INDEPENDENT LIVING THROUGH TECHNOLOGY

Elderly and Disabled People’s View about the Use of Information Communication Technology
Acknowledgements

The I-stay@home partners wish to thank all the research participants from Belgium, France, Germany, Netherlands and United Kingdom, who shared their personal views and feelings with us.

Imprint

Independent living through technology - Elderly and disabled people’s view about the use of information communication technology

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1 EXECUTIVE SUMMARY

This report gives an insight into the views of individuals living in the social rented housing sectors of Belgium, France, Germany, Holland and the United Kingdom on the use of information communication technology (ICT) solutions as tools for providing support in older age. The report also helps identify tenants' key concerns now and for the future. In total 208 individuals participated in the survey.

Provided with a list of daily activities, tenants were asked to identify the ones that are currently challenges for them. The most frequently mentioned activities were online banking (52%), use of the internet (46%), being able to get around (45%), cleaning (38%), and being able to sleep (34%).

In order to discover their most significant concerns for the future, tenants were presented with a list of ten broad aspects of living. Tenants indicated that being able to get around, see, hear and communicate (53%); mental health and well-being (40%); being able to care for themselves and their home (34%); and health care and health monitoring (33%) were their greatest areas of concern. Specifically, tenants were particularly concerned with issues such as degenerative illnesses, lack of mobility, loneliness and depression.

The results show that elderly and disabled tenants currently rely primarily upon family and friends for support with daily life activities. Supplementing this support are the social care system, usually through domestic carers, and some technology such as powered wheelchairs, emergency alarms and computers.

With regard to future support and how that will improve tenants’ quality of life, they envisage family and friends to continue to play an integral role in their support. When asked about the types of technology that could help them, tenants were on the whole unable to think of any, illustrating a lack of awareness of the technological options and presenting an opportunity for the I-stay@home project.

Three fifths (61%) of tenants who do not currently use assistive technology expressed an openness to adopting new technologies while a quarter (27%) said they would not want such support (a further 13% did not know).

The main barriers to adopting assistive technology are affordability (74%), general awareness of products (52%), usability (50%) and reliability (40%).
People across Europe are living longer now than ever before and the distinct needs and concerns of older and disabled people as members of society is an increasingly important topic for governments and service planners.

I-stay@home (ICT Solutions for an Ageing Society) involves housing providers as well as technical partners from North West Europe and aims to identify, select and test a range of affordable ICT (information communications technology) solutions that can help older people to continue living independently in their homes.

The consortium partners are emphasizing aspects such as safety, health and comfort when evaluating products and services, in addition to energy consumption and communication.

The project partners believe that being supported at home should be possible for all, irrespective of income or economic background. Affordability is therefore another important criteria for all devices, services and solutions that are chosen for testing.

I-stay@home runs from 2012 till 2015. During this time, the partners deliver together four phases of work:

1. Identify and consider the core concerns of older and disabled people in terms of their ongoing independence at home (2012).

2. Make a pre-selection of affordable ICT based products and services that are currently available (2013).

3. Live test the selected solutions in about 200 homes of tenants from the participating housing organizations (2014).

4. Publish details of the products and services via a database platform to make them better available for the elderly tenants and housing providers (2015).

THE PARTNERS

Lead Partner: Joseph-Stiftung, Bamberg, Germany

Aareon France SAS, Meudon la Forêt, France
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EBZ Business School, Bochum, Germany
Foundation Smart Homes, Eindhoven, The Netherlands
Habinteg Housing Association Ltd, London, United Kingdom
Le Foyer Rémois, Reims, France
Rheinwohnungsbau GmbH, Düsseldorf, Germany
Stichting Woningbeheer Betuwe, Lienden, The Netherlands
SOPHIA living network GmbH, Bamberg, Germany
Vilogia, Villeneuve d'Ascq, France
Volkshaard cvba, Ghent, Belgium
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Subpartners of Aareon France:
Intent Technologies, Paris, France
Isen Ecole d’Ingenieurs, Lille, France

The project is observed by: European Federation for Living
Elderly and disabled tenants face a large number of challenges in their daily lives, which are broadly centred on aspects of living such as mental health and well-being, socialising, nutrition, domestic and personal activities, safety and security, health care and monitoring, general awareness, civic participation, and financial management. In order to identify the challenges tenants currently face, they were presented with a set of conditions under these themes. Their responses will help identify the types of assistive technologies that would best meet the current needs of tenants.

