



## **SHELTER POLL SURVEY ON SYRIAN REFUGEES IN LEBANON**

**REPORT PREPARED FOR:**

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES**

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**April 2013**

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Humanitarian Aid  
and Civil Protection

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## Introduction

The shelter poll survey on Syrian refugees in Lebanon is the first large scale telephone survey that has been conducted to assess the shelter situation of Syrian refugees in Lebanon. The data collection on the shelter situation of Syrian refugees took place between March 26 and April 16, 2013. Interviews were conducted by “Statistics Lebanon Ltd.”<sup>1</sup>, a company specialized in opinion polling, political and market research.

On March 15, 2013, a sampling of 1,800 respondents was drawn from the UNHCR ProGres database. At the time, UNHCR had registered 49,142 families or 227,927 persons<sup>2</sup> as Syrian refugees in Lebanon. The survey was conducted according to the CATI technique with a sample of n=464 respondents prepared according to the Probability Proportional Sampling technique (PPS) from a Syrian refugee contact information database provided by UNHCR. The margin of error in this poll is 5.57%.

The survey confirms that phone interviews with Syrian refugees are feasible. Refugees are keen to answer questions and to provide detailed information. Telephone interviews are a quick, easy and cost effective method to determine the specific context and trends. Repeating the survey on a regular basis, would allow to confirm trends and adjust the agency strategy if necessary. It would be desirable to enlarge the number of respondents in order to increase the credibility of the study.

The shelter study has been commissioned by the UNHCR Lebanon office, shelter unit. Any request for information should be addressed to:

For general matters: [Lebbe@unhcr.org](mailto:Lebbe@unhcr.org)

For technical matters: [alain.robbyns@unhcr.org](mailto:alain.robbyns@unhcr.org)

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<sup>1</sup> <<http://www.statisticslebanonltd.com>>..

<sup>2</sup> The UNHCR Tyr (Sour) office and registration centre opened on the 1<sup>st</sup> April. Prior to this date, UNHCR registration for the South was taking place in Ghazie/ Saida therefore refugee’s representation for the South of Lebanon and Tyr may not be reflecting its real weight in this report.

## Overall survey results

The survey results show that the highest percentage of Syrian refugees is located in Tripoli 17.46%, followed by Zahle 14.44% and Baalbek 11.85%, while on a regional level, the **largest concentration can be found in the Bekaa for 32.76%** followed by Tripoli area including el Minieh el Donnieh and el Koura.

49.78% of Syrian refugees share their accommodation with other Syrian families and **less than 6% share with Lebanese families.**

The survey shows that the majority of Syrian refugees 62.72% are living in apartments or houses but **11.42% are living in tents - 22% for the Bekaa**, 9.91% in unfinished houses, 7.54% in garages/magasin (shops), 3.23% in worksites and 2.37% in collective centres.

The survey results show that a majority of **81.25% of Syrian refugees are paying rent** in exchange for their stay in the different accommodations throughout the country.

The survey shows that the majority of Syrian refugees 24.4% are paying between 151\$ – 200\$ as a monthly fee for their rented accommodations, but almost **50% pay more than 200\$** per accommodation for multiple rooms.

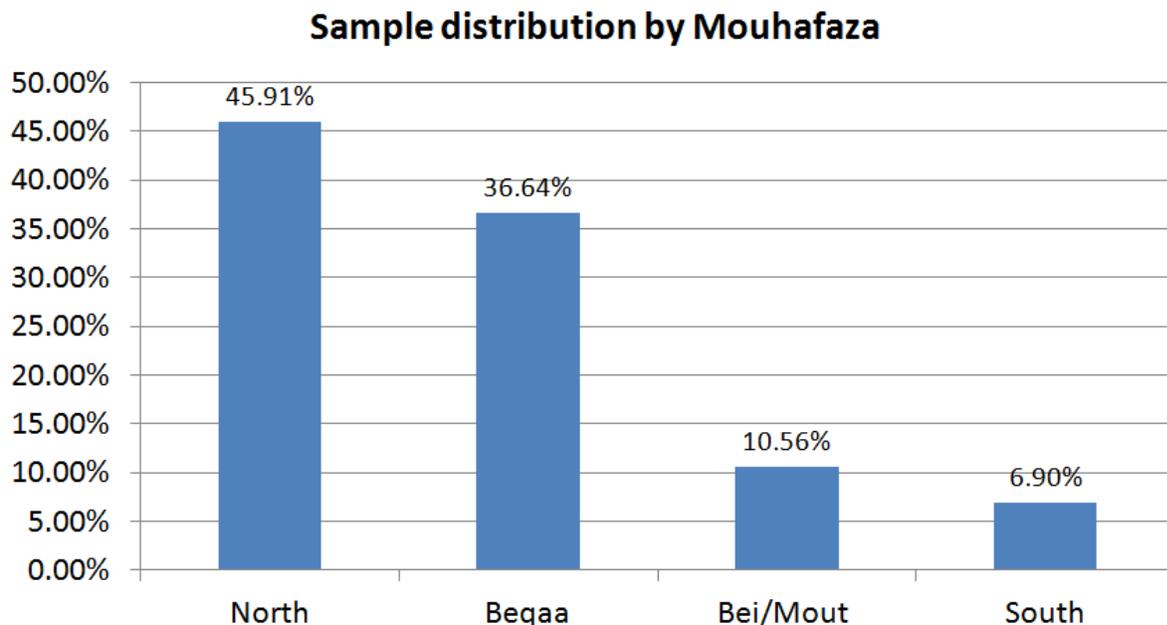
52.40% of respondents consider their accommodation in good or acceptable condition but **71.99% of the accommodations need repair.**

The survey shows that over **95% of Syrian refugees have access to sanitation** inside or outside their accommodation. Hence, 5% do not have proper sanitation units.

The survey results show that **75% have access to water** from a well or from city water but over 28% have to purchase drinking water.

## Survey sample

The sample was selected according to the PPS techniques from a database of 1,800 Syrian refugee contacts, where their representation in each Mouhafaza was calculated according to their true weight in it.



On the March 15, 2013, a sampling of 1,800 respondents was drawn from the UNHCR ProGres database when UNHCR had registered 49,142 families or 227,927 persons<sup>3</sup> as Syrian refugees in Lebanon. The survey was conducted according to the CATI technique on a sample of n=464 respondents prepared according to the Probability Proportional Sampling technique (PPS) from a Syrian refugee contact information database provided by UNHCR. The margin of error in this poll is 5.57%.

