

Information Collection Requirements

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**Telephone Survey
Public Housing Authority Staff Members**

Respondent Name(s): _____

Position/Title(s): _____

HA Name: _____

City/State: _____

Phone Number: _____

E-mail Address: _____

HA Identification Code: _____

Interviewer Name: _____

Date Interview Completed: _____

PHA Size Information (Pre-fill from PIC)

of Vouchers _____

of Public Housing Units _____

Introduction

Hello, my name is [interviewer name]. I work for the [AREA/Abt Associates/Urban Institute] in [Chicago/Boston/Washington, DC], an independent research organization. I do not work for the U.S. Department of Housing and Urban Development (HUD) or any housing authority; however, we are conducting research for HUD. [AREA/Abt Associates/Urban Institute] is conducting a study to identify possible reforms to the subsidies provided to low-income renters

through the Office of Public and Indian Housing Public Housing and Housing Choice Voucher programs.

As part of this research, we are conducting interviews with staff members of approximately 200 public housing authorities to obtain staff experiences and insights on a number of topics affecting rent subsidies. The objective of the housing authority (HA) survey is to provide the Office of Public and Indian Housing with information on current and potential rent policies.

To answer these questions, we want to learn as much as we can about the nature of your HA's experiences with current rent policies. [*For staff other than Executive Director*] A letter and a copy of the telephone survey instrument were mailed to your Executive Director with information about the study. [*Person's Name*] recommended that we contact you to complete this telephone survey.

This survey will take about 45 minutes to complete. Participating in this survey is voluntary, and you can refuse to answer any question. The information we obtain from these interviews will be presented only as statistical summaries, and no individual respondents will be identified. This survey is being conducted with OMB approval. Your opinions are important to the study and we hope that you agree to participate. The information you provide will help HUD better understand housing agencies' perspectives and experiences with respect to rent policies. HUD hopes to use findings from this study to develop rent policies that are more equitable for households needing assistance and more flexible and effective for HAs to administer.

Do you have any questions or comments before we continue?

Waiting Lists/Tenant Preferences

First, I would like to ask you a few questions regarding your waiting list(s) and the HA's philosophy and criteria for selecting households whom you should serve.

Do you have one waiting list for public housing and voucher applicants or separate lists?

One list for both _____
Separate lists _____ **(Skip to 1b)**
Public housing only HA _____ **(Skip to 1b)**
Voucher only HA _____ **(Skip to 1c)**
REFUSED _____
DON'T KNOW _____

1a. **(If one list for both)** About how long do people stay on the waiting list before being offered assistance?

Less than one year _____
One year _____
Two years _____
Three years _____
Four years _____
Five to nine years _____
Ten years or more _____
If range, specify in years _____ **to** _____
REFUSED _____
DON'T KNOW _____

1b. **(For HAs with separate list(s) for public housing)** About how long do people stay on the public housing waiting list before being offered assistance?

- Less than one year _____
- One year _____
- Two years _____
- Three years _____
- Four years _____
- Five to nine years _____
- Ten years or more _____
- If range, specify _____ to _____ years
- REFUSED** _____
- DON'T KNOW** _____

1c. **(For HAs with separate list(s) for HCV units)** About how long do people stay on the HCV waiting list before being offered assistance?

- Less than one year _____
- One year _____
- Two years _____
- Three years _____
- Four years _____
- Five to nine years _____
- Ten years or more _____
- If range, specify _____ to _____ years
- REFUSED** _____
- DON'T KNOW** _____

1d. **(For HAs with both vouchers and public housing and separate lists for both)**
Can an applicant be on more than one list?

- Yes _____
- No _____
- REFUSED** _____
- DON'T KNOW** _____

Compared to other households who are elderly, disabled, or homeless, do working households have a much shorter wait, a shorter wait, about the same, a longer wait or a much longer wait before they are admitted?

Much shorter wait _____
 Shorter wait _____
 About the same wait _____
 Longer wait _____
 Much longer wait _____
REFUSED _____
DON'T KNOW _____

For non-elderly and non-disabled households on the waiting list who are not currently working, do you require entrance into a work training program upon admittance?

Yes _____
 No _____
REFUSED _____
DON'T KNOW _____

(If have separate public housing and voucher lists) At the present time, is your public housing waiting list open? At the present time, is your voucher list open?

