



Outreach Analysis

Integrated Host Community Shelter Programme

Background and Methodology:

As of 31st May, 2014 the Norwegian Refugee Council (NRC) had visited **4,330 Syrian households** (representing 36,181 individuals) assessing the families as potential beneficiaries for NRC's integrated urban shelter programme. NRC's beneficiary selection processes includes an assessment of vulnerable refugee families based on clearly defined vulnerability criteria, which allows caseworkers to identify urgent vulnerable refugee cases.



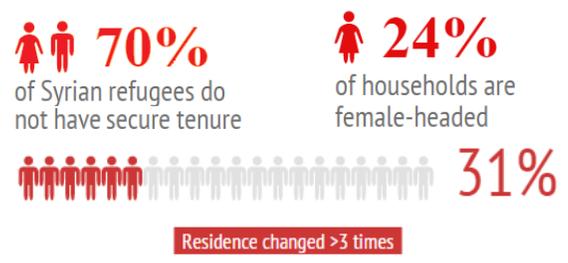
Key Vulnerabilities

The assessment is scored and the following factors identify households as extremely vulnerable and flag them as potential beneficiaries: female-headed household; sub-standard housing conditions including humidity or moisture issues, sanitation or kitchen issues; no income or large income - expenditure gap; cannot pay next rent or threatened with eviction; over-crowding and / or family composition (i.e. large households, infants under 5 years).

All assessments are completed using smart-phones as an efficient and pioneering tool in ensuring improved programme quality and the ability to conduct thorough and high-quality assessments.

Summary of Findings:

The findings of NRC's outreach demonstrate that vulnerabilities among the refugees are significant and compounded by the fact that many refugees have been displaced within Syrian multiple times before crossing the border. In Jordan, many face further and multiple displacements as they are confronted with high rents and growing levels of evictions. A recent feasibility study¹ completed by NRC for the expansion of the shelter project into new areas revealed that 70% of Syrian refugees do not have secure tenure, many without basic rental agreements in place leaving them vulnerable to eviction and further displacement. Syrian refugees who arrived in Jordan at the beginning of the conflict are now facing protracted displacement and, unable to secure legal employment, resort to negative coping mechanisms in order to stay in Jordan.



According to NRC's outreach findings, 24% are female-headed households, many struggling to manage alone with young children. Female-headed households report more often resorting to negative coping mechanisms to pay rent, are less likely to have a signed lease contract with their landlord and

¹ Shelter Project Potential Expansion: Jerash and Ajloun, NRC, April, 2014

often live in sub-standard conditions. The assessment of the housing conditions reveals that vulnerable families are resorting to renting sub-standard accommodation, often at inflated prices.

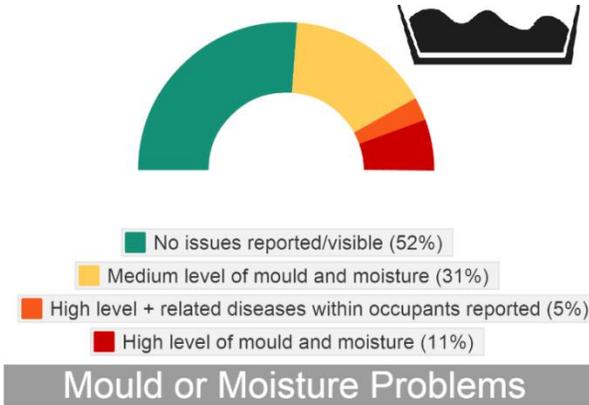
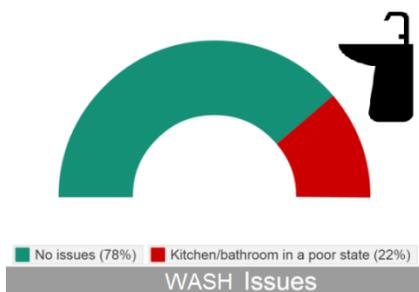


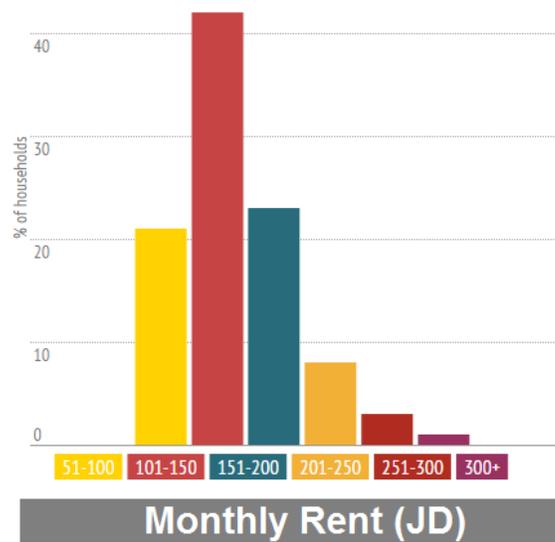
Chart above highlights that a significant proportion of Syrian refugees lives in accommodation that is affected by moisture or mold (47%). Furthermore, 18% of rented accommodations do not provide basic shelter from the weather, as shown below.



