

Rental Market Assessment (Round 2) Moldova

Key Findings

January 2024

REACH Informing
more effective
humanitarian action



Funded by
the European Union





Objective

This assessment aims to shed light on **rental market dynamics, rental housing costs, characteristics, availability and accessibility**, the **experiences of refugee households currently renting their home**, as well as the **market dynamics** of the rental markets of two urban and two semi-urban locations.

Findings are intended to **support the securing of stable, adequate and dignified housing** as a medium- to long-term accommodation solution for refugees in Moldova.



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01

Methodology

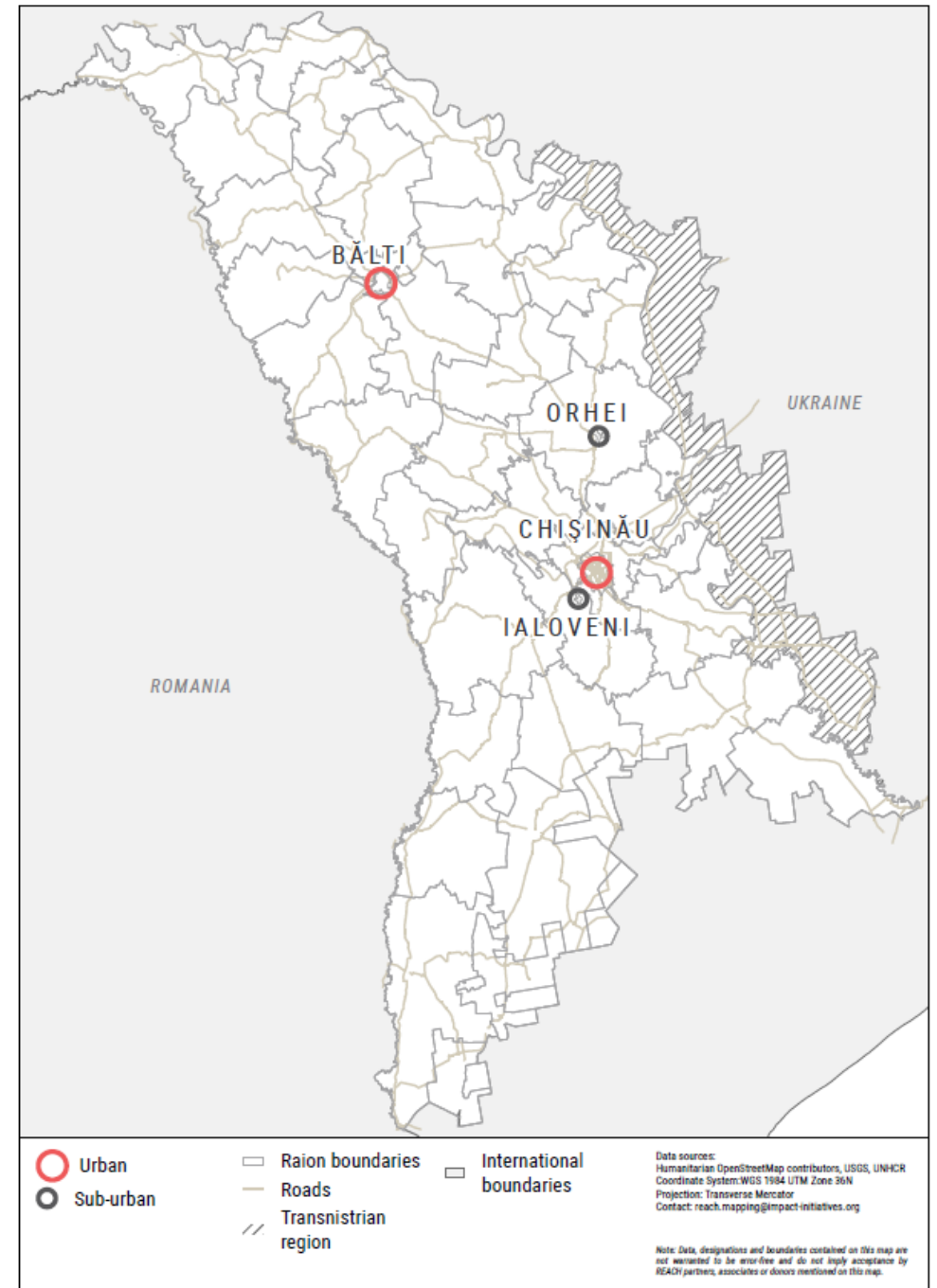
Locations

Round 2 included the same settlements as Round 1:

- Two urban locations: Chişinău and Bălţi
- Two semi-urban locations: Ialoveni and Orhei*

*For semi-urban, the World Bank standard definition of 'semi-dense' settlements was used:

[How do we define cities, towns, and rural areas? \(worldbank.org\)](http://worldbank.org)



Methodology

Quantitative



Secondary data review, including gathering data from one of the most popular rental advertisement website ([999.md](https://www.999.md)) from March to November 2023.



Surveys with **refugee households** who are currently renting.



Key informant interviews with **rental service providers** (both businesses and private individuals).

Qualitative*

Focus group discussions with refugees.

Focus group discussions with host community members.

HH interview with refugees with a mobility disability.

Key informant interviews with rental market experts, **organisations working with refugees with disabilities**, and organisations working with refugees in the local context.

Data collection took place from 31 October to 25 November 2023.

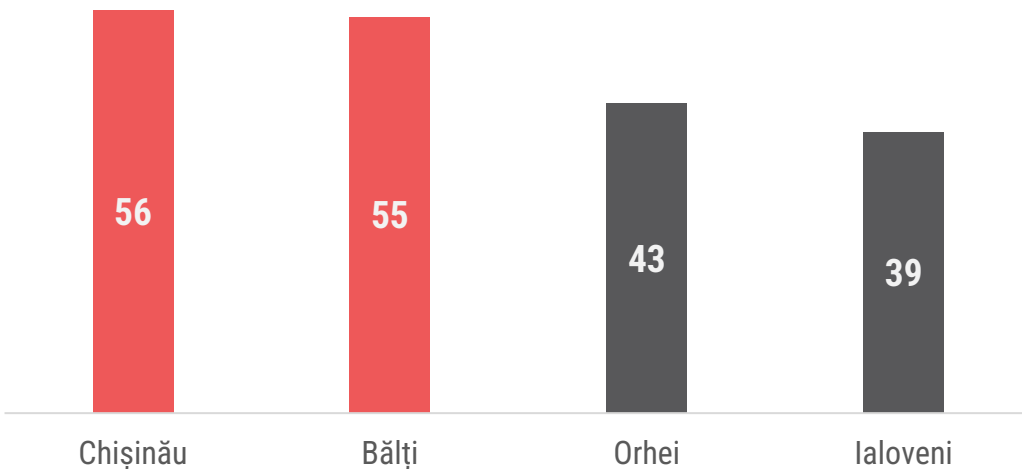
*red text denote tools added in round 2

Sampling

Sampling was **purposive** in Rounds 1 and 2. Refugee tenant households were identified via both referrals from partner organisations and by approaching respondents at aid distribution points. Rental service providers were identified via scouting the locations for rental agencies or via online message groups and rental advertisement channels. Overall, the number of HHs surveyed in Round 2 were nearly the same number as in Round 1 (n=195 HHs, RSPs n=40).



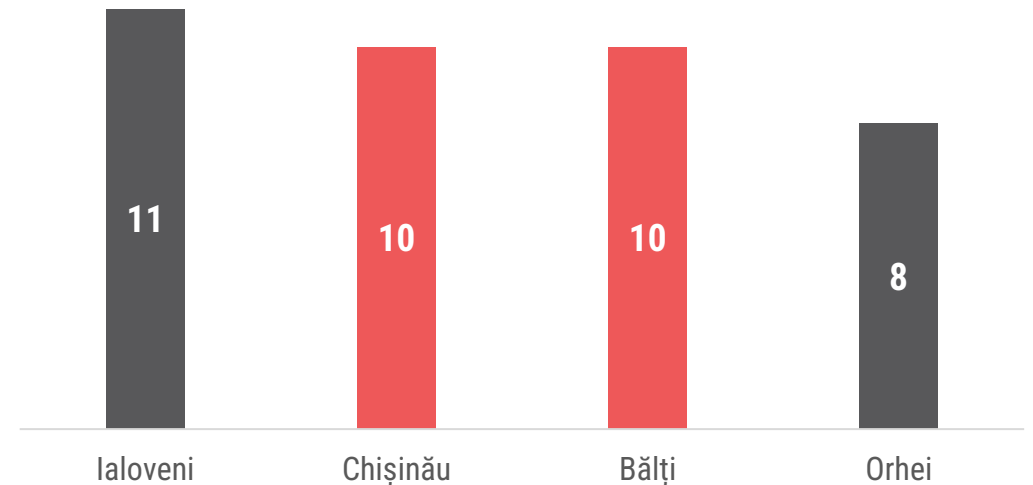
Total number of surveyed refugee HHs per assessed location (n=193)**



**red denotes urban, black denotes semi-urban locations



Total number of interviewed rental service providers per assessed location (n=39)**

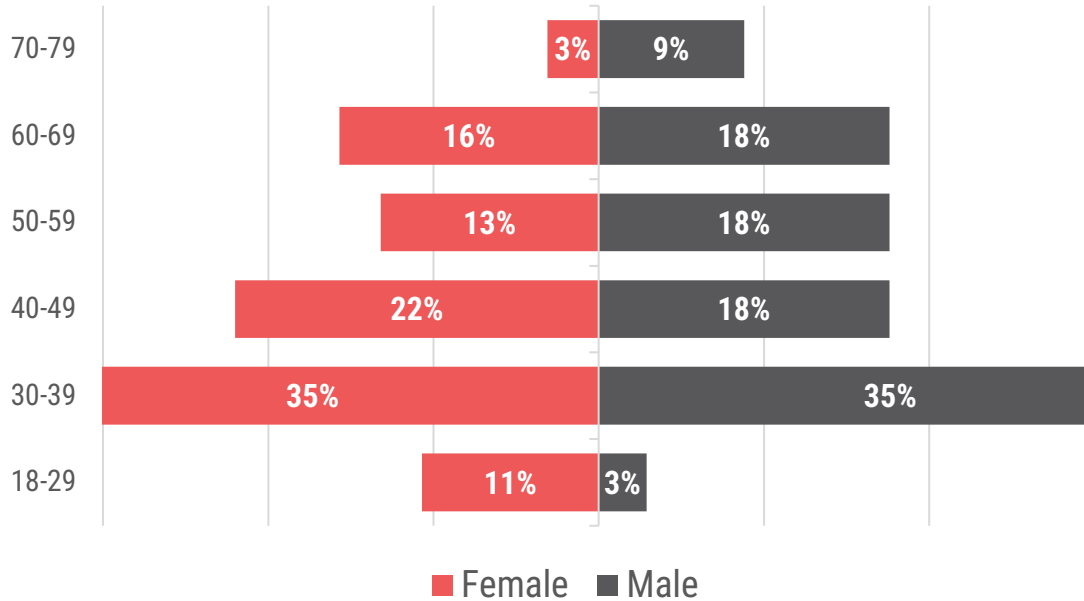


**red denotes urban, black denotes semi-urban locations

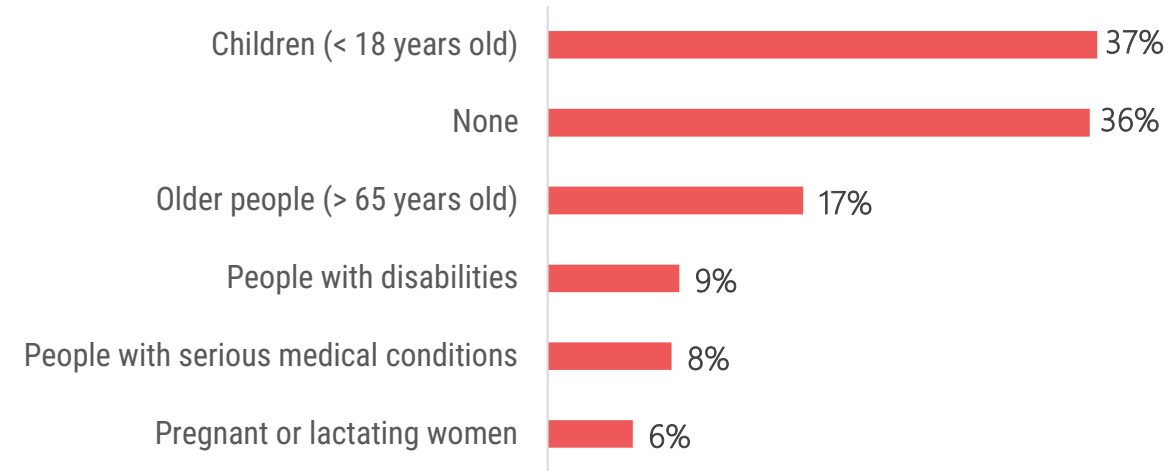
Refugee household demographics



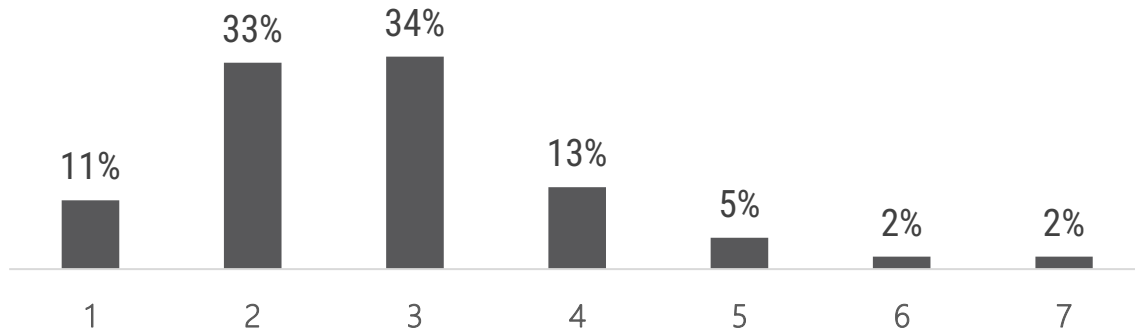
Refugee respondents by age and sex



Presence of vulnerable groups in HH as reported by assessed refugee households (n=193)



Reported number of family members per HH (including respondent)



% of assessed HHs with children (n=69)



