# **Introduction**

Technical advice is used in a very broad sense and could be described as support that the programme team can give the tenant to assist them in accessing, using, and maintaining their rental housing. Technical advice can also include support in helping to manage the relationship between property owner and tenant during the life of tenancy.

Tools and examples from the toolkit, that may be useful to assist here include:

* 3.7\_Example\_EnergySavingTips\_RentalAssistance.pdf & 3.7\_ Example\_EnergySavingTips\_RentalAssistance.pub
* Document used by Slovak Red Cross in 2022/2023 to support tenants in a rental programme and homeowners during the winter when energy prices were high.

# **General Guidance**

There are a wide range of activities that can be included in this component of support:

* Supporting tenants with negotiating with landlords, and in-particular to support with translation for cross-border displaced people.
* Conducting technical visits and demonstrations related to use, maintenance, and wear-and-tear of rental properties.
* Supporting tenants to understand how to use less energy and other utilities.
* Supporting households to make insurance claims to pay for temporary accommodation.
* Assisting with accessing support from government support systems.
* Referring to social workers for support on relationship management between tenant and owners, this can be part of eviction monitoring.
* Providing legal advice, mediation and collaborative dispute resolution.

The activities that will be included in the programme under the technical advice component (which often go past purely information support) must respond to the identified needs of tenants and property owners. For example, plans to support prospective tenants in their negotiations with landlords with both translation and negotiation support might be responding to an analysis of the barriers that affected people face when trying to access the rental market. This occurs frequently with migrants when there may be a language barrier, but there may also be barriers related to ethnicity, social group (e.g. caste) or gender for example where greater negotiation support may be welcomed.

The example of providing support to people to access insurance to pay for temporary accommodation comes from a Canadian Red Cross programme supporting indigenous communities in response to a disaster that caused housing damage and displacement.

As can be seen from the list above a range of expertise may be required to support people with the different technical advice, and this will need to be resourced appropriately.