



		Transitional shelter construction	Permanent shelter construction
Definition		A shelter with a lifespan of up to three years.	Construction of permanent shelter (lifespan of more than three years) on beneficiary-owned plot of land.
Phase 1 Preparedness and Planning		Include relevant questions in pre-intervention assessment (in addition to the general questions outlined in sections A and B above), for example: <ul style="list-style-type: none"> • Are any past or present ownership disputes over the land reported? • Does a Land Use Plan exist in the area? • Are any special permits required to carry out construction activities in the area? 	
Phase 2: Before Implementation	HLP-relevant eligibility criteria	<p>If beneficiary household is owner:</p> <ul style="list-style-type: none"> • Land ownership is verified by community verification and documentation if available, <p>If beneficiary household is leasing the land:</p> <ul style="list-style-type: none"> • Beneficiary household has a verifiable land lease agreement for at least three years, and • Landowner (or authorized representative) provides written consent for construction. 	<ul style="list-style-type: none"> • Beneficiary household is the verified owner of land on which shelter is to be constructed through community verification and documentation, if available. In case of multi-ownership, all other owners need to be identified and provide written consent for construction. <p><i>Note: If the beneficiary household has no ownership documents, registered owners' consent and transaction confirmation (with contract attached AND owner verified through community verification) is also accepted.</i></p> <p><i>The registered owner may also be deceased, and Land Registry records not updated accordingly. In this case, the inheritors need to be identified and consent obtained.</i></p>
	HLP-relevant exclusion criteria	<p>If beneficiary household is the owner:</p> <ul style="list-style-type: none"> • Ownership claim is strongly disputed during community verification. <p>If beneficiary household is leasing the land:</p> <ul style="list-style-type: none"> • Beneficiary household is living on land without written agreement with landowner, and landowner is unwilling to enter into written agreement prior to implementation. • Landowner does not grant permission for construction of transitional shelter. • Landowner is not present and has not formally (in writing) designated a representative to authorize the shelter construction. • Boundaries of the land are disputed by immediate neighbours. 	<ul style="list-style-type: none"> • Ownership is strongly disputed during community verification. • Beneficiary has no documentation to prove ownership, OR consent/ownership of landowner who handed land over to the beneficiary cannot be confirmed. • Boundaries of the land are disputed by immediate neighbours.
	Shelter Beneficiary Agreement* <i>[* In addition to provisions listed in Section B.3]</i>	<ul style="list-style-type: none"> • Ownership over transitional/permanent shelter. • Extent of construction work, including warranty rights. <p>If beneficiary household is leasing the land (transitional shelter only):</p> <ul style="list-style-type: none"> • Landowners' guarantee of non-eviction for at least three years. • How and in what state the land should be returned after use, • Clause identifying who is liable if the land is not returned in agreed-upon state. 	
Phase 3 During Implementation		1) Monitor for possible HLP issues by instituting clear reporting lines. 2) Address HLP issues as they arise during shelter construction. 3) Ensure regular information-sharing on HLP issues with the Shelter/NFI Cluster and HLP Technical Working Group.	
Phase 4 Evaluation		1) Beneficiary complaint/feedback mechanisms are accessible beyond the immediate implementation period. 2) Integrate HLP-relevant questions into post-implementation monitoring: <ul style="list-style-type: none"> • Has construction been completed to your satisfaction? • Is the shelter structurally safe? • Are there any disputes over ownership of shelter? • Do you feel confident that you can continue to stay in the shelter constructed? • Has there been any attempt to evict you and your household, or do you feel there is such a threat? • Has any payment been demanded from you, in breach of the shelter beneficiary agreement? • Have there been any other breaches of the shelter beneficiary agreement? • If yes, was/is access to adequate mediation and dispute-resolution support available to you? 	



