

Resource Report 6:

Research into Landlords in Townships

Annexure B: Focus Group Summaries & Summarized data from Informal Rental Study in townships

**A research project sponsored by the National Department of Housing, the
Social Housing Foundation, Nedbank and the FinMark Trust**



Date: 6 February 2006

Submitted by:

**Shisaka Development Management Services (Pty) Ltd
in Association with CSIR Built Environment**

**Shisaka Development Management
Services**

Reg.2002/018833/07

PO Box 2601, Saxonwold, 2132

Tel: 011 447 6388; Fax: 011 447 8504

Email: shisaka@shisaka.co.za

CSIR Built Environment

PO Box 395, Pretoria, 0001

Tel: 012 841 2571; Fax: 012 841 3400

Email: mnapier@csir.co.za

**This research has been undertaken as a study into Housing Entrepreneurs
by Shisaka Development Management Services (Pty) Ltd in association
with CSIR Built Environment**

Authors of this Report:

Reathe Taljaard of Progressus

The ideas expressed are based on research undertaken and extensive discussions within the
Team.

Team Leaders

Matthew Nell and Ishmael Mkhabela

Project Co-Ordinator

Ros Gordon

Project Members

Judi Hudson, Maurice Makhathini and Mark Napier

Specialists

Otto Holicki, David Gardner, Robert McGloughlin and Kgaogelo Mamabolo

Social Researcher

Progressus

Administration

Kim Foster and Kendel Nordin

Acknowledgements

Funders

The Finmark Trust, the Social Housing Foundation,
Nedbank and
the National Department of Housing

Co-ordinator

Kecia Rust – The Finmark Trust

Thank you to the advisory committee, focus group, interview and survey respondents, as well as specialists and Government Officials who provided their valuable input. A special thank you to Nurcha who provided the Team with access to primary research data.

Reports produced as part of the Housing Entrepreneurs Research Project:

Final Reports:

Research Report: Consolidated analysis of research into Small Scale Landlords and Home Based Entrepreneurs (April 2006)

Small Scale Landlords: Research Findings and Recommendations (3 May 2006)

Home Based Entrepreneurs: Research Findings and Recommendations (to be released in July 2006)

Resource Reports

Literature Review

Resource Report 1: Literature review of Small Scale Landlords (6 February 2006)

Resource Report 2: Literature review on the financial needs and products available to Small Scale Landlords and Entrepreneurs from Commercial Banks. (6 February 2006)

Resource Report 3: Literature review on entrepreneurship, housing and housing finance (6 February 2006)

Resource Report 4: Literature review on Home Based Entrepreneurs (6 February 2006)

Small Scale Landlords

Resource Report 5: Research into Landlords in Inner Cities (6 February 2006)

Resource Report 6: Research into Landlords in Townships (6 February 2006)

Resource Report 7: Research into Successful Landlords (6 February 2006)

Resource Report 8: Research into Service Providers in respect of Small Scale Landlords (6 February 2006)

Resource Report 9: Research into Public Sector Stock (6 February 2006)

Home Based Entrepreneurs

Resource Report 10: Research into Home Based Entrepreneurs (6 February 2006)

Resource Report 11: Research into Successful Entrepreneurs (6 February 2006)

Resource Report 12: Research into Service Providers in respect of Entrepreneurs (6 February 2006)

This research has been undertaken as a study into Housing Entrepreneurs by Shisaka Development Management Services (Pty) Ltd in association with CSIR Built Environment.

Contents

1	INTRODUCTION	1
2	RESEARCH METHOD	2
2.1	Focus Group Discussion Protocol	2
2.2	Sample	2
2.3	Focus Groups	3
2.4	Analysis of Results	3
3	SUMMARY OF LANDLORD FOCUS GROUPS (KATLEHONG AND ORLANDO EAST)	4
4	SUMMARY OF TENANT FOCUS GROUPS (KATLEHONG AND ORLANDO EAST)	7

1 Introduction

Small-scale private landlords provide informal rental accommodation to a large proportion of people in South Africa at an affordable rate. These landlords provide rooms for let in their own homes, or in their backyards on an informal basis. As part of the FinMark Housing Entrepreneurs study, 4 focus groups were conducted in 2 township areas with landlords (2 FGs) and tenants (2 FGs). A landlord and tenant focus group were conducted in Orlando East, and another 2 in Katlehong. This document provides a summary of the findings of the focus groups.

In addition in Appendix A, a summary is provided of previous research conducted in e areas with a high prevalence of backyard rental. The data summaries is based on a research survey conducted for NURCHA by Progressus Research & Development in 2003. The areas were Orlando East, Katorus and Cato Manor.

This document is set out under the following headings:

- Research Method
 - Summary of the Results
 - Appendix A: Summary of Survey results of Informal rental study on landlords and tenants
-

2 Research Method

Focus groups were conducted in 2 areas: Katorus and Orlando East. These two areas were chosen mainly because of the prevalence of small-scale landlords in the areas.

The method followed to obtain the results will be discussed below under the following headings:

- Focus Group Discussion Protocol
- Sample
- Focus Groups
- Results

2.1 Focus Group Discussion Protocol

A focus group discussion protocol was developed in consultation with the client. The client advised on the content of the information to be obtained, while Progressus developed the most appropriate protocol to obtain the required information.

2.2 Sample

Landlords and tenants renting formal backyard rooms were sampled from the study areas, and preference were given to bigger landlords. A convenience sample was used in order to allow the researchers to approach specific people in each of the areas that represented the appropriate aspects of informal rental accommodation in that area. Selectors invited respondents to the focus groups, and confirmed a date, venue and transport to the focus group venue. Selectors reminded these respondents of appointments again a day prior to the focus group and on the day of the focus group. Twelve people were invited to each focus group. The realization of the sample is reported in each transcription.

2.3 Focus Groups

A trained facilitator from Progressus conducted the focus groups in the preferred language of the respondents. The principles of the Free Attitude Interview, developed by Dr. Ineke Meulenberg-Buskens¹ were used. This technique allows for data to be obtained in an unbiased manner and assist respondents to discuss freely their knowledge, ideas, experiences and values related to the subject under discussion.

Respondents received a small reward to thank them for their time and effort to attend the discussion. Refreshments were also being served at the focus group discussion.

All focus group discussions were recorded. After the focus group discussion, the recordings were translated into English and typed. Quality control checks were done on the translations, to verify the accuracy of the translations. Direct translations were done from vernacular to English.

2.4 Analysis of Results

A summary of the data is provided with regards to the themes set out in the objectives of the research. These themes were explored and links made with other themes. Each issue was exhausted in terms of the content of the focus groups.

Observations made during the research process and informal discussions with people in the area during the research process will also be taken into consideration.

¹ Ineke Meulenberg Buskens (1993) *Qualitative Research Reader*. Pretoria: Human Sciences Research Council & Vrolijk, A.; Dijkema, M.F.; Timmerman, G. (1980) *Gespreksmodellen* (Translated in English to: "Discussion Models"). Alphen a.d. Rijn. The Netherlands.

3 Summary of Landlord Focus Groups (Katlehong and Orlando East)

Participants Group 1 (Orlando East):

- 4 Males
- 7 Females
- Aged between 39 and 61 years
- All rent out between 2 and 4 formal brick built rooms

Participants Group 2 (Katlehong):

- 4 Males
- 5 Females
- Aged between 40 and 65 years
- All rent out between 2 formal brick built rooms

Theme	Description of theme
1. Motives	<ul style="list-style-type: none"> • “It’s all about money” • To earn an income and make a living if you are unemployed. • Provide shelter for the homeless. • To have company (people living within the yard – for security purpose.
2. Acquiring Rental Units	<p>Money/Financing:</p> <ul style="list-style-type: none"> • Retrenchment packages. • Money from gambling. • Savings. • No. <p>Did they use house to help them acquire new units?</p> <ul style="list-style-type: none"> • No!!! <p>Reasons for not using house to finance loan for new room(s):</p> <ul style="list-style-type: none"> • Do not want to risk losing their house if they default on their repayments. This may be as a result of late payment from tenants <p>Building Process:</p>

