

## Survey of Sample of Choice Mobility Residents

# Letter to Choice Mobility Residents

[Letter to be sent on HUD Letterhead]

Dear (Name),

As you may 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.

The Department of Housing and Urban Development has asked Econometrica, the Urban Institute, and SSRS to evaluate residents' experience with RAD. 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 are reaching out to you to give you the opportunity to participate in a survey about your experiences with the RAD program. The survey will ask questions about the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion. The survey should take about 20 minutes to complete. If you complete the survey, you will receive a \$45 gift card as a thank you for your participation.

We hope that you will help by taking part in this important survey. 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. In addition, neither HUD nor your current or former housing authority will know whether you chose to participate in the survey or not and your name will not be kept with your responses. No one at HUD or your current or former housing authority will see your responses to the questions.

You may complete the survey online by entering the link below:

<https://XXXXXXXXXXXXXXXXXX>

If you would like to call in to take the survey over the phone at a time that is convenient for 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, Eastern Time. The survey will take about 20 minutes.

If you have any questions or concerns about this survey or study, please contact Teresa Souza, Social Science Analyst with HUD's Office of Policy Development and Research and the point of contact for this study, at 202-402-5540 or [Teresa.Souza@hud.gov](mailto:Teresa.Souza@hud.gov), or Susan Popkin, the Urban Institute co-Principal Investigator, at 202-261-5751 or [SPopkin@urban.org](mailto:SPopkin@urban.org).

Sincerely,

[[Signature]]

Name

Title

This survey was approved by the Office of Management and Budget (OMB). The OMB control number is x and expires on x.

## Postcard Reminder to Choice Mobility Residents

### Reminder Postcard

Recently, we mailed you a letter inviting an adult age 18 or older in your household to take a survey about their experiences with the Rental Assistance Demonstration program, or RAD. This survey focuses on the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion.

**If you complete the survey, you will receive \$45 as a thank you for taking the time to help.** If you have already completed the survey, thank you!

The survey should take about 20 minutes to complete. You can access the survey by completing the following steps:

**STEP 1:** Go to [www.HUDsurvey.org](http://www.HUDsurvey.org)

**STEP 2:** Enter your personal access code: **XXXXX**

This survey was approved by the Office of Management and Budget (OMB). The OMB control number is x and expires on x.

# Letter Reminder to Choice Mobility Residents

[Letter to be sent on HUD Letterhead]

Dear (Name),

As you may 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.

The Department of Housing and Urban Development recently sent you a letter asking you to participate in a survey about your experience with RAD. 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 are reaching out to you to give you the opportunity to participate in a survey about your experiences with the RAD program. The survey will ask questions about the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion. The survey should take about 20 minutes to complete. If you complete the survey, you will receive a \$45 gift card as a thank you for your participation. If you or someone in your household has already completed the survey, please accept our sincere thanks.

We hope that you will help by taking part in this important survey. 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. In addition, neither HUD nor your current or former housing authority will know whether you chose to participate in the survey or not and your name will not be kept with your responses. No one at HUD or your current or former housing authority will see your responses to the questions.

You may complete the survey online by entering the link below:

<https://XXXXXXXXXXXXXXXXXX>

If you would like to call in to take the survey over the phone at a time that is convenient for 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, Eastern Time. The survey will take about 20 minutes.

If you have any questions or concerns about this survey or study, please contact Teresa Souza, Social Science Analyst with HUD's Office of Policy Development and Research, at 202-402-5540 or [Teresa.Souza@hud.gov](mailto:Teresa.Souza@hud.gov), or Susan Popkin, the Urban Institute co-Principal Investigator, at 202-261-5751 or [SPopkin@urban.org](mailto:SPopkin@urban.org). If you have any technical questions about completing the survey, please contact the survey firm, SSRS, at [info@HUDsurvey.org](mailto:info@HUDsurvey.org).

Sincerely,

[[Signature]]

Name

Title

This survey was approved by the Office of Management and Budget (OMB). The OMB control number is x and expires on x.

## Frequently Asked Questions: RAD Resident Survey

We will include a one-page FAQ with the initial mailing to all persons invited to complete the survey. The FAQ will summarize the purpose of the survey, identify the organizations responsible for the evaluation, and provide answers to common technical questions about accessing and completing on-line surveys. The FAQ will have contact information for the evaluation lead at U.S. HUD, the Urban Institute co-principal investigator, and technical support at SSRS. We will also include the FAQ in one reminder letter package for each survey.

