

## PROPERTY OWNER SURVEY ENDLINE

Field	No.	Question	Answer
<b>Module 1: Compound and Enumerator Identification</b>			
date	1.1	Survey date	
enumerator	1.2	Interviewer name	
cda_id	1.3	Please enter your staff ID	
supervisor	1.4	Select your supervisor	<i>[List of supervisors]</i>
survey_type	1.5	What type of survey are you administering?	1 Face to Face 2 Phone survey
survey_location	1.6	Where is this survey taking place?	1 At the study compound 2 At landlord's compound (if landlord does not reside in study compound) 3 Other location
acc_no	1.7	Compound ID <i>[Enter account number as the unique compound ID]</i>	
acc_no2	1.8	Please re-enter the compound ID as confirmation.	
attempt_number	1.9	Is this the first compound survey attempt for this landlord?	1 First 2 Second 3 Third
name_prld	1.10	Is the name of the landlord of this compound <i>[preloaded name]</i> ? <i>[Select no if the landlord has changed and we need we need to update the landlord details]</i>	1 Yes 0 No
name	1.11	If no, what is the name of the landlord?	
resp_ll	1.12	Are you <i>[landlord name]</i> ?	1 Yes 0 No
resp_other	1.13	What is your relationship with <i>[landlord name]</i> ? <i>(Question relevant when 1.12="No")</i>	1 Spouse 2 Caretaker 0 Other
spouse_name	1.14	What is name of the spouse? <i>(Question relevant when 1.13="Spouse")</i>	
spouse_phone_no	1.15	What is the telephone number of the spouse? <i>(Question relevant when 1.13="Spouse")</i>	
resp_avail	1.16	Is the landlord/spouse/caretaker available to talk to us now?	1 Yes 0 No

SCRIPT:

Hello Sir /Madam,

My name is [*interviewer name*]. I am a researcher for Innovations for Poverty Action, a non-profit organization that conducts research to figure out which programs and policies work in different countries. We are working in partnership with the World Bank. I am visiting you today to invite you to participate in a study we are conducting on water and sanitation services in Nairobi.

1. Purpose:

- The purpose of this survey is to collect and verify information on the ownership and value of the compound, understand policies for rent, landlord interaction with and knowledge of tenants, water and sewer service experience, and payment.

2. Procedures:

- If you choose to participate, you will be asked to complete a survey now. You may be asked in the future to participate in other follow up surveys and study activities. Your participation in the survey today does not require you to participate in follow up surveys or other study activities later.
- You may choose not to answer any questions that you do not feel comfortable answering. The survey will take approximately 30 minutes of your time now. We may visit you in future for quality checks and follow up.
- It will also involve audio recording of your responses during some sections of the survey that will only be used for quality checks. You may request not to be recorded.

3. Risks and Benefits:

- We do not anticipate any risks to you if you choose to participate in this study. We expect this research will help us better understand the needs of the community in order to improve future interventions directed towards improving family health.

4. Confidentiality:

- All information will be kept confidential. Any personally identifying information e.g. your name, location, plot/parcel number and ID Number will not be linked to your responses so you will never be identified in any report written about this study. Financial information such as the value of the compound or rent policies will not be shared with anyone outside of the study team.
- Only research staff will have access any data that could potentially identify you.

5. Voluntary Participation:

- We encourage you to participate in the interview but you can choose not to, or choose not to answer specific questions or stop the interview at any time, however not participating in this study will not have any negative consequences.

6. Questions: Do you have any further questions or concerns regarding what I have explained to you?

7. Project Contacts

- If you have further questions in future, kindly contact: [*Field manager contact information*] or [*Research manager contact information*].

questions	1.17	Do you have any questions or concerns? <i>Provide answers to all questions the respondent may have and ensure that the fully understand the study.</i>	1	Yes
			0	No
consent_questions	1.18	Enter any questions or concerns raised by the respondent		
consent	1.19	Do you consent to participate in this survey? <i>(If yes, continue with survey. If no, skip to question 10.6)</i>	1	Yes
			0	No
compound_type	1.20	What type of compound is this?	1	Landord and tenants both stay in the compound
			2	Only tenants stay in the compound
			3	This is a landlord only compound
phone_used_type	1.21	Is [ <i>landlord name</i> ]'s phone number [ <i>preloaded phone number</i> ]?	1	Yes
			0	No
phone_no	1.22	If no, what is [ <i>landlord name</i> ]'s phone number? <i>(Question relevant when 1.21="No")</i>		
phone_no2	1.23	What is [ <i>landlord name</i> ]'s alternative phone number?		

