



**NOCHLEZHKA**

CHARITY ORGANIZATION

annual report



Nochlezhka, Interregional charitable organization helping the homeless

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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](https://homeless.ru)

**NOCHLEZHKA**  
CHARITY ORGANIZATION

**We help people get off the streets**

## Table Of Contents

5

Letter from Nochlezhka's President

6

Who we are and what we do

8

Who are the homeless and why do they need help?

10

Causes of homelessness in 2020

12

Main achievements for 2020

13

Nochlezhka's plans for 2021

14

Nochlezhka's Team

### Nochlezhka's Projects:

18

Night Bus

26

Heated Tents

30

Night Shelter

34

Cultural Laundry

38

Showering Facilities

42

Counselling Service

50

Handout Point

52

Rehabilitation Shelter

56

Psychological Support

58

Halfway Home

62

Sharing Expertise

66

Working with the State

70

Raising Awareness

### What Makes Nochlezhka's Projects Possible:

78

Who supports Nochlezhka

80

Volunteers of Nochlezhka

84

Cooperation with businesses

90

Employment Project

92

Personal Stories

96

A Word of Thanks

100

2020 Financial Report

102

We are Happy to Be in Touch

## A Letter from Nochlezhka's President



Somehow, in an incredibly difficult 2020, we managed not only to keep all our projects running, but also to launch three new ones. Nochlezhka is alive and still helping people. Thank you because it would not have been possible without your support and help.

In 2020, we opened the Counselling Service and started running a Night Bus in Moscow. We now give out hot meals, toiletries, and clothes. We provide the necessary social and legal assistance to everyone who needs it. Incidentally, having a Night Bus in the capital was beyond our wildest dreams but during the pandemic it became abundantly clear how many people needed food, and thanks to the support we received from the most unexpected sources this project came about. Thank you!

For over four years, we have been working on opening showering facilities near the Ploshchad Muzhestva metro station in St. Petersburg. In 2020, we finally succeeded, and *Neravnodush\** appeared in the city: two showers, washing machines and tumble dryers, and a toilet — all accessible to people with disabilities. As with all Nochlezhka's projects, anyone can use these showering facilities, free of charge, regardless of whether they have an ID or not.

In St. Petersburg, we connected the Night Shelter to the water supply system. Up to forty people a night sleep there all year round. Now the residents can have a shower, as well as wash and dry their clothes. We have also made progress in the rehabilitation of homeless people: more training and psychological groups for the residents of our shelters, and more people received vocational training and help with employment.

We have ambitious plans for 2021. We hope to open a rehabilitation shelter, a hand-out point, showering facilities and a laundry in Moscow: we witness the growing need for these every day. In St. Petersburg, we want to open a social cafe, where our clients can acquire new skills, friends can meet up, and all of us together can debunk stereotypes about homelessness. In addition, we want to launch a new shelter for elderly homeless people who do not fit into the state care system.

It is particularly difficult to make plans now, but it is impossible not to, because the main things in life remain unchanged. People get into trouble, need support, help others and find the right words even in the hardest of times. Thank you to everyone who supports Nochlezhka!

Grigory Sverdlin and Nochlezhka's team

*\*The name of the project is a play on the words caring and shower*

# WHO WE ARE AND WHAT WE DO

**Our mission — Helping homeless people and those on the verge of homelessness**

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

## 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 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.



## What Are Do

We do everything to help people return to stable 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 develop ‘sample projects’, which can be used as a model and adapted to any particular region. We try to change the general public’s attitude towards homeless people and homelessness. We raise the issue 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 nigh on 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 and help them 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 street and why they need help to return to a stable life to make the society kinder and more tolerant.

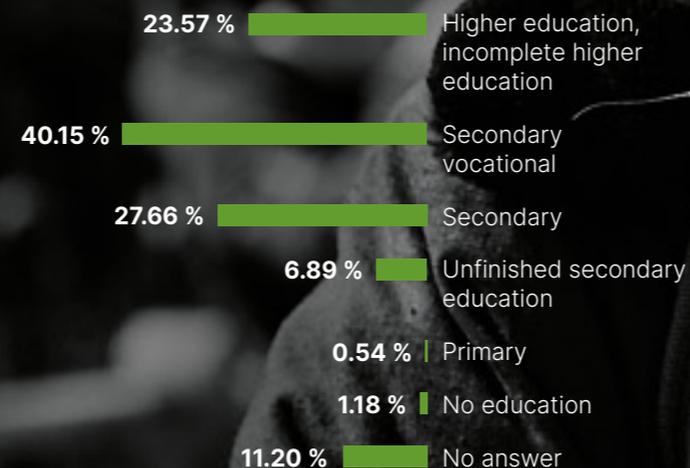
# WHO THE HOMELESS ARE AND WHY THEY NEED HELP

There is no official statistics on the number of homeless people in Russia. Nochlezhka's experts estimate that between 50,000 and 60,000 people live on the streets of St. Petersburg. Our calculations are based on annual statistics on deaths and hospitalisations of homeless and non-homeless residents of the city. We know less about Moscow for now, but it is clear that there are even more homeless people there.

## The average age of a homeless person is 44



The level of education among homeless people is in line with the statistics for the entire Russian population:



## Almost all homeless people dream of getting off the streets. They just need a little help. This is what Nochlezhka does every day

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

There is very little help available for the homeless in Russia. And even this assistance is not systematic, involves a lot of red tape and is often simply inaccessible.

**In Russia, people remain homeless for an average of five years** (based on the statistics collected at Nochlezhka's Counselling Service), and most often die on the street, too. In countries where there is an accessible and well-developed system for helping people in need, this period is under a year.

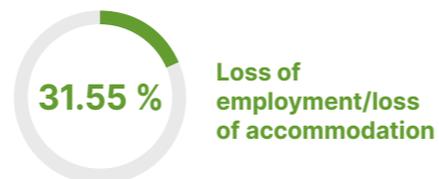
# CAUSES OF HOMELESSNESS IN 2020



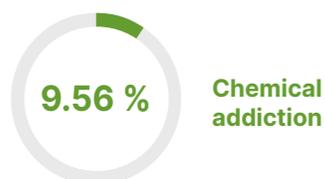
People go to big cities in the hope of finding work and making money for their families. There is no work in their hometown, or the wages are too low to make a living. Finding a new job in a city where one knows no one is difficult. Especially when there is nowhere to rest, sleep, wash and recover. In 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.



Families often break up because of a conflict. And if it gets really bad, someone has to leave. If there are no savings or friends to stay with, the person will end up on the street. When numerous financial and everyday problems are added to the stress of a breakup, it is extremely 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 for themselves.



A person may no longer be able to work due to health issues. When someone is not officially employed, they may be deceived and left with no wages. 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 the job, can result in homelessness. Even if you have a good relationship with your landlord, no one will allow you to live in their property free of charge for long.



More often than not, addictions are not the cause of homelessness, but are developed by people after a long time on the street, out of hopelessness. These cases are rare, but it does happen that alcohol or drugs are the primary reasons for homelessness, if the person is not aware of the problem and does nothing to resolve it.

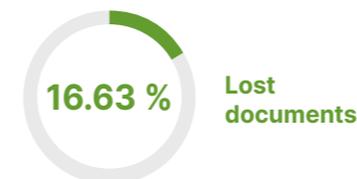


As a result of serious diseases and injuries, people often lose the ability to work and provide for themselves, and the treatment requires a lot of money.



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 new housing within the set time frame. As a result, they return from jail only to find a wasteland where their house used to stand.

**One single reason almost never results in homelessness. Usually, a person becomes homeless as a result of a tragic coincidence of several misfortunes which 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 1,165 people at the Counselling Service. Summed up, these figures make more than 100 %, because people were able to choose several reasons.**



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.



2020 was a difficult year for many. People lost their jobs, families broke up. When people cannot see the light at the end of the tunnel, they may want to leave — in search of a better life or simply in an attempt to escape from their problems. The journey itself seems like an adventure, and the big city holds out hope of a miracle. When the time comes, it might be impossible to return, especially if money has been spent and belongings and documents have been lost or stolen.



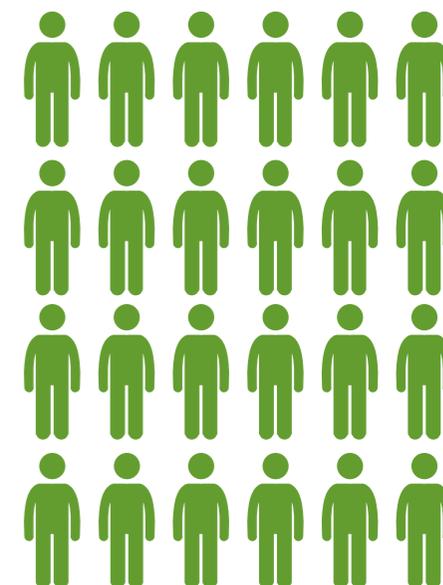
The victims are primarily lonely elderly people, people brought up in orphanages and people with mental issues, those who have no one to stand up for them.



People are often forced to sell their property by financial circumstances or tragic events in life. For example, they need to pay expensive treatment or a large debt.



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 issues and violent conflicts with relatives.



# MAIN ACHIEVEMENTS OF 2020

The past year was a challenging one for the whole world. With the onset of the pandemic, the number of people coming to us for help increased dramatically. We respected epidemiological safety rules and refused the help of volunteers as much as possible so as not to put their health in danger. Nevertheless, all Nochlezhka's humanitarian projects continued to operate as usual. This is our main achievement but not the only one.

**We developed our vocational training and employment projects. Fifteen people were trained and 10 of them found jobs. We engaged new regular donors — there are now over 4,000 of them. Nochlezhka's incomes increased by 40 % and expenses by 30 %.**



## **We opened a Counselling Service and started running a Night Bus in Moscow**

They are modelled on our projects in St. Petersburg. Social workers, lawyers and psychologists at the Counselling Service help homeless people to resolve their social and legal problems and get off the streets. Every weekday, a Night Bus arrives at two locations where anyone can get a hot meal, bread, water, some toiletries, clothes and assistance from volunteer medics.



## **We opened free showering facilities in St. Petersburg**

We have been working on this project since 2016, so that homeless people can wash for free not only at Nochlezhka's main site, but also in another district of St. Petersburg. It's a modular building which we designed and had constructed, equipped with two showers and two toilets. One of the units is accessible for people with disabilities. In these facilities, people can also wash and dry their clothes. In addition, washing machines and showers are now available at the Night Shelter.



## **We launched a supported living project in St. Petersburg**

We now prepare clients who have been rehabilitated at the Shelter, have found a job and are about to move out to live independently. The programme participants live in rented rooms and Nochlezhka pays the rent for the first three months. During this time, they are supported by a social worker and a psychologist. Otherwise, they provide for themselves: paying the bills, doing shopping, and generally taking care of the household and of themselves. After three months, they stay in the same accommodation and pay their own rent.

# NOCHLEZHKA'S PLANS FOR 2021

## **Research on homelessness**

Together with the Centre for Independent Social Research, we initiated a biographical research project on homelessness in contemporary Russia, using St. Petersburg as an example. The task of the researchers is to collect and analyse the stories of people with experience of homelessness. In this way, we want to understand the key causes of the problem and answer the question of how people act in difficult situations. We will be able to find out what kind of external help homeless people need most and how to make the Russian assistance system more effective.

## **Laundry, showering facilities and a handout point in Moscow**

Through these projects we will be able to better help people who come to the counselling service. In addition to talking to a social worker and a lawyer, our clients will have a chance to wash their clothes and receive toiletries — so that getting a job and getting off the streets is easier.

## **Social café in St. Petersburg**

Nochlezhka will open a café in St. Petersburg, which will not be just a nice place to have coffee but also a vocational training and transit employment project for homeless people. Part of the Social Café's team will be made up of experienced permanent staff and the other part will be made up of trainees from among Nochlezhka's clients. They will be able to train as cooks, waiters, managers and kitchen staff. During the training they will receive a stipend and support from our social workers and psychologists. After the training, we will help the participants to find a permanent job elsewhere.

## **Rehabilitation shelter in Moscow**

We are modelling it on the shelter in St. Petersburg. So far, we have rented a dorm in a hostel for our clients and are testing the functioning of the future Rehabilitation Shelter with a capacity of 24. Here people will be able to have a safe place to stay while they solve their problems that led to their homelessness.

## **Plan to reduce homelessness in Russia**

We are planning to involve national and international 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.

## **Rehabilitation shelter for the elderly in the Leningrad region**

We are building a shelter in the Leningrad region with a capacity of 15 beds. Nochlezhka's clients who are not taken into care homes because they don't have the necessary documents, or who are waiting for a decision to do so, will be able to live there. This will allow us to do rehabilitation better, because such people require a special approach. It will also make it possible to speed up the rotation at the shelter on Borovaya Street and help more people.

# NOCHLEZHKA'S TEAM

You can contact each of us. You will find the contact details for all Nochlezhka's staff on our website: [homeless.ru](http://homeless.ru)

 St. Pet.  
 Moscow



**Natalia Shavlokhova**  
Head of the Counselling Service



**Valentina Boreyko**  
Social worker  
(2020)



**Ekaterina Dikovskaya**  
Lawyer  
(2020)



**Daria Lysukhina**  
Shelter administrator



**Ekaterina Cheremisina**  
Head of PR  
(2020)



**Konstantin Fomichev**  
Night Bus driver



**Asya Suvorova**  
Social worker



**Anastasia Berzon**  
Lawyer  
(2020)



**Sergei Prepodobny**  
Chief shelter attendant



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Cooperation with foundations  
(2020)



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Coordinator for the Heated Tents



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Lawyer



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Shelter attendant  
(2020)



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Social worker



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Nochlezhka's President



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**Ekaterina Bulgakova**  
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Accountant



**Alexey Fomenko**  
Driver



**Konstantin Korolko**  
Attendant at the Night Shelter

# NOCHLEZHKA'S PROJECTS

## Changing The Overall Situatio



Advocacy

Sharing expertise

Changing public opinion

## Re-Socialisation Project

Long-term assistance



Counselling service



Rehabilitation shelter



Halfway home

## Humanitarian Projects

One-off assistance



Night bus



Heated tents



Cultural laundry



Handout point



Night shelter



Shower Neravnodush

# THE NIGHT BUS

Hot meals, toiletries, initial counselling by a social worker and a medic, since 2002 in St. Petersburg and since 2020 in Moscow



“

Sasha spends the night at the cemetery. He walks about 13 kilometres a day in search of food. In the evening he comes to the Night Bus.

