



NOCHLEZHKA

NOCHLEZHKA

**The Saint-Petersburg Regional Charitable  
Organization for Homeless People Nochlezhka**

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**Nochlezhka in Social Media**

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[www.facebook.com/Homeless.ru](http://www.facebook.com/Homeless.ru)  
[www.punkt-obogreva.livejournal.com](http://www.punkt-obogreva.livejournal.com)

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**ANNUAL WORK REPORT OF SAINT PETERSBURG  
REGIONAL CHARITABLE ORGANIZATION NOCHLEZHKA  
(AS OF 2013 YEAR)**

## REFERENCE OF GRIGORY SVERDLIN, CHAIRMAN OF SAINT-PETERSBURG CHARITABLE



Dear friends!

In this report you'll find the detailed information about our organization's work. Personally, I want to thank you all for your support. Thanks to our excellent volunteers, who are always ready to help. Thanks to all the people who donate money, clothes, food and medicine, thanks to organizations and foundations which support us financially or pay our expenses. With your help we renovated our building at Borovaya, 112 B. We repaired the living quarters of our shelter, changed the roof and made some other improvements. With your help we held the second charitable festival Nochlezhka-fest which generated us about one million rubles.

With your help we did many things to attract the society's attention to the problems of homeless people. We carried out two large social advertising campaigns: "Marble people against the hearts of Stone" in the Summer Garden (Letny Sad) and graffiti campaign "This side of the Life".

Together with you we helped 8083 people in the year 2013. Some of them "just" got food from our Night Bus and a place in our Heating Centers or in our Shelter for the Homeless. More than 320 returned to normal life with our — and yours! — support. Those whom we helped thank us, but all this gratitude belongs to you. Without you we aren't able to help anyone.

From all the employees of Nochlezhka — thank you!

Grigory Sverdlin

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**WHO? WHAT?**



# INFORMATION ABOUT ORGANIZATION



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## PERIOD OF WORK: 24 YEARS

### NAME

The Saint-Petersburg Regional Charitable Organization for Homeless People Nochlezhka.

### FOUNDERS

An association of volunteers from Saint Petersburg who started helping people in trouble due to the lack of home and/or registration.

### SPECIALIZATION

Humanitarian, legal and social assistance for homeless people or/and people with no registration as well as the poor.

**MISSION: HELP TO HOMELESS PEOPLE AND PEOPLE WITH NO REGISTRATION, ASSISTANCE IN FORMATION OF EFFICIENT SYSTEM OF HOMELESSNESS PREVENTION IN RUSSIA, AID TO THE HOMELESS AND THEIR SOCIAL REHABILITATION.**

## TASKS

1

The organization strives to ensure that citizens of the Russian Federation without registration won't be deprived of their constitutional rights.

2

The organization strives to organize a scientifically grounded governmental system of social rehabilitation and prevention of homelessness based on humanity, volunteerism and respect for the individual and his or her rights.

The indicator of the effectiveness of such a system would become, for instance, reduction of the average length of homelessness (i.e. a period of time which an individual spends in the street), to 10-12 months. As for now this indicator in Russia is 7 years.

3

Dispelling myths about homelessness in the public conscience. Classification of "us" and "them" should disappear. People should understand that there is no insurance policy protecting from homelessness. Stereotypes such as "serves you right" should become marginal and condemned.

## STRUCTURE

Organization was established on the basis of charitable found Nochlezhka in 1997. Organization acts under a Charter.

## REGULATORY BODY

General meeting of organization (14 people as of the time of report preparation):  
the counsel — consultative body, it chooses a chairman;  
chairman;  
director;  
administrative department: fundraising department, accounts department;  
project coordinators.  
Grigory Sergeevich Sverdlin is the chairman and the director of organization in 2013.



Nochlezhka employees at their work in the office

# CROWNING ACHIEVEMENTS FOR THE LAST 24 YEARS

Opening of the biggest shelter in the city (with a capacity of 52 places). In 2013, 165 people stayed in the shelter. Most of the shelter's residents get back to the ordinary life due to the help of our lawyers and social workers.

Launching of the Night Bus project, which provides needy people with a mobile help. In 2013, volunteers of the Night Bus distributed 32 571 hot meals. With the help of the project about 5300 people received food aid over the last year. During the 12 years of the project operation, more than 500 volunteers have supported it, many of whom became employees of Nochlezhka; more than 350 000 hot meals were distributed.

Annual opening of the Heating centers — the heated tents working from November till April with a capacity of 50-60 people. Here homeless people can receive shelter, hot food, and help from medical and social workers. In winter 2013-2014, Nochlezhka for the first time was able to install two Heating centers. Over this time in both centers 574 people found a shelter, who spent their nights 5073 times in total. Many homeless people got medical care in heating centers.

Launching of the Counseling Service where people in need can receive counsel from lawyers and social workers free of charge. About 30 people seek assistance from social workers of Nochlezhka every day. In 2013, 2456 people received counsel and further support from the Counseling Service workers.

Establishment of a rehabilitation program for homeless people suffering from alcoholic dependence — the Halfway Home project. In 2013, 24 people participated in this program, 18 of them got sober.

The annual publication of the "Handbook for the Homeless", containing actual information on how to receive the help from federal and state organizations, how to re-issue documents, find work and housing, to protect the rights of homeless citizens. In 2013, 1000 copies of the tenth edition of the Handbook for the Homeless were distributed to people in need.

Due to persistence and daily work of our lawyers and social workers, written complaints, panel discussions and negotiations with relevant committees, as of September 2011, people without registration and passport can receive their mandatory medical insurance policy.

Just in 16 months, since September 2011 till December 2012, 8877 policies were issued to people, 1557 of them lacked not only a registration, but a passport as well; In 2013, it was issued 3334 policies to the people with no registration.

In 2013, on the initiative of the Federal Foundation of the Mandatory Medical Insurance Policies passport again was required to be a mandatory document for the obtaining of the medical insurance policy. However registration is still optional so that homeless people with passport can receive medical services.

Nochlezhka managed to arrange for the residents of the municipal night homeless shelters temporary residential registration that would make it easier for them to exercise many of their rights, including the right to work. 239 of such registrations were issued in 2011, and another 703 were issued in 2012. Temporary residential registrations are currently being issued for all residents of the thirteen municipal night homeless shelters.

Implementing the practice of alternative registration for homeless — issuing the official document certifying that Nochlezhka organization acknowledges this person to be homeless. The document contains a personal photo, stamp and signature of Nochlezhka responsible person and it shall be deemed by public institutions to be a form of identification. Over our years of work, we have issued more than 60 000 of these documents.

Launching a program of sharing experience. Colleagues from other non-governmental organization and public authorities from all over Russia regularly refer their questions to Nochlezhka. In 2013, hundreds of counsels were given to 53 organizations from different regions of Russia and countries from the Commonwealth of Independent States. Over the last 1,5 year 10 manuals were prepared, devoted to the different aspects of rendering assistance to the homeless and people with no registration.

Creation of polling stations in 1993 and 1996 for citizens of the Russian Federation who don't have registration, on elections at the federal level in St. Petersburg and other regions of the country. The polling stations were created, though few in number.

2013

Who? What?

Participation in the development of the regional law On Prevention of Homelessness in St. Petersburg and the appropriate city social programs for the periods of 1997-2000, 2005-2010.

Creation of the Plan of the Main Actions for Prevention of Homelessness and Rendering Social Support to People with no Fixed Abode and People Released from Places of Detention during 2005-2007.

Preparation and presentation of an alternative report in UN Committee on the civil and political rights in 1995. Preparation and presentation of an alternative report in UN Committee on social, cultural and economic rights in 2003-2011.

Development of a uniting network for organizations from different regions of the Russian Federation specialized in various aspects of homelessness.

Creation of the annual charitable musical festival NochlezhkaFest with participation of famous musicians.

Due to frequent appeals by Nochlezhka lawyers to the St. Petersburg prosecutor's office about cases of discrimination towards homeless people by employers, dozens of companies received warnings.

Regular publicity campaigns covering the problem of homelessness.

Continuous cooperation with executive authorities at regional and federal level.

**THE MAIN PURPOSE OF OUR ORGANIZATION IS TO PROVIDE EVERYDAY SUPPORT TO HOMELESS PEOPLE. HERE ARE THE NUMBERS, WHICH REFLECT OUR ACHIEVEMENTS IN THIS FIELD IN 2013...**



# THE MAIN ACHIEVEMENTS OF NOCHLEZHKA IN 2013

165 people lived in our Shelter for the Homeless. Each of them was provided necessary help and was consulted by our social workers and lawyers. The majority of the shelter dwellers returned from the streets to normal life.

Our volunteers distributed 32 571 portions of hot food at the Night Bus stops among more than 5300 people during the year. In the 11 years of the project's work more than 340 000 portions of hot food were distributed among the homeless and more than 500 volunteers participated in the project's work. Many of those volunteers became Nochlezhka employees.

Over the winter 2013-2014 in the two Nochlezhka Heating Centers 574 people found a shelter, who spent their nights 5073 times in total. Many of the homeless got medical attention in the Centers.

Our lawyers and social workers gave 2456 consultations to those in need.

24 people participated in the Halfway Home Rehabilitation Program for the homeless people suffering from alcohol addiction. 18 of them successfully overcame their addiction.

Within the Sharing Experience program, Nochlezhka employees gave hundreds of consultations to the representatives of 53 organizations and volunteer associations from the countries of CIS and from different regions of Russia. We created more than a hundred analytic and new listings for our colleagues and published three methodical manuals for non-profit social ventures, based on Nochlezhka's experience. All our manuals were reviewed by the independent experts passed an unbiased expertise. Nochlezhka employees stood as experts in media and at different events.

Nochlezhka published the 10th anniversary "Handbook for the Homeless", a collection of the important and up-to-date information necessary to survive in the streets and to return to a normal life. Also, a guide "What to Do if You Don't Have a Registration" was published. It contains helpful information for those who have no registration in St Petersburg and face any problems because of this.

Lots of renovation works were carried out in the shelter. The roof, the living quarters and the corridors of the Shelter's building at Borovaya 112B were repaired.

Nochlezhka launched the sms-service for the homeless. In 2013 the beginning of the project Nochlezhka's specialists sent more than 20 000 messages. More than 180 people are subscribed to the service.

We held the second annual charity festival Nochlezhkafest. Boris Grebenshikov, Zhenia Lubich, musical bands Zorge and Nogu Svelo took part in it to raise money for our shelter.

Musical band DDT donated a part of the fee, received for its Solnik show for repairs to Nochlezhka's Shelter. The musicians performed Solnik in Nochlezhka brand-name t-shirts.

With the help of Great advertising agency, Nochlezhka carried out two campaigns to attract society's attention to the problem of homelessness: graffiti campaign "This Side of Life", "Marble People against the Hearts of Stone" campaign in the Summer Garden (Letny Sad), and also two outdoor social advertising campaigns.

Nochlezhka's projects won at the VII "PORA" international social advertising festival: our graffiti campaign "This Side of Life" received the golden award as the best of the professional works, and the "Marble People against the Hearts of Stone" won the second prize in the same category.

Nochlezhka applied to the city health committee asking to keep the healthpost for the homeless and for those who were released from places of detention. This healthpost is the only one in the entire 5-million inhabitant city. It operates since 1995 as a part of the Clinical Infectious Hospital n.a. S. P. Botkin, which is scheduled to be moved to two new sites this year, leaving the future of the healthpost uncertain. Fortunately the officials in their answer to Nochlezhka promised to open two new healthposts, one at each of the new hospitals.

Nochlezhka addressed the city Human Rights Commissioner, the Governor, the members of the government and the representatives of the city executive and legislative powers about the bill "About the One-Time Payment Related to the 70th Anniversary of the Lifting of the Leningrad Siege" being discriminating against the veterans who don't have St Petersburg registration. This bill was enacted in spite of the ombudsman's Alexey Shishlov's protest. In February 2014,

The Public Prosecution Office agreed with Nochlezhka that this local law contradicts the Federal Legislation and the response measures will be defined.

By Nochlezhka's initiative, the panel discussion "Ways to Prevent the Roguery in Leningradskaya Region" was held. The Human Rights Commissioner of Leningradskaya Region, the members of the Public Chamber, heads and members of the social politics committees and the representatives of the Directorate of the Federal Migration Service participated. As a result, the government of the region promised to create a system of support for the homeless in the region.

Nochlezhka's lawyer Igor Karlynsky became a member of the Advisory Council under the Human Rights Commissioner of St Petersburg and presented a report about the situation of homeless citizens to the first vice-chairperson of the Labour, Social Policy and Veterans Affairs Committee of Russian State Duma Galina Karelova. He also took part in the non-profit organizations' representatives meeting with the Human Rights Commissioner Vladimir Lukin.

Nochlezhka's annual report was considered to demonstrate the best accounting practice of all Russian non-profit organizations at the VII All-Russian Contest of Annual Reports among Non-Profit Organizations "The Starting Point". Of 174 participants, 20 Russian non-profit organizations received the highest rate.

Nochlezhka analyzed the laws of 40 Russian regions and found hundreds of regulation acts which violate the rights of the homeless people and/or people without registration. Our report was presented to the President of Russia's Council on Civil Society and Human Rights and to the Human Rights Commissioner of Russia Vladimir Lukin. Later, the chairperson of the President of Russia's Council on Civil Society and Human Rights Mikhail Fedotov addressed a proposal to the Prosecutor General, asking him to organize an all-out inspection of the regional and municipal regulation acts.

Nochlezhka released its own merchandise with the quotes from the OBERIU poets' poems. To sell it, an online-shop was launched on the organization's website. The merchandise is also being sold in bookshops and in curio shops of St Petersburg. All the proceeds are devoted to the Shelter's work.

Over the last year, 74 Nochlezhka's money-boxes were placed in public places, leaving a total of 104 boxes around the city. All the money from the money-boxes is spent on the Shelter's and Night Bus's work.

Nochlezhka took part in the XXVIII International Cinema Festival "Message to a Man" and organized the premiere screening of the Polish movie "Albert Cinema" about the homeless. Money raised by selling the tickets to this screening were transferred to the Nochlezhka's Shelter account. Before the screening, the premiere of the short documentary about Nochlezhka, filmed by Natalia Mikhailova, was shown.

During the year, Nochlezhka carried out 10 campaigns to gather food and hygiene products for the homeless. In 2013, the citizens gathered the highest amount of the New Year presents and Maslenitsa pancakes since the organization was founded.