	<ul style="list-style-type: none"> • First, you have to have your Building plan approved by the local council. • Buy building materials. • Employ builders (contractors). • It takes between Two-four weeks to build rooms depending on the availability of the material. <p>Problems involved in Building Process</p> <ul style="list-style-type: none"> • Slow Building contractors- took long to finish. • Not enough money to buy building materials.
3 Expansion Plans/Problems	<p>Would like to expand but not possible:</p> <ul style="list-style-type: none"> • Space constraints: Not enough space • Financial constraints: Not enough money • Hygiene: Will not be hygienic to have too many units on 1 stand
4. Finding Tenants	<ul style="list-style-type: none"> • Walk by traffic: “They just come and if there are empty rooms available to occupy”. • Referrals from other tenants. • Persistent people requesting accommodation on regular basis.
5. Rent	<p>Determining rent:</p> <ul style="list-style-type: none"> ▪ Size of the room ▪ Services (water and electricity) ▪ The market “going rate” in area <p>Rent Collection:</p> <ul style="list-style-type: none"> ▪ Tenants pay landlord directly at month end <p>Defaulting:</p> <ul style="list-style-type: none"> • Make arrangements with tenants to \ pay at a later stage. ▪ Evict them if they can’t honor arrangements
6. Service charges	<ul style="list-style-type: none"> • Share the bill with all tenants. • Rent usually includes payments for services.
7. Tenant Needs	<p>Tenant needs not considered when designing a rental unit</p> <ul style="list-style-type: none"> • Tenants are not “particular” about units. • tenants take whatever is available.
8. Duties of the landlord	<ul style="list-style-type: none"> • To make sure that tenants stick to the rules i.e. they take turns in cleaning the yard, toilets etc. • To make that they don’t abuse water and electricity. • Rent collection
9. House Rules	<p>Landlord set house rules:</p> <ul style="list-style-type: none"> ▪ Water & Electricity consumption ▪ Visitors ▪ Rent payment date

	<ul style="list-style-type: none"> ▪ Noise ▪ Parties <p>Actions if tenants disobey rules:</p> <ul style="list-style-type: none"> • They do obey the rules at early stages of renting but, after some time they start questioning the rules. • At first, you give your tenants a warning and if they don't want to abide by the rules you evict them.
<p>10. Dealing with problems</p>	<p>Discuss Tenants:</p> <ul style="list-style-type: none"> • Reprimand. • Switch – off their electricity supply. • Evict them. <p>Consult for assistance:</p> <ul style="list-style-type: none"> • Local street committee. • Police community forum.
<p>11. Perceptions about Financial Institutes/Loans</p>	<p>Favor Informal Loans:</p> <ul style="list-style-type: none"> • Friends. • Loan sharks. • Relatives. • Tenants. <p>Reasons for not using Financial Institutes:</p> <ul style="list-style-type: none"> • Do not qualify to get loans (unemployed, older age) • Not prepared to use their houses as security. • It takes forever to repay loans. <p>Prepared ness to use house as security:</p> <ul style="list-style-type: none"> • Not at all. • If unable to repay loan in time house will be sold for a small amount. • Common example Perm Bank during late 1980's.
<p>12 Attractiveness of landlord business</p>	<p>Very attractive business:</p> <ul style="list-style-type: none"> • Steady supply of tenants • But expensive to build units
<p>13. Areas ideal for backyard rental</p>	<ul style="list-style-type: none"> • Not specific areas because tenants are always desperate for accommodation. • Were transport is easily accessible. • Next to shopping complex and schools. • Easy access to public facilities.

4 Summary of Tenant Focus Groups (Katlehong and Orlando East)

Participants Group 1 (Orlando East):

- 7 Males
- Females
- Aged between 27 and 42 years
- All rent formal brick built rooms

Participants Group 2 (Katlehong):

- Males
- Females
- Aged between 29 and 42 years
- All rent brick built rooms

Theme	Description of theme
Type and desirability of rental accommodation	<p>TYPE:</p> <ul style="list-style-type: none"> • Houses. • Shacks. • Rooms (outside). • Garages. • Rooms (inside the house). • Flats. <p>Advantages of different types of rental accommodation:</p> <ul style="list-style-type: none"> • Shacks are cheaper. • Rooms (outside) - better privacy i.e. (household of two). • Garages are bigger. • Houses – you don’t have to see your landlord all the time. • Shacks – you can design your own unit. <p>Disadvantages of different types of rental accommodation:</p> <ul style="list-style-type: none"> • Room (outside) – no privacy if you’ve got a household of more than two. • Room (outside) – most of them are small.

	<ul style="list-style-type: none"> • Shacks have leakages during rainy seasons. • Houses - rent very expensive.
Where Tenants come from	<ul style="list-style-type: none"> • Parents house. • Other provinces/places.
Reasons for Renting	<ul style="list-style-type: none"> • Work (i.e. from other provinces). • Need privacy. • To avoid problems at home.
Advantages & Disadvantages of Renting	<p>Advantages:</p> <ul style="list-style-type: none"> • Less responsibility (i.e. services and the yard). • Security. • Living with other people around. <p>Disadvantages</p> <ul style="list-style-type: none"> • Burglaries when you are at work/away. • You have to live by the rules of the landlord.
Willingness to pay more for accommodation	<ul style="list-style-type: none"> • Max R450 per month • Cannot afford more
Finding rental accommodation	<ul style="list-style-type: none"> • Walking from stand to stand – going to all places that rent backyard rooms. • Referral from friends.
Duration of rent	<ul style="list-style-type: none"> • For the duration of employment, before retiring and returning to rural/family home. • Until finding a better accommodation. • Waiting for an RDP house.
Future accommodation	<ul style="list-style-type: none"> • RDP house. • Proper house of my own.
Rent	<p>To whom do you pay rent:</p> <ul style="list-style-type: none"> • The landlord directly. <p>Who sets the rent?</p> <ul style="list-style-type: none"> • The landlord. <p>What happens if you cannot pay rent:</p> <ul style="list-style-type: none"> • They usually give a month's grace period, if you negotiate. • Then eviction.
House Rules	<p>Landlord set rules:</p> <ul style="list-style-type: none"> • Visitors • Noise • Maintaining rooms • Water & Electricity consumption

	<ul style="list-style-type: none"> • Rent payments • Maintaining the yard /cleaning <p>Do tenant usually obey rules?</p> <ul style="list-style-type: none"> • Yes, you have to obey them or they will evict you. <p>What happens if you do not obey rules?</p> <ul style="list-style-type: none"> • Eviction
Help	<p>Where do tenants go if they are treated unfairly?</p> <ul style="list-style-type: none"> • Nowhere
Importance aspects to consider when renting a backyard room	<ul style="list-style-type: none"> • Affordable – cannot afford more • Security- your belongings and yourself (tenant) should be safe. • Clean – hygiene. • Location/proximity to transport and shops – for traveling purpose.
Rating of accommodation, from worse to best	<ul style="list-style-type: none"> • Shacks with no services. • Shack with services. • Brick room without electricity and proper sanitation. • Brick room without security. • Brick room with security and proper sanitation. • Brick room with own bathroom and toilet. • Garage with own toilet and bathroom. • Town hose (two –roomed backyard room). • A house.

Appendix A:

Summary of Findings of NURCHA survey of Landlords and Tenants in 3 areas

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	Gender?	Male	28.30%	42.50%	34.20%	50.00%
		Female	71.70%	57.50%	65.80%	50.00%
Orlando East	Gender?	Male	28.30%	29.20%	24.80%	
		Female	71.70%	70.80%	75.20%	
Cato Manor	Gender?	Male	36.60%	50.00%	31.40%	50.00%
		Female	63.40%	50.00%	68.60%	50.00%
Katorus	Age	Mean	46.4	47.03	52.6	47.5
		Median	45	44	52	47.5
Orlando East	Age	Mean	51.83	53.26	53.45	
		Median	50	53	54	
Cato Manor	Age	Mean	39.32	41	38.43	38.5
		Median	38	42.5	38	39

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	What is the highest level of education that you completed?	Refusal	1.10%		0.40%	
		No schooling	12.00%	15.00%	11.80%	
		Primary not completed	30.40%	20.00%	21.30%	50.00%
		Primary completed	16.30%	10.00%	10.60%	
		Secondary not completed	28.30%	50.00%	36.90%	50.00%
		Secondary completed	8.70%	5.00%	14.10%	
		Tertiary completed	3.30%		4.90%	
Orlando East	What is the highest level of education that you completed?	Refusal	1.90%		1.00%	
		No schooling	11.30%	7.10%	5.70%	
		Primary not completed	7.50%	18.60%	10.50%	
		Primary completed	22.60%	15.00%	13.30%	
		Secondary not completed	45.30%	45.60%	48.60%	
		Secondary completed	7.50%	9.70%	13.30%	
		Tertiary completed	3.80%	4.00%	7.60%	
Cato Manor	What is the highest level of education that you completed?	Refusal				
		No schooling	13.20%	16.70%		
		Primary not completed	21.60%		14.30%	22.20%
		Primary completed	16.70%	16.70%	17.10%	5.60%
		Secondary not completed	34.80%	50.00%	25.70%	27.80%
		Secondary completed	13.70%	16.70%	42.90%	38.90%
		Tertiary completed				5.60%
Katorus	Do you own this house?	Yes	97.80%	100.00%	98.50%	100.00%
Orlando East	Do you own this house?	Yes	96.20%	90.70%	91.40%	
Cato Manor	Do you own this house?	Yes	98.70%	100.00%	91.40%	100.00%
		TYPE of RENTAL UNIT				