*“Every day you get up, look for food, fidget about, then bang, it’s night and then morning and it’s all over again,”* he says.

Sasha,  
a homeless man

## Why We Do It

A homeless person should not go hungry — otherwise there will be no resources to live, get their papers re-issued and find a job. In St. Petersburg and Moscow, thousands of people live below the poverty line: they are poor lonely elderly people, temporarily unemployed people, families with many children. We believe that no one should go hungry in our country.



## How It Works

A specially equipped minibus travels to remote parts of the city five days a week: at the bus stops, Nochlezhka volunteers distribute hot food, toiletries and clothes to people in need. Volunteer medics provide first aid. The driver of the Night Bus tells homeless people that with Nochlezhka’s help they can resolve social, legal and medical problems, overcome their addictions — and get off the street.

**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.



**About a quarter of the bus’s visitors are not homeless people, but people with low incomes.**

## St. Petersburg

Last year was very difficult for all of us. As soon as the lockdown was imposed and then the economic recession started, a lot of people found themselves on the streets without a source of income.

**In March and April we registered a sharp increase in the number of people coming for help to the Night Bus in St. Petersburg — about twice as many as in February.**

Moreover, those who had just lost their jobs were coming to the Night Bus — people still had a place to live, but they could no longer afford to buy food. At times, up to two hundred people came for help!

**In the spring of 2020, almost all the cafés and restaurants that supported our Night Bus closed in St. Petersburg.** And those that didn't close were still unable to help us the way they used to. During the period with the harshest restrictions, which lasted a little over six months, we were unable to get food as we had done before, that is free of charge and the right amounts of it. So, we had to allocate funds to buy it, and we decided to buy it from those small establishments that had helped us for free for several years previously. That's called team-spirit!

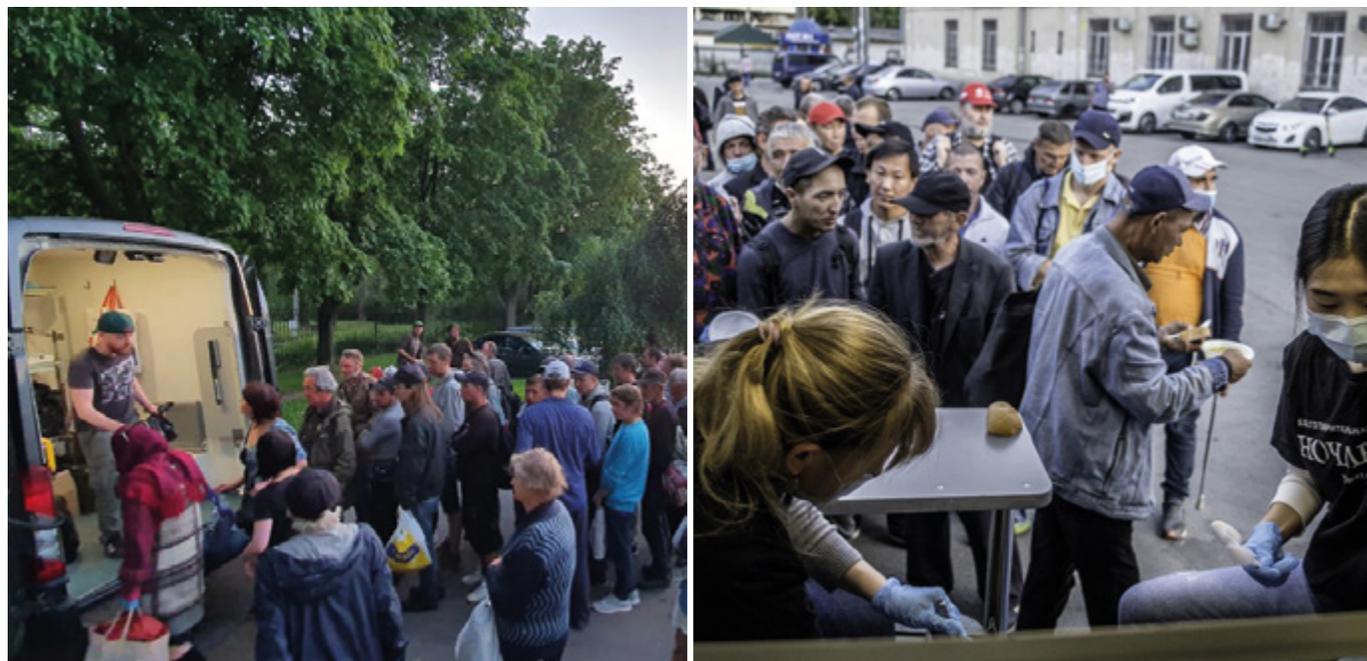
Soon the Charity Canteen on the Obvodny Canal began supporting us. Like any other catering facility, it was closed to the public, but since the system was in place, the canteen continued to buy food for the homeless and suggested that we hand it out. In this way we got extra rations for the homeless coming to the Night Bus: instant noodles, preserves and other foodstuffs.

The cooperation in this format lasted until the end of 2020 and continued into 2021.



**Involving the volunteers would have been too much of a health risk, so the driver of the Night Bus, Konstantin Fomichev heroically did practically all the work on his own for 3.5 months. He gave out food, distributed toiletries and did initial counselling. Whenever possible, Nochlezhka's staff helped him on his trips, but he managed to cope with the main workload on his own.**





### Moscow

We had not planned to launch the Night Bus in Moscow in 2020. This decision was made only when the lockdown began and we saw that a great number of people needed food. Circumstances were in favour of the project: on the one hand, we saw this rather harsh picture and, on the other hand, we received an unexpected offer from the Roman Abramovich Foundation, which agreed to pay for the bus within a short period of time. The lockdown was a catalyst for us to speed up the launch of humanitarian projects in Moscow.

For just over a month, we rented a minivan and distributed food provided for free by the Strelka bar. In almost two months our volunteers handed out over 16,000 hot meals. Meanwhile, we bought a bus, equipped it and found a driver.



1,000,000 roubles was donated to Nochlezhka by blogger Ruslan Usachev during the most difficult period — at the peak of the first wave of the Covid-19 pandemic. We spent it on the work of the Night Bus in Moscow.

## Opening Hours and Stops in St. Petersburg

 All year round, Monday to Friday, 7 a.m. to 11 p.m.

### Stops in St. Petersburg

**19:00–19:30**  
the end of Agatov Lane

**20:30–21:00**  
Ligovo Train Station (the Staro-Panovo side)

**22:00–22:30**  
Primorskaya Metro Station  
(parking lot in front of the Decembrists' Memorial Cemetery, opposite 1 Kim Ave.)

**23:00–23:30**  
Lesnaya metro station  
(opposite 37 Cantemirovskaya St.)

### Stops in Moscow

**19:00–20:30**  
Parking lot in front of Komsomolskaya Square  
(3/5 Krasnoprudnaya St., Building 1)

**21:30–22:00**  
Fryazevskaya St. (to the left of no. 10)

## How Much It Costs for Nochlezhka

### In St Petersburg

<b>13,022 ₺</b>	<b>269,127 ₺</b>	<b>3,229,521 ₺</b>
one trip	per month	per year

### In Moscow (based on the six months of operation)

<b>12,362 ₺</b>	<b>269,713 ₺</b>	<b>1,483,421 ₺</b>
one trip	per month	per year



Belgian Consul General Hans Timbremont visited Nochlezhka in St. Petersburg on two occasions. He donated 150 sweet waffles which were immediately handed out on the Night Bus. And before that, Hans Timbremont had been donating apple pies to Nochlezhka for a month and also travelled as a volunteer with the Night Bus.

*"All segments of the population suffer during the pandemic, but the homeless are among the most vulnerable," says Hans Timbremont.*

# 1,268

people in St. Petersburg were helped by the Night Bus

# 2,219

people in Moscow were helped by the Night Bus

# 32,017

hot meals over the course of the year handed out by volunteers

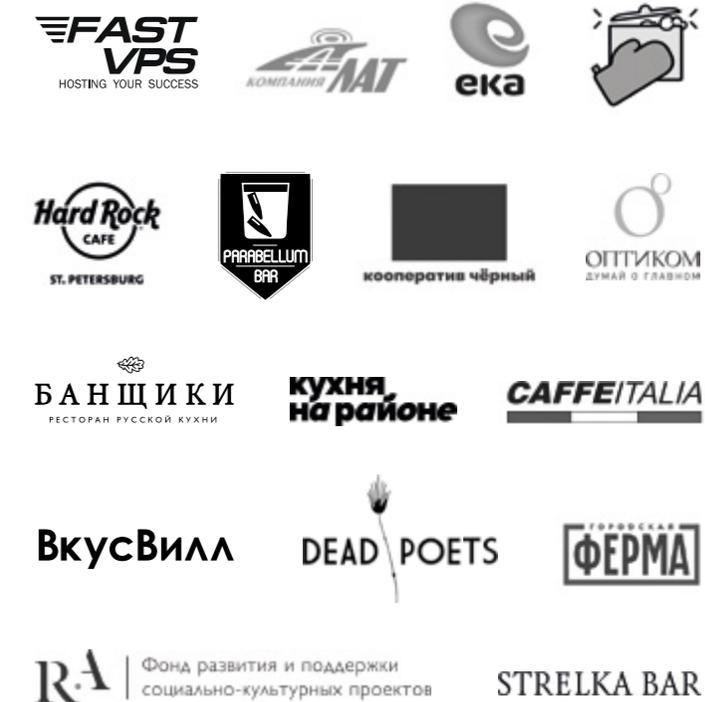
# 147

roubles on average to feed one person

## Thank You for Your Support

A huge thank you to the volunteer medics from Blagotvoritel'naya Bolnitsa, who went on the Night Bus trips with us and provided professional care: bandaging, counselling and ambulance calls.

We would also like to thank the medics who volunteered for us in Moscow and our partners: FASTVPS, LAT, Tatneft-AZS-NorthWest, Fazer, the Dead Poets restaurant, Caffè Italia, the Banschiki restaurant, the Parabellum bar, the Elena and Gennady Timchenko Foundation, Nochlezhka Suisse Solidaire, P.A. Fund, the Kuhnya na rayone restaurant, the Strelka bar, EKA petrol stations, Vkusville shops, the Ferma family café, the Cherny Cooperative, Optikom and Dog Cheff.



# HEATED TENTS

Large heated tents where a person can spend a cold night in warmth and safety. Have been in operation since 2007 in St. Petersburg

“

My wife and I came to St. Petersburg two and a half years ago. We went to the church and they told us about Nochlezhka. I am not here all the time, just occasionally. I have been to Crimea, Anapa and Pskov. I go to places for work but I am here for now. When I go somewhere, I stay in a tent, at campsites, with all the tourists. I prefer staying at Nochlezhka to sleeping in a tent. In the winter, it's definitely better and in the summer, I look for other options. But otherwise, in the summer I work. I was working on a three-storey cottage, together with my wife, there she is. But this job is not permanent. When I am out of work, I come to Nochlezhka. I have no place of my own, so I have to do it.”

Evgeny, 35, a homeless man

## Why We Do It

People should not die from the cold on the streets and become disabled from frostbite. Every night spent on the streets takes people further away from the possibility to maintain their health, dignity and self-confidence, and therefore from the possibility of returning to society and overcoming homelessness.

If a person has nowhere else to go, they can come and stay in one of our heated tents, no certificates or papers required, have dinner and breakfast, receive medical care and primary social counselling.



## How It Works

This is a seasonal project. Our heated tents can accommodate up to 50 people each. Anyone can sleep in such a tent, protected from the cold, get a hot supper and breakfast, as well as medical aid from Blagotvoritel'naya Bolnitsa.

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 in the tents and provide medical assistance if needed.

## Opening Hours and Addresses

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

 The heated tent "Gavan" 18-16, Shkipersky Canal

 The heated tent Kushelevka 11B, Polytechnicheskaya Street

In 2020, Nochlezhka's heated tents operated as before. Despite the difficult sanitary situation, we could not close this humanitarian project — the lockdown made it harder for people to survive outside and we had to help them. We tried to keep our clients safe by taking their temperatures, distributing masks, and providing sanitizer.

The heated tent "Gavan" in the Vasileostrovsky district at 18–16, Shkipersky Canal operated from 1 January to 17 April 2020 and from 15 October to 31 December.

The heated tent Kushelevka in the Kalininsky district at 11B Polytechnicheskaya street operated from 1 January to 31 March and from 17 October to 31 December 2020.

