



**THE INFORMATION GUIDE
FOR PEOPLE IN EXILE**

**UPDATED ON
NOVEMBER 2025**

TABLE OF CONTENTS

How the guide is organised

PRATICAL ADVICE

	Arriving in Nantes	4
	Emergency numbers	6
	Unaccompanied minors.....	10

USEFUL ADDRESSES

	Help with procedures	12
	Bag storage	12
	Day centres	13
	Accommodation	14
	Food	14
	Legal assistance	16
	Phone helplines	17
	Children	18
	Women	18
	Prostitution / Sex workers	19
	LGBTQIA+	19
	Health	19
	Hygiene / Laundry	22
	Clothing	23
	Learn French	24
	Other activities	25



Next school holidays : from December 20 to January 5 / from February 14 to March 2
/ from April 11 to April 27

Next public holidays : November 11, December 25, January 1, April 6, May 1, 8, 15 and 25

SOCIAL RIGHTS

	What are my rights?	28
	Who can help me?	28
	To have a mailbox : domiciliation	29
	Accommodation	29
	Material reception conditions (CMA)	31
	Housing	33
	Financial support	34
	Access to healthcare	34
	Access to work	36
	Opening a bank account	39
	School enrollment for children	39
	University	40

PROCEDURES

	What is asylum?	42
	Registering your asylum request	42
	Asylum procedures	45
	OFPRA file and interview	47
	Making an appeal	50
	Applying for your case to be reconsidered	53
	If you have been granted protection	54
	Residence permit	55
	If you are arrested by the police	59

	Glossary	61
--	----------------	----

	Map	62
--	-----------	----

ARRIVING IN NANTES

WHAT IS MY ADMINISTRATIVE SITUATION?

Your right to residency

You are a foreigner and wish to stay in France: in order to stay on the French territory without risking deportation, you must apply for legal status. You have various possibilities depending on your personal situation (asylum request, applying for a residency permit for family/health/work reasons).

Before starting any application, seek advice in a free legal support session (page 16).



Every situation is different: what worked for a friend may not work for you.

To request asylum, go to the SPADA (page 36). Asylum is a protection given by France if you prove that you were persecuted in your country and you are at risk if you go back. When requesting asylum, you are asking for this protection. **Requesting asylum is a long and complicated process with high risks of rejection.**

Each case is different, and every decision you make must be your own.

During the asylum application process, you may receive social benefits and a temporary right to stay in France. The asylum application process can last between 6 months and a few years. If the application is rejected, you will lose your rights to social benefits and may have to leave France.

Asylum is not the only way to have the right to live in France. You can also apply for residence permits for personal and family reasons, health reasons, or work reasons. Sometimes, you may have to wait several years to get a residency permit. **Like the asylum application process, these procedures can be long and complicated (page 42).**

YOUR DOCUMENTS



Keep a copy of all your documents!



Very important: keep photographs and copies of all documents with your name on them and letters received during your stay in France.

Keep these copies in different places (at a friend's or with an organisation) and online (in your emails). Do this **as soon as you arrive** and **organise these documents by year.**

- This is **useful for your asylum procedure or in case of arrest**, to prove your presence on French territory, and allow organisations to better understand your situation.

- These proofs of presence in France will be **necessary to apply for a resident permit.**

Examples of proofs to keep:

Certificate of asylum application, income declarations (tax return), medical prescriptions, phone or electricity bills, Naolib card, proof of residence, payrolls, French class registrations and diplomas, any letters,...

ADOBE SCAN application allows you to scan your documents.

When you're sending documents to administration, be sure to send them using « accusé de réception » (receipt confirmation). Keep a copy of the documents sent, and keep both the proof of sending delivered by the Post office and the receipt confirmation.



GETTING AROUND NANTES

In Nantes, public transport is managed by the company Naolib. Find your itinerary on <https://naolib.fr/> or on the mobile application.

Since May 2025, the disposable ticket has been replaced by a chargeable «contactless» ticket. The ticket must be validated each time you board the bus and at each connection, at the same terminal as a Naolib card. The ticket lasts 1 hour and costs €1.80. A book of 10 tickets costs €17.80.

You can also purchase a 1-hour ticket for €2.50 (non-rechargeable) from the bus driver (except lines 4 and 5).

You can also purchase a 24-hour ticket for €6.60. The 1-hour and 24-hour tickets are valid on the entire tram, bus, Navibus, and TER network within the metropolitan area, excluding the airport shuttle. To travel on the Airport Shuttle, you must use a ticket of the same name.

In Nantes, public transport is free on weekends (from Saturday 0:00 am to Sunday 11:59 pm).

To get information about public transport in Nantes, you can go to « Espace Mobilité Naolib » :

📍 2 allée Brancas, 44000 Nantes

☎ 02 40 44 44 44

🚏 1 2 3 Arrêt Commerce

🕒 Monday-Friday 9:30am-6pm, Saturday 9:30am-17:30pm

Free Naolib subscription for asylum seekers

When asking for asylum in SPADA, SPADA will request for a free Naolib public transport card. It can take more than a month before arriving.

Free subscription or discounts for public transports are available depending on financial resources. Documents from less than 3 months justifying right and place of residence are needed.

Free subscription for people with disabilities benefiting AAH, available in city halls of Nantes.

If you don't have any papers, always **keep a ticket or a card** with you to avoid identity checks. In case of control, you must show your Naolib card or your ticket.

If there is an inspection

If you travel without a valid ticket, you risk a fine. If there is an inspection, your identity papers might be requested. If you don't have any ID, the inspectors could ask the police to come and check your identity. If you are arrested, see your rights on page 59. The inspectors cannot search your belongings without your consent, but they can ask you to leave if you refuse.

If you receive a fine

- Remember to validate your ticket or card (scan it) the first time you board a bus/tram. Your ticket will be valid for the following hour.
- Without a valid ticket, you will have to pay a 60€ fine.
- If you break the rules of the public transport or get angry during a control, you will have to pay a 150€ fine. Inspectors will likely call the police.

Inspectors will give you a fine ticket (PV) or a receipt, keep it with you. You may pay your fine immediately to the ticket inspector or later, but it will be increased (+10€ within 15 days, +30€ within 30 days, +56€ within 90 days).

You can also pay it online:

🔗 <https://naolib.fr/fr/faq/paiement-des-amendes-tc>

If you want to contest the fine, you can do it online:

🔗 <https://naolib.fr/fr/aide/formulaire-de-reclamation>.

Be careful, if you contest the fine, do not pay it.

Contesting the fine does not always work. If you are in trouble or you cannot pay your fine, ask a social worker for help (see page 12).



Too many unpaid fines in one year is a crime. This can go on your criminal record and make it harder to get a residence permit.

Nov 2025

5

EMERGENCY NUMBERS

– free –

15 • SAMU

Service d'Aide Médicale Urgente - To get a medical team to intervene in case of vital distress.

17 • POLICE

To get help in case of assault or to report an offence that requires immediate police intervention.

18 • FIREMEN

To report a dangerous situation: accident, fire, sick person...

114 • EMERGENCY SMS 📞📶

Allows deaf, hearing-impaired people and anyone who cannot call (women victims of violence for example), to alert emergency services (SAMU, Firemen, Gendarmerie and Police) 24/7 by SMS, chat, videoconference. Also available at 📱 www.urgence114.fr and with the "114" application.

115 • EMERGENCY SHELTER

Emergency number for people without accommodation or victims of domestic violence requiring emergency shelter (accommodation).

119 • CHILDREN IN DANGER

Emergency number for any child or teenager who is a victim of violence (psychological, physical or sexual), or anyone concerned about the situation of a child in danger or at risk of being in danger, within their family or in an institution.

3919 • WOMEN VIOLENCE INFO

Listens, informs and guides women victims of violence, as well as witnesses of violence against women. Does not deal with emergency situations (it is not part of the police or the gendarmerie).



Bike

Naolib Vélo (old name: Bicloo) is a public bicycle service.

Multiple subscriptions exist (You need a payment card in both cases):

- a 3€/month subscription, with a limited amount of bikes rented per month, and 30 minutes of riding per rental before additional fees.
- a 0,75€ per rental subscription, which includes 30 minutes per rental before additional fees.

There are also places where you can buy bikes at low cost and repair them in workshops such as Atelier du Pignon, Atelier Brico-Vélo de Place au vélo, vélocampus, ATAO.



HOUSING IN NANTES

If you don't have a place to stay with relatives, **it is difficult to find accommodation in Nantes.** Emergency shelters are overcrowded, and the housing associations have long waiting lists.

A lot of people sleep on the street.

If it is your case :
see page 29 and call

📞 **115**



WIFI

In Nantes, there is free wifi mostly in the city centre. There is also wifi in some places in the outskirts.

The map is here:

📱 <https://tinyurl.com/ycke5f3x>



There are many police officers in the train station who might do an identity check.

See page 59 for tips on what to do if you're arrested.



Buy a phone

You can buy cheap phones in department stores like Fnac (Place du Commerce), or in shops like HappyCash, Cash Express, or tobacco shop. You can also buy second-hand phones on websites like «Le Bon Coin», or in Facebook groups like «Le bon coin nantais» or «Le coin des bonnes affaires du 44», but it might take time.

Some associations can give you a phone, ask them!

Buy credit for your phone

1. If you don't have a bank/credit card or a withdrawal card, you can buy credit recharges in tobacco shops. Lycamobile offers (30 days with unlimited calls/SMS and Internet data) are the most attractive.

2. If you are an asylum seeker and you have the ADA card, or if you have a bank card, you can subscribe to a monthly plan with Free: cheap offers, registration directly on a Free mobile terminal.

→ Find a terminal:

📄 <https://www.free.fr/boutiques>

Then you can:

- 1.** Choose your plan,
- 2.** Buy your SIM card,
- 3.** Pay the plan each month on a Free terminal.

→ LE COUP DE MAIN NUMÉRIQUE :

This association can give you cheap phone plan (in «relais Emmaüs Connect»).

Where to charge your phone in Nantes?

- Inside day centres, libraries and multimedia libraries.
- At the train station.
- In some coffees where you can stay for free.

In most multimedia libraries ("médiathèques") and libraries you have access to computers and to the Internet (page 12).

→ LE COUP DE MAIN NUMÉRIQUE :

- This association works with local solidary repackers allowing for cheap equipment. .
- Members can help you to become autonomous, on the digital plan.

Le Coup de Main Numérique

📍 22 rue Georges Charrier, 44100 Nantes

🕒 1 Croix Bonneau

@ ONLINE INFORMATION

Information on asylum application

Translated information about asylum application, checked by jurists.

⚠️ **You should always go to a legal support service** for an individual evaluation (page 16).

GISTI

Section : Seeking asylum

Languages : French, English, Arab, Dari, Pashto, Urdu, Tigrinya, Oromo

📄 <https://bit.ly/GistiAsile>



DOM'ASILE INFO

Languages : French, English, Arab, Urdu, Bengali, Russian

📄 www.domasile.info



RÉFUGIÉS INFO

Information for people who have been granted refugee status or subsidiary protection.

Languages : French, English, Arabic, Pashto, Tigrinya, Russian.

📄 www.refugies.info



INFO DROITS DES ÉTRANGERS

Information on the different procedures for staying in France, family reunification, etc.

In French only.

📱 <https://bit.ly/InfoDrEtr>



Useful websites and applications

TRADUCMED

Translation for medical appointments in 39 languages.

Accessible via the app or directly on the website:

📱 www.traducmed.fr

TARJIMLY

Allows you to directly contact a volunteer translator via the Messenger app (written and vocal messages or videos).

📘 Tarjimly

ADOBE SCAN

Scan your documents and send them by email or whatsapp to always keep a copy in case of loss or theft.

For iPhone :

<https://apple.co/3EVgnHq>



For Android :

<https://bit.ly/AdbScanAndroid>



QR CODE READERS

For iPhone : <https://apple.co/3vl6Upk>

For Android : <https://bit.ly/QRScan-Android>

CITYMAPPER

Quick routes by public transport in Nantes and its surroundings.

📱 <https://bit.ly/CityMapperTLS>



ENTOURAGE

Application for meeting your neighbours, on which you can:

- ask for material needs or services
- attend friendly get-togethers

📱 <https://bit.ly/EntourageRS>



GEEV

Donations of clothes food / objects.

Register on the website

📱 www.geev.com

or download the application.



LEBONCOIN

Donation and sale of clothes, furnitures, digital tools, cars, bikes, appartments...

INFOMIGRANTS

Information about asylum in Europe.

Languages: French, English,

Arabic, Dari, Pashto.

📱 www.infomigrants.net



SPIKY COMMUNITY

Application connecting people who have just arrived in France with locals.

📱 <https://www.spikycommunity.com>



HOPHOPFOOD

Get free food near where you are.

Download and register on the application.

SOLIGUIDE

Online platform referencing places and useful services accessible for free.

📱 <https://soliguide.fr/fr>



WATIZAT NANTES

Brings together all **information on the places in the Watizat guide** (hours, contact information, website, directions...). Automatic translation in different languages.

📱 <https://watizat.org/>

📘 Watizat Nantes

📷 watizat.nantes

Ask for help and advice

Don't hesitate to ask for help and information from supportive citizens, groups or associations via Facebook or an e-mail address.

Be careful, the legal information provided on Facebook is not always reliable.

Visit the legal support (page 16).

ASSISTANCE PLATFORM FOR EXILED PEOPLE IN FRANCE

Facebook group where anyone can offer or ask for help: housing, material goods, food, clothing, information on procedures.

📍 Everywhere in France

→ Sign up to access the group

📘 Plateforme d'aide aux exilés en France

ACCOMMODATION IN PARIS FOR OFPRA OR THE CNDA

Facebook group to find accommodation for the night before your OFPRA interview or CNDA hearing.

📍 All of France

→ Sign up to access the group

📘 Hosting in Paris for OFPRA and CNDA



DRINKING WATER

Nov 2025

• At drinking water taps behind and in public restrooms.

List of public toilets:

📄 metropole.nantes.fr/toilettes-publiques

→ On Google Maps search for "public toilets" or "sanisette"



• At public fountains.

List of public fountains:

📄 <https://metropole.nantes.fr/services/egalite-solidarite-sante/sante-publique/trouver-un-point-d-eau-potable>

→ On Google Maps search "fontaine à boire"



FREETAPS

Drinking water map:



Non-drinking water is indicated by a "NON-POTABLE WATER" or "DO NOT DRINK" sign.



**EAU
NON POTABLE**





1. What does it mean to be an “unaccompanied minor”?

Previously called Mineurs Isolés Etrangers (MIE)

You are an “unaccompanied minor” if:

- You are under 18 years old
- You are in France **without your parents** or **without a legal guardian** (an adult who has legal authority over you)

→ You are considered “at risk” and you can be protected and supported by the Child Welfare Services: Aide Sociale à l’Enfance (ASE).

2. Your rights in France

The French state is legally responsible for unaccompanied minors on its territory and has to protect them. The organisation in charge of housing and caring for unaccompanied minors is the Aide Sociale à l’Enfance (ASE), managed by the Council of the department (Conseil départemental de la Loire-Atlantique).

To receive support from the ASE, you first need to pass an “underaged and unaccompanied” evaluation: they will interview you to assess if you really are under 18 and unaccompanied (if you are telling the truth). This evaluation is required to be taken in by the ASE. **This should only take a few days, but it can actually take up to a few weeks.**

Once you are officially recognised as underage and unaccompanied, you can no longer be deported, and will not need a residence permit before you turn 18. You will be housed and supported to become self-sufficient (socio-educational work, education or training, legal and administrative monitoring) until you turn 18 years old.

3. When you arrive in Nantes

To be recognised as a minor, go to:

MAAEVA (Mise A l’Abri et d’Evaluation) - France Terre d’Asile

🕒 Monday to Friday, 9am-1pm and 2-5pm
Reception without appointment

☎ 02 49 10 14 45

✉ maamie-nantes@france-terre-asile.org

📍 12 rue Eugène Varlin Bâtiment A

🚶 1 81 Gare Maritime

4. The evaluation interview

MAAEVA will carry out your “evaluation”

to determine if you will be considered an “unaccompanied minor”. While they evaluate you, they will give you accommodation. You will have a quick first interview, followed by **other interviews** to discuss your identity, your family, your life in your home country (living conditions, education), the reasons why you left, your journey to France, your living conditions since you arrived and what you plan to do in France.

- They will ask you to **prove that you are under 18** with identity papers. Bring all documents that can help to prove you’re a minor.



It is very risky to produce fake identity papers

- You can ask an organisation (see page 12) to help you **retrieve documents from your home country.**
- You have the right to ask for an **interpreter (by phone) who speaks your native language.**

During the evaluation process, the ASE (Aide Sociale à l’Enfance) can ask for “complementary examinations”: an inspection of your identity papers if you have them, and sometimes a bone age assessment



You should not have any X-rays or any medical tests if you did not give consent and if a judge has not allowed them!

5. After the interviews

After the interview, MAAEVA is in charge of filling out a report for the ASE. Then, the ASE is in charge of determining whether or not you are underage based on that report.

There are two possibilities:

- 1. You are officially recognised as an unaccompanied minor:** you will have accommodation (in a shelter, in an apartment, or in some rare cases in a foster family), you will be assisted by an educator, you will be able to learn French and go to school or receive professional training to learn a job.
- 2. Or, the ASE does not recognize you as being underage and/or unaccompanied (rejection):** every rejection should be notified by a paper giving reasons for rejection.

6. In case of a rejection

If you are not recognised as under 18, you are given a rejection document. **Keep the document: it will be important for the rest of the process.** You have the right to appeal the decision **with a juvenile court judge** ("juge pour enfants": a judge for children).

The judge will give you an appointment to hear your case. They can also ask for a verification of your papers and for medical exams, if you give your consent. **Once the judge has examined your case, they can recognise you as an unaccompanied minor or confirm the rejection.**

- You are entitled to a lawyer to assist you with your appeal.
- To get shelter, waiting for the decision, you can call 115 for temporary housing. When you will give your birth date, it is possible that your access to 115 is denied as you are considered to be a minor. In that case, show them the letter of rejection MAAEVA gave you.
- You can also ask organisations for legal support.

LEGAL SUPPORT

Accueil Mineurs Etrangers RESF

For unaccompanied minors, recognized or not (also welcomes adults). Listening, legal assistance, guidance, and understanding of practical procedures and procedures.

🕒 Wednesdays 4-7 p.m.

📍 Manufacture des tabacs, 1st Floor.

10 bis boulevard Stalingrad 🗺️ **1** Manufacture

HEALTH SUPPORT

Médecins du Monde - Programme MNA

Helping unrecognised unaccompanied minors to access healthcare: opening up healthcare rights, orientation and support in accessing care.

🕒 Reception without appointment on Thursday

2-5pm at **Espace TAMO of CEMEA**

06 69 58 70 79.

📍 102 rue Saint-Jacques, 5th floor

🗺️ **2** **3** Pirmil **4** Bonne Garde

SOCIAL AND MORAL SUPPORT

Espace TAMO See page 13.

La R'ssource See page 13.

COLLECTIF HÉBERGEURS SOLIDAIRES DE NANTES

A supportive housing organisation can connect you with a family for housing while your second examination is going on. Housing may be switched between families and places.

📘 HebergeursSolidairesNantes

✉️ hebergeurs.solidaires.nantes@gmail.com

7. Applying for asylum as an unaccompanied minor

If you are alone and under 18, if you fled your country because you feared for your life, if you were persecuted, **you can also apply for asylum**, in addition to the procedure to be recognised as a minor.

For more information on seeking asylum, see page 42.

USEFUL ADDRESSES

HELP WITH PROCEDURES



FREE ACCESS TO A COMPUTER

★ HELP WITH PROCEDURES

LIBRARIES/MEDIA LIBRARIES

For borrowing books, Cds/DVDs, access to a computer.. Free library card upon presentation of an ID (or *récépissé*), proof of address/ domiciliation and/or proof of low income.

www.bibliotheque.nantes.fr/bibliotheques



Accessibility for disabled people depends on the library.

★ ACCUEIL DE JOUR DES 5 PONTS

Possibility to scan/print.

🕒 Monday, Wednesday, Thursday, Friday: 11:30am-5:30pm and Sunday: 12:30am-5:30pm

☎ 02 40 69 91 34

📍 12 allée Nicole Girard-Mangin

26 Gustave Roch 5 Nizan or République

2 3 Vincent Gâche

SECOURS CATHOLIQUE - ESPACE

GAMBETTA

Support, access to rights, financial aid, employment assistance...

