



The Venezuelan Refugee Crisis

Implications for Housing, Land, Property Rights and Tenure Security in Perú

With support from:

United States Agency for International Development (USAID) Bureau of Humanitarian Assistance (BHA) and Habitat for Humanity (HIH) and conducted in partnership with the International Organization for Migration (IOM).



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**Opinions expressed in this document are those of the author and do not represent those of USAID, HIH or IOM.*

ACRONYMS

CCCM Camp Coordination and Camo Management

CPP Carné de Permiso Temporal de Permanencia (Temporary Residence Permit)

DTM Displacement Tracking Matrix

HLP Housing, Land and Property

HQ Headquarters

GBV Gender-Based Violence

IFRC International Federation of Red Cross and Red Crescent Societies

IOM International Organization for migration

IDP Internally Displaced Persons

IDMC Internal Displacement Monitoring Center

IASC Inter-Agency Standing Committee

IP Implementing Partner

LAC Latin America and the Caribbean

NRC Norwegian Refugee Council

OHCHR Office of the United Nations High Commissioner for Human Rights

OPD Organizations of Persons with Disabilities

S&S Shelter and Settlements

WASH Water, Sanitation and Hygiene

WGQS Washington Group Questionnaire Sets

UNHCR United Nations High Commissioner for Refugees

ABSTRACT

This report examines the context of housing, land, property rights (HLP) and tenure security for migrants and refugees in the context of urban Latin America, specifically Perú, to examine the greatest needs and challenges to obtaining a secure place to live and how humanitarian responses can best ensure that migrants and refugees' right to adequate housing is fully realized. Traditionally, HLP rights in the humanitarian context have focused on securing parcels of land for building emergency shelters, facilitating restitution for internally displaced persons (IDPs) back to their property or resettling persons to new land if return is not possible. However, as the world urbanizes and climate change, conflict and economic hardship creates more protracted and cross-border displacement, humanitarian responses to HLP and tenure security must focus on long-term solutions for urban integration while ensuring that host communities have the capacity to welcome increasingly large numbers of migrants and refugees.

Conducted in partnership with the International Organization for Migration (IOM), the data collection involved six weeks in the IOM's headquarters (HQ), Geneva, Switzerland, and six weeks with the IOM's Perú team in two different regions: Lima and Madre de Dios. The time spent with IOM HQ focused on understanding the humanitarian response to HLP and tenure security between the Shelter and Settlements (S&S), Camp Coordination and Camp Management (CCCM) and Protection sectors from the HQ perspective. This involved interviews with S&S, CCCM and Protection practitioners, including the Gender-Based Violence (GBV) and Disability Inclusion teams and the development of a CCCM HLP toolkit. In Perú, interviews were conducted with administrators of urban shelters, staff and legal professionals with IOM's implementing partner (IP), Caritas, and Venezuelan migrants and refugees in Lima and two cities on Perú's eastern borders in the amazon region of Madre de Dios.

The findings indicate that rental assistance is the present and future method of HLP and tenure security assistance in the urban context, and while robust rental assistance programming exists, there are critical needs for the success of rental assistance. These include community sensitization, disability inclusion support for people with children, awareness-building on the use of rental agreement documents and renter/landlord rights, eviction mitigation and post-rental assistance planning. Developing strategies to meet these needs, mainstreaming tenure security in rental market assessments and scaling rental assistance to include post-assistance planning has the potential to increase long-term tenure security and community integration of migrants and refugees in urban Latin America.

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CHAPTER 1: Introduction

1.1 BACKGROUND, AIM AND OBJECTIVES

1.1.1 Background and Rationale

Background

International Human Rights Law recognizes the right to adequate housing as outlined in the 1948 Universal Declaration of Human Rights and the 1966 International Covenant on Economic, Social, and Cultural Rights.¹ Adequate housing defines housing more holistically than as a shelter commodity and encompasses the right to live somewhere in security, peace and dignity and with protection against forced evictions.² In the humanitarian emergency context, housing, land, and property (HLP) rights are a collective bundle of laws, standards and principles that aim to protect the human right to adequate housing and ensure people can establish themselves in a self-determined location without fear or threat of displacement, which is especially important for IDPs, refugees and migrants.³

HLP rights also entitle people to possess “security of tenure.” An occupant with a high level of security of tenure is protected from forced eviction, harassment and other threats to their livelihoods. Possessing security of tenure also means that one’s rights to stay in a place are recognized and respected by landlords and municipalities and there are viable pathways to seek justice if these rights are violated.⁴ This enables people affected by displacement to recover from their experiences, plan next steps, seek livelihood opportunities, and if desired, establish roots in a community and invest in their home or property. As such, security of tenure is a key condition to meet for housing to be considered “adequate” and is critical for a person’s ability to access essential social services.⁵ Regardless of the tenure arrangement, whether it be a rental accommodation, lease agreement, collective housing, emergency shelter, or informal settlements, all persons should have a degree of legally protected HLP rights and security of tenure.^{4,6}

Many HLP rights and security of tenure issues arise in emergency contexts due to displacement. In urban areas people experiencing displacement may face exclusion from accessing adequate housing for a variety of reasons, including the higher cost living in cities, xenophobia resulting in unwillingness of settled communities to rent to migrants, refugees and asylum seekers, or displaced persons’ legal status. Cities pose particularly complex HLP and tenure security challenges as nowhere are the diversity of tenure forms, coexistence of informal and formal housing markets and shortages of housing and services more apparent than in the urban context.⁷ Not only do large numbers of people entering already dense, and often

¹ UN Habitat. (2000). The Right to Adequate Housing – Factsheet 21. P. 3-27

² Ibid.

³ International Organization for Migration (IOM). (2018). Guidance Note: Integrating Housing, Land, and Property Issues into Key Humanitarian, Transitional and Developing Planning Processes. P. 1-15.

⁴ Norwegian Refugee Council. (2021). Getting Real about HLP Due Diligence and Securing Tenure in Shelter Programming.

⁵ Payne, Geoffrey, Lasserre, Alain. (2012). Holding on: Security of Tenure – Types, Policies, Practices and Challenges. P. 10-25.

⁶ Office of the High Commissioner for Human Rights -Committee on Economic, Social and Cultural Rights. (1991). General Comment Number on the right to adequate housing. <https://www.refworld.org/pdfid/47a7079a1.pdf>

⁷ University of Oxford. (2010). Adapting to Urban Displacement. Forced Migration Review. P. 34.

overcrowded areas pose challenges to incoming communities, it can also place strains on host populations, particularly with regards to availability of housing. Further, this is only expected to become more pressing as increasingly more migrants, refugees, asylum seekers and IDPs settle in urban areas.

The ability for humanitarian assistance to support the right to adequate housing by addressing HLP and tenure security challenges through protections of rights for historically marginalized populations, such as women and persons with disabilities, is critically important for both the immediate and long-term recovery of displaced persons and host communities. Therefore, understanding how humanitarian assistance can provide HLP and tenure security programming that integrates tailored social inclusion strategies for different populations and aims to improve relations between displaced persons and host communities presents an opportunity for a more integrated approach to settlements planning and establishment of long-term social and economic security.

Rationale

Most people in urban areas engage in rental markets and are rent-paying tenants with little or no tenure security, either because their rental agreements are undocumented, unrecognized or subject to violation without pathways for reconciliation.¹ Therefore, much of the humanitarian assistance to HLP and tenure security issues in urban areas has been in the form of rental assistance. As such, this research examines the greatest needs and challenges faced by migrants and refugees to obtain tenure security in urban areas and how rental assistance can help strengthen HLP rights and long-term tenure security for migrants, refugees and asylum seekers, specifically in the Latin American context, with a focus on Perú.

Latin America is currently experiencing the second-largest external displacement crisis in the world and the largest in Latin America's recent history due to the outpouring of migrants and refugees from Venezuela.² Approximately 5.9 million people from Venezuela have been displaced within Latin America and the Caribbean and 7.1 million people have been displaced worldwide.³ As of September 2022, Perú hosts approximately 1.49 million Venezuelan refugees and migrants, making Perú the second top destination country after Colombia and the first host country for Venezuelan asylum-seekers in the world.⁴ Perú is also home to the 3rd largest city in Latin America, Lima, where approximately 80% of Venezuelan migrants and refugees have settled.⁵ Therefore, Perú provides a complex and relevant context of urban displacement and the need for long-term HLP and tenure security strategies that can have greater implications for HLP programming in Latin America. Further, there is currently an effort to scale humanitarian rental assistance projects for migrants and refugees in Perú and develop more long-term solutions for tenure security.

