

APPENDIX A. HOUSING SEARCH STUDY MODULES

Screening Protocols

Hello, thank you for calling about the Housing Search Study. My name is ____ and I work at Decision Information Resource, Inc.; we are a survey firm working with the Urban Institute, a nonprofit research organization based in Washington DC. Urban Institute is conducting a study of renters who have recently moved or who are planning to move to a new home within the Washington, DC, Virginia, Maryland metropolitan area. The U.S. Department of Housing and Urban Development is funding this study to find out more about what the housing search process is like for people who are looking for a place to rent—that is, what you look for in a place to live, and how you make decisions about where and how to search. I'd like to ask you a few screening questions to make sure that you are eligible to participate; these screening questions will take about two minutes. If you are eligible, we'll begin the study. The study is completely voluntary and you can refuse to answer any question you don't feel comfortable answering. You can also stop the study at any time. The researchers involved in the study respect your privacy and will keep your information confidential. Your name will not be associated with the answers you give us. Is it OK to continue?

Remember that these first few questions are just screening questions to find out if you are eligible to take part in the study.

Text in Italics = Text for Interviewer

Screening Questions

Interviewer enter current date (mm/dd/yyyy) time

In case we get disconnected, please provide me a phone number so I can call you to complete our interview: ____-__-____

RENTER STATUS

S1 Do you currently rent or own the place in which you are living?

S1_A. Rent-> go to S_2

S1_B. Own -> Are you undergoing a housing search for a house or apartment that you wish to RENT?

S1_B_1 Yes: Funnel into CURRENT SEARCHERS MODULE, ask S3

S1_B_2 No: Not eligible for the study. This study is for people who are renters or planning to become renters, so I am sorry but you are not eligible.

S2. Have you moved in the last two months, that is, since (DATE from current date) OR are you currently searching for housing?

S2_A Moved within last two months Ask S2_A1

S2_A1 When did you move into the place where you are living now?

Check date -if correct, funnel into RECENT MOVERS MODULE and ask S3

If outside of scope: not in study

S2_B Currently searching for housing Ask S2_B1

S2_B1 Are you planning to buy or rent?

S2_B1r) Rent → *Funnel into CURRENT SEARCHERS MODULE and ask S3*

S2_B1b) Buy → *not eligible*

S2_B1b) Open to both renting or buying → *not eligible*

S2_C Yes, both searching and recently moved → *Funnel into CURRENT SEARCHERS MODULE and ask S3*

S2_D Neither of the above → *not eligible for study*

S3. Are you [RECENT MOVERS MODULE: Currently living in public housing] [CURRENT SEARCHERS MODULE: planning to move into a unit in a public housing complex]?

- Yes → *Not eligible*
- No → *Continue*

S4. Did you recently move to the DC area for a short-term internship or educational program lasting less than four months?

- Yes → *Not eligible*
- No → *Continue*

LOCATION QUESTIONS

S5. What is your current street address?

[Interviewer: Record Apt # if applicable), Street, City, State, Zip]

[RECENT MOVERS MODULE: Check to make sure within location of study boundaries;

If yes → continue

If no → not eligible

For CURRENT SEARCHERS MODULE Movers: Are you planning to move to a place in either: the District of Columbia; Montgomery County MD, Prince George's County, MD; Fairfax County, VA (including the independent cities of Fairfax and Falls Church); Arlington County, VA; City of Alexandria (independent city adjacent to Arlington and Fairfax Counties)? [DIR WILL HAVE LIST OF ALL ELIGIBLE ZIP CODES or OTHER CITY NAMES WITHIN THESE COUNTIES IF RESPONDENT IS NOT SURE]

If yes → continue

If no → not eligible

INVOLVEMENT IN SEARCH

S6. RECENT MOVERS MODULE VERSION: Asking about the search you did for your current home, how much were you personally involved in the search? Would you say you were very involved, somewhat involved, involved a little, or not involved at all? (Chicago Area Study- CAS) [if not involved at all, not eligible for study]

CURRENT SEARCHERS MODULE VERSION: How much do you expect to be involved in the search for your new home? Would you say very involved, somewhat involved, a little involved, or not involved at all? (Chicago Area Study- CAS)

- Very involved
- Somewhat involved
- Involved a little
- Not involved at all [If answer =not involved at all, not eligible for study]

RACE/ETHNICITY (Adapted from Census 2010)

S7 Are you of Hispanic, Latino, or Spanish Origin?

- Yes
- No

S8 What is your race? [Ask yes or no for each category]

- White
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- Some Other Race (Record verbatim)

[If respondent = white, non-Hispanic and cap has been reached, not eligible for study]

INCOME/AGE

S9 What is your age?

Under 21 → Not eligible

21-29

30-39

40-49

50-59

60-69

[if cap for age group has been reached, not eligible for study]

S10 Do you live with anyone else?

- Yes [if cap for singles has been reached, not eligible for study]
- No [Go to S11]

S10_A How many other adults age 18 and over do you live with in your [housing unit] full time?

S10_B. How many children under the age of 18 live in this home full time? _____

S10_C. How many children under age 18 live in this home part time ? _____

[Total amount and confirm] That's _(#a + #b)___ people that live with you in your house, so that's [#a+b+1] including yourself that live there full time? And _(#c)_ people part time?

[If S10_C- part of CURRENT SEARCHERS MODULE, also ask:]

S10_D. When you move, who do you plan to live with? Is it the same people, more people, or fewer people?

- The same people (if self, only myself)
- New people (add # and code as adult or child)
- Fewer people (subtract # and code as adult or child)

[Total amount and confirm] So when you move you plan to live with [# adults/#kids]?

S_11 We are looking for a range of people to participate in this study. Is your yearly household income...

- Less than \$25,000
- Between \$25,000 and \$65,000
- More than \$65,000

Do not include the income of housemates where each of you is paying rent separately, like in a group house; and do not include the income of people living with you temporarily, or housemates that you live with where each of you pays rent separately.

S_12 How did you hear about this study?

- Flyer
- Through a friend
- Through Craigslist
- [Insert any other recruitment methods]
- Other

[If cap for recruitment methods has been reached- e.g. Craigslist, not eligible]

---END SCREENING QUESTIONS---

If Not Eligible: This completes the screening questions. Thank you for your participation. Unfortunately, based on what you told me, you are not eligible to participate in the study at this time. We are still looking for more people who have recently moved or who are currently looking for housing and we are hoping that the people we've talked to already can help spread the word. We would appreciate if you could share our phone number and the information about this study to anyone you know—this might be neighbors, friends, acquaintances—who might also be searching for housing or have recently moved.

If Eligible: move to *RECENT MOVERS MODULE* or *CURRENT SEARCHERS MODULE Baseline 1 Module* and read script

Wave 2 and Wave 3 Screener for Current Searcher Cognitive Test

[Instructions to DIR screener: Prior to the interview record the following information:

Respondent name:

Date of Wave 1 interview:

Date of Wave 2 interview:

Date of Wave 3 interview:

Script: Hello. This is XXX from DIR International calling to speak to _____. Is h/she available?

Hello, we interviewed you via phone on [date of baseline interview] about your housing search process. At that time we said we'd contact you 10 days later to follow up on your housing search. Are you still willing to participate? This set of questions will take about 20 minutes.

Do you have your housing search log handy?

Great. Are you still searching for housing?

- *Yes, still searching → Thank you. I am going to ask you a series of questions about your ongoing housing search [Go to Current Searchers: Still Searching Module]*
- *No, I am no longer searching →] Thank you. I am going to ask you a series of questions about your housing search and your current housing situation*
 - *Are you done searching because you found a new place to live or because you decided to stop searching and stay in your old place?*
 - *New place [Go to Current Searchers Module: Done Searching Question 1]*
 - *Old place [Go to Current Searchers Module: Done Searching ; ask Question 1 then continue to Question 27]*

Recent Mover Cognitive Test Protocol

Introductory Text

Based on the answers you gave me, you are eligible for participating in the Housing Search Study. This study is for people who have moved to a new home in the DC area within the last two months. We would like to ask you some questions about your recent housing search experience, how you searched for housing, and how it was that you ended up renting the home that you currently live in. We also need to ask everyone who is part of the study some basic questions about their education, background, and other experiences. Again, this study will only take about 30 minutes and you will receive a gift of \$50 to thank you for your time. We respect your privacy, and your name will not be linked to any of your answers. The study is completely voluntary, and you can refuse to answer any question or stop the study at any time. May I continue?

All text in italics= note to interviewer

HOUSING BASICS

The first set of questions is about your current housing situation.

1. Do you currently live in a house, apartment, condo, trailer, rent a room, or other?
 - Live in a house that I rent
 - Live in an apartment building
 - Live in a condo building
 - Live in a mobile home or trailer
 - Rent a room in a house
 - Other (*record verbatim*)

2. Do you currently have a year-long lease, month-to-month lease, an informal agreement to pay rent, are you not paying rent, or do you have some other arrangement?
 - Year-long lease
 - Month-to-month lease
 - Informal agreement to pay someone rent (including family and friends)
 - Not paying rent
 - Have some other arrangement (*record verbatim*)

3. What is your current rent ? (*record verbatim; record "00" if not paying rent currently and skip to Q5*);

4. Is that per week, every other week, per month, or other? (Housing Allowance Demand Experiment)

- o Weekly
- o Every other week
- o Every Month
- o Other (record time frame)

LOCATION PRIOR TO MOVE

Now I'd like to ask you some questions about where you lived before you moved on *[Insert date of move from screener]*

5. Before you lived at *[Current address]*, what was the address of the place you lived immediately before?

[Try hard to capture street address, city, zip code; if not, crossroads or as close to specific address as possible]

6. When you lived at *[prior address]*, did you have a year-long lease, month-to-month lease, an informal agreement to pay rent, were you not paying rent, did you own the place, or did you have some other arrangement?

