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 **IOM**
UN MIGRATION



PATHS

USER GUIDE

A step-by-step guideline to navigate
the French digital housing platform

www.PATHS2Homes.fr

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PATHS2HOMES.FR USER GUIDE

GENERAL INTRODUCTION

About the PATHS project

The PATHS (Providing Assistance for Transitioning Housing Solutions) project, funded by the European Union under the European Social Fund Plus (ESF+) and, implemented between November 2024 and October 2027, is led by IOM in partnership with Orbit Vzw and Dihal, and in coordination with Fedasil. PATHS is a piloting initiative which aims to prevent homelessness amongst beneficiaries of International Protection (hereafter BIP) and Temporary Protection (hereafter BTP) in Belgium, France and Greece. One of the project's key objectives is to establish housing matching platforms in Belgium and in France, as well as further developing the Heliospiti platform in Greece.

About Paths2homes.fr

The Paths2homes.fr platform is a digital tool designed to support refugees, landlords, intermediary organizations (IMOs), support professionals, and IOM staff in the process of accessing permanent housing for beneficiaries of international and temporary protection. In Belgium, France, and Greece, many beneficiaries encounter significant obstacles when transitioning from temporary reception facilities to the rental market, particularly on mainstream rental platforms where they often face barriers to accessing housing. At the same time, landlords and local organizations often lack the tools or contacts to offer housing to newcomers in a safe and efficient manner. The PATHS platform was created to fill this gap by providing a secure, transparent, and collaborative space where all stakeholders can participate in a structured process of matching housing with beneficiaries.

This user guide provides practical, step-by-step instructions for each type of platform user. Each section is tailored to the specific role of the user, whether you are a landlord or agency renting out a property, a refugee tenant looking for housing, an organization supporting beneficiaries, or an IOM staff member responsible for monitoring and validation processes.

The platform and this user guide were developed by Assist Asia and then adapted by IOM to ensure ease of use, data protection, accessibility, and alignment with the field actors' operational procedures. As a secure environment, the PATHS platform prioritizes the security and confidentiality of personal data while enabling effective collaboration. Only verified users can access sensitive information—and each step of the process, from property verification to file creation, application review, and match confirmation, is governed by clear protocols that ensure fairness and accountability.

By bringing together trusted partners, verified listings, and a structured matching mechanism, the PATHS platform aims to improve housing solutions for beneficiaries and streamline communication between all stakeholders. This guide has been designed to help you understand your role, make full use of the tools at your disposal, and contribute to a coordinated, supportive, and dignified housing journey for refugees transitioning to a stable and independent life.

If you need help at any stage, the platform's built-in support features and the IOM PATHS team are available to assist you. We thank you for your commitment and contribution to strengthening pathways to sustainable housing and integration.

This user guide (SOP: Standardized Operating Procedure) corresponds to Deliverable 2.2 of the Grant Agreement of the PATHS project.

LANDLORDS

Introduction

This user guide is designed to assist property owners and real estate agencies in their activities on the PATHS platform.

As landlord, you play an essential role in providing safe and sustainable housing for refugee tenants seeking long-term accommodation.

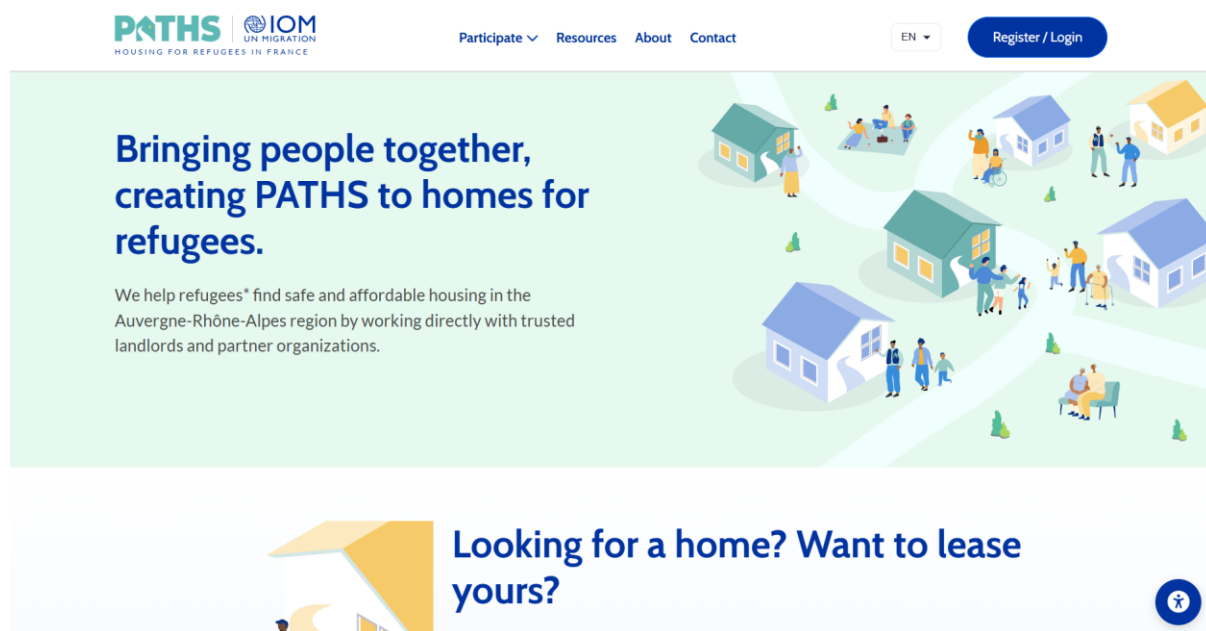
The platform allows you to publish your properties, review tenant applications recommended by trusted partner organizations and IOM and participate in a transparent and well-regulated rental process.

This guide will help you navigate the platform, understand its features, and effectively manage your listings and interactions with applicants.

Navigate website

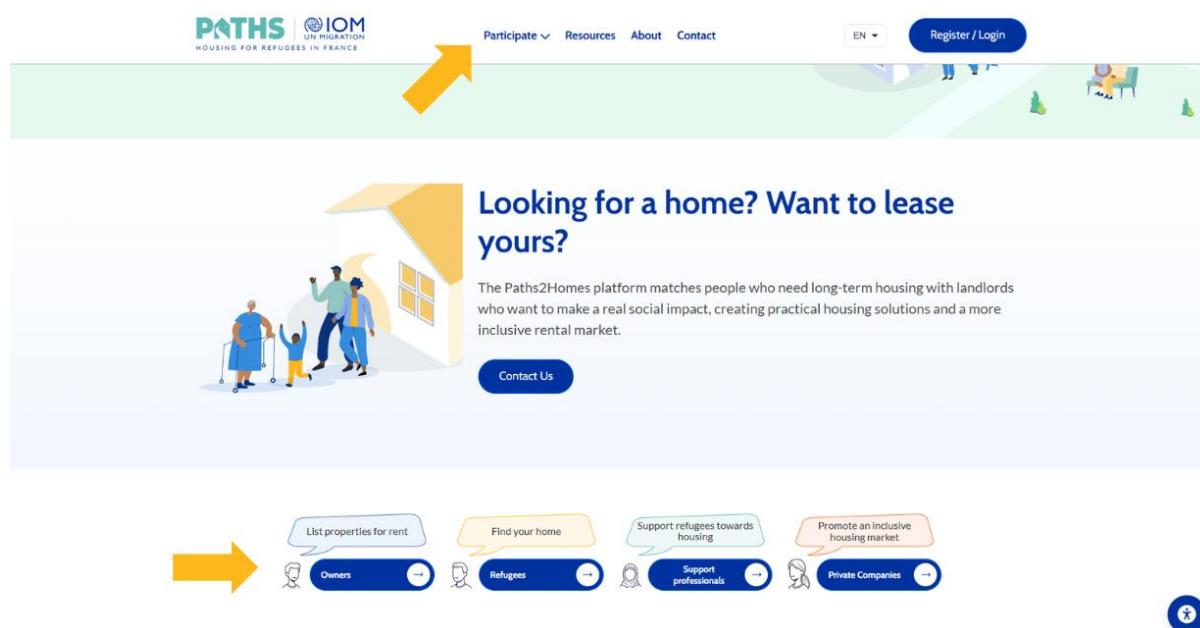
Step 1: Enter the following URL in browser's search bar:

<https://paths2homes.fr>



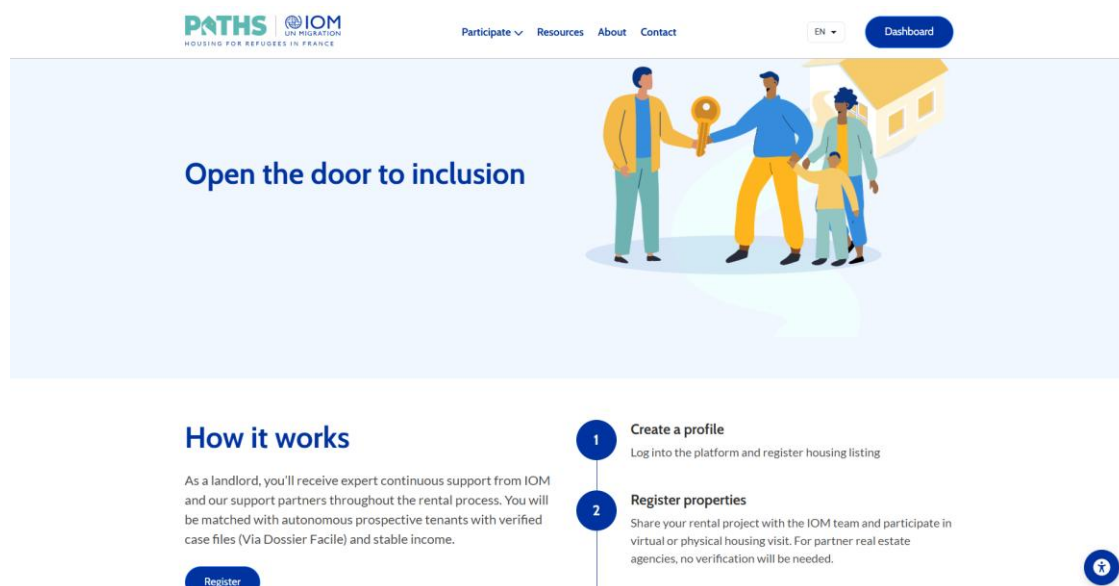
The **homepage** contains key information about the project and action buttons targeting each project stakeholder.

Step 2: Go to the support professionals' section



There are two options:

- Click on the **“Participate”** tab at the top of the page, then select **“Landlords”** from the drop-down menu.
- Scroll down the home page and click on the **“Landlords”** button.



