



## **Assessment Report: Housing Land & Property**

IOM, IRAQ

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Housing, Land and Property (HLP) Assessment - Iraq (Erbil)

International Organization for Migration (IOM)

HLP Assessment:

Date: 19<sup>th</sup> Sept – 19<sup>th</sup> November

Iraq

Locations:

Governance: NINEWA	Governance: ANBAR (assessment reschedule, date TBC)
District 1. East Mosul - Al-Tahrir	District 1. Fallujah - Al Shurta
District 2. East Mosul – Al Zahara	District 2. Fallujah - Al-Askari
District 3. West Mosul - Wadi Hajar	District 3. Ramadi - TBC
District 4. Hajj Ali - IDP Camp	



Informal Locations:

Government	District	Type Of Building	Site Representative	Number of families	longitude	latitude
Erbil	Perzen	Farm	Hussein Mohamed Ismael	6	36.269355	44.07251
Erbil	Erbil	Unfinished Building	Hasan Qawel	7	36.237892	44.007557
Erbil	Erbil	Unfinished Building	Jazhnekan	6	36.3514225	43.975459

\*NB due to unforeseen circumstances, Anbar District is to be assessed at a later date.

\* The opinions expressed in the report are those of the authors and do not necessarily reflect the views of IOM, UN or the European Union.

## Acronyms

<b>Al-Hashd</b>	The People's Mobilization Forces (PMF), or the Popular Mobilization Units (PMU)
<b>CET</b>	Community Engagement Team
<b>CRP</b>	Community Revitalization Programme
<b>CRRPD</b>	Commission for the Resolution of Real Property Disputes
<b>CSR</b>	Community Stabilization and Revitalization
<b>Daesh</b>	The Arabic acronym for transliteration for Islamic State in Iraq and Syria
<b>DOE</b>	Department of Operations and Emergencies
<b>EL</b>	Emergency Livelihoods
<b>FHOH</b>	Female Head of House
<b>HLP</b>	Housing, Land and Property
<b>HOH</b>	Head of household
<b>ICLA</b>	Information Counselling and Legal Assistance
<b>IDMC</b>	Internal displacement monitoring centre
<b>IDP</b>	Internally displaced person
<b>IED</b>	Improvised Explosive Device
<b>IPCC</b>	Iraqi Property Claims Commission
<b>LPR</b>	Land, Property and Reparations Division
<b>MPICE</b>	Measuring Progress in Conflict Environments
<b>Mukhtar</b>	Elected Head of a district
<b>NRC</b>	The Norwegian Refugee Council
<b>QIP</b>	Quick Impact Projects
<b>R-CAP</b>	Recovery Action Plan
<b>RRP</b>	Rapid Recovery Programme
<b>Sheikh</b>	Tribal ruler, who inherited the title from his father.
<b>TRD</b>	Transition and Recovery Division
<b>TRU</b>	Transition and Recovery Unit
<b>UNAMI</b>	United Nations Assistance Mission for Iraq
<b>UNDP</b>	The United Nations Development Programme
<b>UNHCR</b>	The Office of the United Nations High Commissioner for Refugees
<b>UNOPS</b>	United Nations Office for Project Services

## Acknowledgement

The author wishes to acknowledge and thank the Mosul Mayor & district chief, Zuher Muhsen Al Arajji for his insight, generosity and patience whilst discussing the challenges and potential solutions for the current housing, land and property (HLP) pressures, with regards Iraq's Internally Displaced People (IDP) and its impact on everyday society and its role in facilitating a post-conflict, positive peace condition from which to address the entangled emotions and trauma resulting from decades of conflict.

The author would like to thank the Commander of Nineveh Operations, General Basim al-Tai. The General's warm welcome and his time taken to explain and orientate the author, with regards refugee camp security and the newcomers' screening processes, were an essential insight which helped inform this assessment process.

The author would like to thank the ten Tribal Chiefs met in Camp Hajj Ali, their considered insight to HLP challenges and the community has been extremely helpful with regards development of the assessment report and the resulting set of recommendations. Thank you, Khudair Abdullah Mohammed Al-Jobouri, Fares Aziz Mahmoud Waka' Al-Jobouri, Younis Ali Hammadi Al-Lowaitri, Taha Khalaf Rajab Al-Jameeshi, Fawaz Salem Jassim Al-Matyotti, Mohammed Salem Jassim Al-Matyotti, Abdullah Fathi Ebrahim Al-Matyotti, Mohammed Jarjees Rasheed Al-Jobouri, Haitham Hammad saleh Al-Matyotti, Mahnal Raja Mohammed Al-Matyotti.

The author wishes to thank Nadia Hardman from the Norwegian Refugee Council (NRC) and Charlotte Lancaster (Project Manager | UNOPS Operational Hub in Amman | Erbil, Iraq) for their collaborative spirit, the information shared and their help with regards orientating IOM HLP practice within a wider context

Finally, the author wishes to acknowledge and thank the warm and professional team of IOM staff in Erbil, Iraq. The professional, friendly support and guidance received from the IOM team in Iraq, has made for a constructive and positive context from which to collaborate, facilitate, plan and implement this assessment. Thank you, Abdullah Bakr, Naz Mustafa, Nour Ahmad, Nuhdra Adam, Wael Faion and Samir Kamal (EJCC), Ardalan Maroof, Rosemary Kabui, Shahim Yahya, Caroline Logan, Ibrahim Saeed, Sarah Baba, Sandra Black, Sara Beccalotto, Nadia Alaghidi, Stuart Brooks, Matthew Flynn, Nicholas Hill, Ashley Carl and Osman Wardak (Basra).

## Executive summary:

This report, produced on behalf of the International Organization for Migration (IOM) in Iraq, under the general guidance of the Chief of Mission and direct supervision of the Programme Manager (Transition and Recovery Unit), presents the findings of a one-month assessment aimed, not only to increase understanding and knowledge of the specific HLP dynamics in the targeted communities, but also to utilize these findings to establish an inclusive, transparent mechanism to resolve HLP disputes based on rule of law principles and what has been working well for the respective communities. (Ref: Appendix TOR)

In doing so, this assessment plays its part in an iterative process, accessing and acknowledging IOM information collected during, IOM's 2015 assessment on HLP issues among internally displaced Iraqis<sup>1</sup>, IOM's Returnee Location, Assessment Report, October 2016<sup>2</sup>, Project Proposal mainstreaming housing, land and property (HLP) issues into key humanitarian, transitional and development planning tools<sup>3</sup>, IOM's report Obstacles to Return In, Retaken Areas of Iraq, March 2017<sup>4</sup>, IOM's report Access to Durable Solutions Among IDPs in Iraq, April 2017<sup>5</sup>.

## The findings presented in this report are the result of:

3 field visits, meeting and interviewing families which co-developed informal camp-sites, housed in unfinished building, in the Kurdistan Region. Site 1, an unfinished building on a fish farm (longitude 36.237892, latitude 44.007557) housing 7 families in total, displaced from the Babil Governorate. Site 2, an unfinished building in an urban context (Outskirts of Erbil City: longitude 36.237892, latitude 44.007557) comprising of 6 Yazidi families from Ninewa Governorate. Site 3, a vacant building on a chicken farm (longitude 36.3514225, latitude 43.975459) comprising of 6 families from the Sinjar Governorate.

Interviews with 10 tribal leaders, 4 'newcomer' families and 3 female head of household (FHOH) families, residing in the Hajj Ali camp, Ninewa, Iraq.

Field assessment visit and meetings with the local 'Community Engagement Team' (CET) representing their districts in 3 locations. District 1, Al – Tahrir, East Mosul, District 2, Al – Zahara, East Mosul and District 3, Wadi Hajar, West Mosul.

Meet and interviewing the Iraqi Amy Commander of Nineveh Operations, General Basim al-Tai and Mosul Mayor & district chief, Zuher Muhsen Al Arajii.

Discussion with HLP representatives from the Norwegian Refugee council (NRC) and United Nations Office for Project Services (UNOPS)

In-house HLP related discussions with IOM staff from the, Shelter/CMMM, Community Policing, Community Revitalization, Community Transition and Recovery, Return and Reintegration Programmes in Erbil Iraq

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<sup>1</sup> [https://www.iom.int/sites/default/files/our\\_work/DOE/LPR/A-Preliminary-Assessment-of-Housing-Land-and-Property-Right-Issues-Caused-by-the-Current-Displacement-Crisis-in-Iraq.pdf](https://www.iom.int/sites/default/files/our_work/DOE/LPR/A-Preliminary-Assessment-of-Housing-Land-and-Property-Right-Issues-Caused-by-the-Current-Displacement-Crisis-in-Iraq.pdf)

<sup>2</sup> <https://reliefweb.int/report/iraq/iom-iraq-returnee-location-assessment-report-october-2016>

<sup>3</sup> [http://www.globalprotectioncluster.org/assets/files/aors/housing\\_land\\_property/hlp-aor-event-15-12-2016.pdf](http://www.globalprotectioncluster.org/assets/files/aors/housing_land_property/hlp-aor-event-15-12-2016.pdf)

<sup>4</sup> <http://iraqdtm.iom.int/specialreports/obstaclestoreturn06211701.pdf>

<sup>5</sup> <https://reliefweb.int/report/iraq/access-durable-solutions-among-idps-iraq-part-one-april-2017>

The assessment took place 18 Sept to 18 Oct 2017.

Assessment findings can be summarized as follows:

- IDP families have little understanding or belief that there is a nationwide, authentic and impartial legislative approach by the Iraqi government to address practical or financial assistance, dedicated to addressing the post-conflict HLP issues faced by the countries IDP.
- IDP families expect the governmental services to address current HLP issues, explaining that it is important, that rebuilding and legal processes are overseen or facilitated by an International NGO or NGOs such as UNDP.
- Most IDPs, like to return home. (When asked Do you want to return? The answer is “No.” Fear and lack of services, security and access, being the main reasons why they do not wish to return. However, when asked would you like to go home, the answer is a resounding “Yes”, a sense of belonging, place and community, re-ownership of family-built homes, memories and developing a livelihood again, being the main reasons.
- IDPs wishing to leave formal or informal camps have trouble, accessing their home towns or villages, obtaining conveyance permission, guaranteeing their own or their assets’ security. Families are often sent back, males arrested and detained indeterminately, and / or essential paperwork withheld.
- Those leaving villages, towns and cities after liberation from Daesh are stopped and assessed by militia, army and police. Many males are detained for questioning, and paperwork confiscated. On arrival at an official camp, the families are screened by the army and individuals thought to have affiliation or have supported Daesh are moved to detention centres for processing, leaving many families with a female head of household (FHOH), with no adult males and no official paperwork (the males normally carry these documents) the FHOH finds it difficult to access the HLP and social security system.
- Evidence of deaths and injury, due to mines and IEDs in and around properties.
- The risk of reoccurring violence resulting from the impact that displacement has on Iraq’s young adolescent generation. IDP families worry about their children’s social skills, their familiarity of violence and intimidation, their fear of other ethnic groups and the lack of education and employment potential.
- The impact, HLP issues have on the local community and its social cohesion whilst wrestling with the entangled emotions of post-conflict trauma and displacement has far reaching implications. (For example, many public buildings and land, have been used by Daesh for interrogation, torture, punishment and murder. Public buildings such as schools, where children will return, knowing that this was the last place their family members were seen alive or were interrogated, punished or murdered. Buildings where aid agencies and traumatised communities often hold meetings. Some of those community representative, may themselves, have experienced first-hand violence in those locations). Out with the public buildings, local reports of missing family members buried in unmarked graves nearby or local wells used as makeshift grave sites are common place, adding to the IDP’s reticence to return.
- The alleged destruction of homes and villages by militia, the burning of property belonging to Daesh members, affiliates, sympathisers or those associated with the Daesh regime.

- The enthusiasm of some senior governmental figures to help develop plans to address HLP issues and acknowledge past mistakes, for example, forcing IDPs to return against their will.
- A four-stage strategy, geared to facilitate the IDP's return home (proposed by Mosul Mayor & district chief, Zuher Muhsen Al Araji and supported by Mayor, of Al Muhalabiyah)
- A great many IDP homes are not destroyed completely and it would take minimal attention to property to render it habitable. (Repair to doors windows and minor structural repair.)
- Host communities are showing signs of social and charitable fatigue, some neighbourhoods in the cities are chronically overcrowded and their facilities overly stretched or failing.
- A growing discourse between IDP families, suggesting a divide between camp and non-camp dwelling IDP, their conditions, aid entitlement, mindset and HLP reasons to remain displaced.
- An increased interest in legal guidance and information from UNOPS and other free phonelines.
- Willingness of tribal chiefs, the Mukhtar and Sheikh to support the disabled, women and children in their challenges to regain paperwork or register HLP issues.
- Few IDPs have reported direct HLP disputes, besides unreasonable rental charges and eviction which are dealt with locally and rarely by official means. Many cannot return and have little information with regards the condition or occupancy of the property. Those that do have the means from which to assess their property's condition, choose to stay until the situation changes.
- HLP Education packages are comprehensively approached by NRC (Please ref: appendix) although without central government policy reform, acknowledgment and a varied approach to delivery, the packages may struggle to impact the everyday local community.
- Communication of HLP challenges, successes and protocol requires further consideration and development. (Radio, social media, chatbot, roleplay thus supporting the more conventional methods of phone help-line, posters and talks).
- HLP issues have an urban or rural dynamic, they also differ when viewed through an ethnic, class or religious lens.
- Whilst focusing on 'friction-points' (HLP situations that may ignite into violence), it would be useful to explore the promotion of 'ease points' (situations that create a meaningful and positive network of examples, setting a precedent for IDP return, thus developing trust in the process and countering the malicious rumours used to create fear and manipulate the IDP's options at a local level).
- The entanglement of displacement data, obscuring the true nature of displacement due to conflict. Iraq also suffers from displacement pressures due to migration trends, natural causes and economic reasons.
- The opportunity for a cohesive and collaborative HLP programmatic approach, which is underpinned by a robust HLP component to IOM's strategic operations, a programme that has drawn together all aspects of considered HLP engagement, research and communication, creating a source of contemporary and valid material. A productive component part of peacebuilding, positioned to inform individuals, communities, local and national government, whilst supporting a network of international aid agencies in their humanitarian goals.

- The impact HLP issues have on post-conflict trauma and in particular, the challenges faced by returnees. In other words, elements of their built environment (halls, schools, factories etc) have been used for traumatic activities such as interrogation, torture, incarceration and murder. It is highly likely that after liberation, these buildings will adopt another role, being used for NGO and community meetings. However, it is essential that before using such building they are properly researched, and their past use understood. These building may embody horrific memories and meaning for the local community. These structures, if not addressed will become an everyday reminder of the conflict thus perpetuating the trauma and social hostility.

Moreover, if schools are to be repopulated by children who that the building was where their fathers, brothers and cousins were interrogated or last seen, this is then a serious example of how HLP can underpin the fear and anger of generations to come.

In the process of this report IDP have spoken of countless missing people (murdered by ISIS) buried in areas around the communities, sometimes using village wells as makeshift gravesites. ISIS would not realise the whereabouts of the dead to their families in order to compound the grief.

These findings suggest an opportunity, to develop and amplify IOM's humanitarian impact in Iraq. To re-visit aspects of the current HLP approach, consolidate and take ownership of all facets related to this essential aspect of peacebuilding in Iraq. An opportunity to deliver the potential of HLP practice, underpinned by activities including but not limited to, the resolution of HLP disputes, based on nationwide rule of law principles and the acknowledgment of what has (or has not), been working well for the respective communities. The findings highlight the importance of establishing an inclusive, authentic and transparent HLP mechanism, developed to help support positive and durable solutions aimed at socio-economic recovery, social cohesion and reconciliation in the country.

## Report recommendations

1. Consider strengthening a cohesive and transparent nationwide HLP platform by:
  - Working with state officials to validate, consolidate, clarify and reiterate the Iraqi Government's commitment to the country's legal approach to HLP issues.
  - Working with the government to reinforce and simplify the application procedure for State assistance.
  - Working with the government to develop documentation for safe passage to districts, villages and towns.
  - Developing methods to communicate these distilled HLP fundamentals, through traditional (free-phone numbers, posters, talks and social media) and non-traditional methods (IDP Radio Station, Chatbot, role-play, board & card games).
  - Promoting examples of HLP successes from a local perspective.
2. Consider the development of an IOM Iraq, HLP programme, from which to inform and support the existing IOM programmes, IDP community, government and the NGO network.
3. Consider exploring and co-delivering an IDP 4-stage return strategy



4. Consider an HLP youth engagement strategy. (Many adolescences struggle for employment and sense of worth.) Households where the males have been detained, are missing or dead, offer an opportunity for the younger generation to help take responsibility for their property, its documentation and repair.
5. Continue with a comprehensive process of an HLP analysis of districts within Anbar, Baghdad, Babil and Saladin Governorates. Identifying HLP destruction categories 1-4, HLP Disputes (type, current state and dynamic of resolution) and their location. Identifying HLP issues relating to ethnic, religious and social orientation. Developing an interview cohort of those that stayed, returnees and internally displaced people, as well as the CET.
6. Consider HLP info cards which could be distributed within the IDP, Returnee and the people that stayed



7. Consider HLP info cards which could be distributed within the IDP, Returnee and the people that stayed. Develop a place-making strategy underpin by the expertise and experience of an HLP specialist.
8. Consider developing a vulnerable person's assistance mechanism. (A buddy system for example.) Whilst addressing methods and tools to help inform and recognise the marginalised groups such as the poorly educated rural communities.

