

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.

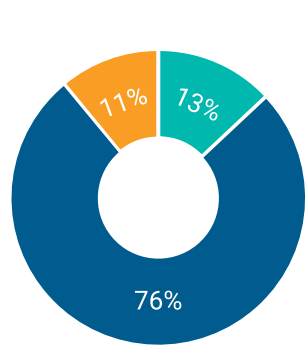
The Headway Programme mainly consists of three projects:

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%

Civil Works: Pouring concrete, rebuilding walls, cement plastering, roof repairs, installation of doors & windows, reparation of rails, tiling, and painting.
- 13%

Plumbing works: Installing toilets, hand washbasins, water heaters, steel kitchen sinks, storage tanks, showers, and pipes.
- 11%

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

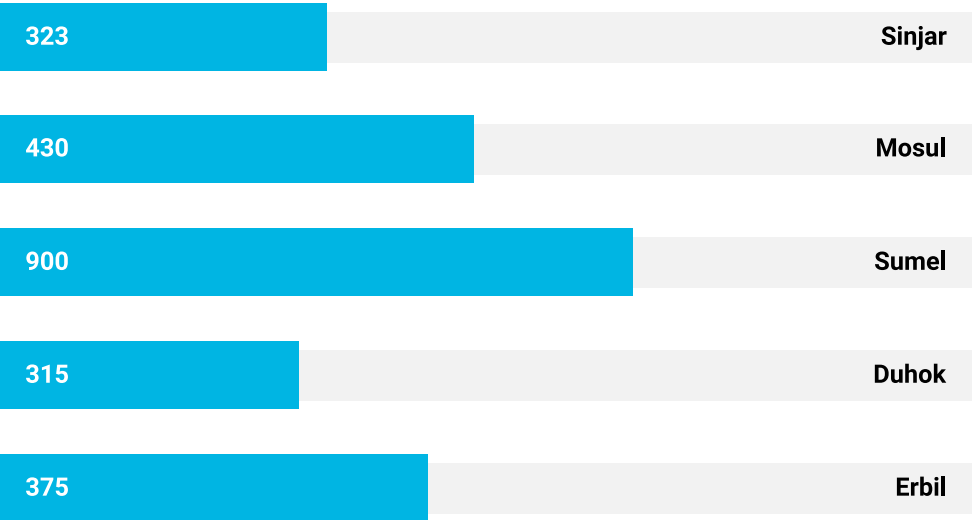
As a result of the programme, over 19500 lives were improved. Life for these families and many others completely changed. They are happier, healthier, and more optimistic about the future than before. Their homes were thoroughly renovated, everything was fixed and repaired to help the families forget 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.



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

From the trauma of war to a renovated home that holds a bright future for the Mal-Allah family

Mosul, 22 December 2021 – With their destroyed home rehabilitated, the family lives once again in peace and happiness. The Mal-Allah family is blessed with a 9-year old daughter named Malak, and a 7-year old son called Saad, who were unable to enjoy the simple pleasures and rights of their childhood.

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.

The programme rebuilt and repaired everything for the Mal-Allah family. The structure, electricity, and water system of their house are now in the best condition to help the family forget some of their burdens. The rooms are better lit for the children to study comfortably and they can now also play safely outside and

enjoy their childhood since the conflict has ended. The family now has access to potable and regular water replacing the bitter water they used to drink before, which was a danger to their family's health and exposed them to diarrhea and other kinds of illnesses.

“My children are much happier after the renovation,” Faris Said. “They have regained their childhood.”

“We want to thank UN-Habitat and the EU for their help, we’re really grateful for them,” Faris Sid. “If it wasn’t for their help we couldn’t have repaired our home.”



Malak (Faris's daughter) drinks potable water. (2021, UN-Habitat - Harem Sewaisi)



Faris's children (Malak and Saad) play in their yard. (2021, UN-Habitat - Harem Sewaisi)



Hamza and his wife stand at the entrance of their house. (2021, UN-Habitat - Harem Sewaisi)

With a renovated house, the Hamza family is now able to feel safer than ever

Erbil, 20 December 2021 – Since 2013, Iraq has been deeply affected by the conflict with ISIL and so were the Hamza family who fled their home in Karaj district in Bagherti, with nowhere to go and were forced to stay at a derelict house that had many issues like leakage, humidity, and inaccessibility to water.

