

# ANNUAL REPORT 2016



Night Bus

we fed  
6,361 people



Heated tents

717 people were  
able to sleep warm



Cultural Launderette

781 visitors  
in just two months



Shelter

185 residents  
52 beds



Counselling Service

2,745 people were consulted  
by our social workers  
and lawyers



Halfway Home

11 people successfully  
completed  
a rehabilitation  
programme

Sharing our experience



over 100 organisations  
learnt from Nochlezhka

NOCHLEZHKA

Nochlezhka, St. Petersburg charitable organisation  
for the homeless

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

 [www.facebook.com/Homeless.ru](http://www.facebook.com/Homeless.ru)

 [www.instagram.com/nochlezhka](http://www.instagram.com/nochlezhka)

This report features photographs taken by our volunteers:

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Yulia Karmayeva

All photographs are published with the permission  
of the people pictured in them

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The report was proofread by Maria Nikanorova

All your questions and suggestions about how we can help  
the homeless are very welcome. Do not hesitate to give  
us a call or send us an email! You can find out more about  
Nochlezhka's activities, our clients, staff, volunteers, partners  
and sponsors on [www.homeless.ru](http://www.homeless.ru)

**Nochlezhka's Annual Report for 2016**

NOCHLEZHKA

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Dear all, thank you so much for being with us last year!

Nochlezhka is not just its staff. Far from it. Nochlezhka is not even just its volunteers. Nochlezhka is everyone who has ever helped the charity in one way or another so that it could carry on helping people. Everyone who has given out food at Night Bus stops. Everyone who has donated

money to run heated tents. Everyone who brought old mobile phones to our Counseling Service so that homeless people could be in touch with their employers. These are people who developed our website and built our database, completely free of charge, in the evenings and on their days off. People who helped us find jobs for the homeless and knitted mittens for them. People who design awareness campaigns and our souvenirs. Those who provided free venues for our charity concerts. People who helped us sort hundreds of letters addressed to our clients. People who put money into Nochlezhka's donation boxes and those who then counted that money. Also, those who installed donation boxes in their cafes, clubs, restaurants etc. Everyone who helped us open the first and for the time being the only launderette for the homeless in Russia. And that's still not all. I can go on for a lot longer but of course I can't list even a small part of our supporters here.

But I know for a fact that all this help, everything that you have done, has helped another person get away from the streets. And then another. And another. Another one managed to get his papers re-issued. Another one found a job. Another one found his relatives. And another one simply started believing in people.

Thank you!

Grigory Sverdlin,  
Nochlezhka's director

# General Information about Nochlezhka

## Who We Are

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.

## What 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 home towns, challenge fraudulent real estate transactions and defend the rights of people with no registration and the homeless. We also share our experience with our colleagues from NGOs and governmental organisations so that as many experts as possible could efficiently help the homeless. We try to change the public's attitude towards people who have found themselves in trouble and to homelessness in general.



Nochlezhka's staff.





Nochlezhka's courtyard.

## Why We Do It

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. Our rehab projects are designed to significantly improve the lives of homeless people and help them get off the street. 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 thing is that it is extremely easy to end up on the street but getting back to a stable life without professional help is practically impossible**

# Nochlezhka's Main Achievements after 27 Years of Its Existence

## Night Bus

We started the Night Bus project which has now been running for 15 years and through which we have fed tens of thousands of hungry people. It sets off every week day evening, all year round.

## Heated Tents

Each winter we open two or three heated tents, each with a capacity of 50, 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 work, the project is partly funded by local administrations and the committee for social policy. Furthermore, the local authorities have started opening their own heated tents in some districts.

## 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.





### **Halfway Home**

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.

### **Cultural Launderette**

In 2016 we opened the first ever free launderette for the homeless in Russia or any former Soviet republic. We called it the Cultural Launderette. This is our large joint project with Prachka.Com., a chain of launderettes. In just a month and a half of its work in 2016, around 800 homeless people washed and dried their clothes.

### **An Alternative Registration System**

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.

The 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. Over 60,000 such certificates have been given out over the years.

### **Medical Insurance**

As a result of our work since 2011 all people in St. Petersburg who have no registration have been able to obtain a mandatory medical insurance. Thanks to that, in five years over 30,000 people received their insurance and, consequently, got access to free health services.

### **Interaction with the State**

We have done a lot so that homeless people in St. Petersburg would receive more help from the state. For example, we 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 it possible that polling stations get opened in St. Petersburg and Moscow for people with no registration. They are few but they exist.

### **International Activity**

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

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



**Natalia Shavlokhova**  
head of the social service



**Pavel Lyaks**  
social worker



**Roman Shirshov**  
social worker



**Asya Suvorova**  
social worker



**Valentina Boreiko**  
social worker



**Yekaterina Dikovskaya**  
head of the legal service



**Vyacheslav Samonov**  
lawyer



**Igor Karlinsky**  
lawyer



**Igor Antonov**  
Night Bus driver



**Alexey Fomenko**  
driver at the shelter



**Vasily Kraposhin**  
head of the Halfway Home programme



**Yelena Kondrakhina**  
social worker (worked for Nochlezhka in 2016)



**Grigory Sverdlin**  
director



**Andrey Chapaev**  
coordinator of  
the Night Bus and  
the Heated Tents projects



**Ivan Lendyashov**  
housekeeping manager



**Alexey Kotin**  
supply manager  
at the shelter



**Karina Garinova**  
coordination of volunteers



**Victoria Ryzhkova**  
fundraiser



**Anastasia Sadovnikova**  
fundraiser



**Vlada Gasnikova**  
public relations



**Veta Lavrentieva**  
communication  
with foundations



**Alexandra Popova**  
communication  
with foundations



**Veta Sergeyeva**  
communication  
with foundations (worked  
for Nochlezhka in 2016)



**Alexey Varsopko**  
coordinator of  
the Sharing Expertise  
project



**Galina Rumyantseva**  
accountant



**Natalia Kuznetsova**  
chief accountant



**Tatiana Gor**  
courier



**Igor Kolchinsky**  
IT administrator



**Yulia Sigova**  
HR

**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 about**

**60 000  
homeless  
people**





## Who are Homeless People and Why Do They Need Help?

In Russia people without a residence registration cannot exercise their rights: the right to work, the right to have health insurance, 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, in Russia there is 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 his papers state that he does not live in the city.

Due to this, people spend on average seven years on the street, 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.

- **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**

## The Main Reasons for Homelessness in St. Petersburg in 2016 (among people who came to Nochlezhka's Counselling Service)

**33,6%**

### Labour migration

People move to a larger city hoping to find a job and make some money to support their families. Having lost their job because they have health issues, are made redundant or are deceived by their employer, people end up without money and without a place to live. It is difficult to quickly find a new job in a city which is not your hometown, and during the very first days on the street, people are often beaten up and lose their papers, phone and remaining money, so they cannot even contact their relatives.

