# Indaba 1: Cleaning Rota

## Introduction

*Welcome your group of landlords to the first ever Indaba yama Landlords! Tell them that they have been specially selected, out of hundreds of Lusaka landlords, to access secret information on how to grow their wealth. Hand out name-tags (badges). Hand out purple boxes.*

*Mention that the more indabas landlords attend, and the more activities they complete, the more likely they are to win a Grand Prize worth \_\_\_\_\_\_\_\_\_\_\_\_\_Kwacha (to be communicated) . Do NOT give your landlords an idea of what this prize might be.*

*\*If pressed, you may inform the group that this event is being coordinated by CIDRZ and the attendees’ local council.*

*They must feel free to express themselves as we explore various activities and real-life videos showing what tenants really think and do.*

DURATION: 10 mins.

## Secret Video

*Inform landlords that they are about to be told about some top-secret information that might help them in future. You must stress that this video is based on real-life events, and extensive research supported by the views of actual tenants in Bauleni. Play the video twice to assist understanding.*

*Prompt the landlords into a discussion about what the problem of this video is, their personal experiences on the subject, and how to overcome it*

Discussion:

* Who is at fault in this situation?
* How would you fix this problem?
* What experiences have you had like this?
* Do you lose time and energy is lost when dealing with tenants who refuse to clean and inter-door conflicts?
* Do you lose time and money when tenants leave due to conflicts?

Say: We want to introduce to you a secret that will help you to deal with all these challenges:

Key Message: A pamodzi rota keeps the toilet clean and makes your tenants happy!

Say: Now we’ll talk about why this rota is better than what you’ve tried before.

DURATION: 25 MINS

## Emo-demo

Whose turn is it anyway? game

Say: A lot of people use a daily, unwritten rota to maintain a clean toilet. However, it comes at a cost—people don’t know when it’s their turn, and no one knows who didn’t clean. But how do we make the rota better?

**Instructions:**

*Choose two landlords to play the role of “landlords.” Choose 6 other landlords to be “tenants”, three “live” on the plot of each of the two chosen landlords (Team A and Team B). Give the three “tenants” from Team A sheets 1-3 and the three “tenants” from Team B sheets 4-6. Have Team A and B both sit in a group facing their landlord and hold up their sheets in front of them.*

Say: The sheet represent “turns”, where team A each takes 10 turns in a row, while team B goes in a rota.

*Quickly count through the 30 turns for each “plot” to show how it works.*

Round 1:

*Have both Teams A & B hold up their signs. Call out the series of numbers below. Have the landlords to compete to identify the tenant whose turn it is first. Winning landlord gets a point!* ***Numbers are: 1, 2, 3, 4, 6, 8, 14, 20, 26, 19, 17, 13, 15, 12.***

Discussion:

* On which “plot” was it easier to “find the cleaner?”
* Why was it still difficult for team B’s landlord to be as fast as team A’s landlord?

Takeaway: It’s difficult to remember when it’s your turn if the system is complicated.

Round 2:

*Now, have Team B put their sheets on the floor face down so no one can see what’s written on them. Call out numbers as before.* ***Numbers are: 1, 2, 3, 4, 6, 8, 11, 18, 26, 5, 21, 24, 28, 23.***

*Now, repeat the numbers above, this time asking tenants to raise their hands if the facilitator calls their number.*

Discussion:

* On which “plot” was it easier to “find the cleaner?”
* Why was it difficult for team B’s landlord to be as fast as team A’s landlord?
* Did even the tenants have trouble sometimes?

Takeaway: It’s difficult to remember when it’s your turn if it’s not made visible.

*Reveal the key message:*

Key message: Your toilet stays clean when the rota is simple and visible

DURATION: 20 MINS

## Alternative Emo-Demo

Which kid was supposed to do clean this ? game

Round 1:

*Choose one landlord to play the parent. The two facilitators play the children. There are two chores that the children should do—clean the kitchen and fetch water. The rule in round 1 is that the kids should just sort out between themselves who should do each chore. The next day, there is no water, and the landlord’s job is to figure out who was supposed to do it. The “children” improvise dialog, each blaming the other.*

Discussion:

* Which child is responsible for forgetting their job?
* Is this a good system for giving responsibility?