Despite a wide range of literature on HLP and tenure security in humanitarian assistance, there is limited focus on the context of Latin America and urban displacement. However, the R4V Interagency Coordination Platform for Refugees and Migrants from Venezuela has published a wealth of data, documents, and guides

¹ University of Oxford. (2010). Adapting to Urban Displacement. Forced Migration Review. P. 17.

² R4V Platform for Interagency Coordination for Refugees and Migrants in Venezuela. (August 2022). Venezuelan Refugees and Migrants. <https://www.r4v.info/es/document/r4v-america-latina-y-el-caribe-refugiados-y-migrantes-venezolanos-en-la-region-agosto-2022>.

³ R4V Platform for Interagency Coordination for Refugees and Migrants in Venezuela. (September 2022). Venezuelan Refugees and Migrants. <https://www.r4v.info/en/refugeeandmigrants>.

⁴ USAID. (2021). Venezuela Migration Crisis Peru: Second Largest Destination for Venezuelan Migrants.

⁵ Ibid.

on shelter and accommodation, including a Field Handbook for Collaborative Market Assessments in LAC, which has been an incredible resource for this research.¹

Finally, while women's HLP rights require focused attention and tailored strategies specific to each context, there exists a significant amount of literature on women's HLP. It should be noted that the findings did show that Venezuelan women faced disproportionate threats as opposed to men, such as sexual harassment, but this was not particularly highlighted in the interviews conducted for this research. That is not to say that violence against women is not a pressing issue that should be addressed in HLP and tenure security programming. However, the recommendations for this report will focus on disability inclusion in HLP programming given the gap in resources on this topic. It should also be noted that a key challenge was landlords unwillingness to rent to people with children, and women were more likely to travel with their children. Therefore, with regards to women's HLP, the recommendations will focus on the need for childcare support. A more in-depth description on the HLP and tenure security challenges faced by women and persons with disabilities can be found in **Annex VI**.

1.1.2 Aim

Identify the needs of migrants, refugees and asylum seekers facing urban displacement in obtaining adequate housing as defined by the 1948 Declaration of Human Rights, through rental assistance. Additionally, assess the barriers to rental assistance success and needs of rental assistance recipients to realize their right to adequate housing, highlighting the needs of people with children and persons with disabilities experiencing displacement.

1.1.3 Objectives

The objectives of this research are as follows:

- Assess the HLP and tenure security context for migrants, refugees and asylum seekers Perú, focusing on Lima and Madre de Dios.
- Understand the greatest challenges faced by migrants, refugees and asylum seekers in accessing a secure place to live in the urban context through rental assistance.
- Identify the support, awareness-building and sensitization needed by host communities and landlords to be willing to engage in mutual renting agreements with migrants, refugees and asylum seekers.
- Make recommendations for strengthening HLP rights and tenure security in rental assistance programming, integrating disability inclusion and support for people with children, and developing exit plans for rental assistance.
- Contribute to the limited amount of literature on HLP, disability inclusion and tenure security in Perú.

¹ R4V Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela. (2022). Rental Housing Market Field Handbook for collaborative market assessments – Latin America and the Caribbean.

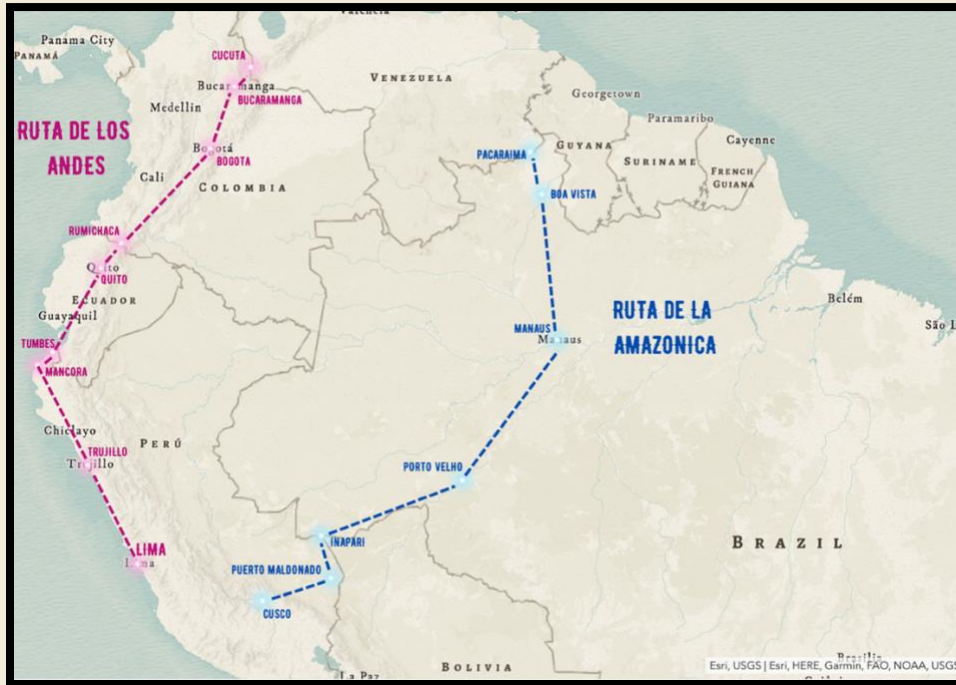
1.2 RESEARCH QUESTIONS

This report aims to answer the following research questions and sub-questions:

- I. What are the greatest challenges faced by migrants, refugees and asylum seekers in accessing adequate housing through rental assistance?
 - a. What support, awareness-building and community sensitization do host communities and landlords need to engage in fair rental practices with migrant, refugee and asylum-seeking communities?
- II. How can rental assistance be scaled and improved to support long-term tenure security?
 - a. What do rental market assessments need to include to adequately understand the security of tenure context and needs of persons with disabilities, women and people with children?
 - b. What are the greatest barriers to rental assistance in providing tenure security both during and post-assistance?

CHAPTER 2: Research Sites

Figure 1: Primary Migration Routes from Venezuela to Perú



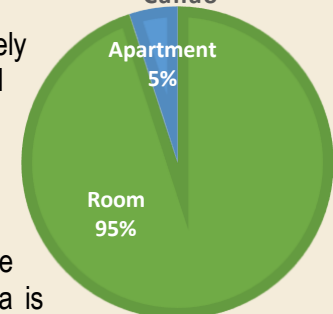
Basemap Source: ArcGIS Online Basemap: Esri, DigitalGlobe, GeoEye, i-cubed, USDA FSA, USGS, AEX, Getmapping, Aerogrid, IGN, IGP, swisstopo, and the GIS User Community
 Route Source: Ruta de Fuga. (2019) Venezuela Migration Routes. <https://rutadefuga.com/en/rutas/los-andes#inicio>
 Map Source: Created by author.

2.1 LIMA

2.1.1 Rental Context

According to IOM's Displacement Tracking Matrix (DTM) for Perú, approximately 94.6 percent of Venezuelan migrants and refugees in Lima are living in a rented space.¹ The most common types of rentals in the Lima Metropolitan area are a room in an apartment or an entire apartment. The average monthly cost of rent that migrants and refugees are paying in Lima, as reported by the non-profit organization, *Cáritas Chosica*, is \$401.00 Soles (\$101.00 USD).² In Callao the average monthly cost of rent is \$373.01 Soles (\$93.00 USD).³ While the Province of Callao is located in the Lima Metropolitan area, the rental assistance data is disaggregated between the Province of Lima and Province of Callao.

Figure 2
 Housing Typologies of Rental Assistance Recipients In Lima And Callao



Source: Information obtained directly from *Cáritas Chosica* and *HIAS*.

