

9TH GLTN PARTNERS' MEETING

# SECURING THE HLP RIGHTS OF SYRIAN REFUGEES IN LEBANON & IRAQ

PROJECT APPROACH, ACHIEVEMENTS  
AND LESSONS LEARNED

*Nairobi, 3 May 2023*

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**GLTN**  
GLOBAL LAND TOOL NETWORK

# HLP FOR SYRIA

- Land and HLP projects for returnees and displaced people in Iraq
- Research and analysis on HLP of Syrian refugees in Lebanon
- Research and analysis on HLP in Syria, including series of papers
- Land administration analysis in Syria
- Support to digitalization and reconstruction of cadastral records in Syria
- Mapping of HLP claims for Syrian refugees in Lebanon and Iraq

# HLP FOR SYRIA

## SUMMARY OF RECOMMENDATIONS TO PROMOTE AND PROTECT THE HLP RIGHTS OF SYRIAN REFUGEES TO THEIR PROPERTIES IN SYRIA



Share information on:

- HLP situation
- Administrative issues
- Legal issues



Modernize/Reform:

- Land registration system
- HLP legislation
- Court system



Safeguard HLP documents and reissue them if lost or damaged



Reconstruct registration offices



Digitize records



Update civil records



Ensure equal HLP rights for women



Provide legal and financial assistance



Establish an intermediary between refugees and relevant institutions



Provide funding for reconstruction and rehabilitation

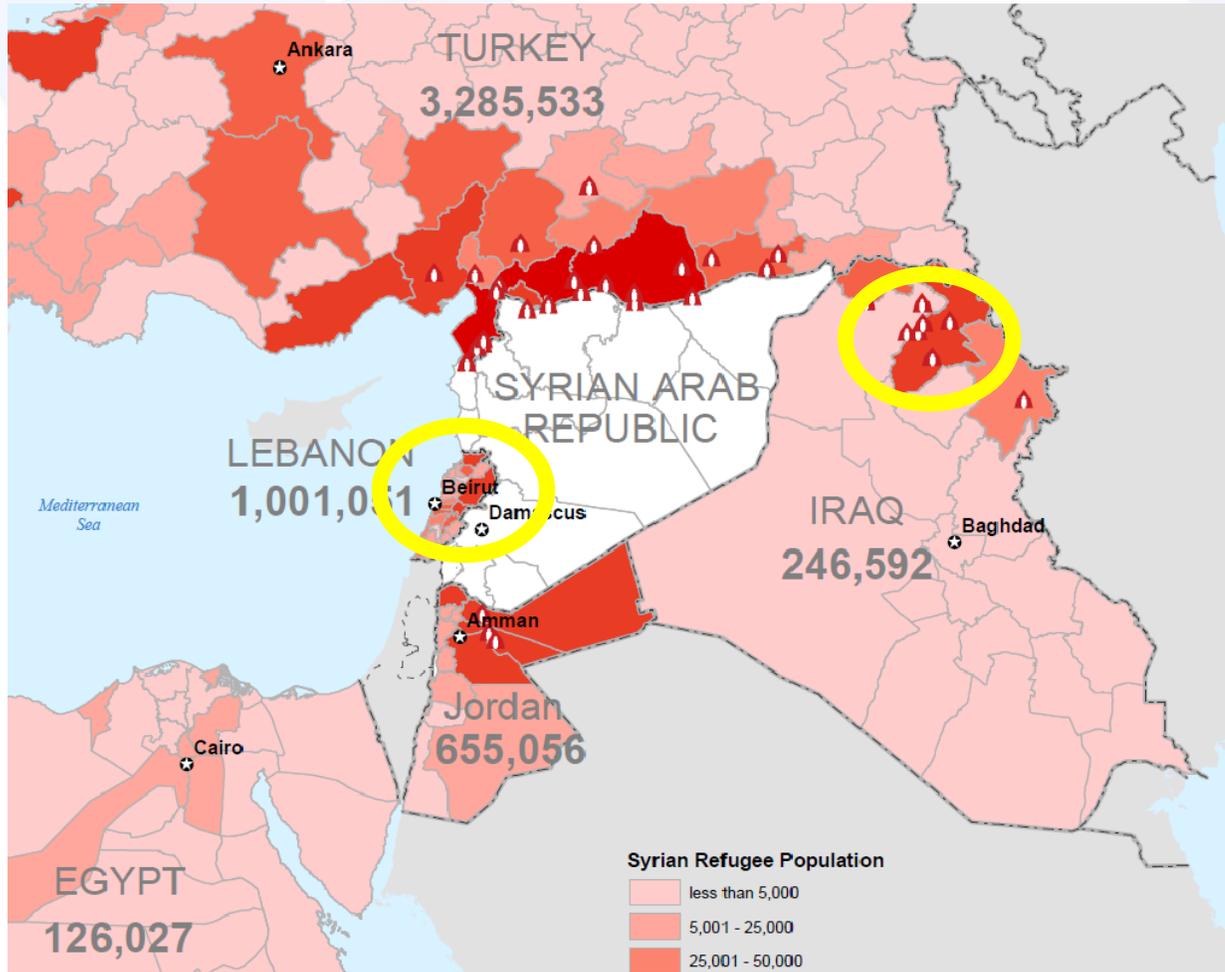


Address secondary occupation



Create a mass restitution programme

# PROJECT OVERVIEW



## Project duration

Phase 1: 16 months (April 2020-July 2021)

Phase 2: 19 months (November 2021 - July 2023)

## Objective

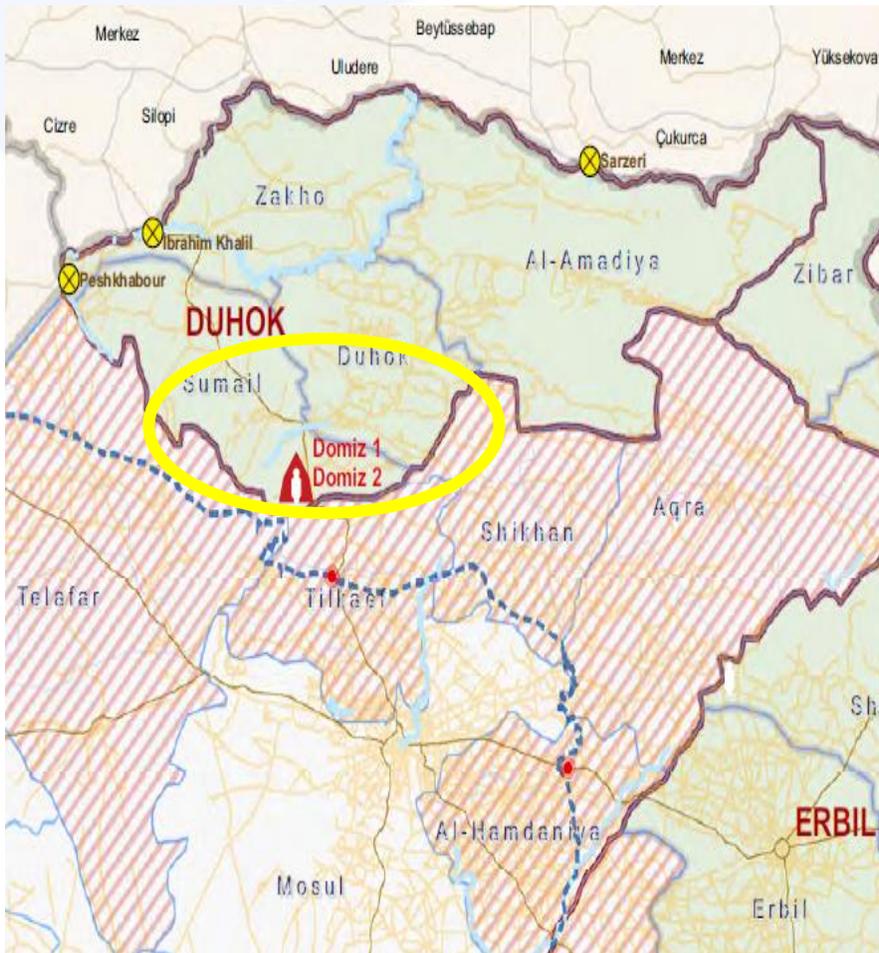
Securing and safeguarding the Housing Land and Property rights and claims of Syrian refugees living in Lebanon and Iraq

