

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

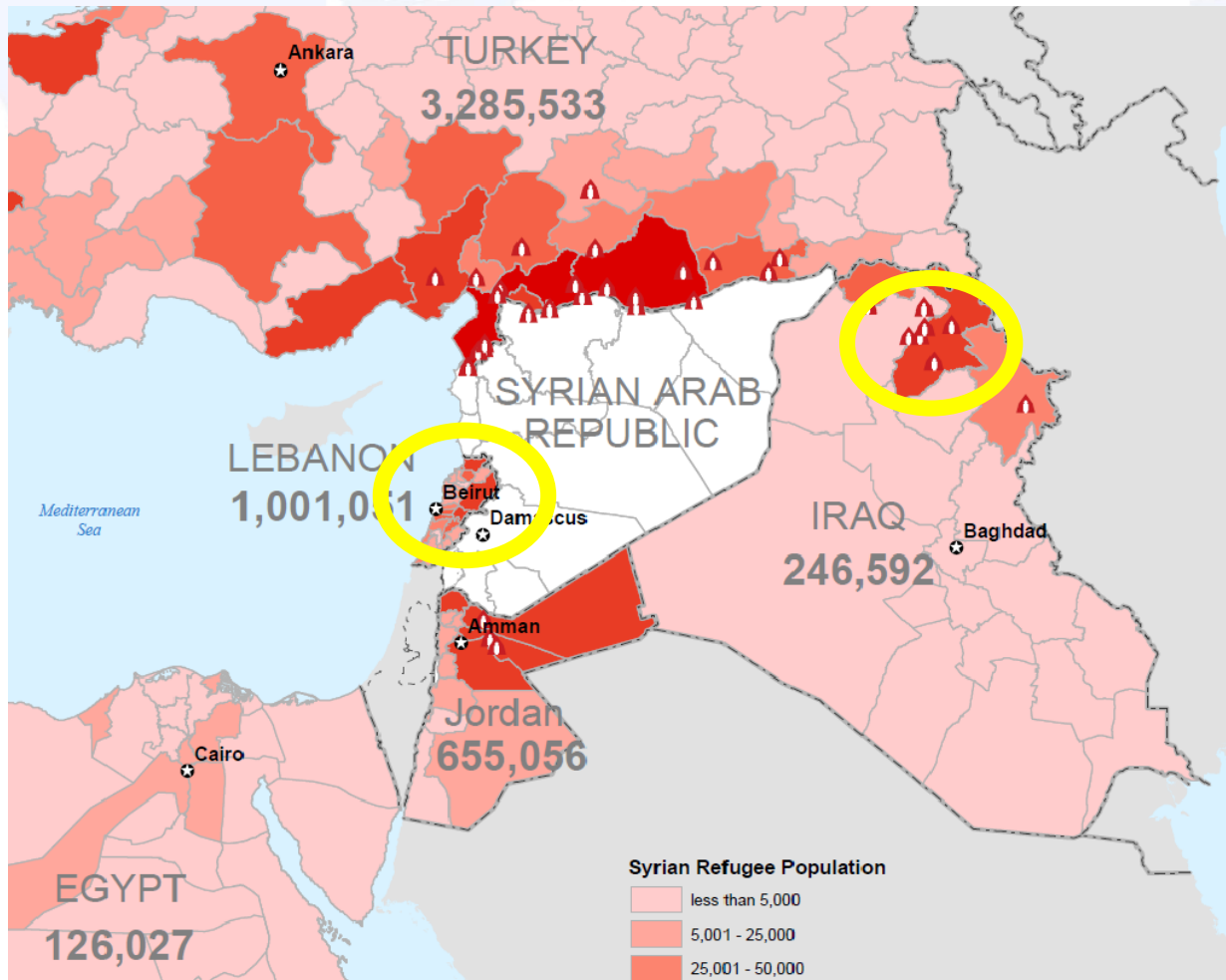


Address secondary occupation



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

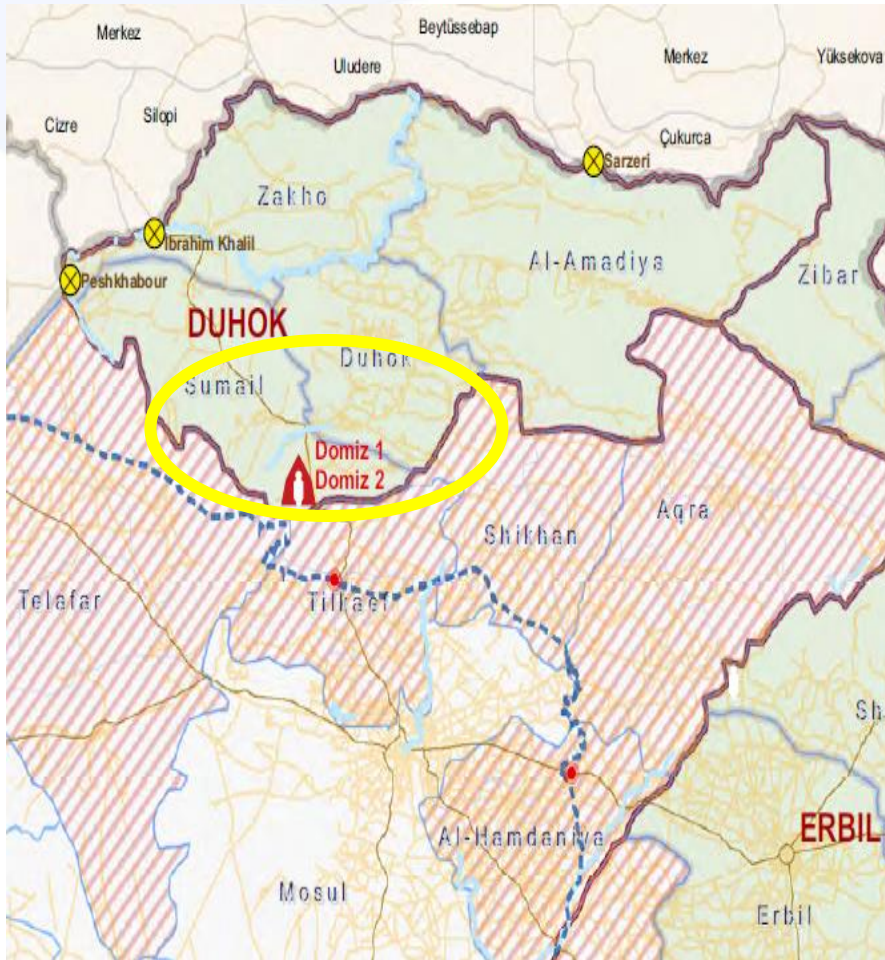
Securing and safeguarding the Housing Land and Property rights and claims of Syrian refugees living in Lebanon and Iraq