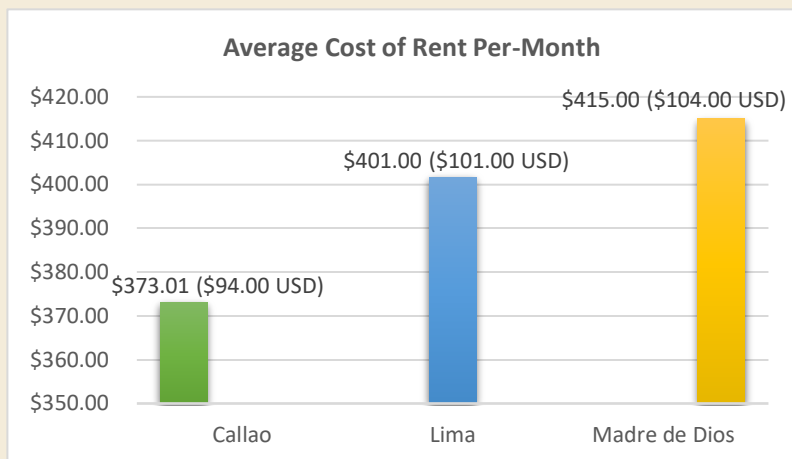
¹ IOM Displacement Tracking Matrix (DTM). (2018). Flow Monitoring of Venezuelan Migration in Perú. P.12. https://dtm.iom.int/peru?title=&body=&field_report_regional_report=All&f%5B0%5D=country_report_published_date%3A2022

² Information obtained by directly from *Cáritas* and *HIAS*.

³ *Ibid*.

The average length of time of rental assistance provided by HIAS and Cáritas is 2.8 months in Callao and 3.1 months in Lima.¹ Payments are provided directly to the landlords to cover the cost of rent for the tenants or pay off rental debt. In Lima, 57 percent of rental assistance recipients were women or female-headed households and 43 percent were male from both HIAS and Caritas’ rental assistance program.² HIAS’ rental assistance recipients in Callao were 52 percent female and 48 percent male.³ Recipients of Cáritas Chosica’s rental assistance program in Lima were interviewed for this research.

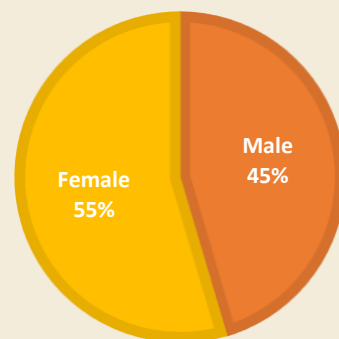
Figure 3



Source: Information obtained directly from Cáritas Chosica, Cáritas Madre de Dios and HIAS.

Figure 4

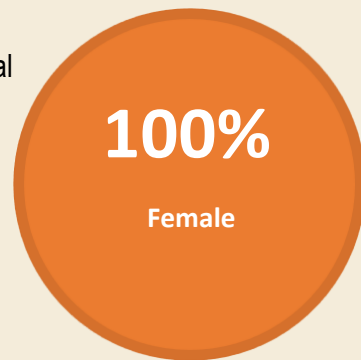
Average Demographic Makeup Of Rental Assistance Recipients In Lima And Callao



2.1.2 Interviews

In August 2022, six Venezuelan migrants and refugees who received rental assistance from Cáritas’ rental assistance program in Lima were interviewed for this research. All six of the interviewees identified as women and they all travelled with children, two of interviewees came alone with their child and four came in a family of four people. They also all indicated that Perú, specifically Lima, was their final destination.

INTERVIEWEES



¹ Information obtained from Cáritas Chosica and HIAS.

² IBID.

³ IBID.

In addition to the rental assistance recipients, interview discussions were conducted with shelter administrators from three urban shelters in the province of Lima and Callao, Albergue Ministerio del Amor in Lima Centro, Casa Refugio Morada de Dios Surco in Lima Centro and Casa Refugio morada de Dios San Martín in Callao (**Figure 5**). The discussions were centered around understanding the capacity of the shelters for accommodating Venezuelan migrants and refugees, needs and challenges they observed of migrants and refugees related to accessing housing and protection and how they believed rental assistance could best support displaced persons in obtaining housing with tenure security.

100% TRAVELLED WITH CHILDREN

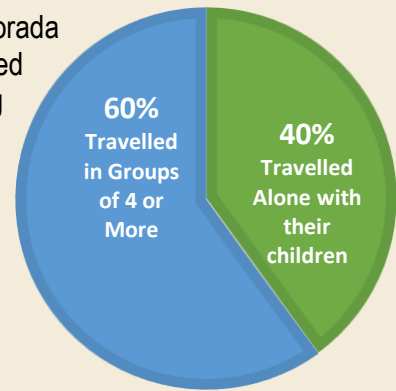
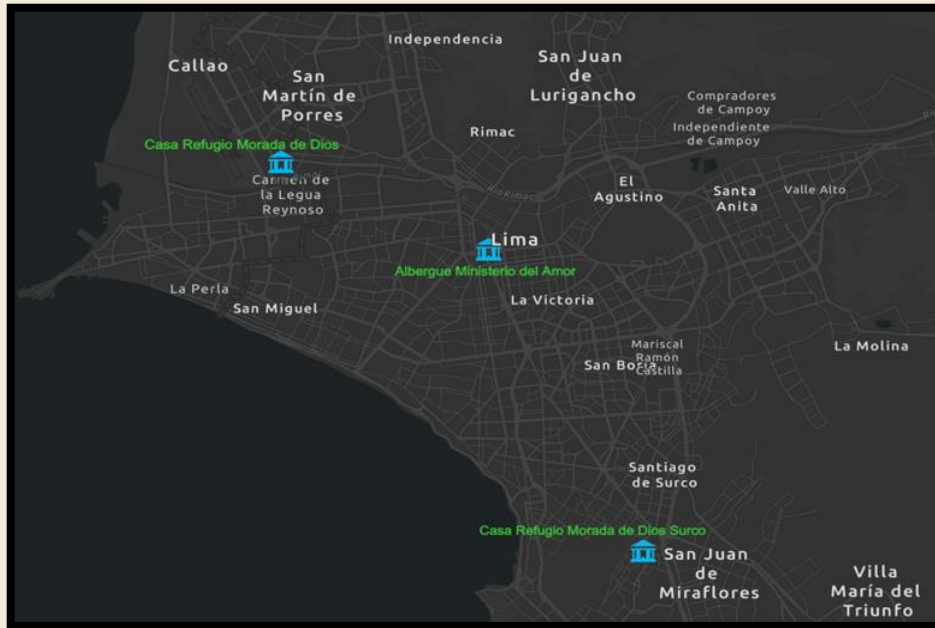


Figure 5: Shelters Visited in Lima & Callao

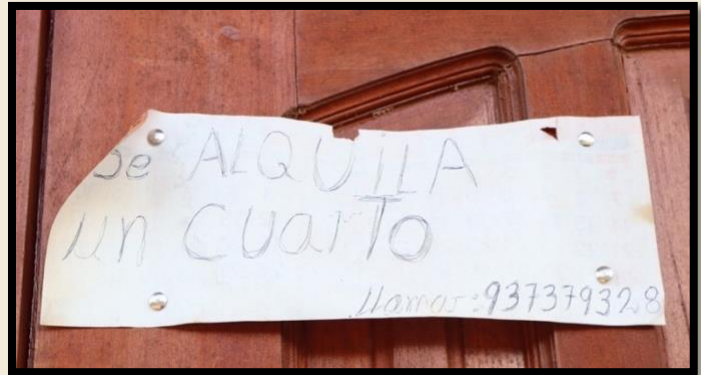


Basemap Source: ArcGIS Online Basemap: Esri, DigitalGlobe, GeoEye, i-cubed, USDA FSA, USGS, AEX, Getmapping, Aerogrid, IGN, IGP, swisstopo, and the GIS User Community
 Map Source: Created by author.

