



**Shelter Cluster Yemen**  
ShelterCluster.org  
Coordinating Humanitarian Shelter

# **CASH FOR RENT GUIDELINES FOR YEMEN**

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## OVERVIEW

Since the start of a civil conflict in Yemen in March 2015, the country has remained in a state of emergency. Ongoing fighting and military activities have made it challenging for humanitarian workers to reach affected populations and meet their basic needs, such as food, water, and shelter. Displaced persons often live with relatives, friends, or in collective shelters that offer inadequate living conditions and pose protection concerns. While renting a safe shelter is the preferred option for many displaced families, the increasing rental costs and their severe socio-economic situation make it impossible for them to afford.

Current shelter emergency assistance mainly focuses on camp-like sites, which leaves those internally displaced persons (IDPs) living in urban areas with fewer options for support. Therefore, it is crucial to provide rental assistance to IDPs in urban areas.

Rental assistance is a form of basic financial aid that offers vulnerable households partial payment for renting a safe shelter for a limited period. This short-term solution allows families to have access to adequate and dignified housing until they become self-sustaining.

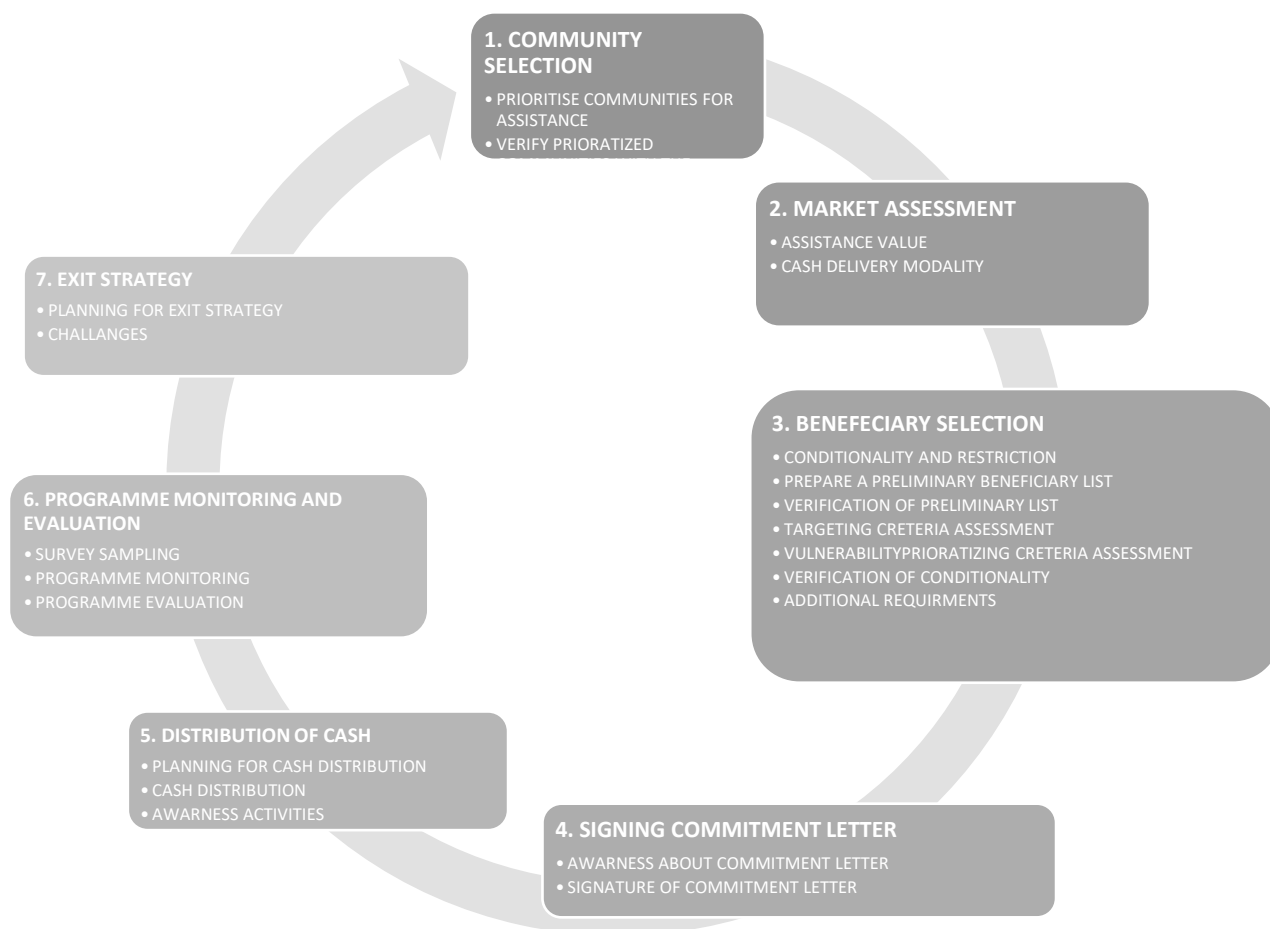
The primary goal of rental assistance is to address emergency shelter needs and provide a temporary solution until a more sustainable shelter option is available. It is not a durable solution.

