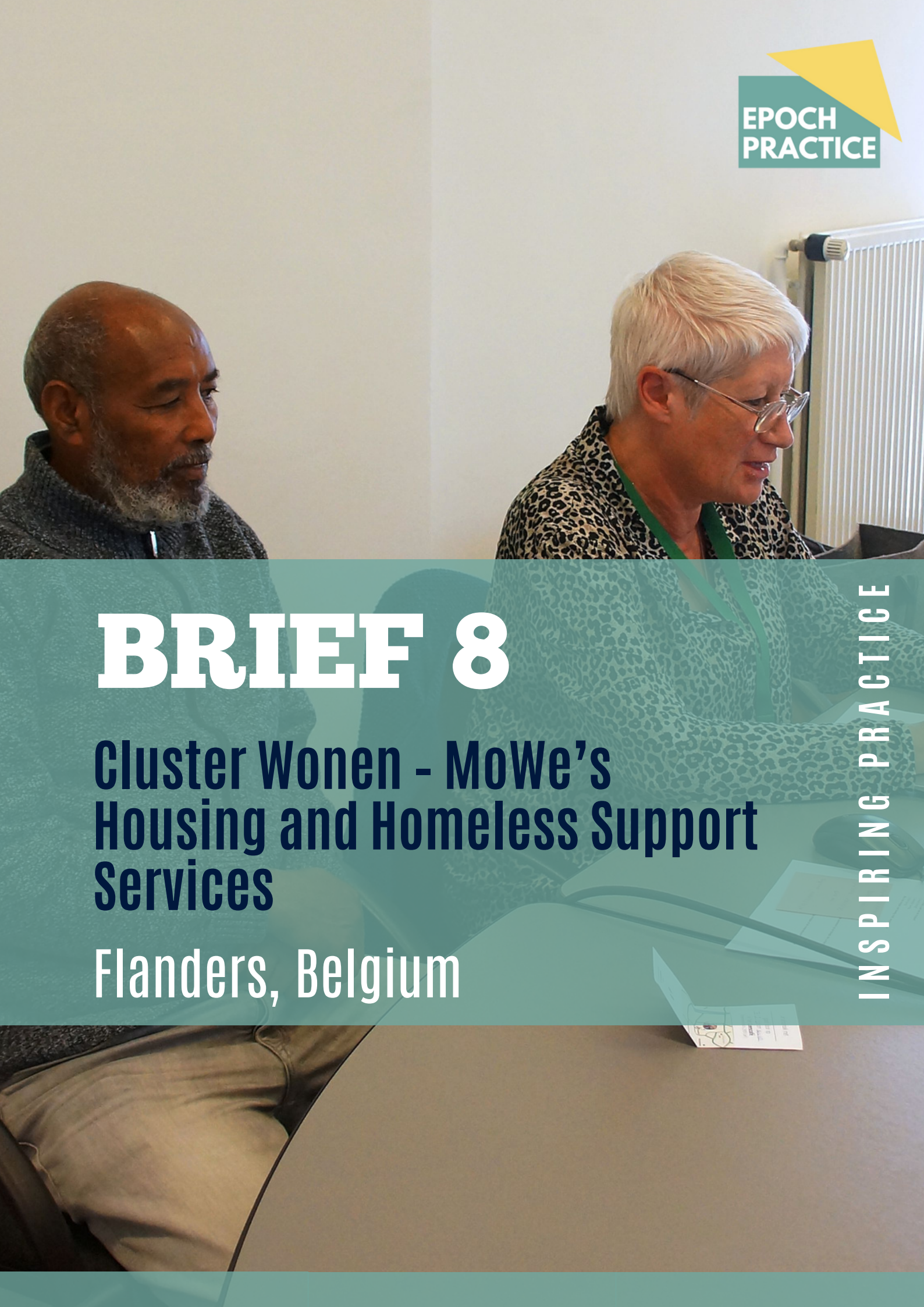




BRIEF 8

**Cluster Wonen - MoWe's
Housing and Homeless Support
Services**

Flanders, Belgium

ID CARD



PROJECT TITLE.

Cluster Wonen – MoWe's Housing and Homeless Support Services

MAIN OBJECTIVE.

To offer low-threshold, tailored housing support to people facing homelessness, including undocumented migrants, through a mix of practical assistance, emergency shelter, transitional housing, volunteer-led mentoring, and empowerment towards autonomy.

TARGET AUDIENCE.

Homeless individuals and families, undocumented migrants, newcomers, and people in urgent housing need in the Lier region and beyond.

IN NUMBERS.

