



SHELTER AND NFI ASSESSMENT: SYRIA

SYRIA

ASSESSMENT REPORT

MARCH 2017

Photo: rebuilding in Homs © Xinhua/Zhang Najie, 27 July 2015

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SUMMARY

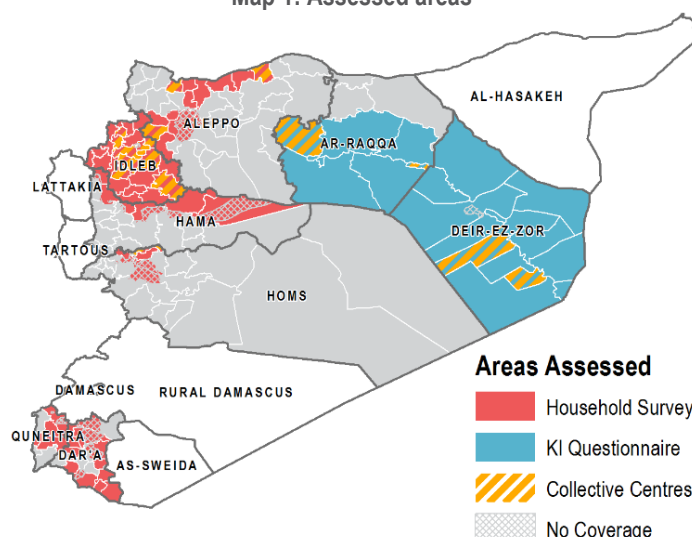
Background

An estimated 13.5 million are in need of humanitarian assistance in Syria, including 5.8 million in need of NFI assistance and 4.3 million in need of shelter assistance,¹ while effectiveness of planning and implementing an adequate response is hindered by significant information gaps regarding shelter and NFI needs. In light of this, REACH, with the support of the Shelter/NFI Cluster and UNHCR, have undertaken a comprehensive assessment of shelter and NFI needs across Syria, covering 83 of the 156 sub-districts within Aleppo, Idlib, Hama, Homs, Deir-ez-Zor, Ar-Raqqa, Dar'a and Quneitra governorates, in opposition controlled areas only.² It aims to identify current shelter adequacy and status of populations, availability of and access to NFIs, and priority shelter/NFI needs. Assessment findings will inform Shelter/NFI Cluster member's programming and contribute to an improved sectoral understanding across Syria. The assessment also covers key indicators related to WASH and livelihoods; WASH to understand issues with shelters in terms of access to water and services, and livelihoods to help inform profiles of households vulnerable to shelter challenges and/or a lack of access to NFIs.³

Methodology

Primary data for this assessment was collected between 29th October and 31st December 2016, using a mixed methodology. Household interviews and Focus Group Discussions (FGDs) were conducted in Aleppo, Hama, Homs, Idlib, Dar'a and Quneitra, with household findings a) representative at the governorate level with a 99% confidence level and maximum margin of error 5%, with the exception of Homs and Quneitra where findings have a maximum margin of error of 7%, and b) representative at the sub-district level with a 95% confidence level and 10% margin of error.⁴ Two FGDs, one with IDPs and one with non-displaced populations were conducted in each district where access and security permitted to supplement information gathered through household level interviews. In Deir-ez-Zor and Ar-Raqqa governorates, security and access considerations rendered these methods unfeasible; as such, direct purposively sampled Key Informant (KI) interviews were the primary method of data collection and findings should be considered indicative rather than representative. Additionally, a separate sample of collective centres was surveyed in Aleppo, Idlib, Homs, Deir-ez-Zor and Ar-Raqqa governorates, assessing indicators developed in coordination with the CCCM cluster to capture issues which may be uniquely experienced by populations living in collective shelters in order to inform a tailored response.

Map 1: Assessed areas



¹ UN OCHA Syria, January 2017, <http://www.unocha.org/syria>

² Initially, the assessment was planned to cover the North of Syria only. However, as it was not possible to obtain approvals to conduct data collection within the timeframe of the assessment, coverage was revised to include parts of the South

³ Indicators were aligned with those used in previous assessments led by the WASH and FSL clusters across Syria to allow for comparability of findings

⁴ With the exception of Jebel Saman sub-district, in which data collection halted after 56 forms were collected due to escalation of conflict. As such, results for Jebel Saman apply to the situation before escalation of conflict in November 2016, and are representative with a lower confidence level.

Main Findings

Findings indicated a general lack of shelter suitability for winter conditions⁵, the most common adequacy issues reported by households were a lack of insulation from the cold, leaking during rain, and a lack of heating.

Proportions of households reporting adequacy issues were higher where greater levels of damage were reported, such as parts of Dar'a, Aleppo and Homs. The most common damage reported was broken or cracked windows, cracked walls and doors being unable to shut properly; damage was typically caused by conflict-related issues, though general disrepair and weather damage were also common particularly in rural areas.

Households reporting either damage, adequacy issues, water shortages or a lack of access to bathing and latrine facilities generally have lower average incomes and are more likely to either rent their shelter, live for free or reside in vulnerable shelter types (informal settlements, camps, collective centres and unfinished buildings).

The most commonly reported HLP issues were lack / loss of documentation, as well as other disputes (not involving landlords or rent, e.g. with neighbours). In some areas assessed in Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra, especially in urban areas, it was possible to obtain pre-conflict housing documentation from real estate records managed by the local authorities. In addition, typically, recognition was given to pre-conflict documentation, though it could be expensive and difficult to obtain in certain areas. However, new transactions were commonly not officially documented. In Ar-Raqqa and Deir-ez-Zor, authorities have established courts to replace the pre-conflict system, which recognise ownership for those remaining in the community.

Many of the NFI items most commonly missing in households were winter-related items⁶ such as heating fuel, winter clothes, winter shoes, blankets and heaters. Batteries and cooking fuel were also highlighted to be commonly lacking, while batteries (large car / 12V batteries) are being used to supplement electricity where available, as the majority of households reported having fewer than 4 hours access per day.

The lack of items in households is due to a combination of lack of access to markets, lack of availability of items on markets, and affordability of items relative to household income and market prices. Households in assessed areas of Homs governorate⁷ faced particular challenges to accessing markets most commonly due to safety and security concerns at markets, while other areas also faced challenges most commonly associated with market not functioning at times of conflict (Dar'a, Aleppo, Idleb, Ar-Raqqa and Quneitra) and distance to markets being too far (Quneitra and Hama). **Further, a lack of access to markets for women was highlighted as a significant issue in Deir-ez-Zor and Ar-Raqqa**. Where market access was possible, certain governorates (Aleppo, Homs, Ar-Raqqa and Deir-ez-Zor) exhibited a lack of availability of particular items, in contrast to assessed areas of Dar'a, Hama, Idleb and Quneitra, where most NFI items were reportedly available.

Overall,⁸ disaggregated findings highlight disparities between male and female headed households, as well as for IDP populations. Female headed households were more likely than male headed households to report damaged shelters, less likely to own their homes, more likely to report having being evicted and more likely to report lacking NFIs in their households. **Further, IDPs have a higher likelihood of reporting adequacy issues with their shelter and of living in more crowded conditions and more vulnerable shelter types**. In addition, IDPs have negligible ownership rates for the properties in which they currently reside (below 5% in all governorates) and are less likely to have legal documentation to prove tenancy of current homes.

In general, returnees had similar occupancy ratios and proportions of households living in vulnerable shelter types compared to non-returnee populations, and were only less likely to own their homes in Hama and Quneitra. However, outside of Homs and Aleppo, returnees were more likely to report some level of damage to their shelters; furthermore, in all governorates assessed they were more likely to report lacking essential NFIs.

⁵ It should be noted that the assessment was conducted during winter months so these issues were more likely to be reported.

⁶ As these items were more likely to be in demand by households during the winter period when the assessment was implemented; it is also worth conducting assessments at other times of the year to compare

⁷ Three of the four sub-districts assessed in Homs governorate (Ar-Rastan, Talbiseh and Taldu) are classified as hard to reach by the UN; populations in such areas typically face challenges to accessing goods and this may not hold across unassessed areas of the governorate

⁸ Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra – results not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used

Overall, access to and availability of NFIs, as well as shelter adequacy and status, is highly context specific and susceptible to fluctuations in relation to conflict intensity. At times of intensified conflict, markets are commonly reported to cease functioning. This exacerbates ongoing access issues and results in shortages of goods in particular areas. Elsewhere and across the entire area assessed, significant issues are related to the deterioration of livelihoods which has reduced the capacity of households to afford essential items and address shelter adequacy issues. Large scale internal displacement also poses challenges, indicating continued and deteriorating vulnerability for individuals who have fled their homes, many of which have been destroyed, looted or occupied without consent, with temporary and reported inadequate shelter solutions in current locations.

The section below gives an overview of some the key sectoral findings of the assessment across all governorates assessed. Throughout, findings for Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra are representative, whilst findings for Deir-ez-Zor and Ar-Raqqa are indicative only. For all governorates, findings apply to assessed sub-districts only rather than the entire governorate.

Key Findings: Sectoral Breakdown

Demographics and Displacement

- **Across the areas assessed, shelters typically contained more than one household⁹** (average of 1.3 in Dar'a, Idlib and Aleppo, 1.2 in Homs and Quneitra and 1.1 in Hama).¹⁰ The highest averages of people per shelter were in Dar'a (7.5), Idlib (7.2) and Aleppo (7.2) compared to Homs (6.2), Quneitra (6.0) and Hama (5.8). Households in Deir-ez-Zor were reportedly larger (6.6) compared to Ar-Raqqa (6.1).
- **IDPs comprised the largest proportion of the overall population in Homs** (53%) followed by Aleppo (42%), Idlib (27%), Hama (21%), Dar'a (20%) and Quneitra (6%). Returnees were most prevalent in Aleppo (22%), Dar'a (20%) and Idlib (17%), compared to Hama (12%), Homs (9%) and Quneitra (2%). KIs estimated that IDPs comprised 16% of the population in Ar-Raqqa and 18% in Deir-ez-Zor, with returnees comprising 6% in Ar-Raqqa and 16% in Deir-ez-Zor.
- **IDPs in assessed areas of Dar'a, Homs, Ar-Raqqa and Deir-ez-Zor had spent a longer average time in their shelters compared to elsewhere.** In Idlib and Aleppo, IDPs were also more likely to have been displaced multiple times and thus having spent a shorter average time in their shelters.
- **The majority of IDPs in each governorate stated that they had owned a house prior to displacement,** with no other property type reported. Pre-displacement ownership was most common in Homs (94%) and Dar'a (92%), and less common in Hama (61%) and Idlib (57%). Most commonly, IDPs reported that their properties had since been damaged (44% of all IDP households) or destroyed (36%), with looting the third most commonly selected option (34%). Only 1% of IDP households with properties had sold their pre-displacement properties, due to a combination of desire to return once the conflict is over and the difficulties of selling real estate assets.

Shelter Type and Ownership

- **Households in Idlib were the most crowded across the area assessed through household interviews¹¹,** occupying an average of 4.1 rooms and an occupancy ratio of 1.5 people per room (including kitchens, bathrooms, bedrooms, living room and other). This was followed by Dar'a (occupancy ratio 1.4), Aleppo (1.3), Hama (1.3) and Quneitra (1.3), whilst Homs had slightly higher ratio (1.0). IDPs typically live in more crowded conditions with higher occupancy ratios.

⁹ For the purposes of the assessment, a household was defined as a group living together and eating from the same pot, typically but not necessarily comprising a family group

¹⁰ Information not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used

¹¹ Occupancy ratios were not assessed in Deir-ez-Zor and Ar-Raqqa due to the KI methodology used.

- In all governorates, **the majority of the population assessed lived in solid finished houses or apartments**, with the largest proportions of populations living in more vulnerable shelter types found in Idleb (16%), Deir-ez-Zor (12%), Aleppo (9%) and Quneitra (9%).¹² Households in rural areas, as well as IDP households were more likely to live in more vulnerable shelter types¹³.
- **The majority of non-displaced households in all governorates but Homs owned their houses** though it was highly uncommon for IDP households to own the homes in which they were currently residing (fewer than 5%¹⁴). Overall, the largest proportions of renters were found in Idleb (27%), Aleppo (23%) and Ar-Raqqa (24%) compared to a range of 16% in Deir-ez-Zor and Quneitra and 4% in Hama, while living for free (charity of family / friends, institutional charity, squatting) was common in areas with large proportions of IDPs, especially in Homs (52%), Hama (27%), Aleppo (24%) and Dar'a (18%).
- The highest rental costs were recorded in Aleppo, Ar-Raqqa and Idleb (\$33 - \$31 per month), while the lowest in Hama, Homs and Dar'a (\$24 - \$21). Sub-districts with particularly high rents are home to a relatively high proportion of IDPs, who commonly live in rental properties.

Housing, Land and Property (HLP)

- **It was reportedly common to have legal documentation to prove ownership or tenancy of houses in Ar-Raqqa (91% of households), Quneitra (71%), Dar'a (65%), Hama (62%) and Deir-ez-Zor (65%),** and less likely in Aleppo (52%), Homs (42%) and Idleb (40%). Overall, households with IDPs were much less likely to have legal documentation.
- **The most commonly reported HLP issue in Aleppo, Dar'a, Hama, Idleb and Quneitra was lack / loss of HLP documentation** (affecting 1-7% of households). In Homs, the most common issue was other disputes not related to rent or landlords, affecting 13% of households, which was also the second most commonly reported issue in Aleppo, Dar'a, Idleb and Quneitra. Common HLP issues were notably different in Deir-ez-Zor and Ar-Raqqa: most commonly inheritance issues and looting of private property in Deir ez Zor, and expropriation of property and property being unlawfully occupied in Ar Raqqa.¹⁵
- **It was uncommon for land registries to be functioning and issuing documentation for new sales and transfers.** However, it was possible to access pre-conflict records in many locations, commonly controlled by the current authority. Nevertheless, issues typically arose where records were not available, disputed, or new arrangements required. In Deir-ez-Zor and Ar-Raqqa, authorities have established new systems for resolving disputes, under which those who have left their home are not guaranteed to be able to reclaim it back, regardless of possession of legal documentation.

Shelter Adequacy and Damage

- **Households were most likely to have shelter adequacy issues in Dar'a (73%) and Aleppo (57%), with large proportions still in Hama (48%), Homs (35%), Idleb (33%), and Deir-ez-Zor (36%).** In contrast, only 10% of households in Quneitra and 9% in Ar-Raqqa had adequacy issues.¹⁶ In all governorates but Homs, households with IDPs were more likely to face adequacy issues.¹⁷

¹² Note that sampling was not stratified by shelter type, rather households were selected randomly across communities. As such, it is possible that the proportion of alternative shelter types may not fully represent the situation across each governorate, as these shelter types may be clustered rather than distributed evenly across communities.

¹³ Disaggregated results for Deir-ez-Zor and Ar-Raqqa are not available due to the KI methodology used.

¹⁴ 5% in Idleb; 4% in Aleppo and Homs; 2% in Dar'a and Hama; 0% in Quneitra; disaggregated results for Deir-ez-Zor and Ar-Raqqa are not available due to the KI methodology used.

¹⁵ This is related to the different system established by authorities, in which pre-conflict ownership structures are commonly recognised by communities but authorities have established systems to reassign empty homes, creating particular difficulties for those who have left their homes and want to return as well as those with issues with authorities.

¹⁶ Findings apply to assessed households only; as detailed in the methodology section, this does not necessarily include a representative sample of collective centres, informal settlements and other shelter types, where the situation may be different. In particular, Quneitra hosts a number of clustered informal settlements and collective centres which were not captured in this assessment.

¹⁷ This is reflective of the higher need for such items during the winter months in which this assessment took place. It is important to also conduct similar assessments during summer to identify if and how NFI needs differ throughout the year.

- **In governorates with higher reported rates of shelter adequacy issues, shelter damage was also more common.** Proportions of households reported to have some level of damage were highest in in Homs (87%) and Dar'a (68%), followed by Hama (55%), Aleppo (53%), Deir-ez-Zor (46%) and Idleb (37%), with lower rates in Quneitra (20%). In all governorates but Homs and Aleppo, households with IDPs and returnees were more likely to report shelter damage, indicative of barriers to finding adequate accommodation for IDPs as well as the common issue of damage to property whilst returnees are away¹⁸.
- **The most common type of damage reported were broked or cracked windows** in Aleppo (42% of households), Hama (31%), Homs (80%), Dar'a (51%) and Idleb (26%), followed by cracks in some walls and doors not shutting properly. These issues were also common in Deir-ez-Zor and Ar-Raqqa, along with gaps or cracks in roof and total collapse.
- **The main network was the primary source of electricity in Hama (90% of households), Homs (88%) and Dar'a (64%), whereas people relied primarily on generators in Aleppo (87%) and Idleb (81%), as did those in Ar-Raqqa and Deir-ez-Zor.** The most outstanding report was in Quneitra where 64% of the households declared having no electricity source, as the main network was shut down at the time of assessment and had also been heavily damaged during hostilities.¹⁹ To deal with limited hours of electricity, use of alternative sources, such as solar panels and car batteries, was common where available.

Shelter Assistance

- **Around a fifth of households in Aleppo (17%), Hama (20%) and Dar'a (21%) reported receiving shelter support in the past year, whilst the proportion was as high as 61% in Homs.** Shelter assistance was least reported in Idleb (7%), Deir-ez-Zor (7%) and Ar-Raqqa (2%).²⁰ Access to information on assistance was uncommon in most governorates; 80% of households in Idleb reported not having access to information, 78% in Homs, 70% in Hama, 69% in Aleppo, 61% in Dar'a and 47% in Quneitra. All KIs in Deir-ez-Zor and the majority in Ar-Raqqa reported that information on how to receive assistance was not available in their community.
- **Households typically indicated a preference for unconditional cash support (60% in Dar'a, 56% in Quneitra, 53% in Idleb, 47% in Aleppo).** In Hama, households most commonly reported not having a preferences (54%), whilst in Homs a large proportion preferred that external actors make repairs directly (48%). To a lesser degree, in all governorates with the exception of Hama, there was some preference for external actors making repairs directly, particularly in Quneitra (15% of households) and Dar'a (21%). Direct distribution of shelter or repair materials was not commonly preferred (less than 10% of households in each governorate).

NFIs

- **Households assessed in Aleppo were the most likely to report lacking NFI items inside their homes, followed by Homs, Idleb and Dar'a governorates.**²¹ Items most commonly reported missing were often winter-related items: heating and cooking fuel, batteries and winter clothes, shoes, blankets and heaters.²²
- **Overall, households with IDPs were more likely to be missing items than non-IDP households,** as were returnee households though to a lesser extent. Further, female headed households were more commonly missing NFI items compared to male headed households. The lack of items in households is due to a combination of lack of access to markets, lack of availability of items on markets, and affordability.

¹⁸ This information is not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used.

¹⁹ At the time of writing (March 2017), a lack of electricity was still an issue though to a lesser extent. Although some people have been attempting to obtain generators and alternative sources of electricity to supplement the lack of power, these were not always available or affordable for everyone.

²⁰ Findings may be subject to recall bias on the part of households, or assistance underreported due to a lack of knowledge about sources of assistance received, in particular regarding more informal types of assistance. Households may also have underreported assistance due to the perceived influence of answers on future likelihood of receiving assistance, though enumerators were trained to attempt to dispel this perception.

²¹ Deir-ez-Zor and Ar-Raqqa not included due to the KI methodology used.

²² As noted, the assessment was conducted during winter months.

- **In Aleppo, Homs, Ar-Raqqa and Deir-ez-Zor, NFI items were commonly unavailable.** In Aleppo and Homs, the most commonly unavailable items were cooking fuel, batteries and heating fuel, though hygiene products were also often unavailable. Despite the availability of items elsewhere, affordability of NFIs was an issue for large proportions of households across all governorates assessed, particularly for IDPs. The most commonly unaffordable items in Aleppo, Idlib, Dar'a, Quneitra, Hama and Homs were heating and cooking fuel, winter items and batteries. In Deir-ez-Zor and Ar-Raqqa, commonly unaffordable items included water containers, diapers, batteries, sources of light and winter items.
- **A majority of households across all governorates adopted coping strategies to address the lack and expense fuel,** most commonly reducing expenditure on other items, limiting the use of fuel and in some cases reducing the amount of food eaten. The lack of access to fuels was most evident in Homs, Aleppo, Idlib, Ar-Raqqa and Deir-ez-Zor, households commonly used less preferred fuels such as kerosene or wood and charcoal, as well as burning plastic and other waste in severe cases.
- **In all governorates but Homs, over half of households reportedly did not receive any NFI assistance in the last year.**²³ The presence of NFI support was mostly known through friends and relatives rather than directly from the assistance provider, local councils or media channels.²⁴ In all governorates, over two thirds of households had challenges to access NFI support, most commonly due to insufficiency in the amount of support available, the perceived unfair treatment of some groups during distribution²⁵ and the lack of awareness about available aid.

Livelihoods

- **Fewer than half of adults were involved in some form of employment in all governorates assessed.** Further, there has been a shift in income sources since the beginning of the conflict towards less stable income sources such as casual labour, remittances, joining armed groups and humanitarian assistance; most pronounced in Aleppo, Dar'a, Homs, Idlib, Ar-Raqqa and Deir-ez-Zor.
- **Average household monthly expenditure exceeded average monthly income for all governorates, except Hama.** Households are resorting to coping strategies, such as spending savings, selling assets and goods and taking on debt. The highest levels of debt were recorded in Aleppo, Idlib and Homs.
- **Children were reported to be working in all governorates; particularly pronounced in Ar-Raqqa and Deir-ez-Zor.** Secondly, obtaining income from joining armed forces has become a common source of income in all governorates assessed (20% of households in Quneitra, 13% in Dar'a, 10% in Aleppo, 8% in Homs, 5% in Idlib and 1% in Hama).

WASH

- **Homs, Hama, Deir-ez-Zor and Ar-Raqqa, the most common main source was the general water network, whilst in Aleppo, Idlib, Dar'a and Quneitra water trucking was most common.**
- **Households in Idlib and Aleppo were most likely to report water shortages in the form of spending two or more days without water** (49% and 40% respectively), followed by those in Dar'a (26%) and Quneitra (22%). Shortages were less prevalent in Homs (15%) and Hama (4%). In Ar-Raqqa, KIs in 25% of communities reported that people had intermittent access problems. In Deir-ez-Zor, water access was more problematic; KIs reported that 66% of communities face intermittent access problems and 11% with

²³ Findings may be subject to recall bias on the part of households, or assistance underreported due to a lack of knowledge about sources of assistance received, in particular regarding more informal types of assistance. Households may also have underreported assistance due to the perceived influence of answers on future likelihood of receiving assistance, though enumerators were trained to attempt to dispel this perception.

²⁴ Sources of shelter support may be misreported due to recall bias on the part of households, or in cases of international actors operating through partners, the source of support may not be fully clear to community members.

²⁵ As with reporting on shelter assistance, this was clarified as referring to the selection of beneficiaries usually undertaken before distributions, rather than during distributions themselves.

nearly everyone facing water access issues. Prevalence of water shortages was more common for those living in damaged homes, in rural areas, for IDP households and those who did not own their homes.

- **Households typically reported that most members had access to bathing facilities.** Households in rural areas, households with IDPs, and populations living in more vulnerable shelter types were slightly more likely to report some or all members not having access to bathing facilities.
- **Households in Homs (24%), Quneitra (21%) and Aleppo (15%) were most likely to report not having access to a fully functional toilet.** In Deir-ez-Zor and Ar-Raqqa, KIs reported that in 27% and 9% of communities, respectively, some households did not have access to a fully functioning toilet. Damaged households were more likely to report some or all members not having access to facilities²⁶.

Collective centres

In Aleppo, Idlib, Homs, Deir-ez-Zor and Ar-Raqqa²⁷, a separate survey of 80 collective centres (hosting an estimated 1,900 – 2,200 households in total) was implemented in order to identify priority needs of populations in these shelters. The majority of surveys were completed in Aleppo and Idlib, which host the the highest number of collective centres; with fewer centres assessed in Homs, Deir-ez-Zor and Ar-Raqqa governorates.

- **Previous collective centre use was diverse in Aleppo and Idlib, reflecting the large number of centres in these areas. Many centres were previously schools, as with other governorates.** In Aleppo, the collective centres which were previously schools were reportedly no longer functioning as schools, whilst in Idlib, the majority were still being used as schools (12 of 17 schools assessed).
- **Management was typically through a committee of residents.** No residents reported having to pay a fee in order to stay in the majority of collective centres assessed across the area, with exception of a few shelters in Idlib (3 of 38) and Aleppo (4 of 32).
- **Space and privacy appeared most limited in shelters in Aleppo.** Similarly, residents in half of shelters assessed in Aleppo indicated that they couldn't store their belongings safely. Some of the centres assessed in Homs had limited space and privacy, and conditions appeared generally poor.
- **Centres assessed in Homs, Ar-Raqqa and Deir-ez-Zor had a lower level of service provision than those in Aleppo and Idlib.** In Deir-ez-Zor and Ar-Raqqa, all centres reported lacking heating as well as adequate bathing and latrine facilities.
- **Shelter adequacy issues were reported in all shelters with the exception of 4 in Aleppo and 9 in Idlib.** The 6 collective centres assessed in Homs presented the worse conditions out of the shelters assessed across all governorates; all 6 were reportedly lacking insulation from cold, rain, lacking space, privacy and security (unable to lock), lack cooking and bathing facilities, latrines, drinking water, heating and lighting.

²⁶ Deir-ez-Zor and Ar-Raqqa not included due to the KI methodology used

²⁷ Collective centres were not assessed in Dar'a and Quneitra as information on these is available in separate assessments.

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List of Acronyms

AOG	Armed opposition group
FGD	Focus Group Discussion
HNO	Humanitarian Needs Overview
HSOS	Humanitarian Situation Overview in Syria
IDP	Internally Displaced Person
KI	Key Informant
NFIs	Non-food items
NGO	Non-governmental organisation
OCHA	United Nations Office for the Coordination of Humanitarian Affairs
SYP	Syrian pound
USD	United States dollar
WASH	Water, sanitation and hygiene

Geographical Classifications

Governorate	Highest form of governance below the national level (admin level 1)
District	Sub-division of a governorate in which government institutions operate (admin level 2)
Sub-district	Sub-division of a district composed of communities (admin level 3)
Community	Bounded clustering of population in the form of a city, town or village (admin level 4)
Neighbourhood	Lowest administrative unit within a city (admin level 5 or 6)

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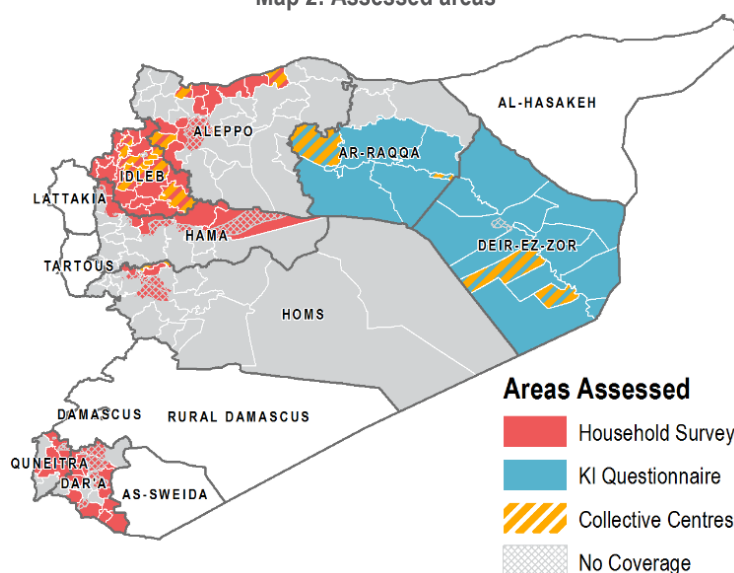
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INTRODUCTION

Since the beginning of the crisis in Syria in March 2011, conflict has resulted in the displacement of 4.8 million Syrians to neighbouring countries and further abroad, as well as 6.3 million people displaced within the country. Within Syria, an estimated 13.5 million are in need of humanitarian assistance, including 5.8 million in need of NFI assistance and 4.3 million in need of shelter assistance.²⁸ Ongoing displacement, a deteriorating economy and the reduced functionality of markets have created barriers to meeting shelter and NFI needs, exacerbated by the volatile security and access situation within the country. The effectiveness of planning and implementing an adequate response is hindered by significant information gaps, as no extensive assessment of shelter and NFI needs across Syria has been conducted to date.

In light of this, with the support of REACH, UNHCR and the Shelter/NFI Cluster have undertaken the first comprehensive assessment of shelter and NFI needs across northern and southern Syria. The assessment aims on the one hand to identify shelter vulnerabilities among the population of targeted areas, including in terms of adequacy and damage of shelters; and on the other hand, availability of and access to NFIs and priority shelter/NFI needs. The information will inform programming and enable Shelter/NFI Cluster member's to assess disparities in needs and vulnerabilities across areas assessed, as well as to contribute to an improved sectoral understanding across northern and southern Syria.

Map 2: Assessed areas



The assessment targeted opposition controlled areas in the governorates of Aleppo,²⁹ Idleb, Hama, Homs, Deir-ez-Zor, Ar-Raqqa, Dar'a, covering a total of 83 out of 156 sub-districts³⁰ and 57% of the population of Syria.³¹²⁹ Findings are based on primary data collected between 29th October and 31st December 2016, using a mixed methodology approach to cover as wide an area as possible, including 6,541 household surveys and 36 Focus Group Discussions (FGDs) with 216 participants across non-government controlled areas of Aleppo, Hama, Homs, Idleb, Dar'a and Quneitra, detailed in the following section. In Deir-ez-Zor and Ar-Raqqa governorates, security and access considerations rendered these methods unfeasible; as such, 234 direct purposively sampled Key Informant (KI) interviews were conducted and findings should be considered indicative rather than representative. Additionally, a separate sample of 80 collective centres was assessed in Aleppo, Idleb, Homs, Deir-ez-Zor and Ar-Raqqa governorates, with indicators developed in coordination with the CCCM cluster to capture issues which may be uniquely experienced by populations living in these shelters. Assessing the situation of IDPs in camps was beyond the scope of this assessment; as such, camps are not represented in terms of context specific vulnerabilities and needs.

²⁸ UN OCHA Syria, January 2017, <http://www.unocha.org/syria>

²⁹ Initially, the assessment was planned to cover the North of Syria only. However, it was not possible to obtain approvals for to conduct data collection for Hasakeh governorate within the timeframe of the assessment, as such coverage was revised to include parts of the South

Overall, assessed areas have experienced significant conflict to differing degrees, with high pockets of displacement in some locations (such as Idleb, Aleppo and Dar'a), and limited freedom of movement in others (Deir-ez-Zor, Ar-Raqqa, assessed sub-districts in Homs). Prior to the assessment, while some information existed on shelter type, tenancy, rental prices and prices of goods, information was often not comparable across assessed areas due to different timeframes, methodologies and coverage. Further, household-level information on shelter status, availability of and access to NFIs, as well as coping mechanisms used, was lacking across the country. In certain areas where security concerns limit access, such as Deir-ez-Zor and Ar-Raqqa governorates, information on shelter and NFI needs was generally unavailable. As such, the assessment aims to address these critical information gaps, forming a basis for future assessments of these areas.

Overview of governorates assessed, taken from secondary data:

- Aleppo and Idleb:** The largest concentration of both population and IDPs of assessed areas is in Aleppo governorate. Many of the 12 sub-districts in Aleppo are conflict affected and a large proportion of the governorate's population live in sub-standard shelter types, such as camps, informal settlements, unfinished buildings, collective centres as well as damaged homes. Further, the governorate displays lower rates of ownership than elsewhere (40%), corresponding with the high concentration of IDPs who are less likely to own their shelter.³⁰ All 17 sub-districts of Idleb were assessed, home to a large number of IDPs. Although much of the governorate has faced conflict previously, Tamanaah, Khan Shaykun, Sarmin, Saraqab and Bennsh sub-districts along the borders with Aleppo and Hama governorates have been particularly affected by continued conflict intensity, with 24% of the population living in damaged homes.
- Hama and Homs:** Six sub-districts in Hama and four sub-districts in Homs were assessed, though within these sub-districts only opposition-held communities were covered; (see Map 1). Three of the four sub-districts assessed in Homs (Rastan, Talbiseh and Taldu) are classified as hard to reach by the UN,³¹ and display typical characteristics of such areas including significant difficulties accessing goods as well as high prices.³² Although approximately half of the population of the governorate overall live in rural areas³³, the majority of the population in sub-districts assessed live in urban areas, such as Homs sub-district which was included in the coverage is the home to the main city of the governorate. In both governorates, higher rates of home ownership have been recorded in comparison to elsewhere (68% in Hama and 78% in Homs).³⁴
- Deir ez Zor and Ar-Raqqa:** The majority of the governorates have been under control of the group known as ISIL since January 2014. Since then, it has been extremely difficult to obtain information regarding the humanitarian situation and access is limited. Deir-ez-Zor governorate, where full coverage was achieved for this assessment by adopting a Key Informant (KI) methodology, has faced ongoing clashes, airstrikes and shelling, particularly in Deir-ez-Zor city. Much of the population of the city has been displaced either to elsewhere in the governorate, to Ar-Raqqa governorate and further afield. Ar-Raqqa governorate has also experienced airstrikes though to a lesser extent, and there is currently limited outward movement due to restrictions imposed by the group known as ISIL. The most common shelter type for IDPs in both governorates was independent apartments and houses as well as collective public spaces,³⁵ and property being unlawfully occupied by others was an issue affecting all sub-districts.³⁶ In both governorates, shortages of fuel have previously been highlighted as an issue.³⁷

³⁰ Findings from 2016 (May-June) WASH Cluster-led assessment for the HNO 2017, which used representative sampling at the household level with a confidence level of 95% and a margin of error of 10%

³¹ UN OCHA Syria, November 2016, [Overview of hard-to-reach and besieged communities](#)

³² REACH, November 2016, [Syria Community Profiles](#)

³³ Syria Humanitarian Needs Overview 2017

³⁴ Findings from 2016 (May-June) WASH Cluster-led assessment for the HNO 2017, which used representative sampling at the household level with a confidence level of 95% and a margin of error of 10%

³⁵ Data from REACH HSOS, data collected in October 2016 through KI interviews

³⁶ Protection Cluster (October 2016), Protection Needs Overview

³⁷ REACH (October 2016) Northern Syria Market Monitoring Exercise

- **Da'ra and Quneitra:** Control of Dar'a and Quneitra, in the south of the country, is fragmented and clashes are common, with indications that a large proportion of the population live in damaged homes (38% in Dar'a and 30% in Quneitra).³⁸ The assessed areas are under control of opposition groups. Parts of each governorate are accessible to humanitarian actors, and there is typically greater information on needs in these areas.

Table 1 below outlines the overall population figures across governorates assessed as well as data on current figures of people in need, providing a further understanding of the scale of vulnerability.

Table 1: Population and People in Need numbers in assessed governorates³⁹

Governorate	Population	IDPs	Total PiN	Shelter PiN / severity	NFI PiN / severity		
Aleppo	3,133,184	1,002,023	2,193,101	609,735	2.6	1,097,733	3.3
Idleb	1,780,900	908,929	1,304,695	284,337	2.6	511,246	3.4
Hama	1,357,775	261,350	957,156	204,288	2.5	275,035	2.8
Homs	1,522,720	476,703	1,131,841	494,508	2.6	599,785	2.7
Deir-ez-Zor	1,097,930	181,915	828,003	165,222	2.4	183,244	2.6
Ar-Raqqa	655,097	193,846	489,797	188,986	2.8	106,783	2.3
Dar'a	940,022	329,928	660,426	208,611	2.8	332,253	3.5
Quneitra	95,645	47,486	71,827	27,967	2.2	35,406	3.5

The following report details key assessment findings organised into the following sections: methodology, demographics and displacement, shelter, NFIs, livelihoods and WASH, followed by a separate section detailing the findings from the separate collective centre sample. Analysis is primarily at the governorate level, with sub-district breakdowns for some indicators available in an Annex separate to this report.

³⁸ Findings from 2016 (May-June) WASH Cluster-led assessment for the HNO 2017, which used representative sampling at the household level with a confidence level of 95% and a margin of error of 10%

³⁹ Figures taken from the HNO 2017, for which people in need numbers and a severity scale were calculated.

METHODOLOGY

Overview

Following an initial secondary data review to identify information gaps, indicators for this assessment were designed in collaboration with the Shelter NFI cluster and UNHCR. Four separate tools were developed, including a household survey, key informant questionnaire, focus group discussion and collective centre survey, administered across areas assessed depending on security and access constraints. All questionnaires were translated to Arabic, coded on a mobile data collection platform (Kobo) and data collection commenced upon the completion of training and piloting. Each stage is detailed in the following sections.

Secondary Data Review

An initial secondary data review⁴⁰ (SDR) was conducted to review existing information and data available, informing the identification of indicators to be assessed. First, a matrix was created to collate data sources, detailing their geographical coverage, methodology, timeframes and indicators assessed. Following the initial overview, the most recent data sources, of which reports and or datasets were publicly available, were then reviewed. Overall, the review concluded a scarcity of relevant information, as well as the varying data collection methods, geographical coverage and indicators assessed, limiting the comparability and use of data for programming.

Indicators and Tool Design

Indicators were designed in collaboration with UNHCR and the North Syria Shelter and NFI Cluster and were based on a) input received from cluster members during a workshop held in Gaziantep in August 2016; b) Global Shelter Cluster indicator lists; and c) shelter/NFI components of previous assessments in Syria and elsewhere globally. Where possible indicators were aligned with those used in previous assessments such as those for the HNO 2017 and the WASH cluster led household assessment conducted across Syria. The appropriateness of questions for the setting was confirmed through verification by Syrian staff from those areas, UNHCR and protection colleagues.

Following finalisation of indicators, four questionnaires were developed for the assessment to account for the varying degrees of accessibility across target areas as well as to ensure the method of data collection was appropriate for the type of information intended to be gathered:

1. Household (HH) survey questionnaire (Aleppo, Idlib, Hama, Homs, Dar'a, and Quneitra)
2. Focus Group Discussions (FGD) question route (Aleppo, Idlib, Hama, Homs, Dar'a, Quneitra)
3. KI interview questionnaire (Deir-ez-Zor and Ar-Raqqa)
4. Collective centres questionnaire (Aleppo, Idlib, Homs, Deir-ez-Zor, Ar-Raqqa)

Coverage and Sampling

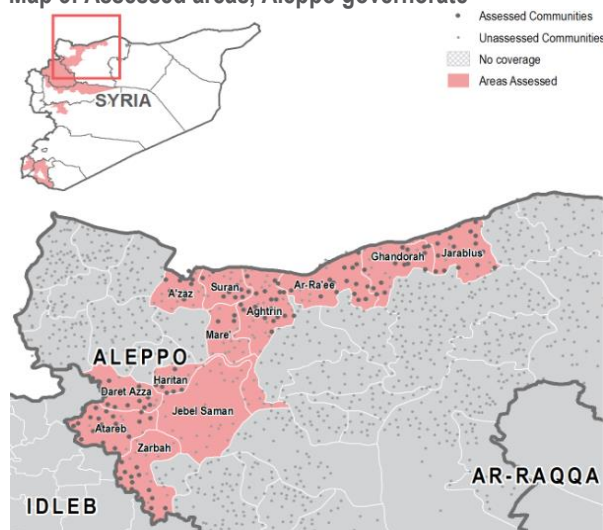
Across the areas assessed, primary data collection was preceded by a mapping exercise to determine assessable sub-districts, based on access and security considerations in opposition-controlled areas. This was adjusted throughout data collection as security and access issues occurred: Hasakeh governorate, as well as Kurdish-controlled areas of Aleppo (11 sub-districts) and Ar-Raqqa (3 sub-districts) were initially planned to be assessed and could not due to challenges in obtaining approval within the timeframe of the assessment. Final coverage is detailed below, and results in a total of 83 of 156 sub-districts assessed across the six governorates.

⁴⁰ Full secondary data review is available [here](#)

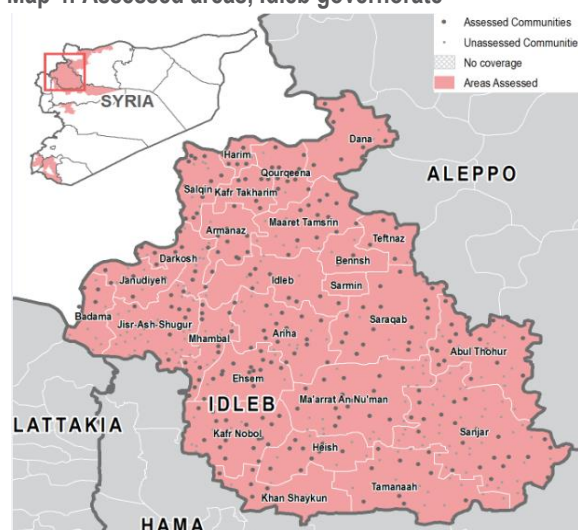
Table 2: Coverage and data collection methods

Governorate	Method	Sub-districts (SDs) covered	% SDs covered	% pop covered	Total HH	Total FGDs	Total KI	Total CC
Aleppo	HH + FGDs	12 / 40 Jebel Saman, Atareb, Daret Azza, Zarbah, A'zaz, Mare', Jarablus, Haritan, Hadher, Aghtrin, Ghandorah, Ar-Ra'ee	30%	63%	1,343	8	-	32
Ar-Raqqa	KI	7 / 10 Ar-Raqqa, Ath-Thawrah, Mansura, Karama, Sabka, Jurneyyeh, Maadan	70%	90%			85	2
Deir-ez-Zor	KI	14 / 14 All	100%	100%			149	2
Hama	HH + FGDs	6 / 22 As-Suqaylabiyah, Ziyara, Madiq Castle, Kafr Zeita, Karnaz, Hamra,	27%	13%	610	6	-	-
Homs	HH + FGD	4 / 23 Homs, Taldu, Ar Rastan, Talbiseh	17%	67%	430	4	-	6
Idleb	HH + FGDs	26 / 26 All	100%	100%	2,773	10	-	38
Dar'a	HH + FGDs	11 / 17 As-Sanamayn, Busra-esh-Sham, Dar'a, Ghabagheb, Hrak, Izra', Jasim, Jizeh, Mseifra, Mzeireb, Nawa	65%	82%	1,163	6	-	-
Quneitra	HH + FGDs	3 / 4 Quneitra, Khan Arnaba, Al-Khashniyyeh	75%	97%	316	2	-	-
TOTAL		83 / 156	56%	71%	6,635	36	234	80

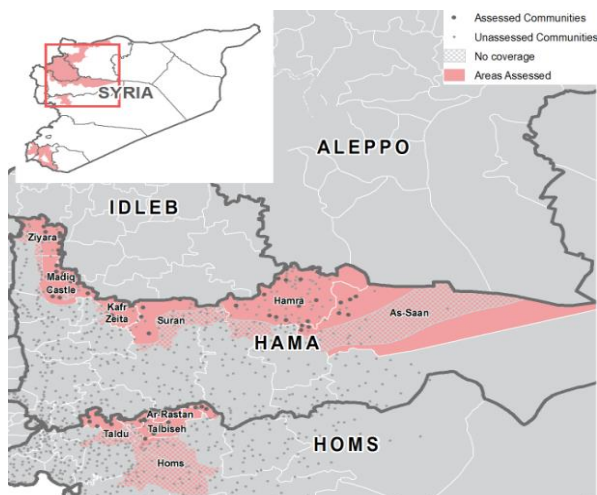
Map 3: Assessed areas, Aleppo governorate



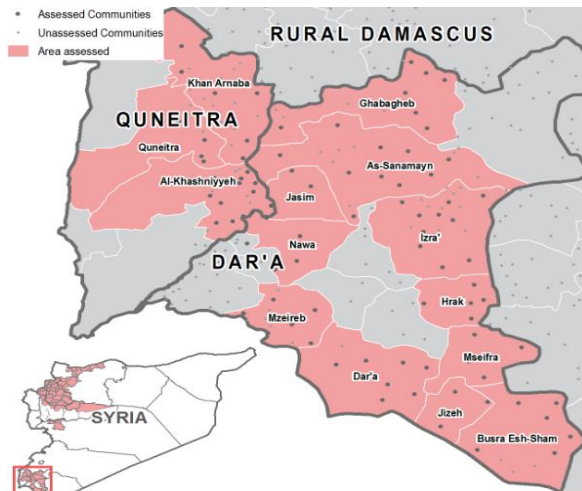
Map 4: Assessed areas, Idleb governorate



Map 5: Assessed areas, Hama and Homs governorates



Map 6: Assessed areas, Dar'a and Quneitra governorates



Household Interviews - Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra

Approximately 106 interviews were conducted in each sub-district⁴¹, while the sample was designed to allow findings to be representative to varying levels according to the unit of analysis:

- **Sub-district level:** Confidence level of 95% and a margin of error 10%.⁴²
- **Governorate level:** Confidence level of 99% and maximum margin of error 5%, with the exception of Homs and Quneitra where findings have a maximum margin of error of 7%. For governorate level findings, records were weighted during analysis to account for a household in a smaller sub-district having a greater chance of being selected across the area assessed.
- **Rural and urban areas:** Confidence level of 95% and a margin of error 5%, with the exception of Quneitra, where results have a confidence level of 95% and 13% margin of error.⁴³
- **Gender and displacement:** Due to lower sample size collected in specific governorates, results are not always representative for other disaggregations. Results for female headed households are representative in Aleppo, Dar'a and Idleb, though indicative only in Hama, Homs and Quneitra. Similarly, results for IDP and returnee households are indicative for Quneitra though representative elsewhere. It should be noted that households were asked to state what proportion of individuals in the household were IDPs, host community or returnees. As such, households with IDPs, which may also include host populations, were analysed with households with IDPs only to establish findings for IDP populations.

Two-stage random sampling was implemented in each sub district:

- Probability Proportional to Size (PPS) methods were used to randomly generate a list of communities to survey within each sub-district, along with a targeted number of surveys for each community. The probability that a community is selected, and the number of surveys to conduct per community, is influenced by the comparative population size of the community; ensuring that all households within the sub-district have the same probability of being selected (based on HNO 2017 population figures).
- Secondly, within each community, the targeted number of surveys to conduct was distributed across the community using randomization methods to obtain a simple random sample from each community. In cities and larger communities for which maps are available, communities were split into neighbourhoods (using existing defined neighbourhood boundaries or enumerators' prior knowledge of the community),

⁴¹ The formula used to calculate the sample size was first outlined by Krejcie and Morgan in 1970 and has been widely used in social research, including humanitarian research, ever since (3,313 known citations).¹² It is described as follows: $n = X^2 \times N \times (1-P) / (ME^2 \times (N-1)) + (X^2 \times P \times (1-P))$
Where: n = Sample size, X² = Chi-square for the specified confidence level at 1 degree of freedom, N = Population size, P = Population proportion (assumed to be 0.5 to generate maximum sample size), ME = desired Margin of Error (expressed as proportion)

- Krejcie and Morgan (1970) "Determining Sample Size for Research Activities" (Educational and Psychological Measurement, 30, pp. 607-610)
- The above formula was adjusted to include a 10% buffer on the total number of surveys, to account for potential non-responses and missing values

⁴² With the exception of Jebel Saman sub-district (Aleppo) and Hamra sub-district (Hama), where security and access constraints resulted in a lower number of target surveys being completed. In Jebel Saman, results are representative with a confidence level of 95% and margin of error of 13%, and in Hamra, a confidence level of 95% and margin of error of 11%.

⁴³ Rural and urban areas were classified according to community level classifications in the HNO 2017

and the number of surveys required divided equally between neighbourhoods. In smaller communities in which fewer surveys were required, enumerators were instructed to spread the surveys across the community and follow random instructions to reach a point and select a household.

In each governorate, results are only generalizable to the sub-districts highlighted on the map and coverage table, and the situation in unassessed sub-districts may differ.

Focus Group Discussions - Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra

The initial target was to conduct two focus group discussions (FGDs) per district, however, due to access and security restrictions, it was not possible to conduct FGDs in As-Salamiyeh (Hama) and Al Bab (Aleppo) districts. A total of 36 FGDs were conducted in the other 18 districts assessed. Separate FGDs were conducted for IDP and non-displaced groups, to determine different perceptions and challenges faced, as well as to create a conducive environment for an open dialogue. A total of 216 participants were selected on the basis of being able to report about the shelter/NFI situation accurately at the sub-district level, purposively selected through local community representatives and field teams.

