

## FOCUS GROUP DISCUSSION - TENANTS

Date:

Location: Cell Office

Facilitators:

Participants: representatives from the tenants and owners community, CWG; City of Kigali, Nyarugenge District (1).

SKAT personnel, UN-Habitat

Tenants selection: committed tenants (Model House, block A, and from neighborhood), 20-30 years old, willing to participate to the upgrading process

Material: white board or flip-chart to write down objectives and key points, markers, water, refreshment, masks, sanitizer, and note-books and pens; print this document with the agenda, methodology, and all information to communicate.

Time	Activity	Material	Team
<b>INTRODUCTION</b>			
14.30 – 14.35	Gathering at info-point and ice-breaking activity Objectives and agenda introduction	Water Note-books Pens Attendance list	YN, JDD  JM
14.35 – 14.40	Recap of the process status		David M. COK
<b>CURRENT SITUATION</b>			
14.40 – 14.50	Overview on tenants' situation PPT presentation with survey's outcomes	PPT	YN, JM
14.50 – 15.45	Tenants and owners Working Group discussion with set of guiding questions	Questionnaire	JM, YS JD, GN
15.45 – 16.10	Panel discussion to report the outcomes of the WG session		
16.10 – 16.15	Refreshment and break at Project office	Refreshment	Skat
<b>POSSIBLE SOLUTIONS</b>			
16.15 – 16.25	Presentation of examples and solutions applied in other contexts	PPT	GR + YN/JDD
16.25 – 16.55	Open discussion on most suitable options With guiding questions		YN, JDD
<b>CONCLUSION</b>			
16.55 – 17.00	Conclusions and next engagements: TW2 meeting 27 or 28 July on community spaces and management with current residents (Model House & Block A) + CWG		YN

### Objectives:

- To understand the current situation from the different perspectives of the main actors: owners, tenants and CoK/government.
- To facilitate a common discussion among all to discuss different issues of the current situation
- To present options developed in other context and discuss the feasibility
- To discuss and collaboratively find suitable solutions to retain the tenants in the neighborhood
- To engage committed tenants in the process and include them in the next phases of the process
- To provide updates regarding the project to the CWG and inform on the status of the activities.
- To resume and follow up the activities with the CWG and keep its engagement high and consolidate its role;
- To raise the engagement and sense of ownership towards the project and the process by listening about the needs and the perception of challenges.

### Materials:

PPT presentations  
projector  
flip-chart  
markers  
Note-books and pens  
Masks  
Water  
Refreshment

### Introduction

YN facilitates the gathering at the Mpazi info-point and ice-breaking activity.

David from CoK, will give a short recap of the process objectives and activities and the status of the project.

Then YN introduces the agenda and objectives of the meeting.

### Current situation

1. Skat's team introduces the current situation, drawn from Tenants' survey and Skat's Satisfactory survey
2. Common discussion on other opportunities and challenges

We need to report accurately the different answers and perspectives from owners and renters, so it suggested to split the group in 2 working groups, with at least 1 facilitator and 1 notes taker from Skat' team. The CWG could join the preferred group, the facilitators will make sure to have a balanced number of participants in each group. CoK and Nyarugenge District should split in the 2 groups. The discussion could be held fully in English.

After the Working Group session, the 2 groups will report back to the panel with all participants. The 2 facilitators will try to summarize the key points discussed and provide a brief translation in English.

Guiding questions:

**AGREEMENT**

TENANTS	OWNERS
1. The agreement with owners is written. What is included in the terms of rental agreement? <ul style="list-style-type: none"> <li>Rent fee</li> <li>time framework</li> <li>break of contract notice (for owner and renter)</li> <li>upfront vs prepaid payment</li> <li>use of space(s) – inside, outside the premises</li> <li>maintenance responsibility (for owner and renter)</li> <li>utilities costs</li> <li>furniture</li> <li>other?</li> </ul>	2. The agreement with tenants is written. What is included in the terms of rental agreement? <ul style="list-style-type: none"> <li>Rent fee</li> <li>time framework</li> <li>break of contract notice (for owner and renter)</li> <li>upfront vs prepaid payment</li> <li>use of space(s) – inside, outside the premises</li> <li>maintenance responsibility (for owner and renter)</li> <li>utilities costs</li> <li>furniture</li> <li>other?</li> </ul>
3. Two weeks is the general break of contract notice? Is it enough? If not, what period would you suggest?	4. Two weeks is the general break of contract notice? Do you find it suitable? If not, what would you suggest?
5. Are there any informal (not written) conditions? If yes, which are them? Are you satisfied with them?	6. Are there any informal (not written) conditions? If yes, which are them? Are you satisfied with them?
7. Are the written and oral agreements aligned? If not, can you tell us in what are different?	8. Are the written and oral agreements aligned? If not, can you tell us in what are different?
9. What are the challenges that you face with this type of arrangement? What would you improve?	10. What are the challenges that you face with this type of arrangement? What would you improve?
11. Do you discuss the issues related to tenancy with other tenants and raise the same concerns collectively to your owner?	
12. Is it easy to rent a space in this neighborhood? How did you find it?	13. Is it easy to rent your premises? How do you advertise them?
14. Would you be interested in participating in the transformation process?	

