Appendix B: Rental Assistance Demonstration

Version I: Resident Impact Survey (for residents in same development as pre-RAD)

Introduction.

Hello, I'm xxxx from SSRS, a research company. You may remember we contacted you some time ago and asked you to help us understand some changes planned for your housing. Around [RAD closing month and year] your development became part of a HUD program called the Rental Assistance Demonstration or RAD program. Two research companies, the Urban Institute and SSRS, have been hired by HUD to conduct a survey to find out how residents feel about the RAD program. You may remember that someone from SSRS enrolled you in this study of RAD around [month & year of enrollment], and you also should have received a letter from HUD about this survey. We are now asking for your help by taking part in this very important survey.

We would like to ask some questions about your housing experience since [RAD closing month and year], to understand whether this program has helped you. This survey will help HUD, your housing authority, and Congress to understand what is working well and what may need to be improved, so your input may also help others. We are offering a \$25 gift card as a thank you for completing the survey. The survey will take about 30 minutes.

Your participation is completely voluntary, that is you can choose to take part in it or not, and you can skip questions you do not wish to answer or stop taking the survey after you begin. Your choice about participating will NOT affect your housing or any housing assistance or help you might be receiving in any way. Neither HUD nor your housing authority will know you participated in the survey or will see your responses to the questions.

Any information you give me will be confidential and your name will not be kept with your responses. All of your responses to the questions will be combined with responses from other residents in your community and in other developments in the RAD program. These responses will only be used for research purposes and will not be published in any way that would identify you.

Do you have any questions before we begin?

Resident Awareness

1.	During this survey I'll refer to the RAD program, and to any changes tha might have been made to indoor and outdoor common spaces in your building or your housing unit that you lived in back in {DATE OF ENROLLMENT}. Have you heard of the RAD program before?		
	Yes	1	
	No	2	

	DON'T KNOW8 REFUSED9		
2.	Thinking about the information you got from your the RAD program, how satisfied are you with how about the program and any changes made under that you are:	they c	communicated to yo
	Very satisfied,1		
	Somewhat satisfied,2		
	Somewhat dissatisfied, or3		
	Very dissatisfied?4		
	NEITHER SATISFIED NOR DISSATISFIED5		
	DON'T KNOW8		
	REFUSED9		
3.	Did you have to move to a different unit while the made?	RAD	changes were being
	Yes1		
	No2		p to Q5}
	DON'T KNOW8		p to Q5}
	REFUSED9	[SKI	o to Q5}
1.	Did you have to move to a different property whil being made?	e the F	RAD changes were
	Yes1		
	No2		
	DON'T KNOW8 REFUSED9		
.	Are you living in the same unit as you were in {D	ATE OF	ENROLLMENT}
	Yes1	{Ski	p to Q9}
	No		
	DON'T KNOW8 REFUSED9		
5.	Are you living in the same property as you were i	n {DAT	E OF ENROLLMENT
	Yes1		p to Q9}
	No2	{Us	e Instrument 2}
	 DON'T KNOW8		
	REFUSED9		
7.	Why didn't you return to the property you lived in	n befor	e RAD?
	No longer receiving any rent assistance	2	{Skip to Q9}
	Still receiving assistance, but PHA told me I couldn't	-	(
	return3		p to Q9}
	Other (specify)4		p to Q9}
	DON'T KNOW8		p to Q9}
	REFUSED9	{Ski	p to Q9}

8.	People leave housing assistance/public housing fo would you say was the main reason you left? Income too high/over-income/no longer eligible1 Rent or utilities got too high	r different reasons. What
	Had unpaid rent4	r
	Had to relocate and landlord wouldn't take voucher Had to relocate and didn't like options PHA gave me	5 6
	Other personal reasons7	O .
	Other (specify)8	
	DON'T KNOW98	
	REFUSED99	
Re	sident Satisfaction	
	{If Q3=2, skip to Q12}	
9.	For about how long did you have to move out of the [DATE OF ENROLLMENT]? In other words, how man before you were able to move into your current under the contract of the cont	ny weeks or months was it
	Less than one month1	
	One to six months	
	Six to twelve months	
	DON'T KNOW8	
	REFUSED9	
10.	Did you receive help with moving expenses or received had to move?	eive other help when you
	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
11.	How satisfied are you with the help you received would you say you are:	when you had to move?
	Very satisfied,1	
	Somewhat satisfied,2	
	Somewhat dissatisfied, or3	
	Very dissatisfied?4	
	NEITHER SATISFIED NOR DISSATISFIED5 DON'T KNOW8	
	REFUSED9	
	NEI OOLD	

12.	Since your development became part of RAD in [date] have you noticed a different management company? For example, do you pay rent to a different organization, or call a different organization for maintenance requests?				
	Yes		1		
	No DON'T KNOW				
	REFUSED				
	KLI OJED				
13.	Part of RAD might have included changes to indoor or outdoor common spaces or changes in individual units or apartments. Have you noticed if				
		Yes	No	Don't know	Refused
	changes had been made to common indoor spaces in the building (elevators, hallways, stairwells, etc).?	1	2	8	9
	changes had been made to outdoor spaces in the building (playgrounds, parking areas, exterior walls, roof replacement, etc)?	1	2	8	9
	changes had been made to your housing unit?	1	2	8	9
[If r	espondent is not aware o	of changes to c	ommon indo	or spaces, s	skip to Q16]
14.	Thinking about the cha elevators, hallways or s would you say that over	tairwells, and	comparing to	how thing	
	Better than before,		2 3 8		
15.	What would you say we spaces that you noticed		portant chan	iges to com	mon indoor

{INTERVIEWER: Do not read list; just check "yes" for those mentioned and record "other" items identified}

	Yes
elevators	
stairwells	
flooring in halls or lobby	
doors or locks	
lighting in common areas	
community rooms	
other public areas	
like laundry rooms	
some other	
change?	
Other (specify)	
Don't know	
Refused	

