

Nochlezhka, St. Petersburg charitable organisation  
for the homeless

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[homeless.ru](http://homeless.ru)

 [vk.com/nochlezhka\\_spb](https://vk.com/nochlezhka_spb)

 [facebook.com/Homeless.ru](https://facebook.com/Homeless.ru)

 [instagram.com/nochlezhka](https://instagram.com/nochlezhka)

 [ok.ru/nochlezhka](https://ok.ru/nochlezhka)

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You can find out more about Nochlezhka's activities,  
our clients, staff, volunteers, partners and sponsors  
on [homeless.ru](http://homeless.ru).

**NOCHLEZHKA'S 2017 ANNUAL REPORT**

**NOCHLEZHKA**

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**Thank you a lot**

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**Dear everyone, thank you very much for being with Nochlezhka in 2017!**

We managed to achieve a lot together! We were able to buy a new Night Bus. No more breaking down, which means that homeless people are sure to receive food and aid. We managed to do some renovations at the Counselling Service. People in need now talk to our lawyers and social workers in five separate little offices and not in one shared room where it was rather noisy and they had to share their personal stories with other people present. We managed to install a handout point in our courtyard. It is a heated room where volunteers give out donated clothes and toiletries to the homeless.

Unfortunately, we haven't been able to open showers for the homeless (so that there is a place in the city where anyone can come and have a shower for free, without having to present any papers). And we still haven't been able to open an permanent heated tent,



even though we tried hard. Getting all the necessary approvals and connecting to communication lines turned out to be a nightmare. We are sure, however, that we will succeed eventually.

And there's a whole lot of other things to do which we have planned for 2018. Simply because a lot of people need our help and we cannot let them down.

There are a lot of figures in this report but we all know that there is a human being behind each and every single one of them. Those we have helped thank us but their gratitude is also for you.

Thank you!

Grigory Sverdlin  
*head of Nochlezhka*

# GENERAL INFORMATION ABOUT NOCHLEZHKA

**Our mission: help the homeless and people with no registration. Ensure that there is an efficient system in Russia designed to prevent homelessness and help the homeless reintegrate into society.**

## WHO ARE WE?

Nochlezhka is a charity which has been helping homeless people in St. Petersburg to return to stable lives since 1990.

We are a non-governmental organisation, so we raise our funds ourselves: we collect donations, look for sponsors, grants and subsidies.

*Nochlezhka's courtyard.  
112B, Borovaya street*



## WHAT DO WE DO?

We feed, keep people warm, help them sort out their papers, find jobs, register as disabled, apply for benefits, get admitted to care homes, find their relatives and return to their hometowns. We challenge fraudulent real estate transactions and defend the rights of people with no registration. We also share our extensive experience with our colleagues from NGOs and governmental organisations so that as many experts as possible can efficiently help the homeless. We raise people's awareness about the problem and try to change the general public's attitude towards people who have found themselves in trouble and to homelessness in general.

## WHY WE DO IT

It is extremely easy to end up on the street but getting back to a stable life without professional help is practically impossible.

There is no truly accessible and efficient system of state assistance for those who have become homeless in Russia. We know that no one is insured against the street and believe that one simply cannot turn a blind eye to people in need.

Our humanitarian aid projects save homeless people from starving and freezing to death and help them keep their dignity.

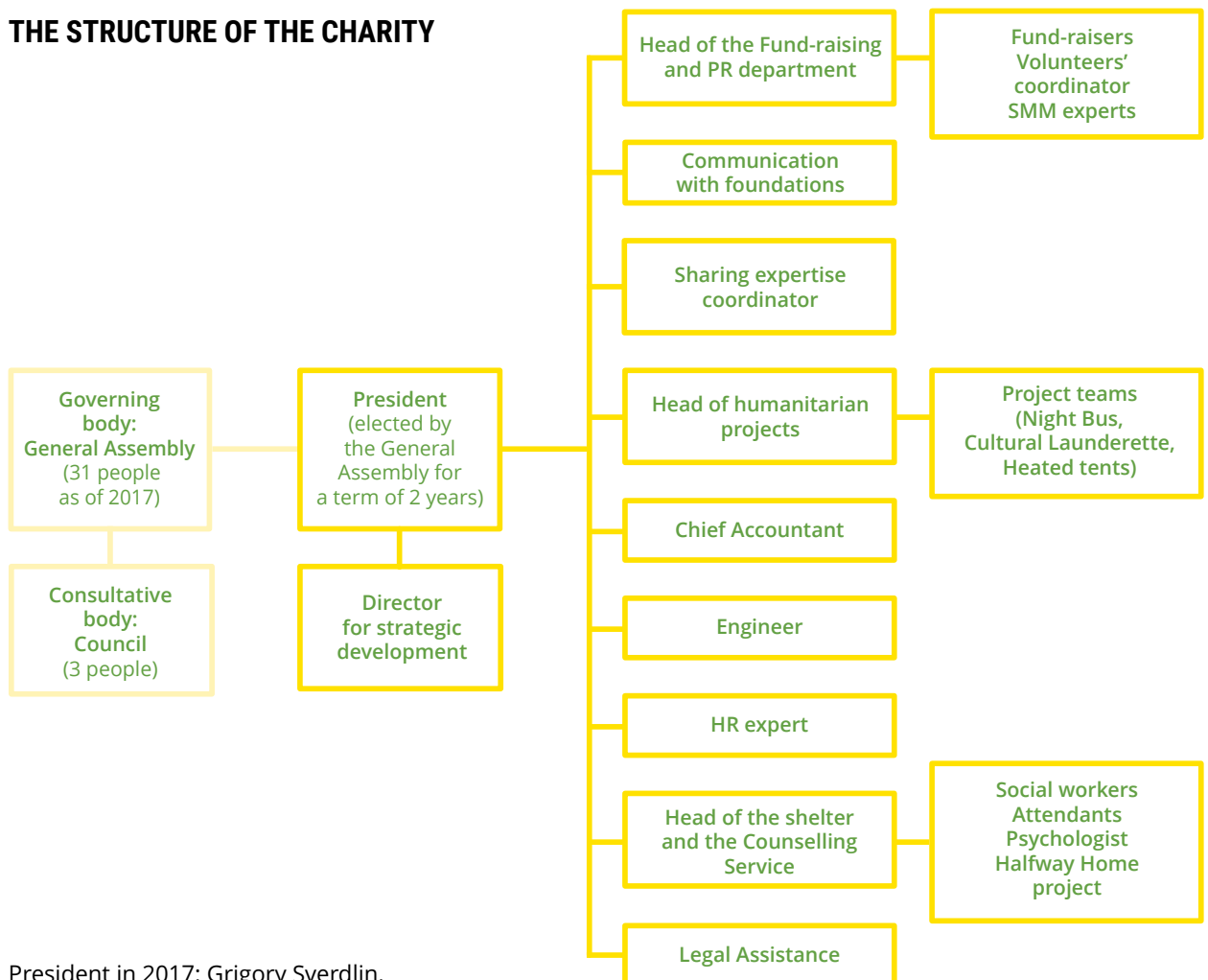
Our rehab projects are designed to significantly improve the lives of homeless people and help them get off the streets.

Through our projects designed to defend the rights of people with no registration, papers or home, thousands of people get access to public services and healthcare.

And our awareness raising campaigns make the society kinder and more tolerant.



## THE STRUCTURE OF THE CHARITY



President in 2017: Grigory Sverdin.

# NOCHLEZHKA'S MAIN ACHIEVEMENTS IN 28 YEARS OF ITS EXISTENCE

## NIGHT BUS

We started the Night Bus project which has now been running for 16 years and through which we have fed tens of thousands of hungry people.

It sets off every evening of the working week, all year round.

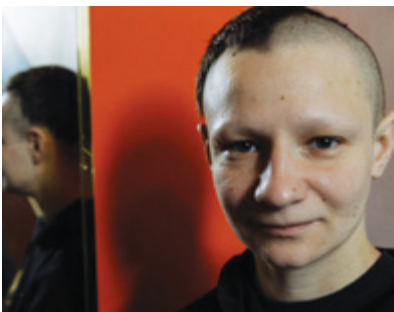
## REHABILITATION SHELTER

We are running the largest shelter for the homeless in St. Petersburg. It can accommodate up to 52 people, and this is more than any other state or charity-run centre in our city. Each year hundreds of people go through rehabilitation in our shelter and get back to stable lives with the help of our therapists, lawyers and social workers.

## COUNSELLING SERVICE

We have opened a Counselling service where anyone can get free assistance from our social workers and lawyers. Nochlezhka's social workers see 50-70 people each day.

Over the years of its work, our counselling service has helped thousands of people to get off the street.







### HEATED TENTS

Each winter we open two or three heated tents, each with a capacity of 50-60, where anyone can spend a night, warm and safe. Every winter hundreds of homeless people find refuge in Nochlezhka's tents.

As a result of our efforts, the project is partly funded by local administrations and the committee for social policy. Furthermore, the local authorities have started opening their own heated tent in one district.

### CERTIFICATES FOR THE HOMELESS

An alternative registration system for the homeless has been introduced. Following this system, a person is given a certificate stating that they are registered as a homeless person at Nochlezhka. Such a certificate has the person's photo, a stamp and a signature of Nochlezhka's director. It is recognized in many official institutions as a form of ID, which makes the life a lot easier for the homeless.

We have given out over 60,000 such certificates over the years.

### WORKING WITH THE STATE

We have done a lot so that homeless people in St. Petersburg receive more help from the state. For example, we have made it possible that people staying in state-run night shelters get temporary registration at these shelters. Registration makes a person's life easier in many ways, including when it comes to employment.

We initiated the local law on 'Prevention of homelessness in St. Petersburg'. Before this law, assistance to homeless people in St. Petersburg was practically unregulated on a legislative level. We have also made the government open polling stations in St. Petersburg and Moscow for people with no registration.