SCRIPT:

Today we would like to talk to you about the compound located at [*preloaded zone*] and we may contact you at a later stage about other compounds.

INSTRUCTION:

Now we can proceed with questions on this compound.

plot_id	1.24	What is the plot number/block number of the compound?		
cmpd_prld_zone	1.25	Is this compound in [ <i>preloaded zone</i> ]?	1	Yes
			0	No
cmpd_location	1.26	If no, where is the compound located? <i>(Question relevant when 1.21="No")</i>		[ <i>List of zones</i> ]
cmpd_location_other_specify	1.27	If other, specify <i>(Question relevant when 1.26="Other")</i>		
cmpd_prld_Indmrk	1.28	Is this compound close to [ <i>preloaded landmark</i> ]?	1	Yes

			0	No
cmpd_prid_Indmrk_miss	1.29	If no, what are the landmarks for the compound? (Question relevant when 1.28="No")		

### Module 2: Landlord Characteristics

gender	2.1	What is [ <i>landlord name</i> ]'s gender?	1	Male
			2	Female
age	2.2	How old is [ <i>landlord name</i> ]?		
eductn	2.3	What is [ <i>landlord name</i> ]'s highest level of completed education?	1	No education
			2	Some primary
			3	Completed primary
			4	Some secondary
			5	Completed secondary
			6	More than secondary
occupation	2.4	What is [ <i>landlord name</i> ]'s primary occupation?		[List of occupations]
occupation_other_specify	2.5	If other, specify (Question relevant when 2.4="Other")		
ethnic_group	2.6	What is [ <i>landlord name</i> ]'s ethnic group?		[List of ethnic groups]
ethnic_group_other_specify	2.7	If other, specify (Question relevant when 2.6="Other")		

### Module 3: Housing Ownership

#### SCRIPT:

Now I would like to ask you a few questions about the compound that you are landlord for in [*preloaded zone*]. Please answer the following questions with reference to this compound unless otherwise stated.

plot_owner	3.1	Are you the sole owner of this compound?	1	Yes
			0	No
co_own	3.2	How many others co-own this compound with you? (Question relevant when 3.1="No")		
own_share	3.3	What is your ownership share? Share % must be less than 100% if no other co-owners (Question relevant when 3.1="No")		
own_share_reentry	3.4	Re-enter ownership share (Question relevant when 3.1="No")		
own_docs	3.5	What type of ownership document(s) do you possess? [Tick all that apply]	1	Title deed
			2	Municipal (allotment) letter
			3	Letter from the chief
			4	No documentation
			5	Share certificate
			6	Other
own_docs_other	3.6	If other, specify (Question relevant when 3.5="Other")		
own_duration_yrs	3.7	How long have you owned this compound? Years		
own_duration_months	3.8	Months [Questions 3.7 and 3.8 should add up to the total time owned]		
own_acquire	3.9	How did you acquire it?	1	Inherited
			2	Acquired free of charge
			3	Purchased
			4	Leased property (For [ <i>preloaded zone</i> ] residents)
			5	Other
own_acquire_other	3.10	If other, specify (Question relevant when 3.9="Other")		
own_acquire_purchase	3.11	If purchased, have you paid it off fully? (Question relevant when 3.9="Purchased")	1	Owned and fully paid off
			2	Currently paying off
mortgage_bal	3.12	How much do you still owe on the mortgage for the compound? (Question relevant when 3.11="Currently paying off")		
mortgage_bal_reentry	3.13	Re-enter the mortgage balance (Question relevant when 3.11="Currently paying off")		

