

RENTAL HOUSING MARKET ASSESSMENT FIELD HANDBOOK -Latin America and the Caribbean

ANNEX - TOOLS

🏠 The handbook

The International Federation of the Red Cross (IFRC), the Norwegian Refugee Council (NRC), the International Organization for Migration (IOM), the United Nations High Commissioner for Refugees (UNHCR) and REACH with the support of CashCap/NORCAP and the collaboration of the R4V Shelter Sector, established an ad hoc, time-limited working group to support more and better collaborative assessments of rental housing markets in Latin American countries during 2021/22.

This handbook ([link](#)) is the result of this collective work. The field handbook for collaborative rental housing market assessments aims to support field teams to conduct rental housing market assessments to inform the design of rental programmes in humanitarian contexts in Latin America and the Caribbean. In this [link](#), or scanning the QR code, you will find a guide to build the conceptual and analytical framework, methodology and accompanying tools for data collection and analysis to carry out the assessment.



🏠 The tools

This document compiles the tools developed during this process. The tools should be read as part of the Handbook and the proposed process in it. The tools were designed and co-created with the field teams, but each assessment team should review them, adapt them according to the scope of their market assessment and test them in the field before starting.

🏠 Good practice

In general, be sure to clearly introduce the objective of the assessment, have the consent of the interviewee, listen, and give space for suggestions, and ask for references from key informants.

Clear introduction

- Hello, my name is I am working on behalf of We are exploring how the rental housing market works to design better responses to facilitate access to adequate housing when renting.

Informed consent

- Please check your organization's data protection protocols to ensure they are aligned.
- I would like to ask you some questions about Any information you provide will not be used to identify you. The answers are voluntary, and you may choose to discontinue the interview, or not answer the questions, at any time. However, we hope you will participate, as your opinions are important. If you have any questions or suggestions, or if you would like any information removed, please contact
- Do you have any questions?

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- Do you agree to give us the interview? Do you agree to us recording the discussion?
Do you agree to us taking photos for the purpose of?

Suggestions

- What would be your ideas and suggestions for improving access to adequate housing?

References

- Can you think of anyone who could help us learn more about the market?
- Any comments or observations

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TOOL #1: Guiding questions – Guide for Secondary data review

Description

The objective of this tool is to nurture the analytical questions associated with the 9 dimensions and guide the process of reviewing secondary information, defining the scope, analyzing information gaps, and the final stage of analyzing the information collected and reporting. It is suggested to keep an online file, and to analyze and take notes by dimension, as well as the existing gaps.

Summary table - main highlights			
Analytical questions	Guiding questions	Summary of secondary information review	Information gap: What is missing?
1. ACTORS			
2. MARKETS PRACTICES			
.....			

Tool

1. **ACTORS** - Who are the main **actors** in the rental housing market, how do they relate to each other and to what extent do they influence the market system?

[insert map]- Refer to **Tool#4**.

2. **MARKETS PRACTICES** - What are the rental housing **market practices** (including social norms, discriminatory practices and means of searching for rental properties, etc.) inside the formal and informal rental market system, and to what extent do they influence the rental market system?

Review all the information you have related to the rental market system, your target population group and geographic area to understand the rental EXPERIENCE of this population group. Highlight differences between geographic areas, informal and formal markets, and by gender.

Tenant's Perspective

- 🏠 *How do they find out about available spaces for rent? How do they search? Who do they contact? Who do they ask for help?*
- 🏠 *Why do they choose to live in that neighborhood? (Preferences, cost, safety, proximity to friends/family, employment, and services such as schools and hospitals, etc.) Which neighborhoods?*
- 🏠 *How long does it take to find a place to live? Is there a time of the year that is better for renting? Why?*
- 🏠 *What type of accommodation do they rent?*
- 🏠 *What are the current sharing practices/dynamics (e.g., family size/sharing/multiple occupancy, etc.)? How has this changed since the crisis?*
- 🏠 *Do they usually sign a lease, and do they see a benefit in it?*
- 🏠 *Do they perceive or face a risk, why, what would be the main impacts if they are evicted/what challenges and barriers do they face?*

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- 🏠 *If they cannot rent, where do they go? Do they face any obstacles to renting accommodation suitable for different mobility needs?*
- 🏠 *Any tensions with host communities due to competition for affordable housing? Any tensions with host communities due to socio-cultural differences or discrimination?*
- 🏠 *What are the socio-cultural norms around ownership and rental practices (especially in the case of the informal rental market); How do rental practices affect gender inequalities (e.g., often rental contracts only include the name of the head of the household, how does this affect women and other groups)?*
- 🏠 *What are people's housing and shelter preferences (e.g., denoting higher social status, school catchment areas, or ease of access to certain services or markets)?*
- 🏠 *What role do social and family networks play in location preferences, finding rental opportunities, negotiating with landlords (pressure to pay rent, protection against eviction)?*

Owner's Perspective

- 🏠 *How do you offer your spaces available for rent?*
- 🏠 *Who do they contact? Who do they ask for help?*
- 🏠 *Why do you choose to rent their properties in this neighborhood?*
- 🏠 *Do they register their properties?*
- 🏠 *What type of landlords are there in the neighborhoods that could rent to the target population (size, informal, formal, nationality, etc.)?*
- 🏠 *Do they rely on agents, and how much do they normally pay an agent/intermediary?*
- 🏠 *Do they perceive any risk in renting to the target population? Are there tensions?*
- 🏠 *Are they part of an association or network?*
- 🏠 *What kind of conditions do they ask for in order to rent? Do they sign agreements?*
- 🏠 *What happens when the tenant does not pay?*
- 🏠 *Is there a better time of year to rent, and why?*
- 🏠 *What type of accommodation do they offer?*
- 🏠 *Understanding the motivations, interests, roles and responsibilities, rights and obligations, financial situation, deficits and vulnerabilities of owners*

Agent/intermediary perspective

- 🏠 *How do they offer their spaces available for rent? Who do they contact? How do they contact potential tenants and landlords?*
- 🏠 *Why did they decide to operate in this neighborhood?*
- 🏠 *Do they register their company?*
- 🏠 *Are they part of an association or network?*
- 🏠 *Any tension between host and host communities due to competition for affordable housing? Any tension between host and host communities due to socio-cultural differences or discrimination?*
- 🏠 *Is there a better time of year to rent, and why?*
- 🏠 *What type of accommodation do they offer? To whom?*

3. **SECURITY OF TENURE**- What are the existing **tenure models** in the rental housing market and to what extent do they influence the rental market system? Are the rights and responsibilities of the parties within the different arrangements balanced? Are there any risks associated with security of tenure in rental housing?

Review all the information you have related to the rental market system, your target population group and geographic area to understand the practices and tenure patterns in the rental housing system. Highlight differences between geographic areas and informal and formal markets and by gender. A quick HLP (Housing, Land and Property) analysis may be helpful¹ :

¹ You may refer to the following resource: [CASH AND VOUCHER ASSISTANCE \(CVA\) & HOUSING, LAND, AND PROPERTY RIGHTS, WAR CHILD, 2018.](#)

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- 🏠 Context: *Urban/ Peri-Urban/ Rural / Forest*
 - 🏠 Type of documentation (owners and tenants): *Valid document (EPTV, PEP, Passport, ID card) /- No documentation.*
 - 🏠 Ethnicity (owners and tenants): *Afro-descendant/ Indigenous/ Raizal / Others*
 - 🏠 Humanitarian Affectedness: *Displaced person/ Refugee / Migrant / Others*
 - 🏠 Tenure system: *Legal (lease agreements with landlord or by law) / Informal / Hybrid*
 - 🏠 Forms of land tenure: *Private/ Collective/ State/ Public*
 - 🏠 Forms of housing tenure (TENANT/OWNER): *Owner (with property registration or full formal process) / Tenant (without property registration or full formal process) / Right of use, direct sublessor of owner / Right of use, third party sublessor (manager or collective ownership) / Right of use, third party sublessor (unknown, sublessor, concession or usufruct) / Possessor (occupation)*
 - 🏠 Forms of housing tenure (TENANT/ RENTER): *Right of use, direct lease from the owner/ Right of use, lease from a third party (manager or collective ownership)/ Right of use, lease from a third party (unknown, sublessor, concession or usufruct)/ Possessor (occupation)*
 - 🏠 Types of agreements/contracts: *Written contract (before notary or competent institution) / Written contract (between the parties) / Verbal contract/agreement/No agreement.*
 - 🏠 Legal clauses and regulations: *What rules/laws regulate the rights of tenants and landlords? Which government department oversees it? Does the contract/agreement comply with current legal regulations and minimum available content/ Contract/agreement with abusive clauses/ How does the expected length of stay/contract affect the tenants' ability to find accommodation? Are there different contracting processes for long- and short-term contracts?*
 - 🏠 Are (risks of) eviction common? Yes/No
 - 🏠 What are the reasons? *Lack of ability to pay (TENANT)/ Disputes with landlord/ Threats/ Abuse and/or gender-based violence/ Poor housing conditions or infrastructure intervention/ Xenophobia/ Racism/ No shared reasons*
 - 🏠 How are contracts applied in the formal and informal sectors?
 - 🏠 Who intervenes in law enforcement, what processes do owners follow?
 - 🏠 Is there any difference between common law and statutory law in terms of its perception and application: *Are there specific laws on rent or ownership to be taken into account?*
 - 🏠 Understand the relationships and power dynamics between tenants and property; landlords and the community, and who has decision-making power and influence over; tenure systems and arrangements: link to [stakeholder mapping](#)
 - 🏠 Understand landlords' motivations, interests, roles and responsibilities, rights and obligations, financial status, debts and vulnerabilities. Identify the "gatekeepers" who influence or control the rental market and access to services: realtors, religious groups, landlords, government institutions and other individuals in the community: link to [stakeholder mapping](#).
 - 🏠 Understand the roles and responsibilities, rights and obligations of tenants; Understand contract types, terms, roles and responsibilities in the formal (real estate companies may have typical lease agreements) and informal (written or verbal) sectors; How contracts are enforced in the formal and informal sectors; Who is involved in enforcement, what processes do landlords follow: link to [stakeholder mapping](#).
4. HOUSING TYPOLOGIES AND MINIMUM STANDARDS - What are the main **types of housing and accommodation** available; do the lodgings offered for rent comply with the minimum conditions of habitability?² ?

Based on your desk review, describe the type of housing typically rented by the target population, as well as those available to a low-income urban household in the geographic area you have studied. Identify at least 3 typologies.

² National and international standards

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In Definition of the [scope of the assessment-Tool #2](#), you will see that the typologies you have identified will be very important in guiding the route you will take in exploring the market. Will you be assessing the market for shared apartments or rooms with daily pay? - Highlight the differences between geographic areas and informal and formal markets and by gender.

- 🏠 Type of rental housing predominant in the area of interest / Type of housing rented by the population of interest: *Independent house/ Flat in a building/ Villa/ Inhabited facility/ Independent room/ Room in a house/ Room in a flat/ Wooden or tin shelter/ Cabin/ Tent/ Converted commercial property/ Others - specify*
- 🏠 Predominant characteristics: *By strata (if applicable) / Location / Price/ Size (m.s.c.)/ Number of bedrooms/ Number of bathrooms/ Kitchen/ Access to water/ Access to public electricity/ Access to connectivity/ Access to public gas network/ Heating/ Access to waste management services/ Elevator/ Stairs/ Furniture/ Type of construction/ Services included/ Others (specify).*
- 🏠 Prevailing conditions: *Space, overcrowding/ security/ floor/ walls/ doors/ windows.*
- 🏠 Risks: *Housing-related health problems/ increased creation of informal settlements/ other risks related to reduced availability of affordable housing stock that meets adequate standards.... Safety (crime, building regulations, exposure to hazards, physical access to housing is unsafe/ does not protect from inclement weather.*
- 🏠 Link housing typologies to the minimum habitability standard: *Standards for: # occupants, room sizes, lighting, common space, common space, utilities, building condition, water, sanitation, solid waste management, electricity, ventilation, heating/cooling system, repair management, fire safety equipment, locking/alarm systems, etc.*
- 🏠 Country rules and regulations: *Why is it important to pay attention to it / Key points to consider / When and where is it applicable / By whom?*
- 🏠 International minimum standards: *If there is little or no local regulation, Sphere can be considered a minimum standard: Why it is important to pay attention to it / Key norms and standards to be considered / Sphere standards*
- 🏠 Owner involvement/interest in achieving minimum standards and maintaining homes. Link to [stakeholder mapping](#).

5. **SUPPLY, DEMAND AND PRICE CHANGES** - Has the housing stock changed over time? What is the cost and how does this cost change over time? Any changes from the demand side? What are the main drivers of these changes? What is the capacity of the market to absorb an increase in demand?

Review all the information you have related to the rental market system, your target population group and geographic area to understand the major changes and drivers (including seasonality) of availability, demand, and rental prices for affordable housing. Highlight differences between geographic areas and informal and formal markets and by gender.

Price – Link it up to the market mapping

- 🏠 What were the average rental prices (and utilities) by main rental housing typology "before the crisis" (per month/room/m2)? What are the average rental prices (and utilities) now? What are the changes in prices due to?
- 🏠 What would be the typical associated costs; (utilities/rents, Lot land rent, security deposit, guarantees, etc.) - before the crisis and now?
- 🏠 What are the main factors affecting the price of rental housing today? How does the market (and landlords) define prices? Do "intangibles," such as trust, affect the definition of prices? Does this vary by gender, age, religious or ethnic group, displacement status, nationality, etc.?
- 🏠 Is there a time of year when rental prices go up or down?
- 🏠 Are there inflation risks in the rental market?

Supply - Link it up to the market mapping

- 🏠 Total number of rental accommodations available (by type) on the market? How many are currently available? How has this changed since the crisis?
- 🏠 What is the current occupancy rate of rental housing (by type)? How has it changed

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since the crisis? Is there currently a shortage of housing available for rent? Was this the case before the crisis? What are the consequences (or risks) of this shortage (e.g., rising rental prices, declining quality of available housing, overcrowding, etc.)? Is the number of available rental units expected to increase/decrease in the future? Why? Can the housing stock grow in the short/medium term? What challenges (if any) do owners/landlords face in increasing the number of available rental housing units?

- 🏠 What methods do landlords/agents typically use to offer rental housing, e.g., online platforms, agencies, mouth to mouth, radio, newspapers, advertisements on public notice boards? Has this changed since the crisis?

Demand - Link it up to the market mapping

- 🏠 What is the total population of the area? Does the majority of the host community live in owned/rented accommodation? What is the population/number of the target group currently in need of housing/rental solutions (e.g., approximate number of IDPs, refugees, returnees, etc.)?
- 🏠 What methods do local people typically use to find rental accommodation, e.g., online platforms, agencies, mouth to mouth, radio, newspapers, advertisements on public notice boards? Has this changed since the crisis?
- 🏠 Are there times of the year when it is more difficult to find rental housing?
- 🏠 What difficulties/obstacles does the target group currently encounter in accessing rental housing (social, financial, physical)?
- 🏠 How has demand for different types of rental housing changed since the crisis (e.g., increase, decrease, maintenance of housing categories)? How are tenants, landlords, and local authorities coping with these changes in demand? How is demand expected to change in the coming months? Why? For each accommodation, for approximately how long will the population of interest - rents? – Link up to affordability/livelihood.

