Research Terms of Reference
Rental Market Assessment
MDA2301
Moldova

March 2023
V1

REACH Informing more effective humanitarian action

1. Executive Summary

Country of intervention	The Republic of Moldova					
Type of Emergency	□	Natural disaster	X	Conflict	□	Other *(specify)*
Type of Crisis	X	Sudden onset	□	Slow onset	□	Protracted
Mandating Body/ Agency	The European Community Humanitarian Office (ECHO)					
IMPACT Project Code	67AYH					
Overall Research Timeframe *(from research design to final outputs / M&E)*	09/01/2023 to 31/12/2023					

Research Timeframe *Add planned deadlines (for first cycle if more than 1)*	1. Pilot/ training: 13/03/2023	6. Preliminary presentation: 15/05/2023
	2. Start collect data: 15/03/2023	7. Outputs sent for validation: 05/06/2023
	3. Data collected: 07/04/2023	8. Outputs published: 23/06/2023
	4. Data analysed: 30/04/2023	9. Final presentation: 30/06/2023
	5. Data sent for validation: 30/04/2023	

Number of assessments	□	Single assessment (one cycle)
	X	Multi assessment (more than one cycle)
		Two cycles: One commencing in February 2023 and the second commencing in July 2023. The research timeframe above describes the first 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**
	X	Donor plan/strategy	30/06/2023
	X	Inter-cluster plan/strategy	30/06/2023
	X	Cluster plan/strategy	30/06/2023
	X	NGO platform plan/strategy	30/06/2023
	□	Other (Specify):	
	Audience type		**Dissemination**

Audience Type & Dissemination *Specify **who** will the assessment inform and **how** 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 Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting
			X Presentation of findings (e.g. at HCT meeting; Cluster meeting)
			X Website Dissemination (Relief Web & REACH Resource Centre)
			□ [Other, Specify]
Detailed dissemination plan required	□	Yes	X	No
General Objective	This assessment aims to shed light on rental market dynamics, rental housing costs, characteristics, and conditions, as well as the balance between supply and demand in the rental markets of two urban and two semi-urban locations. Findings are intended to inform the response planning of humanitarian actors engaged in cash-for-rent, accommodation and winterisation programming.		
Specific Objective(s)	1. To understand the cost, characteristics and availability of rental properties and how these differ by location 2. To evaluate the levels of access and adequacy of rental properties in the assessed locations, and how barriers to access differ by demographic profile 3. To understand the important needs, priorities and preferences of refugee households when seeking a rental property 4. To identify the common practices of security of tenure in formal and informal rental agreements, the associated challenges, and dispute and eviction risks 5. To explore the relationship dynamics of refugee tenants and rental service providers, evaluate willingness of rental service providers to lease to refugees 6. To identify potential conflicts around access to affordable housing between host community and refugee populations 7. To monitor and identify changes in rental market capacity and dynamics and in the cost and availability of rental property in Moldova over time.		

Research Questions	1. **What are the general costs, characteristics and availability of rental properties and how do these differ across areas?**
	    a. What are the current and potential absorption capacities of rental markets?
	2. **What is the level of access and adequacy of rental properties in the assessed locations for refugee tenants?**
	    a. What are the financial, legal, protection and other barriers to accessing the rental market?
	        i. How does this vary by demographic profile? Which particular access barriers do particularly vulnerable groups encounter more frequently and/or severely?
	    b. What is the level of suitability of rental properties for the winter of 2023?
	3. **What are the needs, priorities and preferences of refugee households related to seeking rental property?**
	4. **What are the common practices surrounding security of tenure in the assessed locations and what are the dispute and eviction risks?**
	    a. What are the de jure and de facto legal frameworks surrounding rental housing?		

      b.   What are the relationship dynamics between refugee tenants and rental service providers?

5. **What is the level of willingness of rental service providers to lease to refugees?**
    a.   What are the selection criteria for tenants?
    b.   Are the levels of willingness and selection criteria for tenants consistent among demographic profiles? What are the differences for particularly vulnerable groups?

6. **What potential conflicts are there surrounding access to affordable housing between host community and refugee populations?**
    a.   What is the perceived impact of the refugee arrival on the rental housing market?
    b.   How do these potential conflicts vary by population group? Are there any specific potential conflicts for particularly vulnerable groups?