Round 2:

*This time, write down the days of the week and a name for each kid for each day, and pretend the parent keeps the paper in their room. Pretend that it’s now Wednesday (on the paper), but no one has fetched water today. The landlord again tries to find who was responsible, but the “child” who was responsible whould say that they cleaned the kitchen because they forgot which day was their turn. The child is young and has difficulty reading.*

Discussion:

* Which child is responsible for forgetting their job?
* Is this a good system for giving responsibility? What are the problems? (it’s hard to remember, and maybe too difficult for the child, and it wasn’t visible)

Round 2:

*This time, write each child’s name and draw a picture of the chore next to their name (water bucket or plate/knife/fork or something similar). Now ask what they think of this system.*

Discussion:

* Will it be easy for each child to remember their job?
* What about this system makes it best? (It is **simple** and **visible**)

Takeaway: It’s difficult to remember when it’s your turn if it’s not made visible.

*Reveal the key message:*

Key message: Your toilet stays clean when the rota is simple and visible

DURATION: 20 MINS

## Practicum session

Unveil the Pamodzi Rota!

Share these tips:

* + Tip: Make each door responsible for one week of cleaning, beginning Sunday.
  + Tip: Show the badge of responsibility, found inside the Purple Box and passed from door to door, so that everyone can see who is responsible for cleaning that week.
  + Tip: Establish rules for emergencies (e.g., when door is ill/absent)

Discussion:

* How can you hang this on your plot? (Suggest: Small nails next to doors or other ideas)
* What is the best way to convince tenants to use them?
* Can you have a meeting with them and explain how this makes it easier?
* This makes it easier to know if someone doesn’t clean. What penalties can you have for people that don’t clean? (Suggest: financial penalties)

Key message: Give your tenants the power to remind one another of their responsibilities

DURATION: 15 MINS

## Wrap-up

Repeat the following day’s key messages:

1. A pamodzi rota keeps the toilet clean and makes your tenants happy!
2. Your toilet stays clean when the rota is simple and visible.
3. Give your tenants the power to remind one another of their responsibilities.

*Give out* ***secret card*** *and tell them that this week they need to have a meeting with their tenants to discuss introducing a pamodzi rota and then have one sign the card to say the landlord has done it.*

*Take* ***pledge*** *with hand on heart. “I promise to use a pamodzi rota at my plot, and to keep this secret of making money a secret.”*

*Next meeting will have an even bigger secret, so make sure to attend! Tell landlords they also increase their chances of winning the grand prize.*

*Don’t tell anyone what you’ve learned here – it’s our secret!*

DURATION: 10 MINS

# Indaba 2: Internal Lock

## Introduction

*Welcome your landlords to the second Indaba yama Landlords! After filling out the register, ask attendees to introduce themselves to one another by standing up when doing so.*

*Hand out name tags (badges).* ***Give one star*** *to each landlord in attendance. Mention that the more indabas landlords attend, and the more activities they complete, the more likely they are to win the Grand Prize at the end of the intervention.*

## Secret Card follow-up

*Ask your landlords to produce their secret cards*

Discussion:

* What challenges did you face when discussing a pamodzi rota with your tenants?
* What challenges did you have in using the pamodzi rota badge?
* How did you overcome those challenges?

*Follow up with updates of findings during inspection process, as this will help put review of secret cards (and various tenant responses) into context.*

***Specifically talk about successful landlords and how they managed to implement the secret card.***

***Give one star*** *if landlord has followed through and established a pamodzi rota.*

DURATION: 15 MINS

## Secret Video

*Inform landlords that they are about to be given access to some top-secret information that might help them in future. You must stress that this video is based on real-life events, and extensive research supported by the views of actual tenants in Bauleni. Play the video twice to assist understanding.*

*Prompt the landlords into a discussion about what the problem of this video is, their personal experiences on the subject, and how to overcome it.*

**Discussion:**

* + Why is the gentleman peeing on the floor, and is it his fault?
  + Why is the woman singing in the toilet?
  + How would you resolve the problem that was brought to the landlords’ attention at the end of the video?

Say: Privacy is a basic need you must afford your tenant, who is also your customer. Providing a home is like providing a service, and it needs expenditure to remain a quality offering. When you devalue that service, tenants will equally see less need to pay for it on time or to pay for it at all.

Discussion:

* + In what other ways is a tenant your customer? Or, how is landlording like a business?

*Steer your group towards this key message, which is revealed by unfurling a secret poster:*

Key Message: Without an inside lock on your toilet, your tenants are robbed of their privacy.

DURATION: 25 MINS

## Emo-Demo

**Handbag Game**

*Ask for volunteers. Choose one of those raising their hands (who obviously has a handbag and who has been quite ‘open-minded’ during the meetings).*

Say: Could you please empty your handbag and describe its contents for us?

