

# Technical Working Group (TWIG) on Shelter/NFI Monetisation

## RECOMMENDATIONS ON CASH FOR RENT ASSISTANCE IN UKRAINE V-1.01

AUGUST 2022

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## 1. Background

This document is intended to provide **recommendations and guidance** to Shelter and Cash humanitarian partners seeking to offer cash assistance for rental accommodation in Ukraine.

As the 24th February 2022 conflict in Ukraine becomes increasingly protracted, there is a growing need to support Internally Displaced Persons (IDPs) with cash assistance for rental accommodation to provide them with more sustainable living conditions and assist in their self-recovery.

The Cash for Rent modality aims to:

- a. assist in decommissioning Collective Centres for specific and non-assisted caseloads, including winterisation;
- b. help mitigate the risk of growing threats of eviction linked to the exhaustion of IDP's financial resources;
- c. help alleviate individual protection concerns on a case-management basis;

The present document was developed over seven sessions of the Ukraine Shelter/NFI Cluster - Technical Working Group (TWiG) for Cash for Rent, first held on 9<sup>th</sup> June 2022 and chaired by **NRC**, in presence of the representatives and experts of the following organisations:

- **Shelter/NFI Cluster**
- **UNHCR**
- **PIN**
- **IOM**
- **CRS/Caritas Ukraine**
- **IFRC**
- **CORE**
- **Medair**

The document was written by NRC with contributions from the organisations listed above. It was endorsed by the Shelter Cluster in September 2022 and shared with the Ministry of Communities and Territorial Development of Ukraine (MinRegion) in September 2022.

## 2. Response Objective

General objective (linked with Strategic Objective 1 of the Shelter/NFI Cluster Strategy):

**IDPs affected by the 2022 war have access to adequate shelter solutions and assistance.**

It is recognised that the term “Cash for Rent” is often interpreted to mean that the entire rent is covered by the assistance, sometimes through direct payments to lessors (landlords or landladies). However, for the purposes of this SOP, the rental assistance provided in Ukraine will continue to use the term “Cash for Rent assistance” and **does not** constitute a requirement to cover all rental and utility costs at 100%.

This Cash for Rent SOP version will be updated to recognise alignment with the Ministry of Communities and Territorial Development of Ukraine's (MinRegion) Ministerial Decree on cash for rental assistance, which will be issued at later date in 2022.

The Ministerial Decree may include providing a legal framework for cash for rental assistance, and may include actions such, the provision of legally binding short term rental contracts (from 3 months), and tax exemptions for landlords renting to IDPs (IDPs must be registered and in possession of a certificate).

Under Tax Code, article 170.7.2 subpoint (b), charitable assistance to taxpayers are exempt from income tax, provided they are distributed through the bank accounts of charitable organisations included in the Register of Non-Profit Organisations and Institutions.

### 3. Targeting Criteria

The Cash for Rent assistance is primarily targeted at IDPs (registered and non-registered), in areas that are not experiencing frequent active conflict, in Ukraine Government controlled territory. However, it can also be provided to Conflict-Affected Populations (CAPs).

#### *3.1 Targeting prioritisation for Cash for Rent*

All vulnerable IDP households, verified to UNHCR's vulnerability criteria (Annex 1) developed for the Prykhystok program, currently unable to secure adequate accommodation are eligible for Cash for Rent support. The list below details the prioritisation criteria of these households:

- IDPs originally located from the most heavily conflict-affected areas.
- IDPs currently staying in Collective Centres, prioritising those sheltering in educational facilities due to return to educational activities by early September 2022.
- IDPs at risk of eviction from their current rental accommodation.
- Referrals from Protection actors.

#### *3.2 Recommended housing conditions for Cash for Rent recipients*

For those receiving Cash for Rent assistance, the following conditions are the recommended minimum housing standards for the recipients. Where possible these conditions should be communicated to the recipients and validated either through direct visit, remote contact or self-reporting (Annex 2). However, the failure of IDPs to select housing that meets these recommended conditions does **not** constitute disqualification from Cash for Rent assistance.

