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## Appendix C: Baseline and Endline Questionnaires

### Landlord Questionnaire

#### General

Date: \_\_\_\_\_

Interviewer Name: \_\_\_\_\_

Landlord Name: \_\_\_\_\_

Plot number: \_\_\_\_\_

Plot ID: \_\_\_\_\_

Zone number: \_\_\_\_\_

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#### Screening

1. Are you the landlord on this plot?
  - a. Yes
  - b. No (Terminate interview)
  
2. Who is the primary decision maker about making changes to the plot such as building new rooms?
  - a. The respondent
  - b. Someone else (Terminate interview)
  
3. Do you live on this plot most of the time?
  - a. Yes

b. No (Terminate interview)

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General

4. What is your age? \_\_\_\_\_ years old
5. What is your gender?
  - a. Male
  - b. Female
6. How long have you owned this plot? \_\_\_\_\_ years \_\_\_\_\_ months
7. What is your highest level of education achieved? Grade \_\_\_\_\_
8. What is your employment type?
  - a. Unemployed/housewife
  - b. Casual worker/Piece work
  - c. Self-employed/Business
  - d. Formal employee
  - e. Retired
  - f. Other (Specify) \_\_\_\_\_
9. What is your marital status?
  - a. Married
  - b. Single and never married
  - c. Widowed/Divorced/Separated
  - d. Other

10. List the number of doors on your plot (including your own) along with the number of adults and children living in each door.

Door number	Adults present (18+ yrs old)	Young people (5-17 years old)	Children Present (under 5 years old)	Tenure on plot (Years + Months)	Family/Friend/Other (Select one)	Rent charged	Number of days vacant in last 6 months
1 (LL)							
2							
Etc.							

11. Describe the electricity situation on your plot:

- a. No electricity at all on plot
- b. One connection shared by all
- c. One connection used only by landlord
- d. More than one connection present
- e. Other

12. What is your main source of water?

- a. Connection on plot
- b. Neighbor's connection
- c. Nearby public water point
- d. Other (Specify) \_\_\_\_\_

13. Do you pay for water?

- a. Yes
- b. No

14. How far away is the closest water source?

- a. On plot
- b. Not on plot, but less than 5 minutes away
- c. 5 to 10 minutes' walk away
- d. More than 10 minutes' walk away

15. How important is it to you to have each of the following (rank order the choices below)?

- Mobile phone
- Fridge
- Toilet
- Car
- Sofa
- Private water source
- Electricity
- TV

#### Toilet Observation

16. How many functional toilets are present on the plot? \_\_\_\_\_

17. (If more than one) Is there a separate toilet for the landlord?

- a. Yes
- b. No

18. Ask the following questions about the toilet that the tenants use. If there are multiple tenant toilets currently being used, select one at random.

19. Are you allowed to observe the toilet?

- a. Yes
- b. No (Skip to #36)

20. Is there a door made of solid material (e.g., wood, iron sheets) and attached to the walls?

- a. Yes
- b. No
- c. Don't know

21. Is the door lockable from the inside (with deadbolt)?

- a. Yes
- b. No
- c. Don't know

22. Is the door lockable from the outside (i.e., there is a lock currently being used)?

- a. Yes
- b. No
- c. Don't know

23. Is there any kind of seal or cover on the toilet?

- a. Water Seal
- b. Simple cover
- c. None
- d. Don't know

24. Is there a place for handwashing near the toilet?

- a. Yes
- b. No
- c. Don't know

25. Are soap/ash and water present at the handwashing place?

- a. Yes
- b. No
- c. Don't know

26. What is the main material used for the floor of the toilet?

- a. Dirt/Mud
- b. Wood
- c. Concrete
- d. Other (Specify) \_\_\_\_\_

27. What is the main material used for the pan?

- a. No pan present
- b. Ceramic
- c. Plastic
- d. Concrete
- e. Other (Specify) \_\_\_\_\_

28. Is the floor of the toilet easy to clean (i.e. tile or polished concrete)?

- a. Yes
- b. No

29. Is there a brush or broom for cleaning the toilet located inside/near the toilet?

- a. Yes
- b. No

30. Is there visible feces on the pan?

- a. Yes
- b. No

31. Is there visible feces outside the pan on the floor?

- a. Yes
- b. No

32. Are there flies present inside the toilet?

- a. Few/No flies visible
- b. Many flies visible

33. What type of smell-reduction system is in place? (Choose all that apply)

- a. Flushing toilet
- b. Pipe ventilation
- c. Flap covering the hole
- d. Window
- e. None