## Beneficiaries

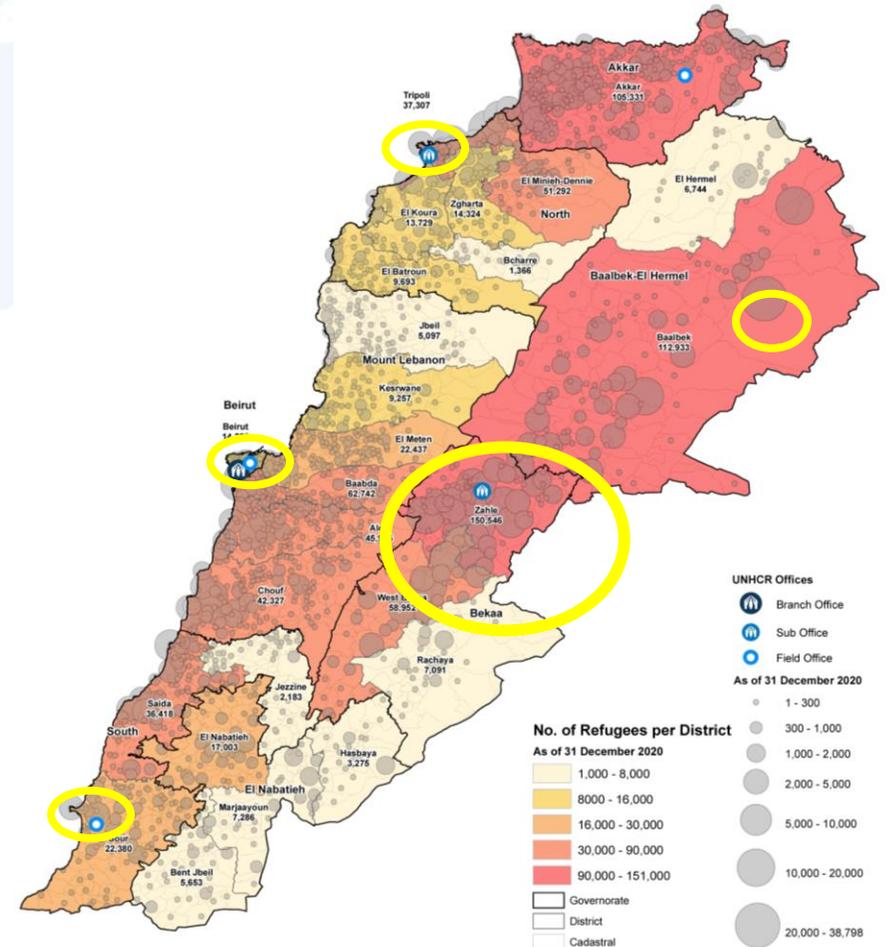
Phase 1: 3,600 refugee households

Phase 2: 6,400 refugee households

# PROJECT LOCATIONS



Map 1: Project locations in Iraq

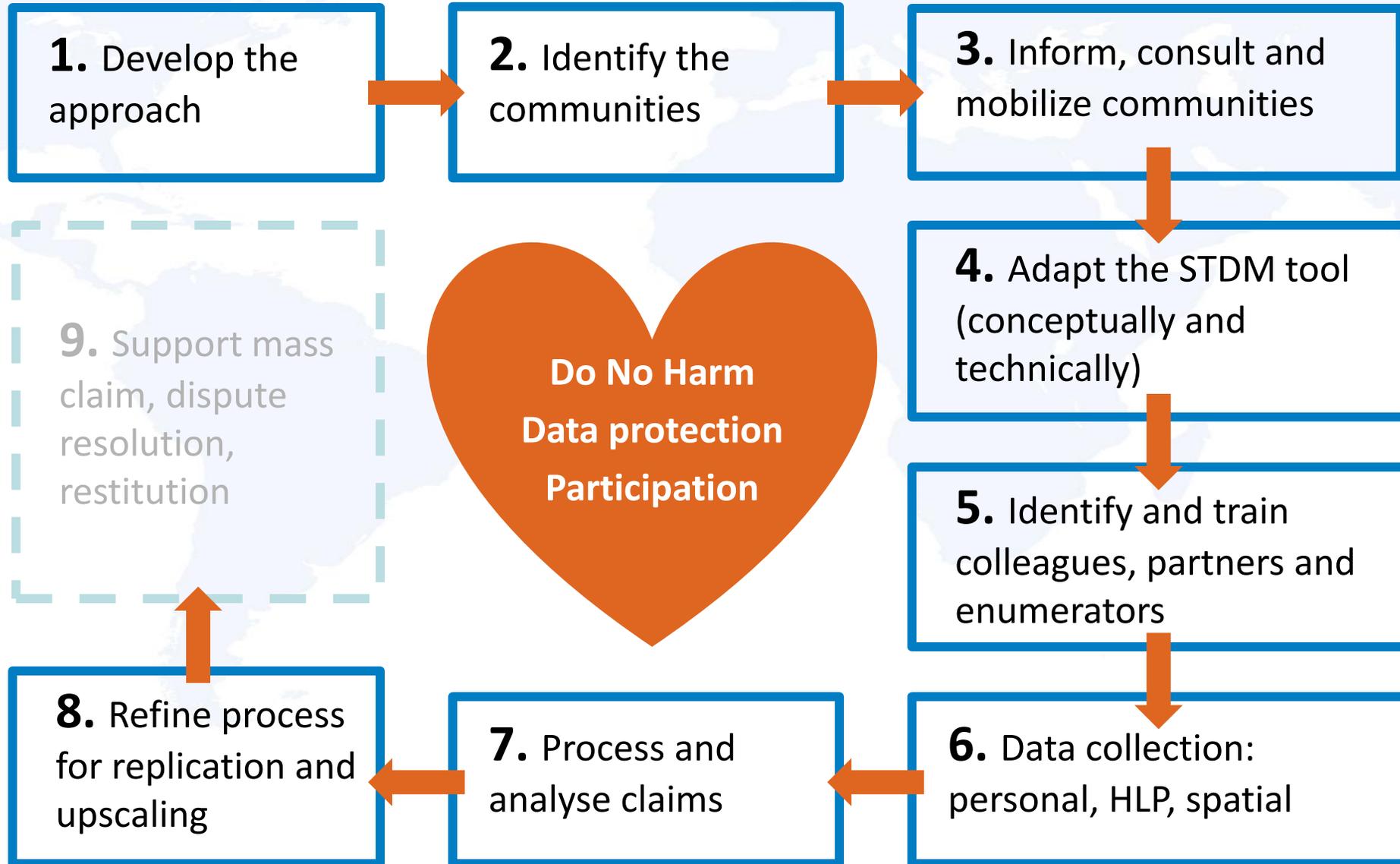


Map 2: Project locations in Lebanon

# PROJECT INTRODUCTION

- **Collect claims of tenure relationships** of Syrian refugees currently in Lebanon and Iraq to housing, land and properties in Syria, using the Social Tenure Domain Model (STDM) Tool and KoboCollect
- **Collect & safeguard evidence** supporting the claim in STDM databases
- **Issue Claim Registration Certificates**
- Safely store the data collected in preparation for possible **future mass claims, dispute resolution, restitution processes** (or similar, including updating land registries)
- Analyse the information collected to **inform programming and decision making**
- **Awareness and Capacity development** on HLP
- **Finetune** the methodology for replication, scale up, design mass claims and restitution process.