cpd_value	3.14	If you had to sell this compound now, how much do you think you could sell it for?	
cpd_value_reentry	3.15	Re-enter the value the landlord said they would sell it for	
prim_reside	3.16	Is the compound currently your primary residence?	1 Yes 0 No
reside_duration	3.17	How many months of the past 12 months have you resided in this compound? (Question relevant when 3.16="Yes")	
<b>Module 4: Rental Income, Expenditures and Tenant Engagement (this compound)</b>			
dwellings	4.1	Does compound have rental dwellings? (Questions 4.2 to 4.18 relevant when 4.1="Yes")	1 Yes 0 No
dwellings_no	4.2	How many rental dwelling does the compound have? [Do not count the landlords unit if the landlord stays in the compound]	
paying_tenants	4.3	How many paying tenants do you have in this compound?	
paying_tenants_lastmonth	4.4	Did you have paying tenants in this compound last month?	1 Yes 0 No
rent_income_lastmonth	4.5	How much rental income did you receive last month from tenants in this compound in total?	
rent_income_lastmonth_reentry	4.6	Re-enter the rental income mentioned by the landlord.	
rent_income_fail	4.7	Did any of the tenants fail to pay rent last month?	1 Yes 0 No
number_of_hh	4.8	If yes, how many? [Indicate the number of households not number of people]	
rent_income_fail_total	4.9	What is the total value of non-paid rentals last month?	
rent_income_fail_total_reentry	4.10	Re-enter the total value of non-paid rentals.	
rent_income_proportion	4.11	What percentage of your total income comes from this property's rental? [(Rent from the property divide by total income) times 100%]	
collect_rent	4.12	Who is responsible for collecting your rent for the compound?	1 Myself (for landlord only compounds) 2 Another family member 3 A paid rent collector (house agents/caretakers) 4 Friend 5 Tenants pay directly to bank account/ mpesa 6 Other
collect_rent_other	4.13	If other, specify (Question relevant when 4.12="Other")	
rent_change	4.14	Have you increased or decreased rents in this compound in the last 6 months?	1 Increased 2 Decreased 3 No change
decreased_why	4.15	Why have you decreased your rent? (Question relevant when 4.14="Decreased")	1 Poor water/sanitation services 2 Trying to retain good tenants 3 Deterioration of living conditions other that water and sanitation services 4 Hard to find new tenants 5 Other
decreased_why_other	4.16	If other, specify (Question relevant when 4.15="Other")	
repair_contact	4.17	When something needs repair in the compound who do tenants contact?	1 Me directly 2 A repairman/caretaker 3 Other
repair_contact_otherspecify	4.18	If other, specify (Question relevant when 4.17="Other")	
electr_connection	4.19	Is the compound connected to electricity grid?	1 Yes 0 No
electr_connection_work	4.20	Is this connection currently in working condition?	1 Yes

		[Working condition here means when there is electricity in the settlement (and, where applicable, if the prepaid meter is charged) electricity is available from the connection] (Question relevant when 4.19="Yes")	0	No
electr_pay	4.21	Who usually pays electricity for the compound? (Question relevant when 4.19="Yes")	1	Landlord pays the electricity bill and charge separately
			2	Landlord pays the electricity bill and it is included in the rent
			3	Tenants pay the electricity bill directly to the utility company
			4	Myself
electr_bill	4.22	In a typical month, how much is the electricity bill for the compound? (Question relevant when 4.19="Yes")		
water_connect	4.23	Is this compound connected to piped water?	1	Yes
			0	No
water_connect_work	4.24	Is the water connection currently in working condition? [Working condition means that, during times when there is water in the settlement, if you turned on the tap, water would come out] (Question relevant when 4.23="Yes")	1	Yes
			0	No
water_pay	4.25	Who usually pays for the water for the compound? (Question relevant when 4.23="Yes")	1	Landlord pays the water bill and charge separately
			2	Landlord pays the water bill and it is included in the rent
			3	Tenants pay the water bill directly to the utility company
			4	Don't pay since compound doesnt receive water
			5	Myself
water_bill_usual	4.26	In a typical month, how much is the water bill for the compound? (Question relevant when 4.23="Yes")		
sewer_connect	4.27	Is this compound connected to the sewerage system?	1	Yes
			0	No
sewer_connect_why	4.28	Why did you decide to connect? (Question relevant when 4.27="Yes")	1	It's cheaper than current sanitation costs in the long run
			2	To provide a healthier environment for tenants
			3	To provide increased convenience for tenants
			4	It is a requirement by County Government
			5	It is the only available option
			6	I can receive better rental income
			7	To attract better tenants
			8	To reduce tenant turnover rates
			9	Increase value of compound
			10	Other
sewer_connect_why_other	4.29	If other, specify (Question relevant when 4.28="Other")		
sewer_connect_whynot	4.30	Why have you decided not to connect? (Question relevant when 4.27="No")	1	I cannot afford the upfront costs
			2	It is not worth the additional costs
			3	Current sanitation facilities are sufficient
			4	No water connection
			5	The connection will be of poor quality
			6	The connection will take too long to receive

			7	I do not trust the water and sewerage company
			8	Maintenance will be too costly.
			9	The compound was disconnected by NCWSC
			10	Other
sewer_connect_whynot_other	4.31	If other, specify (Question relevant when 4.30="Other")		

### Module 5: Tenant - Landlord Interaction

Enter the following information for compounds with rental dwellings.

