

CARE International in Lebanon (CIL)

Integrated Neighbourhood Approach Guidelines 2015-16

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Revision – 23rd Jan 2016 – updates in yellow

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1 Standing Operating Procedures

1.1 Introduction

This document presents an integrated urban approach to supporting refugees and host communities adopted in the city of Tripoli in Northern Lebanon. These guidelines present the decision making process, standards and approach of an urban programme which addresses Shelter, WASH and protection issues in the inner urban areas of Tripoli.

1.2 Context in Tripoli

With the continuous clashes and security issues in Lebanon, indicators show that the capital of North Lebanon is one of the most underprivileged places in the country. In Tripoli, 67% of the population lives under the upper poverty line and 33% under the poverty line which indicates the ability to just provide basic alimentary needs. Tripoli's security and stability have been negatively affected by the conflict in Syria due to the influx of refugees into already deprived neighbourhoods. Often the host family situation is not much better than the refugees living conditions. Due to the lack of governmental intervention the main source of support is aid being granted by Lebanese and International NGOs. The Syrian refugee families in Tripoli are urgently in needs of support, through access to better housing and better provision of information to improve their living conditions, these families are living in dangerously poor circumstances and environments.

Refugees are forced to live in the lowest most impoverished housing conditions as they cannot afford anything more. These sub-standard shelters are the last step before homelessness, desperate coping measures or exploitation.

1.3 Scope of this document

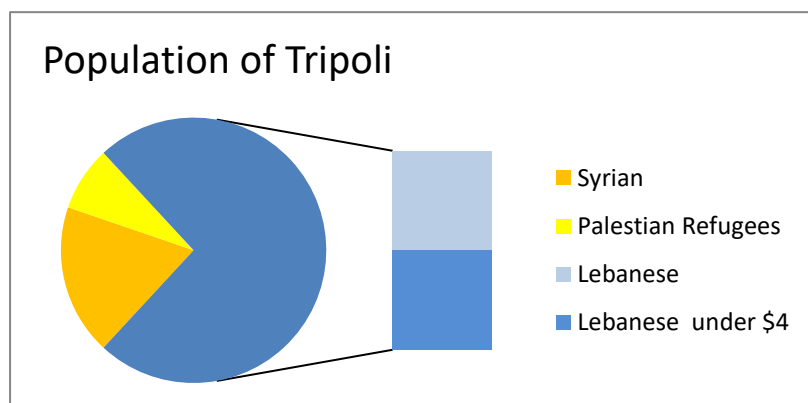
These SOPs explain a process of working through partners in Tripoli to improve Sub-Standard housing units where Syrian refugees and poor Lebanese families reside, in turn improving the living conditions of existing inhabitants and also improving the low cost housing stock in Tripoli for future refugees or Lebanese families. The refugee crisis has now expanded beyond the Levant region and the movement of populations across Europe is making it more and more challenging to meet these family's needs.

These Syrian families are also risking their lives as they make dangerous journeys across the open sea. It is important to focus our energies on finding solutions within the region and supporting more durable solutions, to avoid further loss of life and an increase in vulnerabilities and insecurity.

1.4 Integrated Neighbourhood Approach:

Tripoli's Diversity

As presented in the table below, a quarter of Tripoli's population are Syrian or Palestinian refugees. Additionally 50% of the Lebanese population live on under \$4 per day. Infrastructure and services are poor and access to livelihoods is very challenging. The increase in population has put an unexpected strain on the poor urban neighbourhoods of Tripoli, in some cases causing tension between the local and refugee communities.



One Neighbourhood

The 'One Neighbourhood' approach is a two folded method comprising two components which correspond to the individual critical needs of the most vulnerable population (refugees and host community) as well as the needs of the community.

- This approach provides physical protection for the families from the elements, improve their living conditions and ensure access to the families' shelter and WASH basic needs.
- It also improves the social well-being of the target groups through rehabilitation of communal spaces in residential buildings and in some cases community infrastructures, reducing potential conflict between both communities and contributes to the social cohesion of them.

1.5 Working with Local Partners

CARE implements through local partners in Tripoli. Akkarouna and DPNA have good connections with local grass roots organisations in Tripoli and work with key informants and community networks and key people in the neighbourhoods. To develop a valid and appropriate programme, the integrated approach was developed with full engagement from CARE's local partners at all stages of the planning process;

1. Concept development and proposal
2. Logical framework, activities and outcomes
3. Development of tools, surveys and trainings
4. MoU's with households to agreements with contractors

This partnership is considered a key strength of the programming, working with partners through workshops and brainstorming sessions enables CARE to highlight potential future problems and in share humanitarian programming ideas with the local partners, in turn providing capacity building.

1.5.1 Community Awareness - Protection

The activity of upgrading of housing units will be supported by training for community members who will carry out community awareness and information distribution on key topics such as; SGBV, protection issues (early marriage), Hygiene promotion, and tenants' rights. These activities will reach the wider community, beyond the direct beneficiaries of the upgrade programme.

The areas of intervention are: Tabbaneh, Shalfe/Shok, Mina, Mankoubin and Kobbe

Each neighbourhood will be involved in 2 months of community engagement and awareness sessions, organised through Akkarouna. An advanced ToT Training over 6 days will prepare a team of WASH, GBV and life skills trainers (experienced social workers), who will in their turn train newer social workers and community activists, 7 from MoSA and 8 from local NGOs.

1.5.1.1 Community engagement

Local community committees will also be established involving a representative group of residents and linking into existing community groups and networks. For the community committees, CARE and Partners will sit together to agree on the way to proceed with committees formation (TOR and Code of conduct) and facilitate the committees to write their own TOR and methods of reporting to and receiving feedback and information from the community.

1.6 Working with Municipalities

It is important to engage with local municipalities early on in the planning stage. Some neighbourhoods have expanded and developed over time onto state owned land and are in theory 'illegal'. It is important to agree with municipalities in advance about the purpose of the project and establish with them if there are any constraints or limitations to working in these neighbourhoods, and if so what is needed to ensure smooth implementation.

1.7 Selection process for upgrades

The selection process for selecting the housing units for upgrades is a process carried out over several months, starting from the macro scale of the city to the micro scale of the housing unit itself. A series of rapid and detailed assessments at different scales allow an informed process of selection.

1.7.1 Research and stakeholder mapping

The first steps involve research into the urban fabric and trends in the city of Tripoli, urban sprawl and typologies of housing, using initial information from UN Habitat on the mapping of Tripoli's expansion and different neighbourhoods. This is informed by a risk assessment which feeds into the planning process at a later date to ensure interventions are conflict-sensitive and take on a "do no harm" approach which can promote social stability.

1.7.2 Context analysis and city mapping

This involved physical mapping of the neighbourhoods which have had a large influx of Syrian refugees, and those neighbourhoods which are historically deprived with families living in poverty. By overlapping the mapping of these two criteria it is possible to highlight the areas which now are significantly more vulnerable than before due to the population increase.

1.7.3 Neighbourhood Selection

Following transect walks and site visits to the different neighbourhoods highlighted it was then possible to observe those areas where the population are struggling to access minimum living conditions, access to services and basic needs in terms of Shelter, WASH and protection. The areas Abu Samra, Kobbe, Mankubin, Tabbaneh, Jabal Mohsen, Shalfeh, Shoque and El Mina were identified as the neighbourhoods experiencing significant challenges. A rapid assessment of 350 families was carried out to determine the specific needs. A report was completed and is available here: [Tripoli Urban Report](#). Local partners then carried out further analysis to identify the four vulnerable neighbourhoods, where the proposed intervention is feasible and can make an impact.