Access to basic WASH facilities was also identified as a key gap for many of the Syrian refugees visited by NRC. The chart below show that 21% of families reside in accommodation where the kitchen and bathroom are in a very bad state and require extensive works to meet minimum standards. NRC's outreach also revealed that 11% of families face major water availability or quality issues.



Refugees living in Jordan mainly rely on diminishing savings and cash assistance to meet their basic need. The survey of refugee populations show that the expenditure necessary to meet minimum family requirements is anywhere between JOD 300–600 per month per family in Jordan. Most incomes are far below JOD 300 per month, and the income expenditure gap is anywhere between JOD 150–290². This is impacting the most vulnerable such as female, elderly and disabled heads of households and leading to widespread negative coping mechanisms. Rental payments make up a significant portion of the expenditure (approximately 60%), with most respondents claiming monthly rents were between 101 – 150 JD.



The risk and reality of eviction has forced refugee families to move into overcrowded and sub-standard, unsafe and insecure shelter, which can pose a range of protection challenges. For those able to find a roof over their heads many are not able to paying rising rents leaving them at risk of forced evictions. Syrian refugee families assessed by NRC tell of often multiple moves inside Jordan as they try to find affordable shelter impacting their families' ability to access basic services like health and education, stay legal and causing extended families to be separated and breaking community support bonds.

2 UNHCR, UNICEF and WFP. Joint Assessment Review of the Syrian Refugee Response in Jordan. 2013

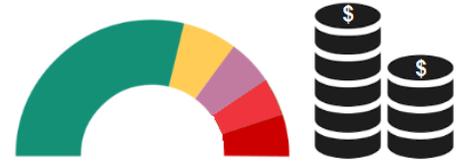
According to Care International³ 20% of female-headed households did not have a contract and of those who did, only 76% had a written agreement with their landlord. About half of the newly arrived Syrian families and one-third of the longer-term-displaced Syrian households had short-term contracts (up to six months) and another 20% were not sure about the duration of their contract. As noted by the study's authors "The short-term nature of rental contracts allows landlords to increase the rent or evict the tenants and rent to another family (Syrian or Jordanian) that will pay a higher price after a very short rental period."

 **9%** of female-headed households face immediate threat of **eviction**

From NRC's assessments, a total of 382 families were noted as at immediate, documented risk of eviction: 96 families would be evicted at the end of the rental contract and 225 families were unable to pay the rent and would be evicted at the end of the month. This corroborates with Care's findings which indicates that 7% of households face immediate threat of eviction, while female-headed households face a higher risk – at 9% - than general. However, these statistics from cases with documented proof of eviction represents just the tip of the iceberg, with many more refugees lacking basic security of tenure.



3 "Lives Unseen: Urban Syrian Refugees and Jordanian Host Communities Three Years Into the Syria Crisis" Care International, April 2014



- From work income (57%)
- Through donations from CBOs or local individuals (13%)
- From savings (11%)
- From UNHCR/ assistance/ cash for rent (9%)
- Unable to pay next rent (10%)

Next Rent

In 2013, 89 per cent of participating Syrian refugee households in an assessment were recorded to be in-debt and the amount of debt is increasing significantly compared to baseline surveys in 2012. This is impacting the most vulnerable such as female, elderly and disabled heads of households and leading to widespread negative coping mechanisms and prolonged multiple displacements inside the host community (see chart below). For those Syrian refugees living in rented accommodation, many lack basic security of tenure and are at risk of eviction, rental increases and exploitation by the landlords.

The Journey of 500,000+ Host Community Refugees

Arriving To Jordan



83% Arrived over a year ago

Leaving Camp



48% - Informally
38% - Bailout
17% - Didn't go through camp

Changing residence in Jordan



69% - 1 - 2 times
27% - 3 - 5 times
4% - More than 5 times