Key Informant Interviews - Deir-ez-Zor and Ar-Raqqa

All sub-districts in Deir ez Zor and Ar-Raqqa were assessed with the exception of Suluk, Ein Issa and Tell Abiad.⁴⁴ Within each sub-district, approximately 10 Key Informant interviews were conducted with purposively sampled KIs reporting at the community level, resulting in a total of 234 key informant interviews across both governorates. The exact number of interviews depended on the number and population size of communities in the sub-district: where possible, one KI in each community was interviewed, with a greater number of KIs interviewed where communities consisted of more than 15,000 people⁴⁵ as detailed in the table below.⁴⁶ KIs were selected on the basis of relevant shelter / NFI specific knowledge,⁴⁷ as well as community level knowledge – this included *mukhtars*⁴⁸, those in construction / shelter related businesses, engineers, community leaders, local aid workers, as well as farmers, shop owners, former teachers, former members of local councils, drivers and nurses. During analysis, records were weighted by the relative size of the community compared to the number of interviews conducted in each community to allow for differences in community size when aggregating to the sub-district and governorate level.

Table 3: Minimum number of KIs interviewed per community

Community population	Min number of KIs
0-15,000	1
15-30,000	2
30-45,000	3
45-60,000	5
60-75,000	6
75,000+	8

Collective centres – Aleppo, Idleb, Homs, Deir Ez Zor, Ar-Raqqa

A sample of 80 collective centres was targeted in parallel in Aleppo, Idleb, Homs, Deir-ez-Zor and Ar-Raqqa. Centres were identified based on data provided by the CCCM cluster in October 2016, with further snowballing techniques adopted to include collective centres not captured in the CCCM dataset. Within each shelter, a resident with knowledge on the operations and management of the shelter was interviewed. The additional sample was not intended to affect the sampling or randomization approach used in the wider household assessment: samples for the wider assessment still include collective centres where targeting and randomization methods indicate that they

⁴⁴ It was not possible to gain approvals in these areas within the timeframe of the assessment.

⁴⁵ Population figures used from the Humanitarian Needs Overview 2017.

⁴⁶ In three sub-districts in Deir-ez-Zor and four sub-districts in Ar-Raqqa it was not possible to interview one KI per community due to the large number of very small, rural communities in these sub-districts. In these locations, KIs were interviewed in a sufficient number of communities to cover at least 70% of the sub-district population

⁴⁷ As KIs were purposively selected on the basis of having relevant shelter / NFI specific knowledge, it was not necessary to assign confidence levels for KIs and weight records accordingly.

⁴⁸ Local community representative, often the head of local or informal government of a town or village.

should be. It was not possible to determine the existence of or locations of collective centres in Hama, which contains a lower proportion of IDPs than elsewhere; as such the sample does not include any collective centres in Hama governorate. Collective centres in Dar'a and Quneitra were not assessed as this was not deemed an information gap given the high level of INGO/NGO engagement in these shelters, as well as the relative ease of access to ongoing information regarding community needs.

Primary Data Collection

Primary data collection was implemented in Aleppo, Idlib, Hama, Homs, Deir-ez-Zor and Ar-Raqqa governorates between 29th October and 7th December 2016, and in Dar'a and Quneitra governorates between 7th and 31st December 2016.⁴⁹ Primary data collection in each location involved the following stages: recruitment and training, pilot, data collection including ongoing data checking and cleaning, and final data cleaning.

Fieldwork was preceded by recruitment and training of enumerators living within the areas to be assessed. Training was conducted remotely by teams based in Turkey (for Aleppo, Idlib, Hama, Homs, Deir-ez-Zor and Ar-Raqqa) and Jordan (for Dar'a and Quneitra), over the course of two days, covering the general objectives, questionnaire and methodology and the data collection implementation plan. A day-long pilot was conducted after which any further issues with the form, translations or enumerators' understanding were addressed and necessary changes or further training conducted.

Depending on location, for household, KI and collective centre surveys, enumerators either used paper forms in the field and entered data onto smartphones using Kobo Collect (a mobile data collection platform), or entered data directly onto smartphones during interviews. Use of Kobo forms aimed to limit data entry errors through building constraints and relevance expressions into the tool. All completed surveys were uploaded to a server at the end of the day following initial data checks by enumerators. Throughout data collection, assessment teams monitored incoming data on a daily basis, including checking entries for inconsistencies and following up immediately with enumerators, as well as tracking length of time taken per survey and number of surveys per enumerator. A final review and cleaning of data was undertaken upon completion of data collection. FGDs were facilitated by two staff, one to lead the discussion and one to transcribe the discussion. Data collection adopted a 'do no harm' approach, adhering to the guiding principles of informed consent, confidentiality and ethical evidence gathering. The assessment was conducted with respondents aged 18 years or above. All surveys were voluntary and could be stopped at any time, and respondents could opt to prefer not to reply to particular questions. Personal identifiers, such as names, addresses and phone numbers were not gathered or recorded.

Challenges and Limitations

Key challenges and limitations faced during the data collection and analysis process are listed below:

- Due to security issues, access difficulties were faced in parts of targeted sub-districts, mostly affecting individual communities. Targets were reallocated to other communities in the sub-district and the inaccessible communities excluded from the sampling frame. However, in Jebel Saman sub-district (Aleppo), it was not possible to complete 106 surveys across the sub-district due to the severe escalation of conflict mid-end November. Fifty-five surveys were conducted and included in the final analysis, giving results with a confidence level of 95% and margin of error 13% (rather than 10%). Similarly, in Hamra sub-district (Hama), only 82 surveys were completed due to inability to continue work linked to insecurity, giving results with a confidence level of 95% and a margin of error 11% (rather than 10%).
- While daily checks were conducted on incoming data to identify inconsistencies in particular entries, it was not possible to rectify all errors during follow-up. As such, a minority of entries for particular questions have been removed or inconsistencies tagged for exclusion from analysis. Overall findings are unaffected, rather resulting in a reduced number of data points used for analysis for select questions. Due to the 10% buffer built into the initial sample, household-level findings for each question are still representative.
- The definition for returnee used was someone who had moved outside of the community and since returned to the same community, but not necessarily the same shelter. This does not allow breakdown of

⁴⁹ Dar'a and Quneitra were incorporated into the assessment following the inability to gain approvals to conduct data collection in Hasakeh during the timeframe of the assessment.

whether someone has returned to the same shelter or not, the length of time they had been displaced for, or how far they had been displaced from their homes; as such, it is not possible to identify the ways in which the aforementioned factors may be correlated with specific types of shelter vulnerabilities.

- Although the majority of collective centres initially included as part of the target sample were accessed or replaced with other shelters in similar areas, there are reportedly multiple collective centres in four sub-districts in Idlib (Harim, Qourqeena, Salqin and Darkosh) which were not possible to assess due to difficulties locating and accessing the shelters within the timeframe of the assessment. As such, information collected on shelters in Idlib does not apply to these four sub-districts.
- The sample was not stratified by shelter type, rather shelters were assessed randomly. Certain shelter types, such as unfinished buildings and informal settlements may be more likely to be clustered geographically, so the random sampling methodology used may not result in targeting these proportionally. As such, it is not always possible to disaggregate results by shelter types in all areas, particularly where alternative shelter types comprise a small proportion of the sample collected in an area, and numbers for these vulnerable shelter types may be underestimated. In particular, this excluded a large number of people living in informal settlements in Quneitra government, as these settlements were not assessed. In addition, assessing the situation of IDPs in camps was beyond the scope of this assessment and was not incorporated into research design; as such, camps are not represented in the proportional breakdown and IDP figures may be underreported.
- Questions regarding disability and chronic illnesses were self-reported by households and were not corroborated through medical reports; therefore, any identified cases would require further verification.
- Recall bias may have affected the accuracy of responses for all self-reported questions due to the potential of participants having unreliable memory of past events, for example, the timeframe of aid distributions.
- Finally, it is also important to note that information based on a sub-set of answers will invariably have a lower confidence level and margin of error than for the entire sample. For example, 'accommodation type' includes the entire sample, whilst a question asked just to households living in rented accommodation (a sub-set of all accommodation types) such as 'rent price' will have a lower confidence level. Where information has been disaggregated from a small sub-set, finding can be only considered indicative and will be referred to as such throughout the report whenever this applies.



FINDINGS

This section of the report presents the main findings from the assessment, organised by sector (shelter, NFIs, livelihoods and WASH), with an initial section detailing demographics and displacement status of the households and final sections focusing on humanitarian assistance and collective centres. Within the findings for each sector, main findings for each governorate are presented by indicator, with findings disaggregated where relevant.

Demographics

Summary

- The average household size was approximately 6 people, being slightly higher in Deir-ez-Zor and Dar'a (6.6) compared to elsewhere. Shelters typically contained more than one household.
- In the majority of governorates assessed, the proportion of children was greater than 50%, resulting in a dependency ratio greater than one; this was particularly high in Aleppo and Idlib where 57% and 56% of the assessed population were below 18.
- In areas assessed through household interviews, 26% reported hosting people with chronic illness, and 17% reported hosting people with a disability, corresponding to rates of 9% chronic illness and 6% disability.

Average number of people per household and shelter

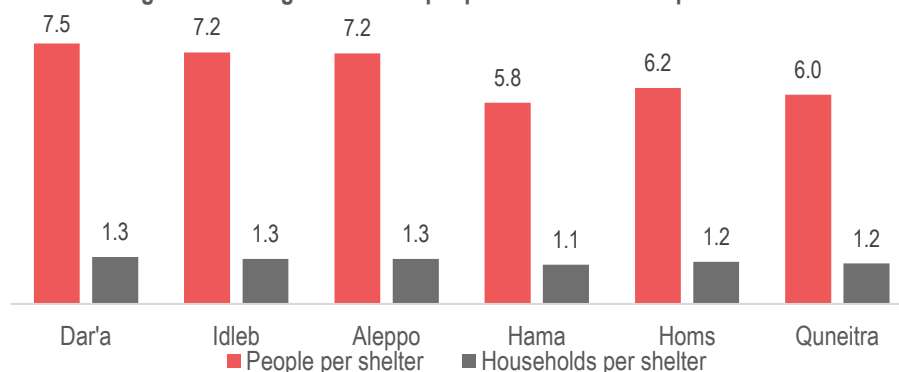
For the purposes of this assessment, the following definitions were used:

- **Household:** a group of people living together and generally eating from the same pot and/or sharing resources; typically, but not always, comprising a family group.
- **Shelter:** self-contained structure which can host one or multiple households.

Across the areas assessed, the average household size was approximately 6 people. This was highest in Deir-ez-Zor and Dar'a (6.6) followed by Idlib (6.2) and Ar-Raqqa (6.1), which respondents indicated was attributable to a tendency for larger family sizes in these locations. Households in assessed areas of Quneitra and Aleppo had an average of 6.0 and 5.9 people respectively, whilst households in Hama and Homs were slightly smaller (5.5 and 5.4 people respectively).

In all governorates assessed through household interviews, the average number of people per shelter was higher than the average number of people per household, indicating it was common for more than one household to live in a shelter. The governorates with the most people per shelter were Dar'a (7.5), Idlib (7.2) and Aleppo (7.2), compared to lower averages in Homs (6.2), Quneitra (6.0) and Hama (5.8 people). The higher averages in Dar'a, Idlib and Aleppo are likely due to a combination of traditionally larger family sizes (Dar'a) as well as the high number of people displaced to these areas (Dar'a, Idlib and Aleppo).

Figure 1: Average number of people and households per shelter



In Idleb and Aleppo, both home to a large number of IDPs, shelters with IDPs housed a higher average number of people (7.4 people in shelters with IDPs in Idleb and Aleppo compared to 7.1 and 7.0 respectively in shelters without IDPs) largely due to the prevalence of IDP households more likely to be sharing a shelter. In contrast, shelters with IDPs in Dar'a housed similar numbers of people as shelters without (7.5), due to typically larger family sizes of the host population. Shelters with IDPs in Homs and Quneitra housed fewer people (average IDP shelter size 6.0 in Homs and 4.8 in Quneitra compared to 6.4 and 6.1 respectively).

The number of people sharing a shelter was higher in assessed urban areas of Dar'a, Hama and Quneitra, though this pattern reversed in Aleppo and Homs, with no difference observed in Idleb⁵⁰. Although urban areas commonly attract people due to the concentration of services and employment opportunities, the main cities of Aleppo and Homs have seen depleted populations since the beginning of the crisis due to severe conflict, contributing to the lower number of people per shelter in these areas.

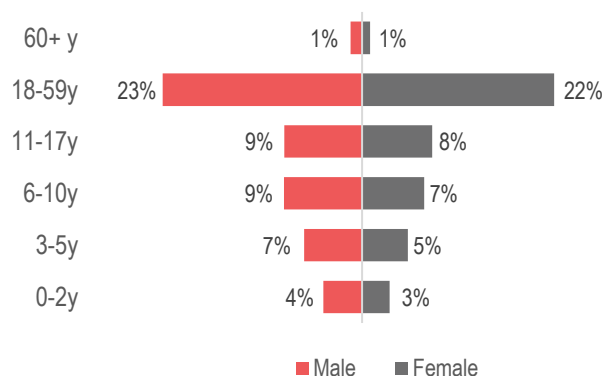
Household composition

Age and sex breakdown

In the majority of governorates assessed through household surveys, with the exception of Homs and Quneitra, the proportion of children was greater than 50%, resulting in a dependency ratio greater than one; this was particularly high in Aleppo and Idleb where 57% and 56% of the assessed population were below 18. This indicates that for every individual of working age, there is at least one economically dependent individual of non-working age, representing a significant increase from the 2014 average dependency ratio in Syria of 0.7⁵¹. Further, in all governorates assessed with the exception of Hama, IDP households had a higher proportion of children compared to non-IDP households.⁵²

In Deir-ez-Zor and Ar-Raqqa, the proportion of the population below 18 was estimated to be 33% and 51% respectively.⁵³ Although further exploration is required, the particularly low proportions of children in Deir-ez-Zor has been attributed by field verification to the large outflow of people from Deir-ez-Zor city since the beginning of the conflict; while some people have since returned to the governorate, children were reportedly more likely to remain outside of the governorate, due to ongoing instability.

Figure 2: Population distribution by age and sex



Heads of household

Heads of households were typically male, although in Deir-ez-Zor, 30% of households were reported to be female, attributed to the outward migration of young males. The average age of the head of household was

⁵⁰ Disaggregated results are not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used.

⁵¹ The World Bank (2015), [The World Bank Data, Syrian Arab Republic](#), accessed 03/01/2017

⁵² Aleppo: 59% children in IDP households; 54% children in non-IDP households; Dar'a: 55% / 52%; Homs 43% / 42%; Idleb 59% / 56%; Quneitra: 49% / 45%

⁵³ Due to the KI methodology used, this should be considered indicative rather than representative, as should all findings for Deir-ez-Zor and Ar-Raqqa throughout the report

43, varying little between governorates.⁵⁴ The majority of heads of households were married (89%), with smaller proportions widowed (8%), single (2%) or divorced / prefer not to say (1%).

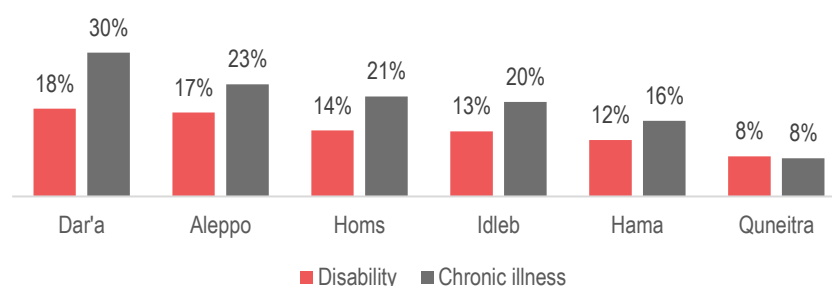
Chronic illness and disability

For the purposes of this assessment, the following definitions were used⁵⁵:

- **People with disabilities:** any individual with physical, mental, visual, auditory or speech impediments
- **People with chronic illness:** anyone with a long-term disease that cannot be vaccinated against such as diabetes, heart disease, cancer, blood disease

Overall, 26% of households reported hosting people with chronic illness, and 17% reported hosting people with a disability, corresponding to total rates of 9% chronic illness and 6% disability of the overall population in assessed areas.⁵⁶ At the governorate level, the proportion of households hosting people with chronic illness ranged between 8% and 30%, highest in Dar'a, followed by Aleppo, Homs and Idleb, with lower rates reported in Hama and Quneitra (see Figure 3 below). Similar patterns were observed for disabilities.

Figure 3: Proportion of households hosting people with chronic illness or disability



⁵⁴ Slightly lower in Hama (40) and Quneitra (41) compared to elsewhere (43-44 in Aleppo, Idleb, Homs and Dar'a).

⁵⁵ Disability and chronic illness were self-reported by households and not verified through medical records.

⁵⁶ Calculated as the number of people in the household with a disability or chronic illness over the total number of people, weighted depending on size of the sub-district.

Displacement

Summary

- The highest proportions of IDPs were in assessed areas of Homs and Aleppo, followed by Idleb, Hama, Dar'a, Ar-Raqqa and Deir-ez-Zor, with smaller proportions in assessed areas of Quneitra.
- IDPs in assessed areas of Dar'a, Homs, Ar-Raqqa and Deir-ez-Zor had spent a longer average time in their shelters compared to elsewhere, indicative of longer-term displacement. In Idleb and Aleppo, IDPs were also more likely to have been displaced multiple times.
- In Aleppo, Hama, Homs, Deir-ez-Zor and Dar'a, most displacement was intra-governorate, while in Quneitra, Idleb and Ar-Raqqa, IDPs were more likely to be from other governorates, particularly varied in Idleb.
- 80% of IDP households reported owning a property prior to displacement, while two thirds had legal documentation for this in Aleppo, Quneitra, Homs and Dar'a only 50% of IDPs in Hama and 34% in Idleb had documentation. In addition, 44% reported that this property was damaged, 36% reported the property to be destroyed and looting affected a third of households.
- FGD participants expressed concerns about disputes, which may arise upon return of shelter owners, particularly due to a lack of documentation and rate of unlawful occupation. However, IDPs expressed a high level of awareness on the temporary character of current accommodation, expressing the willingness to return to the area of origin upon improved security conditions.

Prevalence of non-displaced, IDPs and returnees

Population group breakdown

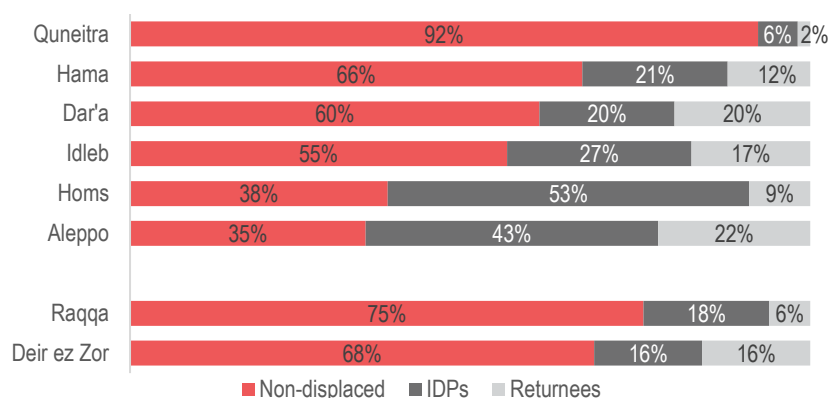
For the purposes of this assessment, the following definitions were used:

- **Returnees:** those who had moved temporarily outside of the community since the beginning of the conflict and subsequently returned to their community (not necessarily to the same shelter).
- **IDPs:** those who had moved to a community different to their community of origin since the beginning of the conflict.

IDPs were found to comprise the largest proportion of the population in Homs (53%) followed by Aleppo (43%), Idleb (27%), Hama (27%), Dar'a (20%), and Quneitra (6%), whilst returnees were most prevalent in the households assessed in Aleppo (22%), Dar'a (20%) and Idleb (17%) compared to Hama (12%), Homs (9%) Quneitra (2%).⁵⁷ Overall, 18% of the total population in assessed areas of Ar-Raqqa and 16% in Deir-ez-Zor were estimated by KIs to be IDPs, with 6% returnees in Ar-Raqqa and 16% in Deir-ez-Zor. The largest estimate of returnees in Deir-ez-Zor is reportedly due to many having moved to nearby areas when the conflict initially started in the governorate, thereby increasing the ease with which they were able to return when conflict subsided.

⁵⁷ Disparities in findings compared to proportions of IDPs recorded in the Humanitarian Needs Overview (HNO) are attributable to changes in situation between the time of data collection for the HNO and the time of data collection for this assessment, as well as the lack of coverage of all sub-districts in the governorates assessed. In Homs, a much larger proportion of IDPs is recorded when compared to the HNO (53% compared to 31% in the HNO). This is largely due to the inclusion of Homs sub-district in the sample, which is home to a large proportion of IDPs compared to other assessed sub-districts as well as other unassessed sub-districts in the governorate. Similarly, in Quneitra a much smaller proportion of IDPs and returnees is recorded when compared to the HNO (8% combined compared to 49% in the HNO). This is largely due to many IDPs in the governorate living grouped together in informal camps, which were not assessed, as well as many IDPs from Dar'a displaced during 2016 having since returned to their communities of origin. Proportions also differ in Aleppo (43% compared to 32% in the HNO), as data was collected during November following a period of significant conflict and displacement. Finally, in Dar'a and Idleb, proportions of returnees and IDPs combined are similar to the total proportion of IDPs recorded in the HNO (35% in Dar'a and 51% in Idleb), which does not differentiate between IDPs and returnees.

Figure 4: Proportion of non-displaced, IDPs and returnees in assessed population



Proportions of returnees are largely similar in urban and rural areas (with the exception of Dar'a and Hama⁵⁸), although, in Aleppo 52% of the population assessed in urban areas were IDPs, compared to 34% of the population assessed in rural areas of Aleppo. Similarly, in Homs, a larger proportion of the assessed population in urban areas were IDPs compared to rural areas (58% compared to 22%). Proportions of IDPs were similar across urban and rural areas in Dar'a, Hama, Idlib and Quneitra.⁵⁹

Number of times displaced

In a majority of areas, households with IDPs had been displaced between 1.7 and 2.4 times. **Those in Deir-ez-Zor, Aleppo and Idlib were more likely to have been displaced a greater number of times** (2.4 in Deir-ez-Zor, 2.3 in Aleppo and 2.1 in Idlib compared to 1.7-1.9 elsewhere). Idlib and Aleppo host large proportions of IDPs, with Idlib a common destination for people from other governorates as well as from elsewhere in Idlib itself, whilst ongoing conflict and movement restrictions in Deir-ez-Zor and Aleppo has led to intra-governorate displacement.

Length of time spent by IDPs in current shelter

IDPs in assessed areas of Dar'a and Homs had spent a longer average time in their shelters compared to elsewhere. The average number of months spent in the shelter by IDP households was 34 in Dar'a and 31 in Homs, compared to 27 in Idlib and Quneitra, 22 in Hama and 19 in Aleppo. IDPs in Deir-ez-Zor and Ar-Raqqa had also been displaced for a comparatively longer time, linked to movement restrictions by authorities: KIs reported that IDPs in Ar-Raqqa had been displaced for an average of just over three years, whereas those in Deir-ez-Zor had been displaced for just under three years.

Area of origin of IDPs

In Aleppo, Hama, Homs, Deir-ez-Zor and Dar'a, most displacement was intra-governorate with the majority of IDPs being from elsewhere in the governorate. In contrast, the area of origin of IDPs was more mixed in Quneitra, Idlib and Ar-Raqqa. Origin was particularly varied in Idlib, with IDPs predominantly from Aleppo, Hama and elsewhere in Idlib, as well as smaller proportions from Homs. In Quneitra IDPs were commonly from Dar'a, elsewhere in Quneitra or Rural Damascus, and in Ar-Raqqa, IDPs were reportedly commonly from Homs, Aleppo and Deir-ez-Zor, with smaller proportions from elsewhere in Ar-Raqqa.

Displacement reasons

Reasons for IDP movement

The most commonly reported reason for IDP movement in Aleppo, Dar'a, Homs and Idlib was due to conflict in the area of origin, whilst in Hama and Quneitra, IDPs had moved most commonly for access to employment, income or shelter at the destination. In Ar-Raqqa, the relative distance to the communities, a lack of money to pay for movement elsewhere and physical blockages leaving were the most common reasons for choosing the present community, indicating that the locations may not be the preferred choice of the IDPs and

⁵⁸ Dar'a had 14% returnees in rural areas and 22% in urban areas, mostly in Dar'a city which has experienced much escalation and de-escalation of conflict; whilst Hama had 13% returnees in rural areas and 45% in urban areas.

⁵⁹ Dar'a: 18% IDPs in rural areas, 21% in urban; Hama: 12% IDPs in rural areas, 11% in urban; Idlib: 27% IDPs in both urban and rural areas; Quneitra: 6% IDPs in both urban and rural areas

movement could occur if it became possible. In Deir-ez-Zor, family ties and a lack of money to pay for movement elsewhere were the most commonly reported reasons for choosing the present location.

Table 4: Most commonly reported reasons for movement to the current location by IDPs

For Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra, the table shows the percentage of IDP households reporting each reason as one of their top three reasons for movement. For Deir-ez-Zor and Ar-Raqqa, the table shows the percentage of KIs reporting that the reason was one of the three most common reasons for movement to the community.⁶⁰

	Conflict in area of origin	Relative access to employment, income or shelter	No money to pay for movement to elsewhere	Relative safety and security / other accessible locations or routes to other locations less safe	Relative distance to location compared to elsewhere	Family ties / good relations with the host community	Physical obstacles to other locations
Aleppo	81%	32%	21%	9%	9%	11%	8%
Dar'a	79%	22%	23%	23%	29%	6%	9%
Hama	37%	72%	14%	28%	7%	1%	16%
Homs	92%	3%	5%	3%	3%	5%	1%
Idleb	77%	51%	6%	11%	3%	18%	3%
Quneitra	43%	54%	0%	1%	0%	8%	0%
Ar-Raqqa	58%	0%	69%	0%	81%	14%	56%
Deir-ez-Zor	49%	22%	55%	42%	13%	59%	27%

Reasons for return

Change in the safety and security situation in the area of origin was generally a commonly chosen reason for return in all locations, and the most commonly selected reason in Aleppo, Hama and Quneitra - while this was almost never reported in Ar-Raqqa. Aside from conflict related reasons, responses differed between governorates: whilst protecting assets was the most commonly stated reason for return in Dar'a, and also important in Hama, Deir ez or and Ar-Raqqa, family ties acted as the main pull factor in Homs and access to employment, income or shelter in Idleb.

⁶⁰ Percentages have been weighted to account for the population size of the community that the KI was reporting on.

Table 5: Most commonly reported reasons for returnee return

For Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra, the table shows the percentage of returnee households reporting each reason as one of their top three reasons for return. For Deir-ez-Zor and Ar-Raqqa, the table shows the percentage of KIs reporting that the reason was one of the three most common reasons for people to return to the community.⁶¹

	Safety and security situation changed	Access to employment, income or shelter	Family ties	Protecting assets	No money to pay for movement elsewhere	Physical obstacles to move elsewhere	In transit / on the way somewhere else	Other
Aleppo	59%	51%	44%	39%	20%	5%	0%	0%
Dar'a	50%	20%	48%	70%	38%	5%	0%	7%
Hama	56%	37%	20%	59%	47%	1%	1%	0%
Homs	14%	4%	68%	21%	12%	0%	0%	1%
Idleb	42%	57%	40%	21%	14%	2%	0%	0%
Quneitra	55%	11%	34%	11%	22%	0%	0%	0%
Ar-Raqqa	1%	0%	32%	76%	97%	0%	0%	0%
Deir-ez-Zor	43%	20%	81%	75%	45%	5%	9%	0%

IDP property and documentation in area of origin

Property possessed before displacement

Of the households assessed with IDPs in Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra, 80% reported to own a home prior to displacement.⁶² IDPs in Homs and Dar'a were most likely to have owned a house (94% and 92%), followed closely by IDPs in Aleppo (85%) and Quneitra (82%), with smaller proportions in Hama (61%) and Idleb (57%). Of those who owned a property at their place of origin⁶³ 44% reported that this property was damaged while 36% reported the property to be destroyed. Looting was also common, affecting a third of IDP households who owned property prior to displacement. Within governorates, rates of damage and destruction of pre-displacement properties were largely similar⁶⁴, being slightly lower in Hama, where 27% of IDP households reported damage, and higher in Quneitra, where 66% of IDP households did. Looting was more likely to have been an issue for IDP households currently in Homs (51%) and Dar'a (50%), and less likely to have affected IDP households currently in Aleppo (13%). Occupation without consent was particularly prevalent for IDP households in Dar'a, where 22% of IDP households owning property reported that this had occurred (compared to 10% in Hama, 9% in Aleppo, 5% in Homs, 2% in Idleb and 0% in Quneitra). FGDs participants indicated that selling properties was uncommon due to a desire to return to properties once the conflict is over and challenges faced when attempting to buy or sell properties. Selling properties was difficult due to a lack of demand, challenges in completing legal transactions in many areas in the absence of functioning institutions as well as the need to conduct transactions from afar.

⁶¹ Percentages have been weighted to account for the population size of the community that the KI was reporting on.

⁶² It was not possible to assess this in Deir-ez-Zor and Ar-Raqqa due to the KI methodology used.

⁶³ Results should be considered indicative rather than representative, as questions were asked to households with IDPs who stated owning a house prior to displacement, of which the overall sample is not sufficient to produce representative results in all governorates.

⁶⁴ Destruction between 30% and 45% depending on governorate, damage between 38% and 48% with the exception of Hama and Quneitra.

Figure 5: Percentage of IDP households owning property before displacement

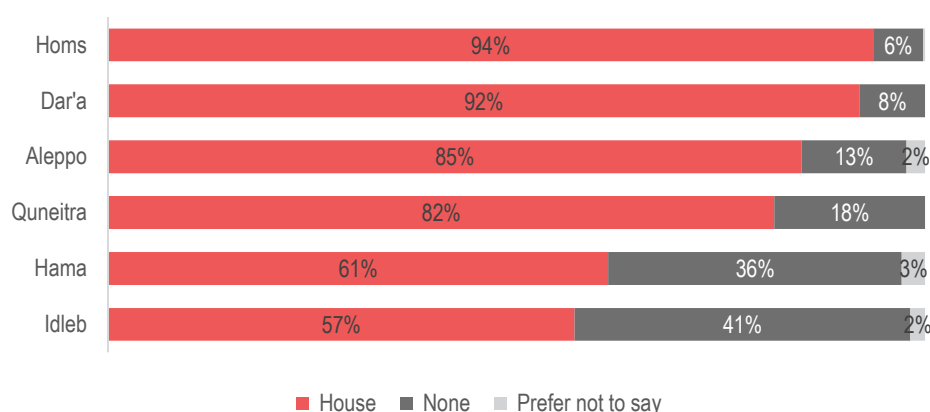
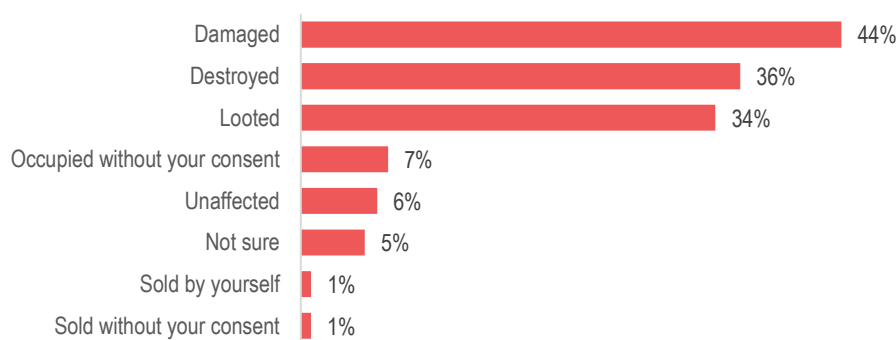


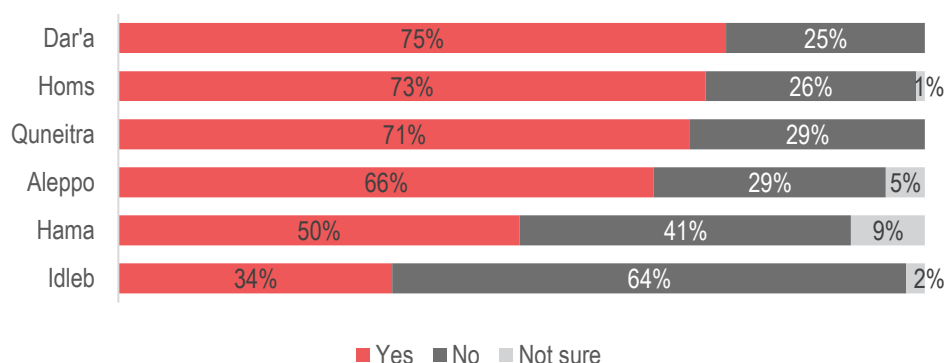
Figure 6: Status of property owned by IDP households before displacement (households could select multiple options)



Documentation for pre-displacement properties

Two thirds of IDPs households had legal documentation in Aleppo, Quneitra, Homs and Dar'a for the properties inhabited prior to displacement (see Figure 7 below), whilst **only 50% of IDPs in Hama and 34% in Idlib had documentation**⁶⁵.

Figure 7: Percentage of IDP households with legal documentation to prove tenancy for property in area of origin



Some FGD participants expressed concerns about potential disputes, which may arise upon return of shelter owners currently settled in a different community, particularly due to a lack of documentation and the high rates of unlawful occupations and squatting. However, IDPs expressed a high level of awareness on the temporary nature of current accommodation, with a strong willingness to return to the area of origin upon improved security conditions.

⁶⁵ 43% of all households assessed in Aleppo, 20% in Dar'a, 12% in Hama, 53% in Homs, 27% in Idlib and 6% in Quneitra.

Shelter

Summary

- Households with IDPs typically live in more crowded conditions as well as more vulnerable shelter types, such as informal settlements, unfinished buildings and collective centres.
- High rates of renting or living for free (charity from family / friends, institutional charity, formalised squatting, and informal squatting) were observed in Idlib, Aleppo and Homs. Rental costs are particularly high in areas with large proportions of IDPs, and changes in rent price were related to population influx and particularly elastic in urban areas.
- The most common housing, land and property (HLP) issue was a lack/loss of documentation, followed by other disputes (not involving landlords or rent e.g. with neighbours). Whilst it is possible to obtain pre-conflict documentation through courts established by authorities in many areas, new transactions are often difficult to complete.
- In Deir-ez-Zor and Ar-Raqqa, the most common HLP issues were inheritance issues and looting of private property (Deir-ez-Zor) and expropriation of property and unlawful occupation (Ar-Raqqa).
- The most commonly reported shelter adequacy issues indicate a general lack of shelter suitability for winter conditions. This was particularly notable in areas that have suffered significant damage due to conflict, and widespread in assessed areas of Homs, Aleppo, Dar'a and Deir-ez-Zor
- Rates of reported damage were highest in Homs (87%) and Dar'a (68%), followed by Hama (55%), Aleppo (53%), Deir-ez-Zor (46%) and Idlib (37%), with lower rates elsewhere (20% in Quneitra and 19% in Ar-Raqqa). In governorates with higher rates of damage, shelter adequacy issues as reported above were more prevalent.
- Most significant damage was reported in the form of large cracks in most walls (8-12% of households in Aleppo, Dar'a and Hama), heavy fire damage (20% of households in Aleppo and Dar'a), partial collapse of some walls (14% of households in Hama).
- The most common cause of damage was conflict related, followed by general disrepair. Conflict, in the form of airstrikes or explosions, was more common cause of damage in urban compared to rural areas, while weather damage was common in rural areas.
- The most significant barrier to making shelter repairs was the expense; either that repairs require a professional, which households could not afford, or that households are able to make repairs but the materials are too expensive – this was more commonly reported than a general lack of shelter materials, although this was a key barrier in Homs.
- In general, the main barriers to shelter support were a lack of knowledge about any available assistance, some groups being treated unfairly during distributions, (clarified during FGDs as referring to the selection of beneficiaries, rather than treatment at the distribution itself), and an insufficient amount of assistance to serve the community. In Deir-ez-Zor and Ar-Raqqa, there was a reported general insufficiency of aid in the area
- Overall, IDP populations exhibited particular vulnerabilities as they were more likely to live in more vulnerable shelter types, have higher occupancy ratios indicative of more crowded conditions, less likely to have legal documentation to prove their tenancy status and were more likely to report adequacy issues.

Occupancy

Occupancy ratio

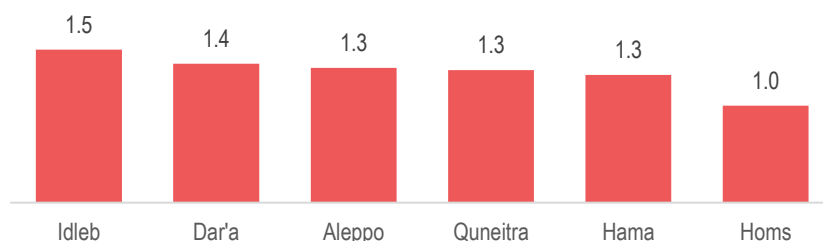
For the purposes of this assessment, the following definitions were used:

- **Number of rooms occupied by a household:** Number of functional rooms used by the household, including kitchens, bathrooms, bedrooms, living rooms and other
- **Occupancy ratio:** Average number of people per room, calculated by dividing the number of rooms occupied by the number of people in the household (does not indicate the number of people per bedroom)

Households were found to occupy an average of 4.1 rooms in Idleb, 4.4 in Aleppo, 4.6 in Quneitra, 4.7 in Hama and 4.8 in Dar'a, with more rooms in shelters in Homs (5.6).⁶⁶ The occupancy ratio varies across governorates with households in Homs having slightly more space (average of 1.0 people per room) compared to those in Idleb (1.5), Dar'a (1.4), Aleppo (1.3), Hama (1.3) and Quneitra (1.3). In Idleb, Dar'a and Aleppo this is attributable to larger number of children resulting in larger family sizes, as well as the prevalence of IDPs sharing households (in Idleb and Aleppo), whereas in Quneitra, this is attributable to a lower number of rooms being occupied by each household compared to elsewhere (see Figure 8).

Households with IDPs typically live in more crowded conditions, with the exception of Homs and Quneitra where IDP and non-IDP occupancy ratios are largely similar. This is most noticeable in Dar'a and Idleb: IDP households in Dar'a had an occupancy ratio of 1.6 compared to 1.3 for non-IDP households, and IDP households in Idleb had an occupancy ratio of 1.8 compared to 1.4 for non-IDP households. Whilst households in rural areas of Aleppo, Homs, Hama and Idleb have a slightly higher average occupancy ratio compared to households in urban areas, this pattern reverses in the Dar'a and Quneitra.

Figure 8: Average occupancy ratio



Shelter type

The largest proportions of people living in typically more vulnerable shelter types (such as unfinished buildings, informal settlements, camps, collective centres) were found in Idleb (16%), Deir-ez-Zor (12%), Aleppo (9%) and Quneitra (9%)⁶⁷ compared to elsewhere (8% in Homs, 6% in Dar'a, 3% in Hama and 1% in Ar-Raqqa)⁶⁸

Overall, IDPs, female headed households and those living in rural areas were more likely to typically live in vulnerable shelter types, although this differed across governorates. There was only a slightly larger proportion of households in vulnerable shelter types in rural areas of Aleppo (10% compared to 7%), Dar'a (7% compared to 6%) and Hama (1% compared to 0.4% respectively), whereas a much larger proportion lived in vulnerable shelter types in rural areas of Quneitra (11% compared to 4%), Idleb (20% compared to 10%) and Homs (33% compared to 5%). With the exception of Homs governorate, households with IDPs were much more likely

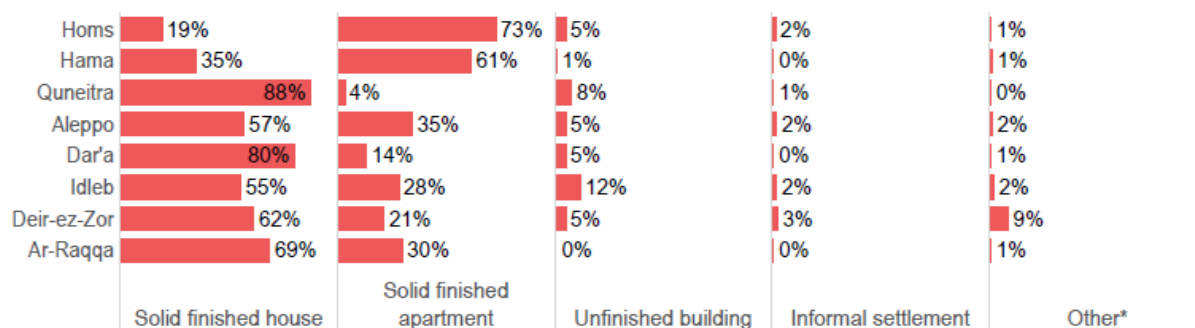
⁶⁶ Due to the different methodology used, occupancy ratio is not available for Deir-ez-Zor and Ar-Raqqa governorates.

⁶⁷ In Quneitra, collective centres and informal settlements were not assessed, as such actual proportions of people in vulnerable shelter types across the governorate is likely to be higher.

⁶⁸ It is important to note that sampling was not stratified by shelter type, rather households were selected randomly across communities. As such, it is possible that the proportion of alternative shelter types may not fully represent the situation across each governorate, as these shelter types may be clustered rather than distributed evenly across communities.

to live in more vulnerable shelter types, in particular unfinished buildings,⁶⁹ informal settlements,⁷⁰ camps and collective centres.⁷¹ In Hama, Homs, Idleb and Quneitra, female headed households were more likely to live vulnerable shelter types compared to male headed households.⁷²

Figure 9: Proportion of households in each shelter type



*Other: collective centre, informal camp, managed camp, tent, cave, non-residential public building

Shelter tenancy

Households in assessed areas of Idleb, Aleppo, Hama, Homs, Dar'a and Quneitra were asked what type of occupancy arrangement they had, whilst KIs in Deir-ez-Zor and Ar-Raqqa were asked to estimate the proportion of households in their community living in owned, rented, or free shelters. Categories of ownership included:

- Ownership
- Renting: furnished rent, unfurnished rent, and co-renting
- Free: charity from family / friends, institutional charity, formalised squatting, and informal squatting
- Not sure

The majority of households in each governorate reported owning their homes, with the exception of assessed areas in Homs where living for free (squatting, charity from family and friends) was very common (see Figure 10 below). A higher prevalence of ownership is evident in rural areas in all governorates assessed with the exception of Quneitra (which is predominantly rural, and where ownership rates are similar and high: 82% in rural areas and 88% in urban areas). This is most likely due to a combination of lower supply of rental properties in rural areas as well as a higher proportion of IDPs in urban areas, who are less likely to own their home overall. This is most extreme in Aleppo and Homs, where 66% and 61% of rural households, respectively, reported owning their homes in comparison to 40% and 39% of urban households. Further, in urban areas, living for free is more common than renting with the exception of Idleb and Quneitra, which are both largely rural. Overall, prevalence of less stable tenancies is evident across urban areas, linked to the high proportion of IDPs in these areas.

In Dar'a, Hama, Homs and Quneitra, female headed households were slightly less likely to own their homes in comparison to male headed households, and much more likely to live for free rather than rent. Ownership rates were largely similar in Idleb and Aleppo, though in both governorates, female headed households were also more likely than male headed households to live for free rather than rent.⁷³

⁶⁹ 7% of IDP households in Aleppo, 9% in Dar'a, 5% in Hama, 3% in Homs, 11% in Idleb and 13% in Quneitra compared to 3%, 4%, 1%, 8%, 12% and 7% respectively for non-IDP households.

⁷⁰ 4% of IDP households in Aleppo, 1% in Dar'a, 2% in Hama, 1% in Homs, 6% in Idleb and 9% in Quneitra, compared to 1%, 0%, 0%, 2%, 1%, 0% respectively in non-IDP households.

⁷¹ 19% and 67% of households with returnees in Idleb and Quneitra lived in vulnerable shelter types, compared to 13% and 6% of households without returnees.

⁷² Given the relatively low proportions of people reporting these shelter types and the low prevalence of female headed households, these represent a small number of cases overall thus findings are indicative rather than representative in Hama, Homs and Quneitra

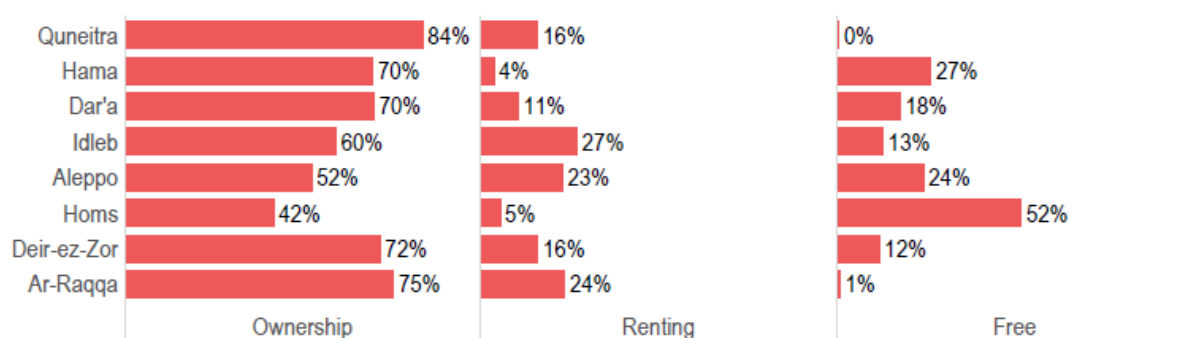
⁷³ Findings disaggregated by female and male headed households are indicative rather than representative in Hama, Homs and Quneitra, due to the lower sample size collected here.

Previous assessments have found that people typically consider themselves owners even when they have lived in a property that is formally owned within an extended family, which is a common practice in the region, and the actual situation may be complex with properties and land shared between family members.⁷⁴ **It was highly uncommon for IDP households to own the homes they were currently residing in;** this was the case for fewer than 5% of households with IDPs in all governorates assessed.⁷⁵

The largest proportions of renters were found in Idleb (27%), Aleppo (23%) and Ar-Raqqa (24%) compared to elsewhere (16% in Deir-ez-Zor and Quneitra, 11% in Dar'a, 5% in Homs, 4% in Hama). Across the area assessed, renting was typically of unfurnished rather than furnished homes, and co-renting was not common; of the households assessed, co-renting was only reported in Idleb, Aleppo and Dar'a, and less than 1% of all households in each governorate had this arrangement.

Living for free, either through charity from family / friends, institutional charity, formalised squatting, and informal squatting, was particularly common in Homs (52%) compared to elsewhere, reasonably common in Hama (27%), Aleppo (24%), Dar'a (18%), Idleb (13%) and Deir-ez-Zor (12%) and very uncommon in Quneitra (0.1%) and Ar-Raqqa (1%). Of households reporting living in their homes for free, charity of family / friends was the most commonly reported type; this was the case for 21% of all households in Hama, 15% in Dar'a, 11% in Idleb, 23% in Aleppo and 38% in Homs and was a more common tenancy type in urban compared to rural areas.⁷⁶ In urban areas, living for free is more common than renting, with the exception of Idleb and Quneitra, which are both largely rural.

Figure 10: Percentages of households in each tenancy type



Rent⁷⁷

Rental cost

Of the proportion of households assessed that rented their shelters the average monthly rent paid over the past three months was recorded.⁷⁸ In Deir-ez-Zor and Ar-Raqqa, KIs estimated the average monthly rent across the community, which was weighted and aggregated to give indicative findings.