Business began to support Nochlezhka in a new way. The companies Finmar and Stork paid the Night Bus drivers' wage for a year and by that guaranteed the continuous work of the Night Bus project, a mobile lifeline to the needy people.

The organization's website was regularly updated. Several new sections were added, and it became easier to tell people about the problem of the homelessness. In 2013, sections "Money-boxes", "Video" and "Online-shop" were added.

# ACTIVITY AREAS

1 >



2 >



## HUMANITARIAN ASSISTANCE

This is an opportunity for people to receive food, clothes and a shelter in order to survive. This includes the Shelter, the Night Bus and the Heating Centers projects.

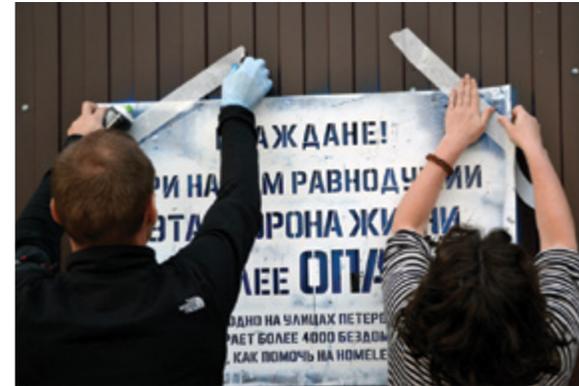
## SOCIAL SUPPORT

People receive assistance in re-issuing of documents, employment, in receiving health care, health insurance policies and many other things. The lawyers help in cases of sharp practice with real estate, restoration of citizenship etc.

Within this activity area Nochlezhka realizes the following projects: the Shelter, the Counseling Service and the Halfway Home Rehabilitation Program.

**FOR PEOPLE WHO CAN'T SURVIVE WITHOUT SUPPORT OF SOCIETY.**

3 >



4 >



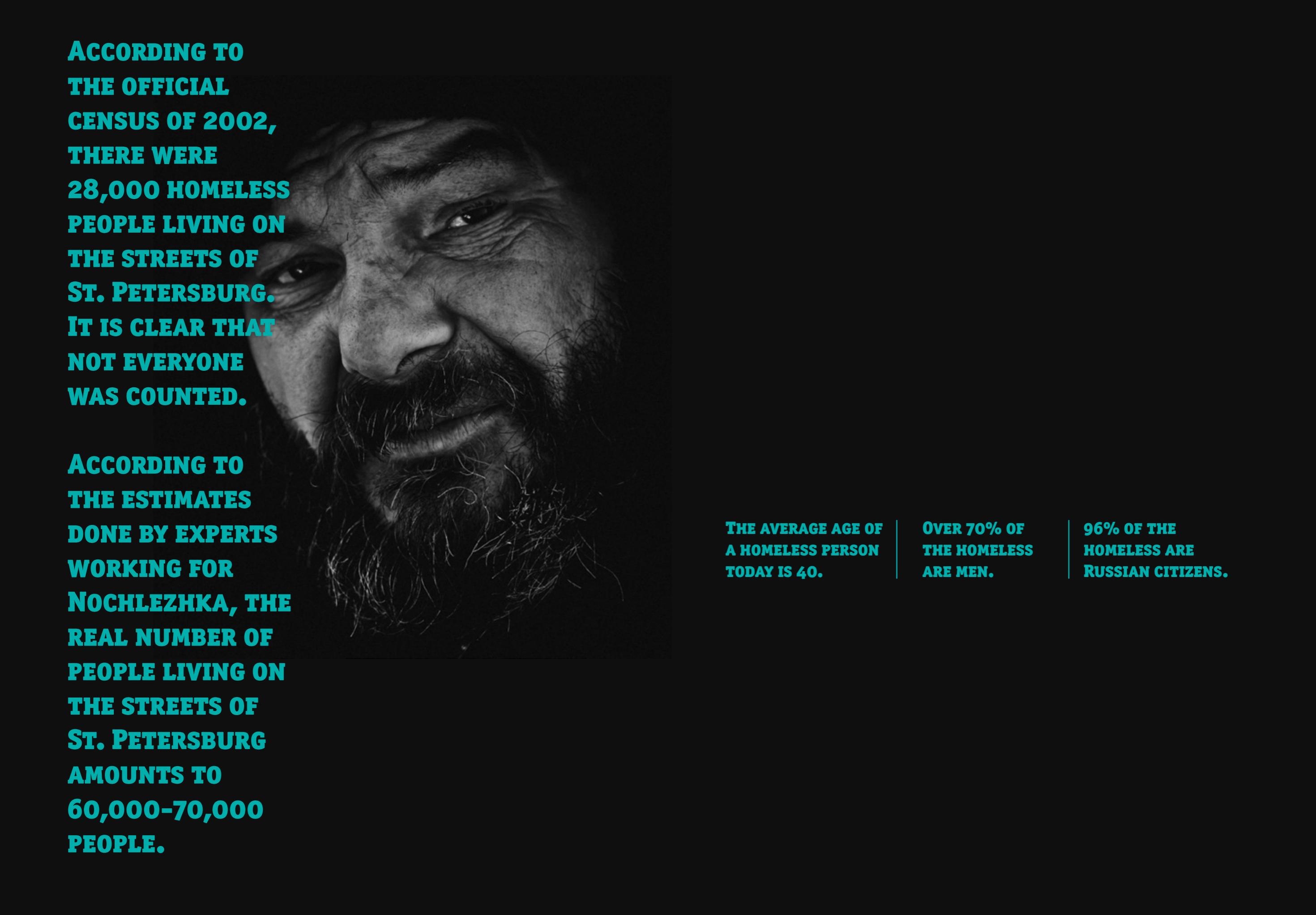
## PUBLIC RELATIONS AND FUNDRAISING

- Encouraging tolerance towards homeless people in the society.
- Organising of social campaigns and charitable concerts.
- Communicating with Mass Media.
- Regular sharing information regarding the organisation's activities via its own website, social media and mass media.
- Working with volunteers.
- Raising money to support Nochlezhka's work, working with business.

## RIGHTS PROTECTIONS AND SHARING EXPERIENCE

- Initiating enactment of laws that would ensure efficient social protection and full exercise of rights by Russian citizens regardless of whether they are registered at a place of residence or not.
- Monitoring amendments in legislation and in the practice of providing assistance to the homeless and other socially excluded groups of the population in the state system.
- Expert assessment of the homelessness problem.
- Sharing the experience within other regions.

**FOR PEOPLE WHO NEED A QUALIFIED HELP.**



**ACCORDING TO  
THE OFFICIAL  
CENSUS OF 2002,  
THERE WERE  
28,000 HOMELESS  
PEOPLE LIVING ON  
THE STREETS OF  
ST. PETERSBURG.  
IT IS CLEAR THAT  
NOT EVERYONE  
WAS COUNTED.**

**ACCORDING TO  
THE ESTIMATES  
DONE BY EXPERTS  
WORKING FOR  
NOCHLEZHKA, THE  
REAL NUMBER OF  
PEOPLE LIVING ON  
THE STREETS OF  
ST. PETERSBURG  
AMOUNTS TO  
60,000-70,000  
PEOPLE.**

**THE AVERAGE AGE OF  
A HOMELESS PERSON  
TODAY IS 40.**

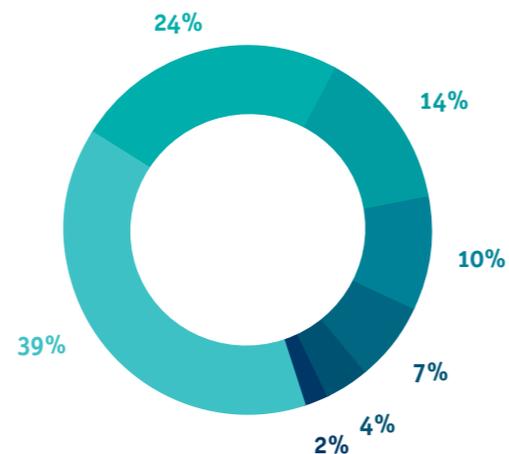
**OVER 70% OF  
THE HOMELESS  
ARE MEN.**

**96% OF THE  
HOMELESS ARE  
RUSSIAN CITIZENS.**

# TRUTH ABOUT HOMELESSNESS

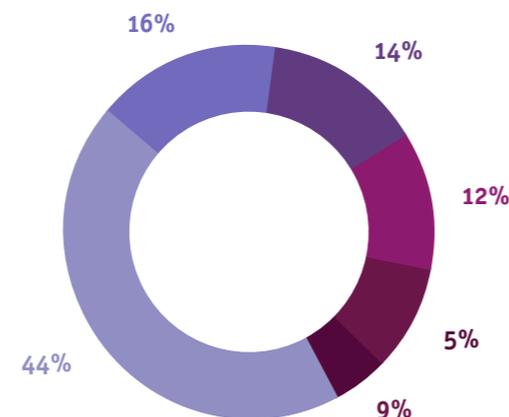
**THE MAIN REASONS FOR HOMELESSNESS IN ST. PETERSBURG IN 2013 (ACCORDING TO THE SURVEY COMPLETED BY THOSE WHO ADDRESSED THE NOCHLEZHKA'S CONSULTING SERVICE)**

- Family circumstances (a spouse left; parents disowning children or children abandoning parents etc.)
- As a result of fraud during a real estate transaction
- Sale of own property
- Lack of housing after release from prison (relatives have died or the person has lost their right to a room in dormitory accommodation etc.)
- Other
- Forced dispossession (death of relatives, unemployment and loss of accommodation provided by the employer etc.)
- Refugees



**THE LEVELS OF EDUCATION AMONG THE HOMELESS ARE SIMILAR TO EDUCATIONAL STRUCTURE OF THE REST OF THE POPULATION**

- Have secondary education
- Secondary vocational education
- Studied to at a vocational institution
- Have a degree or have studied at a higher education institution
- Are uneducated
- Primary education



**ALMOST ALL HOMELESS PEOPLE DREAM OF LEAVING THE STREETS. THEY NEED JUST A BIT OF HELP.**

It is a myth that all homeless people are alcoholics and that alcohol brought them to the streets. Generally, people start drinking after they have already found themselves in the street, out of despair and not knowing where to go and what to do.

**IF THERE IS NOT PLACE OF RESIDENCE, THERE ARE NO RIGHTS.**

Unlike most countries, where registration consists simply of notifying the authorities where the person is going to live, in Russia registration means obtaining authorisation to live at a particular address. The procedure takes quite a lot of time and requires a great deal of paperwork. Besides that to get permanent registration one needs to own living quarters or receive a permission of the owner.

In addition, a person who has no registration will find it difficult to exercise many of their rights: the right to work, the right to medical assistance, retirement benefits, social benefits, and voting rights. This means that somehow human rights belong not to the person but the place where they live. If there is not place of residence, there are no rights. Nochlezhka has put forward several projects designed to change the system of registration but for now, one thing remains unchanged: a Russian citizen without registration is virtually deprived of their constitutional rights.

**RUSSIA HAS PRACTICALLY NO STATE SYSTEM OF PROVIDING ASSISTANCE TO HOMELESS PEOPLE.**

There is a term – average period of homelessness – the average time one has to stay on the street before he or she manages to go back to a normal life. This figure indicates how efficient the system of governmental assistance is. In countries that seriously tackle this problem, this period is under a year, in Russia it is seven years.

**THAT MEANS THAT THE MAJORITY OF PEOPLE WHO FIND THEMSELVES ON THE STREETS IN RUSSIA, STAY THERE UNTIL THE END OF THEIR LIVES.**

According to the official data alone, within the period from November 2012 till March 2013 1,042 homeless people died in St. Petersburg. These 1,042 people died during the five cold months (unfortunately as of the time of report preparation we didn't receive official mortality statistics over the winter 2013-2014). Hundreds of people were disabled as a result of amputations. The exact number is unfortunately unclear.

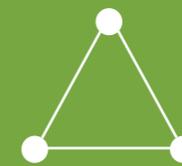
It is very easy to find oneself on the street, but it is incredibly difficult to leave it, especially on one's own.

It is very important for the homeless to feel needed, to be included in society and to feel that they are equal to the people around them. Deprived of a sense of their own importance, homeless people start losing respect to themselves and motivation to get back to a normal life.

- ANONYMOUS:** My life is a succession of essentially tedious days, barely filled with joy and peace but mostly resembling a fight with others and with myself. Day after day life is seemingly testing me to the limit.
- FEODOR / 56:** My life a housing problem, or rather no accommodation whatsoever. Owing to the current legislation, in 1986 I was registered out of where I lived into nothing. And in 2000, after I served my term, there was still nowhere to live. I can't even have my passport re-issued as on 6 February 1992 the Law on Citizenship was issued (Soviet passports were no longer valid due to USSR collapse) and I was arrested on 20 June 1992. Now I don't know how to prove that I never changed my citizenship.
- SERGEY / 37:** My marriage didn't work out and I found myself on the street with nowhere to live, no friends and no relatives. I have no one to ask for help. I would like to work and be useful. Over the time that I have been homeless, my health has deteriorated a lot but I have not lost hope for the people who help such people as me.
- NINA / 22:** I grew up in an orphanage. When I left the institution, no housing was provided. My second mother abandoned me. Now I live with two children as a single mother. I am really struggling.
- SERGEY / 52:** While I was imprisoned, the house when I had been registered previously and where I had been living, burnt down. I now have no registration and nowhere to live.
- VLADIMIR / 42:** It's really hard to find a job because I have no ID, so I have to work for my relatives and people I know. I would really like to be earning money and have a decent life! I sleep wherever I can, sometimes at a railway station, in an empty carriage, sometimes in a friend's garage or in a car, or simply outside, when it's warmer in the summer. This is how it is.
- ANONYMOUS:** It really frustrates me that there is no concise programme of helping the homeless and those in need.
- ANONYMOUS:** I spent half of my life in jail. While I was imprisoned, my father sold our place and left me with nowhere to live. I now have TB, so I stay in hospital until I get discharged and then I have to sleep in basements and attics. My benefits are insignificant and I have nowhere to go. If I had somewhere to live and an allowance, I'd probably be able to survive.
- IVAN / 63:** My life is at a crossroads. First of all, I need to get an ID. I have no family or relatives. I am lonely and ill, I want to get into a rest home for the disabled. I have no papers or a place to live, so I can't get my retirement allowance. I have a lot of needs and few possibilities.