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## Introduction

This report helps support the efforts to understand and address HLP issues in Iraq. Developing a robust and informed post-conflict response to HLP challenges will ensure a more culturally articulate and conversant humanitarian response, which will ultimately protect, support and strengthen the security and resilience of those affected by conflict and displacement. Complacent protection of HLP rights amplifies the negative impacts of conflict and helps rekindle conflict or interrupt peacebuilding processes, especially within the most fragile social dynamics of the population. By revealing, addressing and communicating the key facets of HLP practice the NGO community, humanitarian actors, government and community leaders can maximise the potential of the humanitarian response in Iraq and put conflict and displaced people at the centre of their own recovery and reconstruction.

“The United Nations increasingly view HLP concerns as essential components of conflict-prevention and as an indispensable prerequisite for the rule of law.<sup>6</sup> The EU-UN Partnership on Land, Natural Resources and Conflict Prevention is an example of this recognition.”<sup>7</sup> (NRC 2016)<sup>8</sup>

Therefore, this document helps broaden the understanding of Iraq’s HLP which will in turn inform an appropriate and equitable approach. The report explores the everyday culture of internally displaced people who have endured the trauma of a long drawn-out precarious existence, many of whom have relied on long-term humanitarian aid and support from local and governmental sources. All the IDPs interviewed in this process show signs of suffering post-conflict emotional entanglement, which has been amplified or complicated by their displacement.

This report explores the nation’s post-conflict HLP challenges from a psychological and practical perspective whilst visiting an official IDP camp (Hajj Ali), unofficial camp-sites within unfinished buildings and urban districts where most of the IDP rent and share accommodation. This document examines the types of disputes and areas of concern, whilst assessing the HLP issues which the vulnerable and marginalized members of the community face and struggle with (which also involves revisiting pre-conceived notions of who is vulnerable). This assessment examines HLP policy and law enforcement and identifies who are the local and international HLP actors’ whilst exploring methods of HLP support through communication, co-operation and education.

The information gained in this report informed a meeting with government senior figures, Mosul Mayor & District Chief, Zuher Muhsen Al Arajii. The information was well received, understood and the Mayor shared his idea of a 4 stage HLP process that he hopes can be developed further with the assistance of the international aid community.

The information gained during this process informed the report’s findings and its recommendations for the further enhancement of HLP practice in Iraq.

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<sup>6</sup> UNHCR (2005): Housing, Land and Property Rights in Post-Conflict Societies: Proposals for a New United Nations Institutional and Policy Framework <http://www.unhcr.org/425683e02a5.pdf>

<sup>7</sup> For more information, please visit <http://www.un.org/en/land-natural-resources-conflict/>

<sup>8</sup> The Importance of addressing Housing, Land and Property (HLP) Challenges in Humanitarian Response <https://www.nrc.no/globalassets/pdf/reports/the-importance-of-housing-land-and-property-hlp-rights-in-humanitarian-response.pdf>

## HLP Challenges

The HLP challenges in Iraq can be separated primarily into two basic overlapping categories, psychological and practical.<sup>9</sup>

From the psychological perspective, there are many challenges with regards the processes of helping the IDP, Stayee and Returnee, regaining trust in the HLP mechanisms, encouraging local ownership of HLP issues and developing communication devices whilst engaging with fragile individuals and communities suffering from post-conflict and/or displacement trauma. HLP challenges are amplified by the heightened combination of misinformation, raw traumatic memories and emotions of conflict and displacement and the social readjustments required after conflict.

From the pragmatic perspective, evidence suggests<sup>10</sup> that the current HLP challenges faced by IDPs are:

- The management of (the alleged) deliberately destroyed and damaged HLP by the country's authorities post-conflict
- The damage to HLP through conflict
- The lack of finances to pay rent for accommodation
- The requirement for official documentation to rent a property
- Overcrowding of urban areas
- Poor or strained services when IPS temporarily reside
- Lack of HLP processes and policy
- Returning IDPs are refused passage
- Secondary occupation
- Ownership of HLP (Title Deeds)
- Hazards from improvised explosive devices (IED)
- Insecurity caused by fear of the return of ISIS or similar
- Scapegoating (accusations or ISIS affiliation)
- Creation of new land and property institutions
- Illegal sales of property or
- Illegal construction of additional property on land
- HLP related trauma (For example, the torture imprisonment and execution in civic or private property) Property that ISIS or those affiliated to ISIS owned or originated from. Land or property used for unofficial burial sites and property used to house other crimes such as rape and slavery.

\*All IDPs suffer from emotional HLP challenges which are related to conflict and displacement.

However, during the research stage, the current reoccurring everyday challenges faced by IDP communities in the locations visited can be generally categorised into areas of primary and secondary importance, relative to conditions, context and displacement-stage.

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<sup>9</sup>[http://journals.lww.com/interventionjnl/Abstract/2013/11000/Mental\\_health\\_of\\_refugees\\_and\\_displaced\\_persons\\_in.5.aspx](http://journals.lww.com/interventionjnl/Abstract/2013/11000/Mental_health_of_refugees_and_displaced_persons_in.5.aspx)

<sup>10</sup> NRC Housing, land and property (Hlp) Training

<https://www.nrc.no/what-we-do/speaking-up-for-rights/housing-land-and-property-rights/>

The primary and secondary importance vary depending on the IDPs ethnic orientation, social status and their accommodation (whether the IDPs reside in official camps, unofficial camps within unfinished buildings or renting / sharing accommodation in urban areas such as Mosul).

- Official Camps
  - The primary HLP challenges are:
    - Receiving Information with regards the condition and ownership of their property
    - Forced Eviction
    - Raising the loss or confiscation of official HLP documentation
    - Access to property and land
    - Vulnerability of households that have a FHOH
    - Financial issues
    - Information about the security factors of returning home
    - IEDs
    - ISIS related issues
  - The secondary HLP challenges are:
    - HLP services
    - Secondary ownership
    - HLP repair
- Unofficial Camps in unfinished buildings
  - The primary HLP challenges are:
    - Receiving information with regards the condition and ownership of their property
    - Forced eviction
    - Applications for permanent residency
  - The secondary HLP challenges are:
    - HLP services and security in the place of original residency
    - Social cohesion in the place of original residency
- Renting / sharing accommodation in urban areas
  - The primary HLP challenges are:
    - Overcrowding
    - Forced eviction
    - Services
    - Financial issues
    - Property destruction (those from West Mosul)
    - ISIS cells
    - Secondary occupation
    - Rental issues
    - Local authority support mechanism
  - The secondary HLP challenges are:
    - Property paperwork (ownership)
    - Legal support
    - Punitive action
    - Security

- The international management local and national governmental redevelopment agencies

The current conflict in northern and central Iraq is the chief reason there is a displacement of over 3 million individuals in Iraq<sup>11</sup>, of whom almost a fifth reside in camps whilst the rest live in makeshift camps in unfinished buildings, stay with family and friends or rent property. Displacement may have peaked in the later part of 2017 however, the demographic of the displaced has changed, and the occurrences of potential disputes are growing now that more families look to return.

The sectarian nature of some aspects of HLP issues and displacement renders a resolution to the housing, land and property crisis much more challenging<sup>12</sup>.

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<sup>11</sup> Emergency response to Housing, Land and Property issues in Iraq, Briefing note | December 2016  
Matthew Flynn & Stuart Brooks  
[http://www.globalprotectioncluster.org/assets/files/field\\_protection\\_clusters/Iraq/files/emergency-response-to-hlp-issues-in-iraq\\_briefing-note-final\\_dec-2016.pdf](http://www.globalprotectioncluster.org/assets/files/field_protection_clusters/Iraq/files/emergency-response-to-hlp-issues-in-iraq_briefing-note-final_dec-2016.pdf)

<sup>12</sup> Protection and ICLA Needs Assessment Summary Report for East Mosul. Erbil, Iraq. September 2017

<https://reliefweb.int/report/iraq/assessment-working-group-iraq-mosul-multi-cluster-rapid-needs-assessment-round-2-june>

## Types of HLP Disputes

HLP disputes represent a source of instability and potential violence in Iraq; their mismanagement may prevent durable solutions for the returning populations and is a genuine concern with regards their potential to disrupt the fragile peacebuilding processes in the country.

Currently there are a number of HLP disputes that seem to be most common, however, these disputes will evolve and change as the conflict or direct violence settles and changes tack. As rural areas, towns and villages are liberated, passage becomes safer and people begin to return in greater numbers. Resolving HLP issues will become more of a peacebuilding factor and the management of HLP disputes an important aspect of public stability<sup>13</sup>.

The current dispute types featured in this report are mainly urban in nature and recorded by other NGOs such as the NRC and UN-Habitat. During this report's assessment of Mosul's A-Tahrir, Al Zahara and Wadi Hajar districts and Hajj Ali Camp in Ninewa, the primary areas of dispute were:

1. Access to HLP
2. Rental cost
3. Compulsory IDP returns
4. Cultural discrimination with regards HLP rights
5. The apparent conscious destruction of property by military or police
6. IEDs within property not being removed
7. The seizure of identification documents relating to property and people whilst screening or detaining male members of families fleeing from areas occupied by ISIS and liberated by Iraqi military

The other disputes recorded by other NGOs <sup>14</sup>were:

- HLP Ownership – A dispute over HLP ownership post-conflict. Property may have changed hands many times during the duration of the conflict. Property may be legitimately considered bought, earned or inherited by several families.
- Unofficial HLP contracts and obligations
- Secondary Occupation – this refers to those who, “take up residence in a home or on land after the legitimate owners or users have fled. Secondary occupants may also be victims of conflict. Care must be taken to protect the rights of the original owners or users, but also to protect the secondary occupants against forced eviction, homelessness or other human rights violation” (UNHCR).
- Evictions – Forced Evictions
- Landlord demands – Overcrowding the property, demanding escalating rental rates, refusing to repair or service the property etc.
- Rental commitments – The accumulation of rental debt due to inflated rental rates or the loss of the resident family's primary wage earner.
- Property damage – The compensation for damage to property.
- Restitution (Competitive victimhood and compensatory rights)

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<sup>13</sup> Housing, Land and Property (HLP) Issues facing Returnees in Retaken Areas of Iraq: A Preliminary Assessment

Found: [https://www.iom.int/sites/default/files/our\\_work/DOE/LPR/Hijra-Amina-HLP-return-assessment.pdf](https://www.iom.int/sites/default/files/our_work/DOE/LPR/Hijra-Amina-HLP-return-assessment.pdf)

<sup>14</sup> the importance of addressing housing, land and property (HLP) Challenges in Humanitarian Response. BY, NRC and the International Federation of Red Cross and Red Crescent Societies.2016

- HLP Opportunism (Land grabbing, building material theft)

During the research process in the lead-up to the report it was evident that the people most affected by the situation were the minorities, FHOH, the disabled, uneducated and poor members of society. In 2016 UN-Habitat provided a report which highlights the extent of HLP violations in Iraq<sup>15</sup>. There were 5 main types of violation, Destruction, Eviction / Denied Returns, Eviction from area of displacement – forced Relocation and Compensation / Confiscation. (Please Ref to Appendix)

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<sup>15</sup> [http://www.globalprotectioncluster.org/assets/files/field\\_protection\\_clusters/Iraq/files/annual-hlp-incidents-report-iraq-2016.en.pdf](http://www.globalprotectioncluster.org/assets/files/field_protection_clusters/Iraq/files/annual-hlp-incidents-report-iraq-2016.en.pdf)



## HLP & Marginalised Groups

During the assessment process conducted within an already precarious context of post-conflict, displaced and vulnerable people in Iraq, a layer of more vulnerable and marginalised groups began to reveal themselves. Women and children are mostly regarded as vulnerable; they are particularly vulnerable to tenure insecurity, homelessness and other human rights violations. There is a growing concern that that women are struggling to access humanitarian assistance and exercise their right to return, restitution and resettlement, regardless of their family status or whether their name is recorded on tenure documentation. Women are at risk of GBV, land-grabbing and struggle with the local practices of traditional protection versus economic stability and independence.<sup>16</sup>

The mentally or physically challenged amongst the IDP also appear to be marginalized. The disabled are an extra strain for families and require medication, care and attention. Mothers are frustrated and desperate for assistance or the recognition with regards their child's distressed condition. The disabled are often home-bound, out of sight and overlooked. Many disabled require specialist attention and are unable to communicate their rights sufficiently to prevent HLP opportunism and manipulation.

There is also the marginalisation of the uneducated, poverty stricken rural groups<sup>17</sup>. These groups struggle to make themselves heard and have difficulty understanding the HLP policies and documentation required to support their HLP rights. The rural families which have modest accommodation on farmland often have no proof of ownership or land rights. Furthermore, it has become apparent that many would prefer to stay in their new urban homes.

The final marginalised group of people evident in this assessment are those that are struggling to respond to allegations of ISIS affiliation or involvement. Some families that stayed during the ISIS occupation are viewed with suspicion and loathing. IDPs emerging from the last areas of ISIS control were displaced by the fighting or by the military. These displaced families report their homes and property are being systematically destroyed and their male family members and paperwork detained. There is a concern that this group may become the most vulnerable, a potentially marginalised scapegoat group which require international NGO supervision and observation.



Images: Women that are the head of their house hold and the children of Hajj Ali Camp

<sup>16</sup> [http://www.unhcr.org/ngo-consultations/ngo-consultations-2014/Side-meeting-Housing\\_Land\\_Property.pdf](http://www.unhcr.org/ngo-consultations/ngo-consultations-2014/Side-meeting-Housing_Land_Property.pdf)

<sup>17</sup> Responsibility to Protect By Alex J. Bellamy

## HLP Policy and law enforcement

*“Pinheiro Principles, Principle 2 - All refugees and IDPs have the right to have restored to them any HLP of which they were unlawfully deprived; or to be compensated when restitution is factually impossible”*. UNHCR<sup>18</sup>

The clear majority of the IDPs, returnees and stayees spoken to during the course of this assessment did not understand or were not aware of their HLP rights. A general feeling was that these laws were not applicable to them and that they would never be honored by the current government. The IDPs were unsure where or to whom, they would speak to, with regards their claims. They were also under the impression that this would come at a financial cost and that they would run the risk of angering the authorities in their requests for compensation.

All the displaced people spoken to, were unaware of a lawful compensatory process, legal time frames, and policies such as the Prime Minister’s Order 101 of 2008, addressing the issue of secondary occupants.

The policy regarding secondary occupation. The fact that, one does not automatically lose ownership through non-use (particularly if one continues to possess a title deed – Tapu) and that adverse possession which is obtained by force, deception, or in secret has no effect whatsoever (Art. 1146). That IDPS can restore possession via a possessory action, which is a legal procedure that comes from the civil law tradition (Art. 1150), they can restore possession via a usurpation action, which is a legal procedure that comes from the Mejlle tradition (Art. 192 – 201) and that Usurpation action applies to both moveable and immovable property (Art. 197).

The Council of Ministers Decree number 262 of 2008 addressing the financial needs of returnees, the Cabinet Order 54 of 2009<sup>19</sup> which supports reconstruction and provision of basic services and Law No. 20 of 2009: Compensating the victims of Military Operations, Military Mistakes and Terrorist Actions. (Displaced Iraqis, 2010)

Law No. 20 (2009) Those Affected by War & Military Operations and that it applied to Property damage (post-2003), Loss of employment or educational opportunities, Injuries (based on medical report), Partial or total disability (based on medical report), Death (martyrdom) or missing family member.

However, everyone had heard of the rumor that there is 1 Million IQD being paid out by the government. This rumor, treated as though it was an urban myth was a source of amusement. Not one person knew of anyone that had received it and no one knew of how to claim compensation.

The reality is that there is a Constitution of Iraq (2005), and an Iraq Property Claims Commission (IPCC), It is a quasi-judicial body convened by Coalition Provisional Authority (CPA) in 2004. It was given constitutional legitimacy in 2005 (see Art. 136) Following transfer of sovereignty to the Iraqi government, IPCC was replaced by the Commission for the Resolution of Real Property Disputes (CRRPD, 2006), which was later replaced by Property Claims Commission (PCC, 2010).