The results show that tenants have the most difficulties with online banking (52%) and in use of the internet (46%) indicating that tenants’ interaction with online material is an important challenge for them. Almost half of tenants also had difficulties getting around (45%), with lower levels having difficulties with cleaning (38%), sleeping (34%), and doing the shopping (28%).

Conversely, tenants are least likely to mention difficulties with activities such as taking medication (7%), communicating with others (7%), speaking (8%) and/or closing doors (8%). Unprompted tenants also mentioned a number of specific challenges they currently face which include degenerative illnesses, depression, isolation, feelings of insecurity and economic hardship.
In order to introduce ICT solutions-based assistive technology into the lives of tenants, the I-stay@home project had to first determine their current support structure. The project identified three broad categories of support that tenants could draw upon, those being family and friends, social care, and technology and it is the aim of the I-stay@home project to establish the balance between these three now and for the future.

### 4 CURRENT SUPPORT STRUCTURE FOR TENANTS

4.1 FAMILY AND FRIENDS

Tenants were prompted with a showcard showing these three elements of support and asked to provide the types of support they currently received within each. Residents identified family and friends as the most relied upon source of support they currently receive. Family and friends would include mostly children and spouses.

The most commonly mentioned support tenants receive from friends and family was help with transportation. The majority of tenants were unable to transport themselves around their communities to take care of important tasks. Tenants needed help with transport to visit the doctor’s office, and/or town centres. Tenants also depend on their family and friends for companionship and socialising. Specifically family and friends kept in touch through visits, email and telephone calls.

Additionally tenants received much support for household chores. Among these activities, the most frequently mentioned are help with shopping, cleaning, home maintenance, and bathing.

Lastly tenants also receive financial assistance from family and friends. Some of the sources of financial support that people drew from their family were help with banking activities, obtaining food vouchers and cash.

4.2 SOCIAL CARE

Tenants identified two broad areas of support from the social care systems: support that deals with domestic care challenges, such as shopping and cleaning; and care which deals with personal care challenges, such as bathing and toilet use. Whilst most of this care service is funded by social insurance (varying across partner states), some tenants indicated that they were often required to pay at least part of the costs for social care, an issue that caused financial distress for some.
Tenants also receive financial assistance from the social care systems.

Tenants receive assistance such as rent assistance, bill assistance, and other miscellaneous cash allowances. These allowances reflect the low income profile of social housing tenants across the study area.

The most commonly mentioned category of technology was mobility aids. Tenants mentioned examples such as powered wheelchairs, stair lifts, and through-floor lifts, reflecting earlier results that simply being able to get around and to gain access to sites are primary concerns for tenants, and are ones that can be successfully dealt with through the application of assistive technology.

Tenants also identified environmental adaptations, technology installed in their home or other frequented localities to make the environment more accessible. These adaptations took many forms such as the inclusion of bathtub lifts, elevated toilets, grab rails, powered doors and powered windows.

Tenants also mentioned technological support that was centred on health monitoring, which is important for maintaining independence. The most mentioned examples were emergency alarms and blood pressure monitors. Computers also play a significant role in supporting elderly and disabled people in staying independent. The use of computers varied, but tended to focus on the general use of the internet in order to learn about new things and stay involved in local groups; sending and receiving emails; online banking; and playing games.
Tenants also mentioned a series of communication aids which they viewed as sources of technological support.