# OVERVIEW OF THE PROCESS



# CUSTOMIZATION OF STDM TOOL

The customization of the STDM tool was done in steps with the support of GLTN, UN-Habitat ROAS and HQ, UN-Habitat Iraq, Syria, and Lebanon Country Offices. Lessons learnt and experiences gained by the GLTN, as well as the experience of the Iraq team in the use of the STDM tool at country level were considered.

## Develop STDM Questionnaire

Development of a questionnaire that reflects the project objectives and adapted to the communities on the ground



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### QUESTIONNAIRE – HLP CLAIMS OF SYRIAN REFUGEES LIVING IN IRAQ AND LEBANON

Final version – 09.06.2021

#### Notes for the enumerators:

- Each questionnaire refers to one household; if the respondent/claimant has more than one property, the enumerator must add a section for each property within the same questionnaire on Kobo.
- Fields marked with (\*) are optional

#### A. ENUMERATION INFORMATION

1. Claim reference number  
*[e.g. IR0001, LB2003B etc. – Prepare a of how the number will be defined]*
2. Name of enumerator  
*[Last name, other names]*
3. English date of enumeration  
*[dd/mm/yyyy]*
4. Tablet device number

- Personal data
- HLP data
- Spatial data
- Supporting documents

# CUSTOMIZATION OF STDM TOOL

## Develop STDM Questionnaire **1**

Development of a questionnaire that reflects the project objectives and adapted to the communities on the ground

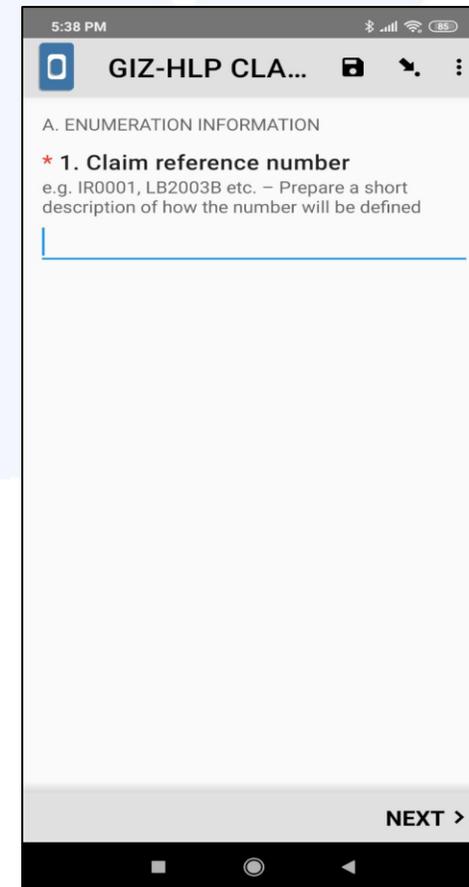
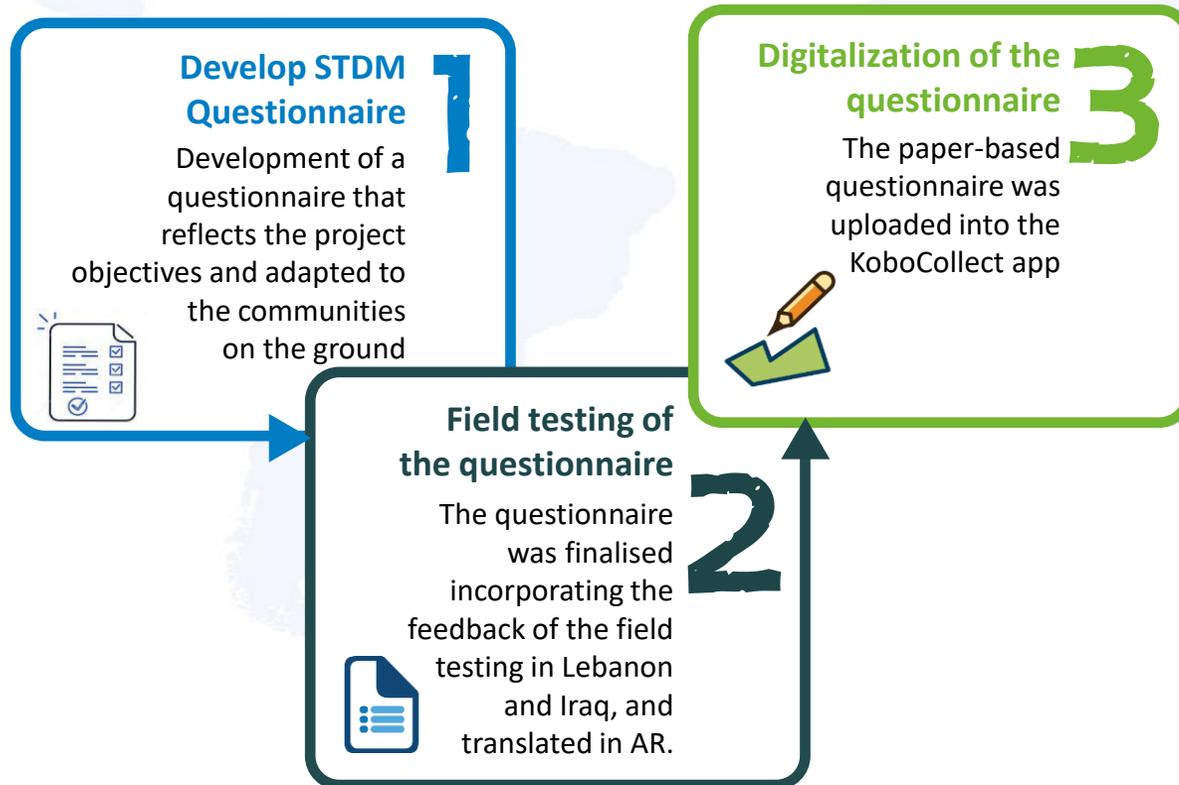


## Field testing of the questionnaire **2**

The questionnaire was finalised incorporating the feedback of the field testing in Lebanon and Iraq, and translated in AR.



