



# AL ZA'ATARI REFUGEE CAMP SHELTER ASSESSMENT

## Assessment Report

June 2014

## SUMMARY

Since the outbreak of the civil war in Syria in March 2011, approximately 2,697,808 refugees have fled into neighbouring countries to escape the violence. Jordan hosts some 589,792 refugees.<sup>1</sup> Al Za'atari, situated in the northern governorate of Al Mafraq, opened in July 2012 and is the largest camp in Jordan (86,040 - REACH population count in May-June 2014). The camp is managed by the United Nations High Commission for Refugees (UNHCR) in collaboration with the Jordanian government, along with a wide range of non-government organizations (NGOs) and UN agencies.

When Al Za'atari first opened Syrian refugee households were provided with UNHCR tents. However tents are not suitable for the winter months and are also highly vulnerable to flooding. In response, UNHCR has thus been implementing a **shelter strategy to ensure a transition from relief to transitional shelters**, with caravans as the primary shelter solution, and tents only distributed to provide additional space, depending on family size.

As part of its ongoing collaboration with UNHCR, REACH carried out a comprehensive shelter assessment in Al Za'atari camp. The overall goal of this shelter assessment is to **increase accountability** in regards to the distribution of caravans to Syrian refugees in Al Za'atari camp. The specific objective of the assessment was to **monitor the status of caravans since they had been delivered**. The assessment provided also an opportunity to investigate the physical condition of caravans, and thus to **gain an better understanding of the overall shelter situation within the camp in order to inform the shelter sector response** in terms of repairs and replacement. Additional information was collected on the use of Water, Sanitation and Hygiene (WASH) facilities, as part of a follow-up to a previous assessment carried by REACH on wastewater in Al Za'atari.

Through this assessment, REACH was able to identify that **75.2% of shelters in Al Za'atari are caravans**, showing a positive trend in terms of shelter allocation towards a situation where the entire camp population having adequate transitional shelters. **Half (50.6%) of these caravans were received directly from UNHCR, but 41.2% were said to have been purchased**, demonstrating that there is a market whereby people are selling the caravans they received from UNHCR, with the potential risk that the most vulnerable families are remaining in tents or other types of relief shelters in order to receive money from the sale of their caravans. The Saudi National Campaign (SNC), One Body, Korea, Qatar and Oman are among the main donors contributing funds towards the distribution of caravans to Al Za'atari camp population.

**Over half of caravans (65%) had no damage**, and only 6% had structural damage, showing that there is currently little need for shelter repair interventions. In regards to shelter, the main conclusion to draw from this assessment is that the strategy currently implemented by aid actors in Al Za'atari camp is effectively contributing to provide safe adequate housing to Syrian refugees.<sup>2</sup> Further, the assessment allowed to estimate the relatively good level of living conditions for many Syrian refugee households staying in Al Za'atari: **20.3% of the camp population had access to a car; 2,277 and 7,429 households owned respectively a washing machine and a television; and 40.6% of households have private toilets.**

Nonetheless, there are **inequalities were observed between different areas of the camp**, with for example households without connection to electricity being concentrated around District 8. Aid programming in Al Za'atari should **focus on providing equitable access to services across the camp**. For instance, UNHCR has been advocating for increase of services in District 8 in particular as it is currently underserved. This assessment also highlights that **although there is a high proportion of households in Al Za'atari with private toilets, 17.5% of these households have this toilet only for specific family members to use**, not everyone in the household. WASH partners should therefore take this into account when planning how many communal WASH blocks to use.

<sup>1</sup> <https://data.unhcr.org/syrianrefugees/country.php?id=107>

<sup>2</sup> NB: As a high number of new arrivals have come in the period following this assessment current rates of tent occupancy are higher than those reported in this assessment, however the process of distributing caravans to new arrivals is ongoing, and once Azraq camp opens and new arrivals are diverted to there, it should be possible to provide caravans to all in the camp.

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### About REACH

REACH is a joint initiative of two international NGOs - ACTED and IMPACT Initiatives - and the UN Operational Satellite Applications Programme (UNOSAT). REACH was created in 2010 to facilitate the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. All REACH activities are conducted in support to and within the framework of inter-agency aid coordination mechanisms. For more information visit: [www.reach-initiative.org](http://www.reach-initiative.org). You can write to use at [jordan@reach-initiative.org](mailto:jordan@reach-initiative.org) and follow us @REACH\_info

## ABBREVIATIONS AND ACRONYMS

GPS	Global Positioning System
NGO	Non Government Organization
ODK	Open Data Kit
SNC	Saudi National Campaign
SRAD	Syrian Refugee Affairs Directorate
UNHCR	United Nations High Commission for Refugees
WASH	Water, Sanitation and Hygiene

## GEOGRAPHIC CLASSIFICATION

**District** Used to distinguish between areas of the camp. There are 12 districts in Al Za'atari refugee camp.

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## INTRODUCTION

Al Za'atari refugee camp is the largest refugee camp for Syrians during the current conflict, housing 86,000 as of June 2014.<sup>3</sup> Al Za'atari is managed by UNHCR in collaboration with the Jordanian government, and dozens of international NGOs and UN organizations contribute to providing services within the camp. There are weekly shelter coordination meetings in Al Za'atari, as well as coordination mechanisms at the Amman level, ultimately falling under the regional response plan for the Syria crisis.

Shelter in Al Za'atari was at first provided in the form of tents, however over time a move has been made towards providing refugees with higher quality shelter in the form of caravans. These caravans have been donated by a wide variety of organizations and countries, and formed a key part of the winterisation efforts made by camp actors in the autumn and winter of 2013. Despite concerted efforts to ensure all refugees in Al Za'atari have a caravan for shelter, no follow up monitoring had been done to assess whether refugees had retained the caravans they had been given or sold them on for cash. In addition, it is known that refugees in Al Za'atari are very proactive and have been modifying their shelters in order to make them more comfortable and suitable for their needs, but there was no proper understanding of how widespread these modifications were. REACH, as the main actor in Information Management in Al Za'atari, with the greatest capacity and resources for collecting data, was requested to address these information gaps through a comprehensive camp assessment covering every household in Al Za'atari.

## METHODOLOGY

### DATA COLLECTION

In consultation with UNHCR and the Syrian Refugee Affairs Directorate (SRAD), a data collection tool was devised which could efficiently gather information about each individual caravan in the camp as well as the household units. This questionnaire was designed to be a close-ended structured survey that could be quantitatively analysed, and to be done as a census of the entire camp, rather than a sample. It was also decided to include some basic questions about the household itself, particularly with regards to WASH building on issues identified by the Wastewater Assessment conducted by REACH in Al Za'atari camp late 2013. Data collection was undertaken by a mixed-gender team of both Jordanians and Syrians, who were trained on the questionnaire and in how to assign an address to each caravan. Using a satellite image of Al Za'atari, they went through each street systematically. As the data collectors went through each street, the team leader marked it on the map to ensure none were missed. The English and Arabic versions of the questionnaire are included as annexes to this report.

The REACH assessment team collected data on each individual caravan, and where this was associated with a household (rather than a business or community facility) data was collected on the household also. Once a data collector entered a household, they asked to speak to the head of household when available, or another representative if they were not. The questionnaire was then asked, with answers inputted into smartphones using Open Data Kit (ODK) software. This allowed for completed questionnaires to be uploaded directly from the phone to the online server, eliminating the need for data entry and improving accuracy. As part of the questionnaire, a global positioning system (GPS) coordinate was also collected. Data collection began on the 19 February 2014 and lasted 20 days, which included both an assessment of the market areas and all living quarters in the camp.

### MAIN CHALLENGES

Several challenges were encountered during the data collection process. Firstly, there were some streets in district 4 where the community would not allow access to REACH data collectors. In streets 15, 16, 17, 18 and extension 15 data collectors were denied access completely. In streets 13 and 14 access was limited, with only a third of these streets being assessed. A second limitation relates to where people were not home at the time of data collection. In these cases, data collectors only recorded the questions relating to the caravan that they could do without having to ask people information (for example, the date they got the caravan was not included in these cases), and did not complete the household questionnaire.

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<sup>3</sup> REACH population count, June 2014

## FINDINGS

This section of the report presents the main findings of the assessments, including:

- Demographics of the camp population
- Shelter status, modifications and distribution in the camp
- Access to kitchen appliances and gardens between different districts
- Private WASH facilities in individual households' shelters

## DEMOGRAPHICS

Table 1: Number of people, families and households by area

District	Number of People	Number of Families	Number of Households	Average People per Household	Average Families per Household
District1	7088	1498	1213	5.8	1.2
District2	7843	1629	1177	6.7	1.4
District3	5387	1160	894	6.0	1.3
District4	4176	887	742	5.6	1.2
District5	7341	1465	1316	5.6	1.1
District6	7286	1460	1231	5.9	1.2
District7	7591	1553	1363	5.6	1.1
District8	7425	1546	1379	5.4	1.1
District9	5724	1169	1032	5.5	1.1
District10	7503	1477	1279	5.9	1.2
District11	9541	1913	1588	6.0	1.2
District12	6629	1367	1083	6.1	1.3
Market Street	41	7	7	5.9	1.0
<b>Grand Total</b>	<b>83575</b>	<b>17131</b>	<b>14303</b>	<b>5.8</b>	<b>1.2</b>