Beneficiaries

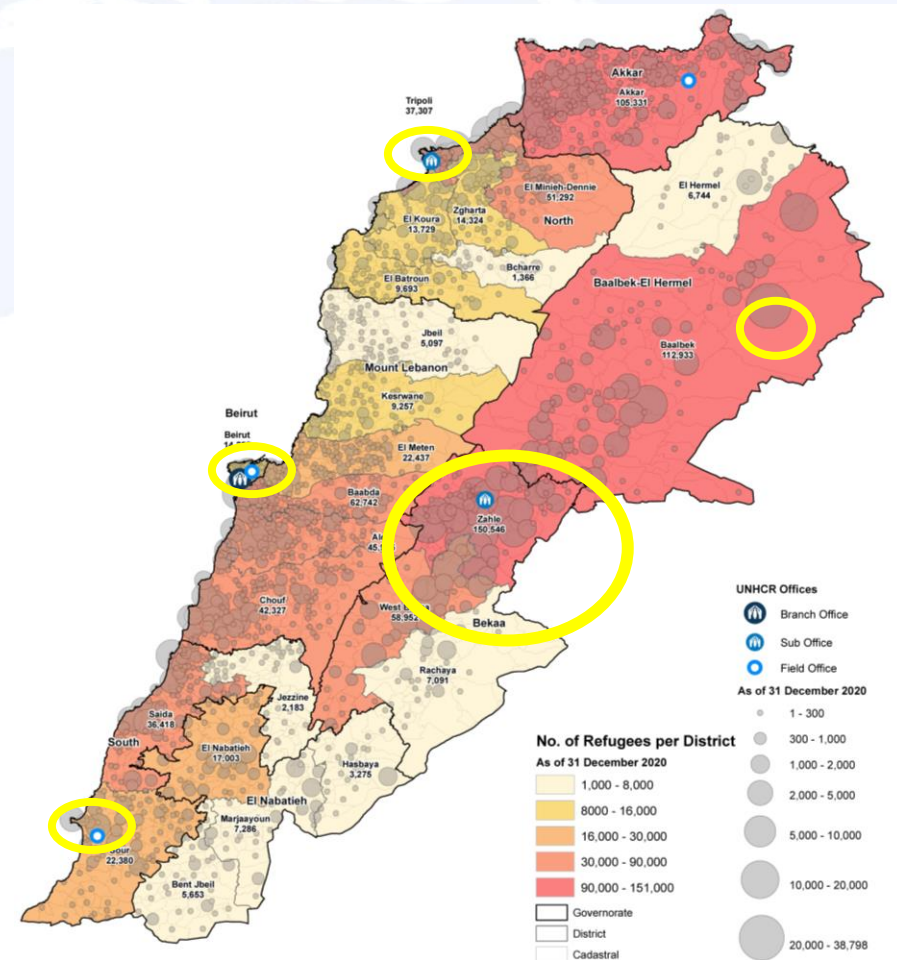
Phase 1: 3,600 refugee households

Phase 2: 6,400 refugee households

PROJECT LOCATIONS



Map 1: Project locations in Iraq

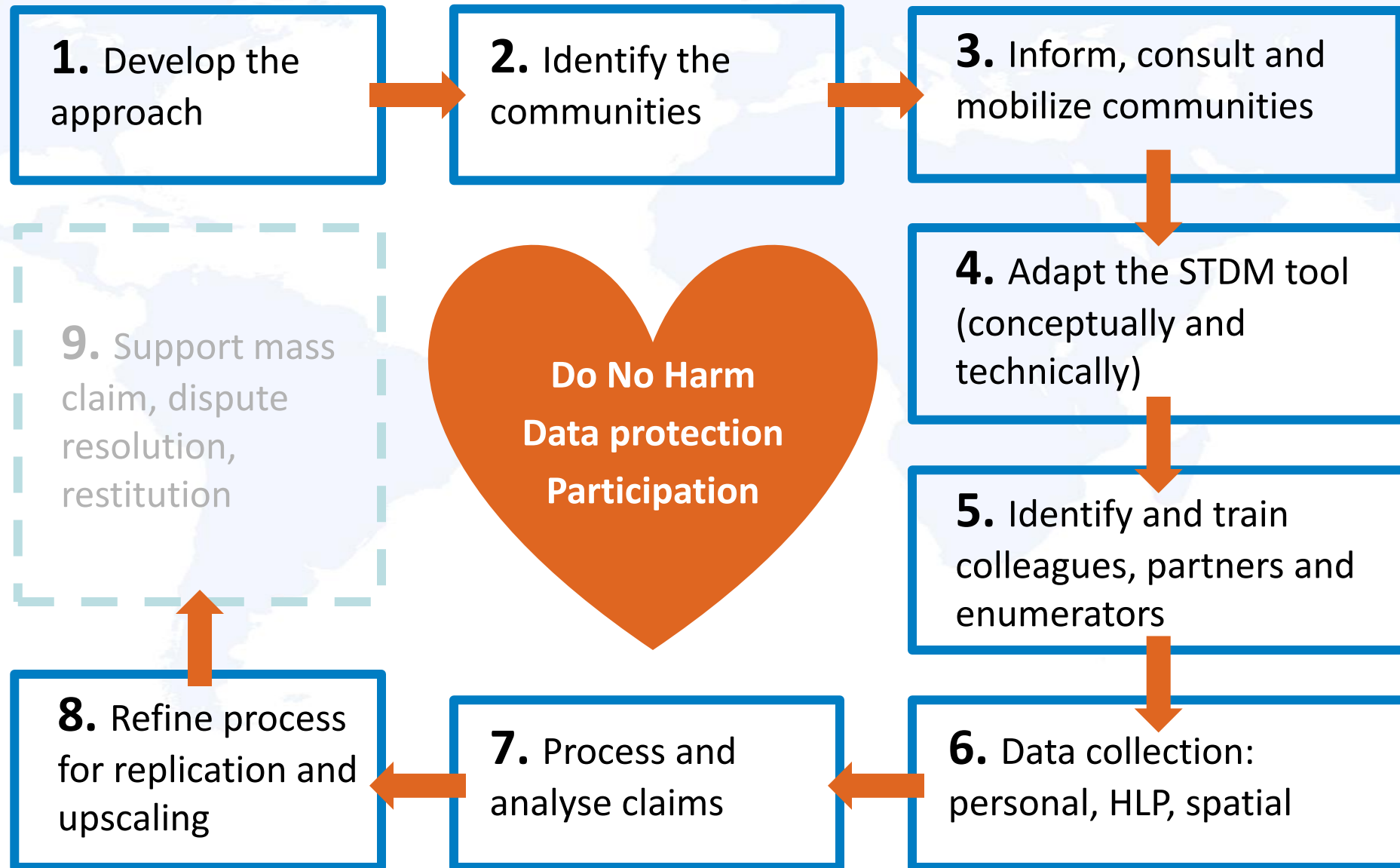


Map 2: Project locations in Lebanon

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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FOR A BETTER URBAN FUTURE



