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THE PHNOM PENH RENTAL HOUSING SURVEY

A Study on Poor Rental Housing in Phnom Penh



សមាគមបឹងត្នោត

Sahmakum Teang Tnaut • a Cambodian Urban NGO



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ប្រតិបត្តិសង្ខេប

នគរូបនីយកម្មដើរតួនាទីយ៉ាងសំខាន់នៅក្នុងបរិយាកាសអភិវឌ្ឍន៍ និងសេដ្ឋកិច្ចបច្ចុប្បន្នរបស់ប្រទេសកម្ពុជា។ ក្តីសង្ឃឹមនៃការទទួលបានការងារ ប្រាក់សន្សំ និងអនាគតប្រកបដោយសុវត្ថិភាពបានជំរុញឲ្យនគរូបនីយកម្មក្លាយទៅជាកម្លាំងចលករមួយដែលមានកម្រិតខ្ពស់បំផុតក្នុងចំណោមប្រទេសក្នុងតំបន់អាស៊ីអាគ្នេយ៍។ រាជធានីភ្នំពេញមានប្រជាជនចំនួន ១,៦ លាននាក់¹ ខណៈដែលក្រុងបាត់ដំបងដែលជាទីក្រុងធំបំផុតទីពីរ មានចំនួនប្រជាជនតិចជាងនេះយ៉ាងខ្លាំងគឺត្រឹមតែប្រហែល ២៥០.០០០ នាក់ប៉ុណ្ណោះ។ ការរីកចម្រើនលូតលាស់ដ៏លឿន នៅក្នុងរាជធានីភ្នំពេញបានជំរុញឲ្យមានការកើនឡើងនូវភាពក្រីក្រក្នុងតំបន់ទីក្រុងដោយសារ កង្វះដី និង លំនៅដ្ឋានសមស្រប ហើយហេដ្ឋារចនាសម្ព័ន្ធទីក្រុងបានជំរុញឲ្យប្រជាជនធ្លាក់ទៅក្នុងស្ថានភាពមានលំនៅឋានមិនទៀងទាត់។ អ្នកជួលលំនៅដ្ឋានគឺជាផ្នែកដ៏សំខាន់មួយនៃប្រជាជនក្នុងរាជធានីភ្នំពេញ (បើទោះបីជាបច្ចុប្បន្នពុំទាន់មានតួលេខជាក់លាក់នៅឡើយក៏ដោយ) ហើយផ្អែកតាមបទពិសោធន៍របស់អង្គការធាងត្នោត (STT) បង្ហាញថាប្រជាជនក្រីក្រដែលតាំងទីលំនៅក្នុងតំបន់ទីក្រុងក្នុងរាជធានីភ្នំពេញគឺមិនខុសគ្នាពីប្រជាជនផ្សេងទៀតក្នុងទីក្រុងនោះទេនៅក្នុងក្របខ័ណ្ឌនៃការជួលកន្លែងស្នាក់នៅ។

ការសិក្សាស្រាវជ្រាវដែលធ្វើឡើងដោយអង្គការសង្គមស៊ីវិល និងអាជ្ញាធរក្រុងស្តីពីស្ថានភាពរបស់ប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុង ក៏ដូចជាការងាររបស់ STT បានធ្វើការតាមដានទៅលើការតាំងទីលំនៅរបស់ប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុងរាប់រយនាក់នៅក្នុងរាជធានី។ ការសិក្សាស្រាវជ្រាវទាំងនេះ រួមមាន “ស្ថានភាពនៃការតាំងទីលំនៅរបស់ប្រជាជនក្រីក្រក្នុងទីក្រុងភ្នំពេញប្រទេសកម្ពុជា” (ដោយសហព័ន្ធប្រជាជនតាំងទីលំនៅមិនរៀបរយ និងប្រជាជនក្រីក្រក្នុងក្រុង ឆ្នាំ១៩៩៧) “របាយការណ៍អង្កេតខណ្ឌទាំង ៨” ក្នុងឆ្នាំ ២០០៩ របស់ STT “ការវាយតម្លៃប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុងក្នុងរាជធានីភ្នំពេញ” ក្នុងឆ្នាំ ២០១២ សាលារាជធានីភ្នំពេញ (MPP) និងថ្មីៗបំផុតនេះ STT បានអនុវត្ត “ការអង្កេតរាជធានីភ្នំពេញ” ក្នុងឆ្នាំ ២០១៤។ ក្រៅពីការងារអង្កេតទូទៅ ការស្រាវជ្រាវរបស់ STT បានផ្តោតជាធម្មតាទៅលើម្ចាស់ដីដែលបានរងការគំរាមកំហែងរឹបអូសយកដី។ បច្ចុប្បន្ន ច្បាស់ណាស់ថា មានកង្វះនូវការស្រាវជ្រាវអំពីអ្នកជួលលំនៅដ្ឋានក្នុងតំបន់ទីក្រុង ដោយសារក្រុមនោះ ជាក្រុមតូច និងបានបង្ហាញថា អ្នកជួលលំនៅដ្ឋានគឺជាក្រុមប្រជាសាស្ត្រដែលពុំមានការចាប់អារម្មណ៍មួយក្នុងចំណោមប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុង។

ក្រៅពីពុំមាននៅក្នុងជំរឿន ឬការងារអង្កេត អ្នកជួលលំនៅដ្ឋានក្នុងតំបន់ទីក្រុងក៏ពុំមាននៅក្នុងគោលនយោបាយផងដែរ។ ក្រៅពី “ការជំរុញដល់ការអភិវឌ្ឍន៍ប្រភេទលំនៅដ្ឋានផ្សេងៗ” សេចក្តីព្រាងគោលនយោបាយជាតិស្តីពីលំនៅដ្ឋានរបស់រាជរដ្ឋាភិបាលនៃប្រទេសកម្ពុជាមិនបានលើកឡើងអំពីដំណោះស្រាយដែលអាចធ្វើបានផ្សេងៗសម្រាប់ការផ្តល់ លំនៅដ្ឋានសង្គមកិច្ច ឬលទ្ធភាពទទួលបានដីវិភាគរស់នៅជាមូលដ្ឋានសម្រាប់អ្នកជួលលំនៅដ្ឋាន

¹ Mech, Dara & Willemyns, Alex. (ថ្ងៃទី ១៦ ខែសីហា ឆ្នាំ ២០១៣) តួលេខចំនួនប្រជាជនបង្ហាញថាមានការកើនឡើងជាបន្ត។ សារព័ត៌មាន ឌី វែមបូឌា ដេលី បានទាញចេញពី [http:// www.cambodiadaily.com/archives/population%E2%80%88figures-show-continued-growth-39927/](http://www.cambodiadaily.com/archives/population%E2%80%88figures-show-continued-growth-39927/)

ក្នុងតំបន់ទីក្រុងនោះទេ។² លើសពីនេះ ទោះបីជាក្រុមរដ្ឋប្បវេណីនៃ ព្រះរាជាណាចក្រកម្ពុជាពិតជាបានបញ្ចូលនូវជំពូកស្តីពីគោលការណ៍ទូទៅគ្រប់គ្រងលើលក្ខខណ្ឌនៃភតិសន្យារវាងគូភាគីក៏ដោយ³ ក៏នៅក្នុងរបាយការណ៍នេះមានភស្តុតាងបង្ហាញថាអ្នកជួលលំនៅដ្ឋានក្នុងតំបន់ទីក្រុងយ៉ាងច្រើនសន្លឹកសន្លាប់ពុំមានកិច្ចព្រមព្រៀងជាលាយលក្ខណ៍អក្សរជាមួយនិងម្ចាស់ដីរបស់ពួកគេនោះទេ។ ស្ថានភាពនេះធ្វើឲ្យអ្នកជួលលំនៅដ្ឋានស្ថិតនៅក្នុងស្ថានភាពចាញ់ប្រៀបមួយក្នុងការតវ៉ាចំពោះម្ចាស់ដីម្ចាស់ផ្ទះរបស់ពួកគេ ដែលអាចធ្វើការបង្កើនថ្លៃឈ្នួល បដិសេធមិនទទួលយកកាតព្វកិច្ចជួសជុលមូលដ្ឋាន ឬបណ្តេញអ្នកជួលចេញដោយពុំបានជូនដំណឹង។ ការកែលម្អស្ថានភាពសម្រាប់អ្នកជួលលំនៅដ្ឋាន ដូចជាការបង្កើនប្រាក់ខែជូនដល់អ្នកជួលគឺជាធម្មតាត្រូវបានលេបត្របាក់តាមរយៈការបង្កើនថ្លៃឈ្នួលលំនៅដ្ឋាន និង អតិផរណាជាដើម។⁴

ការអង្កេតអំពីស្ថានភាពអ្នកជួលលំនៅដ្ឋានដែលបានអនុវត្តដោយ STT ក្នុងឆ្នាំ ២០១៣ មានគោលបំណងប្រមូល និងពិនិត្យនូវព័ត៌មានប្រជាសាស្ត្រស្តីពីអ្នកជួលលំនៅដ្ឋាននៅក្នុងតំបន់តាំងទីលំនៅរបស់ប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុង និងដើម្បីផ្តល់អនុសាសន៍ដល់រដ្ឋាភិបាល និងគូអង្គពាក់ព័ន្ធផ្សេងទៀតអ្នកជួលលំនៅដ្ឋានក្នុងតំបន់ទីក្រុងទៅក្នុងផែនការអភិវឌ្ឍន៍ទីក្រុង។ ការស្រាវជ្រាវនេះផ្តោតទៅលើបរិយាកាសនិងលក្ខខណ្ឌរស់នៅថវិកាចំណាយក្នុងការរស់នៅសន្តិសុខក្នុងការប្រើប្រាស់ និងសុវត្ថិភាពរបស់អ្នកជួលលំនៅដ្ឋាន។ ទីតាំងចំនួន ៣៧ ត្រូវបានជ្រើសរើសសម្រាប់ការងារអង្កេតស៊ីជម្រៅ។

តាមលក្ខណៈប្រជាសាស្ត្ររបស់អ្នកឆ្លើយតបក្នុងការសិក្សាបានបង្ហាញថា អ្នកជួលលំនៅដ្ឋានភាគច្រើន (៨៦%) បានធ្វើចំណាកស្រុកមកពីបណ្តាខេត្តនៅក្រៅរាជធានីភ្នំពេញ។ វិជ្ជាជីវៈ ឬ “ក្រុម” សំខាន់ៗចំនួន ៦ ត្រូវបានកំណត់ឃើញ៖ អ្នកលក់ដូរតាមដងផ្លូវ កម្មករផ្នែកចំណីអាហារ និងសេវាកម្ម អ្នកប្រមូលសំរាម ប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុង (ការងារផ្សេងៗ) យុវជន/សិស្សនិស្សិត និងកម្មកររោងចក្រកាត់ដេរ។ អ្នកផ្តល់ព័ត៌មានភាគច្រើនមានប្រកបចំណូលផ្ទាល់របស់ពួកគេ មានតែ ២៦% តែងផ្អែកទៅលើប្រាក់ចំណូលពីអ្នកដទៃ។ ស្ត្រី (ដែលជាចំនួនភាគច្រើននៃបុគ្គលដែលបានសាកសួរ) គឺ ភាគច្រើនបម្រើការនៅក្នុងវិស័យចំណីអាហារ និងសេវាកម្ម ព្រមទាំងក្នុងវិស័យរោងចក្រកាត់ដេរ។

ទាក់ទងនឹងទីកន្លែងជួលស្នាក់នៅ កន្លែងទាំងនេះអាចមានតែគ្រែដេក បន្ទប់ ផ្ទះល្វែង ឬផ្ទះក្នុងដីឡូតី។ ជាមធ្យម កន្លែងជួលដែលបានអង្កេតមានទំហំប្រហែល ១៣ម^២ ដែលក្រុមគ្រួសារខ្លះអាចមានទំហំសមាជិករហូតដល់ ១០នាក់

² អគ្គលេខាធិការដ្ឋានក្រុមប្រឹក្សាគោលនយោបាយដីធ្លី (ឆ្នាំ ២០១០)៖ គោលនយោបាយ B.1.f.
³ ក្រុមរដ្ឋប្បវេណីរបស់រាជរដ្ឋាភិបាលនៃព្រះរាជាណាចក្រកម្ពុជា (ឆ្នាំ ២០០៧)៖ 146. សំណៅបកប្រែជាភាសាអង់គ្លេស៖ http://sithi.org/temp.php?url=law_detail.php&id=201#.U98x4CSxyE
 គន្ថីទី ៥ នៃក្រុមរដ្ឋប្បវេណី “ប្រភេទជាក់លាក់នៃកិច្ចសន្យា/កំហុសស៊ីវិល” មានជំពូក (5) ស្តីពីភតិសន្យា ដែលចែងអំពីកាតព្វកិច្ចទូទៅរបស់អ្នកជួល និងម្ចាស់ផ្ទះ ក៏ដូចជាបទប្បញ្ញត្តិស្តីពីការបញ្ចប់ភតិសន្យា និងបញ្ឈប់បទប្បញ្ញត្តិទេសផ្សេងទៀត។ ជាសំខាន់នោះ ជំពូកនេះមិនមានបញ្ចូលនូវបទប្បញ្ញត្តិកំណត់ថាចាំបាច់ត្រូវមានភតិសន្យាជាលាយលក្ខណ៍អក្សរជាលិខិតុបករណ៍ចាំបាច់មិនអាចខ្វះបាននៅក្នុងកិច្ចព្រមព្រៀងរវាងម្ចាស់ផ្ទះ និងអ្នកជួលនោះទេ។ នេះមានន័យថាអ្នកជួលដែលធ្វើការព្រមព្រៀងក្រៅផ្លូវការជាមួយនិងម្ចាស់ផ្ទះមិនស្ថិតនៅក្រោមលក្ខខណ្ឌដែលការពារផលប្រយោជន៍របស់ពួកគេនៅក្នុងក្រុមរដ្ឋប្បវេណីនោះទេ។
⁴ ឧទាហរណ៍ ក្នុងខែឧសភា ឆ្នាំ ២០១៣ នៅពេលមានការបង្កើនប្រាក់ឈ្នួលអប្បបរមារបស់កម្មកររោងចក្រកាត់ដេរ ការឡើងថ្លៃឈ្នួលផ្ទះ និងថ្លៃទំនិញ មានន័យថា មានការផ្លាស់ប្តូរតិចតួចណាស់នៅក្នុងស្ថានភាពរស់នៅប្រចាំថ្ងៃសម្រាប់អ្នកជួល។ Campbell, S, in the Guardian Global Development , 2013: <http://www.theguardian.com/global-development/2013/dec/16/cambodia-garment-workers-low-wages-poor-conditions>

រស់នៅជាមួយគ្នា (ជាមធ្យម មានសមាជិក៤នាក់ស្នាក់នៅកន្លែងជួលតែមួយ)។ អ្នកផ្តល់ព័ត៌មានភាគច្រើន (៥៨,៥%) បានជ្រើសរើសកន្លែងជួលបច្ចុប្បន្នរបស់ខ្លួនដោយសារនៅជិតកន្លែងធ្វើការ និងសាលារៀនរបស់ពួកគេ។ លើសពីនេះទៅទៀត នៅក្នុងករណីមួយចំនួន ម្ចាស់ផ្ទះបានផ្តល់ឱកាសការងារ ឬអ្នកជួលក៏អាចបើកអាជីវកម្មរបស់ពួកគេនៅកន្លែងជួលរបស់ពួកគេផ្ទាល់តែម្តង។

ការអង្កេតនេះបានកំណត់ថ្លៃឈ្នួលអតិបរមាត្រឹម ៦០ ដុល្លារអាមេរិក - អ្នកជួលលំនៅដ្ឋានដែលមានថ្លៃឈ្នួលលើសពីនេះមិនត្រូវបានពិចារណាទេនៅក្នុងការស្រាវជ្រាវនេះ។ ថ្លៃឈ្នួលជាមធ្យមត្រូវបានកំណត់ត្រឹម ២៦,៥ ដុល្លារអាមេរិក។ លើសពីនេះ ទោះបីជាលទ្ធភាពប្រើប្រាស់អគ្គិសនី (សម្រាប់អ្នកផ្តល់ព័ត៌មាន ៩០%) និងលទ្ធភាព ប្រើប្រាស់ប្រភពទឹកឯកជន (អ្នកផ្តល់ព័ត៌មាន ៦៧%) គឺមានជាទូទៅក៏ដោយ ក៏ថ្លៃសេវាទាំងនេះជាធម្មតាត្រូវបានកំណត់ដោយអន្តរការី (ឧ. ម្ចាស់ផ្ទះ) ហេតុដូច្នេះហើយគឺក្នុងអត្រាតម្លៃបំប៉ោង។ ជាសំខាន់ ទោះបីជាអ្នកផ្តល់ព័ត៌មាន ភាគច្រើនមានការលំបាកក្នុងការបង់ថ្លៃឈ្នួលឲ្យបានទាន់ពេលវេលាក៏ដោយ ក៏មិនមានផលវិបាកអវិជ្ជមានណាមួយពីម្ចាស់ផ្ទះដែរ ក្នុងចំណោមបីភាគបួននៃបុគ្គលដែលទទួលបានការសាកសួរ។

