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2019 ANNUAL ACTIVITY REPORT



MUCH MORE THAN WATER!

EDITORIAL

President's editorial

The action of Eau et Vie is a long-term one, and our activity report shows an integrated development approach, as implicit in the overview of complementary and time-bound actions.

Obviously, these increased activities require programming with a 3-year strategic plan, from 2018 to 2020, which successfully promoted synergies in the median year 2019.

All kinds of supports from our various partners, financial, consulting, pro bono sponsorship, of institutional or individual origin, will have been involved in these synergies. We would like to thank our partners, for their increasing commitment and willingness.

However, the coordination of the project and its vital axis, are the women and men of Eau et Vie. They are numerous, 167 at the end of the year, if we count only the employees of the 8 associations and companies federated by Eau et Vie. There are many more, if we take into account the partners in the field involved in our projects, especially the volunteer facilitators who stood up in the shanty towns and are now working in daily hygiene training, firefighting, water supply and sanitation practices.

On the one hand, these women and men believe in the sustainable essential services for the well-being of slum families, on the other hand, they have the solid know-how and trades of plumbers, meter readers, accountants, logisticians, engineers, managers. From bottom to top, they are united by geographical and functional solidarities.

Thanks to them all, a large network of solidarities is at work!

Olivier Pascal
Chairman of the board

Co-founders's editorial

2019 was the year of consolidation of the Water and Life team, organization and intervention model, both in France and in the countries. It was a delicate but exciting step, essential for the viability of the model and for which we were accompanied by our partners.

In addition, we pursued our goal of serving more and more families in the slums with water at home, hygiene training and fire-fighting. In the Philippines, the change of scale is now at work with the opening of 8 new neighbourhoods during the year. The team is ready to go even further. In Chattogram, deployment continued in good coordination with the local authorities. In Côte d'Ivoire, the first families have been connected, which is very good news.

Hygiene and fire-fighting activities are well established and a transition strategy could be envisaged in the medium term.

We have sometimes encountered deployment difficulties due to instability of the land tenure system and the innovation of the model. Extensive advocacy work with the authorities has helped to change some of these reservations.

2019 was also a year of innovation, with the continuation of tests in Bangladesh of services with a high social and public health impact, such as waste management and sanitation, in addition to access to water. We learned a lot, suffered some setbacks, and won some battles too. But we strongly believe that these services are an essential key to improving the living conditions of the inhabitants and their inclusion in the city. Beneficiaries tell us that too.

Great challenges still await us in 2020!

Valérie Dumans and Philippe de Roux
Co-founders and co-directors





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EAU ET VIE ACTION

THE CONTEXT



Many developing countries are experiencing a massive urbanization due to rural migration and population growth. These new urban populations are compelled to live in precarious informal areas, where infrastructure is sorely lacking and basic services such as access to water, sanitation facilities, waste management are not provided.

Today, 50% of the world's population lives in urban areas. If the current trends prevail, the UN estimates that, in 2050, one in three person will be living in a slum.

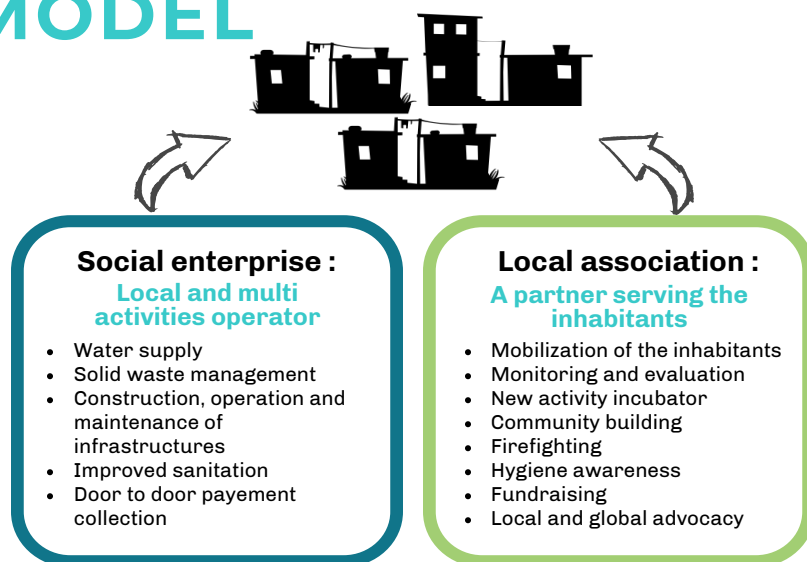
Solutions are urgently needed to improve the everyday life of the inhabitants of these precarious areas. While relocation policies have shown their limits, Eau et Vie has chosen to work in the heart of these neighbourhoods by developing essential services.