- Year-long lease
- Month-to-month lease
- Informal agreement to pay someone rent (including family and friends)
- Not paying rent
- Owned the place
- Had some other arrangement *(record verbatim)*

NEIGHBORHOOD -SPECIFIC QUESTIONS

Now I would like to ask you questions about the neighborhood you recently moved to.

7. Overall, how would you rate your *[new (insert "new" if a new neighborhood)]* neighborhood on a scale of 1 to 10, with 10 being the best and 1 being the worst? (AHS)
8. SKIP IF R LIVING IN SAME NEIGHBORHOOD AS PRIOR UNIT: Is this new neighborhood better, worse, or about the same as your previous neighborhood? (AHS)
 - Better
 - Worse
 - About the Same
 - Same Neighborhood
 - Don't Know

When people search for housing, they often have a number of things they are looking for. Some people are able to find a neighborhood and home that has everything they were hoping for, and some people are not.

First, we would like to ask you about several features of your neighborhood and whether each feature was better than you hoped for, about what you hoped for, not as good as you hoped for, or whether the feature was something that didn't matter to you.

[For questions 9-15 below, if three or more response are "Not as good as you hoped for", computer should randomly select three of them and follow up with "Why couldn't you accomplish it? (open ended)].

9. First, how about your current neighborhood's convenience to your workplace or school. Would you say its convenience to your workplace or school is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the neighborhood's convenience to workplace or school not matter to you?
10. How about its convenience to friends or family? Would you say it is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the neighborhood's convenience to friends or family not matter to you?
11. How about the amenities like restaurants, grocery stores, theaters, shopping, and doctor's offices in the neighborhood? Would you say its quality of amenities is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the quality of its amenities not matter to you?
12. Its convenience to public transportation? (Would you say its convenience to public transportation is better than you hoped for, about what you hoped for, not as good as you hoped for, or did it not matter to you?)
13. Its quality of public services like libraries, playgrounds, and community centers? (Would you say its convenience to public services is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the neighborhood's quality of public services not matter to you?)
14. The quality of the schools? Would you say the quality of the schools is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the neighborhood's schools not matter to you?
15. The safety of the neighborhood? Would you say the safety of the neighborhood is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the neighborhood's safety not matter to you?

[IF Q9-15, ONE OR MORE RESPONSES = "NOT AS GOOD AS YOU HOPED FOR", randomly select up to three and also ask the respondent Q16. ASK Q16 BEFORE ASKING THE OPEN ENDED FOLLOW UPS]

16. The mix of racial and ethnic groups in the neighborhood? (Would you say it is better than you hoped for, about what you hoped for, not as good as you hoped for, or did it not matter to you?)

16A. [If R replies "Better than hoped for" or "Not as good" ask:] In what way? (*open ended*)

16B. IF "NOT AS GOOD" What do you think is the main reason you were not able to get what you were hoping for in terms of the racial/ethnic mix of the neighborhood? (*open ended*)

17. What do you think is the main reason you were not able to get what you were hoping for in terms of [FILL WITH ANY THAT R SAID "NOT AS GOOD AS HOPED FOR" e.g., *the convenience of the neighborhood to your workplace*]? (*open ended*)

UNIT-SPECIFIC QUESTIONS

Now I am going to ask you some questions about the building and home that you currently live in.

18. How many bedrooms does your unit have?

- 0-99

[If Q1 = Apartment Building or Condo, ask 19; otherwise skip to Q20]

19. About how many units are there in your building?

- 4 or fewer
- 5 to 50
- more than 50

20. Did you or your family or friends know your landlord or the management company prior to moving into your unit?

- Yes, I did
- Yes, my friends or family did
- No

21. Is this housing unit better, worse, or about the same as your previous home?

- Better
- Worse
- About the Same
- Don't Know

Now we would like to ask about a number of features of your new home and whether they are better than you hoped for, about what you hoped for, not as good as you hoped for, or whether this feature was something that didn't matter to you.

22. Would you say the rent you pay for it is more than you thought you would pay, about what you thought you would pay, less than you thought you would pay, or did the rent not matter to you?
23. How about the home's appearance and layout? (Would you say the home's appearance and layout is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the home's interior appearance, layout or design not matter to you?)
24. The size of the home or number of rooms? Would you say the size of the home or number of rooms is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the size of the home not matter to you?
25. The size of the building or number of units? Would you say the size of the home or number of rooms is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the size of the home not matter to you?
26. The quality of the landlord or management company? Would you say the landlord/management company is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the quality of the landlord or management company not matter to you?
27. The security of the building? Would you say the security of the building is better than you hoped for, about what you hoped for, not as good as you hoped for, or did the security of the building not matter to you?
28. How about the amenities in the building, like laundry facilities, parking, and other on-site facilities? Would you say the building amenities are better than you hoped for, about what you hoped for, not as good as you hoped for, or did the building amenities not matter to you?
29. How about the kind of lease arrangement you were able to get (a year lease, such as a month to month, long-term, or no lease)? Would you say the kind of lease arrangement was better than you hoped for, about what you hoped for, not as good as you hoped for, or did the building amenities not matter to you?
30. How about your ability to know the landlord or management company before you moved in? Would you say your ability to know the landlord or management company was better than you hoped for, about what you hoped for, not as good as you hoped for, or did the building amenities not matter to you?

FOR EACH RESPONSE in Q22-30 THAT IS "NOT AS GOOD AS YOU HOPED FOR", randomly select up to three and ask the respondent:

31. What do you think is the main reason you were not able to get what you were hoping for in terms of [FILL WITH ANY THAT R SAID "NOT AS GOOD AS HOPED FOR" e.g., *the convenience of the neighborhood to your workplace*]?

32. In your search, which was more important to you, the unit itself, or the neighborhood where it is located, or were both equally important?

- The unit itself
- The neighborhood where it is located
- Both were equally important

REASON FOR THE MOVE (VOLUNTARY OR INVOLUNTARY)

33. People move for a number of different reasons. I'm going to read several possibilities and I would like you to tell me which, if any, were an important reason why you decided to move. I'm going to ask you about three at a time.

First, did you move because: *[DIR randomize order of question pairings]*

- Your old home or building was destroyed or condemned
- Your old home or building was unsafe
- Your landlord said you had to move—either because the building was sold, they would not renew your lease, or you were evicted.

Now I'm going to list another three. Please tell me if any of these were an important reason why you decided to move.

- A new job or job transfer
- To form your own household
- To be closer to family, including for health reasons, economic reasons, or any other reason

The next three reasons are:

- Because of a change in household or family size, including marriage, divorce, separation, or child birth or adoption
- To reduce commuting time
- To upgrade to a larger home or a better quality home

The last three reasons are:

- To find a less expensive place to live
- To live in a better neighborhood
- Some other reason *(NO OTHER-SPECIFY)*

If Respondent replies "yes" to more than one, ask:

- Which reason is the most important?*(Record reason)*

MOVE TIMELINE

34. Once you started looking for a new place to live, how long did it take you to find your new place?

Would you say it took...

- Less than a week
- More than a week but less than a month
- 1-2 months
- More than 2 months
- Don't know

35. When you were searching, how worried were you that you had to find a new unit quickly because otherwise you wouldn't have a place to live? Were you...

- Extremely worried
- Very worried
- Somewhat worried
- A little worried
- Not at all worried

FINANCIAL HEALTH

36. We would like to know if there are any things that made it difficult for you to search for housing. Please tell me if any of the following made it more difficult for you.? *[Respondent answer yes/no to each of the following below]*

- Not having access to the internet
- *[Skip if S_10B & S10C=0]:* Not having childcare
- Not having transportation to get to units
- History of prior eviction
- Criminal justice involvement for you or anyone in your household
- Poor credit history
- Not enough money for security deposit
- Not enough money for application fees

37. Do you currently have a Section 8 Housing Choice Voucher, or other form of subsidized housing?

- Yes
- No
- No but am on waiting list [VOLUNTEERED]

DISCRIMINATION EXPECTATIONS

[If Race = white, skip this question]

38. In general, do you think that [pre-populate for race/ethnicity of respondent] have as good a chance as whites in this community to get any housing they can afford, or don't you think they have as good a chance?

- Have as good a chance
- Don't have as good a chance
- Don't Know [Volunteered]

SEARCH BACKGROUND

These next few questions are about the kind of home and neighborhood you thought you wanted to live in when you **first** began searching for a new place.

39. When you first started searching for a place to live, did you consider any other neighborhoods besides the one you moved into?