[If respondent is not aware of changes to common outdoor spaces, skip to Q18]

16. Thinking about the changes to the common outdoor spaces, such as playgrounds, parking areas, exterior walls, or sidewalks and comparing to how things used to be, would you say that overall, common outdoor spaces are:

Better than before,	1
Worse than before, or	2
About the same	3
DON'T KNOW	8
REFUSED	9

17. What would you say were the most important changes to common outdoor spaces that you noticed?

{INTERVIEWER: Do not read list; just check "yes" for those mentioned and record "other" items identified }

	Yes
painting	
sidewalks or	
outside stairways	
outdoor lighting or	
security cameras	
parking areas	
playgrounds, lawns	
or plantings	
some other	
change?	
Other (specify)	
Don't know	
Refused	

[If respondent is not aware of changes to own housing unit, skip to Q20]

18. Thinking about the changes to your own housing unit, and comparing to how things used to be, would you say that overall, your unit is:

Better than before,	1
Worse than before, or	2
About the same	3
DON'T KNOW	8
REFUSED	9

19. What would you say were the most important changes to your housing unit that you noticed?

{INTERVIEWER: Do not read list; just check "yes" for those mentioned and record "other" items identified }

	Yes
new paint or wall repairs	
new flooring or floor repairs	

	new or repaired electric wiring or outlets		
	kitchen plumbing, appliances or cabinets		
	bathroom plumbing or cabinets		
	new or repaired doors or locks		
	new or repaired windows		
	new or repaired heating or air conditioning		
	some other change?		
	Other (specify)		
	Don't know		
	Refused		
	sing unit, skip to Q21]	he RAD changes made to	r or outdoor common areas
	Worse than before, or About the same DON'T KNOW		
21.	program, for example	how long the work took ound the property, from	g authority managed the RA or whether any of the work the time the work started t
	•	1	

25. 26.	in the private rental market with a voucher from the housing authority? Yes
	in the private rental market with a voucher from the housing authority? Yes
25.	in the private rental market with a voucher from the housing authority? Yes
25.	in the private rental market with a voucher from the housing authority? Yes
	in the private rental market with a voucher from the housing authority? Yes
	in the private rental market with a voucher from the housing authority? Yes
24.	Have you been told by your property manager, property owner, or the PHA staff that after you live here for [1 YEAR/2 YEARS (depending on property)] you could use a Housing Choice Voucher, that is, to choose your own housing
	About the same
	Better
23.	Would you say that the property is being managed better, worse, or about the same since the RAD program ended? For example, do you think they're doing a better job of enforcing rules fairly now?
	About the same
	faster? Better
22.	Would you say that maintenance is better, worse, or about the same since the RAD program was completed? For example, when you have a problem that needs to be fixed, like a broken window or appliance, does it get fixed
	DON'T KNOW8 REFUSED9
	Very dissatisfied? 4 NEITHER SATISFIED NOR DISSATISFIED 5 DON'T KNOW 8 REFUSED 9

27. Overall, how satisfied are you with the development where you live now? Would you say that you are: Very satisfied,		NEITHER SATISFIED NOR DISSATISFIED DON'T KNOW REFUSED	8
Somewhat satisfied,	27.	· · · · · · · · · · · · · · · · · · ·	opment where you live now?
Housing quality and problems The next series of questions is about problems that some people have experienced with their homes. We are interested in knowing if you have experienced these types of problems in your current home since the RAD program was completed. 28. Since the RAD program was completed, for any reason, was your house or unit so cold during the winter for 24 hours or more that you or members of your household were uncomfortable? Yes		Somewhat satisfied, Somewhat dissatisfied, or Very dissatisfied? NEITHER SATISFIED NOR DISSATISFIED DON'T KNOW	2 3 4 5 8
The next series of questions is about problems that some people have experienced with their homes. We are interested in knowing if you have experienced these types of problems in your current home since the RAD program was completed. 28. Since the RAD program was completed, for any reason, was your house or unit so cold during the winter for 24 hours or more that you or members of your household were uncomfortable? Yes	Hou	using Conditions	
unit so cold during the winter for 24 hours or more that you or members of your household were uncomfortable? Yes	The r	next series of questions is about problems that some homes. We are interested in knowing if you have e.	xperienced these types of problems
No	28.	unit so cold during the winter for 24 hours or	
Was not in current unit during last winter		Yes	1
DON'T KNOW		No	2 {Skip to Q30}
REFUSED			
29. What was the reason? Was it: Utility interruption because you did not pay your utility bill 1 Utility interruption for some other reason			
Utility interruption because you did not pay your utility bill 1 Utility interruption for some other reason		REFUSED	9 {Skip to Q30}
Utility interruption for some other reason	29.	What was the reason? Was it:	
months that is, since [Interview Month - 3]	20	Utility interruption for some other reason	2 3 4 5 6 7 8
	30.	months that is, since [Interview Month - 3]	ning water in the past three

	No 2 DON'T KNOW 8 REFUSED 9	
31.	11. In the past 3 months, was there any time when broken, or stopped up, or otherwise not working	
	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
	People sometimes have problems with cracks or holes in the airline cracks or nail holes, but OPEN cracks or holes.	eir floors, walls, or ceilings – not
32.	2. In the inside walls or ceilings of your housing u or cracks wider than the edge of a dime?	nit, are there any open holes
	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
33.	33. How about the floors in your housing unit are enough for someone to catch their foot on? (Al the height of a soup can)	
	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
34.	broken plaster?	reas of peeling paint or
	Yes1	
	No	
	DON'T KNOW8	
	REFUSED9	
35.	three months - that is since [INTERVIEWER MC	
	Yes1	
	No	
	DON'T KNOW8	
	REFUSED9	

