



ANNUAL REPORT

**NOCHLEZHKA**

CHARITY ORGANIZATION

NOCHLEZHKA CHARITY ANNUAL REPORT  
ABOUT ITS WORK IN 2019

Nochlezhka, Interregional charitable organization  
helping the homeless

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

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



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## MESSAGE FROM NOCHLEZHKA'S PRESIDENT

**DEAR EVERYONE!  
THANK YOU EVER  
SO MUCH FOR HAVING  
BEEN WITH US IN 2019!**

We managed to achieve a lot together. We were able to open the first ever Night Shelter in St. Petersburg which can accommodate up to 40 people and is open all year round. We were able to relaunch our Halfway Home programme, and it is now a separate hostel where 14 people live and work on overcoming their alcohol addiction. All our projects in St. Petersburg joint together now have a capacity of 206 beds, meaning that 206 people can spend a night somewhere warm and safe.

We finally found a location in Moscow, signed a contract and started renovation works. In 2020, we will also launch a Counselling Service and a Rehabilitation Shelter with 24 beds.

Meanwhile we have also been running various campaigns in Moscow to help people and to raise awareness of homelessness. To raise funds for renovating the building for our project in Moscow, we also held NochlezhkaFest in Moscow, where we had FACE, Noize MC, Nike Borzov, IC3PEAK and Musya Totibadze performing for free.

In 2019, we launched extensive sociological research; developed a proposal on improving both the federal and the regional legislation; started working on a comprehensive strategy to reduce homelessness; and held a major professional conference for our colleagues. We do all this to ensure that assistance to the homeless on the scale of the whole country becomes accessible, holistic, professional and systemic.

The last few years went by very quickly. For many years all our projects were based in the same building, but we have grown significantly and now work in two cities. Nochlezhka is now three shelters, two heated tents, the Night Bus delivering hot food and first aid, a laundry, showering facilities and an office in St. Petersburg; a building which will soon house a Counselling Service and a shelter in Moscow, as well as a coworking where our Moscow team has been working for 1.5 years now.

2020 is a special year. Nochlezhka has been helping the homeless for 30 years. Yesterday, today and every day.

Over 400 people get assistance through our projects on a daily basis. We would never be able to do that without you, without people who share our values and support us from various corners of our country and the whole world.

Thank you for being with Nochlezhka!

**IT'S ONLY THE BEGINNING!**

Grigory Sverdlin

**NOCHLEZHKA**  
CHARITY ORGANIZATION





# WHO WE ARE AND WHAT WE DO

## WHO WE ARE

**NOCHLEZHKA is a non-profit organisation which has been helping homeless people in St. Petersburg to return to stable lives since 1990.**

We are an NGO, so we raise funds ourselves: we collect donations, look for sponsors, partners, grants and subsidies. In 2018, Nochlezhka became an interregional organisation and opened a branch in Moscow. In 2020, Nochlezhka turned 30 years old.

## OUR MISSION

**Helping homeless people and those on the verge of homelessness.**

**Ensuring that an efficient system of homelessness prevention and social rehabilitation and reintegration for the homeless is created in Russia.**

## OUR GOALS

We are striving for an evidence-based state, municipal and public system of social rehabilitation of the homeless and homelessness prevention built on the principles of humanity, voluntary basis, respect for the individual and their rights, to be created in Russia.

We want the myths about homelessness and the homeless to be debunked; so that our society stops being divided into «us» and «them». We no longer want to hear anyone say, 'there is no need to help them, it's their own fault'.

We want the rights of people without registration to be no different from the rights of people with registration. Its absence should not affect the ability to exercise all constitutional rights.



MOSCOW



## WHAT WE DO

**We do everything to help people return to their normal lives.** We feed them, keep them warm, help them sort out their papers, find a job and get professional training. We also help with registering as a disabled person or applying for benefits, getting admitted to care homes, looking for relatives and returning home. We challenge fraudulent real estate transactions and defend the rights of people with no registration. We share the expertise we have acquired over many years of work with our colleagues so that more people can effectively provide professional assistance to the homeless all across the country; we launch 'sample projects', which can be used as a basic template and adapted to any particular region.

We are working to change the general public's attitude towards homeless people and homelessness. We raise the problem on the federal level and suggest improvements to the legislation to protect those in need.

## 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. 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 projects save homeless people from starving or freezing on the street, to maintain their health and human 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. We tell the public how people end up on the streets and why they need help to return to a stable life to make the society kinder and more tolerant.



**THERE IS NO OFFICIAL  
STATISTICS ON THE NUMBER  
OF HOMELESS PEOPLE IN RUSSIA.**

According to Nochlezhka's experts, between **50,000 and 60,000 people** live on the streets of St. Petersburg. In our calculations, we rely on annual statistics on mortality and hospitalizations of homeless and non-homeless residents of St. Petersburg.

We know less about Moscow for now but it is obvious that there are even **more homeless people there.**

**ALMOST ALL HOMELESS PEOPLE  
DREAM OF GETTING OFF THE STREET.  
THEY JUST NEED A BIT OF HELP.**

**HELPING THEM IS WHAT  
NOCHLEZHKA DOES EVERY DAY.**



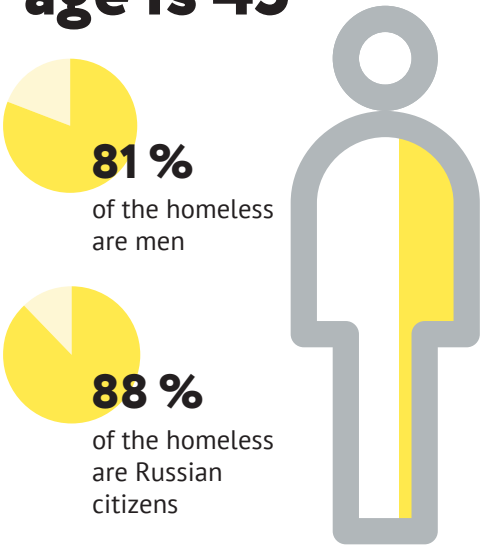
# WHO ARE THE HOMELESS AND WHY DO THEY NEED HELP?

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 and even the right to vote. Oddly enough, the rights are not attached to people but to their residence. Nochlezhka has repeatedly come forward with projects to improve the registration system, but they all seem to fall on deaf ears: the lack of registration limits many constitutional rights.

Unfortunately, the homeless in Russia receive very little help from the state. And even this assistance is not systemic. It is also tied to the last place of residence and involves a lot of red tape. One cannot count on effective assistance without a valid or latest registration in the city where the person is located.

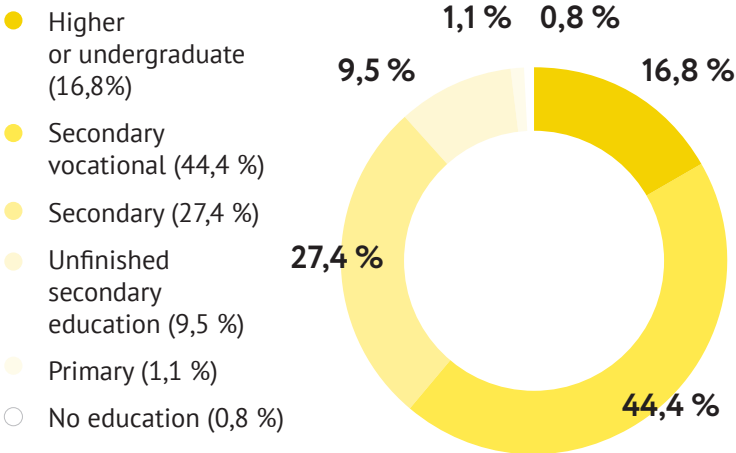
Due to this, people spend **SIX YEARS** on the street on average (based on the statistics collected at Nochlezhka's Counselling Service), and most often die on the street, too. In the countries where the problem of homelessness is taken on seriously this period is under a year, because there is an accessible and a developed system of assistance.

The average  
**age is 45**



## EDUCATION

The general educational level among the homeless matches that of the overall population of Russia:

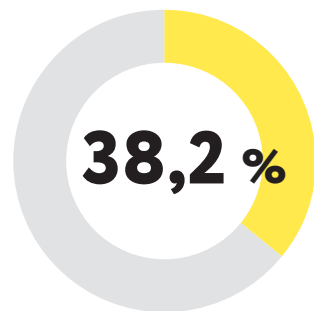




# CAUSES OF HOMELESSNESS IN 2019

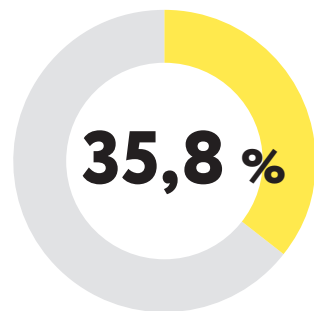
One single reason almost never results in homelessness. Usually, a person becomes homeless as a result of a tragic coincidence of several misfortunes which pile up like a snowball. Coping with them alone is no longer possible. Therefore, we call homelessness a complex issue.

There are a lot of combinations of risk factors and it is impossible to list all of them. We will therefore list the most common causes of homelessness among Nochlezhka's clients last year. We interviewed **1337 people** at the Counselling Service. Summed up, these figures make more than 100%, because people were able to choose several reasons.



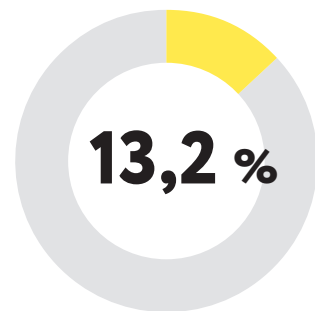
## Moving to another city in search of work

People go to big cities in the hope of finding work and making money for their families. There is no work in their hometown, or the wages are too low to make a living. Finding a new job in a city where one knows no one is difficult. Especially when there is nowhere to rest, sleep, wash and recover. In addition, there is a great risk of theft on the street: documents, telephone, the remaining money, because the person doesn't even have a place to store them.



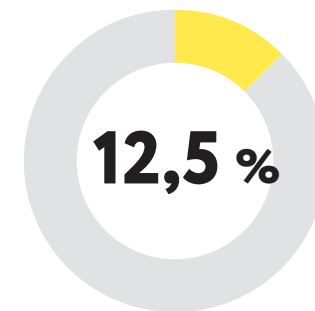
## Family issues

Families often break up as a result of a conflict. And if it gets really bad, someone has to leave. If there is nowhere to go, there are no savings and a financial "safety net", the person will end up on the street. When numerous financial and everyday problems are added to the stress of a breakup, it is very difficult to manage without any support. Unfortunately, it is also quite common that people are on the street due to dishonesty of their own relatives. For example, because these relatives want the property to themselves.



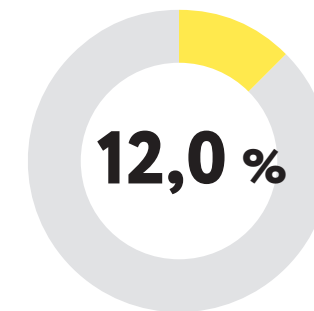
## Victims of fraud / extortion

It is primarily lonely elderly people, people brought up in orphanages and people with mental issues who fall victim to fraud. Unfortunately, Russia still has no law on mandatory insurance of transactions with real estate, which would help to protect people from fraud.



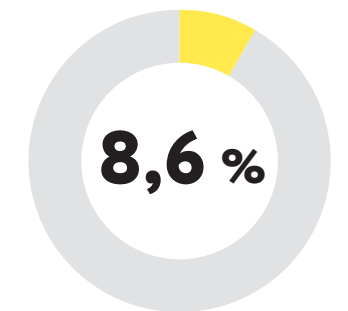
## No longer able to pay rent

When someone is not officially employed, they may be deceived and felt with no wages. A person may no longer be able to work due to health issues. If at the same time, they have no savings and no friends or family who can support them at this difficult time, they find themselves in a very precarious situation and risk being on the street, because even if you get on well with your landlord, they will not allow you to live in their property for a long time without paying.



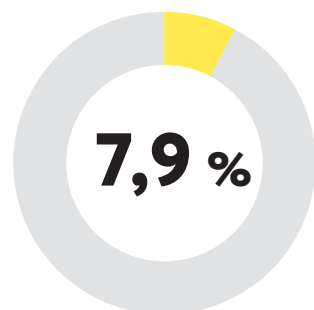
## Loss of job

In combination with other factors, it greatly increases the risk of being on the street. If the person is from another city and they do not have strong ties and connections, if they are in a precarious financial situation and do not have a property of their own, if there are health issues, all this, together with the loss of job, can result in the person no longer being able to rent housing and provide for themselves.



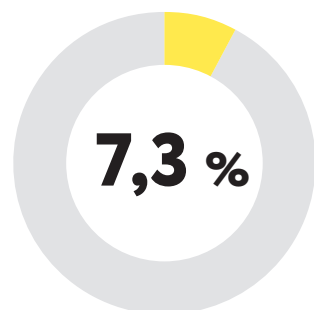
## No property upon release from jail

Relatives of imprisoned people often evict them while they are serving their term. Alternatively, their property can be recognised as unfit for living, and they are unable to apply for hew housing within the set time frame. As a result, they return from jail only to find a wasteland where their house used to stand.



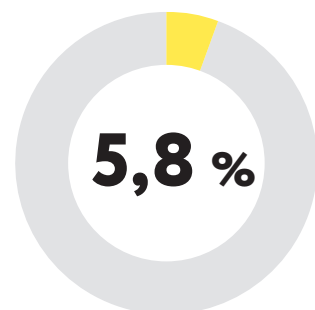
## Sale of property

People are often forced to sell their property by financial circumstances or tragic events in life. For example, the need to pay expensive treatment or large debts. This reason is often not the only one, but also entails a complex of other problems that the person cannot resolve on their own.



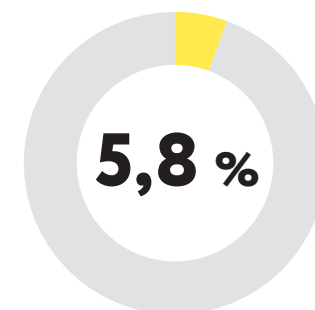
## Chemical addiction

In most cases,addictions are not the cause of homelessness, but are developed by people after a long time on the street out of hopelessness and failed attempts to get out. These cases are rare but it does happen that alcohol or drugs are primary reasons homelessness. As the addiction gets more and more serious, the person starts having problems at work and at home. If the person doesn't see it as a problem and does nothing to resolve it, this can result in homelessness.



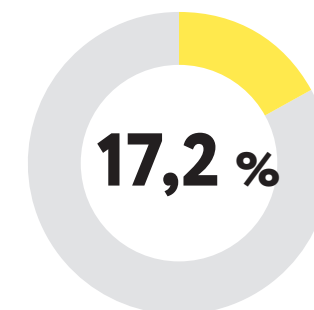
## Diseases and injuries

As a result of serious diseases and injuries. people often lose the ability to work and provide for themselves, plus the treatment requires a lot of money. Getting help from the state on one's own is not always possible.



