

Topic:

**Access to services of  
Reykjavikurborg among  
immigrants**

# Plan:

1. language barriers in e-Reykjavik system
2. survey among immigrants in Reykjavik

**SURVEY AMONG IMMIGRANTS IN  
REGARD TO SERVICES PROVIDED BY  
REYKJAVIKURBORG**

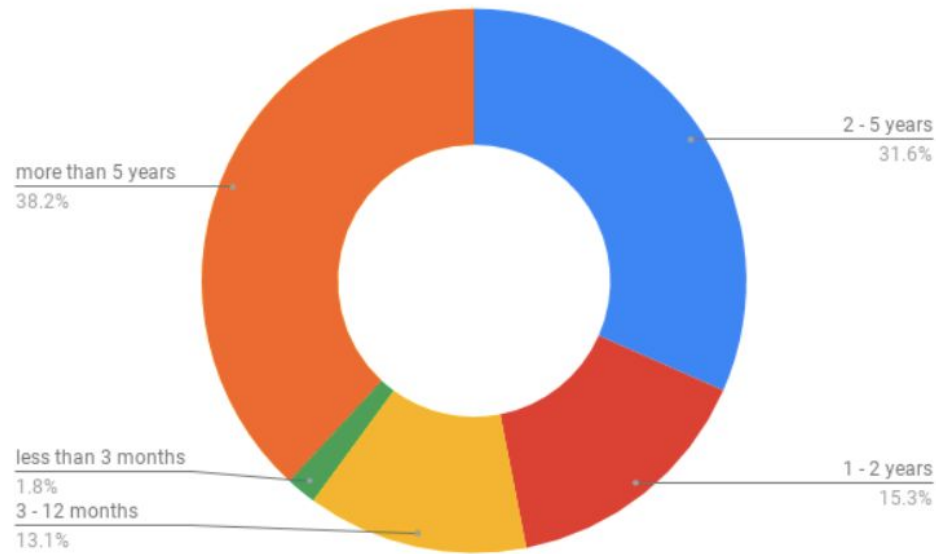
# General questions:

1. What are the obstacles in making use of a city service when being an immigrant?
2. What could Reykjavikurborg do better in terms of its offer for immigrants?