6. **AFFORDABILITY/LIVELIHOODS-** What are the financial barriers for affected populations to access adequate housing in the short, medium and long term? How long can they afford adequate housing on their own without resorting to negative coping mechanisms or risking eviction? How is the local context/situation defining where, how, (for and until) when and to whom people rent, as well as the risk they face when renting?

Socioeconomic profile

- 🏠 What is the tenant's socioeconomic profile (age, gender, medical needs, skills, education)?
- 🏠 What is the tenant's financial situation (financial situation/cost burden, employment status/aspiration, income level, source of income, level of expenses, type of expenses, dependents, level of indebtedness, financial services, financial literacy, immigration status/aspiration, etc.)?

Financial situation/affordability

- 🏠 How does the tenant's financial situation define their access to affordable housing in the short, medium, and long term? What are the causes and extent of the target population's financial difficulties? How have tenants responded to these difficulties? What coping mechanisms have they put in place (e.g., as the following "[Rent First](#)" study describes; indebtedness, reduced savings, housing and health, arrears and repayment plans, evictions, credit)?
- 🏠 What risk do they face when they can't pay their rent?
- 🏠 How do the average rental prices compare with the current income/expenses of the target group?
- 🏠 How much do they spend on rent vs. total expenses? How much do they earn vs. what does rent cost?
- 🏠 What does this payment give access to, a room, a toilet, a kitchen, any other?
- 🏠 How much and for how many months can a rental subsidy be "enough" for them to fully cover the rent on their own?
- 🏠 What are the causes and extent of economic hardship for the target population?

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Indicators: Duration in current location; how much is spent on rent; how much and source of income; reason for choosing current location; indicators of intention.

Context

- 🏠 How does the local context define where, how, (for and until) when and to whom people rent, as well as the risk they face when renting? Reasons for location/ Employment opportunities/ Business climate/ Access to financial services/ Livelihood programs - Govt., UN, INGO, INGO, NGOS, CSOs - [Relationship to Government programs and risks-](#).

7. **POLICY ENVIRONMENT AND REGULATORY FRAMEWORK-** What are the government-led programs that the population can access in relation to support for rental housing? What are the government's housing policies, building standards, regulations, and cadastre (land ownership), and how does the regulatory environment enable or limit access to adequate housing - [Refer to Tool #11](#).

- 🏠 What is the name of the program, who leads/implements it, other stakeholders?
- 🏠 Does the program directly support the tenant? How?
- 🏠 Does the program directly support the lessor? How?
- 🏠 Where does the program operate?
- 🏠 What are the eligibility criteria?
- 🏠 How can they apply?
- 🏠 What are the types of expenses covered (rent, utilities, other)?
- 🏠 How long does the program support the tenant/owner/others?
- 🏠 What modality does the program use to attend (in-kind, cash, voucher, combination? If you use any type of conditions, please explain
- 🏠 What delivery mechanisms do you use?
- 🏠 What are the barriers faced by the population in accessing this program?
- 🏠 What are the barriers that the government/stakeholders have while implementing this program?

8. **INFRASTRUCTURE AND SERVICES-** What are the existing infrastructure and services in the rental housing market and how do they enable or limit access to adequate housing for the affected population?

- 🏠 Sources of information: what are people's trusted sources of information? What is the role of social networks, radio, and other media in making decisions about where to rent, negotiating with landlords, agreements, etc.? Who may have barriers to accessing information and why (e.g., language, literacy, etc.)?
- 🏠 Financial services: What types of financial service providers (FSPs) are available to make payments for rental and utility costs? What obstacles do vulnerable groups face in accessing FSPs? What restrictions and incentives do banks and mortgage providers place on homeowners to rent their homes? What national and local government regulations and tax systems incentivize or disincentivize homeowners from renting?
- 🏠 Legal: What processes and structures are used (formal and informal) to resolve disputes between landlords and tenants? Are there government associations or bodies that define the rights and responsibilities of tenants and landlords? Where can people go to learn about their rights under rental agreements? Where can (and should) people go in case of disputes or legal problems with tenants/landlords?

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- 🏠 Public services: What kind of infrastructure and services can people access once they are in formal housing (e.g., medical facilities and schools often require people to have an address to offer their services); Barriers? Access to electricity, street lighting, security, water and sanitation, waste disposal, connectivity. Services cut off? due to lack of ability to pay for them, lack of availability of services in the area by the provider, abuse of power by the landlord to maximize profit? Are services in the neighborhoods targeted by rental subsidies overburdened?
- 9. **RISKS** - What are the **risks** that vulnerable populations face in accessing adequate housing through renting and what are the activities/measures we can put in place to mitigate them?

Risks have been integrated into all variables. Review all the information you have collected and be sure to highlight the risks faced by the population and start thinking about the activities you can implement to mitigate them.

TOOL #2: Definition of the scope of the assessment and decision matrix

Description

This tool is intended to support reflection and guide the team in selecting the "sub-markets" of the rental market. The team should decide for whom, where, when and what type of rental market to assess. In addition, the scoping analysis helps to identify those information gaps that exist, what needs to be known about the market, and to confirm or redefine the scope. This tool is an annex to [Field Handbook/Defining the scope of the assessment](#) chapter and complementary to [Tool #1 Guiding Questions](#).

Tool

To define the scope of the evaluation, 4 areas are identified for consideration:

- (1) population (definition of the target population: tenants),
- (2) geographic (area of interest for the evaluation, it can be an administrative or social boundary).
- (3) Timing (period of execution and validity of the evaluation)
- (4) type of accommodation (identification of the accommodation with the highest demand and/or preferred by the target population), and

The **decision** matrix is a graphical tool that helps a person or group of people to make decisions in the face of different possible alternatives. It can also help you visualize it on a **Map**, with the use of geographic information layers.

Example of a matrix

- 🏠 ROW: Operational/programmatic criteria
- 🏠 COLUMN: Administrative Unit (Country, Province, District/Municipality, Neighborhood, other). Units must be comparable.

LIST

Identify the list of administrative or "social" units³ that will be within the general scope of the population. List in the columns the districts or neighborhoods that your team will have to assess, according to criteria defined by the assessment team.

- i. According to your definition of population of interest - based on their characteristics, situation, preferences, needs, barriers, risks, and possibilities when it comes to renting; classify the districts/neighborhoods where the **identified population rents** or could rent.
- ii. Classify as **urban or peri urban**. This criterion excludes districts or neighborhoods classified as rural.
- iii. Depending on your definition of the organization or platform for **operational feasibility and response** (e.g., the organization has active assistance programs in this area; here there is a Humanitarian Service Point or information service to migrants; in this area there is no access due to security risks; in this neighborhood there is interest in programming using the rental market, etc.).
- iv. According to the defined timeframe, if relevant, add some criteria to classify the units, for example: in the next 3 months, "these areas will be isolated by the river" but in the next 3 months, when the river goes down, people cross and increase the rental demand in neighborhood "Y".
- v. Depending on the scope defined by **type of accommodation**, you can start exploring areas by type of accommodation. For example, rooms paid on a daily basis, or types

³ If the administrative unit does not match the type of unit referenced by the population, it is suggested to grid or map the referenced unit if possible (e.g., "number the houses behind the school") and apply probability sampling. If this is not the case, refer to non-probability sampling.

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of buildings that rent several rooms or apartments, may indicate different routes to market ("submarkets").

GRADING AND VISUALIZATION

Either in the matrix or in the map, you can use the following traffic light to narrow down the scope of your assessment, adding relevant technical criteria consistent with the 9 analytical dimensions.

For example, check the COLOR/FORM according to the criteria and what it indicates, based on analysis of secondary and/or primary sources (as the exercise is dynamic and the matrix should be reviewed on an ongoing basis)⁴.



Yes. Indicates that, according to the criteria, it enables to select that district/neighborhood according to the information analyzed.



Maybe/possible. Indicates that according to the criteria it is not clear, or we do not have enough information to select that district/neighborhood.



Do not select. Indicates that, according to the criteria, it does not enable to select that district/neighborhood,

N/A. When the indicator or dimension has no relevance for deciding on the scope of the market assessment.

MAP: You can visualize by color, and/or overlap geographic and cartographic information layers with relevant information.

This exercise should be reviewed continuously. For example, one can visit the area, conduct a couple of focus groups, review secondary information, and then define the scope for quantitative data collection.

Criteria/Administrative unit	District 1	District 2	District 3	District 4...	Comments
Preconditions - feasibility					
It is classified as urban or peri urban.					
The target population rents					
Time period					
Types of housing (*)					
Preselect areas of interest					
Additional criteria (not exclusive) (**)	GUIDING QUESTIONS for support- Secondary Data review				
Stakeholder mapping					
Social norms and market rules					
Security of tenure					
Habitability and standards					

⁴ The matrix using the "traffic light" is very useful when working in teams and facilitating discussions. You may also decide to give a numerical scale as well as weight to each criterion.

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Criteria/Administrative unit	District 1	District 2	District 3	District 4...	Comments
Supply, demand, prices		🚫	🟡	➡️	
Affordability/livelihood			➡️	🚫	
Political environment and regulatory framework		➡️	🚫	🚫	
Infrastructure and services		➡️	➡️	➡️	
Risks		➡️	🟡	🟡	

Notes for clarification (*)

(*) As a general rule, isolated housing typologies (chalet or detached house type), or with a large surface area and a high number of rooms, are usually discarded from the beginning. Basic categories detached house, semi-detached house, building/apartments, buildings not designed as dwellings, rooms.

(**) Example of indicators. Stakeholder and market analysis/mapping indicates exploring these districts. For example, the Ministry of Housing is evaluating a programme to support landlords, and humanitarian actors are in discussions to integrate the migrant population. Eviction indicators have exposed norms and practices that put the population at risk and indicate that these areas should be explored to potentially inform how to avoid or mitigate protection risks. Proxy indicators such as land ownership, type of contract or risk of eviction. In addition, consider informal settlements. Settlements: In some contexts, due to population displacement, migration or otherwise (i.e., land occupation), informal settlements are created beyond urbanization plans and listed neighborhoods. Identify informal settlements (at least location, year of creation). Assess whether they are part of the rental market system (i.e., the target population rents / or intends to rent there). Indicators related to habitability (hazards, perception of safety, overcrowding, etc.). Indicators related to type of housing (house, flat, daily dormitory, etc.) Indicators such as % of people living with disabilities can inform sub-markets to explore, people facing other barriers to accessing adequate housing. Indicators of availability, prices, vacancies. For example, the rental monitoring of Cash Working Group in Colombia in Colombia ([link](#)). Affordability can be assessed through socio-economic indicators/strata, such as vulnerability indicators, classification by type of housing for low-income strata, cost burden (>30%), job opportunities, etc. Targeted housing policy, regulatory framework for tenants, etc. Availability of services, materials, facilities, and infrastructure: proxy indicators of access to services Water, Sanitation, and electricity. Also, the type of services will inform whether it is a formal or informal market. Indicators of risks tenants face when renting. Often, these are already considered or streamlined in other dimensions (eviction, inflation, etc.), but if there are indicators associated with risks that influence the scope, it is suggested to make them explicit.

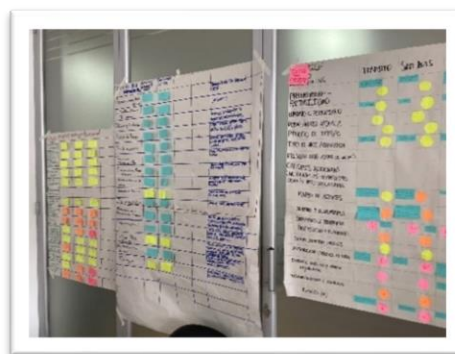


Photo 1. With the support of geographic information (REACH), the group adds criteria associated with affordability to define the scope. Workshop - January 2022, Bogotá, Colombia. Photo 2. The teams pre-select their intervention zones and with the help of the traffic light and the analytical dimensions, define the scope and the type of information they will subsequently collect. This allows them to quickly get a quick overview of the area to be explored. Workshop - May, 2022, Quito, Ecuador

TOOL #3: Methodology tip sheet

Description

This tool provides some tips for defining the overall assessment method of evaluation. The depth and scope of the analysis should be tailored to the specific context, include market segmentation, and may require innovative data collection techniques.

The methodology must

- Be compatible with the preliminary data analysis plan
- Be designed to ensure that the intended scope of the research (i.e., research objectives and research questions) can be achieved with the required quality, considering available time, resources, and access.

Tool

Two different angles are proposed, which can be combined with a strong combination of quantitative and qualitative methods. Ideally, and if possible, the unit of measurement should be by neighborhood or block. Depending on the context and the scoping exercise, it could be at the property level or at the household level.

Angles-

- 🏠 **Administrative level:** Country/Province/District or Municipality/Neighborhood/Social perception of the "neighborhood". Refer to **Definition of Scope of the Assessment**
- 🏠 **Stakeholder level:** Supply/demand/policy and environment/services and infrastructures - See Market **Mapping**

Suggested sampling techniques:

Probability sampling

- 🏠 **Clustering:** The most common variables used in population clustering are geographical area, buildings, school, etc. Cluster heterogeneity is an important feature of an ideal Cluster sample design. You can suggest cluster formation at the District/Municipality or neighborhood level (depending on the information you have). You can apply the criteria proposed in the geographic scope to form your clusters -**Scope definition: decision matrix**. From there you can choose to design based on:
 - One-stage cluster sampling, e.g., if your clusters are small geographic areas such as settlements, you can randomly select neighborhoods within each district and census the population.
 - Two-stage cluster sampling, e.g., if your cluster is a district, you can randomly select neighborhoods as a sample. Or if you have the equipment and resources, your cluster can be a neighborhood and you can randomly select the household or property to visit.
 - Multi-stage cluster sampling, for example, can re-cluster within the district and neighborhood, e.g., by walking to a landmark (that makes sense from a rental market point of view) and dividing the neighborhood from there. Randomly select the household or property to visit, using the "twist-a-pen" method. Alternatives to the "GPS points" or "sampling grid" method can also be explored.
- 🏠 **Stratification:** Probability sampling in which the population is separated into different homogeneous segments called "strata" and then the sample is chosen randomly from each stratum. For example, neighborhoods are separated by urban/rural or by high or low income. Neighborhoods can then be randomly selected and go from there. From another point of view, if you have managed to have a list of formal agents or owners, for example, registered in the municipality, you can stratify by "size" or by gender, and then randomly select and, perhaps, apply a quick interview by Internet or telephone.

