



Guidance Notes for Delivering and Managing
the Rehabilitation of

HOST FAMILY PRIVATE HOUSEHOLDS

In Dar'a and Quneitra, Syria



care®



ACKNOWLEDGEMENT

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ACRONYMS

AC	Alternating Current
BoQ	Bill of Quantities
CCCM	Camp Coordination and Camp Management
CI	Cast Iron
DC	Direct Current
DI	Ductile Iron
GBV	Gender Based Violence
HDPE	High Density Polyethylene
HLP	Housing, Land and Property
IDP	Internally Displaced Person
IEEE	Institute of Electrical and Electronics Engineers
LED	Light-emitting Diode
MoU	Memorandum of Understanding
NFI	Non-food Item
NGO	Non-Governmental Organization
PE	Polyethylene
PV	Photovoltaic
PVC	Polyvinyl Chloride
RC	Reinforced Concrete
RFP	Request for Proposals
SoW	Scope of Work
ToR	Terms of Reference
UNHCR	United Nations High Commissioner for Refugees
uPVC	Unplasticized Polyvinyl Chloride
UV	Ultraviolet
WASH	Water, Sanitation and Hygiene



1. INTRODUCTION

This document provides multi-sector guidance and sets minimum standards for humanitarian agencies making shelter interventions to support displaced households and host communities through the upgrade or rehabilitation of privately owned residences. The guidance sets out how shelter interventions should be planned, designed and implemented, and is tailored to the specific context of southern Syria, based on recent context assessments, past experience and lessons learnt.



2. DEFINITION OF A HOST FAMILY PRIVATE HOUSEHOLD (HFPH)

Host family private households are privately-owned buildings occupied by a resident family that is hosting a number of IDPs. HFPH is a common and preferred shelter option for IDPs within the context of southern Syria. The host family private households typically have basic services and purpose-built residential facilities such as water, sanitation, insulation, and a food preparation area. However, IDPs residing with host families should not, by default, be considered less vulnerable than IDPs living in other shelter types. IDPs may be hosted by close or distant relatives, by friends or acquaintances, or even by strangers. They may have found shelter with host families out of preference, or as a result of an unavailability of space in collective shelters or informal tented settlements. They may also have found privately hosted shelter due to specific protection concerns.



Figure 1 - A host family private household in Quneitra - ©CARE



3. CONSIDERATIONS REGARDING THE IDENTIFICATION AND SELECTION OF HOST FAMILY PRIVATE HOUSEHOLDS FOR REHABILITATION

3.1 Identifying Host Family Private Households

There has not been a comprehensive mapping of shelter needs for host families and IDPs hosted in private households as they are smaller and less easily identified than collective centres or informal tented settlements. It is not recommended that key informants alone are used, but rather that the local council and local relief agencies may have valuable information, which should then be triangulated and verified.

3.2 General Selection Considerations

Although each humanitarian agency is responsible and accountable for its own selection criteria and chosen interventions, the following points may contribute to harmonized selection criteria.

- Prioritize households that have agreed upon secure tenure for a given duration and consider correlating the level of assistance with the length of tenure and the scale of burden on the host family.¹
- Ensure that the safety and security context is assessed, considering, for example, weather, health, sanitation and electrical hazards. Prioritize those places where risks are lower or where remedial action can be taken to adequately mitigate risks.
- Prioritize locations with higher numbers of IDPs, where overcrowding can be addressed, where there is a higher proportion of IDPs to hosts, or where people with additional vulnerabilities are living. Examples of vulnerable persons include; unaccompanied children, female-headed households, child-headed households, the elderly, and persons with disabilities.
- Prioritize households where IDPs are hosted as guests (not paying rent in cash or in-kind), but also consider how the host family copes with the burden of IDPs, and how the host family and IDPs might engage in burden sharing.
- Undertake a due diligence assessment regarding housing, land and property (HLP) rights (see Section 6.2).
- Ensure the building is structurally sound or that, within the scale of the intervention, it can be made structurally sound without endangering workers or residents, and that non-structural damage can be repaired.