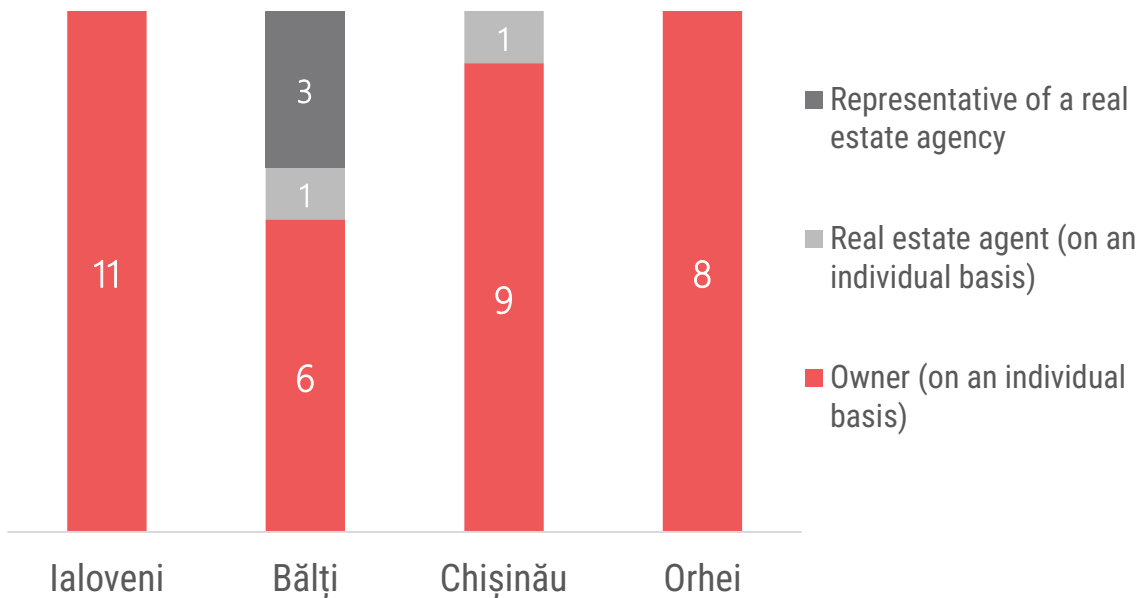
Rental service provider profiles



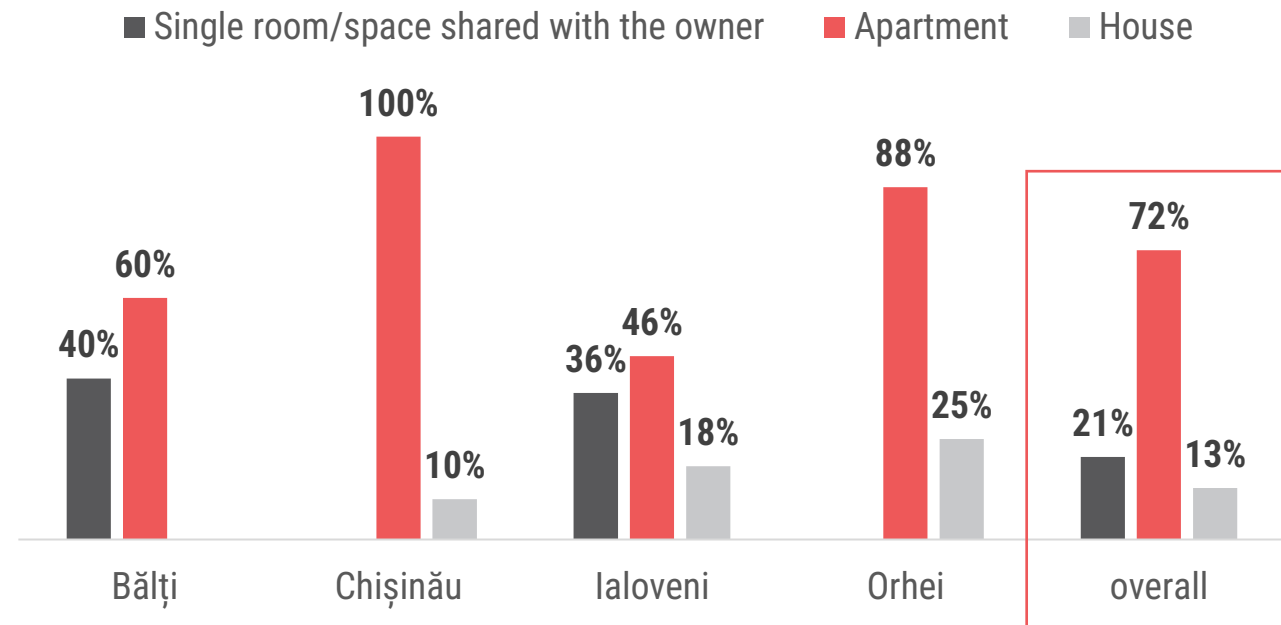
Both individual owners and real estate agencies were targeted in the sample for all locations. Overall, our sample is mainly private owners renting a property or room(s) in a property. (n=34).

Most RSPs overall were leasing apartments (72%), or single rooms/space shared with the owner (21%), fewer were renting houses (13%). In Bălți and Ialoveni, single rooms/shared spaces with the owner were leased most frequently by RSPs compared to none in the other areas. Apartments were leased most frequently by RSPs in Chişinău and Orhei.

Assessed Rental Service Providers



Accommodation type leased by RSPs (n=39)*



* Multiple choice question: may not add up to 100%



02

Costs, characteristics and availability

A world map is centered in the background, rendered in a light gray color. The map is overlaid on a complex geometric pattern of thin, light gray lines that form a network of irregular polygons across the entire page. The word "Costs" is written in a large, bold, black sans-serif font, centered horizontally and vertically over the map.

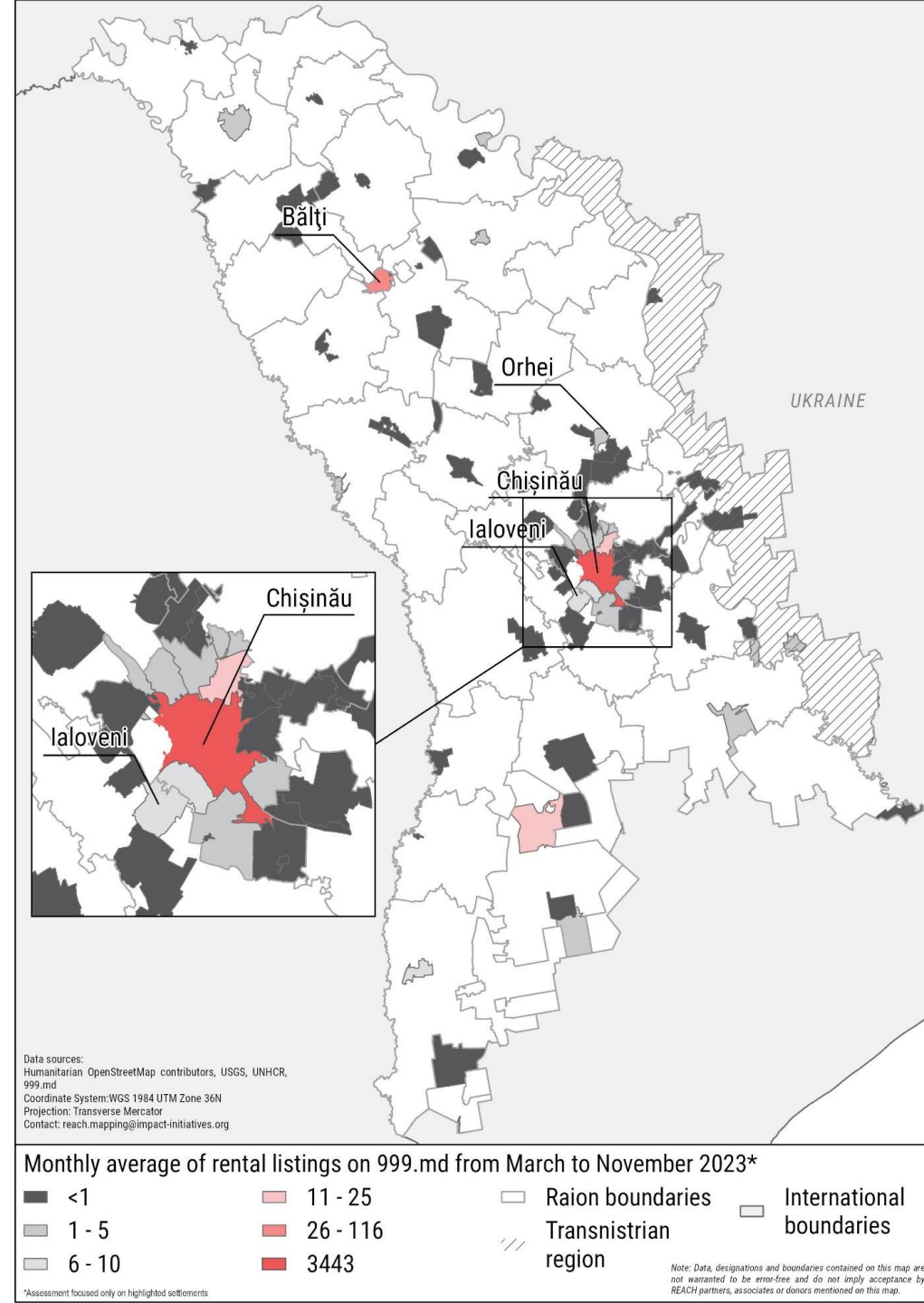
Costs

Online rental advertisements on the 999.md website

Data on all the rental properties in Moldova listed on the online advertisement platform <https://999.md> from March to November 2023 was collected.

There were on average 3,400 listings per month in Chişinău and 116 in Bălţi, other localities had either just a few, or no listings at all.

The dataset is valuable in understanding rental property price and availability in the two largest cities, but this is limited for other localities due to the scarcity of advertisements.



Monthly rent costs

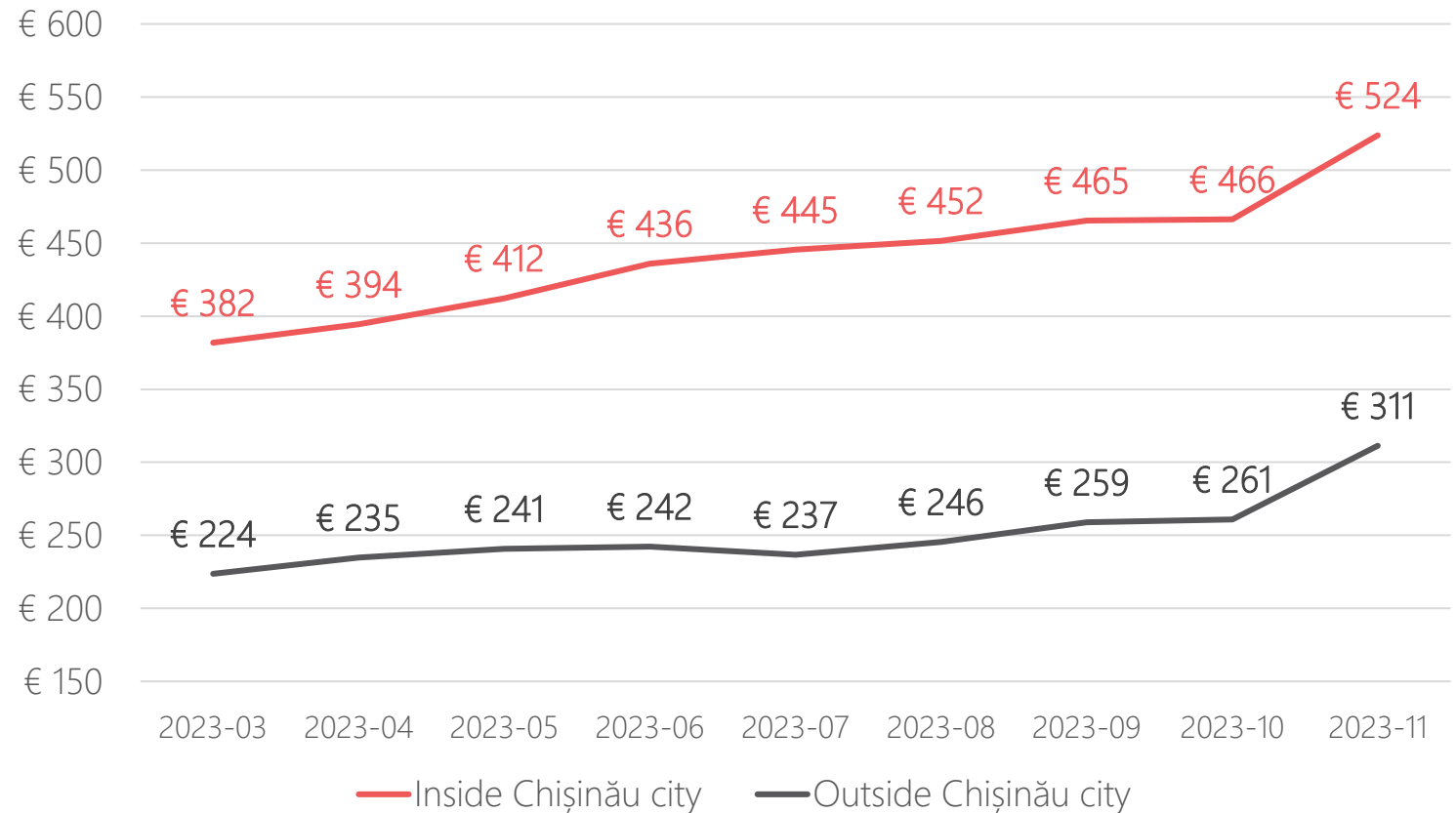
Inside and outside Chişinău city, the largest increase in average price from the previous month occurred between October and November.

Outside of Chişinău city, prices have also increased but to a lesser extent than those inside the city.

The figure suggests an overall increase in advertised prices in the rental market since March 2023.



