



HOUSING UPGRADING ACTIVITY

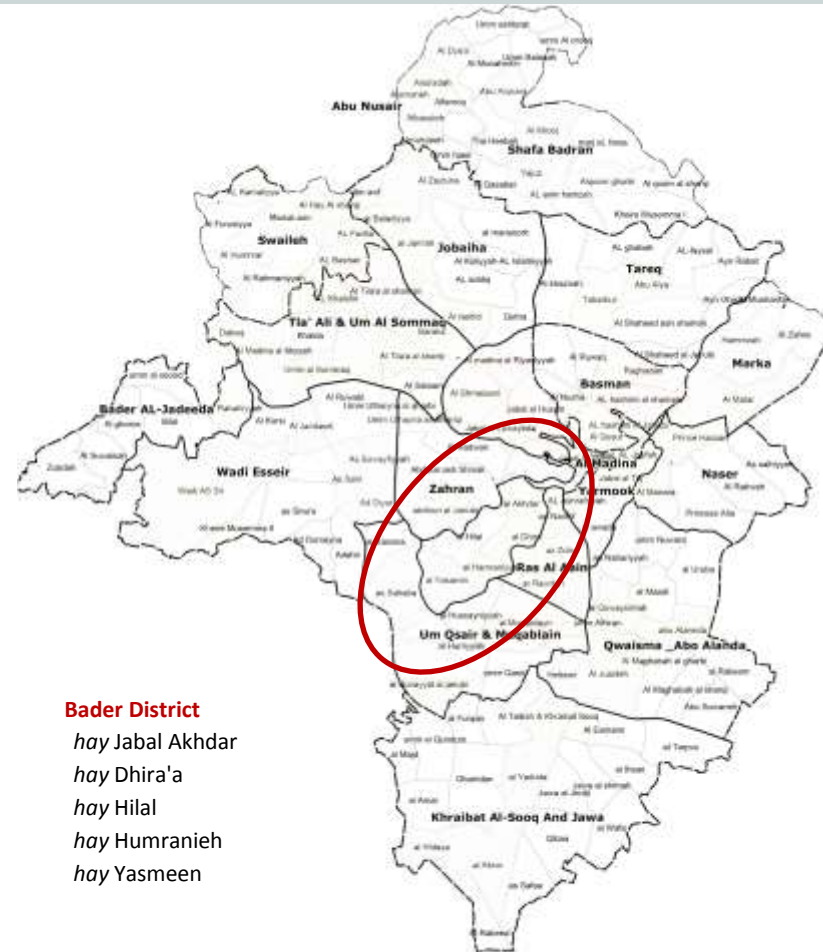
« Improvement of living conditions of refugees and host communities in Bader district »



BACKGROUND

Influx of Syrian refugees to urban hubs

- **26.9 % or 176,419** of Syrian refugees registered with UNHCR live in Amman governorate (as of February 2017).
- **31,236** Syrians live in Bader district in south of Amman (GAM Census 2015).
- **High tension** and **competition** between Syrian refugee population and Jordanian low-income host community to access adequate and affordable housing.
- **300 houses** to be upgraded with the objective to increase social cohesion and decrease tension between the two communities.



HOUSING UPGRADING ACTIVITY

« Improvement of living conditions of refugees and host communities in Bader district » project

To final activity target was modified to the following:

- **Upgrading of 225 houses** (approx. 800 JOD average budget per house).
- **Distribution of 60 winter insulation kits** (value of approx. 150 JOD per kit) to vulnerable Syrian households where housing upgrading was deemed impossible due to owners' non-cooperation at the vulnerability assessment stage.

Housing upgrading implementation from April to December 2016.