# CUSTOMIZATION OF STDM TOOL

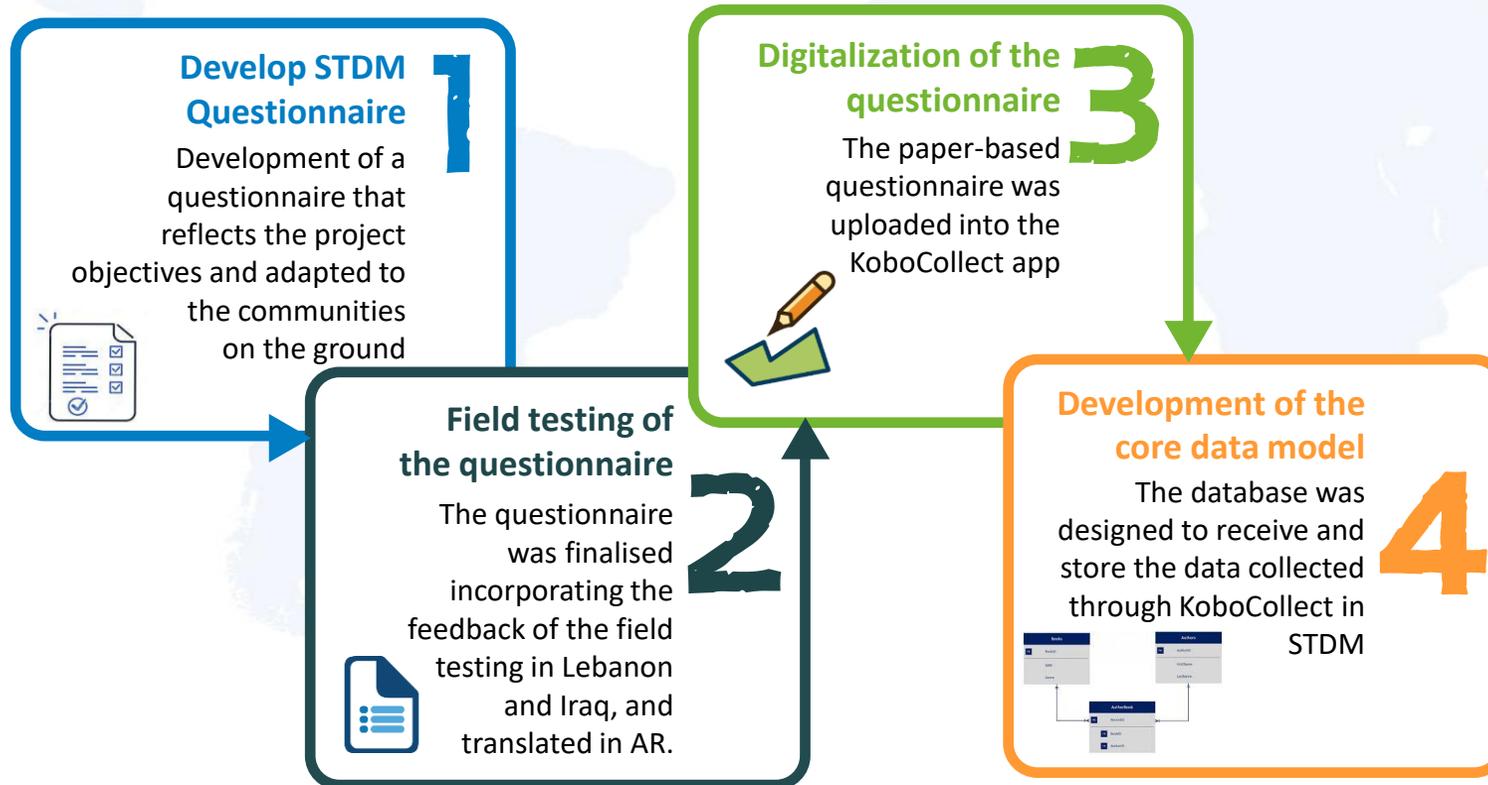


# Geolocalization of the property

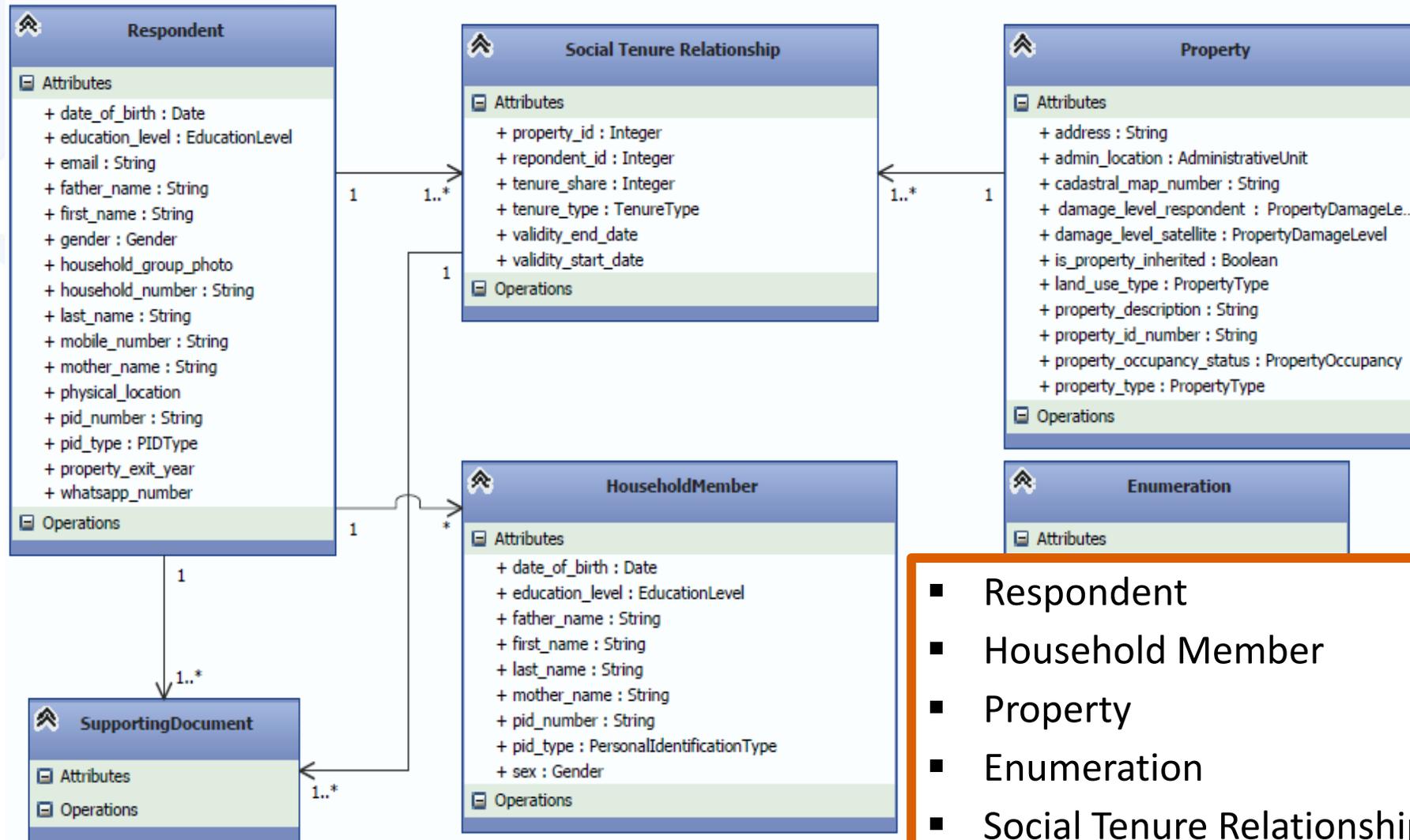


**Google maps to  
extract  
coordinates**

# CUSTOMIZATION OF STDM TOOL



# CUSTOMIZATION OF STDM TOOL



- Respondent
- Household Member
- Property
- Enumeration
- Social Tenure Relationship
- Supporting Document

# HLP EVIDENCE COLLECTED

1. Title deed
2. Real-estate statement
3. Real-estate statement from temporary register
4. Irrevocable power of attorney
5. Court decision
6. Judicial declaration of transfer
7. Caveat record statement
8. Sale contract- General establishment for Military Housing
9. Consensual sale contract
10. Financial statement
11. Statement of membership in a housing cooperative
12. Housing cooperative's book of installments
13. Document from Public Housing Corporation
14. Public Housing ownership statement
15. Registered lease agreement on public or private lands
16. Agricultural use permit
17. Usufruct agreement
18. Sharecropping agreement
19. Unregistered lease agreement
20. Long-term *Awqaf* lease (*Akd Ejaar Awqaf*)
21. Registration of historical property with DGAM and/or the Directorate of Old Cities (Damascus)
22. Report of demarcation/ adjudication process
23. Record of acquisition through public auction
24. Mortgage contract
24. Building permit
26. Industrial and commercial permits
27. For commercial properties in industrial zones: Municipality plot allocation statement
28. Well digging permit
29. Other private contracts (e.g. contract of pledge, investment contract, partnership contract etc.)
30. Residency certificate from Mukhtar
31. Bill of quantity (from the municipality)
32. Building blueprint and plans (ratified by the municip.)
33. Property tax bill
34. Utility bill
35. Internet bill
36. Tax declaration from the Ministry of Finance
37. Receipt In exchange for a service (usually, cleaning services)
38. Police report
39. Decision on property seizure
40. Shari'a Determination / Legal Determination of Heirs
41. Warrant circular
42. Security clearance of buying/selling procedures in border areas
43. Building Violation penalty
44. Address on ID card
45. pictures
46. Neighbours' testimony

# GENERATION OF CLAIM CERTIFICATES

Document Generator

Click on the plus button below to add a record from the database.

