**Eviction Response SOPs**

**Objective:**

These SOPs are aiming to operationalize the *CCCM Guidance note on eviction response* issued in 2020 and contribute to the predictability and standardization of the response to eviction threats across the IDP hosting sites under the administration of the Executive Unit.

The Executive Unit has primary responsibility of resolving eviction threats, with support of CCCM Cluster and with engagement of other concerned humanitarian partners as detailed in the process below.

**Process:**

Once an eviction threat occurs, the following steps are taken:

1. SMC partner (if existing) communicates with Ex.U FP at site/district level.
2. SMC partner (if existing) informs the CCCM Cluster and fills in the eviction threat data into the Eviction Tracker Matrix in CCCM cluster AI Database.
3. Ex.U site/district FP, with support from Ex.U governorate FP, or higher-level if necessary, enters into negotiations with the landowner(s) for resolving the land dispute and ensuring safety of the IDPs, their assets and site infrastructure throughout the process.
   1. If **agreement is reached**, Ex.U signs land tenure agreement with landowner(s), guaranteeing the right of using the land as IDP hosting site over a determined period. Ex.U may request support from NRC HLP team through CCCM cluster, when feasible and necessary. The duration of the land tenure agreement should be min. 6 months, if longer term cannot be agreed.
   2. If **agreement for longer term cannot be reached,** Ex.U proceeds to identifying new potential land for the relocation.

***Note:*** *Throughout the process, the CCCM Cluster is kept updated on the progress and maintains communication with Ex.U Aden for any support necessary.*

Once potential land for relocation is by the Ex.U, the following steps will be taken:

1. CCCM cluster organizes the Multi-Cluster Land Suitability Assessment in coordination with key concerned clusters (WASH, SNFI and Protection); each cluster nominates / delegates expert/ representative to take part in the assessment.
2. MC Land Suitability Assessment is conducted jointly, based on pre-defined land suitability criteria and assessment templates to be used by each cluster.
3. The CCCM cluster receives and consolidates the reports of the participating clusters and produces MSMC report.
4. Review meeting is organized (relocation Task-Force meeting), with participation of all cluster representatives involved in the MSMC, to discuss the inputs and challenges identified by each partner.
5. Decision is made by the Relocation TF on whether the land is suitable.
6. CCCM Cluster communicates the result of the assessment to Ex.U.
   1. If **land is rejected**, Ex.U to continue identifying other options. Procedure will then be repeated for each land proposed.
   2. If **land is suitable**, Ex.U signs land tenure agreement with the landowner(s), guaranteeing right of using the land as IDP hosting site over a determined period. Support from NRC HLP may be required.
7. If land is suitable and once land tenure agreement is signed, CCCM Cluster identifies SMC partner (in most cases same SMC partner from the evicted site) who will start preparations and coordination for establishing the new site and carrying out the relocation.
8. SMC partner is responsible for conducting consultations with the community regarding relocation (incl. mandatory go-and-see visits).
9. Ex.U to provide relocation support for the IDP families.

***Note:*** *should the Ex.U not succeed in identifying suitable land for relocation throughout the duration of the negotiated extension period, CCCM Cluster will approach OCHA for support with liaising with governorate authorities for the identification of land.*

**Guiding principles:**

* CCCM or other humanitarian partners should not engage in direct negotiations with landowners.
* CCCM partners will not participate in forced relocations of IDPs.
* Ex.U and humanitarian partners will strive to ensure safety and dignity of the IDPs throughout the entire process.
* All efforts will be made by Ex.U and humanitarian partners to ensure the relocation site offers at minimum similar or improved conditions than the evicted site. Attention will be paid to the potential of the relocation site for implementing longer-term solutions for access to services (e.g., water networks, proximity to education and health facilities, etc.).
* All efforts will be made by Ex.U to ensure the risk of future relocations in minimized.
* No services should be discontinued from the evicted site until the relocation has been completed.