

## Eviction Counseling Survey

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**Public Reporting Burden** for this collection of information is estimated to be .5 hours per response, including the time for reviewing instructions and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden to the Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street SW, Washington, DC 20410-5000. When providing comments, please refer to OMB Control No. 2502-0625. This agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless that collection displays a valid OMB control number.

This information is collected in connection with HUD's Housing Counseling Program established under Section 106 of the Housing and Community Development Act of 1974 and will be used to gather more information on how eviction housing counseling programs have assisted clients to improve program operations and help participants develop best practices. You are not required to respond to this information collection; responses are voluntary. The information collected will not be held confidential.



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## Eviction Counseling Survey

### Welcome

Thank you for participating in the Department of Housing and Urban Development's (HUD) Eviction Counseling Survey. Our goal is to help HUD, Congress, and other interested stakeholders understand how housing counseling agencies can work together to improve eviction counseling services for clients.

The information gathered here is for research and informational purposes only and will not be used in any agency-specific funding or performance review decisions. Please respond to the best of your ability based on your agency's current operations. Even if rental or eviction counseling is not a core part of your agency's work, your response to the survey will be both appreciated and helpful.

Please submit only one survey response for each agency listed in the emails you received and be sure to include information from any of your branch agencies that do not submit their own 9902 reporting forms in your responses. If you have been asked to fill out the survey on behalf of multiple agencies you work with, you might have to clear your browser's cache or use a different browser before filling out the survey additional times. Questions about completing the survey can be submitted to: [Eviction.Survey@hud.gov](mailto:Eviction.Survey@hud.gov).

We estimate this survey will take 30 minutes to complete.

Asterisks (\*) indicate required questions.



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## Eviction Counseling Survey

### Organization Information

\* 1. Organization name:

\* 2. HCSID:

\* 3. Is your agency a Public Housing Authority (PHA)?

Yes

No

\* 4. Does your agency offer rental counseling?

Yes

No



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[IF RESPONDENT ANSWERS “NO” TO QUESTION 4]

## Eviction Counseling Survey

### Organization Information

\* 5. Why does your agency not provide rental counseling? Select up to 3 options.

- Few renters in coverage area requiring assistance
- Staffing limitations
- Organizational priorities
- Lack of financial/legal resources to refer tenants to
- Lack of staff training/experience in eviction issues
- Difficulty identifying potential renter clients
- Not sure / Decline to respond
- Other (please specify)



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## Eviction Counseling Survey

Thank you for taking the Eviction Counseling Survey! If you have questions about this survey or HUD's study of eviction counseling, please contact [eviction.survey@hud.gov](mailto:eviction.survey@hud.gov).

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[IF RESPONDENT ANSWERS "YES" TO QUESTION 4]

## Eviction Counseling Survey

### Eviction Prevention Program Model

This section asks for information about the subset of your broader rental counseling activities that are specifically focused on eviction counseling/eviction prevention.

5. Approximately what percentage of your rental counseling clients are seeking help with eviction prevention? Drag the slider or enter a number in the box on the right.

0% (none) 50% (some) 100% (all)

\* 6. What rental counseling services does your agency provide specifically for eviction prevention? Please select all that apply. Scroll down to see the full range of answers.

- Information about COVID-19 specific resources (including emergency rental assistance and eviction moratoria)
- Referrals to ongoing (non-COVID-19) rental assistance programs (e.g., housing vouchers and subsidies, affordable housing programs, etc.)
- Referrals to legal services organizations (i.e., organizations that provide housing or eviction attorneys)
- Direct agency communication with landlords
- Conflict mediation (between tenants and landlords)
- Information about landlord/tenant rights and responsibilities
- Information about rental scams and illegal landlord behavior
- Fair Housing information (including how to file Fair Housing complaints)
- Household/crisis budget counseling
- Assistance finding new housing options / relocating
- Helping renters understand lead-based paint hazards and disclosures
- Not sure / Decline to respond
- Other (please specify)
- None of the above

\* 7. What are the most common reasons that your agency's clients face eviction? Drag the answer options or enter numbers in the white boxes to rank. Select N/A for answers that do not apply.

<input type="text"/>	Non-payment of rent (1 month behind or less)	<input type="checkbox"/> N/A
<input type="text"/>	Non-payment of rent (more than 1 month behind)	<input type="checkbox"/> N/A
<input type="text"/>	Other breach of lease (e.g., landlord complaints about noise, damage etc.)	<input type="checkbox"/> N/A
<input type="text"/>	No fault eviction (Evictions without a breach of lease, e.g., at the end of a lease or because the landlord wants to move into the unit)	<input type="checkbox"/> N/A
<input type="text"/>	Extra-legal or illegal actions by landlord (e.g., retaliation, illegal lockouts, utility shut-offs, intimidation etc.)	<input type="checkbox"/> N/A

\* 8. What are some of the most common *underlying* reasons your clients face eviction? Select up to 4 options.