### **About the Survey**

#### **Who is conducting this survey?**

This survey is being conducted on behalf of the U.S. Department of Housing and Urban Development (HUD) by three research companies – Econometrica ([www.econometricainc.com](http://www.econometricainc.com)), Urban Institute ([www.urban.org](http://www.urban.org)), and SSRS ([www.SSRS.com](http://www.SSRS.com)).

#### **What is this survey for?**

We hope to learn about your experiences with the opportunity to use a Housing Choice Voucher to move from public housing after a Rental Assistance Demonstration (RAD) conversion, which allows public housing authorities to convert public housing to project-based assistance. Your experiences with this opportunity to move will inform our final report, which will be made publicly available. This report will help inform lawmakers and HUD about how to make the program better, what has worked well, and what HUD may need to work harder at to be more successful.

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### **Privacy**

#### **Why was I chosen for this survey?**

You were chosen because you are either a current resident of a public housing property that converted through RAD or you are a former resident of a public housing property that converted through RAD and you used a Housing Choice Voucher to move.

#### **How did you get my contact information?**

We received your information in accordance with all applicable state and federal laws, from a database of addresses provided by HUD. Everyone involved in this study has signed a strict pledge of confidentiality to keep your information secure and confidential.

#### **How will my answers be kept confidential?**

Your name and other identifying information will be separated from your answers, and your answers will be reported together with everyone else's as a group. All of your responses will be kept completely private.

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### **Taking the Survey**

#### **How long will it take to complete the survey?**

Approximately 20 minutes.

**What will I receive after completing this survey?**

As a thank you for your time, we will mail you a \$45 gift card after you complete the survey.

**Who can I contact if I have questions about the survey?**

For technical help completing the survey you may call (xxx) xxx-xxxx or email [info@HUDsurvey.org](mailto:info@HUDsurvey.org). If you have any further questions or concerns about the content of the study, feel free to reach out to Teresa Souza from the U.S. Department of Housing and Urban Development at (202)-402-5540 or [Teresa.Souza@hud.gov](mailto:Teresa.Souza@hud.gov). You can also contact Susan Popkin from the Urban Institute at (202)-261-5751 or [SPopkin@urban.org](mailto:SPopkin@urban.org).

# Survey of Residents: Choice Mobility Users and RAD Residents Who are Not Choice Mobility Users

## **INTRO**

Three research companies—Econometrica, the Urban Institute, and SSRS—are under contract to the U.S. Department of Housing and Urban Development (HUD) to conduct a survey about the Rental Assistance Demonstration (RAD) program. The RAD program allows public housing authorities to convert public housing to project-based assistance. This survey focuses specifically on the opportunity to use a Housing Choice Voucher to move from public housing after RAD conversion. You will be offered a \$45 gift card as a thank you for completing the survey. The survey should take about 20 minutes to complete.

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. In addition, neither HUD nor your [current/former] housing authority will know whether you chose to participate in the survey or not and your name will not be kept with your responses. No one at HUD or your [current/former] housing authority will see your responses to the questions.

Any information you provide will be kept confidential to the extent permitted by law. All of your responses to the questions will be combined with responses from other residents in your community and other communities participating 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.

If you have any questions about this survey, you can contact the individuals below.

- For issues related to survey access, contact X, the [role] from SSRS, at (phone).
- For questions about the content of the survey itself, contact Susan Popkin, the Co-Principal Investigator from Urban Institute, at 202-261-5751.
- For questions about the research evaluation of the Rental Assistance Demonstration, contact Teresa Souza, the project officer for this study from HUD, at 202-402-5540.

This survey was approved by the Office of Management and Budget. The OMB control number is x and expires on x.

### **Privacy Act Statement**

**Authority:** Section 502 (g) of the Housing and Urban Development Act of 1970 (Public Law 91-609) (12 U.S.C. §§ 1701z-1; 1701z-2(d) and (g)).

**Purpose:** Evaluation of the Rental Assistance Demonstration (RAD) Program.

**Routine Use(s):** The information will be used for the purpose set forth above and may be provided to Congress or other Federal, state, and local agencies, when determined necessary.

**Disclosure:** Disclosure of personal information is voluntary. Failure to disclose the personal information requested will not affect individuals.