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 note 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

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

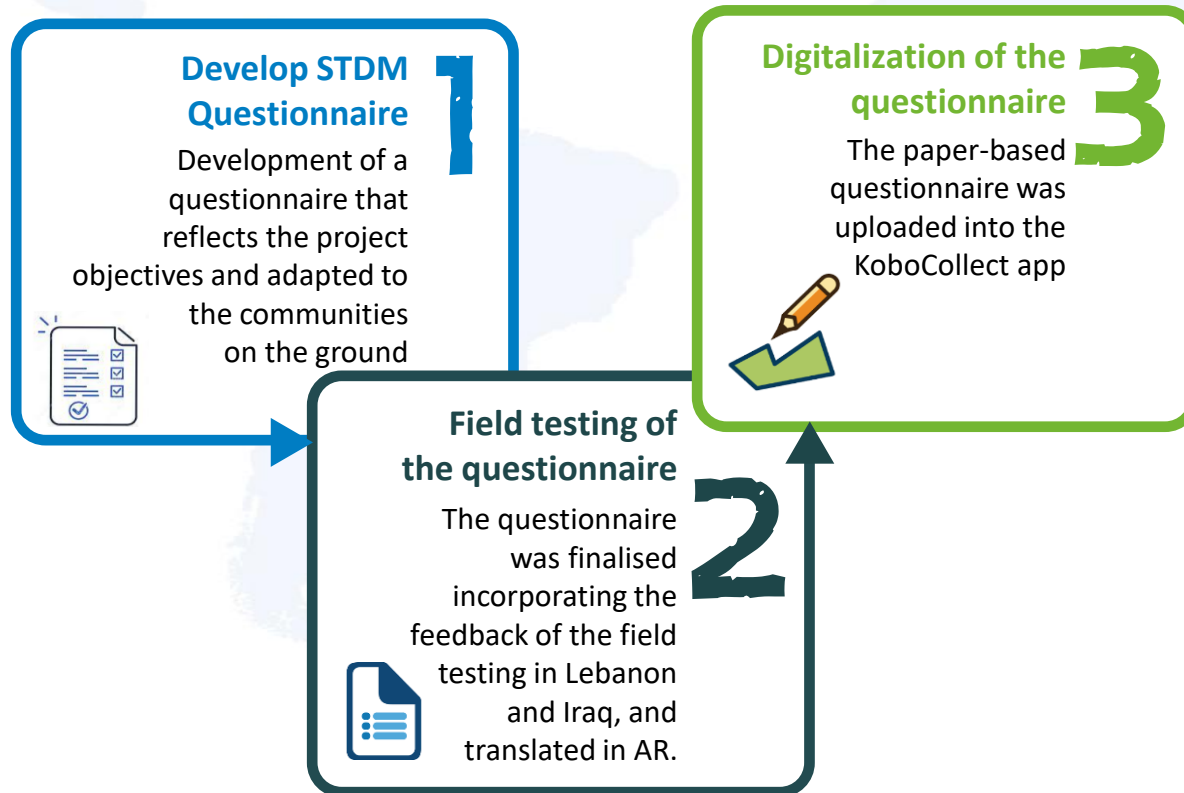


Field testing of the questionnaire

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



CUSTOMIZATION OF STDM TOOL



5:38 PM

GIZ-HLP CLA...