### MEDICAL INSURANCE FOR THE HOMELESS

As a result of our efforts since 2011 all people in St. Petersburg who have no registration have been able to obtain a mandatory medical insurance. Thanks to that, in six years 35,854 people received their insurance and, consequently, got access to free health services.

### CULTURAL LAUNDERETTE

We have opened the first ever free launderette for the homeless and the poor in Russia or any former Soviet republic. We called it the Cultural Launderette.

This is our large-scale joint project with Prachka.Com., a chain of launderettes. In 2017, it was used 9,013 times by the homeless to wash and dry their clothes.

### REHAB PROGRAMME

We are running a rehab programme for the homeless suffering from an alcohol or a drug addiction called 'Halfway Home'.

Over the years, the project has helped hundreds of people overcome their addictions.

### INTERNATIONAL ACTIVITIES

Nochlezhka has participated in the preparation of several reports for UN committees working on social and civil rights of Russian citizens.

# NOCHLEZHKA'S PLANS FOR 2018



## OPEN SHOWERS FOR THE HOMELESS

This will be a container which we have had made and equipped specifically for this purpose. The container has two showers (one of them is suitable for a disabled person using a wheel-chair) and a toilet. There is also a washing machine and a tumble dryer which people can use to clean their clothes, and an attendant will give them a set of clean clothes to change.

### Why this is important

Homeless people often smell because they have nowhere to wash in St. Petersburg. There is only one free shower in the city, and it is in Nochlezhka's courtyard but it can only take 10 people per day. Having a shower is the first step towards getting a job, restore one's papers and social ties.



## OPEN A PERMANENT NIGHT SHELTER

We are planning to open a night shelter, that is a heated tent operational all year round for the homeless. It will consist of several joint containers, well-lit and warm. It will have 30 beds, 2 showers and a toilet suitable for disabled people using a wheel-chair.

We will aim to equip it with washing machines and tumblers, too, if we can.

### Why this is important

To have both physical and mental strength to try to get off the streets, people need to sleep somewhere warm and safe. A night shelter for the homeless is not just a place to sleep but also a way to find out about Nochlezhka's social programmes.



## OPEN A BRANCH IN MOSCOW

In autumn 2018 we are planning to open a shelter for 20 people, a counselling service, a shower and a handout point in Moscow.

### Why this is important

There can only be a proper system of assistance to the homeless and homelessness prevention if you lobby for such a system on the governmental level. This means that members of Nochlezhka's team need to be in Moscow and work with the federal government on a permanent basis.

Furthermore, having an office in Moscow facilitates raising funds for our charity. In 2017 we only worked in St. Petersburg and had no activities in the capital. Despite this, we received 3 million roubles in private donations from Moscow.

Nochlezhka will have more opportunities to influence the public opinion and to debunk stereotypes through federal mass media which will cover the charity's activities in Moscow.





## GIVE THE RESIDENTS OF THE SHELTER AN OPPORTUNITY TO RECEIVE PROFESSIONAL TRAINING

People living at Nochlezhka's shelter will be able to receive free training in sought-after professions (plumber/carpenter/cleaner). We are currently negotiating such programmes with schools and colleges. Our social workers will then help them find a job.

### Why this is important

If you are unemployed, you have no money to rent or to pay for food and medications. An employed person is financially independent, they can pay taxes, the state does not need to spend money to support them. To be sure to find a job, one needs to learn a profession.

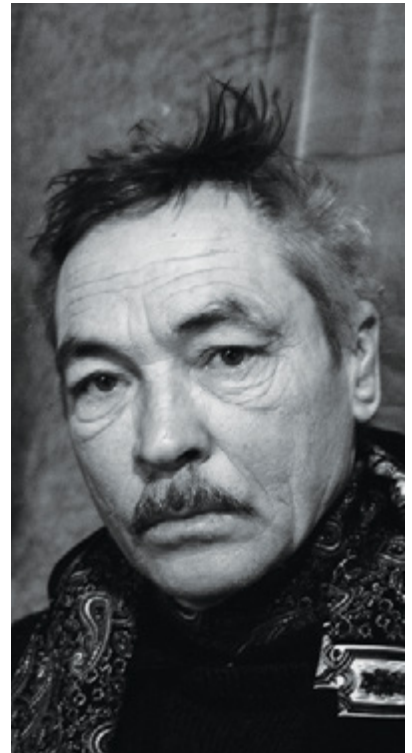


## LAUNCH AN ONLINE MANUAL AS PART OF NOCHLEZHKA'S WEBSITE

The manual titled 'What to do?' will consist of clear step-by-step instructions on resolving any social issue. There will be no need to plough through legal texts and spend hours looking for solutions on the web. All it will take is to go on our website, open the relevant section and answer a few questions. Then the person will be given an algorithm adapted to their particular situation.

### Why this is important

This manual will be useful for social workers, who help the homeless, and anyone who needs to sort out their papers, claim benefits and apply for state assistance.



# OUR STAFF

You can contact any of us! Send us an email on [info@homeless.ru](mailto:info@homeless.ru) or call our office number on a week day: +7 (812) 407-39-37.

We will put you in touch with the member of staff you need. Or you can find their contact details on [homeless.ru](http://homeless.ru).



**Grigori Sverdlin**  
president



**Andrey Chapaev**  
head of humanitarian projects



**Natalia Shavlokhova**  
head of the Counselling service



**Vlada Gasnikova**  
head of fund-raising service



**Ekaterina Azarkevich**  
Director for strategic development



**Igor Antonov**  
Night Bus driver



**Anna Malinina**  
Coordinator of the heated tents



**Valentina Boreiko**  
social worker



**Igor Karlinsky**  
Legal Consultant



**Vyacheslav Samonov**  
lawyer



**Tatyana Yakovleva**  
lawyer



**Ekaterina Dikovskaja**  
lawyer



**Roman Shirshov**  
social worker



**Pavel Lyaks**  
social worker



**Asya Suvorova**  
social worker



**Alexander Voronov**  
social worker



**Alexandra Sandomirskaya**  
social worker and psychologist  
for the project on working  
with HIV-positive clients



**Ivan Lendyashov**  
Chief Engineer



**Alexey Kotin**  
Procurement for  
the shelter



**Veta Lavrentieva**  
Communication  
with foundations



**Alexandra Popova**  
Communication  
with foundations



**Victoria Ryzhkova**  
fundraiser



**Anastasia Sadovnikova**  
fundraiser



**Natalia Kravchenko**  
fundraiser



**Karina Garinova**  
SMM



**Danil Kramorov**  
Coordination  
of Volunteers



**Alexey Varsopko**  
Coordinator for the sharing  
expertise project



**Julia Sigova**  
HR



**Natalia Kuznetsova**  
Chief Accountant



**Galina Rumyantseva**  
Accountant



**Oleg Polshchikov**  
administrator at  
the Cultural launderette



**Vasily Kraposhin**  
project manager for  
the Halfway Home project



**Igor Kolchinsky**  
System Administrator



**Alexey Fomenko**  
driver



**Tatyana Gor**  
courier



**Sergey Prepodobny**  
shelter attendant



**Andrey Gudkov**  
shelter attendant



**According to the 2002 Census,  
28,000 homeless people lived  
in the city. This is the official statistics.  
It is quite clear that this number  
does not include everyone.**

**Our experts estimate,  
that there are between  
50,000 and 60,000  
homeless people  
in St. Petersburg.**

# WHO ARE HOMELESS PEOPLE AND WHY DO THEY NEED HELP?

In Russia people without a residence registration cannot exercise many of their rights: the right to work, the right to medical treatment, pension, social benefits, the right to vote. Oddly enough, the rights are not attached to people but to their residence. If there is no residence, there are no rights. Nochlezhka ran numerous projects with a view to amend the system of residence registration, yet they seemed to fall on deaf ears: Russian citizens without registration are practically deprived of their constitutional rights.

Unfortunately, Russia has practically no effective state system

of assistance to the homeless: the existing system is also tied to the last place of residence and involves a lot of red tape. For example, a Russian citizen who was last registered in Samara cannot receive any state social assistance in St. Petersburg because their papers state that they do not live in the city.

Due to this, people spend seven years on the street on average, and most often die on the street, too. In the countries where the problem of homelessness is taken on seriously this period is under a year, because there is an accessible and a developed system of assistance.