*The volunteer should be reluctant, but insist that they describe at least a few items, until it becomes clear the volunteer is unwilling to go on.*

Say: What’s wrong?

*They should mention that some things in the handbag are rather private. The facilitator can latch onto this and ask if this is similar to the problem in the film.*

Discussion:

* + Why was that experience so difficult/uncomfortable?
  + How often do you show strangers aspects of your private life?
  + Are you okay with people knowing when you’re in the toilet, and what you’re doing there?

Say: It is ***embarrassing*** to have to do in public something that you normally do only in private. That’s what is happening to your tenants if you don’t make sure they can use the toilet without being disturbed.

Key Message: A lack of privacy will drive good tenants away.

DURATION: 15 MINS

## Practicum session

*Show the landlords how to install a latch (or lock-and-bolt) inside the toilet door. This will include a practical demonstration with landlords invited to participate hands-on.*

Discussion:

* Where can you get an inside lock cheaply? How much do they cost?
* What kinds of doors do you have? How can you install it on different doors?
* Who doesn’t have a door? How much do they cost?

Say: We looked into how much wealth a door can build here in Bauleni. Did you know that ***the average tenant is willing to pay*** ***50 Kw more*** for a plot that has a toilet with locks on the inside and outside? We’ll reveal more detail about this and other improvements in the future!

Discussion:

* If you made 50 Kw more per tenant per month, how long would it take to pay off the cost of the door?

*Each landlord should attach themselves to another landlord now* ***(a ‘lock-buddy’)****. The two should make a plan together for when they will go to buy the materials and install them together. They may also help with installing a door or finding money for the purchase.*

Key Message: It is easy to install an inside lock by yourself or with your lock-buddy!

DURATION: 15 MINS

## Wrap-up

*Repeat all of the day’s key messages*

1. Without an inside lock on your toilet, your tenants are robbed of their privacy.
2. A lack of privacy will drive good tenants away.
3. It is easy (and cheaper) to install an inside lock by yourself or with your lock-buddy!

***Give out******secret card*** *and tell them that this week they need to install a deadbolt lock on the inside of the door if they haven’t done so already and then have one tenant sign the card to say the landlord has done it.*

***Take pledge*** *with hand on heart: “I will put an an inside lock on my toilet door to protect my tenants privacy. I promise to keep what I have learnt a secret.”*

*Next meeting will have an even bigger secret, so make sure to attend! Tell landlords they also increase their chances of winning the grand prize.*

*Don’t tell anyone what you’ve learned here – it’s our secret!*

DURATION: 10 MINS

# Indaba 3: External Lock

## Introduction

*Welcome your landlords to the third Indaba yama Landlords! After filling out the register, hand out name tags (badges).* ***Give one star*** *to those that are in attendance.*

*Remind them that the more indabas landlords attend, and the more activities they complete, the more likely they are to win the Grand Prize at the end of the intervention.*

## Secret Card follow-up

*Ask your landlords to produce their secret cards, as proof that they have installed or already had inside locks.*

Discussion:

* Who successfully installed an inside lock? How was your experience?
* Who faced challenges in installing the lock?
* How would the rest of you advise them to meet these challenges?

*Read the best quotes from inspection records from the previous week.* ***Give one star*** *to each person that has or installed an inside lock.*

DURATION: 15 MINS

## Secret Video

*Inform landlords that they are about to be given access to some top-secret information that might help them in future. You must stress that this video is based on real-life events, and extensive research supported by the views of actual tenants in Bauleni. Play the video twice to assist understanding.*

Discussion:

* What does the landlord in the video need to do to help his tenant?

*Steer them towards this key message, which you will reveal by revealing a secret poster:*

Key message: A toilet without an outside lock will be abused by others and anger your tenants!

DURATION: 15 MINS

## Emo-Demo

**The ‘Snot Cleaning Game’**

Ask for a landlord to volunteer for the activity. They should come to the front and stand next to the facilitator.

The facilitator then pulls out a tissue and hands it to the volunteer, then asks the volunteer to place the tissue over the facilitator’s own nose. (There could be a bit of reluctance, but facilitator must insist.) The facilitator then makes vigorous noises and movements of the head, as if pretending to blow snot into the tissue. This should be both funny and disgusting.

Discussion:

* Did you like doing that?
* Why was it disgusting?
* How does it make you feel to do something for someone else that they should be doing for themselves?
* How is this similar to the situation you just saw in the video?
* If you were a tenant, would you stay on a plot where you had to clean up everyone’s messes?