## How Much It Costs for Nochlezhka

**8,682 ₺**

per day

**260,445 ₺**

per month

**1,562,671 ₺**

per season  
(October-April)

**300**

roubles per night  
per person

“

*"I am from near Vologda. I came here to work at a construction site. I did the job but I they did not pay me, so here I am... It's hopeless, even the police have been involved, nothing changed. A friend of mine took me here. We support each other. When I have no money, he helps me, when he has no money, I help him. When we're both broke, we wait at Burger King until 8 p.m. and then come here. I had a phone, but my belongings got stolen at the train station, so I was left with what I had on: a pair of trousers, a top and a jacket. But Andrey has a phone. We look for jobs online: carrying furniture, helping people move flats. It's enough to make a living. I haven't learnt to beg for money yet and I find it shameful. Even when people come here on a tour and get their cameras out, I immediately think, 'Quick, get under the blanket,' because if my family sees these pictures, that's the end of it".*

Kolia, 24, a homeless man

**712**

people found shelter  
in our tents

**10,403**

nights were spent in our heated  
tents in 2020 by homeless people

“

*"The season was difficult: because of the pandemic many people lost their jobs and had no money to rent a place to live, some came to our heated tents. Some partners could no longer stay with us because they were having financial difficulties. But we kept the tents open throughout the season. We were supported by a hundred volunteers, without whom we could not have done it".*

Anna Malinina,  
the Shelter Coordinator

## Thank You for Your Support

Thank you to everyone who helped us this past season. The following people supported us: Anna's Secret Garden cafe, GRC Group, Pische Zhisni Charity, St. Petersburg State Budgetary Institution "KC Vasileostrovsky district", F. Volchek Bakery, Erivan restaurant, Babushka Priekhala cafe, Pizza Hut, TSEH85 bakeries, Rozovy Krolik, KOKOKO restaurant, Tatneft-AZS-Northwest, Ribeye. Ginza project and Pryanosti I Radosti. Ginza Project restaurants, Hilton SAINT PETERSBURG EXPOFORUM hotel, Uppetit.ru food shops, Tokyo City restaurant chain, Quadcode and ACER-RUSSIE, Regional Jewish Congress in St. Petersburg, Nochlezhka Suisse Solidaire and the St. Petersburg Committee for Social Policy.

The night shelter is partly funded by the Presidential Grants Fund.



# NIGHT SHELTER

A 40-bed modular building in St. Petersburg with showers and a mini laundry. In operation since 2019



“

Raphael fell victim to a scam and ended up on the street.

*“I heard about Nochlezhka a long time ago and came here straight away because I didn't know what to do, but they didn't have a place for me then, so they suggested I go to the Night Shelter in Obukhovo, where I lived for the first month”.*

Raphael,  
a homeless man

## Why We Do It

For homeless people to have the physical and mental strength to return to a stable life, they need to sleep in warmth and safety. Every night spent on the street takes them further away from this goal. They can get beaten and have 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.



## How It Works

All year round, anyone in need can stay overnight at the Night Shelter, in warmth and safety. In May 2020, we connected it to the water and sewage system (previously there was only a dry toilet). Now there are two shower cubicles and a flush toilet equipped for wheelchair users. There is also a laundry room with three washing machines and three tumble driers. People who come to the shelter to spend a night can take a shower, wash and dry their clothes.

A receptionist is on duty at the Night Shelter to help people find their way around and refer them to a specialist at Nochlezhka: a psychologist, a social worker or a lawyer. Doctors from Blagotvoritel'naya Bolnitsa regularly visit the shelter and provide medical care.

## Opening Hours and Address

Every day  
from 8 p.m. to 8 a.m

8, Ninth January Avenue  
(Obukhovo metro station)





### How Much It Costs for Nochlezhka

**13,378 ₺** per day     **408,031 ₺** per month     **4,896,370 ₺** per year

**340**

roubles per night per person

**746**

people spent the night at the Night Shelter

**14,391**

times people spent the night at the Night Shelter

**102**

times volunteers of Blagotvoritelnaya Bolnitsa visited the tents

**1,365**

examinations made by volunteer medics from Blagotvoritelnaya Bolnitsa

We are grateful to each of the medics and assistants for their work!

### Thank You for Your Support

The Night Shelter was funded with donations from FASTVPS, Secours Populaire Français Fédération Paris, Nochlezhka Suisse Solidaire, Prachka.com, Fusion Service Group, FOX and Co. think tank. Navigator SBS helped us connect the building to the city water supply and sewage system. We would like to thank the youth group of the St. Trinity Cathedral of the Izmailovsky Regiment Life Guards, the Pischa zhizni foundation, the Hilton Saint Petersburg ExpoForum hotel, TSEH85 bakeries, F. Volchek bakeries and the Zenith football club.

The project was partly funded with a grant from the President of the Russian Federation for the development of civil society, provided by the Presidential Grants Fund.



# CULTURAL LAUNDRY

**Russia's first free laundry service for homeless and underprivileged people. It has been in operation in St. Petersburg since 2016**



“

*"A person, when he or she is having a hard time, I think, has a particular need for beauty and pleasant experiences," says our dear Katja Azarkevich. She worked as a strategic director at Nochlezhka for two years, and now works as a hairdresser. In July, Katya came to the shelter on Borovaya to give female clients haircuts, and then for a whole month she donated 30 % of her earnings to our projects.*

## 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 laundrette will let a homeless person in and, besides, one needs to pay for it. But homeless people may not have enough money because they cannot find a job while they look this way. It's a Catch 22 situation.

Helping people clean themselves is one of the first steps to help them get off the street.



## How It Works

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

**This is the first and so far the only free laundry in Russia for homeless people.** It is equipped with 8 washing machines and 8 tumble driers for 5 kg each as well as one washing machine for bulky clothes (9 kg). A person can change into a dressing gown and wait for the washing and drying cycle to go through, then put on everything clean — and feel completely different!

## Opening Hours and Address

 **Mon-Fri:**  
from 10 a.m. to 5 p.m.  
Laundry until 15:30 (so that clothes have time to dry before closing time)

 116, Borovaya str.

### How Much It Costs for Nochlezhka

2,520 ₺

per day

52,089 ₺

per month

625,068 ₺

per year



### Thank You for Your Support

The costs of renting the room, renovating and equipping it for the laundry, installing the washing machines and the tumble dryers, paying for utilities and household chemicals were borne by Prachka.com, a self-service laundry chain. The laundry room was painted free of charge by artist Katerina Khozatska. The wages of the administrator are partly covered by the St. Petersburg Committee for Social Policy.

# 192

roubles for washing and drying clothes per person



# “

*“It takes about 1.5 hours to do one’s laundry. People wait and get bored. To make the waiting time feel shorter, I suggested setting up a small library in the laundry room. They can take the books with them as well,”* says our volunteer Arseniy Vlasov. Now the laundry room is cultural in the true sense of the word!

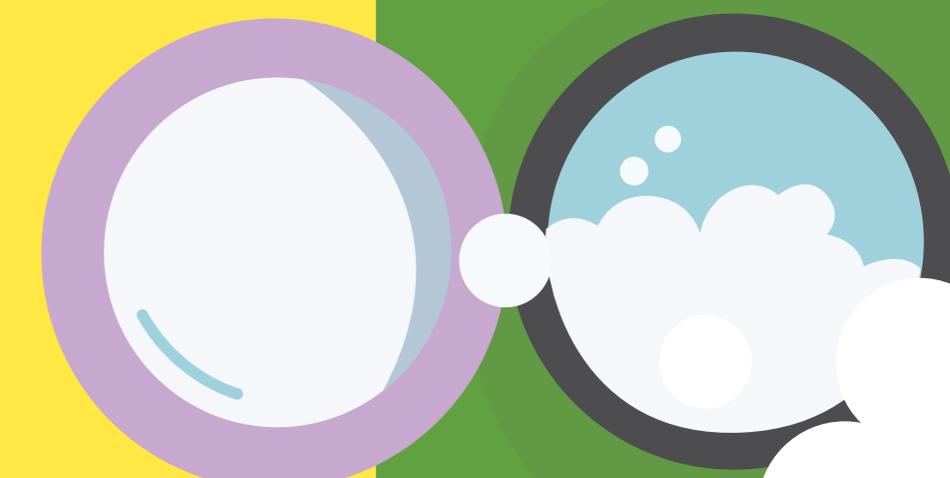


# 796

people washed their clothes in the Cultural Laundry

# 3,278

visits to the Cultural Laundry in total



# SHOWERING FACILITIES

**Free shower and laundry facilities in St Petersburg. The project opened in November 2020**

“

*“I walked to work, which is two and a half hours, and I had to take all my things with me because you can't leave them in the Night Shelter during the day. I was embarrassed to come to work at KFC without taking a shower. And at one point I just didn't make it to work. Yeah, it wasn't pretty.”*

Dmitry,  
a homeless man

## Why We Do It

Homeless people are most often judged for the way they look and smell. It is all the more important that anyone in need has an opportunity to clean themselves. People in clean clothes will not be turned away from public transport, nor will they be denied the right to have a hot meal in a café. A person who does not smell is more likely to be taken seriously and given a chance to have a job interview. Thus, clean clothes can be the starting point for getting off the street and back to a stable life.



## How It Works

It is a low-threshold showering facility for homeless people. This means that absolutely anyone can take a shower and wash their clothes here for free with no conditions. It is a warm room with two showers, two toilets, two washing machines and two tumble dryers. An attendant gives each visitor a pair of flip-flops, a bathrobe, a towel and everything needed to have a shower and do the laundry. One of the showering and toilet units is equipped specifically for disabled visitors. These showering facilities are in a different area of St. Petersburg, away from Nochlezhka's other showers. It was done to create more places where homeless people can take a shower, coming from all over the city.

## Opening Hours and Address

15 October to 15 April:  
(while the heated tent is open):  
from 4 p.m. to 11 p.m.

16 April to 14 October:  
from 10 a.m. to 5 p.m.

116B Politechnicheskaya Str.

### How Much It Costs for Nochlezhka

2,269 ₺  
per day

86,239 ₺  
per month

# 452

roubles — the cost of showering and doing the laundry per person

# 35-40

people a day can visit the showering facility

# 87

people showered, washed and dried their clothes in 2 months in 2020

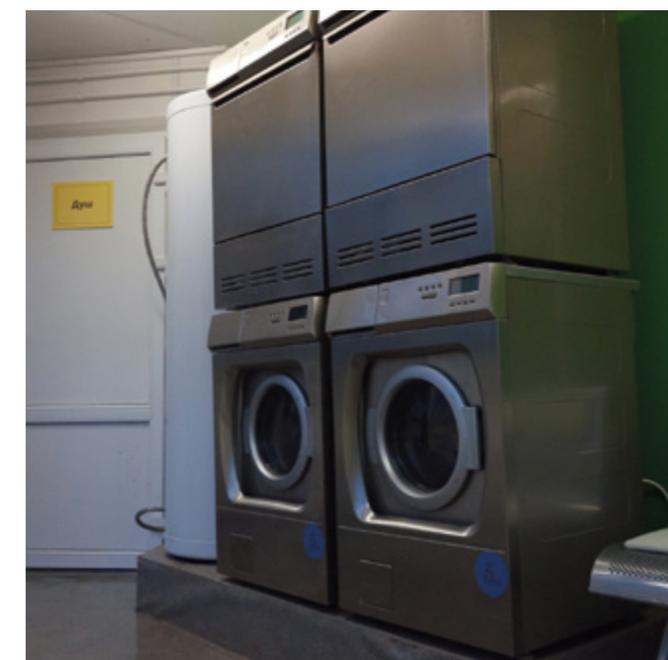
# 191

visits to shower, wash and dry clothes in the 2 months of operation in 2020



### Thank You for Your Support

The project is open and running thanks to the support of our friends and patrons. Prachka.com donated and installed washing machines and dryers for us and Thermex provided a water heater. Navigator-SBS did the design and construction of the water and sewage systems free of charge. GUP Vodokanal of St Petersburg provided access to the systems, carried out water system and sewer inspection and other technical procedures free of charge. Leroy Merlin provided the materials and furniture free of charge. Secours Populaire Francais (SPF) funded the construction of a ramp, porch, drainage and gates, as well as interior decoration and sanitation.



# COUNSELLING SERVICE

Qualified social and legal assistance for homeless people. Since 1992 in St. Petersburg and since 2020 in Moscow



“

*“So much effort and money has been spent on me: I get free metro and bus tickets all the time, I receive diabetes medication — I have a fridge full of insulin. I never realised we have charity in our country. I had to fall to the very bottom to see that it works”.*

Dimitri,  
a homeless man

## Why We Do It

There are numerous causes for homelessness and their combinations. One person needs help getting their papers re-issued, another to get medical treatment, a third to go back to their home town, a fourth to challenge a fraudulent transaction at court... Without professional support, it is almost impossible to cope with these problems, especially when money and moral strength are lacking. Our staff help people who are already homeless to reintegrate into society; and those on the brink of homelessness, not to become homeless. We do not look at where a person was last registered or what their nationality is. We help everyone we can.



## How It Works

**Every day 30–60 people come to the counselling service in St. Petersburg for an appointment. On 30 July 2020, we opened a counselling service in Moscow which now has 40–60 visitors a day.**

Social workers hold one-off, 20-minute counselling sessions with clients. Sometimes one consultation is enough to solve a problem.

It is much more common for people to require more serious help. Our staff draw up individual plans for clients and begin the 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. It all depends on the specific situation. The aim of this work is to help resolve the whole tangle of problems that caused the person to end up on the street.

We also collect donations and give out clothes, food, toiletries, crutches, mobile phones, metro passes and other important items to people in need.

## How Much It Costs for Nochlezhka

### In St. Petersburg

**61,518** per day  
**1,066,308 ₺** per month  
**12,795,699 ₺** per year

### In Moscow

**61,207 ₺** per day  
**1,322,079 ₺** per month  
**6,610,395 ₺** in 5 months (since the opening)

## Alexander Sergeevich's Story

Since spring, Alexander Sergeevich, an elderly blind man, had been living at Nochlezhka's shelter. He had lost his passport back in the early 90s, but did not worry about it. He was selling antiques and rare books and was making a good living. And then he began going blind and gradually became unemployed and was left without money. In the summer we worked with his papers and managed to get Alexander a job in the Pokrovsky community. It is a care home in St. Petersburg for elderly and disabled people.

We also wanted to help him at least partially restore his eyesight. Anna Matveeva, a volunteer at the Blagotvoritel'naya Bolnitsa, and Alina Markova, head nurse at the Vision Eye Centre, who is responsible for the clinic's charity work, took on the task.

