



GOOD TO KNOW

Your first steps after entering an
asylum residence in Iceland



STEP BY STEP

guide upon your arrival in your residence



When you enter your residence, a security guard will greet you, go over the house rules, and provide keys to your room and a starter package.



You will receive a starter package which you must take with you when you move to another place. You will not be provided another starter package.



You will receive a text message with information about when you are required to attend your first interview.



You will receive a text message requesting you to attend a medical examination.



Financial support is paid on Tuesdays.



Sanitary towels and diapers are accessible by the service team or security guard in your residential resource division.



Service Interview

You can attend a service interview if you have any questions or want information. You can obtain information about the location and time of service interviews from your residential resource division or The Directorate of Labour's website.

In a service interview:

- You will receive a financial support card.
- You can book an appointment for medical assistance and dental services. Please note that these are only emergency services.
- You can get assistance with booking an appointment with a psychologist.
- You will get credit for a bus card on your mobile phone.

Before your first interview:

Before you arrive for your first service interview, you should have already downloaded a bus app, Klapp, on your mobile phone



Scan to get the Klapp
bus app for iPhone



Scan to get the Klapp
bus app for Android

Do you want to know more?

Information about
international protection



Scan code for
The Directory of Labour website

Information about rights and
obligations in Icelandic society



Scan code for
Landneminn website

HOUSE RULES

As there are many of us living here together, it is important that we treat each other with respect so that living in harmony will be easy and comfortable for everyone.



SHOW RESPECT TO OTHER RESIDENTS AND STAFF

All violent and threatening behavior will be reported to the police

**QUIET HOURS ARE FROM
10 PM UNTIL 8 AM (22:00 - 08:00)**



**NO PHOTOS OR
VIDEO/AUDIO
RECORDING**

Photos, videos and audio recordings of residents or staff is not allowed without permission

**KEEP ALL
DOORS CLOSED**



**NOT ALLOWED
IN HOUSE:**



Smoking or vaping

Alcohol

**Influence of drugs
or alcohol**

All drug abuse is illegal in Iceland and will be reported to the police

**KEEP YOUR
OWN ROOM CLEAN**

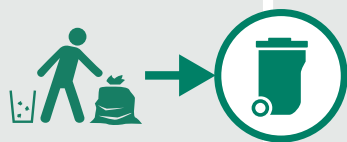


**GUESTS ARE NOT
PERMITTED INSIDE
THE HOUSE**



GARBAGE

Please dispose of garbage in bins outside



In Emergency

There is a security guard in your residential resource division who you can contact around the clock.

Violation of these rules will result in a warning and/or reduction of payments. Repeated violation will result in expulsion from housing.