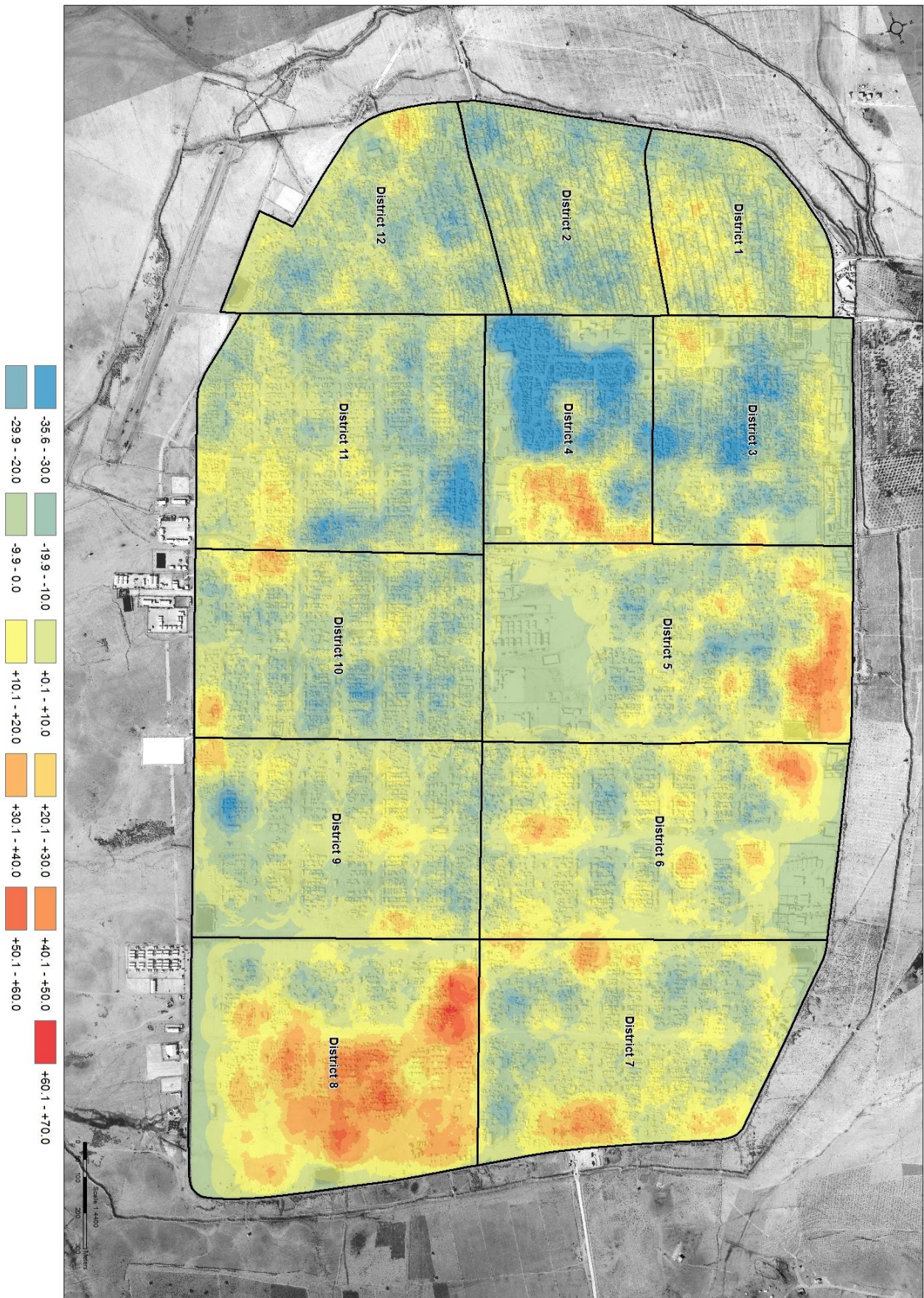


Map 1: Household density per hectare





Map 2: Population density

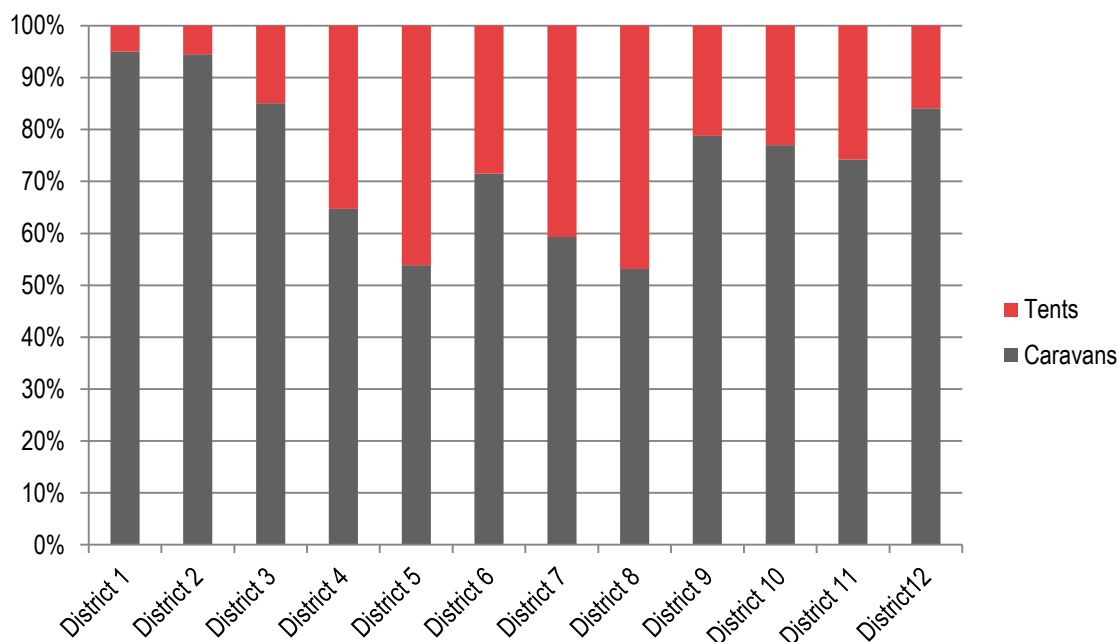




## SHELTER

This section outlines the findings of the reported related to shelter, including the type of shelter households were living in, the condition and source of this shelter, and when this shelter was received. Overall, the assessment found that **a majority of shelters were received from UNHCR, and that the majority of refugees in Al Za'atari have caravans as their primary source of shelter.**

Figure 1: Percentage of shelter type (tents and caravans) by district



As expected, **there is a significant difference between districts in the percentages of shelter type.**<sup>4</sup> This can largely be explained by the differing proportions of new arrivals in the different districts. For example, in districts 1, 2 and 3, which are all part of the 'Old Camp', shelters found were 95%, 94.5% and 85% caravans respectively, with only 522 tents found throughout these three districts. Conversely, in District 8, which has recently filled up with newly arrived refugees, 992 tents were found, compared to only 1,125 caravans (53.1% caravans). This highlights the successes of UNHCR in distributing caravans to refugees who have been in Al Za'atari for a significant period of time, but also the need for ongoing distributions to newly arrived refugees.

<sup>4</sup> NB: This graph only includes caravans and tents, the most common types of shelter and the only ones allocated by UNHCR.



Map 3: Shelter type

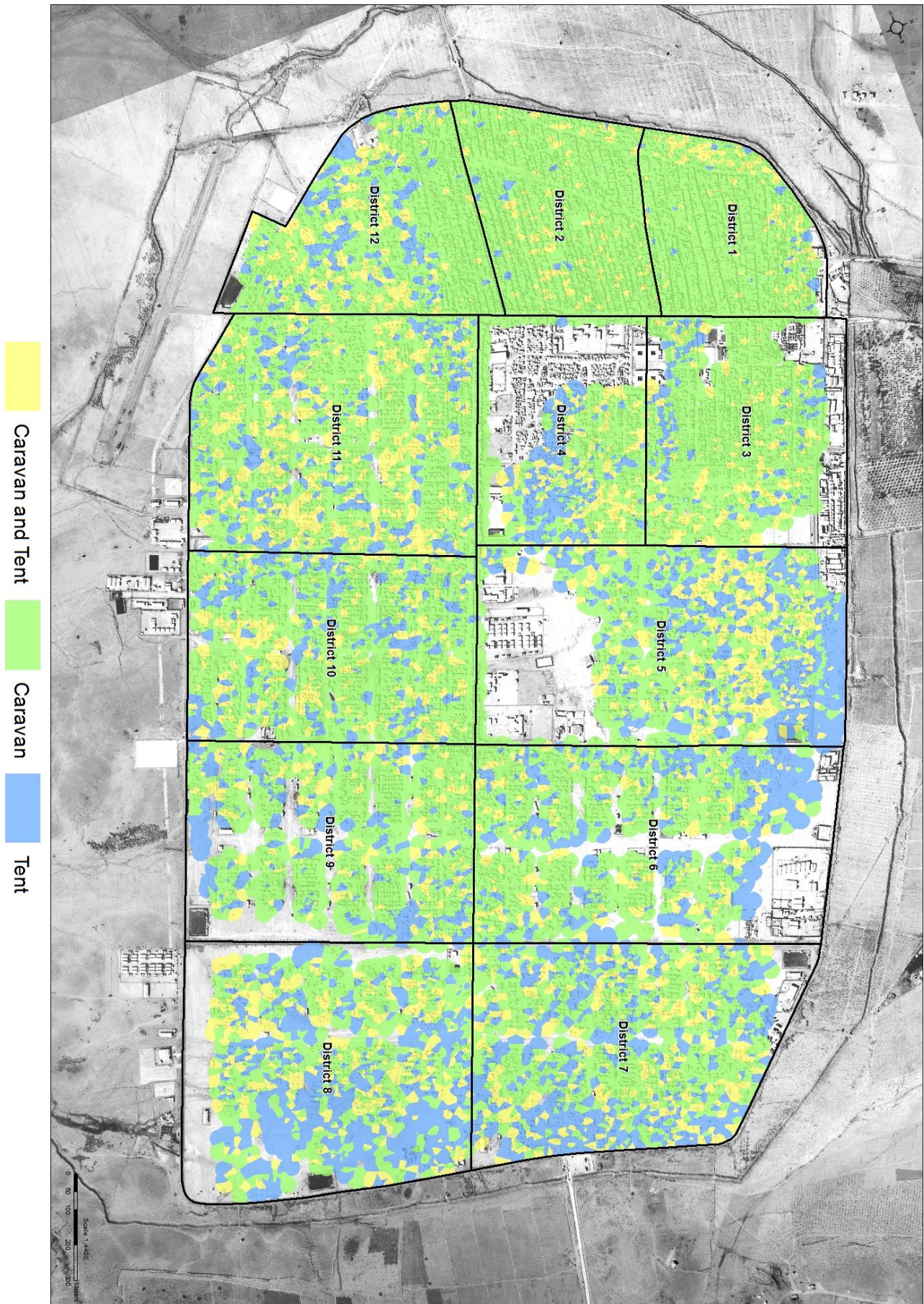
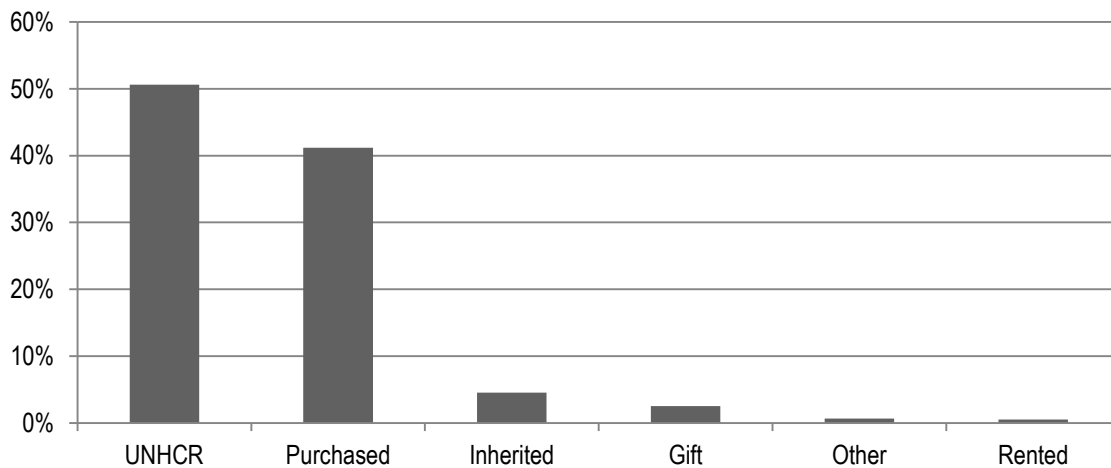




Figure 2: Source of caravan



Half of all caravans in the camp where household members were present at the time of data collection were reported to have been received from UNHCR (10182 caravans, 50.6%), followed by 41.1% (8,283 caravans) that were reported to have been purchased, as can be seen in Figure 2 above. This demonstrates that **in Al Za'atari caravans are used as a source of income and a product, rather than merely a shelter**. The remaining caravans were mainly inherited or received as gifts (909 and 508 caravans respectively), and 98 caravans were reported to be rented. A further 94 caravans were found in the camp that were uninhabited at the time of data collection, which some neighbours reported were currently for sale. As can be seen in the below map, all of the caravans on the market streets, clearly visible as green lines, were purchased.