2.2 MADRE DE DIOS



Cáritas office in Iñapari, Madre de Dios



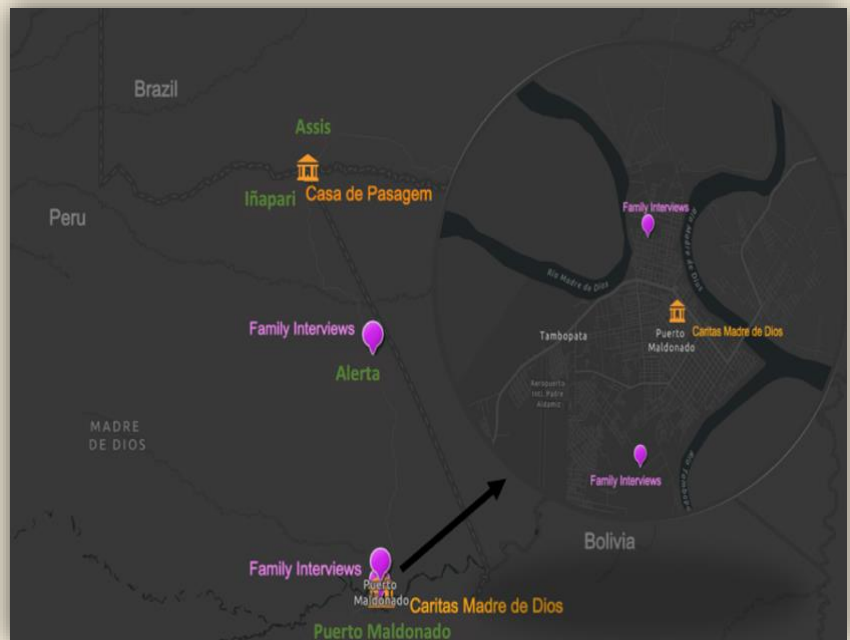
Renting advertisement in Alerta, Madre de Dios

2.2.1 Location & Rental Context

Location

Madre de Dios is located in the southeastern Amazon Basin of Perú and shares a border with Brazil and Bolivia. The route from Venezuela, through Brazil to the Madre de Dios region of Perú, known as the Amazon route, is said to be the most arduous migration journey from Venezuela, and it is commonly travelled by the most economically vulnerable populations from the southeast regions of Venezuela (**Figure 5**).¹ The two primary arrival locations in Madre de Dios are Iñapari, a small city located directly on the border with Assis, Brazil and three hours away in Puerto Maldonado, one of the largest cities in the region. Puerto Maldonado is located 34 miles (54km) from the Bolivian border and 141. Miles (230 km) from the Brazilian border. **Figure 6**

Figure 6: Interview Locations Madre de Dios



Basemap Source: ArcGIS Online Basemap: Esri, DigitalGlobe, GeoEye, i-cubed, USDA FSA, USGS, AEX, Getmapping, Aerogrid, IGN, IGP, swisstopo, and the GIS User Community
Map Source: Created by author.

shows a map of the Madre de Dios region and locations of Iñapari and Puerto Maldonado. Staff from Cáritas Madre de Dios estimates that approximately 5,000 Venezuelan migrants and refugees reside in the region of Madre de Dios, with approximately 1,600 staying in Puerto Maldonado as of August 2022.²

¹Ruta de Fuga. (2019) Venezuela Migration Routes. <https://rutadefuga.com/en/rutas/los-andes#inicio>

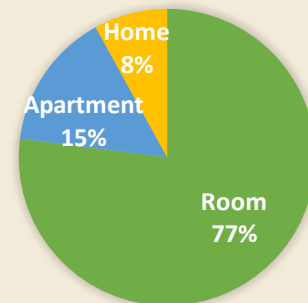
² Information obtained from Cáritas Madre de Dios.

Rental Context

Due to the lack of shelters and temporary housing, rental accommodation is the most common for those who can afford it. However, lack of financial resources and relatively high cost of rent in Madre de Dios has left many in overcrowded housing situations that do not meet habitability standards as defined by IFRC's minimum standards for protection, gender and inclusion in emergencies, and are under precarious tenure arrangements.¹ According to Cáritas MD, average cost of rent in Madre de Dios is \$415.00 Soles (\$104.00 USD), slightly above the cost of rent in Lima where there are much more opportunities for work and availability of social services.² As of August 2022, Cáritas MD was the only organization offering rental assistance in the region. Their rental assistance program has supported 57 Venezuelan migrants and refugees.¹ The average length of time the rental assistance can cover rent is one month.¹

Figure 7

Housing Typologies of Rental Assistance Recipients in Madre de Dios



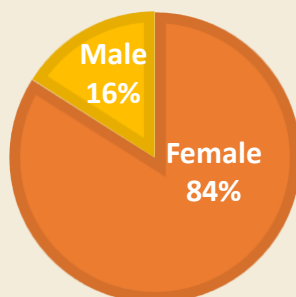
Source: Information obtained directly from Cáritas Madre de Dios.

2.2.2 Interviews

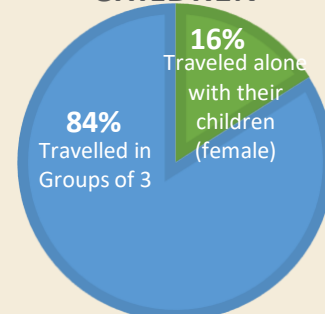
The interviews in Madre de Dios consisted of the following:

- ⇒ Two different groups of Venezuelan migrant and refugee families, one in Alerta and one in Puerto Maldonado, and two women who travelled together in Puerto Maldonado, totaling to 12 people total and none of which have received rental assistance.
- ⇒ One shelter administrator at Casa de Pasagem located in Assis, Brazil directly across the border with Iñapari, Perú.
- ⇒ Four Staff members of Cáritas Madre de Dios in Puerto Maldonado, including two volunteer lawyers.

INTERVIEWEES



100% TRAVELLED WITH CHILDREN



¹ IFRC. (2018). *Minimum standards for protection, gender and inclusion in emergencies*.

² Information obtained from Cáritas Madre de Dios.

CHAPTER 3: Findings

3.1 SUMMARY OF FINDINGS

“Finding a place to rent has been difficult, they always ask if we are a foreigner or a Venezuelan, then they treat us different. The crime here is being Venezuelan.” – Interviewee in Madre de Dios

3.1.1 Key Challenges

HLP & Tenure Security

The key challenges faced by Venezuelan migrants and refugees in accessing adequate housing with security of tenure in Lima and Madre de Dios can be summarized under the following categories:

Lima

- ⇒ **Discrimination**
 - Primary discrimination experienced by people with children and pregnant women.
 - Discrimination for being from Venezuela also prevalent.
- ⇒ **Financial barriers**
 - Cost of living and rent prices in Lima.
- ⇒ **Childcare**
 - Lack of childcare cited as an inhibiting factor for people being able to search for housing and job opportunities.
- ⇒ **Shelter capacity and humanitarian coordination**
 - Limited capacity to accommodate the number of migrants and refugees in need of shelter, needed length of stay, supplies for pregnant and breastfeeding women, spaces for children and provide referrals to other humanitarian assistance and livelihoods programming.
- ⇒ **Limited awareness on rental practices**
 - Gaps in awareness about renters' rights, what to look for or include in rental agreements, how to ask for documented rental agreements and renters and landlords rights and responsibilities.

Madre de Dios

⇒ **Discrimination**

- Widespread discrimination against people from Venezuela, people with children, and pregnant women resulting in unwillingness to rent to these populations.

⇒ **Eviction**

- High rates of eviction, eviction threats and harassment to the extent that people were forced to leave before the end of their rental agreement.

⇒ **Verbal rental agreements**

- Lack of documented rental agreements, resulting in limited assurances for renters and landlords and vulnerability to eviction and harassment.

⇒ **Job opportunities**

- Presence of illegal gold mining and minimal economic opportunities for women.
- Low pay relative to cost of rent.

⇒ **Lack of shelters and social services**

- No shelters for migrants and refugees in Iñapari, on the journey to Puerto Maldonado or in Puerto Maldonado.
- Limited health, protection and other services in the region. Existing assistance and support mainly administered by Caritas Madre de Dios in Puerto Maldonado.

⇒ **Unclear pathways for resolving rental disputes**

- No institutions or legal pathways for resolving rental disputes, violations of rental agreements or evictions.

⇒ **Limited awareness on rental practices**

- Gaps in availability of resources and awareness-building to scale the use of documented rental agreements and increase knowledge of renter and landlord rights and responsibilities.

Rental Assistance

In addition to the challenges faced by Venezuelan migrants, refugees and asylum seekers in accessing a secure place to stay, the interviews with Caritas Chosica in Lima also revealed challenges with implementing rental assistance and ensuring that rental assistance recipients are able to maintain their tenure security after the assistance has ended. These challenges included the following:

⇒ **Unverified information**

- Rental assistance recipients providing false information, mainly with regards to how many children they have out of fear this would affect their eligibility for assistance.
- Inaccurate information provided by landlords regarding habitability and other information about their rental properties.