AREA						
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How did you get this house?	Refusal			0.80%	
		Council House, paying rent to Council	2.20%	5.00%	10.30%	
		Council House, Transferred	37.00%	32.50%	41.80%	50.00%
		Rented Private house	3.30%	5.00%	5.30%	
		Inherited	35.90%	52.50%	19.40%	50.00%
		Govt Subsidized house	19.60%	5.00%	1.90%	
		Bought from owner/developer	2.20%		20.50%	
Orlando East	How did you get this house?	Refusal		0.40%		
		Council House, paying rent to Council	1.90%	11.50%	12.40%	
		Council House, Transferred	18.90%	19.50%	19.00%	
		Rented Private house		0.40%	2.90%	
		Inherited	79.20%	66.80%	56.20%	
		Govt Subsidized house		0.90%	1.00%	
		Bought from owner/developer		0.40%	8.60%	
Cato Manor	How did you get this house?	Refusal			2.90%	
		Council House, paying rent to Council				
		Council House, Transferred				
		Rented Private house	0.40%			
		Inherited	4.00%	16.70%	2.90%	16.70%
		Govt Subsidized house	89.40%	66.70%	85.70%	72.20%
		Bought from owner/developer	0.90%		2.90%	5.60%
Katorus	Do you own a house elsewhere?	Yes	5.40%	10.00%	11.00%	
Orlando East	Do you own a house elsewhere?	Yes		4.40%	1.90%	
Cato Manor	Do you own a house elsewhere?	Yes	4.80%		14.30%	

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	Do all people THAT ARE IN YOUR HOUSEHOLD living in your backyards pay rent?	Refusal			1.10%	
		All family pay	3.60%	7.10%	5.30%	
		Some family pay			1.10%	
		No family pay	96.40%	92.90%	92.60%	
Orlando East	Do all people THAT ARE IN YOUR HOUSEHOLD living in your backyards pay rent?	Refusal				
		All family pay	6.10%	3.70%	6.50%	
		Some family pay		2.80%	4.80%	
		No family pay	93.90%	93.50%	88.70%	
Cato Manor	Do all people THAT ARE IN YOUR HOUSEHOLD living in your backyards pay rent?	Refusal				
		All family pay			25.00%	
		Some family pay				
		No family pay	100.00%		75.00%	100.00%
Katorus	Thinking about the money you make from tenants, would you say the main	Refusal				
		Invest or save to make money grow	10.90%	7.50%	8.00%	50.00%
		Only source of income	37.00%	52.50%	28.10%	
		Biggest source of income	23.90%	17.50%	14.40%	50.00%
		Secondary income	28.30%	22.50%	49.40%	
Orlando East	Thinking about the money you make from tenants, would you say the main	Refusal			1.00%	
		Invest or save to make money grow	13.20%	1.80%	5.70%	
		Only source of income	32.10%	41.60%	26.70%	

		Biggest source of income	18.90%	18.10%	18.10%	
		Secondary income	35.80%	38.50%	48.60%	
Cato Manor	Thinking about the money you make from tenants, would you say the main	Refusal				
		Invest or save to make money grow	3.50%		2.90%	
		Only source of income	33.90%	50.00%	17.10%	27.80%
		Biggest source of income	14.50%	33.30%	28.60%	22.20%
		Secondary income	48.00%	16.70%	51.40%	50.00%

AREA	TYPE of RENTAL UNIT			
	Landlord built shack	Tenant built shack	Brick room	Room in house

Katorus	Have you added any new rental units in the last 5 years?	Yes	17.40%	20.50%	6.80%	
Orlando East	Have you added any new rental units in the last 5 years?	Yes	17.00%	23.50%	7.60%	
Cato Manor	Have you added any new rental units in the last 5 years?	Yes	76.20%	50.00%	57.10%	55.60%
Katorus	What are your Future-plans with regard to the backyard rooms on your yard?	Keep everything as it is at the moment	65.20%	52.50%	82.50%	100.00%
		Get rid of all tenants and not replace them	4.30%	10.00%	6.50%	
		Get rid of some tenants and not replace them	1.10%	2.50%	0.80%	
		Improve the backyard rooms/facilities/services	29.30%	35.00%	10.30%	
Orlando East	What are your Future-plans with regard to the backyard rooms on your yard?	Keep everything as it is at the moment	56.60%	51.80%	76.20%	
		Get rid of all tenants and not replace them	3.80%	6.60%	4.80%	
		Get rid of some tenants and not replace them	1.90%	5.80%	2.90%	
		Improve the backyard rooms/facilities/services	37.70%	35.80%	16.20%	
Cato Manor	What are your Future-plans with regard to the backyard rooms on your yard?	Keep everything as it is at the moment	26.40%	33.30%	45.70%	61.10%
		Get rid of all tenants and not replace them	3.50%	16.70%	2.90%	5.60%

	Get rid of some tenants and not replace them	1.30%			
	Improve the backyard rooms/facilities/services	68.70%	50.00%	51.40%	33.30%

AREA	TYPE of RENTAL UNIT			
	Landlord built shack	Tenant built shack	Brick room	Room in house

Katorus	What made you first decide to become a landlord?	Status/prestige/respect				
		Security purposes		2.50%	2.70%	
		Company/Friendship	2.20%		1.50%	
		To house family members	1.10%		3.00%	
		Ubuntu / Help homeless/poor	15.20%	32.50%	12.50%	
		Had backyard room when moving in	2.20%	5.00%	1.50%	
		Had backyard shack which I moved with me from previous dwelling	6.50%	2.50%	0.40%	
		Tenants asked me for available space on my stand	1.10%	2.50%	3.80%	
		In ideal location where rooms are in demand			0.40%	
		Rooms of family members became empty	3.30%		3.80%	
		Needed money	66.30%	50.00%	66.20%	100.00%
		Other	2.20%	5.00%	4.20%	
Orlando East	What made you first decide to become a landlord?	Status/prestige/respect		0.40%	1.00%	
		Security purposes	9.40%	6.20%	4.80%	
		Company/Friendship	5.70%	2.70%	3.80%	
		To house family members		1.80%	6.70%	
		Ubuntu / Help homeless/poor	20.80%	23.90%	14.30%	
		Had backyard room when moving in		0.40%	1.90%	
		Had backyard shack which I moved with me from previous dwelling				
		Tenants asked me for available space on my stand	7.50%	7.50%	2.90%	

		In ideal location where rooms are in demand		0.40%	1.90%
		Rooms of family members became empty		0.90%	7.60%
		Needed money	52.80%	50.00%	50.50%
		Other	3.80%	5.80%	4.80%

AREA	TYPE of RENTAL UNIT			
	Landlord built shack	Tenant built shack	Brick room	Room in house

Katorus	Why do you still continue to be a landlord?	Refusal	1.10%				
		Status/prestige/respect					
		Security purposes	3.30%	2.50%	2.70%		
		Company/Friendship	3.30%		0.80%		
		To house family members			1.10%		
		Ubuntu / Help homeless/poor	15.20%	27.50%	11.80%		
		Had backyard room when moving in		2.50%	1.10%		
		Had backyard shack which I moved with me from previous dwelling	1.10%				
		Tenants asked me for available space on my stand	3.30%	2.50%	3.40%		
		In ideal location where rooms are in demand					
		Rooms of family members became empty			2.70%		
		Needed money	72.80%	55.00%	73.00%	100.00%	
		Other		10.00%	3.40%		
Orlando East	Why do you still continue to be a landlord?	Refusal					
		Status/prestige/respect	1.90%	0.90%	1.00%		
		Security purposes	11.30%	7.50%	5.70%		
		Company/Friendship	5.70%	3.10%	5.70%		
		To house family members		0.90%	2.90%		
		Ubuntu / Help homeless/poor	20.80%	27.00%	21.00%		
		Had backyard room when moving in			1.90%		

Research into Mechanisms to Support the Emergence of Small Scale Landlords as Entrepreneurs

