

## Outcome Monitoring (Cash for Rent) Q1-2018

Enumerator Name:

Other

If other please specify?

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Case serial number:

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Hello, my name is () and I am working for NRC. We are interviewing households that received assistance through NRC to find out the impact of our services and to find ways to improve it. I will not ask your name and what you will say will not affect the assistance you receive. This survey will take approximately 15 minutes.

Accept

Decline

Why not?

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### Demographics

Gender of respondent

Male

Female

Are you the head of the house?

Yes

No

What is your age?

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Nationality of respondent

- Jordanians
- Syrians

Have you moved to a new shelter from the one you received assistance in?

- Yes
- No

Community relations

Does your landlord live within one kilometer of your residence?

- Yes
- No

How's your relationship with your landlord?

*Read options to respondent*

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad
- no interaction

Please explain how bad

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Nationality of neighbors?

- Mostly Jordanians
- Mostly Syrians
- Both Jordanians and Syrians
- All Jordanians, no Syrians at all
- No neighbors, remoter area

Whom do you interact with more?

- Mostly Jordanians
- Mostly Syrians
- Both Jordanians and Syrians
- No interaction at all

#### Process of Cash for Rent

Did you have a lease agreement before you got the support from NRC?

- Yes, written
- Yes, verbal
- No

How long was it prior the beginning of support?

*In months*

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If less than 6 months or didn't have one, did you sign a new one?

- Yes
- No

Why not?

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For How Long is the new lease?

*In months*

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Do you know how much is the rent amount without utility bills?

- Yes
- No

How much was your monthly rent cost (excluding bills) when you received the assistance from NRC?

*EXCLUDING UTILITY BILLS - In JOD.*

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How much did NRC contribute of the rent amount?

*In JOD, if don't know insert 999*

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For how many months did NRC pay their share?

*In months*

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Did that match the information that what was agreed beforehand?

- Yes
- No
- I didn't receive clear information

How clear was the information given to you regarding the payment installments and their amount?

- Clear
- Somewhat clear
- Unclear

What was unclear about the information received?

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What do you think of the current payment method (paying to landlord directly)?

- Satisfactory
- Neutral
- Unsatisfactory

If unsatisfied why?

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Did you face any problems during the process?

- Yes
- No

If yes, please explain the nature of the problems?

- Delays to the payment
- Amount payed is less than agreed
- Other

If other, please explain

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Financial impact

During the period of NRC support, did you get the chance to save any money?

Yes

No

If yes, which of the following did you spend it on?

Food

Debt repayment

Medical expenses

Education expenses

I saved it for later

Other

During the last 3 months, rank the 4 goods and services that you prioritized with expenditure?

1st priority

- |  |  |  |
|--|--|--|
| <input type="radio"/> Rest of rent                                 | <input type="radio"/> Food             |  |
| <input type="radio"/> Bills (gas, water and electricity)           | <input type="radio"/> Debt repayment   |  |
| <input type="radio"/> Medical expenses (doctor, clinic visit, etc) |  |  |
| <input type="radio"/> Medical expenses (buying medicine, etc)      | <input type="radio"/> Education        |  |
| <input type="radio"/> Hygiene item                                 | <input type="radio"/> Transportation   | <input type="radio"/> Other expenses 1 |
| <input type="radio"/> Other expenses 2                             | <input type="radio"/> Other expenses 3 | <input type="radio"/> Nothing else 1   |
| <input type="radio"/> Nothing else 2                               | <input type="radio"/> Nothing else 3   |  |

2nd priority

- |  |  |  |
|--|--|--|
| <input type="radio"/> Rest of rent                                 | <input type="radio"/> Food             |  |
| <input type="radio"/> Bills (gas, water and electricity)           | <input type="radio"/> Debt repayment   |  |
| <input type="radio"/> Medical expenses (doctor, clinic visit, etc) |  |  |
| <input type="radio"/> Medical expenses (buying medicine, etc)      | <input type="radio"/> Education        |  |
| <input type="radio"/> Hygiene item                                 | <input type="radio"/> Transportation   | <input type="radio"/> Other expenses 1 |
| <input type="radio"/> Other expenses 2                             | <input type="radio"/> Other expenses 3 | <input type="radio"/> Nothing else 1   |
| <input type="radio"/> Nothing else 2                               | <input type="radio"/> Nothing else 3   |  |