82

individuals accommodated in transitional housing in 2024.

€10,319

spent on **emergency hostel/hotel accommodation** for homeless people in 2024.

613

households supported through Housing Help, with **405** new cases in 2024.

SUMMARY.

MoWe supports homeless people and housing seekers without exclusion criteria. Its services range from day shelter and intensive guidance to transitional housing, rental mediation and a housing fund. People receive food, rest, digital access, and tailored mentoring from volunteers. Special attention is given to undocumented migrants and newcomers, ensuring they too can find a pathway towards autonomy, integration and long-term stable housing.

CONTACT.



Tom Van de Vel
woonhulp.regiolier@gmail.com



Website: www.mondialewerken.be
YouTube: [MoWe Video](#)



Mondiale Werken Regio Lier (MoWe)
Antwerpsesteenweg 65, 2500
Lier, Belgium
www.mondialewerken.be
info@mondialewerken.be

Project description

Warmth, Shelter and Immediate Relief

MoWe provides unconditional, first-line support to people facing homelessness, including undocumented migrants and newcomers. Its welcoming day shelter offers food, hot drinks, access to electricity and internet, and a safe place to rest. People with no income receive purchase vouchers for local supermarkets (€2,340 in 2024). When no accommodation is available, MoWe pays for short stays in hostels or hotels (€10,319.22 in 2024), ensuring no one is left without a roof. This low-threshold access is unique in Flanders.

Housing Transitions with Volunteer Support

MoWe manages 19 transitional housing units and 8 rented homes across seven municipalities. Residents are supported by trained volunteer “housing mentors” who help them adjust to local habits, maintain housing standards, connect with neighbours, and access services like schools or GPs. This person-centred approach strengthens autonomy and prevents evictions. Volunteers also act as a bridge to wider networks, making integration smoother for newly arrived families or isolated individuals.

Integrated Pathways to Stable Housing

Through Housing Help and “Woonclubs,” MoWe organises weekly group sessions to search for homes, arrange viewings, and secure rental agreements. In 2024, 733 new households requested support, and 613 were actively guided, including 50 homeless families. Thanks to MoWe's flexible assistance and the Housing Fund, 190 households found stable housing—many of them undocumented, recently evicted or coming from shelters. The support continues until full residential stability is reached.

TIMELINE

2024

82 people housed in transitional homes, with 5 moving to stable housing.

2025

Three new transitional homes to be opened in Malle and Mortsel.

Inspiration note

A Truly Barrier-Free Entry Point

MoWe's commitment to inclusivity is exemplified by its absence of any eligibility criteria for accessing housing support. This is exceptionally rare in the broader social support landscape, where undocumented migrants and people without official papers often face exclusion. By providing support regardless of legal or financial status, MoWe addresses a critical gap, ensuring that the most marginalised populations can access shelter, guidance, and housing pathways without fear or discrimination. This unconditional acceptance transforms MoWe into a lifeline for many invisible groups, who otherwise might remain excluded from help due to bureaucratic hurdles or systemic prejudice.

Volunteer-Driven Human Connection as a Cornerstone

At the heart of MoWe's approach lies the profound involvement of volunteer housing mentors. These individuals offer far more than practical advice; they provide cultural translation, emotional support, and community bridges. The personalised accompaniment creates a sense of belonging and dignity that institutional interventions often lack. This human scale engagement builds trust, encourages empowerment, and nurtures autonomy, turning what could be an isolating experience into a collaborative journey of rebuilding a home and life. Volunteers often become advocates, mediators, and steady companions, highlighting the power of grassroots solidarity in addressing homelessness.

Holistic, Phased Housing as a Dynamic Process

This organisation truly recognises how difficult and complex the journey to secure housing can be, especially for those with incomplete or uncertain legal status. Rather than seeing housing as a fixed outcome, they understand it as a fluid and ongoing process that requires support at every step – from emergency shelters and day centres, through transitional accommodation, to rental guarantee schemes. Their approach takes into account the many ups and downs people face along the way, highlighting that stable housing comes not just from handing over keys, but through patience, persistence, and a broad network of social support.



Pascal de Decker, PhD
Sociologist and urban planner, Social and Political Sciences,
Emeritus at KU Leuven, Department of Architecture, Belgium

Finding your way in a new environment, be it a city, town or country, is not easy because of its unknown terrain, with no knowledge of norms and values. This is especially true for newcomers. Being housed helps. Finding a house is very difficult for newcomers for many reasons. MoWe helps them finding a house, without exclusion rules - a rarity in the social support landscape.

