



**ASHESI UNIVERSITY, GHANA**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**EVALUATION OF THE EFFECTIVENESS OF RENT CONTROL LAWS IN GHANA :**

**A CASE STUDY OF MALLAM TOWNSHIP**

**BY**


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An undergraduate thesis submitted to the Department of Business Administration, Ashesi University, in partial fulfilment of the requirements for the award of the Bachelor of Science Degree in Business Administration.

**APRIL 2021**

## DECLARATION

I, Wilhelmina Andoh Minnah Donkoh, do hereby declare that this thesis is the result of my own original work and that no part of it has been presented for another degree in this university or elsewhere under the supervision of Dr. Stephen Armah.

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## ABSTRACT

The lack of decent accommodations is a global issue, especially in the third world, including Ghana. This phenomenon has necessitated delving into the factors and challenges in the implementation of rent control laws (RCLs) in Ghana, as the 1963 rent law in Ghana has not seen updates in modern times. The purpose of the study was to examine the effectiveness of RCLs focusing on the Mallam Township. The objectives of the research were to find the level of awareness of the rent legislation amongst residents of Mallam and identify the tenancy problems landlords and tenants face, how they are resolved and how long it takes.

The research employed a mixed-method approach that sampled 80 landlords, tenants, and one rent control officer. The data obtained from responses to the questionnaires were analyzed using the Statistical Package for the Social Sciences and Microsoft Excel. An in-depth interview with the officer at Mallam provided qualitative insights on the effectiveness of the RCLs. The findings revealed that most of the parties are aware of the RCLs. The main tenancy problems are the failure of landlords to effect repairs and the failure of tenants to pay for rent. The office mostly resolved these tenancy problems. Solutions to most tenancy problems take averagely a minimum of one week and a maximum of one month to provide. The research concludes that generally the RCLs are effective but to improve their effectiveness, the number and technical capacities of rent officers and offices should be increased in every constituency.

**Keywords:** Landladies, landlords, rent, rent control laws, rent control officer, rent legislation, tenants.

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LIST OF ABBREVIATIONS

PNDC - Provisional National Defense Council

PNDCL - Provisional National Defense Council Law

RCL - Rent Control Law

SDG - Sustainable Development Goals

SPSS - Statistical Package for the Social Sciences

SSA - Sub-Saharan African

UK - United Kingdom

UN - United Nations

USA - United States of America

## LIST OF DEFINITIONS

1. **Household** - all the people in a family or group who live together in a house and regarded as a unit. (Collins Dictionary, n.d.).
2. **Housing Stock** - the houses, flats, and other places to live that are available in a particular a town, country, or area (Collins Dictionary, n.d.).
3. **Housing Deficit or Housing Shortage** - a deficiency or lack in the number of houses needed to accommodate the population of an area (Collins Dictionary, n.d.).
4. **Population** - all the people who live in a particular country or area (Collins Dictionary, n.d.).
5. **Rent** - a payment made periodically by a tenant to a landlord or owner for the occupation or use of land or buildings (Collins Dictionary, n.d.).
6. **Rent Control** - regulation by law of the rent landlords can charge for domestic accommodation and of their right to evict tenants (Collins Dictionary, n.d.).
7. **Landlord** - Someone who allows others to live or work in a building which he owns, in return for rent (Collins Dictionary, n.d.).
8. **Tenancy** - the use of land or property belonging to someone else, by a tenant, for which the tenant pays rent (Collins Dictionary, n.d.).
9. **Tenancy Agreement** - a written agreement specifying the terms of the rental or temporary possession of a property (Collins Dictionary, n.d.).
10. **Tenant** - Someone who pays rent for the place they live in, or for land or buildings that they use (Collins Dictionary, n.d.).
11. **Urbanization** - the process of creating towns in country areas (Collins Dictionary, n.d.).

## CHAPTER ONE : INTRODUCTION

### 1.1 Background to the Study

One of the most basic needs of every human being or household is the right to adequate and decent accommodation (Bloch-Laine, 1972). The pertinence of the provision of affordable housing is further highlighted by Dzangmah (2012), who states that addressing the issue of housing in all its forms will positively impact the United Nations (UN) Sustainable Development Goals (SDGs) that address the need for infrastructural provision (SDG 9). This will ultimately contribute to eradicating poverty in all its forms as prescribed in SDG 1. This in turn will contribute to SDG 11, which is sustainable cities and communities (“The 17 Goals”, n.d.). The achievement of these goals, this researcher believes contributes to the peace, equity, stability, and harmony of any country.

In line with this idea, certain countries, especially the advanced ones such as the United States of America (USA), the United Kingdom (UK), Germany, Canada, and Norway to mention only a few, have sought to improve the housing situation of their citizens, both rich and poor with different programs designed to do just that.

Examples of housing initiatives in the USA include the South Dakota housing and the Michigan Housing project (Anderson, 2020; Radin, 1986). In the UK, examples of housing initiatives include The Coach House, Orchard House, the Haven, and Rose Cottage (Brown, 1970). These housing initiatives were available to solve the various housing challenges that disadvantaged middle and lower classes were saddled with. They served as permanent or temporary quarters for families that could not afford rent. Local governments established these initiatives to reduce the exploitation by private owners of properties (Brown, 1970; Radin, 1986; Anderson, 2020).

In a similar manner, governments of countries in Sub-Saharan Africa (SSA), the majority of who gained independence in the 1960s, have also contributed to accommodation in the form of affordable housing for their people but this has still not met the robust housing demand given concurrent population growth (Dzangmah, 2012).

As the first SSA country to gain independence, the issue of housing has been a pressing one for Ghana from the beginning, although a smaller population back then may have muted the pending challenges with housing. Steady population growth has worsened the housing situation and, in some cases, led to the development of slums with poor people living in concentrated areas. The management of housing demand in the face of a growing population and immigration, and an inadequate housing supply stock is clearly not trivial.

*Table 1.1* Estimated (Projected) Housing Deficit in Ghana (Ansah, 2014)

<b>YEAR</b>	<b>POPULATION</b>	<b>HOUSEHOLDS</b>	<b>HOUSING STOCK</b>	<b>ESTIMATED HOUSING DEFICIT</b>
2010	24,658,823	5,467,136	3,392,745	2,074,391
2011	25,275,294	5,603,814	3,477,564	2,126,251
2012	25,907,176	5,743,910	3,564,503	2,179,407
2013	26,554,855	5,887,508	3,653,615	2,233,892
2014	27,218,727	6,034,695	3,744,956	2,289,740
2015	27,899,195	6,185,563	3,838,580	2,346,983

2016	28,596,675	6,340,202	3,934,544	2,405,658
2017	29,311,592	6,498,707	4,032,908	2,465,799
2018	30,044,381	6,661,174	4,133,730	2,527,444
2019	30,795,491	6,827,704	4,237,074	2,590,630
2020	31,565,378	6,998,396	4,343,000	2,655,396

The findings from Table 1.1 above, illustrates the steady rate of increase in households in Ghana by 28% over the decade, from 2010. In 2010, households in Ghana were roughly five million, four hundred and sixty-seven thousand, one hundred and thirty-six, (5,467,136), and in 2020, households in Ghana grew to six million, nine hundred and ninety-eight thousand, three hundred and ninety-six (6,998,396). From this same table, we see that the rate of the housing stock is also 28% during the same period. In 2010, housing stock in Ghana was roughly three million, three hundred and ninety-two thousand, seven hundred and forty-five, (3,392,745), and in 2020, housing stock in Ghana grew to four million, three hundred and forty-three thousand (4,343,000).

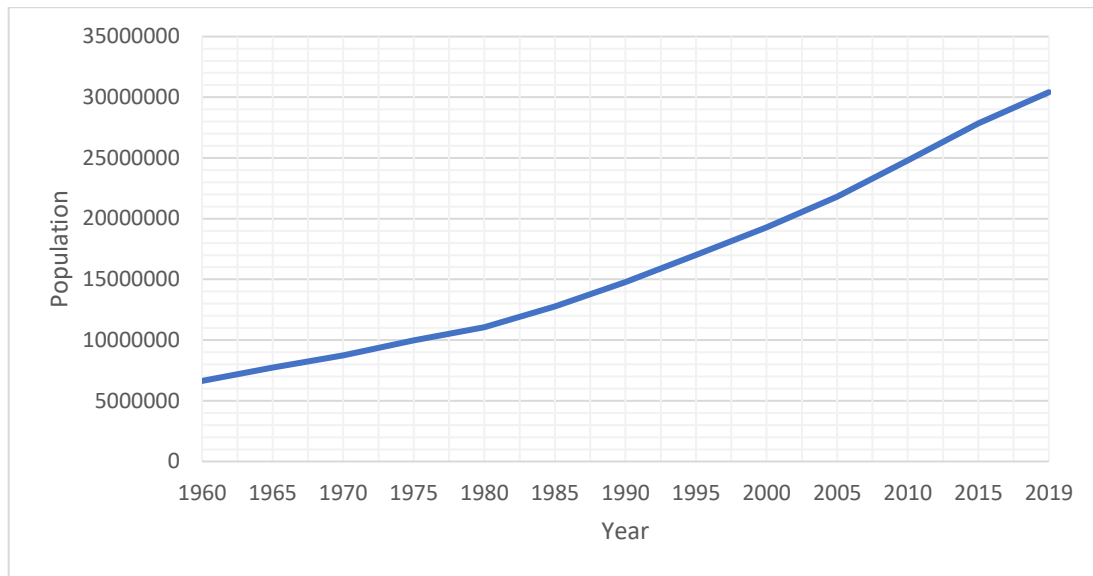
Although the rate of increase was the same for households, and housing stock, which was 28%, the increase in the number of population and household, far outstripped the increase in the number of the housing stock. This led to the housing deficit. According to Ansah (2014), there has been a steady increase in the estimated housing deficit in Ghana. In 2010, the housing deficit was two million, seventy-four thousand, three hundred and ninety-one (2,074,391) housing units. In 2020, there was a significant housing deficit of about two million, six hundred and fifty-five thousand, three hundred and ninety-six

(2,655,396), housing units, as shown in Table 1.1 above.

These significant housing deficits give major cause to worry. The situation invariably gives landlords and landladies the deciding power to manipulate rent prices and the rental rules which bring about discrepancies in rents, which is tantamount to unfair treatment of tenants. For purposes of this study, the term landlord will be used to represent both male and female rental property owners.

The tenants, on realizing that they have fallen victim to the exploitation by the landlords, tend to oppose the unfair actions of the landlords. Unfortunately, the ensuing confrontations result in both intended and inadvertent conflicts.

Various reasons can be found and ascribed to this yawning gap of over one million houses in Ghana since 2010, which is still widening. This too has led to economic exploitation by landlords. This is buttressed by the fact that demand has exceeded supply, and the landlords are exploiting tenants by renting out rooms to the highest bidders. It is important to note that population growth and rural-urban drift, per this research, is assumed as the major factors for the cause of the deficit in housing.



*Figure 1.1* The population of Ghana between 1960 and 2019 (World Bank, 2019)

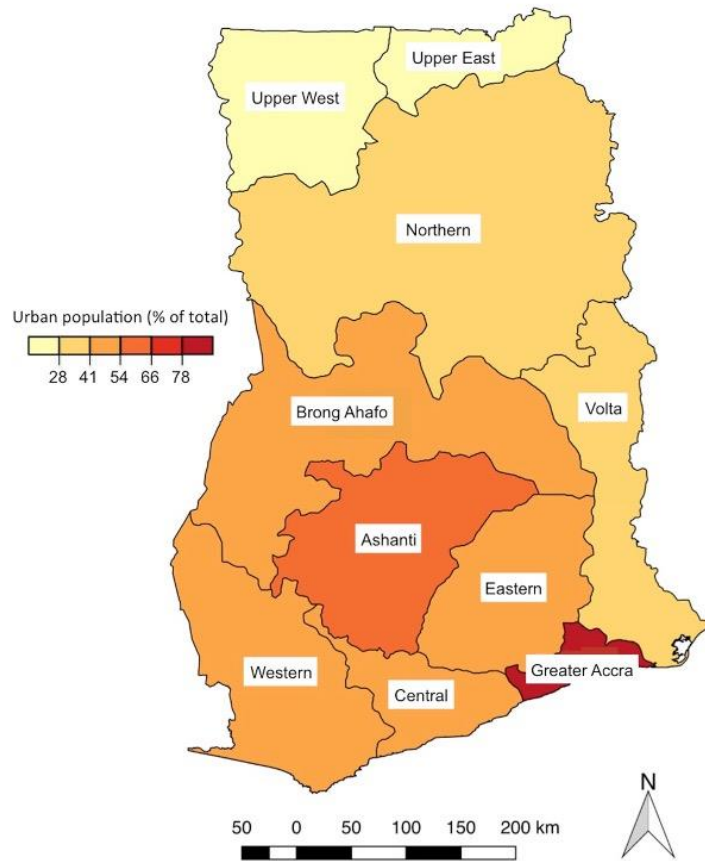
As shown in Figure 1.1 above, there has been an upward trend in the rate of the population of Ghana, between 1960 and 2019, that is the population of Ghana has been growing over the years. In 1960, the population stood at approximately six million, six hundred and thirty-six, thousand (6,636,000) people, and in 2019, the population of Ghana had grown to about thirty million, seven hundred and ninety-five thousand, four hundred and ninety-one (30,795,491) people.

In Ghana, most housing developments are centered in the urban areas and the increasing population puts more pressure on space and existing housing supply but there has been the little review or upgrade to the existing rent laws growth (Dzangmah, 2012).

Internal migration in the form of rural-urban migration has become a major economic headache for the nation since everyone wants to live and work in the major cities, especially Accra. The high concentration of favorable job opportunities, better health facilities, better schools, entertainment centers, housing accommodations, and other social



amenities have engineered the migration of rural people into the urban areas (Anarfi, Kwankye, Ababio, Tiemoko, 2003).



*Figure 1.2* Map of Ghana by region with differentiated urbanization levels in 2010 (Latoff, Coast, Leone, & Nyarko, 2018)

As displayed in Figure 1.2 above, using the 10 regions in Ghana, before the creation of the 6 new regions, and by the deep shade of red and orange colours, there has been a population shift from rural areas to urban areas, especially in the Greater Accra region followed by the Ashanti region. According to the Ghana Statistical Service Population and Housing Census (2010), there were approximately 90.5% and 60.6% respectively of the urban population in these two regions.

