

APPENDIX E. Communications to RAD Evaluation Survey Respondents

- Appendix E-1: Proposed Pre-Notification Email from HUD for PHA and Lender Web Survey
- Appendix E-2: Proposed Email Survey Invitation for PHA and Lender Web Survey
- Appendix E-3: Proposed Follow-Up Message for Non-respondents for PHA and Lender Web Survey
- Appendix E-4: Proposed Web Survey Instructions
- Appendix E-5: Proposed Resident Enrollment Cover Letter
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Appendix E-1: Proposed Pre-Notification Email from HUD for PHA and Lender Web Survey

To be sent after OMB approval, and prior to the web survey invitation from Econometrica

Dear [PHA or Lender Contact Name],

I am writing on behalf of the U. S. Department of Housing and Urban Development (HUD) to ask for your help with an important study being conducted for HUD to better understand the impact and effectiveness of the Rental Assistance Demonstration (RAD). In the next few days, you will be contacted through email by Econometrica, Inc. the company HUD contracted to help us collect this information. Please note that some people who did not participate in RAD are being asked to complete the survey as well.

I hope you will take [estimated time burden to be inserted here] of your time to answer our questions.

I am writing in advance because many people like to know ahead of time that they will be contacted. I also want you to know that all of your answers will be used only for research purposes and will not be published in any way that would identify you without your consent. The research can only be successful with the generous help of people like you. You may also want to review the survey that will be sent to you so that you can ask your colleagues for input and information needed to respond. Please add [email address survey will come from] to your email contact list to ensure that you receive the message.

I thank you in advance for your help. Most of all, I hope that you enjoy the opportunity to help us evaluate the RAD effort.

Sincerely,

[HUD Official Name]

Department of Housing and Urban Development

[HUD Official Title]

Appendix E-2: Proposed Email Survey Invitation for PHA and Lender Web Survey

To be sent following the above pre-notification from HUD

Dear [name of RAD PHA or Lender project contact will be inserted here]:

The U.S. Department of Housing and Urban Development is seeking your help. HUD needs your feedback as part of an evaluation of the Rental Assistance Demonstration (RAD). The purpose of the study is to assess the demonstration's effectiveness and to identify areas for improvement. HUD's Office of Policy Development and Research (PD&R) has contracted with Econometrica, Inc., a small business located in Bethesda, Maryland, to conduct an independent evaluation of the RAD. One of the vehicles for accomplishing this research is a Web-based survey. We are asking you to complete the Web survey when you receive it. The information is needed to respond to a request from Congress, but will also help HUD in considering the future of RAD.

You have been selected to participate in the Web survey. While your participation in this survey is **voluntary**, it is important that you respond. What you tell us will help in the evaluation of the RAD. I also want you to know that all of your answers will be used only for research purposes and will not be published in any way that would identify you without your consent.

This survey should take you [# minutes] [this will be filled in individually on the Web survey, depending on the respondents' RAD participation or nonparticipation status] to complete. Please answer each question. You may access the survey at this secure link: [individual URL will be inserted here]. Note that this link is unique to you – please do not share it with anyone. You may return to the survey as many times as needed by [12 days from date of email] in order to complete your responses. However, once you press the [Done] button, you will transmit your responses to Econometrica and cannot return to the survey. You may also use the attached PDF version to prepare for responding, such as by asking your colleagues for input, referencing records, etc. Keep in mind that you will need to enter your responses in the survey link.

If you have any questions about the Web survey or the evaluation, please do not hesitate to contact Econometrica at [insert a phone or email address here]. We will be pleased to assist you.

Thank you in advance for your assistance.

Sincerely,

Econometrica, Inc.

Appendix E-3: Proposed Follow-Up Message for Non-respondents for PHA and Lender Web Survey

To be sent to any contact not responding within 12 calendar days of receipt of the invitation.

Dear [Contact Name]

Recently we sent you a link to a Web Survey because you were selected to participate in a study evaluating the HUD Rental Assistance Demonstration (RAD).

Please complete the Web Survey at your soonest convenience. I also want you to know that all of your answers will be used only for research purposes and will not be published in any way that would identify you without your consent. We are so grateful for your help with this important study!

Please contact Econometrica, Inc. at [phone number or email address] if you have not received the email with the Web Survey link, or if it was misplaced. Econometrica, Inc. will get another one to you today. Please also contact Econometrica with any questions or concerns about the Web Survey.

Sincerely,

[HUD Official Name]

Department of Housing and Urban Development

[HUD Official Title]

Appendix E-4: Proposed Web Survey Instructions

To be included on the first page of the Web Survey Link and at the top of the PDF attachment (printable version) of the Web Survey

This survey concerns the RAD number \${prefilled}, originally approved in \${prefilled}; known as \${prefilled}; with the following purpose: \${prefilled}.

You may wish to complete each section of the survey in the PDF version before entering information at the Web site. This will allow you time to access records and confer with your colleagues, as needed. Once you are ready to access the Web Survey, please use the unique link provided to you via email.

You will be able to enter data in each Section [to be listed in numerical form] of the survey. You may enter data into the survey in separate sessions. Editing is allowed until completion. You can go back to a previous page while taking the survey or until you are finished. I also want you to know that all of your answers will be used only for research purposes and will not be published in any way that would identify you without your consent. Also, within the Conclusion section there are a series of confidential questions where you can provide additional information without attribution. Once the [Done] button is clicked, you cannot re-enter the survey. When you click on the [Done] button, the survey will be transmitted to Econometrica and used for the evaluation.

Appendix E-5: Proposed Resident Enrollment Cover Letter

Dear Mr./Ms. XXXXX,

The housing you live in is taking part in a Department of Housing and Urban Development (HUD) program called RAD (Rental Assistance Demonstration Program). RAD is meant to make housing better for residents. The work that will be done may affect your unit.

HUD plans to conduct a survey after the work is finished to find out how residents feel about the RAD program. We are asking for your help and encourage you to participate by taking part in this very important survey. The survey will ask questions about how you feel about the property and what happened while the work was being done. Two companies that conduct research, the Urban Institute and SSRS, will conduct the survey and will keep in touch with you.

We encourage you to please sign up now by filling in the form sent with this letter. The form asks for ways to get in touch with you in case you move before the survey is sent out. SSRS will get in touch with you again while the work is being done on your building to ask if your phone number or address has changed. You can send your form back in the enclosed postage-paid envelope. SSRS will send you a \$5 gift card to thank you for your participation after you return the form.

The survey is voluntary. That is, you can choose to take part in it or not. Your choice will NOT affect your housing. I also want you to know that all of your answers will be used only for research purposes and will not be published in any way that would identify you without your consent. No one at HUD or your housing authority will see your answers or even know that you are part of the study.

If you have any questions or concerns about this study, you can call XXXX at (XXX) XXX-XXX.

Sincerely,

XXXX