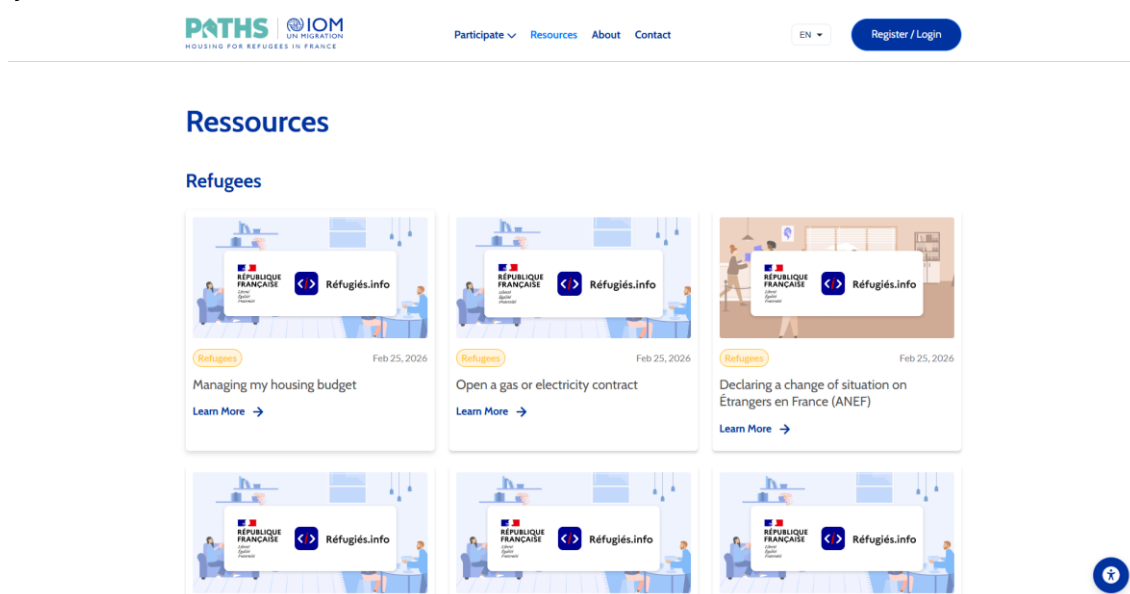
This takes you to a page with dedicated information:

- How it works (the different steps)
- Conditions of participation
- Project benefits
- Why rent out to a refugee
- Wishing to get more support?

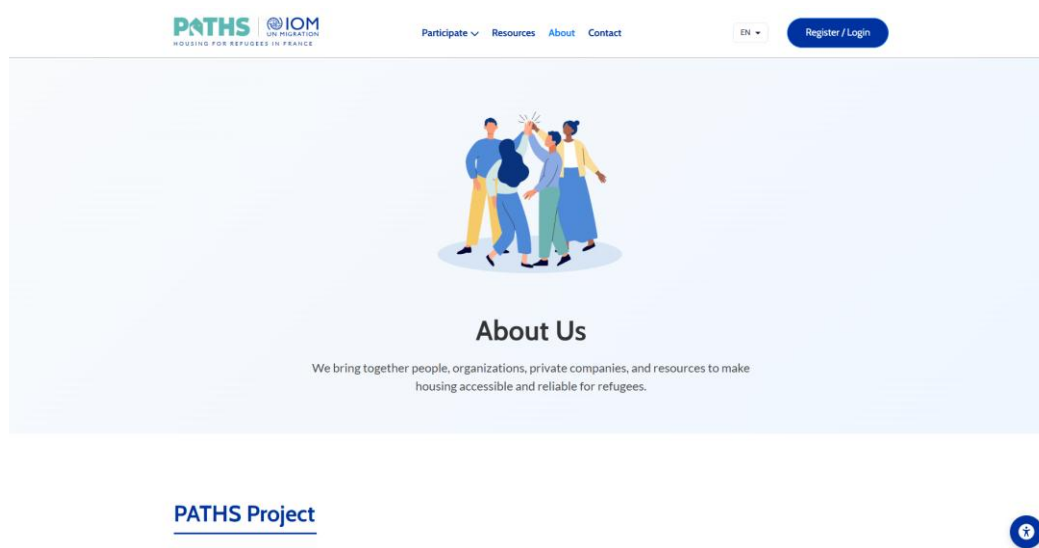
Step 3: Visit the different tabs

The **“Participate”** tab, like the action buttons on the home page, provides access to pages dedicated to the four stakeholders in the project: landlords, refugees, support professionals, and private companies.

The **“Resources”** tab contains documents, guides, and reports produced by IOM or its partners with the aim of facilitating access to housing for beneficiaries of international and temporary protection. It is divided into four sections corresponding to the different stakeholders in the project.



The **“About”** tab presents the IOM and the PATHS project, the team, the objectives, the activities, and an FAQ section with the most common questions.



The **“Contact”** tab allows you to communicate with the PATHS team via a form to participate in the project or simply ask questions.



PATHS | **IOM**
HOUSING FOR REFUGEES IN FRANCE

Participate ▾ Resources About Contact

EN ▾ Register / Login

Contact Us

First Name*

Last Name*

How did you hear about us?

- Select - ▾

Email*

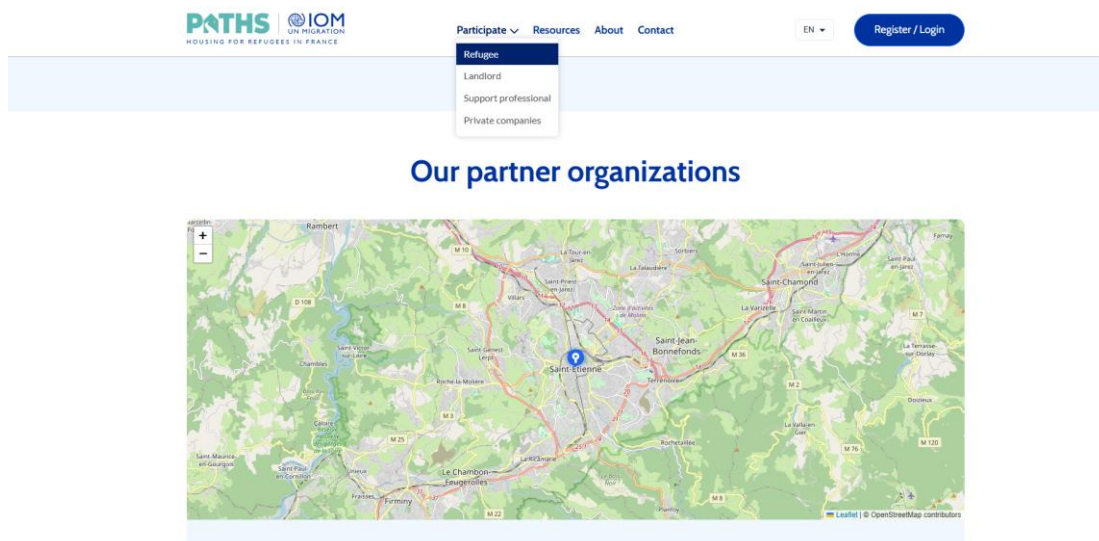
Phone Number*

Your Message...

Send Message

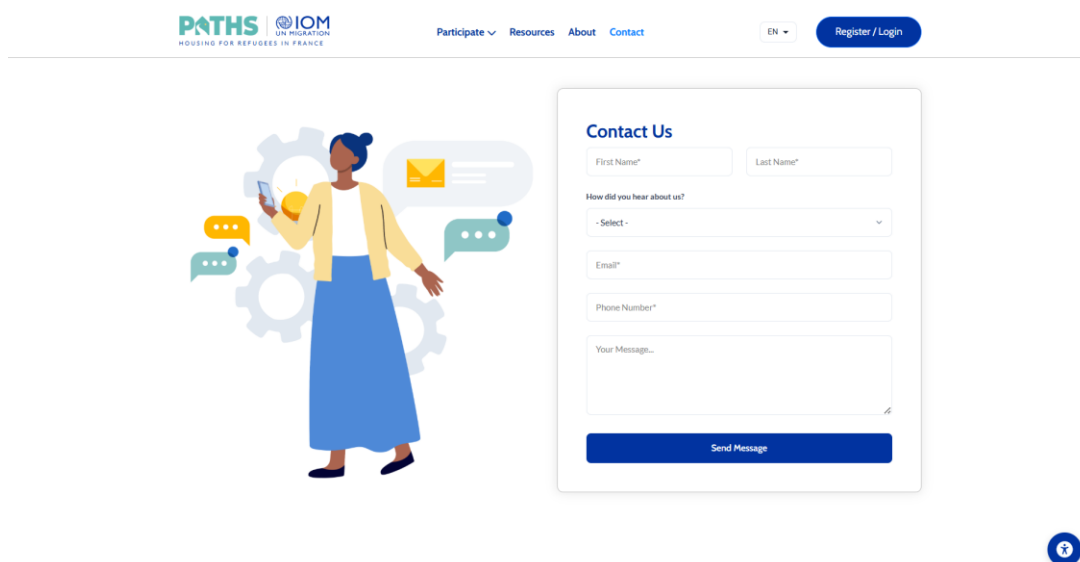
Step 4: Check the map of partner organizations.

In the **“Participate”** tab dedicated to refugees, you can check the map of the project's partner organizations.



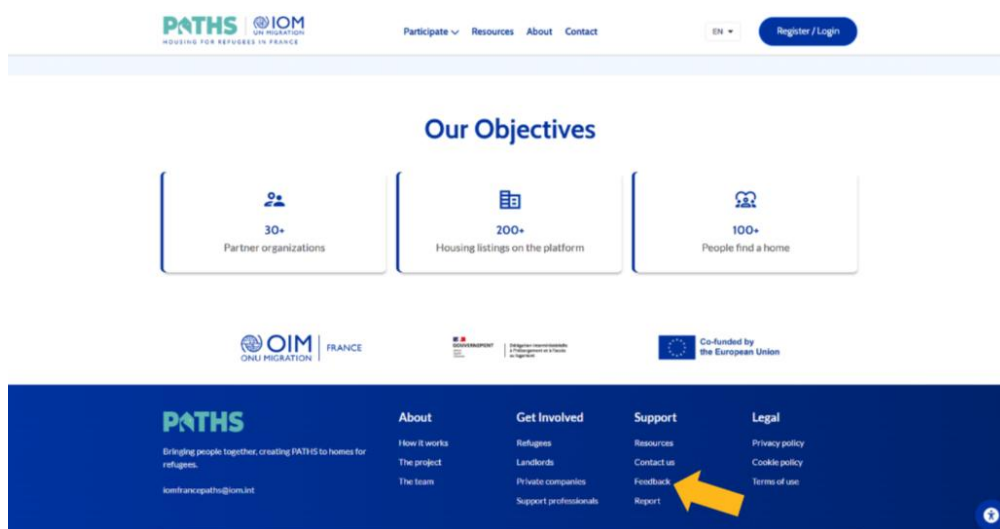
Step 5: To contact the PATHS team, fill out the contact form.

In the **“Contact”** tab, the contact form allows you to send a message to the IOM PATHS team to ask a question or express interest in participating in the project



The screenshot shows the PATHS website interface. At the top, there are logos for PATHS and IOM, and navigation links: Participate, Resources, About, and Contact. A language dropdown is set to EN, and a Register / Login button is visible. The main content area features an illustration of a woman holding a smartphone, surrounded by gears and speech bubbles. To the right is the 'Contact Us' form, which includes fields for First Name, Last Name, a dropdown for 'How did you hear about us?', Email, and Phone Number. There is a large text area for 'Your Message...' and a 'Send Message' button at the bottom.