The immigration of people from neighboring countries such as Sierra Leone, Liberia, Ivory Coast, Benin, Nigeria, Sudan, Niger, Burkina Faso, Mali, and Guinea because of economic and political stability in Ghana has put additional strain on space and housing in major Ghanaian cities (Anarfi et al., 2003). The most affected of these cities are Accra, Kumasi, Sekondi-Takoradi, and Tema. The added issue to this problem is that these new immigrants typically rent instead of purchasing or building their own houses.

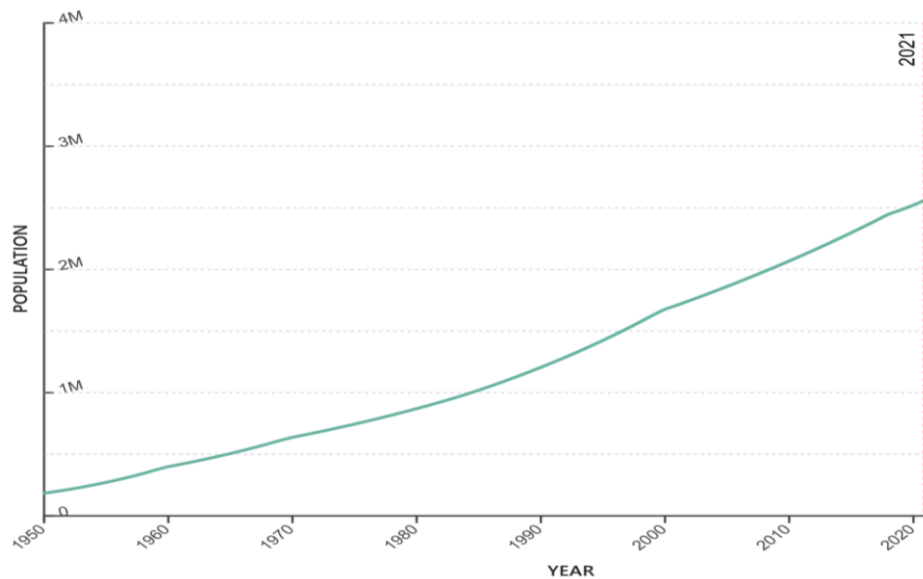
*Table 1.2 Biggest Cities in Ghana (Sawe, 2018)*

<b>CITIES</b>	<b>POPULATION</b>
Accra	2,291,352
Kumasi	2,069,350
Sekondi-Takoradi	445,205
Sunyani	248,496
Tamale	233,252

According to Table 1.2, the capital cities of the Greater-Accra and Ashanti regions, as of 2012, recorded the highest urban population levels, and also had high population levels. It also shows Accra was the most populated city with two million, two hundred and ninety-one thousand, three hundred and fifty-two (2,291,352) people and followed by Kumasi, with two million, sixty-nine thousand, three hundred and fifty (2,069,350) people.

Based on Ghana's population of 25,907,176, in 2012, the population of Accra at the time made up approximately 8.84% of the entire national population. From the following, Accra can be said to provide a broader and more representative picture as pertained in the country by the other cities. In addition to this, there are a lot of houses

being rented out in Accra with a lot of landlords and tenants. For these reasons and others, the research focuses on Accra. Figure 1.3 below, shows that in Accra, between 1950 and 2021, there has been a steep increase in the population. In 1950, the population of Accra was about 150,000 and in 2021, the population has grown to 2,556,972 people.



*Figure 1.3* Accra Population in 2021 (World Population Review, 2021)

In Figure 1.3, a vivid picture of the continuous increase of the population of Accra between 1950 and 2021 is given. This sharp and continuous increase in the population has given rise to an astronomical and excessive demand for housing in Accra. This has led to a yawning deficit in the housing market in Accra, which includes the area of study, Mallam.

Mallam in the Ga South Municipality of the Greater Accra Region is chosen as the case study area for this study. It lies in the southwestern part of Accra, as shown in Figure 1.4.



*Figure 1.4.* A map of Accra showing the location of Mallam (Asumadu-Sarkodie, Jayaweera & Owusu, 2015).

In recent years, there has been rapid population growth in Mallam due to the spillover of the population of the Greater Accra Metropolis and the significant influx of foreign residents, including people from the West African sub-region such as Nigerians. The population growth rate of Mallam, from 2000 to 2005 was 11% and has doubled in 2020 to 22% (Balluf, 2020). Mallam was chosen as the case study area because of its convenience in accessing relevant information, together with time and money constraints. The prime peri-urban nature of the area with formal and informal sector workers, dominated by middle-class residents makes Mallam an ideal area for the case study as it was easier to solicit information from the sample population. The frequent litigation

between landlords and tenants which compel them to go to the Mallam office was also one of the issues factored into the choice of Mallam as the study area.

The need for this study has arisen because of the countless controversies between landlords and tenants which has led them to go to the Rent Control Offices for redress to their issues. For instance, landlords arbitrarily charge rent advances and increase rent charges for tenants already occupying the rented premises who invariably kick against such acts which lead to the office for resolution. To ensure that the interactions between landlords and their tenants in Ghana are effectively managed, The Rent Act: Act 220 was enacted in 1963.

There was also a rent control office set up as an implementer and arbiter to ensure the smooth and effective implementations of the laws. The Provisional National Defense Council (PNDC) reinforced the rent control law in 1986 through PNDC Law 138 as amended by Legislative Instrument (LI) 1318 (Dzangmah, 2012).

However, the question is are these rent control laws being competently implemented? Are stakeholders aware and are updates needed; this has necessitated the need for an investigation and this work has been chosen to go into the matter.

### *1.2 Problem Statement*

There is little available empirical evidence to prove that the rent control laws in Ghana are beneficial to those they are meant to guide. One basic reason for this situation is that both the landlords and tenants, enter into tenancy agreements without recourse to the rent control office for guidance until they run into problems. There are also issues of the rent control officers not properly implementing the laws as put down in the statutes

since most rented premises are not known to the department. This calls for the need for an in-depth investigation to find out the reasons for this state of affairs.

The general understanding of the existence of a Rent Act that regulates the leasing of housing and its exigencies needs to be examined to ascertain its effectiveness. Additionally, the lack of amendments of the rent legislation over long periods to suit current demographic situations, and the inconsistencies in its intended implementation have raised concerns for this research to delve into the effectiveness of the rent laws.

Furthermore, there have been issues of landlords arbitrarily taking the law into their own hands by charging high rent prices and demanding up-front payments for two years and above, and going scot-free. In all such cases, tenants appear not to have anywhere to go for redress than to go to the rent control office

In some cases, too, the tenants feel reluctant to report their issues to the appropriate authorities for fear that they would not have adequate and fair resolutions to their problems. This readily prompts a systematic study, with the view to unearthing the truth about such issues and to find answers to them.

There is also the problem of both landlords and tenants disregarding the existence of the rent laws in their haste to either let out or occupy the structures, respectively. This causes problems to both the landlords, tenants, and the rent control office when there is a need for redress. This in turn leaves a huge problem to be dealt with in the process of arbitration which is prolonged and gets complicated as they proceed. These call for the need to find out and put in place appropriate measures to deal with issues of rent disputes to facilitate peace amongst landlords and tenants. The foregoing issues constitute the major focus of this study.

### *1.3 Research Questions*

The following are the research questions that this study addressed to find answers to, at the end of this work:

- I. Are landlords and tenants of Mallam sufficiently aware of national laws governing rent control?
- II. What are the tenancy challenges and issues that both landlords and tenants in the Mallam township encounter with the implementation of the rent control laws?
- III. Should the rent control laws in Ghana be eliminated or updated to improve its effectiveness?

### *1.4 Research Objectives*

The purpose of this study was to examine the effectiveness of the implementation of the rent control laws in Ghana at the Mallam township in the Ga South Municipal Assembly. The specific objectives of the study were to:

- I. Find the level of awareness of the rent legislation in Ghana amongst the landlords and tenants of the Mallam township.
- II. Identify the tenancy problems that landlords and tenants face in Mallam.
- III. Find out how these tenancy problems are resolved.
- IV. Find out how long it takes to resolve these problems.
- V. Make recommendations on how the implementation of the rent control laws at Mallam can be improved upon.

### *1.5 Significance of The Study*

The objectives of the study are significant in several ways. Paramount among these is its contribution to the available literature on the implementation of rent control laws. Also, this study will provide new, alternative, and or more appropriate methods of implementing the rent control laws. The review of pertinent literature and research previously undertaken will present grounds for a good theoretical framework. Stringent implementation of the law, devoid of corruption as is reported largely to be the case in developing countries will be compared to what happens in the study area.

Another significant importance of the study on the evaluation of the rent control laws in Ghana is to be inferred from Article 25 of the United Nations Universal Declaration of Human Rights, which recognizes the right to housing as part of the right to an adequate standard of living. This study is, therefore, justified and it is expected to highlight major issues of concern on the implementation of the rent control laws.

There are practical benefits also expected to be derived from the study. One is the identification of the actual or real causes of problems regarding the implementation of the laws at the rent control office at Mallam, and probably all over Ghana. The solutions to be unearthed, it is hoped, would help to address the problems identified and to improve the quality of implementation of the laws which could be adapted and implemented nationwide and even across the borders of Ghana.

It may further help to find a new and all-embracing meaning of the rent laws in Ghana to enable the rent control office to successfully reposition itself to fulfill its mission. Additionally, with the suggested solutions to the problems raised, considerable improvements could take place in the administration of the rent laws. Finally, it is



anticipated that the study would contribute towards policy making and help policymakers in decision-making with respect to rent laws.

### *1.6 Organization of The Work*

This project work was divided into five chapters. The first chapter included the background to the study, the problem statement, research questions, research objectives, the significance of the study, and the organization of the work. The second chapter was the review of available and relevant literature on the topic. It also dealt with the history of rent control policies in the USA, UK, Singapore, South Africa, and Ghana. Chapter three discussed at length the methods that were used to achieve the research objectives. It encompassed the research design, the research scope, the study area, sampling strategy, including the sampling method and the sampling size. The third chapter also included the data collection methods, the instrumentations involved, data preparation, collation and processing, analysis of data gathered, validity and reliability, ethical considerations, and finally the limitations. Chapter four presented and discussed the results of the study of the statistical and content analysis of the data collected. The conclusions, recommendations, and opportunities for further study constituted the fifth chapter.

## CHAPTER TWO : LITERATURE REVIEW

### 2.1 Introduction

Many researchers and writers have written extensively on the Ghanaian housing industry as a whole. However, it appears the rent control laws in Ghana have received much less attention. This chapter attempts to assemble the relevant discussions in pertinent literature on rent legislation with reference to their implementation in dealing with an arbitration on tenancy issues and to highlight the areas that further need to be studied. The first section defines rent control and goes further to critique arguments in the studies of rent laws in the United States of America, the United Kingdom, Singapore, South Africa, and Ghana. In order to have a global perspective on rent control laws and the housing system, these countries from different continents were selected. These countries were selected also because their systems present a broad base of comparative studies on the housing system and rent control laws. The second section is the theoretical framework, and the last section comprises a conclusion and the lessons learned from the critiquing of literature.

### *2.2 Rent Control Defined*

Rent control is a government program that empowers the government to set out rules and regulations that, among other things, place limits on the amount that a landlord can demand for leasing a home, an apartment, or other real estate or renewing a lease. It is often justified as a way to protect tenants against “unreasonable” rent increases (Sang, 1992). The details of rent laws vary from country to country with the intention to keep living costs affordable for lower-income residents. Rent control is a governmental

mandated law that places a maximum price or a rent ceiling on what landlords may reasonably charge tenants. This thereby prevents landlords from charging above the standard level, or from increasing at a rate higher than a predetermined percentage (Anderson & Somer, 2020).

### *2.2.1 Rent Control in The United States of America*

A study by Anderson (2020), reports that in the United States of America (USA), rent control is not widespread. In 2019, a research by urban study outlines 182 municipalities that have rent control regulations in the states of New York, Maryland, New Jersey, California, and Washington D.C. Radin (1986) posits that rent control has emerged in states where spiraling costs of living combined with stagnant wages have created a housing affordability crisis for moderate-income residents and elderly people on fixed incomes.

The laws of rent in the USA differ from state to state, Radin (1986) explains is due to the federal system of governance. The article by Radin (1986), *Residential Rent*, begins with a dissenting argument on the need for price control mechanisms in rental housing. He stipulates that “The rationale for imposing residential rent control is that there is a shortage of affordable rental housing. As it stands, this is at most a rationale for government subsidies either to housing consumers or suppliers, not price control”. This work makes arguments that the price mechanism contributes to landlords averting rent housing for other businesses. In its analysis, it posits that the price mechanism foists the black-market economy.

Radin (1986) claims that classic price theory suggests that imposition of rent control will exacerbate the very housing shortage that gave rise to the high rents that

resulted in the imposition of rent control. It will also encourage landlords to supply lower-quality housing. This will set the tone for the supply of low-grade housing by landlords.

Downs (1941) makes a proposal to congress to regulate rent prices. He further questions if there is a need for governmental interventions in the United States rent market. He argues out on the reasons that in some societies the institution of renting is not needed because it widens the gap of classism in society. He makes further arguments that rent laws should only arise on an equitable basis and not just to solve a problem because it will disadvantage a section of the society in such periods. One weakness in the arguments of this article is the author's inability to situate a proper context of his analysis because it cannot be said that it is in only emergency moments that rent must be controlled.

Here, this study examines the rent laws of Europe and compares them with the rent system in England. The complexities of the laws and systems gave rise to different European countries such as France, Switzerland, Norway, and Netherlands' divergent policies to tackle the issues of rent control.

### *2.2.2 Rent Control in The United Kingdom*

The rent tenancies in England are complex. Brown (1970) thoughtfully examines the loopholes in England's rent system and makes comparative studies of European rent systems against England's rent system. The paper argues that rent laws in England focuses on the middle class and neglects lower-income earners. Rent laws introduce a new dimension of affordable housing in the midst of a rapid increase of housing units. In the abundance of housing, rents may generally reduce, and tenants would be offered the security of comfortably living in housing units that would conform with rent legislations in the country.

Despite its advantages, Brown (1970) argues that rent control can contribute to lower property tax revenue since most housing units would be free from tax, adding that it also generates problems for landlords as rent control laws limit the amount a landlord can increase rents for existing tenants. If rents are established at less than their equilibrium levels, the quantity demanded will necessarily exceed the amount supplied, and rent control will lead to a shortage of dwelling spaces.

