

Shefa Tourism Office

# POST-CYCLONE RECOVERY PLAN FOR NI-VANUATU TOURISM BUSINESSES IN SHEFA PROVINCE

## STAGE 1 - EFATE, NGUNA & PELE ISLANDS



The road to Unakapu Village on Nguna, before and after Tropical Cyclone Pam



## Shefa Tourism Office

### POST-CYCLONE RECOVERY PLAN FOR NI-VANUATU TOURISM BUSINESSES IN SHEFA PROVINCE

JUNE 2015



Members of the needs assessment team inspecting Island Breeze Bungalow on Nguna



WASH engineer inspecting the toilet and shower at a bungalow on Pele



Rubbish being burnt on the path into Launamoa Village, Pele Island



## SHEFA Tourism Office

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## **EXECUTIVE SUMMARY**

SHEFA Province is comprised of the Shepherds group of islands including Epi, Tongoa and Emae; and Efate with the offshore islands of Lelepa, Moso, Nguna, Pele and Emau.

SHEFA Tourism focuses primarily on the development of Ni-Vanuatu owned tourism operations. South-east and north-west Efate, Nguna and Pele Islands are the areas most frequented by international tourists.

Severe Tropical Cyclone Pam struck the Shepherds Islands and Efate on 13 March 2015. The eye passed directly over Emae and brushed the east coast of Efate, causing widespread damage.

Ten days after the cyclone the Department of Tourism (DoT) began a series of impact assessments of tourism properties in Port Vila, Efate, Nguna and Pele. Two weeks later a second assessment was conducted to gather information for a Post-Disaster Needs Assessment and Recovery Framework (PDNA/RF) requested by the World Bank on behalf of the Prime Minister's Office.

These two assessments provided an overview of the damage and attempted to quantify the financial cost to the tourism industry. At this stage only one of twenty-three tourism accommodations listed on the SHEFA Tourism database in Efate, Nguna and Pele were operational. It became clear that a more in-depth needs assessment was required to determine what was needed to help tourism businesses to recover.

Priorities were identified and divided into four stages. Stage 1 is detailed in this report and includes Nguna, Pele and Efate. Epi Island will be the next priority, followed by the islands of Tongoa and Emae. Preliminary assessments have already been carried out of many of the Ni-Vanuatu owned properties in and around Port Vila. Because of the close proximity of these properties to the SHEFA tourism office we are already working with some of them and support is on-going.

The needs assessment focused on three areas: the requirements for rebuilding and repairing properties, an assessment of the damage to the marine environment in the vicinity of these properties, and the immediate training needs of tourism operators. A team of ten people including an architect, Water, Sanitation and Hygiene (WASH) engineer, design consultant, marine biologist, DoT Accreditation representatives and SHEFA Tourism staff spent three days on Nguna and Pele, inspecting tourism properties.



## **EXECUTIVE SUMMARY (cont)**

Additional assessments were carried out by the SHEFA Tourism Office of tourism properties in Paunangisu, Emua and Saama Villages and Havannah Harbour.

All the objectives of the assessments (detailed on pages 11 & 12 of this report) were met as well as additional needs, particularly in the areas of waste management and sanitation, identified.

Recommendations include guidelines on how to “build back better” in compliance with the new Department of Tourism Minimum Standards, and detailed cost estimates have been provided for each property on Nguna and Pele. Workshops in using local materials for both building and decorating in order to appeal to tourist aesthetics have been requested by tourism operators and are required. Book-keeping has been identified as an urgent training need.

While water, sanitation and hygiene issues, waste management and the condition of marine environment all impact on the visitor experience, they need to be addressed at a community level. Guidelines can be provided to tourism operators, such as boiling drinking water for guests and keeping their bungalows tidy and litter-free, but they won't be a truly effective solution on their own. Our recommendation is that workshops, information and resources be made available to communities, as well as synergies and collaborations sought between SHEFA Tourism and other organisations working in these areas.

The indications are that if assistance is provided, the standard of the SHEFA Tourism product offering will be significantly better than it was before the cyclone.

A marketing campaign targeted specifically at the responsible tourism / adventure tourism segment of the market is needed to encourage tourists back to island bungalows, not only in SHEFA Province, but for all of Vanuatu.



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## **INTRODUCTION**

SHEFA Province is comprised of the Shepherds group of islands including Epi, Tongoa and Emae; and Efate and the offshore islands of Lelepa, Moso, Nguna, Pele and Emau.

SHEFA Tourism focuses primarily on the development of Ni-Vanuatu owned tourism operations in SHEFA Province. South-east and north-west Efate, Nguna and Pele Islands are the areas most frequented by international tourists.

Severe Tropical Cyclone Pam was a category 5 “super storm” by the time it struck Vanuatu on 13 March 2015. The Shepherds lay directly in its path with the eye passing over Emae and brushing the east coast of Efate. Winds in excess of 250 kms an hour, huge seas and heavy rain caused widespread damage.