Rental assistance not only benefits displaced families but also the hosting communities, including property owners. It is essential to recognize the hosting community's vulnerabilities, as they may also be affected by the crisis directly or indirectly.

This document provides guidelines for using cash for rent as one of the primary shelter responses to the internal displacement crisis in Yemen. These guidelines should be used as a reference when providing rental assistance.

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# STEP 1

## COMMUNITY SELECTION

To identify suitable communities for the Programme, an accountable and transparent community selection process is required. It is important to be able to reach the most vulnerable communities, local populations, and to maximize the use of available capacities and resources. Coordination with donors and the Cluster ensures compliance with donor

requirements and prevents any duplication of work within any one community and hence prevents communities from missing out on shelter response. As a first step, sub-districts should be preselected based on secondary data such as highest needs, severity scales, gap analysis, implementation feasibility of cash for rent interventions, etc.

### ACTIVITY 1.1

### PRIORITISE COMMUNITIES FOR ASSISTANCE

The purpose of this activity is to select communities for assistance ensuring highest impact with the available capacity and resources of the organization.

#### 1.1.1 SHORTLIST SUB-DISTRICTS IN NEED BASED ON SECONDARY DATA

To select sub-districts which are hosting high number of IDPs which can be covered by cash for rent interventions, a series of information sources can be reviewed and analyzed, including:

- Humanitarian Needs Overview (HNO), and SNFI Sector Assessments.
- Humanitarian Response Plan (HRP), to ensure that proposed sub-districts fit with the wider

humanitarian objectives.

- The numbers of IDPs in the area.
- Information directly sourced from the field staff.

#### 1.1.2 UNDERTAKE COMMUNITY ASSESSMENTS

After shortlisting a group of sub-districts with high need, the organization should conduct community assessments through the following methods:

- Surveys and questioners
- Observation visits,
- Key informant interviews,
- Community representative interviews (Including local authorities),
- Focus group discussions (inclusive of women, children, etc).

### Criteria of Selection for the Targeted Area:

#### 1. Number of IDPs

Cash for rent activity is mainly targeting IDPs who are renting houses. Therefore, the districts with highest numbers of IDPs should be prioritized.

#### 2. Urban and Semi-Urban Areas Where IDPs Practicing Renting Houses

In Yemen, renting houses is a practice which is widely spread in semi-urban and urban areas like big

cities. Therefore, when selecting a sub-district, the organization should ensure that IDPs are renting house.

#### 3. Community Vulnerability

The vulnerability assessment includes, the percentage of the population considered to be vulnerable, their needs, and their types of vulnerabilities.

### ACTIVITY 1.2

### VERIFY PRIOTISED COMMUNITIES WITH THE CLUSTER

There are some cases where there are different actors who are working in the same district. Therefore, to avoid duplication of activities and to ensure an optimal allocation of resources and capacities, final selection of a community must be verified with the Shelter Cluster to monitor where project is being undertaken. Different subdistricts/neighborhoods to be divided between NGOs to avoid duplication. Organizations also must report their area of intervention (Governorate, District, Sub-District, Village/Neighborhood).

## STEP 2

# MARKET ASSESSMENT

It is not practical to provide different assistance for each household according to rental cost for that specific household. Therefore, the value of assistance for cash for rent should be the average rental cost for an average apartment. To identify the average rental cost for a targeted area, a market assessment should be implemented. For planning purpose, the maximum rental cost for cash for rent programme in Yemen can be estimated with 100 USD per month. However, before implementation of cash distribution, the average value should be identified by a market assessment in the targeted area.

### ACTIVITY 2.1

### MARKET ASSESSMENT FOR ASSISTANCE VALUE

A market assessment has to be done in the targeted area to know the average cost for rent. This is important to avoid any harm to the rental cost in the targeted area. The assessment should target both community members and real estate agents. Assessment methodology can be survey and key informant interview. Distribution of different amount of cash by different organizations working in the same districts may cause conflict with the targeted community. Thus, it is recommended for different organizations working in the same area to implement one joint market assessment and distribute the same value of cash for rent.

#### 2.1.1 INDIVIDUAL TENANT SURVEY

This includes a sample of different community groups to find out the average rent scale for the area of target. Focusing on the most vulnerable group could lead to low rent scale estimations. Therefore, to ensure an average that will suit most beneficiaries, sample should contain different types of people in terms of economic situation.