36.	Have you seen signs of live or dead cockroach the past three months - that is since [INTERVI Yes	es INSIDE your housing unit in EWER MONTH-3]?
37.	Have you seen signs of mildew or mold INSIDE three months- that is since [INTERVIEWER M Yes	
38.	Are any of the windows in your housing unit de Yes	amaged or broken?
39.	Are any of the doors in your housing unit dam Yes	aged or broken?
40.	Are locks missing from any of the doors in you Yes	ir housing unit?
the F	we are interested in hearing about problems you ma RAD program, that is, before [RAD closing month and ember problems in your housing unit back then.	-
41.	Thinking back to before {RAD closing month a your housing unit so cold during the winter fo members of your household were uncomfortal	r 24 hours or more that you or
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9	{Skip to Q43}
42.	What was the reason? Was it:	

Utility interruption because you did not pay your utility bill 1

	Utility interruption for some other reason2 Inadequate heating capacity
	Inadequate insulation4
	Cost of heating5
	Heating equipment breakdown6
	Other7
	DON'T KNOW8
	REFUSED9
43.	Thinking back to before [RAD closing month and year], was your housing unit ever COMPLETELY without running water in the previous three months that is, between [RAD closing month and year - 3] and [RAD closing date]
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
44.	And again thinking back to before [RAD closing month and year], in the previous 3 months, that is, between [RAD closing date-3] and [RAD closing date], was there any time when ALL of your toilets were broken, or stopped up, or otherwise not working, so you couldn't use them?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
45.	In your home in [RAD closing month and year], in the inside walls or ceilings of your housing unit, were there any open holes or cracks wider than the edge of a dime?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
46.	How about the floors in your housing unit in {RAD closing month and year] were any holes in the floors big enough for someone to catch their foot on? (About 4 inches across About the height of a soup can)
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
47.	Did the inside of your housing unit have any areas of peeling paint or broken plaster in [RAD closing month and year]? Yes

	No2
	DON'T KNOW8
	REFUSED9
	KEFUSED9
48.	In your home in [RAD closing month and year], did you see signs of mice or rats INSIDE your housing unit in the three months between [RAD closing month and year-3] and [RAD closing month and year]?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
49.	In your home in [RAD closing month and year], did you see signs of live or
43.	dead cockroaches INSIDE your housing unit in the three months between [RAD closing month and year-3] and [RAD closing month and year-]? Yes
	No2
	DON'T KNOW8
	REFUSED9
50.	Did you see signs of mildew or mold INSIDE your housing unit, in the three months between [RAD closing month and year - 3] and [RAD closing month and year-]?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
51.	Were any of the windows in your housing unit damaged or broken in [RAD closing month and year]?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
52.	Were any of the doors in your housing unit in [RAD closing month and year] damaged or broken?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
53.	Were locks missing from any of the doors in your housing unit in [RAD closing month and year]?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9

54.	Thinking about the condition of your housing unit before the RAD program (that is, before about {I you say the condition of your housing unit now i Much better	Date of closing}) Would
	Somewhat better2	
	About the same3	
	Somewhat worse4	
	Much worse5	
	DON'T KNOW8	
	REFUSED9	
55.	Thinking about the condition of the property/build its condition before the RAD program (that is, be closing}), would you say the condition of your culture better	fore about {Date of
	About the same	
	Somewhat worse4	
	Much worse5	
	DON'T KNOW8	
	REFUSED9	
Now	using Costs I have a few questions about housing costs.	
56.	In the month just passed, what did you pay in ren	: ?
	\$amount	
	DON'T KNOW9998	
	REFUSED9999	
57.	Would you say you are now paying more rent, less than since the RAD program began (that is, from a	
	More rent1	
	Less rent2	{SKIP to Q59}
	Same amount3	{SKIP to Q59}
	DON'T KNOW8	{SKIP to Q59}
	REFUSED9	{SKIP to Q59}
58.	What would you say is the main reason your rent	changed? Was it because
	Your income changed1	
	You are in a larger or smaller unit2	
	Housing in the area has gotten more or less expensive	3
	[For rent increases] You were paying a flat rent before, a 30% of your income	and now are paying

	Other
59.	In the past 12 months were you ever more than 15 days late paying your rent?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
Now	I have some questions about your utilities.
60.	Do you pay for your own electricity or is that included in the rent? Pay own electricity1
	Included in rent2
	DON'T KNOW8
	REFUSED9
61.	Do you pay for your own gas or is that included in the rent? Pay own gas1
	Included in rent2
	Do not use gas3
	DON'T KNOW8
	REFUSED9
62.	Do you pay for your own water or is that included in the rent? [INTERVIEWER: SELECT '2' IF R DOES NOT PAY WATER BILL] Pay own water bill
	Included in rent2
	DON'T KNOW8
	REFUSED9
[If no 63.	to Q60, Q61 and Q62, skip to Q64] Thinking about all your utility bills combined, that is, electric, gas and water, how much were your total utility bills last month?
	\$[Range: 0-9996]Amount
	DON'T KNOW8
	REFUSED9
64.	Thinking about what you now pay for rent and utilities combined, has the amount that you pay for rent and utilities changed since before the RAD program began (that is, before about {Date of closing})? Would you say you are paying more now to cover rent and utilities, less, or the same amount?
	More1
	Less2

	electric, gas, or water bill?	15 days late paying y
	Times [Range: 0-40]	{If 0 Skip to Q68}
	DON'T KNOW9998 REFUSED9999	
66.	Did you receive a notice that your gas, water, or of if you did not pay your bill? Yes	electricity would be s
	No2	
	DON'T KNOW	
67.	In the past 12 months, was your gas, water, or elenonpayment? Yes	ectricity ever shut off
	No2	
	DON'T KNOW8	
	REFUSED9	
<u>Em</u>	ployment	
Now	, I have a few questions about work.	
68.	zo you carronally morning pays	
	Yes	
	DON'T KNOW8	
	REFUSED9	
69.	Did you work for pay while the RAD program was	going on?
•••	Vaa 1	
	Yes1	
	No	

