



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

### **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: **HeLP-desk**, a group of global-level HLP experts who voluntarily provide remote assistance on HLP to field-based actors.

HLP issues 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.

#### **What issues are covered by HeLP-desk?**

**HeLP-desk** covers the HLP issues/themes and fields listed below. Partners in the global HLP AoR 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, please contact **HeLP-desk** anyway.

##### **HLP themes/issues:**

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

##### **Technical fields:**

- 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?**

**HeLP-desk** experts are readily available to provide feedback and guidance. They offer practical advice, references to relevant international and human rights law, and examples of good practice. **HeLP-desk** experts can relay request to other specialists in their own networks. If the nature of the request requires more substantial and direct assistance, **HeLP-desk** will seek to identify support in the form of field deployments through existing stand-by rosters.

#### **How to Access HeLP-desk?**

As much as possible, field support requests should be submitted to **HeLP-desk** through a cluster/sector coordinator at the country level (Protection, Shelter, Early Recovery, etc.).

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

An initial response will be provided within 48 hours.

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

For more information about **HeLP-desk**, please contact: Szilard Fricska - [\*\*fricska.unhabitat@unog.ch\*\*](mailto:fricska.unhabitat@unog.ch)