

## HOUSING AND SHELTER

People without a residence permit do not have the right to rent accommodation in the Netherlands, but they cannot rent a house if a housing permit is required. If you rent from a private owner, you have legal rights as a tenant. Keep proof of your payments, to ensure these rights. Since most landlords ask for proof of income, many undocumented migrants end up renting as subtenants, with greater risk of being exploited. > **For info go to:** [www.wooninfo.nl/nieuws/faq/hebben-ongedocumenteerden-huurrecht](http://www.wooninfo.nl/nieuws/faq/hebben-ongedocumenteerden-huurrecht)

> **For shelter and guidance, rejected asylum seekers can - under certain criteria - get a place in the LVV shelter ('Landelijke Vreemdelingen Voorziening').** For more information, go to Centrum Ongedocumenteerden Amsterdam (ACO), Houtmankade 334, 1013 RR Amsterdam, opening hours are Monday to Thursday from 10.00 until 12.00hrs, or call: 020 737247. [www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen](http://www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen)

**In case of medical risk, undocumented people can get a temporary 'emergency bed'.** You can ask for a medical screening of the Municipal Health Authority (GGD) at Centrum Ongedocumenteerden Amsterdam, (ACO) Houtmankade 334, 1013 RR Amsterdam, opening hours Monday to Thursday from 10.00 until 12.00hrs, 020 7372472. You can also contact your support organisation or your healthcare provider.

### Looking for assistance in finding emergency shelter?

For assistance in finding emergency shelter, contact ACO, Steungroep Vrouwen zonder Verblijfsvergunning, Wereldhuis, Stap Verder, or Amsterdam City Rights.

> **Wintershelter. Do you need emergency shelter because of the cold? Check the website of the municipality:** [www.amsterdam.nl/dakloos](http://www.amsterdam.nl/dakloos), or contact the support organisations.

## POLICE AND DETENTION

### Reporting a crime to the police

Any victim of a criminal offence is allowed to report the offence to the police. Since the launch of the 'Free In/Free Out' policy or 'Veilige Aangifte' in 2016, all victims of crime are allowed to report offences to the police regardless of their legal status. In other words, it should be safe for people without a residence permit to report a crime. Experience shows that this is more often the case in bigger cities such as Amsterdam than in rural areas. If you are not confident enough to report a crime by yourself, ask a friend, an acquaintance, or a support organisation like Stap Verder [www.stapverder.info](http://www.stapverder.info), Wereldhuis [www.wereldhuis.org](http://www.wereldhuis.org), Amsterdam City Rights [www.amsterdamcityrights.org](http://www.amsterdamcityrights.org) or Steungroep Vrouwen zonder Verblijfsvergunning [www.svzv.nl](http://www.svzv.nl) to call in advance, or even to go with you to the police station.

> **Please note: The police may ask you for a proof of your identity, but if you hold no valid ID this is not a valid reason to refuse you the right to report.**

### Detention

The police are only allowed to check your identity if they have a valid reason to do so; for instance, if you didn't pay the tram-ticket, or if you drink in the park, where it is forbidden to do so. If you cannot show a valid ID card or a valid residence permit at the moment you are approached by police, the police are allowed to detain you for 9 hours (nightly hours don't count). If further investigation is required, this period of detention can be extended by 72 hours. After that, you could be transferred to the Aliens Police. At the Aliens Police a decision is taken (in theory) within 6 hours, and this could become Alien Detention, or lead to a decision to be obligated to leave the Netherlands, or even Europe within four weeks.

> **Please note: You have the right to a lawyer.**

> **Make sure that a person or an organisation you trust always has your personal details: your name, date of birth, country of origin, and V-number. If needed, this trusted person or organisation can contact your lawyer, if you are detained for some reason.**

## RETURN TO YOUR COUNTRY OF ORIGIN

There is support for people without a residence permit who wish to return voluntarily to their country of origin. To encourage voluntary return, a number of schemes have been developed providing financial stimulus to those wishing to depart. These are paid for by the Dutch government. For independent, non-government advice, contact the International Organization for Migration (IOM) in the Netherlands, which offers help to migrants worldwide at [www.iom-nederland.nl](http://www.iom-nederland.nl), and supports people in the Netherlands without a residence permit who wish to return voluntarily to their country of origin.