Step 6: To share your opinion on the project, fill out the feedback form



The screenshot shows the footer of the PATHS website. It includes the PATHS logo and tagline 'Bringing people together, creating PATHS to homes for refugees', along with the email 'iowfrancepaths@iom.int'. There are five main sections: 'About' (How it works, The project, The team), 'Get Involved' (Refugees, Landlords, Private companies, Support professionals), 'Support' (Resources, Contact us, Feedback, Report), and 'Legal' (Privacy policy, Cookie policy, Terms of use). A yellow arrow points to the 'Feedback' link in the 'Support' section. The footer also displays logos for OIM France, the French Government, and the European Union.

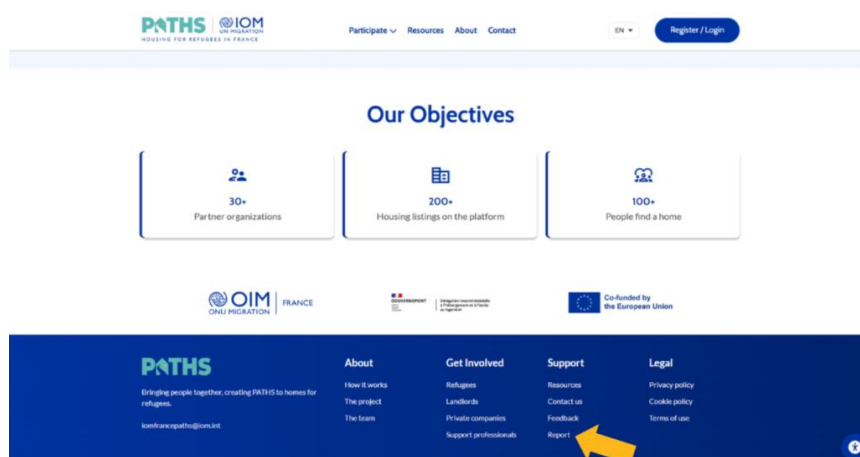
Available at the bottom of the page or via the **“Feedback”** button in the “Contact” tab, the feedback form allows you to share:

- A suggestion
- An opinion
- Feedback
- A difficulty observed in accessing housing

This feedback is used to evaluate the project .

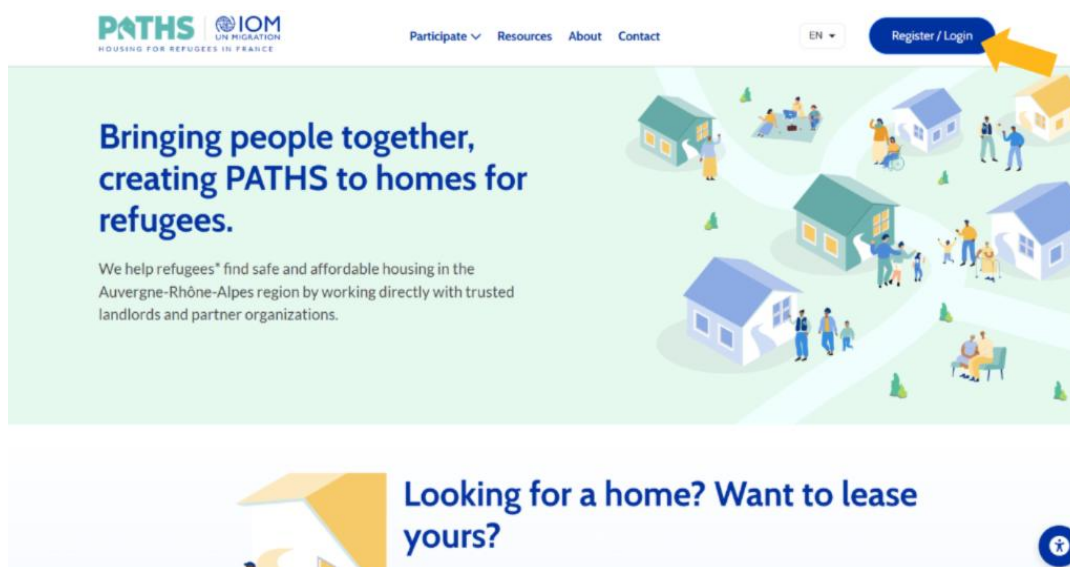
Step 7: If you have experienced misconduct on the part of IOM or a partner, follow the procedure for reporting abuse

The IOM provides a system that allows any stakeholder in a project led by the organization to report misconduct committed by an employee of the organization or one of its partners.



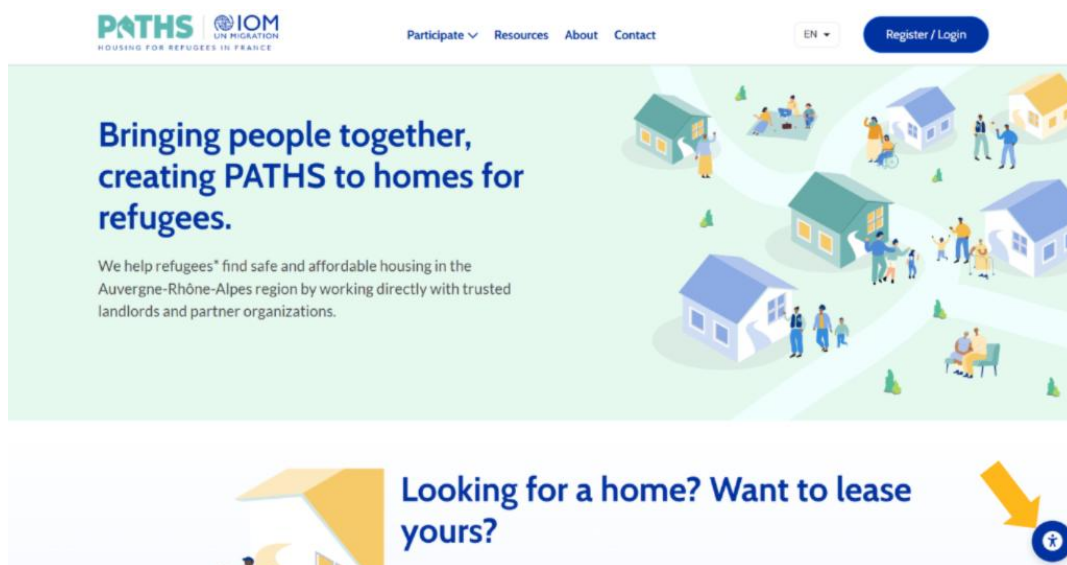
By clicking on **“Report an issue”** in the footer or in the **“Contact”** tab, you are directed to an external page where you can fill out a form to report the abuse securely and confidentially.

Step 8: Click on the register/log in button to access the rental listings portal



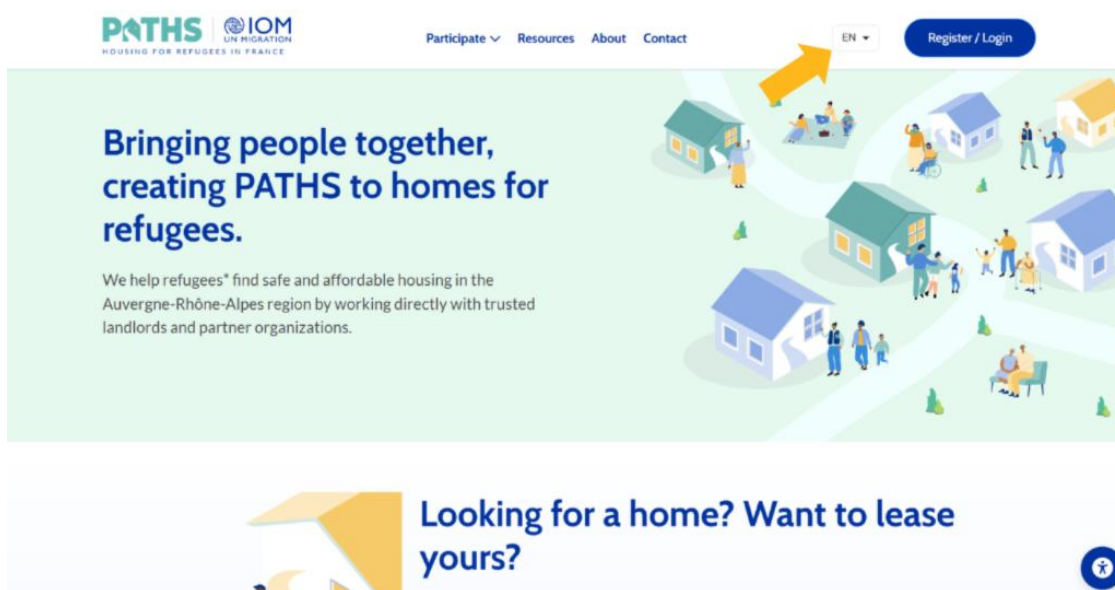
In the **“Participate”** tab or at the top right of the screen, the **“Register/Log in”** button allows you to access the rental listings portal by registering your organization or logging in if you are already registered.

Step 9: Change the accessibility options.



By clicking on the button at the bottom right of the screen, you can choose several accessibility options to make navigation easier.

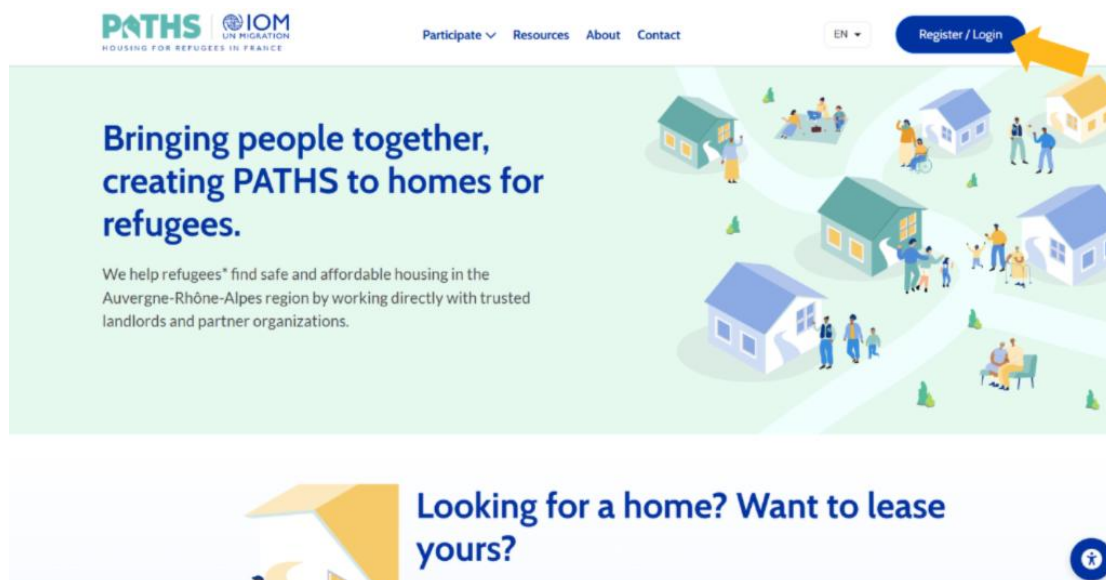
Step 10: Change the display language of the site.