Ten days after the cyclone the Department of Tourism (DoT) began a series of impact assessments of tourism properties in Port Vila, Efate, Nguna and Pele (released on 4th April). Two weeks later a second assessment was conducted to gather information for a Post-Disaster Needs Assessment and Recovery Framework (PDNA/RF) requested by the World Bank on behalf of the Prime Minister’s Office. Due to time constraints a sample of tourism businesses were assessed.

The two assessments provided an overview of the damage and attempted to quantify the financial cost to the tourism industry. At this stage only one of twenty-three tourism accommodations listed on the SHEFA Tourism database in Efate, Nguna and Pele were operational. It became clear that a more in-depth needs assessment was required to determine what was needed to help tourism businesses to recover.

Our focus has been on Ni-Vanuatu owned tourism accommodation and the marine environment in the vicinity of these properties. As a World Heritage Site, Chief Roi Mata’s Domain received international assistance from UNESCO after the cyclone and the only help they’ve requested from SHEFA Tourism has been with marketing. Attractions such as Blue Lagoon, Eton Beach, Mele Cascades and Secret Garden are cruise ship destinations and were monitored by the Cruise Ship Task Force that was formed by the DoT after the cyclone.

On 18, 19 and 20 May a team went to Nguna and Pele Islands to carry out a needs assessment. In addition the SHEFA Tourism Office has visited properties in Takariki, Paunangisu and Emua Villages, and Havannah Harbour. An assessment of Epi Island is planned for 9-11 June, followed by one of Tongoa and Emae.



## **PRIORITIES - Four Stage Plan**

To be most effective it's been decided to prioritise with the initial focus placed on the areas most frequented by international tourists (stage 1).

The second priority would be to work with the more remote islands that receive a small number of international tourists.

The next priority would be to assess Emae and Tongoa, two of the most severely affected islands in the Shepherds. Traditionally bungalows and guesthouses on these islands cater for Ni-Vanuatu guests and visiting NGOs. The assumption is that rebuilding homes and villages will take precedence over redeveloping tourism, but in the spirit of the "Building Back Better" principle, it would be good to assess these properties before any rebuilding takes place.

This is to be followed by an in-depth assessment of the locally-owned properties in and around Port Vila. They cater mostly for Ni-Vanuatu, international budget and "responsible" tourists. Preliminary assessments have been done on many of these properties, and because of their proximity to the SHEFA Tourism Office, these operators are easily able to seek and receive advice. SHEFA Tourism is already working with some of them and assistance is on-going.

### **Stage 1**

- Bungalows and Guesthouses in North Efate, Nguna and Pele
- Restaurants in North Efate
- Marine environment in the vicinity of these businesses

### **Stage 2**

- Emau Island (North Efate)
- Epi Island

### **Stage 3**

- Emae Island
- Tongoa Island

### **Stage 4**

- Mele Village
- Pango Village
- Port Vila



## **NEEDS ASSESSMENT - Overview**

The first step in devising a recovery plan for tourism businesses in SHEFA Province was to do an in-depth Needs Assessment on Nguna and Pele Islands. A team of ten people spent a total of four days inspecting bungalows and guesthouses listed on the SHEFA tourism database and assessing the adjacent marine areas.

### **Aims**

The assessment looked at three areas: the requirements for rebuilding and repairing properties; an assessment of possible damage to the marine environment in the vicinity of these properties; and the immediate training needs of tourism operators to ensure positive customer experiences and good business practise.

### **Objectives**

Specialist skills were required to provide the information we needed:

- **Architect** - to assess the damage to properties, estimate the cost to repair and rebuild them and provide advice to bungalow and guesthouse owners.
- **Water, sanitation and hygiene (WASH) engineer** - to assess the water sources and toilet facilities.
- **Design consultant** - to advise on tourist preferences and the use of local materials when rebuilding and decorating accommodation properties.
- **Department of Tourism accreditation team** - to create awareness of the new Tourism Minimum Standards and how these should be incorporated into the rebuilding process.
- **Marine biologists** - to assess the coral reefs and marine environment frequented by tourists in the vicinity of the tourism properties.

Other considerations included encouraging the formation or reactivation of regional Tourism Associations. As well as being a tourism minimum standard requirement, this will make it easier to facilitate the recovery process.

The team was joined by a French journalist from New Caledonia (who was travelling with the design consultant) and sympathetic to what we were doing. He will help to promote SHEFA as a tourism destination in the French media, focusing on the recovery process and the minimum standards.