> **Please keep in mind the benefits provided by the Dutch government usually do not cover the money spent to come here.**

# KNOW YOUR CITY KNOW YOUR RIGHTS

## information for undocumented people in Amsterdam

This flyer provides information about the rights of undocumented people and where to go for assistance in Amsterdam.

Contact [mail@informationwall.nl](mailto:mail@informationwall.nl) for information / feedback on content.

**People without a valid residence permit can and should be helped.** As citizens of Amsterdam, they contribute to city life, yet many are prevented from meeting their basic needs because of their lack of official status. The city should take positive action to care for all its citizens, whether or not they have papers, and it should have consideration and understanding for the difficulties with which many undocumented migrants live.

### #humanrightsinthecity

Initiated by Neighborhood Feminists [www.neighborhoodfeminists.com](http://www.neighborhoodfeminists.com) Food Support Organizations and the Amsterdam City Rights team [www.amsterdamcityrights.org](http://www.amsterdamcityrights.org) to inform undocumented people about their rights. The information is compiled by Steungroep Vrouwen zonder Verblijfsvergunning (SVZV) [www.svzv.nl](http://www.svzv.nl), Stichting LOS [www.stichtinglos.nl](http://www.stichtinglos.nl) and the **Amsterdam City Rights team**.

> **Visit the HTS Support Desk for information and individual support.** Every Monday between 13.00 - 17.00h hrs. at the Here to Support Office, Afrikanerplein 1, 1091 PN Amsterdam.

> **Visit the Information point of IMWU, Right to Create and Migrant** Every Saturday between 16.00 - 18.00h hrs. at Pieter Nieuwlandstraat 112, 1093 XZ Amsterdam.

For information about your rights:  
[www.basicrights.nl](http://www.basicrights.nl) - [www.stichtinglos.nl](http://www.stichtinglos.nl)  
[www.helpfulinformation.redcross.nl](http://www.helpfulinformation.redcross.nl)  
[www.amsterdamcityrights.org](http://www.amsterdamcityrights.org)  
[www.informationwall.nl](http://www.informationwall.nl)



**Download the City Rights app to find places in Amsterdam that provide support:** [App Store](#)

[Google Play](#)

## HEALTHCARE

### Are you an undocumented migrant in need of medical care?

Even with no residence permit, you still have the right to healthcare in the Netherlands. **For life threatening emergencies call 112.** For urgent care go to the emergency department of a hospital. For all non-emergency care your point of contact is a General Practitioner (GP or 'huisarts') in the area where you live. Even if you don't have enough money to pay for the care, the healthcare provider cannot refuse to provide necessary healthcare.

Medical care can be compensated by the government, via the CAK (Centraal Administratie Kantoor). Some healthcare providers may not know about your right to healthcare. If so, please share this website with them:

[www.hetcak.nl/zakelijk/onverzekerbare-vreemdelingen](http://www.hetcak.nl/zakelijk/onverzekerbare-vreemdelingen)

If you have trouble accessing care, your support organisation, or Doctors of the World, can mediate. Call or leave a phone message at their Helpdesk 020 7653801, mail [zorgrecht@doktersvandewereld.org](mailto:zorgrecht@doktersvandewereld.org)

> **Contact your GP first to discuss options for birth control.**

> **Contact your GP first for referral to a psychiatrist / mental healthcare treatments / addictions.**

Many undocumented people go to Kruispost for help: [www.kruispost.nl](http://www.kruispost.nl)

> **Kruispost is not the same as having your own General Practitioner (GP).**

> **Volunteer doctors provide medical services at Kruispost.**

> **Kruispost may ask for a donation.**

Dental care and physiotherapy are not included in the basic healthcare system in the Netherlands.