Tenant survey should mention the following:

- Number of rooms and apartment sections
- Minimum standards
- Cost
- Eviction Threat
- Arrears and liabilities
- Commitment to pay rent
- The preferred ways to receive cash
- Access to cash distribution locations
- Ability to receive assistance from distribution points

You can find an example of this survey (ANNEX 1 – Market Assessment HHs Survey).

#### 2.1.2 REAL ESTATE AGENT INTERVIEWS

In this assessment, the organization will target agents' offices and house owners. It should be considered that sometimes, agents could provide some misleading information. Therefore, organization staff should have the experience to compare between variety of data, analyze them and reach to the average rate.

The organization should target several agents and house owners. Moreover, the interview questions should detect information about different houses with different areas and different number of rooms to be able to estimate the cost for average house size later.

Agents' interview should mention the following:

- If information from agents is shady, it is preferred to do the interviews with house owners.
- Availability of apartments for rent.
- The question will focus on collecting costs for several apartments in the targeted area (1room / 2 rooms / 3 rooms / 4 rooms or more) to take the average cost for a house with average standards.

You can find an example of this interview ( ANNEX 2 – Market Assessment KII Tool).

## ACTIVITY 2.2

## SELECTION OF CASH DELIVERY MODALITY

The disbursement modality differs from one location to another. In some settings, cash maybe preferred using banking transfers or money exchange shop transfers (i.e. AlKurami transfer service). Traditional financial management systems may also be an appropriate option in some contexts, as long as they have been vetted for safety and security.

From experience, it was found that distribution through cash transfer supplier is the most efficient modality in urban and semi urban cities in Yemen. The organization needs to ensure the following:

- Experience in similar types of cash assistance distribution
- Availability of cash liquidity
- Availability of distribution points in the targeted area or nearby
- Accessibility of BNFs to those distribution point
- Capacity to serve the planed number within an acceptable time
- Capacity to document and archive receipts of assistance / fingerprints as hard and soft copies
- Has the willing to specify days for organization cash distribution without overlap with other agencies

There is no need to do a market assessment for cash transfer suppliers every time. In case the organization has recent cash activity experience with supplier in the same targeted area, the above information can be verified by supplier evaluating.

## STEP 3

# BENEFICIARY SELECTION

The purpose of beneficiary selection is to arrive to a list of verified beneficiaries who meet the Programme criteria to begin the distribution of rent assistance. The selection begins with preparing a preliminary beneficiary list. Then this list is verified by visiting each rented houses, door to door, and ensuring that the selection criteria are met.

The beneficiaries should meet three levels of criteria. Those levels are as below:

- Beneficiary should meet the cash for rent targeting criteria.
- Beneficiary should be prioritized according to the

vulnerability selection criteria.

- Beneficiary should meet the cash for rent programme condition (sign commitment letter). Before starting the assessment, the organization should clearly communicate to the potential beneficiaries that they may not meet the criteria, in which case they will not benefit from the cash for rent programme. Ensure that the community understands that a significant proportion of the preliminary beneficiaries listed will not end up receiving assistance, and only the ones most vulnerable cases will be assisted as part of the Programme.

### ACTIVITY 3.1 DEFINITIONS ABOUT CONDITIONALITY AND RISTRATION

- Conditionality and restrictions on cash and voucher activities CVA are often used to help ensure rental assistance programming objectives are met.

- Conditionality refers to prerequisite activities or obligations that a recipient must fulfill in order to receive assistance. Note that conditionality is distinct from restriction (which defines how assistance can be used) and also distinct from targeting (which sets criteria for prioritizing recipients).

- Restriction refers to limits on how assistance can be used by recipients. Restrictions can apply to the range of goods and services that assistance can be used to purchase and the places where it can be used. Restrictions can only be achieved by using in-kind or vouchers. Cash is by definition unrestricted.

- Cash assistance is un-restricted by default. This is because BNFs are given the opportunity to select the way they want to spend their cash.

- Cash spending cannot be restricted. However, it can be influenced by massaging or putting conditions.

#### 3.1.1 UN-RESTRICTED ASSISTANCE

There is one way where rental assessment can be restricted which is using vouchers to deliver assistance and doing payment arrangements directly with property owner. Cash for Rent programme in Yemen is a bit different from other countries where

organization assist IDPs who are already living in a rented accommodation. Rental value differs from a unit to another based on many factors like size, services and location. Therefore, it is difficult to restrict rental assistance.

#### 3.1.2 CONDITIONAL CASH

After verifying selection criteria and prior to receiving cash for rent assistance, the selected beneficiaries are requested to sign a Commitment Letter. This document defines roles and responsibilities of the parties (The organization and the tenant). Signing commitment letter is a condition that should be done before receiving the cash assistance. Although spending cash after receiving the assistance is not restricted, this agreement plays a key role in raising beneficiaries' awareness about the purpose of the programme and encourage them to use cash for rental payment.