**29,3%**

### Family issues

Due to family conflicts or claims for the property, people get evicted by their family members.

**14,5%**

### Fraud/extortion

This primarily concerns lonely people, the elderly, those brought up in orphanages, and people with mental issues.

**7,5%**

### Prison sentence

Quite often relatives of convicts illegally evict them while they are in jail. Or else the house is recognised as unfit for living but the person in jail cannot apply for different housing within the set timeframe. As a result, they can come home upon release and find a waste ground instead of their house.

**5,8%**

### Flat/House burnt down

**4,8%**

### Other reasons

People brought up in orphanages who were never provided the housing they were entitled to, eviction from housing provided by the employer, involuntary resettlement, property collected for debts, a conflict with neighbours.

**4,5%**

### Personal choice

This is often due to mental issues or violent conflicts with the family.

**45**

**is the average age of a homeless person**

**83%**

**of the homeless are men**

**17%**

**of the homeless are women**

**97%**

**of the homeless are Russian citizens**





# Nochlezhka's Projects





# Night Bus

## 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. Generally, 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 there should be no starving people in our city.

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## How Much It Costs

One Night Bus journey costs Nochlezhka **11,836** roubles.

Feeding one person costs **72** roubles.

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



This project has been running for 15 years and since it was launched the bus has covered tens of thousands of kilometres, hundreds of people have volunteered for it and hundreds of thousands of people have been fed.

In 2016 the Neste Company started providing free fuel for our Night Bus, the vehicle used by the shelter and the heaters at our heated tents.



In 2016 alone the Night Bus fed **6,361** people, giving out **37,376** hot meals.



The Night Bus is an almost volunteer-only project: every weekday, three volunteers set off on the bus to hand out hot meals and tell people about Nochlezhka's social programmes. These are people belonging to different professions, who help the homeless with their compassion and kindness.

The second person on the left in this picture is the driver of the Night Bus, Igor Antonov, the soul of this project.



## The Night Bus sets off on every weekday

Last summer we ran a campaign which we called 'Let's drink to that' and collected over a ton of drinking water for the homeless. They often have no access to drinking water.



4a, Kolomyazhsky Prospect  
(Novaya Derevnya  
railway st.)

22:30-23:00

Opposite I, KIMa prospect,  
near Smolenskoye  
cemetery

21:30-22:00

70, Slavy Prospect  
(Sortirovochnaya railway st.)

19:00-19:30

Ligovo railway st.

20:00-20:30

## Night Bus Timetable

Every evening Night Bus  
volunteers feed 150-200  
people.





We collect presents for the homeless for every holiday but the most large-scale campaign we run is before New Year. In December 2016, we collected over **1 000** sets of presents which included food, toiletries and warm clothes.



The Night Bus is not just a source of food. For many people, it is the only way to find some protection from injustice and to regain some confidence. Here are just a few stories of people who got help from the Night Bus in 2016.

### **Petr, 36**

Petr was brought up in an orphanage but was not provided with housing which he was entitled to. He found himself on the street after he lost his job because he no longer could pay his rent. Igor Antonov convinced Petr to go to Nochlezhka and ask for help. The man took a rehabilitation course to overcome his alcohol addiction in our shelter, found a job and started renting again.

'I want to thank Igor for his kind heart and all his support, for all the light and hope that he brings to the world! He helped me once and I'm infinitely grateful for his help. If there were more people like him in the world, it would be kinder, fairer and better', Petr told us after leaving our shelter.

### **Elena, 53**

Elena was made redundant and could not find a new job for a long time, since she was almost retirement age. The woman took to the bottle out of despair and not knowing what to do. Each evening she would come to our Night Bus to have some food.

Igor Antonov asked the woman about her problems, showed some support and found a few job

vacancies for Elena. Then Elena disappeared for about a month and only came to the bus again a month later. She came to thank Igor — she had started working at a kitchen following his recommendation. She had a job now and no longer needed to come to the Night Bus.

### **Anna, 44**

Anna comes from St. Petersburg, she has a residence registration, all the necessary papers and even her own place to live. The woman is registered at a mental institution and lives on benefits. One day she met a couple who asked if they could rent a room in her flat. Anna agreed because she was struggling to survive on her benefits.

The new tenants, however, did not pay their rent and even started demanding money from this helpless lady, threatening her with violence. As a result, the woman had no money to pay her utility bills, her debt was increasing and she risked being evicted through court.

Anna started trying to spend less time at home and once saw our Night Bus and started regularly coming to the local stop to get some food. Our driver, Igor Antonov, started talking to her and found out about her difficult situation. Igor contacted the local social services and they helped Anna get rid of her unwelcome guests and took the lonely woman under their wing.



# Heated Tents

## Why We Do It

One can survive a winter night in St. Petersburg only if one is safe and warm. We do not want to have people freezing to death on the streets of our city or becoming disabled due to frostbite. So if someone needs to hide from the cold, they can come and stay at one of our heated tents, no certificates or papers required.

## How It Works

Nochlezhka's heated tents can accommodate up to 50 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.

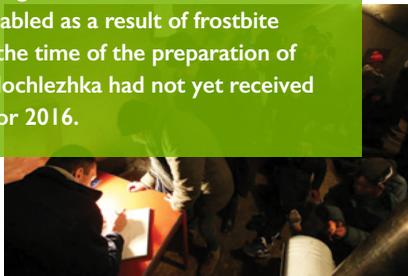
## How Much It Costs

Running the tent for a night costs Nochlezhka **12,618** roubles.

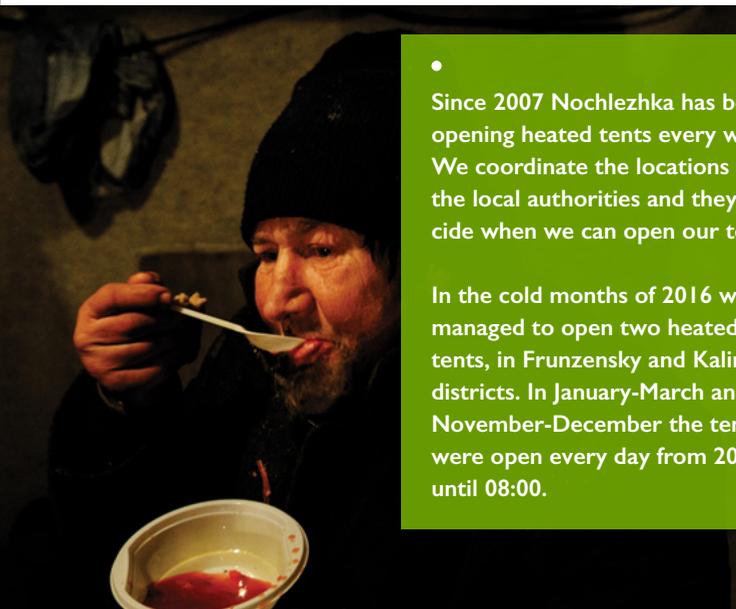
We need **252** roubles to keep one person warm.