		Public Housing	
		Lists	HCV
	Lists		
Open (If both open, skip to 5)	_____		_____
Closed	_____		_____
REFUSED	_____		_____
DON'T KNOW		_____	_____

4a. For each list that is closed, how long has/have the waiting list(s) been closed?

	One List	Public Housing Lists	HCV Lists
Less than one year			
One year			
Two years			
Three years			

Four years			
Five or more years			
REFUSED			
DON'T KNOW			

- 4b. For each list that is closed, when does the HA plan to reopen the list? (**Probe for estimate if respondent reports it depends on certain circumstances. Ask: Given those circumstances/situation, what is your best estimate of when it will open?**)

	One List	Public Housing Lists	HCV Lists
Less than six months			
More than six months but less than one year			
More than one year			
No plans to open the wait list			
It depends on circumstances and cannot provide good estimate of time			
REFUSED			
DON'T KNOW			

Rent Systems

Now I would like to ask you about the HA's experiences with minimum and flat rents. I will start out with some questions about the minimum rent.

Minimum Rent

What minimum rent do you currently charge?
 \$50 _____
 \$25 _____
 \$ 0 _____ (Skip to 9)
 Other (specify) \$ _____ (1-199)
REFUSED _____
DON'T KNOW _____

(If minimum rent > \$0) A hardship exemption allows income-based rent that is lower than the minimum rent. What financial hardship exemptions does the HA allow for minimum rents? **(Check all that apply.)**

When a family has lost eligibility for or is awaiting an eligibility determination for a Federal, State, or Local assistance program _____

When a family would be evicted because of inability to pay minimum rent _____

When income of family has decreased because of changed circumstances, such as job loss _____

When there are changes in family composition/number of employed adult members _____

When there are changes in family composition/addition of dependent members (children, elderly adults, or live-in aide) _____

When a death has occurred in the household or immediate family _____

When a disability or other serious medical problem occurs _____

Other circumstances _____

REFUSED _____

DON'T KNOW _____

During the past year, approximately what percentage of minimum rent households used the hardship exemption?

____ % 1-100

REFUSED _____

DON'T KNOW _____

Is the use of the hardship exemption to the minimum rent limited by the number of months it is permitted each lease term?

	Yes	If yes, specify number of months	No	DON'T KNOW	REFUSED
Number of months					

8a. (If yes) Specify the number of times it is permitted each lease term?

	Yes	If yes, specify number of times	No	DON'T KNOW	REFUSED
Number of times permitted					

Have your minimum rents changed over time?

Yes _____
 No _____ **(Skip to 10)**
REFUSED _____
DON'T KNOW _____

9a. (If yes) Have minimum rents increased or decreased?

Increased _____
 Decreased _____
REFUSED _____
DON'T KNOW _____

i. (If increased) What was the approximate dollar amount of the increase in the last 2 years?

\$ _____ 1-50
 Not changed in last 2 years _____
REFUSED _____
DON'T KNOW _____

ii. (If decreased) What was the approximate dollar amount of decrease in the last 2 years?

\$ _____ 1-50
 Not changed in last 2 years _____
REFUSED _____
DON'T KNOW _____

9b. **(If minimum rents changed)** Why did minimum rents change? **(Mark all that apply)**

(If minimum rents increased)

- To generate more revenue to serve more people ___
- To generate more revenue to meet budget shortfall ___
- Negative responses from residents/community ___
- Lower minimum rent was not fair to households paying higher rent. ___
- Wanted to increase motivation to become self sufficient ___
- Did not believe income reports at incomes less than \$150 dollars a month were accurate ___

(If minimum rents decreased)

- Too many hardship exemptions ___
- Minimum rent was unaffordable to many people ___
- Negative responses from residents/community ___

REFUSED ___

DON'T KNOW ___

(For HAs that charge less than \$50 for minimum rent) Why did the HA establish a minimum rent below the maximum allowed?

- Families would not be able to afford \$50 ___
- Negative response from residents/community ___
- Plan to gradually increase to \$50 over time ___
- Other (specify _____) ___

REFUSED ___

DON'T KNOW ___

I would like to ask you a hypothetical question. What is the highest minimum rent that housing authorities should be allowed to set for non-elderly and non-disabled households assuming that current hardship policies continued and any additional revenue went to assist more households?