[For questions 5.1 to 5.10, enter the details on tenant-landlord interactions.]

(Questions relevant when 4.1="Yes")

tenant_interact	5.1	How regularly do you speak with tenants from the compound?	1	Daily
			2	Weekly
			3	A few times a month
			4	Once a month
			5	Less than once a month
tenant_migrate	5.2	How many rent paying tenants in the compound moved out in the last 6 months?		
stayduration_yrs	5.3	How long, on average, do tenants stay in the compound? Years		
stayduration_months	5.4	Enter the following information for compounds with rental dwellings. [For questions 5.1 to 5.10, enter the details on tenant-landlord interactions.] (Questions relevant when 4.1="Yes")		

What would best describe the tenants in the compound?

[For questions 5.5 to 5.8, rate as very likely (1), somewhat likely (2), somewhat unlikely (3), or very unlikely (4)]

rent_time	5.5	Tenants pay their rent on time		
cmpd_condition	5.6	Tenants keep the compound in a good condition		
cmpd_improve	5.7	Tenants request improvements in the compound		
cmpd_complain	5.8	Tenants complain about conditions in the compound		
new_tenant_consider	5.9	What are the most important considerations you have when considering a new tenant for possible occupation? [Select the first 3 answers as per the landlord. Do not read the options.]	1	Amount of deposit provided
			2	Proof of income sources able to cover rent
			3	Friend or family member
			4	Good references
			5	Nice person/people
			6	Prominent member(s) of the community
			7	Number of conditions for lease
			8	Willingness to take a longer lease
			9	Good behaviour/ Responsible
			10	Other
new_tenant_consider_other_specif	5.10	If other, specify (Question relevant when 5.9="Other")		

### Module 6: Housing Ownership (other properties)

property_own	6.1	How many properties, including the one you reside in, do you own?		
property_own_inc	6.2	How many properties, including the one you reside in, do you receive rental income from?		
rental_incomes_lastmonth	6.3	How much rental income did you receive from all your properties last month in total? (Question relevant when 6.2>0)		
rental_incomes_lastmonth_reentry	6.4	Re-enter rental income from all properties (Question relevant when 6.2>0)		
rent_incomes_proportion	6.5	What percentage of your total income came from rental income? (Question relevant when 6.2>0)		
total_income	6.6	How much income in total did you receive last month from all sources?		

total_income_reentry	6.7	Re-enter the total income mentioned by the respondent.	
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### Module 7: Satisfaction with Service Delivery

**SCRIPT:**

Please indicate whether you strongly disagree, disagree, agree or strongly agree about the following statements. Please respond with "Strongly disagree", "Disagree", "Agree", "Strongly Agree".

[For questions 7.1 to 7.14 and 7.16, rate as strongly agree (1), agree (2), disagree (3), or strongly disagree (4).]

ncws_fees	7.1	The water and sanitation fees applied by Nairobi Water are fair.	
disconnect	7.2	If you don't pay service fees to Nairobi Water, there is a strong chance of being disconnected.	
approach	7.3	The approach Nairobi Water uses to enforce repayments is fair.	
ncws_sat	7.4	I am satisfied with the water and/or sanitation services I receive from Nairobi	
govt_comit	7.5	The government is interested in improving the living conditions of our	
affordability	7.6	Water and sewer fees are affordable.	
ncw_communicate	7.7	Nairobi Water provides clear communication to us.	
ncws_improv	7.8	The water and sanitation services provided by Nairobi Water improve people's	
govt_no_help	7.9	The government is not interested in helping us.	
wat_san_impro	7.10	Water and sanitation services in general helps improve people's lives.	
accurate	7.11	The water bills are accurate.	
jisomee_ease	7.12	The jisomee mita system is easy to use.	
tenant_contentment	7.13	Tenants appreciate the water and sanitation services provided in my compound.	
illegal_conections	7.14	Illegal connections are common in my settlement.	
illegal_proportion	7.15	What proportion of people in your settlement do you think have illegal water connections? [Enter percentage]	
nopay_common	7.16	Non-payment of water and sanitation bills are common in my settlement.	
nopay_proportion	7.17	What proportion of people in your settlement do you think pay all of their water and sanitation bills? [Enter percentage]	