Enumeration    Respondent    Household Member    Property

+    [Envelope Icon]    [Close Icon]

First Name    Last Name    Fathers Name    Mothers Name    Mobile Number    WhatsApp

Disable record selection

Template:

Select document template

Output Type:

Export as PDF

Export as Image    bmp

Save to output folder    Open output folder...

Output Document Naming:

Select the fields whose values will be used to name the output document files.

Generate    Close



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## وثيقة تسجيل الممتلكات

رقم الوثيقة: IR01298

تاريخ صورة الأعمار الصاعية: 17-12-2020

اسم مقدم الطلب: وائل حاجي

رقم تعريف الفعّال لدى برنامج الأمم المتحدة للمستوطنات البشرية:

نوع الحق المُطالب به: [Redacted]    البلد: العراق

محل تسجيل الطلب: [Redacted]    محافظة: الحسكة

تاريخ تسجيل الطلب: [Redacted]    ناحية: المالكية

أفراد الأسرة

رقم الترتيب	اسم القرابة	اسم الأب	اسم الأم	اسم العائلة	الاسم الأول
1	الاب	[Redacted]	[Redacted]	[Redacted]	[Redacted]
2	الابنة	[Redacted]	[Redacted]	[Redacted]	[Redacted]
3	الابنة	[Redacted]	[Redacted]	[Redacted]	[Redacted]
4	الابنة	[Redacted]	[Redacted]	[Redacted]	[Redacted]
5	الابنة	[Redacted]	[Redacted]	[Redacted]	[Redacted]

نشود أن [Redacted] وائل حاجي [Redacted] قد سجل جازية للفعّال رقم [Redacted] الموصوف في هذه الوثيقة، وتم تسجيل طلب الجازية وفقاً للمعلومات الواردة في الملحق 1 ومدعومة بمستندات ثبوتية يمكن تقديمها عند الطلب لمُصاحبي الطلب وأفراد الأسرة المعرّجين في هذه الوثيقة.

الاسماء	التوقيع	تاريخ التوقيع
مقدم الطلب	[Redacted]	[Redacted]
محل برنامج	[Redacted]	[Redacted]
شاهد أول	[Redacted]	[Redacted]
شاهد ثاني	[Redacted]	[Redacted]
شاهد ثالث	[Redacted]	[Redacted]

تاريخ إصدار: 13-07-2021    محل إصدار وثيقة: [Redacted]

Draft of a Claim Registration Certificate

# DATA MANAGEMENT AND PROTECTION PROTOCOL

**The Data management and protection protocol** describes how project information and data must be **collected, handled and stored** in line with key international data protection standards.

## Guiding principles

- Availability
- Integrity
- Confidentiality
- Consent
- Accountability
- Security
- Transparency

# DATA MANAGEMENT AND PROTECTION PROTOCOL

## Rights, roles and responsibilities

### 1. Data Subject – Claimants

Data subjects' rights includes:

- Right to object
- Right to be informed
- Right of access
- Right to verification and rectification
- Right to complain
- Right to be forgotten

### 2. Data Collectors – Enumerators

### 3. Data custodians – Selected personnel in UN-Habitat

### 4. Aggregate information users – UN-Habitat partners

# DATA COLLECTION AND MANAGEMENT

## Enumeration approach phase 1

### ➤ Door to door enumeration

**Iraq** - One community centers was established near the UNHCR office in Domiz camp.

**Lebanon** - Two community centers were established, one in Bar Elias and one in Tripoli, managed by the implementing partner SAWA.



For complains and information **three phone lines** (one for each community center) and **two email addresses** have been set up. Calls and emails are received and filtered directly by UN-Habitat in Iraq and by SAWA in Lebanon.



SAWA Community Center in Tripoli



SAWA Community Center in Bar Elias

# DATA COLLECTION AND MANAGEMENT

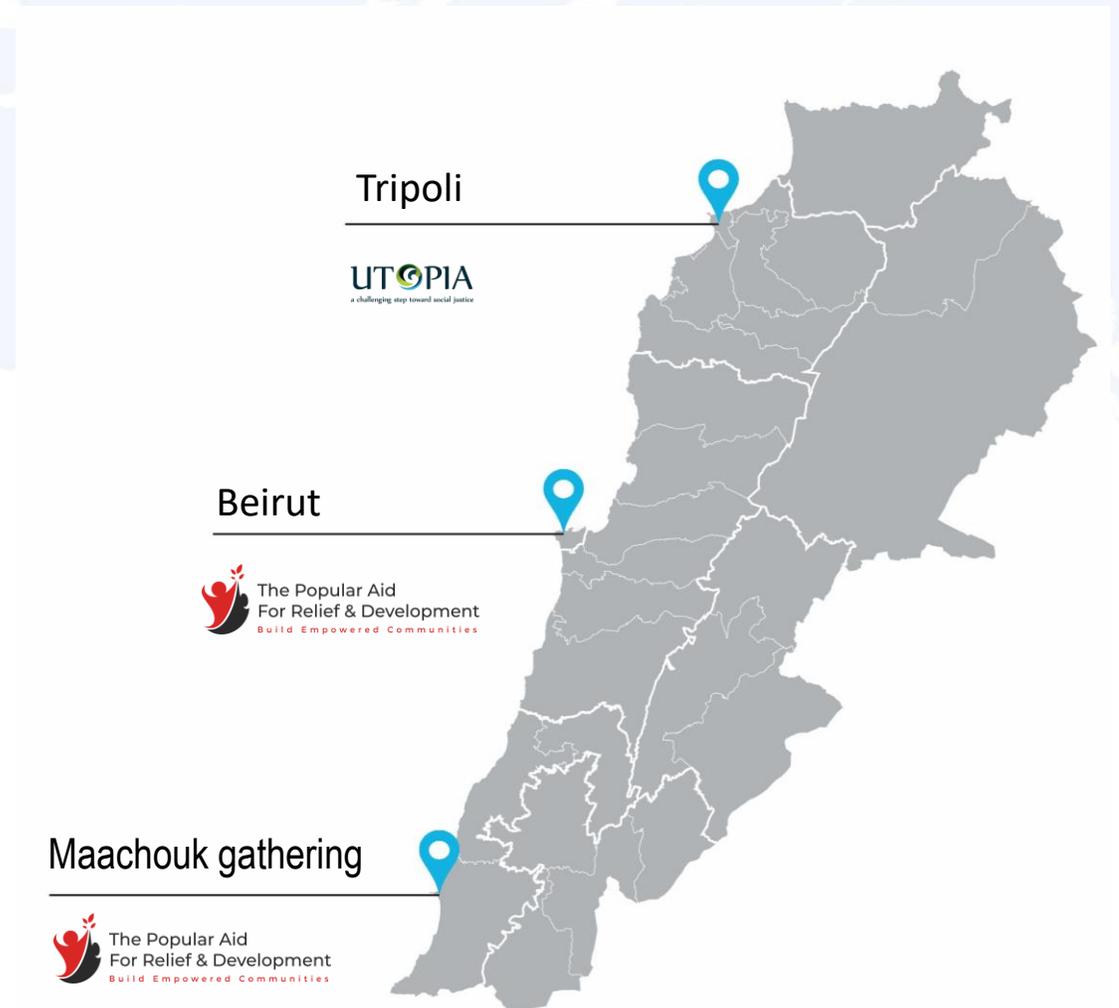
## Enumeration approach phase 2

- **Door to door enumeration**
- **At community centers**

**Iraq – Door to door enumeration** (community centers in Domiz camp, same of phase 1)

## Lebanon

- **At the community centers** - The beneficiaries were invited to register their claims at the community centers run by the implementing partners
- **Door to door enumeration**