	Had backyard shack which I moved with me from previous dwelling			
	Tenants asked me for available space on my stand	5.70%	2.70%	
	In ideal location where rooms are in demand			1.00%
	Rooms of family members became empty		0.40%	8.60%
	Needed money	52.80%	56.20%	52.40%
	Other	1.90%	1.30%	

AREA	Landlord built shack	Tenant built shack	Brick room	Room in house
------	----------------------	--------------------	------------	---------------

Cato Manor	Why do you still continue to be a landlord?	Refusal				
		Status/prestige/respect				
		Security purposes				
		Company/Friendship	1.30%			
		To house family members	0.90%			
		Ubuntu / Help homeless/poor	6.20%	16.70%	2.90%	5.60%
		Had backyard room when moving in				
		Had backyard shack which I moved with me from previous dwelling				
		Tenants asked me for available space on my stand	0.40%			
		In ideal location where rooms are in demand	0.40%		2.90%	
		Rooms of family members became empty	0.90%			
		Needed money	89.00%	83.30%	94.30%	94.40%
Other	0.90%					
Katorus	How important are the AREA in terms of determining the rental you charge	Don't know	1.10%			
		Very Important role	38.00%	35.00%	42.20%	50.00%

		Important role	32.60%	22.50%	24.70%	50.00%
		Unimportant role	27.20%	42.50%	26.60%	
		Very unimportant/Not important at all	1.10%		6.50%	
Orlando East	How important are the AREA in terms of determining the rental you charge	Don't know			1.90%	
		Very Important role	24.50%	33.80%	21.20%	
		Important role	30.20%	13.80%	21.20%	
		Unimportant role	35.80%	36.00%	35.60%	
		Very unimportant/Not important at all	9.40%	16.40%	20.20%	
Cato Manor	How important are the AREA in terms of determining the rental you charge	Don't know				
		Very Important role	47.10%	33.30%	40.00%	44.40%
		Important role	30.00%	66.70%	45.70%	38.90%
		Unimportant role	18.50%		5.70%	11.10%
		Very unimportant/Not important at all	4.40%		8.60%	5.60%

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are the GOING RATE in terms of determining the rental you charge	Don't know				
		Very Important role	39.10%	40.00%	35.00%	50.00%
		Important role	38.00%	32.50%	38.80%	50.00%
		Unimportant role	21.70%	25.00%	17.10%	
		Very unimportant/Not important at all	1.10%	2.50%	9.10%	
Orlando East	How important are the GOING RATE in terms of determining the rental you charge	Don't know		0.90%	1.00%	
		Very Important role	26.40%	31.90%	28.20%	
		Important role	37.70%	26.50%	32.00%	
		Unimportant role	26.40%	31.00%	31.10%	
		Very unimportant/Not important at all	9.40%	9.70%	7.80%	
Cato Manor	How important are the GOING RATE in terms of determining the rental you charge	Don't know				

	Very Important role	20.70%		14.30%	16.70%
	Important role	47.60%	66.70%	57.10%	55.60%
	Unimportant role	24.70%	16.70%	28.60%	22.20%
	Very unimportant/Not important at all	7.00%	16.70%		5.60%

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are the COST OF SERVICES in terms of determining the rental you charge	Don't know			0.40%	
		Very Important role	68.10%	47.50%	59.30%	50.00%
		Important role	28.60%	35.00%	33.80%	50.00%
		Unimportant role	2.20%	15.00%	5.70%	
		Very unimportant/Not important at all	1.10%	2.50%	0.80%	
Orlando East	How important are the COST OF SERVICES in terms of determining the rental you charge	Don't know		0.40%	1.00%	
		Very Important role	37.70%	53.30%	51.00%	
		Important role	39.60%	30.70%	35.60%	
		Unimportant role	20.80%	12.40%	9.60%	
		Very unimportant/Not important at all	1.90%	3.10%	2.90%	
Cato Manor	How important are the COST OF SERVICES in terms of determining the rental you charge	Don't know				
		Very Important role	42.00%	50.00%	42.90%	44.40%
		Important role	46.90%	50.00%	57.10%	50.00%
		Unimportant role	8.80%			
		Very unimportant/Not important at all	2.20%			5.60%

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are YOUR OWN FINANCIAL NEEDS in terms of determining the rental you charge	Don't know			0.80%	50.00%
		Very Important role	55.40%	45.00%	47.50%	
		Important role	32.60%	42.50%	35.70%	50.00%
		Unimportant role	9.80%	7.50%	15.20%	
		Very unimportant/Not important at all	2.20%	5.00%	0.80%	
Orlando East	How important are YOUR OWN FINANCIAL NEEDS in terms of determining the rental you charge	Don't know			1.00%	
		Very Important role	37.70%	52.70%	38.50%	
		Important role	32.10%	28.30%	31.70%	
		Unimportant role	22.60%	16.40%	24.00%	
		Very unimportant/Not important at all	7.50%	2.70%	4.80%	
Cato Manor	How important are YOUR OWN FINANCIAL NEEDS in terms of determining the rental you charge	Don't know				
		Very Important role	26.50%		20.00%	16.70%
		Important role	35.40%	16.70%	48.60%	66.70%
		Unimportant role	31.40%	66.70%	14.30%	16.70%
		Very unimportant/Not important at all	6.60%	16.70%	17.10%	

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are WHAT TENANTS CAN AFFORD in terms of determining the rental you charge	Don't know				
		Very Important role	42.40%	35.00%	32.10%	50.00%
		Important role	29.30%	27.50%	46.20%	50.00%
		Unimportant role	26.10%	35.00%	20.20%	
		Very unimportant/Not important at all	2.20%	2.50%	1.50%	
Orlando East	How important are WHAT TENANTS CAN AFFORD in terms of determining the rental you charge	Don't know	3.80%		1.00%	
		Very Important role	13.20%	37.20%	22.10%	
		Important role	52.80%	27.40%	40.40%	
		Unimportant role	17.00%	26.10%	21.20%	
		Very unimportant/Not important at all	13.20%	9.30%	15.40%	
Cato Manor	How important are WHAT TENANTS CAN AFFORD in terms of determining the rental you charge	Don't know				
		Very Important role	20.80%		22.90%	16.70%
		Important role	39.40%	66.70%	37.10%	61.10%
		Unimportant role	27.40%	33.30%	11.40%	11.10%
		Very unimportant/Not important at all	12.40%		28.60%	11.10%

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are WHO BUILT THE UNIT in terms of determining the rental you charge	Don't know			0.80%	
		Very Important role	58.70%	50.00%	52.50%	50.00%
		Important role	21.70%	27.50%	33.10%	50.00%
		Unimportant role	19.60%	22.50%	11.80%	
		Very unimportant/Not important at all			1.90%	
Orlando East	How important are WHO BUILT THE UNIT in terms of determining the rental you charge	Don't know	1.90%		1.90%	
		Very Important role	18.90%	47.80%	49.00%	
		Important role	34.00%	25.70%	22.10%	
		Unimportant role	35.80%	20.80%	21.20%	
		Very unimportant/Not important at all	9.40%	5.80%	5.80%	
Cato Manor	How important are WHO BUILT THE UNIT in terms of determining the rental you charge	Don't know				
		Very Important role	42.30%	50.00%	48.60%	44.40%
		Important role	41.90%	50.00%	40.00%	44.40%
		Unimportant role	13.70%		5.70%	5.60%
		Very unimportant/Not important at all	2.20%		5.70%	5.60%

		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are the TYPE OF MATERIAL USED TO BUILD in terms of determining the rental you charge	Don't know			1.10%	
		Very Important role	54.30%	50.00%	53.60%	50.00%
		Important role	23.90%	27.50%	36.10%	50.00%
		Unimportant role	21.70%	22.50%	8.70%	
		Very unimportant/Not important at all			0.40%	
Orlando East	How important are the TYPE OF MATERIAL USED TO BUILD in terms of determining the rental you charge	Don't know			1.90%	
		Very Important role	30.20%	50.40%	53.80%	
		Important role	35.80%	30.40%	29.80%	
		Unimportant role	30.20%	16.50%	12.50%	
		Very unimportant/Not important at all	3.80%	2.70%	1.90%	
Cato Manor	How important are the TYPE OF MATERIAL USED TO BUILD in terms of determining the rental you charge	Don't know				
		Very Important role	46.00%	83.30%	45.70%	38.90%
		Important role	44.20%	16.70%	48.60%	55.60%
		Unimportant role	8.00%		5.70%	5.60%
		Very unimportant/Not important at all	1.80%			