In some programmes, the tenants are required to provide a receipt of rent payment after each instalment. In this case, it is not only one condition to fulfill before being eligible for the assistance. But there is a separate condition for each instalment. Signing commitment letter is condition for instalment one. Then rent receipt is condition for the next instalment and so on. However, from experience gained during previous rental activities in Yemen, it is not recommended to put rental receipts as



conditions for next instalments because it may cause harm to beneficiaries by raising the rental cost.

## **ACTIVITY 3.2** PREPARE A PRELIMINARY BENEFICIARY LIST

Preliminary beneficiary list could be prepared by several ways depending on the previously available secondary data and the planned mechanism to collect the potential targeted beneficiaries. In this stage, we are looking for list of the IDPs who are renting houses and they have challenges in affording rental expenses, or they are threatened with eviction, so we can - through the verification - check whether those people meet the criteria of selection.

Some important notes for list preparation:

- It is better to use more than one way of preparing beneficiary lists to ensure giving opportunities for most affected people to get reached.
- It is not recommended to have a big list where the organization could find number of beneficiaries who meet the criteria higher than the planned target of households.

Below are some of the sources can be used to get preliminary list:

### **3.2.1 CONSIDER BENEFICIARIES SUGGESTED BY THE LOCAL AUTHORITIES**

The local authority might provide a tentative beneficiary list according to their registration records. The organization can use this list to pre-identify beneficiaries. However, all beneficiaries provided by the local authority must be verified prior to inclusion. This should be in addition to the own identification process through the different methods mentioned below.

### **3.2.2 REGISTRATION THROUGH COMMUNITY COMMITTEES**

Registration can also be done by community committees and community leader who can be given the responsibility of registering the IDPs who meet the criteria. It is important to aware the committees on their role. It should be clear for the committees and the community that final decisions about the Programme lie with the organization and that their role is only advisory.

### **3.2.3 DIRECT REGISTRATION BY ORGANIZATION**

Registration can be done by the organization itself when it has good access to the BNFs.

### **3.2.4 REFERRED EVICTION THREATENED FAMILIES**

The organization should coordinate with protection actors and other humanitarian actors working in the same area who can refer families threatened with force eviction. A clear referral mechanism should be established to register those families.

### **3.2.5 PROVIDE ADDITIONAL REGISTRATION OPPORTUNITIES**

A variety of opportunities should be made available to ensure the programme is accessible to all the community including women, the aged and those with disabilities, such as:

- A representative of the NGO to be present at the Local Council or a designated location for a specific advertised time period.
- A referral mechanism for disabled headed households for face-to-face visit.
- Providing an information and a registration WhatsApp 'hotline' to which individuals can call. This gives everybody equal opportunity to register for the Programme and guarantees the transparency and accountability of the registration process.

## **ACTIVITY 3.3** VERIFICATION OF PRELIMINARY LIST DATA

Preliminary beneficiary list needs to be verified to correct the wrong data, update the old ones and to add the missed data that was not registered due to difference in the registration forms. In this stage, questions should be added to detect clear exclusion criteria like occupancy of rented house. For those cases which obviously doesn't meet the criteria, no need to continue the next assessments with them (Vulnerability assessment).

In this stage, the organization check withers the beneficiary eligibility criteria to be targeted by this programme. Main targeting criteria are as follows:

#### **3.4.1 BE PART OF THE TARGETED COMMUNITY GROUP**

Cash-for-rent interventions primarily target IDPs living in rented homes, but also vulnerable host community members with a percentage not exceeding 20% of the total targeted population can be targeted.

#### **3.4.2 OCCUPANCY OF RENTED HOUSE**

The organization should ensure that the beneficiary is renting house. This could be checked by doing a house to house visit for beneficiaries in the list. Those beneficiaries how were found living in their own houses cannot be targeted with cash for rent programme. In addition, beneficiaries hosted by their relevant without paying rent expenses should be excluded.

#### **3.4.3 INTENTIONS TO CONTINUE IN THE RENTED**

#### **HOUSE DURING THE PROJECT PERIOD**

The programme is mainly targeting the IDP families who are staying in the rented houses during the programme period. IDPs who are currently unable to return to their home and have no income sources or are only able to work in specific (low paid) sectors of the economy. For families who have plans to return soon or change accommodation arrangements, they should not be prioritized.

#### **3.4.4 FAMILIES WITH LOW SOURCE OF INCOME**

The targeted families should be of those who are currently living in rental accommodation but have exhausted their financial resources to continue paying rent. Most of these IDPs living in rental accommodation that does not meet minimum adequacy standards (mainly overcrowded) nor do they have access to essential utilities or services. Therefore, they face significant protection risks including the threat of forced eviction.

