

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)

General Processes and Procedures

- **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

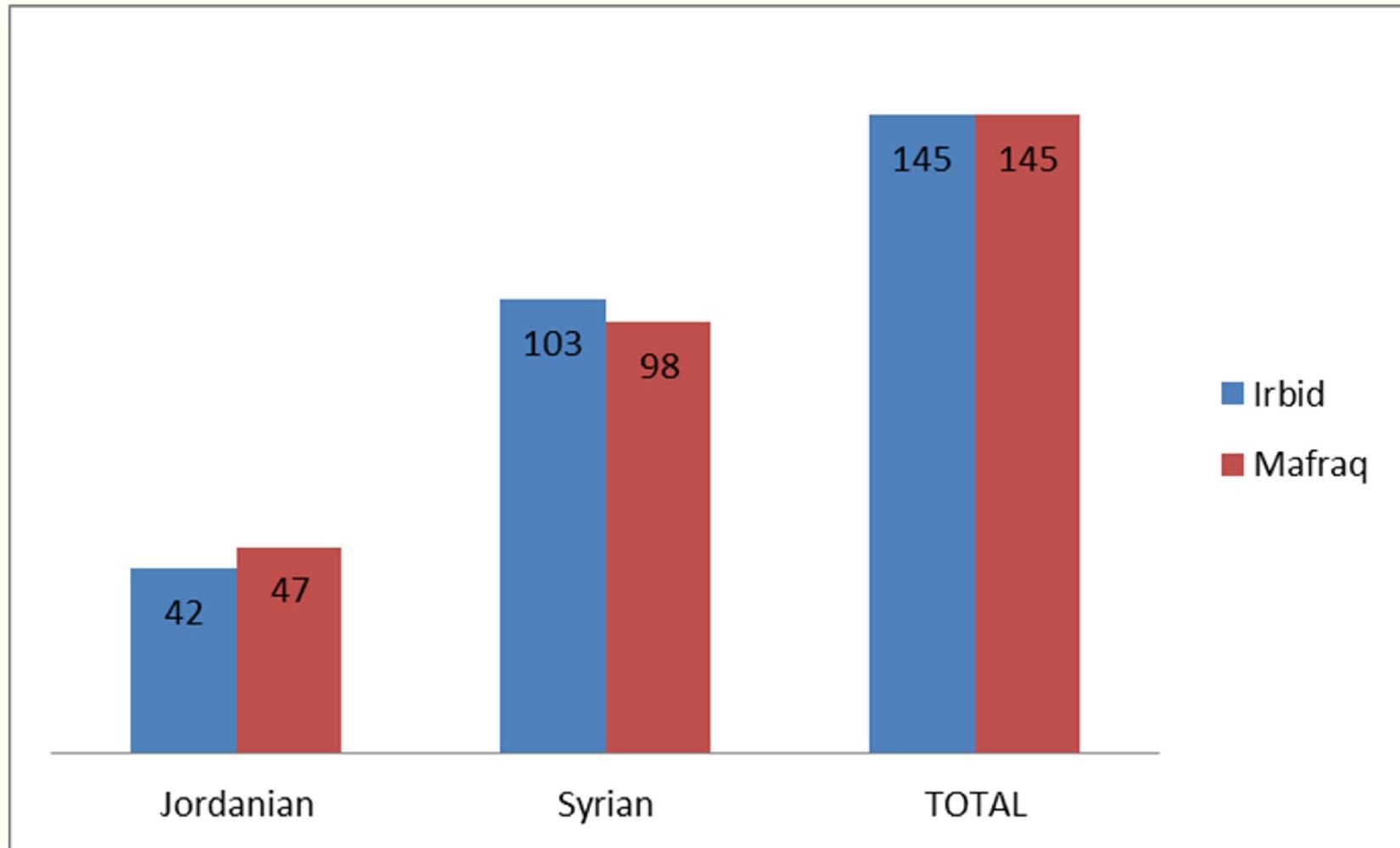
- **Legal Aid**

- Worked with a para-legal to assist with contracts between landlords and tenants