- VLADIMIR / 53:** I don't want to be treated like this. We're nothing for the authorities, both in terms of work and in terms of housing. And at the age of 53 no one needs me in any sense.
- MAKSIM / 33:** I ask myself why is there this group of people in the world called the homeless? And why am I in this group?
- ANATOLY:** Until 1991 my life was full of work, sports and social activities from morning till night but in 1991 I got into a car crash and became disabled. This is my misfortune. In 1994 my wife died. I was not registered in her flat and we had sold mine even earlier. So, I ended up homeless. Now I live at the Nochlezhka shelter. But I am trying to be optimistic, I walk around the city and attend free concerts and events. My motto is 'Don't give up!'
- SERGEY / 38:** I ask myself why in my country people who have found themselves on the street are not seen as people.
- ALEXANDER / 25:** I hope that in the near future I will be able to have my papers re-issued and come back home, find a job and start a family.
- SOPHIA / 65:** What can I hope for? I hope that I'll be helped by charity organisations. I hope that kind people will help!
- ANONYMOUS:** I dream that one day we all find ourselves in a world where there is no violence, no betrayal, no wars, and it will feel great.
- IRINA / 22:** I don't want to live on the streets any more. I don't want to cry and to live with no rights. I don't want to wake up every morning wondering where my daughter is going to live and what I'm going to feed her with. Winter is coming. I don't want to deal with cruelty, with misunderstanding, I don't want to cry at night at my own hopelessness and sadness.
- VLADIMIR / 42:** I wonder why such a simple thing as a place where homeless person could come and could at least clean clothes, have a shower and get some sleep does not exist in my country. I am able to work, I do not need to be fed, I could cook myself. Why do we, homeless people, get food from donors from Germany?
- IVAN / 63:** I dream to find a lifetime friend. I am a good person of a gentle nature. I don't drink and I'll quit smoking after New Year! I can find a job, too, I just need to get my legs fixed. I can work as a guard! I really hope that the director will help she promised to find me a place in the shelter. Then I'll be among people!

## **NOCHLEZHKA'S PROJECTS**





Head of  
the project

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## OPERATING SINCE 2002

### SPECIALISATION

Urgent humanitarian aid to the homeless: hot food, social consultation, first aid and empathy.

### TECHNOLOGY

A specially equipped minivan drives to remote districts of the city five days a week to distribute hot food to those in need. The help is provided to whoever needs it, 30% of the people who benefit from it are elderly people from nearby houses. Apart from the hot meal, a homeless person can get some clean clothes, medical help consulting on Nochlezhka's social programs. Homeless people find out about opportunities to improve their living conditions, solve their legal and medical problems and learn to protect their rights on their own. Up to 120-200 people receive help at the stops of the night bus on a daily basis.

**IN ORDER FOR SOMEONE TO GET BACK ON HIS FEET AND RETURN TO PRODUCTIVE LIFE, HE MUST FIRST NOT STARVE.**



**NIGHT BUS IS AN ENTRY POINT TO NOCHLEZHKA'S SOCIAL PROGRAMS.**

**A HOMELESS PERSON WILL COME TO THE SHELTER VIA THE NIGHT BUS, WHERE THEY WILL FIND COMPREHENSIVE SOCIAL ASSISTANCE, HELP IN FINDING A JOB, RETRIEVING THEIR PAPERS ETC.**

**NIGHT BUS IS A VOLUNTEER PROJECT.**

**VOLUNTEERS GIVE OUT FOOD, PROVIDE FIRST AID, CREATE FRIENDLY ATMOSPHERE AT BUS STOPS. PEOPLE CAN FEEL LIKE PEOPLE HERE, FEEL PROTECTED, VOLUNTEERS WILL ALWAYS GIVE THEM AN EAR AND SUPPORT THEM.**

**OVER 2013 THE VOLUNTEERS OF THE NIGHT BUS GAVE OUT 32 571 HOT MEALS. EVERY WORKING DAY 120-200 PEOPLE IN NEED RECEIVED THEIR HELP. OVER 5300 PEOPLE WERE FED IN 2013.**

### THE RESULTS OF 2013

In 2013 within the Night Bus project we started a project on socialising orphans and children who are being brought up without their parents: once a week teenagers participate in the project as volunteers on the Night Bus. The idea of the project was developed in cooperation with the "Parents of St. Petersburg" movement. It often happens that children who are brought up outside a family become selfish, so they need to be given an opportunity to look after someone else. Having become of age, children of orphanages often find themselves unprepared for the reality of the adult life and join the risk group. According to the official data, up to 85% children raised in orphanages become homeless, get into jail or commit suicide.

Trips on the Night Bus let teenagers raised without parents to broaden their social scope. This project teaches the children not to remain indifferent to other people's lives and perceive other people's problems despite having their own ones.

In 2013 it was the children from the Detsky Kovcheg (Children's Arc) social shelter who volunteered for the Night Bus. Some of the children raised at this shelter are registered at Nochlezhka, officially being homeless.

Over 2013 Nochlezhka was supported by business. The Night Bus driver's salary was paid by the Finmarlogistics company (for nine months) and by the Stork automotive distributor company (for three months).

The maintenance of the Night Bus was sponsored by the LAT company and the official Ford dealer the Alarm Motors company. They carried out the necessary maintenance and repairs for free. Owing to this, the bus regularly delivered meals to those who needed it.



**PROJECT'S NEEDS**

FUNDS TO SUPPORT THE RUNNING OF THE NIGHT BUS, TO PAY THE COORDINATOR OF THE PROJECT, A SOCIAL WORKER AND A DRIVER

HOT FOOD AND DISPOSABLE DISHES AND CUTLERY

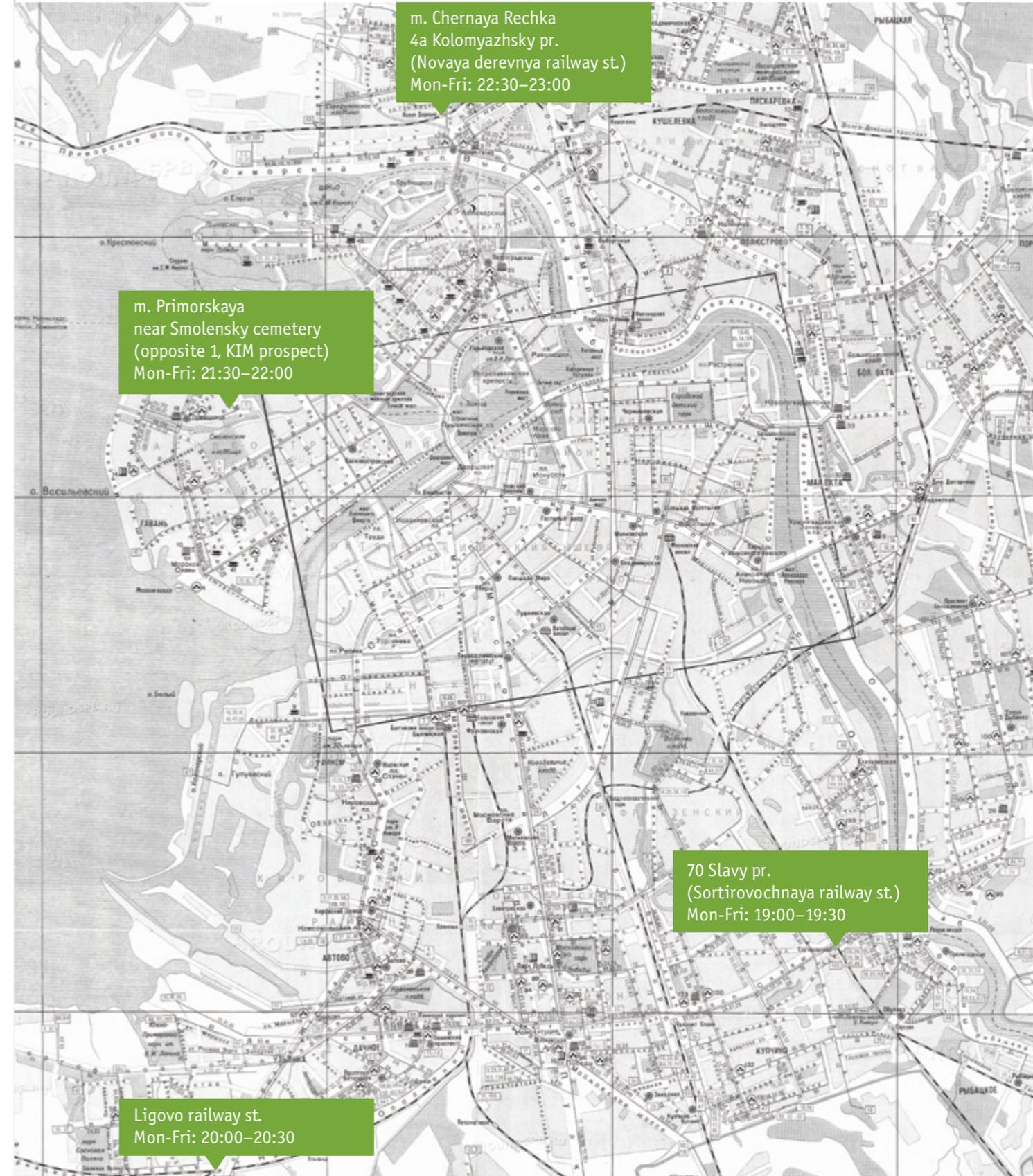
FUEL AND MAINTENANCE OF THE BUS

VOLUNTEERS

**HOW MUCH DOES IT COST TO RUN THE NIGHT BUS**

<b>5 551 rub.</b>	<b>38 857 rub.</b>	<b>172 082 rub.</b>	<b>2 026 129 rub.</b>
One day of Night Bus work	One week of Night Bus work	One month of Night Bus work	One year of Night Bus work

**YOU CAN TELL HOMELESS PEOPLE WHERE AND WHEN THEY CAN FIND HELP:**



m. Chernaya Rechka  
4a Kolomyazhsky pr.  
(Novaya derevnya railway st.)  
Mon-Fri: 22:30–23:00

m. Primorskaya  
near Smolensky cemetery  
(opposite 1, KIM prospect)  
Mon-Fri: 21:30–22:00

70 Slavy pr.  
(Sortirovochnaya railway st.)  
Mon-Fri: 19:00–19:30

Ligovo railway st.  
Mon-Fri: 20:00–20:30

# THE HEATING CENTER



Head of the project:

Andrey Chapaev  
bus@homeless.ru

tel./fax:  
(812) 319-37-94

## OPERATING SINCE 2007

For the fourth year in a row, the project has been supported by the city districts administrations.

## SPECIALISATION

Urgent humanitarian aid to the homeless during cold months: hot food, shelter, social consulting, before-doctor medical aid and empathy. The project is an entry point to social programs run by Nochlezhka.

## TECHNOLOGY

A Heating Center is a large heated tent which can accommodate up to 60 people and help them survive winter. From mid-November till end of March anyone who needs it can spend the night in a warm and safe place, get a hot supper and breakfast, warm and clean clothes and medical help.

## TO SURVIVE A COLD NIGHT IN ST. PETERSBURG ONE NEEDS TO SPEND IT IN A WARM AND SAFE PLACE.

## PROJECT'S NEEDS

FUNDS TO RUN THE HEATING STATION, TO PAY THE COORDINATOR OF THE PROJECT, THE SOCIAL WORKER AND THE ATTENDANTS

FUEL TO HEAT THE TENT

MEDICATIONS FOR PROVIDING MEDICAL HELP

HOT FOOD AND DISPOSABLE DISHES AND CUTLERY

VOLUNTEERS WITH MEDICAL EDUCATION TO PROVIDE FIRST AID

## THE RESULTS OF 2013

Over 2013 Nochlezhka worked diligently to encourage the local authorities to organise heating stations.

We initiated an inspection of the situation with heating stations by the office of the ombudsman for human rights in cooperation with Nochlezhka's employees.

We wrote a letter to the Governor of St. Petersburg, Georgy Poltavchenko, with our assessment of the living conditions of the homeless in the city and a set of suggestions. The MP's from the Yabloko party also prepared a query for the city parliament. Unfortunately, the measures that were taken did not produce significant results. Both Nochlezhka and the MP's received run-around replies.

However the many years of working with the local authorities resulted, in five heating centers working in the city with a population of five million people over the winter 2013-2014, with a total capacity of 155 beds. In the winter of 2012-2013 there were only two such centers, with a total capacity of 70 beds. Two of the five heating centers (at 20/80 Rasstannaya str. and on Morskaya embankment, opposite house 39-3) were opened by Nochlezhka itself supported by the administrations of the districts and the Committee on Social Policy.

We will keep demanding that such centers appear in all 18 districts of the city. It is obvious that in a situation where the number of homeless people exceeds 60,000, 155 beds in heating stations is by far not enough.

**OVER THE WINTER 2013-2014 IN THE TWO NOCHLEZHKA HEATING CENTERS 574 PEOPLE FOUND A SHELTER, WHO SPENT THEIR NIGHTS 5073 TIMES IN TOTAL.**

## HOW MUCH DOES IT COST TO RUN ONE HEATING CENTER

<b>149 rub.</b>	<b>8 982 rub.</b>	<b>278 468 rub.</b>	<b>1 392 343 rub.</b>
One night at the heating center for one homeless person	One night of running the heating center (60 people)	A month of running the heating center (60 people)	Running the heating center from late November till early March

## STATISTICS

Average temperature in St Petersburg over the year is +5 degrees Celsius, the average temperature in winter is -11 degrees.

According to the official data alone, within the period from November 2011 till March 2012 1,042 homeless people died in St. Petersburg. Hundreds of people became disabled as a result of amputations.



# THE COUNSELING SERVICE



Head of  
the project:

Grigory Sverdlin  
gsverdlin@homeless.ru

tel./fax:  
(812) 643-24-15

## OPERATING SINCE 1990

### CONCEPT

As a complex problem, homelessness requires a complex approach. Someone needs assistance to recover his or her documents and to get a job, someone else needs a good advice and a ticket to his or her hometown.

In any case, to get off the streets, people need a place where they can discuss the necessary actions with professionals and be sure that they are heard. Nochlezhka's Counseling Service service is such a place. Our lawyers and social workers provide free help for anyone who seeks it.

### SPECIALISATION

We specialize in complex social and legal professional assistance for homeless people.

## AS OF TODAY THE COUNSELING SERVICE CONSISTS OF FOUR SOCIAL WORKERS AND TWO LAWYERS.

### OPEN HOURS

Address:  
Borovaya st., 112B.