	About the same	.3	{Skip to Q72}
	Did not keep that job	.4	{Skip to Q72}
	DON'T KNOW		{Skip to Q72}
	REFUSED	.9	{Skip to Q72}
71.	Why was that?		
<i>,</i> T.	Longer commute	. 1	
	No parking at that housing		
	Difficulty accessing public transit		
	Other (specify) DON'T KNOW		
	REFUSED		
	70a. Other:		
72.	Could you please tell me which category bes	t estim	ates your total household
	income for 2016? Income includes all mone		
	assistance, or social security by all membe just tell me the number of the category if y	ns or yo)
	Less than \$5,000	.1	•,
	\$5,000 to \$9,999		
	\$10,000 to \$14,999		
	\$15,000 to \$19,999		
	\$20,000 to \$29,999		
	\$30,000 to \$39,999		
	\$40,000 or more		
	DON'T KNOW		
	REFUSED	_	
	NEI OSED	. 3	
73.	In the past 12 months, have you or anyone i	n vour	household received
, ,	disability pay such as SSDI (Social Security I	Disabili [.]	ty Insurance), a veteran's
	disability benefit or workers compensation f		ork-related injury?
	Yes		
	No		
	DON'T KNOW		
	REFUSED	.9	
He	alth		
Next	I have a few questions about your health.		
74.	In general, would you say your health is: Excellent	1	
	Very good		
	Good		
	Fair		
	Poor		
	DON'T KNOW	_	
	REFUSED	.9	

75.	Thinking back to before [RAD closing month and year], in general, would you say your health back then was: Excellent
	Very good2
	Good3
	Fair4
	Poor5
	DON'T KNOW
	REFUSED9
	NEI 03ED9
76.	Thinking about the changes in your housing since {RAD closing month and year] do you think these changes have had any effect on your health? Yes
	No
	•
	DON'T KNOW8
	REFUSED9
77.	If yes, how did the changes affect your health now; would you say it is
	A lot better1
	A little better2
	A little worse3
	A lot worse4
	DON'T KNOW8
	REFUSED9
	NEI OSESIIIIIIIII
<u>Ne</u> i	ighborhood Conditions and Safety
The i	next set of questions asks about what it's like to live in your current neighborhood.
Saf	ety and Victimization
78.	During the day, how safe do you feel or would you feel being out alone in the
	parking lots, the lawns, the street, or sidewalks right outside your building? Do you feel
	Very safe1
	Somewhat safe2
	Somewhat unsafe3
	Very unsafe4
	DON'T KNOW8
	REFUSED9
	NEI OJED
79.	At night, how safe do you feel or would you feel being out alone in the parking lots, the lawns, the street, or sidewalks right outside your building? Do you feel
	Very safe1

	Somewhat safe2
	Somewhat unsafe3
	Very unsafe4
	DON'T KNOW8
	REFUSED9
80.	During the day, how safe do you feel being alone inside your unit? Do you feel
	Very safe1
	Somewhat safe2
	Somewhat unsafe3
	Very unsafe4
	DON'T KNOW8
	REFUSED9
81.	At night, how safe do you feel being alone inside your unit? Do you feel
	Very safe1
	Somewhat safe2
	Somewhat unsafe3
	Very unsafe4
	DON'T KNOW
	REFUSED9
82.	Overall, , do you feel safer, less safe, or about as safe now as you did before
	the RAD program (that is, before about {Date of closing})?
	Safer1
	Less safe
	About as safe as before
	DON'T KNOW8
	REFUSED9
83.	Why is that?
	[Specify]
	999998. DON'T KNOW 999999. REFUSED
	sident Characteristics and Household Composition
Dlaa	so remember that the information you give me will not affect your bousing status. In

Please remember that the information you give me will not affect your housing status. In order to understand a little about your household, I would like to ask you about each of the people who are currently living in this household including people who are not on the lease. We are asking for name, initials, or nicknames just to help us keep track during our survey. As we said earlier, we will never connect your name with your answers.

84.	How old are you?
	Years Old [RANGE=1-100]

	999997. 999998. 999999.	Greater than 100 years, Don't know Refused	elderly	
85.	housing al Year Less than one	vere 18 years old, how m together? rs [Range = 1 - 96} e year	97	l in public
86.	How many _I	people currently live in y	our household, including	yourself?
	Num	ber of People		
	DON'T KNOW	/	9998	
	REFUSED		9999	
87.	How many of 18?	of the people currently li	ving in your household a	re under the age
	Num	ber of People		
	DON'T KNOW	/	9998	
	REFUSED		9999	
88.	How many of 62?	of the people currently li	ving in your household a	re over the age
		ber of People		
	DON'T KNOW	/	9998	
	REFUSED		9999	
89.	What is you	ır marital status? Are yo	ı :	
	Now married		1	
	Not married,	living with partner	2	
	Not married,	not living with partner	3	
	Widowed		4	
	Divorced		5	
	Separated		6	
	DON'T KNOW	<i>I</i>	8	
	REFUSED		9	
90.	What is the	highest grade or level o	f regular school you hav	e ever
[PR GED	OBE IF ANSW	VER IS H.S. DIPLOMA:] "I	o you have a high school	ol diploma or a
		ess	1	
	•	1 th grade		
	_			
	GED.		4	

High school diploma	5
Some voc/tech/business courses	6
Voc/Tech/business certificate or diploma	7
Some college courses	8
Associate's degree (AA,AS)	9
Bachelor's degree (BA, BS)	10
Some graduate/professional school courses	11
Graduate/professional degree	12
DON'T KNOW	98
REFUSED	99

Thank you for helping us with the survey, we appreciate the time you've taken. We'll be sending you the \$25 gift card in the mail. The address we have for you is [confirm contact information]. Is that correct?