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are the SIZE OF UNIT in terms of determining the rental you charge	Don't know	1.10%			
		Very Important role	51.10%	41.00%	51.30%	50.00%
		Important role	28.30%	33.30%	36.50%	50.00%
		Unimportant role	18.50%	25.60%	11.80%	
		Very unimportant/Not important at all	1.10%		0.40%	
Orlando East	How important are the SIZE OF UNIT in terms of determining the rental you charge	Don't know			1.00%	
		Very Important role	37.70%	44.90%	51.00%	
		Important role	37.70%	26.20%	38.50%	
		Unimportant role	20.80%	24.00%	7.70%	
		Very unimportant/Not important at all	3.80%	4.90%	1.90%	
Cato Manor	How important are the SIZE OF UNIT in terms of determining the rental you charge	Don't know	0.40%			
		Very Important role	42.50%	33.30%	31.40%	50.00%
		Important role	45.10%	66.70%	51.40%	44.40%
		Unimportant role	10.20%		17.10%	5.60%
		Very unimportant/Not important at all	1.80%			

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are ACCESS TO ELECTRICITY IN UNIT in terms of determining the rental you charge	Don't know				
		Very Important role	51.10%	55.00%	51.70%	50.00%
		Important role	27.20%	25.00%	35.40%	50.00%
		Unimportant role	15.20%	20.00%	11.00%	
		Very unimportant/Not important at all	6.50%		1.90%	
Orlando East	How important are ACCESS TO ELECTRICITY IN UNIT in terms of determining the rental you charge	Don't know			1.00%	
		Very Important role	44.20%	53.10%	61.50%	
		Important role	40.40%	33.20%	27.90%	
		Unimportant role	11.50%	9.30%	6.70%	
		Very unimportant/Not important at all	3.80%	4.40%	2.90%	
Cato Manor	How important are ACCESS TO ELECTRICITY IN UNIT in terms of determining the rental you charge	Don't know				
		Very Important role	48.20%	50.00%	45.70%	55.60%
		Important role	37.60%	50.00%	48.60%	33.30%
		Unimportant role	9.30%		5.70%	11.10%
		Very unimportant/Not important at all	4.90%			

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are ACCESS TO TAP WATER INSIDE UNIT in terms of determining the rental you charge	Don't know			0.80%	
		Very Important role	28.30%	25.00%	35.10%	
		Important role	18.50%	5.00%	24.40%	50.00%
		Unimportant role	29.30%	37.50%	28.20%	50.00%
		Very unimportant/Not important at all	23.90%	32.50%	11.50%	
Orlando East	How important are ACCESS TO TAP WATER INSIDE UNIT in terms of determining the rental you charge	Don't know			1.00%	
		Very Important role	37.70%	26.50%	36.50%	
		Important role	26.40%	29.20%	30.80%	
		Unimportant role	28.30%	29.20%	21.20%	
		Very unimportant/Not important at all	7.50%	15.00%	10.60%	
Cato Manor	How important are ACCESS TO TAP WATER INSIDE UNIT in terms of determining the rental you charge	Don't know				
		Very Important role	39.60%	33.30%	42.90%	44.40%
		Important role	43.60%	66.70%	45.70%	50.00%
		Unimportant role	11.10%		8.60%	
		Very unimportant/Not important at all	5.80%		2.90%	5.60%

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are ACCESS TO HOT TAP WATER in terms of determining the rental you charge	Don't know		2.50%	1.50%	
		Very Important role	19.60%	12.50%	27.40%	
		Important role	6.50%	5.00%	17.90%	
		Unimportant role	38.00%	40.00%	32.70%	50.00%
		Very unimportant/Not important at all	35.90%	40.00%	20.50%	50.00%
Orlando East	How important are ACCESS TO HOT TAP WATER in terms of determining the rental you charge	Don't know			1.00%	
		Very Important role	30.20%	24.00%	26.90%	
		Important role	22.60%	15.10%	23.10%	
		Unimportant role	32.10%	40.90%	35.60%	
		Very unimportant/Not important at all	15.10%	20.00%	13.50%	
Cato Manor	How important are ACCESS TO HOT TAP WATER in terms of determining the rental you charge	Don't know	0.90%			
		Very Important role	28.40%	33.30%	20.60%	22.20%
		Important role	12.90%	50.00%	11.80%	16.70%
		Unimportant role	20.90%	16.70%	14.70%	16.70%
		Very unimportant/Not important at all	36.90%		52.90%	44.40%

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How important are HELPING PEOPLE IN NEED in terms of determining the rental you charge	Don't know	3.30%	5.00%	1.90%	
		Very Important role	43.50%	52.50%	46.80%	50.00%
		Important role	20.70%	17.50%	32.70%	50.00%
		Unimportant role	19.60%	10.00%	14.80%	
		Very unimportant/Not important at all	13.00%	15.00%	3.80%	
Orlando East	How important are HELPING PEOPLE IN NEED in terms of determining the rental you charge	Don't know		0.90%	1.00%	
		Very Important role	41.50%	40.70%	35.60%	
		Important role	32.10%	28.80%	33.70%	
		Unimportant role	15.10%	16.80%	17.30%	
		Very unimportant/Not important at all	11.30%	12.80%	12.50%	
Cato Manor	How important are HELPING PEOPLE IN NEED in terms of determining the rental you charge	Don't know	0.40%			
		Very Important role	37.90%	16.70%	28.60%	44.40%
		Important role	33.90%	66.70%	34.30%	22.20%
		Unimportant role	12.80%		14.30%	11.10%
		Very unimportant/Not important at all	15.00%	16.70%	22.90%	22.20%

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How many cold-water taps do you have on site ?	0		2.50%	0.40%	
		1	67.40%	70.00%	34.20%	100.00%
		2	20.70%	22.50%	31.60%	
		3	6.50%	5.00%	18.30%	
		4	5.40%		11.40%	
		5			3.40%	
		6			0.80%	
Orlando East	How many cold-water taps do you have on site ?	0		0.40%		
		1	88.70%	92.00%	60.00%	
		2	9.40%	6.70%	21.00%	
		3		0.40%	10.50%	
		4	1.90%	0.40%	7.60%	
		5			1.00%	
Cato Manor	How many cold-water taps do you have on site ?	0	3.50%		5.70%	
		1	86.30%	83.30%	74.30%	77.80%
		2	9.70%	16.70%	14.30%	22.20%
		3			2.90%	
		4	0.40%		2.90%	

AREA		TYPE of RENTAL UNIT			
		Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	How many Cold water tap do tenants have access to?	0		7.50%	0.80%
		1	94.60%	90.00%	82.90%
		2	4.30%	2.50%	11.40%
		3	1.10%		3.00%
		4			1.50%
		6			0.40%
Orlando East	How many Cold water taps do tenants have access to?	0	3.80%	0.90%	
		1	94.30%	98.20%	83.80%
		2	1.90%	0.90%	14.30%
		3			1.00%
		4			1.00%
Cato Manor	How many Cold water taps do tenants have access to?	0	7.90%	16.70%	5.70%
		1	88.50%	83.30%	88.60%
		2	3.50%		5.70%
Katorus	How many hot-water taps do you have on site?	0	94.60%	100.00%	80.20%
		1	3.30%		3.80%
		2			8.40%
		3	1.10%		6.10%
		4	1.10%		1.10%
		5			0.40%
Orlando East	How many hot-water taps do you have on site?	0	92.20%	98.60%	67.30%
		1	5.90%	1.40%	15.40%
		2			11.50%

		3	2.00%		3.80%	
		4			1.90%	
Cato Manor	How many hot-water taps do you have on site?	0	98.70%	100.00%	100.00%	100.00%
		1	1.30%			

AREA			TYPE of RENTAL UNIT			
			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	How many Hot Water taps do tenants have access to	0	95.60%	97.50%	90.50%	100.00%
		1	1.10%	2.50%	8.00%	
		2	2.20%		1.10%	
		3	1.10%		0.40%	
Orlando East	How many Hot Water taps do tenants have access to	0	94.10%	98.60%	86.50%	
		1	5.90%	1.40%	10.60%	
		2			2.90%	
Cato Manor	How many Hot Water taps do tenants have access to	0	98.20%	100.00%	100.00%	94.40%
		1	1.80%			5.60%
Katorus	How many flush toilets do you have on site?	0	1.10%		1.10%	
		1	88.00%	92.50%	58.90%	100.00%
		2	10.90%	7.50%	39.50%	
		3			0.40%	
Orlando East	How many flush toilets do you have on site?	0		0.40%		
		1	92.50%	97.30%	63.80%	
		2	7.50%	2.20%	29.50%	
		3			5.70%	
		4			1.00%	
Cato Manor	How many flush toilets do you have on site?	0	5.70%		5.70%	
		1	92.50%	100.00%	82.90%	88.90%
		2	1.80%		8.60%	11.10%