Map 4: Origin of shelter

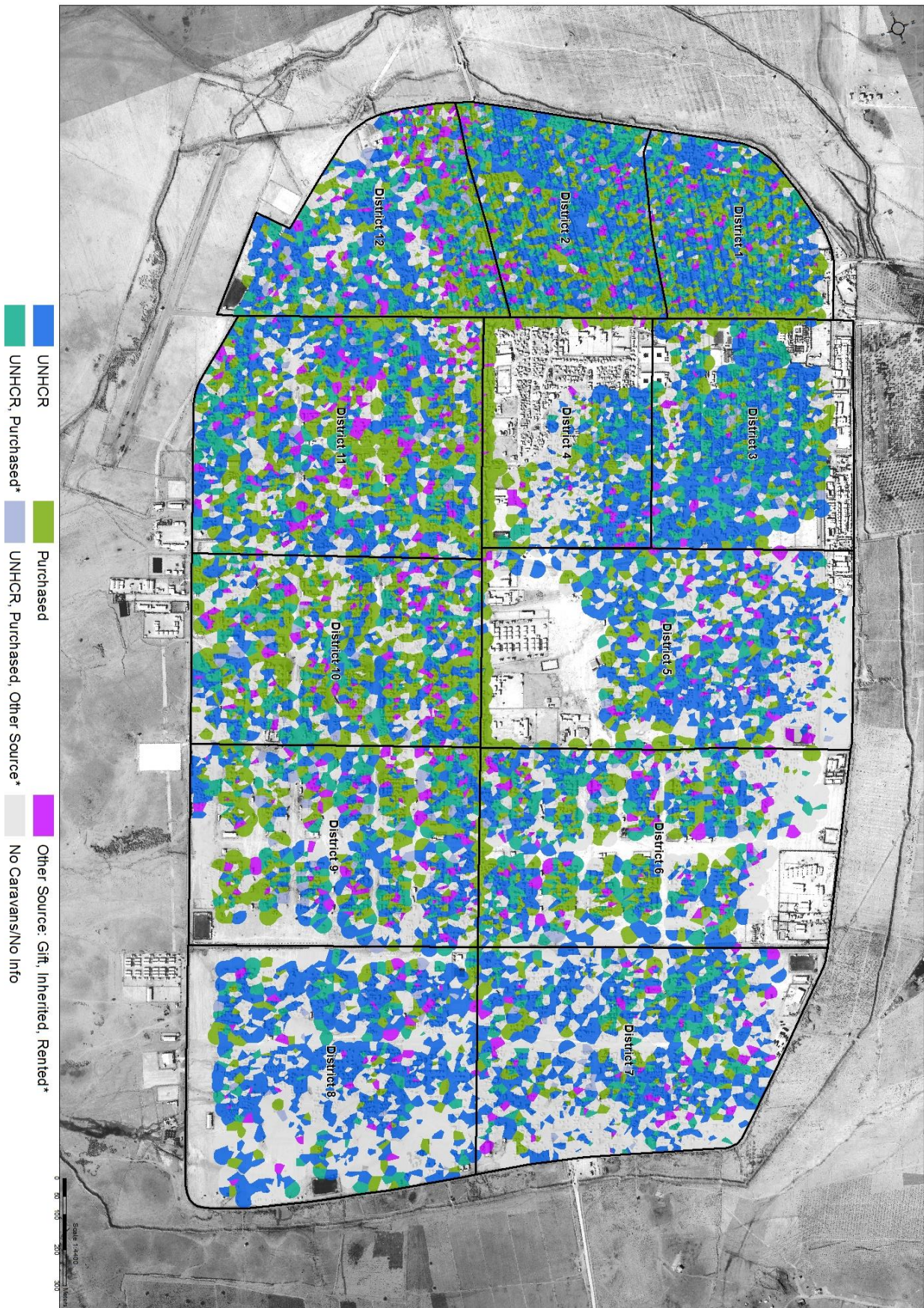
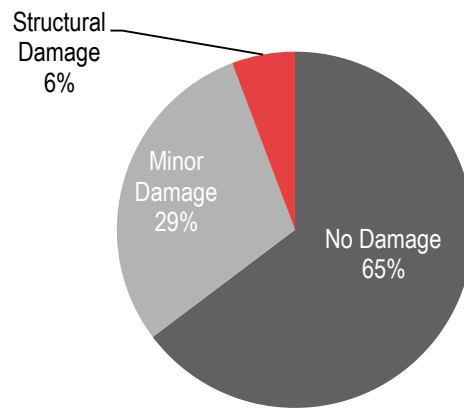


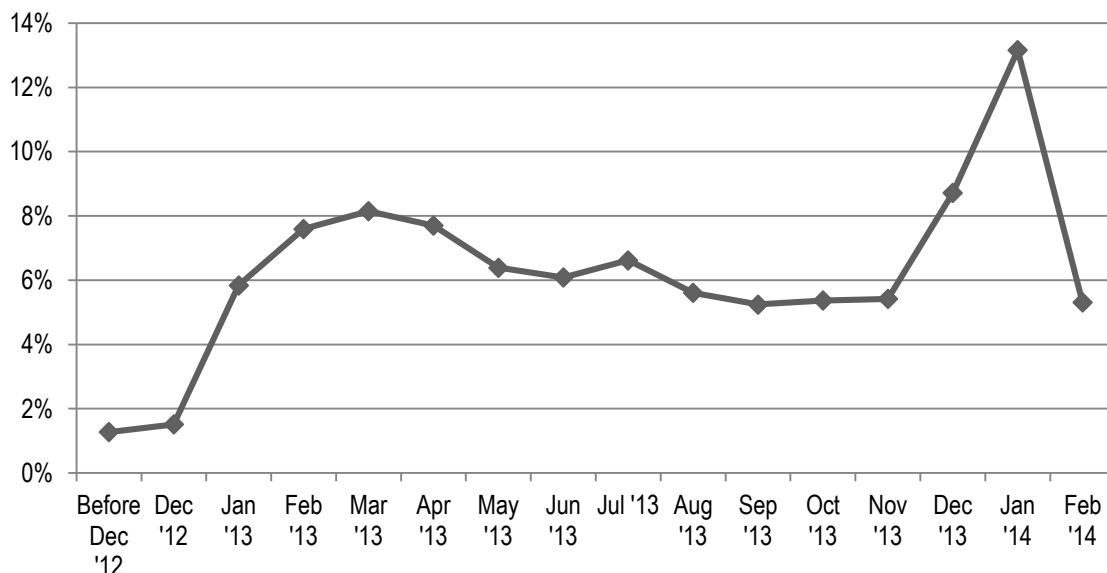


Figure 3: Degree of damage to caravans



The majority of caravans (65%, 13,018 caravans) showed no damage. This suggests that the caravans provided were good quality and have been looked after reasonably well. 29% (5,941 caravans) showed minor damage, such as superficial scratches to the surface of the shell. 6% of caravans (1,154) showed structural damage<sup>5</sup>, as Figure 3 above illustrates.

Figure 4: Percentage of caravans by month received



A total of 13.1% of all caravans in the camp where household members were present at the time of data collection were reported to be received/bought<sup>6</sup> in January 2014, as demonstrated by the peak in Figure 4 above. The dramatic increase to this peak begins from November 2013, reflecting the success of the winterisation campaign. The proportion of caravans received between April and November 2013 was fairly constant, after the increase and plateau related to the initial round of distribution starting from December 2012.

<sup>5</sup> For the purposes of this assessment, structural damage was defined as anything whereby the outer shell of the caravan was not intact – for example holes in the roof or walls, whereas minor damage encompassed any other form of damage.

<sup>6</sup> NB: This includes all caravans, not only those received from UNHCR



Map 5: Date of arrival in Al Za'atari

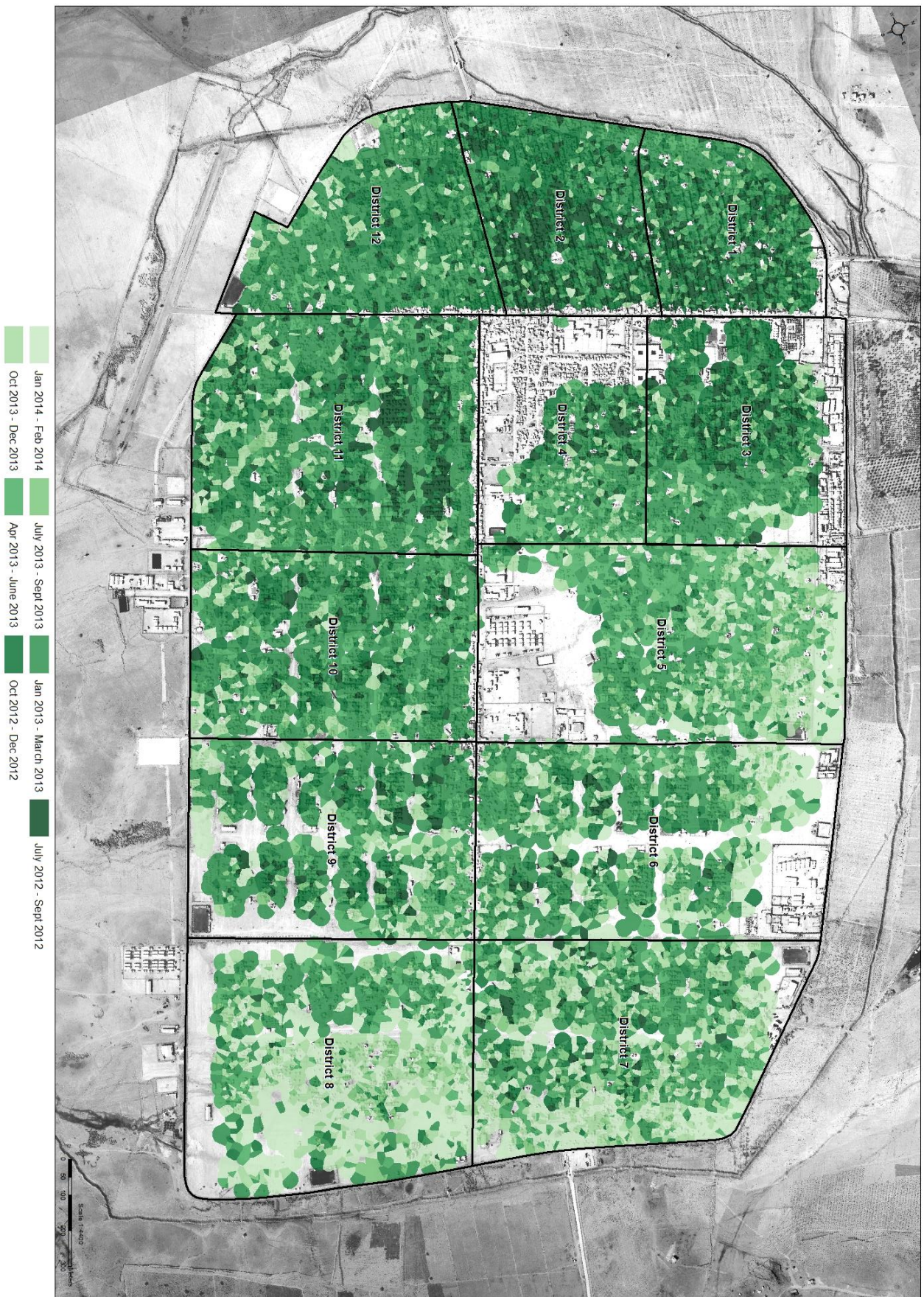
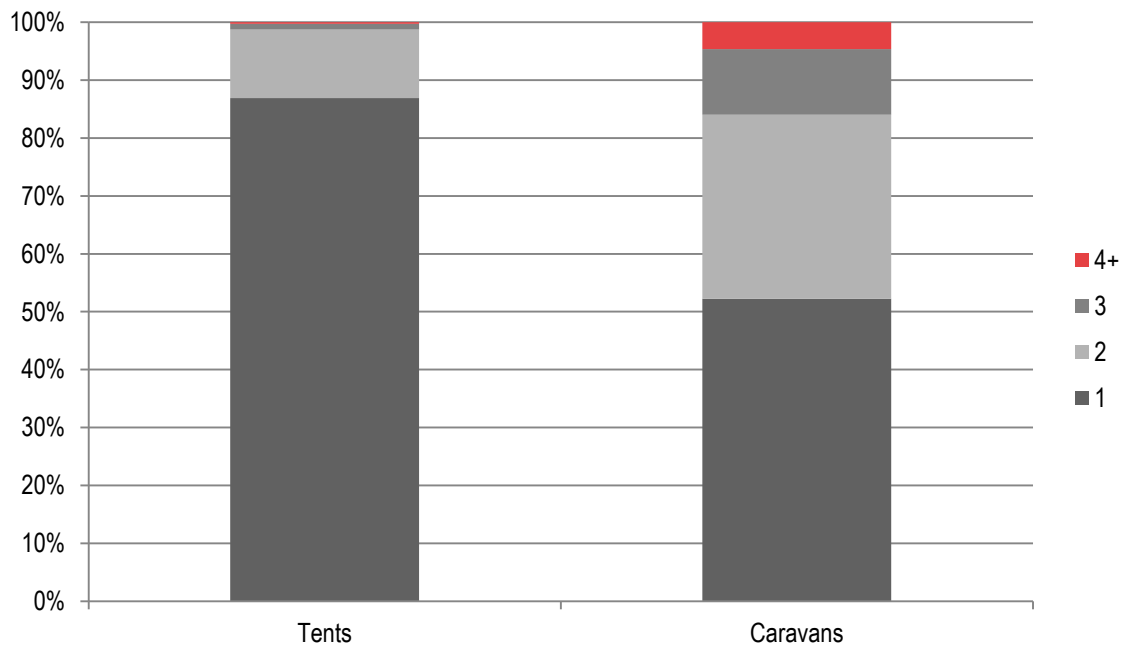