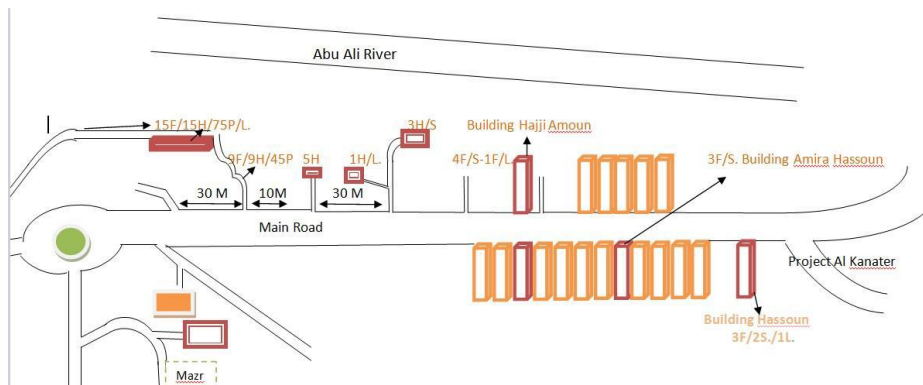
- Kobbe: Based on the numbers existed in the excel sheets and the ESCWA statistics DPNA decided that the BPRM work should focus on the Old Kobbeh as the need for improvement is greater and the poverty levels worse than New Kobbeh. Old Kobbe was seriously impacted by the war between Jabal Mohsen and Tabbaneh without any help and support for reconstruction. Additionally the massive displacement of Syrian refugees has caused a pressure on the residential population.
- Mina: As the Kobbeh region, Mina is also often ignored and contains many poor neighbourhoods in need access to services on many levels (rehabilitation, WASH, Protection), it also include many neighbourhoods where people are living in housing units made from corrugated iron , wood or temporary materials. Many Syrians are residing in these sub-standard conditions.
- Mankubin, Shalfeh and Shok – Akkarouna chose to work in the most highly-politicised, poorest and most vulnerable areas of Tripoli. In fact, these areas have a rapidly growing population with a large stream of refugees seeking shelter.

1.7.4 Sub-neighbourhood Selection

Within the neighbourhoods above there are smaller communities at street or block level. These zones include families that know each-other or are connected through family members or are assembled on one street. This clustering suits an approach to the implementation of upgrades, such as grouping material deliveries and carrying out monitoring.

- In Old Kobbe 3 areas were selected: Rahbet, Shaarani and Nazlet Zahoul.
- In Mina: Old Mina(Naser street) , Tanak & Hosh el Abid
- Mankubin: 2 neighbourhoods called 'Al Eternit' and 'All Sakhra'.
- Shok: 4 neighbourhoods from Shok out of the 21 which are 'Upper Sabil', 'Lower Sabil', 'Al Mostafa Mosque', and 'Generator Street'.
- Shalfeh: community wide due to the smaller scale of the area.

Mapping: Maps of each area should be developed. Either through Google maps or created by the teams themselves. Here is an example of mapping the needs in Shok;



1.7.5 Building considerations

1.7.5.1 Checklist for Buildings Selection

A sub-standard building can be identified by having one or a combination of the following;

- A lack of adequate privacy and dignity
- A lack of protection from climatic exposure
- A lack of adequate access to safe water, sanitation and/or unhygienic conditions
- Inadequate connections to municipal infrastructure and services (electricity, water supply, waste-water collection, solid waste collection)
- Expose the occupants to avoidable health and safety risks
- Lack the basic amenities like lighting and safe electrical points

To be feasible for rehabilitation the building should be:

- Structurally sound, and not in need of structural repairs
- Ensure that that an investment in the region of \$ 1,500 can ensure the shelter meets minimum standards as specified in Section 4. (Adapted from the Inter-Agency Guidelines on Sub-Standard Building Upgrades)

1.7.6 Baseline Vulnerability Survey (2000 HU)

The baseline vulnerability survey covers family structures, history of displacement, and social-economic questions as well as questions that can provide an understanding of the living conditions in the housing units. Questions are divided into direct questions to the head of household as well as questions that can be answered through observation. The enumerator gathers information concerning, household economy, Shelter, WASH and protection levels in the housing unit. The questions were developed over two weeks and the roll out of the survey will take place in Tripoli in October/November 2015 covering 2000 HU. Please find the questions in Annex 1.

1.8 Vulnerability Criteria

Step 1: Socio-economic criteria

The vulnerability criteria are linked to the baseline survey. The answers are then weighted, depending on the significance and importance of the subject to condition of living and service provision. Criteria are qualified from 1-5, 5 being the worst case scenario. Therefore the higher the overall total, the more vulnerable the family or living conditions.

Status of the individuals living under one HU

- Head of Household if she/he is (Child <18, Elderly 60+) =5
- Woman Head of Household =5
- Pregnant or lactating woman: =1
- Chronic diseases =2
- Serious medical condition 1=3 points ; 2+= 5 points
- Disability and Injuries: 1=3 points; 2+=5 points
- Teenage girls/boys living alone: =5

- Number of individuals:
 - Any member aged between 0-2 = 2 point each
 - Any member aged 60+ = 2 point each

- Number of people Working:
 - 0 member: =5
 - Children working <18 : =5

- HoH main job:
 - Irregular: =5
 - Seasonal: =4
 - Permanent: =0

- If paying rent : =3
- If Not paying rent : =0

Step 2: Shelter/ WASH/Protection components

1.9 Shelter

Space in shelter

- The m²/person of living space is less than <4.5 (can't change it but shows vulnerability) = 5
- If larger or equal than 4.5 and less than 7 = 4
- If larger or equal than 7 and less than 15 = 3
- If larger or equal than 15 = 1

Roof & walls

- If roof or walls are made of temporary material(Plastic/wood/metal) = 4
- Other = 0

Opening materials

- If the majority of windows & Doors are empty = 5
- if windows & Doors are made of temporary materials = 4

Protection

- No lockable front door = 5
- No entrance door = 5
- If none of above is a problem = 0

WASH

- No toilet on the property = 5
- No division between toilet and kitchen space = 4
- IF There's Toilet but not functional =3
- No access to hot water = 3
- Electric wiring for hot water = 5
- Gas-Fuel-Stove used for hot water =3
- No-Kitchen tap sink =5
- No-toilet tap sink =5

Once the data starts to be gathered, sorted and weighted and applied to the HH information, further testing may be necessary to triangulate and test the selection criteria and results.

- Cross check Syrian HHs shelter vulnerability score with their HH scoring/vulnerability on RAIS
- Review with partners the tool to see if it makes sense
- Take random samples the list of scores and ask the teams who did the relevant survey their opinion on the scoring of the sample HH compared to other – So a type of perception test
- Ask the data focal points at each partner to review the excel sheet formulas
- Test the results by doing spot checks in the field

Step 3: Feasibility Questions

These following 4 areas of questions are qualitative, and should be considered as a way to further filter possible beneficiaries. (If needed)

1.9.1 Type of shelter

- Shelter in informal settlement
- Apartment or house shared / not shared
- Single structure: Tent / makeshift shelter
- Garage
- Shop/commercial unit
- Worksite

1.9.2 Displacement and eviction

Duration of staying in the current house:

- < 3 months: = 2
- 4-6 months: = 3
- 7-12 months: = 4
- 12+ months: = 5

1.9.3 Structure Types

1st - Permanent Structures (buildings)

2nd – Temporary Structures (made of makeshift materials)

Descriptions and Scope of works possible:

- Permanent Structure Upgrade: This means that upgrades will mean that minimum standards are achievable with \$1,500.
- Temporary Structure Upgrade: This means that the shelter may be so far below minimum standards that it may be difficult to achieve basic living conditions in this location, with the existing structure, as it is so far below minimum requirements.