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Non-probability sampling

- 🏠 Snowball sampling: This sampling method is often used when researchers wish to study a population in which subjects are particularly difficult to identify or reach, e.g., informal landlords.
- 🏠 Purposive sampling: Purposive sampling is guided by the objective of the study and the researcher's knowledge of the population under study. It can be used for key informant interviews. For example, for housing policy and/or for property-level visits, with criteria clearly established in advance. It can also be combined with snowball sampling. Using stakeholder mapping (e.g., by level of influence) or position in the "chain" can also guide purposive sampling, e.g., 3:3:3:3:3:3, a fixed number of interviews of all actors in the market mapping, looking for purposive profiles (gender, race, migrant, age, size, etc.) - This is a non-probability combination of purposive and stratification.

Data collection: Face-to-face, online surveys, phone calls, focus group discussions, other. Refer to **Tools #5-12**

Here we mention other tips and lessons drawn from the ["Best Practices Report, Global Shelter Sector supported by CashCap, 2019\)](#) and from experience during iterations.

- 🏠 Before defining the geographical scope using administrative maps, do a reality check of them, consulting with neighborhood leaders or residents.
- 🏠 The operational issues of data collection greatly influence the methodology to be chosen (time, security risks, number of interviewers, relevant actors). The methodological details should be finalized by the team in the field, according to the reality they encounter, and always attentive to document their decisions and methodological changes.
- 🏠 Interviewees mentioned that, when provided with the tools and training, non-technical staff and households were able to perform quality checks on rental properties. However, it is essential that qualified technical staff be available to assess rental properties when there are safety concerns about the physical structure of buildings, for example, after a natural disaster or in disaster-prone areas.
- 🏠 Another practice that has proven to be time efficient is to group evaluations by neighborhoods, rather than conducting them on an ad hoc basis.
- 🏠 In dense urban environments, it can be difficult to identify the houses in which beneficiaries live for monitoring purposes. Linking GIS data, household information and photos, with GPS coordinates collected during the initial quality check can help solve this problem. Household photos can also be used to measure the progress of any housing improvements or monitor changes in housing quality and living conditions over time, allowing organizations to address problems in a timely manner.
- 🏠 Combining home visits with telephone follow-up can also further reduce the resources required to locate households and rental housing for follow-up purposes. This is especially useful in urban settings, where households are likely to be more mobile, spend less time in their residential neighborhood, and therefore more difficult to track through home visits.
- 🏠 Telephone follow-up can be an effective way to address these concerns, but it should be combined with some home visits, as the latter are the most effective way to monitor living conditions, housing quality, and identify protection issues
- 🏠 Owner types and motivations: Landlords are not a homogeneous group and are motivated and influenced by different factors. "Petty-capitalist" landlords seek to profit from their properties and operate on a large scale; "petty-bourgeois" use rental to supplement their existing income and improve their quality of life; and other "subsistence" landlords need rental income to meet their own basic needs. In addition to economic concerns, some landlords, as demonstrated, are motivated by humanitarian or social/family concerns (GSC, 2019). In Lebanon, recognizing these

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differences was important to the success of the free occupancy program. In one area of central Tripoli, the landlords themselves were often poor and their rental income was essential to the well-being of their household, so asking them to give up a year's rent would have left them in a vulnerable situation. Others recognize that refugees often live in worse conditions, understand that it would improve their own assets, and are happy to participate.

- 🏠 To collect primary data, consider the following sources: 3 Current tenants, both from the affected population and host communities 3 Potential tenants from among the affected population 3 Landlords and landlords (formal and informal) 3 Community leaders/committees (ref. stakeholder analysis/contextual analysis) 3 Social workers 3 Housing or tenant associations 3 Real estate agents 3 Local authorities (e.g., councils, municipalities, housing/social affairs/services/urban planning departments) 3 Public service agencies 3 Lawyers and legal firms working on housing rights/disputes 3 Civil society organizations 3 National and international NGOs 3 Household and neighborhood observation visits.
- 🏠 Data collection techniques and tips: Triangulate data from different sources, including informal and formal, to identify any discrepancies between "official" information and the reality on the ground. Recognize that key informants may have reasons for giving too much or not enough information to enumerators. It may be helpful to use a map to visually represent the rental market and identify differences between neighborhoods. This should include price, size and type of rental properties available, services available, high-risk areas, crime and safety statistics, etc.
- 🏠 A good starting point for gathering information about housing markets is to identify the places where the affected population and local communities get information about the rental market and follow them. Using as many different sources as possible - newspapers, social media, formal advertisements, word of mouth, brochures, and others - will give a better picture than limiting yourself to one or two. Informal neighborhood visits and "snowballing" techniques (asking an interviewee for contact information for others who might be useful informants) can be effective ways to identify useful sources of information.
- 🏠 "Mystery shopper" telephone interviews - in which staff pose as prospective tenants - can be useful in identifying any bias or discrimination against the affected population or other minority groups.
- 🏠 To gather information about informal rental markets, semi-structured focus groups can be a useful way to determine how they behave. In some cases, formal rental market actors, such as real estate agents, may also have some information about the informal market through their networks. It is important to recognize that landlords renting in the informal market often require discretion in gathering information.
- 🏠 To identify potential new sources of rental housing, some organizations have found it useful to advertise for landlords who would be willing to rent their property, or part of it. Ensure that a mixed team - of gender, ethnicity and technical housing capacity - conducts the assessment. Disaggregate the information (e.g., hosts and displaced, men and women) to identify any differences that arise in their experience of renting a property. Try to identify specific barriers and challenges for vulnerable groups, such as women or people with specific needs.

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Photo 3. Adapting and discussing administrative maps with neighborhood leaders. Ecuadorian Red Cross, May 18, 2022

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Tool #4: Rental market system mapping

Description

This is a graphical tool that allows to represent the actors in the rental market, as well as their relationships and linkages.

This tool works better once the scoping process has been done. Then, it is known for whom, where, when and what type of rental market is going to be assessed. In that sense, the team will be able to ask themselves questions that will gradually lead them to map this rental service market, which has now been narrowed down.

It is recommended to use this tool from the beginning of the assessment, designing a preliminary map using secondary information and/or knowledge of the work team. It will allow to identify market actors, environment components, services and infrastructures, and other markets linked to the critical market, and to move forward with the information gathering process with key informants (using the other qualitative and quantitative tools). The map will be updated throughout the data collection process.

The market system map is not a static, one-time-use tool; returning to the market system map during the data collection and analysis process will allow reorienting the data collection, it will be updated with the latest information collected, and thus informing the design of the *market-based response*.

During the iteration process of this handbook, it has been concluded that using the EMMA (Emergency Market Mapping Analysis) market system map structure allows the rental system to be mapped in a useful and visually clear approach. Therefore, it is recommended to review [the EMMA toolbox, particularly step 3](#) and the [Global Shelter Cluster, Market Assessment and Analysis, Practice Sheet](#).

- The market system maps are⁵:

- Developed for each housing type that has a different supply chain. When similarities in supply chains appear, "clustering" is possible.
- A visual tool to communicate information effectively, including the relationships between market actors, the broader market environment, and the infrastructure relevant to the market system for that housing type. A specific focus on gender, protection and environmental aspects can be included.
- Simple and easy to read and understand, focusing on aspects that are relevant to the goods and services of interest.

- Map development is:

- an iterative process that requires probing/interrogating and review the maps with key informants and using secondary data. It should be encourage revised them several times.

- Maps are used to:

- Help the field team decide which market actors and key informants to meet with.
- Help identify information gaps to know which issues and questions to focus on.
- Assist in the analysis of the market data by providing a holistic understanding of the market system for that primary good and service.

- The maps are represented in three sections:

- CENTER: Rental chain (supply and demand) -.
- ABOVE: Market environment
- BELOW: Infrastructure and services

Tool

⁵ Adapted from MSNA (UNHCR, NRC), Tool 4 and Red Crescent and Red Cross Society (2014) Market Assessment Guidelines, Tool 1.3.

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To get started with the mapping exercise please consider the following suggestions:

1. If a market system map of a commodity/ product is designed, in the supply chain, those actors involved during the production, transformation or marketing stages of this good are represented. The path of the commodity from the supply side to the demand side is graphically represented and keeps the system logic going from left to right (supply/suppliers to demand/final consumer, respectively). Whereas, in the rental supply chain, on the supply side, the actor with the capacity to offer an accommodation through an exchange, under an agreement of some nature, and from the demand side the one who can occupy it through that exchange and that agreement. Whoever rents it may in turn sublet it, so this subtenant must also be incorporated as a bidder. In some cases, there may be intermediaries or companies that have a set of housing or accommodation that they offer for rent. **Practical tip:** It may be useful to think of the actors in the supply chain of any commodity as those who own the commodity during the production, collection, transformation, or selling stages. In this sense, in the rental market supply chain we should only place those supply and demand actors who have "ownership" of the rental service⁶.
2. Keep in mind that the housing market is not the rental market. While the housing market may consider the supply of housing or accommodation, as the properties built or to be built may be part of the supply chain. In the rental market case, construction is not necessarily part of the rental supply chain. However, the market may be influenced (from the environment or infrastructure or services) by the supply of housing and accommodation in the area (deficit or surplus of these), so it is included in the other sections of the rental market system map (infrastructure and services, or environment).
3. The infrastructure and services and the market environment sections will have multiple components, and various of them will be interconnected. It is recommended to include arrows, keeping the supply chain logic (from supply (left) to demand (right)) to show these relationships. If any of the map components needs to be expanded, it is recommended to make additional maps.
4. To fill the map, use the analytical dimensions in the manual as a guide. Tool #1 will guide you through dimensions to find actors, standards, services, and other market components in each of the strips. Look at the example, directly on the map below.
5. The housing typology will already be defined during the scoping step (tool#2) (the house typology choice is the critical market selection), however, it might come up again as a question on the environment or services and infrastructure sections.
6. Follow the steps in the EMMA toolkit:
 - a. List the actors
 - b. Group them by type of actors (landlords, tenants, or others)
 - c. Place them within the rental chain, environment and/or services and infrastructure sections.
 - d. When defining these actors and placing them, indicate how many actors there are in the rental housing service market.
 - e. Locate arrows defining how the rental housing service moves along the rental chain. When it will be relevant and when it contributes to a better understanding of the market system, arrows can be added to relate actors, services, or infrastructures, always avoiding overloading the map.
 - f. Indicate monetary values in the chain (payments, etc.).
 - g. Indicate limitations, blockages, disruptions, etc. And use the symbology suggested by the EMMA tool (X, /, i), for emergency maps.

Underneath, using the same structure of [the EMMA market system map](#), an example of potential questions by analytical dimension that could guide the saturation of the map is

⁶ The word "ownership" is used here in a generic way. It is recommended to elaborate on it using the concept of security of tenure in the guiding questions of tool #1 and to validate the map with Housing, Land and Property experts.

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illustrated. For better comprehension of the exercise, please, see the output from the exercise carried out in the Colombia iteration.

Example for potential use of guiding questions (by analytic dimension) to saturate the map:

Market environment: this is shaped by different policies, regulations, social and business practices, and trends. The most prominent issues influencing the capabilities, efficiency, and equity of the market system, before and since the emergency began. There are many distinct types of problems that may deserve to be documented in the market system map (EMMA Toolkit, step 3).

Analytical dimension. Refer to tool #1.

1. *Actors: ask about the market perception of the different actors in the tenure chain.*
2. *Norms and customs in the market - What are the current sharing practices/dynamics (e.g., family size/sharing/multiple occupancy, etc.)? How has this changed since the crisis?*
3. *Security of tenure - What rules/laws regulate tenant and landlord rights? What happens when the tenant does not pay?*
4. *Price fluctuation - What are the main factors affecting the price of rental housing today? How does the market (and landlords) define prices? Does "intangibles," such as trust, affect price setting? Does this fluctuate by gender, age, religious or ethnic group, displacement status, nationality, etc.?*
5. *Affordability - what is the tenant's financial situation (ratio of tenant income to rental prices)?*
6. *Policy and regulatory environment - what government programmes are in place to support tenants' ability to rent?*
7. *Risks - do they perceive or face risk? why? what would be the main impacts if they were evicted/what challenges and barriers do they face?*
8. *Housing typology - What type of accommodation do they rent?*

Supply chain (supply and demand)

Analytical dimensions. Refer to tool#1:

1. *Actors - who are they?*
2. *Supply and demand - how do they interact?*

Services and infrastructures: the different forms of infrastructure, inputs and services that support the overall functioning of the system. Different actors are always dependent on various forms of supporting infrastructure, inputs and services from other businesses, organizations, and governments. The aim is to obtain a comprehensive view of the role these services play in supporting the efficiency and accessibility of the market system. (EMMA Toolkit, step 3).

Analytical Dimensions. Refer to tool#1:

1. *Services and infrastructure - what kind of infrastructure and services can people access once they are in a formal housing?*
2. *Supply and demand - what services do chain actors use to offer or to be able to rent?*
3. *Actors - do tenants cluster in this market?*
4. *Affordability - what financial services do tenants use to access rental housing?*
5. *Risks - are there services to mitigate rental risks for landlords and/or tenants?*

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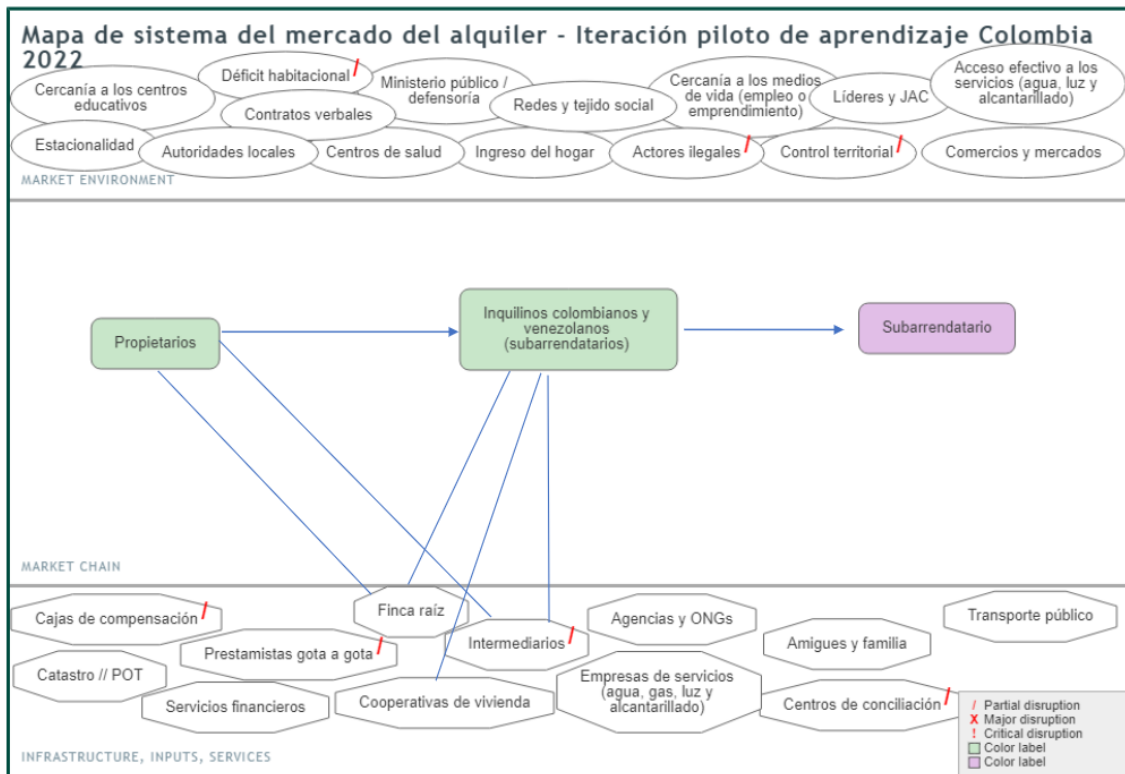


Figure 1. Example of the rental market system map, output from the pilot learning iteration process in Colombia

TOOL # 5: Scoring tool - home interview (STEP 1)

Description

This tool is an individual interview of the tenant and must be conducted in the household. It has a component of questioning the respondent as direct household consultation (**green**), and other technical assessment based on direct observation by the interviewer (**orange**). In red are highlighted the answer to questions that would indicate a risk for the household and therefore not adequate (**red**). The use of the tool requires a technical background in Shelter/infrastructure or prior training. The interview takes approximately 60 minutes. [Here](#) you can access to recorded explanations that you may find useful (in Spanish).