## **NEEDS ASSESSMENT**

### **1. Build Back Better**

Repair and rebuild bungalows taking into account:

- Future proofing against cyclones as well as earthquakes
- New tourism minimum standards
- International tourist aesthetic preferences

### **NEEDS**

A preliminary assessment required with an architect and designer to determine individual needs of bungalows and restaurants. General needs as follows:

#### **Building Materials**

- Natangora (thatch) roofing
- Timber, paint, varnish etc.

#### **Water, Sanitation & Hygiene (WASH)**

- Cleaning and filtration of water tanks
- Repairs to water tanks, spouting etc
- New water tanks
- Water supply to toilets and showers

#### **Power**

- Replacing and repairing solar panels
- Electrical rewiring

#### **Interior**

- Mattresses, pillows and bed linen
- Mosquito nets

### **ASSESSMENT TEAM**

- SHEFA Tourism Product Development Officer (Kathy Garoleo)
- Architect (Charlie Garoleo: Department of Tourism)
- Design Consultant (Odile Guiomar: independent consultant)
- WASH engineer (Sophie Lardies: Volunteer, Engineers without Borders)
- Accreditation (Becky Last, Joseph Obed: Department of Tourism)
- Business Development Advisor, SHEFA Tourism (Dianne Hambrook: VSA volunteer)



## **NEEDS ASSESSMENT**

### **2. Marine Environment**

Produce a report on the marine environment in the vicinity of tourism operations that:

- Assesses damage caused by the cyclone
- Provides recommendations for recovery
- Provides a baseline for the future monitoring of the marine environment

#### **NEEDS**

Assess the condition of these areas:

- Conservation / Marine Protected areas on Nguna Island and in North Efate
- Coral Gardening / Clam Gardening projects on Pele Island
- Coral reef at Pele Island
- Sea grass off the beach at Paunangisu Village
- Marine environment at Top Rock, Saama
- Coral reef near Gideon's Landing, Havannah Harbour
- Coral reef at Trees & Fishes, Havannah Harbour

#### **ASSESSMENT TEAM**

Marine Biologists

- Sarah Graham - B.En.Sc, Msc (AVID volunteer with SHEFA Tourism)
- Josephine Rambay (Graduate of University of the South Pacific, Fiji)



## **NEEDS ASSESSMENT**

### **3. Tourism Training**

Tourism operators are having to rebuild and repair their properties, which provides an opportunity to make improvements such as decorating with local materials and discouraging the use of tarpaulins, plastic flooring and furniture. Advice and mentoring in this area, along the lines of what is provided by TVET training in Malampa, Sanma and Torba is urgently needed.

Before the cyclone, training in book keeping and food & beverage were identified as priority needs. They are just as important now.

#### **NEEDS**

Assess the training needs of tourism operators in the following:

- **Use of local materials in building and decorating**  
Designing and decorating bungalows to appeal to tourist aesthetics.
- **Book keeping skills**  
This is a requirement of the Tourism Minimum Standards and it has been requested by almost every operator that works with the SHEFA Tourism Office.
- **Food and beverage**
  - Cooking using fresh, local ingredients
  - Adapting local dishes to appeal to international visitors' tastes
  - Food hygiene and safe drinking water

Determine if additional training needs exist.



## **NEEDS ASSESSMENT - Objectives**

The members of the needs assessment team set out with the following objectives:

### **Charlie Garoleo – Architect**

- Determine how much natangora (thatch) roofing each bungalow needs.
- Determine what other building materials are required.
- Provide an approximate cost of materials – if possible.
- Advise operators on where / how to build new bungalows.

### **Becky Last | Joseph Obed – Accreditation**

- Provide information to tourism operators and create awareness of the new Tourism Minimum Standards.
- Advise on compliance and self-assessment.
- Identify areas where Tourism Minimum Standards may need to be adjusted.

### **Sofia Lardies – Water, Sanitation & Hygiene (WASH)**

- Determine whether damaged water tanks should be repaired or replaced
- Report on the status of other water sources used by bungalows and guesthouses – wells, springs etc.
- Advise on what is required to provide safe drinking water (cleaning of tanks, filters, boiling water, education workshops).
- Assess the feasibility of composting toilets and other waterless sanitation options and provide feedback to the accreditation team as to how these can be incorporated into the Tourism Minimum Standards.

### **Odile Guiomar – Design Consultant**

- Advise on the use of local materials in the building and decorating of bungalows and guesthouses.
- Assess the design needs of individual bungalows to make them more aesthetically pleasing to international tourists.
- Provide recommendations for training (ie. one-on-one training sessions with individual bungalows, workshops, courses and action plans).



## **NEEDS ASSESSMENT - Objectives**

Coral Reef impact assessment objectives included:

### **Sarah Graham | Josephine Rambay – Marine Biologists**

- Determine the condition of the marine environment in the vicinity of tourism businesses.
- Provide a baseline which will allow for the monitoring of the area in future.
- Determine whether a clean up of debris as a result the cyclone is required.
- Work with local people involved in marine conservation areas, providing information where possible.
- Provide a realistic evaluation of the marine environment so as to better manage tourist expectations (ie. to ensure that we don't over-promise on snorkelling, marine conservation areas etc).



