



Overview of the Homeowner Journey

Dominica Housing Recovery Project



Outline

- “Homeowner Driven” Project
- Project Benefits
- The Homeowner Journey
- Project Relationships
- Tools & Policies
- Grievance Redress Mechanism
- House-level Environmental and Social Management Plan (ESMP)
- Construction Contract
- Next Steps



Housing Recovery Project Design

Owner-driven:

- A step-by-step approach to include the beneficiaries in all parts of the design and reconstruction process, until the handover



Housing Recovery Project Design

It allows affected families to:

- **Prioritize needs and contribute to decision-making**
- Build back better



Housing Recovery Project Design

- Increase the resilience of communities that have built their living environment informally throughout the years.
- Offer engineering services that homeowners could otherwise not afford, for a safe living environment.



Project Benefits to Beneficiaries

Project support includes:

1. Financial

- A grant of up to EC\$125,000 to the homeowner.
- Payment releases are linked to completing key construction stages according to all guidelines towards a safe, resilient new home.



Project Benefits to Beneficiaries

Technical

Design and Supervision service by an independent firm, Clarkebond.

- Extensive technical assistance in design, permitting and construction supervision.
- Output: a new hurricane and earthquake resilient core house.



Physical Planning Division (PPD) and other key partners



Project Benefits to Beneficiaries

3. Administrative personnel will assist during the project life:

Project Implementation Unit



Project Manager



Administrative Assistant



Engineer



Procurement Specialist



Financial Specialist



Communications, Monitoring and Evaluation Specialist



Environmental Specialist



Social Safeguards Specialist



The Homeowner Journey

GE 1. Applicants must meet the eligibility criteria of the project which goes through a series of review processes.

In order to make it to stage 2, shortlisted applicants must have their site surveyed, and application reports validated and verified.

GE 2. Thereafter, the shortlisted applicant becomes a beneficiary following public disclosure.

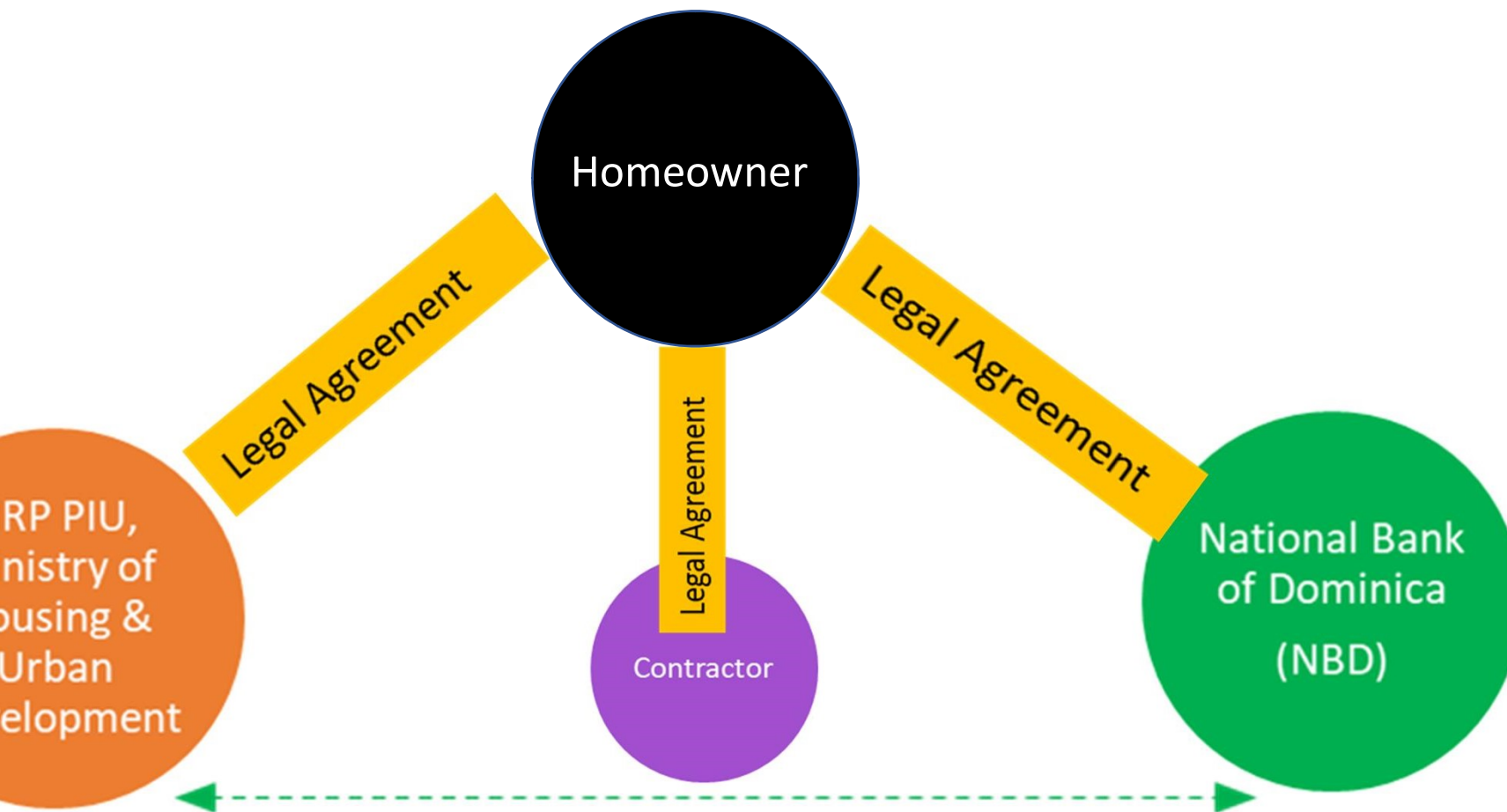
GE 3. The Design & Supervision Firm (DSF) consults with the beneficiary and designs and permits are finalized.