1.9.4 Other filters to help make decisions

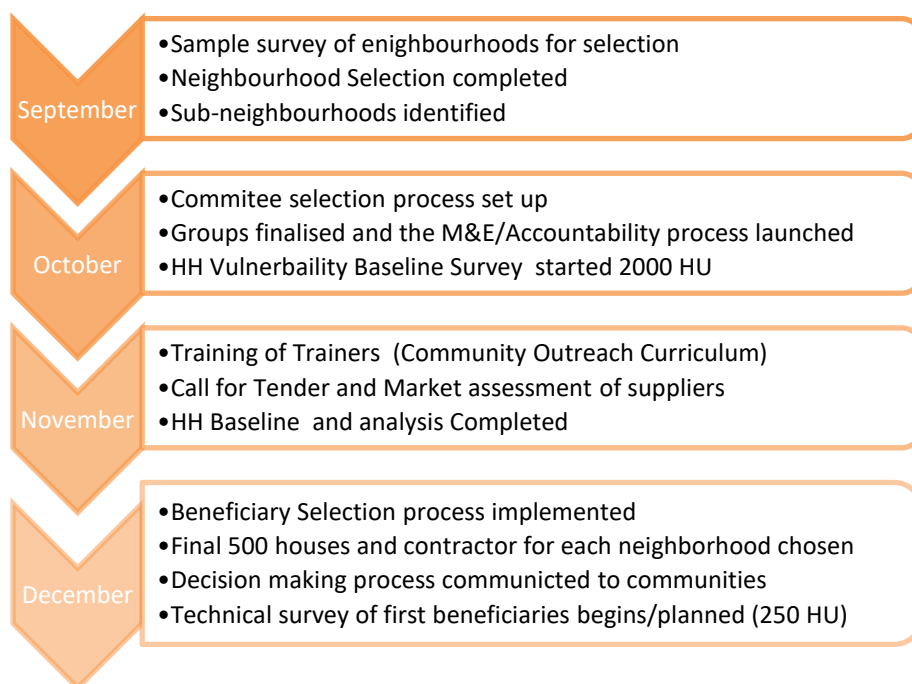
- Is there more than one vulnerable family in the same building? Yes/NO (Yes gets more points)
- Is the building containing the HU suitable for a communal project?
- Is the HU suitable for full upgrade? (Not dangerous/too illegal with no recognition from local authorities)
- Do we have the name of the owner? Yes/No – if YES - Does the family think the owner will agree to the upgrade? (Yes/NO)
- Are the family intending to move on (out of this dwelling) soon?

2 Phasing of Implementation

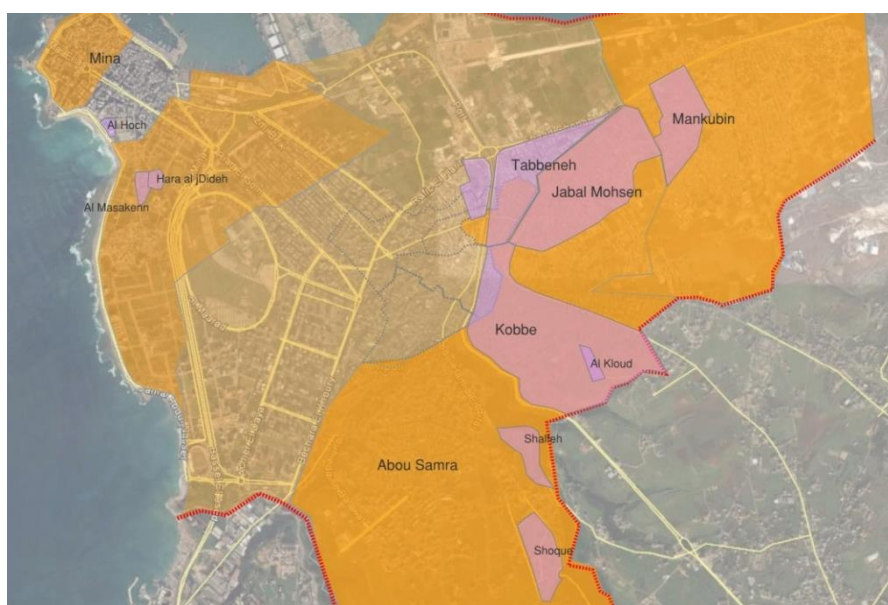
2.1 Project Timeline

Following the research and analysis works as described in Part 1, the following section concentrates on the phasing of implementation activities.

2.1.1 Preparation and Planning – 12 months programme

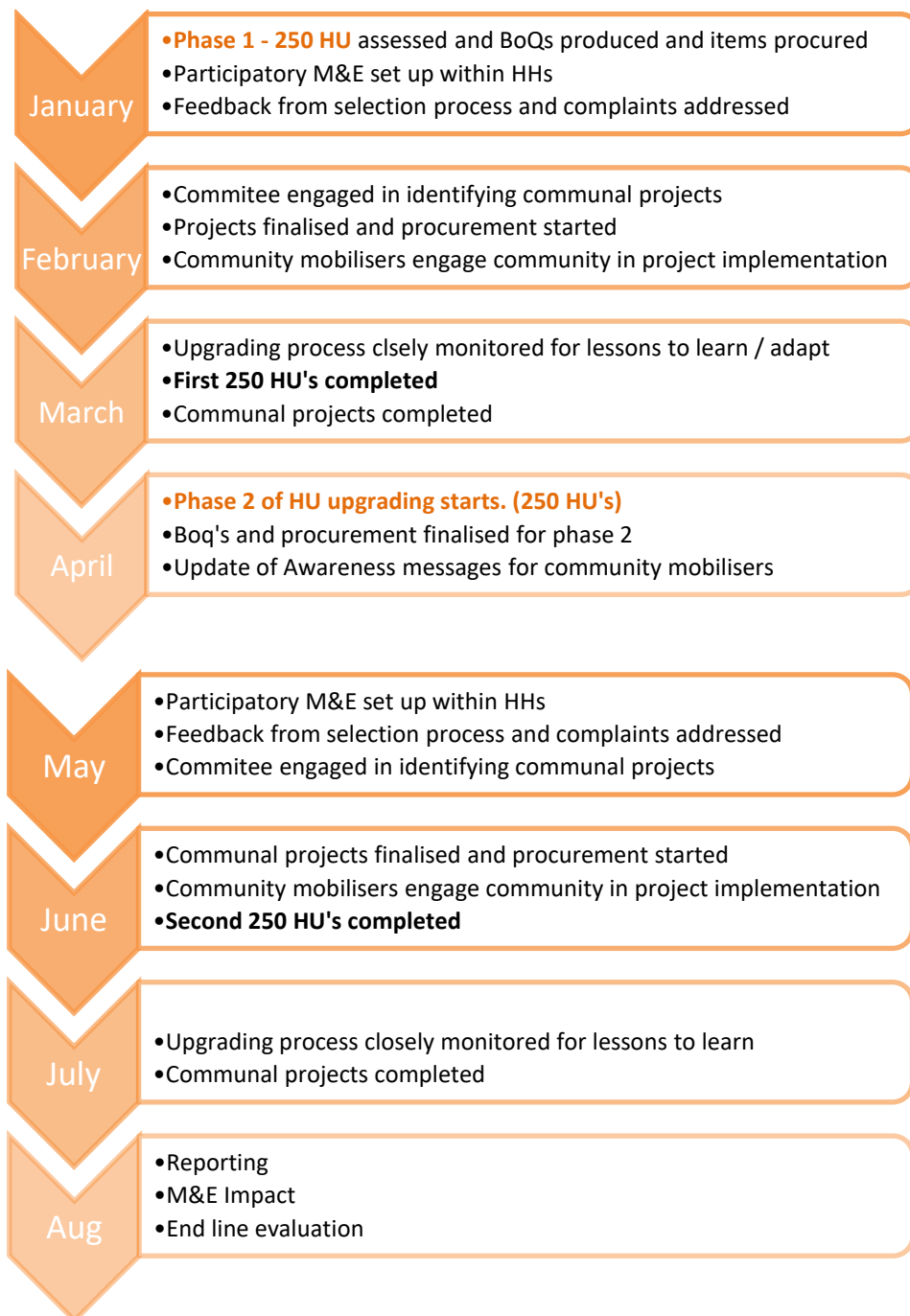


MAP of Neighbourhoods: March 2015



2.1.2 Implementation Phase 1 and Phase 2

The work plan below is structured to allow two phases of upgrades. This allows phasing across geographic areas and an opportunity to adapt and learn from the first phase to improve for the second phase. All housing units will be completed within 90 days of the individual technical surveys.



3 Technical Process

3.1 Technical works & local capacity

The technical works require a series of agreements to ensure accountability and timely completion of upgrades, to hold the contractors to the standards and specifications as well as to protect the beneficiary's needs and rights. One of the first stages to prepare for the technical works is a rapid assessment of the local contractors and suppliers in the neighbourhoods. Ideally the contractors engaged will attempt to work closely with local labour.

A list of local businesses can be provided to the contractors to encourage them to work within the community. A more in depth market analysis linking the specifications to suppliers may be necessary. The HH baseline survey also offers a good opportunity to map local expertise; the survey can include questions which identify family members who are trained in construction or electromechanical work. This mapping starts to link the integrated approach more closely with livelihoods.