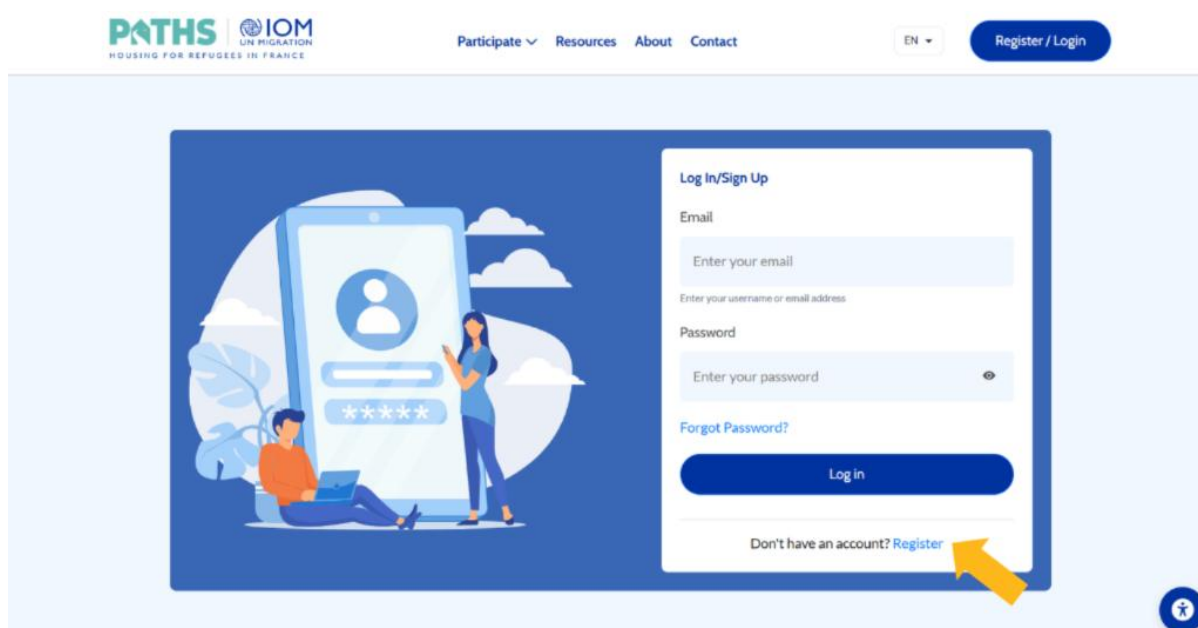
At the top of the screen, choose the display language. The French and English versions are fully verified. Other translations are generated automatically.

Register on the housing listings platform

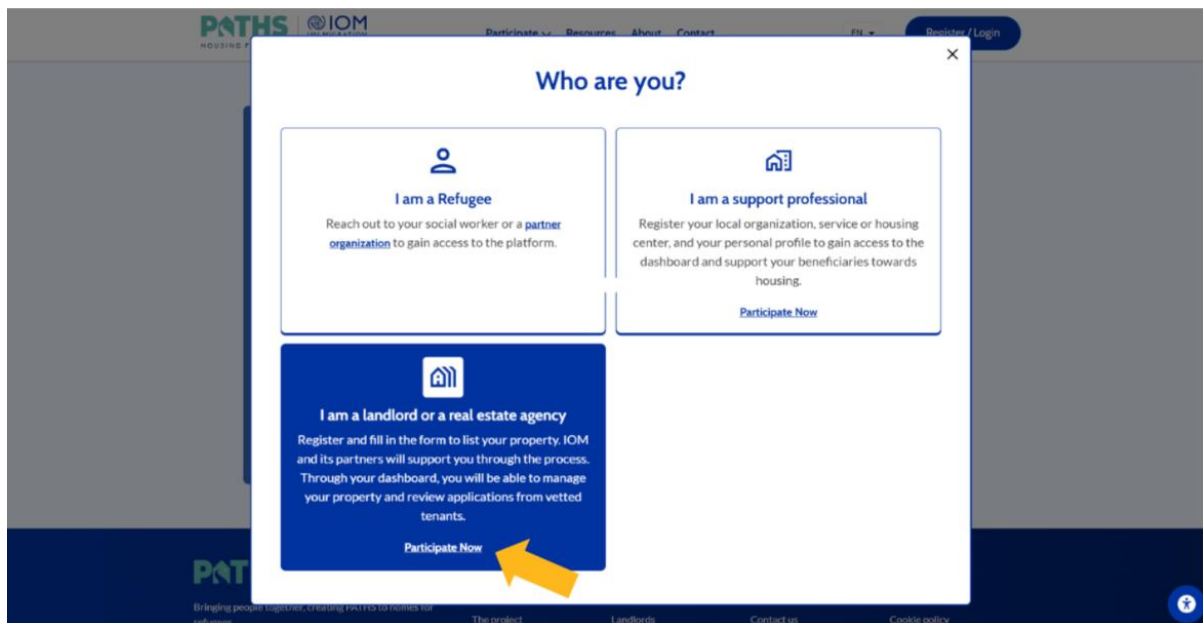
- 1- Click on the **“Register/Log in”** button.



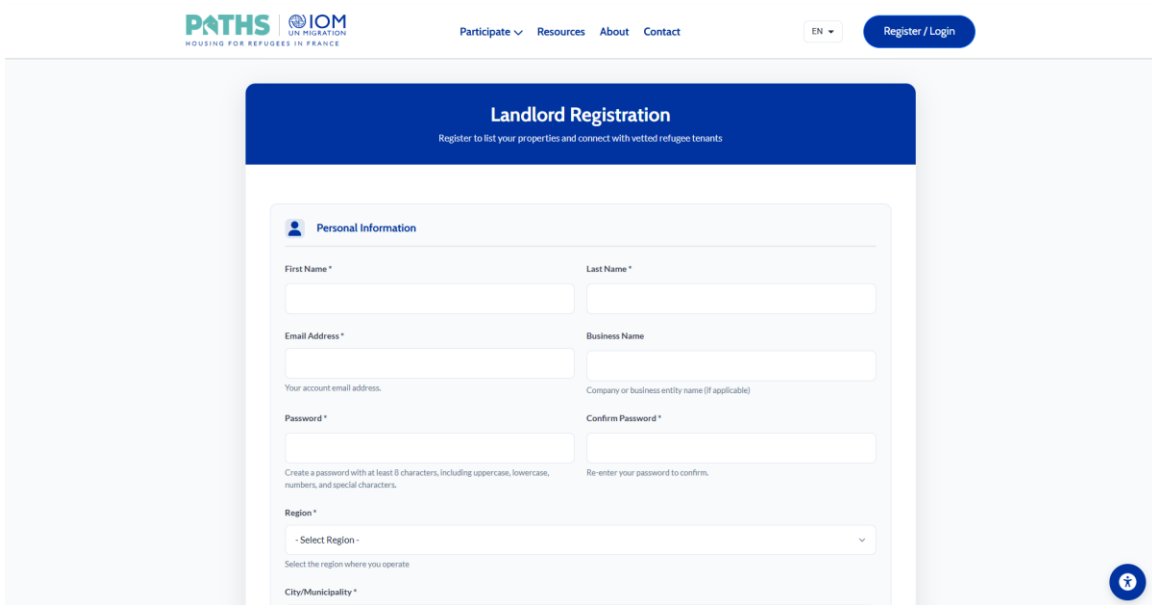
- 2- Click on **“Register”** at the bottom.



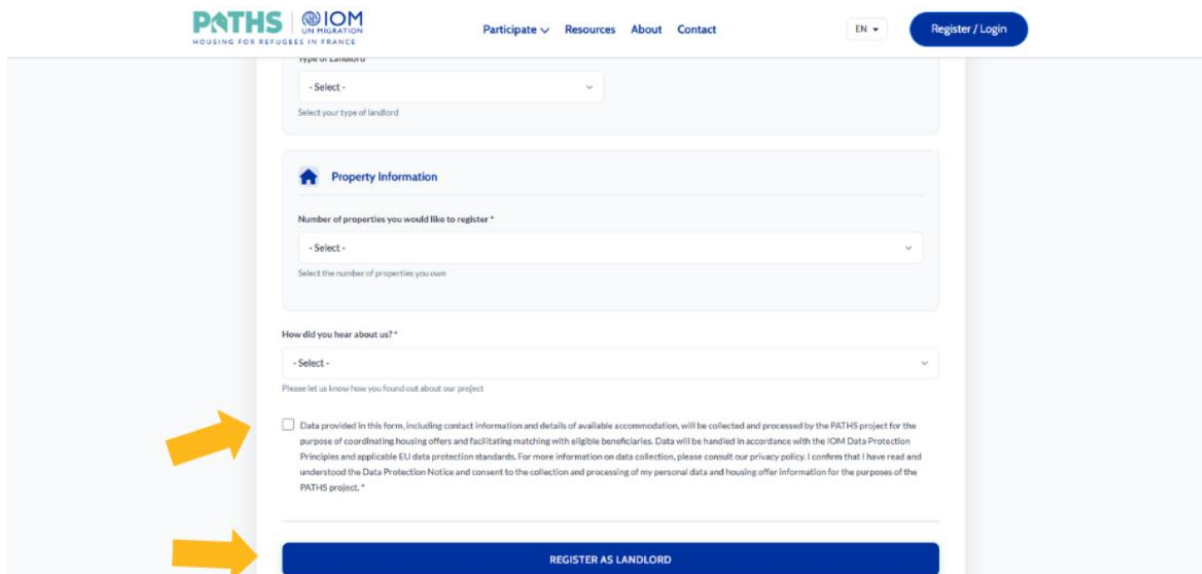
- 3- In the “Who are you?” window, select **“I am a landlord or real estate agency”** and click on **“Participate now.”**



- 4- On the form, fill in:
 - Your personal information (name, email address, password, phone number, gender, location, etc.)
 - Your status (independent owner or agency)
 - The approximate number of rental listings you wish to publish (for information purposes)



- 5- Check the box to accept the terms and conditions.
- 6- Click on “Register as landlord.”



Register as Landlord

- Select -
Select your type of landlord

Property Information

Number of properties you would like to register *

- Select -
Select the number of properties you own

How did you hear about us? *

- Select -
Please let us know how you found out about our project

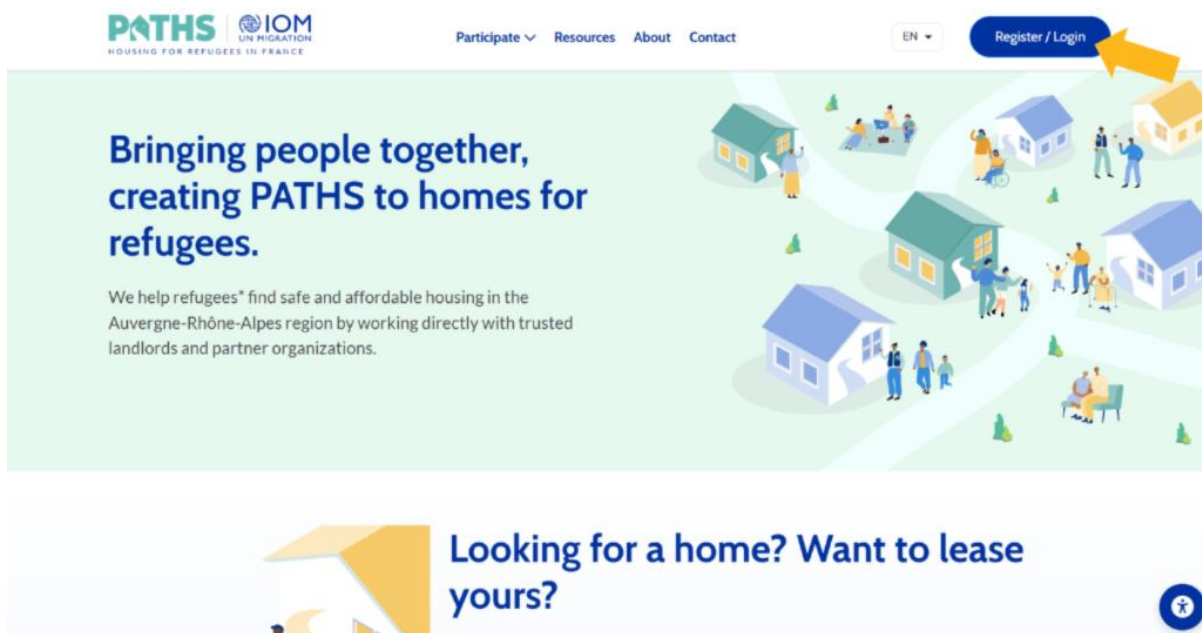
☐ Data provided in this form, including contact information and details of available accommodation, will be collected and processed by the PATHS project for the purpose of coordinating housing offers and facilitating matching with eligible beneficiaries. Data will be handled in accordance with the IOM Data Protection Principles and applicable EU data protection standards. For more information on data collection, please consult our privacy policy. I confirm that I have read and understood the Data Protection Notice and consent to the collection and processing of my personal data and housing offer information for the purposes of the PATHS project.*

REGISTER AS LANDLORD

- 7- You will receive an email with a link to create your password.
- 8- Click on the link to create your password.
- 9- Log in to the site.