### Module 8: Water and Sanitation Payments

sewer_paid	8.1	Have you paid off the sewer loan?	1 Yes
			0 No
waterloan_paid	8.2	Have you paid off the water loan?	1 Yes
			0 No
loan_balance	8.3	What is your outstanding water/sewer loan balance? (Question relevant when 8.2="No")	

**INSTRUCTION:**

The following questions are regarding the service provided by NCWSC.

days_water_avail	8.4	How many days in the last week did you receive water?	
service_improve	8.5	How could Nairobi Water improve the service?	1 Water Services improvement 2 Sewer Services improvement 3 Billing & Payment Services improvement 4 Customer Services improvement 5 Other
service_improve_other_specify	8.6	If other, specify (Question relevant when 8.5="Other")	
last_paydate	8.7	When was the last time that you made a payment for water and/or sanitation bills?	
last_bill_paydate_reason	8.8	If more than 2 months, why have you not made a payment since then? (Question relevant when 8.7>2 months)	1 Don't have money 2 Don't know how to make payment 3 Service is poor 4 Was disconnected 5 Haven't had the time

INSTRUCTION:

The following questions are regarding the inspection of connection.

deposit_pay	8.9	Did you pay an initial upfront deposit to be connected to the sewer?	1	Yes
			0	No
deposit_amount	8.10	If yes, how much did you pay? <i>(Question relevant when 8.9="Yes")</i>		
deposit_amount_reentry	8.11	Re-enter the amount paid. <i>(Question relevant when 8.9="Yes")</i>		
service_charge	8.12	Do you know what your average monthly water and sanitation service charge is?	1	Yes
			0	No
service_amount	8.13	If yes, how much? <i>(Question relevant when 8.12="Yes")</i>		
service_amount_reentry	8.14	Re-enter the average monthly water and sanitation amount. <i>(Question relevant when 8.9="Yes")</i>		
disconnect_notice	8.15	Did you ever receive a water service disconnection notice from Nairobi Water?	1	Yes
			0	No
notice_format	8.16	In what format was the notice? <i>(Question relevant when 8.15="Yes")</i>	1	SMS
			2	Call
			3	Poster
			4	In person Visit
			5	Other
notice_format_other_specify	8.17	If other, specify <i>(Question relevant when 8.16="Other")</i>		
disconnect_notice_date	8.18	If yes, when? <i>(Question relevant when 8.15="Yes")</i>		
cmpd_disconnect	8.19	Has the compound ever been disconnected from the water line?	1	Yes
			0	No
disconnect_date	8.20	If yes, when was the most recent time this happened? <i>(Question relevant when 8.19="Yes")</i>		
reconnected	8.21	Was the compound reconnected after being disconnected <i>(Question relevant when 8.19="Yes")</i>	1	Yes
			0	No
reconnected_how	8.22	How did you have the compound reconnected? <i>(Question relevant when 8.21="Yes")</i>		
tenant_discuss	8.23	Have any tenants ever discussed water and sanitation bills with you?	1	Yes
			0	No
bill_issue	8.24	If yes, what did you discuss? <i>(Question relevant when 8.23="Yes")</i>	1	Water bills
			2	Sewer bills
			3	Both water and bill issues
tenant_complain	8.25	Have tenants ever complained about the water and sewer facilities in the compound	1	Yes
			0	No
tenant_complain_issue	8.26	If yes, what did you discuss? <i>(Question relevant when 8.25="Yes")</i>	1	Water bills
			2	Sewer bills
			3	Both water and bill issues
			4	Blocked sewer
			5	Water or sewer connection was disconnected
			6	Lack of sewer services
			7	No water tanks issued
			8	Other
tenant_complain_issue_other_spec	8.27	If other, specify <i>(Question relevant when 8.26="Other")</i>		
tenant_complain_justify	8.28	Do you think these complaints were justified? <i>(Question relevant when 8.25="Yes")</i>	1	Yes
			0	No

