# **Introduction**

For the displaced who are new to the rental market in a specific country or perhaps have not rented before, it can be useful to provide information to help them better understand rental market practices and how to access it. This can be published online or be given in leaflet or shown in poster format at key points (e.g. branch offices, humanitarian service points, local authorities).

This component of rental assistance can be of use to a wider number of households than those that the programme directly supports with rental payments.

A tool from the toolkit, that may be useful to assist here includes:

* 3.4\_Tool\_Information\_checklist\_ENG.pdf
- Guidance on what to share with people arriving in a new location.

# **Recommended process:**

1. Search tenant rights organisations and other civil-society organisations engaged in the rental space for information leaflets that could be useful to support those new to the rental market in this context.
2. Hold focus group discussions or household interviews with target households who are trying to access the rental market or have recently been able to rent to understand what the information gap is (what would they like to know / have liked to know when trying to access the rental market.
3. Ask the target population how (what channel) they would like to receive information and in which language. It is also important to confirm which channels they trust and go to for information.
4. Once the information gap is known engage with tenant rights organisations / letting agents / property owner associations to clarify the information needed.
5. Develop the information products (including a testing and piloting phase). Do not forget to think about how those with visual impairments or other impairments will access the information.
6. Develop the Frequently Asked Questions document and share with the staff and volunteers involved in the programme.
7. Monitor the information needs and channels and adjust as needed.

# **Suggested content to consider related to rental**

This provides some of headings to consider when giving people information on rental market and rental practices. It should be noted that it should be responsive to what the information gap is for your target population when trying to access to rental market and specifically focus on how to avoid exploitation by property owners, letting agents etc. but also scams and other form of misinformation. The information materials should also help to manage expectation about the RCRC programme.

* The “right to rent” as appropriate – related to migration status
* Information about the National Society and the programme, including scope and target population.
* Generally, how to start looking for rental accommodation – types of rental accommodation (shared house vs own apartment etc.), describe the various routes including asking through social networks, key websites or newspapers where property owners advertise, potentially links to associations of letting agents to enable them to find accredited letting agents where these exist.
* Typical rental prices in different areas.
* Advice on dealing with letting agents and common problems/scams that occur
* Information on how to travel if not considering properties close to city centres – can be useful with getting prospective tenants to consider accommodation outside of high-demand/ high price areas.
* Requirements for renting (ID, deposit, guarantor etc.)
* What to consider when choosing location (Do you need to consider school catchment areas when selecting properties to view?)
* How viewings of properties typically work (e.g. open days, appointments etc.)
* How to safely deal with property owners during the viewing process.
* What to do/ how to report if property owners or letting agents are harassing or suggesting favours for reduced rent. What to do if neighbours are harassing you when you move in.
* Where to find information on fair tenancy agreements.
* How tenancy agreements work (minimum durations, rolling periods etc.)
* What information the property owner/ letting agent should give you before your move in
* What information the property owner must give you before you move in (e.g. copy of the gas safety certificate).
* How to protect your deposit and how to get it back at the end of the tenancy.
* How the eviction process works and who to go to for support if at risk of forced eviction.
* Any social protection programmes that can be accessed to support with rental costs.
* Responsibilities related to taxes and utilities.
* Responsibilities related to maintenance.

This list is non-exhaustive, work with the target population and representative of property owners and letting agents to determine the information gap and develop appropriate information products.

# **Other content to consider**

It may be appropriate to include more general information support such as that related access to services more broadly, as part of this it may be possible to link to existing resources such as information on schools (and other educational facilitates access), medical facilities, markets (especially food shopping and clothe shopping information), leisure facilities. There may also be specific facilities available to support people with disabilities and information to support accessing these services can also be shared. This is particularly relevant and needed when working with migrants and displaced people; as their information needs are high, such as information about employment, education, access to healthcare, rights, duties and customs. It may be also needed to consider providing information in relevant languages.