## Rent Market Tool 0: Tenant

##### **Key informant details**

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| **Name of tenant** |  |
| **Location**  **(Name of community/ district)** |  |
| **Place of origin** |  |
| **Status of tenant**  **(Refugee/ IDP/ local resident/ host household)** |  |
| **Contact details**  **(Email, phone number)** |  |
| **Possibility to contact again?**  And if so what is their availability? |  |

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| **Description of rental accommodation:**  *Consider the condition of the house:*   * *Completed or incomplete structure* * *Durability of structure* * *Walls (bare/ plastered/ painted)* * *Flooring (compacted mud/ concrete)* * *Roof and ceiling present* * *Doors and windows fitted* * *Number of rooms rented* * *Partition of space for privacy (considering gender and ages of tenants)* * *Size of rooms rented* * *Access to water (water tank), toilets, electricity, mains sewerage/ septic tank and other basic services (waste removal)* * *Availability of appropriate services for men/ women and children* * *Existence of secure compound/ porch (for relaxation/ children to play)* * *Security and cleanliness of location (drainage, waste management etc.)* * *Other (please specify)*   **Does the rental accommodation fit the specification being assessed?**   * Yes/ No |

**1. Tenant details**

1. How many people live in this property with you?
2. Do you share the rented property with non-family members or relatives?
3. How long have you been renting this property?
4. How long have you lived here in this community?
5. Did you move here from another community? If so, which one?
6. Why did you decide to live in this community? *(Consider: preferences, cost, security, proximity to friends/ family, employment and services such as schools and hospitals etc.)*
7. Do you plan on staying in this rented house, in this community for the next 12 months? If no, why not? (*Consider: resettlement, preferences, cost, security, proximity to employment and services such as schools and hospitals etc.)*

**2. Rental property access**

1. How many properties have you rented in the last 2 years? If tenant has moved more than twice, ask why.
2. When you moved here, how did you access this rental property? Who did you speak to? Who helped you? *(Consider rental market actors: community leaders, landlords, family members/ relatives, rental agents (formal/ informal), Internet, social media, estate agents etc.)*
3. What challenges are there in accessing rental properties? *(Consider issues related to gender, cost, ethnicity, religion, number of tenants sharing accommodation etc.)*
4. Did you have to pay a fee/ a payment to access this house? If yes, how much and to who?
5. How long did it take for you to find somewhere to live?

**3. Rental property payment**

1. How much rent is paid for this accommodation?
2. How is the rent paid *(Consider: cash, mobile money, bank payment or in kind/services render etc.)*?
3. Who do you pay your rent to?
4. How frequently is rent paid? *(Consider: weekly, monthly, 6 months, annually)*
5. Are you given evidence of rent payment (e.g. receipt)?
6. Do you borrow money to pay your rent? If so, from who?
7. In the **last 12 months,** has the rent increased or decreased? If so, by how much and why?
8. Do you think the rent will increase in the **next 12 months**? If so, by how much and why?
9. Approximately, how much income do you and the people you rent with earn (get an approximation)?
10. What is the most amount of rent you and the people you rent with can **afford** to pay (get an approximation)?
11. If you were not able to live here, where would you go? *(Consider tented settlements, cheaper rental accommodation, host family, stay with friends/ family other (please specify))*

**4. Rental agreements and security of tenure**

1. What kind of rental agreement do you have? *(Consider verbal, written informal or formal/ legal agreements)*
2. Is the agreement with the landlord or rental agent?
3. Did you have to pay a down payment/ deposit as part of the agreement? If so, why? How much? Will you get this money back when you move out?
4. What services are included in the rental price? (*Consider: water, electricity, waste collection, solid waste removal, general maintenance etc.)*
5. Have you ever been evicted from a property? If yes, how many times and why?
6. Do you and the people you live with feel safe and secure living here? Why? *(Consider: fear of eviction, distance from services (schools, hospitals etc.), distance from assistance, shelter incomplete/ damaged, insecurity, lack of clean water, lack of employment, hostile living conditions, other (please specify).*

**5. Relationships**

1. Do you have friends/ family living in this community?
2. Do you feel a part of the community?
3. Have you faced any problems with the landlord, rental agent or neighbors? If so, what kind of problems? How were the problems resolved?

**6. Key contacts**

1. Can you introduce us to some agents and landlords?
2. Can you give us contact details of agents and landlords?