

Information sheet for Ukrainian refugees

Welcome to the municipality of Hollands Kroon!

You are being received in the municipality of Hollands Kroon. Below you will find information, which you need for a good stay in the Netherlands and Hollands Kroon.

Registering in the municipality of Hollands Kroon

When you arrive in the municipality at your reception location, you must register in the municipality. To do this, contact oekraine@hollandskroon.nl. You indicate who you are and how many people you have come with. An appointment will then be made for you to register so that you are registered in Basis Registratie Personen. Once registered, you will receive a certificate of registration in the municipality with a BSN number.

To register yourself and your married partner as married, you must have your marriage certificate translated by a certified translator.

IND registration process:

If you have recently arrived in the Netherlands, you must register with the IND (Immigration Department) within four weeks of registering in the BRP. To do so, you must make an appointment via the IND website. The IND tests whether you meet the conditions of the RTB (Temporary Protection Directive). If you meet the conditions of the RTB, you will receive a residence permit (visa sticker or an O document) from the IND.

If you have not appeared at the IND, you will receive an intention after four weeks. If you do not respond and still do not appear, after four weeks you will receive a decision not to process the temporary protection and incomplete asylum application. A return decision will also be imposed. The municipality will then terminate your reception and other facilities.

To be allowed to work and stay in the Netherlands, every Ukrainian refugee (from 14 years old) needs a residence sticker with an extension letter from the IND. Do you not have this yet? Then make an appointment with the IND via the link: [Online appointment planner \(ind.nl\)](#)

Bank account

With the certificate of registration from the municipality and your (biometric) passport, you can open a bank account. You need a bank account to receive financial support from the municipality or receive salary from your employer if you work. You can open a bank account at BUNQ Bank online, Rabobank in Den Helder or Alkmaar, ING Bank online and/or SNS Bank in Schagen. You must make an appointment in advance to visit. You can make this appointment through your Wonen Plus Welzijn volunteer or through Vluchtelingenwerk Oekraïne-hollandskroon@vluchtelingenwerk.nl. To open a bank account, you will need the registration certificate from the municipality (not older than 3 months) and your valid ID.

Applying for financial assistance

If you are enrolled and have opened a bank account, you can apply for financial assistance. You can receive financial assistance if you (and other family members) are not working. You apply by sending an e-mail to oekraïne@hollandskroon.nl. You indicate in this e-mail:

- For whom you are requesting financial assistance (you and any other family members);
- Name;
- Date of birth;
- BSN number;
- Copy of passport.
- As of when you are registered in the municipality;
- To which Dutch bank account number you want to receive the financial support. Dutch bank account number (attach a copy of your bank card in the email).

The amount of financial assistance:

The amount for food depends on the size of your family. The more people in your family, the lower the amount per person per month:

Age of refugee and size of family	Dress money	Food money	Extra allowance
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All ages, individual refugee without family	€ 62,66	€ 242,48	€ 80,91
Refugee is 18 years of age or older, family consists of 2 people	€ 62,66	€ 242,48	€ 80,91
Refugee is 18 years of age or older, family consists of 3 people	€ 62,66	€ 193,98	€ 80,91
Refugee is 18 years of age or older, family consists of 4 persons or more	€ 62,66	€ 169,74	€ 80,91
Refugee is under 18 years of age, family consists of 2 people	€ 62,66	€ 200,65	€ 80,91
Refugee is under 18 years of age, family consists of 3 people	€ 62,66	€ 160,64	€ 80,91
Refugee is under 18 years of age, family consists of 4 persons or more	€ 62,66	€ 140,34	€ 80,91

The extra allowance is intended for Ukrainian refugees who are hosted by a host family. You can the extra allowance, for example, for public transportation to do activities outside the home (such as visiting family/friends, doing sports, etc.) and to give a contribution towards the cost of gas, water and electricity to the host family.

If you are working, you are not entitled to financial assistance from the municipality. You are then entitled to receive your salary and, if you have minor children, apply for Child Benefit and Child Budget. In addition, if you are staying in the Netherlands without your partner, you can also apply for Single Parent Allowance.

To apply for these benefits, we advise you to contact Refugee Council. Information can be found at: RefugeeHelp - на які пільги мають право українці у Нідерландах. RefugeeHelp - на які пільги мають право українці у Нідерландах.

Do you need help with applications? If so, contact Refugee Council at oeukraine-hollandskroon@vluchtelingenwerk.nl;

Duty to inform

You are obliged to inform the municipality about the number of family members your family has and to report any changes in it. You are also obliged to inform us if you are working and stop working.

Furthermore, you are obliged to inform us when you are on vacation or away from the reception location for the night. You may stay away from your childcare location for a maximum of 28 days per calendar year.

You can pass on this information by sending us an email to oeukraine@hollandskroon.nl.