A. ENUMERATION INFORMATION

* 1. Claim reference number
e.g. IR0001, LB2003B etc. – Prepare a short description of how the number will be defined

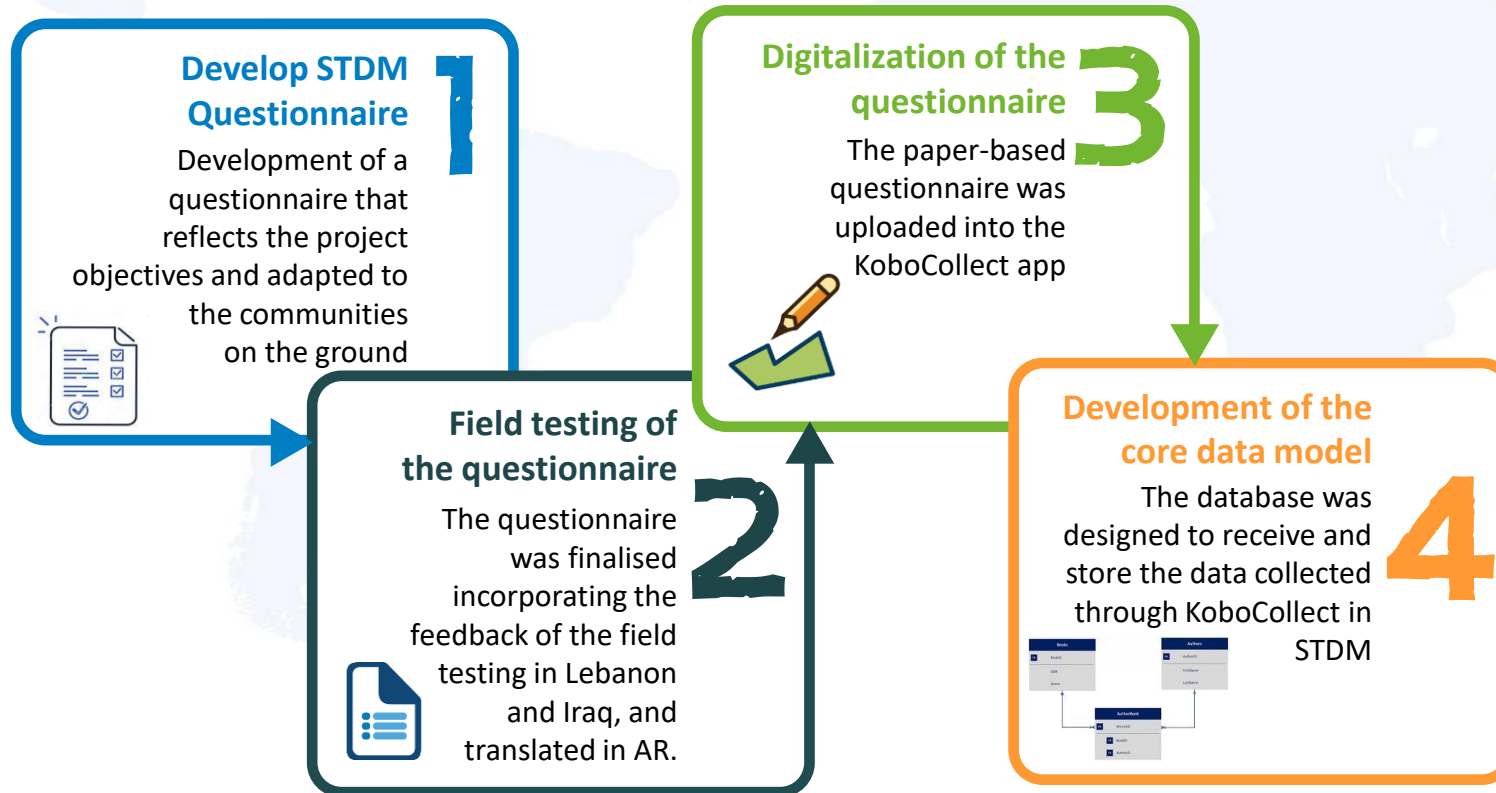
NEXT >

Geolocalization of the property

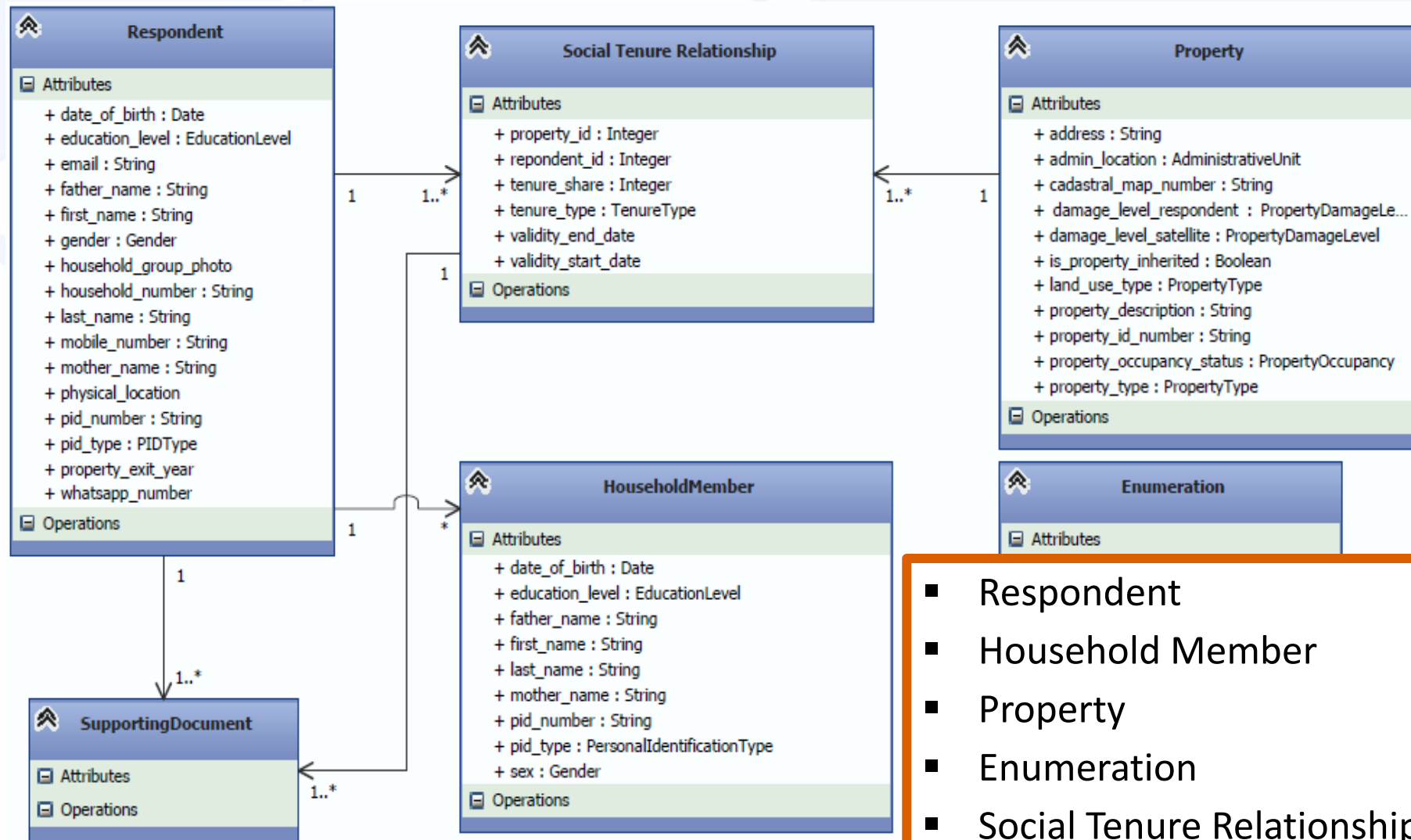


**Google maps to
extract
coordinates**

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

+ [Icon] [X]

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



وثيقة تسجيل الممتلكات

UN HABITAT FOR A BETTER URBAN FUTURE

رقم الوثيقة: IR01298

تاريخ صورة الأفعار الصاعية: 17-12-2020

رقم تعريف العقار لدى برنامج الأمم المتحدة للمستوطنات البشرية:

اسم مقدم الطلب: وائل حاجي

موقع العقار

البلد: العراق المحافظة: الحسكة المنطقة: مركز المالكية

نوع الحق الشطال به: [Redacted]

محل تسجيل الطلب: [Redacted]

تاريخ تسجيل الطلب: [Redacted]

نظام تحديد المواقع GPS: 46

المدينة/البلدة/القرية: [Redacted]

ناحية: المالكية

أفراد الأسرة

سنة القرابة	اسم الأب	اسم الأم	اسم العائلة	الاسم الأول
1	والد	والدة	[Redacted]	[Redacted]
2	ابن	ابنة	[Redacted]	[Redacted]
3	ابن	ابنة	[Redacted]	[Redacted]
4	ابن	ابنة	[Redacted]	[Redacted]
5	ابن	ابنة	[Redacted]	[Redacted]

نشهد أن [Redacted] وائل حاجي [Redacted] قد سجل حيازة للعقار رقم [Redacted] في هذه الوثيقة، وتم تسجيل طلب الحيازة وفقاً للمعلومات الواردة في الملحق 1، ومدعومة بمستندات ثبوتية يمكن تقديمها عند الطلب لمالك الطلب وأفراد الأسرة المدرجين في هذه الوثيقة.