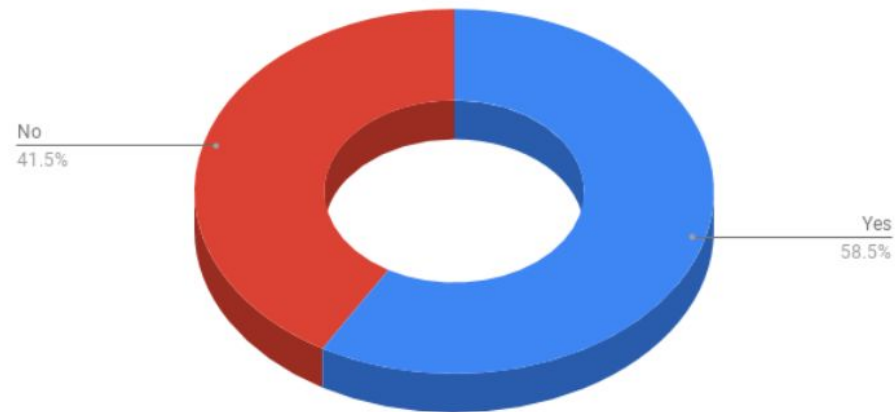
Question 2

**What could Reykjavikurborg  
do better in terms of its offer  
for immigrants?**

# How long have the respondents been living in Reykjavik?

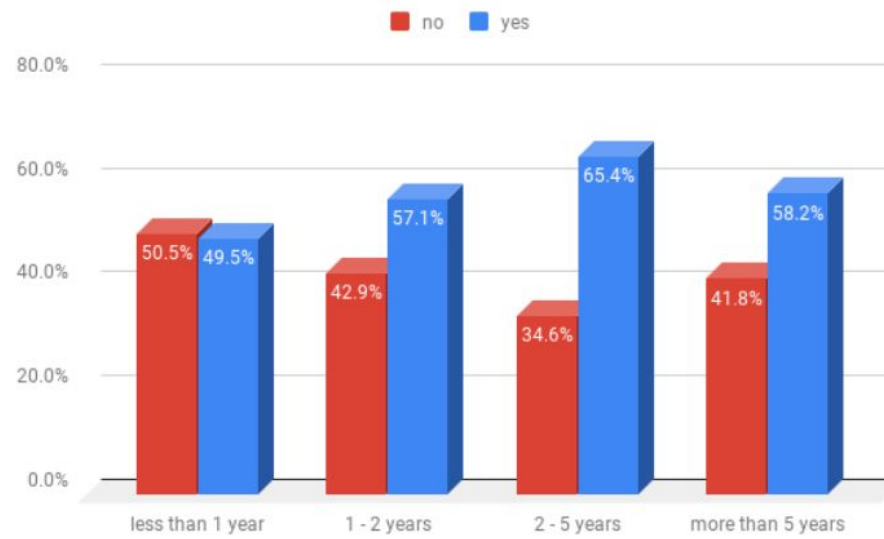


**Has the respondent proposed any  
improvement idea?**



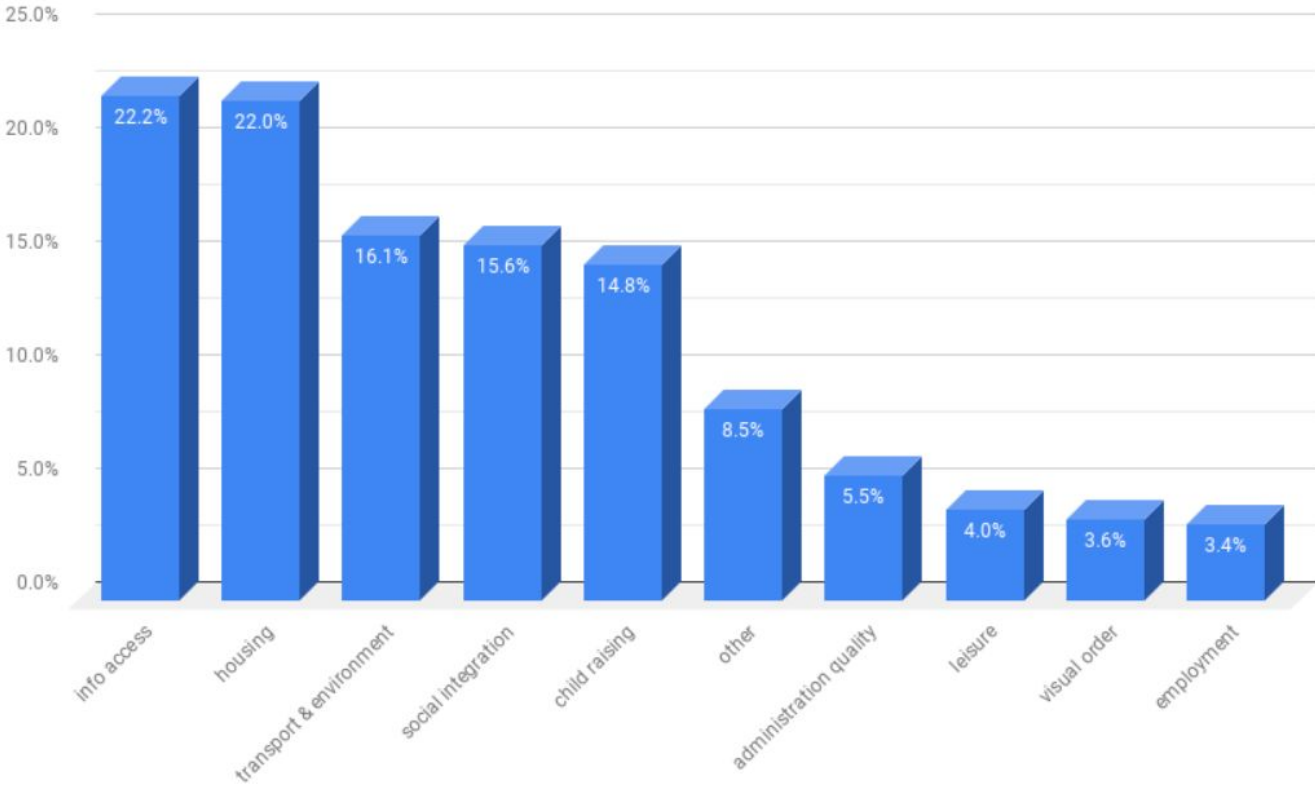
## Has the respondent proposed any improvement idea?

