

Research Terms of Reference

Housing Assessment

MDA2404

Republic of Moldova

August 2024

V2

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	The Republic of Moldova				
Type of Emergency	<input type="checkbox"/>	Natural hazard	<input checked="" type="checkbox"/>	Conflict	<input type="checkbox"/> Other (specify)
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	UNHCR				
IMPACT Project Code	67BCL				
Overall Research Timeframe (from research design to final outputs / M&E)	12/02/2024 to 31/12/2024				
Research Timeframe Add planned deadlines (for first cycle if more than 1)	1. Pilot/ training: 09/08/2024		6. Preliminary presentation: N/A		
	2. Start collect data: 12/08/2024		7. Outputs sent for validation: 25/11/2024		
	3. Data collected: 12/08/2024 – 06/09/2024		8. Outputs published: 11/12/2024		
	4. Data analysed: 09/09/2024 (quantitative data) 07/10/2024 (qualitative data)		9. Final presentation: __/__/____		
	5. Data sent for validation: 09/09/2024 (quantitative data) 07/10/2024 (qualitative data)				
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
Humanitarian milestones Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	Milestone		Deadline (can be tentative)		
	<input checked="" type="checkbox"/>	Donor plan/strategy	31/12/2024		
	<input type="checkbox"/>	Inter-cluster plan/strategy	__/__/____		
	<input checked="" type="checkbox"/>	Working Group plan/strategy	31/12/2024		
	<input type="checkbox"/>	NGO platform plan/strategy	__/__/____		
	<input type="checkbox"/>	Other (Specify):	__/__/____		
	Audience type		Dissemination		

Audience Type & Dissemination Specify <i>who</i> will the assessment inform and <i>how</i> you will disseminate to inform the audience	X Strategic X Programmatic X Operational		X General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) X Website Dissemination (Relief Web & IMPACT Resource Centre) X Working Group Mailing (Basic Needs Working Group) X Direct emailing to donor and partners of the housing index	
Stakeholder mapping Has a detailed stakeholder mapping been conducted during research design to identify all actors that could contribute to and/or benefit from the research?	<input checked="" type="checkbox"/> X	Yes	<input type="checkbox"/>	No
General Objective	To assess the quality and condition of cash-for-hosting accommodation units as well as the living situation and experience of refugee families inhabiting these units and better understand the barriers and opportunities rental service providers (RSPs) face in providing housing to refugees in Moldova, so as to inform effective housing programs and support programmatic actors and partners in enhancing the capacity of RSPs.			
Specific Objective(s)	<ol style="list-style-type: none"> 1. Support UNHCR's Rental Assistance and Small-Medium Repairs programs by providing critical insight into the quality and conditions of current cash-for-host beneficiary units as well as the experience of refugee families residing in these units. 2. Understand factors affecting the provision of refugee accommodation in Moldova to improve the capacity of stakeholders and UNHCR partners to better assist RSPs in providing housing and refugees in securing adequate housing. 			
Research Questions	<ol style="list-style-type: none"> 1. What are the general costs, characteristics, and living conditions of cash-for-hosting units available to beneficiaries? <ol style="list-style-type: none"> a. To what extent are cash-for-host units shared between multiple families, including the host family? 2. What is the quality (i.e. the physical conditions, including habitability) of cash-for-hosting units available to beneficiaries? <ol style="list-style-type: none"> a. What is the level of accessibility of cash-for-hosting units? 3. What is the available support to cash-for-host beneficiaries and what additional support is needed? <ol style="list-style-type: none"> a. To what extent are refugee tenants able to access necessary legal support? 4. What is the experience of refugee households in cash-for-hosting units? <ol style="list-style-type: none"> a. How do refugee households perceive the quality of their cash-for-hosting units? b. What are the relationship dynamics between refugee tenants and their hosts? c. What are the relationship dynamics between refugee tenants and the host community? 5. How long do refugee households intend to stay in their current unit? <ol style="list-style-type: none"> a. Why would refugee households move out of their current unit? 			