الموصوف

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

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

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

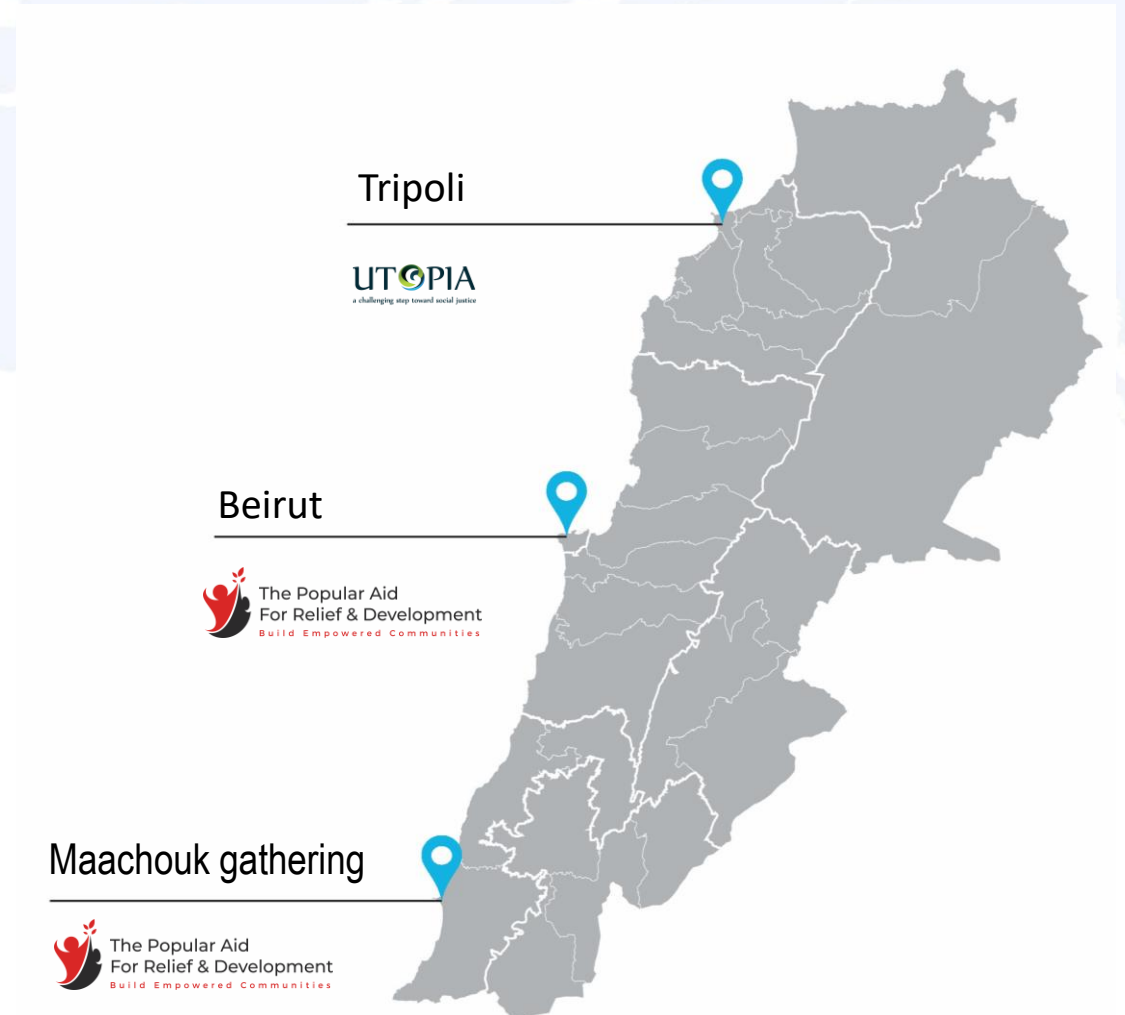
Enumeration approach phase 2

- **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

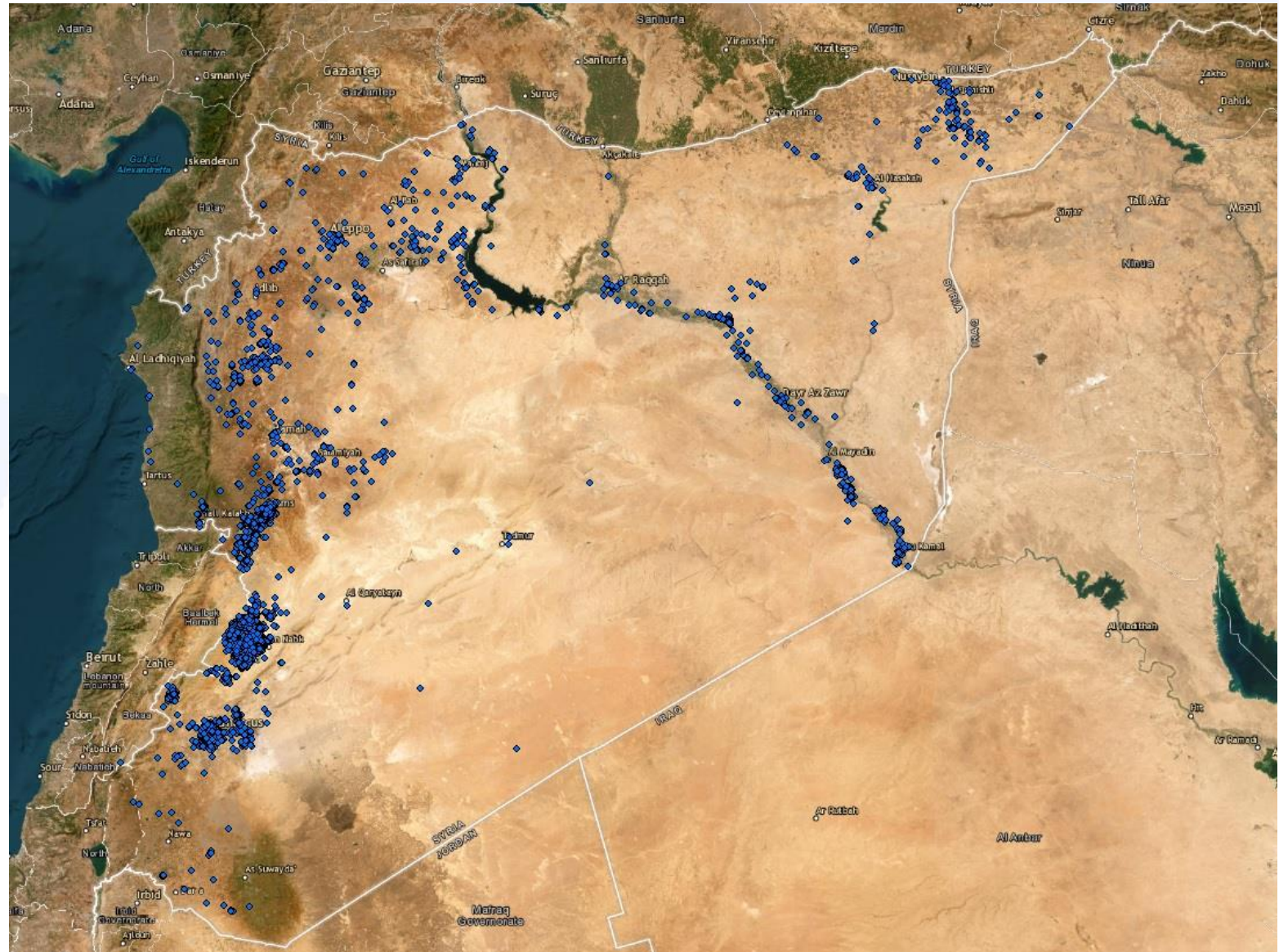


IRAQ

Map 3: Geolocation of the
HLP claims recorded in
Iraq

DATA COLLECTION AND MANAGEMENT

LEBANON



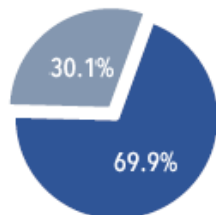
Map 4: Geolocation of the HLP claims recorded in Lebanon