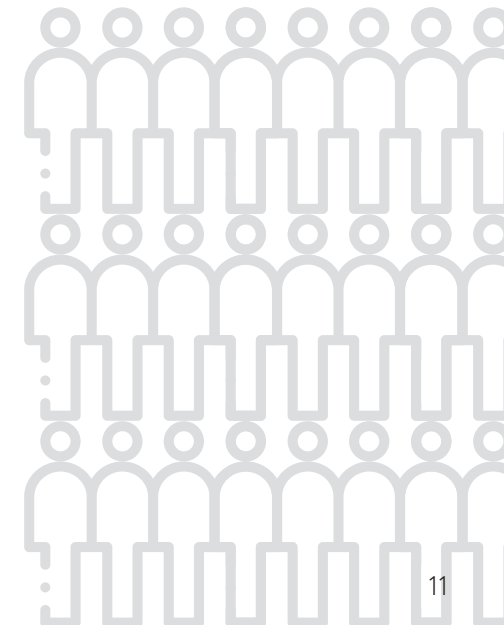
## Lost documents

Most often, this is not the primary reason but rather an additional factor: people lose their documents when they are already in a difficult situation. Since the homeless have nowhere to store their valuables, it is much easier to have them stolen. Without documents, getting off the street becomes even more difficult.



## Other reasons

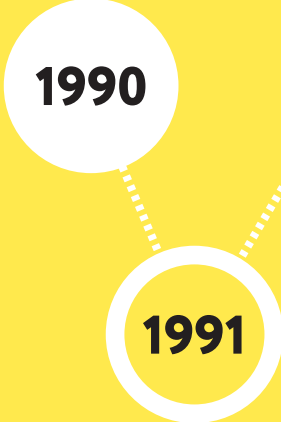
This category includes various problems and their combinations: eviction from housing provided by the employer; forced resettlement; property seized to satisfy the debts; conflicts with neighbours; personal choice often caused by mental issue and violent conflicts with relatives.



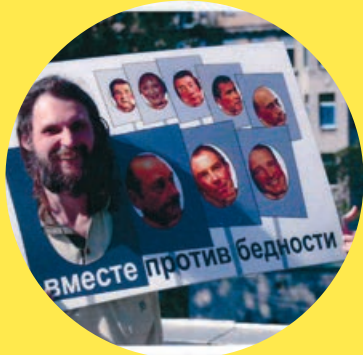


# NOCHLEZHKA'S 30-YEAR-LONG HISTORY

There is a food shortage in Leningrad. Only people with registration can get food stamps, which means that homeless people are not entitled to them. A group of friends cannot accept this discrimination and demand that the city administration should issue food stamps also for the homeless. Meanwhile, they make meals at home and hand them out to hungry people on the streets. **This group of friends later became Nochlezhka Foundation.**



Together with other human rights organizations, Nochlezhka advocates **the abolition of criminal articles on vagrancy, begging, living without an ID or registration.** These articles were excluded from the Criminal Code by law. Homelessness is no longer a crime.



The **prototype of the Counselling Service** opens in the basement at 10, Pushkinskaya Street. People come for social and legal assistance.

The launch of **the first charity canteen** for the homeless. At Nochlezhka's initiative, polling stations were created for people without registration.

Nochlezhka starts publishing a **newspaper, 'Na Dne' [At the Bottom]**. The homeless can sell it to make some money.

Nochlezhka initiates the 'Law On Homelessness Prevention in St. Petersburg'. With this law, **assistance to the homeless in the city is regulated on the legislative level.**

Nochlezhka moves into a building on Sinopskaya Embankment and opens the **first Shelter**.

The **Halfway Home project** is launched. This is a room in the Shelter where people struggling with alcohol addiction are accommodated.

Nochlezhka moves to the building at 112 B, Borovaya Street. This becomes **the largest shelter for the homeless** in the city with a capacity of 52 beds. The **Counselling Service** and the **organization's office** are housed by the same building.

Following the model of the 'Mitternachtsbus' project from Hamburg, Nochlezhka launches the **Night Bus**, which drives around the city delivering food to the homeless.

The **first heated tent** in Russia is opened. It can accommodate up to 50 people a night, who can sleep there in safety. Nochlezhka advocates the installation of such tents in each district. Since there is a severe shortage of proper hostels or shelters for the homeless, this is a type of emergency accommodation that can save people from frostbite and dying from the cold.

Nochlezhka's Volunteers launch a **charity shop called 'HoroShop'**. It will later merge with a wonderful project created around the same time, 'Spasibo!' shops, which will be our loyal friend for many years.

The counselling service and the Rehabilitation Shelter start applying the **case management approach**. From this year on, Nochlezhka not only provides one-time consultations but also long-term social and legal support. Moreover, each resident of the Shelter now has a particular social worker assigned to them.

Nochlezhka begins to share expertise, best practices and guidance materials with its colleagues. We launch a separate project on the **dissemination of experience.**

A **free laundry facility** opens 500 meters from the Shelter. The first laundry in Russia where homeless people can wash and dry their clothes for free.

Nochlezhka launches a **psychological assistance project**. The first volunteer psychologists start counselling clients.

Nochlezhka and the Takie Dela project announce an **All-Russian Day of the Homeless**, a day of solidarity with people who have found themselves on the street. It takes place every year on the last Monday of March.

We open the **Night Shelter** for 40 people in St. Petersburg, near the Obukhovo metro station. This is the evolution of the Heated Tents project. This is also emergency accommodation for one night at a time but it is no longer just a tent, but a building with beds, a shower and a laundry facility.

Our rehab project, **Halfway Home**, is **updated and relaunched**. It is now a separate hostel where 14 people live, work with therapists and consultants, and try to overcome their addiction.



**THERE IS STILL A LOT OF WORK AHEAD.  
THANK YOU SO MUCH FOR BEING WITH US.**

**WE WILL SUCCEED!**

**NOCHLEZHKA**  
CHARITY ORGANIZATION



# MAIN ACHIEVEMENTS OF 2019

## WE LAUNCHED A PERMANENT NIGHT SHELTER WHICH IS OPEN ALL YEAR ROUND

**IN JUST SIX MONTHS OF OPERATION, 505 PEOPLE SPENT A TOTAL OF 7,341 NIGHTS AT THE NIGHT SHELTER.**

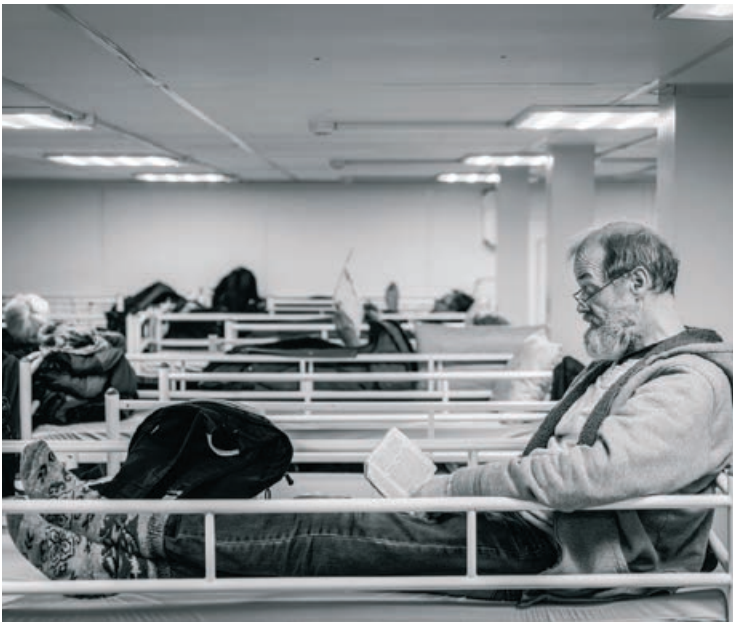
This night shelter is the next step in the evolution of our Heated Tents project: it provides accommodation for one night at a time for 40 people, but it is no longer a tent but a one-story building with beds, a shower and a laundry facility. Anyone can spend a night at the Night Shelter all year round.

We covered all aspects of this project in the guidance materials, so that our colleagues from other cities can launch a similar Night Shelter elsewhere.

## WE LAUNCHED THE UPDATED VERSION OF OUR HALFWAY HOME PROJECT

The Halfway Home project for people suffering from alcohol addiction has reached a new level. Programme participants now live in a separate hostel, where they receive support from a therapist and follow the 12-step programme.

Thus, the project has been separated from our main Shelter on Borovaya Street. This made it possible to increase the capacity of the project and have a separate women's room. So, now **14 PEOPLE CAN FOLLOW THE REHABILITATION PROGRAMME AT A TIME: 10 MEN AND 4 WOMEN.**



## WE RENTED A PLACE FOR OUR PROJECTS IN MOSCOW

In 2019, we were finally able to find a suitable location in Begovoy district for the **COUNSELLING SERVICE, REHABILITATION SHELTER AND NOCHLEZHKA'S OFFICE.**

Before that, we conducted a survey and organised meetings with residents of the district, our neighbours to be, and also organized a tour to Nochlezhka in St. Petersburg for several activists of Begovoy district to show them how our projects work.

We are renting and renovating the premises with the support of the 'Obraz Zhizni' Foundation

The construction materials were given to us for free by Leroy Merlin.



## WE LAUNCHED AN EMPLOYMENT ADAPTATION PROGRAMME

The programme is run in a separate room at the Shelter. It accommodates those whose rehabilitation plan includes employment and professional training. These are people who have the strength, health and motivation to get a job. Participants get extra classes on financial and legal literacy, communication classes with a psychologist, and masterclasses on job placement. If a person does not have a qualification or professional skills, we help them get professional training in an area which is currently in demand in order to find a decent and enjoyable job.

In 2019, **35 PEOPLE PARTICIPATED IN THE PROGRAMME.** Of these, 18 found a job and moved out of the Shelter into rented housing. **4 PEOPLE COMPLETED THEIR TRAINING ON PROFESSIONAL COURSES.**



# NOCHLEZHKA'S PLANS FOR 2020

1

## DEVELOPING A STRATEGY TO REDUCE HOMELESSNESS IN RUSSIA

We are planning to involve experts from various fields and develop a **FEDERAL STRATEGY** to then submit it to the government and the general public. This strategy will contain an evidence-based plan supported by research, analytics and expert assessment to combat the problem and prevent homelessness. The document will be based on the results of quantitative and qualitative studies of homelessness, statistical data, generalization and analysis of international experience in effective assistance to the homeless.

2

## HOMELESSNESS RESEARCH

In 2019, we launched a research project that will last for the next few years. Together with the Center for Independent **SOCIOLOGICAL RESEARCH**, Nochlezhka launched a biographical study on the topic "Homelessness in Modern Russia Based on the Example of St. Petersburg". The researchers are to collect and analyze the stories of people who are now homeless or have experienced homelessness. Through this research we want to identify the key causes of homelessness, understand how people acted in difficult situations, what external assistance they most needed and how the existing system of assistance to the homeless can be improved, taking their experience into account.

3

## LAUNCHING PROJECTS IN MOSCOW

We will launch the Night Bus in the capital, open a Rehabilitation Shelter for the homeless with 24 beds and a Counselling Service, all modelled on our projects in St. Petersburg which have been effectively helping thousands of people to get off the street for many years.

A team of employees and volunteers is already working in Moscow. They organize outreach campaigns to give out food and warm clothes, give lectures on homelessness, hold events, and debunk myths about homeless people. The Moscow branch will soon also have social workers, lawyers and psychologists who will work directly with homeless people to help them resolve their social and legal issues and return to stable lives.

4

## SOCIAL CAFE, A TRANSIT EMPLOYMENT PROJECT

Nochlezhka will open a cafe in St. Petersburg, which will be a lot more than just a lovely cozy place. It will also be a project for professional training and transit employment for homeless people. Our clients will be able to get and practise new skills while continuing to receive support from our social workers and therapists.

The project participants will be residents of the Rehabilitation Shelter who want to be trained as cooks, commis, waiters or cafe managers. The team of the Social Cafe will partly be made of experienced employees and partly of interns from Nochlezhka. During the training period, they will be paid a stipend, and following that we will help them find a permanent job in another establishment.

5

## SUPPORTED ACCOMMODATION

In St. Petersburg, we are launching a supported accommodation project in order to prepare those clients who have already completed their rehabilitation at the shelter, found a job and are ready to move out, for independent and autonomous life.

After starting their job, participants will be able to live in a separate room, and Nochlezhka will pay their rent for the first three months. During this period, a social worker and a therapist will consult them on how to best organise their day-to-day life in these new conditions. Otherwise, they will provide for themselves: pay utility bills, buy what is necessary for their new home, manage their household and take care of themselves. After three months, they will remain in the same property and will pay rent themselves.

6

## LARGE SHOWERING FACILITIES

We plan to open a new showering facility in the north of the city so that homeless people can wash for free not only in Nochlezhka, but also in another area of St. Petersburg. This is a modular building designed and equipped especially for the purpose. It has two shower units (one of them adapted for people in a wheelchair), a toilet, two washing machines and two tumble driers.



# NOCHLEZHKA'S TEAM

You can contact any member of our team. You will find contact details of all Nochlezhka's employees on our website: [homeless.ru](http://homeless.ru)

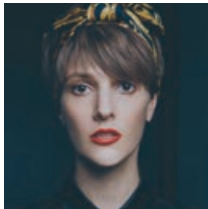
Team  
🏰 in St.Petersburg  
★ in Moscow



🏰 Andrey Chapaev  
Head of humanitarian projects



🏰 Natalya Shavlokhova  
Head of the Counselling service



🏰 Ekaterina Azarkevich  
Development Director (worked in 2019)



🏰 Konstantin Fomichev  
Night Bus driver



🏰 Igor Antonov  
Night Bus driver (worked in 2019)



🏰 Anna Malinina  
Heating Tents Coordinator



🏰 Alexey Lyashenko  
Chief Engineer



🏰 Alexey Kotin  
Head of Supplies



★ Mikhail Bakradze  
Head of Supplies



🏰 Ekaterina Cheremisina  
Head of the PR Department (worked in 2019)



🏰 Vlada Misyreva  
Head of the PR Department (worked in 2019)



🏰 Veta Lavrentieva  
Cooperation with Foundations



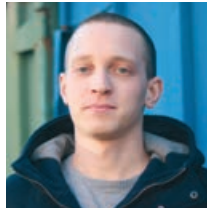
🏰 Victoria Ursova  
Coordinator at the Half-way Home



🏰 Valentina Boreiko  
Social worker



🏰 Asya Suvorova  
Social worker



🏰 Alexander Voronov  
Social worker (worked in 2019)



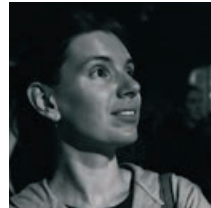
🏰 Pavel Lyaks  
Social worker



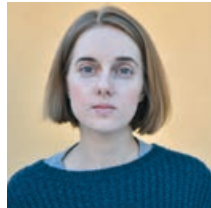
🏰 Roman Shirshov  
Social worker



🏰 Ksenia Solodova  
Fundraiser



🏰 Vasilisa Moleva  
Fundraiser



🏰 Maria Skoda  
Fundraiser (worked in 2019)



★ Luciya Aisayeva  
Government Relations



★ Alena Mordasova  
Volunteer Coordinator and Fundraiser



★ Maria Raevskaya  
Cooperation with Business



🏰 Igor Karlinsky  
Lawyer



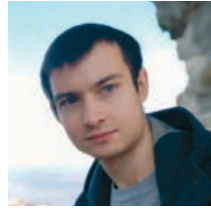
🏰 Ekaterina Dikovskaya  
Lawyer



🏰 Tatiana Yakovleva  
Lawyer



🏰 Anastasia Berzon  
Lawyer



🏰 Vyacheslav Samonov  
Lawyer



🏰 Alexandra Sandomirskaya  
Psychologist



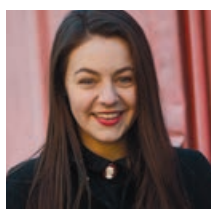
★ Valentina Yarovaya  
Fundraiser (worked in 2019)



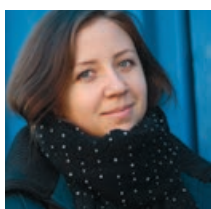
★ Ksenia Sarycheva  
Fundraiser (worked in 2019)