Shelter repairs: Private housing	
Definition	Repairs of light to medium damage (broken windows or doors, holes in roof or walls, installation of WASH facilities) of privately-owned houses. Main structural support of the house is reported safe and stable.
Phase 1 Preparedness and Planning	<p>Include relevant questions in pre-intervention assessment (in addition to the general questions outlined in sections A and B above), for example:</p> <ul style="list-style-type: none"> • Who owns the property? • Is the owner present in person? • Are any past or present ownership disputes reported?
Phase 2: Before Implementation	<p>HLP-relevant eligibility criteria</p> <p>If beneficiary household is owner:</p> <ul style="list-style-type: none"> • Ownership is verified by community verification and documentation if available. <p>If beneficiary household is tenant/hosted:</p> <ul style="list-style-type: none"> • Beneficiary household is rightful tenant with rental contract or written hosting agreement, • Landlord's ownership claim is verified by community verification and documentation if available, • Landlord provides written consent for repairs and tenancy duration of at least six (6) months from completion of repairs
	<p>HLP-relevant exclusion criteria</p> <p>If beneficiary household is owner:</p> <ul style="list-style-type: none"> • Ownership claim is strongly disputed during community verification. <p>If beneficiary household is tenant/hosted:</p> <ul style="list-style-type: none"> • Landlords' ownership claim is strongly disputed during community verification. • Beneficiary household is living in the property without clear rental agreement/written hosting agreement with landlord, and landlord is unwilling to enter into written agreement prior to implementation. • Landlord is absent and has not formally (in writing) designated a representative to authorize the shelter intervention. • Landlord refuses permission for shelter repairs.
	<p>Shelter Beneficiary Agreement*</p> <p>[* In addition to provisions listed in Section B.3]</p> <p>If beneficiary household is owner:</p> <ul style="list-style-type: none"> • Ownership of any repair work. • Extent of proposed repairs, including warranty rights. <p>If beneficiary household is tenant/hosted:</p> <ul style="list-style-type: none"> • Owner and tenant obligations. • Anti-eviction clause (suggested minimum tenancy period of six (6) months). • Safeguard against rent increase upon repairs for specified period (suggested period of 6 months). • Provision on notice period to end tenancy.
Phase 3 During Implementation	<ol style="list-style-type: none"> 1) Monitor for possible HLP issues by instituting clear reporting lines. 2) Address HLP Issues as they arise during shelter construction. 3) Ensure regular information-sharing on HLP issues with the Shelter/NFI Cluster and HLP Technical Working Group.
Phase 4 Evaluation	<ol style="list-style-type: none"> 1) Beneficiary complaint/feedback mechanisms are accessible beyond the immediate implementation period. 2) Integrate HLP-relevant questions into post-implementation monitoring: <ul style="list-style-type: none"> • Have the repairs been completed to your satisfaction? • Is the shelter structurally safe? • Are there any disputes over ownership of shelter? <p>If beneficiary household is tenant:</p> <ul style="list-style-type: none"> • Did the shelter repairs cause any disagreements with the landlord? • Has there been any attempt to evict you and your household since completion of repairs, or do you feel there is such a threat? • Are there any problems concerning payment of rent (e.g. sudden increase in rent)? • Have there been any other breaches of the shelter beneficiary agreement? • If yes, was/is access to adequate mediation and dispute-resolution support available to you?