⇒ **Communication**

- Unreliable methods of communication to monitor renting situation or make sure rental payments were received between Caritas and rental assistance recipients and/or landlords.

⇒ **Information about rental assistance logistics**

- Lack of information provided to rental assistance recipients about how and when landlords would receive rental payments from Caritas, impacting their ability to explain the payment process to prospective landlords.

- Difficulty ensuring landlords and renters who are illiterate receive adequate information and understanding of rental assistance project.
- ⇒ **Financial resources**
 - Only able to provide assistance for maximum of three months.
- ⇒ **Disputes between renters and landlords**
 - Interpersonal conflicts between renters and landlords sometimes resulted in rental assistance recipients being evicted even after landlords received rental payments.
- ⇒ **Lack of capacity for post-assistance monitoring**
 - Scale of rental assistance to monitor rental assistance impacts or follow up with rental assistance recipients post-assistance.
- ⇒ **Disability inclusion**
 - Limited knowledge about different populations of persons with disabilities and capacity for program administrators ensure persons with disabilities who receive rental assistance have support and resources to request accessible housing and project information.

3.1.2 Key HLP & Tenure Needs

The primary needs to improve Venezuelan migrant and refugees' access to adequate housing and strengthen security of tenure in Lima and Madre de Dios are as follows:

HLP & Tenure Security

Lima

- ⇒ **Community sensitization**
 - Engagement of landlords and property owners to understand hesitation and needed assurances to rent to people with children.
 - Awareness-building on benefits of documented rental agreements for landlords and provisions that can be incorporated to protect their property.
- ⇒ **Humanitarian coordination**
 - Referrals and links to livelihoods and income generation programs, community support groups and psychological or other social services.
 - Identification of rental assistance programming and linking rental assistance with other assistance programs, such as social protection programs, and services that support migrants and refugees in regularizing their status or obtaining work permits.
- ⇒ **Rental Awareness-building and training**
 - Awareness-building and training either directly to displaced populations or with Shelter administrators on rental practices, use of rental documentation, renter-landlord relationships and rights and responsibilities of renters and landlords.
 - Rental agreement templates and informational materials shelter administrators can provide to people in shelters.
- ⇒ **Shelter capacity building**
 - Scaled humanitarian assistance to shelters to include mental health care and services and childcare support.
 - Resources and knowledge provided to shelters about other local humanitarian assistance and social service programs to support referral provision

Madre de Dios

- ⇒ **Community sensitization**
 - Need for engagement with property owners and landlords to understand hesitations and what assurances they need to increase willingness to rent to migrant and refugee populations.
- ⇒ **Shelters and temporary housing**
 - With a primarily transient migrant and refugee population, there is a need for temporary and middle-term accommodation options, paired with social services to assist displaced populations in planning next steps or staying in the Madre de Dios region.
- ⇒ **Rental agreement contract templates and information**
 - Provision of simple rental agreements to landlords, local humanitarian actors and migrant refugee population with guidance on how to advocate for the use of contracts, benefits for landlords and renters and rights and responsibilities.
- ⇒ **Referrals to social services and livelihood programming**
 - Referrals to job support services for migrants and refugees and awareness-building about illegal gold mining industry.
 - Awareness building of volunteer or humanitarian legal support services for migrants and refugees and referrals to legal services, protection, health and other social services.
- ⇒ **Scaled rental assistance programs**
 - Increased funding and provision of rental assistance with rental assistance exit planning.

Rental Assistance

- ⇒ **Security of tenure assessment**
 - Incorporation of security of tenure assessments in Rental Market Assessments to understand HLP and tenure security context and how rental assistance projects can support short, medium and long-term tenure security.
- ⇒ **Increased due diligence**
 - More tools and verification processes needed to ensure rental accommodation meets habitability standards, landlords have trustworthy rental history and the amount of family members and other needs of rental assistance recipients are accommodated.
- ⇒ **Rental agreement templates**
 - Provision of simple rental agreement templates to rental assistance recipients and landlords to increase use of documented rental agreements.
- ⇒ **Disability inclusion**
 - Increased data collection on barriers and needs of persons with disabilities with regards to accessing a secure place to rent.
- ⇒ **Rental assistance project information**
 - Provision of information and support to rental assistance recipients on how rental assistance project works so they can clearly explain to landlords how they will receive payment, and accommodation of non-written forms of information materials.
- ⇒ **Exit planning**
 - Increased humanitarian coordination to connect rental assistance recipients with complementary programming for support when rental assistance ends.
 - Development of monitoring plans and increased resources to support monitoring and program evaluation.

3.1.3 Commonalities and Differences: Madre de Dios and Lima

Figure 8		
CHALLENGES: HLP & Tenure Security		
Themes	REGION	
	Lima	Madre de Dios
Discrimination		
→ Directed towards having children or being pregnant	X	X
→ Nationality-based Discrimination		X
Financial Barriers		
→ Rent and Living Costs	X	X
→ Availability of Job Opportunities		X
Eviction & Harassment		
→ High Rates of Eviction		X
→ Harassment/ Violation of rental agreements		X
→ Unfair renting Terms and Conditions	X	X
Rental Agreements		
→ Primarily Verbal Agreements		X
→ Primarily Written Agreements	X	
Childcare		
→ Lack of childcare support services (locally or in shelters) preventing people from searching for housing and/or work	X	X
Temporary Housing/Shelters		
→ Lack of shelters or available temporary accommodation		X
→ Limited shelter capacity	X	N/A (no shelters)
Awareness		
→ Limited awareness on rental rights and responsibilities (landlord and renters)	X	X

Figure 9

NEEDS:HLP & Tenure Security

Themes	REGION	
	Lima	Madre de Dios
Community Sensitization		
→ Sensitization focused on renting to people with children and pregnant women	X	X
→ Sensitization focused on addressing negative perceptions towards people from Venezuela		X
Shelters & Temporary Housing		
→ Increased shelter capacity (space, supplies, services)	X	N/A (no shelters)
→ Provision of shelters and/or temporary housing options for people in transit		X
Rental Agreement Templates		
→ Provision of rental agreement templates to renters, landlords, shelter administrators	X	X
Awareness-building		
→ Awareness-building on use of documented rental agreements, renter and landlords' rights and responsibilities	X	X
Childcare		
→ Childcare, spaces for children and resources/education for children in shelters	X	N/A (no shelters)
→ Local and/or community childcare support services	X	X
Rental Assistance		
→ Scaled rental assistance programs	X	X
Humanitarian Coordination		
→ Referrals to livelihoods and support programming complementary to HLP & Tenure Security Assistance (protection, WASH, income generation, legal and communication support, and other social services)	X	X

CHAPTER 4: Recommendations & Opportunities

4.1 RECOMMENDATIONS

4.1.2 Rental Assistance Recommendations

4.1.2.1 Security of Tenure Assessments

Rental Market Assessments have increasingly become a standardized step in the process of designing rental programs within humanitarian contexts in LAC. While useful handbooks and field guides exist for conducting rental market assessments in this context, there remains a gap in guidance on security of tenure assessments and the importance of including security of tenure assessments as an integral component of overall market assessments. Understanding the security of tenure context and how the rental assistance program can ensure security of tenure for all recipients, including historically marginalized groups, such as women and persons with disabilities, is critical to a successful rental program.

A security of tenure assessment should include understanding the relationship dynamics between incoming and host communities, power dynamics between tenants and property owners and influences in tenure arrangements. Additionally, it is critically important to assess rental agreement practices, and if or under what conditions rental agreements are being violated. Further, the assessment should aim to understand the socioeconomic barriers to security of tenure, such as discrimination and financial resources, and the specific needs of rental assistance recipients to support access and ability to remain in a secure place to live.

The Security of Tenure Assessment should include the following four key components:

1) Due Diligence

When conducting the security of tenure assessment, it is important to independently verify all information that could impact the rental assistance program, either provided by the landlord, prospective recipient, or surrounding the rental arrangement.