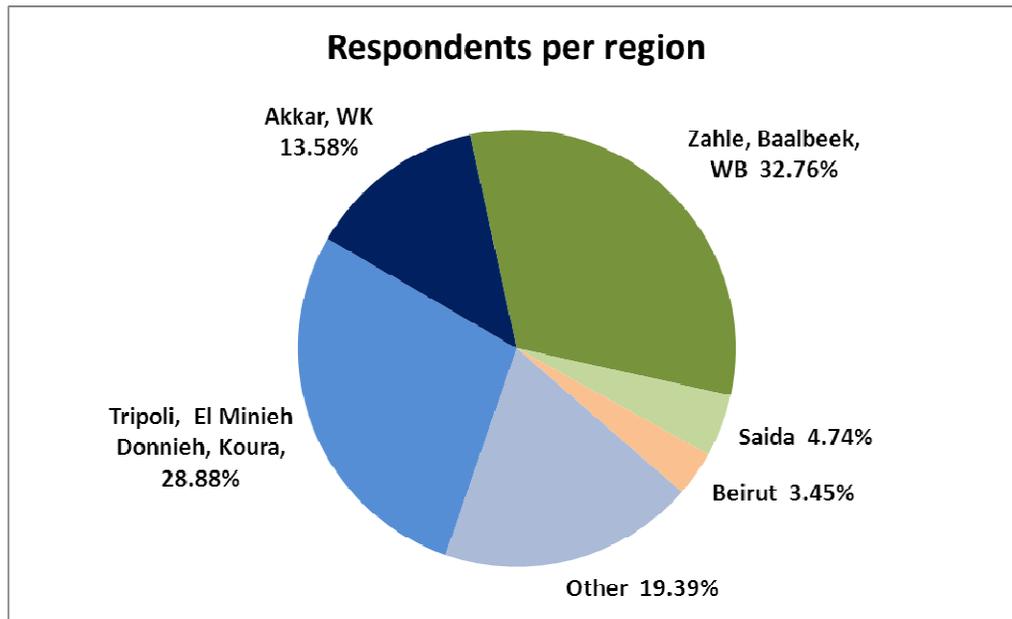
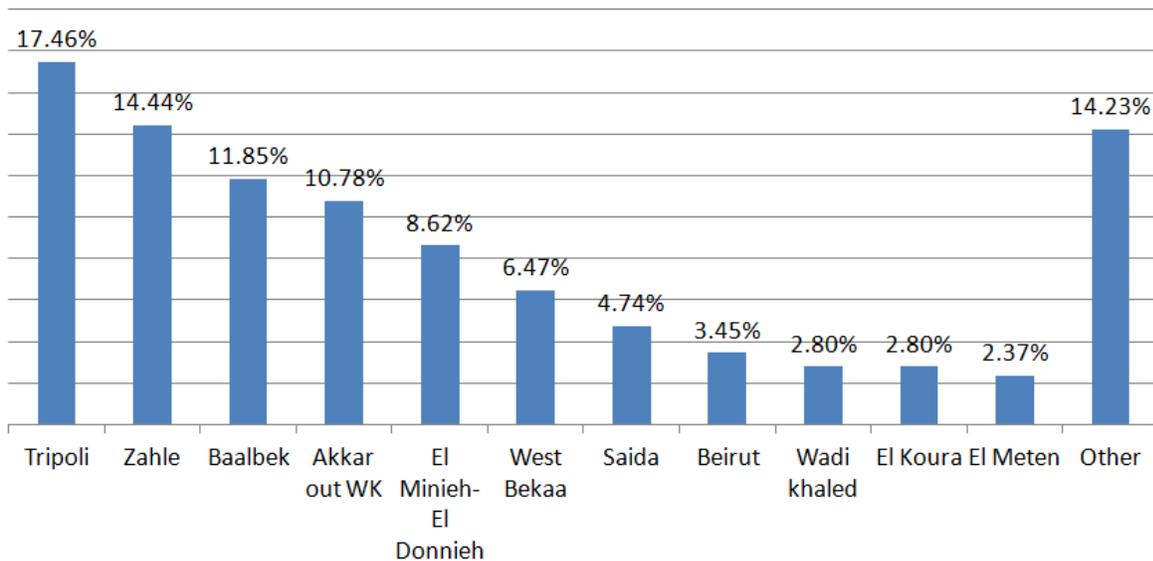
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<sup>3</sup> The UNHCR Tyr (Sour) office and registration centre opened on the 1<sup>st</sup> April. Prior to this date, UNHCR registration for the South was taking place in Ghazie/ Saida, therefore refugee's representation for the South of Lebanon and Tyr may not be reflecting its real weight in this report.

## Respondents' distribution by Kadaa

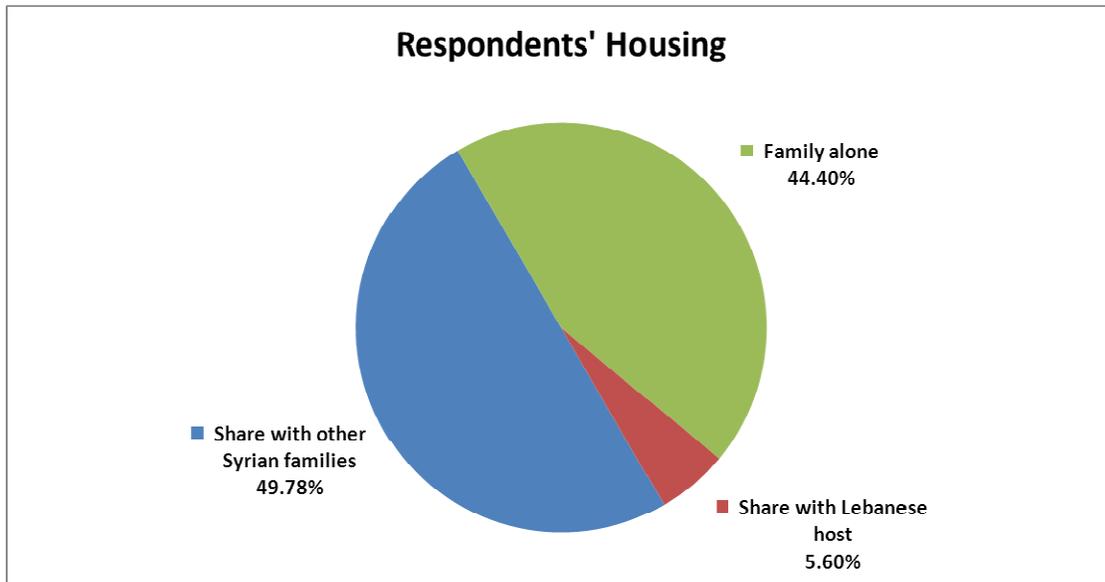
The survey results show that the highest percentage of Syrian refugees is located in Tripoli 17.46%, followed by Zahle 14.44% and Baalbek 11.85%, but the largest concentration at regional level is in the Bekaa for 32.76% followed by Tripoli area including el Minieh el Donnieh and el Koura. There were several districts (Kadaa) mentioned but they were statistically insignificant and placed under other (14.23%).

### Sample distribution by Kadaa

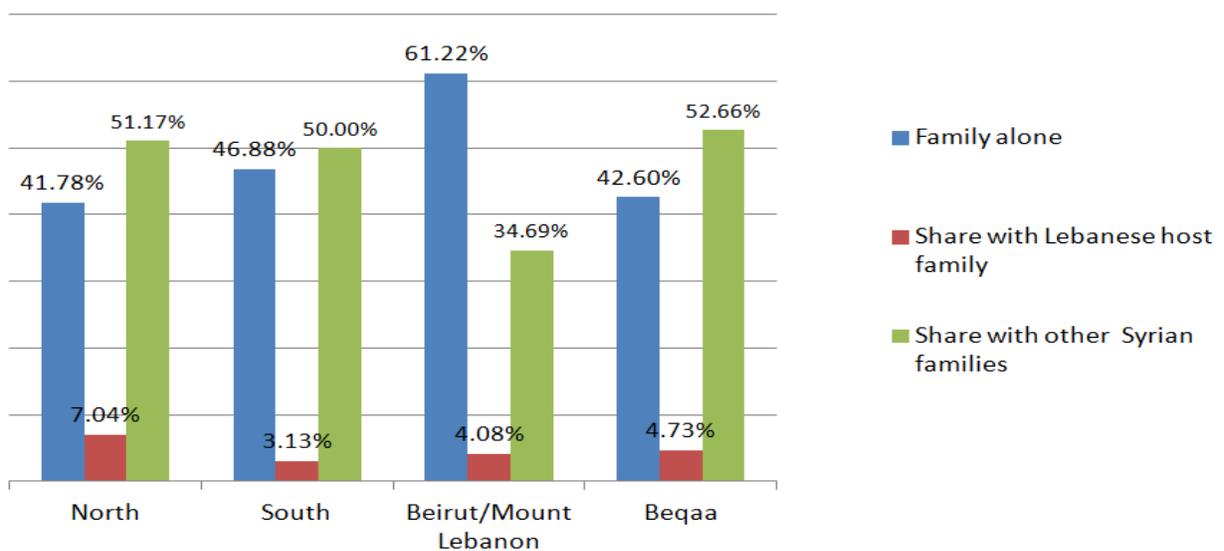


## Respondents' Housing

The survey shows that 49.78% of surveyed Syrian refugees share their accommodation with other Syrian families, 44.40% live alone with their families and 5.60% share an accommodation with a Lebanese host family.

