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## Response to Roman Matoušek

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In our paper, we neither claim that the problems associated with homeless shelters are exhausted by a lack of social housing, nor do we judge the quality of social services, but rather try to describe how this shortage further deforms the content of the service. In regard to how the shelters should be humanised, utilizing a bottom-up process, the authors have dealt this with in other papers (Glumbíková, 2017; Nedělníková, 2017).

The Matoušek's review is based on a concept of shelterisation that differs from the one in our paper. Our paper defines shelterisation as a "structural phenomenon" rather than the "effect of a long-term stay in a shelter."

Regarding the anchoring and defining of the lenses, it is necessary to reflect on which statements are produced by the authors and which statements are produced by the research participants. Lenses are based on secondary data analysis.

The paper does not aim to draw attention to the partial drawbacks or negative experiences of social service clients, but rather to link the expectations of clients in regard to social services from the homeless shelters to the overall context of a non-existent system of social housing in the Czech Republic that does not allow shelters to meet their objective, which is to direct their clients toward permanent housing. A certain degree of dissatisfaction verbalised by the clients is related to the fact that homeless shelters do not create conditions for regular housing (which is to be implemented elsewhere by the very nature of the set-up of the shelter service).

In the context of the aforementioned, we perceive the role of academic research to lie in the mapping and analysis of the current situation in this policy area in the Czech Republic. Such research can serve to support the arguments for the foundation of a social housing system, as well as to provide a warning about the effect of its absence on the functioning of social services.

## ➤ References

- Glumbíková, K. (2017) *Reintegration of Single Mothers from Shelters into Permanent Forms of Housing* (Ostrava: University of Ostrava).
- Nedělníková, D. (2017) Risks Associated with the Rules of Provision of Service of Shelters. Sdružení azyllových domů v ČR. z. S [Association of Asylum Houses, CR].