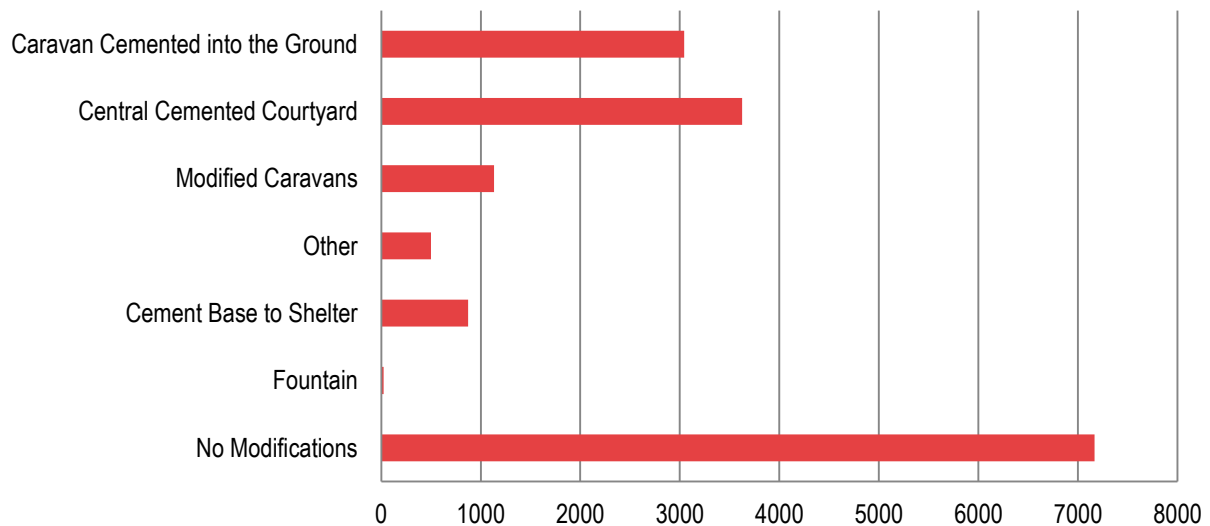


Figure 5: Number of shelters by household by shelter type



**Many households have more than one shelter:** Figure 5 above illustrates how many households reported having one or more of each shelter type. Of those households that have a caravan, 52.3% have only one caravan, whilst 31.8% have two caravans in the household, and 11.3% have 3 caravans in the same household.<sup>7</sup>

Figure 6: Modifications to shelters



**Half of the households (50.1%) had no structural modifications to them.** The most common modification was the presence of a central cement courtyard, followed by having a caravan cemented into the ground, which helps to prevent rodents from sheltering underneath the caravans. As can be seen from the below photographs, people in Al Za'atari can be extremely creative in adapting their homes to make them comfortable.

<sup>7</sup> NB: For the purposes of this assessment a shelter was considered as either a caravan or a tent – if caravans were joined together they were nonetheless considered separately where possible. A household was self defined by the respondent, but was explained as the group of people living together, sharing the same kitchen for example.

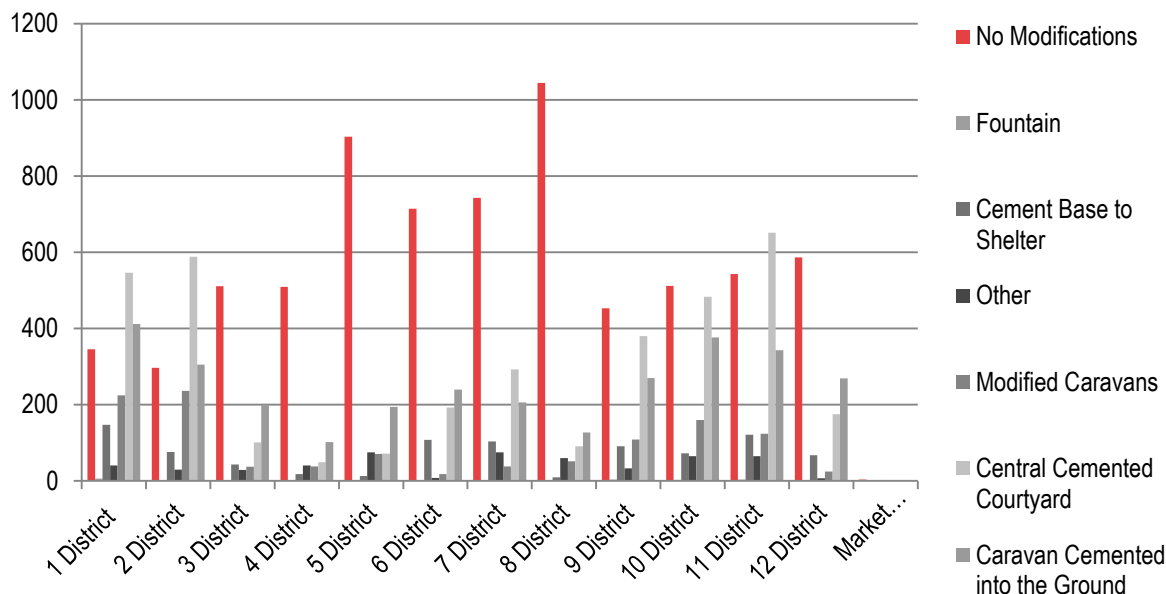
Photo 1: Household with cement courtyard and water feature



Photo 2: Household with multiple parts of caravans joined together



Figure 7: Modifications to shelters by district



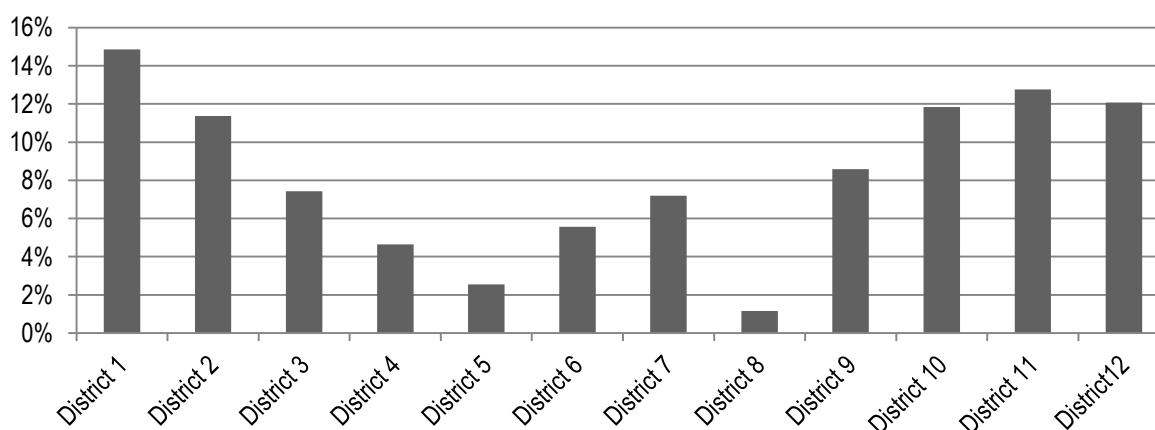
As expected, there were far **high levels of modifications to caravans and households in the old camp**, particularly in districts 1 and 2, whereas in newer districts, a far higher proportion of caravans were not modified. This is likely to be due primarily to length of time spent in Al Za'atari.

### SHELTER RELATED LIVING CONDITIONS

This section details the prevalence of kitchen gardens, as well as forms of transport households have access to and the types of means of transport owned. These questions were asked in order to gain a better understanding of potential factors that could affect future livelihood strategies in Al Za'atari.. It found that there are a negligible number of kitchen gardens in the camp, but that most refugees have access to a means of transport.

#### KITCHEN GARDEN

Figure 8: Distribution of kitchen gardens by district



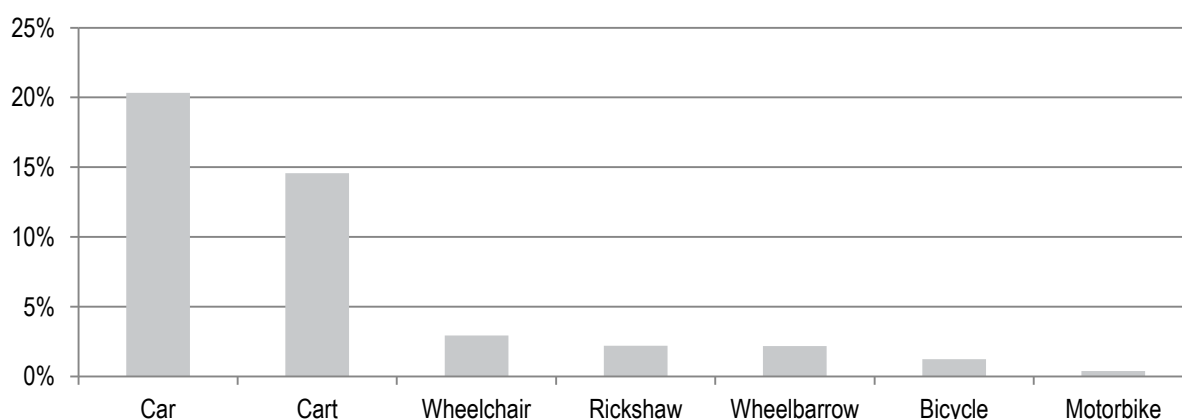


**Only 3% of households overall reported having a kitchen garden**, which varied from 0.4% of households in District 8 to 5.3% in District 1. There is a clear pattern in which households in districts which were settled earlier (notably districts 1, 2, 11 and 12) were more likely to have a kitchen garden, as shown in Figure 10 above, which highlights what percentage of the kitchen gardens found were in each district of the camp. However overall there is a negligible amount of kitchen gardens in Al Za'atari. This is likely due to a scarcity of water and the high quantity and quality of food given to the refugees, making a kitchen garden unnecessary. The very small numbers of kitchen gardens also indicate they are unlikely to be a significant source of livelihoods in the camp as a whole. However, reports from field teams indicate that for the few families which do have them, they may be significant in terms of their individual household income. Kitchen gardens in the camp have also been observed to now be expanding to grow medicinal herbs.

Households were also asked whether they had any domestic animals<sup>8</sup> that they kept for livelihood purposes. Only 96 (0.7% of all households) indicated that they did, again showing that this is unlikely to be a significant source of livelihoods within Al Za'atari.

## HOUSEHOLD TRANSPORTATION

Figure 9: Percentage of households across the camp with access to forms of transport<sup>9</sup>



Of those who reported having access to any form of transport for people or goods, by far the most commonly mentioned were carts and cars. **A total of 14.6% of all households in Al Za'atari reported having access to a cart, while 20.3% of all households reported having access to a car.** Other forms of transport were far less common, with the third most common option, wheelchair, being cited by only 2.9% of respondents. Almost one third (31.2%) of households said that they had no access to a form of transport.

