# Rent Market Tool 7: Rental Agent and Landlord

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| **1. Interview details** | | |
| Name of Interviewer |  | |
| Date of Interview |  | |
| Location |  | |
| **Details of the interviewee(s) / informant(s)** | | |
| Name of rental agent/ landlord (s) | |  |
| Position(s) | | Tick boxes (can select more than one option):   * *Formal rental agent* * *Informal rental agent* * *Volunteer agent* * *Mix: Formal and informal rental agent* * *Landlord* * *Other (please specify)* |
| Contact details | |  |
| Occupations (in addition to rental agent, if any) | |  |

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| **2. Rental market key actors in area of interest**  **Note:** if you have this information already there is no need to re-collect it | | |
| What types of accommodation are rented by the majority of IDPs / refugees in this area of interest? | Tick boxes (can select more than one option):   * *Squats* * *Tented settlements (formal)* * *Tented settlements (informal)* * *Host families* * *Collective centers* * *Rented accommodation* * *Hostels* * *Other (please specify)* | |
| Who are the key actors in the rental market in this area? | Tick boxes (can select more than one option):   * *Formal rental agent* * *Informal rental agent* * *Volunteer agent* * *Community leader/ representative* * *Landlord* * *Land owner* * *Housing estate agent* * *Religious institution* * *Charitable institution* * *Government authority* * *Other (please specify)* | |
| How do these key actors interact with each other?  *Consider formation of agents, agreements regarding areas/ types of housing etc. How is competition between them managed?* |  | |
| In this area what types of agents and land lords and land owners are there?  *Consider: client type, accommodation type and value, location, contract/ agreement type, coverage, number of houses etc.* |  | |
| In the geographical area of interest, approximately how many agents and landlords are there? | **Type of actor:** | **Number of actors** |
| Number of formal agents |  |
| Number of informal agents |  |
| *Other type agent* |  |
| *Landlord* |  |
| *Landlord* |  |
| What are the benefits of being a formal / informal/ landlord? |  | |
| What activities in the rental market is the local government involved in? | Tick boxes (can select more than one option):   * *Policy development and implementation* * *Urban planning* * *Development of guidance* * *Registration of landlords/ rental agents* * *Land/ housing use* * *Land tenure* * *Rental prices* * *Housing standards and quality* * *Tax from rental income* * *Other (please specify)* | |

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| **3. Rental market challenges**  **Note:** if you have this information already there is no need to re-collect it | |
| What are the main challenges and limitations faced in the rental market in this area? | Tick boxes (can select more than one option):   * *Lack supply of housing* * *Lack of diversity in housing stock* * *Lack demand for housing* * *High demand for housing* * *Excess supply of housing* * *Seasonal variations in price* * *Seasonal variations in demand* * *Seasonal variations in supply* * *Urban planning restrictions* * *Monopoly of rental market actors (specify actor)* * *Policies and regulations (specify policy/ regulation)* * *Land tenure issues restricting housing development (specify issue)* * *Illiteracy of tenants* * *Mobility/ high turn-over of tenants* * *High number of tenants per property* * *Defaulting rent payment by tenants* * *Evictions of tenants* * *Social conflict between IDPs/ refugees and locals* * *Influx of IDPs/ refugees* * *Lack of basic services* * *High cost of rent* * *Population influxes etc.* * *Other (please specify)* |
| How do people access rental accommodation in this community? | Tick boxes (can select more than one option):   * *Friends/ family* * *Via Community leader* * *Via local housing authority* * *Via charities/ religious groups* * *Via rental agents* * *Internet/ Social media* * *Advertisement in local paper/ magazine/ window* * *Other (please specify)* |
| Which groups/ types of people find it harder to access rental accommodation? | Tick boxes (can select more than one option):   * *Female headed households* * *Male headed households* * *Elderly* * *Disabled* * *Large households* * *Youth/ young tenants* * *Ethnic groups (specify)* * *Religious groups (specify)* * *People from specific income levels (specify)* * *Other (please specify)* |