In September, Alexander was invited to the clinic, he was diagnosed and had a lens replaced. The very next day he was able to see with one eye. A second operation is ahead, and then, hopefully, Alexander will be able to see with both eyes.



In 2020, the counselling service suspended in-person appointments from 17 March to 3 August because of the pandemic, but Nochlezhka's social workers and lawyers provided counselling by telephone.

In particularly difficult cases they saw clients in person. This was done in order to avoid crowds and not to expose them and the residents of the Rehabilitation Shelter to the risk of COVID-19 infection.

### St. Petersburg (over the year)

**5,097**

consultations given to 1469 homeless people by our social workers

**1,020**

consultations given to 521 homeless people by our lawyers

**5,440**

consultations over the phone lasting a total of 208 h 34 mins by our social workers

### Moscow (in five months)

**486**

consultations given to 179 homeless people by our social workers

**82**

consultations given to 54 homeless people by our lawyers

**386**

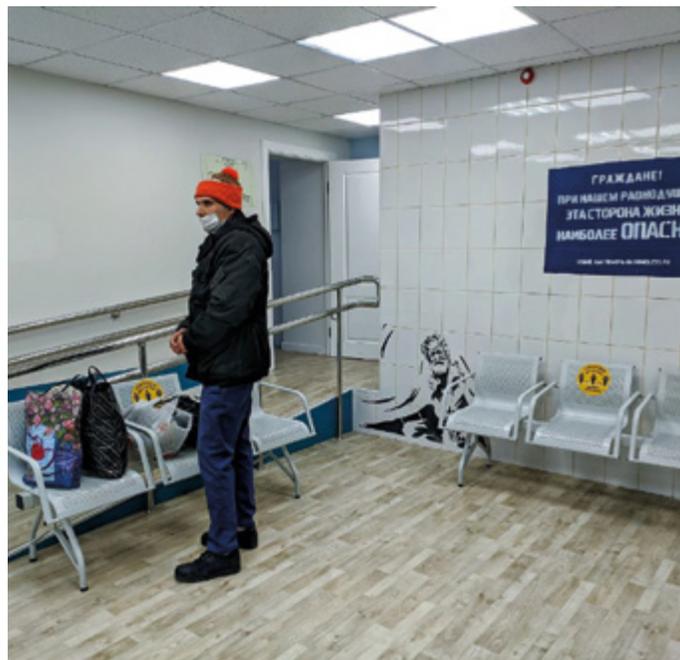
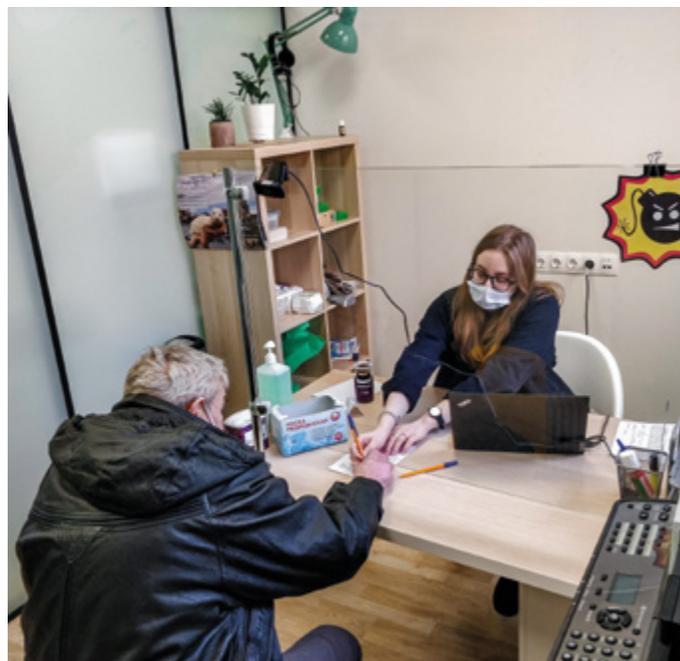
consultations over the phone lasting a total of 20 h 28 mins by our social workers

**1,551**

roubles — the average cost of helping one person resolve their social and legal issues

**2,656**

people received assistance from Nochlezhka's Counselling Service. Of these, 1165 people are our new clients



## Opening Hours and Addresses

### St. Petersburg

 from 10 a.m. to 5 p.m.  
(lunch break: 2 p.m. to 3 p.m.)

**Social workers:**  
Mon, Tue, Wed, Fr

**Lawyers:**  
Wed, Fri

 112B, Borovaya Str.

### Moscow

 from 10 a.m. to 5 p.m.  
(lunch break: 2 p.m. to 3 p.m.)

**Social workers:**  
Mon, Wed, Fri

**Lawyers:**  
Mon, Wed

 2/2-6, Bumazhny pr.

On reception days, our specialists provide counselling to first-time clients.

On non-reception days, they hold meetings and work individually with long-term clients.

## Vadim's Story

In June 2020, Vadim travelled from Kaliningrad to Moscow to visit his brother, whom he had not seen for a long time. But the relationship did not work out, and his brother kicked him out on the street. Vadim spent the night at the train station — his bag with his documents and the rest of his money was stolen. For two months he lived on the street, unable to return home.

When the Night Bus started running in Moscow, Vadim started to come for food. There he learnt about the counselling service and contacted us. We contacted Vadim's wife in Kaliningrad, helped him get a temporary identity card, gave him clean clothes, and helped him return home.

The picture shows him in Domodedovo before his flight.



## Thank You for Your Support

In Moscow the project is partly funded with a grant from the President of the Russian Federation for the development of civil society, provided by the Presidential Grants Fund. We would also like to thank JetBrains, Yandex, Garant, EY, Leroy Merlin, Spasibo! Shops, the Embassy of the Netherlands in Russia, the Citymobil taxi service, the Hilton Saint Petersburg Expoforum Hotel, F. Volchek bakeries, Fondation Societe Generale, Deutsche AIDS-Stiftung, Diakonie Hamburg, Caterpillar Foundation, Mosgortrans. The opening of the shelter in Moscow was supported by FASTVPS, Prachka.com, Thermex, Mosplitka, the Kront-M factory, LUIS+, Aurora Group, LUSH.



The project is partly funded by the European Union



## How Lawyers and Social Workers Helped in Numbers

# 116

people received assistance in getting or recovering their ID (100 in St. Petersburg, 16 in Moscow)

# 901

travel fees covered for 364 people in St. Petersburg and 26 people in Moscow

# 82

people received assistance in finding a job (including those with accommodation)

# 15

people represented in court

# 20

received assistance in getting their national security number

# 719

letters received for 389 people

# 2

people received assistance in recovering their military records

# 6

clients received assistance in signing up for benefits and pension

# 36

people received walking canes, crutches and other rehabilitation equipme

# 16

people had their identity ascertained (14 in St. Petersburg and 2 in Moscow)

# 172

clients had their photographs taken (148 in St. Petersburg and 24 in Moscow)

# 28

people received assistance with getting mandatory health insurance

# 5

clients received assistance with getting their individual taxpayer's number

# 129

fees for document issuance covered for 105 people in St. Petersburg and 20 people in Moscow

# 18

people received assistance in returning to another city

# 133

clients were given mobile phones

# 3

people received assistance in finding their relatives

# 28

people were temporarily registered at Nochlezhka's address

# 19

people received assistance in getting or identifying their nationality

# 3

people were admitted to a care home

# 7

people received assistance in registering as disabled

# 1

person was able to recover their education records

# 8

people received assistance in recovering their birth certificate

# 11

people were admitted to a hospital

# 1

person had their employment record restored

# 385

people received assistance in getting access to healthcare

# 3

people received assistance in registering at the AIDS centre

# HANDOUT POINT

## 3,390

sets of clothes for 924 people and 3,023 sets of toiletries for 879 people were given out by our volunteers in St. Petersburg from January to November 2020.

In December we launched an app for the collection point! In the last month of the year, we handed out 1,800 sets of clothes to 424 people and 1,529 toiletries kits to 240 people in St. Petersburg.

**A place where anyone can get basic necessities**

## Opening Hours and Address

Mon, Tues, Wed, Fri, from 12 a.m. to 2 p.m.

112B, Borovaya Street

## Why We Do It

A homeless person has no place to store things. They often get lost and do not last as long as usual. To get a job, one needs a shirt and a razor; to survive the winter — appropriate clothes and shoes; to take care of oneself in street conditions — some soap, wipes and sanitary pads. That is why there is a handout point in Nochlezhka's courtyard.

## How It Works

Volunteers hand out clothes, shoes and toiletries donated to us to those in need. They also record in Nochlezhka's database what items each person has received and when. We keep such records so that we can distribute things fairly among those in need.

In December 2020, we launched an app for the Handout point. The app produces statistics about the distributed items and their recipients. We would like to thank our volunteer Stas Makarov for developing the app! It has become much easier for the staff and volunteers to keep track of everything.

In Moscow, we handed out items through the Night Bus starting in August 2020: each person could leave a request for clothes, and our volunteers would then collect the kit and bring it on the next trip. From August to December, 286 people received clothes; we also gave out 835 toiletries kits.



Olya Marquez, the founder of #Sekta and lead singer of the band Alai Oli, donated her clothes to the Spasibo! Charity shops, with all proceeds going towards Nochlezhka.

## Thank You for Your Support

We would like to thank all the partners of this project: the Vtoroe Dykhanie foundation, the St. Petersburg Committee for Social Policy, Secours Populaire Français Fédération Paris, the Spasibo! Shops and UNIQLO, Lenta, AliExpress, the International Women's Club and Cheese-cake.ru.



# REHABILITATION SHELTER

## 139

people lived in the Rehabilitation Shelter in 2020

The largest shelter for homeless people in St. Petersburg, in operation since 1996

## Opening Hours and Address



The shelter is open all year round



112B, Borovaya Street

## 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.

## Dmitry's Story

Dmitri is an opera singer who moved to St. Petersburg to work at the Capella. One day he was mugged in the street, and then Dmitri woke up in an intensive care unit. He was discharged two weeks later — with severe frostbite and as a homeless man. Dmitri did not dare go to the Capella. He lived in a hostel, did his best to keep any job and took to the bottle. He found himself in a workhouse, of which he says: "It is impossible to live there, it is 100 % exploitation".

Dmitry found out about Nochlezhka: "I was told there was a place where you could just live and try to get a decent job. He spent seven months in the Rehabilitation Shelter. During this time, he went through an alcohol rehabilitation programme, recovered his documents, completed college training as a chef and had an internship at the Hilton Hotel.



## How It Works

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. People move into the shelter only after an interview with one of Nochlezhka's social workers. During this conversation we find out if we can help the person and we understand how to proceed.

The shelter can accommodate 52 people — 40 men and 12 women. People live in our shelter for a period between a couple of weeks to a year, depending on the support plan we develop together with the person. This may include the recovery of their papers, assistance in finding relatives,

assistance in finding a job, getting admitted to a medical or social care facility, challenging a fraudulent transaction. Our clients would not be able to resolve many of these issues without a lawyer.

The shelter is equipped with a laundry room for residents' personal items (we take the bed sheets to a professional laundry as it has to be specially treated), shower and toilets; there is a common room where residents can use computers to find jobs, apply for necessary documents and communicate with their families.

## Thank You for Your Support

We would like to thank all those who helped us, namely Deutsche AIDS-Stiftung, Diakonie Hamburg, Caterpillar Foundation, the Elena and Gennady Timchenko Foundation, Vkusville, Leroy Merlin, Eurostroy-Razvitie, Khvalovskie Vody, Brown-Forman Rus. Special thanks to Secours Populaire Français Fédération Paris for helping us build a sportsground for the residents of the shelter.



When the Covid pandemic started, we asked the shelter residents not to go outside unnecessarily. They were allowed to go for a walk in our yard. We also switched the counselling service located in the same building, into remote working mode for a few months. This was done to limit the exposure to the virus for Nochlezhka's clients, and as a result no one got sick.

Social workers and psychologists helped clients remotely. In some cases, they came to the shelter to work with the residents, observing safety rules. When the quarantine measures were partly lifted and many clients started going to work, we rearranged the rooms so that those who regularly left the Shelter would not come into contact with the rest of the residents.

We had planned to open a Rehabilitation Shelter in Moscow, but this project had to be postponed for a year due to the difficulties we all had last year. Until the shelter opens, we are putting our clients into a hostel. In 2020, there were 13 people living there — 1 moved into rented accommodation.

## How Much It Costs for Nochlezhka

**27,895 ₺** per day  
**850,788 ₺** per month  
**10,209,452 ₺** per year

**536** roubles — daily living expenses per person

**A person lives in the shelter for 4 months, on average. It costs 65,445 roubles to bring one person back to a stable life**

**In 2020, a sportsground was built in the yard of our shelter! It is very popular with Nochlezhka's clients and the people in the neighbourhood who come to exercise with us.**



# PSYCHOLOGICAL SUPPORT

Professional support that gives people the moral strength to endure the journey back to society. The project has been running since 2014

## 1,127

individual counselling sessions for 170 people

## 169

group meetings for shelter residents and 5 self-regulation groups conducted by Nochlezhka's psychologists in 2020

## 26

support group meetings were held in October-December 2020, including 12 meetings for women

### Why We Do It

After the stress of living on the street, people hardly have any energy left, their perception of both themselves and of the reality is changed.

Working with a therapist is necessary to believe that they deserve 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.

### 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.

In 2020, when it was not possible to communicate with clients in person, Nochlezhka's psychologists continued to work online. We realised that in times of lockdowns and societal turbulence, it was especially important to support people who were already struggling.

In 2018, we organised a therapy group for people living on the streets, and since last year a separate support group for homeless women has been running. Anyone who needs help is welcome to attend. Meetings are held every week in the courtyard of Nochlezhka at 112B Borovaya Street.