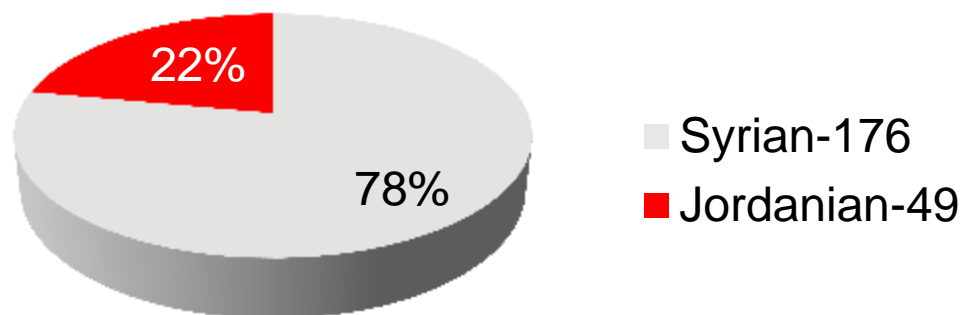


ACHIEVEMENT SUMMARY

Housing upgrading and winter kit distribution

Housing Improvement and winter kit distribution	Syrians OWNER	Syrians RENTER	Jordanian OWNER	Jordanian RENTER	TOTAL
Housing improved	-	176	36	13	225
Winter insulation kits distributed	-	60	-	-	60
TOTAL	-	236	36	13	285

Beneficiary Breakdown





METHODOLOGY



BENEFICIARY SELECTION

990 Jordanian vulnerable households
(provided by the Ministry of Social Development)

724 vulnerable Syrians households
(UNHCR, MoE, CBOs and hotline)

Vulnerability assessment survey in 2014 of **1211 households** comprised of three main following categories:

- Economic situation
- House conditions
- PSP and health

HOUSES RENOVATION PROCESS

Step 1: Establishment of beneficiary's database based on lists collected from UNHCR, CBOs, Ministry of Social Affair and project hotline.

Step 2: Establishment of vulnerability Criteria's and tree based on contextual analysis and projects objectives.

Step 3: Beneficiaries' need Assessment and vulnerability confirmation (by phone or house visits)

Step 4: Beneficiary list finalization.

Step 5: Contract type selection (Framework/unit price), technical assessment of some houses to develop technical specifications, call for quotations and contractor selection.

Step 6: Legal firm selection and preparation of legal document templates.

Step 7: Implementation Phase:

- Houses technical assessment and meeting with beneficiaries (owner to be presented) with a team consisting of 1 FRC/JRCS Engineer, 1 contractor Engineer and the lawyer from ARDD – Legal aid .
- MOU signing with the owner of the houses
- Purchase Order signing with the contractor
- Construction Supervision
- Reception of work/M&E by FRC/JRC team.
- Reception of work signing by FRC/JRC team, owner and contractor
- Maintenance follow-up



VULNERABILITY ASSESSMENT

Beneficiary Identification

Economic situation

Debt situation

- Declare to have debts =1 pt.
- Can prove they have debts =1 pt.
- Debt paper amount \geq 500 JoD =1 pt.

House Condition

House Location

- Basement, ground, beside the mountain, roof top =1 pt.
- Other floor than ground + HH with severe disability or severe medical issue=1 pt.

Rent and other conditions

- No or expired rent agreement=1 pt.
- Arrived after January 2014 =1 pt.
- Reasons needing to move to another location=1 or 2 pt.
- Shared facilities with another family=1 pt.

Humidity

- Number of areas with humidity problem =1 or 2 pt.
- Number of areas with water leakage problem =1 or 2 pt.
- No exhaust fan in bathroom =1 pt.

Security

- No lock at the main door=1 pt.
- Broken or no glass in the window=1 pt.
- Danger of windows being damaged in near future=1 pt.

Walls and ceiling

- Walls in need of paint and maintenance= 1pt.
- Ceilings in need of paint and maintenance= 1pt.

Water Access

- Number of water access points with problems= 1pt.
- Number of water drainage points with problems= 1pt.
- Water bill 50 JOD and more= 1pt.

VULNERABILITY ASSESSMENT

Beneficiary Identification

Electricity

- Not all room are provided with electricity = 1 pt.
- No or damaged electrical circuit =1 pt.

Bathrooms

- Lack of privacy=1 pt.
- Number of missing sanitation equipment other than shower and toilet=1 or 2 pt.
- No toilet equipment=1 pt.
- Number of damaged equipment=1 pt.
- Damaged or broken toilet=1 pt.
- Damaged or broken Flush=1 pt.
- Damaged or broken wash basin =1 pt.
- Damaged or broken shower head or tub=1 pt.

Kitchen

- Number of damaged equipment=1 pt.
- Damaged or broken water tap =1 pt.

Assessor Opinion

- HH lives in less than adequate conditions= 1pt.

PSP & Health

Age/Gender/Children

- Head of HH is under 20 or more than 60 =1 pt.
- HH with only females =1 pt.
- HH with 3 or more kids between 0 and 17 =1 pt.
- Ratio of adults/kids=1 or 2 pt.