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| **4. Types of accommodation managed by agent/ owned by landlord in area of interest** | | | | | | | | |
|  | Type A: | | Type B: | Type C: | | Type D: | Type E: | |
| What types of accommodation do you manage/ own?  Please indicate: Housing condition*: completed or incomplete, walls (bare/ plastered/ painted), flooring (cemented or mud), roof, ceiling, windows, number and size of rooms, outside area etc.* |  | |  |  | |  |  | |
| Approximately, for each type of accommodation, how many houses do you **manage/ own**? |  | |  |  | |  |  | |
| Approximately, for each type of accommodation, how many houses do you **rent**? |  | |  |  | |  |  | |
| Approximately, for each type of accommodation, how many houses are **vacant?** |  | |  |  | |  |  | |
| For each type of accommodation what kind of tenant do you have?  *Consider: professionals, IDPs, refugees, local families, daily laborers, migrants etc.* |  | |  |  | |  |  | |
| How much rent (per month) do you charge for these types of houses? |  | |  |  | |  |  | |
| Does rent include basic services?  Consider: mains water, water/ electricity meters, mains sewerage, septic tank, water tank, waste collection |  | |  |  | |  |  | |
| Who tends to be the landlords of these types of accommodation?  *Consider: commercial agents, private owners, businesswomen and men, local households etc.* |  | |  |  | |  |  | |
| **5. Rental accommodation(s) of interest to this assessment** | | | | | | | |
| Types of rental accommodation | | Tick box:   * Type A * Type B * Type C * Type D * Type E | | | Tick box:   * Type A * Type B * Type C * Type D * Type E | | |
| Approximately how long do IDPs/ refugees rent for? | | Tick box:  *1 – 3 months*  *4 – 6 months*  *6 – 12 months*  *12 – 18 months*  *18 – 24 months*  *24 – 36 months*  *Other (please specify)* | | | Tick box:  *1 – 3 months*  *4 – 6 months*  *6 – 12 months*  *12 – 18 months*  *18 – 24 months*  *24 – 36 months*  *Other (please specify)* | | |
| What is the limit on the number of people who can live in the accommodation? | | Tick box:  *No limit*  *Up to 5 people*  *Up to 8 people*  *Up to 12 people*  *Other (please specify)* | | | Tick box:  *No limit*  *Up to 5 people*  *Up to 8 people*  *Up to 12 people*  *Other (please specify)* | | |
| What are the challenges in renting out accommodation of this type? | | Tick box:  *High demand*  *Low demand*  *Low supply*  *Low demand*  *Tenancy issues*  *Lack of rental payment*  *Short tenancy/ mobility of tenants*  *Other (please specify)* | | | Tick box:  *High demand*  *Low demand*  *Low supply*  *Low demand*  *Tenancy issues*  *Lack of rental payment*  *Short tenancy/ mobility of tenants*  *Other (please specify)* | | |

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| **FROM THIS POINT ON, IF SHORT OF TIME, FOCUS ON THE TYPE OF RENTAL PROPERTY OF INTEREST TO THIS ASSESSMENT IN THE AREA OF INTEREST.** |

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| **6. Housing stock in area of interest:** What is the housing stock in this area of interest? Complete the table below. | | | | | | | | | | |
| **TIMEFRAME** | **NOW / REAL TIME** | | | | | **LAST 12 MONTHS** | | | | |
| Type of accommodation | Number in area of interest | Rented  (Number / %) | Rented by IDPs  (Number / %) | Vacant  Number/ % | New accommodation + when | Number in area of interest | Rented  (Number / %) | Rented by IDPs  (Number / %) | Vacant  Number/ % | New accommodation + when |
| Type A |  |  |  |  |  |  |  |  |  |  |
| Type B |  |  |  |  |  |  |  |  |  |  |
| Type C |  |  |  |  |  |  |  |  |  |  |
| Type D |  |  |  |  |  |  |  |  |  |  |
| Type E |  |  |  |  |  |  |  |  |  |  |
| **TOTAL** |  |  |  |  |  |  |  |  |  |  |

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| **7. Rent and tenure:** What is the accommodation stock in this area of interest? If short of time, focus on the type of accommodation of interest | | | | | | | | | | |
| **TIMEFRAME: NOW/ REAL TIME** | | | | | | | | | | |
| Type of accommodation | What kind of tenant lives in this accommodation?  *Consider: socio-economic level of tenant and status: local resident, refugee/ IDP tenants* | What agreement is given to the tenant?  a. Oral  b. Written (formal/ legal)  c. Written (informal) | Is a down payment/ deposit needed?  Yes/ No | How much rent is paid per month? | How is the rent paid?  a. Mobile money  b. Cash  c. Bank transfer  d. In-kind/ barter  e. Other (please specify) | Is a receipt provided to the tenant?  Yes/ No | Evictions common?  a. Very common  b. Common  c. Not common | If evicted, where do tenants go?  a. Cheaper property Type A/B/C/D/E  b. Tented settlements  c. Collective centers  d. Relatives/ friends  e. Other (specify) | For vacant properties,length of time to find tenant  a. < 2 week  b. 2 – 4 weeks  c. 1 – 2 months  d. Other (please specify) | Where do the landlords **generally** live?    a. Next door to tenant  b. Same community  c. Next community  d. Other (specify) |
| Type A |  |  |  |  |  |  |  |  |  |  |
| Type B |  |  |  |  |  |  |  |  |  |  |
| Type C |  |  |  |  |  |  |  |  |  |  |
| Type D |  |  |  |  |  |  |  |  |  |  |
| Type E |  |  |  |  |  |  |  |  |  |  |