## **NEEDS ASSESSMENT - Outcomes**

Over a period of three days the assessment team visited 6 properties on Nguna and 11 on Pele. We were accommodated at Uduna Cove Beach Bungalows and Nakie Women's Guesthouse on Nguna, and Nabanga Bungalow, Sunrise Bungalows and Wora-Namoa Bungalow on Pele. This provided insights into the visitor experience of staying at these properties and in these villages, enabling the team to give relevant and useful feedback.

It was also good to be able to inject much-needed cash into communities that haven't seen tourists since the cyclone.

After Cyclone Pam, the Nguna, Pele, Emau Tourism Association was reactivated and approached the SHEFA Tourism Office for assistance. On both Nguna and Pele the assessment team held meetings with members of the association, providing a forum for feedback and discussion which was extremely valuable.

At the meetings Odile Guiomar, the design consultant, gave presentations on using local materials to rebuild, furnish and decorate bungalows and guesthouses. This was particularly timely as some owners had already started to repair their properties. They were encouraged to use the abundance of fallen trees, bamboo etc - essentially a free resource - rather than buying plastic furnishings from stores in town. These informal workshops were welcomed as "added value".

The meetings also gave the accreditation team an opportunity to explain the new Tourism Minimum Standards. As a result three properties on Nguna and four on Pele now have tourism permits.

The minimum standards for Home Stays, Guesthouses and Island Bungalows are currently being revised and refined, and learnings from the assessment have been incorporated.

All the objectives of the assessment were achieved as well as additional needs, particularly in the areas of waste management and sanitation were identified.

There is some indication that North Efate will follow the example of Nguna and Pele and be encouraged to reactivate their tourism association as a result of the assessment. As membership to a tourism association is a mandatory requirement of the Tourism Minimum Standards, this is a positive outcome.

Individual assessments are provided for each of the island bungalows and guesthouses (see Appendix 1) and will form the basis of individual action plans going forward.



## RECOMMENDATIONS

This is a summary of our recommendations. Detailed reports, including topic-specific recommendations, can be found in the Appendix.

### Book-keeping

Urgent training is required on proper book-keeping practise including the use of guest reservation books and receipt books. Tourism operators need to be able to calculate their income and expenditure accurately and to know if their business is profitable.

### Construction

#### 1. Rebuilding

If owners of those properties damaged beyond repair during the cyclone choose to rebuild, consideration should be given to:

- Correct positioning of the buildings on the site (eg. not on the beach).
- Robust construction of buildings able to withstand cyclones as well as earthquakes.
- Compliance with Tourism Minimum Standards guidelines.

#### 2. Repairing

- Repair in accordance with minimum standards specified by the Department of Tourism.
- Build back better, with an emphasis on the quality of visitor experience and preferences.
- Use an integration of local and western materials (eg. concrete floors and bamboo walls with thatched roof)
- Treat local material before building utilising methods traditionally used in Vanuatu, such as soaking in seawater or burning posts.
- Use local material to decorate both the interior and exterior environment of buildings.
- Use material proportionate to the size of the building (eg. do not use a very large post in a small bungalow).
- Thatch should be tightly spaced in order to prolong its life span.

#### 3. Cost of repairs required as a result of cyclone damage

The cost to repair bungalows and guesthouses to acceptable Tourism Minimum Standards is estimated at:

- Nguna 612,060 vatu
- Pele 492,200 vatu
- Total: 1,104,260 vatu**

Note: This is the bare minimum required. It does not take into account future-proofing against natural disasters.

*Detailed costings for each bungalow are provided in the architects report (see Appendix 2)*



## **RECOMMENDATIONS**

### **Design Consultant**

Workshops on the following topics are required:

- The use of local materials in the construction, furnishing and decoration of bungalows and guesthouses.
- Housekeeping including bed-making techniques and using the correct bed linen.
- Food presentation and hygiene.
- Preparing food to suit the tastes of international tourists using local ingredients.

*Detailed recommendations are provided in the Design report (see Appendix 2)*

### **Electrical Wiring**

Several of the bungalows and guesthouses reported damage to solar panels and wiring as a result of the cyclone. There is a lack of technical expertise in this area that needs to be addressed. Options to remedy the situation should be investigated, including the possibility of a skills exchange with the women in Epau Village who have attended solar energy training in India.

### **Furnishings**

In many cases the bedding and furnishings in bungalows and guesthouses did not meet Tourism Minimum Standards or the needs of tourists before the cyclone, and water damage has compounded the problem. Currently new mattresses, pillows and bed linen are required, as are bedside tables. Possible solutions include:

- Approaching South Seas Shipping for mattresses donated by cruise ships.
- Instruction in building bedside tables from local materials.
- Securing funding for bed linen and mosquito nets.