🏰 Elena Bonshtedt  
Project Coordinator



🏰 Karina Garinova  
Head of Experience dissemination



🏰 Yulia Sigova  
Human Resources



🏰 Natalya Kuznetsova  
Chief Accountant



🏰 Natalia Guseva  
Psychologist



🏰 Anna Kuzmina  
Psychologist (worked in 2019)



🏰 Daria Lysukhina  
Shelter administrator



🏰 Daria Zhukova  
Shelter administrator (worked in 2019)



🏰 Sergei Prepodobny  
Chief Attendant of the Shelter



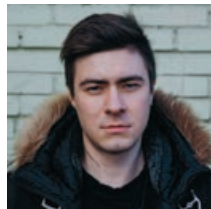
🏰 Yuri Polkanov  
Attendant at the shelter



🏰 Galina Rumyantseva  
Accountant



🏰 Natalya Zarubina  
Accountant



🏰 Igor Kolchinsky  
System Administrator



🏰 Anastasia Prokhorova  
Office Manager



🏰 Tatiana Gor  
Courier



🏰 Alexey Fomenko  
Driver



# NOCHLEZHKA'S PROJECTS IN MOSCOW AND ST. PETERSBURG

## CHANGING THE SITUATION OVERALL



RAISING AWARENESS

GOVERNMENT RELATIONS

SHARING EXPERTISE

## REINTEGRATION

Long-term individual assistance



COUNSELLING SERVICE



REHABILITATION CENTRE



HALFWAY HOME

## HUMANITARIAN PROJECTS

One-time assistance



NIGHT BUS



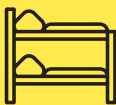
HEATED TENTS



CULTURAL LAUNDERETTE



HAND-OUT POINT



NIGHT SHELTER



SHOWER





# NIGHT BUS

ST. PETERSBURG

IN 2020  
THE NIGHT BUS  
PROJECT TURNS  
**19** YEARS  
OLD



## 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.



*When you have no home or money, you spend all day trying to get something to eat, to warm yourself up, to find some clothes. All distances seem huge because you have to walk everywhere. You can't take a shower, you have nothing to eat and nowhere to go to stay warm. It's difficult to get any job. You can only beg. But it's not something one enjoys doing».*

Andrey, a homeless man



# HOW IT WORKS

A specially-equipped van goes to residential areas of the city five days a week and makes four stops to distribute hot meals, while volunteer doctors give first aid. The driver, who is a social worker, talks to people and tells them how they can resolve social, legal or medical issues, overcome their addictions and eventually go back to a stable life with the help of Nochlezhka's experts.

The night bus is a three-quarter volunteer project. There is only one employee involved in a trip, the social worker driving the bus. He is helped by 3 volunteers every evening of the week.

**NO ONE IS DENIED HELP  
AT THE NIGHT BUS**

4 STOPS

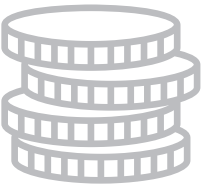
5 DAYS A WEEK

1 EMPLOYEE DRIVING + 3 VOLUNTEERS

HOT MEALS

FIRST AID

FIRST STEP AWAY  
FROM THE STREET



# HOW MUCH IT COSTS FOR NOCHLEZHKA

198

roubles

FEEDING  
ONE PERSON

11 809 roubles  
PER TRIP

243 063 roubles  
PER MONTH

2 916 755 roubles  
PER YEAR



« I knew I couldn't carry on living like that but I didn't know how to get away from it. I drank to stop thinking about it. But one fine morning I woke up and realized that I would either die, because I could no longer take it, or I had to do something about it.»

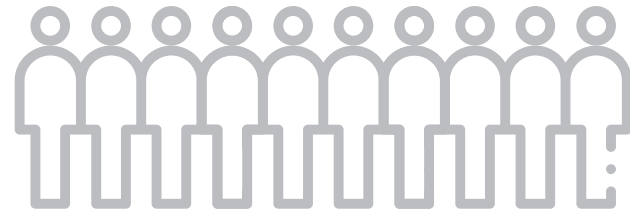
Dmitry, a homeless man



IN 2019 THE  
NIGHT BUS  
MADE  
**246**  
trips



We fed  
**2414** people



We gave out  
**14 726**  
hot meals



We had free  
food delivered by  
**12** establishments



**139** volunteers

took part in the project  
spending a total of

**2820** hours



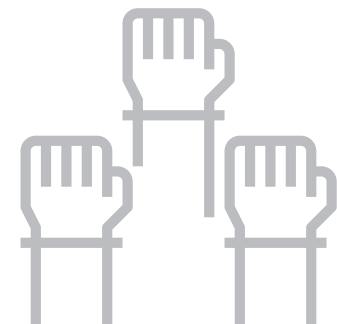
Volunteer  
doctors went on

**90** trips



and examined

**2028** people



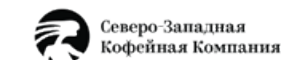
THE PROJECT  
IS SUPPORTED BY:



NESTE



БАНЩИКИ  
РЕСТОРАН РУССКОЙ КУХНИ





# HEATED TENTS

ST. PETERSBURG

IN 2020,  
THE PROJECT  
TURNS  
**13** years  
old



## 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.



*I understand what these people need. When I first came to Nochlezhka, I also lived in a tent and hoped that it would not be forever. I'm no longer on the street now, and although I'm at the shelter for now, I still remember how it felt. I want to do what I can for them. Somewhere warm, some food and kindness. That's all there is to it!».*

Andrey, a homeless man



## 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, 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.

Twice a week, professional doctors volunteering for the project examine those sleeping the tents and provide medical assistance if needed.

## SCHEDULE:

Daily from 1 October to 31 March from 8 p.m. till 8 a.m.



## HOW MUCH IT COSTS FOR NOCHLEZHKA

388

roubles

ACCOMMODATING ONE HOMELESS PERSON AT A HEATED TENT FOR A NIGHT

12 939 roubles PER DAY

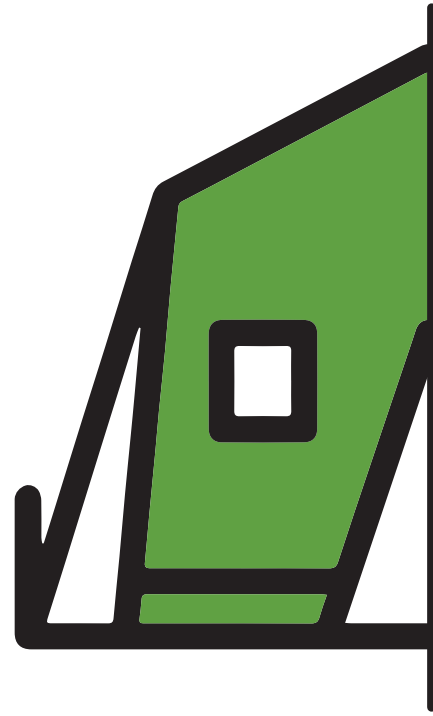
388 162 roubles PER MONTH

2 328 970 roubles PER SEASON



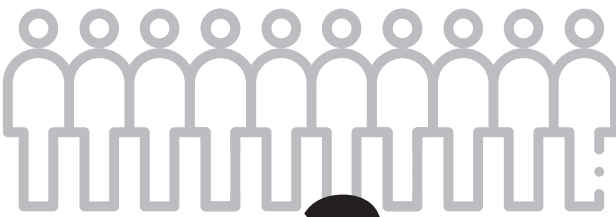
Two months later, when I started insisting one being paid my wages, the boss just kicked me out in the middle of the night without a penny in my pocket.».

Larissa, a homeless woman



1073

PEOPLE SPENT A TOTAL OF 14 495 NIGHTS



3 HEATED TENTS IN 2019



10 volunteer doctors from Blagotvoritelnaya Bolnitsa

paid 48 visits

examined 972 PEOPLE

made 212 DRESSINGS

In February 2019, the Vice-Governor of St. Petersburg A.V. Mityanina visited the Heated Tents. Following the visits, she made arrangements to have additional tents modelled on Nochlezhka's tents opened and financed by the city. This is how new heated tents were opened in Moskovsky, Nevsky, Kalininsky, and Frunzensky districts. We hope that one day there will be at least one such tent in every district of the city, so that people in need have more accessible places to sleep.

### THE PROJECT IS SUPPORTED BY:





# NIGHT SHELTER

ST. PETERSBURG

IN 2020,  
THE NIGHT  
SHELTER TURNS

**1** year  
old



## WHY WE DO IT

Every night spent on the street takes the person further away from being able to find a job and reintegrate into society. The person can get beaten and and get their papers stolen, their health gradually deteriorates and they lose self-esteem and self-confidence. It is very important that the city has a place where one can come and spend the night for free without having to show any certificates or documents.



*Sleeping in the entrance hall is scary. You don't actually sleep, you stay alert all the time. I was very cold and I was afraid I would fall ill. I never knew what it was like before. I never thought that I would find myself in such a situation».*

Olga, a homeless woman



# HOW IT WORKS

In 2019, our heated tent in Obukhovo was replaced with a Night Shelter. This is a one-story modular building with 40 beds, where anyone in need can spend the night in warmth and safety all year round.

The night shelter is more comfortable than a heated tent. It has bunk beds, a toilet and a shower, visitors can also use the washing machine. There is an administrator on duty here, who can give people some advice and refer them to a Nochlezhka expert: a therapist, a social worker or a lawyer.

# SCHEDULE:

All year round,  
daily from 8 p.m.  
till 8 a.m.



# HOW MUCH IT COSTS FOR NOCHLEZHKA

285

roubles

ONE NIGHT  
AT THE NIGHT  
SHELTER FOR  
ONE HOMELESS  
PERSON

9 969

roubles

PER DAY

299 061

roubles

PER MONTH

2 093 429

roubles

PER YEAR

THE PROJECT  
IS SUPPORTED BY:



ПРИ ПОДДЕРЖКЕ  
ФОНДА  
ПРЕЗИДЕНТСКИХ  
ГРАНТОВ

The construction of the Night Shelter was funded by: Fast VPS, Navigator SBS, Secours Populaire Français Fédération Paris and almost eight hundred people from different cities and countries who donated money to us.

The Navigator SBS company helped us connect the building to the water supply and sewage systems.

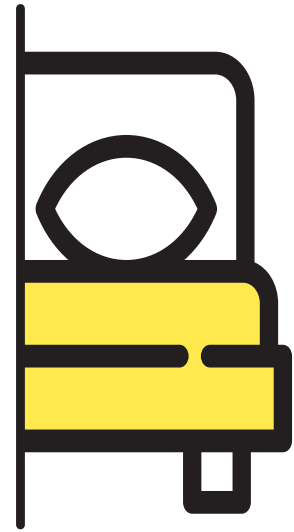


505

PEOPLE SPENT  
A TOTAL OF

7341

nights



56 volunteer  
doctors

from Blagotvoritelnaya  
Bolnitsa

34 visits



examined

794

PEOPLE

made

182

DRESSINGS



I didn't contact my family even when I had no money left and my papers got stolen. They have their things to care about, and it's not like we were on brilliant terms. They have a tough life themselves.»

Sergey, a homeless man





# CULTURAL LAUNDERETTE

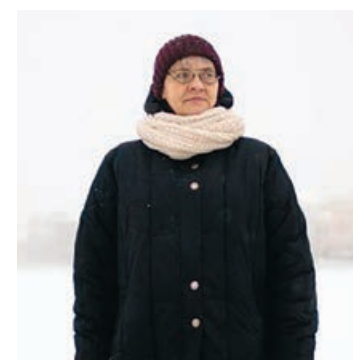
ST. PETERSBURG

IN 2020,  
THE CULTURAL  
LAUNDERETTE  
turns **4** years  
old



## 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. This a Catch 22 situation. Helping people clean themselves is one of the first steps to help them get off the street.



*Once you're on the street, it's very difficult to get back to the life you had previously. It's hard to stay tidy and clean so that other people see you as an actual person. If you've spent a night at a train station, it shows. You'll never find a job looking like this. And even if you're lucky and get a job, you have to wait until the end of the first month to get paid. So you don't even have money to buy soap with ».*

Larissa, a homeless woman



HOW IT WORKS

Cultural Launderette is a joint project of Nochlezhka and a chain of self-service laundries, Prachka.com. This is the first and so far the only free laundry for the homeless in Russia.

It is equipped with eight sets of washing machines and tumble driers and one washing machine for bulky objects.

OPENING HOURS:

All year round,  
Mon.-Fri.  
10:00-17:00



HOW MUCH IT COSTS  
FOR NOCHLEZHKA

IT COSTS  
NOCHLEZHKA

88

roubles

TO LET ONE  
PERSON WASH  
THEIR CLOTHES

1777 roubles  
PER DAY

37 317 roubles  
PER MONTH

447 803 roubles  
PER YEAR

THE PROJECT  
IS SUPPORTED BY:



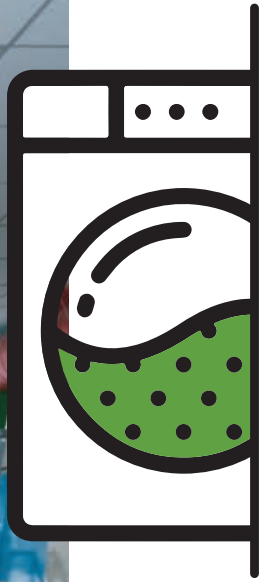
*I tried to get a job, I had 18 of them and I was screwed over 17 times, I wasn't paid. And for the last one I needed a registration, which I do not have. So I come here like a homeless person. I get clothes, I wash mine. I have a dream, I want to go back to programming. Once upon a time I built websites».*

Mark, a homeless man



*I realized that I could no longer live like that. I just couldn't cope. When they look at you contemptuously like that. This feeling inside, when you feel less worthy than dirt, you're nobody, you don't exist».*

Olga, a homeless woman



1357  
people

WASHED AND  
DRIED THEIR  
CLOTHES  
A TOTAL OF

5067 times



30-50  
people per day

206 people  
got a haircut



The laundry is just

500 m

away from Nochlezhka, where homeless people receive humanitarian aid, social and legal assistance and can also have a shower.





# COUNSELLING SERVICE

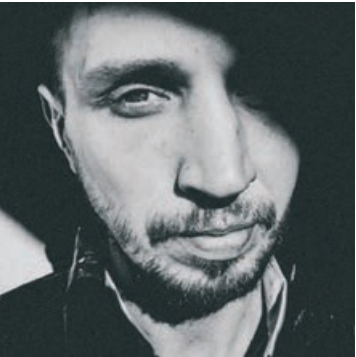
ST. PETERSBURG

IN 2020,  
THE COUSELLING  
SERVICE TURNS  
**28** years  
old



## WHY WE DO IT

There are numerous causes for homelessness and their combinations. It is very difficult for a homeless person to return to society without professional help. Our staff helps those who are already homeless resolve their problems and get back to stable lives. And those who are on the verge homelessness to avoid it.



*I can't even get an ID on my own, since I need money to pay the fee and get a photograph. It seems like small amounts, if you work. But getting a job, a proper one to be sure that you are going to be paid in the end, when you have no papers, is nigh on impossible. It's a vicious circle».*

Andrey, a homeless man



# HOW IT WORKS

Every day 30-60 people come to the Counselling Service. People come to the Counselling Service with a variety of questions: how to get employed without proof of address; 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 a one-off consultation is enough, but more often, people in trouble need longer-term assistance. Then our social workers and lawyers start a long process of social and legal support: they fill in application forms and requests, help the people get their documents restored, and represent them in court.

