

# Monitoring of Rental Market Interventions

The monitoring of rental market interventions needs to take into consideration the complexity of these markets and that of the urban environments in which they usually operate. This tip sheet provides information specific to the monitoring of rental market interventions, in several thematic areas.

## Why monitor?

- ✓ Identify issues in the programme and distribution process and make timely changes;
- ✓ Track progress towards the programme's objectives;
- ✓ Track household progress towards self-sufficiency;
- ✓ Understand the programme's impact on the rental market and any indirect impacts on wider community.

## What to monitor?

- ✓ Cash/voucher distribution processes and procedures;
- ✓ How cash assistance has been used;
- ✓ Adherence to any of the assistance conditions (e.g. tenants remain in the same property);
- ✓ Housing quality;
- ✓ Progress of any repairs or upgrading to rental housing;
- ✓ Tenure security (e.g. eviction monitoring, relationship with landlord);
- ✓ Financial well-being and self-sufficiency (including income, expenditure, debt);
- ✓ Intentions and plans of the household;
- ✓ Changes to the rental market, as a result of the programme and external factors; and
- ✓ Indirect impacts of the programme including social cohesion / relationship with local community and neighbours, service provision and protection issues.

This tip sheet was written by Julia Lewis from CashCap and has been reviewed and edited by the Rental Market Guidance Steering Committee with special support from NRC and CRS.

## Data Collection Methodology

- ✓ **Resource mobilisation:** because it may take longer to find interviewees in urban environments, organisations should be aware that monitoring activities may require more time, financial and human resources than in other interventions.
- ✓ **Flexible monitoring approaches:** the dynamic nature of urban environments requires flexibility in programme monitoring systems, just as it requires flexibility in the programme response.
- ✓ **Telephone calls and household visits:** monitoring teams should use a combination of telephone calls and household visits to collect information. Note that household visits remain necessary to collect information about housing quality, to triangulate information from telephone surveys and to discuss more sensitive topics.
- ✓ **Household identification:** in overcrowded areas and neighbourhoods, remembering where beneficiaries are living can be a challenge. The use of GPS and area-based monitoring approaches can help with this.
- ✓ **Rental market monitoring** should be conducted in the different sub-markets (income categories, neighbourhoods etc.) relevant to the target group. It is also important to include sub-markets not directly impacted by the intervention to provide comparative data, and to use qualitative data collection techniques to better understand the reasons behind any changes in the market.
- ✓ **Gender disaggregation:** collecting information from men and women separately is essential as their views and perceptions of housing quality and the extent to which it meets their needs may differ.

## Sources of Information

- ✓ **Landlords:** as the relationship between tenants and landlords is key to the success of the programme, landlords should be included in monitoring surveys, wherever possible, to understand their perspectives, triangulate information, and to help solve issues.
- ✓ **Real estate agents, brokers and other stakeholders** can also be an important source of information about changes that they have seen in the rental market.
- ✓ **Beneficiary:** to monitor changes in the neighbourhood and in the rental market, progress of upgrades and repairs, protection and eviction concerns.

## Information to collect

- ✓ **Qualitative and quantitative information:** household surveys and other quantitative information should be supplemented by, and triangulated with, focus group discussion and semi-structured key informant interviews.
- ✓ **Proxy indicators** can be used to collect sensitive or difficult-to-collect information. For example, the number of days worked in the last month can be used as an effective substitute for household income if local labour rates are known.
- ✓ **Rental market information** including changes in rental prices and availability in different neighbourhoods, changes in contracting procedures, number of landlords and properties for rent, changes in policy and local planning which affect the rental market.
- ✓ **Protection and social information:** to identify issues and concerns related to protection, potential exploitation and abuse, the relationship between landlord and tenant, as well as social relationships and concerns within the neighbourhood.

## Monitoring: Key Resources and Tools

- ✓ CaLP (2011) *Cash Transfer Programming in Urban Emergencies: A Toolkit for Practitioners*: <http://www.cashlearning.org/resources/library/251-cash-transfer-programming-in-urban-emergencies-a-toolkit-for-practitioners>
- ✓ CaLP (2014) *Monitoring for CTP in Emergencies*: <http://www.cashlearning.org/downloads/calp-ctp-monitoring-web.pdf>
- ✓ CRS (2015) *MARKit: price monitoring, analysis and response kit*: <http://www.cashlearning.org/downloads/markit-manual-final-high-res.pdf> *Designed for food security programmes but provides a useful introduction to market monitoring.*
- ✓ UNHCR (2019) *Rental Assistance Guidelines*: <http://www.cashlearning.org/resources/library/1483-rental-assistance-guidelines>
- ✓ Shelter Cluster Ukraine (2016) *Guidance on Monetization in the Shelter/NFI Humanitarian Response in Ukraine*
- ✓ NRC (2014) *Life Can Change: Security Housing, Land and Property Rights for Displaced Women*: <https://www.nrc.no/resources/reports/life-can-change---securing-housing-land-and-property-rights-for-displaced-women/>
- ✓ Sanderson, D. (2019) *Urban Humanitarian Response*. HPN, Good Practice Review 12: <https://odihpn.org/resources/humanitarian-response-urban-crises/>
- ✓ Replace pink text with: Examples of PDM and other monitoring tools can be found at the “[Rental Market Intervention Resource Library](#)”