Yes	-
No	2
[Record new address if needed]	

Version II: Resident Impact Survey (for residents in different development post-RAD)

Introduction.

Hello, I'm xxxx from SSRS, a research company. You may remember we contacted you some time ago and asked you to help us understand some changes planned for your housing. Around [RAD closing month and year] your development became part of a HUD program called the Rental Assistance Demonstration or RAD program. Two research companies, the Urban Institute and SSRS, have been hired by HUD to conduct a survey to find out how residents feel about the RAD program. You may remember that someone from SSRS enrolled you in this study of RAD around [month & year of enrollment], and you also should have received a letter from HUD about this survey. We are now asking for your help by taking part in this very important survey.

We would like to ask some questions about your housing experience since [RAD closing month and year], to understand whether this program has helped you. This survey will help HUD, your housing authority, and Congress to understand what is working well and what may need to be improved, so your input may also help others. We are offering a \$25 gift card as a thank you for completing the survey. The survey will take about 30 minutes.

Your participation is completely voluntary, that is you can choose to take part in it or not, and you can skip questions you do not wish to answer or stop taking the survey after you begin. Your choice about participating will NOT affect your housing or any housing assistance or help you might be receiving in any way. Neither HUD nor your housing authority will know you participated in the survey or will see your responses to the questions.

Any information you give me will be confidential and your name will not be kept with your responses. All of your responses to the questions will be combined with responses from other residents in your community and in other developments in the RAD program. These responses will only be used for research purposes and will not be published in any way that would identify you.

Do you have any questions before we begin?

Resident Awareness

1.	During this survey I'll refer to the RAD program and to any omight have been made to indoor and outdoor common space building or your housing unit that you lived in back in {DATIENROLLMENT}. Have you heard of the RAD program before?	es in your E OF
	Yes1	

	REFUSED9	
2.	Thinking about the information you got from your the RAD program, how satisfied are you with how about the program and any changes made under say that you are:	they communicated to you
	Very satisfied,1Somewhat satisfied,2Somewhat dissatisfied, or3Very dissatisfied?4NEITHER SATISFIED NOR DISSATISFIED5DON'T KNOW8REFUSED9	
3.	Did you have to move to a different unit while the made?	e RAD changes were being
	Yes	{Skip to Q5} {Skip to Q5} [Skip to Q5}
4.	Did you have to move to a different property whil being made?	le the RAD changes were
	Yes	
5.	Are you living in the same unit as you were in {D	ATE OF ENROLLMENT}
	Yes 1 Q9} 2 No 2 DON'T KNOW 8 REFUSED 9	
6.	Are you living in the same property as you were i	-
	Yes 1 Q9} 2 No 2 DON'T KNOW 8 REFUSED 9	{Use Instrument 1}{Skip to
7.	Why didn't you return to the property you lived in No longer receiving any rent assistance	n before RAD? {Skip to Q8} 2 {Skip to Q9}
	Other (specify)	{Skip to Q9} {Skip to Q9} {Skip to Q9}

	7a. Why did the PHA tell you that you couldn't return to before RAD?	o the property you lived in
	Property was demolished1	{Skip to Q9}
	Property had no units with the number of bedrooms	
	needed2	{Skip to Q9}
	Other (specify)3	{Skip to Q9}
	DON'T KNOW8	{Skip to Q9}
	REFUSED9	{Skip to Q9}
8.	People leave housing assistance/public housing	for different reasons. What
0.	would you say was the main reason you left?	ioi dillerent reasons. What
	Income too high/over-income/no longer eligible1	
	Rent or utilities got too high2	
	PHA told me I couldn't return3	
	Had unpaid rent4	
	Had to relocate and landlord wouldn't take voucher	5
	Had to relocate and didn't like options PHA gave me	6
	Other personal reasons	
	Other (specify)8 DON'T KNOW98	
	REFUSED99	
	NEI 03ED	
Re	sident Satisfaction	
110		
	{If Q3=2, skip to Q13}	
9.	For about how long did you have to move out of	
	{DATE OF ENROLLMENT]? In other words, how m	<u>-</u>
	before you were able to move into your current u	unit?
	Less than one month	
	Six to twelve months	
	More than twelve months4	
	Moved only once, to current unit5	
	DON'T KNOW8	
	REFUSED9	
10.	Did you receive help with moving expenses or re	ceive other help when you
	had to move?	
	Yes1	
	No2	{Skip to Q12}
	DON'T KNOW8	
	REFUSED9	

11.	How satisfied are you with the help you received when you had to move? Would you say you are:
	Very satisfied, 1 Somewhat satisfied, 2 Somewhat dissatisfied, or
	[Skip to Q28 if Q7=1]
12.	Since moving into your current unit—have you noticed a different management company? For example, do you pay rent to a different organization, or call a different organization for maintenance requests?
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9
13.	The next set of questions will ask you about differences between the building where you live now, and the building you lived in before [RAD closing month and year].
14.	Thinking about the differences in the common <u>indoor</u> spaces, such as elevators, hallways, and stairwells and comparing them to your old building would you say that overall, common indoor spaces here are:
	Better than your old building,
	About the same
	REFUSED9
15.	What would you say were the most important differences in common indoo spaces that you noticed? {INTERVIEWER: Do not read list; just check "yes" for those mentioned and record "other" items identified}
	Yes
	elevators