### **Marketing & Fund-raising Activities**

- A marketing campaign targeted specifically at the Responsible Tourism / Adventure Tourism segment of the market is urgently needed to encourage tourists back to island bungalows in Vanuatu.
- Fund-raising initiatives, such as an "Adopt a Bungalow" campaign, may be needed to assist bungalow owners to meet the cost of rebuilding and refurnishing their properties.



## **RECOMMENDATIONS**

### **Waste Management**

Waste management needs to be addressed at a community level. It is not enough for bungalow owners to keep their properties clean and tidy, not burn plastic etc. as specified in the Tourism Minimum Standards. The whole area that the tourist is exposed to should be litter-free.

#### **Community-based recommendations:**

- Good waste disposal practise, including recycling, needs to be encouraged.
- Education on the importance of keeping the village, bush and coastal area litter-free, both from an environmental and tourism perspective is required.
- Workshops / resources on the above should be provided.

#### **Tourist -focused recommendations:**

- Responsible Tourism practice - visitors should be encouraged to take inorganic products that they bring such as tins, plastic and disposable nappies, back with them when they leave if the community doesn't have facilities to dispose of them properly.

### **Water, Sanitation and Hygiene (WASH)**

- Drinking water for tourists should be boiled, regardless of the source (rainwater tanks, wells, springs, water supply).
- Water tanks, guttering and roofing iron damaged by the cyclone must to be repaired.
- Guidelines outlining the cleaning of rain water tanks, roofs and guttering should be made available.
- Hand basins must be designed not to have standing water (ie. to have drainage).
- Guidelines for a simple, safe construction to provide water for flushing toilets and running water in showers should be made available.
- The Tourism Minimum Standards should include an option for bucket flush (pour flush) toilets.
- Guidelines should be provided for composting toilets.
- A workshop / resource explaining all of the above is required.
- The possibility of collaborating with Save the Children and other NGOs working in this field on Nguna and Pele should be investigated.

*Detailed recommendations are provided in the WASH report (see Appendix 2)*



## RECOMMENDATIONS

### Coral Reef and Marine Environment

- Permanently prohibit fishing in tourism sensitive sites.
- Re-evaluate the Community marine Conservation Area Management Plan.
- No walking on coral.
- Monitor for coral stressors (i.e. Crown of Thorns Starfish, coral bleaching, coral disease).
- Remove debris.
- Prohibit boat transit through tourism sensitive sites.
- Staff training in marine health and conservation.

*Detailed recommendations are provided in the marine coral reef report (see Appendix 2)*



*Marine Conservation area in the vicinity of Uduna Cove Beach Bunglaows on Nguna. Top photo taken before Cyclone Pam, bottom two photos taken 18 May 2015. The amount of debris and coral rubble close to shore declines significantly at depth.*



## **CONCLUSION**

Although Cyclone Pam brought widespread destruction, it has also provided an opportunity to build back better, taking into account the new Department of Tourism Minimum Standards. SHEFA tourism operators need assistance, but a relatively small financial outlay and an investment in relevant training will result in a tourism offering that is significantly better than it was before the cyclone.

We strongly advise against micro finance and operators taking loans of any sort at this time. Repairing bungalows and guesthouses will not in itself guarantee that these businesses will receive tourists or be able to meet their financial commitments. Instead, we recommend that funding be sought to subsidise the cost of building materials including natangora roofing (thatch) paint and varnish. These can then be made available for a minimal price through regional tourism associations, encouraging the reactivation of those associations that are currently not operating. It is envisaged that an independent fund-raising campaign may be required.

Ultimately, marketing aimed at encouraging tourists back to Vanuatu is needed for the recovery of the tourism industry. However, generic destination marketing will not necessarily help island bungalows and guesthouses or other Ni-Vanuatu owned businesses. A strategy and budget specifically targeting the responsible tourism / adventure tourism segment of the market is essential.

The needs assessment has resulted in a stronger relationship between tourism operators on Efate, Nguna and Pele, the SHEFA Tourism Office and the Department of Tourism. It has helped to facilitate the process of creating awareness and encouraging compliance with the new Tourism Minimum Standards.

The assessment has also highlighted the need to be involved at a community level in the areas of water, sanitation and hygiene, waste management and the marine environment. Synergies and collaborations with NGOs and other organisations should be sought. This has the potential to not only improve the visitor experience, but to benefit local communities and improve their quality of life.