**Today, the average age of a homeless person is 45**

**About 75% of the homeless are male**

**94% of the homeless are Russian citizens**

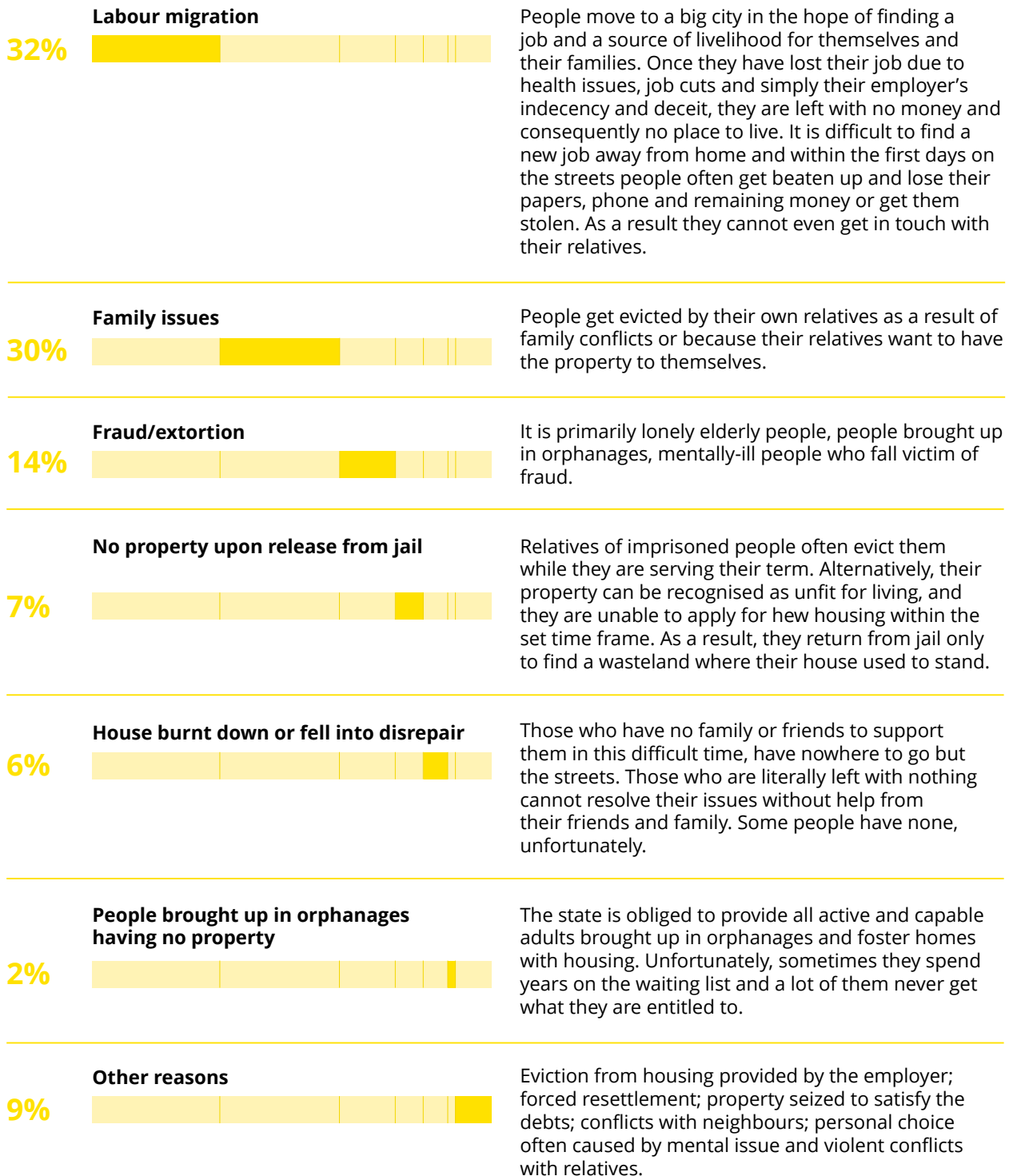
**In Russia people without a residence registration cannot exercise many of their rights: the right to work, the right to medical treatment, pension, social benefits, the right to vote.**

**Russia has practically no effective state system of assistance to the homeless.**



## THE MAIN REASONS FOR HOMELESSNESS IN 2017

According to the statistics gathered by Nochlezhka's counselling service from 3,427 respondents



**Almost all homeless people dream  
of going back to stable lives.**

**They just need  
a bit of help.**

**This is exactly what Nochlezhka  
does every day.**

# NOCHLEZHKA'S PROJECTS



# NIGHT BUS



**Igor Antonov**  
driver at the Night Bus

*People have somewhere to go and that's important. The Night Bus for the homeless often represents the stability which others see in their family, the state and society. We can only start moving forward when we have a friendly shoulder to lean on.*

In 2017 alone  
the Night Bus fed

**6228**

people, who received

**32,630**

hot meals from the  
volunteers.

## WHY WE DO IT

Going back from the street to a stable life requires a lot of effort. So, for a start, homeless people need to eat, otherwise they simply will have no energy to get their papers re-issued and work.

What's more, thousands of people in St. Petersburg live below the poverty line. These are lonely elderly people, temporarily unemployed people, and families with many children. We believe that no one should be starving in our city.

## HOW IT WORKS

A specially-equipped van goes to remote districts of the city five days a week and makes four stops to distribute hot meals, toiletries and clothes among the homeless and the poor.

Professional doctors volunteering for the projects provide primary medical services, and the driver tells homeless people that with the help of Nochlezhka's experts they can solve social, legal or medical issues, overcome their addictions and eventually go back to a normal life.

About a quarter of the people using the Night Bus are not homeless but simply poor.



The Night Bus sets off every  
weekday evening.

This project has been  
running for 16 years.  
It means tens of thousands  
of kilometers, hundreds  
of volunteers and hundreds  
of thousands of hungry  
people fed.

## THE TIMETABLE

Mo-Fr | 21:10-21:40

opposite 1, pr. KIMa,  
near Smolenskoye  
cemetery

Mo-Fr | 22:30-23:00

10, Mineralnaya st.  
(Ploshad Lenina metro st.)

Mo-Fr | 19:00-19:30

70, Pr. Slavy  
(Sortirovoshnaya train st.)

Mo-Fr | 20:00-20:30

behind the Ligovo train st.



### ₽ HOW MUCH IT COSTS

One trip — 12,398 rub.  
 One month — 268,618 rub.  
 One year — 3,223,415 rub.

**Feeding one person — 99 rub.**

At the end of 2016 we finished raising money and bought a new Ford Transit minibus.



This purchase was important to ensure that the Night Bus runs without interruptions and breakdowns, because every weekday evening between 150 and 200 people wait for it at its four stops.



The Night Bus is a 75% volunteer project: every week day three volunteers go on the Night Bus to hand out food and tell people about Nochlezhka's social projects.

These are people from all walks of life and of all ages. They help the homeless with their kindness and compassion.

**It's not just a source of food.  
For many people the Night Bus is the only opportunity to seek justice,  
to find help and start believing in oneself.**

## TRUE STORIES FROM OUR CLIENTS

Here are just a few true stories about people for whom the Night Bus is the only support in a difficult situation.



**Olga, 54**

In a few months Olga will reach the retirement age but for now she's just an woman who is too old to be employed. Besides, she has health issues and leads a rather sad life in a communal flat with eight rooms which houses 16 people.

Her partner Misha recently died of cancer and she had spent all her savings and energy on his treatment. Olga has recently found a job at a canteen not far from where she lives. 'I haven't been paid yet but they promise they will', she says proudly. The woman doesn't know how much she will get when she retires but she doesn't think it's going to be a lot. Olga has two daughters whom she brought up on her own. They are grown up, they both work but they live rather modestly, since the job market situation is not amazing at the moment. They help Olga as much as they can, with medications and rent. But she is struggling to make ends meet. Olga has been coming to the Night Bus stops for a few years now. She had found out about the project by accident.



**Kirill, 65**

Kirill is a victim of real estate fraudsters. He had been a mechanic at a factory for 40 years. Not having enough to pay rent he started looking for jobs. Finding work when you are over 60 turned out to be difficult.

The man found a job as a spare hand at a construction site and met a young man who suggested they do business together. The business required urgent investments though. The young man suggested Kirill take out a loan using his flat as a collateral. Kirill still cannot get his head round the fact that he fell for this fraud.

The young man soon vanished but more personae appeared: pretend officers from the Federal Security Service, pretend influential suppliers who suggested reregistering the flat in the name of other people for the sake of the 'business'. These people coaxed, blackmailed, threatened Kirill with a lawsuit and put pressure on him.

Nochlezhka's lawyers are currently consulting Kirill and helping him to prepare all the necessary papers for the court.

It was the driver of the Night Bus, Igor Antonov, to reassure Kirill and convinced him to speak to the lawyers.

**Igor, 53**

Igor was born in the 60s in Leningrad. He started a course in radiophysics at the Polytechnical Institute. He was working at an R&D centre as a service engineer.

Then Igor's mother fell ill and died. This was a watershed moment. Igor spent a year and a half in a severe depression. In this fragile state, Igor fell victim to a fraud, was deprived of his ID and was taken to Azerbaijan where he had to work. The police were only able to find him half a year later. While Igor was away his godfather sold his flat.

Igor has been homeless for 15 years: he finds temporary housing now and then, works, collects cardboard and survives somehow.

In 2007 Igor found out about the Night Bus. Since then he has been coming to Night Bus stops pretty much every evening. Igor's health has seriously deteriorated and he says that the only thing that keeps him afloat is his will power and the hope to get off the street in the end. That's why Igor has been saving up to start renting. His goal is to start earning at least a little bit, to rent a room and start living rather than surviving.

# HEATED TENTS



**Anna Malinina**  
the project's coordinator

*Warmth and safety are our basic needs. Just as food, water and breathing air. People who have found themselves in trouble should not be freezing to death on the streets alone with their problems. Their life depends on that.*

**957**  
people used the tents  
over the year who  
spent a total of  
**10,154**  
nights there. Between  
100 and 140 people  
received assistance  
in our three heated  
tents on a daily basis.

**ТВОЙ БЮДЖЕТ**

The tent in the Vasilevsky Island Harbour was funded from the city budget as part of the Your Budget project.

This project involves a commission made up of active citizens who decide how to spend a part of the city's budget. The idea to open a heated tent for the homeless in Vasilevsky district was put forward in 2016 by a journalist, Daniil Alexandrov.

## WHY WE DO IT

One can survive a winter night in St. Petersburg only if one is safe and warm.

We do not want people to freeze to death on the streets of our city or become disabled due to frostbite. So if someone needs to hide from the cold, they can come and stay in one of our heated tents, no certificates or papers required.

## HOW IT WORKS

Nochlezhka's heated tents can accommodate up to 50-60 people each. Anyone can sleep there protected from the cold, get a hot supper and breakfast, some warm and clean clothes, as well as medical aid. The attendants of the tents tell visitors about Nochlezhka's shelter and counselling service and about ways to get off the street with the help of the charity's experts.



In 2017, we were able to open three such tents, in Vasiliyevsky, Frunzensky and Kalinin districts.

Each tent worked daily from 8 p.m. and until 8 a.m.



**₽ HOW MUCH IT COSTS**

One day — 9,475 rub.  
One month — 284,257 rub.  
One winter (from November till March) — 1,421,285 rub.