Break-down of answers according to respondent's length of stay





# Common topics found in improvement ideas



**Break-down of  
category:  
'info access'**

# **Subcategory: 'info point / counselling'**

- regular welcome meetings for immigrants
- one office dedicated to all the needs of immigrants
- legal counselling and help with translating official documents

*One place for all  
information, for example for  
people from Croatia*

*Bring back the Immigrant  
Counselling service.*

*Also, I was thinking there  
could be maybe a website  
with all possible information  
in English for immigrants. I  
mean all-in-one. And send  
this website name to every  
person whose nationality is  
not Icelandic. This can be  
done by e-mail, sms  
messages or post mails. If  
you are interested about  
this, send me an e-mail  
[armantri@live.com](mailto:armantri@live.com) I will be  
glad to participate in new  
projects.*

# Subcategory: 'translations'

- make more content translated to English (possibly more languages)
- improve the existing translations

*Improving the amount of information that are available in English. Too often I have to find someone speaking perfectly Icelandic or use google translate to find the right information*

*Make government websites more accessible to non-Icelandic speakers or people who only have a basic grasp of Icelandic. Even if they have an English description, they are usually confusing or much shorter than in Icelandic.*

## **Subcategory: 'information spreading'**

- informing better about services already in place
- possibly creating city newsletter dedicated to immigrants
- cooperating with immigrant community leaders to establish an organic information flow (word of mouth)

*You could advertise your services better. This is the first time i'm hearing of many of the services listed on the 4th page.*

*Making people aware of their rights and where they can go for them*

*Clear rules regarding welfare and education services.*



## Break-down of category:

### 'housing'

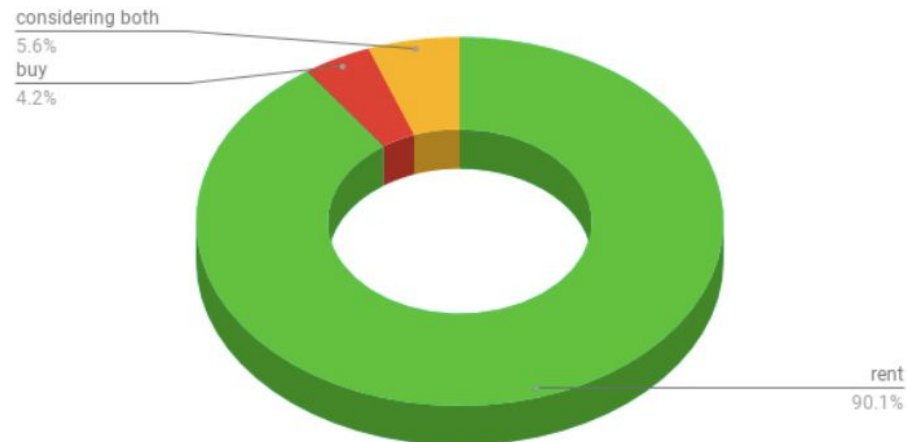
- vast majority of respondents which mentioned housing problem just wants to pay lower rent, but only a few of them have an idea how to make that happen
- therefore no subcategories distinguished

# 'housing' - outline of ideas

- establishing a maximum rent rate per square meter and zip code
- broader offer of city-owned housing --> social housing
- banning Airbnb in Reykjavik
- have Reykjavikurborg as an intermediary actor between prospective tenants and private landlords
- increasing rent benefits

# to rent or to buy a flat?

The preference inside the group which mentioned housing while answering the question



*Cheaper flats, I pay 290k ISK,  
with my husband I have 3  
children to take care of, I  
don't earn that much.*

*Change the income limits in  
regard to social housing.  
Nobody is taking into  
account the basic salary.  
What counts instead is total  
salary including tons of  
overtime worked in order to  
afford a flat which costs  
more than one basic salary.*

# research limitations

- limited amount of participants:
  1. 809 participants, but only 473 proposals
- limited representation:
  1. likely under-represented: elderly + digitally excluded
  2. likely over-represented: young
  3. likely over-represented: parents

**Thank you for your  
attention!**