- Yes
- No [Skip to 39]

40. Which neighborhood(s) or areas did you consider?

List neighborhood(s)

41. When you were searching, how important was it that you or someone you knew had experience with the landlord or management company of the place you wanted to move into?

- a. Extremely important
- b. Very important
- c. Somewhat important
- d. A little important
- e. Not at all important

Gathering information

Now I am going to ask you some questions about how you gathered information about homes during your housing search.

42. We would like to know how you first heard about the unit that you moved into. Would you say you heard about it from someone you knew, saw or heard an advertisement for it, saw a sign in the window, learned about it from a professional service, learned about it through social media, through a community or religious organization, or some other way?

- Someone you knew
- Advertisement
- Sign on the window
- Professional service
- Social media
- Community or religious organization
- Other (specify)

[if someone you knew ask 41-42]

43. What best describes your relationship to the person who told you about this unit, was it:

- A family member
- A friend
- A co-worker
- A roommate
- A neighbor

44. What best describes the race and ethnicity of the person/people who told you about this unit?

- Hispanic, Latino
- White
- Black or African American
- Asian
- Other (Record verbatim)
- Don't know

[if advertisement ask q43]

43. Where was this ad? Was it in a newspaper, on a website, billboard, radio?

- Newspaper
 - Which newspaper
- Website
 - Which website
- Billboard
- Radio
 - Which station

[if professional service ask q44]

45. Did the professional service include an actual person who told you about the unit you moved into?

- Yes
 - What best describes the race and ethnicity of this person?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know
- No

[if social media ask q44]

45. Which social media site did you use to find the unit?

- Facebook
- Twitter
- Myspace
- Email listservs (e.g., community listservs, interest group listservs)
- Other social media

[if community or religious organization ask q46]

46: What is the name of the community or religious organization? *Record verbatim*

- What best describes the race and ethnicity of the person at this organization who told you about this unit?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know

47. Which of the following best describes the type of visit you had when you saw this unit?

- Went to an open house with other people
- Private viewing with a rental agent
- Private viewing with landlord
- Other

48. Now we would like to ask you about sources of information you used *in general* to find out about all the units you considered during your search.

- First, did you hear about units from someone you knew? (Yes/No)
- Did you see or hear an advertisement for them? (Yes/No)
- Did you see signs in the windows of units or buildings? (Yes/No)
- Did you learn about them from a professional service? (yes/no)
- Did you learn about them on social media? (yes/no)
- Did you learn about them through community or religious organizations? (yes/no)
- Did you use some other sources? (IF YES: SPECIFY)

[if someone you knew ask 49-50]

49. What best describes your relationship to the person who told you about units, were they:

- A family member
- A friend
- A co-worker
- A roommate

- A neighbor

50. What best describes the race and ethnicity of the person/people who told you about units?

- Hispanic, Latino
- White
- Black or African American
- Asian
- Other (Record verbatim)
- Don't know

[if advertisement ask q51]

51. Where were these ads? Were they in a newspaper, on a website, billboard, radio?

- Newspaper
 - Which newspaper
- Website
 - Which website
- Billboard
- Radio

[if professional service ask q52]

52. Did the professional service include an actual person who told you about units?

- Yes
 - What best describes the race and ethnicity of this person?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know
- No

[if social media ask q53]

53. When you were searching, did you use any of the following ONLINE social media networks to let people know you were looking for a place to live?

- Did you use Facebook? [yes/no]
- Did you use Twitter? [yes/no]
- Did you use Myspace? [yes/no]
- Did you use email listservs (community listservs, interest group listservs)?
- Did you use other social media? [yes/no]

[if community or religious organization ask q54]

54. What is the name of the community or religious organization? *Record verbatim*
- What best describes the race and ethnicity of the person at this organization who told you about this unit?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know
55. How did you use the people you know to assist with the housing search? (select all that apply)
- To find out about rental vacancies (y/n)
 - To find rentals that did not require a background check or other application requirements (y/n)
 - To learn more about specific neighborhoods (y/n)
 - To find landlords that would not discriminate against people of my race/ethnicity (y/n)
56. Sometimes people gather information about the neighborhoods they are thinking about moving to. Did you try to find out anything about the neighborhoods you were thinking of moving into?
- a. Yes
 - b. No [Skip to Q58]
57. What neighborhood features did you try to learn more about? [*answer yes/no for each question*]
- School quality
 - Public transportation
 - Parks and other amenities such as restaurants, bars, and shopping
 - Crime
 - How open the neighborhood would be to people of my racial or ethnic background
 - Other (specify)

Inquiring about rental units

During a housing search, people sometimes contact the landlord or property management company to gather additional information about the unit to decide if they want to continue considering it.

58. How many units did you inquire about—that is how many units did you contact the landlord, management company, or current tenant(s) to find out more information?
- 0-99. [If they don't know, provide ranges:]

- 0
- 1
- 2
- 3-5
- 6-10
- 11-15
- 15-25
- More than 25

[If Q58=0 skip to Q61]

59. Did you primarily inquire about units through email, phone calls, in-person visits, or some other way?

- Email
- Phone
- In-person visits
- Other

60. Overall, how difficult was it to get the information you needed through these inquiries. Would you say:

- Extremely difficult
- Very difficult
- Somewhat difficult
- A little difficult
- Not at all difficult

61. How difficult was it for you to find a rental unit in your price range that you liked? Would you say it was...

- Extremely difficult
- Very difficult
- Somewhat difficult
- A little difficult
- Not at all difficult

62. At any point in your search, did you:

- Expand your search to look at other neighborhoods? [yes/no]
- Change your mind about how important some unit features were? [yes/no]
- Increase your price range? [yes/no]

Visiting Apartments

Now, I am going to ask you a few questions about your experiences visiting rental units and applying for rental units.

63. How many units did you actually visit in person during your search?

0-99. [if respondent does not know exact amount provide ranges]

- 0
- 1
- 2
- 3-5
- 6-10
- 11-15
- More than 15

64. How many units did you attempt to visit in person, but were unable to because you were told they weren't available?

0-99. [if respondent does not know exact amount provide ranges]

- 0
- 1
- 2
- 3-5
- 6-10
- 11-15
- More than 15

[If Q63=0 and Q64=0 then skip to Q71]

65. Sometimes people do things to increase the chance that a potential landlord will treat them well. Did you ever do any of the following when you called or met with a potential landlord?

- Dress differently than you usually do [yes/no]
- Speak differently than you usually do [yes/no]
- Bring a partner/friend/children [yes/no]
- Mention your career or professional background [yes/no]
- Leave a partner/friend/children at home [yes/no]
- Sent someone else to check out a place for you [yes/no]

66. How difficult was it for you to get to the houses or apartments you wanted to visit? Would you say it was extremely difficult, very difficult, somewhat difficult, only a little difficult, or not at all difficult?

- a. Extremely difficult
- b. Very difficult
- c. Somewhat difficult
- d. Only a little difficult

e. Not at all difficult

67. Did you visit units in more than one neighborhood? (Modified from AHS)

- a. Yes
- b. No [If = No skip to Q69]

68. What areas or neighborhoods did you visit?

[List neighborhoods]

69. Were there any neighborhoods that you stopped considering after visiting?

- Yes
- No

[If Q69=No skip to Q71]

70. Why did you stop considering those neighborhoods after visiting them? Was it because you
[ask yes/no for each option]

- Did not feel safe
- The neighborhood did not have amenities like restaurants, bars, shopping, and parks
- Too far from school/work
- Too far from public transportation
- Not enough on-street parking
- Racial/ethnic mix of the neighborhood
- Other (specify)

71. Were there any units that you stopped considering after visiting?

- Yes
- No

[If Q71=No skip to Q73]

72. Now I will read several reasons you might have stopped considering a unit. Please tell me if
any of these apply to you. First, did you stop considering any units because you ...

- Did not like the unit? [yes/no]
- Did not like the building? [yes/no]
- Did not like the landlord or management company? [yes/no]
- Did not like the neighbors? [yes/no]
- [For group houses] Did not like people living in the house? [yes/no]

73. How many units did you submit applications for?

- 0-99 [if they don't know provide a range]

- 0 [if 0, skip to Q75]
- 1
- 2-3
- 4-5
- 6-10
- More than 10

74. How many times was your application denied?

- 0-99 [if they don't know provide a range]
- 0 [if 0 skip to Q76]
- 1
- 2-3
- 4-5
- 6-10
- More than 10

75. Why were your applications denied? [open-ended question with field-coding] [Check all that apply]

- Someone else applied first
- Problem with references
- Problem with credit/rental/criminal history
- Income too low
- Was not told why/Never heard back from landlord or management company
- Other (specify)

SEARCH OUTCOME

Now I am going to ask you a few questions about your housing search overall.

76. Overall, would you say this housing search was extremely difficult, very difficult, somewhat difficult, only a little difficult, or not at all difficult? (CAS)

- Extremely difficult
- Very difficult
- Somewhat difficult
- Only a little difficult
- Not at all difficult

[If Q75=Not at all difficult skip to Q77]

77. Which of the following things would you say made it difficult? Would you say....

- Finding units in your price range [yes/no]
- Feeling rushed to move [yes/no]
- Gathering information about units [yes/no]
- Gathering information about neighborhoods [yes/no]

- Finding transportation to get to units [yes/no]
- *[Skip if S_10B & S10C=0]*:Finding someone to take care of your children so you could visit units [yes/no]
- Being treated unfairly because of your race or ethnicity [yes/no]
- Finding landlords that would rent to you [yes/no]
- Were there any other reasons why it was difficult? [yes/no] please specify...

