



WESHARE WECARE

**GUIDE TO INTERGENERATIONAL &
INTERCULTURAL SOLIDARITY
HOMESHARING**

A practical guide, with methodological tools, success factors and pitfalls to avoid, to help any person or institution to set up a successful intergenerational and intercultural homesharing programme in Europe.

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0 INTRODUCTION

WHY THIS GUIDE AND HOW TO USE IT?

This guide aims to be a document that compiles the key factors and resources necessary to set up an intergenerational homeshare programme. It is, above all, a useful and practical document, based on the experience of different organisations with a wide experience in the management of intergenerational homeshare programmes in different European countries.

Along the way, within the [WeShareWeCare project](#), we have learned, improved and know how to make an intergenerational homeshare programme work well. It serves as a basis for those interested in starting one. You will find information, success factors, useful resources and partners, contacts and examples to guide you and make it easier for you to succeed in this adventure.

There is a common characteristic to all successful intergenerational homeshare programmes: that is, they are live programmes, “tailor-made”, which necessarily adjust to the local reality where they are developed and to the particularities of the people who participate in it. As long as they have this capacity to adapt to the people, each homesharing is unique, they will have a greater chance of success and will reach the full potential that intergenerational homesharing can develop in the people who decide to live together.

However, there is a minimum necessary structure, partners to be reckoned with in each territory, and a multitude of considerations and processes that experience has taught us to do better every day. That is what we intend to offer: the beaten paths along which anyone can start their own journey, even doing their own way. We hope it will be useful to you and encourage you to join the adventure of bringing people, generations and cultures together to achieve a more inclusive and safer society for all. The best sometimes is the enemy of the good. Don't stop because you don't have all the certainties. The path is made by walking. It is good to let things happen.

WHAT IS AND WHAT IS NOT AN INTERGENERATIONAL AND INTERCULTURAL SOLIDARITY HOMESHARE PROGRAMME?

An intergenerational homeshare programme supports and encourages people from different generations to live together in the home of one of them, supporting and helping each other, sharing experiences and knowledge, and building a lasting relationship that is enriching for both sides. It facilitates and supports the private agreement between two people who decide to live together to help and enrich each other in that relationship.

It is a programme based on solidarity, on the interest of both sides to help and support each other, with the conviction that they have much to offer and to mutually gain from this relationship. It can be a more or less detailed agreement, more or less strict, of counter-performance on both sides, but it can also be just a suitable framework for building a unique homesharing relationship, day by day, with the only purpose of serving both sides, so they prefer to go on together rather than separately.

Normally it is meant for people of different generations living together. The most common are seniors who will normally provide the home to live in, and young people (international students, workers, young professionals...) in a situation of mobility, who will temporarily live with the person offering the home. Intergenerationality will often be enriched by interculturality, as people from different cultures, beliefs and life projects come together.

It is neither a rental, nor a business, nor a free accommodation programme for young people. It is a programme based on solidarity between generations and mutual help. There is no price in return for this agreement, although there may be compensation of expenses for the use of the accommodation by the young person to the older person.

This amount will never be in the form of rent, and will in any case be below the market price, and should not be the main motivation for living together. In some cases, a participation fee may be charged to support the sustainability of the programme and the costs of its operation.

WHO CAN START A HOMESHARE PROGRAMME?

Any individual or organisation, public or private, with the vocation to do so, can set up an intergenerational homeshare programme. However, depending on the size of the programme and the number of matches it manages each year, it will require greater organisation, structure and resources to manage it correctly. In any case, the programme manager must have legal personality for the correct performance of the programme.

Experience in Europe and around the world shows us that intergenerational homeshare programmes, which are very similar in their functioning and nature, are managed by individuals, private organisations and public organisations. Many of them are run by private non-profit associations, but also by universities, by the social services of a municipality or local government or by individuals.

Whoever sets up and manages an intergenerational homeshare programme will need a number of partners and alliances with other entities and organisations that can help to make the programme a success.

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STRUCTURE AND EQUIPMENT NEEDED TO SET UP A PROGRAMME.

STAFF

At least, we consider that a project manager or coordinator is necessary for the correct management of the programme. The support of a communication department or professional for the dissemination of the programme is also a very important aspect.

Experience shows that one person working full time can manage a programme of about 40 to 70 matches a year, depending on the support he has in communication, funding and alliances.

PHYSICAL SPACE OR OFFICE

Although it is not essential, and we could set up a programme without having an office or physical space of reference, the best thing is to have a physical space, with a telephone, computer and internet, that gives us visibility and is a place of reference for the people who participate in the programme. A place to call, visit, inform and interview people interested in the programme, and to meet and coordinate with the rest of the key partners of the programme. It is also a place to create a sense of community among those who participate in an intergenerational homeshare programme.

In general, this will be the place to meet and inform the senior's relatives, the senior him/herself, the young people and their relatives interested in participating in the programme. It is very useful to carry out the necessary personal interviews in the case of young people. In the case of the seniors as well, although it is often advisable to hold these meetings and assessments in the home of the senior, which will allow us to facilitate their participation by making the programme more accessible to certain profiles with difficulties to move around, as well as to know and assess the home and the room that the senior makes available to share.

WEB SPACE AND EQUIPMENT

It is important to have a programme website, where potential users can find all the initial programme information, documents, contact details, key partners, etc... A basic database or CRM (Customers Relationship Management) is enough to manage the programme, a computer, printer, telephone, will help. A large investment in equipment and materials is not necessary for the correct management of an intergenerational homesharing programme.

- People from different generations living together, supporting and helping each other and building a lasting relationship that is enriching for both sides.
- It is a programme based on solidarity between generations and mutual help.
- It is intergenerational and intercultural as it encourages people from different ages and cultures to live together.
- Anyone, and individual or an organisation, can run a Homeshare programme.
- Alliances and a minimum of human and economic resources are key for its success.



SOLIDARIOS

Convive



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Cohabilis



Fundació Roure

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2

KEY PARTNERS IN A PROGRAMME

THE MANAGER THAT RUNS THE PROGRAMME

It is the organisation responsible for the management of the programme. It can be an individual, an association or a public institution. It is in charge of everything related to the management of the programme: its development, monitoring and evaluation. In any case, it must have a legal personality.