- \$50 ___
- \$75 ___
- \$100 ___
- \$150 ___
- \$200 ___
- 10% of the Fair Market Rent ___
- 20% of the Fair Market Rent ___

Utility costs ___

Other (specify)_____ ___

REFUSED ___

DON'T KNOW ___

Flat Rents (IF HCV only HA, Skip to next section, question #22.)

Now, I would like to ask you some questions about flat rents. For these questions, I'm referring to the flat rents specified in the QWHRA that do not vary by the income of the tenant and give tenants an option each year of paying a flat rent that the HA establishes for the rental value of the unit or paying the standard income-based rent.

Which of the following best describes how you determined the appropriate level for your flat rents?

- In proportion to Fair Market Rents (FMRs) _____
- In proportion to payment standard _____
- Based on rent reasonableness data _____
- 95th percentile of actual tenant rents _____
- Other percentile of actual tenant rents _____
- Based on operating cost for a unit _____
- Based on private market surveys _____
- Other (specify) _____ _____
- No data sources used _____
- REFUSED** _____
- DON'T KNOW** _____

Do your flat rents vary by bedroom size, household size, amenities, recent modernization, location, etc.?

- Yes _____
- No _____ (Skip to 14)
- REFUSED** _____ (Skip to 14)
- DON'T KNOW** _____ (Skip to 14)

13a. If yes, which of these factors does it vary by?

	Flat Rents
Bedroom size	
Household size	
Amenities	
Recent modernization	
Location	
REFUSED	
DON'T KNOW	

How frequently do flat rents change?

- Annually (every year) _____
- Every 2 years _____
- As needed/ad hoc basis _____
- REFUSED** _____
- DON'T KNOW** _____

Under what circumstances do flat rents change?

- Due to changed housing market conditions _____
- Due to changed HA property conditions _____
- Due to annual/periodic review _____
- Due to sharp increases in utility costs paid by housing authority _____
- Due to changes in HUD funding _____
- REFUSED** _____
- DON'T KNOW** _____

When setting flat rents, what purposes do you assume that they serve?

16a. Which of the purposes that you identified is the most important purpose of flat rents?

- | | CHECK ALL
THAT APPLY | INDICATE ONE
MOST IMPORTANT |
|--|---------------------------------|--|
| Allow HA to more accurately project revenue stream | _____ | _____ |
| Lessen income verification workload | _____ | _____ |
| Encourage tenants to accurately report income | _____ | _____ |
| Encourage tenants to sustain or increase earnings | _____ | _____ |
| Retain higher income households | _____ | _____ |
| Decrease tenant length of stay | _____ | _____ |
| Improve tenant sense of equity | _____ | _____ |
| Improve tenant sense of stability | _____ | _____ |
| Improve tenant planning | _____ | _____ |
| Encourage mixed-income communities | _____ | _____ |
| Other (specify _____) | _____ | _____ |
| REFUSED | _____ | _____ |
| DON'T KNOW | _____ | _____ |

Has the establishment of flat rents increased, decreased or had no affect on the following?

17a. **(If more than one increased or decreased)** Which change has been most important to your HA?

	Increased	Decreased	No Affect	Check Only One (Most Important)	REFUSED	DON'T KNOW
HA revenues						
HA income verification workload						
Accuracy of reported income						
Number of households with increased earnings						
The rate of tenant turnover						

Has the establishment of flat rents affected demand for public housing?

Yes _____
 No _____ **(Skip to 19)**
REFUSED _____
DON'T KNOW _____

18a. **(If yes)** How has the establishment of flat rents affected demand?

Increased the demand in a few modernized and mixed-income developments _____
 Increased the demand in many developments _____
 Decreased the demand _____
REFUSED _____
DON'T KNOW _____

Have there been changes in the characteristics of households that apply for housing and/or are on the HA's waiting list, since the HA established flat rents?

Yes _____
 No _____ **(Skip to 20)**
REFUSED _____
DON'T KNOW _____

19a. **(If yes)** Do you have fewer, more, or a similar number of wage earners?

19b. **(If yes)** Do you have fewer, more, or a similar number of single-headed households?