lobby						
doors or locks						
lighting in common areas						
community rooms						
other public areas like laundry rooms						
some other difference?						
Other (specify)						
Don't know						
Refused						
	reas, exterior varion of the state of the st	walls, or	sidewa	alks, a	nd co	mparin
Thinking about the diff playgrounds, parking a how things were in you	reas, exterior varied in the second in the s	walls, or would you	sidewa	alks, a	nd co	mparin
Thinking about the diff playgrounds, parking a how things were in you outdoor spaces here are Better than your old build Worse than your old build About the same	reas, exterior or old building, re: ing, ing, or ere the most ind? ot read list; just		sidewa ou say differe	alks, a that	ind co overal	mparin I, comn
Thinking about the diff playgrounds, parking a how things were in you outdoor spaces here are Better than your old build Worse than your old build About the same	reas, exterior or old building, re: ing, ing, or ere the most ind? ot read list; just		sidewa ou say differe	alks, a that	ind co overal	mparin I, comn
Thinking about the diff playgrounds, parking a how things were in you outdoor spaces here are Better than your old build Worse than your old build About the same	ireas, exterior or old building, re: ing, ing, or ere the most ind? ot read list; just dentified}		sidewa ou say differe	alks, a that	ind co overal	mparin I, comn
Thinking about the diff playgrounds, parking a how things were in you outdoor spaces here are Better than your old build Worse than your old build About the same	ireas, exterior or old building, re: ing, ing, or ere the most ind? ot read list; just dentified}		sidewa ou say differe	alks, a that	ind co overal	mparin I, comn

....stairwells

18. Thinking about the differences in your own housing unit, and comparing to how things were in your old unit, would you say that overall, your current unit is:

Better than before,	1
Worse than before, or	2
About the same	3
DON'T KNOW	8
REFUSED	9

19. What would you say were the most important differences in your housing unit that you noticed?

{INTERVIEWER: Do not read list; just check "yes" for those mentioned and record "other" items identified}

	Yes
paint or wall	
flooring	
improved electric wiring or outlets	
kitchen plumbing, appliances or cabinets	
bathroom plumbing or cabinets	
improved doors or locks	
improved windows	

	improved heating		
	or air conditioning		
	some other difference?		
	Other (specify)		
	Don't know		
	Refused		
20.	where you lived before now, would you say the Better than before,	-	our old building and unit d year], and where you live e:
21.	program, for example	how long the work took ound the property, from	g authority managed the RAD or whether any of the work the time the work started to
	Somewhat satisfied,		
22.	worse, or about the sa problem that needs to get fixed faster? Better Worse, or	me where you live now?	that maintenance is better, For example, when you have a vindow or appliance, does it
23.	better, worse, or abou	ır]? For example, do you	e now is being managed ng you lived in before [RAD think they're doing a better

	Better 1 Worse, or 2 About the same 3 DON'T KNOW 8 REFUSED 9
24.	Have you been told by your property manager, property owner, or the PHA staff that after you live here for [1 YEAR/2 YEARS (depending on property)] you could use a Housing Choice Voucher, that is, to choose your own housing in the private rental market with a voucher from the housing authority?
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9
25.	Do you think you would like to do that, that is, use a Housing Choice Voucher, rather than staying in your current housing?
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9
26.	Overall, how satisfied are you with the housing unit where you live now? Would you say that you are: Very satisfied,
27.	Overall, how satisfied are you with the development where you live now? Would you say that you are:
	Very satisfied,

Housing Conditions

Housing quality and problems

The next series of questions is about problems that some people have experienced with their homes. We are interested in knowing if you have experienced these types of problems in your current home since the RAD program was completed.

28.	Since moving to your current building, for any reduring the winter for 24 hours or more that you chousehold were uncomfortable?	· ·
	Yes 1 No 2 Was not in current unit during last winter. 3 DON'T KNOW. 8 REFUSED. 9	{Skip to Q30} {Skip to Q30} {Skip to Q30} {Skip to Q30}
29.	What was the reason? Was it:	
	Utility interruption because you did not pay your utility Utility interruption for some other reason	bill 1
30.	Was your unit ever COMPLETELY without running months that is, since [Interview Month - 3]	g water in the past three
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9	
31.	In the past 3 months, was there any time when A broken, or stopped up, or otherwise not working,	-
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9	

People sometimes have problems with cracks or holes in their floors, walls, or ceilings - not hairline cracks or nail holes, but OPEN cracks or holes.

32.	2. In the inside walls or ceilings of your housing unit, are or cracks wider than the edge of a dime?	there any open holes
	Yes1	
	No2	
	DON'T KNOW	
	REFUSED9	
33.	 How about the floors in your housing unit are any horizon enough for someone to catch their foot on? (About 4 in the height of a soup can) 	
	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
34.	4. Does the inside of your housing unit have any areas of broken plaster?	f peeling paint or
	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
35.	5. Have you seen signs of mice or rats INSIDE your housi three months - that is since [INTERVIEWER MONTH-3 Yes	ng unit in the past]?
	DON'T KNOW8	
	REFUSED9	
36.		
	No2	
	DON'T KNOW8	
	REFUSED9	
37.	three months- that is since [INTERVIEWER MONTH-3]	ousing unit, in the past ?
	Yes1	
	No	
	DON'T KNOW8 REFUSED9	
	KEFUSED9	
38.	, , , , , , , , , , , , , , , , , , , ,	or broken?
	Yes1	
	No	
	DON'T KNOW8	
	REFUSED9	

39.	Are any of the doors in your housing unit damages	ged or broken?
	No	
	DON'T KNOW8	
	REFUSED9	
40.	Are locks missing from any of the doors in your	housing unit?
	Yes	
	DON'T KNOW8	
	REFUSED9	
Now	we are interested in bearing about problems you may	have had in your old building
that	we are interested in hearing about problems you may is, where you lived before [RAD closing month and yea ember problems in your housing back then.	
41.	Thinking back to before {RAD closing month an	
	your old unit so cold during the winter for 24 homembers of your household were uncomfortable	
	members of your mousement mere uncommercus.	
	Yes1	
	No	{Skip to Q43}
	DON'T KNOW8	{Skip to Q43}
	REFUSED9	{Skip to Q43}
42.	What was the reason? Was it:	
	Utility interruption because you did not pay your utilit	y bill 1
	Utility interruption for some other reason2	
	Inadequate heating capacity3	
	Inadequate insulation4	
	Cost of heating5	
	Heating equipment breakdown6	
	Other7	
	DON'T KNOW8	
	REFUSED9	
43.	Thinking back to your unit in your old building,	was your old unit ever
	COMPLETELY without running water in the three	_
	closing month and year -3] and [RAD closing mo	onth and year]
	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
44.	And again thinking back to your unit in your old	building, in the 3 months
- ••	between [RAD closing date-3] and [RAD closing n	