In comparison, in a competitive market and absent controls on prices, if the amount of a commodity or service demanded is larger than the amount supplied, prices rise to eliminate the shortage. Rent control mostly affords the government the space to regulate the housing spaces and bridge the gap of shelter.

### *2.2.3 Rent Control in Singapore*

In a study by Koh (1966), he reveals that rent control laws in Singapore were enacted after the First World War and intensified after the Second World War. According to him, the control of renting in Singapore covered all aspects of spaces, including apartments and businesses. The increases in rent rate were only permissible by laws on a percentage basis. The law provided tenants security of tenure.

It is clear, according to Koh (1966), that rent control in Singapore emerged due to an emergency. It is appropriate to ask what was special about a state of war that necessitated the imposition of rent control. He defends and buttresses the point that during the period of the World Wars, housing and importation stalled, hence there was a need to institute laws that will protect the vulnerable. Presently, the justifications for the imposition of the rent laws in Singapore in the late 1930s cannot be justified since the conditions for their enactment do not exist anymore.

#### *2.2.4 Rent Control in South Africa*

According to Dzangmah (2012), African countries have instituted rent control laws to help in navigating through the complications of housing. In South Africa, the Rental Housing Act of 1999 gives both the landlord and tenant the right to give notice to each other, to cancel any lease agreement between them. Just as most government regulations on rent is to ultimately protect the tenant, the South African government sought to and control housing too. The Rental Act of 1999 intends to define the responsibilities of the government in respect of rental housing property.

The law intends to promote access to adequate housing by creating mechanisms to ensure the proper functioning of rental housing. Explicit provision for the facilitation of sound relations between tenants and landlords and, for this purpose, to lay down general requirements relating to leases. It describes various rental cases, issues, and laws that seek to regulate it from various jurisdictions across the globe to give different perspectives before the zonal focus is explored (Rental Housing Act 1999, 2000).

#### *2.2.5 Rent Control in Ghana*

In Ghana, various researchers discuss rent laws and how the regulation of private sector residential rents has always been part of Ghana's governmental policy, under Ordinance No. 30 of 1947. This legislation was passed by the Gold Coast Legislative Council to make temporary provisions for the control of the rents in respect of small premises in the colony. Under section 2 of the 1947 Ordinance, the provisions were applicable only to premises, "the annual rent of which does not exceed one hundred pounds." This information indicates that rent control, which was enacted years ago, gave a

limit to the pricing of houses in the then, Gold Coast, to prevent landlords from taking excessive amounts from their tenants and making it easier for people to get accommodation (Kufuor,1993).

In the same article by Kufuor (1993), it is found that the Provisional National Defence Council regime (PNDC), which assumed power in Ghana on 31 December 1981, made laws that covered rent controls. He states for instance, that law 5, it purported to mark a significantly new approach to the extent to which the state can regulate rent in the private housing sector. It reduced all rents by 50%, notwithstanding any tenancy agreement or lease that was hitherto in force.

The Provisional National Defense Council Law (PNDCL) of 1986, according to Kufuor (1993) provides legal backing to renting in Ghana to make it official than it was before. Section 5 of the law requires basic details of both landlords and tenants, the details of the agreement subject to the supervision by the State Housing Company and the Rental department of Ghana Rent Control Act, 1986, PNDCL138.

Rent control can be advantageous and disadvantageous at the same time to either the landlord, the tenant, or both. In an article by Malik (2016), he claims that rent control comes with a higher demand for housing, thereby causing a shortage of housing. When there is a general cut-off for rents, everybody will go in for that price. However, without rent control, houses would be purchased at high and different prices by various types of people depending on their financial strength, he concludes. This event would reduce the chances of the shortage of housing in the capital. Kondor (1995) has recently developed a model that combines the imposition of third-degree price discrimination and rent control on a competitive housing market. He found that such a regulatory regime might increase

landlords' profits and cause the supply of rental housing to increase.

As this literature points out, the conventional analysis concludes that rent control leads to reductions in the quantity of housing and a redistribution of wealth from landlords to housing consumers. Per this analysis, he suggests that government should invest purposively in rent policies to be able to efficiently regulate price differentiation in the industry. It can, however, be realized that in the analysis made by Kondor (1995), he generalizes rent issues across the board that does not show enough evidence of rent problems. Data from Kondor (1995) also suggest that rent control measures can have various impacts on a city's housing stock and affordability, which are in turn related to the type and extent of the city's rent control policies.

### *2.3 Theoretical Framework*

The theoretical framework for this study puts rent control in the form of setting price ceilings to help make housing affordable, as the government of Ghana has sought to do to improve the quality of life of Ghanaians. They are also meant to bring about harmony, peace, and sanity in the housing industry. Rent controls are beneficial because of the protection they, directly and indirectly, give to both landlords and tenants, as stated by Pendola (n.d.).

From the viewpoint of the economists, rent control conflicts with the operations of the market forces. In the short run, Chiritescu (2018), stated that rent control creates shortages in the housing industry for rentals. However, this study has set itself to establish that if rent control is efficiently implemented by not setting stringent targets but giving fair



and flexible targets of rent ranges for landlords to charge their rents, the housing industry shall be devoid of any anarchy and rancour.

#### *2.4 Conclusion and Lessons Learned*

The critique of the studies by the various writers, as shown above, has helped with the arrival of the following conclusions. The studies do not present grounds to deal with rent on different implementation scales aside from the conventional knowledge of what it addresses. The points argued in these studies do not establish the question of how these rent laws should be implemented for appropriate results. Most conversations about rent focus on the general laws enacted to resolve tenancy issues but fail to examine its effect on the industry players. The gap this research work attempted to fill in the assessment and examination of the effectiveness of rent control laws in Ghana with Mallam as the case study area.

The rent control laws, as being argued out, has not been amended since its promulgation in the mid-1960s. Various studies have dealt with this problem on a national level, however, this research sets to focus on its effectiveness in the Mallam Township and the extent to which people understand and appreciate the laws. These works do not present in their arguments how effective the rent system can be, considering the low presence of the offices of the Rent Control Department closer to the landlords and tenants. This, apparently, has resulted in the seemingly low confidence associated with their mediation efforts.

## CHAPTER THREE : RESEARCH METHODOLOGY

### 3.1 Introduction

This chapter describes the methodology for the study and the techniques employed in the work. It covers the research design, the scope, the study area, the sampling strategy, and sample size. The population characteristics, selection of the subjects as well as data collection and processing are also covered. Additionally, ethical considerations and the limitations of the work are also included.

### 3.2 *Research Design*

The research design refers to the overall research strategy that is chosen to integrate the different components of the study coherently and logically, thereby ensuring that the research problem will be effectively addressed. It constitutes the blueprint for the collection, measurement, and analysis of data (Mitchell & Jolley, 2010). This research adopted a mixed design strategy. Mixed methods research, as opined by Creswell (2018), is both a method and methodology for conducting research. This method involves collecting, analyzing, and integrating qualitative and quantitative research in a single study. This method was chosen because, both qualitative and quantitative research, in combination, provide a better understanding of the research problem than either method standing alone (Creswell, 2012).

The work was a study that evaluates the effectiveness of rent control laws in Mallam and will assume certain characteristics. The most significant ones, as opined by Gillham (2000), are:

- i. it being a unit of human activity in the real world
- ii. it being studied or understood in context and
- iii. it being existent at the time of the study.

Based on the foregoing, it was appropriate to use the case study approach, for that matter, Mallam was chosen as the study area as stated in chapter 1.

### *3.3 Research Scope*

The work is a study of the implementation of the rent control laws in the Mallam Township of the Ga South Municipality and focused on landlords and tenants who visited the rent control office from Monday 15th to Friday 26th March 2021.

#### *3.3.1 Relevant Population*

The research included the views of landlords, tenants, and the rent control officer in the Ga South Municipal Assembly to present an objective analysis. This was the relevant population as it served as a logical model to draw inferences amongst variables under investigation. These groups of people had certain distinct characteristics or selection criteria, outside which nobody can be included, this qualified them to be part of the study. The people who qualified had to be based in Mallam as landlords or tenants, who have

stayed there for more than a year, and for the rent control officer to have supervised all tenancy issues in Mallam. Since this sample population met the selection criteria and was familiar with the study area, the responses they gave were highly representative, relevant, and valid for the research.

The growing population and steady rise in rent cases at Mallam, as reported by the Regional rent control office (Ansah, 2012) informed the selection of the town as the case study area of the research. The Ga South Municipality of the Greater Accra Region in general and the Mallam area, in particular, being one of the most densely populated areas in Accra, and with a long tradition of houses being let out or occupied for tenancy (Ansah, 2012), makes it suitable for selection for the study. The researcher's close acquaintance with the Mallam area and its environs is another key factor that made it expedient for the collection of relevant information needed for the study.

### *3.3.2 Selection of The Case Study Area*

The above criteria made it easy for the researcher to apply the case study method to evaluate how the rent laws are implemented at Mallam to resolve pertinent rent issues. With the selected study area fulfilling the selection criteria set for the study, this method is deemed appropriate in investigating the circumstances of the Mallam township as far as the implementation of the rent laws is concerned to arrive at plausible findings.

### *3.4 Sampling Strategy*

Best and Kahn (1989) claim that the primary aim of research is to discover principles that have universal application. However, studying a whole population to arrive at

generalizations is impossible. To hurdle over this problem, the process of sampling has been evolved to make it possible to make inferences or generalizations based on careful observation of variables within a relatively small proportion of an entire population. According to Johnston and VanderStoep (2009, p.26) a sample, therefore, is defined as a small proportion of a population selected for observation and analysis with the aim of generalizing for the entire population. For this reason, this research employed a sampling method, which is a non-probability sampling technique, known as the purposive sampling method, to collect primary data for the study.

With this technique, the sample was selected based on non-random criteria, which did not allow every member of the population a chance to being included in the survey (Johnston & VanderStoep, 2009, p.26). The main reason for this choice of sampling approach was to produce a sample that can be logically assumed to be representative of the population being studied. This, according to Battaglia (2008), is often accomplished by applying expert knowledge of the population to select, in a non-random manner, a sample of elements that represents a cross-section of the population.

#### *3.4.1 Sampling Method*

As has been stated earlier, the purposive sampling technique was used for obtaining primary data in the study. This method was used in the belief that it brought more accurate results than can be achieved by using other probability sampling techniques. The process involved purposely handpicking individuals from the population, based on the researcher's knowledge and judgment, as advocated by Johnston and VanderStoep (2009, p.26). With this method, the landlords and tenants at Mallam were sampled. The advantage of this method, according to Bailey (1994), is that the researcher

can use his or her skill and prior knowledge to select respondents. Kumekpor (2002), advised that in applying this technique, the units of the sample are selected, not through random procedures, but by intentionally picking them for the study.

### *3.4.2 Sampling Size*

Sample size refers to the number of participants or observations included in a study according to Johnston and VanderStoep (2009, p.26). The size of a sample influences two statistical properties: the precision of our estimates and the power of the study to draw conclusions (Sandelowski, 1995).

Alreck and Settle, (1985) proposed that a representation of 10% should be an ideal sample size in undertaking a survey. Fraenkel, Wallen & Hyun (2012), however, claim there is no clear-cut answer to the question of sample size. To them, a sample that is as large as the researcher can rely on to obtain the needed data with affordable time and energy is the best solution. They claim that the sample size should not be too small or too large and recommend that researchers should endeavor to obtain as large a sample as they can reasonably have.

In light of the preceding reasons given, and due to financial and time constraints, coupled with the less regular visits of both landlords and tenants to the rent control office, as well as the few people willing to participate in the survey, the researcher picked a sample size of 40 landlords and 40 tenants in total. Self-administered questionnaires were distributed to them. There was only one rent control officer at the department, who was interviewed. These samples were representative of the entire population because they share all the characteristics of the entire population of landlords and tenants in the study area.

### *3.4.2.1 Selection of the Sample Respondents*

Busha and Harter (1980) stated that the concept of population, a set of individuals or objects with common characteristics, is fundamental to every research. The landlords and tenants at Mallam who visited the rent control office from Monday 15<sup>th</sup> March to Friday, 26<sup>th</sup> March 2021 who had their cases being handled there, were selected as the population of this study. Specifically, these are those the rent control laws directly affected in the Mallam area and had their cases before the rent control office as of the time of the study. The other respondent was the rent control officer in charge at Mallam during the study, and who was well acquainted with the rent control laws and had the professional qualifications to be at the helm of affairs in the office.

### *3.4.2.2 Population Characteristics*

With the target population for the study, certain characteristics were taken into consideration as the selection criteria. In the case of the landlords, they owned houses in the area, which they had given out on rent to tenants at the time of the study. They also had their cases being dealt with by the rent control office, using the rent control laws. In the case of the tenants, they had rented houses in the Mallam area and had cases with the rent control office. Those who satisfied these criteria were eligible as the population for the study who gave the requisite information for the study.

### *3.5 Data Collection*

To be able to undertake this study, data were collected for analysis that brought out the required findings to enable conclusions to be made on the subject matter of the study. This was possible by the use of data collection tools.

#### *3.5.1 Data Collection Tools*

In choosing the data collection tools, Tackie (2004), citing Atengdem (1997) suggests the following criteria:

- i. ease of administration,
- ii. ease of eliciting responses with precision,
- iii. accuracy to measure ‘variables,
- iv. validity and reliability of the instrument,
- v. practical limitations of time and cost.

The above-listed considerations, coupled with both the qualitative and quantitative nature of the work, according to Ainsworth (2020), made the questionnaire, and interview method suitable to be used as the data collection tools.

In using the questionnaire, both open and close-ended questions were framed and written down for respondents to answer. The open-ended questions allowed respondents to provide their individualized answers whilst with the close-ended questions, answers were provided for the respondents to choose from (Aryal, 2020). In all, two different sets of questionnaires were designed for the two classes of respondents, namely the landlords and tenants.



### *3.5.2 Data Preparation, Collation, and Processing*

Data preparation is the process of cleaning and transforming raw data prior to processing and analysis (Abdallah, Monash, & Webb, 2017). It was an important step before the data processing stage and involved reformatting data, making corrections to data, and combining data sets to enrich data. Two sets of interviews were conducted with the rent control officer, on separate occasions for two reasons. The first interview was used as a pilot to have general background knowledge of the study area, by asking questions that enabled the researcher to have a firm grasp of the subject matter for preparation towards framing relevant questionnaires. The questionnaires were then sent out to a different sample to test it and the interview guide was also reviewed to identify and address any problems with the instruments before sending them out for the actual study.