999.Md average rental prices

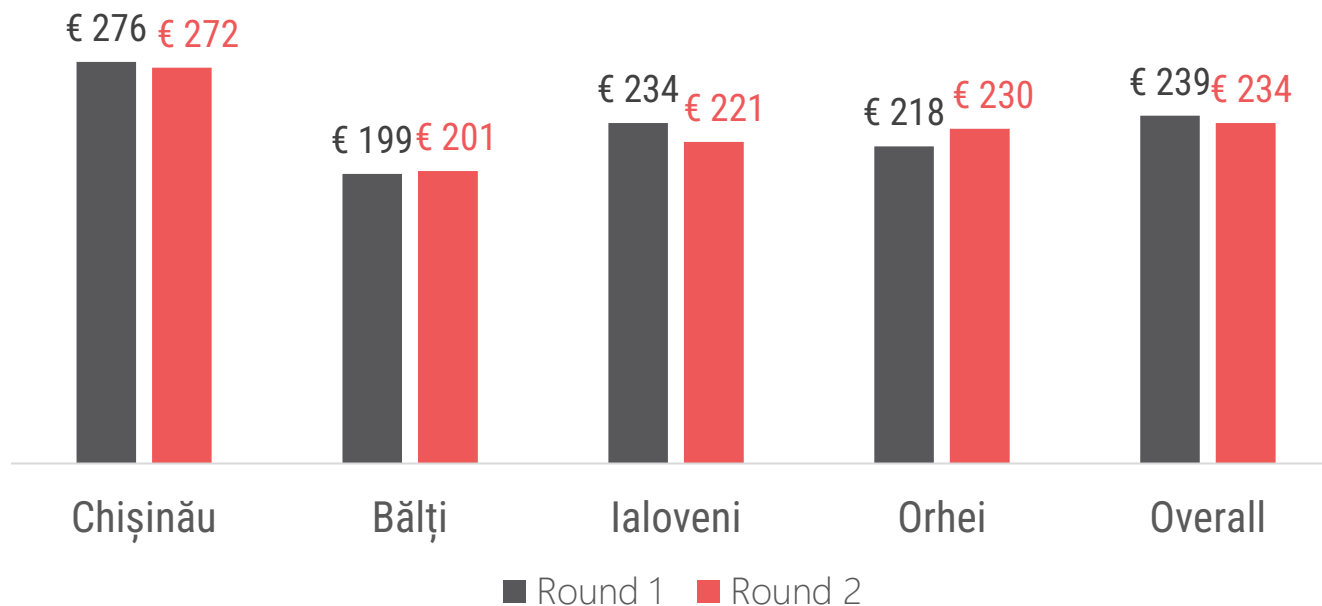


*Outside Chişinău city in regard to the 999.md data refers to all localities in Moldova besides Chişinău.

Monthly rent costs



Average cost of rent paid by surveyed refugee HHs from both rounds (n=175)



From Round 1 of this assessment to Round 2, the average rent amount paid by refugee HHs has not changed to a large extent in any of the assessed locations

The lack of a large difference from the data collected since Round 1 might be explained by the duration of rental contracts (with a rental price per month fixed on a yearly/bi-yearly basis) and general market prices when HHs started renting, rather than rental market prices at the time of data collection

More than half (66%) of HHs reported having been renting their current accommodation for six months or more in both rounds of the assessment and most reported their arrival to Moldova as February 2022. The average amount paid by HHs in all locations combined in Round 1 was €239 and in Round 2 was €234.

Monthly rent costs per room advertised on 999.md

- Comparing the average price of rent on the 999.md website by the number of rooms advertised, we find that the average price advertised in Round two is slightly more than Round one in one and two room accommodations
- As expected, the average monthly advertised price per room is slightly higher in Chişinău city than in the three other localities.
- The average advertised price per room has also decreased from round 1 to round 2 in most instances.

Note: Our understanding of the 'number of rooms' is the number of liveable rooms overall, with the exception of toilets/bathrooms or utility rooms. It is unrelated to the number of bedrooms, which is not specified on 999.md, and not a common way to describe the size and capacity of accommodation in Moldova.



Chişinău

Surveyed refugee households*	One room	Two room	Three room
Average price Round 1	€394	€469	€500
Average price Round 2	€371	€452	€496
Total Advertisements	12584	14086	3982



Bălţi, Ialoveni, Orhei

Surveyed refugee households*	One room	Two room	Three room	Four room
Average price Round 1	€234	€250	€293	€431
Average price Round 2	€211	€247	€298	€461
Total advertisements	896	775	328	61

Monthly rent costs reported by HHs

- Surveyed refugee households in Chişinău city were overall paying considerably less than the average advertised price on 999.md. In Bălţi, Ialoveni, and Orhei, prices were more aligned with advertised rates.
- As expected, the reported average monthly price per room is slightly higher in Chişinău city than in the three other localities.
- The average price per room reported by HHs has also decreased slightly from Round 1 in most instances.

Note: Our understanding of the 'number of rooms' is the number of liveable rooms overall, with the exception of toilets/bathrooms or utility rooms. It is unrelated to the number of bedrooms, which is not specified on 999.md, and not a common way to describe the size and capacity of accommodation in Moldova.



Chişinău

Surveyed refugee households*	One room	Two room	Three room
Average price Round 1	€250	€300	€275
Average price Round 2	€255	€262	€260
# respondents**	16 (23)	31 (43)	6 (3)



Bălţi, Ialoveni, Orhei

Surveyed refugee households*	One room	Two room	Three room	Four room
Average price Round 1	€192	€231	€250	€245
Average price Round 2	€153	€206	€218	€320
# respondents**	29 (22)	73 (47)	18 (12)	10 (16)

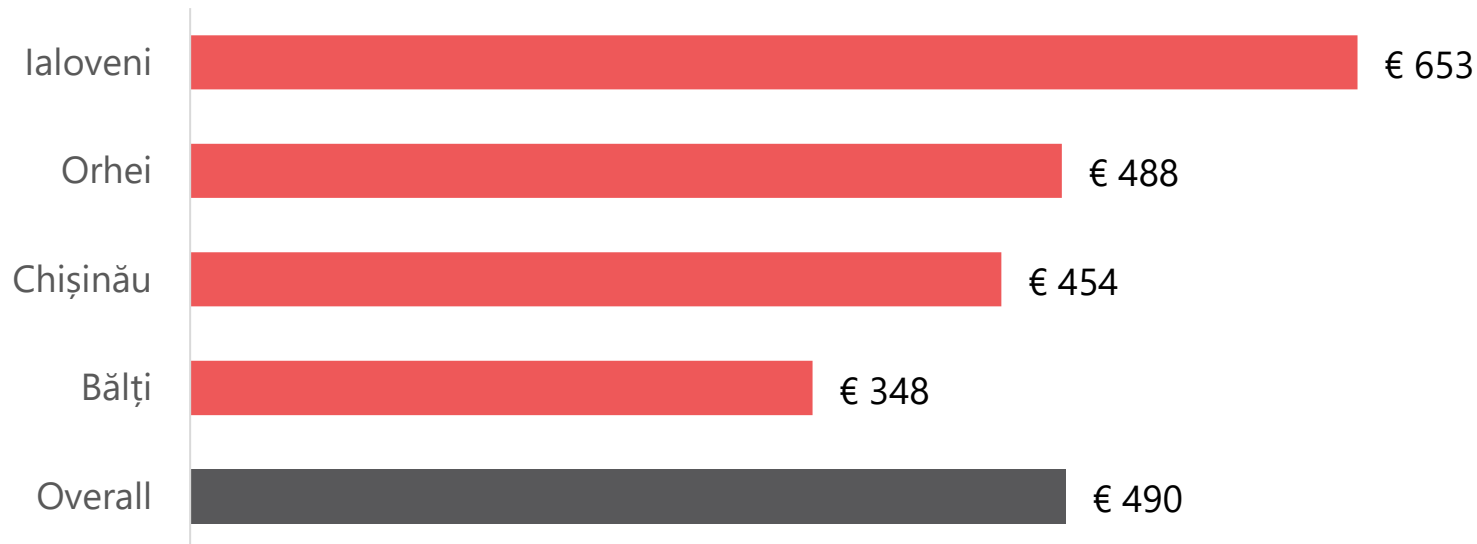
*The average amount paid by surveyed households who are not paying their rent partially or fully in-kind.

** Round 2 respondent data is in parenthesis alongside Round 1 data.

Deposit Amounts



Average deposit amount paid by HHs who paid a deposit and reported the amount by location (n=71)



41%

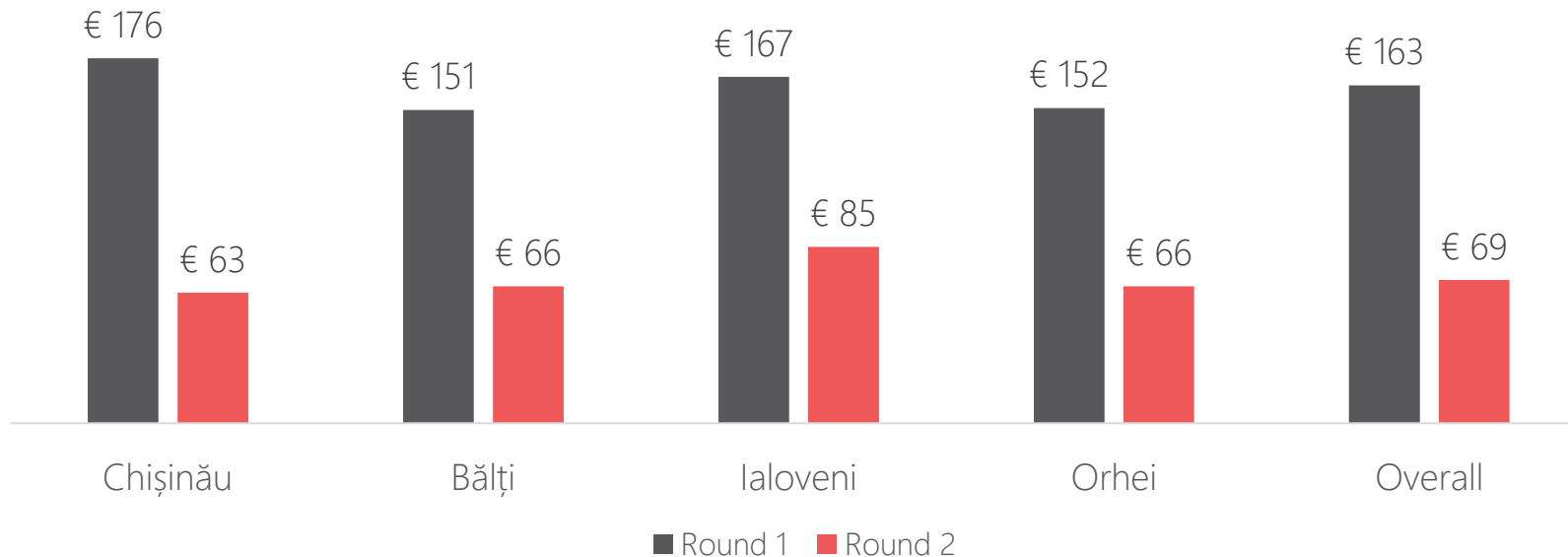
% of Individual owner RSPs that requested a deposit

- While more than half individual owner RSPs were not requesting a deposit from tenants, real estate agents/agencies were typically always requesting a deposit.
- Typical deposits covered the first and last month's rent (reported by 79% of HHs).
- The average deposit amounts varied by location, some RSPs requested several months of deposit (RSPs in Bălţi reported requesting a deposit for six months of rent).

Cost of utilities by location



Average cost of utilities in Round 1 (n=188) and 2 (n=158) by HHs reporting that they paid for their utilities in the month prior to data collection



€69

Average cost of utilities per month in respondent households in round 2

*does not take seasonal changes into account

- Compared to Round 1, the average amount paid for utilities per month has decreased by more than half.
- The amount paid for utilities is higher in Ialoveni among the assessed localities in round 2.
- For 83% of respondents, no utilities were included in their rental payments.
- Does not take into consideration whether the utilities were partially covered by ongoing government energy subsidy programmes¹.

1. [REACH Jan 2023, The impact of cost-of-living changes on Moldovan and refugee populations](#)

Heating costs



Average amount paid by HHs for heating by type of heating found in their accommodation (n=79)



€106[★]

Average cost of heating per month in respondent households in round 2

*varies by location

- Most HHs in Chişinău and Bălţi reported using central heating (60-70%) to heat their accommodations, while individual heating was reportedly more common (90%) in the semi-urban locations of Ialoveni and Orhei. 2% of HHs in Chişinău and Bălţi reported having no source of heating.
- HHs with individual heating were paying an average of approximately €38 more for heating than those with central heating
- The average amount paid for heating overall was €106, though this varied by location, from €160 reported in Orhei to €43 reported in Bălţi.

A world map is centered in the background, rendered in a light gray color. Overlaid on the map is a complex geometric pattern of thin, light gray lines that form a network of interconnected triangles and polygons, resembling a low-poly mesh or a network diagram. The overall aesthetic is clean and modern.