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<sup>18</sup> <http://www.unhcr.org/uk/protection/idps/50f94d849/principles-housing-property-restitution-refugees-displaced-persons-pinheiro.html>

<sup>19</sup> (<https://reliefweb.int/report/iraq/unhcr-iraq-significant-achievements-2009>)

- Council of Ministers Decree 262 (2008) and Prime Minister Order 101 (2008) established a property restitution mechanism – through an interagency administrative process – for those who were displaced between 2006-2007
- MoDM set up offices to facilitate property restitution for returnees, provided they had proof of ownership (PMO)
- Returnees were entitled to 1 Million IQD, provided that their displacement was written off (CoM Decree)
- Secondary occupants (who were IDPs themselves) were entitled to a rent assistance grant for 6 months at 300,000 IQD / month, in exchange for vacating the houses of returnees (CoM Decree)
- Those who forcibly dispossessed others from their homes were punishable under the Anti-Terrorism law (PMO)
- It was limited in its temporal scope to claims that arose between 2006 to 2007

\*There are three issues worth noting, with regards the policy and enforcement aspects of HLP in Iraq.

First, is the perceived lack of public governmental support and validation of the policies and processes relating to HLP issues.

Second, is the possible impact on the state's infrastructure both financially and administratively.

Third, is the potential for further violence and social disruption. If uncorroborated, poorly facilitated or the government is unable and unwilling to support these claims, the repercussive impact of this un-filtered information will have on the efforts to create an environment which promotes peacebuilding and social stability, may be disastrous.

## HLP Education

Developing an educational mechanism with which to address HLP issues in post-conflict communities such as Iraq, is a complicated and provocative process. A process that without government collaboration and validation will inevitably lack impetus and could, rather than facilitate a peacebuilding process, amplify tensions and spark renewed violence. If the proposed HLP mechanism is based on the legal rights of the community, then it is important to authenticate, consolidate and perhaps simplify achievable principles regarding a holistic 'national' approach to HLP governmental policy. This way an effective strategy can develop, one which builds on the state's legal infrastructure, quickly yields presentable precedents and develops the population's trust in the state's HLP intentions. In other words, providing the 'purchase' from which the HLP programme and its educational initiatives can grow.

\*Developing an educational support structure based on international law and human rights, without consolidating and achieving state acknowledgement, whilst understanding its capacity to support the varied HLP rights of its population, could perpetuate post conflict trauma, cause further irritation and help those with an agenda to disrupt the country's peacebuilding efforts.

In parallel to developing sound legal footing for HLP support, it is important to find staff to communicate and guide the population through HLP policy and disputes, staff that are natural educators, with empathy and patience, that can adapt and communicate complex material punctuated by unfamiliar vocabulary to all members of the population, regardless of educational or cultural background.

The staff recruited to support communities in their HLP related issues, should initially participate in a structured HLP course, (4 stage programme of education, discourse and ownership).

1. Basic LTA
2. HLP familiarization
3. HLP assistance programme
4. LTA and communication.

Before the HLP course starts in earnest, it would be prudent to consider a basic learning, teaching and assessment workshop (LTA), a plug-in course, positioned before and after they are taught the HLP familiarization and assistance course content.

After a brief introduction to educational tools, pitfalls, techniques and methods, the HLP scholar begins their familiarization stage. They are taught the definition of HLP, the nature of HLP (from an international, national and local perspective) and the role of HLP within Iraq's post-conflict peacebuilding processes.

After showing that the scholar has taken ownership of the subject's meaning, its social, economic and political implications, the HLP assistance stage of the programme starts. This stage should begin by explaining the basic rights the population have with regards post-conflict housing, property and land issues, the nuances of land registration (Tapo), tenure, security tenure, secondary occupation etc, and apply them to international, national, local law, legislation and governance.

As the staff become more comfortable with the notion of HLP as a point of reference, they are well positioned to start examining the links between HLP, conflict and displacement, and to develop an awareness of HLP as a cause of displacement, a means of encouraging displacement, and the HLP

consequence of displacement, (i.e. the loss of shelter and livelihood and the risk of disputes in places of origin and refuge).

There is a lot of information to absorb. It is important to vary the content delivery and provide plenty of breaks and opportunities to ask questions.

The next step is to unpack the HLP programme and present them as core challenges. The core challenges would be:

- HLP Support and access to information
- FHOH and HLP Rights
- Rural HLP Issues
- Urban HLP Issues
- HLP Disputes
- Methods of dispute resolution models, methods and approaches (tribal/ land courts/ land committees
- HLP Paperwork (Lack of documentation through loss, confiscation, destruction or a lack of original documentation in the first place)
- Communication of HLP process and practice
- HLP programme administrative structure and protocol

The education of HLP-aware staff is a critical aspect of providing an equitable and sustainable humanitarian response and will ultimately protect, support and strengthen the security and resilience of those affected by conflict in Iraq. Poor or confused support of HLP rights exacerbates the negative impacts of war, especially on the most vulnerable groups of the population. By addressing the key concerns with the support of the human rights community, humanitarian actors with municipal sponsorship can maximise the potential of peacebuilding initiatives and put conflict affected people at the centre of their own recovery and reconstruction.

There are NGOs that already have a comprehensive and robust system of HLP education<sup>20</sup> and support in place. The most notable of which is the Norwegian Refugee Council (NRC)<sup>21</sup>. The NRC has an internationally proven strategy to educate its staff and in turn will provide a useful support mechanism for IDPs in Iraq. The content of the NRC's HLP educators programme is listed below. (Please Refer to NRC attachments 1, 2 & 3)

- Introduction to the Training Guidance
- Aims and objectives of the NRC HLP Course
- Target audience
- Participant Numbers
- Sample agenda
- HLP Training Materials and Photocopying
- Using the Materials: Tips for Trainers
- Making changes to the materials
- Adapting PowerPoint slides
- Process issues for trainers

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<sup>20</sup> The Global Protection Cluster

<http://www.globalprotectioncluster.org/en/areas-of-responsibility/housing-land-and-property.html>

<sup>21</sup> NRC Training Manual on Housing, Land and Property

<https://www.nrc.no/what-we-do/speaking-up-for-rights/training-manual-on-housing-land-and-property/>

- Managing different participant profiles
- Starting the training
- Ice-breakers and energisers
- Reviewing learning
- Evaluating the training
- Splitting groups
- Closing the training
- After the training
- Appendix 1: Pre-test and post-test
- Appendix 2: The training evaluation form
- Appendix 3: Certificate of attendance
- Appendix 4: Training debrief tool
- Appendix 5: Template for a training report
- Appendix 6: Essentials for setting up an HLP course
- Appendix 7: Sample invitation letter
- Appendix 8: Sample Participation application form
- Appendix 9: Checklist for the training venue
- Appendix 10: Checklist for ordering resources and equipment
- Appendix 11: Follow-up Evaluation Form
- Task sheet 1
- Task sheet 2
- Task sheet 3
- Handout 1: Background on Human Rights and Housing Rights
- Handout 2: Land Rights HANDOUTS
- Handout 3: Property Rights
- Handout 4: HLP and Women's Rights
- Handout 5: HLP During Internal Displacement and Durable Solutions
- Handout 6: Guidance on Considering Women's Rights in HLP
- Handout 7: Preventive Measures and Legal Remedies for Forced Eviction
- Handout 8: Selecting the Best Alternatives for Resolving HLP Disputes
- Handout 9: Glossary

Despite the detailed content and teaching strategy developed by the NRC, which is supported by the Internal Displacement Monitoring Centre (IDMC)<sup>22</sup> and ICLA<sup>23</sup>. There is the problem of the client's (IDPs) retention and ownership of the information received. The information must be relevant and current to the situation, accessible to those with varying levels of education and the information must be easily reiterated within the community or officially, out-with the initial HLP contact points.

Therefore, the information that informs local or mobile HLP information points ought to be supported by complimentary or primary sources of HLP reaffirmation such as, an e-learning programme, chatbot app, radio station, free-phone service, social media representation, a game or information cards.

E-learning programmes are a well-established affordable educational support tool. However it does require a certain level of computer literacy and access to the internet and power. Another option would be the use of Chatbot apps. The Chatbot app, is software developed for mobile phones,

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<sup>22</sup> <http://www.internal-displacement.org/our-services/>

<sup>23</sup> <https://www.nrc.no/what-we-do/activities-in-the-field/icla/>

tablet, PCs and school classroom monitors. The software conducts a conversation via auditory or textual methods. Such apps are often designed to convincingly simulate how a human would behave as a conversational partner, thereby passing the 'Turing test'. Chatbots are typically used in dialog systems for various practical purposes including customer service or information acquisition. Chatbot apps are a dynamic and flexible tool (a contemporary facility understood by the younger generation, the generation that has growing involvement and personal interest in their family's HLP issues), which could be programmed to simulate a variety of HLP interactions in the IDP's native dialect.

Locally narrated information has been successfully used in Afghanistan for the past seventeen years. Radio 'New Home, New Life' is broadcast three times a week at prime time for fifteen minutes. It addresses a wide range of social, economic, political and humanitarian problems, including conflict resolution, health, hygiene, the oppression of women and the dangers of unexploded landmines. The radio programme has become an integral part of the local peacebuilding culture in Afghanistan and could be adapted to an Iraqi context, engaging HLP issues and broadening a general cross-generational awareness of HLP issues in Iraq.

Creating a cross-generational awareness of HLP issues is a useful way of establishing a cultural consciousness with regards to HLP rights and practice. The 'Hazagora' game is a game designed to raise awareness by encouraging interaction and discussion between the different generations of a family who share a household. The game helps establish a mindfulness regarding geohazards and disaster risk reduction. The game is supported by short films that explain the characteristics and dangers of the various geo-hazards. The game originated in Belgium designed by Vrije Universiteit Brussel in Belgium and is current being adapted by NGOs for application in Sri Lanka and is connected to research in the 'digital humanitarian response' by Patrick Meier.

Although digital responses to humanitarian emergencies are the future to some degree, there is no replacement for the laminated A5 or wallet size information cards.

Easily assessable, requires no electricity and can be copied by hand or machine, the

humble multi-card tool is cost efficient, is quickly developed and distributed. The cards can provide information about HLP phone line, HLP unit locations, summarised legal information and even a degree of government authentication.

The International Organisation for Migration has an excellent opportunity to develop an HLP programme with education as a key feature. The HLP educational programme can be delivered in many ways. An important mechanism would be local mobile units that can be designed to offer clear, authentic information which is easily absorbed and well supported. The units can operate nimbly, in other words, without the risk of individual case entanglement but offering HLP subject specific guidance with the confidence that what is delivered, is endorsed, relevant, sympathetic and impactful.



## HLP Actors

The HLP actors in Iraq are a disorientating combination of local and international NGOs, police, army, militia, host community leaders, religious leaders, IDP community leaders, Mukhtars, governmental officials, tribal chiefs and a plethora of so called informed individuals.

The NGOs fully engaged in issues relating to HLP besides IOM are the NRC, UNHCR, UNDP, IFRC and



UN-Habitat, all of which have HLP elements to a programme or a specific HLP programme. Collectively the aforementioned NGOs represent a Global Protection Cluster and the Rule of Law Thematic Group within the Solutions Alliance. (*Mainstreaming housing, land and property (hlp) issues into key humanitarian, transitional and development planning tools*)

There is also an ICLA facility addressing Information, counselling and legal assistance, an initiative directed by the NRC and developed to receive referrals or directly address HLP rights.

NRC's legal assistance<sup>24</sup> (ICLA) programmes support refugees and IDP women and men in 20 conflict-affected countries to claim their rights. ICLA has four main elements which are:

1. Housing, land and property (HLP) rights
2. Access to a legal identity
3. Support to apply for refugee status
4. Support to register as an internally displaced person (IDP)

Recently this year NRC announced, *"62 % of IDPs interviewed maintained that they did not know about any actors which may assist them with their HLP needs. 26 % per cent reported that authorities should assist them, however follow up questions indicate that the high level of corruption and requests for bribery prevent IDPs from approaching the authorities."* NRC Iraq 2017<sup>25</sup>

New to the portfolio of HLP programmes operating in the North of Iraq is the NGO Mercy Hands announcing that, *"This month, October 2017, Mercy Hands for Humanitarian Aid is launching a new protection program in Mosul regarding providing legal services to families that have the rights of their houses, lands, or properties (HLP) violated. There are different types of HLP violations, such as destruction, eviction from origin/ denied return, confiscation or expropriation of HLP, and compensation of lack of. These HLP violations represent a major problem in Mosul, just like it is the case in other areas that were occupied by ISIS, in Ninewa, Anbar, Salah Al Din, and Kirkuk governorates"*.

Mercy Hands propose<sup>26</sup>:

- 1- To conduct a survey-based needs assessment in target location to identify HLP claims and concerns of residents.
- 2- To provide awareness raising sessions to the most vulnerable families on Housing, Land, Property rights, with a focus on female-headed households and people with disabilities.
- 3- To provide awareness-raising sessions to local authorities to stress the need for housing, land, and property restitution, and the important role of the reconciliation process.

<sup>24</sup> <https://www.nrc.no/what-we-do/activities-in-the-field/icla/>

<sup>25</sup> Protection and ICLA Needs Assessment Summary Report for East Mosul, Erbil, Iraq 2017

<sup>26</sup> <http://www.mercyhands.net/news-view/launching-a-new-protection-program-in-mosul/>



4- To disseminate information related to housing, land, and property rights and redress mechanisms through various methods (flyers, social media, and booklets/leaflets).

5- To restore occupancy certificates, civil documents, and tenure rights documents targeting 1,000 households, of which 40%-50% are female-headed households.

From an everyday IDP perspective this assessment process acknowledges that there are, In Camp HLP Actors and HLP Actors outwith an IDP Camp Context. Inside the camps there are tribal leaders that support families in their HLP related challenges; the tribal leaders also provide useful support to FHOH and other vulnerable members of the community. There are also informed individuals that provide some knowledge of HLP rights and there is a fair amount of information gained from local police and military personnel sympathetic to the IDP's requests for information<sup>27</sup>. HLP Actors outwith an IDP Camp Context are more conventional. There are a variety of informed individuals providing HLP information. However, the majority of HLP actors are local and international NGOs, the police, army, militia, host community leaders, religious leaders, IDP community leaders, Mukhtars, governmental officials, tribal chiefs and a plethora of so called informed individuals.

\*It is important to note that there is a growing disregard for the services provided by local authorities and many a request for NGO intervention has been heard.

\*There are several HLP actors which could be developed. There could be a youth HLP group and an active Female HLP support group. (It is quite possible that there are such groups however during this assessment and further research, it was difficult to locate them)

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<sup>27</sup> [http://mixedmigrationplatform.org/wp-content/uploads/2017/10/GTS\\_MMP\\_Iraq\\_IDP\\_Survey-FGD-report25102017.pdf](http://mixedmigrationplatform.org/wp-content/uploads/2017/10/GTS_MMP_Iraq_IDP_Survey-FGD-report25102017.pdf)

## Field studies



Erbil 2017

- Meeting the Mayor & District Chief, Zuher Muhsen Al Arajii
- Hajj Ali Refugee Camp, Ninewa
- Al- Tahrir, East Mosul, Ninewa
- Al Zahara, East Mosul, Ninewa
- Wadi Hajar, West Mosul, Ninewa
- Informal IDP Camp in Unfinished Building, (6 Sinjar families) Perzen District
- Informal IDP Camp in Unfinished Building, (7 Babil families) Erbil District
- Informal IDP Camp in Unfinished Building, (6 Yazidi families) Erbil District

Government	District	Location	Community Rep	Contact Phone Number	Meeting Place
Ninewa		Mosul	Mayor	07512425614	Hotel

## HLP Meeting the Mayor & District Chief, Zuher Muhsen Al Arajii, Mosul, Iraq.



An interview with Zuher Muhsen Al Arajii, District Chief and Mayor for Mosul was arranged to discuss HLP issues in Mosul and Ninewa.

Eventually after some failed attempts to meet, the mayor arranged to meet in a hotel on the outskirts of Erbil near the international airport. 10<sup>th</sup> Oct 2017, 2130-2330hrs Zuher Muhsen Al Arajii, Abdulla Bakr and I met to discuss the HLP challenges IDPs are facing in Iraq.

I briefly introduced IOM's rationale for supporting the Iraqi people, as they face housing, land and property challenges promoting the importance of understanding and addressing HLP issues whilst sharing assessment's findings and discussed possible recommendations will ensure a more equitable and sustainable humanitarian response and will ultimately protect, support and strengthen the security and resilience of those affected by conflict. We agreed that weak protection of HLP rights exacerbates the negative impacts of crises, especially on the most vulnerable groups of the population. The Mayor acknowledged mistakes made in the past, for example, there had been an attempt to force the IDPs home, this proved counterproductive. We discussed that by addressing the key concerns with the support of local and central government, humanitarian actors like IOM, UNDP and UN Habitat, we can maximise the potential of humanitarian response and put conflict-affected people at the centre of their own recovery and reconstruction.

The Mayor continued to share his personal ideas of a 4 Stage approach aimed at returning the internally displaced populations living as IDP in Mosul; an approach that could be replicated nationwide. The Mayor's plan was as follows:

Stage 1. Encourage those displaced families who are from villages and towns nearest to Mosul City, to return home. "Those families with little or no damage to property can return easily. After a discussion at a senior level, with the relevant security forces (gaining village access and transport permission), 500 families have already returned home safely".