According to the official statistics alone, in 2015 **1,122** homeless people died in St. Petersburg. Based on the previous years, we can estimate that about half of these died during the cold months. Hundreds of people become disabled as a result of frostbite and amputations. At the time of the preparation of the current report, Nochlezhka had not yet received the official statistics for 2016.



## In 2015 1,122 homeless people died in St. Petersburg

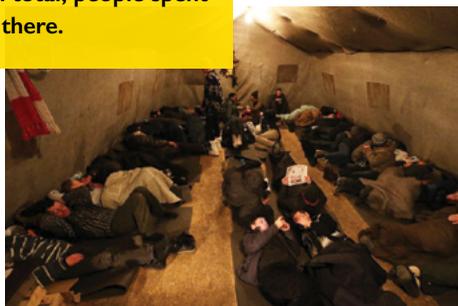


- Since 2007 Nochlezhka has been opening heated tents every winter. We coordinate the locations with the local authorities and they decide when we can open our tents.

In the cold months of 2016 we managed to open two heated tents, in Frunzensky and Kalininsky districts. In January-March and November-December the tents were open every day from 20:00 until 08:00.



- **717** people used Nochlezhka's heated tents in 2016. Some people only spent a few nights there, others used it throughout the season. In total, people spent **7,625** nights there.



Our heated tents do not only provide some shelter for the homeless during cold winter nights. Here are just a few stories about how our tents changed the lives of homeless people in 2016.

### Alexey, 42

Some kind people told Alexey, who was sleeping at a train station, the address of our tent in Obukhovo. He was suffering from amnesia and had no papers. The attendants of our heated tents recommended that he should ask for help at our counselling service.

Alexey spoke to our social workers and was only able to remember his name, date of birth, that he was from Gomel and that he might have come to St. Petersburg to look for a job. He could not remember what happened afterwards. He had most likely had serious injuries, possibly, a concussion. Our social workers carried out a proper investigation in order to find Alexey's relatives, and eventually, they succeeded and Alexey's mother came for him. She found her son at our heated tent where Alexey was waiting for her so that they would not miss each other, since he had no phone.

### Evgeny, 34

Evgeny came to St. Petersburg from the Tula region because he could not find a job in his home town. He worked at a construction site, as it often happens, unofficially. He was renting a small room in a communal flat. One day the young man found himself without a job and means to pay rent. He ended up in a pseudo-rehabilitation centre where he was working all day for nothing but a bed. In such institutions all the money goes to the 'managers'.

Evgeny contacted us on social media to find out if Nochlezhka could help him get out of this vicious circle. We suggested that the man should use our heated tents. As a result Evgeny had more time to look for a job. He started working as loader and as he was sleeping and eating in our tent for free, he managed to save some money over two months to buy a ticket and went back home.

# Cultural Launderette

## 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 Much It Costs

The wages of the attendant of the launderette costs Nochlezhka **331,586** roubles per year.

## 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 the services of the Cultural Launderette for free, no papers of certificates required. We think that those who come to our launderette and are happy to wash their clothes together with homeless people, really do need some help.



David Papaskiri, a co-founder of Prachka.Com, a chain of laundrettes, which is covering almost all running costs of our launderette. Detergents and disinfectants are provided free of charge by P&G and Chimitek, while Electrolux provided some of the equipment.



We opened our launderette on 22 November 2016 and by the end of the year 781 people had already washed and dried their clothes there.

**116, Borovaya Street**  
**Mon-Fri, 10:00–18:00**

While waiting for the end of the wash and the drying, the visitors can read books and magazines lying around. If necessary the administrator can provide a visitor with some clothes while their clothes are being washed.





Our launderette was painted and decorated for free by the artist Ekaterina Khozatskaya. Her works make the visitors feel welcome and allow them to have some mental rest.

Who uses our launderette? Here are a few words some of them said about themselves:



**Victor, 36**

I have been homeless for 18 years. I got in jail and while I was imprisoned my flat on Suvorovsky Prospect was sold. I don't know who did it. My family comes from St. Petersburg, but when my flat was sold I was registered in Luga.

I have some weird registration there. I have only been to Luga once: there is an old tattered house there and an alcoholic woman with a house register who registers anyone for money. To make it look like these people live in this house.



**Marina, 45**

I am registered at Nochlezhka but I do not live there, I just occasionally pop in to have some tea. It is wonderful that they have opened this launderette, it used to be impossible to wash one's clothes. Whatever you can't wash, you have to throw away. And now one can come, do the laundry and there's no more need to queue for clothes at Nochlezhka.

I lost my flat through a fraud in the 90s. I trusted those people and they fooled me. I have been

homeless for a very long time. It is painful to remember. I live together with my husband, we were both born in St. Petersburg. It's easier in a couple of course, we're getting by more or less. I keep my things at my friends' place. We sleep at our friends' place, too, but otherwise, whole days are spent on the street. We used to work as cleaners. We were deceived there, too, they didn't pay us. For the time being, I'm unemployed, but we're looking for a job. I hope for the best. We'll save some money and start renting a room.

**Nikolai, 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.

● **The launderette is only 500 metres away from Nochlezhka's shelter where homeless people can get humanitarian, social and legal aid, and can also take a shower**

# Counselling Service

## 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.

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## How Much It Costs

One working day of the Counselling Service costs Nochlezhka **24,790** roubles.

Helping one person resolve their social or legal issues costs on average **413** roubles.

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## 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.

## The Counselling Service Opening Hours

### Social workers:

Mon, Tue, Wed, Fri from 10:00 till 17:00,  
lunch from 14:00 till 15:00

### Lawyers:

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

Distribution of clothes and  
toiletries.



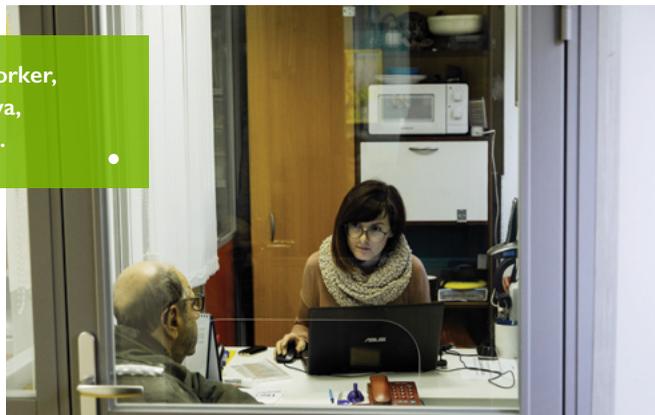
In 2016 we started the system  
of electronic queuing. Using  
the system, people can get an  
electronic ticket to see a social  
worker, a lawyer or receive  
humanitarian aid.