AN INNOVATIVE MODEL

In each area of intervention, Eau et Vie is creating two complementary local entities: a social enterprise and an NGO.

They are in charge of implementing developing projects in partnership with all the local actors.

- A **mini multiservice operator** right inside the slum to set up and manage the services. It guarantees access to clean water and essential services at a price, affordable to the inhabitants.
- An **NGO** to bring the project to the population, to carry out studies and ongoing support for the inhabitants on issues of hygiene, firefighting and community building.



A SUSTAINABLE IMPACT

The direct beneficiaries of the Eau et Vie projects are the inhabitants living in precarious conditions in the neighbourhoods where we work. Most of them have access to water, which is often of poor quality, through illegal resellers, at a much higher price than the one previously offered by the local operator.

When stored, the water will then cause bacteria to proliferate and bring serious waterborne illnesses.

Sewerage infrastructure is often inadequate and unhealthy, while the waste piles up in «uncontrolled» landfills, thus polluting the neighbourhoods.

Because of the lack of essential services, epidemics are often developing, seriously threatening the health of the population.

ESSENTIAL SERVICES PROVIDED BY EAU ET VIE



Access to **safe drinking water** is the first lever of Eau et Vie's action. Every household and public place is connected to the city water network via an individual tap, thus improving everyday life and creating favourable conditions to development. The individual bill helps families to have a real legal existence.



Access to **sanitation facilities**, as well as access to water, is an absolute need. A poor management of wastewater constitutes a threat to health and environment. The sanitation service proposed (latrines, drainage) enables reducing soil pollution and water related diseases in a sustainable way.



The accumulation of **waste**, favoured by the authorities who often do not consider its management as a priority, forces the inhabitants of precarious areas to live in unhealthy conditions. The primary waste collection service reduces the sources of pollution in the neighbourhood.



Fire prevention is essential in precarious neighbourhoods, particularly vulnerable as they are very densely populated and are often at the heart of land stakes issues. Eau et Vie installs fire hydrants and creates brigades of trained and equipped volunteer fire-fighters, working in cooperation with city fire-fighters. Thus, the families can feel safe.



Good **hygiene** practices are as important as quality infrastructures to improve public health. Eau et Vie sets up hygiene awareness activities for a change in behaviour from the communities. During these sessions, we address a number of issues that affect many inhabitants: water storage, individual and menstrual hygiene, waste management.



Community strengthening and support from the local authorities are essential to the sustainability of the programmes. The communities are actively involved into the definition and implementation of our projects. Eau et Vie accompanies the creation of neighbourhood management committees.

A RESPONSE TO SDGs

Eau et Vie's action is in line with the objectives of sustainable development (SDGs), set by the UN in 2015.

Eau et Vie contributes particularly to achieving 5 of them:

- Goal N°1: Eradicate poverty in all its forms throughout the world.
- Goal N° 3: Enable everyone to live in good health and promote well-being for all at any age.
- Goal N°6: Ensure access to safe water and sanitation facilities, as well as sustainable management of water for all.
- Goal No. 11: Make cities and human settlements inclusive, safe, resilient and sustainable.
- Goal No. 12: Ensure sustainable consumption and production patterns.



E&V WORLDWIDE



IN FIGURES



40 000
Beneficiaries

5 countries
7 cities and 24
precarious urban
areas

607
million
litres of
water

167
employees
of which
86 % are
local

2019 figures

11 YEARS OF GROWTH

A development towards new horizons...



2008

Eau et Vie Foundation

The operations started in the Philippines, and comprise the supply of drinking water at home, fire-fighting, hygiene awareness and community building

2010

Project opening in Bangladesh

2014

Launch of a waste management pilot project in Bangladesh

2015

Project opening in Côte d'Ivoire

2016

Project opening in Bulgarie

2017

Launch of a sanitation pilot project in Bangladesh with the construction of Biofil latrines.

Creation of the pilot project France

2018

The model's consolidation phase: increase in the number of intervention areas and of beneficiaries, and deployment of the waste management and sanitation services

2019

First customers in Côte d'Ivoire

... and an extension of the essential service offer

2019: HIGHLIGHTS

A NEW TYPE OF DONATION: MICRODON!

For Eau et Vie 2019 was the year of a new partnership and a new way of collecting donations.

We joined the adventure of solidarity «rounding up your bill» in partnership with MicroDon at Bonobo stores.

MicroDon offers micro donation solutions to enable companies to engage their clients to work with them. Bonobo advocates eco responsibility, particularly aiming at a fifty per cent reduction of its water consumption by 2024. This will be a huge challenge for the entire textile industry. In addition, our partnership will help the inhabitants of Bangladesh slums, many of whom are employees in this sector, to improve their living conditions.