	time when ALL of your toilets were broken, or stopped up, or otherwise not working, so you couldn't use them?
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9
45.	Again thinking back to your unit in your old building, in [RAD closing month and year], in the inside walls or ceilings of your unit, were there any open holes or cracks wider than the edge of a dime?
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9
46.	How about the floors in your unit in your old building in {RAD closing month and year] were any holes in the floors big enough for someone to catch their foot on? (About 4 inches across About the height of a soup can)
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9
47.	Did the inside of your unit in your building in {RAD closing month and year] have any areas of peeling paint or broken plaster? Yes1
	No 2 DON'T KNOW 8 REFUSED 9
48.	In your unit in your old building], did you see signs of mice or rats INSIDE your unit in the three months between [RAD closing month and year-3] and [RAD closing month and year]?
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9
49.	In your unit in your old building], did you see signs of live or dead cockroaches INSIDE your unit in the three months between [RAD closing month and year-3] and [RAD closing month and year]?
	Yes 1 No 2 DON'T KNOW 8 REFUSED 9

50.	Did you see signs of mildew or mold INSIDE your old unit, in the three months- between [RAD closing month and year-3] and [RAD closing month and year]?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
51.	Were any of the windows in your unit in your old building damaged or broker in [RAD closing month and year]?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
52.	Were any of the doors in your unit in your old building damaged or broken in [RAD closing month and year]?
	Yes1
	No
	DON'T KNOW8
	REFUSED9
53.	Were locks missing from any of the doors in your unit in your old building in [RAD closing month and year]?
	Yes1
	No2
	DON'T KNOW8
	REFUSED9
54.	Thinking about the condition of your housing unit now, and the unit you lived in before about [Date of closing], would you say the condition of your current unit is: Much better
	Somewhat better
	About the same
	Somewhat worse4
	Much worse5
	DON'T KNOW8
	REFUSED9
55.	Thinking about the condition of the property/building you live in now, and the building you lived in before about [Date of closing], would you say the condition of your current building is:
	Much better1
	Somewhat better2
	About the same3
	Somewhat worse4
	Much worse5
	DON'T KNOW8
	REFLISED 9

Housing Costs

Now I have a few questions about housing costs.

56.	In the month just passed, what did you	pay in ren	t?
	\$amount		
	DON'T KNOW		
	REFUSED	9999	
57.	Would you say you are now paying more as where you lived back in [DATE OF clo	-	s rent, or the same amount
	More rent	1	
	Less rent	2	{SKIP to Q59}
	Same amount	3	{SKIP to Q59}
	DON'T KNOW	8	{SKIP to Q59}
	REFUSED	9	{SKIP to Q59}
58.	What would you say is the main reason	your rent i	increased? Was it because
	Your income increased	1	
	You are in a larger unit	2	
	Housing in the area has gotten more expensi	ive3	
	You were paying a flat rent before, and now	are paying	
	30% of your income	4	
	Other	5	
	DON'T KNOW	8	
	REFUSED	9	
59.	In the past 12 months were you ever morent?	ore than 1!	5 days late paying your
	Yes	1	
	No	2	
	DON'T KNOW	8	
	REFUSED	9	
Now	I have some questions about your utilities.		
60.	Do you pay for your own electricity or is Pay own electricity		ided in the rent?
	Included in rent	2	
	DON'T KNOW	8	
	REFUSED	9	
61.	Do you pay for your own gas or is that in		the rent?
	Pay own gas		
	Included in rent		

	DON'T KNOW	8
62.	Do you pay for your own water or is [INTERVIEWER: SELECT '2' IF R DOES N Pay own water bill	OT PAY WATER BILL] 1 2 8
[If no 63.	to Q60, Q61 and Q62, skip to Q64] Thinking about all your utility bills c how much were your total utility bi	ombined, that is, electric, gas and water, lls last month?
	\$[Range: 0-9996]Amount DON'T KNOW REFUSED	
64.	amount that you pay for rent and ut	r rent and utilities combined, has the ilities changed from what it was where MENT}? Would you say you are paying , or the same amount?
	More Less About the same DON'T KNOW REFUSED	2 3 8
[SKI	P TO Q68 IF Q60 = 2, Q61 = 2 OR 3, A	ND Q62 = 2]
65.		ng their utility bills on time. How many ou more than 15 days late paying your
	Times [Range: 0-40] DON'T KNOW	
66.	if you did not pay your bill?	as, water, or electricity would be shut off
	Yes	
	No	
	DON'T KNOW	
	REFUSED	9
67.	In the past 12 months, was your gas nonpayment?	, water, or electricity ever shut off for

	Yes1	
	No2	
	DON'T KNOW8	
	REFUSED9	
Em	ployment	
	I have a few questions about work.	
68.	Do you currently work for pay?	
	Yes	
	No	
	DON'T KNOW8	
	REFUSED9	
69.	Did you work for pay back in [DATE OF ENROLL Yes1	MENT}
	No	
	DON'T KNOW8	
	REFUSED9	
	NEI OJED	
{Ask 70.	if Q69 = 1, otherwise skip to Q72} After you moved from your old building, was ge More difficult	etting to work
	Less difficult	(Skip to Q72)
	About the same	{Skip to Q72}
	Did not keep that job4	{Skip to Q72}
	DON'T KNOW8	{Skip to Q72}
	REFUSED9	{Skip to Q72}
71.	Why was that?	
,	Longer commute1	
	No parking at that housing2	
	Difficulty accessing public transit3	
	Other	
	REFUSED9	
	70a. Other:	
70	Could you who so tall me which coto you hack	-4:
72.	Could you please tell me which category best e income for 2016? Income includes all money e assistance, or social security by all members of tell me the number of the category if you	arned from jobs, public of your household. (You can
	Less than \$5,0001	,
	\$5,000 to \$9,9992	
	\$10,000 to \$14,9993	
	\$15,000 to \$19,9994	