Health

- Number of people with disabilities or health issue =1 pt.
- Danger of windows being damaged in near future=1 pt.

PSP Issues

- Number of people suffering from PSP issues= 1pt.
- Number of PSP violations = 1pt.
- PSP issues at the result of Syria war= 1pt.
- Family declaring to fight with their children = 1pt.

RENOVATION CONTRACTOR

A Framework Agreement Construction Contract with the price per unit for **74 construction items/work** (58 items original, 16 added later) was developed in the four following main categories:

- Masonry
- Plumbing
- Electricity
- Openings (Doors & Windows)

20% of the labor to be from Bader district (as shown on National IDs)

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- Maintenance follow-up

LEGAL CONSULTATION

Selection of **ARDD - Legal Aid** to assist the team to draft the necessary legal documents and to facilitate the communication with the beneficiaries.

- **Three-party MOU house maintenance agreement** including a table with renovation items was signed between FRC/JRCS, the owner and the tenant prior to the house prior to renovation.
- **Lease agreement** was signed in case of absence of a rental agreement valid **for at least 6 months, up to one year with a fixed rate of rental amount** (from the day of final technical assessment)
- **Legal Document Approval sheet** signed by the legal team for each house.
- **Signed Reception of work** by owners.

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IMPLEMENTATION PHASE

House Visits

From April to December 2016,

- 1 FRC/JRCS Engineer,
- 1 contractor engineer,
- 1 lawyer from ARD-Legal Aid

visited the previously identified houses twice weekly to:

- explain the process to the beneficiaries (owner to be present),
- check ownership documents and rent agreements (explain how to obtain one),
- get the permission of the owner(s),
- verify the necessity of house upgrading,
- agree on the work to be done.

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IMPLEMENTATION PHASE

Declined Cases

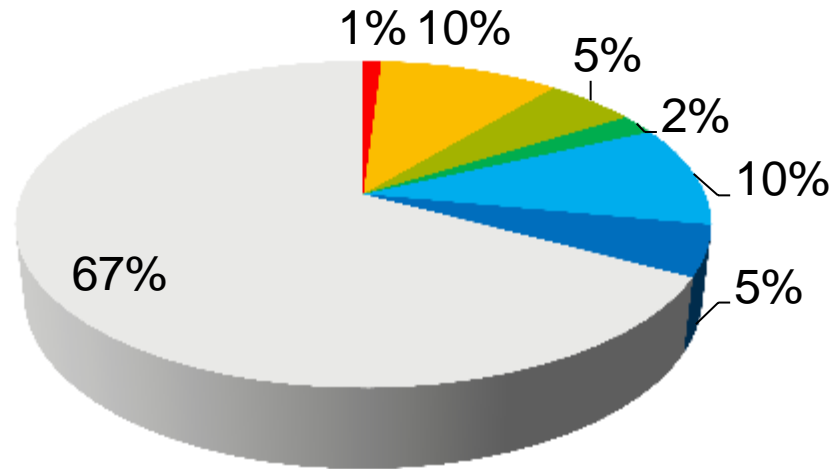
In addition to the 225 upgraded houses, an additional **111 houses** were visited but were decline for various reasons.

- Couldn't or didn't provide the required documents (**3 houses, all Syrians**)
- Owner refused the renovation or to sign MOU/Lease agreement (**35 houses, 9 Jordanian, 26 Syrian**)
- Beneficiary moved or going to move to another house (**16 houses, 4 Jordanian, 12 Syrian**)
- Beneficiary not available (number disconnected or moved abroad) (**7 houses, 1 Jordanian, 6 Syrian**)
- Beneficiary refused the renovation (**33 houses, 5 Jordanian, 28 Syrian**)
- House in good enough conditions (less than 150 JOD) (**9 houses, 1 Jordanian, 8 Syrian**)
- Need substantial work (Over the budget) or not safe due to structural damage or extreme unhealthy living conditions (**8 houses, 4 Jordanian, 4 Syrian**)

IMPLEMENTATION PHASE

Declined Cases

Declined Cases (out of the total 336 house visits)



- Insufficient Documents-3
- Owner Refusal-35
- Beneficiary moved-16
- Beneficiary not reachable-7
- Beneficiary Refusal-33
- Project Team Refusal-17
- Renovation Completed-225

