

*for confidentiality purposes, the name has been changed



“I am Mahmoud from Izraa city,—Daraa Governorate in Syria. I have a family of 9 members and I work as a shopkeeper. We have suffered a lot from the lack of sanitation services, I have experienced many problems with the disposal of sewage and the use of the toilet in my household during the last two years.”

Mahmoud’s family is composed of his wife and 7 children. He used to pay about 20,000 SYP (around 8 USD) for sewage disposal. He has witnessed many problems in the sewage network in the neighbourhood, such as unpleasant and bitter odours around houses, slow drainage and sewage backup in drains and toilets.

Mahmoud has seen many disease cases among community members related to the septic tanks in the area. Some of these tanks are a permanent source of pollution. Three wells in Izraa city have been closed due to the water contamination with nitrite.

“ It’s like I am in a dream that I get rid of septic tank and am connected to a sewage system ”



Mahmoud appreciates the fact that TGH takes into consideration the local knowledge and needs of the Zniba neighborhood. TGH heard the voices of the community, took them into consideration within the assessment. TGH had several meetings with the authorities to identify areas of need and was in constant contact with the communities and their representatives in order to have a better understanding of the needs and to take advantage of the local knowledge.

All the work done by TGH is implemented in collaboration with the local authorities managing the facilities and the local community representatives. This collaboration continues within the implementation of the activities.

“ Many thanks to TGH and the donor, we are really relieved ”