

EU Regional Trust Fund in Response to the Syrian Crisis (MADAD)

BRINGING HOPE TO CONFLICT-AFFECTED DISPLACED FAMILIES IN MOSUL AND ERBIL



Funded by the European Union
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UN HABITAT
FOR A BETTER URBAN FUTURE

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BOOKLET CONTENT

This booklet consists of five impact stories about how the Headway Programme which is funded through the European Regional Trust Fund in Response to the Syrian Crisis has changed the lives of different beneficiaries from both Mosul and Erbil. The stories reflect on the suffering and harsh conditions of the host, displaced, and refugee populations affected by the Syrian and Iraqi crises.

Some of the families had been forced to leave their families and loved ones, others lost their family members and homes due to bombings and conflict. No matter the reason, most of these families were living in uninhabitable conditions, without proper access to potable water, electricity, or other essential utilities.

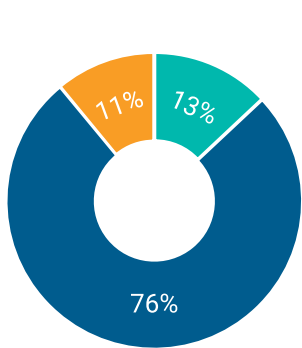
The Headway Programme mainly consists of three projects:

1. Rehabilitation of 976 houses belonging to Internally Displaced Persons (IDPs), host community members, and refugees.

United Nations Human Settlements programme (UN-Habitat) worked with community leaders to rehabilitate

damaged houses to provide safe and secure living environments for IDPs and returnees.

CHART COMPOSITION



76%

13%

11%

COMPONENTS

Civil Works: Pouring concrete, rebuilding walls, cement plastering, roof repairs, installation of doors & windows, reparation of rails, tiling, and painting.

Plumbing works: Installing toilets, hand washbasins, water heaters, steel kitchen sinks, storage tanks, showers, and pipes.

Electrical works: LED lighting, wall sockets, wiring, wall switches with wiring, distribution boards, and cables.

As a result of the programme, over 19500 lives were improved. Life for these families and many others completely changed. They are happier, healthier, and more optimistic about the future than before. Their homes were thoroughly renovated, everything was fixed and repaired to help the families forget some of the burdens and losses they faced and help them look forward to a future full of hope and ambition.

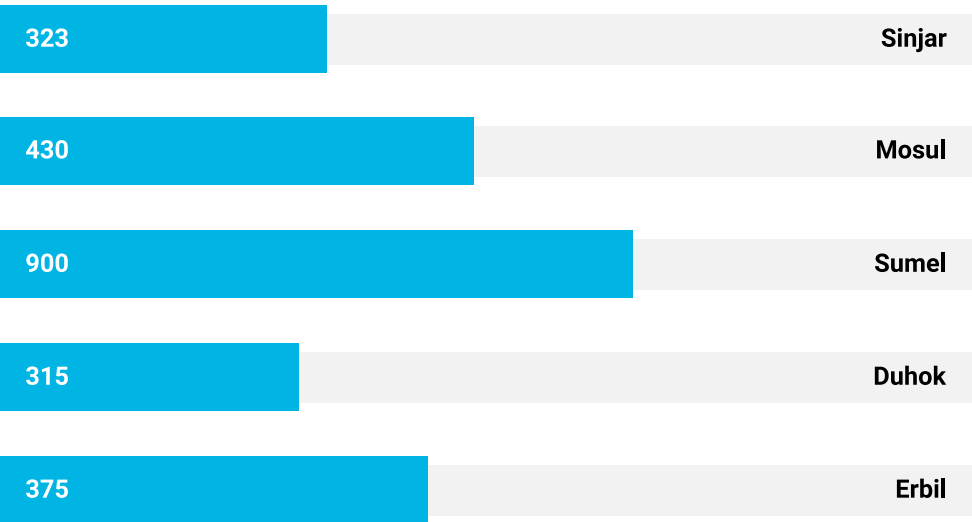
2. Rehabilitation of 5 community Water, Sanitation, and Hygiene (WASH) infrastructure to ensure households belonging to IDPs, refugees, and host community beneficiaries are being provided with potable and regular water supply.