All rounded figures at the cash desk are paid in full to Eau et Vie.



PARIS PEACE FORUM

The Paris Peace Forum was created in 2018, initiated by French President Macron.

The forum brings together all stakeholders with governance solutions for peace.

Eau et Vie has been selected to submit projects to participants from all over the world. This was a great recognition for our team as well as a new label: «Paris Peace Forum» as our project!



WORLD WATER WEEK

The mission of the Stockholm International Water Institute (SIWI) is to strengthen water governance.

It offers a range of services such as scientific research, policy advice, training or capacity building, advocacy support and services to water and water-related businesses in order to provide essential, factual and sound information to decision-makers and users worldwide.

For the first time Eau et Vie was involved in the key event for the professionals of the water business.

This was an opportunity for our team to meet and build partnerships with the major global leaders such as UN Habitat, in order to promote and give international recognition to the Eau et Vie model.



INNOVATION WAMASYYS

In 2019, the management software Wamasys was deployed in all the countries of operation. With Wamasys, an online software for all teams all over the world and in line with the approach, we are able to manage all the services of our 40,000 beneficiaries.

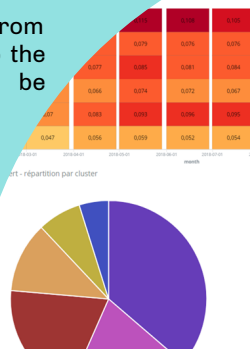
During the year 2019, the reporting and billing system was redesigned. New tools of analysis, together with improved invoicing procedures, made it possible to increase the performance of audit systems.

Meanwhile, adaptability to local operational procedures has been strengthened. The service management tool, developed by our partner Startiji, is now more flexible and intuitive.

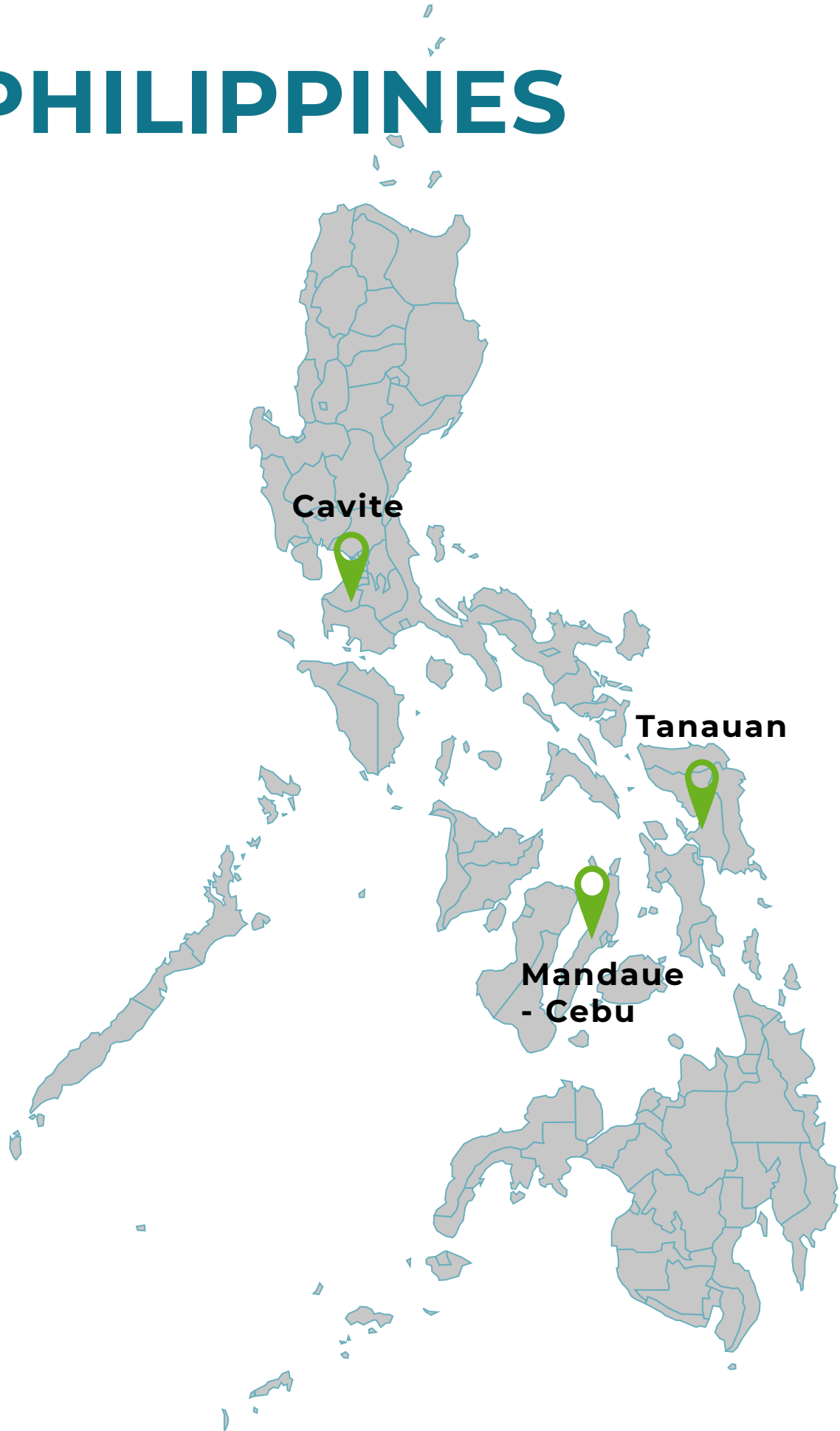
Two fine innovations were started in 2019 and will be launched in 2020:

Receipts issued straight to the field from portable printers directly connected to the smartphone applications will be implemented.

Tests for the deployment of connected meters are currently underway in the Philippines. Their effective implementation will be made possible in a pilot area next year.



THE PHILIPPINES



OPERATING ENVIRONMENT

In spite of a GDP growth rate of 6.5% in 2018, social disparities persist in the Philippines and the country has an HDI of 0.699 in 2018, placing it 116th out of 189 countries.

The population which increased extremely rapidly since the 1990s, has now reached nearly 107 million people, **21.6% of whom lived below the national poverty line in 2015.**

The consequence has been a massive urbanisation (63% of the population lived in cities in 2010, a rate likely to be 70% in 2050) that is poorly controlled.

Inhabitants live in overcrowded and poorly built housing, a situation with a negative impact on their health and financial situation.

EAU ET VIE IN THE PHILIPPINES

The Philippines **is our first country of operation.**

We launched our first programme in 2008 in Navotas, one of the municipalities of Greater Manila.






Since then, the social enterprise Tubig Pag Asa (TPA) and the NGO Water and Life Philippines have been working in partnership in three areas: **Cavite, Tanauan, and Mandaue-Cebu.**

Through partnerships with local water operators (Maynilad Water, Metro Cebu Water District and Leyte Metro Water District) and city authorities, TPA connects households to the drinking water network.



In addition, Water and Life Philippines is in charge of hygiene awareness, community building and firefighting activities. Surveys are currently being carried out in a pilot area to identify sanitation and waste management services with the inhabitants.



2019 IN FIGURES (END OF 2019)

Mandaue-Cebu	Tanauan	Cavite
 2,239 households and public places connected to water supply	568 households and public places connected to water supply	2,136 households and public places connected to water supply
 5,637 people made aware of good hygiene practices	4,233 people made aware of good hygiene practices	3,672 people made aware of good hygiene practices
 8 fire hydrants installed and 35 fire and first aid training courses	2 fire hydrants installed and 13 fire and first aid training courses	40 fire and first aid training courses
 872 women sensitized to menstrual hygiene	772 women sensitized to menstrual hygiene	436 women sensitized to menstrual hygiene
 9 clean-up days organized	3 clean-up days organized	12 clean-up days organized

2019 IT'S ALSO...

- 
29 658 people benefit from sustainable access to drinking water
- 
288 hygiene awareness sessions (hand washing, menstrual hygiene, personal hygiene and sensitization for good water conservation)

2019 IN THE PHILIPPINES

Opening of news areas, a great year!

In 2019, 8 new areas were connected to a safe drinking water network: 3 in Cavite, 1 in Mandauae, 2 in Cebu and 2 in Leyte.

This means an additional **5,476 people now have access to drinking water at home.**

19 intervention zones were operational in the Philippines by the end of the year.

The local NGO Water and Life Philippines focused on hygiene awareness sessions in the new areas. It also carried out a survey on two additional services: waste management and sanitation, to be launched in 2020, in a peri-urban area of Manila.

In December 2019, the local NGO was officially licensed for 3 years, a first step towards accreditation. This was a major recognition of its institutional viability, including, as well as other rights, tax exemption for locally collected donations.

We have started to implement an advocacy strategy in order to be recognised as a major WASH player in the Philippines.



Raising awareness of menstrual hygiene

In 2018, Water and Life Philippines launched a new action: menstrual hygiene education.

In 2019, this activity was increased in response to a strong demand from women residents. **During the year, 2,080 women were able to benefit from the training.**

The Water and Life team is working against taboos and false ideas in an effort to reach both women and men on this issue.

