Home Maintenance Repair Program for Upgrading Substandard Units (December 2013 - July 2014)
Objectives and Type of work

• **The objective:**
  – Upgrading substandard housing units to improve safety, security, health, and mobility concerns

• **Type of works completed:**
  – Windows (replacing or repairing)
  – Doors (replacing or repairing)
  – Bathroom fixtures (toilets, water taps, hand showers)
  – Cleanable kitchen surface
  – Block partitions to separate rooms (primarily kitchens from bathrooms)
  – Small steel roofs (ext. kitchen or bathroom)
  – Electrical connections and fixtures
  – Water supply and sewage systems (water tanks, connects to water or sewer lines)
• **Technical staff**
  - Local engineers as daily site supervision
  - Local engineers who did technical assessments and created scope of works for each unit

• **Hired local contractors**
  - Took most contractors 2 weeks to finish around 16 units
  - Had 5 contractors
  - Framework contract with specifications guidelines
  - Contractors provided Medair a guarantee check to cover liability of receiving a down payment for works to be completed to be returned after 1 month of all work being completed

• **Legal Aid**
  - Worked with a para-legal to assist with contracts between landlords and tenants
• Physically upgraded 290 Housing units between Feb-July 2014

• 290 housing units served 321 Households

• 290 housing units represents better living conditions for 1,776 beneficiaries

• 212 HHs received a reduction in rent averaging 29 JDs per month and the securing of tenancy for 1 year through signed contracts with landlords

• Average budget per unit was 907.3 JD
**Intervention Breakdown**

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<thead>
<tr>
<th></th>
<th>Jordanian</th>
<th>Syrian</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>Irbid</td>
<td>42</td>
<td>103</td>
<td>145</td>
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<tr>
<td>Mafraq</td>
<td>47</td>
<td>98</td>
<td>145</td>
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</table>
Technical Assessments Key Findings

- 607 technical assessments (444 Syrian, 163 Jordanian)
  - 49% were missing interior doors
  - 42% had windows missing glass
  - 41% did not have cleanable kitchen surface
  - 39% had missing windows
  - 35% needed a water tank
  - 33% were missing a bathroom fixture (toilet, sink, water tap, hand shower, etc.)
  - 31% had a broken exterior door
  - 29% had no access to running water
  - 23% had missing or poor screens
  - 23% had a leaking roof
  - 17% had major structural roof issues with exposed steel bars
  - 10% had a kitchen and bathroom sharing the same space
  - 3% had no bathroom
“Thank you Medair, we now have more security because of the bathroom repairs.”

–Syrian Family in Mansoorah
“We are more secure because of the door repairs.”

– Syrian Family living in Sama Serhan
“The bathroom is much better now and we have access to safe water.”

– Syrian family living in Shajarah
“Thank you Medair, we now have better access to water.”

– Syrian family living in Khaldiyyeh
“Thank you Medair for all your hard work, now we have a house with more privacy and security.”

– Syrian family living in Roadhet Basma
“There is more security in the house.”

– Syrian family living in Dnaibeh
“Our house now is much better than before. Thank you Medair for everything.”

– Syrian family living in Shajarah
“We can now call it a house to live in.”

– Syrian family living in Torrah
“House is much better now, at least there is no smell from the bathroom.”

– Syrian family living in Torrah
“Thank you very much Medair, we have a healthier house to live in.”
– Syrian family living in Thoghehret El-Jobb
“Thank you very much Medair for your hard work and this project. It is very good for the tenant and landlord.”

– Landlord from Ba’ej
Post Distribution Monitoring and Evaluation

Evaluation of Tenants
- 93% were satisfied with the help received
- 92% stated that the intervention improved their ability to cope with harsh weather conditions
- 93% agreed that security was improved
- 92% agreed that privacy was improved
- 88% agreed that safety and health were improved

Evaluation of Homeowners or Landlords
- 87% were satisfied with the repairs
- 35% wanted more repairs to be done
- 90% were satisfied with the quality of the windows
- 86% were satisfied with the quality of the doors
Beneficiaries stated that as a direct result of rental reductions they were enabled to buy more food, pay bills, or buy more water.
Lessons Learned

• Increasing the quality of initial HH assessments will lead to better selection of units for Technical Assessments

• The relationship between NGO and Landlord is crucial to this type of programing

• The length of the paperwork process can be greatly reduced through the use of ODK and tablets

• Important to set standards for the contractors to bid on and agree to follow from the beginning

• Top needs were mixed between security for doors or windows and household WASH
Medair’s Technology in Shelter Interventions
GPS Mapping of Repaired Housing Units

- Took GPS coordinates for each of housing repair
  - Physical locations can be revisited even if the staff who worked on the units move on
  - Donors and communication staff love maps
  - For repairs to be associated with physical locations and not UNHCR ID or be people specific

- Hope that future coordination can be done through GPS with other NGOS
Open Data Collect (ODK)

• ODK collect allows for surveys to be done rapidly on a tablet or a smart phone in the field

• Move seamlessly from field assessments to database without the added man hours of paper database entry
ODK Examples

• The data is automatically uploaded into the database and can be analyzed and beneficiaries selected in a fraction of the time

• This technology allows us quicken the response time between assessments and intervention, allowing us to serve vulnerable beneficiaries faster and more affectively

• All assessments, PDMs, and vulnerability criteria can be done using this technology
## Vulnerability Checklist

*To be filled in by the interviewer based on previous answers in the assessment*

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<thead>
<tr>
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<th>Yes</th>
<th>No</th>
<th>Declined to answer</th>
<th>Do not know</th>
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<tbody>
<tr>
<td>Single Female Headed Household</td>
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<tr>
<td>Single Male Headed Household</td>
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<td>Household Member with Physical or Mental Disability</td>
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<td>Household with elderly (60+ years)</td>
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<td>Large household &gt; 5p household</td>
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<td>Households with protection issue (child protection, gender based violence, etc.)</td>
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<td>Household living under observed poor living conditions</td>
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<tr>
<td>Household with 3+ children under 5 years</td>
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<td>Household with 3+ children between 5-15 years</td>
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**HH Assessment for SYR 317 > Final Vulnerability Report**

**Any additional comments:**

The vulnerability score for the HH for Kit A+B is 10, Kit C is 6, Kit D is and Kit E is 14.

The household is composed of 4 adults and 4 children, has a monthly gap of -100, received a vulnerability score of a, meets 10 vulnerability criteria, and should be referred for medical_assistance educational_assistance.

This rental pays in rent and utilities which is paid through cash.ngo.
Questions?