ទាក់ទងនឹងសន្តិសុខនៃសិទ្ធិប្រើប្រាស់អ្នកផ្តល់ព័ត៌មាន ៩៨% គ្មានកិច្ចព្រមព្រៀងជាផ្លូវការជាមួយនឹងម្ចាស់ផ្ទះទេ។ មានការកត់សម្គាល់ឃើញថា ក្នុងចំណោមអ្នកផ្តល់ព័ត៌មានគឺមានការភ័យខ្លាច ការបណ្តេញដោយគ្មានការជូនដំណឹងជាមុន។ លើសពីនេះទៅទៀត បញ្ហាទូទៅអំពីសុវត្ថិភាពផ្ទាល់ខ្លួនត្រូវបានពិចារណានៅក្នុងរបាយការណ៍នេះផងដែរ ដែលក្នុងនោះអ្នកជួលលំនៅឋានដែលទទួលបានការសាកសួរ ៦២% បានរាយការណ៍ធ្លាប់រងគ្រោះពីអំពើហិង្សា។

ជាសរុប STT ចង់បង្ហាញថា ពិតជាមានតម្រូវការ និងភាពចាំបាច់នូវជម្រើសថ្លៃឈ្នួលថោកដែលអាចនៅជិតទីកន្លែងធ្វើការ ឬសិក្សា ឬអាចប្រើសម្រាប់ការបើកអាជីវកម្មខ្នាតតូច។ ទំនាក់ទំនងក្រៅផ្លូវការជាមួយនឹងម្ចាស់លំនៅឋានអាចមានលក្ខណៈវិជ្ជមាន និងអាចផ្តល់នូវផលចំណេញច្រើនក្នុងករណីនិយោជក-ម្ចាស់លំនៅដ្ឋាន។ ប៉ុន្តែ កង្វល់សំខាន់អំពីអសុវត្ថិភាពនៃសិទ្ធិប្រើប្រាស់ លក្ខខណ្ឌបរិស្ថានមិនល្អ និងសុវត្ថិភាពផ្ទាល់ខ្លួននៅតែមានជាទូទៅ នៅពេលពិចារណាអំពីស្ថានភាពរបស់អ្នកជួលលំនៅដ្ឋានក្នុងតំបន់ទីក្រុង។

ដើម្បីដោះស្រាយបញ្ហាផ្សេងៗ ដូចជាកង្វះកិច្ចព្រមព្រៀងជាផ្លូវការរវាងម្ចាស់លំនៅដ្ឋាន និងអ្នកជួលកង្វះបទបញ្ញត្តិលើការកំណត់តម្លៃសេវាកម្ម ដូចជា ទឹកស្អាត ភ្លើងអគ្គិសនី កង្វះសេវាកម្មប្រមូលសំរាម និងគុណភាពទាបនៃសំណង់លំនៅដ្ឋានជួល ចាំបាច់ត្រូវមានការចូលរួមពីតួអង្គពាក់ព័ន្ធជាច្រើន។ រាជរដ្ឋាភិបាលនៃប្រទេសកម្ពុជាត្រូវប្តេជ្ញាធានាថា លក្ខខណ្ឌ ជុំវិញការជួលដូចមានបញ្ជាក់នៅក្នុងក្រមរដ្ឋប្បវេណីត្រូវបានប្រកាន់យក និងត្រូវពិចារណាអំពីការ កំណត់បទបញ្ញត្តិឲ្យបានគ្រប់គ្រាន់នៅក្នុងគោលនយោបាយជាតិស្តីពីលំនៅដ្ឋានសម្រាប់ស្ថានភាពជួលរបស់ប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុង។ វិស័យសេវាកម្មក៏ត្រូវចូលរួម និងជំរុញផងដែរលើការពិចារណាអំពីបញ្ហាម្ចាស់លំនៅដ្ឋានបង្កើនអត្រាថ្លៃទឹកភ្លើងអគ្គិសនីគិតពីអ្នកជួល ក៏ដូចជាត្រូវចាត់ទុកថាសេវាប្រមូលសំរាមជាការអនុវត្តដ៏ចាំបាច់មួយមិនអាចខ្វះបាន។ ដៃគូអភិវឌ្ឍន៍ អាចជំរុញឲ្យមានការសិក្សាបន្ថែមអំពីស្ថានភាពរបស់អ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុង និងជំរុញ តួអង្គពាក់ព័ន្ធខាងលើឲ្យអនុសាសន៍ទាំងនេះ ដើម្បីបំពេញតាមលក្ខខណ្ឌរស់នៅជាលំនៅដ្ឋាន។

EXECUTIVE SUMMARY



Rubbish Collector Housing, Boeung Kak, Daunh Penh District

In the current development and economic climate of Cambodia, urbanization plays a major role. The promise of employment, savings, and a secure future has driven rates of urbanization to be amongst the highest in the South-East Asia region. The population of Phnom Penh has been calculated at 1.6 million¹, whilst the second largest city, Battambang, has a definitively smaller population of approximately 250,000. The speed of growth in Phnom Penh has brought increased urban poverty, as scarcity of land and appropriate housing and urban infrastructure pushes residents into precarious housing situations. Renters are an important portion of Phnom Penh's population (although no exact or accessible figures exist to-date), and it is Sahmakum Teang Tnaut's (STT) experience that the urban poor settlements of Phnom Penh are no different to the rest of the city in terms of renter presence.

¹ Mech, Dara&Willemyns, Alex. (2013, August 16) Population Figures Show Continued Growth. The Cambodia Daily. Retrieved from <http://www.cambodiadaily.com/archives/population%E2%80%88figures-show-continued-growth-39927/>

Studies carried out by civil society and the municipal government on the situation of the urban poor, as well as STT's work, have monitored hundreds of urban poor settlements in the capital. These studies include "The State of Poor Settlements in Phnom Penh, Cambodia" (by the Squatter and Urban Poor Federation, 1997), STT's "The 8 Khan Survey" in 2009, the Municipality of Phnom Penh's (MPP) "The Phnom Penh Urban Poor Assessment" in 2012 and most recently, STT produced "The Phnom Penh Survey" in 2014. In addition to general survey work, STT's research focus has typically focused on landowners threatened with eviction. It is clear today that the lack of any kind of accessible research on urban renters as a sub-group indicates that renters are a forgotten demographic group amongst urban poor.

In addition to their absence from census or survey work, urban poor renters are missing from policy. Beyond "encouraging the development of various types of housing units", the Royal Government of Cambodia's draft National Housing Policy does not put forward any feasible solutions for social housing, or access to basic living standards for poor urban renters². Further, although the Civil Code of the Kingdom of Cambodia does include a chapter on the general principles governing the terms of lease between two parties³, there is evidence in this report that a vast majority of urban poor renters have no written agreement with their landlord. This leaves renters in a precarious position to make demands on their landlords, who can arbitrarily increase rent, refuse basic upkeep duties, or evict tenants without notice. Improvements in conditions for renters such as increases in wages are typically swallowed up by increases in rent and general inflation.⁴

The Renter Survey, conducted by STT in 2013, aims to collate information on the demographics of renters in the urban poor settlements and to provide recommendations for government and other stakeholders to include urban poor renters in urban development plans. This piece of research focuses on tenant living environment and conditions, living cost, tenure security and safety. 37 locations were chosen for in-depth survey work.

Demographically speaking, the renter sample showed that a vast majority (86%) of renters had migrated from provinces outside Phnom Penh. 6 main professions, or "Groups" were identified: street vendor, food and service worker, rubbish collector, urban poor (miscellaneous jobs), youth/student and garment worker. The majority of respondents have their own source of income, with only 26% dependent on others for income. Women (who constituted the majority of surveyed individuals) are mainly employed in the food and service sector and the garment factory sector.

With regard to the rental units themselves, these can consist of simply a bed, a room, a flat or a freestanding house. On average, the rental units surveyed were approximately 13 m², with families of up to 10 people sharing (whilst 4 was the average number of people sharing one rental unit). Most respondents (58.5%) selected their current rental unit because of the proximity to their workplace and schools. In addition, in certain cases landlords offered employment opportunities, or tenants could also conduct their business from their unit.

² General Secretariat of Council for Land Policy, (2010): Policy B.1.f.

³ RGC's Civil Code of the Kingdom of Cambodia, (2007): 146. English translation: http://sithi.org/temp.php?url=law_detail.php&id=201#U98xf4CSxyE

The Civil Code's Book 5, "Particular Types of Contracts / Torts" includes a chapter (5) on Lease, which outlines the general obligations of the lessee and lessor, as well as provisions for termination of lease and other technical matters. Significantly, this chapter does not include any provision for a written lease to be a mandatory instrument in an agreement between landlord and tenant. This means that tenants who enter informal agreements with landlords are not subject to the terms that protect their interests in the Civil Code.

⁴ In May 2013 for example, when minimum wage for garment factory workers increased, the subsequent increase in rent and commodities meant that little changed in the daily conditions for tenants. Campbell, S, in the Guardian Global Development, 2013: <http://www.theguardian.com/global-development/2013/dec/16/cambodia-garment-workers-low-wages-poor-conditions>

This survey set USD 60 as the ceiling for rental fees – renters who pay more than this were not considered in this research. The average rent was calculated at USD 26.5. Further, although access to electricity (for 90% of respondents) and access to a private source of water (67% of respondents) is prevalent, the fees are typically charged by a middleman (eg: the landlord), and therefore at inflated prices. Significantly, though a majority of respondents had difficulties paying rent on time, this did not entail any negative consequences from the landlords of over three quarters of individuals surveyed.

In terms of tenure security, a huge 98% of respondents have no formal agreement with their landlord. Fear of eviction without prior notice was noted amongst respondents. In addition, the general issue of personal safety was considered in this report, with 62% of surveyed renters reported having been victims of theft. In conclusion, STT would like to highlight that there is a real demand and need for cheap rental options which can be found close to the place of work or study, or can be used for small business purposes. Informal relationships with landlords can be positive and even lucrative in the case of employer-landlords. Yet important questions of insecure tenure, dire environmental conditions, and personal safety remain prevalent when considering the conditions of urban poor renters.

In conclusion, STT would like to highlight that there is a real demand and need for cheap rental options which can be found close to the place of work or study, or can be used for small business purposes. Informal relationships with landlords can be positive and even lucrative in the case of employer-landlords. Yet important questions of insecure tenure, dire environmental conditions, and personal safety remain prevalent when considering the conditions of urban poor renters.

To address various issues such as the lack formal agreements between landlords and tenants, the unregulated pricing of service provisions such as water and electricity, the lack of rubbish collection services, and the low quality of rental unit construction, several stakeholders must be involved. The Royal Government of Cambodia must commit to ensuring that conditions around leasing as outlined in the Civil Code are upheld, and must consider making adequate provision within the National Housing Policy for the rental situation of the urban poor. The services industries should also be involved, and are urged to consider the issue of landlords increasing the rates charged to tenants for electricity and water as well as to consider rubbish collection as a mandatory practice. Development partners can promote further enquiry into the situation of poor urban renters, and encourage the above-mentioned stakeholders to implement these recommendations so that basic living standards are met.

ACRONYMS

EDC Electricité du Cambodge

MPP Municipality of Phnom Penh

M³ Cubic Meter

NGO Non-Governmental Organisation

PPWSA Phnom Penh Water Supply Authority

RGC Royal Government of Cambodia

SUPF Squatter and Urban Poor Federation

STT Sahmakum Teang Tnaut

UN-HABITAT United Nations Habitat

FIGURES

Figure 1	Marital Status.....	12
Figure 2	Education Levels.....	13
Figure 3	Selection of Rental Unit.....	17
Figure 4	Primary Construction Material of the Unit.....	18
Figure 5	Formal Agreement between Landlords and Tenants.....	22
Figure 6	Increases in Rental Price.....	23
Figure 7	Respondents' Perception on Rental Prices.....	23
Figure 8	Trend of Rental Cost Increase.....	24
Figure 9	Water Supply Source.....	25
Figure 10	Electricity Supply Source.....	26
Figure 11	Rubbish Collection Services.....	26
Figure 12	Difficulty in Rental Payment.....	27
Figure 13	Instances of Violence.....	30

TABLES

Table 1	Gender Division within the Group.....	11
Table 2	Primary Occupation of Respondents.....	14
Table 3	Number of Individuals Sharing Rental Units.....	18
Table 4	Potential Health Hazards.....	19
Table 5	Condition of Units.....	20
Table 6	Reasons for Increase in Cost of Unit.....	24
Table 7	Security Concerns.....	29

CONTENTS

CHAPTER 1.	INTRODUCTION	1
CHAPTER 2.	BACKGROUND OF THE STUDY	3
2.1	INTRODUCTION	3
2.2	BACKGROUND ON RENTAL HOUSING IN PHNOM PENH	3
2.3	RENTAL HOUSING - ITS POSITIVE AND NEGATIVE ASPECTS	3
2.4	RATIONALE	4
CHAPTER 3:	RESEARCH OBJECTIVES AND METHODOLOGY	6
3.1	OBJECTIVES	6
3.2	RESEARCH DESIGN / METHODOLOGY	6
3.3	RESEARCH ETHICS	8
3.4	LANGUAGE AND TERMINOLOGY	8
3.5	LIMITATIONS	8
CHAPTER 4:	HOUSEHOLD DEMOGRAPHIC INFORMATION	10
4.1	INTRODUCTION	10
4.2	FINDINGS	11
4.3	KEY FINDINGS	15
CHAPTER 5:	TENANT LIVING CONDITION AND THE ENVIRONMENT	16
5.1	INTRODUCTION	16
5.2	FINDINGS	17
5.3	KEY FINDINGS	20

CHAPTER 6: LIVING COST AND TENURE SECURITY	21
<hr/>	
6.1 INTRODUCTION	21
6.2 FINDINGS	22
6.3 KEY FINDINGS	27
CHAPTER 7. SAFETY AND SECURITY	28
<hr/>	
7.1 INTRODUCTION	28
7.2 FINDINGS	29
7.3 KEY FINDINGS	30
CHAPTER 8: CONCLUSION AND RECOMMENDATIONS	31
<hr/>	
CONCLUSION	31
RECOMMENDATIONS	32
សេចក្តីសន្និដ្ឋាន	34
អនុសាសន៍	34
BIBLIOGRAPHY	37
<hr/>	
ANNEX	38
<hr/>	
ANNEX 1 – PHNOM PENH RENTAL HOUSING SURVEY	38
ANNEX 2 – MAP OF SURVEYED LOCATIONS	52
ANNEX 3 – CASE STUDY QUESTIONNAIRE	53
ANNEX 4 – RENTER FOCUS GROUP DISCUSSIONS (FGD) RESULTS	55

1 INTRODUCTION



Street Vendor Housing, Phsar Doem Thkov

In Cambodia's post-Khmer Rouge development landscape, urban growth is a key factor, with rural populations migrating to urban centres in the hope of employment and livelihood security. Whilst increasing urbanisation has gone hand in hand with an economic boom, it has unfortunately also contributed to increased urban poverty. At present, poor housing solutions, tenure insecurity, and the absence of state administered social support mechanisms are the overwhelming factors that cause and sustain rates of urban poverty that are among the highest regionally⁵.

⁵ Cambodia's Urbanisation: Key Trends and Policy Priorities, (2012): 2-3

A report on the situation of rental housing worldwide collated by UN-HABITAT in 2002 highlighted that the attention paid by governments' policies to rental housing had been dire over the previous decade: "In 1989, a meeting of experts organized by UN-HABITAT concluded that governments should review their housing policies and devise appropriate strategies for rental housing which remove biases against non-owners".⁶ By 2002, little had changed – and over a decade later the situation in Cambodia today is particularly representative of this lack of government policy attention to the situation of poor urban rental in the country. The draft of the National Housing Policy, released by the Royal Government of Cambodia in 2014, does not address the situation for low-income renters, nor does it examine feasible solutions for ensuring stability and security for poor renters.

A number of consequent studies have been carried out by civil society and municipal government on the situation of the urban poor in Phnom Penh specifically. STT has been monitoring and working with hundreds of urban poor settlements in the capital over the past 8 years. During this time, most of the groups STT has worked with have been landowners threatened with eviction. In some cases, like Boeung Kak Lake, STT also managed to work with the affected communities to reach some kind of solution for resettlement or compensation. Yet in working with the urban poor, as well as researching issues affecting the urban poor, STT has noticed that those renting in urban poor settlements are often left out of the equation.

The Renter Survey conducted by STT in 2014 collates information on the demographics of renters in the urban poor settlements defined in STT's Phnom Penh Survey (2014). This piece of research focuses on tenant living environment and conditions, living cost, tenure security and safety. This survey serves to raise awareness about the living conditions of urban poor renters, and to propose strategies for their inclusion in interventions for the urban poor.

⁶ UN-HABITAT, Rental Housing, (2003): 1

2

BACKGROUND OF THE STUDY

2.1 Introduction

In 2009, STT published The 8 Khan Survey, which geolocated and provided basic details of urban poor settlements in Phnom Penh. A total of 410 settlements were identified. In 2013, STT updated The 8 Khan Survey—calling it the Phnom Penh Survey—in order to provide further documentation and advocacy for the urban poor settlements of the capital. In view of the fact that renters are generally left out of both research and interventions for the urban poor however, a real need was identified to carry out some reliable research on the situation for poor urban renters. Here, STT focuses on the living and housing conditions of renters in poor settlements. Furthermore, as land becomes increasingly scarce in Phnom Penh, the number of low-income renters is likely to increase. As such, further insights into their living conditions as well as strategies to improve them are needed.

In contrast to the urban poor settlements in the Phnom Penh Survey, which were only geolocated and surveyed, with this Renter Survey, STT has developed a more intimate understanding of the living and housing conditions of renters. This was made possible by conducting Focus Group Discussions (FGD) and further in-depth interviews with renters.