> **For dental care contact Doctors of the World and / or Kruispost.**

> **For physiotherapy contact Kruispost.**

### If the health provider prescribed medication, undocumented people have the right to go to 7 pharmacies in Amsterdam:

Apotheek Caleidoscoop, Osdorppelein 403

Medicijnman Apotheek, Utrechtsestraat 86

Sumatra Apotheek, Sumatrastraat 92

Apotheek Frederik Hendrik, Frederik Hendrikstraat 47

Benu Apotheek Wester, Postjesweg 99-101

Apotheek BovenIJ Ziekenhuis, Statenjachtstraat 1

Ganzenhoef Apotheek (Inveni meds), Bijlmerdreef 1169

> **Make sure the Doctor puts on the prescription paper:**

'Noodfonds Amsterdam', your country of origin and 'CAK'.

> **The list of pharmacies can change, so check the CAK website for updates:** [www.hetcak.nl/zakelijk/onverzekerbare-vreemdelingen](http://www.hetcak.nl/zakelijk/onverzekerbare-vreemdelingen)

> **For people who menstruate, you can get the period products (pads and tampons) you need for free across Amsterdam.**

For exact locations, go to the online map and growing list of locations at [www.neighborhoodfeminists.com/menstruation-stations](http://www.neighborhoodfeminists.com/menstruation-stations).

In Centrum, you can go to the World House [www.wereldhuis.org](http://www.wereldhuis.org)

or you can also contact the 'Zorgbus' [www.doktersvandewereld.org/faq/hulp-nodig/spreekuren-zorgbus/](http://www.doktersvandewereld.org/faq/hulp-nodig/spreekuren-zorgbus/)

## CHILDHOOD AND FAMILY LIFE

Under the International Convention on the Rights of the Child, children without a residence permit must not be treated differently from children with a residence permit. This means that they have the right to education, youth medical care, and shelter, also in the Netherlands. Sadly, in daily life these rights are not known by enough people. Not knowing the rights of children can cause severe problems for them, which is why it is extremely important that all those involved in children's lives also know that all children have the same rights, whether they are documented or not.

Even if you as a parent are undocumented, you can still receive support and assistance in the care of your child. If you want to know more about marriage, registering the birth of your child, your rights as an undocumented parent, or advice about your (housing) situation as an undocumented family, contact [www.stapverder.org](http://www.stapverder.org), [www.wereldhuis.org](http://www.wereldhuis.org), [www.svzv.nl](http://www.svzv.nl). More info here: [www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen/ongedocumenteerde-jongeren/](http://www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen/ongedocumenteerde-jongeren/)

## FOOD SUPPORT

Food packages are possible for undocumented people, even if refused access to the official Food Bank, or 'Voedselbank'. For information contact these organisations: **Red Cross** [www.helpfulinformation.redcross.nl](http://www.helpfulinformation.redcross.nl) - In 'Centrum' World House [www.wereldhuis.org](http://www.wereldhuis.org) - in 'Noord' Stichting Flora Kokjes [www.flora-kokjes.nl](http://www.flora-kokjes.nl) - In 'Zuid' the Lutheran Diaconie [www.diaconie.com](http://www.diaconie.com) - in 'Zuidoost' - Stap Verder [www.stapverder.org](http://www.stapverder.org) - Hoop voor Morgen [www.hoopvoormorgen.nl/voedselbank](http://www.hoopvoormorgen.nl/voedselbank) - Stichting Carabic - [www.stichtingcarabic.nl](http://www.stichtingcarabic.nl) > **or contact your support organisation.**

## LEGAL ASSISTANCE

Access to legal assistance is considered a fundamental right in the Netherlands, also for those without a residence permit. Everybody who needs legal assistance but is unable to pay for it can get a large part of their costs reimbursed. This is written in the Dutch constitution. A number of community organisations in Amsterdam also offer assistance and advice on legal issues most common for people without a resident permit. Contact [www.stapverder.org](http://www.stapverder.org), [www.wereldhuis.org](http://www.wereldhuis.org), [www.svzv.nl](http://www.svzv.nl), [www.askv.nl](http://www.askv.nl), [www.amsterdamcityrights.org](http://www.amsterdamcityrights.org).

### Where can you go for legal advice about employment law, housing law, social law or family law?

You can visit the Legal Help Desk, or 'Juridisch Loket', for free.