Our social worker,  
Pavel Lyaks, seeing  
clients.



Our social worker,  
Asya Suvorova,  
seeing clients.



● **Address: 112B, Borovaya Street**

A queue in front of  
the Counselling Service.



## Statistics for 2016: one-off services

One-off help  
or services

The number of  
times we helped  
people this way

Consultation	<b>2745</b>
Food	<b>1661</b>
A set of clothes	<b>1537</b>
Toiletries	<b>946</b>
Correspondence received	<b>384</b>
Correspondence forwarded	<b>158</b>
Assistance in getting medical aid	<b>47</b>
Photographs	<b>237</b>
Writing applications and requests	<b>124</b>
Covering travel costs	<b>185</b>
A session with a therapist	<b>42</b>
Covering a fee	<b>49</b>



In the summer of 2016 we organised a Street Shop in our courtyard together with the Spasibo! charity shos. Homeless people could get some recommendations from a stylist and choose some clothes they liked. In two hours, we fed and dressed **106** homeless and poor people while not spending a penny.



## Statistics for 2016: one-off services

### Social and legal support

The number of times we helped people this way

Getting an ID (re-)issued	<b>150</b>
Applying for benefits	<b>7</b>
Obtaining a mandatory medical insurance	<b>33</b>
Getting an individual taxpayer's number (re-)issued	<b>17</b>
Getting employment records	<b>10</b>
Registering as disabled (including cases together with the Maltese Aid Service)	<b>13</b>
Getting admitted to a care home (including cases together with the Maltese Aid Service)	<b>9</b>
Getting a temporary registration at Nochlezhka's address	<b>101</b>
Assistance in registering at a different address	<b>2</b>
Assistance in getting employed	<b>129</b>
Assistance in getting a job with accommodation	<b>74</b>
Assistance in getting admitted to the municipal shelter	<b>5</b>
Assistance in getting admitted to rehab centres	<b>11</b>
Assistance in being admitted to a hospital	<b>49</b>
Looking for relatives	<b>7</b>
Assistance in returning home in St. Petersburg or in a different city (including cases together with the Maltese Aid Service)	<b>27</b>
Citizenship restored or verified	<b>13</b>
Legal representation in court	<b>1</b>
Getting accommodation	<b>3</b>
Challenging a fraudulent transaction and retrieving the property	<b>3</b>
Preparation of applications and other forms	<b>35</b>
Halfway Home rehabilitation programme	<b>17</b>
Reissuing education certificates	<b>4</b>
Getting a duplicate of a birth certificate (or other registry papers)	<b>7</b>
Getting/reissuing army records	<b>5</b>
Getting an international passport	<b>6</b>
Obtaining technical aids for rehabilitation (prosthetic and orthopaedic appliances)	<b>4</b>
Obtaining an Individual insurance account number	<b>1</b>

Here are just a few stories of people who found help at Nochlezhka in 2016:



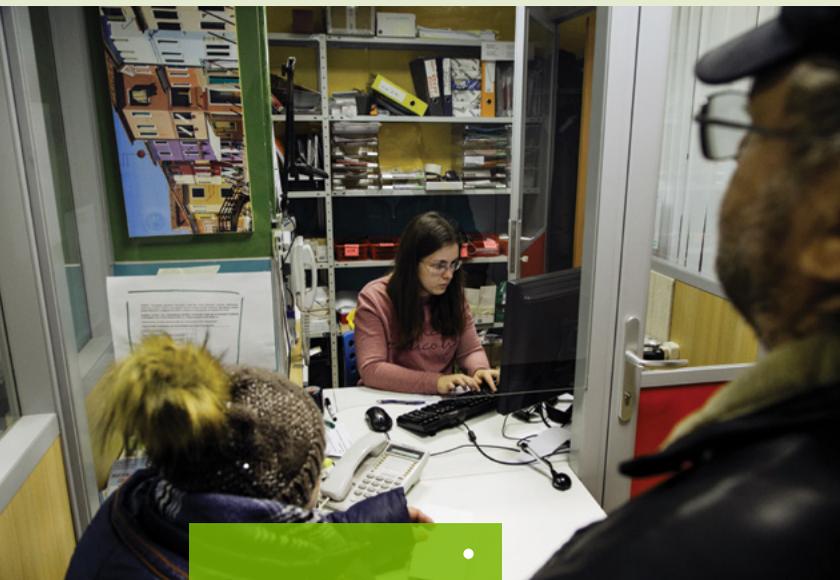
**Alexey, 45**

Alexey ended up on the street due to a family conflict. He took to drinking, lost all his papers and couldn't find a job for a long time. Thanks to a certificate issued by Nochlezhka and our social workers' help he managed to get all his papers re-issued and started working as a seaman again.

**Victor, 60**

Victor became homeless because of family issues. The man lived and worked in Russia all his life but he couldn't apply for retirement benefits because he didn't have a Russian passport. The problem was that he didn't have a registered address on 6 February 1992. This is the date when the Act on Russian Citizenship came into force. Soviet Citizens who had no registration at the time lost their nationality in one day.

Nochlezhka's lawyers sent dozens of enquiries to various institutions and companies in order to collect all the necessary papers and managed to prove in court that Victor's permanent place of residence on 06.02.1992 was in the Russian Federation. As a result, the man was able to get a national ID, apply for retirement benefits, find a job and rent a room.



Our social worker, Natalia Shavlokhova, seeing clients.



Last summer Nasir Sobhani, better known as the Streets Barber, came to St. Petersburg and worked in our courtyard. In 7 hours together with a team of barbers from the local Chop-Chop he managed to give haircuts to 70 homeless people – 55 men and 15 women.



Our social worker, Valentina Boreiko, seeing clients.



# Shelter

## 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 from injuries and traumas of the months or years spent on the street.

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## How Much It Costs

We spend **59,765** roubles on average to help one person get off the street.

The accommodation of one person at Nochlezhka's shelter costs **11,953** roubles per month.

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## 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.