7. **How are the rental market capacity and dynamics and the cost and availability of rental property evolving over time?**
    a.   What are the impacts of the implementation of Temporary Protection on rental market dynamics?

Geographic Coverage	*Two urban locations and two semi-urban locations will be targeted for this assessment.*
Secondary data sources	**Please see section 3.3.**

Population(s) *Select all that apply*	□	IDPs in camp		□	IDPs in informal sites
	□	IDPs in host communities		□	IDPs [Other, Specify]
	□	Refugees in camp		□	Refugees in informal sites
	X	Refugees in host communities		□	Refugees [Other, Specify]
	X	Host communities		□	[Other, Specify]

Stratification *Select type(s) and enter number of strata*	X	Geographical #:2 urban rental markets, 2 semi-urban rental markets Population size per strata is known? □ Yes X No	□	Group #: _ _ _ Population size per strata is known? □ Yes □ No	□	[Other Specify] #: _ _ Population size per strata is known? □ Yes □ No

Data collection tool(s)	**X**	Structured (Quantitative)	**X**	Semi-structured (Qualitative)

	Sampling method	**Data collection method**
Structured data collection tool # 1 *Household interviews with refugee tenants*	X Purposive X Snowballing	X Household interview (Target #):**180**
Structured data collection tool # 2 *Key informant interviews with rental service providers*	X Purposive X Snowballing	X Key informant interview (Target #): 40
Semi-structured data collection tool # 1	X Purposive X Snowballing	X Key informant interview (Target #): 2

Key informant interviews with rental market experts		
Semi-structured data collection tool # 2 *Key informant interviews with organizations with relevant programming and community leaders*	X Purposive X Snowballing	X Key informant interview (Target #): 12
Semi-structured data collection tool # 3 *Key informant interviews with government authorities*	X Purposive X Snowballing	X Key informant interview (Target #): 7
Semi-structured data collection tool # 4 *Focus group discussions with refugee communities renting accommodation*	X Purposive X Snowballing	X Group discussion (Target #): 6
Semi-structured data collection tool # 5 *Focus group discussions with host communities renting accommodation*	X Purposive X Snowballing	X Group discussion (Target #): 6

Data management platform(s)	X	IMPACT	□	UNHCR

Expected output type(s)	□	Situation overview #: _ _	X	Report #: 1	□	Profile #: _ _
	X	Presentation (Preliminary findings) #: 1	X	Presentation (Final) #: 1	□	Factsheet #: _ _
	□	Interactive dashboard #:_	□	Webmap #: _ _	□	Map #: _ _

	X	Assessment datasets #: 7
		    1 Refugee household dataset
		    1 Rental service provider dataset
		    1 Refugee focus group discussion Data Saturation Grid (DSAG)
		    1 Host population focus group discussion DSAG					

		1 Rental market expert KII DSAG
		1 Government authorities KII DSAG
		1 CSO/NGO/INGO/UN Agency/Community leader KII DSAG
		Monthly rental market datasets (secondary data) #: 9
Access	X	Public (available on REACH resource center and other humanitarian platforms)
	□	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)
Visibility *Specify which **logos** should be on outputs*	*REACH*	
	Donor: The Commission's European Community Humanitarian Office (ECHO)	
	Coordination Framework: *Refugee Coordination Forum*	
	Partners:	

2. Rationale

2.1 Background

On 24 February 2022, Russia launched a military offensive in Ukraine which resulted in mass displacement of people internally and across international borders.[1] As of 03 January 2023, a total of 7.9 million refugees from Ukraine have been recorded across Europe, with 2.4 million being recorded in the countries bordering Ukraine that are featured in the Refugee Response Plan.[2] According to the Government of the Republic of Moldova's latest figures, since February 2022, the total refugee influx from Ukraine into the Republic of Moldova is more than 667,000 Ukrainian nationals as of 11th January 2023, with 102,000 Ukrainian nationals and 6,000 Third-Country Nationals remaining in the country.[3] The number of refugees from Ukraine remaining in Moldova has increased every month since June 2022.[3] As part of the Refugee Response Plan 2023, [4]several rental assistance programs are being continued, launched, and planned in order to secure appropriate mid-term accommodation for refugees residing in Moldova.