2.2 Background on rental housing in Phnom Penh

There exists very little concrete information on the urban poor rental situation in Phnom Penh. Urbanization since the Paris Peace Agreement of 1991, when large-scale migration followed decades of civil unrest and war, has occurred at the very high rate of 8.4% according to the Asian Development Bank.⁷ Migration to the city occurs because of the “push and pull factors”. The push factors are: low earning potential, few job opportunities, and complications linked to natural disaster etc. in rural homes; whilst the pull factors of the city include increased employment opportunities, high wages, and the ability to save money for families in home towns.

With high migration rates from the provinces, large numbers of individuals in precarious employment situations need cheap housing, and are consequently forced to rent small, often insalubrious units, with informal tenant agreements.

In addition, displaced communities that are victim to forced land evictions are often pushed to rent, either due to receiving inadequate compensation for a new plot and housing, or due to their allocated compensation plot being too far from their workplace, or the city center.

2.3 Rental housing - its positive and negative aspects

Some of the key issues highlighted in the UN-HABITAT Rental Housing report can be used as indicators of the key aspects of renting for urban poor populations in Phnom Penh.

⁷ The World Bank, Issues and Dynamics: Urban Systems in Developing East Asia, (2004): 2

Firstly, the question of tenant security and eviction: significantly for our research, there is no Cambodian legislation to secure tenants from evictions by their landlord, which differs greatly from a number of countries. Although many tenants worldwide have very limited tenure rights—some are evicted by their landlords on the most spurious of grounds—many governments have legislated to protect tenants against eviction.⁸ The question of eviction therefore represents an important concern for urban poor renters in Phnom Penh.

Secondly, the issue of informal / inexistent tenant agreements: the relationship between tenant and landlord the world over can be fraught and conflictual. The lack of legislation in Cambodia mentioned previously can entail an imbalance of power, with reports of rudeness and violence from certain landlords in this study, as well as indiscriminate rising of rental costs. It is important to note, however, that there is insufficient information about the rental situation in Phnom Penh to be able to gain a rounded view of tenant – landlord relations in the city. The UN-HABITAT report cites a number of counter-examples to vindictive landlords worldwide, such as landlord lenience towards non-payment of rent.⁹ There is no reason to believe the situation in Phnom Penh is not equally balanced.

The question of living conditions is of course predominant: rental properties can vary between presenting high levels of insalubrity to being well-looked after by owners (for whom the properties represent substantial earning sources, and therefore warrant the attention). There are no “minimum” standards for rental property in Cambodia (such as access to sanitation requirements etc.), meaning that although living conditions for poor urban renters remains undocumented at a large scale, this survey highlights the often unsanitary living conditions of poor renters in Phnom Penh. Yet, as both this local report and the global UN-HABITAT report show, the attitude and financial capacity of the landlord is critical in ensuring adequate maintenance. Typically, owners who are on the poverty scale will struggle to offer adequate living conditions, and will also attract poorer renters given the low standards of living.¹⁰ In Phnom Penh, this survey has highlighted that small room sizes (as small as 5 square meters), overcrowded sanitation facilities, proximity to sewage, and urban pollution as strong negative aspects to rental conditions.

Finally, an important element that plays in favour of poor rental accommodation is the correlation between the renter’s means and the cost of accommodation. Indeed, worldwide, poor families are prepared to live in appalling housing conditions because they have higher priorities than housing (education, small business investment etc.).¹¹ In Phnom Penh, the influx of renters from the provinces tends to mean that some income will go back to family members in the province, or in the case of students for example, may be directed to necessary materials (books etc.). It is therefore crucial not to underestimate the need for low rental accommodation, and so not to overlook the supply and demand paradigm of poor rental accommodation.

2.4 Rationale

Exclusion of renters:

Research conducted in 2012 on the feasibility of implementing *The Circular on Resolution of Temporary Settlement on Land Which Has Been Illegally Occupied in the Capital, Municipal, and Urban Areas (C03)* in Phnom Penh¹² raised the issue of renters being excluded from the potential positive benefits of this policy.

⁸ UN-HABITAT, Rental Housing, (2003): 91

⁹ UN-HABITAT, Rental Housing, (2003): 95

¹⁰ UN-HABITAT, Rental Housing, (2003): 85

¹¹ UN-HABITAT, Rental Housing, (2003): 121

¹² STT, Policy for the Poor?, (2013)

Since then, the draft of the National Housing Policy has been released, yet it makes little reference to rental housing, and specifically urban poor renting. Further, in the context of land eviction (over 150,000 people have been displaced in Cambodia in the past two decades, often through forced evictions)¹³, STT's experience in the field shows that, while owners of properties (even on state public land) are at times compensated when evicted, renters as a rule are left empty-handed to seek their next shelter.

Increasing number of renters:

As per STT's research on the 54 relocation sites from 1980s-2011, many households evicted to relocation sites at the outskirts of the city abandon (at least temporarily) their plots at the site and become renters in the city instead.¹⁴ Concurrently, rural-to-urban migration brings increases of low-income workers to the city. Combined with increased scarcity of unclaimed and undeveloped land in the capital, the number of low-income renters in the city is hence likely to grow considerably in the near future.

Prevention of new slums and exploitation of the poor:

An increased number of renters, combined with limited policies to deal with them, may result in an increased number of slums or informal settlements, where the residents not only suffer from insecure tenure, but may also become victims to unscrupulous landlords. Better understanding of the current living conditions of renters is key to developing strategies to prevent this from happening.

Some of the key questions that were asked in order to understand the living and housing conditions of renters in the city included:

- Where are renters located vis-à-vis owners? Do they live in separate enclaves/dormitories or do they live communally with owners?
- Are there particular sectors that rely on renters as their workforce (e.g. garment factories, construction) and are there any particular characteristics to their living and housing conditions?
- What kind of policy-making and interventions could improve the situation of poor renters? Who are the major stakeholders?

¹³ STT, The Phnom Penh Survey, (2014): 18

¹⁴ STT, Resettling Phnom Penh, "54 – And Counting?", (2012): 2

RESEARCH OBJECTIVES AND METHODOLOGY

3

3.1 Objectives

There are four objectives for the study:

- a. To investigate the general situation of urban poor rental housing in Phnom Penh, to highlight the challenges faced by the group of renters
- b. To provide insights into the living conditions of renters
- c. To suggest strategies to improve these conditions
- d. To lobby both government and development partners to take renters into account in urban development plans and prevent the formation of a slum underclass of city dwellers

3.2 Research design / Methodology

A three-part research approach was developed by the STT Research Team to complete the Renter Survey:

1. Desk review and roundtable feasibility discussions with partners
2. Identification of urban poor rental sites; definition of “Renter”, definition of sample frame
3. Data collection design (survey questionnaire, focus group discussion format, case study format); data collection implementation and analysis

Desk Review and Roundtable Discussion:

A desk review was conducted on previous surveys and other research regarding the urban poor renters and their dwellings in Phnom Penh. Four main surveys conducted prior to this have been “The State of Poor Settlements in Phnom Penh, Cambodia” by the Squatter and Urban Poor Federation (SUPF) in 1997, “The 8 Khan Survey” conducted by STT in 2009, the “The Phnom Penh Urban Poor Assessment” by the Municipality of Phnom Penh (MPP) in 2012 and “The Phnom Penh Survey” by STT in 2014. As mentioned previously, very little information on the situation of renters in urban poor communities exists to date. A further valuable (albeit not recent) piece of research was the UN-HABITAT “Rental Housing” document (2003).

A roundtable discussion was attended by representatives of:

- the Cambodian Food and Service Workers Federation (CFSWF)
- the Worker’s Information Centre (WIC)
- the Independent Democracy of Informal Economy Association (IDEA)
- Cambodia’s Independent Civil Service Association (CICA)
- The Heinrich Böll Foundation (HBF)

Additional input meetings were held with representatives of the Cambodian Youth Network Action Aid, as well as with CICA, CFSWF and IDEA.

Identification of urban poor rental sites; definition of “Renter” and sample frame:

Preliminary visits were carried out to 37 locations to define the Renter Groups. At these preliminary visits, it was ensured that at least 10 individuals of the same profession as the 6 Renter Groups lived within close proximity. (for example: ten garment factory workers in units next to each other). STT also fixed USD 60 as the maximum monthly rent for the renters surveyed.

A “Renter” is an individual paying a prearranged rent for the exclusive occupation of all or part of a dwelling unit. This tenure also includes both formal and informal situations.¹⁵

Following the identification of survey sites, we decided to sample 37 locations, with 124 individual respondents to a survey questionnaire, who all fitted into the following six Renter Groups:

- a) Street vendor (snail/shellfish seller, fruit seller, grilled meat seller, etc.)
- b) Food and service worker (restaurant service, beer promoter, etc.)
- c) Rubbish collector (CINTRI rubbish collector, scavenger, push cart “etchai”)
- d) Urban poor (miscellaneous jobs)
- e) Youth/student
- f) Garment worker

Data Collection Design; Data Collection Implementation and Analysis:

The STT Research Team designed a number of research tools to collect meaningful data:

On-Site Survey, divided into seven sections:

1. General information about the respondent
2. Questions about the respondent’s living conditions
3. Living costs
4. Landlord and tenure security
5. Personal safety and security
6. General questions related to the living conditions in the location
7. General information based on the interviewer’s observation

124 individual respondents took part in this survey.

The Focus Group Discussions, which were divided into three sections:

1. Reasons for renting and choice of rental accommodation
2. The challenges of renting
3. The positives of renting

51 individual respondents took part in the FGDs, with representatives of each Renter Group:

- a) Street vendor: 11 participants (4 female)
- b) Food and service: 8 participants (8 female)
- c) Rubbish collector: 11 participants (11 female)
- d) Urban poor: 11 participants (7 female)
- e) Youth/student: 5 participants (1 female)
- f) Garment worker: 5 participants (5 female)

¹⁵ UN-HABITAT, Rental Housing, (2003): xvi

Six case studies, which were divided into five sections:

1. Background Information
2. Tenancy Information
3. Employment Information
4. Experience as a Renter
5. Recommendations

Six individuals, one from each Renter Group, took part in the case studies.

3.3 Research Ethics

STT works closely with urban poor communities in Phnom Penh and has considerable rapport with these communities. Given the importance of ensuring that data collection was unbiased, and proper research ethic protocols were followed, the concepts below were explained to all survey participants.

- . Voluntary participation
- . Confidentiality
- . Anonymity
- . Purpose and outcomes of the research
- . Participants were assured that the information they shared would only be used for research and advocacy purposes
- . Informed consent: enumerators sought verbal consent from participants before commencing the survey

3.4 Language and Terminology

Renter: individual, or paying a prearranged rent for the exclusive occupation of all or part of a dwelling unit. This tenure also includes both formal and informal situations.

Respondent: individual renter living on one of the 37 sites identified for research – there were 124 respondents.

Renter Group: refers to 6 employment types or situations identified in the 124 respondents (Food and service workers, street vendors, urban poor, rubbish collectors, youth/students, and garment factory workers).

Rental Unit: the unit rented by the tenant, which can consist of a single bed, a room or a whole flat.

Study Sites: refers to sites where the survey was carried out, where at least 10 people of the same profession as the Renter Groups lived in close proximity. We identified 37 study sites.

Urban Poor Settlement: in accordance with STT's Phnom Penh Survey, this research considers "urban poor settlement" as generally the poor settlements in the city without any implications relating to the land rights of the settlements or individual households.

3.5 Limitations

Sample size

Due to resource and time constraints, the sample size of surveyed locations was 37 with 124 respondents. This research is mainly qualitative.

Participant barriers

During the on-site survey (with questionnaire), respondents were difficult to get hold of, as much of the target group was busy at their place of employment or with their businesses during the day. Trying to reach them by phone sometimes did not yield results either.

Political situation and time constraints

The political instability during and after the national elections was an important factor during this research. For several weeks during and after the national elections there were many protests in which workers and students were involved, making many people feel insecure about coming into Phnom Penh to do interviews. During this time therefore the interview process was halted.

Research gap

Due to limited resources available, we were not able to interview landlords and landowners. Information about rental increases from the perspective of the landlords is therefore lacking in this research.

HOUSEHOLD DEMOGRAPHIC INFORMATION

4



Street Vendor Housing, Phsar Doem Thkov District

4.1 Introduction

This chapter aims to present the reader with an overview of the demographics of renters in urban poor settlements in Phnom Penh. Information such as education level, profession, income generation source, and migration status has been collated in this section.

“I had to stop attending my school by Grade 3 (8 years old) because of a very sudden change in my family’s ability to generate income. My father died unexpectedly so I decided stop studying. Being the oldest of the children, it became my responsibility to support all four members of our family. In 2003, I decided to leave my hometown for Phnom Penh city with the intention of finding a job.”
 CINTRI staff (rubbish collector)

4.2 Findings

General Information about Respondents

The study was conducted with 6 different Renter Groups, and 124 households were interviewed at the study sites. The Renter Groups breakdown was:

- Food and service workers: 9 households (7.3%)
- Street vendors: 13 households (10.5%)
- Urban poor: 40 households (32.3%)
- Rubbish collectors: 21 households (16.9%)
- Youth/students: 17 households (13.7%)
- Garment factory workers: 24 households (19.4%)

The table below indicates that female participants are mainly employed in two sectors: the food service sector and the garment factory sector.

Table 1: Gender Division within the Group

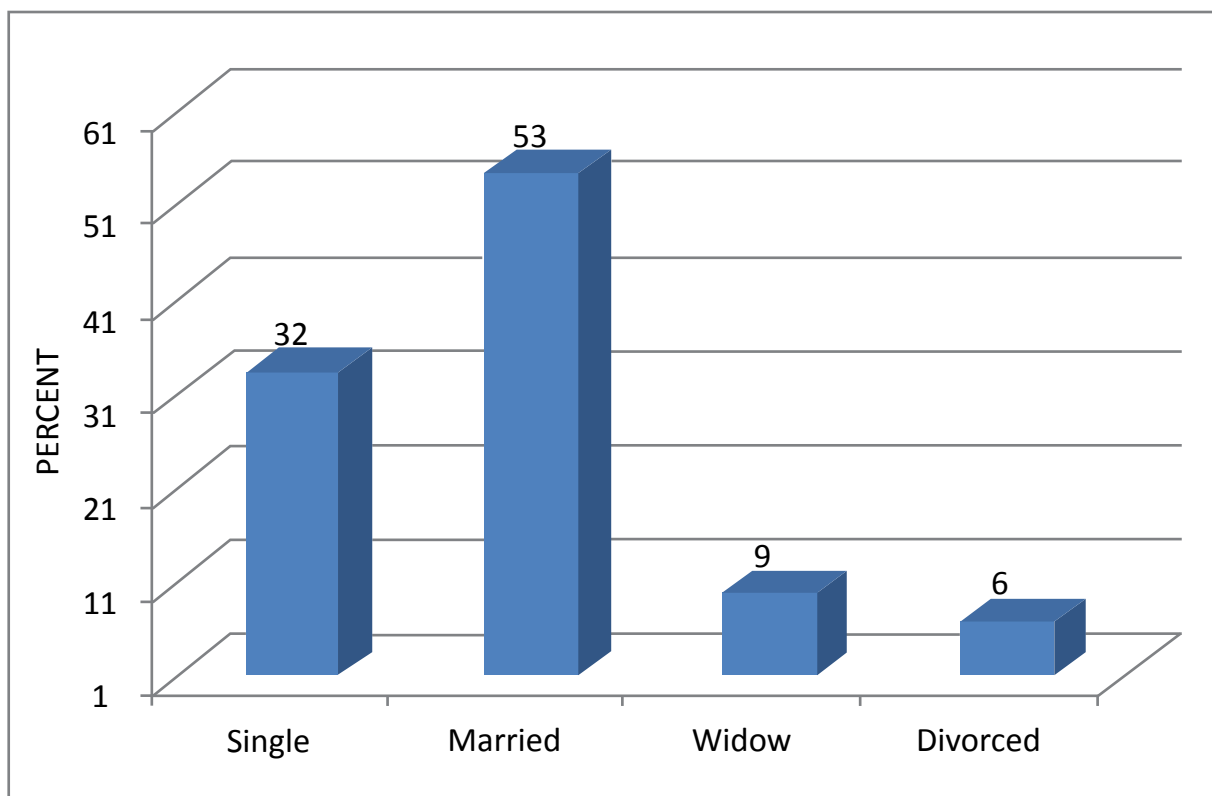
Targeted group	Gender of respondent		Total	Percent (%)
	Male	Female		
Food & service worker	0	9	9	7.3%
Street vendor	7	6	13	10.5%
Urban poor (mixed professions)	14	26	40	32.3%
Rubbish collector	4	17	21	16.9%
Youth/Student	11	6	17	13.7%
Garment factory worker	2	22	24	19.4%

Gender and Marital Status of Respondents

There were 38 male respondents (30.6%) and 86 female respondents (69.4%).

The below figures show that married respondents were over 50% of total respondent while respondents 32.3% identified as single.