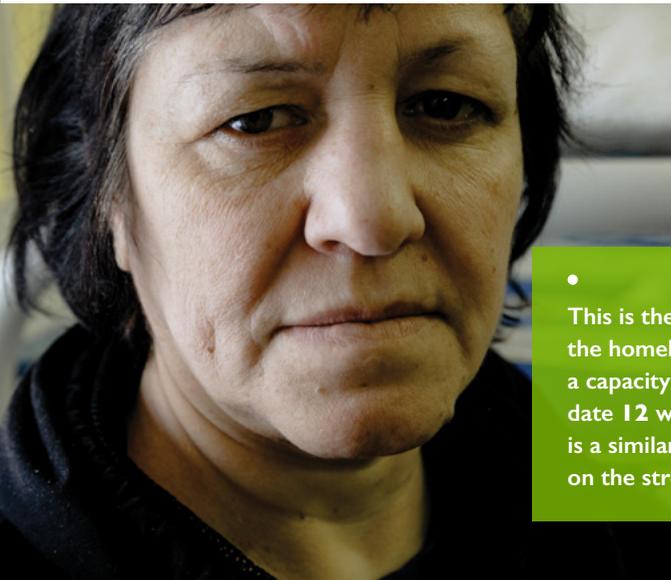
The shelter is not just a place to sleep and regular meals, it is also a rehabilitation centre where everyone gets comprehensive support. It is done case by case, based on personal circumstances. While the person is staying at the shelter, our lawyers and social workers help them sort out their papers,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



- **The shelter works all year round**



- In 2016 185 people went through rehabilitation at our shelter. Over half of these people managed to get back to stable lives: they joined their relatives in a different town or country, started working and renting, were provided social housing by the state, were admitted to care homes or even managed to challenge fraudulent transactions and get their property back.



- This is the largest centre for the homeless in St. Petersburg with a capacity of 52: it can accommodate 12 women and 40 men (there is a similar ratio of women to men on the streets).



- In 1998 Nochlezhka opened a shelter at 26, Sinopskaya embankment. In 2006 it moved to its current address, at 112B, Borovaya Street.



Here are the stories of just a few people who lived in our shelter in 2016.

### **Pavel and Natalia Shevarev,** **39 and 32**



Pavel became homeless in the 1990s: his mother ran a business which went bust and the family lost both mortgaged flats. Natalia grew up in a disadvantaged family and ran away at the age of 17. She went through a foster home, had a failed marriage and became homeless.

'No one should live on the street, homelessness shouldn't exist at all. I know that there are always homeless people but something should be done to keep homelessness to a minimum. People should receive help before it's too late. Immediately. Centres should be created so that a person who has become homeless could go straight there and get some support, some help in finding a job. There are plenty of talented skilled people who are homeless and who become alcoholics', says Pavel.

He met Natalia at an AA meeting. They carried on talking when they were both living in Nochlezhka's shelter, where we were helping Pavel get his papers re-issued, register as disabled and find a job, and Natalia to get housing she was entitled to. They fell in love and got married. Kind people who help Nochlezhka helped them have a wedding and a little celebration.

Pavel managed to find a job after they got married and the young family moved into the rented flat. Our experts continue to help them with their social and legal issues.

### **Andrey, 66**

Andrey was born in Karelia but when he was a child his parents moved to Estonia and he stayed there afterwards. After the fall of the USSR the man decided to take Russian citizenship but continued to live in Estonia since he had a residence permit. He worked in Estonia and Finland as a train driver. Then he started having hearing problems but Andrey bought a good hearing aid. A few years later he was receiving a decent Estonian pension, went jogging in the morning and did yoga. So, things were going pretty well for this Russian-Estonian retiree.

Every summer Andrey would pay a visit to his sister in one of the southern regions of Russia. In June 2016 he was going to do the trip again but this time via St. Petersburg, to take a direct train there. Andrey came to St. Petersburg and bought a ticket but while he was waiting for his train, his things got stolen. He was left with no money, no bank card, but what's worse, with no papers.

He went to the Estonian consulate and its staff did try to help him go home but at the border he was stopped since the Russian border guards would not let a person with no ID pass, of course. At the consulate they could not give him any papers because Andrey is a Russian citizen and not an Estonian one.

Andrey came back to St. Petersburg. He spent a few nights at the train station and his hearing aid ran out of battery. In a situation like this an elderly person is practically helpless. Policemen gave Andrey the address of our shelter, and it so happened that we had a vacancy, so we were able to accommodate the man. It turned out that in order to get back to Estonia, Andrey first needed to get a Russian internal passport and only then an international one (which had been stolen).

At the Directorate of the Federal Migration Service Andrey was told that since he had never had an internal Russian passport before (he had only had international ones, issued at the Russian consulate in Tallinn) he would not be able to get one for a while, because it required extensive checks and also a birth certificate.

Luckily, we managed to quickly get in touch with Andrey's relatives who sent his birth certificate from Estonia. And yet Andrey only received his Russian passport two and a half months later. Meanwhile, his sister died and he couldn't even go to her funeral.

Getting an international passport took another two months. Andrey's relatives in Estonia were helping him throughout this time, they helped him pay the fees and transferred some money and his medications against diabetes and high blood pressure. Another complication was that Andrey risked losing his residence permit if he stayed in Russia for more than 6 months. Nochlezhed filed a special request and eventually Andrey got his international passport in November. Then they wouldn't let him onto the coach without a valid Schengen visa in his passport, so he had to get a paper from the consulate confirming that he had a valid residence permit.

The story ended well and Andrey was back home in Estonia five months after he left. But this is a very good example of how the state bureaucratic machine works and how it can stop a person, a Russian citizen, from coming home for almost half a year.

### **Alexey, 33**

Alexey is 33 and he was brought up in an orphanage. When he turned 18, the state provided him with housing but the young man did not receive a certificate of ownership (he didn't even know he was meant to be given this paper, and the low level of information and preparedness of young people leaving orphanages for adult life is a serious problem). Alexey went away for work once and when he came back he saw that someone else was living in his house.

Alexey didn't know that he could fight for his rights, so he turned around and went to St. Petersburg. This was followed by almost 10 years of surviving in makeshift huts, dugouts in railway embankments and sometimes simply on the street.

Alexey came to Nochlezhka immediately after leaving the hospital after a serious operation on

his stomach. At the time his situation was worse than ever: he had no papers and his health was a terrible condition. He was discharged from the hospital a lot earlier than it was advisable because one can only get emergency care without a mandatory medical insurance. Luckily, a bed had just been freed at the shelter and we were able to accommodate Alexey.

Thanks to a few kind people, we managed to provide a consistent diet for the man. Over the three months he spent at our shelter with the help of our social workers he managed to retrieve his ID, education certificate and individual insurance account number, obtain a mandatory medical insurance and he started receiving regular medical treatment. He started working as an attendant in one of our heated tents, saved some money and started renting a room. Alexey never stopped looking for a job and when the winter season finished and the heated tent was closed, he started working within the field of his training.

### **Gennady, 49**

Gennady came to St. Petersburg from the Donetsk region to flee the war. With the help of the Red Cross the man applied for temporary asylum in Russia. While his papers were being prepared, Gennady had a heart attack and got into a hospital. After he was discharged he couldn't find a job quickly enough and ended up in one of the many pseudo-rehabilitation centres, where people work for free, just for accommodation, essentially like slaves.