The potential of this tool, in addition to being designed, tested, and validated by a large number of shelter experts in the Sector, is that its results allow the calculation of an appropriate adequate housing score which will facilitate the analysis of the quantitative data in **TOOL #13 (STEP 2)**. For more technical content of this tool, please refer to the [Guide for Adequate Housing in the response to refugees and migrants from Venezuela in Latin America and the Caribbean - Shelter Sector - R4V](#).

Tool

SECTION 0. GENERAL DATA

- 00.1. SURVEY DATE
- 00.2. LOCATION –
 - 00.2.1. list of countries.
 - 00.2.2. Department/Province.
 - 00.2.3. Municipality/Canton.
 - 00.2.4. City/Town/Parish.
 - 00.2.5. Neighborhood/Zone.
 - 00.2.6. Georeferencing (GMS) - latitude (x,y), longitude (x,y), altitude (m), accuracy (m).
- 00.3. ENUMERATOR'S INFORMATION.
 - 00.3.1. Name.
 - 00.3.2. Position in your organization.
 - 00.3.3. name of organization
- 00.4. PERSON SURVEYED:
 - 00.4.1. Name.
 - 00.4.2. Gender.
 - 00.4.3. Nationality.
 - 00.4.4. Head of household? - Yes/No.
 - 00.4.5. Contact phone number
- 00.5. TYPE OF ACCOMMODATION (Rental Housing) What type of accommodation do you live in: List options appropriate to the context.
 - 00.5.1. Daily pay,
 - 00.5.2. Tenancy
 - 00.5.3. Shared room for rent
 - 00.5.4. Full room for rent in apartment/shared house
 - 00.5.5. Lease of apartment/complete house
 - 00.5.6. NO place to stay
 - 00.5.7. Other. Which one?
- 00.6. HOUSEHOLD CHARACTERIZATION.
 - 00.6.1. TOTAL NUMBER OF PERSONS IN THE ACCOMMODATION
How many persons live in this accommodation (count the total number of persons, even if they are not part of the surveyed household)?
 - 00.6.2. NUMBER OF HOUSEHOLDS/FAMILIES SHARING THE SAME ACCOMMODATION
How many households share this place?
Consider household as persons who are economically dependent as a group.

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00.7. INTENTIONALITY ABOUT ITS PERMANENCE.

- 00.7.1. Date you entered the host country/community YYYY-MM-DD.
- 00.7.2. HOW LONG HAVE YOU BEEN IN YOUR CURRENT NEIGHBORHOOD, LOCALITY, SECTOR? How long have you been in the neighborhood/locality/sector where you are currently living?
- 00.7.2.1. Less than one month
 - 00.7.2.2. Between 1 month and 6 months
 - 00.7.2.3. Between 6 months and 1 year
 - 00.7.2.4. More than 1 year
- 00.7.3. TIME ACCOMODATED IN CURRENT HOUSING. How long have you been staying in the space where you are currently sleeping?
- 00.7.3.1. Less than one month
 - 00.7.3.2. Between 1 month and 6 months
 - 00.7.3.3. Between 6 months and 1 year
 - 00.7.3.4. More than 1 year
- 00.7.4. NEAR FUTURE PLANS What short-term plans do you have to stay or not, in this place/neighborhood/sector/city where you are currently living? *Note: We refer to the near future as the intention or not to stay in the current city where you live for the next 6 months.
- 00.7.4.1. You return (return) to your place of origin (same country where you are).
 - 00.7.4.2. You return (return) to your place of origin (another country from where you are now).
 - 00.7.4.3. I would like to stay in the country, but in another city/community.
 - 00.7.4.4. I would like to stay in the country, in the same city/community.
 - 00.7.4.5. I would like to move, but within the same area where I live.
 - 00.7.4.6. I would like to change location, but within the same city.
 - 00.7.4.7. I would like to go to another country (family reunification, or work).
 - 00.7.4.8. NS/NC

SECTION 1. SECURITY OF TENURE

- 1.1. With whom do you have a lease agreement?
- Owner or real estate
 - Sub-landlord
 - Do not know
- 1.2. How long is the lease agreement for?
- Agreement for one year or more
 - Monthly agreement
 - Weekly agreement
 - Daily agreement
 - Duration not defined
 - Another
 - NS/NC
- 1.3. What type of contract do you have with your landlord/sublandlord?
- Written contract (before a notary or competent institution)
 - Written contract (between the parties)
 - Verbal agreement/contract
 - No agreement/contract
- 1.4. Is there a proof of rent payment?
- Yes

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- No
- 1.5. Have you ever felt discriminated against when renting (because of issues related to place of origin or nationality, economic status, gender, culture or race, number of children, pets or others)?
 - Yes
 - No
- 1.6. How would you define your relationship with your landlord/landlady?
 - Very good
 - Good
 - Regular
 - Mala
- 1.7. What kind of support network do you have (where could you turn to in the event of an eviction)?
 - Hotel or lodging
 - Family or friend's home
 - Public Institution, NGOs/Agencies, Church, Red Cross
 - Lodges
 - No alternative
- 1.8. Do you think there is a possibility that you will be asked to leave your home in the next 30 days?
 - Yes
 - No
- 1.9. In the last 3 months, have you or any member of your family ever felt at risk of sleeping or had to sleep in a shelter/street at least one night as a result of being evicted?
 - We have never slept on the street or in a shelter
 - We had the risk of sleeping on the street or in a hostel, but it did not happen.
 - We sleep on the street or in a shelter.

SECTION 2. AFFORDABILITY

- 1.1. The enumerator should ask the household the following two questions and answer, based on the answers, the last question:
 - How much do you pay per month for rent, plus utilities (water, electricity, gas and/or electricity) plus other expenses associated with the accommodation (community fees, other)?
 - Among all household members, what is your monthly household income?
 - Does the surveyed household pay for rent more than ... percent of your total monthly income?" Note: the calculation will be made on the basis of expenses/income From 1% to 29%; From 30% to 49%; From 50% to 69%; From 70% to 100%.
- 1.2. How often do you pay your rent?
 - Diary
 - Weekly
 - Fortnightly
 - Monthly
- 1.3. Have you been able to pay your rent on time during the last 3 months?
 - Yes
 - No
- 1.4. Do you have any debts, delinquencies or delays associated with your lease payments?
 - Yes
 - No

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- 1.5. Have you been exposed to risks, +or have you had to take any actions that harm your dignity (borrowing, selling/bartering items, begging, other) to make up the rent payment in the last month?
- Yes
 - No
- 1.6. Considering your current resources and savings, how long can you afford to pay your rent?
- More than 7 months
 - Between 3 and 7 months
 - Between 1 month and 3 months
 - None, or less than one month

SECTION 3: HABITABILITY

- 3.1. Identify the room where the largest number of people in your household sleeps, how many people are in that room?
- From 1 to 3 persons
 - 3 persons
 - 5 persons
 - 5 or more persons
- 3.2. Do you feel safe inside your accommodation because you have sufficient privacy and there are partitions, walls or door locks that prevent exposure to risks (harassment, assault or exploitation)?
- Yes
 - No
- 3.3. Is the accommodation safe from minor damage to the infrastructure or risks of falling from stairs, windows or double heights?
- Yes
 - No
- 3.4. Are the physical and structural conditions of the building safe for the people who live in it?
- Yes
 - No
- 3.5. Does the dwelling offer minimum privacy conditions (existence of an adequate lock for access control in your room or dwelling, partitions, dividers, or good condition of doors in private spaces such as bathrooms, bedrooms, baby changing areas or menstrual hygiene management)?
- Yes
 - No
- 3.6. Is the space where you sleep exclusively for sleeping and is it separated from other uses of the dwelling (kitchen, bathroom and social area)?
- Yes
 - No
- 3.7. Does the accommodation have sufficient natural lighting in all rooms?
- Yes, in all
 - No, only in some
 - No, in any
- 3.8. Does the accommodation have sufficient natural ventilation?
- Yes, in all
 - No, only in some
 - No, in any
- 3.9. What are the floor conditions?
- Excellent
 - Good enough
 - Insufficient, in poor condition
 - Nonexistent, extremely substandard and/or unhygienic

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- 3.10. What are the conditions of the walls or partitions?
 - Excellent
 - Good enough
 - Insufficient, in poor condition
 - Nonexistent, extremely substandard and/or unhygienic
- 3.11. What are the conditions of the doors?
 - Excellent
 - Good enough
 - Insufficient, in poor condition
 - Nonexistent, extremely substandard and/or unhygienic
- 3.12. What are the conditions of the windows?
 - Excellent
 - Good enough
 - Insufficient, in poor condition
 - Nonexistent, extremely substandard and/or unhygienic
- 3.13. What are the conditions of the roof or deck?
 - Excellent
 - Good enough
 - Insufficient, in poor condition
 - Nonexistent, extremely substandard and/or unhygienic
- 3.14. Do you consider that the housing protects people from excessive heat or cold?
 - Yes
 - No
- 3.15. Do you have enough household essentials (food preparation and consumption utensils, beds, mattresses, furniture, appliances) to carry out basic household activities?
 - Yes
 - No

SECTION 4: SERVICES AND INFRASTRUCTURE

- 4.1. Do you have electricity in the accommodation?
 - Yes, formal
 - Yes, Informal
 - No
- 4.2. Do electrical installations pose a risk due to their poor condition?
 - Yes
 - No
- 4.3. Are the accommodation rooms sufficiently illuminated at night?
 - Yes
 - No
- 4.4. Does the accommodation have access to water for drinking, food preparation and personal hygiene?
 - Yes, formal aqueduct (public water mains/aqueduct)
 - Yes, hose or community aqueduct
 - Yes, tanker truck or tanker truck
 - Yes, bottled water
 - Yes, own well
 - No
- 4.5. How often is water available at the lodge?
 - 24/7
 - A few hours every day
 - 7 days a week
 - 5 days a week
 - 5 days a week
 - 3 days a week
 - 3 days a week

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- 1 day per week
 - 1 day every two weeks
 - 1 day every three weeks
 - 1 day every three weeks or more
 - No access**
- 4.6. Does the accommodation have access to a sanitation system (toilets, latrines)?
- Yes, flush toilet connected to sewage system
 - Yes, flushing toilet connected to septic tank
 - Yes, single pit latrine (no connection to septic tank or sewerage)
 - It does not have**
- 4.7. Do you share the bathroom among several families?
- Yes
 - No
- 4.8. What are the bath conditions?
- Excellent
 - Good enough
 - Insufficient, in poor condition
 - Nonexistent, extremely substandard and/or unhygienic
- 4.9. Is there a sink next to the toilet?
- Yes
 - No
- 4.10. Does the accommodation have a toilet facility (shower, hose, bucket washing area, other)?
- Yes
 - No
- 4.11. Is there a waste management and collection service in the vicinity of the accommodation?
- Yes
 - No

SECTION 5: ACCESSIBILITY

- 5.1. Does the environment near the dwelling offer sufficient lighting conditions, good pavement conditions, presence of handrails and ramps, without excessive slopes or barriers to pedestrian access?
- Yes
 - No
- 5.2. Does the interior of the accommodation have sufficient dimensions (width of doors and corridors) and conditions (existence of ramps, other facilitators or elements facilitating use) to enable older adults, children or persons with disabilities to access and make full use of the space (including the bathing area)?
- Yes
 - No

SECTION 6: LOCATION

- 6.1. Is the accommodation close to a public transportation option?
- Yes
 - No
- 6.2. Is the accommodation close (on foot or via accessible transportation) to a health center?
- Yes
 - No
- 6.3. Is the accommodation close (on foot or via accessible transportation) to an educational facility?
- Yes
 - No
- 6.4. Is the accommodation close (on foot or via accessible transportation) to markets, stores or wineries?
- Yes
 - No

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- 6.5. Is the livelihood or income-generating options housing close by (on foot or via accessible transportation)?
- Yes
 - No
- 6.6. Is the accommodation close (on foot or via accessible transportation) to parks, green areas or other recreational spaces?
- Yes
 - No
- 6.7. Do you consider that the house is exposed to disaster risks (floods, landslides, fires, proximity to chemical industries, landfills or military targets)?
- Yes
 - No
- 6.8. Do you consider that the dwelling is exposed to security risks, abuse and/or violence because of where it is located (neighborhood/community)?
- Yes
 - No
- 6.9. Do you consider your accommodation to be in a neighborhood/community that welcomes your arrival (because of your origin or nationality status, economic, gender, culture or race)?
- Yes, totally
 - Partially
 - No

SECTION 7: CULTURAL ADAPTATION

- 7.1. Do you believe that the housing allows you to live according to your customs and beliefs?
- Yes
 - No
- 7.2. Do you consider that the lack of adaptation of the housing (construction) to the customs and beliefs of the population poses a risk to the identity, security, safety and/or health of the people in the household?
- Yes
 - No
 -

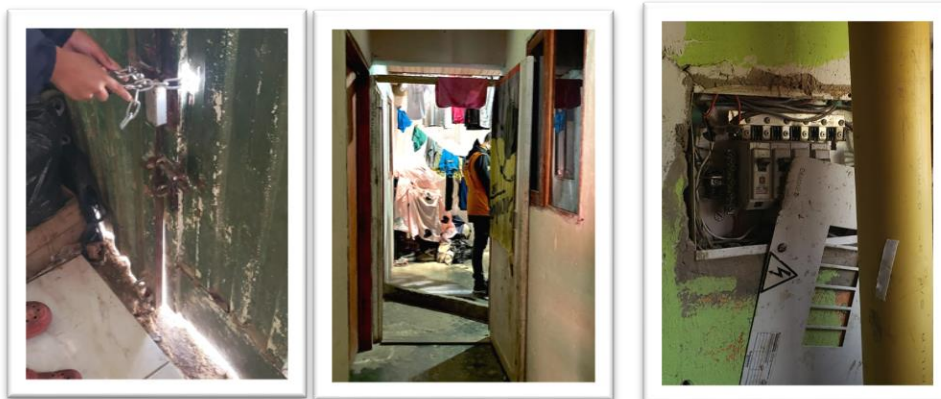


Photo 4, 5 and 6. Exercise with venezuelan tenant in Bogotá- Colombia, 2022

TOOL #6: Problem tree- Community engagement

Description

This exercise can be one of the first steps in understanding the perspectives of the target population of the assessment on their rental housing situation, understanding the priority and pressing issues the household is experiencing, and what the causes and consequences of these problems are for the different household members.

