



Section 1: Scope and Purpose of Documentation

Q1: Why is personal HLP information being documented and stored?

By preserving these documents, we are creating an archive of documentation that may be used for potential future restitutions and compensations if/when a transitional justice system is set up to address abuses and violations resulting from the conflict. Preserving these documents is important to prevent the loss or damage that could affect future claims. These documents are safeguarded to protect them, not to initiate legal action or make any decisions on ownership or long-term occupancy at this point.

Q2: What is transitional justice?

Transitional justice includes processes and mechanisms to restore victims' rights associated with large-scale past conflict, repression, violations, and abuses. It can include actions toward accountability, justice, truth, and reparation. It aims to recognize victims as rights holders, build trust within society and reinforce the rule of law, contributing to reconciliation and the prevention of new violations.

Transitional justice processes have repeatedly demonstrated they can help address grievances and divisions. To this end, such processes must be context-specific, nationally owned, and focused on the needs of victims. These processes are inclusive, ensuring meaningful participation and consultation with victims and affected communities.

Q3: Why are house, land and property issues related to transitional justice?

Ownership has always been one of the most affected rights for IDPs. That is the reason why adding restitution of HLP rights is essential to transitional justice mechanisms. Even though violations cannot be prevented today, rights can be restored or compensated in the future.

Q4: Why are you collecting this information now?

Loss of ownership documentation has been identified by IDPS and host communities as one of the main impacts from the ongoing conflict causing HLP rights violations that could result in additional conflicts and protection risks. By safeguarding copies of these documents, the aim is to reduce risks of loss and damage for any possible future restitution processes.

Q5: Who can participate in the HLP documentation safeguarding process?

In the first stage, there are two specific criteria for who can participate:

- i) People with ownership whose property has been affected by the war,
- ii) People who are currently in possession of their ownership documents.

Q6: Which documents related to ownership can I upload?

You can upload all the documents you consider as demonstrating your ownership you currently have in your possession.

Q7: What do you mean by affected by the war?

Properties that were destroyed, damaged, confiscated, transferred, or occupied.

Q8: My property has been destroyed, but I possess ownership documents. Can I preserve them through this process?



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Yes, regardless of the current state of your immovable properties, such as land, houses, and apartments, you can upload your ownership documents.

Q9: Which documents related to ownership can I upload?

You can upload all the documents you consider demonstrating your ownership rights which you currently have in your possession.

Q10: I have pictures on my phone or my computer or flash drive of my ownership documents, can I upload them?

Yes, you can upload pictures of ownership-related documents, you will have to explain why you do not have them at hand.

Q11: Why are movable properties like cars, cattle, or other personal belongings not included in this documentation?

At this time, the emphasis is on immovable properties, such as land, houses, and apartments affected by the war, that could be included in future restitution processes.

Q12: Isn't this the role of the local authorities? Why are you leading this process?

The Protection Cluster mandate includes providing guarantees to prevent new cycles of violence as well as creating the necessary conditions to guarantee victims' rights. By safeguarding copies of HLP documentation, the Protection Cluster is contributing to the preservation of ownership rights for potential future restitution and transitional justice processes. It is worth noting that the Protection Cluster does not interfere or take any legal action now or in the future for any HLP-related legal actions.

Q13. Have there been similar processes in other countries?

Yes, in many countries affected by war, such as Colombia, South Africa, Cambodia, and Serbia. Most of these countries went through a peace agreement after several years of war and forced displacement that included transitional justice mechanisms for the restitution of victim's rights. One of the most significant rights affected during the conflict were house, land, and property-related issues.

Q14. How can house, land, and property-related rights be restituted?

Victims' rights can be restituted by giving back the affected property, paying an indemnification for the lost property or compensating with a similar property. Each country, depending on the adopted transitional justice mechanism, has decided how to design the process.

Section 2: Process and Timing

Q1: What if there are people with fake documents who want to upload the same ownership documents?

The initial phase of the process is to collect all documents individuals believe demonstrate their ownership rights. No validation or verification will be done at this stage. We will just safeguard them. When the appropriate legal frameworks and transitional justice mechanisms are in place, the relevant authorities and entities will have to design the mechanism and legal frameworks to evaluate and validate each of the documents. This will not be done now or by the protection cluster.

Q2: If I possess ownership documents but do not have them currently, can I register now and upload them at a later date?



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No, you can't.

Q3: When will restitution take place?

There is no timeframe for this process to start, and it may take a long time period; the preservation of HLP documents will constitute evidence when the appropriate frameworks and tools are in place.

Q4: How long will the restitution process take?

All restitution and transitional justice processes are long because security and peace should be restored before initiating to prevent additional damage. All transitional justice processes have taken many years, through them, new generations have the possibility to live in peace.

Section 3: Access and Usage of Documents

Q1: Can I access the documents I uploaded for personal use?

No, once uploaded, these documents will be preserved in an online storage that is inaccessible for security and confidentiality purposes. Therefore, uploading documentation in this system should not replace other physical or electronic copies the individuals already have.

Q2: How can I have proof of the documents I have safeguarded?

All information will be collected through a questionnaire in an application called KOBO; once the questionnaire is submitted, you will receive a code with the number of your case file.

Q3: Where will these documents be stored?

They will be stored digitally as encrypted files in a secured repository outside of Syria. No physical archives will be stored or created. This repository will not be accessed by anyone until the appropriate mechanisms for transitional justice are in place. The use of this repository does not have a cost, and does not need an intermediary, is open to all Syrians in NWS that meet the criteria mentioned above.