## Monitoring Framework

Thematic Area	Suggested Indicators	Example Questions
Distribution processes and procedures	<ul style="list-style-type: none"> <li>• % of beneficiaries who expressed satisfaction with the distribution process</li> <li>• % of beneficiaries correctly report when and how much cash they were expecting to receive</li> <li>• % of households adhering to [predetermined conditions]</li> <li>• % of households who received rental assistance on time.</li> <li>• % of landlords who received rental payments on time.</li> </ul>	<ul style="list-style-type: none"> <li>• Were you satisfied with the distribution? Why? What could have been improved?</li> <li>• What difficulties did you face in accessing the assistance?</li> <li>• From where did you receive information about this month's cash transfer?</li> <li>• When were you expecting to receive this, and how much were you expecting to receive?</li> <li>• How much did you receive and when?</li> <li>• When did you receive this month's rent?</li> </ul>
Use of cash assistance	<ul style="list-style-type: none"> <li>• % of overall assistance spent on rent/utilities and other shelter outcomes</li> <li>• % of assistance spent on other basic needs (disaggregated by sector)</li> </ul>	<ul style="list-style-type: none"> <li>• How much of the cash support was spent on rent or utilities?</li> <li>• What percentage of the cash support was spent on education / health / food etc. in the last month?</li> </ul>
Housing quality	<ul style="list-style-type: none"> <li>• % of properties with access to water/electricity/heating/transport links/sanitation</li> <li>• % of properties which meet minimum agreed standards of structural safety, privacy, access to services including kitchen/bathroom, protection from weather etc.</li> <li>• Average number of people per housing unit.</li> <li>• Average number of people per bedroom.</li> <li>• % of households reporting no difficulties in the location of the property and their access to work opportunities, or to family/friends/social connections.</li> </ul>	<ul style="list-style-type: none"> <li>• Does the shelter comply with agreed minimum technical standards? Do households have access to running water / electricity / heating?</li> <li>• When it rains, do you experience water leaking into the house?</li> <li>• Is there adequate ventilation?</li> <li>• Are there needs for upgrades?</li> <li>• Is the housing protected even during winter months?</li> <li>• What are the conditions of the toilet and where is it? If not in the house, how far is the nearest toilet?</li> <li>• Is there access to water for cooking and bathing? How close is the nearest water source?</li> <li>• How many families / individuals share a kitchen / bathroom?</li> <li>• How many people live in this apartment/housing unit/building?</li> <li>• Do any household members have mental, physical disabilities or other specific needs? Does the property accommodate these?</li> <li>• How long does it take you to get to work?</li> </ul>

Thematic Area	Suggested Indicators	Example Questions
Progress of any repairs or upgrading to rental housing	<ul style="list-style-type: none"> <li>• % of properties on track according to the agreed work schedule</li> <li>• % of properties upgraded to minimum agreed standards (to be defined by context)</li> <li>• Occupancy rates of upgraded/repaired accommodation by low-income households</li> </ul>	<ul style="list-style-type: none"> <li>• Measured through observation and household visits.</li> </ul> <p><i>Progress of housing repairs and upgrading should be monitored by technical shelter teams. It is not enough to use a representative sample when monitoring shelter repairs and construction because each building must be compliant to be safe.</i></p>
Tenure security and Protection	<ul style="list-style-type: none"> <li>• % of households provided with legal advice or referred to appropriate support</li> <li>• % of beneficiaries and landlords receiving training on HLP issues and their legal rights/responsibilities. (disaggregated by sex, status etc.)</li> <li>• % of tenure documents (including lease agreements) including women, either in own or joint names</li> <li>• % of beneficiaries who have an appropriate agreement in place</li> <li>• % of beneficiaries/ landlords reporting problems with the other party</li> <li>• % of beneficiaries / landlords reporting a satisfactory resolution of disputes</li> <li>• % of beneficiaries reporting threats of eviction in the last month</li> <li>• % of beneficiaries reporting incidences of eviction in the last month</li> <li>• % of beneficiaries who report feeling tenure insecure</li> </ul>	<ul style="list-style-type: none"> <li>• Have you received legal advice or support in the last month? Where from? How did you find this support? Were you satisfied with it?</li> <li>• Have you experienced any problems with your landlord/tenant in the last month? If so, what were they? What was the cause of them? Have you resolved them? How did you resolve them?</li> <li>• Does the tenant have a signed rental contract?</li> <li>• How long have you been at the current property?</li> <li>• Have you been evicted in the last month?</li> <li>• Have you received a threat of eviction in the last month? What reasons were given for this?</li> <li>• Do you fear eviction from your current accommodation? If yes, what is the reason for this?</li> <li>• Do you have any other fears about your protection or safety in this property?</li> </ul>