	6. What are the dynamics of the local rental market from the perspective of RSPs? 7. What are RSPs' attitudes toward renting to refugees in Moldova? 8. What are the major economic, legal, and operational barriers facing RSPs in providing rental accommodation to refugees? 9. What are the opportunities to support RSPs to be able to provide affordable, accessible, and legally compliant rental accommodation units to refugees?																				
Geographic Coverage	Quantitative: 5 target raions: <ul style="list-style-type: none"> North: Donduseni, Soroca, Balti Chisinau South: Cahul Qualitative: 5 targeted raions with the addition of Ialoveni																				
Secondary data sources	Please see section 3.3 for the secondary data sources																				
Population(s) <i>Select all that apply</i>	<table border="1"> <tr> <td><input type="checkbox"/></td><td>IDPs in camp</td> <td><input type="checkbox"/></td><td>IDPs in informal sites</td> </tr> <tr> <td><input type="checkbox"/></td><td>IDPs in host communities</td> <td><input type="checkbox"/></td><td>IDPs [Other, Specify]</td> </tr> <tr> <td><input type="checkbox"/></td><td>Refugees in camp</td> <td><input type="checkbox"/></td><td>Refugees in informal sites</td> </tr> <tr> <td><input checked="" type="checkbox"/></td><td>Refugees in host communities</td> <td><input type="checkbox"/></td><td>Refugees [Other, Specify]</td> </tr> <tr> <td><input type="checkbox"/></td><td>Host communities</td> <td><input checked="" type="checkbox"/></td><td>Rental service providers</td> </tr> </table>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]	<input type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites	<input checked="" type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]	<input type="checkbox"/>	Host communities	<input checked="" type="checkbox"/>	Rental service providers
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Stratification <i>Select type(s) and enter number of strata</i>	<table border="1"> <tr> <td><input checked="" type="checkbox"/></td><td> Geographical #: By region (North, South, Centre, Chisinau) Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </td> <td><input type="checkbox"/></td><td> Group #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No </td> <td><input type="checkbox"/></td><td> [Other Specify] #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No </td> </tr> </table>	<input checked="" type="checkbox"/>	Geographical #: By region (North, South, Centre, Chisinau) Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	Group #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/>	[Other Specify] #: Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No														
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Target level of precision if probability sampling	NA		NA	
Disaggregation by gender and age	Gender		Age	
<i>Are you planning to conduct sex/age disaggregated analysis?</i>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	Yes
	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>	No
Data management platform(s)	<input type="checkbox"/>	IMPACT	<input checked="" type="checkbox"/>	UNHCR
	<input type="checkbox"/>	[Other, Specify]		
Expected output type(s)	<input checked="" type="checkbox"/>	Situation overview #: 1	<input type="checkbox"/>	Report #: __
	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	<input type="checkbox"/>	Presentation (Final) #: __
	<input type="checkbox"/>	Interactive dashboard #: __	<input type="checkbox"/>	Webmap #: __
Access	<input checked="" type="checkbox"/>	Public for the agreed outputs (available on IMPACT resource center and other humanitarian platforms)		
	<input checked="" type="checkbox"/>	Restricted for the data (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)		
Visibility <i>Specify which logos should be on outputs</i>	REACH			
	Donor: UNHCR			
	Coordination Framework: N/A			
	Partners: CRS (pending confirmation)			

2. Rationale

2.1 Background

The conflict in Ukraine, which intensified in February 2022, has led to widespread displacement. As of June 2024, 5.9 million refugees are expected to continue seeking protection in Europe, including Moldova.¹ Moldova has seen 1,124,474 border crossings from Ukraine since February 2022, and as of July 2024, the UNHCR has recorded over 123,000 refugees from Ukraine in Moldova.²

The prolonged conflict in Ukraine has prompted a shift from emergency aid to sustainable solutions, exemplified by the implementation of Temporary Protection (TP) status in March 2023 which grants refugees legal footing and access to basic services.³ The extension of TP validity until March 2025, with adjustments such as the removal of restrictions on prolonged absences from Moldova, underscores the commitment to stable support for displaced populations.⁴ The Regional Refugee Response Plan (RRP) for 2024 anticipates a decrease in new refugee movements but still foresees significant arrivals necessitating initial reception assistance.⁵ UNHCR supports governments and local authorities in transitioning from humanitarian assistance as well as in incorporating refugees into national systems and services.⁶ One program through which UNHCR does this is their cash-for-hosting program which provides cash assistance to individuals hosting refugees in their home. The cash assistance serves as an incentive for those hosting refugees as well as a means to offset additional expenses that hosts may incur.

¹ [Ukraine Situation: Overview of UNHCR's 2024 plans and financial requirements, UNHCR, Jan 2024](#)

² [Operational Data Portal: Republic of Moldova, Regional Refugee Response for the Ukraine Situation](#)

³ [Ukraine Situation - Regional Refugee Response Plan for the Ukraine Situation, UNHCR, Feb 2024](#)

⁴ [Legal Aid in Moldova Briefing Note May 2024, UNHCR - Protection Working Group, May 2024](#)

⁵ [Ukraine Situation - Regional Refugee Response Plan for the Ukraine Situation, UNHCR, Feb 2024](#)

⁶ [Ukraine Situation: Overview of UNHCR's 2024 plans and financial requirements, UNHCR, Jan 2024](#)