		3		2.90%
--	--	---	--	-------

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How many flush toilets do tenants have access to?	0	4.30%	5.00%	1.90%	
		1	95.70%	95.00%	97.00%	100.00%
		2			0.80%	
		3			0.40%	
Orlando East	How many flush toilets do tenants have access to?	0	3.80%	2.20%	1.90%	
		1	96.20%	97.80%	91.40%	
		2			5.70%	
		3			1.00%	
Cato Manor	How many flush toilets do tenants have access to?	0	17.20%		11.40%	11.10%
		1	82.40%	100.00%	88.60%	88.90%
		2	0.40%			
Katorus	How many other toilets (non-flush) do you have on site?	0	98.90%	97.50%	99.20%	100.00%
		1	1.10%	2.50%	0.80%	
Orlando East	How many other toilets (non-flush) do you have on site?	0	98.00%	98.20%	99.00%	
		1	2.00%	1.80%	1.00%	
Cato Manor	How many other toilets (non-flush) do you have on site?	0	89.40%	100.00%	88.60%	100.00%
		1	10.10%		11.40%	
		10	0.40%			

Katorus	How many flush toilets do tenants have access to	0	98.90%	97.50%	100.00%	100.00%
		1	1.10%	2.50%		
Orlando East	How many flush toilets do tenants have access to	0	98.00%	98.20%	100.00%	
		1	2.00%	1.80%		
Cato Manor	How many flush toilets do tenants have access to	0	89.00%	100.00%	85.70%	94.40%
		1	11.00%		14.30%	5.60%

AREA			TYPE of RENTAL UNIT			
			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	How many showers do you have on site?	0	94.60%	100.00%	96.20%	100.00%
		1	5.40%		3.80%	
Orlando East	How many showers do you have on site?	0	98.00%	99.10%	92.20%	
		1	2.00%	0.90%	7.80%	
Cato Manor	How many showers do you have on site?	0	29.50%	33.30%	28.60%	16.70%
		1	70.50%	66.70%	65.70%	72.20%
		2			5.70%	11.10%
Katorus	How many showers do tenants have access to?	0	95.60%	100.00%	99.20%	100.00%
		1	4.40%		0.80%	
Orlando East	How many showers do tenants have access to?	0	100.00%	99.10%	99.00%	
		1		0.90%	1.00%	
Cato Manor	How many showers do tenants have access to?	0	55.10%	50.00%	48.60%	16.70%
		1	44.90%	50.00%	51.40%	83.30%
Katorus	How many Basins do you have on site?	0	83.70%	97.50%	63.50%	100.00%
		1	15.20%	2.50%	25.50%	
		2	1.10%		9.50%	
		3			1.10%	
		4			0.40%	
Orlando East	How many Basins do you have on site?	0	92.30%	95.50%	58.70%	
		1	7.70%	4.50%	34.60%	
		2			6.70%	
Cato Manor	How many Basins do you have on site?	0	93.00%	100.00%	88.60%	77.80%
		1	5.30%		11.40%	22.20%

	2	0.90%		
	3	0.90%		

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How many basins do tenants have access to?	0	93.50%	100.00%	84.80%	100.00%
		1	6.50%		14.80%	
		2			0.40%	
Orlando East	How many basins do tenants have access to?	0	100.00%	98.20%	88.50%	
		1		1.80%	10.60%	
		2			1.00%	
Cato Manor	How many basins do tenants have access to?	0	93.80%	100.00%	94.30%	77.80%
		1	5.70%		5.70%	22.20%
		3	0.40%			
Katorus	How many Baths do you have on site in total?	0	80.40%	92.50%	59.70%	100.00%
		1	18.50%	7.50%	34.20%	
		2	1.10%		6.10%	
Orlando East	How many Baths do you have on site in total?	0	96.10%	96.40%	55.80%	
		1	2.00%	3.60%	40.40%	
		2	2.00%		2.90%	
		3			1.00%	
Cato Manor	How many Baths do you have on site in total?	0	86.80%	83.30%	80.00%	77.80%
		1	13.20%	16.70%	17.10%	22.20%
		2			2.90%	
Katorus	How many baths do tenants have access to?	0	95.70%	100.00%	89.70%	100.00%
		1	4.30%		9.90%	
		2			0.40%	
Orlando East	How many baths do tenants have access to?	0	100.00%	98.60%	91.30%	
		1		1.40%	8.70%	
Cato Manor	How many baths do tenants have access to?	0	91.20%	83.30%	88.60%	77.80%
		1	8.80%	16.70%	11.40%	22.20%

AREA			TYPE of RENTAL UNIT			
			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Who looks after the tenants?	Slef (Landlord)	98.90%	100.00%	94.70%	100.00%
		Other Famly Members	1.10%		4.20%	
		Other			1.10%	
Orlando East	Who looks after the tenants?	Slef (Landlord)	94.30%	90.70%	92.40%	
		Other Famly Members	3.80%	2.20%	1.90%	
		Other	1.90%	7.10%	5.70%	
Cato Manor	Who looks after the tenants?	Slef (Landlord)	99.10%	100.00%	100.00%	100.00%
		Other Famly Members	0.40%			
		Other	0.40%			

AREA			TYPE of RENTAL UNIT			
			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Did you approach anyone in assisting you to sort out the problems?	No problem with tenants	79.30%	75.00%	73.00%	50.00%
		Approached nobody	3.30%	2.50%	4.90%	
		Discussed with tenant only	16.30%	15.00%	21.30%	50.00%
		Civics				
		Local Council / Councilor				
		Neighbours		2.50%		
		Lawyers				
		Police		2.50%		
		Street/Block committees	1.10%			
		Other		2.50%	0.80%	
Orlando East	Did you approach anyone in assisting you to sort out the problems?	No problem with tenants	62.30%	63.70%	63.80%	
		approached nobody	11.30%	9.30%	2.90%	
		Discussed with tenant only	15.10%	22.60%	28.60%	
		Civics		0.90%		

		Local Council / Councilor	3.80%	0.40%		
		Neighbours	1.90%	0.40%		
		Lawyers				
		Police		0.40%	1.00%	
		Street/Block committees	1.90%	2.20%	1.00%	
Cato Manor	Did you approach anyone in assisting you to sort out the problems?	Other	3.80%		2.90%	
		No problem with tenants	71.40%	50.00%	85.70%	72.20%
		approached nobody	11.50%		8.60%	22.20%
		Discussed with tenant only	14.50%	16.70%	5.70%	5.60%
		Civics				
		Local Council / Councilor	0.40%			
		Neighbours	0.40%			
		Lawyers				
		Police		16.70%		
		Street/Block committees	1.30%			
		Other	0.40%	16.70%		

AREA		TYPE of RENTAL UNIT				
		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	Do you have a written or verbal agreement or contract with tenants before they moved in?	No contract agreement	44.60%	37.50%	40.70%	100.00%
		Verbal agreement	54.30%	62.50%	58.60%	
		Written contract	1.10%		0.80%	
Orlando East	Do you have a written or verbal agreement or contract with tenants before they moved in?	No contract agreement	11.30%	26.50%	21.90%	
		Verbal agreement	88.70%	73.50%	78.10%	
		Written contract				
Cato Manor	Do you have a written or verbal agreement or contract with tenants before they moved in?	No contract agreement	49.80%	33.30%	62.90%	50.00%
		Verbal agreement	48.00%	66.70%	37.10%	50.00%
		Written contract	2.20%			
Katorus	Have you ever evicted a tenant?	Yes	18.50%	10.00%	17.90%	
Orlando East	Have you ever evicted a tenant?	Yes	20.80%	19.90%	22.90%	
Cato Manor	Have you ever evicted a tenant?	Yes	9.30%		11.40%	

AREA	Do you INCLUDE the Water & Electricity charges in your tenant's rent or	TYPE of RENTAL UNIT			
		Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus		Refusal		2.50%	
		Yes, included	100.00%	87.50%	99.20%
		Charge separately		10.00%	0.80%
Orlando East		Refusal	1.90%		
		Yes, included	94.30%	96.50%	95.10%
		Charge separately	3.80%	3.50%	4.90%
Cato Manor		Refusal			
		Yes, included	87.70%	100.00%	82.90%
		Charge separately	12.30%		17.10%

AREA	Do you take a deposit from your tenants before they move in?	TYPE of RENTAL UNIT			
		Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus		Refusal			
		Yes	17.80%	7.90%	13.10%
		No	82.20%	92.10%	86.90%
Orlando East		Refusal	1.90%		1.00%
		Yes	30.20%	14.20%	11.40%
		No	67.90%	85.80%	87.60%
Cato Manor		Refusal			
		Yes	21.70%		17.60%
		No	78.30%	100.00%	82.40%