Key Information to Obtain:

- ⇒ Verify information provided by rental assistance recipients (how many children, documentation status, habitability needs, etc).
- ⇒ Verify that housing meets habitability and accessibility requirements (and have a plan for when they do not).
- ⇒ Find out if evictions are common and process of evictions.
- ⇒ Background of landlords (renting history, experiences of previous tenants, identifying past cases of eviction or rental agreement violations), if available.
- ⇒ Verify that established lines of communication with renters and landlords are reliable.
- ⇒ Identification of any existing policies related to renting or rental assistance for migrants and refugees, renter and landlord rights, and legal pathways for resolving rental agreement violations.
- ⇒ In extreme cases where persons with disabilities have a legal guardian or representative, verify that the arrangement is trustworthy and decisions are mutual.
- ⇒ Identify community dispute resolution or volunteer legal support services for migrants and refugees.

2) Stakeholder Identification & Mapping

Stakeholder mapping should focus on identifying relevant stakeholders to the rental market system and understanding interrelationships, influence, power, needs and challenges and how these factors influence renters' tenure security.

Identify

- ⇒ Local shelters, NGO/Community Organizations, Legal experts;
- ⇒ Churches and religious networks;
- ⇒ Existing landlords networks, property owners groups, or individual property owners;
- ⇒ Populations of Persons with Disabilities using verified methodologies (see section 4.1.2.2);
- ⇒ Organizations of Persons with Disabilities (OPDs) or organizations/community groups working with populations with disabilities;
- ⇒ Existing social, legal and health service providers for persons with disabilities;
- ⇒ Shelters accommodating children and pregnant women;
- ⇒ Community support groups for women and people with children;
- ⇒ Local childcare service providers and/or social workers working with children and pregnant women.

Mapping

- ⇒ Make a list of stakeholders;
- ⇒ Describe how stakeholders relate to each other and how these relations impact tenure security;
- ⇒ Identify potential risk factors of rental assistance or barriers to housing for different stakeholders;
- ⇒ Map stakeholders and identify levels of power, influence and interest;
- ⇒ Decide how to best approach and engage different stakeholder groups.

3) Identifying Social Barriers

Social barriers, such as discrimination, harassment, lack of awareness about rental processes and renters' rights, unwillingness to rent to people with children, limited knowledge about populations for persons with disabilities and other challenges, such as shelter capacities and financial needs of displaced populations, can significantly impact the effectiveness of a rental assistance program. The following actions are recommended to aid in navigating these challenges.

Actions

- ⇒ Identify and connect with childcare service providers and/or migrant and refugee community groups
 - If community groups and/or childcare service providers are available, connect them with shelters to coordinate childcare for people searching for a place to rent and work.
 - Link migrants and refugees to community support groups that can offer childcare and support services, or humanitarian groups that offer childcare services.
- ⇒ Engage with property owners and landlords
 - Explain rental assistance recipient selection and vetting process;
 - If possible, connect with landlords who have rented to migrant and refugee populations and can dispel negative perceptions and stereotypes;

- Understand why landlords hesitate to rent to people with children and what assurances they need to rent to these populations.
- ⇒ Ensure that information on the extent of populations of persons with disabilities and barriers and needs of with regards to accessing a secure place to live is systematically collected using the correct methodologies. See more in Section 4.1.2.2.
- ⇒ Build Awareness with renters on renting terms and conditions, renters rights and rental assistance project logistics
 - Ensure that renters understand the terms of their agreement and actions that could result in loss of deposits or eviction;
 - Communicate and confirm understanding of rental assistance recipient on how rental assistance project works so they can clearly explain to landlords how they will receive payment;
 - Equip shelters with rental agreement templates and informational materials they can provide to people in shelters;
 - If time and resources permit, provide renters with simple and understandable project handouts/pamphlets explaining payment and timeline that they can provide to landlords when engaging in rental negotiations.

4) Rental Agreement Templates

The provision of rental agreement templates could increase the use of documented rental agreements by overcoming the barrier of renters and landlords either not having access to resources needed to create rental contracts, not knowing what should be included or perceiving rental contracts to be an extra step that would create unnecessary work. Pairing rental agreements with awareness-building about the mutual benefits of documentation for renters and landlords could further scale the use of documented rental agreements.

Rental agreement templates should include the following (at minimum):

Figure 10

Assurances for Renter	Assurances for Landlord
Length of time of stay	Length of time of stay
Uninterrupted access to water, electricity, internet (if available), and any other mutually agreed upon livability needs	Description of payment, loss of deposit, or other specific course of action in the event of permanent changes to property or property damage
Number of persons allowed to live at place/property	Number of persons allowed to live at place/property
Privacy requirements	Specific course of action in the event of late or missing rental payment
Notice requirements (days/months) if landlord wishes to have tenant vacate the property	Notice requirements (days/months) if renter wishes to vacate the property
If applicable: Assurance that landlord will not make changes to the property that could reduce/remove accessibility/livability.	If applicable: List of agreed upon modifications that would reduce/remove accessibility/livability for renter and landlord.

If applicable: List of agreed upon accessibility-related modifications

If applicable: List of agreed upon accessibility-related modifications

Provision of Rental Agreement Templates

Rental agreement templates, combined with information and guidance, can be provided to the following stakeholders:

- ⇒ Shelters & Implementing Partners (IPs);
 - Shelters and IPs with established relationships with migrant and refugee populations can act as a trusted source of information.
- ⇒ Directly to displaced populations seeking housing;
- ⇒ Directly to landlords or landlord networks.

Key messages to highlight during Rental Agreement Template provision:

Figure 11

Why use rental agreement contracts?	
Increases tenure security for renters →	Mitigates risk of eviction, harassment and unexpected changes in terms and conditions
Provides security for landlords →	Assures landlords that there is a course of action in the event that property is damaged and that they will receive rental income for a specified amount of time
Reduces risk of misunderstanding and arguments →	Makes clear what can and cannot be done on property and expectations of the agreement
Builds trust between renters and landlords →	The process of agreeing to and signing a document with mutually agreed upon terms and conditions

5) Dispute Resolution

Disputes between renters and landlords are common, especially when rental arrangements are made through verbal agreements with no documented assurances for either party. There are not always clear legal pathways or institutions in place to resolve rental disputes, such is the case in Madre de Dios, where verbal agreements are widespread and tensions between incoming and host communities are high. If there are legal pathways, migrants and refugees, especially those without regularized status, are scared or ineligible to access them.

When there aren't clear processes for resolving disputes, migrants and refugees may not know about NGO or volunteer services that are available to assist them. Therefore, it is important that security of tenure assessments identify service providers that provide legal and dispute resolution support and provide information about these services to recipients and referrals when situations arise.

Types of Services to Identify & Provide Referrals

- ⇒ Community alternative dispute resolution processes;
- ⇒ Collaborative dispute resolution service-providers;
- ⇒ Volunteer and/or pro bono legal support or public service agencies working on housing rights/disputes;
- ⇒ Social workers specializing in relationship management for renters and landlords.

4.1.2.2 Disability inclusion

With the complex barriers and gaps in humanitarian assistance to mainstreaming disability inclusion in HLP and tenure security programming, and the critical importance of adequate housing for the well-being of persons with disabilities who are migrants and refugees, the recommendations place a focused attention on identifying ways to improve disability inclusion in rental assistance and HLP programming.

Disability inclusion in rental assistance, and any HLP and tenure security programming, should apply the human rights model of disability, which recognizes persons with disabilities as rights-holders with entitlements and self-determination.¹ Further, a case management approach that not only addresses housing and tenure security support requirements, but also income generation, legal support, protection and related needs of caretakers or family members should be adopted. It is also important to ensure assessments to identify populations of persons with disabilities and their needs using recognized data collection methodologies, such as the Washington Group Questionnaire Sets, and principles of the human-rights based approach are applied to consultations and program design. The recommendations below were largely informed by consultations with four IOM disability inclusion specialists.

Principles of Human-rights Based Approach

Rental assistance, HLP and tenure security programming should be guided by the following principles of the human-rights based approach to disability inclusion:²

- ⇒ Non-discrimination;
- ⇒ Accessibility;
- ⇒ Support for persons with disabilities;
- ⇒ Participation of Persons with disabilities;
- ⇒ Awareness-raising for and about persons with disabilities.