**Wall Handles**  
**Powered Windows**  
**Smart Phone**  
**Blood Pressure Monitor**  
**Hearing Aid**  
**Powered Wheelchair**  
**Mobile Phone**  
**Stairlift**  
**Emergency Alarm**  
**Health Monitoring**  
**Powered Doors**  
**Computer**  
**Elevator**  
**Internet**  
**Elevated Toilet**  
**Email, Online Banking**  
**Bathtub Lift**  
**Games**

Tag cloud 3. Support Received from Technology

They include mobile phones, smart phones, and hearing aids. Mobile phones were frequently carried by elderly people as a “favour” to their family and friends, so that they can get in touch with them when necessary, and their use rarely seemed to go beyond that. Individuals using smart phones, however, seemed to engage more with the possibilities of those technologies, and frequently got a significant amount of use from their devices, using them for games and financial management. Hearing aids were a more basic technology, simply allowing individuals to hear.

“I use my computer for online banking and the internet, but it’s so, so slow…”  
– British resident

“I’m part of a computer club, where we teach people to use computers for emailing and browsing the internet.”  
– British resident

“I would like to be able to look at things on the computer…”  
– Belgian resident
5 INTRODUCING ASSISTIVE TECHNOLOGY

The purpose of this section was to determine whether participants would be willing to introduce technology in their homes, where they had not spontaneously mentioned assistive technology as a means of support. Of these tenants, three fifths (61%) would consider a technological solution for a problem; whilst around a quarter (27%) indicated that they would not.

5.1 TENTSANTS WHO WOULD NOT CONSIDER ASSISTIVE TECHNOLOGY

A number of tenants indicated that they would not consider the use of technology to solve their problems. By far, the most commonly mentioned reason for this was that individual tenants had no problems currently and therefore did not need or want assistive technology. Tenants also said they would not consider assistive technology because they are unfamiliar with the technology, they did not like it and/or assistive technology was not worth it.

Some tenants did not want to use assistive technology because they did not want to become dependent upon it, an interesting response and point for consideration for this project. Paradoxically for the I-stay@homeproject, technology is meant to help tenants lead independent lives however for these tenants dependency on assistive technology can itself become a threat to independence, which presents an interesting dichotomy for the project.

5.2 TENTSANTS WHO WOULD CONSIDER ASSISTIVE TECHNOLOGY

Where tenants indicated that they would consider an assistive technological solution in their home but currently do not, the most commonly mentioned barrier was affordability. Tenants do not use technology because of a perceived (rightly or wrongly) financial barrier to acquiring such technologies. When probed further, tenants unsurprisingly revealed that they often lived on very limited incomes, and simply could not afford to invest in additional technologies.

"I want to take a course on the internet, my son uses online banking and I'm interested."
-- Belgian resident

"I would accept technological aid, but I am concerned it would cost too much and be too hard to learn."
-- British resident
It is the view of tenants that they would indeed use whatever technology that was available as long as it was easy to use. Tenants were concerned that they would not be able to operate some technological solutions, either because of their own ignorance, or due to a piece of technology not being adapted to accommodate their needs.

Notwithstanding the usability and affordability of technological solutions, tenants would indeed adopt technological solutions if it were demonstrated that they solve specific problems. Assistive technology would have to clearly demonstrate that it solves specific issues around security, mobility, finance, better health, cleaning, communication, and emergencies.

"Because I am often alone and my daughter has her own life, I need help from the technology, like the emergency call."
– German resident

"I would consider any technological solution, as long as it is needed and doesn’t cost too much."
– Dutch resident

For cleaning
It may be more useful in the future
If it was usable
If it was affordable
For emergencies
To better communicate
For better mobility
To better monitor my health
To improve security
For everyday tasks

Tag cloud 5. Views from tenants that would consider assistive technology
6 FUTURE AREAS OF CONCERN FOR TENANTS

This section of the report looks into the future concerns for tenants. This will allow the I-stay@home project to better understand tenants' fears and explore the assistive technologies that are most appropriate to address these concerns.

6.1 TENANTS GREATEST CONCERNS

Tenants were again presented with the ten aspects of living and then asked to select the three areas about which they were most concerned. As a group, tenants identified being able to get around, see, hear and communicate (53%), mental health and well-being (40%) and being able to look after one's self and home (34%) as the three main areas of concern for the future. These were followed by health care and health monitoring (33%) and managing one's financial affairs (30%).