In the north of Syria, rent was typically more expensive in urban areas compared to rural areas, whereas this pattern reverses in Quneitra, whilst rates are similar in Dar'a.⁷⁹ In Quneitra, the majority of locations are classified as rural and living standards are typically similar to those in urban areas, whereas in Dar'a, many IDPs have moved into and around rural areas following conflict in urban areas, which may have increased prices. When

⁷⁴ NRC, Reflections on future challenges to HLP restitution for Syrian refugees, January 2017

⁷⁵ 5% in Idleb; 4% in Aleppo and Homs; 2% in Hama and Dar'a; 0% in Quneitra; disaggregated results for Deir-ez-Zor and Ar-Raqqa not available due to the KI methodology used

⁷⁶ 36% compared to 10% in Aleppo, 16% / 11% in Dar'a, 33% / 22% in Hama and 40% / 29% in Homs; this tenancy type was not reported in Quneitra

⁷⁷ All respondents reported in SYP, conversion rate used UN Operational Rates of Exchange as of 31 December 2016, \$1 = 514.85 SYP

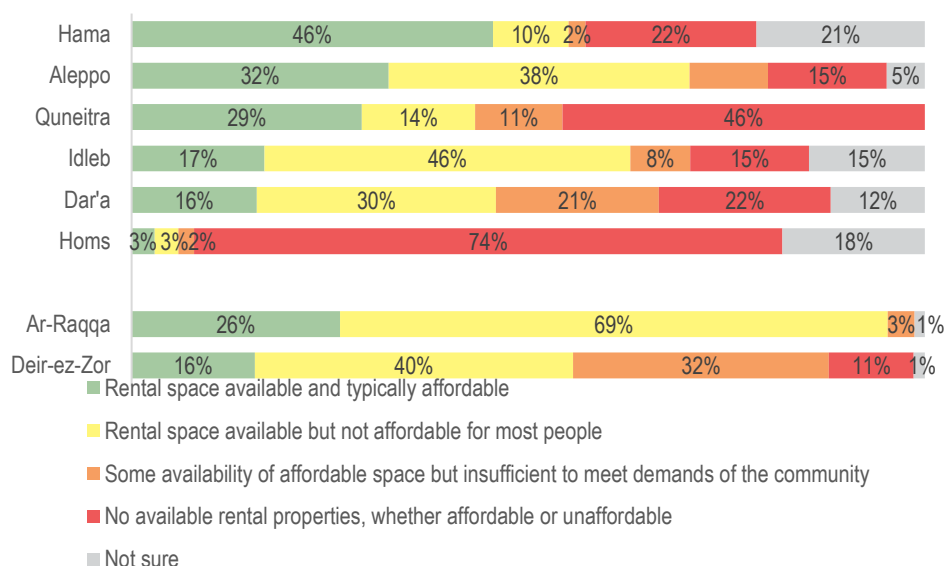
⁷⁸ Giving representative results in Aleppo, Dar'a and Idleb, and indicative results only in Hama, Homs and Quneitra due to a combination of the lower proportion of renters in these governorates and the smaller sample size collected.

⁷⁹ \$35 in urban areas of Aleppo compared to \$31 in rural areas; \$24 in urban areas of Homs compared to \$8 in rural areas; \$32 in urban areas of Idleb compared to \$29 in rural areas; \$21 in rural areas of Dar'a compared to \$20 in urban areas; \$27 in rural areas of Quneitra compared to \$20 in urban areas

considering rent paid by households with IDPs and non-IDP households, amounts are similar in Aleppo and Idlib, though higher rent is paid in Dar'a by IDP households (results are not representative elsewhere).

The highest rental costs were generally correlated with areas with higher rates of renting, however, rental costs and rates are not directly linked with perceived availability and affordability and rental rates are generally deemed unaffordable even when available.

Figure 11: Percentage of communities with affordable, available rental space



Households and proportion of households renting is reported as a percentage below, while rent per shelter per month, reported in dollars:

- Hama (5% renting, \$23 rent per shelter, per month) and Hama (4% renting, \$24)** - While rental rates and costs are similar in both governorates, and the lowest across all governorates, 46% of households in Hama reported affordability and availability of rental properties, the highest of all governorates, whilst in Homs only 3% of households reported the same, and 74% reported a complete lack of availability and affordability, the most extreme of all governorates. Findings suggest that supply and demand are proportionate in Hama, while areas assessed in Homs are classified as hard-to-reach, experiencing high restrictions in movement and access, subsequently limiting livelihood opportunities and the ability to consider shelter options external to the communities assessed. As such, this reduces both the consumption power of populations, the ability to move to areas in close proximity where there may be more rental properties available and increases the demand and cost for rental properties within the area, particularly as supply remains inelastic and very low.
- Ar-Raqqa (24% renting, \$33):** Here costs and rates of renting were generally high and the lack of affordability (reported by 69% of households) was overwhelmingly the main reason for leading to low overall reporting of availability and affordability, rather than differences in supply and demand, as no KIs reported that there was a general lack of rental properties.
- Aleppo (23% renting, \$33) and Idlib (27% renting, \$31):** Rental rates and costs are similar, among the highest of governorates, yet in Idlib 17% reported general availability and affordability, compared to 32% in Aleppo. Although similar proportions reported that there were no rental properties available (22%) and as both governorates have high proportions of IDP and therefore similar demand, the difference in findings can be attributed to higher reporting of a lack of affordability in Idlib.
- Dar'a (11% renting, \$21) and Der-ez-Zor (16% renting, \$27):** Here costs of renting are relatively high in contrast to rates of renting, with the lowest rates reporting general availability and affordability across all

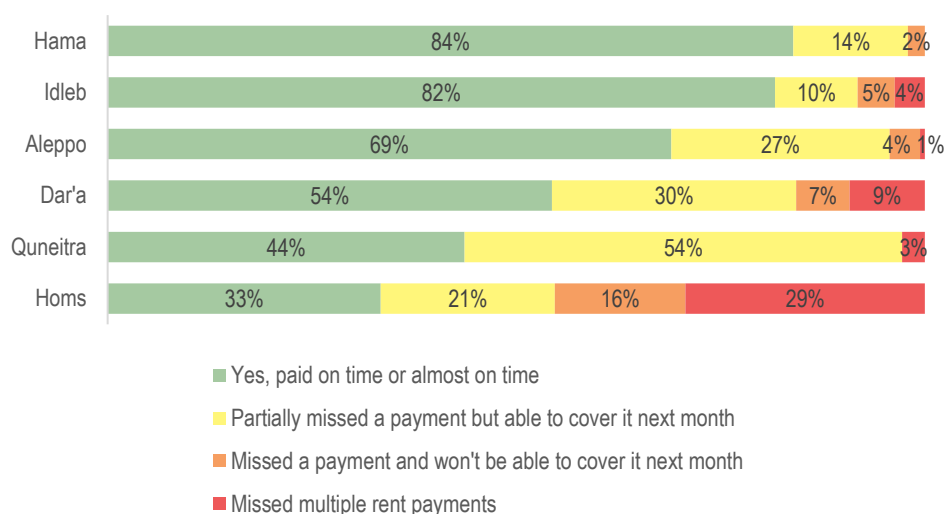
governorates. Both governorates exhibited the highest reporting of insufficient supply to meet demand, although a lack of affordability, even when property was available, was more commonly reported in Deir-Ez-Zor than in Dar'a.

- **Quneitra (16% renting, \$27):** Overall rental costs are relatively high compared to rental rates, similar to Dar'a and Der-ez-Zor, however this is mostly attributed to supply not meeting demand, rather than affordability alone, as this was the governorate with the second highest proportion of households, after Homs, reporting a general lack of rental property.

In all governorates⁸⁰ with the exception of Homs, **households in assessed rural areas were much more likely to report that there were no rental properties available in the area**, most often linked to a lack of supply in general (with the exception of Quneitra), rather than demand exceeding supply.

Finally, overall, ability to pay rent varies between governorates, linked with the general economic status of households in assessed areas (detailed later in the report) as well as the specific profiles most likely to rent. For example, in Hama, levels of adult employment, average income as well as rates of adults in permanent rather than temporary or casual employment is the highest among governorates. As such, here the highest proportion of households, of all governorates, reported ability to pay rent on time (84%), linked with the general finding that rental properties were available and affordable. In contrast, in areas assessed in Homs, where there was a general lack of availability and affordability of rental properties, and where income, levels of employment and rates of permanent, rather than temporary or precarious, employment are lowest, the greatest number of households reported missing multiple rental payments (29%) and lowest proportion of households in areas assessed (33%) reported being able to pay rent on time. Elsewhere, in Quneitra and Idleb, opposite patterns are observed; in Quneitra, income, levels of adult employment, particularly more permanent jobs, are highest among governorates yet proportions of households in Quneitra reported the next lowest ability to pay rent on time (44%) after Homs, while the majority (54%) reported missing payments which they were able to pay the following month. The opposite is true for Idleb which displayed the second highest rates, after Hama, of ability to pay rent on time (82%), despite high reports of a general unaffordability of rent, lowest levels of income and adults in employment. This may be related to the specific economic profiles of those renting, with renting not specifically attributed to IDPs in Quneitra, where lower rates of displaced populations were included in the areas assessed, thus reflecting more vulnerable profiles renting, whilst a higher overall proportion of IDPs were living for free rather than renting in Idleb, and therefore those able to afford rent may be more able to pay on time.

Figure 12: Percentage of households able to pay rent on time over the last three months



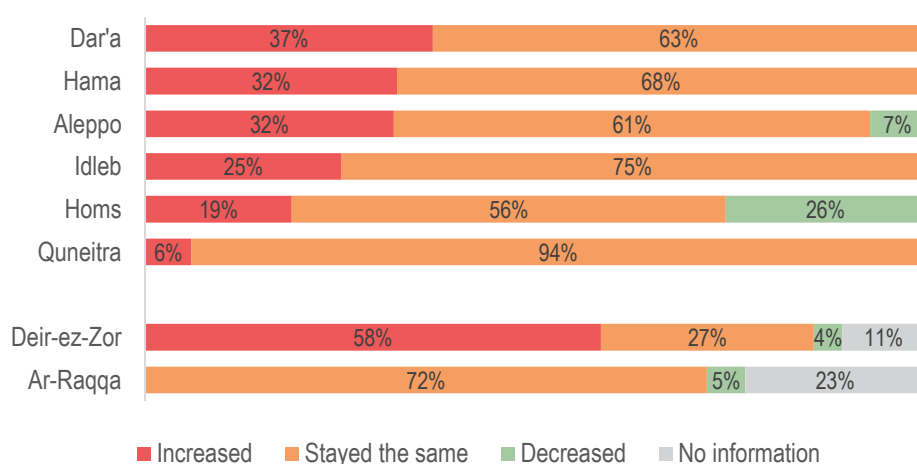
⁸⁰ Disaggregation for Ar-Raqqa and Deir-ez-Zor is not available due to the KI methodology used.

Change in rent over the past three months

Households in Dar'a were most likely to report an increase in rent over the past three months⁸¹ (37%), followed by households in Hama (32%), Aleppo (32%), Idlib (25%) and Homs (19%), with much smaller proportions reporting an increase in Quneitra (6%). In Deir-ez-Zor, there KIs reported an increase in 58% of communities, whilst there was no reported increase across Ar-Raqqa. Decrease in rent over the last three months was not common.

Changes in rent price were reportedly heavily related to population influx and very elastic in certain locations, particularly urban areas, and therefore the patterns noted in these findings could significantly change depending on population movement and displacement. In Deir-ez-Zor governorate, the increase in rent price was reportedly attributable to refugees arriving from Iraq following the commencement of the Mosul offensive, whilst in Hama, some inward movement of those who were not able to go to Idlib was observed, causing fluctuating rent prices. Similarly, people returning to Dar'a from Quneitra were reportedly a cause for the relative changes in these areas, as increased demand for rental properties drives up prices.

Figure 13: Rent changes over the past three months



Housing, Land and Property issues

Prevalence of legal documentation was assessed through:

- Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra: households reporting whether or not they had legal documentation to prove their tenancy status (ownership, rental or other).
- Deir-ez-Zor and Ar-Raqqa: KIs estimating the proportion of the community with legal documentation.

The proportion of households having legal documentation to prove their tenancy status (whether this be ownership, rental agreement or other, varied across governorates, and generally much lower for IDPs, although to a similar degree across governorates. It was common to have documentation in Ar-Raqqa (91% of all households), and to a lesser extent in Quneitra (71% of households, 18% IDPs), Dar'a (65% households, 17% IDPs), Hama (62% households, 16% IDPs) and Deir ez-Zor (65%), though households were less likely to have documentation in Aleppo (52% households, 25% IDPs), Homs (42% households, 15% IDPs) and Idlib (40% households, 14% IDPs).⁸²

Of the households with legal documentation⁸³, the most common type in Aleppo, Hama, Homs, Idlib, Quneitra and Dar'a was formal real estate registry, followed by buyer-seller contracts and court contracts. In Ar-Raqqa, the most common type of documentation was mixed contract / real estate registry, whereas in Deir-ez-Zor the most common type was buyer-seller contracts and formal real estate registry.

⁸¹ The amount of increase or decrease in rent was not measured

⁸² The assessment did not differentiate between those who had documentation in their name or a relative's or check the validity of the legal documentation. Information on IDP ownership of legal documentation was not available for Ar-Raqqa and Deir-ez-Zor.

⁸³ 52% in Aleppo, 65% in Dar'a, 62% in Hama, 42% in Homs, 40% in Idlib, 71% in Quneitra.

In Hama, Idlib and Quneitra, returnee households were less likely to have documentation than non-displaced households. However, in Aleppo and Dar'a, 74% of returnee households had legal documentation (compared to 52% of non-returnee households in Aleppo and 65% in Dar'a), as did as did 67% of returnee households in Homs (compared to 42% of non-returnee households). This is indicative of the earlier indication that possession of documentation could act as a pull factor for returnees to these areas.

Legal authorisation⁸⁴ did not appear to be a major barrier to accessing housing, affecting few households in Ar-Raqqa (5%), Deir-ez-Zor (4%), Homs (3%) and Quneitra (2%), and a very small proportion of households elsewhere (0.4% in Aleppo and Idlib, 0.2% in Hama and 0.1% in Dar'a). Of those that faced issues, this was primarily due to a lack of identification documents in Quneitra, Idlib and Aleppo, and a lack of current housing documents in Homs, Ar-Raqqa and Deir-ez-Zor. **Therefore, the importance of legal documentation is likely more significant to address potential HLP issues highlighted in the following sections, rather than to secure housing in the first place.**

Proportion of households affected by HLP issues

For the purposes of this assessment, housing, land and property (HLP) issues were assessed through:

- Aleppo, Idlib, Hama, Homs, Quneitra & Dar'a: households reported if they faced one or more HLP issue.
- Ar-Raqqa and Deir-ez-Zor: KIs estimated the proportion of households in their community affected by HLP issues, thus results for these governorates are indicative rather than representative

The proportion of households as well as the most commonly reported HLP issues are displayed in figure 14 and table 6 below. Overall, rates of reporting of HLP issues differed across governorates, ranging from 28% of KIs reporting HLP issues in Deir-ez-Zor⁸⁵, 21% in Homs and 15% in Dar'a, between 7-9% in Ar-Raqqa, Aleppo and Idlib and 5% in Quneitra and Hama. Where HLP issues were reported, this was most commonly attributed to a lack/ loss of HLP documents in all governorates assessed through household surveys, while in Deir-Ez-Zor and Ar-Raqqa, expropriation of property and unlawful occupation, as well as inheritance issues and looting of private property were most commonly reported.

However, overall rates do not reflect significant disparities between IDP and non-IDP households – IDP households were much more likely to face HLP issues, particularly in Quneitra and Homs where 30% more IDP households report HLP issues compared to non-IDPs, while 15% and 10% more IDP households in Dar'a and Aleppo report HLP issues, compared to non-IDPs. The exception is in Hama and Idlib where overall reporting of HLP issues was relatively low (9% and 5% respectively), yet non-IDP households had higher reporting of HLP issues than IDP households (10% compared to 7% in Idlib, 5% compared to 0% in Hama). As most households reported lack/loss of HP documentation as the main issue, this can be explained by the second and third most commonly reported HLP issues in both governorates; boundary disputes (Hama) and inheritance issues (Idlib and Hama), more likely to be faced by non-IDP households. For other governorates, the second most common reason for HLP issues was more varied e.g. in Aleppo, Dar'a and Quneitra, general disputes, not with landlords but rather neighbours/other members of the community were commonly reported, whilst in Homs, Ar-Raqqa and Deir-ez-Zor, the next most common reasons were looting of property and property unlawfully occupied.

Female headed households appear more vulnerable than male headed households in Dar'a Idlib and Quneitra governorates, with less notable differences in other governorates.⁸⁶

⁸⁴ Defined as legal permission to obtain housing, including due to a lack of documentation (personal, civil, property). In Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra, households reported if they had been prevented from accessing housing in the past three months due to a lack of legal authorisation. In Deir-ez-Zor and Ar-Raqqa: KIs estimated the percentage of households in the community unable to access housing due to a lack of legal authorisation.

⁸⁵ Although this was the largest proportion across the area assessed, the methodology used was different and findings are not fully comparable to household-level results.

⁸⁶ In Dar'a, 25% of female headed households and 14% of male headed households; in Idlib, 17% of female headed households and 9% of male headed households; and in Quneitra, 20% of female headed households and 4% of male headed households.

Figure 14: Proportion of households affected by HLP issues

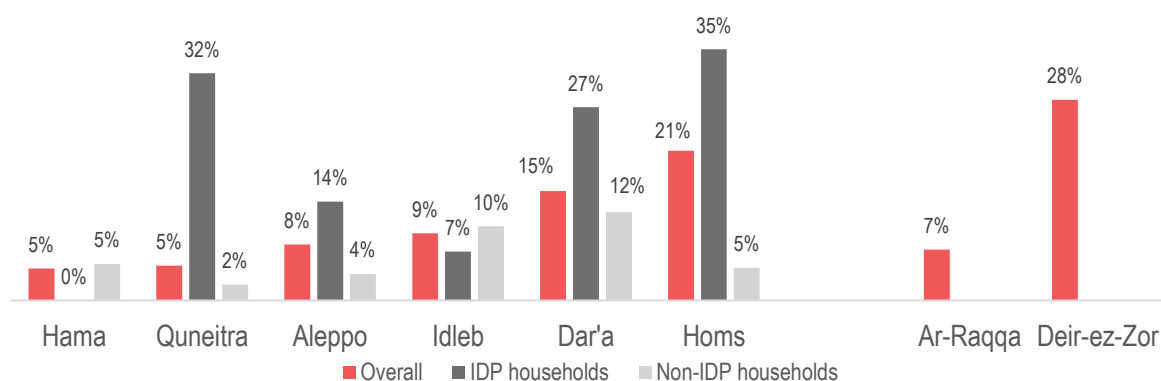


Table 6: Most commonly reported HLP issues

1 = most commonly reported issue; 2 = second most commonly reported issue etc. In Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra, households selected the issues that affected them, whereas in Deir-ez-Zor and Ar-Raqqa, KIs reported the most common issues across their communities.

	Aleppo	Dar'a	Hama	Homs	Idleb	Quneitra	Ar-Raqqa	Deir-ez-Zor
Lack / loss of HLP documentation	1	1	1	4	1	1	6	3
Other disputes (e.g. with neighbours)	2	2	-	1	3	2	-	5
Inheritance issues	3	3	3	5	2	8	8	1
Disputes about rent including payment of utilities bills	4	4	-	8	4	3	4	8
Boundary dispute	5	6	2	3	5	4	-	7
Ownership dispute	-	5	4	6	6	5	7	11
Looting of private property	7	7	-	9	7	7	5	2
Dispute about access and use	8	-	6	7	1-	6	-	12
Property expropriated without compensation	8	1-	-	1	12	-	1	4
Property unlawfully occupied	-	11	-	2	8	-	2	10
Secondary occupation	-	12	-	-	13	-	3	6
Illegal alteration of land records	-	9	5	-	8	-	-	14
Change of housing rules and procedures	6	8	-	-	11	-	-	13
Threat of eviction or harassment by landlord	-	-	-	-	-	-	-	9

Table 7: Summary of HLP documentation and issues

Governorate	% with legal documentation to prove tenancy status		% reporting HLP issues		Most common HLP issue
	Overall	IDP	Overall	IDP	
Quneitra	71%	18%	2%	32%	Lack/loss of HLP documentation
Dar'a	65%	17%	27%	13%	Lack/loss of HLP documentation
Hama	62%	16%	5%	5%	Lack/Loss of HLP documentation
Aleppo	52%	25%	4%	14%	Lack/loss of HLP documentation
Homs	42%	15%	5%	35%	Other disputes, not related to rent or landlords e.g. with other people in the community
Idleb	40%	14%	9%	10%	Lack/loss of HLP documentation
Ar-Raqqa	91%		7%		Expropriation of property and property unlawfully occupied
Deir-Ez-Zor	65%		28%		Inheritance issues and looting of private property

Resolution of HLP issues

Across all governorates assessed, land registries were only functioning sporadically. However, it was possible to access pre-conflict records in many locations, commonly controlled by the current authority. Issues typically arose where records were not available, disputed, or new arrangements required, while disputes are resolved through a combination of use of new local authorities, *sharia* courts and, in many rural areas, community elders:

- **In Idleb, it was commonly possible to request pre-conflict housing documents from real estate records under the charge of the current local authorities;** as such, formal pre-conflict agreements can typically be proven though these registries sometimes do not deal with new ownership contracts or property documents. In some areas, lease agreements are written by real estate offices though these do not typically deal with ownership contracts. Further, courts set up by local authorities are used to resolve disputes and in some cases issue lease and ownership contracts. Across the governorate this was reportedly more common in urban areas, whereas in smaller areas, village elders often were asked to assist with disputes.
- **In Dar'a and Quneitra, the pre-conflict land and property registries are no longer functioning, though recognition is still given to pre-conflict documentation and courts have been established by authorities to deal with documentation issues.** In Izra' sub-district, it was noted that to sell property, lawyers would arrange court hearings with two witnesses present, and that the local council, often through established courts, assisted with issuing rental contracts. However, this reportedly is not preferred by people in the area due to the lack of official registration documents. When disputes occur, for example regarding disagreements between people or missing property documentation, these are solved in courts established by the current authorities. During FGDs, host community participants indicated that in many areas, the system is reasonably effective at resolving disputes as people within the community are generally aware of pre-conflict ownership of houses. However, issues are more likely to arise with transfers made since the beginning of the conflict as well as for IDPs, who are more likely to rent their homes and reportedly commonly do not have access to official rental contracts. It was reported that they are often subject to arbitrary rental changes or evacuation requests, and face challenges to accessing resolution through courts.
- **In Aleppo, it was possible to obtain documentation from the land registry in the main town functioning under the local authority in specific areas (Daret Azza),** with courts dealing with leases and resolving disputes. In contrast in rural areas, there were typically no registries, and leases and ownership documentation were uncommon, with village elders and community representatives typically resolving disputes. The situation was notably worse in Jarablus, where the registry had reportedly been burnt and documents lost.
- **In Ar-Rastan and Taldu in Homs, homeowners often have documentation from the pre-conflict land registry, though obtaining new copies is expensive and not many people do so.** New contracts for

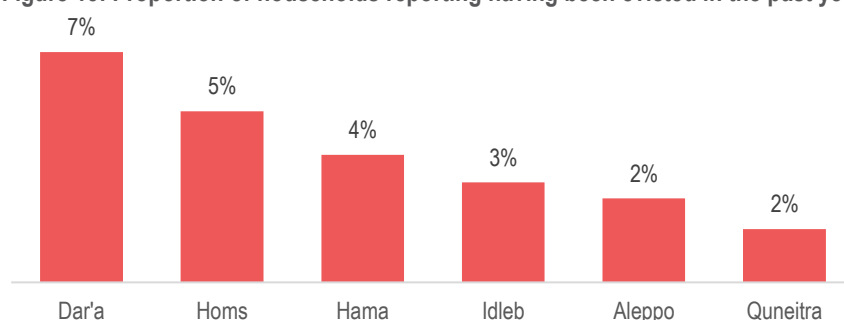
sales and rent are commonly dealt with by the *Sharia*⁸⁷ court or are otherwise undocumented, with disputes resolved through the court or through community elders or representatives. It is also common for lease contracts to be made without formal documentation, due to the difficulties involved in doing so.

- **In Hama, registries were reportedly functioning in areas under government control**, though for those not living in these areas, it was difficult to obtain documentation. Disputes were typically solved by community representatives, or if a problem is severe, courts set up by authorities.
- **All KIs in Ar-Raqqa and the majority of those in Deir-ez-Zor reported that land registries were no longer functioning**; here, authorities have replaced the pre-conflict system completely. Within Deir-ez-Zor city, registries are reportedly commonly destroyed, and in Ar-Raqqa city, they are often damaged, though this was not reported as a common issue outside of the cities. In the case of disputes, the majority of KIs (100% in Ar-Raqqa and 91% in Deir-ez-Zor) reported that the most common way to deal with HLP issues was through *Sharia* court. Many in Deir-ez-Zor also stated that customary committees (reported by 39% of KIs) and / or local *mukhtars* (reported by 16% of KIs) were utilised, but that mediation between the parties was also a common way to resolve issues. Similarly, to elsewhere, some recognition was given to those with pre-conflict claims to land, however, certain agreements were not recognized by authorities and community members who appear unsupportive to authorities could be vulnerable. In particular, farmers who used to work on land and reap some of the benefits in partnerships with landowners are now reportedly required to give up these rights. Furthermore, after leaving the area, properties are usually taken over by the authority and allocated to newcomers; upon return, even with documentation, it was reportedly commonly not possible to reclaim properties.

Eviction

Overall, rates of eviction reported varied from 2% in Quneitra to 7% in Dar'a. For areas assessed through key informant interviews, rates were reported to be higher; in 20% of communities in Ar-Raqqa, evictions were reported to occur from time to time, while no communities reported evictions were common and 60% reported evictions do not occur. However, a fifth of KIs in Ar-Raqqa were unsure about the commonality of evictions in their area.⁸⁸ In Deir-ez-Zor, 7% of communities reported evictions were common, 49% reported evictions occur from time to time, while 44% reported evictions did not occur.⁸⁹ The inability to pay rent was the most common reason in Quneitra and Aleppo, and other disagreements with landlords (not related to rental price or ownership) was the most common reason in Homs and Dar'a. There was a lack of information on reasons in Hama and Idleb.

Figure 15: Proportion of households reporting having been evicted in the past year



Households with IDPs were more likely to have experienced eviction in all governorates assessed⁹⁰; in Dar'a, 21% of households with IDPs had experienced eviction compared to 3% of non-IDP households; elsewhere the disparity was less extreme.⁹¹

⁸⁷ Islamic legal framework

⁸⁸ In Ar-Raqqa, disagreements about rental price and ownership, and disputes with host families, were the most common reasons for evictions.

⁸⁹ The most common reason for eviction was disagreements with landlords (unrelated to rental price or ownership) and disagreements with host families, followed by disputes about rental prices and an inability to pay rent

⁹⁰ Disaggregated results are not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used

⁹¹ Aleppo: 3% of IDP households compared to 2% non-IDP households; Hama: 7% of IDP households compared to 3% non-IDP households; Homs 8% IDP households compared to 1% non-IDP households; Idleb 4% IDP households compared to 2% non-IDP households; Quneitra 4% IDP households compared to 1% non-IDP households.

IDP households were more likely to report an inability to pay rent, disputes about rental prices, and disputes with host families as reasons for eviction in comparison to households without IDPs. **In all governorates with the exception of Quneitra, households in rural areas were slightly more likely to report having faced eviction in the past year.** This is most evident in Aleppo, where 4% of households in rural areas had been evicted compared to 1% in urban areas, and Homs where 9% in rural areas had been evicted compared to 4% in urban areas. **In all governorates assessed, with the exception of Homs, a higher proportion of female headed households reported eviction compared to male headed households.** This was particularly extreme in Aleppo, Dar'a and Quneitra, with slightly smaller disparities in Hama and Idlib.⁹² This pattern is likely related to the finding that female-headed households were less likely to own their homes and more likely to live for free (squatting, charity from family and friends) than male-headed households, resulting in them being more vulnerable to eviction.

Shelter adequacy and damage

Overall rates of damage and adequacy

Adequacy issues, relating to space, suitability to different weather conditions, access to basic needs such as electricity and latrines, were differentiated from shelter damage issues, relating to physical disrepair to walls, floors, roofs, doors and windows.

Shelter adequacy issues were assessed through:

- Aleppo, Dar'a, Hama, Homs, Idlib and Quneitra: households reporting if they had any shelter adequacy issues with their current shelter
- Deir-ez-Zor and Ar-Raqqa: KIs estimating the proportion of households suffering from issues, as well as the most common issues in their community.

Shelter damage was assessed through:

- Aleppo, Dar'a, Hama, Homs, Idlib and Quneitra: households reported if they had any shelter damage⁹³
- Deir-ez-Zor and Ar-Raqqa: KIs estimated the proportion of households living in damaged shelters, as well as the most common types of damage in their community.

Overall, there is a clear correlation with shelter damage and adequacy issues, with higher damage associated with higher reported rates of adequacy issues, while the proportion reporting damage is generally slightly higher than those reporting adequacy issues, with the exception of Aleppo and Dar'a, where rates are similar. Homs is the only governorate where there is a substantial difference between households reporting damage (87%) in contrast to adequacy issues (34%) i.e. 53% difference. For all other governorates, the difference between reported rates of damage and adequacy ranges from 4% to 10%.

Proportions of households facing adequacy issues are similar in urban and rural areas of Aleppo and Dar'a. However, **in Hama, Homs, Idlib and Quneitra, households in rural areas are more likely to report facing issues.**⁹⁴ This is most noticeable in Homs, followed by Hama and Quneitra, and to a lesser extent in Idlib.⁹⁵

In general, female headed households were more likely to report living in damaged shelters in all governorates with the exception of Aleppo and Homs, where rates were similar, while adequacy issues were more likely to be reported by female-headed households in Aleppo, Dar'a, Homs and Idlib.⁹⁶ Female-headed households were more likely to live in vulnerable shelter types and less likely to own their homes. The disparity between male and female headed households is largest in Hama, followed by Idlib, Quneitra and Dar'a.

⁹² Aleppo: 11% of female headed households had experienced eviction compared to 2% of male headed households; Dar'a: 16% of female headed households compared to 6% of male headed households; Quneitra: 9% of female headed households compared to 1% of male headed households; Hama: 7% of female headed households compared to 1% of male headed households; Idlib: 4% of female headed households compared to 3% of male headed households

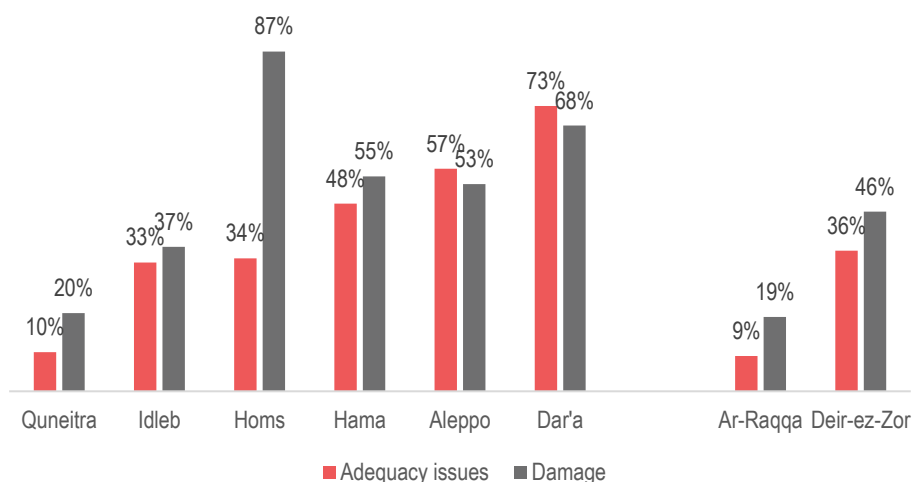
⁹³ Self-reported by households, and included any of the damage types listed in Table 17

⁹⁴ Disaggregated results are not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

⁹⁵ Homs: 75% of households in rural areas facing issues compared to 28% of households in urban areas; Hama: 17% of households in rural areas compared to 6% in urban areas; Quneitra: 11% in rural areas compared to 7% in urban areas; Idlib: 36% of households in rural areas compared to 28% in urban areas

⁹⁶ In Hama, 53% of female headed households reported issues compared to 12% of male headed households; in Idlib, 50% of female headed households compared to 37% of male headed households; in Quneitra 32% of female headed households compared to 19% of male headed households; and in Dar'a 77% of female headed households compared to 67% of male headed households.

Figure 16: Proportion of households with some form of reported shelter damage and adequacy issues



The highest rates of damage and adequacy issues are reported in Homs (87% damage, 34% adequacy issues reported), Dar'a (65% damage, 73% adequacy), Aleppo (53% damage, 57% adequacy), and Hama (55% damage, 48% adequacy) – all areas have been particularly subject to conflict intensity. In contrast, rates are comparatively lower in Ar-Raqqa (19% damage, 9% adequacy issues) and Quneitra (10% damage, 20% adequacy issues). This finding is reinforced by the most commonly reported reasons for damage, which was conflict related for most governorates, except Quneitra (see figure below).⁹⁷

Damage from gunfire or battle was also commonly reported, with the exception of Ar-Raqqa, and only in certain sub-districts of Deir-ez-Zor (Deir-ez-Zor, Al Mayadin, Hajin, Jalaa and Ashara). **After conflict, general disrepair was the next most commonly reported cause** by households assessed, as well as prevalent across Deir-ez-Zor and parts of Ar-Raqqa (Karama, Mansura, Sabka and Jurneyyeh sub-districts). This was followed by damage from weather.

Figure 17: Proportion of households affected by each cause of damage

	Conflict: airstrikes and explosives	Conflict: gunfire and battle	Weather	General disrepair
Aleppo	41%	26%	8%	18%
Dar'a	46%	34%	13%	14%
Hama	47%	19%	5%	4%
Homs	79%	25%	0%	8%
Idleb	28%	5%	2%	9%
Quneitra	4%	15%	0%	1%

In all governorates assessed through household interviews, with the exception of Quneitra, conflict damage in the form of airstrikes or explosions was more common in urban compared to rural areas, as these areas have been more heavily targeted. Similarly, conflict damage from battle and gunfire was more common in urban areas in Aleppo, Dar'a and Quneitra, whilst being more common in rural areas of Homs and Idleb, again, due to the nature of conflict targeting in these areas. In all governorates, weather damage was more common in rural areas, and notably so in Aleppo (30% compared to 3%), Hama (28% compared to 3%) and Idleb (6% compared to 2%).

⁹⁷ Information not available for Deir-ez-Zor and Ar-Raqqa

IDP and non-IDP damage and adequacy

In general, rates of adequacy and damage reported by households with and without IDPs were similar⁹⁸. However, although the difference is not substantial, households with IDPs were slightly more likely to report facing adequacy and damage issues, likely related to the finding that assessed IDP households were more likely to live in more vulnerable shelter types (such as unfinished buildings and informal settlements). Differences were most substantial in Quneitra where 70% of IDP households reported adequacy issues and 48% reported damage, whilst 39% non-IDP households reported adequacy issues and 17% reported damage. Elsewhere, excluding Quneitra, the difference between the rates of reporting for adequacy issues between IDP and non-IDP households was low. However, differences in reporting for damage were more significant, with 16% more IDP households reporting damage in Homs, compared to non-IDP households while, in Idleb, 17% more non-IDP households reported damage than IDP households (see figure below for proportions reporting damage and adequacy issues).⁹⁹

Figure 18: Proportions of IDP and non-IDP households reporting adequacy issues

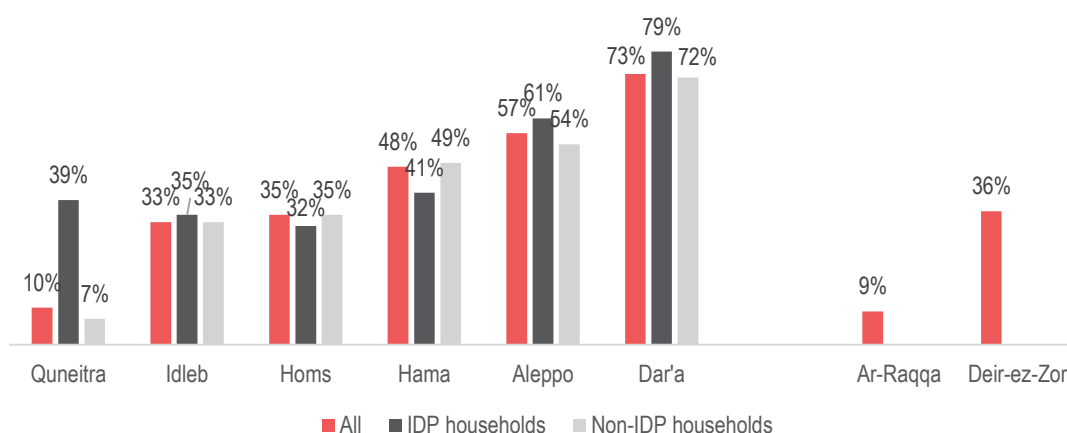
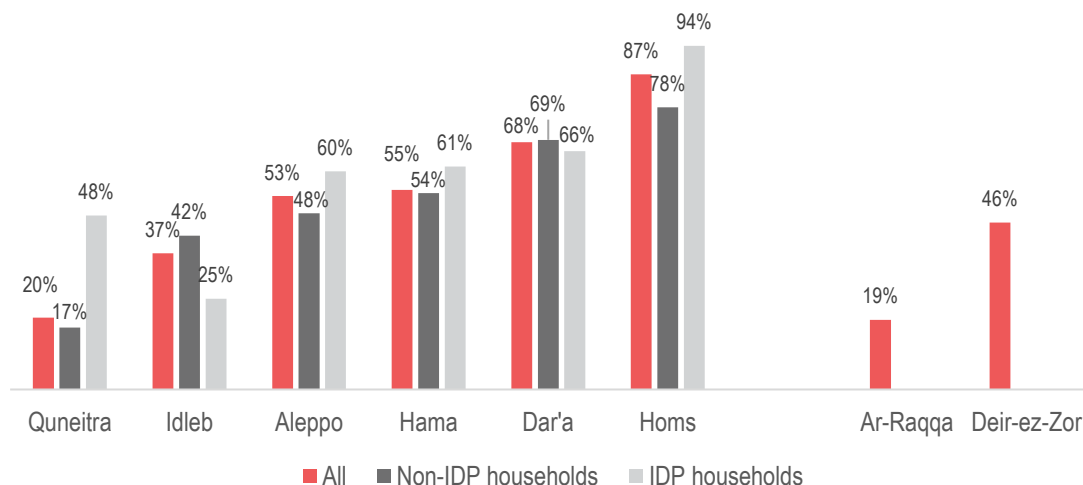


Figure 19: Proportions of IDP and non-IDP households reporting damage



Types of shelter adequacy issues faced

The most common issues reported across the governorates indicate a general lack of shelter suitability for winter conditions including a lack of insulation from cold, leaking during rain and a lack of heating. These were

⁹⁸ This information is not available for Deir-Ez-Zor and Raqqa due to the KI methodology used.

⁹⁹ Hama: 29% of IDP households facing issues compared to 9% of non-IDP households; Quneitra: 39% of IDP households compared to 7% of non-IDP households; Aleppo: 61% of IDP households compared to 55% of non-IDP households; Dar'a: 79% of IDP households faced issues compared to 72% of non-IDP households; Homs: 35% of households faced issues compared to 32% of non-IDP households; Idleb: 35% of IDP households faced issues compared to 33% of non-IDP households

the most common issues reported by households in all governorates assessed, and affected a particularly large proportion of Aleppo and Dar'a governorates (see Table below). Similarly, KIs in Deir-ez-Zor also commonly reported these issues, though KIs in Ar-Raqqa viewed a lack of lighting as an equally common issue, as well as lack of space in the shelter. **A lack of lighting was also the third or fourth most common issue reported in governorates assessed through household interviews.**

As noted, female-headed households were more likely to report shelter adequacy issues in Aleppo, Dar'a, Homs and Idlib compared to male-headed households. **In Dar'a, female-headed households were three times more likely to report lacking space in their shelter** (32% compared to 13%); this pattern held to a lesser extent in Homs and Idlib. Female-headed households were also more likely to report lacking privacy (room separation, etc.) compared to male-headed households in Aleppo (15% compared to 9%) and Dar'a (27% compared to 12%). In other governorates, few differences were observed between female and male households with regards to adequacy issues in the shelter.

Rural households in Hama, Homs, Idlib and Quneitra were more likely than urban households to report leaking during rain, lack of insulation from cold, a lack of lighting and heating as well as a lack of space and privacy within the shelter and a lack of access to safe drinking water. In contrast, whilst overall rates of households reporting issues were similar in rural and urban areas of Dar'a and Aleppo, urban households in these governorates were more likely than rural households to report a lack of lighting and heating, as well as a lack of access to cooking fuel. Urban households across the area were more likely to report limited ventilation.

Table 8: Reported shelter adequacy issues

For Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra, the table shows the percentage of households reporting each issue. In Deir-ez-Zor and Ar-Raqqa, the table shows the percentage of KIs reporting that the issues were common in their community¹⁰⁰.

	Lack of heating	Lack of insulation from cold	Leaking during rain	Lack of lighting	Lack of space in shelter (min 21m2 per hh)	Lack of privacy in shelter (no partitions/ doors)	Unable to lock home securely	Lack of access to cooking facilities	Lack of latrines	Lack of access to bathing facilities	Lack of access to safe drinking water	Limited ventilation (1m2 and 0.5m2 openings each side)
Aleppo	35%	33%	27%	22%	8%	9%	2%	3%	2%	4%	8%	5%
Dar'a	50%	37%	45%	37%	15%	14%	4%	2%	1%	2%	9%	2%
Hama	25%	24%	37%	5%	5%	2%	6%	0%	0%	0%	1%	2%
Homs	19%	20%	11%	15%	7%	6%	5%	4%	6%	5%	6%	5%
Idlib	16%	16%	18%	12%	8%	7%	4%	2%	3%	4%	7%	2%
Quneitra	2%	4%	3%	1%	0%	0%	1%	0%	0%	0%	0%	0%
Ar-Raqqa	75%	6%	31%	67%	31%	12%	1%	6%	1%	5%	0%	17%
Deir-ez-Zor	82%	85%	95%	16%	2%	25%	19%	1%	11%	9%	10%	4%

Type of damage

Most significant damage was reported in the form of large cracks in most walls (8-12% of households in Aleppo, Dar'a and Hama), heavy fire damage (20% of households in Aleppo and Dar'a), partial collapse of some walls (14% of households in Hama). Total collapse is unlikely to be reported at the household level as

¹⁰⁰ Percentages have been weighted to account for the population size of the community that the KI was reporting on.

these shelters would no longer be inhabitable, however at the community level KIs reported that 85% and 47% of households in Ar Raqqa and Deir ez Zor, respectively, had experienced total collapse. **The most common type of damage across the majority of households were broked or cracked windows** in Aleppo (42% of households), Hama (31%), Homs (80%), Dar'a (51%) and Idleb (26%), followed by cracks in some walls and doors not shutting properly.

Figure 20: Reported damage

For Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra, the table shows the percentage of households reporting each type of damage. In Deir-ez-Zor and Ar-Raqqa, the table shows the percentage of KIs reporting that the type of damage was common in their community.¹⁰¹

	Broken or cracked windows	Some cracks in some walls	Doors unable to shut properly	Heavy fire damage	Large cracks in most walls	Gaps or cracks in roof	Some walls partially collapsed	Moderate fire damage	Some walls fully collapsed	Roof partially collapsed	Unstable floors	Total collapse
Aleppo	42%	23%	18%	20%	8%	9%	2%	2%	0%	1%	1%	0%
Dar'a	51%	42%	27%	21%	12%	10%	6%	7%	2%	1%	2%	0%
Hama	31%	37%	17%	2%	12%	10%	14%	1%	4%	2%	0%	0%
Homs	80%	13%	16%	7%	4%	5%	3%	0%	1%	1%	2%	0%
Idleb	26%	22%	13%	4%	6%	7%	3%	1%	1%	1%	0%	0%
Quneitra	4%	5%	0%	7%	1%	2%	0%	1%	0%	0%	3%	0%
Ar-Raqqa	27%	12%	2%	0%	40%	2%	53%	0%	69%	49%	9%	85%
Deir-ez-Zor	92%	44%	62%	19%	31%	61%	25%	25%	27%	3%	14%	47%

Total collapse, roof partially collapsed and walls fully collapsed are likely to have been reported more in Deir-ez-Zor and Ar-Raqqa due to the different methodology used, as KIs were asked to estimate the most common damage issues faced across the community. Households elsewhere were asked about damage to their *current* shelter; it is likely that in the case of total collapse, they would have moved out so the existence of collapsed houses in the community would be underreported.

Ability to conduct repairs

Household ability to conduct repairs to shelters

The ability to conduct repairs varied across governorates assessed. Households in Dar'a and Aleppo were most unlikely to be able to make repairs if necessary (47% and 43% of households respectively), followed by households in Homs (37%), Hama (33%) and Idleb (29%), with lower proportions in Quneitra (16%). Female headed households were slightly more likely to report being unable to make repairs in all governorates assessed. **Households reporting some shelter damage were much more likely to report being unable to make repairs if necessary.¹⁰²**

In Deir-ez-Zor and Ar-Raqqa, KIs were asked if people in the community were generally able to make repairs if necessary. Ability was slightly worse in Deir-ez-Zor, where it was usually not possible to make repairs in 29% of communities (see Figure below).

Figure 21: Household ability to conduct repairs to shelter

¹⁰¹ Percentages have been weighted to account for the population size of the community that the KI was reporting on.

¹⁰² 59% of households reporting damage compared to 9% reporting no damage in Aleppo, 69% compared to 8% in Dar'a, 55% compared to 1% in Hama, 57% compared to 16% in Homs, 65% compared to 5% in Idleb and 74% compared to 1% in Quneitra.

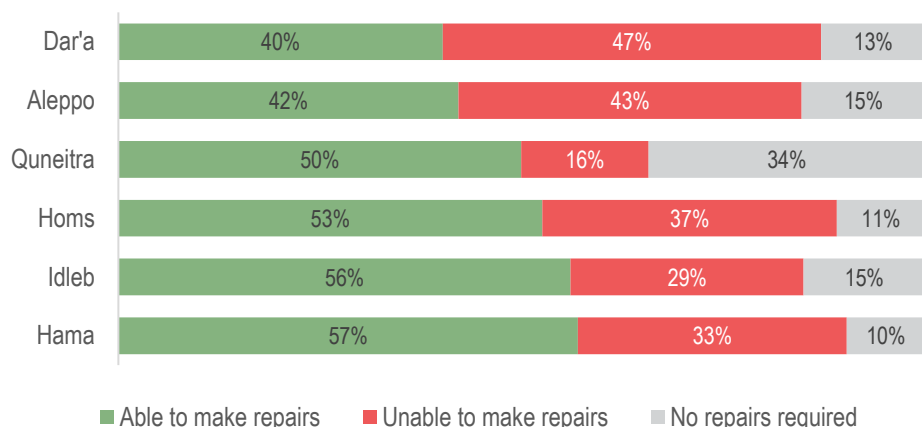


Figure 22: Ability of households in the community to make repairs

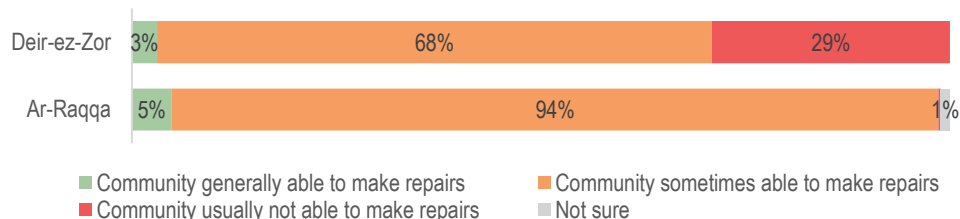


Table 9: Reasons for inability to make repairs

For Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra, the table shows the weighted percentage of households selecting each reason, of those households which had previously selected an inability to make repairs. For Ar-Raqqa and Deir-ez-Zor, the table shows the weighted percentage of KIs reporting each reason as common in their community.