After successfully testing out the instruments, through the survey technique of purposive sampling, self-administered questionnaires were distributed to landlords and tenants at the Mallam office of the rent control office. The second interview, with the rent control officer, on the other hand, took place after the questionnaires had been filled, which served as a backup to the questionnaires. This was done by aligning the interview questions to the unclear and murky responses to the questions in the questionnaires to clarify knotty issues that cropped up or were not clearly captured. This method of preparation and collation afforded the researcher the opportunity to probe further to get in-depth responses. During the interview, notes were taken, as the interviewee, declined the recording of the interview. According to Goldie and Pritchard (1981), there are three types of interviews, namely face-to-face, group, and telephone interviews. This study used the face-to-face method, with both researcher and the respondent following all COVID-19 safety

protocols.

After the data was collected and prepared, the researcher collated the data to aid data analysis. This data collation saw the collection or construction of ordered systems of data from the raw data gathered.

### *3.6 Data Analysis*

Data analysis is a process of inspecting, cleansing, transforming, and modelling data with the goal of discovering useful information, informing conclusions, and supporting decision-making (Dunn, 2001). Quantitative data was analyzed by the use of the Statistical Package for the Social Sciences (SPSS) software. This software model offered the researcher the ability to personally analyze and present findings in percentage terms. The relative frequency distribution of respondents' perceptions was computed in percentages. This, according to Dunn (2001), makes the numerical relationships which summed up to hundred and made it easy to calculate and understand. He recommends further that the quantitative data should at best be presented in graphical form. This was done with the aid of Microsoft Excel. The qualitative data, on the other hand, was analyzed using content analysis, to identifying patterns, and themes in the narration of the content.

### *3.7 Validity and Reliability*

Haradhan (2017), commented that the two most fundamental and important features in evaluating any data collection tools for good research are validity and reliability. To ensure the validity and reliability of the instruments, the same questionnaires were administered to the same class of respondents to ensure consistency in measurement and to clearly state modes of answering the questionnaires. Also, to ensure reliability, the researcher planned the method of answering questions carefully to make sure the same steps are taken for each measurement. Instructions and explanations were also well provided to enable the respondents to answer correctly and truthfully. When data were collected, the researcher kept the circumstances as consistent as possible to reduce the influence of external factors that might create variations in the results. People who met the criteria were representative enough of the entire population, and they gave similar responses.

### *3.8 Ethical Considerations*

To ensure this research did not exploit the respondents, it was obligatory for the researcher to seek approval for both the questionnaires and the interview questions from the supervisor and the Ashesi University Human Subject Committee before proceeding with this aspect of the study. The researcher, therefore, sought consent from the appropriate authority to carry out this research. Voluntary participation was also requested from eligible respondents (landlords and tenants). Most importantly, respondents were made aware that participation was still voluntary for any qualified respondents who did not wish

to further engage in the study and was at liberty to decide to withdraw at any point during the research. Every diligent step was taken to keep every individual information confidential in order not to cause any harm to any respondent. At the end of the research, the findings will be made accessible to the rent control office and the Ashesi community by uploading a soft copy to the online repository of Ashesi University.

### *3.9 Research Limitations*

Due to time limitations coupled with financial constraints, the study was focused on Mallam in the Ga South Municipal Area.

## CHAPTER 4 : DISCUSSION OF RESULTS

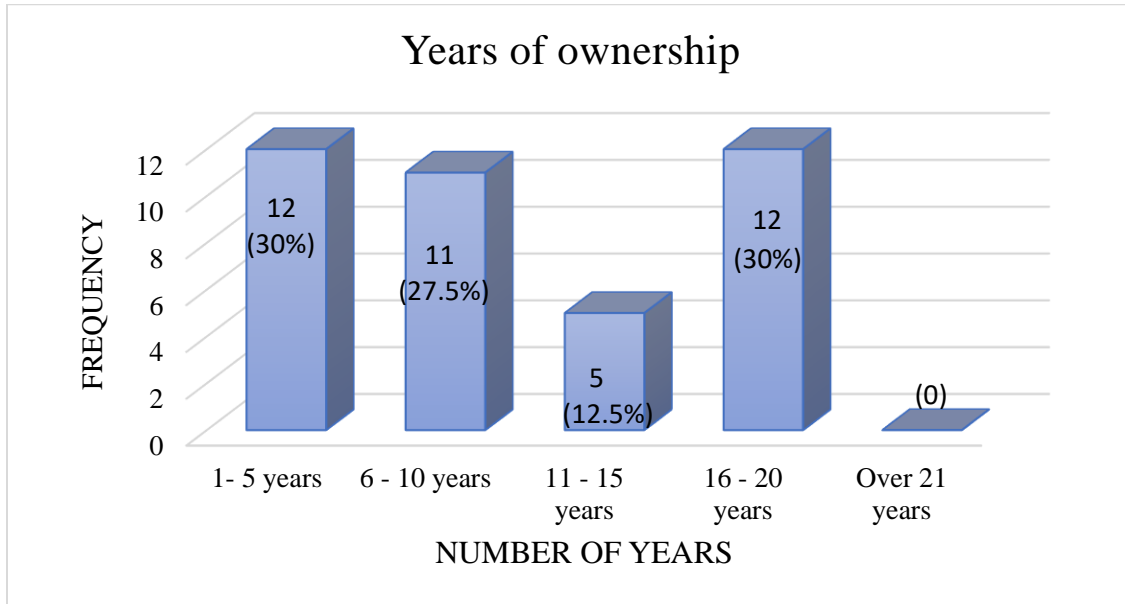
### 4.1 Introduction

In this chapter, the findings of the study have been presented and discussed. The results and discussions are presented in accordance with the objectives of the study. The descriptive statistics (demographics of the respondents) are presented first, followed by the results of each objective and inferences made within the context of published studies.

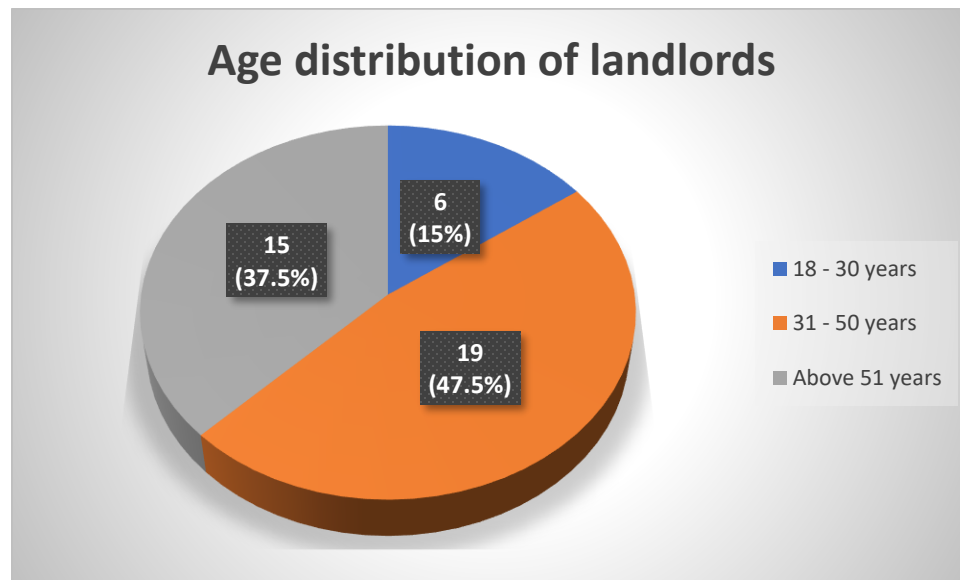
### *4.2 Characteristics of Study Respondents*

One rent control officer was interviewed for the qualitative aspect of the study. The officer is a bachelor's degree holder with ten years of working experience. The officer has worked at the rent control office for the Mallam township for three years.

Eighty (80) respondents (landlords and tenants) participated in the study for the quantitative aspect of the research. On the duration of having been landlords in the township, 30% and 30% of the landlords indicated that they have owned rental properties at Mallam between 1 and 5 years and between 16 and 20 years, respectively (Figure 4.1). A little less than half of the landlords were between the ages of 31 and 50 years (47.5%) as shown in Figure 4.2. Also, the majority of these landlords, constituting 75% were males (Figure 4.3).



*Figure 4.1* Number of years of being a landlord at Mallam (Source : Author's own computations)



*Figure 4.2* Age distribution of landlords (Source : Author's own computations)

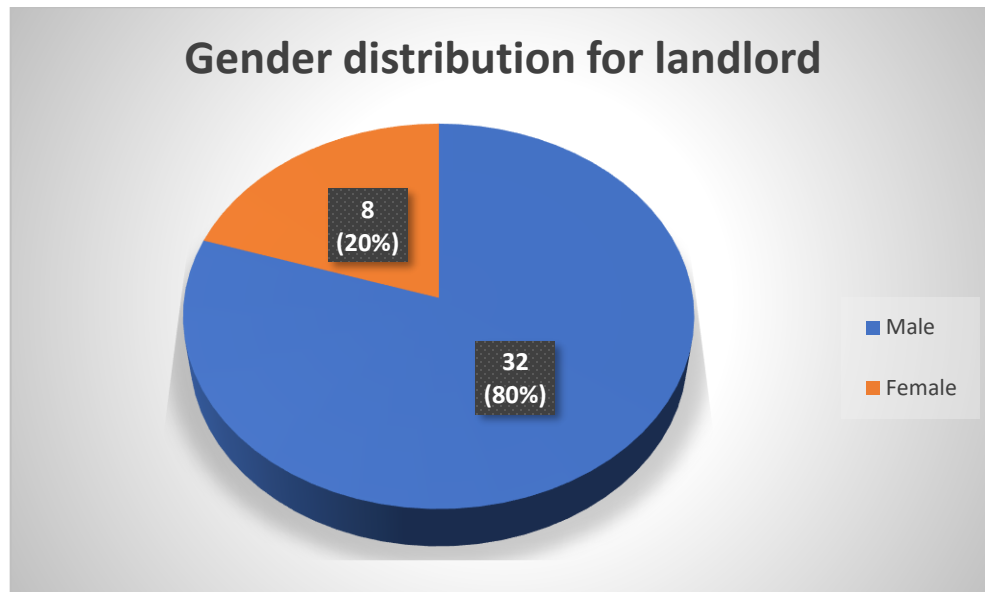


Figure 4.3 Gender distribution of landlords (Source : Author's own computations)

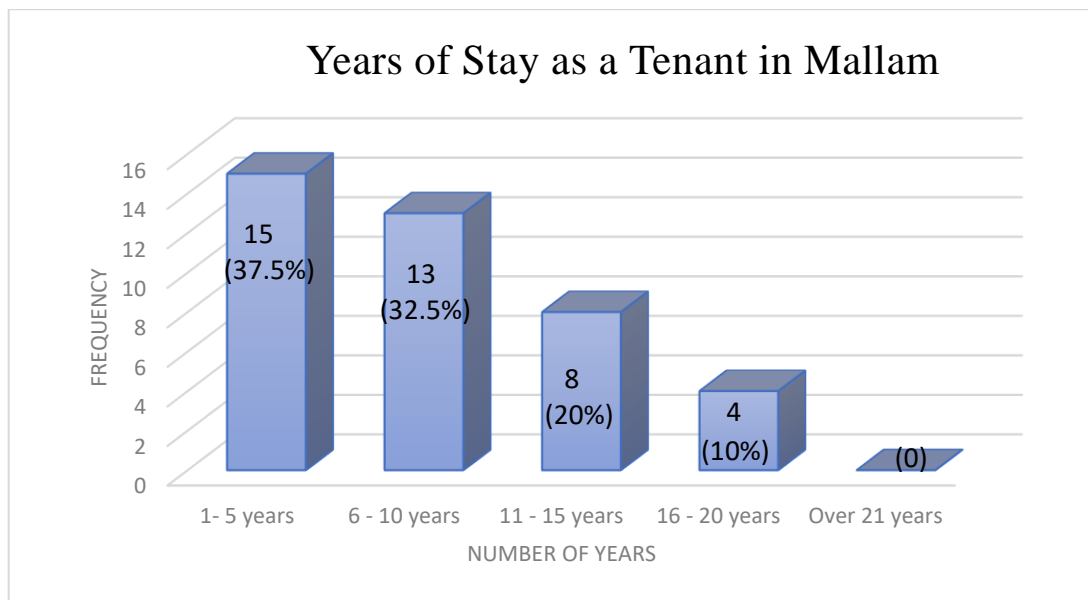
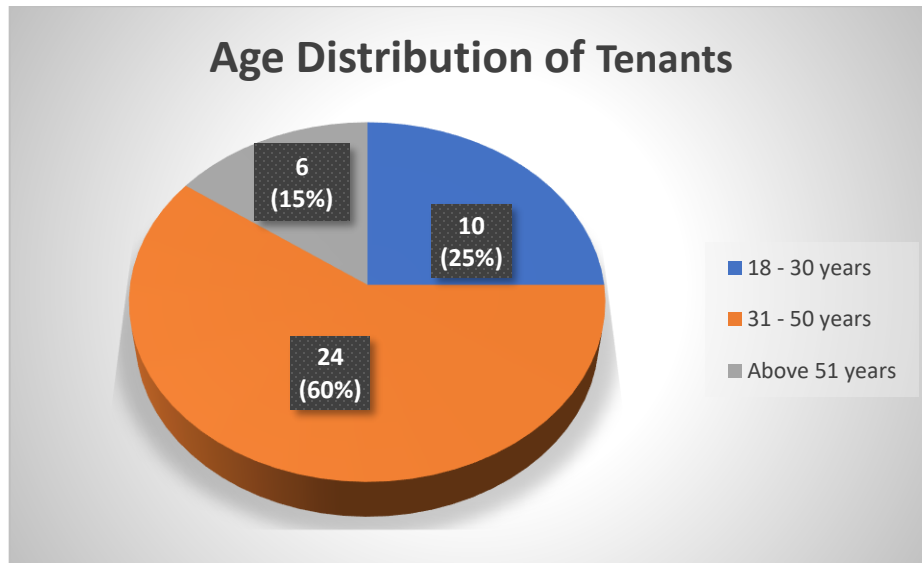


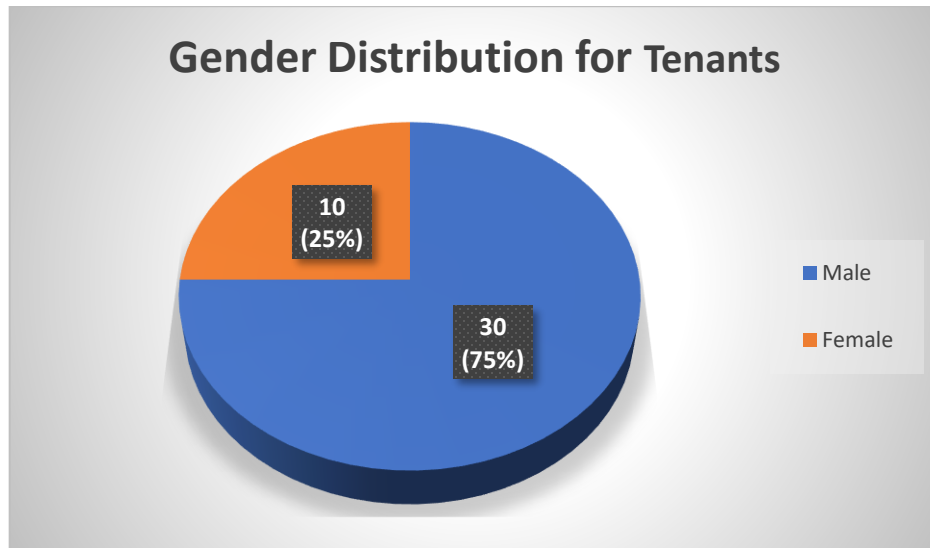
Figure 4.4 Number of years of being a tenants at Mallam (Source : Author's own computations)

The majority of the tenants (70%) indicated that they have lived in Mallam for between 1 and 10 years (Figure 4.4). The results showed that tenants between the ages of 31 and 50

form the majority, which constitutes 60% of the total sample population (Figure 4.5). Male tenants constituted a majority of 75% of the respondents, as shown in Figure 4.6.