**SERVICES, USE of SPACES & MAINTENANCE**

TENANTS	OWNERS
15. Which services are offered in the premises you rent? (water, electricity, internet, waste collection, other)	16. Which services you offer in the premises you rent? (water, electricity, internet, waste collection, other)
17. Can you tell 5 priorities conditions for renting a house/room?	
18. How do you pay the services you use? How your consumptions are counted?	19. How do you charge and account the services you offer?
20. Who is in charge of the operation and maintenance of the services? How do you contribute? Is there any specification in the maintenance (major vs micro)?	21. Who is in charge of the operation and maintenance of the services? Is there any specification in the maintenance (micro vs major)?
22. How are the costs split among all the renters in the same unit?	23. How do you split the costs among all the renters in the same unit?
24. What are you allowed to use in the compound/house? Are there any limitation in the use? (report different answers from tenants in the new blocks and not yet involved in the upgrading project)	25. What do you allow to use in the compound/house? Do you put any limitation in the use? (report different answers from owners in the new blocks and not yet involved in the upgrading project)

26. How do you contribute in the maintenance of the spaces used?	
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**AFFORDABILITY**

TENANTS	OWNERS
27. How much do you pay for renting? (new situation and old?) Is it an affordable rent?	28. Do you think the rent you are applying is appropriate?
29. In the new block, which premises do you rent (room, studio, entire unit)? And for how much?	30. In the new block, which premises do you rent (room, studio, entire unit)? And for how much?
31. Was there any increasing of rent during the period you were renting? How much was increased?	32. Is the income from renting covering the costs? In which %? Is a good resource of revenue?
33. What is the rent payment modality? Monthly, advance, is it negotiable?	
34. Which is the average amount for upfront payment? Is this feasible and fair? If not, why? What would you prefer?	35. Are the new units attracting tenants interested to rent from outside neighborhood? Are they available to rent with higher fee?
36. For the tenants in the new blocks: where were you living before?	
37. For the current tenants not impacted by the upgrading process yet: will you be willing to come back in the neighborhood? At which conditions?	38. Will you keep the existing tenants and on which conditions?
39. What prospect do you have in terms of housing? Are you planning to buy/ build a house? If yes, where would be the location and what would be the price range that you are looking at? Do you know any other house in the rural area?	
40. Is the rent-to-buy scheme a feasible and interesting option for you? Why?	41. Is the rent-to-buy scheme an option you would be interested to sell your premises? Why?

**Possible Solutions**

1. Short presentation of practices and examples from other contexts: for example: rent cap, subsidized rent for a stock of units, rent subsidize to renter/or owner, rental housing scheme, rent to buy scheme, in-kind contribution for affordable renting scheme, provide work labor in compensation of unit/rental scheme agreement, family agreement, others.
2. Discuss tailored solutions for next phases of Mpazi process.

“What are the measures we can adopt to retain in tenants in the neighborhood?”

In terms of:

- Propose different choices, in term of:
  - Premises to rent: only a room with furniture, studio with furniture, outside kitchen for studios for tenants, entire unit, other options - Open Questions: what is a rental solution you would like to find in the neighborhood? What is a rental solution you would like to offer in the neighborhood? What are the requests you, as owner, receive?
  - Rental scheme/Tenancy agreement: subsidized rent, establish rent cap, rent to buy scheme, short-term (flexibility, mobility) vs long term (is renting the preferred option in the long term?) rental scheme, in-kind contribution for maintenance of common spaces in compensation of an affordable rent, others. Some of the examples will be discussed in term of feasibility, agreeability, sustainability.

- Agreement between CoK and owners: how the agreement with CoK and owners could facilitate retain of the tenants? What are the clauses that could be included?
- Communication: communicate timely to all impacted (owners and renters). Involve owners and tenants in the process, facilitate a fair and fruitful discussion. Draft an agreement.

### Conclusions

Recap of the outcomes and invitation to CWG to join the next activity: next week for the Thematic Workshop on community spaces management and facilities design at block's level.

Worth to remind that all the outcomes of previous sessions have been taken into consideration to inform the plan and the technical team is working on the final draft layout, which will be shared in a common final session in September.