Most common are non-profit organisations, such as associations, foundations, cooperatives, social enterprises, universities and public institutions.

KEY PARTNERS FOR PROGRAMME DISSEMINATION

● **Municipalities, local governments, social services for the seniors:**

It is important to have as a partner or ally the local government of the territory, and more specifically its social services for the elderly, if they exist. They are essential to have the support of the public services for the elderly in the programme's area of influence. They provide institutionalism to the programme. They are a key actor in the dissemination of the programme among the elderly, especially among the most vulnerable. A good referral protocol with the public social services is essential to reach the elderly users. Without them, the programme cannot succeed. It must be borne in mind that it is a programme that is not for everyone, and that not everyone decides to take part in it. Having a large number of interested seniors is the key to the success of the programme. And one of its biggest challenges.

● **Social / health care services and companies for the elderly, public or private:**

Nowadays, and increasingly so, numerous public and private entities and organisations collaborate with the public sector in the care of our elderly. Organisations that provide services such as residences, day centres, senior centres, home care services or telecare, provide their services to a large number of seniors who require support or help. This makes them essential allies to make our projects known among their potential users. Without a very high cost, a correct relationship of cooperation and referral with these services and organisations will allow our programmes to be known by a very important number of potential users. It is a win-win relationship. Your programme does not compete with these services. It complements them, delays their need and relieves them of non-essential uses.

● **Associations or organisations of seniors or young people and students:**

Any organisation or association of seniors and/or young people, with contact with seniors and young people, are key allies for the dissemination of the programme. We need the programme to be known by the greatest number of seniors and young people who may be interested in the services offered.

Among the elderly, associations of seniors, retired people, sports, cultural, directed to seniors, are the ones to seek. Wherever there are seniors who are potential users of the programme, we should be offering our service there: travel clubs, universities for seniors, active ageing programmes, associations of retired people, etc...

Among young people or students, youth, sports, cultural or international students associations are also very important.

However, experience tells us that it is more difficult to reach seniors than younger people, so it is important to pay special attention to how to reach the former.

The families of seniors can also be a group to be reached. Often it is the relatives of seniors, especially those who are more lonely and vulnerable, who are interested in the programme as a possible support for their relatives.

● **Universities, schools, academies:**

Most of the intergenerational homesharing programmes are nourished by young students in a mobility situation, who move to a different city or country from the one where they normally live, to pursue their studies, internships or first job.

This is a very suitable profile for the programme. Many young people need to solve their housing or accommodation needs in the city they are moving to, in order to be able to pursue their studies or their professional development independently. In addition, the intercultural and intergenerational aspect of the programme can help universities' task of integrating international students in the local community.

Collaboration and cooperation agreements with these types of entities, universities, higher education centres, vocational training centres, local companies, are very important to spread our programme among young people.

Media, social networks, influencers, programme ambassadors:

The communication and dissemination of the programme is a key aspect of its success. Only by making it known and trusted by potential users will we have the necessary candidates to build a good relationship of homesharing. We must have a clear communication strategy, with defined messages for each target audience and for each dissemination channel. We need to have them as allies. Appearing in the media, television, radio, internet is mandatory. A good strategy on social networks, having opinion leaders or « influencers » in the community to help us spread the word about our project, will also be necessary.

And keep in mind, people are most interested in what happens to other people. The involvement of the people from your community, telling their experience in first person, is essential to create confidence and to make the programme attractive.

KEY PARTNERS TO FUND OUR PROGRAMME

The funding of our programme can be met through the payment of a contribution from participants, through funding from external public or private entities, or a mixed method, with contributions from both sides. Occasionally, it can be financed through crowdfunding, for its start-up, or for its extension.

Just to mention that the Corporate Social Responsibility of private companies, foundations, the public administration itself responsible for social policies and programmes or universities, can be actors that collaborate in the economic sustainability of the programme through grants, subsidies or agreements. In line with their interests and social public policy commitments to care for the elderly, intergenerational homesharing is an effective, cheap and profitable solution to meet the needs of our seniors and our young people, and therefore, susceptible to be financed and supported.

OTHER KEY PARTNERS

- Other **actors from the academic and/or scientific field** can help us on issues such as the evaluation of the impact of our programme. Having universities and consultancies help us to build a good monitoring system, data collection methods and indicators that will allow us to evaluate our programme can be very useful.

- Social volunteers** are also a very important partner who can help us in the dissemination, monitoring and support of the homesharing programme. People who, as volunteers, visit the matches to see how they are doing, maintain regular contact with them, etc... This can allow us to carry out a better monitoring of the matches, which complements the necessary monitoring that should always be the responsibility of the managing organisation. Some information can reach us more easily through the monitoring of third parties outside the managing organisation. This is because sometimes there are aspects or issues that participants will talk about more easily with third parties than with the organisation, either because they are issues that affect our own functioning or team, or because they think that telling us about them might affect their participation in the programme.

Manager of the programme

Other key actors

For dissemination:

- Municipalities, local governments, social services for the seniors
- Associations / organisations of seniors
- Associations / organisations of youngsters / students
- Universities, schools, academies
- Media, social networks, influencers

For funding:

- Contribution from participants
- Public institutions
- Social public policies
- Foundations
- Corporative Social Responsibility / Private companies
- Crowdfunding solutions

Other actors:

- Academic and scientific field actors (Evaluation, investigation, monitoring)
- Social volunteers

3

LEGAL FRAMEWORK TO BE TAKEN INTO ACCOUNT

- Relevant national legal frameworks
- Other aspects to be taken into account (data protection, insurance, criminal record)
- Importance of a charter (ethical/social charter): why and what to include

HOW IS AN INTERGENERATIONAL HOMESHARE PROGRAMME LEGALLY FRAMED?

At the European level, each country has its own legal framework that can affect or regulate, to a greater or lesser extent, intergenerational homesharing.

France is the only country that has a specific legal framework for intergenerational homeshare in solidarity (LAW n° 2018-1021 of 23 November 2018, article 117).