This exercise is designed to understand what the most important problems are, based on the priorities, needs, preferences and abilities to find a solution that people express.

This tool does not break down the inputs into one of the dimensions explored with the assessment, as we want the community to identify the problems from their own experience and knowledge of the situation without the bias we might convey with our categorization. After this exercise, you will need to identify how the problems presented relate to each of the dimensions being explored with the assessment.

Recorded session in Spanish ([link](#))

Tool

Objectives of this session

- To understand the most pressing problems affecting tenants as perceived by tenants themselves.
- To explore the causes and consequences of the problems they identify in order to understand better all the elements that need to be taken into account to address them.

Session duration: **45 minutes to 1 hour**

Materials needed

- Pens or markers
- Flipchart
- Sticky notes (post-it notes) or sheets of paper
- 3 A3 copies of the booklet "Problem Tree" or prepare 3 flip charts with a reproduction of the image of the booklet.
- Audio recorder/mobile phone to record the audio (in some cases, the session can be recorded).

Session Planning

Section	Materials	Time	Method
Introduction	/	5 min	Plenary
Problem identification	<ul style="list-style-type: none"> • Pens or markers • Post-it notes 	15 min	Group exercise
Problem prioritization	<ul style="list-style-type: none"> • Flipcharts • Markers or pens 	15 min	Group exercise
Problem analysis	<ul style="list-style-type: none"> • 3 copies in A3 format of the Tree handout or prepare 3 flipcharts with a reproduction of the handout. • Markers or pens 	20 min	Group exercise
Conclusion	/	5 min	Plenary

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Session Participants

How you organize the participants in this session will depend on the context and your evaluation priorities. You can organize the participants in one of the following ways:

Participants	Method	Perspective analyzed
Participants from the same household	<p>All members of the household (or whoever is available at the time of the assessment) work together.</p> <p>Ensure that all members participate and have a voice in the outcome: ensure, for example, that adolescents have space, women and the elderly can influence the outcome.</p> <p>BE CAREFUL: Assess whether this is appropriate or whether it may put some people in an uncomfortable position or create tension. If not, you can suggest working only with selected members of the HH (women, men, elders, youth) depending on what is most appropriate and who is available for the exercise - and your evaluation priorities.</p>	<p>The priorities of a family (or a specific group of the family) are analyzed. It is vital to take note of who mentions what and the dynamics to see if any member is influencing the final outcome. In addition, it is important to empower the household as a collaborative unit.</p>
Participants from different households	<p>If more than one household is gathered, or if you are conducting the assessment in a location where you can access different households, you may consider conducting the session with more people. In this case, divide people into groups (e.g., women, elderly, men, adolescents) according to the cultural context and the appropriateness and priorities of the assessment.</p> <p>Each group can be further divided according to the number of people; in general, you should have a maximum of 4 people working together at a time. You can have different groups of max 4 people.</p>	<p>This modality will help you focus on the community or a specific group rather than a single household. It may be interesting to understand how preferences vary by geographic location, relationship with the host community, local contexts and perceived risks in specific neighborhoods, for example.</p>

Facilitators

For each session, you will need at least one facilitator. If you are working with more than one or two groups, you may want to work with a few co-facilitators to help you run the session smoothly, for example, answering participants' questions and providing materials.

During plenary discussions, you may want to assign one or two note-takers to capture what is being said.

Session description

Introduction	
<p>Explain the objective of this session, making sure that participants understand that we want to know their perspectives and that no one answer is right or wrong during the exercise. Explain that the exercise is to understand their experiences and context better. Do not commit to offering direct solutions to this household or community on the issues identified as a result of this exercise. It is always important to find out if there are any questions.</p>	5 min
Problem identification	

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<p>Ask the HH or each group if working with a larger audience to identify the biggest 5 problems that they are facing regarding their housing situation. Ask them to be as specific as they can, for example, they should write “difficult to keep up with payments of the rent” rather than just “rent”. Ask them to write each problem on a different sticky note. If they can’t write, they can also draw a symbol or a drawing.</p>	<p>10 minutes</p>
<p>Problem analysis</p>	
<p>FOLLOW THIS STEP IF YOU ARE WORKING WITH A HOUSEHOLD.</p> <ol style="list-style-type: none"> 1. Ask the group to prioritize the problems. To do this, each person should "vote" for two issues that seem most urgent to them but for which they can see a solution. Guiding questions might be the following: What is the most critical problem for you? 2. You can vote by putting an X on the sticky note with the problem you want to prioritize. The sticky notes with the most Xs will get the most votes. If two or more problems have the same number of votes, ask them to agree on what should be prioritized. 3. Now reorder the problems on a flipchart from most urgent to least urgent. 4. Take a photo of the list for your report. 	<p>15 minutes</p>
<p>FOLLOW THIS STEP IF YOU ARE WORKING WITH SEVERAL HOUSEHOLDS</p> <ol style="list-style-type: none"> 1. Ask each group to present their problems, take the sticky notes and transfer them to a flip chart in no particular order. You should now have a flipchart with the different problems. If different groups mention the same problems, stick the sticky notes on top of each other. If the problems are too vague, ask the participants to make them concrete. 2. Now ask the participants to prioritize the problems. To do this, each person in each group should "vote" on the main flip chart for two issues that are most urgent to them, but for which they can see a solution. The guiding questions are as follows What is the most critical problem to you? 3. You can vote by putting an X on the sticky note with the problem you want to prioritize. The sticky notes with the most Xs will get the most votes. If two or more problems have the same number of votes, ask them to agree on what should be prioritized. 4. Now reorder the problems on the flip chart, from most urgent/important to least urgent/important. 5. Take a photo of the list for your report. 	<p>15 minutes</p>
<p>Problem analysis and brainstorming</p>	
<ol style="list-style-type: none"> 1. Explain to the households that you will now ask them to analyze the 2 or 3 main problems (depending on time and participants) and to think together about the consequences and causes of the problem. This part of the session gives us a deeper understanding of the problems and gives us ideas on how they could be addressed (also considering collaboration with other sectors and institutions). 2. Display the "Problem Tree" handout or reproduce the drawing on a flip chart (one for each problem you want to analyze), ask participants to address one issue at a time, or a larger group to divide up according to the problem they want to analyze. 3. Ask participants to think of all the consequences/effects of the problem on their household or group (or community). Let them have a conversation about it and ask them to write some ideas where the branches are (or use sticky notes). 4. Now ask participants about the causes of the problem and ask them to write them (or use sticky notes) on the root part of the drawing. 5. Take a picture of each "problem tree" for your report. 	<p>15/20 minutes</p>
<p>Conclusion</p>	

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Summarize the contents of the Problem Tree to make sure everyone is clear and agrees on the "root causes" and "effects" of the problem.	10 minutes
Explain that you will leave the flip charts with them and that they can do a similar exercise for the other problems and send it to you if they wish.	
Close the session by asking if anyone has any questions and thanking them for their participation and input.	

After the session

- Be sure to take notes from the session. This includes notes from the conversation, observations from the group dynamics that saved the flipchart images, and the "Problem Trees" developed by the session participants.
- Write a brief report that captures the highlights and outcome of the session. Using the flipchart images, assign each identified problem (especially the most important ones) to one of the 9 dimensions of the assessment.
- If you conduct several sessions, it would be a good idea to try to summarize the main points.

Tips

- Be sure to always introduce the team, who will facilitate the exercise, who will take notes and who will support. Be open to questions, and remember never to over-promise. The goal of the exercise is to understand the issues in order to plan a better response, not to respond to the needs immediately.
- If your organization is present in the area, remember to give people contact details or information on how to get in touch. This goes a long way to show that you are not just passing through to get information but that you have a presence that can build a relationship. If you have an open assistance program, make sure you know how to approach people, even if it's just for guidance or information.
- You may encounter people who have tried to reach out to organizations but have not received support. Be sure to bring with you some information about available support hotlines that can direct people to available assistance.
- It is helpful to record the sessions, especially when many people can participate in the discussions and conversations during the session.
- If you record people, remember to ask their permission. You can open the recording with the consent questions by asking people who do not want to be recorded to leave the session. Those who stay will agree to be recorded.
- It is not necessary for people to identify themselves by name at any time.

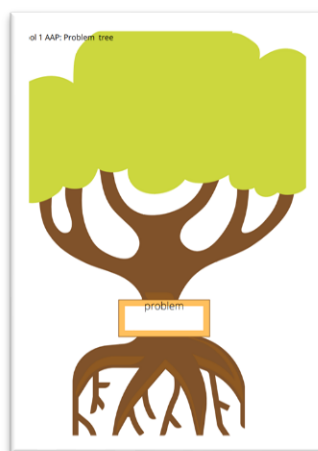


Illustration 2. Problem tree – PDF to print ([here](#))

TOOL #7: Me, my home, and my neighborhood- Community engagement

Description

To understand the criteria for adequate rental housing in a specific market, it is important to understand the priorities and preferences of the population the team has chosen to assess, including location, cultural appropriateness, proportion of rental costs in household expenses, discrimination, xenophobia, and other dimensions. Indeed, the definition of adequate housing may transcend the humanitarian norms we normally adopt, and the very definition of adequate living may vary depending on the age of the person, the risk they face in living in a particular place, the time they spend in a house, and the cultural appropriateness of the services they have.

This tool aims to explore the viewpoint of the assessment's target population regarding their current rental housing situation and whether, according to them, this is an appropriate solution. This exercise focuses on understanding what preferences and priorities of a household are being met by the housing arrangement and what needs are not being met - or even potentially represent a risk in some cases through the tenants' own experience.

The methodology follows the dimensions of evaluation by presenting a set of key questions that can be asked for each area, depending on the context in which the exercise is to be carried out.

To learn more about the dimensions mentioned, refer to tool #1.

You can access the recording with some tips in Spanish ([link](#))

Session objectives

- Understand the tenants' experience of their housing situation, what preferences and priorities they have, and what needs are being met.
- Understand the different experiences and priorities of different family members with respect to their housing situation.

Session duration: 30 minutes per participant

Material required:

Participants	Material
Adult and elderly	Smartphone for taking photos or videos /Audio recording device/ Notepads / markers, pens
Children and/or adolescents	Notepads / markers, pens, slips of paper or sketchbooks
All participant profiles	Consent Form

How to plan the session and decide the best method?

This session is designed to be conducted during a home visit. Ideally, it should be conducted with one or two people at a time (but you can conduct several sessions during the same home

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visit). If working with two people, it is recommended to group them by age and gender, for example.

This tool uses the same techniques as a key informant interview, but in order to better portray the reality in which people live, very simple audiovisual techniques are incorporated when possible.

Depending on the context and the resources you have, you can ask people to provide input by taking photos or a short video of some aspects of their living situation. They can draw, or, if you and they feel more comfortable, they can simply have a conversation with you.

There are different aspects to consider that can help you choose the best method to use during a home visit:

Method	Advantages	What should you consider?
Video	Qualitatively, this is what can bring the most value. The participant can talk, use music if he wants, can decide how to show his space and can also act out scenes from his daily life. This method is mainly encouraged with adults, not so much with children. It can be a suitable method with adolescents.	<p>You must have enough space on your device.</p> <p>You must have enough battery (or carry a charger).</p> <p>You must have good lighting to get good images.</p> <p>May require more time to perform the activity.</p> <p>You must take into account whether the participant feels comfortable in front of the camera and show his or her surroundings.</p> <p>There will be some post-production work to ensure that the videos are downloaded, tagged and worked on for editing.</p> <p>Always ask for consent to use the videos in the evaluation.</p>

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<p>Images / Photos</p>	<p>This is an excellent way to have images of the aspects we want to explore through this activity. It is less invasive than a video, people can feel more comfortable taking a photo. Most people can take pictures with a smartphone (favors participants of any age or living with disabilities).</p>	<p>You must have enough space on your device.</p> <p>You must have enough battery (or carry a charger).</p> <p>It needs good lighting.</p> <p>The participant should feel comfortable showing his or her surroundings to the camera.</p> <p>You will need to store and organize the images in a safe place.</p> <p>Always ask for consent to use the images in the evaluation.</p>
<p>Audio recording</p>	<p>This method is recommended if you are going to apply a simple interview. It should be structured as a conversation with leading questions. This does not require the participant to show their space if they feel uncomfortable.</p>	<p>You must download a specific application or use the application built into your phone.</p> <p>Must have sufficient battery power (or carry a charger).</p> <p>You must organize the audio file after the interviews.</p> <p>You may need to transcribe some information.</p>
<p>Notes</p>	<p>This is the classic method of taking notes while people are talking to you. Having to take notes while people are talking can interrupt the flow of the conversation, but it is very easy to apply at the last minute. You can also have a conversation with the participant and let a colleague take notes.</p>	<p>Keep a notebook.</p> <p>You will need to transcribe the notes into a report to organize the data and make sense of them.</p> <p>You may miss some important details and appointments.</p>

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Drawings	This method can be applied to the activity booklets. It is the suggested method for working with young children (as an alternative to taking photographs).	<p>Have pens and markers so people can use different colours. You will also need to bring stationery, sketchbooks or paper.</p> <p>You will need to take photos of the drawings to use in the evaluation.</p>
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REMEMBER: You can mix methodologies according to the questions or preferences of the participants. The activity report template may allow you to incorporate different input formats.

Description of the activity

Introduction	
Explain the objective of the session, mentioning that you will be asking participants about their housing situation. If you are able and prepared, offer them to choose the format in which they would like to give their opinion. Never force a medium on them; always keep in mind what they are comfortable with. During this step, it is important to spend time explaining the activity and answering any questions they may have.	5 min
Interview time	
<p>You should come prepared for this step. Choose the questions you want to ask from the menu below. You can choose as many as you want to depend on the context and time you have and also on who you are doing the activity with.</p> <p>Start by explaining that you are going to ask the participant a question and that the participant can talk to you, take a picture, or draw a picture or a video to answer. There is no right or wrong answer.</p>	15 min
Conclusion	
<p>If you choose a multimedia format, ensure that all images/videos are saved correctly and that the participant is happy with it. If you are missing any details, ask them to be more specific and ensure you have all the information.</p> <p>If you have produced a video, offer to send them the clip once the evaluation is published (they must agree to give you their phone number).</p>	10 min

After the activity

- Be sure to keep the audiovisual material in a safe place, labelling the files with the date, geographic location, age and gender of the participant.