Module 9: Water Sources and Sanitation Facilities

INSTRUCTION:

This module will only be asked if no tenant survey will happen.

source_1	9.1	Please show me the main source of water used by the members of this compound. <i>[Enter the main source of water used based on observation]</i>	1	Pipe connected
			2	Piped, not in plot
			3	Borehole on plot

			4 Borehole off plot
			5 Open well, on plot
			6 Open well, off plot
			7 Water vendor
			8 Other
source_1_other	9.2	If other, specify <i>(Question relevant when 9.1="Other")</i>	
run_water	9.3	Record if source has running water at the time of the interview.	1 Yes 0 No
water_avail	9.4	Which days of the week is the compound scheduled to receive water?	1 Monday 2 Tuesday 3 Wednesday 4 Thursday 5 Friday 6 Saturday 7 Sunday
hh_sharing_wat	9.5	How many households including yours use this facility?	
source_1_cpd	9.6	Is your household's main water source in the compound?	1 Yes 0 No
water_distance	9.7	How long does it take in minutes to collect water from this source? <i>[Include the full round trip time including the travel and waiting time to get there and back.]</i> <i>(Question relevant when 9.6="No")</i>	
water_pickups	9.8	How many times in a typical week (7 days) do you or somebody from your household collect water from this source?	
water_satisfy	9.9	Overall, how satisfied are you with your main water source? <i>[Read out the answers and select only one]</i>	1 Very satisfied 2 Somewhat satisfied 3 Somewhat unsatisfied 4 Very unsatisfied
source_1_pay	9.10	Do you pay for the use of your main water source?	1 Yes 0 No
water_pay_amt	9.11	How much do you pay? <i>(Question relevant when 9.10="Yes")</i>	
water_unit	9.12	Which is the units of measure. <i>(Question relevant when 9.10="Yes")</i>	1 Per jericen 2 Per month for piped water 3 Per trip for water boozer/ water vendor 4 Other
water_unit_other	9.13	If other, specify <i>(Question relevant when 9.12="Other")</i>	
main_fac	9.14	Is your household's main sanitation facility within the compound?	1 Yes 0 No
toilet_distance	9.15	How long does it take you to walk to the sanitation facility? <i>(Question relevant when 9.14="No")</i>	
satisfaction	9.16	Overall, how satisfied are you with your main sanitation facilities?	1 Very satisfied 2 Somewhat satisfied 3 Somewhat unsatisfied 4 Very unsatisfied
pay_fac	9.17	Do you pay for the use of your main sanitation facilities?	1 Yes 0 No
pay_use	9.18	How much do you pay for use of the main sanitation facilities per visit? <i>(Question relevant when 9.17="Yes")</i>	
often_pay	9.19	How often do you pay for use of the main sanitation facilities per day? <i>(Question relevant when 9.17="Yes")</i>	1 Per use 2 Per day 3 Per week 4 Per month 5 Other
num_toil	9.20	How many toilet facilities are there in this compound?	
illeg_conn_w	9.21	Is the compound illegally connected to the water? <i>[Do not ask, observe]</i>	1 Yes 0 No
illeg_conn_s	9.22	Is the compound illegally connected to the sewer line?	1 Yes