In general, the legislation on property and that which regulates leases is the one that can most affect intergenerational homesharing, and therefore the one to which we must pay special attention. Often, its regulation has to do with whether it is a homesharing under the formula of free of charge or in which a certain economic consideration between the parties comes into play.

A good understanding of the legal framework at national and local level is essential to ensure that homeshare does not infringe on the rights of homesharers and householders at any time. For example: from a taxation point of view, from the point of view of receiving benefits or grants, in case of an accident, etc...

With the above, the following will be defined:

- the type of document to be signed between the parties (e.g. agreement, arrangement or contract),
- the type of regulation that governs it (and whether it influences e.g. the maximum duration of the homeshare, the amount that can be requested, the size of the room, etc.)
- and therefore the minimum clauses that will have to be included.

WHAT OTHER LEGAL CONSIDERATIONS SHOULD BE TAKEN INTO ACCOUNT WHEN PROMOTING HOMESHARE?

- **Data protection:** as soon as you start collecting personal data from people (senior and/or younger people), it is essential to establish a secure and responsible data file. Check the obligations of persons and entities processing personal data in your country.
- **Insurance:** we recommend, as an entity, to have at least an insurance that covers the civil liability of both cohabitants in case of an accident. Regarding the damages that could occur in the home (flood, fire...) and that could affect the senior and/or the young person, check the legal framework in your country.

In some countries, it will be compulsory for both partners to take out insurance. In others, there is no obligation, so you can decide to leave the responsibility to each person, or require them to do so in order to prevent any risk within the framework of your arrangement.

- **Other:** depending on the profile that you define for your scheme and the people you will work with, the list of criteria that will have to be met may involve more legal aspects or other types of formal requirements (e.g. if you will include people in vulnerable situations, people with special needs, etc.).

THE HOMESHARE AGREEMENT: ETHICAL AND LEGAL BASIS FOR HOMESHARING

Once you have analysed the legal framework that applies, and you are clear about the criteria that frame the intergenerational and intercultural homesharing that you are going to promote, you can prepare the document to be signed between the householder and the homesharer.

The document, being a contract or agreement, should also include a description of the programme and detail the rules of homesharing. It may also include in its text, or as an annex, a charter setting out the principles and values of intergenerational and intercultural homesharing.

All of the above is very important, as it clarifies the conditions of homesharing and the commitments of each of the parties, in order to avoid misunderstandings and prevent potential conflicts.

Examples of relevant points of a homeshare agreement or homeshare arrangement are given in section 6.

- Each country has its own legal framework that can affect or regulate intergenerational homesharing.
- A good understanding of the legal framework at national and local level is essential.
- The legislation on property and that which regulates leases is the one that can most affect intergenerational homesharing.
- Data protection and insurances are other legal considerations that should be taken into account.
- A Homeshare Agreement must be signed, clarifying the conditions of homesharing and the commitments of each of the parties.

TO GO FURTHER:

[!\[\]\(e2376d476d06eb31946dc01a69a4403a_img.jpg\) *Developing intergenerational & intercultural homesharing*](#)

4

PROGRAMME DISSEMINATION AND COMMUNICATION

In an intergenerational homesharing programme, the dissemination of the programme is key, especially at the beginning. The possibility of growing and sustaining the programme over time depends, to a large extent, on the communication and dissemination of the programme. We have to ensure that the programme is known in the geographic area where we are going to develop it, that it is visible; we have to explain what it consists of, resolve doubts about how it works, and generate a feeling of confidence in the programme so people would engage.

But launching a campaign is not enough. Many people may already know about the programme and its benefits, but they often do not make the decision to participate immediately. We will have to maintain the communication about the programme over time, so that when the time comes, people will be aware of it and consider joining.

When setting up a programme, resources for communication and dissemination must be available. It is important to have a communication plan that answers at least the following questions:

- What target audiences do we want to reach?
- Which key partners can help me in disseminating the programme?
- What are the key messages to reach seniors and/or young people?
- Which communication channels should I use at any time?

WHICH TARGET AUDIENCES DO WE WANT TO REACH?

We need to have a clear and well-defined profile of the participants in our intergenerational homeshare programme (see section on participants' profile). Normally, the participants of an intergenerational homeshare programme will be seniors who offer to share their home, and young people in a mobility situation who are willing to live with a senior. The more we have defined the profile of these two groups (age, economic situation, loneliness or not, students or not, etc.), the better we will be able to define our messages, channels and partners to reach them.

Other audiences linked to the two main ones mentioned above are the families of the seniors and young people, and the associations, entities and organisations where they participate or to which they direct activities or programmes. It is important that they are also aware of our programme, because of their capacity to reach young and seniors.

WHICH KEY PARTNERS CAN HELP DISSEMINATING THE PROGRAMME?

In addition to the families of the main stakeholders, other partners can help to spread and disseminate the programme.

In the case of **seniors**, public and private social and health care institutions and services that provide social and health care for seniors are essential for disseminating the programme. They are in contact with thousands of seniors in your city, who are users of their services. We need to build alliances with them to inform these seniors about the possibility of participating in the programme, and to detect seniors interested in the programme, who can be referred to us.

Examples: Social services for elderly care, loneliness prevention programmes, active ageing, health centres, day centres, home care, telecare....

There are also often entities (companies, associations, foundations) that direct their activity towards seniors, or in which seniors participate. We can establish alliances with them to disseminate the programme among their members or users: universities for seniors, platforms for the representation and defence of the elderly, travel, leisure and culture clubs, associations of seniors or retired people, sports associations, companies, pharmacies, local shops in the neighbourhood, hairdressers, etc...

With regard to **young people**, universities, geographic exchange platforms, student organisations, youth organisations, voluntary organisations, leisure venues, etc. can be key partners. In this case, it should be taken into account that young people who move to another city for work or studies will be more likely to be active in the search for accommodation solutions via the internet and social media. Student accommodation websites could also be a possibility.

In any case, the alliance with traditional media (TV, radio, press), and digital media, to spread the word about our programme, is very important. Any news about the programme in these media has an enormous reach.