Figure 1: Marital Status

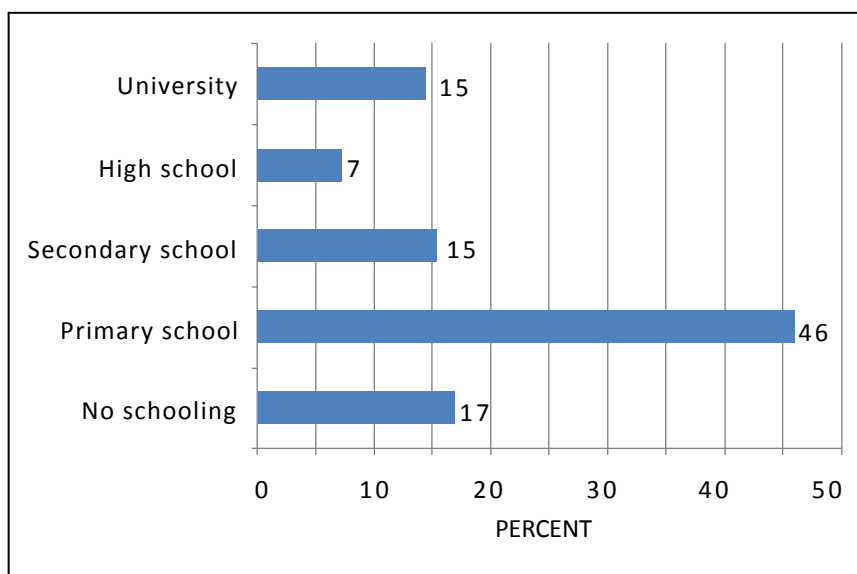


Education Levels

There were 21 (16.9%) illiterate respondents, while the other 103 (83.1%)¹⁶ participants identified as literate. Almost half of the respondents (46%) did not go further than primary school, whilst the others (16.9%) had no schooling at all. The limited level of education of respondents is a significant constraint for them because it limits opportunities to generate higher income in Phnom Penh.

¹⁶ Adult literacy defined by UNICEF means the ability to read and write.

Figure 2: Education Levels



Occupation and Income Generation

Primary occupation:

There were 10 categories of primary jobs for the 124 respondents listed:

- Street vendor (10.5%),
- Rubbish collector (12.9%)
- CINTRI staff (8.9%)¹⁷
- Moto/Tuk Tuk driver (1.6%)
- Construction worker (2.4%)
- Food and service worker (8.1%)
- Student/youth (14.5%)
- Garment factory worker (19.4%)
- Office worker (0.8%)
- Housewife/husband (10.5%)
- Home business (1.6%)
- Other (8.9%)

¹⁷ CINTRI is the principle provider of garbage collection services in the Phnom Penh Municipality.

Table 2: Primary Occupation of Respondents

Job categories	Frequency	Percent
Street vendor	13	10.5 %
Etchai (push cart rubbish collector)	16	12.9 %
CINTRI staff	11	8.9 %
Moto/Tuk Tuk driver	2	1.6 %
Construction worker	3	2.4 %
Food and service worker	10	8.1 %
Student/youth	18	14.5 %
Garment factory worker	24	19.4 %
Office worker	1	8 %
Housewife/husband	13	10.5 %
At home business	2	1.6 %
Other	11	8.9 %
Total	124	100%

Income generation:

Results from the survey showed that 92 respondents (74.2%) have a personal income generation source, whilst the other 32 respondents (25.8%) don't have their own source of income generation.

Those with no income generation were divided in two groups: 17 from the urban poor Renter Group (53.13%) and 15 from the student Renter Group (46.88%). Participant with no personal source of income depend on their partner (wife/husband), parent, extended family and children.

Migration Status:

Results of the survey revealed that 107 respondents (86.3%) had migrated from various provinces around Phnom Penh. These provinces include:

Prey Veng, Odor Meanchey, Battambang, Banteay Meanchey, Kampong Cham, Kampong Chhnang, Kampong Speu, Kampong Thom, Kampot, Kandal, Siem Reap, Svay Reang, Pursat, and Takeo. 17 households (13.7%) identified as local to Phnom Penh.

4.3 Key Findings

- 124 people surveyed: 38 men (30.6%) and 86 women (69.4%)
- Women are mainly employed in 2 sectors: food service and garment factory sectors
- Most of the respondents are married (over 50%)
- High respondent literacy rate (83.1%). 46% dropped out after primary school. Lack of education is a major constraint for those looking for higher income opportunities
- Out of 12 categories, factory garment worker is the most recurrent occupation in the survey (19.4%)
- 92 respondents (74.2%) answered that they have their own source of income. The other 32 respondents (25.8%) are mainly dependent on their partner (wife/husband), parent, extended family, and/or children
- A vast majority of respondents (86.3%) migrated from various provinces outside of Phnom Penh

TENANT LIVING CONDITIONS AND THE ENVIRONMENT

5



Rubbish Collector Housing, Boeung Kak in Daunh Penh District

5.1 Introduction

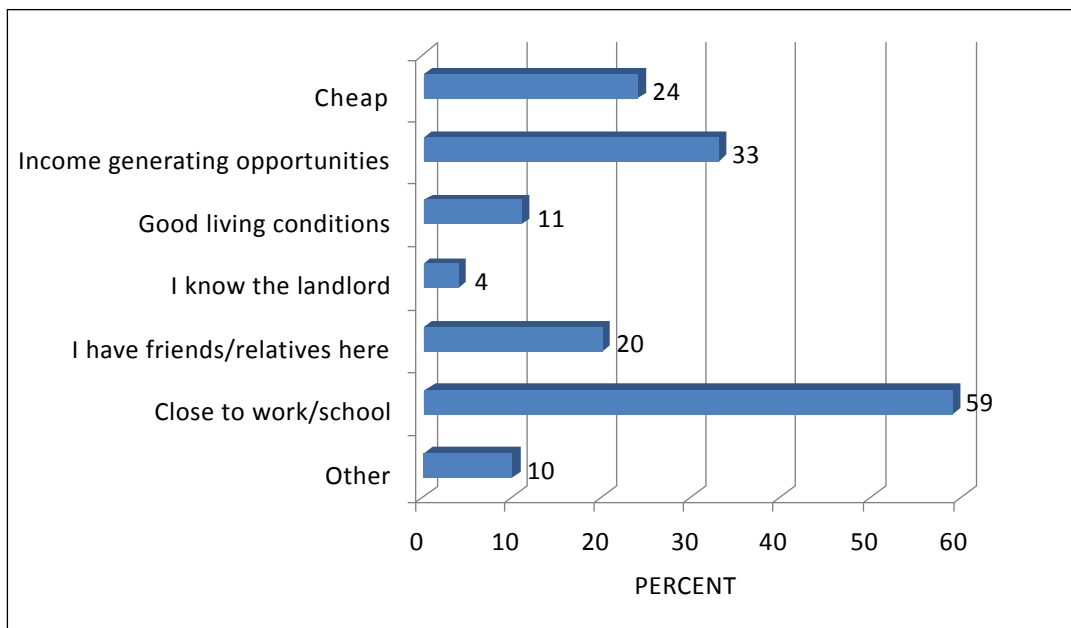
As with many urban poor settlements throughout the world, the poor renters of Phnom Penh have to deal with basic sanitation and environmental issues. Many urban poor settlements do not have functioning sewage systems or flood absorption mechanisms. Lack of rubbish collection also poses important environmental hazards. This section looks at the reasons behind the choices of rental units, and the state of the units' environments.

5.2 Findings

Selection of Rental Unit

The figures below show the respondents' reasons for renting where they did. 58.5% of responses show that proximity to their workplace, schools and quality of infrastructure were the main reasons behind their choice. A further 32.5% indicated their choice of rental unit could provide them with more income generating opportunities, and that was the reason for their choice.

Figure 3: Selection of Rental Unit



Type of Rental Unit, Housing Condition, Size and Members

Based on the result of the study, there were two types of rental properties: land and units. Respondents who had rented land and built a house on it themselves represent 5.6% of the overall group. With regard to units, 5 types have been identified in this survey by the remaining respondents: a bed (2.4%), a room (77.4%), a flat (more than a room) 0.8%, a freestanding house/ semi-detached house (13.7%).

Members Sharing the Unit

The average number of tenants who share individual units was 4, whilst the minimum was 1 per unit. In some cases however, tenants shared with their whole families, with a maximum of 10 people per unit.¹⁸

¹⁸ According to Habitat For Humanity standards, space allocated per person per rental unit should be as follows: "Each person in the household has a usable covered floor area of no less than 3.5 square meters (37.5 square feet) OR comprises a minimum of two rooms. If the minimum standard for usable space has not yet been met, the house is situated so as to allow for future extension."

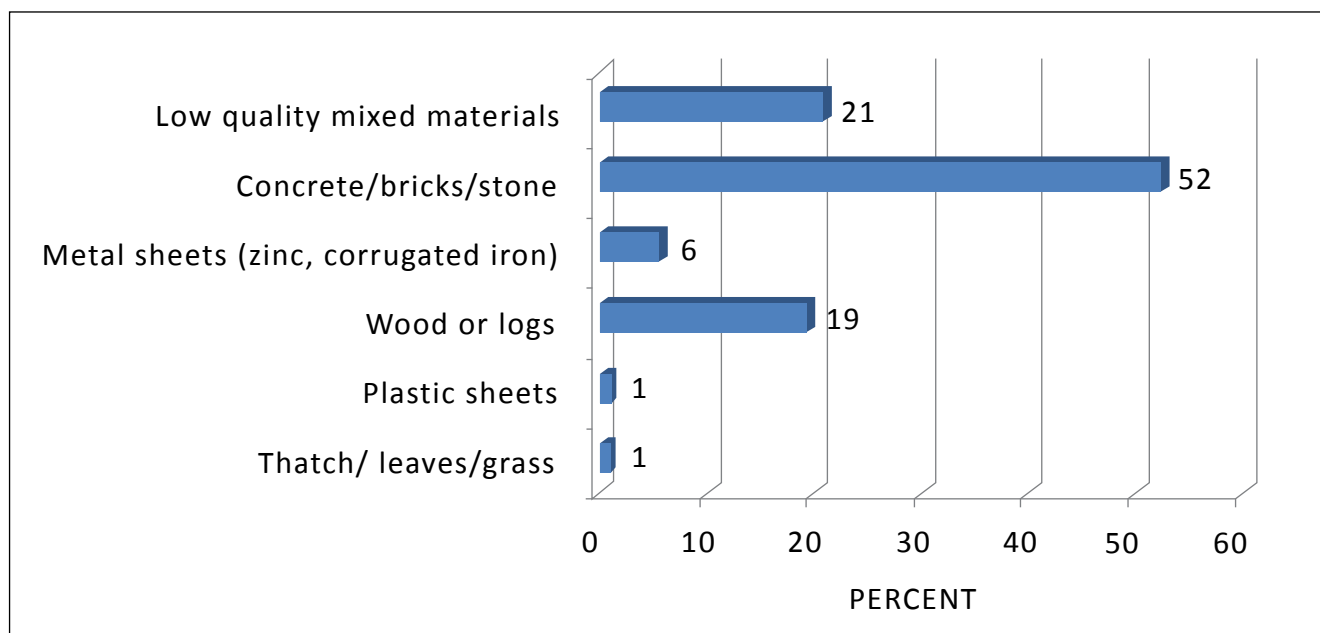
Table 3: Number of Individuals Sharing Rental Units

Average Number of Tenants	3.98
Minimum number of Tenants	1
Maximum number of Tenants	10
Average Unit Size (m ²)	12.82
Minimum Unit Size (m ²)	4
Maximum Unit Size(m ²)	24

Primary Construction Material of the Unit

The results from the study revealed that rental units were mostly constructed from concrete/bricks/stone (65 units, or 52.4%), whilst a further 26 (21%) were constructed with low quality mixed materials. The remaining 24 (19.4%) were constructed using wood and logs.

Figure 4: Primary Construction Material of the Unit



Environment Situation

“All the renters here—around 26 families—have to share one toilet in the complex. The quality of housing is very low; for instance, the roof and walls are littered with holes so we always suffer whenever it rains. Also, the rooms are too small to even share with our family members. The ground is always wet or flooded, which leaves a terrible odor.”

Street Vendor, operating near the front of the Royal Palace and Riverside

Environmental problems include polluted water, air, foul odors and flooding. In addition to surveying respondents on these questions, STT enquired about the aesthetics of the rental sites (visible rubbish, rats, flies, food waste), and the sanitation situation (piped water, toilet-sharing, waste matter contaminating water sources etc.). Respondents were given multiple response options.

100% of respondents reported health hazards at their unit location, and 67, or 54 %, stated that there were problems with the condition of their units.

Table 4: Potential Health Hazards

Health Hazards	N	Percent	Percent of Cases
Pollution/dirty water	24	13.10%	19.80%
Pollution/dirty air	49	26.80%	40.50%
Proximity to garbage dump site	15	8.20%	12.40%
Proximity to industrial / factory waste site	2	1.10%	1.70%
Liable to flooding	34	18.60%	28.10%
Other hazards	2	1.10%	1.70%
None of the above	57	31.10%	47.10%
Total	183	100.00%	151.20%

Table 5: Condition of Units

Condition of Units	N	Percent	Percent of Cases
Clean	13	3.20%	10.50%
Ventilated	8	2.00%	6.50%
Visible rubbish	76	18.90%	61.30%
Deterioration of unit's structure	88	21.90%	71.00%
Green	4	1.00%	3.20%
Malodorous	62	15.40%	50.00%
Floodable	39	9.70%	31.50%
Smoke issues (due to cooking)	4	1.00%	3.20%
Crowding issues	27	6.70%	21.80%
Presence of domestic animals in the unit	2	0.50%	1.60%
Presence of rats	10	2.50%	8.10%
Presence of cockroaches, flies	40	10.00%	32.30%
Dust issues	19	4.70%	15.30%
Other	10	2.50%	8.10%
Total	402	100.00%	324.20%

5.3 Key Findings

- Most respondents (58.5%) selected their current rental unit due to its close proximity to their workplace and schools
- Rental properties identified were either land or units. Rented land meant that tenants built their own housing. Units were divided into 5 categories: bed, room, flat (more than a room), freestanding house/ semi-detached house. The overwhelming majority only rent individual rooms (77.4%)
- An average of 4 tenants were sharing an individual rental unit, however, in some cases, families of up to 10 people were sharing a single unit
- The minimum size of a unit was 4 m², with an average size of 13 m²
- Only 65 of the rental units (52.4%) were constructed from concrete/brick/stone. The remainder were mostly built using “low quality mixed materials,” wood, and/or metal sheeting

6

LIVING COST AND TENURE SECURITY



Rubbish Collector Housing, Boeung Salang District

6.1 Introduction

An important characteristic of the rental situation for the urban poor in Phnom Penh is the informal nature of the agreement between the landlord and tenant. This leads to financial insecurity, as rental rates can be increased without warning, and the cost for tenants' access to electricity and water is not monitored. In addition, tenants can be evicted without prior warning, and as they have no access to land titles, they are the first victims of land grabbing. This chapter provides an overview of the financial cost and fluctuations that renting entails as well as an overview of tenure security in the surveyed areas.

6.2 Findings

Current Cost of Rental Unit / Land

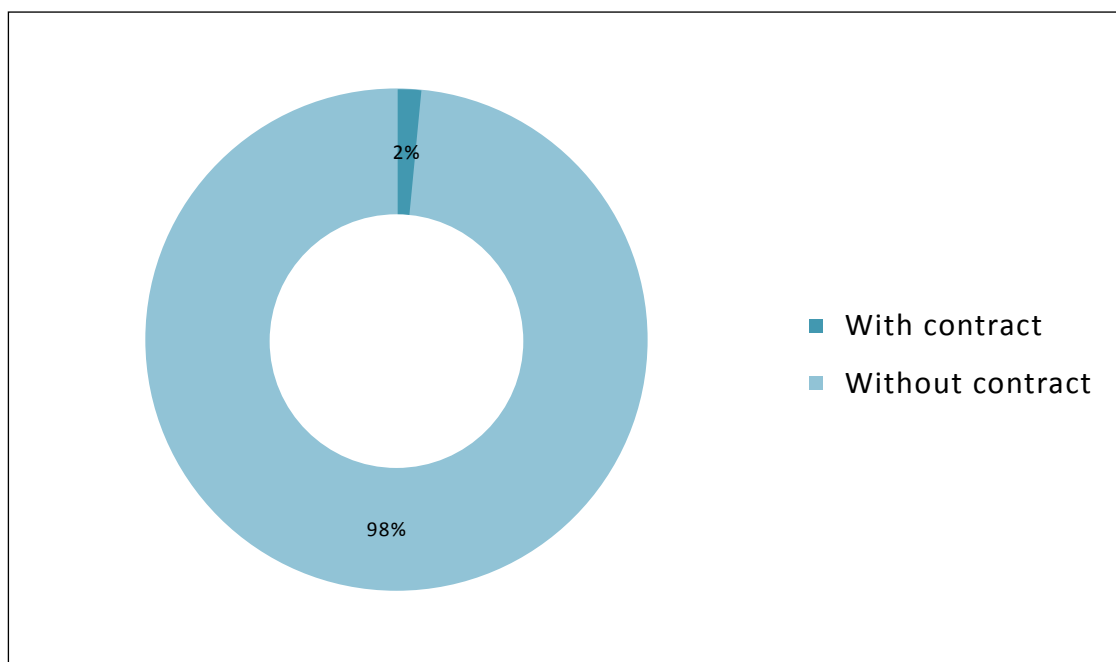
“I have been renting a unit in Toek Thla with my brother and three other friends since 2012. Our room is only 4 meters by 4.5 meters. I noticed that when I first moved here, the price of rental was 35 dollars per month; after one month, the house owner increased it to 40 dollars and now I know he will increase it again to 50 dollars by 2014. It is not really clear why the rate keeps increasing, but the house owner usually claims that it because of tax increases from the state.”
Third-year student of management at National University of Management

The minimum price identified here for a month’s rent was USD 4, whilst the average cost was USD 26.47 per month. This study set the maximum rental expenditure for participants at USD 60 per month. The renters have to pay extra for water supply, electricity, waste collection and cable TV.

Formality of Agreement Between Landlords and Tenants

Almost all respondents live in the rental unit without any formal contracting from landlord (122). A number of respondents expressed their concern about this, as the rental unit price can increase unexpectedly, or they can face eviction without prior notice.