Social workers  
work:

Mo.	
Tu.	
We.	10:00
Th.	-
Fr.	17:00
Sa.	
Su.	

Lawyers work:

Mo.	
Tu.	
We.	10:00
Th.	-
Fr.	17:00
Sa.	
Su.	

### TECHNOLOGY

An initial consultation, an interview, individual rehabilitation plan development and a signing of an individual rehabilitation agreement.

It's possible for an applicant to enroll in the Shelter or in the Halfway Home rehabilitation program, if necessary. We employ complex approach in our work and handle cases with respect to each applicant's particular problems.

Our social workers and lawyers consult people and help them in different cases, such as: receiving legally mandated medical insurance policies, securing employment, applying for welfare and/or a pension, settling in a senior home or in residential care home, recovering passports and/or other identification papers, validating official residential registration. We provide attendants for those who is somehow unable to visit all the necessary governmental agencies offices alone.

The lawyers and social workers help the homeless to find jobs and homes. They also handle civil rights violation cases, such as: discriminatory denials of passports, discriminatory denials of CMI policies, discriminatory denials of pension payments, discriminatory denials to register a person as a one in need of improved housing conditions.

Our lawyers challenge real estate fraud and denials of medical aid in court. Social workers provide people with donated food, clean clothes, personal hygiene products and appointment cards for public baths.

**RESULTS OF NOCHLEZHKA'S SOCIAL WORKERS' AND LAWYERS' WORK IN 2013 (STATISTICS):**  
**2262 SOCIAL COUNSELING;**  
**356 LEGAL COUNSELING;**  
**89 PERSONS EMPLOYED (INCLUDING JOBS WITH ACCOMMODATION);**  
**ASSISTANCE IN RETURNING BACK HOME TO A DIFFERENT CITY (INCLUDING THOSE ASSISTED IN COOPERATION WITH «MALTESE AID SERVICE») RENDERED 198 TIMES;**  
**ASSISTANCE IN RE-ISSUING OF A RUSSIAN PASSPORT (INCLUDING THE CASES THAT REQUIRED LEGAL PROCEEDINGS) RECEIVED 84 PERSONS;**  
**65 PERSONS RECEIVED LEGAL SUPPORT IN COURT;**  
**12 PERSONS PLACED AT A REST HOME;**  
**ASSISTANCE IN SEARCHING FOR RELATIVES RENDERED 12 TIMES;**  
**ASSISTANCE IN GETTING MEDICAL TREATMENT OR BEING ACCEPTED AT A HOSPITAL RENDERED 40 TIMES;**  
**ASSISTANCE IN PURCHASING OF MEDICAMENTS RENDERED 42 TIMES;**  
**ASSISTANCE IN OBTAINING/RECOVERING A TAX PAY NUMBER RENDERED 12 TIMES;**  
**ASSISTANCE IN OBTAINING A MEDICAL INSURANCE POLICY RENDERED 31 TIMES;**  
**ASSISTANCE IN A RETIREMENT PENSION REGISTRATION RENDERED 16 TIMES;**  
**ASSISTANCE IN REGISTERING AS DISABLED AND REGISTERING FOR THE WAITING LIST FOR A PLACEMENT AT A REST HOME (INCLUDING THOSE ASSISTED IN COOPERATION WITH «MALTESE AID SERVICE») RENDERED 16 TIMES;**  
**ASSISTANCE IN ARRANGING DOCUMENTS OF TEMPORARY REGISTRATION RECEIVED 67 PERSONS;**  
**ASSISTANCE IN OBTAINING/RECOVERING OTHER DOCUMENTS (MILITARY SERVICE CARD, CERTIFICATE OF CONVICTION, CERTIFICATE OF BIRTH ETC) RENDERED 18 TIMES;**  
**FOOD AND PERSONAL HYGIENE PACKAGES WERE GIVEN OUT TO 1856 TIMES;**  
**CLOTHES WERE GIVEN OUT TO 3061 TIMES.**

**1000 COPIES OF THE «HOMELESS HANDBOOK» HAVE BEEN DISTRIBUTED THIS YEAR.**

**RESULTS OF NOCHLEZHKA'S SOCIAL WORKERS' AND LAWYERS' WORK IN 2013 (FACTS)**

In April Nochlezhka issued the 10th edition of "Handbook for the Homeless", which contains valuable information for homeless and/or undocumented people. As usual, it includes contact information of government officials, organizations and other establishments, which help homeless individuals, as well as the list of places where homeless can get food, shelter, and medical assistance.

In addition, the 10th edition of the "Handbook for the Homeless" contains new valuable information, including a list of places where homeless people can receive legal assistance, the locations of cheap public bathhouses, boarding homes, and where and when children and women can seek assistance and shelter. It also includes information about providers offering dental treatments and diagnosis of HIV/AIDS, as well as how to collect federal financial assistance.

A part of the Handbook is dedicated to obtaining replacement legal documents and finding employment. Our specialists put together this guide to include the most important information for improving a homeless person's quality of life in every sphere. That's why the Handbook also includes information about the city museum free days, free lectures and public libraries.

In June, Nochlezhka published the first edition of the guide "What to Do if You Don't Have a Registration". The Handbook provides information on how to apply for re-issued legal documents, where to get legal advice, how to obtain subsidized housing, get medical assistance, subsidized child care, apply for employment and many other issues.

In March, Nochlezhka launched a project to send text messages to homeless individuals to provide them with the most recent information about our services. Any homeless individual can subscribe for updates on any of the following topics: job openings, schedule changes for the Counseling Service, the Night Bus schedule, new openings in the Shelter, information about the heating centers schedules and addresses, municipal services schedule changes, about new legislation regarding people without proper residential permits. In addition, homeless individuals may subscribe to receive notifications about their mail received at Nochlezhka address. During 2013 the Nochlezhka staff sent over 20,000 text messages; 180 people are subscribed.

**ANYONE CAN RECEIVE A FREE CONSULTATION.**



**PROJECT'S NEEDS**

- MONEY TO PAY THE LAWYERS AND SOCIAL WORKERS' WAGE
- VOLUNTEER LAWYERS FOR QUALIFIED SUPPORT
- OFFICE SUPPLIES
- MONEY FOR TRANSPORTATION EXPENSES FOR THE HOMELESS
- CLOTHES AND SHOES
- NON-PERISHABLE FOODS
- PERSONAL HYGIENE PRODUCTS
- VOLUNTEERS

**HOW MUCH DOES IT COST TO RUN THE COUNSELING SERVICE**

<b>7 543 rub.</b>	<b>52 807 rub.</b>	<b>233 860 rub.</b>	<b>2 753 515 rub.</b>
One day of the Counseling Service work	One week of the Counseling Service work	One month of the Counseling Service work	One year of the Counseling Service work





Head of the project:

Grigory Sverdlin  
gsverdlin@homeless.ru

tel./fax:  
(812) 319-37-94

## OPERATING SINCE 1998

Operating since 1998. First address — Sinopskaya Naberezhnaya, 26, from 2006 to present day — Borovaya st., 112B.

## CONCEPT

The shelter gives the homeless an opportunity get out of the street. Living in the shelter one can take a rest, solve problems with the help of Nochlezhka social workers and get back to a normal life.

Someone starts working and rent an apartment, someone is helped to get a place at a rest home, someone returns his apartment which was sold fraudulently.

## SPECIALISATION

A temporary shelter for the homeless. Social, legal and psychological help assistance in getting a job and housing.

## MOST OF SHELTER'S DWELLERS WERE ABLE TO GET BACK TO THE ORDINARY LIFE.

## PROJECT'S NEEDS

MONEY TO PAY SOCIAL WORKERS', CLEANING WORKERS' AND LAWYERS' WAGE

NON-PERISHABLE FOODS, HOT FOODS, DISHES, MATTRESSES AND PILLOWS, BEDCLOTHES

MEDICINES

MONEY TO PAY THE RENT AND UTILITY SERVICES PAYMENTS

## TECHNOLOGY

The shelter at Borovaya 112 B is open year round. It's the largest shelter in the city, meant for 52 dwellers: 12 women and 40 men. Length of a period of stay depends on many factors in each particular case and varies from several weeks to several years. An average period of stay is 4-5 months.

The shelter provides not only a place to stay and food to eat. The lawyers and social workers of Nochlezhka help the dwellers to recover their identification papers, secure employment and housing, or to enroll into a nursing home or a senior home. Volunteer psychologists help the homeless to solve their psychological problems and to get off the streets.

## HOW MUCH DOES IT COST TO RUN THE SHELTER

Expenses for a one-month stay in the shelter per one person: 6890 rub.

11 557 p.

One day of the Shelter's work

80 900 p.

One week of the Shelter's work

358 274 p.

One months of the Shelter's work

4 218 394 p.

One year of the Shelter's work

**IN 2013, 165 PEOPLE WENT THROUGH THE SHELTER. EACH OF THEM GOT FULL LEGAL AND SOCIAL ASSISTANCE FROM OUT LAWYERS AND SOCIAL WORKERS.**

## THE RESULTS OF 2013

Multiple repairs and renovations took place at our shelter at Borovaya 112B, including remodeling four rooms and a hallway. The roof of the building was repaired, thus completely eliminating our leak and mold problems. A water meter was installed in the building. The space by the building entrance was also renovated: we placed there new brightly colored containers to store our residents' belongings.

We also mounted new signs, allowing our clients and visitors to find us more easily. We installed a portable toilet in front of the building, and installed double doors at the entrance.

In 2013, we were able to have our previously completed remodeling and renovations approved at all levels of city government as appropriate and necessary to fulfill our mission. Because our building is leased from the city government, this approval will allow us to renew the lease of the building. This approval concludes 2.5 years of work on the part of our organization.



# HALFWAY HOME REHABILITATION PROGRAM



Head of the project:

Farid Deberdeev  
georgy.darr@yandex.ru

tel./fax:  
(812) 319-37-94

## OPERATING SINCE 2000

### CONCEPT

Many homeless people find themselves in the streets because they have not received an adequate care in adequate time. Most of them start to drink when they already are homeless, out of despair and disorientation. Most of them want to quit drinking. For those who are ready to do it and to help others to fight this addiction, there is a rehabilitation program called Halfway Home.

### SPECIALISATION

A rehabilitation program for alcoholics and drug addicts.

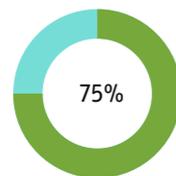
### TECHNOLOGY

10 members of the program live in Nochlezhka shelter during rehabilitation. The homeless can join the program or leave it by their own decision.

## THE RESULTS OF 2013



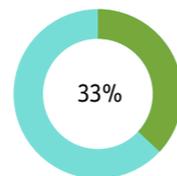
24 people took part in program for alcoholics



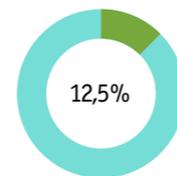
18 people quit drinking



12 people got jobs



8 people improved their housing conditions

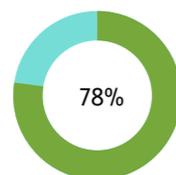


3 people recovered or received their identification papers

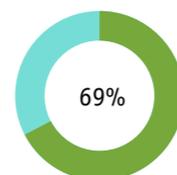
## RESULTS OF THE PROGRAM, 2003-2013



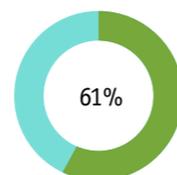
150 people took part in program for alcoholics



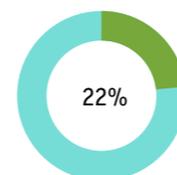
117 people quit drinking



104 people got jobs



92 people improved their housing conditions



33 people recovered or received their identification papers

## PROJECT'S NEEDS

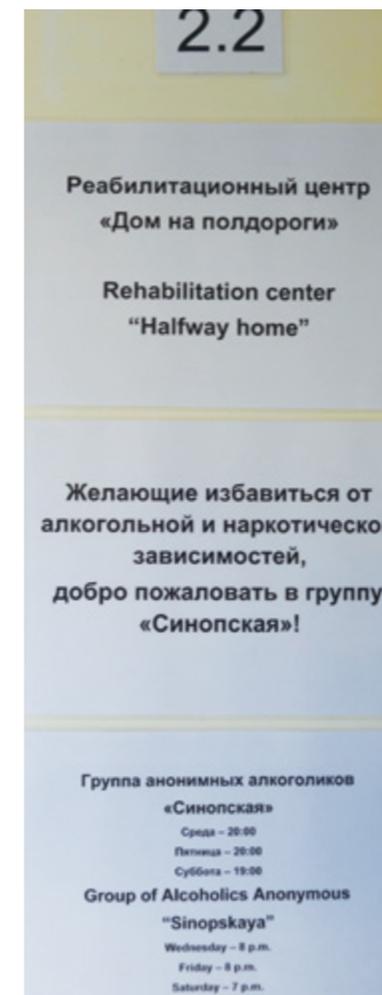
FUNDS TO PAY THERAPISTS' WAGES AND THE RENT

## HOW MUCH DOES IT COST TO RUN THE HALFWAY HOME PROGRAM

Each year about 20 people go through the rehabilitation program.

~430 000 rub.	21 378 rub.	36 414 rub.	428 744 rub.
The project expenses per year	Half a year of rehabilitation per person in Halfway Home	One month of the Halfway Home operating	One year of the Halfway Home operating

**THERAPEUTIC PROGRAM IS BASED ON THE ALCOHOLICS ANONYMOUS ASSOCIATION PRINCIPLES AND INCLUDES GROUP THERAPY, INDIVIDUAL THERAPY, AND EVERYDAY GATHERINGS OR THE PROGRAM MEMBERS. THE CLASSES ARE GUIDED BY PEOPLE WHO SUCCESSFULLY PASSED THE PROGRAM AND LEFT THE SHELTER.**



# RIGHTS PROTECTION AND GOVERNMENT RELATIONS



Head of  
the project:

Grigory Sverdlin  
gsverdlin@homeless.ru

tel./fax:  
(812) 319-37-94

## OPERATING SINCE 2003

### CONCEPT

We assist the development of human rights protection mechanisms with respect to homeless people and people with no residential registration.

### TECHNOLOGY

Our lawyers analyze the actual legal system and legislative and regulatory compliance practices to find instances of discrimination against people with no residential registration. The professionals of Nochlezhka develop recommendations aimed to improve the existent legal system and the mechanisms of human rights implementation with respect to the homeless people and people with no residential registration.