Thematic Area	Suggested Indicators	Example Questions
Financial well-being and self-sufficiency (including income, expenditure, debt)	<ul style="list-style-type: none"> <li>• % of households receiving training on financial planning / household budgeting</li> <li>• % of monthly income coming from rental assistance.</li> <li>• % of monthly household income spent on rent</li> <li>• % of households whose net incomes are improving (including income, expenditure and debt levels)</li> <li>• % increase/decrease in household debt</li> <li>• % of households who report they have reduced debt by the end of the project</li> <li>• % of debt represented as total household expenditure</li> <li>• % of households reporting the use of negative coping mechanisms to meet basic needs (to be defined by context)</li> <li>• Average number of days worked per household/ individual in the previous month</li> <li>• # of households participating in livelihood activities (e.g. language classes, training, internships etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• How much rent does the household have to pay?</li> <li>• What percentage of your monthly income does the rental assistance account for?</li> <li>• How much of your monthly income are you currently spending on rent? How has that changed since last month? What are the reasons for any changes?</li> <li>• What is your average weekly household income?</li> <li>• What are your average weekly household expenses? If any, how much money do you owe in total right now? If any, how much money do you save on average weekly?</li> </ul> <p><i>Asking these questions directly may not be possible so appropriate proxies can be found to estimate this. Tracking the net household monthly income and comparing it to how much rent they are paying will allow organisations to estimate how a household's financial well-being is changing, and to monitor whether or not they are on track towards self-sufficiency at the end of the programme.</i></p> <ul style="list-style-type: none"> <li>• Have you used any of the following coping mechanisms in the last month? (children working, children removed from school, reduced number of meals etc)</li> <li>• How many days has each adult member of the household worked in the last month?</li> </ul>
Intentions and plans of the household	<ul style="list-style-type: none"> <li>• % of households who have remained in the same property</li> <li>• % of households who are intending to relocate in the next 3/6 months/before end of programme.</li> </ul>	<ul style="list-style-type: none"> <li>• For how much longer do households intend to stay in their property? What are the reasons for this decision?</li> <li>• For how long after the rental support ends to households expect to stay/ be able to stay in the property?</li> </ul>

Thematic Area	Suggested Indicators	Example Questions
Changes to the rental market	<ul style="list-style-type: none"> <li>• Occupancy and vacancy rates</li> <li>• Changes in rental price in different sub-markets (income, neighbourhood etc.)</li> <li>• Number of days taken to find current rental property</li> <li>• % of local households reporting difficulties finding housing to rent.</li> <li>• % of local households reporting changes to rent prices in the last month / 3 months / 6 months.</li> </ul>	<ul style="list-style-type: none"> <li>• How many weeks has your property been vacant in the last month?</li> <li>• How has the price of different properties changed over the last month?</li> <li>• How long did it take you to find your current property? (to beneficiary and non-beneficiary households) What barriers did you experience in finding this, if any?</li> </ul>
Indirect impacts of the programme	<ul style="list-style-type: none"> <li>• % of community members who report negative impacts as a result of the intervention</li> <li>• % of beneficiaries who report difficulties in relationships with other community members or other negative impacts as a result of the programme.</li> <li>• % of beneficiaries / local community members participating in community social projects and activities.</li> <li>• % of community members reporting changes (positive or negative) in the neighbourhood (inc. service provision, social cohesion, access to work opportunities etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• How has the neighbourhood changed in the last month / 3 months / 6 months?</li> <li>• How many local households would you consider to be friends or acquaintances in the neighbourhood?</li> <li>• How many displaced/refugee households would you consider to be friends or acquaintances in the neighbourhood?</li> <li>• Have you participated in any community social activities in the last month? Which ones? For what reasons did you decide to do so/not to do so?</li> </ul>