3.2 Upgrading Process and Documents

1. Technical assessment – of individual Housing Units for upgrading
2. Call for tender
3. Bill of Quantities and Scope of works
4. Contract between partners and the contractor
5. Technical monitoring checklist (based on the technical assessment and BoQ)
6. Completion of work – sign off between partners and contractors
7. Handover of finished HU to beneficiary (according to original scope of work and BoQ)

3.2.1 Technical assessment and BoQ for upgrades

The technical assessment follows the vulnerability assessment. From the wider HH Base line survey a smaller number of HU's are chosen for the technical assessment. The technical assessment form is based on a standard damage assessment form, adapted for use on residential urban dwellings. The technical assessment is detailed enough from which to produce a BoQ and scope of works for the upgrading works, categorising each repair and linking it to an existing procurement list. The assessment should be carried out by engineers and checked by programme managers. Contractors will then take the BoQ and Scope of Works to carry out the upgrade. *See Annex 2 for the Technical assessment.*

Example of technical assessment;

1. Evaluation

Investigate the building for the conditions below and check the appropriate column. There is room for a sketch

Water/Sanitation:	Good Status	Repair	Replace	Comments
Water tanks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Water network at HU level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Taps / Single water tap	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Water pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

3.2.2 Scope of works

CARE and partners have the capacity to improve the building to meet minimum standards developed with reference to the Inter-Agency Guidelines for the rehabilitation of sub-standard buildings SSB. These guidelines have been adapted to suit the urban context of Tripoli in Northern Lebanon.

(What is the extent of work that CARE and partners can provide?)

- **Shelter** – The upgrades will not address structural issues in the housing units. The work will focus on improvements such as: upgrading openings such as doors and windows, ensuring that the internal spaces are water tight and damp proof, and improving the condition of floors and ceilings, and the improvement or addition of internal partitions (especially between living areas and kitchen or bathroom spaces).
- **Water** – WASH upgrades will focus on household level WASH such as improving bathroom and kitchen areas, and ensure access to toilets. Agencies have to keep in mind that new connections to the public water networks have a cost (200\$ one-off), and agencies need the water establishment's approval which can take months. Tenants/owners need to agree on paying the water bill (around 130-180\$/year for HH service connections).
- **Sanitation** - For connections to sewers, agencies may need the WE's approval? However, it's costly because you need to connect the HH to a manhole and not a random place in the sewer, so you might need to install dozens of meters of sewer pipe.
- **Building level works** – All building level works will be non-structural, they will focus on **communal** areas such as stairwells, landings and corridors. Entrance spaces to the building will also be considered (street level) for work such as lighting, safe electrical connections improved safety rails, and better surface and floor conditions to improve access.
- **Community level works** – There may not be a need for community level work. However if the residents of buildings in the neighbourhood wish to allocate the building level improvement funds to work external of the building, for the benefit for the wider neighbourhood then these interventions can be considered.

3.2.3 Call for tender and contracts

The main requirements for the Call for Tender are the time taken for implementation, the price of works, the approach to labour and maintaining standards. Internally CARE and partners have a checklist which assists in choosing contractors suitable for the contract. Additionally the Call for Tender encourages contractors to explore options to employ local crafts people or skilled workers from the neighbourhoods to work on the projects. A contract is signed with local contractors who meet the criteria. The market analysis will also be shared with the contractor and they will be encouraged to source goods locally where possible.

3.2.4 Technical monitoring checklist

The monitoring checklist is based on the scope of works and the BoQ. Local partners will use an example of different types of upgrades with exact descriptions of what work is entailed. These can then be used to monitor the work achieved. It is important to check when the work is achieved, and what the quality is. Any work not meeting standards may have to be redone. A monitoring spreadsheet will be developed, listing the location of the house and the works ordered and finished. The beneficiary family can also be involved in the monitoring of the works. They will have access to a hotline in the case of any problems.

3.2.5 Completion of work between partners and contractors

The completion of work can be included in the BoQ and monitoring schedule. Once all the work is completed then partners and contractors sign off on the upgrading.

3.2.6 Handover of finished HU to beneficiary

Handover document explaining to the beneficiary family what works have taken place, how best to use and maintain any installations. Explanations of what is best practice in terms of the equipment and improvements made.

3.3 Occupancy agreements

3.3.1 Written agreements

Written agreements should be used to document, in a transparent manner, the duration of the agreement, the amount of rent and utilities to be paid, and the rights and obligations of both parties. NRC has published its pilot-project results on lease agreements as well as a fact sheet on lease agreements from its “ICLA Factsheet Series for Fieldworkers”. Please contact NRC Beirut for these documents: [Factsheet](#)

3.3.2 Tenure Security Agreement

Tenure security is also linked to the larger context and relationship between refugees and host community as well as tenants and landlords in any given area. Fostering good relations between owner and tenant can result in greater security of tenure and complement any written or verbal agreement.

These complementary activities can include obtaining community-level support (such as through municipalities or Mukhtars – or through community committees), supporting mediation of disputes, or encouraging regular dialogue between the two parties.

3.3.3 Memorandum of Understanding (MoU)

For the purpose of this approach two agreements or MoU's are advised; one MOU between the beneficiary and the owner and the other between the agency and the beneficiary.

Some suggested minimum requirements for beneficiary-owner agreements:

- Specify duration of the agreement and the rent to be paid, if any (as minimum requirements to be a legally binding agreement).
- Specify that if the beneficiary leaves, landlord and/or beneficiary must inform the agency
- Specify the type, amount, and frequency of utilities to be paid.
- Beneficiary should not tamper with or remove the installations.
- Both parties should respect each other's privacy, maintain the property and surroundings clean and maintain a peaceful environment.
- Owner to maintain connections to water, electricity and sewage uninterrupted and charge only for the proportional use of these services.
- Clause on non-eviction, and the conditions required to make a lawful eviction. (12 months security of tenure). Unless the beneficiaries freely chooses to move to a different place.
- Where possible, to include a stipulation for the maximum rent to be charged after the hosting period.

3.3.4 Principles of Intervention

The Inter-Agency Technical Guidelines on Sub Standard Building upgrades states that:

“Rehabilitation should be conducted in exchange for a period of free or reduced rent that is at least equivalent in value to the rehabilitation works. The beneficiary HH receives in-kind support equal to or greater than the costs of the works, and any other payments made by CARE to the building owner”.

However recent evaluations of shelter upgrade projects in the region – show that one of the main learning points from the projects is that it was a mistake to associate the amount of investment in the property with the number of month of rent that would cover ($\$Upgrade = x \text{ months of } \$ \text{ rent}$). This led to a direct association between the landlord and how many months they were willing to have Syrian refugees as tenants. It is important to talk about the cost of upgrade as a long term investment which will improve the value of his property over time; therefore show the landlord that there is a bigger benefit financially than the initial cost of works. The time of security of tenure or the reduce rental period should not be linked to the cost of the upgrade and the equivalent amount of monthly rent.

To avoid these associations it would be necessary to make sure, community, staff and partners do not talk about the cost of upgrades in relationship to the equivalent amount of rent/month.

Another learning point is that field teams have to have strong negotiation skills. These skills were especially important when working with landlords who owned more than 1 building chosen for the project so that a fair arrangement could be made.

CARE and partners discussed the option of a period of 3 months reduced rent – once the upgrading works have been completed. The landlords in Tripoli, especially in the districts where we are working are not wealthy, and reliant on the rent for their livelihoods. We cannot reduce the rent too drastically, and rent free period could be impossible to achieve.

3.3.5 Guidance

Some points for consideration:

- If the rent reduction is hard to achieve due to the high level of rental rates in some urban locations then at least Security of Tenure should be provided for 12 months. (March/June 2016)
- If achievable - the rent reduction may last for less time than that (3- 6 months)
- If the shelter is owner occupied - (Lebanese families) then is another MoU needed?
- The rent free or rent-reduction period should start once the rehabilitation has been completed. So once the work is finished (March/June 2016) the tenant will get a rent reduction from that point onwards.
- We can use the added value of communal projects in the building to come to an agreement with the landlord.

4 Agreed Minimum Standards

The agreed minimum standards have been developed internally at CARE in line with the Sub Standard Building upgrade and the Shelter Working Group standards.