**PEOPLE WITH NO RESIDENTIAL REGISTRATION SHOULD NOT BE DISCRIMINATED AGAINST IN ANY SPHERE OF LIFE, SUCH AS EMPLOYMENT, MEDICAL TREATMENT, SECURING HOUSING.**



## THE RESULTS OF 2013

### TEMPORARY RESIDENTIAL REGISTRATION FOR THE HOMELESS

Nochlezhka managed to arrange for the residents of the municipal night homeless shelters temporary residential registration that would make it easier for them to exercise many of their rights, including the right to work. 239 of such registrations were issued in 2011, and another 703 were issued in 2012. Temporary residential registrations are currently being issued for all residents of the thirteen municipal night homeless shelters.

### ACCESS TO MEDICAL TREATMENT AND CMI POLICIES

In March, Nochlezhka organized an event for people who do not have documents or registration and who experienced denial of full-scale medical care as part of the "A step to Health" project. Any citizen of the Russian Federation who was denied a general public health insurance policy or who has experienced inadequate medical care could consult with a Nochlezhka specialist. Among people who applied for healthcare consultations were not only homeless, but also socially successful city residents who are denied access to healthcare for lack of registration.

### NOCHLEZHKA PROTECTED HOMELESS FROM BEING SENT TO LIVE ON COLLECTIVE FARMS

In August, Vitaly Milonov, a member of the Legislative Committee of Saint Petersburg, proposed an initiative to develop legislation that would allow the city to send homeless people to live on abandoned collective farms. Nochlezhka attracted the mass media attention to the problem, explaining why the legislator's initiative is just a way to hide the problem of homelessness, not a way to provide real help to people who fell on hard times.

In addition to this, Nochlezhka director, Grigory Sverdlin, met with a parliament member on live TV of the St Petersburg channel, where he explained why this approach would not only fail to solve the problem of homelessness, but would be discriminatory towards people who ended up on the streets. As a result of this information campaign, the legislation was not brought before the municipal Legislative Committee.

### PROTECTING THE ONLY HEALTH SERVICE FACILITY FOR HOMELESS PEOPLE

Nochlezhka applied to the city health committee asking to keep the healthpost for the homeless and for those who were released from places of detention. This healthpost is the only one in the entire 5-million inhabitant city. It operates since 1995 as a part of the Clinical Infectious Hospital n.a. S. P. Botkin, which is scheduled to be moved to two new sites this year, leaving the future of the healthpost uncertain. Fortunately the officials in their answer to Nochlezhka promised to open two new healthposts, one at each of the new hospitals.

#### **INFRINGEMENTS OF THE RIGHTS OF VETERANS AND SIEGE OF LENINGRAD SURVIVORS WHO DO NOT HAVE ST. PETERSBURG RESIDENTIAL REGISTRATION**

In November 2013, Nochlezhka contacted the municipal commissioner for human rights, parliament members, representatives of executive and legislative branches of municipal government to talk to them about the discriminatory nature of the proposed law initiative "About one-time payment in commemoration of the 70-th anniversary of freeing Leningrad from the Fascist blockade." The law would target veterans and Leningrad Siege survivors who do not have St. Petersburg residential registration. Even though Commissioner Alexander Shishlov addressed the legislative committee, the initiative was signed into law without any changes. We contacted the prosecutor's office, and in February 2014, the prosecution office agreed with Nochlezhka that this local law contradicts the Federal Legislation and the response measures will be defined.

#### **ANALYSIS OF REGIONAL LEGISLATION**

In September, Nochlezhka finished the analysis of legislation in 40 regions looking at discrimination against citizens without residential registration and/or place of residence. The research identified hundreds of legislative acts directly or indirectly violating the provisions of the Constitution that forbid discriminating against citizens who do not have residential registration or place of residence. Nochlezhka's report has been given to the members of the President of Russian Federation Committee on human rights and developing civic society and the human rights commissioner in the Russian Federation Vladimir Lukin. Later, the head of the Committee on human rights and developing civic society Mikhail Fedotov sent a letter to the Attorney General suggesting that a comprehensive review of regional and municipal legislative acts should be organized. The following is a quote from the response of the deputy attorney general of the Russian Federation, "The review conducted by the attorneys of the republic of Buryatiya, Altaysky, Kamchatsky, Primorsky, Habarovskyy territories, Amursky, Bryansky, Volgogradsky, Vologodsky, Irkutsky, Kaliningradsky, Kaluzhsky, Kemerovskyy, Kyrgansky, Kursky, Moskovskyy, Novgorodskyy, Novosibirskyy, Orenburgskyy, Orlovskyy, and Yaroslavskyy regions, and Moscow identified legislative acts contradicting the federal laws of the given sphere, which led to corresponding prosecutorial actions being taken."

In addition to this, a Nochlezhka lawyer described the methodology for conducting the legislative analysis to identify norms that discriminate against people without residential registration, so that the colleagues from other regions can conduct analyses of this kind on their own.

#### **MEETING WITH MUNICIPAL OFFICIALS**

Grigory Sverdlin, Nochlezhka director, took part in creating A Public Committee on Conducting Independent Evaluation of the Quality of Work Done by Organizations Providing Social Services. Mr. Sverdlin was elected to be the deputy head. His status will allow him to inspect state facilities providing help to homeless citizens. In 2014, at least 10 such organizations are planned to receive inspections.

#### **MEETING WITH OFFICIALS OF LENINGRADSKY REGION**

In November, the chairman of Nochlezhka and a lawyer participated in a roundtable Approaches to Preventing Vagrancy in Leningrad Region. The human rights commissioner for Leningrad region, members of the Public Chamber, heads and deputies of the committees on social policies and health services, and the representatives of the directorate of federal migration services also took part in the roundtable. Nochlezhka effectively initiated this event, with the commissioner and members of the Public Chamber serving as intermediaries. Recommendations passed as the result of the roundtable contain the following key points reflecting the intentions of the regional officials: take actions to create a network of municipal centers for the rehabilitation of homeless people; develop legislation on estimating the number of homeless people; create social worker positions on staff of health facilities.

#### **NOCHLEZHKA WILL TAKE PART IN EVALUATING THE WORK OF STATE FACILITIES FOR HELPING HOMELESS PEOPLE**

Grigory Sverdlin, Nochlezhka director, took part in creating A Public Committee on Conducting Independent Evaluation of the Quality of Work Done by Organizations Providing Social Services. Mr. Sverdlin was elected to be the deputy head. His status will allow him to inspect state facilities providing help to homeless citizens. In 2014, at least 10 such organizations are planned to receive inspections.

#### **ANALYSIS OF LEGISLATION**

A Nochlezhka lawyer analyzed the proposed federal laws "On limiting vagrancy, social support for homeless people, and re-socialization of people involved in vagrancy" and "On making changes into specific legislative acts of the Russian Federation given the new Federal law 'On limiting vagrancy, social support for homeless people, and re-socialization of people involved in vagrancy.'" He also participated in the discussion of both initiatives in the Public Chamber of the Russian Federation.

Throughout the year Nochlezhka also analyzed a considerable number of legislative acts that impact exercising of rights by citizens without a place of residence and/or residential registration. The analysis included the following items: The framework of public security in the Russian Federation; The proposed law "On volunteers"; The project F3 "on the basics of providing social services to the population of the Russian Federation"; The decision #50 of Saint Petersburg government from January, 26th 2012 "On measures for implementing Saint Petersburg law from 01/20/2010 #16-15 'On the register of employers in Saint Petersburg who unlawfully fired their employees' and the practice of its application"; The analysis of point 7 part 1 of article 20 in the federal law 364-F3 from November 21st 2011 "On free legal aid in the Russian Federation" considered with the law of the Russian Federation #3185I from July 2nd 1992 "On psychiatric help and the guarantee of the citizens' right in the course of providing psychiatric help"; The document "Characteristics showing the quality of work of organizations providing social services." In addition to this, the review included the new regulations on receiv-

ing passports from the directorate of the federal migration services. A Nochlezhkalawyer presented the results of each analysis to all interested parties who have the opportunities to bring necessary changes to the documents.

**NOCHLEZHKA AS THE EXPERT FOR COMMISSIONERS AND MEMBERS OF PARLIAMENT**

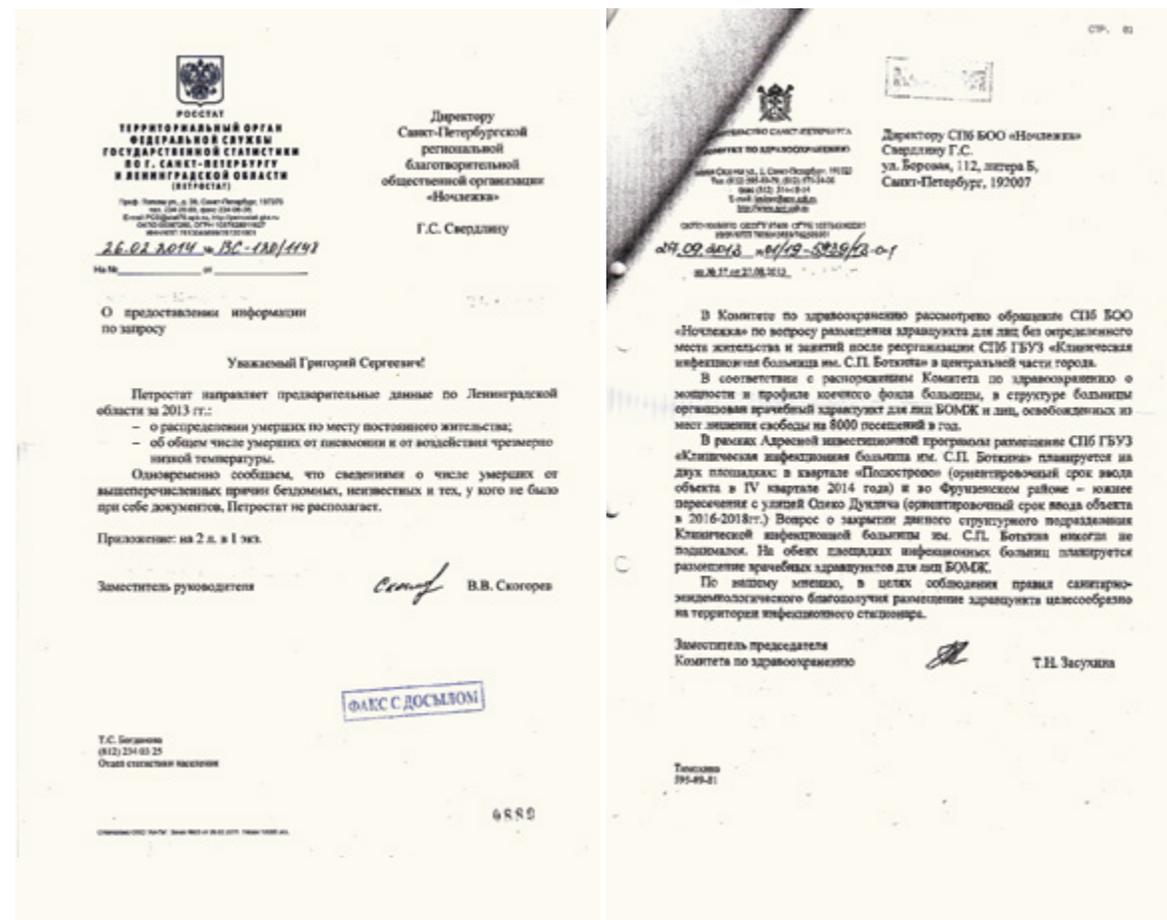
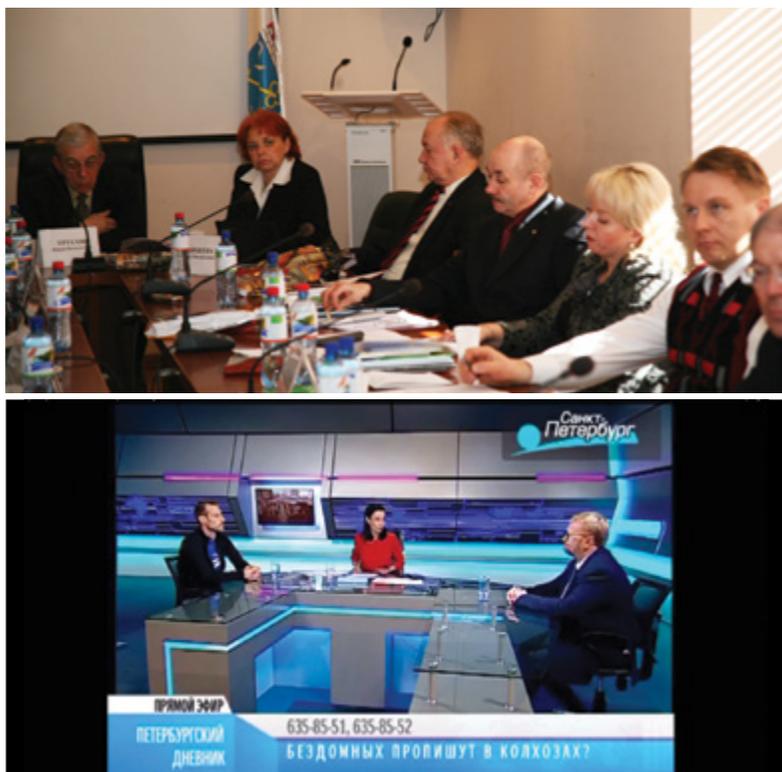
Igor Karlinsky, a Nochlezhka lawyer, became a part of the Consulting Committee organized by the commissioner on human rights in Saint Petersburg and delivered a presentation on the position of homeless citizens to Galina Karelova, the first deputy of the head for the Committee on labor, social policies and the affairs of the veterans. He also participated in the meeting of non-commercial organizations with Vladimir Lukin, the human rights commissioner.

**PUBLIC DISCUSSION ON EXCLUSION OF HOMELESS PEOPLE**

In July, Igor Karlinsky, a Nochlezhkalawyer, participated in a public discussion "Social policies and social exclusion: why do some people end up on the margins of society?" Representatives from the Saint Petersburg association of sociologists and the Center for independent sociological research were also present as experts during the discussion. Discussion participants included experts from state and public organizations that work with the socially excluded, people who went through the experience of homelessness and returned to regular life, and citizens who are concerned with this problem.