		TYPE of RENTAL UNIT			
		Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	When last did you increase the rent?	Within the last year	10.30%		17.50%
		Within the last 2 years	3.40%	7.10%	7.20%
		Longer than 2 years ago	13.80%		10.30%
		Never increased rent	72.40%	92.90%	64.90%
Orlando East	When last did you increase the rent?	Within the last year	9.10%	15.70%	17.70%
		Within the last 2 years	6.10%	6.50%	6.50%
		Longer than 2 years ago	9.10%	18.50%	8.10%
		Never increased rent	75.80%	59.30%	67.70%
Cato Manor	When last did you increase the rent?	Within the last year	12.90%		
		Within the last 2 years	1.60%		
		Longer than 2 years ago			
		Never increased rent	85.50%		100.00%

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Gender?	Male	56.50%	60.00%	57.90%	50.00%
Orlando East	Gender?	Male	50.00%	52.20%	55.20%	
Cato Manor	Gender?	Male	52.40%	33.30%	45.70%	33.30%
Katorus	Age	Mean	35.4	35.5	33.9	26.5
		Median	33.0	35.0	32.0	26.5
Orlando East	Age	Mean	36.1	36.8	34.3	
		Median	32.0	35.5	32.0	
Cato Manor	Age	Mean	30.2	39.3	28.7	29.6
		Median	29.0	33.0	26.0	27.0
Katorus	Rent	Mean	97.0	98.7	199.3	100.0
		Median	80.0	100.0	200.0	100.0
Orlando East	Rent	Mean	132.4	108.5	211.2	
		Median	120.0	100.0	200.0	
Cato Manor	Rent	Mean	142.5	71.7	224.6	228.6
		Median	150.0	70.0	250.0	212.5

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Which level of school did you complete?	No schooling	4.40%	5.00%	3.40%	
		Primary not completed	24.40%	15.00%	9.20%	
		Primary completed	15.60%	7.50%	8.00%	
		Secondary not completed	33.30%	50.00%	39.30%	50.00%
		Secondary completed	20.00%	20.00%	32.80%	
		Tertiary completed	2.20%	2.50%	7.30%	50.00%
Orlando East	Which level of school did you complete?	No schooling	9.40%	5.30%	2.90%	
		Primary not completed	11.30%	17.70%	13.30%	
		Primary completed	13.20%	15.00%	9.50%	
		Secondary not completed	41.50%	43.80%	30.50%	
		Secondary completed	22.60%	15.90%	39.00%	
		Tertiary completed	1.90%	2.20%	4.80%	
Cato Manor	Which level of school did you complete?	No schooling	2.60%		2.90%	5.60%
		Primary not completed	13.70%	16.70%		5.60%
		Primary completed	7.00%	33.30%	11.40%	5.60%
		Secondary not completed	46.30%	16.70%	25.70%	44.40%
		Secondary completed	29.10%	33.30%	60.00%	27.80%
		Tertiary completed	1.30%			11.10%
Katorus	How easy or difficult would it be to find another room in this area?	Very Easy	5.50%	7.50%	13.70%	
		Moderate	11.00%	7.50%	26.00%	50.00%
		Difficult	83.50%	85.00%	60.30%	50.00%
Orlando East	How easy or difficult would it be to find another room in this area?	Don't Know		0.40%	1.00%	
		Very Easy	11.30%	14.60%	12.40%	
		Moderate	7.50%	21.20%	19.00%	
		Difficult	81.10%	63.70%	67.60%	
Cato Manor	How easy or difficult would it be to find another room in this area?	Very Easy	6.20%		5.70%	
		Moderate	7.90%	16.70%	5.70%	11.10%
		Difficult	85.90%	83.30%	88.60%	88.90%

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	What is the main reason why you moved to this room?	Independence	7.70%	7.50%	15.60%	
		Moved from Rural area for work	19.80%	20.00%	19.10%	50.00%
		Moved from other country	4.40%	5.00%	3.10%	50.00%
		Forced, needed cheaper accommodation	5.50%	12.50%	4.20%	
		Moved here to study		2.50%		
		Not eligible for Housing Subsidy	2.20%	5.00%	1.90%	
		No other accommodation available	4.40%	7.50%	7.30%	
		Closer to work	12.10%	7.50%	9.90%	
		Closer to facilities like schools, police, clinics	1.10%	5.00%	1.50%	
		Better chance of getting RDP house from here	5.50%	5.00%	2.70%	
		Have no other option	23.10%	20.00%	19.80%	
		Helps to save money	5.50%		3.10%	
		Other	8.80%	2.50%	11.80%	
		Orlando East	What is the main reason why you moved to this room?	Independence	5.70%	4.90%
Moved from Rural area for work	43.40%			41.60%	30.50%	
Moved from other country	1.90%			0.40%	1.00%	
Forced, needed cheaper accommodation	3.80%			10.20%	3.80%	
Moved here to study				0.90%		
Not eligible for Housing Subsidy				1.30%	1.00%	
No other accommodation available				4.00%	7.60%	
Closer to work	7.50%			8.80%	5.70%	

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Did you pay a deposit before you moved in?	0			0.40%	
		Yes	20.70%	10.50%	12.00%	50.00%
		2	79.30%	89.50%	87.60%	50.00%
Orlando East	Did you pay a deposit before you moved in?	Yes	18.90%	14.30%	13.50%	
		2	81.10%	85.70%	86.50%	
Cato Manor	Did you pay a deposit before you moved in?	Yes	20.30%		5.70%	22.20%
		2	79.70%	100.00%	94.30%	77.80%
Katorus	How many times could you not pay your rent in full in the last 6 months	Always paid	92.40%	100.00%	93.10%	100.00%
		1 time			2.30%	
		2 times	5.40%		1.50%	
		3 times	2.20%		1.50%	
		5 times			0.80%	
		6 times			0.80%	
Orlando East	How many times could you not pay your rent in full in the last 6 months	Refusal		0.90%		
		Always paid	94.30%	92.40%	92.40%	
		1 time	3.80%	2.20%	4.80%	
		2 times	1.90%	3.60%	1.90%	
		3 times		0.40%	1.00%	
		4 times		0.40%		
Cato Manor	How many times could you not pay your rent in full in the last 6 months	Always paid	92.50%	83.30%	94.30%	100.00%
		1 time	1.80%	16.70%	2.90%	
		2 times	5.30%		2.90%	
		6 times	0.40%			

		Landlord built shack	Tenant built shack	Brick room	Room in house	
Katorus	How many times did you pay your rent late in the last 6 months?	Always paid	92.40%	90.00%	92.00%	100.00%
		1 time	1.10%	5.00%	2.70%	
		2 times	4.30%		3.40%	
		3 times	2.20%	5.00%	1.10%	
		4 times			0.80%	
Orlando East	How many times did you pay your rent late in the last 6 months?	Refusal		0.90%		
		Always paid	84.90%	92.00%	89.50%	
		1 time	5.70%	2.20%	2.90%	
		2 times	5.70%	2.20%	6.70%	
		3 times	3.80%	1.80%	1.00%	
		5 times		0.40%		
		6 times		0.40%		
Cato Manor	How many times did you pay your rent late in the last 6 months?	Always paid	88.10%	66.70%	91.40%	100.00%
		1 time	5.70%		5.70%	
		2 times	4.00%	16.70%	2.90%	
		3 times	1.30%	16.70%		
		4 times	0.40%			
		5 times	0.40%			

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	How many times did you not pay your rent at all in the last 6 months?	Always paid	91.30%	100.00%	95.00%	100.00%
		1 time	3.30%		1.90%	
		2 times	4.30%		1.50%	
		3 times	1.10%		0.40%	
		5 times			0.40%	
		6 times			0.80%	
		Refusal		0.90%		
Orlando East	How many times did you not pay your rent at all in the last 6 months?	Always paid	92.50%	94.60%	97.10%	
		1 time	3.80%	0.90%	1.00%	
		2 times	1.90%	1.80%	1.00%	
		3 times		0.40%	1.00%	
		4 times		0.40%		
		5 times	1.90%			
		6 times		0.90%		
Cato Manor	How many times did you not pay your rent at all in the last 6 months?	Always paid	99.10%	83.30%	97.10%	100.00%
		1 time	0.40%			
		2 times		16.70%	2.90%	
		3 times	0.40%			
Katorus	Have you ever been evicted as a tenant?	Yes	9.80%	15.00%	6.90%	
Orlando East	Have you ever been evicted as a tenant?	Yes	18.90%	12.00%	9.50%	
Cato Manor	Have you ever been evicted as a tenant?	Yes	7.00%	16.70%	8.60%	5.60%