## ENERGY

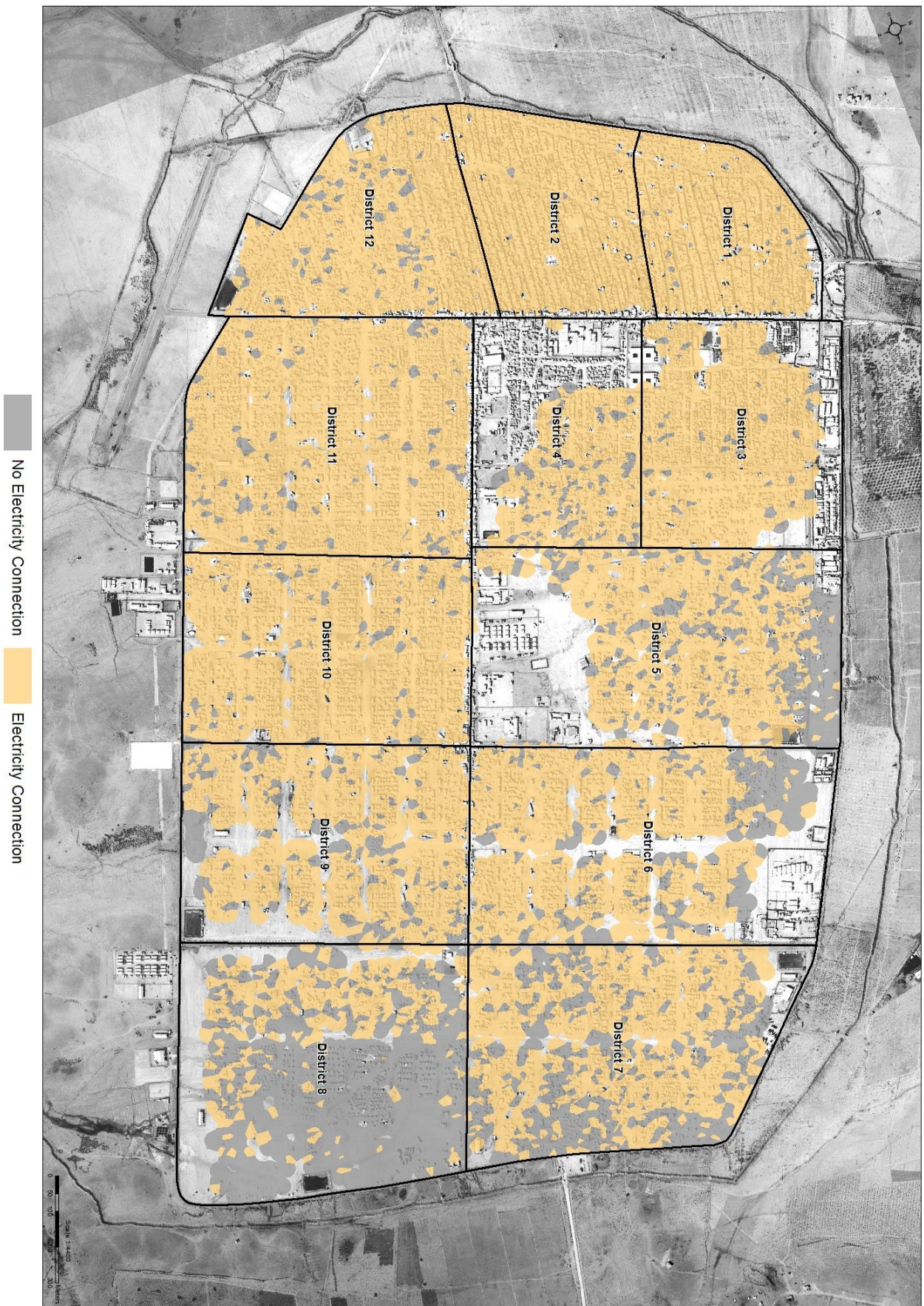
This sub-section presents some findings related to energy use and electricity connections within the camp. UNHCR provides free electricity in Al Za'atari, from the national grid, however this has proved to be an extremely expensive intervention and ultimately unsustainable. Refugees have created thousands of informal connections to the electrical wires in the camp, and particularly in the market areas there is an extremely high demand, due to the presence of high-energy appliances such as 'slushy' machines and deep freezers. As UNHCR is in the process of planning a switch to charging refugees for the amount of electricity they use, it was felt that a better understanding of electricity connections within the camp and the type of appliances that use electricity within the homes would help inform this process.

<sup>8</sup> Although households were asked about 'any domestic animals kept for livelihood purposes', the very small number reported indicates that respondents may have been thinking only about larger animals such as sheep and goats and may not have included animals such as birds, as pigeon coops are a relatively regular sight in the camp.

<sup>9</sup> For this question respondents were given a chance to state up to three means of transport their household owned.



Map 6: Shelters with electricity connection

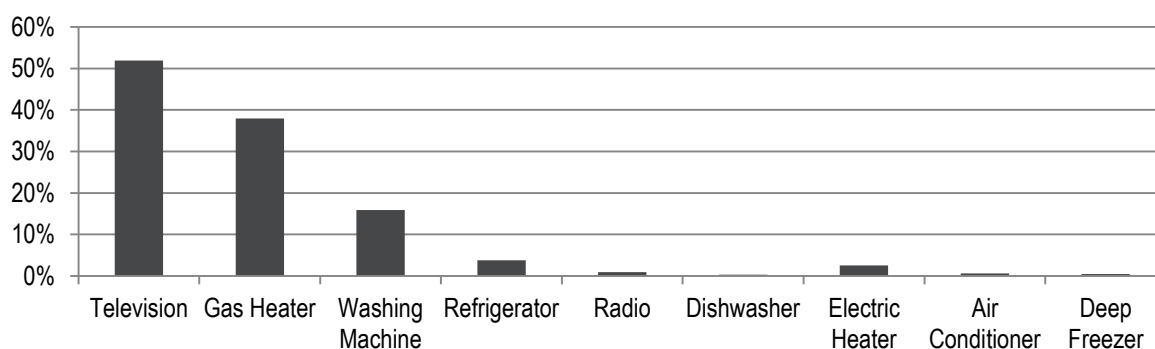




## HOUSEHOLD APPLIANCES

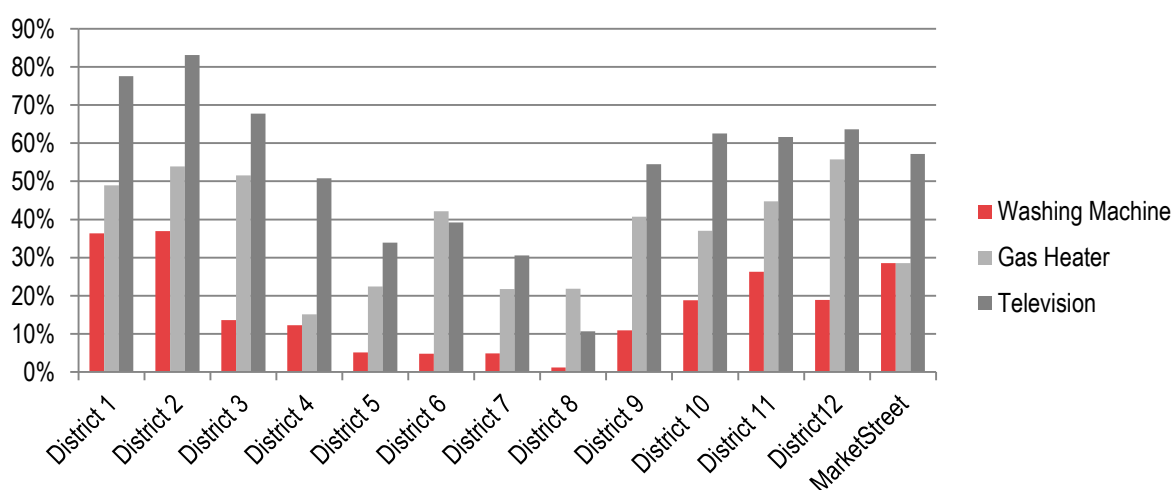
The most common appliance owned was a television, which 51.9% of households owned, followed by a gas heater, which 37.9% owned. This may be due to household selling their gas heaters once the worst of the winter season was finished. 15.9% of households owned a washing machine, and 3.7% owned a refrigerator. The high level of appliance ownership has important implications for electricity use in the camp, which is currently provided freely in most areas.

Figure 10: Types of appliances owned



The presence of certain high electricity use appliances such as 89 air conditioning units suggests that electricity use will continue to grow as people invest in their homes and buy more appliances, highlighting the need for a sustainable solution to this high cost provision of service. In addition, the presence of washing machines and even a few dishwashers has implications for water use in the camp.

Figure 11: Percentage of household with three most common appliance types by district



There was a clear trend of inequality between districts when it came to ownership of all appliances, which is shown in Figure 11 above for the three most common types of appliance. Districts 4, 5, 6, 7 and 8 had lower levels of appliance ownership than the other districts, with the 'Old Camp' districts 1, 2, and 11 having the highest levels.

This disparity in the ownership of appliances is likely due to three reasons: primarily access to electricity, but also disposal income, and length of time in the camp (and thus the opportunity to buy appliances).

The districts with the lowest levels of appliance ownership are those districts where the newest arrivals to the camp are, whereas those with the highest form the 'Old Camp', suggesting that those who have resided longer in Al Za'atari have a higher level of wealth and access to the market for appliances. These areas are also closer to the market street, so this could potentially be another factor, although it would be expected that most people who could afford to buy appliances could also afford to pay for transport of these to their homes.



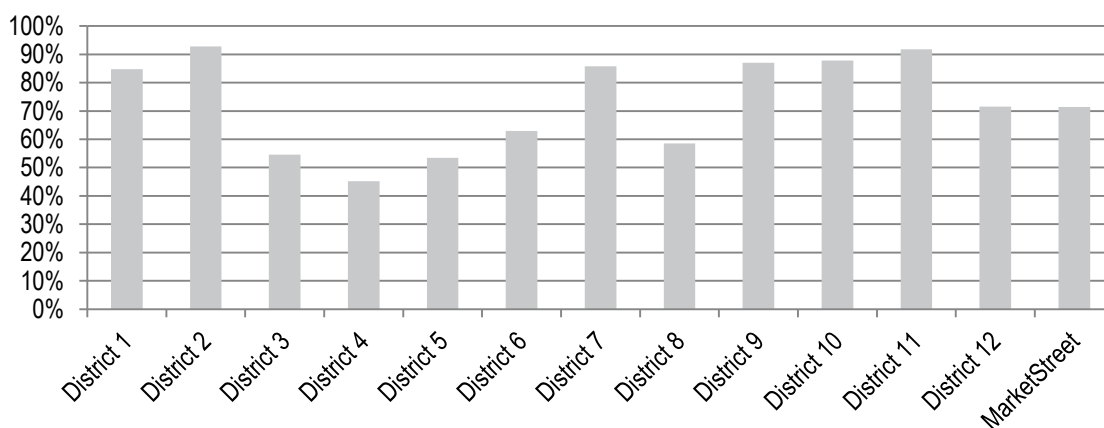
## SHELTER RELATED WATER AND SANITATION

This sub-section details information regarding water and sanitation, both household use of the communal WASH blocks and private household WASH facilities. It found that a **high proportion of refugees have made their own private household toilets**, and that in the majority of cases these are used by all members of the family, at all times of day. It also found that the majority of households have private water storage, and are not only using the public water tanks for this purpose, an ongoing difficulty in the camp as this make equitable distribution challenging.