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| **TIMEFRAME: PAST 12 MONTHS** | | | | | | | | | | |
| Type of accommodation | What kind of tenant lives in this accommodation?  *Consider: socio-economic level of tenant and status: local resident, refugee/ IDP tenants* | What agreement is given to the tenant?  a. Oral  b. Written (formal/ legal)  c. Written (informal) | Is a down payment/ deposit needed?  Yes/ No | How much rent is paid per month? | How is the rent paid?  a. Mobile money  b. Cash  c. Bank transfer  d. In-kind/ barter  e. Other (please specify) | Is a receipt provided to the tenant?  Yes/ No | Evictions common?  a. Very common  b. Common  c. Not common | If evicted, where do tenants go?  a. Cheaper property Type A/B/C/D/E  b. Tented settlements  c. Collective centers  d. Relatives/ friends  e. Other (specify) | Length of time to find tenant  a. < 2 week  b. 2 – 4 weeks  c. 1 – 2 months  d. Other (please specify) | Where do the landlords **generally** live?    a. Next door to tenant  b. Same community  c. Next community  d. Other (specify) |
| Type A |  |  |  |  |  |  |  |  |  |  |
| Type B |  |  |  |  |  |  |  |  |  |  |
| Type C |  |  |  |  |  |  |  |  |  |  |
| Type D |  |  |  |  |  |  |  |  |  |  |
| Type E |  |  |  |  |  |  |  |  |  |  |

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| **8. Looking ahead to intervention time frame: Housing stock in area of interest and rent and tenure** | | | | | | | | | | |
| **TIMEFRAME** | **FUTURE INTERVENTION PERIOD *(\*\*month YEAR to month YEAR)*** | | | | | | | | | |
| Type of accommodation | Number in area of interest | Rented  (Number / %) | Rented by IDPs  (Number / %) | Vacant  Number/ % | New accommodation + when? | How much rent is paid per month? | Evictions common?  a. Very common  b. Common  c. Not common | Non-renewal of tenancy agreement common?  a. Very common  b. Common  c. Not common | If evicted/ non-renewal of tenancy, where do IDPs/ refugees go?  a. Cheaper property Type A/B/C/D/E  b. Tented settlements  c. Collective centers  d. Relatives/ friends  e. Other (specify) | Length of time to find tenant  a. < 2 week  b. 2 – 4 weeks  c. 1 – 2 months  d. Other (please specify) |
| Type A |  |  |  |  |  |  |  |  |  |  |
| Type B |  |  |  |  |  |  |  |  |  |  |
| Type C |  |  |  |  |  |  |  |  |  |  |
| Type D |  |  |  |  |  |  |  |  |  |  |
| Type E |  |  |  |  |  |  |  |  |  |  |
| **TOTAL** |  |  |  |  |  |