WHAT ARE THE KEY MESSAGES TO REACH SENIOR AND/OR YOUNGER PEOPLE? WHAT COMMUNICATION CHANNELS TO USE ?

Our communication plan will depend a lot on the resources available. We may not always have a communication department in our organisations, but it is important to be advised by professionals with experience in communication. A good network of alliances with key partners for dissemination can make communication resources much cheaper.

A good dissemination campaign requires clear messages to reach and mobilise the people we are targeting. These messages can be designed according to the objective (to inform, to eliminate prejudices, to encourage people to take the decision, to clear up the most frequent doubts) as well as to the specific profile of the people we are targeting.

“The medium is the message” As important as the message is the channel to be used to disseminate it. It is useless to have a message that seeks to attract younger and more active seniors if the channel used is through the social services for dependent persons. Therefore, it is advisable to identify which channels or media are more appropriate to reach each target.

For seniors, the traditional media are important: radio, press and television. In this profile, it is very important to be present in the spaces, places and activities where seniors are: social and health services in contact with seniors, cultural centres, day centres, universities for seniors, etc... In this case, good information and awareness-raising for the workers of these services and online and offline information materials available in these places are very effective. Highly targeted social media campaigns for younger seniors could have an increasing chance of success.

Talks in places where seniors go, such as day centres, cultural centres or specific events such as conferences, activities for seniors or shows can be an opportunity to tell “first hand” the experience of the programme. The participation in these spaces of “matches” who tell their experience in first person are very effective.

These talks can be complemented with graphic material such as posters and leaflets that can be distributed to specific places such as pharmacies, hairdressers, local shops and health centres. A good website about the programme is essential to reach everyone and as a reference point for information about the programme.

As for young people, digital media allow us to reach them more easily. Campaigns on social networks with the support of the key partners defined above for this profile are essential. Tertiary education institutions Universities are often key partners that help associations in the field of intergenerational and intercultural homesharing us to disseminate the programme to students through their websites, and social networks and student associations linked to the university. In a similar manner as with seniors, it is important to tailor the message to attract students, and focus on disseminating about the benefits of these types of programmes and all the opportunities it offers beyond being another way of finding seasonal accommodation.

- The dissemination of the programme is key. The possibility of growing and sustaining the programme over time depends on it.
- To maintain the communication and dissemination of the programme over time is essential.
- Define the target audiences you want to reach and the key messages and communication channels for each of them.
- Look for allies and partners to help you in the programme dissemination.

TO GO FURTHER:

- 🔗 *Dissemination materials (Spanish)*
- 🔗 *Dissemination materials (French)*
- 🔗 *Dissemination video CONVIVE (Spanish)*
 - 🔗 *Video 1Toit2Ages (French)*
- 🔗 *7 Tips for Improving Communication with Seniors (English)*
 - 🔗 *Video design motion (French)*
 - 🔗 *Website CONVIVE (French)*

5

RECEIVING APPLICATIONS, SELECTING PARTICIPANTS

For the success of a cohabitation match is essential a proper selection of the participants involved in it. The process requires to:

- Have a defined profile of the participants
- Keep in mind the keys to good homesharing and potential points of conflict.
- Use an appropriate mechanism for collecting information from candidates.
- Make decisions on the basis of rational reflection on the information gathered.

First of all, it is necessary to have a clear and precise description of **the profiles of the seniors and young participants**. The definition of these profiles may vary depending on the characteristics of each programme. In any profile there are always objective features or characteristics: age, whether they are required to be people living alone or other circumstances (couples, living with a relative); in the case of young people, being a student or part of a specific exchange programme, or not, admitting young workers, etc... Subjective features can also be considered, such as, for example, having relationship or conflict management skills.

What is important is that the definition of these profiles takes into account the objectives of the programme, the needs to which the programme wants to answer, the demand and access capacity of these people and the factors of success and failure of a cohabitation.

In turn, the profiles chosen will determine the characteristics of the programme. For example, if a requirement for young people is that they must be students coming from another city, we know that the homesharing will tend to have a duration of a few years at most. If seniors in a situation of great dependency are admitted, the student's support and help component in the relationship will tend to be greater.

With regard to the **information collection instruments**, it is important to remember that they must be adapted to the objectives of the process of choosing candidates, which are based on choosing people for successful homesharing. We can divide the information collection process into two parts.

On the one hand, **the application for enrolment** in the programme (which in most cases is done through an online form in the case of young people and can also be done by telephone in the case of seniors). At this point it is important to collect all the information that allows us to verify that you meet the minimum requirements defined in the profile and that we have all your contact details.

This application form must be accessible online for all potential applicants, and in the case of seniors with internet access difficulties, at the programme offices, collaborating partners and by telephone.

In a second instance, a **personalised assessment** is carried out, which usually consists of a semi-structured **personal interview** (some organisations also include psycho-technical instruments). In the case of seniors, it is recommended that this interview is carried out at the home of the person concerned because it will provide information about the home and the relationship of the older person in their context.

The assessment interview aims to:

- informing and clearing up any doubts about the programme
- collect sensitive information for potential homesharing with regard to the person's particular situation, paying special attention to personal communication resources, relationship skills and the ability to manage differences.

It is also essential to sound out the motivations and expectations about living together and about the other person. Also to find out the position of the family or relatives with regard to the participation of the person concerned in the programme, in order to avoid possible harmful interference during homesharing. In addition, we must at all times watch out to detect possible conflictive points during homesharing.

Finally, when you have profiles of candidates for possible homesharing, you have **to decide on the best possible homeshare partners**, taking into account multiple factors: expected timetables about the presence at home of each sides and their preferences at this point, what are their expectations about homesharing, specific situations identified (support for an activity, for example), location of the home, personality characteristics identified, possible compatibilities for leisure or entertainment, etc.

In this phase, the aim is to get to know the people who are going to participate the best we can : their needs, their expectations, their preferences and interests, and their way of being, in order to find the best match for each of them.

During this process we will collect the necessary documentation to identify the participants: ID card, university enrolment in the case of students, etc...