	% unable to make repairs	Repairs require professional but cannot afford to pay professional	Able to make repairs but shelter / repair materials too expensive	Lack of availability of shelter and repair materials in markets	Repairs require professional but no professionals available	Lack of authorization to make repairs
Idleb	29%	82%	40%	0%	2%	0%
Dar'a	47%	65%	60%	6%	3%	1%
Hama	33%	55%	64%	1%	9%	1%
Aleppo	43%	59%	46%	20%	15%	0%
Homs	37%	33%	30%	52%	10%	5%
Quneitra	16%	17%	82%	2%	3%	0%
Ar-Raqqa	-	78%	74%	3%	0%	0%
Deir-ez-Zor	-	60%	83%	25%	22%	0%

The most common reasons for households in all governorates with the exception of Homs being unable to make repairs were related to the expense of making repairs, either repairs required professionals but these were too expensive, or they were able to make repairs but shelter and repair materials were too expensive.

In Idleb, Dar'a, Hama and Aleppo, some of the areas with the highest reported levels of damage, a large proportion of households reporting being unable to make repairs stated that repairs required professionals (above 59% of households requiring repairs in each); in these governorates, heavy fire damage, large cracks in most walls and gaps or cracks in roofs were more commonly reported than elsewhere. In Quneitra, the expense of shelter and repair materials was the most common reason for the inability to make repairs, while damage was less common in the governorate compared to elsewhere with a variety of issues commonly reported (broken or cracked

windows, some cracks in some walls, heavy fire damage). In Homs, a lack of shelter and repair materials in markets most commonly hindered ability to make repairs. The most common type of damage was broken or cracked windows (reported by 80% of all households compared to fewer than 16% reporting other types). This was also an issue for 20% of households in Aleppo unable to make repairs, and a common issue reported by KIs in Deir-ez-Zor.

Availability of shelter and repair materials

In Homs, Aleppo and Dar'a, where a lack of available shelter and repair materials in markets was a commonly stated barrier to making repairs, households were asked about the specific materials they were unable to find. In Homs, the most commonly reported lacking materials were concrete, nails / screws, timber and bricks as these items were often unavailable in markets and unaffordable when available. In Aleppo, concrete and basic electrical items were the most difficult items to obtain, followed by tarpaulin, wood, bricks and iron sheeting - households were more likely to report that items were unaffordable with smaller proportions reporting they were unavailable in markets. Concrete was also the most difficult item to obtain in Dar'a, followed by basic tools and tarpaulin, though items were typically unaffordable rather than unavailable.

In Ar-Raqqa, items were reportedly typically available in markets, with the exception of concrete. However, items were commonly reported to be unaffordable, in particular iron sheeting, basic electrical items and tools, bricks, wood and timber (99% of communities). Other items were also typically unaffordable, such as nails / screws (71% of communities), tarpaulin (68% of communities), and concrete where it was available (64% of communities).

In Deir-ez-Zor, higher proportions of KIs reported that particular items were unavailable in markets, in particular bricks (99%), but also wood (17%), concrete (15%), iron sheeting (15%), timber (11%), basic tools (10%). Where these items were available, they were typically unaffordable. In contrast, tarpaulin and nails / screws in Deir-ez-Zor were typically available and affordable (reported in 95% and 97% of communities respectively).

Humanitarian shelter support

Shelter support received¹⁰³

Proportion of household receiving assistance was assessed through:

- Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra: households reported whether they had received any humanitarian shelter support in the past year
- Deir-ez-Zor and Ar-Raqqa: Percentage of households in the community that are estimated to have received shelter support.¹⁰⁴

It was least common in Ar-Raqqa to have received shelter support (2% of households), and just 7% of households reported receiving shelter support in Hama, Idleb and Deir-ez-Zor. Around a fifth of households in Aleppo (17%) and Dar'a (21%) reported receiving shelter support in the past year, whilst households in Homs had most commonly received support (61%), as had those in Quneitra (45%). In Homs assistance was typically received in the past 1-3 months (43%), compared to 1 month in Quneitra (42%).

IDP households more commonly reported receiving assistance compared to non-IDP households. During FGDs, non-displaced populations in Idleb and Aleppo reported a general dissatisfaction with assistance typically targeting the newly displaced rather than everyone. **It was more common for households in rural areas to report having received assistance in Dar'a** (28% of households in rural areas compared to 18% in urban areas), **Hama** (20% compared to 0%), and **Quneitra** (60% compared to 0%)¹⁰⁵. In contrast, households in urban areas in Homs more common received assistance (64% compared to 39%).¹⁰⁶ Proportions were the same in Aleppo and Idleb.

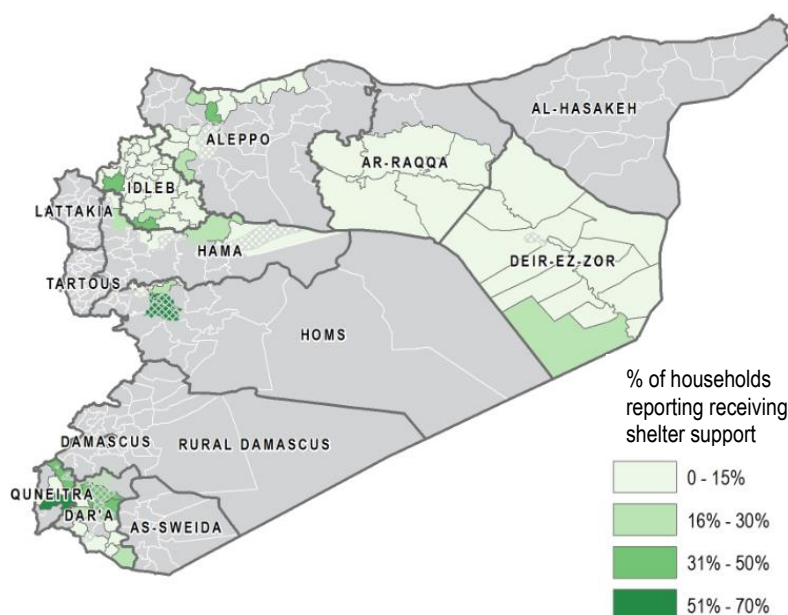
¹⁰³ Assessing the type and quality of assistance received was beyond the scope of the assessment. As such, it is not possible to verify how frequently assistance was received, whether it was sufficient to meet household needs, and whether it was adequate in quality.

¹⁰⁴ It should be noted that findings may be subject to recall bias on the part of households, or assistance underreported due to a lack of knowledge about sources of assistance received, in particular regarding more informal types of assistance. Households may also have underreported assistance due to the perceived influence of answers on future likelihood of receiving assistance, though enumerators were trained to attempt to dispel this perception.

¹⁰⁵ In Hama and Quneitra, the majority of the population assessed lived in rural areas (72% and 75% respectively), as such, the proportion of urban households assessed was comparatively smaller and as such households receiving assistance were less likely to be included in the sample. This was not the case for Dar'a, where 71% of the population assessed lived in urban areas.

¹⁰⁶ Households receiving assistance in urban areas may be less likely to be included in the sample as these comprised 12% of all households assessed in Homs.

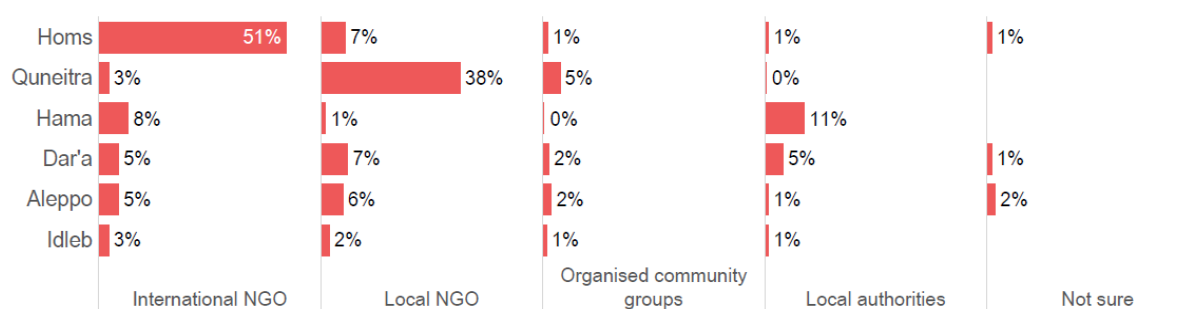
Map 7: Percentage of households reporting receiving shelter support



Sources of shelter support

Source of support also differed across governorates. In Aleppo, the most common sources were local NGOs (36% of those receiving support, 6% of households assessed overall) and international NGOs (30% of those receiving support, 5% of households assessed overall), with smaller proportions receiving support from organised community groups (14% / 2%) and local authorities (7% / 1%). Similarly, in Idleb and Dar'a, local and international NGOs provided the majority of support in similar proportions (see Figure 19 below). However, in Homs, the main provider was international NGOs (83% of those receiving assistance, 51% of households overall), whilst in Quneitra the main source of support was local NGOs (84% of those receiving support, 38% of households overall) and in Hama, it was local authorities (54% of those receiving support, 11% overall).¹⁰⁷

Figure 23: Proportion of all assessed households receiving shelter support from each source



Access to information on support

Access to information was uncommon in most governorates: 80% of households in Idleb reported that they did not have access to information, as did 78% of households in Homs 69% in Aleppo, 61% in Dar'a, 50% in Hama and 47% in Quneitra. All KIs in Deir-ez-Zor and the majority in Ar-Raqqa (with the remainder unsure) reported that

¹⁰⁷ It should be noted that sources of shelter support reported may be misreported due to recall bias on the part of households, or in cases of actors operating through local partners, the source of support may not be fully understood by community members.

information on how to receive assistance was not available in their community, reportedly as there was no assistance available for which there would be information

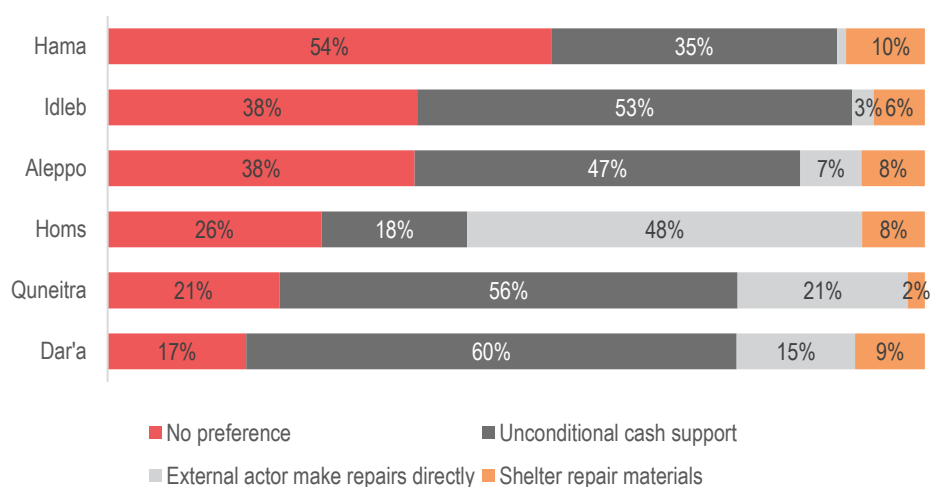
Of the 20% to 50% of households that did have access to information on humanitarian shelter support, **the most common source in Aleppo, Dar'a and Hama was word of mouth from friends or relatives, with local councils also a common source in Aleppo and Dar'a, and the media (internet and social media) common in Hama and Dar'a.** The most common source of information in Hama was being approached directly by the assistance provider, and in Idleb and Quneitra, local councils.

According to FGD participants, personal connections represent the primary source to gather information on shelter availability, as well as to secure emergency shelter in the initial phase of displacement. Where a network is not available, IDPs refer to local councils, which, upon registration of the household, provide accommodation in collective centres (mosques and schools) for a temporary period. Participants could not consistently provide details regarding criteria regulating shelter assignment, and in some sessions, they reported a perceived lack of transparency on the side of local councils, stressing that connections are often key to obtain assistance.

Preferences on modality of shelter support

A large proportion of households in Hama (54%) reported that they had no preference on the modality of shelter assistance, though this was between 17% and 38% elsewhere (see Figure below). **Of those that had a preference, this was primarily for unconditional cash support, except in Homs where most preferred that external actors make repairs directly.** External actors making repairs directly was also expressed as a preferred modality in Quneitra (21%) and Dar'a (15%) as well as in Aleppo (7%) and Idleb (3%) to a lesser extent. **Distribution of shelter or repair materials was preferred by fewer than 10% of households in each governorate.**

Figure 24: Proportion of households preferring each modality of shelter support



During FGDs, participants discussed preferences for different modalities of support. Unconditional cash support is typically preferred due to different needs of households. However, participants in Idleb also indicated that there was **a need for general restoration with no preference on the modality of delivery, including removing the remains of destroyed housing as well as making specific internal repairs where necessary.** In particular, areas which have suffered significant conflict commonly require basic repairs to doors and windows that have been blown out, as well as repairs to water and sewage systems.

In Deir-ez-Zor and Ar-Raqqa, **KIs noted that they generally found prioritizing assistance types difficult due to the lack of assistance and likelihood of assistance reaching the area, thus being less aware of the methods and types of assistance.** Whilst KIs in 48% of communities in Deir-ez-Zor stated that there was no preference, just 1% of KIs in communities in Ar-Raqqa did. In Ar-Raqqa, in contrast to elsewhere, the preference

was either external actors making repairs directly, followed by provision of shelter repair materials, with much smaller proportions reporting that unconditional cash support was preferred. In Deir-ez-Zor, unconditional cash support and shelter materials were preferred, though external actors making repairs directly was also commonly reported as preferred.

Barriers to receiving shelter support

The majority of households assessed reported facing challenges to accessing shelter assistance: 71% in Aleppo, 75% in Dar'a, 64% in Hama, 71% in Homs, 68% in Idlib and 55% in Quneitra respectively, and KIs in Deir-ez-Zor and Ar-Raqqa reported that communities commonly faced challenges.

In general, the **main issues reported were a lack of knowledge about any available assistance** (particularly in Aleppo, Dar'a and Idlib), **some groups being treated unfairly during distributions**, (particularly reported in Ar-Raqqa, Aleppo, Dar'a and Quneitra and clarified during FGDs as referring to the selection of beneficiaries, rather than treatment at the distribution itself), **and an insufficient amount of assistance to serve the community** (commonly reported in all governorates). In Deir-ez-Zor and Ar-Raqqa, there was a reported general insufficiency of aid in the area, with those in Deir-ez-Zor expressing that this was due to the presence of authorities who reportedly did not provide support to the population but only to those typically sympathetic to controlling authorities.

Table 10: Reported barriers to receiving shelter support

For Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra, the table shows the weighted percentage of households selecting that each barrier was faced. For Ar-Raqqa and Deir-ez-Zor, the table shows the weighted percentage of KIs reporting each barrier as common in their community.

	No assistance required	No barriers to receiving assistance	Total facing barriers to assistance	Insufficient assistance to serve community	Unaware of any available assistance	Some groups treated unfairly during distribution	Do not qualify for assistance	Unable to physically access distribution points	Authorities hindering support	Not sure
Aleppo	21%	8%	71%	32%	36%	34%	5%	2%	0%	4%
Dar'a	10%	15%	75%	44%	35%	40%	5%	1%	0%	1%
Hama	11%	25%	64%	38%	20%	24%	10%	1%	0%	0%
Homs	28%	1%	71%	60%	6%	4%	2%	1%	0%	1%
Idlib	13%	19%	68%	24%	40%	17%	4%	1%	0%	1%
Quneitra	32%	13%	55%	31%	1%	23%	1%	0%	0%	0%
Ar-Raqqa	0%	2%	98%	77%	1%	9%	30%	0%	8%	15%
Deir-ez-Zor	0%	0%	100%	18%	20%	16%	3%	0%	57%	2%

NFIs

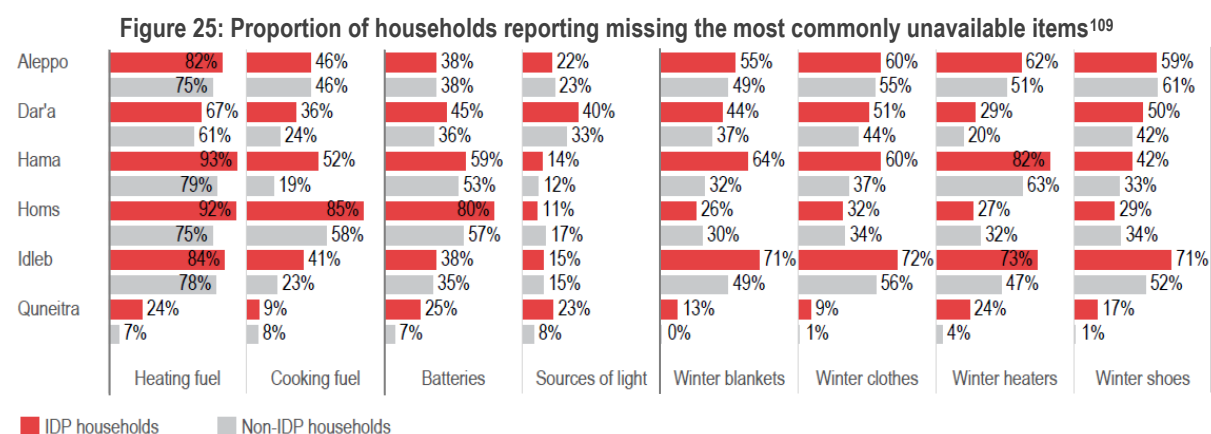
Summary

- The items reported most commonly missing in households in all governorates, as well as being most difficult to find or afford were winter-related items (heating fuel, winter clothes, winter shoes, blankets and heaters), batteries and cooking fuel.
- Across all governorates, households with IDPs were more likely to be missing items in their households than non-IDP households, for the majority of NFIs assessed. Returnees were also more likely to be missing items, as were female-headed households, though contrasts were smaller and less consistent across assessed items.
- Challenges to accessing markets were most commonly reported in assessed areas of Homs (86%), and were prevalent to a lesser extent in Quneitra (49%), Hama (43%), Dar'a (37%) Aleppo (35%) and Idleb (26%); these were mostly related to safety or security concerns at markets, temporary closures during times of conflict, and distance to markets being too far. In Deir-ez-Zor and Ar-Raqqa, females faced particular challenges to accessing markets due to safety and security issues.
- It was common for certain items to be unavailable in markets in Aleppo, Homs, Deir-ez-Zor and Ar-Raqqa, though this was less of an issue in Dar'a, Quneitra, Idleb and Hama. The most commonly unavailable items were heating and cooking fuel, winter items (clothes, shoes, blankets and heaters) and batteries.
- Even where markets were accessible and items available, affordability was a key issue reported by in all governorates, related to a deterioration of livelihoods sources to meet basic needs, as well as high prices on markets. Households in assessed areas of Aleppo, Dar'a, Homs and Quneitra reported the lowest ability to afford items.
- The most common primary source of cooking fuel in Dar'a, Quneitra and Hama was gas, followed by kerosene, whereas in Aleppo, Ar-Raqqa and Deir-ez-Zor kerosene was the most common primary source of cooking fuel and in Idleb, kerosene and gas were equally common. In contrast, households commonly used electricity followed by diesel in assessed areas of Homs.
- Primary sources of heating fuel differed, with households in Aleppo, Dar'a, Hama, Homs and Idleb commonly relying on wood and charcoal. Households in Quneitra most commonly reported using diesel, whilst kerosene was common in Ar-Raqqa and Deir-ez-Zor.
- Use of coping strategies to deal with a lack of both cooking and heating fuel were prevalent across the area assessed, most commonly reducing expenditure on other items to pay for fuel, and reducing the amount of fuel used for other purposes. Although rates were high across all households, IDP households were slightly more likely to report resorting to coping strategies.
- The main network was the primary source of electricity for a majority of households in Homs (88%), Hama (66%) and Dar'a (64%), whereas in Aleppo, Idleb and Quneitra, people relied primarily on generator power (87% in Aleppo, 81% in Idleb and 26% in Quneitra)¹, as did those in Ar-Raqqa and Deir-ez-Zor. Quneitra displayed lower levels of access, as the main network was shut down at the time of assessment and had been heavily damaged.
- To supplement poor access to the main network and generators in many areas, batteries (large car batteries, 12V and similar) and solar panels are increasingly being used as a source of electricity where it is possible to obtain these. For households using generators, solar power and batteries as their primary source of electricity, it was common to have fewer than four hours access to electricity per day.

Items available in households

During household interviews in Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra, respondents were asked to state whether they currently had 21 household items in their homes. In Quneitra, the majority of households did not report missing items. Elsewhere, **the main items missing and needed in households were:**

- **Heating fuel:** 78-84% of households
- **Cooking fuel:** 72% of households in Homs, 23-48% elsewhere
- **Batteries:** 69% of households in Homs, 38-54% elsewhere
- **Winter-related items:** heaters, blankets, winter clothes and winter shoes:¹⁰⁸ over half of households in Aleppo and Homs reported missing these items, as did around a third of households in Hama, Dar'a and Idleb. Further, hygiene-related items (disposable and reusable diapers, sanitary pads, soap, washing powder, cleaning liquid and detergent for dishes) were mostly missing in Aleppo, Homs and in Dar'a and Idleb to a lesser extent. Both types of diapers (baby and adult) as well as sanitary pads were the only items reported as not needed by some households in all governorates.



Overall, households with IDPs across all governorates were more likely to be missing items than non-IDP households, with varying degrees of difference reported across governorates and between item. See figure 23.

Returnee households were also more likely to be missing items across all governorates assessed; this was particularly true in Homs, Idleb and Quneitra. In Homs, 33% of returnee households were missing water containers compared to 8% of non-returnees. In Idleb, 44% of returnee household were missing batteries compared to 33% of non-returnees. While, in Quneitra, non-returnee households almost never reported missing items, compared to a majority of returnees (for example 3% of non-returnee households were missing winter heaters compared to 88% of returnee households, and 7% of non-returnee households were missing cooking fuel compared to 44% of returnee households).

Female-headed households in all areas assessed were more often missing NFI items compared to male-headed households in the same areas, except in assessed areas of Quneitra, where almost all female and male-headed households had no items missing. Differences in availability were most evident for heating and cooking fuel, batteries and winter items. In Homs, large differences were also observed regarding winter items: only 28% of female-headed households had winter shoes compared to 70% of male-headed households. In Aleppo, 37% of female-headed households had cooking fuel compared to 58% of male-headed ones.

The differences between households living in rural compared to urban areas were not extensive, and depended largely on the item and the area concerned. The largest gap was in Hama and Homs; in Hama only half of households living in rural areas had batteries, winter heaters, heating fuel and winter clothes and blankets compared to almost all households living in urban areas. However, in Homs households in rural areas were more likely to report missing items than households in urban areas except for cooking fuel, batteries and heating fuel which were more accessible in rural areas.

¹⁰⁸ The assessment took place over winter months which is likely to have led to higher reporting of winter related needs.

¹⁰⁹ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

Reasons for the lack of items reported in the households were a combination of a lack of access to markets, the lack of availability of certain items in certain locations, and an inability to afford the items available, detailed in the following sections.

Availability and affordability of items

Proportions of households reporting whether they had the item, could not afford the item or that the item was unavailable are displayed for each governorate in Annex 2.

Availability

In Aleppo, Homs, Ar-Raqqa and Deir-ez-Zor, items were typically not available on markets, whereas in Dar'a, Hama, Idleb and Quneitra most items were reported to be available (see Figure below). **In Ar-Raqqa and Deir-ez-Zor**: cooking and heating fuel, winter items, batteries, sources of light, water containers and hygiene products (sanitary pads and diapers) were estimated to be unavailable in 50% to 70% of communities.

In Homs and Aleppo a large proportion of households reported challenges in accessing a majority of items on markets, particularly cooking fuel (35% in Homs and 21% in Aleppo), batteries (37% in Homs and 21% in Aleppo) and heating fuel (44% in Homs and 19% in Aleppo). Around 15% of households in Aleppo reported not being able to find hygiene products in markets (soap, washing powder, cleaning liquid, detergent for dishes and disposable diapers); this was also the case for about 4-6% of households in Homs.

Affordability

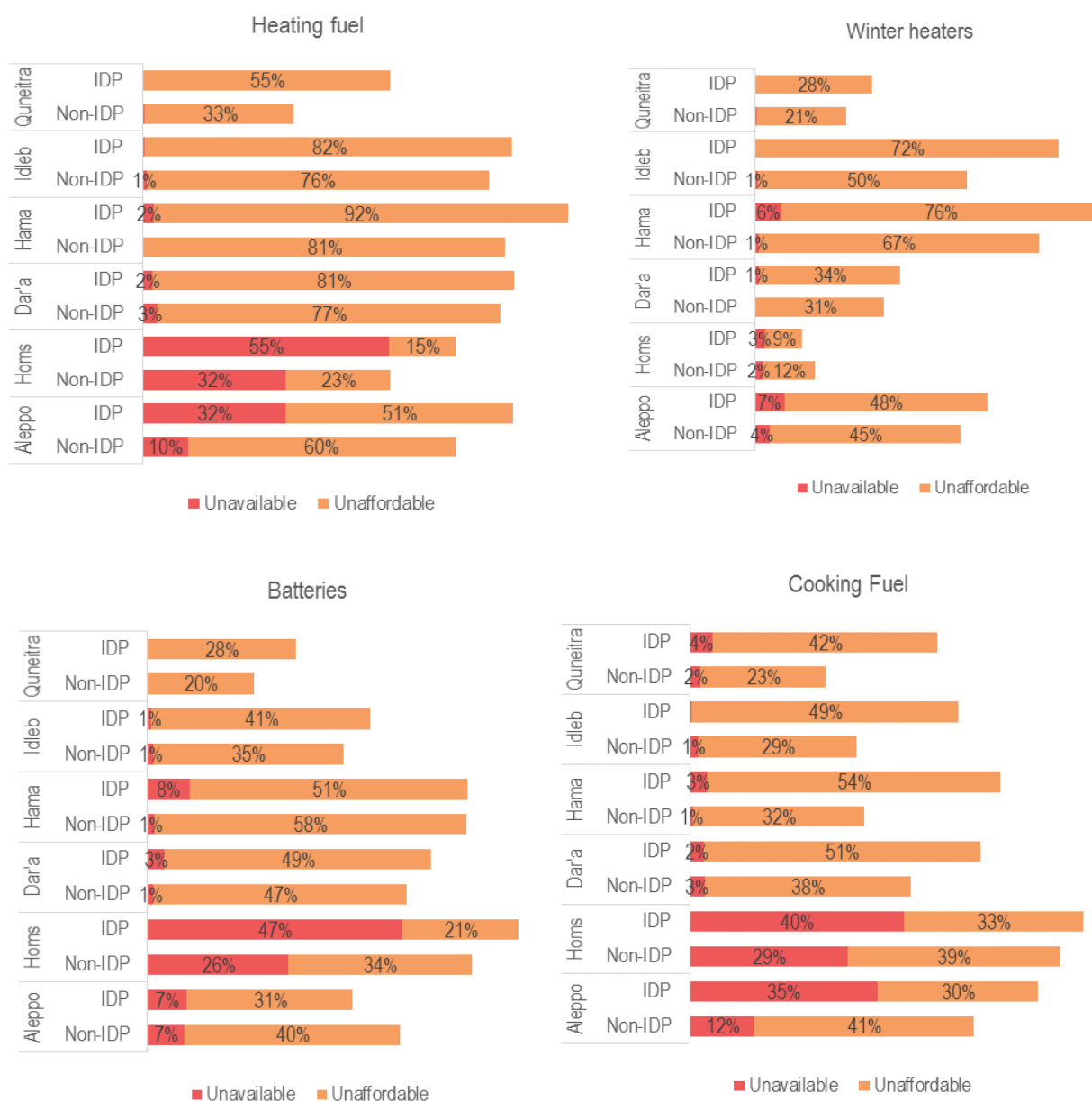
Affordability of NFIs was an issue for large proportions of households across all governorates assessed.

The most commonly reported unaffordable items Aleppo, Idleb, Dar'a, Quneitra, Hama and Homs were heating fuel, cooking fuel, winter clothes, winter heaters, winter shoes and blankets and batteries. The availability and price of fuel sources reportedly varies significantly depending on the conflict dynamics, presence of checkpoints and disruption of roads, often leading to fluctuation of fuel prices. In Deir-ez-Zor and Ar-Raqqa, the most commonly unaffordable items were water containers, diapers, batteries, sources of light and winter items.

Assessed areas of Aleppo, Dar'a, Homs and Quneitra displayed the lowest rates of ability to afford items, as about 20% of households were unable to afford any of the items assessed. Nevertheless, the items most often missing from households such as heating and cooking fuel, winter items and batteries were reported to be unaffordable by households in all governorates assessed through household interviews. Few households reported being unable to afford these items in Homs (between 10% and 20% of households), as a majority reported the items being unavailable to purchase on markets in the first place (44% for heating fuel, 37% on batteries, 35% for cooking fuel). The restrictions in movement on several communities assessed in Homs limits the entry of some items in those communities, resulting in shortages of fuels, batteries and other items as well as inflation.

In all governorates, IDP households were more likely to report being unable to find and afford items compared to non-IDPs, however different trends were observed between governorates.

- In Idleb, 71% of households with IDPs were missing cooking fuel, compared to 47% of households with non-IDPs; similar disparities were noticed in Hama (54% compared to 32%).
- In Aleppo and Homs, IDPs were more often unable to find items compared to non-IDP households, while in Homs IDPs were similarly affected by the inability to afford items as non-IDPs.
- The most noticeable differences were observed for cooking and heating fuel: in Aleppo 35% of IDP households reported being unable to find cooking and heating fuel in markets compare to 12% of non-IDP households and in Homs 32% of IDP households reported being unable to find heating fuel compared to 55% of non-IDP households

Figure 26: Availability and affordability of NFIs for households with and without IDPs¹¹⁰

Female-headed households overall were much more frequently unable to afford items compared to male-headed households, evident in all governorates assessed through household surveys:

- In Homs, 57% reported being unable to afford cooking fuel compared to 32% of male-headed households.
- In Hama, between a quarter to half of female-headed households reported being unable to purchase any of the items assessed (including bedding, cooking utensils and sanitary pads), compared to less than 5% of male-headed households.
- Male headed households did face challenges with items commonly missing (fuels, batteries and winter items), although to a lesser extent than female-headed households, reflective of the less stable jobs and lower salaries of women (see Livelihoods section), affecting their ability to afford basic items.

¹¹⁰ The remaining proportion stated being able to access the item in markets

In Aleppo, Homs and Quneitra, rural households were less able to afford items than those in urban areas:

- In Quneitra, most households in urban areas were able to afford every item with the exception of heating fuel (20% unable to afford), whereas a quarter of people in rural areas were unable to afford these items.
- Similarly, in Homs over half of households in rural areas could not afford batteries (77%), cooking fuel (67%), sources of light (53%) as well as clothing and shoes (53%), whilst in urban areas at least 75% of households could afford all items, except for cooking fuel (32% unable to afford).¹¹¹
- Although households in rural areas of Aleppo were also less able to afford items than urban areas, urban areas were more likely to experience shortages of heating and cooking fuel as well as hygiene products (soap, washing powder, cleaning liquid, detergent) (quarter of all households). This is likely due to limited entry of some items into urban areas which have experienced road damage or restrictions, as well as the use of household flammable cleaning products as a substitute for cooking and heating gas, which are often not available or too expensive.

No differences were observed between rural and urban areas in Dar'a and Idleb.

Challenges to accessing markets

Prevalence of challenges to accessing markets and type of challenge were assessed through:

- Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra: households reporting if they had faced any challenges to accessing markets in the 30 days prior to the assessment.
- Ar-Raqqa and Deir-ez-Zor: KIs estimating the percentage of households affected by issues when accessing markets and selected the top three most common challenges.

Challenges to accessing markets were common in all governorates: **86% of households in Homs reported facing challenges to accessing markets, followed by Quneitra (49%), Hama (43%), Dar'a (37%), Aleppo (35%) and Idleb (26%).** In Homs, the main challenges reported were a lack of safety and security at markets (reported by 59% of households) as some of the areas assessed were located near active military operations. **The issue of security and safety in markets was also reported** in Ar-Raqqa (29% of KIs) and Deir-ez-Zor (26% of KIs). In Ar-Raqqa, all respondents reported that everyone in their communities were affected by challenges limiting their access to markets. **Markets not functioning due to the conflict was the main challenge reported by KIs in Ar-Raqqa** and between 20% and 25% of households reported so in Aleppo, Hama, Quneitra and Dar'a. Most households in assessed areas of Idleb reported not having any issues accessing markets (74% reported no challenges).

Table 11: Proportion of households facing challenges to accessing markets¹¹²

	Homs	Quneitra	Hama	Dar'a	Aleppo	Idleb
Households facing challenges	86%	49%	43%	37%	35%	26%
Safety or security concerns at markets	59%	0%	11%	15%	4%	14%
Markets do not function at times of conflict	13%	19%	21%	25%	19%	6%
Distance to markets too far	6%	19%	23%	13%	10%	5%
Safety or security constraints restricting movement to markets	12%	2%	10%	11%	10%	6%
Lack of transportation to markets private or public	4%	10%	12%	9%	9%	5%
Certain population groups unable to access markets	1%	0%	11%	5%	1%	1%
Lack of access unsuitability for women	1%	0%	3%	4%	1%	1%
Physical constraints preventing access to markets	0%	0%	4%	1%	3%	0%
Lack of access for persons with restricted mobility	0%	0%	3%	1%	1%	1%

¹¹¹ Areas in Homs (Ar Rastan, Talbiseh and Taldu) were classified as hard to reach at the time of assessment, contributing to inflation of prices and the inability of the general population to afford household items.

¹¹² Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

Households with IDPs were slightly more likely to face challenges accessing markets in Aleppo, Hama and Homs. The most noticeable gap was in Homs where 21% of households with IDPs reported challenges in markets compared to 7% of non-IDP households, followed by 69% to 58% in Aleppo. This is likely due to clustering of IDPs in particular geographical locations. No differences were observed in Idleb, Dar'a and Quneitra regarding IDP's ability to access markets. **Similarly, households with returnees were slightly more likely to face challenges to accessing markets in Dar'a, Hama, Idleb and Quneitra.** This was most visible in Hama where 30% of non-returnee households had issues accessing markets compared to 87% of returnee households, similarly in Quneitra, 48% of non-returnee households reported having issues in accessing markets compared to 78% of returnee households. In areas where returnees had more difficulties accessing markets, this was reportedly due to the lack of transportation (Hama and Quneitra), the inability of certain groups to access markets (Hama) and the lack of safety and security whilst at the market (Dar'a, Hama, Idleb).

Female-headed households in all areas assessed were more likely to face challenges to accessing markets, with the exception of Hama, most commonly due to the lack of transportation, long distances to markets as well as security and safety concerns. This was most pronounced in Quneitra, where 71% of female-headed households reported having challenges accessing markets compared to 48% of male-headed households. A similar gap was reported in all other governorates assessed through household interviews to a lesser.¹¹³ Markets being unsuitable for women was also reported by female-headed households in Dar'a (19%), Aleppo and Idleb (6%) and Homs (5%). **Female access to markets was a main issue in Deir-ez-Zor and Ar-Raqqa, as women are commonly forbidden to leave their homes without a male guardian (husband, father, brother, etc.).**

Households living in urban areas were more likely to report challenges accessing markets in Aleppo, Hama, Homs and Quneitra, whilst in Idleb households in rural areas were slightly more likely to report issues in accessing markets¹¹⁴ and no differences were observed in Dar'a. Overall, households in urban areas were more likely to report markets not functioning at times of conflict, specifically in Dar'a, Homs and Idleb whilst the opposite was noticed in rural areas of Quneitra. In Homs, this can be partly explained by the restrictions in movement on the communities assessed limiting the entry of items and thus the functionality of markets in these areas. Households in rural areas tended to be more affected by the distances to markets as well the lack of transportation, particularly reported in Dar'a, Homs and Idleb.

Cooking fuel

Most common type of cooking fuel used

The majority of households reported using gas as their primary source of cooking fuel in Dar'a (85%), Quneitra (67%) and Hama (56%), followed by kerosene as a second source. Both sources tend to be cheaper than diesel which is preferred for cooking use, yet often unaffordable. **Kerosene** was the primary source of cooking fuel for households in Aleppo (58%), similarly in Idleb where the main sources were both **kerosene (40%) and gas (40%)**. Kerosene, although less efficient and perceived to be more dangerous for household use, tends to be used as a substitute for gas. Homs governorate recorded the highest percentage of households **using electricity (55%) and diesel (21%) as cooking fuels.**

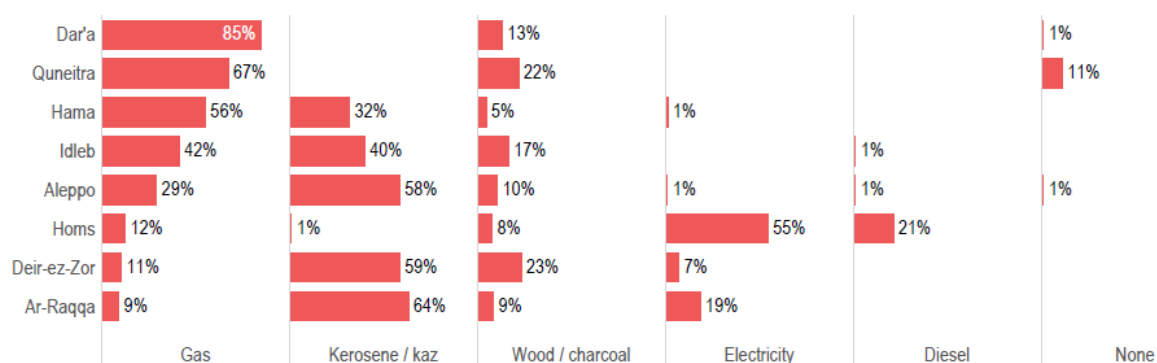
In Ar-Raqqa and Deir-ez-Zor, KIs reported that households were predominantly using kerosene (64% and 59% respectively), followed by wood and charcoal in Deir-ez-Zor (23%) and electricity in Ar-Raqqa (19%). Findings from FGDs across governorates indicate that the prices of fuel sources fluctuate, reportedly depending on the presence of checkpoints and the conditions of the roads. The monopoly of fuel by some traders has also led to important inflations fuel prices, many reportedly stock fuel in order to sell it in times of crisis.

¹¹³ In Aleppo 61% of female-headed households reported facing challenges compared to 33% of male-headed ones; 59% to 34% in Dar'a, 93% to 85% in Homs and 36% to 25% in Idleb

¹¹⁴ In Aleppo, 21% in rural areas compared to 49% in urban areas, Hama (34% / 67%), Homs (53% / 91%) and Quneitra (43% / 70%), Idleb (28% / 22%),

Figure 27: Percentage of households using each source of cooking fuel as the primary source

In Homs, Dar'a, Idleb, Aleppo, Quneitra and Hama, the figure shows the percentage of households reported using each source of fuel as a primary source of cooking fuel, in Ar-Raqqa and Deir-ez-Zor, the figure shows the percentage of KIs reporting on the main types of cooking fuel used in their communities.



In Homs, Hama, Idleb and Quneitra, IDPs tended to rely more on kerosene, diesel and electricity and less on gas than non-IDP households. In Quneitra, 21% of IDP households reported having no source of cooking fuel, compared to 9% of non-IDP households. Further, relying on wood and charcoal as a source of cooking fuel was more common amongst IDP households in Aleppo, Dar'a, Hama and Idleb. The main source of cooking fuel was similar between returnees and non-returnees, however there was a tendency for returnees to rely less frequently on gas and more on diesel than non-returnees across all governorates.

Households living in rural areas were more likely to use kerosene than those living in urban areas in Aleppo, Hama and Quneitra. Rural areas also had a much higher use of wood and charcoal than urban households in Homs, Idleb, Hama and Quneitra whilst the opposite was observed in Aleppo and Dar'a. In Homs, most households in rural areas relied on gas (52%) compared to only 7% in urban areas, where households were using diesel (24%) and electricity (62%) as cooking fuel, likely due to the lack of entry of gas into the cities facing restrictions in movement.

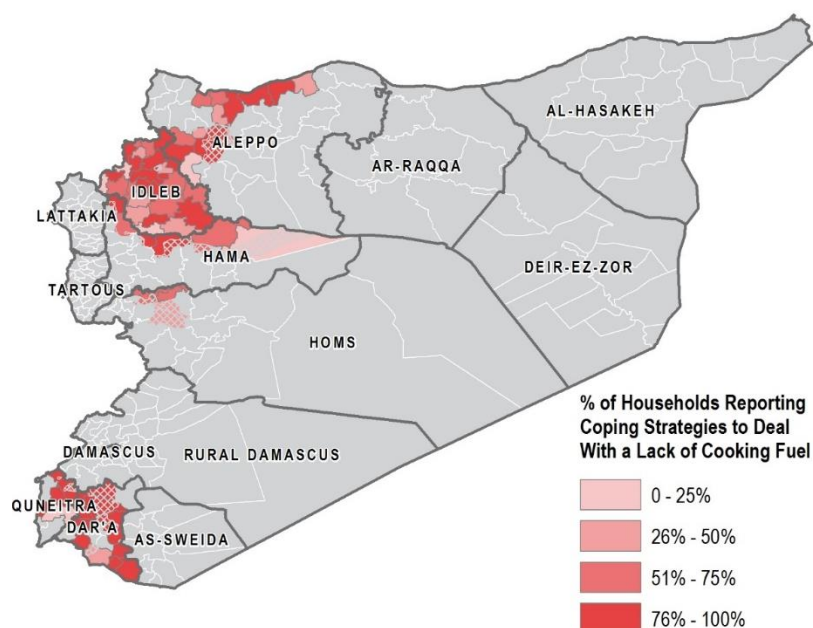
Finally, findings show that **female-headed households were more likely to use cheaper and less efficient sources of gas.** In Quneitra and Aleppo female-headed households more commonly reported not having any source of cooking fuel (18% compared to 11% for male-headed households in Quneitra, and 3% compared to 0% in Aleppo). Wood and charcoal were more commonly used by female-headed households compared to male-headed households across all governorates, whilst male-headed households were more likely to use gas as a source of cooking fuel.

Coping strategies used for a lack of cooking fuel

Coping strategies were assessed through:

- Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra: households reported whether they had used any coping strategies to deal with the lack of cooking fuel during the 30 days prior to the assessment.
- Ar-Raqqa and Deir-ez-Zor: KIs selected the most common strategies used in their community.

In all governorates with the exception of Homs, over half of households resorted to coping mechanisms due to the lack of cooking fuel. Use of coping strategies was most prevalent in Dar'a (reported by 80% of households), Aleppo (74%), Idleb (72%), Hama (66%) and Quneitra (63%), compared to Homs (42%). KIs in Deir-ez-Zor and Ar-Raqqa commonly stated the use of coping strategies, though due to the different methodology used, information on the proportion reporting the use of strategies is not available.

Map 8: Percentage of households using coping mechanisms for a lack of cooking fuel¹¹⁵

Reducing expenditure on other items to pay for fuel and reducing the amount of fuel used for other purposes were the main strategies adopted by households in all areas assessed through household surveys (see Table below). Borrowing fuel from friends and relatives was a common strategy adopted in Dar'a, Aleppo, and Hama. Many households have resorted to more extreme coping mechanisms such as reducing the amount of food eaten due to the lack of fuel to cook; this was the case for 20% of households in Aleppo, 15% in Idlib and 8-9% in Dar'a and Homs. As reported by participants in most FGDs, cleaning products when flammable were regularly used for burning clothes, plastic, shoes¹¹⁶ and others when fuel was insufficient during cold periods (this applies for fuels used for both cooking and heating).

One of the most commonly reported coping strategies in **Ar-Raqqa and Deir-ez-Zor was to reduce expenditure on other items in order to pay for heating fuel** (24% of KIs in Ar-Raqqa and 67% in Deir-ez-Zor). In Deir-ez-Zor a majority of KIs also reported that households were changing their diets preferring food which did not require cooking (74%), some reported that households using more extreme coping strategies such as reducing the amount of food eaten (32% of KIs). Half of KIs in Deir-ez-Zor reported that households reduced their use of fuel for other purposes in order to cook; this was also reported by 13% of KIs in Ar-Raqqa.

Table 12: Percentage of households reporting use of each coping strategy to deal with lack of cooking fuel¹¹⁷
The table shows the percentage of households which reported using coping strategies to deal with the lack of cooking fuel through household surveys in Aleppo, Dar'a, Hama, Homs, Idlib and Quneitra

	Aleppo	Dar'a	Hama	Homs	Idlib	Quneitra
Reduce expenditure on other items to pay for fuel	47%	65%	22%	30%	42%	22%
Reduce amount of fuel used for other purposes	46%	39%	12%	7%	42%	45%
Borrow fuel from friends relatives	20%	30%	6%	4%	14%	0%
Reduce amount of food eaten	20%	8%	0%	9%	15%	0%
Purchase food in restaurants	2%	5%	1%	2%	1%	0%
Cook using fire	1%	5%	0%	0%	3%	0%
other	0%	5%	0%	0%	0%	0%
Use other less preferred source	1%	0%	0%	1%	2%	0%

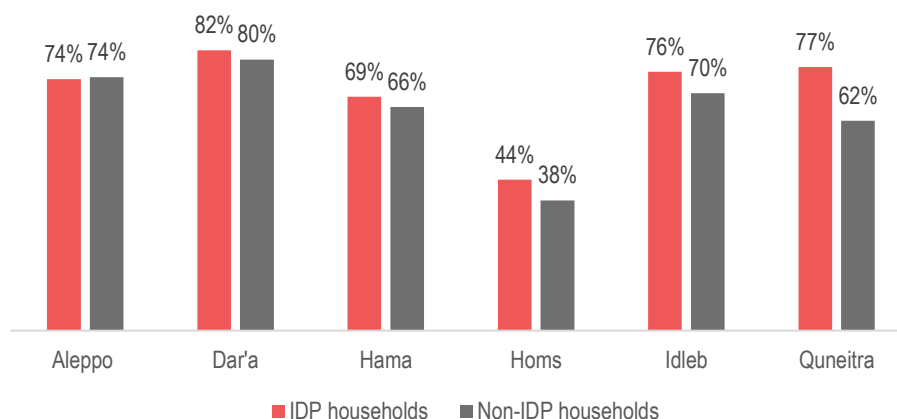
¹¹⁵ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

¹¹⁶ Burning clothing and shoes could refer to both household clothing/shoes as well as old or scrap clothing and shoes

¹¹⁷ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

IDP households were slightly more likely to resort to coping strategies compared to non-IDP households in all governorates with the exception of Aleppo and Dar'a where IDPs and non-IDPs recorded similar rates of adoption of coping strategies. In Quneitra 78% of IDP households reported using one or more coping strategy for the lack of cooking fuel compared to 62% of non-IDP households, followed by Homs (44% compared to 38%) and Idleb (76% compared to 70%). No major differences were reported regarding the types of coping strategies used by IDPs and non-IDPs.

Figure 28: Proportions of IDP and non-IDP households reporting using coping strategies for a lack of cooking fuel



Households living in rural areas of Aleppo, Dar'a, Idleb and Quneitra were less likely to resort to coping mechanisms, the most common source of fuel in rural areas of Aleppo were predominantly kerosene (64%), which reportedly can be produced locally. In Quneitra all households living in urban areas reported using one or more coping strategies; this was only the case for half of households living in rural areas. Contrarily, in Homs, over half of households in rural areas resorted to coping strategies compared to only 37% in urban areas. Findings from FGDs indicate that the availability of cooking fuel is highly dependent on the conflict dynamics in the area; assessed areas of Homs were not stable at time of assessment which could explain the lack of cooking fuel and thus its inflation during this period.