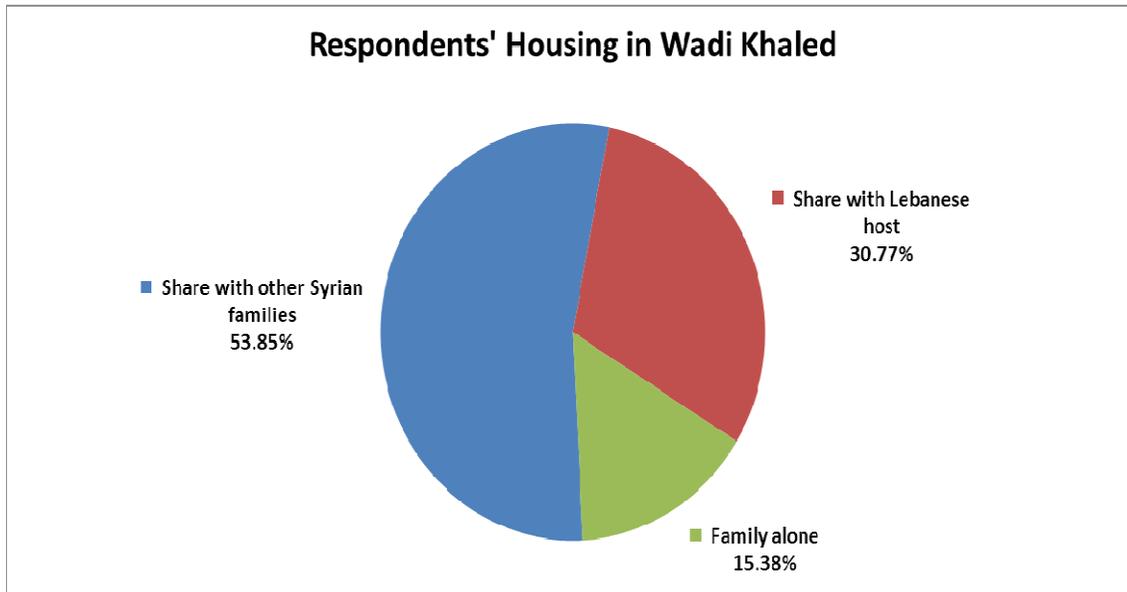


Cross-tabulated by Mouhafaza:



### Housing situation in Wadi Khaled – North

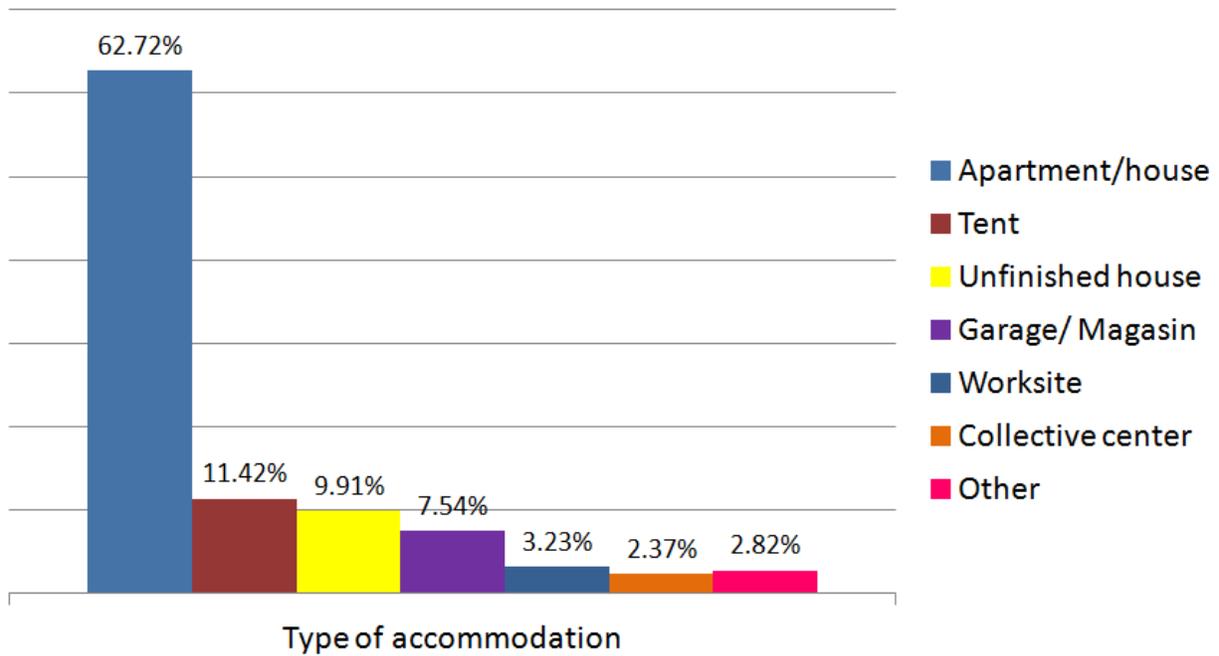
The following chart shows the cross tabulation of housing options in Wadi Khaled where 53.85% of Syrian refugees share their accommodation with other Syrian families, 30.77% share it with Lebanese host families and 15.38% live with their families only.



## Type of accommodations Syrian refugees are living in

The survey shows that the majority of Syrian refugees 62.72% are living in apartments or houses, 11.42% are living in tents, 9.91% in unfinished houses, 7.54% in garages/magasin, 3.23% in worksites and 2.37% in collective centers.

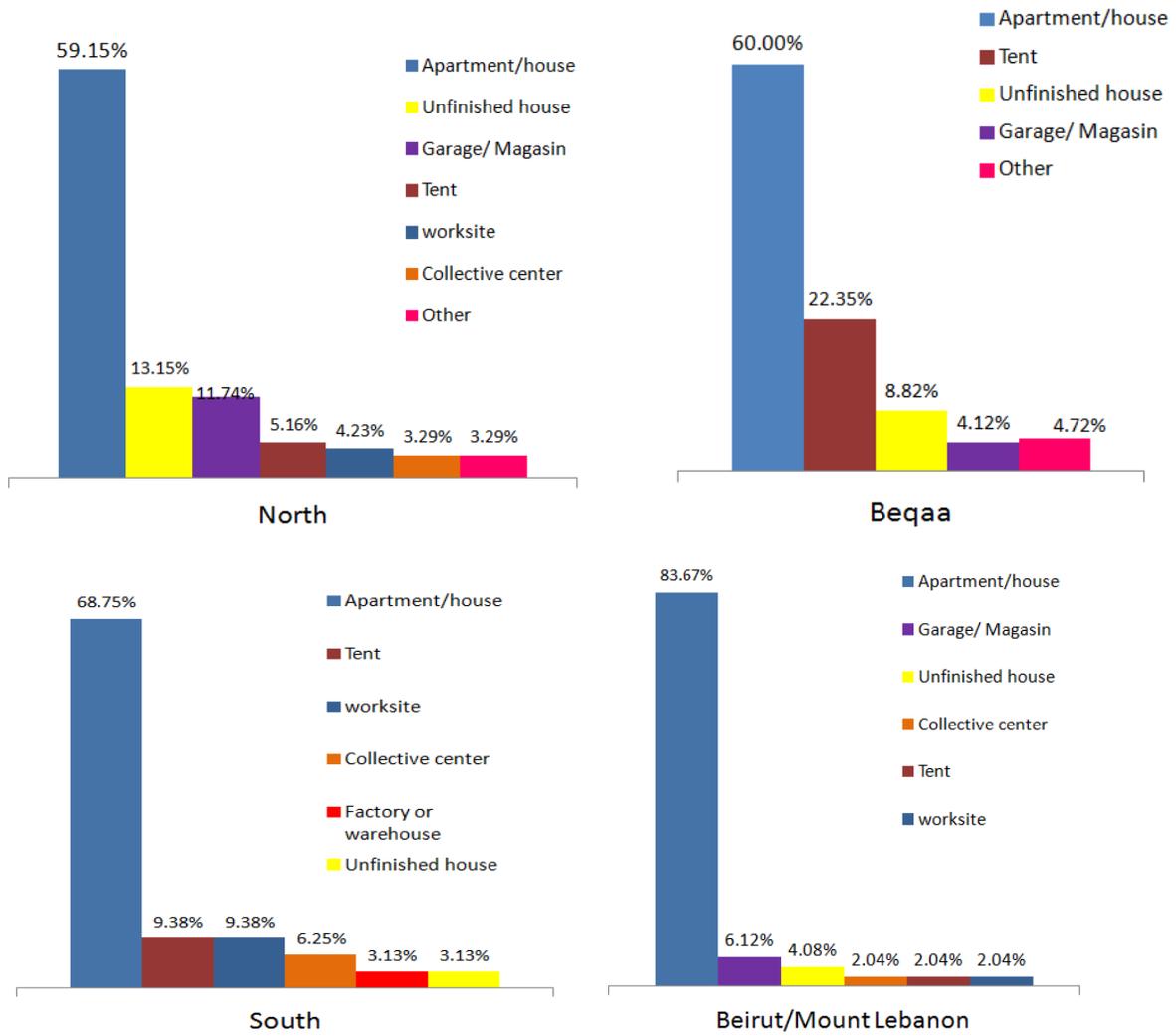
A small number of survey respondents live in shelters that do not fall under either of the categories, but they were not reported because they are statistically insignificant; presented under other.