Location of community centers in Lebanon

# DATA COLLECTION AND MANAGEMENT



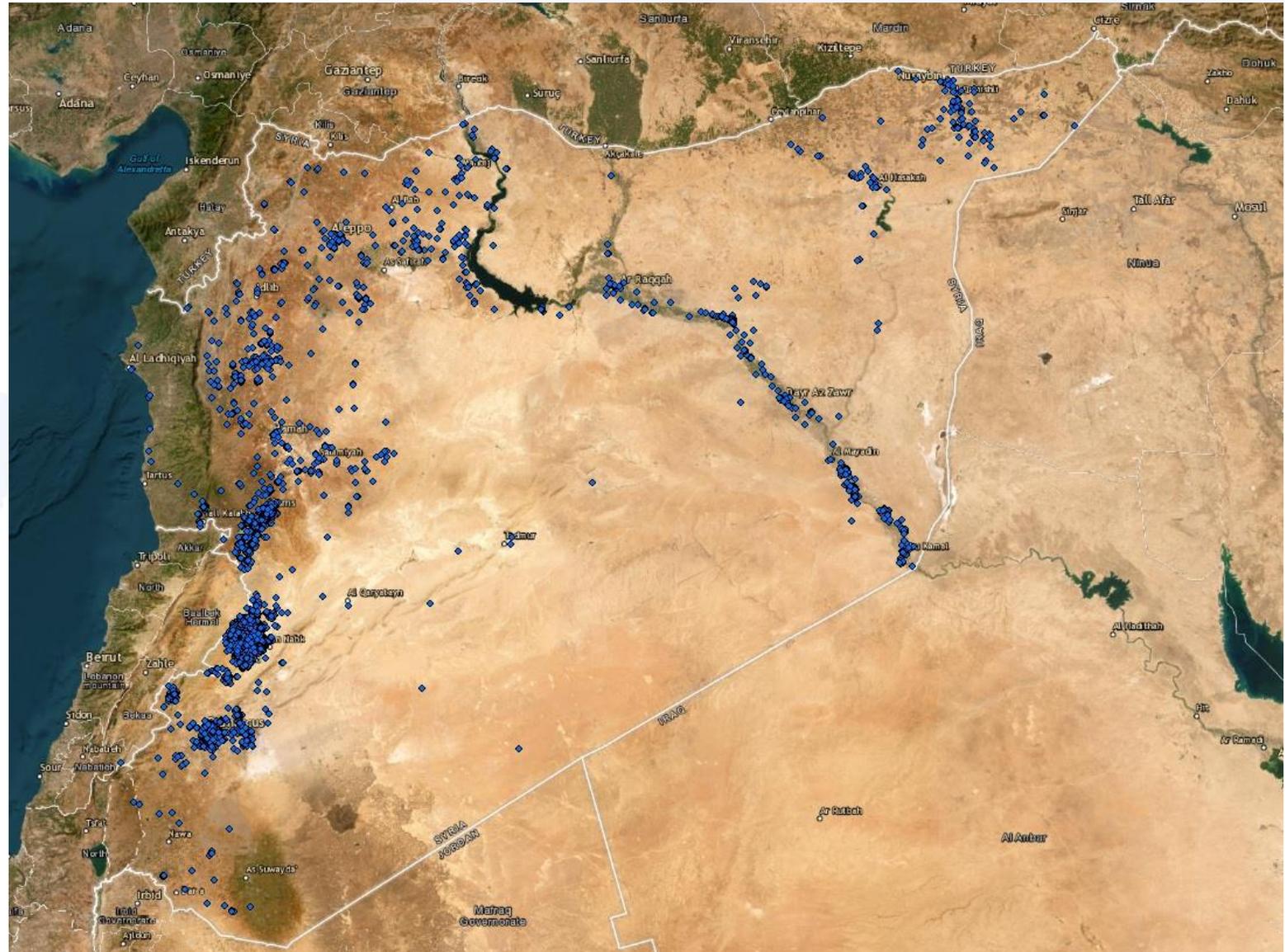
**IRAQ**



*Map 3: Geolocation of the HLP claims recorded in Iraq*

# DATA COLLECTION AND MANAGEMENT

## LEBANON



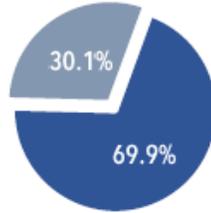
Map 4: Geolocation of the HLP claims recorded in Lebanon

# OVERVIEW RESULTS

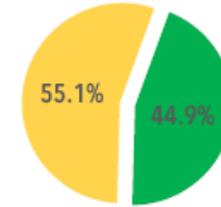


HOUSEHOLDS REACHED BY THE PROJECT

14,501



- 10,132 HOUSEHOLDS WITH Registered CLAIMS
- 4,369 HOUSEHOLDS WITHOUT Registered CLAIMS

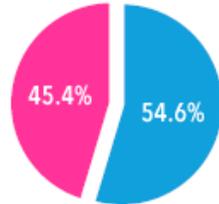


- 6,510 HOUSEHOLDS REACHED IN LEBANON
- 7,991 HOUSEHOLDS REACHED IN IRAQ



HLP CLAIMS REGISTERED

17,604



- 5,534 Male Headed-households
- 4,598 Female Headed-households

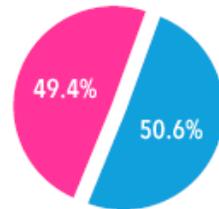


- 6,885 HLP CLAIMS REGISTERED IN LEBANON
- 10,719 HLP CLAIMS REGISTERED IN IRAQ

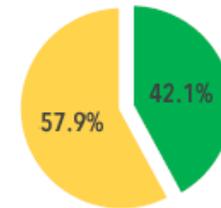


PEOPLE WITH REGISTERED CLAIM(S)