4.1 Standards for building selection

Building selection should consider the following aspects:

- The socio-economic vulnerability of the beneficiary households (HH baseline survey)
- The feasibility of creating a genuinely adequate living space (Technical Survey)
- The legality of the existing building, or the availability of permission to carry out works
- The impact of the rehabilitation on the host community

4.1.1 Ownership

Ownership claims should always be verified, as there is always the risk of fraud, specifically in contexts where cadastres are destroyed, incomplete or non-existent. In order to minimise the risk of legal issues due to carrying out works in buildings, agencies will:

- Verify that building owners have ownership documents, whenever possible.
- In cases where this is not possible, and according to MoSA advice, obtain the signature of an authorised representative of the Municipality as a witness (recommended), party or co-signatory (possible but not advised due to legal implications) to the agency's contract or MoU with the building owner. This will provide a level of 'social' protection, and may provide legal protection against some types of case, if the ownership of the land or status of the building is disputed.
- Consider inserting a clause in their contracts or MoUs to the effect of the following: "The representative of the Municipality confirms that [agency] has done its due diligence and [the second party to the contract] is the legal owner of the building concerned."
- For further protection, agencies may choose to seek an affidavit from the Municipality or Mukhtar, should the village fall outside or between municipalities, certifying the ownership.

4.1.2 Condition of the building before rehabilitation

- Structure must be safe and must meet national construction standards
- Structure must be recognised as official construction by authorities;
- In case of illegal buildings, permission will be granted base on exceptional approval from authorities;
- Sealing off must be possible (proper roofing, windows and doors)

- Climatic conditions need to be possible to address (natural ventilation in warmer climates; winterization in colder climates)
- Consider the facility of access to daily facilities like electricity, water, heating facilities including adequate chimneys, cooking, waste water collection and refuse container

Note: New connections to the public water networks can cost (200\$ as a one-off). It is necessary to have the water establishment's approval which can take some time to acquire. Tenants/owners need to agree on paying the water bill which can be 130-180\$/year for HH service connections. As for connections to sewers, it can also be costly because the HH must be connected to a manhole and not a random place in the sewer, so installation of many metres of sewer pipe could be necessary.

- Electrical wiring and fuses for the interior of the HU are possible to install

4.1.3 Characteristics of the building

- Concept and design must allow proper separation/privacy of living units and communal areas, taking into consideration cultural, religious or traditional concerns regarding the appropriateness of spaces
- Enclosed spaces must have proper dimensions for their intended use
- Elements for decent living conditions must be in place (e.g. no units without windows)

4.2 Standards for rehabilitation

4.2.1 Shelter Space

- In higher altitudes, due to cold climate during winter period, the Sphere technical indicator of 4.5 m² per person excluding kitchen facilities, corridor, and bathrooms, will be respected.
- For larger households, it may be necessary to upgrade more than one room for sleeping or to find a solution in keeping with the minimum area per person described above.
- Separate and secured rooms for families of 4-6 persons for privacy reasons. For privacy, partitions (semi-permanent) will be provided to provide privacy for HH of more than three persons where possible.

4.2.2 Roof

- Waterproof, where feasible within the budget
- Sealed with proper drainage, where feasible within the budget

4.2.3 Walls

- Aim for dry walls, reduce damp or leakages
- Internal partitions must be provided to separate sleeping/living areas from bathrooms and kitchens, and in the case of mixed groups of occupants. Women and girls should be able to have privacy.

4.2.4 Floor

- Aim for dry walls, reduce damp or water pooling
- Improvements to uneven concrete surfaces should be considered for beneficiaries with limited mobility, or who require mobility aids

4.2.5 Windows and Doors

- Each room will have at least one opening window for better natural cross ventilation and potential exit
- Single glazed with minimum surface area of 1.5 m² per window where possible.
- Outside material is permanent Aluminium or PVC
- Each room should have a door which is able to close
- Sleeping areas should have a door that can lock and is made of permanent materials
- Sleeping areas should be separated by a door from toilets and showers
- All toilets or shower rooms should have a door which is lockable
- The front door should be robust and lockable to ensure privacy

4.2.6 Electricity

- Access to electricity (for one light socket) – this will not include complex external works unless they have been prioritised by the whole building and agreed through the community committee.
- At least 1 lighting point and 1 socket outlet per housing unit

4.2.7 Heating

- Not part of the scope of works

4.2.8 Kitchen

- 1 water point
- Minimum 1 cooking flame per Household
- Work surface for food preparation, possibly integrated around kitchen sink

4.2.9 Water Supply

- Quality and frequency/volume of water depends on the specific water connection and supply. However the project should aim to improve the water supply to the HH for domestic use.
- Hot water is ideally accessible for maintaining hygiene
- Water storage capacity of 1000 litres minimum per HU – *however this volume may not always be possible in smaller housing units.*
- Water fittings should be specified to minimise water use
- Any taps which are installed are of high quality and heavy-duty to minimize dripping.
- Water tanks should be equipped with float valves (in case of network supply) or float switches (in case of pumped supply) to prevent overflowing

- Leaks at building level will be found and fixed

4.2.10 Sanitation

- Toilets: 1 per HU with hand washing basin to be provided close to the toilet.
- Toilet/bathroom located at the same floor of the Housing Unit(s)
- Toilet/bathroom should be enclosed and private and separate from sleeping or food preparation area to avoid faecal-oral contamination.
- Toilet/bathroom with smooth concrete floor or tiled including adequate drainage
- In case of communal toilet, toilet will be gender-segregated.
- Shower: 1 per HU
- Sanitation facilities should be enclosed and private and separated from sleeping or food preparation areas to avoid faecal-oral contamination.

If wastewater works are considered please read below:

- Wastewater: Can facilitate a connection to an outlet, such as septic tank or sewerage line. If no complex works are involved. Cesspits no longer permitted by Ministry of Environment

4.2.11 Drainage

- Toilet/bathroom has adequate drainage: As defined by the WASH Working Group, floor surfaces within latrines/bathrooms should have adequate drainage and be floored with smooth concrete or tiled in order to allow easy cleaning and improve hygiene.
- The storm water drains should to be kept clear in the community (awareness)
- Wastewater disposal should be collected either in holding tank or septic tank or connected to existing sewage network

4.2.12 Solid Waste Disposal

Hygiene promotion activities, waste disposal campaigns (involving the community/paintings and other activities), awareness sessions, and perhaps arrange the big waste containers to be < 50 m from dwellings in coordination with municipalities.

NB: waste bins in different volume sizes:

- 240L: - can be dragged by a single man
- 330/660/900/1100L: depends on the municipal collection trucks

4.2.13 Safety

- Building level Safety aspects should be carefully considered.
- Parapets in stairwells or on the roof should be at a minimum height
- There should be sufficient lighting at entrances and exits as well as in stair wells.

4.2.14 Specific needs of People with Disabilities (PwD)

- PwD who use a wheelchair or have limited mobility should be allocated shelters with obstacle free access including smooth ramp, on the ground floor when possible, and with sufficient turning space in the toilet and kitchen.
- PwD with limited eyesight should have step edges in their shelters painted with a white strip for visibility, if appropriate
- Low level hand wash sinks should be considered for PwD with limited reach
- PwD may also be referred to a specialist agency for further support

4.3 Building level or Communal Level Projects

4.3.1 Process for choosing building level projects

Through assessment of the HH Vulnerability base line the question was asked:

‘What are you main concerned/challenges in this building)?’

There are also separate considerations to make when deciding if the building is suitable for an upgrade (See Section 4.1.2). The thematic areas below were provided on the HH Baselines survey (below). Based on the results and the results of the building assessment, possible project ideas can be derived.

- Communal stairwell/corridors/landings/roof space etc.
- Waste management
- Water
- Health
- Safety
- Lighting
- Communal space (roof, terrace, entrance space, courtyard etc.)

4.3.2 Participation

Ideally these projects involve everyone in the building through a resident’s group or the community committees (*See 1.5.1*). They should be representative of the community, including ages, ethnicity, professions, sexes, status of home ownership, renters, landlords etc.

4.3.3 Community Level:

If there are no urgent building level projects that demand the \$4,500 then out of the (20 or 30) community projects then

The themes are not specific projects, a further meeting with the committee and through consultation of the neighbourhood/building/communal space assessment should help identify the key projects that are needed and are also feasible.

