FROM PROVIDER TO FACILITATOR:

Opportunities For Greater Coverage Through Digital Housing Platforms In Humanitarian Response

Context

JORDAN | AMMAN

LEBANON | BEIRUT

666,000

987,000

REFUGEES

60%
Refugees live in urban settings

7,6%
Out of 5.6 M Syrian Refugees live in camps

41%L, 82%J
Refugees lack access to affordable housing

32%
Eviction threats result in eviction

13,700
Individuals evicted in Lebanon in 2017

“" 55% of refugees live in substandard and insecure shelter, there is an increase in the number of informal settlements and many refugees are at risk of eviction due to their inability to continue paying rent or for other reasons, often related to so-called security rationale or lack of community acceptance”

Quote: NRC 2016
Photo: NRC @ Christian Jepsen

Middle East Rent-free Programs

- Integrated response: Shelter WASH ICLA
- Financial Support – Occupancy Free of Charge
- Increase Availability of low income housing stock
- Energy Efficiency – Environmental upgrades
- Monitor Tenants-Property owner Relationships /Agreements
- Rent Reduction
- Housing Upgraded to minimum standards
- Security of Tenure

Middle East Rent-free Programs

Improvements & Opportunities

- Improve information on availability of low income housing stock
- Better identify and support households with a variety of needs
- Better support households outside of current beneficiary groups
- Compliment multipurpose cash based programing
- Increase Geographical coverage
- Better matching & Support HH in identifying their own solutions

Limitations & Challenges

- Staffing requirements
- Rental duration – rent free period
- Do not operate at scale of need
- Access to livelihoods
- Short term funding cycles – Long term needs
- Housing demand exceeds availability

Exploring Digital - The Future Of Shelter?

What does the role of Facilitator look like in humanitarian shelter assistance?

How we develop now sustainable solutions for the future of shelter and Settlements?

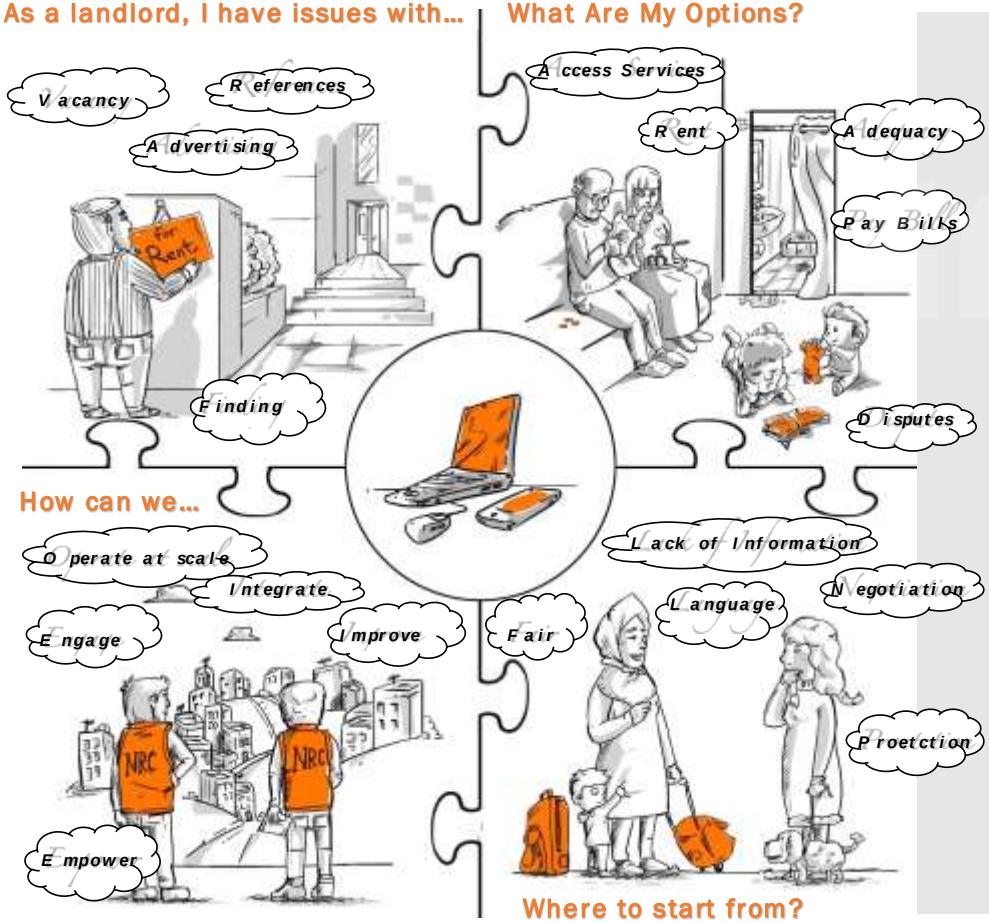
How can technology support humanitarian shelter responses in urban contexts?