Stage 2. Develop a programme to support families with homes which are moderately damaged, "a small amount of money, material and labor per family, is all it will take to repair the majority of homes in these areas. Windows, doors and internal walls are the limit to the damage, with these repaired, thousands of families are able to return home. Perhaps there can be support from UNDP? Or IOM, a nationwide programme providing \$2000-\$3000 per family..."

Stage 3. Address the issues, with regards the camps. For example, the families that had rented accommodation originally, "Poor Daily Workers," find the camp situation very useful, they have a good life in the camps, facilities, services and kit parcels, which they sell at markets and make money.

Stage 4. Address the major loss, major destruction and trauma. Design an alternative approach to the devastation, an approach in response to the Central Government's lack of engagement. Rebuilding families, local business and infrastructure by encouraging support and investment from governmental, commercial and private sectors.

The Mayor, also proposed an interesting initiative which could be seen as a 5th stage. A New Town initiative for those unable or unwilling to return to the places of origin.

He explains that one of the important drivers to this plan, is the implementation and management of paperwork issues: to circumnavigate in the short term, the challenges of replacing lost or stolen documentation such as the Public Distribution System (PDS) cards issued by the Ministry of Trade in 1991. City mayors can implement a city to city agreement that can replace or allocate paperwork. Two letters are all that are required, one for the movement of the families, the other one, for the movement of property. New documentation (cross checked through the nationwide PDS system to authenticate the IDPS residential details) which can and has been provided, within 3 days.

There has already been a precedent established for this type of collaboration, a process developed by the Mayor of Mosul and the Mayor of Muhalabyah sub district (Lo: 42° 42.274'E/Lat: 36° 15.861'N). This arrangement connected both the Mayors' districts, Iraqi Military and PMF. The IDP's receive this short-term civil bridging documentation after they undergo security checks, which are done from both sides - the city they reside in as an IDP and checks done in police stations at their home destination. After administrative screening, the Mayor of Mosul will issue two official letters to each IDP, one permitting the transfer of their furniture from Mosul, to their homes in Al Muhalabya, thus avoiding any logistical and administrative obstacles at checkpoints. The Mayor reiterates, "due to this procedure, approximately 500 families returned after 2 weeks of liberation".

Another aspect of the conversation with the Mayor was that of Returnee harmony and the possibility of further violence stemming from communities wrestling with post conflict trauma and the entangled emotions of conflict. Fear and distrust of people with ethnic, religious and class differences further complicated by conditions specific to a rural or urban context. The Mayor understood the challenges of social cohesion and post conflict reconstruction. For example, he felt that the issues between the Sunni and Shia within a HLP context is not complicated.... Both groups agree that ISIS members need to be taken to court, the government should compensate families that have lost family and property through the conflict with ISIS and that there should be a balanced representation with regards municipal structures within the governance.

The Mayor feels that HLP is a critical aspect to the long-term stabilization of the region and the state. The conversation turned to the impact HLP issues are having and will have on the upcoming generations and the difficulties faced by young, struggling female head of households in the city. The vulnerable and weak require distinct housing, land and property assistance, whether it is retrieving property paperwork, reallocation of property rights and compensation or reconnecting / locating family members cast adrift by the fighting.

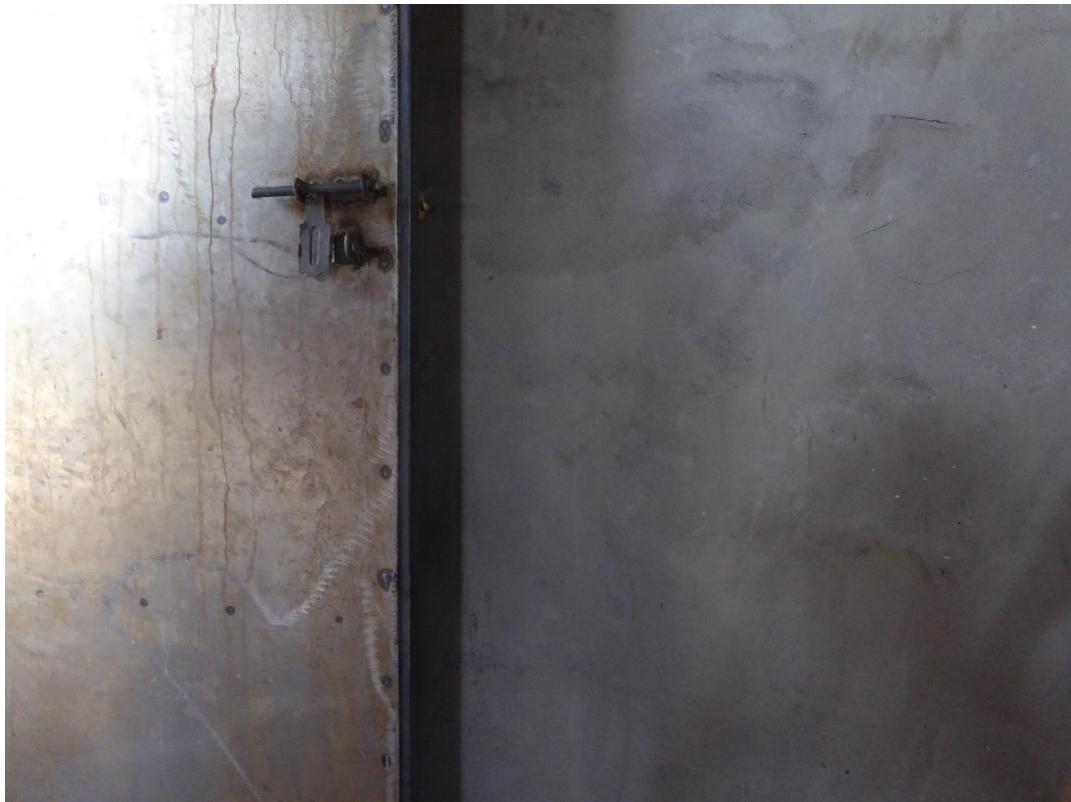
He reinforced the importance of having a good working relationship with Central Government. He sees the country's recovery and reconstruction of the built environment as a collaborative process driven by central government policy and international assistance to facilitate and programme a clear and transparent mechanism for tackling the HLP complexities whilst addressing the country's displacement.

Finally, we discussed the notion of displacement and the misconception that all the country's displaced people are the result of the wars in 1990, 2003 and currently against Daesh. There were and still are other displacement drivers. In the past there were natural, economical and criminal reasons for displacement. In 2004, Daesh and criminal groups targeted professionals and the upper classes, leading to an urban displacement, 2006, the civil war between sunni and shia, displaced people from Baghdad to Mosul, in 2009-2013 a drought in West Ninewa displaced thousands and in

2014 there has been a displacement of youth looking for employment in other cities across the state's borders.

The Mayor ended the meeting at 2330hrs asking what were our thoughts on rebuilding the destroyed fabric of Mosul's historic center, perhaps there may be a UNESCO conference in Mosul early next year 2018. The conference will focus on developing a conservation theory behind the sites reconstruction. Perhaps, I thought to myself, "we should concentrate on rebuilding the city's social fabric first then let that inform how the historic architecture is addressed."

## Field studies



Government	Camp	Location	Interviewees	Meeting Place
Ninewa	Hajj Ali	Longitude: 43° 19' 32.427" E (43.325674) Latitude: 35° 44' 56.466" N (35.749018)	FHOH Tribal Chiefs Newly arrived IDPs Camp Staff	IOM Compound & IDP Tents

## Hajj Ali Camp consultations, Ninewa, Iraq.



With the kind assistance from the IOM CMMM / Shelter team in Erbil, Hajj Ali, a large scale IDP camp developed in two phases from November 2016- May2017. The camp was visited twice during the research period of this report. The first visit was on the 27<sup>th</sup> Sept 2017 and the other, the 10<sup>th</sup> Oct 2017. During both these visits, IDP families with a female head of household (FHOH), families which were new camp arrivals and families which were camp veterans, were approached and asked if they were happy to share their experiences, circumstances and explain the challenges they face whilst contemplating a return to their homes, land and property. Whilst at the camp, a meeting with the tribal leaders was also arranged. The meetings at the camp were to prove invaluable with regards the analysis of camp dwelling IDP culture and mindset.



Prior to the camp interviews with IDPs the camp, Barbara Rijks (Head of Office, Erbil at International Organization for Migration (IOM)), Dr. Nedal Odeh (Emergency Health Response Officer), Rosemary Kabui (CMMM), Ardan Maroof (camp manager) and I, were invited to meet the Commander of Nineveh Operations, General Basim al-Tai. The General kindly welcomed us to the camp. After the team introduced themselves, the General explained the security screening processes for any IDP wishing to stay in Hajj Ali or any other camp in Northern Iraq. He also explained the IDP camp exit process and had time to briefly answered any of our questions.

The first visit comprised of a camp introduction and orientation by IOM CMM / Shelter staff on foot and later by vehicle. There were visits to the camp's medical facilities, water storage, makeshift market stalls, kit storage units and a youth art programme presentation. Later in the day, a small number of IDP families were seen and they showed me around their tents, cooking and toilet facilities before discussing housing, land and property concerns.

The second visit began with a meeting with new arrivals from Hawija. These IDP families were farmers, they had been evacuated from their villages by the advancing Iraqi and Peshmerga military. The families had no information with regard the condition of their village and were afraid due to rumours that their property had been demolished - an anxiety amplified by being separated from family members en route to Hajj Ali. The visit ended with a meeting with tribal leaders at the IOM compound, inside the camp. The leaders were camp residents and were trying their best to support the IDPs that needed help, which included FHOH and new arrivals. The tribal leaders were a useful source of information and were very interested in how they could support their communities with regards their HLP issues.



## Hajj Ali Meeting with three ‘new arrival’ IDP families with a female head of household (FHOH).



Various images from meeting with FHOH 10<sup>th</sup> October 2017

The three-female head of households, some of their children, a translator and I met in one of a family tents. The families were new-comers to the camp and therefore their tents were situated on the perimeter and the families were in the administrative processes of induction. There were a cluster of newly arrived families in this zone of the camp, many of them had lost male members of their family from the conflict, post conflict detention or were missing presumed dead. We drank tea, we introduced ourselves and listened to the ladies describing their complex situation, traumatic experiences and the impact this has had on them, their children and their community. The atmosphere in the tent was warm and welcoming despite the brutal nature of the conversation. The three females had lost their husbands through conflict, one of them lost her husband to IEDs hidden in and around their homes as he tried to return.

After a while the conversation began addressing the HLP challenges the ladies faced in their new FHOH role in family. I asked:

- Who oversees IDP local welfare?

FHOH: “I don’t know.... IOM, WFP?”.

- How do they support themselves?

The FHOH explained that she has five sons in the camp – recently returned from their detainment by militia. Until her sons were released she relied on international aid and her neighbours in the camp

- What are the IDP’s methods of communication & Information access?

FHOH: “I receive information from the tribal leader and other IDPs in the camp”. The lady has no cell phone, TV or other methods from which to gain information outside of camp staff and NGOs.

- Motivation to return?

“A new house”, the FHOH explains that her family’s house was burnt-down, her village (Zuniha) is under Iraqi Militia control. According to her accounts, the militia burnt her home and possessions, arrested her husband and confiscated their documents.

- Motivation to stay?

FHOH: she explains, “there is nowhere else to go”, “here in the camp, there is plenty of security and my sons stay nearby. Can I go and live next to my son’s tent on the other side of the camp?”

- Do the IDP know of governmental policies to aid return and rehabilitation?

No



- Do the IDP know of anyone that has received support from the Gov?
- No
- What are the social sticking points in the IDP's current life?

The main concerns were the dislocation from family members in the camp, having no male head of the household to provide for and protect them, no documents, no child support and personal support to tackle practical (paperwork, employment, shelter) and psychological issues (such as, grief, post conflict trauma, social anxiety and personal stress)

- What are the perceived social sticking points in life once returned?

Fear of ISIS and their return, managing official paperwork and IEDs. (Another FHOH, explains how her husband was lost due to an IED whilst entering their home. She explains, "The Iraqi Forces are not clearing them from our neighbourhoods.")

- What are the security issues faced by IDPs?

There is a general fear and disorientation although there is a clear fear of IEDs and the Militia .....FHOH explains, "leaving the camp is unsafe"

#### **Record:**

- Living conditions:

FHOH: "It's many ways it's good to stay here, there is water, electric and food"

- Security:

Some females feel vulnerable, those that have lost their husbands more so. With some women choosing to avoid the toilets at night, going to the toilet inside their tent and during the day others are anxious whilst queuing for information or supplies. However, a FHOH explains that security for women, is far better within the camp context than it is outside its boundaries.

- Short term HLP requirements:

Kindergarten, Paperwork with regards identification, family origins and property.

- Long term HLP requirements:

Re-construction of property, paperwork re-issued, and communal services re-established.

Cultural integration in the future is a growing concern

#### **Notes:**



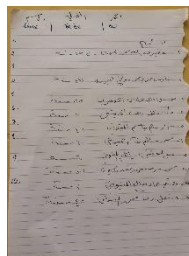
The FHOH role is extremely challenging in an already difficult set of circumstances. These IDPs and their families require extra support and resources. There is a great deal of social and administrative anxiety, the FHOH are often overlooked, ignored or dismissed when they attempt to retrieve or raise new civic documentation in a predominantly male orientated network of social services and legal support. When the FHOH are received or acknowledged there is still a barrier felt with regards the communication of certain subjects, raising a complaint or defending their rights.

There is scope in the camps to enhance and improve the unofficial systems of support received by the FHOH. For example, the development of a cooperative arrangement whereby individuals are paired or teamed up and assume responsibility for one another's welfare or safety.

## Hajj Ali, Tribal Leader Meeting

#	Name	Age
1	Khudair Abdullah Mohammed Al-Jobouri	50 years
2	Fares Aziz Mahmoud Waka' Al-	47 years
3	Younis Ali Hammadi Al-Lowaitri	55 years
4	Taha Khalaf Rajab Al-Jameeshi	50 years
5	Fawaz Salem Jassim Al-Matyotti	48 years
6	Mohammed Salem Jassim Al-Matyotti	40 years
7	Abdullah Fathi Ebrahim Al-Matyotti	60 Years
8	Mohammed Jarjees Rasheed Al-Jobouri	56 years
9	Haitham Hammad saleh Al-Matyotti	40 years
10	Mahnal Raja Mohammed Al-Matyotti	45 years
11	-	-

Tribal Leaders Group



Tribal Leaders meeting in Hajj Ali Camp

The meeting with the tribal leaders was an excellent opportunity to understand an alternative layer of IDP culture and dissemination of tribal law, support, information and local peacekeeping. The group's spokesman explained their role in the camp and offered examples such as, easing local IDP camp logistics (tent returns etc.), their support of FHOH families with camp life adjustment, information, orientation, their administrative requirements and security. The group also mediates in marital disputes or arguments between neighbors. The group isn't involved in HLP disputes or providing information, however, they do envisage this will change when the camp IDPs return home, though the processes to return home seems to be blocked currently, either due to a lack of motivation by the IDPs themselves (partly due to the IDP's disorientation with regards the actual condition of their homes, land and property), or by the intervention of militia, government's military or police forces blocking physical access to their neighborhoods.

During the discussion there was an opportunity to focus on HLP issues and it was interesting to record this from a tribal leader's perspective.

### Interview's Standard Thread Questions (STQs):

- Who oversees IDP local welfare?

MOMD, IOM and the other international and national NGOs, tribal leaders and the various family and village networks within the camp.

- How do they support themselves?

There is an employment issue in the camp. However, there is some local enterprise, and some have savings although the majority rely on international aid in the camp.

- What are the IDP's methods of communication & Information access?

There is an informal social network of communication between males in the evenings. Despite females remaining in their tents in the evenings, there are other informal networks of communication only accessed by females and younger family members. There is communication with camp staff and some friends and family members have cell phones. Tribal and religious leaders help disseminate information and news about the conflict and mood outside of the camp.

- Motivation to return?

There is little motivation whilst their land and property is under the control of the Peshmerga. A group member explains that in his opinion, the Peshmerga are policing the road blocks and refusing the IDPs access to their property.

- Motivation to stay?

There is safety in numbers here, the camp provides a safe and secure refuge from persecution and violence with good access to medical facilities, social services, electricity, food and water. The IDPs are well looked after by professional and caring camp staff, feel acknowledged and understood within their community. There is an opportunity to share the traumas of conflict and displacement and to collectively oversee the welfare of the children and the vulnerable members of their community.

- Do the IDP know of governmental policies to aid return and rehabilitation?

The tribal leaders have no knowledge of policies that will be applicable to the IDPs in the camp. There are a good proportion of camp's IDPs who report that their homes, businesses and property have been destroyed purposely by Government troops and therefore doubt that the government will provide HLP support for certain groups.

- Do the IDP know of anyone that has received support from the Government?

No

- What are the social sticking points in the IDP's current life?

The fear of other ethnic groups, social pressures of being camped for extended periods of time, and past involvements with regards affiliations or roles during the occupation and conflict period.