We do not verify where their last place of residence was and whether the person is a Russian citizen.

WE HELP  
EVERYONE  
WE CAN HELP



30-60

PEOPLE  
EVERY DAY



# HOW MUCH IT COSTS FOR NOCHLEZHKA

1190

roubles on average

HELPING ONE  
PERSON RESOLVE  
THEIR SOCIAL OR  
LEGAL ISSUES

62 720  
PER DAY

1 087 144  
PER MONTH

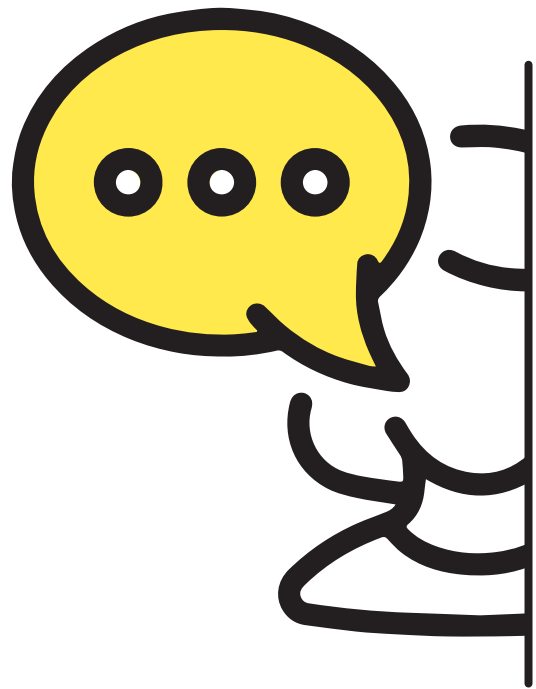
13 045 724  
PER YEAR



When I was discharged from hospital, I had nowhere to go. I only had my ID, my positive HIV test results and my conscience. I managed to find a job with provided accommodation, but had to be hospitalised again. And after that, I lost both my job and my accommodation. This is how I ended up here».

Maria, a homeless woman





IN 2019 SOCIAL  
WORKERS GAVE

**9955**  
personal  
consultations



Lawyers held

**1007**  
consultations

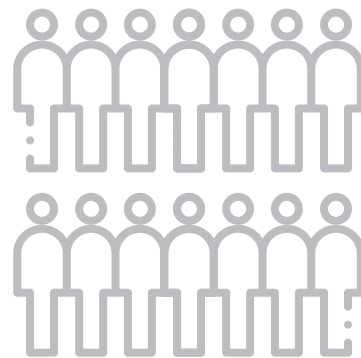
St. Petersburg



personal  
consultations for

**2902**  
people in need

Moscow: **in 2020**



we will open a Counselling  
Service in the Russian capital. On  
weekdays, social workers, lawyers  
and therapists will see and  
help 20-30 people a day to find  
solutions to the problems that  
caused their homelessness.

**4327**  
consultations  
over the phone

which lasted a total of

**121** hours 35 minutes



We gave out

**1200**  
copies of

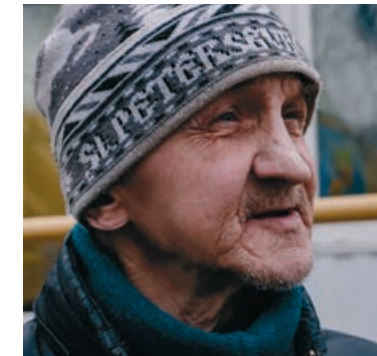
«A Homeless  
Person's  
Reference Book»

СПРАВОЧНИК  
БЕЗДОМНОГО

2019/2020



БЛАГОТВОРИТЕЛЬНАЯ ОРГАНИЗАЦИЯ  
НОЧЛЕЖКА  
homeless.ru



*In 1994, I fell victim to fraudsters:  
they got me drunk and took me to  
a notary. I don't remember signing  
the power of attorney. When I  
lost my apartment, I went to a  
monastery. They helped me to get  
an ID and apply for a pension. I  
tried to find a job. No one will hire  
me, they say I'm too old».*

Gregory, a homeless man

## OPENING HOURS:

**Social workers:**

Mon., Tue., Wed., Fri.: 10:00-17:00,  
lunch break: 14:00-15:00

**Lawyers:**

Mon., Wed., Fri.: 10:00-17:00,  
lunch break: 14:00-15:00

THE PROJECT  
IS SUPPORTED  
BY:



**Brot**  
für die Welt



Kingdom of the Netherlands





OUR LEGAL  
AND SOCIAL  
ASSISTANCE

IN NUMBERS:



**908 times**  
Assistance in getting medical treatment (together with volunteers of Blagotvoritelnaya Bolnitsa)

**128 people**  
We covered the fees for state and notary services for

**51 people**  
Assistance in returning to a different city (together with the Maltese Aid Service and the Bilet Domoï project)

**1 person**  
Assistance in challenging a fraudulent transaction and getting property back

**6 people**  
Assistance in getting admitted to the Centre of social adaptation for ex-convicts

**5 people**  
Assistance in getting admitted to a rehab clinic

**1584 times**  
Gave out tickets and passes for the public transport

**124 people**  
Getting an ID re-issued

**30 people**  
Assistance in getting an individual insurance number

**19 people**  
Assistance in determining citizenship

**14 people**  
Assistance in registering as disabled

**3 people**  
Assistance in registering with an AIDS centre

**797 times**  
Receiving post for clients at Nochlezhka's address

**103 people**  
were given mobile phones

**27 people**  
Assistance in getting mandatory medical insurance

**19 people**  
Assistance in applying for retirement allowance

**32 times**  
Assistance in getting admitted to a hospital

**5 people**  
Assistance in getting admitted to a municipal night shelter

We sent out **411 requests** and applications to government institutions

**100 people**  
Assistance in finding a job (including with accommodation)

**26 people**  
Assistance in getting a personal taxpayer's number (re)issued

**22 times**  
Representation in court

**2 people**  
Assistance in finding relatives

**2 people**  
Assistance in getting housing

**178 people**  
We took ID photos for

**52 people**  
Getting a temporary registration at Nochlezhka's address

**25 people**  
Assistance in confirming identity

**14 people**  
Assistance in getting a birth certificate re-issued

**1 person**  
Assistance in returning to a different city (together with the Maltese Aid Service and the Bilet Domoï project)

**4 people**  
Assistance in obtaining employment record



# HAND-OUT POINT

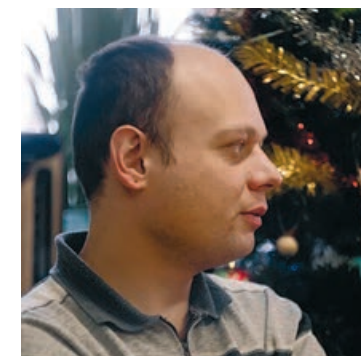
## WHY WE DO IT

One needs a clean shirt and a shave to get a job, warm clothes and shoes – to survive the winter, toiletries to look after oneself on the street. This is why there is a Hand-out Point in the courtyard of Nochlezhka.



## HOW IT WORKS

Every weekday, volunteers hand out clothes, shoes and toiletries donated to us by the public to people in need. They also keep track of every item they hand out in Nochlezhka's database noting the person and the date: we do it to distribute items among those in need as fairly as possible.



*I am only temporarily at Nochlezhka, I'll stay for a month. I was working and renting and then I broke my leg. I spent several months in hospitals, and then stayed with friends. As a result I used up all my savings and had nothing to rent with. I don't like to borrow - I find it embarrassing and it's too much money anyway. I have almost recovered now so I'll go back to work and I'll start renting again. I had never been involved in charity work before, until I found myself in such a situation. I'll start helping others: I'll donate some clothes, for example, one can leave them here, at the Hand-Out Point».*

Alexander, a homeless man

THE PROJECT  
IS SUPPORTED  
BY:



 **59** volunteers  
involved

**6939** sets  
of clothes  
for  
**1503** people



 **5470**  
sets toiletries  
for  
**1380** people

 **43** people  
were given crutches  
and walking canes



# REHABILITATION SHELTER

ST. PETERSBURG

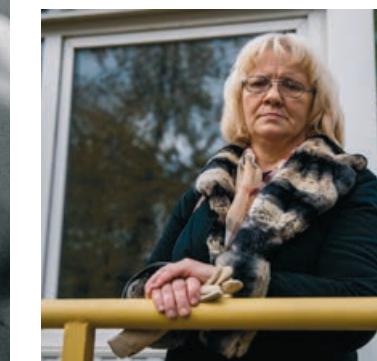
IN 2020,  
NOCHLEZHKA'S  
SHELTER TURNS

**24** years  
old



## 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.



*I once slept at a train station. It's hard, you end up very tired, you don't actually rest or get any proper sleep. A woman told me about this shelter. If it weren't for Nochlezhka, I would still be on the street, unaware of my illness. The fact that they treat me, that they did not push me away... I don't even know how to put it, so that it's more than just words. My dream is to find a job, to rent a room and go live there like a normal person».*

Larissa, a homeless woman



# HOW IT WORKS

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

There are two conditions:

- 1) there has to be a free bed in the shelter;
- 2) we have to understand how we are going to help this person and what our goals are.

The duration of their stay depends on the complexity of their situation and case management plan that we develop together. Helping them may take between several weeks and several years but on average, people stay at the Shelter for four months.

**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. Each resident has their «own» social worker who works on their case, supports them and helps at all stages of this social plan. Professional assistance from therapists who volunteer for our charity is another important part of their return to stable lives.



# HOW MUCH IT COSTS FOR NOCHLEZHKA

461

roubles

ACCOMMODATING  
ONE PERSON  
AT THE SHELTER  
FOR ONE DAY

23 984  
roubles  
PER DAY

167 887  
roubles  
PER WEEK

729 508  
roubles  
PER MONTH

8 754 092  
roubles  
PER YEAR

14 029  
roubles

ACCOMMODATING ONE PERSON  
AT THE SHELTER FOR ONE MONTH

ON AVERAGE,  
A PERSON STAYS  
AT THE SHELTER FOR

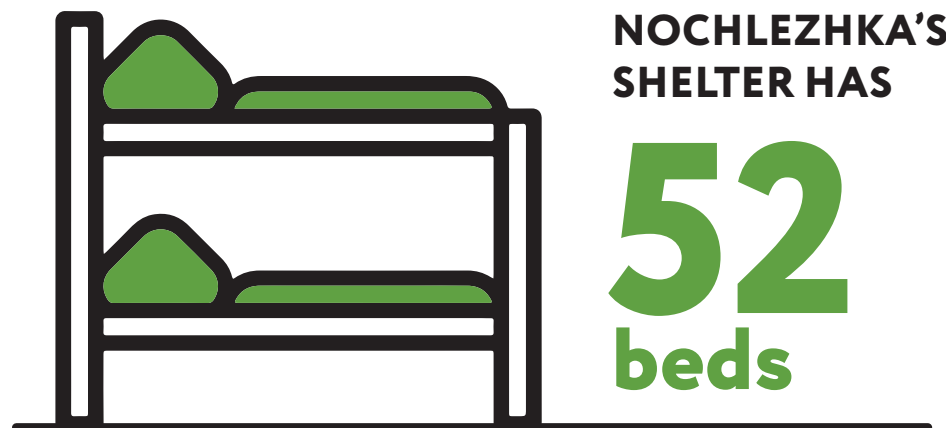
4 MONTHS

SO, ON  
AVERAGE IT  
COSTS ABOUT

56 116  
roubles

TO HELP ONE  
PERSON GET OFF  
THE STREETS





**12** for women  
and **40** for men

Nochlezhka's shelter remains the largest one in St. Petersburg

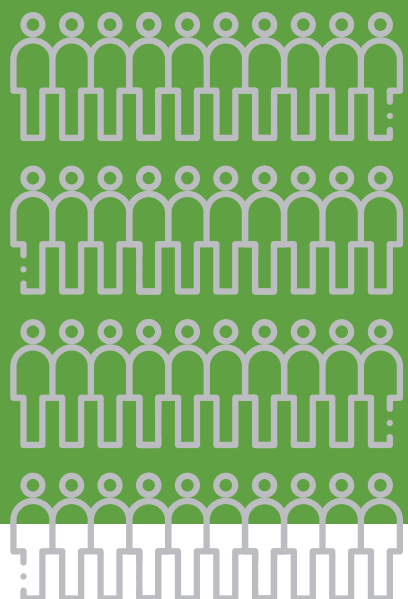
IN 2019, WE HELD A 'GRADUATE REUNION' for people who had previously lived in Nochlezhka. More than 20 people came to this meeting.



*I was diagnosed with a sarcoma, and a doctor at the AIDS Centre told me it was time to get a spot at the cemetery. After hearing these words, I felt like my life was over. A friend of mine promised that she would look after me and arrange the funeral and the rest of it if I donate my apartment to her. I had no family left so I did what she asked for. And then I had to spend a year and a half at a hospital. Meanwhile, that woman sold my apartment. This is how I lost my property».*

Maria, a homeless woman

**168**  
people  
LIVED IN THE  
SHELTER



**122** people  
lived in the Shelter:

**25** people  
got a job and moved  
to rental housing

**8** people  
moved to a hostel

**6** people  
got a job with  
accommodation

**65** people (53 %)  
got off the street

**6** people  
returned to their  
hometown

**7** people  
started living with friends

**11** people  
participated in our  
professional training  
and job placement project



## MOSCOW

In 2020, Nochlezhka will open a rehabilitation shelter in the Russian capital.

It will have 24 beds: 16 for men and 8 for women. It will be located in the same building as the Moscow Counselling Service. Nochlezhka's experts will provide the residents with comprehensive professional assistance in their rehabilitation.

**THE GOAL OF THIS PROJECT IS TO MAKE SURE THAT THESE PEOPLE NEVER FALL INTO HOMELESSNESS AGAIN.**

THE PROJECT IS SUPPORTED BY:





# PSYCHOLOGICAL ASSISTANCE

## WHY WE DO IT



Changing one's life requires motivation, belief in oneself and energy. After the stress of living on the street, people hardly have any of that left. Working with a therapist is necessary to believe that one deserves a better life, to find motivation, and realize that one is the master of one's own life. This work complements and makes our assistance with documents, job hunting, challenging fraudulent transactions and looking for relatives more effective.



*I heard about Nochlezhka a long time ago. I came here first three years ago, when I had nowhere to live and my employer did not pay my wages. I didn't want to return to my parents, they have a drinking problem. I thought I'd managed to get my feet back on the ground then. But six months ago I had to come here again. It was hard to recover after the fracture, I found myself on the street again, I couldn't pay rent. I had lost the will to live but the therapists here helped me. I have recovered now. I am planning to take computer classes in Nochlezhka soon, there are volunteers who come to the shelter and teach us. Then I'll look for a job and start renting again. People here help me immensely».*

Katya, a homeless woman

## HOW IT WORKS

There are four main types of work with the residents of our Shelter within the Psychological Assistance project:

- 1) **initial counselling**, when the therapist meets the new resident and establishes a connection with them;
- 2) **individual meetings** at the request of the client to discuss and resolve a specific issue;
- 3) long-term **non-medical psychotherapy**, aimed at a gradual change in the personality of the client;
- 4) **adaptation groups**, which help people cope with arising difficulties more effectively and get on better with their roommates.

We hold separate **psychological support group meetings** for people living on the street in Nochlezhka's courtyard. Anyone who needs help can participate in these.



In 2019, we conducted a screening study on depressive conditions among elderly residents of the Shelter and launched group meeting for mental health promotion and prevention. These are group workshops held twice a month for residents who are depressed, feeling lonely, experiencing anxiety and apathy. During these workshops, we use mental and muscular relaxation techniques, breathing exercises, and art therapy.