**System of Records Notice (SORN):** PD&R/RRE.01 published in the Federal Register on January 22, 2015 (FR-5843-N-01), <https://www.govinfo.gov/content/pkg/FR-2015-01-22/html/2015-01029.htm>

Do you agree to participate?

- 1 Yes (CONTINUE)
- 2 Not available (TAKE SURVEY AT LATER TIME)
- 9 REFUSED (THANK AND TERMINATE /TQINTRO)

**Background**

*Thank you for agreeing to participate in this survey. We will first start with some background questions.*

*First, we want to ask you a few questions about [RAD converted property] and the opportunity to use a Housing Choice Voucher, also known as Section 8, to move from [RAD converted property].*

1. Were you a resident at [RAD converted property], located at [property street address]?

- Yes..... 1
- No..... 2
- I still live at [RAD converted property]..... 3

2. A Housing Choice Voucher allows residents to rent a home on the private rental market and get help paying rent each month. After you lived at [RAD converted property] for [1 YEAR/2 YEARS (depending on property)], you could request to use a Housing Choice Voucher to move from [RAD converted property].

2A. Did you or anyone in your household know about the opportunity to use a Housing Choice Voucher to move from [RAD converted property]?

- Yes..... 1
- No..... 2

2B. Did you or anyone in your household request a Housing Choice Voucher to move from [RAD converted property]?

- Yes..... 1
- No..... 2

2C. Did you or anyone in your household use that Housing Choice Voucher to move from [RAD converted property]?

- Yes..... 1
- No..... 2

**IF TYPE = Choice Mobility User: [IF Q1=3 OR Q2B = 2 & Q2C = 2, SCREEN OUT]**

**IF TYPE = RAD Residents who are Not Choice Mobility Users: [IF Q2A=1 AND Q2B=1 & Q2C=1, SCREEN OUT]**

**[ASK IF TYPE = Choice Mobility User]**

3. Are you using that Housing Choice Voucher to rent your current house or apartment at [current residence address]?

- Yes..... 1
- No..... 2

4. How long in years and months have you lived at [current residence address]?

\_\_\_\_\_ years  
\_\_\_\_\_ months

**[ASK IF TYPE = Choice Mobility User]**

5. Including your current home, how many places have you have lived since moving from [RAD converted property]?

- One place..... 1
- Two places..... 2
- Three places..... 3
- Four places..... 4
- Five or more places ..... 5

**Neighborhood Quality**

*The next set of questions ask about your current neighborhood.*

6. Which of the following statements best describes how satisfied you are with your current neighborhood? Would you say you are:

- Very satisfied ..... 1
- Somewhat satisfied ..... 2
- In the middle ..... 3
- Somewhat dissatisfied ..... 4
- Very dissatisfied ..... 5

**[ASK IF TYPE = Choice Mobility User]**

7. Is this neighborhood better, worse, or about the same compared to the neighborhood at [RAD converted property]?

- Better ..... 1
- Worse ..... 2
- About the same ..... 3

I live in the same neighborhood .....4

**[ASK IF TYPE = Choice Mobility User]**

8. Overall, do you feel safer, less safe, or about as safe now compared to when you lived at [RAD converted property]?

Safer .....1  
Less safe .....2  
About as safe as before .....3  
I live in the same neighborhood .....4

**[ASK IF TYPE = Choice Mobility User]**

9. How does your access to neighborhood amenities (such as parks, schools, transportation, and grocery stores) compare to your previous neighborhood when you were living at [RAD converted property]?

Better .....1  
Worse .....2  
About the same .....3  
I live in the same neighborhood .....4

**Housing Quality and Property Maintenance**

*Now, we want to know more about the quality and maintenance of your unit and building.*

10. Overall, how would you describe the physical condition of your current unit? Would you say it is in excellent, good, fair, or poor condition?

Excellent .....1  
Good .....2  
Fair .....3  
Poor.....4

**[ASK IF TYPE = Choice Mobility User]**

11. Thinking about the place you lived at [RAD converted property], would you say your current unit is in worse physical condition, about the same physical condition, or better physical condition as the place where you lived in [RAD converted property]?

Current unit is in worse condition .....1  
About the same condition.....2

Current unit is in better condition .....3

**[ASK IF TYPE = Choice Mobility User]**

12. Would you say your current unit has less space, about the same space, or more space than the place where you lived in [RAD converted property]?

