Tool 1.1 - Key Informant Interview – Letting Agent / Real Estate Agent  
Assessment of the Context (for Rental Assistance)

# Introduction

This form is an example, to speed up formulating questions for a short 30 minutes Key Informant Interview (KII) with a Letting Agent / Real Estate Agent, and questions will need to be tailored to those you will interview and context. Ideally target areas which have experienced or are expected to receive displaced households who may be looking to access the rental housing market.

Record information with hand-notes since it is qualitative and is unlikely to be suitable for applications like KoboCollect.

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| **Section/Question** | **Notes** |
| Introduction of Interviewer | * Who you are and who you are working with * Information will be kept anonymous * How data will be used: to inform programme design, there should be no expectations that any information you share here will result in assistance passing through your letting agents. * Explain how long the interview will take * Ask for consent to proceed with interview, and explain they can end the interview or withdraw at anytime. |
| How long have you been working as a letting agent / real estate agent in this area? | * Asked to get an understanding of the quality and reliability of the information shared. * Ask if they have assisted any displaced people with finding rental accommodation? |
| In general terms since the crisis began how has this impacted the rental housing market? [note that a more formal rental market assessment will be undertaken – this is just gathering general context information] | * Parts of the rental housing market impacted (e.g. 2 bed apartments in the less desirable parts of town – ask specifically where)? * Does demand exceed supply? * Have rental prices increased? * Can they share typical price ranges for 1bed apartments, 2 bed apartments, pre-crisis and now. * Are you aware of displaced people trying to access the informal parts of the rental housing market? |
| Can you share information on rental practices? | * Minimum rental period * Deposit * Guarantors * Does proof of income need to be shown prior to rental agreement? * Whether written or unwritten contracts will be used * Types of rental agreement (types of contract etc.). |
| What might make a property owner hesitant to rent to a displaced household? | * Ask specifically about how any barriers can be overcome (e.g. a bigger deposit, a guarantor, a change in government legislation to make it easier to evict etc.). |
| What barriers are you aware of that displaced people might face in accessing the rental housing market? | * Financial barriers * Lack of proof of income * Lack of documentation * Migration status is not clear on right-to-rent for duration of rental agreement etc. * Children * Pets * Lack of private motor vehicle so need a location which has public transport access |
| Which displaced people are most likely to face additional barriers with renting housing? | * The displaced population is quite diverse, some are from x, some are from y, some are from [list ethnic minority], some have big families, some family members with disabilities. |
| Are you aware of any government initiatives or other organisations trying to assist displaced households to rent? |  |
| Do you have any recommendations to the Red Cross and others trying to design a programme to assist displaced people to access the rental housing market? |  |