Figure 5: Formal Agreement between Landlords and Tenants

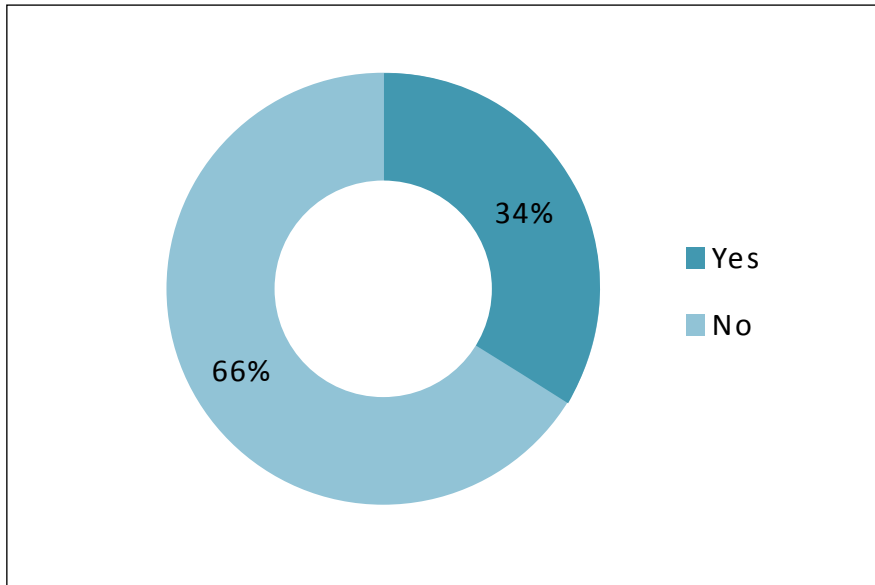


Trend of Rental Cost Increase

On average, the rental unit’s price increased unexpectedly by approximately USD 5 over the course of the year. Not every respondent’s rent unit changed or increased in cost however.

42 respondents or 34% reported that their current unit price had increased since they first moved in.

Figure 6: Increases in Rental Price



At the time of the survey, 9% of tenants stated that their current rental unit price was cheap in terms of housing conditions and services available. At the opposite end of the spectrum, 33% of respondents claimed that their rent was high in relation to the housing conditions, service provision, and general household environment. The remaining 58% of renters estimated that, provided that rental cost remained the same, they could maintain their current living situation on their wages.

Figure 7: Respondents' Perception on Rental Prices

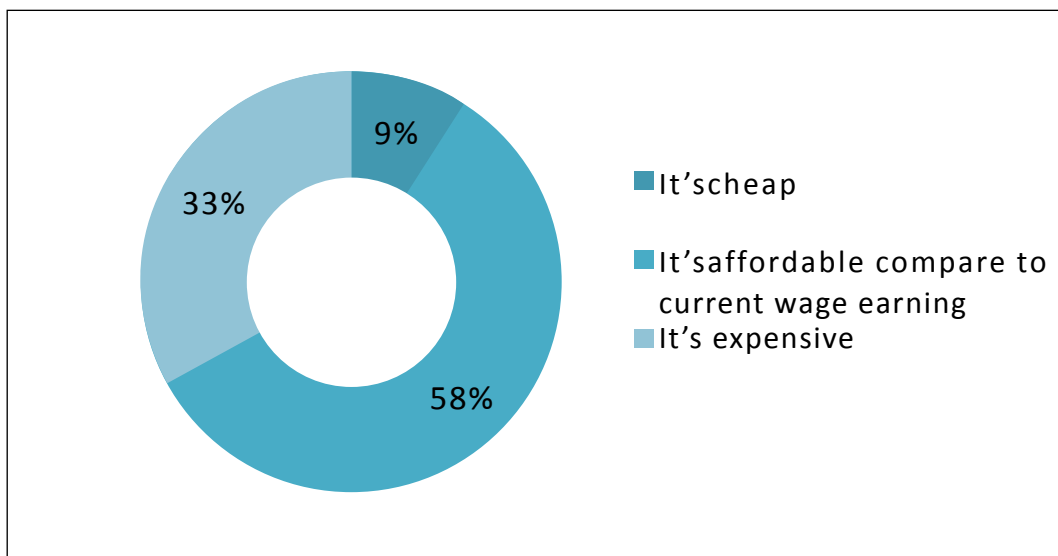


Figure 8: Trend of Rental Cost Increase

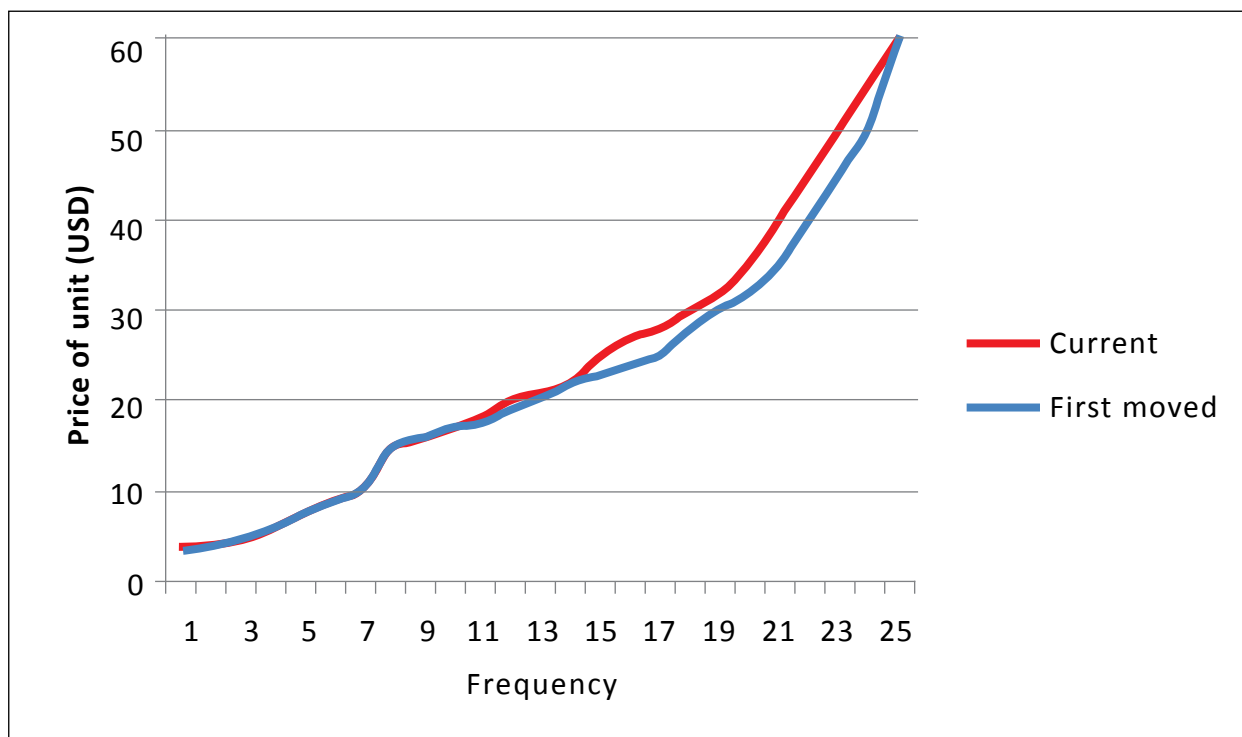


Table 6: Reasons for Increase in Cost of Unit

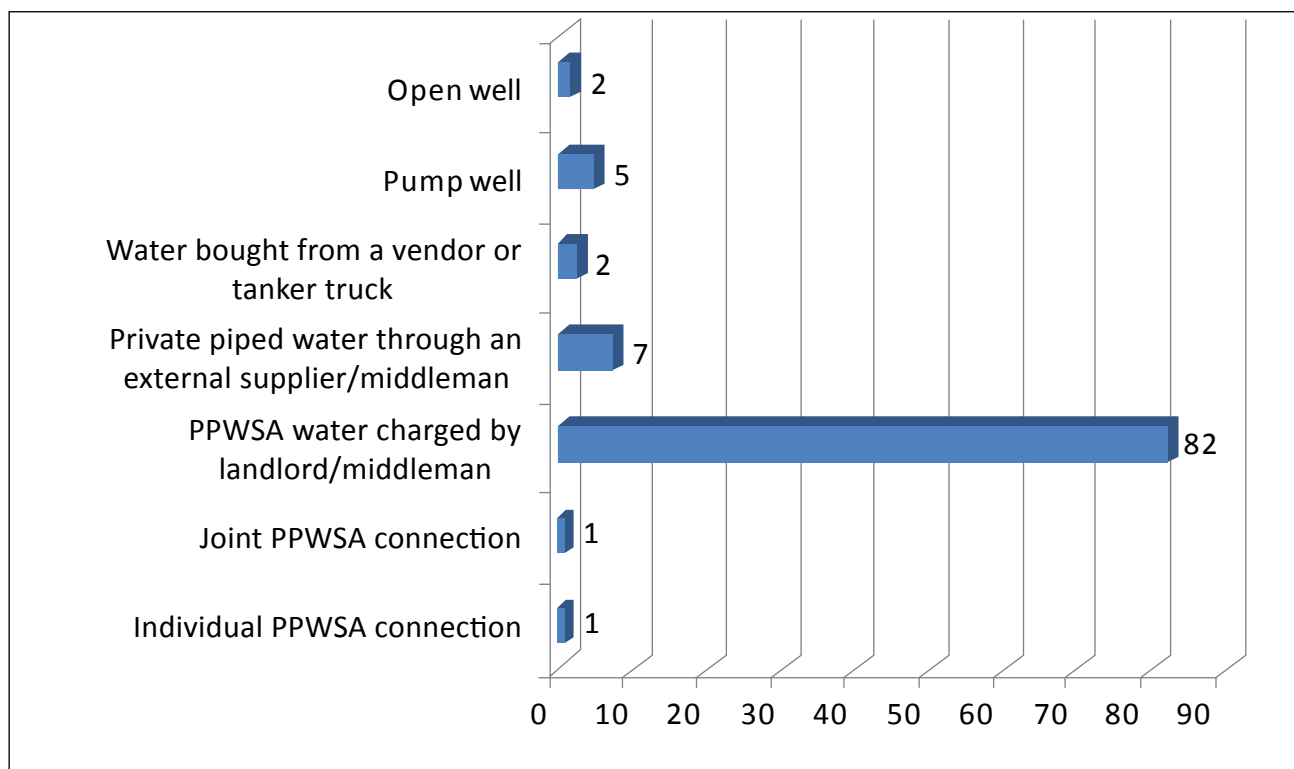
Reasons	N	Percent	Percent of Cases
Upgrading of rental unit	4	9%	10%
In line with salary increase	10	21%	24%
Rental demand (other people offer to pay more)	6	13%	15%
General inflation	10	21%	24%
Don't know/Not clear	17	36%	42%
Total	47	100%	115%

Service Provision (electricity, water supply and rubbish collection)

Water supply:

The number of units surveyed with access to water was 83 (66.9%), whilst 41 households had no private access to water (33.1%). Respondents with access to a private toilet/bathroom numbered 77 (62.1%), and 47 respondents (37.9%) stated that they had no private toilet/bathroom access (and would use facilities in of other units nearby, public facilities, or simply nearby fields).

Figure 9: Water Supply Source



The mean cost of PPSWA¹⁹ water is of 750 Riel / m³.²⁰ Significantly, the average price paid by the 82% of respondents who had their water charged by the landlord or a middleman was of 2000 Riel / m³ - 2.6 times higher than PPSWA rates.

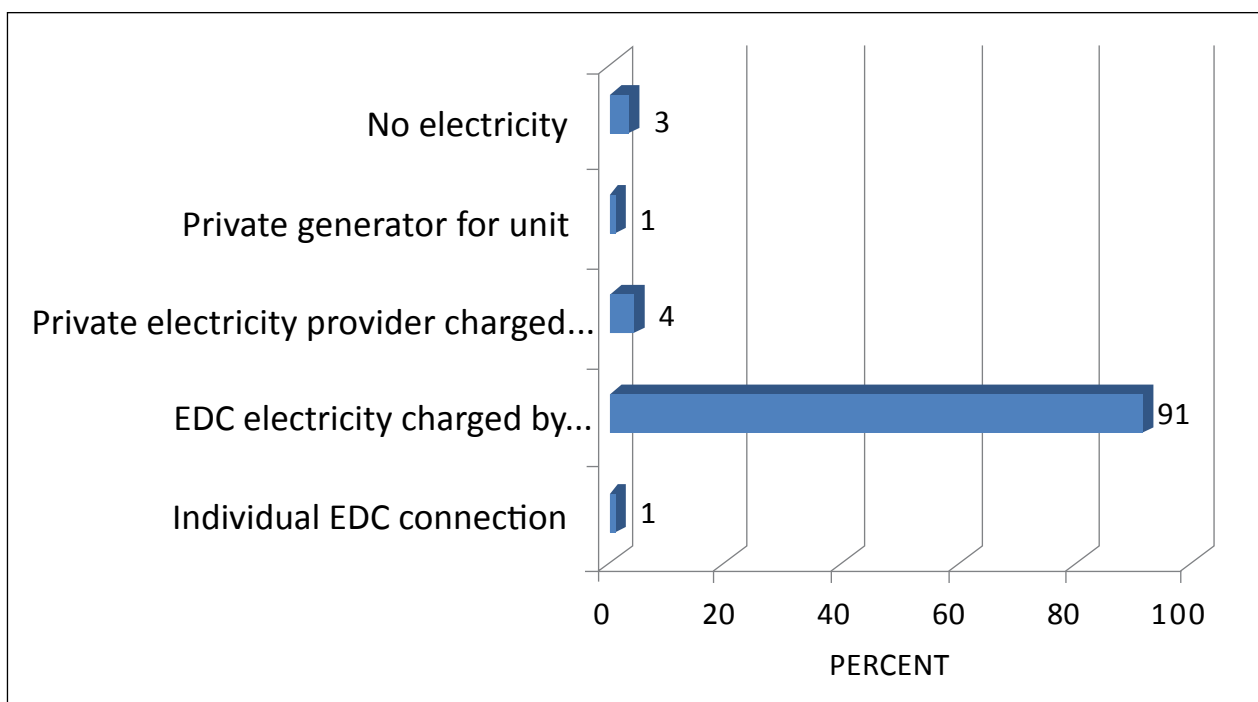
Electricity

The number of units surveyed with access to electricity was 120 (96.8%), whilst 4 households had no private access to electricity (3.2%).

¹⁹ The Phnom Penh Water Service Authority (PPWSA) is the principle potable water supplier for the municipality of Phnom Penh.

²⁰ STT, The Phnom Penh Survey, (2014): 29

Figure 10: Electricity Supply Source

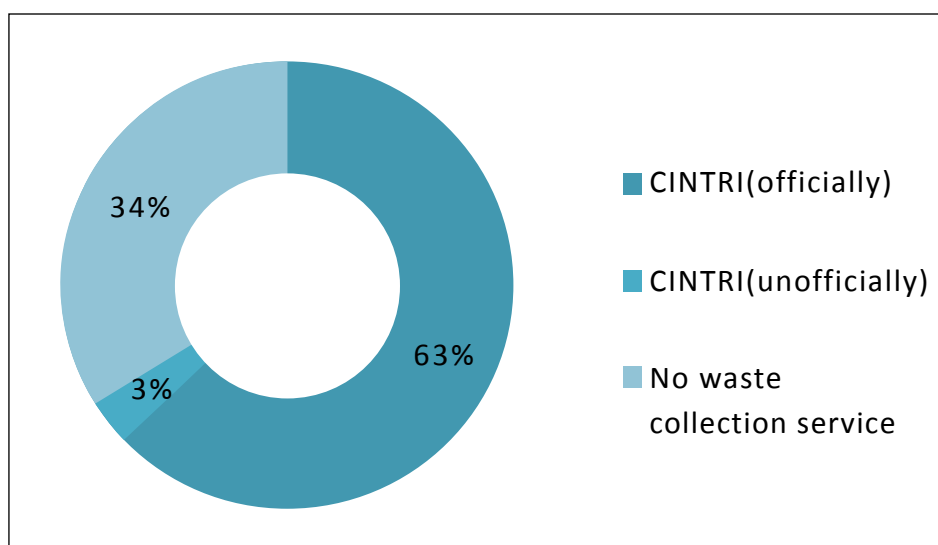


The mean cost of EDC's²¹ electricity is of 620 Riel / Kwh.²² As for water costs, the average price paid by the 91% of respondents who had EDC electricity charged by the landlord or a middleman was much higher than this – 1695 Riel / Kwh, or 2.7 times higher than ED rates.

Rubbish Collection Service:

The number of units surveyed with rubbish collection services was 82 (66 %), whilst 42 households had no rubbish collection (34 %).