Community consultations, key informant interviews inclusive focus groups are also important to understand the barriers and support requirements for safe, accessible housing with security of tenure from the perspective of different populations of persons with disabilities. Further, consultations are key for improving the participation of persons with disabilities in HLP and tenure security programming and ensuring that any protection measures, legal and communication services, awareness-building and other complementary livelihood support is context and population specific.

¹ UNHCR. (2020). Policy Guidelines for Inclusive Sustainable Development Goals. P.10.

² Ibid.

Key Information to Obtain

Stakeholder consultations and contextual assessments should focus on understanding the following information to understand the HLP and tenure security context for persons with disabilities and how rental assistance could impede or improve tenure security and complement other programs and services:

1) Housing & Accessibility

- ⇒ Overall prevalence of population of persons with disabilities (using the correct methodology or internationally agreed estimates -e.g., 15 percent);
- ⇒ Barriers for persons with disabilities in accessing safe and secure housing that meets their specific support requirements;
- ⇒ Specific challenges and requirements of different populations of persons with disabilities, especially with regards to infrastructural accessibility in housing;
- ⇒ Potential risks posed by rental assistance projects to persons with disabilities.

2) Policies, Programs & Community Support

- ⇒ National or local policies that provide housing or livelihood entitlements to persons with disabilities;
- ⇒ Existing complementary livelihoods programming that can be adapted to meet income generation needs of different populations of persons with disabilities;
- ⇒ Policies and programs that provide entitlements to caretakers and family members of persons with disabilities;
- ⇒ Legal and communication support services for persons with disabilities;
- ⇒ Organizations of Persons with Disabilities (OPDs), which are organizations led by persons with disabilities

Linking Rental Assistance to Livelihoods

Critical to ensuring security of tenure is maintained after rental assistance ends is the ability to continue rental payments. Strategies to support rental assistance recipients in generating income could include the following:

- ⇒ Identify livelihoods and income generation support programs specifically for persons with disabilities or those which have been proved inclusive of the group and linking or providing referrals for rental assistance recipients, where appropriate;
- ⇒ Assess how the rental assistance program can support the option of utilizing the home as a place of work;
 - Advocate for protections in rental agreement to allow home-based work;
 - Identify and provide referrals for trainings context-specific skills that can be used to generate income from home, such as computer-based working, call centers or manual skills.
 - Provide support for identifying housing options near employment options and/or accessible transportation.

Example

In West Africa, trainings in tailoring and small-scale carpentry have been successful in enabling methods for home-based income generation. Trainings must be contextualized to skills that can feasibly generate income in the geographic area.

Rental agreement Protections for Persons with Disabilities

Documented rental agreements can be adapted to provide protections for persons with disabilities, support accessibility accommodations and help ensure that mutually agreed upon rental agreement terms and

conditions will be maintained after rental assistance ends. Rental agreement templates should include the following protections at a minimum and subject to additional needed protections identified in consultations **(Figure 10)**:

- ⇒ Allowed accessibility modifications (e.g., removal blocks to passageways, installment of grab bars etc.)
- ⇒ Assurances that property owner/landlord will consult with renter before making changes to the property that could remove or reduce accessibility or livability barrier to the person with disability and provisions to protect renter from such changes.
- ⇒ Guarantees that mutually agreed upon rental terms and conditions will be maintained after rental assistance ends or for the length time identified in the rental agreement.

Awareness-building

Awareness-building should be conducted both persons with disabilities and HLP practitioners or actors implementing rental assistance or HLP and tenure security programming. Awareness-building targeted at practitioners is important as a major barrier to disability inclusion is a general lack of understanding of the multiple identities of persons with disabilities and knowledge about correct methodologies to conduct inclusive assessments.

Awareness-building for practitioners

Awareness-building should involve the development and/or dissemination of information on the following:

- ⇒ Rights persons with disabilities and principles of the Human-rights based approach.
- ⇒ Use of different methods of data collection for different purposes (e.g., Washington Group Questions for overall prevalence of persons with disabilities in a given population).
- ⇒ Context-specific information on rights and entitlements of persons with disabilities, especially related to the right to adequate housing.

Awareness-building for persons with disabilities

Awareness-building should involve the development and/or dissemination of accessible and understandable information on the following:

- ⇒ Renters' rights, rental agreements and legal pathways for resolving renting-related disputes (if available).
- ⇒ Context-specific information on rights and entitlements of persons with disabilities, especially related to the right to adequate housing.
- ⇒ Information on any Legal and communication support services (if available).

4.1.2.3 Exit Planning

While rental assistance projects can improve tenure security for the time that assistance is provided, there remains a need to support rental assistance recipients in maintaining the same level or improving their tenure security post-assistance. In order for tenure security to continue or improve, rental assistance recipients must have the resources to maintain their rental payments, safely move on to their next desired location, or further integrate into their settled community. This will require linking rental assistance programs with other livelihoods programs and providing referrals for rental assistance recipients to appropriate services and

assistance. The following actions can be taken during the time of rental assistance provision to support rental assistance recipients post assistance.

Actions to Support Rental assistance recipients post-assistance

- ⇒ Referral to complementary programs;¹
 - Livelihoods
 - Psycho-social support
 - Health
 - WASH
 - Income generation programs
 - Social Assistance or Protection
- ⇒ Identify the socioeconomic needs of rental assistance recipients and provide referrals to other assistance programs, such as job/economic development support and/or social protection programs;
- ⇒ Connect recipients with appropriate/available development sector programs.
- ⇒ Link recipients with organizations or services that support migrants and refugees in obtaining work/residency permits
- ⇒ Advocate the continuation of rental assistance program or migrant and refugee access to government social protection system;
- ⇒ Consult with housing sector/ministries and explore possibilities of government provided housing support.

Monitoring

Monitoring rental assistance recipients should focus on the impact rental assistance programs had on tenure security and ability to improve living conditions. As recommended by colleagues from IOM Perú and Ecuador, a 6-month timeline should be allocated for monitoring and approximately 20% of the project budget is recommended for monitoring efforts.

Questions to consider for Tenure Security Monitoring

The following questions were informed by the International Federation of Red Cross and Red Crescent Societies' Step-by-Step Guide for Rental Assistance to People Affected by Crisis and adapted to the context of this research.²

- 1.) Did the rental assistance recipient remain in the same accommodation post-rental assistance? If not, what were the reasons for leaving?
- 2.) If rental assistance recipients moved locations, did they move to a place with higher or lower habitability standards? Did they move to cheaper accommodation? Did their security of tenure situation change?
- 3.) Did rental assistance recipients feel more secure in their house during the time of assistance?
- 4.) What factors (social, economic, type of rental agreement) had the greatest impact on tenure security?
- 5.) Did perceptions of landlords on renting to migrant and refugee communities change after renting to recipients of rental assistance?
- 6.) (If rental contracts were used) Did rental assistance recipients continue the practice of documented rental agreements after rental assistance?

¹ International Federation of Red Cross and Red Crescent Societies (IFRC). (2020). Step-by-Step Guide for Rental Assistance to People Affected by Crisis. P.82.

² International Federation of Red Cross and Red Crescent Societies (IFRC). (2020). Step-by-Step Guide for Rental Assistance to People Affected by Crisis. P.75-80.

- 7.) (If rental contracts were used) Did rental contracts improve tenure security and/or relations between renters and landlords?

Indicators for Tenure Security Post-Rental Assistance

- ⇒ Continuation of rental payments
- ⇒ Duration in location where rental assistance was provided
- ⇒ Rates of forced eviction/harassment during and after assistance
- ⇒ Use of rental agreement contracts
- ⇒ Types of housing/accommodation sought after post-assistance

4.2 OPPORTUNITIES

4.2.1 Neighborhood Approach

The scale of the Venezuelan refugee crisis, nature of displacement occurring primarily in urban contexts and need for medium and long-term community-based solutions that go beyond HLP rights and tenure security presents an opportunity to adopt a neighborhood-level approach to increasing access to adequate housing. The neighborhood approach, also interpreted as a “settlement” or “area-based” approach depending on the unit of intervention, reflects a “paradigm shift” in humanitarian assistance in urban areas focused on holistic humanitarian service delivery at the “neighborhood,” rather than individual or household level.¹ The neighborhood approach is geographically targeted, emphasized on community and stakeholder participation, inclusive of all population groups, including host, refugee, migrant and communities with specific vulnerabilities and responsive to multi-sectoral needs.²

Given the social, political, legal and municipal challenges faced by Venezuelan migrants and refugees in realizing their right to adequate housing, delivering rental assistance and other kinds of HLP and tenure security support that engenders secure livelihoods, social cohesion and establishes a recognized framework for housing and tenure security assistance requires strategies that are multi-sectoral, multi-faceted and involves multiple stakeholders.^{3,4} As such, the neighborhood approach and other area-based strategies’ emphasis on partnership and capacity building with community, operational and governmental stakeholders and coordination with existing operational and governance systems provides opportunities for meaningfully influencing adequate housing in complex urban displacement crises.⁵ The neighborhood approach offers opportunities for supporting HLP and tenure security responses in the following four key areas.

