

Eviction prevention services at the municipal level

Eviction prevention in Vienna



Primary prevention

- Affordable housing for the many
- Individual assistance

Secondary prevention

- Eviction prevention for vulnerable target groups

Tertiary prevention

- Reintegration

Primary prevention: Housing in Vienna

Affordable housing for the many

Special characteristics of housing in Vienna

- Share of rented homes higher than owner-occupied homes (in contrast to other European capitals)
- In Vienna there are around 220,000 relatively inexpensive municipal flats and their number is rising

Average home rents:

Private sector : € 9.7/m²

Municipal housing: € 6.8/m²

Individual assistance

Rent allowance and housing benefit

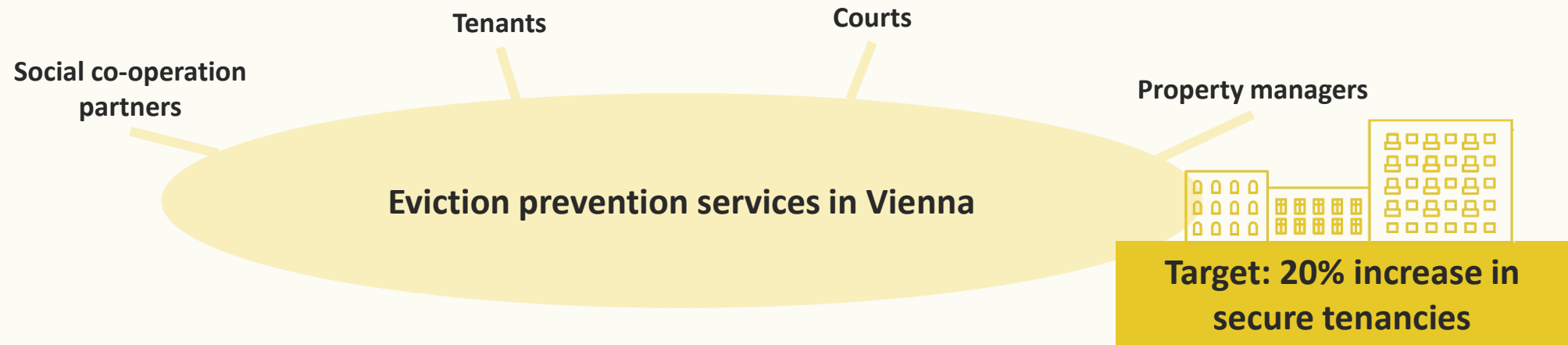
- To make rents affordable for low-income households