**PROJECT'S NEEDS**

- FINANCIAL SUPPORT FOR THE WORK OF THE LAWYERS AND ANALYSTS
- FINANCIAL SUPPORT FOR TRANSPORT EXPENSES
- FINANCIAL SUPPORT FOR THE INFORMATION NETWORK
- MEANS FOR PRINTING INFORMATIONAL MATERIAL



# SHARING EXPERIENCE



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the project:

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## OPERATING SINCE 2012

### CONCEPT

Synthesizing, describing, and disseminating the experience of Nochlezhka in the sphere of support to homeless people and undocumented people.

We are often contacted by other organizations and volunteers with questions about how to start a Night Bus in their city; about how to start working to set up a Heating center for the homeless; about how to defend the rights of homeless people to work and shelter? To simplify the consultation process there is a need for information materials, accessible for all those who need them, which describe Nochlezhka's experience of solving the problems of homelessness. The information material makes it possible for other organizations to avoid making the same mistakes and to avoid reinventing the wheel, but instead to confidently plan activities and to help a large number of people.

## THIS PROJECT IS ALSO USEFUL FOR NOCHLEZHKA ITSELF: BY IDENTIFYING OUR EXPERIENCES WE ANALYZE OUR WORK AND CAN MAKE IT EVEN BETTER.

### SPECIALISATION

Synthesizing and disseminating the experience of Nochlezhka, developing systems for offering consultative support to organizations working to defend rights of and offering humanitarian aid, social and legal support, rehabilitation, and consultative support to socially excluded groups, specifically homeless people and undocumented people.

### ТЕХНОЛОГИЯ

As part of the project to disseminate the experience there is a regular newsletter containing both analysis and news. The newsletter is targeted at organizations whose work is related to people without permanent residence, the organization's specialists give consultations to colleagues and activists who turn to them for advice, they give methodological recommendations, synthesizing Nochlezhka's experience.

The project is financed by the Ministry of Economic Development of Russia, with informational support from the interregional network "Overcoming social exclusion".

## IT IS IMPORTANT FOR US TO PRESERVE THE KNOWLEDGE OF EXPERIENCED EMPLOYEES, TO BE ABLE TO BUILD ON IT AND MOVE FORWARD.

2013

Nochlezhka's projects



**WE HAD OVER 150 CONSULTING SESSIONS WITH REPRESENTATIVES OF 53 ORGANIZATIONS AND VOLUNTEER GROUPS FROM CITIES THROUGHOUT THE RUSSIAN FEDERATION (MOSCOW, SARATOV, MURMANSK, VORONEZH, TOMSK, ARCHANGELSK, SAINT PETERSBURG, KHABAROVSK, USSURIYSK, CHELIABINSK, AND OTHERS) AND FOREIGN COUNTRIES: KAZAKHSTAN, UKRAINE, FRANCE KYRGYZSTAN, AND DENMARK.**

### THE RESULTS OF 2013

We sent out 52 mailings with news and analysis for NGOs and other volunteer organizations on topics we monitor relating to homelessness, legislative activity, and other topics of interest.

We prepared three manuals, which summarize Nochlezhka's experience to be used by other NGOs, which help homeless people and people without residential permits; in total, more than ten different manuals are available on our web site. All our recommendations are available at the Nochlezhka web site.

We conducted four seminars for social workers from both NGOs and government organizations about providing legal and social assistance for homeless individuals and people without residential permits.

We conducted two webinars for our colleagues from the different parts of Russian Federation

Nochlezhka staff members served as subject matter experts at more than 50 different events at the invitation of representatives of other NGOs, government agencies, journalists and volunteer groups.

We published a collection titled "Legal advice, organizing of humanitarian projects and public relations: Saint Petersburg Charitable organization Nochlezhka", which includes all our manuals.

We edited and published a "Handbook for citizens without residential registration".

In March 2013 Nochlezhka won the essay competition "Best practices for working with socially excluded groups of citizens and collaboration with government and municipal organizations".



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the project:

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## OPERATING SINCE 2009

### CONCEPT

To make our society more tolerant, explain that anyone can end up in the street, that homelessness is our common problem.

### SPECIALISATION

We attract the public's attention to the problem of homelessness, work to change social attitudes toward homeless individuals. For this to happen, society must know why people become homeless, how dangerous life on the street is, and how difficult life is for those lacking official registration. To achieve this goal, we organize public events and charitable concerts, communicate with the news media, and work with volunteers.

### TECHNOLOGY

In order to raise people's awareness about the problem of homelessness, Nochlezhka promotes this as a topic for public discourse, and regularly holds public rallies and events.

The public relations department regularly promotes the work of Nochlezhka and tells about the needs of homeless people on our website and social networks, work to get media coverage of the activities of the organisation, and attract the means of other media partners who are ready to help.

## PROJECT'S NEEDS

FINANCIAL  
SUPPORT FOR  
THE WORK  
OF THE PR  
SPECIALIST

INFORMATIONAL  
SUPPORT

VOLUNTEERS

RESOURCES FOR  
PRINTING

ADVERTISEMENT  
SPACE

PRO-BONO  
SUPPORT



**WE ISSUED 50 PRESS-RELEASES WHICH GENERATED: OVER 600 INTERNET ARTICLES, OVER 50 TV-ITEMS, OVER 50 RADIO ITEMS, OVER 70 PRINTED PUBLICATIONS. IN ADDITION, OUR WORK WAS COVERED BY 40 INTERNET ARTICLES, 15 TV ITEMS, 16 PRINTED PUBLICATIONS, 7 RADIO ITEMS.**

## THE RESULTS OF 2013

104 news articles was posted at the Nochlezhka web site. We issued 50 press-releases. Year over year, the number of times Nochlezhka was mentioned in the media increased by 35%. Due to this, Nochlezhka's public profile has become more recognizable, and the public is getting more information about homelessness on a regular basis.

Last year Nochlezhka held a graffiti event called "This side of life" and an event in the Summer Garden called "The marble people against hearts of stone". Both events received a lot of attention from the media. These events took first and second place at the 7th International festival for social advertisement "P.O.R.A." in the category of professional works.

Nochlezhka participated in the XXIII International film festival A Message to the Mankind, with a documentary about the shelter organization, conducted a competition for social advertisement at the School for Journalism and Mass Communication of the University of Saint Petersburg, and, in partnership with the Center for Independent Social Research, organized a public discussion on the problem of homelessness.

At the National competition of the non-for-profit annual reports "The Starting Point" Nochlezhka's report was recognized to be of the highest rank.

During 2013 Nochlezhka held two Doors Open Days. Our staff provided all visitors with the tours of the Shelter, Counseling Service and the Night Bus, and talked about all these projects.





## Contacts

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## OPERATING SINCE 1990

### CONCEPT

For the organization to be able to maintain and develop all of its projects, it needs resources. Our beneficiaries always need clothes, food, medicine, hygiene products and many other things.

### SPECIALISATION

We tell business organisations and citizens about the needs of people who do not have home, and about what Nochlezhka needs for all the projects to work to the fullest. We invite people to support any of our project by giving money or resources, and we believe that even one kopek can save someone's life.

### TECHNOLOGY

The organisation's fundraisers regularly hold events to raise money for Nochlezhka's projects, make agreements with businesses about joint partnership programs for homeless people, report on all donations and raise the level of trust towards the charity organization.

## SUPPORTING NOCHLEZHKA BUSINESS GETS INFORMATION COVERAGE OF ITS HELP ON NOCHLEZHKA WEB-SITE, SOCIAL MEDIA, IN OUR PRESS-RELEASES AND PUBLICATION IN MASS MEDIA.

## PROJECT'S NEEDS

FINANCIAL SUPPORT TO PAY THE WORK OF THE FUNDRAISERS

PUBLICITY SUPPORT

VOLUNTEERS

RESOURCES FOR PRINTING

ADVERTISEMENT SPACE

### STATISTICS

The total amount of donations from Russia is 4 745 392 rubles, including 836 488 rubles of corporate donations, 2 986 257 rubles of individual donations and 922 647 rubles collected at NochlezhkaFest.

The subsidies of the city committee of social policies make only about 10-15% of the organization-operating budget. During the year 2013 the total city government contribution to all Nochlezhka projects was 2.5 million rubles. During the same period of time our organization paid 1.72 million rubles in taxes.

In addition, Nochlezhka pays about 200 000 rubles annually to rent the Shelter building from the administration of the Frunzenski district. As a result, unfortunately, government subsidies for Nochlezhka only nominally exceed the amount that Nochlezhka returns to the city of St. Petersburg.





**THE TOTAL AMOUNT OF DONATIONS FROM RUSSIA IS 4 745 392 RUBLES, INCLUDING 836 488 RUBLES OF CORPORATE DONATIONS, 2 986 257 RUBLES OF INDIVIDUAL DONATIONS AND 922 647 RUBLES COLLECTED AT NOCHLEZHKA FEST.**

**THE RESULTS OF 2013**

During the year we organized 15 food and clothing drives, campaigns to collect funds for specific projects and information sessions.

The most important event was the second annual charitable music festival NochlezhkaFest, with appearances by Boris Grebenshikov, Zhenia Ljubich, and the bands Nogu Svelo and Zorge. This year, we collected over 922 000 rubles — 1.5 times more, than during the first NochlezhkaFest in 2012.

DDT band (Yuri Shevchuk) donated to Nochlezhka 250 000 rubles a portion of proceeds from their recent concert "Solnik"

In December 2013, Nochlezhka started to make it's own fundraising merchandise, which uses the quotes from the OBERIU poets. The items were designed by Minin and Pozharski Studios. In addition to selling this merchandise on our own web site, we offer it at the book and souvenir stores around the city. All proceeds directly benefit our shelter.

To simplify individual donations Nochlezhka added a Qiwi wallet, short number 3116 for sending donations by text messages, the ability to transfer money directly from Sberbank accounts, fast-pay terminal Excelnet, and made it possible to sign up for recurring donations directly on the Nochlezhka web site.

Nochlezhka money-boxes were installed at 74 additional locations, making it total of 104 locations across the city by the end of year.

The companies Finmar and Stork agreed to sponsor the salary of the Night Bus driver.

The engineering company Stroyproekt, the hostel chain Friends and the Soul Kitchen Hostel partially covered the expenses related to the remodeling of the Nochlezhka shelter.

The companies Stork, LAT, Stroyproekt, the hostel chain Friends, the charitable store Spasibo! and the advertising agency Great served as sponsors for NochlezhkaFest.

**WE BELIEVE THAT EVEN ONE KOPEK CAN SAVE SOMEONE'S LIFE.**

# WORK WITH VOLUNTEERS



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the project:

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(812) 319-37-94

The Night Bus project is almost fully based on volunteer work. The volunteers give out food to the needy people. Only the driver is employed by the organisation. The Nochlezhka's other projects would also not be possible to realize without the help of volunteers, who are always ready to support us.

Over the years the organization has changed its approach to volunteering. Now the team of volunteers is joined not only by people who want to give out food or clothes but also by professionals: translators, designers, editors, programmers, lawyers, doctors, therapists, PR specialists, financial consultants, project managers and social workers. It requires only 5% of one's personal time to help by providing professional skills. Nochlezhka works systematically with volunteers, aiming to use volunteer resource to the full. The volunteer coordinator sends the volunteers a weekly update on the news and needs of the organisation and similar information is spread through social networks. Students in psychology, social work, and PR also do internships at Nochlezhka.

**IT REQUIRES ONLY 5% OF ONE'S PERSONAL TIME TO HELP BY PROVIDING PROFESSIONAL SKILLS.**



**THROUGHOUT NOCHLEZHKA'S EXISTENCE, MORE THAN 1000 PEOPLE HAVE VOLUNTEERED IN SOME WAY. MANY OF THE VOLUNTEERS LATER BECAME EMPLOYEES OF THE ORGANIZATION.**

### THE RESULTS OF 2013

In 2013 Nochlezhka volunteers started the art therapy classes for the shelter's residents. Starting from June the classes are held once a week in our recreation room. Guided by the licensed therapist, the residents create artworks with crayons, pastels and paint, and talk about their feelings. These classes are very popular with our clients — five to eight people attend each week.

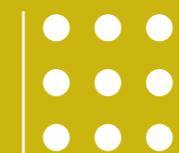
According to the art-therapist and the social workers these classes make a very positive impact on the shelter's residents, help them to overcome their fears and restore their self-confidence.

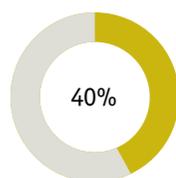
In 2013 the shelter's residents accompanied by our volunteers attended a guided tour in the Russian museum, the play "Striptease" in Our Theater, the concert Solnik of DDT band and the NochlezhkaFest music festival.

In 2013 we recruited 30 more active volunteers, who support our organization on a daily basis, providing profession services, accompanying our beneficiaries to their appointments with various government agencies and events, helping us to deliver non-monetary donations, sawing curtain, installing donation boxes and much more.



## **FINANCES**





“Nochlezhka” is a charitable public organization. We perform our work thanks to donations. The major part of financing (40%) still consists of donations of foreign funds. The picture is changing gradually, though: foreign funds limit cooperation with Russian charitable organizations, but the number of private donations from Russia grows.

The growth of private donations is an indicator showing that the society is starting to be aware of the problem of homelessness and the necessity of help for homeless people.