## **CRITERIA LIST**

### **Targeting Criteria:**

- The beneficiary household has a low/no regular income and/or is not receiving any financial support related to shelter.
- The beneficiary household is an IDP or host community. Maximum percent for host community is 20% of the target.
- The affected household intends to live in the rented house for the period of the project.

### **Exclusion Criteria:**

- The household living in their own house.
- The household living in some other's house (relative/non-relative) but not paying a rent.
- The household receiving cash for rent assistance from another actor.

A vulnerability assessment should be undertaken to determine the most vulnerable households that meet the Programme criteria. It is expected that the implementing partner will have a strong understanding of how to prioritize targeted beneficiaries. In locations with high IDPs concentration, A scoring system is the most common practice to identify those households to be prioritized. Please see (ANNEX 3 - Scoring Card) as an example for scoring card.

## CRITERIA LIST

### Prioritizing Vulnerability Criteria:

- Single women combining an additional vulnerability element, such as medical condition.
- A household headed by minors.
- Women with special needs who cannot support themselves or their families. This includes women without any male support or any traditional family protector, women with serious legal problems, women who face or have faced sexual and gender-based violence, women facing threat to their physical safety, women stigmatized, and
- Couples with one spouse bedridden or suffering a medical problem which can prevent the other partner from work.
- Unaccompanied and separated children under 18 years of age.
- Unaccompanied elderly persons of concern over 60 years of age, who lack support from their community.
- rejected by their community because of cultural, domestic, social, problems, women victims of torture.
- Survivors of Sexual Gender-Based Violence.
- Single pregnant women can be assisted in starting their 7 months of pregnancy.
- Persons with psychological or mental problems.
- Persons with serious health problems who, because of their health situation, cannot support themselves or their families.
- Single parent taking care of a child with a disability.
- Persons with disabilities, who due to their disability cannot support themselves, those, include persons with physical and mental disabilities.
- Families face significant protection risks including the threat of forced eviction

## ACTIVITY 3.6

## VERIFICATION OF CONDITIONALITY

Cash for rent intervention requires recipients to achieve agreed outputs as a condition to be able to receive subsequent tranches, where the main conditionality used in the rental assistance program is to sign a Letter of Commitment between the tenant and the implementing partner (See Annex 4 for Commitment Letter Template) prior to receiving the cash for rent assistance to save the rights and obligations of both parties as well as clarify any confusion and uncertainty.

There are some other requirements that were put as conditions for getting assistance in some other cash for rent programme. However, for Yemen programme, they were not put as conditions to mitigate some risks linked to the context in Yemen and avoid any harm to the targeted communities. As an example, submitting rental agreement or minimum standard of rented house which were put as additional requirement and not as conditions. These requirements should be encouraged by organization during programme implementation.

## ACTIVITY 3.7

## ADDITIONAL REQUIREMENTS TO BE ENCOURAGED

### 3.7.1 RENTAL AGREEMENT

In Yemen, most lease arrangements in the private rental take place without a formal lease agreement. Therefore, a formal lease agreement with the owner cannot be requested as a condition for assistance. From experience, forcing beneficiaries to sign agreement with owners can lead to inflation of renting costs in the targeted area. Moreover, it can lead to conflict between tenant and owner especially after the end of the programme. Therefore, rental agreement was not put as a condition. However, it is still recommended that the organization encourage beneficiaries to sign a rental agreement with owner during the programme period for the sake of security of tenure.

### 3.7.2 MINIMUM STANDARD OF HOUSE

In Yemen cash for rent programme, it was found that the most vulnerable IDPs are renting accommodation which doesn't meet the minimum standards. Therefore, putting minimum standards as a condition for cash for rent assistance will lead to exclusion of the most vulnerable beneficiaries. Movement of these IDP families to better

accommodation in purpose of getting assistance is not recommended too because the programme will serve for a short period, and the families will not be able to cope a higher rent when assistance stops. That is why minimum standards were not recommended as a condition in this guideline. Alternatively, it is recommended to encourage IDPs in such units to improve their accommodation conditions. It is considered that these units are less costly than the average unit. Therefore, the saving can be used for accommodation improvement. Upgrading of unit could be improving of living conditions related to shelter like water service, privacy, and lighting. Most improvement should be of these items that can be owned by tenant. An example, to buy a water tank to improve water services.

Organizations will not enforce house minimum standards as a condition for cash assistance. However, they will still have to encourage the use of saving of cash for improving of shelter situation. Minimum standards for rented house were listed in the annexes (Please, see ANNEX 5 – Minimum Standards for Rented House).