Working groups developed sessions combining theory on menstrual cycles and good hygiene practices.

The sessions are held twice a year in each neighbourhood for a more significant impact.





| Developing the future waste management service

Eau et Vie's projects are carried out in cooperation with all partners: beneficiaries, local authorities and the utility operator. This is a key element in the waste management area and we used the «Design Thinking» method to create our project.

This process is an interactive and personalized one, designed to obtain an innovative solution to a complex problem, a multidisciplinary approach to be applied in an «extreme» environment.

The «Design Thinking» method aims to be as close as possible to the user's needs and therefore involves the customer in all stages of the process in order to ensure the best possible acceptance.

As part of the launch of the new solid waste management service in the coming months in the Philippines, **working sessions were organised with the community of Pugab Ibon (400 households) and the local authorities.**

The service will be a door-to-door waste collection, 3 times a week, by two collectors, duplicating and adapting the service existing in Bangladesh. In addition, the inhabitants will be trained in composting and urban agriculture.



| Fire prevention

The year 2019 will be remembered for **3 fires in our intervention zones.** In the slums, the risk of fire is very high as the people still use candles or hidden electricity connections in an overcrowded environment.

In each case, «Water and Life Philippines» volunteers were capable of bringing the fire under control before the arrival of the city fire department, thus limiting property damage and saving lives.

In order to strengthen these results, **NGO CASC APPUI (a solidarity association of French fire services) organised a mission in December.** Professional fire-fighters from Lyon were sent to train volunteers to create and implement emergency evacuation procedures.

This task is very important in overpopulated areas and in a country facing severe natural disasters. At the same time, a considerable amount of equipment has been provided: fire poles, hoses, a motor pump and fire extinguishers.



BANGLADESH



OPERATING ENVIRONMENT

Because of its geographical characteristics and the exploitation of its resources, Bangladesh is one of the most climate-sensitive countries in the world.

High population density increases the impact of local disasters as well as the massive migration to cities. Access to water and basic services in peri-urban areas are essential issues.

Today, **35% of Dhaka's inhabitants are living in a slum, 19% of Bangladeshi have no access to safe drinking water and 44% have no access to a sanitation system**, resulting in poor health and environmental conditions while increasing social unrest.

Bangladesh is expected to lose 17 to 20% of its land area by 2050, which means that 25 to 30 million people will have to move inland and therefore probably increasing the slum areas.

EAU ET VIE IN BANGLADESH

Eau et Vie has been working in Bangladesh **since 2010**.

The social enterprise Shobar Jonno Pani (SJP) is in charge of the construction and maintenance of water networks in the slums, the distribution of running drinking water, the collection of household waste, the rehabilitation and building of latrines as well as the fees collection.

In addition, the Water and Life Bangladesh association provides training on hygiene and environment as well as advocacy activities. It also implements fire prevention and helps to strengthen neighbourhood councils.

Following the inauguration of the first water network in Dhaka in 2012 built by SJP in the Bhashantek slum, we have diversified our activities. Accordingly, we have carried out pilot experiences on waste management, latrine rehabilitation and construction projects using the innovative Biofil technology in order to increase the supply of basic services in the Bhashantek slum.

In 2016, Eau et Vie geographically expanded its operations and started a new programme in Chattogram (formerly Chittagong) the country's second largest city and first port. The water network was inaugurated early 2018 and was developed throughout the year to connect more households.



2019 IN FIGURES (END OF 2019)

Dhaka



1,678 households and public places connected to water supply



48 fire hydrants installed and **38** fire and first aid training courses



1,480 people made aware of good hygiene practices



11 fire hydrants installed and **318** fire and first aid training courses



747 families benefit from waste collection services

Chattogram



339 households and public places connected to water supply



7 neighbourhood meetings



2,192 people made aware of good hygiene practices



1 fire hydrant installed and **21** volunteer firefighters trained



100% volunteer firefighters are women

2019 IT'S ALSO...

- ✓ **8 700** people benefit from sustainable access to drinking water
- ✓ **362** hygiene awareness sessions
- ✓ **18** fire prevention sessions held
- ✓ **2** clean-up days organized

2019 IN BANGLADESH



The threat of eviction is ruled out

During the first half of 2019, the Eau et Vie teams were concerned about evictions from poor neighbourhoods carried out by the National Housing Authority (NHA) in Dhaka, particularly affecting a slum of over 10,000 people located near Bhashantek.

A long advocacy work and numerous meetings with local authorities have made it possible to rule out the threat in our area of intervention. In fact, evictions are only carried out in neighbourhoods built on private lands, and therefore at the request of the owners. Whatever the country, Eau et Vie has never intervened on private land, thus there is no eviction risk.