To conclude this section, do not forget to take into account the relevant legal documentation (developed in section 3- legal framework - insurance, criminal record, etc.).

- For the success of a cohabitation match is essential a proper selection of the participants.
- Define a clear and precise description of the profiles of the participants.
- Collect all the information to verify that they meet the minimum requirements defined in the profile and all the contact details.
- To carry out a personal assessment of each participant is essential. Get to know the people who are going to participate the best you can in order to find the best match for each of them.

TO GO FURTHER:

- 🔗 *Online registration form for students. CONVIVE. (Spanish)*
- 🔗 *Online registration form 1Toit2Ages Student (French)*
- 🔗 *Online registration form 1Toit2Ages Senior (French)*
- 🔗 *Offline registration forms, profiles and data sheets (Spanish)*
- 🔗 *Offline registration forms, profiles and data sheets (French)*
- 🔗 *A Consumer's Guide to Homesharing. The National Shared Housing Resource Center (English)*
- 🔗 *Online registration form Cohabilis (French)*

6

INTRODUCING THE MEMBERS OF A HOMESHARE MATCH

Once we have people with suitable profiles to participate and we have taken the decision to propose a possible homeshare to those interested, a **personal and physical presentation** is arranged (usually at the home of the senior). The online presentation, which is currently a minority alternative, may become increasingly important in the near future.

The aim of the presentation is for both people to get to know each other, to eliminate uncertainty and to adjust mutual expectations. It is therefore important to provide a welcoming and quiet space for them to chat, ask each other questions, get to know each other personally, what they do, who their families are, what their interests and hobbies are, etc... If the conversation does not flow naturally, the programme staff should facilitate this exchange of information by asking questions to both parties, promoting dialogue. If there is some important aspect of either part that we have met in the individual interview that the other part should know, it is time to talk about it.

If there is interest on both sides after getting to know each other personally, it is important to move from the general to the more concrete aspects of living together, explaining what is expected of each part, the times and activities to be shared, how the different tasks of living together will be managed, the contribution to expenses on the part of the young person, the times and days of possible holidays and specific agreements, if any (for example, accompanying an activity, going on outings, etc.).

Finally, if people are willing to start living together, a **"Homeshare Agreement"** is filled in and signed, which contains the main points of the established agreements.

It is important not to force the decision to be taken at that moment if there is not complete certainty or if we detect doubts. Sometimes it is better to leave them some time and let them tell us their decision in the following days. In this way we can avoid the discomfort that can sometimes be caused by saying in front of the other person that you do not want to start living together because you do not like something.

Basic sections of a homesharing agreement:

- Personal data of the participants
- Mutual interest in living together and in respecting the general principles of homesharing.
- Commitments / Obligations of the young person
- Commitments / Obligations of the senior
- Timetable agreement, weekends and holiday periods
- Expected duration of homesharing
- Financial terms of the agreement (how much, in what amount and on what dates)
- Conditions for ending of the agreement (notice, form of communication, deadlines, etc.)

This homesharing framework may vary in its level of concreteness and detail, but it is important that an appropriate balance be found (depending on each programme) between sufficient detail of the commitments undertaken and a certain flexibility so that each homesharing can develop according to its specific characteristics.

Good homesharing is usually built up on a day-to-day basis, as people get to know and trust each other. This may involve small changes or flexibility in the agreed terms, always within the framework of the nature and mission of the programme.

With regard to the **training of participants**, it should not be limited to a specific, one-off action, but should be conceived as a continuous action throughout the process of incorporation and development of the homesharing. In this sense, the information on the website, in printed materials, in the answers offered by e-mail and telephone before and after the start of the homesharing, in the follow-up visits and in the resolution of possible conflicts or disagreements, should also be understood as part of the training process of the participants.

Three specific instances of this process should be highlighted:

- The personal interview with the applicant, where it is necessary to inform him/her very well about what the programme consists of, what the programme can and cannot provide and what attitudes, skills and competences are required to participate.
- Specific training (usually in groups) for young people and for seniors to acquire communication skills, conflict resolution strategies and skills in managing differences.
- Group meetings for the exchange of experiences among the participants of the programme, where the experience of veteran participants can help participants that are just starting out.

- The aim of the presentation is for both people to get to know each other, to eliminate uncertainty and to adjust mutual expectations.
- Provide a welcoming and quiet space for the presentation, and move from the general to the concrete aspects of living together.
- Do not force the decision to be taken if there is not complete certainty or if you detect doubts.
- Good homesharing is built up on a day-to-day basis, as people get to know and trust each other.
- Specific training for participants to acquire skills in managing differences and group meetings for the exchange of experiences are helpful tools to be considered.

TO GO FURTHER:

- 🔗 *Homeshare agreement models (Spanish)*
- 🔗 *Contracts vary according to the property law of each country and/or according to the formulas used (Cf Study - English)*

7

FOLLOW-UP OF HOMESHARING. MONITORING AND SUPPORTING.

Once a homesharing between two people has begun, it is essential to accompany and support this match through close and agile monitoring to ensure that it is successful, to anticipate possible differences that may arise between the cohabitants and to guarantee that it is a positive and enriching experience for both parts. This is the only way to guarantee that the homesharing experience between them will last over time.

It is true that not all the matches require the same follow-up, and that many of them work very well from the very first moment and without the need for support from our part. But good monitoring by the programme is essential to ensure that this is the case.