Group employment assistance meetings, without appointment, one Tuesday per month

🕒 Monday, 9-12am: help with transport and tax stamps

Monday, 2-4:30pm : listening, individual support

📍 98 rue Gambetta C1 Trébuchet

Addresses for minors & young adults

CAP JEUNES – ADELIS

Reception, social support and orientation for adults younger than 25 years old. Reception and orientation for minors.

🕒 Monday 10am-1pm, Tuesday 2-5pm, Thursday 3-6pm without appointment.

Digital space for administrative procedures:

🕒 Monday to Friday 10am-1pm and 2-6pm, except Thursday morning.

☎ 02 40 12 24 12

✉ capjeunes@adelis.asso.fr

📍 23 rue Louis Joxe

2 3 5 Vincent Gâche



BAG STORAGE

LA HALLE AUX BAGAGES

ASSOCIATION SAINT-BENOÎT LABRE

A 5€ deposit is needed during period of use. After 3 months without any contact, possessions are taken out of the storage.

🕒 Monday, the 2nd and 4th Tuesday of every month Friday: 2:30-4:30pm

Wednesday 10-12am and 2:30-4:30pm

Thursday 2:30-5:30pm.

☎ It is advised to book by calling 06 81 67 79 14

✉ hallebagages@asbl44.com

📍 10 rue de la Tannerie

10 81 C1 C20 Bas Chantenay

ACCUEIL DE JOUR DES 5 PONTS

Free bag storage. It is only possible to leave possessions on opening hours.

🕒 Monday, Wednesday, Thursday, Friday 11:30am-5:30pm

Sunday: 12:30am-5:30pm

☎ 02 40 69 91 34

📍 12 allée Nicole Girard-Mangin

26 Gustave Roch 5 Nizan or République

2 3 Vincent Gâche



DAY CENTRES

ACCUEIL DE JOUR DES 5PONTS

Unconditional reception for adults only.

☎ Monday, Wednesday, Thursday, Friday

11:30am-5:30pm

Sunday: 1-5:30pm

☎ 02 40 69 91 34

📍 12 allée Nicole Girard-Mangin

🚌 26 Gustave Roch 🚌 5 Nizan or République

🚶 2 3 Vincent Gâche

L'AUTRE CANTINE

Unconditional day reception

☎ Tuesday to Sunday 1-4pm

✉ lautre.cantine.nantes@gmx.fr

🌐 lautre.cantine.nantes

📷 [@lautre.cantine_nantes](https://www.instagram.com/lautre.cantine_nantes)

📍 18 rue de Cornulier

🚌 5 C2 C3 C8 Gare Sud

GASPROM - COFFEE BREAK

Unconditional reception for discussing administrative, legal, social rights, work, asylum and health issues. You will be welcomed in order of arrival. Computer tools: 2 PCs connected to the Internet available in the reception room

☎ Thursday 2:30-5:30pm

☎ 02 40 47 00 22 / 09 54 13 84 64

✉ gasprom.asti@gmail.com

📍 24 rue Fouré

🚶 2 3 Aimé Delrue 🚌 C2 C3 C8 Monteil

LA MAISON DES FAMILLES DE NANTES

Caution: opening hour are modified during public holidays.

☎ Tuesday to Friday 10-12:30am and 1:30-5pm

Public : families (parents with or without their children). Cooking, discussions, workshops, rest.

Tuesday to Friday : 10-12h:30 am and 1:30-5 pm.

☎ **Meal cooked together:** Tuesday 7am-4pm and Friday 9:30am-3:30pm

☎ **Activities parents-children:** Wednesday 9:30-12am and 1:30-5pm

☎ **Other opening hour:** Thursday 9:30-12am and 1:30-4pm

☎ 09 72 53 80 40

✉ nantes@maisondesfamilles.fr

📍 17 rue Etienne Coutan

🚶 1 Romain Rolland

SECOURS CATHOLIQUE - ESPACE

GAMBETTA

Coffee break.

☎ Monday, Wednesday: 9-12am / 2-4:30pm

Thursday 9:30-12am

📍 98 rue Gambetta 🚌 C1 Trébuchet

Addresses for minors & young adults

ESPACE TAMO (CEMEA)

Closed on public holidays.

Unconditional day reception for young migrants, exiled person (14-25 years old).

☎ Open Tuesday to Sunday 2pm-6pm

☎ 07 85 78 93 50

📍 102 rue Saint Jacques

🚶 2 3 Pirmil 🚌 4 Bonne Garde

★ LA R'SSOURCE

Day care for young exiles (14-25 years old).

☎ Open Monday to Friday from 10am to 12.30pm and Monday from 2pm to 4.30pm.

Group activities on Thursday afternoons»

☎ 06 43 11 04 27

✉ larssource@solidarite-estuaire.fr

📍 5 rue de Bréa

🚶 1 Chantiers Navals or Médiathèque

🚌 11 C1 C3 Copernic-Musées

L'ABRI DES FAMILLES

Day centre for families. You need to be accompanied by at least one child. The shelter offer a playing area for kids, a resting area, activities, a kitchen (bring your food). Access to electric socket, WC.

☎ Tuesday to Friday, 9:30am-4pm

☎ 06 35 19 44 42

✉ abridesfamilles44@gmail.com

📍 12 boulevard Gustave Roch

🚶 2 3 Vincent Gâche

ACCUEIL DE JOUR POUR FAMILLES

Closed on public holidays.

Dedicated space for parents with their less-than-18-years-old children, and women pregnant for more than 3 months. Reception, kitchen, activity room, resting area, access to a computer and a phone.

☎ Monday, Tuesday Wednesday and Friday, 9am-4:30pm / Thursday, 9am-3pm

📍 6 rue Hercé 🚶 2 3 Vincent Gâche

LA CLOCHE***Closed on public holidays.****Unconditionnal reception for people with or without housing, meeting and discussion time to social link, presentation of activities and of a network of solidary shopkeepers.***LA CLOCHE - WATTIGNIES :**

🕒 Wednesday 9:30-11:30am

📍 113 bd des Martyrs Nantais de la Résistance 🚌 2 3 Wattignies

LA CLOCHE - LE GRAND BAIN

🕒 Monday 5:30-7pm

📍 20 allée de la Maison Rouge
🚌 2 3 Hôtel-Dieu**ESPACE AGNÈS VARDÀ*****Closed on public holidays.****For resting, charging your phone, accessing Wi-Fi, drinking a coffee, discussing with social workers, with or without appointment.*

🕒 Monday, Tuesday, Wednesday and Friday: 8:30am-5pm. Thursday: 8:30am-2pm.

☎ 02 40 41 53 00

📍 16 rue Pierre Landais 🚌 5 Gare de l'Etat

LA MAISON DU PEUPLE*«Maison Du Peuple» (people's house) is a living place for mutual aid and friendship aimed at people with greater vulnerabilities.*

🕒 Tuesday to Sunday: 1-8pm.

✉ maisondupeuple0@gmail.com

📍 Parc de Broussais, 5 place Gabriel Trarieux

🚌 1 Mairie de Doulon

LA FRAT'***Closed on November 10 and 11. Closed from December 22 to January 2.***

🕒 Monday to Friday, 9:30-11:45am.

☎ 02 53 35 38 62

✉ contact@laftrat-nantes.org

📍 3, 5 rue Amiral du Chaffault

🚌 1 Du Chaffault 🚌 11 23 C1 Mellinet

**ACCOMODATION****LA HALTE DE NUIT - 5PONTS*****Minors are not accepted.***

🕒 Open everyday - Instant access: Monday, Tuesday, Wednesday, Thursday, Saturday, Sunday : 6:30pm-11:30am / Friday: 6:30pm-9am

☎ 02 40 69 91 34

📍 12 allée Nicole Girard-Mangin

🚌 26 Gustave Roch 🚌 5 Nizan or République

🚌 2 3 Vincent Gâche

LA HALTE FEMMES 🏳️🌈***Women only (minors are not accepted).******Animals are allowed.***

🕒 Open from 6pm to 9am, 7/7

📍 16 boulevard Maréchal Juin

🚌 10 C1 Gare de Chantenay

🚌 81 C20 Gare de Chantenay or Bois Hardy

FOOD**Morning and Noon****ESPACE AGNÈS VARDÀ*****For adults only. Closed on public holidays.****For lunch, access with a card given by Nantes CCAS (under conditions: have a residence permit or identity card, be domiciled in Nantes). Unconditional access for breakfast.*

🕒 Breakfast from Monday to Friday 9:30-10:30am.

🕒 Lunch from Monday to Friday 11:30-13:30

☎ 02 40 41 53 00

📍 16 rue Pierre Landais 🚌 5 Gare de l'Etat

RESTAURANT-CAFÉ SOLIDAIRE 5 PONTS***Resources less than 972 euros : 1,90€******Resources between 973 and 1150 euros : 2,50€******Resources between 1150 and 1400 euros : 3,50€******Resources more than 1401 euros : 10€******Proof of resources needed.***

🕒 Monday, Tuesday, Friday : 11:30am-2:30pm / Wednesday, Thursday : 11:30am-5pm (service from 11:30am to 1:30pm)

☎ 06 30 05 92 04

📍 12 allée Nicole Girard-Mangin

🚌 26 Gustave Roch 🚌 5 Nizan or République

🚌 2 3 Vincent Gâche

UN BRIN DE CAUSETTE

Reception and breakfasts, discussions and information/orientation toward helping services

🕒 Monday to Saturday, 7-10:45am.

☎ 02 40 20 31 79

✉ contact@unbrindecausette44.fr

📍 1 bis rue Sarrazin   Jean Jaurès

LA COCOTTE SOLIDAIRE

Closed from December 25 to January 14.

Come do cooking workshops or have lunch (pay-what-you-want membership and meal, on registration)

Workshop: 9:30am (10am on weekends), lunch: 12:15am (1pm on weekends)

🕒 Meal: Tuesday to Sunday

☎ 06 51 49 20 82

✉ lacocottesolidaire@gmail.com

📍 1 île de Versailles, Nantes

  Motte Rouge   Bonde

L'ASSIETTE DU JARDIN

Closed from December 20 to January 4.

Social restaurant. Balanced meal made by professional integration salary team. Three pricing rates: **bring your family quotient certificate to benefit from solidarity rate.**

🕒 Monday to Friday 12am-1:30pm (last service)

☎ 06 61 35 86 36

✉ marine.brochu@ocean-rdq.org

📍 Carré des Services, 15 rue d'Arras
44800 St Herblain   Romanet

LA FRAT'

Closed on November 10 and 11. Closed from December 22 to January 2.

🕒 Breakfast from Monday to Friday, 9:30-11:45am.

☎ 02 53 35 38 62

✉ contact@lafrat-nantes.org

📍 3, 5 rue Amiral du Chaffault

  Du Chaffault     Mellinet

Addresses for minors & young adults

AUORE ASSOCIATION

Usually open on public holidays.

For unrecognised unaccompanied minors. Meal, access to solidarity rate for TAN card (public transport), hygiene products, 2 restaurant vouchers for the week-end.

🕒 Monday to Friday 12am-2pm

☎ 06 24 61 10 72

📍 29 rue de l'Indre

  Saupin  Gare Sud  Berlin

Evening

LES P'TITS GILETS

Exceptional marauding on Thursday 12/25

Food, hygiene and clothing relief teams

🕒 Monday 7:30-10pm.

✉ lesptitsgiletsnantes@gmail.com

📍 2 circuits: -Viarme > City Center

-Talensac > South and North Train Station

L'AUTRE CANTINE

🕒 Free food distribution.

🕒 Every day from 7pm

✉ lautre.cantine.nantes@gmx.fr

 [lautre.cantine.nantes](https://www.facebook.com/lautre.cantine.nantes)

 [@lautre.cantine.nantes](https://www.instagram.com/lautre.cantine.nantes)

📍 Talensac

  50 Otages     Talensac

ORDRE DE MALTE

Foot relief teams. Distribution of hot drinks (soup, coffee, tea), hygiene products and clothing (hats, socks, underwear).

🕒 Wednesday evenings 6pm-8 :30pm (all year round)

☎ 06 77 09 15 58

✉ lejard.thierry@yahoo.com

📍 Town centre

CAR RELIEF TEAMS SOLIMALTE

Distribution of food, shoes and hygiene kits. Presence of first-aider to provide care.

🕒 Mondays and Wednesdays from 7pm to 10pm (all year round)

Food boxes

TINHİ KMOU

Prepared dishes (to be heated). An annual membership of €10 for activists, and a

participation of €1 per visit per person is requested.

🕒 Tuesday, Thursday and Friday 5:30-6:30pm / Saturday 3:30-5:30pm / Sunday 1:30-2:30pm.

☎ 02 55 54 39 41

✉ tinhi.kmou@gmail.com

📍 43 boulevard Gustave Roch

🚌 26 Gustave Roch

LES ŒUVRES SOCIALES DE LA FRATERNITÉ

Distribution of food parcels on a semester basis.

Check in early December for the first half of 2026 (January to June).

Closed on November 10 and 11. Closed from December 22 to January 2.

Proof of low resources needed.

🕒 Wednesday 9:30 -12am.

☎ 02 53 35 38 62

✉ contact@laftrat-nantes.org

📍 3, 5 rue Amiral du Chaffault

🚶 1 Du Chaffault 🚌 11 23 C1 Mellinet

LE SECOURS POPULAIRE

Closed on public holidays.

On appointment for registered people, on opening hours otherwise.

🕒 Access to food self-serve from Monday to Friday 9:30-11:30am and 1:45-4:30pm

☎ 02 40 74 48 41

📍 16 rue du Maine

🚶 3 Poitou 🚌 C2 Bruneau

LES BUS DES RESTOS DU COEUR

Unconditionnal food distribution.

Closed on public holidays.

🕒 Pirmil: Monday to Friday 8-8:45pm

🚶 2 3 Pirmil

LES RESTOS DU COEUR

*Food distribution, **registering is needed** (proof of low resources needed to register).*

Location depending on the day:

🕒 Bénélux, registering: Thursday 5-7pm

🕒 Bénélux, food distribution:

Monday 6-7:30pm, Friday 10-12am and 1:30-3:30pm, Saturday 10-12am.

☎ 09 83 56 34 68

📍 3 rue du Benelux 🚌 80 Benelux

🕒 Dalby, registering: Wednesday and Friday 9:30-11:30am

🕒 Dalby, food distribution:

Monday 2-4:30pm, Tuesday and Thursday 10-12am / 2-4:30pm

☎ 09 87 01 92 21

📍 7 rue des Stocks 🚶 1 Moutonnerie



LEGAL ASSISTANCE

Help and advice depending on your situation:

📄 ASYLUM PROCEDURE

📄 DUBLIN INFORMATION

🔷 REFUGEES

🔷 CARTE DE SÉJOUR/RESIDENCE PERMIT

🔷 WORK RULES AND REGULATIONS

🔷 HEALTH RIGHTS

📄🔷🔷🔷 GASPROM ASTI

Legal assistance without appointment.

Registrations on the spot. It is advised to come early. Two lists will be posted at Gasprom on Sundays around 5:30 pm: a first list of 19 people that we are committed to receiving, and a second «waiting» list, for additional people who could be received depending on the requests and availability of Gasprom activists.

🕒 Monday 4-7:30pm

☎ 02 40 47 00 22 / 09 54 13 84 64

✉ gasprom.asti@gmail.com

📍 24 rue Fouré

🚶 2 3 Aimé Delrue 🚌 C2 C3 C8 Monteil

SINGA

Support for business or association creation initiative on appointment, by mail.

🕒 Monday to Friday 9:30am-6pm

✉ contactnantes@singa.fr

📍 8 rue Maurice Sibille

🚶 1 Chantiers Navals

DROIT AU LOGEMENT 44

Legal assistance for housing and accomodation

🕒 Monday, 5:30-7pm

☎ 07 45 18 12 80

✉ nantes.dal44@laposte.net

📍 28 Rue Fouré

🚶 2 3 Aimé Delrue 🚌 4 Cité des Congrès



LA PASTORALE DES MIGRANTS

Information and orientation for exiled person.
Support for asylum seekers.

🕒 Reception: Tuesday 9:30-12am

☎ 02 49 62 22 74

✉ pastorale.migrants@nantes.cef.fr

📍 7 chemin de la Censive du Tertre

🚶 2 Facultés

🚌 C20 Fac de Lettres 🚌 80 E5 Fac de Droit

MRAP

Ask for an appointment by mail or by phone.
Leave a message: both answering machine
and mailbox are checked everyday. A physical
meeting will be given (waiting time can be long)

☎ 07 49 80 52 58

✉ mrappnantes@hotmail.com

SECOURS CATHOLIQUE

Make an appointment by email or phone:

✉ permanencejuridique.440@secours-catholique.org

☎ 07 84 29 27 81

🕒 Tuesday, Wednesday and Thursday

Addresses for minors & young adults

LA TOULINE (APPRENTIS D'AUTEUIL)

Closed from December 22 to January 4.

Support system for young MNA (non-
accompanied minors) that became adults
(18-25 years old)

🕒 Monday to Friday, 9am-6pm

☎ 06 66 55 76 21

✉ touline.nantes@apprentis-auteuil.org

📍 Solilab, 8 rue Saint-Domingue

🚌 5 Hangar à Bananes

PHONE HELPLINES

LIGUE DES DROITS DE L'HOMME

*The foreign nationals' rights hotline is
suspended for an indefinite period.*

*Gives help to « any person whose liberty is in
danger or whose right is violated ».*

☎ 02 51 86 22 39

✉ nantes@ldh-france.org

GISTI

*Legal assistance by telephone. (probable
waiting time)*

🕒 Monday to Friday 3-6pm, Wednesday
and Friday 10-12am

☎ 01 84 60 90 26

+ COMITÉ POUR LA SANTÉ DES EXILÉS (COMEDE)

*National information on access to health care
(health insurance, CSS, AME), right to residency
for medical reasons, social benefits related to the
health status of foreigners (CAF, Pôle emploi,
AAH...). Interpretation available in all languages.*

🕒 Monday to Friday 9:30-12:30am and
Monday, Tuesday, Thursday 2:30-5:30pm.

☎ 01 45 21 63 12

CHILDREN



Emergency number for
children or teens:

119

AUGUSTE - SECOURS POPULAIRE

Childcare, toys, decorating stuff. Solidary prices

🕒 Wednesday 11am-5pm, Thursday 12am-6pm, 1st Saturday of every month 10am-1pm

📍 🚶 4 rue des Pays Bas 80 87 Bénélux

MAISON DES ADOLESCENTS

Aimed for young people from 11-21 years old needing support, orientation, help, being listened.

✉ mda@mda.loire-atlantique.fr

🕒 Monday to Friday 1-6pm

📍 7 rue Julien Videment

🕒 1 Chantiers Navals 5 Prairie au Duc

UNITÉ D'ACCUEIL PÉDIATRIQUE DES ENFANTS EN DANGER (UAPED)

Child / adolescent hospital.

📞 02 40 08 44 54

📍 🚶 « Hôpital Enfant-Adolescent », 7 quai Moncoussu 2 3 Aimé Delrue

SECOURS CATHOLIQUE - NANTES EST

School support:

🕒 Tuesday 4-7pm ; Wednesday 2-5pm

Come to the "Maison de quartier" to register:

📍 🚶 Maison de quartier de la Bottière 147 Rte de Sainte-Luce

🕒 1 Souillarderie 11 Bois Robillard

ADPS 44

Within the scope of child protection, the ADPS's work aims to prevent the risks of marginalization and facilitate the social integration or advancement of young people aged 11 to 25 and their families in Loire-Atlantique. Actions focus on socio-professional integration, school dropout, family relationships, and health-related risk behaviors. Teams in Bellevue, Bottière, Dervallières, Malakoff, Nantes Nord, etc.

📞 02 40 63 63 40

🌐 <https://www.adps44.fr/>

📍 21 Boulevard Gaston Doumergue

🕒 2 3 Vincent Gâche

WOMEN



Violence against
women info:

3919

CITAD'ELLES

Reception for support, assistance, and sheltering for women victim of violence

🕒 Open 7/7, 24h/24, without appointment

📞 02 40 41 51 51

✉ contact@nantescitadelles.fr

📍 🚶 8 boulevard Vincent Gâche

🕒 2 3 Vincent Gâche

5 Fonderies 4 Île de Nantes

LES RESTOS DU COEUR - ACCUEIL DE JOUR FEMMES

Inconditional, anonymous day centre for women, including women victims of violence.

Social workers and psychologist available.