It is important to recognize that access to adequate housing is not only a financial issue: underlying vulnerabilities, discrimination, tenure insecurity, physical housing conditions and imbalances in supply and demand in the rental housing market all limit access and need to be addressed in rental market interventions.[5] Currently, there is limited available information on the affordability and conditions of rented accommodation, the availability and the absorption capacity of the rental market, the important criteria for refugee tenants when seeking housing, and potential conflicts between refugees and the host community relating to the accessibility of affordable housing. REACH aims to respond to these information gaps with a mixed-methods assessment of the rental sector in two urban and two semi-urban locations in order to support stakeholders in assisting refugees with securing adequate and affordable housing.

2.2 Intended impact

By meeting these information gaps, findings are intended to support actors implementing and planning rental assistance, accommodation and winterization programmes to be better informed to:
- Support the security of stable, adequate and dignified housing by understanding the standards and prices of residential properties available for rent, and target locations required to do so, as well as the accommodation needs of refugee households.

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[1] United Nations, Ukraine Crisis: Protecting civilians 'Priority Number One'; Guterres releases $20M for humanitarian support
[2] UNHCR, Operational Data Portal – Ukraine Refugee Situation.
[3] UNHCR, Refugee Coordination Forum, Daily Trends Dashboard - Republic of Moldova (UNHCR)
[4] UNHCR, Ukraine Situation: Regional Refugee Response Plan - January-December 2023
[5] Global Shelter Cluster, Humanitarian Rental Market Interventions: A Review of Best Practices.

- Understand existing and potential social tensions related to availability of affordable adequate housing. This is intended to enable the mitigation of these risks to social cohesion in programming and communications.
- Prepare for expected changes in the costs and availability of adequate and affordable housing with a better understanding of how the rental market is changing over time.

Additionally, findings are intended to inform relevant coordinating bodies of the Refugee Coordination Forum (the Mid to Long Term Intervention Task Force, the Accommodation and Transport Working Group, and the Cash Working Group) to support coordination of the timing, scale and locations of relevant interventions by understanding the supply, demand, pricing, suitability and absorption capacities of the rental market.

3. Methodology

3.1 Methodology overview

The mixed method approach was selected as coupling a quantitative and qualitative approach allows for obtaining an in-depth comprehensive understanding of the topics explored. The quantitative element will mainly capture information on the housing situation and common rental practices with refugee tenants and rental service providers, while the qualitative element will mainly explore the rental market dynamics, social dynamics related to the rental market, and barriers to accessing the rental market, via interviews with key informants and focus group discussions from a range of different perspectives.

- **A structured household survey with refugee tenant households** is most appropriate for addressing the research questions related to measuring the housing situation and adequacy, the behaviours and practices of renting and security of tenure, and the financial, social, legal and other barriers to the rental market, needs and preferences.
- **Structured key informant interviews with rental service providers** is suitable for capturing the details of properties and their adequacy and measuring the frequency of practices surrounding security of tenure, the willingness to lease to particular demographic groups, local levels of supply and demand, and the frequency of challenges and limitations related to the rental market.
- **Semi-structured focus group discussions with refugee tenants will** enable the exploration of barriers to the rental market, perceptions of willingness to lease to refugees by rental service providers, and current and potential social tensions surrounding rental market access.
- **Semi-structured focus group discussions with host communities** will allow the further exploration of these topics from the host population perspective.
- **Semi-structured key informant interviews of national experts** can explore overall rental market dynamics, absorption capacities, relationship dynamics between rental service providers and refugee tenants, potential social tensions surrounding access to affordable housing, and past and predicted changes in context.
- **Semi-structured key informant interviews with organizations working in at the local level** (UN agencies, INGOs, NGOs and CSOs) **and community leaders** can explore previous and predicted changes in context at the local level and the impact on rental markets, local rental market dynamics, potential tensions between the refugee and host communities surrounding the local rental market, and barriers to accessing the rental market that are faced by particularly vulnerable groups.
- **Semi-structured key informant interviews with government authorities (national and local)** can further explore barriers to rental markets, common practices around security of tenure, details on law and regulatory frameworks, and potential social conflicts between host and refugee populations surrounding access to affordable housing.