Given the specialist skills and supervision required to undertake structural repair, this guidance recommends against rehabilitating buildings that require structural repair (see section 7.1)

¹ The benefit derived by hosts is conditional on their continuing to act as hosts, balancing the negotiating positions of hosted IDPs and host families and incentivizing hosts (*Assisting Host Families and Communities after Crises and Natural Disaster – IFRC*)

3.3 Asbestos

Asbestos is a naturally-occurring, rock-based fibrous mineral, that is commonly used for multiple purposes in building constructions due to its good insulation and mechanical strength properties. If left undisturbed, asbestos does not represent a health risk, however, exposure to disturbed asbestos, in a damaged building or during construction work for example, can pose serious health risks. The World Health Organization (WHO) has assessed the effect of exposure to asbestos on human health. Inhalation of asbestos fibers has been shown to cause asbestosis, lung cancer and mesothelioma.

If asbestos-containing materials are found or suspected in a potential collective centre they will need to be investigated and possibly removed by a suitably qualified and equipped contractor. Therefore, identify, assess and investigate if the collective shelter contains asbestos materials. If so:

- Ensure that people are adequately informed of the risks of residing in building containing asbestos.
- Assess the risks of asbestos on IDPs and construction workers

Accordingly, decide whether it is practical or possible to rehabilitate the shelter and whether safe handling of the asbestos is possible.



4. ASSESSMENTS

After the preliminary selection of eligible beneficiaries, the following should form part of a participatory assessment to understand the needs of hosts and IDPs. The assessment should be social (e.g. considering gender, dignity and cultural aspects of shelter) and technical, considering the scope of construction work (see section 7), in order to determine the needs of the IDP and host families.

- Hold interviews or focus group discussions with host family members and IDPs
- Develop an understanding of the different roles of men, women, boys and girls in the shelter.



Ensure that interviews and focus group discussions include a balanced representation of women, men and youth.

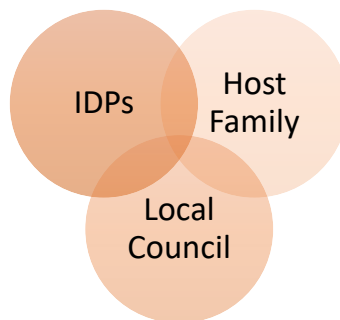
- Create a thorough photographic record as a baseline by which to monitor improvements, as well as an archive of key project documents such as floor plans, specifications and BoQs (bill of quantities).
- Especially where there are multiple buildings, develop a layout map of the site and of each building showing which rooms are targeted and their intended use.
- Avoid collecting data that is unnecessary for the intervention. Store the data securely, and only for as long as is legally required for the completion of the project.
- Rehabilitation work should begin as soon as possible after the assessment is completed. If there is a delay between the assessment and the start of works, agencies should verify that the assessment findings are still valid.



5. STAKEHOLDER MANAGEMENT

A stakeholder is any individual, group or organization that can affect, be affected by or perceive itself to be affected by the rehabilitation project. Managing stakeholders from the early stages of a project can mitigate risks and improve project outcomes, since successful planning, design and completion of an intervention often depends of ensuring stakeholder consultation and support.

The three major stakeholders in shelter rehabilitation are:



A participatory approach is essential to consulting with host and IDP families in the assessment phase and subsequent stages. This should help to identify specific needs, privacy concerns and protection issues whose solutions might be integrated into the project design. Host families and IDPs may also want and be able to participate in the rehabilitation work itself (see Section 6.1). Understanding the relationship between host family and IDPs, and their needs and current use of the shelter, should help design relevant and well-placed communal space, utilities and infrastructure for both parties, facilitating fair use of the shelter following the intervention.



When consulting with stakeholders, keep in mind the different groups within each stakeholder type, as they are not necessarily homogeneous, and views between groups will be different.

5.1 IDPs

IDPs can vary greatly as stakeholders, and can be individuals, families or groups of families. Their interests and wishes can be better understood by consulting them, and finding out how they see their relationship with their host, the roles they fill within the shared shelter, and what (if anything) they pay or contribute to live in the shelter.



Establish mechanisms that allow all sections of IDPs to give their input and feedback

5.2 Host Families

Generally, the host family is the main tenure-holder for the shelter, and is a major stakeholder in any change to the property. Humanitarian agencies must pay close attention to the existing relationship between host family and IDPs, taking measures not to have a negative impact on it, as well as obtaining assurances from the host family regarding the IDPs' security and duration of tenure.