🕒 Monday, Tuesday, Thursday and Friday 10am-4pm

🕒 Snacks at 10am and 3pm, lunch at 12pm to 1.30pm.

📞 02 51 70 02 30

📍 2 boulevard Boulay Paty

🕒 3 Rond-Point de Vannes 10 Boulay Paty

PLATEFORME FEMMES - ATDEC

Unconditionnal support for professional insertion of women from 16 years old victims of violence, living in Loire-Atlantique.

✉ pfvv@atdec.org

MÉDECINS DU MONDE - PROGRAMME 4i

Mutual aid workshops on psycho-social care and sexual and reproductive health.

Children allowed. Services: tea, coffee, individual reception possible if necessary.

🕒 Workshops for women only: Wednesday 2-4pm

✉ programme4i@medecinsdumonde.nantes

📞 07 65 15 03 88 / 06 14 48 41 15 /

06 42 59 84 89

📍 🚶 4 rue Sanlecque 2 3 Hôtel-Dieu

UNITÉ GYNÉCOLOGIQUE-OBSTÉTRIQUE MÉDICO-PSYCHO-SOCIALE (UGOMPS)

UGOMPS ensure pregnancy monitoring for women who are isolated, addicted, precarious or victims of violence. Health, advice, orientation toward adapted structures.

📞 Medical office: Monday to Friday, 9am-5pm

☎ 02 40 08 30 32

📍 & Hôpital Mère-Enfant, 38 bd Jean-Monnet

📞 2 3 Aimé Delrue

PROSTITUTION SEX WORKERS



PALOMA

Community health association dedicated to improving the living conditions of sex workers, based on prevention and harm reduction.

Global social support with or without appointment. Group workshops every Thursday afternoon.

🕒 Reception without appointments on Tuesday mornings and Wednesday afternoons.

☎ Phone reception from Tuesday to Friday, from 9am to 6pm:

07 87 15 70 73 / 06 31 63 98 40 / 07 84 89 44 10

✉ contact@paloma-asso.org

📍 & 33 rue Fouré

📞 2 3 Aimé Delrue

🚌 C2 C3 C8 Monteil 4 Cité des Congrès

DISPOSITIF ALBA - MINEURS EN

SITUATION DE PROSTITUTION - ATDEC

Help for prostituted minors and young adults, parents / family of minors or young adults, living in Loire-Atlantique.

☎ Phone reception: 06 03 68 39 50

🕒 Monday to Friday 9am-5pm

Possibility to leave a message by text or on WhatsApp 24h/24, 7j/7.

« OUT OF PROSTITUTION » ROUTE-ATDEC

Adult prostituted women living in Loire-Atlantique department, wishing to stop prostitution, within a comprehensive support approach.

✉ pfvv@atdec.org

LGBTQIA+

NOSIG - COMMISSION DROIT D'ASILE

The commission supports LGBTIQI exiles through a range of activities. Their main activity is to help them write their story and prepare for their interview at the various stages of their application: OFPRA and CNDA.

All LGBTQI+ people in exile, whether they are applying for asylum or not, and whether or not they have been granted their status, are invited to regular cultural outings and social events organised on a non-mixed basis. NOSIG also welcomes all exiled LGBTIQI people who need a safe space, information and/or resources on issues of gender identity and/or sexual orientation.

🕒 Tuesday to Thursday : 2-7pm

Friday : 2-6pm / Saturday: 10am-1pm

☎ 02 40 37 96 37

✉ droit-asile@nosig.fr for help with asylum demand

✉ contact@nosig.fr for any question on gender identity / sexual orientation

📍 & 7 rue Magdeleine

📞 1 11 Chantiers Navals

🚌 5 Prairie au Duc

HEALTH

Emergencies

Hospital department for extremely urgent manners. You do not need health insurance.



Beware, if you don't have health insurance (AME or CSS), you must go to the hospital's social service when leaving the emergencies.

Prioritize going to the PASS, except in case of emergency.

URGENCE MÉDICALES

Psychiatrists attendance 24/24 and 7/7

☎ 02 40 08 31 24

📍 & Hôtel Dieu, Place Alexis-Ricordeau

📞 2 3 Hôtel-Dieu 🚌 C2 C3 Hôtel-Dieu

URGENCES PSYCHIATRIQUES

☎ 02 40 08 31 24

📍 Hôtel Dieu, Place Alexis-Ricordeau

🚶 Hôtel-Dieu

HÔPITAL MÈRE-ENFANT

☎ 02 40 08 34 90

📍 38 boulevard Jean-Monnet

🚶 Aimé Delrue

HÔPITAL ENFANT-ADOLESCENT

☎ 02 40 08 33 33

📍 7 quai Moncoussu

🚶 Aimé Delrue

URGENCE PÉDIATRIQUE DE L'HÔTEL-DIEU*For under 15 years old.*

☎ 02 40 08 38 06

📍 9 quai Moncoussu

🚶 Aimé Delrue Gaston Veil

URGENCES CENTRE HOSPITALIER**UNIVERSITAIRE HÔTEL-DIEU**

📍 Place Alexis-Ricordeau

🚶 Hôtel-Dieu



*The Health Care Access Centers (**Permanences d'Accès aux Soins de Santé = PASS**) are medical consultations, € free and only for people without CSS or AME.*



- **Don't leave the hospital** without seeing a social worker.

- Being accompanied by a french speaking person can help.

- **Traducmed** is a translation website (in 39 languages), it can be very helpful for medical appointments:

www.traducmed.fr

PASS' drugstores exists: If medication has been prescribed during your consultation, you can ask for the hospital's drugstor or pharmacy.

PASS (CHU DE NANTES)

Medical consultations reserved only for people without CSS or AME, or anyone who has difficulties accessing to care. Unconditional care.

☎ Medical consultations *with appointment* from Monday to Friday / Nurse reception *without appointment* from Monday to Friday

☎ Phone reception from Monday to Friday 8:30-12:30am and 1:30-4:30pm

☎ 02 40 08 42 16

✉ pass@chu-nantes.fr

📍 Bâtiment « Le Tourville » - 1er étage
5 rue du professeur Yves-Bocquien

🚶 Médiathèque Gaston Veil

**Hearing care****AUDITION SOLIDARITÉ**

Free hearing assessment and hearing device for people without social security or with AME benefits. : First consult an ENT doctor for a prescription, then contact us to make an appointment with a hearing aid specialist:

☎ 06 72 83 79 55

✉ marion@auditionsolidarite.org**Phone
receptions for health****COMITÉ POUR LA SANTÉ DES EXILÉS
(COMEDE)**

*Medical and psychological permanence, regarding medical care, guidance and assessments. Support and expertise relating to care, prevention, mental health and legal aspects for the rights of foreign persons. **Translators available in all languages.***

☎ Monday to Wednesday 9:30-12:30am and 2:30-7:30pm / Thursday 2:30-7:30pm.

☎ 01 45 21 38 93

**Mental Health****Psychiatric emergency and care****URGENCES PSYCHIATRIQUES - HÔTEL DIEU**

Emergency psychiatric consultations for assessment of suicide risk, delusional disorders, psychiatric illnesses...

☎ **3114** is a free number, it allows help and listening in case of suicidal thoughts.

If the telephone assistance isn't enough, **call the 15** (or by text message at **114** 📞 📧), and go to the emergencies if we advise you:

📍 Hôtel Dieu, Place Alexis-Ricordeau

🚶 Hôtel-Dieu Hôtel-Dieu

Psychological support and consultation places

PASS PSY (CHU NANTES)

☎ *Free consultation with a psychologist for listening, guidance, monitoring for any person in precariousness. On the advice of the PASS doctor (Nantes University Hospital).*

🕒 Medical consultations médicales with appointment, Monday to Friday / Nurse reception without appointment, Monday to Friday

☎ Phone reception: 02 40 08 42 16

Monday to Friday 8:30-12:30am and 1:30-4:30pm

✉ pass@chu-nantes.fr

📍 🚶 Bâtiment « Le Tourville » - 1er étage
5 rue du professeur Yves-Bocquien

🚌 1 Médiathèque - 🚌 26 Gaston Veil

CESAME 44

Mutual support collective for mental health of exiled persons. Psychological support and mediation in healthcare. Reception in structures for exiled person.

🕒 See planning online:

🌐 <https://tinyurl.com/cesame-44>



Contraception, Pregnancy, Abortion

HÔPITAL MÈRE-ENFANT

☎ 02 40 08 34 90

📍 🚶 38 boulevard Jean-Monnet

🚌 2 3 Aimé Delrue

CENTRE SIMONE VEIL

🕒 **On appointment.** Monday to Friday, 9am-5pm

☎ 02 40 08 49 69.

📍 CHU de Nantes - Hôpital Mère-Enfant - 1er étage - 38 boulevard Jean-Monnet

🚌 2 3 Aimé Delrue

PLANNING FAMILIAL 44

Caution: our opening hours can change, you can check them on our Facebook or Instagram.

Free, anonymous and non-medical listening, information and guidance. Sexual and affective life, contraception, IVG, STD's, LGBTQIA+, violence.

🕒 Monday, Wednesday and Thursday 9am-1pm and 2-6pm: with and without appointments.

🕒 Wednesday 2-6pm: Medical consultations

without appointments

☎ 02 40 20 41 51

🕒 Phone hotline: Mon., Wed., Thur: 9:30-12:30am and 2-5pm. -Tue., Fri. 9:30-12:30am

✉ contacts@planningfamilial44.com

📍 🚶 3 rue Docteur Zamenhof 🚌 4 Beaulieu



Sexual health Consultations for HIV / STIs

CEGIDD - CHU DE NANTES (DÉPISTAGE MST/IST)

Anonymous, free testing and follow-up regarding sexually transmitted infections, HIV and hepatitis.

🕒 On appointment, Monday to Friday 8:45-12:15am and 1:15-4:45pm

☎ Call for an appointment: 02 40 08 31 19

📍 Bâtiment « Le Tourville » - 3e étage
5, rue du professeur Yves-Bocquien

🚌 1 Médiathèque 🚌 26 Gaston Veil

🚌 C3 Hôtel Dieu

ASSOCIATION AIDES

Sexualities, addiction and chemsex. Prevention of ISTs. Distribution of material to reduce the risk. Free and confidential meeting.

Medical psych. consultations for chemsex practitioners.

🕒 With appointment during the week or without appointment on Thursday from 6-9pm

☎ 02 40 47 99 56 or ☎ 07 62 93 22 35

✉ aides44@aides.org

📍 20 rue Baron

🚌 2 3 Aimé Delrue 🚌 C3 Aimé Delrue

MÉDECINS DU MONDE - PROGRAMME 4i

Mutual aid workshops on psycho-social care and sexual and reproductive health.

🕒 Workshops for men only: Wednesday 10-12am

✉ programme4i@medecinsdumonde.nantes

☎ 07 65 15 03 88 / 06 14 48 41 15 /

06 42 59 84 89

📍 🚶 4 rue Sanlecque 🚌 2 3 Hôtel-Dieu

Free access to menstrual protection:

Regla app :

🌐 <https://www.regla-app.fr/>



Addiction support

- **CAARUDs** welcome and care for drug-users.
- **CSAPAs** are centres of care, support and prevention.

OPPELIA - L'ACOTHÉ (CAARUD)

- ① Social support without appointment from Monday to Friday 10-12am, Monday and Wednesday 1-4pm Tuesday 4:30-6pm
- ① Reception for women 1-4pm
- ① Mobile team on Monday and Wednesday 4:30-6pm and Friday 1:30-4pm
- ☎ 02 51 72 06 59

✉ caarud.letriangle@oppelia.fr

📍 1 bis, boulevard de Launay

🚌 1 11 Chantiers Navals

OPPELIA - LE TRIANGLE (CSAPA)

🆓 *Free and anonymous addiction consultations. Therapeutical apartments, youth reception, prevention/formation (CSAPA). Consultations on appointment at:*

- ☎ 02 40 48 48 58
- ① Monday to Friday 9:30-12:30am and 2-5:30pm. Closed on Tuesday afternoon.

✉ letriangle@oppelia.fr

📍 18 rue de Bouillé

🚌 2 12 23 C2 Bel Air

Vaccines

CENTRE DE VACCINATIONS

POLYVALENTES (CVP)

The « Centre de Vaccinations Polyvalentes » (CVP) make for free vaccines recommended by the current immunisation schedule for people without healthcare or partial healthcare, and for people in conditions of vulnerability and/or precarity.

- ① Consultations on Monday, Wednesday and Friday 2-5pm

Reception open from Monday to Friday

8:45am-4:45pm.

☎ 02 40 08 74 57

📍 Bâtiment Le Tourville (CHU de Nantes)

3^e étage, 5 rue du Professeur Yves Boquien

🚌 2 3 Hôtel Dieu

Medical Marauding

ORDRE DE MALTE

Donations of medicines after a doctor's prescription for people with or without AME/CMU or in a medical emergency.

- ① Every second Thursday evening from 6:30pm to 9:30pm, at l'Autre Cantine distribution at Talensac' market.

☎ Dr Hubert Papin, Doctor: 06 10 42 61 55

☎ Dr Agnès de Massol, Pharmacist: 06 61 13 65 56

📍 Talensac

🚌 2 50 otages 12 23 C2 Talensac

HYGIENE LAUNDRY



ESPACE AGNÈS VARDA

Closed on public holidays.

🆓 *Free. Only for adults. Last entrance 30 minutes before closing hour.*

- ① Shower: Monday, Tuesday, Wednesday and Friday 8:30am-3:30pm Thursday 8:30am-1:30pm Saturday 8:30-12:30am

① Laundry: Tuesday and Friday 9-12:15am

Permanent laundry Hépdalé, access with a card given by the CCAS of Nantes and by the « Maison d'Accueil de Jour » (call 02 40 29 21 00)

☎ 02 40 41 53 00

📍 16 rue Pierre Landais

🚌 5 Gare de l'Etat



ACCUEIL DE JOUR DES SPONTS

🆓 *Free. Only for adults. Separate showers.*

- ① Monday, Wednesday, Thursday, Friday 11:30am-4:30pm. Sunday 12:30am-4:30pm

☎ 02 40 69 91 34

📍 12 allée Nicole Girard-Mangin

🚌 26 Gustave Roch 5 Nizan or République

🚌 2 3 Vincent Gâche



ET MA DOUCHE ?

Mobile help team for any person in a precarious situation. Give free access to a shower and hygiene products.

- ① Showers: Monday, Tuesday and Thursday from 6:30pm

Each 3rd Wednesday of every month, distribution of hygiene kit at 7pm. The kit distribution takes place in the upper-side of Talensac's market,

next to L'Autre Cantine distribution.

✉ etmadouche@gmail.com

📍 Talensac

🚗 2 50 Otages 🚌 12 23 C2 Talensac

LA HALLE AUX BAGAGES - ASSOCIATION SAINT-BENOÎT LABRE

Showers and WCs men/women. Hygiene products and towels available. Possible to drink a coffee. Occasional presence of caregivers (medic, pharmacist or nurse) (see «Health»)

🕒 Access to showers on Tuesday 10-12am

☎ 06 81 67 79 14

📍 10 rue de la Tannerie

🚌 10 81 C1 C20 Bas Chantenay

LES RESTOS DU COEUR

🕒 During day care for women, unconditional and anonymous.

🕒 On appointment, after booking at day care.

🕒 Shower without booking: Monday, Tuesday, Thursday and Friday, 10am-3:30pm

☎ 02 51 70 02 30

📍 2 boulevard Boulay Paty

🚗 3 Rond-Point de Vannes 🚌 10 Boulay Paty

CLOTHING



FREE-SHOP L'AUTRE CANTINE

Closed on November 8.

🕒 Free permanence for accessing hygiene kits (depending on inventory) and clothes.

🕒 Opening every Saturday at 1:30pm.

Permanence from 2-4pm

✉ laautre.cantine.nantes@gmx.fr

📘 [laautre.cantine.nantes](https://www.facebook.com/laautre.cantine.nantes)

📷 [@laautre.cantine_nantes](https://www.instagram.com/laautre.cantine_nantes)

📍 18 rue de Cornulier 🚌 5 C8 C2 C3 Gare Sud

ERNEST - SECOURS POPULAIRE

Clothing allowance.

🕒 Tuesday and Friday 2-4pm

📍 2 rue des Salorges

🚗 1 81 Gare Maritime

FRIPES ET BIDULES - SECOURS POPULAIRE

Clothing allowance.

🕒 Monday 2-5pm / Tuesday, Thursday and Friday 10m-1pm and 2:30-5pm

📍 31 chaussée de la Madeleine

🚗 2 3 Aimé Delrue

VETI ET BRIC' - ASSOCIATION

LA FRATERNITÉ

Closed on public holidays.

Second-hand shop « VETI » and « BRIC ».

🕒 Free access.

🕒 Monday, Wednesday and Friday 2-5:30pm

☎ 02 40 69 37 63

✉ contact@lafrat-nantes.org

📍 3 rue Amiral du Chaffault

🚗 1 Du Chaffault 🚌 11 23 C1 Mellinet

LA FRAT'

Closed on November 10 and 11. Closed from December 22 to January 2.

🕒 Free clothes distribution on registration and with conditions.

🕒 Monday to Friday, 9:30-11:45am.

☎ 02 53 35 38 62

✉ contact@lafrat-nantes.org

📍 3, 5 rue Amiral du Chaffault

🚗 1 Du Chaffault 🚌 11 23 C1 Mellinet

LA BOUTIK

Closed until December 1st for construction work and from December 20 to January 4

Toys, books, clothes and furnitures at solidarity prices. Workshops to learn to recycle, reuse, reduce waste.

🕒 Monday and Tuesday 2-5 p.m.

Wednesday and Friday 9:30 a.m. to 12 p.m.

☎ 07 60 52 57 24

✉ marine.brochu@ocean-rdq.org

📍 Place des Lauriers 🚗 1 Lauriers

LA BOITE À RÉCUP

« Boite à Récup » is a recycling center close to Procé' park. You can drop off donations or buy second-hand items at low prices. On Friday afternoons, we offer a free item giveaway. The store is not accessible to people with reduced mobility.

🕒 Monday, and Wednesday to Saturday : 10am-1pm / 2:30-6:45pm

🕒 **Donation counter** : On opening days, from 10-12:45am and 2:30-6pm

☎ 09 54 65 24 04

🌐 <https://laboitearecup.fr/>

📘 [alaboite](https://www.facebook.com/alaboite)

📷 [@alaboite](https://www.instagram.com/alaboite)

📍 112 Boulevard des Anglais

🚌 10 C8 Boulevard des Anglais C3 C6 Pointcarre

LEARN FRENCH



French lessons

L'ATELIER DE FRANÇAIS

This workshop offers six free everyday French language courses per week. These courses are exclusively aimed at newly arrived exiles in Nantes and its surrounding area.

Two different spots depending on the day:

-Résidence Zellige

🕒 Monday and Tuesday: 2pm and 4pm

☎ 06 84 03 16 38

📍 67 boulevard Prairie au Duc

🚌 5 Prairie au Duc

-Maison des Citoyens du Monde

🕒 Wednesday 10am and 4:15pm

📍 8 rue Lekain 🚌 C1 C3 11 23 Copernic

DU MONDE DANS LA CLASSE

Two different spots depending on the day

🕒 Monday, Wed., Thursday, Friday: 10-12am

📍 2 rue Conan Mériadec (Maison de quartier de l'Île de Nantes)

🚶 2 3 Vincent Gâche

🕒 Thursday and Friday: 10-12am

📍 1bis boulevard de Berlin (Maison de quartier des Haubans)

🚌 5 C3 Haubans

MRAP (MOUVEMENT CONTRE LE RACISME ET POUR L'AMITIÉ DES PEUPLES)

French lesson on half-day sessions. Different levels.

📞 **Ask for an appointment by phone or mail.**

Leave a message on the phone recorder or the mailbox. They are checked everyday. A physical appointment will be delivered.

☎ 07 49 80 52 58

✉ mrappnantes@hotmail.com

📍 11 rue de Prinquiau (Maisons des associations) 🚌 10 11 Zola

LES CHEMINS DU FRANCAIS

French lessons.

🕒 Wed., Thur. and Fri. 2-4pm

✉ les.chemins.du.francais@proton.me

📍 Café La Perle

8 rue du port aux vins 🚶 1 2 3 Commerce

JRS WELCOME

French lessons, two different workshops: beginners and any level. No registration needed.