In order to satisfy research question seven (how are the rental market capacity and dynamics and the cost and availability of rental property evolving over time?), the assessment will be conducted in two rounds. The first round of data collection will be conducted in March to meet the immediate information needs of stakeholders. A second round of data collection will be conducted six months after, in August, in order to understand how the market situation and dynamics have changed over time and intending to inform actors to be better equipped to be able to harmonize their programming with the changing context. Additionally, datasets on rental prices and availability will be regularly generated and shared (see section 3.3) to allow flexible and future interventions to better identify affordable, adequate rental markets with suitable absorption capacities and inform appropriate transfer values for rental assistance.

Key steps

For each round:

1. **Conduct a comprehensive secondary data** review to understand and incorporate the available information for the assessed locations on the main actors involved in the rental market, the practices of tenants, home owners and intermediary actors, the standards and characteristics of rental homes, prices and market supply and demand, relevant government policy and regulation, relevant infrastructure and services, and identify the main indicators which were used for relevant previously conducted assessments.

2. **Engage with actors responding to the refugee crisis, and the coordination mechanisms in the Refugee Coordination Forum** 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 Accommodation and Transport Working Group leads will be consulted as technical experts on the Data Analysis Plan to ensure that findings are as useful as possible to actors.

3. **Regularly extract prices, characteristics, availability, and supply and demand data from a web-based rental market listing portal** identified in the secondary data review and generate summary statistics of availability, characteristics and prices (twice weekly).

4. **Conduct primary data collection:**
   - **Key informant interviews with experts on the rental market at the national level**
   - **Key informant interviews with government authorities at the national and local levels** involved in the governance or monitoring of rental homes.
   - **Key informant interviews with organizations working at the local level and community leaders** in the four locations.
   - **Household survey of refugee households who are renting private accommodation** in the four targeted locations.
   - **Key informant interviews with rental service providers who are renting private accommodation** in the four targeted locations.
   - **Focus group discussions with refugees who are renting private accommodation** in the four targeted locations.
   - **Focus group discussions with host communities who are involved in the local rental market** in the four targeted locations. Individuals who are a rental service provider, work for a rental service provider, or a rental tenant themselves, will be targeted for participation.

Key definitions

- **Refugees:** persons or groups of persons with a place of habitual residence within Ukraine and who have left Ukraine since the escalation of hostilities starting 24 February 2022.
- **Rental service providers:** These are landowners (either large professional landowners or small household landowners), or property agents working for rental companies.

- **Actor:** an organization, group or institution which aims to respond to the crisis-related needs of the refugee and host populations.
- **Villages (communes) and cities (municipalities)**: Level 1 territorial-administrative unit. There are approximately 900 units in Moldova, including in the Transnistrian region. The cities of Chisinau and Balti constitute the level 2 territorial-administrative unit.[6]
- **District:** Level 3 territorial-administrative unit. There are 35 districts in Moldova (32 Raions and 3 municipalities), including in the Transnistrian region.
- **Household:** All individuals living together in the same dwelling unit and share common living arrangements. When a tenant is sharing a dwelling with any other families or individuals (which may be the landlord or other tenants), they are all collectively referred to as the household.
- **Family (refugee):** All individuals, including family or close acquaintances, who travelled together to Moldova and are living together at the time of the interview.

3.2 Population of interest

The population of interest for the household survey is refugee households residing in rented accommodation, who will be able to provide structured information on the demographics and housing situation of refugees in rented homes in the assessed locations. The data will be collected and analysed at the household level to enable respondents and the analysis to account for the needs, experiences and preferences of all household members. Households who have been renting their accommodation for at least one month will be prioritised for the surveys, as respondents who have resided in their rental accommodation for less than one month are less likely to be able to provide information on events such as rental price changes, disputes with landlords, and other such occurrences throughout their tenancy.

The assessment will focus on urban and semi-urban locations due to the expected higher frequency of renting private accommodation of refugees residing in urban locations, as is the case in Chisinau.[7] As one key objective of this assessment is to support rental assistance programming, the locations in which these activities are planning to be implemented were prioritised in the selection of locations, and among these, locations with the highest known number of refugees residing there were prioritised as secondary in order to maximise the applicability of the findings of this assessment for all actors.