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	How did you find this unit?	Walked from house to house and asked	61.50%	72.50%	50.80%	50.00%
		Friend/Family referral	36.30%	25.00%	46.20%	50.00%
		Previous tenant referral	2.20%	2.50%	1.10%	
		Other			1.90%	
Orlando East	How did you find this unit?	Walked from house to house and asked	64.20%	64.10%	41.00%	
		Friend/Family referral	34.00%	33.20%	53.30%	
		Previous tenant referral	1.90%	2.20%	1.00%	
		Other		0.40%	4.80%	
Cato Manor	How did you find this unit?	Walked from house to house and asked	63.70%	66.70%	58.80%	66.70%
		Friend/Family referral	31.90%	33.30%	35.30%	16.70%
		From add	0.40%			
		Previous tenant referral	2.20%		5.90%	5.60%
		Other	1.80%			11.10%
Katorus	Do you have any problems with your rental unit?	Yes	33.30%	17.90%	18.80%	
Orlando East	Do you have any problems with your rental unit?	Yes	28.30%	20.40%	17.10%	
Cato Manor	Do you have any problems with your rental unit?	Yes	31.10%	16.70%	17.10%	5.90%
Katorus	Who is responsible for repairs to the rental unit?	Landlord	63.70%	35.00%	82.80%	
		Tenant	33.00%	65.00%	13.80%	50.00%
		Other	3.30%		3.40%	50.00%
Orlando East	Who is responsible for repairs to the rental unit?	Landlord	30.20%	10.70%	59.00%	
		Tenant	69.80%	88.40%	39.00%	
		Other		0.90%	1.90%	
Cato Manor	Who is responsible for repairs to the rental unit?	Landlord	88.50%	16.70%	80.00%	94.40%
		Tenant	9.70%	83.30%	20.00%	
		Other	1.80%			5.60%
Katorus	Did the landlord set house rules?	Yes	54.30%	60.00%	48.10%	
Orlando East	Did the landlord set house rules?	Yes	73.60%	74.70%	74.30%	
Cato Manor	Did the landlord set house rules?	Yes	46.30%	16.70%	34.30%	50.00%

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	What do you expect from the landlord?	Maintenance	41.30%	20.00%	48.10%	
		Pay services on time	37.00%	62.50%	16.90%	
		Divide household chores evenly	1.10%		4.20%	
		Goodwill	4.30%	2.50%	13.10%	50.00%
		Other	16.30%	15.00%	17.70%	50.00%
Orlando East	What do you expect from the landlord?	Maintenance	24.50%	22.00%	25.70%	
		Pay services on time	34.00%	42.60%	40.00%	
		Divide household chores evenly	7.50%	5.80%	3.80%	
		Goodwill	11.30%	14.30%	15.20%	
		Other	22.60%	15.20%	15.20%	
Cato Manor	What do you expect from the landlord?	Maintenance	62.40%	66.70%	52.90%	66.70%
		Pay services on time	10.60%	33.30%	17.60%	22.20%
		Divide household chores evenly	0.90%		2.90%	
		Goodwill	21.20%		26.50%	11.10%
		Other	4.90%			

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Satisfaction with relationship with landlord	Refusal			0.40%	
		Very Satisfied	65.20%	72.50%	60.90%	100.00%
		Satisfied	28.30%	20.00%	31.00%	
		Unsure		5.00%	0.40%	
		Dissatisfied	5.40%	2.50%	6.50%	
		Very Dissatisfied	1.10%		0.80%	
Orlando East	Satisfaction with relationship with landlord	Refusal		0.40%		
		Very Satisfied	67.30%	70.70%	64.80%	
		Satisfied	19.20%	20.40%	28.60%	
		Unsure	1.90%	3.10%		
		Dissatisfied	11.50%	4.90%	5.70%	
		Very Dissatisfied		0.40%	1.00%	
Cato Manor	Satisfaction with relationship with landlord	Very Satisfied	64.30%	66.70%	42.90%	50.00%
		Satisfied	30.80%	16.70%	48.60%	50.00%
		Unsure	1.80%		2.90%	
		Dissatisfied	3.10%		2.90%	
		Very Dissatisfied		16.70%	2.90%	

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Satisfaction with relationship with other tenants	Don't Know	1.10%		1.20%	
		Refusal	4.40%	7.70%	5.00%	
		Very Satisfied	55.60%	64.10%	45.60%	100.00%
		Satisfied	32.20%	28.20%	39.40%	
		Unsure	5.60%		6.90%	
		Dissatisfied	1.10%		0.80%	
		Very Dissatisfied			1.20%	
Orlando East	Satisfaction with relationship with other tenants	Don't Know		1.30%		
		Refusal	3.80%	0.40%	2.00%	
		Very Satisfied	51.90%	62.80%	59.80%	
		Satisfied	38.50%	30.90%	33.30%	
		Unsure	1.90%	2.20%	2.00%	
		Dissatisfied	1.90%	1.80%	2.00%	
		Very Dissatisfied	1.90%	0.40%	1.00%	
Cato Manor	Satisfaction with relationship with other tenants	Refusal	3.60%	16.70%		
		Very Satisfied	39.00%	33.30%	28.60%	38.90%
		Satisfied	44.40%	50.00%	54.30%	38.90%
		Unsure	8.10%		11.40%	16.70%
		Dissatisfied	2.20%		2.90%	
		Very Dissatisfied	2.70%		2.90%	5.60%

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Satisfaction with quality of unit	Refusal		2.50%		
		Very Satisfied	33.70%	37.50%	37.50%	100.00%
		Satisfied	30.40%	20.00%	39.10%	
		Unsure	14.10%	17.50%	4.60%	
		Dissatisfied	14.10%	10.00%	14.60%	
		Very Dissatisfied	7.60%	12.50%	4.20%	
Orlando East	Satisfaction with quality of unit	Don't Know		0.40%		
		Refusal	1.90%	0.40%		
		Very Satisfied	24.50%	36.20%	41.00%	
		Satisfied	43.40%	42.00%	42.90%	
		Unsure	7.50%	5.80%	3.80%	
		Dissatisfied	20.80%	11.60%	8.60%	
Cato Manor	Satisfaction with quality of unit	Very Satisfied	14.50%	16.70%	28.60%	16.70%
		Satisfied	42.70%	66.70%	45.70%	55.60%
		Unsure	9.70%		8.60%	11.10%
		Dissatisfied	23.80%	16.70%	17.10%	16.70%
		Very Dissatisfied	9.30%			

			Landlord built shack	Tenant built shack	Brick room	Room in house
Katorus	Satisfaction with quality of Services	Refusal			0.40%	
		Very Satisfied	44.60%	43.60%	43.10%	100.00%
		Satisfied	32.60%	30.80%	45.80%	
		Unsure	5.40%	2.60%	3.80%	
		Dissatisfied	7.60%	7.70%	5.80%	
		Very Dissatisfied	9.80%	15.40%	1.20%	
Orlando East	Satisfaction with quality of Services	Don't Know		0.40%		
		Refusal			1.00%	
		Very Satisfied	37.70%	37.10%	44.80%	
		Satisfied	52.80%	44.60%	41.90%	
		Unsure	3.80%	7.10%	4.80%	
		Dissatisfied	3.80%	6.70%	6.70%	
Cato Manor	Satisfaction with quality of Services	Very Dissatisfied	1.90%	4.00%	1.00%	
		Refusal	0.40%		2.90%	
		Very Satisfied	23.30%	16.70%	31.40%	11.10%
		Satisfied	50.70%	83.30%	48.60%	72.20%
		Unsure	11.00%			16.70%
		Dissatisfied	7.90%		2.90%	
Katorus	Will you be prepared to pay more for BETTER QUALITY accommodation?	Yes	76.10%	75.00%	64.20%	100.00%
		Orlando East	Yes	88.70%	80.80%	83.80%
Cato Manor	Will you be prepared to pay more for BETTER QUALITY accommodation?	Yes	93.80%	83.30%	91.40%	88.90%
Katorus	Income	Mean	841.9	740.4	1370.3	752.5
		Median	740.0	620.0	1142.0	752.5
Orlando East	Income	Mean	1271.5	1024.1	1574.6	
		Median	1048.0	887.5	1350.0	
Cato Manor	Income	Mean	930.7	959.8	1151.4	1091.1
		Median	860.0	965.0	1130.0	1182.5