Although the advert he found said he would be provided with comprehensive support, no one helped Gennady sort out his papers, fill in the necessary forms, get medical treatment or save money to start renting.

The man left this pseudo-rehabilitation centre and came to Nochlezhka. There was a vacant bed in the shelter and we accommodated him. Gennady spent half a year at our shelter and recovered from his heart attack, found a job as a security guard, received his long-awaited response regarding his asylum application, rented a room and moved out of the shelter.



# 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.

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## How Much It Costs

One day of the Halfway Home programme costs Nochlezhka **1,652** roubles.

A six-month rehabilitation course for one person amounts to **30,084** roubles.

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## 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.



• Participants' photographs from previous years.



• An evening meeting at the Halfway Home programme.



• One of the participants of the Halfway Home programme.

One success story of the Halfway Home programme in 2016:

**Victor**

Victor was homeless and came to a Night Bus stop to get some food. This is where he learnt about the Halfway Home programme, its principles, the conditions for participation.

Victor completed the programme, got his papers re-issued, found a job and started renting. He keeps coming to the meetings to stay sober.

In 2016:  
**16** people completed the programme,  
**11** of them are currently stably sober,  
**8** have found a job,  
**7** are renting.



# Sharing Our Experience

## 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.

This project is useful for Nochlezhka itself: we constantly analyse our work and are able to improve it. It is also important to preserve the knowledge gained by experienced members of staff to move forward.

## 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.

Nochlezhka's employees consulted and shared their experience with colleagues from over **100** associations, state organisations and volunteering organisations from **48** cities of **42** Russian regions, as well as colleagues from Ukraine, Belorussia and Kazakhstan.

They held **9** workshops and seminars, including two in other cities — in Yaroslavl and Voronezh.



In October Nochlezhka held an international conference in St. Petersburg about aiding homeless people. Among the participants were leading experts in the field from eight Russian cities, from Finland and Poland.



The head of the social service, Natalia Shavlokhova, is holding a class for future social workers from the Polytechnic College.



Over 230 employees and volunteers from various NGOs and state institutions took part in our events in 2016.

**We published manuals, took part in round tables, participated at conferences as experts and held dozens of workshops**

# We Raise Awareness and Raise Funds for Our Work

## 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. 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.

## 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.

The Espresso-Aid campaign is a single day when cafes around the city sell drinks to raise money for our charity. This is a pleasant and very convenient way to support Nochlezhka. We organised three Espresso-Aid campaigns in 2016 and raised a total of over **700,000** roubles.

We organised three classical concerts of chamber music from the 'From Mozart to Jazz' series at Anna Akhmatova's museum. These concerts raised over **150,000** roubles in total.





In July we ran a social campaign in Peterhof which we dubbed 'Invisible People'. We placed inconspicuous statues around the park which were telling sad stories of real homeless people through loud speakers. This campaign got a lot of media coverage and helped us raise over **100,000** roubles.



Every year we organise a large rock-festival, NochlezhkaFest. In 2016 Aquarium, SBPCH, Markscheider Kunst, Polyusa and Zhenya Lyubich played at the festival for free.

The festival, hosted by the Kosmonavt club, was sold out and we raised **720,584** roubles towards our shelter.



Nochlezhka traditionally holds an open day in the summer. In 2016 we had over **50** visitors who are interested in what we do and how we help homeless people. In the picture, you can see some of the visitors on Nochlezhka's roof.



In December we made a video of homeless Santas wishing everyone a happy New Year. It was viewed over half a million times and helped us raise almost a **million** roubles for our heated tents.

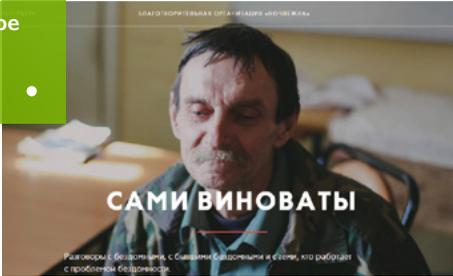


The video where homeless people read out what other people say about them was viewed 300,000 times and helped Nochlezhka raise around 400,000 roubles. The most significant effect of this video is that it drew attention to the indifference and even cruelty of our society towards the homeless.

Our volunteers managed to organise the first Coffee Festival in St. Petersburg and Moscow by themselves. All the revenues from the ticket sales, 295,000 roubles, went towards our projects.



We updated our website and made it more user-friendly and lively. We launched a special project called 'They only have themselves to blame' on the website, a series of interviews with homeless people and those who help them. We chose this title on purpose, in order to fight the most common stereotype about the homeless through provocation.



To draw attention to the acute shortage of heated tents for homeless people, we held a press conference at TASS. Apart from our director, Human Rights Ombudsman in St. Petersburg, Alexander Shishlov, and the leading expert of the Committee for social policy, Sergey Matskevitch, also took part in the conference. As a result, dozens of articles and reports were released about the problems of homeless people.

БЛАГОТВОРИТЕЛЬНАЯ АКЦИЯ

# ПЕРЕДАЙ ТРУБКУ!

«Ночлежка» и «Спасибо!» собирают мобильные телефоны для бездомных людей.

**с 20 февраля по 20 марта**

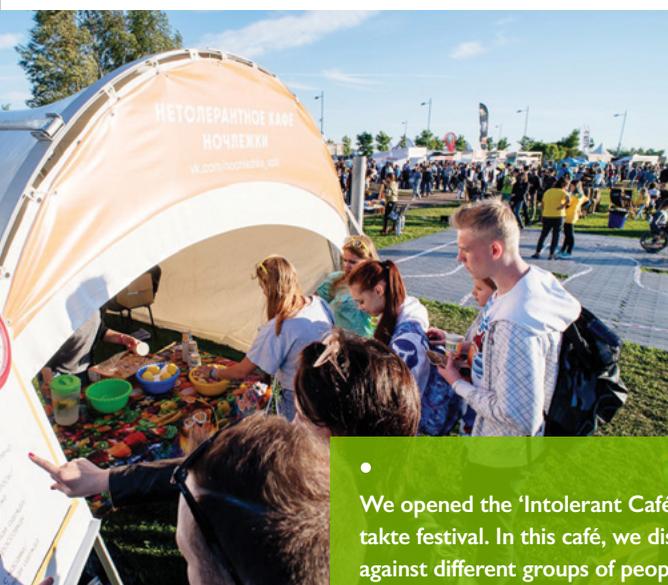
Приносите ненужные телефоны с зарядными устройствами в магазины «Спасибо!».

Для чего бездомным телефон?  
Чтобы они могли устраиваться на работу и держать связь со специалистом по социальной работе «Ночлежки».

