

## Summary

In my bachelor's thesis I describe the project of the City of Prague, so called Humanitarian hostel. The project started in the summer of 2020 in connection to the SARS-CoV-2 pandemic. The thesis explores homelessness and Humanitarian hostels, which are a novelty in our setting.

Main focus of my bachelor's thesis was answering the question: How do Humanitarian hostel tenants rate their experience in comparison with asylum housing? Research is therefore focused on tenants with a previous experience with asylum housing. I conducted a structured interview with open ended questions with selected tenants covering topics: improvement of overall life situation, subjective rating of provided social services and quality of housing. Improvement of overall life situation is supported by my research. Furthermore, selected tenants rate provided social services positively (proactivity and individual help), as well as quality of housing (privacy and freedom) in humanitarian hostel in comparison to asylum housing.

Results further support findings from abroad, where succesful endpoint is explained by principle: tenants first and clients second. Fulfillment of the basic life needs (decent housing) should be the primary goal, and only then we shall work with a client (collaboration with social worker, improvement of overall life situation).