Cross-Sector Approaches to Humanitarian Settlers’ Inclusion in the Private Rental Market: Emerging themes

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Research questions

• What are the opportunities and challenges for collaboration between governments, welfare services and the private rental sector?

• What are the characteristics of an equitable private rental sector as experienced by key stakeholders?

• What practices and approaches may alleviate the difficulties of housing ‘large’ families in the private rental sector?
Methods

• Qualitative: Semi-structured interviews with humanitarian settlers, real estate agents, property owners and service providers.

• Photolanguage

• A focus on Playford and Salisbury LGAs and ‘large’ families
## Interviews completed

<table>
<thead>
<tr>
<th>Informant group</th>
<th>Number of informants</th>
<th>Description</th>
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| Humanitarian settlers           | 9                    | 6 Burundi  
2 DRC  
1 Afghanistan  
8 offshore, 1 onshore  
Mean arrival year: 2006  
Median arrival year: 2006 |
| All are parents with experience living with at least four children in the private rental sector. |                       |                              |
| Real estate professionals       | 7                    | 6 Property Managers  
1 Agency CEO |
| Property owners                 | 3                    | 3 Self-managing landlords |
| Service providers               | 19                   | 6 Housing service  
6 Resettlement service  
3 Ethnic Association  
2 Local Government  
2 Industry Body |
| SUB TOTAL                       | 38                   |                              |
Emerging themes

• Unrealised expectations

• Cultural diversity presenting challenges as well as opportunities

• Relationship-based cross-sector cooperation
Unrealised expectations

I was not thinking about the bill or rent or owner. So what was in my mind, I was thinking that when I come, they give me the house, that’s all. Because I had experience in the camp, that when you get there, they just give you where to live, you are not paying the rent or water... [Settler 8]
Cultural difference presenting opportunities

...what the ah, refugees are very good at doing, is transferring the lease. And what I mean by that, if a first African family come in and they, and they were very keen to do well. And to do all the right things. And then when they moved to a bigger home. On this occasion they had another child, cause the unit was too small. They introduced me to another African family. And that gentleman and his family, brought his wife out now, and they’ve been with me for probably three years. [Owner 2]
I referred the clients to them that I knew would be good…tenants, with good track records…That were clean, that would keep up the property as their own, that would pay rent on time. Because I would feel very guilty if I referred someone to someone that I knew and then have problems down the track…I would only refer clients that I thought I would like to be my tenants as well…[Service Provider 16]
Considerations for cross-sector practice

• Pre-settlement information
• Managing expectations in a competitive private rental sector
• Property inspections
• Supporting property managers and owners