Together with the Spasibo! charity shops we organised three collections of mobile phones. These were part of the 'Pass the phone' campaign and we collected over **200** mobile phones in total. Using these phones homeless people can contact their employers, social workers, lawyers or emergency services.



All year round we sell our souvenirs at trendy events. We also install our collection boxes in cafes, bars, shops and offices. With these two activities, we managed to raise around **1 million** roubles in 2016.



We opened the 'Intolerant Café' at the Vkontakto festival. In this café, we discriminated against different groups of people following a timetable. Then we told people about what homeless people feel and about the amount of injustice they come across every day. In the two days of the campaign we discriminated against over **2,500** people who learnt about Nochlezhka and got to think about the issue of homelessness. About 300 of them followed our group on Vkontakte afterwards.



Nochlezhka's clients took part in the 'un-Touchables' show directed by a winner of the Golden Mask award, Mikhail Patlasov. This play is a monologue of homeless people who went on stage together with professional actors. 'UnTouchables' was a great success and provoked a strong emotional reaction in the audience. After the opening night, it was shown again in various theatres and venues of the city.

# 2016 Financial Report

Balance as of 01.01.2016 — 12.72 million roubles

## Revenues in 2016

Sources	mln. roubles
Foreign funds	12.57
Private donations	10.61
Russians foundations	0.49
Regional and federal budget	2.17
Russian businesses	4.78
Purchase of services of the Night Bus by local administrations	0.63
Sales of merchandise	0.17
<b>Total</b>	<b>31.42</b>

## How Much Helping One Person Costs

This is how much it costs Nochlezhka to provide accommodation for one person at the shelter:

one day — **393** roubles,  
one month — **11,953** roubles.

One consultation at the counselling service — **413** roubles.

Feeding one person a Night Bus stop — **72** roubles.

Accommodating and feeding one person at a heated tent — **252** roubles.

The Halfway Home Rehabilitation programme: 6 months — **30,084** roubles.

## Expenses in 2016

Projects	mln. roubles
Rehabilitation shelter	5.99
Counselling service	4.17
Night Bus	1.96
Heated tents	2.54
“Halfway Home”	0.36
Sharing Experience	1.34
Public Relations and Fundraising	4.74
Administrative expenses	4.91
<b>Total</b>	<b>26.00</b>

Balance as of 31.12.2016 — 18.14 mln. roubles

### How Come Nochlezhka has Money Left at the End of the Year?

First of all, there are targeted donations. For example, if a company donates money towards our shelter in 2016-2017, we cannot spend all the money in 2016. Then the funds would be spent inappropriately.

Secondly, if we are left with a zero balance, we simply will not be able to work. We always need to have at least some margin of safety, so that we don't have to suspend any of our projects even for a day and we could continue helping homeless people. It

has happened in the past that we only had enough money left for two weeks. Now, thanks to your help, we have enough funds to cover the next 6 months.

On the one hand, such an amount is not negligible. On the other hand, unfortunately hundreds of homeless people need our help every day. That is why Nochlezhka always needs funds to help homeless people get off the street and back to stable lives.

## Report on the Sources of Funding

Sources	Balance on 01.01.2016 roubles	Revenues 2016 roubles	Expenses 2016 roubles	Balance on 31.12.2016 roubles
Private donations	4,938,303.26	8,335,027.27	2,488,210.19	10,785,120.34
Brot für die Welt	-607,383.76	5,270,042.61	4,889,027.11	-226,368.26
Diaconese of Hamburg 2016-2017	0.00	2,941,823.50	3,210,704.81	-268,881.31
Committee for labour and social welfare	0.00	2,173,000.00	2,173,000.00	0.00
The Consulate of the Netherlands	0.00	1,920,000.00	938,464.71	981,535.29
Nochlezhka Suisse solidaire	413,684.19	1,139,581.98	948,481.78	604,784.39
Nuzhna Pomosh	1,838.14	1,054,500.00	825,211.54	231,126.60
Donations from legal entities	963,893.82	912,804.02	36,696.14	1,840,001.70
BF 'REK SPb'	0.00	905,000.00	814,616.51	90,383.49
Intellij Labs Ltd	44,381.87	855,600.00	372,014.00	527,967.87
Acer Russie	0.00	848,104.00	848,104.00	0.00
NochlezhkaFest	273,353.94	685,744.00	959,097.94	0.00
Purchase of services of the Night Bus by local administrations	745,376.23	628,413.84	1,005,551.91	368,238.16
ZAO "LAT"	3,487.35	601,850.00	572,231.80	33,105.55
The Civil Dignity Movement	0.00	493,100.00	369,497.11	123,602.89
ZAO "Institut "Stroiproekt"	0.00	400,000.00	400,000.00	0.00
Spasibo! Ltd	227,290.00	400,000.00	627,290.00	0.00
Bread for the world	0.00	373,989.00	222,039.90	151,949.10
'Orthodoxy and the world' foundation	0.00	300,000.00	0.00	300,000.00
Global Giving	650,775.87	238,432.29	151,105.86	738,102.30
"Ernst&Young' (CIS)	0.00	230,000.00	130,000.00	100,000.00
ZAO "Neo Service"	0.00	200,000.00	200,000.00	0.00
Nochlezhka's souvenirs	248,487.39	173,153.45	0.00	421,640.84
Tidex Ltd	0.00	120,000.00	0.00	120,000.00

Sources	Balance on 01.01.2016 roubles	Revenues 2016 roubles	Expenses 2016 roubles	Balance on 31.12.2016 roubles
Pontis	0.00	54,413.33	54,413.33	0.00
International Women's Club	0.00	50,000.00	50,000.00	0.00
More Ltd	0.00	50,000.00	50,000.00	0.00
OO'BEST LTD	0.00	30,500.00	30,500.00	0.00
Intrepid Travel Australia	0.00	23,610.59	23,610.59	0.00
FTT Ltd	0.00	20,000.00	5,300.00	14,700.00
I vse za odnogo	0.00	490.00	490.00	0.00
Acer Russie (renovations)	413,139.56	0.00	413,139.56	0.00
Acer Russie (winter 2014-2015)	5,352.28	0.00	5,352.28	0.00
Acer Russie (Heated tents 2014-2015)	57,076.05	0.00	57,076.05	0.00
Diaconese of Hamburg 2015	31,400.00	0.00	31,400.00	0.00
Diaconese of Hamburg (vehicle in 2015)	33,689.29	0.00	33,689.29	0.00
Diaconese of Hamburg (winter 2014-2015)	17,696.77	0.00	17,696.77	0.00
European Union Tacis-3	28,998.68	0.00	0.00	28,998.68
Donations by legal entities towards the renovation of the female dormitory	200,000.00	0.00	200,000.00	0.00
CAF	1,863,409.50	0.00	775,245.43	1,088,164.07
Ticket sales for charity concerts	1,101.27	0.00	1,101.27	0.00
Ministry of Economic Development — grant for legislation monitoring)	1,458,888.98	0.00	1,458,888.98	0.00
Warton Ltd	50,000.00	0.00	50,000.00	0.00
Caf Philanthropy Services Ltd	1,316.00	0.00	1,316.00	0.00
Frank Truemper	653,330.28	0.00	571,275.29	82,054.99
<b>Total</b>	<b>12,718,886.96</b>	<b>31,429,179.88</b>	<b>26,011,840.15</b>	<b>18,136,226.69</b>