☎ 06 95 73 94 90

✉ jrs.44@jrsfrance.org

Beginners:

🕒 Monday 2-4pm

📍 7 chemin de la Censive du Tertre

🚶 2 Facultés 🚌 26 Morrhonnière - Petit Port

Any level:

🕒 Saturday 10-12am

📍 11 rue du Chapeau Rouge

🚌 C1 C3 C6 11 Saint-Nicolas

L'AUTRE CLASSE

Registration hours from 4:15 p.m. on Monday at Pôle associatif Beaulieu.

French lesson for exiled persons.

Three sites: Pôle associatif Beaulieu, Maison de quartier des Confluences and La Maison de l'Afrique

🕒 Lessons from Monday to Thursday, by level: Very very beginners, very beginners, beginners, intermediate and reading/writing. Registration every Monday and allocation to groups based on availability.

Some groups are already full.

☎ 07 66 22 85 38

✉ lautreclasse44@gmail.com

📍 Pôle associatif Beaulieu :

12 rue Anatole de Monzie

🚶 2 3 Mangin 🚌 26 Leygues

📍 Maison de quartier des Confluences :

4 place du Muguet Nantais 🚌 4 Clos Toreau

📍 La Maison de l'Afrique :

1 rue Louis Préaubert

🚌 11 23 26 C8 C1 C3 C6 Saint-Nicolas

GASPROM - ATELIER DE FRANCAIS

Unconditional access, no appointment needed.

🕒 Wednesday 6-8pm

Thursday 2:30-5:30pm

☎ 02 40 47 00 22 / 09 54 13 84 64

✉ gasprom.ast@gmail.com

📍 24 rue Fouré

🚶 2 3 Aimé Delrue 🚌 C2 C3 C8 Monteil

CENTRE SOCIO-CULTUREL ACCOORD

No workshops during school holidays.

French workshop: daily French or professional French. Please contact the secretariat of ACCOORD (☎ 02 40 74 02 52) or the closest ACCOORD centre.

 **The map for centres is on this website :**

<https://www.accoord.fr/ateliers-sociolinguistiques/>

Make an appointment for a language assessment with the language assessment and orientation platform (ELO) by going to a community center or one of the Accoord sociocultural centers :

 <https://shorturl.at/9znFN>

Discussion in French

MÉDIATHÈQUE LUCE COURVILLE

 Thursday 2:30pm *except public holidays.*

 02 40 41 53 50

 1 rue Eugène Thomas

    Chêne des Anglais

MÉDIATHÈQUE LISA BRESNER

 Tuesday 2:30pm *except public holidays.*

 02 40 41 54 00

 23 boulevard Emile Romanet   Jamet

MÉDIATHÈQUE FLORESCA GUÉPIN

 Friday 3pm *except public holidays.*

 02 40 93 41 60

 15 rue de la Haluchère

  Souillarderie   Cousteau

MÉDIATHÈQUE JACQUES DEMY

 Tuesday 5:30pm and Friday 2:30pm *except public holidays.*

 02 40 41 95 95

 24 Quai de la Fosse   Médiathèque

PACCO

 French discussion workshop in the city centre (intercultural pairs). *Free. Only for adults. Register by phone or by mail:*

 06 11 15 12 74

 contact@asso-pacco.org

 Association PACCO Nantes

 [@assopacconantes](https://www.instagram.com/assopacconantes)

 Thursday afternoons, on registration

SECOURS CATHOLIQUE

Informations by calling:

 06 79 57 70 69

OTHER ACTIVITIES



JRS WELCOME

Informatic workshop, activities and trips. Information and registration during opening hours.

 Monday 4-6pm. *Closed on School Holidays.*

 06 95 73 94 90

 jrs.44@jrsfrance.org

 7 chemin de la Censive du Tertre

  Facultés   Morrhonnière - Petit Port

PACCO

Creative hobbies, yoga, computers, film debate, women of the world café, theater, intercultural pairs... *Free. Only for adults. The coffee mentioned is only for women.*

To register :  contact@asso-pacco.org

 Association PACCO Nantes

 [@assopacconantes](https://www.instagram.com/assopacconantes)

 06 11 15 12 74

 31 Rue Gabrielle le Pan de Ligny

  Saint-Donatien   Pipay

ASSOCIATION DYNAMIXT

Sport activities for unemployed people.

Maintenance gymnastic, multisports, football, learning of biking and swimming.

Weekly program from Tuesday to Friday.

Time schedule, program and meeting point: check on the website.

 Price : 15€/year

No activities on following dates:

Oct. 19-Nov. 4 ; Nov. 11 ; Dec. 21-Jan. 6th.

 <https://oldclub.sportspourtous.org/dyna-mixt44/actualites/>

 educsport.dynamixt44@gmail.com

 06 45 93 81 00 / 06 44 94 85 57

SECOURS CATHOLIQUE - DELEGATION

Gardening workshop, every Monday morning from 9:30 to 12am. *Register by phone or mail.*

 06 11 15 12 74

 jardinducens.440@secours-catholique.org

 3 chemin de la Censive du Tertre

  Morrhonnière - Petit Port

   Petit Port

SECOURS CATHOLIQUE - ESPACE**JEAN RODHAIN**

Sewing workshop, singing, yoga, games afternoon, drawing...

☎ 02 40 89 43 13

📍 26 rue Octave Feuillet (BUS C6 26 C8) Sarradin

POTAGER DU BREIL

Gardening (garden maintenance, watering, harvesting, weeding) is free and open to all, whether you are a novice or an experienced gardener (cancelled if it rains).

🕒 Every Thursday, 10am - 12pm (June to September), or 3pm - 5pm (October to May).

✉ violette.carton@lasauge.fr

☎ 06 11 15 12 74

📍 31 rue de Malville (T 3) Longchamp

SINGA NANTES

A calendar of activities for everyone to discover the city, meet people, have fun, chat... To connect locals and people who have recently arrived in France. Come to the « **BAZAR** » (once a month) to learn more about the association.

✉ communautenantes@singa.fr

📅 Online calendar :

<https://wearesinga.org/nantes/>

📷 @singa_nantes

📍 8 rue Maurice Sibille Nantes

(T 1) Chantiers Navals

**Volunteering****LA FRAT'**

Closed on November 10 and 11. Closed from December 22 to January 2.

Minimum commitment of half a day per week, minimum level of French required.

🕒 Information meeting and tour of the structure: 1st Friday of the month at 2.30pm.

☎ 02 53 35 38 62

✉ contact@lafrat-nantes.org

📍 3, 5 rue Amiral du Chaffault

(T 1) Du Chaffault (BUS 11 23 C1) Mellinet

MAISON DU PEUPLE

The Maison du Peuple is recruiting volunteers to join its action centers.

Follow 📷 @mdp_nantes on Instagram for upcoming dates. Need help with food pick-up and distribution, during the day on weekdays and/or on Sundays following the market pick-up.

☎ 06 05 74 70 52

📍 Parc de Broussais, 5 place Gabriel Trarieux

(T 1) Mairie de Doulon (BUS 10 12) Toutes Aides

L'AUTRE CANTINE

L'Autre Cantine welcomes new volunteers with no conditions! Multiple task is possible: preparing and distributing meals, collecting unsold food from supermarkets and bakeries, organising the free-shop, managing organic waste and much more! If you're interested in joining the team of volunteers, you can come along to the association's offices or contact on social network.

✉ lautre.cantine.nantes@gmx.fr

📘 lautre.cantine.nantes

📷 @lautre.cantine_nantes

📍 18 rue de Cornulier

(BUS 5 C2 C3 C8) Gare Sud

GASPROM

When Gasprom is open (during office hours and workshops), you're welcome to meet up over a coffee. We don't have any 'volunteer missions', but we do need new activists to keep our activities going. Come and meet us!

☎ 02 40 47 00 22 / 09 54 13 84 64

✉ gasprom.asti@gmail.com

📍 24 rue Fouré

(BUS C2 C3 C8) Monteil (T 2 3) Aimé Delrue

NOSIG

NOSIG is always looking for volunteers for its various missions. You can register for the various volunteer formation via the following link :

📅 <https://www.nosig.fr/page/2394337-devenir-benevole>

✉ contact@nosig.fr

📍 7 rue Magdeleine

(T 1) (BUS 11) Chantiers Navals (BUS 5) Prairie au Duc

DU MONDE DANS LA CLASSE

Du Monde Dans La Classe is looking for volunteers occasionally, during volunteer periods or for the whole year.

✉ dumondedanslaclasse@gmail.com

📍 Maison de quartier de l'Île de Nantes, 2 rue Conan Mériadec (T 2 3) Vincent Gâche

📍 Maison de quartier des Haubans,

1bis boulevard de Berlin (BUS 5 C3) Haubans

L'AUTRE CLASSE

« L'Autre Classe » welcomes and offers French lessons for exiles in the Nantes region, whatever their level or situation. Learners are divided into groups according to their level, and each group receives two one-and-a-half-hour sessions a week, spread over three sites:

Beaulieu, Confluences and the Maison de l'Afrique. Wherever possible, the supervisors work in pairs, and training is always provided. No teaching experience is required. Whether you have a couple of hours or a few weeks to offer, come and meet us!

☎ 07 66 22 85 38

✉ lautreclasse44@gmail.com

📍 Pôle associatif Beaulieu,

12 rue Anatole de Monzie

🚌 2 3 Mangin 🚌 26 Leygues

📍 Maison de quartier des Confluences,

4 place du Muguet Nantais 🚌 4 Clos Toreau

📍 La Maison de l'Afrique,

1 rue Louis Préaubert

🚌 11 23 26 C1 C3 C6 C8 Saint-Nicolas

LA CLOCHE

« La Cloche » welcomes volunteers. Inclusive and one-off volunteering is open to all.

🕒 Come on Wed. mornig to meet at 9:30-

11:30am at **LA CLOCHE - WATTIGNIES**.

📍 113 bd des Martyrs Nantais de la

Résistance 🚌 2 3 Wattignies

ACCOORD

ACCOORD welcomes volunteers for French classes. A team of volunteers run some of the French workshops with a salaried trainer. The volunteers run the workshops on their own, but are in regular contact with the group's referral trainer about the content of the workshops, joint projects, etc.

🌐 <https://www.accoord.fr/devenez-benevole/>

LES P'TITS GILETS

Les P'tits Gilets welcomes volunteers. Register on the website on Thursday at 8 p.m. for the following Monday's outreach.

🌐 <https://associationlesptitsgilets.org/>

LE SECOURS POPULAIRE

« Le Secours Populaire » welcomes new volunteers on a regular basis!

We ask volunteers to already have health insurance (AME, CPAM).

You can call one of these numbers :

☎ 06 33 62 55 87 / 06 98 54 55 35

✉ Or send a mail to : nantes@spf44.org

AU 5, FRUITS ET LÉGUMES,

ÉPICERIE SOLIDAIRE DU BREIL

« Breil solidarity grocery store ».

The grocery store welcomes volunteers unconditionally to carry out several tasks: receiving and managing orders, stocking shelves, operating the cash register, and welcoming guests, hosting activities, and maintaining the premises.

For more information and registration, you can send an email to the following address:

✉ samuel.thomas@accoord.fr

📍 5 rue Jules Noel

🚌 C8 Suzanne Lenglen

LA BOITE À RÉCUP

La boîte à récup' operates with employees and volunteers who share the values of reuse, solidarity, social economy and kindness.

Among the various volunteer opportunities, you can:

- help run the store (accept donations, decorate the windows, assist customers during sales)

- participate in setting up and running booths at events

- get involved in our social initiatives (Distrib, Welcome Café, and activities at the Solidarity Grocery Store)

- and many other activities: awareness-raising, DIY, logistics, communications, IT, and more.

To join the association or obtain more information, you can meet us at the store or send an email to:

✉ equipe@laboitearecup.fr

📍 112 Boulevard des Anglais

🚌 10 C8 Boulevard des Anglais C3 C6 Pointcarré

SOCIAL RIGHTS

WHAT ARE MY RIGHTS?

→ In France, **people without a residence permit, also called “undocumented migrants” or “without legal status” have the right:**

- to get help with administrative procedures (see below “Who can help me?”),
- to healthcare (page 19),
- to have a registered postal address to receive mail (*domiciliation*, page 29),
- to emergency accommodation (page 14),
- to have access to financial support,
- to go to university or attend training programs (page 40),
- to legal actions (for contesting refusal of residence, or criminal reasons: violence, divorce...). In that case, you have the right to legal aid to cover the lawyer costs.

→ **People with residence permits («with legal status»)** have rights that depend on their administrative status:

- **Asylum application:** Access to your rights depends on certain conditions and stops at the end of the asylum application procedure (for housing and financial assistance see page 31, for work see page 36, for CSS health insurance see page 35).
- **Refugees:** Social rights are almost the same as for French people.
- **Residence permit:** For people with a *récépissé* (certificate of application for a residence permit) or a residence permit issued by the prefecture, your rights depend on the type of residence permit. For example, not everyone has the right to work (page 36) or to leave the country

WHO CAN HELP ME?

A social worker

You can get support from a social worker even if you don't have legal status.

To get an appointment :

- **The Espaces Départementaux de Solidarité** (Departmental Solidarity Centre, EDS) closest to where you live. Addresses are available on the Loire-Atlantique department website:

📄 <https://tinyurl.com/4hk6vz75>

- **The Centre communal d'action sociale (Communal centre for social action, CCAS)** in Nantes.

- **CFP Presqu'île (Professional Formation Center)** for isolated people who benefit from RSA.



Food and financial aid are available under certain conditions – ask a social worker.

A social worker can also help to better understand your situation and processes needed. However, if you're undocumented, it is possible that you will be told you don't have the right to social care. This is fake : if your right to meet a social worker is not met, seek an association for support and negotiation with the solicited structure.

Public writers

Help you write your official documents

(administrative documents, filling in forms; writing letters or emails, filling out cheques, helping with online procedures). Some organisations offer this service for free: find out more at your local community centre or library.

TO HAVE A MAILBOX : DOMICILIATION



***Domiciliation** is a registered postal address where you can receive mail if you do not have a permanent place to live. While doing procedures (asking for asylum, residence permit...), it is really important to check your mail frequently, at least once a week.*

For asylum seekers

If you're an asylum seeker and are hosted in a CADA or in other structures from OFII, your postal address (*domiciliation*) is the one from the structure you're staying in. If not, you need to ask for a postal address at «France Terre d'Asile».

For refugees

If you get international protection (refugee status, subsidiary protection or stateless status) you can have a domiciliation and get support from **France Terre d'Asile** for 6 months. To find a new address, see the next point: "other situations".

For other situations

If you are undocumented or under special circumstances and you do not have an address, you can ask for domiciliation at:

- The CCAS of Nantes
Only with an appointment by calling
☎ 02 40 99 27 00
🕒 Monday-Friday 9am-1pm and 2pm-5pm.
📍 1bis Place St Similien, 44000 Nantes

🇹🇲 2 50 Otages 🇧🇷 3 Bretagne
🇧🇪 2 Cirque Marais

Or at another CCAS if you're accommodated using 115 or if your children are in school there.

- Maison d'Accueil de Jour (day shelter centre, MAJ) from ANEF FERRER

Ask for an appointment by calling

- ☎ 02 40 29 21 00
🕒 Monday/Tuesday/Thursday/Friday 10-12am
🕒 Afternoons, only on appointment, for users with a social reference.

📍 2 rue Francisco Ferrer 🇹🇲 1 Moutonnerie



ACCOMMODATION

Nov 2025

Accommodation is an unconditional social right, you can ask for housing even if you are undocumented.

- **Emergency housing** is only temporary and depends on opening and closing hours (page 14). There is specific housing for asylum seekers.
- **Placement accommodation** can be obtained through guidance of a social worker, with an «SIAO» file. It is a 24/24h, more stable housing.

For emergency housing

For anyone without shelter : ☎ **115**

The main solution for a single night is to call 115 often, insisting on calling back until an answer, hoping a room is available (depending of specific criterias).

You can call 115 24 hours a day, but the wait on the phone can last 2 hours or more. There is not enough room for everyone, it is rare to have one everynight. **Specify if you are in a fragile situation** (children, isolated woman, illness...). It is very rare to get a room as a single man. This type of accommodation is unconditional and free, you don't need documents.

It is recommended to keep on calling 115 once a day, even without any answer. It can help following procedures (proof of calls are kept), see page 30.

If you are housed at a friend's place, never tell 115 and keep on calling.

A placement housing : SIAO 44 application

For a more stable housing, you can apply for SIAO with a social worker (met in an EDS or CCAS, see page 28).



The queue is long. The application must be confirmed every two months with your social worker, and report any change in your situation (address, phone number, family status...). Keep calling 115 to have a better chance to get a more stable housing

You still don't have an accommodation?

If you have applied through the SIAO and been calling the 115 for a while and you are still not housed: you can make an appeal for accommodation through the DAHO (Droit À l'Hébergement Opposable). For this, you need to prove you tried other procedures (calling 115, SIAO) without suitable answer, and are in an inadequate housing situation (homeless, housed by friends, in a hotel, in unstable housing).

See the following association for help:

Need help?

DROIT AU LOGEMENT 44

Organisation fighting for housing rights which accompanies homeless and poorly housed people.

🕒 Open every Monday, 5:30-7pm

📍 28 rue Fouré, 44000 Nantes

🚌 2 3 Aimé Delrue 🚶 4 Cité des Congrès

For information or getting an appointment:

✉ nantes.dal44@laposte.net

☎ 07 45 18 12 80 (if no one answer, leave a message)

Accommodation for unaccompanied minors

- If you are recognised as an unaccompanied minor, you will receive support from the Aide Sociale à l'Enfance (ASE): you will be housed (in a shelter or an apartment, or in some rare case in a foster family).
- The situation is complicated in Nantes if your minority has been refused and **you appeal in juvenile court** (about 6 months of wait). Many young people **sleep in the street**. You can get help from organisations (see page 10).
- Also, if your minority has been refused, your notification of refusal give you the right to housing for adults. You can call 115, specifying your situation.

MATERIAL RECEPTION CONDITIONS (CMA)

The CMA (material reception conditions) are social benefits that are only for asylum seekers. The OFII must offer them when you go through the «single central reception desk» (page 43). These benefits can include :

- a monthly allowance called ADA
- If places are available, accommodation.

These benefits are part of the DNA (National Hospitality Dispositive). To get it, you must sign the form given to you by the OFII at the "single central reception desk" and agree to the "material reception conditions" (Conditions Matérielles d'Accueil, CMA).



- If you refuse an offered accommodation, you won't be able to have the allowance, no other accommodation will be offered and your asylum demand will be ended. Therefore you absolutely need to accept the offered accommodation, even if it is in another city. If you find yourself in that case, see a legal support session (page 16)
- If you are not accommodated, the allowance ADA is bigger.

ADA (Allowance for asylum seekers)

The ADA card is a **payment card** that allows you to receive the allowance each month.

- It is neither possible to get cash at the ATM nor to pay on the Internet.
 - Cashback is only possible in some stores
- You will receive your ADA allowance at the beginning of each month during the asylum application. The amount of the ADA (about 7€/day) depends on your family situation (single, in a couple, with family) and whether or not you have accommodation (through OFII, the 115, or by an individual).



You must wait for the card to be activated, which takes 45-50 days. If it is not activated after that time, go to a legal support session (page 16) or to a lawyer.

To see how much money is left on your ADA card, call ☎ **05 32 09 10 10** or download the **UpCohésia** app on your smartphone (via GooglePlay or AppStore).

My card is blocked, stolen or lost, what should I do?

1. Deactivate the card: ☎ **05 32 09 10 10**
2. Make an appointment at the OFII to receive a new card.

OFII NANTES

☎ 02 51 72 79 39

📍 93 bis rue de la Commune de 1871, Rezé

🚶 3 38 97 8 Mai

Access to accommodation for asylum seekers

As an asylum seeker, if you have accepted the material reception conditions proposed by the OFII at the central desk (prefecture), you have the right to a place in an accommodation centre for asylum seekers (CADA, HUDA, PRAHDA). Don't hesitate to insist that you want an accommodation and that you have the right for one.



You do not have the right to choose the region or the city where you will be hosted.

Your accommodation may be far from the city centre of Nantes, in another city or in the countryside. **If you refuse the proposal from the OFII, your asylum request will be closed.**

In France, not all asylum seekers have accommodation due to a lack of slots. Priority is given to families, sick people or people in very vulnerable situations.