38,438



- 19,453 Male
- 18,985 Female

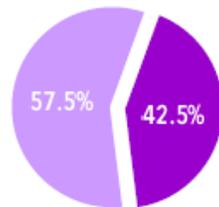


- 16,185 PEOPLE WITH REGISTERED CLAIMS IN LEBANON
- 22,253 PEOPLE WITH REGISTERED CLAIMS IN IRAQ



PROPERTIES CLAIMED

17,604



- 7,478 PROPERTIES WITH SUPPORTING HLP DOCUMENTS
- 10,126 PROPERTIES WITHOUT SUPPORTING HLP DOCUMENTS

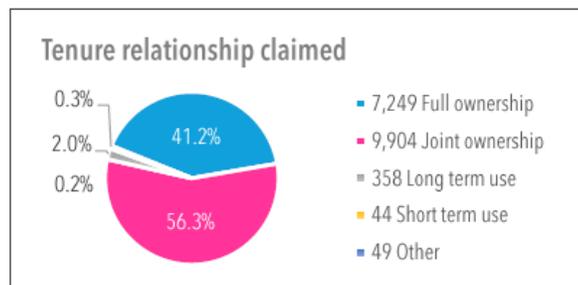
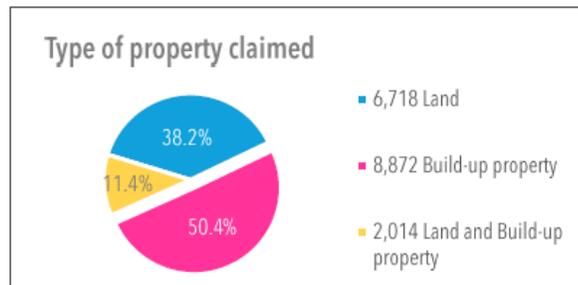
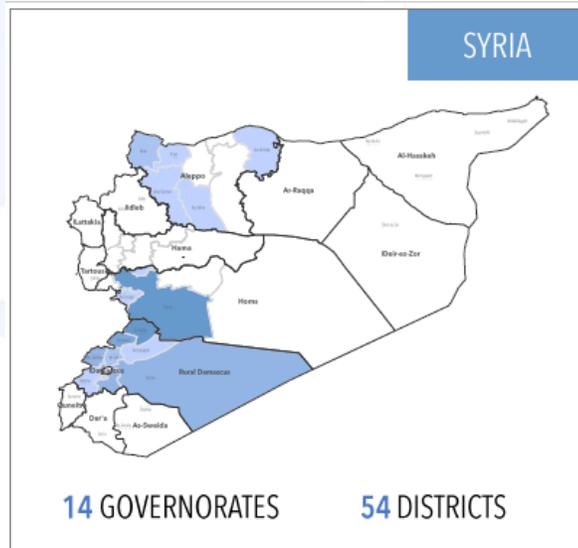
30,776