78. During your search, did you ever feel that you were denied housing because the rental agent or landlord didn't want to rent to you because of your race or ethnicity?

- Yes
- No

79. During your search, did you ever feel that a rental agent or landlord was showing you only units in certain neighborhoods because of your race or ethnicity?

- Yes
- No

80. During your search, did you ever feel that the other residents in the building or neighborhoods that you visited treated you unfairly because of your race or ethnicity?

- Yes
- No

81. During your search did you ever feel that when you were applying to rent a unit that you were treated unfairly because of your race or ethnicity?

- Yes
- No

-ASK DEMOGRAPHIC QUESTIONS-

Current Searcher Cognitive Test Protocol

Baseline Module

Introductory Text

Based on the answers you gave me, you are eligible for participating in our study as a current searcher. This study is for people looking to move to a new home in the DC area. We would like to ask you some questions about your recent housing search experience, and how you are searching for housing. We also need to ask everyone who participates in the study some basic questions about their education, background, and other experiences. Again, this study will only take about 30 minutes and you will receive a gift of \$50 to thank you for your time. We respect your privacy, and your name will not be linked to any of your answers. The study is completely voluntary, and you can refuse to answer any question or stop the study at any time. May I continue?

---Begin Contextual Questions---

BASELINE QUESTIONS

HOUSING BASICS

The first set of questions is about your current housing situation.

1. Do you currently live in a house, apartment, condo, trailer, rent a room, or other?
 - Live in a house that I rent
 - Live in an apartment building
 - Live in a condo building
 - Live in a mobile home or trailer
 - Rent a room in someone else's home
 - Other (*record verbatim*)

2. Do you currently have a year-long lease, month-to-month lease, an informal agreement to pay rent, are you not paying rent, or do you have some other arrangement?
 - Year-long lease
 - Month-to-month lease
 - Informal agreement to pay someone rent (including family and friends)
 - Not paying rent
 - Have some other arrangement (*record verbatim*)

3. What is your current rent? (*record verbatim; record "00" if not paying rent currently and skip to Q5*)

4. Is that per week, every other week, per month, or other? (Housing Allowance Demand Experiment)

- Weekly
- Every other week
- Every month
- Other (*record time frame*)

LOCATION PRIOR TO MOVE

5. How many years have you lived in the D.C. metropolitan area?

[Record number of years—if less than one year, record 0—and add a volunteered option that says “all my life”]

REASON FOR THE MOVE (VOLUNTARY OR INVOLUNTARY)

6. People move for a number of different reasons. I’m going to read several possibilities and I would like you to tell me which, if any, are an important reason you have decided to move. I’m going to ask you about three at a time. First, did you move because: *[DIR randomize order of question pairings]*

- Your old home or building was destroyed or condemned
- Your old home or building was unsafe
- Your landlord said you had to move—either because the building was sold, they would not renew your lease, or you were evicted.

Now I’m going to list another three. Please tell me if any of these are an important reason you have decided to move.

- A new job or job transfer
- To form your own household
- To be closer to family, including for health reasons, economic reasons, or any other reason

The next three reasons are:

- Because of a change in household or family size, including marriage, divorce, separation, or child birth or adoption
- To reduce commuting time
- To upgrade to a larger home or a better quality home

The last three reasons are:

- To find a less expensive place to live
- To live in a better neighborhood
- Some other reason (NO OTHER-SPECIFY)

If Respondent replies “yes” to more than one, ask:

Which reason is the most important? (*Record reason*)

MOVE TIMELINE

7. How long have you been searching at this point? Would you say...
- Less than a week
 - More than a week but less than a month
 - 1-2 months
 - More than 2 months
 - Don't know
8. Is there a set date when you need to finish your search, such as the end of a lease, the birth of a new child, or another date?
- Yes [If yes, ask:] And what day is that? (*Record mm/dd/yyyy/*)
 - No

FINANCIAL HEALTH

9. We would like to know if there are any things that are making it difficult for you to search for housing. Please tell me if any of the following is making it more difficult for you. [*Respondent answer yes/no to each of the following below*]
- Not having access to the internet
 - (*Skip if S_10B=0 and S10_C=0*):Not having childcare
 - Not having transportation to visit units
 - History of prior eviction
 - Criminal justice involvement for you or anyone in your household
 - Poor credit history
 - Not enough money for security deposit
 - Not enough money for application fees
10. Do you currently have a Section 8 Housing Choice Voucher, or other form of subsidized housing?
- Yes
 - No
 - No but am on waiting list [VOLUNTEERED]

DISCRIMINATION EXPECTATIONS

[*If Race = white, skip Q11*]

11. In general, do you think that [*pre-populate for race/ethnicity of respondent*] have as good a chance as whites in this community to get any housing they can afford, or don't you think they have as good a chance?

- Have as good a chance
- Don't have as good a chance
- Don't know (volunteered)

12. In your previous housing searches, did you ever feel that you were denied housing because the rental agent or landlord didn't want to rent to you because of your race or ethnicity?

- Yes
- No

13. In your previous housing searches, did you ever feel that a rental agent or landlord was showing you only apartments in certain neighborhoods because of your race or ethnicity?

- Yes
- No

14. In your previous housing searches, did you ever feel that other residents in the building or neighborhoods that you visited treated you unfairly because of your race or ethnicity?

- Yes
- No

15. In your previous housing searches, did you ever feel that when you were applying to rent an apartment that you were treated unfairly because of your race or ethnicity?

- Yes
- No

---End Contextual Questions---

Baseline Parameters

These next few questions are about the kind of home and neighborhood you think you want to live in.

16. What neighborhoods or areas are you looking at in your search?

List neighborhood(s)

17. How important are the following neighborhood factors to you in deciding where to live? For each factor, tell me if you consider it very important, somewhat important, not very important, or not at all important. (Modified from 2013 AHS)

- Convenience to workplace and/or school
- Convenience to friends or family
- Amenities like restaurants, grocery stores, theaters, shopping, and doctor's offices in the neighborhood
- Convenience to public transportation
- Quality of public services like libraries, playgrounds, and community centers
- Quality of the schools
- Safety of the neighborhood

- The mix of racial and ethnic groups in the neighborhood
18. *[If more than three are rated as very important]* Of each of the factors I just listed, which were the three most important to you in deciding where to live?
19. What is the maximum amount you are willing to pay per month in rent? *[Ask for # and if they can't give it provide range]*
 \$0-\$9,999
- 0-\$799
 - \$800-\$1,599
 - \$1,600-\$2,399
 - \$2,400-\$3,199
 - \$3,200 or more
20. What size unit are you looking for? *[Check all that apply]*
- Studio
 - 1 bedroom
 - 2 bedrooms
 - 3 bedrooms
 - 4 bedrooms
 - 5 or more bedrooms
21. How important are the following unit features to you in deciding where to live? (For each factor, tell me if you consider it very important, somewhat important, not very important, or not at all important)
- The rent you pay for it
 - Home's appearance and layout
 - The size of the home or number of rooms
 - The size of the building or number of units
 - Quality of the landlord or management company
 - Security of the building
 - Amenities in the building like laundry facilities, parking, and other on-site facilities
 - Knowing the landlord or management company before you move in
 - The kind of lease arrangement—such as a month to month, long-term, or no lease
 - Other (specify)

Gathering information: Now I am going to ask you some questions about how you are gathering information about apartments/homes during your housing search.

29. How do you use the people you know to assist with the housing search? *(select all that apply)*
- To find out about rental vacancies (y/n)

- To find rentals that do not require a background check or other application requirements (y/n)
- To learn more about specific neighborhoods (y/n)
- To find landlords that will not discriminate against people of my race/ethnicity (y/n)

30. Which is more important to you at this point in your search: the unit itself, or the neighborhood where it is located, or are both equally important?

- The unit itself
- The neighborhood where it is located
- Both are equally important

During a housing search, people sometimes contact the landlord or property management company to gather additional information about the unit to decide if they want to continue considering it.

31. How many units have you inquired about—that is, for how many units have you contacted the landlord, management company, or current tenant(s) to find out more information?

0-99. [If they don't know, provide ranges:]

- 0 [if 0 skip to Q33]
- 1
- 2
- 3-5
- 6-10
- 11-15
- 15-25
- More than 25

31. Have you primarily inquired about units through email, phone calls, in-person visits, or some other way?

- Email
- Phone
- In-person visits
- Other

[Visiting Apartments] Now I am going to ask you a few questions about your experiences visiting apartments/homes and applying for apartments.

32. How many units have you actually visited in person during your search so far?

0-99. [if respondent does not know exact amount provide ranges]

- 0
- 1
- 2
- 3-5
- 6-10

- 11-15
- More than 15

33. How many units have you attempted to visit in person, but were unable to because you were told they weren't available?

