



## **HLP AREA OF RESPONSIBILITY HELP DESK**

This note briefly introduces the help-desk function of the Housing, Land and Property (HLP) Area of Responsibility (AOR) within the Global Protection Cluster.

Housing, land and property challenges in emergency settings are often complex and politically sensitive. They can also be windows of opportunity for change. Having the right expertise at the right time is critical. This Help Desk provides support on HLP issues to field-based partners.

### **What kinds of issues can we advise on?**

Partners in the global HLP Area of Responsibility bring a wide range of expertise and experience from many different countries. If the specific HLP challenges you are currently facing are not included in the list below, please contact the HLP AoR Help Desk anyway.

#### **Assistance on HLP issues:**

- Land documentation
- Forced evictions
- Restitution
- Compensation
- Relocation
- Securing informal rights
- Land and natural resource conflicts
- Land allocation
- Mine Action and land rights
- Women & children's HLP rights

#### **Technical support for:**

- Assessment and profiling
- Strategy development and planning
- Resource mobilization/appeals
- Coordination
- Advocacy
- Information management
- Training / capacity building
- Monitoring and evaluation

### **What kind of support is available?**

Experts can provide immediate feedback and guidance. They can offer simple advice, references to relevant international and human rights law, and examples of international good practice. As they are volunteers, the time they have to devote to any individual request is limited. If the nature of the request exceeds their capacity, alternative methods of support may be required, including surge personnel deployments to the field through existing stand-by mechanisms.

### **How to Access the HLP expertise?**

This service is not available to individuals or individual agencies. Requests must come through a relevant cluster/sector coordinator at the country level (Protection, Shelter, Early Recovery, etc).

**Requests for support should be sent to: [HousingLandProperty@unhabitat.org](mailto:HousingLandProperty@unhabitat.org)**

An initial response will be provided within 48 hours.

The HLP AoR helpdesk forms part of the broader helpdesk function of the Global Protection Cluster (GPC). All HLP-related support requests sent directly to the GPC will be re-directed to the HLP AoR help-desk.