### WATER

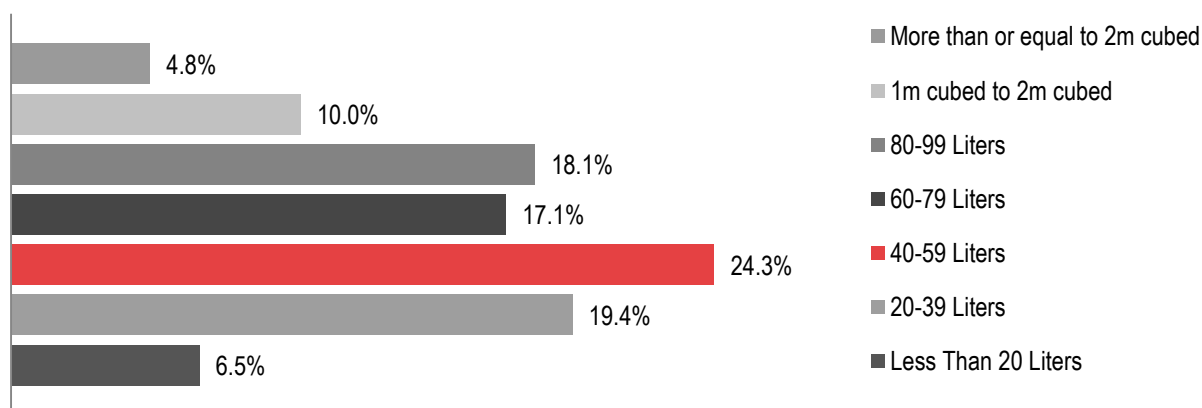
Water in Al Za'atari is distributed through water trucks that take water from a nearby borehole into the camp, pumping it into water storage tanks. Although initially there were only public water tanks located in accessible areas, **over time refugees have bought their own private water tanks**, or taken down the public water tanks to use for their own household only. As water distribution is an ongoing source of tension within the camp, data was collected to better understand the extent of private water storage at the household level.

Figure 12: Percentage of households with private water storage



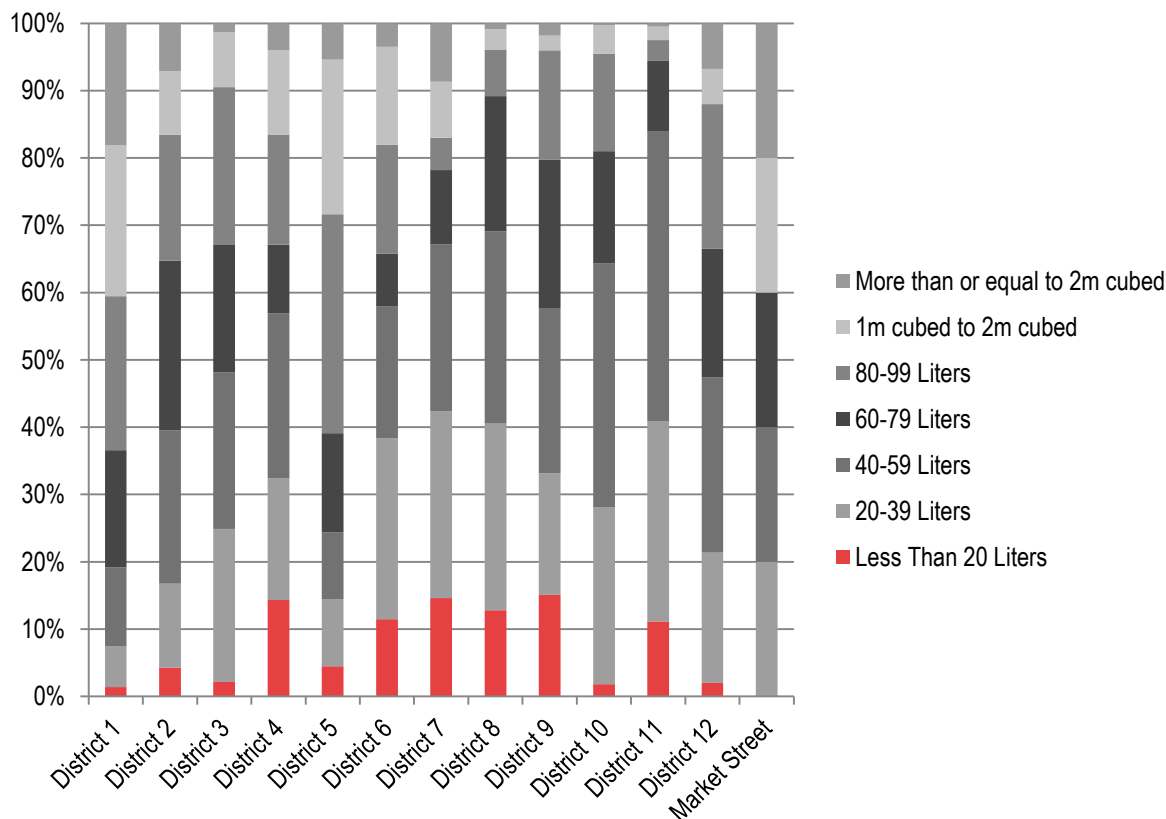
**74.5% of households across the camp reported having some form of private water storage.** The proportions of households with private water storage were highest in the 'Old Camp' districts 2 and 11, reaching over 90% of households, as demonstrated in figure 17 above. District 4 had the lowest proportion of households with private water storage, at 45.1% of households, but this was the only district in which less than 50% of households reported having private water storage. District 4 also however has the lowest population, so it may be that the public water storage satisfies peoples' needs and they feel less need for private water storage.

Figure 13: Household private water storage by capacity



Of the households who reported having some form of private water storage, the most commonly reported capacity was between 40 and 59 litres, with the vast majority of households having less than 100 litres of private water storage capacity, as Figure 16 above illustrates. However 14.8% of households who had some form of private water storage reported having a capacity of 1m<sup>3</sup> or more (with 4.8% of these having 2m<sup>3</sup> or more).

Figure 14: Household water storage capacity by district



There was significant variation in household water storage capacity between districts. Districts 9, 7 and 4 have the highest proportion of households who reported having less than 20L of water storage, as illustrated in figure 19 above. Districts 1 and 5 have the highest proportion<sup>10</sup> of those who report having a capacity of 1m<sup>3</sup> or more, with 417 households (40.6% of those in the district with private water storage) and 310 households (28.4%) respectively.

## SANITATION

**A total of 40.6% of all households in Al Za'atari have private toilets.** However, this varies dramatically between the districts, from 6.7% of households in District 8 to 90.5% of households in District 2. There is a clear pattern in which **districts which were settled earlier (notably districts 1, 2, and 12) have higher proportions of households with private toilets**, as illustrated in Figure 12 above. After these three districts, District 3 has the next highest proportion of households with private toilets, and in all the other districts less than 50% of households have private toilets.

Of those households with private toilets, the vast majority have one private toilet. However, in districts 1, 2, 3, 4 and 11 there are a total of twenty households with two toilets, and in districts 2 and 3 there a total of three households with three toilets each.

<sup>10</sup> Market street also has a high proportion of households with a capacity of 1m<sup>3</sup> or more, but there are only seven households on market street in total, so the figure of 40% represents only two households with a capacity of 1m<sup>3</sup> or more.



Figure 15: Percentage of households with private toilet by district

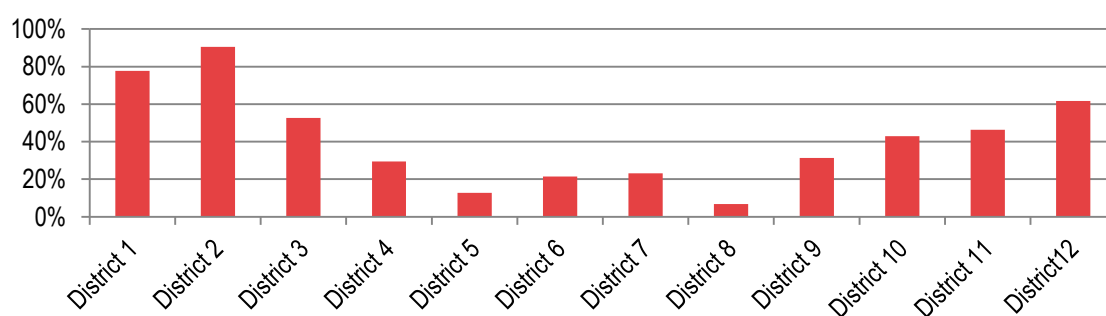
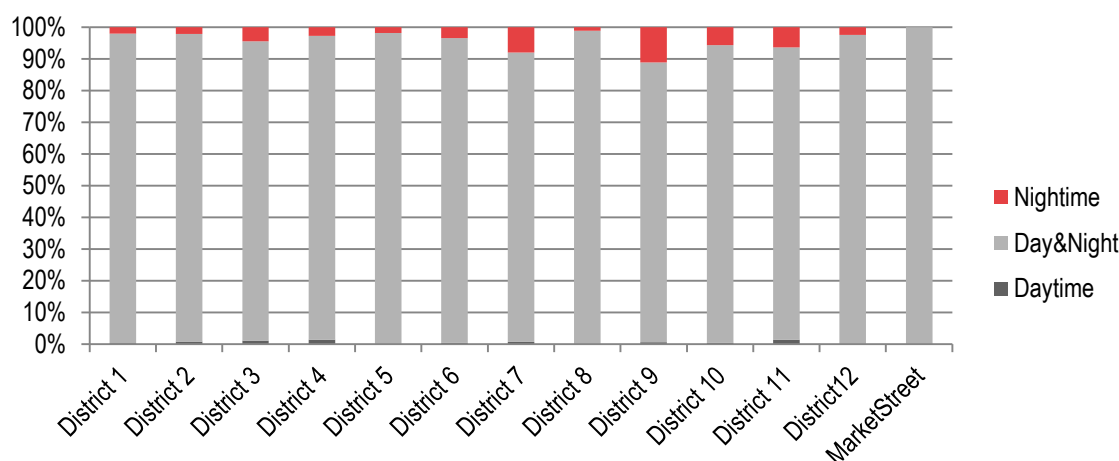
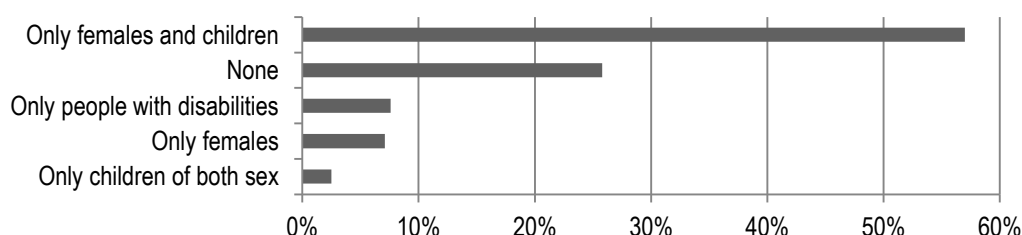


Figure 16: Private toilet use by time of day



**Not all of these private toilets are used by all household members or at all times of day**, suggesting that the WASH centres are used by certain sections of the population and at certain times of day. Overall 4.1% of households with private toilets use them only at night. This figure rises to 11.1% of households with private toilets using them only at night in district 9, as Figure 13 above shows. One possible explanation for this is that these households may want to limit the use of their private toilets (perhaps due to the challenge of disposing of the wastewater), but feel unsafe using the communal WASH centres at night. A much smaller proportion of households with private toilets use them only during the daytime, with the vast majority using them both day and night.