**One night in one of our heated tents for one homeless person — 190 rub.**



Nochlezhka has been opening heated tents every winter since 2007. We coordinate their location with the city authorities and they decide when we can start running this project.



**Heated tents for the homeless are an opportunity to change their lives.**

**TRUE STORIES FROM OUR CLIENTS**



**Dmitry, 32**

Dmitry was born in Siberia and moved to St. Petersburg to go to university. He was living an ordinary life, renting a room, sold car parts, worked as a welder, a construction man, spent five years working as a mechanic at a factory. After a few failed attempts to start his own business, some relationship problems, and a suicide attempt he ended up in a hospital. The man had no family left. When he was released from the hospital he had nowhere to go. Dmitry found another job and started putting some money aside but once he had managed to save up enough to rent somewhere, he was robbed and had his papers stolen among other things.

Dmitry spent a night in a heated tent once and found out that Nochlezhka help people with the papers for free. When the young man went to the Counselling Service, he found out that there was a vacant bed in the shelter. The man spent five months in Nochlezhka's shelter, which was enough to sort out all the papers, find an official job and move to a rented room.

**Konstantin, 50**

In 2017 Konstantin was released from jail. The state system of assistance to ex-convicts is inefficient, so once the person is released from jail they have virtually nowhere to go. Konstantin could not find a job due to his criminal record. Then the man got into a fake rehabilitation centre. It was one of many organisations which promise to help in a difficult situation. In reality they make people work without pay and don't let them leave.

A month later Konstantin managed to escape but all his papers were left with the fraudsters. In autumn the man came to the heated tent near Obukhovo station. He asked if there was some work for him to do because he wasn't used to receiving help for nothing and couldn't do that. Konstantin assured us that he was able to work and wasn't lazy so all he needed was a job, then he would be able to sustain himself.

The man only spent three nights in the tent. Having had this opportunity to have some rest while being safe and warm, this strong person quickly found a job to pay the fees for his papers and pay for his shelter. We hope that Konstantin is doing well now.

**Nikita, 30**

Nikita is from Omsk. He is HIV-positive and is suffering from an alcohol addiction. His mother put him into rehab but he ran away because he was beaten up and treated badly. To cut all his ties with his company he had to move to a different city.

In the summer the young man slept rough or in the vestibules of residential buildings and once the first heated tent was opened in the Harbour, he went there.

Nikita spent a month in the tent and then offered helping us with opening the next two heated tents. The attendant told the young man how to get to Nochlezhka. Nikita spoke to one of our social workers and once we had a vacancy in the shelter we were able to take him.

Nikita is going through a rehab programme at Nochlezhka and also helping out around the utility room. He is also looking for a better paid job and somewhere to rent in order to get off the street completely and continue with his independent ordinary life. Things are getting better for him.

# CULTURAL LAUNDERETTE



**Andrey Chapaev**  
humanitarian projects coordinator

*By opening the Cultural launderette we managed to break the vicious circle homeless people get stuck in: when you're dirty you can't get a job, when you don't have a job you have no money to wash your clothes. Last year 3,500 of our clients got an opportunity to look neat and clean.*



116, Borovaya street

In 2017 homeless people washed and dried their clothes in our launderette

**9013**

times. Around

**30-50**

people do their laundry there every day.

## WHY WE DO IT

One of the main things people tend to hold against the homeless is that they smell bad and their clothes are dirty. But people rarely stop to think that the homeless simply have nowhere to wash their clothes. Not every launderette will let a homeless person in and, besides, one needs to pay for it. But homeless people may not have enough money because they cannot find a job while they look this way. It becomes a vicious circle. Furthermore, the smell draws negative attention to them and as a result they may end up suffering not just psychologically but also physically. Helping people clean themselves is one of the first steps to help them get off the street.

## HOW IT WORKS

The Cultural Launderette is a joint project run by Nochlezhka and Prachka.Com, a chain of self-service launderettes.

We launched it on 22 November 2016, and this is the first free launderette for the homeless in Russia.

It is equipped with 8 washing machines and 8 tumble driers with a capacity of 5 kg each as well as one washing machine for bulky objects for up to 9 kg.



Anyone can use our Cultural Launderette for free, no papers are required.

We believe that if someone comes to our launderette and is willing to wash their clothes together with the homeless, they probably really need this.



**₽ HOW MUCH IT COSTS**

Administrator's salary — 331,586 rub. per year

**The cost of one person washing their clothes for Nochlezhka — 49 rub.**

**OPENING HOURS**

Mo Tu We Th Fr Sa Su

from 10:00 till 17:00




The Launderette was opened just 500 m away from Nochlezhka, where homeless people receive humanitarian aid, social and legal assistance and can also have a shower.



**Our Cultural Launderette is the first and so far the only such project in Russia.**

**WHO COMES TO OUR CULTURAL LAUNDERETTE?**

**Nikolay, 42**

The man came to St. Petersburg from the Yaroslavl Region to make some money since there were no jobs available in his hometown. He was deceived by his employers

a few times here. Nikolai mostly worked unofficially and often didn't get paid. When he ran out of money, he was evicted from the flat he was renting.

He slept in our heated tent, the man couldn't even find a side job in his dirty clothes. Nikolai found out about our launderette, started

doing his laundry there and, thanks to that and his determination, he managed to find a decent employer, saved up a little and moved into a dormitory.

People wearing dirty clothes, even if they have the necessary amount of money, are not always allowed into a public sauna or a dormitory.

# COUNSELLING SERVICE



**Alexander Voronov**  
a social worker

*Homeless people are constantly running into locked doors. The whole world keeps telling them that there is no way out. One of the main jobs of the Counselling service is not only to help the person restore their papers and get their property back but, for a start, to make them believe again that there is a way out after all. We need to remind them that a homeless person is a human first of all. Keeping this in mind one can resolve a lot of issues if not all of them.*



112B, Borovaya street

## WHY WE DO IT

Homelessness is a complex issue and solving it requires an adequately comprehensive approach.

One person needs help with re-issuing his papers and find a job, another one with getting a medical treatment, yet another one with finding his relatives and going back to his hometown, a fourth one with challenging a fraudulent transaction... Getting back to a stable life is nigh on impossible without professional help.

Our experts help people who are on the brink of homelessness not to cross that line and those who are already in trouble to resolve the problems that led to their situation.

Unlike governmental institutions we do not check the person's last registered address and what their nationality is. We help everyone we can help.

## HOW IT WORKS

People come to the Counselling Service with various questions: how to get employed without registration; how to get mandatory medical insurance; how to challenge a fraudulent transaction and get their property back; how to get one's papers re-issued and get the required medical treatment.

Sometimes one consultation is enough but more often people need more serious help. Then our social workers and lawyers start a long process: they fill in application forms and requests, look for jobs, help the people sort out their papers, accompany the people to various institutions and sometimes even represent them in court. It is all done case by case.

Our work is organised in such a way to help people solve the problems which have led them to homelessness. We also help people improve their living conditions: apply for retirement or disability

benefits, find a job, register as disabled.

At our Counselling Service people can also get some clothes, food, toiletries, crutches, a mobile phone, metro tickets and other useful things donated to Nochlezhka.

## OPENING HOURS



Social workers:

Mo Tu We Th Fr Sa Su

from 10:00 till 17:00,  
lunch from 14:00 till 15:00



Lawyers:

Mo Tu We Th Fr Sa Su

from 10:00 till 17:00,  
lunch from 14:00 till 15:00



## ₽ HOW MUCH IT COSTS

One day — 33,239 rub.  
 One month — 576,148 rub.  
 One year — 6,913,772 rub.

**Helping one person to resolve their social and legal issues (restore papers, find a job etc.) — 554 rub.**



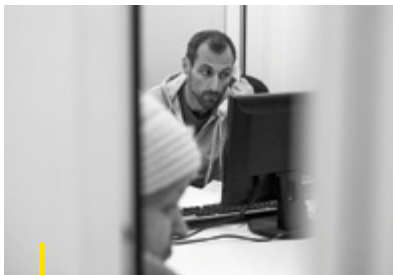
*Our social worker Pavel Lyaks seeing clients.*



*Alexander Voronov, one of our social workers, seeing clients.*



*Our social worker Valentina Boreiko seeing clients.*



*Once a month, Nochlezhka's President Grigory Sverdlin consults people in the Counselling Service as a social worker.*



*Our lawyer Vyacheslav Samonov seeing clients.*

## NOCHLEZHKA'S WORK IN NUMBERS: SOCIAL AND LEGAL ASSISTANCE

Thanks to Nochlezhka:

**110**

Russian internal passports were restored

**116**

people found a job (including jobs with accommodation)

**8**

people received professional training

**6**

people got their identity confirmed

**17**

people got their citizenship determined

**7**

people had their army records restored

**1**

person got an international passport

**10**

people proved their employment records

**3**

people had their education certificates re-issued

**13**

people applied for a retirement allowance

**31**

people obtained their individual insurance number

**30**

people obtained their mandatory medical insurance

**8**

people received their individual taxpayer's number

**78**

people received medical treatment

**9**

people got registered as disabled (together with the Maltese Aid Service)

**5**

people got admitted to a care home (together with the Maltese Aid Service)

**24**

people got admitted to a hospital

**6**

people got admitted to a rehab clinique

**5**

people got registered with an AIDS centre

**5**

people found their relatives

**149**

people were temporarily registered at Nochlezhka's address

**1**

person got registered at a different address

**8**

people got admitted to municipal night shelters

**10**

people got admitted to the Centre of social adaptation for ex-convicts

**4**

people obtained technical aids for rehabilitation (prosthetic and orthopaedic appliances)

**21**

people were able to return to a different city (together with the Maltese Aid Service and the 'Ticket home' project)

**17**

people accompanied to a court hearing

**Unlike governmental institutions we do not check the person's last registered address and what their nationality is. We help everyone we can help.**

## TRUE STORIES FROM OUR CLIENTS

Here are just a few stories about people whom Nochlezhka's experts helped in 2017.