The cost of using a participatory approach can seem high – it takes up time, effort and resources. However, the cost of not consulting stakeholders can be far higher. There is a risk of doing harm and making a long-lasting negative impact that takes time, effort and resources to put right

5.3 Local Council

Local councils in non-government-controlled areas are de facto authorities, and agencies should exercise caution in how they engage with them, bearing in mind that coordinating with councils may indirectly empower them “as both humanitarian responders and revolutionary political actors.”² The local councils formed throughout Syria in response to context-specific conditions, and their maturity, capacity, efficacy and mandate can vary widely. The membership of these bodies may change over time, and humanitarian actors should take steps to confirm that the local councils with whom they engage are viewed as legitimate and credible by the relevant stakeholders. Where this is the case, the following actions are recommended:

- Encourage local councils to see the support of humanitarian action and principles as part of their mandate.
- Consult with and seek information and suggestions from the council, for example through interviews with council members, always being very clear that the humanitarian actor has the final say in project decisions.
- Note that local councils may have particularly valuable information relating to project risks.
- Adopt a process of clear and steady interaction with the council, clarifying expectations at each stage, which may be as shown aside:

Planning:

Support identifying host families in private houses

Implementation:

Support ensuring access to site and materials, and coordination with host community

Completion:

Limited involvement, or independent role promoting social cohesion between IDPs and hosts.

² Mercy Corps (2015) “Humanitarian Access Through Local Councils in South and Central Syria.”

6. PROTECTION

6.1 Protection Mainstreaming

It is essential to incorporate protection principles into collective shelter interventions. As a minimum, the following four principles should be considered throughout the intervention. Additional elements of protection mainstreaming can be added, as relevant to the context, agency and the specific intervention.

DO NO HARM AND PRIORITIZE SAFETY AND DIGNITY

- Identify vulnerable individuals and address their specific needs, which may include a need for additional space, separated areas, mobility assistance and bathroom access.
- Create well-lit communal spaces, and separated living areas, making separate areas for each household, and separating sleeping areas between different families, sexes, generations and vulnerabilities, where relevant.
- Carefully examine risks of violence, especially Gender Based Violence (GBV)*, to boys, girls, men and women in their daily activities.
- Separate adequately sized living areas, using opaque walls with a lockable door that ensures privacy and protection.
- In consultation with hosts and IDPs, create lockable, individual family toilets and bathrooms, or separate facilities for men and women.

PROMOTE PARTICIPATION AND EMPOWERMENT

- In addition to consultation with IDPs and host families, consider opportunities for their participation in the rehabilitation work, for example through vouchers or cash-for-work, particularly where households have unemployed persons, or those with construction skills.
- In design and choice of building materials, use materials and methods that can be fixed, maintained or upgraded by beneficiaries, improving the sustainability of the intervention.

* <http://sheltercluster.org/gbv-shelter-programming-working-group/documents/good-shelter-programming-tools-reduce-risk-gbv>.

ENSURE MEANINGFUL ACCESS

- Through consultation and design, tailor common spaces, utilities and sleeping areas to the vulnerabilities of the target group.
- Create equal access to communal spaces and utilities (kitchen, electrical points, bathroom...) noting that vulnerable people may require special assistance to achieve equal access.
- For the elderly and people with certain disabilities, limit distances and stairs between sleeping areas and common spaces and utilities.

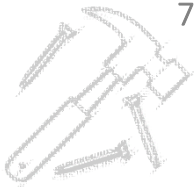
PROMOTE ACCOUNTABILITY

- Receiving feedback is valuable to monitoring, evaluation and learning, and is an essential part of accountability to the affected population.
- Throughout the project stages, provide a structured feedback mechanism that is managed by an individual who can treat feedback confidentially, and can take remedial action.
- Note that poorly managed feedback mechanisms can raise unmet expectations and can expose beneficiaries to harm, through confidentiality breaches.

6.2 Housing, Land and Property (HLP)

It cannot be presumed that the host family is a legal tenure holder. Humanitarian agencies should follow sector guidance on making due diligence checks, to avoid doing harm to the HLP rights of hosts, IDPs, or people who have left the property but who still hold rights to it. In summary these checks include:

- Identifying and verifying the owner of the property and the type of rights they have (i.e. right to use, right to control, right to transfer the property)
- Asking what is the tenure security of the host family? What is their tenure agreement with the IDPs (how long, how secure, at a cost)? On what basis were the IDPs selected to reside with this host family? Is there written tenure agreement and does it include how disputes should be resolved if they arise?



7. SHELTER REHABILITATION TECHNICAL GUIDELINES

The following points relate to the primary private residential construction type in southern Syria, using reinforced concrete (RC). They are intended to help agencies to meet minimum humanitarian and construction standards through their assessments and interventions. On a case-by-case basis, these general points may need to be adjusted to address context specific issues, identified through assessments, due diligence checks or stakeholder consultation.