If you apply for asylum and you don't have a place to live:

- Go to the **SPADA (FTDA)** (page 42)
- For emergency accommodation, call **115** (page 29)
- You can rest during the day and ask for help in a **day centre** (page 13)
- You can also go to a **legal support session** (page 16) to find out about your options

Refusal / termination of CMA

Material reception conditions (CMA) may be denied:

- If you did not apply for asylum within **90 days** of your arrival in France without giving a valid reason.
- **In case of fraud, hiding information**, giving false information.
- If you do not move to the region where the OFII has sent you.
- If your **asylum application is currently being reconsidered**.

They can also be taken away:

- **If you refuse or move out of an accommodation** or the region you were directed to (for example, if you return to Paris after being sent to another city in France). The absence must be for more than one week without an acceptable reason.
- If you are expelled from the accommodation obtained with OFII (for example, in case of violence or serious breach of regulation).
- **If you don't respect the authorities' requirements** (if you don't go to your prefecture appointments for people in the Dublin procedure, if you refuse to provide information, if you don't go to your interviews...).
- **If you claimed asylum under more than one identity** (each time your fingerprints are taken in Europe, the identity you provided is recorded)

The OFII must give you a document explaining why your rights to CMA were refused or taken away.

Ask for this document if they do not give it to you. It can be very useful for appealing the decision.

Filing an appeal against the refusal and termination of CMA

A "*recours*" (*appeal*) is the contestation of an administrative decision in court.

- 1. If you don't receive the OFII document stating the refusal or termination of CMA, send a request:**
 - to FTDA
 - to your housing structure
 - by mail to OFII Nantes (✉ nantes@ofii.fr)

- 1. When you receive the letter from the OFII called "notification d'intention de cessation des conditions matérielles d'accueil", you have 15 days to send your observations by mail or e-mail (✉ rapo@ofii.fr).** You must contest the OFII's reasons and explain your vulnerability (i.e. why the absence of benefit and/or accommodation puts you in particular danger, e.g. lone woman, pregnant woman, presence of young children, illnesses etc.).

Mailing address: OFII, 93 bis rue de la Commune de 1871, 44400 Rezé

- 3. If the decision is maintained, you have 7 days to**

- **Send an informal appeal to the OFII director** ✉ contentieux.cma@ofii.fr (explaining how the removal of benefits put you in a vulnerable decision)
- **Send a contentious appeal to the administrative tribunal.**



The informal appeal does not shift the delay for a contentious appeal.

If the answer is negative, or if OFII does not answer after 2 more months, you have 7 days to appeal the administrative tribunal to contest the decision. You can also do that if you didn't get the mail stating the end of your CMA.

Specific cases

Applying for reinstatement of CMA:

- If you are back to France after a Dublin procedure: you can directly appeal the administrative tribunal against the CMA refusal
- If you are in the process of a reassessment, ask the help of a social worker to obtain your rights again.



You need to be able to prove your vulnerability, proving that the lack of accommodation and allowance put you in danger. For example, a medical certificate showing a serious illness.



These documents are hard to write, and the timeframes depend on your situation. It is most recommended to go to a legal aid permanence to get help from a lawyer (page 16).

If you are recognised as a refugee or have subsidiary protection

When you obtain refugee status or subsidiary protection, **you are no longer considered an asylum seeker and therefore no longer have the right to CMAs. You do have the right to Active Solidarity Income (RSA) and to social housing. You can also be housed in CPH** (Centre provisoire d'hébergement, Temporary Housing Centre). In Nantes, it is the CNHR (Centre Nantais d'Hébergement des Réfugiés, Nantes Refugee Housing Center).

→ Ask for help at your shelter or from a social worker.



HOUSING

Social housing is available if:

- You have **legal immigration status (a residence permit, refugee status, subsidiary protection, stateless)**

- You have financial resources (including social allowances such as RSA)

If you meet these requirements, you may apply for social housing.

Social housing is long-term housing with cheaper rents than normal, and with easier access conditions.



People with only a receipt (récépissé) for their first application for a residence permit cannot have social housing. You must already have a residence permit or a receipt for the renewal of your residence permit.

To apply for social housing, you must fill out a form (**in French**):

- online on

🌐 <https://www.demandelogement44.fr>

- directly with a social landlord

In **Adil 44 - Espace Habitat Social**

🕒 Monday, Wednesday and Thursday: 9am-12:30am and 1:30pm-5pm

Tuesday: 1:30pm-5pm

Friday: 9am-12:30am

☎ 02 40 89 30 15

📍 12 rue du président Edouard Herriot, Nantes

🗣 3 Jean Jaurès



You can apply for yourself and your family members (spouse, partner and child(ren), grandparent, parent, grandchild, brother or sister) if they also are legal residents in France.



Be sure to update your application as soon as your situation changes (family, financial situation, etc.) and to renew your application every year. To apply, you can ask for help from in a day centre (page 13) or a social worker.

You haven't managed to get social housing?

You can apply to the DALO procedure (the *Enforceable Right to Housing*) to be given priority for housing.

To apply, **you must wait 36 months (3 years)** after your application for social housing. You do not have to wait this period if you find yourself in a situation of poor housing (without accommodation, threat of expulsion, unfit housing, over-occupation with minors, housing not adapted for disabled people).

Ask for help from an organisation (page 16) if it takes too long to get an answer: **the prefecture has 3 months to process your application**. If the answer is positive, they have another 6 months to actually propose housing.

→ Romeurope's practical information sheet on access to social housing and the Droit au Logement Opposable (DALO):

🌐 https://is.gd/logement_Dalo



→ Information sheet "Take action when facing deportation" explaining rights and best practices when facing a deportation procedure as well as possibilities for appeals:

🌐 <https://is.gd/Expulsion>





FINANCIAL SUPPORT

An **allowance** is an amount of money given by the government under certain conditions. The amount depends on your administrative status, your age, your family situation, your housing...



For asylum seekers:
see ADA (page 31).

The RSA (Revenu de Solidarité Active)

It can be requested from the CAF (Caisse d'allocations familiales), on the website www.caf.fr, if you meet all of these conditions:

- You're a foreign national and have had legal residence for at least 5 years with a valid residence permit allowing you to work OR you are a refugee, stateless or have subsidiary protection.
- You are over 25 years old OR under 25 with at least one dependent child, born or unborn.
- You have no or low income.
- You have permanent and stable residency in France.

If you are an asylum seeker, you can apply for RSA, but it will only be given to you if you are granted asylum. If you are, contact the CAF as soon as possible with your RSA application number, and you will receive the allowance for every month dating back to the day of your application. It is therefore advised to apply as early as possible.

Other allowances

Other allowances may be available depending on your family, work or housing conditions. A social worker can help you with these procedures (page 28).



ACCESS TO HEALTHCARE

Healthcare

If you don't have healthcare coverage such as the AME (Aide Médicale d'Etat – State Health Care) or the CSS (Complémentaire Santé Solidaire):

- Go to the **Free Health Access Points** (Permanences d'Accès aux Soins de Santé 'PASS') in the listed hospitals (page 20). You will be taken care of by doctors and social workers and you can be provided with free medication.
- **In case of a life-threatening emergency**, call the number **15 (SAMU)** or send a text message to the number **114** (if you must communicate by text) or go to the nearest hospital with an Emergency Room ('Urgences').



Even if you don't have health insurance, you don't have to pay for treatment. If you don't have health insurance and you go to the emergency department without ever having been to the PASS before, report your situation to the social service of the emergency department. The PASS will take charge of your visit to the emergency department. If you receive a bill following a visit to the emergency department, this is not normal. Go to the PASS or return to the emergency department to claim your rights. If you've been in the country for more than 3 months, ask the hospital social worker to apply for AME or CSS as a matter of urgency (DSUV application). If your prognosis is life-threatening, exceptional reimbursements can be arranged..



At the hospital or a doctor, you can ask for an interpreter to help with medical procedures. Don't hesitate to insist for calling an interpreter, and inform them you need one when making an appointment..

Universal Health Protection (CSS)

→ People with a residence permit

If you **have been in France for at least 3 months and have a residence authorisation** (asylum application or certificate of asylum application (récépissé), residence permit), you can benefit from the Protection Universelle Maladie (PUMa) and the Complémentaire Santé Solidaire (CSS). The coverage will pay for all of your medical and hospital expenses for you, your spouse and your children. You may have to pay in advance, but you will get your money back afterwards.



State Medical Aid (AME)

→ People without legal immigration status

The AME covers 100% of any medical and hospital costs, up to the limit of the Sécurité Sociale rates. You don't need to pay in advance, except for certain medications

Requirements to get the AME:

- You have lived without legal immigration status for more than three months
- **You don't have a residence permit** or a certificate of asylum application or any document saying that you are applying for a residency permit
- **You have lived in France for more than three consecutive months**
- **You have a limited income** that doesn't exceed a certain amount

First AME application:

- Download the form on [ameli.fr](https://www.ameli.fr) and print it or pick it up at one of the reception points of the Caisse Primaire d'Assurance Maladie (CPAM).
- **Drop off your AME form at a CPAM reception point.**
- If you are an unrecognised unaccompanied minor or if you cannot go to the reception point to submit your application (due to reduced mobility), you can send it by mail with proof of your situation.

To go to a CPAM reception point you must **make an appointment:**

- by phone at ☎ 36 46
- at the CPAM Nantes reception points (a

appointment is needed first by calling ☎ 36 46)

- Nantes Beaulieu:

📍 9 rue Gaëtan-Rondeau

🚌 5 26 Conservatoire

🕒 Monday-Friday: 8:30am-12:15am and 1:30pm-5pm

- Nantes Bretagne:

📍 1 rue du Président Édouard-Herriot

🚌 3 Jean Jaurès

🕒 Monday-Friday: 8:30am-12:15am and 1:30pm-5pm

- Nantes Les Dervallières :

📍 21 rue Charles-Roger

🚌 C3 Jean Ingres 🚌 C6 St Laurent

🕒 Monday: 8:30am-12:30am and 2pm-4:30pm

Wednesday-Thursday: 8:30am-12:30am and 2pm-4:30pm

- Rezé:

📍 11 allée de Touraine

🚌 2 3 Balinière 🚌 38 Balinière

🕒 Tuesday: 8:30am-12:30am and 2pm-4:30pm

Friday: 8:30am-12:30am and 2pm-4:30pm

- Saint Herblain:

📍 15 rue d'Arras 🚌 1 Tertre 🚌 11 Tertre

🕒 Monday-Friday: 8:30am-12:30am and 2pm-4:30pm

To renew your AME card:

You can drop off your renewal documents at the reception desk or send them by mail:

CAISSE PRIMAIRE D'ASSURANCE MALADIE

9 rue Gaëtan Rondeau

Service Solidarité et Accès aux Soins (A.M.E)
44262 NANTES Cédex

To apply for the CSS and AME

You can ask for help:

- at the CPAM reception point, by booking an appointment from your [ameli.fr](https://www.ameli.fr) account or by calling ☎ 36 46
- at the hospital's social service department (page 19)
- in organisations (page 16) or day centres (page 13)

The CPAM has two months to inform you of its decision. If your application is accepted, you will receive your CSS or AME card. **It lasts one year from the date of application.** Be careful, **renewal is not automatic.** You have to fill out and submit a renewal form **two months before the expiry date** printed on the card.

Committee For Exiled People's Health (COMEDE) telephone service

• National medical and psychological support service

Information about healthcare access (health insurance, CSS and AME), right to residency for medical reason, social benefits related to foreigners' state of health (CAF, France Travail, AAH...).

🕒 Monday to Thursday 2:30-5:30pm

☎ 01 45 21 38 93

• National social and legal support service

Support and information about medical care, prevention, mental health check-ups, and medical-legal aspects of foreigners' rights.

🕒 Monday to Friday 9:30am-12:30pm

Monday, Tuesday and Thursday 2:30-5:30pm

☎ 01 45 21 63 12

Interpreters available in all languages.



ACCESS TO WORK

In France, to have the right to work, you must have a residence permit OR a certificate of asylum application with a work authorisation.

For asylum seekers

If you applied for asylum **more than 6 months ago** and OFPRA has still not given its decision, you are automatically authorised to work. The work authorisation procedure is a complicated and risky procedure which does not always work, even with the support of your employer.

Your employer must request a work permit on the website:

🌐 <https://bit.ly/AutorTrav>

He must provide all supporting documents required.

If the permit is refused: go to a legal support



non-profit organisation (page 16).



The work permit is valid only:

• **For the job you requested the permit for.** If you want to change jobs, a new application for authorisation must be made.

• **For as long as your asylum application certificate (récépissé) is valid.** You must renew your permit each time you renew your asylum application certificate until the OFPRA's decision.

Please note that the asylum application receipt no longer specifies whether it authorises you to work or not. It is therefore possible that your employer will think that you do not have the right to work. Contact a trade union if your employer does not take your word for it.

At the end of your contract or if you are laid off or fired, you have the right to register with France Travail (before: Pôle Emploi) and to benefit from professional training.

For refugees

If asylum is granted (refugee status, subsidiary protection or stateless status) you can legally work in France without any conditions.

For young people

• **ATDEC** (Association Territoriale pour le Développement de l'Emploi et des Compétences, Territorial Association for Competences and Job Development)
*Digital space, provide personalised professional and social support for youth from ages 16 to 25 recognised as minors, asylum seekers, beneficiaries of subsidiary protection or refugees, **not attending school** and outside studies.*

🕒 🚫 No appointment needed.

Monday, Tuesday, Wednesday, Friday 9am-12:30am and 2pm-5:30pm / Thursday 2pm-5:30pm

- Sillon

📍 5 bis avenue de l'Angevinière, Saint-Herblain

☎ 02 40 63 55 49

🕒 3 (BUS) 54 50 Sillon de Bretagne

- Dervallières

📍 Pôle Daniel Asseray, 8 rue Henri Matisse

☎ 02 28 03 58 00

(BUS) C3 Raoul Dufy (BUS) C6 St Laurent

- Nord

📍 81 rue des renards, Nantes

☎ 02 40 76 50 52

🚶     Santos Dumont

- Centre

📍 5 rue de l'île Mabon, Nantes

☎ 02 40 69 36 36

  Gare de l'état

- Est

📍 9 rue Augustin Fresnel, Nantes

☎ 02 40 49 22 86

  Ménétrier   Chocolaterie

🚶   Pin Sec

- Rezé

📍 8 rue Jean Baptiste Vigier, Rezé

☎ 02 51 70 26 93

🚶     Pont-Rousseau Martyrs

🚶   Gare Pont-Rousseau

- Malakoff

📍 5 rue d'Autriche, Nantes

☎ 02 28 44 33 80

  Hongrie

- Bellevue

📍 14 bd Winston Churchill, Entrance 2, Nantes

☎ 02 28 03 93 29

🚶   Romain Rollan or Mendes France

• Services civiques :

Until you turn 26, if you have the right to work, it is possible to do a *service civique* (6 months to 1 year), paid between 580 and 690€ per month.

🖨 <https://bit.ly/ServCivic>

To find work, businesses often ask for a CV (curriculum vitae or résumé).



For people who are undocumented: you don't have a work permit



Please note that controls on companies have become more frequent since the Darmanin Act. During these controls, you may be inspected by the PAF (Border Police).

If you don't have legal status or you have a residence permit without the right to work, employers don't have the legal right to hire you (article L8251- 1 of the French Labour Code — *Code du Travail*).

However, if you do work for someone, then:

- **you cannot be sued** for this reason: employers can be sued, not workers.
- your employer must respect the rules of the French labour code! **You have the same rights as any other legally hired employee** (L8252-2 of the Labour Code), right to an employment contract (CDD, CDI, Interim, CESU...), right to payment for all the hours you worked, right to pay slips, right to health and safety, right to holidays, right to severance pay (a sum of money paid when a contract is ended)...



Please note that if you work with a provisional social security number (starting with 7 or 8), you have no right to unemployment, sickness or daily benefits.

- **you can defend these rights** through collective action (right to strike) or legal action (at the Conseil des Prudhommes).



Be aware that if you have a residence permit and are receiving government assistance, working without a work permit may result in the cancellation of this assistance and/or a requirement to repay in full the aid you received.



If you use a false ID, or someone else's, **be aware** that this is an offence punishable by criminal penalties. Above all, you are at risk of being sent to the CRA if you are stopped at work with these false documents.



If you are working with someone else's papers, you can apply to have your work recognised, which is called a request for «**concordance**». This application can be made if you are planning to apply for a residence permit for work purposes. In this case, you need to be able to prove that it is you who is working and not the person whose identity card you are using. To do this, remember to take regular photographs at your place of work.

Please note: cross-referencing requests vary greatly from one département to another.

In Nantes, it does not work. If you work in Nantes, you are strongly advised not to make a request for concordance, as they are refused and accompanied by an OQTF.

To find out more and stand up for your rights, contact a union in your company or city (for example, SUD, CNT, CGT, CFDT, FO...).

Social rights

As a worker, even if you are undocumented, your employer must declare you to the URSSAF and pay contributions to social organisations. However, your status does not allow you to benefit from unemployment benefits. You cannot receive daily *Sécurité Sociale* benefits either, except in one case: if you are the victim of an accident at work (ministerial *circulaire ministérielle* 95-11, 17/2/1995).

Regularisation through work

The “Valls circulaire” of 2012 which until now allowed prefectures to grant exceptional regularisations through work, **has been abolished**.

Since January 2025, the ‘**Retailleau circular of 2025**’ has been applied to applications for exceptional residence permits.

There is no longer any possibility of regularisation through work, apart from in ‘short-staffed occupations’.

A number of conditions must be met in terms of time spent in France and length of work:

- have a job stated as experiencing shortage in the department.

See this page for more information:

📄 <https://www.service-public.fr/particuliers/vosdroits/R68232>



- more than three years’ presence in France (with two proofs per quarter) (Please note! Periods of ‘legal residence’ (student, asylum seeker, etc.) are not taken into account) **and** 12 payslips (or CESU) in the last 24 months of residence in France.

You don’t need your employer to ask for anything. The regularisation application can be done without their approval.

If the regularisation is accepted, the work authorisation will be automatically obtained.

To ask for regularisation, you need to fill an application to send by registered letter with acknowledgement of receipt, together with all the required forms available on this website:

📄 <https://tinyurl.com/24f5z94c>

To get support with the procedures and with your employer, go to a legal support session (page 16) or a union for advice.

GASPROM ASTI

🕒 Work meeting every 3rd Thursday of each month at 5:30pm

✉ gasprom.asti@gmail.com

📍 24 rue Fouré

🇫🇷 1 2 3 Aimé Delrue

🇪🇺 C2 C3 C8 Monteil



OPENING A BANK ACCOUNT

You can open a **Livret A** at **La Banque Postale** in **post offices**. It's a savings account that allows you to deposit and take out money in cash or by bank transfer. You will then have a bank identity statement (RIB), a document sometimes requested in administrative procedures. Everyone has the right to open a bank account. If you are an asylum seeker, the organisation managing your accommodation can make an appointment for you. If you are having difficulties, you can ask for help from an organisation (page 16).

To open a Livret A, you need

- to be of legal age (+18 years old)
- an identity document (certificate of asylum application, passport, etc.)
- your certificate of *domiciliation* (registered postal address)
- a 2€ minimum to be deposited in the account on the day you open it.



The Banque Postale withdrawal card only works at Banque Postale cash machines (ATM).

Right to an account

If you don't have an account and don't manage to get one open, you can ask for the **right to an account**. To benefit from it, you need:

- to be able to prove a refusal of account opening from a bank (since January 2023, it is possible to make your opening account demand with a registered letter to an online bank. Without any answer under 15 days, it is considered as a refusal. The acknowledgement of receipt will serve as proof in place of the refusal letter from the bank).
- a valid identity document (National ID or passport).
- to be *domiciliated* in France.
- to not have any open or closing account to your name.

SCHOOL ENROLLMENT FOR CHILDREN



From primary school to high school

In France, all children from age 3 to 16 years (starting from *la petite section* in preschool) have the unconditional right to go to school. **School is free** and your children's access cannot be refused, no matter your legal status. If you have any difficulties with this, contact a legal support session (page 16).

To register your child for school, contact the city hall (*mairie*) closest to where you live. If you are in Nantes, you can do it:



- on the city website:

<https://tinyurl.com/bdh8puu5>

- at the **Accueil scolaire et périscolaire** (school and extracurricular reception) of Nantes

🕒 Monday-Friday 8:30am-6pm

☎ Get an appointment by phone : 02 40 41 94 42

✉ accueil.periscolaire@mairie-nantes.fr

📍 1 rue Célestin Freinet / Le Nantil - bâtiment D



4

Île de Nantes



5

26

Conservatoire

CASNAV DE NANTES

(Academic centre for scholarship of new allophone pupils and children from Travelling Communities): For non-French speaking child from 6 to 16 years old.