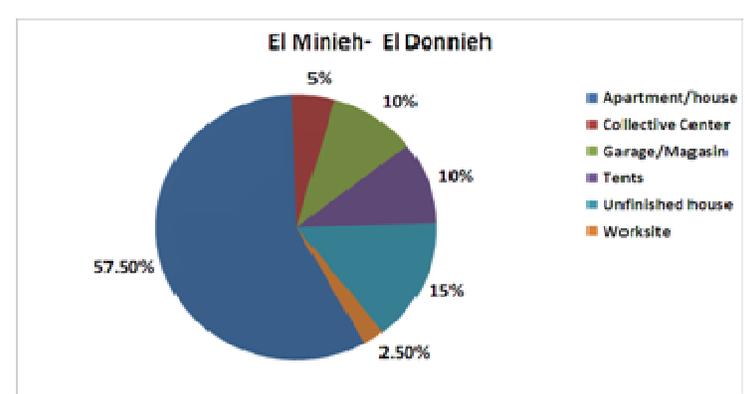
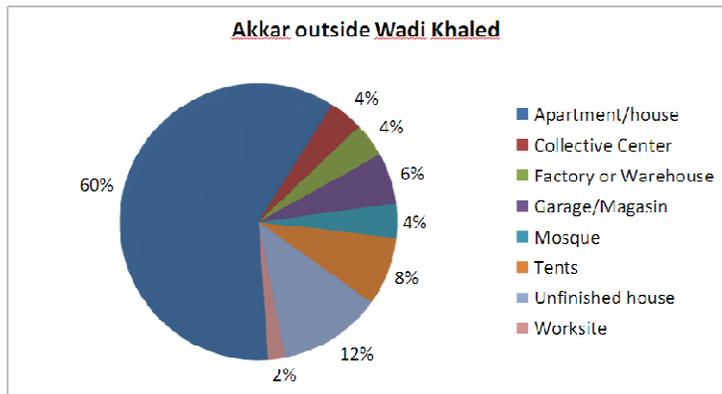
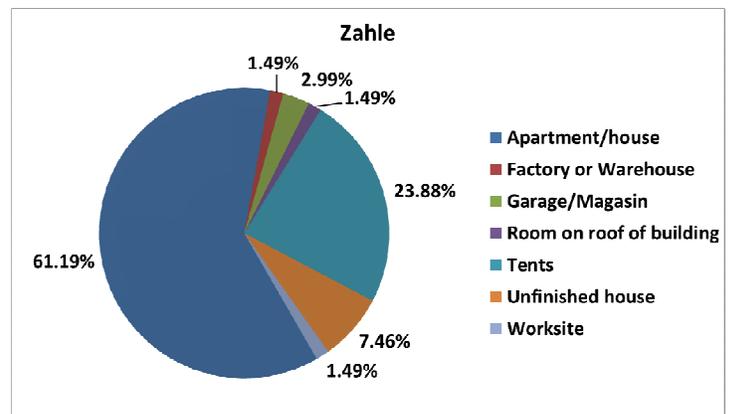
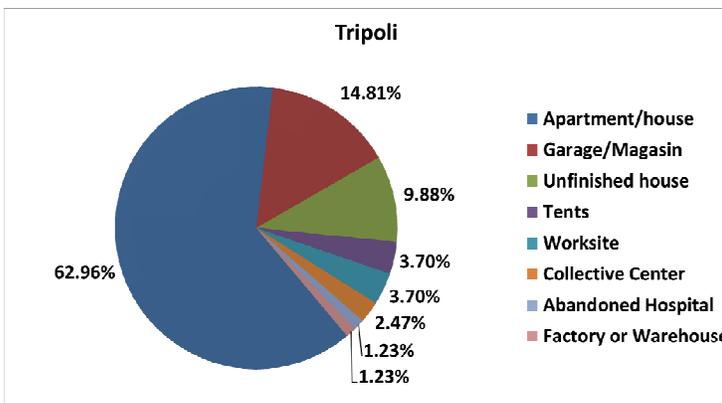
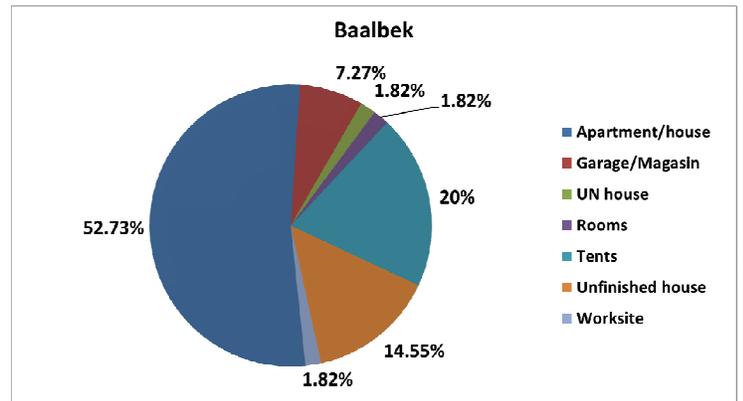
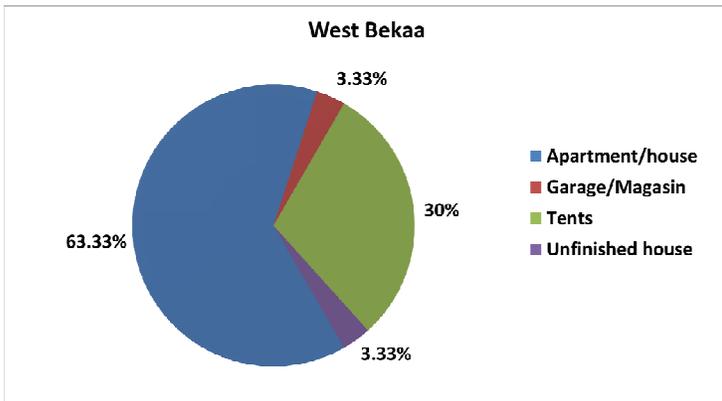
### Cross-tabulated by Mouhafaza:

The chart shows that the majority of Syrian refugees in the North, Bekaa, South and Beirut/Mount Lebanon are living in apartments/houses with percentages of 59.15%, 60%, 68.75% and 83.67% respectively.