7.1 Structural Soundness and Integrity

Before rehabilitation, check the quality of the following:

Foundations	Visually inspect for any major shear cracks in interior or exterior walls of the building. (The assessor has to differentiate between regular wall cracks and cracks from foundation settling and damage.)
Columns	Visually inspect for any cracks, holes or other damage.
Beams	Visually inspect for any cracks, holes or other damage.
Slabs (floors)	The floor is often multiple layers – tiled surface over a base of hollow blocks over RC – therefore, look for damage at each layer, differentiating between cracked tiles, cracked blocks and cracked RC.
Rooftop	Visually inspect for cracks, holes or other damage, such as signs of damage to waterproofing
Load-bearing walls (if any)	Visually inspect for any cracks or holes. Note that load-bearing walls are typically found in old buildings – it is important to differentiate between load-bearing walls and partition walls.
Retaining walls	Visually inspect for tilting, and for any cracks, holes or other damage.

It is recommended to carry out the structural assessment of the building through a qualified engineer with experience in construction.

It is advised that structural damage should be an exclusion criteria for shelter work in southern Syria, particularly given the exceptional challenge of remotely managing shelter rehabilitation without any access for supervision. Structural repair works require specialized construction techniques, skilled labor and on-site specialist supervision.

You should consult with residents during your inspection. They could help you to identify damage, and may be able to tell you whether cracks, holes, leaks or other issues are static or continually growing. If the signs of damage to a structural component are gradually worsening, the building should not be considered structurally sound for rehabilitation and should be excluded from the project. Explanation should be given to the stakeholders of the grounds for exclusion and of the danger of rehabilitating the shelter without being able to undertake specialized structural repair.

7.2 Building Enclosure and Openings

External Doors	Replace or maintain the external doors, ensuring that they are lockable. Materials for doors should be strong and durable, preferably metal.
Windows	Replace or maintain windows, ensuring they are properly watertight, openable, lockable, properly sealed, and using a single glazing of plastic glazing that resists vibration damage and should be UV-resistant if possible.
Building Envelope and Facades	External walls should be repaired using 20cm thick hollow concrete blocks, and where using plaster, note that this takes 2-3 days to dry depending on weather. Walls should be waterproof and painted.
Roofing	Repair any defects in the rooftop, filling holes, ensuring good drainage, and protecting the roof against water (see Section 8.3)
Internal Doors	Replace or maintain the internal doors, ensuring that they are opaque, and are lockable from both sides. Aluminum or wood are suggested materials; wood has the advantage of reducing sound.
Internal partitions	Hollow blocks or gypsum board could be used to add partitions and create new shelter units or facilities (e.g. kitchens, toilets). 10cm or 15cm hollow blocks are noted for their durability and sound-proofing.

7.3 Building Infrastructure

Drinking water sources	Identify the main source of drinking water and alternatives. Consider whether WASH conditions can be improved during the shelter rehabilitation.
Drinking water storage	<p>Do not repair damaged water tanks – use new ones.</p> <p>If additional or replacement tanks are required, ideal types include HDPE, PE or galvanized steel, either 1m³ or 2m³ and sealed with a cover. HDPE and PE are preferable for their durability, cost and weight. Water tanks should be placed on the roof (since electricity for the pumps is unreliable). If used, galvanized steel tanks must be placed on a steel frame.</p> <p>If a water cistern or storage well is present and is included in the rehabilitation, it is advised to specify this for rainwater harvesting and for non-drinking use only.</p>
Water plumbing	<p>Do not repair damaged water pipes – use new ones</p> <p>If additional or replacement pipes are required, ideal types include HDPE, PE, uPVC or galvanized steel. As much as possible, drinking water pipes should be extended inside the shelter, and when they are outside the shelter, they should be buried underground at least 30cm deep. New pipelines should be tested for leaks when they are laid, and before their trench is filled in (external to the shelter) or they are encased (internal to the shelter). Consider using a system with two pipelines if there is a water heater of any sort.</p> <p>Do not bend pipes. Use elbows or T-fittings to change the direction of pipes.</p>
Sewage plumbing	<p>Do not repair damaged wastewater pipes – use new ones.</p> <p>If additional or replacement wastewater pipes are required, ideal types include HDPE, PE, uPVC, DI, CI or steel. Internal wastewater pipelines must be buried under the floor; external wastewater pipelines must be buried at least 60cm underground. For the external wastewater pipeline, manholes should be installed where the pipeline changes direction, or every 30m for a straight pipeline. Each manhole should have an appropriate cover installed by a competent contractor.</p>
Sewage outfall	<p>Sewage plumbing should connect to a nearby wastewater collection network if possible, or should connect to a cesspool or septic tank.</p> <p>Extreme caution is required if assessing a cesspool or septic tank. Do not open the cover under any circumstances and beware of seeping gases</p> <p>Ensure the pool or tank is in good condition, with adequate walls and a proper ground slab and cover. Consider accessibility and other desludging requirements.</p>