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- Collate all the information, images and input received by the participants.

Building trust with participants - TIPS

This tool for gathering information about tenants' experience of their housing situation and the stakeholders with whom they have interacted for housing purposes only works when we ensure that people trust the facilitators. When working with tenants, it is important to remember:

- Always remember verbal and non-verbal communication. Some studies suggest that when talking to someone, the message is 7% verbal, 38% vocal and 55% visual. Make sure you don't give the impression that you are judging, that you are uncomfortable with the place or the people, or that you already have fixed ideas of what the outcome of the exercise will be.
- Take your time answering questions or go over the instructions several times to make sure people understand the exercise. If they have any questions or ask for information about how you will use the materials, ensure you are prepared with clear answers.
- Ask questions rather than make assumptions. If participants feel that you are steering the exercise in a specific direction, they may feel that their honest opinion is unimportant and, therefore, do not trust you.
- We are talking to "humans", not "tenants". Take your time to introduce yourself, create a relaxed atmosphere, listen to them and listen to what they want to communicate, even if it is not 100% related to the exercise.
- Give participants time. The suggested duration of the exercise is to give you an idea of how long it will take. If one of the participants needs more time, ensure they can do it. If you think the exercise is taking too long, don't interrupt it abruptly, but warn them that you may have another 5/10 minutes to finish to respect your schedule.
- Never promise: Remember that the purpose of the exercise is not to provide direct assistance to the household you are working with.

Assembling the questionnaire: Below is an example of a questionnaire for conducting the field assessment. Remember that the questions should be adapted to the context, the language of the respondents and to the context of the evaluation. It is important to leave space for respondents to have time to answer the questions. It is not necessary to finish all the questions if there is no time. Rather, you can use the questionnaire as a script of the elements you want to investigate.

If using this tool with children, it is important to make sure that the questions are appropriate to their age, and their language, respect their time and ways of expressing themselves and help them to be part of the exercise so that they can also give their perspective.

Questions

POSSIBLE MEDIA: VIDEO, CAMERA, AUDIO, PHOTOGRAPHY,

1. Why did they decide to live in this neighborhood (*preferences, cost, safety, proximity to friends/family, employment and services such as schools and hospitals, etc.*)?
2. What is the place you enjoy most in your neighborhood? Why?
3. What do you consider adequate housing for you and your family?
4. Where do you feel most secure in this home?

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5. What is your favorite place in this house, why (space for the tour, photograph, if you want to show it to them, etc.)?
6. What would you improve about your home?

HERE WE BEGIN TO TALK ABOUT MORE SENSITIVE ISSUES - WARN IN THE PRESENCE OF MINORS TO SEEK A MORE PRIVATE SPACE FOR DIALOGUE AND PERHAPS JUST TAKE NOTES.

7. Have you ever felt discriminated against in this neighborhood or housing?
8. How are the dynamics with other people in the neighborhood or housing? Do you know other people? Do you have friends or relatives who live nearby? How do you feel about the local community?
9. What are the main risks for you or your family members living in this place? In the dwelling? In the neighborhood?

POSSIBLE MEDIA: VIDEO, CAMERA, AUDIO, PHOTOGRAPHY

10. If you received any assistance, what do you think should be improved?
11. What would you say to the organizations that support the population for leasing?



Photo 7. Exercise with Venezuelan family, Bogotá, February 2022.



Audio <https://youtu.be/JmZw-rwd0fc> - Exercise with Venezuelan family, Bogota, February 2022

TOOL#8: Focus Group Discussions (FDG) – Tenants

Description

The tenant focus group tool aims to explore the different dimensions of the rental market, incorporating their perspective. It is recommended to incorporate this tool in the scoping stage. This tool can be adapted to individual interviews if your collection plan incorporates interviewing tenants who are not in the household. If they are in the household, it is recommended to use [tool #5](#) and [tool #7](#).

Support resources: Here you can access the [Guidance on running a focus group](#) (IFRC), a presentation of [IMPACT](#), and recorded tips ([in Spanish](#)) that were made during the iterations.

Tool

For this tool we suggested to count with at least three people in the session, one who takes notes, one to manage the logistics of the session and one to facilitate. However, with two it is feasible. With only one person it will be more challenging, and it will be recommended to record (with the consent of the group), for later note-taking.

In addition, materials such as a map of the neighbourhood in the area where the assessment is being conducted or a large sheet of paper where an iconographic map is drawn could be used to localise the accommodations and lead the conversation anchored in a relationship with the area. However, this is not indispensable for conducting the focus group.

Explain the objective of the session (we want to consult with you about your perspective on the rental market, the difficulties, and facilities you have in accessing it, etc.), mentioning what kind of questions will be addressed. Always keep in mind what the participants are comfortable with. It is important to spend time explaining the activity and answering any questions they may have.

Suggested questions:

1. What do you consider to be adequate housing for you and your family?
2. What are your housing preferences?
3. What is the predominant type of rental housing in the area where you live?
4. Why did you decide to live in this neighbourhood (preferences, cost, safety, proximity to friends/family, employment, and services such as schools and hospitals, etc.)?
5. What are the current practices/dynamics of sharing living space (e.g. family size, multiple occupancy in one room, etc.)?
6. What types of accommodation do you normally rent/you have rented?
7. What do you look for in an accommodation when you aim to rent it?⁷
8. Is it easy to find housing (in this area)? Yes/No Why? Do you know many families planning to rent in this neighbourhood?
9. What methods do you normally use to find rental accommodation, e.g. online platforms, agencies, word of mouth, radio, newspapers, advertisements? Has this changed since the crisis (ask only if applicable)? How do you find this means in terms of access, effectivity, services, housing supply, etc.?
10. Do you usually sign a rental agreement and what advantages and disadvantages do you see in this type of agreement?
11. Were you able to negotiate the rental price when you rented this property? How do you feel with the price you currently pay? What forms of payment do you have?
12. Since you first rented this house, has the rent changed? It went up, down, other.
13. Are (risks of) evictions common? What are the reasons? What other housing-related risks do you perceive?⁸

⁷ Location, price, size, number of rooms, number of bathrooms, kitchen, access to water, access to public electricity grid, access to connectivity, access to waste management services, lift/stairs, furniture, type of construction, price, services included, other (specify).

⁸ Shelter-related health problems, increase of informal settlements, other risks related to reduced availability of affordable housing stock that meets adequate standards, safety (crime, building

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14. What were the average rental prices (and utilities) by main housing typology you know "before the crisis" (per month/room/m2)? What are the average rental prices (and utilities) now? What are the reasons for the changes in prices?
15. Are there periods of the year when it is more difficult to find rental housing?
16. Under your current conditions, how much would be the maximum amount you and your family could afford to pay to live in stable housing? And how would you describe this stable housing?
17. What difficulties/obstacles do you currently face in accessing rental housing (social, financial, physical)?
18. Have you perceived any tensions with the host community due to competition for affordable housing? Have you perceived any tensions with host communities due to socio-cultural differences, or discrimination?
19. Have you or someone you know engaged in risky jobs or illegal activities, or borrowed money or asked for credit in order to pay rent?
20. What recommendations would you give to organisations that support the population in renting?

The matrixes underneath will allow the team or you to 1) characterise the participants, and then use this demographic information in the detail of their interventions and in the results of the FGD analysis. 2) to take notes and identify accurately who intervened, reactions, or emotions from each of the participants. 3) Map some of the key actors mentioned during the discussion, and then contact them or map them onto the market system map.

Intersectionality criteria (add if applicable)	Children and youth (<18)			Adults (18-65)			Elder (>65)		
	Female gender identity	Male gender identity	No-binary gender identity	Female gender identity	Male gender identity	No-binary gender identity	Female gender identity	Male gender identity	No-binary gender identity
<i>Migratory status</i>									
Regular									
Irregular									
<i>Ethnicity</i>									
Mestizo									
Indigenous									
White									
Afro									
None									
<i>Nationality</i>									
Equatorian									
Venezuelan									
Colombian									
Other									

regulations, exposure to hazards, physical access to housing is insecure, no protection from inclement weather).

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Handicap (physical, sensory, intellectual, emotional, developmental, etc.)									
Other criteria									
TOTAL OF PARTICIPANTS									

FGD note taking	Key actors mentioned during the discussion



Focus group discussion with Venezuelan migrants in Bogotá, Colombia, February 2022.

TOOL #9: Call to tenants- Remote Interview

Description

This tool is to support the collection of information with tenants remotely. Two main methodologies are suggested to collect the information:

- Telephone interview
- Survey (via SMS, WhatsApp, or link)

To choose the best data collection method, reflecting the chosen evaluation methodology and the preferences and behaviors of the target audience, please refer to the following tip sheets:

1. Pros and cons of technology
2. Remote survey tips
3. Checklist for a successful interview

Pros and cons of technology

Tech	Pros	Cons
Telephone calls	<ul style="list-style-type: none"> • Works in low literacy contexts • It is well suited to a combination of qualitative and quantitative questions. • You can get to the "why" of quantitative questions with open-ended qualitative questions. • Generally, the data is richer than SMS/WhatsApp, and online surveys. • When executed well, very high response rates can be achieved. 	<ul style="list-style-type: none"> • Need access to participants' phone numbers • More expensive • Requires training of the survey team • It should incorporate protocols for dealing with emotional reactions of tenants.
SMS/ WhatsApp (for Business)	<ul style="list-style-type: none"> • Inexpensive • The participant can complete in their own time • You can include a handful of open-ended questions • Honest answers to sensitive questions 	<ul style="list-style-type: none"> • Need for high mobile phone penetration and literacy rates • Surveys can have no more than 15 questions • The data is much less rich than that of a phone call. • With WhatsApp need Internet connection
Online Surveys	<ul style="list-style-type: none"> • It is cheaper and can be sent by mass mailing (or WhatsApp, SMS). • The survey can be longer than the SMS • Can incorporate both qualitative and quantitative responses • Potentially less disruptive to customers 	<ul style="list-style-type: none"> • Lower response rates • Concern about selection bias • End users must have access to smartphone/internet

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Remote survey tips

To be ethical	Put the respondent first: it is important to include an introduction with a statement of consent, a summary of the purpose of the survey and a closing text.
Stay human	Remember that, although you most likely have a script, you are talking to a human being. Personalize your presentation, ask about their day, and interact naturally in your conversation. Remember not to cut people off in their responses.
Who responds?	In the case of phone surveys, keep in mind that mobile phones can be shared. If you need specific information from a person/profile, check to see if you're talking to with the right person.
Decision-oriented	Make sure your questions are relevant and actionable: what are you going to do with the information you expect to collect?
Test test test	Test the questions with colleagues or, if possible, with a small sample of the target population. do they understand the questions immediately?
Briefly	Remember that questionnaires that are too long can cause participant fatigue. For SMS, do not exceed 15 questions; For telephone surveys, do not exceed 30 questions.
Scoring scales	If you use a scale in your question, ensure it is appropriate for your audience and that they understand it. Likert-type scales are usually the most appropriate.

Checklist for a successful interview

- **A quiet and peaceful environment.** Always be in a quiet place with good phone reception.
- **A clear introduction.** Set the tone of the interview by opening with a clear, friendly introduction.
- **Inform participants.** Whether you take handwritten notes or record the call, let participants know. This is good practice and helps them understand when there are lulls in the conversation.
- **Active listening.** Be alert and active in all interviews. Listen attentively and record accurately.
- **Do not influence the participant.** Stick to the survey script as closely as possible. If the respondent requires clarification on the question, make sure never to use leading questions.

Tool

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DEMO SET

This set of questions serves to filter the data after the interviews and identify trends according to respondent profiles. We have identified some core questions that you should always include and some optional questions that may depend on your evaluation methodology and whether you are targeting particular groups.

Main questions
Age - How old are you?
Gender - How do you identify?
Nationality - What is your nationality?
Optional Questions
Refugee/Migrant- Do you identify as a refugee or migrant?
Are you the head of the household?
How many people make up your household?
Do you work?
Do you have a regular income?
Do you have regular immigration status?
What is your highest level of education?

Question sets

There are 9 question sets, sets of questions that represent the nine dimensions of the assessment. As in the demo set, for each dimension, it is recommended to select the main questions and add optional questions in case there are some other aspects you really need to investigate. If you explore all dimensions, you will end up with precisely the 30 questions recommended above for telephone interviews. If you want to focus on some specific dimension(s), you will have more freedom to choose optional questions or try out your own questions. You can combine tools. ⁹Generally, in the main questions, you will find two closed questions and one open-ended (more qualitative) question. The optional questions are a mix of closed and open questions.

⁹ Combination of tool #9 and tool #5-Colombia, February, 2022 ([link](#))

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QUESTION SET 1: MAPPING OF RENTAL MARKET ACTORS

Main questions
On a scale of 1 to 5 (5 being the most favorable relationship), what is your relationship with your landlord, and why?
Have you rented this home directly through the owner? <i>Yes/No</i>
When looking for a house, did you go alone or with other family members?
Optional Questions
Did anyone help you find this apartment when you rented this house?

QUESTION SET 2: MARKET'S PRACTICES

Main questions
How did you find out about available spaces for rent? <i>Social networks, Family members, friends/colleagues, orientation from humanitarian actors, Word of mouth, By chance.</i>
Do you share your home with other families? <i>Yes/No</i>
Have you ever felt discriminated against when looking for accommodation? <i>Yes/No</i>
How did you decide to live in this neighborhood?
Optional Questions
How long have you lived here?
How long did it take you to find rental housing?
Who decided to live here? <i>Head of household, Adult not head of household, Dependent family member, Minor, Elderly person, Older person</i>

QUESTION SET 3: SECURITY OF TENURE

Main questions

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What type of contract or arrangement did you use to establish the agreement between you and the landlord? <i>Legal contract, Verbal agreement, No agreement of any nature, Don't know, Decline to answer</i>
Did you have to pay a down payment or a deposit as part of the agreement? If so, why, how much, and will you get this money back when you move out?
Are you afraid of an eviction? What could cause it?

QUESTION SET 4: HOUSING TYPE AND STANDARDS

Main questions
Do you or any member of your family have difficulty accessing this home or any room? <i>Yes/No</i> What type of barrier?
Do you think this housing is right for your family?
Why?
Optional Questions
Do you feel that this housing is overcrowded for your family/do you feel that where you live is overcrowded (too many people living in the same house)?