OVERVIEW RESULTS

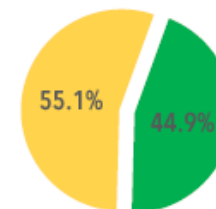


HOUSEHOLDS REACHED
BY THE PROJECT

14,501



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

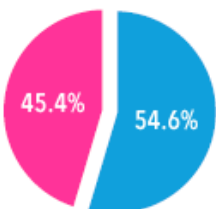


- 6,510 HOUSEHOLDS REACHED IN LEBANON
- 7,991 HOUSEHOLDS REACHED IN Iraq

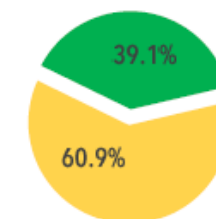


HLP CLAIMS REGISTERED

17,604



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

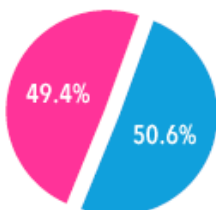


- 6,885 HLP CLAIMS REGISTERED IN LEBANON
- 10,719 HLP CLAIMS REGISTERED IN IRAQ

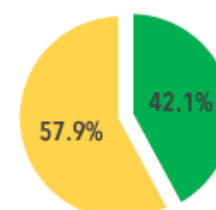


PEOPLE WITH REGISTERED
CLAIM(S)