Project Overview

- **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



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

Before and After Pictures



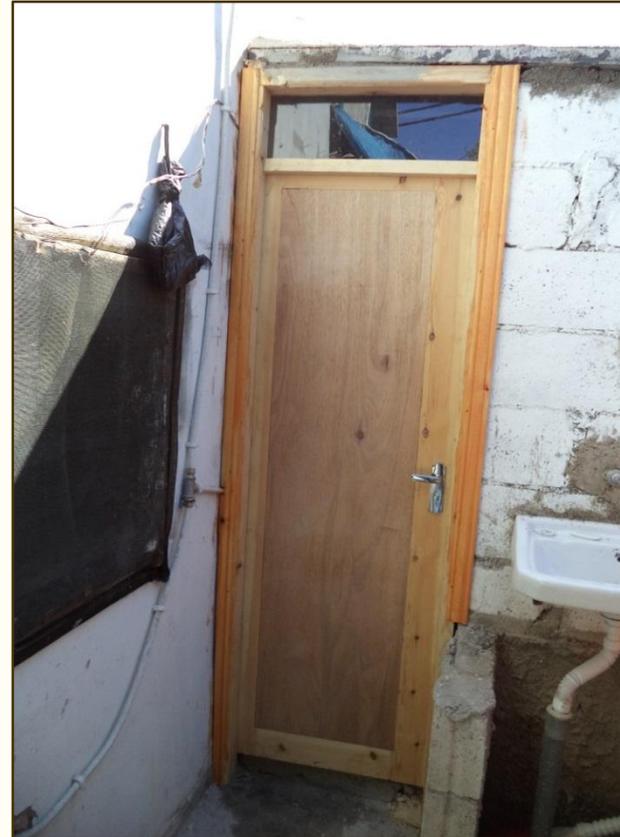
“Thank you Medair, we now have more security because of the bathroom repairs.”

–Syrian Family in Mansoorah

“We are more secure because of the door repairs.”

– Syrian Family living in Sama Serhan



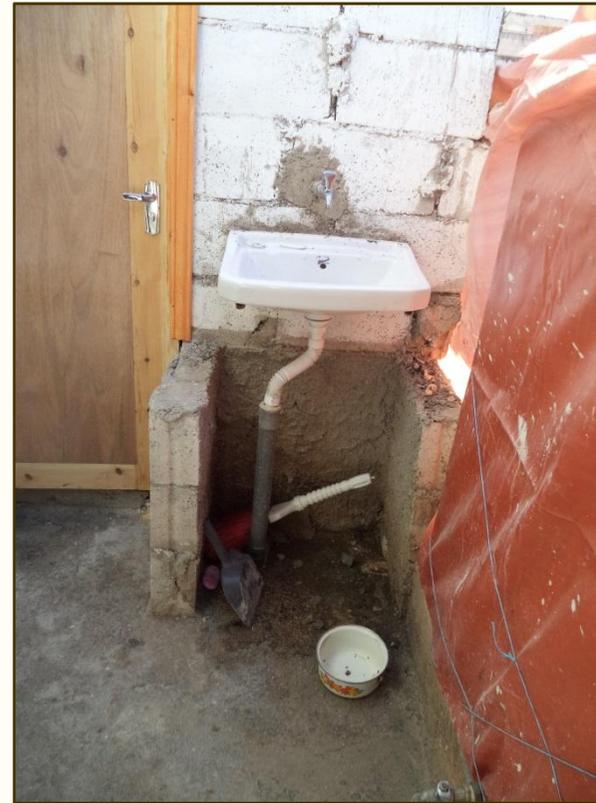


“The bathroom is much better now and we have access to safe water.”