### Tatiana, 75

Tatiana came to Nochlezhka's Counselling Service from Moscow. She doesn't remember how she ended up there, nor does she remember many other points of her biography. The Moscow Centre for Social Adaptation found that she had been last registered in St. Petersburg and sent her 'home'. Except that she doesn't have one. Neither does she have any papers required to be admitted to a municipal night shelter. She had no papers whatsoever on her, and her last ID was that of the USSR

Nochlezhka's social worker managed to get in touch with Tatiana's daughter. It turned out that the woman wasn't particularly keen on seeing her mother but was willing to help. The daughter paid the state fee to having an ID re-issued. The mother and daughter did meet up in the end but the following day Tatiana disappeared. A few days later she was discovered in a hospital where she had been delivered in an ambulance.

Nochlezhka's social worker ensured that they wouldn't discharge the woman while her papers were being prepared. The rest of work was done while Tatiana was in hospital.

It only took two months to get her ID issued (this is extremely fast considering that she had no identification papers whatsoever). This was the main thing because once one has an ID it's easier to sort out the rest of the papers and get admitted to a care home. While the social worker and Tatiana were waiting for her ID, 17 years of her employment record were confirmed.

This means she is entitled to a retirement allowance. Tatiana now has a hope for getting a place to live and leading a quiet life.

### Oleg, 49

Oleg is a professional sign language interpreter. He worked in various schools, teaching deaf children. Later on he worked as an engineer at an office and he has spent the last 7 years living and working as a security guard in a children's summer camp. Oleg was giving most of his wages to his ex-wife and daughter, as well as his sister and her family.

In 2014 Oleg fell victim to a fraud and was essentially sold as a labourer. He tried escaping a few times and each time ended up getting beaten up, but eventually he managed to escape one day and hitchhiked to Moscow and then to St. Petersburg.

The man came to Nochlezhka in the autumn to find out how to restore his papers. He found the situation extremely difficult, since he wasn't used to asking for help and the goal of his life, as he puts it himself, is to help other people. His other problem was an alcohol addiction which he wouldn't recognise. After a few private conversations, Oleg admitted that alcohol made him feel very bad and this was a way for him to punish himself for not supporting his daughter properly.

Oleg's state, both physical and mental, was rapidly deteriorating. This period of uncertainty lasted for a few months. Oleg would come to Nochlezhka and our social workers strongly recommended that he should go through a course at an addiction clinic while the man felt guilty and was not ready to accept help. A few months later Oleg managed to get into a proper hospital after all. The man is about to start his recovery programme and we

hope that the life of this extremely kind and incredible unlucky man will get better sooner or later.

### Valentin, 50

Valentin was brought up in an orphanage.

It took Nochlezhka's social workers a year to get his ID re-issued. It can be considered a rather short period, taking our practice into account. Valentin wasn't put off and didn't lose hope when he found out that he had to go to a huge number of institutions, collect a multitude of papers and talk to dozens of people to get an ID. For someone brought up in an orphanage it is a very long and difficult journey. There are many people, apart from Nochlezhka's social workers, who helped him on this journey, who found time and energy to support the man. In order to confirm his identity his college teachers accompanied him to the Federal Migration Service Directorate. His schoolmate from the orphanage testified in court and confirmed that they had known each other since early childhood. People he didn't even know in Dushanbe, Tajikistan, managed to get his birth certificate and an official confirmation that he wasn't a Tadjik citizen. Nochlezhka's experts supervised each step of this process and consulted Valentin.

## CLOTHES AND TOILETRIES HANDOUT POINT



At our Counselling Service people can also get some clothes, food, toiletries, crutches, a mobile phone, metro tickets and other useful things donated to Nochlezhka.

**50-70** people come to Nochlezhka's Counselling Service for help every day

### NOCHLEZHKA'S WORK IN NUMBERS: HUMANITARIAN AID AND INDIVIDUAL SERVICES PROVIDED BY NOCHLEZHKA'S COUNSELLING SERVICE

**4091**

sets of clothes given out

**3440**

toiletry sets given out

**752**

food sets given out

**481**

tickets and passes handed out

**764**

letters received

**275**

letters forwarded

**318**

ID photos printed

**217**

requests and inquiries sent to government institutions

**96**

fees for state and notary services covered



*People queueing for the Counselling Service in Nochlezhka's courtyard.*



Each weekday Nochlezhka's volunteers are on duty at the handout point. They hand out clothes and keep the storage tidy.

## HIV-TESTING

### WHY WE DO IT

Homeless people are an HIV risk group do to their precarious social status.

We help people get diagnosed and get treatment in time. Unfortunately, only a patient with an ID and a valid registration is entitled to free highly active antiretroviral therapy.

Such testing can help us assess the real level of HIV prevalence among the homeless. There is currently no official statistics in Russia, while it is necessary to understand how to best help people.

### HOW IT WORKS

People coming to Nochlezhka for help can also take a free test, with no queues, notes from a doctor or papers.

Before the test a consultant tells them about HIV and how the virus spreads, lets them assess their own life regarding contamination risks. If a person tests positive, the consultant explains to them what sort of treatment they need and helps them receive it despite the red tape. If they test negative, the consultant tells them about protective measures and the need to regularly check their status for every adult.



Nochlezhka launched its HIV-testing project with the help of the Aids Healthcare Foundation. In just six months of its work, 281 people were tested and our worker took on 55 cases of HIV-positive people in order to help them get the necessary treatment.

# REHABILITATION SHELTER



**Natalia Shavlokhova**  
the head of the Counselling Service and the Shelter



112B, Borovaya street

*Homelessness is a complex issue. It is impossible to help someone get off the streets without a multi-pronged approach and without providing them with decent living conditions. Almost 60% of people who have lived in our shelter get back to stable lives.*

## WHY WE DO IT

It is a lot easier for a homeless person to get back to a stable life when they don't have to worry every day about where to sleep and what to eat.

Living in decent conditions, support from our social workers, lawyers and therapists are all part of the rehabilitation process from injuries and traumas of the months or years spent on the street.

It is the largest shelter  
for the homeless  
in St. Petersburg.



It can accommodate  
52 people:  
12 women and 40 men  
(this ratio reflects  
the general gender situation  
on the street).

## HOW IT WORKS

People move into the shelter only after a personal interview with a social worker.

There are two conditions on which a homeless person can be accommodated:

- 1) there is a free bed in the shelter;
- 2) we understand how we can help the homeless person and what our common goals will be.

People spend from two weeks to up to a year in our shelter depending on how complicated their case and the plan of assistance we have developed are. People spend 4-5 months in Nochlezhka on average.

The shelter is not just a place to sleep and regular meals, it is also a rehabilitation centre where everyone gets comprehensive support. It is done case by case, based on personal circumstances. While the person is staying at the shelter, our lawyers and social workers help them sort out their papers, find a job and a place to live, find their relatives, get

admitted to a medical or a social institution or get their property back. Professional assistance from therapists who volunteer for our charity is an important part of their return to stable lives.

In 2017 our rehabilitation shelter at 112B, Borovaya Street accommodated 140 people. Our social workers and lawyers helped each one to solve their personal issues so that they can get off the streets.

Over a half of the residents moved out of the shelter having improved their living conditions: to a rented place or accommodation provided by their employer, to their relatives or a care home.

Nochlezhka's shelter can accommodate up to 52 people and is the largest centre for the homeless in St. Petersburg among both charity-run ones and state institutions.



### ₽ HOW MUCH IT COSTS

One day — 25,668 rub.  
 One week — 179,674 rub.  
 One month — 780,728 rub.  
 One year — 9,368,742 rub.

**The cost of accommodating  
 one person  
 per day — 494 rub.,  
 per month — 15,014 rub.**



In 1998, Nochlezhka opened a shelter at 26, Sinopskaya embankment. In 2006 it moved to its current address, 112B, Borovaya Street. The shelter is open all year round.



# 140

people accommodated the rehabilitation shelter in 2017.

Over a half of these people managed to get off the street.



## TRUE STORIES FROM OUR CLIENTS



**Nikolay, 60**

Nikolay has an extensive work experience and quite a fascinating lifestory to tell. He was born in Ryazan in 1957, spent all his life working and believed that his life was stable. He thought if he was willing to work, things would always work out. His working day lasted from 8:00 until 17:00 but the man would only come home at 9 p.m. Nikolay was always respected and appreciated, no matter where he worked. The 90s brought along job cuts, delays in payments, and Nikolay left his job. His flat had been provided by the employer and once he had quit he had to move out.

Nikolay has no place to live of his own. His cousin has sold his flat in Ryazan. The man doesn't even know how she managed to do that. He didn't apply for a retirement allowance in time. As a result Nikolay ended up homeless in St. Petersburg. He came to the city following his friend's invitation who promised to give him a job. The owner of the business sold it and

both Nikolay and his friend were left without a job.

The man came to Nochlezhka to get some help with his papers. But then he started having health issues, his heart was giving up. While living at the shelter Nikolay has had his papers re-issued, registered as disabled and is now waiting to be admitted at a care home.



**Vladimir, 55**

Until 2016 Vladimir was leading a rather ordinary life, he was working and renting a room. In January a long thaw was followed by minus temperatures which turned the city into a ice rink. Vladimir lost his footing on the ice, fell down and got some serious injuries. He spent a few months in a hospital and when he was discharged he was left with nothing, no job, no place to live. In spring he came to Nochlezhka and found a job rather quickly but his health issues turned out to be more serious than he had imagined.

Vladimir is now waiting for an operation on a joint and is getting registered as disabled. He is hop-

ing that once his health situation improves he will be able to work and rent again.



**Natalia, 35**

Natalia was born in the north of Russia to a disadvantaged family. She has been to jail and has taken drugs. Natalia's mother died and her sister distanced herself when she found out what her life was like.