3rd priority

- |  |  |  |
|--|--|--|
| <input type="radio"/> Rest of rent                                 | <input type="radio"/> Food             |  |
| <input type="radio"/> Bills (gas, water and electricity)           | <input type="radio"/> Debt repayment   |  |
| <input type="radio"/> Medical expenses (doctor, clinic visit, etc) |  |  |
| <input type="radio"/> Medical expenses (buying medicine, etc)      | <input type="radio"/> Education        |  |
| <input type="radio"/> Hygiene item                                 | <input type="radio"/> Transportation   | <input type="radio"/> Other expenses 1 |
| <input type="radio"/> Other expenses 2                             | <input type="radio"/> Other expenses 3 | <input type="radio"/> Nothing else 1   |
| <input type="radio"/> Nothing else 2                               | <input type="radio"/> Nothing else 3   |  |

4th priority

- Rest of rent
- Food
- Bills (gas, water and electricity)
- Debt repayment
- Medical expenses (doctor, clinic visit, etc)
- Medical expenses (buying medicine, etc)
- Education
- Hygiene item
- Transportation
- Other expenses 1
- Other expenses 2
- Other expenses 3
- Nothing else 1
- Nothing else 2
- Nothing else 3

How much are you spending now on the following compared to before NRC programme?

	Less than before	Same as before	More than before
Food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schools and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas, water and electricity bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other expenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain if spending less on food

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Explain if spending less on health

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Explain if spending less on education

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Explain if spending more on Gas, Water, and Electricity bills

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How much debt in total did you have before NRC's program?

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How much debt in total do you have now?

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Whom do you owe the money for?

- Current landlord
- Previous landlord
- Family/friends
- Shop owners
- Other

If other, please specify

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During the last year, what sector is the health service provider you are visiting fall under?

- Public sector, governmental
- Private clinic
- Third sector, NGOs
- Have not used any

» Income

Source of income?

*Read options to respondent except for "selling food coupons"*

- UNHCR assistance, IRIS scan
- We sell food coupons
- Work
- Family/relatives
- Local CBO/ NGO
- International NGO
- Other

If other, please specify

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Will you still receive the UNHCR assistance for the following month?

- Yes, still receiving
- No, for a few more months
- I do not know

#### Economic impact

How did the program affect your economic situation?

- Positive impact
- No difference
- Negative impact

How was the impact positive/negative?

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#### Tenure security

Which of the following services is available in your area or is easy to reach/access?

- Public health center/clinics or a hospital
- Public schools
- Market
- Transportation
- None

What is the approximate distance from your place to the furthest of these main services?

*In kilometer*

- Less than or equals half kilometers
- More than half kilometers to 1 kilometer
- More than 1 kilometer up to 2 kilometers
- More than 2 kilometers

Do you think you will commit to the contract length?

- Yes
- No

If no please explain why

- The landlord needs the apartment for his family
- I won't be able to afford its rent
- The property is too small for us
- The property is far from services
- The property is not good enough, needs renovations
- The property is far from work
- I will move out of Jordan
- I had a dispute with landlord
- Other

If dispute with the landlord, please explain

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Do you possess a copy of the lease agreement?

- Yes, written
- Yes, verbal
- No

Why not?

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Would you rent the current housing after your lease ends?

- Yes
- No
- Maybe

If yes please explain why?

- Good landlord
- Good neighbours
- Good location and near to basic services
- Near to work
- Rent is affordable
- Good housing standards
- Close to my family
- Other

If other, please explain

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If no please explain why

- Bad landlord
- Bad neighbours
- Far from services
- Far from work
- Not affordable rent
- Bad housing standards
- Far from family
- Other

If other, please explain

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If no, where to are you planning to move?

- Same area/village
- Yes, within the same governorate, but not in the same area
- Yes, outside of the governorate
- Yes, outside of Jordan
- I don't know yet

Complaint mechanisms

Do you know how to raise a complaint/feedback to NRC?

- Yes
- No

Brief him/her on how and where they can submit feedback/complaint

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Do you have any feedback regarding the shelter program?

None

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\* Thank you!

- OK