---

“"I need more money. I have no savings, and am living hand to mouth.”
– British resident

“"I'm afraid that if I can't move any more, I'll be compelled to go into a nursing home.”
– German resident

---

Tag cloud 6. Specific areas of concern for tenants

Socialising   Communication   Loneliness
Participating in the community   Mental Health
Getting out   Depression   Dementia   Feeling like a normal person
Safety   Seeing who is at the door   Restricting my diet
Sudden deterioration of health   Long term hospitalization
Physical Health   Having to ask for a maid
Being helpless   Paying the bills   Loss of mobility   Cuts in benefits
Becoming gradually disabled   Pain and Pain management
Independence   Not being able to clean as I should
No being able to look after my home
Having to be put into a nursing home   Financial hardship
6.2 SPECIFIC AREAS OF CONCERN

All tenants were then asked to mention their biggest concern within each of the above aspects of living. This is an important question to help select assistive technologies that would be oriented towards issues tenants are most concerned about. The findings presented below are only for the areas tenants selected as their top areas of concern.

Tenants who mentioned disability (mobility, sight and hearing) and health care and health monitoring as broad areas of concern highlighted some of the specific issues with which they are most concerned. Tenants indicated that they were particularly concerned with health issues which are degenerative such as muscular dystrophy, Alzheimer’s, and arthritis. The lack of mobility stemming from these illnesses as well as the general frailty of ageing were also expressed as serious areas of concern.

With regard to mental health and well-being, tenants expressed specific concerns with depression, as many tenants indicated that they already suffered from either minor or major depression. Another significant concern was dementia; losing one's mental faculties is a disturbing thought and many tenants indicated that this was one of their greatest concerns.

Tenants greatest concerns with regard to looking after one's self and home, was the fear of becoming helpless and being unable to clean, maintain, and care for their abode. With this concern comes another significant fear, which is to be placed into a nursing home.

Tenants who mentioned managing financial affairs as a serious area of concern fear not having sufficient economic resources to deal with whatever challenges lie ahead (financial hardship). This concern took two forms: being able to pay current bills and other outgoings; and the ongoing reductions in social security programmes across Europe and the effect that will have on future resources.
7 FUTURE SUPPORT STRUCTURE FOR TENANTS

7.1 FAMILY AND FRIENDS

Tenants indicated that family and friends will continue to play an important role in maintaining their independence, reducing their isolation and increasing their general quality of life. The challenge for the I-stay@home project is to identify assistive technologies that would help support this important family and friends/tenant support structure.

I need to make more friends
I don’t want to be a burden
Come around more
They live too far away They are too busy
Help if my state diminishes
Call more often Help with getting out
There’s nothing more they can do
Drive me places Financial support
Help me to stay in my home Help maintaining diet
Do domestic work
Avoid mental degradation I don’t want their help
Give me psychological support
Financial management

“Thank you for your support, it means a lot to me.”
– British resident

Tag cloud 7. Future support from family and friends

7.2 SOCIAL CARE

When asked about what they thought the social care system could do to improve their independence going forward, tenants mentioned a wide range of services. They would like a more efficient service, with more visits and more time allocated to each visit so that carers would not be rushed and could be more friendly and familiar with the individual needs of the tenant. Indeed they would like to see more in-home and 24-hour services available. They also indicated that future social care should cost less and there should be greater linkages between the health care services and the social care services. For example, tenants indicated that there should be more in-home doctor visits.

More visits
Help shopping
Better transport
Better policing / security
Nothing the system can do for me
Carers should cost less
Maids for household chores
The system doesn’t have the money
Social care can’t do anything more
More financial help Food delivery
I don’t want any help Leisure activities

Tag cloud 8. Future support from Social Care

7.3 TECHNOLOGY

Tenants were asked to highlight the types of technological solutions that would assist them in maintaining more independent lives. Interestingly most tenants were not able to think of any solutions, indicating only a very basic awareness of technological solutions.