## Appendix 1

### ISLAND BUNGALOWS AND GUESTHOUSES

#### NGUNA ISLAND

1.	Island Breeze Bungalow	Taloa Village
2.	Mangamusu Bungalow	Taloa Village
3.	Nakie Womens Guesthouse	Taloa Village
4.	Uduna Cove Beach Bungalows	Taloa Village
5.	Vat-vaka Bungalows	Taloa Village
6.	Paunvina Guesthouse	Unakapu Village

#### PELE ISLAND

1.	JJ Bungalow	Worearu Village
2.	Jowi Beach Bungalow	Worearu Village
3.	Sena Pa-pa Bungalow	Worearu Village
4.	Simoa Bungalow	Worearu Village
5.	Sunset Frangipani Bungalow	Worearu Village
6.	Sena Pa-Pa Bungalow	Worearu Village
7.	Serety Bungalow	Pillura Village
8.	Bela Bungalow	Worasiviu Village
8.	Nabanga Bungalow	Worasiviu Village
9.	Seahorse Bungalow	Worasiviu Village
10.	Sunrise Bungalow	Launamoa Village
11.	Wora-Namoa Bungalow	Launamoa Village

#### EFATE \*

1.	Havannah Eco Lodge	Havannah Harbour
2.	Nikis Bungalow	Emua Village
3.	Orovi Bungalow	Emua Village
4.	Sunset Bungalow	Emua Village
5.	Vatupau Bungalows	Emua Village
6.	Malowia Guesthouse	Paunangisu Village

\* Accommodation in Efate has been inspected but an in-depth needs assessment has not been carried out.

## Island Bungalows and Guesthouses

### NGUNA ISLAND

Name: Island Breeze Bungalow  
Village: Taloa Village  
Owner: John Tamata  
Contact: 776 6084  
Assessed by: Ian Bani, Joseph Obed, Dianne Hambrook  
Date: 24/03/2015  
Damage: Extensive. Will need to be rebuilt  
Operational: No

#### Comments:

- Island Breeze is a new bungalow that was due to open the week of the cyclone.
- The bungalow is built on the beach at the waters edge. Damage was caused by waves and sea surge rather than wind. Recommend that an expert assess the property before rebuilding in the same location.

*Before Cyclone Pam*



*24 March 2015*



## Island Bungalows and Guesthouses

### NGUNA ISLAND

Name: Mangamus Bungalow  
Village: Taloa Village  
Owners: Joel Kalfau  
Contact: 560 4312  
Assessed by: Dianne Hambrook  
Date: 08/04/2015  
Damage: Extensive. Will need to be rebuilt  
Operational: No

#### Comments:

- One bungalow was destroyed. The other was in the process of being built and can be salvaged.
- Owner wants to rebuild. No projected time-frame for this.
- Important to discuss requirements of Tourism Minimum Standards before building commences.

*Before Cyclone Pam*



*24 March 2015*



## Island Bungalows and Guesthouses

### NGUNA ISLAND

Name: Nakie Womens Guesthouse  
Village: Taloa Village  
Owners: Taloa Village Nakie Womens Club (Leiwia Norman is President)  
Contact: 711 3375  
Assessed by: Ian Bani, Joseph Obed, Dianne Hambrook  
Date: 24/03/2015 and 09/04/2015  
Damage: Moderate  
Operational: No

#### Comments:

- Is able to accommodate guests now but needs repairs. Expects to be operational in 2-3 months.
- Community project so may be eligible for donor funding for new water tank.

*Before Cyclone Pam*



*24 March 2015*



## Island Bungalows and Guesthouses

### NGUNA ISLAND

Name: Uduna Cove Beach Bungalows  
Village: Taloa Village  
Owner: Emma Sisi  
Contact: 776 6263  
Assessed by: Ian Bani, Joseph Obed, Dianne Hambrook  
Date: 24/03/2015 and 08/04/2015  
Damage: Moderate  
Operational: No

#### Comments:

- 3 of 5 bungalows operational. Roofing and solar lighting need repairs. Kitchen and dining area badly damaged. Mattresses have to be replaced.
- Expects to be able to accept guests within 1 to 2 months.
- Beach and gardens damaged.

*Before Cyclone Pam*



*24 March 2015*



## Island Bungalows and Guesthouses

### NGUNA ISLAND

Name: Vat-vaka Bungalows  
Village: Taloa Village  
Owner: Yohan Joseph  
Contact: 777 1916  
Assessed by: Dianne Hambrook  
Date: 08/04/2015  
Damage: Extensive  
Operational: No

#### Comments:

- Needs to be completely rebuilt.
- Owner plans to build back better, in compliance with new tourism minimum standards.

*Before Cyclone Pam*



*24 March 2015*



## Island Bungalows and Guesthouses

### NGUNA ISLAND

Name: Paunvina Guesthouse  
Village: Unakapu Village  
Owner: Taris Tatangis  
Contact: 711 6821 (Eddie Kalo)  
Assessed by: Ian Bani, Joseph Obed, Dianne Hambrook  
Date: 24/03/2015  
Damage: Minor  
Operational: No

#### Comments:

- Needs some repairs.
- Water supply contaminated.
- Garden and surrounding bush significantly damaged.