Nearly one-third of the Moldovan population lives below the poverty line, with 14% in extreme poverty. Households headed by women are particularly affected, with 33% in absolute poverty.⁷ The Housing Ecosystem Assessment Workshop⁸ in January 2024 highlighted Moldova's relatively new but low-quality housing stock in Moldova, especially in rural areas where homeownership is prevalent and public housing is minimal. Despite government housing programs, challenges persist, including unregulated private rental markets, weak social welfare systems, insufficient municipal funding, and inadequate institutional frameworks for managing public housing.⁹ Desk based research has identified many complex challenges for Rental Service Providers (RSPs) in Moldova. The war in Ukraine and subsequent inflation caused a rapid escalation in energy and food prices, impacting housing affordability. Moldova's economic challenges have resulted in low-quality housing, unstable rental markets, and inadequate social solutions, increasing household vulnerability countrywide.¹⁰ The legal and administrative landscape further complicates the housing market, with around 9% of refugee households having a family member lacking documentation, impacting their ability to secure formal housing agreements. Discrimination based on nationality or ethnicity exacerbates these challenges.¹¹ Operational difficulties for RSPs include managing properties for refugee tenants without formal lease agreements, leading to disputes and evictions, and ensuring adequate living conditions.¹² Further research is needed to identify challenges and opportunities for supporting RSPs in providing adequate housing and ensuring more sustainable incorporation into Moldovan society for refugees.

2.2 Intended impact

REACH's mixed-methods assessment aims to address information gaps in the rental sector, particularly regarding the quality of cash-for-host accommodation units and the barriers faced by RSPs in meeting the housing needs of refugees in Moldova. By meeting these information gaps, findings are intended to:

- Support UNHCR's Rental Assistance and Small-Medium Repairs programs by providing critical insight into the quality and conditions of current cash-for-host beneficiary units as well as the experience of refugee families residing in these units.
- Understand factors affecting the provision of refugee accommodation in Moldova to improve the capacity of stakeholders and UNHCR partners to better assist both RSPs in providing housing and refugees in securing adequate housing.

The findings intend to empower stakeholders, community support centres, and UNHCR partners to better support RSPs and refugees in finding suitable housing options. Additionally, findings are intended to inform and facilitate better coordination among humanitarian stakeholders by providing information on the diverse housing needs and priorities of refugees. This will inform the planning and implementation of rental assistance and accommodation programs, enabling partner organizations to deliver targeted and effective assistance tailored to refugees' specific needs. Additionally, evidence-based insights will support advocacy efforts aimed at mobilizing resources and raising awareness of the evolving challenges faced by RSPs and refugees in Moldova.

⁷ [Republic of Moldova interim country strategic plan: 2024–2026, WFP, Feb 2024](#)

⁸ IOM Housing Ecosystem Assessment Workshop, IOM, Not published - full report publication expected in late 2024

⁹ IOM Housing Ecosystem Assessment Workshop, IOM, Not published - full report publication expected in late 2024

¹⁰ [Acted Moldova Country Strategy 2024-2027, Acted, Jun 2024](#)

¹¹ [Legal Aid in Moldova Briefing Note May 2024, UNHCR - Protection Working Group, May 2024](#)

¹² [WFP Moldova Country Brief: May 2024, WFP, May 2024](#)

3. Methodology

3.1 Methodology overview

The Housing Assessment includes two components, a quantitative survey to assess the quality and conditions of cash-for-hosting units¹³ and qualitative key informant interviews to understand challenges and opportunities for RSPs in providing rental housing to refugees.

Primary quantitative data will be collected from cash-for-hosting units in 5 targeted raions. The quantitative survey has two parts: 1) a household survey with refugee tenants residing in the cash-for-hosting unit or cash-for-host unit hosts or landlords¹⁴ and 2) a technical assessment of the unit by the enumerator. The household survey with refugee tenants aims to gather household level data related to tenants' living situation, security of tenure, relationship with their host, and their perceptions of their cash-for-hosting accommodation. If the refugee tenants residing in the cash-for-host unit are unavailable or if there are no refugee tenants residing in the cash-for-host unit at the time of data collection, the host or the landlord of the unit will be surveyed. Questions for the host or landlord will gather data related to unit cost and unit proximity to services. The second part of the quantitative survey will be a direct observation of the quality and conditions of the cash-for-hosting unit. This technical assessment of the unit will be conducted by skilled enumerators from the Catholic Relief Services (CRS) with previous experience conducting technical assessments of housing conditions. IMPACT will provide a data collection training to CRS enumerators that will give an overview of the assessment and its methodology as well as reiterate consent processes. The training will also include an in-depth review of the quantitative data collection tool and was also attended by CRS staff with technical expertise to ensure the correct understanding of the questionnaire.

Primary qualitative data will be collected through key informant interviews with RSPs, local authorities, and NGOs working with housing programs in the 5 targeted raions, with the addition of the raion Ialoveni. These interviews will provide an in-depth of understanding of barriers and opportunities RSPs face in providing rental housing as well as insight into attitudes towards renting to refugees among RSPs.