Where tenants provided a response, the most frequently mentioned technological supports for independence were

“The carers need to be more familiar, we have a different carer every day. We hardly ever see the same one twice.”
– British resident

“Would like the use of municipal services for leisure activities, and the use of their van to carry me around when needed.”
– French resident
centred on mobility. This includes solutions such as cars that could be operated by a wheelchair user, walkers, stair lifts, powered chairs, and bus lifts. All of these technologies would remove mobility barriers and would therefore have positive effects on independence.

Tenants also highlighted a number of technological solutions that deal with home automation and daily life organisation. Examples of these kinds of technologies were automatic curtains and doors, lighter, more usable text readers, hearing aids, and more advanced, more nuanced speech recognition software, as well as other technologies designed to take care of everyday tasks.

With regard to safety and security, tenants also expressed great interest in assistive technology that would potentially stop crime as well as help prevent catastrophic health events, such as heart attack and stroke. Some of the most common technologies falling under this theme were home security systems, door cameras to see who is at the door, emergency systems to call for help in an emergency, as well as fall detection technology to detect when an individual has fallen and automatically call for help.

Communication technology was also mentioned as one way assistive technology could be used to increase tenants’ independence, particularly assisting them to keep in touch with distant friends and family. Many participants expressed an interest in video communication technology, which tenants seemed particularly receptive towards. Tenants also mentioned mobile phones, smart phones, tablets, and computers, showing that elderly tenants would try these technologies.

Likewise, the internet was also of interest to many interviewees, despite their frequent lack of familiarity with its use. Recognising that the internet may have a lot to offer, tenants would most likely use it for email communication, general inquiries, online banking, online gaming, and/or online shopping.

Also discussed were products designed to take care of domestic activities. Chief among these were cleaning devices, such as automatic vacuum cleaners.
Tenants were provided with a list of possible barriers to adopting assistive technological solutions and asked which act as barriers to adopting technical assistance for key concerns. Three out of four (74%) tenants felt the affordability of the service would stop them from adopting technological solutions to assist with their key concerns. Around half of tenants also considered the awareness of technological opportunities (52%) and usability (50%) would be significant barriers. Conversely tenants are less likely to see data protection (30%) and the stigma (9%) associated with using a piece of technology as barriers.

Figure 4, Sample = 208
Tenants also indicated the two conditions under which they would most likely adopt assistive technology in their home. As illustrated below, it would be if assistive technology was provided by housing associations and/or social services (64% agree) or if assistive technology would help their families (64% agree). Noteworthy, more than two fifths of tenants (45%) would pay for assistive technology themselves if it protected them against their biggest fears.
In conclusion, tenants have provided us with some very useful insights into the challenges they face on a day to day basis and how ICT solutions can play a role in assisting their independence. Tenants indicated that they have greatest difficulties with accessing the internet, getting around (shopping in particular), and cleaning their homes. They rely principally on family and friends for support with social services and technology also playing important roles.

Tenants identified the preservation and maintenance of their independence and financial hardship as their greatest areas of concern going forward. Specifically, they are concerned about becoming disabled, developing mental health problems such as dementia and being unable to look after themselves and their homes.

Encouragingly, most tenants would be willing to adopt new technologies that would help improve and maintain their independence and certainly allow them to stay at home. However, the most significant barriers to any adoption of new technologies or ICT solutions would be their affordability, popularity and usability. These barriers become less important if tenants think that solutions would be provided by housing organisations and/or they helped their families in some way.

The findings show that there is indeed a demand for ICT solutions as a mechanism of support working in conjunction with the already existing support tenants receive from family and friends and/or social services. Crucially any solution would need to help mitigate the impact of aging on tenants.
# APPENDIX

## DEMOGRAPHICS OF TENANTS

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<th>Number</th>
<th>Percent</th>
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<td>Less than 70</td>
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<tr>
<td>70-79</td>
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<tr>
<td>80 or older</td>
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<tr>
<td><strong>Gender</strong></td>
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<tr>
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<tr>
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<td>House</td>
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<td>Two people</td>
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