1. Rental accommodation is not an informal settlement, nor a substandard building.
2. Rental accommodation is structurally sound and not in danger of collapse.
3. Rental accommodation meets minimum Ukrainian standards of having 7.5m<sup>2</sup> per person.
4. Rental accommodation meets minimum WASH standards (running water, flushing toilets etc.)
5. Rental accommodation is adequately sealed for the winter season and contains a heating source.

#### *3.3 Other considerations*

Cash for Rent assistance programmes should assist households who do not receive any other Cash for Rent assistance. It may also be provided as part of a shelter repair response.

Households who receive Multi-Purpose Cash Assistance (MPCA) are also eligible to receive Cash for Rent assistance where it is clear that the MPCA alone cannot cover the shelter cost needs.

## 4. Cash for Rent Assistance Package

The calculation of a suitable Cash for Rent assistance support package is a complex process and requires taking account of many different factors. However, due the critical need for rental support, with 48% of IDPs currently renting reporting that they will no longer be able to pay rent within a few months<sup>1</sup>, the recommended support package amounts for rental assistance will be based on the reported amounts paid for rental accommodation and utility costs by IDPs<sup>2,3</sup>, until a regular price monitoring system can be established.

### 4.1 Monthly response package

In recognition of the differing rental prices across the different Oblasts of Ukraine, six Regional Categories have been established (Donetska and Luhanska Oblasts are not considered).

| Regions         | Included Oblasts                                                                                    |
|-----------------|-----------------------------------------------------------------------------------------------------|
| Northern Region | Kyivska, Sumska, Chernihivs'ka, Zhytomyrska                                                         |
| Eastern Region  | Dnipropetrovska, Zaporiz'ka, Kharkivska                                                             |
| Southern Region | Mykolaivska, Odesaka, Khersons'ka                                                                   |
| Kyiv City       | Kyiv City                                                                                           |
| Central Region  | Vinnytska, Kirovohrads'ka, Poltavska, Cherkaska                                                     |
| Western Region  | Ivano-Frankivska, Volynska, Zakarpatska, Lvivska, Rivenska, Ternopilska, Chernivets'ka, Khmelnytska |

The Shelter Cluster proposes the monthly base rate per month is set for each Region. This base rate **includes contributions to the monthly utility costs**. The stand-a-lone average utility costs can be taken as an average of 1,500 UAH per month (non-wintertime) but it is included in the monthly rates specified in the table below.

To incorporate the adjustment in needs for different family sizes, an additional amount per month should be provided for households with more family members than the average household size. The Ukraine average household size is 2.4; therefore 3 persons will be used for the purposes of the adjustment.

<sup>1</sup> NRC Renal Market Assessment - May 2022

<sup>2</sup> NRC Renal Market Assessment - May 2022

<sup>3</sup> IOM DTM Internal Displacement Report — General Population Survey Round 7

|                 | Household Size   |           |            |
|-----------------|------------------|-----------|------------|
| Regions         | 1 to 3           | 4         | 5+         |
| Northern Region | <b>5,000 UAH</b> | 5,500 UAH | 7,000 UAH  |
| Eastern Region  | <b>6,500 UAH</b> | 7,000 UAH | 8,500 UAH  |
| Southern Region | <b>6,500 UAH</b> | 7,000 UAH | 8,500 UAH  |
| Kyiv City       | <b>7,500 UAH</b> | 8,000 UAH | 9,500 UAH  |
| Central Region  | <b>7,500 UAH</b> | 8,000 UAH | 9,500 UAH  |
| Western Region  | <b>8,500 UAH</b> | 9,000 UAH | 10,500 UAH |

The Ukrainian population average household sizes can be taken as<sup>4</sup>:

|        |   |     |
|--------|---|-----|
| 1 to 3 | - | 85% |
| 4      | - | 10% |
| 5 +    | - | 5%  |

The base rate intends to provide for the cost of a 2-room dwelling including a contribution to the utility costs.