38,438



- 19,453 Male
- 18,985 Female

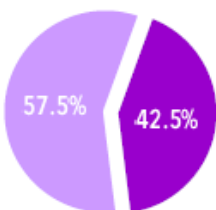


- 16,185 PEOPLE WITH REGISTERED CLAIMS IN LEBANON
- 22,253 PEOPLE WITH REGISTERED CLAIMS IN IRAQ



PROPERTIES CLAIMED

17,604



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

30,776

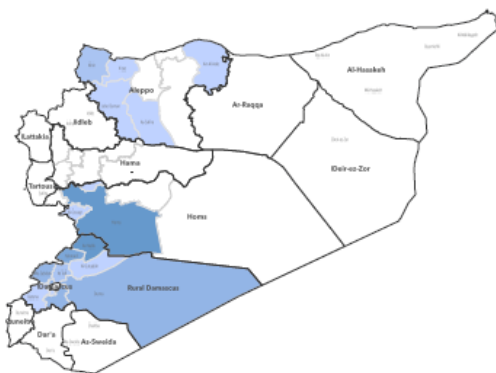
SUPPORTING CIVIL
DOCUMENTS COLLECTED

6,915

SUPPORTING HLP
DOCUMENTS COLLECTED

OVERVIEW RESULTS

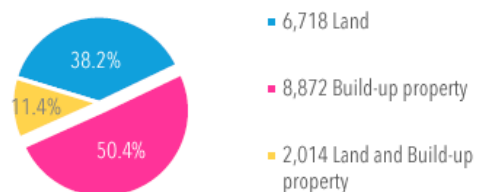
SYRIA



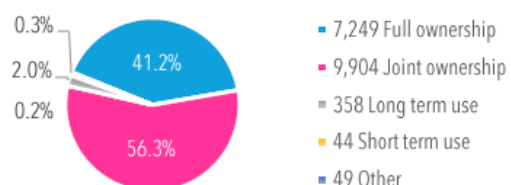
14 GOVERNORATES

54 DISTRICTS

Type of property claimed



Tenure relationship claimed



IRAQ



1 GOVERNORATE