Can we scale our shelter assistance through digital platforms?

How do we go beyond the 10%?

New business models?

Transition to exit while still providing affected populations with the tools they need to achieve adequate shelter solutions?

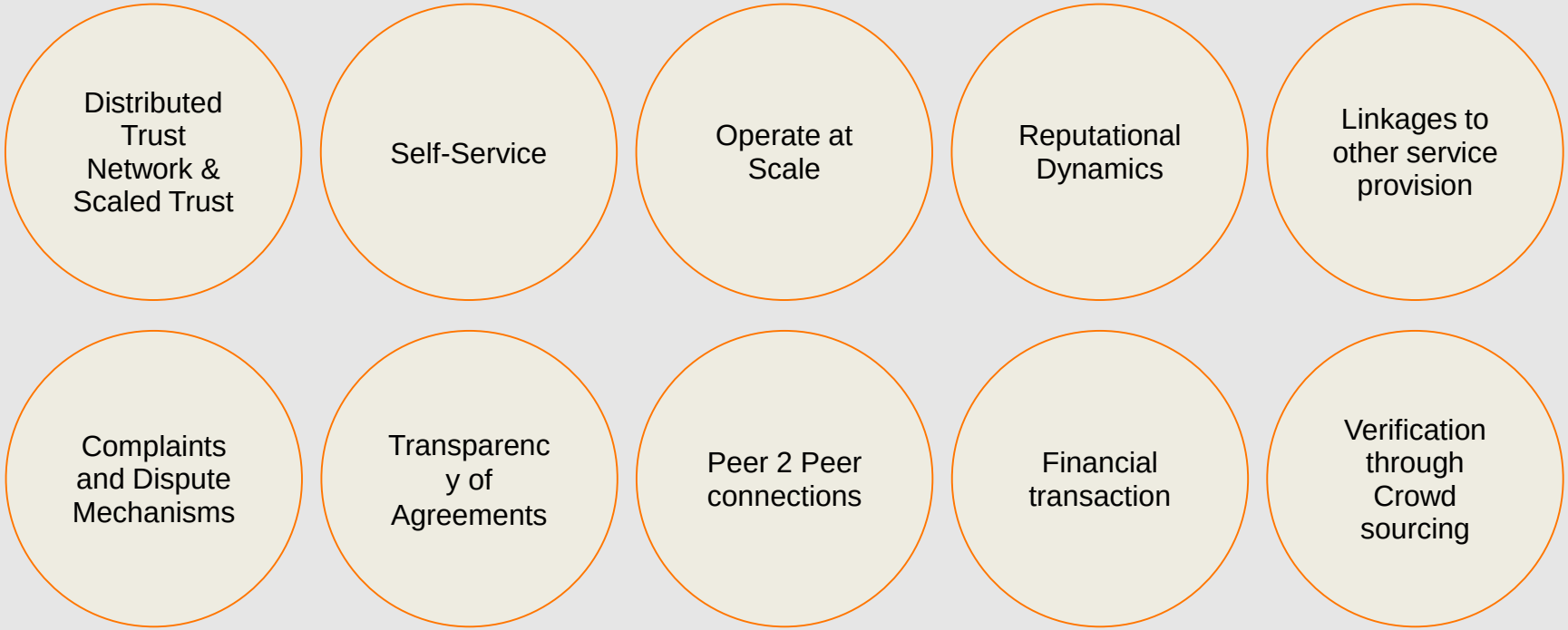


A Safe Night's Rest

A digital humanitarian platform for people in need of shelter to:

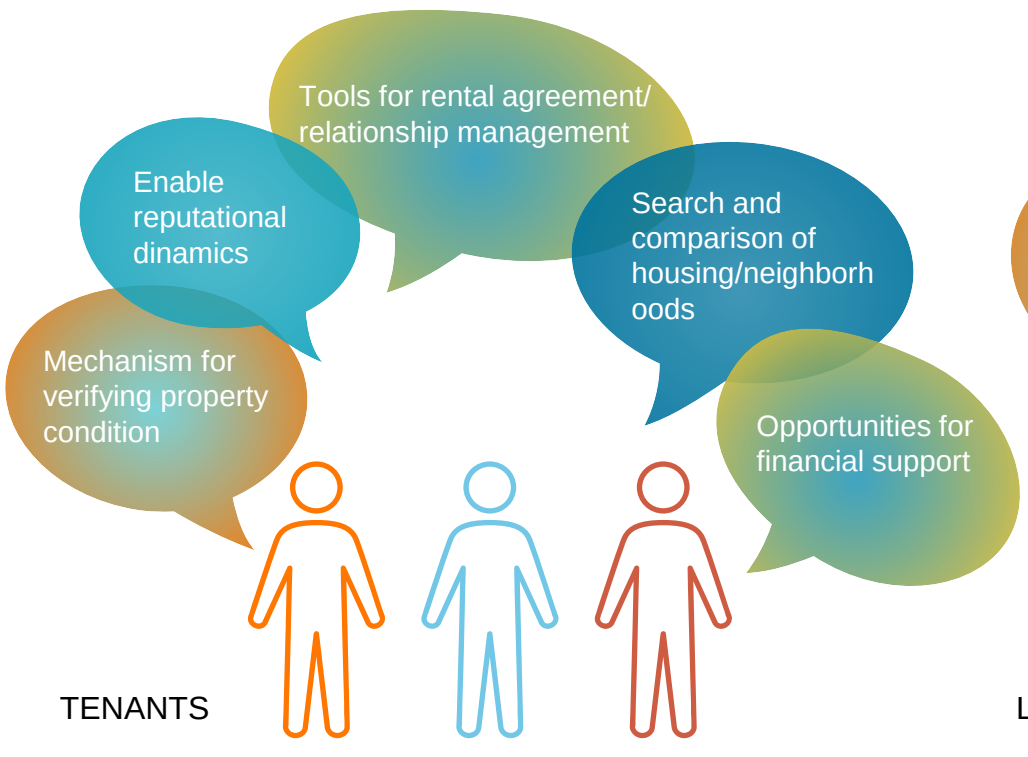
- Connect with property owners
- Manage risks and relationships between tenants, property owners, and communities
- Ensure adequacy of housing and security of tenure