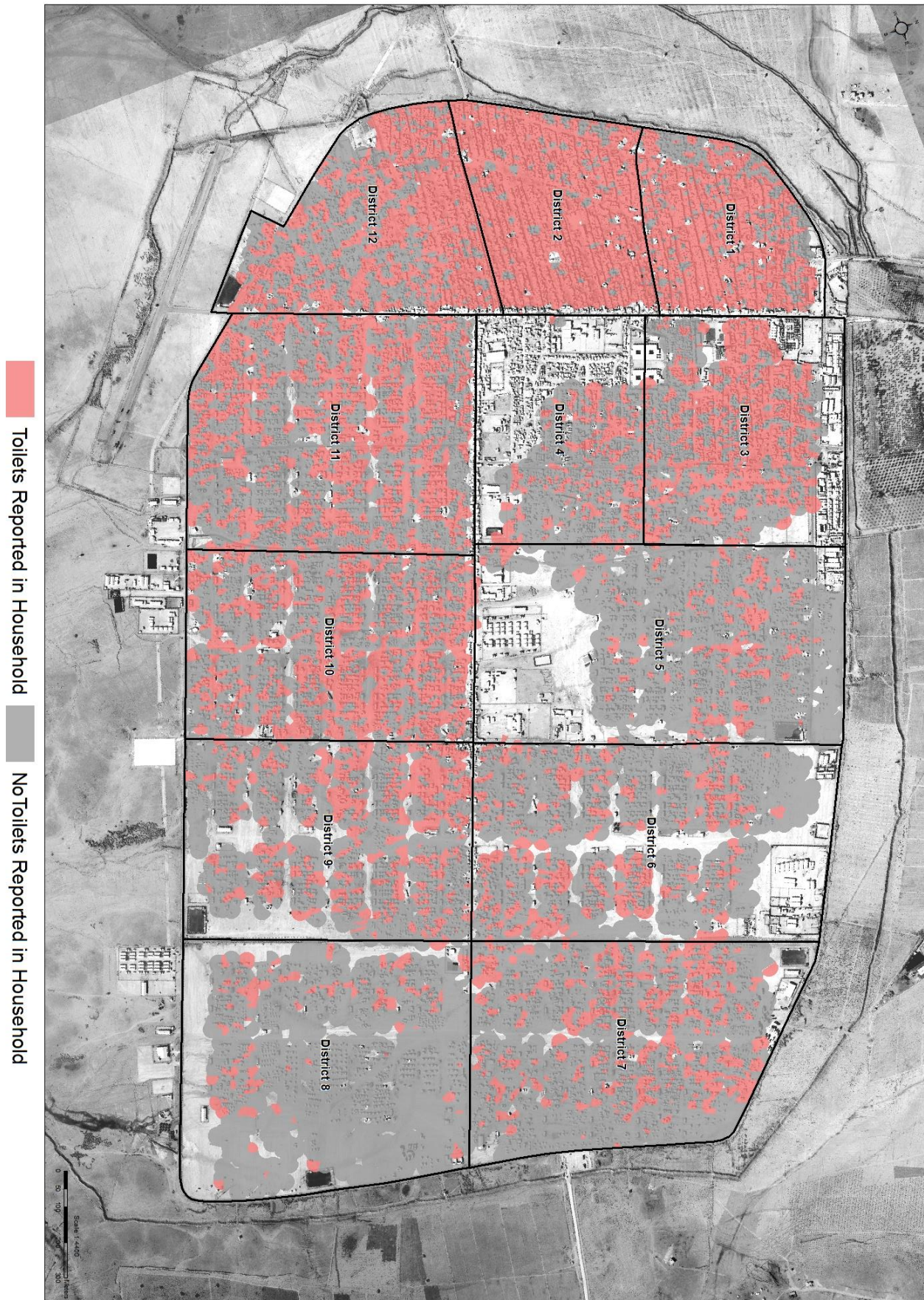
Figure 17: Users of private toilets which are not used by all household members



While **82.5% of households with private toilets use them for all household members**, 1,015 households (the remaining 17.5% of households with private toilets) use their private toilets for certain household members only. Of these households, the majority (57% or 579 households) reported that their private toilets were used by females and children only, as figure 16 above shows. One quarter (25.8%) of these households reported that no household members were currently using their private toilet, possibly due to challenges associated with quality, maintenance and desludging. Smaller numbers of households reported that their private toilets were used only by people with disabilities, only by females, and only by children. These usage patterns of private toilets being reserved for certain household members and/or certain times of day indicate that **WASH centres may be more widely used than the prevalence of private toilets in Za'atari would suggest**.

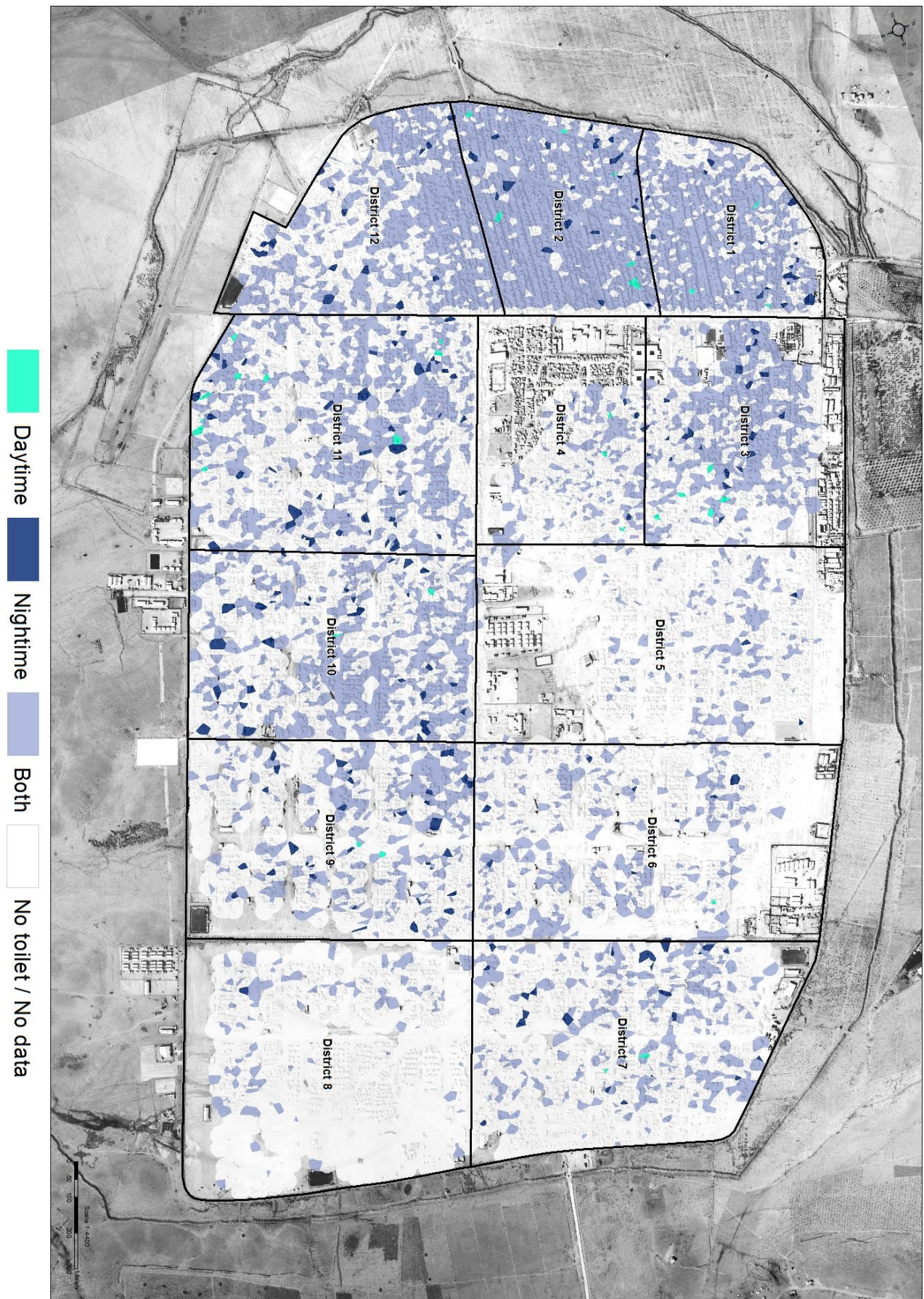


Map 7: Households with private toilets



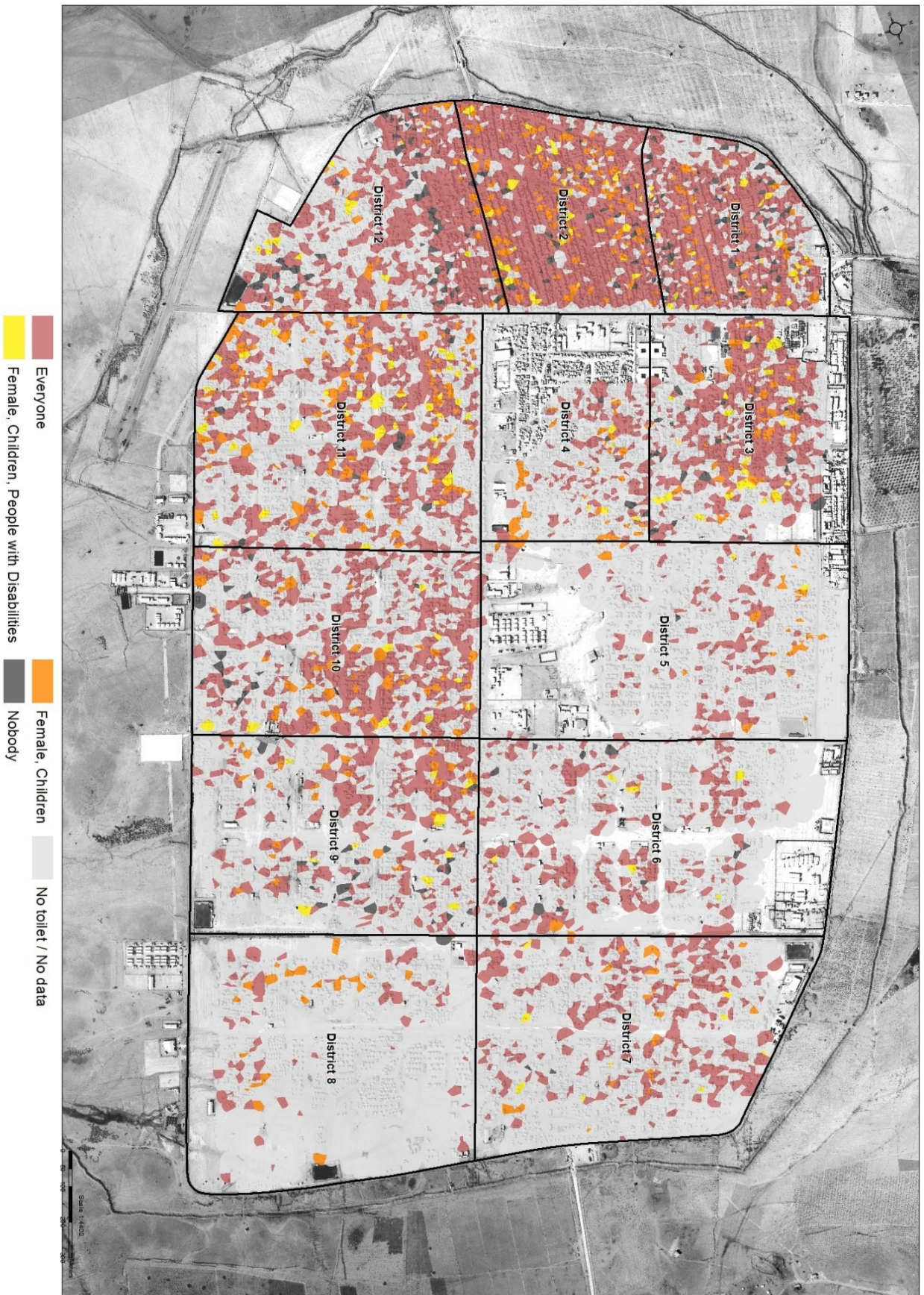


Map 8: Toilet use by time of day





Map 9: Toilet users





## CONCLUSION

This assessment was designed to capture the status of the caravans donated to Syrian refugee households staying in Al Za'atari camp, as well as more broadly to inform aid actors on the overall shelter situation within the camp. It is also meant to provide a snapshot of household structure and ownership of goods, particularly to inform those who have not visited Al Za'atari and therefore might find it difficult to understand how the caravans are used in situ. In order to capitalise on the opportunity to do a comprehensive assessment, the survey was also designed to collect further data on issues identified by a wastewater assessment carried out by REACH late 2013.