1 COMMUNITY

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

LEBANON



6 GOVERNORATES

7 DISTRICTS

4,623 HOUSEHOLDS REGISTERED ONE OR MORE CLAIMS

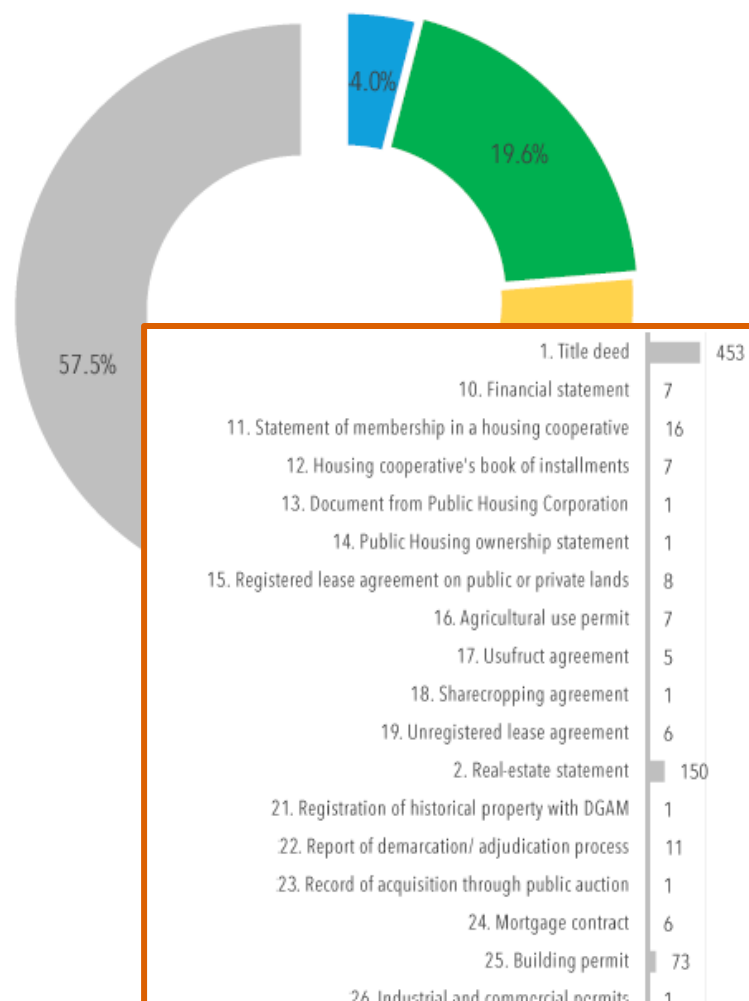
6,885 PROPERTIES CLAIMED

4,966 CLAIMS WITH SUPPORTING HLP DOCUMENTS

4,369 CLAIMANTS WITH CIVIL DOCUMENTS

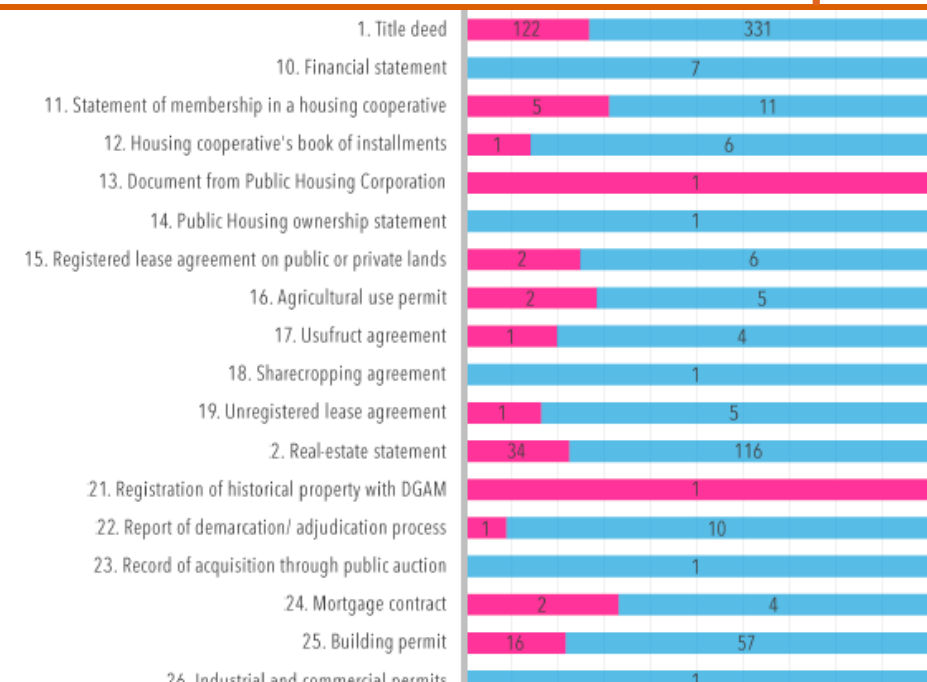
OVERVIEW RESULTS

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



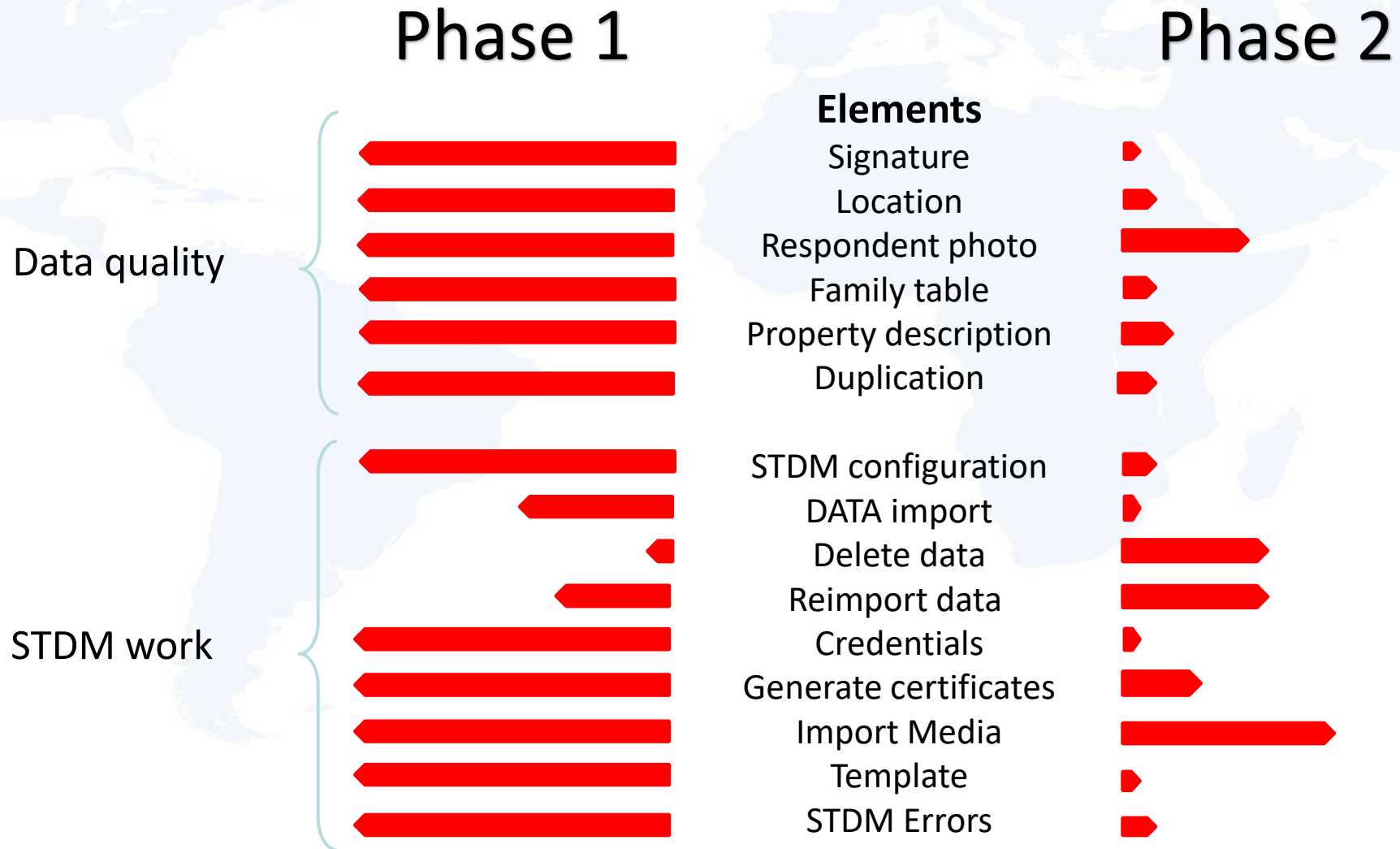
*Distribution of certificates
in Iraq*



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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