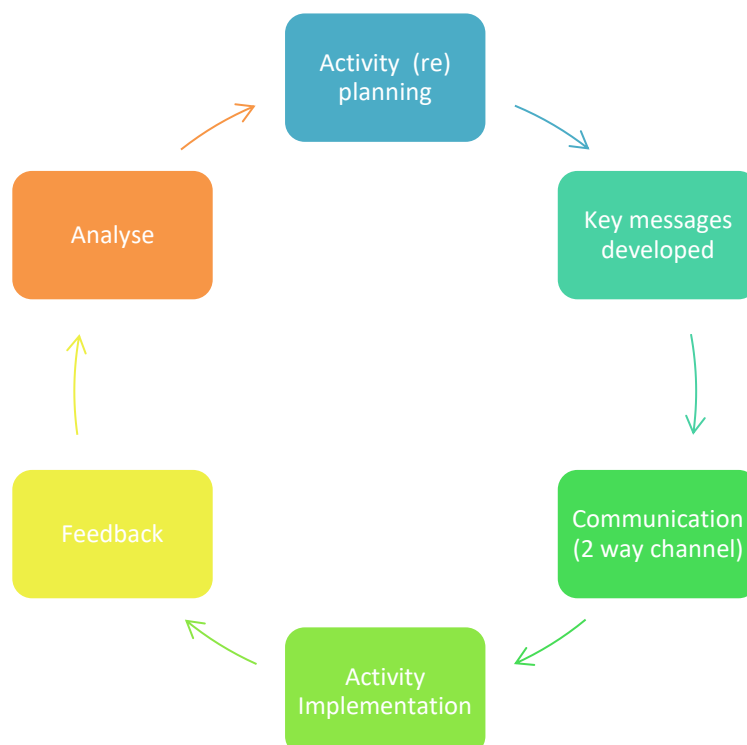
- **Sustainability** - What are sustainable projects? How can CARE and partners make sure that interventions are well maintained and continue once the direct engagement from CARE has finished.
- **Impact** - Which projects can have the biggest impact – favourable projects will link to protection and improving living conditions. Potential links to livelihoods are also encouraged.
- **Exit strategies** - How are CARE and partners going to make sure that projects are adopted and upheld by communities and local authorities if possible.
- **Participation** - Involving the committee and community. The HH baseline survey asks an open ended question about the main needs in the community.

4.4 M&E, Accountability and Beneficiary Communications

It is important that the Monitoring, Evaluation must be but into the beneficiary communications and feedback mechanisms. The types of activities which may feature in as part of the M&E cycle below:

- Beneficiary Hotline call log
- Communications sent out to the community (posters, radio shows, meetings)
- Feedback from Committee Meetings
- Information gathered from HH monitoring of upgrades
- Complaints mechanism – including paper feedback to be dropped in the feedback box
- A Decision Tracker which shows how CARE changes the programming according to feedback

4.4.1 How the MEAL cycle fits into activities



5 Annexes

5.1 Household Baseline Survey

Enumerator Information	
Name of Enumerator or ID number	
Organization	<ul style="list-style-type: none"> ▪ Akkarouna ▪ DPNA
Location: Tripoli	
Neighbourhood	<ul style="list-style-type: none"> ▪ Mankoubin ▪ Shock/Shalfeh ▪ Shaarani ▪ Zahoul ▪ Rahbet ▪ Hay el Tanak ▪ Hosh el Abid ▪ Old Mina
Zone	<ul style="list-style-type: none"> ▪ Mankoubin - Zones A, B, C, D, E ▪ Shock/Shalfeh - Zones F, G, H, I, J ▪ Shaarani - Zone K ▪ Zahoul - Zone L ▪ Rahbet - Zone M ▪ Hay el Tanak - Zone N ▪ Hosh el Abid - Zone O ▪ Old Mina - Zone P
Building	
Floor	
Apartment Number	
<p>We work for CARE which is a humanitarian organization. We would like to ask you a few questions about where you live now, including your community and neighbourhood. This questionnaire will take about 30 minutes of your time to complete. The information you provide us with during this interview will be kept strictly confidential. This is voluntary and you can choose not to answer any or all of the questions. However we hope that you will participate since this information is important. If you don't have any questions, by agreeing to participate you declare that you will answer our questions to the best of your knowledge and that you will share accurate and true information.</p>	
<p>Respondent Personal Information - <i>Note to Enumerator: This section relates to interviewee</i></p>	
First name of Interviewee	
Father's name	
Family name	
Gender of Respondent	<ul style="list-style-type: none"> ▪ Male ▪ Female
Number of families in this Housing Unit (HU)	
Do you share the rent amongst you? <i>Note to Enumerator: If rent is shared among families, they are considered to live in 1 HU - If families pay the rent separately, they are considered to be living in separate HUs, and therefore separate interviews should be conducted</i>	<ul style="list-style-type: none"> ▪ Yes ▪ No
<p>HoH Personal Information <i>Note to Enumerator: This section relates to HoH</i></p>	
Are you the head of household (HoH)?	<ul style="list-style-type: none"> ▪ Yes ▪ No
<i>If no</i> , What is your relationship to HoH?	<ul style="list-style-type: none"> ▪ Spouse ▪ Parent ▪ Son/Daughter

	<ul style="list-style-type: none"> ▪ Sibling ▪ Other
Please specify	
If no , Who is the HoH (Name)?	
If no , Who is the HoH (Gender)?	<ul style="list-style-type: none"> ▪ Male ▪ Female
Phone number: Please write the phone number in this format: 70123123 or 03123123. Please enter 8 zeros for families that don't have a phone	
DoB of HoH	Month-Year
Status of HoH	<ul style="list-style-type: none"> ▪ Single ▪ Married ▪ Widowed ▪ Divorced ▪ Missing Spouse ▪ Out of Lebanon
Occupation of HoH	<ul style="list-style-type: none"> ▪ Food Preparation and Serving ▪ Sales ▪ Personal Care and Service ▪ Installation, Maintenance, and Repair ▪ Construction ▪ Engineering ▪ Production ▪ Building and Grounds Cleaning and Maintenance ▪ Community and Social Service ▪ Transportation and Materials Moving ▪ Farming, Fishing, and Forestry ▪ None ▪ Other
Please specify	
Nationality of HoH	<ul style="list-style-type: none"> ▪ Syrian ▪ PRS ▪ PRL ▪ Lebanese ▪ Not registered with GoL (no paperwork) ▪ Other
If Syrian, UNHCR Registration status	
UNHCR registration status of this household Choose "registered" if any member of the household is registered with UNHCR	<ul style="list-style-type: none"> ▪ Registered with UNHCR ▪ Have an appointment to register ▪ Not registered
What is the UNHCR progress number Example: 245-12C00001	
If PRS or PRL, UNRWA Registration	
UNRWA Number	
Household Information	
Females - Note to Enumerator: If none, enter 0	
How many females aged 0-4 are currently present in you HH?	
How many females aged 5-11 are currently present in you HH?	
How many females aged 12-17 are currently present in you HH?	
How many females aged 18-59 are currently present in you HH?	
How many females aged 60+ are currently present in you HH?	
Males - Note to Enumerator: If none, enter 0	
How many males aged 0-4 are currently present in you HH?	
How many males aged 5-11 are currently present in you HH?	
How many males aged 12-17 are currently present in you HH?	
How many males aged 18-59 are currently present in you HH?	