Heating fuel

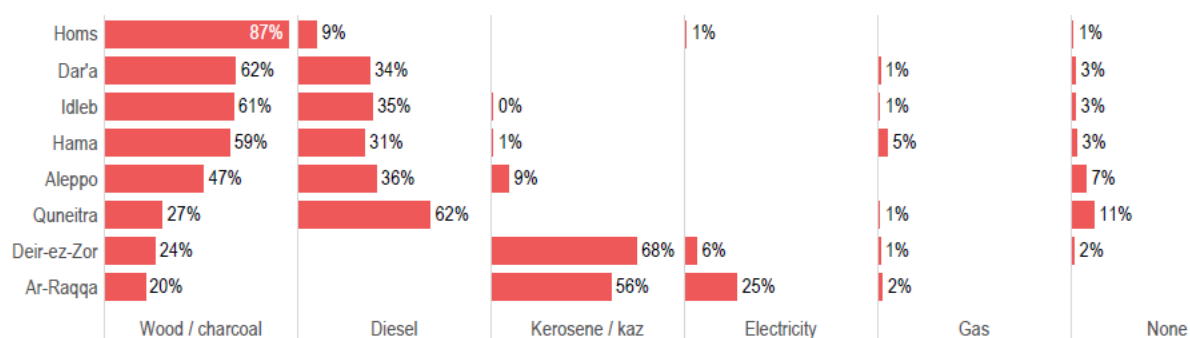
Most common type of heating fuel used

A majority of households in **Quneitra** reported relying on diesel as their primary source of heating fuel, whilst in **Aleppo, Dar'a, Hama, Homs and Idleb** households relied on less efficient and cheaper sources such as wood and charcoal (Figure 29). KIs in **Ar-Raqqa and Deir-ez-Zor** most commonly reported that households were relying on kerosene, often cheaper than other fuels. A small percentage of households in several governorates reported using no source of heating fuel, highest in Quneitra (11%) and Aleppo (7%).

In **Aleppo, Homs, Idleb and Dar'a**, IDP households more commonly relied on wood and charcoal and less on diesel compared to non-IDP households, whilst the opposite trend was observed in Quneitra and Hama. In Homs, non-IDP households were five times more likely to rely on diesel than IDP households. In **Aleppo, Dar'a, Homs and Idleb**, female-headed households were less likely to use diesel as a source of heating fuel, relying more on wood and charcoal. In Aleppo, 31% of female-headed households reported using kerosene compared to only 7% of male-headed households. Finally, 27% of female-headed households in Quneitra reported not using any source of fuel, compared to 10% of male-headed households. **The greater reliance on wood and charcoal by female-headed households suggests a lack of access to more efficient but expensive sources of fuel such as diesel and gas.**

Figure 29: Percentage of households using each source of heating fuel as the main source

In Homs, Dar'a, Idleb, Aleppo, Quneitra and Hama, the figure shows the percentage of households reported using each source of fuel as a primary source of heating fuel, in Ar-Raqqa and Deir-ez-Zor, the figure shows the percentage of KIs reporting on the main types of heating fuel used in their communities.



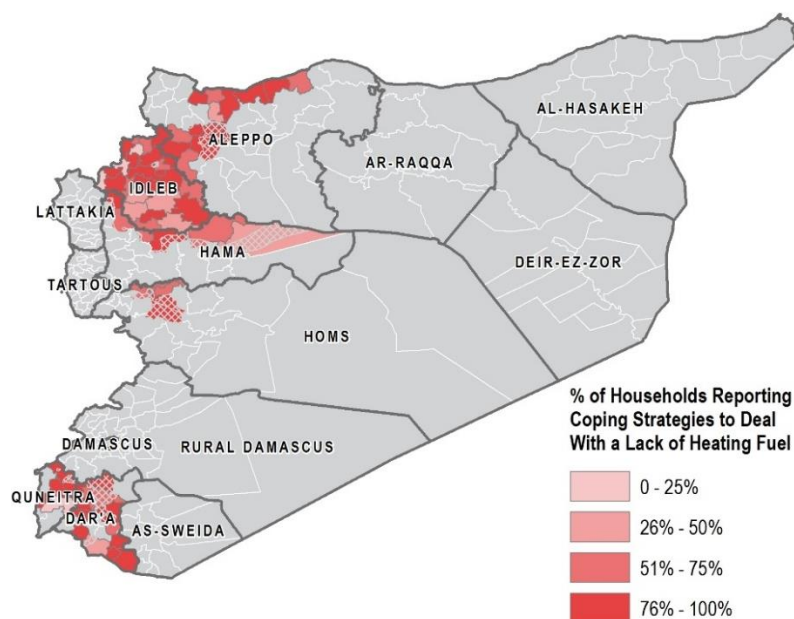
In assessed areas of Idleb and Quneitra, households living in urban areas relied more on diesel as a source of heating fuel compared to households in rural areas, while the contrary was observed in Homs and Aleppo. Finally, wood and charcoal were more frequently used by households in rural areas than urban areas in Quneitra, whilst the opposite was reported in Aleppo and Homs. No difference was noted in Dar'a between households living between rural and urban areas.

Coping strategies used for a lack of heating fuel

Coping strategies were assessed through:

- Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra: households reported whether they had used any coping strategies to deal with the lack of heating fuel during the 30 days prior to the assessment.
- Ar-Raqqa and Deir-ez-Zor: KIs selected the most common strategies, if any, used in their community.

A majority of households in all governorates assessed through household surveys reported resorting to one or more coping strategies (90% in Homs, 82% in Aleppo, 79% in Dar'a, 73% in Hama, 74% in Idleb and 63% in Quneitra). The proportion of households using coping mechanisms for the lack of heating fuel were similar to those observed for for cooking fuel in Dar'a, Idleb and Quneitra, whilst in Homs, a greater proportion reported using coping mechanisms for a lack of heating fuel rather than cooking fuel. The opposite was observed in Aleppo and Hama, where households were more affected by the lack of cooking fuel rather than heating fuel.

Map 9: Percentage of households using coping strategies for a lack of heating fuel¹¹⁸

Almost all KIs in both Ar-Raqqa and Deir-ez-Zor reported that households resorted to using coping strategies, providing indicative information of the lack of sufficient access to gas in the areas assessed; in Deir-ez-Zor 87% of KIs reported that households were reducing expenditure on other items in order to pay for fuel as well as 63% of KIs in Ar-Raqqa. Over half of KIs in both Ar-Raqqa and Deir-ez-Zor reported that households were resorting to buying blankets and other items in order to keep warm during cold period. However, winter blankets, were reported unavailable by 72% and unaffordable by 27% of KIs in Ar-Raqqa, while the situation was relatively better in Deir-ez-Zor where half reported blankets being unavailable and half that people already possessed them.

Reducing expenditure on other items in order to pay for fuel was a very common practice in Homs (80%), Dar'a and Hama (63-64%), and in Quneitra, Aleppo and Idlib (45-46%). This reflects FGDs findings that the price of fuel is the main challenge that household face when accessing fuel. A large proportion of households in Idlib, Dar'a and Aleppo also reported reducing their use of fuel for other purposes (38-40%). **Households also resorted to buying blankets and other items to keep warm**; this was common in Aleppo (39%), Hama (25%) as well as Idlib and Homs to lesser extents. However, this strategy is likely to be hindered by the general lack of availability of winter blankets reported by large proportions of households across Aleppo, Dar'a, Hama, Homs and Idlib and estimated so by KIs in Ar-Raqqa and Deir-ez-Zor.

Table 13: Coping strategies employed by households to deal with lack of heating fuel¹¹⁹

The table shows the percentage of households which reported using coping strategies to deal with the lack of cooking fuel through household surveys in Aleppo, Dar'a, Hama, Homs, Idlib and Quneitra

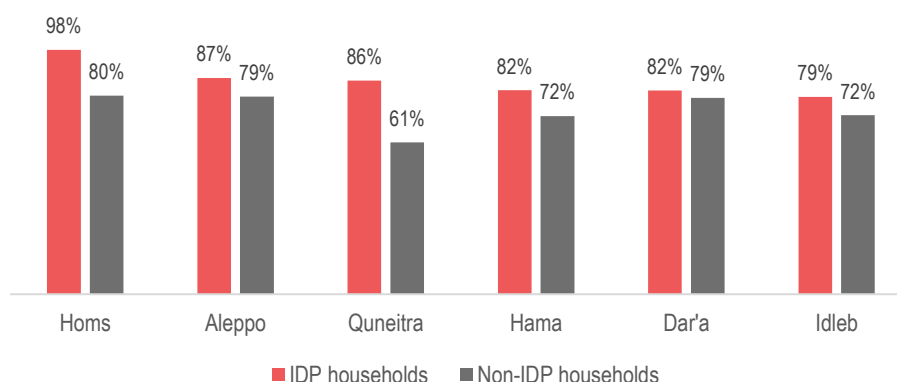
	Idlib	Aleppo	Quneitra	Hama	Dar'a	Homs
Reduce expenditure on other items to pay for fuel	45%	46%	46%	63%	64%	80%
Reduce amount of fuel used for other purposes	41%	37%	18%	19%	38%	9%
Purchase blankets or other items to help with cold	15%	39%	0%	25%	8%	2%
Borrow fuel from friends relatives	15%	15%	1%	19%	30%	6%
Stay elsewhere during cold periods	13%	19%	1%	14%	10%	0%
Other	1%	1%	0%	0%	2%	1%
Burn wood cut trees	1%	0%	0%	0%	2%	0%

¹¹⁸ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

¹¹⁹ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

Households with IDPs are more likely to resort to coping strategies than non-IDPs across all governorates assessed. This was most evident in Quneitra and Homs (see Figure below), elsewhere the difference was less significant.

Figure 30: Proportions of IDP and non-IDP households reporting using coping strategies for a lack of heating fuel



Overall, female and male-headed households reported using similar coping mechanisms to deal with the lack of heating fuel. In Aleppo, Dar'a and Idleb female-headed households were slightly less likely to report using any coping mechanisms for the lack of heating fuel¹²⁰. This may be due to reduced capacity of female-headed households in these areas to apply coping strategies, for example they may have constrained financial resources preventing adoption of certain strategies (such as purchasing blankets), and a lack of means to adopt other strategies (such as people to borrow fuel from). In contrast, in Hama, Homs and Quneitra the opposite was observed (85% / 72% in Hama, 96% / 89% in Homs and 73% / 63% in Quneitra).

Across all governorates assessed, **urban households were more likely to use coping mechanisms for the lack of fuel compared to households living in rural areas, with the exception of Hama.** This was most visible in Quneitra (100% compared to 50%), Homs (92% compared to 75%) and Idleb (82% compared to 70%) and to a lesser extent in Aleppo and Dar'a. Overall, reducing the amount of fuel used for other purposes (transportation, cooking, etc.) and the expenditures on other items in order to be able to afford some fuel was more commonly reported by households living in urban areas. Similarly to cooking fuel, the lack of access to heating fuel in cities is linked with the conflict dynamics affecting the travel of goods (roads blocked, checkpoints), inflation of fuel prices due to shortages, and finally the monopoly over fuel production by some traders.

Electricity

Most common electricity source

The main network was the primary source of electricity for a majority of households in Homs (88%), Hama (66%) and Dar'a (64%), whereas in Aleppo, Idleb and Quneitra, people relied primarily on generator power (87% in Aleppo, 81% in Idleb and 26% in Quneitra)¹²¹, as did those in Ar-Raqqa and Deir-ez-Zor. **However, Quneitra displayed much lower levels of access, with 64% of the households reporting that they had no electricity source,** as the main network was shut down at the time of assessment and had also been heavily damaged during hostilities in the area.¹²² Smaller proportions of households without any access to electricity were also reported in other governorates, 11% of households in Aleppo and Idleb, 8% in Dar'a and 6% in Hama.

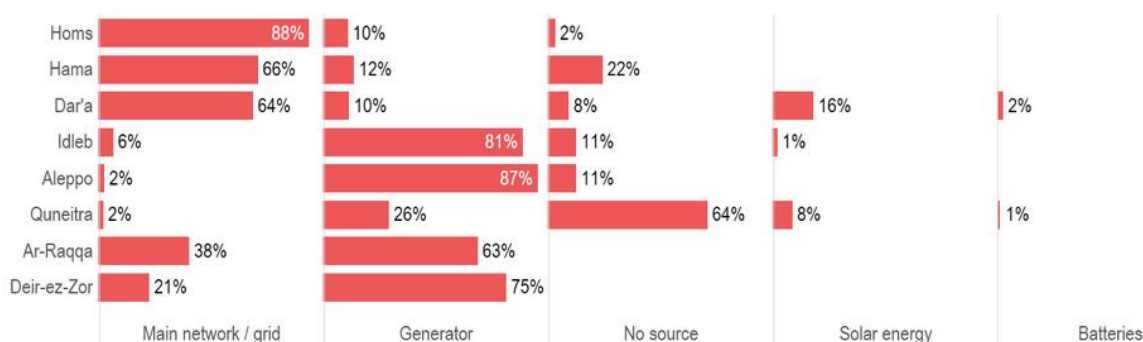
¹²⁰ In Aleppo, 77% of female headed households / 83% male-headed; in Dar'a, 77% / 80% and Idleb 69% / 74%

¹²¹ REACH's Humanitarian Situation Overview in Syria (HSOS) assessed household's main electricity sources through KI interviews in September 2016, identifying that households relied mostly on generators for electricity in Aleppo, Idleb, Ar-Raqqa and Deir-ez-Zor.

¹²² At the time of writing (February 2017), this was reportedly still the case though to a lesser extent, as although some people have been attempting to obtain generators and alternative sources of electricity to supplement the lack of power, these were not always available or affordable for everyone

Figure 31: Main source of electricity

In Homs, Dar'a, Idleb, Aleppo, Quneitra and Hama, the figure shows the percentage of households reported using each source of electricity, in Ar-Raqqa and Deir-ez-Zor, the figure shows the percentage of KIs reporting on the main types of electricity used in their communities.



The main source of electricity used by IDPs and non-IDPs varied across the governorates assessed. IDP households were slightly less likely to state having no source of electricity in all governorates with the exception of Aleppo where 14% reported having no electricity source compared to 8% of non-IDP households. The opposite was visible in Quneitra where 65% of non-IDP households reported not having an electricity sources compared to 25% of IDP households, likely due to the location where access to electricity was shut down. Further, in assessed areas of Quneitra, 40% of IDP households reported using solar energy as their main source compared to only 5% of non-IDP households, the opposite was observed in Dar'a where IDPs were less likely to be using solar energy.

Overall, differences between female and male-headed households were only observed in Hama, and to a lesser extent in Homs and Quneitra. In Homs, female-headed households depended less on the main network and more on generators compared to male-headed households; generators are typically a less reliable source than the main network. In Quneitra, only male-headed households reported using solar energy (8%) whilst only female-headed households reported using batteries as a source of electricity (11%). FGD findings indicate that women who lead a household, often widows, will tend to use less electricity or rely on batteries and help from neighbours and friends who let them re-charge their batteries in their houses.

In Aleppo, Homs, Idleb and Quneitra, households in rural areas were more likely to report having no electricity sources in comparison to those living in urban areas, whilst the opposite was observed in Hama and Dar'a. This gap was most evident in Quneitra where 81% of households living in rural areas reported having no electricity sources compared to only 13% in urban areas. In Homs, the main network did not provide enough electricity in rural areas, and thus a third of households relied on generator power to generate electricity. The opposite was observed in Hama where households in rural areas mostly relied on the main network compared to households in urban areas (84% compared to 21%), whilst the use of generators was much more common in urban areas (36% compared to 4%). The same pattern was evident in assessed areas of Dar'a though to a lesser extent: 73% of households in rural areas relied on the main network compared to 60% of those in urban areas. A large majority of households in all areas assessed reported not having a second electricity source, except in Dar'a where people relied on generators and batteries for electricity as a second source.

Number of hours of electricity per day

Average hours of access to electricity was assessed through:

- Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra: households estimated their daily average hours of access to electricity, all sources combined, selecting within specified timeframes
- Deir-ez-Zor and Ar-Raqqa: KIs were estimated the average number of daily hours of electricity in their communities.

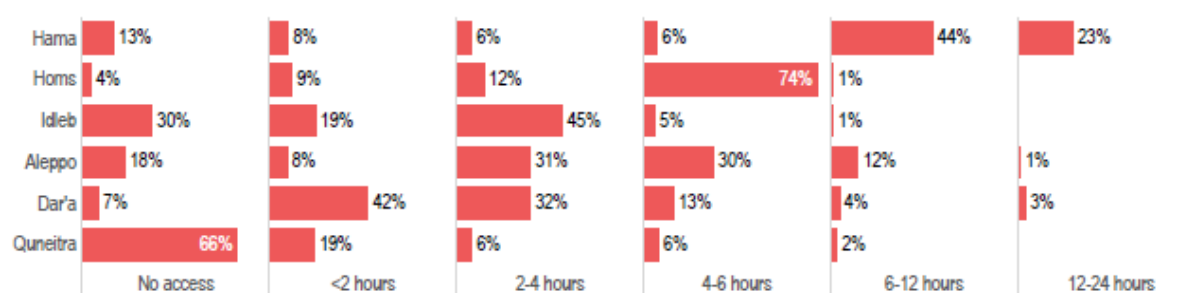
Hama recorded the highest average of electricity hours per day across all areas assessed, with 23% of households having access between 6 and 12 hours of electricity per day and 15% having 12 to 24 hours. The relatively stable context in the assessed areas of Hama would explain that electricity networks are still functioning and providing enough electricity for a large proportion of households.

Households living in Idleb had much lower access to electricity, as 45% of households had between 2 to 4 hours a day, 19% reported less than 2 hours per day and a third of the households had no access at all. The situation was similar to a lesser extent in Dar'a, as only 7% of households had no electricity access at all. **Quneitra reported the most limited access of all areas assessed, with over 60% of households with no access to electricity**, and those who did, tended to have less than 2 hours of access (19%).

A majority of KIs in Ar-Raqqa and Deir-ez-Zor reported between 4 and 12 hours per day and almost none reported having less than 2 hours a day. The limited electricity across all governorates assessed can be partly explained by the lack of functionality of the main networks at all times, and the lack of access to generators as a back-up. Furthermore, the use of generators is dependent upon the availability of diesel and spare parts, diesel being available sporadically on the markets and subject to price fluctuation, due to conflict dynamics affecting access to goods to different areas.

Overall, across the area assessed through household interviews, the hours of electricity varied according to the main source of electricity used. Of the households which used batteries as their main source, 100% had fewer than 4 hours access to electricity per day. Households using generators and solar energy as their primary source also appeared vulnerable: 80% of households using batteries as their main source had fewer than four hours access per day, as did 69% of households using solar energy as their main source. Households connected to the main network had more hours access per day, with just 39% having fewer than four hours access per day.

Figure 32: Hours of electricity per day (all sources combined)¹²³



Overall, IDPs had fewer hours of electricity available per day compared to non-IDPs in all governorates with the exception of Homs and Quneitra, where the opposite was observed. In Aleppo, half of non-IDP households reported having 4 hours of electricity or less per day compared to 63% of IDP households, this was similar in Dar'a (79% compared to 85%). In Idleb, a large majority of both IDP and non-IDP households reported having less than 4 hours of electricity per day, however IDP households were twice as more likely to report having no source of electricity (42% compared to 25%). Areas assessed in Quneitra displayed the largest differences, as 94% of non-IDP households had less than 4 hours of electricity per day compared to 58% of IDP households.¹²⁴

Households living in rural areas of Homs and Quneitra had less access to electricity compared to households living in urban areas. In Homs, 90% of households in rural areas reported having less than 4 hours of electricity per day, compared to only 15% of those living in urban areas, in which 4-6 hours was most commonly reported. In Quneitra, 82% of households in rural areas had no access to electricity compared to only 18% in urban areas. In contrast, **in both Dar'a and Hama, households in rural areas tended to have longer hours of electricity than those living in urban areas:** a third of households living in rural areas in Hama had over 12 hours a day compared to only 8% in urban areas and 11% in rural areas of Dar'a compared to 0% in urban areas. In both Dar'a and Hama households in rural areas were mostly relying on the main network compared to those in urban areas. In Aleppo and Idleb, households in rural and urban areas reported similar access to electricity.

¹²³ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

¹²⁴ It should be noted that only 9% of the population assessed in Quneitra were IDPs, resulting in findings representative to a lower confidence level and higher margin of error compared to elsewhere. In particular, IDP populations in the informal settlements and collective centres in Quneitra were not assessed; as such results do not apply to these populations.

Female-headed households were more likely to report having no access to electricity in Dar'a and Hama compared to male-headed households. This was most noticeable in Hama where 22% of female-headed households reported having no or almost no access to electricity compared to 6% of male-headed households. No differences were observed in Aleppo, Homs, Idleb and Quneitra.

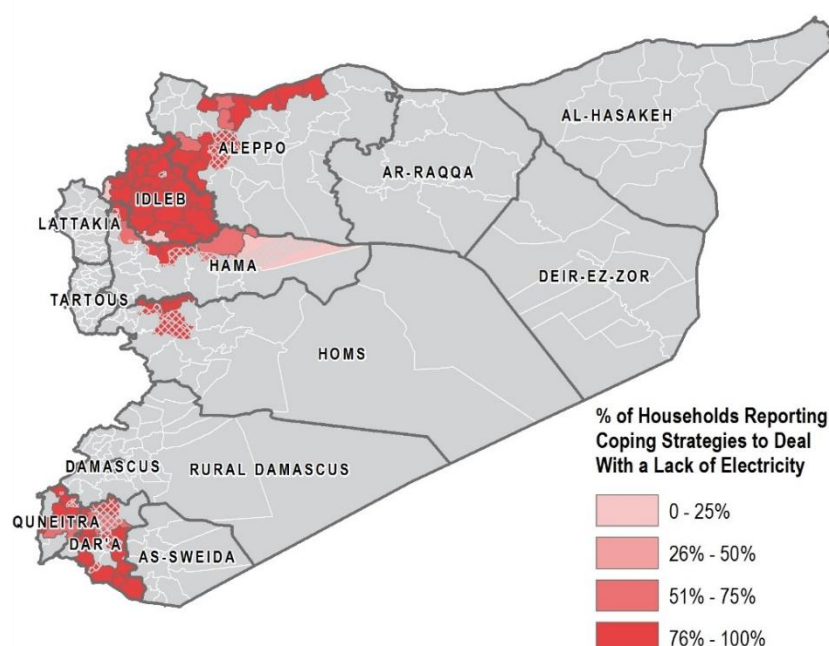
Coping strategies adopted for the lack of electricity

Coping strategies were assessed through:

- Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra: households reported whether they had used any coping strategies to deal with a lack of electricity during the 30 days prior to the assessment.
- Ar-Raqqa and Deir-ez-Zor: KIs selected the most common strategies used in their community.

Across all governorates assessed, a large majority of households resorted to the use of strategies to cope with a lack of sufficient electricity, 96% in Homs, 94% in Dar'a, 93% in Idleb, 90% in Aleppo, 89% in Quneitra and 71% in Hama.

Map 10: Percentage of households using coping strategies for a lack of electricity¹²⁵



Relying on battery-powered devices was the most common strategy adopted in Dar'a (77%), Aleppo (64%), Idleb (55%) and Quneitra and Hama (46% in both governorates), as well as Ar-Raqqa and Deir-ez-Zor (91% and 82% respectively). However, a third of households in Aleppo, Dar'a and Idleb reported not having batteries in their homes; as was reported for 69% of households in Homs, where a majority resorted to saving electricity by only using it at certain times of the day (77%). This practice was also commonly used in Ar-Raqqa (88% of communities), and to a lesser but notable extent in in Dar'a (33% of households), Aleppo (32%) and Idleb (28%) and Deir-ez-Zor (29% of communities). Coping mechanisms such as **using electricity for certain purposes only and reducing the usage of electricity overall were adopted in most areas assessed.** Over half of KIs in Deir-ez-Zor reported that households sometimes have to remain in the dark without electricity, not having any coping strategies to resort to. This is also the case of 17% of households in Idleb, 14% in Aleppo and to a lesser extent in the other governorates.

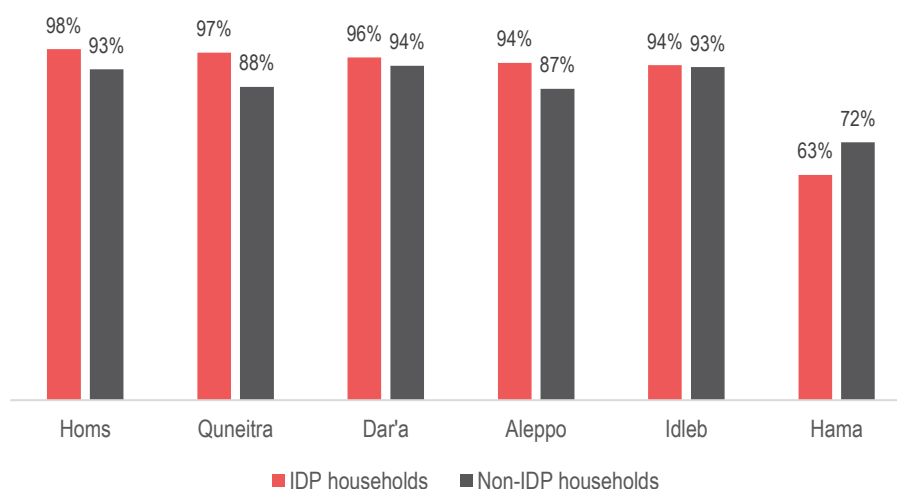
¹²⁵ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

Table 14: Coping strategies employed by households to deal with the lack of electricity

In Homs, Hama, Quneitra, Idleb, Aleppo and Dar'a, the table shows the percentage of households which reported using coping strategies to deal with the lack of electricity assessed through household surveys. In Ar-Raqqa and Deir-ez-Zor, the table shows the percentage of communities where KIs reported that coping strategies were used.

	Homs	Hama	Quneitra	Idleb	Aleppo	Dar'a
Use battery powered devices e.g. torches	14%	46%	46%	55%	64%	77%
Use electricity at certain times in the day	77%	18%	11%	28%	32%	33%
Use electricity for certain purposes only	9%	6%	23%	20%	19%	42%
Remain without electricity and do not use coping strategies	3%	11%	9%	17%	14%	4%
Reduce usage of electricity to conserve it	3%	5%	11%	9%	8%	20%
Other	0%	0%	0%	1%	2%	2%

In Aleppo, Dar'a, Homs, Idleb and Quneitra, IDP households were more likely to resort to coping strategies in response to the lack of electricity compared to non-IDP households, most notably in Aleppo where 94% of IDP households reported using coping strategies compared to 87% of non-IDP households. In both Hama and Quneitra IDP households were more likely to be unable to find coping strategies and thus remained without electricity, as was the case for 33% of IDP households compared to 8% of non-IDP households in Hama and 23% compared to 8% in Quneitra. In Quneitra, 40% of IDP households reported using solar energy as their main source of electricity compared to only 5% of non-IDP households.

Figure 33: Proportion of IDP and non-IDP households reporting coping strategies for a lack of electricity

Humanitarian NFI support

NFI support received

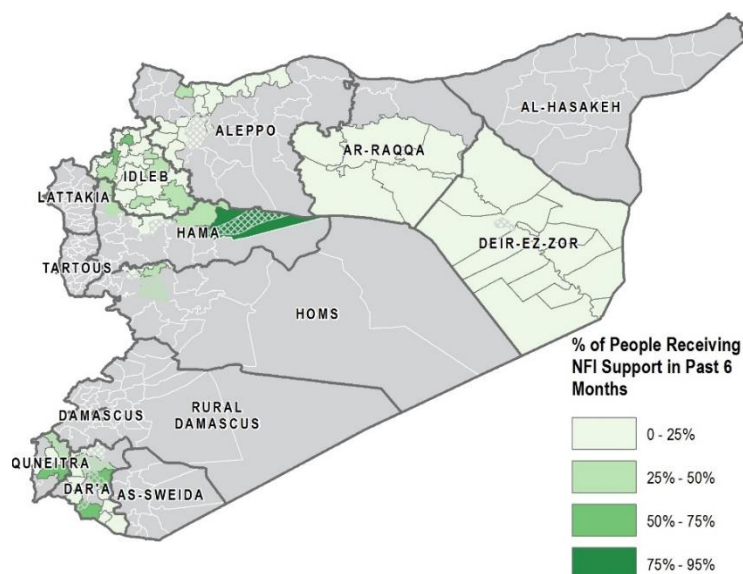
Proportion of household receiving assistance was assessed through:

- Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra: households reporting whether they had received any humanitarian NFI support in the past year.
- Deir-ez-Zor and Ar-Raqqa: KIs estimating the percentage of households in their community that had received shelter support.¹²⁶

¹²⁶ It should be noted that findings may be subject to recall bias on the part of households, or assistance underreported due to a lack of knowledge about sources of assistance received, in particular regarding more informal types of assistance. Households may also have underreported assistance due to the perceived influence of answers on future likelihood of receiving assistance, though enumerators were trained to attempt to dispel this perception. Further, the type and quality of support received was not assessed as this was outside the scope of the assessment.

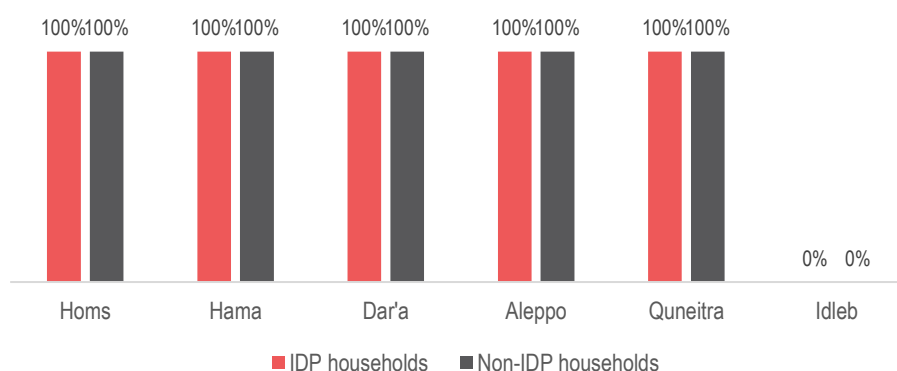
In the assessed areas of Homs, households were more likely to receive NFI assistance compared to elsewhere; 80% of households reported receiving some NFI assistance in the last year, more than shelter support (61%). Half of households in Quneitra, Hama and Dar'a reported receiving some form of NFI assistance over the last year, however in Aleppo and Idleb, very few households reported receiving assistance (20% or less), similarly in **Ar-Raqqa and Deir-ez-Zor**, indicative information suggests that less than 20% of communities reportedly received NFI support over the last year.

Map 11: Proportion of households receiving NFI support in the past six months¹²⁷



IDP households were reportedly more likely to receive assistance than non-IDP households in Aleppo, Dar'a, Hama and Homs (see Figure below). The opposite was visible in Idleb and Quneitra where IDPs were less likely to report receiving assistance than non-IDPs; in Quneitra, 35% of IDP households reported having received NFI assistance in the last year compared to 51% of non-IDP households. Returnee households reportedly received less NFI assistance than non-returnees in all governorates except for Quneitra where the opposite was observed.

Figure 34: Proportion of IDP and non-IDP households reporting receiving NFI support



Households living in urban areas of Aleppo and Hama were more likely to report having received NFI assistance, whereas in Dar'a, Homs, Idleb and Quneitra it was more common for households living in rural areas to have accessed NFI assistance. In Quneitra over a third of households in rural areas did not receive NFI support whereas almost all households living in urban areas did. No difference was observed in Idleb between rural and urban areas regarding NFI support received. Nevertheless, this theme was explored during FGDs where many participants noted that assistance did depend on how close to the distribution points the households live. Many participants in rural areas reported receiving no assistance, as they are too far from where

¹²⁷ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

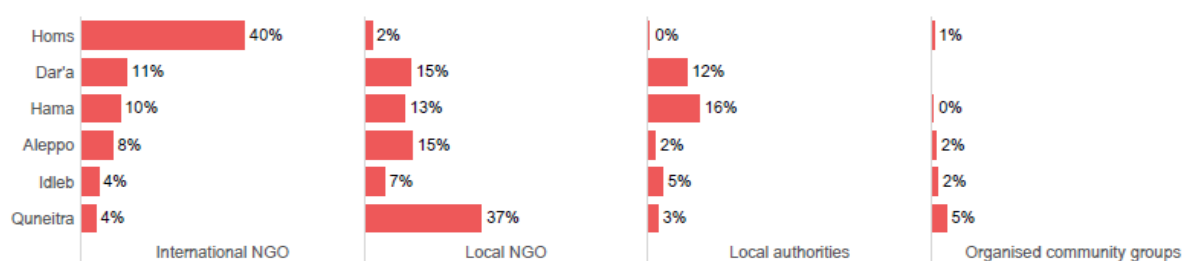
distributions actually take place. As a result, it was perceived that access to aid is deemed to be limited for people with reduced mobility or women, who are not able to move over longer distances due to cultural or security concerns.

Sources of NFI assistance

Sources of NFI support varied between the different governorates assessed. **A majority of the support provided in Homs was from international NGOs (40%)**, this was also the case in Dar'a (11%) and Aleppo (8%) to a lesser extent, consistent with findings regarding shelter assistance. **In Quneitra most of the NFI assistance was reported provided by local NGOs (37%)**, this was also the main source of support in Hama where 7% of households reported so. In Hama, local authorities were the main provider of NFI assistance (16%), also reported in Dar'a to a lesser extent (12%).

In Ar-Raqqa, where it was uncommon to receive assistance, local authorities were reportedly the main source; however, it was reported that only those strongly affiliated with authorities were able to receive support. Households in Deir-ez-Zor were also unlikely to have received assistance; here the main sources were organised community groups though these also reportedly commonly provided assistance only to those with certain affiliations.¹²⁸

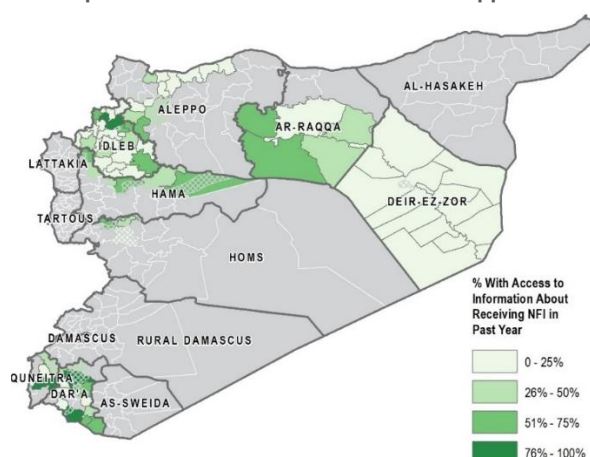
Figure 35: Percentage of households overall receiving support from each source¹²⁹



Access to information on support

Overall, information on NFI assistance was slightly more accessible compared to information on shelter assistance, as a higher proportion of households reported having this information, with the highest rates reported in Dar'a (51%), Quneitra (50%) and Hama (49%). Households reporting having access to information was slightly lower in Aleppo (35%) followed by Homs and Idleb (23%). Finally, almost all KIs reported that communities assessed in Deir-ez-Zor had no access to information about available NFI support; this was true for half of KIs in Ar-Raqqa.

Map 12: Access to information on NFI support¹³⁰



¹²⁸ It should be noted that sources of NFI assistance may be subject to recall bias on the part of households, and households may have a lack of knowledge on the source of assistance in cases where actors operate through partners.

¹²⁹ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

¹³⁰ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

Of those who did have access to information about NFI assistance, the information predominantly came from friends and relatives. This was reported by 30% of all households in Hama and to a lesser extent in Dar'a (27%), Quneitra (17%) and Aleppo (15%). The local council was reported as a provider of information by a third of households in Quneitra (31% of all households), 14% in Idleb and 13% in Dar'a. Contrarily, local councils provided information on shelter assistance only in Aleppo and Dar'a. In Ar-Raqqa over half of KIs reported that the information was given directly by the service providers, in this case local authorities or local NGOs related to the authorities. Information circulating through word-of-mouth (friends and relatives) was also reported by 42% of KIs in Ar-Raqqa.

IDPs were less likely to reporting having access to information about available assistance than non-IDPs in Homs, Idleb and Quneitra, whilst no difference was noticed in Aleppo, Hama and Dar'a. Assessed areas of Quneitra recorded the largest differences as IDP households were more than twice as likely to report not having had access to information about assistance, in contrast to non-IDP households. Across all governorates, IDPs were more likely to receive information through local councils rather than friends and relatives.

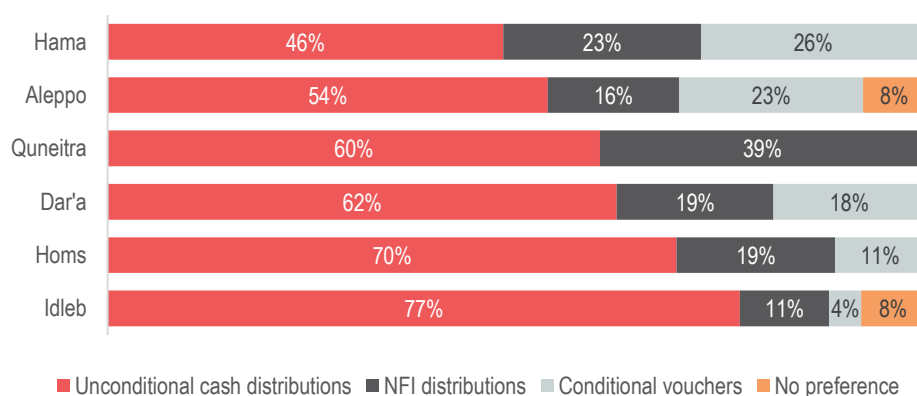
Preferences on modality of NFI support

Across all governorates, respondents were more likely to report a preferred modality of NFI support in comparison to shelter support, reportedly due to a greater familiarity with the modalities of NFI assistance. Almost all households reported having preferences over the modality of NFI support: only 8% in Aleppo and Idleb reported not having preferences, contrarily to shelter support where 17-38% of households reported having no preferences overall (see Figure below).

In all governorates, unconditional cash distribution was the preferred modality of aid for NFI support (between 46% and 77%), also the case for shelter assistance overall. **In Quneitra, direct distribution of NFI items was reported as the preferred modality of aid** by 40% of households, preferred by a fifth of households in Hama, Dar'a and Homs, and to a lesser extent in Aleppo (16%) and Idleb (11%). **Conditional vouchers were reported as a preferred type of aid in Aleppo (23%), Dar'a (18%), Hama (16%) and to a lesser extent in Homs and Idleb.** Households in Homs preferred unconditional cash distributions for NFI assistance.

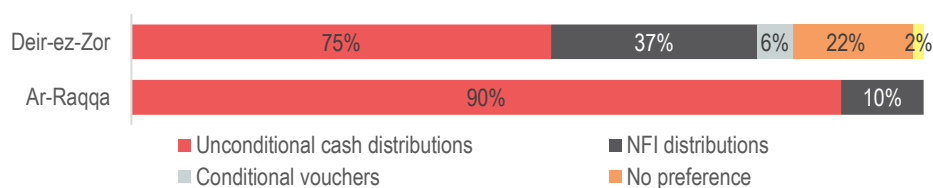
Figure 36: Percentage of households preferring each modality of NFI support

The figure shows the preferred modalities of NFI assistance as reported by households in Aleppo, Quneitra, Hama, Dar'a, Homs and Idleb.



Overall, **a majority of KIs in Deir ez Zor reported unconditional cash support as being the preferred modality of aid.** In Ar-Raqqa, 37% reported that their community preferred NFI distributions compared to 10% in Deir-ez-Zor. Over a fifth of KIs in Ar-Raqqa reported that households in their communities had no preferences over the modality of NFI support.

Figure 37: Percentage of KIs estimating the preferred modality of NFI support in their community



Results disaggregated between IDP and non-IDP households indicated that when asked the preferred modalities of NFI assistance, IDP households more commonly preferred conditional vouchers and unconditional cash distributions and less NFI distributions compared to non-IDP households across all governorates.

An overall preference for conditional and unconditional cash assistance, is linked with discussions during FGDs in which participants reported that assistance often consisted in the distribution of the same basic package of items (mostly cooking and eating utensils and hygiene kits), generally already possessed by the households.

Barriers to receiving NFI support

A majority of households reported facing challenges to receiving assistance in Quneitra, Aleppo, Dar'a, Homs, Hama and Idleb (between 70% and 78%), as shown in the Figure below. The lack of sufficient assistance to meet the needs of people in the community was the most prevalent challenge reported across all governorates, contrary to shelter support where the most common challenge was the lack of information about available shelter support. Many households in Dar'a, Quneitra, Aleppo, Hama and Idleb reported that during distributions some groups were treated unfairly, limiting their ability to access NFI support. During FGDs, participants indicated that unfair treatment typically referred to beneficiary selection, rather than events during the distribution itself. Finally, households in Idleb, Aleppo, Hama and Dar'a expressed unawareness about the information required to access NFI assistance.

KIs in Ar-Raqqa and Deir-ez-Zor expressed that households in their communities faced no specific challenges in receiving assistance as no NFI assistance was distributed in the areas assessed. This was attributed to the presence of authorities, with indications that aid may have been appropriated by authorities, who prioritised individuals with associations with the group rather than giving aid to community members.

Figure 38: Reported barriers to receiving shelter support¹³¹

For Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra, the table shows the weighted percentage of households selecting that each barrier was faced.

	No barriers to receiving assistance	Insufficient assistance to serve community	Some groups treated unfairly during assistance distribution	Household not aware of any available assistance	Household does not qualify for assistance	Unable to physically access distribution	Other	Not sure
Aleppo	25%	37%	35%	33%	5%	3%	0%	0%
Dar'a	27%	49%	42%	25%	6%	0%	0%	1%
Hama	29%	40%	27%	25%	10%	1%	2%	0%
Homs	28%	61%	7%	7%	2%	0%	0%	0%
Idleb	30%	23%	18%	41%	4%	0%	0%	0%
Quneitra	22%	40%	36%	2%	1%	0%	0%	0%
		219%	143%	113%	20%	5%		
Ar-Raqqa	0%	100%	5%	3%	83%	0%	0%	0%
Deir-ez-Zor	0%	19%	19%	17%	2%	0%	77%	3%

¹³¹ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

In Aleppo, Dar'a and Quneitra, IDP households were less likely report challenges to accessing NFI support compared to non-IDP households. During FGDs, participants reported the perception that aid was typically given to newly arrived IDPs rather than non-displaced populations or IDPs who had been in the community for a longer period of time. This is also reflected by the fact that non-IDP households more often expressed the lack of sufficient support for everyone in the community, as well as not qualifying for assistance.

Female-headed households tended to encounter more challenges to receiving NFI assistance than male-headed households in Hama, Homs and Quneitra. In Hama, female-headed households were less aware of available assistance compared to male-headed households (47% compared to 24%) whilst in Homs and Quneitra groups being treated unfairly regarding distributions was more commonly reported by female headed households, also linked with beneficiary selection rather than treatment during distributions (11% compared to 6%, and 53% compared to 38% respectively). **In Aleppo and Dar'a, male-headed household were less aware of available NFI support and more affected by the lack of sufficient assistance in the communities. There were no notable differences between male and female headed households in Idleb.**

Overall, households living in rural areas of Aleppo and Homs were less able to access NFI assistance compared to those living in urban ones. In Homs, households in rural areas were less aware of available support in the area (32% compared to 3% of urban households) and in Aleppo households in rural areas were more likely to report being affected by unfair treatment during distributions (40% compared to 30%). In Dar'a, Hama, Idleb and Quneitra, rural households were slightly more likely to face challenges such as the lack of access to information about available assistance and the insufficiency of assistance within communities. **Furthermore, participants in FGDs reported that there was a clear lack of aid towards elderly persons in both urban and rural areas.**

Livelihoods

This section examines the livelihood situation in the areas assessed by looking at key livelihood indicators, covering employment rates, the prevalence of children in employment, primary sources of income, total amount of income, household expenditure, debt and lastly the use of coping strategies.

Summary

- Fewer than half of adults were involved in some form of employment in all governorates assessed, and there has been a shift in income sources since the beginning of the conflict towards less stable income sources such as casual labour, remittances, joining armed groups and humanitarian assistance.
- Household expenditure exceeded average monthly income in all governorates assessed with the exception of Hama, leading to widespread use of coping strategies such as spending savings, selling assets and goods and borrowing money.
- Children were reportedly working in all governorates, particularly pronounced in Deir-ez-Zor and Ar-Raqqa.
- Households owning their shelters had a much higher income (\$159) than those renting (\$131) or living for free (\$126). Similarly, those living in houses or apartments had much higher incomes (\$158) than those living in informal settlements (\$84), unfinished buildings (\$105) and other vulnerable shelter types (\$105).
- Households with lower incomes were much more likely to report prevalence of damage and adequacy issues.

Employment

Over half of working age adults (18 to 59 years old) were not in employment in the 30 days prior to the assessment. In Homs, 65% of adults were reportedly not working, followed by 60% in Idlib, 56% in Aleppo, 52% in Dar'a, 50% in Quneitra, with the highest employment recorded in assessed areas of Hama (45% of adults not working). This indicates a significant deterioration since the beginning of the conflict - in 2010, the unemployment rate across the country stood at just 9%; estimated to have risen to 53% by the end of 2015¹³².

Findings disaggregated by rural and urban areas¹³³ reflected similar rates of adults working between urban and rural areas, except in areas assessed in Homs and Quneitra, where rural areas recorded 10% to 15% higher rates of adults not in employment than households living in urban areas. In Quneitra this is reportedly due to the availability of some public employment in urban areas compared to rural areas.

Employment was divided into three categories, permanent jobs, temporary jobs and casual/daily labour.¹³⁴ Employment rates did not differ largely between governorates (35% to 55%), yet notable differences in the most prevalent types of employment were recorded (see Table below). In the assessed areas of Quneitra and Hama the highest rates of permanent employment were recorded (42% and 30% of all adults respectively). Residents in assessed areas of Quneitra were able to travel to elsewhere in the governorate where permanent jobs were still available. **In contrast, in Homs and Idlib only 10% of adults between 18 and 59 years old reported having a**

¹³² Syrian Centre for Policy Research (2016), Confronting Fragmentation: Impact of Syrian Crisis quarterly based report

¹³³ Disaggregated findings for Deir-ez-Zor and Ar-Raqqa are not available due to the KI methodology used.

¹³⁴ For the purposes of this assessment, permanent jobs were defined as those with a contract (formal or informal agreement) for a period of 6 months or more, which pay wages annually, monthly or weekly; or long-term self-employment for which regular income is received. Temporary jobs were defined as those with a contract (formal or informal agreement) for a period of less than 6 months, which pay wages monthly, weekly or daily; or short-term self-employment for which regular income is received. Daily labour / casual jobs were defined as those without a contract or with a short-term contract specifying daily labour conditions, for which wages are paid daily.

permanent job, with similar rates estimated by KIs in Ar-Raqqa and Deir-ez-Zor, 10% and 11% respectively, thus people had to rely on less dependable forms of employment, including temporary (15% in both governorates) and casual labour (23% in both).

Table 15: Reported percentage of adults in employment (aged 19 to 59 years old)

		Total	Permanent jobs	Temporary jobs	Daily casual labour
Household surveys	Aleppo	44%	22%	13%	9%
	Dar'a	48%	24%	12%	12%
	Hama	55%	30%	17%	8%
	Homs	35%	10%	19%	7%
	Idleb	40%	10%	21%	9%
	Quneitra	50%	42%	5%	3%
KI interviews ¹³⁵	Ar-Raqqa	48%	10%	15%	23%
	Deir-ez-Zor	49%	11%	15%	23%

Female-headed households reported similar rates of adults working compared to male-headed households and even slightly higher rates in Idleb where 42% of adults in female-headed households were reportedly working compared to 37% of adults in male-headed households. However, **adults in female headed households tended to occupy more unstable jobs such as daily labour** often generating a lower level of income on an irregular basis. Although households with and without IDPs had similar reported rates of adults working, households with IDPs were more likely to report prevalence of casual daily labour rather than permanent or temporary jobs.

Income sources

A majority of households in the governorates of Aleppo, Hama, Homs and Idleb reported having only one source of income in the 30 days prior to assessment. However almost all households in Quneitra reported having three or more sources of income (95%) as did a relatively large proportion of households in Dar'a (40%). In Quneitra, many households were reportedly receiving income from the government where public jobs remained available, however as this income was not sufficient to meet household needs, most households relied on several sources of income.

Further, large-scale displacement, destruction of infrastructure and contamination of land has made it more difficult to maintain farming and animal productivity across the country¹³⁶ The average of households relying on activities such as land farming, crop production, dairy and animal production have decreased, most apparent in assessed areas of Dar'a, where 40% of households relied on land-related activities as a source of income prior to the conflict, compared to only 20% in the month prior to the assessment (Table 16). In Deir-ez-Zor households rely heavily on land-related activities, with farming and crop production reported as the most common source of income (74% of KIs) as well as livestock production to a lesser extent (30% of KIs).