The following process was used to identify the four locations:

- A list of urban settlements and a list of semi-urban settlements in Moldova were generated. For this categorization, the Degree of Urbanization guidance from The World Bank was used, which describes "urban areas" as cities which have a population of at least 50,000 inhabitants in contiguous dense grid cells with over 1,500 inhabitants per square kilometre, and "semi-dense areas" as towns with at least 5,000 inhabitants in contiguous grid cells with a density of at least 300 inhabitants per square kilometre.[8]

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[6] [LAW No. 764 on the administrative-territorial organization of the Republic of Moldova (legis.md)](#)
[7] REACH, [Area-Based Assessment (ABA): Chisinau and Stefan Voda: Preliminary Findings - Moldova, September 2022 - Moldova | ReliefWeb](#)
[8] World Bank, [How do we define cities, towns, and rural locations? (worldbank.org)](#)

- From these two lists of settlements, a shortlist was created of the four urban settlements with the highest known number of refugees residing there, and the six semi-urban settlements with the highest known number of refugees residing there. For this, the dataset from the UNHCR REACH Area Monitoring assessment was used which contains the number of known refugees residing in each settlement in Moldova, as of 1st November 2022, according to local government authorities.

- As the following round of Area Monitoring was being conducted during location selection, the shortlist of settlements was prioritised in the data collection process in order to obtain more recent figures from February 2023 on the known number of refugees residing in these settlements.

- The urban locations identified were Chisinau, Balti, Soroca, and Ungheni. As Chisinau and Balti have the highest known number of refugees residing there and are both targeted by multiple rental assistance programs by members of the Mid to Long Term Intervention Task Force, they have been selected as the target urban settlements.

- The semi-urban locations identified were Orhei, Stefan Voda, Ialoveni, Straseni, Rezina, and Lipcani. Orhei and Stefan Voda were initially selected for targeting as they had the highest known number of refugees residing there according to the available data from February 2022. However, upon consultation with partners in the Mid to Long Term Intervention Task Force, and reviewing the task force's preliminary rental assistance planning figures, Ialoveni has been selected for targeting in place of Stefan Voda as rental assistance interventions are planned to be more frequent there due to being within a reasonable commuting distance from Chisinau which is one of the factors in planning suitable locations for targeted rental assistance. Therefore, Orhei and Ialoveni have been selected as the target semi-urban settlements.

Table 1: Targeted settlements

Urban settlements targeted	Semi-urban settlements targeted
Chisinau	Orhei
Balti	Ialoveni

3.3 Secondary data review

An exhaustive secondary data review is necessary to further review and refine information gaps, ensure the research design and objectives are appropriate for the overall context, identify the main actors on the rental market, identify potential key informants as well as data sources for the regular price and availability monitoring, establish appropriate and useful locations for targeting, understand what is already known about recent and historical rental market dynamics in Moldova, identify relevant indicators used for previously conducted

assessments by actors, 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 extraction and aggregation of rental market listings from advertising websites.

The following list of resources have been identified as a starting point for the secondary data review process.

Table 2: Identified sources for secondary data review

Resource	Source	To inform
Ukraine Situation Regional Refugee Response Plan 2022	Refugee Coordination Forum	Context
Ukraine Situation Regional Refugee Response Plan 2023 (not yet published)	Refugee Coordination Forum	Context
Population and Housing Census in the Republic of Moldova, May 12-25, 2014 (gov.md)	Government of the Republic of Moldova	Context
Republic of Moldova UNHCR Data Portal: 5Ws, Daily Population Trends (unhcr.org)	UNHCR	Context
Moldova: Multi-Sector Needs Assessment, September 2022 - Moldova	ReliefWeb	REACH	Context
Advertising website - 999.md	999.md	Context, information gaps, rental prices and availabilities
Housing Policy Strategy of Chisinau 2004 (Chisinau.md)	Government of the Republic of Moldova	Context
Definitions of business activities including rental market definitions (gov.md)	Government of the Republic of Moldova	Context
Rental Market Analysis	IDIS (viitorul.org)	IDIS Viirutol	Context
Document - Ukraine Situation - Moldova : Rapid Winterization Assessment Presentation (unhcr.org)	Refugee Coordination Forum	Information gaps
Republic of Moldova Assessment Registry (unhcr.org)	Refugee Coordination Forum	Information gaps