*Say:* It is ***disgusting*** to deal with bodily wastes, especially when it is someone’s you are not responsible for. It isn’t ***fair*** to make anyone clean up after someone else when they normally do it for themselves. This is what you are asking your tenants to do when you don’t make sure that only your tenants are using your toilet. And it will ***cost you*** good tenants who don’t want to put up with this!

Key message: Asking tenants to do disgusting things will drive good tenants away.

DURATION: 15 MINS

## Practicum session

*Show how to install bolt-and-lock using pieces of wood. This is similar to last week’s task. Have landlords try the process out themselves.*

Share these tips:

* + Tip: Tell attendees where they can buy a cheap lock.
  + Tip: A combination lock is more appropriate than a key lock for shared plots, as keys need to be distributed and often get lost, leading to failure of continued use. Have a combination lock ready for display at indaba, and provide info on where to buy.
  + Tip: Don’t punish tenants for not cleaning (or not paying rent or whatever) by taking away their key; they will break the lock when they get desperate and then no one has advantage of the lock.

Discussion:

* What do you think is the best lock to buy? How much does it cost?
* What sort of system can you implement to make sure tenants, their children and their guests can access the toilet without difficulty?
* Have you seen a combination lock? Do you think this might be a good solution for your plot?

*Each landlord should attach themselves to their* ***‘lock-buddy’*** *now. The two should make a plan together for when they will go to buy the materials and install them together. They may also help with installing a door or finding money for the purchase.*

Key message: Remember to call on your ‘landlord lock-buddy’ to help you install an outside lock.

Duration: 20 minutes.

## Wrap-up

*Repeat all of the day’s key messages:*

1. A toilet without an outside lock will be abused by others and anger your tenants!
2. Asking tenants to do disgusting things will drive good tenants away.
3. Remember to call on your ‘landlord lock-buddy’ to help you install an outside lock.

***Give out******secret card*** *and tell them that this week they need to install a deadbolt lock on the outside of the door and put a lock on if they haven’t done so already and then have one tenant sign the card to say the landlord has done it.*

***Take pledge*** *with hand on heart: “I have learnt that an outside lock will protect the value of my toilet, and this will affect how much rent I can charge. I promise to keep this knowledge secret.”*

*Next meeting will have an even bigger secret, so make sure to attend! Tell landlords they also increase their chances of winning the grand prize.*

*Don’t tell anyone what you’ve learned here – it’s our secret!*

DURATION: 10 MINS

# Indaba 4: Cover Pan

## Introduction

*Welcome your landlords to the fourth Indaba yama Landlords!*

*After filling out the register, hand out name-tags (badges).* ***Give one star*** *to those that are in attendance.*

*Inform landlords that today represents their last chance to make a telling impact in their efforts to win the Grand Prize. Thank you to all that attended previous meetings, and wish best of luck for the next and final improvement activity.*

## Secret Card follow-up

*Ask your landlords to produce their secret cards, as proof that they have installed or already had outside locks.*

Discussion:

* Who successfully installed an outside lock? How was your experience?
* Who faced challenges in installing the lock?
* How would the rest of you advise them to meet these challenges?

*Read the best quotes from inspection records from the previous week.* ***Give one star*** *to each person that has or installed an inside lock.*

DURATION: 15 MINS

## Secret Video

*Inform landlords that they are about to be given access to some top-secret information that might help them in future. You must stress that this video is based on real-life events, and extensive research supported by the views of actual tenants in Bauleni. Play the video twice to assist understanding.*

Discussion:

* What have you just seen? Have you experienced this before?
* What appears to be the problem with the toilet in the video?
* How can it be solved?
* In your experience, what is the main concern of tenants looking for a place to rent?

*Steer them towards this key message, which you will reveal by unfolding a secret poster:*

Key message: A smelly toilet full of flies scares away paying tenants.

DURATION: 15 MINS

## Emo-demo

The Wise Investor game

Say: When you run your plot like a business, you have to know what investments will bring you more money, and which ones will bring less.

**Instructions:**

*Choose two landlords to play the role of “landlords.” Tell one to choose which investment they think will bring more money—building a new room, or making the toilet better. Have them sit on different sides of a table and give them each a picture of a poor toilet and a plot with three rooms.*

Round 1

Say: Each of you has 50 Kw extra every month from your plots. One is investing in the toilet, and the other is investing in a new room. So let’s save money for 6 months.

*Give them each a 50 Kw note six times, so that they have 300 Kw left at the end.*

Say: Now, one of you invests in a better toilet and it costs 300 Kw. The other buys some bricks for their room, and it costs 300 Kw.