Unfortunately, last year, due to the pandemic, we had to suspend our support groups for a few months. We worked online and resumed face-to-face meetings as soon as possible. About 20–30 people come to them. These are people with a long history of homelessness, and the longer the history, the harder it is for a person to reintegrate into society. The group helps people to understand who is coping with loneliness and rejection, to accept their experiences, to fight self-stigma and to find the strength to live.



“

“A client we have been working with for almost a year told me at one of our meetings about his mother's funeral. 'The ground there is rocky, while they were burying, stones flew on the coffin and the coffin split open. I remember seeing her hand through that hole and realising that I had lost her for ever. And then we went to the wake and there were so many strangers there. I felt disgusted that they were all drunk and didn't understand that I had lost my mother, so I left.' He spoke and cried, and I shared his grief with him. Ten years ago, there was no one around to support him. For the rest of the meeting, we talked about his mother. He remembered her, cried, laughed, got a little angry and thanked me. I was there for him. At the end of the session he said it felt a little easier to breathe, as if a massive weight had been lifted off his shoulders. Such a miracle.”

Katya Kaneva,  
psychologist

# HALFWAY HOME

A project to help homeless people with alcohol addiction that has been running since 2000

## Why We Do It

Alcoholism is an illness that affects people from all walks of life.

Alcohol addiction is difficult to cope with without professional help, and when combined with other factors, it can result in homelessness. But it is also common that people take to the bottle when they are already homeless: out of hopelessness and not knowing where to look for help.

We believe in helping those who are ready to to acknowledge their addiction and work in order to overcome it.



“

*“The residents of the Halfway Home programme regularly helped Nochlezhka as volunteers throughout the year: they handed out food at the Night Bus, helped at events, and gave talks. And they also started families, established contacts with relatives, found a job, in general, lived an ordinary life while maintaining their sobriety.”*

Vika Ursova, manager of a shelter for homeless people with addictions



## 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.

8

graduates of the programme are now sober, working, renting a place and living independently

6

months is the average rehabilitation period

102,123

roubles — cost of half a year's rehabilitation for one person

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.

All participants of this project work with therapists, social workers and Nochlezhka's lawyers to resolve their individual social and legal issues.

## Maxim's Story

Maxim is an orphan who grew up in Belarus in his aunt's care. In his home country he had a place to live, a job, and at the same time, he was breaking the law, had a criminal record and an alcohol addiction. Maxim moved to Russia for work but ended up in a workhouse, then another and then another one. Maxim lost his passport while he was on the move. He was willing to do any kind of work, only all the money went to alcohol. He says he also chose outdoor jobs or jobs at a construction site, so that his drinking would not get in the way but would seem to help.

For a long time, Maxim thought that working without rest was rehabilitation. Finally, he realised that he needed treatment, so he went to the City Rehabilitation Centre where he went through initial rehabilitation. Then he came to the Halfway Home. Nochlezhka's specialists helped him go through further rehabilitation, restore his passport, see his aunt and find a job.

Maxim first got a job as an assistant at a property near Vyritsa, working for the owner of an animal shelter and a cat hospice. This was a pivotal moment: "First I lived in the shelter, and now I help others to build a shelter," Maxim said. And in January 2021 he returned to St. Petersburg: he got a job at a construction site and continues the 12-step programme and his sobriety.



## How Much It Costs for Nochlezhka

7,813 ₺

per day

238,287 ₺

per month

2,859,439 ₺

per year

558

roubles per person  
per day

In 2020, 28 people participated in the Halfway Home.

12 people will continue the programme in 2021, 12 people moved out voluntarily and 4 people were evicted for breaching the residence rules.

Last year, the Halfway Home had:

- 7 consultants on duty
- 1 chemical dependency specialist
- 2 psychologists
- 1 art therapist (pro bono)

401

psychological counselling  
sessions

203

addiction  
counselling

48

group psychotherapy  
sessions

46

group sessions  
for addiction work

42

meetings to strengthen attention,  
thinking and memory

48

settlement  
counselling

## Thank You for Your Support

The project is partly funded by a grant from the President of the Russian Federation for the development of civil society, provided by the Presidential Grants Fund. We would also like to thank the Vkusville shops.



**ВкусВилл**

# SHARING OUR EXPERTISE

Since 2012, the outreach project has evolved into a full-fledged platform for interaction and support for organisations helping homeless people across Russia

## 364

counselling sessions provided by Nochlezhka's staff

## more than 100

organisations from 40 Russian towns and cities were consulted by Nochlezhka's experts in 2020

### Why We Do It

Nochlezhka has accumulated experience and expertise over the 30 years of its operation — every year we improve our work and open new projects. We want more professional, comprehensive and effective help for homeless people in Russia and we want it to be based on the principles of humanism and respect for people.

Therefore, it is important for Nochlezhka to share its experience with colleagues all over Russia: with organisations that already work with homeless people; with volunteers who have just decided to start a project; with state institutions that want to improve the assistance they provide.



### How It Works

Nochlezhka creates customizable projects, which colleagues from all over the country can use as a model and adapt to their cities. We describe our experience in detail, advise organisations and volunteers, make educational videos, hold training sessions and webinars; we arrange internships at Nochlezhka for colleagues from the regions; we supervise the development of new organisations.

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 recovering various documents called "What to do".

Every year Nochlezhka organises the largest professional conference in Russia dedicated to homelessness, inviting international experts. And we also study international experience, communicate with foreign colleagues and look for ideas we can use in our work.

- In 2020, we held **2** seminars for colleagues in Kirov and Syktyvkar which were attended by **39** people, and organised **3** internships.
- We produced **2** videos “How Nochlezhka’s projects are organised from the inside”, in which we talked about the Night Shelter and the Counselling Service.
- We held **6** webinars on the topic of helping the homeless which were attended by **285** people.
- We prepared **4** new manuals on organising assistance projects, which have been downloaded over **1,000** times from the charity’s official website.
- We published **4** new document recovery algorithms on the “What to do” website, which was visited by **129,870** people from **83** regions of Russia in one year.
- We have also updated our “Sharing our experience” page on Nochlezhka’s website — it is now easy and convenient to find useful materials there: books and articles on homelessness, our manuals, videos with lectures, seminars, trainings. Here you can also see the schedule of upcoming events and apply for an internship.

#### Colleagues are customizing Nochlezhka’s projects and launching similar ones in their cities.

In 2020 the following projects were launched:

- Night Bus and a Heated Tent in Togliatti;
- 2 rehabilitation shelters in Syktyvkar;
- A night shelter in Samara;
- A new organisation to help homeless people in Kirov.

In addition, colleagues from Chelyabinsk, who used to only feed people, started to provide social support for them.



“

Oksana from the Zhizn charity, which helps the homeless in Chelyabinsk, visited us in St. Petersburg. In three days, we had time to show her from the inside how our projects work and organise meetings with Nochlezhka’s staff.

*“At Nochlezhka I saw a clear understanding of the problem. I had a great time at the counselling service: everything is so well-organised! Any question from a client is answered thoroughly, there is a clear action plan, there are application models for every case, and there is a full support plan, starting from psychological help and through to helping to find a job. I was very impressed! And psychologist Natalia Guseva helped me to understand some important things about communicating with my clients and advised how to behave in various situations”.*



## Thank You for Your Support

The project is funded by a grant from the President of the Russian Federation for the development of civil society, provided by the Presidential Grants Fund. We would also like to thank Brot für die Welt!



The project is partly funded by the European Union



# WORKING WITH THE STATE

Since 1990, we have been advocating to ensure that homeless people in Russia are not discriminated against and receive more help from the state

## Why We Do It

Working with the homeless every day, we see what gets in the way of quickly and efficiently helping each person. Through summarising our practice and analysing 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.



## 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.**

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. This makes 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 succeeded in ensuring that people staying in state-run night shelters get temporary registration at these shelters.

Last year we hired a GR-specialist — a person who communicates with officials in their language, interacts with them on the regional and federal levels, working to make sure that the problem of homelessness is solved at the state level.

In 2020, we made it possible to enrol a child in a nursery without permanent registration documents.

We have insisted for many years: the link between admission to nurseries and permanent registration discriminated against families and children without a permanent residence registration and violated their constitutional right to education. We sent comments and suggestions to the draft decree of the Russian Ministry of Education and we are very glad that our opinion was taken onboard. The Ministry published an updated decree dated 15.05.2020, No. 236 On the Admission Procedure for Preschool Education Programmes, which consolidated the updated rules.

In 2020, the Statutory Court of St. Petersburg accepted our request: we claimed discrimination against homeless people who have not been previously registered in St. Petersburg. Because of this, they could not get on the special social register and therefore count on social support from the city.

Since 2015, we had written appeals to officials, defended clients' interests in courts, and received refusals. The problem was not solved, and then we decided to try a different approach: to openly check whether the regulation set by the St. Petersburg government allows all homeless people who need social assistance to access the system. Nochlezhka's lawyers prepared and submitted a request together with the Institute of Law and Public Policy.

The Statutory Court of St Petersburg agreed with Nochlezhka's arguments in 2021 and issued an unambiguous and non-appealable decision, which has already allowed people without registration to receive social assistance from the city!



### In 2020:

- We worked on a municipal programme to help homeless people in St Petersburg;
- The bill was amended to ensure that rehabilitation facilities are available regardless of registration;
- Joined the Social Care Board of the Government. We submitted the documents in 2019;
- We had Nochlezhka recognised as a social service organisation, thanks to which clients with our registration can register for housing;
- We participated in the improvement of the legal and regulatory framework, preparing and submitting comments on 18 draft laws being developed by federal agencies;
- Nochlezhka's Moscow team met with the head of the Begovaya district, residents and journalists. We talked about the progress of our first two Moscow-based projects, the Rehabilitation Shelter and the Legal Counselling Service.
- Prepared proposals for the government to improve regulations in order to fulfil the president's instruction to help homeless people;
- We initiated and organised, together with the All-Russia's People's Front, the first pilot meeting with the agencies and discussed the work plan and format of interaction for the next six months;



## Thank You for Your Support

The project is supported by Brot für die Welt. We would like to thank the Law and Public Policy Institute.



The project is partly funded by the European Union



**Brot  
für die Welt**

# RAISING AWARENESS

Raising awareness on social media and newsletters, campaigns and events

## 858,650

roubles was raised on the Planeta crowd-funding website for publishing a collection of stories called 'Home'. All the proceeds will go towards Nochlezhka's projects

## 375,917

roubles was raised by Nochlezhka through participating in the 'Help your neighbours' programme organised by New Holland

### Why We Do It

We want our society to become more humane, we want people to understand that anyone can end up on the street, and that it is only natural to help a stranger in need. By telling our clients' stories and explaining how they ended up on the street, we debunk stereotypes about 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.



### How It Works

We hold public events and charity concerts, talk to journalists, run social media and send out newsletters, make videos with celebrities and create eye-catching adverts and campaigns.

In 2020, because of the coronavirus pandemic, many events had to be moved online. But we still managed to hold large-scale events in Moscow and St. Petersburg, which brought Nochlezhka and our clients to the attention of the press and the general public.

## 656,554

roubles was raised by Nochlezhka through the Espress-Help campaign

## 255

establishments participated in the Espress-Help campaign



## 'Home' — a Collection of Stories

24 well-known authors, including Lyudmila Petrushevskaya, Mikhail Shishkin, Leonid Parfyonov and Ekaterina Shulman — wrote stories about home, a topic important in everyone's life. The Cloudberry publishing house and the Banke, Goumen and Smirnova literary agency, which came up with the idea of publishing a collection of short stories, did all the work for its publication, while Planeta.Ru, a crowd-funding platform, raised the money. A total of 1,090 people chipped in!

**In the end, we raised 858,650 roubles for the publication — all the proceeds from selling the books will go to Nochlezhka's projects.**



## You Are Not Alone

In spring, we organised a solidarity campaign: we asked people to support homeless people during the lockdown. We collected 120 kits with tea, canned food, wet wipes and other essentials and hung them up around Moscow and St. Petersburg, in places where they would be visible. Anyone in need could take one of these bags. We encouraged everyone to do the same: print out the instructions for the campaign, put them up in the hall of their building, make a photo and spread the word about the "You are not alone" campaign on social media. As a result, a lot of people from Moscow and St. Petersburg, Krasnodar, Surgut, Vologda and other Russian cities joined the campaign. And even beyond Russia! The campaign spread to Kazakhstan and Belarus and reached a peak of mentions on social media. It seems that the problem of homelessness has never been spoken about so much!



## Help Your Neighbours

Nochlezhka's Help Your Neighbours programme was organised by New Holland (a park on an island with cultural events and restaurants) at the beginning of the lockdown. Five wonderful restaurants — Kuznya Café, Bekitzer, Dzamiko, Kosulya and VOX — teamed up to prepare meals every day to help doctors, retired people, low-income and large families and those who had lost their jobs. People from all over the country donated money to support the campaign. For two months our employees took calls requesting free lunches and volunteers delivered the food. During the campaign, 2,974 people received 176,207 free hearty lunches.

**We raised 375,917 roubles, but all the costs of running the campaign were covered by New Holland, so the money raised will be spent on the Night Bus in St. Petersburg.**



## Stay at Home

In the spring of 2020, tens of thousands of homeless people across the country found themselves with nowhere to hide from the pandemic. "Nochlezhka's clients would be happy to follow the government's instructions, to follow the popular hashtags," explained Alexander Semin, the author of the "Stay at Home" advertising campaign. — But there is a problem: people already living in isolation cannot isolate themselves. Six of the posters were made in collaboration with The Clients, a design studio. They show the residents of Nochlezhka's Rehabilitation Shelter, who had at least a temporary home during the lockdown.



## Home Through the Eyes of a Homeless Person

We built a model of a house. The windows show a cosy room with a pleasant interior, warm light streaming in. But the house itself is shut, the windows are covered with fence netting — it is impossible to get inside. This way, we looked at the house through the eyes of a homeless person. The model remained in the yard of Khlebozavod in Moscow from 27 March to 1 April. Leroy Merlin covered all the costs of its creation. Nochlezhka's volunteers built the home for the installation at the "Idea Factory" creative workshop. The Khlebozavod space hosted the model free of charge.