It has been considered that for a fourth individual in a household, an additional contribution is required for the increased utility costs.

For a fifth individual or more in the household, an additional contribution has been considered for a third room, as well as increased utility costs.

## 4.2 Start-Up grant

In recognition of the costs that are often required to secure a rental accommodation, including moving costs, agent fees, and security deposits etc., the Shelter Cluster recommends providing an initial flat-rate Start-Up grant to households of **5,000 UAH**. This is only applicable for Cash for Rent recipients who are **not** currently renting.

## 4.3 Response duration

Due to the dynamic and uncertain context, and in recognition of 58% of IDPs who are not able to determine their future plans<sup>5</sup>, **the minimum period for Cash for Rent assistance is 6 calendar months**. Partners are recommended to distribute the cash instalments to the recipients in **allocations of 1, 2 or 3 month intervals**. Distributing a single cash instalment to cover more than 3 months rental assistance is strongly not advised due to the increased risk of the recipients using the cash assistance for other means in the early months of each instalment interval.

<sup>4</sup> NRC Rental Market Assessment - May 2022

<sup>5</sup> NRC Rental Market Assessment - May 2022

However, partners are not limited to providing assistance for 6 months. It should be noted that the MigRegion has highlighted their preference for the Cash for Rent assistance to cover the 2022/2023 winter period.

For ease of budgeting and coordination, it is recommended for partners to plan and budget in instalments of 3 months.

Partners providing assistance to recipients of shelter repair programmes, who require temporary shelter during the course of the repair works, do not need to consider the minimum Cash for Rent duration period.

#### *4.4 Budgeting for a Cash for Rent response - Example*

To assist partners with the calculations for Cash for Rent assistance, examples can be seen below, and a calculation tool spreadsheet is provided in Annex 4.

##### Example 1: 500 households located in Collective Centres in Poltava

- Start-Up Grant:  $500 \times 5,000 \text{ UAH} = 2,500,000 \text{ UAH}$
- Rental Assistance:  $6(7,500(500 \times 0.85) + 8,000(500 \times 0.1) + 9,500(500 \times 0.05)) = 22,950,000 \text{ UAH}$
- Total = 25,450,000 UAH

##### Example 2: 1,000 rent-insecure households in Odessa

- Start-Up Grant: 0 UAH
- Rental Assistance:  $6(6,500(1,000 \times 0.85) + 7,000(1,000 \times 0.1) + 8,500(1,000 \times 0.05)) = 39,900,000 \text{ UAH}$
- Total = 39,900,000 UAH

#### *4.5 Winterisation heating costs*

For winter heating costs, a top up should be provided for the additional heating costs required. This is detailed in the Shelter/NFI Cluster Winterisation Strategy.