On the other hand, a transaction between two land departments in Bashantek disrupted our activities in this area. After 8 years of disagreements at court level, the new owner of the land, the Ministry of Cotton Industry, started to destroy houses in Bhashantek in order to build offices and a residential area. Renewed contacts with the departments and local authorities in charge of social action, as well as increased support for the community, have resulted in a momentary status quo.

However, our teams are still negotiating with the local authorities **to support the stabilisation of Bashantek** and are also seeking recognition for this neighbourhood on the city map.

Ministry representatives, public agencies and local council members were able to see for themselves the significant changes and improvements in the neighbourhood's living conditions, all due to direct access to basic services and our teams working closely with the community.



A new area in Chattogram!

In september 2019, CWASA, the local water company in Chattogram, showed once again its trust in Eau et Vie when it signed a new agreement for the supply and distribution of water in a second additional slum in Chattogram, CNB colony **with 643 families**.

At the end of December, **1,506 people were connected to their own water supply in Chattogram**.

Visit of our Ivorian partners

From 1 to 10 February 2019, Water and Life Bangladesh invited **two guests and partners from Côte d'Ivoire**,

Mr Bouafou, Director of operations at the National Drinking Water Office (ONEP) and Mr Loukou, Director of internal Operations at the Water Distribution Company in Côte d'Ivoire (SODECI), on a field mission to visit the Eau et Vie projects.

The purpose of the visit was to observe first-hand **the global model of Eau et Vie** including drinking water at home, latrine services and waste management (collection and street cleaning) for possible deployment in Côte d'Ivoire. Meetings between the teams and their Bangladeshi colleagues helped to share experiences.



Official recognition of our fire-fighters

Water and Life Bangladesh has recently signed a Memorandum of Understanding with the Bangladesh Fire Protection Authority.

This agreement will ensure the regular training of W&L's **140 volunteer fire-fighters** who will be registered in the public authority's database and therefore can be called when needed.

For the people from poor neighbourhoods, **this is a true social recognition.**
We are very proud of the work achieved.





CÔTE D'IVOIRE



OPERATING ENVIRONMENT

Since 2011, the Ivorian economy has been growing at an average rate of 8% per year and is therefore **one of the world's most dynamic countries**.

But despite this significant economic growth, its ranking on the Human Development Index (HDI) scale makes it one of the poorest countries in the world. As of 2018, the United Nations development Programme ranks the country 170th out of 189 countries.

Abidjan, Côte d'Ivoire's megalopolis and economic capital, now has **5.1 million inhabitants**.

In 10 years, the city's population increased more than twofold, **due to the rural exodus and the political military crisis**, while the infrastructure was unable to follow the growth. As a result, more than a hundred precarious neighbourhoods have developed.

In these areas, people mostly get access to water through illegal resellers, thereby paying more for water by the basin than if they used the traditional distribution network.

EAU ET VIE IN CÔTE D'IVOIRE

In 2013, Eau et Vie started a survey in Côte d'Ivoire which showed the major needs of the people living in Abidjan slums in terms of access to safe drinking water. The local NGO was created in 2015, followed by the local social enterprise in 2016.

Shortly afterwards, **the first intervention area, Gbamnan Djidan 1, was validated** as a pilot project.

Since 2017, hygiene awareness, fire prevention, and community capacity-building activities have been implemented in this area.

Together with schools in Yopougon, Eau et Vie CI **has carried out hygiene awareness sessions for young students**.

After several months of negotiations, the subcontract was signed with SODECI in mid-2018, thus launching the construction of the water network.



2019 IN FIGURES (END OF 2019)



50 households and public places connected to water supply



1844 attendees including **1120** children in hygiene awareness sessions



2 clean-up days organized and **2,815** tons of waste evacuated



1 brigade of **14** volunteers trained in first aid and fire prevention



1 Artelia's skill-based sponsorship mission on the design of a sanitation network

2019 IN CÔTE D'IVOIRE



Launching of the water network in Gbamnan Djidan 1

Gbamnan Didjan 1, which is located in the Commune of Yopougon in the district of Abidjan, is home to 528 families.

The first part of the network which was built has a capacity of 150 water meters. An inauguration ceremony took place on 18 June 2019, chaired by Mr.Djaa, Technical Advisor to the Minister of Hydraulics and in the presence of representatives of the National Office for Drinking Water, of Côte d'Ivoire's Water Distribution Company (the national water operator) and of the Yopougon City Hall.

Moreover, the Event brought together in the community the technical and financial partners behind the projects since the beginning.

A second phase of works is planned in the first half of 2020 which will cover the entire neighbourhood, an area with a population of nearly 2,000 people.