**THE REMAINDER FOR 2012: 4,029,599 RUBLES**

## INCOMES OF 2013

	rub.	percentage
Foreign organizations and funds	9 790 857	49%
Ministry of economic development	2 963 505	15%
Private donations in Russia	2 774 415	14%
Regional and federal budget	2 447 000	12%
Incomes from business activities	1 134 489	6%
Russian business companies	581 000	3%
Russian organizations and funds	255 488	1%
<b>Total incomes of 2013</b>	<b>19 946 754</b>	

**2013**  
**THE TOTAL AMOUNT**  
**OF DONATIONS**  
**IN RUSSIA FOR**  
**“NOCHLEZHKA”**  
**4 165 684 RUBLES**

**2013**  
**THE TOTAL AMOUNT**  
**OF DONATIONS**  
**IN RUSSIA FOR**  
**“NOCHLEZHKA”**  
**4 745 392 RUBLES**

## EXPENSES OF 2013

	rub.	percentage
Shelter and counselling service	7 616 591	48,40%
Night Bus	1 165 143	7,40%
The Heating Center	870 395	5,53%
Halfway Home Rehabilitation Program	258 491	1,64%
Actions and administrative development	2 069 676	13,15%
Projects on experience distribution	1 049 373	6,67%
Activities on development of volunteer help for homeless	510 466	3,24%
Administrative costs outside the project, but in the organization itself	2 195 639	13,95%
<b>Total expenses of the organization in 2013</b>	<b>15 735 777</b>	

**THE REMAINDER FOR 2014: 8,240,574 RUBLES**

## SOURCES OF FUNDING

Sources	Remainder 2012 (rub.)	Income 2013 (rub.)	Expenses 2013 (rub.)	Remainder 2014 (rub.)
Diakonie in Stuttgart (2013-2014)	0	3 446 578	2 218 160	1 228 419
Ministry of economic development in Russia	1 571 235	2 963 505	1 571 235	2 963 505
Private donations	1 448 470	2 753 015	2 552 252	1 649 233
Committee of labor and social protection	16 490	1 447 000	1 463 490	0
Diakonie in Hamburg (2013)	0	1 403 108	1 403 108	0
Federal subsidy	0	1 000 000	1 000 000	0
Concert "NochlezhkaFest"	334 257	822 692	293 088	863 861
Acer (repair of the roof)	0	790 225	790 225	0
Pierre Jacquard	229 161	575 500	244 561	560 100
Oxfarm mini-project	0	515 751	515 751	0
Diakonie in Hamburg (winter 2013-2014)	0	449 699	40 586	409 113
Embassy of the Swiss Confederation	0	420 932	199 469	221 463
Acer (2013)	0	412 352	412 352	0
Acer (winter 2013-2014)	0	404 954	199 464	205 490
Oxfarm 400	0	399 900	399 900	0
Frank Truemper	-367 603	391 950	320 233	-295 886
Income from business activity	290 144	309 213	392 571	206 786
«Rock group DDT» LLC	0	250 000	234 043	15 957
Maltese service	0	242 595	242 595	0

2013

Finances

Sources	Remainder 2012 (rub.)	Income 2013 (rub.)	Expenses 2013 (rub.)	Remainder 2014 (rub.)
SPb Charitable Public Organization "Center of development of NGOs"	0	3 000	3 000	0
Donations of legal entities	100 000	231 000	169 053	161 947
Auski	0	158 409	158 409	0
Global Giving	0	152 408	143 405	9 003
Stuttgart (audit)	-60 306	101 266	40 961	0
"Institute Stroyproject" CJSC	0	100 000	100 000	0
Oxfarm (sms-project)	0	99 920	99 920	0
Intrepid travel Australia	70 097	59 584	129 681	0
Volunteer exchange	0	21 400	21 400	0
Nizhny Novgorod Association of NGOs "Service"	0	9 893	9 893	0
Oxfarm	2 874	8 321	11 195	0
Souvenirs	0	2 584	0	2 584
Acer (winter 2012-2013)	181 025	0	181 025	0
European Union TESIS-3	28 999	0	0	28 999
International Women's Club	1 244	0	1 244	0
Embassy of France	52 188	0	52 188	0
Employment center of Frunzensky district	0	0	0	0
Membership fees	10 000	0	0	10 000
Stuttgart (2012)	121 325	0	121 325	0
Total	4 029 599	19 946 754	15 735 778	8 240 575

# IN 2013 YOU SUPPORTED US

## WE THANK YOU FOR YOUR HELP AND COOPERATION:

The citizens of Saint Petersburg  
Diaconia of Hamburg  
Brot fur die Welt  
ACER Russie  
Nochlezhka Suisse Solidaire  
Frank Trumper  
Committee on social policy of St. Petersburg  
Ministry of Economic Development of the Russian Federation  
Administration of the Vasileostrovsky District St.Petersburg  
Administration of the Frunzensky District St.Petersburg  
Maltese Aid Service  
Engineer group Stroyproect  
Transport company Finmar  
Company Stork  
Company LAT  
Sodekso EurAsia Ltd.  
Intrepid Foundation  
The International Women's Club  
Advertising agency Great  
PSP-fund  
Charitable canteens Caritas  
Hospital n.a. Botkin  
The Russian Federation Migration Board in St. Petersburg and Leningrad region  
Pokrovskaya community  
Mother Teresa Sisters Shelter  
Congregation of the Church of The Saviour  
Not Made by Hands  
Charitable shop Spasibo!  
Rotary Club St.Petersburg International  
Hamburg Chamber of Commerce and Industry  
Embassy of Switzerland  
Oxfam Russia  
Auski Foundation  
Center of NPO development  
St. Petersburg and Ladoga diocese and Theological Academy  
Petrospiirt Ltd  
Club A2  
Design-studio Minin & Pozharsky  
Coffeehouse Global Grounds  
Hostel network Friends  
Company Ekaterininsky Catering Ltd.  
Company KomTrans  
Company Aliance  
Company Rada and Co  
Company Majordom  
Bakery Monsieur Patissier  
Global Russia  
Foodbank Rus  
Alarm Motors Ford  
Company Misteriya  
Company Parfum  
Yacht-club Prichal 5 and Vyacheslav Savchenko personally  
Company Creazon  
Company Timeveb  
Communication agency Next Media, Ekaterina Kondratieva and Elnara Petrova personally  
St.Petersburg inspectors  
Atomenergoproect Institute  
Agency StreetArt  
Company Reklama-Cetnr  
Company Poster  
Company Volgobalt Media  
Advertising agency Mediaigroup  
Hotel Happy Pushkin  
Print studio Papa Print  
Yandex  
Bookshop St.Petersburg Dom Knigi  
Open City Fund  
On-lain shop Sam Zaberu  
Bookshop Knizhnaya Lavka Pisateley  
Shop Knigi.Podarki  
Mini-hotel Shelford  
Folk Instruments orchestra n.a. Andreev  
Tort Vashey Mechty Ltd.  
Network shops Mosigra  
Theaterlab ON.TEATP  
Network bakeries Toeploe Mesto  
Kaspersky Lab  
Caf ZOOM  
Restaurant TEPLO  
Company Virginiya  
Company EcoDorSnab  
Hotel PushkaInn  
Hotel Crown Plaza St. Petersburg Airport

**A BIG THANK YOU TO ALL OF NOCHLEZHKA'S VOLUNTEERS!  
WITHOUT THEM THE ORGANIZATION WOULDN'T EXIST AND  
WOULDN'T BE ABLE TO HELP PEOPLE.**

2013

Finances

## A SPECIAL GRATITUDE FOR CONTRIBUTION TO THE DEVELOPMENT OF NOCHLEZHKA AND ITS PROJECTS:

Boris Grebenshikov  
Yuri Shevchuk and DDT group  
Evgeny Fedorov and group Zorge  
Maks Pokrovsky and group Nogu Svelo  
Jenya Lubich and her band  
Dmitry Shahin and association "Mitki"  
Andrey Kuzmin  
Nikolay Vasilyev  
Kim and Buran band  
Elena Kalashnikova  
Oleg Soldatkin  
Alexey Zhurbin  
Laura and her friends Sergei, Arcady  
Elaterina Starovoytova  
Pierre Jaccard  
Roman Krinirtzin  
Dmitry Makarov  
Igor Gulin  
Anna Vizgalova  
Anna Geraskina  
Dmitry Assinovsky  
Eugeny Slavutsky  
Alexey Danskov  
Alexandra Leibovich  
Alex-T StreetArt  
Eugeny Fateev  
Svetlana Makarova  
Alexey Ivanov  
Vladimir Soroka  
Zakhar Antonov  
Egor Arkhipov  
Oleg Makarevich  
Elena Veselovskaya  
Kseniya Brailovskaya  
Yuliya Razumovskaya  
Ivan Kvasov  
Maksim Minin  
Alexander Ishukov  
Ekaterina Kondratieva  
Elnara Petrova  
Vadim Drapkin  
Ekaterina Gelfand  
Kirill Tarasov  
Sergey Chistovich  
Michail Yakovis  
Innokenty Nesterenko  
Vitaly Vlasov  
Marina Yakobson  
Alexandra Zhitinskaya  
Anna Chertova  
Oleg Smakotin  
Sharlotta Kozhevnikova  
Svetlana Myasnikova  
Seva Gakkel  
Claire Yalakas  
Nataliya Mikhailova  
Georgy Timofeev  
Sergey Nemtzev  
Filipp Davydov  
Alexander Kuzmin  
Tatiyana Sibiryakova  
Mariya Maksimova  
Kristina Shichkova  
Larisa Kovaleva  
Nataliya Chukavova  
Yuriy Krikun  
Filipp Volchek  
Maksim Shevyakov  
Elvira Ryseva  
Nataliya Mironova  
Nadezhda Nuzhdina  
Petr Mariyasov  
Anastasiya Sadovnikova  
Alexandra Platt  
Genrietta Dombrovskaya and her children  
Olga Pigoreva  
Yuliya Rasova  
Irina Artamonova  
Irina Soboleva  
Platon Terentiev  
Veronika Yakushkina  
Kseniya Chekotina  
Dariya Sverdlina  
Irina Lishanyuk  
Daniil Terentiev  
Maksim Bagaev  
Nataliya Sukhanina  
Alexander Koryashkin  
Alexey Shepitov  
Elena Kotzenko  
Sergey Gorbunov  
Dilyara Muradova  
Alexey Laevsky  
Anna Fedotova  
Valery Baburin  
Elena Kovalenko  
Grigory Pogorelov

**PERSON TO PERSON**



In today's Russia, the federal government is unable to assume full responsibility for the well-being of homeless people, although virtually anybody can suffer homelessness. The goal of Nochlezhka charitable organization is to organize volunteers and collect funds to fight homelessness in St Petersburg. We try to reduce the number of people living on the streets and help those who are homeless, but we understand that the problem of homelessness can't be solved by our efforts alone.

Nochlezhka's motto is "From Person to Person". We understand the value of each individual life, and we do not distinguish between «us» and «them». We believe that we live in a very interconnected world.

**WE NEED YOUR SUPPORT. BY CONTRIBUTING TO NOCHLEZHKA YOU CAN SAVE SOMEONE'S LIFE. NOCHLEZHKA OPERATES 12 MONTHS A YEAR BECAUSE THERE ARE PEOPLE ON THE STREETS ALL YEAR ROUND, AND ALL YEAR ROUND WE NEED YOUR HELP.**

#### YOU CAN BECOME A VOLUNTEER

To become a volunteer please fill in the volunteer questionnaire on Nochlezhka website, or contact volunteer coordinator Karina Garinova at (812) 319-37-94.

#### YOU CAN BECOME OUR MEDIA PARTNER

It's very important to share information about Nochlezhka projects and activities, it helps to change the way people and society in general think about homelessness. Please share information about Nochlezhka, its projects and activities on your personal page on social media and post the news about Nochlezhka. Place Nochlezhka's banner on your personal page.

#### IF YOU ARE A CELEBRITY

Sometimes just a single word from a celebrity is enough to raise public awareness of a particular problem, change public perception of it and encourage support for the cause. If human rights issues are important for you, consider helping us to defend the rights of homeless.

#### PRO BONO — PROFESSIONAL HELP

If you are a professional, you may consider donating 5% of your time to help Nochlezhka with your professional services.

At this time we have designers, doctors, translators, PR professionals, trainers, lawyers, psychologists, financial specialists and others donating us their services. We have a lot of work to do, and we will be more than happy to share it with you.

#### WAYS TO DONATE MONEY

1



#### WEB SITE WWW.HOMELESS.RU

Via our web site [www.homeless.ru](http://www.homeless.ru) ([www.homeless.ru/how\\_to\\_help/](http://www.homeless.ru/how_to_help/)) using your bank card or web wallets Yandex Money, Rbk-mone, WebMoney or Qiwi-wallet.

2



#### SMS

Sending message at the number 3116 with text "dom blank sum of donation". For example, send "dom 500" to donate 500 rubles. The cost of a message for MTS and Tele 2 subscribers goes according to the rate, for Beeline and Megafone subscribers — for free.

3



#### SBREBANK

1. Ask the bank teller. Our bank details are stored in the Sberbank database, so you won't need to fill in any forms.

2. Use any of Sberbank ATM. How to find Nochlezhka in any Sberbank ATM:

**Search by tax pay number** > type 780 510 48 09 > hit "Continue" > follow on-screen instructions.

**Search by name** > type "Nochlezhka" > hit "Continue" > follow on-screen instructions.

If for some reason you are unable to complete transaction, please contact a bank teller for assistance.

4



#### SBERBANK-ONLINE

Please note: you can only use this system, if you are a Sberbank customer, and you are registered in the system. Commission is 3%.

To make donation you need to insert this data:

1. INN 7805104809

2. BIK 044030790

3. Account 40703810733000000680

5



#### ATMS OF THE FOLLOWING BANKS: KASSIRA.NET, BANK BALTIKA, ELEXNET

How to find Nochlezhka button Kassira.net and bank Baltika:

Other payments > Charity > Nochlezhka.

Elexnet:

Pay for service > Payment systems > Nochlezhka.

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#### DROP YOUR CHANGE INTO ONE OF OUR MONEY-COLLECTING BOXES

The full list of the boxes is here: <http://homeless.ru/saveups.php>

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#### BRING MONEY DIRECTLY TO OUR ACCOUNTANT

Address: Borovaya, 112B (enter from Rosstannaya St.),  
tel.: (812) 319-37-94.

## WHY?

### WHY SHOULD YOU SUPPORT «NOCHLEZHKA»?

Nobody wants to be poor, sick, lonely and homeless. Individuals who find themselves in this situation need professional help and the support of others to get back on their feet and get a fresh start in life. Only a person can help another person.

At Nochlezhka, people who need help meet people who want to help.

### WHAT'S IN IT FOR YOUR COMPANY?

You can publicize your company's corporate responsibility and social awareness initiatives on your web site and other advertising materials.

You can communicate your position on this subject to your clients.

You can attract new clients who seek the socially active and responsible companies.

Your company gets a positive publicity in both domestic and international marketplaces.

### HOW CAN WE SAY THANK YOU!

We send out the information about the joint project or program to our over 3 000 contacts in Russian Media, post it on our web site and in the social networks, as well as about any special events your company helps us to set up.

We place your logo on our website, on our public reports, on the food packages or the wrapping, when we distribute clothes or food.

We can publish an interview with your company management about our joint projects and your efforts to fight the homelessness.

You will receive a grateful letter from Nochlezhka.