		[Do not ask, observe]	0	No
INSTRUCTION:				
Identify the main toilet used in the compound for the following questions.				
type_toil	9.23	What is the main toilet facility currently used?	1	Flush/pour flush
			2	Ventilated improved pit latrine
			3	Pit latrine with slab
			4	Composting toilet
			5	Pit latrine without slab / open pit
			6	Bucket
			7	Hanging toilet / hanging latrine
			8	Plastic bag system (flying toilet)
			9	Peepoo
flush_to	9.24	Where is flush toilet or pour flush connected to? (Question relevant when 9.23="Flush/pour flush")	1	Connected to piped sewer system
			2	Connected to septic tank
			3	Connected to pit latrine
			4	Flush/pour to don't know where
lat_feat	9.25	Which of the following special features of the latrine are observed? [Do not ask, observe]	1	Latrine elevated (built above ground)
			2	Foot rests
			3	Seat
			4	Floor tiles
			5	Wall tiles
			6	Hole cover
			7	Water seal
			8	Other
lat_feat_other_specify	9.26	If other, specify (Question relevant when 9.25="Other")		
super_feat	9.27	Which of the following are observed on the superstructure of the latrine? [Do not ask, observe]	1	Roof
			2	Fully enclosed wall
			3	Partially enclosed wall
			4	Full door
			5	Half door
			6	Lockable door
			7	Curtain
			8	Other
super_other_specify	9.28	If other, specify (Question relevant when 9.27="Other")		
hand_wash	9.29	Is there a handwashing station? (Question relevant when 9.20>0)	1	Yes
			0	No
water_tank	9.30	Does the compound have a water storage tank?	1	Yes
			0	No
shared	9.31	Is this toilet facility private or shared with other compounds? (Question relevant when 9.20>0)	1	Private
			2	Shared by several compounds
			3	Public/used by all
hh_sharing	9.32	How many households including yours use this facility? (Question relevant when 9.20>0)		
block_flood	9.33	Is this toilet facility flooded or blocked? (Question relevant when 9.20>0)	1	Yes
			0	No
INSTRUCTION:				
In this section you will be required to collect meter number and take a snapshot of the water meter.				
wat_met	9.34	Is there a water meter installed in this compound?	1	Yes
			0	No
met_work	9.35	Is the water meter in working condition? (Question relevant when 9.34="Yes")	1	Yes
			0	No
			3	Not observable

met_num	9.36	What is the water meter number? (Question relevant when 9.34="Yes")	
met_num_repeat	9.37	Re-enter meter number. (Question relevant when 9.34="Yes")	
met_pic	9.38	Take snapshot of meter clearly showing the meter number. (Question relevant when 9.34="Yes")	
met_read	9.39	What is the current reading on the meter? (Question relevant when 9.34="Yes")	
met_read_repeat	9.40	Re-enter meter meter reading. (Question relevant when 9.34="Yes")	

### Module 10: Interview Summary

interview_place	10.1	Where did this interview take place?	1	Inside dwelling of interviewee
			2	Outside dwelling but inside compound of interviewee
			3	In street outside dwelling of interviewee
			4	In public area
			5	By phone
interview_incomplete	10.2	Was the interview completed successfully?	1	Yes
			0	No
interview_incomplete_reason	10.3	Please explain the reason. (Question relevant when 10.2="No")		
interview_confidence	10.4	Are you very confident, to an extent, or not at all confident about the general quality of the interview and that the addressee	1	Very confident of truthfulness of responses
			2	Somewhat confident of truthfulness of responses
			3	Not at all confident of truthfulness of responses
interview_confidence_why	10.5	Please explain why you are not confident about the interview or have doubt about the truth told by the respondent. (Question relevant when 10.4="Not at all confident" or "Somewhat confident")		
no_consent	10.6	Select reasons for refusing to participate. (Question relevant when 1.19="No")	1	Not interested at all
			2	Poor services from NCWSC
			3	Other
no_consent_other_specify	10.7	If other, specify (Question relevant when 10.6="Other")		
comments	10.8	Please enter any relevant comments on the interview.		
gps_coord	10.9	Enter the GPS coordinates for the survey. [GPS coordinates can only be collected when outside]		
survey_status	10.10	Select the survey status.	1	Survey completed
			2	Respondent not the plot owner or representative
			3	Refused consent
			4	Rescheduled
			5	Survey terminated, but rescheduled
			6	Busy / not picking / hung up
			7	Phone off / unavailable / temporarily out of service
			8	Out of service / number doesn't exist
			9	Survey terminated and refused
			10	Plot demolished/can't be located.
			11	Other
survey_status_other_specify	10.11	If other, specify (Question relevant when 10.10="Other")		

phone_no_respo_gift	10.12	Thank you for completing the survey. Our office will be sending you airtime by tomorrow. Which number would you like to receive this airtime on?									
phone_no_respo_gift_repeat	10.13	Re-enter the phone number.									
respo_line	10.14	Which subscriber does this line belong to?	<table border="1"> <tr> <td>1</td> <td>Safricom</td> </tr> <tr> <td>2</td> <td>Airtel</td> </tr> <tr> <td>3</td> <td>Telcom</td> </tr> <tr> <td>4</td> <td>Other</td> </tr> </table>	1	Safricom	2	Airtel	3	Telcom	4	Other
1	Safricom										
2	Airtel										
3	Telcom										
4	Other										
<p>INSTRUCTION: End the survey and thank the landlord.</p>											