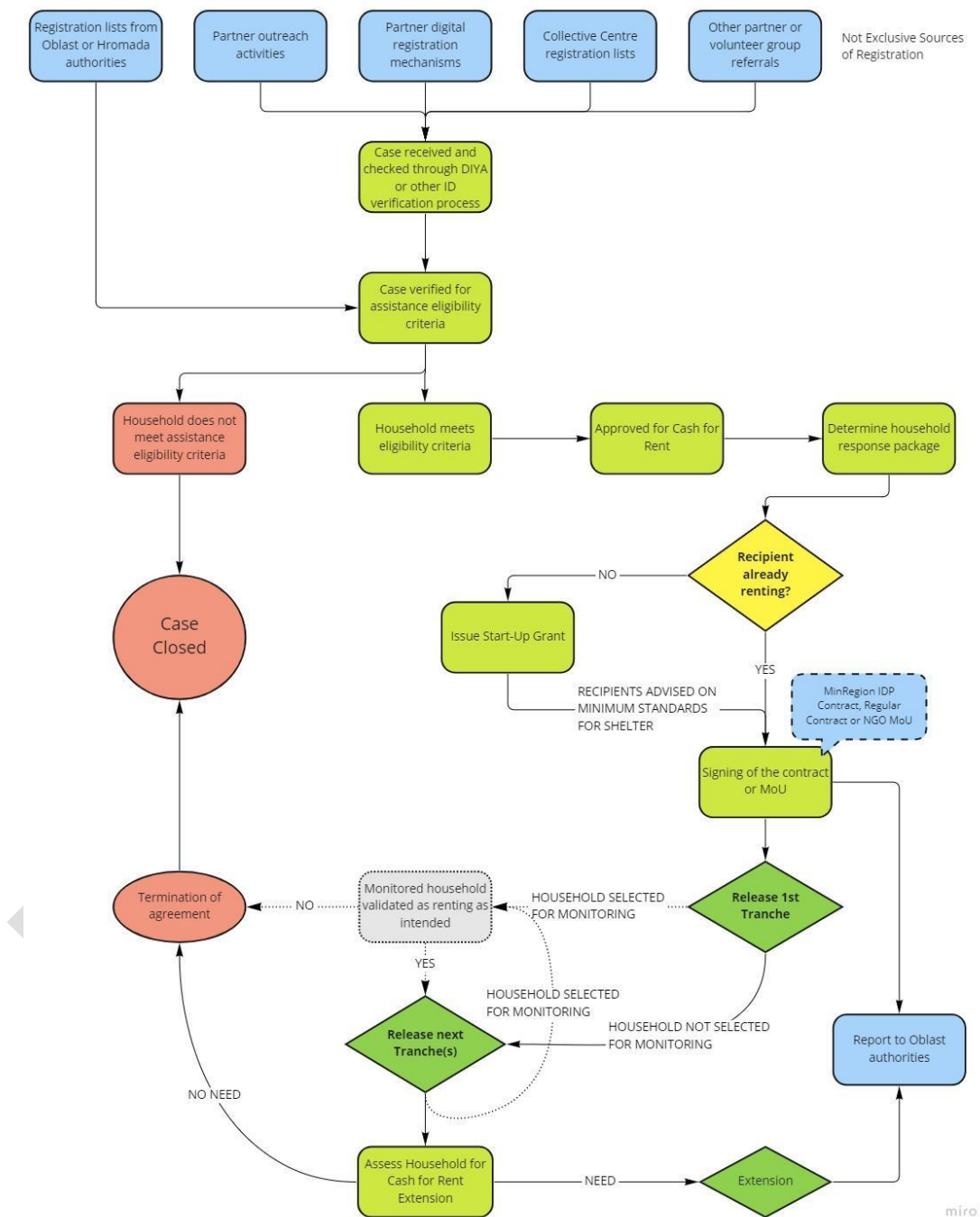
However, a simplified figure of **2,000 UAH** per month for **additional** heating utility costs can be used for budgeting purposes (i.e figure is in addition to the average non-wintertime utility costs).

The winter season duration can be considered to cover 5 months (November to March). The peak winter season duration of the coldest temperatures can be considered to cover 3 months (December to February).

#### *4.6 Protection case-management*

Individuals receiving rental assistance as part of Protection Case-Management assistance are exempt from adhering to all Cash for Rent response package guidelines and parameters.

## 5. Implementation Guidelines



### 5.1 Registration mechanism

Identification of possible Cash for Rent recipients can be obtained using the following methods:

#### 1. IDP registration lists from Oblast RMAs or Hromada authorities

Some local authorities are running similar humanitarian activities as humanitarian actors for their residents, and therefore local authorities may have already centralised registration lists of residents requiring humanitarian shelter support.

### 2. IDP registration lists from local partners, community groups and/or volunteer groups

In many locations, local organisations have mobilised and set up their own humanitarian response activities, often using their own funds or supplies sent from international organisations (for example, World Central Kitchen). Some volunteer groups have an extensive network of representatives throughout their communities and have registered community members who require assistance (multi-sectoral). In many locations a “Humanitarian HQ” has been set up which acts as a funnel for humanitarian aid in the local area.

### 3. IDP registration lists from Collective Centre authorities or Camp Management Partners

In most Collective Centres, the managing authority or implementing agency has registered the populations staying at the site with the data being disaggregated according to vulnerability. It should be noted that Collective Centres are not allowed to issue eviction notices, nor charge populations residing there for rent or utilities.