To improve service delivery, UN-Habitat worked with the respective municipalities and water directorates of Sinjar, Mosul, Sumel, Duhok, and

Erbil to identify and implement small-scale water, sanitation, and hygiene (WASH) infrastructure for rehabilitation.



2,343 households and 11,058 people benefited:



3. Capacity building for 25 technical municipal staff on the effective maintenance of water networks.

To ensure the long-term viability of the infrastructure and the success of the projects, UN-Habitat arranged two intensive capacity-building trainings in Erbil and Duhok for technical municipal staff on how to maintain the water networks in the best way

possible. The training aimed to equip participants with up-to-date knowledge and an advanced understanding of the most effective maintenance procedures of water networks and water pumping stations.



Lawand talks with his wife and daughter in the yard of their renovated home in Erbil (2021, UN-Habitat - Harem Sewaisi)

The Headway Programme has transformed life for the Zubeyr family along with many others

Erbil, 20 December 2021 – Lawand Zubeyr now lives happily with his wife Um Dalav and 3-year-old daughter Dalav in their renovated home in Erbil. Their house was one of the 976 houses rehabilitated for local populations in the five target cities – Erbil, Duhok, Sumel, Mosul, and Sinjar.

Lawand talks with his daughter Dalav (2021, UN-Habitat - Harem Sewaisi)



2,343 houses benefited from WASH improvements.

Since the start of the Syrian war back in 2014, 245,000 Syrian refugees were forced to leave their homes and towns behind. The Kurdistan Region of Iraq (KR-I) welcomed large numbers of Syrian refugees which exerted extreme pressure on the region. Lawand Zubeyr and his wife fled the Syrian war from Al-Hasakah Governorate to the KR-I. After being forced to leave their families, loved ones, and everything that was familiar to them, once again they faced difficulties due to the terrible conditions of their rented home in Erbil. Their house was unsuitable for living, the winters were exceptionally harsh; their



house was humid, unhygienic, and cold, to a point where the family was unable to sleep at night.

UN-Habitat fixed the house for them twice. Both renovations improved the conditions of the Zubeyr family in various ways such as; cleanliness, safety, and order. Before the project, their front door could not be locked properly, so they usually felt afraid and unsafe, especially at night. They also had insects because of the unsanitary state of their home, both these issues and many more were fixed after the project.

“UN-Habitat did not only renovate our house once, but twice,” Lawand said. “They did not leave anything untouched, they fixed everything for us.”



Dalav plays inside their renovated home (2021, UN-Habitat - Harem Sewaisi)

“After the renovation everything changed, all the issues we were struggling with were gone,” Lawand said.



5,682
People directly benefited from improved shelter through this project.

The family used to drink bitter and muddy water that was unhealthy and unhygienic, especially for their daughter who was an infant at the time. After the project was implemented, the family is now able to safely drink water directly from the tap without worry and this has improved their health significantly.

The Zubeyr family were among the 5,682 people who directly benefited from improved shelter through this project, including IDPs, Syrian refugees, and host community members. They now see what horrible conditions they used to live in and are thankful for the efforts and hard work of UN-Habitat. They could not have done any of it without them.



Um Dalav washing her daughter's hands (2021, UN-Habitat - Harem Sewaisi)

After the renovation that was part of the Headway Programme, life changed for the Zubeyr family. They are genuinely happy with the renovation and want to stay in their current home for as long as possible. A bright future is awaiting the family and their daughter Dalav.

“Our house was uninhabitable,” Lawand said. “If it wasn’t for their help, we honestly don’t know where we would have gone.”



