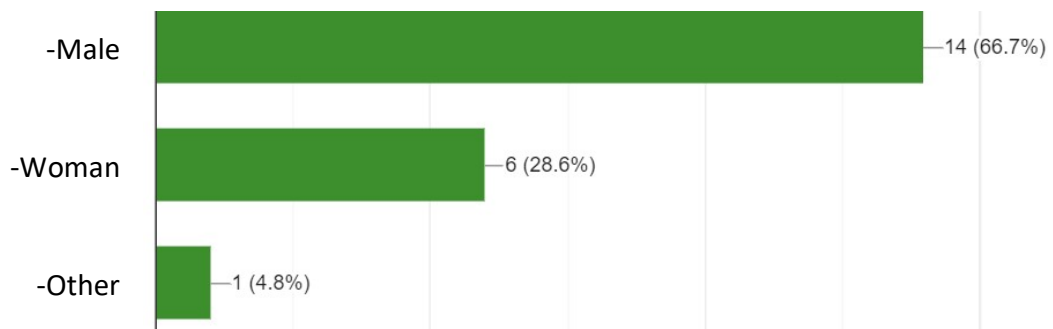
In questions: manager – Hanneka, Administrator – Mandela

For some questions below is a scale: 1 - very bad, 2 - bad, 3 - average, 4 - enough, 5 - good, 6 - very good

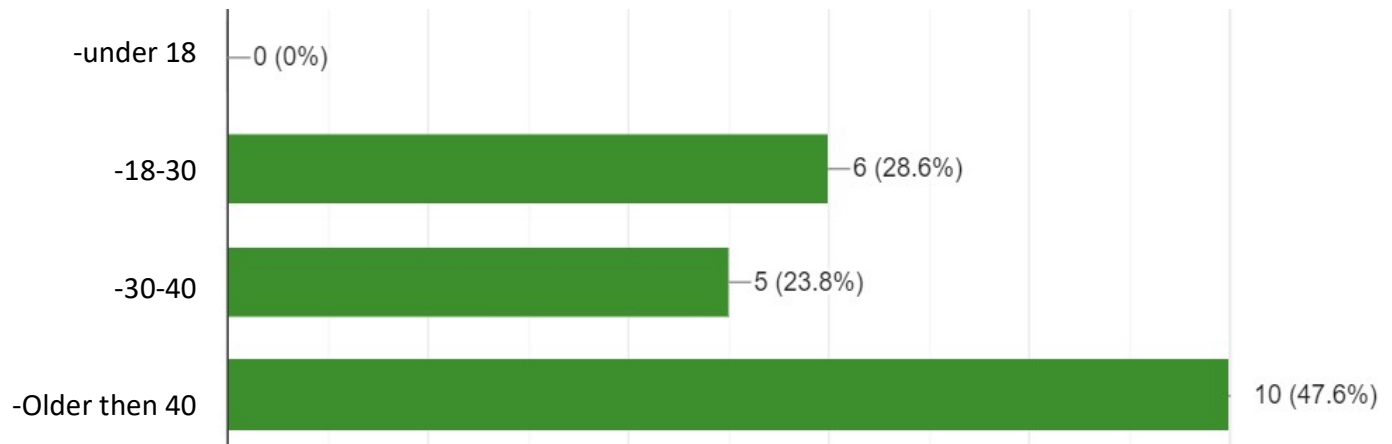
1. How long have you been staying in Avondvrede?



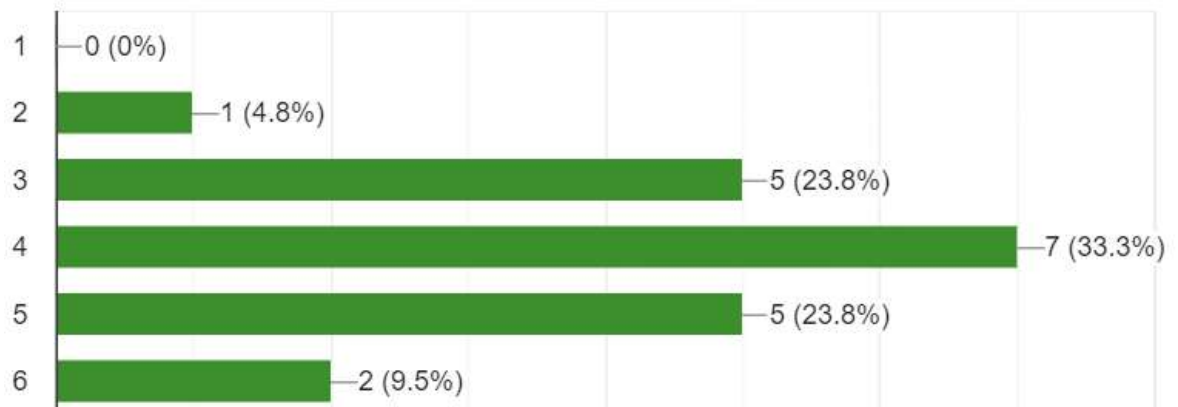
2. How do you identify yourself?