Figure 11: Rubbish Collection Services



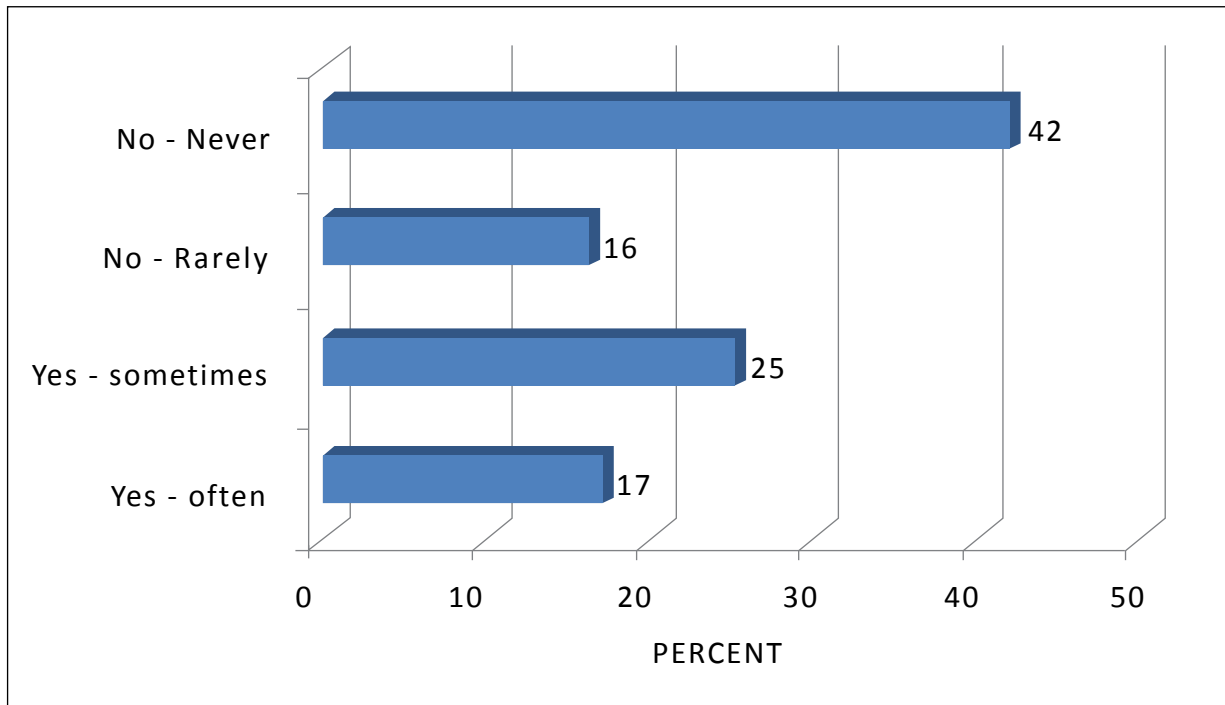
²¹ Electricité du Cambodge (EDC) has the consolidated license for generation, distribution and transmission of electricity supply in the municipality of Phnom Penh.

²² STT, The Phnom Penh Survey, (2014): 30

Difficulty in Rental Payment

52 renters have encountered difficulties in producing their rent on time (42%). Several solutions to address this were mentioned by respondents: asking for a delay in the payment borrowing money from others, cutting back on daily expenses (such as food), and sending less money to families in their hometowns. This affected 19.2% of respondents’ relation with their landlord, who they reported to be highly angered by this and unsympathetic. On the other hand, 78% of respondents stated that they did not suffer any consequences from their unit owners.

Figure 12: Difficulty in Rental Payment



6.3 Key Findings

- Of the households surveyed, monthly rental fees fluctuate between USD 4 and USD 60 with an average of USD 26.47 (not including surplus expenses such as water, electricity, and waste collection)
- Only 83 households (66.9%) have private access to water
- 37.9% of households (47 units) reported that they have no private access to a toilet/bathroom
- A majority of respondents (82%) have the PPSWA water fees charged by a middleman (landlord) – at an average of 2.6 times the direct PPSWA fees.
- A majority of respondents (90%) have the EDC electricity fees charged by a middleman (or landlord) – at an average of 2.7 times the direct EDC fees.
- 34% of the respondents claimed that they had no waste collection service
- Although a majority of respondents have had problems paying their rent on time, 78% stated that there have been no consequences from their landlords



Rubbish Collector Housing, Boeung Kak Lake

7.1 Introduction

The position of urban settlements on the margin of society – both geographically and metaphorically speaking – entails a heightened security risk for members of these communities. With little to no lighting, theft is easy. Criminal activity is also rampant among poor rental communities because tenants will most likely not bring their grievances to local authorities. Further, with renters often not “permanent” members of a community, they are an easy target acts of aggression. This section provides an overview of the safety concerns for the target group.

7.2 Findings

General and Personal Security

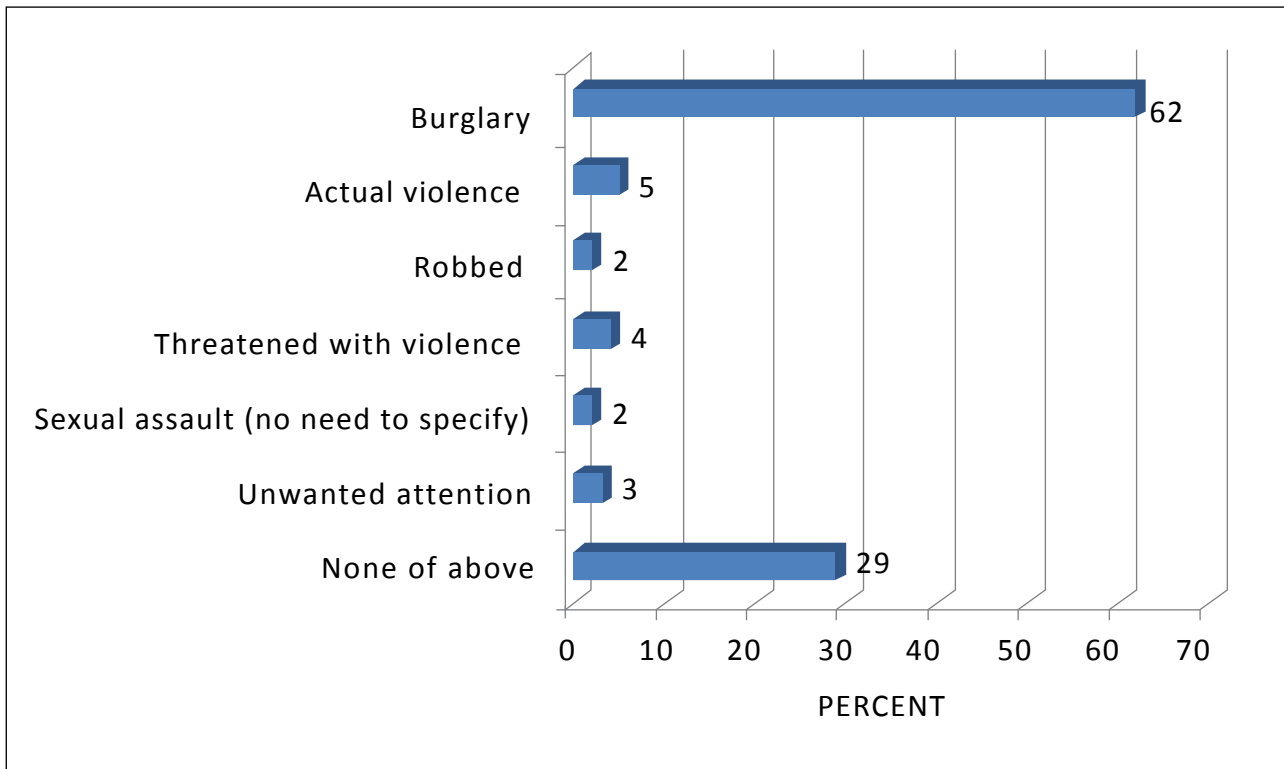
“The life of a renter is difficult, I’ve even had the experience of being robbed. One day, my roommate hired a guy to steal my money. Fortunately the thief knew me, and so he didn’t kill me.”
 Beer promoter for the Cambrew Company

Amongst 124 respondents, 41 (33%) answered that they feel unsafe in their current rental units. Those respondents were asked to outline any problems that the rental complex faces in terms of crime and personal security; and the multiple answers were allowed. Most of the respondents were concerned with the illegal activities around their settlement (65%), the inability to lock or secure their rental unit (57.5%), and the lack of street lighting around their rental units (50%). A worryingly high percentage of respondents (62%) have been victims of theft.

Table 7: Security Concerns

Security Concerns	N	Percent	Percent of Cases
Lack of street lights	20	18.30%	50%
Illegal Activity	26	23.90%	65%
Can’t lock or secure rental unit	23	21.10%	58%
Instances of attacks / Knowledge of violence in the area	10	9.20%	25%
Presence of drug users in the area	10	9.20%	25%
Lack of trust in other tenants of rental unit	1	0.90%	3%
Fire hazard	4	3.70%	10%
High risk of natural disaster (flooding, erosion)	5	4.60%	13%
Other	10	9.20%	25%
Total	109	100.00%	273%

Figure 13: Instances of Violence



Note that Burglary refers to stolen goods such as motorbikes, phones etc., whilst Robbed refers to the use of a knife or other weapon.

7.3 Key findings

- Rental safety issues were divided into 9 categories on the survey (multiple answers were permitted) and 41 respondents (33%) indicated that at least one of those issues was a genuine problem with their respective rental units
- 3 categories stood out as the most recurrent sources of insecurity for those 41 renters: illegal activity around their settlement (65%), incapacity to secure their rental unit (57.5%), and lack of street lights (50%)
- 62% of respondents have been victim of theft

8

CONCLUSION AND RECOMMENDATIONS



Street Vendor Housing, Phsar Doem Thkov District.

Conclusion

As demonstrated in the different pieces of research mentioned in this document, the numbers of poor urban settlements have been decreasing over the years in Phnom Penh. Yet the lack of data collection and information available on the numbers and living conditions of the poor urban renters within these settlements implies that relevant stakeholders (government, the private sector, civil society) have not focused on the need that arises from this group of Phnom Penh residents. With the rising trend of urbanization, the problems of short- to medium-term accommodation will only increase. It is STT's intention that this report be taken into account by those stakeholders mentioned above, in order to consider the situation of poor urban renters in future policy making and urbanization plans.

Significantly, this report does highlight, that there is a real demand and need for cheap rental options. Proximity to the workplace in a city with no public transport, proximity to co-workers, friends or family, or the ability to generate an income from home are all reasons why renters choose to rent where they do. Further, relationships with landlords can be positive, and with landlords occasionally acting as employers, this can even be lucrative.

These positive aspects of renting remain overshadowed by issues ranging from insecure tenure, dire environmental conditions, and personal safety. The consistent lack of formal agreements between landlords and tenants, the high cost (and sometimes inexistence) of service provision such as water, electricity and rubbish collection, and the low quality of rental unit construction are daily realities for poor urban renters. These problems are compounded by the knowledge that landlords themselves can be subject to eviction notices, which will leave renters with no compensation and urgent relocation needs. Going forward, the precarious situation of poor urban renters and tangible solutions for this forgotten group should be an important part of the debate about urban development

Recommendations

A key role for this survey is to provide recommendations to key stakeholders of urban poor renter issues in Phnom Penh, as gathered from respondents, partner NGOs, and STT.

Royal Government of Cambodia

- Commit to developing a system to enforce conditions around lease agreements, as outlined in the Civil Code. The RGC should consider including questions of landlord accountability, fixed rental prices, fixed services fees, and minimum standards of living conditions into the provisions of Book 5, Chapter 5 of the Civil Code.
- Consider making adequate provisions within the National Housing Policy for the rental situation of the urban poor – and consider the development of a social housing policy, under the terms of Policy B.1.f. , and consider the recommendations made by civil society about poor housing issues.
- Consider allocating housing with preferential rates for poor renters, that are close enough to the city centre for urban poor communities to be connected to all the opportunities and infrastructure available.
- Make a coordinated effort with the private sector to ensure that rental housing construction meets adequate living standards.
- Commit to supporting urban poor renter families by ensuring that school access is free and all associated fees are covered for urban poor renter children, and the access to health care is available and free.

Services Industries and Local Authorities (at municipal and communal level)

- Electricité du Cambodge and the Phnom Penh Water Supply Authority are strongly urged to consider the issue of landlords increasing the rates charged to tenants for electricity and water.
- Local authorities are urged to work in close collaboration with service providers and landlords in order to ensure that the prices set by EDC and PPSWA are not subject to inflation by landlords.
- CINTRI and other rubbish collection service providers are urged to consider the extent of the impact of not collecting rubbish from urban poor settlements.
- Local authorities and service providers are urged to work in an integrated manner to ensure that regulations from the RGC around landlord-tenant agreements and relations are enforced.

- Local authorities are asked to ensure that access to legal documents is facilitated for urban poor renters, in order to make employment and education opportunities available, as well as access to social services.
- Local authorities should consider putting adequate measures for personal safety in place, such as lighting, sidewalks etc.

Development Partners

- Ensure information about and understanding of the situation of urban poor renters is promoted amongst key stakeholders, such as government, local authorities, and donors This can be carried out through the dissemination of information, participation in technical working groups or funding support for further action on the question poor urban renter.
- Encourage the Royal Government of Cambodia and, the Municipality of Phnom Penh and local authorities to consider the rental situation of urban poor as urgently needing attention, and participate in further recommendations for legislation and policy.
- Consider an integrated approach to the situation of urban poor renters by including questions of socio-economic wellbeing and human rights in the debate about urban poor renters.

សេចក្តីសន្និដ្ឋាន

ដូចបានបង្ហាញនៅក្នុងផ្នែកផ្សេងៗនៃការសិក្សាស្រាវជ្រាវក្នុងឯកសារនេះ ចំនួននៃការតាំងទីលំនៅរបស់ប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុងបានធ្លាក់ចុះក្នុងរយៈពេលប៉ុន្មានឆ្នាំចុងក្រោយនេះនៅក្នុងរាជធានីភ្នំពេញ។ ប៉ុន្តែកង្វះនូវការប្រមូលទិន្នន័យ និងព័ត៌មានស្តីពីចំនួន និងលក្ខខណ្ឌរស់នៅរបស់ប្រជាជនក្រីក្រដែលជួលលំនៅដ្ឋាន ក្នុងតំបន់ទីក្រុងនៅក្នុងកន្លែងតាំងទីលំនៅទាំងនេះមានន័យថា គួរអង្កេតពាក់ព័ន្ធ (រដ្ឋាភិបាល វិស័យឯកជន សង្គមស៊ីវិល) មិនបានផ្ដោតការយកចិត្តទុកដាក់ទៅលើតម្រូវការរបស់ក្រុមប្រជាពលរដ្ឋទាំងនេះ ដែលរស់នៅក្នុងតំបន់ទីក្រុងភ្នំពេញនោះទេ។ ទន្ទឹមនឹងទិន្នាការនៃការធ្វើនគរូបនីយកម្មដែលកំពុងតែកើនឡើង បញ្ហាលំនៅដ្ឋានរយៈពេលខ្លី និងមធ្យមនឹងមានការកើនឡើង។ STT មានបំណងឲ្យគួរអង្កេតពាក់ព័ន្ធខាងលើយកចិត្តទុកដាក់អំពីរបាយការណ៍នេះ ដើម្បីពិចារណាអំពីស្ថានភាពរបស់ប្រជាពលរដ្ឋក្រីក្រដែលជួលលំនៅដ្ឋានក្នុងតំបន់ទីក្រុងនាពេលអនាគត ដើម្បីរៀបចំគោលនយោបាយ និងផែនការនគរូបនីយកម្ម។

ជាសំខាន់ របាយការណ៍នេះពិតជាបង្ហាញថា មានសេចក្តីត្រូវការ និងតម្រូវការយ៉ាងពិតប្រាកដនូវជម្រើសក្នុងការជួលដែលមានតម្លៃថោកៗ។ ភាពនៅជិតកន្លែងធ្វើការក្នុងតំបន់ទីក្រុងដែលមានសេវាដឹកជញ្ជូនសាធារណៈភាពនៅជិតនឹងអ្នករួមការងារ មិត្តភក្តិ ឬគ្រួសារ ឬសមត្ថភាពក្នុងការបង្កើតប្រាក់ចំណូលនៅនឹងទីតាំងស្នាក់នៅគឺជាហេតុផលដែលនាំឲ្យអ្នកជួលជ្រើសរើសទីកន្លែងជួលរបស់ខ្លួន។ លើសពីនេះទំនាក់ទំនងជាមួយនឹងម្ចាស់ផ្ទះអាចមានលក្ខណៈវិជ្ជមាន ហើយរួមជាមួយនឹងម្ចាស់ផ្ទះដែលជួនកាលដើរតួនាទីជានិយោជកនេះថែមទាំងអាចផ្តល់ផលចំណេញច្រើនទៅដល់អ្នកជួល។

ចំណុចវិជ្ជមាននៃការជួលទាំងនេះនៅតែជាចំណុចដែលគ្របដណ្តប់ដោយបញ្ហាជាច្រើនដូចជាសិទ្ធិប្រើប្រាស់ដីគ្មានសុវត្ថិភាព លក្ខខណ្ឌបរិស្ថានមិនល្អ និងសុវត្ថិភាពផ្ទាល់ខ្លួន។ កង្វះនូវកិច្ចព្រមព្រៀងជាផ្លូវការរវាងម្ចាស់ផ្ទះ និងអ្នកជួល ការចំណាយខ្ពស់លើ (និងពេលខ្លះភាពគ្មាន) ការផ្តល់សេវាដូចជា ទឹក អគ្គិសនី និងការប្រមូលសំរាម ព្រមទាំងគុណភាពទាបនៃសំណង់លំនៅដ្ឋានជួលគឺជាការប្រឈមប្រចាំថ្ងៃជាក់ស្តែងសម្រាប់អ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុង។ បញ្ហាទាំងនេះបានរួមផ្សំជាមួយនឹងការជ្រាបថា ម្ចាស់ផ្ទះខ្លួនឯងអាចស្ថិតក្រោមការបណ្តោញ ដែលធ្វើឲ្យអ្នកជួលពុំបានទទួលនូវសំណង់អ្វីទាំងអស់ និងត្រូវការនូវការតាំងទីលំនៅថ្មីជាបន្ទាន់។ បន្តទៅមុខទៀតស្ថានភាពមិនទៀងទាត់របស់អ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុងនិងដំណោះស្រាយជាក់ស្តែងសម្រាប់ក្រុមដែលត្រូវបានគេបំភ្លេចនេះគឺជាផ្នែកមួយដ៏សំខាន់នៅក្នុងការជជែកវែកញែកអំពីការអភិវឌ្ឍន៍ទីក្រុង។