How many males aged 60+ are currently present in you HH?	
Health - Note to Enumerator: If none, enter 0	
How many members are expected to join your HH in the next 3 months?	
How many members are pregnant or lactating?	
How many members have a physical disability?	
How many members have a sensorial disability? Note to Enumerator: sensory disability includes people who are deaf, blind, or mute	
How many members have a mental disability? Note to Enumerator: mental disability includes mental disorders such as schizophrenia, depression, substance abuse/dependence (drug or alcohol), etc.	
How many members have an intellectual disability? Note to Enumerator: intellectual disability includes intellectual disorders such as autism or Down Syndrome	
How many members have a chronic illness? Note to Enumerator: chronic illnesses and diseases such as heart attacks, hypertension, asthma, emphysema, diabetes, etc.	
How many members have a serious medical condition? Note to Enumerator: a serious medical condition is a medical emergency that requires immediate treatment	
Location and Displacement	
When did you reside in this house?	Month-Year
What is the main factor that affected your choice of shelter location (area of residence)?	<ul style="list-style-type: none"> ▪ Be within community with same background ▪ Proximity to village's services: school, healthcare facilities ▪ Proximity to family or relatives ▪ Proximity to work/livelihoods ▪ Being far from the conflict ▪ Rent cost ▪ Cost of living ▪ Legal reasons (related to ease of movement and legal status in the country) ▪ Other
Please specify	
How long do you intend on staying in your current house? Note to Enumerator: If respondent implies that their residence depends on availability of money for rent, then they are at risk of eviction	<ul style="list-style-type: none"> ▪ 0-3 months ▪ 4-6 months ▪ 7-12 months ▪ 12+ months ▪ At risk of eviction (depends on rent affordability) ▪ Don't know
Have you previously been evicted?	<ul style="list-style-type: none"> ▪ Yes ▪ No
If yes, How many times?	
If Syrian or PRS, How many HH members have legal paperwork? Note to Enumerator: Legal paperwork i.e.: residency permit	
Community Relationships	
If Syrian or PRS, How good is the relationship of this HH with the local community?	<ul style="list-style-type: none"> ▪ Good ▪ OK ▪ Bad
How good is the relationship of this HH with the local authorities (Mukhtar/Darak/Army/Mayor)?	<ul style="list-style-type: none"> ▪ Good ▪ OK ▪ Bad
How safe does your family feel in your current location?	<ul style="list-style-type: none"> ▪ Very safe ▪ Alternates ▪ Unsafe
Housing Unit Note for Enumerator: A housing unit is defined as a self-contained sleeping and living area with full separation from the adjacent unit. A single housing unit may contain separated kitchen and/or bathroom facilities or may share facilities with other nearby housing units.	

Type of HU	<ul style="list-style-type: none"> ▪ Apartment/House (shared) ▪ Apartment/House (not shared) ▪ Single structure (tent/makeshift shelter) ▪ Apartment in a building ▪ Unfinished building ▪ Garage ▪ Shop/Commercial Unit ▪ Worksite ▪ Other
Please specify	
Accommodation Type	<ul style="list-style-type: none"> ▪ Owned - Formal (legal paperwork including a deed or Buying through Procuration) ▪ Owned – Informal ▪ Rented ▪ Working for rent ▪ Rent/work combination ▪ No payment required (hosted for free) ▪ Squatting (occupancy without permission of owner) ▪ Other
Please specify	
How many rooms are in this HU? Note to Enumerator: Rooms excluding kitchen and toilet spaces	
What is the total living space in m2? Note to Enumerator: Overall living space does not include kitchen and toilet spaces - Please estimate living space by measuring in one-meter strides - Ask for permission to walk around the house	
How much do you pay for monthly rent in total? Note to Enumerator: Total monthly rent of HU - Enter amount in LBP	
Your rent amount:	<ul style="list-style-type: none"> ▪ Changes ▪ Is fixed
Livelihoods	
Does this amount include utilities (water/electricity/garbage/sewage fees/bills)?	<ul style="list-style-type: none"> ▪ Yes ▪ No
What is the main type of employment for the HoH?	<ul style="list-style-type: none"> ▪ Permanent ▪ Seasonal ▪ Irregular daily labour ▪ Unemployed
In the last 30 days, what was the total income of HH members? Note to Enumerator: This question is to be asked indirectly - Break down expenses and sources (debt and actual payments) - P.S: All revenue that doesn't have to be paid back is considered income - Enter amount in LBP	
How many HH members aged 5-17 had been working in the last 30 days? Note to Enumerator: If none, enter 0	
How many HH members aged 18-59 had been working in the last 30 days? Note to Enumerator: If none, enter 0	
How many HH members aged 60+ had been working in the last 30 days? Note to Enumerator: If none, enter 0	
How many members of your HH are skilled labourers in building/construction/plastering/electronics/plumbing/electricity, etc.? Note to Enumerator: A skilled worker is any worker who has special skill, training, knowledge, and experience in their work - If none, enter 0	
Landlord Details	
What type of tenancy agreement have you made with the landlord?	<ul style="list-style-type: none"> ▪ Permanent

	<ul style="list-style-type: none"> ▪ Seasonal ▪ Irregular daily labour ▪ Unemployed
How is your relationship with the landlord?	<ul style="list-style-type: none"> ▪ Good ▪ OK ▪ Bad
Would homeowner agree to HH improvements?	<ul style="list-style-type: none"> ▪ Yes ▪ No ▪ Maybe ▪ Do not know
Name of building owner Note for Enumerator: if landlord is unknown or respondent refuses to provide a name, enter NA	
Phone number of building owner Note to Enumerator: Please write the phone number in this format: 70123123 or 03123123. Please enter 8 zeros when phone number is not available	
Name of HU owner Note for Enumerator: if landlord is unknown or respondent refuses to provide a name, enter NA - if HU owner is same as landlord, enter same details as above	
Phone HU of building owner Note to Enumerator: Please write the phone number in this format: 70123123 or 03123123. Please enter 8 zeros when phone number is not available - if HU owner is same as landlord, enter same details as above	
Building and Neighbourhood	
What is your main challenge/concern with the building (and services for the building) - what needs to be fixed/upgraded/repaired/rehabilitated? Note to Enumerator: Do Not Read Out the Options	<ul style="list-style-type: none"> ▪ Stairwell ▪ Waste Management ▪ Water ▪ Health ▪ Safety ▪ Lighting ▪ Communal space
What is your main challenge/concern with the neighbourhood (and services for the neighbourhood)? Note to Enumerator: Do Not Read Out the Options	<ul style="list-style-type: none"> ▪ Waste Management ▪ Water ▪ Health ▪ Safety ▪ Lighting ▪ Access (roads/pathways quality) ▪ Public space ▪ Communal space
Humanitarian Assistance	
What assistance do you currently receive from other groups (INGOs, local NGOs, charities, religious entities, individuals, etc.)? – (multiple choice) Note to Enumerator: Do Not Read Out the Options	<ul style="list-style-type: none"> ▪ Cash assistance ▪ Food assistance (through WFP e-card) ▪ Food assistance (in-kind) ▪ Healthcare assistance ▪ Rent assistance ▪ Shelter assistance (household repairs/rehabilitation) ▪ Education assistance ▪ None ▪ Other
Please specify	
What kind of humanitarian assistance do you prefer? (single choice) Note to Enumerator: Do Not Read Out the Options	<ul style="list-style-type: none"> ▪ Cash assistance ▪ Food assistance (through WFP e-card) ▪ Food assistance (in-kind)

	<ul style="list-style-type: none"> ▪ Healthcare assistance ▪ Rent assistance ▪ Shelter assistance (household repairs/rehabilitation) ▪ Education assistance ▪ None ▪ Other
Please specify	
<p><i>If Syrian or PRS, What kind of future do you want and think is realistic for you and your family?</i></p> <p>Note to Enumerator: Do Not Read Out the Options</p>	<ul style="list-style-type: none"> ▪ Return (to Syria) ▪ Local integration ▪ Change location ▪ Change shelter ▪ Travel overseas ▪ Decline to answer ▪ Don't know ▪ Other
Please specify	
HU Conditions (OBSERVATIONAL) - Note to Enumerator: This section is observational - Ask permission to walk around the house and answer the following questions based on your observations	
Is there a kitchen space in this HU?	<ul style="list-style-type: none"> ▪ Yes ▪ No
How many rooms are used for sleeping? Note to Enumerator: Sleeping spaces excluding kitchen and toilet spaces – If none, enter 0	
Does the sleeping space(s) have doors for privacy?	<ul style="list-style-type: none"> ▪ Yes ▪ No
Is there a separate sleeping space for women/girls?	<ul style="list-style-type: none"> ▪ Yes ▪ No
How many doors are made of permanent material (wood, metal, etc.) Note to Enumerator: If none, enter 0	
If permanent doors > 0 Condition of doors made from permanent materials	<ul style="list-style-type: none"> ▪ Acceptable ▪ Not acceptable
How many doors are made of temporary material (cloth, plastic) Note to Enumerator: If none, enter 0	
How many empty frames for doors are there in this HU? If none, enter 0	
How many windows are made of permanent material (wood, metal, etc.) Note to Enumerator: If none, enter 0	
If permanent windows > 0 Condition of windows made from permanent materials	<ul style="list-style-type: none"> ▪ Acceptable ▪ Not acceptable
How many windows are made of temporary material (cloth, plastic, etc.) Note to Enumerator: If none, enter 0	
How many empty openings for windows are there in this HU? Note to Enumerator: If none, enter 0	
Is there a functional lock on your entrance door?	<ul style="list-style-type: none"> ▪ Yes ▪ No
Type of roof/ceiling	<ul style="list-style-type: none"> ▪ Concrete ▪ Wood ▪ Metal (CGI) ▪ Plastic ▪ Cardboard
Condition of roof/ceiling	<ul style="list-style-type: none"> ▪ Acceptable ▪ Not acceptable
Type of walls	<ul style="list-style-type: none"> ▪ Concrete ▪ Wood ▪ Metal (CGI) ▪ Plastic ▪ Cardboard