Types of housing 2011

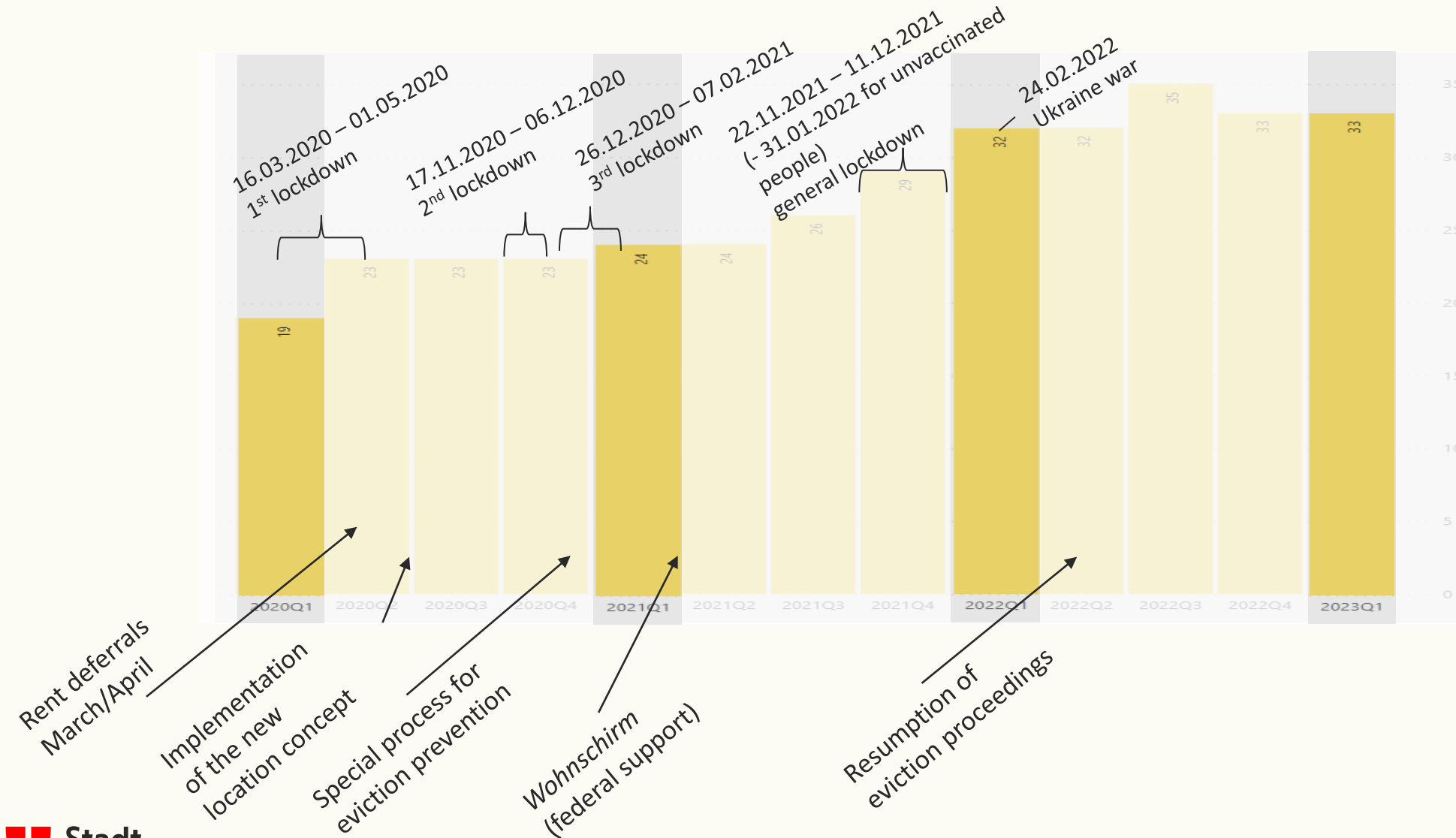


Secondary prevention: Eviction prevention in Vienna

- Since 1998, Vienna has had well-functioning eviction prevention measures. In 2020, a new concept pooled this expertise at a single location.
- With the tenant's consent, information on imminent eviction is passed on by the courts to the assistance organisations commissioned.



Development of arrears in municipal housing from 2020



From December 2021 (start of special process) to September 2023 (end of special process / launch of Eviction Protection Plus), a total of 7,282,731.20 euro went to municipal housing via the social workers of the City of Vienna.

Viennese energy support and eviction prevention measures

Vienna Energy Cost Allowance 2022 + extra bonus for single parents

- 233,000 households and 13,400 single parents
- June 2022

Vienna Energy Bonus 2022

- 634,000 households
- December 2022 to March 2023

Vienna Energy Cost Contribution Plus

- 20,000 grants
- From October 2022 and continuing

Vienna Energy Bonus 2023

- 688,000 households (556,000 without application and 132,000 with application)
- April 2023 to end of June 2023

Vienna Housing Bonus 2023

- 632,000 households
- July 2023 to end of September 2023

Vienna Housing Allowance

- 245,000 people
- From September / October 2023

Vienna Eviction Prevention Plus

- 11,000 + households
- From 4 September 2023 and continuing

Vienna Eviction Prevention Plus

- Coverage of 70% of payment arrears
 - The remaining 30% are paid by the tenants in instalments
- Easy access by online application
- Fast processing as applications are exclusively handled in the back office for arrears of up to 4,000 euro
 - There are, however, exceptions to this rule
- If arrears are higher, they are only covered with the involvement of social workers, with the maximum benefit amount being 15,000 euro
- Very easy access to eviction prevention assistance
- Social work:
 - Empowerment – enabling people to meet their housing needs on their own and as far as possible without recurring rescue packages
 - allowing/prioritising the autonomous coverage of housing costs



Tertiary prevention: Reintegration – Viennese Homeless Assistance

12,370 homeless clients of the Vienna Social Fund

(people without housing / accommodation)

Objective: Provision of housing to end homelessness and ensure housing (re-)integration



Chancenhäuser ("Houses of Opportunity")

6 providers
8 facilities
543 places for individuals
82 places for groups
(families/couples)

Facilities offering mobile residential assistance

13 providers
around 2,280 assisted
units for individuals,
couples and families

Facilities offering stationary residential assistance

9 providers
33 facilities
1,655 places for individuals
130 places for groups
(families/couples)

Easily accessible services

Around 45 offerings:
day centres, street- work,
counselling, health
promotion, easily
accessible accommodation

Winter package

Counselling centres for MRA

10 providers
13 centres

Social housing management

13 providers

Mother-child houses

4 providers
8 facilities
113 places for groups
(families)

Thank you!