*Figure 4.5* Age distribution of tenants (Source : Author's own computations)



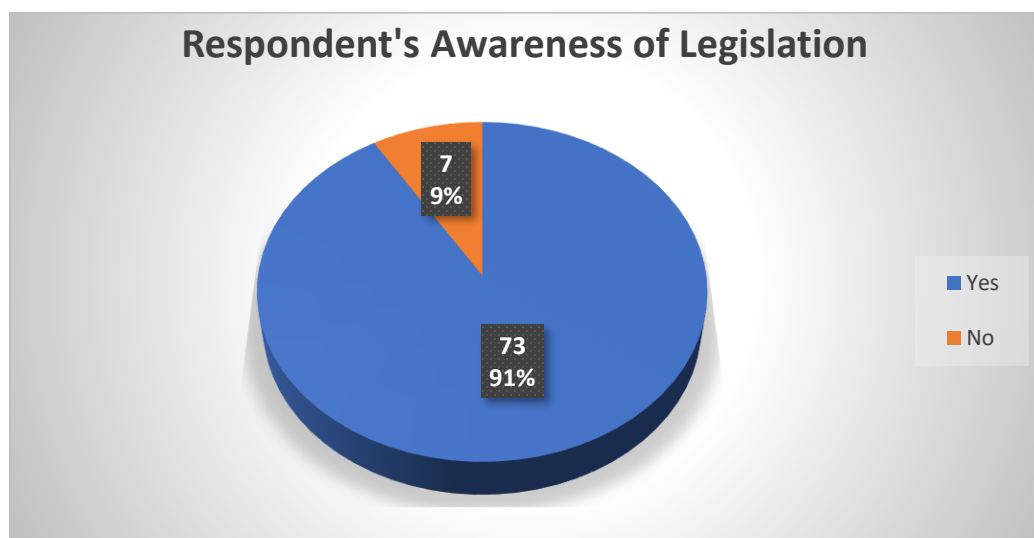
*Figure 4.6* Gender distribution of tenants (Source : Author's own computations)



#### *4.3 Results and Discussion of Awareness of Landlords and Tenants*

It was indicated in the interview that tenants and landlords were aware of some of the provisions of the rent control laws. These include mostly the terms of payment, obligation to pay rent by the tenants, and the responsibility of the landlord to maintain the house. However, both parties seem to have a very low level of awareness of the availability of dispute resolution services at the rent control office.

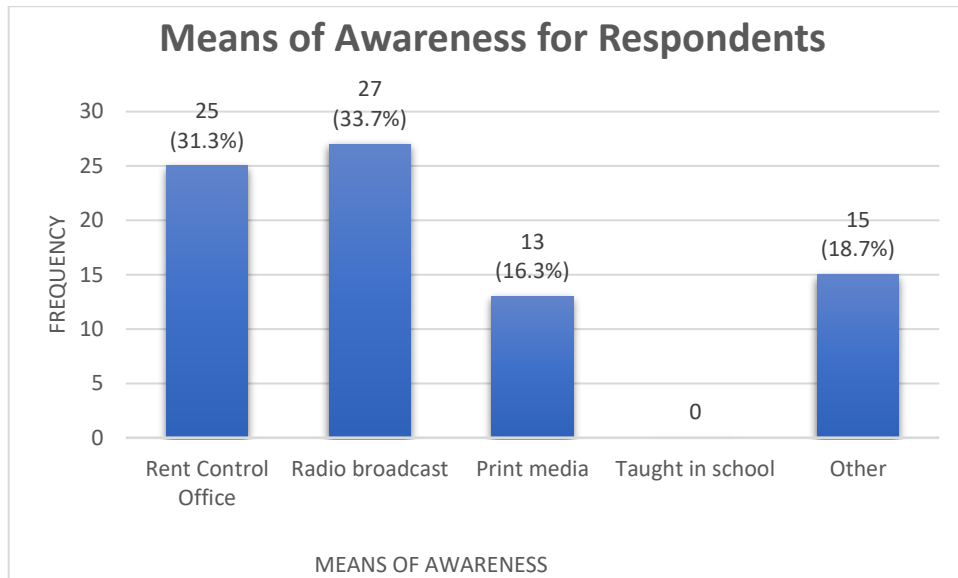
From the quantitative study, out of all 80 respondents, comprising of both the landlords and tenants, 91% of both landlords and tenants claim they were aware of the rent control laws, implying that most landlords and tenants are acquainted with their respective obligations in connection with the prescription of the rent control laws (Figure 4.7). All (100%) of the respondents indicated that they were aware of the operations of the rent control office.



*Figure 4.7* Respondent's awareness of rent legislation (Source : Author's own computations)

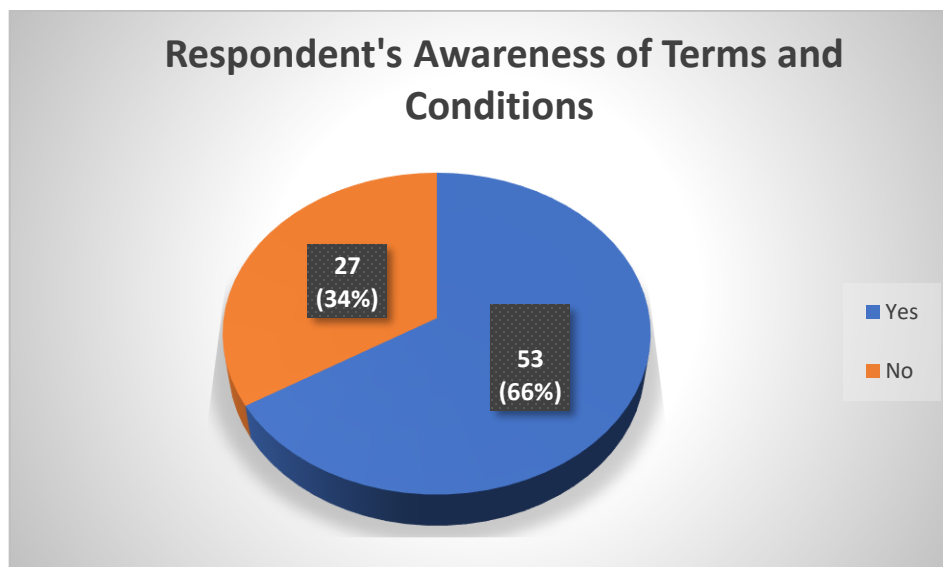
Radio broadcast (33.75%) was reported as the most common means of awareness

followed by the rent control office (31.3%). None of the respondents indicated that they learnt about the rent control laws from school (Figure 4.8).



*Figure 4.8* Means through which respondents got aware of the rent legislation (Source : Author's own computations)

Looking at the terms and conditions of the tenancy agreement, 66% of the whole sample population claimed that they were well abreast with them (Figure 4.9).



*Figure 4.9* Respondent's familiarity with the terms and conditions of the tenancy agreement (Source : Author's own computations)

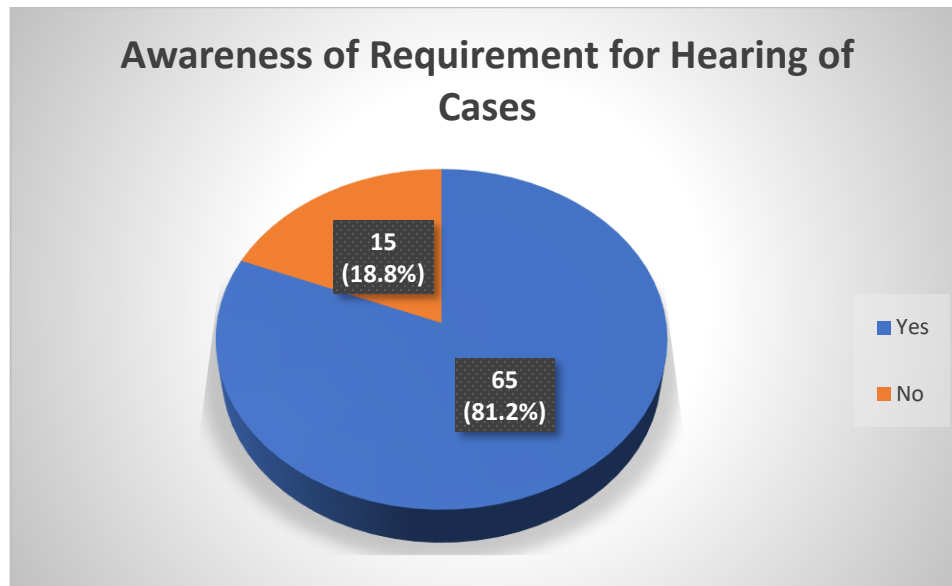
Given the option of selecting more than one response, the majority indicated that they were aware of the provision of monthly rent (55%) and the terms of payment (52.5%). Of the provisions in the rent control laws, the lowest for the respondents' knowledge was the place for dispute resolution (23.8%) (Table 4.1).

*Table 4.1* Provisions in the tenancy agreement that respondents are you aware of

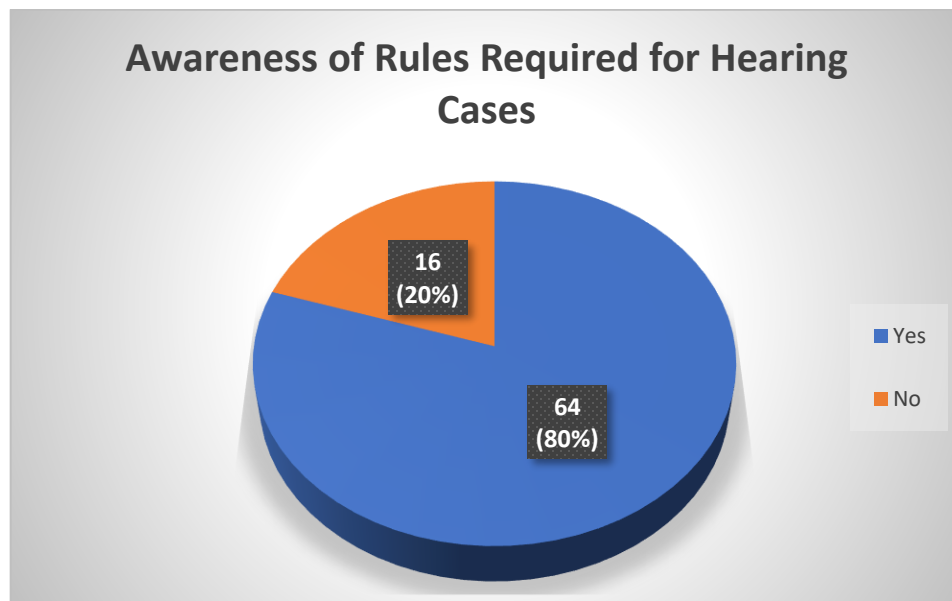
<b>Provisions</b>	<b>Frequency</b>	<b>Percentage</b>
Monthly rent	44	55%
Terms of payment	42	52.5%
Date of agreement	25	31.3%
Tenancy duration	21	26.3%
Responsibility of landlords	24	30%
Responsibility of tenants	20	25%
Terms of termination	22	27.5%
Place for dispute resolution	19	23.8%

Source : Author's own computations

Looking at the requirements for hearing of cases, most of the participants (80%) stated that they knew that a complaint or an action by a landlord against a tenant shall not be heard by the Rent Control Office unless it is satisfied that the landlord has fulfilled the obligations imposed on the landlord (Figure 4.10). Of the respondents whose cases were brought to the rent control office for hearing, 80% claimed that they are aware every matter between a landlord and a tenant placed before a Rent and Housing Committee shall be guided by the rules of natural justice (Figure 4.11).



*Figure 4.10* Requirements for the hearing of cases at the Rent Control Office (Source : Author's own computations)



*Figure 4.11* Rules governing the hearing of cases at the Rent Control Office (Source : Author's own computations)

For any law or regulation to be effective, the stakeholders need to be aware of the provisions and details of enshrined, even though ignorance of the law is no excuse for dispensing justice. For the general awareness of the rent control laws and the specific provisions of the law captured in the questionnaire used for this study, a significant percentage of the respondents claimed to be aware of the rent control laws and the provisions. In consonance with this finding, Dzangmah (2012) argues that most landlords and tenants are fully aware of the rent control laws and other governmental laws related to housing. Nonetheless, according to Dzangmah (2012), although the findings of his research showed that the key parties faced with the implementation of rent control laws are significantly aware of the laws, he projects that it seems ineffective with a probable reason being inconsistencies in its application against the realities on the ground. Some of the provisions such as the limit placed on landlords to take rent advance of a maximum of three months appear unrealistic. Most tenants may find this provision to be favourable to them but they are generally aware that they may not find landlords who would be willing to comply with this because demand for housing far outstrips supply in urban settings such as the Mallam township.

