

Appendix D

Survey Invitation Letter/Email

Dear [FULL NAME]:

Thank you for participating in the *HUD Rent Reform Demonstration*! You are receiving this letter because in [YEAR] your household was selected to participate in the Rent Reform study and at the time of your Housing Choice Voucher recertification you were informed that you might be contacted in the future to complete surveys or interviews about your experiences since enrollment.

MDRC, a non-profit social policy research firm, is responsible for conducting the overall research study. Decision Information Resources, Inc. (DIR), an independent survey firm, is conducting a long-term follow-up survey to gather important information as part of this study. We will ask you questions about your employment status and opportunities, education, family hardships, and experiences with the rent program. The interview should take about 30 minutes of your time.

- Your help is valuable. Only you can tell us about your experiences. You will receive a **\$50 gift card** for completing the survey. **If you complete the survey early by [DATE], we will provide an additional \$10 for a total of \$60!** Your participation will help us learn whether the rent program is effective at helping people like you.
- Your participation is voluntary. You are not required to complete the survey. Choosing to not participate in the survey *will have no effect on your participation in the program*. Also, once you begin the survey, you may refuse to answer any question without penalty.
- Your information is private. MDRC and DIR staff follow strict rules to keep all information we collect about you private. Your name will never appear in any public document. All of your answers will be kept private to the full extent allowed by law. Your information will be used only for conducting research on the *HUD Rent Reform Demonstration*. Our staff are trained to protect your privacy.

You have two options for completing the survey – either online or over the phone with one of DIR’s survey interviewers.

To begin the online survey, please use the link below to go to the website, enter the access ID provided, and follow the instructions. Or, call us at [PHONE NUMBER] to speak with an interviewer.

Link: XXX

ID: XXX

If you have any trouble accessing the survey link or you have questions or concerns about this study, please contact [PROJECT MANAGER] at [EMAIL] or [PHONE NUMBER] (weekdays between [TIMES/TIMEZONE]). You may also contact us to update your contact information (phone number, address, and/or email) at any time.

We look forward to your participation!