### 4. Referrals from Other Cluster partners (for e.g Protection etc).

Referrals can be received from Protection-related actors for individual cases requiring Cash for Rent assistance. As stated previously, Protection cases are exempt from all Cash for Rent assistance parameters including, the amount of cash support and duration of assistance.

### 5. Partner activities

These could include activities such as setting up physical registration sites or household visits etc.

### 6. Partner digital registration mechanisms

This could include digital registration mechanisms through online platforms, or commonly used messaging apps such as Telegram.

## *5.2 Verification process*

In Ukraine many lease arrangements in the private rental sector take place without formal lease agreement. According to NRC’s Rental Market Assessment (May 2022), only 6.26% of the displaced population have legal based (formal) lease agreements while 74.75% of respondents signalled their preference for non-legally based (informal) lease agreements<sup>6</sup>, usually verbal. Therefore, a formal lease agreement with the owner should not be required as a supporting document for the disbursement of the first cash instalment.

Should recipient households decide not to proceed with a formal rental contract, it is recommended that a bilateral Memorandum of Understanding (MoU) between landlord and the recipient household (Annex 3) is signed, detailing the conditions of the assistance.

Partners may also be able to provide the list of potential Cash for Rent recipients to each Oblast Regional Military Authority for identification verification through the Ukrainian Government’s DIYA app. However, this approach is not yet confirmed as available to partners and access will be confirmed in the upcoming update of the Cash for Rent SOP, following MinRegion’s Ministerial Decree.

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<sup>6</sup> NRC Rental Market Assessment - May 2022  
Ukraine

| Priority                                                                                                                                      | Target Criteria                                                                                                                                                         | Suggested Verification Documents                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Mandatory documents are written in bold. Lack of other documents should not constitute disqualification from Cash for Rent assistance.</b> |                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                |
| ALL                                                                                                                                           | Vulnerable IDPs                                                                                                                                                         | <ul style="list-style-type: none"> <li>- <b>Official identification document for each household member</b></li> <li>- IDP certificate</li> <li>- Proof of pension documents</li> <li>- Proof of state assistance or support provided</li> <li>- Proof of medical conditions</li> <li>- Proof of specialist educational requirements</li> </ul> |
| 1                                                                                                                                             | IDPs originally located from the most heavily conflict-affected areas                                                                                                   | <ul style="list-style-type: none"> <li>- Proof of address of origin</li> <li>- Proof of damage to property of origin</li> </ul>                                                                                                                                                                                                                |
| 2                                                                                                                                             | IDPs currently staying in Collective Centres<br>Prioritising those sheltering in educational facilities due to return to educational activities on early September 2022 | <ul style="list-style-type: none"> <li>- <b>Registration lists from Collective Centre authorities or Camp Management actors</b></li> </ul>                                                                                                                                                                                                     |
| 3                                                                                                                                             | IDPs at risk of eviction from their current rental accommodation                                                                                                        | <ul style="list-style-type: none"> <li>- Proof of current rental agreement</li> <li>- Proof of previous payments for rent</li> </ul>                                                                                                                                                                                                           |
| 4                                                                                                                                             | IDPs living in crowded accommodation that does not meet minimum adequate standards of 7.5m <sup>2</sup> per person                                                      | <ul style="list-style-type: none"> <li>- Self-declared through registration mechanism</li> <li>- Visual check of property</li> </ul>                                                                                                                                                                                                           |
| 5                                                                                                                                             | Referrals from Protection actors<br><i>including Camp Management, Protection, GBV, MHPSS Clusters</i>                                                                   | <ul style="list-style-type: none"> <li>- <b>Communication (non-sensitive) between verified Protection agencies</b></li> <li>- <b>Specifications on the individual Cash for Rent assistance requirements</b></li> </ul>                                                                                                                         |

### 5.3 Disbursement procedure

Once the case has been verified, the representative of the household selected to receive Cash for Rent assistance, is eligible to receive the Start-Up Grant if they are not already renting. The Start-Up Grant is intended to enable the family to search for and identify suitable accommodation for rental as well as cover related costs for moving, searching, fees and deposits.