From the study findings, the commonest ways that parties find out about the rent control laws are firstly through radio broadcasts and secondly through the rent control office. In line with this finding, Dzangmah (2012) listed an array of avenues residents get to know of the rent control laws, the commonest one being from media outlets such as radio and television programmes that discuss laws.

Therefore from the findings, it can be deduced that the landlords and tenants are sufficiently aware of the rent control laws, which renders the rent control laws potentially effective if the level of awareness could be translated into compliance.

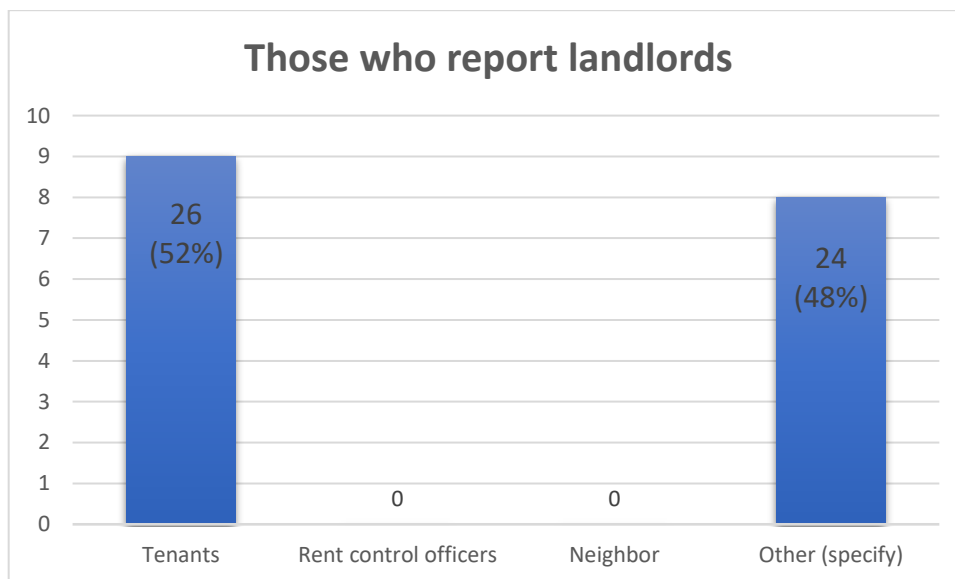
#### *4.4 Results and Discussion of Tenancy Problems*

During the interview of the rent control officer, it was deduced that although both landlords and tenants come to the office to file complaints, the landlords report more cases than tenants. Foremost of the complaints lodged by the landlords is abscondence for which cases of recovery of properties from tenants after tenancy has expired. In such cases, landlords usually resort to the rent control office for authorization to open the locked doors. Some pertinent issues they also report are reluctance to pay rent and utility bills, disrespectful attitudes of tenants towards them such as refusal to greet them and insulting them. Some other issues border on theft and fighting among tenants, among others. Some of these property owners also visit the office for assessment of rent for new tenancy arrangements.

The rent control officer also said, on the part of the tenants, the problems they usually face, which bring them to the rent control office include forceful ejection, the unwillingness of landlords to refund costs of repairs, renovation and completion of pending structural works, borne by the tenants. Either way, both landlords and tenants, from time to time, bring in cases of how the rent should be paid or reviewed. Some are nonadherence to articles of tenancy agreements that both parties have endorsed.

The problems highlighted by the rent control officer were used to the draft the questionnaires for the tenants and landlords. From the quantitative study, all the

respondents (landlords and tenants) claimed that they have been reported to the Rent Control Department for the resolution of a tenancy problem before. In the case of landlords, 52% claimed they were reported by their tenants to the Rent Control Office. None of the landlords have been reported by either a rent control officer or by their neighbors (Figure 4.12). Half (50%) of the tenants who answered the questionnaire claimed they had also reported their landlords (Figure 4.13).



*Figure 4.12* Those who report the landlords (Source : Author's own computations)

With the tenants, 38% and 38% were reported by their landlords and other parties (such as friends) respectively. None of them were reported by their neighbours (Figure 4.14). Also, majority of the landlords were reported for refusal to cater for major repairs and maintenance (37.5%). None of the landlords were reported for assault and fighting (Table 4.2). On the part of the tenants, 57.5% of them were reported for default in rent payment, making up the majority. Also, 7.5% of the tenants were reported for other issues

such as deception. This was followed by noise making (17.5%). Again, no tenant was reported for assault or fighting. (Table 4.3).

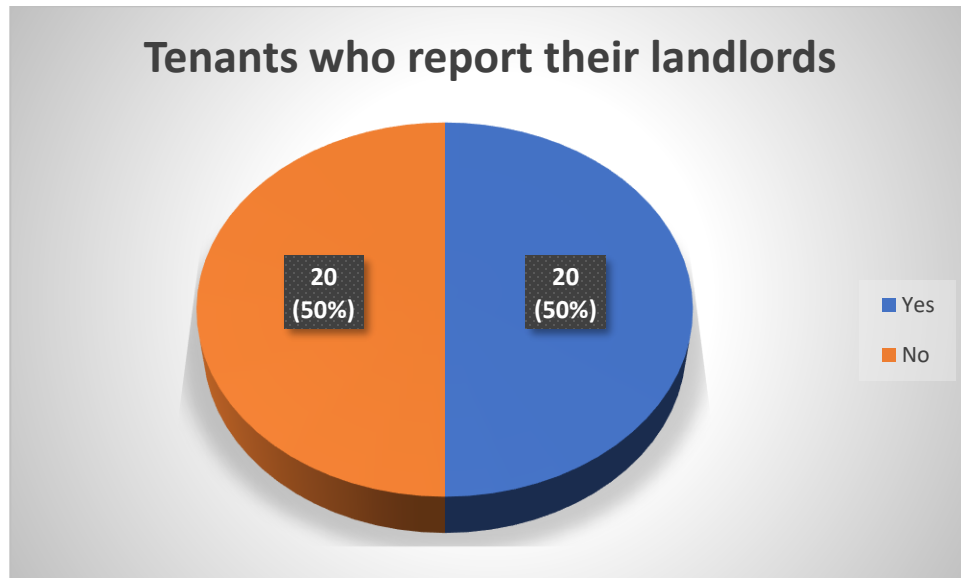


Figure 4.13 Tenants who report landlords (Source : Author's own computations).

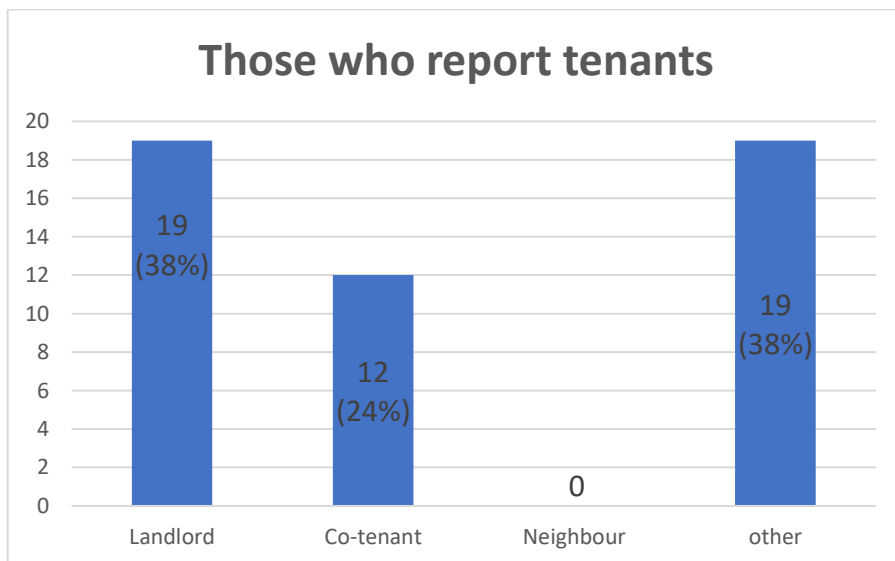


Figure 4.14 Those who report tenants (Source : Author's own computations)



*Table 4.2* Reasons why landlords were reported

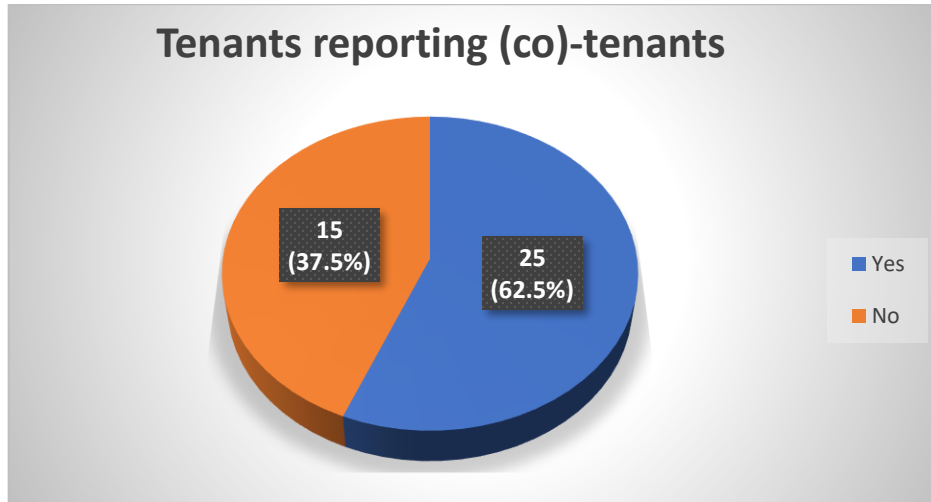
<b>Reasons for being reported</b>	<b>Frequency</b>	<b>Percentage</b>
Refusal to pay for shared utility bills (Water/Electricity)	8	20%
Refusal to cater for major repairs and maintenance	15	37.5%
Noise making	8	20%
Claiming of the house	9	22.5%
Assault/Fighting	0	0%
Other (specify)	0	0%

Source : Author's own computations

*Table 4.3* Reasons why tenants were reported

<b>Reasons for being reported</b>	<b>Frequency</b>	<b>Percentage</b>
Default in rent payment	23	57.5%
Damages to property	3	7.5%
Refusal to pay for shared utilities (Water/Electricity)	4	10%
Noise making	7	17.5%
Assault/Fighting	0	0%
Other (specify)	3	7.5%

Source : Author's own computations



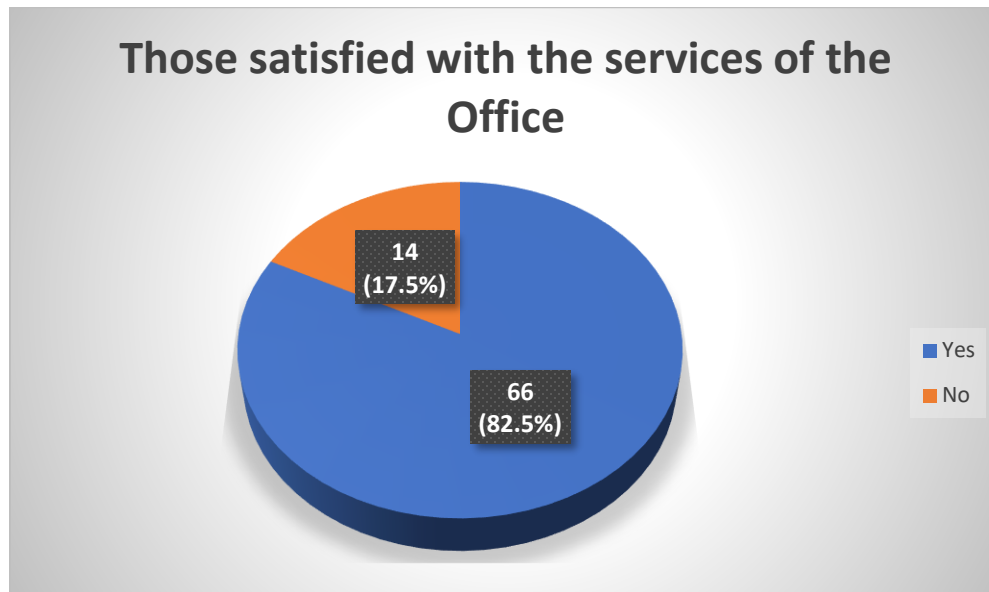
*Figure 4.15* Respondents reporting their tenants or co-tenants (Source : Author's own computations)

Majority of the tenants (62.5%) said they had reported their co-tenants to the rent control office. (Figure 4.14). For those who reported their co-tenants, majority (45%) reported because of noise making (Table 4.4).

*Table 4.4* Reasons why tenants report co-tenant

Reasons for being reported	Frequency	Percentage
Refusal to pay for shared utilities (Water/Electricity)	12	30%
Noise making	18	45%
Assault/Fighting	3	7.5%
Other (specify)	7	17.5%

Source : Author's own computations



*Figure 4.16* Respondents who are satisfied with the services of the Rent Control Office  
(Source : Author's own computations)

Based on the services given to the respondents (landlords and tenants), majority (82.5%) of them were satisfied with the services (Figure 4.16). Based on those who found the services of the Office satisfying, majority (37.9%) found the rent control laws were fairly satisfactory. However, following this, were those who found it unsatisfactory, making up 7.6% of the population. For those who were fairly satisfied, some reasons were that issues were the expeditious pace for resolving issues, the peace both the Office and rent control laws brought and friendliness with which the Mallam Office deals with cases brought before it.

*Table 4.5* Levels of satisfaction of respondents of the Rent Control Laws

<b>Satisfactory Levels</b>	<b>Frequency</b>	<b>Percentage</b>
Most Satisfactory	8	12.1%
Fairly Satisfactory	25	37.9%
Unsatisfactory	20	30.3%
Fairly Unsatisfactory	8	12.1%
Most Unsatisfactory	5	7.6%

Source : Author's own computations

One of the problems the Rent Control Officer stated to be the nonadherence of the tenancy agreements at Mallam by either the landlord or tenant, was seen happening in another area recently. At Ashongman, also in Accra, there was a case that a hired premise for domestic purposes, eventually was turned into the Lesbians, Gay, Bisexuals, Transgender, Queer Individuals (LGBTQI) national headquarters ("Police raid and close down", 2019).