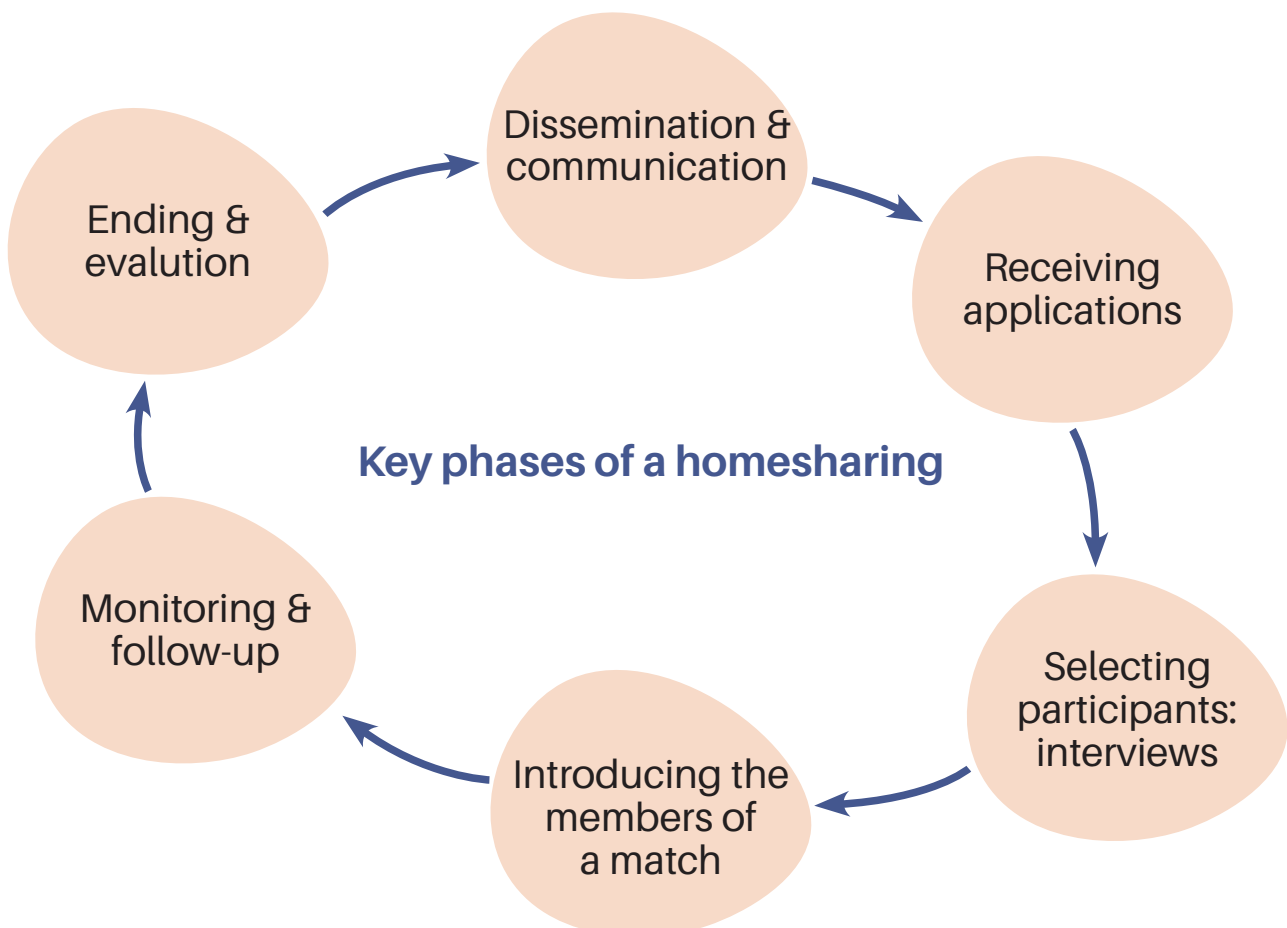
On the other hand, a homesharing match in its first weeks of life does not require the same intensity of monitoring as one that has been living together for a long time. But all of them require this monitoring, and always being there in case they need us.

Beyond the methodologies, frequency and ways in which this monitoring is carried out, we must not forget that the best monitoring is to achieve sufficient trust, accessibility and closeness with the participants, to ensure that in the event of any change, conflict or difficulty that arises in day-to-day life, they will come to us to inform us and seek our support and mediation.

However, it is essential to have a good monitoring system in place to facilitate this communication and trust:

- Follow-up calls, at least once a month, to both the senior and the student. At the beginning of a homeshare experience these calls may be more regular in the first weeks of homesharing.
- Carrying out face-to-face follow-up visits, at least twice a year, as a closer space to address, detect or simply so that people are aware that we are part of the process throughout the whole period of homesharing and see us as people of reference in the event of any circumstance.
- Listening, mediating, supporting, advising in the event of any conflict, both by telephone and personally, if required.
- In the event of the homeshare being finished, it is important to manage this as quickly as possible, so that the homesharing can be ended as soon as possible within the stipulated time frame, and so that the participants who require it can start a new homeshare.
- Regular annual group activities between the staff of the programme and the student cohabitants so that they can exchange experiences, good practices, or the aspects that concern them within the homesharing. This often allows them to become aware that there are common aspects in the other matches, and allows the participants and the staff a space to be able to advise on certain points.

- Socio-cultural activities with the programme's participants and the programme's staff. They are an opportunity for the matches in the programme to get to know each other and a space where they can interact, relate to each other and even, in some cases, maintain contact over time, making it an enriching experience for all of them. It also reinforces the idea of belonging to a community, to a common experience among all the participants and strengthens their links with the programme.
- It is important to provide an email address, a contact telephone number to call and Whatsapp to be able to contact the programme's staff at all times, to the participants and their families, so that they feel that the staff are the people to contact in the event of any circumstance relating to homesharing.
- It is essential to accompany and support every match through close and agile monitoring to ensure that it is successful.
- Not all the matches require the same follow-up, but good monitoring is a key aspect.
- A homesharing match in its first weeks of life does require higher intensity of monitoring
- The best monitoring is to achieve sufficient trust, accessibility and closeness with the participants.



8

ENDING OF A HOMESHARING EXPERIENCE

There are different causes for the ending of a homesharing relation.

1

Sometimes it comes to an end naturally and does not imply a failure of the homesharing

2

Sometimes it comes to an end for reasons unrelated to the homesharing experience

3

Sometimes it may mean that the homesharing has not worked well, and therefore has failed. There are always lessons to learn in this case.

1

AMONG THE FIRST CASES:

- When the academic year ends and the young student returns to his/her place of residence or decides on alternative accommodation for the following academic year.
- The senior decides not to continue in the programme once the homesharing has ended, either because he/she had other expectations and they have not been fulfilled, or because he/she has not felt at ease and does not want another new young person in his/her home once he/she does not continue.
- The senior moves in with a relative or the relative moves in with the senior.