អនុសាសន៍

ការអង្កេតនេះមានតួនាទីសំខាន់ក្នុងការផ្តល់អនុសាសន៍ដល់គួរអង្កេតពាក់ព័ន្ធសំខាន់ៗស្តីពីបញ្ហាអ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុងភ្នំពេញ ដែលប្រមូលបានពីគួរអង្កេតពាក់ព័ន្ធ អង្គការមិនមែនរដ្ឋាភិបាលដៃគូ និង STT។

រាជរដ្ឋាភិបាលកម្ពុជា

- ប្តេជ្ញាធ្វើការអភិវឌ្ឍន៍ប្រព័ន្ធដើម្បីពង្រឹងលក្ខខណ្ឌជុំវិញកិច្ចព្រមព្រៀងជួល ដូចមានបញ្ជាក់នៅក្នុងក្រមរដ្ឋប្បវេណី។ រាជរដ្ឋាភិបាលកម្ពុជាគួរពិចារណាដាក់បញ្ចូលនូវសំណួរស្តីពីគណនេយ្យភាពរបស់ម្ចាស់អគារ ថ្លៃឈ្នួលថេរ តម្លៃសេវាកម្មថេរ និងបទដ្ឋានលក្ខខណ្ឌរស់នៅអប្បបរមាទៅក្នុងបទបញ្ញត្តិនៃសៀវភៅទី៥ ជំពូកទី ៥ នៃក្រមរដ្ឋប្បវេណី។
- ពិចារណារៀបចំបទបញ្ញត្តិឲ្យបានគ្រប់គ្រាន់នៅក្នុងគោលនយោបាយជាតិស្តីពីលំនៅដ្ឋានសម្រាប់ស្ថានភាពជួលរបស់អ្នកក្រីក្រក្នុងតំបន់ទីក្រុង - និងអំពីការអភិវឌ្ឍនូវគោលនយោបាយស្តីពីលំនៅដ្ឋានសង្គមកិច្ចក្រោមក្របខ័ណ្ឌគោលនយោបាយB.1.1។ ព្រមទាំងពិចារណាអំពីអនុសាសន៍ដែលបានផ្តល់ជូនដោយអង្គការសង្គមស៊ីវិលស្តីពីបញ្ហាលំនៅដ្ឋានរបស់ប្រជាជនក្រីក្រ។
- ពិចារណាអំពីការបែងចែកលំនៅដ្ឋានក្នុងអត្រាសមរម្យសម្រាប់ជួលដល់ប្រជាជនក្រីក្រ ដែលស្ថិតនៅជិតល្មមនឹងមជ្ឈមណ្ឌលក្រុងសម្រាប់សហគមន៍ក្រីក្រក្នុងតំបន់ទីក្រុង ដើម្បីផ្សារភ្ជាប់ជាមួយ នឹងឱកាស និងហេដ្ឋារចនាសម្ព័ន្ធទាំងអស់ដែលមាន។
- ធ្វើការសម្របសម្រួលកិច្ចប្រឹងប្រែងជាមួយនឹងវិស័យឯកជន ដើម្បីធានាថា សំណង់លំនៅដ្ឋានជួលស្របទៅតាមបទដ្ឋានរស់នៅយ៉ាងសមរម្យ។
- ប្តេជ្ញាជួយដល់ក្រុមគ្រួសារអ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុងដោយធានាថា បានផ្តល់ជូននូវការចុះឈ្មោះចូលសិក្សាដោយមិនគិតប្រាក់ និងមិនគិតថ្លៃសេវាពាក់ព័ន្ធទាំងអស់សម្រាប់កូនអ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុង ព្រមទាំងមានការផ្តល់ជូននូវការថែទាំសុខភាពដោយមិនគិតប្រាក់។

វិស័យសេវាកម្ម និងអាជ្ញាធរមូលដ្ឋាន (នៅកម្រិតក្រុង និងឃុំ)

- អគ្គិសនីកម្ពុជា និងរដ្ឋាករទឹកស្វយ័តក្រុងភ្នំពេញត្រូវបានជំរុញយ៉ាងខ្លាំងឲ្យពិចារណាអំពីបញ្ហាម្ចាស់ផ្ទះបង្កើនអត្រាថ្លៃទឹកភ្លើងអគ្គិសនីពីអ្នកជួល។
- អាជ្ញាធរមូលដ្ឋានត្រូវបានជំរុញឲ្យធ្វើការងារក្រោមកិច្ចសហការយ៉ាងជិតស្និទ្ធជាមួយនឹងសេវាករ និងម្ចាស់ផ្ទះ ដើម្បីធានាបានថាតម្លៃដែលបានកំណត់ដោយអគ្គិសនីកម្ពុជា និងរដ្ឋាករទឹកស្វយ័តក្រុងភ្នំពេញមិនមានការ តម្លើងដោយម្ចាស់ផ្ទះ។
- ក្រុមហ៊ុនស៊ីនឡើ និងក្រុមហ៊ុនផ្តល់សេវាប្រមូលសំរាមផ្សេងទៀតត្រូវបានជំរុញឲ្យពិចារណាអំពីវិសាលភាពនៃហេតុ ប៉ះពាល់ពីការមិនប្រមូលសំរាមពីទីតាំងលំនៅដ្ឋានរបស់ប្រជាជនក្រីក្រក្នុងតំបន់ទីក្រុង។
- អាជ្ញាធរមូលដ្ឋាននិងក្រុមហ៊ុនផ្តល់សេវាកម្មត្រូវបានជំរុញឲ្យធ្វើការងារក្នុងលក្ខណៈរួមគ្នាមួយ ដើម្បីធានាថា បទបញ្ញត្តិចេញដោយរាជរដ្ឋាភិបាលកម្ពុជាជុំវិញកិច្ចព្រមព្រៀងនិងទំនាក់ទំនងរវាងម្ចាស់អគារ-អ្នកជួលត្រូវបានអនុវត្ត។
- អាជ្ញាធរមូលដ្ឋានត្រូវបានស្នើសុំឲ្យធានាថា មានការសម្របសម្រួលអំពីលទ្ធភាពទទួលបានឯកសារ ច្បាប់សម្រាប់អ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុង ដើម្បីផ្តល់នូវឱកាសការងារ និងការអប់រំ ក៏ដូចជាលទ្ធភាពទទួលបានសេវាសង្គមកិច្ច។
- អាជ្ញាធរមូលដ្ឋានគួរពិចារណាអំពីការចាត់វិធានការឲ្យបានគ្រប់គ្រាន់សម្រាប់សុវត្ថិភាពផ្ទាល់ខ្លួននៅនឹងកន្លែងដូចជាការបំពាក់ភ្លើងអគ្គិសនីបំភ្លឺតាមដងផ្លូវ។ល។

ដៃគូអភិវឌ្ឍន៍

- ធានាថាព័ត៌មាន និងការស្វែងយល់អំពីស្ថានភាពរបស់អ្នកជួលលំនៅដ្ឋានក្រីក្រត្រូវបានផ្សព្វផ្សាយក្នុងចំណោមតួអង្គពាក់ព័ន្ធសំខាន់ៗ ដូចជា រដ្ឋាភិបាល អាជ្ញាធរមូលដ្ឋាន និងម្ចាស់ជំនួយ។ ការនេះអាចអនុវត្តបានតាមរយៈការផ្សព្វផ្សាយព័ត៌មាន ការចូលរួមនៅក្នុងក្រុមការងារបច្ចេកទេសឬការផ្តល់ជំនួយសម្រាប់ការអនុវត្ត ជាបន្តទៅលើបញ្ហាអ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុង។
- ជំរុញឲ្យរាជរដ្ឋាភិបាលនៃប្រទេសកម្ពុជា និងសាលារាជធានីភ្នំពេញ និងអាជ្ញាធរមូលដ្ឋានចាត់ទុកថាស្ថានភាពជួលរបស់ប្រពលរដ្ឋក្រីក្រក្នុងតំបន់ទីក្រុងគឺជាបញ្ហាបន្ទាន់ដែលត្រូវការការយកចិត្តទុកដាក់ និងការចូលរួម នៅក្នុងការផ្តល់អនុសាសន៍បន្ថែមសម្រាប់ផ្នែករៀបចំច្បាប់ និងគោលនយោបាយ។
- ពិចារណាអំពីការអនុវត្តវិធីសាស្ត្រសមាហរណកម្មទៅលើស្ថានភាពរបស់អ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុង ដោយដាក់បញ្ចូលទាំងសំណួរស្តីពីសុខុមាលភាពសង្គមសេដ្ឋកិច្ច និងសិទ្ធិមនុស្សទៅក្នុងការជជែកវែកញែក អំពីអ្នកជួលលំនៅដ្ឋានក្រីក្រក្នុងតំបន់ទីក្រុង។

9

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Annex 1 – Phnom Penh Rental Housing Survey

Phnom Penh Rental Housing Survey

1. Introduction of NGO and individual interviewer
 - a. Hello! My name is.....and I work as aat Sahmakum Teang Tnaut (STT).
 - b. STT is a Non-Governmental Organisation (NGO) working with urban poor communities in Phnom Penh.
 - c. Our office is in Bueng Trabaek.
 - d. We assist communities to map out their communities, prioritise their needs, and advocate for their rights.
2. Objective of the survey
 - a. We are currently in the process of investigating the general situation of rental housing in Phnom Penh to highlight the challenges faced by renters
 - b. The study aims to provide insight into the living conditions of renters
 - c. The study will suggest strategies to improve these conditions
 - d. Lobbying both the government and development partners to take renters into account in urban development plans and prevent the formation of a slum underclass of city dwellers.
3. Important values that must be explained to all participants
 - a. Voluntary participation
 - i. You do not have to participate in the survey.
 - ii. You can invite other members in rental room/house to participate in this survey.
 - iii. If you participate and there are any questions that you are not comfortable answering, you may decline to answer.
 - b. Informed consent – after learning about the organization and the research objectives, are you willing to participate in this survey?

WE WOULD LIKE TO EXPRESS OUR GRATITUDE TO YOU FOR AGREEING TO TAKE PART IN THIS SURVEY. DO YOU HAVE ANY QUESTIONS FOR US BEFORE WE BEGIN?

Are you renting accommodation in this location?	a. Yes b. No	If no, skip to new household
Since when have you lived in this location?	Day.....Month.....Year.....	If less than 6 months, skip to new household

QID001: Interviewer: _____ QID002: Date of Interview: ____/____/2013

QID003: Survey Number: _____

QID004: Location: Village _____ Sangkat _____ Khan _____

QID005: GPS location X: _____

Y: _____

Supervised by: _____ Checked by: _____ Date of check: ____/____/2013

1. General information about the respondent

QID	Questions	Answer and Code	Skip
1.1	Respondent information	Name: _____ Sex: 1. Male 2. Female Age: _____ Phone number: _____	
1.2	What is your primary occupation?	<ol style="list-style-type: none"> 1. Street vendor 2. Etchai (waste collector) 3. CINTRI staff 4. Motordub/Tuk Tuk driver 5. Construction worker 6. Food and service worker 7. Student/youth 8. Garment Factory worker 9. Other factory worker 10. Office worker 11. Security guard 12. Civil servants 13. House wife/husband 14. At home business 15. Oter: _____ 	
1.3	Marital status (current):	<ol style="list-style-type: none"> 1. Single (not married before) 2. Married 3. Widow(er) 4. Divorced 	
1.4	Please indicate your level of education.	<ol style="list-style-type: none"> 1. No education 2. Primary school 3. Secondary school 4. High school 5. University 6. Other(_____) 	

1.5	What is your average monthly income?	1. In Dollar _____ In Riel _____ 2. No income	1->1.9 2->1.7																		
1.6	What is your average weekly income?	1. In Dollar _____ In Riel _____ 2. No income	1->1.9 2->1.7																		
1.7	If no personal income, where do you get money from?	1. My partner (wife/husband) 2. Parents 3. Extended family 4. Children 5. Girlfriend/Boyfriend																			
1.8	How much do you get from these sources?	<table border="1"> <thead> <tr> <th></th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> </tr> </thead> <tbody> <tr> <td>weekly</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>weekly</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		1	2	3	4	5	weekly						weekly						Note: 1,2,3,4,5 represent the number listed in Q 1.7 above
	1	2	3	4	5																
weekly																					
weekly																					
1.9	Do you share your income with dependents? (Multiple answers allowed)	1. Yes; children 2. Yes; parents 3. Yes; immediate family (sisters/brothers) 4. Yes; extended family (cousins etc.) 5. No																			
1.10	Are you a migrant? (Not registered in Phnom Penh)	1. Yes 2. No	2 -> 2.1																		
1.11	If yes, where are you from?	(Province :.....)																			

2. Questions about the respondent's living conditions

QID	Questions	Answer and Code	Skipping
2.1	Why are you living in this location? (Multiple answers allowed)	Name: _____ 2. Close to work/school 3. I have friends/relatives here 4. I know the landlord 5. Good living conditions 6. There are many income generating opportunities here 7. Other: _____	
2.2	Size of rental unit	_____m x _____m	
2.3	Type of rental unit	1. Bed 2. Room 3. Flat (more than one room) 4. Freestanding/semi-detached house /structure 5. Land (built house by themselves) 6. Other: _____	
2.4	Which floor is the rental unit on	1. Single (not married before)1. 1st floor 2. 2nd floor 3. 3rd floor 4. 4th floor 5. 5th floor 6. Multiple floors 7. Stilts	
2.5	Number of rooms in rental unit	1/2/3/4/5/6/7/8	
2.6	Primary construction materials of rental unit	1. Thatch/ leaves/grass 2. Clay or dung with straw 3. Plastic sheets 4. Salvaged materials	

			<ul style="list-style-type: none"> 5. Wood or logs 6. Metal sheets (zinc, corrugated iron) 7. Concrete/bricks/stone 8. Low quality mixed materials 9. High quality mixed materials 10. Other 	
2.7	Number of windows in rental unit		0/1/2/3/4/5/6	
2.8	Does the unit have private access to water?		<ul style="list-style-type: none"> 1. Yes 2. No 	
2.9	Does the unit have a private toilet/bathroom?		<ul style="list-style-type: none"> 1. Yes 2. No 	
2.10	Is the private toilet functional?		<ul style="list-style-type: none"> 1. Yes 2. No 3. Sometimes 	
2.11	Is there are public toilet/bathroom?		<ul style="list-style-type: none"> 1. Yes 2. No 	
2.12	If yes, how many people share the public toilet/bathroom?			
2.13	Are there separate public toilets for men and women?		<ul style="list-style-type: none"> 1. Yes 2. No 	
2.14	Where is the public toilet located?		<ul style="list-style-type: none"> 1. Nearby; Inside rental complex 2. Far; Inside rental complex 3. Nearby; Outside rental complex 4. Far; Outside rental complex 	
2.15	Is the public toilet functional?		<ul style="list-style-type: none"> 1. Yes 2. No 3. Sometimes 	

2.16	If you need to use the bathroom, where do you usually go?	<ol style="list-style-type: none"> 1. Public toilet/bathroom 2. Request use of private toilet/bathroom nearby 3. Nearby fields 4. I don't use the toilet here 	
2.17	Number of individuals sharing rental unit (note down a number)		
2.18	Relationship between individuals sharing rental unit	<ol style="list-style-type: none"> 1. Immediate family 2. Extended family 3. Friends 4. No prior relationship 	
2.19	Furniture/equipment in the rental unit (Who owns it? Tenant/Landlord) (multiple answers allowed)	<p>Tenant</p> <ol style="list-style-type: none"> 1. Chair 2. Sofa 3. Bed 4. Mattress 5. Table 6. Cooker 7. TV 8. DVD 9. Fridge 10. Washing machine 11. Radio 12. Lamp 13. Wardrobe 14. Clothes rack 15. Drawers 16. Fan 	<p>Landlord</p> <ol style="list-style-type: none"> 1. Chair 2. Sofa 3. Bed 4. Mattress 5. Table 6. Cooker 7. TV 8. DVD 9. Fridge 10. Washing machine 11. Radio 12. Lamp 13. Wardrobe 14. Clothes rack 15. Drawers 16. Fan
			<p>Note: Separated between tenant/lessee and landlord own</p>

3. Living costs

QID	Questions	Answer and Code	Skipping
3.1	Cost of rental unit	_____/monthly/weekly/daily	
3.2	Who does payment go to?	1. Landlord 2. Primary renter	
3.3	Is cost of unit shared?	1. Yes 2. No	2 -> 3.5
3.4	If yes, is it shared equally?	1. Yes 2. No	
3.5	Additional costs related to the unit (Multiple answers allowed)	1. Water 2. Electricity 3. Garbage/waste 4. Security 5. Cable TV 6. Internet 7. None	
3.6	Source of electricity	1. Individual EDC connection 2. EDC electricity charged by middleman (e.g. landlord) 3. Private electricity provider charged by middleman (e.g. landlord) 4. Private generator for unit 5. No electricity	5 -> 3.9
3.7	Cost of electricity	____riel/kWh ____riel/day ____riel/month	
3.8	Who does payment go to?	1. Landlord 2. Primary renter 3. EDC (directly) 4. Other electricity provider (directly) 5. Other: _____	