Key steps¹⁵:

1. **Stakeholder analysis:** An analysis of the key stakeholders in the housing space in Moldova was conducted to identify the wide range of actors, platforms and available research regarding the supply of adequate accommodation across the country, especially with regards to how refugees can access that accommodation.
2. **Secondary data review:** A review of secondary data was conducted to better understand and incorporate the available information for the main actors involved in the housing market, as well as the current challenges, limitations and opportunities for both RSPs and refugees in identifying and accessing suitable housing opportunities.
3. **Engage with humanitarian actors:** Humanitarian actors responding to the refugee crisis and participating in the coordination mechanisms in the Refugee Coordination Forum via the Basic Needs Working Group (BNWG) will be consulted to receive feedback on the proposed methodology, review the information gaps, collect additional sources for the secondary data review, avoid any potential duplication of work, and identify potential key informants. The BNWG leads were consulted on the Data Analysis Plan to ensure that findings are as useful as possible to actors.

¹³ Cash-for-hosting is an approach to providing temporary housing to displaced persons. It involves providing cash assistance to host families both as an incentive for hosting displaced persons and as compensation for any extra costs that may be incurred. A cash-for-host unit is the living quarters where displaced persons reside. This may or may not be shared with the host family or other families.

¹⁴ A cash-for-host unit host or landlord refers to the recipient of the cash-for-host cash assistance. This could be a formal landlord or a Moldovan family that has chosen to host displaced persons.

¹⁵ Two housing indexes covering available housing units and their features, based on manual scraping of online rental and social platforms, were also produced in accordance with a previous ToR. However, due to revisions regarding the scope of the assessment, they have been excluded from the current version of the methodology.

4. **Quantitative technical assessment and household survey:** A structured technical assessment of cash-for-host units combined with a structured survey with refugee tenants or cash-for-host unit hosts or landlords will be conducted to assess the conditions of cash-for-hosting units available to beneficiaries. to assess the conditions of cash-for-hosting units available to beneficiaries.
5. **Key informant interviews with RSPs:** KIIs with RSPs, local authorities, or NGOs familiar with the local housing market will be conducted to better understand the opportunities, challenges, and attitudes of RSPs in providing rental accommodation to refugees.
6. **Data processing and analysis:** Quantitative data will be cleaned, and a statistical analysis will be conducted on the cleaned data set. The qualitative data will be recorded, transcribed, and translated into English. A thematic analysis of the qualitative data will be conducted using MaxQDA and data saturation and analysis grids (DSAGs).
7. **Output production:** The analysed quantitative and qualitative data will be presented in a factsheet and situation overview.
8. **Dissemination:** The outputs will be shared publicly on the IMPACT Resource Centre and will be provided to CRS and UNHCR. Other opportunities to share the learnings from the assessment with humanitarian partners, local agencies, and RSPs will be considered.

3.2 Population of interest

The population of interest for the quantitative survey will be refugee households residing in cash-for-hosting units or registered cash-for-host unit hosts or landlords. Data will be collected at the household level. In consultation with UNHCR and CRS, 5 raions were selected:

- North: Donduseni, Soroca, Balti
- Chisinau
- South: Cahul

These raions were selected to ensure geographic spread and because of perceived poorer housing conditions in these areas.

The population of interest for the qualitative KIIs will be RSPs in the 5 targeted raions, with the addition of the raion Ialoveni in the Centre region. Ialoveni was added to the qualitative component upon the request of the donor and to ensure there is at least one raion per region included. The interviews will be held with RSPs when possible, but in more rural raions where RSPs are harder to contact and locate, local authorities and NGOs working closely with housing programs that are able to talk about the rental market and the experience of RSPs will be considered.

3.3 Secondary data review

An exhaustive secondary data review – supported by a thorough stakeholder analysis - was necessary to further review and refine information gaps, ensure the research design and objectives are appropriate for the overall context, identify the main actors in the housing space, identify potential key informants, understand what is already known about recent and historical housing market dynamics in Moldova, and ensure lessons learnt from similar assessments as well as global thematic guidance are taken into account. Furthermore, secondary data will be used for the manual scraping of rental market listings from advertising websites.

The following list of resources have been identified as the basis of the secondary data review process.