Log in

- 1- Click on the **“Register/log in”** button



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Participate Resources About Contact

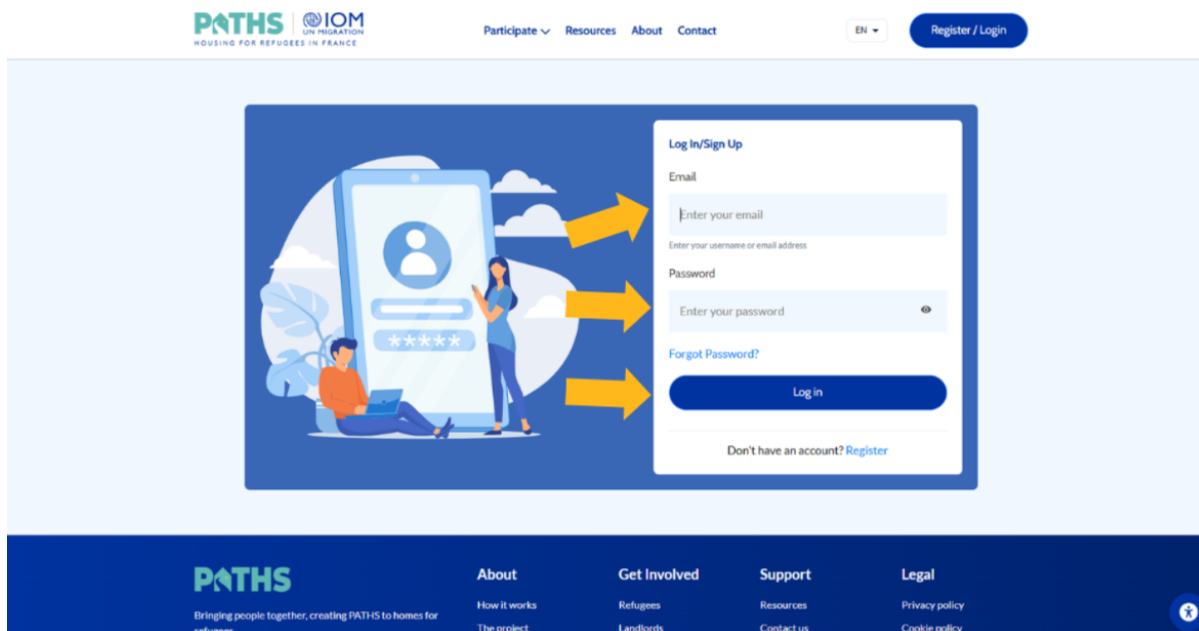
EN Register / Login

**Bringing people together,
creating PATHS to homes for
refugees.**

We help refugees* find safe and affordable housing in the
Auvergne-Rhône-Alpes region by working directly with trusted
landlords and partner organizations.

**Looking for a home? Want to lease
yours?**

2- Enter username and password and click on “Log in”



PATHS | IOM
HOUSING FOR REFUGEES IN FRANCE

Participate Resources About Contact

EN Register / Login

Log In/Sign Up

Email
Enter your email

Enter your username or email address

Password
Enter your password

Forgot Password?

Log in

Don't have an account? Register

PATHS
Bringing people together, creating PATH-IS to homes for refugees.

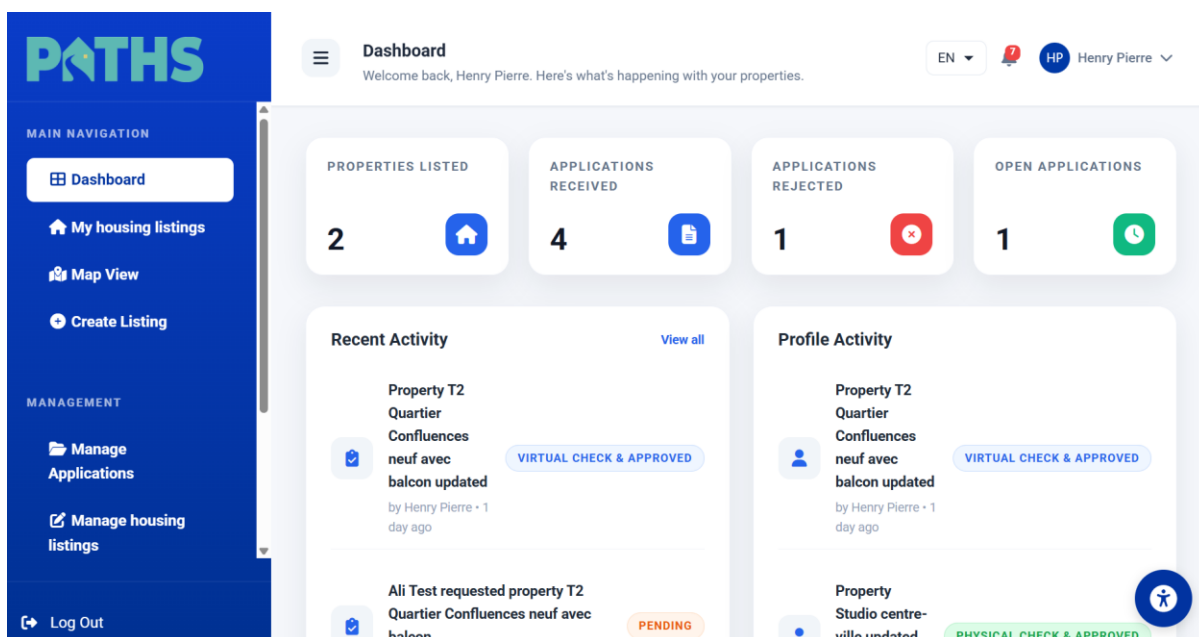
About
How it works
The project

Get Involved
Refugees
Landlords

Support
Resources
Contact us

Legal
Privacy policy
Cookie policy

You now have access to your dashboard. Here you can find data about your listings and applications, as well as information about your recent activity.



PATHS

Dashboard

Welcome back, Henry Pierre. Here's what's happening with your properties.

EN 7 HP Henry Pierre

MAIN NAVIGATION

- Dashboard
- My housing listings
- Map View
- Create Listing

MANAGEMENT

- Manage Applications
- Manage housing listings
- Log Out

PROPERTIES LISTED
2

APPLICATIONS RECEIVED
4

APPLICATIONS REJECTED
1

OPEN APPLICATIONS
1

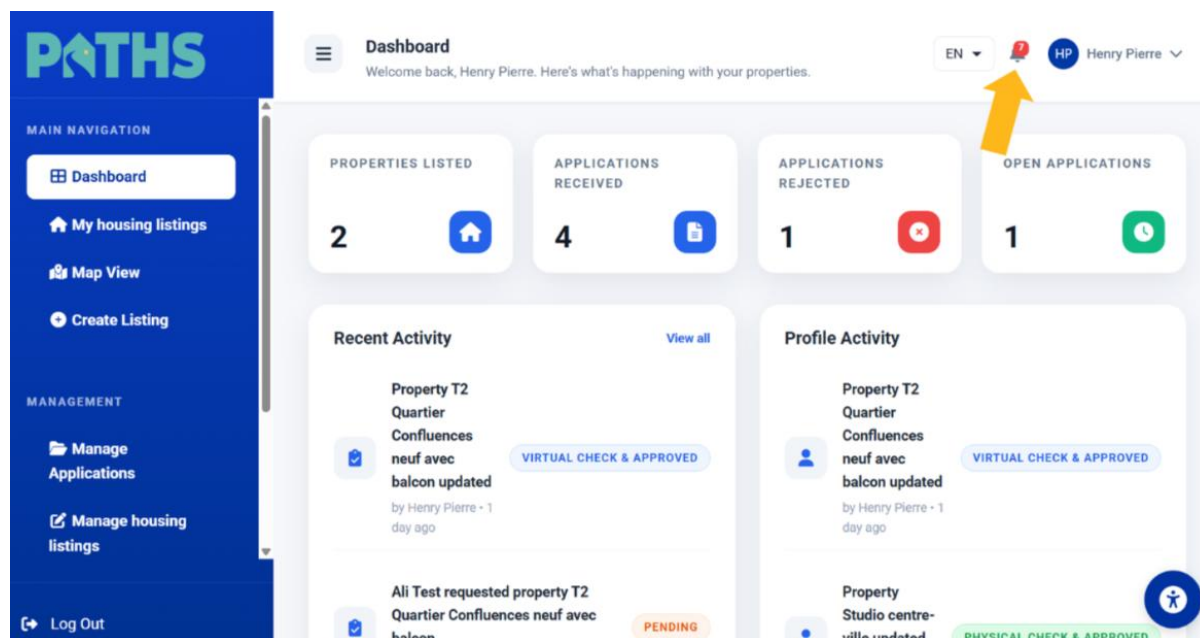
Recent Activity [View all](#)

- Property T2
Quartier Confluences
neuf avec balcon updated
by Henry Pierre • 1 day ago
VIRTUAL CHECK & APPROVED
- Ali Test requested property T2
Quartier Confluences neuf avec balcon
PENDING