With regards to shelter, the main finding of this assessment is that **the majority of households in Al Za'atari are now living in caravans**, although there is still some way to go with distribution to provide everyone with high quality shelter, especially given the recent increase in new arrivals. **Caravans are shown to be durable with low levels of damage present**, and also enable the refugees to adapt them and build around them in order to create more comfortable living spaces, which half of the households in the camp have done, for example by creating concrete courtyards. These adaptations help people to live comfortably but also to retain dignity and individuality in their housing. Despite the obvious difficulties with such a high level of household modification (for example, water usage when pouring concrete), there are advantages for quality of life, and these modifications should be expected to continue as Al Za'atari develops over time.

The assessment also highlights some **challenges for the future sustainability of the response in Al Za'atari: high levels of appliance ownership use up large amounts of electricity and water**, the former of which cannot continue to be provided free of charge as the demand grows. The appearance of a few very expensive appliances such as air conditioners is most likely a harbinger of future developments in the camp, and future site planning for infrastructure should take this into account. The presence of a large number of washing machines is also likely to demonstrate future trends. Given that refugees are currently provided with 35 litres of water per person per day and the amount for one washing load in a machine is about 30-50 litres, the presence of **washing machine could be a contributory factor to water shortages in some areas**, and messaging on water saving targeting this issue could help to encourage people to be careful about usage.

With regards to WASH facilities, it shows that **although 40% of households have a private latrine, nearly one fifth (17.5%) of households with a private latrine reserve this for use by some family members only**. WASH partners should therefore take this into account when planning the future of communal WASH facilities in the camp. **Over time the number of private toilets in Al Za'atari is likely to continue to rise**, however if they are not used by all members of a family there is still a need for communal WASH centres in addition to the private latrines.

This assessment gives an overview of living conditions in Al Za'atari, as well as the potential future development of the camp. It has shown the wide range of situations in regards to living conditions within the camp, particularly between the 'Old Camp' and areas where are located Syrian refugee households who arrived more recently. As Azraq camp recently opened to host refugees who continue to arrive from Syria to Jordan, it is likely that the camp population in Al Za'atari will stabilize and camp areas that are not currently well 'developed', with high levels of modified households and private WASH facilities, will evolve over time to resemble 'Old Camp' areas.

The findings of this report will be disseminated to aid actors and key stakeholders throughout the camp and presented to the shelter working group, in order to inform the shelter sector response in continuing to meet the objectives of the regional response plan that every refugee in the camps has access to adequate shelter that is safe, secure, affordable and habitable. All REACH reports and other products are also publicly available through the UNHCR data sharing portal, as well as the REACH resource centre.

## ANNEX 1: QUESTIONNAIRE IN ENGLISH

Before you start the assessment, draw on the caravan with permanent marker, giving District, Street and house number, and enter this into the phone.

1. What is the ration card(s) of people this caravan belongs to?
2. Take GPS coordinate
3. If it is unidentifiable, how many caravans is it made from (estimate)? {loop questions following according to the number of caravans}

### FOR EACH CARAVAN IN THE HOUSEHOLD

4. Is this one caravan or an unidentifiable structure? (ie multiple caravans carved up).
  - One
  - Unidentifiable
5. Who is the donor of this caravan?
6. What is the purpose of the structure?
  - Home
  - Bakery
  - Supermarket
  - Clothes shop
  - Fruit and veg
  - Butcher
  - Restaurant
  - Other
  - Home and business (mixed)
  - Mosque
  - Other
  - Household but non-residential structure (ie kitchen, bathroom)
7. Where did they get this caravan?
  - allocated by UNHCR
  - purchased?
  - inherited from people who left the camp?
  - Other
8. What is the condition of the caravan ?
  - Undamaged
  - Minor Damage
  - Medium Damage
  - Major Damage
9. Are there any tents in this HH? If so, how many.
  - None
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
10. Have modifications/additions been made to this household. If so which?
  - Modified caravans
  - Caravan cemented into the ground
  - Caravan/ tent on a cement base
  - Central cemented courtyard
  - Fountain
  - Other
11. Do you have a kitchen garden?
  - Yes
  - No
12. Do you have any domestic animals for livelihood purposes? (ie not cat or dog but goats, sheep)
  - Yes
  - No



13. Do you have access to any form of transport for people or goods?

- Car
- Motorbike
- Bicycle
- Wheelchair
- Wheelbarrow
- Caravan wheels
- Rickshaw
- Cart
- other

14. . What month did you arrive in the camp?

- July 2012
- August 2012
- September 2012
- October 2012
- November 2012
- December 2012
- January 2013
- February 2013
- March 2013
- April 2013
- May 2013
- June 2013
- July 2013
- August 2013
- September 2013
- October 2013
- November 2013
- December 2013
- January 2014

15. What other household appliances do you own?

- Fridge
- Deep freeze
- Computer
- Washing machine
- Air conditioner
- Other

16. Does this house have a private toilet?

- Yes
- No

17. If yes, how many?

18. How do you use you private toilet?

- only daytime
- only nighttime
- DAY AND NIGHT
- only by some members of family (e.g. only female, only children, only people with disabilities)

19. Do you regularly use a WASH block/WASH Centre for (tick all that apply):

- Latrine daytime
- Latrine nighttime
- Showering
- Laundry/Washing clothes.

20. Private Water storage?

- Yes
- No

22 . What is the total capacity of water storage in the household? (liters)

- Less than 20 liters
- 20-39 liters
- 40-59 liters
- 60-79 liters
- 80 -99 liters
- 1m3 plus
- 2m3 plus.

23. What is the main way you get your water to your household?

- Collect and carry from public tapstand
- Collect and carry from WASH Block external tap
- Collect and carry from WASH Block internal tap
- Homemade pipe connection from WASH Block or public tapstand to household
- Filling of own water tank by ACTED truck.
- Collect and carry from neighbours private tanks.
- Purchase of water from private water vendor and **delivered** to household.
- Purchase of water from private water vendor in market and carried to household.

تحديث مسح للمساكن

الرسم على الكرفان بقلم دائم ,رقم القطاع,و الشارع و المنزل المعطى ,يجب ادخاله على الهاتف  
10. الجهة المتبرعة بالكرفان .

1. تحديد الموقع

11. متى استلمت هذه الكرفانه ؟

-الشهر الثاني 2014

-الشهر الاول 2014

-الشهر الثاني عشر 2013

-الشهر الحادي عشر 2013

-الشهر العاشر 2013

-الشهر التاسع 2013

-الشهر الثامن 2013

-الشهر السابع 2013

-الشهر السادس 2013

-الشهر الخامس 2013

-الشهر الرابع 2013

-الشهر الثالث 2013

-الشهر الثاني 2013

-الشهر الاول 2013

-الشهر الثاني عشر 2012

2. ما هو الهدف لوجود هذا المنشئ؟

1.منزل

2.ماكن عمل

-مخبز

-متجر ملابس

-خضراوات و فواكه

-جزار

-مطعم

-آخر

3.منزل و مكان عمل "مع بعض"

4.مسجد

5.أخرى

3.هل هذا كرفان واحد او هيكل مركب؟(مثال:  
كرفانات متعددة)

-واحدة

-كرفانات متعددة

4.إذا كانت مركبة ,كم عدد الكرفانات المصنوع  
منها هذا المنشئ؟

5. كم شخص يعيش في هذا المسكن ؟

6. كم عائلة تعيش في هذا المسكن ؟

7. من ماذا يتكون هذا المسكن ؟ عدد الخيم  
, عدد الكرفانات

8. كم عدد الكرفانات في هذا المسكن لا  
تستخدم للمعيشة او النوم ؟

9. رقم المفوضيه للأشخاص الذين يعيشون  
للكرفانه , سجل جميع الارقام .

12.اين حصلت على هذه الكرفان؟

-تم استلامها من المفوضيه

-تم شرائها

-تم استعارتها من اشخاص غادرو المخيم

-أخرى

13.ما هي حالة الكرفان؟

أ.غير مدمرة

ب.ضرر خفيف

ج.ضرر متوسط

د.ضرر كبير



**14. هل تم إجراء اي تعديلات او إضافات على هذا الكرفان؟**

- أ. كرفانات معدله
- ب. كرفان مثبت الارض
- ج. كرفان\خيمه على قاعدة اسمنتيه
- د. الغناء عبارة عن قاعده اسمنتيه
- ه. نافورة
- و. أخرى
- ي. لا شيء

**15. هل لديكم ارض زراعية ( حاكورة ) يتم زرعها ؟**

- نعم
- لا

**16. هل لديك اي حيوانات منزليه لغايات معيشته؟ (على سبيل المثال: ليست قطة او كلب و لكن اغنام و ماعز، دجاج).**

**17. ما هي اكثر 3 من وسائل النقل للأشخاص أو للبضائع لديك ؟**

- سيارة
- دراجة نارية
- دراجه هوائيه
- كرسي متحرك
- عربه نقل يدوية
- عجلات نقل كرفان
- عربه بثلاث عجلات "توك تك"
- سلة
- أخرى

**18. هل تملك قاعدة بعجلات لنقل الكرفانات ؟ نعم / لا**

**19. في اي شهر وصلت الى المخيم ؟**

- الشهر السابع 2012
- الشهر الثامن 2012
- الشهر التاسع 2012
- الشهر العاشر 2012
- الشهر الحادي عشر 2012
- الشهر الثاني عشر 2012
- الشهر الاول 2013
- الشهر الثاني 2013
- الشهر الثالث 2013

- الشهر الرابع 2013
- الشهر الخامس 2013
- الشهر السادس 2013
- الشهر السابع 2013
- الشهر الثامن 2013
- الشهر التاسع 2013
- الشهر العاشر 2013
- الشهر الحادي عشر 2013
- الشهر الاول 2014

**20. ما الاجهزة المنزليه التي تمتلكها؟**

- ثلاجه
- المجمدة
- جهاز حاسوب
- غسالة ملابس
- مكيف هواء
- مدفاه غاز
- مدفاه كهربائية
- كولر ماء
- تلفاز
- راديو
- أخرى

**21. هل لديك حمام خاص "مرحاض"؟ نعم\لا**

**22. اذا نعم كم مرحاض لديكم ؟**

**23. متى تستخدمون هذا المرحاض ؟**

- في النهار
- في الليل
- على طول اليوم

**24. من هم افراد المسكن الذين يستخدمون هذا المرحاض ؟**

- قط الأناث في هذا المسكن
- فقط الاطفال في هذا المسكن
- فقط الافراد الذين يعانون من اعاقات
- الجميع

**25. ما هي الاغراض التي تستخدم مراكز الغسيل لها ؟**

- لقضاء الحاجة في فترة النهار
- لقضاء الحاجة في فترة الليل
- للاستحمام
- مغسلة / لغسل الملابس

**28. ما هي الطريقة الرئيسية التي تجلب فيها  
المياه الى مسكنك ؟ ( اختيار واحد )**

- التعبئة والحمل من الحنفية العامة (المشرب) الى  
المسكن
- التعبئة والحمل من مراكز الغسيل من الحنفيات  
الخارجية
- التعبئة والحمل من مراكز الغسيل من الحنفيات  
الداخلية
- صنع يدوي , خط مياه من مراكز الغسيل او  
المشارب الى المسكن
- التعبئة مباشرة من صهاريج ( اكد )
- التعبئة والنقل من خزانات الجيران
- شراء المياه من تاجر مياه خاص و توصيلها للمنزل  
.
- شراء المياه من تاجر مياه خاص في السوق و نقلها  
للمنزل .

**26. هل يوجد مكان خاص لتخزين المياه في  
هذا المسكن ؟ نعم / لا**

**27. ما هو الحجم الاجمالي لتخزين المياه في  
هذا المسكن ؟ ( لتر )**

- اقل من 20 لتر
- 20 – 30 لتر
- 40 – 59 لتر
- 80 - 99 لتر
- 1متر مكعب
- 2 متر مكعب