📞 Phone centre: 02 40 14 64 48

Tuesday 1:30pm-4pm, Wednesday 2pm-5pm, Thursday 9:30am-5pm.

Website to access the comprehensive procedure

depending on your situation:

<https://tinyurl.com/yc8nzexu>



RESF 44 - COLLECTIF ENFANTS ÉTRANGERS CITOYENS SOLIDAIRES DE NANTES

Aid and support with regularisation for undocumented families with children attending school, as well as minors not recognized by the department and young adults awaiting regularization.. Encourages relationships with school networks and collectives.

🕒 Reception every Wednesday 4pm-6pm

Manufacture des Tabacs
 10 bd Stalingrad 44000 Nantes
 T 1 Manufacture
 ☒ ceecs44@gmail.com



UNIVERSITY

Whatever your situation is (without legal status, asylum seeker, refugee or beneficiary of subsidiary protection), you have the right to start or resume your studies in France.

The university is not supposed to check whether or not you have a residence permit.

To apply to a university you must:

- have your baccalaureate
- have a certificate for your French level (B2 for the Licence, year L1 to L3, and C1 for the Master's).

Registration procedures depend on the university, the type of training, the level (Bachelor's/Licence or Master's degree) and your status (asylum seeker, refugee, undocumented migrant, etc.)

Fees for international students can be expensive.

- Students seeking asylum don't pay any registration fee.
- Refugee students or students with subsidiary protection pay the fee as a French student (+/- 170€ for a licence and 243€ for a master).
- They can apply for a scholarship and student accommodation in a university "CROUS" residence.
- Other types of aid exist. Don't hesitate to ask an organisation for advice.



The French government decided to raise the registration fees for foreign students (2770 € per year for a Licence and 3770 € per year for a Master's program).

This increase does not concern people who have international protection. Many universities have refused to apply this increase in fees. Nantes University has refused to apply it.



The timing window for applying usually is in March or April. Think about getting information about it and preparing your application file beforehand.

Enrollment in Nantes University

To have information on enrollment in university, go to the single central reception desk for foreign students of MEIF (Maison des Echanges Internationaux et de la Francophonie): information, help with administrative procedures, orientation, integration, cultural animation and language support.

🕒 Tuesday, Wednesday and Friday, 9am-12am and Thursday, 1:30pm-4pm

📍 15 chaussée de la Madeleine

☎ 02 53 46 21 62

✉ international@univ-nantes.fr

🚶 T 2 3 Hôtel-Dieu BUS C2 C3 C8 Hôtel-Dieu

Organisations that can help you

SOLIDAIRES ETUDIANT-E-S

NANTES UNION SYNDICALE SOLIDAIRES 44

📍 9 rue Jeanne d'Arc

🚶 T 2 50 Otages

BUS C2 Talensac

✉ sudetudiant.nantes@gmail.com

UNEF NANTES

📍 Pôle étudiant Chemin de la Censive du Tertre

🚶 T 2 Facultés

BUS 26 Petit port

✉ nantes@unef.fr

🌐 <https://www.facebook.com/unef.nantes/>

UNION DES ÉTUDIANTS EXILÉS (UEE)

(Union for exiled students)

🌐 <https://is.gd/UnEtEx>

Online help for resuming studies, diploma equivalencies, scholarships, housing and the CROUS. Several guides in French, English and Arab.

PROCEDURES

You are a foreigner and you want to stay in France: to obtain the right to live on French territory without risking deportation, you must obtain a residence permit. Several options are possible (asylum request, request for a sick foreigner, exceptional admission or other request for a residence permit). These options depend on your personal situation.

The information in this guide will be useful for you, but it can not replace the advice of a legal expert who can evaluate your specific situation: what worked for someone you know may not work for you. If you need help, go to a legal support session (page 16).



WHAT IS ASYLUM ?

To request asylum is to ask for a country's protection because you are in danger as you have suffered persecutions or are at risk of persecution, or have been a victim of serious threats in your country due to your religion, nationality, political opinion, race or your belonging to a social group.

The asylum request procedure evaluates if the French government will offer you protection: refugee status, subsidiary protection. If you don't have a nationality and can't get one, you can also **apply for statelessness**. This is very rare.

The protected person have the right to:

- live on the French territory
- obtain a residence permit
- to work
- to ask for their family to join them (family reunification)

If you are not endangered in case of returning to your country, you have low chances to obtain asylum. To get advice from a specialised organisation, see page 16.

REGISTERING YOUR ASYLUM REQUEST

Unaccompanied minors

For your minority and your isolation to be recognised, go to **the evaluation service** (page 10).

If you are recognised as an unaccompanied minor, you will be taken care of by ASE (Aide Sociale à l'Enfance, Social Aid for Youngs) until you are 18 years old (housing, scholarship, medical care). **Any minor can ask for asylum.** The reasons for minors to ask for asylum are the same as for adults, but the procedure is slightly different.

If you are not already helped, ask for help from an association (page 16).

First reception at the SPADA

If you are requesting asylum in France, you must go to a **"Structure du Premier Accueil des Demandeurs d'Asile"** (SPADA). You can start your request in this place.

In Nantes, the SPADA is managed by **France Terre d'Asile**:

SPADA (FTDA)

Closed on November 1 and 11, December 25 and January 1.

☎ 02 28 29 92 90

✉ padanantes@france-terre-asile.org

📍 Immeuble Le Montana, 2 rue du Château de l'Eraudière

🚌 C1 Croissant 🚌 C6 Eraudière

🕒 **To collect mail without an appointment:**
Monday, Tuesday, Thursday, Friday 2pm-4:30pm

🕒 **Telephone helpline** Mondays and Thursdays 9-12am

🕒 **To have an appointment at the prefecture:**
Monday, Tuesday, Thursday, Friday 9-12am

🕒 **For a domiciliation appointment, or an**

appointment for the OFPRA file:

Monday, Tuesday, Thursday, Friday 9-12am,
and Wednesday 2-5pm

If you are with your family (couples, married people, children), the asylum request will include your family: the members of your family living in France must come with you to the SPADA. Those who already have a residence permit must come as well!

If you have any questions, go to a free legal support session (page 16) before going to SPADA.

At the SPADA (FTDA), they will:

1. Give you information about asylum in France and ask you a few questions about:

- **Your personal information:** first and last names, age, family situation.

Please note that if you have given your fingerprints in another European country with a different identity, you must either keep the same identity or explain why you have given a different identity.

- **Your dates of departure** from your country and arrival in France. Warning, if you say that you arrived in France more than 90 days before, you will be placed in a “fast track procedure”: this is unfavourable to you and you will not have access to the material conditions of reception (accommodation and financial allowance).

- **The route** you took to get to France.

Please note that if you have not given your fingerprints in any European country, it is not in your interest to mention the countries you have crossed in Europe (to avoid being placed in the Dublin procedure).

- **The language** you want to use during your asylum request procedure. It's important to mention your mother tongue, the language in which you're most comfortable. If you speak a little French, it's not in your interest to choose this language, as it will put you at a disadvantage when telling your story, and won't be interpreted as proof of integration.

2. Enter this information in the computer system so it can be sent to the prefecture. If you give false information and the OFII realises it (notably giving a different identity), you risk being placed in a “fast track procedure”: this is unfavourable to you and

you will probably not have access to the accommodation and financial allowance.

3. Give you a convocation to go to the prefecture's single central reception desk (GUDA) and record your request for asylum.

4. Take your picture and give you identity photos that you can use for your procedures.

The single central reception desk (GUDA) at the prefecture

All the information you need to attend is written on the summons to the single central reception desk: the address of the prefecture, date and time of your appointment.

Make sure to arrive on time! If you are late, they will not receive you. Plan to stay there for at least half a day, or even the whole day. Bring food and drink with you.

PRÉFECTURE DE LA LOIRE-ATLANTIQUE

📍 6 quai Ceineray

☎ 02 28 29 92 90

🕒 2 50 Otages - 🚌 12 23 C2 50 Otages

At the single central reception desk (GUDA) you will meet agents from:

- 1. The prefecture:** they register you as an asylum seeker.
- 2. The OFII:** they will evaluate your vulnerability during an interview (your accommodation situation and medical problems), and will deliver the ADA (financial allowance and sometimes housing) or will refuse it.

Do not lose the documents that the prefecture and the OFII will give you. Take pictures of them, make photocopies, and keep paper or digital copies in several places.

If you want to request a residence permit at the same time as your asylum request: you have 2 months from the date of your visit to the prefecture's single central reception desk to submit your request (extended to 3 months for residence permit for healthcare). After this period, the prefecture may refuse to register your request.

Visit a specialised organisation for more

1. Going to the prefecture's desk (GUDA)

A prefecture agent in charge of registering your asylum request will:

- **take your fingerprints.**
- check that you have not already asked for asylum.
- check that your fingerprints have not already been taken in France or in another country in the European Union.
- give you a procedure guide in your native language
- ask you **which language you want to use** during your procedure (your native language, or another language that you know well enough if your native language is not available). Afterward, it will be very difficult to change the language you want to use, but at any time during your procedure you have the right to speak in French.
- give you a **certificate of request for asylum (récépissé)**. This certificate indicates the way your asylum request will be examined: **normal procedure, fast-track procedure or Dublin procedure** (page <?>).
- give you an **OFPPA file** (except for the Dublin procedure). It is very important to complete this file correctly. **Carefully read the advice on page 47 and ask for help from specialised organisations** (page 16).



Do not give a friend or host's address to the OFII or the prefecture. Otherwise, you will be considered as being hosted by them and receiving your mail there. Keep your registered postal address at the SPADA during the whole procedure or the address of your accommodation for asylum seekers (CADA).

At the end of your visit, you will receive a login ID and code to access your **personal OFPPA online account**:

 <https://www.usager.ofpra.gouv.fr/ofpra/user/login>

where you will access all information from the OFPPA (summons, interviews, decisions).

Since May 2022, the mail distribution from OFPPA is dematerialised for new asylum seekers.

This means that OFPPA will send the receipt confirmation of your file, your convocation and

its answer on your personal online account. It is possible to request a waiver to avoid this digitalised system, especially for people without accommodation (no access to a computer).



Opening mail on your online account begins the deadline for appeal. Ask about it at SPADA.



Asylum seekers in the following situations may receive an OQTF after an OFPPA rejection, even if they appeal to the CNDA:

- if you are from a safe country
- if you have applied for reconsideration
- if the prefecture has placed you under house arrest or detention because your behavior constitutes a threat to public order
- if the prefecture has placed you under house arrest or in detention because you applied for asylum during a police control
- if the prefecture considers that you represent a serious threat to public order.

Do not hesitate to lodge an appeal against the OQTF with the court (by contacting a lawyer or a legal aid office (page 16)). You cannot be deported until the court has given a ruling, and this will maintain your entitlement to the CMA (allowance and possible accommodation).

2. Go to the OFII desk at GUDA

The OFII (Office Français d'Immigration et d'Intégration) is the French Office in charge of Immigration and Integration, responsible for the initial reception conditions of asylum seekers in France during their asylum request.

An OFII officer will:

- **ask you questions about your personal situation.** You should **tell them if you have any special needs** (if you are disabled, pregnant, ill, if you need to see a psychologist, etc.).
- give you a form called: "Offre de prise en charge au titre du dispositif national d'accueil" (Offer of support from the national reception centre). This will allow you **to obtain accommodation and receive a financial allowance (ADA). If you have accommodation from someone you know,, do not mention it. If you have accommodation**

from the 115, you must tell the OFII.

To get this help offered by the OFII you must sign the form and tick the box that says “Oui j’accepte de bénéficier des conditions matérielles d’accueil” (“Yes I agree to accept the material reception conditions”).



You cannot get the allowance (ADA) without asking for accommodation. **It’s a package:** either you get both, either none.

OFII can direct you to an other region from the one you submitted your request.

OFII will give you a transport ticket and the location of the SPADA or the accommodation where you need to go within 5 days. It is asked to stay in that region for your whole asylum procedure. If you refuse to go, your asylum request will be closed.

3. Getting a registered postal address at the SPADA (domiciliation)

***Domiciliation** is a postal address where you can receive your mail. It is not necessarily a home address. It allows the OFPRA and CNDA to send you letters. It can also be used to handle administrative formalities with Social Security, tax authorities, etc. Domiciliation is only valid during the asylum process.*

At the GUDA, the prefecture will give you an **appointment to go back to the SPADA (FTDA)**. At this appointment, the SPADA will give you a **registered postal address (domiciliation)**. It also provides **administrative and legal support**: access to health insurance, reduced transport costs, help writing your story (récit) for the asylum application, access to the OFPRA online portal.



If the SPADA doesn’t provide you with legal support, make an appointment with a legal support organisation (page 16)



Your registered postal address (domiciliation) should be in the same region as the prefecture handling your asylum claim. If you are sent to an OFII in another region, your registered postal address will be transferred there, even if you refuse accommodation in that region. **Make sure to inform the SPADA if your phone number changes at any point: the OFPRA may use this number to give you an appointment.**

1. To know if you have mail to pick up, visit the website using the QR-code that was given to you on your domiciliation card or with this link:  <https://ftda-gestion.newmips.cloud/extranet/home> (don’t copy and paste in the search engine (for example, Google), but rather in the search bar used for website addresses).

2. To pick up your mail:

SPADA (FTDA)

☎ 02 28 29 92 90

✉ padanantes@france-terre-asile.org

📍 Immeuble Le Montana, 2 rue du Château de l’Eraudière

🚌 C1 Croissant 🚌 C6 Eraudière

🕒 **To collect mail without an appointment:**

Monday, Tuesday, Thursday, Friday 2-4:30pm

📞 **Telephone helpline** Mondays and Thursdays 9-12am

🕒 **To have an appointment at the prefecture:**

Monday, Tuesday, Thursday, Friday 9-12am

🕒 **For a domiciliation appointment, or an appointment for the OFPRA file:**

Monday, Tuesday, Thursday, Friday 9-12am, and Wednesday 2-5pm

ASYLUM PROCEDURES

Normal procedure

Your asylum application will be examined by the **French Office for the Protection of Refugees and Stateless Persons (OFPRA)**.

You must fill out the OFPRA file that was given to you at the GUDA (prefecture) and send it to the OFPRA by going to the post office with all the documents **requested within 21 days**. If your file is complete, the OFPRA will send you a **registration letter** in response.



When your asylum application certificate (récépissé) expires, the prefecture should send you a new one by mail. If you have not received it a few days before the end of your old application certificate, make an appointment at the prefecture (with your most recent domiciliation document) or go to a legal support session (page 16). If your asylum application certificate is no longer valid, you can be arrested during an identity check. In case of an arrest by the police, see page 59.

Fast-track procedure

The fast-track procedure is less favorable than the normal procedure: the time required to examine your file is reduced, and your accommodation and financial allowances can be refused (depending on the reason of the fast-track procedure).

You can be placed in fast-track procedure for the following reasons:

- If you refuse to give out your fingerprints or they are illegible,
- If you hide information about your trip or your identity,
- If you received an OQTF (Obligation de Quitter le Territoire Français, Obligation to Leave the French Territory),
- If you already did an asylum request and you are doing a reassessment (page 53)

- If you did your request more than 90 days after arriving to France, without justification. According to OFPRA, this shows that you don't need an urgent answer,
- If you come from a country said to be safe: Albania, Armenia, Bosnia-Herzegovina, Cape Verde, Georgia, India, Kosovo, Macedonia, Mauritius, Moldova, Mongolia, Montenegro, Serbia.
- If the prefecture believes your presence poses a grave threat to public order.

If you wish to contest the reason for your placement in the accelerated procedure, you can tell OFPRA (by registered letter, in your story or during the interview) the reason for your disagreement. For advice, contact an association (page 16).

Dublin procedure : Deportation to the European country which is to examine your asylum application



If you are "Dublin" it may be because you have applied for asylum, obtained a visa or your fingerprints have been found in another European country (or you have declared that you have arrived via another European country). It is this country that is responsible for your asylum application. The prefecture will then ask this country to examine your asylum application.

While waiting for the answer from the country that is responsible for your application, you will be able to stay in France with assistance such as the ADA benefits, health insurance (CSS, AME).

The prefecture will schedule several appointments that you must attend if you wish to continue to be eligible for housing and benefits.



Please note that at one of these appointments a **transfer order** will be given to you by the prefecture. From that moment on, you risk being placed under house arrest or in a detention centre and being deported to the country responsible for your asylum application. France has 6 months to

transfer you starting from the date that the responsible country has agreed to take you back.



When you receive the transfer order, it is possible to appeal to ask France to be responsible for your asylum application and that you not be deported. The time limit to file an appeal is 48 hours if you are under house arrest or in a detention center, and 7 days if you are not. **The chances of winning this appeal are very low.** They depend on your personal situation (health, family, countries that you traveled through...).



As it is complicated to calculate the timelines, you should ask a lawyer or a legal support session for advice (page 16).

An absence for an appointment may be justified (medical appointment, illness...).

You will need to send a letter of explanation with justification by fax or by registered letter with acknowledgement of receipt (lettre recommandée avec accusé de réception, ask the Post Office) and keep a copy of the letter and the justification.

PRÉFECTURE DE MAINE-ET-LOIRE

Pôle régional Dublin

Place Michel Debré - 49934 Angers Cedex 9

In any case, go to a legal support session with all your relevant documents (page 16) to get more information about the Dublin procedure and your personal situation.

OFPPA FILE AND INTERVIEW

1. The OFPPA file

The OFPPA (Office Français de Protection des Réfugiés et Apatrides) is an administration in charge of the asylum procedure. It examines the asylum application and decides whether or not to grant the person international protection, i.e. refugee status, subsidiary protection or stateless status. Its decision can be contested before the National Court of Asylum (CNDA).



The OFPPA's decision concerning your asylum application is based on the OFPPA file and the interview. You should carefully read the information on the makeup of your file and on the preparation for the interview.

Through your story, you must convince the OFPPA that you are really **in danger in your country** and that you cannot return there without fearing persecution, torture or death. **You must return your asylum application file to the OFPPA within 21 days of collecting it from the GUDA (prefecture)!**



If you lose your appeal, the waiting time before you can file your asylum application in France will increase by six months from the date of the court decision, during which time you can still be transferred. **Go quickly to a legal support session or to a lawyer** to get advice and help for a possible appeal (page 16).



If you have not been transferred to the responsible country within the transfer time limit (6 months or more depending on your situation), France will be in charge of your asylum application.



Every Dublin situation is different, and what worked for one person may not work for you.



If you were transferred but have returned to France, you can re-file your asylum application. This can be risky: go to a legal support session for more information (page 16).



If you don't show up for the appointments you are given by the prefecture or if you refuse to be transferred, you may be considered as "on the run". In this case, you will no longer have the right to accommodation under the asylum application, nor to the ADA allowance. The transfer deadline during which France can expel you is then further extended, and you will no longer have a valid *récépissé*. **As a precaution, you should wait 18 months after the moment you stopped going to appointments** before going to the prefecture. After 18 months, France should become responsible for your asylum application.

USEFUL TIP: Take pictures of all your documents with your phone, contact a non-profit organisation to make photocopies of the complete file. It is very important to have a copy of these documents.

How to complete the OFPRA file?

- It must be completed in French,
- It must be signed by the person requesting asylum,
- It must include:
 - a passport-size photo in official format
 - a photocopy of the certificate of asylum application (récépissé)
 - a photocopy of your passport, your identity card or any other identification documents you may have
- It must be filled in with your personal information and that of your family: first and last names, date and place of birth...
Be careful to give the right information so that you do not have problems later on in benefitting from family reunification.
- It must specify the language in which you wish to be heard during the interview.
- It must contain your story in French with all the reasons why you left your country to seek asylum in France.

The written narrative (récit) is the first way to communicate your fears, in context and in detail. It should provide accurate and consistent information. It should include the names of the people and places you are talking about and the dates in your country's calendar. If you have **physical evidence** to support your story and attest to the persecution you have suffered (photos, identity papers, medical examinations, etc.), add copies of these documents to your file.

For your story, the SPADA (FTDA) must write it down for a minimum of one hour (at the end of the interview, ask for a copy of the file). If they don't, go to a legal support session (page 16). **The important thing is that your story is sufficiently precise, coherent and free of contradictions** in order to be credible and to convince the OFPRA official.

this may affect the credibility of your asylum claim.