3.9	Source of water	<ol style="list-style-type: none"> 1. Individual PPWSA connection 2. Joint PPWSA connection 3. PPWSA water charged by landlord/middleman 4. Private piped water through an external supplier /middleman 5. Water bought from a vendor or tanker truck 6. Purified water (bottle or container) 7. Pump well 8. Open well 9. Rain water 10. Pond, rice field, river 11. Other 	
3.10	Cost of water	<p>_____riel/m3</p> <p>_____riel/container or jar</p> <p>_____riel/month</p>	
3.11	Who does payment go to?	<ol style="list-style-type: none"> 1. Landlord 2. Primary renter 3. PPWSA (directly) 4. Other water provider (directly) 5. No payment 	
3.12	Is rubbish collected?	<ol style="list-style-type: none"> 1. Yes 2. No 	2 -> 3.16
3.13	Who collects the rubbish?	<ol style="list-style-type: none"> 1. CINTRI(officially) 2. CINTRI(unofficially) 3. CSARO 4. Community 5. Other 	
3.14	Cost of rubbish collection?	<ol style="list-style-type: none"> 1. _____Riel/month 2. No separate charge (included elsewhere) 3. No charge (taken to collection point nearby) 4. I don't know 	If 3 -> 3.16

3.15	Who does payment go to?	<ol style="list-style-type: none"> 1. Landlord 2. Primary renter 3. CINTRI(Officially) 4. CINTRI(Unofficially) 5. CSARO 6. Community 7. Other 	
3.16	What was the rent when you first moved here?	In Dollar _____ In Riel _____	
3.17	Has the rent changed over time?	<ol style="list-style-type: none"> 1. Yes 2. No 	2 -> 3.19
3.18	If rent has increased, why? (multiple answers allowed)	<ol style="list-style-type: none"> 1. Upgrading of rental unit 2. In line with salary increase 3. Rental demand (other people offer to pay more) 4. General inflation 5. Don't know/Not clear 	
3.19	What do you think about the price of the rental unit compared to the facilities and condition?	<ol style="list-style-type: none"> 1. It's cheap 2. It's affordable 3. It's expensive 	

4. Landlord and tenure security

QID	Questions	Answer and Code	Skipping
4.1	Where is the landlord?	<ol style="list-style-type: none"> 1. Lives on site 2. Lives off site (absentee landlord) 	
4.2	What is the relationship between the tenant and the landlord?	<ol style="list-style-type: none"> 1. Relative 2. Employer 3. Rental complex owner (individual) 	If not 5 -> 4.4

		<p>4. Company</p> <p>5. No relationship, unit is sub-let</p> <p>6. Other</p>	
4.3	Who is the primary renter of the unit?	<p>1. Relative</p> <p>2. Employer</p> <p>3. Company</p> <p>4. Friend</p> <p>5. other</p>	
4.4	Do you know the name of your landlord?	<p>1. Yes</p> <p>2. No</p>	
4.5	Do you have a rental contract?	<p>1. Yes</p> <p>2. No</p>	2 -> 4.7
4.6	Terms of the contract (multiple answers allowed)	<p>1. Specifies rent</p> <p>2. Specifies when rent is to be paid</p> <p>3. Specifies length of contract</p> <p>4. Specifies roles and responsibilities of landlord</p> <p>5. Specifies roles and responsibilities of tenant</p> <p>6. Specifies any additional costs to be charged to the tenant</p> <p>7. Specifies the conditions under which the tenant may be evicted</p> <p>8. Specifies deposit and use of deposit</p>	
4.7	Have you paid the landlord a deposit?	<p>1. Yes</p> <p>2. No</p>	2 -> 4.10
4.8	How much is the deposit?		
4.9	Under what conditions will the deposit being returned to you?	<p>1. Leave the rental unit in good condition</p> <p>2. Deposit will not be returned</p> <p>3. Deposit will be used for last rental payment</p> <p>4. Deposit will be used to clean rental unit (by landlord) – may be partially returned</p>	

			5. Contract is not broken by tenant	
4.10	Does the landlord fix things?		<ol style="list-style-type: none"> 1. Yes – always 2. Yes – sometimes 3. No – rarely 4. No - never 	
4.11	How do you pay rent?		<ol style="list-style-type: none"> 1. In cash, monthly 2. In cash, weekly 3. In cash, daily 4. In cash, whenever the landlord comes 5. Using Wing 6. Other 	
4.12	When do you pay rent?		<ol style="list-style-type: none"> 1. Before use 2. After use 	
4.13	Have you ever had difficulties paying rent?		<ol style="list-style-type: none"> 1. Yes – often 2. Yes – sometimes 3. No – Rarely 4. No - Never 	4 -> 5.1
4.14	What do you do if you have difficulties paying rent? (multiple answers allowed)		<ol style="list-style-type: none"> 1. Eat less food 2. Eat less delicious food 3. Send less money home 4. Sleep on the street 5. Ask landlord to delay 6. Borrow money 7. Ask family/relatives/friends for money 8. Work more 9. Other 	
4.15	What are the immediate consequences of late payment of rent?		<ol style="list-style-type: none"> 1. Landlord becomes angry 2. Landlord locks me out of the rental unit 3. Eviction (immediate) 4. Fined by landlord 5. No consequences 	

5. Personal safety and security

QID	Questions	Answer and Code	Skipping
5.1	Do you feel safe living here?	<ol style="list-style-type: none"> 1. Yes 2. No 	1 -> 5.3
5.2	What makes you feel unsafe?	<ol style="list-style-type: none"> 1. It's dark, no street lights 2. Gangsters 3. Can't secure rental unit 4. Many people have been attacked in the area/Violence is common in the area 5. There are drug users in the area 6. I don't trust the people I share the rental unit with 7. Fire hazard 8. High risk of natural disaster (flooding, erosion) 9. Other: _____ 	
5.3	Have you ever had any of the following happen to you in this location?	<ol style="list-style-type: none"> 1. Burglary 2. Unwanted attention 3. Sexual assault (no need to specify) 4. Threatened with violence 5. Robbed 6. Actual violence 7. None of all above 8. Other: _____ 	

6. General questions related to the living conditions in the location

QID	Questions	Answer and Code	Skipping
6.1	Number of rental units at the location/complex?		
6.2	Number of floors in rental complex(note down a number)?		

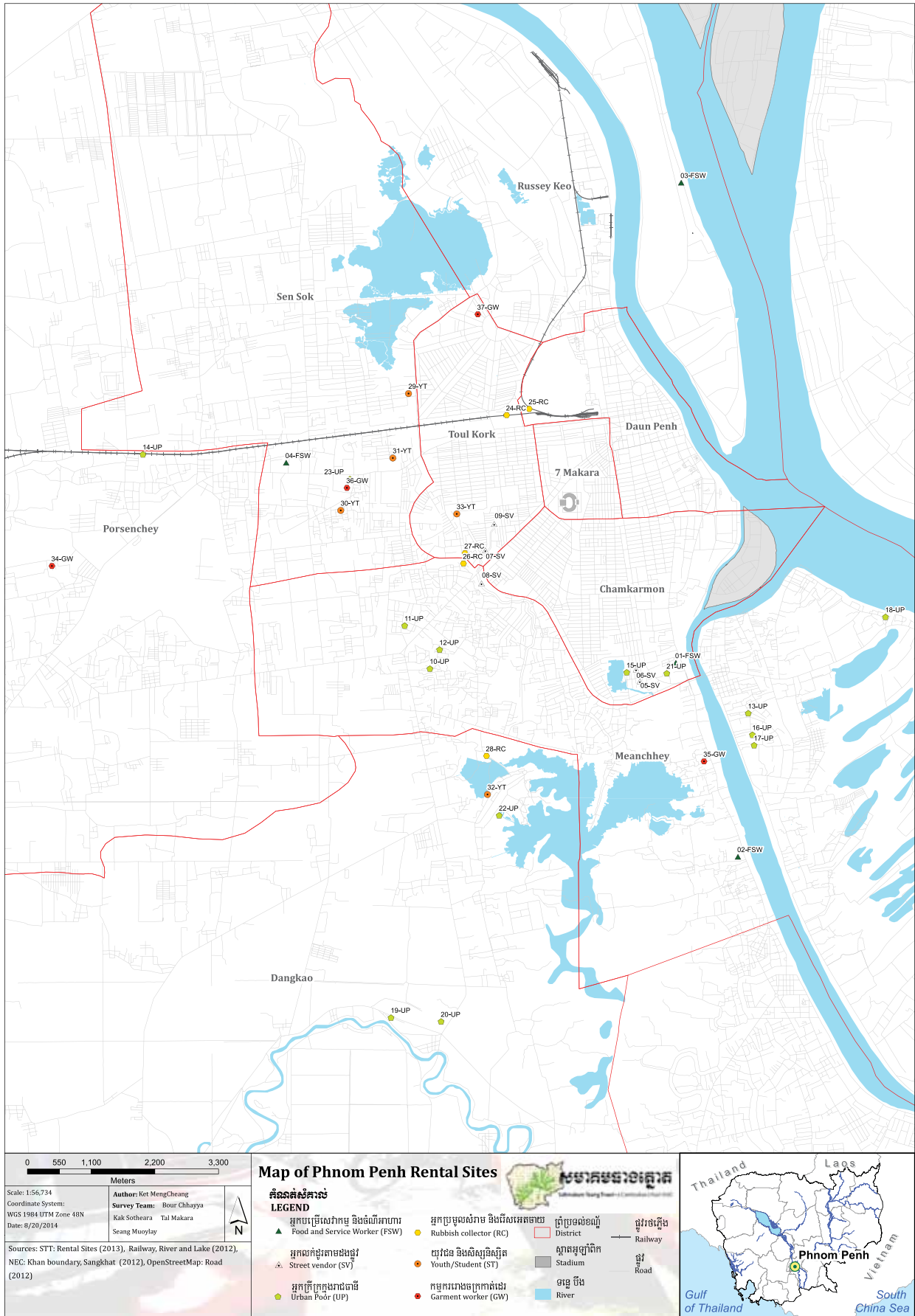
6.3	How many people live in the rental complex?	
6.4	How many are renters?	<ol style="list-style-type: none"> 1. All are renters 2. Most are renters 3. Mixed (50/50) 4. Most are owners
6.5	Do the renters have the same landlord?	<ol style="list-style-type: none"> 1. Yes – all 2. Yes – most 3. No – a few 4. No – none
6.6	Are rental costs similar across similar units in the complex?	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know
6.7	Primary occupations (multiple answers allowed)	<ol style="list-style-type: none"> 1. Street vendor 2. Etchai (waste collector) 3. CINTRI staff 4. Motordub/Tuk Tuk driver 5. Construction worker 6. Food and service worker 7. Student/youth 8. Garment Factory worker 9. Other factory worker 10. Office worker 11. Security guard 12. Civil servants 13. House wife/husband 14. At home business 15. Other: _____
6.8	Are any of the following potential health hazards a problem in the rental complex? (Multiple answers allowed)	<ol style="list-style-type: none"> 1. Polluted/dirty water 2. Polluted/dirty air 3. Near a garbage dump 4. Near a construction site 4. Near a construction site 5. Near to waste from an industry or a factory

		<ul style="list-style-type: none"> 6. Flooding 7. Other 8. None of the above 	
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7. Based on interviewer observation

QID	Questions	Answer and Code	Skipping
7.1	What is rented?	<ul style="list-style-type: none"> 1. Land 2. Units 	
7.2	Primary construction material of rental units/complex	<ul style="list-style-type: none"> 1. Thatch/ leaves/grass 2. Clay or dung with straw 3. Plastic sheets 4. Salvaged materials 5. Wood or logs 6. Metal sheets (zinc, corrugated iron) 7. Concrete/bricks/stone 8. Low quality mixed materials 9. High quality mixed materials 10. Other 	
7.3	Are rental units uniform?	<ul style="list-style-type: none"> 1. Yes 2. No 	
7.4	General environment (Multiple answers allowed)	<ul style="list-style-type: none"> 1. Clean 2. Airy 3. Rubbish visible 4. Rental units are in bad condition 5. Green 6. Smelly 7. Flooded 8. Smoky (from cooking) 9. Crowded 10. Humans and domestic animals live mixed 11. Rats visible 12. Cockroaches, flies visible 13. Dusty 14. Other: _____ 	

Annex 2 – Map of surveyed locations



Annex 3 – Case Study Questionnaire

I. Background Information

- 1- Could you tell me some details about you? (name, age, marital status, occupation, level of education, and family member, where you province...)
- 2- Personalized discussion: What was your job in your home province? Do you own any land in your home province? Why don't you use this land? Etc.

II. Tenancy Information:

- 3- For what reasons have you become a tenant?
 - a. Include question on reasons for migrating to Phnom Penh
 - b. Expectation around moving to the city: did you have any source of reliable information before you made the decision to leave your home province?
 - c. Have your expectations been met since you moved to the city? In what way (either positive or negative)
- 4- How/Why did you choose the place you are renting? What factors influenced your choices?

III. Employment Information:

- 5- Why have you chosen your current job over other?
In case of student respondent: why have you decided to pursue school/university in the city?

IV. Experience as a Renter:

- 6- General questions: What is it like to be a renter in the city? Do you experience any differences because of your occupation? Have you experienced any level of discrimination (marginalized group, social exclusion...)? How does the landlord treat you?
- 7- What challenges have you experienced as a renter?
- 8- If this is not covered in the previous question, enquire about:

Quality:

- 9- How is the quality of rental room/house (construction material and rental unit facilities)?

Services:

- How do you feel about the water and electricity fees set by the landlord?
- cheap, affordable, expensive
 - Why do you think so?
- How often is the waste collected? How much is the collection fee?

Rent Payments:

- Have you ever had difficulty in paying? If so, what do you do?

Environment and Conditions:

What do you think about the infrastructure and environment around your rental complex (physical and emotional environment)?

Security:

Do you feel safe living here? Why?

- 9- What are the main points that you have to negotiate about with the landlord? Have you ever found any solutions to solve those challenges?
- 10- If you are now living in unsatisfactory conditions (such as poor rental unit quality, high service fees): do you have any plans to change/move unit? For what reasons would you keep living here?
- 11- What are some of the positive aspects of renting?
- 12- What is the most memorable event for you since you have been renting?

V. Recommendations:

13- Given that you are a renter:

- a- What do you think of the current procedure of renting a room/house? (eg: Is it a smooth process? What are the main problems that should be taken on board?)
- b- How do you think these can be improved (Living conditions; Tenant Rights)
- c- What can you do to improve your current living conditions?

14- If you were in a position to be a home owner, would you prefer to own your house? How would you treat tenants if you had any? Why?

15- Have you set a future plan for your housing situation, and livelihood improvement? If no, why? If yes, what does it encompass? (saving money, buying a house in the city, saving money to return to home province) Why?

16- Finally, what do you call on the government, development sector, and civil society to do about renters situation in Phnom Penh?

Annex 4 – Renter Focus Group Discussions (FGD) Results

Result of Group Discussion with Food and Service Renter Group

The majority of the 8 participants no longer want to continue living as renter in their unit as the conditions are poor, and cost of services high. In addition, a lack of clarity about their rental agreement was identified as an issue

On the positive side, their rental location leads to reduced transportation costs as they are closer to work or closer to local markets etc.

The wish to save some money to buy a house and set up their own business is a future plan for some, whilst other participants wish to return to their home towns and build a house there (on the basis that the construction material and land for building a house is likely cheaper than in the city.)

Result of Group Discussion with Rubbish Collector Renter Group

Difficulties in finding solutions to the conditions of their rental units with their landlords, and therefore needs not being met was identified as a problem in this FGD.

On the positive side, some participants had friends staying near them, and their landlords were sympathetic to their professions (even providing them with more work in some cases). The low cost of rent allowed some to save money.

All participants stated that they wished to go back to their hometown when they save a particular amount of money.

Result of Group Discussion with Street Vendor Renter Group

A challenge identified by this FGD is that landlords set the cost of the unit's services (water and electricity) themselves, and are therefore high than they should be. Waste was also mentioned as a big problem, as well as the poor general condition of their unit. The wish to have formal agreements with their landlords was also prominent in this FGD.

On the positive side of renting, the provision of work by the landlord was mentioned, as well as the proximity to the work place and access to other services (shops etc.)

Half the participants were satisfied with saving money to purchase a house or land while others said they wish to go back to their hometown.

Result of Group Discussion with Urban Poor group

Security issues and discrimination due to living in urban poor areas was an important concern for this FGD. Frayed relationships with landlords and high prices for service (water and electricity) were another issue. The positives identified were the ability to run a business from their home, and to also have shelter.

Within this FGD, 3 out of 11 people have drawn up a plan for their future (saving money and buying or building their own house), whilst the others haven't planned anything yet.

Result of Group Discussion with Student Renter Group

Students from this FGD tended to have a positive relationship with their landlord, but the conditions of units were raised as being small, underfurnished and in poor general condition. Theft is also a problem.

On the positive side of renting, this FGD mentioned that freedom in their daily lives was important for them. The majority of participants wish to become homeowners in the future, either in Phnom Penh or in their home provinces.

Result of Group Discussion with Garment Worker Renter Group

The negative aspect of renting for this FGD has been identified as poor relations with landlords, and problems with security at the rental unit site. The general condition of the units were also identified as poor for this FGD.

The positives mentioned during this FGD was the proximity to the work place, and the ease to find another rental location if they wished to change units.

All participants wish to start their own business in the future, with over half of participants wishing to remain in Phnom Penh.



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Sahmakum Teang Tnaut • a Cambodian Urban NGO

AUGUST 2014