# STEP 4

## SIGNING COMMITMENT LETTER

Commitment Letter is an agreement signed between the organization, the beneficiary (tenant). This document is detailing the conditions of the assistance and defines roles and responsibilities of the parties. In this commitment letter, the beneficiary formally confirms his interest in participating in the programme with its conditions by entry into this agreement. This commitment letter plays a key role in raising beneficiaries' awareness about the purpose of the programme and encourage them to use cash for rental payment.

### ACTIVITY 4.1

#### AWARING BENEFECIARIES ABOUT COMMITMENT LETTER CONTENT

Before signing the commitment letter, the organization should aware the beneficiary about the purpose of the programme, the reason for signing this document, the content of the commitment letter, roles and responsibilities he is committing by the signing of the agreement. Moreover, the beneficiary should be given enough time to read the document before signing. For those beneficiaries who cannot read, it is necessary to read the document for them by the organization before signing. The organization should be confirmed that the beneficiary understands all information written in the agreement.

### ACTIVITY 4.2

#### SIGNING COMMITMENT LETTER

As a condition to receive cash for rent assistance, the beneficiaries who were selected for the assistance should sign the agreement before receiving the first round of assistance.

##### 4.2.1 AGREEMENT CONTENT

- **The cash for rent agreement should include the following:**

- A brief about activity with purpose
- Regularity of distribution.
- Project period

- **The Organization Responsibilities:**

- Pay for rent.
- Implementing monitoring visits.

- **The Beneficiary Responsibilities:**

- Use the cash to cover rent expenses.
- Use rest of cash for improving accommodation.
- Facilitate monitoring visits and surveys.

At the end of guideline, you can find **ANNEX 4** (Sample of Commitment Letter)

##### 4.2.2 MITIGATION RISKS OF COMMITMENT LETTER

From experience, it was found that widely spreading agreements and involving many parties in the signature could lead to recognizing community members who receive rent assistance. This could lead later to increase in the rent values. Sometimes, it causes conflict between owners and tenants receiving assistance or at least lead to less tolerance or flexibility from the owners' side.

Because the cash for rent assistance is a temporary cash programme, it is critical to avoid any changes in the rental market or in the social interactions within the targeted community to avoid any harm when the programme ends. For all of that, it is recommended to avoid mentioning the amount of assistance in the commitment letter. To ensure accountability towards beneficiaries, they should be informed with the amount of cash via SMS before each round of distribution. Another measure to practice is signing commitment letter before 1<sup>st</sup> distribution at distribution points rather than conducting another round of HHs visits.

# STEP 5

## CASH DISTRIBUTION

To ensure a good quality distribution where beneficiaries' dignity is maintained, there should be a good planning before distribution. Moreover, distribution of cash should be joint with awareness massaging to ensure high impact of cash for rent activity.

### ACTIVITY 5.1

### PLANNING FOR CASH DISTRIBUTION

#### 5.1.1 SELECTED LOCATIONS

Distribution points should be accessible to the targeted community. Moreover, it should not be far from them.

#### 5.1.2 PERIOD OF WAITING IN DISTRIBUTION POINT

The distribution point should have the capacity to cover the beneficiaries without causing crowds. In addition, when setting the distribution plan, the number of beneficiaries to be daily served should be selected according to the distribution points capacity. The beneficiary should not wait for long time in the distribution point to preserve his dignity.

#### 5.1.3 CURRENCY OF CASH ASSISTANCE

The beneficiaries should be given the cash in the local currency YER (Yemeni Riyals) to ensure encouragement of local economy. To avoid savings due to continuous changes in exchange rate, the exchange process from the foreign currency to the YER can be done separately for each round. The organization can agree with the

cash transfer supplier to release the cash amount with the exchange rate at the day of implementing the cash distribution. This is to ensure completely releasing the cash assistance with no saving. Another solution is to define an average currency exchange rate for all rounds regardless the change in the real exchange rate. Then a review to be done before releasing the last round and any saving to be added to the last round.

#### 5.1.4 PROGRAMME DURATION

The assistance duration is based on needs and expected duration of displacement with an average between 6-12 months.

#### 5.1.5 REGULARITY OF ASSISTANCE

It is strongly recommended that monthly instalment be transferred as opposed to lump-sums through a single transfer. This is a minimal risk mitigation measure with regards to spending the rental cash for other purposes. It is quite important to induct beneficiaries about the regularity of assistance to let them know when to expect the assistance.

### ACTIVITY 5.2

### CASH DISTRIBUTION

#### 6.2.1 INFORMING BENEFICIARIES ABOUT DISTRIBUTION

The beneficiaries need to be informed about location and time of distribution at least two days before the distribution. There are many ways to inform the beneficiaries. In urban areas which is the main context for cash for rent activities, sending SMS messages to beneficiaries is one of the most effective ways. As part of the awareness of beneficiaries, the purpose of assistance should be highlighted again (Cash for rent) in the informing message. Moreover, the amount of assistance to be received should be mentioned in the message.