Resource title and source	To inform
Population and Housing Census in the Republic of Moldova, May 12-25, 2014 (gov.md)	Historical Context (Last results of Population and Housing Census in the Republic of Moldova, 2014)

Inter-agency Winterization Taskforce Household-level Infrastructure Survey, WinTF / Regional Refugee Response for the Ukraine Situation, Dec 2023	Housing Quality and Conditions of Cash-for-Host Units Quantitative Assessment
What are my responsibilities if I rent out an apartment?, Government of Moldova, Jan 2024	Housing Quality and Conditions of Cash-for-Host Units Quantitative Assessment
You have to be lucky to find a host: How rent prices evolved after over 300 thousand Ukrainian refugees came to Moldova, Ziarul de Garda (ZDG), Mar 2022	Housing Quality and Conditions of Cash-for-Host Units Quantitative Assessment
Common Country Analysis (CCA) 2021, Republic of Moldova, UN Moldova, Nov 2022	Housing Quality and Conditions of Cash-for-Host Units Quantitative Assessment, Needs and Challenges of RSPs Qualitative Assessment
REACH Moldova Rental Market Assessment Round 1 Report, REACH Moldova, Sep 2023	Housing Quality and Conditions of Cash-for-Host Units Quantitative Assessment, Needs and Challenges of RSPs Qualitative Assessment, Housing Index
REACH Moldova Rental Market Assessment Round 2 Report, REACH Moldova, Jan 2024	Housing Quality and Conditions of Cash-for-Host Units Quantitative Assessment, Needs and Challenges of RSPs Qualitative Assessment, Housing Index
2023 United Nations Country Annual Results Report, Republic of Moldova, UN Moldova, Apr 2024	Needs and Challenges of RSPs Qualitative Assessment
Acted Moldova Country Strategy 2024-2027, Acted, Jun 2024	Needs and Challenges of RSPs Qualitative Assessment
Affordable Housing Activation Forum calls for action for adequate, affordable housing, UN Habitat, May 2022	Needs and Challenges of RSPs Qualitative Assessment
Aspects Of the Standard of Living of Population of Moldova: Results of the Household Budget Survey 2023, Bureau of National Statistics: Moldova (Biroul National de Statistică al Republicii Moldova), Jan 2023	Needs and Challenges of RSPs Qualitative Assessment
Barriers and facilitators to accessing health and social care services for people living in homeless hostels: a qualitative study of the experiences of hostel staff and residents in UK hostels, University, Jun 2021	Needs and Challenges of RSPs Qualitative Assessment
Boosting the Socio-Economic Inclusion of Refugees from Ukraine, Forced Migration Review, Sep 2023	Needs and Challenges of RSPs Qualitative Assessment
Chişinău real estate market: Trends and Prices Semester III - 2023, Access Imobil, Sep 2023	Needs and Challenges of RSPs Qualitative Assessment
Discrimination in Housing Markets, University, Jan 2012	Needs and Challenges of RSPs Qualitative Assessment
Feasibility Study on Employment Opportunities, Skills Development and Social Cohesion for Ukrainian Refugees and Vulnerable Moldovan Individuals in the Republic of Moldova, Helvetas, May 2023	Needs and Challenges of RSPs Qualitative Assessment
Feedback ≠ Participation: Trust, transparency and communication with refugees from Ukraine. Information Ecosystem Assessment 2023 - 2024 Moldova, Internews / UNHCR, Jun 2024	Needs and Challenges of RSPs Qualitative Assessment
In 2023, there was a moderation in the increase in apartment prices, and now there is a slight increase, analysis, Institute for Development and Social Initiatives "Viitorul", Feb 2024	Needs and Challenges of RSPs Qualitative Assessment
IOM Housing Ecosystem Assessment Workshop, IOM, Not published - full report publication expected in late 2024, Jan 2024	Needs and Challenges of RSPs Qualitative Assessment
IOM Moldova: March 2023 Update, IOM, Mar 2024	Needs and Challenges of RSPs Qualitative Assessment

IOM Situation Report, IOM, Dec 2023	Needs and Challenges of RSPs Qualitative Assessment
IOM Strategy for The Republic of Moldova (2023 – 2025), IOM, Sep 2023	Needs and Challenges of RSPs Qualitative Assessment
Lease agreement, Contabilsef.md, Jan 2021	Needs and Challenges of RSPs Qualitative Assessment
Legal Aid in Moldova Briefing Note May 2024, UNHCR - Protection Working Group, May 2024	Needs and Challenges of RSPs Qualitative Assessment
Multi-Sector Needs Assessment (MSNA) Moldova - 2023 (Full Situation Overview - Quantitative assessment), REACH Moldova, Dec 2023	Needs and Challenges of RSPs Qualitative Assessment
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3.4 Primary Data Collection

Primary data will be collected through:

Quantitative Cash-for-Host Unit Surveys:

Method: 100 quantitative surveys, comprised of a structured household survey and structured direct observation component, will be conducted with cash-for-hosting units. The main aim of the survey is the technical assessment of the units, and thus the selected cash-for-host units will be assessed even if they are unoccupied by refugee tenants at the time of data collection. The data will be collected by a team of trained, technical CRS enumerators. Because the structured direct observation component of the survey requires technical experience with assessing housing and living conditions, it was decided the CRS enumerator team would be better suited to conduct the data collection. The CRS enumerator team will receive a half day of training from IMPACT and regular debriefings will be undertaken with the CRS enumerator team. The enumerators will call the unit hosts prior to the survey to schedule a time to conduct the cash-for-host unit survey.