*Before Cyclone Pam*



*24 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: JJ Bungalow  
Village: Worearu Village  
Owners: John Jameson, Margaret Kalo (wife)  
Contact: 772 6476  
Assessed by: Kathy Garoleo, Dianne Hambrook  
Date: 25/03/2015  
Damage: Minimal  
Operational: No

#### Comments:

- New bungalow only very recently completed (no pre-cyclone photo).
- Solar damaged, minor general repairs.
- Owner in New Zealand working on the RSE scheme in New Zealand, his wife will wait for him to return before making repairs.
- Expects to be operational in June 2015.

25 March 2015



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Jowi Beach Bungalow  
Village: Worearu Village  
Owner: David Samuel  
Contact: 562 2221 | 590 9491  
Assessed by: Kathy Garoleo, Dianne Hambrook  
Date: 25/03/2015  
Damage: Minimal  
Operational: No

#### Comments:

- New bungalow only very recently completed (no pre-cyclone photo).
- Bathroom and toilet need repairs.
- General tidying of the grounds.
- Expects to be operational in June 2015.

25 March 2015



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Sena Pa-Pa Bungalow  
Village: Worearu Village  
Owners: Frank and Aileen Kalkaua  
Contact: 542 4728  
Assessed by: Joseph Obed / Dianne Hambrook  
Date: 25/03/2015  
Damage: Significant  
Operational: No

#### Comments:

- Roof needs repairs and veranda rebuilt.
- Rain water contaminated, solar damaged.
- Surrounding bush and gardens destroyed. No shade.
- Expects to be operational by June 2015.

*Before Cyclone Pam*



*25 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Simoa Bungalow  
Village: Worearu Village  
Owners: Mark and Miriam Song  
Contact: 568 6685  
Assessed by: Kathy Garoleo / Ian Bani  
Date: 25/03/2015  
Damage: Minor  
Operational: Yes, as of April

#### Comments:

- Roof of bathroom and toilet destroyed.
- 2 new cement bungalows currently being built. Have no roof or fixtures and didn't suffer any damage.

*Before Cyclone Pam*



*09 April 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Sunset frangipani Bungalow  
Village: Worearu Village  
Owner: Enock Takaua  
Contact: 534 8534  
Assessed by: Ian Bani / Joseph Obed  
Date: 25/03/2015  
Damage: Significant  
Operational: No

#### Comments:

- Walls and roof of bungalow need repair.
- Toilet roof had to be replaced.
- Rain water contaminated.
- Surrounding bush and gardens destroyed. No shade.

*Before Cyclone Pam*



*25 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Serety Bungalow  
Village: Pillura Village  
Owner: Charley Sepora  
Contact: 563 0979  
Assessed by: Joseph Obed / Dianne Hambrook  
Date: 25/03/2015  
Damage: Significant  
Operational: No

#### Comments:

- Roof needs repairs and veranda rebuilt..
- Rain water contaminated, water supply damaged.
- Surrounding bush and gardens destroyed. No shade.
- Expects to be operational by June 2015.

*Before Cyclone Pam*



*25 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Bela Bungalow  
Village: Worasiviu Village  
Owner: George Kalsong  
Contact: 7762140 / 5915898 or 562 6956 (David Kalsong - son)  
Assessed by: Dianne Hambrook / Kathy Garoleo  
Date: 25/03/2015  
Damage: Significant  
Operational: No

#### Comments:

- Roof and bedrooms need repairing.
- Veranda / dining area and bathroom damaged.
- Beach washed away.

*Before Cyclone Pam*



*24 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Nabanga Bungalow  
Village: Worasiviu Village  
Owner: Kenneth Talang  
Contact: 563 0315  
Assessed by: Joseph Obed / Dianne Hambrook  
Date: 25/03/2015  
Damage: Moderate  
Operational: No

#### Comments:

- Had already made extensive repairs.
- Water supply not operational and regulator for solar lighting damaged.
- Expected to be operational by beginning of May.

*Before Cyclone Pam*



*25 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Seahorse Bungalow  
Village: Worasiviu Village  
Owners: Worasiviu Community  
Contact: 568 4229 / 773 6818  
Assessed by: Ian Bani / Kathy Garleo  
Date: 25/03/2015  
Damage: Significant  
Operational: No

#### Comments:

- Veranda area blown away, roof damaged.
- Water source contaminated and solar batteries destroyed.

*Before Cyclone Pam*



*25 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Sunrise Bungalows  
Village: Launamoa Village  
Owner: Tarisu Seth  
Contact: 593 6250  
Assessed by: Kathy Garoleo / Dianne Hambrook  
Date: 25/03/2015  
Damage: Significant  
Operational: No

#### Comments:

- Waves and sea surge came inside the bungalows, filling them with sand.
- Water supply contaminated.
- Expects one of the two bungalows (the family bungalow) to be operational by June.
- No exterior pre-cyclone image available.