3.How old are you?



4.How do you rate your stay in Avondvrede?



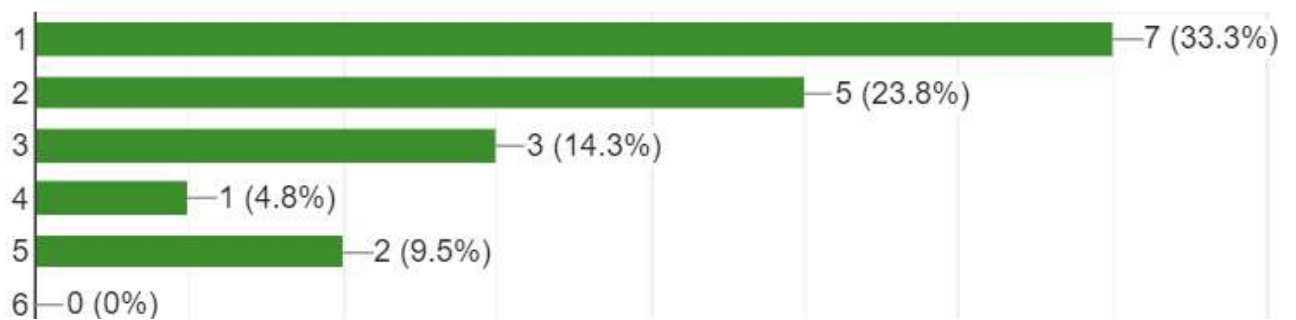
Other comments:

-It used to be better.

5.Does the general doctor come to Avondvrede?



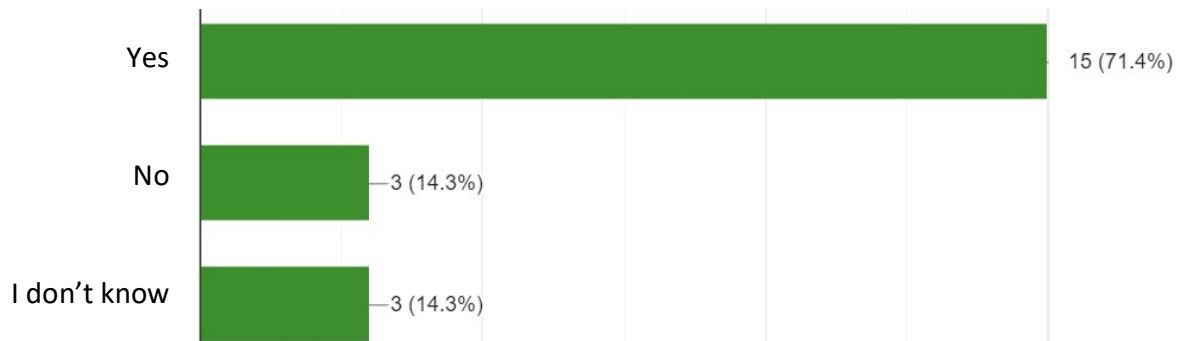
6.How do you rate the administration's assistance in visiting a doctor?



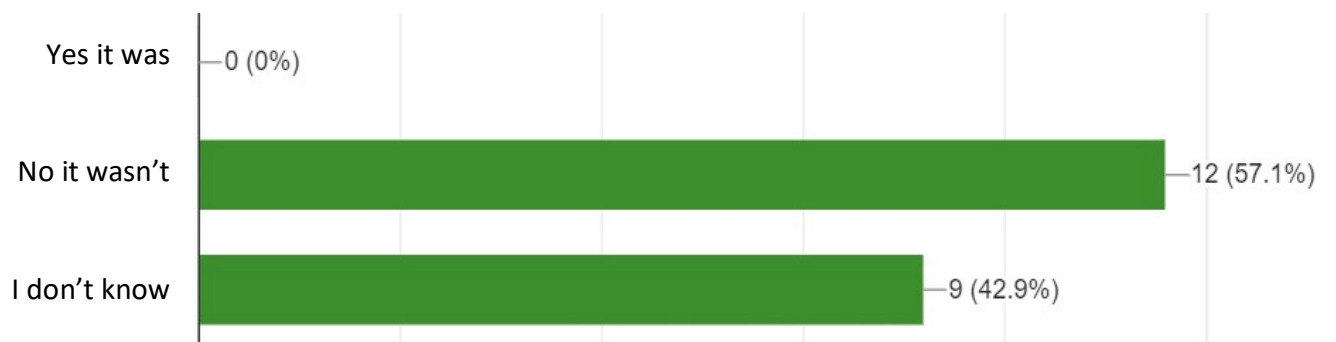
Other comments:

- I didn't contact the administration, Marit helped at her time.
- Mandela helps to make an appointment with doctor.
- Ik heb in Nederland geen dokter gezien.
- Did not face the question of doctors.