Type of accommodations per Cadaa



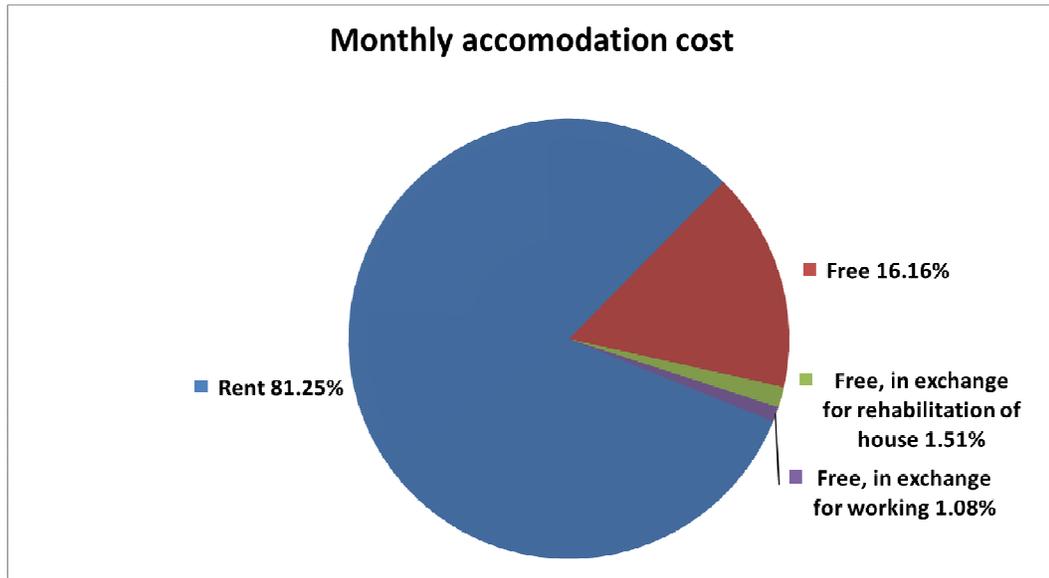
Cross-tabulated by Kadaa:



The charts above show the cross-tabulation of accommodation type by Kadaa; in Akkar (outside Wadi Khaled) 60% of Syrian refugees are staying in apartments/houses, in El Mineieh El Donniah 57.50% are staying in apartments/houses, in West Bekaa 63.33% are staying in apartments/houses, in Baalbek 52.73% are staying in apartments/houses, in Tripoli 62.96% are staying in apartments/houses and in Zahle 61.19% of Syrian refugees are staying in apartments/houses.

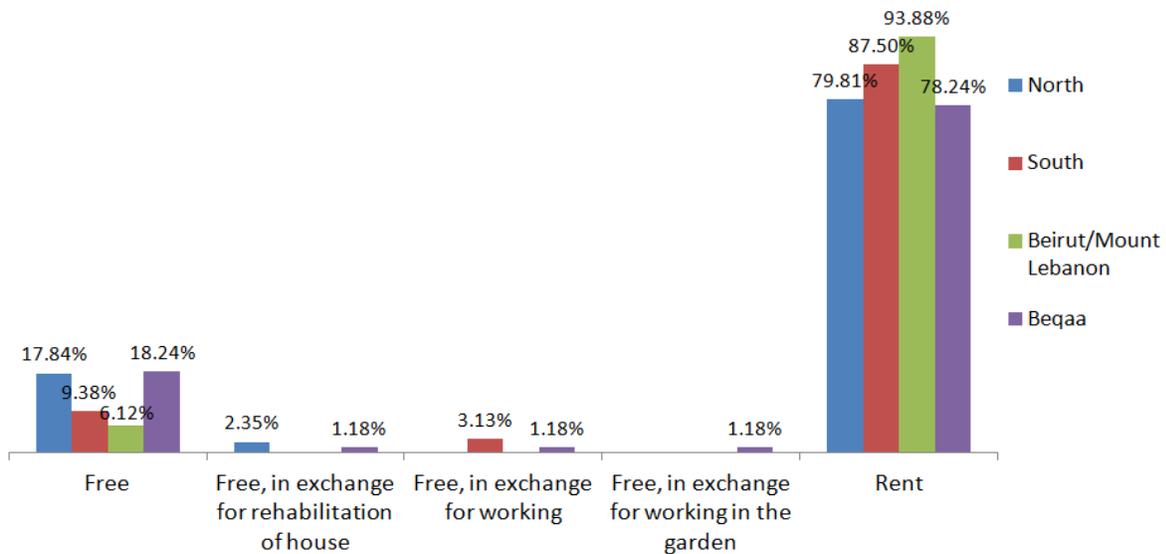
## Paying rent for accommodation

The survey results show that a majority of 81.25% of Syrian refugees are paying rent in exchange for their stay in different accommodations, 16.16% are accommodated for free, 1.51% are not paying rent, but are staying in exchange for the rehabilitation of the house they live in, 0.65% in exchange for work and 0.43% in exchange for working in agriculture.



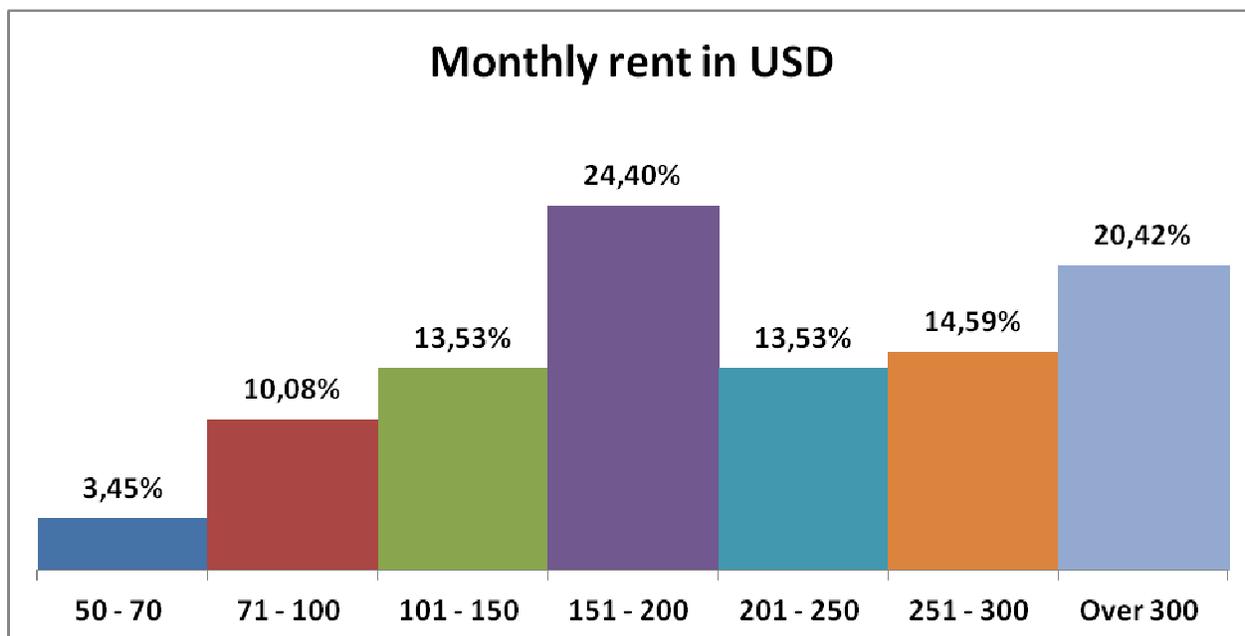
### Cross-tabulated by region (Mouhafaza):

This chart shows that in all the different regions of Lebanon (Mouhafaza), the majority of Syrian refugees pay rent in exchange for staying in their accommodations.



## Amount of rent paid

The survey shows that the majority of Syrian refugees 24.4% are paying between 151\$ – 200\$ as a monthly fee for their rented accommodations; 48.54% pay over 200 USD per month.