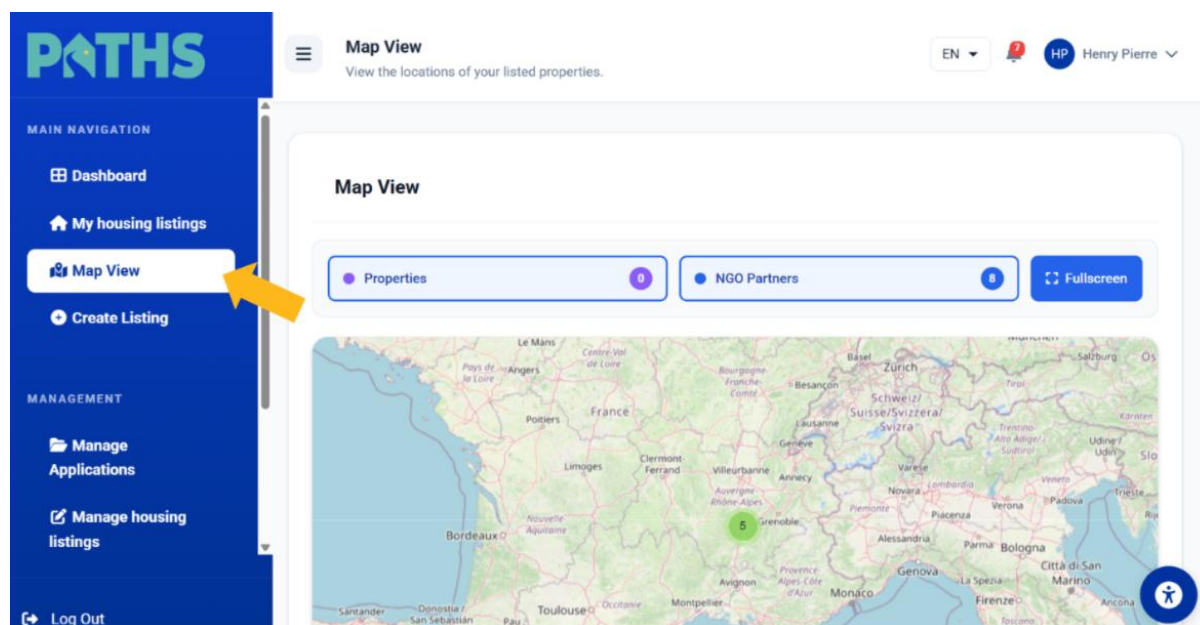
Profile Activity

- Property T2
Quartier Confluences
neuf avec balcon updated
by Henry Pierre • 1 day ago
VIRTUAL CHECK & APPROVED
- Property Studio centre-ville updated
PHYSICAL CHECK & APPROVED

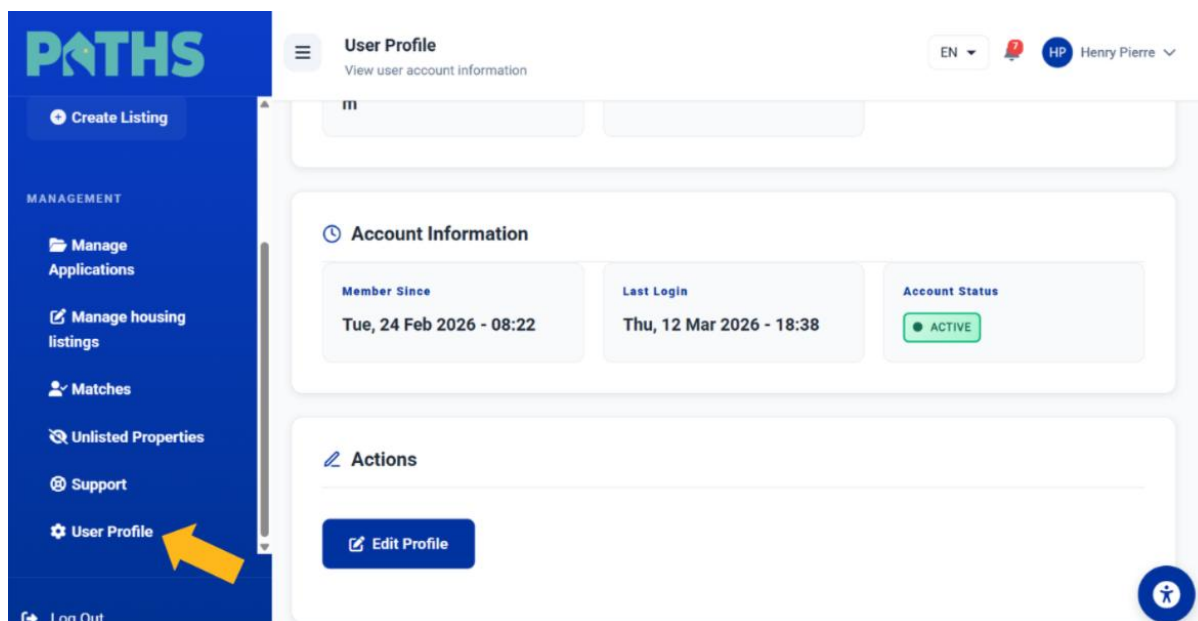
The **bell button** at the top right of the dashboard allows you to view notifications about your rental listings and tenant applications for your properties.



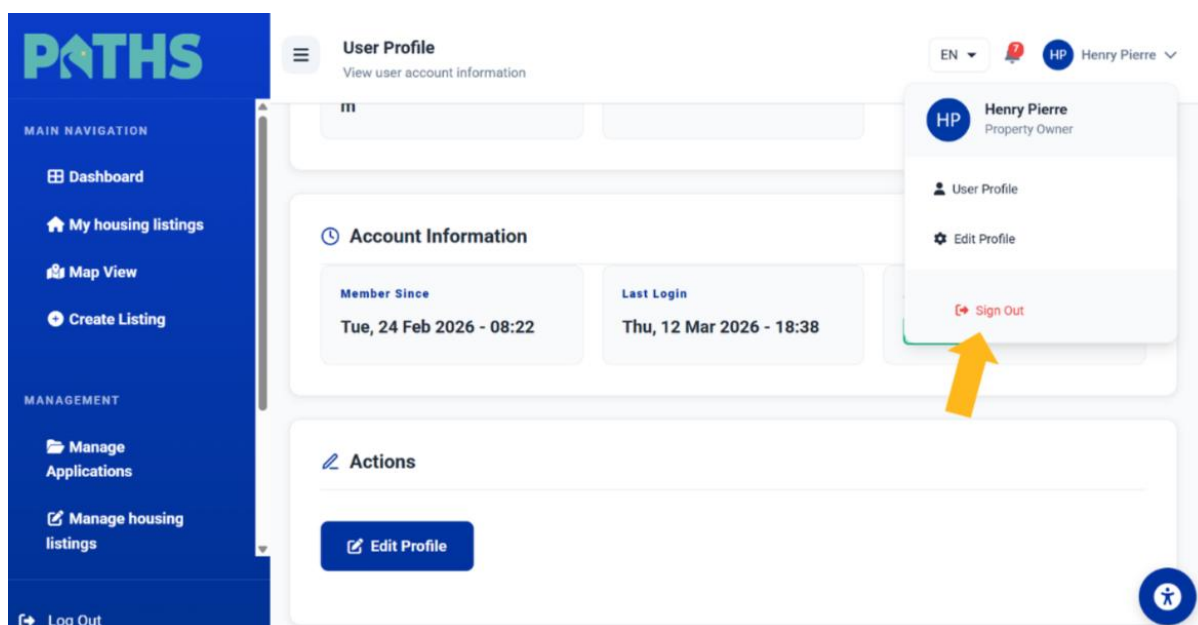
The **“Map view”** section allows you to locate your rental properties and PATHS partners on a map of the AURA region.



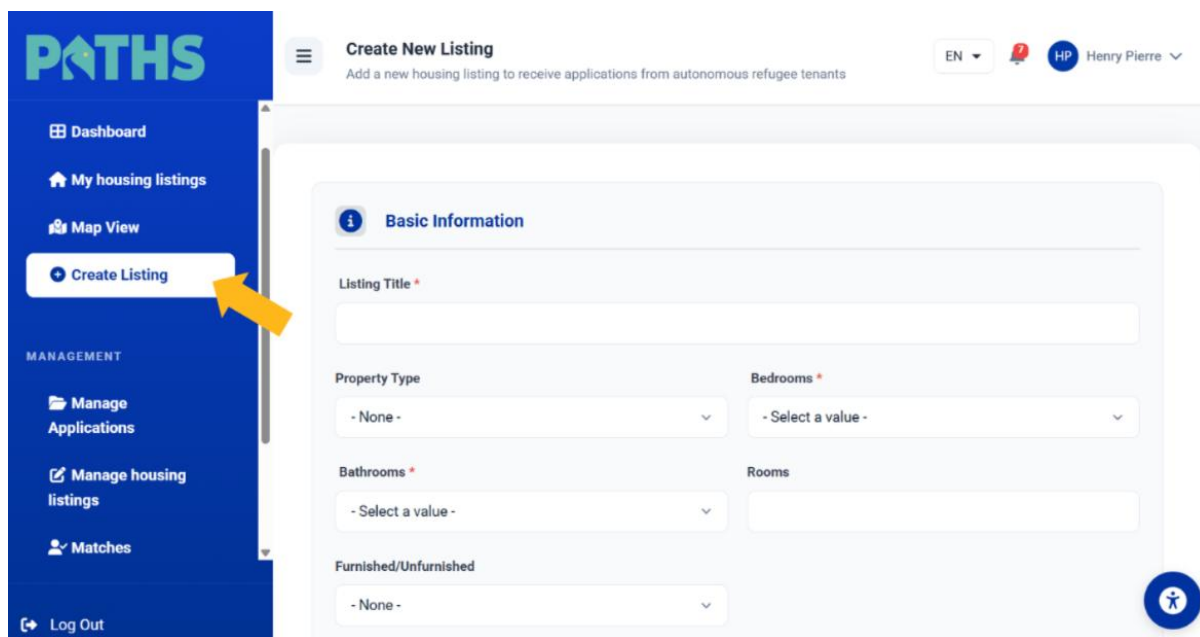
The “**User profile**” section in the menu on the left of the screen allows you to view your personal information.



To sign out, click on the arrow next to your name at the top right of the screen and then on “**sign out.**”

