



## PROCEDURES FOR THE PROVISION OF MONTHLY RENTAL SUBSIDIES

### WHAT SHOULD I DO TO RECEIVE THE MONTHLY RENTAL SUBSIDIES?

#### Which documentation should I provide?

**Every month** you must provide HELIOS staff with

- a **bank receipt** as a proof of the payment of your rent.
- A recent (up to 30 days prior to submitting the bank receipt) Taxisnet printout of the **Lease Contract**.

HELIOS staff can accept only the following documents as proofs of payment:

- Confirmation of **cash deposit**, if you pay at the cashier's service desk in your landlord's bank (see **IMAGE 1**).
- Confirmation of **payment from an automated payment machine** at the facilitating bank of the apartment's owner (see **IMAGE 2**).
- Confirmation of **payment through E-banking**, if you have access to your e-banking account (see **IMAGE 3**).
- Confirmation of an interbank **transfer order**, if you pay

The proof of payment must clearly indicate the contractual details shown below:

- ✓ Your name and surname
- ✓ Apartment owner's IBAN account
- ✓ The amount of the monthly rental cost
- ✓ The referral month and your lease agreement number

**IMPORTANT!** For any contractual changes as above mentioned or for any changes of your contact details, you **need to directly inform** HELIOS staff.

Apartment Monitoring Visit: Prior to the release of any rental subsidy payment, an apartment monitoring visit may be scheduled to verify the habitable conditions of the rented apartment and quality criteria set by the Helios project.

**IMAGE 1**

Apartment  
Owner's IBAN

Apartment  
Owner's  
name and  
surname

Referral  
month and  
Lease  
Agreement  
Number

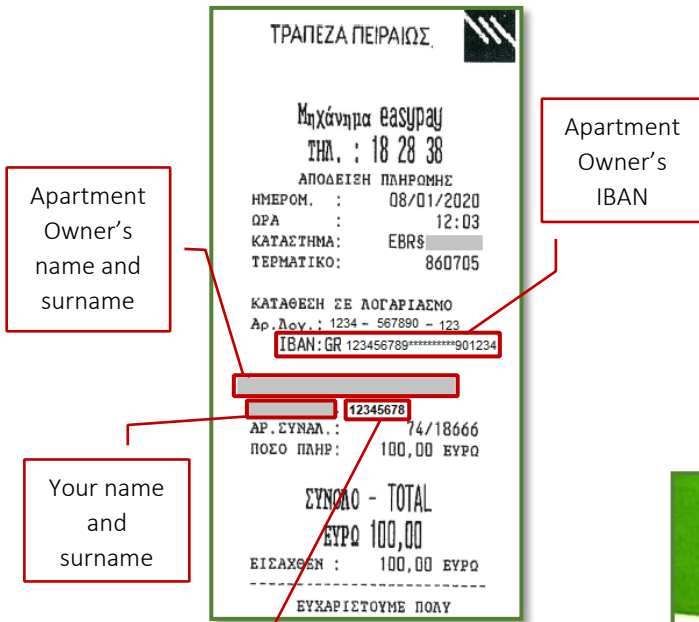
Your personal  
details

Bank teller's  
Verification on  
beneficiary's  
signature



## PROCEDURES FOR THE PROVISION OF MONTHLY RENTAL SUBSIDIES

IMAGE 2

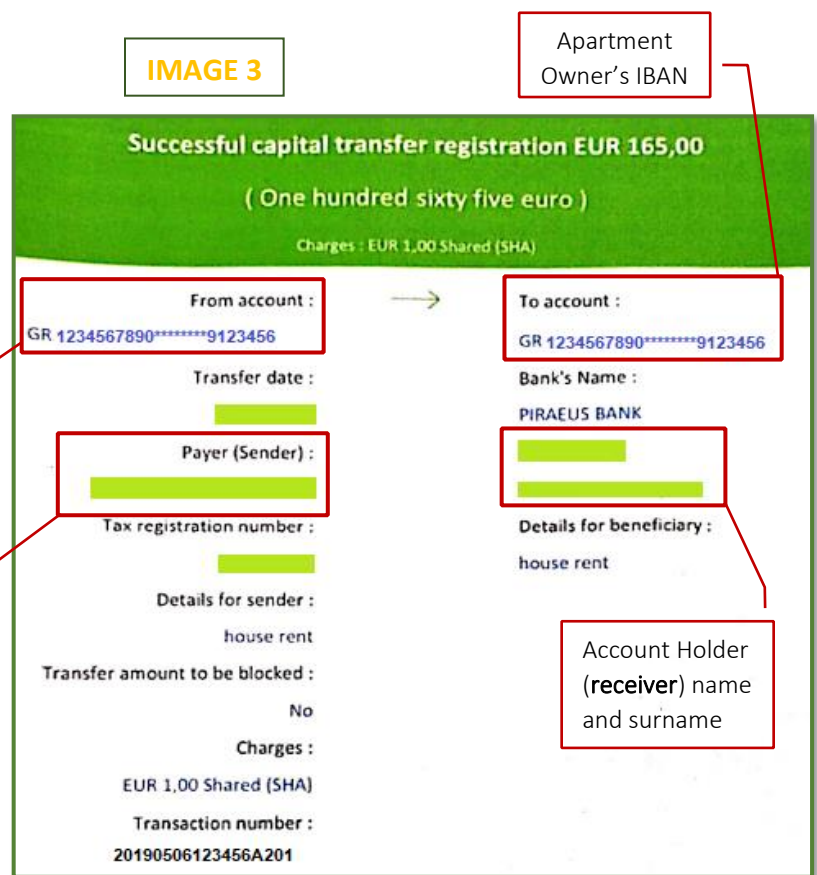


### Where should I present the documentation?

You must submit the payment receipt **in person** to HELIOS Staff at the ILC closest to where you have rented your apartment under HELIOS project. If you cannot visit one of our centers, you can contact us for instructions at the WHATSAPP numbers at the bottom of the page.

**ATTENTION!** Payments to landlords in cash are **NOT** accepted for disbursement of rental subsidies!

IMAGE 3



### FIND US

You can always reach our teams stationed at the HELIOS ILCs from Monday to Friday, between 9:30am – 4:30pm.

A full list of available locations is available at: [www.greece.iom.int](http://www.greece.iom.int) and [facebook.com/heliosintegration](https://facebook.com/heliosintegration)

OR

at the the following WhatsApp numbers from 9am-3pm Monday to Friday; you can also reach the numbers at a different time and leave a message:

WHATSAPP NUMBER	LANGUAGES
+ 30 690 665 6134	Arabic
+ 30 690 695 6107	Kurmanji – Sorani - Turkish

WHATSAPP NUMBER	LANGUAGES
+ 30 690 986 8980	English - Greek – French - Ukrainian
+ 30 690 665 6125	Farsi – Pashto - Urdu - Hindi – Punjabi