Current unit has less space .....1  
About the same space .....2  
Current unit has more space .....3

13. In the past 12 months, has your unit needed any MAJOR maintenance or repairs?

Yes.....1  
No.....2

14. Thinking about your most recent service request, how long did it take for property management staff to respond to your service request?

Less than one week .....1  
One or two weeks .....2  
Three of four weeks .....3  
More than four weeks .....4  
I have not made any service requests.....5

15. We have some questions about property management before the COVID-19 pandemic and now. Property management includes building and grounds maintenance and lease enforcement.

15A. Before the COVID-19 pandemic, that is, before March 2020, how responsive was property management to your questions or concerns?

Very responsive .....1  
Somewhat responsive .....2  
Not too responsive .....3  
Not at all responsive .....4

15B. How responsive is property management to your questions or concerns now?

Very responsive .....1  
Somewhat responsive .....2  
Not too responsive .....3

Not at all responsive .....4

15C. Before the COVID-19 pandemic, that is, before March 2020, how courteous and professional was property management?

Very courteous and professional .....1  
Somewhat courteous and professional .....2  
Not too courteous and professional .....3  
Not at all courteous and professional .....4

15D. How courteous and professional is property management now?

Very courteous and professional .....1  
Somewhat courteous and professional .....2  
Not too courteous and professional .....3  
Not at all courteous and professional .....4

15E. How supportive is property management of your involvement with resident associations now?

Very supportive .....1  
Somewhat supportive .....2  
Not too supportive .....3  
Not at all supportive .....4  
I am not a member of a resident association .....5

16. Overall, how satisfied were you with the property management of your current housing before the COVID-19 pandemic (that is, before March 2020)?

Very satisfied .....1  
Somewhat satisfied .....2  
Not too satisfied.....3  
Not at all satisfied .....4

17. Overall, how satisfied have you been with the property management of your current housing during the COVID-19 pandemic (that is, since March 2020)?

Very satisfied .....1  
Somewhat satisfied .....2  
Not too satisfied.....3  
Not at all satisfied.....4

**[ASK IF TYPE = Choice Mobility User]**

18. Compared to when you lived at [RAD converted property], would you say your current unit has:

- Better maintenance .....1
- Worse maintenance .....2
- About the same maintenance .....3

**[ASK IF TYPE = Choice Mobility User]**

19. Compared to when you lived at [RAD converted property], would you say that the property management in your current unit is:

- More responsive.....1
- Less responsive.....2
- As responsive .....3

**Housing Costs**

*The next set of questions are on rent and utility costs at your current home. Utility payments include any payments made for electricity, water, gas, and waste disposal.*

20. People sometimes have trouble paying their utility bills on time. How many times in the last 12 months were you more than 15 days late paying your electric, gas, or water bill?

- \_\_\_\_\_ Times [Range: 0-40]
- I am not responsible for paying utilities .....2

**[ASK IF TYPE = Choice Mobility User]**

21. Since moving to your current home, have you received a notice that your electricity, gas, or water would be shut off because the bill was not paid?

- Yes .....1
- No .....2
- I am not responsible for paying utilities .....3

**[ASK IF TYPE = RAD Residents who are Not Choice Mobility Users]**

21A. In the time living at [RAD converted property] after [RAD closing date], have you received a notice that your electricity, gas, or water would be shut off because the bill was not paid?

- Yes ..... 1
- No ..... 2
- I am not responsible for paying utilities ..... 3

22. In the past year, has the COVID-19 pandemic affected your ability to pay rent or utilities?

- Yes ..... 1
- No ..... 2

**[ASK IF TYPE = Choice Mobility User]**

23. Are you paying more or less for rent at your current home than you did at [RAD converted property]?

- More rent ..... 1
- Less rent ..... 2
- Same amount ..... 3

**[ASK IF TYPE = Choice Mobility User]**

24. Are you paying more or less for utilities at your current home than you did at [RAD converted property]?

- More in utilities ..... 1
- Less in utilities ..... 2
- Same amount ..... 3
- I am not responsible for paying utilities now nor did not pay for utilities at [RAD converted property]..... 4

**Employment**

*The next set of questions are about your employment.*

**[ASK IF TYPE = Choice Mobility User]**

25. Which best describes your employment status when you were living at [RAD converted property]?

- I was employed part-time ..... 1
- I was employed full-time ..... 2
- I was not working ..... 3

26. What is your current employment status?

- I am employed part-time ..... 1
- I am employed full-time ..... 2
- I am not working ..... 3

**Communications About Using a Voucher to Move**

*Next, we are going to ask you how you heard about the opportunity to use a Housing Choice Voucher to move from [RAD converted property].*

**IF TYPE = RAD Residents who are Not Choice Mobility Users: [SKIP IF Q2A=2]**

27. Did you hear about the opportunity to use the Housing Choice Voucher to move from [RAD converted property]:

27A. From notices through mail, email, text, or calls?