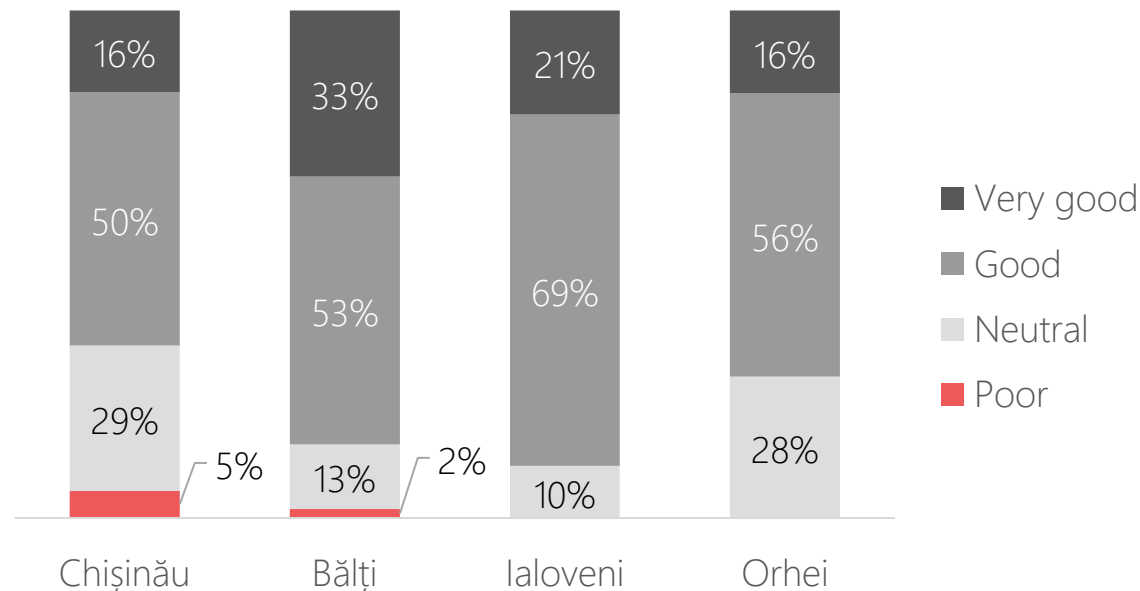
Characteristics and Availability

Characteristics- accommodation conditions

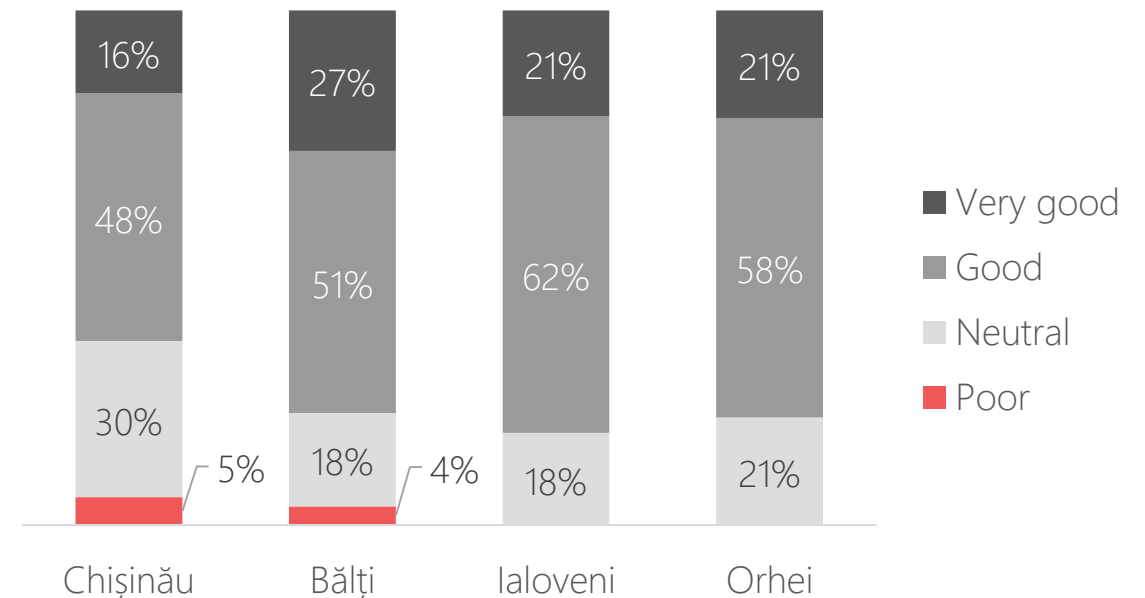


- Despite 66% of HHs reporting renting in an older building, HHs generally reported their accommodation to be in very good, good, or neutral condition, only rarely reporting poor conditions (2%). No report of very poor conditions was received.
- 87% to 97% of HHs reported having enough household essentials in their rental accommodations without the need to purchase anything further.
- Only 3% of HHs reported that their HH was not already furnished
- Typical items purchased for HHs include bedroom furniture (83%), kitchen items (33%), kitchen furniture (33%), living room furniture (17%) and heating/cooling items (17%) as the top five items needed for the HH.

Condition of rented accommodation reported by HHs, by location (n=193)



Condition of bathroom/toilet reported by HHs, by location (n=193)



Availability

We assessed availability via three sources:



999.md advertisements

The number of advertisement listings may indicate a minimum level of availability.



Rental service provider interviews

Service providers were questioned about the general availability in their locality.



Difficulties reported by refugee households

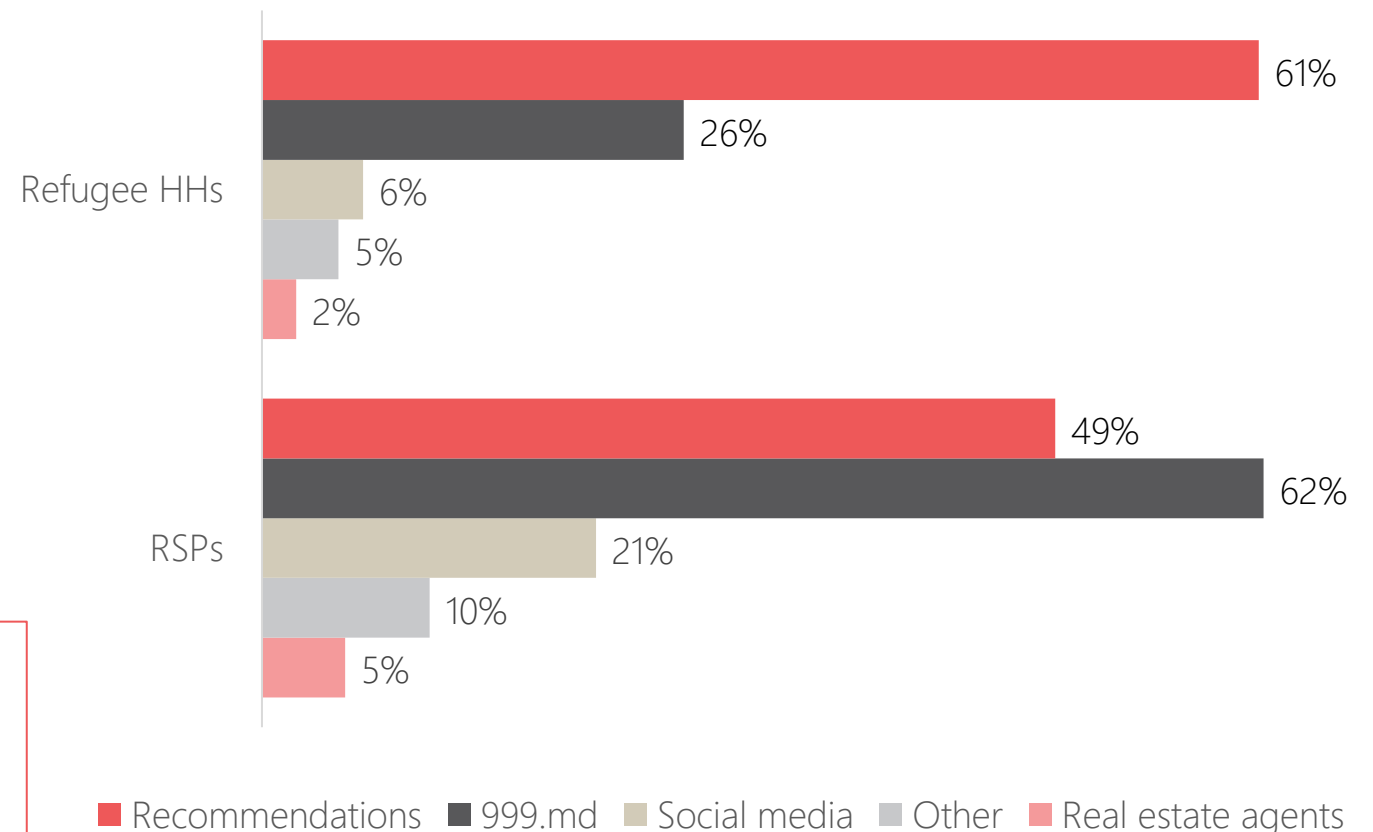
Difficulties in securing accommodation may identify if available rental accommodation is scarce.

Availability- channels for finding/advertising available accommodations 🏠

- 61% of all HHs reported finding their rental accommodation through recommendations and 26% through 999.md - HHs in Chişinău (29%) and Bălţi (36%) used the 999.md website for finding a rental accommodation the most frequently.
- In contrast, 62% of RSPs reported using 999.md to advertise their rental properties, (mostly in urban areas), while recommendations were more popular in semi-urban areas.

The reported use of recommendations, social media and other channels for finding and advertising accommodations, demonstrates that 999.md alone does not give us a complete picture of availability.

Reported channels for finding rental accommodation and for advertising rental accommodation, by refugee HHs (n=193) and RSPs (n=39) overall*



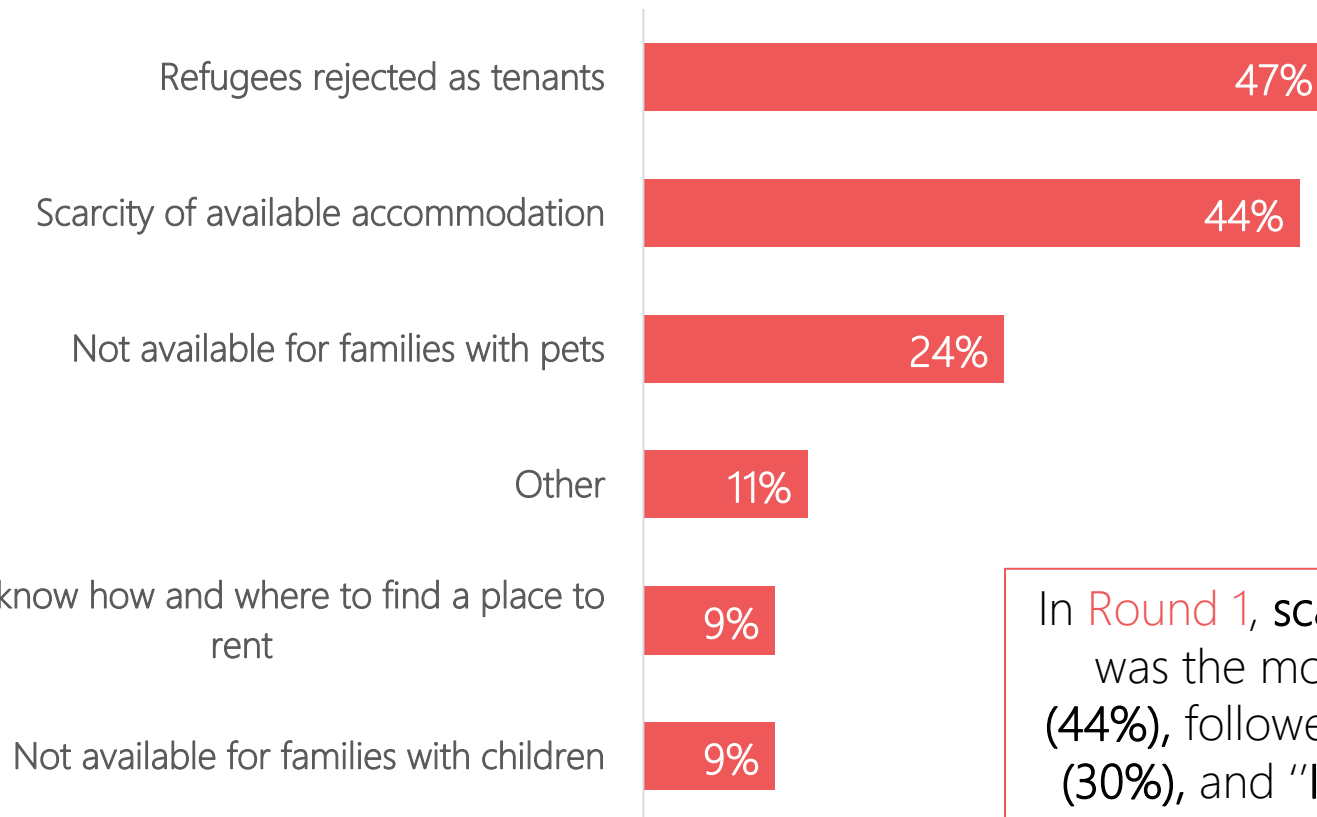
*Values may exceed 100% as respondents could select multiple answers for this question.

Availability: Difficulties faced in finding available accommodation



Overall, 76% of HHs did not encounter any difficulties in finding a place to rent.

HHs reporting encountering any difficulties finding a place to rent, by type of difficulty faced (n=45)*



- Refugees being rejected as tenants (47%), or scarcity of available accommodations (44%) were the most reported difficulties in finding an accommodation for refugee HHs.
- The stigma of refugees as undesirable tenants, among the local RSPs continues to be a barrier for refugee HHs searching for accommodation. KIs reported that past negative experiences with refugee tenants are a factor in this stigma.

In Round 1, scarcity of available accommodation was the most frequently reported difficulty (44%), followed by refugees rejected as tenants (30%), and "I did not know how and where to find a place to rent" (21%).

*Values may exceed 100% as respondents could select multiple answers for this question.

A world map is centered in the background, rendered in a light gray color. Overlaid on the map is a complex geometric pattern of thin, light gray lines forming a network of interconnected triangles and polygons, resembling a low-poly or mesh design. The overall aesthetic is clean and modern.

03

Accessibility

Accessibility: HH Financial Resources

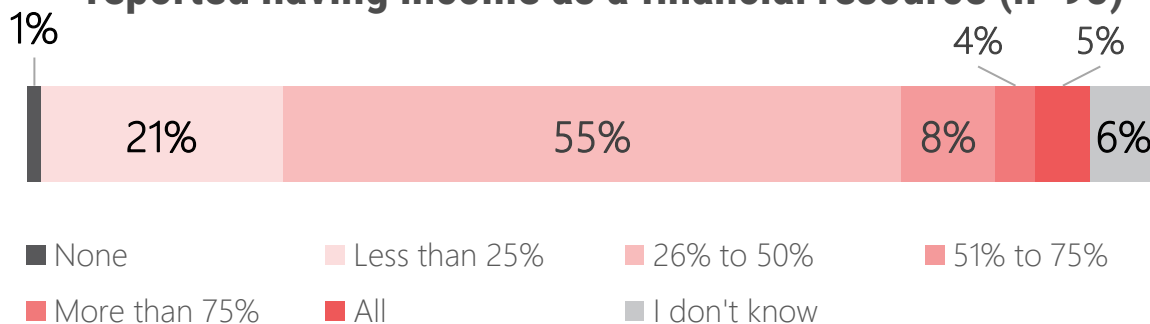


The majority of refugee HHs reported to rely primarily on cash assistance as part of the financial sources to afford their rent. Some also reported they relied on income, financial support from family or friends, or savings.