#### 6.2.2 SIGNING COMMITMENT LETTER

Because signing commitment letter is one of the conditions for receiving cash for rent assistance, this step

should be done before receiving the first round of assistance. Only the beneficiaries in the final confirmed list should be requested to sign the commitment letter. It is recommended not to do a household visit for the sake of signing commitment letter. Alternatively, the letter can be signed in the distribution point right before the first-round distribution. During planning for the 1<sup>st</sup> round distribution, there should be a consideration for the time needed for each beneficiary to read the commitment letter and understand it before signing. Moreover, commitment letter should be read and explained by organization to beneficiaries who cannot read.

### 6.2.3 DISTRIBUTION OF CASH

There should be some dedicated staff in each distribution point who is responsible for facilitating distribution for beneficiaries. Those staff will be responsible to organize distribution, provided the needed awareness and solving the arising problems and challenges happening during the distribution.

There should be separated line of distribution for men and women. A mechanism should be set to prioritize elderly people who comes to the distribution. In addition, for those case who has disabilities, there should be a distribution modality that will keep their dignity. An exceptional household delivery could be an example.

### 6.2.4 MONITORING OF CASH FOR RENT ACTIVITY

Along with distribution of cash instalments, the should be monitoring activities (post distribution monitoring PDM) after each round. More detailed explanation about PDM is provided in the next chapter of this guideline (Step 6).

### 6.2.5 REMOVE BNFS WHO DO NOT COME UP

After distribution of each round, a double verification should be done for those BNFs who do not come up to receive cash from distribution point. In case they are not living in the place of displacement anymore or returned to the origin area, the should be replaced with some other BNFs who meet the criteria but didn't targeted with rental assistance.

## ACTIVITY 5.3

## AWARNESS ACTIVITIES DURING DISTRIBUTION

To meet the objective of a cash programme, cash distribution should be accompanied with some awareness massages. Similarly, cash for rent activity has some massages that need to be transferred to beneficiaries in order to have a good impact.

### 5.3.1 PURPOSE OF CASH ASSISTANCE

Conditions met before distribution doesn't guarantee that the cash will be spent for rent. Cash assistance is unrestricted by default. This is because BNFs are given the opportunity to select the way they want to spend their cash. Therefore, in cash programme, cash spending should be influenced by massaging. One of the main massages need to be transferred before cash distribution is purpose of cash for rent and how it should be spent. In addition to using cash assistance for paying rent, as possible beneficiaries should be influenced to use any saving to improve their accommodation.

### 5.3.2 VALUE OF CASH

As part of accountability towards targeted community, beneficiaries should be informed with the amount of cash they will receive. One of the ways can be used for this purpose is informing beneficiaries before each round

distribution with the cash amount they will receive via SMS.

### 5.3.3 RENTAL AGREEMENT AND SECURITY OF TENURE

In Yemen, most lease arrangements in the private rental take place without a formal lease agreement. That is why rental agreement documents were not requested from beneficiaries as a condition to get cash assistance. It is still recommended that the organizations encourage beneficiaries to sign a rental agreement with owner during the programme period for the sake of security of tenure.

### 5.3.4 COMPLAINTS AND FEEDBACK MECHANISM CFM

There should be different channels for CFM to ensure everybody have access. These channels could be complaints box, hotline number, help desk or the organization staff at the distribution point. Beneficiaries should be aware about different channels of complaints and feedback mechanism.

# STEP 6

## PROGRAMME MONITORING AND EVALUATION

Programme Monitoring and Evaluation should be undertaken by the organization through an independent staff member(s) or an independent Third-Party Monitoring (TPM) body. This is followed by a report. Report should be drafted providing an analysis of the survey questions in order to identify the success, effectiveness, and quality of the programme. This report should provide lessons learned for any future programs.

### ACTIVITY 6.1

### SURVEY SAMPELING

To collect valuable information with a reasonable cost, it is not recommended to conduct a survey for all BNFs. However, a random sample should be selected to apply the survey using the principles of statistics. For such humanitarian survey, sample can be identified to reach confidence level of 95% and margin of error 5%. Some online sites can be used to calculate the needed sample.

<https://www.calculator.net/sample-size-calculator.html>

Surveys can be done through house visits or via phone according to the accessibility and available resources.