Storm water drainage	Assess any damage to roof drainage, checking gutters and that the roof is adequately sealed, with sufficient slope to ensure that rainwater drains away from the building properly. Consider also whether high volumes of rainwater will cause problems to neighbors as it flows away from the property.
Rainwater harvesting	If technically and financially feasible, consider connecting the storm water drainage pipelines to a water storage well.

7.4 Kitchens, Toilets and Shower Rooms

This guidance highlights the crucial role of consultation with host families and IDPs regarding the suitable rehabilitation and location of kitchen, toilet and shower facilities, particularly with a view to ensuring that vulnerable people have adequate access.

Kitchens	<p>Kitchens should be rehabilitated where possible or, if appropriate, new kitchens should be added; adding kitchens may reduce the burden on the host family, while noting the need for space, clean water and wastewater connections, lighting, ventilation, partitions and finishes.</p> <p>In southern Syria women are mostly responsible for cooking so the design of kitchens should be based on women’s preferences taking into account cultural practices such as communal cooking or eating.</p>
Toilets	<p>There should be at least one toilet for 20 people, and at least one lightbulb for each toilet. If a toilet is not housed within the residential building, it must not be more than 50m away.</p> <p>Repair existing toilets or install new ones as appropriate, connecting them to the wastewater network and providing electricity to the rooms, and considering the financial and technical feasibility, given the need for space, clean water and wastewater connections, lighting, ventilation, partition and finishing.</p> <p>Consider whether it is most appropriate to segregate toilets by sex or by family, and ensure accessibility of the toilets for children, the elderly and persons with disabilities. If you can offer the option of seated or squatting toilets, seek stakeholder opinion for their preference.</p> <p>Toilets should have an opaque, lockable door, and a new/repaired smooth, washable and durable floor, e.g. ceramic tiles. There should be a means of flushing, (e.g. a flush tank), a means for anal cleansing (e.g. water buckets), and a washbasin for hand washing and personal hygiene.</p>
Washrooms (shower/bathing rooms)	<p>There is no minimum standard for number of washrooms per person. They must have an opaque, lockable door and a minimum of one electric light per room (noting the risk of electricity near water). Consider whether it is most appropriate to segregate washrooms by sex or by family, and ensure accessibility for children, the elderly and persons with disabilities.</p>

	Repair existing washing facilities or install new ones as appropriate, connecting them to the clean water and wastewater network and providing electricity to the rooms, and considering the financial and technical feasibility and stakeholder views, given the need for space, clean water and wastewater connections, lighting, ventilation, partition and finishing.
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7.5 Electrical systems for shelters.

Source of electricity	<p>If the building is connected to an operational and reliable electrical power grid or any other source of electricity, repair or replace any damaged or faulty electrical connections.</p> <p>If the building is not connected, design and construct a solar PV electrical power system. This must include; solar PV panels; a framework holding the panels ideally on the rooftop; wiring to connect to the panels and to electrical storage equipment. For storage, although they are not referenced in international standards (e.g. IEEE) car batteries are commonly used in Syria and previous rehabilitation projects have shown that high-capacity car batteries can be a reliable within a solar system.</p> <p>Solar PV systems are mainly designed to operate lighting fixtures only. If the system will also be used for home appliances, consider using a DC-to-AC electrical inverter.</p>
Electrical Fixtures	Repair or replace any damaged, malfunctioning or otherwise dangerous fixtures including sockets, switches, electrical boards, breakers and wiring.
Electrical Safety	All electrical wiring must be either hidden in the walls or covered with PVC conduits which are properly fixed to the walls. For safe placement of switches and plugs, they should be kept above and away from water sources.
Lighting	<p>All shelter units, kitchens, toilets, washrooms, hallways and communal areas must be well lit; at minimum there must be one suitably bright electrical light source per room (including one for each toilet). Communal areas should be bright enough for all people.</p> <p>If issuing new or spare bulbs, consider LED or other energy saving bulbs that are long-lasting, bright and low-energy.</p>