## HOW?

### HOW YOU CAN HELP?

#### CORPORATE SUPPORT OF NOCHLEZHKA PROGRAMS

##### 1. ADOPT A NOCHLEZHKA PROJECT

Consistent financing and predictability allow our organization to evolve. At this time we have enough funds to feed the homeless, but we are lacking funds to pay our workers. You can adopt one of our projects, or just a part of it. Consider covering the costs of some specific professional services. We do not have enough specialists, but due to a lack of funds we can't hire more people.

##### 2. GIVE US SOME EXTRA SPACE

Shelter is the heart of our organization and we do not have enough space available in it. Each year the cost of maintenance, repair, and utilities is rising. You can help us by sharing these expenses. Alternatively, you can provide us with space to organize an additional shelter.

##### 3. CHARITY IN PLACE OF GIFTS

You can redirect funds normally allocated for corporate gifts (e.g. notepads, pens, calendars, etc.) to support "Nochlezhka" programs. Instead of gifts, your partners and coworkers will receive certificates stating how many homeless individuals received help.

##### 4. CHARITABLE EVENTS

You love to host events for your friends, or your company hosts an annual New Year party. Make them charitable. We are looking for partners to organize charitable events. You can become a sponsor or a participant.

A sports event, a meeting with partners, a theater performance, a concert, a ball or a party — the possibilities are endless. Let's create a beautiful event with a purpose — together.

## WHEN?

### WHEN YOU CAN HELP US

**CORPORATE SUPPORT OF NOCHLEZHKA PROGRAMS:** ongoing.

**COLLECTING MONETARY DONATIONS:** ongoing.

#### FOOD AND MEDICINE DONATIONS

**Food donation:** New Year and Christmas, February 23, March 8, Easter, A Day of fighting with homelessness

**Medicine:** ongoing.  
(Before collecting medicine donations please check with Nochlezhka staff what exactly is needed).

#### NIGHT BUS TOUR

You can participate in the Night bus tour only during our Week of Kindness. The Night bus operates 5 days a week on the weekdays. Only 2 people from your company can participate. The bus crew consists of a driver, one male and two female volunteers.

If you want to participate in the Night bus trip please let us know 2 weeks in advance.

#### A TRIP TO MUSEUM, THEATER OR AN EXCURSION WITH THE CLIENTS OF THE SHELTER

Ongoing. If you want to take the clients of the shelter on a field trip please notify us a month ahead of the planned date.

Please, come in or call us with any ideas how to support Nochlezhka and homeless individuals!

(812) 319-37-94  
info@homeless.ru

### CORPORATE VOLUNTEERING

#### 1. COLLECTING MONETARY DONATIONS IN THE COMPANY

You can install a money collecting box for ongoing monetary donations.

Organize money collecting campaigns before holidays (New year, March 8, February 23, Christmas, etc.)

#### 2. COLLECTING FOOD AND MEDICINE FOR HOMELESS

These things are necessary for people living on the streets. But even more they need the warmth and attention of the empathic heart!

Medicine (first-aid medicine for the homeless, coming to the Night Bus, specific medicine for the Shelter's residents).

Food donations, consisting of non-perishable products. Hygiene products, underwear and socks.

#### 3. ORGANIZING OF A VOLUNTEER DAY AND VOLUNTEER WEEK

Events like these are held regularly, usually as a part of an annual plan of organization charitable events, and allow an organization to engage workers from all departments in charitable activities. Such events include:

Night Bus tours;  
Field trips to museums, theaters or on a city tour with the residents of the Shelter;  
Mentoring both Nochlezhka staff and the Shelter's residents.

## WE WELCOME ANY NEW INITIATIVES!

**IF YOU WANT TO LAUNCH A PROJECT SIMILAR TO SOMETHING WE'VE BEING ALREADY DOING, PLEASE WRITE US OR COME IN TO DISCUSS IT.**

**WE WILL BE HAPPY TO SHARE OUR EXPERIENCE, TEACH YOU EVERYTHING WE HAVE LEARNED, AND TO LEARN NEW THINGS FROM YOU.**

**IF YOU WANT TO LAUNCH A NEW PROJECT WITH THE HELP TO THE HOMELESS, LET'S DISCUSS THAT! WE WILL SURELY FIND DIFFERENT WAYS WE CAN USE EACH OTHER'S EXPERIENCE AND HELP.**



### LIFE STORY OF LYUDMILA PANKOVA

'I was born in the Ural region and at the age of seven I moved to Sevastopol together with my family, where I got my degree. I didn't have my own family, so when my twin sister died, I moved to Leningrad to raise her daughter. I became her official guardian and got registered in a room in a communal flat where my sister used to live.

We then managed to move into two rooms in a communal flat and then to a separate flat. My niece that I raised, got married and had two children. Her husband started threatening of the grandchildren and made me leave the flat. My grandchildren found themselves in a children's home where they continue to stay up to now. I returned to Sevastopol but my house was no longer there. When I left I asked my step-sister to sell the house because I had no other relatives in the city. After the sale she didn't give me any money so I went back to St. Petersburg. I worked for some time and lived with a friend of mine. When her husband was released from jail, I had to move out. I had nowhere to go, so I ended up at Nochlezhka. The social workers are now trying to solve the issue with my registration in Sevastopol and where I'm going to live'.

The only thing that Lyudmila Pan'kova needs is a place to live where she could take her grandchildren from the children's home. This causes her a lot of pain, everything else doesn't frustrate her nearly as much. 'Thank God, I'm in good health and can still help around at Nochlezhka,' says Lyudmila Pan'kova. Currently she volunteers for the organisation, giving out clothes to the homeless people who come to the Counselling Centre.



### LIFE STORY OF VALERY VERSHININ

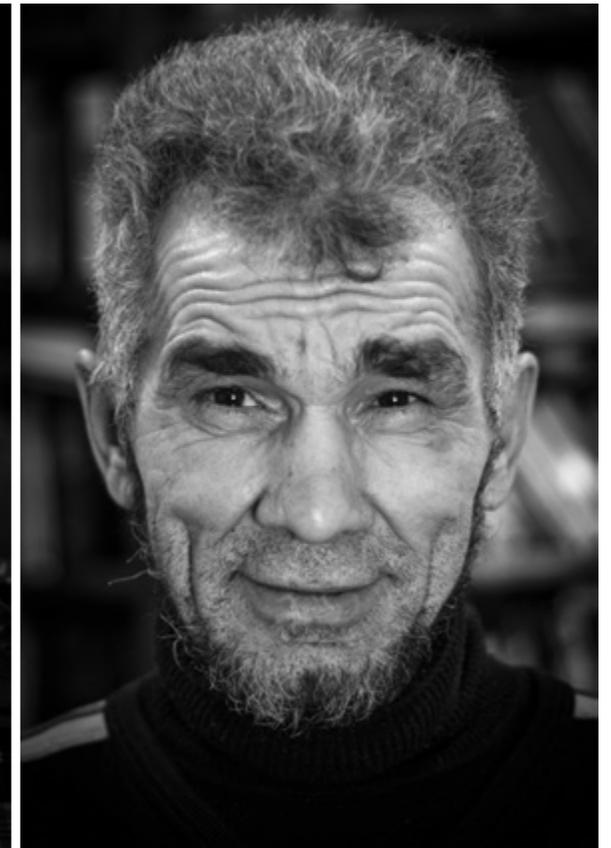
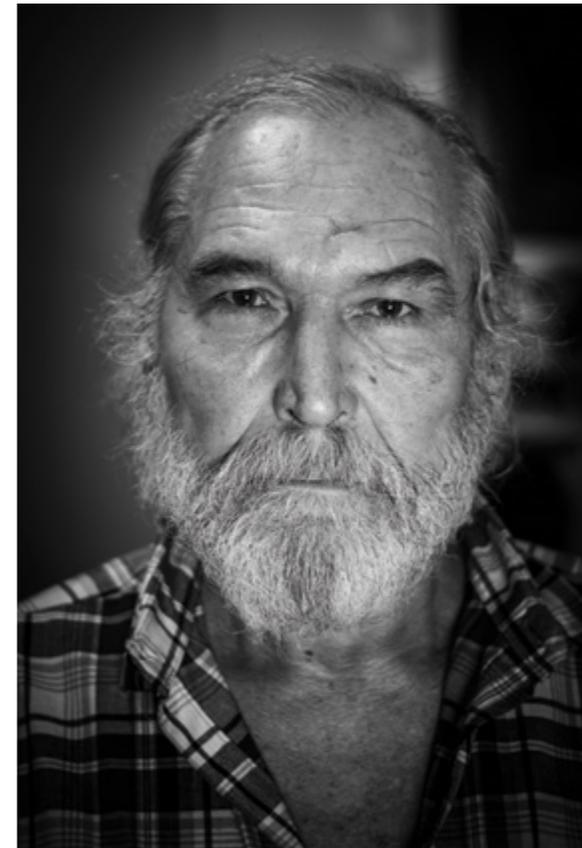
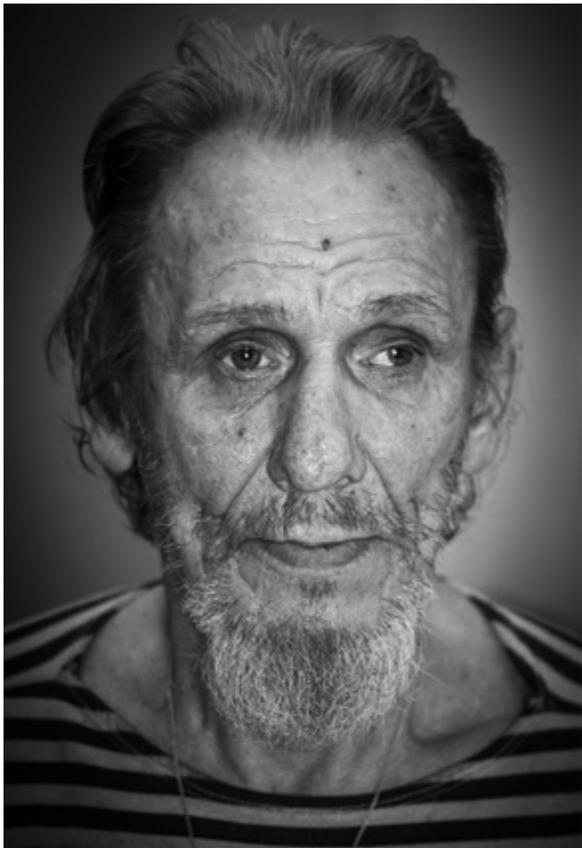
'I was born near Novosibirsk. When I was a child we moved to Kyrgyzstan together with my parents. When the USSR fell apart we had to urgently leave because Russians were being kicked out. I left the flat, left my home and my car and went to the north to earn some money. Because of the high inflation rate all my work at the goldmines didn't actually bring in any money as all the money I received quickly lost all its value. I had a temporary registration at the place where I worked and a Soviet passport.

Not having earned anything I found myself in St. Petersburg, the place where I spent my youth while studying. Sleeping outdoor resulted in a frostbite of a foot and it had to be amputated. That's when I began drinking.

I was very lucky. Two years ago I got to the Sisters of Charity Shelter on Zhukovskogo street. They literally picked me up off the street and saved my life. I spent half a year there and then got to the House of Hope centre and managed to quit drinking.

I now live in Nozhlezka shelter and the social workers are helping me to get Russian citizenship. I would never be able to collect all the necessary papers myself. For someone who lives on the street collecting all these papers is impossible'.

Despite everything that he has been through, Valery is full of optimism. 'Just you wait, I'll get my papers and will even get married! Why should I feel disheartened? Life continues!'



# BANK TRANSFER INFORMATION

## BANK TRANSFER INFORMATION

St. Petersburg Regional Charitable Organization  
Nochlezhka

**INN/KPP** 7805104809/781601001

**OKONH** 98600

**OKPO** 47964538

**OKOPF** 83

**OKATO** 40296561000

**OKVED** 91.33

**Registration address:** St. Petersburg,  
Borovaya, 112B

**Location address:** 192007, St. Petersburg,  
Borovaya, 112B

**Account:** 40703810733000000680

Sankt-Petersburg Bank  
COMMERCIAL DEPARTMENT-2

**K/c** 30101810900000000790

**BIK** 044030790

Please send your donation with a letter containing  
the following information:

**Contact information** about the donor (name, e-mail  
address, postal address or phone number);

**Purpose of payment:** charity donation for statutory  
purposes (or for the certain project if you want to  
support concrete one).

## EURO ACCOUNT

**Account name:** Nochlezhka St. Petersburg Regional  
Humanitarian Organisation for the Homeless

**Bank:** "ST PETERSBURG" PLS

St Petersburg, Russia

COMMERCIAL DEPARTMENT-2

178 Nevsky Pr., St Petersburg,

193167 Russia

**SWIFT:** JSBSRU2P

**Account №:** 40703978533000100680

**Currency:** Euro

**Purpose of payment:** CHARITY DONATION FOR STAT-  
UTORY PURPOSES

## USD ACCOUNT

**Account name:** Nochlezhka St Petersburg Regional  
Humanitarian Organisation for the Homeless

**Bank:** "ST PETERSBURG" PLS

St Petersburg, Russia

COMMERCIAL DEPARTMENT-2

178 Nevsky Pr., St Petersburg,

193167 Russia

**SWIFT:** JSBSRU2P

**Account №:** 40703840833000200680

**Currency:** USD

**Purpose of payment:** CHARITY DONATION FOR  
STATUTORY PURPOSES

## DEAR FRIENDS!

**ST. PETERSBURG CHARITABLE ORGANIZATION FOR HOMELESS PEOPLE  
NOCHLEZHKA URGES YOU TO SUPPORT HOMELESS INDIVIDUALS.  
OUR ORGANIZATION ATTEMPTS NOT ONLY TO PROVIDE FOOD AND  
SHELTER, BUT ALSO TO HELP THEM TO RETURN TO NORMAL LIFE  
AND TO BECOME PRODUCTIVE CITIZENS.**

**THANK YOU FOR YOUR SUPPORT!**



**St. Petersburg Regional Charitable Organization  
for Homeless People Nochlezhka**

192007, Saint-Petersburg, Borovaya, 112B  
tel./fax: (812) 319-37-94  
info@homeless.ru

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

**Support services**

tel.: (812) 643-24-15

**Find «Nochlezhka» in social media:**

[www.vk.com/nochlezkanbus](http://www.vk.com/nochlezkanbus)

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

[www.punkt-obogreva.livejournal.com](http://www.punkt-obogreva.livejournal.com)