Raising awareness in schools and rehabilitating sanitation facilities

Eau et Vie Côte d'Ivoire has improved its awareness-raising strategy in 2019 by working within the schools attended by the children of the pilot area of Gbamnan Djidan 1.

In addition to awareness activities in class to remind the children of correct hand washing and food hygiene practices, our team has made an inspection of the toilets, washbasins and taps used by the children of the Siporex 4 and Offoumou Yapo schools.

At the same time, close contacts have been established with the teaching team and the National Education inspectors in order to provide a basis for our actions and to ensure their sustainability.

At the end of 2019, technical teams rehabilitated and repaired the taps and washbasins of these two school buildings. Hygiene kits were delivered to the schools and a cleaning day was organised at the Offoumou Yapo school. This comprehensive approach to the school community reaches more students and improves children's hygiene on a sustainable basis to keep them healthy.

A similar action is planned in 2020 to rehabilitate toilets and thus enable students, especially young girls, to attend school with confidence.



Designing waste and sanitation services

A baseline survey on waste management in Djidan 1 showed that **the city's truck collected only 48% of the households in the area** and that the other families favoured a quality paid service.

Moreover, since our water service was well established at the local authority level, we were able to start discussions with the sanitation authorities (Ministry of Sanitation and Hygiene and National Waste management Agency) with the objective of creating a collection service adapted to Djidan 1.

Hiring a local dedicated team helped to start developing the future waste collection and sorting service. Based on the service existing in Bangladesh, and in addition to collection and sorting, the waste service will also include organic waste recycling.

In terms of sanitation, the new dedicated team is considering mini-sewers as an alternative to a traditional sewer network. The subject is worth exploring, as Eau et Vie has no experience in this field so far.

BULGARIA

OPERATING ENVIRONMENT

Bulgaria has a population of 7 million, of whom about 10% are travelling people, according to Council of Europe's figures. While the country adopted an anti-discrimination law in 2003, ethnic tensions are still high in Bulgaria. The travelling people population continues to suffer from numerous forms of discrimination and exclusion, mainly in big cities' ghettos.

Today, between 5 and 7% of the population of Sofia Metropolitan Region (1.68 million inhabitants) are living in ghettos or slums in illegal housing areas, owned by individuals, the city or the state. The lack of a sustainable urban planning and inclusion policy is depriving most of the poor areas of access to basic services such as water and sewerage.



EAU ET VIE IN BULGARIA

The feasibility study carried out in partnership, with Veolia and Sofiyska Voda made it possible to assess the population's needs and thus confirm the relevance of our model.

The Filipovtsi district (7,000 inhabitants) was identified as a suitable area for a pilot project. The Veolia Foundation has partnered in a pre-operational phase together with Eau et Vie.

In the first half of 2019, Water and Life Bulgaria conducted an extensive baseline survey of 500 households in the Filipovtsi area. An intervention model was submitted.

While negotiations with Sofia were underway and with the support of the French Embassy's technical cooperation department, Eau et Vie (Water and Life) started a prospecting phase in the district of Iztok (10,000 inhabitants) in the city of Kyustendil (two hours from Sofia).

Then, discussions began with the city council and local operators: TSA, Largo, Habitat for Humanity, all of them highly motivated by the prospect of an intervention.

A preliminary survey was conducted in the second half of 2019 in partnership with the NGO Largo to identify the living conditions and needs in this neighbourhood.

As many as 17,000 beneficiaries are therefore targeted in the two identified areas.



ACTIONS CARRIED OUT IN 2019

- ✓ Submission of an intervention model to the local operator
- ✓ 2 identified intervention sites
- ✓ 1 baseline survey and 1 preliminary survey conducted

2019 IN BULGARIA

Consultations for the launching of a 2020 pilot project

Water and Life Bulgaria is continuing consultations with the city council and the water operator in the two identified neighbourhoods of Filipovtsi in Sofia and Iztok in Kyustendil. **Its objective is to start a first pilot project that will provide water connection to 200 households.**

Training on hygiene, environment and fire prevention, as well as neighbourhood committees are being developed. The mobilisation of local partners is underway.



FRANCE

OPERATING ENVIRONMENT

34% of the condominium stock is in poor condition affecting 6 to 10 million people living in 2.3 million homes (figures from the National Housing Agency, 2014).

People involved in the management of struggling co-ownerships believe that this problem will increase in the coming years. This is due to the end of the technical cycle of many buildings, malfunctions existing in recent co-ownerships that have been created through tax measures (Pinel law, Robien measure), development or construction projects poorly adapted to the co-ownership's sustainable functioning.

As pointed out in the "Fondation Abbé Pierre 2014" report on poor housing and the "Braye 2012" report, **the stock of degraded condominiums has become a social relegation area.** The degradation of a condominium is a complex process that combines several factors: social, governance management and technical problems.