0-99. [if respondent does not know exact amount provide ranges]

- 0
- 1
- 2
- 3-5
- 6-10
- 11-15
- More than 15

[if 33=0 and 34=0 then skip to 41]

34. Have you visited apartments in any neighborhood other than where you currently live?
(Modified from American Housing Survey)

- Yes
- No

[If Q35 = No skip to Q37]

35. What areas or neighborhoods did you visit?
[list neighborhoods]

36. Thinking of the most recent unit you visited, how did you hear about it? Would you say you heard about it from someone you knew, saw or heard an advertisement for it, saw a sign in the window, learned about it from a professional service, learned about it through social media, through a community or religious organization, or some other way?

- Someone you knew
- Advertisement
- Sign on the window
- Professional service
- Social media
- Community or religious organization
- Other (specify)

[if someone you knew ask 38-39]

37. What best describes your relationship to the person who told you about this unit, was it:

- A family member

- A friend
- A co-worker
- A roommate
- A neighbor

38. What best describes the race and ethnicity of the person/people who told you about this unit?

- Hispanic, Latino
- White
- Black or African American
- Asian
- Other (Record verbatim)
- Don't know

[if advertisement ask q40]

39. Where was this ad? Was it in a newspaper, on a website, billboard, radio?

- Newspaper
 - Which newspaper
- Website
 - Which website
- Billboard
- Radio
 - Which station

[if professional service ask q41]

40. Did the professional service include an actual person who told you about the unit you moved into?

- Yes
 - What best describes the race and ethnicity of this person?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know
- No

[if social media ask q42]

42. Which social media site did you use to find the unit?

- Facebook
- Twitter

- Myspace
- Email listservs (e.g., community listservs, interest group listservs)
- Other social media

[if community or religious organization ask q43]

43. What is the name of the community or religious organization? *Record verbatim*

- What best describes the race and ethnicity of the person at this organization who told you about this unit?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know

44. Which of the following best describes the type of visit you had?

- Went to an open house with other people
- Private viewing with a rental agent
- Private viewing with landlord
- Other

45. Sometimes people do things to increase the chance that a potential landlord will treat them well. Did you do any of the following things when you made this visit?

- Dressed differently [yes/no]
- Spoke differently [yes/no]
- Brought a partner/friend/children [yes/no]
- Mentioned your career or professional background [yes/no]
- Left partner/friend/children at home [yes/no]
- Had someone else check the unit out (yes/no)

46. How many apartments or rental houses have you submitted applications for?

- 0-99 [if respondent doesn't know provide a range]
- 0 *[if 0, skip to demographic questions]*
- 1
- 2-3
- 4-5
- 6-10
- More than 10

47. How many times has your application been denied?

- 0-99 [if respondent doesn't know provide a range]
- 0 [if 0 skip to demographic questions]
- 1
- 2-3
- 4-5
- 6-10
- More than 10

48. Why were your applications denied? [open-ended question with field-coding] [Check all that apply]

- Someone else applied first
- Problem with references
- Problem with credit/rental/criminal history
- Income too low
- Was not told why/Never heard back from landlord or management company
- Other (specify)

--ASK DEMOGRAPHIC QUESTIONS--

Still Searching Module

Search Background

These first few questions are about whether there have been any changes to your housing search since your last interview.

1. [If Current Searcher Baseline answer to Q8 = No specific search end date] When we last talked you said that you had no set date by which you had to finish your housing search, is that still the case?
 - Yes [If Yes, skip to Q4]
 - No [Skip to Q3]

2. [If Current Searcher Baseline answer to Q8 = Yes, specific end date] The last time we talked to you, you said you wanted to finish the search by X date [insert date from CSS Wave 1] Is this still the goal?
 - Yes [Skip to Q4]
 - No [Skip to #3]

3. By what date do you have to move out of your current housing? (Record mm/dd/yyyy)

4. When we last spoke, you said that the maximum amount you were willing to pay per month in rent is [Insert Amount or range from wave 1, Q19]. is that still the case?
 - Yes [Skip to Q6]
 - No [Skip to Q5]

5. What is the new maximum amount you are willing to pay? [Ask for # and if they can't give it provide range]
 - 0-\$799
 - \$800-\$1,599
 - \$1,600-\$2,399
 - \$2,400-\$3,199
 - \$3,200 or more

5A. IF MAXIMUM WENT UP OR DOWN, ASK: In comparing your response to last time, it looks like you [increased/decreased] the amount of rent you were willing to pay. Can you tell me why you [increased/decreased] it?

Search Goals

Now I am going to ask you a few questions about the kind of neighborhood and home you would like to live in.

6. I am going to read to you the neighborhood[s] or area[s] that you said you were interested in at your last interview; please tell me if you are still searching in these neighborhoods or areas.
[read list from prior wave and ask yes/no for each neighborhood]

7. [For three neighborhoods, randomly selected among Nos] Why are you no longer searching in this neighborhood? [open-ended, field-code response]
 - Available units were not in my price range
 - School quality
 - Crime/safety
 - Neighbors
 - Did not think it would be welcoming to people of my race/ethnicity
 - Too far from family or friends
 - Too far from work or school
 - Lacked amenities (e.g., parks, restaurants, shopping)

8. Are there any additional neighborhoods or areas that you have started considering since our last interview?
 - Yes
 - No [Skip to Q10]

9. If yes, what neighborhood or neighborhoods are you now considering?
 - [List]

10. How important are each of the following neighborhood factors to you in deciding where to live? (For each factor, tell me if you consider it very important, somewhat important, not very important, or not at all important)
 - Convenience to workplace and/or school
 - Convenience to friends or family
 - Amenities like restaurants, grocery stores, theaters, shopping, and doctor's offices in the neighborhood
 - Convenience to public transportation
 - Quality of public services like libraries, playgrounds, and community centers
 - Quality of the schools
 - Safety of the neighborhood
 - The mix of racial and ethnic groups in the neighborhood

10A. [Randomly select 3 items where there is a change in direction of one degree or more from BASELINE; ALWAYS ask about R/E Composition, if 1 degree or more change] Sometimes people change their minds about what they are looking for in their housing. In comparing your responses to your last interview, it looks like [insert neighborhood factor] has become [more/less] important to you. Can you tell me why you changed your mind about how important it is?

[open ended]

11. How important are each of the following unit features to you in deciding where to live? (For each factor, tell me if you consider it very important, somewhat important, not very important, or not at all important) (Modified from EHAP demand survey)

- The rent you pay for it
- Home's appearance and layout
- The size of the home or number of rooms
- The size of the building or number of units
- Quality of the landlord or management company
- Security of the building
- Amenities in the building like laundry facilities, parking, and other on-site facilities
- Knowing the landlord or management company before you move in
- The kind of lease arrangement—such as a month to month, long-term, or no lease
- Other (specify)

11A. *[Randomly select 3 items where there is a change in direction of one degree or more from BASELINE]* Sometimes people change their minds about what they are looking for in their housing. In comparing your responses to your last interview, it looks like [insert unit feature] has become [more/less] important to you. Can you tell me why you changed your mind about how important it is?

14. Which is more important to you at this point in your search, the unit itself, or the neighborhood where it is located, or are both equally important?

- The unit itself
- The neighborhood where it is located
- Both are equally important

[Compare to answer in Baseline] Sometimes people change their minds about what they are looking for in their housing. In comparing your responses to your last interview, it looks like *[insert change in preference for unit or neighborhood]*. Can you tell me why you changed your mind about how important it is?

Inquiring about units: During a housing search, people sometimes contact the landlord or property management company to gather additional information about the unit to decide if they want to continue considering it.

15. Since we last talked to you, how many housing units have you inquired about, that is, for how many units have you contacted the landlord, management company, or current tenant(s) to find out more information?

0-99. [If they don't know, provide ranges:]

- 0 [if 0, skip to
- 1
- 2
- 3-5
- 6-10
- 11-15
- More than 15

16. We would like to know what sources of information you use to find out about possible units.

- First, do you hear about units from someone you know? ((yes/no)
- Do you see or hear an advertisement for them? (yes/no)
- Do you see signs in the windows of units or buildings? (yes/no)
- Do you learn about them from a professional service? (yes/no)
- Do you learn about them on social media? (yes/no)
- Do you learn about them from community or religious organizations? (yes/no)
- Do you use some other sources? (IF YES: SPECIFY)

[if someone you know ask 15-16]

17. What best describes your relationship to the person who you talked to about units? Were they:

- A family member
- A friend
- A co-worker
- A roommate
- A neighbor

18. What best describes the race and ethnicity of the person/people who you talked to about units?

- Hispanic, Latino
- White
- Black or African American
- Asian
- Other (Record verbatim)
- Don't know

[if advertisement ask q17]

17. Where are these ads? Are they in newspapers, on a website, billboard, radio?

- Newspaper
 - Which newspaper
- Website
 - Which website

- Billboard
- Radio
 - o Which station

[if professional service ask q18]

18. Did the professional service include an actual person who talked to you about units?

- Yes
 - o What best describes the race and ethnicity of this person?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know
- No

[if social media ask q19]

19. Which social media sites have you used?

- Facebook
- Twitter
- Myspace
- Email listservs (e.g., community listservs, interest group listservs)
- Other social media

[if community or religious organization ask q20]

20. What is the name of the community or religious organization? *Record verbatim*

- o What best describes the race and ethnicity of the person at this organization who talked to you about units?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know

21. As you are searching, do you use any of the following ONLINE social media networks to let people know you were looking for a place to live?