	Fewer	More	Similar	REFUSED	DON'T KNOW
Wage earners					
Single-headed families					

Should there be maximum income limits for households that elect to use flat rents?

Yes _____
 No _____ **(Skip to 21)**
REFUSED _____
DON'T KNOW _____

20a. **(If yes)** What percentage of the area median income should be the income limit?

_____% **1-199**
REFUSED _____
DON'T KNOW _____

If you could set flat rent standards lower than the current standards allowed in order to serve more households earning \$10,000 to \$20,000, would you?

Yes _____
 No _____ **(Skip to 21c)**
REFUSED _____
DON'T KNOW _____

21a. **(If yes)** What average flat rent levels would you use? Please provide an average flat rent number or a range of flat rents.

Average \$ _____ **1-1,000+**
 Range \$ _____ to \$ _____
 Other (specify) _____

REFUSED _____
DON'T KNOW _____

21b. **(If yes)** Would you keep a higher level of rents for current users of flat rents with higher incomes?

Yes _____
No _____
REFUSED _____
DON'T KNOW _____
(Skip to 22)

21c. **(If no)** Do you see obstacles in setting flat rents lower for some households?

Yes, it is difficult to administer multiple tiers. _____
Yes, if one tier were set lower, the HA would lose revenue. _____
Yes, it is difficult to administer multiple tiers that vary by income and development _____
Yes, would not be a fair system for tenants _____
No _____
Other (specify) _____

REFUSED _____
DON'T KNOW _____

Opinions about Current Rent System

The current rent system for tenants in public housing and vouchers requires most tenants to make payments based on 30 percent of adjusted income, except for those with minimum and flat rents and those with temporary earnings disregards. We would like to know your opinions about the current system.

■ We want to know whether you are satisfied with the current rent system or do you think it has flaws. Would you say you are....

Satisfied with current system as it is. _____
Satisfied with current system, but it has minor flaws. _____
Not satisfied with current system; it has minor flaws. _____
Not satisfied with current system; it has major flaws. _____
REFUSED _____
DON'T KNOW _____

22a. If you could change anything about the current rent system to better serve households needing housing assistance, what two things would you change?

Specify _____

Specify _____

REFUSED _____

DON'T KNOW _____

Now I would now like your reaction to the following statements about the current system. Please indicate if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the statement.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	REFUSED	DON'T KNOW
The current rent system discourages work.							
The current rent system charges too high a rate on types of income that are easily verified.							
The current rent system charges an appropriate rent – not too high and not too low – to most tenants.							
The current rent system spends far too many housing authority resources on verifying incomes.							
The current system serves the people most in need of housing assistance.							
The current system does not serve the people most in need of housing assistance.							
The current rent system discourages adult partners from staying in the household.							
The current rent system prevents the housing agency from being trusted by tenants.							

Some housing observers say that government agencies cannot determine with any accuracy the real annual income of households, because much of the income from such households comes from sources that are not easily verified or predictable. In short, these critics say that government agencies cannot determine if a household reporting an income of zero or \$2,500 is any needier than a household reporting an income of \$10,000.

How strongly do you agree or disagree with this opinion? Do you strongly agree, agree, neither agree nor disagree, disagree, strongly disagree, or have no opinion?

Strongly agree	_____
Agree	_____
Neither agree nor disagree	_____
Disagree	_____
Strongly disagree	_____
REFUSED	_____
No opinion/DON'T KNOW	_____

Alternative Rent Systems

HUD would like to hear your perspective on alternative rent systems. I would like to ask you questions about alternative rent systems, such as used by some MTW sites, and the HA's preferences for each alternative.

Should housing authorities be allowed more flexibility in setting rents and payment standards than is allowed under the current rules?

Yes	_____
No	_____
REFUSED	_____
DON'T KNOW	_____

If more flexibility were allowed, would your HA use the greater flexibility to establish different policies for settings rents and payment standards?

Yes	_____ (Skip to 26b)
No	_____
REFUSED	_____
DON'T KNOW	_____

26a. **(If no)** What would be reasons not to use such flexibility? **(Read list.)**

i. **(If more than one in 26a)** Which reason would you say is most important?