IMPLEMENTATION PHASE

Budget

Price		
Least spent	165 JOD (PO50 S064)	
Most spent	2196.86 JOD (PO113 S725)	
Range	Number of houses	Percentage
less than 150 JOD	0	0%
150-200 JOD	2	1%
200-500 JOD	34	15%
500-1000 JOD	136	60%
1000-1500 JOD	48	21%
1500-2000 JOD	4	2%
more than 2000 JOD	1	0%



DECLINED HOUSES

(by the Project Team)



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RENOVATED HOUSES



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RESULTS



RENOVATION ITEMS

Houses Renovation Process

Renovation Items Use Summary (Out of total 74 items)	Number of HH	
Number of Items never used	12	Item 1.10 (Concrete screed on the roof) , item 1,12 (4 mm thick torch applied bitumen membrane water proofing sheets), Item 2.11 (1000L Plastic water tank), Item 2.22 (Manhole), item 4.2 (Window wooden frame double glazing), item 4.4 (Window PVC frame double glazing), item 4.5 (Window PVC frame single glazing), Item 4.8 (Maintenance of door deadbolt) Item 4.9 (Chain door lock) , Item 4.12 (Metal guardrail) Item 5.3 (Roof metal sheeting) , Item 5.13 (Making wall opening / in structural members)
Number of Items between 1 to 9 times	22	
Number of Items between 10 to 49 times	30	
Number of Items between 50 to 99 times	6	Items 2.10 (2000L Plastic water tank) , 3.8 (6" exhaust fan) 4.1 (Wooden door), 4.3 (Window aluminum frame single glazing 4.7 (Double cylinder deadbolt), 4.14 (Windows maintenance)
Number of Items between 100 to 149 times	2	Items 2.16 (Electric water heater) & 4.15 (Window fly screen)
Number of Items between 150 to 199 times	2	Items 2.13 (New water mixer) & 5.1 (Shower Head)
Number of Items between 200 to 225 times	0	

RENOVATION ITEMS

Houses Renovation Process

The Top 10 Most Used Items (number of households, out of 225)

156	New water mixer
150	Shower head
119	Window fly screen
105	Electric water heater
97	6" exhaust fan
89	Double cylinder deadbolt
75	Windows maintenance
72	Window aluminum frame single glazing
53	Wooden door
52	2000L Plastic water tank

RENOVATION ITEMS

Houses Renovation Process

The 12 never used items

Concrete screed on the roof

4 mm thick torch applied bitumen membrane water proofing sheets

1000L Plastic water tank

Manhole

Window wooden frame double gazing

Window PVC frame double gazing

Window PVC frame simple gazing

Maintenance of door deadbolt

Chain door lock

Metal guardrail

Roof metal sheeting

Making wall opening / in structural members

Window Aluminum frame
single glazing
72 households





Electrical Heater
105 households



Shower Head
150 households

Replace the
existing oriental
toilet by an
Western toilet
13 households

6" Exhaust Fan
97 households



Electric Plug
48 households





Metal Main Door
26 households

Bolt Lock
8 households

Double Cylinder
Deadbolt
89 households

New Wooden
Door
53 households

Wooden Door
Maintenance
43 households





Metal Windows
Protection
44 households



Window Fly
Screen
119 households

RESULTS

HUMAN RESOURCES

No.	Position	Nationality	Date of joint the work	Address
1	Engineer	Jordanian	2017-2016/1-5	Bader area-Al-Akhdar
2	Engineer	Jordanian	2017-2016/7-5	Shafa badran
3	Engineer	Jordanian	2017-2016/1-9	Marka
4	Driver	Jordanian	2016/1/2017-5	Baqaa
5	Electrician	Jordanian	2016-2016/10-5	Shafa badran
6	Electrician	Jordanian	2016-2016/10-5	Shafa badran
7	Plumber	Jordanian	2016-2016/10-5	Shafa badran
8	Plumber	Jordanian	2017-2016/1-11	Swieleh
9	Plumber	Jordanian	2017-2016/1-11	Swieleh
10	Welder	Jordanian	2017-2016/1-5	Wehdat
11	Welder	Jordanian	2017-2016/1-5	Wehdat
12	Tiles worker	Jordanian	2017-2016/1-5	Marka