*25 March 2015*



*25 March 2015*



## Island Bungalows and Guesthouses

### PELE ISLAND

Name: Wora-Namoa Bungalow  
Village: Launamoa Village  
Owners: Launamoa Community (represented by Bill Seth)  
Contact: 591 3890 / 538 9751  
Assessed by: Dianne Hambrook / Kathy Garoleo  
Date: 25/03/2015  
Damage: Moderate  
Operational: No

#### Comments:

- Had volunteer tourists staying in the bungalow at time of visit.
- Water supply contaminated.
- Expected to be operational within a month.

*Before Cyclone Pam*



*25 March 2015*



## Island Bungalows and Guesthouses

### EFATE ISLAND

Name: Havannah Eco Lodge  
Village: Gideon's Landing, Havannah Harbour  
Owner: Gideon George  
Contact: 774 7200  
Assessed by: Dianne Hambrook / Joseph Obed  
Date: 23/03/2015  
Damage: Significant  
Operational: No

#### Comments:

- Roofs need repairing, water damage to all rooms.
- Dining / restaurant area damaged.
- Damage to beach and foreshore.
- Ablution block undamaged and functional.
- Intends to get restaurant operational first and open to day visitors, before repairing bungalows.

#### *Before Cyclone Pam*



#### *23 March 2015*



## Island Bungalows and Guesthouses

### EFATE ISLAND

Name: Nikis Bungalow  
Village: Emua Village  
Owners: Ben and Pheppie Frank  
Contact: 594 3772  
Assessed by: Kathy Garoleo / Dianne Hambrook  
Date: 1/06/2015  
Damage: Moderate  
Operational: No

#### Comments:

- Roof blew off which has been replaced with corrugated iron because it's difficult to source natangora since the cyclone.
- Woven bamboo on exterior walls were damaged and haven't been replaced because of lack of raw materials.
- Shower and toilet were under construction before the cyclone and are still incomplete.

*Before Cyclone Pam*



*23 March 2015*



## Island Bungalows and Guesthouses

### EFATE ISLAND

Name: Orovi Bungalow  
Village: Emua Village  
Owners: Kalmet Tasrei  
Contact: 546 2983  
Assessed by: Kathy Garoleo / Dianne Hambrook  
Date: 15/05/2015  
Damage: Minor  
Operational: No

#### Comments:

- The roof was damaged and needs natangora for repairs.
- Owner intends to renovate bungalow.
- Water, power and ablutions are all operational.

*Before Cyclone Pam*



*23 March 2015*



## Island Bungalows and Guesthouses

### EFATE ISLAND

Name: Sunset Bungalow  
Village: Emua Village  
Owner: Annemarie Obed  
Contact: 535 7259 (through daughter, Marion)  
Assessed by: Kathy Garoleo / Dianne Hambrook  
Date: 1/06/2015  
Damage: Moderate  
Operational: No

#### Comments:

- Roof damaged and needs repairs to make it waterproof.
- Exterior bamboo damaged.
- Toilet and shower don't have water and need extensive repairs.

*Before Cyclone Pam*



*23 March 2015*



## Island Bungalows and Guesthouses

### EFATE ISLAND

Name: Vatupau Bungalows  
Village: Emua Village  
Owners: Kenneth Lango  
Contact: 546 2052 | 546 5019  
Assessed by: Kathy Garoleo / Dianne Hambrook  
Date: 15/05/2015  
Damage: Moderate  
Operational: Yes (1 of 3 bungalows)

#### Comments:

- The bungalow on the top level was extensively damaged and needs an new roof.
- The roof of the older of the two bungalows on the lower level needs repairs.
- Shower and toilet in good condition but there is no water supply.
- No power.
- Grounds and beach have been cleaned up after the cyclone and are looking good.
- Old restaurant has been completely removed.

#### *Before Cyclone Pam*



#### *23 March 2015*



## Island Bungalows and Guesthouses

### EFATE ISLAND

Name: Malowia Guesthouse  
Village: Paunangisu Village  
Owners: Willie and Janet Bunyan  
Contact: 777 4091  
Assessed by: Joseph Obed / Dianne Hambrook  
Date: 23/03/2015  
Damage: None  
Operational: Yes

#### Comments:

- Gardens and chicken coop damaged.
- Lack of fresh food for meals.
- Operational and receiving guests.

*Before Cyclone Pam*



*23 March 2015*





## **Appendix 2**

### **REPORTS**

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1. Structural Recommendations & Costings - Charlie Garoleo

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  2. Design Consultant Summary & Recommendations - Odile Guiomar

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  3. WASH Summary & Recommendations - Sofia Lardies

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  4. Coral Reef Impact Report - Sarah Graham

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