	Check all that apply	Most Important
Current system is known	___	___
Current system is fairer to current residents	___	___
Board wants current system	___	___
New system would be hard to administer	___	___
New system would be hard to explain	___	___
Other (specify) _____	___	___
REFUSED	___	
DON'T KNOW	___	

26b. **(If yes, the HA would use greater flexibility)** What would be the HA's reasons for requesting greater flexibility? **(Read list.)**

i. **(If more than one in 26b)** Which reason, would you say, is most important?

	Check all that apply	Most Important
Make rent flows and HA budgeting more predictable	___	___
Make rents fairer to current residents who report earnings	___	___
Assist more households not currently served	___	___
Increase household stability	___	___
Encourage more working households	___	___
Other (specify) _____	___	___
Other (specify) _____	___	___
Other (specify) _____	___	___
REFUSED	___	
DON'T KNOW	___	

26c. **(If yes, HA would use greater flexibility)** Would you restrict major changes to the following:

- Newly admitted households _____
- Newly admitted households whose
heads were not disabled and/or not elderly _____
- Newly admitted households first and contract
renewals later _____
- All households whose heads were not
disabled and/or not elderly _____
- No restriction _____
- REFUSED** _____
- DON'T KNOW** _____

26d. **(If yes, HA would use greater flexibility)** Under a hardship policy that would let a tenant request rents lower than some minimum or flat rents or argue for a higher payment standard, do you think tenants should be limited to a certain number of hardship appeals?

- Yes _____
- No _____
- REFUSED** _____
- DON'T KNOW** _____

26e. **(If yes, HA would apply for greater flexibility)** Under a hardship policy that would let a tenant request rents lower than some minimum or flat rents or argue for a higher payment standard, do you think tenants should be limited to a certain number of months for their hardship?

- Yes _____
- No _____
- REFUSED** _____
- DON'T KNOW** _____

I would like to ask you a hypothetical question. Assuming you were allowed greater flexibility in setting rents and payment standards, rate the following rent reform proposals as worth considering, not worth considering, no opinion: **(Read options a-c for HA with PH only, d for HA with vouchers only.)**

	Worth Considering	Not Worth Considering	No Opinion/ DON'T KNOW	REFUSED
a. Flat rents averaging between \$150 and \$300 based only on number of bedrooms, with no yearly change except an inflation index. Rents not based on reported income.				
b. Flat rents starting at \$150 for new tenants, then rising in \$50-75 yearly increments. Rents not based on reported income.				
c. Minimum rent of \$150 per month for households with an annual income of \$6,000 or less. If the household has an annual income above \$6,000, they would pay 10% of the additional income in rent. (For example, a household with an income of \$7,200 would have a rent of \$150 per month for the first \$6,000 and then 10% of the additional \$1,200 which is \$120 annually or \$10 per month. Total monthly rent would be \$160.)				
d. (For voucher households only) Payment standards set initially at 90 percent of the FMR for determining tenant rental contribution and HAP payments, then decreasing by 5 percentage points of FMR each year.				

Payment Standards (If HA does not have vouchers, skip to next section, question #40.)

The following questions ask about the HA’s payment standards.

What factors affect how the HA sets its payment standards?

28a. (If more than three factors) Which three factors are most important?

	CHECK ALL THAT APPLY	INDICATE THREE MOST IMPORTANT
A traditional percentage of the FMR	_____	_____
Success rates of tenant searches	_____	_____
Efforts to deconcentrate households with vouchers	_____	_____
Landlord willingness to participate	_____	_____
HA budget constraints	_____	_____
Pressure from waiting lists	_____	_____
Experience based on previous HCV rents	_____	_____
Experience based on rent reasonableness determinations	_____	_____
Data used for rent reasonableness determinations	_____	_____
Other private rental housing market data	_____	_____
Arbitrary	_____	_____
Same percentage as last year	_____	_____
REFUSED	_____	_____
DON'T KNOW	_____	_____

Does the HA take into consideration utility costs when setting payment standards?

Yes, fully reflects utility costs	_____	_____
Yes, some specific adjustments for utility costs	_____	
Yes, FMR accurately reflects utility costs	_____	
Yes, use current local data that reflect HAs utility costs	_____	
No	_____	
REFUSED	_____	
DON'T KNOW	_____	

At what percent of FMRs have payment standards been typically set in the past year?