From the findings of the tenancy problems faced by tenants and landlords generally it has to do with payments or monetary issues. For the landlords this has to do with refusal to pay for repairs or maintenance. For the tenants, the most outstanding problem was default in rent payment. These findings are in agreement with the study of Ansah (2019) where he found out that landlords mostly in Accra are reluctant to pay for repairs because they claim they do not have enough money from rent advances. In other words, the rent advance restrictions stipulated by the rent control laws is unrealistic for them to get enough money, whilst tenants also tend to default. This is also probably because the landlords do not live in those rental facilities and so they do not experience the inconveniences associated with the state of disrepair.

On the part of the tenants, they probably are reluctant to pay rent because of the negligence of the landlords. This is also supported by the findings of Shanka (2006), that the lack of housing improvements are the reasons for tenancy problems in Sub-Saharan Africa. Based on the findings of Dzangmah (2012), these tenancy issues arise because from endorsed tenancy agreements, one party may default and also refuse to suffer penalty associated with such defaulting behaviours. With regards to problems among co-tenants, the most outstanding issue had to do with noise and default in payment for shared utility. According to Dzangmah (2012), noise making, and sanitary reasons are the most reported issue at the rent control office, followed by default in utility payment. Some co-tenants try to exploit the others because even if they do not pay for utilities, the other tenants will pay, and they could still use it.

Based on the many problems experienced such as default in rent payment of tenants and refusal of landlords to make repairs, to some extent the rent control laws could be viewed as ineffective. This is because landlords take rent advances which are contrary to what the rent control law stipulates. This also has caused landlords to refuse to make maintenance or repairs which is another dominant problem reported against landlords. Nonetheless, since majority of the respondents indicated that they were fairly satisfied with the services of the rent control office and the provisions of the rent control law, the law could be asserted as being effective.

#### *4.5 Results and Discussions on How Tenancy Problems are Resolved*

Pertaining to the resolution of disputes, the rent control officer enumerated four steps usually observed, namely :

- i. a forum for listening to both parties is created.
- ii. the reviewing and reconciling of evidence are given.
- iii. the officer, attaches a human face, attempts to bring about peace by intervening on behalf of the guilty party. (This is not in the law but aligned with the maxim of the Department, “to promote peace and reconcile parties”).
- iv. Finally, if the case is, unfortunately, not resolved through the rent control officer, the rent control law is then applied to the case, otherwise it ends up in the commercial court.

For the quantitative data analysis, most of the respondents (landlords and tenants), constituting 47.5%, claimed the tenancy problems they face were resolved by the rent control office. This was followed by those who had their cases resolved through personal mediation of acquaintances constituting 37.5% (Table 4.9).

*Table 4.6 Means of resolution of tenancy issues for all respondents.*

<b>Reasons for being reported</b>	<b>Frequency</b>	<b>Percentage</b>
The Rent Control Office	38	47.5%
The courts	4	5%
Alternative Conflict Resolution	4	5%
Personal Mediation of Acquaintances	30	37.5%

Private Discussion	4	5%
Other (specify)	0	0%
None of the above	0	0%

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Source : Author's own computations

The four steps in resolving a tenancy problem enumerated by the Rent Control Officer is supported by the analysis of the findings of some published studies. Dzangmah (2012) and Shankha (2006) posited that to resolve tenancy disagreements, most officers allow both tenants and landlords to be present to find an amicable solution to the problem which promotes peace, just as the motto of the office suggest.

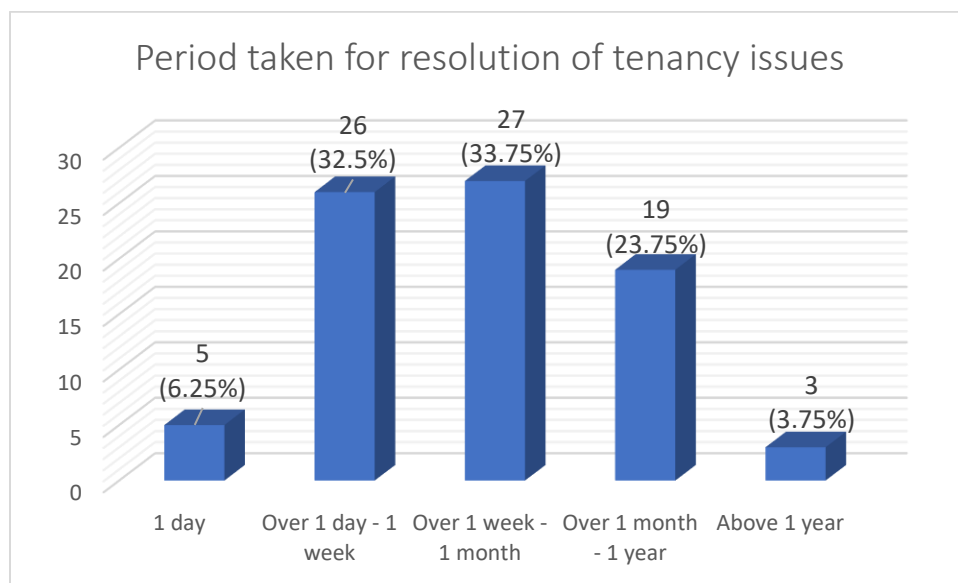
From the findings, personal mediation of acquaintances is the second most preferred means of resolving tenancy issues. This is in line with the view expressed by Asabere (2007) that tenants privately resolve their tenancy issues. According to Asabere (2007), this option is used maybe because they experienced, perceived, or anticipated potential delays when tenancy issues were reported to the rent office for resolution. Aside the long period of time it takes to resolve the issues by the rent control office, a possible reason why a significant number of people do not visit the rent control office could be because of allegations against the rent control office on issues of corruption or bribery besides the judiciary which may have reduced the confidence people have in the rent control office. This is supported by an article which indicated that some officials of the rent control department have forgone their core duties under the Rent Act and Rent Control Act. This has given room to bribery and corruption to pursue their agenda, by establishing a system of lawlessness ("Masssive corruption", 2012). Nevertheless, to a large extent, it can be deduced that the rent control laws are considered to be effective because most of

the respondents indicated that they resort to the rent control office to resolve their tenancy problems compared to other options possibly available to them.

#### *4.6 Results and Discussions on How Long it Takes to Resolve Tenancy Problems*

The rent control officer made it known that averagely tenancy problems take from one day to one month to be resolved, depending on the cases at hand and the attitude of the parties involved.

Additionally, from the findings of the quantitative data, majority of the respondents (landlords and tenants) indicated that averagely it takes over one week but not more than one month to resolve the tenancy issues (3.75%). This was followed by those who had their tenancy problems resolved over one day, but within a week, constituting 32.5% (Figure 4.17).





*Figure 4.17* Period it takes for all respondents to have their tenancy issues resolved (Source : Author's own computations)

The duration stated by the rent control officer was thus supported closely by the quantitative data that averagely it takes over one day to one month to resolve the tenancy issues, which is relatively short. Ansah (2015) and Dzangmah (2012) also presented arguments on how long it takes to resolve tenancy problems. They both stated that the tenancy problems were resolved within a relatively short time, without specifying the exact period it takes to resolve the issues. Per the findings of this study which is supported by the positions of Ansah (2015) and Dzangmah (2012), being that tenancy issues are solved in a relatively short time frame, to a large extent, the rent control laws could be viewed as being effective at addressing problems faced.

#### *4.7 Suggested Recommendations by the Study Participants*

According to the rent control officer, “The Rent Law, as enacted in 1963, stipulates that minimum advance rent should be collected for is one month and the maximum for six months. However, considering the current state of our rent and demography, two years is a more feasible period for rent advances”. The officer strongly recommended that there is the need for a regular review of the legislation at short intervals, in particular, the aspects of rent advances, and for the laws to suit the current economic and demographic situations to improve its effectiveness.

The recommendations made to improve the rent control laws, that some of the respondents (landlords and tenants) made are in line with that of the rent control officer.

Majority stated that the law should be updated to meet existing needs, especially in terms of the rent advances being modified. For landlords, they recommended an extension and for tenants they recommended a reduction to the number of months that rent advances should be collected to cover. Another group indicated that the number of rent control officers need to be increased, as well as the number of offices in the Municipality. Some also recommended that the system for settling disputes should be made fairer.

## CHAPTER 5 : CONCLUSIONS AND RECOMMENDATIONS

### 5.1 Introduction

This chapter is in three parts, which are the conclusions, recommendations, and opportunities for further studies.

### *5.2 Conclusions*

The study generally discussed the implementation of the rent control laws and its effectiveness within the Mallam township. The main objective was to evaluate the effectiveness of the implementation of the rent control laws in the study area. The study involved the use of questionnaires, administered to landlords and tenants and an interview of the rent control officer at the Mallam Office. In reviewing past literature, it was deduced that the studies do not present grounds to deal with rent on different implementation scales aside the conventional knowledge of what it addresses. Most conversations about rent focus on the general laws enacted to resolve tenancy issues but fail to examine its effectiveness on the industry players. Data obtained were analyzed both quantitatively and qualitatively, using the Statistical Package for the Social Sciences (SPSS) and content analysis, respectively.

The findings of this research revealed that most (91%) of the parties (landlords and tenants) are sufficiently aware of the national laws governing rent control. The major complaints lodged by the landlords are abscondence, for which cases of recovery of properties from tenants were made after tenancy had expired. Authority was also sought from the Rent Control Office to open locked doors after abscondence by tenants. Some pertinent issues also reported by the landlords are reluctance to pay rent and utility bills,

disrespectful attitudes of tenants towards them, nuisance behaviors like quarrelling and fighting and issues bordering on theft, among others. On the part of the tenants, the problems they face with their landlords include forceful ejection or eviction, the unwillingness of landlords to credit them with costs of repairs, renovation and completion of structural works. These problems are mostly resolved through the Rent Control Office between one week and one month.

Either way, the issues that both landlords and tenants in the Mallam township encounter with the implementation of the rent control law is the remoteness of the office. Another matter is the non-adherence to articles of tenancy agreements that both parties have endorsed. In particular, issues concerning rent advances, the duration of tenancy, the number of times rent advances could be demanded and the manner in which rents could be increased.

Most landlords and tenants who go to the Mallam Rent Control Office to solve their problems are generally happy with the outcomes of the arbitrations and their subsequent implementation of the rent laws. Foremost of the factors that result in the contentment are the expeditious pace for resolving issues, the peace both the Office and rent control laws brought and friendliness with which the Mallam Office deals with cases brought before it.

From the foregoing, it can be inferred that the rent control laws, to a large and appreciable extent, are effectively implemented at the Rent Control Office at Mallam and should not be discarded or despised. This notwithstanding, to tackle the issues landlords and tenants face with the implementation of the laws, the respondents gave some recommendations. The number of Rent Officers with technical knowledge or capabilities

should be augmented to reduce the pressure of work on the sole officer. The number of offices should also be increased and brought closer to the doors of both landlords and tenants in the municipality. Additionally, the rent laws should be updated to suit the current demographic situations in the area.

This work discovers short falls in the literature available on the rent laws. The need is, therefore, stressed for both researchers and policy makers to do whatever is within their ambit and powers to address the issue, especially the implementation of the laws at the local level.

### *5.3 Recommendations*

Following a careful and diligent analysis of the findings of the study, certain problems have been identified that have the potential of adversely affecting the efficiency and effectiveness of the rent laws and their implementation. To address these challenges, a number of recommendations are made.

The most important of these recommendations being proposed is the amendment of the rent legislation, Act 220, which was enacted as far back as 1963. It is strongly believed, the promulgation of the new laws, will help to eliminate the obsolete aspects of the legislation, and help address current tenancy problems more appropriately and efficiently in the study area to the satisfaction of all parties.

To make it more expedient for the laws to be more up to date, there ought to be a government policy put in place for the regular amendments of the rent laws to meet current expectations of both landlords and tenants. There should also be a systematic and prudent process engineered by the rent control office to ensure strict adherence to these newly

enacted rent laws rather than leaving them to the wishes and caprices of both landlords and tenants. To attain this, it will be good for stakeholders to be consulted as the laws are being modified.

In modifying the rent control laws, it will also be prudent if laws around rent were made locally to address the demands of the local jurisdiction. As political administration is decentralized to the local level, legislations on rent should be decentralized to fit the geography for the office to regularly hold stakeholder fora at which aspects of the rent legislation are discussed in detail. It will also be worthwhile for the office to print the laws in full, in English and the various local languages that the stakeholders can easily read and understand. They can then sell them at such fora and in the office as an extra means of generating income for the local office. By dint of these, the office will help to limit the incident of cheating or eliminate it completely in the area.

To further help improve upon the implementation of the rent laws, there should be a provisions made such that a copy of any rent agreement signed should be lodged at the rent control office and diligently scrutinized by the officers to ensure fairness to all parties.

Furthermore, accommodation should not be given out or occupied without the direct involvement and endorsement of the rent control officer or their assigns to ensure absolute and fair enforcement of the agreement. Additionally, all tenancy agreements made between landlords and tenants should be done with both parties being fairly represented by their solicitors. After which, renters should demand a copy of the tenancy agreement from the landlords. This is all because any such documents have legal implications and, therefore, need to be accorded the requisite legal status. This fair representation will ensure the terms agreed on by all parties are not skewed towards one to the detriment of the other.

This will immensely help to reduce the chaos in the system, as adequate transparency will come to play. The government shall also benefit by collecting part of the income for development projects both in the area in particular and the nation at large.

Finally, it appears it is difficult for people who need to visit the office to deal with their issues, it is being recommended that the rent control department looks at decentralizing their operations and bring them closer to the doors of the landlords and tenants in the township. Also, Online portal of the rent control office can also be introduced to facilitate the provision of an agreeable standard form for the various parties to fill in.

#### *5.4 Further Study*

Other researchers can look at how the laws can be revised to suit the current demography. This will explore other avenues that will help to boost the effectiveness of the rent control laws.

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## APPENDICES

**Appendix 1****RESEARCH STUDY INFORMATION AND LANDLORD CONSENT FORM**

I would like to ask your permission to be part of this student research. The purpose of this student research is to enable the researcher gather primary data for the Bachelor's Degree Capstone Project being conducted by the Business Administration Department of Ashesi University, Ghana.

