

# HOUSING ADVICE IN HELSINKI

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Social and financial support

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**HOW TO PREVENT SOCIAL AND  
ECONOMIC PROBLEMS RELATED  
TO HOUSING AND CRISIS  
SITUATIONS BY HOUSING ADVICE  
SERVICES?**

# STRATEGIC OPERATING MODEL OF HOUSING ADVICE

**Operating environment**  
**Social factors**

**Mission statement, vision**  
Housing social work, crisis work  
Supportive work alongside the client

**Strategy:**  
housing advice at real estate companies and city social work

**Evaluation:**  
Statistics reporting networking

The importance of evaluation :  
Bringing housing social phenomena to the forefront

**Organisation:**  
Social services and health care/Social and economic support  
Real Estate Department  
ARA

**Objective:**  
Prevention of social exclusion and homelessness

Client work, immediate interventions, working in networks

**EVALUATION**  
Costs  
Eviction statistics

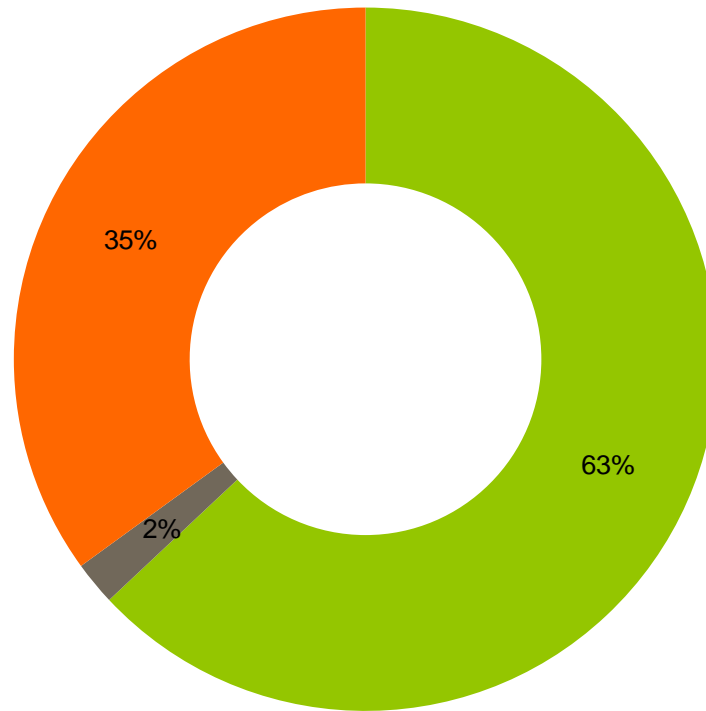
**Responding to the needs, developing work methods**