Once the recipient has identified their preferred accommodation, both the tenant and the landlord are required to sign an agreement on the conditions of the rental of the property and agree to abide by the terms. The following agreements are accepted:

- A regular rental contract (not commonly used)

- A Shelter Cluster drafted Memorandum of Understanding agreement (no formal legal standing)

The signed rental agreement should be shared with the Cash for Rent assistance distributing agency, in order to provide the first cash instalment to the household representative.

Partners should ensure that Cash for Rent assistance recipients have access to a mechanism to download or receive a template version of the Shelter Cluster drafted MoU rental agreement, should they choose this as their preferred option.

If partners have the ability to independently verify that the recipient Cash for Rent assistance household has secured rental accommodation, this can be conducted in between the first and subsequent instalments. More details are provided in Section 6.3. If a recipient household is not using the cash as intended, this would constitute grounds for disqualification of the Cash for Rent assistance, at the distributing agency's discretion, and the next or final instalment withheld.

#### *5.4 Disbursement mechanism*

The payment should be transferred before the commencement of the rental period once the signed agreement has been provided to the distributing agency. Cash assistance should be disbursed in Ukrainian Hryvnia (UAH) It is recommended to use the following mechanism:

1. Direct Bank transfer
2. Money Agent, for e.g MoneyGram (Be advised - transfer fees up to 2%)
3. Ukrposhta (Be advised - transfer fees 1% + 19 UAH)

As well as transfer fees, partners are advised that banking exchange rates in Ukraine do not always mirror the rates that can be found at the exchange bureaus.

If physical cash is the chosen modality, partners are reminded to consider the resulting protection concerns surrounding the provision of significant sums of physical cash.

If the recipient household is in agreement, partners can choose to provide the payment directly to the landlord of the rental accommodation. However, as stated in Section 2 of this document, partners should be aware that the cash assistance provided may not be enough to cover the full rental amount.

#### *5.5 Extension criteria*

Cash for Rent assistance can be extended to the same household when it is verified that the household was unable to improve its socioeconomic standing. The minimum extension is 3 months. Partners should be aware of the risks of continual extensions potentially leading to aid dependency.

#### *5.6 Termination criteria*

Cash for Rent assistance should not be extended to the same family when:

- It has been verified that the household has been able to improve its socioeconomic standing and is able to afford to rent accommodation without requiring assistance.

- It has been verified that the household has not used the cash as intended for rental accommodation.
- The family misused the premises for any other usage than the one it was intended for, or carried out any activity against enforceable Ukrainian laws.

## 5.7 Reporting

In addition to Cluster 5W reporting, partners should submit their list of Cash for Rent assistance recipient households to the Oblast Regional Military Authority (RMA) once they are confirmed to receive assistance. The RMA will act as a centralised point for recipients in their Oblasts to strengthen coordination and avoid duplication. The recipient household information to be shared is detailed in Section 6.1.

If Cash for Rent recipient households are extended for additional months of assistance, this should also be communicated to the RMA, detailing the extension duration.

Protection partners reserve the right to withhold information regarding households, who are provided Cash for Rent assistance through Protection case-management assistance, from being reported to the Oblast RMA, where they determine it poses a risk to the household.