GE 4. Once a beneficiary arrives at stage 4, the tender/contractor will be required to implement the individual house-level ESMP developed by the DSF.

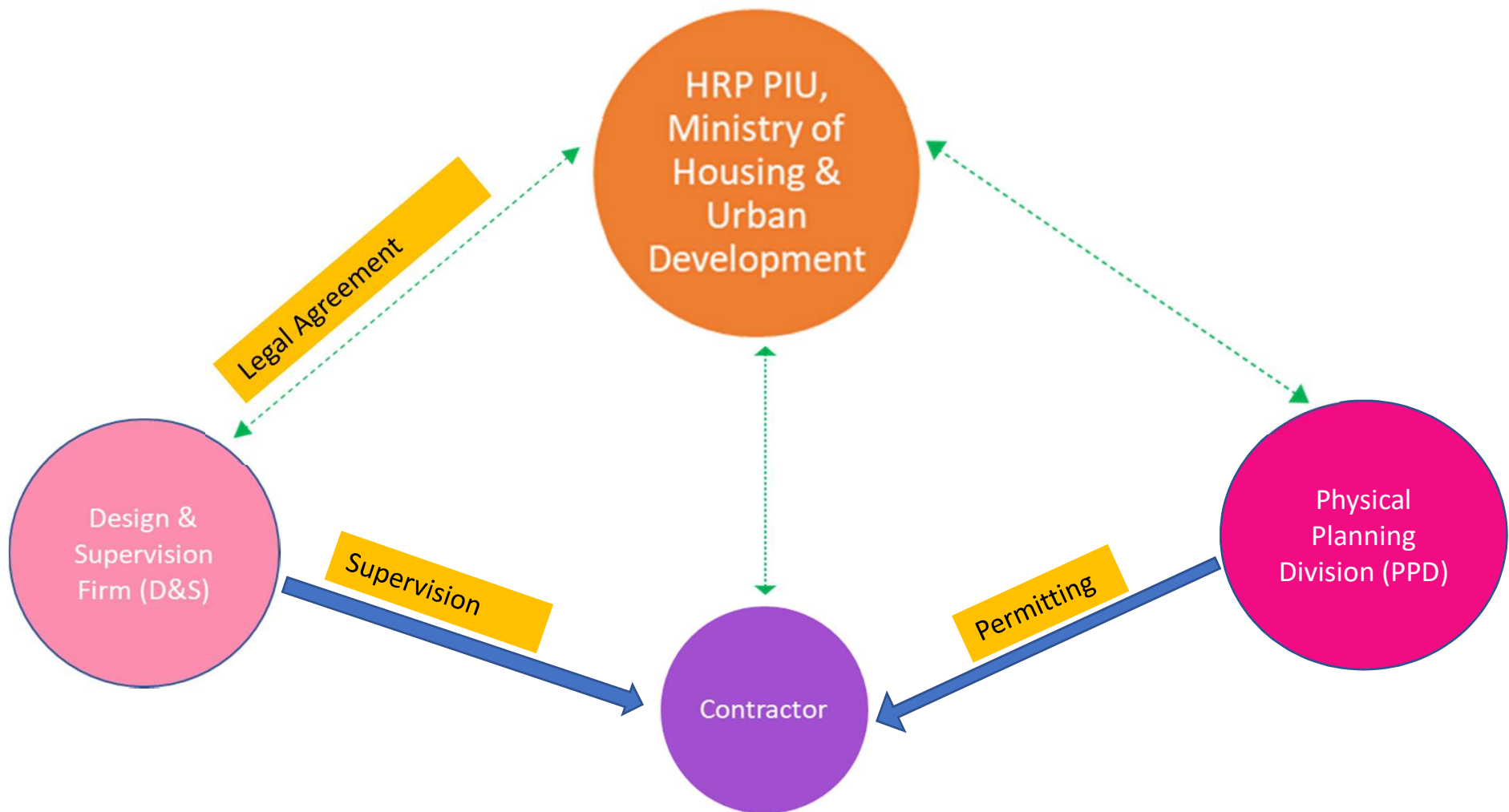
GES 5-8. Prior to each of stages 5, 6, 7 and 8 during construction, beneficiaries must meet the environmental and social safeguards requirements to receive disbursement of funds.