7. Are there house rules in Avondvrede?



8. Have the house rules been for general access for people, including those who don't use the internet (or the elderly)?



Other comments:

- I have heard about this only month ago during the meeting.

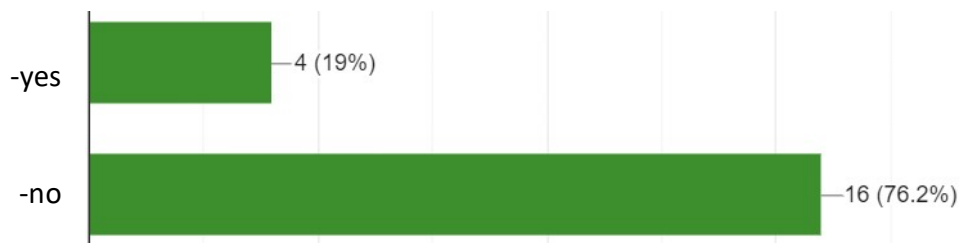
9. How often were general meetings held?



Other comments:

- Often with Marit and Angela, twice after them.
- Only in case of problem.
- It used to be held often, now it is very rare.
- Previously, meetings were once a week, with the new administrator were only once or twice.
- Previously, when Angela and Marit were there, they were once a week.
- Previously often, now – not really.

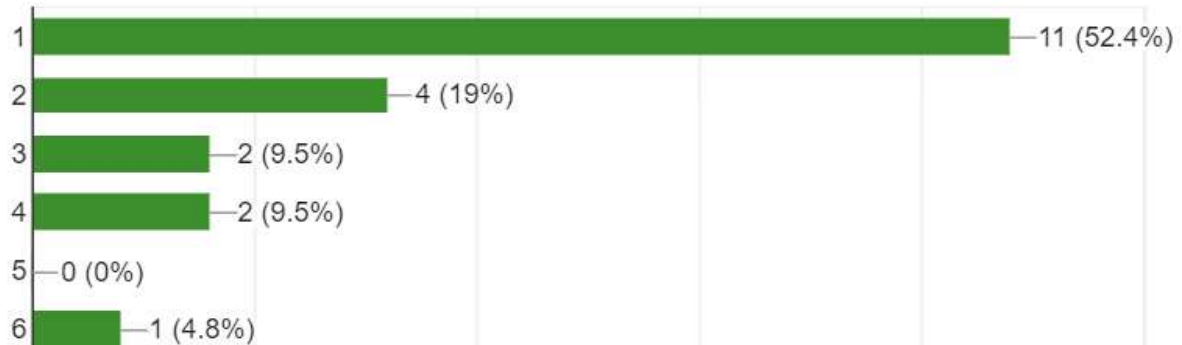
10. Do you have contact with the project manager (gemeente)?



Other comments:

- Only possible to find in Gemeente, no contact.

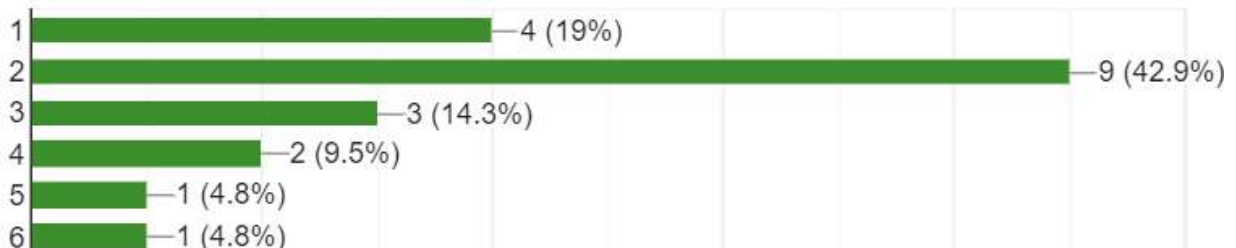
11. Is the project manager (gemeente) available enough for you?



Other comments:

- I don't know.
- Nobody knows how to contact her, you must only go to Gemeente and try to find her there.
- I don't know.

12. How quickly does the administration respond to your needs? (Internet problems, broken washing machines, hot water problems etc.)



Other comments:

- The tap is not working, Mandela said that he did not get a response from Gemeente.
- Quite long.
- It used to be very fast, now there were only 2 washing machines for more than a month.