## 6. Monitoring Strategy

### 6.1 Minimum data collection criteria

1. First Name and Surname of family representative
2. Identification document type
3. Identification document number or reference
4. Family size disaggregated by gender and age range
5. Location of origin
6. Location of displacement
7. Contact phone number
8. Vulnerability criteria status
9. Date of Start-Up grant disbursed
10. Date of first instalment disbursed

### 6.2 Standard indicators

1. # Individuals receiving Cash for Rent assistance
2. # Households receiving Cash for Rent assistance
3. # Start-Up grants provided
4. # 1<sup>st</sup> instalments provided
5. # n+1 instalments provided
6. # Final instalments provided
7. # Households using rental contribution as intended
8. # Households still residing in rental accommodation 3 months after receiving 1st instalment

### 6.3 Monitoring Plan

It is recommended that Partners undertake monitoring activities to:

1. Ensure that Cash for Rent assistance recipients are using the rental contribution as intended.
2. Collect data and feedback on the Cash for Rent assistance modality to highlight areas for review and improvement.
3. Ensure the rental assistance package continues to provide adequate contributions for rental assistance.
4. Monitor unintended consequences and potential Protection concerns that may arise.

While it is recognised that it will not be possible to monitor every caseload, the following approaches can be considered:

1. Validation monitoring
  - a. In-person household visits to Cash for Rent assistance recipient households.
  - b. Using digital verification mechanisms with a geotagging function.
  - c. Using the Ukrainian Government DIYA app (*to be confirmed*).
  - d. Post a letter or postcard with a unique reference code to the recipient household's registered rental address, to then report back to the Partner.
2. Outcome monitoring
  - a. Partners' own Post-Distribution Monitoring (PDM) activities and tools.
3. Price monitoring
  - a. Include questions related to rental prices in PDMs
  - b. Periodic data gathering of rental price data through an exclusive mechanism.
4. Protection monitoring / case management
  - a. In-person household visits to recipient households
  - b. Phone-calls to recipient households
  - c. Digital mechanisms through for example regular (e.g. monthly) surveys being sent to recipients to identify any protection concerns or tenant/lessor mediation services required. This can take the form of a webform (e.g. Enketo) link being sent to recipients via Telegram/Signal/Viber for example. See Annex 5 for further details.

## 6.4 Complaints Response Mechanism

Partners should ensure that Cash for Rent assistance recipients have access to a Complaints Response Mechanism through multiple mediums, in order to report issues, provide feedback and access conflict resolution support. Suggested channels of communication include:

- Telephone
- Email
- Social media
- Telegram app
- Physical help desks

## 7. Exit Strategy

Partners should consider how Cash for Rent assistance recipient households will maintain their access to adequate housing after the end of the rental assistance period, as they may be able to take steps at the start of the programme that can influence this.

Considerations may include:

- Displaced families may be able to return to their location of origin (especially in the northern central Oblasts).
- Households can be supported to access host family arrangements (for example, with extended family).
- Adult household members may be able to develop their employability, access economic opportunities, or be referred to Livelihood programming in the local area of their rental accommodation, such that by the end of the rental assistance, recipients have increased their income to enable them to afford paying their rent without the need for rental assistance.
- Partners can clearly communicate when the end of the rental assistance period is expected, to prepare recipient households to consider how they will support themselves once the rental assistance period is over.
- Partners can budget to support recipient households by a further 3 or more months for those likely to face eviction at the end of the rental assistance period.
- Partners can set up referral mechanisms in areas where the local / national authorities are able to continue providing shelter assistance (longer term rental assistance or reconstruction support).

## 8. Further Development

The intention of this version of the Cash for Rent assistance SOP was to determine a response modality that would enable Partners to proceed with in a standardised and coordinated way, prior to the onset of the 2022/2023 new school year and winter season. This version of the SOP is not intended to address every factor or consideration that will arise from undertaking Cash for Rent assistance programmes.

Therefore, a second revision of the SOP should be planned for Q1 2023 that will incorporate lessons learned, feedback, updated costs, and changes to the response context. It should also include the addition of the following considerations:

- Regular rental price monitoring mechanism
- Standardised beneficiary database
- Outcome Monitoring Strategy
- Standardised PDM template
- Further development of the Registration mechanism and tools
- Further development of the Exit Strategy and set up of referral mechanisms
- Further development of the Protection Annex 5 and tools

## 9. List of Annexes

1. UNHCR vulnerability criteria for Prykhystok program
2. Recommended housing conditions checklist
3. Rental MoU agreement template
4. Cash for Rent budgeting tool
5. Protection / Case Management Monitoring