- Do you use Facebook? [yes/no]

- Do you use Twitter? [yes/no]
 - Do you use Myspace? [yes/no]
 - Do you use email listservs (community listservs, interest group listservs)?
 - Do you use other social media? [yes/no]
22. How have you used the people you know to assist with the housing search? (select all that apply)
- To find out about rental vacancies (y/n)
 - To find rentals that did not require a background check or other application requirements (y/n)
 - To learn more about specific neighborhoods (y/n)
 - To find landlords that would not discriminate against people of my race/ethnicity (y/n)
23. In general, since our last interview, have you inquired about units through email, phone calls, in-person visits, or some other way?
- Email
 - Phone
 - In-person visit
 - Other (specify)
24. In general, how difficult has it been to get the information you needed through your inquiries?
Was it very difficult, somewhat difficult, not very difficult, or not at all difficult?
- Very difficult
 - Somewhat difficult
 - Not very difficult
 - Not at all difficult

Visiting Apartments

Now I am going to ask you some questions about your attempts to visit apartments or homes you were interested in renting.

25. Since our last interview, how many units have you *visited in-person*?
- 0-99. [if respondent does not know exact amount provide ranges]
- 0
 - 1
 - 2
 - 3-5
 - 6-10
 - 11-15
 - More than 15
26. Were there any other units that you would have liked to visit in the last 10 days but were unable to see?

- Yes
- No [Skip to 38]

27. Which of the following factors prevented you from visiting these units? Was it because you didn't have transportation, your schedule prevented you from seeing it, the unit was occupied, or was there some other reason?

- Didn't have transportation to get to the building
- My schedule prevented me from seeing it
- Unit was occupied
- Other reason (specify)

[If q25 >3]: Now I am going to ask you about the 3 units you most recently visited (if q25 = less than 4, read:) Now I am going to ask you about each of the units you visited starting with the most recent one.

[if q25=0 [If Wave 2 Interview proceed to exit script]

[If Wave 3 interview proceed to summary questions]

26. What was the address of this unit?

- Street, City, State, Zip
- [if don't know] Do you remember the cross streets or general area?

27. What neighborhood or community was it in?

- [record]

28. Did you continue to consider this neighborhood after your visit?

- Yes
- No

29. [if no] Why did you stop considering this neighborhood after your visit? [yes/no]

- Did not feel safe
- Lack of amenities
- Too far from school/work
- Too far from public transportation
- Racial composition of neighborhood
- Felt discriminated against/unwelcome in neighborhood

30. Which of the following best describes the type of visit you had?

- Went to an open house with other people
- Private viewing with a rental agent
- Private viewing with landlord
- Other

31. How satisfied were you with the way you were treated during this visit?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not at all satisfied

32. Did you feel you were treated unfairly during your visit because of your race or ethnicity?

- Yes
- No
- Not sure

33. Sometimes people do things to increase the chance that a potential landlord will treat them well. Did you do any of the following things when you made this visit?

- Dressed differently [yes/no]
- Spoke differently [yes/no]
- Brought a partner/friend/children [yes/no]
- Mentioned your career or professional background [yes/no]
- Left partner/friend/children at home [yes/no]
- Had someone else check the unit out [yes/no]

34. Did you decide to submit an application for this unit?

- Yes
- No

IF NO: Why did you decide not to submit an application for this unit? (open ended)

35. [If applied] Was your application accepted?

- Yes
- No
- Don't know yet

36. [if no] Why was your application denied?

- Someone else applied first
- Problem with references
- Problem with credit/rental/criminal history
- Income too low
- Was not told why/Never heard back from landlord or management company
- Other (specify)

37. [if q35 = Yes] Are you hoping on moving into this unit?

- Yes
- No

38. [if no] Why not? (open-ended)

[repeat questions 26-38 for all visits made by respondent or, if respondent visited more than 3 units, the 3 most recent visits]

{IF WAVE 2 Interview—proceed to Exit Script Module}

[If Wave 3 interview proceed to summary questions]

Summary Questions

This is our last interview, so even though your search is still going on, I am going to ask you a few questions about how the search has gone so far and how you think it will end.

39. What statement best describes why you think you are still searching for a unit?

- Haven't found the perfect unit yet
- Haven't found a unit that meets my basic needs
- Don't need to move yet/enjoy searching

40. Would you say this housing search has been extremely difficult, very difficult, somewhat difficult, only a little difficult, or not at all difficult? (CAS)

- Extremely difficult
- Very difficult
- Somewhat difficult
- Only a little difficult
- Not at all difficult

[If Q40 =Not at all difficult skip to Q42]

41. What has made the process difficult? (open ended question coded by interviewer)

- Finding units in my price range
- Feeling rushed to move
- Gathering information about units
- Gathering information about neighborhoods
- Finding transportation or child care so I could visit units
- Feeling discriminated against because of my race or ethnicity
- Finding landlords that would rent to me
- Application requirements
- Application fees
- Other (specify)

[if search has no definite end date skip to end]

42. How confident are you that you will be able to find a new home or apartment before you have to move out of your current residence?

- Extremely confident
- Very confident
- Somewhat confident
- Not at all confident

43. During your search, did you ever feel that you were denied housing because the rental agent or landlord didn't want to rent to you because of your race or ethnicity?

- Yes
- No

44. During your search, did you ever feel that a rental agent or landlord was showing you only units in certain neighborhoods because of your race or ethnicity?

- Yes
- No

45. During your search, did you ever feel that the other residents in the building or neighborhoods that you visited treated you unfairly because of your race or ethnicity?

- Yes
- No

46. Did you ever feel that when you were applying to rent a unit you were treated unfairly because of your race or ethnicity?

- Yes
- No

[Go to exit script module]

Done Searching Module

Introductory Text

We would like to ask you some questions about how your housing search ended and your housing search activities since your last interview. This will only take about 20 minutes and you will receive a gift of \$50 to thank you for your time. We respect your privacy, and your name will not be linked to any of your answers. The study is completely voluntary, and you can refuse to answer any question or stop the study at any time. May I continue?

Housing Basics

1. When did you stop your housing search?

Record MM/DD/YYYY

2. Have you actually moved into your new home yet or are you in the process of moving?
 - Actually moved
 - Still in the process

[Note to DIR: this is just to determine the phrasing of the questions about the respondent's new home, the rest of the questions assume that the respondent has actually moved]

3. What is your current street address?

[Try to get actual street address if possible]

4. Do you currently live in a house, apartment, condo, trailer, rent a room, or other?
 - Live in a house that I rent
 - Live in an apartment building
 - Live in a condo building
 - Live in a mobile home or trailer
 - Rent a room in a house
 - Other (*record verbatim*)

5. Do you currently have a year-long lease, month-to-month lease, an informal agreement to pay rent, are you not paying rent, or do you have some other arrangement?
 - Year-long lease
 - Month-to-month lease
 - Informal agreement to pay someone rent (including family and friends)
 - Not paying rent
 - Have some other arrangement (*record verbatim*)

6. What is your current rent? (*record verbatim; record "00" if not paying rent currently*)

7. Is that per week, every other week, per month, or other?

- Weekly
- Every other week
- Every month
- Other (record time frame)

NEIGHBORHOOD -SPECIFIC QUESTIONS

Now I would like to ask you questions about the neighborhood you recently moved to.

8. Overall, how would you rate your new neighborhood on a scale of 1 to 10, with 10 being the best and 1 being the worst? (AHS)

9. Is this new neighborhood better, worse, or about the same as your previous neighborhood? (AHS)

- Better
- Worse
- About the Same
- Same Neighborhood
- Don't Know

10. How important were each of the following neighborhood factors to you in deciding where to live? For each factor, tell me if you considered it very important, somewhat important, not very important, or not at all important...

- Convenience to workplace or school
- Convenience to friends or family
- Amenities like restaurants, grocery stores, theaters, shopping, and doctor's offices in the neighborhood
- Convenience to public transportation
- Quality of public services like libraries, playgrounds, and community centers
- Quality of the schools
- Safety of the neighborhood
- The mix of racial and ethnic groups in the neighborhood

11. *[randomly select 3 items where there was a change in importance from prior wave; ALWAYS ask about R/E Composition, if 1 degree or more change]* In comparing your responses to your last interview, it looks like *[insert neighborhood factor]* became *[more/less]* important to you. Can you tell me why you changed your mind about how important it was?

12. *[For each factor respondent selected as very or somewhat important]* How satisfied are you with the [insert neighborhood factor] in your neighborhood? Are you...

- Very satisfied
- Somewhat satisfied
- Only a little Satisfied
- Not at all satisfied
- Not sure

UNIT-SPECIFIC QUESTIONS

Now I am going to ask you some questions about the building and home that you currently live in.

13. How many bedrooms does your unit have?

- 0-99

[If Q1 = Apartment Building or Condo, ask 13; otherwise skip to Q14]

14. How many units are there in your building?

- 4 or fewer
- 5 to 50
- more than 50

15. Did you or your family or friends know your landlord or management company prior to moving into your unit?

- Yes, I did
- Yes, my friends or family did
- No

16. Is this housing unit better, worse, or about the same as your previous home?

- Better
- Worse
- About the Same
- Don't Know

17. How important were each of the following unit features to you in deciding where to live? For each factor, tell me if you considered it very important, somewhat important, not very important, or not at all important...