QUESTION SET 5: SUPPLY, DEMAND, AND PRICE FLUCTUATION

Main questions
Since you first rented this house, has the rent price changed? <i>Increased, Decreased, Other?</i>
Is it easy to find housing (in this area)? <i>Yes/No</i> Why?
Were you able to negotiate the rental price when you rented this property?
Optional Questions
Do you know many families who plan to rent in this neighbourhood?

QUESTION SET 6: AFFORDABILITY

Main questions

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In relation to your monthly income (as a household), do you pay more than ...? 10.30, 50.80 % of the rent?
Have you been evicted for non-payment in the last 12 months?
In the last 12 months, have you taken on debt to pay your rent?
Optional Questions
In the last 12 months, have you given up certain essential needs (n meals a day, health, school supplies, communication) in order to pay your rent?

QUESTION SET 7: POLICY AND REGULATORY ENVIRONMENT

Main questions
Have you had access to any type of housing assistance in the last 6 months?
If so, by whom, and what was the experience like?
If not, why not, what are the obstacles?

QUESTION SET 8: SERVICES AND INFRASTRUCTURES

Main questions
On a scale of 1 to 5, how easy is it to do chores around the house? Why?
How long does it take you to get to work/school?
Do you feel that your home has adequate infrastructure for you and your family's needs? Yes/No Why?
Optional Questions
What services are missing near your home?

QUESTION SET 9: RISKS

Main questions
Are you concerned about your safety or your family's safety in this home?

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What are the main risks to you or your family members of living here?
Have you or a family member witnessed or been a victim of violence, abuse or discrimination since you have lived here/in this neighborhood?
Optional Questions
Have you ever felt discriminated against in this neighborhood?
If you were in danger, do you have a family member or friend who lives nearby who could help?
Would you feel comfortable leaving your children home alone? Yes/No Why?

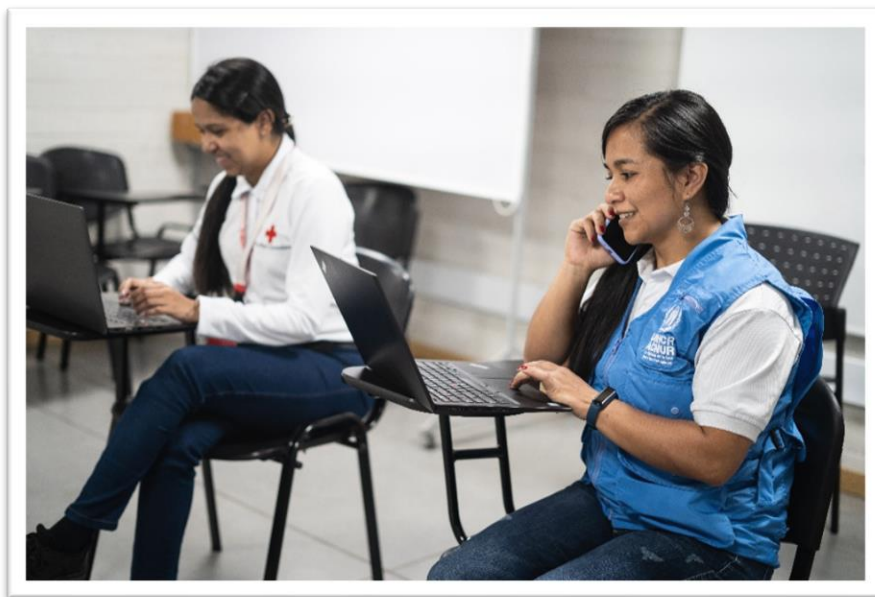


Photo 9. Exercise with Venezuelan refugees and migrants, Colombia, February 2022

TOOL #10: Interview to owners/landlords

Description

This tool is an individual interview with the owner (landlord) and can be conducted in person or remotely. The structure of the interview is: 1. General information; 2. Profile (position in the rental market); 2. Understanding of the market in the area of interest; requires technical background in housing markets or prior training. Takes approximately 50 minutes.

This tool can be adapted to a real estate agent or broker profile by incorporating some minor adjustments to the language. Additionally, some specific considerations for "real estate agents" to keep in mind would be:

- Formality or not of the service
- Geographical coverage
- Number of owners or landlords you work with
- Approximate value of the commission or price of the service you offer
- Added value of your services as a real estate agent in the rental market chain

Real estate agents or companies whose function is to facilitate, broker or analyze the rental housing market can be a relevant actor within the market system. Many times, the information provided may not be relevant to the population of interest, but, at the level of secondary information review or key informant interview, it may be useful to understand the market in a given neighborhood.

Tool

SECTION 0. GENERAL DATA

- 00.8. SURVEY DATE
- 00.9. LOCATION - list of countries; Department/Province; Municipality/Canton; City/Town/Parish; Neighborhood/Zone; Georeferencing (GMS) OPTIONAL - latitude (x,y), longitude (x,y), altitude (m), accuracy (m).
- 00.10. ENUMERATOR'S INFORMATION. Name; Position in your organization; Name of organization
- 00.11. PERSON SURVEYED: Name; Gender; Nationality; Contact telephone number; Comments

SECTION 1. PROFILE (position in the rental market)

- 1.10. Motivation: How did you start as a landlord? what were your reasons for renting?
 - Open response
- 1.11. Advantages of being a landlord. What are the advantages of being a landlord for you?
 - Economic
 - Tax related
 - Position or social recognition
 - Investment in improvement or expansion of its properties
 - Providing an essential service
 - Meet new people or families
 - Another
- 1.12. Challenges: What are the main challenges of being a landlord/landlady?
 - Open response
- 1.13. Type of landlord. Based on the following criteria, how would you classify yourself?
 - Owner (on an individual basis)
 - Individual private owner (company, real estate, investment)
 - Sublessor
 - Public sector
 - Non-profit organization
 - Cooperative
 - Another
- 1.14. Type of accommodation (rental). what type of accommodation do you rent?

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- Hostel/inn (tenancy or monthly lodging in collective space)
- Shared rooms for rent
- Full room for rent in shared apartment/housing
- Rental in apartment/complete dwelling
- Lodging per night (daily rate)
- Another
- 1.15. Number of accommodations rented
 - List options: 1,2,3,4,5, 6 and 7 or more spaces
- 1.16. Rental income. Consider income from rental properties or spaces to be your...
 - Main source of income
 - Supplemental income
- 1.17. Tenure: How would it be classified according to the following criteria?
 - Owner (of fully paid accommodation, with property registration or formal process completed)
 - Owner (still paying for housing, no registration of ownership or formal process completed)
 - Sublessor, with the right of use by direct agreement with the owner
 - Sublessor, as a third party (real estate or collective property manager)
 - Sublessor, as third party (unknown owner, sublessor, concession or usufruct)
 - Owner (occupancy of the property)
- 1.18. Perception of the relationship between the landlord/sublandlord and the tenant. How would you rate your relationship with the tenant?
 - Good
 - Regular
 - Mala
- 1.19. Comments on section 1.

SECTION 2. UNDERSTANDING THE RENTAL MARKET IN THE AREA OF INTEREST

- 1.7. Actors involved. Do you work with a third party or real estate agent?
 - Yes
 - No
- 1.8. Concentration of supply. Have you observed a concentration of ownership in rental properties by a few interested parties?
 - Yes
 - No
- 1.9. Type of housing (rental) in the area where you have your lease. What is the predominant type of rental housing in the area where you have your lease?
 - Lodging per night (daily rate)
 - Hostel/inn (tenancy or monthly lodging in collective space)
 - Shared rooms for rent
 - Full room for rent in shared apartment/house
 - Rental of apartment/complete dwelling
 - Other, which one?
- 1.10. Tenants' preference by type of accommodation (rental). What type of accommodation do most of the -population of interest- rent in the area where they own/rent their properties?
 - Lodging per night (daily rate)
 - Hostel/inn (tenancy or monthly lodging in collective space)
 - Shared rooms for rent
 - Full room for rent in shared apartment/house
 - Rental of apartment/complete dwelling
 - Other, which one?
- 1.11. Interest from tenants: What would be the main features that people look for in a rental property (check the top three)?
 - Location
 - Price
 - Size (m2)

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- Number of persons allowed
 - Number of rooms
 - Number of bathrooms
 - Kitchen
 - Access to water
 - Access to public power grid
 - Access to connectivity (internet)
 - Access to public gas/heating network
 - Access to waste management services
 - Elevator/stairs/ramps (no access barriers)
 - Furniture
 - Type of construction
 - That the services be included in the monthly payment.
 - Sanitation (no humidity, floor in good condition, no excessive dust, well ventilated).
 - Other, which one(s)?
- 1.12. **Challenges and limitations of the rental market. What are the main challenges and limitations facing the rental market in your area?**
- Lack of housing supply
 - Lack of diversity in the housing stock
 - Lack of demand for housing
 - High demand for housing
 - Housing oversupply
 - Seasonal price variations
 - Seasonal variations in demand
 - Seasonal variations in supply
 - Urban planning restrictions
 - Monopoly of landlords or other rental agents (specify agent)
 - Policies and regulations (specify)
 - Land tenure problems restricting housing development (specify)
 - Tenant illiteracy
 - Mobility / high tenant turnover
 - High number of tenants per property
 - Non-payment of rent by tenants
 - Occupation
 - Lack of legality of land (informal settlements)
 - Tenant evictions
 - Social conflict between displaced/refugees and local population
 - Influx of internally displaced persons/refugees
 - Lack of basic services
 - High cost of rents
 - Other, which one(s)?
- 1.13. **How do prospective tenants find out about rental availability?**
- Signs on the property
 - Voice to voice
 - Recommendation from a community leader
 - Through charitable/religious organizations
 - Through real estate or leasing agents (formal or informal)
 - Social media / internet
 - Press advertisements
 - Through an online platform
 - Other, which one(s)?
- 1.14. **Barriers to renting: What groups or types of people have more difficulties in accessing rental housing?**
- Female-headed households
 - Male-headed households
 - Senior citizens
 - People with disabilities
 - Large households

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- Youth
 - Ethnic groups
 - Religious groups
 - Persons of certain income levels
 - Refugees and migrants
 - Internally displaced persons
 - Other, which one(s)?
- 1.15. Future market behavior: What changes do you expect to see in the rental market in the next 12 months?
- [Increase/Decrease/Remain unchanged] demand
 - [Increase/Decrease/Remain unchanged] housing availability
 - [Increase/Decrease/Remain unchanged] of rent value (price)
 - Relaxation of housing and land tenure regulations/policy.
 - Influx of internally displaced persons/refugees
 - Return of internally displaced persons/refugees to their place of origin
 - Government/UN/NGO assistance
 - Other, which one(s)?
- 1.16. Comments on section 2. Understanding the rental market in the area of interest.

SECTION 3: OWNER/LANDLORD EXPERIENCE

- 2.1. With whom do you rent; do you have any criteria to classify/describe/refer the type of tenants?
- By nationality
 - By revenue
 - By family size
 - By ethnic group
 - By region of origin
 - Other, which one(s)?
- 2.2. With whom do you rent, what type of tenant do you usually rent from?
- Low income/class
 - Middle income/class
 - High income/class
 - National
 - Foreigners
 - Residents
 - Tourists
 - Internally displaced persons
 - Refugees and migrants
 - Other, which one(s)?
- 2.3. Characteristics of the housing you rent. what are the characteristics of the housing you rent (multiple choice)?
- 1 room
 - 2 rooms
 - 3 rooms
 - 4 rooms
 - More than 4 rooms
 - 1 bathroom
 - 2 bathrooms
 - 3 or more bathrooms
 - Shared kitchen between households
 - Kitchen per household
 - Access to water
 - Access to public power grid
 - Access to connectivity (internet)
 - Access to public gas/heating network
 - Gas per drum or pipette
 - Access to waste management services

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- Elevator/stairway/ramps (no access barriers)
 - Furniture
 - Improvised construction (plastics, shingles or sheeting, recycled material)
 - Wood construction
 - Brick construction
 - Block construction
 - Other, which one(s)?
- 2.4. Number of people you rent to. How many people are staying in your rental accommodation?
- No limits
 - Up to 2 persons
 - Up to 4 persons
 - Up to 5 persons
 - Up to 8 persons
 - Up to 12 people
 - Another one, which one?
- 2.5. How much do you charge per month on the dwelling(s)/accommodation you rent?
- 2.6. Amounts and services covered by the rent payment. Do you charge a single price that includes services?
- Yes
 - No
- 2.7. Deposits or overhead - Are you requesting payment of an initial deposit?
- Yes
 - No
- 2.8. Rent payment mechanisms - How is your rent paid?
- Cash
 - In kind or barter
 - With electronic payment
 - With bank transfers
 - Other, which one(s)?
- 2.9. Collection Support. Do you generally provide a rent collection receipt?
- Yes
 - No
- 2.10. Supporting the collection. Explore with the owner/landlord why he/she provides a receipt or why he/she does not.
- 2.11. Recurring expenses as owner/landlord: What type of expenses do you have as owner/landlord (multiple choice)?
- Signing of contract
 - Payment of arrears in services
 - Maintenance or improvements
 - Community expenses
 - Payments during the time when the rental is vacant
 - Other, which one(s)?
- 2.12. Comments on Section 3. Owner/Landlord Experience

SECTION 4: MARKET PRACTICES

- 3.1. Temporality of rents: How long on average do your tenants rent for?
- Less than one month
 - From 1 to 3 months
 - From 4 to 6 months
 - From 12 to 18 months
 - From 18 to 24 months
 - From 24 to 36 months
 - Other, which one(s)?
- 3.2. Type of rental agreement/contract - What type of rental agreement/contract do you feel most comfortable with with tenants?
- No contract

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- Verbal contract
 - Written contract
 - Written contract endorsed by a notary or competent institution
 - Other, which one(s)?
- 3.3. Terms and conditions of the agreements/contracts: Can you describe the most important points you include in the agreements/contracts with your tenants?
- 3.4. Documentation: What kind of documentation do tenants need for renting?
 - No documents requested
 - Citizenship card
 - Passport
 - Guarantor, guarantor
 - Co-debtor or guarantor
 - Labor certification
 - Certification of income
 - Certification of criminal record
 - Letter of recommendation
 - Public receipts
 - Insurance
 - Other, which one(s)?
- 3.5. Practices for non-compliance with the agreement. When tenants fall behind in payment, have they implemented any of the following actions?
 - Waive the costs of delay
 - Forgive rent
 - Deferring the agreed payment date
 - Reduce maintenance costs
 - Reduce spending on taxes and public services
 - Cause evictions/evictions
 - Exchanging the debt for leasehold improvements
 - Other, which one(s)?
- 3.6. Timing of the breach of the agreement. Are breaches of the agreements in your lease common?
 - Very common
 - Common
 - Not common
- 3.7. Temporariness of evictions: Are evictions common in your area?
 - Very common
 - Common
 - Not common
- 3.8. Temporariness of leases: Is non-renewal of leases common in your area?
 - Very common
 - Common
 - Not common
 - Not applicable
- 3.9. Situation of breach of contract or eviction: Have you had to evict or not renew the contract of any tenant?
 - Yes
 - No
 - Prefer not to answer
- 3.10. Dynamics of people leaving the home. In case of eviction or non-renewal of the agreement/contract, where do the tenants go?
 - To cheaper places (linked to the type of accommodation)
 - They become homeless
 - Adopting risky behaviors to pay the rent
 - Lodges
 - Other, which one(s)?
- 3.11. Tensions related to price and displaced/refugee community: Have you observed any tensions between host communities and communities arriving to settle due to competition for the most affordable housing?