**199** adaptation group meetings for residents of the Shelter

**48** support groups for people living on the street

IN 2020, THE  
PSYCHOLOGICAL  
ASSISTANCE  
PROJECT TURNS

**6** years old



# HALFWAY HOME

ST. PETERSBURG

IN 2020,  
THE HALFWAY HOME  
PROJECT TURNS

**20** years  
old



## WHY WE DO IT

Many homeless people ended up on the street because they did not receive help in time. As a rule, people take to the bottle when they are already homeless: out of hopelessness and not knowing where to look for help. Alcoholism is a disease. The Halfway Home project helps those who are ready to acknowledge their addiction and work in order to overcome it.



Askar was born in Kyrgyzstan, finished school there and did his military service. He came to St. Petersburg in 2010 without any support. Within a few months, Askar was on the street. Over the years, he changed many jobs - his addiction did not allow him to gain a foothold. In the summer of 2019, Askar completed his rehabilitation in the Dom Nadezhdy Na Gore project and decided to continue fighting his addiction in the Halfway Home project. The man followed the 12 Steps programme for six months, receiving support from other participants.

In winter, Askar completed the programme and found a job with accommodation.



# HOW IT WORKS

The rehabilitation programme in Halfway Home is based on the principles of the Alcoholics Anonymous and includes both group and individual meetings with addiction counselors and therapists. Daily meetings are led by peers, people who themselves successfully overcome addiction and maintain sobriety.

Participants live in a separate flat which accommodates **14 people: 10 men and 4 women**. The programme is designed to last for **6 months**.

Half-way Home is not the first step in the battle against addiction. To get into the project, a person must first complete a chemical detoxification programme at the City Narcological Hospital and a 28-day rehabilitation programme at the Dom Nadezhdy Na gore Centre, where they start the 12 Steps programme. This lays the foundation for recovery, and then the person proceeds to rebuilding their life in sobriety with our help.

Every participant of this project works with therapists, social workers and Nochlezhka's lawyers to resolve their individual social and legal issues.



# HOW MUCH IT COSTS FOR NOCHLEZHKA

**576**

roubles

ACCOMMODATING ONE PERSON AT THE SHELTER FOR ONE DAY

**5 760** roubles  
PER DAY

**175 213** roubles  
PER MONTH

**2 102 562** roubles  
PER YEAR

**17 857** roubles

ACCOMMODATING ONE PERSON AT THE SHELTER FOR ONE MONTH

THE HALFWAY HOME REHABILITATION PROGRAM LASTS **6 MONTHS**

THUS, THE COST OF HELPING ONE PERSON OVERCOME THEIR ADDICTION AND RETURN TO STABLE LIFE IS **107 144** roubles



**8** participants

**3** people completed the program and started renting

**155** individual therapy sessions



**368** meetings of the 12 Steps programme

**15** therapy groups

**14** workshops on improving one's memory, attention and thinking

**13** lectures

THE PROJECT IS SUPPORTED BY:



ПРИ ПОДДЕРЖКЕ  
ФОНДА  
ПРЕЗИДЕНТСКИХ  
ГРАНТОВ





# SHARING EXPERTISE

MOSCOW  
AND ST. PETERSBURG

IN 2020,  
THE PROJECT FOR  
THE DISSEMINATION  
OF EXPERIENCE TURNS

**8** years  
old



## WHY WE DO IT

Colleagues from all over the country turn to Nochlezhka with questions about how to organize a particular project, where to start, what to look for, what resources will be required to launch it.

We describe our own experience, because we really want Russia to have more and more projects providing comprehensive and professional help to the homeless. We want it to be based on the principles of humanism and respect for the person, to be comprehensive and efficient.

Nochlezhka's experts collect and describe our practices so that people who decide to help the homeless can use it.

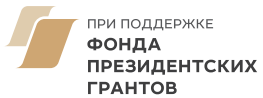


# HOW IT WORKS

We consult organizations and volunteers, write manuals and guidelines, make tutorials on project design, conduct training sessions and workshops across the country, and arrange internships at Nochlezhka for colleagues from other regions.

We have also developed an online system for case management that we share free of charge (Multifunctional Social Worker's Office) and launched a website with step-by-step instructions on restoring various documents. We organize an annual international conference so that professionals and novices, employees of charities and state institutions can share their experiences, discuss homelessness-related problems and ways to solve them.

THE PROJECT  
IS SUPPORTED  
BY:



# HOW WE SHARED OUR EXPERIENCE IN 2019

**297 consultations**

**151 organizations  
from 53 cities**

in Russia, as well as Belarus, Ukraine, Kazakhstan, the UK, the USA, South Africa and even Cameroon

**11 workshops**

in St. Petersburg, Moscow, Nizhny Novgorod and Chelyabinsk

**208 participants**

**32 organizations**

applied for using our online case management.

**A two-day  
conference**

in Moscow. The largest professional conference on homelessness

**142 participants**

**20 speakers  
7 reports**

on homelessness

**4 lectures**  
on fundraising and PR

**6 presentations**  
of the activities of regional organizations in Kazan, Ufa, Kaliningrad, Novosibirsk, Chelyabinsk Region and Volgograd



**2390 people  
from 75 regions**

of Russia visited our website on restoring documents

**4 internships**

for colleagues from Perm, Volgograd, Samara and Kirov

**356 downloads**

of our guidelines on organising homelessness projects

**2 tutorial videos**

on the design of Nochlezhka's projects

**20 manuals**

on helping the homeless on Nochlezhka's website

**26 algorithms**

for restoring various documents on our 'What to do?' website



# WORKING WITH THE STATE

MOSCOW  
AND ST. PETERSBURG



## WHY WE DO IT

Working with the homeless every day, we see what doesn't let us quickly and efficiently help each person. Through summarising our practice and analyzing the gaps in the legislation, we understand whether the problems we face are systemic or occasional. If the problem is systemic, we can propose a solution at the regional or federal level.

We want the principles of accessible and person-centred assistance to be applied throughout the country. It is important to stop people at risk from becoming homeless and help homeless people return to normal lives.



*We need a federal programme on providing holistic, comprehensive and accessible assistance to homeless people, which should be effective. It shouldn't be just developed and approved, it should be implemented and should work».*

Tatiana Kusaiko,  
deputy chairman of the Federation Council  
Committee on Social Policy





# HOW IT WORKS

We work on legislative initiatives, communicate with federal departments, regional and municipal administrations. We act as experts on homelessness and promote our position at round tables, meetings and forums.

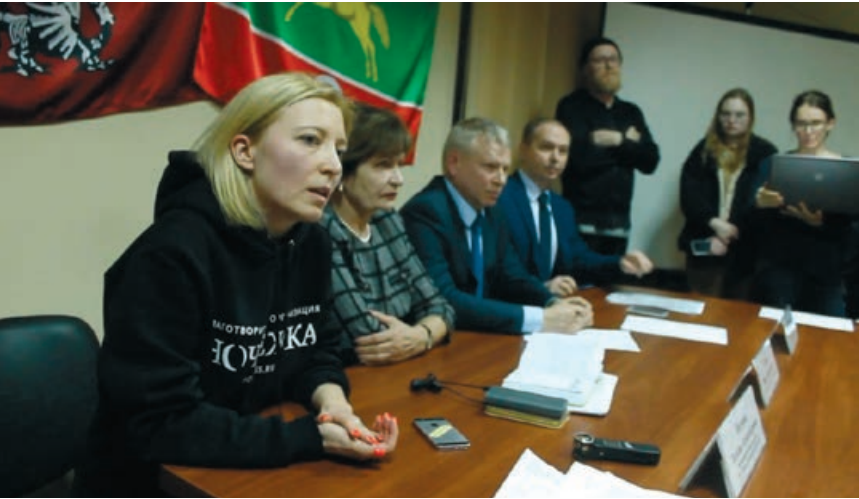
**IN 30 YEARS** since its creation, Nochlezhka has done a lot to ensure that homeless people in Russia are not discriminated against and receive more help from the state.

**SINCE 1992**, we have been issuing certificates stating that Nochlezhka considers a person to be homeless: it is a document with a photograph, a seal and a social worker's signature. We have given out over 70,000 such certificates over the years. They make life easier for people who have no other papers.

**IN 1997**, on Nochlezhka's initiative, the city launched a programme for helping the homeless. Before that, assistance to homeless people in St. Petersburg was not regulated by law.

As a result of our efforts **SINCE 2010** all people in St. Petersburg who have no registration have been able to obtain a mandatory medical insurance. Thanks to this, in ten years, over 40,000 people have received mandatory medical insurance, which means they have access to free medical care.

**IN 2012**, Nochlezhka made it possible that people staying in state-run night shelters get temporary registration at these shelters.



# IN 2019:

When homeless people applied for specialized medical care, which is not covered by mandatory insurance, they were often asked to provide proof of address. Nochlezhka contacted the health authorities and received a response that the lack of registration is not a disqualification for such services. We present this official response to defend the right of our clients to medical care every time it is denied. Homeless people can now get registered for treatment and regular medical check-ups in clinics specialising in tuberculosis, cancer, STDs and drug abuse.

Nochlezhka ensured that the list of services that social institutions of St. Petersburg provide to the homeless includes the payment of the ID re-issuance fee. This will help people get one step closer to resolving problems and getting back to stable lives.

Together with the Chelyabinsk organization Drugya Meditsina, we developed proposals for introducing the term 'street medicine' in Russia. If they are adopted at the legislative level, medical assistance to rough sleepers or people who for whatever reason cannot apply for help from state institutions will become more accessible.

Nochlezhka made it possible to get federal child benefits at the place of actual residence. Previously, it was only possible to apply for benefits at the place of permanent registration. Our lawyers pointed out the inconsistency of the law and the relevant recommendations, and the Ministry of Labour and Social Protection of the Russian Federation eliminated these inconsistencies.

We succeeded in ensuring that children who do not have a residence registration are enrolled in the school at their place of actual residence.

Nochlezhka's lawyers appealed to the Ministry of Labour and Social Protection with a comment that people without permanent registration cannot receive social benefits. The comments were accepted, and from 2019 on, families with children can receive payments at the place of actual residence.

## HOMELESSNESS WAS DISCUSSED ON REGIONAL AND FEDERAL LEVEL:

- at the Presidential Council for the Development of Civil Society and Human Rights,
- at the Civic Chamber of the Russian Federation,
- at a meeting with the president during the International Volunteers Forum,
- at the Moscow Regional Duma,
- at the Department of Labour and Social Protection of the Population of the city of Moscow.

Together with the Office of the Commissioner for Human Rights in St. Petersburg and the Consulates General of Germany, the Netherlands, Finland, France and Sweden, Nochlezhka organized an international conference on the protection of the rights of homeless people. It brought together representatives of the Commissioner for Human Rights in Russia, the Office of the UN High Commissioner for Human Rights, experts and social workers from Germany, the Netherlands, Finland, France and Sweden, ombudsmen and heads of governmental agencies and public organizations from more than 20 regions of Russia.



# RAISING AWARENESS

MOSCOW AND ST. PETERSBURG



## WHY WE DO IT

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

Through stories about who the homeless are, how they ended up on the street, why they need help and how we provide it, we debunk stereotypes around homelessness and raise money for our projects.

It is important for us to be open and transparent, because its reputation is the most valuable thing a charity has. Therefore, we daily talk about assistance projects, about employees, volunteers, our clients and Nochlezhka's donors, and report to the public about all our activities. This draws even more caring people to Nochlezhka.



The journalist **Ilya Varlamov** came to our Shelter on Borovaya Street and made a documentary about homeless people and how Nochlezhka helps them. **The film has been seen by more than 380,000 people.** It was first screened at NochlezhkaFest.



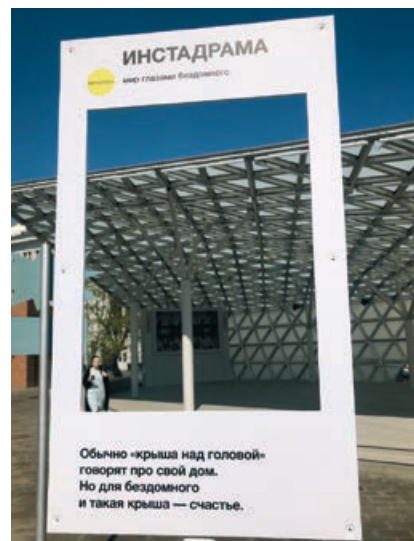
## HOW IT WORKS

We organise awareness campaigns and charity concerts, we work with mass media and on social media, we interview famous people, shoot videos with celebrities and create eye-catching public service adverts.



For Cosmonautics Day Nochlezhka's branch in Moscow, together with the Great advertising agency, released a series of public service ads referring to a popular Russian meme 'How do you like this, Elon Musk?'. The posters are addressed to the founder of SpaceX which manufactures spaceships to deliver people to Mars. 'How do you like this, Elon Musk? Tens of thousands of people in Moscow survive in conditions incompatible with life: without water, food or heat. Just like on Mars.'

The 'Instadrama' exhibition at the Tolerance Centre of the Jewish Museum in Moscow: 12 frames showing what a homeless person's Instagram account would look like. Through the frames we see ordinary objects: the sky, a tree, a bench, a monument etc., and it is the captions that reveal the way a homeless person sees these seemingly ordinary things. Thus, Nochlezhka invited museum visitors to look at the world through the eyes of a homeless person. The museum was visited by 8,134 people. The installation was developed by the GREAT advertising agency for free.



Together with the Kollegi agency in St. Petersburg, we released a public service advert campaign 'The Layout They Didn't Choose'. It is a series of posters depicting typical well-shaped courtyards of St. Petersburg seen through the eyes of a homeless person. Advertising operators Poster and Advertising Center placed them free of charge on their sites around the city.



Nochlezhka took part in the White Nights marathon in St. Petersburg. **50 people** ran to support Nochlezhka and raised **118,340 roubles**.



Olga Abdullina held a charity concert titled 'Ethno-jazz on the roof' and raised **37,412 roubles**.

Historian Lev Lurie read a charity lecture 'Vladimir Filippov, Sherlock Holmes from St. Petersburg' which raised **97,443 roubles**.

Nochlezhka's annual report won the 'Best Report reflecting the NGO's expertise' award and was granted the 'Gold Standard' status in the 'Tochka Otscheta' competition held by the 'Donor Forum' under the auspices of the Russian Ministry of Economic Development.



Nochlezhka and Action Marketing Agency won in the 'Innovation and New Media' award in the all-Russian social advertising competition 'Advertising of the Future' with their digital campaign marking the Day of the Homeless Person, 'Homeless Banner'.



Together with the Bumaga newspaper, Otkrytaya Karta project and the Surprise Me mobile guide, we prepared a special project on the employment of homeless people in St. Petersburg. Three residents of the Rehabilitation Shelter designed their own tours around St. Petersburg which anyone could take for a donation.



In 2019, we spoke about homelessness and Nochlezhka's projects at dozens of professional, awareness-raising and educational events and fora. These included the Moscow Urban Forum, the Zavtra festival, PechaKucha Night, the Higher School of Economics, Shaninka, the New School, the Nekrasov and Mayakovsky libraries in Moscow and St. Petersburg, and even at Google's European headquarters in Dublin.



# CAMPAIGNS



In 2019, for the first time ever, we held NochlezhkaFest in Moscow. On 25 November, Musya Totibadze, IC3PEAK, Naik Borzov, FACE and Noize MC performed in our support. Everyone performed for free and the GLAVCLUB GREEN CONCERT provided the venue free of charge.