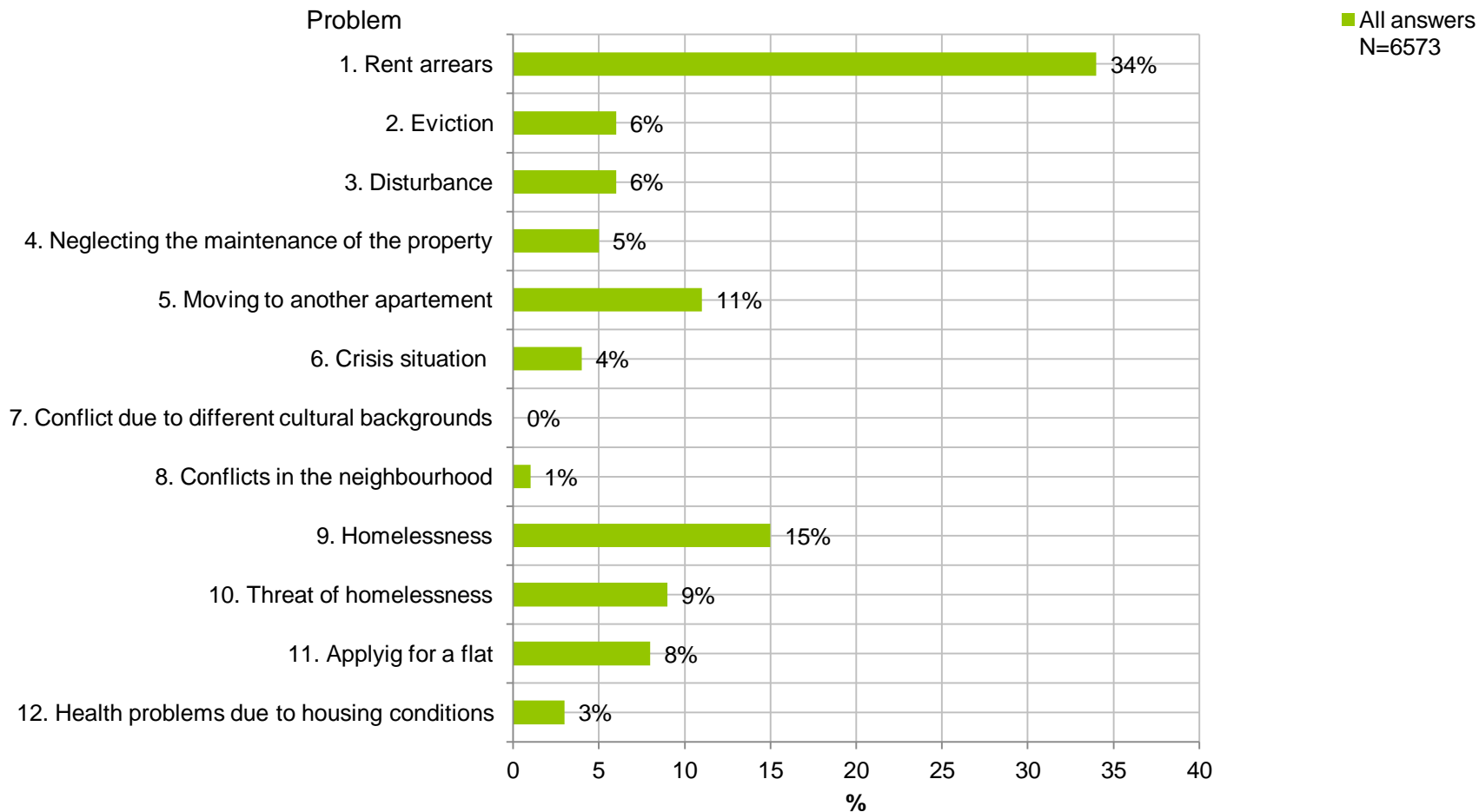
# CLIENT'S NATIVE LANGUAGE

All answers (N=6669)

- 1. Finnish
- 2. Swedish
- 3. Other



# REASONS TO CONTACT HOUSING ADVICE



# Results of client work in 2013

- In 2013, special efforts were made to provide support in situations with a threat of eviction at an early stage. In situations involving rent arrears this meant that the client already received support before the rent collection process progressed to the District Court. There were 47 evictions recorded in statistics that were cancelled from court.
- **Interventions preventing evictions/homelessness:**
- ***a total of 1,858:***
- ***Payment agreements on rent arrears : 415***
- ***Cases of monitoring the rent arrears : 641***
- ***Cases of monitoring rental payment: 560***
- ***Removals of the case involving rent arrears from the District Court: 140***
- ***Leases continued as a result of negotiations: 102***
- ***A total of 438 clients received new housing via housing advice.***
- Applying for housing was related to the need to change the flat: finding a reasonably priced or smaller dwelling. Temporarily the process to arrange housing for crisis situations was also the duty of housing advisers.

# COST SAVINGS FOR THE REAL ESTATE COMPANY (Heka)

- The costs of one eviction process for the real estate company can range from €5,000 to €20,000. The costs often remain as credit losses, as the rent collection may be difficult or impossible. Other costs include also the working hours spent on the eviction process. The eviction processes often take time and require multi-professional cooperation.
- **Examples of cost savings to real estate companies:**
- The **rent arrears** in Heka Central Helsinki at the start of housing advice activities **in 2005 were €235,330 in total. In 2011: €99,958**
- Rent arrears in Heka Vesala - area in **2011: €156,000** and in **2012: €132,000** (Housing advice monitoring for the year). (Heka statistics).

# Evictions in Heka companies in 2008–2012

<b>2008</b>	<b>193</b>
<b>2009</b>	<b>162</b>
<b>2010</b>	<b>154</b>
<b>2011</b>	<b>159</b>
<b>2012</b>	<b>108</b>
<b>2013</b>	<b>101</b>



# EVICTION STATISTICS IN HELSINKI

The evictions of tenants in Helsinki have decreased, despite the ongoing economic decline. In **2008**, there were **340** evictions carried out in Helsinki (Salovaara-Karstu & Muttilainen 2004, 95).

In **2012**, the Helsinki enforcement office carried out **235** evictions. **The number of evictions has decreased by 105.**

## Results during four years in total (2009–2013) N=22,818

- Evictions cancelled from court: 296
- Payment agreements on arrears:  
4,715
- Cases of monitoring the arrears:  
1,144
- Persons who have found a new  
dwelling: 1,391

# Strategic goals of the Department of Social Services and Health Care in family and social services in 2014

- The management of Social Services and Health Care of the City of Helsinki has decided on the policy to expand housing advice to all regions.
- *“The focus in client work are the problems in housing and paying the rent. Preventive solutions are sought together with the clients, housing advice and the Real Estate Department, as well as private landlords. Measures to intervene at an early stage are developed, as well as coordination, with special focus on families with children.”*

# Developing housing advice

- The results of housing advice come from high quality, professional client work (correctly timed interventions, housing social work in crisis situations)
- efficient cross-administrative cooperation structure and shared client data systems
- ***Housing advice should be linked to the social services:*** cooperation with the social and health care services must be integrated in the structural level.
- ***Structures and joint practices enable a flexible and mobile way of working, the exchange of information is easy and clients do not fall between the gaps in the service system.***
- Results must be evaluated and measured also quantitatively: they should be visible across all sectors!

THANK YOU!