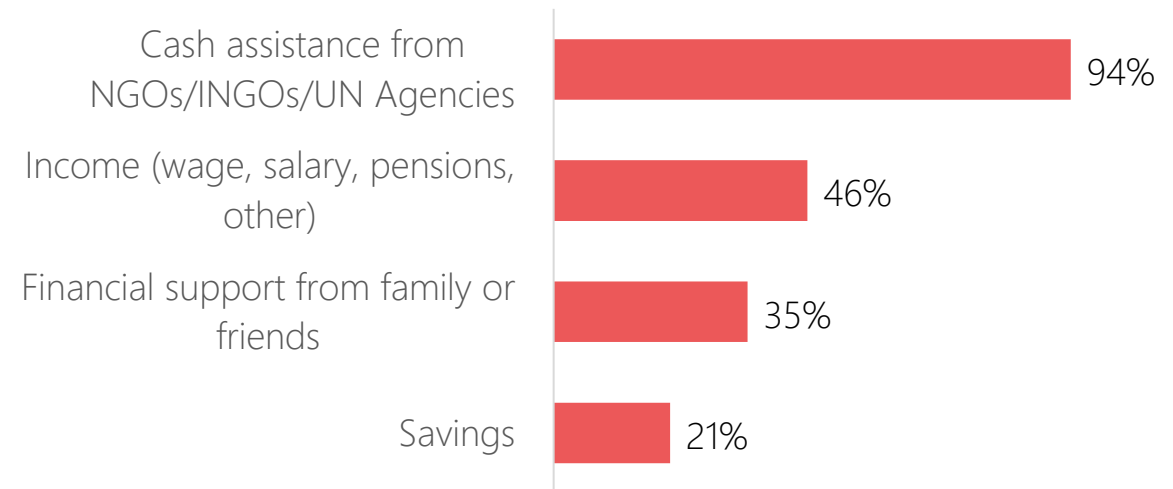
This may indicate that any future change in cash assistance is likely to affect:

- The level to which more unsustainable coping mechanisms are used.
- The risk of evictions due to late or missed payments if cash assistance were to end.
- The magnitude of the financial barriers to entering the rental market.

Percentage of HH income used for rent by HHs who reported having income as a financial resource (n=98)



HHs reporting the type of financial sources used to make their latest rental payment (n=185)*



*Values may exceed 100% as respondents could select multiple answers for this question.

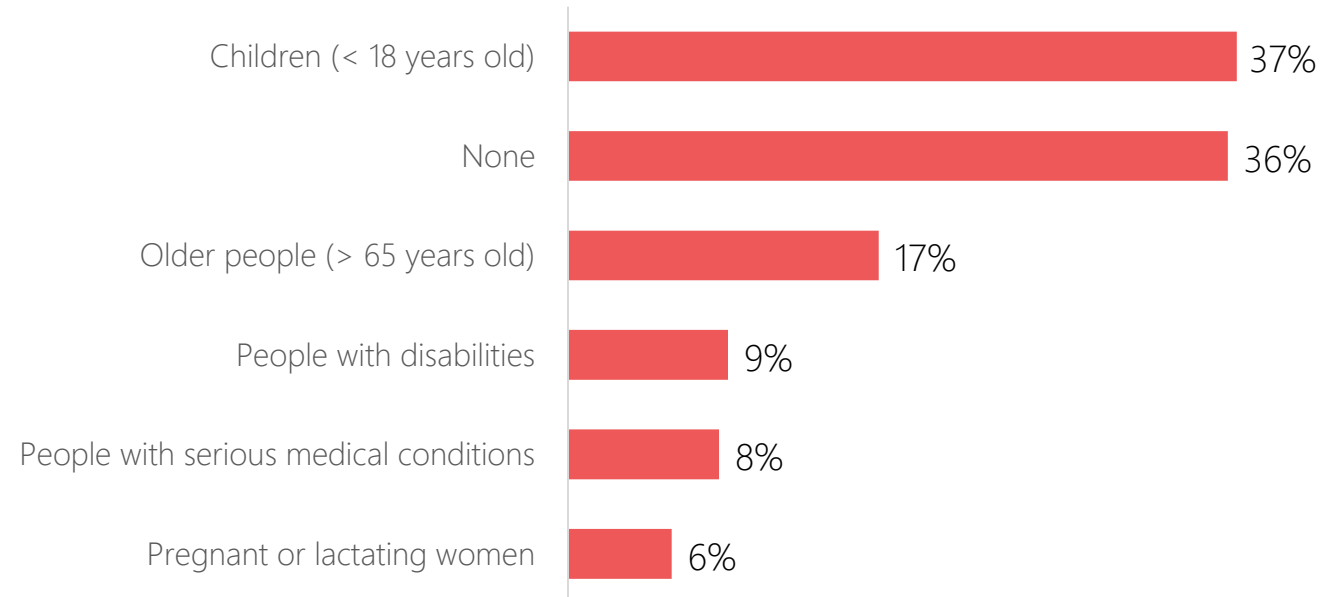
- Among the HHs that reported income as a financial resource (46% of all HHs), 55% reported using 26%-50% of their income for rent. While those who reported using all their income on rent (5% of HHs) could face greater financial challenges.
- Compared to Round 1 (2% of HHs), more HHs reported using over 51% to all of their income in Round 2 (17%). No HHs reported using all their income for rent in Round 1.

Accessibility: Vulnerability



- Children under the age of 18 years were the most prevalent vulnerable group reported to be part of HHs (37%), followed by persons older than 65 years (17%), and people with disabilities (9%).
- Many NGO KIs, reported that renting was too expensive for refugees overall, but the financial burden was especially higher for vulnerable persons such as single women with children, people with disabilities, and older persons.

HHs reporting at least one family member belonging to a vulnerable group by type of group (n=193)*



10% of HHs reported having borrowed money, sold personal items, begged for money or taken any other action that may have harmed their dignity to pay rent in the three months prior to data collection. The highest reported percentage of these HHs were located in Bălți (12%) and Ialoveni (11%).

*Values may exceed 100% as respondents could select multiple answers for this question.

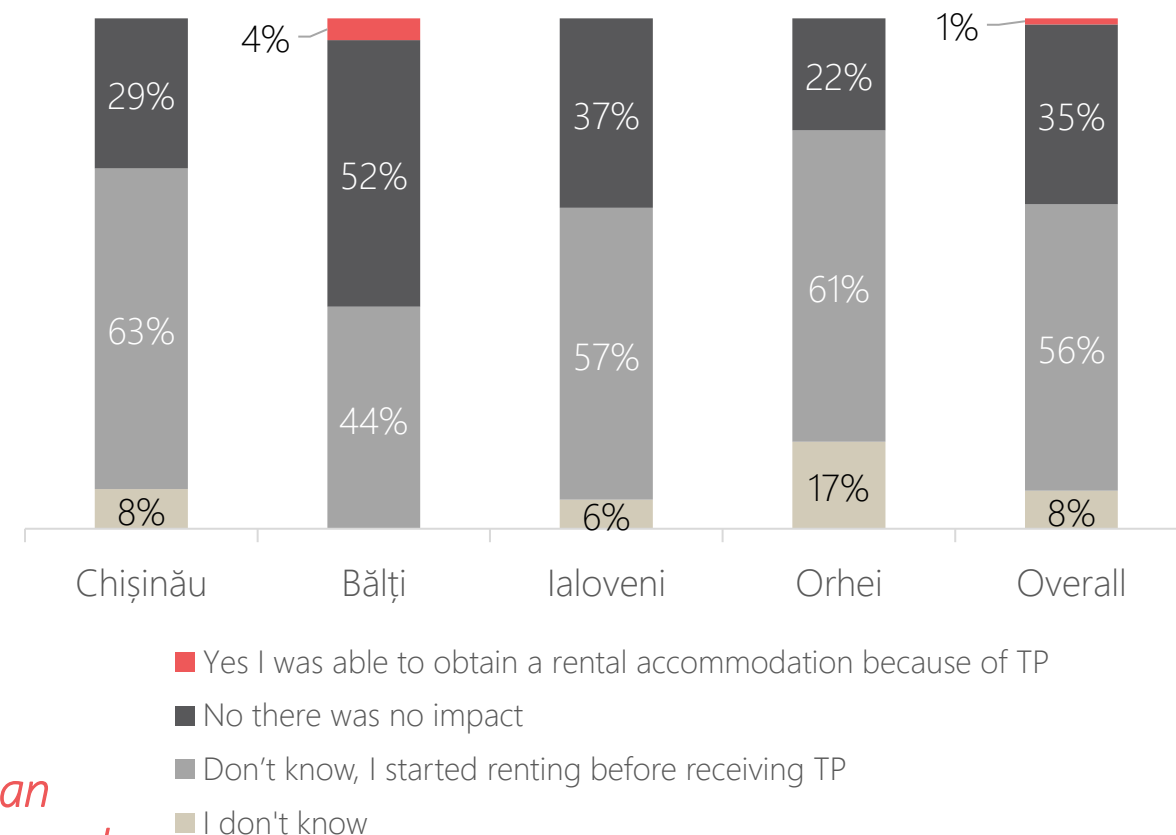
Accessibility: Legal Obstacles

Temporary Protection



- Overall, most of the refugee HHs surveyed reported having at least one member with TP status.
- The majority of HHs overall (91%) reported either “no impact” from TP status or did not know because they began renting “before receiving Temporary Protection”.
- Of those HHs that reported having obtained TP status, 1% of HHs reported that it helped them to secure a rental because it removed the need to obtain proof of residence from the landlord.

HHs that reported an impact from Temporary Protection on their ability to obtain a rental accommodation, by location (n=63).



Almost 1/3 of HHs reported having attempted to rent an accommodation before having obtained TP and 98% of those who attempted were successful at gaining a rental accommodation.

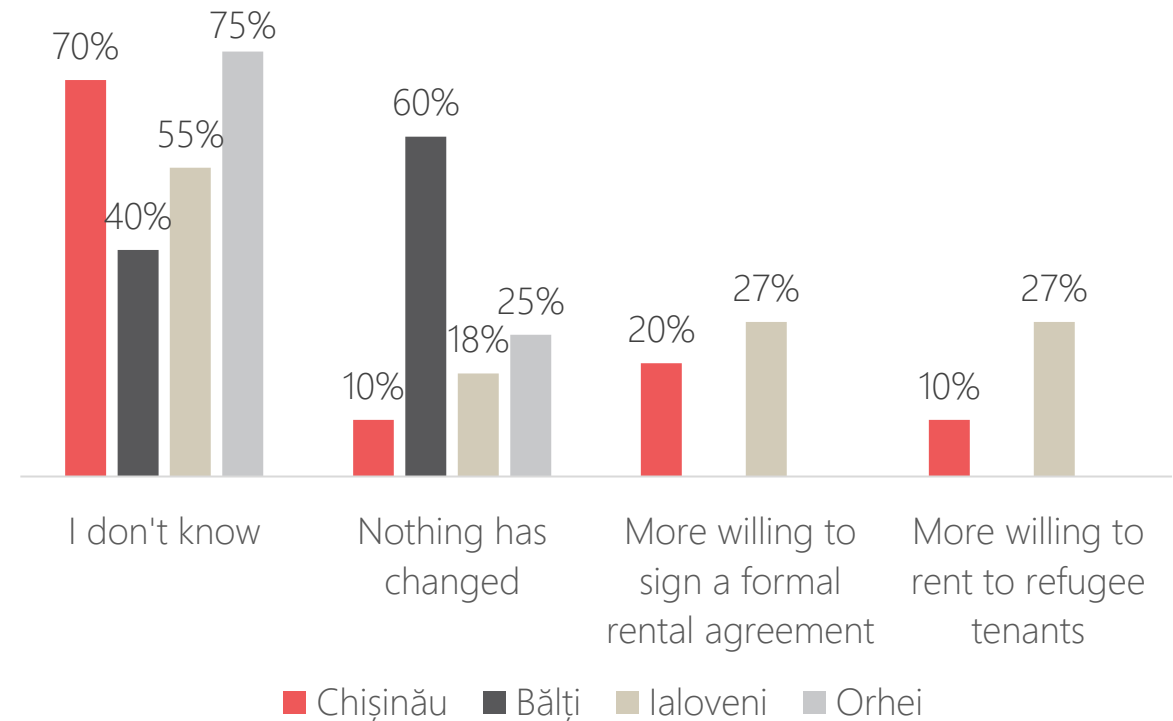
Accessibility: Legal Obstacles

Temporary Protection



- Most RSPs additionally reported no change or being unaware of any change in the impact of TP on the willingness of RSPs to rent to refugee tenants.
- Refugee FGDs reported no impact on relationship changes between tenant and RSPs, and minimal impact on the willingness of RSPs to rent to refugee tenants.
- One refugee FGD in Ialoveni reported that those who received TP could stay in the country longer and sign a longer-term rental contract with the RSP, as benefits.

Impact of TP on the willingness of RSPs to rent to refugee tenants, by location (n=39).



HHs with Mobility Disabilities

Accessibility Issues

Lack of housing accessible to people with mobility disabilities

All NGO KIs working with refugees with disabilities reported that finding housing accessible for people with mobility disabilities was one of the most common difficulties for this group in accessing rental housing. A lack of suitable infrastructure was reported in NGO KIIs, refugee and host community FGDs. **Only one RSP** reported having rental properties suitable for people with disabilities.

Little difference between newer and older buildings

Though newer buildings were reported to be more likely to possess accessibility features such as elevators and ramps, it was reported by NGO KIs that not all of them do and additionally, tend not to qualify as accessible for people with disabilities according to standards.

RSPs were reported to believe that it is not worth the cost to adapt their properties for people with disabilities

Several NGO KIs and HHs reported that RSPs would be unwilling to adapt their rental properties, mainly due to it being too expensive and/or they do not want to add any new fixtures to their properties. Some HHs reported that RSPs would be willing if they were paid a higher rent. Some others reported that the willingness depended on the individual RSPs themselves.

HHs with Mobility Disabilities

Affordability Barriers

High rent and medical expenses

Most HHs reported **struggling to afford rent or high medical expenses** associated with their HH member's disability. Price was also often reported as one of the most important considerations of HHs when choosing accommodation, especially in Ialoveni and Orhei.

Reliance on pensions or cash assistance

Most NGO KIs reported refugees with mobility disabilities **relying solely on their pensions or cash assistance** from international organisations. Half of HHs reported that **none of their HH members were employed**, some of these because they were retired or caring for HH member(s) with disabilities.

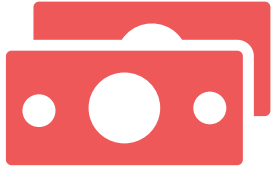
Pensions and/or cash assistance insufficient

Some HHs reported that their pensions or cash assistance was insufficient to cover their HHs expenses. Some HHs reported **needing to compromise on their diet or other needs just to afford their rent**.

"This month we have no money to pay the rent because we bought pills and injections for me. I am constantly faced with the choice of either getting treatment and eating or paying the rent." – HH in Ialoveni

HHs with Mobility Disabilities

Support still needed



15 HHs (all in Bălți and almost all in Orhei and Ialoveni) reported needing **additional financial assistance**. Of these, 7 HHs reported needing it to **help pay their rent** and 3 HHs reported needing it to **pay for adapting their housing** for their HH members' disability.



12 HHs needed **medical assistance or devices** – funds for operation/treatment (5 HHs), medicines (4 HHs), tonometer (3 HHs), vitamins and supplements (1 HH), diabetes tests (1 HH), regular appointments at a rehabilitation hospital (1 HH), and massage chair (1 HH).