Over **800** people came to the concert, and we raised a total of **1 214 046** roubles

«Goodness is almost palpable here. Instead of getting elbowed and pushed around at the cloakroom I heard the unusually-sounding «Excuse me» and «Thank you». In between performances people don't rush to the bar but watch clips from a documentary on Nochlezhka and the homeless instead».

Anna Semyonova,  
a report for RT



>Рокетбанк



The Espress-Help campaign was held twice. Cafes, bars and restaurants of St. Petersburg and Moscow were selling coffee in support of Nochlezhka, while anyone anywhere in the world was able to organize an event or a friendly gathering and collect donations for our work.

**1 286 978** roubles  
We have been organising Espress-Help campaigns since 2014.  
Its 13 editions raised a total of **3 711 843** roubles



In St. Petersburg, we participated in supporters' promenades before the Zenith games, telling people how the homeless get discriminated against on a daily basis. People were also able to take our Vulnerability Index test to find out their chances of becoming homeless, and see the stories of people who lost their homes.

We were able to do a lot in a year. Most of the team worked in our comfortable offices in St. Petersburg and Moscow. And for that we thank our partners who provided us with these premises for free:

Ключ



MORE PLACE  
ЭКО#ЛОФТ

КОМЕТА



Nochlezhka ran its traditional 'Tangerines and Canned Meat' campaign in which we collect New Year's gifts for the homeless.

In Moscow, we handed out **over 200** gift sets to those in need, and in St. Petersburg – over **700**



MOSCOW  
AND  
ST. PETERSBURG

# WHAT HELPS NOCHLEZHKA WORK



## VOLUNTEERS

There are many ways to help Nochlezhka by spending as much time as one feels comfortable to do.

You can do it once a week, once a month or every six months, all the various things that you do turn into one big thing that we do together. There are a lot of volunteering opportunities at Nochlezhka. As many as jobs and tasks that we would never be able to do without our volunteers.



## WHO ARE OUR VOLUNTEERS?

The average age of Nochlezhka's volunteer is – **28**  
The youngest is – **14**  
and the oldest – **80**



**82 %**  
women

**18 %**  
men



In 2019,  
Nochlezhka had **377** **volunteers**

helping in  
Moscow

**276 people** filled in the Volunteer's Form,  
**86** of those have already helped us

In 2019,  
Nochlezhka had **756** **volunteers**

helping in  
St. Petersburg

**1500 people** filled in the Volunteer's Form,  
**267** of those have already helped us



**IN 2019, NOCHLEZHKA WAS HELPED BY:**

**139**  
**people**

volunteering  
for the Night Bus

**59**  
**people**

volunteering  
for the Hand-  
Out Point

**42**  
**people**

within  
the Espress-Help  
campaign

**56**  
**people**

who volunteered to do various  
jobs at the Counselling  
Service and the Shelter

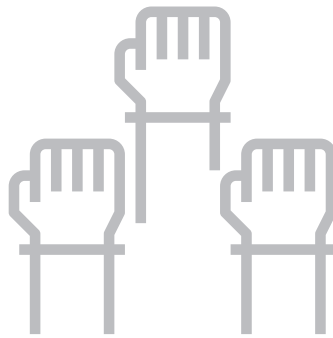


**42**  
**volunteers**

within the  
Espress-Help  
campaign

**Over 30**  
**volunteers**

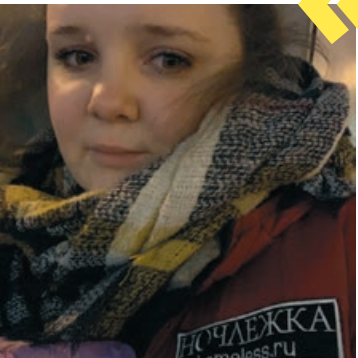
helped us install  
our donation  
boxes



**∞**

**volunteers,**

who did regular and  
occasional tasks, without  
whom Nochlezhka's  
huge work would not be  
possible



«Since early childhood, I have found the thought that in our rich world some people still have nothing to eat and nowhere to sleep unbearable. That's why I came to Nochlezhka, a place that anyone in St.Petersburg knows.

Once I got to know them a little better, I saw for myself that Nochlezhka is indeed as transparent and wonderful as everyone says. It really is about goodness, empathy, unconditional respect and, of course, about the fact that «man is not a wolf but a man to his fellow man».

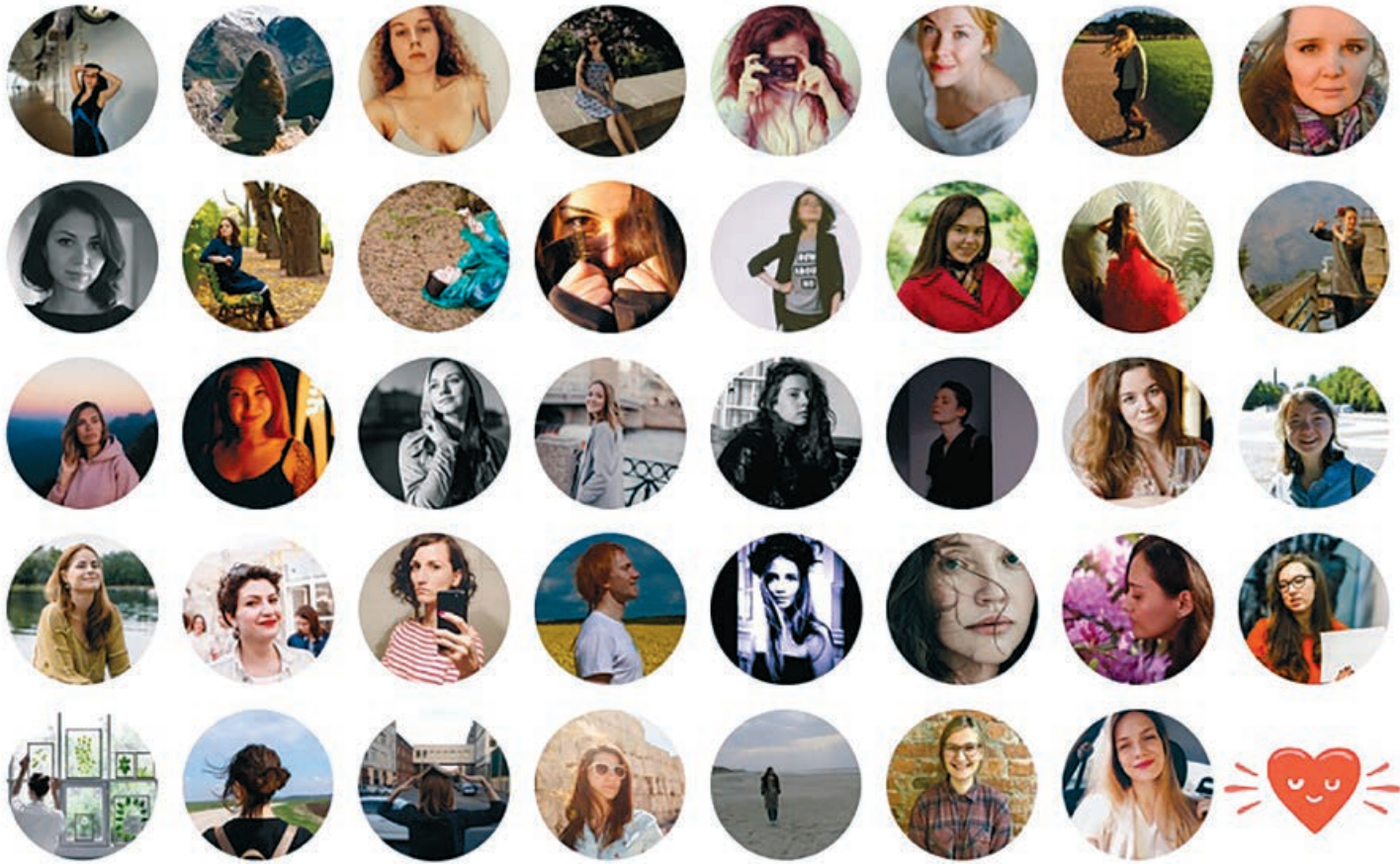
When I moved to Moscow, I immediately started to look for such an NGO. I didn't even dare hope to say Nochlezhka itself opening a branch here. Once I got the email with the news, I literally started jumping for joy, and I think it says it all about how I feel about Nochlezhka. I do various tasks in Moscow, and it's even more interesting here, because things are being built here from scratch».

Zhenya Butusova



Dasha Krysanova has been helping Nochlezhka for 7 years: she hands out food at the Night Bus stops and participates in charity fairs. On top of that, for her birthday she holds an annual charity auction in support of Nochlezhka which she calls 'Antifragility'. Her listings are amazingly beautiful pressed flowers. Dasha's project is an excellent example of volunteer fundraising.

**ESPRESS-HELP TEAM**





## HERE'S ONLY A SMALL FRACTION OF WHAT VOLUNTEERS DO FOR NOCHLEZHKA:



- ▶ giving out food at the Night Bus
- ▶ providing first aid, treating wounds and making dressings for people coming to the Night Bus, Heated Tents and the Night Shelter
- ▶ distributing clothes and toiletries at the Hand-out Point; sorting through clothes and keeping order in the storage



- ▶ cutting people's hair at the showering facility (a barber serves 12-16 people in a day)
- ▶ organising leisure and training sessions and classes for residents of the Rehabilitation Shelter: teaching English and computer literacy; organising film screenings, lectures and concerts



- ▶ designing campaigns and social advertising; doing the layout of the 'Homeless Person's Reference Book', information leaflets and posters; take photos and videos of Nochlezhka's projects and events
- ▶ translating news for the website and reports for our donors into English, and international research papers and professional articles into Russian



- ▶ accompanying clients of the Consulting Service and the Shelter to state institutions; helping lawyers and representing the interests of our clients in court
- ▶ looking for vacancies; editing photos for documents; answering typical requests received by Nochlezhka
- ▶ driving clients who struggle to walk; collect food, toiletries and other donations



- ▶ helping us run charity events and awareness-raising campaigns: they are involved in the preparation, logistics and on the day organisation of concerts, lectures, festivals, installations and exhibitions held by Nochlezhka
- ▶ conducting educational meetings at schools and giving talks on homelessness at universities; in 2019 we did 47 lectures



- ▶ programming and consulting in complex IT-jobs
- ▶ developing volunteer fundraising: they themselves initiate, design and conduct events where they collect donations for Nochlezhka
- ▶ installing donation boxes: they look for potential locations, negotiate with the management, install money boxes and collect the donations afterwards



# COOPERATION WITH BUSINESS PARTNERS

## WHY WE DO IT

Homelessness is a complex issue. Therefore we all need to join our efforts to resolve it. We are glad that there are more and more companies now, both large and small, which consider it important to help the homeless and see how their participation can really change people's lives for the better. This is the case when the notion of corporate social responsibility ceases to be a term and becomes an important matter of caring for other people.



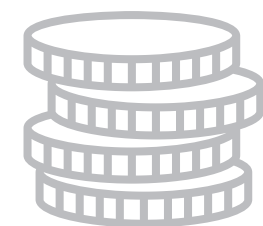
## HOW IT WORKS

Businesses can participate in our projects in many different ways: it all depends on the needs of Nochlezhka and the company itself. It is important for us that this cooperation is mutually beneficial. We are responsible for using the resources provided to us by the companies as efficiently as possible. You can spend the same amount of money to feed 100 people once, or you can invest it in a project that will feed 100 people daily. Together with our partners, we choose the second option.

## IN 2019

**169**  
companies

helped us with money,  
free goods and services

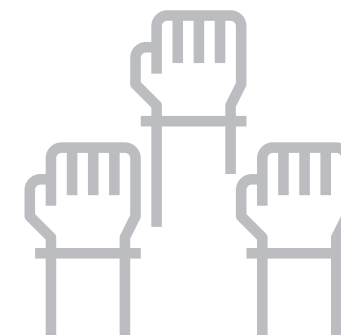


**160**  
donation boxes

raised money for  
Nochlezhka in two  
St. Petersburg and  
Moscow. Of these,  
**16** were installed  
in 2019.

our partners donated  
**11 141 523**  
roubles  
towards our projects

we raised  
**1 744 429**  
roubles  
through campaigns  
organised together with  
businesses



companies provided  
**7 000 000**  
roubles  
worth of donations in kind

**6** donation boxes  
in Moscow collected

**47 331**  
roubles



**154** donation boxes  
in St. Petersburg collected

**1 404 000**  
roubles



# HOW BUSINESSES SUPPORT NOCHLEZHKA:

## WITH MONEY

Nochlezhka's partners support a specific project, or donate towards statutory purposes.

## WITH PRODUCTS

All sorts of things, from essential products to sophisticated equipment.

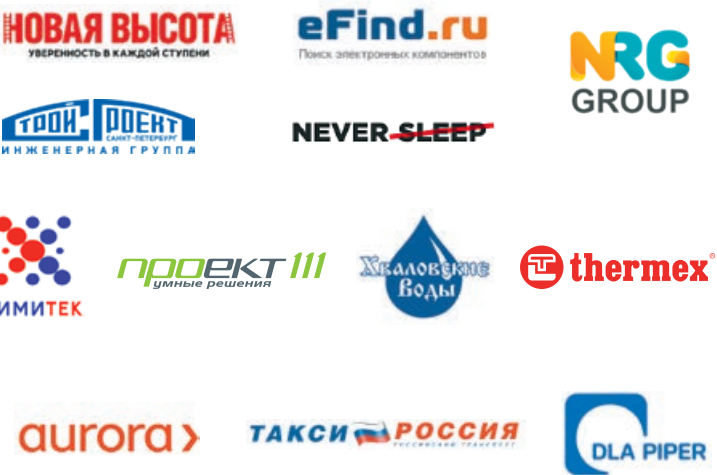
## WITH EXPERTISE AND SERVICES

Companies allocate working hours of their employees to help us in solving important problems. Such pro bono donations save Nochlezhka of a lot of money.



## WITH INSTALLATION OF DONATION BOXES

The **Ulybka Radugi** stores have had Nochlezhka's donation boxes since 2015. These are transparent boxes where anyone can put money to help the homeless. More than a hundred establishments and businesses in Moscow and St. Petersburg support us by installing such donation boxes. In 2019, they raised **1,451,345 roubles for Nochlezhka**.



## WITH EMPLOYMENT OF NOCHLEZHKA'S CLIENTS

In 2018, together with the **Hilton Hotel**, Nochlezhka launched a professional training and employment project for residents of the Rehabilitation Shelter. In 2019, four people completed their training and internship at Hilton Saint Petersburg ExpoForum and Hampton by Hilton Saint Petersburg ExpoForum. All of them received a job offer in the end, three people started working for the hotel, and one person got a job as a cook for a cafe. All participants moved out of the shelter and started renting.



## WITH JOINT CAMPAIGNS

This is not only an opportunity to raise funds, but also a good way for the company to convey to its customers and customers the values of the brand and involve them in helping homeless people.



Co-branding campaign 'Survival is not a matter of choice for some' with the tourist equipment shop **Tramontana**, which donated **1% of its proceeds** to Nochlezhka for three months. The campaign was designed for us by the Brandson branding agency.



**LUSH** released a special Charity Pot for Nochlezhka, a cream by LUSH created to do something good. Charity pots were on sale throughout the LUSH network in Russia, and all the proceeds went towards Nochlezhka's work in Moscow..



The Tokyo-City restaurant chain, **Bahroma** and the **Gorodskie Konditerskie No. 1** pastry shops sold charity biscuits and apples to support Nochlezhka. This campaign raised **873,970 roubles**.



**NOCHLEZHKA**  
CHARITY ORGANIZATION

## BY SUPPORTING OUR EVENTS

Partners provide us with free venues and help us organize events.