- 90 percent _____
- 100 percent _____
- 110 percent _____
- Other (specify) _____ % _____
- Varies, provide range _____ to _____ %
- REFUSED** _____
- DON'T KNOW** _____

Does HUD allow you to set payment standards up to 120 percent of FMRs or above 120 percent of FMRs?

- No, can't go above 110% of FMR _____
- Yes, Up 120 percent of FMRs _____
- Yes, Above 120 percent of FMRs _____
- REFUSED** _____
- DON'T KNOW** _____

Does the HA have one payment standard throughout its jurisdiction or do standards vary by geographic area?

- One standard _____ **(Skip to 33)**
- Vary by geographic area _____
- REFUSED** _____
- DON'T KNOW** _____

32a. **(If payment standards vary by geographic area)** How many different payment standards does the HA have for various geographic areas? _____ **(number)**

32b. How are the geographic areas defined? **(Check all that apply.)**

- Neighborhoods within central city _____
- Central city versus suburbs _____
- Outlying county/counties _____
- Communities within county or HA's jurisdiction _____
- Other (specify) _____
- REFUSED** _____
- DON'T KNOW** _____

- 32c. What is the highest payment standard in any geographic area?
- 32d. What is the lowest payment standard in any geographic area?

Area	90%	100%	110%	120%	above 120%	Other (specify)	REF	DK
Highest								
Lowest								

- 32e. Why does the payment standard vary by geographic area?

Increase voucher success rate _____

Encourage deconcentration of HCV households _____

High cost Aexception areas@ _____

Other (specify _____) _____

REFUSED _____

DON'T KNOW _____

Does the HA use the same percentage of FMR as the payment standard for all unit sizes/number of bedrooms, or do standards vary by unit size?

One standard _____ **(Skip to 34)**

Vary by unit size _____

REFUSED _____

DON'T KNOW _____

- 33a. **(If payment standards vary by unit size)** What unit size(s) has/have the highest payment standard relative to FMR? For that unit size, what is the payment standard relative to the FMR? **(Provide information for more than one, if more than one unit size has the maximum payment standard.)**

One bedroom units _____ % **1-150** of FMR

Two bedroom units _____ % **1-150** of FMR

Three bedroom units _____ % **1-150** of FMR

Four bedroom units _____ % **1-150** of FMR

Five or more bedroom units _____ % **1-150** of FMR

REFUSED _____

DON'T KNOW _____

Based on constant dollars that control for inflation, during the last two years, have the HA's payment standards...? **(Read list.)**

- Increased _____
- Decreased _____
- Remained the same _____ **(Skip to 36)**
- REFUSED** _____ **(Skip to 36)**
- DON'T KNOW** _____ **(Skip to 36)**

35a. Which of the following were reasons the payment standard changed in the last two years? **(Read list. Check all that apply.)**

- Lower the average Housing Assistance Payment (HAP) to meet budget constraints _____
- Raise the average tenant subsidy to deepen the subsidy _____
- Lower the average tenant subsidy to serve more tenants _____
- Stabilize success rate of tenant search _____
- Ensure that new vouchers are used _____
- Lower administrative costs _____
- React to changing market rents _____
- Other (specify) _____ _____
- REFUSED** _____
- DON'T KNOW** _____

How often does the HA change its payment standards?

- Annually _____
- Once every two years _____ **(Skip to 37)**
- Once every three years _____ **(Skip to 37)**
- Other (specify) _____ **(Skip to 37)**
- REFUSED** _____ **(Skip to 37)**
- DON'T KNOW** _____ **(Skip to 37)**

36a. **(If annually)** Would the HA prefer to change its payment standards more frequently than once per year?

- Yes _____
- No _____
- REFUSED** _____
- DON'T KNOW** _____

I would like to ask you a hypothetical question. If a HA found it difficult to support its current number of voucher tenants at their current HAP levels, and if the HA could set its own minimum rent and payment standard what would be the action(s) you would recommend the HA take?