34. Are there holes in the walls/doors at head level or below?



- a. Yes
- b. No
- c. Don't know

35. What is the main material used for the walls?

- a. Dirt/Mud
- b. Wood
- c. Concrete
- d. Other (Specify) \_\_\_\_\_

Ask Respondent

36. How is the pit of the latrine lined?

- a. No lining
- b. Concrete bricks and no lining
- c. Concrete bricks and lining OR sewer connection OR septic tank
- d. Don't know

37. Is there a rota in place for cleaning the toilet?

- a. Yes
- b. No
- c. Don't know

38. Is the rota written down? (Verify by seeing)

- a. Yes
- b. No

39. Is the toilet usually cleaned at least daily?

- a. Yes

- b. No
- c. Don't know

40. How many times a day is the toilet cleaned? \_\_\_\_\_

41. Is anyone on the plot prevented from accessing the toilet due to physical or social exclusion (e.g., too small for wheelchair, only step access)?

- a. Yes
- b. No
- c. Don't know

42. Is the pit emptyable by mechanical means (e.g., suction truck)?

- a. Yes
- b. No
- c. Don't know

43. How much of the feces from children on your plot is put in the latrine?

- a. All
- b. Most
- c. Some
- d. None

#### Toilet Choice

You are moving to Bauleni and find two plots available to purchase. They are both next to each other, have the same size and number of doors, and are otherwise identical except for the toilet. The differences between the toilets are shown below as well as the difference in price between the two plots. Please choose which of the two you prefer.

44. Choice A has:

- \* An open hole
- \* No solid door or inside or outside locks

Choice B has:

- \* A hole cover
- \* A solid door with an inside lock but no outside lock

Choice B costs 300 kw more than Choice A

45. Choice A has:

- \* A water-sealed toilet
- \* A solid door with inside and outside locks

Choice B has:

- \* A hole cover
- \* No solid door or inside or outside locks

Choice A costs 300 kw more than Choice B

46. Choice A has:

- \* A water-sealed toilet
- \* A solid door with an outside lock but no inside lock

Choice B has:

- \* An open hole
- \* A solid door with an inside lock but no outside lock

Choice A costs 300 kw more than Choice B

47. Choice A has:

- \* An open hole
- \* A solid door with an outside lock but no inside lock

Choice B has:

- \* A water-sealed toilet
- \* No solid door or inside or outside locks

Choice B costs 150 kw more than Choice A

48. Choice A has:

- \* A water-sealed toilet
- \* A solid door with no inside or outside locks

Choice B has:

- \* A hole cover
- \* A solid door with inside and outside locks

Choice A costs 150 kw more than Choice B

49. Choice A has:

- \* An open hole
- \* No solid door or inside or outside locks

Choice B has:

\* A hole cover

\* A solid door with no inside or outside locks

Choice B costs 150 kw more than Choice A

#### Attitudes towards Sanitation

50. Tenants living on the plot are willing to pay more rent if the toilet is improved.
51. When choosing a plot to live on, the quality of the toilet is a major consideration of tenants.
52. Improving the quality of the toilet is the best way to get more rental income from my plot.
53. Tenants are willing to move to another plot if the toilet is not cleaned well.
54. Tenants will complain to the landlord if the cleanliness of the toilet is poor.
55. Having a clean toilet attracts better tenants.
56. Having a higher quality toilet attracts better tenants.
57. Having a system for keeping a toilet clean leads to less conflict on the plot.
58. Rental income is steadier when there is a better quality toilet for my tenants.
59. Other landlords will respect me more if I have a higher quality toilet for my tenants.
60. You can't be an important person in the community , if the toilet for your tenants is low quality.