There are many causes and interacting consequences: lack of maintenance, deterioration of the existing construction and the building's infrastructure, increasing charges, unpaid bills, co-ownership debt, disengagement of co-owners from the governance boards, aggravation of the inhabitants' socio-economic vulnerabilities, unsuitable management by the syndic, erosion of confidence between neighbours, the condominium councils, syndics and suppliers, and the arrival of slum landlords...

The living conditions are worsening and the home is no longer a safe environment as the area becomes an insecure urban enclave.

The solution has to be both technical (acting on the buildings) **and social** with an approach including everyone, making collective spaces more dynamic, improving the quality of life, inserting co-ownership in a global social and urban network.

Moreover, the aim will be to strengthen the co-ownership management with an adapted syndic, a mobilised council, stronger governance and the control of expenses and fluid consumption.

EAU ET VIE IN FRANCE

We would like to develop a **prevention scheme targeting co-ownerships before serious problems arise**, in order to prevent irreversible damage to condominiums.

"Eau et Vie" can provide **new levers for action** to be more efficient and reduce the costs of intervention.

This system is relying on the complementary action of a local multi service company and a locally based association in charge of the collective engagement of the residents.

Eau et Vie objectives:

- Mobilise and involve people to improve communal areas (waste, cleanliness, safety)
- Strengthen the governance of the Council
- Set up a local syndic to deal with unpaid charges
- Oversee the refurbishing of the building



ACTIONS CARRIED OUT IN 2019

- ✓ Socio-economic diagnosis of condominium families
- ✓ Workshops with the Trade Union Council and residents to identify their needs
- ✓ Institutional advocacy
- ✓ Institutional Partnership Signatures

FRANCE PROJECT IN 2019

Experimentation of the project in a co-ownership in Creil

- 150 residents, 49 units in co-ownership
- Degraded housing structure
- 47% unpaid charges
- Failing syndic
- Families in distress but willing to be involved in actions to improve the state of the building

The test phase of the project was launched with a first consultation workshop on governance also attended by the "Conseil syndical de la copropriété" and supported by the association "L'Echappée des copropriétés".

As an incubator for innovation this association is supporting the participation of the residents and the improvement of governance in order to help rehabilitate and strengthen their living environment.

Therefore, by the end of the year, **Eau et Vie handed over the project to this association, thereby showing one of our methods of development, the transposition by "spin off" of the model implemented in the slums on the other side of the earth with the added benefit of improving our practices.**

Together with the Board of Directors, we decided that this promising project would be operational in 2020.



LIFE STORIES

« **My children won't suffer any more from having to fetch water** »

So far, we have been fetching water from the tanks set up within the relocation area, but sometimes there is no water delivery, so we have to get water from other more distant places.

The cost of water being transported by tricycles from these areas is 3 pesos for handling charges and an extra 5 pesos for the water, so a total of 8 pesos per 20-litre container. Thanks to TPA, we will only pay 1.10 pesos for 20 litres!

The money thus saved will be used for my children's schooling, so they won't have to fetch water elsewhere and will now be able to focus on their studies.

I will also be able to concentrate on other matters and not worry about water all the time. I will just have to turn on the tap and water will come out! We can't wait to have our own water pipe so we can wash without worrying.

It will be a real change, for when I have to fetch water every two days, I have to fill twenty 20-litre containers and take them home, often by myself to pay less. I spend 50 minutes a day carrying all the containers to my house, and another 20 minutes or more in a queue.

I am very grateful to TPA because now I can rest and do not have to struggle for water any longer.

Melissa Labrador, dweller of St Francis, Tacloban relocation site, The Philippines



« **I come back late from work, it's good to have a good and quiet wash when I get home.** »

Mr Frédéric Irie Bi Nene has been living in Gbamnan Djidan 1 for over 10 years, with his wife, children, and grandchildren. He was one of the first inhabitants to subscribe to the DNS network, and now says that he is very happy with the water supply service.

He particularly appreciates getting water at home at any time, and not having to worry about the water chore. He is looking forward to waste and sanitation services that will improve the neighbourhood's hygiene.

Frédéric Irie Bi Nene, dweller of Gbamnan Djidan 1, Côte d'Ivoire



« **Talking with my mom and the lady trainers made me feel much better about my body.** »

Esha, her mom and her family are a little uneasy about menstruation. Her mother could not let her go out during her monthly periods and would not allow her to engage in any kind of activities nor communicate with anyone.

After the awareness raising session together with her daughter, the mother has now a better understanding of the situation and no longer wishes to have such rules imposed on Esha.

Esha and her mother, dwellers of Bhashantek slum, Bangladesh



THANKS

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