	A lot better	
77.	If yes, how did the differences affect your health	now; would you say it is
	REFUSED9	
	DON'T KNOW8	
	No2	Skip to Q78
	Yes1	-
76.	Thinking about the changes in your housing since year], do you think these changes have had an	
7.0		a (DAD alasimo sussetti s. 1
	REFUSED9	
	DON'T KNOW	
	Fair4 Poor	
	Good	
	Very good2	
	Excellent1	
	say your health back then was:	, <u></u> <u></u> <u></u> <u></u> <u></u>
75.	Thinking back to before [RAD closing month and	year], in general, would vou
	REFUSED9	
	DON'T KNOW8	
	Poor5	
	Fair4	
	Good3	
	Very good2	
74.	In general, would you say your health is: Excellent	
INCXL		
	I have a few questions about your health.	
He	alth	
	REFUSED9	
	DON'T KNOW	
	No	
73.	In the past 12 months, have you or anyone in yo disability pay such as SSDI (Social Security Disability benefit or workers compensation for a Yes	oility Insurance), a veteran's
72	In the word 12 months have your expenses in your	barrashald vasalirad
	REFUSED9	
	DON'T KNOW8	
	\$40,000 or more7	
	\$30,000 to \$39,9996	
	\$20,000 to \$29,9995	

	A little worse3	
	A lot worse4	
	DON'T KNOW8	
	REFUSED9	
NI.	white wheel Conditions and Cofety	
	ghborhood Conditions and Safety	
The	next set of questions asks about what it's like to live in your current neighborhood.	
Saf	ety and Victimization	
70	During the day, how safe do you feel as well do you feel being out plane in the	_
78.	During the day, how safe do you feel or would you feel being out alone in the parking lots, the lawns, the street, or sidewalks right outside your building	
	Do you feel	, .
	Very safe1	
	Somewhat safe2	
	Somewhat unsafe3	
	Very unsafe4	
	DON'T KNOW8	
	REFUSED9	
79.	At night, how safe do you feel or would you feel being out alone in the	
79.	parking lots, the lawns, the street, or sidewalks right outside your building	1?
	Do you feel	, -
	Very safe1	
	Somewhat safe2	
	Somewhat unsafe3	
	Very unsafe4	
	DON'T KNOW8	
	REFUSED9	
80.	During the day, how safe do you feel being alone inside your unit? Do you	
•	feel	
	Very safe1	
	Somewhat safe2	
	Somewhat unsafe3	
	Very unsafe4	
	DON'T KNOW8	
	REFUSED9	
81.	At night, how safe do you feel being alone inside your unit? Do you feel	
01.	Very safe1	
	Somewhat safe2	
	Somewhat unsafe	
	Very unsafe4	
	very unbure minimum minimum m	

	DON'T KNOW	
		_
82.	2. Overall, since moving to your current unit, do you feel safer, les about as safe as you did before?	s safe, or
	Safer1	
	Less safe2	
	About as safe as before3	
	DON'T KNOW8	
	REFUSED9	
83.	B. Why is that?	
	[Specify]	
	999998. DON'T KNOW	
	999999. REFUSED	
Res	esident Characteristics and Household Composi	tion
	ease remember that the information you give me will not affect your housin	
orde	der to understand a little about your household, I would like to ask you abou	it each of the
	rople who are currently living in this household including people who are no e are asking for name, initials, or nicknames just to help us keep track durir	
	e are asking for name, initials, or nicknames just to help us keep track duffr we said earlier, we will never connect your name with your answers.	ig our survey.
	, , , , , , , , , , , ,	
84.	l. How old are you?	
84.	How old are you? Years Old [RANGE=1-100]	
84.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly	
84.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know	
84.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly	
84.85.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in	public
	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether?	public
	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96}	public
	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96] Less than one year	public
	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96}	public
	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96] Less than one year	public
	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96] Less than one year	
85.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 6. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96} Less than one year	
85.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96} Less than one year	
85.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 5. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96} Less than one year	
85.		urself?
85.		urself?
85.	Years Old [RANGE=1-100] 999997. Greater than 100 years, elderly 999998. Don't know 999999. Refused 6. Since you were 18 years old, how many years have you lived in housing altogether? Years [Range = 1 - 96} Less than one year	urself?

88.	How many of the people currently living in your household are over the age of 62?
	Number of People DON'T KNOW9998
	REFUSED
	KEFU3ED9999
89.	What is your marital status? Are you: Now married1
	Not married, living with partner2
	Not married, not living with partner3
	Widowed4
	Divorced5
	Separated6
	DON'T KNOW8
	REFUSED9
90.	What is the highest grade or level of regular school you have ever
[DP	completed? OBE IF ANSWER IS H.S. DIPLOMA:] "Do you have a high school diploma or a
GED	
	8 th grade or less1
	9 th grade to 11 th grade2
	12 th grade3
	GED4
	High school diploma5
	Some voc/tech/business courses6
	Voc/Tech/business certificate or diploma7
	Some college courses8
	Associate's degree (AA,AS)9
	Bachelor's degree (BA, BS)10
	Some graduate/professional school courses11
	Graduate/professional degree
	REFUSED99
send	k you for helping us with the survey, we appreciate the time you've taken. We'll be ing you the \$25 gift card in the mail. The address we have for you is [confirm contact mation]. Is that correct?
	Yes1
	No2
	[Record new address if needed]