The study would engage a selected sample of respondents or participants in the Mallam township (Greater Accra Region, Ghana), within which you fall. Thus, your participation is essential for the completion of this project. The survey takes fifteen minutes, at most, to complete. In the course of filling this questionnaire, certain topics that will be delved into are: I) awareness of the provisions of the rent legislation in Ghana by landlords or ladies, II) tenancy problems experienced by tenants on one hand and landlords or ladies on the other, III) how these problems were solved, IV) how long it took to solve these problems, V) how satisfied landlords are with the services of the rent control agency and VI) recommendations to improve the services. The outcome of this research will contribute to literature and unearth solutions that address the problems of the implementation of the rent control laws in Mallam, Accra, and then Ghana at large.

You are free to be part of this activity, and you are free to stop at any moment during the activity. Responses will be treated with confidentiality and those who participate will remain anonymous. There are no mental and physical hazards, or any other risk associated with this research study. You stand a chance to win airtime worth of 20 cedis. To stand a chance of winning, complete the survey and include both your email address or telephone number (Terms & conditions apply, please see bottom of the survey).

Kindly contact me if you have any questions or need further information [at wilhelmina.donkoh@ashesi.edu.gh or +233 20 380 2403] if you have any questions about this research or need further information. You may also contact my supervisor, Dr. Stephen Armah at Ashesi University [searmah@ashesi.edu.gh]. This study and consent form has been reviewed by Ashesi IRB for Human Subjects Research. For further information contact the committee through irb@ashesi.edu.gh.

If you agree to be part of the study, kindly sign your agreement to consent below.

☐ I am willing to fill this questionnaire.

☐ I am not willing to fill this questionnaire.

Place:

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

Thumbprint: \_\_\_\_\_

**QUESTIONNAIRES FOR LANDLORDS****KINDLY CIRCLE OR TICK YOUR ANSWER OR RESPONSE****SECTION A: PARTICIPANT CHARACTERISTICS**

1a. Are you a landlord or lady in Mallam?

- A) Yes
- B) No

1b. If yes, how long?

- A) 0-5 years
- B) 6-10 years
- C) 11-15 years
- D) 16-20 years
- E) Over 21 years

2. How old are you?

- A) 18-30
- B) 31-50
- C) Over 50

3. What is your gender ?

- A) Male
- B) Female

**SECTION B: AWARENESS OF THE RENT CONTROL LAWS**

1a. Are you aware there is a Rent Legislation in Ghana?

- A) Yes
- B) No

1b. If yes, through which means did you get to know of it?

- A) The Rent Control Office
- B) Radio Broadcast
- C) Print Media (Newspapers)
- D) Social Media Platform
- E) Taught in School
- F) Other (Specify) .....

2a. Are you aware that if you have a problem with the tenancy agreement you can go to the rent control office?

- A) Yes
- B) No

2b. Are you familiar with the terms and conditions of the tenancy agreement?

- A) Yes
- B) No

2c. If yes, which of the provisions are you aware of ? (Circle or tick as many answers as applicable)

- A) Monthly rent
- B) Terms of payment
- C) Date of agreement
- D) Tenancy duration
- E) Responsibility of the tenants
- F) Responsibility of the landlord or lady
- G) Terms of termination of agreement
- H) Place for dispute resolution

3. Are you aware that a complaint or an action by a landlord against a tenant shall not be heard by the Rent and Housing Committee unless the landlord has fulfilled the obligations imposed on the landlord ?

- A) Yes
- B) No

4. Are you aware that every matter relating to a landlord and tenant before a Rent and Housing Committee, the Committee shall be guided by the rules of natural justice?

- A) Yes
- B) No

### **SECTION C : THE PROBLEMS WITH THE IMPLEMENTATION OF THE RENT LAWS**

1a. Have you ever been reported to the Rent Control Department?

- A) Yes
- B) No

1b. If yes, by who?

- A) Tenants
- B) Rent control officers
- C) Neighbor
- D) Other (Specify) .....

1c. If yes, why?

- A) Refusal to pay for shared utility bills (Water/Electricity)
  - B) Refusal to cater for major repairs and maintenance
  - C) Noise Making
  - D) Claiming of the house
  - E) Assault/Fighting
  - F) Other (Specify) .....
- 2a. Have you ever reported a tenant to the Rent Control Department?
- A) Yes
  - B) No
- 2b. If yes, why?
- A) Default in rent payment
  - B) Damages to property
  - C) Refusal to pay for shared utilities (Water/Electricity)
  - D) Noise Making
  - E) Assault/Fighting
  - F) Other (Specify) .....
3. Through which means were the problems resolved?
- A) The Rent Control Office
  - B) The Courts
  - C) Alternative Conflict Resolution
  - D) Personal Mediation of Acquaintances
  - E) Private Discussion
  - F) Other (Specify) .....
  - G) None of the above.
4. How long did it take to resolve the issue?
- A) 1 day
  - B) 1 week
  - C) 2- 4 weeks
  - D) 1 month - 1 year
  - E) Above 1 year
- 5a. Did you get satisfaction with your encounter with the rent control agency or their service?
- A) Yes
  - B) No
- 5b. If yes, how do you rate the Ghana Rent Laws?
- A) Most Satisfactory
  - B) Fairly Satisfactory
  - C) Satisfactory
  - D) Unsatisfactory
  - E) Fairly Unsatisfactory
  - F) Most Unsatisfactory



5c. What are your reasons for 5b?

.....

#### **SECTION D : RECOMMENDATIONS**

1. What will you recommend for the improvement of the Rent Laws in Ghana?

.....

If you are interested in the outcome of this survey, please provide your email address or telephone number.

Thank you so much for completing my survey !

## **Appendix 2**

### **RESEARCH STUDY INFORMATION AND TENANTS CONSENT FORM**

I would like to ask your permission to be part of this student research. The purpose of this student research is to enable the researcher gather primary data for the Bachelor's Degree Capstone Project being conducted by the Business Administration Department of Ashesi University, Ghana.

The study would engage a selected sample of respondents or participants in the Mallam township (Greater Accra Region, Ghana), within which you fall. Thus, your participation is essential for the completion of this project. The survey takes fifteen minutes, at most, to complete. In the course of filling this questionnaire, certain topics that will be delved into are I) awareness of the provisions of the rent legislation in Ghana by tenants, II) tenancy problems experienced by tenants on one hand and landlords or ladies on the other, III) how these problems were solved, IV) how long it took to solve these problems, V) how satisfied tenants are with the services of the rent control agency and VI) recommendations to improve the services. The outcome of this research will contribute to literature and unearth solutions that address the problems of the implementation of the rent control laws in Mallam, Accra, and then Ghana at large.

You are free to be part of this activity, and you are free to stop at any moment during the activity. Responses will be treated with confidentiality and those who participate will remain anonymous. There are no mental and physical hazards, or any other risk associated with this research study. You stand a chance to win airtime worth of 20 cedis. To stand a chance of winning, complete the survey and include both your email address or telephone number (Terms & conditions apply, please see bottom of the survey).

Kindly contact me if you have any questions or need further information [at wilhelmina.donkoh@ashesi.edu.gh or +233 20 380 2403] if you have any questions about this research or need further information. You may also contact my supervisor, Dr. Stephen Armah at Ashesi University [searmah@ashesi.edu.gh]. This study and consent form has been reviewed by Ashesi IRB for Human Subjects Research. For further information contact the committee through irb@ashesi.edu.gh.

If you agree to be part of the study, kindly sign your agreement to consent below.

- ☐ I am willing to fill this questionnaire.  
☐ I am not willing to fill this questionnaire.

Place:

Date:

Signature:

Thumbprint:

## **QUESTIONNAIRES FOR TENANTS**

**KINDLY CIRCLE OR TICK YOUR ANSWER OR RESPONSE**

### **SECTION A: PARTICIPANT CHARACTERISTICS**

1a. Are you a tenant in Mallam?

- A) Yes
- B) No

1b. If yes, how long?

- A) 0-5 years
- B) 6-10 years
- C) 11-15 years
- D) 16-20 years
- E) Over 21 years

2. How old are you?

- A) 18-30
- B) 31-50
- C) Over 50

3. What is your gender ?

- A) Male
- B) Female

### **SECTION B: AWARENESS OF THE RENT CONTROL LAWS**

1a. Are you aware there is a Rent Legislation in Ghana?

- A) Yes
- B) No

1b. If yes, through which means did you get to know of it?

- A) The Rent Control Office
- B) Radio Broadcast
- C) Print Media (Newspapers)
- D) Social Media Platform

- E) Taught in School
- F) Other (Specify) .....

2a. Are you aware that if you have a problem with the tenancy agreement you can go to the rent control office?

- A) Yes
- B) No

2b. Are you familiar with the terms and conditions of the tenancy agreement in your residence?

- A) Yes
- B) No

2c. If yes, which of the provisions are you aware of ? (Circle or tick as many answers as applicable)

- A) Monthly rent
- B) Terms of payment
- C) Date of agreement
- D) Tenancy duration
- E) Responsibility of the tenants
- F) Responsibility of the landlord or lady
- G) Terms of termination of agreement
- H) Place for dispute resolution

3. Are you aware that a complaint or an action by a landlord against a tenant shall not be heard by the Rent Control Office unless the landlord has fulfilled the obligations imposed on the landlord ?

- A) Yes
- B) No

4. Are you aware that every matter relating to a landlord and tenant before a Rent and Housing Committee, the Committee shall be guided by the rules of natural justice?

- A) Yes
- B) No

### **SECTION C : THE PROBLEMS WITH THE IMPLEMENTATION OF THE RENT LAWS**

1a. Have you ever been reported to the Rent Control Department?

- A) Yes
- B) No

1b. If yes, by who?

- A) Landlord/landlady
- B) Co-tenant(s)
- C) Neighbor
- D) Other (Specify) .....

- 1c. If yes, why?
- A) Default in rent payment
  - B) Damages to property
  - C) Refusal to pay for shared utilities (Water/Electricity)
  - D) Noise Making
  - E) Assault/Fighting
  - F) Other (Specify) .....
- 2a. Have you ever reported a co-tenant to the Rent Control Department?
- A) Yes
  - B) No
- 2b. If yes, why?
- A) Default in rent payment
  - B) Damages to property
  - C) Refusal to pay for utilities (Water/Electricity)
  - D) Noise Making
  - E) Assault/Fighting
  - F) Other (Specify) .....
- 3a. Have you ever reported your landlord or lady to the Rent Control Department?
- A) Yes
  - B) No
- 3b. If yes, why?
- A) Failure to make repairs to property
  - B) Refusal to pay for shared utility bills (Water/Electricity)
  - C) Noise Making
  - D) Assault/Fighting
  - E) Other (Specify) .....
4. Through which means were the problems resolved?
- A) The Rent Control Office
  - B) The Courts
  - C) Alternative Conflict Resolution
  - D) Personal Mediation of Acquaintances
  - E) Private Discussion
  - F) Other (Specify) .....
  - G) None of the above.
5. How long did it take to resolve the issue?
- A) 1 day
  - B) 1 week
  - C) 2- 4 weeks
  - D) 1 month - 1 year

E) Above 1 year

6a. Did you get satisfaction with your encounter with the rent control agency or their service?

A) Yes

B) No

6b. If yes, how do you rate the Ghana Rent Laws?

A) Most Satisfactory

B) Fairly Satisfactory

C) Satisfactory

D) Unsatisfactory

E) Fairly Unsatisfactory

F) Most Unsatisfactory

6c. What are your reasons for 6b?

.....

#### **SECTION D : RECOMMENDATIONS**

1. What will you recommend for the improvement of the Rent Laws in Ghana?

.....

If you are interested in the outcome of this survey, please provide your email address or telephone number.

Thank you so much for completing my survey !

**Appendix 3****RESEARCH STUDY INFORMATION AND RENT CONTROL OFFICERS**  
**CONSENT FORM**

I would like to ask your permission to be part of this student research. The purpose of this student research is to enable the researcher gather primary data for the Bachelor's Degree Capstone Project being conducted by the Business Administration Department of Ashesi University.

The study is based on a selected sample in the Mallam township, within which you fall. Thus, your participation is essential for the completion of this project. This semi-structured interview, which might require follow-up questions, takes sixty minutes, at most, to complete. In the course of this interview, certain topics that will be delved into are: I) awareness of the provisions of the rent legislation in Ghana by tenants, II) tenancy problems experienced by tenants on one hand and landlords or ladies on the other, III) how these problems were solved, IV) how long it took to solve these problems, V) how satisfied tenants and landlords or ladies are with the services of the rent control agency and VI) recommendations to improve the services. The outcome of this research will contribute to literature, recommend policies to policy makers, and unearth solutions that address the problems of the implementation of the rent control laws in Mallam, Accra, and then Ghana at large.

You are free to be part of this activity, and you are free to stop at any moment during the activity. Responses will be treated with confidentiality and those who participate will remain anonymous. There are no mental and physical hazards, or any other risk associated with this research study.

Kindly contact me if you have any questions or need further information [at wilhelmina.donkoh@ashesi.edu.gh or +233 20 380 2403] if you have any questions about this research or need further information. You may also contact my supervisor, Dr. Stephen Armah at Ashesi University [searmah@ashesi.edu.gh]. This study and consent form has been reviewed by Ashesi IRB for Human Subjects Research. For further information contact the committee through irb@ashesi.edu.gh.

If you agree to be part of the study, kindly sign your agreement to consent below.

- ☐ I am willing to fill this questionnaire.  
☐ I am not willing to fill this questionnaire.

Place:

Date:

Signature:

Thumbprint:

**INTERVIEW GUIDE FOR RENT CONTROL OFFICERS****SECTION A: PARTICIPANT CHARACTERISTICS**

1. How long have you worked at the rent control office or been an officer for?
2. How many years have you been working as a rent officer at the Mallam rent control office?
3. What is your academic qualification ?

**SECTION B: AWARENESS OF THE RENT CONTROL LAWS**

1. Has often do landlords and landladies come to the office to complain per week and month?
2. Who has reported more? Tenants or landlords/ladies?
3. What are some of the reported issues?
4. What has been the most reported issue at the rent department?

**SECTION C : THE PROBLEMS WITH THE IMPLEMENTATION OF THE RENT LAWS**

1. Should the legislation on rent laws be reviewed/enhanced?

If no, why?

If yes, what needs to be reviewed?

2. What problems do the tenants face ?
3. How did you resolve the issue?
4. How long did it take to resolve the issue for them?
5. What problems do the landlords/ladies face ?



6. How did you resolve the issue?
7. How long did it take to resolve the issue for them ?

#### **SECTION D : RECOMMENDATIONS**

1. What will you recommend for the improvement of the Rent Laws in Ghana?

.....

Please provide an email address if you are interested in the result of this research.

Thank you so much for completing my survey !