Paying your own contribution

Ukrainian refugees who are aged 18 years and older who are working and receiving shelter at a municipal shelter location, will start paying a personal contribution of €105.00 from July 1, 2024. This is money that you pay to the municipality where you are sheltered. The government is introducing this own contribution because it thinks it is fairer. Other refugee groups in the Netherlands already pay a co-payment if they have an income. After paying your own contribution, you are left with at least as much money as if you did not work and only received living allowance. With this money, the municipality can pay part of the costs of your shelter such as gas, water and electricity. You pay the co-payment per month for as long as you work.

If you both work as married couples, then together you pay $2 \times €105.00 = €210.00$ per month. If your partner works, then your partner also pays for the non-working partner if you are married to each other or in a registered partnership, so also $2 \times €105.00 = €210$. If you are single and 18 years and older then you pay €105.00 per month.

If an adult child (18 years or older) resides in the family and works, then he is considered a separate family and pays a contribution of €105.00 per month.

In summary, contributors are:

- Adult persons from the age of 18 with income from employment, domestic or foreign;
- Adult persons from the age of 18 receiving wage loss benefits or government allowances;
- Adult family members without their own income, if adult persons are married to or in a registered partnership with an adult person who has their own income. Please note that adult children of adult persons are considered a separate individual or family in the RooO and therefore do not fall under the definition of "family member."

The income received that falls under income are:

- Income from work in the Netherlands: €.....
- Income from work abroad: €.....
- Income from benefits: €.....
- Income from a pension: €.....
- Other types of income as benefits (e.g. child budget): €.....

We want to prevent you from falling below the minimum living expenses standard after deducting the co-payment from your total family income. Therefore, it is important to add up all your family income (not including that of your adult child!) and then deduct the personal contribution from that. Also remember to add the child budget to your income.

All working adult Ukrainian above the age of 18, who are accommodated in a municipal shelter, receive information that they must pay the co-payment and how we will collect it. We collect the co-payment each month and we do so in arrears. As an example, the co-payment for July 1 will then have to be paid by August 1. If you do not agree with the personal contribution imposed, you can write an objection. We will explain how this works in the information you will receive from us.

If you do not work and receive living allowance, you will not receive a letter to start paying the personal contribution. You will continue to receive the living allowance. Should you start working, you are obliged to inform us. If we ask you to provide information about work, family composition or vacations, you are obliged to tell us. If you receive living allowance and do not respond to our request to provide information, we will eventually discontinue your living allowance and ask you to pay the co-payment from the moment we asked you for the information.

Obligatory car registration, MOT and paying motor vehicle tax

As of March 4, 2025, you must have any vehicles you bring with you registered in the Netherlands and meet obligations such as a car periodic inspection (APK), car insurance and paying motor vehicle tax. You will receive clear communication about this from the RDW (National Road Transport Agency) and the Tax Office. You will be supported where possible by these parties but also by your regular contacts at your reception location and municipality.

Working in the Netherlands

As long as you are entitled to Temporary Protection, you may work as an employee in the Netherlands. You must meet the following requirements to do so:

- You are registered with the municipality in the Basic Registration of Persons (BRP);
- You have a BSN (citizen service number);
- You have a Ukrainian passport, proof of identity or proof from the Ukrainian Embassy;
- You have a sticker from the IND or a pass;
- You have an extension letter from the IND.

If you are looking for work, please contact:

- www.nhnwerktdoor.nl via contact@nhnwerktdoor.nl
- www.agro.jobs via info@agrojobsholland.com
- www.nl-jobs.com via work@nl-jobs.com
- www.abvakwerk.nl via 0227-502341
- www.nijverveld.com Molenvaart 527-B
1764 AV Breezand
 +31 6 1825 1389
 info@nijverveld.nl

Studying at HBO (higher education) or university very expensive

Ukrainian youth who want to study at a HBO or university are legally seen as other non-EU nationals. This means that Ukrainian youth also have to pay the high lessons fees of €10,000 or €20,000. The UAF is a fund where young people who want to study can apply for help with this, but that fund is not enough to help all students. To still be able to study, you can choose an MBO study. Through DUO, an out-of-pocket claim can be filed for fees of the lessons.

Pets

Information for refugees coming to the Netherlands with their pets from Ukraine and Russia | War in Ukraine | NVWA

Are you traveling with your pet from Ukraine to the Netherlands from June 15, 2023? Then make sure your pet meets the import requirements of the European Union (EU). These requirements are mainly because of the dangerous disease rabies. Ukraine is a high-risk country for rabies.

What are the EU import requirements for a high-risk country for rabies?

- your pet has a chip;
- the animal has a valid rabies vaccination;
- at least 30 days after the rabies vaccination blood has been taken for a blood test;
- after a good result there is a 3 month waiting period (counted from the blood collection) before the animal may enter the EU;
- you have an EU health certificate and owner's declaration for your animal. Or an EU pet passport, but this is only possible if the animal has been in the EU before and has had all obligatory vaccinations in the EU.