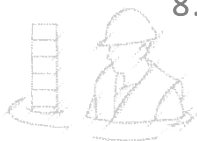
7.6 Building Finishes

Plastering	Cement plaster used to repair damaged walls and ceilings, or used to build new walls, must be completed in 3 layers, with a smooth finishing layer.
Mold	Any elements of the building that have mold or moisture should be treated: cleaning the walls, scraping away and removing infected layers, re-plastering if necessary, and using moisture-resistant paints.
Painting	Paint should be used on unpainted or poorly painted walls and ceiling. Old paint should be scraped away and removed, and water-based paint should be applied in 3 layers.
Tiling	Floor and wall tiling should be repaired in sleeping and communal areas (where appropriate) and in toilets, kitchens and washrooms. Particularly in kitchens and toilets, smooth ceramic tiles are recommended, as they are easier to clean.

7.7 Solid Waste Management

Garbage collection	Shelter projects should try to liaise and integrate with local WASH and solid waste management schemes. Garbage collection containers should be kept distant from shelters. Containers with wheels are recommended.
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8. CONSTRUCTION MANAGEMENT AND MONITORING



8.1 Construction Documents

Before starting rehabilitation work, a comprehensive folder of construction documents should be developed – this should be considered a key stage of shelter rehabilitation. The documents should:

- create a written record of the plan, as agreed with stakeholders
- hold the service provider, contractor and builder accountable for their work
- enable the contractor to make an accurate cost estimate for the works
- act as a technical reference to guide builders
- aid the supervision and monitoring of work

Documents must be made to suit the tendering procedure and selection of a contractor. Key components would include:

- Request for Proposal and Terms of Reference (optional)
- Conditions of Contract
- Bills of Quantities and Technical Specifications
- Scope of Work Statements
- Site Layouts and Buildings schematics and plans (optional)

8.2 Contractor Selection

Contractors could be selected through various means including competitive bids or long-term agreements. The following only applies to the steps in a competitive bidding process:

- Publish a “Request for Proposals” (RFP) or issue a “Notice of Invitation to Tender” to specific potential contractors.
- Ensure that this includes: terms of reference (ToR), instructions to applicants, conditions of contract, unpriced bills of quantity (BoQ), technical specifications and a clear scope of work (SoW). The bidding process instructions might include performance guarantee arrangements such as a bid bond.
- Terms of reference must include eligibility and qualification criteria, and there should be clear information on what needs to be submitted.
- The process should include these steps:
 - Develop technical and financial evaluation scoring sheets for the bids
 - Receive the bids (completed BoQs and other required documents)
 - Evaluate and score the bids, developing a shortlist if relevant
 - Select preferred contractor and award contract.
- Aid the supervision and monitoring of work

Positive qualities that might be scored in the evaluation process include:

- Construction experience in at least three similar projects
- Competent staff members in key roles such as project managers, engineers, foremen
- Proven skills in management and reporting
- Clear understand of the scope of work, and a well-drafted implementation plan
- Positive references attesting to relevant skills and successes

8.3 Reporting and Monitoring


Supervising works, assuring quality and providing documented monitoring and reporting are particularly important in a remotely-managed, cross-border operation. Organizations should consider the following:

- Monitoring and reporting requirements could be included within the contractor selection process.
- Teams supervising or monitoring the works do not need to be based on site, but should be able to visit frequently to monitor and assess quality, and to document and report on progress.
- The contractor should provide progress/completion reports supported by photo/video files. They should also provide updates with relevant information including challenges and planned next steps; these narratives should supplement work plans and time-bound schedules (e.g. Gantt charts).

8.4 Project Closing and Evaluation.

Once a shelter rehabilitation has reached practical completion, i.e. the work is close enough to being finished that the residents can return to normal use of the shelter, the contractor should inform the humanitarian agency, and should coordinate the handover of works to the host and IDP families. The humanitarian agency, with the stakeholders, should consider the doing following:

- Jointly developing a snagging list of outstanding little issues that need finishing.
- Conducting a final monitoring and verification visit.
- Facilitating and signing the handover document, when the completely rehabilitated shelter is handed back to the host family.
- Arranging for a third party to do a post-rehabilitation assessment to evaluate the work, measuring not only the quality of rehabilitation, but also the extent to which the works responded to the needs identified by the IDPs and host family.



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