→ **If there are errors in your file or your story**, you can send additional elements to the OFPRA by mail before the interview (a letter that explains further, a medical certificate, other proof) OR ask for them to be corrected during the OFPRA oral interview.

The oral interview is more important than your letter.

How and when to send the OFPRA file?

The file must be sent to the OFPRA within 21 days of your visit to the prefecture. It must **be sent by registered mail with acknowledgement of receipt (ask the post office)** to this address:

OFPRA

201 rue Carnot
94136 Fontenay-sous-Bois.

This will allow you to prove that you have sent your file if it is lost. If you decide to submit your file directly to the OFPRA, you will not immediately have proof of filing it.

The asylum seeker is advised to keep photocopies of their entire file (form, story and attached documents) and proof of reception of the file by the OFPRA.

2. The interview

The OFPRA interview is the **most important moment of your asylum application**. You will receive the summons for your appointment by mail, often after the letter of registration of the asylum application: check every week if you have received mail at your postal address! The date, time and conditions under which the interview will take place will be indicated in the letter. You must arrive on time on the day of your interview, and plan to stay at least 4 hours. Do not buy a return ticket too early (count at least 4 hours for the interview, plus the transport time to Paris).



The OFPRA can also notify you of your summons for the appointment on your online account. Check every week for new information.



We do not recommend adding events that you did not experience or paying non-professionals to translate your story, as

You went to the GUDA after May 2, 2022: you will receive the summons for the appointment on your online account. Check every week for new information.

Who will be present at the interview?

Those people are subject to neutrality and confidentiality:

- **A protection officer**, who works for OFPRA. His title has nothing to do with the police.
- **An interpreter** if you do not speak French. Make sure the interpreter speaks the same language as you. If you do not understand the interpreter or if you feel that the interpreter is not neutral, you should report this to the protection officer. Even if you do speak French, you can ask for an interpreter. If you notice they are not translating correctly what you said, don't hesitate to underline it.

If you wish, you can ask to be heard with a person from an association. They will only be a silent witness during the interview. They can only make observation after the interview.

How is the interview conducted?

During the interview, the OFPRA protection officer will ask questions based on the information in your OFPRA file, but it is your statements during the interview that will carry the most weight in the final decision.

- 1. The first part of the interview** is about your civil status: the protection officer will ask you questions in order to verify your identity and your family situation. It is important to confirm the personal information of your family (spelling, for example) and not to forget anyone.
- 2. The second part of the interview** focuses on your personal history and fears. It allows you to tell the events that led you to leave your country. You will be asked for details on the circumstances of these events (dates, places...). Your answers must be as detailed as possible and emphasise what has happened to you personally.
- 3. At the end of the interview**, you will be asked

to explain your current fears and what might happen to you if you return to your country.

An interview usually lasts 1.5 hours, but it can last from 45 minutes to several hours. You have the right to ask for a break to drink or use the restroom.

How to prepare?

The interview is confidential: you can express yourself freely. It is important to answer naturally and as spontaneously as possible.

Do not memorise your story; try to tell in detail what you experienced while trying to remember the chronological order of events, dates, places, names of people and their roles: **all the details that will allow the protection officer to fully understand your story.**

It is important to say:

- if you don't know something
- if you forgot something
- if you do not understand the question asked
- if you feel you have not been understood or that the translation is wrong.

If you suffer from memory loss, have frequent nightmares, and if recalling events is too painful for you, it is important to tell the protection officer during the interview so that they understand your situation. You may be suffering from post-traumatic stress disorder. It may be useful to go see a doctor to talk about this and obtain a medical certificate to submit to OFPRA.

When and how will you receive the answer?

The OFPRA gives its decision within an average of 4 to 6 months. Sometimes, the decision may take longer than expected. In this case, the OFPRA will send you a letter to warn you that the decision about your case cannot be made within the time limit. It is possible that you will be called for a second interview.

OFPRA no longer sends registered letters to notify its decision. You are informed by email or SMS and you must retrieve the full text of the decision from your 'asylum seeker' space (you received a login and password after OFPRA registered your application).



The time limit for the deadline to appeal starts to run on the date you first log into your 'asylum seeker' space.



MAKING AN APPEAL

3. The decision

The OFPRA will decide whether or not France should protect you: it can grant refugee status or subsidiary protection; it can also reject your application.

- **If the OFPRA gives you refugee status:** you have the right to obtain a 10-year renewable residence permit from the prefecture.
- **If the OFPRA gives you subsidiary protection:** you will have the right to a 4-year residence permit, then possibly a 10-year renewable residence permit. It is possible to appeal the OFPRA's decision in order to try to obtain refugee status («faire un recours," see following pages).
→ If you obtain refugee status or subsidiary protection: see page 54 for information on the next steps.
- **If the OFPRA rejects your application:** you can appeal to the Cour Nationale du Droit d'Asile (CNDA) (page 50).



Since the **16 of July 2024** the OFPRA rejection is systematically linked to the removal to the right of residence, thus an OQTF.

The prefecture has 15 days to send you the OQTF when the OFPRA notified the rejection of your asylum request. You will receive 2 letters : one from the OFPRA stating that your asylum request was rejected, one from the prefecture noticing you about your OQTF. As long as you have not received the OQTF from the prefecture, you cannot be placed under house arrest or detention and sent back to your home country.

If the OFPRA has rejected your application for asylum, you can appeal to the Cour Nationale du Droit d'Asile (CNDA) to contest the OFPRA's decision.

***The Cour Nationale du Droit d'Asile (The National Court for Asylum)** is an administrative court. It examines the appeals against OFPRA decisions. After carefully reviewing the arguments of the parties (the OFPRA and the asylum seeker), it will make a decision. It can cancel the OFPRA's rejection and grant refugee status or subsidiary protection. It can also reject the appeal. In this case, the applicant is refused asylum in France.*

How to appeal to the CNDA?

The appeal must be presented in the form of a letter, which may be accompanied by documents, and must be written in French. The letter must contain certain important elements:

- **Your civil status and information about you** (first and last names, date and place of birth, nationality, address)
- **Arguments to refute the points of the OFPRA's decision** that you contest. You must clearly state the reason(s) why you think OFPRA made the wrong decision about your case.

The appeal must **have arrived at the CNDA within one month after you received OFPRA's decision**: meaning within one month after the day you picked up the OFPRA's decision at the post office, or within one month after the post-person leaves a non-delivery notice (avis de passage) or one month after receiving OFPRA's decision on your secure digital space.

Writing an appeal is not easy. It is best to seek the help of a specialised organisation or a lawyer (page 16). You have three options:

- Ask for a **free lawyer** to help you (legal aid)
- Hire a **paid lawyer** yourself
- Make your appeal **alone** (strongly discouraged).

1. Free lawyer / public defender

Be careful, the deadlines for requesting free legal assistance are very short: **you must apply within 15 days of the withdrawal of the OFPRA decision.** After this 15-day period, you will have to defend yourself alone or with a paid lawyer. This is not recommended.

If you have requested legal aid, your lawyer will accompany you in all the steps related to the appeal (they will receive a copy of your letters).

Two ways to apply for a lawyer:

- **Ask for help from the SPADA or a non-profit organisation.** You must go to the SPADA or a legal support session to get help (page 16).
- **Apply for legal aid yourself.** Write a hand-signed letter yourself, specifying your personal information and the number of your OFPRA file, or fill out a CERFA application for legal aid and add a copy of the OFPRA decision.

You must send these documents by registered mail with an accusé de réception (ask the post office) to this address:

COUR NATIONALE DU DROIT D'ASILE
Bureau d'aide juridictionnelle
35 rue Cuvier - 93100 Montreuil Cedex
Or by fax to 01 48 18 43 11

You can also find a lawyer yourself who accepts clients who cannot pay. They will have to send a letter to the CNDA to inform them that they are taking your case.

If you request a free lawyer **within 15 days** of receiving your rejection letter from the OFPRA, **the one-month time limit for appeal will be interrupted until you are granted a lawyer.**

You will soon after (in about 15 days) receive two letters :

- a letter of registration of your request
- a letter of acceptance of your request with the name and address of your lawyer.

From the moment you receive this letter, your lawyer has little time to make the appeal.

They need to meet with you and listen to your story in order to prepare arguments against the OFPRA's decision.

Contact them quickly! Lawyers are often very busy, but don't hesitate to ask for an appointment with them. If you cannot make an appointment

with your lawyer, you can ask for help from a non-profit organisation (page 16).

If, for your appeal before the CNDA, you want to bring medical evidence of cruel, inhuman or degrading treatment you have experienced, it is necessary to contact the **forensic medicine department at the CHU (hospital) of Nantes**, which will be able to provide you, free of charge, with a certificate of your psychological and/or physical after-effects to be sent to the CNDA before your hearing.

CHU - UNITÉ MÉDICO JUDICIAIRE

📍 30 boulevard Jean Monnet
Bâtiment Jean Monnet - 2nd floor
📞 02 40 08 38 28

2. Private lawyer

If you want to hire a lawyer of your choice to defend you before the CNDA, **you must find them yourself and pay their fees. Make sure that your lawyer is a specialist in immigration law.**

With the help of your lawyer, you must send your appeal to the CNDA within one month of the notification of the OFPRA's rejection of your asylum application.

If you are unable to make an appointment with the lawyer you paid for, you can ask for help from a non-profit organisation (page 16).

3. File an appeal without a lawyer

This is not recommended.

You must defend your case at the CNDA without the help of a lawyer.

If you want to make your appeal by yourself and defend your case, read the information above to know the important elements of an appeal.

What happens after you file your appeal?

It is the CNDA that will examine your application.

- First, you will receive a **letter** that proves that your appeal to the CNDA is registered.
- Then you will receive a **summons to the CNDA for a public hearing**.



If the CNDA believes that your appeal does not present relevant arguments to challenge OFPRA's decision, a rejection decision can be made by order, meaning without a thorough examination and without a hearing.

The hearing will most likely take place at the CNDA, 35 rue Cuvier, 93100 Montreuil, near Paris. It is possible that your audience is in Toulouse, Lyon, Nancy or Bordeaux.



If you are unable to mode for health or family reasons, you can ask the CNDA to have an online hearing. If you are under house arrest or in retention in a CRA, the hearing will take place online.

It is important to go to the hearing. Be aware that the hearings are public. You can attend other people's hearings if you wish, to have an idea of how it works before you are called in yourself.

At the hearing, there will be three judges in the room:

Your lawyer (on the right) and **your interpreter** (on the left) will be seated next to you.

If you are in the fast-track procedure you will have **only one judge**.

On the day of your hearing, you can ask your lawyer to be heard à huis clos (in closed session), that is, without an audience.

The hearing will proceed as follows:

- 1. The rapporteur** will present your case;
- 2. The judge(s) will ask you questions directly to understand your story.** This part is very important because the judges are looking for the truth and must be convinced of the reality of your fears. You must answer their

questions as naturally and spontaneously as possible, while providing the details requested (see tips for the OFPRA interview). At this point, rely only on yourself, and not on your lawyer, who does not have the same knowledge of the events that you have personally experienced;

- 3. Finally, your lawyer will take the floor to plead your asylum application,** emphasising the most important points of your story to criticise the OFPRA's decision.

Three weeks after the hearing (normal procedure) or one week (fast-track procedure), the CNDA will send you its decision by registered letter. The decision will also be displayed at the CNDA and on its website. You will be informed of the posting date on the day of the hearing.

What to do when you have received the decision of the CNDA?

The final decision will be sent by registered mail to your address.

It is very important to check every week if you have received mail at the address where you receive your mail.

The CNDA can either decide to cancel the OFPRA's decision, meaning you are given refugee status or «subsidiary protection,» or refuse your asylum application.

If you obtain refugee status or subsidiary protection: read the information on page 48, which explains how to proceed with the first steps.

If the CNDA refuses to grant you protection, very few options are still possible:

- An appeal to the Conseil d'Etat within two months is possible, but the conditions are very strict: it is an appeal that only concerns problems related to the procedure and not the content of your file.
- A re-examination of your asylum application is possible but you must have new elements to request this (page 53).

If the CNDA refuses to grant you asylum, it means that you no longer have the right to stay on French territory and will lose several rights:

- SPADA FTDA will tell you that your domiciliation will end.
- ADA will end at most 3 months after the day of the refusal.
- If you had housing through OFII, it will end at most 3 months after the day of the refusal.
- If you had a work authorisation, it will then end.

You can receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF). You can be arrested and sent back to your country. If you haven't receive an OQTF one month after the appeal's rejection, you cannot be arrested and send to a CRA. Go to a legal support session to ask for advice (page 16) and see «In case of arrest by the police» to know your rights (page 59).



APPLYING FOR YOUR CASE TO BE RECONSIDERED ("RÉEXAMEN")

If you are alerted to new events that concern your safety in your country, it is possible to ask the OFPRA to re-examine your asylum application. There is no time limit to initiate this review. The only thing that counts is that there are new facts that confirm the threats against you if you return to your country.

If you apply for reconsideration with a file that does not meet the criteria described below, your application will be rejected without an interview within 15 days. Following a rejection of your application for reconsideration, it is common to receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF), possibly accompanied by a Prohibition against returning to France (Interdiction de Retour sur le Territoire Français, IRTF).

New fact

A new fact is an event that indicates that you still have concerns of persecution or serious

threat, meaning that these concerns are current. The fact is new if it occurred after the final rejection of your previous asylum application.

The fact is new if it happened:

- After the decision of the Cour Nationale du Droit d'Asile (CNDA)
- After the decision of the OFPRA (if you did not file an appeal with the CNDA).
- Or if you show that you were unaware of the event at the time of the rejection or that you did not have the opportunity to talk about it when you first applied.

Here are some examples of facts considered as new facts if they have not already been raised before OFPRA or CNDA:

- The evolution of the political and/or security situation in the country if it has an impact on your personal situation.
- The recognition of protection for a relative whose fear of persecution is linked to your situation.

New evidence is not a new fact.

The request for reconsideration will not be granted if you bring back an element that only confirms your oral or written statements from the previous application.

Examples:

- A certificate of affiliation with a political party is considered only as new fact if you had already disclosed your membership in that political party.
- A newspaper article or a letter from a lawyer attesting to facts already revealed during the previous application is considered to only be evidence confirming previous facts.

Be aware that a new fact does not have to be a written document. It can be an event that you can prove by simple statements. In this case, you will have to be very precise in your account (dates, places, names of people, ...) to allow the event to be retraced.



Just because the element is considered «new» does not mean you will automatically be granted protection. **Do not add any documents to your file without explaining how you obtained them and why you did not submit them during your first asylum application.**

It is important to know that even if some documents report a new fact, applications for reconsideration are very often rejected by the OFPRA and the CNDA because they doubt their authenticity.

How to apply for reconsideration?

The application for reconsideration is managed, as for the first application, by the OFPRA and the CNDA.

First, you must go to the SPADA to get an appointment at the prefecture and file your application for reconsideration. You should typically go to the SPADA of the department of the prefecture where you made your first asylum application, but this is not required. Depending on the date of your visit to the GUDA, you can apply for reconsideration **by mail or through your OFPRA online account**

At the prefecture, you will be given a certificate of application for asylum and a file for application for reconsideration (pink). An application for reconsideration is necessarily done as a fast-track procedure. The time required to examine the file will be quite short.



It is better to write your story with the new facts and ask a non-profit organisation for advice before going to the prefecture. **You will only have 8 days to send your file to the OFPRA.**



If your application for reconsideration is considered ineligible by the OFPRA, or after examination, has been rejected by the OFPRA, you can appeal to the CNDA.

IF YOU HAVE BEEN GRANTED PROTECTION (REFUGEE)

At the end of your asylum application process, the OFPRA or the CNDA has granted you international protection: refugee status, subsidiary protection or stateless status.

This means that :

- You are protected by France
- You have the right to stay in France

- You will benefit from many rights granted to French citizens.



As soon as you receive the decision, you must go to the prefecture with a certificate of residence or domiciliation and the asylum decision to obtain a *récépissé*.

*The **récépissé** is a temporary document that affirms the «recognition of international protection» and allows you to start taking steps while waiting for your resident card or multi-year residence permit.*

What are your rights?

- **The OFPRA will deliver you civil status documents**, such as documents in your name which will be recognized by the French administrations (birth certificate, marriage certificate...). You are no longer allowed to contact the administration of your country of origin, or you will lose the protection of France.
- **Right to residency**: after receiving the civil status documents issued by OFPRA
 - **refugees** obtain a 10-year residence permit.
 - **beneficiaries of subsidiary protection** obtain a multi-year residence permit for a period of 4 years (renewable).
- **You have the right to obtain a travel document** that will allow you to travel abroad, except in your country of origin. The application must be filed on the website of ANEF. You will need an identity e-photo, your residence card, proof of residence, and proof of protection from the OFPRA. The travel document costs 45€.
- As soon as you receive the decision from the OFPRA or the CNDA, **you have the right to receive social and family benefits** (RSA, CAF, social housing application, etc.)
- You have **the right to work** in France and to register with France Travail (called «Pôle Emploi» before 2024).
- You can **resume your studies and get a diploma** (page 40).
- You can exchange your driving licence for a French driving licence. To do this, the licence must be valid, have been obtained before the first residence permit or long-stay visa was issued, and be written in French

or accompanied by an official translation. The application must be submitted at the prefecture.

Deadlines: you have less than a year to start this procedure from the date of validity of your *récépissé* recognising the international protection.

- You can **apply for French citizenship** (if you have had a stable and personal income for more than one year and have a good level of French):
 - If you have obtained refugee status: you can do so as soon as your refugee status is recognised.
 - If you have obtained subsidiary protection: you must prove 5 years of residence in France. You must apply for it at the prefecture of your place of residence.

Family reunification

You can bring your family members to France:

- **Your husband or wife, or your partner** (if you are not married).
If the union or marriage took place after your asylum application, this will be a different procedure called «regroupement familial».
- **Your children** (under 20 years old) **and your wife's children** (under 18 years old).
- **If you are a minor**, you can bring your parents and minor brothers/sisters to France.

How to bring your family?

1. **Your family must apply for a long-stay visa** at the French Consulate closest to their place of residence. **The application** they need to give to the consulate includes a form, the passport(s) of members of your family, 4 identity photos per member, proof of your OFPRA protection and a copy of the birth and/or marriage certificate for each family member. **It costs 99€ to have the application reviewed.**

2. Once the application has been filed at the consulate, **the Office of the Families of Refugees (Bureau des familles de réfugiés) will contact you** to get a copy of both sides of your residence permit or *récépissé*, a form concerning your family situation, proof of address or domiciliation, and any element likely to prove your family ties.

3. The procedure can take up to 8 months. Visit a lawyer 2 months after the visa application.

- If the long-stay visa is granted, your family has 3 months to travel to France.
- If the visa application is refused or if the consulate does not reply, you have 2 months to file an appeal to the Commission de recours against the visa refusal. Visit a lawyer, especially if it is a question of civil status.

How to get help?

These first steps may seem a bit complicated, but you can **get help** from different non-profit organisations.

If you are domiciliated at the CCAS, you have the right to see a social worker of the CCAS. They usually have little spared time and can refuse to see you. In that case, ask to be oriented to another structure, or ask to relatives to come with you.

- **Make an appointment with a social worker** to get help with your procedures. In Nantes: contact the Espace Départemental des Solidarités (EDS) closest to where you live (page 28). If you live in a town around Nantes, you can contact the CCAS of the commune in which you live.
- You can also go to a **legal support session specialised in assisting refugees** (page 16).

RESIDENCE PERMITS



What are residence permits?

Residence permits are other rights than asylum to stay in France.

Multiple residence permits exist for multiple situations:

- **Residence permits for care**, for very sick foreigners that can't be healed in their home country,
- **Residence permits for students**, to pursue a cursus in higher education in France,

- **Residence permits for family reasons**, if for example you have a PACS partner or are wed to a French person with a French child,
- **Residence permits for a special residence admission for private and familial matters**,
- **Residence permits for a special admission for work**, for people working in France for several years and wish to regularise their situation.

Other residence permit exist. They are one-off, and can depend on your nationality. Every situation is different!

Asking for a residence permit is a complicated procedure involving risks. **It is very important to ask advice from professional or associative lawyers before starting this procedure.** Go to a legal aid service to assess your personal situation and get help to write down your file (page 16).

If you have a residence permit in another country of the European Union, go to a legal support session (page 16) before doing procedures in prefecture. Some residence permits will allow you to ask for a work authorisation, others will not.

The residence permit system is different from the asylum system. For asylum, you have to talk about the persecution you suffered in your country of origin, whereas to obtain a residence permit, it is your situation in France that matters.