HRP Relationships



HRP Relationships



Tools and Policies

HRP Management Information System (MIS)

Dominica HRP App | MIS link to the Homeowner access is: https://mis.hrp.gov.dm/homeowner_login

- For beneficiaries to access their status, login in to the web link above. The HRP-ID is the beneficiary project ID number and the password is the beneficiary date of birth (dd/mm/yyyy).
- The beneficiary HRP-ID is noted in the acceptance letter.

The Grievance Redress Mechanism

The Environmental & Social Management Plan



Tools and Policies

World Bank Environmental and Social Operation Policies triggered:

- Environmental Assessment
- Pest Management
- Indigenous Peoples Plan
- Physical Cultural Resources
- Contingent Emergency Response Component

Ministry of Health & World Bank COVID-19 guidelines

Procurement guidelines

Financial regulations



Grievance Redress Mechanism

- All complaints are handled through the **Grievance and Complaints Logging System.**
- One can access the Grievance Form at our website: www.hrp.gov.dm



Grievance Redress Process

RECEIVE

- Complaint received through different channels and captured in the MIS.

RECORD

- Grievance is logged by the PIU in MIS and gets a unique identifier code.

SCREEN

- Screening is done to determine the grievance category and to direct investigation.

ASSIGN

- Grievance owner is identified and assigned.



Grievance Redress Process

ACKNOWLEDGE

- The grievance is acknowledged within 2 working days of being submitted.

INVESTIGATE

- The investigation is carried out within 5-10 working days by grievance owner.
- Level 2 cases will take 10 to 15 working days.
- Level 3 cases will take 15 to 20 working days and managed by the Project Manager and Implementation Support Team (IST) if necessary.



Grievance Redress Process

ACTIONS & COMMITMENTS

- An action plan is developed and communicated to complainant once all actions are completed.

FOLLOW UP & CLOSE OUT

- The Social Safeguards Specialist or the Administrative Assistant will contact the complainant once the grievance is resolved to verify that the outcome was satisfied.



Grievance Redress Process

ESCALATION & APPEAL

- If not satisfied, the matter will be escalated to the project manager who will review and decide on seeking advice from the Implementation Support Team or independent parties.
- The complainant must file a written appeal to the Grievance Owner, who will submit to the Grievance Redress Committee.



House level Environmental and Social Management Plan (ESMP)

What is it?

- A simple checklist to monitor and address any environmental and social issues.

Why is it needed?

- It guards against any potential threats to the integrity of the resilient construction methods, with the intent to avoid or mitigate challenges.

What is the output?

Compliance with the ESMP will:

- Protect homeowners, the workers, the community and the public.
- Pursue a low hazard house construction area for resilience to category 5 hurricanes and seismic activity.



House level Environmental and Social Management Plan (ESMP)

Who implements the Individual house-level ESMPs?

- Managed by the builder/contractor.
- Supervised by the Design & Supervision Firm , who then reports to the PIU.
- Overall monitoring is done by the PIU safeguards team.

When will the inspections take place?

- All stages of construction.
- Spot checks without notice at any given point by PIU.
- Arrangements may be made for specific visits.

Physical Planning Division will approve the house design and construction according to their mandate.

- There are elements of the ESMP that could trigger a 'Stop Order' by the PPD.
- Therefore it is important to comply with the ESMP.



Why are Environmental and Social Safeguard Policies implemented for residential house construction?

- Results in a resilient house
- Encourages a spirit of cooperation and transparency
 - Creates a hazard risk managed environment



- Happy people
- Improved quality of life

Next Steps

The Project Implementation Unit will:

- Call you at each new stage and guide you in every aspect

Orientation is followed by:

- Bank account opening (Enrolment)
- Design and Permitting
- Contractor selection



The Beneficiary is expected to:

Provide information about any support needed due to physical disabilities

Inform the PIU of:

- any challenges being faced that may affect processes or
- any activities that may seem in conflict with the project activities.



This Orientation represents the
beginning of your journey to a
new home.

Thank You