- Yes ..... 1
- No ..... 2

27B. From posted flyers in your building?

- Yes ..... 1
- No ..... 2

27C. From meetings between housing authority staff and you or a group of residents?

- Yes ..... 1
- No ..... 2

27D. From informal conversations between housing authority staff and you or a group of residents?

- Yes ..... 1
- No ..... 2

27E. During a recertification meeting?

- Yes ..... 1
- No ..... 2

27F. During a resident association meeting?

- Yes ..... 1
- No ..... 2
- I am not a member of a resident association 3

**IF TYPE = RAD Residents who are Not Choice Mobility Users: [SKIP IF Q2A=2]**

28. How well informed did you feel about the process to request the Housing Choice Voucher?

- Very informed .....1
- Somewhat informed .....2
- Not too informed .....3
- Not at all informed.....4

**If TYPE = RAD Residents who are Not Choice Mobility Users and Q2B=2, go to Not Requesting the Voucher to Move block.**

**If TYPE = Choice Mobility User OR TYPE = RAD Residents who are Not Choice Mobility Users and Q2B=1, go to Requesting the Voucher to Move block.**

**Not Requesting the Voucher to Move**

*The next question asks about choosing not to request a Housing Choice Voucher to move from [RAD converted property].*

29. Next, we will ask about a list of reasons someone might not want to move and request a Housing Choice Voucher. For each please indicate if this is a reason why you didn't want to move and request a Housing Choice Voucher. Please consider all reasons and not just the main reason you didn't want to move.

29A. First, did you decide not to request a voucher because you live close to your job?

- Yes ..... 1
- No ..... 2

29B. Did you decide not to request a voucher because you are close to family, including for health reasons, economic reasons, or for any other reasons?

- Yes ..... 1
- No ..... 2

29C. Did you decide not to request a voucher because your commute time is reasonable?

- Yes ..... 1
- No ..... 2

29D. Did you decide not to request a voucher because you like your current neighborhood?

Yes ..... 1  
No ..... 2

29E. Did you decide not to request a voucher because you are satisfied with the physical condition of your current unit?

Yes ..... 1  
No ..... 2

29F. Did you decide not to request a voucher because you are satisfied with property management?

Yes ..... 1  
No ..... 2

29G. Did you decide not to request a voucher because you couldn't afford to move?

Yes ..... 1  
No ..... 2

29H. Did you decide not to request a voucher because you were told no vouchers were available?

Yes ..... 1  
No ..... 2

29I. Did you decide not to request a voucher for some other reason? If so, what was it?

Open-ended response  
No ..... 2

**[If TYPE = RAD Residents who are Not Choice Mobility Users and Q2B=2, SKIP to Health block]**

## **Requesting the Voucher to Move**

*The next set of questions ask about requesting a Housing Choice Voucher to move from [RAD converted property].*

30. Who did you contact to request the Housing Choice Voucher?

- The public housing authority .....1
- A property manager .....2
- Other, please specify: \_\_\_\_\_.....3

31. After you requested a voucher, did you receive clear communication about:

31A. Being on a waitlist?

- Yes ..... 1
- No .....2
- I was not placed on a waitlist .....3

31B. Who to contact for updates on your voucher status?

- Yes .....1
- No .....2

**[IF TYPE = Choice Mobility User, FIRST VERBIAGE IN PARENS, IF TYPE = RAD Residents who are Not Choice Mobility Users, SECOND VERBIAGE IN PARENS]**

32. Next, we will ask about a list of reasons someone might want to move. For each please indicate if this is a reason you (chose/wanted) to move from [RAD converted property] using the Housing Choice Voucher. Please consider all reasons and not just the main reason you (chose/wanted) to move.

32A. First, did you (choose/want) to move from [RAD converted property] for a new job or job transfer?

- Yes ..... 1
- No .....2

32B. Did you (choose/want) to move to be closer to family, including for health reasons, economic reasons, or for any other reasons?