Condition of walls	<ul style="list-style-type: none"> ▪ Acceptable ▪ Not acceptable
Type of floor slab	<ul style="list-style-type: none"> ▪ Concrete ▪ Wood ▪ Soil/Earth
Condition of floor slab	<ul style="list-style-type: none"> ▪ Acceptable ▪ Not acceptable
Condition of Partition	<ul style="list-style-type: none"> ▪ Acceptable ▪ Not acceptable ▪ None
Is there sufficient ventilation in HU?	<ul style="list-style-type: none"> ▪ Yes ▪ No
Is there some daylight in the HU?	<ul style="list-style-type: none"> ▪ Yes ▪ No
Is there at least one functioning light fitting in HU?	<ul style="list-style-type: none"> ▪ Yes ▪ No
Direct Questions on HU	
Note to Enumerator: Questions are now asked directly to HoH/interviewee again	
Can you keep your house warm especially in winter?	<ul style="list-style-type: none"> ▪ Yes ▪ No ▪ No need
What are your 3 main priorities for improving your living standards/your home? Note to Enumerator: Do Not Read Out the Options	<ul style="list-style-type: none"> ▪ Partition ▪ Roofing (improve) ▪ Walls (improve) ▪ Doors ▪ Windows ▪ Electricity (connexions/wiring) ▪ Water Tank for HH level ▪ Faucets/Taps ▪ Toilets ▪ Water Heater ▪ Heating
Water	
Are you connected to the water network? Note to Enumerator: Connected to water network = piped water into HU (Water Establishment/municipal/public network)	<ul style="list-style-type: none"> ▪ Yes ▪ No
What is your HH main source for domestic water?	<ul style="list-style-type: none"> ▪ Water network ▪ Public water point ▪ Private borehole/well ▪ Water trucking ▪ Bottled Water
What is your HH main source for drinking water?	<ul style="list-style-type: none"> ▪ Water network ▪ Public water point ▪ Private borehole/well ▪ Water trucking ▪ Bottled Water
In the last 3 months, have you always been able to get enough water for domestic uses?	<ul style="list-style-type: none"> ▪ Yes ▪ No
Do you have a functioning tap and sink in the kitchen?	<ul style="list-style-type: none"> ▪ Yes ▪ No
Do you have a functioning tap and sink in or adjacent to the toilet (for hand washing)?	<ul style="list-style-type: none"> ▪ Yes ▪ No
How do you heat water (for personal hygiene)?	<ul style="list-style-type: none"> ▪ Electric water heater

	<ul style="list-style-type: none"> ▪ Gas/Fuel/Stove ▪ Electrical wiring ▪ No water heating
Sanitation	
Do you have a toilet within the HU?	<ul style="list-style-type: none"> ▪ Yes ▪ No
<i>If no</i> , Where is it located?	<ul style="list-style-type: none"> ▪ At a neighbour's ▪ Outside
Is the toilet functioning? Note to Enumerator: Functioning = in usable conditions	<ul style="list-style-type: none"> ▪ Yes ▪ No
Is the toilet a separate room from the living space? Note to Enumerator: Separate = with all walls and door	<ul style="list-style-type: none"> ▪ Yes ▪ No
Are you connected to the sewerage? Note to Enumerator: Sewerage = public/municipal sanitation	<ul style="list-style-type: none"> ▪ Yes ▪ No
<i>If no</i> , Where do you dispose of wastewater? Note to Enumerator: Wastewater = grey water and/or wastewater	<ul style="list-style-type: none"> ▪ Septic pit/tank (on-site disposal system, regardless of design) ▪ River/Stream (simple drainpipe discharging directly to a nearby water body) ▪ Open drain (wastewater flows through an open channel)
<i>If septic tank</i> , Is your septic tank/pit de-sludged?	<ul style="list-style-type: none"> ▪ Yes ▪ No
<i>If yes</i> , How often? Note to Enumerator: How many times a year?	
<i>If yes</i> , By whom? Note to Enumerator: Party in charge of de-sludging	<ul style="list-style-type: none"> ▪ Tenant ▪ Owner of HU ▪ Building/Land Owner ▪ Municipality ▪ Don't know
<i>If yes</i> , Cost of de-sludging. Note to Enumerator: Enter amount in LBP	
How do you dispose of your household solid waste?	<ul style="list-style-type: none"> ▪ I put it in container/Garbage collected from containers by public service provider (Sukleen) ▪ I put it in container/Garbage collected from containers by municipality ▪ I pay for a truck to collect garbage from my house ▪ I put it on a pile near the house ▪ I burn it ▪ I bury it
Images - Note to Enumerator: Ask permission to take pictures of the HU	
Take a picture of the HU kitchen space	
Take a picture of the HU toilet space	
Take a picture of the HU living space	
Take a picture of 2nd toilet (if available); if HU is a temporary structure, take a photo of it from outside. Note to Enumerator: This is optional in case the HU has more than one toilet - or in case the HU is a temporary structure (take a picture of the outside of HU)	
Enumerator, kindly write down any relevant notes/comments/clarifications	
Enumerator	
What is the status of the interview?	<ul style="list-style-type: none"> ▪ Complete ▪ Incomplete ▪ Refused ▪ Household unreachable/could not locate - Unreachable

5.2 Technical Assessment Form

HOUSEHOLD TECHNICAL FORM

1. General information <small>معلومات عامة</small>	
1.1: Date of assessment <small>تاريخ الاستمارة</small> :	Assessment Nb:
1.2..1 Assessor's name: <small>اسم الباحث</small>	1.3.2: Neighborhood or Area <small>الحي او المنطقة</small>
1.3.4 Geodata (GPS Coordinate in decimal degree)	
Longitude <small>الطول</small> _____ Latitude <small>العرض</small> _____	

2. beneficiary	
Name _____	Nationality: _____
Phone n. _____	UNHCR Registration: _____ ID : _____
Number of individuals : _____	Number of Families: _____
Landlord name if rented: _____	Phone n. _____

3. Building Data	
Type of construction/Building	
Wood frame/plywood <input type="checkbox"/>	warehouse/ store <input type="checkbox"/>
Unreinforced masonry with zinko roof <input type="checkbox"/>	Concrete building <input type="checkbox"/>
Other _____ <input type="checkbox"/>	

1. Evaluation

Investigate the building for the conditions below and check the appropriate column. There is room for a sketch

Water/Sanitation:	Good Status	Repair	Replace	Comments
Water tanks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Water network at HU level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Taps / Single water tap	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Water pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Shower mixer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Lavatory mixer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Water heater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Kitchen sink (Stainless steel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Lavatory basin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Ablution hose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Western Seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Arabic Seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Bars (disable / elderly)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Wastewater at HU level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Doors:	Good Status	Repair	Replace	Comments
Steel (entrance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Wood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Accordion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Aluminum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Windows:				
Aluminum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Wood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Partitioning:				
Plywood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Blocks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Gypsum Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Ceiling and roofs:				
Leakages / Waterproof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Gaps / openings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Plastering / painting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Zinko	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Rain Water drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Floor :	Good Status	Repair	Replace	Comments
No Cracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Leveling (disable / elderly)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Tiling (kitchen / Toilet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Walls :

No Cracks _____

No mold /defects _____

No corrosion _____

No mold /defects _____

Electricity :

Wiring connection _____

One light per room _____

Connection to w. heater _____

One power outlet _____

General Comments

1. Sketch

5.3 Market Assessment