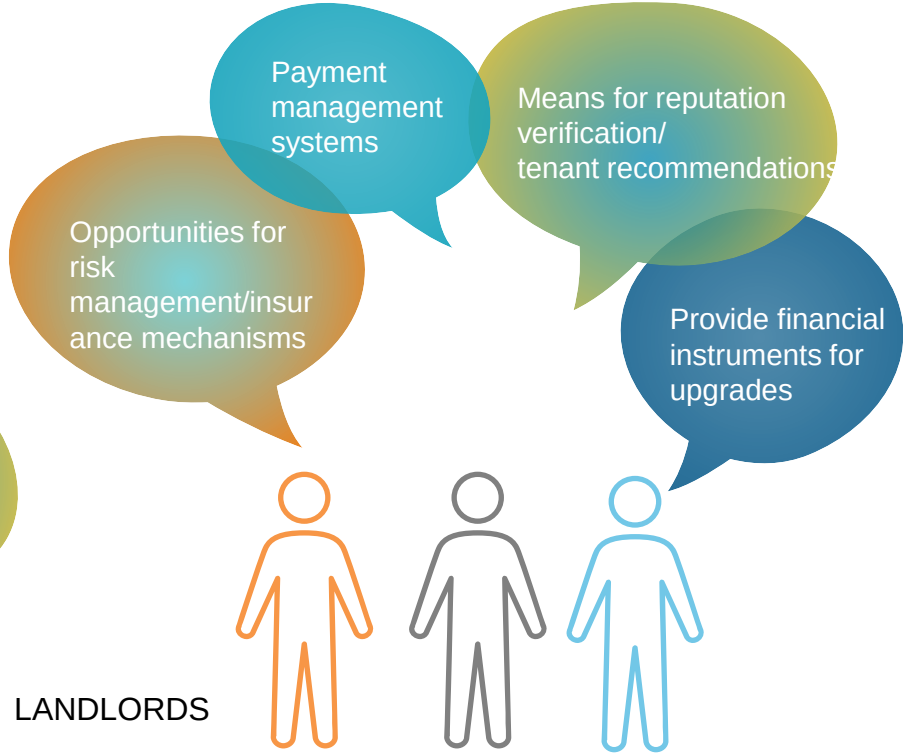
Dynamics of Digital Platforms



Focus Group Discussions

Key findings from 50 FGD in Jordan, Lebanon and Greece about SNR



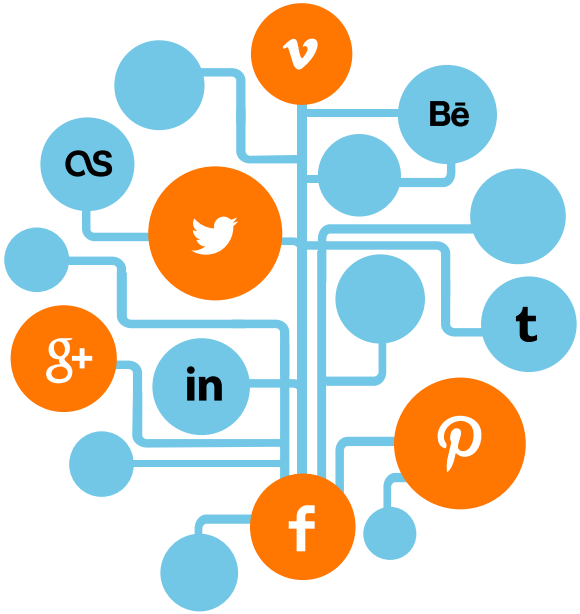


The Use Of Technology

93%
HAVE ACCESS TO 2G NETWORK

62%
HAVE ACCESS TO 3G NETWORK

70%
USE INTERNET ON DAYLY BASIS



86%
HH RECEIVE INFO TROUGH SMS

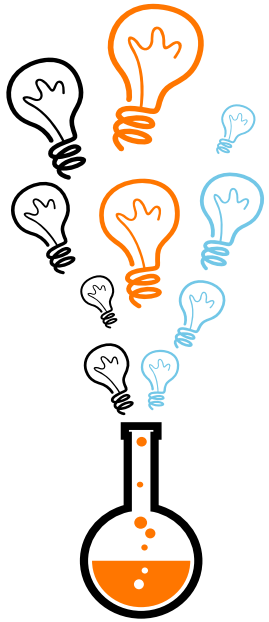
84%
USE WHATAAP. SOCIAL MEDIA INCREASES

80%
HH HAVE ACCESS TO INTERNET

Digital Approach

STRENTH

- **Decrease costs**
- Increase beneficiaries
- Email/Text/SMS
- Analyze movement trends
- **Easy access**
- Multi-Language tools
- Direct comunicación
- Safety verification
- **Trust building**
- Multisector (Shelter+ICLA)
- Decrease exploitation
- Scale to other context
- **Identify services**
- Understand housing dynamics
- Access to information



WEAKENNESS

- **Usage difficulties**
- Unknown impact on rental market
- Develop and maintenance
- **Access to internet**
- Access to technology
- Time to develop and rollout
- Data protection
- **Owner engagement**
- Privacy/hackers
- User complaints

Online Platform Analysis

I -Vacation Rental | II-Classified Advertisement | *III-Real-estate platforms* | IV- Displacement Platforms | Lease Agreement Management | Refugee information

Features

- Type I: Profile verification, rating systems, call centre, communication systems, transactions, porperty info
- Type II: Search and identification of housing options
- Type III: Mapping neighborhood, schools search, property verification, pictures and amenities
- Type IV: Anti-discrimination features

Terms and Conditions

- Type I: Transactions, damages, security deposits, renting and reviews.
- Type II: Any disputes governed directly by law
- Type III: Data protection, privacy, changes and termination
- Type IV: Terms are minimum or non-existent

Functionality

- Type I: Search-communicate-book-pay-rate
- Types II and III: Search-communicate-book-visit
- Type IV: Registered-wait-match-visit-pay-move

Social Impact

- Type I: Free temporary housing rentals
- Type II: Big social responsability donations to NGOs
- Type III: No specifying data about social impact
- Type IV: Host refugees with cohabitation for free

Going forward...

QUESTIONS?

This time for me

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NORWEGIAN REFUGEE COUNCIL