## **Annex 1. UNHCR vulnerability criteria for Prykhystok program**

UNHCR recommend that the hosts providing housing to the following vulnerable groups of IDPs be prioritized for financial compensation for utilities within the framework of the “Prykhystok” program:

1. Households with three or more children under the age of 18.
2. Single headed households including single mothers or fathers, grandmothers or grandfathers, with one or more dependants who are unable to care for themselves, including children or older family members.
3. Single elderly person or a household composed solely of elderly (60+) members.
4. Households with one or more persons with specific needs, including disabilities or chronic illnesses.
5. Displaced households of ethnic minority groups (in particular, Roma).
6. Unaccompanied or separated children who are registered with respective child services in the hosting communities.

By “household” this Annex refers to people living together. For example, for purposes of point 1 above, two unrelated women mothers of three and more children under the age of 18 preferring to reside together and seeking joint shelter may be considered a “household”.

For the purposes of this Annex “single” is not a legal term/definition, but the fact of being “single during displacement” (for example, without another adult family member or partner, missing another family member or partner (whereabouts are not known), having another family member or partner abroad etc.)

## **Annex 2. Recommended housing conditions checklist**

1. Shelter conditions
  - a. Access to adequate bedrooms
  - b. Occupancy ratio - area of covered living space (exclude bathrooms, kitchens, corridors) divided by number of occupants.
  - c. Waterproofing
2. WASH conditions
  - a. Access to running water
  - b. Access to hot water
  - c. Access to adequate washing facilities
  - d. Access to adequate sanitary facilities
3. Thermal comfort conditions
  - a. Access to heating system
  - b. Presence of draft proofing
  - c. Presence of insulation
  - d. Presence of double-glazed windows
4. Security of tenure conditions
  - a. Relationship with landlord
  - b. A written agreement specifying the terms of the rental
5. Protection conditions
  - a. Access to external locked doors and windows
  - b. Access to internal locked doors
  - c. Access to privacy
  - d. Infrastructure and/or access to service required for specific vulnerability
6. Financial conditions
  - a. Household sources of income
  - b. Regularity of payment of rental and utility bills

## Annex 3. Rental MoU agreement template



CfR MoU (ENG-UKR)  
NRC.doc

DRAFT

## Annex 4. Cash for Rent budgeting tool



CfR Budget Tool.xlsx

DRAFT

## Annex 5. Protection / Case Management Monitoring

The purpose of Protection / Case Management monitoring and followup is:

- that there is inherent power-imbalance between tenants and IDPs, and where there are vulnerable tenant case-loads involved this power imbalance is exacerbated.
- where tenants are just renting a room within a house/apartment and not self-contained there may be additional protection risks that need to be monitored.
- Rental assistance is more than just cash transfer, there is the opportunity to support recipients with other services and referrals which may relate to more than protection.

Practical examples of issues that have arisen on rental assistance programmes in other countries include:

- Tenants being coerced into the provision of services and favours (this can range from unpaid cleaning / child care / other work in an exploitative manner to sexual and gender based violence).
- Tenants being asked for money to cover items (such as utilities for example) that they thought were included within the agreed rental payment.
- Tenants under pressure of illegal eviction

Questions that could be asked (potentially by digital survey) to enable further followup:

- Do you feel safe in your accommodation? (Always, Mostly, Sometimes, Not at all)
  - If not always why?
- How would you describe the relationship with your landlord (Good, Fair, Bad)
  - If bad, why?
- [If available] Would you like to request mediation support to resolve issues with your landlord?
- Are you ever worried about your children's safety?
  - If yes or somewhat, why?
- Since you have started renting has anyone accessed your home without your knowledge and permission? (yes, no, not sure)
- Have you ever been asked for services or favours by your landlord or others living/with access to your home, that made you feel uncomfortable? (yes, no, somewhat)
  - If yes or somewhat, please share further details
- Are there any activities that take place in the home that you are concerned about? (yes, no)
  - if yes, please share further details
- Would you like to share anything else?