### Cross-tabulated by Mouhafaza:

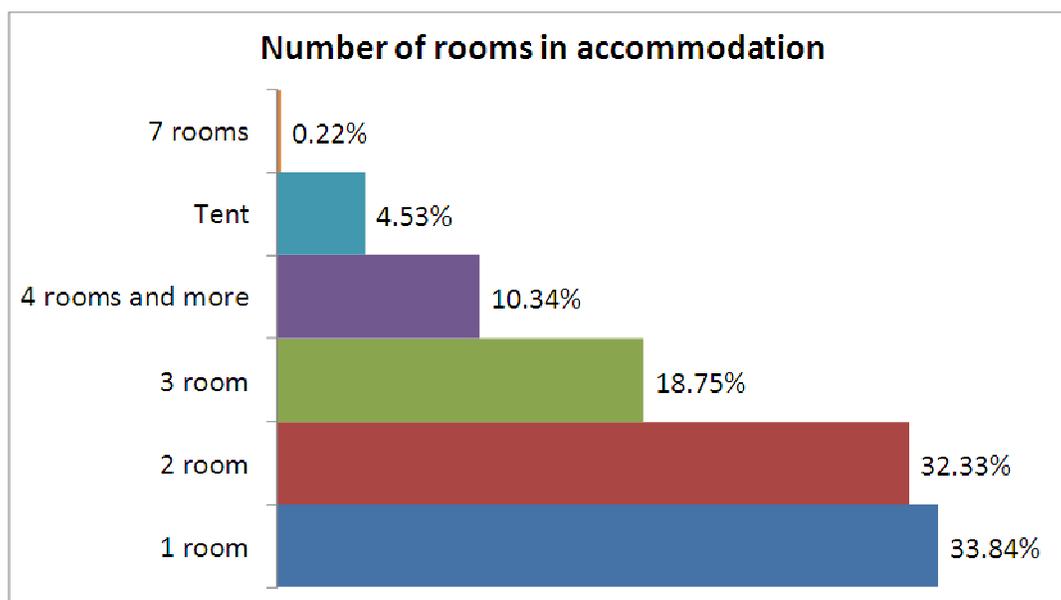
The table shows that the highest rent is paid in Beirut/Mount Lebanon with a percentage of 28.26%.

It also shows that 30% of Syrian refugees living in the North are paying an amount between 151 – 200 USD; 32.14% of refugees living in the South are paying between 151 – 200 USD; 28.26% of those living in Beirut/Mount Lebanon are paying more than 300 USD and 37.6% of Syrian refugees living in Bekaa are paying between 101 – 150 USD (18.8%) and 151 – 200 USD (18.8%).

	North	South	Beirut/Mount Lebanon	Bekaa
<b>50 - 70 USD</b>	0%	7.14%	0%	8.27%
<b>71 - 100 USD</b>	7.65%	7.14%	4.35%	15.79%
<b>101 - 150 USD</b>	11.76%	10.71%	6.52%	18.80%
<b>151 - 200 USD</b>	30.00%	32.14%	15.22%	18.80%
<b>201 - 250 USD</b>	14.71%	14.29%	19.57%	9.77%
<b>251 - 300 USD</b>	12.94%	14.29%	26.09%	12.78%
<b>More than 300 USD</b>	22.94%	14.29%	28.26%	15.79%

## Number of Rooms in Accommodation

The survey shows that the majority of Syrian refugees 33.84% are staying in a 1-room accommodation, 32.33% are staying in a 2-rooms accommodation, 18.75% in a 3-rooms accommodation, 10.34% in a 4-rooms or more accommodation and 4.53% responded that they are staying in a tent.



### Cross-tabulated by Mouhafaza:

This table shows that the majority of Syrian refugees 35.68% in the North are living in a 1-room accommodation; the majority of Syrian refugees living in the South 37.50%, Beirut/Mount Lebanon 48.98% and Bekaa 33.53% are staying in a 2-rooms accommodation.

	North	South	Beirut/Mount Lebanon	Bekaa
1 room	35.68%	28.13%	40.82%	30.59%
2 rooms	26.76%	37.50%	48.98%	33.53%
3 rooms	23%	21.88%	8.16%	15.88%
4 rooms and more	14.55%	9.38%	0%	8.24%
7 rooms	0%	0%	0%	0.59%
Tent	0%	3.13%	2.04%	11.18%

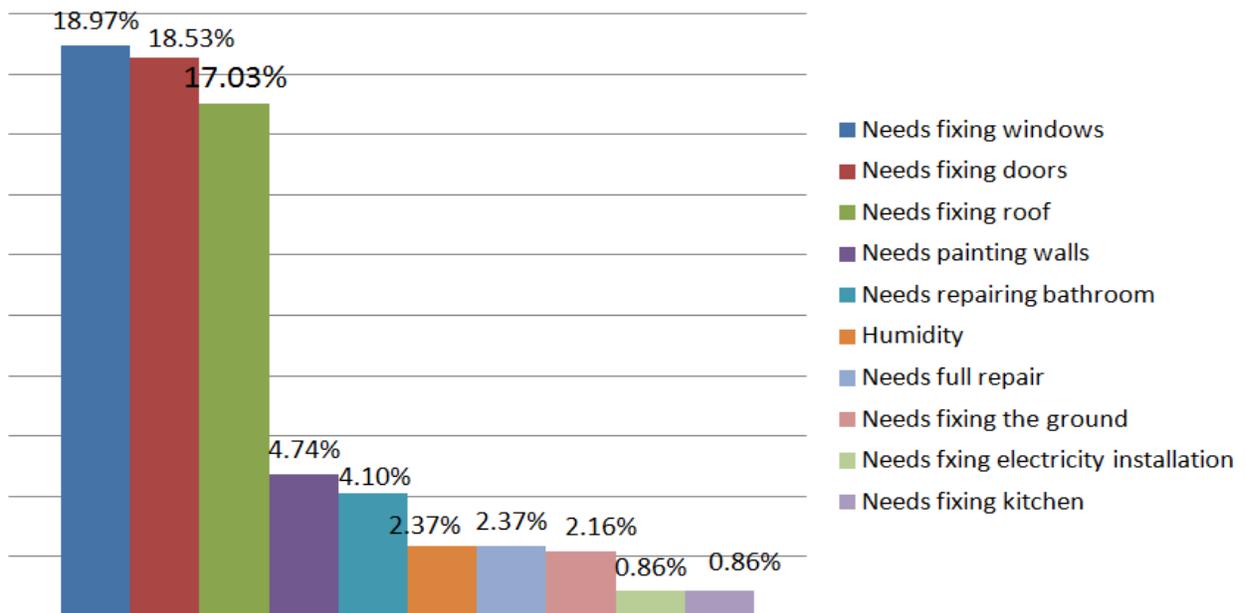
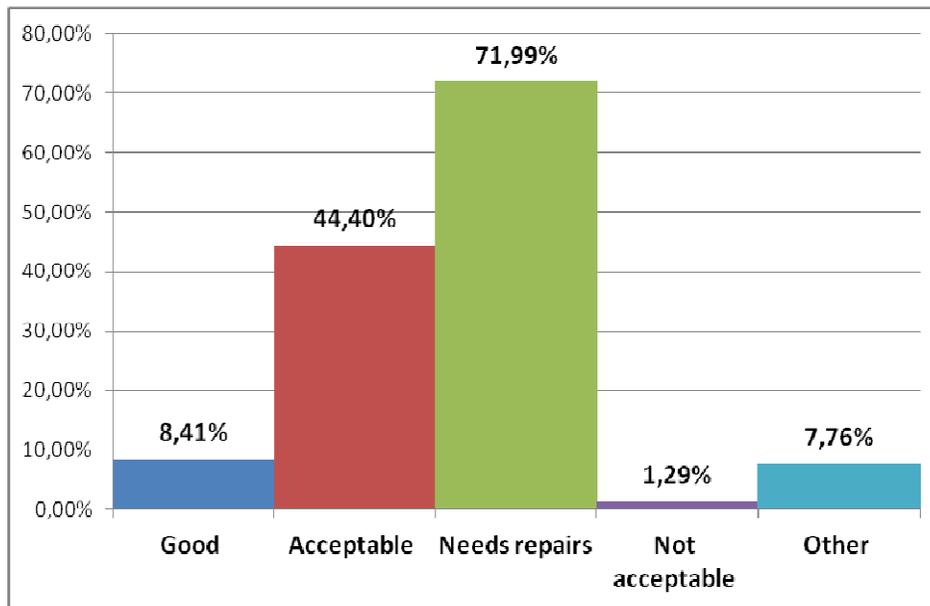
## Amount of rent paid per room

Tents and 1-room accommodations are the cheapest shelter solution. 53.85% of Syrian refugees living in tents are paying between 50\$-70\$, while 76.32% of those living in a 1-room accommodation are paying between 71\$-100\$, and 44.83% of Syrian refugees living in a 1-room accommodation do not pay rent at all and benefit from free accommodation.