–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



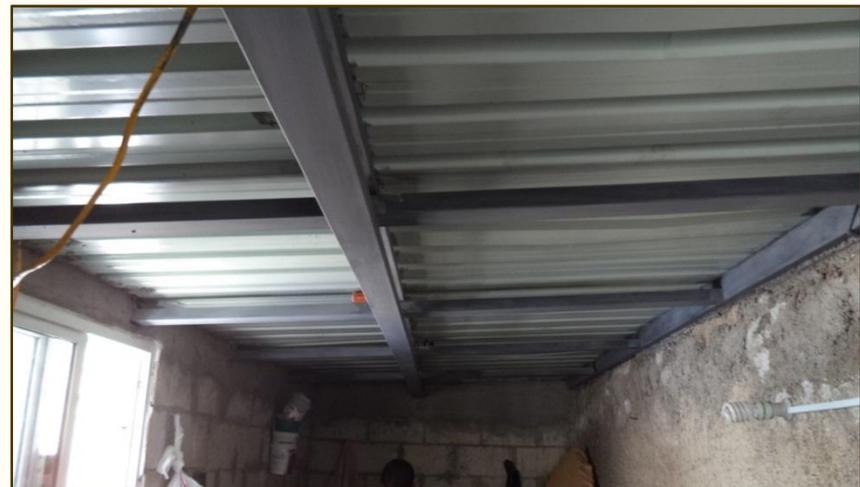


“Our house now is much better then before. Thank you Medair for everything.”

– 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 Thoghret 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