- The rent you pay for it
- Home's appearance and layout
- The size of the home or number of rooms
- The size of the building or number of units
- Quality of the landlord or management company
- Security of the building

- Amenities in the building like laundry facilities, parking, and other on-site facilities
 - Knowing the landlord or management company before you move in
 - The kind of lease arrangement—such as a month to month, long-term, or no lease
 - Other (specify)
18. *[Randomly select 3 items where there is a change in direction of one degree or more from PRIOR WAVE]* Sometimes people change their minds about what they are looking for in their housing. In comparing your responses to your last interview, it looks like *[insert unit feature]* has become *[more/less]* important to you. Can you tell me why you changed your mind about how important it is?
19. *[For each feature respondent considers very or somewhat important in Q16]* How satisfied are you with the *[unit feature]* in your new home? Are you
- Very satisfied
 - Somewhat satisfied
 - Only a little satisfied
 - Not at all satisfied
 - Not sure

Gathering information: Now I am going to ask you some questions about how you found your new home and how you gathered information in general about homes during your housing search.

20. We would like to know how you first heard about the unit that you moved into. Would you say you heard about it from someone you knew, saw or heard an advertisement for it, saw a sign in the window, learned about it from a professional service, learned about it through social media, or some other way?
- Someone you knew
 - Advertisement
 - Sign on the window
 - Professional service
 - Social media
 - Other

[if someone you knew ask 21-22]

21. What best describes your relationship to the person who told you about this unit, was it:
- A family member
 - A friend
 - A co-worker
 - A roommate
 - A neighbor
22. What best describes the race and ethnicity of the person/people who told you about this unit?
- Hispanic, Latino

- White
- Black or African American
- Asian
- Other Race (Record verbatim)
- Don't know

[if advertisement ask q23]

23. Where was this ad? Was it in a newspaper, on a website, billboard, radio?

- Newspaper
 - o Which newspaper
- Website
 - o Which website
- Billboard
- Radio
 - o Which radio station?

[if professional service ask q24]

24. Did the professional service include an actual person who told you about the unit you moved into?

- Yes
 - o What best describes the race and ethnicity of this person?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other Race (Record verbatim)
 - Don't know
- No

[if social media ask q25]

25. Which social media site did you use to find the unit?

- Facebook
- Twitter
- Myspace
- Email listservs (e.g., community listservs, interest group listservs)
- Other social media

[if other ask q26]

26. What was the other way that you found out about this unit? *[open-ended]*

[Failed searchers start here; ask failed searchers Q1 as well]

27. Between the last time we talked to you and when you ended your search, how many housing units did you inquire about? That is, for how many units did you contact the landlord, management company, or current tenant(s) to find out more information?

0-99. [If they don't know, provide ranges:]

- 0
- 1
- 2
- 3-5
- 6-10
- 11-15
- More than 15

28. Now we would like to ask you about sources of information you used in general to find out about all the units you considered during your search.

- First, did you hear about units from someone you know? ((yes/no)
- Did you see or hear an advertisement for them? (yes/no)
- Did you see signs in the windows of units or buildings? (yes/no)
- Did you learn about them from a professional service? (yes/no)
- Did you learn about them on social media? (yes/no)
- Did you learn about them from community or religious organizations? (yes/no)
- Did you use some other sources? (IF YES: SPECIFY)

[if someone you know ask 29-30]

29. What best describes your relationship to the person who you talked to about units? Were they:

- A family member
- A friend
- A co-worker
- A roommate
- A neighbor

30. What best describes the race and ethnicity of the person/people who you talked to about units?

- Hispanic, Latino
- White
- Black or African American
- Asian
- Other (Record verbatim)
- Don't know

[if advertisement ask q31]

31. Where are these ads? Are they in newspapers, on a website, billboard, radio?

- Newspaper
 - Which newspaper
- Website
 - Which website
- Billboard
- Radio
 - Which station

[if professional service ask q32]

32. Did the professional service include an actual person who talked to you about units?

- Yes
 - What best describes the race and ethnicity of this person?
 - Hispanic
 - White
 - Black or African American
 - Asian
 - Other (Record verbatim)
 - Don't know
- No

[if social media ask q33]

33. Which social media sites have you used?

- Facebook
- Twitter
- Myspace
- Email listservs (e.g., community listservs, interest group listservs)
- Other social media

[if community or religious organization ask q34]

34. What is the name of the community or religious organization? *Record verbatim*

- What best describes the race and ethnicity of the person at this organization who talked to you about units?
 - Hispanic
 - White

- Black or African American
- Asian
- Other (Record verbatim)
- Don't know

35. When you were searching, did you use any of the following ONLINE social media networks to let people know you were looking for a place to live?

- Did you use Facebook? [yes/no]
- Did you use Twitter? [yes/no]
- Did you use Myspace? [yes/no]
- Did you use email listservs (community listservs, interest group listservs)?
- Did you use other social media? [yes/no]

36. How did you use the people you know to assist with the housing search? (select all that apply)

- To find out about rental vacancies (y/n)
- To find rentals that did not require a background check or other application requirements (y/n)
- To learn more about specific neighborhoods (y/n)
- To find landlords that would not discriminate against people of my race/ethnicity (y/n)

37. In general, since our last interview, did you inquire about units through email, phone calls, in-person visits, or some other way? (check all that apply)

- a. Email
- b. Phone
- c. In-person visits
- d. Other (specify)

38. Overall, how difficult was it to get the information you needed through your inquiries. Would you say:

- a. Extremely difficult
- b. Very difficult
- c. Somewhat difficult
- d. A little difficult
- e. Not at all difficult

Search Goals

Now I am going to ask you a few questions about the kind of neighborhood and home you told me the last time we spoke that you would like to live in.

39. I am going to read to you the neighborhood or neighborhoods that you said you were interested in at your last interview; please tell me if you stopped considering any of these neighborhoods during your search.

[read list from prior wave and ask yes/no for each neighborhood]

40. [For each no] Why did you stop including this neighborhood in your search? [open-ended, field-code response]

- Available units were not in my price range
- School quality
- Crime/safety
- Neighbors
- Did not think it would be welcoming to people of my race/ethnicity
- Too far from family or friends
- Too far from work or school
- Lacked amenities (e.g., parks, restaurants, shopping)

41. Since the last time we talked, did you add any more neighborhoods to the list of places where you searched for housing?

- Yes
- No

42. If yes, what neighborhood or neighborhoods?

[List]

Visiting Apartments

Now I am going to ask you some questions about your attempts to visit apartments or homes you were interested in renting.

43. Since our last interview, how many units have you *actually visited* in person?

0-99. [if respondent does not know exact amount provide ranges]

- 0
- 1
- 2
- 3-5
- 6-10
- 11-15
- More than 15

44. Were there any other units that you would have liked to visit in the last 10 days but were unable to see?

- Yes

- No [Skip to 37]

45. Which of the following factors prevented you from visiting these units? Was it because you didn't have transportation, your schedule prevented you from seeing it, the unit was occupied, or was there some other reason?

- Didn't have transportation to get to the building
- My schedule prevented me from seeing it
- Unit was occupied
- Other reason (specify)

[If q43 >3, say:] Now I am going to ask you about the 3 units you most recently visited.

If q43 less than 4, say]: Now I am going to ask you about each of the units you visited starting with the most recent one; [if Q43=0, skip to 58]

46. What was the address of this unit?

- Street, City, State, Zip
- [if don't know] Do you remember the cross streets or general area?

47. What neighborhood was it in?

- [record]

48. Did you continue to consider this neighborhood after your visit?

- Yes [skip to 50]
- No

49. [if no] Why did you stop considering this neighborhood after your visit? [yes/no]

- Did not feel safe
- The neighborhood did not have amenities like restaurants, bars, shopping, and parks
- Too far from school/work
- Too far from public transportation
- Not enough on-street parking
- Racial/ethnic mix of neighborhood
- Other

50. How satisfied were you with the way you were treated during this visit?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not at all satisfied

51. Did you feel you were treated unfairly because of your race or ethnicity?

- Yes

- No
- Not sure

52. Sometimes people do things to increase the chance that a potential landlord will treat them well. Did you do any of these things when you made this visit?

- Dressed differently [yes/no]
- Spoke differently [yes/no]
- Brought a partner/friend/child [yes/no]
- Mentioned my career or professional background [yes/no]
- Left partner/friend/child at home [yes/no]
- Had someone else check the unit out [yes/no]

53. Did you decide to submit an application for this unit?

- Yes
- No

54. [If Yes] Why did you apply for this unit? [open-ended, field-coded]

- Liked the building
- Liked the unit
- Affordable
- Liked the neighborhood
- Liked the landlord/management company
- Tired of searching
- Needed to move quickly
- Other (specify)

55. [If no] Why did you decide not to apply for this unit? [yes/no for each]

- Price too high
- Did not like the unit
- Did not like the building
- Did not like the landlord or management company
- Did not like the neighbors
- [for group houses] Did not like people living in the house

56. [If applied] Was your application accepted?