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| **9. Rental market: access, demand and supply** | | |
| Is the same documentation needed for **different types of tenant (host/ refugee/ IDP)**? | Tick box:  *No*  *Yes (if Yes – answer question below)* | |
| What documentation is **needed to rent** accommodation by IDPs/ refugees and local residents? | |
| **Local residents** | **Refugees/ IDPs** |
| Tick boxes (can select more than one option):   * *Passport*   *National identify card UNHCR refugee status determination document*   * *Letter from Government* * *Other (please specify)* | Tick boxes (can select more than one option):   * *Passport*   *National identify card UNHCR refugee status determination document*   * *Letter from Government* * *Letter from family/ relatives* * *Other (please specify)* |
| Has there been an increase or decrease in the number of rental accommodation in this area over **last 10 years?** | *Tick boxes:*   * *Stay same* * *Increase (see question below)* * By % No of rental properties * *Decrease (see question below)* * By % No of rental properties | |
| Why has there been an increase/ decrease in the number of rental accommodation in the last 10 years? | |
| Tick boxes (can select more than one option):   * + *Private sector construction/ investment*   + *Government construction/ investment*   + *Charities/ Religious groups construction/ investment*   + *Lack of construction / investment in construction*   + *Division of larger properties*   + *Host need for income*   + *Other (please specify)* | |
| Has there been an increase or decrease in the type of rental accommodation rented by IDPs/ refugees in this area in the **last 3 years?** | *Tick boxes:*  *No*  *Yes – answer question below* | |
| Why has there been a change in the type of accommodation rented by IDPs/ refugees in the **last 3 years?** | |
| Tick boxes (can select more than one option):   * + *Affordability*   + *Mobility*   + *Number of tenants per accommodation*   + *Government regulation*   + *UN/ NGO/ Charity/ Religious group assistance*   + *Availability of cheaper accommodation*   + *Other (please specify)* | |
| Has there been an increase or decrease in the **vacancy rates** for rental accommodation in this area over **last 5 years**? | *Tick boxes:*   * *Stay same* * *Increase (see question below)* * By % * *Decrease (see question below)* * By % | |
| Why has there been an increase/ decrease in the vacancies of rental accommodation in the last 10 years? | |
| Tick boxes (can select more than one option):   * + *Lack of demand*   + *Lack of affordability of potential tenants*   + *High supply of variety of housing options*   + *Poor security in area*   + *Lack of services in area*   + *Other (please specify)* | |
| What changes do you expect to see in the rental market in the **next 12 months**? | *Tick boxes:*   * *Stay same* * *Increase (see question below)* * By % No of rental properties * *Decrease (see question below)* * By % No of rental properties | |
| Why do you think these changes will take place over the next 12 months? | |
| Tick boxes (can select more than one option):   * + *Growth in demand*   + *Higher availability of accommodation*   + *Relaxed regulation/ policy regarding housing and land tenure*   + *IDPs/ refugee influx*   + *IDP/ refugees return to place of origin*   + *Government/ UN/ NGO assistance*   + *Other (please specify)* | |
| Who is responsible for the maintenance and upgrading of the rental accommodation? | Tick boxes (can select more than one option):   * + *Agents*   + *Landlords*   + *Tenants*   + *Local authority*   + *UN/ NGO/ charity/ religious group*   + *Do not know*   + *Other (specify)* | |

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| **10. Seasonality**  **JUST FOR TYPE OF ACCOMMODATION OF INTEREST IN AREA OF INTEREST** | | | | | | | | | | | | |
| How has the number of people wanting rental accommodation changed in **the last 12 months?**  **Note**: For the type of accommodation we are interested in. | Decreased by | | | | Increased by | | | | No Change | | | |
|  | | | |  | | | |  | | | |
| Is the number of people wanting for rental accommodation likely to change in **the next 12 months?**  **Note**: For the type(s) of accommodation we are interested in | Potential decrease? | | | | Potential increase? | | | | No Change | | | |
|  | | | |  | | | |  | | | |
| Is there a time of year when tenants/ households struggle to pay their rent?  **Note**: For the type(s) of accommodation we are interested in | J | F | M | A | M | J | J | A | S | O | N | D |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Are there times in the year when it is more difficult to find rental accommodation?  **Note**: For the type(s) of accommodation we are interested in | J | F | M | A | M | J | J | A | S | O | N | D |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Is there a time of year when rental prices go up?  **Note**: For the type(s) of accommodation we are interested in | J | F | M | A | M | J | J | A | S | O | N | D |
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| **I1. FUTURE PROGRAMMING (insert the number of housing units sought)** | |
| Would the community able to provide accommodation of \*\* IDPs/ refugees arrived? | *Tick boxes:*  *Yes.*  *No If No, see question below* |
| If No, why not? |
| Tick boxes (can select more than one option):  *Lack of available housing of type needed*  *Lack of interest to accommodate IDPs/ refugees*  *Other (please specify)* |
| Would an increase in demand for accommodation result in any problems in the community? | Tick boxes (can select more than one option):  *No*  *Yes. If yes, see questions below* |
| If so, what impact would this have on the local and displaced population? |
| Tick boxes (can select more than one option):  *Increase in price of rent*  *Increase in rental agents*  *Eviction of local poor*  *Social tension*  *Stimulation of building*  *Increase poor living conditions*  *Increase stress on services*  *Housing refurbishment to create more units*  *Other (please specify)* |
| If yes, what could be done to mitigate this impact? |
| Tick boxes (can select more than one option):   * *Gradual settlement of IDPs/ refugees* * *Seek additional housing units* * *Increase number of tented settlements* * *Release additional land* * *Seek additional areas*   *Other (please specify)* |
| Would some landlords require support to help increase the availability of accommodation units? | Tick box:  *No*  *Yes. If yes, see questions below* |
| If so, what kind of assistance would they need? |
| Tick boxes (can select more than one option):  *Financial support/ loans*  *Building materials*  *Communication support*  *Other (please specify)* |

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| **12. Closing comments and key contacts** |
| **Can you think of any people that can help us to get a better understanding of the market?**  (Ask for names, contact details, and help to arrange meetings) |
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| **Any additional comments and observations?** |
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