- What are the perceived social sticking points in life once returned

The destruction of housing, community integration, employment and the possibility of further violence stemming from an angry and disillusioned younger generation familiar with violence and intimidation.

- What are the security issues faced by IDPs?

The group explains that the initial feeling of security within the camp may seem precarious to an outsider however, it isn't long before there is a trust that beneath the surface there is a well-managed community surviving difficult circumstances which nonetheless, have healthy morals and which try to work as well with the community leaders and camp staff as best they can. There are disputes, friction and fights however the environment inside the camp is far safer than outside the fences.

#### **Record:**

- Living conditions:

The living conditions are as you might expect, there are 7-8 people per tent. The tents are managed by blocks of 20 plots, 24-48 blocks represent a zone, of which there are roughly 12. The site has approximately 7,500 plots housing 32,031 individuals. The families receive NFI distribution, there are

different kind of Kits: Winterization (full & mini kit) (Summarization full & mini kits), Fuel for (heating& Cook), clothes, shelter kits (Please refer to Appendix NFI Distribution)

- Security:

The security situation appears relatively stable in the camp, however, some community members seem uneasy and are fearful of ISIS and the Peshmerga or Government troops.

- Short term HLP requirements:

Property assessment and information is required – what is the condition of IDP homes, local services and when will they be allowed to return.

- Long term HLP requirements:

Open and transparent Justice and punitive actions taken against ISIS and ISIS affiliates.

Notes:

Many government offices appear to be closed with no alternative address given.

There is a feeling of unfair treatment when it comes to financial support and addressing local services.

Growing number of new arrivals are reporting their documents are being confiscated and their homes and property destroyed. There is a feeling of little trust towards the local Iraqi NGOs.



Hajj Ali Children

Government	District	Location	Community Reps	Contact Phone Number	Meeting Place
Ninewa	Al Tahrir	East Mosul	CET Group	07510787798	Al Janain Primary School

## IOM HLP/CET Meeting, East Mosul City, Iraq.

#	Name	Mobile Number
1	Ziyad Tariq Nouri	07510118634
2	Suhaib Qassim Younis	07511674573
3	Abdullah Sabhan	07703887598
4	Ahmed Fakhr Eddin	07515318805
5	Mostafa Mohamed Abdel Karim	07708222875
6	Heba Fakhr Eddin	07709927043
7	Mayada Mohammed	07703845294
8	-	-
9	-	-
10	-	-
11	-	-

Al Tahrir CET Group



CET /HLP Group Al Janain Primary School Meeting

The East Mosul district, Al Tahrir, was the first district visited in Ninewa. The district was obviously struggling to handle the stresses of overpopulation. Education, health and environmental facilities are overwhelmed and failing. Al Tahrir has a high number of IDPs jostling for much sort-after spaces which has impacted on rental prices and forced families to improvise and adapt shelter in any space they can find. The host community is being very tolerant and sympathetic, helping the IDP with rental payments, clothing and food. There is an element of host community fatigue and the area is suffering from a growing rate of unemployment. (A comprehensive report written by IOM's Rapid Recovery Programme, Community Assessment Report, Al -Tahrir part1 and part2 provides an excellent community assessment).

In preliminary conversations with community members about the overcrowding I saw on my way in, they explained that many families have tried to return home, however, the KRG and Central Government troops have stopped them from entering their neighborhoods, forcing them to go back the way they came. According to the IDPs, 107 households from Sfaya were forced back to camps. Some IDPs believe that their villages have been destroyed by KRG troops. An example given was a village called Sheikham, in the Zummar District, the village was allegedly demolished, a fate common for many Arab villages in that area according to the community in Al Tahrir.

At 1100hrs on Wednesday the 4<sup>th</sup> October 2017, the primary community discussion whilst visiting Al Tahrir district was held in the Al Janain Primary school with seven of the district's Community Engagement Team (CET), a conduit group of locally selected people that represent the collective voice and welfare of the local community. The group comprising of female and male representatives were asked a series of standard thread questions (STQs) designed to assess the current HLP challenges faced by the IDP and host community. After a brief introduction about me, my assessment and the importance of addressing housing, land and property issues we began.

### Interview's Standard Thread Questions (STQs):

- Who oversees IDP local welfare?

The community looks after many of the issues independent of the local or central government. The host population in neighborhood supports IDPs with donations of food, clothes and sometimes financial assistance with regards rent money etc. Collectively the district's community has become self-sufficient with regards to addressing their properties, land and housing issues. The government is officially responsible however, there is a growing resentment towards the government and its

reticence to engage and address the issues currently blighting the area and hindering the families returning to their villages.

- How do they support themselves?

Despite high unemployment figures, the community does its best to source daily, temporary or permanent employment to help address the financial burden of displacement. Many families rely on savings, relatives, selling possessions and even property to make ends meet.

- What are the IDP's methods of communication & Information access?

The IDPs communicate with each other using their cell phones and groups like the district's CET. Watching TV, the internet, speaking to relatives, the local community leaders, NGOs, police, government officials and word of mouth provides a wider picture with regards their homes, businesses and the whereabouts of family members back home. There are few official ways to gain information about their displacement details and HLP issues.

- Motivation to return?

Many families would like to leave but fear their homes have been demolished. Many have been sent back by KRG and Central Government troops and others fear the militia. From a HLP perspective there are issues with lost or confiscated paperwork, mines, secondary occupation and other Arab families with ISIS affiliation. However, the families wish to return. They are keen to return to a place that they consider their home. A place where they feel they belong, where they grew up and where they have invested much of their time, money and energy. They would return if allowed, if their homes still exist and if they received support addressing the lack of services and ensuring a level of security was met.

- Motivation to stay?

Many municipal salaries haven't been paid for three years. School teachers, engineers, administrators, kindergarten staff etc, feel it is a financial reason to stay. To stay in a place of relative safety and support where there are families in similar situations with whom they can share the burden of poverty and displacement. Once MOMD offices open, salaries are honored and people feel efforts are made in the smaller towns and villages to provide security and services improvement. There isn't another realist option, other than the one to stay.

- Do the IDP know of governmental policies to aid return and rehabilitation?

No..... "It's no more than a rumour" the CET group are unaware of any believable government policies to aid return and rehabilitation. It is felt that there is no clear plan from both central or local government to support IDPs in their return or for their rehabilitation / compensation.

- Do the IDP know of anyone that has received support from the Government?

"No, how can there be, the villages are levelled", they explain that they have heard that families are still being forced out of their homes by KRG and Central Government troops, "they are being sent back to their camps".

- What are the social sticking points in the IDP's current life?

The relationship between IDPs and the host community is very good. The host community supports IDPs as best they can. There are no serious problems to report except for the problems that social tension, a lack of space and the higher than usual rental rates will naturally create.

- What are the perceived social sticking points in life once returned

A mixed social demographic will be problematic. The traumatic memories associated with conflict, loss and reprisal. Often many of the IDPs last memories are of losing loved ones, arrested from their homes, interrogated in public buildings and murdered in the streets. The IDPs homes land and property will perpetuate feelings of fear and anger. Much of the built environment will have embodied much of the personal and social trauma experienced before displacement. A lady explains that she can't face going home to the house her husband and sons built and died in.

- What are the security issues faced by IDPs?

Currently there are no problems of security in this neighborhood for IDPs and the host community. This neighborhood is under the control of federal and local police.

IDPs and the host community are afraid that ISIS will re-appear later perhaps not as ISIS and under a new guise

**Record:**

- Living conditions:

The living conditions are cramped and squalid in places, there is little employment and services are failing to cater for such an unusual density of cohabitation

- Security:

The security situation is relatively stable in the neighborhood, security is now under federal or local police control.

- Short term HLP requirements:

A method to communicate HLP support, help to address administrative issues of lost, stolen, confiscated paperwork or raising official documents for buildings built but not registered at the time of construction or completion.

- Long term HLP requirements:

Improvement of sustainable and effective local services and security. Justice and punitive actions

**Notes:**

Some members voice concerns over a perceived contrast of treatment between official camp and non-official camp IDPs. Suggesting that in their opinion, there is little need for long term camps, that some camp organizations apparently earn \$45 per family, that services are higher in the camp than in many IDP home environments. Medical facilities, services and aid parcels reduce the IDPs desire for going back home.



Government	District	Location	Community Reps	Contact Phone Number	Meeting Place
Ninewa	Al Zahara	East Mosul	CET Group	07510787798	Al Sikoor kindergarten

## IOM HLP/CET Meeting, East Mosul City, Iraq.

#	Name	Role in Community	Mobile Number
1	Mohanad tareq Mohammed	civilian activist	07508249064
2	Mohammed Fannosh Mohammed	retired	07503747387
3	Myassar Reyad Younis	civilian activist	07510858154
4	Mohammed Younis Hussien	Retired	07700331632
5	Ra'ed Ali Hussien	Wage earner	07505514352
6	Elham Younis	Housewife	07512751424
7	Shayma' Kate'	Housewife	07703838226
8	Mahdeya Ahmad	Housewife	07502027371
9	Basema Mohammed Hammad	Housewife	07502027371
10	Ref'a Dhahir Hasan	Housewife	07502083648
11			

Al Zahara CET Group



CET /HLP Group Al Sikoor kindergarten Meeting

The East Mosul district of Al Zahara, was the second district visited in Ninewa, a district which was obviously impoverished and struggling to handle the pressures of overpopulation. IOM's Rapid Recovery Programme has developed a two-part community assessment report June 2017. The report provides a very useful source of well-considered data with regards the districts geographic context, displacement information, gender, protection and community dispute resolution etc.

At 1400hrs, in the Al Sikoor kindergarten, Wednesday the 4<sup>th</sup> October 2017, a pre-arranged meeting with ten members of the district's Community Engagement Team (CET) began. Initially the meeting began with only the female representatives present, the males were otherwise engaged. Introductions were made and the importance of addressing housing, land and property issues we expressed. The discussion started, we acquainted ourselves with HLP issues in general, subjects such as social coherence and stress, housing, education and the complications of being a 'returnee' were touched upon. The male representatives joined the meeting after 20 minutes and the atmosphere change. The topic of conversation quickly changed and centered around personal accounts of imprisonment, torture, brutality and occupation. One member, a retired head teacher whom had suffered greatly, saw this meeting as a useful platform from which to recount his experiences, personal views and to be entertaining.

In due course, the group was asked a series of standard thread questions (STQs) designed to assess the current HLP challenges faced by the IDP and host community.

### Interview's Standard Thread Questions (STQs):

- Who oversees IDP local welfare?

The consensus was that the army, police and the government are responsible however there is a growing lack of trust and respect for them. The community look-out for themselves often resolving issues internally.

- How do they support themselves?

There is employment, however, the younger generation are struggling to find employment. There are areas of support such as extended families, humanitarian aid and governmental pensions etc.

- What are the IDP's methods of communication & Information access?

In accordance with most districts visited, the community communicate with each other using their cell phones and access information from groups like the district's CET. Watching TV, using the



internet, speaking to relatives, listening to local community, tribal and religious leaders, NGOs, police, government officials and word of mouth provides a wider picture with regards their homes, businesses and the whereabouts of family members back home. There are few official ways to gain information about their displacement details and HLP issues, some have used the UNOPS free call line.

- Motivation to return?

For Returnees, the motivation to return home was a combination of security, jobs, property and a sense of belonging. If they had any HLP issues on their return they would expect the police or courts to address them, in reality, many of the issues were resolved at a local level or with the help of the military and community leaders. For the IDPs the motivation for returning home would be the security of the environment, others returning too, easier access to the villages and towns and the reassurance of financial and practical support from government managed by the UN.

- Motivation to stay?

For the 'stayees' the motivation to stay was a combination of the perceived lack of options, protecting their property, disability, age and fear of the alternative. For those IDPs that wish to stay in Al Zahara it's a combination of leaving the security of an urban context, services and medical facilities for the unknown, less protected, less organised environments which they came from. The anxiety of returning to a place where loved ones perished and the trauma felt at its most intense; a place where the neighborly trust and confidence in the state's capacity to protect and serve has eroded.

Echoing Al Tahrir's concerns, the group explain that many municipal salaries haven't been paid for three years, integral community building professions, such as school teachers, engineers, administrators, bus drivers, kindergarten staff, feel there is no financial incentive to return. They are forced to stay in a place of relative safety and support, where there are families in similar situations with whom they can share the burden of poverty and displacement. Once MOMD offices open, salaries are honored, and people feel efforts are made in the smaller towns and villages to provide security and improve local services, there isn't another realistic option, other than the one to stay.

- Do the IDP know of governmental policies to aid return and rehabilitation?

There was no knowledge of any policies to aid return and rehabilitation. They had heard the rumors but were skeptical anything will ever come of them.

- Do the IDP know of anyone that has received support from the Government?

No

- What are the social sticking points in the IDP's current life?

There is a fear of ISIS affiliated families in the area, there are fears concerning a risk of murder, kidnapping and harassment. From a HLP perspective there is an anxiety of property damage and inflated rental charges.

- What are the perceived social sticking points in life once returned?

For many the issues of return are underpinned by the psychological aspect of HLP, in other words, moving from the relative comfort of an urban context (where they share the burden of every day survival with people common to themselves, people with the same values and experiences), to a place of uncertainty where stories, myths and gossip have amplified a change in the HLP's character,

a change from secure characteristics related to home, a sense of belonging and community, to one of terror, sadness, helplessness, anxiety and a sense of intimidation, fear and vulnerability.

- What are the security issues faced by IDPs?

Currently there seems to be few major HLP problems in this neighborhood. This neighborhood is under the control of federal and local police. However, IDPs and the host community are afraid that ISIS will re-appear, later perhaps, and not as ISIS but under a new guise.

**Record:**

- Living conditions:

Services are failing to cater for such an unusual density of cohabitation. There is a concern about the level of specialist medical care available to address special needs children, the elderly and the severely traumatized.

- Security:

The security situation appears relatively stable in the neighborhood, however, the community seems uneasy and is afraid of ISIS elements returning. Some members of the community struggle to feel secure in the presence of the police or military.

- Short term HLP requirements:

Reintroduction of the Public Distribution System (PDS). The PDS played a crucial role in 1991, “by making transfers to households and by injecting food into local markets, the PDS helped Iraq avoid a humanitarian crisis”.

- Long term HLP requirements:

The introduction of sustainable and effective local services and security. Justice and punitive actions taken against ISIS affiliates.

**Notes:**

There are an incredible number of individuals with harrowing accounts of their suffering and the suffering of others. However, there is an element of competitive victimhood and the practice of vilifying or scapegoating some members of society emerging. This behavior, although understandable, is counterproductive with regards developing the IDP’s confidence to return.

Government	District	Location	Community Reps	Contact Phone Number	Meeting Place
Ninewa	Wadi Hajar	West Mosul	CET Group	07510787798	Barada Primary School

## IOM HLP/CET Meeting, West Mosul City, Iraq.

#	Name	Role in community	Mobile Number
1	Zahran Younis Mohammed	Youth category	07703320551
2	Ahmad Abd Al-Kareem Ahmad	Youth category	07703015420
3	Samar Nader Ahmad	-	07710434810
4	Ibrahim Mohammed Hussien	Sports Coach	0770386511
5	Waleed Sabt Ahmad	Electrician (of generators)	07703033603
6	Ali Ahmad Hussien	-	07701621967
7	Mohammed Ahmad	Blacksmith	07701760059
8	Raghad Ameen Baker	Tailor	07503753021
9	Muna Saleh Najim	Housewife	07703038549
10	MozeH Hameed Ali	Housewife	07517455294
11	Amal Younis Hussien	Housewife	07703865311

Wadi Hajar CET Group



Group Barada Primary School HLP Meeting

## Interview's Standard Thread Questions (STQs):

- Who oversees IDP local welfare?

Officially, MoMD and local government responsible to support all IDPs in Ninawa governorate, but really there is no support for IDPs, only MoMD distributed food parcels for one time and that's it. But the population in the neighborhood support IDPs with food, clothes and sometimes some money.

- How do they support themselves?

They try to find daily, temporary or permanent employment to overcome the financial burden of displacement whilst the local community supports the IDPs with regards food, clothing and sourcing unskilled employment.

- What are the IDP's methods of communication & Information access?

The IDPs communicate with each other using cell phones. Watching TV and meet relatives provides a wider picture with regards their displacement and HLP issues.

- Motivation to return?

The IDPs feel that from a governmental perspective, there is no financial support. They have heard in the media that the central government through MoMD will support all returnee families, providing a grant (1500000 ID), however, no one has applied yet. Another issue motivating return is the condition of local home services. Until now many neighborhoods in west of Mosul (liberated for months) still have no electricity, clean water, and in some areas where the federal police are in control of area security, the IDP families haven't been allowed to return, told to leave and not to attempt returning to their homes and businesses for safety reasons.

- Motivation to stay?

Currently there are no viable option for IDPs to leave. The families feel the only option is to stay with relatives or in rental houses until authorities rehabilitate the neighborhoods, streets, houses, services.

- Do the IDP know of governmental policies to aid return and rehabilitation?