4 HHs reported needing **food assistance/groceries**. 2 of these HHs needed food for specific diets such as gluten-free and food suitable for persons with diabetes.



4 HHs reported needing **diapers**.



Other reported needs include a **wheelchair** (1 HH), **furniture/housing appliances** (3 HHs), **heating and hot water** (1 HH), regular visits by a **caregiver/nurse** (2 HHs).



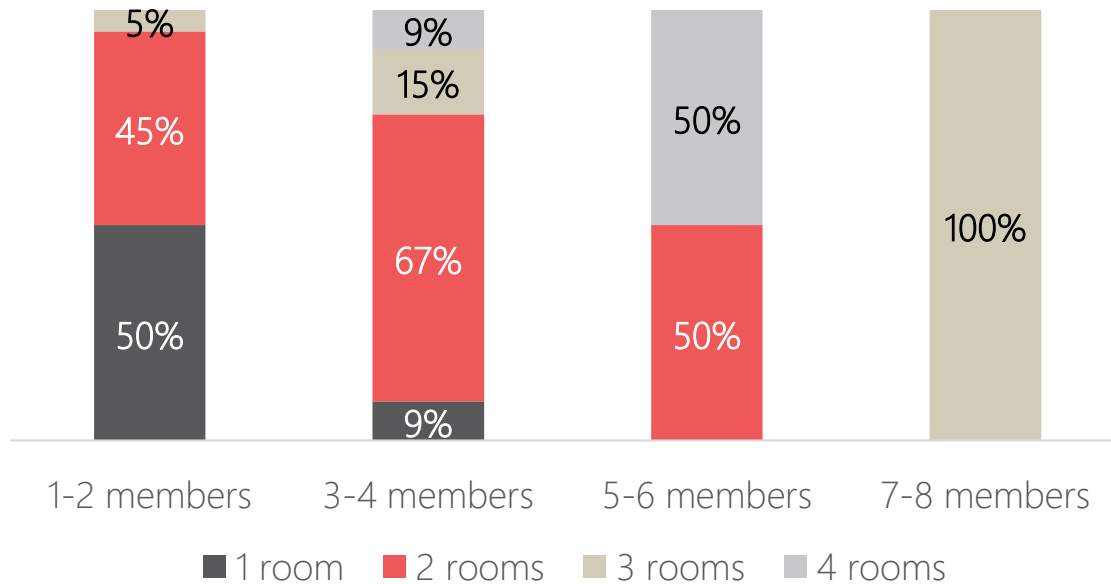
04

Accommodation needs and priorities

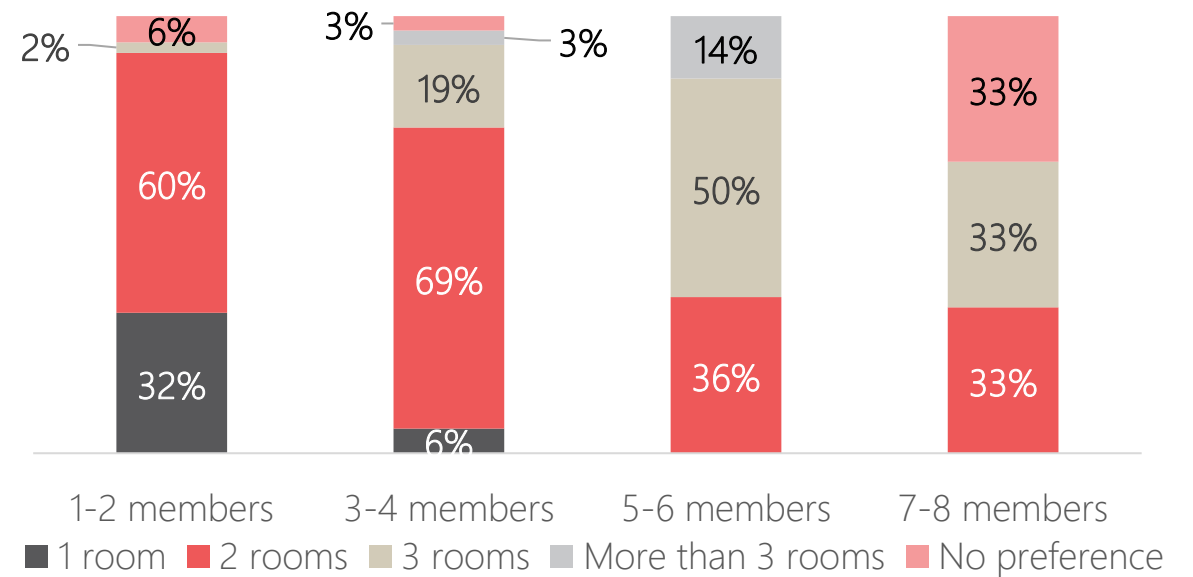
Number of rooms



Reported number of rooms of the current accommodation, by family size of refugee HHs (n=193)



Reported number of rooms refugee HHs would prefer for their accommodation, by family size (n=193)



Surveyed HH sizes of **one to two people** were likely to be in a **one or two room accommodation** and preferred to be in a **one or two room accommodation**.

Surveyed household sizes of **three to four** more frequently lived in **two rooms** and preferred **two rooms**.

Surveyed household sizes above four people were infrequent (9%), and were living in two, three or four room apartments.

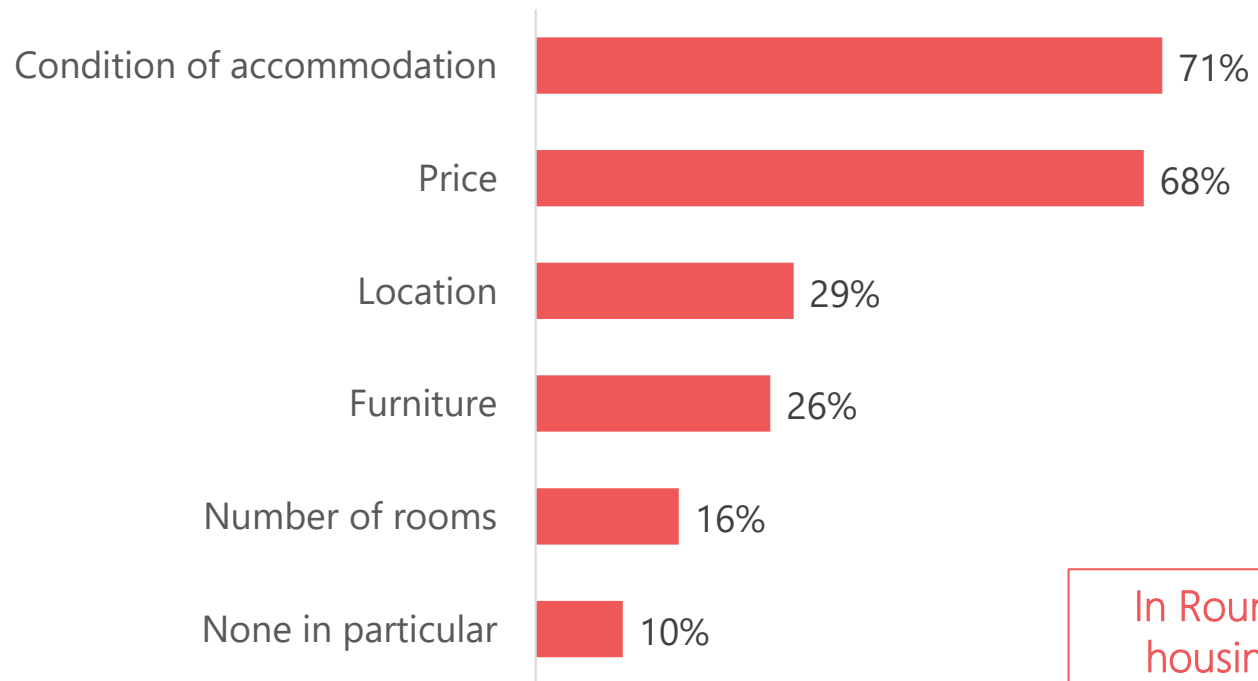
Accommodation characteristics



The top three most important accommodation characteristics reported by HHs when searching for housing include condition (71%), price (68%) and location of the accommodation.

Of the options they selected, HHs were asked which three they would be willing to compromise on, if any. HHs reported being most willing to compromise on price, condition of the accommodation, and location, in that order.

The six accommodation characteristics most frequently reported as important by HHs (n=193)*



Most to least willing to compromise



Price



Condition



Location

In Round 1 of this assessment, the availability of utilities, price and furnished housing were the top three reported accommodation characteristics most important to HHs. The condition, number of rooms, and price were the characteristics HHs were most willing to compromise on.

*Values may exceed 100% as respondents could select multiple answers for this question.

A world map is shown in a light gray, semi-transparent style, overlaid on a background of a light gray geometric pattern of interconnected lines forming various polygons. The map is centered on the Atlantic Ocean. In the center of the map, the number '05' is written in a bold, red, sans-serif font.

05

Security of tenure practices and challenges

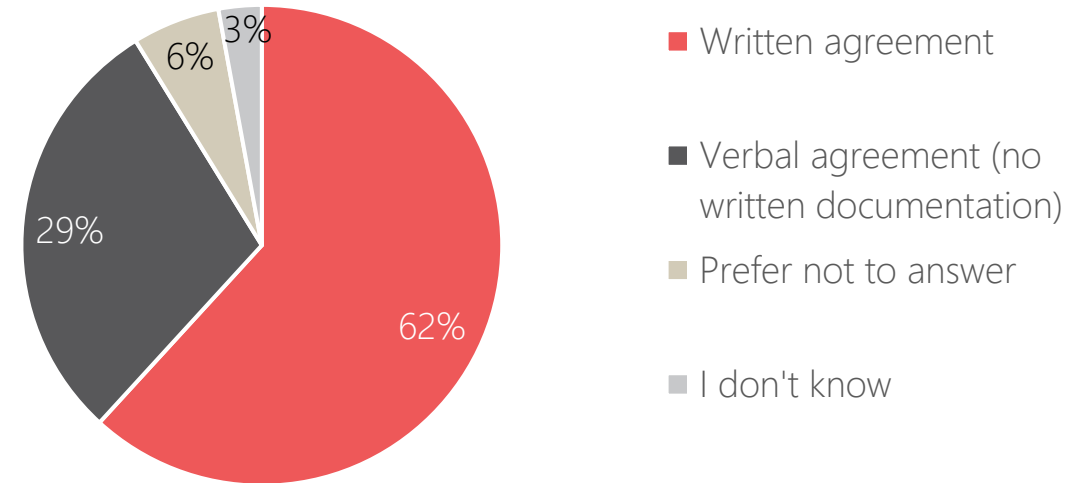
Contract Types



The reluctance of individual RSPs to have formal written rental agreements continues to be a legal obstacle for refugees in the rental market.

- For tenants in particular, formal rental agreements reduce the risk of unlawful evictions, unreasonably high increases in rent, and lessens the potential for conflict or disputes with the landlord.
- Of the individual owner RSPs, 29% reported leasing with a verbal contract, and 62% with a written contract (over half of the written contracts were reportedly not legally registered with the state).
- Among HHs, 44% reported having a verbal contract, 37% reported having a written agreement, and 19% had a written agreement registered with the state.

Type of rental agreement most often used for tenants by individual owners (n=34)

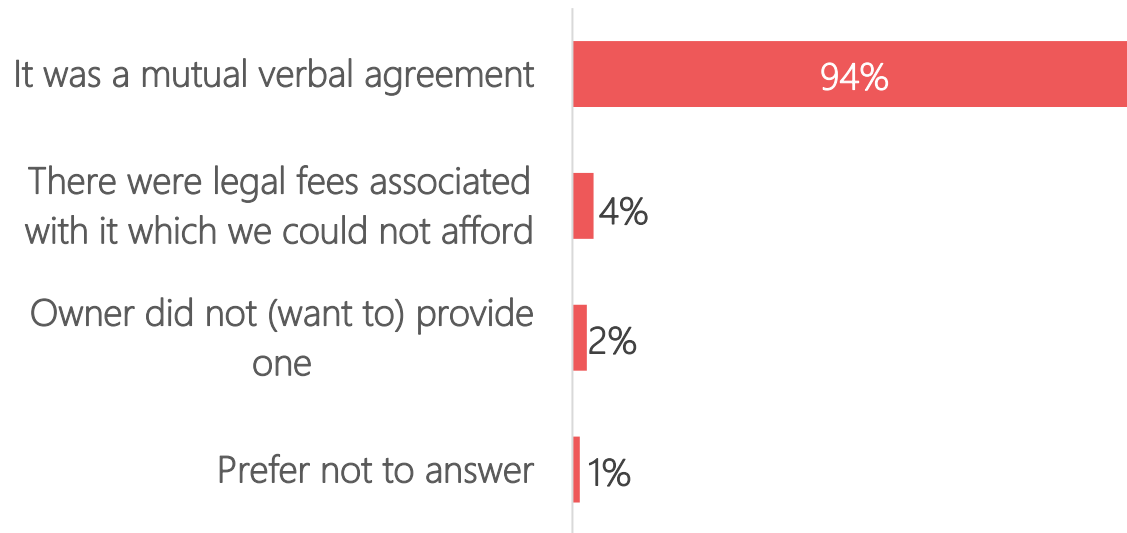


It is interesting to note that individual owner RSPs are not always following the proper legal channels with rental contracts, by registering their rental accommodation with the state. Contracts not formally registered could potentially result in increased risk of disputes or tenure security challenges for tenants.

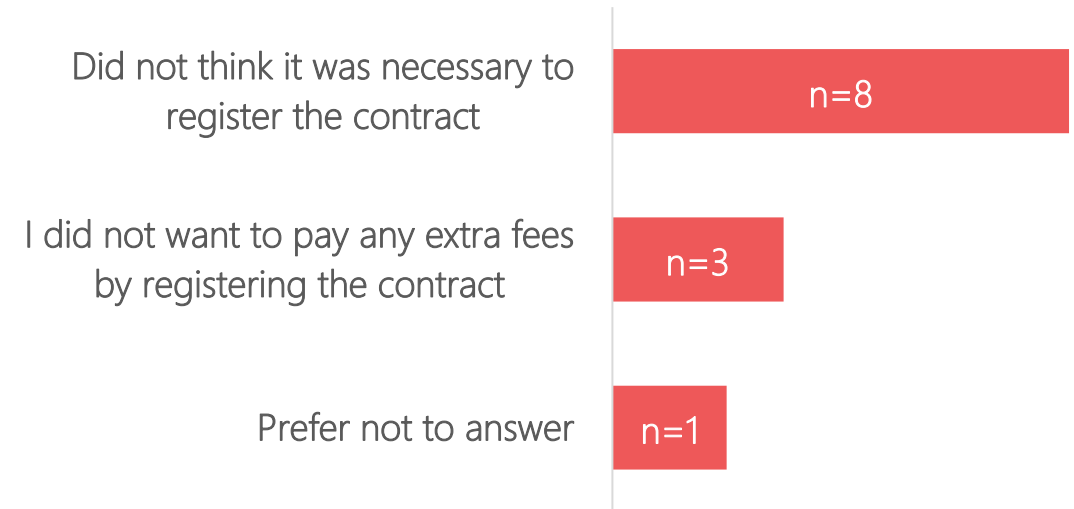
Contract Impediments



Impediments to signing a written agreement with the RSP, by HHs who reported having a verbal rental agreement (n=85).