Since the beginning of the conflict, the proportion of people working stable salaried jobs has halved in all governorates except for Hama. This is most noticeable in Idleb, where stable salaried jobs were reported to provide an income for 48% of households prior to the conflict, yet only 18% of households reported this as a source of income in the 30 days prior to the assessment. This has been substituted by unsustainable and precarious sources across all governorates:

- The proportion of households relying on **casual labour** has doubled in Aleppo and Dar'a, and tripled in Idleb and Homs, since the beginning of the conflict. The largest increase was in Homs, where casual

¹³⁵ Areas in Ar-Raqqa and Deir-ez-Zor were assessed through KI interviews, the findings are thus indicative and not representative

¹³⁶ Over 5.1 Syrians are living in highly contaminated areas, UNMAS (March 2016), Syria Situation Analysis and Needs

labour was only used by 2% of households before the conflict, yet at the time of the assessment had become the most common income source (27%).

- Reliance on **humanitarian assistance** was extremely rare prior to the conflict (less than 1% of households across all governorates assessed), yet has become a common source of income throughout all areas assessed. In Dar'a, 28% of households used humanitarian assistance as a main source of income in the 30 days prior to assessment, as well as a considerable percentage of households in Idleb (21%), Quneitra (17%), Aleppo (13%) and Homs (10%). No households reported humanitarian assistance as a source of income over the past month in Hama, Ar-Raqqa and Deir-ez-Zor, reportedly due to the low levels of available assistance in these areas.¹³⁷
- The percentage of households relying on **remittances** has doubled in all governorates since the beginning of the conflict. Remittances as a source of income was frequently reported in both Ar-Raqqa (31% of KIs) and Deir-ez-Zor (53%), accounting for the second most common income source in Deir-ez-Zor.
- **Joining armed groups has become a common source of income in all governorates assessed**, while income from armed groups was not frequent prior to the conflict (0-4% of households).

Table 16: Sources of income in the 30 days prior to assessment

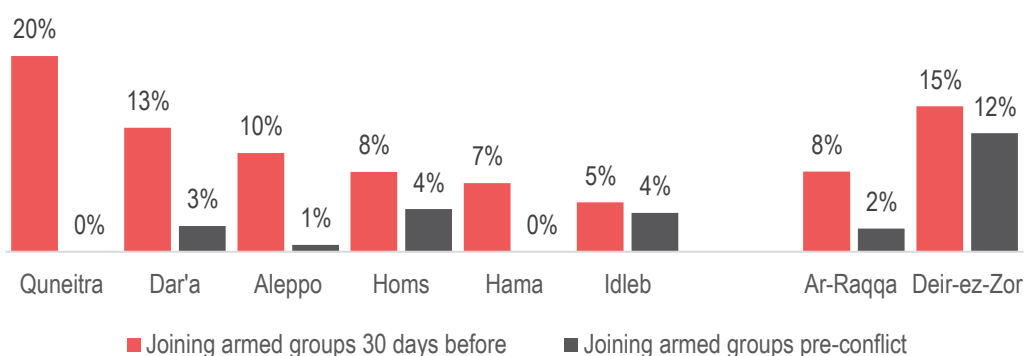
In Aleppo, Idleb, Dar'a, Hama, Homs, Idleb and Quneitra, the table shows the percentage of households in each governorate relying on each source as one of their top three sources of income. In Ar-Raqqa and Deir-ez-Zor, the table shows the percentage of KIs reporting that each source was one of the top three most common sources used in their community¹³⁸

	Casual wage labour	Public employment	Skilled employment/salaried work	Commerce and petty trade	Farming and crop production	Remittances	Livestock production	Humanitarian assistance	Joining armed actions	Dairy and animal products	Other sources	Handicraft/Artisan products	Relief work	Irregular social support
Aleppo	29%	18%	29%	10%	9%	3%	3%	13%	10%	2%	4%	4%	4%	1%
Dar'a	27%	27%	32%	23%	13%	18%	12%	28%	13%	6%	1%	6%	3%	3%
Hama	8%	15%	43%	37%	11%	0%	3%	0%	1%	6%	2%	6%	0%	0%
Homs	27%	14%	18%	10%	6%	6%	3%	10%	8%	0%	26%	2%	10%	3%
Idleb	44%	20%	18%	14%	15%	3%	6%	21%	5%	3%	3%	1%	1%	1%
Quneitra	25%	53%	27%	41%	9%	6%	41%	17%	20%	21%	0%	12%	14%	7%
Ar-Raqqa	45%	38%	35%	62%	33%	31%	18%	0%	8%	29%		0%	0%	0%
Deir-ez-Zor	50%	43%	9%	16%	74%	53%	30%	0%	15%	2%		0%	0%	0%

¹³⁷ Proportion of households reporting assistance as a source of income differs to the proportions of households receiving Shelter and NFI assistance reported earlier, which is not necessarily considered a source of income

¹³⁸ Responses are weighted based on the population size of the community the KI was reporting on

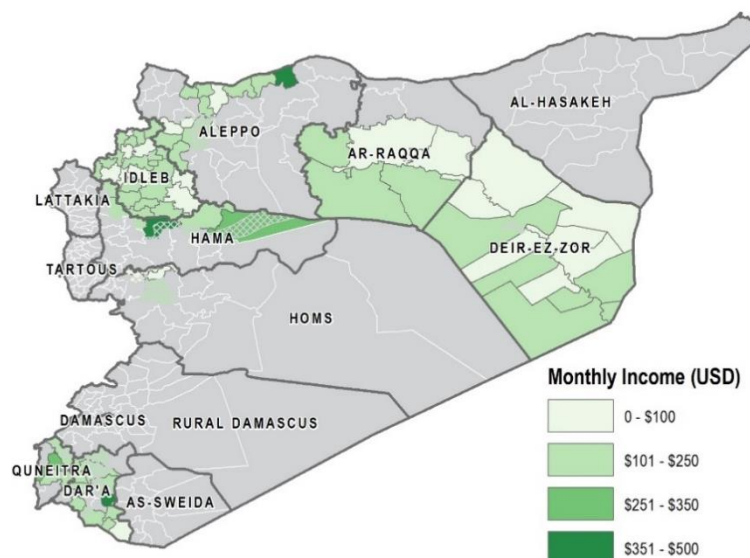
Figure 39: Percentage of households reporting joining armed groups as a source of income



Income levels¹³⁹

For the purpose of this assessment, income was defined as earnings from employment as well as the sum of all money, gifts, humanitarian assistance and other items that households had obtained in the previous month. As such, income could include bartering, begging and loans, but not savings. Differences in the average income are noticeable between governorates, with the lowest averages recorded in Ar-Raqqa and Deir-ez-Zor (\$100 and \$108 respectively). The next lowest incomes were recorded in Homs and Idleb with \$134 and \$136 respectively and Aleppo with \$145 per month. Average incomes were slightly higher in Dar'a and Quneitra with \$173 and \$187 per month respectively. Finally, the highest income was recorded in Hama with \$236.¹⁴⁰

Map 13: Average monthly household income



Households with lower average incomes were more likely to report damage and adequacy issues. Overall, **in all governorates assessed through household interviews,¹⁴¹ the average income of households reporting one or more shelter adequacy issue was \$136, compared to \$163 for those without adequacy issues.** Similarly, the average income of households reporting that their shelters were in good condition was \$163, higher than those reporting some damage to their shelter (\$135). This pattern held across all governorates.

¹³⁹ Data was collected in SYP, exchange rate used throughout is \$1 = 514 SYP (UN Operational rates of exchange as of 31 December 2016)

¹⁴⁰ In assessed areas of Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra, interviewees were asked to state the income for their households from the previous month. In Ar-Raqqa and Deir-ez-Zor, respondents estimated the average income in their community, providing indicative findings for these areas.

¹⁴¹ Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra only; disaggregated findings are not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used.

The average income of households which owned their shelters was \$159, much higher than the average income of those who rented (\$131) or lived for free (\$126). Similarly, the average income of those living in houses and apartments was \$158 across the entire area assessed, compared to \$75 for those living in informal settlements, \$84 for those living in unfinished buildings and \$105 for those living in other vulnerable shelter types (such as camps, collective centres).

Across all governorates assessed through household interviews, female-headed households reported lower incomes than male-headed households. Disparities in income between households with and without IDPs differed by governorate. In Quneitra and Homs, households with IDPs reported earning more than households without IDPs (\$182 compared to \$172 in Quneitra, \$141 compared to \$126 in Homs), and this pattern reversed in Dar'a and Hama where IDP households earned less (\$176 compared to \$190 in Dar'a, \$179 compared to \$245 in Hama) (See table 17).

Table 17: Income breakdowns by rural/urban, IDPs/non-IDPs, female/male-headed households

	All	Rural	Urban	IDPs	Non-IDPs	Female-headed hh	Male-headed hh
Aleppo	\$145	\$143	\$147	\$146	\$144	\$149	\$145
Dar'a	\$187	\$200	\$182	\$176	\$190	\$159	\$190
Hama	\$328	\$226	\$266	\$180	\$245	\$157	\$242
Homs	\$134	\$76	\$142	\$141	\$126	\$155	\$133
Idleb	\$136	\$132	\$146	\$136	\$136	\$97	\$139
Quneitra	\$173	\$175	\$166	\$182	\$172	\$107	\$176

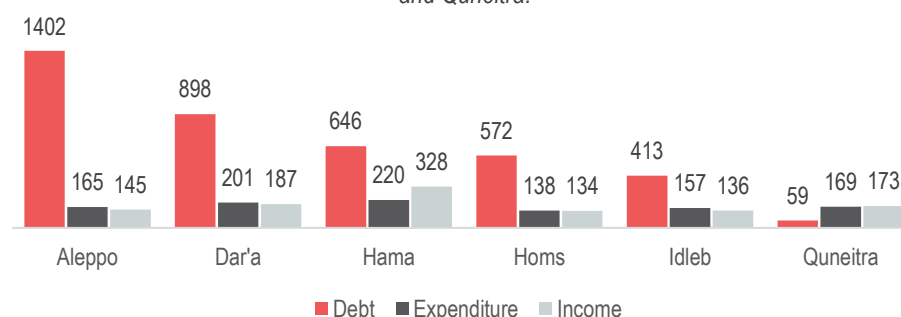
Expenditure¹⁴²

Households in assessed areas of Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra were asked to state the amount of money they spent on 12 categories during the 30 days prior to the assessment, whilst KIs in Ar-Raqqa and Deir-ez-Zor gave an estimate of total expenditures of households in the area. The lowest average expenditure recorded was in Ar-Raqqa with \$115, followed by Homs (\$138) and Deir-ez-Zor (\$145). Higher amounts were recorded in Idleb (\$157), Aleppo (\$165) and Quneitra (\$169). Dar'a and Hama recorded the highest expenditures with \$201 in Dar'a and \$220 in Hama.

With the exception of Hama and Quneitra, average monthly income was lower than the total expenditure; households thus had to resort to taking on debt or resort to other coping mechanisms in order to meet their needs. This can be partly explained by the fact that households in Hama and Quneitra are more commonly relying on permanent jobs compared to other governorates (30% of households in Hama and 42% in Quneitra).

Figure 40: Average household debt, expenditure and income for assessed areas (USD)¹⁴³

The table shows the average amount of debt, monthly expenditure and monthly income in Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra.



¹⁴² Data was collected in SYP, exchange rate used throughout is \$1 = 514 SYP (UN Operational rates of exchange as of 31 December 2016)

¹⁴³ Conversion rate used: \$1 = 514.85 SYP

When broken down by category, the highest expenditure was on food across all governorates, followed by cooking and heating fuel and debt repayment. Within governorates, expenditure breakdown varied slightly. Households in Homs and Hama reported spending over two thirds of their total expenditure on food, 68% and 57%, respectively. In Homs, this is due to the majority of the population assessed living in urban areas, where food prices are likely to have inflated as the entry of products was limited in many cities in the governorate (Homs, Talbiseh and Taldu). In Aleppo and Idlib, high proportions of expenditure were also on food (48% in Aleppo and 51% in Idlib), and households also spent a comparatively large proportion on housing rent (5% in each), due to the high prevalence of people renting their homes compared to elsewhere.

Table 18: Breakdown of expenditures per governorate (USD)¹⁴⁴

In Aleppo, Idlib, Dar'a, Hama, Homs, Idlib and Quneitra, the table shows the average expenditure for each item proposed.¹⁴⁵

	Total	Food	Cooking / heating fuel	Debt repayment	Water (network, bottles)	Health	Daily non-food household items	Transportation	Housing other (repairs, etc.)	Communication (phone, internet)	Electricity	Education	Housing rent
Aleppo	164	78	15	12	8	6	4	6	6	7	13	1	8
Dar'a	200	97	24	12	8	9	7	10	12	7	2	7	2
Hama	209	120	26	9	10	6	5	9	11	6	2	3	1
Homs	136	96	9	5	1	7	2	1	3	7	1	4	1
Idlib	155	79	14	4	9	6	4	5	12	3	8	3	8
Quneitra	167	53	19	19	17	13	12	8	3	7	5	8	4

Female-headed households had lower expenditures than male-headed households¹⁴⁶, a pattern that held consistently across all governorates. Female-headed households spent on average 30% less than male-headed households.¹⁴⁷ This is likely due to women's overall lower incomes in these areas. Disparities in expenditure between urban and rural areas differed across governorates. In Hama, Homs and Idlib, where households in rural areas tended to earn less than those in urban areas, expenditure rates were similar. **However, in assessed areas of Aleppo and Quneitra the expenditure of rural households was about half of urban households**, reportedly due to both the greater likelihood of expenditure in cities, where there are more services, as well as the lower prices for farmed goods and livestock (fruit, vegetables, chickens, eggs, etc.) in rural areas, reinforced by the finding that food expenditure was lower in rural areas across all governorates assessed. This is despite households in rural areas of Quneitra tending to earn slightly more than those in urban areas, which was not the case in Aleppo.

Debt¹⁴⁸

In assessed areas of Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra, people were asked their total amount of debt (if debt was reported), interviewees were also asked for the source of the debt. In Ar-Raqqa and Deir-ez-Zor, KIs were asked who the main providers of debt were for people in the community. A high proportion of respondents preferred not to answer this question, most frequently in Homs (61%) and Aleppo (51%), although there were also high non-response rates elsewhere: Dar'a (41%), Quneitra (27%), Hama (25%) and Idlib (20%), due to the sensitivity of the question.

¹⁴⁴ Conversion rate used: \$1= 514.85 SYP (UN Operational Rates of Exchange)

¹⁴⁵ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

¹⁴⁶ Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra only; disaggregated findings are not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used.

¹⁴⁷ In Aleppo, female-headed households spent \$136 compared to \$175 for male-headed households, in Dar'a \$154 compared to \$208, in Homs \$111 compared to \$143, in Idlib \$125 compared to \$159 and in Quneitra \$131 compared to \$170

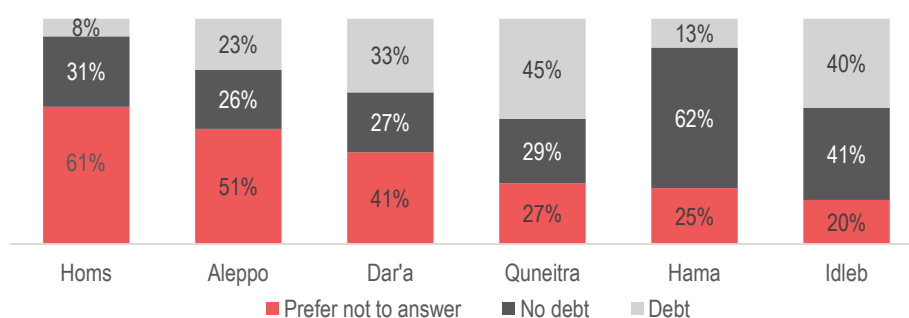
¹⁴⁸ Data was collected in SYP, exchange rate used throughout is \$1 = 514 SYP (UN Operational rates of exchange as of 31 December 2016)

Of the 23% and 40% of households who did report having debt in Aleppo and Homs the highest levels of debt were recorded (\$1,402 and \$898 respectively). In Aleppo, the average income is 145\$ for 165\$ of expenditure and in Homs 134\$ for 138\$ of expenditures). In Homs, this is likely to be related to the status of Ar-Rastan, Talbiseh and Taldu, all classified as hard to reach areas, while conflict intensity in Aleppo has increased prices and resulted in increased expenditure for core items.

The next highest debt average was in Dar'a with \$646, Idleb with \$572 and Hama with \$464. In both Dar'a and Idleb average income was below expenditures, while both governorates recorded the highest expenditures on cooking and heating fuel (\$24 in Dar'a), housing rent (\$8 in Idleb) and the highest record of expenditures on repairs (\$12 in both governorates). **The lowest amount of debt was recorded in Quneitra** with an average of \$59, though debt is more widespread than elsewhere with 45% of households reporting having some debt. Assessed households in Quneitra were the least likely to report missing NFI items in their shelter compared to all other governorates assessed (less than 10% reported missing some items), partly explaining the lower amount of money needed by households in Quneitra to meet their needs.

Figure 41: Percentage of households reporting debt¹⁴⁹

The table shows the percentage of households having debt, no debt and preferring not to answer in Homs, Aleppo, Dar'a, Quneitra, Hama and Idleb



Of the households reporting having debt, **households living in rural areas tended to have half the amount of debt compared to those living in urban areas in Aleppo and Dar'a and a third in Homs**. Households in rural areas of Aleppo tended to have a similar income yet spent on average half of what households living in urban areas would, explaining the lower amount of debt held by those living in rural areas. In Dar'a, although households in rural and urban areas had a similar expenditure rates, those living in rural areas were more likely to have a higher income, enabling them to afford their monthly expenditures without borrowing too much money. However, in Homs, households in rural areas tend to earn slightly less than households in urban areas and yet have similar expenditures. As many urban areas of Homs are classified as hard-to-reach, the entry of goods inside cities such as Ar-Rastan, Talbiseh and Taldu is more difficult, resulting in higher prices due to the high demands and the lack of supply, leaving people in need of borrowing money in order to afford the prices.

Female-headed households tended to have much less debt than male-headed households; this can be partly explained by the fact that female-headed households tended to adopt different coping mechanisms such as reducing expenditures on non-food items and withdrawing children from school rather than taking on debt. These findings are also reflective of the lower income that female-headed households generate, often due to less stable and paid jobs and the fact that female-headed households tend to spend on average 30% less than male-headed households on total expenditures.

Across all governorates, people who resorted to debt overwhelmingly borrowed money from friends and relatives inside or outside Syria. In Dar'a governorate, people living in the sub-districts of Jasim, Busra Esh-Sham and Izra' reported buying on credit in shops and supermarkets, an option almost never resorted to in other areas.

¹⁴⁹ Results not available for Ar-Raqqa and Deir-ez-Zor due to the KI methodology used

Coping strategies

In order to measure the extent to which the lack of income sources, the inability to cover expenditure and the need to take on debt has affected households, respondents were asked if they had adopted any livelihoods coping strategies in the 30 days prior to the survey. In Ar-Raqqa and Deir-ez-Zor, KIs were asked to estimate the percentage of households in their community who used each coping mechanism in the last 30 days, providing indicative information on the frequency of use of coping strategies. The coping strategies are classified as follows¹⁵⁰:

- **Stress:** Strategies that decrease a household's ability to weather future shocks due to a reduction of resources or an increase in debt (e.g. spending savings).
- **Crisis:** Strategies that negatively affect future productivity (e.g. selling household assets / goods).
- **Emergency:** Strategies that may pose long-term consequences or are drastic in nature (e.g. high risk illegal work).

The assessed areas of Aleppo reported the highest use of coping mechanisms (79%), followed by Dar'a and Idleb (74%), Hama (70%), Quneitra (52%) and finally Homs (27%). Households in Aleppo, Dar'a, Hama and Idleb were most likely to resort to 'stress' coping strategies, with almost half of households spending their savings to meet their needs, borrowing money, buying on credit and reducing non-food expenses (health, education, etc.). The situation was more critical in Ar-Raqqa and Deir-ez-Zor where KIs indicated that almost all households were using such coping mechanisms. The highest occurrence of people resorting to emergency strategies was in Dar'a (7%), where 5% of people reported engaging in high risk or illegal work.

Table 19: Coping strategies employed by household to deal with the lack of income / resources¹⁵¹

The table shows the percentage of households using coping strategy to deal with the lack of income and resources in Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra.

		Governorates					
		Aleppo	Dar'a	Hama	Homs	Idleb	Quneitra
Use of coping strategies		79%	74%	70%	27%	74%	52%
Stress strategies	Spending savings	59%	40%	46%	7%	45%	1%
	Reducing non-food expenses	27%	18%	13%	9%	20%	1%
	Reducing food intake	9%	6%	2%	5%	15%	0%
	Migration of family	1%	0%	0%	1%	0%	0%
Crisis strategies	Selling household assets / goods	40%	36%	52%	7%	23%	46%
	Selling productive assets / transport	16%	25%	15%	7%	8%	14%
	Selling house or land	6%	5%	5%	2%	5%	2%
Emergency strategies	Borrowing money / buying on credit	31%	24%	32%	8%	36%	1%
	High risk illegal work	2%	5%	1%	1%	0%	0%
	Withdrawing children from school so they can work	1%	1%	2%	2%	1%	0%
	Adults begging	0%	1%	0%	1%	0%	0%
	Children under 18 begging	0%	0%	0%	1%	0%	0%

Households in Ar-Raqqa and Deir-ez-Zor recorded a frequent use of coping mechanisms in the 30 days prior to the assessment. Withdrawing children from school so that they can work was reported as a common practice in both governorates, 90% of Key Informants in Ar-Raqqa reported this practice being used by most households (51-75%), similarly in Deir-ez-Zor where 50% of respondents reported it being used by all or almost all households (76-100%). In comparison, this coping mechanism was very rarely reported in other governorates; between 0% and 2%. This can be explained as in Ar-Raqqa and Deir-ez-Zor children were withdrawn from school for two reasons: the need to generate another source of income for the household but also due to the lack of education opportunities as many schools were closed down or replaced with specific curriculum by authorities in place at the time of assessment. Reducing non-food expenditures was also a common practice, in Deir-ez-Zor 60% of respondents reported this practices being used by almost all households.

¹⁵⁰ Based on the Coping Strategies Index, WFP (2008), [Field Methods Manual](#)

¹⁵¹ Results for Ar-Raqqa and Deir-ez-Zor are not available due to the KI methodology used

With the exception of Aleppo, female-headed households in Hama, Homs, Idleb and Quneitra were more likely to resort to coping mechanisms compared to male-headed households. This is most evident in Homs, where 40% of female-headed households reported using coping mechanisms compared to 25% of male-headed households, similarly in Quneitra 70% did compared to 51%. This is likely due to female-headed households tending to have lower incomes compared to male-headed households and thus more often resorting to coping mechanisms. Female-headed households also tended to use different mechanisms: withdrawing children from school was more common for female-headed households compared to male-headed households across all governorates assessed except for Quneitra where the rates were the same. Reducing food intake was more common in female-headed households; in Homs 18% of female-headed households reported doing so compared to 4% of male headed households, similarly in Aleppo (16% compared to 8%). The coping mechanisms used by female-headed households were more extreme, reflective of the lack of ability to resort to less extreme coping mechanisms such as taking on debt.

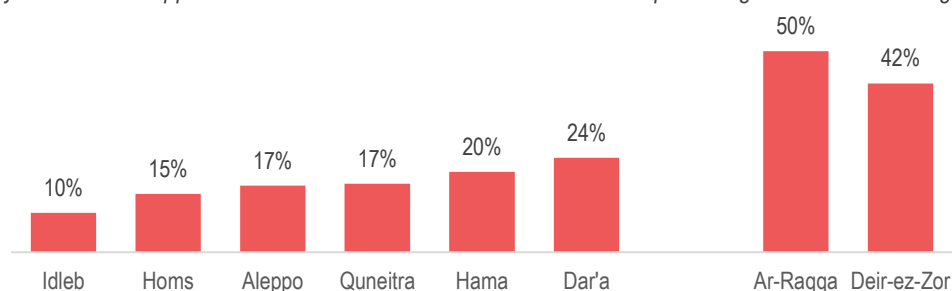
Children working

In the areas assessed through household interviews (Aleppo, Idleb, Hama, Homs, Quneitra and Dar'a), respondents were asked if children below the age of 18 were involved in employment in the 30 days prior to the assessment¹⁵². In Ar-Raqqa and Deir-ez-Zor KIs were asked an estimate of the percentage of children involved in some type of work in the community.¹⁵³ Overall, **children being involved in work activities were common in all governorates assessed**, most often in full-time or part-time external work.

Assessed areas of Idleb had the lowest record of children working (10%) whilst in Aleppo, Homs and Quneitra findings show that children working was more frequent (15%-17%). In Hama and Dar'a, 20% and 24% of children involved in some form of work respectively. Indicative findings from Ar-Raqqa and Deir-ez-Zor indicate comparatively significant levels of children working with 50% in Ar-Raqqa and 43% in Deir-ez-Zor. In both governorates, withdrawing children from school to work was a common coping mechanism reportedly used to deal with the lack of income, linked to a lack of educational opportunities in the area reducing the perceived cost and negative implications of children working.¹⁵⁴

Figure 42: Percentage of children working in each governorate

In Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra, the table shows the percentage of children involved in some type of employment. In Ar-Raqqa and Deir-ez-Zor the table shows the estimated percentage of children working by KIs



Large disparities are noticeable between sub-districts in Aleppo, Dar'a, Hama, Homs, Idleb and Quneitra.

In Aleppo governorate, half of children were involved in some type of work in Daret sub-district compared to only 1% in Zarbah. Similarly, whilst no children were reported to be working in Nawa sub-district (Dar'a governorate), the situation in Ghabagheb sub-district was contrasting as 74% of children were reportedly working, including 56% in external work (full and part time). In Ar-Raqqa and Deir-ez-Zor, as the percentage of children working was similar across all sub-districts of both governorates (estimated between 40-50% of children).

¹⁵² Six categories were proposed including full time external employment, part-time external employment, full-time household paid work, part-time household paid work, full-time household unpaid work and part-time household unpaid work.

¹⁵³ It should be noted that the survey did not ask the specific work undertaken by children, and therefore cannot determine whether children in employment is tantamount to child labour. ILO defines child labour as 'work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development', therefore individual cases of children in employment are not necessarily all classified as child labour; <http://www.ilo.org/ipec/facts/lang-en/index.htm>

¹⁵⁴ In many areas public schools have been closed and replaced by schools with curriculum specified by authorities for boys, with girls commonly not allowed to attend school. Many families thus refuse to send their children to school.

WASH

This section outlines assessment findings related to WASH. Indicators were largely aligned with those used for the 2017 Humanitarian Needs Overview (HNO) and a WASH-cluster led assessment in the North West and South Syria in 2016,¹⁵⁵ to allow for comparability of results.

Summary

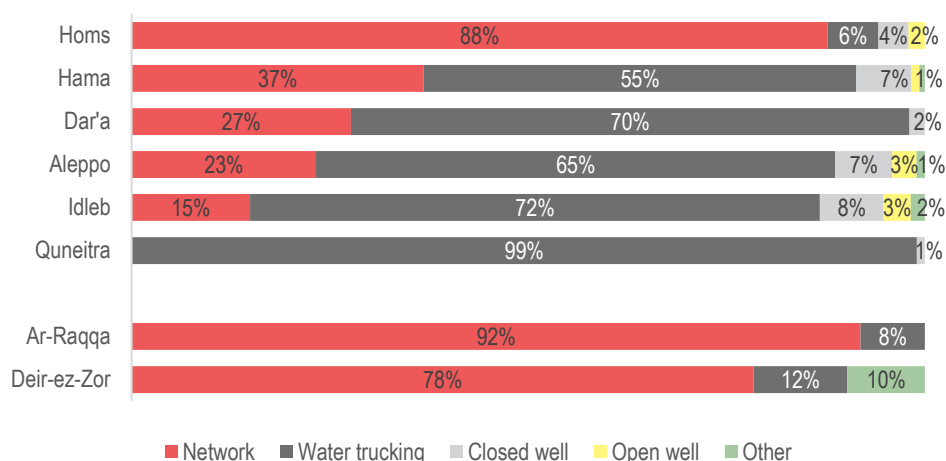
- Those living in vulnerable shelter types are more likely to suffer water shortages and report a lack of access to facilities, particularly prevalent in Aleppo and Idlib. Within Aleppo and Idlib, households in urban areas were also more likely to suffer shortages, in contrast to elsewhere.
- Across the areas assessed, households living in damaged shelters are also more likely to suffer from water shortages and report a lack of access to bathing and latrine facilities. This is particularly prevalent in areas of Homs, Dar'a and Aleppo which have been heavily affected by conflict.
- The network is also no longer functioning in the majority of the assessed in Quneitra and almost all households reported reliance on water trucking.
- In contrast to elsewhere (except Homs), the majority of assessed areas in Deir-ez-Zor and Ar-Raqqa rely on the water network as a main source, rather than water trucking. Connection is reportedly better in Ar-Raqqa, where people are less likely to suffer from shortages.
- In households which reported having insufficient water to meet their needs, the most common strategy used to deal with this was reducing consumption of water for purposes other than drinking, and modifying hygiene practices.
- Reflecting the prevalence of water shortages, households in Aleppo and Idlib were most likely to report that they had changed their hygiene practices in the 30 days prior to assessment. IDP households were more likely to report having changed their practices in Aleppo, Hama, Idlib and Quneitra.

Drinking water source

The main source of drinking water varied across governorates assessed, **the most common primary source was the main network in Homs (88% of households), Deir-ez-Zor (78%) and Ar-Raqqa (92%)**, which is maintained by the authority in control of each area. Where the water network has suffered damage, water trucking is commonly the main source for households. **The most commonly reported main source of drinking water was through trucking in Dar'a (70%), Quneitra (99%), Hama (55%), Aleppo (65%) and Idlib (72%)**, due to the lack of reliable connection to the main network across the area assessed. Prior to the conflict, the main network was the primary source for a majority of areas assessed.

¹⁵⁵ Data collected May-June 2016; sub-district level results from this assessment are available for the North-West of Syria here: [North-West Syria household level WASH assessment, 2016](#)

Figure 43: Percentage of households using each source for their main source of drinking water



Water sufficiency

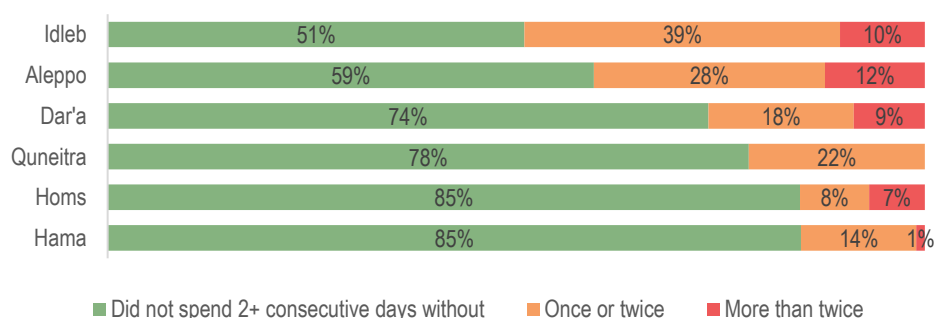
In assessed areas of Aleppo, Idleb, Hama, Homs, Dar'a and Quneitra, households were asked if they spent two or more consecutive days without water over the past month, as well as whether they had sufficient water to meet household needs in the last month. **Households in Idleb and Aleppo, where water trucking is the primary water source for the majority of households, were most likely to report facing shortages** (49% in Idleb and 40% in Aleppo) as well as an insufficiency of water (25% in Idleb and 24% in Aleppo).

Households in Dar'a (26%) and Quneitra (22%), in which water trucking was also the most reported primary source, were the next most likely to report having faced shortages. Notably, although 17% of households in Dar'a reported that they did not have sufficient water to meet their needs, just 2% of households in Quneitra did not, reportedly due to people having adjusted their water usage and practices over time to adapt to the lack of network in Quneitra.

Shortages were less prevalent in assessed areas of Homs and Hama (15%). In contrast to elsewhere, in Homs, the majority of households assessed relied on the main network rather than water trucking. However, a large proportion of households reported some shelter damage and were more likely to report shortages as well as an insufficiency of water over the past month.

In Ar-Raqqa, in 75% of communities it was reported that everyone/nearly everyone had enough water for their needs, whilst in the remaining 25% the situation fluctuated with intermittent access problems. **In Deir-ez-Zor, water access was more problematic,** KIs in only 24% of communities reported that everyone/nearly everyone had enough water for their needs, with 66% facing intermittent access problems and 11% reporting that nearly everyone facing water access issues. This is related to the large proportion of households living in more vulnerable shelter types, as well as issues connecting to the network in certain areas, in comparison to Ar-Raqqa governorate.

Figure 44: Percentage of households spending two or more days without water



Prevalence of water shortages was more common for specific groups of people, such as those living in rural areas in Dar'a, Homs and Quneitra¹⁵⁶, as well as IDP households in Dar'a, Idlib and Hama.¹⁵⁷ **Proportions of households reporting shortages were higher for those who rented their shelters or lived for free, rather than owned their home.** Similarly, those living in houses or apartments were much less likely to report shortages; 33% compared to 63% of those living in informal settlements, 58% of those in unfinished buildings and 56% of those in other vulnerable shelter types (such as camps and collective centres). Furthermore, shortages were much more common for households reporting some level of damage to their shelters: overall, 48% of households with some shelter damage reported facing shortages, compared to 23% of households without shelter damage.

Coping mechanisms

In assessed households which reported having insufficient water to meet their needs (25% of all households assessed in Aleppo, 24% in Idlib, 7% in Hama, 14% in Homs, 17% in Dar'a and 2% in Quneitra) were asked if and which coping strategies were adopted in response. **The most commonly reported strategy in Aleppo, Dar'a, Hama and Idlib was reducing consumption of water used for purposes other than drinking as well as modifying hygiene practices.** In contrast, in Homs, whilst reduction of water consumption for purposes other than drinking was the most commonly reported strategy, reducing drinking water consumption was the second most common strategy. In Quneitra, where a minority did not have sufficient water, households reported reducing consumption of water used for purposes other than drinking. In Deir-ez-Zor and Ar-Raqqa, it was estimated that approximately 89% and 39% of households respectively resorted to coping mechanisms to deal with a lack of water. **In Deir-ez-Zor, this was primarily modifying hygiene practices followed by reduction of water consumption, whereas in Ar-Raqqa the primary strategies used were drinking water usually used for other purposes, as well as reducing water consumption.**

Hygiene practices

Reflecting the prevalence of water shortages, households in Aleppo and Idlib were most likely to report that they had changed their hygiene practices 30 days prior to the assessment (30% and 37% respectively), with high proportions also reporting changing practices in Dar'a (29%). Lower proportions reported changing practices in Homs (11%) and Hama (6%), and only a few households assessed in Quneitra (2%).

In Aleppo, Idlib and Dar'a, where changing practices was most commonly reported, **the most common changes were bathing less than once every week, followed by doing laundry less than once every two weeks.**¹⁵⁸ These were also the most commonly reported changes in Hama. In Homs, the most common practices were bathing less than once every two days and doing laundry less than once every two weeks. Of the few households that reported changing practices in Quneitra, strategies were less severe with the majority of households reporting bathing less than once every two days, as well as doing laundry less than once every two weeks.

Access to bathing facilities

In assessed areas of Idlib, Aleppo, Hama, Homs, Dar'a and Quneitra, households typically reported that most members had access to bathing facilities, though there are small proportions of households that have no access (see Figure below). **Households in rural areas were slightly more likely to report some or all members not having access to bathing facilities, as were households with IDPs.** In Deir-ez-Zor and Ar-Raqqa, KIs were asked to report the proportion of members in their community having access or not to bathing facilities. Presence of communities without access was higher in Deir-ez-Zor, where some of a few households reportedly did not have access in 25% of communities, and a third of the population in parts of Deir-ez-Zor city reportedly did not have access, likely due to damage and escalation of conflict experienced.

¹⁵⁶ 32%, 45% and 26% of rural households in Dar'a, Homs and Quneitra reported shortages compared to 24%, 11% and 7% of urban households respectively. 50%, 21% and 55% of urban households in Aleppo, Hama and Idlib reported shortages compared to 31%, 13% and 46% respectively.

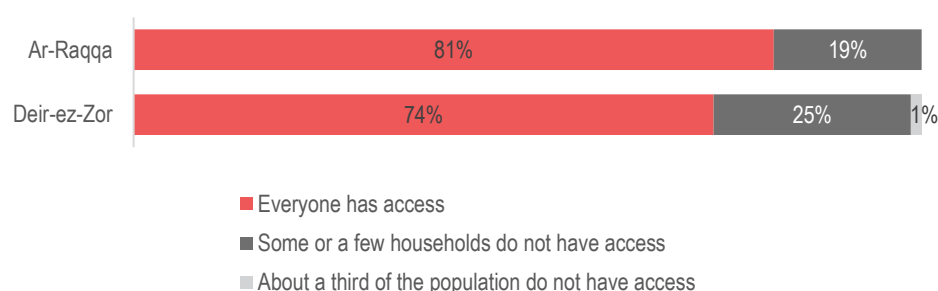
¹⁵⁷ 35%, 63% and 26% of IDP households in Dar'a, Idlib and Hama compared to 24%, 3% and 14% of non-IDP households respectively.

¹⁵⁸ It should be considered that the assessment was conducted during winter months, during which the need for bathing may be reduced in comparison to summer; it is worth also conducting assessments during the summer.

Figure 45: Percentage of household with access to bathing facilities



Figure 46: Percentage of communities with access to bathing facilities



Overall, those living in houses and apartments were less likely than others to report some or all household members having a lack of access to bathing facilities (7% compared to 11% of those in informal settlements, 13% in unfinished buildings and 30% of those in other vulnerable shelter types). Similarly, households which had suffered some damage were more likely to report some members not having access (10% compared to 5% of households without shelter damage). These profiles are also those which were more likely to report facing water shortages.

Access to latrines

Households in assessed areas of Homs, Quneitra and Aleppo were most likely to report having issues with their toilet or facing problems accessing a fully functioning toilet (24%, 21% and 15% compared to 8% in Idleb, 7% in Dar'a and 2% in Hama). In Deir-ez-Zor and Ar-Raqqa, KIs in 27% and 9% of communities reported that some households did not have access to a fully functioning toilet.

Figure 47: Percentage of households with access to a functioning toilet

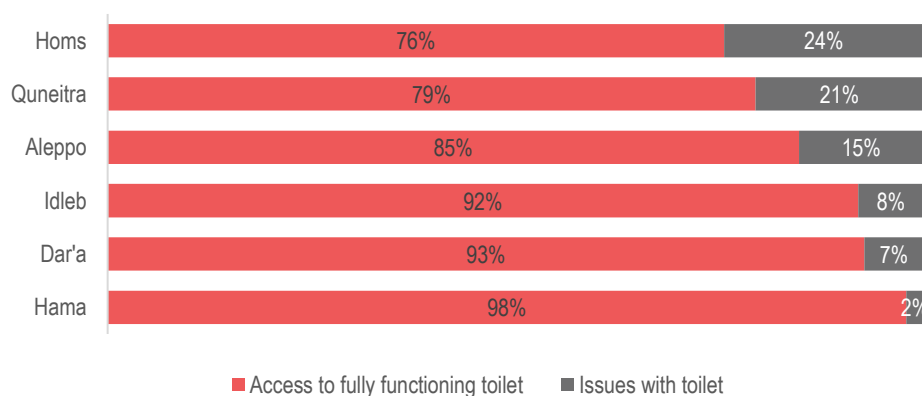
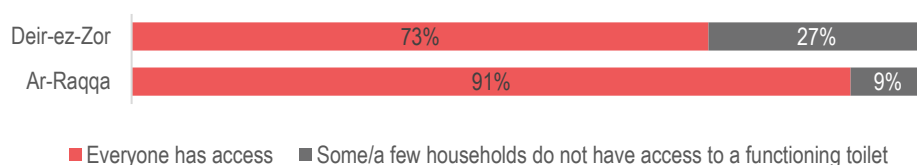


Figure 48: Percentage of communities with access to a functioning toilet



As with access to bathing facilities, particular shelter profiles were more likely to report facing issues accessing a fully functioning toilet; these profiles were the same as those more likely to have a lack of access to bathing facilities: households in more vulnerable shelter types and damaged housing. Overall, 10% of households living in houses / apartments reported facing issues, compared to 21% of those in unfinished buildings, 37% of those in informal settlements and 41% of those in other vulnerable shelter types (such as camps and collective centres). Damage also affected prevalence of access issues: 15% of households with damage reported facing issues, compared to 8% of households without damage.

Collective centres

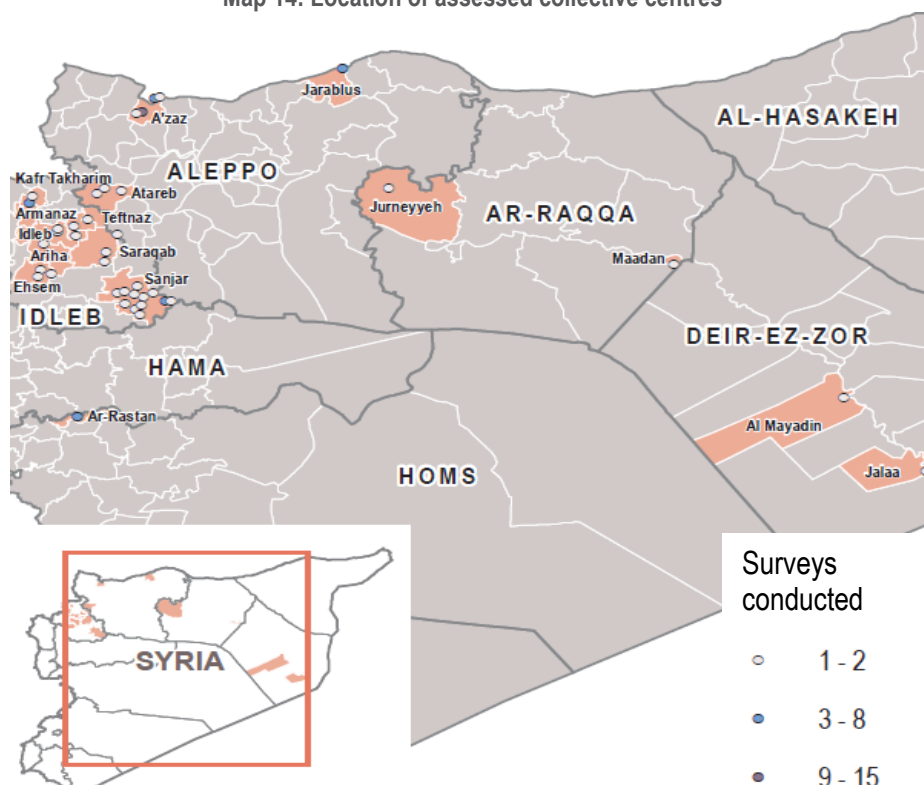
Introduction

Of the 80 collective centres assessed in Aleppo, Idleb, Homs, Deir-ez-Zor and Ar-Raqqa, the majority of surveys were completed in Aleppo and Idleb, which host the largest number of IDPs and contain the largest number of collective centres (see map below). Centres were identified based on data provided by the CCCM cluster in October 2016, with further snowballing techniques adopted to include collective centres not captured in the CCCM dataset. Sample design was initially limited for the following reasons:

- It could not be assumed that all collective centres were included in the dataset provided, or that the numbers and locations of the shelters would remain stable.
- Although the majority of collective centres initially listed were accessed or replaced with other shelters in similar areas, there are reportedly multiple collective centres in four sub-districts in Idleb (Harim, Qourqeena, Salqin and Darkosh) which were not possible to assess. As such, information collected on shelters in Idleb does not apply to these four sub-districts.
- Collective centres in Hama were not captured in this assessment given challenges in determining the existence and locations of collective centres in this governorate.
- Although collective centres in Dar'a and Quneitra were identified, information on SNFI within collective centres in these areas was not deemed an information gap given the high level of I/NGO engagement, resulting in the ease of access to data on needs.

The following sections outline findings for the shelters assessed, although programming is collective centre specific given the different available services and needs within each location.

Map 14: Location of assessed collective centres



Demographics

Number of households and individuals

The majority and largest collective centres were found in Aleppo where 10 out of 32 shelters (all in Azaz), hosted approx. 480 households, while the remaining 22 hosted between 4-20 households. In Idleb, 30 out of 38 shelters assessed hosted 2-15 households, while the remainder hosted a larger number of shelters, 20-70 households. Shelters in Homs were of a similar size to Idleb, housed between 10 and 30 households. In contrast, the 4 shelters assessed in Deir-ez-Zor and Ar-Raqqa were much smaller: in Ar-Raqqa, between 6 and 10 households, and in Deir-ez-Zor, one housed 3-5 households and the other 15-26.

Table 20: Number of households within assessed collective centres

Governorate	CCs Assessed	Number of shelters with number of households in each		Approx no. of individuals
Aleppo	32	22	5-20 hh	20-120
		9	30-70 hh	150-450
		1	380 hh	1500
Idleb	38	30	2-15 hh	10-90
		8	20-70 hh	60-400
Homs	6	6	10-30 hh	40-140
Ar-Raqqa	2	2	6-10 hh	30-50
Deir-ez-Zor	2	1	3-5 hh	12-16
		1	15-26 hh	75-135

Shelter composition

Across all shelters assessed, approximately 50% of the population were children under 18, though this was reportedly lower in the 2 shelters assessed in Deir-ez-Zor. The proportion of elderly varied: 5% in Deir-ez-Zor, Homs and Idleb, 10% in Aleppo and 20% in Ar-Raqqa. In all governorates with the exception of Homs, the proportion of females was slightly higher than the proportion of males. Composition further varied by location:

- **Idleb and Homs:** Shelters typically housed families; 21 of the 38 shelters in Idleb housed full families, whilst 16 housed full families with other families and one housed only individual women.
- **Aleppo:** Shelters were more varied - in addition to 17 housing full families together with other families and 5 housing full families separately from other families, one shelter in A'zaz housed individual men only, 5 in Jarablus and A'zaz had only women and children, and 4 in Atareb and Jarablus had primarily women and children with a few men housed as families.
- **Deir-ez-Zor:** Both shelters assessed housed full families separately from other families.
- **Ar Raqqa:** One shelter housed only women and the other housed full families together with other families.

Collective centre use and management

Previous shelter use

A majority of shelters were previously schools. In Aleppo, Ar-Raqqa and Deir-ez-Zor, all of the shelters previously used as schools were no longer used for learning, whilst in Idleb, the majority were still being used as schools (12 of 16 schools). Previous shelter use was diverse and most varied in Idleb and Aleppo.

- **Aleppo:** 13 were previously schools, others were warehouses, unfinished residential buildings, stadiums, restaurants, residential buildings, hotels, mosques, and municipal buildings.
- **Idleb:** Many were previously schools (16) and municipal government buildings (9), a few were residential buildings (3), and others were hangars, hospitals, mosques, police stations and warehouses.
- **Homs:** 4 of the 6 shelters were warehouses, and the other two were municipal government buildings.
- **Deir-ez-Zor:** One shelter was a school and the other was a private residential building.
- **Ar-Raqqa:** Both shelters were previously schools

Shelter management

The actor (usually person or authority) taking the decision to use the building as a collective centre varied and was typically particular to each location, as shown in the Table below.

- **Idleb and Aleppo:** Multiple actors were decision makers in turning buildings into collective centres; private building owners (9 in Aleppo, 4 in Idleb), religious leaders (5 in Aleppo, 8 in Idleb), armed groups (7 in Aleppo, 2 in Idleb), informal court systems (2 in Aleppo, 7 in Idleb), NGOs (4 in Aleppo, 7 in Idleb), local councils (2 in each), *mukhtars* (5 in Idleb), local population (1 in each), and school directors (1 in Aleppo).
- **Homs:** 3 shelters were classified by the *mukhtar*, whilst 2 were by NGOs.
- **Deir-ez-Zor and Ar Raqqa:** In Deir ez Zor one was the private building owner and the other an informal court system whereas in Ar-Raqqa, the *mukhtar*¹⁵⁹ reportedly made the decision.