- Yes ..... 1
- No .....2

32C. Did you (choose/want) to move because of a change in household or family size, including marriage, divorce, separation, child birth or adoption?

Yes ..... 1  
No ..... 2

32D. Did you (choose/want) to move to reduce commuting time?

Yes ..... 1  
No ..... 2

32E. Did you (choose/want) to move to be in a more desirable neighborhood?

Yes ..... 1  
No ..... 2

32F. Did you (choose/want) to move because you were dissatisfied with the physical condition of your home?

Yes ..... 1  
No ..... 2

32G. Did you (choose/want) to move because you were dissatisfied with property management?

Yes ..... 1  
No ..... 2

32H. Did you (choose/want) to move for some other reason? If so, what was it?

Open-ended response  
No ..... 2

**ASK IF TYPE = RAD Residents who are Not Choice Mobility Users**

33. Did your household receive a Housing Choice Voucher to move from [RAD converted property]?

Yes..... 1  
No..... 2

- If TYPE = RAD Residents who are Not Choice Mobility Users and Q33=2, go to **Not Receiving the Voucher** block.

- If TYPE = Choice Mobility User OR TYPE = RAD Residents who are Not Choice Mobility Users and Q33=1, go to **Receiving the Voucher** block.

### **Not Receiving the Voucher**

*The next set of questions ask about not receiving that Housing Choice Voucher to move from [RAD converted property].*

34. Including any time that you may have spent on a waiting list, how long has it been since you first requested the voucher?

- Less than two months ..... 1
- Two months..... 2
- Three months..... 3
- Between three and six months ..... 4
- More than six months..... 5

35. Why haven't you received the Housing Choice Voucher?

- I am still on a waiting list, ..... 1
- I am ineligible, ..... 2
- Other (specify), ..... 3

SKIP to **Health** block

### **Receiving the Voucher**

*The next set of questions will ask about using that Housing Choice Voucher to move from [RAD converted property].*

36. Including any time that you may have spent on a waiting list, how long did it take to receive the voucher after you requested it?

- Two months..... 1
- Three months..... 2
- Between three and six months ..... 3
- More than six months..... 4

37. Sometimes residents get help from housing authority staff, service coordinators, property managers or case managers during a move. We would like to ask about the different kinds of help you received. You may not have gotten each kind of help.

37A. Did you get help in finding housing?

Yes ..... 1  
No ..... 2

37B. Did you get help in paying lease application fees?

Yes ..... 1  
I didn't get help but did have to pay lease application fees ..... 2  
I didn't have to pay lease application fees ..... 3

37C. Did you get help in paying a security deposit or down payment?

Yes ..... 1  
I didn't get help but did have to pay a security deposit or down payment ..... 2  
I didn't have to pay a security deposit or down payment ..... 3

37D. Did you get help in improving your credit score?

Yes ..... 1  
No ..... 2

37E. Did you get help with transportation to view available homes?

Yes ..... 1  
No ..... 2

37F. Did you receive a list of landlords that would accept vouchers?

Yes ..... 1  
No ..... 2

37G. Did you receive a list of properties that would accept vouchers?

Yes ..... 1  
No ..... 2

37H. Did you get help in paying for utility hook-ups (such as phone, electric, and gas)?

Yes ..... 1  
I didn't get help but did need to pay for utility hook-ups ..... 2  
I didn't need to pay for utility hook-ups ..... 3

38. Did any of the help you received lead you to search for housing in a better neighborhood that you wouldn't have otherwise looked at?

Yes ..... 1  
No ..... 2

**[ASK IF TYPE = Choice Mobility User]**

39. Sometimes people have problems using their Housing Choice Voucher.

39A. Did you have any problems finding a landlord who would accept your voucher?

Yes ..... 1  
No ..... 2

39B. Did you have any problems with landlords unable to show homes?

Yes ..... 1  
No ..... 2

39C. Did you have any problems finding a home that could pass inspection?

Yes ..... 1  
No ..... 2

39D. Did you have any problems gathering information about homes?

Yes ..... 1  
No ..... 2

39E. Did you have any problems gathering information about neighborhoods?

Yes ..... 1  
No ..... 2

39F. Did you have any problems finding transportation to view homes?

Yes ..... 1  
No ..... 2

39G. Did you have any problems finding someone to take care of your children so you could view homes?