Reason for not registering a written contract among those RSP owners who had a written contract with a tenant and reported not registering the contract. (n=12).



- **Verbal agreements were mostly mutual** according to refugee respondents, although **occasionally it was reportedly due to legal fees or the owner not wanting to provide one**. For the twelve RSPs who did not provide a legally registered written contract, most reported not thinking it was necessary to register the contract.
- If securing a written contract is required by rental assistance programs, challenges for refugee tenants may include reluctance from some RSPs, missing documentation, associated legal fees.
- There is some reported confusion from individual RSPs and refugee HHs about the legality of written contracts, registered or not, regarding the protection for RSPs and the binding stipulations for the HH. A lack of legal enforceability was reported from both sides, though there was no way to verify this.

HHs with Mobility Disabilities

Security of Tenure

Few surveyed refugee HHs with mobility disabilities (n=20) reported legal obstacles to rental housing.

✘ **Faced no legal obstacles**

6 HHs

(only HHs in Bălți or Ialoveni)

✔ **Faced legal obstacles**

4 HHs

Of those HHs who reported facing legal obstacles (4HHs):

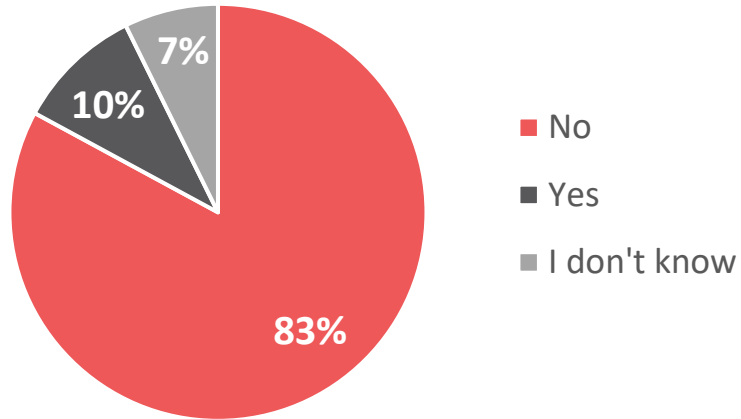
- The unwillingness of landlords to provide a registered written rental contract or needing to pay a higher rent to secure a registered written rental contract (only reported in Chișinău and Orhei) was a challenge.
- Additionally, before the removal of the need for proof of residence, HHS reportedly faced difficulties applying for Temporary Protection due to the need for a written contract.

"Apartments that we could rent with a contract and have legal peace of mind are very expensive, or we need to look for them through real estate agents who also charge high fees, and when we rent a more affordable apartment without a contract, we can't be sure that we won't be kicked out one day." – HH with mobility disabilities in Orhei

Dispute and eviction risks

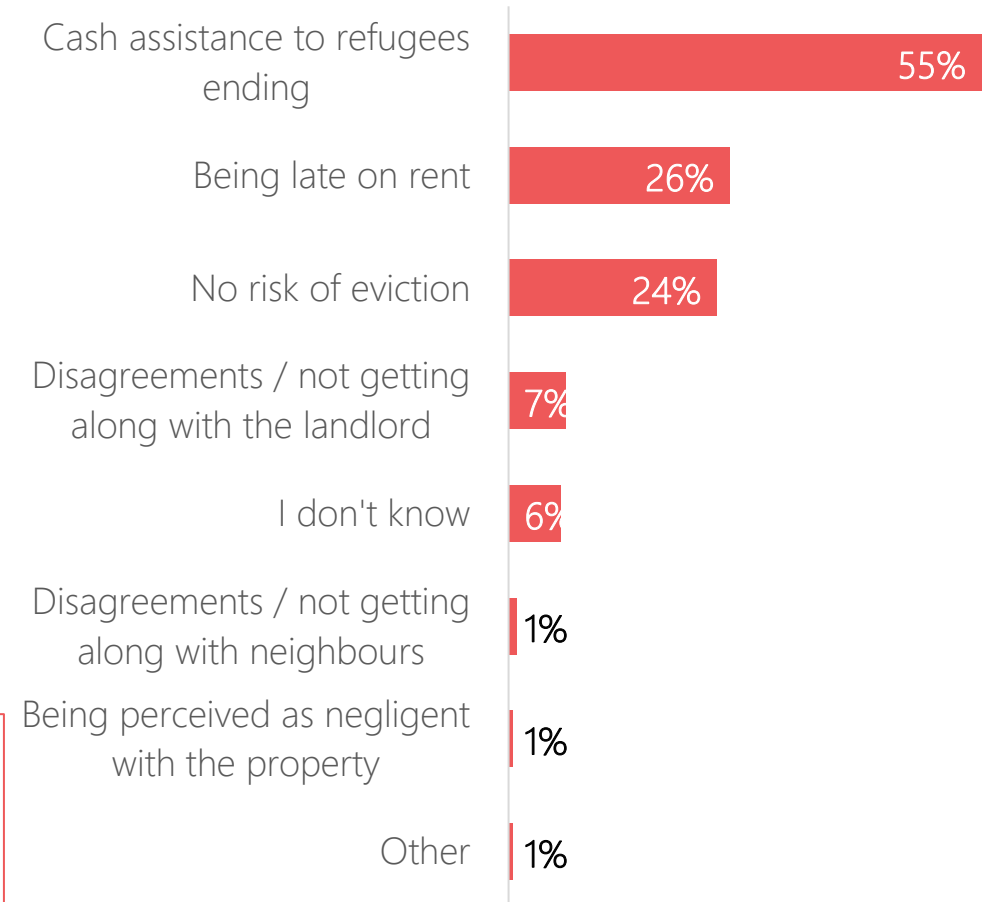


Proportion of surveyed HHs reportedly afraid of eviction (n=193)



- Respondents mostly were not afraid of eviction and attributed the end of cash assistance for refugees, most frequently as a reason for eviction, further highlighting the high reliance on cash assistance for security of tenure.

Potential reasons that would cause an eviction, as reported by refugee HHs (n=193)



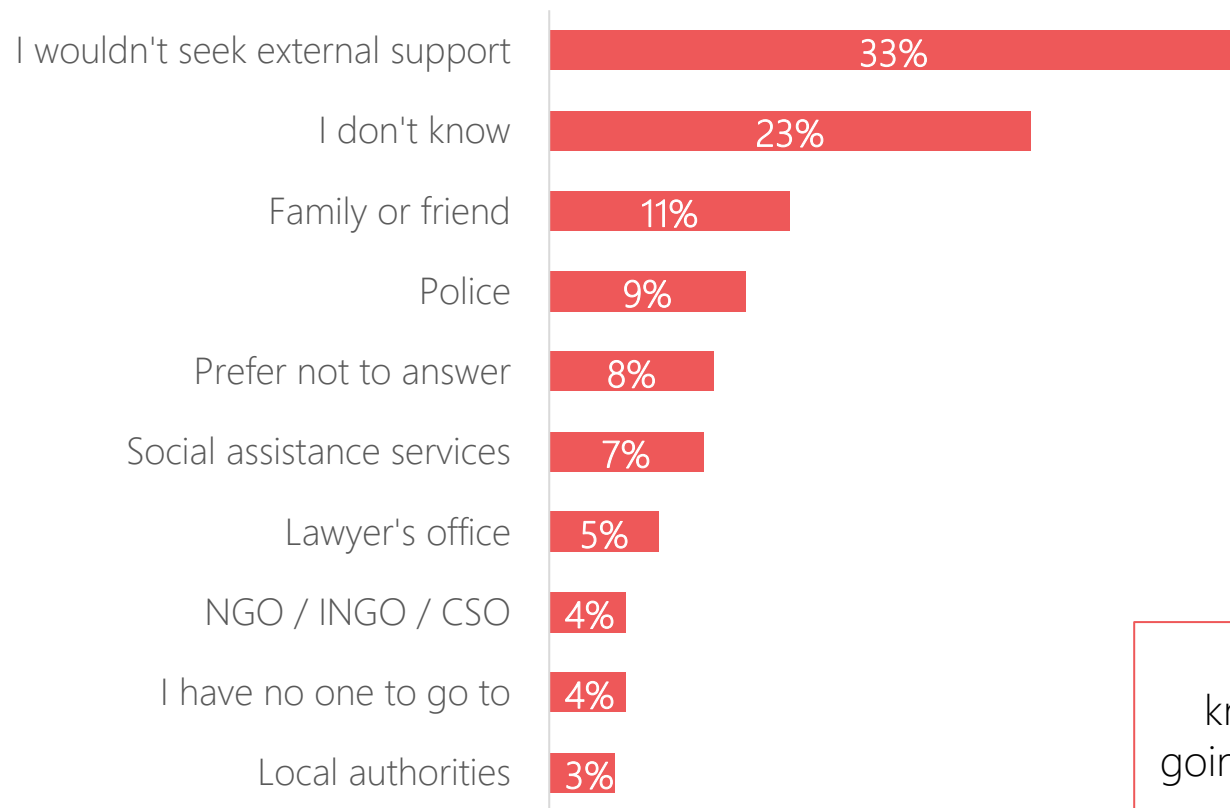
In Round 1 of this assessment, 19% of HHs were afraid of eviction. Additionally, cash assistance ending was also the most reported potential cause for eviction in Round 1 (46%). HHs also more frequently reported that disagreements with the landlord (13%) or being perceived as negligent with the property (9%) as potential causes of eviction in Round 1.

Dispute and eviction risks

Support Options

There may be a lack of willingness to seek support or lack of knowledge as to what resources or resolution methods are available to refugee HHs who have a dispute with their RSP

Where refugee HHs would reportedly go to for support in case of disputes with their RSP over rental arrangements (n=193).*



- In case of a dispute with a landlord or property owner, 33% of HHs would not seek external support, and 23% reported not knowing who they would go to for support in case of a dispute.
- Of those who reported a support system, most reported going to a family or friend (11%) or the police (9%).

In Round 1 of this assessment, most HHs reported either not knowing who to go to for support in case of a dispute (34%) or going to the police (25%) and only 7% reported that they would not seek external support.

* This question was multiple choice, and therefore the sum of individual proportions may be over 100%.



06

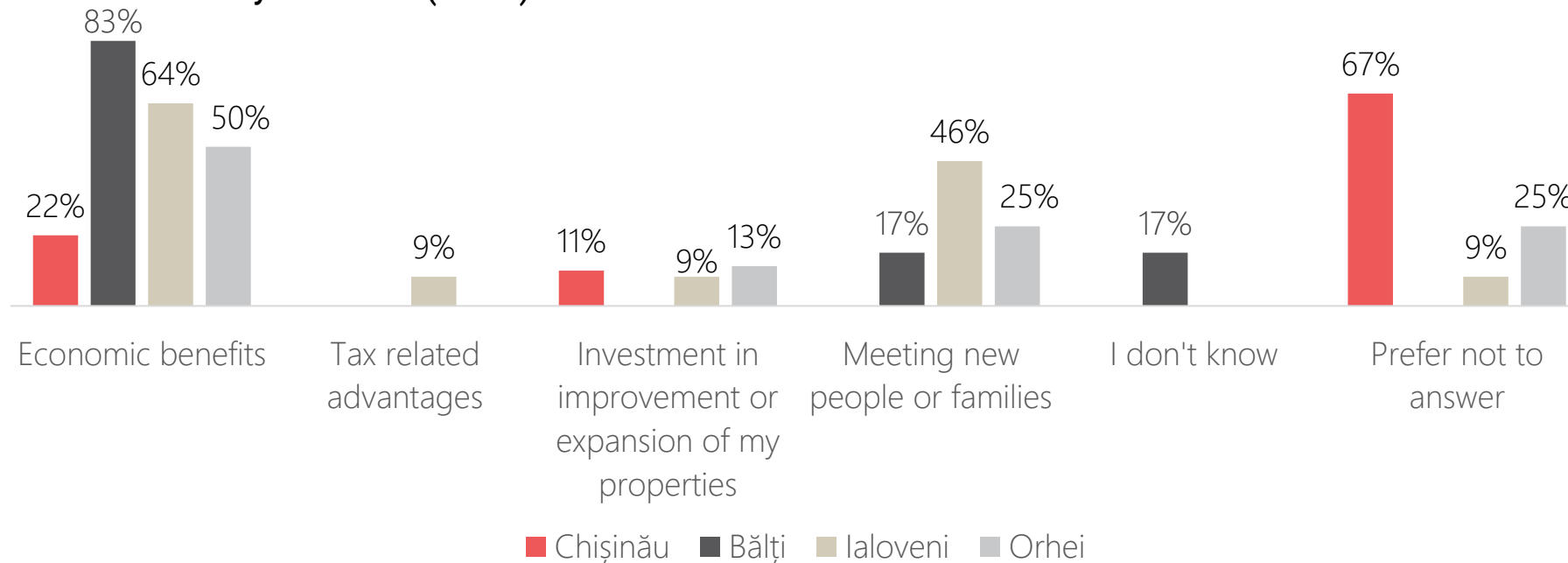
Relationship dynamics

Rental service provider motivation



- Overall, economic benefits (53%) were the most frequently reported motivation to be an RSP, followed by meeting new people or families (24%).
- The motivations varied by settlement area, however, in Ialoveni 46% of RSPs were also interested in meeting new people or families, while in Bălți (83%) the economic reasons far outweighed any other reported benefits.