Shelter repairs: Collective centres

Definition		Repairs of light to medium damage (broken windows or doors, holes in roof or walls, installation of WASH facilities) to make private or public buildings safe for habitation. Main structural support of the collective centre is reported safe and stable.	
Phase 1 Preparedness and Planning		Include relevant questions in pre-intervention assessment (in addition to the general questions outlined in sections A and B above), for example: <ul style="list-style-type: none"> • Is the building privately or publicly owned? • What is its history of use? • For how long is it available? • What works are required to make the building habitable? • In what condition should it be returned? 	
Phase 2: Before Implementation	HLP-relevant eligibility criteria	Public property: <ul style="list-style-type: none"> • Public status of property is confirmed by <i>de facto</i> local authorities and community members. • Property is available for at least six (6) months from completion of repairs. 	Private property: <ul style="list-style-type: none"> • Owner is verified through community verification and documentation if available. • Property is available for at least six (6) months from completion of repairs.
	HLP-relevant exclusion criteria	Public property: <ul style="list-style-type: none"> • Public status of building is strongly disputed during community verification. • Property is not available for minimum period of six (6) months from completion of repairs. 	Private property: <ul style="list-style-type: none"> • Ownership claim is strongly disputed during community verification. • Owner is not present and has not formally (in writing) designated a representative to authorize repairs. • Property is not available for minimum period of six (6) months from completion of repairs.
	Shelter Beneficiary Agreement* <i>[* In addition to provisions listed in Section B.3]</i>	<ul style="list-style-type: none"> • Ownership of any repair work, • Extent of proposed repairs, including warranty rights, • Deadlines, if any, for the beginning and end of occupancy of beneficiaries, • Anti-eviction clause (suggested minimum tenancy period of six (6) months), • Guarantee of rent-free tenancy during agreed tenancy duration, • Conditions and process for termination of agreement, • How and in what state the structure should be returned after use, • Clause identifying who is liable if the building is not returned in agreed-upon state. A separate shelter beneficiary agreement should be drawn up between each beneficiary household and owner(s) (for private buildings) or de facto local authority (for public buildings).	
Phase 3 During Implementation		1) Monitor for possible HLP issues by instituting clear reporting lines. 2) Address HLP Issues as they arise during shelter construction. 3) Ensure regular information-sharing on HLP issues with the Shelter/NFI Cluster and HLP Technical Working Group.	
Phase 4 Evaluation		1) Beneficiary complaint/feedback mechanisms are accessible beyond the immediate implementation period. 2) Integrate HLP-relevant questions into post-implementation monitoring: <ul style="list-style-type: none"> • Have repairs been completed to satisfaction? • Are there any disputes over ownership of the collective centre? • Do all beneficiary households still stay at the collective centre? If not, why? • Has there been any attempt to evict beneficiaries, or is there a perception of such a threat? • Has any payment been demanded from beneficiaries? • Have there been any other breaches of the shelter beneficiary agreement? • If yes, was/is access to adequate mediation and dispute resolution support available to beneficiaries? 	



Shelter Rehabilitation of unfinished buildings

Definition		Rehabilitation of unfinished/substandard buildings to offer temporary shelter for IDPs (partitions, completing walls with sandwich panels or mud bricks, installation of window, doors, WASH facilities).	
Phase 1 Preparedness and Planning		Include relevant questions in pre-intervention assessment (in addition to the general questions outlined in table above), for example: <ul style="list-style-type: none"> Is the building privately or publicly owned? Does it have one or several owners? What is its history of use? For how long is it available? What works are required to make the building habitable? In what condition should it be returned? 	
Phase 2: Before Implementation	HLP-relevant eligibility criteria	Public building: <ul style="list-style-type: none"> Public status of property is confirmed by <i>de facto</i> local authorities and community representatives. Building will be available for at least 12 months from completion of all works. 	Private building: <ul style="list-style-type: none"> It is highly desirable that owner(s) have ownership documentation The owner(s) of the building is clearly established through community verification and documentation if available. Building is available for at least 12 months from completion of all works.
	HLP-relevant exclusion criteria	Public building: <ul style="list-style-type: none"> Public status of building is strongly disputed during community verification. Building is not available for minimum period of 12 months from completion of all works. 	Private building: <ul style="list-style-type: none"> Ownership claim is strongly disputed during community verification. Owner(s) is/are not present and has/have not formally (in writing) designated a representative to authorize the rehabilitation works. Building is not available for minimum period of 12 months from completion of works.
	Shelter Beneficiary Agreement* <i>[* In addition to provisions listed in Section B.3]</i>	<ul style="list-style-type: none"> Ownership of any works, Extent of proposed works, including warranty rights, Deadlines, if any, for the beginning and end of occupancy of beneficiaries, Anti-eviction clause (suggested minimum tenancy period of 12 months), Guarantee of rent-free tenancy during agreed tenancy duration (suggested minimum period of 12 months). Conditions and process for termination of agreement. How and in what state the structure should be returned after use. Clause identifying who is liable if the building is not returned in agreed-upon state. <p>A separate shelter beneficiary agreement must be drawn up between each beneficiary household and owner(s) (for private buildings) or de facto local authority (for public buildings).</p>	
Phase 3 During Implementation		1) Monitor for possible HLP issues by instituting clear reporting lines. 2) Address HLP Issues as they arise during shelter construction. 3) Ensure regular information-sharing on HLP issues with the Shelter/NFI Cluster and HLP Technical Working Group.	
Phase 4 Evaluation		1) Beneficiary complaint/feedback mechanisms are accessible beyond the immediate implementation period. 2) Integrate HLP-relevant questions into post-implementation monitoring: <ul style="list-style-type: none"> Have all works been completed to satisfaction? Are there any disputes over the ownership of the rehabilitated building? Do all beneficiary households still stay in the rehabilitated building? If not, why? Has there been any attempt to evict beneficiaries, or is there a perception of such a threat? Has any payment been demanded from beneficiaries? Have there been any other breaches of the shelter beneficiary agreement? If yes, was/is access to adequate mediation and dispute resolution support available to beneficiaries? 	