# PERSONAL STORIES

MOSCOW  
AND ST. PETERSBURG

In 2020, Nochlezhka turns 30! This is a special year therefore and now seems to be the perfect time to remember the most memorable moments and tell you some wonderful stories. In 30 years there has been a lot of routine but also plenty of unforgettable, serious and hilarious stories.

We love stories at Nochlezhka! And we would love to share with you our favorite stories about those who have been with Nochlezhka for a particularly long time, and who have played an important role in Nochkezhka becoming what it is today.



## Valentina BOREIKO

Has been working as a social worker for Nochlezhka since 1992.

Valentina came to Nochlezhka almost at the very beginning of its existence. Every day she helps everyone who comes for help, for advice, for some empathy. She remembers how Nochlezhka started, with simple help; how it lacked resources, experience, and people. How it was so very different from the way it is now. How difficult it was to openly declare to the people of St. Petersburg, which considers itself the cultural capital of Russia, that, yes, we have homeless people!

Now Valentina is very proud of the system of assistance to the homeless and records management that was built in 30 years. She is the starting point of the long paperwork process for those who have given up and thinks they will never get off the street. It depends on her whether a person will be able to believe in life again.



*Have you seen a glimpse of hope flash in a man's eyes? You must never put a wall in front of a person who is in trouble, you should always try to understand their situation and make them trust you. Life is unpredictable, for everyone. I have seen thousands of people. Of course, once in a difficult situation, a person is under stress and pressure, it is difficult for them to be good, nice, clean, they are worried, sometimes angry, but all this can be explained. We would feel the same if we were them».*





Igor KARLINSKY

Legal consultant at Nochlezhka since 1993.

One of Nochlezhka's oldest employees and one of the most prominent experts on homelessness and homeless people's rights protection in the country.

Over the years, thanks to Igor Karlinsky, Nochlezhka has been able to achieve many important changes in the legislation that have made the lives of thousands upon thousands of homeless people and people without registration throughout the country easier.

Unfortunately, many people are used to seeing the homeless as some «other people», as people from some other society, almost like aliens. But there is no insurance policy against homelessness, and anyone can end up on the street.

*A charity is, first and foremost, a place where people go with their problems. And one of our functions is to give a voice to the «silent», to those who are not listened to, and to help raise the problem and bring it to the public and the government's attention. We often work with people who have already been to all the agencies and institutions and who have not been able to get help and exercise their rights within existing legislation or legal practice».*

Pierre JACCARD

He founded the Nochlezhka Suisse Solidaire society which has been helping us since 2008.

Pierre Jaccard came to St. Petersburg in 2008 to study Russian. Someone told him about Nochlezhka in class, and he came to meet us. Pierre asked a lot about our work, went on a trip with the Night Bus and ... could no longer imagine his life without Nochlezhka.

Once back to his native Switzerland, Pierre Jaccard founded Nochlezhka Suisse Solidaire (Society of Swiss Solidarity with Nochlezhka). In Switzerland, he collects donations, which he transfers to Nochlezhka, runs a website, translates Nochlezhka's news into French, writes articles with stories about our clients for local newspapers, and looks for new donors for us abroad.



*There are homeless people all over the world. But it's hardly common for people to fall into homelessness because of the administrative system, or the so-called registration, to be precise. This is the main reason that moved me and which continues to motivate me to work for Nochlezhka», says Pierre Jaccard.*



Boris GREBENSHCHIKOV

Back in November 2006, we received a phone call at Nochlezhka:

- Is this Nochlezhka?
- Yes.
- Do you exist?
- We do.

Boris Grebenshchikov wants to come and visit.

Boris arrived on the same day, wearing a wide-brimmed hat and with some warm clothes for our clients. He had a tour around Nochlezhka and talked to the residents of the Shelter. We had tea together. This is how a long friendship was struck up.

When our Night Bus broke down, we called Boris Grebenshchikov. He was away and asked his friend, the frontman of Spleen, another band from St. Petersburg, to help Nochlezhka. 'And we'll figure it out later', added BG.

Then we had the idea of organising the first charity concert in support of the Heated Tents. BG then invited several bands from St. Petersburg: Spleen, Markscheider kunst and Billy's band. This concert was the beginning of our legendary Nolezhkafest.

*Charity is not even an 'occupation'; it is a perfectly normal, enjoyable state of a person when they want to help other people without asking anything in return», says Boris Grebenshchikov.*







Ivan LENDYASHOV

Nochlezhka’s head of supplies from 2009 to 2018.

Ivan, an architect by trade, started volunteering for the Night Bus in 2008. A little later, the head of Nochlezhka at the time, Zoya Solovyova, offered him the joint position of a head of supplies and an engineer.

Such a joint position was absolutely necessary: we needed someone to supervise regular maintenance in our decaying building, organise a comfortable place for the residents of the Shelter and work places for our employees, as well as do a complete overhaul of the working space in the Counselling Service. All important solutions regarding the building, from navigation, wall colours, the building’s ergonomics to storage spaces in rooms, convenient shelves and drawers, beautiful paintings and creating an atmosphere of a bright and cozy hostel should be credited to Ivan.

All this was done on a rather tight budget: in order to change the general look of the courtyard, Ivan had a few sea containers installed, which he had painted in different colors. When we started maintenance of the roof of our Shelter on Borovaya Street, Ivan studied the design of the rooftop and the way it should be done not to have icicles forming on the edges. And he even came up with a configuration which directs warm air from underneath the roof so that it melts the snow. So the icicle problem which has become critical for the entire city, is no longer an issue for our building.

Ivan took every tiny details into account and found clever solutions: from signs for our Heated Tents to beds or bulbs in donation boxes, from the design of the Night Bus to the design of the first free Showers. A terrible perfectionist that he is, Ivan serves as our reference in terms of ethics and sets the benchmark for other employees regarding their attitude to work and our cause.

SECOURS POPULAIRE FÉDÉRATION PARIS

The French Foundation has been supporting Nochlezhka’s projects since 2010.

Secours Populaire translates as “help for people”. Nochlezhka discovered the foundation 10 years ago. Our friendship started with sharing experience. Then a few representatives of the foundation came to St. Petersburg and after this visit the foundation decided to allocate funds for the purchase of a new tent. Since then, we have kept in touch, the fund donates money towards projects and regularly invites Nochlezhka’s employees to the Secours Populaire international congress.



*We were happy to support the opening of the humanitarian Hand-out Point in Nochlezhka’s courtyard. Our values and principles are based on solidarity which goes beyond borders. “All that is human is ours”, – is the motto of Secours populaire.*



ACER RUSSIE

The French Foundation has been supporting Nochlezhka’s projects since 2003.

The very first meeting between the Acer Russie Foundation and Nochlezhka’s director, Maxim Egorov, took place in 2000, back on Sinopskaya embankment, where our shelter was located at that time.

In 2004, Maxim went to Paris on an experience exchange programme. He came back to St. Petersburg with the idea of setting up heated tents for homeless people. This is how Nochlezhka’s Heated Tents came into being.

Every autumn and winter, Acer Russie organizes events and collects donations to support our humanitarian projects: the soup kitchen and warm tents for the homeless.

LAT Company

It has been Nochlezhka’s partner since 2009

At the end of 2009, the head of the company, Olga Golubeva , wrote to Nochlezhka to offer help. This was very timely - our old Night Bus kept breaking down. LAT started helping us with maintenance and servicing.

We are now using a new bus, which is still under warranty, but we are still grateful to the company for this invaluable help to our old friend. And we feel safe on the roads, knowing that we can always count on the help of these professionals. Since 2014, the wonderful company has been covering the Night bus driver’s wages, which helps Nochlezhka a lot to this day. And also, over the years, our friends have supported Nochlezhka’s important events, Christmas presents collection campaign and NochlezhkaFest.



*Nochlezhka’s projects fully match our ideas about helping homeless people and a charity’s goals: helping specific people on the ground and at the same time working to change the situation as a whole. Nochlezhka is a creative, constantly developing organization with a dynamic team which is always looking for new ways to help homeless people, to draw the public’s and the authorities’ attention to the problem of homelessness. We are very proud of the journey we have had so far and are glad to be Nochlezhka’s partner».*



# THANK YOU VERY MUCH!

## PEOPLE WHO HELPED US IN 2019

Olga Abdullina	Andrey Chekan	Evgeny Grib	Nadezhda Klyueva
Ivan Alekseev (Noize MC)	Sergey Chistovich	Dmitry Grits	Ekaterina Kochneva
Mitya Aleshkovsky	Margarita Chursina	Maya Gromova	Victoria Kokorina
Daniil Alexandrov	Anna Danishek	Konstantin Gryaznov	Denis Kondakov
Oleg Almazov	Gleb Dantsev	Ekaterina Gustova	Anna Konstantinova
Elena Alshanskaya	Lina Davydova	Ivan Gutorov	Ekaterina Korobtsova
Julia Alyabyeva	Anton Dolin	Julia Ibragimova	Valeria Koroleva
Marina Arsenova	Victor Donyukov	Sergey Ievkov	Alexander Korotkov
Nikita Artoshin	Ivan Dryomin (FACE)	Stasya Ilcheva	Zoya Kostromina
Stella Arutyunyan	Roman Dyachkov	Ayday Imankulova	Nikolay Kostylev (Ic3peak)
Gayane Avakants	Nadezhda Efremenko	Kirill Ivanov	Ruslan Kotikov
Gayane Badalyants	Olga Enesblat	Anastasia Ivanova (Grechka)	Alexey Kovalev
Mikhail Balaev	Alexandra Ershova	Victoria Ivleva	Alexandra Kovaleva
Nika Belotserkovskaya	Sangeeta Fager	Pierre Jaccard	Svetlana Kovaleva
Katya Bermant	Ksenia Fatyanova	Mikhail Kalashnikov	Regina Kovriga
Evgeny Bobrov	Nyuta Federmesser	Julia Kalashnikova	Vladislav Kozyrev
Marina Bobrova	Maria Fedorova	Evgeny Kalinin	Anastasia Kreslina (Ic3peak)
Tatiana Bocharova	Cheynesh Filippova	Alexandra Kalinovskaya	Sergey Krotjuk
Ekaterina Bogach	Pavel Gavrilin	Anastasia Karibova	Nina Kruglova
Margarita Bogatova	Igor Golubev	Marina Kasumova	Asya Kuks
Svetlana Bolotina	Olga Golubeva	Ilya Katsnelson	Laura Artyom
Oleg Borisov	Sergey Gorbunov	Masha Kazakevich	Leshko Roman
Nike Borzov	Katerina Gordeeva	Elli Keller	Lobakov Grigory
Maxim Boykov	Artyom Gordin	Anna Khmel'nitskaya	Lobanov Lev
Nikolay Brel	Elena Gracheva	Zakhar Kiselev	Lurie Andrey
Maria Buldakova	Olga Gracheva	Anastasia Kiseleva	Makhnutin Nadezhda
Varvara Busova	Boris Grebenshchikov	Anna Kistochkina	Makushkina Julia
Evgeniya Butusova	Masha Grekova	Nika Klimova	

It is physically impossible to list everyone who helped Nochlezhka in 2019. Therefore, we will list companies and people who did particularly a lot for our work with the homeless. To make it fair, let's just do it in alphabetical order.

**NOCHLEZHKA**  
CHARITY ORGANIZATION

Maltseva Andrey	Igor Piskarev	Lola Shamirzaeva	Alexander Tumanov
Markhai Michael	Konstantin Platonov	Polina Shekhirina	Vladimir Udalov
Mayberry	Helen Pogrebnyaya	Yuri Shevchuk	Polina Ulzutueva
Alena Meshkova	Dmitry Polikanov	Evgeny Shitov	Timur Urusov
Kirill Mikhailchenko	Vitalia Popova	Natalia Shrub	Ilya Varlamov
Svetlana Mironyuk	Irina Popova	Irina Shubina	Marina Verkholetova
Vasily Miropolsky	Marina Popova	Dmitry Sidorov	Sergey Viktorov
Klaus Mittelberger	Yaroslav Pozdnyakov	Inna Simonenko	Arseny Vlasov
Margarita Molchanova	Ekaterina Pudanova	Maria Sinitskaite	Nika Vodvood
Jeff Monson	Irya Rebo	Ivan Sirinov	Philip Volchek
François Morvan	Dmitry Reznikov	Kira Slesareva	Maya Volf
Anna Muchenikova	Dmitry Rogozin	Vladimir Smirnov	Artyom Volobuev
Roman Musatkin	Sergey Roskulyak	Nikolay Solodnikov	Maxim Volodin
Alexander Musin	Ivan Rozhansky	Olga Subareva	Irina Vorobyova
Daria Muzyka	Larisa Rudenko	Anastasia Sukhinina	Karina Vorobyova
Gor Nakhapetyan	Svetlana Rudomanova	Anna Surovegina	Dmitry Yampolsky
Innokenty Nesterenko	Ekaterina Rumyantseva	Alexander Sysoev	Jan Yanovsky
Yana Nikiforova	Anna Rybchinchuk	Daria Sytina	Alexander Yelchaninov
Véronique Ogé	Maria Rzayeva	Ekaterina Terekhova	Victoria Yudenkova
Natasha Osheychik	Tim Sadler	Alexander Timakin	Vladimir Yuganov
Natalia Pak	Ekaterina Safonova	Daria Timkina	Galina Yuzefovich
Tanya Panteleeva	Zoya Safonova	Anastasia Tishina	Nina Zelenko
Valery Panyushkin	Olga Sakharova	Elena Titova	
Frederik Paulsen	Vera Salyukova	Igor Tonkikh	
Andrey Pavlov	Vasily Sayants	Elena Topoleva-Soldunova	
Marina Pavlova	Zhenya Seleznev	Musya Totibadze	
Olga Pavlovskaya	Asya Senicheva	Olga Trokhacheva	
Anna Petukhova	Ekaterina Serova	Tatiana Tulchinskaya	



