

# Frequently Asked Questions

## Shelter Relief Program

### 1. Is my donation Zakat eligible?

Since the SRP beneficiaries are among the most vulnerable, including refugees, displaced families, and those living in extreme poverty, most scholars would allow Zakat to be used for this program. HHRD follows strict internal controls to ensure Zakat is distributed only to eligible recipients.

### 2. How do you choose which countries to work in?

SRP operates in regions affected by manmade or natural disasters that have caused displacement or severe housing insecurity. Country selection is based on donor interest, local need, vulnerability assessments, and long-term impact potential.

### 3. How are beneficiaries selected?

**Families are prioritized based on:**

- Number of family members
- Number of children
- Presence of elderly, widowed, or disabled individuals
- Severity of current living conditions
- Level of displacement or loss

### 4. Where are the homes constructed?

**SRP builds different types of shelters depending on local conditions:**

- Caravan homes for Syrian refugees in camps, deserts, and returning communities
- Bamboo and tarpaulin shelters for Rohingya refugees in Bangladesh
- Brick and mortar homes for Pakistan flood victims
- Permanent homes in model villages like in Northern Syria
- Elevated, weather resistant homes for poor fishing families in Cambodia

### 5. Are the people who construct the homes of HHRD employees or local contractors?

Homes are built by vetted local contractors and skilled laborers. HHRD employees do not participate in any financial or construction activity; they oversee project management, quality control, and beneficiary selection.



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**6. If I make a general donation to the Shelter Relief Program, where does it go?**

General donations are directed to the area of greatest need, ensuring rapid response to urgent shelter gaps across all SRP countries.

**7. Are the homes located near the family's previous shelter or far away?**

Whenever possible, families receive homes close to their existing temporary shelters or original land. This helps preserve community ties and stability.

**8. Do the homes come with electricity and running water?**

Wherever possible, SRP connects homes to local electricity grids. In areas without access, solar panels are provided. Water is supplied regularly through tanks in the desert, and hand pumps are provided in the camps.

**9. How do you determine where to build a Learning Center?**

Learning Centers are built in areas where refugee schools are overcrowded or inaccessible. SRP works closely with the Jordanian government to identify high need locations — a collaboration that is one of the only initiatives of its kind.

**10. What support is HHRD providing to returning Syrian refugees?**

HHRD provides Caravan Homes placed directly near families damaged or destroyed houses not in formal camps. This allows families to rebuild their own communities while maintaining dignity, privacy, and proximity to their land.

**11. Why do caravan homes instead of traditional shelters?**

Caravan homes offer a rapid, dignified, and weather resistant solution for families returning to areas where infrastructure has collapsed. They provide immediate safety and stability while long-term reconstruction continues.



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### 12. Where are the caravan homes constructed?

Caravan homes are manufactured in a factory and transported to scattered locations near families' original homes, ensuring privacy and community continuity.

### 13. How does HHRD ensure construction quality and safety?

All SRP homes follow approved engineering and safety standards. Each unit is inspected for structural integrity, weather resistance, ventilation, and suitability for local climate conditions.

### 14. What makes HHRD's work in Syria and Jordan unique?

HHRD is the only organization providing shelter solutions to Syrian refugees in Zaatari Camp since 2016 in partnership with UNHCR.

Our Learning Centers in Jordan — built in collaboration with the Jordanian government — are one of the only initiatives of their kind, expanding access to education for refugee children.

### 15. How much does it cost to build a home?

#### Costs vary by country and materials:

- \$950 – Shelter home with solar panel (Bangladesh)
- \$4,000 – Caravan home for Syrian refugees
- \$4700 – Renovation of Palestinian refugee homes in Jordan
- \$10,575 – Learning Center for 28 students in MENA

### 16. Do donors receive updates or reports?

Yes, donors who sponsor a full project (unit) receive photos, progress updates, and completion reports. Major donors receive additional reporting depending on project scale.

### 17. How does SRP ensure long-term sustainability?

SRP integrates with HHRD's WASH, education, livelihood, and healthcare programs to ensure families have long-term stability beyond shelter.