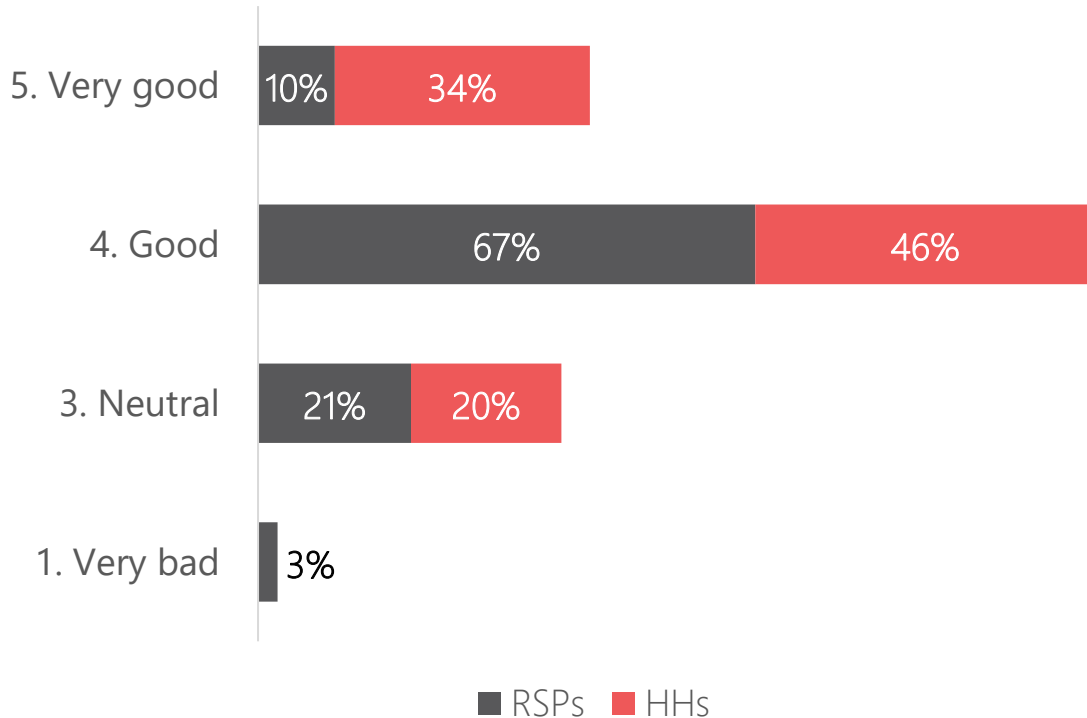
Motivations of individual RSPs to be landlords, (excluding real estate agencies) by location (n=34)*



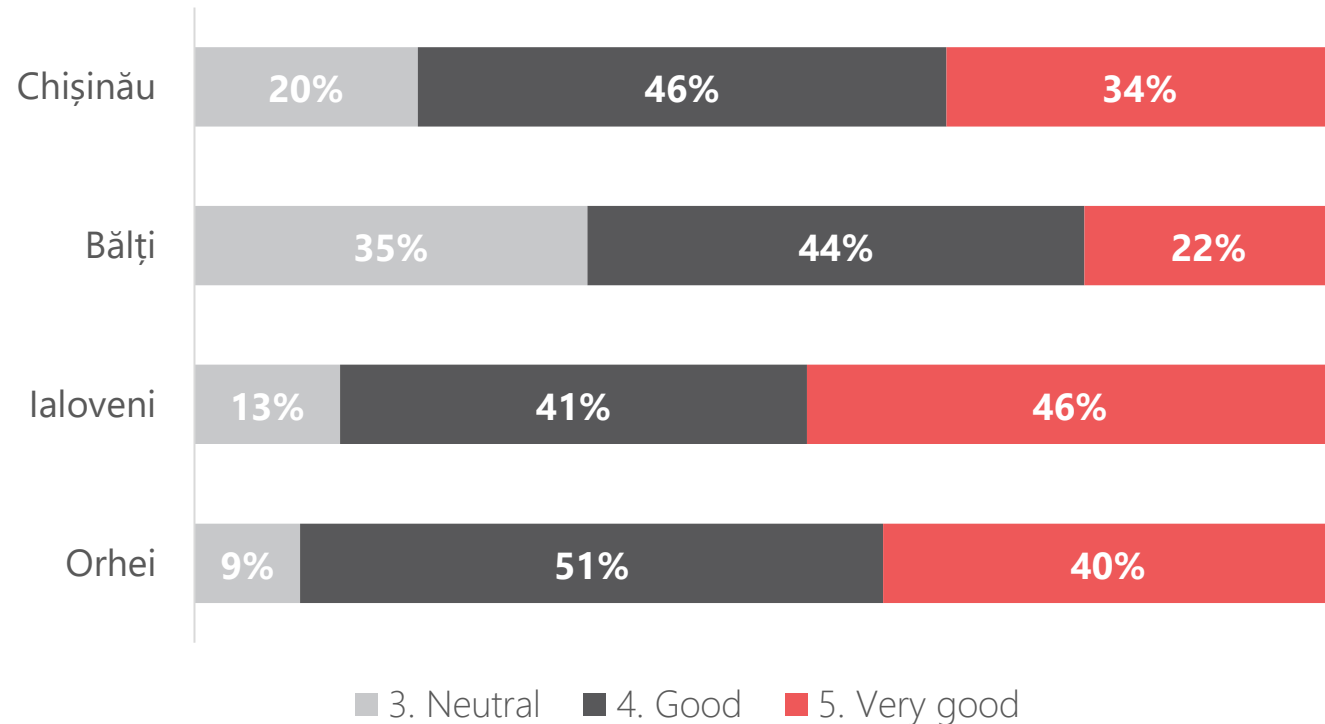
* This question was multiple choice, and therefore the sum of individual responses may exceed the total number of respondents.

Tenant/service provider relationship

Rating of relationship quality by RSPs and refugee HHs, overall (n=193 HH, n=39 RSP).



Relationship quality with RSPs as reported by HHs, by location (n=193).



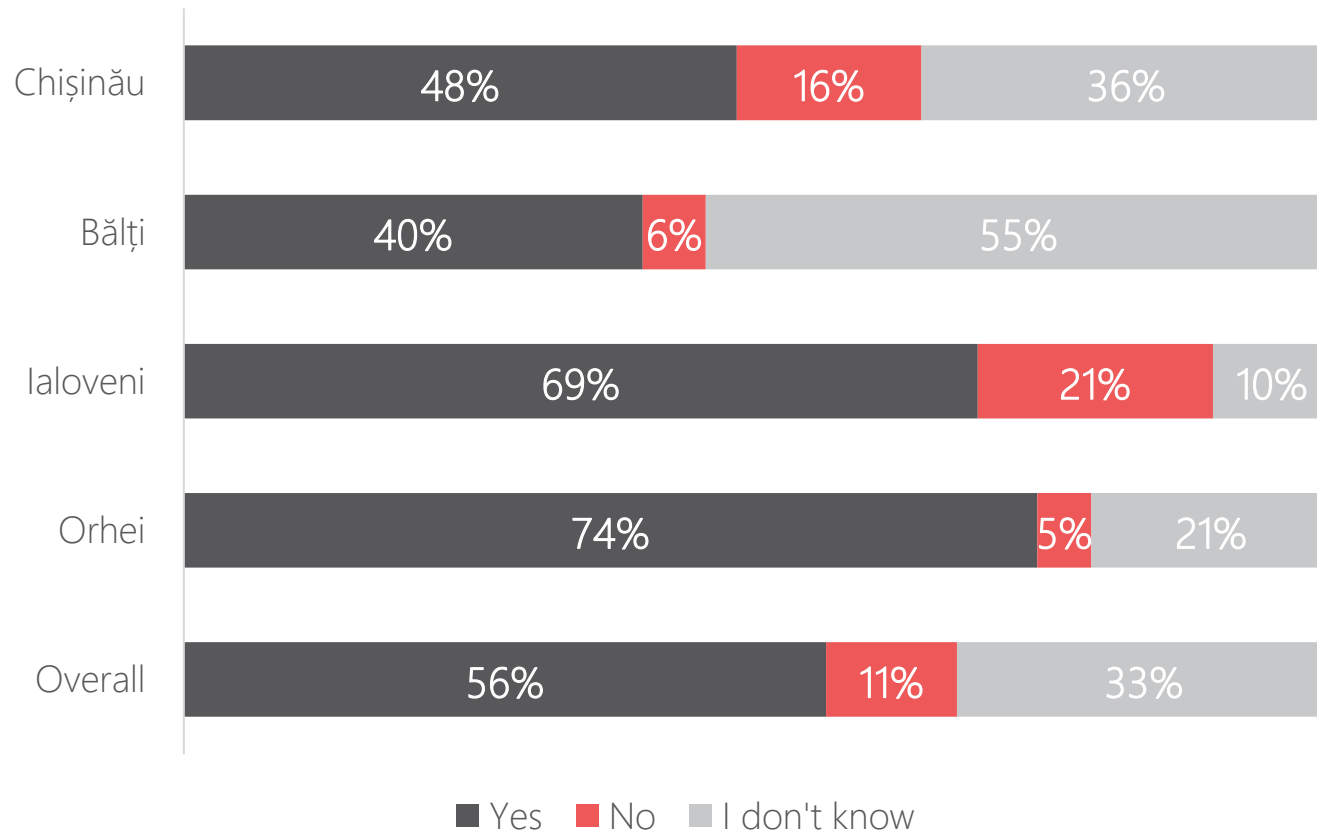
- Of the HHs surveyed, none described their relationship as anything less than 'neutral' (20%), with most relationships being described as 'good' (46%).
- By location, HHs reported the most positive relationship quality with RSPs in the semi-urban areas of Ialoveni and Orhei.

Relationship Dynamics Community



Overall, 56% of HHs reported that they consider their accommodation to be in a neighbourhood or community that welcomes their presence

HHs reporting having considered their accommodation to be in a community that welcomes their presence, by location (n=193).



- Semi-urban locations of Ialoveni and Orhei reported feeling the most welcome by the community, although Ialoveni also has the highest percent of 'No' responses (21%).
- 94% of HHs reported not having ever felt discrimination in their current neighbourhood, and 98% of HHs have not witnessed or been a victim of abuse since living in their current accommodation.

In Round 1, approximately one in four refugee HHs in Chişinău, Ialoveni and Orhei reported not considering their accommodation to be in a community that welcomes their presence. In Bălţi, this was closer to one out of every three refugee HHs.

Relationship dynamics

HHs with Mobility Disabilities

- 8/20 HHs with mobility disabilities reported discrimination **not impeding their access** to rental housing.
- More HHs reported discrimination for being Ukrainian refugees (n=6) rather than discrimination based on their disability (n=4), which was reported by most HHs in Bălți and one in Chișinău.

**Reported Reasons for
discrimination**
(according to IIs with HHs and NGO KIs)

Fear of damage to rental property

Distrust in their ability to honour the rental payment

*"I have often come across situations where landlords had some reservations due to fear that I would break something in the apartment and that I would not be able to take care and live in cleanliness."
– HH in Chișinău*

Tensions related to competition for affordable housing

92% of RSPs reported no tensions specifically due to competition for affordable housing, and none reported to have observed any tensions between host and refugee communities due to socio-cultural differences or discrimination.

- In qualitative interviews with host, refugee, and NGO KIs, reported issues related to affordability was an increase in housing prices due to the refugee influx and subsequent increase in demand for housing.
- Additionally, there was reported discontent from locals with the financial assistance given to refugees, or when locals feel refugees are reluctant to work.
- Refugee FGD reported that they are rented to at different prices than Moldovans.

★ To address the need for affordable housing, past measures included social housing or RAC accommodations. However, one NGO KI reported that the Moldovan government have started to close RACs in Chişinău which has caused some difficulty in alternative housing for refugees.

"In Bălţi, we encountered local discontent with the fact that we were paying financial aid to Ukrainians. Housing was scarce, the demand increased and so did the prices. There was tension between the locals and Ukrainians."
-NGO KI in Bălţi-

"I have observed that some refugees expect us to provide everything for free."
-FGD host community in Chişinău-

"Some people say they can rent us a house, but for us the price changes, immediately plus 100 Euros is added to the price."
-FGD with refugee in Ialoveni-

In Round 1, 73% reporting no tensions due to competition for affordable housing, while 15% reported such tensions and 13% were unsure.

A world map is centered in the background, rendered in a light gray color. The map is overlaid on a background of a light gray geometric pattern consisting of interconnected lines forming various sized triangles and polygons. The number '07' is positioned in the center of the map, above the main title, in a bold, red, sans-serif font.

07

Considerations for Actors

Considerations for Actors

Most **refugee** FGDs reported consideration for actors in the accommodation sector:

- Increasing the amount of aid
- consideration of the season i.e. winter season might include an increase in utility prices
- consideration of the composition of families and their specific financial needs and rent or utility reimbursement.
- Also reported needs were non-financial items such as clothing vouchers.
- In addition, HHs requested monitoring of rental prices to prevent or control speculation in prices.
- For people with mobility disabilities, elevators or ramps should be made available in HHs.

Host community FGDs reported considerations for actors in the accommodation sector:

- Actors should communicate with landlords to know about what aid assistance refugees are receiving.
- The amount of aid that is offered should be based on the composition of the family and the income level. Also, many reported that vulnerable groups such as people with disabilities should receive priority assistance.
- There should be more collaboration from different sectors. For example, the Moldovan government should help provide jobs for refugees.
- There should be assistance to the locals and refugees on equal terms.
- Collaboration between rental service providers, NGOs, as well as refugees looking for housing to improve the ability to find housing, a database with updated information about available properties and rental service providers.
- The government of Moldova should improve the legal framework for rental contracts so that the contracts are more enforceable for both sides-renter and landlord.
- Some also reported that aid should not be offered indefinitely for refugees, they must be able to integrate into society eventually.

HHs with Mobility Disabilities

Considerations for actors

Adapt housing according to the individual needs of People With Disabilities

9 HHs and 6 NGO KIs reported that actors should focus on adapting housing to be accessible to people with mobility disabilities, some of these suggesting that adaptation should be tailored according to the specific needs of each individual.

Increase affordability through financial aid or free social housing

9 HHs emphasized the need to increase the affordability of rental housing for People With Disabilities, such as through providing financial aid including housing subsidies, compensation of utility bills particularly in the winter, and public transportation benefits; as well as providing free social housing.

Increase availability, such as through incentivising landlords

3 HHs emphasised the need to increase the availability of rental housing, such as through incentivising landlords to rent to People With Disabilities.

Help People With Disabilities find suitable housing

3 HHs and 1 NGO KI suggested that help and support should be provided to refugees with mobility disabilities to find rental housing that is suitable for their needs. Actors seeking to improve this group's access to rental housing were suggested to focus on adapting rental housing to their needs, such as installing handrails, wide doorways for wheelchairs, etc.

Thank you for your attention

Questions?



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