## Christmas Gifts Collection

In December we organised a traditional pre-holiday collection of gifts for homeless people: preserves, soap, sugar, tea, wet wipes and other useful things. Year after year we receive a huge response, kind greetings, cards and, of course, food. This time the collection took some time to pick up pace, but in the last few days it reached such a scale that we broke all our records. In Moscow, we collected twice as much as we had planned — 600 sets, so we decided to expand them. We gave out the gift sets at the Night Bus stops. In St. Petersburg people brought so much stuff that we managed to make 750 kits. We handed them out at the Night Bus stops, at the hand-out point, the Night Shelter and the heated tents.



## Espress Help

The fourteenth edition of the campaign which lets you support Nochlezhka by drinking coffee (tea, sparkling wine, kombucha) or participating in workshops, listening to lectures, taking classes or having a session with a therapist, went wonderfully!

**We raised 656,554 roubles. The campaign took place in November and was supported by 255 establishments, while teachers and creative people held 65 events, including online ones.**

Thanks to artist Marina Verik, 23 authors created beautiful prints for T-shirts — Printbar.ru produced a special collection for our campaign.



## Voice of the Streets Campaign

Together with the Great advertising agency and Cooldown production, we made a new social campaign featuring Boris Grebenshikov, Noize MC, Grechka and Kirill Ivanov. The main message of the video is that even those who are left with no name or hope and who are told 'No one cares about you' by the street, can get off the street with our help! Homelessness is not a matter of choice, since it is a life full of horrors, dangers and violence. Homelessness can be resolved if the person gets help. Our friends from the Great agency received an award at the Silver Mercury international advertising and marketing festival.

## Pass the Phone

Together with MTS, we started collecting mobile phones for homeless people. After all, it is important for a person who finds himself on the street to stay in touch. This way they can quickly contact their social worker for advice or reach a potential employer. In the first month we collected 30 phones, and that was just the beginning!

The campaign started in St. Petersburg and is now getting launched in Moscow. Anyone can leave a phone and a charger for Nochlezhka's clients in MTS stores around the city — the list of addresses is available on our website. This campaign won the Silver Archer National Public Relations Award.



### Homeless People’s Day

On 30 March, an annual public event takes place to draw attention to homeless people in Russia and problems they face.

In 2020, Homeless People’s Day coincided with the peak of the first wave of the coronavirus pandemic. Due to the lockdown, we cancelled face-to-face events, but we still had strong media support. For example, every year on Homeless People’s Day we ask famous people to compile a list of works that relate to homelessness and make us reflect on the problem. This year, art historian and historian of architecture Ksenia Malich shared her selection, as well as: the Vladimir Mayakovskiy Library, the Storytel audiobook service, the Podpisnie Isdaniya bookshop in St. Petersburg, Falanster and Pioner Bookstore in Moscow, and the MyBook digital library. The online library Bookmate published a list of motivating books, which was compiled by our director Grigory Sverdlin as part of the #sidichitay [stay at home and read] campaign. In addition, the Nikea publishing house donated a part of the proceeds from book sales to us. For Homeless People’s Day, we also prepared a leaflet with nine signs indicating that the person next to you is about to become homeless.



### Thank You for Your Support

We would like to thank all those who supported our fund-raising team: Diakonie CCE, the Heinrich Boell Foundation, the V.Potanin Foundation, CAF Russia. We also thank the Great advertising agency, MTS, the city advertising placement centre, Cloudberry publishers, Project 111 and the More Place eco-loft.



### In 2020 We Also:

- Collected pancakes for Shrove Tuesday. People were invited to bring savoury or sweet pancakes, with or without toppings. We handed them out at the Night Bus stops, at the heated tents and the Rehabilitation Shelter.
- Prepared a whole series of posters that urge to support the homeless and help them together with Nochlezhka. Each template has a qr-code leading to one of the pages of our website. We encouraged everyone to print out the posters and hang them up at work or in any other space where it is appropriate.
- In August, Nochlezhka in Moscow became a real art space: the works of 27 contemporary artists were exhibited in our office as part of the “Alternative Reality” exhibition. The artists explored taboo social spaces in their works.
- Nochlezhka’s annual report won the first prize in the category “The best report reflecting the practices of interaction and communication with donors and partners that ensure the organisation’s resource sustainability and the development of its fundraising system” and received Gold Standard status in the “Point of Reference” competition held by the Donors’ Forum with the support of the Russian Ministry of Economic Development.
- In August, St. Petersburg hosted the “Market by the Sea”. We sold souvenirs in support of Nochlezhka and explained to people what discrimination is, using the most real examples!



1 December was the International Charity Day, “Generous Tuesday”. To mark this date, a street photo exhibition “The City of People Who Care. Time of Miracles”. The photos featured 19 charities and foundations, including Nochlezhka’s humanitarian project manager in Moscow Alena Mordasova.



A festival of debut films was held in St. Petersburg in August. At New Holland and on Nonfiction.film one was able to see original author’s films, including films that had participated in international festivals. All the proceeds from ticket sales for the paid screenings went to Nochlezhka — a total of 58,401 roubles.

# WHO SUPPORTS NOCHLEZHKA

**There are many ways to support Nochlezhka: we exist thanks to those who donate money, help us as volunteers, organise charity events or take part in our events**

Grigory Sverdlin plays the record that Manizha gave us. The record player is also from her!



Daria Baibakova — at the coffee table and with a book. These are gifts from actress Ingeborga Dapkunaite.



Nochlezhka's donation boxes are installed around Moscow and St. Petersburg. You can find them in shops, cafés and other public places. For us it is not only a way to collect donations, but also a way to raise awareness. Each box has a compartment with booklets with information about Nochlezhka. When people can learn about homelessness while sitting in their favourite bar, it makes the message more relevant. In addition, anyone can take the booklet with them and study it at home.

## 854,414

roubles was raised through donation boxes in 2020. We thank all those people who did not walk past!

## Sasha's Story

Sasha Gospodinov is a volunteer who has been helping us for many years, and 2020 was no exception. He collected donations from the donation boxes in Ulybka Radugi shops and also did other tasks. Recently, Sasha explained that he had to take a break because he did not have enough time to do everything. So he recorded a very touching audio message: "Thank you for the opportunity to help. I started five years ago and for me a whole era in life is coming to an end. I was remembering now how I used to go to the same place every three months to collect the donations. And each time I thought: 'Oh, it's May, and I'm getting married in June, I'll come here and I'll already be married!' And so it happened. Then my wife got pregnant, and I thought to myself: 'When I come here, she will be five months pregnant.' Then I came again and thought, 'Next time she'll be eight months pregnant.' And then I'd come back and I'd think: 'And now I'll be there when my daughter's born!' And that's how it happened. I was growing up, something in my life was changing, and it was connected to Nochlezhka. Thank you! It was a pleasure and a joy to be part of a common cause with you."



# VOLUNTEERS OF NOCHLEZHKA

## 950

people showed interest in our work and filled in a volunteer questionnaire on Nochlezhka's website

## ~190

had at least one assignment in 2020

## over 370

requests from Nochlezhka's staff were fulfilled by volunteers in 2020

### Why We Do It

Volunteer help is a serious contribution to our common cause! Volunteers help us to accompany our clients to various governmental institutions. Volunteers give out clothes and humanitarian aid to clients of the counselling service. The Night Bus is almost entirely volunteer-run. Only the bus driver and the project coordinator are employees of the organisation, and volunteers have been handing out the hot meals served at the stops all these years. Nochlezhka's other projects could not have been realised without the help of volunteers. Many Nochlezhka employees started as volunteers for Nochlezhka. Including our leader Grigory Sverdlin.



“

*“Actually, that's how social justice works in my mind. Everyone deserves kindness and respect until they prove otherwise, people who live on the street are no exception. Homelessness is a matter of survival, so for me helping Nochlezhka means respecting everyone's right to live. To change the status quo, you have to confront it; silence equals being ok with it. In this case, the status quo says that there are some people who do not deserve to live (and homeless-*

*ness directly threatens people's lives) because they are somehow not like everyone else: they came to another city to earn money and ended up in a workhouse, they fell into the trap of real estate fraud, they fell ill with an addiction and could not cope and ended up on the street. But I'm not a judge to pass judgement on people: you don't understand the property laws or you drink, so you deserve to starve to death on the street. There are no laws, including moral laws,*

*that prescribe such punishments, but to ignore a person in distress is to carry out the punishment. I don't like it that way, so I help. It is my moral code, I don't impose it on anyone and I don't accuse anyone of anything, but it makes my life easier.”*

Polina Dudina,  
volunteer at Nochlezhka  
in Moscow, medical student  
and researcher

### How It Works

There are many ways to help Nochlezhka by spending as much time as one feels comfortable to do. We have different volunteer positions. You can help directly: you can distribute food or clothes, or accompany people to institutions. You can help professionally as a designer, photographer, video editor, pr-specialist, lawyer, psychologist or translator. You can also help us at events or become a volunteer driver.

Volunteers fill in an application form on the website and are invited to a general meeting, where they are told about Nochlezhka's projects and various opportunities to participate in our work. Once a week volunteers receive a newsletter from the coordinator with a list of Nochlezhka's news and needs. We post the most urgent tasks on social media.



A photographic report, shot by our volunteer and excellent photographer Mikhail Balaev, entered the top 100 photographs of the 5th International Photography 35awards in the "People's Everyday Life" category.



Dasha Krysanova again held an auction of handmade items — the finest stained glass windows and dream catchers — with all proceeds from their sale going to Nochlezhka.

### Sveta's Story

Sveta Gololobova has been helping Nochlezhka for three years now. Now she holds meetings for new volunteers, hands out food at the Night Bus stops, translates texts for us, talks about Nochlezhka at fairs and events, accompanies our shelter residents to doctors and state institutions.

Sveta says that volunteering helps her to look at many things differently: "It makes me reconsider my values — about some personal problems and everyday stuff you understand that they are not so important and can actually be solved, and are a lot less of a priority than I thought". And she also explains that you can only help someone else when you yourself are fine. Not to sacrifice yourself, but to share that extra energy you have. This kind of volunteering will be a joy for both those who help and those who need help.



# NOCHLEZHKA'S BUSINESS PARTNERS



“

*“Corporate fundraising as a separate area appeared at Nochlezhka at the beginning of 2018. Of course, even before then, we had interacted with various companies in St. Petersburg and received support from them, but there was no systematic work in this direction. Fundraising, as we understand it, is, first of all, a relationship, and secondly, the resources we attracted.”*

Natasha Kravchenko,  
Business Specialist

## Why We Do It

The problem of homelessness is a complex one. And it needs to be solved together by joining forces. We are glad that more and more companies, large and small, now consider it important to help the homeless. This is a case where the concept of corporate social responsibility is no longer a term, but a great cause of caring for people.

# 11.62

million roubles donated by Russian business partners towards our projects

# 35.72

million roubles worth of clothes, services and food donated to us

# more than 200

companies help us with money, free goods and services

## How It Works

Business involvement in our projects can be very different: it depends on Nochlezhka's needs and on the company itself. We believe it is important that this cooperation is of interest for both parties. We strive to make the best use of the resources entrusted to us by the company. The same amount of money can be spent to feed 100 people once, or it can be invested in a project that will feed 100 people every day. We are responsible for that choice.



**The Northern silk** linen shop sells tablecloths, aprons, runners, rugs, shopping bags and towels. Olga Sakharova, the owner of the shop, transferred all the profits to Nochlezhka from 20 November to 10 December — and this is the very season for giving!

## How Nochlezhka Is Supported by Companies



Money



Products



Expertise and services



Setting up donation boxes



Employment for Nochlezhka's clients



Sponsoring events



Joint campaigns



**62,649 roubles** was transferred to us by the Russian clothing brand **Osome2some**. The brand raised the money through a charity campaign. In May, they sold a classic coat in support of Nochlezhka.

**The Grasser** sewing school sold 128 cut-outs of a lovely summer dress for Nochlezhka and raised **25,467 roubles** for us.

The handbag brand **Army Praht** launched a special collection of shopper bags with Rilke's words in support of Nochlezhka. Each cost 690 roubles, of which **500 roubles** was donated towards our projects.

On New Year's Eve, the **UNIQLO** brand donated to Nochlezhka clothes from the innovative HEATTECH collection of heat-saving underwear. These are clothes that can be worn under clothing and keep you warm even in the harshest of colds. In total, we received more than two thousand items! We distributed them at the Night Bus stops in Moscow and St. Petersburg and at the hand-out point.



**Vsemayki.ru** has a chic collection of Nochlezhka merch. There are T-shirts, sweatshirts, and hoodies with texts and logos. 25 % of the proceeds from each item goes to Nochlezhka's projects, and the rest of the money covers production: the guys from Vsemayki heroically gave up profits.

People who buy something from the charity series don't just help with money. Every time a person wears a Nochlezhka T-shirt or sweatshirt on the street, they draw attention to the problem of homelessness and to our work — and that's a big deal.



In July 2020, our Night Bus running in Moscow on a regular basis. Since then, every weekday we feed hundreds of people who found themselves on the street. And our partners from the **EKA** petrol station network share fuel with us: 300 litres of diesel every month, and up to 400 litres in winter. This is the kind of help that literally drives the Night Bus in Moscow!



Since 2017 Nochlezhka has been supported by the **Lenta** hypermarket chain. Every month we receive merchandise cards which we use to buy the essentials for the hand-out point and Shelter in St. Petersburg. And from March 2020 we will also be getting the same cards in Moscow.

Every year we run a big joint campaign: in Lenta you can buy and give food and toiletries to homeless people. For example, in 2020 we collected 162 packs of tea, 189 tins of preserves, 322 packs of sweets and much, much more in Moscow and St. Petersburg and distributed them to those who come to us for help.