Natalia first came to Nochlezhka a year and a half ago. She is HIV-positive but back then she was not getting treatment because she didn't have the required papers and didn't know where to ask for it. Nochlezhka helped her get her papers sorted, she started taking treatment and her condition improved. After a long search for a job (it's not easy to find a job with a criminal record) the woman was officially employed by a stable organisation. She has now moved out of the shelter into a rented flat and is continuing with her therapy. Now that she has managed to stabilise her life Natalia wants to help the homeless and HIV-positive people, those who are usually neglected in our society.

# HALFWAY HOME

## WHY WE DO IT

Many homeless people became homeless because they did not receive the necessary help in time. As a rule, people take to drinking when they are already homeless: out of despair and not knowing where to go and who to ask for help. Alcohol addiction is an illness, a condition. We believe that those who are ready to recognise their addiction and work on overcoming it, should be helped.

In 2017 14 people completed the programme. 7 of them are currently stably sober.

## HOW IT WORKS

Participants of the Halfway Home programme live in a separate room at Nochlezhka's shelter. They get help from social workers and lawyers just as any other people living in our shelter but they also follow the Twelve-Step Programme.

This programme is based on the principles of Alcoholics Anonymous and includes group and individual sessions with an expert in chemical addiction and therapists, daily meetings with other participants of the programme presided by someone who has already successfully completed the programme and left the shelter.

10 people are participating in the programme at the same time. They spend 6 months on average at the shelter.

Everyone joins the programme voluntarily and can leave it at any time.

Some of the participants volunteer for the Night Bus and at heated tents. They talk to homeless people and tell them about their own experience of fighting alcohol addiction, inspiring them to try and change their lives.



**₽ HOW MUCH IT COSTS**  
One day — 1,546 rub.  
One month — 47,013 rub.  
One year — 564,154 rub.  
**Helping one person to recover from their addiction and go back to a stable life (6 months) — 28,130 rub.**

## TRUE STORIES FROM OUR CLIENTS



**Dmitry, 42**

Dmitry was born in Ekaterinburg. He never knew his mother and was brought up by his grandparents.

After they died Dmitry's sister became the closest friend to him but when she got married and started her own family, the man was left

on his own and started keeping bad company. He ended up in jail and lost his flat. When free he was suffering from his solitude so he developed a drinking problem.

Dmitry completed the 12 Step programme to overcome his addiction and continued to analyse his feelings, while also helping other people fight their illness.

Nochlezhka's experts helped him to get treatment, get his papers restored and find a job.

'Most importantly, one needs to know they are not alone', says Dmitry.



**Alexey, 42**

Alexey has moved out from out shelter and is now renting a room. We helped him with his papers, he completed professional training for system administrators and is now working as a decorator in a theatre workshop.

While at the shelter, the man completed the rehabilitation programme and doesn't drink. He is working and renting.

# WE RAISE AWARENESS AND RAISE FUNDS FOR OUR WORK



**Victoria Ryzhkova**  
a fund-raiser

*We often think that homelessness is something that can't happen to us, only to other people. We tell the public about how people become homeless, how awful it is to live on the street and how difficult it is to get off. We remove the wall between those who have a home and those who don't. This is the only way people can be empathetic and start helping those in need.*

## WHY WE DO IT

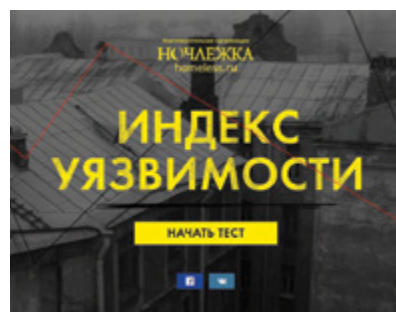
On the one hand, we want our society to be more tolerant. We want people to understand that anyone can end up on the street and that helping a stranger in need is natural.

On the other hand, Nochlezhka only has as much money at its disposal as it can raise. If we don't explain to people who the homeless are, why people end up on the streets and how difficult it is to get back to stable lives, no one will want to help us.

## HOW IT WORKS

We organise awareness campaigns and charitable concerts, we work with mass media and on social media, we interview famous people, shoot videos with famous artists and create public service adverts.

Only through regularly raising awareness about homelessness, can we raise funds to run our projects and cover the cost of humanitarian aid. This is also a way to let great people know about us, who might then become our volunteers and help Nochlezhka in a whole variety of aspects.

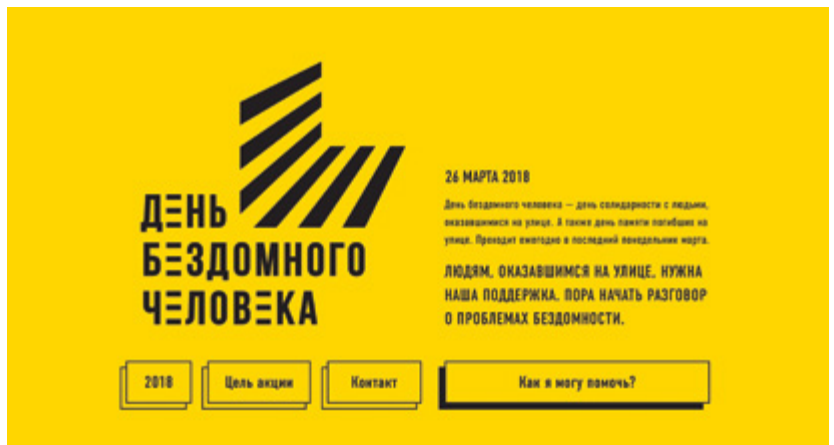


We developed and published a Vulnerability test. Anyone can take it and assess their chances of ending up on the street. It has been taken by over 50,000 people so far.

**Only through regularly raising awareness about homelessness, can we raise funds to run our projects and cover the cost of humanitarian aid.**

Together with the Takie Dela website Nochlezhka has started a national Homeless Person's Day, which takes place on the last Monday of March every year.

It is important to talk about homelessness more often than once a year but such a national day serves as a great opportunity to run campaigns around the country.



Nochlezhka ran a widely-discussed campaign dubbed 'Eye test'.

It was based on true stories. Life stories of seven homeless people made to look like eye charts where the lines containing stereotypes are easiest to read but once you read the lines in smaller print you find out the real tragic reality of someone who is need.

In 2017 Nochlezhka's president Grigory Sverdlin won the 'Person of the year' award from the Sobaka magazine in the 'Science and life' category.



Nochlezhka held three charity concert-lectures from the 'Mozart to jazz' series: at Akhmatova Museum, the Lendoc Open motion picture studio and the Gostiny Dvor concert hall.

# SHARING EXPERTISE



**Alexey Varsopko**  
project coordinator

*Such a complex issue as homelessness requires a system of mutual support. The more efficient, reliable NGOs we have around the country, the more efficiently we help the homeless and the more people we will be able to help.*

## WHY WE DO IT

People from other organisations and volunteers often contact us and ask various questions about our work: how to start a Night Bus in one's city? Where to begin to open a heated tent for the homeless? How to defend homeless people's right for work and shelter?

To facilitate and optimise such consultations we prepared some information materials where we tell people about our experience and posted them on our website.

We want to help as many people as possible all across the country to efficiently help the homeless and, as a result, bring more people back to stable lives.

## HOW IT WORKS

Our experts consult their colleagues and activists who ask for advice, organise workshops and webinars, prepare guidelines which summarise their experience.

The coordinator of this project regularly prepares an analytical newsletter for their colleagues helping the homeless across the country.



In 2017 Nochlezhka's experts consulted colleagues from over 120 state-run and volunteer organisations from 62 cities and 50 regions of Russia as well as from Moldova, Ukraine, Switzerland, Azerbaijan, Finland and Uzbekistan. Our experts answered their colleagues' questions, shared practical materials guidelines with them.



We published manuals and guidelines for our colleagues, participated in round tables, spoke as experts at conferences, organised our own international conference on homelessness and held dozens of workshops and seminars.

Nochlezhka held the 3rd International Conference on Assistance to the Homeless in St. Petersburg.

It gathered leading experts in the field from seven Russian cities, Helsinki, Amsterdam and Vilnius.



**This project is useful for Nochlezhka itself: we constantly analyse our work and are able to improve it.**



# WORKING WITH VOLUNTEERS



**Danil Kramorov**  
volunteers' coordinator

*Even though I've been working for Nochlezhka for several years now, I still find it hard to grasp just how many amazing, talented, conscientious and also very different people help us.*

*I dread to think how much Nochlezhka would fail to do every day, if we didn't have such reliable support. Perhaps it's not very modest to say this, but I believe our team is the best in the world.*

**You can help Nochlezhka doing what are willing to do and spending as much time as you are comfortable with. Once a week, once a month or twice a year, any help becomes part of one great big thing we're all doing together.**

## HERE'S JUST A SMALL PART OF WHAT VOLUNTEERS DO FOR NOCHLEZHKA:

Our handout point in Nochlezhka's courtyard has been run by a team of 30 volunteers for over two years now. They regularly volunteer in our storage room and hand out clothes, while their coordinator, also a volunteer, makes a schedule and makes sure there's always someone on duty. Our volunteers sort things from the Spasibo! charity shop and keep the storage room tidy.

It is volunteers who provide psychological support to people living in our shelter. They are six professional psychologists and a coordinator.

Accompanying our clients to governmental institutions is a great

help to our experts. We have so many people coming to us for help that our social workers physically can't accompany each person in person to a hospital, a governmental institution or to collect papers. Our amazing volunteers accompany our clients and help them get the assistance they are entitled to.

Lawyers volunteering for us don't just help our experts to represent our clients in court but also monitor Russian legislation, help them find a solution in particularly tricky cases and sometimes even take on individual cases entirely.

The rehabilitation programme in our shelter would not be

complete without cultural entertainment, lectures, classes and workshops organised by our volunteers.