# We Would Like to Thank Everyone Who Did Especially a Lot for Nochlezhka

**We simply cannot list all the people who helped Nochlezhka in 2016. So we are going to list here the companies and people who did particularly a lot for helping the homeless.**

## **Organisations Which Supported Us in 2016:**

IC-Bitrix • 220 Volt • 4R Group • Acer Russie • Aidem • Brot fur die Welt • Chop-Chop • Cofeemolka • Cubeline • Ecco • eFind.ru • Electrolux • EY • Fazer • Fingli • IGRO • Intrepid Foundation • Jet Brains • Media I Group • Neste • Nochlezhka Suisse Solidaire • Okko TV • P&G • Pontis Foundation • Poster • Prachka.com • Splat • Topright, Unisender • Avtolot Technology • Adamant • Alarm-Motors • Altair • Tropiki • Parabellum • Spasibo! • BSS • BEST • Varton • Virginia • Vkontakte • Sneg • Gora Matrasov • Aquarium and Boris Grebeshikov • Zhenya Lyubich • Polyusa • Markscheider Kunst • SBPCH • Civil Dignity Movement • Diakonisches Werk Hamburg • Doma Vkusnee • the publishing house of the Pushkin Fund • Institut Stroiiproekt • Auroville • Cashemere Cafe • Rada and Co • Ukrop Cafe • Italia Cafe • Cosmonaut Club • the Committee for Social Policy of St. Petersburg • Comprehensive Centres for Social Services for Vasileostrovsky, Kalininsky, Primorsky and Frunzensky districts • Komus • the Consulate of the Kingdom of the Netherlands • Korona-Avto • Craft Beer Cafe • Dekabrist creative agency • LAT • LenAvtoTekhnika • Luga Canning Factory • Lyubimy Krai • Master Minutka • Megaservis SPb • Medicina Sankt-Peterburg • Saint-Petersburg International Law Firm • The International Women's Club • Monsieur Patisserie • The Ministry of Economic Development of the Russian Federation • MTS • Anna Akhmatova Museum • The National Fund for the rehabilitation of personality • Khimitek • Rassvet association • Orimi Trade • OST-Rus • Rugby House Pub • Passazhiravtotrans • Baron Bakery • the bakery at the St. Alexander Nevsky Monastery • Petrosport • Ekstremum search party • the Polish Institute in St. Petersburg • Project + I • Pyataya Proektno-Stroitel'naya Compania • the Regional Jewish Congress in St. Petersburg • Reklama-Centr • the Great Advertising Agency • Cartier Gourmet Restaurant • the Teplo Restaurant • Sashina Pekarnya • Ulybka Radugi • TASS • Tidex • Phoenix Company • Fox and Co • the Nuzhna Pomosh Foundatio • the Rus Foundation • Formation • Khvalovskie Vody

## People Who Helped Us in 2016:

Aleksandr Yelchaninov • Aleksandr Makarov • Aleksandr Nikulin • Aleksandr Khaustov • Aleksandra Kalinovskaya • Aleksandra Platt • Aleksandra Sandomirskaya • Aleksandra Sokolova • Alexey Varsopko • Alexey Zhurbin • Alexey Karpov • Alexey Lyashenko • Alexey Nikolov • Anatoly Sobolev • Andrey Muratov • Andrey Shpak • Anna Rybchinchuk • Anton Belyankin • Vadim Drapkin • Vasily Baranov • Vera Kokhanina • Veronique Oge • Vitaly Kuznetsov • David Papaskiri • Daniel Verdugo Nosov • Evgeny Korolev • Evgeny Seleznev • Yekaterina Zharkova • Yekaterina Trofimova • Elena Veselovskaya • Elena Titova • Zinaida Kuzmina • Igor Kucherenko • Innokenty Nesterenko • Iosif Gabunia • Irina Butsenina • Irina Mogilevkina • Irina Shubina • Kostantin Gryaznov • Ksenia Brailovskaya • Ksenia Maturantsa • Ksenia Chekotina • Laura and her friends Arkady and Sergey • Leonid Evdokimov • Leonid Krikun • Lyudmila Evmenenko • Maksim Trofimov • Marina Jakobson • Mikhail Mirilashvili • Nasir Sobhani • Nastya Dmitrieva • Nastya Ryabtseva • Natalia Uchitel • Natalia Kravchenko • Natalia Limonova • Nikita Krainyukov • Oleg Almazov • Olga Nebogatikova • Olga Skorbyashenskaya • Olga Smerdova • Olga Strelova • Olga Shurukht and her friends • Platon Terentiev • Polina Ulzutuyeva • Pierre Jacquard • Sangeeta Fager • Sasha Kutsenko • Svetlana Isaenko • Semyon Suponitsky • Sergey Gorbunov • Sergey Roskulyak • Sergey Semushkin • Susanne Heidemann • Suzanna Muller • Tatiana Legkobyt • Tatiana Plutalova • Timofei Kashalaba • Philipp Volchek • Frank Tramper • Elina Ryshenkova • Yulia Bolotova • Yulia Razumovskaya • Yuri Morozov • Yuri Fesenko

**Thank you, wonderful people with infinite hearts!  
A big 'thank you' to each one of you from all of our clients  
and from Nochlezhka's staff!**



We always need your support, since Nochlezhka helps homeless people all year round.

You can help us individually or on behalf of your company and we will definitely find the most convenient and pleasant way for your to support Nochlezhka. Feel free to call our office on working days +7 812 407 39 37, write whenever on [info@homeless](mailto:info@homeless) and visit our website [www.homeless.ru](http://www.homeless.ru).

All together we will be able to help even more people in 2017!

All your questions and ideas about helping  
the homeless will be welcome.  
Do not hesitate to call us or contact us via email!

Office: +7 (812) 407-39-37

Counselling Service: +7 (812) 407-30-90

E-mail: [info@homeless.ru](mailto:info@homeless.ru)

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

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

 [www.facebook.com/Homeless.ru](http://www.facebook.com/Homeless.ru)

 [www.instagram.com/nochlezhka](http://www.instagram.com/nochlezhka)

**NOCHLEZHKA**