Every person who lives at Nochlezhka Rehabilitation Shelter receives a huge, delicious cake from the **Cheese-cake.ru** online shop on their birthday.

"A birthday is a special day for everyone, no matter what their situation. Simple emotions are what unites us all. And what's a birthday without a cake? We help Nochlezhka because we want all its residents to have as many reasons to be happy as possible", says the head of Cheese-cake.ru, Yuri Abramov.



50 pairs of warm and cute sheepskin wool slippers were donated to Nochlezhka by the **Snegi** team. We gave them to the residents of our Borovaya Rehabilitation Shelter and the Halfway Home for People with Alcohol Problems.

## Thank You for Your Support

A huge thanks to those who systematically supports Nochlezhka in its projects. Our partners stood by our side through such a difficult year and we even found new ones!

We would like to thank the High-rise construction plant, the Stroyproect Institute, NeverSleep, White Label Agency, eFind.ru, NRG Group, KiiltoKlin, Chemitech, DLA Paper, Taxi Rossii, Yandex, Citymobil, Vkontakte, the Severnyy Bereg resort, the FOX and Co. think tank, Imuschestvenny Complex and all those without whom our work would not be possible!



# EMPLOYMENT PROJECT

## 17

people received vocational training as: cooks, plumbers (plumber-electrician), welders, forklift drivers, security guards, electricians, SMM specialists, and one client recovered his status of a lawyer! As a result, 11 people are employed, and 3 people are looking for a job in 2020.

**Comprehensive help with finding a job, adapting to the workplace and getting the person back to a stable life. The project has been running since 2018**

### Why We Do It

It can be difficult for people with experience of homelessness to get a job. A person who is already busy solving their problems and looking for a job often faces prejudice from potential employers. Fortunately, socially responsible companies with well-established production processes are ready to assist in employing and re-socialising people who need it. We are delighted that participants in our employment project find reliable employers, and that they get great employees.

### How It Works

Nochlezhka's clients from the Rehabilitation shelter and the Halfway Home programme receive additional training and qualifications free of charge. Our clients then do an internship in one of Nochlezhka's partner companies and get a job.

People get introduced to the work process gradually. A therapist, a social worker and a lawyer accompany the participants during their training and internship. Employers also pay special attention to Nochlezhka's clients, supporting them during the adaptation stage. Often our clients keep the job after the internship, but they can also change jobs, there is no obligation either way. The working conditions and wages are in line with the market levels.

## Thank You for Your Support

We are happy to thank St. Petersburg Tourism College, Leroy Merlin, the Vtoroe Dyhanie foundation, Fondation Société Générale, STONE HEDGE, Nissan, the HILTON SAINT PETERSBURG EXPOFORUM hotel.



**STONE HEDGE**

In 2020, two of our clients were interviewed and hired by **Leroy Merlin**. One Nochlezhka client was hired as a manager, the other became a sales assistant and worked for about a year. The working conditions were exactly the same as for the others, the only exception being that for the first month a member of staff is assigned to the person, who helps them get used to the team and learn all the rules (when to take a lunch break, where one can get a cup of tea, that sort of thing). "For us Nochlezhka is important. A company that strives to make renovation and home improvement accessible to everyone can't stay away from the problem of homelessness," says Asja Wildt, head of social and environmental responsibility at Leroy Merlin.



In 2018, together with the **Hilton Hotel**, Nochlezhka launched a professional training and employment project for residents of the Rehabilitation Shelter. But in 2020, due to the coronavirus pandemic, both the hotel and the St Petersburg College of Tourism, another partner for this project, were closed. As a result, only one person from the Borovaya Rehabilitation Shelter managed to do an internship at the hotel last year. He interned for a month as an electrician — and received a letter of recommendation from the Hilton international hotel chain.

In 2021, **Stone Hedge** became Nochlezhka's general partner in Moscow but we had started working on this back in 2020. "When creating our projects, we always think about how they will integrate into the neighbourhood, what is missing in the environment and what we can improve. We understand more than anyone the value of a home for everyone, and we couldn't get past such an important social problem as homelessness," says Stone Hedge managing partner Anastasia Malkova. The company approached the issue in a systematic way: the company is providing substantial financial support and also participates in Nochlezhka's employment project. The list of vacancies is not limited to any list, moreover, vacancies are constantly updated based on Nochlezhka's current requests and the company's needs. For Stone Hedge, this was an important step in creating and developing a long-term corporate social responsibility partnership programme. Years of experience and work on the corporate culture have made it possible.

# STORIES IN FACES



## Pavel Gavrilin

Pavel Gavrilin is the owner of the FASTVPS hosting provider. He is one of our key partners. When Nochlezhka announced a collection for the new Night Bus, FASTVPS donated 850,000 roubles. Pavel later made a few more large donations — both on behalf of the company and on his own. Now FASTVPS is the general partner of three of Nochlezhka's projects, and we are planning to launch a fourth one with him — the Shelter for elderly people with disabilities.

FASTVPS employees know about our cooperation, and it serves as additional motivation for them. They have volunteered for the Night Bus and before the holiday season they decided to give up corporate gifts: they used the money they saved to buy 100 mobile phones for Nochlezhka's clients.

Pavel Gavrilin says that he became involved in charity as soon as he started his business: he helped various foun-

dations, and in 2013 he began supporting Nochlezhka personally. "I have never had an aversion to the homeless as such. I have always understood that it is not their choice — they simply have nowhere to go. The other thing is that to begin with I did not realise that these people could still be helped and there was no need to give up on them. This understanding came with time though.

He asked us to place a commemorative plaque about his grandfather, Timofey Borovik, on the Night Shelter, as well as a quote from a poem by Esenin. "It was probably my grandfather who taught me tolerance. He was the kind of person who never judged anyone for anything. He was a military officer — he got his rank and taught psychology at St. Petersburg State University of Aerospace Instrumentation and wrote several books. I also try to see people without judging them. The more you get to know yourself, the more you come to understand that a lot of people just need sympathy."



## Vika Ursova

Vika Ursova coordinates the Halfway Home project. She used to work as a psychologist, then for the Federal Rescue Service, and now she rescues people at Nochlezhka! Vika supervises the clients going through our rehabilitation programme, recovering from their addiction, conducts psychological consultations and organizes the work of the duty officers. "I am lucky to be working for Nochlezhka: I do what I love to do," says Vika. — It's a multi-tasking and very interesting job. Each of the clients is unique, even though the story behind these people's problems is similar: it's always about a huge number of years of accumulated pain, stigma, violence. Understanding exactly what I'm doing and why I'm doing it helps me to cope with the challenges of my job.



## Evgeny Gordijchuk

This is Evgeny Gordijchuk, head of the 2004888 Service, which works in disinfection. Together with his staff he raised 40,000 roubles for Nochlezhka. Evgeny has volunteered for our Night Bus more than once, donating medical masks and sanitizer. The most amazing thing in this story though is that Evgeny had spent over ten years on the street, had clinical deaths, was in despair but completed a very difficult journey to a new full life with his own business, family and helping others.



## Alexander Grischuk

The famous chess player, Russian national team player, Grandmaster Alexander Grischuk, donated 700,000 roubles, 45,000 masks and 40,000 medical gloves to Nochlezhka for our clients and staff. All this is the result of Alexander Grischuk's victory in the Team Russia charity chess tournament. Even before the tournament began, the participants decided who would receive their share of the prize fund. Native Muscovite Alexander Grischuk had to make a choice among organizations working in Moscow, and he chose Nochlezhka. We will spend this money on the Night Bus, the Night Shelter and the Cultural Laundry. We would like to thank the Russian Chess Federation for the opportunity to receive help.



## Dmitriy Levochsky

Dmitriy Levochsky became a social worker at the peak of the spring lockdown. A year later he described his experience: "Nochlezhka certainly changes the way you think about the world around you. For a long time, I could not understand how it was possible to have supper at home, lie in a bath, play computer games, while thousands of people wander through ice-cold night, get warm by burning cardboard in the forest or breathe the heat at the underground mine — the only source of warmth and life. And ahead of them lies the endless road, angry people, the usual hunger, foul language, dirt, booze... The gloomy monolithic picture of homelessness was gradually disintegrating into components: it turns out that people everywhere are different, there is life, love, humour and, most importantly, a narrow ladder leading away from the street, out of loneliness and nightmare. It turns out that part of that ladder is my place of work. My place. And I still don't know how to answer the question "why do you want it?". The pompous words merge with the dishonest ones and I don't want to say them. So I'll probably stop at a purely selfish "I'm interested". Well, if it is useful to someone, that's already happiness."



Photo from Boris Akunin's personal Facebook archive

## Boris Akunin

Writer Boris Akunin published a collection of intellectual anecdotes with his own commentary to support Nochlezhka. "This book came about spontaneously, on its own," the author explained. He received about five thousand anecdotes via a Facebook request.

The writer selected and edited the most interesting ones, and donated his royalties, 700,000 roubles, to Nochlezhka in Moscow!

## Boris Grebenshchikov

Musician Boris Grebenshchikov released his new album, "Hear Me, my lovely", and donated all the proceeds to Nochlezhka. It includes songs by famous authors performed by Grebenshchikov, as well as his own compositions. You can download the album for free, and then donate an amount you are comfortable with to Nochlezhka's work, or sign up for a regular donation.

# THANK YOU SO MUCH! THE PEOPLE WHO HELPED US IN 2020

**It is physically impossible to list everyone who helped Nochlezhka in 2020.**

**Therefore, we will list here the companies and people who did particularly a lot to help the homeless.**

**For the sake of fairness, in alphabetical order.**

- Narine Abgaryan
- Yevgeny Alexandrin
- Yevgeniya Alexeyeva
- Kristina Almieva
- Natalya Andreeva
- Tatiana Andreeva
- Marina Arsenova
- Olga Artemyeva
- Nikita Artoshin
- Varvara Afanasieva
- Gayane Badaljants
- Daria Berg
- Ksenia Berestova
- Irina Bernyaeva
- Daria Besedina
- Dmitriy Blinov
- Ekaterina Bogach
- Oleg Borisov
- Nikolay Brel
- Asida Budba
- Ksenia Buksha
- Alexey Butakov
- Kateryna Butivshchenko
- Natalia Bukhtiyarova
- Dmitriy Bykov
- Yury Bykov
- Elena Vekshina
- Rodion Vizavitskiy
- Asya Wildt
- Arseniy Vlasov
- Evgeny Vodolazkin
- Irina Vorobyeva
- Larissa Voronaya
- Irina Voronina
- Violetta Vysotskaya
- Maria Vyatchina
- Pavel Gavrilin
- Natalya Galechian
- Natalya Nikolayevna Gapich
- Julia Golitsyna
- Svetlana Gololobova
- Olga Golubeva
- Linor Goralik
- Alla Gorbunova
- Katerina Gordeeva
- Artyom Gordin
- Sergei Goroshko
- Boris Grebenschikov
- Grechka
- Ivan Gritsenko
- Alexander Grishchuk
- Marina Guzenko
- Galina Gulidina
- Tatiana Gultseva
- Maria-Anna Gushchina
- Ada Dakar
- Alexander Danilov
- Ingeborga Dapkunaite
- Alyona Doletskaya
- Liza Dolzhanskaya
- Vladimir Dorofeev
- Irina Dudareva
- Timofey Dylevoy
- Alena Evgrafova
- Alexandra Ershova
- Kirill Efimov
- Tatiana Zarubina
- Kirill Sigmund
- Margarita Zolotareva
- Mikhail Zygar
- Arthur Ivanov
- Kirill Ivanov
- Sergei Ievkov
- Vitaly Isakov
- Asya Kazantseva
- Mikhail Kalashnikov
- Alexandra Kalinovskaya
- Yevgeny Kapustin
- Anastasia Karibova
- Olga Karkavtseva
- Marina Kasumova
- Artyom Kiosya
- Zakhar Kirillov
- Alexey Kovalev
- Svetlana Kovaleva
- Anna Kogan
- Mark Kokorin
- Viktoria Kokorina
- Nikita Komarov
- Denis Kondakov
- Valeria Koroleva
- Dmitriy Korotchenko
- Evgeniy Kosovskikh
- Ilya Kotov
- Ekaterina Kochneva