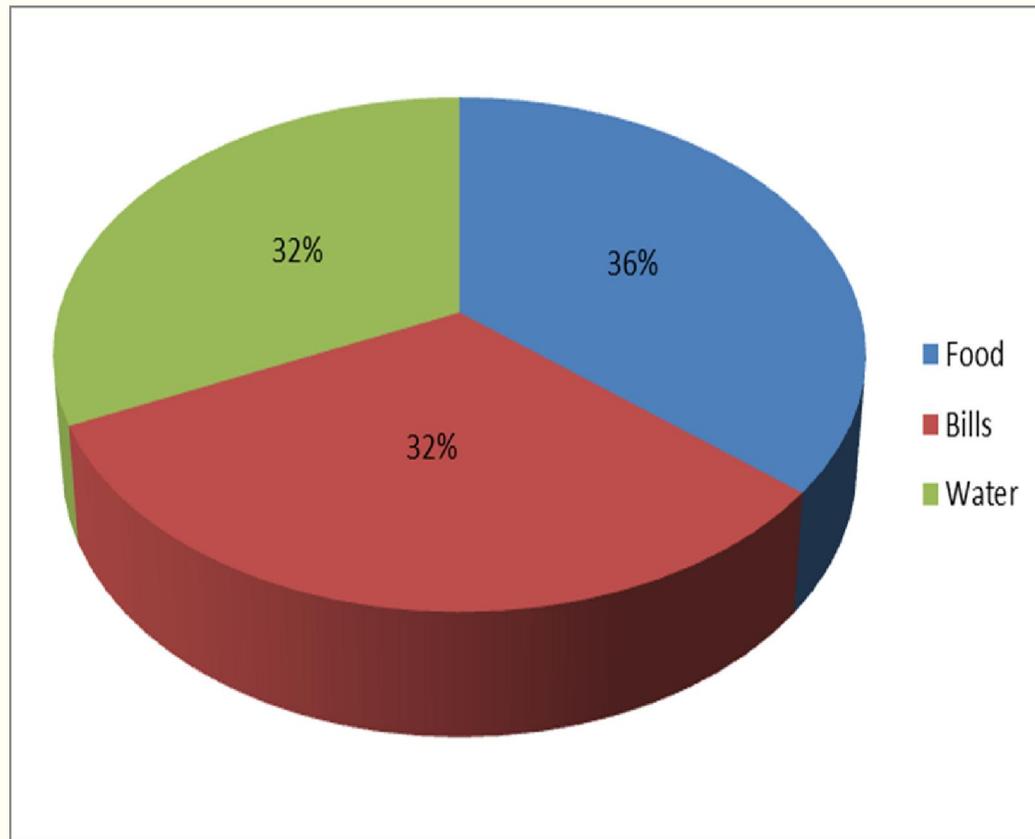
Evaluation of Tenants

- **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**

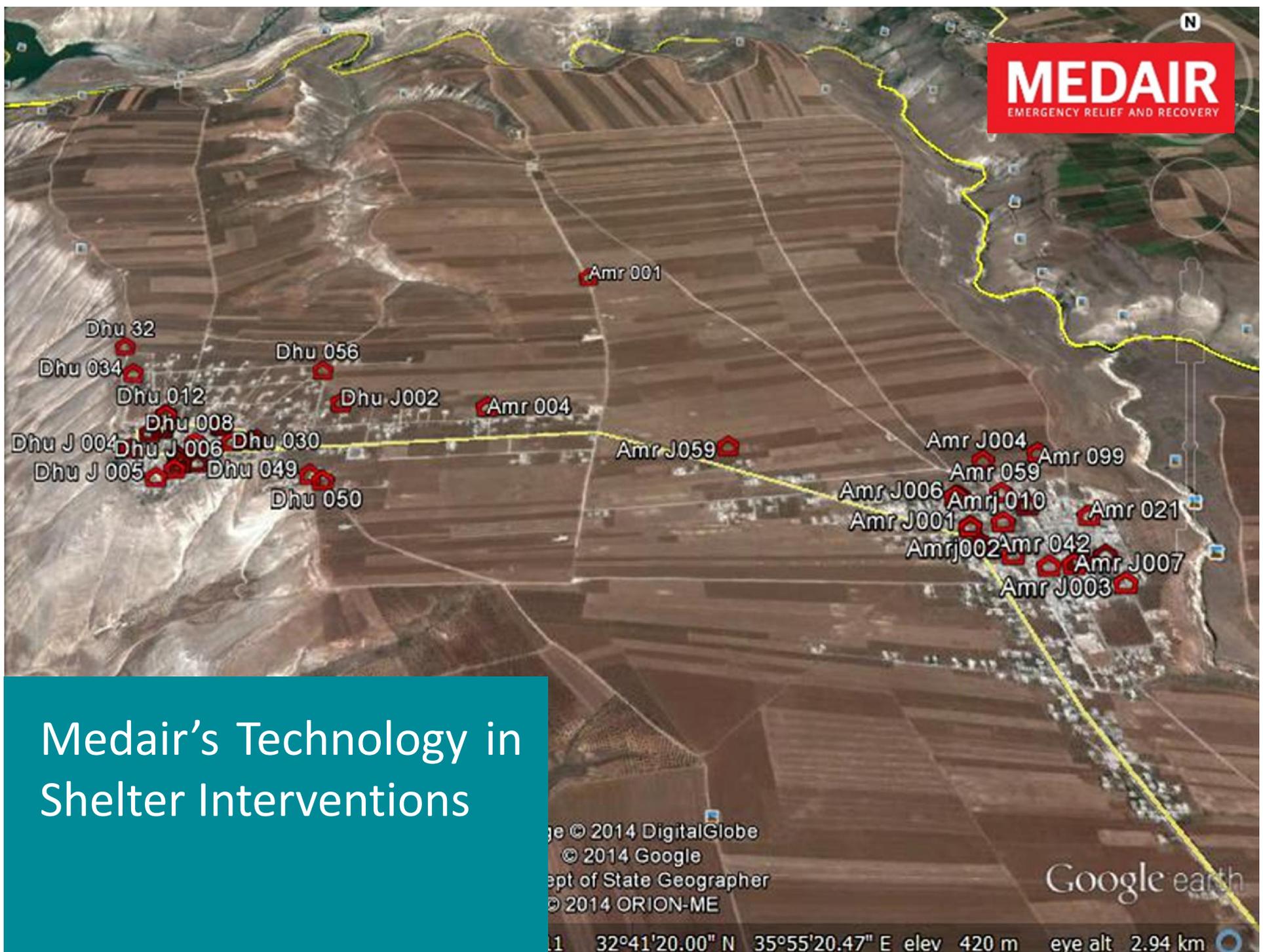
Affects of the Rental Reductions



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 programming**
- **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**