Survey Components:

1. **Household Survey:** A household survey will be conducted with either the refugee tenants residing in the cash-for-host unit or with the registered host or landlord of the unit if there are no refugee tenants residing in the unit at the time of data collection or if the tenants are unavailable to participate.
 - Refugee tenant respondents will be asked questions related to unit costs, unit proximity to services, their relationship with the host, intentions to stay or leave their current accommodation, security of tenure, access to services, and housing needs.
 - Unit hosts or landlords will only be asked questions related to unit costs and unit proximity to services. Both hosts and landlords are included here because they both may be beneficiaries of cash-for-hosting cash assistance. Please see Footnote 14 on page 6 for further explanation of a cash-for-host unit host or landlord.
2. **Direct Observation:** A technical assessment of the unit will be conducted by the enumerator. This will include an assessment of interior and exterior conditions, level of accessibility, sanitation quality, utilities, and overall habitability.

Sampling: In consultation with UNHCR and CRS, 5 raions were selected for the quantitative survey:

- North: Donduesni, Soroca, Balti
- Chisinau
- South: Cahul

These raions were selected to ensure variability in geographic spread of assessed cash-for-hosting units and because of perceived poorer housing conditions in the selected raions. The sampling frame will constitute all UNHCR and WFP cash-for-hosting units in these 5 raions (total of 2472 units). The WFP and UNHCR beneficiary lists do not include up to date information on the occupancy of the cash-for-hosting units. After consultations with UNHCR and CRS, a decision was made to assess cash-for-host units regardless of whether refugee tenants are living in them at the time of data collection. As such, if a unit is unoccupied, the host or the landlord will be surveyed as opposed to the tenant.

Due to limited data collection capacity, the number of surveys the enumerator team will be able to complete is limited to 100. Even though an overwhelming majority of housing units are in Chisinau, a decision was made to use a stratified sampling approach with equal representation of each raion to ensure underrepresented geographic areas are represented in the data. This is particularly important as areas outside of Chisinau and Balti are not well represented in prior rental market assessments. The sampling strata will be the raion and each stratum will have 20 cash-for-hosting units surveyed. Cash-for-hosting units within each raion will be randomly sampled from the cash-for-host beneficiary lists.

Table 1: Quantitative survey sampling

Raion	# of cash-for-hosting units	Target # of cash-for-hosting units
Donduseni	222	20
Soroca	78	20
Balti	255	20
Chisinau	1797	20
Cahul	120	20
Total	2472	100 units

Tool: The quantitative tool was designed in collaboration with the BNWG. The technical questions related to the quality of housing conditions have been well researched and reviewed by CRS's technical team to ensure clarity and applicability. The tool will be deployed on KoBo toolbox.

Key Informant Interviews with rental service providers, local authorities, and NGOs working with housing programs:

Method: Key informant interviews will be conducted with rental service providers, local authorities, and NGOs working with housing programs.

Sampling: Key informants will be identified through purposive sampling based on SDR. The target population will be RSPs, local authorities working in housing, and NGOs working with housing programs in the 5 targeted raions, with the addition of Ialoveni. The 6 targeted raions, with the exception of Ialoveni, align with the quantitative component to allow for triangulation where appropriate and/or further contextual understanding of the rental market. The 6 raions cover all 4 regions of the country and provide diversity in their degree of urbanicity. The interviews will be held with RSPs when possible, but in more rural raions where RSPs are harder to contact, local authorities and NGOs that are able to talk about the rental market and the experience of RSPs will be considered. The assessment aims to conduct a total of 16 KIIs across the 6 raions:

Table 2: KII targets per raion

Region	Raion	Target # of KIIs
North	Donduseni	2
	Soroca	2
	Balti	2
Center	Ialoveni	2
Chisinau	Chisinau	6
South	Cahul	2
Total		16

The assessment aims to conduct 2 KIIs in each of the raions, with the exception of Chisinau. 6 KIIs are planned in Chisinau because of its population size, spread, and presence of RSPs. Snowball sampling will be used when necessary to identify potential participants.

Tool: A semi-structured interview guide was developed to respond to the information gaps found during the secondary data review concerning RSPs' economic, legal, and operational challenges with providing rental housing to refugees. The tool

was developed to respond to and fill in these information gaps and better understand not only challenges but also opportunities to support RSPs.