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- Yes
 - No
 - Do Not Know
- 3.12. Tensions between local community and displaced/refugee community: Have you observed any tensions between host and settling communities due to socio-cultural differences or discrimination?
- Yes
 - No
 - Do Not Know
- 3.13. Comments on section 4. Market practices

SECTION 5: SEASONALITY (SEASONALITY)

- 4.1. Context (demand) changes: How has demand changed in the last 12 months?
- Increased
 - Remains the same
 - Decreased
- 4.2. Context (price) changes: How has the price changed in the last 12 months?
- Increased
 - Remains the same
 - Decreased
 - No
- 4.3. Seasonality in non-payment of rent. Is there a time of year when tenants or households have difficulty paying rent?
- 4.4. Seasonality in housing supply: Are there times of the year when it is more difficult to find rental housing?
- 4.5. Seasonality in housing prices: Is there a time of year when rental prices rise?
- 4.6. Perception of context change (increased demand): Could the rental market respond to increased demand?
- Yes
 - No
 - Not sure
- 4.7. Change of context (increase in demand): Would an increase in demand for housing cause any problems in the community?
- Yes
 - No
 - Not sure
- 4.8. Comments on section 5. Seasonality (Seasonality)

SECTION 6: LINKS AND RECOMMENDATIONS

- 5.1. Other persons or groups of owners: Can you think of any other interested owner, person or group that can help us to better understand the market?
- Yes
 - No
 - Do Not Know
- 5.2. Recommendations and ideas to improve the analysis of the rental market. Do you have any proposal, or would you like to share any experience that you think could be interesting for organizations that are considering supporting the rental market in the future?
- 5.3. Final comments on the survey

The questions to the respondent would end here, thank them for their participation and reaffirm the idea that the consultation is not related to the provision of a service or benefit for having participated.

TOOL #11: Individual interview with government entity - meeting or call

Description

The tool provides questions to guide the interviews with key informants from the Ministry of Housing, or national/local authorities associated with public policies on housing. It is suggested to first complete the matrix or answer the questions doing a secondary data review, then conduct the interviews and document the discussion for the final report. Approximately 90 minutes is suggested.

Tool

1. Geographical scope: what area does the local authority cover?
2. What is the authority's main role and responsibility, with specific reference to the rental market?
3. What are the main policies and regulations (in place or not) affecting the rental market (in the area of interest) and for the type of accommodation of interest?
4. Have any of these policies/regulations been revised or modified due to the humanitarian situation?
5. What policy/regulation and what was the outcome of the review/modification?
6. What are the government-run programs available to the public in relation to rental housing support?
7. Are there government policies on social/public housing? Yes/No
8. If yes, are migrants and refugees eligible? Yes/No
9. If so, what are the requirements for migrants and refugees to be covered by this policy?

Name of program(s)

10. What type of support is provided?
11. Is the program linked to the social protection system?
12. If yes, is it contributory or non- contributory?
13. What is the program's target population?
14. Who leads and who implements the program? Are there additional stakeholders supporting implementation?
15. Does the program directly support the tenant, how?
16. Does the program directly support the owner, how?
17. Does the program offer a legal instrument that guarantees security of tenure?
18. What type of housing does the program offer?
19. What criteria or strategies does the program offer to ensure affordability?
20. Are there minimum habitability and accessibility criteria in the housing offered by the program?
21. Where does the program operate (geographic coverage)?
22. What are the eligibility criteria?
23. Are there any additional prioritization criteria?
24. How can I apply to participate in the program?
25. What type of expenses does it cover (rent, utilities, other)?
26. How long does the program support last?

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27. What modality does the program use to deliver assistance (in-kind, cash, combination of both, additional social services, etc.)?
28. Are there any conditionalities to access the support?
29. What are the delivery mechanisms?
30. What are the population of interest's barriers to accessing the program?
31. What are the government/other stakeholder barriers to implementing the program?
32. Are there any other aspects of the program you would like to mention?

Screenshot 1- Mapping in Colombia with different programs of the Ministry of Housing.

Screenshot 2. Interview with the Ministry of Housing, Bogota, March 2022.

TOOL #12: Focus Group Discussions (FDG) – Community leaders

Description

The focus group tool with community leaders aims to explore the different dimensions of the rental market, incorporating neighborhood or community leaders throughout the process. It is recommended to incorporate this tool in the scoping stage. This tool can be adapted to individual interviews if your collection plan includes key informant interviews.

Support resources: Here you can access the [Guidance on running a focus group](#) (IFRC), a presentation of IMPACT in English, a presentation of [IMPACT](#), and recorded tips ([in Spanish](#)) that were made during the iterations.

Tool

For this tool it is suggested to count with at least three people in the session, one who takes notes, one to manage the logistics of the session and one to facilitate. However, with two it is feasible. With only one person it will be more challenging, and it will be recommended to record (with the consent of the group), for later notetaking.

In addition, materials such as a map of the neighbourhood in the area where the assessment is being conducted or a large sheet of paper where an iconographic map is drawn could be used to localise the accommodations and lead the conversation anchored in a relationship with the area. However, this is not indispensable for conducting the focus group.

Explain the objective of the session (we want to consult with you about your perspective on the rental market, the difficulties, and facilities you have in accessing it, etc.), mentioning what kind of questions will be addressed. Always keep in mind what the participants are comfortable with. It is important to spend time explaining the activity and answering any questions they may have.

Suggested questions:

1. In your community, in which areas does the migrant and/or displaced population live? Why do you think they come to this area? Has the number of migrants and/or displaced people changed in the last 12 months?
2. What types of housing are there in the area? What type of housing do migrants and/or IDPs rent? Are there people living in informal properties?
3. What do you think are the main characteristics that people are looking for in rental accommodation? Are there any differences between the migrant/displaced population?
4. Have you noticed a change (increase/decrease) in the availability of rental housing in this area in the last 12 months?
5. Have you noticed a change (increase/decrease) in interest in renting in this area in the last 12 months?
6. How much do people usually pay for rent in this area? Have there been any changes in prices in the last 12 months? Why? Are there any times of the year when prices go up or down?
7. How do landlords publicise the homes they are renting?
8. Do you think the population faces obstacles for renting and during the rental period? Which ones? Is there a difference between the migrant and/or displaced population?
9. What are the relations between the landlords in the area and the migrant and/or displaced population who rents?
10. Are there differences between landlords according to the type of housing they offer? Could you list these differences?
11. What is their main role you, as leaders in the community, have in relation to the rental housing market?
12. In your area, apart from landlords and tenants, who are the entities and real estate agents involved in the rental market? Is there a concentration of ownership in the hands of a few landlords in this area?
13. Is there any support programme for renting in your area? What type of population is it targeted through it?
14. What challenges and constraints do you see in the rental market in your area?

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15. What suggestions would you give to organisations working with the migrant and/or displaced population for rental support?

The matrixes underneath will allow the team or you to

- characterise the participants, and then use this demographic information in the detail of their interventions and in the results of the FGD analysis.
- to take notes and identify accurately who intervened, reactions, or emotions from each of the participants.
- Map some of the key actors mentioned during the discussion, and then contact them or map them onto the market system map.

Intersectionality criteria (add if applicable)	Adults (18-65)			Elder (>65)		
	Female gender identity	Male gender identity	No-binary gender identity	Female gender identity	Male gender identity	No-binary gender identity
<i>Migratory status</i>						
Ethnicity						
Nationality						
<i>Handicap (physical, sensory, intellectual, emotional, developmental, etc.)</i>						
<i>Other criteria</i>						
TOTAL OF PARTICIPANTS						
FGD note taking	Key actors mentioned during the discussion					



Photo 10. Focus group discussion with neighborhood leaders in Soacha, Bogotá, Colombia, February, 2022

TOOL #13: Scoring tool - analysis by access to adequate housing score (STEP 2)

Description

This tool will allow for the calculation of an adequate housing score from the data collection, using tool #5. The analysis will provide quantitative information around the 7 elements of adequate housing and will allow for the calculation of a score of levels to measure whether housing is adequate. How are the levels defined in the scoring tool? Each key question presented throughout the document has four values depending on the response obtained, which in turn is associated with a specific score depending on whether it is closer to or further away from the optimal levels of adequate housing. In order to interpret the result, it is initially necessary to define a relative weight for each of the seven elements according to the context in which the assessment is carried out or the interests and needs of both the affected population and the organization providing the assistance.

A composite indicator methodology weights averages that result in percentages relative to the level of housing adequacy, establishing a general range on the spectrum between the categories of adequate and inadequate housing. The user will also be able to visualize individually the situation of each of the seven elements assessed in the dwelling of interest. Ultimately, the tool will allow the housing specialist to programme an appropriate response in each case based on the information collected and analyzed.

Tool

This tool is available as an Excel file ([link](#)). For more technical content of this tool, please refer to the [Guide for Adequate Housing in the response to refugees and migrants from Venezuela in Latin America and the Caribbean - Shelter Sector - R4V](#).

TOOL #14: Report template

Description

This is a template for documenting what was explored in the market assessment and informing the response design - refer to the **ANALYSIS, REPORT AND FEEDBACK** stage. Remember the report should be to the point, easy to read, and expose the reader to summary information. If possible, a maximum of 3 to 5 pages. All information supporting the conclusions can be included as Annex.

Tool

Report - Evaluation of the Rental Housing Market

- 🏠 Date:
- 🏠 Location:
- 🏠 Organization(s) involved
- 🏠 Coordination platforms involved:

Executive summary

🏠 Relevant background information

🏠 Justification

Why is it important for [organization(s)/response] to explore the rental market in [area Y]? - Refer to **Field Handbook- Justification**

🏠 Target

(Adjust to context)- Assess the rental housing market to understand whether it is working; and to what extent the market system enables or limits access to adequate housing for [population groups of interest]; in order to design appropriate responses for population groups that support and reinforce, rather than undermine, existing rental markets.

🏠 Evaluation period

The period it was carried out.

🏠 Scope of the evaluation

Briefly explain the definition of scope (geographic, population, timeframe, type of housing) - Refer to **tool#2: Definition of scope of market assessment**

🏠 Methodology

Briefly explain the methodology used. The sample design, unit of measurement, limitations and assumptions - Refer to **tool#3: Methodology Tip Sheet.**

🏠 Briefly summarize your planning and data collection.

- Team composition
- Review of secondary information and information gaps
- Tools used
- Data collection.

🏠 Mapping the rental housing market

Insert the mapping (before and after) - and briefly summarize your conclusions - Refer to **tool#4: Market Mapping**

🏠 Information analysis

✓ By tool

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If it is easier for the ones that write the report, it is also valid to present the data by variables and/or tools used; although it is suggested that the conclusions be carried out in relation to the 9 analytical dimensions.

Scoring Tool

1. *Number of surveys collected*
2. *Information analysis - Refer to tool #13*
3. *Conclusions*

Tool "Me, my home and my neighborhood".

4. *Number of households/groups*
5. *Information analysis - Refer to Tools #7*
6. *Conclusions*

All tools used during data collection.

✓ **By dimensions**

Refer to **Tool #1: Guiding questions** – as a support tool

Briefly summarize the findings by answering the following questions:

1. **ACTORS** - Who are the main actors in the rental housing market, how do they interrelate, and to what extent do they influence the system?
2. **NORMS AND CUSTOMS IN THE MARKET** - What are the rental housing market practices (including social norms, discriminations, ways of finding housing to rent, etc.) of the formal and informal rental market system, and to what extent do they influence the rental market system?
3. **SECURITY OF TENURE**: What are the existing **tenure models** in the rental housing market and to what extent do they influence the rental market system? Are the rights and responsibilities of the parties within the different arrangements balanced? Are there any risks associated with security of tenure in rental housing?
4. **HOUSING TYPOLOGIES AND MINIMUM STANDARDS** - What are the main types of housing and living quarters available? Do the dwellings offered for rent meet the minimum conditions of habitability?
5. **SUPPLY, DEMAND AND PRICING** - Has the housing stock changed over time? What is the cost and how does this cost change over time? Any changes from the demand side? What are the main drivers of these changes? What is the capacity of the market to absorb an increase in demand?
6. **AFFORDABILITY/LIVELIHOODS** What are the financial barriers for affected populations to access adequate housing in the short, medium and long term? How long can they afford adequate housing on their own without resorting to negative coping mechanisms or risking eviction? How is the local context/situation defining where, how, (for and until) when and to whom people rent, as well as the risk they face when renting?
7. **POLITICAL ENVIRONMENT AND REGULATORY FRAMEWORK**: What are the government-led programs that the population can access in relation to support for rental housing? What are the government's housing policies, building standards, regulations, and cadastre (land ownership), and how does the regulatory environment enable or limit access to adequate housing?
8. **INFRASTRUCTURE AND SERVICES**: What are the existing infrastructure and services in the rental housing market and how do they enable or limit access to adequate housing for the affected population?
9. **RISKS** - What are the risks that vulnerable populations face in accessing adequate housing through renting and what are the activities/measures we can put in place to mitigate them?

🏠 **Conclusions**

Write a conclusion in relation to the initial objective, as well as any other recommendations the team would like to highlight.

This document is part of the regional initiative "Collaborative Housing Market Assessments and Analyses in Latin America and the Caribbean" - facilitated by a regional task force, comprising: the International Federation of the Red Cross (IFRC), the Norwegian Refugee Council (NRC) the International Organization for Migration (IOM), the United Nations High Commissioner for Refugees (UNHCR), REACH and the support of Cash-Cap/NORCAP; and the collaboration of the "Shelter Sector - R4V. For more details of the group and its work plan, please access the Terms of Reference at the following [link](#).

The [field handbook](#) is the result of a collective exercise with active contribution, input and technical support from the following regional advisors: Javier Parra (NRC), Marta Leboreiro (IOM), Elena Pedrazzani (IOM/NORCAP), Lina Camperos (REACH), Denisse Solis (IFRC), Rafael Mattar-Neri (UNHCR) and Jimena Peroni (CashCap/NORCAP). The latter also led the facilitation of the group formed for this purpose.

This handbook drew considerably from the iterations in [Colombia](#) and [Ecuador](#). Our thanks go to the teams that actively participated in the iteration processes: Norwegian Refugee Council (Colombia and Ecuador), UNHCR (Colombia), CashCap (Colombia), AVSI (Ecuador), IOM (Ecuador), CARE (Ecuador), HIAS (Ecuador), Colombian Red Cross and Ecuadorian Red Cross.

TASK FORCE

