

MS Victoria newsletter #4

You have less than 5 weeks to leave MS Victoria. You must leave the ship by 4 July 2023.

The Scottish Government and the City of Edinburgh Council will continue to support you to safely leave the ship. We will work with you to find your next accommodation.

Some people have already moved from MS Victoria to alternative accommodation, and we know others are finalising plans to move to other areas of Scotland. Some people from Ukraine have shared their story of living in other parts of Scotland. You can read about it on: [Information for MS Victoria guests – The City of Edinburgh Council](#)

The matching team is located in the conference suite on level 6 and are available from 10:00 to 17:00. If your matching team contact is not available, the team will make an appointment at a time that suits you.

Next steps

- If you have not yet talked to the matching team, **you must speak to them urgently** to discuss your next accommodation.
- If you have found your own accommodation, you **must let the matching team and the ship's reception** know your plans.
- When the matching team finds alternative accommodation for you, they will arrange your move as soon as possible.

Availability of accommodation

We have previously advised there is very little social and private renting housing available in Edinburgh and that we will not be able to provide accommodation in Edinburgh for everyone who wants it.

We urge you to consider offers of accommodation in other areas of Scotland. If you do not accept offers, we will arrange for you to move to further temporary accommodation in a hotel which may or may not be in the Edinburgh area.

If you do not find alternative accommodation

If you do not find accommodation before Friday 9 June or accept an offer of accommodation in another area of Scotland, we will arrange for you to move to other suitable temporary accommodation.

We will make every effort to consider your accommodation needs but can only offer accommodation where we have available rooms. As with other types of accommodation, the number of rooms available in Edinburgh is limited so there is a high chance the offer will be in another part of Scotland.

Be assured that we can book alternative temporary accommodation for all guests. We will not leave anyone who needs support without an offer of accommodation before leaving the ship.

We are starting to arrange moves to suitable temporary accommodation, such as hotels, now and we will write to you shortly to provide an update.

After you move, you will continue to be supported to find suitable longer-term accommodation.

If you are planning a trip or leaving the ship temporarily

From Monday 12 June, if you leave for one night or more, you will not be allowed to return to the ship. You will be given alternative temporary accommodation, most likely in a hotel. **You must speak with the matching team before you plan any trip.**

If you need extra support

The matching team on board is here to support you. We understand leaving the ship can be unsettling, but we are committed to supporting you find alternative accommodation.

If you feel you need more support, please speak either with your matching officer or the City of Edinburgh Council team based on board. You will find the Council team in Astrid in the level 6 conference area, Monday to Friday, 10:00 – 12:00 and 13:00 – 16:00.

The Scottish Refugee Council offer a free and confidential helpline for information – call 0808 1967 274, Monday to Friday between 09:00 – 17:00.

Barnardo's have set up a [Ukrainian Support Helpline](#). The Helpline is available to anyone fleeing the conflict in Ukraine. All services include access to interpreters in Ukrainian and Russian. The Barnardo's Helpline is open: Monday – Friday 10.00am - 8.00pm and Saturday 10.00am - 3.00pm.

There are a number of support services available to you. For more information, please visit: [Information for MS Victoria guests – The City of Edinburgh Council](#)

Mail and parcel deliveries: plan now

The ship will not hold or forward mail once you move. All mail received will be returned to sender.

If you are expecting mail or deliveries, you must make alternative arrangements for where they will be delivered as soon you know your next accommodation. Ways you can do this include:

- [Royal Mail has a redirection service](#) (there is a cost for this).
- Amazon has [collection points and hub lockers](#) that you can use instead of having it delivered to the ship.