RESULTS

HUMAN RESOURCES

No.	Position	Nationality	Date of joint the work	Address
13	Tiles worker	Jordanian	2017-2016/1-5	Marka
14	5 laborers	Egyptian	2017-2016/1-5	Baer Area- Al-Yasmeen
15	Electrician	Jordanian	2017-2016/1-11	Swieleh
16	Supplier of plumbing	Jordanian Co.	2017-2016/1-5	Baer Area- Al-Yasmeen
17	Supplier of Tiles	Jordanian Co.	2017-2016/1-5	Baer Area- Al-Yasmeen
18	Carpentry Work	Jordanian Co.	2016-2016/8-5	wehdat
19	Carpenter	Jordanian Co.	2017-2016/1-9	Baqaa
20	Painter	Jordanian	2016-2016/8-5	Salt
21	Painter	Jordanian	2017-2016/1-9	Bader area-Al-Akhdar
22	Painter	Jordanian	2017-2016/1-9	Bader area-Al-Akhdar
23	Aluminum	Jordanian	2016-2016/12-5	Shafa badran
24	Aluminum	Jordanian	2017-2017/1-1	Rosaifah
25	Aluminum	Jordanian	2017-2017/1-1	Rosaifah

Total No, of worker at the end of project = 18

No, of worker from Bader Area = 5

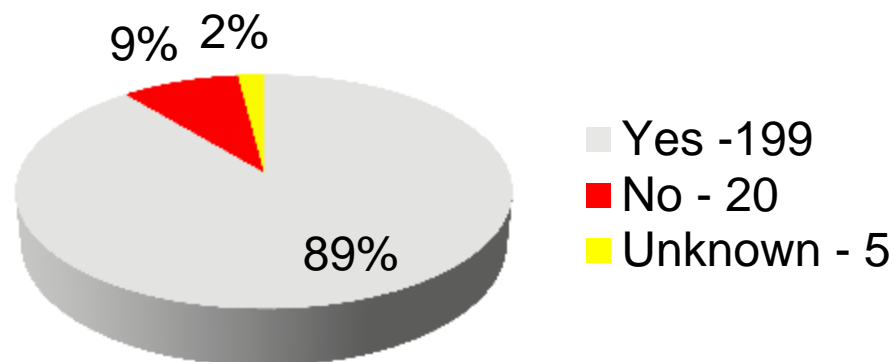
% of Worker From Bader Area = 28%

RESULTS

Monitoring and Evaluation

Length of Renovation work	
Between 1 to 5 days	158
Between 6 to 10 days	50
Between 11 to 15 days	2
Between 15 to 20 days	0
Between 20 to 25 days	4
Between 25 to 30 days	2
More than 30 days	2
Not known	7

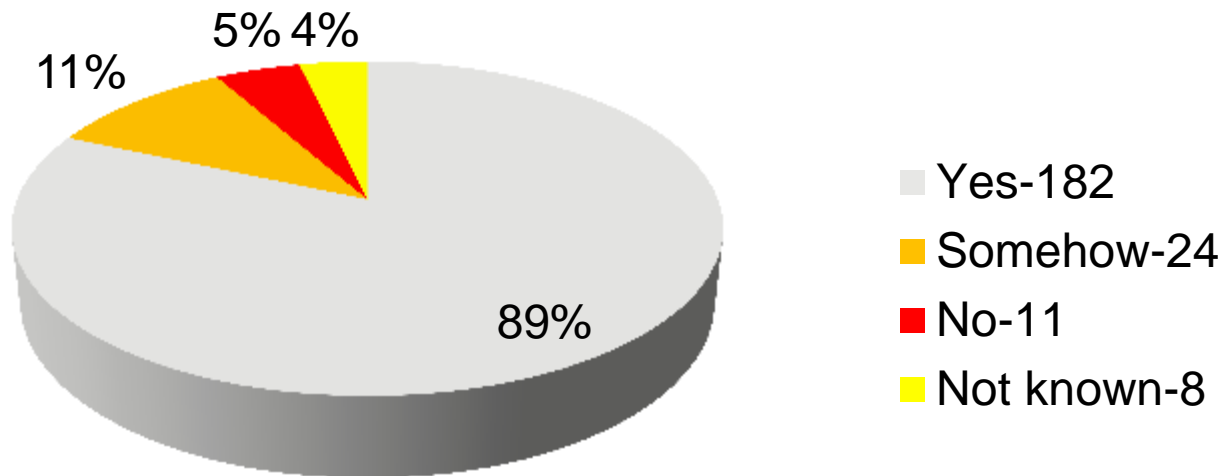
Satisfaction with the length of the renovation