In many cases, you will have to prove with documents how long you have been in France, your level in French, your connections with French or foreign people who have a right to stay... **You will need to have kept many documents** to prove your presence in France. For more advices and information on documents to keep with you, see page 4.

For most residence permits, you have to apply from your country of origin, at the French consulate. You must then apply for a long-term visa (visa D) which gives you the right to a residence permit (for example for family reunification, to study in France, to come to France for work). The long-term visa is the opposite of the tourist visa, which only lasts a maximum of 3 months (visa C).

But if you are already in France, you can apply for certain residence permits in order to have the right to stay in France. This is called «regularisation».

It is possible to apply for a residence permit:

- **If you are in an 'irregular situation'**, i.e. you do not have papers giving you the right to stay in France.
- **If you are applying for asylum.** When registering your asylum application, the prefecture will ask you if you also want to apply for a residence permit. This must be done **within 2 months**, except for residence permits for health reasons for which the deadline is 3 months. Your application for a resident permit will only be processed once you have received a response to your asylum application.

It will no longer be possible to apply for a residence permit if your asylum application is rejected, except in certain cases.



There are many conditions for obtaining a residence permit. Applying for a residence permit is a complicated and risky procedure. Each application is different and the chances of obtaining a residence permit depend on your personal situation.

You could receive an OQTF (Obligation to leave French territory) if your application for a residence permit is rejected.

When you receive the prefecture's decision by post, **quickly contact a lawyer** or an association for legal aid (p. 15). OQTFs are enforceable for 3 years, which means that **the prefecture can deport you with the same OQTF for 3 years.** This limits the possibility of submitting a new application for regularization. Prefects also have the option of refusing a residency application if an OQTF has not been enforced.

Please note that you are more likely to be deported if you are arrested by the police.

For more information on what to do if you are arrested by the police, see page 59.

For these reasons, **it is very important to seek legal advice before starting a residence permit application procedure.** Go to a legal support session to assess your personal situation, to see if you meet the criteria for a residence permit, and have help with your application (page 16).

Some residence permits are more reliable than others. There is a difference between **"residence permits by right"** and **"discretionary residence permits"**.

Residence permits by right

The criteria for obtaining residence permit by right are laid down by the law. If you meet these criteria, a residence permit should be issued by the prefecture. In case of a refusal, you can ask a lawyer to do an appeal.

Most of «private and family» residence permits are «by right» (parent of French child, wedding with a French person if you are in a regular situation, intensive private and family links). It is also the case for the health residence permit, for serious illness that can't be cured in the home country. The conditions to get the permits are numerous and sometimes unclear.

classes with a written and oral test to assess their level of French. To obtain a multi-annual residence permit (2 to 10 years), the minimum level required is A2. If necessary, contact one of our legal advice centers for more information (page 16). Be careful: if you have not reached an A2 level in French after 3 years, you will not be able to renew your residence permit for another year.



Filling the conditions – even for a residence permit by right – does not always mean that you will obtain the residence permit.

Discretionary residence permits

Discretionary residence permits are more difficult to obtain because they are «at the discretion of the prefect», i.e. subject to their goodwill. This means that even if you meet the criteria for a residence permit, the prefect can still refuse. For example, work permits are discretionary.

For residency rights for European citizens (explanatory diagrams and list of statuses entitling the holder to a right of residence), see the website (French website only):

 <https://www.romeurope.org/droit-au-sejour-citoyens-ue/>



The criteria in the 2012 'Valls' circular were abolished by the January 2025 'Retailleau' circular, which severely restricted the possibilities for regularisation, and increased the criteria for length of residence in France from 5 to 7 years.

Once you have the residence permit, pay attention to:

- **the commitment to respect the “principles and values of the Republic”:** Most foreign nationals applying for a residence permit must sign a contract (CERPR) and promise to respect a certain number of principles. Failure to comply with this contract may result in the person's residence permit being refused or withdrawn.
- **the obligation to improve their level of French in order to renew a residence permit:** The person must sign a Republican Integration Contract (CIR) and promise to take French

Residence permits in the context of a regularisation in France

- **BY RIGHT** (you must meet the conditions, which may be unclear). If your application for a residence permit is refused as of right, do not hesitate to contact an association or a lawyer to lodge a legal appeal
- **DISCRETIONARY** (meet the conditions + receive a favourable decision from the prefecture). Please note that in the event of refusal, no appeal is possible and the refusal may be accompanied by an OQTF

YOUR SITUATION				RESIDENCE PERMITS
● M2 Students in search of employment (APS* 12 months)	● Visitors	● Employees/ temporary workers	● Young people in the care of ASE after turning 16 and completing a training course	Residence permit for work
	● Marriage to a European citizen (not of French nationality) who works and resides in France	● Personal and family ties (intensive, stable, long-established)	● Parents of a French child or refugee child	Residence permit for family life
	● Sick foreigners (serious illness that can not be treated in your home country)	● Parents of a sick child (APS* 6 months)	● Work accident/ illness caused by your work	Residence permit for health
● Birth/entry into France before 13 years old and French residency	● Young people in the care of ASE before turning 16 years old	● Particular or humanitarian reasons	● Has lived in France for at least 10 years.	Residence permit for private life
● Victims of domestic violence	● Victims of human trafficking or prostitution	● Beneficiaries of a protection order	● In a programme to leave prostitution (APS* 6 months)	Residence permits for survivors of violence

APS = Temporary residence permit



The residence permits that Algerian national can apply for are different from others because they depend on the Franco-Algerian agreement.

IF YOU ARE ARRESTED BY THE POLICE



You can be arrested in the event of an identity verification stop - to check if you have the right to stay in France - and/or if authorities think you may have broken a law.

If you are undocumented and you are arrested, you may receive an **Obligation to Leave the French Territory (OQTF)** and could be assigned house-arrest or be detained in an **Administrative Detention Centre (CRA)**.

Documents to have with you:

- **Documents about your immigration procedure** (asylum application certificate/ récépissé, application for a residence permit...)
- **Proof of residence or accommodation**
- **Health insurance certificate (CSS, AME)**, documents related to your medical care, contact information for your doctor
- **Documents about your family situation** in France: school enrollment certificate for your child(ren), marriage certificate, etc.
- **A telephone card and/or a mobile phone without a camera (these are the only ones allowed during detention in the CRA)**
- **The telephone number of a trusted person**, a member of a non-profit and a lawyer to be notified immediately if you are arrested or detained.



Keep these copies of your documents in several places (at a friend's house or a non-profit's office) and on the internet (emails...).

You should avoid giving your passport if you are in an irregular situation (even if it is out of date), as it could lead to you being expelled from France. Yet, not having your passport could be an argument to place you in an administrative detention centre.

If you go to the PAF (Border Police) or the police station:

You can be detained for a maximum of 4 hours for an identity check, 24 hours to check your right to residency, 48 hours in police custody if they think you may have broken the law.

You have **4 essential rights**. They can help you to be released. Ask for:

- **an interpreter**: in the language you speak best, even if it is a rare language!
- **a doctor**
- **a lawyer**  *Free*
- **to phone** a trusted person, a non-profit organisation. Give details of your arrest (where, when) so that they can help you.



Do not sign any documents if you do not understand what is written. Ask to speak to an interpreter!



Attention ! If you are placed into custody or under house arrest, and that it stops you from pursuing your asylum procedure, you need to ask a « *sauf-conduit* » (special permission) to the prefect !

If you are released

If you don't have legal immigration status, you might leave the police station with an Obligation to leave the French territory (OQTF) and possibly a Prohibition on Returning to France (IRTF). This decision may be accompanied by a house arrest. Be careful, **you often only have 48 hours from the time you signed the document to make an appeal**. As soon as you are released, contact a lawyer or a non-profit organisation to help you (page 16).

If you were insulted and mistreated by the police, you can file a complaint. The police cannot refuse to file a complaint, even if you are undocumented. **If they were violent, you can go to a doctor and get a certificate proving your injuries.**

If you are sent to an Administrative Detention Centre (CRA)

The CRA is a place of detention which aims to deport you either to your country of origin, or to the country responsible for your asylum application (Dublin procedure), or to the country which has granted you protection (Schengen remission).

In Nantes and in the department of Loire Atlantique, there are no CRA yet. Most people are transferred to Rennes. As soon as you arrive at the CRA, ask to see the association **La Cimade** (your relatives can also inform the non-profit that you are being detained there).

LA CIMADE AT CENTRE DE RÉTENTION (CRA) RENNES

☎ 02 99 65 66 28 or 06 30 27 82 55

(only for pour detention issues)

Fax :02 99 65 66 07

✉ der.rennes@lacimade.org

📍 Der Rennes (Cimade Centre Rétention Rennes)

They will help you with the necessary legal procedures, keep you informed about the progress of your case, and put you in contact with lawyers. If La Cimade is not available (weekends, public holidays, etc.), try to contact them by email. The police registry office must register your appeal in any case, even without an organisation's involvement.

Phone booths to directly call the detained foreigners:

☎ 02 99 35 64 60 / 02 99 35 28 97

02 99 35 13 93 / 02 99 35 64 59



In order to deport a person, the French State must have their valid passport or a consular pass.

- **If you did not give your passport** and you refuse to see a representative from your country's consulate, it will be difficult to obtain a laissez-passer: deporting you will be complicated. **Be careful**, if you refuse to meet this representative, you can be sentenced to a prison period (from 1 to 4 months).
- **If you have given a false identity**, the police will not know which country you come from. This makes your deportation complicated. Be careful, if the police find out that you have given a false identity, you can be sentenced to a prison period (from 1 month to 3 years).

How long in the CRA?

The maximum period of detention in the CRA is 90 days. You can make two appeals to ask for your release:

- 1. Appeal against the decision to place you in detention.** The juge des libertés (judge of freedoms and detention, JLD) has 48 hours to decide whether or not to extend the detention period.
- 2. Appeal against the decision of the Obligation to leave the French territory (OQTF).** The administrative court is asked to cancel the decision to deport you (only if this decision is recent, less than 48 hours).

Depending on the judge's decision, you may be released or your detention may be extended.

ADMINISTRATIVE DETENTION CENTRE (CRA) OF RENNES

📍 Lieu dit Le Reynel, Saint-Jacques-de-la-Lande, 35091 Rennes Cedex 9

Your rights in detention:

- **Make phone calls** from the centre's phone booths or with your mobile phone without a camera. Mobile phones that can take pictures will be taken away from you. Your relatives can also call you to the phone booths.
- **Receive visits from your relatives.** They must have legal immigration status and have to present an identity document. They can bring you clothes, new and individually wrapped non-perishable food (cakes, sodas), documents, money, a mobile phone without a camera, cigarettes.
- **Be visited by a non-profit organisation/ support collective:** look for the competent organisation for visits in the CRA of the Region you are detained. It can be «Cimade», «France Terre d'Asile», «Forum réfugiés-Cosi» or «Groupe SOS Solidarités-Assafam» for example. The full list of competent organisation is here:
📄 https://www.france-terre-asile.org/images/Pages_de_Rapport_CRA_2020.pdf
- **Accept the OFII's assisted voluntary return program**, to return to your country of origin. For some countries, reintegration assistance is offered in your country of origin
📄 www.retourvolontaire.fr

If you are released by the JLD or the Administrative Judge do not forget to collect a notification when you are released which grants you 7 days of legal stay in the country.

If the prefecture informs you that you have been **assigned to house arrest upon leaving the CRA**, you have seven days to contest the decision (with the support of a lawyer or an association) in an administrative tribunal.

ADA : Financial Aid for Asylum Seekers
ADE : Foreigners' Defense Organisation
AME : Government Health Aid
APS : Temporary Residence Authorisation
ASE : Child Welfare
CADA : Reception Center for Asylum Seekers
CAF : Family Aid Fund
CCAS : Community Center for Social Action
CMA : Material Conditions for Reception
CNDA : National Court of Asylum
CPAM : Primary Health Insurance Fund
CRA : Administrative Detention Center
CSS : Complementary Health Insurance (formerly CMU)
DAHO : Accommodation Right by Appeal
DALO : Housing Right by Appeal
DNA : National Reception System
GUDA : Asylum Seekers' One-stop Shop
HUDA : Emergency Accommodation for Asylum Seekers
IRTF : Prohibition of Return to French Territory
JLD : Liberties and Detention Judge
MDS : Solidarity House
MIE : Unaccompanied Foreign Minor
MNA : Unaccompanied Minor
OFII : French Office for Immigration and Integration
OFPRA : French Office for the Protection of Refugees and Stateless Persons
OQTF : Obligation to Leave the French Territory
PAIO : Reception, Information and Orientation Center
PAF : Border Police
PUMa : Universal Health Protection
PRAHDA : Reception and Accommodation Program for Asylum Seekers
RAR : Registered Post with Proof of Receipt
RSA : Solidarity Labour Income
SIAO : Integrated Reception and Orientation Service
SPADA : First Reception Organism for Asylum Seekers
TA : Administrative Tribunal

BUS AND TRAM MAP OF NANTES

Caption



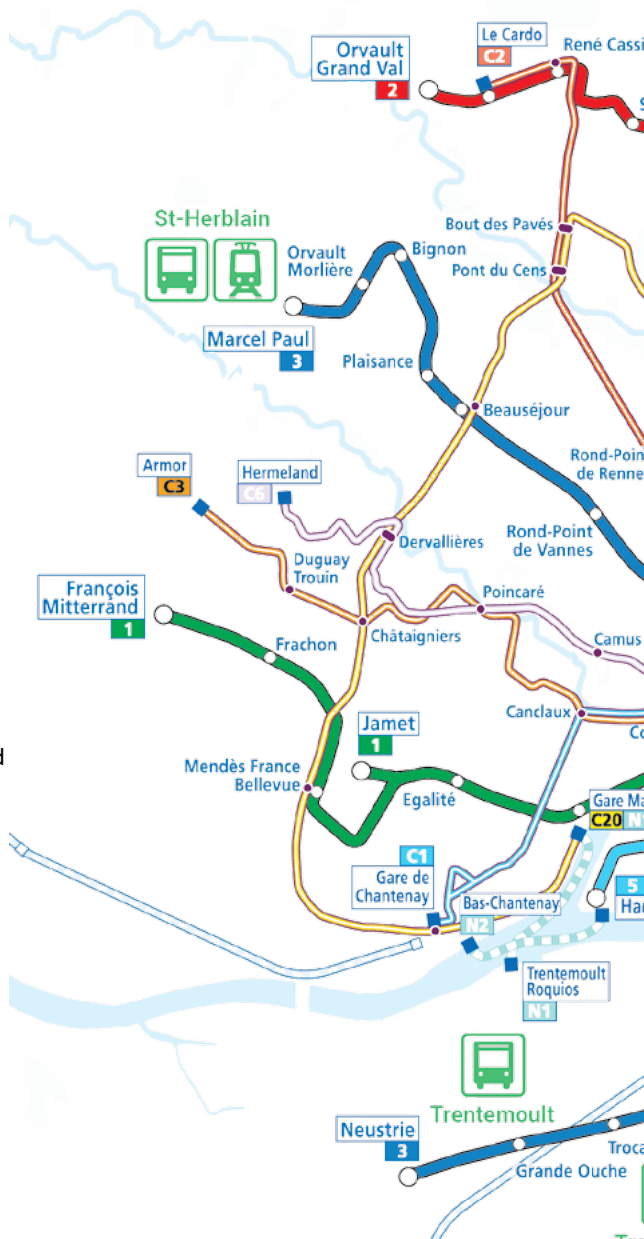
For a more detailed plan (including more buses) or to map a trip:

<https://naolib.fr/fr/transport-en-commun/tram-bus-navibus>

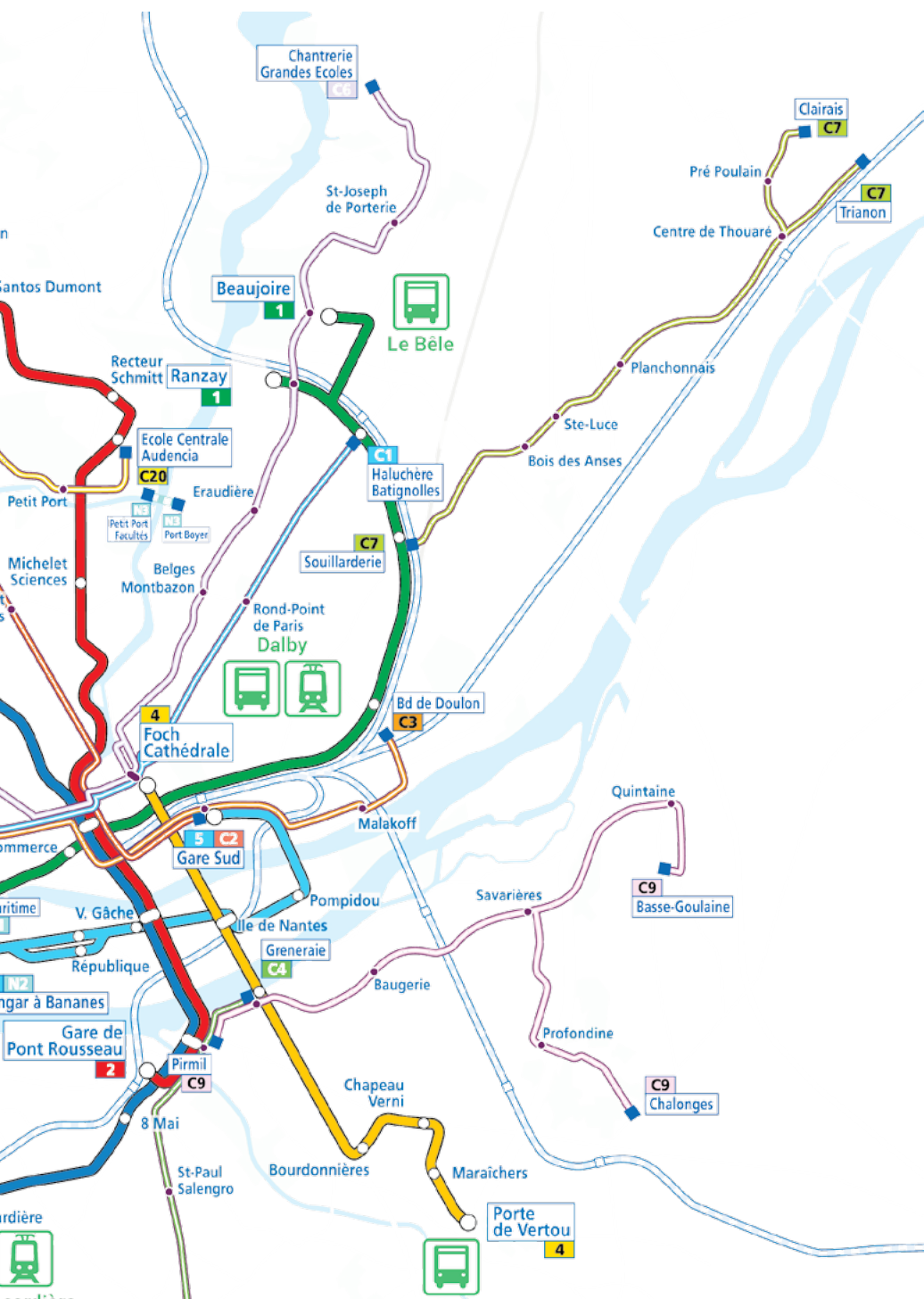


Interactive map of addresses

To access directly on google maps the addresses indicated in the guide, arranged by categories, you can use the interactive map below:



Bus line **54** has been extended and renamed **C8**





UPDATED IN NOVEMBER 2025 ENGLISH *Nantes*

If you are in Nantes as an asylum seeker, refugee, or undocumented person, **this guide is for you.**

It has **helpful addresses, advice**, and legal **procedures** that are **updated on a regular basis!**

Our texts are written, reviewed, and checked by professionals in the fields of social work, asylum, and immigration law.

This is the **English edition** of the guide for the Nantes branch of Watizat, but this guide already existed for a longer time in **Paris, Lyon, Oise and Toulouse**. There are also **French** and **Arabic** editions in Nantes.

This guide has the ambition to be translated in **multiple languages**. We are searching for translators and **designers** in Tigrinya, Dari and Russian!



To download the guide :
www.watizat.org



watizat.nantes



Watizat Nantes

Questions? Contact us:
nantes@watizat.org

Si vous êtes une organisation, association ou collectif,
commandez les guides en version papier : **nantes@watizat.org**