

Logic Flow of the HLP DD Tool

The HLP Due Diligence Tool is designed to be digitised and deployed using KoBoCollect or other compatible digital data collection platforms. Enumerators should be able to operate the tool via mobile phones, tablets, or laptops. The tool is structured with built-in skip logic and programmed to deliver a final classification of each case as **Green, Yellow, or Red**, based on responses and risk indicators.

Remember

- The tool should be adaptable to be used in KoBO, and enumerators should be able to use it on phones, tablets, laptops.
- The tool must have skip-logic
- The tool must be able to provide 3 options in the end; it should state the case is green, yellow or green.

Tool Introduction Page

When the tool is launched, the enumerator will see a short introduction explaining the purpose and use of the tool:

The HLP due diligence process is a critical protection measure designed to establish the highest level of legal certainty possible regarding housing, land, and property rights—including rights to use—before delivering humanitarian assistance. It aims to ensure that beneficiaries of Shelter, WASH, Education, Livelihoods, Health, and Protection support have security of tenure and are able to safely benefit from assistance for an adequate period of time. In doing so, it also serves as a risk mitigation tool, reducing the likelihood of forced evictions, disputes, or interference with humanitarian interventions.

The process involves structured interviews with claimants to ownership or usage rights—typically both the individual identifying as landlord or owner and the person occupying or intending to use the property. These interviews are complemented by efforts to verify the legal and de facto status of the property, including ownership history, nature of tenure, and any known disputes.

When formal documentation is unavailable—which is common in displacement-affected settings—this does not result in automatic exclusion. Instead, additional verification steps are undertaken through a community-based process. This includes:

Interviews with immediate neighbors to confirm the property’s use and occupancy;

A community member able to attest to the best of their knowledge who owns or uses the property;

A village tract leader, community or religious leader who can provide authoritative information on ownership or usage claims.

While community leaders may be consulted for multiple cases, individual neighbors and community members should ideally only be interviewed once, to maintain fairness and limit overexposure.

Pre-Interview Section

In this section, the enumerator should fill in the information before starting the case:

1. General Information and all relevant questions
2. Case details and all relevant information

Then the tool should automatically go to the next session, starting the interview.

Interview start

This section begins with:

- Beneficiary details
- Informed consent (Skip logic: If “No”, the interview ends; if “Yes”, the interview proceeds)

Property Information

This section collects key facts about the land or building in question.

Skip Logic:

- If the person says they are the **owner**, proceed to **Owner Details** (ask name, DOB, ID number, phone number, address).
- Ask: **Does the owner reside on the property?** → If **Yes**, skip the resident section. If **No**, go to **Resident Details**.
- If the person says they are a **resident**, proceed to **Resident Details** (name, DOB, ID, phone, relationship to owner, lease or power of attorney).

Property Documents

This section determines what kind of documentation is available.

Key Question:

- **Are property documents available?** → Yes / No

Skip Logic:

- If **Yes**, ask: What documents are available?
 - Select from: Official documents (Form 7, 105, Land Grant, etc.) or Supporting documents (rent agreements, water/electric bills, inheritance letters, community letters).
- If **Official** documents are available → Skip community verification.
- If only **Supporting** documents are available → Community verification is **required**.
- If **No documents**, proceed **directly to community verification**.

Enumerator Reminder (Blurb): *“Please explain that documents can include official land forms, tax receipts, lease agreements, utility bills, court rulings, or letters from community leaders. If nothing is available, that’s okay—we will ask others who know the history of this property.”*

Community Verification Section

To be completed only when no official documents are available or if there are supporting/customary documents. **There must be 3 sets of the same questions, for 3 verifiers from the community.**

Interview 3 individuals:

- Immediate neighbour
- Local community member
- Village tract or religious leader

Disputes section

Everyone will answer the disputes questions, regardless of documentation. This section is critical in determining the risk level.

Final Case Classification

Based on the responses given throughout the tool, the KoBo system will automatically assign one of three possible classifications: **Green**, **Yellow**, or **Red**. Each reflects a different level of risk in relation to housing, land, and property (HLP) rights and will guide next steps in the humanitarian response.

Green – No concerns The case is classified as **Green** when everything is in order, and there are no major risks. This includes:

- The **owner lives on the property** AND has **official HLP documentation** such as Form 7, Form 105, Land Grant Certificate, etc.;
- OR the **resident (not the owner)** has official HLP documents AND the community verification confirms there are no concerns;
- AND the following answers must be selected in the Disputes section:
 - “Are there any disputes regarding property ownership or right to use?” → Answer must be **No**
 - “Has the community been consulted throughout the DD process?” → Answer must be **Yes**
 - “If building with multiple residential units, are there other owners?” → Any answer is acceptable
 - “If yes, have they agreed to the proposed intervention?” → Must be **Yes**
 - “Are there tenants or other residents living on the land where the activity is being implemented?” → Any answer is acceptable
 - “If yes, have they agreed to the proposed intervention?” → Must be **Yes**

Yellow – Some concerns The case is classified as **Yellow** when there is no documentation, but the situation appears safe and manageable. This applies when:

- The resident **does not have official or supporting documents**, BUT
- Community verification **has been completed and confirms** the resident’s claim to the property;
- There are **no disputes** or threats of eviction reported;

- The relationship between owner and tenant is described as good.
- In response to: “Is there any risk that the current residents might be asked to leave or evicted?” → Answer must be **No**
- “How would you describe the relationship between the landowner and tenants?” → Answer must be: **The relationship is good and there were no disputes between the parties**

Red – Significant concerns The case is classified as **Red** when there are serious risks or unresolved issues. This applies when:

- **No official or supporting documentation** is available;
- Community verification **cannot be conducted** or fails to confirm the occupancy claim;
- In the Disputes section, any answer indicates **a current or past dispute** over the land or property.

This classification helps teams make consistent, informed decisions to reduce legal, operational, or protection-related risks before proceeding with humanitarian activities.