RESULTS

Monitoring and Evaluation

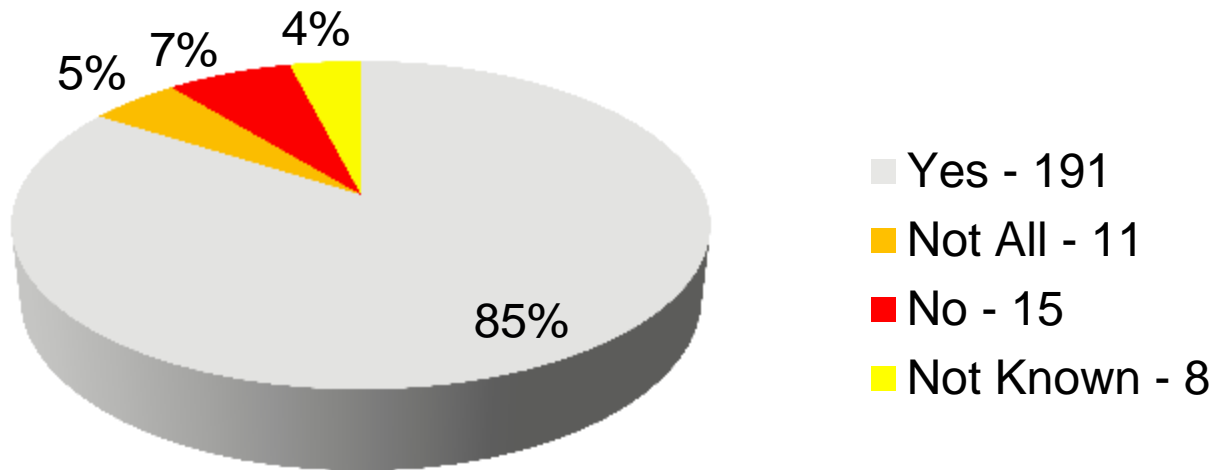
Satisfied with Renovation



RESULTS

Monitoring and Evaluation

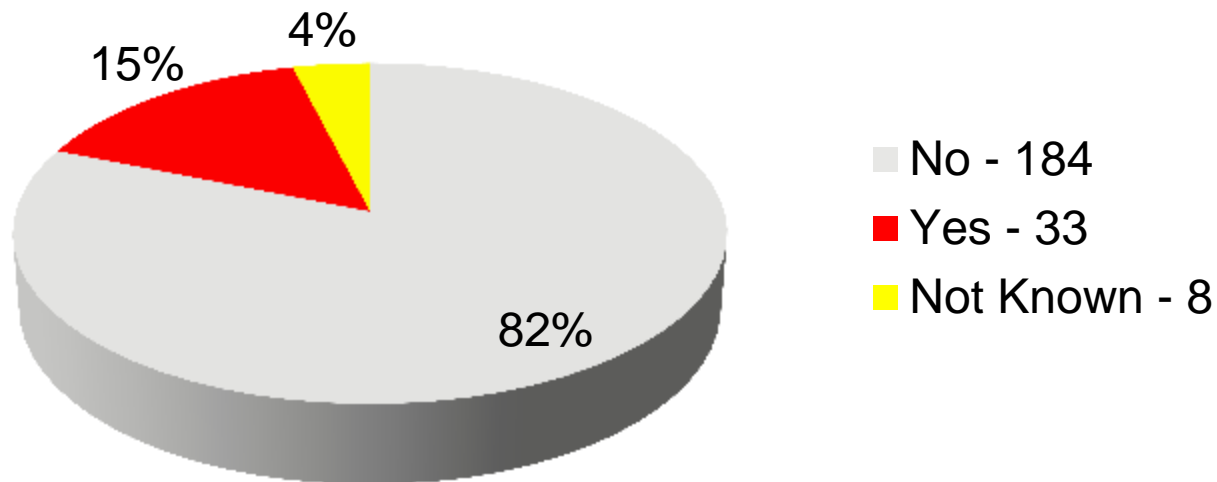
Consideration of Occupants priorities



RESULTS

Monitoring and Evaluation

Left house during renovation



RESULTS

Satisfaction with the length of renovation work

Positive Comments:

- Yes, we were glad that work finished before schools exams so that the children wont be disturbed (10 days)
- Yes, we are happy that workers finished before Ramadan (3 days)
- Yes, we thought it will be longer so we are very happy (7 days)
- Yes, workers were fast and considered the fact that beneficiary was a woman with kids (3 days)
- Yes, It was very fast and workers took into consideration that its Ramadan (3 days)
- Yes, of course we were patient because house was getting fixed (14 days)
- Yes, a wall was built so it was a realistic amount of time (10 days)
- Yes, workers called hours before coming so we were able to manage (10 days)

ANALYSIS

Satisfaction with the length of renovation work

Negative Comments:

- No, because the toilet fixing took 3 days and we had to leave house when we needed to use it (4 days)
- No, it took too long "workers and contractor should take into account that actual humans live in houses and they need to speed up the process" (9 days)
- No, kids were uncomfortable (9 days)
- No, husband had to take leave from work two days in a row because contractor delayed work for too long (4 days)
- No, workers came once a week for a month which is too long (30 days)
- No, they came in the coldest days and several days they took measures for the same window 3 times, the workers told me because we are changing the aluminum worker (21 days)



ADDITIONAL OBSERVATIONS



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Most Syrian families lack furniture

Most Syrian families lack furniture





LESSONS LEARNED & RECOMMENDATIONS



LESSONS LEARNED

Housing upgrading Activity, “Improvement of living conditions of refugees and host communities in Bader district” project

- Shelter activities are one of the most **intimate** intervention concerning beneficiaries with entering their private spaces and need to be regarded and respected as such.
- Owner were generally and more than expected cooperative.
- Reasons for the **beneficiary refusal of renovation** need to be understood and addressed better.
- Some of the most vulnerable and in need of better housing conditions (i.e. houses with structural damage or roof leakage issues or spaces with no windows) do not get the assistance due to **limited budget per house**.
- Unexpected Items such as **secure main door, windows protection and windows fly screen** could increase the quality of life of beneficiaries.

LESSONS LEARNED

Housing upgrading Activity, “Improvement of living conditions of refugees and host communities in Bader district” project

- More time needs to be spend on making sure **beneficiaries’ priorities** are heard, unanimous among family members and final
- The Syrian refugee beneficiaries need to be reminded prior to renovation that the **renovation items belong to the owners** and not them .
- Until Syrian refugees could have sustainable income-generating opportunities, **ensuring a longer lease agreement can not always protect them against eviction.**
- Shelter interventions due to their intimate nature should be used with **possibility for needs referral to other organization.**
- **Jordanian households** in some cases despite having the house ownership and furniture lived in some of the most deteriorated houses and should be included in such assistance.

RECOMMENDATIONS

Housing upgrading Activity, “Improvement of living conditions of refugees and host communities in Bader district” project

- In case of working with external contractor ensure close monitoring of **contractor's labor choices and timetable for renovation of each house** to ensure respect to beneficiaries' privacy and time.
- Other consideration such as involving female laborers could reduce beneficiary refusal of renovation work.
- Collaboration with responsible local authorities are needed to ensure landlords are held accountable for renting only adequate living conditions. Lack of action or solutions in this area could lead to **serious danger for the inhabitants and exploitation of their limited financial resources** living in the low-income neighborhoods.
- Ask the families to discuss, agree and write their **family needs and priorities. Give them some time to do so.**



BENEFICIARY STATEMENTS



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STATEMENTS ON RENOVATION

BENEFICIARIES

“We needed window protection and fly screens so bad because **we have kids**“

“**I am now more comfortable** to leave the kids play without direct supervision”

“**We had no security before**, we had lived for 2 years with a broken main door, my psychological state improved so much after the renovation, I am happier and more at ease.”

“We feel a huge change, **it is now more comfortable** to open windows with children in the house“

“There is **no mold smell** anymore”

STATEMENTS ON RENOVATION

BENEFICIARIES

“The protection for windows was very important because **one kid was about to fall before** the team came and installed it“

“**We are very relaxed now** with windows protection and kids can play and we don't have to supervise 24/7“

“Children are very happy with wash basin and yesterday **they showered with hot water**... we are very happy and appreciative.“

“The priority was **the safety of our children**”

STATEMENTS ON RENOVATION

BENEFICIARIES

“We used to get rats before the fly screens, now all is good”

“The electricity was dangerous and plug openings were open and kids used to put their hands inside but now it is safe”

“We used to have a lot of insects and now it is much better“

“We are happy especially with water mixers as we can have access to hot water now”

“My psychological state is much better after renovation as I feel more comfortable to have guests over and the house is safer with new main door”