Table 21: Previous use of collective centres and decision to turn building into collective centre

Governorate	CCs Assessed	Previous use	Decision to turn building into CC
Aleppo	32	13 School	Armed groups (4), NGO (2), school director, local population, local council, religious leaders
		3 Hangar	NGO (2), religious leaders
		3 Unfinished residential building	Private building owner
		2 Stadium	Informal court, local population
		2 Hotel	Private building owner
		2 Mosque	Religious leaders
		2 Residential building	Private building owner
		1 Warehouse, restaurant, municipal government building, agricultural land/building	Local council, armed groups, private building owners
Idleb	38	16 School	Religious leaders (4), NGO (3), mukhtar (3), informal court (3), village elders
		9 Municipal government building	Local council, informal court, armed group, religious leaders, NGO
		3 Residential building	Private building owner
		2 No information	Local council, private building owner
		1 Hangar, hospital, mosque, police station, warehouse, chicken farm, other	Mukhtar, informal court, NGO, religious leaders
Homs	6	4 Warehouses	Mukhtar (2), NGO
		2 Municipal government building	Mukhtar, NGO
Ar-Raqqa	2	2 School	Mukhtar
Deir-ez-Zor	2	1 School	Informal court
		1 Private residential building	Private building owner

Management of daily life in the shelters varied:

- **Aleppo:** Management was commonly by a single manager living in the shelter, or a committee of residents, with smaller numbers run by NGOs, a single manager paid to follow up, local councils or religious leaders. There was no manager in 6 shelters (with between 8-25 households)
- **Idleb:** Most commonly managed by a single manager living in the shelter, or local councils, with smaller numbers run by committees of residents, community leaders, and religious leaders. In two shelters (with between 4 and 16 households), there was no manager, with families responsible for themselves.
- **Homs:** 3 of the 6 shelters were run by NGOs, 2 by community leaders and 1 by a single manager
- **Deir-ez-Zor:** In both shelters, management was by a committee of residents
- **Ar-Raqqa:** One shelter was managed by a committee of residents, the other by a single manager.

¹⁵⁹ Local community representative, often the head of local or informal government of a town or village.

Shelter ownership

Centres were most commonly publicly owned. The 2 shelters in Ar-Raqqa were both publicly owned (municipal), whilst 1 in Deir-ez-Zor was publicly owned (municipal) and the other privately owned by an absentee landlord. Ownership varied across Idleb, Aleppo and Homs, with many being publicly owned (municipal), with smaller numbers publicly owned (ministry) and privately owned by landlords present in the area. **Residents of collective centres reportedly did not have any documentation proving their right to stay at the shelter, except in 3 shelters in Aleppo and 2 in Idleb.** Evictions remained rare; however, some cases were reported in 6 shelters in Aleppo and 2 in Idleb. The most common causes for eviction was the restoration of the shelter for educational purposes (when the shelter was previously used as a school and resuming operations) and in one shelter in Aleppo due to disputes over rental prices (in this case, residents paid an average fee of 4,000 SYP/\$¹⁶⁰ per month to stay in the shelter).

Table 22: Ownership and management of collective centres

Governorate	CCs Assessed	Previous use	Building ownership	Management of daily life
Aleppo	32	13 School	Publicly owned municipal (11), publicly owned ministry (2)	Committee of residents (6), single manager living in the shelter (5), no one officially (2)
		3 Hangar	Religious institutions, not sure, publicly owned ministry	NGO (2), religious leader
		3 Unfinished residential building	Privately owned by landlord in the area	No one, each family responsible for themselves
		2 Stadium	publicly owned municipal	Single manager living in the shelter
		2 Hotel	Privately owned by landlord in the area	Single manager living in the shelter, single manager paid to follow up
		2 Mosque	Publicly owned municipal, religious institutions	Single manager living in the shelter, religious leader
		2 Residential building	Privately owned by landlord in the area	NGO, single manager paid to follow up
		1 Warehouse, restaurant, municipal government building, agricultural land/building	Publicly owned municipal (3), privately owned by landlord in the area, not sure	Single manager living in the shelter (3), committee of residents (2)
Idleb	38	16 School	Publicly owned municipal (9), publicly owned ministry (5), religious institution (2)	Local council (6), single manager living in the shelter (5), religious leader (2) community leader (2), no one officially
		9 Municipal government building	Publicly owned municipal	Single manager living in the shelter (5), committee of residents (2), local council, no one officially
		3 Residential building	Privately owned by landlord in the area, privately owned by absentee landlord	Local council (2), committee of residents
		2 No information	Privately owned by landlord in the area	Committee of residents, local council
		1 Hangar, hospital, mosque, police station, warehouse, chicken farm, other	Publicly owned municipal (4), publicly owned ministry (2), religious institution (2)	Single manager living in the shelter (3), local council (3), committee of residents, religious leader
Homs	6	4 Warehouses	Not sure (2), privately owned by absentee landlord (1), privately owned by landlord in the area (1)	NGO (2), single manager living in the shelter, local council
		2 Municipal government building	Publicly owned municipal, publicly owned ministry	NGO, single manager living in the shelter
Ar-Raqqa	2	2 School	Publicly owned municipal	Committee of residents (1), single manager living in the shelter (1)
Deir-ez-Zor	2	1 School	Publicly owned municipal	Committee of residents
		1 Private residential building	Privately owned by absentee landlord	Committee of residents

¹⁶⁰ Exchange rate used: UN operational rates of exchange as of 31 December 2016

New arrivals

Overall, a majority of shelters in Aleppo and Idlib as well as all shelters in Ar-Raqqa and Deir-ez-Zor were not accepting any more IDPs. In Homs half of shelters were not taking additional people. In most shelters in Aleppo, Ar-Raqqa, Homs and Idlib spaces in the shelter were given on a first-come-first-serve basis, while the financial situation was also a criteria, with IDPs who were seen to be the most in need typically given priority; this was the case for shelters in Idlib (21), Aleppo (4), Homs (5) and Deir-ez-Zor (2). The area of origin of IDPs was a criteria for some shelters in Aleppo (4) and Idlib (3). A few shelters reportedly accepted specific individuals and families, including 1 shelter in Aleppo which took in children from nearby frontline villages, 2 shelters in Idlib took people considered more vulnerable generally and 1 sheltered specifically widows and children.

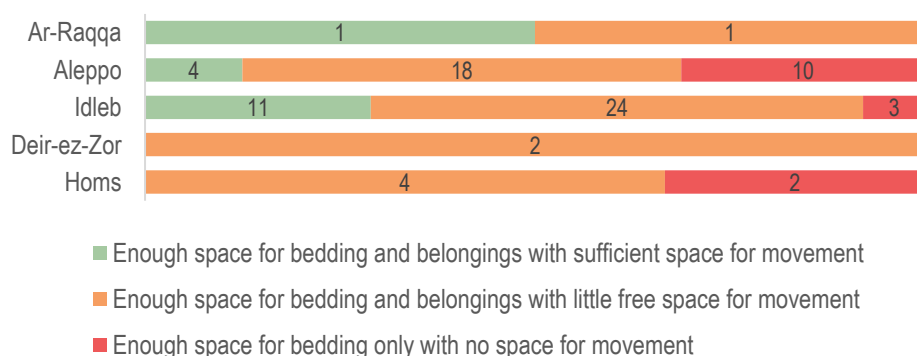
Space and privacy

In Ar-Raqqa and Deir-ez-Zor, all 4 shelters assessed had some privacy from partitions or similar. The situation was more varied elsewhere. A third of shelters in Aleppo had no privacy with all space communal (1 in Atareb, 1 in Jarablus and the remainder in A'zaz), a third had some privacy from partitions or similar, and a third had acceptable privacy in individual rooms. Shelters in Idlib typically had greater privacy with 22 of the 38 shelters reporting acceptable privacy in individual rooms, whilst 13 had some privacy from partitions or similar and 3 had no privacy with all space communal (in Sanjar and Ariha). Similarly, in Homs, 4 of the 6 shelters assessed had some privacy, 1 had acceptable privacy and 1 had no privacy (in Ar-Rastan).

When asked if residents were able to store their belongings safely, responses differed across governorates. In Homs and Ar-Raqqa, it was possible to do so in all shelters assessed, whilst in Idlib, people were typically able to in 33 of the 38 shelters assessed and the remainder were not (in Ehsem and Sanjar). It was not possible to store belongings safely in half of shelters assessed in Aleppo (primarily those in Jarablus and A'zaz), nor either of the shelters in Deir-ez-Zor.

Space also appeared most limited in shelters in Aleppo, with no space for movement in 10 of the 32 shelters assessed (in Jarablus, Atareb and A'zaz), some space for bedding and belongings but little free space for movement in 18, and enough space for movement in just 4. In contrast, there was sufficient space for movement in 11 of the 38 shelters assessed in Idlib, enough space for bedding and belongings with little free space for movement in 24, and no space for movement in just 3 (in Ehsem and Sanjar). In Deir-ez-Zor and Ar-Raqqa, shelters had had some space (see Figure below), whilst the situation was mixed in Homs.

Figure 49: Number of shelters with sufficient space for residents to move and store belongings



Services and facilities

No residents reported having to pay a fee in order to stay in the majority of collective centres assessed, with the exception of a few shelters in Idlib, Homs and Aleppo (see Figure below). In the shelters in which people had to pay a fee, services were always available, either food or distribution, daycare activities for parents, education opportunities and/or access to a hospital or clinic nearby.

Figure 50: Number of collective centres in which residents paid a fee

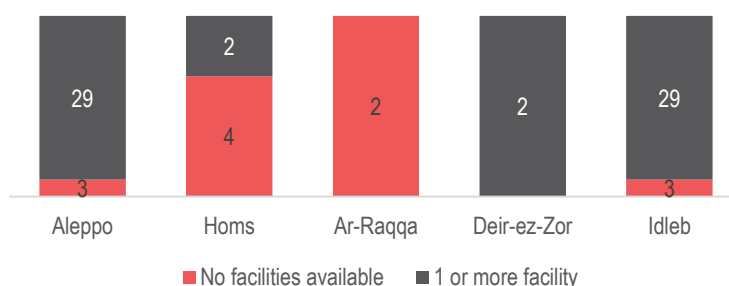


Overall, shelters most commonly offered some services to residents of centres in all governorates assessed. Of the 80 collective centres assessed in all governorates, 15 did not provide any services:

- **Aleppo:** 18 out of 27 shelters offered some services to IDPs; Jarablus sub-district's collective centres were most often reported as not offering any services to the people staying there (6 out of 8 did not). However, a majority of shelters in A'zaz offered some services to the residents: 3 out of 20 shelters did not offer services whilst the rest provided access to medical care in the centres or in the surrounding area, food or cash distributions, and in some shelters educational opportunities.
- **Idleb:** Almost all shelters provided some form of services except for 4 shelters. Most offered medical access, food or cash distributions and/or education opportunities.
- **Homs:** All shelters provided some form of services; 4 out of 6 shelters gave arrival kits, 3 provided access to medical support inside and outside the shelter and 3 offered food or cash distributions.
- **Deir ez Zor:** Both shelters offered medical support and one education opportunities in the area.
- **Ar-Raqqa:** The 2 shelters did not offer any services or support to the people staying

The availability of facilities in shelters varied across governorates; 15 shelters out of all those assessed did not have facilities for the residents living there¹⁶¹. Residents had the least access to facilities in **Ar-Raqqa**, where both shelters reportedly did not have any facilities for the IDPs residing there, this was similar in Homs where 4 out of 6 shelters had no facilities, and the remaining two only had communal kitchens. In Aleppo, apart from 3 shelters which had no facilities (all in A'zaz sub-district), most shelters offered communal or individual kitchens, functioning plumbing and latrines separate for female and male. The shelters in Idleb had minimal facilities for residents, with 3 shelters out of 38 reporting no facilities and 19 with one facility (most often communal or individual latrines or functioning plumbing). Shelters in Sanjar sub-district had the least facilities out of shelters assessed in Idleb, out of 16 shelters none had latrines separated for females and males, functioning plumbing or organised cleaning and maintenance of the shelter, only 3 had kitchens (communal and private) and only 2 had private rooms, reflecting poor living conditions.

Figure 51: Number of collective centres with facilities available



¹⁶¹ KIs were asked about whether a list of facilities was available within the shelter and if so, which ones (full list included communal kitchens, individual kitchens, communal spaces for leisure time, private space for leisure time, functional plumbing, organized cleaning and maintenance of the centre, separate latrines / toilets for men and women, individual rooms for families).

Shelter conditions

Across all areas assessed, some collective centres in each governorate were reported to have some damage; 18 shelters in Idleb, 7 in Aleppo and 1 in Ar-Raqqa did not have any physical damage, contrary to the remaining areas where most shelters had two or more issues reported. All 6 shelters in Homs and 2 assessed in Deir-ez-Zor had suffered some physical damage. The most common issues were windows being cracked or broken (33 in Idleb, 16 in Aleppo, 2 in Homs and Deir-ez-Zor), followed by doors unable to close properly (23 in Idleb, 9 in Aleppo, 3 in Homs and 1 in Ar-Raqqa and Deir-ez-Zor)

Adequacy issues were reported in all shelters with the exception of 4 in Aleppo and 9 in Idleb:

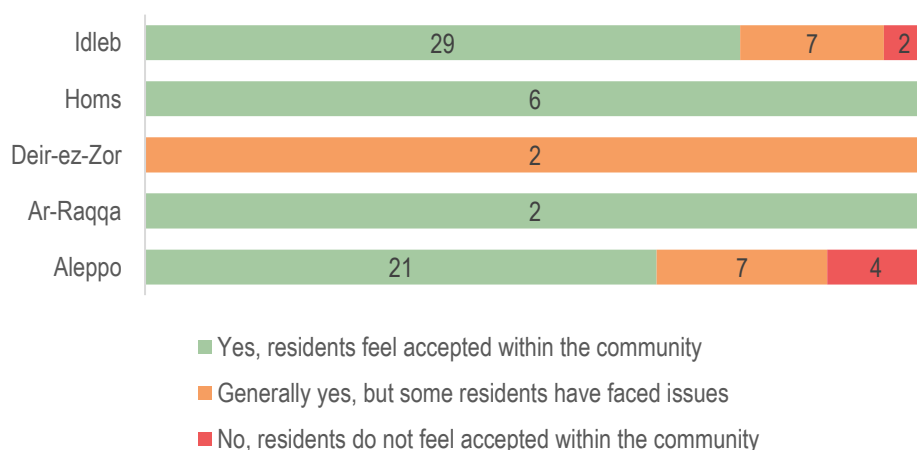
- **Aleppo:** The most commonly reported issue was the lack of protection from cold weather (25 shelters) as well as the lack of heating (21 shelters). Other issues included a lack of lighting, the lack of access to drinking water, bathing facilities and latrines. The lack of space and privacy were also frequently reported.
- **Homs:** The 6 collective centres assessed presented the worse conditions out of the shelters assessed across all governorates, as all 6 were reportedly lacking insulation from cold and rain, lacking space, privacy and security (unable to lock), lack cooking and bathing facilities, latrines, drinking water, heating and lightning. Only one shelter in Homs reported having drinking water and access to cooking facilities
- **Ar-Raqqa and Deir-ez-Zor:** Centres had similar issues to above, as all 4 were lacking heating as well as bathing and latrines facilities.
- **Idleb:** 9 out of 38 shelters assessed had no issues regarding the condition of the building. In the remaining areas, the most frequently reported issues were the lack of heating (22), lack of insulation from the cold (20), lack of lighting (19), leaks during rains (13), lack of latrines (10), lack of cooking facilities and privacy (8) and lack of space for each household (7).

Community acceptance

Across the shelters assessed, respondents typically stated that residents felt accepted in the community, though 2 in Idleb did not (in Sanjar and Kafr Takharim) as did 4 in Aleppo (in A'zaz). Further, some residents in 7 shelters in Idleb, 7 in Aleppo and 2 in Deir-ez-Zor, had faced some issues.

In Aleppo, in the 11 of 32 shelters reporting issues, the most common sources of tension reported were over access to shelter in the community and access to humanitarian assistance, with a smaller number reporting tensions over access to basic services, access to education, and perceived or actual price rises in the area. In Idleb, in the 9 of 38 shelters reporting issues, tensions over humanitarian assistance were the most common issue reported, followed by tensions over perceived or actual price increases and access to shelter. In Deir-ez-Zor, in both shelters the issues concerned access to healthcare, basic services and shelter, as well as over perceived or actual price increases.

Figure 52: Number of shelters in which tensions with the community were reported



Summary

The majority of collective centres, as well as the largest, assessed were located in Aleppo and Idleb governorates. It was less common to find collective centres in Deir-ez-Zor and Ar-Raqqa, due to authority preference to allocate empty homes to house family units separately.

- Previous collective centre use was diverse in Aleppo and Idleb, reflecting the large number of centres in these areas, although, as with other governorates, most were previously school. In Aleppo, Ar-Raqqa and Deir-ez-Zor, all of the shelters previously used as schools were no longer used for learning, whilst in Idleb, the majority were still being used as schools (12 of 16 schools).
- No residents reported having to pay a fee in order to stay in the majority of collective centres assessed across the area, with exception of a few shelter in Idleb, Homs and Aleppo.
- Overall, collective centres most commonly offered some services to centre residents in all governorates assessed, including medical access, food or cash distributions and/or education opportunities. In general, centres assessed in Homs, Ar-Raqqa and Deir-ez-Zor had a lower level of service provision than those in Aleppo and Idleb.
- Space and privacy appeared most limited in shelters in Aleppo. Similarly, residents in half of shelters assessed in Aleppo indicated that they couldn't store their belongings safely.

CONCLUSION

Overall, findings indicate that access to and availability of NFIs, as well as shelter adequacy and status, is highly context specific and susceptible to fluctuations in relation to conflict intensity. At times of intensified conflict, markets are commonly reported to cease functioning, exacerbated by ongoing access issues resulting in shortages of NFI and shelter-related items in particular areas. There are pockets of assessed areas in which this is particularly evident, such as the hard to reach areas of Homs (Ar-Rastan, Talbiseh and Taldu) which have a high proportion of households reporting challenges to accessing markets (86%) and a lack of availability of many items in markets. This is also problematic in parts of Aleppo, Deir-ez-Zor and Ar-Raqqa. Elsewhere and across the entire area assessed, significant issues are related to the deterioration of livelihoods which has reduced the capacity of households to afford essential items and address shelter adequacy issues. Indeed, findings for shelter indicate prevalence of structural problems and adequacy issues requiring targeted response, particularly notable in areas that have suffered significant damage due to conflict in all governorates assessed, and widespread in assessed areas of Homs, Aleppo, Dar'a and Deir-ez-Zor. Large scale internal displacement also poses challenges, indicating continued and deteriorating vulnerability for individuals who have fled their homes, many of which have been destroyed, looted or occupied without consent, with temporary and reported inadequate shelter solutions in current locations. The challenge for humanitarian actors to respond to needs remains acute as the situation continues to evolve and conflict limits the ability to plan for the context and household specific shelter and NFI support required.

Shelter

Over 50% of the population reported adequacy issues in relation to shelter. This is particularly the case in areas that have suffered significant damage due to conflict in all governorates assessed, and widespread in assessed areas of Homs, Aleppo, Dar'a and Deir-ez-Zor. Shelter adequacy issues were related to levels of damage suffered, with high proportions of households reporting living in damaged shelters in Homs (87%, primarily due to conflict having affected large parts of the sub-districts assessed namely al Waer neighbourhood in Homs sub-district, as well as the hard to reach areas of Ar-Rastan, Talbiseh and Taldu), as well as Aleppo, Hama and Dar'a (53%, 55% and 68% respectively). Further, the nature of damage differed between rural and urban areas. In all governorates with the exception of Quneitra, conflict damage in the form of airstrikes or explosions was more common in urban compared to rural areas. Similarly, conflict damage from battle and gunfire was more common in urban areas in Aleppo, Dar'a and Quneitra, but more common in rural areas of Homs and Idlib, due to the nature of conflict targeting in these areas. In contrast, in all governorates, weather damage was more common in rural areas.

There is a general lack of shelter suitability for winter conditions:¹⁶² a lack of insulation from cold, leaking during rain, and a lack of heating were the most commonly reported issues. This was most prevalent in Dar'a and Aleppo governorates, where 73% and 57% of households reported issues respectively (compared to 48% in Hama, 35% in Homs, 33% in Idlib and estimated at 36% and 9% by KIs in Deir-ez-Zor and Ar-Raqqa). In these governorates, rates of shelter adequacy issues were similar between urban and rural areas, though households in urban areas were more likely to report a lack of lighting and heating, as well as a lack of access to cooking fuel. In contrast, elsewhere (Hama, Homs, Idlib and Quneitra),¹⁶³ rural households were more likely to report issues including a lack of shelter suitability for winter conditions, as well as a lack of lighting, a lack of access to safe drinking water and a lack of space and privacy within the shelter.

Across the areas assessed, HLP issues were reportedly most prevalent in Deir-ez-Zor (estimated to affect 28% of households), Homs (reported by 21% of households) and Dar'a (15%), followed by Idlib (9%), Aleppo (8%) and Ar-Raqqa (7%); issues were reportedly less prevalent in assessed areas of Hama and Quneitra (5% in both). In general, the most commonly reported HLP issues were lack / loss of documentation, as well as other disputes (not involving landlords or rent, e.g. with neighbours). In terms of resolution of these issues, it was possible to obtain pre-conflict housing documentation from real estate records managed by the local authorities, where these had not been destroyed or damaged in parts of Aleppo, Idlib, Hama, Homs, Dar'a and Quneitra; this

¹⁶² It should be noted that the assessment was conducted during winter months when interviewees are more likely to report such issues; it is also worth conducting assessments during the summer to identify if different challenges are faced in this period.

¹⁶³ Disaggregated findings are not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used.

was more common in urban areas compared to rural areas which often did not have such pre-conflict registries. Typically, recognition was reportedly given to pre-conflict documentation, though it could be expensive and difficult to obtain in certain areas. However, new transactions, which were reportedly predominantly rental agreements rather than transfer of ownership, were commonly not officially documented. The nature of issues faced was different in Deir-ez-Zor and Ar-Raqqa, where the most common issues were inheritance issues and looting of private property (Deir-ez-Zor) and expropriation of property and unlawful occupation (Ar-Raqqa), as although pre-conflict ownership is typically recognised within communities, authorities have since established new systems which do not necessarily give recognition to pre-conflict documentation.

Households with lower incomes were more likely to report prevalence of shelter damage and adequacy issues in all governorates: overall, those with damage or adequacy issues had an average income of \$136, compared to \$163 for those without), and were more likely to live in more vulnerable or precarious shelter types. Across all areas assessed through household interviews the average income of households which owned their shelters or lived in houses or apartments was \$158 and \$159, respectively, higher than the average income of those who rented (\$131), lived for free (\$126), as well as those living in vulnerable shelter types such as informal settlements (\$75), unfinished buildings (\$84) or camps and collective centres (\$105).

Households with particular shelter profiles were also more likely to suffer from water shortages and have a lack of access to bathing and latrine facilities. Proportions of households reporting water shortages were higher for households who rented their shelter or lived for free, rather than owning their homes. Similarly, those in houses or apartments were less likely to report shortages (33% compared to 63% of those living in informal settlements, 58% of those in unfinished buildings and 56% of those in other vulnerable shelter types such as camps and collective centres). Finally, shortages were much more common for households reporting some level of damage to their shelters. Households in particular shelter profiles were also more likely to report not having access to bathing and latrine facilities: those living in houses and apartments were less likely than others to report some or all household members having a lack of access to facilities, as were households without damage.

NFIs

With regards to NFIs, assessment findings point to significant challenges with access to winter-related items. Items reported most commonly missing in households across all governorates assessed included: heating fuel, winter clothes, winter shoes, blankets and heaters. Batteries and cooking fuel were also highlighted to be commonly lacking with a high level of household need. The majority of households in all governorates assessed reported using coping strategies to deal with the lack of cooking fuel, most commonly reducing expenditure on other items to pay for fuel and reducing the amount of fuel used for other purposes. Furthermore, batteries (specifically car batteries, 12V and similar) were in high demand due to their increasing use as an alternative source of electricity. Indeed, with the exception of Hama and Homs governorates, it was uncommon for households to report having more than 4 hours access to electricity per day.

Households in Aleppo were the most likely to report lacking key NFI items inside their homes, followed by Homs, Idleb, Dar'a and Hama governorates. Reasoning behind the lack of items within households differed: in Homs, a high proportion of households reported facing challenges to accessing markets (86%), as did many in Quneitra (49%), Hama (43%), Dar'a (37%), Aleppo (35%) and Idleb (26%); access to markets was also reportedly an issue in parts of Ar-Raqqa and Deir-ez-Zor, particularly for women. For those that were able to access markets, in Aleppo, Homs, Ar-Raqqa and Deir-ez-Zor, items were commonly reportedly unavailable on markets, whereas in Dar'a, Hama, Idleb and Quneitra most items were reported to be available; with affordability of items a major issue across all governorates assessed.

Vulnerable groups

Although female headed households comprise a small minority of the total assessed population¹⁶⁴, key indicators demonstrate their severity of need as in all governorates they were more likely than others to report damaged shelters, less likely to own homes in some governorates, more likely to report having being

¹⁶⁴ 11% in Dar'a, 8% in Aleppo and Homs, 6% in Hama, 4% in Idleb and 4% in Quneitra – results are not available for Deir-ez-Zor and Ar-Raqqa due to the KI methodology used

evicted and more likely to report lacking NFIs in their households. Part of this vulnerability stems from a comparatively lower economic status. Livelihoods findings indicate that although female-headed households reported similar rates of adults in employment as male-headed households, type of employment was more likely to be daily/casual labour rather than permanent or temporary jobs. This type of work typically generates less income, with female-headed households reporting lower incomes than male-headed households in all governorates assessed.

Similarly, findings for IDP populations indicate less stable tenancy conditions as well as decreased access to NFIs compared to households without IDPs. Other than having negligible ownership rates (below 5% in all governorates) and being more likely to live in more vulnerable shelter types, households with IDPs also had higher occupancy ratios indicating more crowded conditions, were less likely to have legal documentation to prove tenancy (ownership or rental status) of current homes and more likely to report adequacy issues. Furthermore, they were more likely to be lacking NFIs in their households compared to non-displaced populations which households attributed to a lack of affordability; indeed, IDP households had lower incomes inhibiting the ability to access NFIs. IDP households were most prevalent in areas assessed in Homs (53%), Aleppo (43%), Idleb (27%) and Dar'a (20%); in contrast to elsewhere, IDPs in Idleb were more likely to be from outside the governorate rather than from elsewhere within it, had typically been displaced multiple times and were more likely to rent their shelters rather than live for free in comparison to elsewhere.

In general, the main issue highlighted for returnee households was decreased access to NFIs, as they were more likely to report that they were missing essential NFIs in their households compared to non-displaced populations, though to a lesser extent than IDP populations. With regards to shelter, returnees had similar occupancy ratios and proportions of households living in vulnerable shelter types compared to non-returnee populations, and were only less likely to own their homes in Hama and Quneitra. However, outside of Homs and Aleppo (where rates were similar between returnee and non-returnee households), returnees were more likely to report some level of damage to their shelters. Furthermore, of the IDPs which owned property prior to displacement, the most common status of these properties was damaged (44%), destroyed (36%) or looted (34%), indicative of challenges to returning; those who have already returned are likely to be those facing the least barriers to doing so, with others unable to due to a lack of sufficient shelter upon return.

Governorate breakdown

Idleb

Findings indicate a high prevalence of shelter issues in terms of overcrowding, as Idleb has the highest occupancy ratio of areas assessed (1.5 people per room). In addition, IDPs had the highest proportion of people renting their homes (27%) and relatively high rental rates (\$31 per month). A third of households reported adequacy issues, most commonly leaking during rain, lack of insulation from cold and a lack of heating, which were the most common issues reported across most governorates. In terms of access to NFIs, households commonly reported missing items in their households, largely due to a lack of affordability rather than challenges to accessing markets (reported by 26% of households) or a lack of availability of items on markets. Households primarily relied on generator power (81%) as the main network was reportedly either not functioning or unreliable. **At the governorate level, in Idleb (in which all sub-districts were assessed), a high proportion of the assessed population were IDPs or returnees (27% and 17% respectively),** and findings indicate a precarious situation for IDPs in particular, who were more likely than elsewhere to come from outside of the governorate and have been displaced multiple times and for shorter periods than elsewhere (except for Aleppo). IDPs were less likely to own a house in their area of origin compared to elsewhere and those with houses were less likely to have legal documentation than IDPs elsewhere

Aleppo

Findings demonstrate similar patterns to Idleb, with high average occupancy indicating crowded conditions (occupancy ratio 1.4), large proportions of people renting due to the prevalence of IDPs (43%) and one of the highest rates of people living in vulnerable shelter types (9%, though this is perhaps higher due to concentrations of collective centres in certain areas and camps being excluded from the assessment), as well as the highest rental prices across the areas assessed (\$33). In Aleppo governorate (in which 12 sub-districts were assessed), a high proportion of the assessed population were IDPs or returnees (42% and 22%). A majority

of households reported shelter adequacy issues (57%), linked to high levels of damage primarily caused by conflict. Although it was common for households to report that they did not have certain NFI items in their household as in Idleb, this was partially due to a lack of availability of certain items on markets as well as challenges to accessing markets (reported by 35% of households) and a lack of affordability. As in Idleb, the main source of electricity was generator power, with 87% of households reporting it as a primary source.

Homs

In Homs, the sub-districts assessed comprised Homs which contains the main city, as well as Talbiseh, Ar-Rastan and Taldou, which are classified as hard to reach due to ongoing restrictions in movement and access. Across the assessed areas, renting was uncommon (5%), with the highest proportion of people living for free compared to elsewhere (52%). Approximately a third of households (35%) reported shelter adequacy issues, and the governorate had the highest rates of reported damage (87%) primarily due to conflict. Largely due to the hard to reach nature of assessed sub-districts, findings for Homs showed the largest proportions of households reporting facing challenges to accessing markets (86%), primarily due to safety and security concerns as well as markets not functioning at time of conflict. Items were also commonly unavailable, in particular cooking fuel (35%), batteries (37%) and heating fuel (44%); where items were available, they were commonly unaffordable, exacerbated by particularly low average incomes (\$134, third lowest recorded after Ar-Raqqa and Deir-ez-Zor). As such, households commonly reported that they did not have many of the assessed NFI items in their household. Although the governorate exhibited high rates of IDPs in the assessed population (53%), this was mostly prevalent in Homs sub-district rather than elsewhere and IDPs had been there for a longer time compared to Aleppo and Idleb.

Dar'a

In Dar'a governorate, in the south of the country, o. households were more likely than in any other governorate to report adequacy issues (73%) and high levels of damage were reported (68% of households). Occupancy ratios were the second highest across the area assessed indicating crowded conditions, with little difference between IDP and non-IDP households due to traditionally larger family sizes. Items were typically commonly available on markets, though a large proportion of households (37%) reported facing challenges to accessing them due to a lack of functioning markets at times of conflict, safety and security concerns, and distance to markets being far. The main network was still a primary source of electricity for 64% of households, though households reported using alternative sources such as solar panels and large batteries where these were available. **Dar'a also hosts a significant proportion of IDPs and returnees (20% and 20% of the assessed population).** Here, average times spent in shelters were longer than in Idleb and Aleppo, as was the average length of time that IDPs had been displaced, with a high majority of IDPs from elsewhere in Dar'a governorate. Ownership was very common (70%), and renting slightly cheaper than elsewhere (\$21).

Quneitra

In Quneitra, bordering Dar'a governorate in the South, a relatively high proportion compared to elsewhere lived in vulnerable shelter types (9%) though renting and living for free was uncommon (home ownership was the second highest of the governorates assessed at 84%). High occupancy ratios were evident (1.3 people per room); though households were the least likely to report shelter adequacy issues (10%) and prevalence of shelter damage (20%). The most common type of damage suffered differed to elsewhere, being heavy fire damage followed by some cracks in walls and broken / cracked windows. Regarding NFIs, households were less likely than elsewhere to report lacking items in households and items were typically available, though challenges to accessing markets were common (49%) as reportedly markets did not function at times of conflict, the distance from markets was too far and there was a lack of transportation to markets. At the time of assessment, a majority of households reported having no main source of electricity, as the main network had been shut down and was also heavily damaged during conflict. Within the assessed population there were few IDPs and returnees (8%) although many IDPs in the governorate live in informal camps which were not assessed.

Deir-ez-Zor and Ar-Raqqa

Findings for Deir-ez-Zor and Ar-Raqqa present a different situation to elsewhere. Due to movement restrictions, much of the displacement is longer term and lower proportions of IDPs as well as high prevalence of pre-conflict ownership mean that levels of home ownership are reportedly high (75% in Ar-Raqqa and 72% in Deir-ez-Zor). However, authorities have established courts to replace the pre-conflict property

transfer and dispute resolution system, and although communities typically recognize pre-conflict ownership amongst themselves, documentation is not necessarily recognized by the new system. This leaves parts of the population vulnerable, such as those who have left their homes and cannot reclaim them regardless of whether they have legal documentation, as well as those who find themselves in disputes with authorities who can choose to not recognize pre-conflict documentation. Related to this, the most commonly reported HLP issues were expropriation of property and property being unlawfully occupied in Ar-Raqqa, and inheritance issues and looting the most common issues in Deir ez Zor. Shelter adequacy was more commonly reported as an issue in Deir-ez-Zor, as was shelter damage (46% of households in Deir-ez-Zor, 19% in Ar-Raqqa).

In both Ar-Raqqa and Deir-ez-Zor, items were commonly unavailable in markets, in particular cooking and heating fuel, winter items, batteries, sources of light, water containers, sanitary pads and diapers; access to markets was also reportedly commonly a challenge, particularly for women. Affordability of most items was reportedly an issue, particularly those which were typically unavailable. Households in both governorates commonly use less preferred fuels such as kerosene or wood and charcoal, and often use other coping strategies to deal with the lack of fuel. Although the main network was reportedly functioning well in parts of Ar-Raqqa governorate, the primary source of electricity across the two governorates was reportedly generators.

Summary

All areas assessed have been affected by conflict to different extents, leading to varying degrees of damage to shelter and infrastructure, as well as to market functionality and access, whilst also affecting restrictions in movement of goods, and limiting livelihood opportunities. In a majority of cases, this has translated to a reduced ability of households to meet basic shelter and NFI needs with increased challenges to accessing markets, decreased availability and affordability of core household items, increased shelter damage, inadequate shelter conditions and widespread need of shelter repair. Assessment findings suggest that the challenges faced by households differ both across governorates and according to profiles. Household vulnerabilities varied depending on whether they are in rural or urban areas, IDP, returnee, non-displaced or headed by females. In line with this, humanitarian response should be adapted to meet context and population specific needs.

ANNEXES

Annex 1: Indicators and tools

Household questionnaire

SUMMARY					HOUSEHOLD (Aleppo, Idleb, Hama, Homs, Dar'a, Quneitra)			
Indicator		HH	KI	FGD	No.	Relevant Questions	Type	Options
Survey profile								
Location	Governorate	X	X	X	1.1a	Enter governorate	Select one	Cascade list
	District	X	X	X	1.1b	Enter district	Select one	Cascade list
	Sub-district	X	X	X	1.1c	Enter sub-district	Select one	Cascade list
	Community, neighbourhood	X	X	X	1.1d	Enter community / neighbourhood	Select one	Cascade list or enter 'Other'
Interviewee demographics	Interviewee head of household (HoHH, yes/no) or relationship to HoHH	X			1.2a	Is the interviewee the head of household?	Select one	Yes; No
		X			1.2b	(If no) What is the relationship of the interviewee to the head of household?	Select one	Wife/husband; Daughter/son; Mother/father; Mother/father in law; Other family (nephew/niece, uncle/aunt, cousin etc); Other non-family; Prefer not to say
	Gender interviewee	X	X	X	1.2c	What is the gender of the interviewee?	Select one	Male; Female; Prefer not to say
	Age of Interviewee	X	X	X	1.2d	What is the age of the interviewee?	Enter number	
HH Profile								
Head of household profile	% HH by sex of head of HH	X	X		1.3a	What is the gender of the head of household?	Select one	Male; Female; Prefer not to say
	% HH by age of head of HH	X			1.3b	What is the age of the head of household?	Enter number	
	% HH by marital status of head of HH	X			1.3c	What is the marital status of the head of household?	Select one	Married; Divorced; Single; Widowed; Prefer not to say
Number of households and people within shelter	#HH per shelter	X			1.4	How many households share this shelter?	Enter number	
	# individuals per shelter	X			1.4a	How many people share this shelter, in total (all households)?	Enter number	
	# individuals per HH	X			1.5	How many individuals does YOUR household consist of?	Enter number	
	# individuals per HH by age and gender	X			1.6	How many household members do you have in each of the following age groups? Male: i) 0-2y; ii) 3-5y; iii) 6-10y; iv) 11-14y; v) 15-17y; vi) 18-59y vii) 60+y Female: i) 0-2y; ii) 3-5y; iii) 6-10y; iv) 11-14y; v) 15-17y; vi) 18-59y vii) 60+y	Enter number for each	

Migration of household members	# of individuals in HH that are non-displaced (host population),	X				1.7	Of the individuals living in the household, how many fit into the following categories? i) Non-displaced / host population ____ ii) Returnees ____ iii) IDPs ____	Enter number for each	
	Reasons for displacement	X				1.7a	Why did IDPs in this household move to this location?	Select up to three	Relative access to employment/income/shelter; Family ties / good relations with the host community; Conflict in area of origin; Relative safety and security (other accessible locations/routes to other locations less safe than this location); Physical obstacles to other locations; Relative distance to location compared to elsewhere; No money to pay for movement to elsewhere; In
	Area of origin of IDPs by governorate,	X				1.7b	Where are the IDPs in the household from in Syria?	Select one	Cascade lists: governorate, sub-district, community
	Date of last displacement	X				1.7c	What was the date (mm/yy) of the most recent displacement of IDPs in this household?	Select one	Cascade lists: month; year
	# of times IDPs displaced	X				1.7d	How many times have the IDPs in the household been displaced?	Enter number	
	Returnees' motivations	X				1.7e	Why did returnees in this household choose to return to this community?	Select up to three	Access to employment/income/shelter; Family ties; Safety and security situation changed; Protecting assets; Physical obstacles to move elsewhere; No money to pay for movement elsewhere; In transit (on the way somewhere else); Other (Specify)
						1.7f	What type of property did you and your immediate family possess before displacement?	Select all that apply	None (cannot be selected with any other option); House; Apartment; Room; Land for housing; Land for agriculture; Shop or small business; Prefer not to say; Other (specify)
						1.7g	Please indicate what happened to your properties after your displacement	Select one	Unaffected; Damaged; Destroyed; Looted; Rented out by yourself; Sold by yourself; Occupied without your consent; Rented out without your consent; Sold without your consent; Not sure; Other
Household members with chronic disease / disability	# of HH members with disability	X				1.8	Do any household members suffer from a disability (physical, visual, mental, cognitive or auditory)? If yes, how many?	Select one; enter number if Yes	Yes; no
	# of HH members with chronic illness	X				1.9	Do any household members suffer from a chronic illness (e.g. heart disease, diabetes, blood disease)? If yes, how many?	Select one; enter number if Yes	Yes; no

Livelihoods								
Adults working	# of working adults in household, by type of employment	X	X		2.1	How many adults (aged 18 and over) in your household have worked in the past month in the following types of jobs?	Enter number for each	i) Permanent; ii) Temporary; iii) Casual labour
Children working	# children working in household, by type of employment	X	X		2.2	How many children (aged 6-17) in your household have worked in the past month in the following types of jobs?	Enter number for each	i) Full-time external employment (paid); ii) Part-time external employment (paid); iii) Full-time household work (paid); iv) Part-time household work (paid); v) Full-time household work (unpaid); vi) Part-time household work (unpaid)
Income	HH top 3 sources of income to meet basic	X	X		2.3	What were your household's top 3 sources of meeting basic needs over the last 30 days?	Select up to three	Farming and crop production; Livestock production; Dairy and animal products; Handicraft/Artisan products;
	Income from top 3 sources in SYP	X	X		2.3a	What were your household's income from these sources (excluding savings) and all other sources over the last month?	Sources selected to appear, plus	
	HH top 3 sources of income prior to conflict	X	X		2.4	What were your household's top 3 sources of meeting basic needs before the conflict?	Select up to three	Farming and crop production; Livestock production; Dairy and animal products; Handicraft/Artisan products; Commerce and petty trade; Public employment; Casual/wage labour; Remittances; Skilled employment/salaried work; Industry and manufacturing; Irregular social support; Humanitarian assistance; Relief work; Joining armed actions; Other (specify) _____
Expenditure	Expenditure on basic needs, by expense, in part 30 days i.e. housing, rent, NFIs	X	X		2.5	Over the last month, how much did your household spend for each category below (in SYP)? Break yearly expenses such as education into their monthly share	Enter number for each	i) Housing (rent): _____ ii) Housing (other e.g. repairs) _____ iii) Food: _____ iv) Electricity: _____ v) Cooking / heating fuel: _____ vi) Health: _____ vii) Water (network, tanker, bottled, dislodging water etc): _____ viii) Daily non-food household items: _____ ix) Transportation: _____ x) Communication (phone, internet etc): _____ xi) Education: _____ xii) Debt repayment: _____ xiii) Other (specify): _____
Debt	Total debt of household	X	X		2.6	If your household has borrowed money/has debts, what is currently your total amount of debt (this should not include anticipated rent payments)?	Enter number, enter 0 if none	
	Source of debt	X	X		2.6a	If your household has borrowed money/has debts, who was money borrowed from?	Select all that apply	Friends / relatives outside Syria; Friends / relatives inside Syria; Formal registered lending institutions (e.g. banks, building societies, credit agencies); Informal unregistered lenders (e.g. black market lenders, informal traders); Host family; Local authorities or municipal organisations; Community groups or representatives (mukhtars, sheikhs etc); Not sure; Other (specify) _____

Coping strategies	Coping strategies adopted to cope with lack of livelihoods/access to income	X	X			2.7	Did anyone in your household have to resort to any of the following coping strategies due to a lack of income / resources during the past 30 days?	Select all that apply	No coping strategies resorted to (cannot be selected with any other option); Selling household assets / goods (jewellery, phone, furniture etc); Selling productive assets or means of transport (sewing machine, wheelbarrow, bicycle, car, motorbike); Selling house or land; Reducing non-food expenses (e.g. health, education); Reducing food intake; Spending savings; Borrowing money / buying on credit; High risk / illegal work; Withdrawing children from school so they can work; Adults begging; Children (under 18) begging; Migration of family; Other (specify) _____
Shelter									
Occupancy	Occupancy ratio (number of individuals per number of rooms)	*	*			3.1	How many rooms are there overall in the shelter (including all bedrooms, kitchen, bathroom etc)?	Enter number	
		*				3.1a	How many rooms does your household occupy (including all rooms, kitchen, bathroom)?	Enter number	
	Time spent in current shelter	*				3.2	When did the household start living in the current shelter?	Select date (mm/yy)	Cascade lists: month and year
	Intention to remain/leave current, when	*	*			3.3	Does your household intend to move from your current shelter in the future, and if so, when?	Select one	Intend to leave in next month; Intend to leave in next 1-3 months; Intend to leave in 4-6 months; Intend to leave in 6-12 months; Intend to leave in 12+ months; No intention to leave; Not sure
	Intended destinations	*	*			3.3a	Where does the household intend to go?	Select one	Move to a different shelter in the same community; Move to a different community in the governorate; Move to a different community in another governorate; Move outside of Syria; Not sure
	Reasons for intention to leave	*	*			3.3b	Why does the household intend to leave?	Select up to three	Improve access to income and employment; Improve access to or upgrade shelter; Improve access to basic services; Cheaper rent or housing prices elsewhere; Cheaper cost of living elsewhere; Proximity to relatives/friends; Safety/security; Other (specify) _____; Not sure
Shelter type and tenancy	# HH in different shelter types	*	*			3.4	What type of dwelling does the household live in?	Select one	Solid/finished apartment; Solid/finished house; Collective center; Unfinished building; Informal settlement; Informal camp; Managed camp; Non-residential/public building; Other (specify); Not sure

	HH in different tenancies	x	x		3.5	What is the household's occupancy arrangement in your current dwelling?	Select one	Ownership; Furnished Rent; Unfurnished Rent; Co-renting; Personal Charity (family, friend, other); Institutional Charity; Squatting; Formalized Squatting; Other (specify); Not sure
Rent and affordability	# paying rent for accommodation,	x	x		3.5a	What is the average overall monthly rent (over the past three months) of the space rented in the shelter?	Enter number	
	Ability to afford rental prices during past three months	x			3.5b	In the last three months could you afford to pay your rent on time?	Select one	Yes, paid on time or almost on time; Partially, missed a payment but will be able to cover it in the next month; No, missed a rent payment and won't be able to cover it in the future; No, I've missed multiple rent payments
	Change in rental prices over the past	x	x		3.5c	Over the past three months, has rent increased, decreased or stayed the same?	Select one	Increased; Decreased; Stayed the same
	Perceived sufficiency of available rental space in the community over the past 3 months		x	x	3.5.1	Are there available affordable rental properties in the community?	Select one	Yes, rental space available and typically affordable; Rental space available but not affordable for most people; Some availability of affordable space but insufficient to meet demands of the community; No, there were no available rental properties at all (whether affordable or unaffordable); Not sure
HLP, including eviction risk	# HH facing HLP problems	x	x		3.6	Do you have any housing, land and property (HLP) problems?	Select all that apply	No HLP problems (cannot be selected with any other option); Lack / loss of HLP documentation; Disputes about rent (including payment of utilities bills); Ownership dispute; Property unlawfully occupied; Secondary occupation; Looting of private property; Change of housing rules and procedures; Threat of eviction or harassment by landlord/others; Other disputes (e.g. Dispute with neighbors); Property has been expropriated without compensation; Illegal alteration of land records; Inheritance issues; Boundary dispute; Access and use dispute; Other
	Inability to access housing or	x	x		3.7	Have you been unable to access shelter / housing in the past three months due to a lack of legal authorisation?	Select one	Yes; No; Haven't attempted to access shelter / housing in the past three months
					3.7a	If yes, why?	Select one	Lack of identification documents; Lack of current housing documents; Lack of connections; Certain groups denied legal authorisation; Legal authorisation system too difficult to navigate; Lack of security clearance; Other (specify); Not sure
	Existence/type of rental contract; Documentation/certification of ownership	x	x		3.8	Do you have a legal document to prove your current ownership/tenancy status?		No; Yes; Not sure
					3.8a	If yes, what legal document do you have?	Select one	Formal (real estate registry); buyer-seller contract; Court contract; Other (specify); Not sure
					3.8b	Do you have a legal document to prove the ownership/tenancy status of the property you inhabited in your area of	Select one	No; Yes; Not sure
	# HH experienced eviction in past	x	x		3.9	Have you experienced eviction in the past year?	Select one	No; Yes, in the last month; Yes, in the last 1-3 months; Yes, in the last 4-6 months; Yes, in the last 7-12 months
	Reasons for experiencing eviction	x	x		3.9a	Why did you experience eviction?	Select one	Unable to pay rent; Disputes about rental price; Dispute about ownership; Other disagreements with landlord; Dispute with host family; Other (specify)
Shelter adequacy and damage	HH living in adequate housing conditions; HH living in shelter suitable for summer and winter; Top 4 shelter problems faced by HH; Top 3 shelter	x	x		3.10	Do you have any of the following issues with your shelter?	Select one	None (cannot select with any other option); Lack of insulation from cold; Leaking during rain; Limited ventilation (minimum 1m2 opening on one side of house, 0.5m2 on other); Lack of space inside shelter (min 21m2 per hh); Lack of privacy inside shelter (no partitions, no doors); Unable to lock home securely; Lack of access to cooking facilities; Lack of access to latrines; Lack of access to bathing facilities; Lack of access to safe drinking water; Lack of lighting; Lack of heating