61. Community leaders will respect me more if I have a higher quality toilet for my tenants.
62. I would be shamed by the community if a tenant complains that their toilet is of low quality.
63. I would be shamed by the community if the tenant complains that the toilet is always dirty.
64. Tenants sometimes gossip about landlords with low quality toilets for their tenants.
65. Having a good toilet is a basic human right for all people.
66. Providing a good toilet for your tenants is the duty of a landlord.
67. I will clean a toilet before using it rather than use a dirty toilet.
68. I barely notice when a toilet I'm using is dirty.
69. I financially penalize tenants if they repeatedly leave the toilet dirty.
70. I evict tenants if they repeatedly leave the toilet dirty.
71. A higher quality toilet can make me healthier.
72. A better cleaned toilet can make me healthier.
73. You can't be a good parent without providing a high quality toilet.
74. Having a high quality toilet will keep my children from getting sick.
75. Having a high quality toilet will help my children to have a better life.
76. I am proud of my plot when I make my toilet better.
77. I am satisfied with myself when I improve my toilet.
78. I'm very afraid that a toilet I'm using might collapse.
79. It's dangerous to use the toilet at night if there's not a secure door.

80. Having a secure toilet would make me less afraid of being disturbed while using the toilet.

81. It is important that my toilet be comfortable for me to use.

82. One of the most important jobs of a landlord is to keep the peace on the plot.

83. It's important to meet regularly with tenants to discuss plot issues.

84. It's important for a landlord to check that the toilet is cleaned regularly.

#### Tenant Dynamics

85. How many tenants have left your plot in the last six months?

86. What were the reasons they gave for leaving the plot? (*Don't read out answers*)

- a. Rent was too high on this plot
- b. Conflict with landlord
- c. Conflict with other tenant
- d. Other (Specify: \_\_\_\_\_)

87. What is the usual amount of time one of your 'doors' has gone empty (in weeks)? \_\_\_\_\_

88. Have you had group meetings with your tenants to discuss plot issues in the last 6 months?

- a. Yes
- b. No
- c. Don't know

89. What topics have you discussed in group meetings with your tenants in the last 6 months? (Check all that apply—read answers)

- a. Water
- b. Electricity
- c. Trash
- d. Conflicts between tenants
- e. Toilet cleaning
- f. Toilet improvement
- g. Other (Specify) \_\_\_\_\_

Process evaluation questions (Endline only)

1. Have you heard of any programs promoting toilets recently in Bauleni?
2. If so, what were they called?
3. What product or behavior were they promoting?
4. Did any of these programs involve meetings among landlords?
5. Have you participated in any sanitation programs involving meetings among landlords?
  - a. Yes (Skip to #8)
  - b. No
6. Do you know anyone participating in these programs?
7. Has anyone in the programs talked to you about what they experienced or learned?
  - a. Yes (Skip to #13)
  - b. No (Skip to #13)



----- Intervention only -----

8. How many meetings of the Indaba did you attend?
9. Have you talked to anyone outside your family about these meetings? If so, who? What did you talk about?
10. Did you participate in a chilemba through the program to help make sanitation improvements?
11. Did you participate in the Indaba competition?
12. Have you done anything as a consequence of participating in the Landlord's Indaba?

----- End Intervention only -----

13. Is a rota a good way of ensuring a toilet is cleaned regularly?
14. Are locks an important means of controlling access to your toilet?
15. Is it important to ensure tenants can use your toilet without being disturbed by an intruder?
16. Is it important to cover or improve the hole in a toilet?
17. How has conflict between tenants on the plot changed in the last 6 months?
  - a. Increased
  - b. Stayed about the same
  - c. Decreased
  - d. Don't know
18. How has your relationship with your tenants changed in the last 6 months?
  - a. Improved

- b. Stayed about the same
- c. Gotten worse
- d. Don't know

19. Do you feel you are able to take initiative to improve sanitation on your own plot?

- a. Yes
- b. No
- c. Not sure/Don't know

## Tenant Questionnaire

### General

Date: \_\_\_\_\_

Interviewer Name: \_\_\_\_\_

Landlord Name: \_\_\_\_\_

Plot number: \_\_\_\_\_

Plot ID: \_\_\_\_\_

Zone number: \_\_\_\_\_

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### Screening:

1. Who is the primary decision maker in your family about where to live?
  - a. The respondent
  - b. Someone else (Terminate interview)

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2. What is your age? \_\_\_\_\_ years old