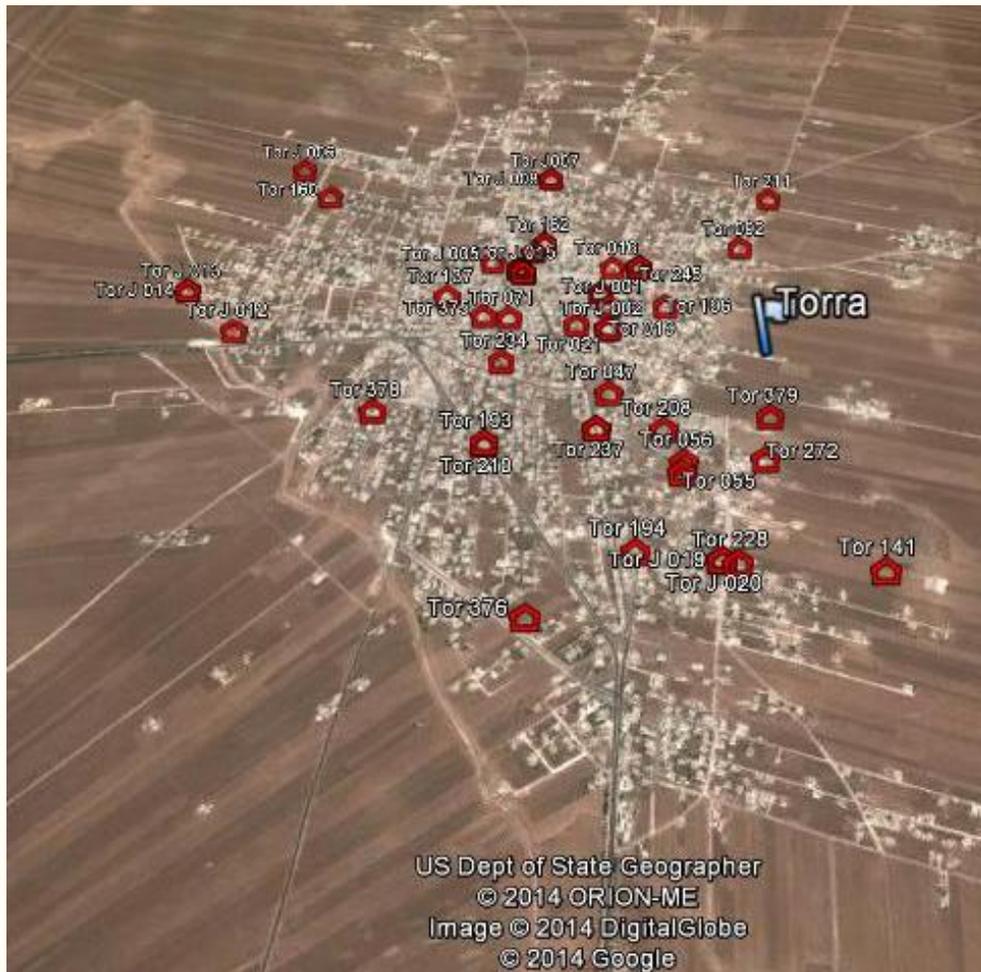
Medair's Technology in Shelter Interventions