	# HH in damaged shelters	x	x		3.11	Does your shelter have any damage?	Select all that apply	Shelter in good condition (cannot select with any other option); Broken or cracked windows; Doors unable to shut properly; Some cracks in some walls; Large cracks in most walls; Some walls partially collapsed; Some walls fully collapsed; Gaps or cracks in roof; Roof partially collapsed; Unstable floors; Moderate fire damage; Heavy fire damage; Total collapse; Other (specify)
	Cause of damage	x	x		3.12	What was the cause(s) of damage?	Select all that apply	Conflict damage- airstrikes, explosives; Conflict damage- gunfire, battle; Weather; General disrepair; Other (specify); Not sure
Shelter supplies and repairs	Ability to improve damaged or unfinished shelter over past 3 months	x	x		3.13	In the past three months, have you needed to make repairs to your shelter but been unable to do so?	Select one	Yes; No; No repairs required
					3.13a	If yes, why not?	Select all that apply	Repairs require professional but no professionals available; Repairs require professional but cannot afford to pay professional; Able to make repairs but shelter and repair materials too expensive; Lack of authorization to do repairs; Lack of availability of shelter and repair materials in markets; Other (specify); Not sure
	Availability of basic shelter supplies to improve housing in markets during	x	x		3.13b	Which repair /shelter supply did you need but were unable to find or afford?	Select 'unaffordable' and/or 'wasn't available in markets' for each	Plastic sheeting/tarpaulin; Iron sheeting; Timber; Nails/screws; Concrete; Bricks; Wood; Basic electrical items; Basic tools; Others (specify)
Shelter humanitarian assistance	# HH received shelter support	x	x		3.14	Has the household received any kind of humanitarian shelter support in the past year, and if so, when?	Select one	No shelter support received; Support received in the past month; Support received in the past 1-3 months; Support received in the past 4-6 months; Support received in the past 7-12 months; Not sure
	Source of shelter support	x	x		3.14a	If support was received, who was it from?	Select one	Local authorities; International NGO; Local NGO; Organised community groups; Other (specify); Not sure
	Satisfaction with shelter support	x			3.14b	On a scale of 1-5, how satisfied were you with the shelter support received? (1=not satisfied at all, 5=fully satisfied)	Select one	1; 2; 3; 4; 5
	Availability/access to information	x	x		3.17	In the past year, have you had access to information on how to receive shelter support?	Select one	Yes; No
	Source of information about shelter support	x	x		3.17a	If yes, what was the source of this information?	Select up to three	Media (internet, radio etc); Friends / relatives; Approached directly by assistance provider; Community representatives (sheikhs, mukhtars etc); Local council; Other (specify); Not sure
	Preferences for different shelter solutions	x	x		3.18	Do you have a preference regarding the modality of any shelter support available?	Select one	No preference; Shelter/repair materials; Unconditional cash support; External actor to directly assist with repairs (e.g. NGOs, local council); Other (specify)
	Barriers to shelter support	x	x		3.19	What, if any, are the main barriers to receiving shelter assistance?	Select up to three	No assistance needed (can't select with other option); No barriers (can't select with other option); Household not aware of any available assistance; Household does not qualify for assistance; Insufficient assistance to serve community; Some groups treated unfairly during assistance distribution; Household unable to physically access distribution (security, roadblocks etc); Other (specify); Not sure

NFIs								
Overview of availability and access	Availability of NFIs in HH	x			4.1	Do you currently have the following NFI items in your household?	Select yes or no for each item	Bedding items; Mattresses/Sleeping mats; Cooking utensils; Cooking fuel; Water containers; Sources of light; Clothing; Shoes; Batteries; Winter heaters; Heating fuel; Winter clothes; Winter shoes; Winter blankets; Disposable diapers; Sanitary pads; Soap; Washing powder; Cleaning liquid (for house); Detergent (for dishes); Baby diapers; Adult diapers
	Ability to access markets in past 3 months & reasons for inability to access	x	x		4.2	Have you faced any challenges to accessing markets (to purchase NFIs and/or shelter materials) in the past month?	Select up to three	No challenges (cannot select with any other option); Physical constraints preventing access to markets (e.g. roads damaged, blockages); Lack of transportation to markets (private or public); Markets do not function at times of conflict; Certain population groups unable to access markets; Distance to markets too far; Safety or security constraints restricting movement to markets; Safety or security concerns at markets; Lack of access for persons with restricted mobility; Lack of access / unsuitability for women; Other
	Availability of NFIs in markets in village/city in past three months	x	x		4.3	Was there one/ multiple NFI you needed to procure in the last three months but were unable to afford or access in markets?	Select yes or no for each item	Bedding items; Mattresses/Sleeping mats; Cooking utensils; Cooking fuel; Water containers; Sources of light; Clothing; Shoes; Batteries; Winter heaters; Heating fuel; Winter clothes; Winter shoes; Winter blankets; Disposable diapers; Sanitary pads; Soap; Washing powder; Cleaning liquid (for house); Detergent (for dishes); Baby diapers; Adult diapers
	Ability to access NFIs in village/city	x	x		4.3a	Please specify why you couldn't access each of the following	Items answered 'yes' appear,	Wasn't available in markets; Couldn't afford it
Cooking fuel	# HH accessing different types of cooking fuel	x	x		4.4	What is the main source of cooking fuel used by the household?	Select one	None; Electricity; Gas; Kerosene / k; Diesel; Wood / charcoal; Other (specify) _____
	Top 3 strategies to cope with lack of cooking fuel	x	x		4.5	Did your household have to resort to any of the following strategies over the past month to cope with a lack of cooking fuel?	Select all that apply	No coping strategies needed (cannot select with any other option); Reduce amount of food eaten; Change in diet to prefer food that doesn't require cooking; Purchase food in restaurants; Reduce amount of fuel used for other purposes; Reduce expenditure on other items to pay for fuel; Borrow fuel from friends / relatives; Other (specify) _____
Sources of heating fuel	# households accessing different types of heating fuel	x	x		4.6	What is the main source of heating fuel used by the household?	Select one	None; Electricity; Gas; Kerosene / k; Diesel; Wood / charcoal; Other (specify) _____
	Top 3 strategies to cope with lack of heating fuel	x	x		4.7	Did your household have to resort to any of the following strategies over the past month to cope with a lack of heating fuel?	Select all that apply	No coping strategies needed; Purchase blankets or other items to help with cold; Stay elsewhere during cold periods; Reduce amount of fuel used for other
Electricity	# HH accessing different primary sources of	x	x		4.8	What is the main source of electricity used by the household?	Select one	Main network (grid); Generator; No source of electricity; Other (specify) _____
	HH using multiple sources of electricity	x			4.9	Does the household use any other sources of electricity?	Select all that apply	No; Main network (grid); Generator; Other (specify) _____
	Average hours of electricity per day	x	x		4.10	Overall, how many hours of electricity does the household have access to per day?	Select one	No access; <2 hours; 2 to 4 hours; 4 to 6 hours; 6 to 12 hours; 12 to 24 hours
	Top 3 strategies to cope with lack of electricity	x	x		4.11	What coping strategies, if any, are used by the household to cope with a lack of electricity?	No need to use coping strategies as no lack of	No need to use coping strategies as no lack of electricity; Remain without electricity and do not use coping strategies; Use electricity at certain times in

NFI humanitarian assistance	# HH received NFI support	x	x			4.12	Has the household received any kind of humanitarian NFI support in the past year, and if so, when?	Select one	No NFI support received; Support received in the past month; Support received in the past 1-3 months; Support received in the past 4-6 months; Support received in the past 7-12 months; Not sure
	Source of NFI support	x	x			4.12a	If support was received, who was it from?	Select all that apply	Local authorities; International NGO; Local NGO; Organised community groups; Other (specify); Not sure
	Satisfaction with NFI support	x				4.12b	On a scale of 1-5, how satisfied were you with the shelter support received? (1=not satisfied at all, 5=fully satisfied)	Select one	1; 2; 3; 4; 5
	Availability/access to information	x	x			4.13	In the past year, have you had access to information on how to receive NFI support?	Select one	Yes; No
	Source of information about NFI support	x	x			4.13a	If yes, where was this information from?	Select up to three	Media (internet, radio etc); Friends / relatives; Approached directly by assistance provider; Community representatives (sheikhs, mukhtars etc);
	Preferences for different NFI solutions	x	x			4.14	Do you have a preference regarding the modality of any NFI support available?	Select one	Unconditional cash distribution; NFI distributions; Conditional vouchers; Other (specify)
	Barriers to NFI support	x	x			4.15	What, if any, are the main barriers to receiving NFI assistance?	Select up to three	No barriers; Household not aware of any available assistance; Household does not qualify for assistance; Insufficient assistance to serve community; Some groups treated unfairly during assistance distribution; Household unable to physically access distribution (security, roadblocks etc); Other (specify); Not sure
WASH									
Water	% HH with sufficient water for drinking, cooking, washing and toilet purposes	x	x			5.1	Did your household spend 2 consecutive days or more without water in the last 30 days?	Select one	Yes, once or twice; Yes, more than twice; No
		x				5.2	Did your household have enough water in the last month to meet your household needs (drinking, cooking, cleaning and	Select one	Yes; No
	% of HH who engage in negative coping strategies to compensate for water insufficiency	x	x			5.2a	If no, how did the household adjust for the lack of water?	Select all that apply	Reduce drinking water consumption; Reduce consumption of water used for purposes other than drinking; Spend money usually spent on other things to buy water; Modify hygiene practices (bathe less, etc); Receive water on credit/Borrow water or money for water; Drink water usually used for cleaning or other purposes than drinking; Other (specify)
	% HH with access to safe drinking water	x	x			5.3	What water source did your household use for drinking in the last month?	Select one	Network; Water trucking; Closed well; Open well; Springs; River; Bottle; Other (specify)
	% of HH who engage in negative	x				5.4	Have your household hygiene practices changed in the past month?	Select one	Yes; No
						5.4a	If yes, how have your hygiene practices changed?	Select all that apply	I am bathing less than once every two days; I am bathing less than once every week; I am doing laundry less than once every two weeks; I am sometimes not washing hands after going to the toilet because of lack of water; I am sometimes not washing hands before cooking and eating because of lack of water
Sanitation	% HH with individual sanitation facilities; % HH with shared sanitation facilities	x				5.5	Do your household members have access to a functioning bathing facility?	Select one	Yes, all members; Yes, but only some members; No
		x				5.6	Do your household members have access to a functioning toilet?	Select one	Yes, all members; Yes, but only some members; No
		x				5.7	Is the toilet used shared with other households?	Select one	Not shared (1 household); Shared family (2 - 3 households); Communal toilet (4 households or more); Public toilet (in market, clinic, etc); Not sure
		x				5.8	How many people in total use the toilet in your household?	Enter number	

KI questionnaire

SUMMARY				
Indicator	HH	KI	FGD	
Survey profile				
Location	Governorate	x	x	x
	District	x	x	x
	Sub-district	x	x	x
	Community, neighbourhood	x	x	x
Interviewee demographics	Interviewee head of household (HoHH)	x		
	Gender interviewee	x	x	x
	Age of interviewee	x	x	x

KI (Deir ez Zor and Raqqa)			
No.	Relevant Questions	Type	Options
1.1a	Enter governorate	Select one	Cascade list
1.1b	Enter district	Select one	Cascade list
1.1c	Enter sub-district	Select one	Cascade list
1.1d	Enter community / neighbourhood	Select one	Cascade list or enter 'Other'
1.2a	Type of key informant	Select one	Imam/sheikh; Mukhtar; Local council member; City council / local representative; Local aid worker; Construction worker; Other (specify)
1.2c	KI gender?	Select one	Male; Female; Prefer not to say
1.2d	KI age?	Enter number	

HH Profile				
Head of household profile	% HH by sex of head of HH	X	X	
Number of households and people within shelter	#HH per shelter	X		
	# individuals per HH	X		
	# individuals per HH by age and gender	X		
Migration of household members	# of individuals in HH that are non-displaced (host population),	X		
	Reasons for displacement	X		
	Area of origin of IDPs by governorate,	X		
	Date of last displacement	X		
	# of times IDPs displaced	X		
	Returnees' motivations	X		
Livelihoods				
Adults working	# of working adults in household, by type of employment	X	X	
Children working	# children working in household, by type of employment	X	X	
Income	HH top 3 sources of income to meet basic	X	X	
	Income from top 3 sources in SYP	X	X	
	HH top 3 sources of income prior to conflict	X	X	
Expenditure	Expenditure on basic needs, by expense, in	X	X	

1.3a	What is the approximate percentage of male and female headed households in the community?	Enter number for each or select Not Sure	Select 'Not sure' OR Enter: ____% female headed households; ____% male headed households
1.3b	On average, how many households live in each shelter in the community?	Enter number or select Not Sure	
1.4	What is the average household size in the community?	Enter number or select Not Sure	
1.5	Approximately what % of people in the community are male and female?	Enter number for each or select Not Sure	Select 'Not sure' OR Enter: ____% female; ____% male
1.6	Approximately what % of people in the community are within the following age groups?	Enter number for each or select Not Sure	i) 0-5y ____%; ii) 6-18y ____%; iii) 19-59y ____% v) 60+y ____%
1.7	Approximately what % of your community fit into the following categories?	Enter % for each or select Not Sure	i) Non-displaced / host population ____ ii) Returnees ____ iii) IDPs ____
1.8	What are the top 3 main reasons why IDPs generally move to this location?	Select up to three	Relative access to employment/income/shelter; Family ties / good relations with the host community; Conflict in area of origin; Relative safety and security (other accessible locations/routes to other locations less safe than this location); Physical obstacles to other locations; Relative distance to location compared to elsewhere; No money to pay for movement to elsewhere; In transit (on the way somewhere else); Other (Specify); Don't know
1.9	What are the top 3 areas of origin of the IDPs in the community?	Select up to three or select Not sure	Cascade lists: governorate, sub-district, community
1.10	What is the average length of displacement of IDPs in the community?	Enter integer (number of months) or select Not Sure	____ months
1.11	What is the average number of times that IDPs in the community have been	Enter number or select Not Sure	
1.12	What are the top 3 main reasons why returnees generally chose to return to this community?	Select up to three	Access to employment/income/shelter; Family ties; Safety and security situation changed; Protecting assets; Physical obstacles to move elsewhere; No money to pay for movement elsewhere; In transit (on the way somewhere else); Other (Specify); Not sure
2.1	What percentage of adults overall (age 18 and over) in the community do you estimate have worked in the following types of jobs during the past month?	Enter % for each or select Not Sure	i) Permanent; ii) Temporary; iii) Casual labour
2.2	What percentage of children (age 6-17) in the community do you estimate have worked during the past month (including children working for their family, as well as in external employment)?	Enter % or select Not Sure	
2.3	What were the top 3 sources of meeting basic needs over the last 30 days in your community?	Select up to three	Farming and crop production; Livestock production; Dairy and animal products; Handicraft/Artisan products; Commerce and petty trade; Public employment; Casual/wage labour; Remittances;
2.4	What is the average income within the community (SYP)?	Enter number; enter 0 if no income or select Not Sure	
2.5	What were the top 3 sources of meeting basic needs across the community before the conflict started?	Select up to three	Farming and crop production; Livestock production; Dairy and animal products; Handicraft/Artisan products; Commerce and petty trade; Public employment; Casual/wage labour; Remittances; Skilled employment/salaried work; Industry and manufacturing; Irregular social support; Humanitarian assistance; Relief work; Joining armed actions; Other (specify) ____
2.6	What would you estimate to be the household average monthly expenditure across the community (SYP)?	Enter number or select Not Sure	

Debt	Source of debt	X	X		2.7	Who are the main providers of debt for the community?	Select up to three	Friends / relatives outside Syria; Friends / relatives inside Syria; Formal registered lending institutions (e.g. banks, building societies, credit agencies); Informal unregistered lenders (e.g. black market lenders, informal traders); Host family; Local authorities (mukhtars, sheiks etc.); Not sure; Other (specify) _____
Coping strategies	Coping strategies adopted to cope with lack of livelihoods/access to income	X	X		2.8	Within the community, how common was it to use the following strategies to cope with a lack of income / resources during the past month?	For each option, select one from: Not used; Used by a minority of households (1-25%); Used by some households (26-50%); Used by most households (51-75%); Used by almost all households (76-100%)	No coping strategies resorted to (cannot be selected with any other option); Selling household assets / goods (jewellery, phone, furniture etc); Selling productive assets or means of transport (sewing machine, wheelbarrow, bicycle, car, motorbike); Selling house or land; Reducing non-food expenses (e.g. health, education); Reducing food intake; Spending savings; Borrowing money / buying on credit; High risk / illegal work; Withdrawing children from school so they can work; Adults begging; Children (under 18) begging; Migration of family; Other (specify) _____
Shelter								
Occupancy	Occupancy ratio (number of individuals)	X	X		3.1	On average, how many rooms does one household occupy?	Enter number or select Not Sure	
	Intention to remain/leave current, when	X	X		3.2	Do you expect people in the community to leave to elsewhere in the next 6 months?	Select one	Yes; No; Not sure
					3.2a	What percentage of the population do you expect to leave in the following timeframes?	Enter number for each or select 'Not sure'	% planning to leave in next month _____ % planning to leave in 1-3 months _____ % planning to leave in 4-6 months _____
	Intended destinations	X	X		3.2b	Where do you expect the majority of people will go?	Select one	Move to a different shelter in the same community; Move to a different community in the governorate; Move to a different community in another governorate; Move outside of Syria; Not sure
	Reasons for intention to leave	X	X		3.2c	What are the top three reasons for people leaving?	Select up to three	Improve access to income and employment; Improve access to or upgrade shelter; Improve access to basic services; Cheaper rent or housing prices elsewhere; Cheaper cost of living elsewhere; Proximity to relatives/friends; Safety/security; Other (specify) _____; Not sure
Shelter type and tenancy	# HH in different shelter types	X	X		3.3	What percentage of your community live in each of the following type of dwelling?	Enter % for each category or select Not Sure	Solid/finished apartment; Solid/finished house; Collective center; Unfinished building; Informal settlement; Informal camp; Managed camp; Non-residential/public building; Other (specify); Not sure
	HH in different tenancies	X	X		3.4	What percentage of your community have the following tenancy types?	Enter % for each category or select Not Sure	Ownership; Renting; Free; Other (specify); Not sure
Rent and affordability	# paying rent for accommodation, average rent	X	X		3.5	What was the average minimum and maximum monthly rent (over the past three months) per property across the community in SYP?	Enter minimum and maximum or select 'Not sure'	
	Change in rental prices over the past three months	X	X		3.6	On average, over the past three months, has average rent in the community increased, decreased or stayed the same?	Select one	Increased; Decreased; Stayed the same; Don't know
	Perceived sufficiency of available rental space in the community over the past 3	X	X		3.6a	Over the past three months, has affordable rental space typically been available in the community?	Select one	Yes, rental space available and typically affordable; Rental space available but not affordable for most people; Some availability of affordable space but insufficient to meet demands of the community; No, there were no available rental properties at all (whether affordable or unaffordable); Not sure
HLP, including eviction risk	# HH facing HLP problems	X	X		3.7	What percentage of your community do you estimate have HLP problems?	Enter number or select 'Not sure'	
					3.7a	What are the top 3 most common HLP problems in the community?	Select up to three	No HLP problems (cannot be selected with any other option); Lack / loss of HLP documentation; Disputes about rent (including payment of utilities bills); Ownership dispute; Property unlawfully occupied; Secondary occupation; Looting of private property; Change of housing rules and procedures; Threat of eviction or harassment by landlord/owners; Other disputes (e.g. Dispute with neighbors); Property has been expropriated without compensation; Illegal alteration of land records; Inheritance issues; Boundary dispute; Access and use dispute; Other (specify) _____
	Actors dealing with HLP issues	X	X		3.7b	Which actors deal with HLP disputes in your area?	Select all that apply	None; Official Arbitration Committee; Official Government of Syria Court; Sharia Court; Other Court; Customary Committee; Local Mukhtar; Local Council; Police; Other (specify); Not sure
	Most effective ways to resolve HLP issues	X	X		3.7c	What is the most effective way of resolving HLP disputes in your area?	Select one	In the family; Mediation between the parties; Official Arbitration Committee; Official Government of Syria Court; Sharia Court; Other Court; Customary Committee; Local Mukhtar; Local Council; Police; Other; Not sure
	Inability to access housing or shelter due to	X	X		3.8	What percentage of the community have been unable to access shelter/housing in the past three months due to a lack of legal authorisation?	Enter number or select 'Not sure'	
					3.8a	What are the most common legal authorisation issues in the community?	Select up to three	Lack of identification documents; Lack of current housing documents; Lack of connections; Certain groups denied legal authorisation; Legal authorisation system too difficult to navigate; Lack of security clearance; Other (specify); Not sure

	Existence/type of rental contract; Documentation/confirmation of ownership	x	x		3.9	What percentage of the community do you estimate to have a legal document to prove ownership / tenancy status?	Enter number or select 'Not sure'	
					3.9a	What type of legal document is most common in the community?	Select one	No legal document; Formal (real estate registry); buyer-seller contract; Court contract; Mixed; Other (specify); Not sure
					3.9b	Is the Land Registry in the area where you reside currently functioning?	Select one	Yes; No; Not sure
	# HH experienced eviction in past year	x	x		3.9c	If no, why not?	Select one	Land Registry office is destroyed; Land Registry office is damaged; Lack of staff for office; Lack of appropriate authority to run the Land Registry; Alternative system of land allocation in operation; Other (specify); Not sure
	Reasons for experiencing eviction	x	x		3.10	In the community over the past year, have evictions been common in the community?	Select one	No, evictions did not occur in the community; Somewhat, a few reports of evictions in the community; Yes, evictions were common in the community; Not sure
					3.11	What were the main reasons for eviction?	Select up to three	Unable to pay rent; Disputes about rental price; Dispute about ownership; Other disagreements with landlord; Dispute with host family; Other (specify)
Shelter adequacy and damage	HH living in adequate housing conditions; HH living in shelter suitable for summer and winter; Top 4 shelter problems faced by HH; Top 3 shelter	x	x		3.12	What percentage of shelters in the community face adequacy issues (read to interviewee)?	Enter number or select 'Not sure'	
					3.12a	What are the most common adequacy issues faced?	Select up to five	Lack of insulation from cold; Leaking during rain; Limited ventilation (minimum 1m2 opening on one side of house, 0.5m2 on other); Lack of space inside shelter (min 21m2 per hh); Lack of privacy inside shelter (no partitions, no doors); Unable to lock home securely; Lack of access to cooking facilities; Lack of access to latrines; Lack of access to bathing facilities; Lack of access to safe drinking water; Lack of lighting; Lack of heating
					3.13	What percentage of shelters in the community have some damage?	Enter number or select 'Not sure'	
	# HH in damaged shelters	x	x		3.13a	What are the most common damage issues faced?	Select up to five	Broken or cracked windows; Doors unable to shut properly; Some cracks in some walls; Large cracks in most walls; Some walls partially collapsed; Some walls fully collapsed; Gaps or cracks in roof; Roof partially collapsed; Unstable floors; Moderate fire damage; Heavy fire damage; Total collapse; Other (specify); Not sure
	Cause of damage	x	x		3.14	What are the most common cause(s) of shelter damage in the community?	Select up to three	Conflict damage- airstrikes, explosives; Conflict damage- gunfire, battle; Weather; General disrepair; Other (specify); Not sure
					3.15	In the past three months, was it possible for people in the community to make repairs to shelter if they needed to do so?	Select one	Yes; Sometimes; No; Not sure
Shelter supplies and repairs	Ability to improve damaged or unfinished shelter over past 3 months	x	x		3.15a	Why were people unable to make repairs in the community?	Select up to three	Repairs require professional but no professionals available; Repairs require professional but cannot afford to pay professional; Able to make repairs but shelter and repair materials too expensive; Lack of authorization to do repairs; Lack of availability of shelter and repair materials in markets; Other (specify); Not sure
	Availability of basic shelter supplies to improve housing in	x	x		3.16	Were any of the following repair /shelter supplies unavailable or unaffordable in your community in the past three months?	For each, select 'available' OR 'unaffordable' and/or 'wasn't available in markets'	Plastic sheeting/tarpaulin; Iron sheeting; Timber; Nails/screws; Concrete; Bricks; Wood; Basic electrical items; Basic tools; Others (specify)
					3.17	What percentage of households in the community have received some form of shelter support in the past year?	Enter number for each or select 'Not sure'	% received in past 6 months ____ % received in past 7-12 months ____
Shelter humanitarian assistance	# HH received shelter support	x	x		3.17a	Who has provided support in the community in the past year?	Select all that apply	Local authorities; International NGO; Local NGO; Organised community groups; Other (specify); Not sure
	Source of shelter support	x	x		3.19	In the past year, has information on how to receive shelter support been available in your community?	Select one	Yes; No; Not sure
	Availability/access to information	x	x		3.19a	What were the sources of this information?	Select up to three	Media (internet, radio etc); Friends / relatives; Approached directly by assistance provider; Community representatives (sheikhs, mukhtars etc); Local council; Other (specify); Not sure
	Source of information about shelter support	x	x		3.2	Does the community have a preference regarding the modality of any shelter support available?	Select up to three	No preference (cannot select with any other option); Shelter/repair materials; Unconditional cash support; External actor to directly assist with repairs (e.g. NGOs, local council); Other (specify)
	Preferences for different shelter solutions	x	x		3.21	What are the main barriers faced by the community, if any, to receiving shelter assistance?	Select up to three	No assistance needed in the community (can't select with other option); No barriers (can't select with other option); People unaware of any available assistance; Some people do not qualify for assistance; Insufficient assistance to serve community; Some groups treated unfairly during assistance distribution; Some people unable to physically access distribution (security, roadblocks etc); Other (specify); Not sure
	Barriers to shelter support	x	x					

NFIs				
Overview of availability and access	Ability to access markets in past 3 months & reasons for inability to access	x	x	
	Availability of NFIs in markets in village/city in past three months	x	x	
	Ability to access NFIs in village/city	x	x	
Cooking fuel	# HH accessing different types of cooking fuel	x	x	
Sources of heating fuel	Top 3 strategies to cope with lack of cooking fuel	x	x	
	# households accessing different types of heating fuel	x	x	
	Top 3 strategies to cope with lack of heating fuel	x	x	
Electricity	# HH accessing different primary sources of electricity	x	x	
	Average hours of electricity per day	x	x	
	Top 3 strategies to cope with lack of electricity	x	x	
NFI humanitarian assistance	# HH received NFI support	x	x	
	Source of NFI support	x	x	
	Availability/access to information	x	x	
	Source of information about NFI support	x	x	
	Preferences for different NFI solutions	x	x	
	Barriers to NFI support	x	x	
4.1	Were there any challenges to accessing markets (to purchase NFIs and/or shelter materials) in your community in the past month?	Select up to three	No challenges (cannot select with any other option); Physical constraints preventing access to markets (e.g. roads damaged, blockages); Lack of transportation to markets (private or public); Markets do not function at times of conflict; Certain population groups unable to access markets; Distance to markets too far; Safety or security constraints restricting movement to markets; Safety or security concerns at markets; Lack of access for persons with restricted mobility; Lack of access / unsuitability for women; Other (specify) _____; Not sure	
4.2	Were there one/multiple NFI items which were commonly needed and unavailable or unaffordable in markets within your community over the past three months?	Select yes or no for each item	Bedding items; Mattresses/Sleeping mats; Cooking utensils; Cooking fuel; Water containers; Sources of light; Clothing; Shoes; Batteries; Winter heaters; Heating fuel; Winter clothes; Winter shoes; Winter blankets; Disposable diapers; Sanitary pads; Soap; Washing powder; Cleaning liquid (for house); Detergent (for dishes); Baby diapers; Adult diapers	
4.2a	Please specify why you couldn't access each of the following	Items answered 'yes' appear, select one for each	Wasn't available in markets; Couldn't afford it	
4.3	What percentage of the community used the following as their main source of cooking fuel?	Enter number for each or select 'Not sure'	None; Electricity; Gas; Kerosene / kax; Diesel; Wood / charcoal; Other (specify) _____	
4.4	What are the most common strategies, if any, used by the community to cope with a lack of cooking fuel?	Select up to three	No coping strategies needed (cannot select with any other option); Reduce amount of food eaten; Change in diet to prefer food that doesn't require cooking; Purchase food in restaurants; Reduce amount of fuel used for other purposes; Reduce expenditure on other items to pay for fuel; Borrow fuel from friends / relatives; Other (specify) _____	
4.5	What percentage of the community used the following as their main source of heating fuel?	Enter number for each or select 'Not sure'	None; Electricity; Gas; Kerosene / kax; Diesel; Wood / charcoal; Other (specify) _____	
4.6	What are the most common strategies, if any, used by the community to cope with a lack of heating fuel?	Select up to three	No coping strategies needed; Purchase blankets or other items to help with cold; Stay elsewhere during cold periods; Reduce amount of fuel used for other purposes; Reduce expenditure on other items to pay for fuel; Borrow fuel from friends / relatives; Other (specify) _____	
4.7	What percentage of the community used the following as their main source of electricity?	Enter number for each or select 'Not sure'	Main network (grid); Generator; No source of electricity; Other (specify) _____	
4.8	What is the average number of hours access to electricity that households have each day?	Select one	No access; <2 hours; 2 to 4 hours; 4 to 6 hours; 6 to 12 hours; 12 to 24 hours	
4.9	What are the most common strategies, if any, used within the community to cope with a lack of electricity?	Select up to three	No need to use coping strategies as no lack of electricity; Remain without electricity and do not use coping strategies; Use electricity at certain times in the day only; Reduce usage of electricity to conserve it; Use electricity for certain purposes only; Use battery powered devices such as torches; Other	
4.10	What percentage of households in the community have received some form of NFI support in the past year?	Enter number for each or select 'Not sure'	% received in past 6 months _____ % received in past 7-12 months _____	
4.10a	Who has provided support in the community in the past year?	Select all that apply	Local authorities; International NGO; Local NGO; Organised community groups; Other (specify); Not sure	
4.11	In the past year, has information on how to receive NFI support been available in your community?	Select one	Yes; No; Not sure	
4.11a	What were the sources of this information?	Select up to three	Media (internet, radio etc); Friends / relatives; Approached directly by assistance provider; Community representatives (sheikhs, mukhtars etc); Local council; Other (specify); Not sure	
4.12	Does the community have a preference regarding the modality of any NFI support available?	Select up to three	Unconditional cash distribution; NFI distributions; Conditional vouchers; Other (specify)	
4.13	What are the main barriers faced by the community, if any, to receiving NFI assistance?	Select up to three	No assistance needed in the community (can't select with other option); No barriers (can't select with other option); People unaware of any available assistance; Some people do not qualify for assistance; Insufficient assistance to serve community; Some groups treated unfairly during assistance distribution; Some people unable to physically access distribution (security, roadblocks etc); Other (specify); Not sure	

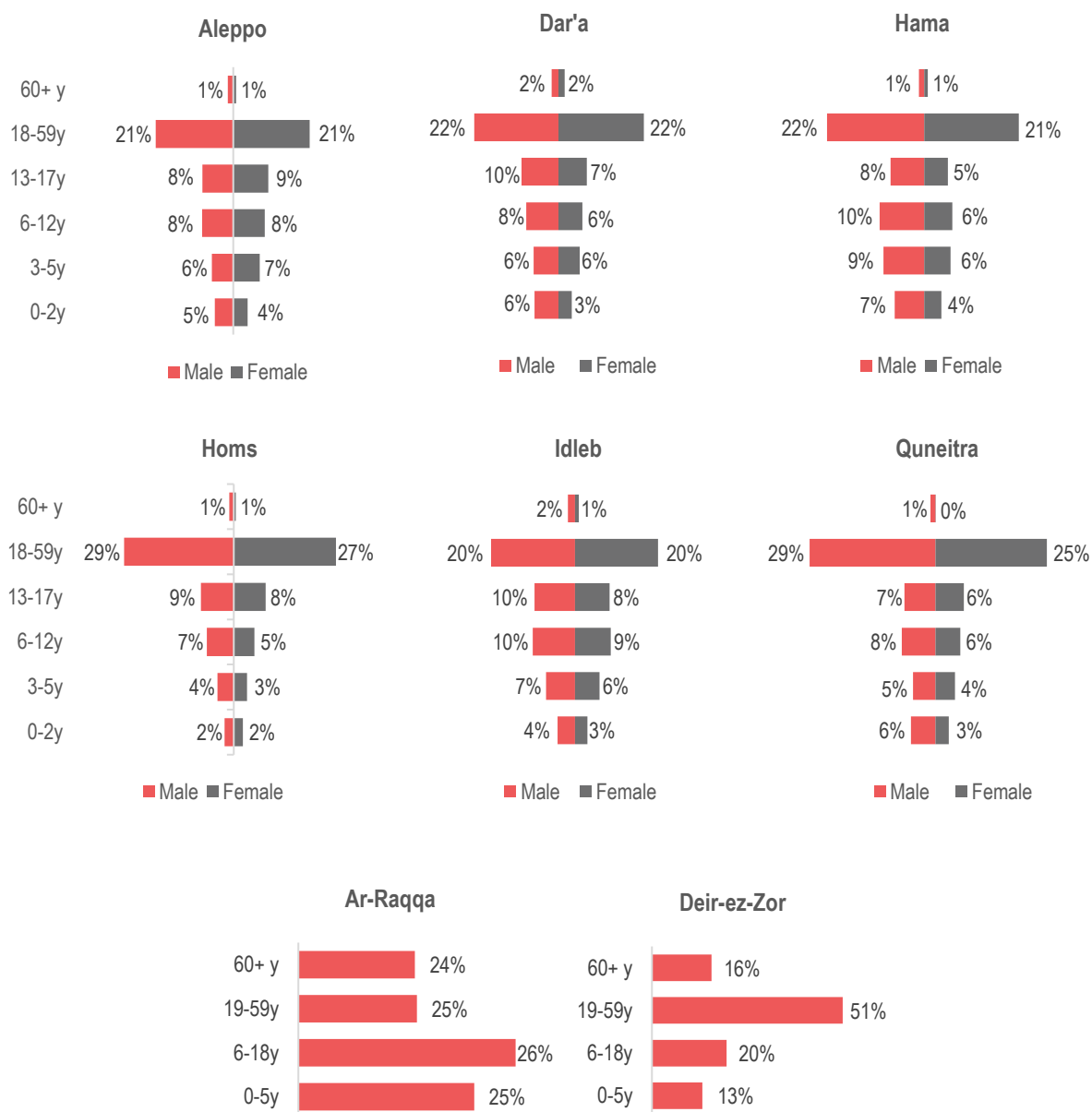
WASH							
Water	% HH with sufficient water for drinking, cooking, washing and toilet purposes	x	x		5.1	Which statement would best describe the access to water for your community, in general, for the last 3 months?	Select one Everyone/nearly everyone has enough water for their needs (no problem); Everyone/nearly everyone has problems accessing enough water for their needs (access problem); Only people who can afford it have enough water (affordability problem); The situation changes all the time; sometimes water access is easy, sometimes it is hard (intermittent access problems)
	% of HH who engage in negative coping strategies to compensate for water insufficiency	x	x		5.2	What is the most common way members of the community cope with the lack of water, if any?	Select up to three Reduce drinking water consumption; Spend money usually spent on other things to buy water; Modify hygiene practices (bathe less, etc); Receive water on credit/Borrow water; Drink water usually used for cleaning or other purposes than drinking; Other(explain)
	% HH with access to safe drinking water	x	x		5.3	What was the most common drinking water source accessed by people in your community in the last 30 days?	Select one Network; Water trucking; Closed well; Open well; Springs; River; Bottle; Other (specify)
Sanitation	% HH with individual sanitation facilities; % HH with shared sanitation facilities	x			5.4	Which statement would best describe your community with regards to access to functioning bathing facility in the last	Select one Everyone has access to a bathing facility (100%); Some/a few households do not have access to a functioning bathing facility (±15%); About a third of the
		x			5.5	Which statement would best describe your community with regards to access to functioning toilets in the last 30 days?	Select one Everyone has access to a toilet (100%); Some/a few households do not have access to a functioning toilet (±15%); About a third of the population does not

Collective centre additional module

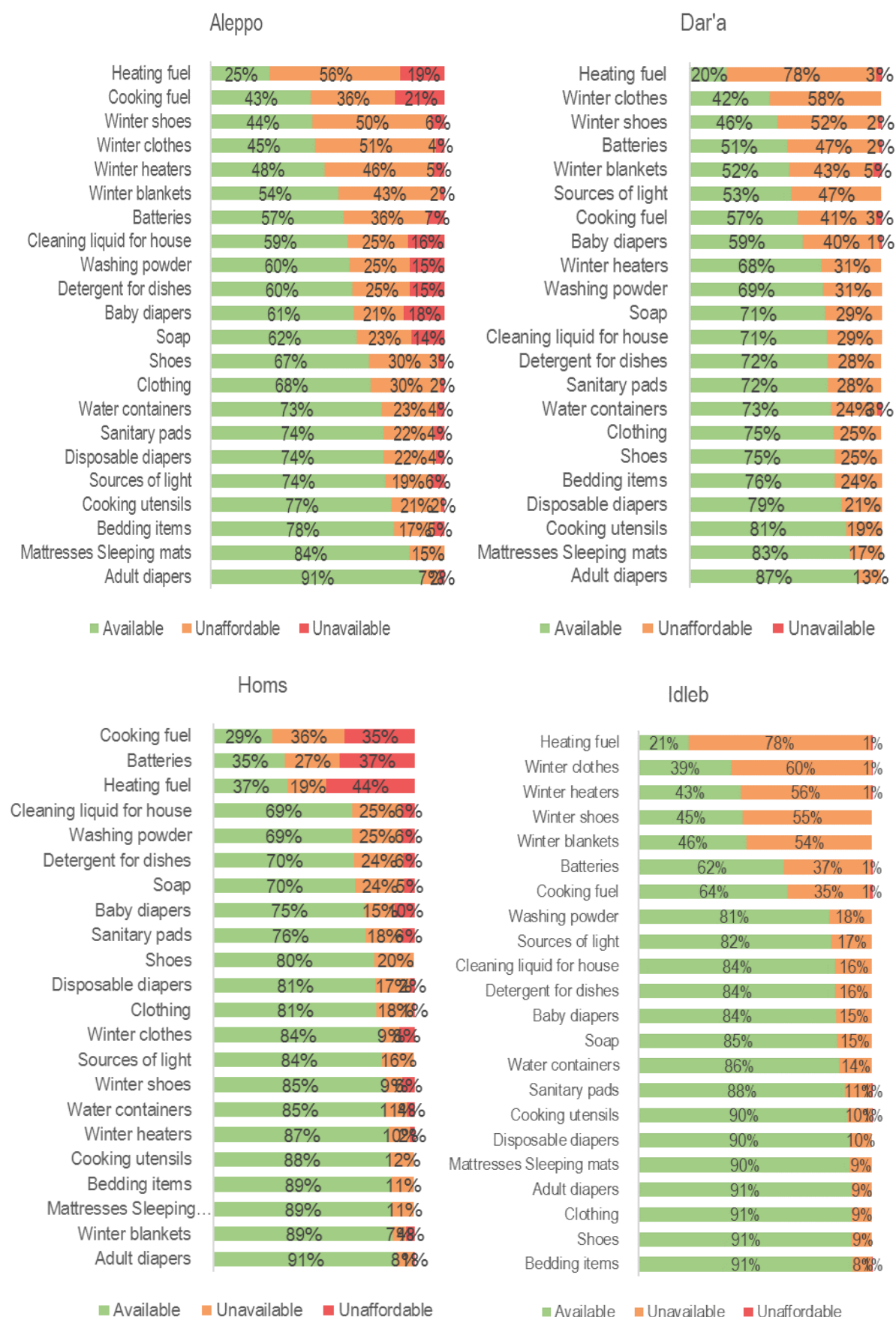
Collective centre: Additional questions	Instruction	Choices
Enter governorate	Select one	Cascade list
Enter district	Select one	Cascade list
Enter sub-district	Select one	Cascade list
Enter community / neighbourhood	Select one	Cascade list or enter 'Other'
Does the interviewee currently live in a collective centre?	Select one	Yes; No
What is the gender of the interviewee?	Select one	Male; Female; Prefer not to say
What is the age of the interviewee?	Enter number	
Enter name of the collective shelter	Enter text	
How many households/families live in the collective shelter?	Enter number, range, or select 'Not sure'	
How many people share this shelter, in total (all households)?	Enter number, range, or select 'Not sure'	
Do you know how many men, women, boys and girls live in the collective shelter?	Enter number or range for each or select 'Not sure'	i) Girls 0-18; ii) Women 19-59; iii) Boys 0-18; iv) Men 19-59; iv) Elderly 60+ OR 'Not sure'
Do you know how many children in the shelter are under the age of 5?	Enter number, range, or select 'Not sure'	
How many women in the shelter are pregnant or have recently given birth, if any?	Enter number or range for each or select 'Not sure'	

How would you best describe the living situation in the shelter in terms of families or individuals living together?	Select one	Full families housed separately; Full families housed together with other families; Primarily women and children with a few men housed as families; Only women and children housed together; Only individual men housed together; Only children / adolescents housed together; Only individual women housed together; A centre just for the elderly and/or disabled; Other (specify); Not sure
How much privacy does each family group typically have within the shelter?	Select one	No privacy, all space is communal; Some privacy from partitions or similar; Acceptable privacy in individual rooms; Not sure
Are people in the shelter able to store belongings safely and securely?	Select one	Yes; No; Not sure
How much space does each family group typically have within the shelter?	Select one	Enough space for bedding only with no space for movement; Enough space for bedding and belongings with little free space for movement; Enough space for bedding and belongings with sufficient space for movement; Not sure
What was this building before it was turned into a collective centre?	Select one	School; Municipal (government) building; Mosque or religious building; Residential building; Hospital; Warehouse; Hotel; Stadium; Business building (non-municipal); Not sure; Other (specify)
If the collective centre is in a school, is the building still being used for any learning?	Select one	No; Yes, used as a school during the day and as IDP shelter during the night; Yes, part of the building is dedicated to IDPs and part to learning; Other (specify); Not sure
Who decided that this building could be used as a collective centre?	Select one	Private building owner; Mukhtar; Local council; IDPs took it over on their own; Religious leaders; NGO; Armed groups; Court system (informal); Not sure; Other (specify)
Who currently owns the building?	Select one	Privately owned (landlord present in the area); Privately owned by absentee landlord; Publically owned (municipal); Religious institutions; Publically owned (ministry); Building abandoned; Not sure
How would you describe who/what manages the daily life in the CC?	Select all that apply	A committee of residents; A single manager who lives in the shelter; A single manager that is paid to follow up; NGO; Community leader; Religious leader; Local council; Business person; Not sure; Other (specify)
Do residents of the collective shelter feel accepted within the host community?	Select one	Yes, residents feel accepted within the community; Generally yes, but some residents have faced issues; No, residents do not feel accepted within the community; Not sure
(If 'Generally yes' or 'No' selected): What are the sources of tension between residents and the host community?	Select all that apply (do not read options to interviewee)	Tensions over access to basic services (water, electricity); Tensions over access to education; Tensions over access to healthcare; Tensions over access to humanitarian assistance; Tensions over perceived or actual price increases in the area; Tensions over access to shelter; Ethnic differences; Other (specify); Not sure
How long do most residents in the shelter tend to stay?	Select one	Less than 1 week; 1-4 weeks; 1-3 months; 4-6 months; 6-12 months; 1-2 years; Indefinitely; Mixed; Not sure
Are new IDPs currently being settled in this shelter?	Select one	Yes; No; Not sure
On what basis were current residents and/or incoming IDPs selected to stay in this shelter?	Select one	First IDPs to arrive and require shelter; IDPs with least financial resources; Considered to be most vulnerable (widows, disabled); Dependent upon area of origin; Dependent upon ethnic group; Other (specify); Not sure
Do any of the residents pay anything to enter or maintain their stay?	Select one	All residents pay something; Some residents pay something; No residents pay; Not sure
Which (if any) of the following services do people in the shelter have access to?	Select all that apply	Food or cash distributions in the CC; Food or cash distributions in the surrounding community; Medical visits to the CC; Access to a hospital / clinic nearby; Arrival kits when they reached the CC; Arrival kits when they reached the community (along with other IDPs); Education at the CC; Education in the surrounding area; Play activities for children at the CC; Day care activities at the CC for parents
Does your collective centre have any of the following infrastructure?	Select all that apply	Communal kitchens; Individual kitchens; Communal spaces for leisure time; Private space for leisure time; Functional plumbing; Organised cleaning and maintenance of the CC; Separate latrines / toilets for men and women; Individual rooms for families

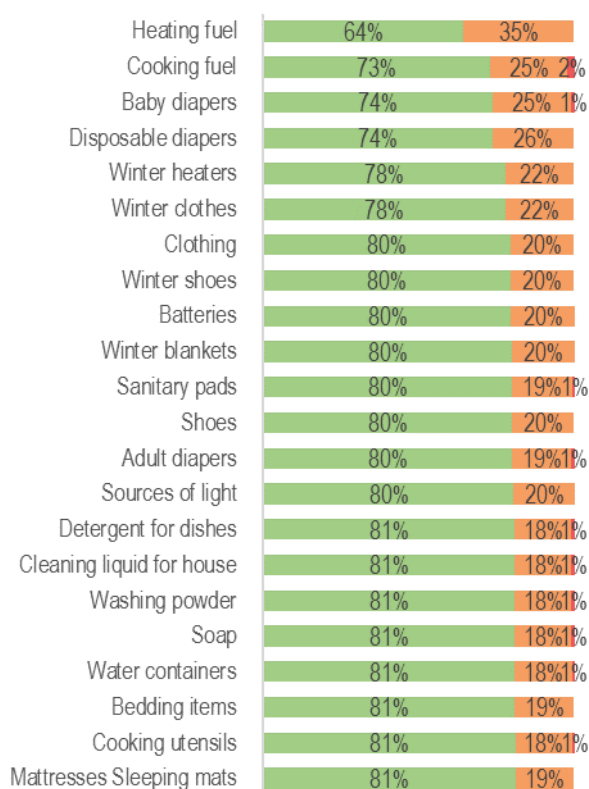
Annex 2: Age / sex breakdown per governorate assessed



Annex 3: NFI availability and affordability

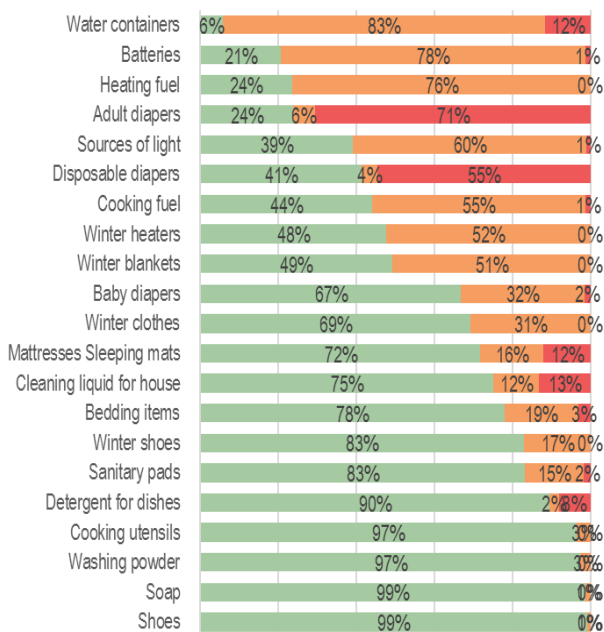


Quneitra



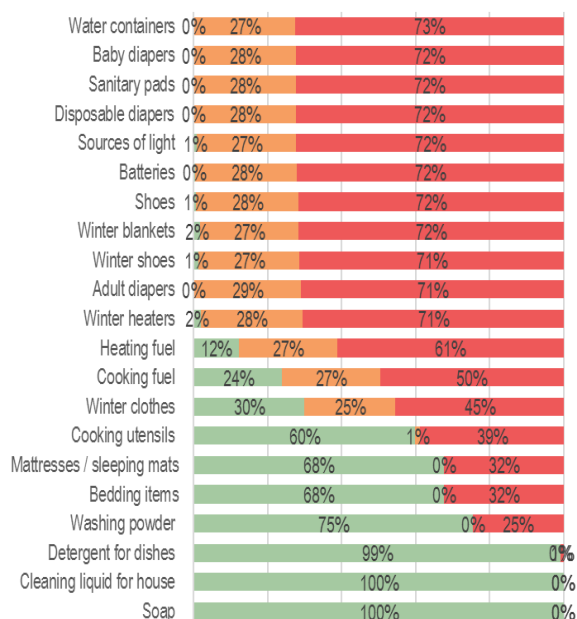
■ Available ■ Unavailable ■ Unaffordable

Deir-ez-Zor - % of communities in which NFIs are available, unavailable or unaffordable



■ Available ■ Unaffordable ■ Unavailable

Ar-Raqqa - % of communities in which NFIs are available, unavailable or unaffordable



■ Available ■ Unaffordable ■ Unavailable