	50\$-70\$	71\$-100\$	101\$-150\$	151\$-200\$	201\$-250\$	251\$-300\$	More than 300\$	None
<b>1 rooms</b>	38.46%	76.32%	50.98%	39.13%	13.73%	14.55%	9.09%	44.83%
<b>2 rooms</b>	0%	10.53%	29.41%	47.83%	50.98%	40%	28.57%	19.54%
<b>3 rooms</b>	0%	0%	9.80%	7.61%	25.49%	27.27%	41.56%	17.24%
<b>4 and more</b>	7.69%	0%	3.92%	5.43%	9.80%	18.18%	18.18%	12.64%
<b>7 rooms</b>	0%	0%	0%	0%	0%	0%	1.30%	0%
<b>Tents</b>	53.85%	13.16%	5.88%	0%	0%	0%	1.30%	5.75%

## Conditions of Accommodation

The survey shows that 52.40% of respondents consider their accommodation to be in good or acceptable condition but the chart below shows that 71.99% of the accommodations need repair. 1.29% responded that the condition of their accommodations not acceptable. A small number of refugees gave other responses which were statistically insignificant and therefore not reported.



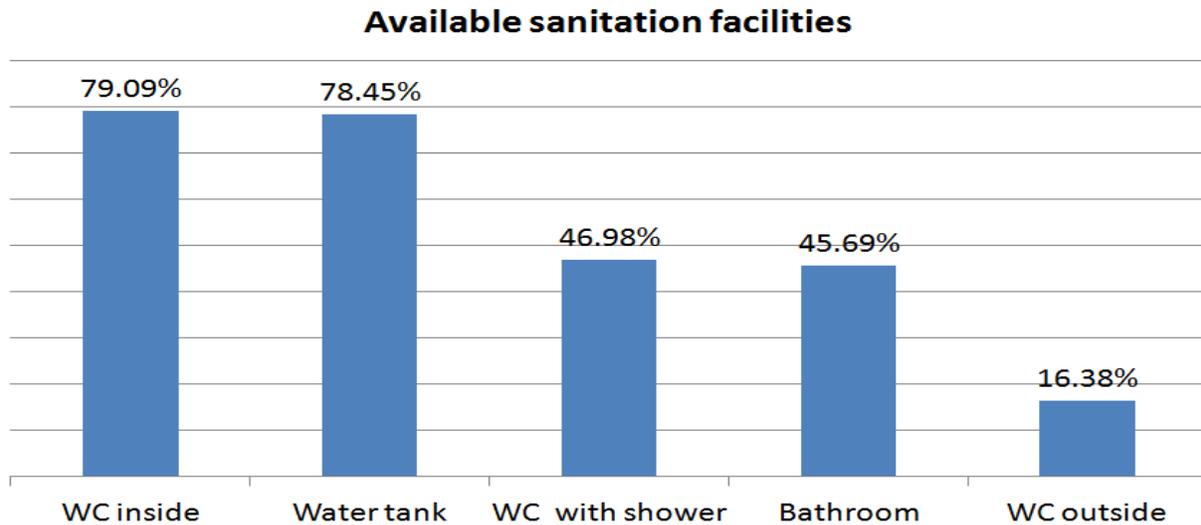
Among those who said their accommodations need repair, 18.97% said windows need to be fixed, 18.53% need their doors to be fixed, 17.03% need their roof to be fixed, 4.74% need their walls to be painted, 4.10% need their bathrooms to be repaired, 2.37% suffer from humidity in their accommodations, 2.37% need full repair and 2.16% need fixing the ground.

Cross-tabulated by Mouhafaza:

	North	South	Beirut/Mount Lebanon	Bekaa
<b>Acceptable</b>	39.44%	46.88%	65.31%	44.12%
<b>Good</b>	14.55%	0%	4.08	3.53%
<b>Humidity</b>	1.41%	0%	8.16%	2.35%
<b>Needs fixing doors</b>	22.07%	18.75%	16.33%	14.71%
<b>Needs fixing electricity installation</b>	0.47%	0%	2.04%	1.18%
<b>Needs fixing kitchen</b>	0.94%	0%	0%	1.18%
<b>Needs fixing ground</b>	1.88%	0%	2.04%	2.94%
<b>Needs fixing roof</b>	20.66%	21.88%	18.37%	11.18%
<b>Needs fixing windows</b>	23.94%	9.38%	14.29%	15.88%
<b>Needs full repair</b>	2.35%	0%	0%	3.53%
<b>Needs painting walls</b>	6.10%	6.25%	4.08%	2.94%
<b>Needs repairing bathroom</b>	2.35%	15.63%	0%	4.71%
<b>Needs repairing inside bathroom</b>	0.47%	0%	0%	0%
<b>No answer</b>	0.94%	0%	2.04%	10.59%
<b>Not acceptable</b>	0.94%	3.13%	0%	1.76%
<b>Tent</b>	4.41%	3.13%	2.04%	5.88%

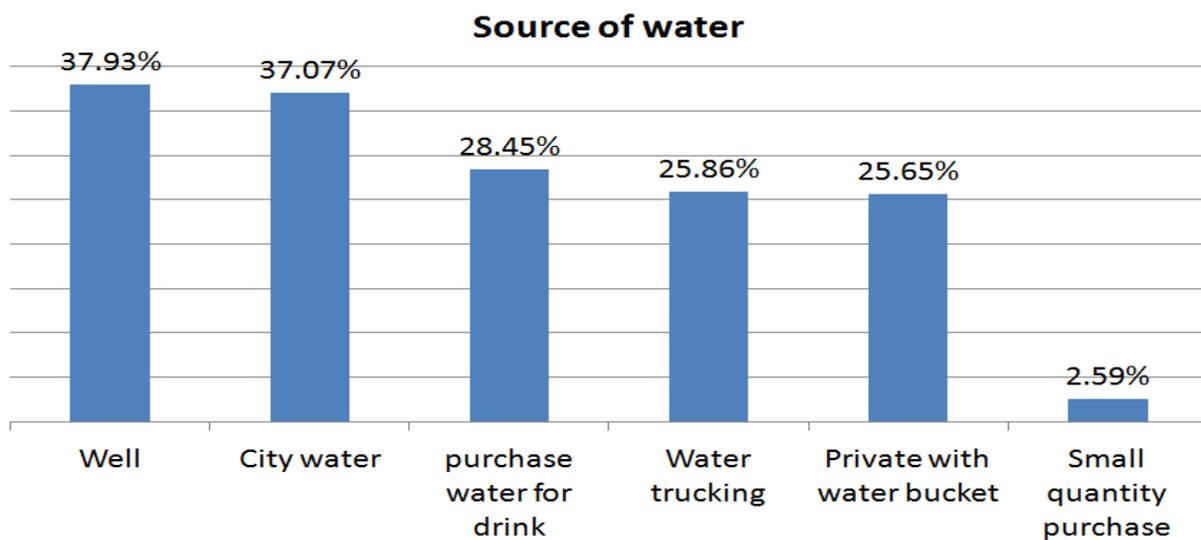
## Available Sanitation Facilities

The survey shows that over 95% of Syrian refugees have access to sanitation inside or outside their accommodation, therefore 5% do not have proper sanitation units. 78.45% have a water tank, 46.98% have bathrooms with showers, 45.69% have bathrooms and 16.38% have bathrooms outside of their accommodations.