[www.juridischloket.nl](http://www.juridischloket.nl) is an accessible advice centre. The Legal Help Desk should also help people without a residence permit. If an employee is not aware of this and refuses to help you because of your lack of a permit, you can inform them that you have the right to legal assistance. If necessary, the Legal Help Desk can refer you to a lawyer. It is important that you bring all documents that relate to your problem, and any phone conversations to keep your legal paperwork next to you.

### If you want to talk to a lawyer directly:

Contact Wereldhuis, email [info@wereldhuis.org](mailto:info@wereldhuis.org) which offers legal counseling every Thursday between 13.00 - 15.00hrs.

> **Please note: To schedule an appointment visit the World House, send an email or call 06 2282 1472.**

Legal assistance is available at Stap Verder [www.stapverder.org](http://www.stapverder.org) in Zuidoost, Hoogoord 187a, every second Wednesday of the month from 14.00hrs. on. Consultations are by walk-in, but if you can please register in advance > **Services in both Wereldhuis and Stap Verder are free of charge.**

## WORK AND HUMAN TRAFFICKING

As an undocumented migrant, you are not legally allowed to work. A lot of people work in the informal labour market, however. In theory, Dutch labour law is still applicable, which means that rules about minimum wages, payment during illness, and days off should be respected.

As an undocumented migrant, you face greater risk for exploitation. Some exploitation indicators are: you work very long hours, you are paid little or not at all, or you are even locked up during working hours. You have the right to press charges if you are being exploited. For a legal case, you must first gather evidence: whenever possible, keep track of where you are, the amount of hours that you work, any communication between you and the employer, the names of your employers, the location. Take photos and keep WhatsApp messages as evidence.

For more information about work and human trafficking: [www.fairwork.nu/en/frequently-asked-questions/](http://www.fairwork.nu/en/frequently-asked-questions/)

> **Don't wait too long to ask for help!**

Support organisations include FairWork [www.fairwork.nu](http://www.fairwork.nu), Amsterdams Centrum Mensenhandel, [www.hvoquerido.nl/acm](http://www.hvoquerido.nl/acm) and Recht in Zicht [www.legerdesheils.nl/meetingpoint/juridische-begeleiding](http://www.legerdesheils.nl/meetingpoint/juridische-begeleiding).

## PRIMARY AND ADULT EDUCATION

All children between 5 and 18 years old are required to go to school. The school may not share any information about its pupils with others. Do ask for assistance of social workers or people you trust if you run into difficulties registering your child at a school.

Adults without documents cannot go to school. There are options for higher education, but much depends on your personal situation, for advice contact [www.askv.nl/pao](http://www.askv.nl/pao), or mail to [info@askv.nl](mailto:info@askv.nl). For information about the **Amsterdam pilot for undocumented youngsters to higher education:** [www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen/ongedocumenteerden/pilot-toegang-hoger-onderwijs/](http://www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen/ongedocumenteerden/pilot-toegang-hoger-onderwijs/)

The city offers a number of possibilities for taking Dutch language classes or other educational courses. Please check: [www.boostamsterdam.nl](http://www.boostamsterdam.nl), [www.wereldhuis.org](http://www.wereldhuis.org), [www.sobamsterdam.nl](http://www.sobamsterdam.nl), [www.askv.nl](http://www.askv.nl), [www.casamigrante.nl](http://www.casamigrante.nl), [www.stapverder.org](http://www.stapverder.org), [www.abcamsterdam.org](http://www.abcamsterdam.org), [www.foundationuniversity.com](http://www.foundationuniversity.com), [www.heretosupport.nl/academy](http://www.heretosupport.nl/academy). In community centres, or 'buurthuizen' you can also enroll in Dutch courses or join other activities.

You are can also take online courses through [www.coursera.org](http://www.coursera.org), [www.skillsbuild.org](http://www.skillsbuild.org). Please contact [www.amsterdamcityrights.org](http://www.amsterdamcityrights.org) or [www.askv.nl](http://www.askv.nl) if you want to know more about the access to education.