Lawand entering his home (2021, UN-Habitat - Harem Sewaisi)



Mr. Moayad, his adopted child, and his grandchildren sit together (2021, UN-Habitat - Harem Sewaisi)

Joy has once again returned to the Mahmoud family after a long period of war and destruction

Mosul, 22 December 2021 – At the beginning of June 2014 the so-called Islamic State of Iraq and the Levant imposed its control over several cities. Many families lost their homes in acts of destruction by ISIL or during military operations to liberate the occupied areas. UN-Habitat estimates that as many as 240,000 houses have been damaged or destroyed in the region.

It was 8 a.m. when the bombs hit the place they used to call home. The incident was extremely tragic, the Mahmoud family lost five members during the bombing that directly hit and destroyed their house and car. Their loved ones died in front of their eyes and they had to bury their bodies by themselves. On top of losing their loved

ones, they also lost all their belongings and everything they had built was reduced to ashes. The horrible incident left Arshad, one of the survivors of the bombing that killed both his parents who were relatives of the Mahmoud family mentally devastated to a degree that made him lose the ability to walk on his feet for a while.



Mr. Moayad points to the splinter in his back that shows on his x-rays (2021, UN-Habitat - Harem Sewaisi)

Mr. Moayad was also injured during the bombing, a splinter of one of the rockets entered his back and is causing him a lot of pain. The piece is visible in the x-rays and needs to be surgically removed.

Mr. Moayad took the responsibility of adopting Arshad and raising him as one of his own sons to lift some of the burdens from his heart. Arshad is now going back to school and identifies himself as a member of the Mahmoud family. Despite losing his parents, he feels happy with his new home and is finally living normally again.

"We were living in the darkness," Mr. Moayad said. "The future did not exist for us, we were just waiting for our death."


240,000
Destroyed
Houses in Iraq



Mr. Moayad has his arm around Arshad's shoulder (2021, UN-Habitat - Harem Sewaisi)

"Thanks to UN-Habitat, after the renovation of our home, we feel alive and happy once again," Mr. Moayad said. "And we are hopeful towards the future."

After the Headway programme, implemented by UN-Habitat and funded by the through the EU Regional Trust Fund in Response to the Syrian Crisis, the Mahmoud family were able to return to their home that was completely rebuilt

and repaired for them. The project has not only rehabilitated their home but has also repaired many of their neighbours' homes which brought happiness back to the neighbourhood.



Mr. Moayad points to the pictures of their destroyed house after the bomb (2021, UN-Habitat - Harem Sewaisi)

"The rubble of our damaged home used to remind us of our martyrs," Mr. Moayad said. "but after the renovation of our home, our lives completely changed."



One of Mr. Moayad's grandchildren smiles at the entrance of their home (2021, UN-Habitat - Harem Sewaisi)

If it was not for UN-Habitat's efforts and hard work, their neighborhood would still be in the same destroyed state. Mr. Moayad is once again able to feel the simple pleasures of life when he sees his grandchildren playing around the house and going to school to get a proper education. He feels happier than he has felt in a long time and is also looking forward to a promising future for his children.

Mal-Allah Family



The Mal-Allah family in the corner where they were sitting during the bombing. (2021, UN-Habitat - Harem Sewaisi)

The family had to stay inside the house at all times during the conflict. The children could not play outside or go to school and were constantly living in fear. They had little access to water, food, and electricity during this period and were barely surviving.

“The bombing took everything from us,”
Faris said.



Faris safely walks up the stairs to the second floor supported by the rails built by UN-Habitat. (2021, UN-Habitat - Harem Sewaisi)

After months of constant bombings and shootings due to the conflicts with ISIL, the family was sitting in a corner of their home holding one another when a bomb hit and destroyed their house and belongings. Aside from being mentally traumatized, Faris (head of the family), his wife, and his children lost everything they had worked so hard to build.

The mental state of Faris’s children is now significantly better than before, thanks to the efforts of UN-Habitat. Malak and Saad both suffered emotionally during the conflict, but after the renovation, Faris has noticed that his children are doing much better in every possible way.

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