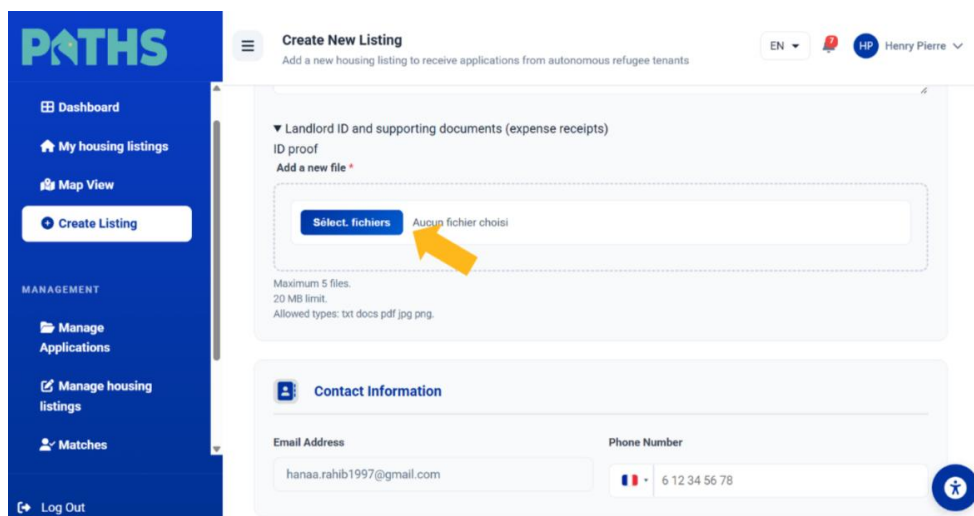


Create a housing listing



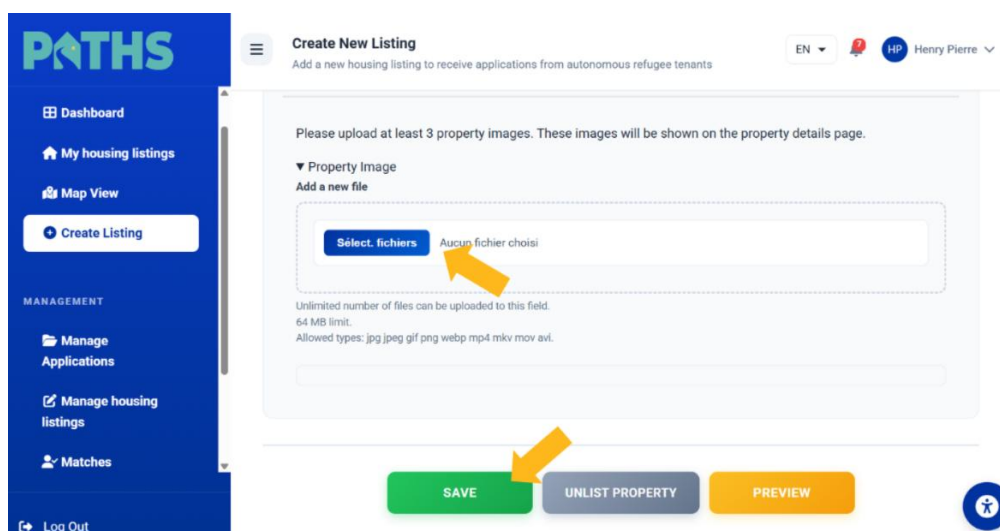
- 1- Click on **“Create a listing”**
- 2- Fill out the form with:
 - The title of the listing
 - The number of rooms, bedrooms, and bathrooms
 - The location
 - The rent amount
 - The energy performance rating
 - The amenities
 - your documents

 Upload your ID and bills/certificates of the housing's electricity and heating costs.

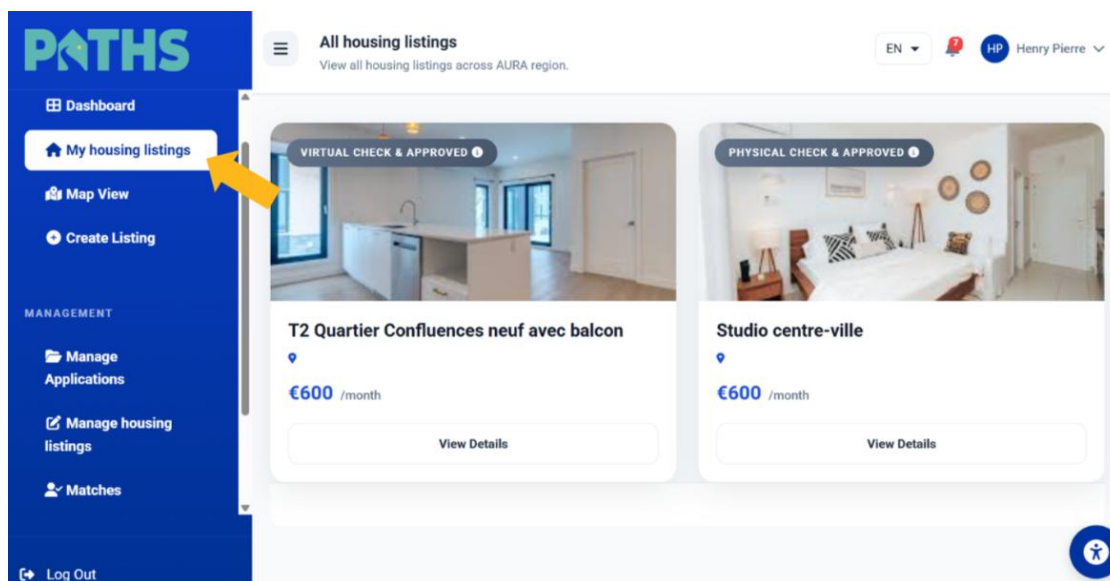


→ Photos (minimum 3 photos)

3- Click on **“Save.”**

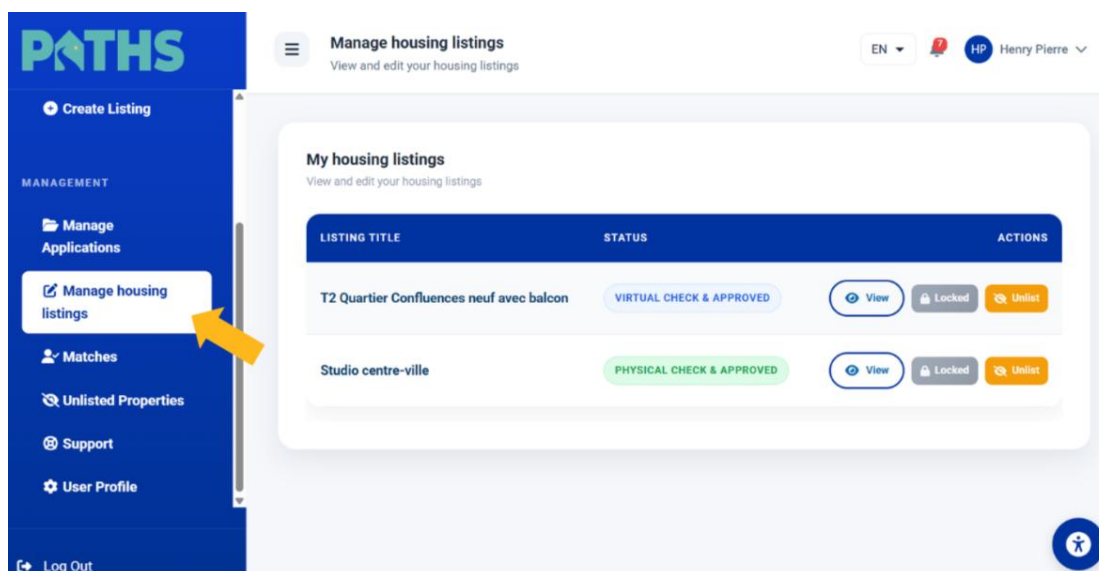


Your listing then appears in the **“My housing listings”** tab.



⚠ It must now be verified by IOM before being published. You will be contacted by the PATHS team to discuss your rental project and arrange a physical or virtual check of the property. After verification, if your property meets the decency standards, it is published on the platform and tenants can apply for it.

Manage housing listings



In the **“Manage housing listings”** section, view the list of your published listings.

Click on **“View”** to access:

- The description
- The rent
- The amenities

[← Property Listing](#)

 Henry Pierre







€600 /month

AVAILABLE FROM
 2026-03-06

CONTACT OWNER
 Name: Henry Pierre
 Email: hanaa.rahib1997@gmail.com

STATUS
 Property ID: #MA 

Withdraw a listing by clicking on “Unlist”

[← Property Listing](#)

 Henry Pierre

 GHG RATING: C

Annual Energy Costs

 HEATING SYSTEM:
Electric Heating

 ENERGY SOURCE:
Electricity

 ESTIMATED ANNUAL ENERGY COST:
€700.00

 YEAR OF REFERENCE:
2021

Documents

 Capture d'écran 2026-03-06 124...
 PNG 153.17 KB 

RENT

Zone soumise à encadrement des loyers

Monthly rent (all charges included):	€600
Monthly Charges:	€0
Charges (including utilities) (all taxes included):	€30
Base Rent:	€600
Rent Supplement (if applicable):	€0
Real Estate agency's fees:	€0
Total Monthly:	€600

LISTING STATUS

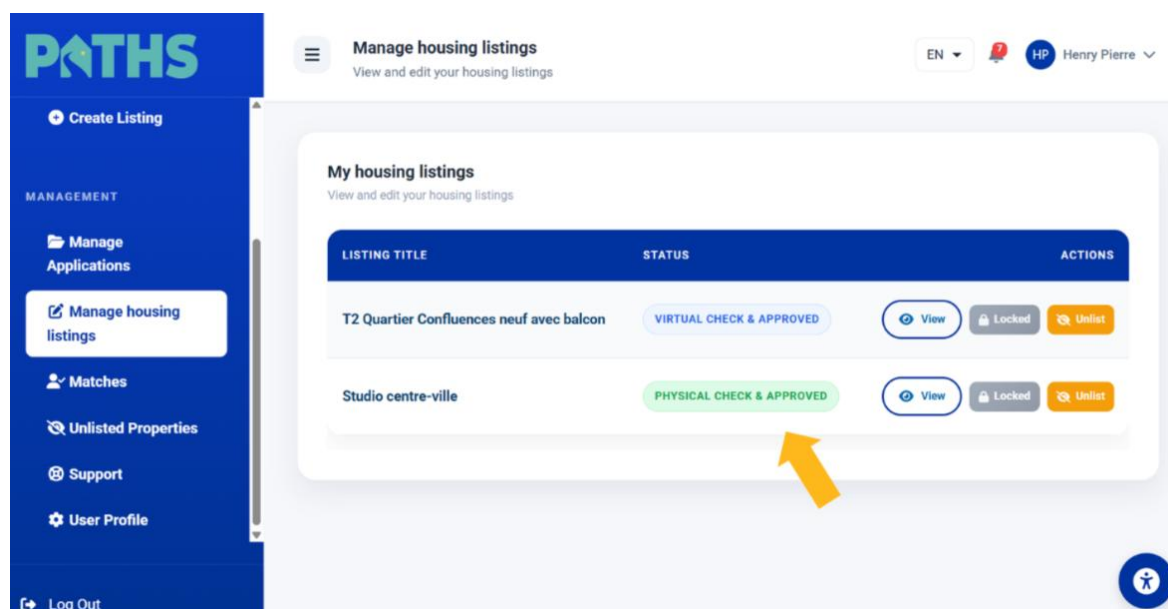
 List
  Unlist




Throughout the process, your listing will change statuses. A housing unit does not necessarily progress through all of the statuses listed below.

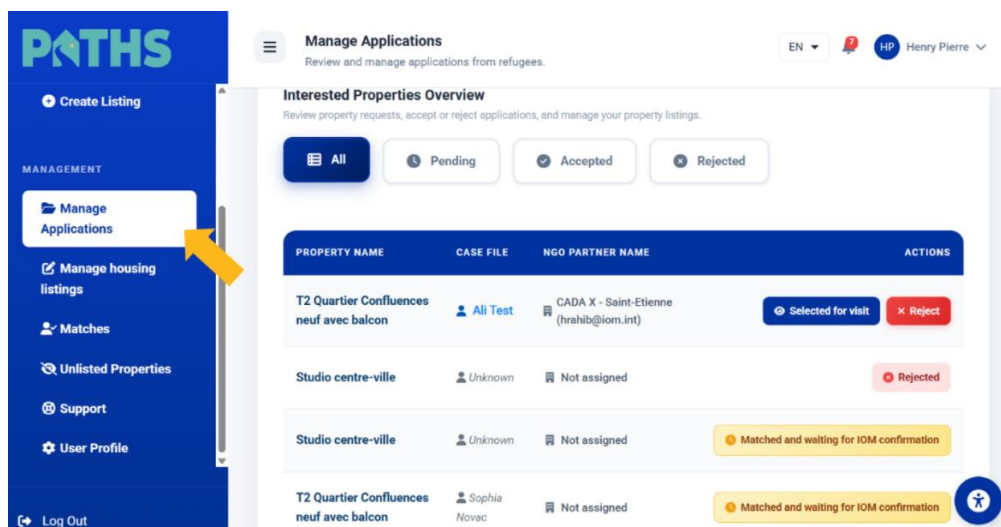
Here is the list of possible statuses:

- **To be checked** (you have just registered the listing and IOM must validate it)
- **Virtual check and approved** (by IOM)
- **Virtual check and rejected** (by IOM)
- **Physical check and approved** (by IOM)
- **Physical check and rejected** (by IOM)
- **Matched** (by landlord)
- **On Hold – Pending renovation** (the listing is on hold because, following IOM's physical or virtual visit, the property requires some minor renovations, as previously agreed with the landlord)



⚠ A feature is currently being developed to allow a real estate agent to transfer the management of a listing to a colleague at their agency in the event of leave or permanent departure from the organization. IOM will also be able to create a listing for a real estate agency and transfer it to a representative of the agency to receive applications. For the time being, only one representative/agent per organization will be able to use the platform.