“We would not have been able to repair the house in 10 years if it wasn’t for the help of UN-Habitat,”

Hamza said.

Hamza’s brother then gave the family a house that was unfinished and they moved into it despite the poor living conditions as the house lacked windows, doors and had many other issues. Even though Hamza sold his car, they were still financially unable to repair the house and had to stay in unsuitable conditions.

The lack of windows and doors made their lives really difficult, especially in winter there was humidity, leakages, and the house was extremely cold which affected the family’s health state. They also had insects due to the unhygienic condition of the house.



One of Hamza’s children smiling with his hands on fresh laundry. (2021, UN-Habitat - Harem Sewaisi)

The house was too small for the large family, building a second floor was an essential part of the renovation that changed a lot for the family. The children are now able to play and rest upstairs comfortably. Another important improvement is the building of rails on

the stairs. Before the renovation, the stairs were dangerous for the children but now they can climb up and down in total safety. Overall, they are now living in a safe and warm home that is more spacious and ideal for the big family.

Hamza also expressed his happiness that his children will be able to go to university and get a proper education they could not have gotten if they had stayed in Karaj. He can now see a bright and stable future awaiting his family.

“Our house was saved from the floods due to the renovation,”

Hamza said.



One of Hamza's children climbs up the stairs with his hand on the rails. (2021, UN-Habitat - Harem Sewaisi)

With the latest wave of flash floods in Erbil, many houses were affected but fortunately, Hamza's family was safe. The renovation was the main reason why they were not hit by this catastrophe.

The quality of the renovation is evident in how durable and secure their house structure is in facing different kinds of weather conditions and natural disasters.



Hamza and his wife are at the front door of their house. (2021, UN-Habitat - Harem Sewaisi)



Ms. Enas and her children along with their grandmother sit together (2021, UN-Habitat - Harem Sewaisi)

Despite her pain and injuries, Enas rushed to take her children outside and protect them. The neighbors were shouting and crying, it was a scene that will never leave her mind. Her husband, Raad, was also badly wounded, his knee was injured and it made him incapable of walking properly till now, affecting his daily life, his ability to work and provide livelihood for his family.

During the bombings, they did not even have access to clean water, it was full of mud and polluted. They had to go to the next neighborhood to get water that was not even potable, yet they had no option but to drink it in order to survive.

“My body was bleeding and my ears were ringing,” Enas said. “All I could think about was protecting my children.”



Enas with little Mohammed (2021, UN-Habitat - Harem Sewaisi)

From tragedy to healing in the warmth of their new home, a bright future is awaiting the Rafi family

Mosul, 22 December 2021 – The Rafi family survived their most horrific hours during the conflict with ISIL in Mosul. Samira’s daughter-in-law, Enas, was breastfeeding her 6-month-old child (Mohammed) when the missile hit their house and destroyed everything.

The Rafi family was one of the beneficiaries of the WASH project implemented in Erbil, Dohuk, Sumel, Mosul, and Sinjar by UN-Habitat which has helped 11,058 people have equitable access to sufficient, safe, durable, and

sustainable water supply. The Rafi family was also able to benefit from the rehabilitation project which took the responsibility of fully renovating their house in every aspect.

“We now have constant access to clean water, and sleep in a warm house with a roof over our heads,” Samira said. “My family and our guests love the warmth of our home.”



11,058

People have equitable access to water supply



Enas washes the dishes
(2021, UN-Habitat - Harem Sewaisi)

“Thanks to the UN-Habitat, our family is healthy again due to potable and regular water provided by the WASH project.”



Ms. Samira holds
Mohammed's hand and
walks towards their home
(2021, UN-Habitat - Harem
Sewaisi)

Raad is now able to go to work with ease in his heart that his children are living in a house that has all the essentials of comfortable living. Little Mohammed has grown into a young and healthy 3-year-old kid. Seeing him play around the house with his siblings in their home, with clean water to drink is what lights up Raad's heart every day.

The emotional damage they faced is slowly fading away, they are finally able to live a life that for so long seemed impossible to them but now is right in front of their eyes.



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@unhabitatiraq

✉ info@unhabitatiraq.org

🌐 www.unhabitat.org/iraq

United Nations Community, 100 m street, Erbil, Iraq

United Nations Community, International Region, Baghdad, Iraq