

Cover Letter for Resident Survey

On following page.



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-6000

Dear <FNAME> <LNAME>,

As you know, the housing where you live or lived in before was part of the Rental Assistance Demonstration Program (RAD). RAD is meant to make housing better for residents, for example by making needed physical improvements in the buildings, and this work may have affected your unit.

Before the work began, you were contacted and asked for your participation in a survey to see how you felt about the work that was done and the process that you went through. We are writing to you now because we are now inviting you to take the survey, and we wanted to let you know how much your participation means to HUD. We hope to learn from your experience how to make the program better, what has worked well, and what we may need to work harder at to be more successful. Your feedback will help us, and it may help others who come after you and are also served through this program.

We hope you will help by taking part in this important survey. The survey will ask questions about what you may have experienced while the work was being done in your building. Two research organizations, the Urban Institute and SSRS, were hired by HUD to conduct the survey. A \$5 gift card is enclosed as a thank you in advance for your participation. Once you have completed the survey, SSRS will send you a gift card for an additional \$25.

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 responses to the questions will be completely confidential and used only for research purposes. Your answers will not be published in any way that would identify you. No one at HUD or your housing authority will see your responses to the questions or even know that you are part of the study.

If you would like to call in to take the survey at a time that is convenient to you, please contact SSRS at **844-920-9590** and someone will help you. Someone will be available to take your call from between 9 am and 11 pm Monday through Friday, between 10 am and 6 pm on Saturdays, and between 12 pm and 8 pm on Sundays. The survey will take about 30 minutes.

If you have any questions or concerns about this study, please do not hesitate to contact a member of my staff, Nathan Bossie, who is the government's technical representative on this study, at (202)402-2046.

Sincerely,

Calvin C. Johnson
Deputy Assistant Secretary for
Research, Evaluation and Monitoring