**Household rental support**

Definition		Provision of temporary rental support to households choosing to live in a rental property. It is of critical importance to ensure that beneficiaries do not reside in sub-standard housing.
Phase 1 Preparedness and Planning		Include relevant questions in pre-intervention assessment (in addition to the general questions outlined in sections A and B above), for example: <ul style="list-style-type: none"> • How are rental contracts currently registered? • Are forced evictions common in this community?
Phase 2: Before Implementation	HLP-relevant eligibility criteria	<ul style="list-style-type: none"> • Beneficiary household is a rightful tenant as verified through rental contract or written hosting agreement, • Landlord's ownership claim is verified by community verification and documentation if available, and s/he provides written consent for rental support, • Landlord commits to provide at least six (6) months of tenancy without any increase in rent.
	HLP-relevant exclusion criteria	<ul style="list-style-type: none"> • Landlords' ownership claim is strongly disputed during community verification, • Beneficiary has no rental agreement/written hosting agreement with landlord, and landlord is unwilling to enter into written rental agreement prior to implementation, • Landlord is not present and has not formally (in writing) designated a representative to authorize the rental support program, • Landlord does not guarantee a rent freeze throughout period of rental support (and ideally for a period thereafter).
	Shelter Beneficiary Agreement* [* In addition to provisions listed in Section B.3]	<ul style="list-style-type: none"> • Anti-eviction clause (suggested minimum tenancy period of six (6) months), • Rental amount and payment schedule, • Safeguard against rent increase upon rental support for a suggested minimum period of six (6) months, • Right to renew rental contract, • Provision on notice period to end tenancy, <p>Ensure that beneficiaries have fully understood the agreement, and that eventually they are supposed to pay their own rent.</p>
Phase 3 During Implementation		<ol style="list-style-type: none"> 1) Monitor for possible HLP issues by instituting clear reporting lines. 2) Address HLP Issues as they arise during shelter construction. 3) Ensure regular information-sharing on HLP issues with the Shelter/NFI Cluster and HLP Technical Working Group.
Phase 4 Evaluation		<ol style="list-style-type: none"> 1) Beneficiary complaint/feedback mechanisms are accessible beyond the immediate implementation period. 2) Integrate HLP-relevant questions into post-implementation monitoring: <ul style="list-style-type: none"> • Has there been any attempt to evict you and your household, or do you feel there is such a threat? • Have there been any disputes between you and the owner regarding the payment of rent? • If yes, was/is access to adequate mediation and dispute resolution support available to beneficiaries? • When this rental program ends, how will you continue to pay for your rent? <p><i>Note: If no rental support can be provided beyond six (6) months, efforts must be made to assist the beneficiary in exploring other options, including referral.</i></p>