- A year ago, there were other representatives of the administration in the building who tried to resolve all issues in a timely manner. At the moment, our house has another administration, which works very slowly. Sometimes we have to contact the administration several times, and wait for a reaction and a solution to the problem for several months. For example, we dealt with the problem of 3 broken washing machines over the course of 3 months. The whole house had only 2 washing machines for a long time. In one of the laundry rooms, the light has not worked for 4 months, the sewer is often clogged. I do not have the opportunity to use the compatible Internet, because there is no connection in my room, the Internet is very slow. There are no door handles in the shared shower rooms, for a long time (often the problem is that people cannot leave this room, because the doors are locked).

- Communication with the new administrator causes constant discomfort, you always have to wait a long time before he lets you in, you feel as if you are at a meeting with your management. I apply only in extreme cases, when there is no other way out. And recently the new administrator used a drone in front of the windows, it is not entirely clear for what purpose this was done and during working hours if he used it for leisure or to follow us.

- Depending on the situation, it is very slow in global issues.

13. Do you understand your legal situation in the Netherlands?



Other comments:

- Maybe not all the nuances.

- It is still not clear, what we can do and what is not, lawyer is not arranged.

- Not in full.

14. Do you have the phone number of administrator?



Other comments:

-I don't have phone number, but there is a contact in the messenger.

-I can send him messages.

15. Do you feel safe in Avondvrede? Can you explain it briefly?



Other comments:

- After the words of the police, when evicting the boy, that you do not pay for anything and have no rights, I feel anxious that I can also stay on the street with my child.

- At any day you can be moved to the other family or to the worst room conditions, we never know what will happen to you tomorrow and who is responsible to decide your future.

- Anyone can be relocated in one day, this makes me stressed.

- I am worried that they may evict me.

- Voelde me altijd veilig. maar niet nu deze man hier woont.

- There was a situation when one of the residents was evicted from the apartment in the middle of the night, which took away my sense of security, and added a lot of stress and not understanding what awaits us if we have a different opinion that contradicts the opinion of the administration or representatives of Gementee. There are also several people living in the house who have very serious psychological problems, and they do not have proper care and help and evaluation by specialists (for example, psychologists), so very often the behavior of such people is frightening.

- Not really.

16. Do you feel free to express your opinion in Avondvrede?



Other comments:

- Yes, I can.

- No.

- Yes.

17. Is there anything else you would like to add or clarify?

- I am very grateful to all the volunteers who helped us at the beginning, during that period they instilled hope in us and we felt safe. Angela and Marit helped a lot, and I knew that no matter what happened, they would be there to help and always listen.

- There are too much to say but everybody is lucky to be protected here even if the conditions of our residence are not so good, that is the reason we need help to make our residence more comfortable and clarify what we can expect to have from the government.

- It's not about expressing opinions, but about quick and adequate response from the administration and the manager to our wishes and suggestions. We hope for fruitful cooperation and mutual understanding, with boundless gratitude for the temporary shelter.

-The situation in the hostel changed for the worse after Angela and Marit left. And for me it's a critical question in medicine.

-There is a feeling that we are superfluous here

-Ik hou van administrateur Mandela. Het lijkt mij dat hij loyaler, menselijker en eerlijker is dan anderen.

-We do not have integration courses that would help us quickly adapt in society. We need Dutch language schools or courses to be able to communicate and have more choices for education for children and employment for adults! Several small groups conduct lessons in the house, but they do not accept new people who have a desire to learn too! And I also believe that many residents of the building need psychological help! From my experience, I can say that it is very difficult to get an appointment with a psychological doctor. And it is even more difficult to communicate with the help of an translator! I think that if we don't have language courses, then we need to provide official translators in hospitals or at doctor's appointments. Hospitals do not provide such services! They do not accept patients who do not speak Dutch!

- Thanks to the Netherlands for the help to Ukrainians. Thank you very much!

- For a year and a half living at the location, I felt safe, felt the support of Marit and Angela, for which I thank them very much! They took an active part in all the problems and joys of the residents. we were a big family. And the new administrator, after 4 months of work, does not even know the names of the residents, treats everyone arrogantly, humiliates everyone around him, there is no desire to communicate with him. The atmosphere at the location with its manifestation has changed dramatically and has a negative effect on people and everything that is happening at the moment in this building is terrible and disgusting!!!!

- The most important problems: - our laws and rights - medicine (we live in fear of getting sick, because we don't even know what our family doctor looks like) - it's difficult to get to the administration, he is always busy with his own affairs, and Ukrainians are not a priority for him - All the rooms for personal development were taken away from us, where we used our own money to arrange offices and renovations. Now these rooms have been taken from us, but they are not being used in any way. We don't feel respected, and probably the administration thinks that we don't need a room for study or sports. - we resolve all issues regarding law, documents and taxes ourselves. There is no desire to help from the administration