Computer literacy courses, painting and art therapy, lectures on how to find a job and manage one's budget, haircuts, trips to museums, exhibitions and concerts. This is not the full list of what Nochlezhka's volunteers do.

In 28 years of  
Nochkezhka's  
existence we have  
been helped by  
**over  
1000**  
volunteers.

*Volunteer at the handout  
point is offering clothes  
to Nochlezhka's clients.*



*A volunteer Ida Gafarova doing  
a manicure for a woman from  
Nochlezhka's shelter.*



*Volunteers handing out food at  
the Night Bus.*



*Our volunteer Galya Oder doing  
a master class and telling children  
about Nochlezhka.*



## DONATION BOXES

Nochlezhka installs donation boxes in various venues around the city so that as many people as possible can support our charity. Volunteers look for such places, negotiate with the venue owners, install collection boxes and regularly collect the donations.

Restaurants, cafés and individual people often donate food to Nochlezhka. There is a whole team of volunteers who deliver meals and bread to the shelter, every evening they plan the logistics to deliver fresh food for our residents.

## CAMPAIGNS

Nochlezhka's 'Espress Help' and Christmas present collection campaigns would not be possible without our volunteers.

'Espress Help' is a very cool and intuitive campaign. Twice a year we set the E Day and make an agreement with dozens of cafés, bars and restaurants around the city which then donate the proceeds from their coffee and tea sales to Nochlezhka.

We have now handed the organisation of the Espress Help campaign entirely to our volunteers: they now do everything starting

from polishing up the details of the project organisation and discussing everything with the venues to the actual organisation the day before and after the event. We have so far run nine editions of the campaigns and raised over 1.5 million roubles as a result.

Every December we run a campaign collecting presents for the homeless. We collect food, toiletries and warm clothes to then make 700 sets of presents and hand them out just before New Year. Every present is a set of pleasant, useful and necessary things. For a whole month preceding New Year a large team of volunteers brings donations

to the shelter, sorts them counts them, packs them and then hands them out to the homeless.

The Khurma project was conceived, realised and expanded to other regions by our volunteer, Nastya Dmitrieva. People from all over the country and even abroad have been knitting scarves, hats and socks for the homeless for three years now. Coordinators in each city knit and also hold workshops, organise the logistics to deliver the warm presents from every corner of the country to Nochlezhka in time.



*Volunteers packing New Year presents for the homeless.*



*A homeless man receiving knitted socks and gloves as a New Year present near the Night Bus.*



*Volunteers from the Khurma project knitting warm presents for the homeless.*



*Nochlezhka's volunteer Zhenya Kuziner at the 'Be with the city' campaign.*



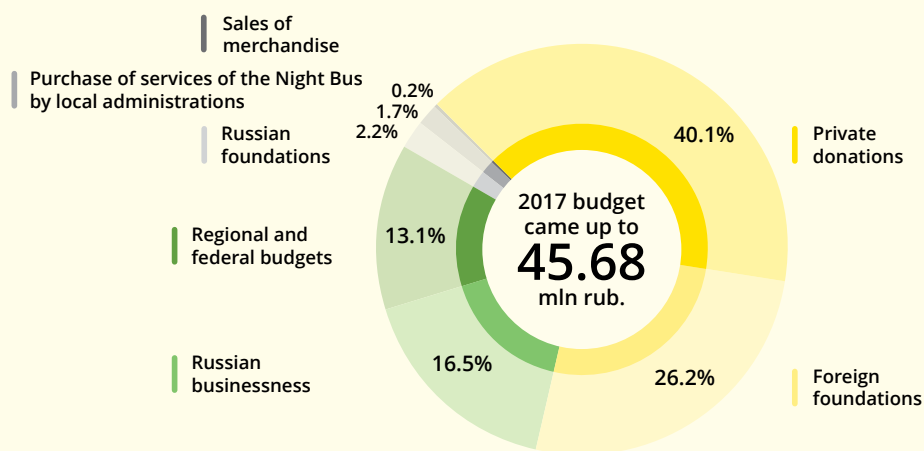
*Nochlezhka's volunteer Marina Arsenova doing a tour around the Cultural launderette for participants of the 'Social Literacy' project.*



*Espress Help campaign.*

# 2017 FINANCIAL REPORT

## WHERE DOES THE MONEY COME FROM?



Balance as of 01.01.2017 —  
18.14 million roubles

## REVENUES IN 2017

Source	mln rub.
Private donations	18.32
Foreign foundations	11.95
Russian businessness	7.56
Regional and federal budgets	6.00
Russian foundations	1.01
Purchase of services of the Night Bus by local administrations	0.77
Sales of merchandise	0.07
<b>Total revenues in 2017:</b>	<b>45.68</b>

## EXPENSES IN 2017

Project	mIn rub.
Rehabilitation shelter	10.36
Counselling Service	7.09
Public relations and Fund-raising	5.45
Night Bus	5.00
Administrative expenses	3.94
Heated tents	3.84
Sharing expertise	2.27
Halfway Home	0.29
<b>Total expenses in 2017</b>	<b>38.24</b>

### HOW MUCH DOES IT COST TO HELP ONE PERSON?

Accommodating one person at the Shelter:  
per day — **494 rub.**  
per month — **15,014 rub.**

One consultation by a social worker or a lawyer at our Counselling Service — **554 rub.**

Feeding one person at the Night Bus — **99 rub.**

Accommodating one person for a night at one of our heated tents — **190 rub.**

**Balance as of 31.12.2017 — 25.58 million roubles**

## WHY DOES NOCHLEZHKA HAS FUNDS REMAINING AT THE END OF THE YEAR?

First of all, because we receive donations towards a particular activity or project. For example, if a business makes a donation towards running the shelter in 2017–2018, we cannot simply spend the whole amount on something different in a single year. Otherwise it would be considered a misappropriation of funds.

Secondly, if Nochlezhka had no money in its account we won't be able to work.

We must always have reserve funds to make sure that all our projects keep running and we keep helping homeless people. It has happened in the past that we only had enough money left for two weeks of work. Thanks to

your support Nochlezhka now has enough money for many months to come.

On the one hand, it seems like a lot. On the other hand, our help is needed by hundreds of homeless people every day. That's why we always need funds to keep our projects running non-stop and to help people get off the streets.

## 2017 REPORT ON SOURCES OF FUNDS

Source	Balance on 01.01.2017 rub.	Revenues 2017 rub.	Expenses 2017 rub.	Balance on 31.12.2017 rub.
Private donations	10,785,120.34	16,753,847.04	9,439,048.02	18,099,919.36
Committee for social policy in St. Petersburg	0.00	5,001,897.00	5,001,897.00	0.00
Brot für die Welt 2017-2019	0.00	3,639,486.68	3,788,085.97	-148,599.29
Donations from legal entities	1,840,001.70	3,543,369.31	1,404,280.16	3,979,090.85
Diaconese of Hamburg 2016-2017	-268,881.31	2,486,837.50	2,217,956.19	0.00
Intellij Labs Ltd	527,967.87	1,500,277.00	1,528,502.75	499,742.12
Nuzhna Pomosch	231,126.60	1,201,240.00	1,336,538.09	95,828.51
ACER(2017)	0.00	1,194,906.46	1,194,906.46	0.00
Civil dignity movement	123,602.89	1,006,900.00	1,130,502.89	0.00
BF 'REK SPb'	90,383.49	905,000.00	995,383.49	0.00
Nochlezhka Suisse solidaire	604,784.39	768,378.43	649,467.59	723,695.23
AIDS Healthcare Foundation	0.00	719,357.10	569,983.93	149,373.17
Brot für die Welt capacity	151,949.10	707,040.00	858,989.10	0.00
ZAO 'LAT'	33,105.55	647,780.00	596,879.16	84,006.39
Profits from commercial activities	368,238.16	638,000.72	943,405.70	62,833.18
ACER(Winter 16-17)	0.00	634,467.00	634,467.00	0.00
LenSpetzSmu	0.00	545,000.00	545,000.00	0.00
DDT band	0.00	500,000.00	269,450.00	230,550.00
Consulate of the Netherlands	981,535.29	480,000.00	1,461,535.29	0.00
CAF-philanthropy foundation	0.00	451,536.64	243,688.22	207,848.42
Global Giving	738,102.30	362,064.09	560,013.01	540,153.38

Source	Balance on 01.01.2017 rub.	Revenues 2017 rub.	Expenses 2017 rub.	Balance on 31.12.2017 rub.
Spasibo!	0.00	360,000.00	0.00	360,000.00
Secours Populaire Francais	0.00	344,334.00	0.00	344,334.00
Heinrich Boell Foundation	0.00	300,000.00	300,000.00	0.00
Institut Stroioproekt	0.00	200,000.00	200,000.00	0.00
Intrepid Travel Australia	0.00	138,919.86	135,865.38	3,054.48
Tvoi Budget project	0.00	129,670.40	127,450.00	2,220.40
NESTE SPB	0.00	100,000.00	100,000.00	0.00
'Ernst & Young' (CIS)	100,000.00	100,000.00	200,000.00	0.00
International Women's Club	0.00	100,000.00	100,000.00	0.00
Nochlezhka's souvenirs	421,640.84	66,702.66	10,467.91	477,875.59
Tidex Ltd	120,000.00	50,000.00	151,680.80	18,319.20
Wintershall	0.00	48,700.00	48,700.00	0.00
CAF foundation	0.00	34,473.49	34,473.49	0.00
Okko	0.00	15,000.00	15,000.00	0.00
I vse za odnogo	0.00	4,900.00	4,900.00	0.00
Brot fur die Welt 2015-2016	-226,368.26	0.00	108,640.00	-335,008.26
FTT Ltd	14,700.00	0.00	14,700.00	0.00
Pravoslavie I Mir Foundation	300,000.00	0.00	300,000.00	0.00
Caterpillar Foundation	1,088,164.07	0.00	936,472.62	151,691.45
European Union Tacis-3	28,998.68	0.00	0.00	28,998.68
Frank Truemper	82,054.99	0.00	82,054.99	0.00
<b>Total</b>	<b>18,136,226.69</b>	<b>45,680,085.38</b>	<b>38,240,385.21</b>	<b>25,575,926.86</b>

# THANK YOU A LOT

It is physically impossible to list everyone who helped us in 2017. This is why we decided to list those businesses and people who made particularly significant contributions to our work with the homeless. And we will list them in the alphabetical order for the sake of fairness.