*Swap the toilet investor’s photo of a toilet for the middle one and take their 300 Kw. Give the second person a pile of bricks and take their 300 Kw.*

Round 2

Say: So now let’s go 6 more months. Now, the one who has a better toilet now gets 50 Kw more, so 100 Kw each month, because each of their three tenants are paying a bit more.

*Give them 100 Kw and 50 Kw in turn for 6 turns until the toilet investor now has 600 Kw and the other has 300 Kw.*

Say: So now how much do each of you have? (Wait for response) Now, the toilet investor can upgrade the toilet again (Take the 600 Kw and swap the toilet for the best toilet), while the other can buy some more bricks (Take the 300 Kw and give more bricks). So now the toilet investor gets 150 Kw extra each month, while the other one just gets 50 Kw still.

Discussion:

* Why did the toilet investor get more money right away, while the other did not?
* Why was the toilet investor able to get so much money from a small upgrade?
* What happens if there’s a shock and you each get 100 Kw less per month?

*Reveal the key message:*

Key message: A toilet is a wise investment that brings you more money quickly.

DURATION: 20 MINS

## Practicum session

*Discuss with the landlords some practical ways that you can reduce the problem of smell on the plot.*

Say: A flushing toilet is the best, but it is very expensive and hard to afford all at once! We want to introduce three products to you.

*Explain to them the pour-flush sitting and squatting toilets and show them the pictures; talk about its cost (Sitting: 900 / Squatting 800 (used) Kwa), the benefits (no smell or flies), and challenges (requires water). Talk about some people not wanting to share a sitting toilet among tenants.*

Say: Some of you may go home and do this immediately! But for others, you may have little water on the plot and be unable to afford this.

*Explain to them how to make the simple cover, along with its cost (XXX Kwa), the benefits (less smell), and limits (you still smell bad odors when you use the toilet).*

Say: But maybe you want a pour-flush toilet. How can we afford one?

*Explain how to use a chilemba to save for a toilet and to invest in a toilet straightaway when getting rent money from tenants so that you know how much money you’ll have left for the month.*

Say: But how can we know that the handyman will know how to do this the right way? And how can you find a good one? *Give the list of numbers we’ve compiled.*

Say: But is the investment really worth it?

*Share these tips ere is what we’ve found tenants are willing to pay on average:****Simple cover: 10 Kw/month; Flushing toilet: 30 Kw/month (but less if no water on plot!);***

***Door with locks: 50 Kw/month***

* + Tip: Make sure you know what you’re saving towards, and how much it costs, before you actually join a chilimba.

Discussion:

* + How can you save money or make sure it goes to growing your (plot) business?
    - * Tip: Invest money when you first get paid rent when you have plenty.
  + How can you properly increase rent on tenants legitimately?
    - * Tip: Give several months warning before a rent increment
      * Tip: Consider increments other than 50 Kw for increases
  + How much is fair to charge for each kind of improvement?

Key message: Invest in a decent cover pan (or a pour-flush toilet) to keep tenants in your doors and build your wealth.

DURATION: 20 MINS

## Lottery

A simple draw will select one finalist from your group of landlords. The winning Indabas will have been selected beforehand so that the winner knows during the meeting. They can choose from several prizes of approximately the same value.

DURATION: 10 MINS

## Wrap-up

*Repeat the day’s key messages*

1. A smelly toilet full of flies will scare away paying tenants.
2. A toilet is a wise investment that brings you more money quickly.
3. Invest in a decent cover pan (or a pour-flush toilet) to keep tenants in your doors and build your wealth.

***Give out******secret card*** *and tell them that this week they need to either make a simple cover or enter a chilemba agreement to install something more expensive if they don’t have a seal of any kind already and then have someone sign the card (tenant if simple cover, or fellow landlord if a chilemba) sign the card to say the landlord has done it.*

***Take pledge*** *with hand on heart: “I have learnt that a cover pan will keep my toilet from smelling, and enable me to attract and keep good tenants. I promise to keep this knowledge secret.”*

*Don’t tell anyone what you’ve learned here – it’s our secret!*

DURATION: 15 MINS

# Materials Required

Lesson 1

* 6 Cards showing numbers

Lesson 2

* None

Lesson 3

* Supply of Tissues

Lesson 4

* Fake 50 Kwacha notes
* 1 Good Toilet (picture)
* 1 Medium Toilet (picture)
* 2 Bad Toilets (picture)
* 2 Piles of Bricks (picture)
* Laminated photos of toilet options
* Sample “simple cover”