© 2014 DigitalGlobe
© 2014 Google
Dept of State Geographer
© 2014 ORION-ME

Google earth

32°41'20.00" N 35°55'20.47" E elev 420 m eye alt 2.94 km

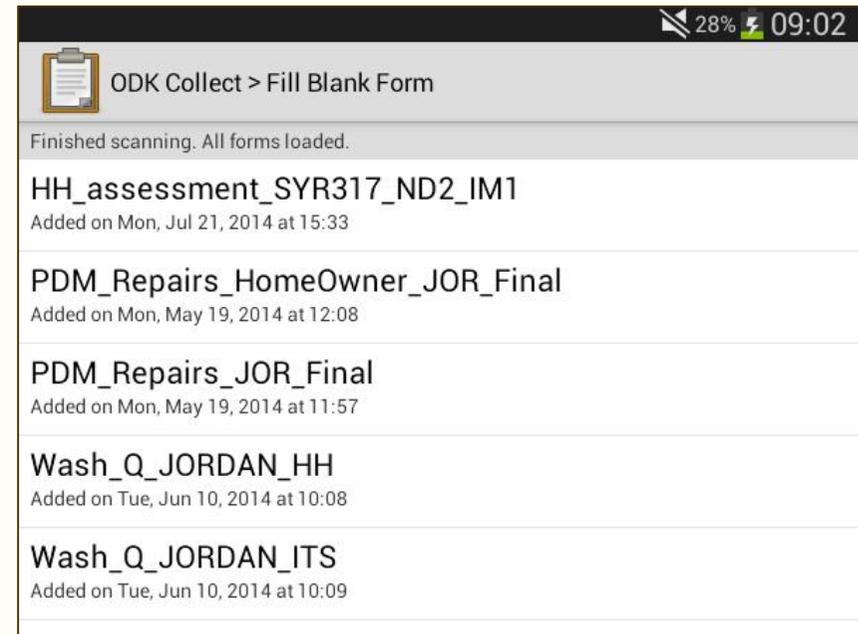
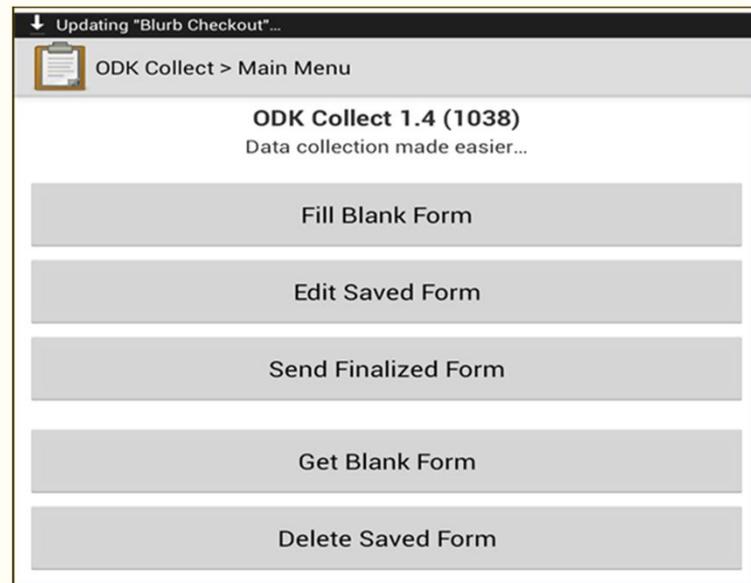
GPS Mapping of Repaired Housing Units



- **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

The screenshot displays the ODK Collect mobile application interface for a household assessment. The title bar shows 'ODK Collect > HH_assessment_SYR317_ND2_IM1'. The form includes the following fields and content:

- Yes
- Name
- Gender
- Nationality
- UNHCR number is
- Government ID
- Country Code
- Phone number (regex)
- Governorate
- District
- Sub-District
- Village (text field)
- How many families live in your household?
6
- How many people live in your household?
8
- How many adults live in your household?
4
- How many children under the age of 5 (0-59 months)?
2
- The household is composed of 4 adults and 4 children (2 children are under 5).
- Please share in detail about the individuals in your family from oldest to youngest

At the bottom, there are three buttons: 'Go Up', 'Go To Start', and 'Go To End'.

ODK Examples Continued

ODK Collect > HH_assessment_SYR317_ND2_I...

Vulnerability Checklist

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

	Yes	No	Declined to answer	Do not know
Single Female Headed Household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single Male Headed Household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household Member with Physical or Mental Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household with elderly (60+ years)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large household > 5pp household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Households with protection issue (child protection, gender based violence, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household living under observed poor living conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household with 3+ children under 5 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household with 3+ children between 5-15 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ODK Collect > HH_assessment_SYR317_ND2_I...

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.

← →

MTS | | Jordanian

1 2 3 4 5 6 7 8 9 0
 Q W E R T Y U I O P
 A S D F G H J K L
 ↑ Z X C V B N M , ! . ? ↑
 SYM [Settings] English(US)



Questions?