[ATWG, CWG, IMWG, SMLTATF Meeting Minutes (unhcr.org)](#)[9]	Refugee Coordination Forum	Information gaps
[Area-Based Assessment (ABA): Chisinau and Stefan Voda: Preliminary Findings - Moldova, September 2022 - Moldova	ReliefWeb](#)	REACH	Context, information gaps
[Rental Market Interventions	Shelter Cluster](#)	Shelter Cluster	Definitions, methodology
[The Right to Adequate Housing (ohchr.org)](#)	OHCHR	Definitions, methodology
[How do we define cities, towns, and rural locations? (worldbank.org)](#)	World Bank	Definitions, methodology
[Rental Housing Market: Field handbook for collaborative market assessments. Latin America and the Caribbean, August 2022 - Colombia	ReliefWeb](#)	IFRC, IOM, NORCAP, NRC, REACH, Shelter Cluster, UNHCR	Definitions, methodology, questionnaire design

In addition to the secondary data review and primary data collection processes, secondary data will be gathered from the most active rental advertising web portal in Moldova, identified during the secondary data review to be https://www.999.md.

Advertisements on this site include basic data such as number of rooms, total area of the dwelling, available facilities, and prices. The amount and quality of data on these advertisements are not substantial enough for assessing the adequacy of rental homes and contain information only for those posted to this specific website by rental service providers and are completely unverified as well as potentially outdated. With consideration for these limitations, data extracted from the web portal may indicate general availability and prices as well as indicate changes in availability and price over time. Therefore, collecting and sharing this data as well as including it in the analysis process may inform flexible and future rental assistance interventions to be able to better identify affordable rental markets with suitable absorption capacities and inform appropriate transfer values for rental assistance.

To collect data from the website, a web scraping has been developed and tested. The script is generated with the Python programming language and visits every rental listing on the website to extract relevant data. The output is one dataset for each of the four categories of rental listings (apartments for daily rent, apartments for monthly rent, houses for daily rent, houses for monthly rent) which can then be cleaned, processed, analysed and disseminated.

The key benefit to utilizing a web scraping script is the frequency of which data can be extracted. For settlements outside of Chisinau, the number of listings on any given day can be very small, decreasing the accuracy of any summary statistics generated. The more frequently the script is run, the more listings will be captured, particularly listings that are only on the website for a short amount of time. However, the script takes multiple hours to finish the data extraction and is sensitive to errors that could be caused by a brief interruption to the internet or any changes made by the website developers. Therefore,

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[9] Accommodation & Transport Working Group, Cash Working Group, Information Management Working Group, Medium to Long Term Interventions Task Force

the script will be run twice weekly, which is a balance between collecting as often as possible while also having enough time to debug the script should any problem occur.

3.4 Primary Data Collection

The assessment comprises seven primary data collection components, which are detailed in section 3.1. These components will be carried out using three different strategies, namely household surveys, key informant interviews, and focus group discussions. All seven components will be conducted in each of the four targeted locations during both rounds of the study. The REACH field team will be divided into three teams - the household survey team, the key informant team, and the focus group discussion team.

At the beginning of each round, every team will receive one full day and one half-day of training, which will include an in-depth discussion of the research's purpose and scope, as well as a practical walkthrough and testing of the tools and methodologies. A half-day pilot data collection day will take place in Chisinau after the training. At the end of the pilot, a one-hour debrief will be held with the data collection team, Senior Field Officer, Assessment Officer, and Senior Information Management Officer to discuss any issues or potential improvements to the data collection tools and processes, as well as challenges and lessons learned while approaching respondents and arranging meetings.

After the pilot phase and data collection has started, there will be a shorter debrief at the end of each day for the same purposes.

Table 3: Round 1 data collection targets

Data Collection Component	Target Number of Surveys/Interviews/Discussions per location	Overall target
Refugee tenant household survey	42 per semi-urban location 55 per urban location *Includes 5% buffer*	194 *Includes 5% buffer*
KIIs with rental service providers	10	40
KIIs with organizations with relevant programming and community leaders	3	12
FGDs with refugee tenants	1 to 2	6
FGDs with host community tenants	1 to 2	6
KIIs with national government authorities	n/a	3

KIIs with local government authorities (City Hall representatives)	1	4
KIIs with national rental market experts	n/a	2

Household survey

Identifying where refugee households are residing in the host community has been a challenge since the onset of the crisis[10], with limited information on where families reside outside of Refugee Accommodation Centres. Therefore, a purposive sampling approach combined with a snowballing approach is required in order to engage refugee households in private accommodation, which has been an effective sampling approach in a recent comparable assessment.[11] To identify the initial respondents from which to begin the snowballing process, local authorities in each location will be consulted to identify locations such as cash registration centres and distribution points where it would be appropriate to request a face-to-face survey or to schedule a more appropriate time and place.