No..... they are unaware of these government policies. It is felt that there is no clear plan from both central or local government to support IDPs in their return or for their rehabilitation / compensation.

- Do the IDP know of anyone that has received support from the Government?

The majority of IDPs, say they are unaware of any support offered, explaining, “I heard from the MoMD office in West Mosul, they will support all IDPs in this neighborhood with a one time offer of a food parcel”.

- What are the social sticking points in the IDP’s current life?

The relationship between IDPs and the host community is very good. The host community supports IDPs as best they can, there are no problems to report.

- What are the perceived social sticking points in life once returned

In this neighborhood of the city, there is a big percentage of the community displaced by ISIS forces to the Old City. When they returned to their homes, there were very few problems when they returned, many of the returnees, realizing the levels of destruction, had already planned to lodge with families that stayed in neighborhood.

- What are the security issues faced by IDPs?

Currently there are no problems of security in this neighborhood for IDPs and the host community. This neighborhood is under full control of federal and local police.

IDPs and the host community are afraid that ISIS will re-occupy Mosul city once more, supported by newly formed ISIS sleeping cells.

#### **Record:**

- Living conditions:

Lack of services in water & electricity, maintenance teams still working to rehabilitate the power lines and electricity stations, water pipes.

Major issue with waste management (for example: sewage and garbage disposal). There is a severe lack of municipal services addressing this neighborhood.

There is concern over the shortage in medical services. Mosul hospital is very close to the neighborhood but according to instructions from the Ministry of Health, any patient should go first to the Public Health Care facility (PHC) from which they will be referred to the hospital. However, there is no PHC in this neighborhood. IDPs and the host community should go to another neighborhood’s PHC (Al Mansor PHC). The patients are suffering a lot of stress and inconvenience due to these procedures.

This neighborhood is classified as ‘deprived.’ The host community is suffering a lot from the lack of services, they feel ignored by the government even before the ISIS occupation ,June.2014 , After their liberation from ISIS occupation, the local communities explained that many were accused by ISIS of spying for the government and the Iraqi army. The reason being, hundreds of local police were from this area. Therefore, ISIS executed hundreds of policemen in this neighborhood and changed the name of neighborhood from Wadi Hajar to Wadi Spies. Now about 400-500 widows of a young age are suffering greatly, struggling to support themselves and their families financially.

The host community and the IDP families in this neighborhood suffer a lot from joblessness.

- Security:

The security situation is stable in the neighborhood, security now under federal and local police control.

- Short term HLP requirements:

The community request the re-start of a 'monthly food parcel' distributing by ministry of trade to all community (IDPs &HC) which was a common occurrence before the ISIS occupation.

The IDPs request financial support to return and rehabilitate their houses so that they can return quicker.

The IDPs request support from local government and central government to instruct the federal police to allow the return of other local IDP families. Allegedly, some areas such as Albu Saif village (Lo: 43° 9'37.66"E/Lat: 36°16'21.58"N) are liberated but the federal police are not allowing the resident IDPs home. Currently there are also allegedly, IDPs from Zummar ,Wana, Rabeaa , Peshmerga, from which the federal police have refused request from the IDP families to return.

The host community requests support to rehabilitate facilities such as the local football fenced field. Small things like this will help the youth in the neighborhood take part in productive, healthy and social activities through sport.

The host community and the IDP request help with developing job opportunities for thousands of unemployed youths.

- Long term HLP requirements:

To build a PHC in the neighborhood to provide medical services.

To rehabilitate the public garden.

## Informal IDP Camp in Unfinished Building, (6 Sinjar families) Perzen District

Government	District	Type of building	Site Representative	Site Representative Phone Number	No of families	longitude	latitude
Erbil	Perzen	chicken farm	Hussein Mohamed Ismael	0750 871 9227	6	36.269355	44.07251

### Perzen Location, Erbil, Iraq.



Internal view



External View



Ablutions

The site is situated on farmland near to Erbil. The property is a disused farm storage facility. The property has a concrete frame with block or brickwork exterior walls. Thanks to the IOM, the property has electricity, water, warm water storage, kitchen and area for ablutions, private family living and sleeping quarters. The property has been fitted with lockable doors and screens for security. The doors and screens also provide protection from the considerable number of snakes and scorpions that frequent the property at night.



The families were displaced from Sinjar in August 2014. The seven families left Sinjar together (six families remain). The families have developed a cohesive and resilient community, sharing resources and supporting each other financially. The children attend the local school and the families try to play a positive part within the host community. The host community has welcomed the IDP families and local police visit regularly. A few of the families have lost males in the violence, all have their property paperwork. The family members are well educated and have left behind two-storey villas which were appropriated by ISIS. The families' home properties have minor damage and could be returned to, with minor repairs to windows, some internal walls, ceilings and doors, the head man explains, "help us repair our houses and we'll do the rest, even if the services are broken, we'll fix them when we are there".

In the Sinjar Area, the head of the families explains that, "an NGO from the United States of America has a repair and return scheme in place" (NGO Name unknown), families register their name and property numbers, the NGO agrees to help repair the house, on the condition that families return and stay. "There is an initial priority given to members of the Peshmerga" explains the head man. Explaining that, "some of our family members are part of the Peshmerga part-time", the tour of duty being 10 days on 10 days off, others supplement their budget by driving a taxi and receiving government payments for the death of family members

### Interview's Standard Thread Questions (STQs):

- Who oversees IDP local welfare?

"It is not the Government or any other Iraqi national-organisations". IOM have been the key welfare provider, in the past this was in conjunction with the World Food Programme (WFP) however, the WFP assistance has stopped.

- How do the families support themselves?

Government pays one member \$100 a month for the loss of his father, one male member is a taxi driver \ Peshmerga, manual labour, savings and selling their belongings.

- What are the IDP's methods of communication & Information access?

Primarily mode of communication is the mobile phone. The families have informal contacts with militia. In this way they keep up to date with the village and property conditions. There is also a heavy reliance on the word of mouth. Multi-media plays a role and the families have used the UNOPS Call Centre for information with regards the loss of WFP assistance.

- IDP's Motivation to return?

Housing regeneration only – they will manage and make do with regards services until the situation gradually gets better. They have registered their home with an NGO from the USA to receive secondary structure repair.

- Motivation to stay?

Security, a safe environment from which to monitor and evaluate the challenges to returning home, for example, others IDPs returning, outstanding civic salaries being paid, judicial processes with regards ISIS and especially the hazards regarding local militia in the area and on connecting roads, IEDs and property conditions.

- Do the IDP know of governmental policies to aid return and rehabilitation?

"No money will ever be provided by the Iraqi Central Government", they have heard the rumours but don't believe it and don't know anyone who has benefited from such support.

- Do the IDP know of anyone that has received HLP support from the Gov?

No, however, they know of NGOs that offer help. (See above question)

- What are the social sticking points in the IDP's current life?

There don't seem to be disputes or social sticking points in the short term but as the situation draws on then the families can see issues of social cohesion, employment frustrations and loss of land rights. However, the host-community is very helpful and supportive but doesn't mix socially with the IDP families.

- What are the perceived social sticking points in life once returned

More violence, employment and fragmentation of community, mistrust and fear of other groups. The youth and their perception of social differences, having never experienced the peaceful times of cultural cohabitation. The main concern is the future generation's ability to live in a multi-cultural community.

- What are the security issues faced by IDPs?

The families feel relatively safe in their current location, there are issues regarding snakes, scorpions and the elements especially now that winter approaches.

## Record:

- Living conditions:

Reasonable but well below the families' standards of living in Sinjar. There is an educational impact, social and psychological impact. In comparison to the large official camps this environment seems favourable with regards facilities, security, and access to host community and work opportunities.

- Security:

Very good relationship with the police station which is directly adjacent to the IDP families' accommodation and land.

- Short term HLP requirements:

Re-establishment of their WFP assistance, planned support for housing repair and return. (Lighting, water and electricity is secondary to making the property weather-tight and secure (windows and doors))

- Long term HLP requirements:

Social integration, peace and rest.

## Notes:

The families have created an extended family context and pool their resources. A few are well educated and have developed positive relations with the security services, host community and IOM staff. They are very keen to return home and willing to work with the NGO organizations to help create a manageable and realistic strategy for their safe return.



## Informal IDP Camp in Unfinished Building, (7 Babil families) Erbil District

Government	District	Type of building	Site Representative	Site Representative Phone Number	No of families	longitude	latitude
Erbil	Erbil	fish farm	Hasan Qawel	07515019734	7	36.237892	44.007557

### Erbil Location, Erbil city outskirts, Iraq.



External view



Internal View



Ablutions



Water



Storage

The site is situated on a fish farm near to Erbil City. This IDP informal site is a combination of original old mud and block units and a newly built concrete unit, one unit per family. The site has filtered water supply, solar powered facilities, electricity supply (intermittently), warm water storage and security supplied by the IOM CMMM programme. The site buildings have air-conditioning, a yard with poultry and each family has sleeping/living rooms and a kitchen. The family received WFP assistance for two years which has ran its course and is no longer available. The farmer offers manual labour opportunities and provides the families with fish. All properties have been fitted with lockable doors and screens for security. The doors and screens also provide protection from the considerable number of snakes and scorpions that frequent the property during the day and night.



The families are Shia Arab and were displaced from Babil in 2014 (date to be confirmed). The seven families left Babil, fleeing conflict, at approximately the same time. The families are farmers living in villages and working the land. Their homes are mainly constructed from mud or mud and brick composite. The children do not currently receive schooling and spend a lot of their time watching the television and helping the family with daily routines.

The head man explains that his family and others like them wish to stay in Erbil, for Kurdistan to become independent and for his family to receive a new national identity (Kurdistan). They want to live and thrive here, where he and his family feels respected and safe.

The camp's head man explained that the families were asked to return once before (not from this location but from a temporary site in Babil), "the local government said that they (the families) would receive a housing kit each, if they would go back with a government official who would oversee their return and document the process with images and a final image of the family stood outside their home. Once they had returned home and the documentation complete, they were to come back to the local government office and receive their housing kit. The families returned to the office some days later, only to be told to leave". It was the headman's opinion that all this was a "media stunt" and that they had no real intention to support the families once they had returned.

The families have little or no trust and respect for the government's policies and doubt their intentions with regard to the families' welfare and safety.

## Interview's Standard Thread Questions (STQs):

- Who oversees IDP local welfare?

IOM or host community (although there is less support from the host community), family or the IDP community themselves.

- How do they support themselves?

Predominantly manual labour, sometimes selling possessions and receiving aid from the host community.

- What are the IDP's methods of communication & Information access?

The families receive a lot of their information from main stream TV, their mobile phones, word of mouth, friends in the local militia or the local police.

- Motivation to return?

The families would consider returning if the security situation would improve, services were repaired and improved, and if there were legal repercussions for those that stayed and supported Daesh.

- Motivation to stay?

They fear their homes are destroyed. The families feel that the security offered in their current location makes it difficult to contemplate returning. Another key aspect to staying in this location is the host community; they feel trusted and respected here.

- Do the IDP know of governmental policies to aid return and rehabilitation?

No and don't believe there will ever be a strategy that the government will honour

- Do the IDP know of anyone that has received support from the Government?

No

- What are the social sticking points in the IDP's current life?

Lack of Employment

- What are the perceived social sticking points in life once returned?

The families feel that there is a danger from ISIS collaborators & Al-Hashd. The head man explains that, "it's the government that are the issue. If the government remains the same then if not ISIS there will be another in its place"

- What are the security issues faced by IDPs?

Varies from governorate to governorate, home or host community. The families feel lucky that they are not in the official camps.

## Record:

- Living conditions:

Reasonable when all things taken into concern. Water, Solar and generator access (at cost)

- Security:

Buildings are secure – the site context is secure - host community welcoming although showing an element of fatigue. The families do not trust the families that stayed behind in Babil. They have many eyewitness reports of past community members turning violent and engaging in terrible acts.

- Short term HLP requirements:

Access to information – development of structured community of IDP families and employment opportunities.

- Long term HLP requirements:

The families wish a National Kurdish ID card – a change in the Central Governmental

Notes:

The accommodation is comparatively better than the conditions in Hajj Ali IDP Camp. The IDPs are well organized and have been well supported in terms of service allocation, home security and sustainable power. The community are originally from the Babil Governorate and wish to stay in Kurdistan. “We wish to stay for 100 years” explains a family member.

Government	District	Type of building	Site Representative	Site Representative Phone Number	No of families	longitude	latitude
Erbil	Erbil	Unfinished	Jazhnekan	07515019734	6	36.3514225	44.43.975459

### Erbil Location, Erbil city, Iraq.



External view



Internal View



Family Dwelling Unit

The informal IDP camp is located on a dormant construction site, within an area of Erbil city which was in the process of industrial and residential development before the conflict started. The six IDP families inhabit the lower ground floor of a concrete skeletal structure intended for commercial development. The structure is an ideal temporary accommodation site offering a spacious and relatively private environment to stay whilst protecting the families and their belongings from the heat, rain and wind. Within the host building, the families have created temporary timber and tarpaulin living units, areas to cook and wash for each family. The community is well supported by the IOM CMMM programme providing, doors, windows, building materials support and technical expertise and instruction. The camps have access to water and electricity (main line and generator) which powers, air-conditioning, refrigeration, lighting, warm water storage and cooking facilities. The families are well organised socially and have effective communication with other informal camps in the local area, a network from which information and support is available.



The Yazidi families are from the Ninewa Governorate and were displaced from Ninewa in 2014 (date to be confirmed). The six families left Ninewa, fleeing ISIS, at roughly the same time. The families are farm labourers living rurally, in villages close to the land they work. Their modest homes are mainly constructed from mud or mud and brick composite. The children do not receive schooling locally and spend a lot of their time watching the television and helping the family with daily routines and exploring ways to generate a little additional money. The families recently sold another vehicle to help pay for the generator costs and are struggling to find employment.

The head man and his brother explain that, “these Yazidi families are afraid to go home, whilst there are ISIS or ISIS affiliated families in the neighbourhood it’s not safe”. The families want justice for the violence and torment they experienced and witnessed, often from neighbouring family members not just the foreign fighters. “These people need to be brought to justice before we return”. As the family fled their homes, the family members explained that they had to leave behind the elderly, disabled and infirm. They report that many of those left behind, were either detained, shot or most commonly, evicted and left in the wilderness to perish.

The Yazidi families from this camp and others like them locally, apparently wish to stay in the Erbil area, certainly in the short term. It is safe, there are services, a small likeminded community is developing socially and there is a deep-seated fear of returning.

The families in this site have little or no trust and contact with government and were not aware of any policies with regard HLP support.

### Interview's Standard Thread Questions (STQs):

- Who oversees IDP local welfare?

IOM and the host community (although there is less support from the host community), family or other IDP local communities.

- How do they support themselves?

Manual labour, selling vehicles or family possessions and receiving aid from the host community.

- What are the IDP's methods of communication & Information access?

The families receive a lot of their information from conversations using mobile phones, word of mouth and TV.

- Motivation to return?

The families would only return if the security situation has improved and members of Daesh along with those that supported them, were brought to justice.

- Motivation to stay?

The families feel that the security offered by their current location makes it difficult to consider returning until the conditions improve at home. Another key aspect to staying in this location is the access to an urban context, services and the immerging makeshift sub-culture and community of IDPs in Erbil.

- Do the IDP know of governmental policies to aid return and rehabilitation?

There was no knowledge of the governmental policies aimed at HLP support.

- Do the IDP know of anyone that has received support from the Government?

No

- What are the social sticking points in the IDP's current life?

Lack of employment, education for the children and decreasing aid from the host community and humanitarian agencies such as the WFP.

- What are the perceived social sticking points in life once returned?

The families feel that there is a danger from ISIS collaborators & Al-Hashd. The families have little trust of other ethnic groups in the area and fear reoccurring violence.

- What are the security issues faced by IDPs?

Varies from governorate to governorate, home or host community. The families feel fortunate that they are not in the official camps.

## Record:

- Living conditions:

Reasonable when all things taken into consideration. Water, solar and generator access (at a cost). The location is well positioned with regards access to the city, schools and employment. The building is a commercial asset; therefore, work will commence at some point, which will render the families displaced once more.

- Security:

The buildings and site is highly secure with a perimeter wall and high vantage point. The host community is welcoming although showing evidence of supporter's fatigue. The families do not trust the families that stayed behind in the Shekhan district. They have many memories of people from neighbouring communities turning violent and engaging in terrible acts.

- Short term HLP requirements:

Access to information regarding their properties at home and the security situation.

- Long term HLP requirements:

Compensation and Justice

## Notes:

The cluster of families are comparatively better-off than those in official IDP Camps. The IDPs are well organized and have been well supported in terms of service allocation, home security and sustainable power. The community has originally come from the North of the Ninewa Governorate and have lived a precarious lifestyle relying on seasonal work, agriculture and environment. In Erbil there is a sense of lifestyle comfort that was difficult to achieve at home.



Interview: Camp head man



Services inspection



Camp assessment

## Conclusion

This report was a project commissioned by the International Organization for Migration (IOM) in Iraq, under the general guidance of the Chief of Mission and direct supervision of the Programme Manager (Transition and Recovery Unit). It was designed to support the efforts to understand and address HLP issues in Iraq.

