



GUIDE: Moving On - Having the conversation with your Guests

Remember... Hosting is not meant to be forever!

We know a lot of our hosts have had guests since the start of the war. If you're nearing the end of your hosting journey, **thank you**. You may be feeling guilty or uneasy about this but please don't. What you have done is amazing. Hosting was never intended to be long-term; it was to give your guests a soft landing to help them find feet for their next steps. You have done that **and more!**

Here we've detailed some guidelines on how to help your guest to move on to the next stage of their journey.

How Do I Begin?

Send a text

You may be happy to ask your guest in person about sitting down to discuss the next steps. If you're not or you are concerned that the language barrier might present some confusion, then sending a text might be the best approach. Translate the text back to yourself to make sure the translation is accurate. Example:

"Hi X, Could we agree on a time to sit down and discuss the next steps for you? We've been sharing our home now for X months. We're so happy to have had you stay with us. We had offered x amount of time and we think as that time is near it is important to discuss and begin looking at new accommodation options for you. We care about you and are happy to help you if you would like us to"

This text conversation needs to be **clear**. You need to agree on a time to sit down. Your guest needs to understand that the end of the hosting period is coming and that you are interested to find out their plans. This text also allows the guest to prepare for the conversation and consider their own thoughts ahead of the chat.

Prepare for the Conversation

Set aside time to think about what you want to say in advance. Discuss your own approach with family members or a friend. It might help to write down your own thoughts/feelings/ideas and the rationale behind them, so you are clear in your own mind and are ready for the conversation.

Consider your guests' responses and requests. Put yourself in your guest's shoes and consider how they might be feeling or thinking. How will you respond if they ask if you can extend their stay for example, or if they ask if they've done anything wrong? What if they offer financial compensation to stay? Hence why you need to be honest and clear with yourself. If the conversation gets a bit emotional will you backtrack? Know and return to your purpose at difficult moments. You may want to prepare some notes to bring along with you in case you get stuck.

Beginning the Conversation - No matter how well the conversation begins, you'll need to stay in charge of yourself, your purpose and your emotional energy. Breathe, stay calm and know that you don't have all the answers.

Step #1: Inquiry

- *How are you feeling about your next steps in Ireland?*
- *What do you think you'd like to do next?*

Let your Guest talk until they're finished. Don't interrupt except to acknowledge. Whatever you hear, don't take it personally. It's not really about you. Try to learn as much as you can in this phase of the conversation. You'll get your turn, but don't rush things.

Step #2: Acknowledgment

Acknowledge their responses

- *It's really hard for you to be faced with another move and another hard choice to make.*
- *I'm / We're here to support you in whatever way I/we can to help you with your next steps.*
- *I'm / We're not trying to persuade you in any direction.*

Step #3: Lay out the options available

- Rental accommodation
- Moving to a new Host home
- Return to State Provided Accommodation
- Onward migration (e.g. North America)
- Return to Ukraine

Which of these options sound like they might be a solution for you?
Be helpful without being over protective.

Step #4: Problem-Solving

Now you're ready to begin building solutions. Ask your guest what they think might work. Whatever you hear, find something you like and build on it. You've built up a relationship. You can help them to know they're not alone and can deal with one thing at a time. Consider some of the following options:

Rental Accommodation

Have you considered renting a home of your own or with another Ukrainian person?

Budget required - Look at costs and what's required to find a rental, pay rent, bills etc.

Jobs - can your guest make a start in a more permanent job if they have not already?

Don't be afraid to be realistic and remind guests of the housing crisis in Ireland to manage their expectations. Explain how they can connect with local estate agents, groups and online rental websites. Encourage a shift from social welfare to paid employment - plant the seed, it's all you can do.

Moving to a new Host home

Would you consider moving into another host home?

If HIH placed your guests with you and you are happy to refer them onwards, we may be able to find them a new host. Email movingon@helpingirishhosts.com
However, this is not guaranteed due to limited pledges.

If your guests were placed by another agency, please get in touch with them and see if they can provide assistance

Alternatively/in addition you can suggest that your guest looks for a host themselves through local networks, websites and on social media.

Returning to State Accommodation

For some guests the best option may be to access state-provided accommodation via the Government's Ukraine Crisis Temporary Accommodation Team [UCTAT](#). Unfortunately, due to high demand, there is no guarantee about the standard or location of the accommodation that will be offered. Citywest is open for accommodation requests Monday - Friday between 9am and 6pm. Contact UCTAT Helpdesk for support at UkraineTempAccom@equality.gov.ie or support@ukrainetempaccom.cloud.gov.ie

Please note that guests who have previously refused state accommodation or arrived in Ireland after March 14, 2024 may be ineligible to access state accommodation.

Return to Ukraine

For some guests this might be the right option. As hosts we worry about this naturally. In reality the majority of Ukrainians to date remain in their country despite the ongoing war. All of our guests have loved ones back home. For many, the worry about what is going on at home is actually far greater when you are not there. Some will simply not have the energy or interest in planning for a future in Ireland. Remember It is ultimately the decision of your guest what their next steps will be. Our role is to listen and support or offer help/advice only if it is our guests wishes.

We have created a specific guide on Moving On options for guests [here](#) which you might like to share with your guests.

After the Conversation

- Agree a move out date and stick to it. This allows everyone to focus and plan accordingly.
- You might find it helpful to clearly remind your guest or check in on how things are progressing 6/4 / 2 weeks in advance of the move out date.
A host likened this to kids' screen time. "If I assign 2 hours and take his screen off him at the end of the time, mayhem ensues. If I deliver him advance warning at the 30 minute mark and again with 15 minutes to go, it's so much easier. It's psychology."
- Remember, it's kinder to be clear, even though it can feel the opposite. Be upfront. Be supportive. Let your guest make their own choice about their future.

GET IN TOUCH

If you are struggling, please reach out. Our Host Support Team is available and ready to chat if you need us. Contact us at movingon@helpingirishhosts.com or 01-6917005.

Moving On is often the hardest part of the hosting process for everyone involved. Try not to be offended if your guest doesn't react in the way you would have expected. We are here to support your guests as well so please let them know they are welcome to reach out to our Ukrainian team for a chat at any stage.