3.5 Data Processing & Analysis

The primary quantitative data for the assessment will be collected using the Kobo Platform. Once collected, the Senior Assessment Officer will clean the raw data daily to account for any duplicates or issues during data collection, as well as to ensure that the correct methodology was followed. The data will be anonymized and cleaned in accordance with REACH's Data Cleaning Minimum Standard and the Management of Personally Identifiable Information. As the sample is based on the cash-for-host beneficiary list of partners and considering the aim of the assessment to provide information on the quality of the units of such beneficiaries, some personally identifiable information (the GPS point of the unit, or the address) will be shared bilaterally to the respective implementation partners to allow the identification of housing units in need of repairs or additional support. However, all personally identifiable information will be removed prior to the data set being shared widely. Following the data cleaning process, the Data Officer and the Senior Assessment Officer will conduct statistical analysis on the cleaned data set in line with the data analysis plan created during the research design phase using relevant software such as R and Excel. The survey data analysis will be conducted in compliance with REACH's Minimum Standards Checklist for Quantitative Data Analysis.

Data collection for the qualitative component will be conducted by the REACH field team. The KIIs will be recorded (granted consent is given), and interviewers will take notes during the interviews. The recordings will be transcribed by members of the field team and translated into English for data analysis. All qualitative data will be processed in accordance with REACH's Management of Personally Identifiable Information. The analysis of the qualitative data will be conducted through the construction of data saturation and analysis grids to identify patterns across the KIIs. The analysis will be conducted in accordance with REACH's Minimum Standards Checklist for Semi-Structured (Qualitative) Data Processing and Analysis.

All data cleaning and analysis will be reviewed by the IMPACT HQ Africa and Europe Unit before the output production.

3.6 Limitations

This assessment will be limited in its sampling. While the survey includes a refugee household survey component, there is limited visibility on whether cash-for-host units included in the beneficiary lists provided are occupied by refugee tenants at the time of data collection. Even if refugee tenants might not be present, the state of the cash-for-host units will still be assessed using the structured technical survey. This may lead to a small subset of surveys for which the HH interview with refugee tenants was completed, thus there may be limited data collected related to refugees' experience in their cash-for-host unit. Furthermore, the data collection capacity limit of 100 surveys limits the ability to sample representatively from the cash-for-hosting units. As such, results are indicative and not representative of the entirety of cash-for-hosting units in the 5 targeted raions. For the KII component, while it would be ideal to only interview RSPs, respondents that are not RSPs, including local authorities and NGOs, will be considered for interviews, particularly in more rural raions where RSPs are more difficult to identify.

4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing length of survey/</i>	Yes	

discussion while being considerate of participants' time, ensuring accurate reporting of information provided)?		
... Does not expose data collectors to any risks as a direct result of participation in data collection?	Yes	
... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	Yes	
... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatising for research participants (both respondents and data collectors)?	Yes	
... Does not involve data collection with minors i.e. anyone less than 18 years old?	Yes	
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	Yes	
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
<i>Research design</i>	Senior Assessment Officer	Associate Research Manager	Africa and Europe Unit, UNHCR, CRS, ACTED, GIS Officer	Basic Needs Working Group Coordinators, UNHCR
<i>Supervising data collection</i>	(Senior) Field Officer – qualitative DC External partners (CRS) – quantitative DC	Senior Assessment Officer	Associate Research Manager	Country Coordinator, UNHCR CRS
<i>Data processing (checking, cleaning)</i>	Data officer – quantitative data Field officer – qualitative data Senior Assessment Officer	Associate Research Manager	Africa and Europe Unit	Country Coordinator UNHCR CRS
<i>Data analysis</i>	Data officer Senior Assessment Officer	Associate Research Manager	Africa and Europe Unit	Country Coordinator UNHCR CRS
<i>Output production</i>	Senior Assessment Officer	Associate Research Manager	Africa and Europe Unit UNHCR	Country Coordinator UNHCR CRS

Dissemination	Senior Assessment Officer	Associate Research Manager	Africa and Europe Unit UNHCR	Country Coordinator UNHCR
Monitoring & Evaluation	Senior Assessment Office	Associate Research Manager	Projects and Funding Officer	Country Coordinator
Lessons learned	Senior Assessment Officer Field Officer Associate Field Manager	Associate Research Manager	Field team Data Officer	Country Coordinator MDA Impact Research team

Responsible: the person(s) who executes the task

Accountable: the person who validates the completion of the task and is accountable of the final output or milestone

Consulted: the person(s) who must be consulted when the task is implemented

Informed: the person(s) who need to be informed when the task is completed

6. Data Analysis Plan

The data analysis plan is available [here](#).

7. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Relief Web	Country request to HQ		<input type="checkbox"/> Yes
		# of downloads of x product from Country level platforms	Country team		<input type="checkbox"/> Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		<input type="checkbox"/> Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		<input checked="" type="checkbox"/> Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	Strategy of Basic Needs Working Group
		# references in single agency documents			
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back and Usage_Survey template	Usage survey to be conducted at the end of the year related to all outputs, targeting at partners to whom the outputs have been disseminated.
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			

	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	x Yes
		# of organisations/clusters inputting in research design and joint analysis			x Yes
		# of organisations/clusters attending briefings on findings;			x Yes

ANNEX 1: ACRONYMS, KEYWORDS, AND DEFINITIONS

Acronyms

1. CBTs (Cash-Based Transfers): Financial assistance provided in the form of cash transfers to support vulnerable households, including those hosting refugees, to cover rental costs and essential needs.
2. CRS (Catholic Relief Services): International NGO.
3. CSOs (Civil Society Organizations): Non-governmental organizations and groups that represent the interests and will of citizens, often involved in advocacy and providing services.
4. Diia: A digital platform used by Ukrainian citizens to access government services and documentation.
5. IGM (General Inspectorate of Migration): The Moldovan government agency responsible for managing migration and refugee issues, including the registration of TP beneficiaries.
6. NLAC (National Legal Aid Council): The state body in Moldova responsible for providing legal aid to refugees and other vulnerable populations.
7. RACs (Refugee Accommodation Centres): Facilities that provide temporary housing and support services for refugees.
8. RMA (Rental Market Assessment): Assessments conducted by REACH in 2023 regarding the rental market in Moldova.
9. RSPs (Rental Service Providers): Organizations or individuals that provide rental housing services, including property management and tenant services. An umbrella term referring any actor in the following groups
 - Local Property Management Companies whose primary focus is managing rental properties on behalf of property owners, and/or
 - Real Estate Agencies whose primary focus is listing and marketing rental and sale properties, and/or
 - Other rental experts in the rental industry who can speak with experience on rental and housing dynamics, especially with regards to Moldova and its refugee population.
10. TP (Temporary Protection): A legal status provided to refugees that grants them temporary residence and access to certain rights and services in the host country.

Keywords

1. Access to Services: The ability of refugees to obtain necessary services, such as legal aid, healthcare, and education.
2. Advocacy: Activities aimed at influencing policies and decisions to improve conditions for refugees and ensure their rights are respected.
3. Capacity Building: Efforts to enhance the skills, abilities, and resources of individuals, organizations, or communities to achieve their goals effectively.
4. Civil Documentation: Legal documents that establish identity, nationality, and civil status, necessary for accessing rights and services.
5. Cultural Sensitivity: Awareness and respect for cultural differences, important in developing inclusive policies and services that meet the diverse needs of refugee populations.
6. Culturally Sensitive Policies: Housing policies that take into account and respect the cultural backgrounds and needs of refugee tenants.
7. Digital Literacy: The ability to effectively use digital devices and platforms, which is essential for accessing services like the Ukrainian Diia platform.
8. Discrimination: Unfair treatment of refugees based on nationality, ethnicity, or other characteristics, often impacting access to housing and services.
9. Family (refugee): All individuals, including family unit or close acquaintances, who travelled together to Moldova and are living together at the time of the interview.
10. Financial Support: Monetary assistance provided to individuals or organizations to help them meet specific needs, such as housing costs or property maintenance.
11. Geographical Region / Region: Level 0 territorial-administrative unit. There are 3 regions in Moldova: North, Centre, and South. Additionally, the Municipality of Chişinău is considered a separate territorial region unit due to the high prevalence of refugees and is considered as a 4th region for this and similar research.

12. Humanitarian Assistance: Aid provided to meet the immediate needs of people affected by crises, including food, shelter, healthcare, and legal support.
13. Inclusive Housing Policies: Policies designed to ensure that housing services are accessible and equitable for all individuals, regardless of their background or status.
14. Inclusive Practices: Policies and actions aimed at ensuring equal treatment and access to housing for all refugees, regardless of nationality, ethnicity, or other factors.
15. Inter-Agency Coordination: Collaboration among various organizations and government bodies to provide cohesive and effective support to refugees.
16. Legal Aid: Assistance provided to individuals to help them understand and navigate legal systems, including representation and counselling.
17. Legal Complexities: Legal barriers and regulatory issues that complicate the provision of housing to refugees.
18. Market Assessments: Evaluations of the housing market to determine availability, affordability, and conditions of rental properties.
19. Operational Challenges: Difficulties encountered in the day-to-day management and operation of rental properties and services, such as maintenance, tenant relations, and compliance with regulations.
20. Raion: Level 1 territorial-administrative unit. There are 35 Raions in Moldova, including the Transnistria region which is excluded from the Housing Assessment.
21. Security of Tenure: The right of tenants to occupy a property without the risk of eviction or unfair treatment.
22. Social Cohesion: The strength of relationships and sense of solidarity among members of a community, including between refugees and host populations.