This project set out to explore the everyday culture of internally displaced people and its implications with regards to HLP policy and practice. Not only to increase understanding and knowledge of the specific HLP dynamics and challenges in the focus communities, but also to utilize these findings to establish an inclusive, transparent mechanism to resolve HLP disputes underpin by 'rule of law principles' and what has (or hasn't) been working well for the respective communities.

This document highlights the HLP impact and its potential for peace-building within communities suffering post-conflict emotional entanglement, which has been amplified or complicated by their displacement.

Undertaken with the intention to broaden and develop a robust and informed post-conflict response to HLP challenges, this report will help IOM to ensure a more culturally accurate and conversant humanitarian response, which will ultimately protect, support and strengthen the security and resilience of those affected by conflict and displacement. This report helps develop a non-complacent attitude to the protection of HLP rights. Acknowledging that a weak approach to HLP issues could amplify the negative impacts of conflict and help rekindle conflict or interrupt peacebuilding processes, especially within the most fragile social dynamics of the population.

Therefore, this report helps support the IOM and its intentions to reveal, address and communicate the key facets of HLP practice. In doing so, the IOM is well positioned to help inform the NGO community, local humanitarian actors, government and community leaders and to maximise the potential of the humanitarian response in Iraq, putting conflict and displaced people at the centre of their own recovery and reconstruction.

This assessment yields several important insights about displacement in Iraq and identifies factors important to finding workable solutions for the IDP and their current and future HLP challenges. Overall this report suggests the need for an HLP programme within the IOM portfolio of programmes in Iraq. A programme which could feed into all aspects of the IOM's delivery and gain much needed HLP support or validation from the Iraqi government; a programme that can be designed so that it is flexible and easily applied to other post conflict or disaster areas globally.

This report found that:

- IDP families have little understanding or belief that there is a nationwide, authentic and impartial legislative approach by the Iraqi government to address practical or financial assistance, dedicated to addressing the post-conflict HLP issues faced by the country's IDP.
- IDP families expect the governmental services to address current HLP issues, explaining that it is important that rebuilding and legal processes are a national process but must be overseen or facilitated by an International NGO or NGOs such as UNDP.

- Most IDPs, would like to return home. (When asked “Do you want to return”? The answer is “No.” Fear and lack of services, security and access, being the main reasons why they do not wish to return. However, when asked “would you like to go home”, the answer is a resounding “Yes”, a sense of belonging, place and community, re-ownership of family-built homes, memories and developing a livelihood again, being the main reasons.)
- IDPs wishing to leave formal or informal camps have trouble, accessing their home towns or villages, obtaining conveyance permission, guaranteeing their own or their assets’ security. Families are often sent back, males arrested and detained indeterminately, and / or essential paperwork withheld.
- Those leaving villages, towns and cities after liberation from Daesh are stopped and assessed by militia, army and police. Many males are detained for questioning, and paperwork confiscated. On arrival at an official camp, the families are screened by the army and individuals thought to have an affiliation with, or who have supported Daesh, are moved to detention centres for processing, leaving many families with a female head of household (FHOH). With no adult males and no official paperwork (the males normally carry these documents) the FHOH finds it difficult to access the HLP and social security system.
- Evidence of deaths and injury, due to mines and IEDs in and around properties.
- The risk of reoccurring violence resulting from the impact that displacement has on Iraq’s young adolescent generation. IDP families worry about their children’s social skills, their familiarity with violence and intimidation, their fear of other ethnic groups and the lack of education and employment potential.
- The impact HLP issues have on the local community and its social cohesion whilst wrestling with the entangled emotions of post-conflict trauma and displacement, have far reaching implications. (For example, many public buildings and land have been used by Daesh for interrogation, torture, punishment and murder. Public buildings such as schools, where children will return, knowing that this was the last place their family members were seen alive or were interrogated, punished or murdered. Buildings where aid agencies and traumatised communities often hold meetings. Some of those community representatives may themselves have experienced first-hand violence in those locations). Out with the public buildings, local reports of missing family members buried in unmarked graves nearby or local wells used as makeshift grave sites are common place, adding to the IDP’s reticence to return.
- The alleged destruction of homes and villages by militia, the burning of property belonging to Daesh members, affiliates, sympathisers or those associated with the Daesh regime.
- The enthusiasm of some senior governmental figures to help develop plans to address HLP issues and acknowledge past mistakes, for example, forcing IDPs to return against their will.
- A four-stage strategy, geared to facilitate the IDP’s return home (proposed by Mosul Mayor & district chief, Zuher Muhsen Al Araji and supported by Mayor, of Al Muhalabiyah)
- A great many IDP homes are not destroyed completely and it would take minimal attention to property to render them habitable. (Repair to doors windows and minor structural repair.)
- Host communities are showing signs of social and charitable fatigue, some neighbourhoods in the cities are chronically overcrowded and their facilities overly stretched or failing.



- A growing discourse between IDP families, suggesting a divide between camp and non-camp dwelling IDP, their conditions, aid entitlement, mindset and HLP reasons to remain displaced.
- An increased interest in legal guidance and information from UNOPS and other free phonelines.
- Willingness of tribal chiefs, the Mukhtar and Sheikh to support the disabled, women and children in their challenges to regain paperwork or register HLP issues.
- Few IDPs have reported direct HLP disputes, besides unreasonable rental charges and eviction which are dealt with locally and rarely by official means. Many cannot return and have little information with regards the condition or occupancy of their property. Those that do have the means from which to assess their property's condition, choose to stay until the situation changes.
- HLP Education packages are comprehensively approached by NRC (Please ref: appendix) although without central government policy reform, acknowledgment and a varied approach to delivery, the packages may struggle to impact on the everyday local community.
- Communication of HLP challenges, successes and protocol requires further consideration and development. (Radio, social media, chatbot, roleplay thus supporting the more conventional methods of phone help-line, posters and talks).
- HLP issues have an urban or rural dynamic, they also differ when viewed through an ethnic, class or religious lens.
- Whilst focusing on 'friction-points' (HLP situations that may ignite into violence), it would be useful to explore the promotion of 'ease points' (situations that create a meaningful and positive network of examples, setting a precedent for IDP return, thus developing trust in the process and countering the malicious rumours used to create fear and manipulate the IDP's options at a local level).
- The entanglement of displacement data, obscuring the true nature of displacement due to conflict. Iraq also suffers from displacement pressures due to migration trends, natural causes and economic reasons.
- The opportunity for a cohesive and collaborative HLP programmatic approach, which is underpinned by a robust HLP component to IOM's strategic operations, a programme that has drawn together all aspects of considered HLP engagement, research and communication, creating a source of contemporary and valid material. A productive component part of peacebuilding, positioned to inform individuals, communities, local and national government, whilst supporting a network of international aid agencies in their humanitarian goals.
- The impact HLP issues have on post-conflict trauma and in particular, the challenges faced by returnees. In other words, elements of their built environment (halls, schools, factories etc) have been used for traumatic activities such as interrogation, torture, incarceration and murder. It is highly likely that after liberation, these buildings will adopt another role, being used for NGO and community meetings. However, it is essential that before using such buildings they are properly researched, and their past use understood. These building may embody horrific memories and meaning for the local community. The issues relating to these structures, if not addressed will become an everyday reminder of the conflict, thus perpetuating the trauma and social hostility.

Moreover, if schools are to be repopulated by children for whom the building was the place where their fathers, brothers and cousins were interrogated or last seen, this is then a serious example of how HLP can underpin the fear and anger felt by generations to come.

In the process of this report IDP have spoken of countless missing people (murdered by ISIS) buried in areas around the communities, sometimes using village wells as makeshift grave sites. ISIS would not release the whereabouts of the dead to their families in order to compound the grief.

These findings suggest an opportunity to develop and amplify the IOM's humanitarian impact in Iraq. To re-visit aspects of the current HLP approach, consolidate and take ownership of all facets related to this essential aspect of peacebuilding in Iraq. An opportunity to deliver the potential of HLP practice, underpinned by activities including but not limited to, the resolution of HLP disputes, based on nationwide rule of law principles and the acknowledgment of what has (or has not), been working well for the respective communities. The findings highlight the importance of establishing an inclusive, authentic and transparent HLP mechanism, developed to help support positive and durable solutions aimed at socio-economic recovery, social cohesion and reconciliation in the country.

## Report recommendations

1. Consider strengthening a cohesive and transparent nationwide HLP platform by:
  - Working with state officials to validate, consolidate, clarify and reiterate the Iraqi Government's commitment to the country's legal approach to HLP issues.
  - Working with the government to reinforce and simplify the application procedure for State assistance.
  - Working with the government to develop documentation for safe passage to districts, villages and towns.
  - Developing methods to communicate these distilled HLP fundamentals, through traditional (free-phone numbers, posters, talks and social media) and non-traditional methods (IDP Radio Station, Chatbot, role-play, board & card games).
  - Promoting examples of HLP successes from a local perspective.
2. Consider the development of an IOM Iraq, HLP programme, from which to inform and support the existing IOM programmes, IDP community, government and the NGO network.
3. Consider exploring and co-delivering an IDP 4-stage return strategy
4. Consider an HLP youth engagement strategy. (Many adolescences struggle for employment and sense of worth.) Households where the males have been detained, are missing or dead, offer an opportunity for the younger generation to help take responsibility for their property, its documentation and repair.
5. Continue with a comprehensive process of an HLP analysis of districts within Anbar, Baghdad, Babil and Saladin Governorates. Identifying HLP destruction categories 1-4, HLP Disputes (type, current state and dynamic of resolution) and their location. Identifying HLP issues relating to

ethnic, religious and social orientation. Developing an interview cohort of those that stayed, returnees and internally displaced people, as well as the CET.

6. Consider HLP info cards which could be distributed within the IDP, Returnee and the people that stayed. Develop a place-making strategy underpin by the expertise and experience of an HLP specialist.

7. Consider developing a vulnerable person's assistance mechanism. (A buddy system for example.) Whilst addressing methods and tools to help inform and recognise the marginalised groups such as the poorly educated rural communities.

This report was written by Frazer Macdonald Hay. Frazer is An HLP specialist of many years' experience, working internationally, exploring, teaching and delivering solutions for struggling communities in transition from a negative to a positive peace. Frazer's work is underpinned by an expertise in addressing post-conflict entangled emotions, trauma and memories that are embodied within the built environment. ....FMH 2017

## Anbar

A proposal to revisit Iraq and in particular Anbar, this is to complete the initial TOR requirement, therefore continuing to develop a comprehensive and informative HLP evaluation. An assessment of HLP issues in the Anbar districts will help develop and broaden the assessment findings and build on the information gained during a month in which time, the intricacies and nature of Iraq's HLP problems began to take shape, processes and mechanisms were acknowledged, local information gathered, contacts and connections established.

Building on the information gained during the analysis of HLP related issues in and around Erbil and Ninewa, Iraq (Sep18th-Oct18th) will provide alternative cultural and political perspectives. It will help develop a report that is balanced and well informed which can be used to support a nationwide HLP response.

To develop the assessment to its full potential, it is essential to access a variety of communities and neighbourhoods in Iraq. Three districts in Anbar were the original destinations planned to inform the report, however, due to unforeseen circumstances, security clearances and visa complications, these areas were not addressed.

Therefore, the logical step is to arrange a second visit to Iraq, this time to the Anbar districts accessible through Baghdad. Using the experiences and orientation gained in Erbil, the next visit should be as front-loaded as much as possible.

- A local staff contact point should be established, preferably an experienced local IOM staff member in Baghdad, someone with first-hand knowledge of the three districts and who understands the workings of the IOM administrative and logistical structure.
- An Iraqi Visa issued, (a visa was applied for whilst in Erbil), perhaps it has arrived and is still valid?
- Safe Training should be arranged for the first week in Erbil or Baghdad - (Only required if the rest of the assessment is done using an IOM UN contract)
- Connect with IOM staff in Baghdad will be made, in order to arrange the construction of an interview cohort in each district, ideally made up of those that stayed, returnees, FHOH and internally displaced people. In addition to the IDP interviews, a meeting with the CET Group is required.
- Collaboration with the staff is required to explore the different district's HLP conditions. Categorising 1-4 condition types faced by returning IDPs:
  - 1- Major infrastructural destruction and primary damage to individual homes and business,
  - 2- Primary damage to homes and businesses,
  - 3- Secondary damage doors windows and internal wall, property security and
  - 4- No damage, properties inhabitable).
- Collaboration with the IOM staff to source and explore district HLP Disputes (type, current state and dynamic of resolution) and most importantly their locations.
- Collaboration with the IOM staff to order HLP issues relating to ethnic, religious and social orientation.

### Work Plan Proposal:

Based on my experience in Erbil and elsewhere in the world of humanitarian aid, one month may not be long enough to do the second half of the assessment justice.

1-2 weeks in Erbil – This will allow time for a presentation of the report’s findings and recommendations as they stand after my time in Erbil and the research done there. It will allow time to receive and reflect on feedback whilst familiarising myself with how the HLP mechanisms are evolving in IOM. The time in Erbil will be used to meet with the Mayor and other potential HLP actors. It will also help inform the visit to Anbar and hopefully allow for the opportunity to support colleagues in IOM, plan and deliver comprehensive HLP awareness whilst supporting the design of mechanisms geared to guiding locals through the complexities of housing land and property.

6-8 weeks in Baghdad / Anbar – This extra time will allow for the unexpected issues that are commonplace in post conflict environments.

Week 1: Orientation, IOM facilities, paperwork, introductions, accommodation and setting the scene for the coming visits to Al Shurta, Al Askari and perhaps Ramadi, (locations can and will change. Security conditions may change, or more suitable districts identified).

Week 2: District 1 assessment

Week 3: District 2 assessment

Week 4: District 3 assessment

Week 5: Meeting with other HLP actors, present preliminary findings.

Week 6: Tie-off loose ends, revisit locations or address gaps found in assessment processes then exist.

2 – 3 weeks research and Write Up Report / Presentation of findings to IOM if requested.

## Appendix TOR

Position Title:	Consultant for HLP Assessment
Languages Required:	English
Duty station:	Erbil
Field visits:	All Iraq
Duration:	60 working days
Start Date:	1 July 2017

### **Background:**

The International Organization for Migration (IOM) is currently implementing projects in recently retaken areas in the programmatic areas of improving access to social services and strengthening community safety. IOM works at the community level, engaging with community members, local government authorities and civil society. With specific reference to IOM's engagement on law enforcement, IOM aligns to terms set out in the Memorandum of Understanding with the Ministry of Interior (MoI).

The current conflict in northern and central Iraq has resulted in the displacement of 3.1 million individuals, in addition to over one million IDPs who have returned to their areas of origin since January 2014. Those wishing to return face significant challenges in reclaiming their housing, land and property (HLP) rights, and property disputes are known to escalate into conflict adding further to destabilisation in already fragile communities. Current grievances add a new layer to a historical pattern of HLP rights violations in Iraq, which stem from three prior and distinct waves of displacement between 1968 and 2008. With the addition of ongoing HLP right violations, current systems for redress are often informal, not always inclusive, overstretched and under-capacitated.

IOM aims to not only increase understanding and knowledge of the specific HLP dynamics in the targeted communities, but also to utilize these findings to establish an inclusive, transparent mechanism to resolve HLP disputes based on rule of law principles and what has been working well for the respective communities.

### **General Functions:**

Under the general guidance of the Chief of Mission and direct supervision of Programme Manager (Transition and Recovery Unit), IOM is seeking a Consultant with experience in HLP in conflict zones, such as Iraq to conduct community level assessments on HLP issues and develop training based on those findings on how to respond to HLP related issues.

The assessment will comprise of field research and shall be subject to consultations with the IOM Iraq Mission.

The incumbent will utilise existing research methodologies and tools already developed by IOM Iraq, findings of relevant research, consultations with programme teams, and IOM's lessons learned from programming, to conduct community level assessments on HLP in six selected communities in Anbar and Ninewa. Specific tasks include:

1. Assess legal, policy and institutional frameworks for land dispute management in each community;

2. Assess the role of law enforcement actors in HLP dispute resolution mechanisms (both formal and informal);
3. Assess informal and formal land dispute and conflict resolution models, methods and approaches in each community, especially in meeting the needs of marginalised groups such as female-headed households, minorities etc.;
4. Make recommendations for appropriate land dispute and conflict resolution models, methods and approaches taking into consideration customs and traditions, existing structures and resource constraints of the county;
5. Develop training materials for HLP assistance centre staff (local lawyers, community focal points) based on the findings of the assessments that would enable staff to compile case files and referral pathways for conflict resolution.