- Reduce admission rates so fewer tenants are served _____
- Serve the current number of tenants but lower the payment standards _____
- Serve the current number of tenants but raise the minimum rent _____
- Serve the current number of tenants and both lower the payment standards and raise the minimum rent _____
- REFUSED** _____
- DON'T KNOW** _____

What method(s) does the HA use to determine reasonable rents for HCV units? **(If more than one, indicate the method that is most important.)**

- | | Check
all that
apply | Indicate
one most
important |
|---|-------------------------------------|--|
| HA staff research using newspapers, other advertisements
real estate listings, Internet listings | _____ | _____ |
| Outside vendor provides data upon which HA relies to set rents | _____ | _____ |
| Outside vendor provides a system that determines whether
or not the requested rent is reasonable | _____ | _____ |
| HA uses another HA's system | _____ | _____ |
| Landlords provide rents for comparable market rate units
in the same building | _____ | _____ |
| Landlords provide rents for comparable market rate units
in other buildings | _____ | _____ |
| Other (specify) _____ | _____ | _____ |
| REFUSED | _____ | _____ |
| DON'T KNOW | _____ | _____ |

Based on your experience, what do you think the impacts of setting the payment standards 10 percent lower would be on the following...

	Greatly increase	Somewhat Increase	Not change	Somewhat decrease	Greatly decrease	REFUSED	DON'T KNOW
HA ability to annually expend its voucher funds?							
Diversity of neighborhoods open to tenants to find decent housing?							
Administrative costs to the HA?							
Cost of HAP payment per tenant?							
Number of households served?							

Income Components

During this part of the survey, I would like to ask you a few questions about how the HA verifies income for households that participate in the public housing and Housing Choice Voucher Programs.

Does your agency use the Enterprise Income Verification (EIV) system?

Yes _____
 No _____ (Skip to

41)

40a. (If yes, using EIV) When did you start using EIV?

Less than one year ago _____
 One year ago _____
 Two or more years ago _____ Specify year: _____
REFUSED _____
DON'T KNOW _____

40b. (If yes, using EIV) Do you use any system in addition to the EIV system?

Yes _____
 No _____
REFUSED _____
DON'T KNOW _____

40c. (If yes) Has the use of EIV increased or decreased the HA's accuracy of verifying income reported by households during re-examinations? Has EIV...? (Read list.)

Increased accuracy a great deal _____
 Increased accuracy somewhat _____
 Had no affect on accuracy _____
 Decreased accuracy _____
REFUSED _____
DON'T KNOW _____

40d. As a result of EIV, has the HA shown an increase in the yearly percentage of over-income households?

Yes _____
 No _____ (Skip to
40e)
REFUSED _____
DON'T KNOW _____

i. (If increased percentage of ineligible households since the implementation of EIV) Please estimate the percentage increase in the number of households that are over income now that the EIV system is being used.
 _____ % 1-100

40e. During the most recent year, about what percentage of tenants had their income and rent checked due to the EIV?

_____ % 1-100

(For respondents who don't use the EIV system) Is there an alternative Upfront Income Verification System (UIV) that you use?

Yes _____
 No _____
REFUSED _____
DON'T KNOW _____

Does the HA collect information on previous rent or other household expenditures paid by program applicants?

Yes, rent only _____
 Yes, only other expenditures (specify) _____
 Yes, rent and other expenditures (specify) _____
 No _____
(Skip to 42d)
REFUSED _____

DON'T KNOW

—

42a. **(If HA collects information on previous rent or other household expenditures)** Is the information that the HA collects on previous rent or other household expenditures used to verify reported household income?

Yes, at admissions only _____
 Yes, at admissions and subsequent years _____
 No _____
REFUSED _____
DON'T KNOW _____

42b. **(If HA collects information on previous rent/expenditures)** Does the HA question applicants whose reported income does not support the level of rent or other expenditures?

Yes _____
 No _____
REFUSED _____
DON'T KNOW _____

42c. Does the HA ask for additional information from households whose reported income is below some extremely low level for one or more years?

Yes _____
 No _____ **(End survey)**
REFUSED _____
DON'T KNOW _____

- i. **If HAs ask for additional information, probe for types of information requested.**
- ii. **If HAs ask for additional information, probe for income level or other factors that trigger request for more information.**

42d. **(If HA does not question applicants on previous rent and expenditures)** Why doesn't the HA question applicants on previous rent and expenditures? Is it because...

It is too burdensome _____
 The HA does not see a need to do this _____
 HA has not considered it as far as I know _____
REFUSED _____
DON'T KNOW _____

*We appreciate the time you shared with us to help with this important study on rent structure.
 Thank you very much for completing the survey.*