3. What is your gender?

- c. Male
  - d. Female

4. Please list the other members of your household that live in the same room with you:

Age	Gender

5. How long have you lived on this plot? \_\_\_\_\_ years \_\_\_\_\_ months
6. What is your highest level of education achieved? Grade \_\_\_\_\_
7. What is your employment type?
  - a. Unemployed/housewife
  - b. Casual worker
  - c. Self-employed/Business
  - d. Formal employee
  - e. Retired
8. What is your marital status?
  - a. Married
  - b. Single and never married
  - c. Widowed/Divorced/Separated
  - d. Other
9. How long does it usually take you to get to work by your usual mode of transportation? \_\_\_\_\_ minutes
10. How many physical “rooms” are in your current living space? \_\_\_\_\_ rooms

11. How much does it cost you to get 20L of water (one Jerrycan)? \_\_\_\_\_ Kw

12. What is your average monthly income for your household from all sources?

\_\_\_\_\_ Kw

13. How much rent do you pay each month for your current living space?

\_\_\_\_\_ Kw

14. How important is it to you to have each of the following (rank order the choices below)?

- Mobile phone
- Fridge
- Toilet
- Car
- Sofa
- Private water source
- Electricity
- TV

#### Toilet Choice

You are moving to Bauleni and choosing between two “doors” on neighboring plots. The doors are the same in every way (size, quality), and the only difference is between the toilets on the two plots. The differences between the toilets are shown below as well as the price difference between the monthly rental costs. Please choose which of the two you prefer.

15. Choice A has:

- \* An open hole
- \* No solid door or inside or outside locks

Choice B has:

- \* A hole cover
- \* A solid door with an inside lock but no outside lock

Choice B costs 30 kw more per month than Choice A

16. Choice A has:

- \* A water-sealed toilet
- \* A solid door with inside and outside locks

Choice B has:

- \* A hole cover
- \* No solid door or inside or outside locks

Choice A costs 30 kw more per month than Choice B

17. Choice A has:

- \* A water-sealed toilet
- \* A solid door with an outside lock but no inside lock

Choice B has:

- \* An open hole
- \* A solid door with an inside lock but no outside lock

Choice A costs 30 kw more per month than Choice B

18. Choice A has:

- \* An open hole
- \* A solid door with an outside lock but no inside lock

Choice B has:

- \* A water-sealed toilet
- \* No solid door or inside or outside locks

Choice B costs 15 kw more per month than Choice A

19. Choice A has:

- \* A water-sealed toilet
- \* A solid door with no inside or outside locks

Choice B has:

- \* A hole cover
- \* A solid door with inside and outside locks

Choice A costs 15 kw more per month than Choice B

20. Choice A has:

- \* An open hole
- \* No solid door or inside or outside locks

Choice B has:

\* A hole cover

\* A solid door with no inside or outside locks

Choice B costs 15 kw more per month than Choice A

#### Tenant Satisfaction

21. How would you rate your overall level of satisfaction with living on this plot?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

22. How would you rate your level of satisfaction with the price of the rent you pay on this plot?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

23. Has your rent increased in the last six months?

- a. Yes
- b. No
- c. Don't know

24. If yes, how much rent did you pay per month before the increase?

\_\_\_\_\_ Kw



25. How would you rate your level of satisfaction with your landlord?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

26. How would you rate your level of satisfaction with other tenants?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

27. How has your level of interaction with other tenants on the plot changed in the last 6 months?

- a. Increased
- b. Stayed the same
- c. Decreased
- d. Don't know/Can't say

28. How would you rate your level of satisfaction with the structure of the toilet on your plot?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

29. How would you rate your level of satisfaction with the cleanliness of the toilet on your plot?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

30. How would you rate your level of satisfaction with your access to the toilet on your plot?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

31. How would you rate your level of satisfaction with the safety of the toilet on your plot?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied
- d. Don't know

32. How would you rate your level of satisfaction with the privacy of the toilet on your plot?

- a. Very satisfied
- b. Somewhat satisfied
- c. Not very satisfied

d. Don't know

33. How would you rate your level of satisfaction with your ability to wash your hands with soap after using the toilet on your plot?

a. Very satisfied

b. Somewhat satisfied

c. Not very satisfied

d. Don't know

34. How likely are you to move to another plot in the next 6 months due to any issues on your current plot?

a. Very likely

b. Somewhat likely

c. Not very likely

d. Don't know