These will be conducted home-based and in the field - within the period 1 July to 30 September 2017 (45 work days in total)

Core deliverables include:

1. Assessment report and recommendations;

Including, but not limited to:

- a) Context (inc. the importance of land);
- b) Types of land disputes (inc. understanding women's land rights).
- c) Identify local institutions involved in land dispute resolution and community access to them and assess their strengths and weaknesses.
- d) Assess the capacity of law enforcement actors to respond and resolve HLP disputes, specifically the police and judiciary.
- e) Assess the effectiveness of alternative dispute resolution mechanisms (tribal/ land courts/ land committees);
- f) Examples of best practices in similar post conflict or regional contexts.
- g) Assess the ability of marginalized groups (FHH, minorities, youth, elderly disabled) to access HLP dispute resolution mechanisms and, if claims exist, how effectively they address their grievances.
- h) Map the other actors working in the areas of HLP in each community and assess their strengths and weaknesses
- i) Programmatic recommendations;

2. Training modules;

- a) Community land dispute monitoring mechanisms;
- b) Land dispute resolution – including ensuring marginalised groups access to dispute resolution;
- c) Community awareness raising on land rights.
- d) Recommendations on HLP case file compilation and establishing referral pathways for HLP Assistance centre staff in line with the context of each community

## **Desirable Competencies:**

### **Behavioural**

a) Takes responsibility and manage constructive criticism; b) works effectively with all clients and stakeholders; c) promotes continuous learning; communicates clearly; d) takes initiative and drives high levels of performance management; e) plans work, anticipates risks, and sets goals within area of responsibility; f) displays mastery of subject matter; g) contributes to a collegial team environment; h) creates a respectful office environment free of harassment and retaliation, and promotes the prevention of sexual exploitation and abuse (PSEA); i) incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation; j) displays awareness of relevant technological solutions; k) works with internal and external stakeholders to meet resource needs of IOM.


### **Technical**


a) Delivers on set objectives in hardship situations; b) effectively coordinates actions with other implementing partners; c) works effectively with local authorities, stakeholders, beneficiaries, and the broader community to advance country office or regional objectives.


## **Desirable Qualifications and Experience**


a) Master's degree from an accredited academic institution preferably in Law, Political or Social Sciences, International Affairs, or related fields; b) fluency in English and knowledge of Arabic desirable; c) proven experience in land management, conflict issues and HLP; d) at least 5 years of knowledge and experience in working in complex conflict contexts; e) experience of working in non-permissive security environments; f) experience with raising awareness in the public domain and working with governmental and non-governmental institutions is required.










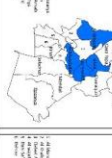












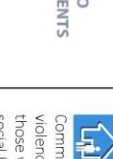



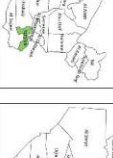
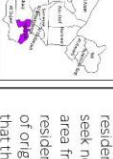
 Destruction

 Eviction from Origin

 Eviction/Relocation

 Compensation

 Confiscation

ANBAR	Diyala	Kirkuk	Nineveh	Salah Aldin
     NO INCIDENTS	     NO INCIDENTS	     NO INCIDENTS	     NO INCIDENTS	     NO INCIDENTS

### ANNUAL HLP INCIDENTS ASSESSMENT IN CONFLICT - AFFECTED AREAS IN IRAQ 2016

**BACKGROUND**

The information used in this assessment was gathered from reports done by the Returns Task Force.<sup>1</sup> The documented HLP incidents fall under five main types of violations related to the Pinheiro Principles:

- Destruction: the actual physical damage or destruction of housing, land and property as a result of the conflict (Principle 2.1 on the right to housing and property restitution<sup>1</sup>).
- Eviction from origin or from place of displacement as a denial of basic right to adequate housing property (Principle 5 on 'the right to be protected from displacement'<sup>1</sup>).
- Eviction from area of displacement- Forced Relocation
- Confiscation or the expropriation of land, housing or property (Principle 5 on 'the right to be protected from displacement' ).
- Lack of compensation related to the right to full and effective compensation as an integral component of the restitution process (Principle 2.1 and 2.2 on 'the right to housing and property restitution', and especially Principle 21 on 'compensation'<sup>1</sup>).

The assessment covers HLP violations reported in the five main governorates, namely: Anbar, Diyala, Kirkuk, Nineveh, and Salah Aldin.<sup>1</sup>

**HLP CONTEXT IN IRAQ**

The current conflict in northern and central Iraq has resulted in the displacement of millions of individuals, each of whom have reported one or more HLP incidents.

Definition of five main types of violations is as follows:

**Destruction**

In areas affected by conflict, unlawful destruction of properties, burning of land, and the systematic looting of homes and properties constitute a violation of HLP rights.

**Eviction from Origin/Denied Returns**

Communities that have experienced high levels of violence tend to have discriminatory trends against those who do not share the same religious/sectarian/ social backgrounds on the ground that they are/ were enemy sympathizers. These trends could be of two kinds relating to eviction. On one hand, local communities make it clear that certain families are not welcomed in the village/vily, and force unwelcomed residents to leave their houses and properties and seek new areas to live in order to 'cleanse' their area from the said sympathizers. On the other hand, residents of an area are denied return to their area of origin and access to their properties on the ground that they are/were enemy sympathizers.

**Eviction from area of displacement- Forced Relocation**

Most IDPs live in urban, out-of camp settlements, while others reside in camps set up by the government or humanitarian actors. As the conflict expands, and the number of newly liberated areas increases, authorities in host communities tend to pressure people to relocate, either back to their areas of origin, or to other areas of displacement.

**Compensation /Confiscation**

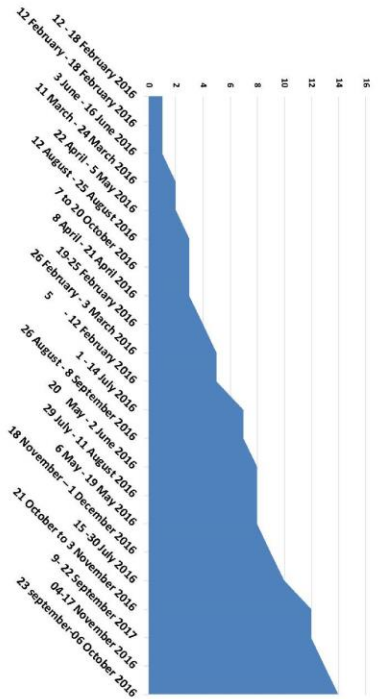
Property restitution and confiscation are often interlinked in newly liberated areas. The absence of property restitution makes it difficult for suspected sympathizing families to return to their homes due to the fact that victims of the hostilities do not believe that justice has been served. In other words, certain local groups would begin to confiscate the properties of the suspected sympathizers, and provide them as compensation for victims of the hostilities. Although there is a direct link between the two, compensation and confiscation are not necessarily interlinked.

<sup>1</sup> These reports is a compilation of information received from various UN partners, UNAMI's Office of Political Affairs, UN-Habitat, IOM, OCHA, UNDP, UNFPA, UNHCR, UNICEF WFP and WHO.

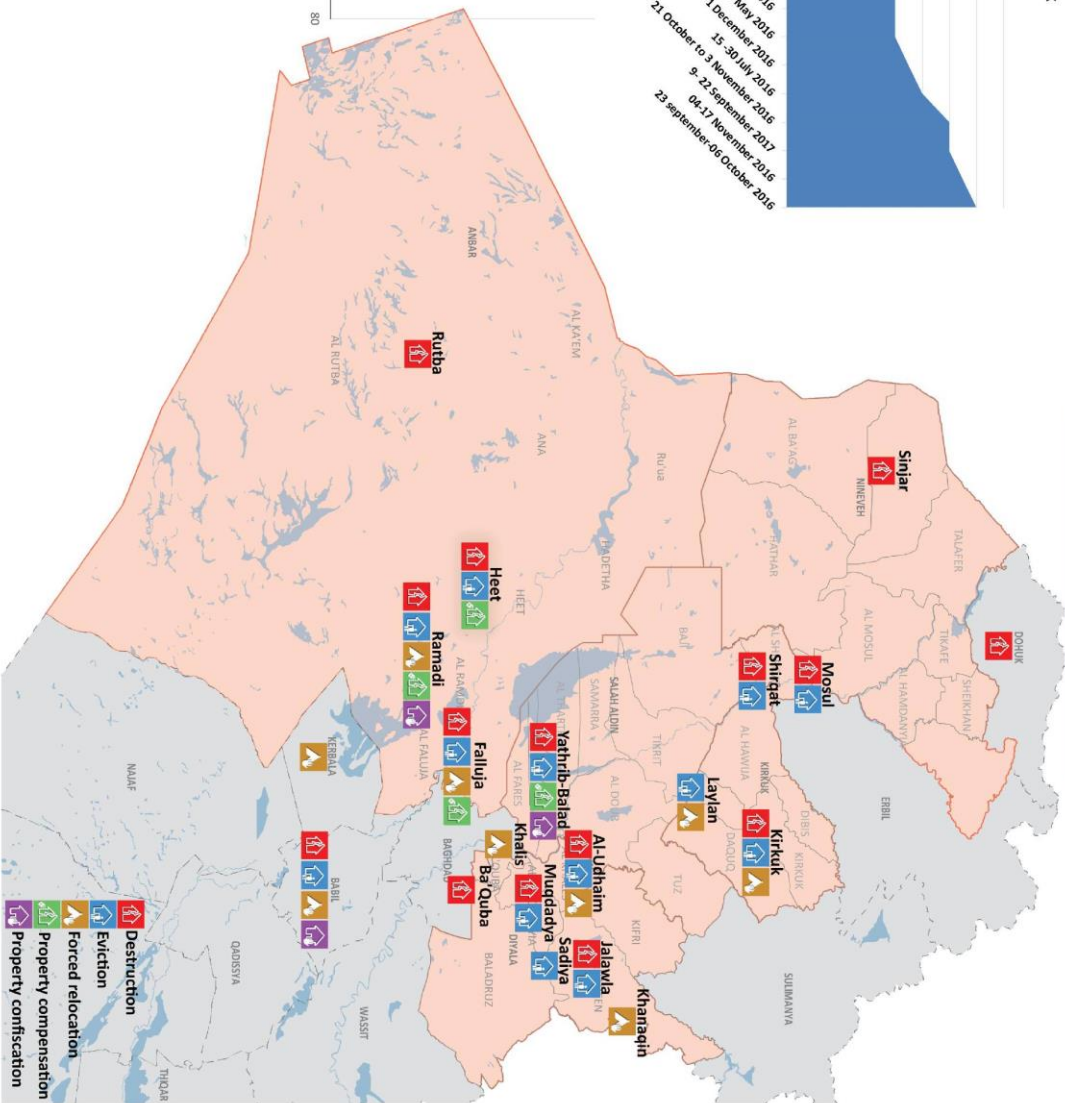
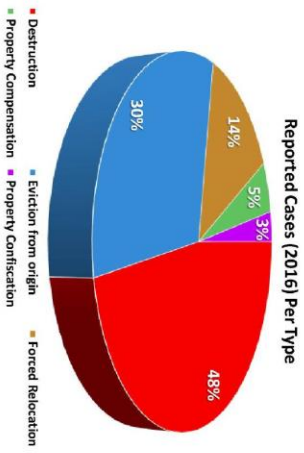
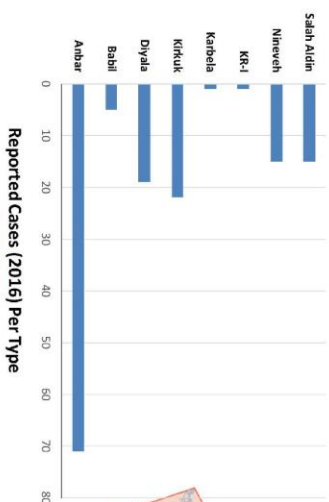
HLP INCIDENTS LOCATIONS IN FIVE AFFECTED GOVERNORATES IN 2016



# Of Reported Incidents (2016) Per Week



# Of Reported Incidents (2016) Per Governorate



## Appendix NFI

### IDP .....IOM KIT Given

Regarding the NFI distribution, there are different kind of Kits, Winterization (full & mini kit) (Summarization full & mini kits), Fuel for (heating& Cook), clothes, shelter kits,

#### Winterization full Kit:

Blanket	6
Gas cooker portable type with four candles (flames), (packing in a carton box), China or Turkish made.	1
Hygiene Kit 1 - (Detergent 5 Kg Iran made, Toothpaste 2 Tubes (3.5 Oz.), Toothbrush 6 pcs. Sanitary pad Always brand or similar quality (10 pcs in one pack) 4 Sets, Turkish or KSA made ,Soap 75 gm 12 pcs, Turkish made , Razor disposable twin blade 5 pc. 1 set, Shaving Foam Turkish made, Shampoo head & shoulders 1 family pack size bottle 800 ml , Sterilizer 2 litters in four packs Turkish made , Sunblock (minimum 30SPF) with packing all in one box with IOM Logo	1
Jerry Can 20lit,700 gr Iran made	1
Kitchen Set - (3 pots, size 20,22,24 Turkish made,3 melamine type dishes,6 spoons stainless,2 big spoons stainless,1 kitchen knife stainless,6 plastic cups good quality China made, serving dish 35 cm stainless steel)	1
Mattresses, seize 200x80x10cm with cover ( fabric ) weight 2.5 kg Local made	6
Nylon rope	1
Pillow 100% vacuumed weight 600 gm size 40 x 70 cm with fabric cover Turkish or Local made	6
Plastic Storage Bin (3 PCS)	1
Plastic mat size 3 yard x 4 yard weight 4.100 kg, 100% polestar, Iran made	1
Plastic Sheet 4X5 m (-+5) cm, (150 gm per SM) weight UV type with 2 years guarantee , with ring ending for fixing Turkish made	1
Carpet 3X4m	1
Rechargeable light AKKO brand or similar quality 40 led, China made	1
Sewing kits (1 Needles set- different sizes,1 Small scissors,1 Tape-measure,2 Pins,2 Safety pin sets,1 Thread - set of 12 different colors )	1
Solar / Rechargeable light.	1
Towels 100% cotton size 130 x 70 cm weight 250g China or Iran made	6
Number of items:16	

**Summarization Full kit:**

Bed sheet, summer, 155x210, single type, 80% cotton - %20 polister , the fabric Taiwan origin	6
Gas cooker portable type with four candles (flames), ( packing in a carton box), China or Turkish made.	1
Hygiene Kit 1 - (Detergent 5 Kg Iran made, Toothpaste 2 Tubes (3.5 Oz.) , Toothbrush 6 pcs. Sanitary pad Always brand or similar quality (10 pcs in one pack) 4 Sets, Turkish or KSA made ,Soap 75 gm 12 pcs, Turkish made , Razor disposable twin blade 5 pc. 1 set, Shaving Foam Turkish made, Shampoo head & shoulders 1 family pack size bottle 800 ml , Sterilizer 2 litters in four packs Turkish made , Sunblock (minimum 30SPF) with packing all in one box with IOM Logo	1
Jerry Can 20lit,700 gr Iran made	1
Kitchen Set - (3 pots, size 20,22,24 Turkish made,3 melamine type dishes,6 spoons stainless,2 big spoons stainless,1 kitchen knife stainless,6 plastic cups good quality China made, serving dish 35 cm stainless steel)	1
Mattresses, seize 200x80x10cm with cover ( fabric ) weight 2.5 kg Local made	6
Nylon rope	1
Pillow 100% vacuumed weight 600 gm size 40 x 70 cm with fabric cover Turkish or Local made	6
Plastic cool box capacity of 44 litter SARAB brand Wight of 6.4, manufactured with virgin materials, designing (carving IOM Logo) on the top, good quality Iran made	1
Plastic mat size 3 yard x 4 yard weight 4.100 kg, 100% polestar, Iran made	1
Plastic Sheet 4X5 m (-+5) cm, (150 gm per SM) weight UV type with 2 years guarantee , with ring ending for fixing Turkish made	1
Rechargeable fan table type size 16 inch with emergency light China made	1
Rechargeable light AKKO brand or similar quality 40 led, China made	1
Sewing kits (1 Needles set- different sizes,1 Small scissors,1 Tape-measure,2 Pins,2 Safety pin sets,1 Thread - set of 12 different colors )	1
Solar / Rechargeable light.	1
Towels 100% cotton size 130 x 70 cm weight 250g China or Iran made	6
Number of items:16	

SOK kit related Shelter distributed to IDPs in camps sometimes or in villages by Emergency & shelter staff:

Goblet/ for water scooping 8 inc	1
Hot weather protection canopy sheeting (1 piece, 4x5m)(Plastic Tarpaulin)	1
Hammer (1 piece, minimum 35cm long).	1
Measuring tape (10 Meter), type standly	1
Nylone water hose 1' 10 meter	1
Plastic bucket with handle	1
Plastic reinforced rope (roll), 1/4" Diameter (30m nylon rope)	1
Playwood size ( 1.8x122x244) thickness 17mm China made.	6
Silicon metal handle (tool)	1
Weather proof silicon tube wto seal roof and floor leaks (material)	4
Wood timber size (2 meter x 10cm x 5cm) +_ 5mm China or Russian made.	5
Wooden Nails (50 mm, 0,5 kg)	1
Wooden Saw (1Piece,50cm,long+10cm)	1

## Appendix

## Appendix