- Yes
- No

57. [if no] Why was your application denied?

- Someone else applied first
- Problem with references
- Problem with credit/rental/criminal history
- Income too low
- Was not told why/Never heard back from landlord or management company

- Other (specify)

[Repeat questions until you have asked about all units respondent visited or, if respondent visited more than 3 units, the 3 most recent]

Search Outcome Now I am going to ask you a few questions about your decision to end your search.

58. Would you say this housing search was extremely difficult, very difficult, somewhat difficult, only a little difficult, or not at all difficult? (Chicago Area Study)

- Extremely difficult
- Very difficult
- Somewhat difficult
- Only a little difficult
- Not at all difficult

[If Q58 =Not at all difficult skip to Q60]

59. What made the process difficult? (Ask yes/no for each response option)

- Finding units in my price range
- Feeling rushed to move
- Gathering information about units
- Gathering information about neighborhoods
- Finding transportation to get to units
- Finding someone to take care of my children so I could visit units
- Being treated unfairly because of my race or ethnicity
- Finding landlords that would rent to me
- Were there any other reasons why it was difficult? If yes, please specify...

60. During your search, did you ever feel that you were denied housing because the rental agent or landlord didn't want to rent to you because of your race or ethnicity?

- Yes
- No

61. During your search, did you ever feel that a rental agent or landlord was showing you only units in certain neighborhoods because of your race or ethnicity?

- Yes
- No

62. During your search, did you ever feel that the other residents in the building or neighborhoods that you visited treated you unfairly because of your race or ethnicity?

- Yes

- No

63. Did you ever feel that when you were applying to rent a unit you were treated unfairly because of your race or ethnicity?

- Yes
- No

[If moved skip to exit script]

64. Why did you decide not to move? [open-ended with field coding]

- Was told I could remain in my current home
- Moving was too expensive
- Life circumstance changed
- Did not find any units that met all my criteria
- Other (specify)

65. Do you think you might move in the next couple of years? (PSID)

- Yes
- No
- Don't Know

66. [if Q57=Yes] Would you say you definitely will move, probably will move, or are you more uncertain?

- Definitely
- Probably
- Uncertain

- [Go to exit script module]

Demographic Questions

(Asked at conclusion of Recent Mover Module, and Current Searchers Wave 1 Baseline Test)

We are almost done. Now I would like to ask you some basic questions about your background.

Demographics

AGE, GENDER, MARITAL STATUS

D_1 What is your year of birth? (enter YYYY)

[Calculate and confirm age]

D_2 Are you male or female?

- Male
- Female

D_3. Are you currently—married, widowed, divorced, separated, or have you never been married?

- Married
- Widowed
- Divorced
- Separated
- Never Married

SOCIAL CLASS (INCOME/EDUCATION/OCCUPATION)

D_4 Was your total household income for the year 2014, from all sources, before taxes, more or less than \$60,000?

If less than \$60,000 ask: Was it less than \$40,000?

Yes

No: *skip to D5*

\$60,000 exactly: *skip to D5*

If less than \$40,000 ask: Was it less than \$20,000

Yes

No: *skip to D5*

Exactly \$40,000: *skip to D5*

If more than \$60,000 ask: Was it more than \$80,000?

Yes:

No: skip to D5

Exactly \$80,000: Skip to D5

If more than \$80,000, ask: Was it more than \$100,000?

Yes:

No: skip to D5

Exactly \$100,000: Skip to D5

If more than \$100,000, ask: Was it more than \$150,000?

Yes

No:

Exactly \$150,000

D_5 What is the highest level of school you have completed or the highest degree you have earned?
(AHS 2011, Modified)

- Less than high school diploma
- High school graduate - High school DIPLOMA or equivalent (For example: GED)
- Some college but no degree
- Associate degree
- Bachelor's degree [For example: BA, AB, BS]
- Master's degree , Professional School Degree, Doctorate Degree, [For example: MA, MS, MEng, MEd, MSW, MBA, MD, DDS, DVM, LLB, JD),PhD, EdD]

D_6 What is your current employment status? [Respondent can select all that apply]

- Employed full time (40 hours/week or more)
- Employed part time
- Unemployed, looking for work
- Unemployed, other reason (e.g receives SSI, cannot work due to disability)
- Student
- Retiree
- Stay at home parent

- Other (?)

D_7 Were you born in the United States?

- Yes
- No

D_8 Did anyone in your household that moved with you have a disability that requires special housing accommodations?

- Yes
- No

D_9 How many automobiles, excluding vans or trucks, are kept at home for use by members of your household? (AHS)

- None
- 1-5, or more [*record number*]

[Recent Mover Module, and Current Searchers Wave 1 Baseline Test: Conclude with Exit Script]

Exit Script

[Read to all] Thank you very much for participating in this survey.

FOLLOW-UP INTERVIEWS CONSENT & CONTACT INFO [CURRENT SEARCHERS ONLY, Baseline Wave 1 and Still Searching at Wave 2]

Since you are in the middle of your search, we would like to check back in with you in about 10-14 days to see how things are going with the search, and conduct another short survey—the next one should be about 20 minutes. We will provide you with another \$50 in appreciation for your cooperation. Do I have your permission to contact you again in 10-14 days?

[If YES:] Thank you very much. In order to make this as easy as possible, could you please tell me if this is the best phone number to reach you? That is...*[insert from Screener]* XXX XXX XXXX?

Is that a cell phone, home phone, or other?

Could you provide me with another phone number where you can be reached?

Is that a cell phone, home phone, or other?

Do you have an email address that you would like to be reached at?

Some people find it easier to arrange an interview in advance, and one way we could do this is by text or email. What is the best way to reach you for this purpose? X phone number, X phone number, or email?

[If phone] What time of day is the best to reach you? Morning, Afternoon, Evening, or anytime?

Are any days better than others?

-[Note day(s) of week]

-[If any, record:] ANY

[If NO]: [Interviewer should attempt to identify the reason for the “no” response and if appropriate try to address the concerns and convert any soft refusals. Standard DIR refusal conversion practices for soft refusals will be undertaken. Hard refusals will not be pursued.]

VERIFICATION OF ADDRESS FOR MAILING [ALL HOUSING SEARCH STUDY RESPONDENTS AT ALL WAVES]

We would like to send you a mailing that will include \$50 for today’s interview. Let me just verify the information you gave me earlier. *[XXX –insert from screener]* is your current street address? Is this where you receive mail, or do you receive mail at a different address?

[Same address] Thanks.

[Different mailing address-e.g. PO box- record street, city, zip] Thanks.

[if CURRENT SEARCHER BASELINE AND CONSENTED TO WAVE 2] We'll also be sending you a housing log that you can use to help keep track of your search experiences. The log is a place for you to write down notes on the different homes you call about or visit, and it will have some maps of different neighborhoods inside. Using the log is completely optional, and you don't have to use it, but we hope you find it useful for keeping track of the different places you search. If you do decide to use it, please keep it close by so that when we contact you again for the follow-up call you will have it on hand.

IDI RECRUITMENT MODULE [RECENT MOVERS AND CURRENT SEARCHERS 'DONE SEARCHING' AT WAVE 2 OR 3]

Lastly, we are working with researchers at the Urban Institute on this project, and they will also be conducting a small number of in-person interviews with some of the participants in this project. Participants would receive \$100 compensation for this interview. We would like to share your contact information with researchers at the Urban Institute who are working with us on this research. If you meet their criteria, one of the researchers may contact you to explain the study and see if you are interested in participating. I should note that your contact information is always kept separate from your survey responses, and we will not share the contact information with anyone outside of the researchers involved in the project.

Is it ok for us to share your information with the Urban Institute and have their staff reach out to you for this in-person interview?

[If YES and RECENT MOVER or CURRENT SEARCHER WHO REFUSED CALL-BACK]: Thank you very much. In order to make this as easy as possible, could you please tell me if this is the best phone number to reach you? That is...[insert from Screener] XXX XXX XXXX?

Is that a cell phone, home phone, or other?

Could you provide me with another phone number where you can be reached?

Is that a cell phone, home phone, or other?

Do you have an email address that you would like to be reached at?

Some people find it easier to arrange an interview in advance, and one way we could do this is by text or email. What is the best way to reach you for this purpose? X phone number, X phone number, or email?

[If phone] What time of day is the best to reach you? Morning, Afternoon, Evening, or anytime?

Are any days better than others?

-[Note day(s) of week]

-[If any, record:] ANY

[If NO: Continue to text below]

SNOWBALL SAMPLING [ALL HOUSING SEARCH STUDY RESPONDENTS AT ALL WAVES]

We are still looking for more people who have recently moved or who are currently looking for housing and we are hoping that the people we've talked to already can help spread the word. In addition to your \$50 for this interview, we will mail you fliers about the Housing Search Study. We would appreciate it if you could give these fliers and the information about this study to anyone you know—this might be neighbors, friends, acquaintances—who might also be searching for housing or have recently moved.

Thank you for completing the interview survey! Your answers will help researchers better understand how and why people search for housing. You should expect to get a package from us around XX date.

[if consented to CURRENT SEARCHER Wave 2/Wave 3, add:] And you will hear from us in XX to XX days for your [second/third] interview.