Other actors involved in the refugee response will be informed of the data collection plan via the working groups of the Refugee Coordination Forum to avoid any over-assessed locations where potential respondents may have survey fatigue, and to avoid overlapping data collection schedules in the same timeframe. During each survey, respondents will be asked whether they know of other refugees who may also be interested in participating, via which further respondents can be identified and contacted to arrange the meeting.

The target number of interviews per round is 150, with a 20% buffer, totalling 180 surveys per round (45 per location).

The tools for the household survey will be designed and deployed using KoBo Toolbox. The assessment officer will monitor the data being collected via the IMPACT KoBo server to identify any data quality issues that need to be addressed in the daily debriefings or by adjusting the tool.

Key informant interviews

Suitable key informants for the sample will be identified via four mechanisms. The first is the stakeholder mapping element of the secondary data review. The second is consultations with local and national authorities. The third is via consultation with local, national and international organizations participating in the refugee response via the relevant Refugee Coordination Forum working groups. The fourth is via snowballing from respondents that have already been engaged.

The targeted number of key informants at the national level will be five for each location per round, consisting of two rental market experts and three representatives of government authorities. National level key informants will be conducted by the Assessment Officer each round, scheduled throughout the data collection period.

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[10] REACH, Moldova: Multi-Sector Needs Assessment (MSNA) - Key findings, September 2022 - Moldova | ReliefWeb
[11] REACH, Area-Based Assessment (ABA): Chisinau and Stefan Voda: Preliminary Findings - Moldova, September 2022 - Moldova | ReliefWeb

The targeted number of key informants in each assessed location will be fourteen per round, consisting of ten rental service providers, three organizations with relevant programming in the district and community leaders, and one local authority (City Hall representative). The interviews will be conducted by the key informant interview team.

The tool for the quantitative rental service provider key informant interviews will be designed and deployed using KoBo Toolbox. The assessment officer will monitor the data being collected via the IMPACT KoBo server to identify any data quality issues that need to be addressed in the daily debriefings or by adjusting the tool. For the other qualitative key informant interviews, notes and an audio recording will be taken of the discussions (only with informed consent of the participants) and debriefs will be completed by the interviewer after the discussion.

Focus group discussions

In each of the urban locations, two FGDs with refugee rental tenants and two FGDs with host community rental tenants will be conducted per round. In each of the semi-urban locations, one FGD with refugee rental tenants and one FGD with host community rental tenants will be conducted per round. Focus group participants will be engaged via snowballing from household surveys and key informant interviews.

For all focus group discussions, notes and an audio recording will be taken of the discussions (only with informed consent of the participants) and debriefs will be completed by the FGD moderator after the completion of the focus group.

3.5 Data Processing & Analysis

All **primary quantitative data** will be collected using the KoboToolbox platform. The IMPACT Assessment Officer and Information Management Officer will clean the raw data daily to account for any duplicates or data quality issues during data collection. All data collection and cleaning activities conducted will be in line with IMPACT's minimum standards requirements and checklist (available here). The IMPACT Assessment Officers will conduct statistical analysis on the cleaned quantitative data set using R.

The **secondary quantitative data** generated from 999.md will be cleaned by the IMPACT Assessment Officer and Information Management Officer manually with assistance from an R cleaning script. The script will identify duplicate and similar (potentially duplicate) listings, identify outliers, and identify data quality issues to be manually investigated by the IMPACT Assessment Officer and Information Management Officer. Once a month, the data will be processed using another R script that will aggregate data collected in the last period and generate summary statistics. The combined dataset including summary statistics will be shared with the Accommodation and Transport Working Group. The specific summary statistics included in the shared dataset will be selected after consultation with the Mid to Long Term Interventions Task Force.

Qualitative key informant interviews and focus group discussions will be audio recorded (when consent is given), and interviewers will take notes. Enumerators will transcribe these notes, using recordings to consolidate, as soon as possible after the discussions. The transcripts will be imported to excel and coded on common themes. The coding system will be exported as a data saturation grid for each of the five qualitative data collection methods to highlight the key themes, areas of consensus, and areas of disagreement. Finally, a summary will be written per location on the findings.