1) Social Cohesion

As cities are inherently interconnected, host communities are also affected by displacement, often facing similar challenges as displaced communities,⁶ especially when it comes to accessing housing and associated

¹ Parker, E., Maynard, V. (2020). Humanitarian response to urban crises: a review of area-based approaches. IIED, London. P.8-11.

² Ibid.

³ USAID (2011) The ‘Neighborhood Approach’, a Means of Improving the Delivery of Humanitarian Assistance in Urban Areas. Available at: [http://humanitarianlibrary.org/sites/default/files/2014/01/USAID-OFDA Neighborhood Approach One-Pager %2711](http://humanitarianlibrary.org/sites/default/files/2014/01/USAID-OFDA%20Neighborhood%20Approach%20One-Pager%202711.pdf)

⁴ Schell, J., Hilmi, M., Hirano, Seki. (2020). Area-based approached: an alternative in contexts of urban displacement. Forced Migration Review. www.fmreview.org/cities

⁵ Parker, E., Maynard, V. (2020). Humanitarian response to urban crises: a review of area-based approaches. IIED, London. P.8-11.

⁶ DFID and NRC (2014) Lessons from Baghdad. Available at: www.alnap.org/resource/19209

risks of inadequate housing in dense urban areas. Therefore, identifying geographic areas and supporting the entire population living in that area,¹ as promoted by the neighborhood approach, is important for assuaging, preventing, and resolving community tensions and ensuring sustained tenure and livelihood security for all community members. While Venezuelan migrants, refugees and asylum seekers in Perú may have emergency needs for housing support, such as rental assistance, supporting landlords and host communities in general will be critical for overcoming the social barriers impacting tenure security.

2) Advocacy

The neighborhood approach's active engagement of local authorities, municipalities, implementing partners and civil society,² and provides an effective pathway for government and local-level advocacy. In the context of HLP and tenure security in Perú at the government level, this could include advocacy for government-funded shelters or shelter-capacity building, resources to establish community-level childcare centers, reformed documentation requirements for regularization, legal protections and support for persons with disabilities in rental agreements, resources for scaled rental assistance programs and increased coordination between humanitarian, development and government actors. Advocacy at the community or municipal level could entail community sensitization campaigns, promotion of community support groups for childcare and other social services, increased use of documented rental agreements, municipal planning support for adapted re-use of buildings for temporary housing and development of densified housing plans, and establishment of mediation or community-level alternative dispute resolution mechanisms.

3) Humanitarian Coordination

As housing is a cross-cutting issue that impacts access to other essential services, such as healthcare, education and job opportunities, HLP and tenure security assistance in urban areas presents an opportunity to scale the adoption of multi-sectoral neighborhood approach strategies to ensure programs, such as rental assistance are linked to other complementary humanitarian services. This could also improve humanitarian coordination, which is essential as people affected by displacement and precarious housing situations do not characterize their needs in terms of aid sectors. Further, for HLP and tenure security support to be sustained, people must have reliable access to the job market, social connections, childcare, health and other social and economic support across all sectors of humanitarian assistance. The need for referrals and coordination across sectors is high as indicated by a regional survey conducted by R4V which found that approximately 85% of migrants and refugees from Venezuela in Perú require a referral to a specialized service.³

4) Bridging Humanitarian-Development Divide

Beyond humanitarian assistance, employing a neighborhood-level approach also presents an opportunity to bridge the humanitarian-development divide⁴ and integrate HLP and tenure security strategies into long-term planning and development goals. This is important to help cities plan for future housing, economic and social needs of settled and incoming communities as forced migration and urban displacement is only projected to increase. With regards to housing, the effects of climate change will result in more rural and peri-urban areas becoming uninhabitable and drive people to cities, further requiring that urban development plans incorporate

¹ USAID (2011) The 'Neighborhood Approach', a Means of Improving the Delivery of Humanitarian Assistance in Urban Areas. Available at: [http://humanitarianlibrary.org/sites/default/files/2014/01/USAID-OFDA Neighborhood Approach One-Pager %2711](http://humanitarianlibrary.org/sites/default/files/2014/01/USAID-OFDA%20Neighborhood%20Approach%20One-Pager%2711)

² USAID (2011) The 'Neighborhood Approach', a Means of Improving the Delivery of Humanitarian Assistance in Urban Areas. Available at: [http://humanitarianlibrary.org/sites/default/files/2014/01/USAID-OFDA Neighborhood Approach One-Pager %2711](http://humanitarianlibrary.org/sites/default/files/2014/01/USAID-OFDA%20Neighborhood%20Approach%20One-Pager%2711)

³ R4V Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela. (2021). Regional Survey on Evictions of Refugees and Migrants from Venezuela. P.39.

⁴Parker,E., Maynared, V. (2020). Humanitarian response to urban crises: a review of area-based approaches. IIED, London. P.8-11.

densified housing strategies. There are many opportunities for collaboration between humanitarian and development actors on developing and implementing actions that strengthen HLP and tenure security. For example, data collected on security of tenure and HLP contexts for humanitarian HLP and tenure security assistance could be shared with local municipalities to inform the development of municipal housing plans and short-term emergency plans can be adapted and scaled for long-term development programming. In many ways, neighborhood-level approaches make use of developmental practices through multi-sectoral and participatory strategies which can be utilized to coordinate responses and development plans that meet short, medium and long-term priorities with input and leadership from stakeholders at all levels.¹

¹ Ibid.

CHAPTER 5: Conclusion

This research aimed to understand the greatest HLP and tenure security challenges faced by migrants, refugees and asylum seekers in Perú, needs to strengthen tenure security and how humanitarian responses can comprehensively support migrants and refugees' right to adequate housing, focusing on rental assistance. Overall, the greatest challenges to accessing and maintaining a secure place to live are the cost of rent and discrimination against Venezuelan migrants, refugees, and asylum seekers, especially towards those travelling with children.

The primary needs were rental assistance linked with complementary livelihoods programming, community sensitization and accountability mechanisms for rental arrangements, such as rental contracts. Further, ensuring that rental assistance incorporates strategies to protect and support HLP rights and tenure security for different populations of persons with disabilities is also needed. With regards to HLP and tenure security responses in urban cities, particularly rental assistance, there is a pressing need to include disability assessments in security of tenure and rental market assessments and protections for persons with disabilities in rental agreement templates. Additionally, exit planning and monitoring programming is needed in rental assistance projects to support tenure security post-assistance.

The findings suggest that a holistic approach to rental assistance that focuses on community sensitization, engagement of landlords and property owners, and coordination with other social and economic services could meaningfully improve the HLP and tenure security for migrants and refugees. Alternatively, migrants and refugees continue to face precarious tenure situations when receiving cash transfers for rental assistance when it is not paired with additional programming or community and municipal-level interventions. Employing a neighborhood approach to rental assistance that focuses on the needs of both incoming and host communities presents an opportunity to support advocacy for HLP rights and tenure security, improve social cohesion and humanitarian coordination, and bridge the humanitarian-development divide.

Scaling rental assistance to incorporate a more comprehensive approach to supporting HLP rights and tenure security that enables migrants and refugees in Perú to realize their right to adequate housing, and the social and economic securities linked with adequate housing, could have major implications for addressing urban displacement in Latin America. With the scale of displacement in Perú due to the Venezuelan refugee crisis and complexities of integrating influxes of migrants and refugees in urban areas, rental assistance as a method of improving HLP and tenure security for migrants and refugees in Perú could serve as a relevant example to develop best practices for HLP programming in other LAC countries.

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Additional References:

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