Manage tenant applications: housing viewing and tenant confirmation



Manage Applications
Review and manage applications from refugees.

EN | HP | Henry Pierre

Interested Properties Overview
Review property requests, accept or reject applications, and manage your property listings.

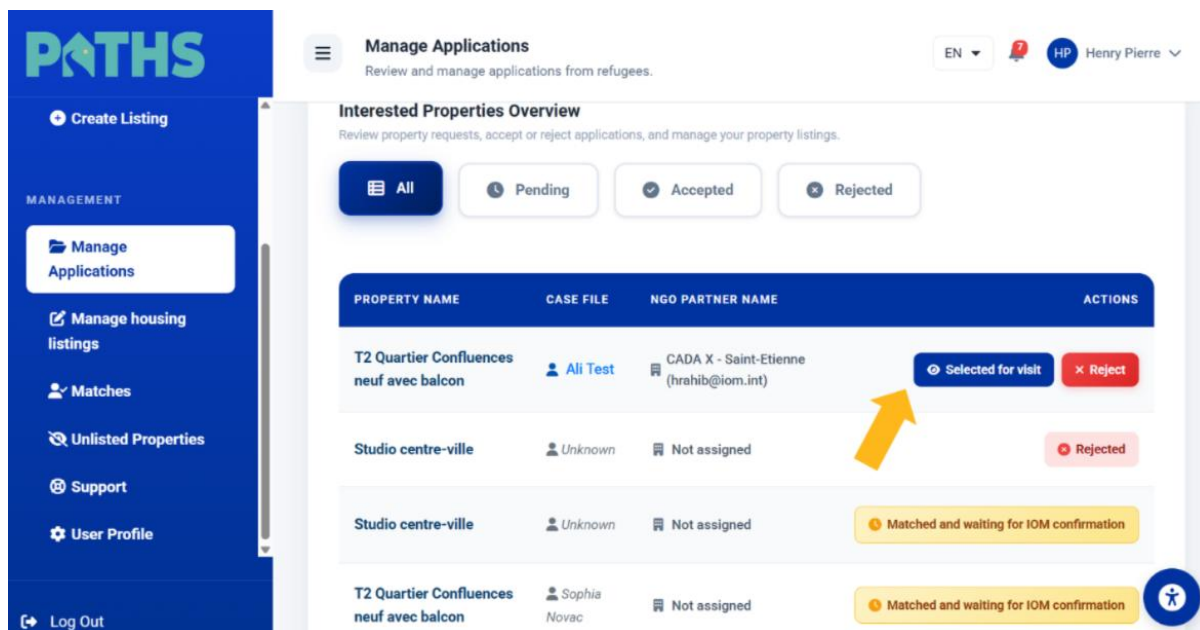
All | Pending | Accepted | Rejected

PROPERTY NAME	CASE FILE	NGO PARTNER NAME	ACTIONS
T2 Quartier Confluences neuf avec balcon	Ali Test	CADA X - Saint-Etienne (hrah@iom.int)	Selected for visit Reject
Studio centre-ville	Unknown	Not assigned	Rejected
Studio centre-ville	Unknown	Not assigned	Matched and waiting for IOM confirmation
T2 Quartier Confluences neuf avec balcon	Sophia Novac	Not assigned	Matched and waiting for IOM confirmation

In the **“Manage applications”** tab, view the files of beneficiaries that have been submitted and pre-selected by IOM.

You can:

- 1- Select an applicant for a visit by clicking on **“Visit in progress.”**
- 2- Reject an application (you must provide a reason) by clicking on **“Reject.”**



Manage Applications
Review and manage applications from refugees.

EN | HP | Henry Pierre

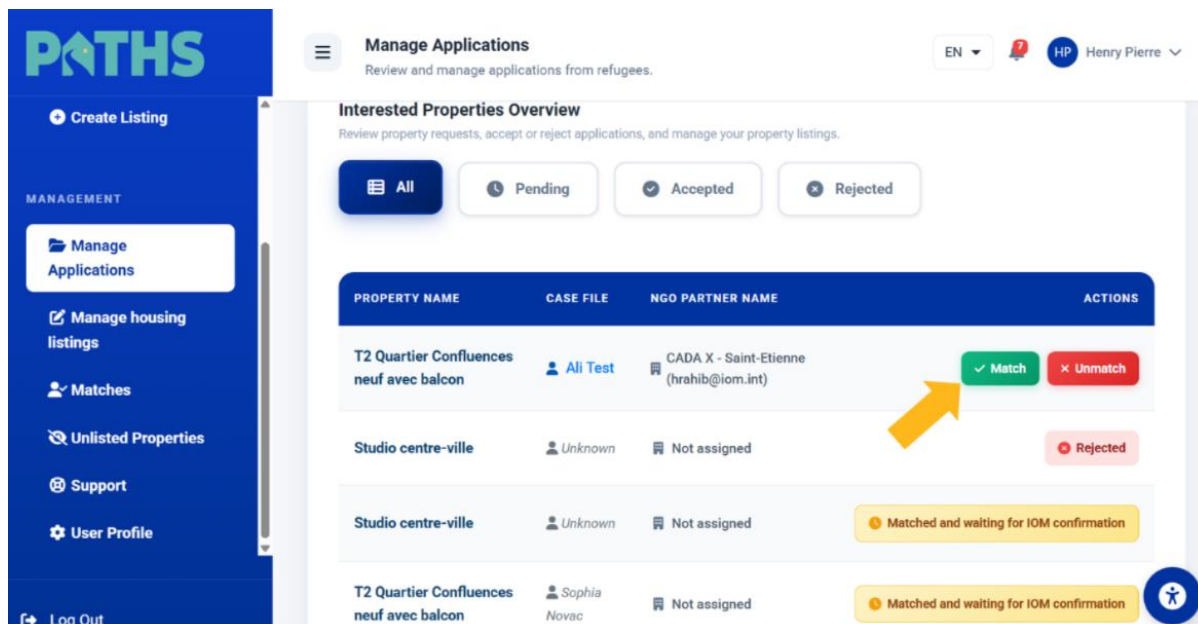
Interested Properties Overview
Review property requests, accept or reject applications, and manage your property listings.

All | Pending | Accepted | Rejected

PROPERTY NAME	CASE FILE	NGO PARTNER NAME	ACTIONS
T2 Quartier Confluences neuf avec balcon	Ali Test	CADA X - Saint-Etienne (hrah@iom.int)	Selected for visit Reject
Studio centre-ville	Unknown	Not assigned	Rejected
Studio centre-ville	Unknown	Not assigned	Matched and waiting for IOM confirmation
T2 Quartier Confluences neuf avec balcon	Sophia Novac	Not assigned	Matched and waiting for IOM confirmation

After the visit:

- 3- Confirm the tenant selection by clicking on **“Match.”**



⚠ The status then changes to **“Awaiting IOM confirmation.”**

- 5- Or, if you do not wish to sign with this tenant after the visit, reject their application by clicking on **“Reject”**.

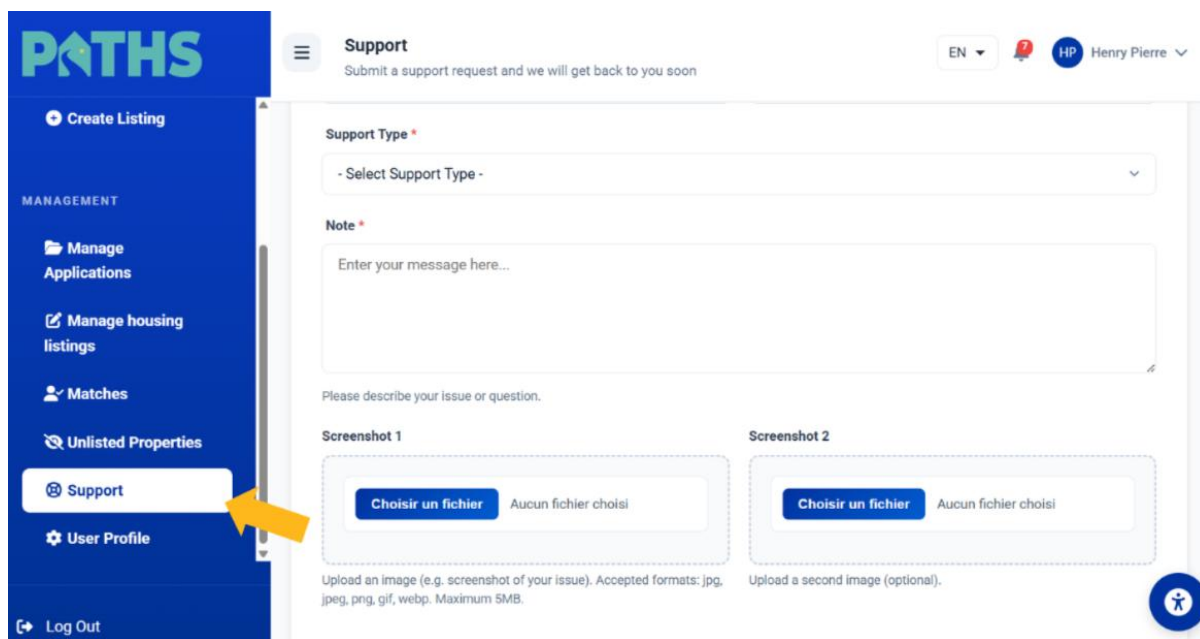
Once validated by IOM, the application is officially accepted.

Please remember to keep the status of your listing up to date at any stage.

Access data

In the **“Reports”** section, download analytical data on activity related to your listings

Request support



Support
Submit a support request and we will get back to you soon

EN   HP Henry Pierre

Support Type *

- Select Support Type -

Note *

Enter your message here...

Please describe your issue or question.

Screenshot 1

Choisir un fichier Aucun fichier choisi

Upload an image (e.g. screenshot of your issue). Accepted formats: jpg, jpeg, png, gif, webp. Maximum 5MB.

Screenshot 2

Choisir un fichier Aucun fichier choisi

Upload a second image (optional).

Log Out

Use the **“Support”** tab if you need technical help on the website.

Contact the PATHS team to submit your request:

- A technical problem
- A question about your listings
- A question about an application
- Deactivation of your user account
- Select the type of request and add an explanatory message.

The PATHS team will get in touch.