2 AMONG THE SECOND CASES:

- The senior has a worsening of health that requires a type of care that is not compatible to continue with the programme and either the senior or its family decide on another alternative such as hiring a live-in person, a family member moving in with the elderly person, or transfer to a nursing home.
- The young person's situation has changed, he/she has a family or personal problem that forces him/her to return to his/her place of origin, etc.
- Change in the young person's obligations that prevents him/her from fulfilling the commitments of the programme, e.g. starting a traineeship, entering the labour market.
- Death of the senior

3 AMONG THE THIRD CASES:

- Irreconcilable differences between the senior and the younger person that cause the homeshare agreement to end earlier than initially agreed or planned. In this case there may be several scenarios:
 - Incompatibility of characters.
 - Differences related to the tidiness and cleanliness of the home.
 - Lack of interest on one or both sides in establishing a relationship.
 - Communication problems between the two parties.
- In the latter case, the intervention work of the staff is important, in which it is essential to have fluid communication with the participants in order to detect cases in which the match is not functioning correctly at an early stage, and this is achieved through a close and constant relationship so that the staff is considered as reference persons.
- If both participants have spoken previously and have not reached an agreement, the programme's staff try to mediate and sometimes the intervention is successful, and on other occasions it is a temporary solution or even there is no possible solution. When there is no possible solution, the problems are usually presented to us too late and there is little we can do as the decision to continue has already been taken by one or both parties.

The duration of a homeshare agreement should generally be a few months in order to give stability to both participants and to consolidate a positive and trusting relationship between them. Some programmes have a minimum of one school year, in others the minimum duration is agreed upon before the homesharing begins.

In different situations in which the homeshare relation ends for some reason before the agreed date, it is considered good practice to ensure a few days/period of notice so that each participant has time to organise, as long as circumstances allow for this period to be respected.

As an organisation, once the homesharing has ended, and if we consider positively the permanence in the programme of any of the participants who wish to continue, we will relocate the person to another homesharing relation in the shortest period of time depending on the alternatives we have at that moment.

It is important to bring each homesharing relation to a close correctly, to find out how successful the homesharing has been or why it has failed and what feelings have arisen at the end of the homesharing. Good communication is vital to close all the details such as the payment of the financial compensation if it has been paid in full, if it is necessary to talk to a relative in the event that the senior person has had a physical or cognitive deterioration that has changed their circumstances. We need to be very tactful when it comes to communicating this, specially if a serious issue has occurred such as a death, aggression, etc.

- Three main situations for the ending of a homesharing relation : comes to an end naturally and does not imply a failure of the homesharing ; comes to an end for reasons unrelated to the homesharing experience; or comes to an end because the homesharing has failed.
- In the case of ending a homeshare relationship before it was initially planned, it is a good practice to ensure a period of notice so that each participant has time to organise.
- It is important to bring each homesharing relation to a correct closure, to find out how successful the homesharing has been or why it has failed.

WHY AN EVALUATION?

Evaluation is the only way to assess what works well in the programme and what can be improved. The material, the data, the testimonies that we collect during the evaluation serve as a solid basis for us to make decisions and to communicate with the other people who will make decisions related to the intergenerational homeshare programme (partners, funders, etc.).

Some of the material collected in the evaluation can also be used for communication. For example: testimonials from people who have lived together (with your permission), or aggregated data from a survey.

WHAT AND HOW TO EVALUATE?

There are many ways to evaluate a programme, and various methodologies.

The best thing to do is to carry out a complete evaluation of your programme, by contracting an external service, in order to achieve a quality evaluation of both the processes and the results of the intergenerational and intercultural homeshare programme.

If not, it is important to define your objectives for each period and what you hope to achieve with your programme.

Based on these objectives, you can define a series of indicators that will allow you to observe whether the evolution of your programme is going according to plan. These indicators also act as alarms if something is not on track.

Some possible examples of indicators:

- Number of people (seniors/students/family members) contacting the programme each year
- Number of people starting a homeshare each year
- Average duration of homesharing
- Level of satisfaction of the people living a homeshare experience
- Percentage of public/private/own funds, which finance the programme

At the qualitative level, by transforming your objectives into questions, you can define evaluation questions that will guide you in conducting surveys and analysis:

Some examples of analysis questions:

- How can we reach a different profile of seniors to participate in the programme?
 - Are the channels and messages appropriate to reach a wider profile of older beneficiaries?
 - What is the main motivation for seniors and students to participate in the programme?
 - Is the level of commitment that students make during the programme constant or does it fade over time?
 - How does living with students affect the health of seniors?
 - To what extent does the programme enable access to higher education for students without resources?
 - What are the effects of the programme on families?
 - What are the effects of the programme on savings from other services and resources for the elderly?
- Evaluation is the only way to assess what works well in the programme and what can be improved.
 - Evaluation is essential for accountability, enlightening and improving.
 - Evaluation needs time and resources to be correctly done.
 - We must disseminate and share the evaluation results and recommendations between all the stakeholders of homesharing.

TO GO FURTHER:

[🔗 *Evaluation & monitoring materials CONVIVE \(Spanish\)*](#)

[🔗 *Economic impact study \(French\)*](#)

10

**PROGRAMME MANAGEMENT &
FINANCING**

In order to define the economic model of the activity of accompanying intergenerational solidarity homesharing, it is not enough to simply identify “typical” income and expenses, but to see the economic model as a whole, and therefore to take the following different ingredients into account :

1

Firstly, it is important to know the beneficiaries, who are the final targets of the activity. They are young people, often students, and elderly hosts, whether they are owners or tenants, in private or social housing (this will also depend on the country’s legal framework, which will have been identified in advance). Furthermore, it will be necessary - and this is fundamental for the balance of most of the economic models in our field - to identify the secondary beneficiaries, in other words organisations such as pension funds, players in the field of care for the loss of autonomy or housing for young people, who will benefit from the implementation of intergenerational homesharing solutions.