## ORGANISATIONS WHICH HELPED US IN 2019

- |  |  |  |  |   |  |  |  |
|--|--|--|--|---|--|--|--|
| <ul style="list-style-type: none"> <li>• 6 line hotel</li> <li>• A-Sol</li> <li>• SLAVA Agency</li> <li>• Administration of Kalininsky District</li> <li>• Administration of Frunzensky District</li> <li>• Alpaca i kofe</li> <li>• ASI</li> <li>• Afisha</li> <li>• Severny Bereg Resort</li> <li>• Banschiki</li> <li>• Nekrasov Library</li> <li>• Spasibo! charity shops</li> <li>• 'Second Wind' Foundation</li> <li>• 'Lifestyle' Foundation</li> <li>• Brandson branding agency</li> <li>• British Higher School of Art &amp; Design</li> <li>• Bumaga</li> <li>• DOM Boutique hotel</li> <li>• Bushe</li> <li>• Nuzhna Pomosch Charity Foundation</li> <li>• Vasileostrovsky market</li> <li>• Vedomosti</li> <li>• VKontakte</li> <li>• VkusVill</li> <li>• GBU SON KC Vasileostrovsky district</li> <li>• Geographia Chaia</li> <li>• GlavClub Green Concert</li> <li>• Tretyakov Gallery</li> <li>• DDT Band</li> <li>• Delai Kulturu</li> <li>• Diakonie Hamburg</li> <li>• Lev Lurie DK</li> <li>• Berendey Cultural Centre</li> <li>• Dom Nadezhdy na Gore</li> </ul> | <ul style="list-style-type: none"> <li>• Jewish Museum and Tolerance Center</li> <li>• Eurostroy-Razvitie</li> <li>• ESOD</li> <li>• Sobaka.ru magazine</li> <li>• Factory of High-Rise Structures «Novaya Vysota»</li> <li>• CJSC «Igristye Vina»</li> <li>• CJSC «Institute»</li> <li>• IMHO BAR</li> <li>• Kuznetsova O.S.</li> <li>• Polyarus A.A.</li> <li>• Istok</li> <li>• Yunost Cafe</li> <li>• Ex: Libris Cafe</li> <li>• Gnezdo Cafe</li> <li>• Grün Cafe</li> <li>• MOD Club</li> <li>• KnigiPodarki</li> <li>• «Svoi Knigi» Bookstore</li> <li>• St. Petersburg College of Tourism</li> <li>• Committee on social policy of St. Petersburg,</li> <li>• Great Communications Agency</li> <li>• Lenta</li> <li>• The German Consulate General in St. Petersburg</li> <li>• The Consulate of the Netherlands in St. Petersburg</li> <li>• The Consulate of Norway in St. Petersburg</li> <li>• The Consulate of Finland in St. Petersburg</li> <li>• The Consulate of France</li> </ul> | <ul style="list-style-type: none"> <li>• in St. Petersburg</li> <li>• Cherny Cooperative</li> <li>• «On Moy» coffee shop</li> <li>• MOREMEY Coffee shop</li> <li>• PROSVET Coffee shop</li> <li>• Kollegi Creative Agency</li> <li>• Kurily lounge</li> <li>• LAT</li> <li>• Cultura lecture hall</li> <li>• Lenta.ru</li> <li>• Lepim i Varim</li> <li>• League A</li> <li>• LOUIS+</li> <li>• Lyubov Pirogova</li> <li>• Maltese Aid Service</li> <li>• The White Nights Marathon</li> <li>• Pyotr Fomenko Studio</li> <li>• Medicine SPb</li> <li>• International Women's Club</li> <li>• Mnogo Lososya</li> <li>• Youth group of the Cathedral of the Holy Life-Giving Trinity of the Life Guards of the Izmailovsky Regiment</li> <li>• «Bulgakov House» Museum and Theatre</li> <li>• GULAG History Museum</li> <li>• Museum of Moscow</li> <li>• Museum of Russian Impressionism</li> <li>• Museum of Soviet Arcade Machines</li> <li>• Multimedia Art Museum, Moscow</li> <li>• Na chilli</li> <li>• SBS Navigator</li> <li>• Never Sleep Tour Operator</li> <li>• «Pischa Zhizni» Charity Foundation</li> </ul> | <ul style="list-style-type: none"> <li>• New Holland</li> <li>• Novaya Shkola</li> <li>• Sisters of Mother Teresa</li> <li>• IQOption Software</li> <li>• Beautech Leader Group</li> <li>• VICTORIA</li> <li>• Virginia</li> <li>• Kiilto Klin</li> <li>• Hcemitech Scientific and Production Company</li> <li>• PK-TEKS</li> <li>• Khvalovskie Vody</li> <li>• Innovations in Psychotherapy</li> <li>• Kirovskaya Production and Procurement Company</li> <li>• Lyubimoe Delo</li> <li>• Metal-Soyuz</li> <li>• Nevomedia</li> <li>• Friends Hotels and hostels</li> <li>• Nevsky Forum Hotel</li> <li>• Corinthia St. Petersburg Hotel</li> <li>• Dom Boutique Hotel St. Petersburg</li> <li>• Hilton Saint Petersburg ExpoForum Hotel</li> <li>• Otkrytaya Karta</li> <li>• Otkrytoe Prostranstvo</li> <li>• PIK-99</li> <li>• PIRogi</li> <li>• Podpisnye Izdania</li> <li>• Project 111</li> <li>• Prostranstvo Kometa</li> <li>• Karandash</li> <li>• Regional Jewish Congress</li> <li>• Reklama-Centre</li> <li>• Action Advertising agency</li> <li>• Bouillabaisse Restaurant</li> </ul> | <ul style="list-style-type: none"> <li>• CoKoCo Restaurant</li> <li>• La Presse Restaurant</li> <li>• Religious Organization Catholic Charity Center Caritas St. Petersburg</li> <li>• Rocketbank</li> <li>• Zinziver Bar</li> <li>• KINO Salon</li> <li>• St. Petersburg Agenda</li> <li>• RIBAMBELLE Family restaurants</li> <li>• Park Inn by Radisson hotels</li> <li>• Klyuch coworking spaces network</li> <li>• Tramontana Climbing Centre</li> <li>• Sosna i Lipa</li> <li>• SPb GКУ «GTsRPO»</li> <li>• Klukva Printing Studio</li> <li>• Takie Dela</li> <li>• Taxi Russia</li> <li>• «TAVR» Creative group</li> <li>• 2x2 TV Channel</li> <li>• «Saint Petersburg» TV channel</li> <li>• 297 Printing House</li> <li>• Alpha Printing House</li> <li>• Lyubavich Printing house</li> <li>• Multigraphic Printing House</li> <li>• Nodr Point Printing House</li> <li>• Toyota Boshoku</li> <li>• Tokyo City</li> <li>• ENERGY-SAVING TECHNOLOGIES</li> <li>• Ukrop</li> <li>• Ulybka Radugi</li> <li>• Falanster</li> <li>• Zavtra Festival</li> <li>• Zenit Football Club</li> <li>• FOX &amp; Co.</li> <li>• Friends Foundation</li> </ul> | <ul style="list-style-type: none"> <li>• Heinrich Böll Foundation</li> <li>• Foundation for the support and development of philanthropy CAF</li> <li>• Presidential Grants Fund</li> <li>• Fruit Set</li> <li>• Khachapuri i Vino</li> <li>• Khlebozavod</li> <li>• Khodasevich</li> <li>• Tsar Voyage</li> <li>• Blagosfera Centre</li> <li>• Meyerhold Centre</li> <li>• Lumiere brothers Photography Centre</li> <li>• TSEKH85 family and Ally Soft</li> <li>• Chebureks Ryumochnaya u Larisy</li> <li>• Chelovek i Parohod</li> <li>• Eco-Loft More Place</li> <li>• Etalon LenSpetsSMU</li> <li>• Echo of Moscow</li> <li>• Acer Russie</li> <li>• Aidem</li> <li>• Ambassador Pictures production</li> <li>• AmRest</li> <li>• ARTPLAY, Moscow</li> <li>• Aurora Group</li> <li>• Brand Analytics</li> <li>• Brot für die Welt</li> <li>• CAF Catepillar</li> <li>• Caffè Italia</li> <li>• Camera obscura</li> <li>• Change.org</li> <li>• Cheese-Cake</li> <li>• Coffee Moose</li> <li>• Cure Bar</li> <li>• Dead poets</li> </ul> | <ul style="list-style-type: none"> <li>• Deutsche AIDS-Stiftung</li> <li>• DLA Piper in St. Petersburg and Moscow</li> <li>• Doing Great</li> <li>• Down House Bar</li> <li>• Duoband</li> <li>• eFind.ru</li> <li>• EPAM</li> <li>• EY</li> <li>• Fastsol Digital</li> <li>• FASTVPS</li> <li>• Fazer</li> <li>• Flacon design factory</li> <li>• Fondation Solidarité (Société Générale)</li> <li>• Four Seasons Hotel</li> <li>• Fusion Service Group</li> <li>• GaGa Games</li> <li>• Genesys</li> <li>• GRC Group</li> <li>• Hard coin</li> <li>• Hard Rock Cafe</li> <li>• Hello People</li> <li>• Holy ribs</li> <li>• IGRO Speech Training Company</li> <li>• IKRA Talks</li> <li>• InLiberty</li> <li>• It-solution</li> <li>• JetBrains</li> <li>• Jobs Coffee</li> <li>• Krang Pizza</li> <li>• LEROY MERLIN</li> <li>• LUSH</li> <li>• Majestic Boutique Hotel</li> <li>• Marcus stage</li> <li>• Meet for charity</li> <li>• MOST Creative Club</li> <li>• Neste</li> </ul> | <ul style="list-style-type: none"> <li>• Nevsky Hotels Group</li> <li>• Nochlezhka Suisse Solidaire</li> <li>• Nook coffee and book</li> <li>• North Star Media</li> <li>• Painty</li> <li>• Parabellum bar</li> <li>• Parcours association</li> <li>• PayPal</li> <li>• Pioner Bookstore</li> <li>• Poster</li> <li>• Prachka.com</li> <li>• Prisma</li> <li>• Romb TV</li> <li>• SATO</li> <li>• Secours Populaire Fédération Paris</li> <li>• SmartBot</li> <li>• SPLAT</li> <li>• Starvill</li> <li>• THERMEX</li> <li>• V confession agency</li> <li>• WINZAVOD Center for Contemporary Art</li> <li>• Zazimut</li> </ul> |
|--|--|--|--|---|--|--|--|



# FINANCIAL REPORT

MOSCOW AND ST. PETERSBURG

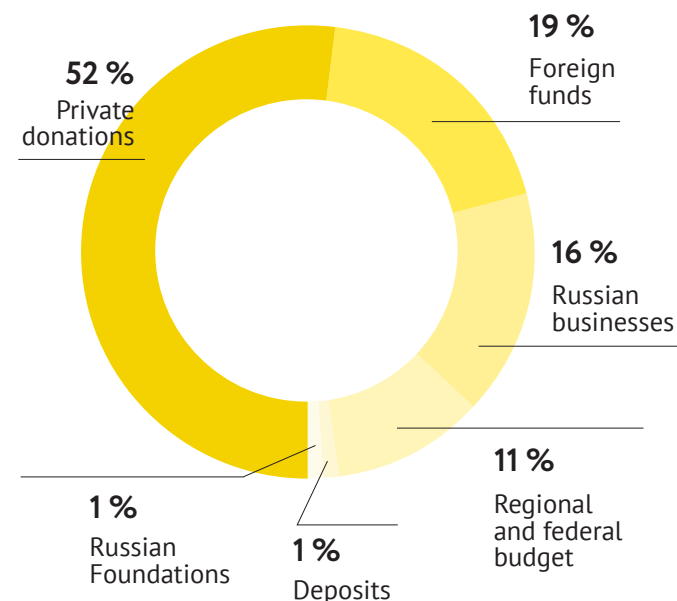
Nochlezhka's budget **grew by 71%**

In 2019, our budget amounted to **104 million roubles**. For the first time in the history of the organization, private donations accounted for more than **half of the total budget – 52%**.

**In 2019, 2714 people** were signed up for regular donations to Nochlezhka. Regular donations ensure financial stability that allows us to support existing projects and safely plan new ones.

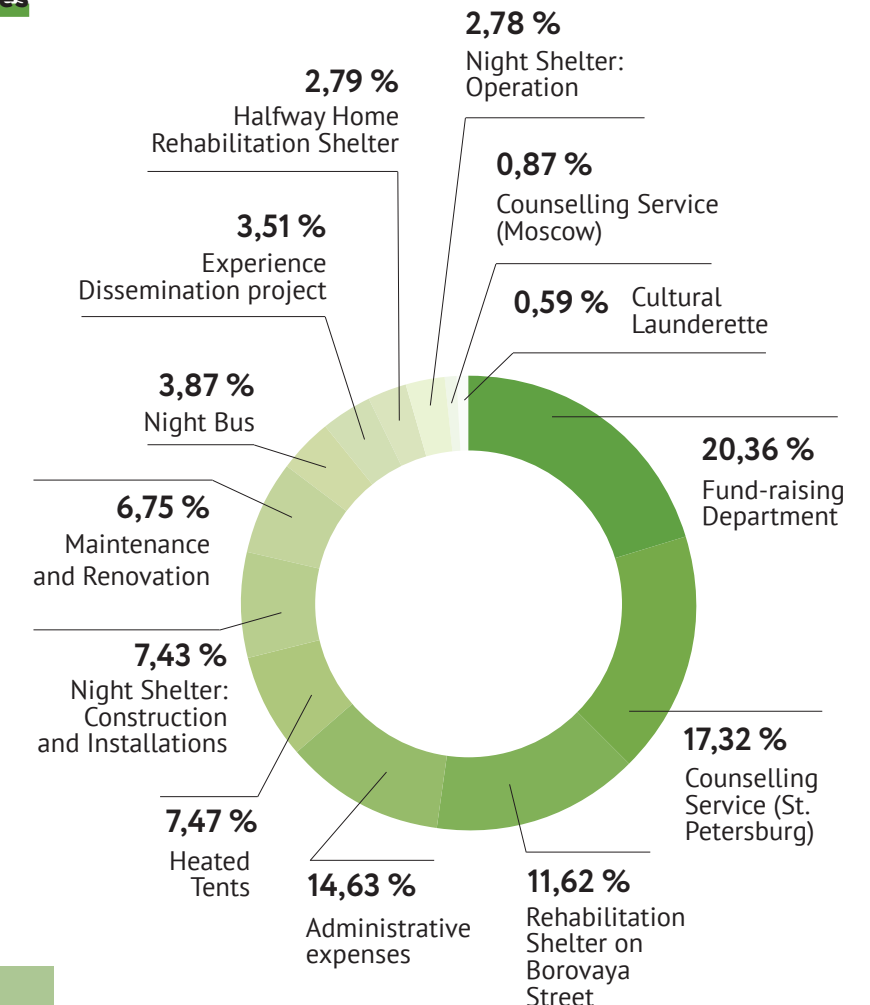
## REVENUES IN 2019, in mln. roubles

Private donations	54,41
Foreign funds	19,99
Russian businesses	16,65
Regional and federal budget	11,50
Russian Foundations	0,91
Deposits	1,22
<b>Total Revenues in 2019:</b>	<b>104,67</b>



## EXPENSES in 2019, in mln. roubles

Fund-raising Department	15,34
Counselling Service (St. Petersburg)	13,05
Rehabilitation Shelter on Borovaya Street	8,75
Night Shelter: Operation	2,09
Night Shelter: Construction and Installations	5,59
Heated Tents	5,63
Maintenance and Renovation (in shelters, Counseling service and Office)	5,08
Night Bus	2,92
Experience Dissemination project	2,64
Halfway Home Rehabilitation Shelter	2,10
Counselling service (Moscow)	0,66
Cultural launderette	0,45
Administrative expenses	11,02
<b>Total expenses in 2019:</b>	<b>75,33</b>



### Why does Nochlezhka have money at the end of the year?

First, because sometimes companies or foundations allocate funds to cover several years of the cost of running a project. Which means that we can receive money in 2019 but we will spread this amount over several years until, for example, 2022. Secondly, if there are no funds left in Nochlezhka's account, we will not be able to work. It is always necessary to have a rainy day fund so that our work does not stop for a single day.

It has happened that the organization had just enough money to cover only two weeks of work. Thanks to your help, Nochlezhka now has money for many months to come.

On the one hand, it is quite a lot. On the other hand, unfortunately, hundreds of homeless people in Moscow and St. Petersburg need our help every day. Therefore, we always need money so that we can continue helping people get off the street.



## **NOCHLEZHKA IN 2019 MEANS:**

# 12

**PROJECTS**

# 6258

**PEOPLE**

we helped

# 55

**EMPLOYEES**



# 1133

**VOLUNTEERS**

in Moscow and St. Petersburg



# 169

**BUSINESSES**

which provided financial  
help and services

## **NOCHLEZHKA**

CHARITY ORGANIZATION

## **EVERYONE CAN HELP**

You can support Nochlezhka personally or on behalf of your business – we will definitely find a convenient and pleasant way for you. You can get in touch via [info@homeless.ru](mailto:info@homeless.ru)

You will find all convenient ways to make a donation in the 'Help' section on our website: [homeless.ru/how\\_to\\_help/](https://homeless.ru/how_to_help/)