Does your animal not meet EU import requirements and are you in the Netherlands?

- Make an appointment with a veterinarian as soon as possible. Your veterinarian will tell you what to do, such as having the animal vaccinated and taking a blood test;
- Report your animal to NVWA or have your veterinarian do so.

House rules municipal shelter locations:

There are several municipal shelter locations in Hollands Kroon. If you are staying at one of these shelters, you will receive a user agreement from the municipality or, if you are staying at a larger shelter, the house rules will be made known to you by your contact person at the location.

Temporary or permanent departure of refugees from Ukraine abroad

You can travel from the Netherlands to Ukraine or countries in the EU with a valid travel document. You can leave the Netherlands temporarily, for example for important family visits. If you report your temporary departure in advance to the municipality where you are staying, it does not immediately affect your reception place or financial support in the Netherlands.

The municipality can give a shelter to another refugee if you have left for longer than 14 days. If you later return to the Netherlands, you may be assigned another shelter. This may be in a region of the Netherlands other than the municipality of Hollands Kroon. The municipality will stop financial support if you have left for longer than 28 days. The municipality can stop these facilities immediately if you leave unannounced. Do you return to the Netherlands later? And do you still meet the rules then? Then you can get the financial support again. If you do not report the departure, you can lose the shelter immediately and the municipality can stop the financial support immediately.

What should you do if you want to leave the Netherlands and are not thinking of returning to the Netherlands?

- You report to a shelter employee that you want to leave, and to the municipality at oukraine@hollandskroon.nl;
- You must deregister from the municipality (from the basic registration of persons or BRP). You will receive a form for this at the shelter or request one from oukraine@hollandskroon.nl;
- The Repatriation and Departure Service (DT&V) supports Ukrainians in their departure from the Netherlands.

Medical care and reimbursement of medical expenses

- Do you need medical care? Then you can visit a general practitioner in your neighborhood. If necessary, your doctor will refer you to a hospital or specialist. Do you need help finding a doctor? Then please contact the location manager/support person where you are staying, your Wonen Plus Welzijn

volunteer or via oeukraine@hollandskroon.nl 088-321 5000 (Monday to Friday between 8.30-17.00);

- If you have a passport and a Citizen Service Number (BSN), you must show this when you need care. The cost of medical care is paid from the Regulation on Medical Care of Displaced Persons from Ukraine (RMO). You do not have to do anything for this. You do not pay a health care premium or deductible. More information on what care is reimbursed in this case can be found at www.rmoeukraine.nl
- Even if you cannot identify yourself, you will get the care you need. However, we advise you to register with the municipality. You will then receive a Dutch Citizen Service Number, which will make you subject to the RMO;
- All Ukrainians under the Temporary Protection Scheme are insured through the Medical Care Displaced Persons from Ukraine (RMO) Scheme. Even if you are working;
- You can choose to have your own health insurance anyway. You can indicate this to your health insurer. In that case, you may receive care allowance. For more information, see: RefugeeHelp - на які пільги мають право українці у Нідерландах.

Wonen plus Welzijn (volunteer organization)

The volunteers of Wonen plus Welzijn dedicate themselves, among other things, to Ukrainian refugees. They can arrange practical matters for you, such as applying for a bank account or help with other practical matters. In the municipality of Hollands Kroon, they hold consulting hours every Monday morning from 9:00 to 11:00 a.m. in Molenweid where you can go for help questions.

Address: Patrijzenlaan 31 in Wieringerwaard.

Legal aid in the Netherlands

Refugeehelp

The Dutch Refugee Council Foundation is a non-governmental organization (NGO) that represents the interests of refugees and asylum seekers in the Netherlands.

A special team is available for refugees from Ukraine. This team informs Ukrainian refugees about their rights and opportunities in the Netherlands. Refugee Council can also help with reception and participation in the Netherlands.

You can ask your questions via email: oekraine-hollandskroon@vluchtelingenwerk.nl or phone/Whatsapp at 06-22841379.

RefugeeHelp - [RefugeeHelp - Welcome to RefugeeHelp](#)

Lawyer

In most cases, you do not need a lawyer in the Netherlands. Going to court is usually the last solution to a legal problem. Do you have a legal question or do you need legal support? If so, you can contact the Juridisch Loket. They give free legal advice and can refer you to a lawyer or mediator if necessary. The Legal Help Desk provides free basic legal advice on matters such as right of residence, work, housing and immigration law.

You can get legal advice during the walk-in clinic, on the phone (0900-8020 €0.10 p/min) or by email, and possibly make an appointment. Advice is available in both Dutch and English.

For more information on legal aid and advocacy: RefugeeHelp - безкоштовна юридична допомога для українців у Нідерландах