2

The solutions offered by intergenerational homesharing must then be formulated and promoted to the beneficiaries. First of all to the primary beneficiaries. This is an important exercise, as the content will be reused regularly in communications, depending on the targets chosen. For example, for elderly people living in accommodation, it is important to highlight the fight against loneliness and the possible small income supplement, and for young people, it will be a question of access to inexpensive or even free accommodation and to benefit from a link. For both parties, the recognition of the mutual social utility is a real asset of the housing scheme.

On the side of the secondary beneficiaries, the prevention of loss of autonomy, the reduction of energy costs or the widening of the range of housing solutions for young people can be presented as real advantages.

3

Once this exercise has been carried out, it is important to make good use of the appropriate communication channels to reach the beneficiaries and then organise relations with them. For example, young people will use more digital media and older people will use paper media, television, telephone contacts or physical meetings. It is also important to emphasise the importance of being rooted in the territory and the fact that communication is not only digital or telephone. Indeed, each party, young and old, needs a human contact close by.

The secondary beneficiaries will also be excellent prescribers. It will be important to inform them of the impact of the communications on their own beneficiaries.

4

The cost structure is difficult to establish. Like any service activity, it will involve a large proportion of salary. After that, there will be mainly costs related to renting premises, transport and communication costs.

The income generated will have to cover a justified cost price. It is difficult to establish a single stable price for a match in Europe, or even within a country. Indeed, the amount of support can vary considerably depending on the project and the partner, who may have more or less need for support. However, as an indication, it is considered in France that one full time equivalent allows for an average of 40 matches to be accompanied, as the person responsible for this accompaniment will also have to take care of development, management, fundraising, etc., if they are alone. If the structure is larger, a small gain in productivity can be made at the beginning. However, this activity in itself offers little gain in productivity, as a certain number of costs linked to human accompaniment are incompressible.

5

This brings us to an important point: how will the activity generate income? There are two ways, which may (or may not) be combined depending on the country, region or choice of the organisation: funding from the participation of young people and senior citizens, and funding from private funds (such as insurers or foundations) or public funds (e.g. states or local authorities). Except in the case of more disinterested philanthropy, funders are often secondary beneficiaries of the scheme.

There are two main ways of developing an intergenerational homesharing programme: when the student or young person does not pay anything in rent to the senior and all the compensation is based in company and services; or when an amount is paid in rent to the senior, always below the market price, and in exchange there is less commitment in terms of accompaniment and/or services provided. The lower the price, the more commitment in terms of services; the higher the price, the less commitment in terms of companionship or services.

In terms of financing and business models, it is very difficult to define any of them exactly, as, being very local programmes, there are many different formulas and costs depending on the size of the programme, the place where it is carried out and the organisation that manages it.

However, the three main ways in which a programme is funded are :

- The programme is financed by public or private funds from third parties, and the programme participants, seniors and young students do not pay anything for its economical sustainability.
 - Both the senior (or his/her family) and the young student (or his/her family) pay a fee for the sustainability of the programme, and the programme is not financed by third party funds at all.
 - A mixed system in which part of the costs are financed by public or private third party funds and part by the participants' contributions.
- In order to define the economic model of intergenerational solidarity homesharing, it is not enough to simply identify income and expenses, but to see the economic model as a whole.
 - In terms of financing, it is very difficult to define any of them exactly, as there are many different formulas and costs depending on the size of the programme, the place where it is carried out and the organisation that manages it.
 - Three main ways in which a programme is funded: financed by public or private funds from third parties ; the participants pay a fee for the sustainability of the programme; a mixed system in which part of the costs are financed by public or private third party funds and part by the participants' contributions.

10 TIPS FOR A SENIOR PERSON WHO WANTS TO HOST A STUDENT AT HOME

1. Good homesharing, as any relationship, is built day by day and involves dedication and a proactive attitude on both sides.
2. Dialogue is the basis of good homesharing. It is normal to have doubts, habits or different points of view. The important thing, first of all, is to be mutually aware of these differences, to recognise them and to seek solutions through dialogue.
3. Empathy, putting yourself in the other person's shoes to try to understand their point of view, is a good exercise for a good understanding.
4. It is often advisable not to "keep to oneself" certain feelings that affect us as a result of living together that may be causing us some discomfort. It is preferable to address these feelings and find the right moment to talk about them with the other person.
5. In the case of proposing something specific to do with the other person that is not contemplated in the general framework of the homeshare, it is very important to discuss it in the presentation, in order to reach an agreement before the start of the homeshare.
6. When the situation of both parties allows it, it is healthy for long-term homesharing that the relationship is balanced in the sense that neither party feels that it is at the service of the other. The relationship should be based on reciprocity.
7. Bear in mind that the student's room will be his or her personal space. Therefore, it is advisable to ask the student when we need to enter it.
8. Respect timetables and an appropriate study environment for the student.
9. Define common criteria for order and cleanliness (frequency and method of cleaning common areas) from the beginning of the homeshare.
10. Foster a climate of trust and well-being in which the student feels at home, which will result in a closer and healthier relationship for both.

10 TIPS FOR A STUDENT WHO WANTS TO LIVE WITH A SENIOR PERSON

1. Keep in mind that living together requires dedication and time.
2. Be proactive in living together: offer to do activities such as walks, visits to the doctor, sharing a special lunch, etc.
3. Search for activities, topics of conversation.
4. To take an interest in the life experience and day-to-day life of the senior person.
5. Tell the senior person about our concerns, our day-to-day life.
6. Be empathetic and respectful while facing possible differences in homesharing.
7. Have good communication with the senior person to resolve any discrepancies, however small.
8. Comply with the established timetables and take the senior person into consideration when making changes or exceptions.
9. Respect and be considerate of personal or family situations that may occur in relation to the senior person.
10. Acquire or develop communication skills such as assertiveness, active listening, empathy, positive reinforcement, congruence.

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The WeShareWeCare project was co-funded by the Erasmus+ Programme of the European Commission, under Key Action 2 from the French National Agency for Education and Training.

The European Commission support for the production of this publication does not constitute the endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



Co-funded by the
European Union