- Alexander Kravtsov
- Daria Krysanova
- Irina Kudryashova
- Evgenija Kuziner
- Alexander Kuznetsov
- Elena Kuznetsova
- Asya Kuks
- Anastasia Kulakova
- Tatiana Legkobyt
- Sergei Limonov
- Alexey Lisenko
- Anastasia Lotareva
- Elena Luchina
- Artur Magomedov
- Leyla Magomedova
- Tatiana Makarevich
- Stanislav Makarov
- Nadezhda Makushkina
- Natalya Malafeeva
- Anna Malikova
- Julia Maltseva
- Manizha
- Anastasia Marentsova
- Marina Bobrova
- Olga Markova
- Petya Maryasov
- Vera Maslova
- Yulia Matveeva
- Alyona Matveychuk
- Sergei Matskevich
- Svetlana Medvedovskaya
- Varvara Melnikova
- Pavel Merkulov
- Alena Meshkova
- Anna Migukina
- Marina Mironova
- Alexey Mikhaylov
- Ludmila Mikhaylova
- Rita Molchanova
- Roman Musatkin
- Elena Nabokova
- Irina Nazarova
- Marina Nekrasova
- Maria Nekrasova
- Yulia Nikulina
- Maria Olzoeva
- Svetlana Osipenko
- Vadim Osipov
- Margarita Pavlova
- Olga Pavlova
- Ivan Pantin
- Alexander Panchin
- David Papaskiri
- Leonid Parfenov
- Anastasia Parshina
- Alexander Pereletov
- Margarita Petrova
- Larissa Petrova
- Lyudmila Petrushevskaya
- Elena Petukhova
- Ignat Pimenov
- Yaroslav Pozdnyakov
- Dmitriy Polikanov
- Vera Polozkova
- Vitalia Popova
- Olga Petrova
- Leonid Rodin
- Yves Rossier
- Dina Rubina
- Lev Rubinstein
- Polina Rudaya
- Egor Ruchkin
- Roman Redman
- Alexey Salnikov
- Yuri Samsonov
- Yuri Saprykin
- Olga Sakharova
- Olga Sedakova
- Maria Sedova
- Alexandra Selivanova
- Sofia Semenova
- Alexander Semin
- Alexander Serezhin
- Olga Sidorovich
- Masha Sinitskaite
- Pavel Sklyanchuk
- Sofia Slepina
- Vladimir Smirnov
- Oksana Statsenko
- Anna Stepanova
- Marina Stepnova
- Olga Subareva
- Anastasia Sukhareva
- Elena Sysoeva
- Hans Timbremont
- Eugenia Timonova
- Alexander Troitsky
- Vladimir Udalov
- Ludmila Ulitskaya
- Ruslan Usachev
- Vasilisa Fedorova
- Maria Fedorova
- Ksenia Firsova
- Alisa Khazanova
- Ekaterina Kharazishvili
- Anna Khmel'nitskaya
- Andrey Chekan
- Ivan Chernyshev
- Polina Chernyshova
- Yevgeniya Chernyshova
- Svyatoslav Chistotin
- Ekaterina Chobotova
- Ksenia Chudinova
- Grigory Chkhartishvili
- Irina Sharipova
- Roxana Shatunovskaya
- Yury Shevchuk
- Mikhail Shishkin
- Alexander Shishlov
- Kateryna Shmeleva
- Ekaterina Shulman
- Galina Yuzefowich
- Leonid Yuzefowich
- Nikita Yashchuk
- Fanny Charmey
- Hughes De Chavagnac
- Sangeeta Fager
- Abdelsem Ghazi
- Ingrid Guilvout
- Jean Guilvout
- Pierre Jaccard
- Marie-Jo Laboulais
- Emilie Le Bigre
- Véronique Monteil
- François Morvan
- Noize MC
- Véronique Ogé
- Sarah Pilbeam
- Gianmarco Rizzo
- Tim Sadler
- Anna Surovegina
- Hervé Waxin

# THE ORGANISATIONS THAT HELPED US IN 2020

- Agency for Social Information
- Idem Group
- ALM Works
- Article-Mebel
- SEVERNY BEREG RESORT
- Banschiki
- Strelka Bar
- AL Capone charity bar
- Bekitzer
- Biscuit, Pottery workshop
- Blagotvoritelnaya Bolnitsa
- Charity shop "Spasibo!"
- Vtoroe Dyhanie Foundation
- Obraz Zhizni Foundation
- Pischka Zhizni Foundation
- Regional Jewish Congress in St. Petersburg Foundation
- Vladimir Potanin Foundation
- Elena and Gennady Timchenko Foundation
- Foundation for the Advancement of Philanthropy CAF
- Borenus Attorneys Russia Ltd
- Hoff Foundation
- Brown-Forman Rus
- F. Volcek's bakeries
- BUREAU | Burgers
- Vedomosti
- Vkusville
- Garant
- Consulate General of Belgium in St. Petersburg
- Consulate General of the Kingdom of the Netherlands in St. Petersburg
- State CJSC Centre of Accounts
- GNB
- City Advertising and Festival Design Centre
- City Confectionery No. 1
- SUE Vodokanal of St. Petersburg
- Dva Gusya
- Decathlon
- Do it!
- Dzamiko
- Dog Chef
- Dozhd
- Dom Nadezhdy Na Gore
- Druzia
- Duo Asia
- European Union
- Eurostroy-Razvitie
- EKA
- Novaya Vysota High-Rise Construction Plant
- Kront Plant
- Cloudberry Publishing House
- Institute Stroyproekt
- Law and Public Policy Institute
- Istok
- Cafe Italy
- Cafe Ogurtsy
- Babushka priehala Cafe
- KnigiPodarki
- KOKOKO restaurant
- St. Petersburg Committee for Social Policy
- Great Communications Agency
- German Consulate
- Consulate of France
- Cherny Cooperative
- 1554 Coffeeshop
- Kuhnya na rayone
- Comprehensive Social Service Centre of Vassileostrovsky District
- LAT
- Laura
- LED-BI-AI
- Lenta
- Lepim I Varim
- Leroy Merlin
- Lyubov Pirogova
- NORTHERN SILK linen shop
- Maltese Aid Service
- Master Minute
- Mayak
- International Women's Club
- Caritas, a local religious organization of the Roman Catholic Church in St. Pet.
- More Place
- Mechtateli
- Museum of Gambling Machines
- Youth Group of the Cathedral of the Holy Life-Giving Trinity of the Life Guards of the Izmailovsky Regiment
- MTS
- SBS Navigator
- Nevsky Forum
- New Holland
- Npvaya Schkola
- Nord Point
- NPF Chemiteck
- OOO Bystrie Reshenia
- OOO Virginia
- OOO Kiilto Klin
- OOO Lyubimoe Delo
- OOO Nashi Druzia
- OOO PK-TEX
- OOO Energy Group
- OOO Legal Team ATERS
- OOO Imuschestvenny Complex
- OOO Innovations in Psychotherapy
- Opticom
- Para Bellum Bar
- PIK Lease
- Planeta
- Podpisnie Izdania
- Embassy of the United Kingdom in Russia

- Mother Teresa Sisters Refuge
- Project 111
- Kometa Space
- TB Dispensary #8
- Pryanosti I Radosti. Ginza Project
- Pyan-Se
- Radisson Blu Hotel
- Reklama-Centre
- Action Advertising Agency
- Erivan Restaurant
- Julie Wu Restaurant
- Erivan Restaurant
- Rib-eye. Ginza Project
- Rozovy Krolik
- Rumochnaya in the Bottle
- Samokat
- St. Petersburg State Budgetary Health Institution "City Narcological Hospital"
- North-Western Coffee Company
- Ferma Family Cafe
- Canteen № 1 Chain
- UPPETIT shops
- TSEH85 bakeries
- Klyuch coworking
- Citymobile
- Snob
- Sobaka.ru
- Takie Dela
- Tatneft-AZS-North-West
- TD Freeman
- Mongolfieri Circus Theatre
- Tokyo City
- Hamburg Chamber of Commerce
- Tramontana
- Tropiki
- NeverSleep tour operator
- Ulybka Radugi
- Human Rights Ombudsman
- Russian Chess Federation
- Ferma
- Zenit Football Club
- Druzia Foundation
- Heinrich Böll Foundation
- Presidential Grants Foundation
- The R.A.Foundation for the Development and Support of Social, Cultural, Charitable, Scientific and Educational Projects
- Ford Russia
- Forno Bravo
- CHARACTER Café
- Hard Rock Cafe
- Khachapuri & Vino
- Khayanis Hall
- Khvalovskie Vody
- Church of Jesus Christ of Saints of the Last Days in Russia
- CPSO of Frunzensky district
- ERNA
- Yandex
- ACER-RUSSIE
- AliExpress
- AmRest
- Anna's Secret Garden Cafe
- ARNY PRAHT
- Bread for the world
- Camera Obscura Coffee
- Caterpillar Foundation
- Coffee Crew
- Coffee Like
- Coffee Therapy
- Dead Poets
- DELL
- Deutsche AIDS-Stiftung
- Diakonie CCE
- Diakonie Hamburg
- DLA Piper Rus Limited
- Dog Cheff
- eFind.ru (ETLite Ltd)
- EPAM
- Event-agency White Lable
- EY
- Fastsol
- FASTVPS
- Fazer
- Fine | coffee bar
- Fondation Solidarité (Société Générale)
- Fusion Service Group
- GEN.Store
- Genesys
- Giant.Ai
- GRC Group
- Hilton Saint Petersburg
- ExpoForum
- Hoff
- Holy ribs
- JetBrains
- Joly Woo
- Julia Child Bistro
- Kaspersky
- La Cantine restaurant
- LifeTime
- Lush
- Mission
- Mitzva bar
- Morgan Lewis
- Nochlezhka Suisse Solidaire
- NONNA MARIA
- Ôpetit
- OSOME2SOME
- Para Bellum
- Pizza Hut
- PizzaHut
- Poster
- Prachka.Com
- PRISMA
- Pruffme
- Qquadcode
- SATO
- SBTG.com
- Secours Populaire Fédération de Seine-Maritime
- Secours Populaire Fédération Paris
- Smart Reading
- SPLAT
- SPOT poke & bowls
- Sweet way
- The Bix
- THERMEX
- Timeweb.com
- Togas
- Uppetti
- Vileda Professional
- VseMayki.Ru
- You Social
- Yuva cafe
- Zum Punkt

# FINANCIAL REPORT FOR 2020

## St. Petersburg and Moscow

**+57 %**

Nochlezhka's budget increased by 57% year-on-year

**164.5**

million roubles — Nochlezhka's budget in 2020

**62 %**

the share of private donations in the budget (101.9 million roubles)

Over 4,000 people are signed up to regular donations to Nochlezhka. Regular donations ensure stability, which allows us to support existing projects and plan new ones with confidence. Thank you!

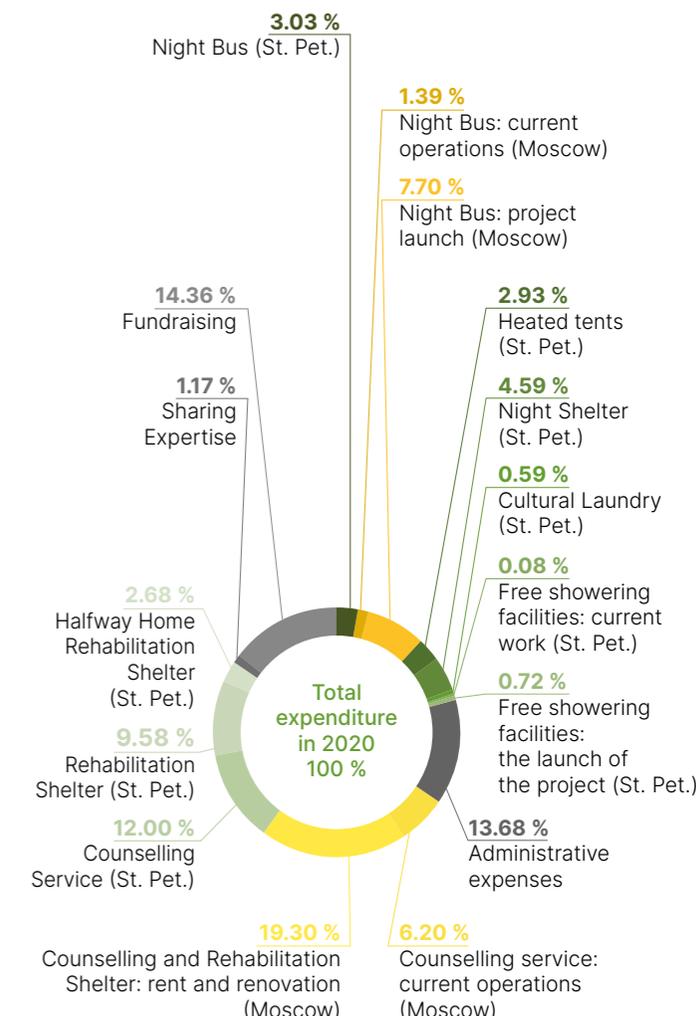
## Revenues in 2020

Source	mln roubles
Private donations	101.9
Foreign foundations	26.61
Regional and federal budget	12.32
Russian businesses	11.62
Russian foundations	10.52
Deposits	1.55
<b>Total revenues in 2020:</b>	<b>164.5</b>



## The Organisation's Expenditures in 2020

	mln roubles
<b>Moscow</b>	
Night bus: launching the project	8.21
Night bus: current operations	1.48
Counselling Service and Rehabilitation Shelter: rent and renovation	20.58
Counselling service: current operations	6.61
<b>St. Petersburg</b>	
Counselling service	12.80
Rehabilitation shelter	10.21
Halfway Home Rehabilitation Shelter	2.86
Night shelter	4.90
Night bus	3.23
Heated tents	3.13
Cultural laundry	0.63
Free showering facilities: project launch	0.77
Free showering facilities: ongoing operations	0.09
<b>Moscow and St. Petersburg</b>	
Sharing Expertise	1.25
Fundraising Department	15.31
Administrative costs	14.58
<b>Total expenditure in 2020</b>	<b>106.62</b>



# WE ARE HAPPY TO BE IN TOUCH

## Openness and transparency are the most important principles for Nochlezhka

**We are open from Monday to Friday: you can come and see how things work at Nochlezhka all year round. We also publish annual reports, the results of our annual audit and information on staff salaries on our website.**

**On our website, [www.homeless.ru](http://www.homeless.ru), you can learn more about all the projects and find out our important news.**

### Anyone Can Help

You can support Nochlezhka personally or on behalf of your company — we will be sure to find a convenient and pleasant way for you. Email [info@homeless.ru](mailto:info@homeless.ru)

All convenient ways to donate are listed under the “Help” section of our website: [homeless.ru/how\\_to\\_help/](http://homeless.ru/how_to_help/)

We always need your support. Thanks to your participation, we are helping tens of thousands of people to get off the street!

### Do What You Love and Help the Night Shelter

We are very proud of [www.espress-help.ru](http://www.espress-help.ru). Now anyone anywhere in the world can create an event and collect a donation to help the homeless. Do what you love and help Nochlezhka!

### We Want to Be of Service to You

In 2018, we created the “What to do” website: [www.algorithm.homeless.ru](http://www.algorithm.homeless.ru). We called it a guide in the jungle of bureaucracy.

On the site there are step-by-step instructions which anyone can use to find out how to resolve their problem with paperwork.



