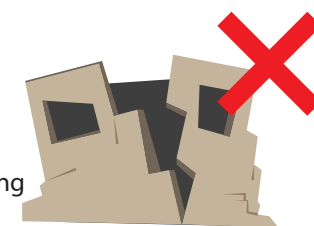


Are there certain kinds of damaged shelter that humanitarian actors cannot repair?

Humanitarian organizations do not have the capacity or resources to repair certain kinds of damaged shelter, including the following:

1. Residential properties with severe damage affecting structural elements, columns, and the roof, thereby rendering the shelter unsafe;



2. Residential properties that are destroyed and unreparable.



Also, humanitarian organizations will not prioritize residential properties with light damages that do not impact your capacity to live inside the property, such as:

1. Very limited damages like broken glass windows or doors, or damaged wall finishes only;



2. Minor damages like superficial cracks, light fire damage, or light damage from use of weapons, but with no effects on the safety of structural elements;



Who is eligible for assistance?

You may be selected if you were identified by an assessment team:



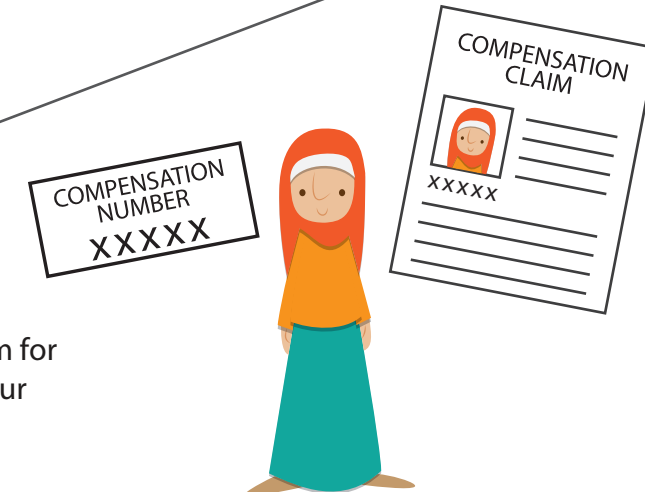
To be socio- economically vulnerable, based on humanitarian criteria;



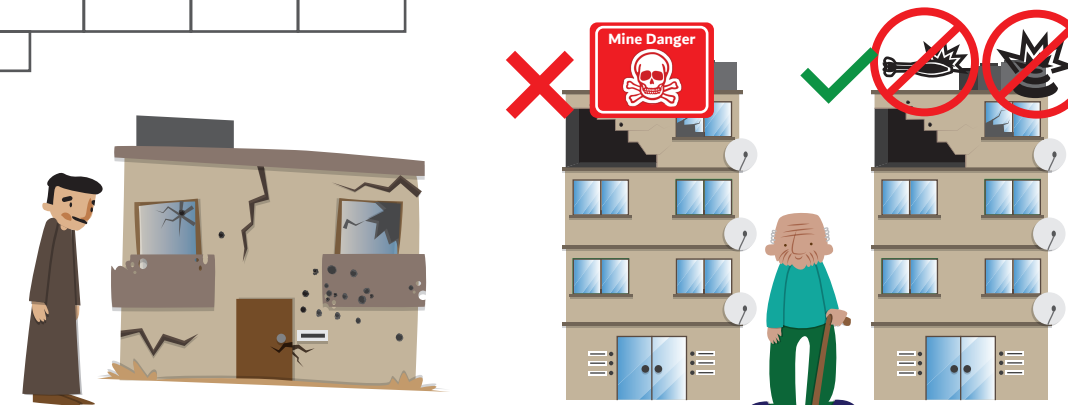
To be in possession of ownership documents;



To be unable to meet your own shelter needs;



To have already filed a claim for compensation and have your claim's reference number;