SUPPORTING CIVIL DOCUMENTS COLLECTED

6,915

SUPPORTING HLP DOCUMENTS COLLECTED

# OVERVIEW RESULTS

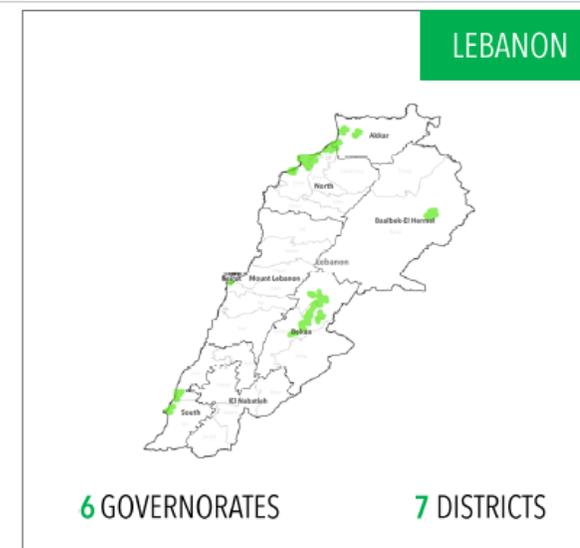


**5,509** HOUSEHOLDS REGISTERED ONE OR MORE CLAIMS

**10,719** PROPERTIES CLAIMED

**2,512** CLAIMS WITH SUPPORTING HLP DOCUMENTS

**5,483** CLAIMANTS WITH CIVIL DOCUMENTS



**4,623** HOUSEHOLDS REGISTERED ONE OR MORE CLAIMS

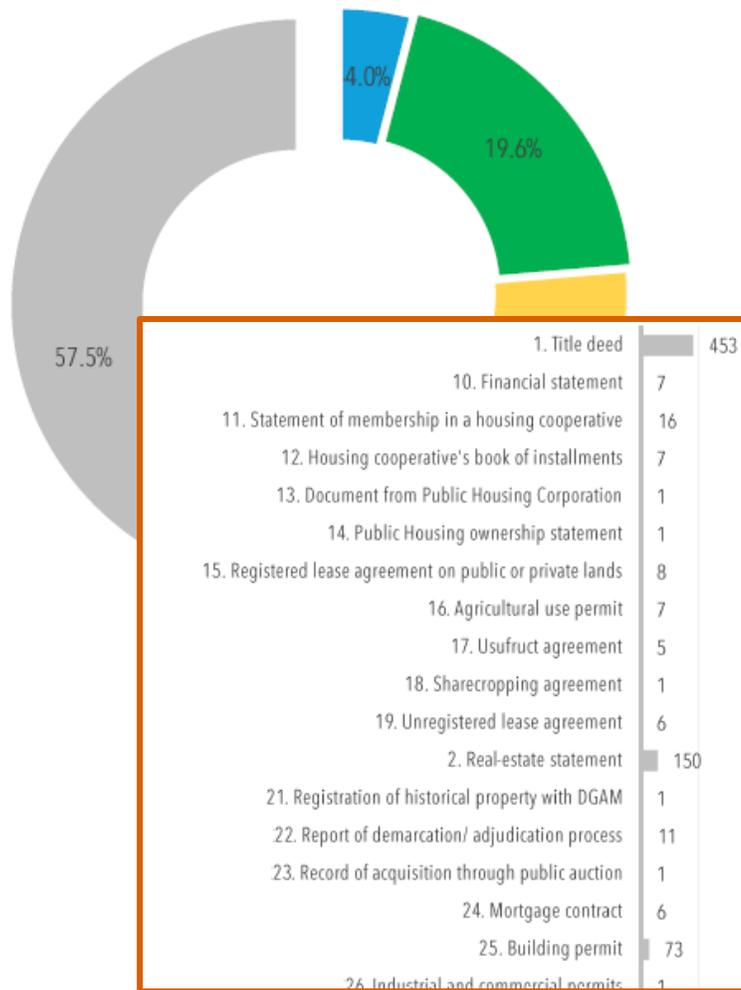
**6,885** PROPERTIES CLAIMED

**4,966** CLAIMS WITH SUPPORTING HLP DOCUMENTS

**4,369** CLAIMANTS WITH CIVIL DOCUMENTS

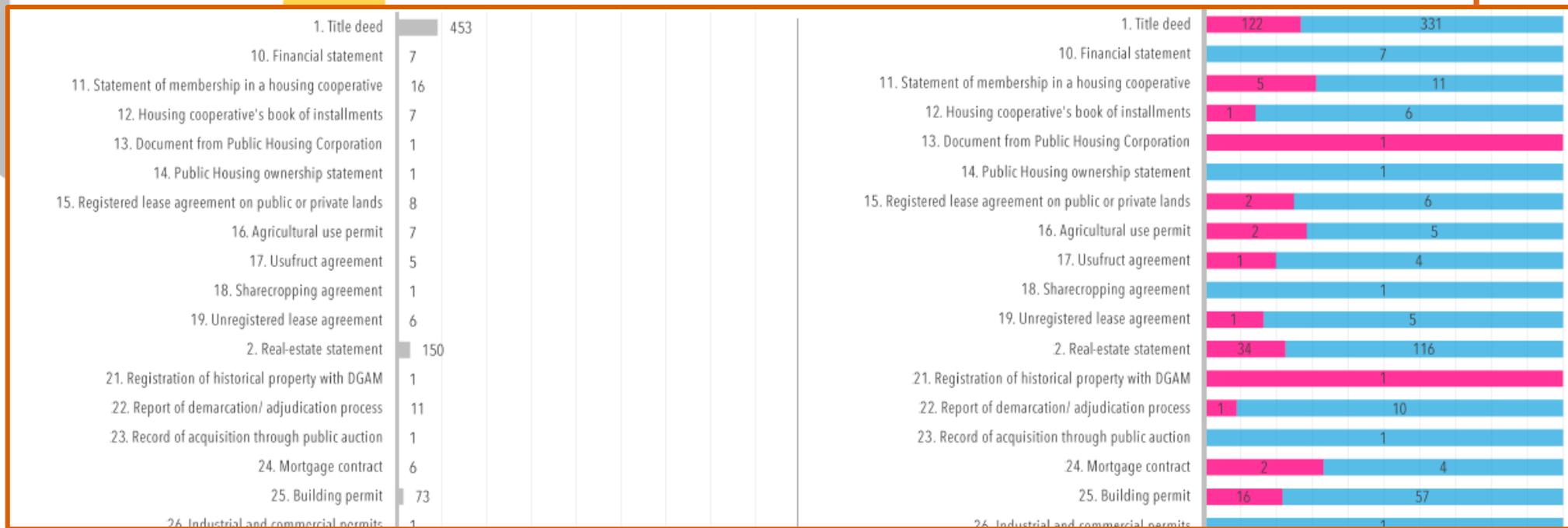
# OVERVIEW RESULTS

## Number of claims supported HLP evidence



- claims supported by cadastral evidence (705 Properties)
- claims supported by legal documents other than cadastral evidence (3,457 Properties)
- claims supported by non-legal documents (2,331 Properties)

## Evidence snapshot



# DISTRIBUTION OF CERTIFICATES

- Over 17,000 HLP claims certificates distributed



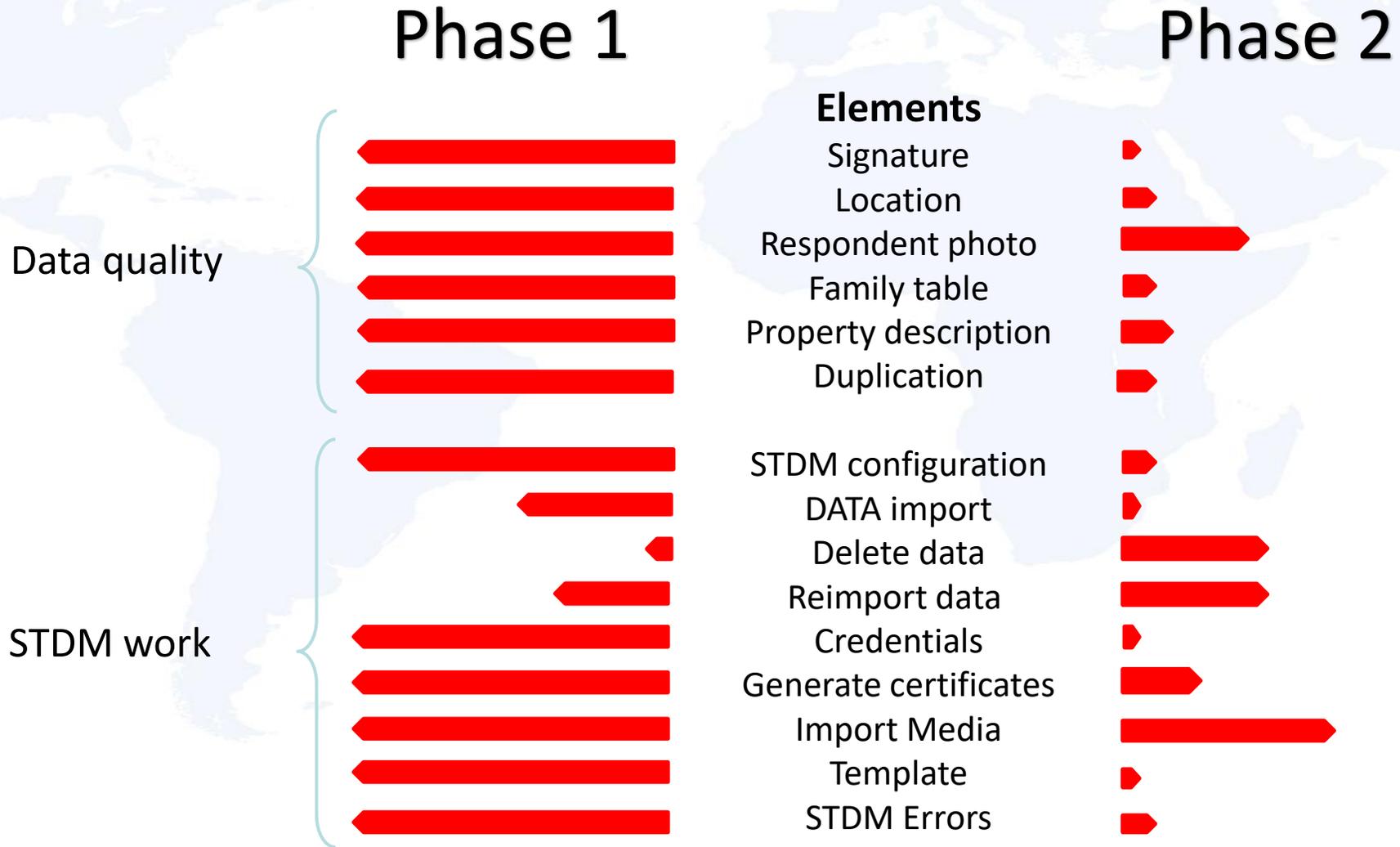
*Distribution of certificates  
in Iraq*



# SUMMARY OF THE CHALLENGES

- **General lack of trust in the UN system** due to negative past experiences
- **Spread of rumors** about the project
- **Fear of data being shared with government and/or to be forced to return to Syria**, fear of losing humanitarian aid, **fear of being recruited in the military service**
- **Internal disputes** in the families: some families couldn't agree on whom should submit claim
- Many respondents **do not own any property**
- People who used to have rent agreements **do not want to submit claims** for fear of creating problems for the owners
- **Long survey**
- **Difficulty to locate the property** on the map
- **Lack of HLP documents/supporting evidence**
- **Threats to enumerators** in Lebanon / security
- **Covid-related movement restrictions** (phase 1)

# STDM TECHNICAL CHALLENGES



# LESSONS LEARNT

- ✓ The use of **STDM for data collection proved to be fit-for the purpose** of collecting HLP claims of refugees away from their area of origin and adaptable to arising needs
  - **Field teams were able** to collect the information required and convey the key messages to the communities
- ✓ A **STDM specialist** for continuous and prompt troubleshooting is needed
- ✓ **Supporting evidence** is not always available to refugees
- ✓ Not all beneficiaries reached were **able or willing** to submit HLP claims – some could not fully understand the importance of the project or were fully convinced that this is a priority
- ✓ The **communication and mobilisation activities** undertaken were not always sufficient to ensure a smooth and safe data collection
- ✓ **Continuous management of reputation risks and spreading of rumours** is needed

# LESSONS LEARNT

- ✓ Not all beneficiaries reached were **able or willing** to submit HLP claims – some could not fully understand the importance of the project or were fully convinced that this is a priority
  - Project outreach by phone has proven to be not efficient
  - Transportation costs are too high for refugees to travel from their communities to the community centers
- ✓ The **communication and mobilisation activities** undertaken were not always sufficient to ensure a smooth and safe data collection
  - **Continuous management of reputation risks and spreading of rumours** is needed
  - Working with the community and community leaders, as well as local authorities is crucial to the successful implementation of the project.

# THANK YOU!

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For more information visit:

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[www.unhabitat.org](http://www.unhabitat.org)