### ACTIVITY 6.2

### PROGRAMME MONITORING

Monitoring should be done through PDM surveys. Survey should be done after each distribution. Different random sample should be selected in each survey to ensure covering as many HHs as possible with the PDM surveys. During the monitoring surveys, the following questions should be considered:

#### 6.2.1 CASH DISTRIBUTION PROCESS

- If beneficiary has received the assistance
- Condition of cash received (is it ok or worn out)
- Suitability of location selected for cash distribution
- Transportation cost needed to reach out the distribution point
- Time spent at the distribution point to collect the cash assistance
- Amount of cash received

#### 6.2.2 USE OF CASH ASSITANCE

- If beneficiaries used cash to pay rent
- Was there saving after paying rent
- What was the saving used for
- If didn't pay for rent, what was the saving used for

#### 6.2.3 MONITORING RENT COST

- Was there an increase in the rent cost lately
- If yes how much it was increased

#### 6.2.4 INFORMATION SHARING

- Was the beneficiary informed with time and location of distribution
- Was the beneficiary informed with the amount of assistance
- Was the beneficiary informed with the needed IDs to receive the cash
- If beneficiaries are aware of complaints and feedback mechanism

#### 6.2.5 PROTECTION AND ACCOUNTABILITY

- Dignity of the beneficiaries during the distribution
- If special cases had a special process to receive the cash
- If the beneficiary was requested to pay any expense to get registered in the list
- If beneficiaries are satisfied about the assistance and the amount received



For programme evaluation, it is recommended to use the data collected during the different PDMs. Especially that common data are needed for both surveys. To avoid beneficiaries' fatigue and waste of resources needed to implement a separate survey for evaluation, it is recommended to add some questions about total impact and exit strategy in the final round of PDM. An additional sample can be added in addition to the normal PDM sample mentioned above.

# STEP 7

## EXIT STRATEGY

The exit strategy is an essential part of defining a rental assistance programme's objective and is directly linked to the purpose of the programme. From the beginning of the response, the programme objective needs to anticipate, define, and plan what is intended to happen when the rental assistance ends. Defining and planning the exit can also enable decision making on whether rental assistance should be undertaken at all. In many contexts, it is difficult to anticipate how the crisis and response will evolve, however it is still important to plan a programme exit from the beginning even if this might change as the context and response develops over time.

### ACTIVITY 7.1

### PLANNING FOR EXIT STRATEGY

Planning the exit strategy is critical from the inception of the programme. During the implementation and monitoring phase, the organization will collect further information on how the project is progressing, and whether the assumptions made will allow for the planned exit strategy. The exit strategy may involve:

- Linking to recovery activities, for example to the reconstruction effort
- Complementary programming with livelihoods to ensure targeted households can sustain the cost of renting once rental payment assistance
- Referrals to other actors or the government response plan
- Advocacy to continue rental support for those cases which still need support
- Advocacy to allow for better exit options

### ACTIVITY 7.2

### EXIT STRATEGY CHALLENGES

It should be noted that in some situations the exit strategy may be limited by political contexts where the organization has little influence over. Moreover, limited duration for projects and limited funds available considered key challenges. A combination of complementary programming, links to recovery activities and advocacy may support vulnerable households and help prevent them falling into negative coping mechanisms. The programme evaluation is a review of the programme's achievements against the Programme Objectives, Standards and indicators set at the beginning.

# REFERENCE

This document is an improvement of the previous Shelter Cluster Yemen guidelines related to cash for rent. During the TWiG meetings, members reviewed documents developed by Shelter Clusters in different countries with a similar context.

## REFERENCE LIST:

- Guidelines for Rental Subsidies - Shelter Cluster Yemen  
<https://sheltercluster.org/yemen/documents/guidance-rental-subsidy-programmes>
- Sphere Standard Handbook 2018  
<https://spherestandards.org/wp-content/uploads/Sphere-Handbook-2018-EN.pdf>
- STEP-BY-STEP GUIDE FOR RENTAL ASSISTANCE TO PEOPLE AFFECTED BY CRISES  
[https://cash-hub.org/wp-content/uploads/sites/3/2021/07/IFRC\\_2020\\_Step-by-Step-Guide-for-Rental-Assistance.pdf](https://cash-hub.org/wp-content/uploads/sites/3/2021/07/IFRC_2020_Step-by-Step-Guide-for-Rental-Assistance.pdf)
- Guidance Note on Standard BOQ for Minimum Repairs of Conflict Damaged House - Shelter Cluster Iraq  
<https://housecluster.org/iraq/documents/guidance-note-standard-boq-min-repairs-wds-v12en>

# ANNEXES

## ANNEX LIST:

- ANNEX1 - Market Assessment Individual Survey
- ANNEX2 - Market Assessment KII Tool
- ANNEX3 – Scoring Card
- ANNEX4 – Commitment Letter for Cash for Rent
- ANNEX5 – Minimum Standard for Rented Houses
- ANNEX6 – PDM Household Survey