## PEOPLE WHO SUPPORTED US IN 2017:

- Alexander Khaustov
- Alexander Moskovsky
- Alexander Sokurov
- Alexandra Donskaya
- Alexey Epanechnikov
- Alexey Legostayev
- Alexey Lyashenko
- Alexey Maksimushkin
- Alisa Tikhomirova
- Alla Vasilyeva
- Anatoly Sobolev
- Andrey Gurovich
- Andrey Muratov
- Andrey Sharafev
- Angela Bogdanova
- Anna Cherevko
- Anna Rybchinchuk
- Anna Voznyuk
- Anton Kukushkin
- Anton Sukhanov
- Antonina Tkach
- Anya Stukanova
- Arina Nazarenko
- Artem Gordin
- Artem Volobuev
- Asya Alexandrova
- Boris Grebenshchikov
- Danya Alexandrov
- Danzan Khineev
- Dmitry Kurlapov
- Dmitry Makarov
- Edward and Ksenia Markeev
- Ekaterina Cheremisina
- Ekaterina Grishina
- Ekaterina Zharkova
- Elena Kazanina
- Evgeny Orlov
- Evgeny Seleznev
- Evgeny Slavutsky
- Evgeny Tolmachev
- Fedya Larin
- Galina Kazakova
- Helga Karsten
- Igor Kuziner
- Ilya Lebedev
- Ilya Oshero
- Ilya Sharkov
- Ilya Yanson
- Ira Kovalevskaya
- Ira Shubina
- Iria Rabo
- Jana Savitskaya
- Janetta Koshekbayeva
- Julia Razumovskaya
- Julia Semenova
- Katya Cheremisina
- Katya Kharitonova
- Katya Shirokaya
- Kiril Shishkov
- Konstantin Gryaznov
- Kostya Podrubny
- Ksenia Chekotina
- Ksenia Lurikova
- Ksyusha Staroverova
- Lena Petuhova
- Leonid Evdokimov
- Lidia Gacembeller
- Lisa Dolzhanskaya
- Lisa Kolesnikova
- Lisa Pezhemskaya
- Lyuba Sitkareva
- Lyubov Kazantseva
- Lyudmila Illarionova
- Maria and Vasily Friedland
- Maria Grebenkina
- Maria Okhonskaya
- Marianna Kärkkäinen
- Marina Zak
- Masha Kalmykova
- Mikhail Belyaev
- Mikhail Lyapunov
- Mikhail Shvydkoi
- Miriya Tairova
- Nastya Dmitrieva
- Nastya Ryabtseva
- Natalia Finichnaya
- Natalia Romanova
- Natalia Tikhomirova
- Natasha Chukavova
- Natasha Osolikhina
- Natasha Uchitel
- Nika Belotserkovsky
- Nikita Krainyukov
- Nina Dyl
- Nina Kossova
- Oleg Almazov
- Oleg Borisov
- Olga Prokofieva
- Olga Strelava
- Olya Zinina
- Pavel Gavrilin
- Pavel Inozemtsev
- Peter Mariasov
- Peter Semykin
- Philip Brazgowski
- Philip Wolczek
- Radmila Pirveli
- Razia Vladimirova
- Roman Ipatov
- Roman Kulikov
- Rustem Khamitov
- Sasha Ershova-Platt
- Sasha Kalinovskaya
- Sasha Kutsenko
- Sergey Alimov
- Sergey Gorbunov
- Sergey Kharchenko
- Sergey Krivolap
- Sergey Roskulyak
- Sergey Semushkin
- Sergey Shevlyagin
- Stanislav Semenov
- Svetlana Ryseva
- Tanya Artemyeva
- Tanya Volkova
- Tatiana Kuzmina
- Tatyana Baranova
- Tatyana Denisova
- Tatyana Gasnikova
- Timothy Kashalaba
- Vasya Baranov
- Vera Dunets
- Vsevolod Gorodnikov
- Yuliya Goldovanskaya
- Yuri Morozov
- Zhenya Kuziner
- Zoya Safonova

**Thank you, wonderful people with infinite hearts!**  
**'Thank you' to each and everyone of you from Nochlezhka's staff and clients!**



## ORGANISATIONS WHICH HELPED US IN 2017:

- 5th project and construction company
- ACER-RUSSIE
- Action advertising agency
- Africa
- AlexFitness
- Alkhimia
- Anna Akhmatova Museum
- Anticafe Olen
- Auroville
- Baccalaureat Bar
- Banschiki
- Bazar Coffee
- Bekitzer
- BGL
- Bob i list
- Boell Foundation
- Brodyagi Dharmy
- BroS BurritoS
- Brot für die Welt
- CAF philanthropy Foundation
- CaféVarka
- Cartier Gourmet
- Caterpillar Eurasia LLC
- Channel 78
- Cheaptrip
- Chop-chop
- Chronicles
- Cinnabon
- Coffeers
- Coffemolka
- ConVent
- Cook&Geek
- Cup'n'cup
- Danfoss
- Dead Poets Bar
- Decembrist Cafe
- DFM
- Diakonisches Werk Hamburg
- Dobro charity shop
- Dodo-pizza
- DoubleB
- Druzia Foundation
- Duo Asia Restaurant
- Echo of Moscow in St. Petersburg
- Edoque
- Eletronmash
- Energysaving Technologies
- Erivan Restaurant
- EtLight
- EY
- Fartuk
- Fast VPS
- Fazer
- Fish Fabric Novel
- Formatsia
- Four Seasons Hotel
- FOX and Co
- French consulate
- Friendly Coffee
- Ginza KHochu Kharcho!
- Ginza Mymoon Restaurant
- Ginza Pryanosti i Radosti Restaurant
- Glory Pub
- Gnezdo
- Great Advertising agency
- Hamlet+Jacks
- Hilton
- Holy Ribs
- Hosting
- Human Rights Ombudsman in St. Petersburg, Alexander Shishlov, and his office
- IGRO
- Imbir'
- Italia Restaurant
- Kachkin and partners
- Kak pit' dat'
- Kaledonsky Les
- Khachapuri I Vino
- Khimitech
- Khlebnitsa
- Khvalovskie Vody
- Kiilto Klin
- King-pong
- Kofe na kukhne
- Kofeinaya komnata
- Kofemolka
- Komus
- Korona Auto
- KudaGo
- Lastochka Bakery
- LAT
- LenEnerg
- Leningrad Bar
- LenSpetsSMU
- Lenstroitrest
- Lenta
- Leroy Merlin
- Leto na polyane
- Lev i Ptichka
- Lyubavich
- Lyudi kofe
- Lyugushka Café
- Makaroni
- Maltese Aid Service in St. Petersburg
- Mango office
- Marcelli's
- Master Minutka
- Medicina Spb
- Meet for charity
- Megaservic Spb
- Metro hostel
- MTS
- Myasorubka
- NESTE
- Nimaks
- NKO Development Centre
- Norwegian Consulate
- NSS
- Nuzhna Pomosch
- OESODE
- Okko TV
- Orimi Trade
- Ost-Rus
- Otkrytoe Prostranstvo
- Palantin
- Parabellum
- Park inn Pulkovskaya
- Passazhiravtotrans
- Pen and Paper
- Petrosport
- Phoenix Company
- PIK 99
- PIROgi on Fontanka
- Pitas
- PK-TEX
- Pokrvovskaya Obschina
- Polny Balet!
- Poster
- Prachka.com
- Prekrasnaya Zelenaya
- Province Bakery
- Pushka
- Rada and Co vegetarian cafe
- Radisson Royal
- Radisson Sonya
- Reklama Centre
- Respublica Koshek
- Rubiscookies
- Rudy'S Coffee To Go
- RusHOLTS
- Russia Taxi
- Russian National Library
- Russian Red Cross
- Ryadom Bar
- Sam Zaberu
- Samadeva Cafe
- SBB Burgers
- Secours Populaire
- Skorokhod
- Skotny Dvor
- Smoke BBQ
- SMOKE BBQ Restaurant
- Social Adaptation Centre
- Social Protection Centre of Frunzensky district
- Social Protection Centre of Vasilievsky district
- Social services comprehensive centre of Vasilievsky district
- SOK — svezheobzharenny kofe
- SOUL KITCHEN HOSTEL
- Soviet arcade machines Museum
- Spasibo! charity shops
- Splat
- Sukhothai SPA boutique
- Svoya Komnata
- Taiga
- TEPLO
- Teploe Mesto
- Teremok
- TERKI BAR и кафе Vafli
- The Intrepid Foundation
- Tidx
- Tort vashei mechty
- Tramontana
- Treska
- Tvoi Budget
- Ukrop
- Ulybka Radugi
- Unisender
- Urban Yoga
- VEGANIKA
- Vinylla sky bar
- Virginia Spb
- Vkus est
- Vse svobodny
- Waf-waf
- Welcome Coffee
- Wood bar
- Zerna mobile cafes
- ZOOM

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**Your support is always needed since Nochlezhka helps the homeless all year round. You can make a private donation or a donation on behalf of your company. We will always find a convenient and pleasant way for you to support Nochlezhka.**

**All together we will be able to help even more people in 2018!**



Feel free to call our office  
on working days:  
+ 7 (812) 407-39-37

Write whenever on:  
[info@homeless](mailto:info@homeless)

Visit our website:  
[homeless.ru](http://homeless.ru)



On Nochlezhka's website  
click Help and find out  
about all the ways  
you can donate.