Both the quantitative and qualitative analysis will be performed in accordance with the Data Analysis Plan (see section 5).

All data cleaning and analysis will be reviewed by the IMPACT HQ Research Design and Data (RDD) Unit before the output production.

4. Key ethical considerations and related risks

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

The proposed research design…	*Yes/ No*	*Details if no (including mitigation)*
… Has been coordinated with relevant stakeholders to **avoid unnecessary duplication** of data collection efforts?	Yes	
… **Respects respondents, their rights and dignity** (*specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided*)?	Yes	
… 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.?	No	The population of interest for the household survey includes all refugee households in the target locations, and so the sample households may include survivors of protection incidents. Additionally, respondents and household members of respondents may be at risk of poor physical, psychological, or social health, for example people with disabilities, and older people. While the topic of the surveys are unlikely to be sensitive topics for respondents, they may have been disproportionately affected by the crisis, and require additional support during data collection, or have unmet special needs.

There will be a sensitivity component to the training days for the data collection teams, and a refresher for those who have already received this training. Enumerators will also be trained on and |

		made aware of referral channels and procedures to follow if they counter any specific vulnerable cases.
… Follows IMPACT SOPs for management of **personally identifiable information**?	Yes	

5. Roles and responsibilities

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer, Senior Information Management Officer	Senior Information Management Officer	HQ Research design and data unit (RDDU), GIS Officer, Mid to Long Term Intervention Task Force, ACTED	Accommodation & Transport Working Group, Group, Cash Working Group, Assessment and Analysis Task Force, ECHO
Supervising data collection	Senior Field Officer	Assessment Officer	Research Manager, RDDU	ECHO
Data processing (checking, cleaning)	Assesment Officer, Senior Information Management Officer	Senior Information Management Officer	Research Manager, RDDU	ECHO
Data analysis	Assesment Officer, Senior Information Management Officer	Senior Information Management Officer	Research Manager, RDDU	ECHO
Output production	Assesment Officer, Senior Information Management Officer	Senior Information Management Officer	Research Manager, HQ reporting unit	ECHO
Dissemination	Senior Information Management Officer	Senior Information Management Officer	Research Manager, HQ Research department HQ Communication department	Accommodation & Transport Working Group, Group, Cash Working Group, Assessment and Analysis Task Force, ECHO
Monitoring & Evaluation	Senior Information Management Officer	Senior Information Management Officer	HQ Research department	ECHO
Lessons learned	Assesment Officer, Senior Information Management Officer, GIS Officer,	Senior Information Management Officer	HQ Research department	ECHO

Field Team Lead

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*

5. Data Analysis Plan

The Data Analysis Plan is in a separate file, available at the URL below:

https://www.impact-repository.org/document/reach/4d075963/REACH_MDA2301_Rental-Market-Assessment_DAP.xlsx

6. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Methodology	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 products from Resource Center	User monitoring	Country request to HQ	User_log	X Yes
		# of downloads of products from Relief Web		Country request to HQ		X Yes
		# of downloads of products from Country level platforms		Country team		X Yes
		# of page clicks on products from country newsletter, sendingBlue, bit.ly		Country team		X 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 (RRP, Working Group strategies) # references in single agency documents	Reference monitoring	Country team	Reference_log	Refugee Response Plan 2023 Revisions, Accommodation & Transport Working Group Strategy, Cash Working Group Strategy
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived relevance of IMPACTcountry-programs Perceived usefulness and influence of IMPACT outputs Recommendations to strengthen IMPACT programs Perceived capacity of IMPACT staff Perceived quality of outputs/programs Recommendations to strengthen IMPACT programs	Usage M&E	Country team	Usage_Feedback *and* Usage_Survey templaye	Usage survey to be conducted in June 2023 following the round 1 presentation, and in December 2023 following the round 2 presentation, targeting at least 5 partners each

Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs *(providing resources, participating to presentations, etc.)*	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Engagement Monitoring	Country team	Engagement_log	□ Yes
		# of organisations/clusters inputting in research design and joint analysis				X Yes
		# of organisations/clusters attending briefings on findings;				□ Yes