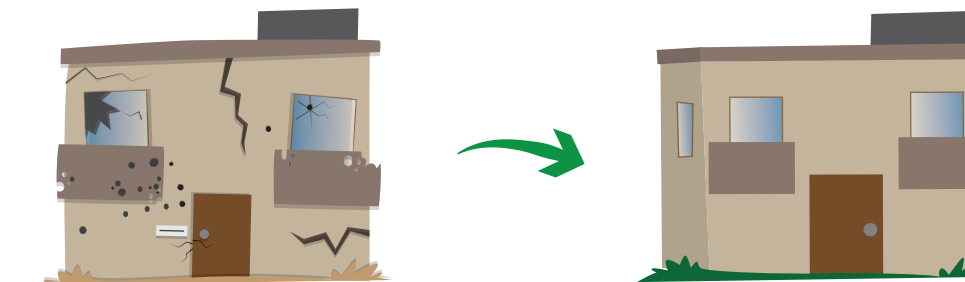


Your property is extensively damaged but suffers no structural damage;

Your property is declared free of explosive hazards;



Your property is under no immediate threat of collapse from a neighbouring building



Shelter Cluster Iraq
ShelterCluster.org
Coordinating Humanitarian Shelter

These messages have been developed by the Shelter and NFI Cluster with the support of IOM and UNHCR.

Humanitarian Processes for War-Damaged Shelter Repairs

Humanitarian organizations are repairing homes -houses and apartments- that were damaged during the recent conflicts between 2014 and 2017.



Priority in assistance will be provided on the basis of need to the most vulnerable families first. People will not be prioritized on the basis of their religion, ethnic or tribal group, political affiliation, or familial relationships.



Government buildings, offices, shops and other non-residential and commercial buildings are not eligible for repair.



The UN and its partners have a Zero Tolerance Policy for Sexual Exploitation and Abuse.

If someone working in a humanitarian organisation have asked you and anyone you know to do something inappropriate, or perform any sexual favour or any kind in return for their help, please report to United Nations Iraq Information Centre toll-free at : 80069999



All humanitarian assistance is provided free of charge. Paying for assistance will not make you eligible for assistance. If asked to pay any fees, please report the incident to the United Nations Iraq Information Centre toll-free at 80069999

Assessment
Our team of experts will:

- Verify ownership (through legal documents);
- Assess your socio-economic vulnerability;
- Perform a technical assessment to determine the level of damage.

Proof of ownership
In principle, the title deed (tapu) provides proof of ownership which shows that you are the rightful owner of the property. A verification process will be conducted as a preventive measure against falsified or fraudulent documents, unlawful seizure, secondary occupations or at risk of forced eviction.

Title deeds are issued by the Real Estate Registration Office.

In case your title deed is missing or lost, you will have to:

- (1) Obtain a replacement from the Real Estate Registration Offices in your governorate. If you cannot obtain the title deed from the office in your governorate, you may be able to obtain it from the Central Real Estate Registration Office in Baghdad.

- (2) Consider alternative means of verification of ownership, in consultation with the community/local leaders or elders, Mukhtars and at least two neighbours as witnesses. Bills of public services (e.g. electricity, water, etc.) can be used to compliment the alternative means of verification.

Government Compensation
Article 1 of Law 57 (First Amendment) on compensation stipulates that all Iraqi citizens who have been affected by military operations or mistakes or acts of terrorism, are entitled to compensation.

1. If you have not yet submitted a compensation claim, you are strongly advised to submit one to your Compensation Sub-Committee in your governorate. If any rehabilitation occurs prior to submitting a claim and the property being assessed by an assessment expert, you may experience obstacles in proving the level of damage. As a result, you might face obstacles to file the claim for compensation, and to secure a compensation award.

2. If you are not interested to claim compensation for damages to your property, you will be required to sign an agreement indicating that you are aware of your right to compensation and you have chosen to proceed with repairs prior to submitting a claim. Humanitarian actors will not be held accountable for any subsequent decisions taken by the Compensation Sub-Committee.
3. If you are not aware of the compensation mechanism, please call the United Nations Iraq Information Centre toll-free at 80069999. They will try to refer your case to a specialized legal assistance actor, if there is one available in your area. All calls are free and confidential.