- Yes ..... 1
- No ..... 2
- I do not have children ..... 3

39H. Did you have any problems finding homes that met your needs?

- Yes ..... 1
- No ..... 2

39I. Did you have any problems affording additional move-in costs?

- Yes ..... 1
- No ..... 2
- I did not have additional move-in costs ..... 3

**[ASK IF TYPE = RAD Residents who are Not Choice Mobility Users]**

40. Next, we will ask about a list of reasons why you haven't used the Housing Choice Voucher.

40A. Did you choose not to use the Housing Choice Voucher because you have had problems finding a landlord who would accept your voucher?

- Yes ..... 1
- No ..... 2

40B. Did you choose not to use the Housing Choice Voucher because you have had problems with landlords unable to show homes?

- Yes ..... 1
- No ..... 2

40C. Did you choose not to use the Housing Choice Voucher because you have had problems finding a home that could pass inspection?

- Yes ..... 1
- No ..... 2

40D. Did you choose not to use the Housing Choice Voucher because you have had problems gathering information about homes?

Yes ..... 1  
No ..... 2

40E. Did you choose not to use the Housing Choice Voucher because you have had problems gathering information about neighborhoods?

Yes ..... 1  
No ..... 2

40F. Did you choose not to use the Housing Choice Voucher because you have had problems finding transportation to view homes?

Yes ..... 1  
No ..... 2

40G. Did you choose not to use the Housing Choice Voucher because you have had problems finding someone to take care of your children so you could view homes?

Yes ..... 1  
No ..... 2  
I do not have children ..... 3

40H. Did you choose not to use the Housing Choice Voucher because you have had problems finding homes that met your needs?

Yes ..... 1  
No ..... 2

40I. Did you choose not to use the Housing Choice Voucher because you have had problems affording additional move-in costs?

Yes ..... 1  
No ..... 2

40J. Did you choose not to use the Housing Choice Voucher because you didn't have enough time to search for a home?

Yes ..... 1  
No ..... 2

40K. Did you choose not to use the Housing Choice Voucher because you got tired of looking for a home?

Yes ..... 1  
No ..... 2

40L Did you choose not to use the Housing Choice Voucher because you realized your current home is better?

Yes ..... 1  
No ..... 2

40M. Did you choose not to use the Housing Choice Voucher because you realized your current neighborhood is better?

Yes ..... 1  
No ..... 2

40N. Did you choose not to use the Housing Choice Voucher because of any other problems? If so, what were they?

Open-ended response  
No ..... 2

**[ASK IF TYPE = Choice Mobility User]**

41. After receiving a voucher, how long did it take to move from [RAD converted property]?

Less than two months..... 1  
Two months..... 2  
Three months..... 3  
Between three and six months ..... 4  
More than six months..... 5

## **Health**

*The next set of questions are about your health. We would like to remind you that all your answers to these questions are confidential.*

42. Would you say your health, in general, is excellent, very good, good, fair, or poor?

- Excellent ..... 1
- Very good ..... 2
- Good ..... 3
- Fair ..... 4
- Poor ..... 5

43. Has your health worsened as a result of COVID-19?

- Yes..... 1
- No..... 2

## **Resident Characteristics and Household Composition**

*Finally, we want to learn more about you and your household.*

44. Since you were 18 years old, how many years have you lived in public housing altogether?

\_\_\_\_\_ Years [Range = 1 - 96]

- Less than one year..... 97

45. What is your marital status?

- I am married ..... 1
- I am not married..... 2

46. What is the highest grade or level of regular school you have ever completed?

- Less than a high school diploma ..... 1
- High school diploma, GED, or equivalent..... 2
- Some college, no degree..... 3
- Associate's degree (AA, AS) or technical certificate ..... 4
- Bachelor's degree (BA, BS) ..... 5
- Some graduate/professional school courses ..... 6
- Graduate/professional degree ..... 7

47. Do you have a valid driver's license?

Yes ..... 1  
No..... 2

48. Does anyone in your household own a car, van, or truck that runs? (Do not include motorcycles or recreational vehicles)

Yes..... 1  
No .....2

49. Do you speak English fluently?

Yes..... 1  
No .....2

Thank you for helping us with the survey, we appreciate the time you've taken. We'll be sending you the \$45 gift card in the mail. The address we have for you is [confirm contact information]. Is that correct?

Yes ..... 1  
No..... 2

[Record new address if needed]

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