## Source of water

The survey results show that 75% have access to water from a well 37.93% or city water 37.07% but over 28% have to purchase drinking water. 25.86% use trucking water, 25.65% get their water from a private source using buckets and 2.59% purchase water in small quantities.



## Annex: Sampling method and response

Phone surveyors contacted a total of 734 families to reach the sample of 464 respondents. The calls resulted in a 63.2% rate of contact and interview success. The contacted refugees were distributed as follows:

- Bekaa: 274 calls to accomplish a sample of 170;
- Beirut/Mount Lebanon: 87 calls to accomplish a sample of 49;
- South: 61 calls to accomplish a sample of 32;
- North: 312 calls to accomplish a sample of 213.

270 call attempts were a failure due to the following reasons:

- 34.8% non-response rate as potential respondents did not pick up their phones when contacted;
- 17.4% did not want to respond out of fear of losing assistance from UNHCR if they participate in this study even though they were assured by the phone surveyors that this activity would not affect their relationship with UNHCR in any way;
- **15.5% were non-operational phone numbers;**
- 32.2% did not have their UN registration number with them (a second call was made and part of this group could be reached and interviewed on this second attempt, while others did not pick up their phones on the second call);

Phone surveyors from Statistic Lebanon did not face any difficulties with the Syrian refugees contacted; they were very cooperative and keen to participate in the study mainly because they were interested in sharing information on their shelters conditions and their general situation in Lebanon.

The data collection activity undertaken in this project was implemented by ten phone surveyors, with two working simultaneously for 3 days. The collected data collected was entered directly into a program which was created specifically for this study.

## Annex Questionnaire



### Shelter Survey - Sampling interviews: 464 HH

إستمارة خاصة بالمأوى

#### Introduction

#### مقدمة

مرحباً، إسمي ----- وأقوم بمسح لصالح المنظمة الدولية لشؤون اللاجئين الهدف منها هو الحصول على معلومات أفضل بما يخص حالة مأوى اللاجئين السوريين وتقديم الدعم لهم بشكل أفضل.

سؤال للتأكد: هل تسجلت لدى المنظمة الدولية لشؤون اللاجئين؟ هل يمكنك إعطائي رقم التسجيل الخاص بك؟

مشاركتك في هذه الإستمارة يتم بملئ رغبتك ويمكنك عدم الإجابة عن أي سؤال لا ترغب بالإجابة عليه.

لا يترتب عن هذه الإستمارة أية إستفادة مباشرة غير إستماعنا اليك كما لا يترتب عليها منع أية مساعدات تحصل عليها من المنظمة الدولية لشؤون اللاجئين في حال قررت عدم المشاركة.

نرجو أن تعلم أن أجوبتك سوف تسجل مع مراعاة خصوصية الإحتفاظ بسرية هويتك فلن نشارك أحداً إسمك أو أية معلومات خاصة بك لا ترغب أن يشاركونا أحد بها إلا بعد موافقتك الصريحة.

سنأخذ هذه الإستمارة ----- دقيقة من وقتك؟ هل توافق على المشاركة بتعبئتها؟

هل لديك أسئلة قبل أن نبدأ؟

Hello, my name is \_\_\_\_ and I am conducting a survey on behalf of UNHCR. The purpose of the survey is to get a better understanding of Syrian refugees' shelter situation in Lebanon and to improve provision of services.

CONTROL QUESTION: Are you registered with UNHCR? Could you tell me your Refugee ID Number?

Participation in the survey is completely voluntary and you do not have to answer any questions that you do not want to answer. We have nothing to offer other than listening; there will be no other direct benefits related to this survey, and there will be no consequences for the support you receive from UNHCR if you decide not to participate.

Please know that your answers will be recorded but your identity will be kept confidential - we will not share your name and information with anybody, unless you tell us otherwise. The survey will take approximately \_\_\_\_ minutes. Do you agree to participate in this survey? Before we begin, do you have any questions?

Survey number	رقم الإستمارة	UNHCR number
Respondent name	هوية المجيب	Family number
1. District: In which district do you live?	في أي قضاء تقيم؟	

1	Akkar out WK عكار خارج وادي خالد	1	El Koura الكورة	2	Saida صييدا	
2	Aley عاليه	1	El Meten المتن	2	Sour صور	
3	Baabda بعيدا	1	El Minieh- El Donnieh المنية الضنية	2	Tripoli طرابلس	
4	Baalbek بعلبك	1	El Nabatieh النبطية	2	West Bekaa البقاع الغربي	
5	Bcharre بشري	1	Hasbaya حاصبيا	2	Zahle زحلة	
6	Beirut بيروت	1	Jbeil جبيل	2	Zgharta زغرتا	
7	Bent Jbeil بنت جبيل	1	Jezzine جزين			
8	Chouf الشوف	1	Kesrwane كسروان			
9	El Batroun البترون	1	Marjaayoun مرجعيون			
10	El Hermel الهرميل	2	Rachaya راشيا		غيره، حدد:	
2. In which village or city are you living in? في أي قرية أو مدينة تقيم؟						Refer to city or village list or other if unknown إرجع للائحة في حال لا تذكر اسم المنطقة
3. Housing الإقامة						Family alone عائلة واحدة Share with other Syrian families تتشارك مع عائلة سورية أو أكثر Share with Lebanese host family تتشارك مع العائلة المستضيفة Other, specify: غيره، حدد:

<p>4. What type of accommodation are you currently living in?  نوع المأوى الذي تقيم به؟</p>	<p>Tent  خيمة  Garage/ Magasin  كراج/ مخزن  Apartment/house  شقة/ منزل  Unfinished house  منزل غير مكتمل  Collective center  مجمع سكني  Factory or warehouse  مصنع أو مستودع  worksite  موقع العمل  Other, specify:  _____</p> <p>غيره، حدد:</p>
<p>5. Do you pay for your accommodation per month?  هل تدفع إيجار شهري بدل إقامتك؟</p>	<p>Rent  إيجار  Free  مجاني  Free, in exchange for rehabilitation of house  مجاني بدل إقامة تصليحات بالمنزل  Squatting without owner approval  سكن دون موافقة صاحب الملك</p>
<p>6. How much do you pay for your accommodation per month? (USD)  قيمة بدل الإيجار الشهري؟</p>	<p>50-70 USD  71-100 USD  101-150 USD</p>

	151-200 USD ٢٠١ – ٢٥٠ USD ٢٥١ _ 300 Above300 USD None لا إيجار
7. How many rooms in the accommodation? عدد الغرف المستخدمة؟	1 2 3 4 and more
8. What is the condition of walls/roof/windows of your accommodation? (more than 1 answer) وضع الجدران والسقف والشبابيك في المنزل؟ (أكثر من جواب)	Good جيد Acceptable مقبول Needs fixing roof بحاجة لإصلاح السقف Needs fixing doors بحاجة لإصلاح الأبواب Needs fixing windows بحاجة لإصلاح الشبابيك Other, specify: _____ غيره، حدد: _____
9. What functioning sanitation facilities do you have? (more than 1 answer) ما هي الوسائل أو التجهيزات الصحية المتوفرة؟ (أكثر من جواب)	WC with shower دورة مياه مع دوش Bathroom غرفة إستحمام Water tank خزان مياه WC inside دورة مياه في الداخل

	<p>WC outside دورة مياه في الخارج</p>
<p>10. What is the source of your water? (more than 1 answer) مصدر المياه؟ (أكثر من جواب)</p>	<p>City water مياه المدينة Well بئر Water trucking بواسطة الصهريج Small quantity purchase عبر شراء كمية قليلة من المياه Private with water bucket نقل في أوعية عبر مصدر خاص</p>