- Loss of income or employment (including a reduction in work hours)
- The end of COVID-19 eviction moratoria or the loss of COVID-19 emergency rental assistance
- Loss of other housing benefits (such as vouchers, subsidies etc.)
- Onset of illness or disability
- Increase in household expenses (such as food, transportation, child care costs, medical expenses, etc.)
- Rent increase by landlord
- Disputes with landlord over housing quality/habitability issues or other lease terms
- Landlord no longer wants to rent unit
- Illegal discrimination by landlord (e.g. based on race, color, national origin, religion, sex, gender identify, sexual orientation, familial status, disability, age, VAWA survivor, etc.)
- Not sure / Decline to respond
- Other (please specify)

9. Approximately what percentage of the clients you counsel for eviction related issues are facing extra-legal/illegal displacement actions by their landlord (such as pressure to leave their unit before the end of their lease term, illegal lockouts, purposeful neglect by their landlord to worsen living conditions, illegal rent increases, landlord discrimination, intimidation, or other similar illegal behavior, etc.)?

0% (none) 50% (some) 100% (all)

\* 10. What resources does your organization use to stay up to date with changing local, state, and federal eviction programs and moratoria? Please select all that apply.

- Information and resources provided by HUD's Office of Housing Counseling or other HUD resources
- Resources provided by other government agencies (including state, local, and federal websites, email lists, and other communication channels)
- Communications from non-governmental organizations (e.g., NeighborWorks or the National Low Income Housing Coalition, etc.)
- Communication with other housing counseling agencies
- Not sure / Decline to respond
- Other (please specify)
- None of the above



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## Eviction Counseling Survey

### Identifying households and neighborhoods at risk of eviction

\* 11. What information or data sources, if any, does your agency use to identify neighborhoods or communities to conduct outreach about eviction counseling services? Select all that apply.

- Housing court data
- Other local government data or reports
- Eviction Lab data or reports
- Data or reports from other advocacy or research organizations
- Information from landlords
- Information from community partners (such as legal service organizations, social service organizations, faith groups, etc.)
- Not sure / Decline to respond
- Other (please specify)
- None of the above

12. For any of the options selected in the question above, how do you access that information and how often do you access it?



\* 13. What methods, if any, does your agency use to conduct outreach to **neighborhoods or communities** about eviction counseling services? Select all that apply.

- Social media/other online advertising
- Email outreach and newsletters
- Print/TV/radio advertising
- Attending community events
- Partnerships with housing court
- Partnerships with landlords
- Partnerships with legal assistance or other service providers (such as social service organizations, faith groups, government agencies, etc.)
- Not sure / Decline to respond
- Other (please specify)
- None of the above

14. For any of the options selected in the question above, please describe if and how you tailor your outreach methods to different communities (such as translating materials into other languages, customizing messaging, etc.)

\* 15. What methods, if any, does your agency use to identify **specific households** who may be at risk of eviction? Select all that apply.

- Monitoring eviction filings
- Attending eviction court
- Communicating with landlords
- Communicating with legal assistance or other service providers (such as social service organizations, faith groups, government agencies, etc.)
- Not sure / Decline to respond
- Other (please specify)
- None of the above

16. What data or information would be helpful to better identify either specific households or broader neighborhoods or communities that are at risk of eviction? When answering, please specify whether the desired information would help target either specific households, neighborhoods/communities, or both.



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## Eviction Counseling Survey

### Populations Served with Rental Counseling

The questions below ask for information about all your rental counseling activities, not just those that are specifically focused on eviction counseling/eviction prevention.

\* 17. Would your organization appreciate assistance in conducting outreach to any of the following racial and ethnic groups (e.g., technical assistance, training, peer learning)?

	Yes	No	Unsure
American Indian or Alaska Native	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Black or African American	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hispanic or Latino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native Hawaiian or Other Pacific Islander	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 18. Would your organization appreciate assistance in conducting outreach to any of these other communities (e.g., technical assistance, training, peer learning)?

	Yes	No	Unsure
People with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English language learners/non-English speakers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTQ+ people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rural residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Please use this box to: A) Add additional detail about the communities you checked "Yes" for in the above two questions; and/or B) Submit suggestions for the types of assistance that would be helpful to improve outreach to those communities.



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## Eviction Counseling Survey

### Eviction Counseling and Eviction Prevention

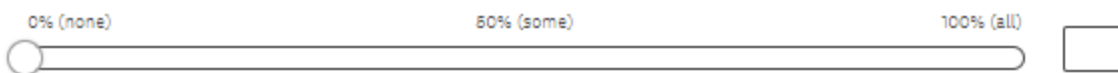
This section asks for information about the subset of your broader rental counseling activities that are specifically focused on **eviction counseling/eviction prevention**.

\* 20. Does your agency conduct routine follow-ups with clients after eviction counseling to collect outcome data?

Yes

No

21. Approximately what percentage of your eviction clients are you able to successfully obtain outcome data for?



\* 22. What is the maximum number of post-counseling contact attempts your agency will make when attempting to reach an eviction client to collect outcome information?

(An attempt is each discrete outreach effort such as a phone call, email, letter, etc.)

\* 23. What contact methods are most effective in reaching clients to gather outcome data? Drag the answer options or enter numbers in the white boxes to rank. Select N/A if an answer does not apply.

<input type="text"/>	Phone call	<input type="checkbox"/> N/A
<input type="text"/>	Email	<input type="checkbox"/> N/A
<input type="text"/>	Text message	<input type="checkbox"/> N/A
<input type="text"/>	Mail	<input type="checkbox"/> N/A

\* 24. What are the biggest barriers your agency encounters collecting outcome data from clients who received eviction counseling? Drag the answer options or enter numbers in the white boxes to rank. Select N/A if an answer does not apply.

<input type="text"/>	Inability to reach client because of change of address or other contact information	<input type="checkbox"/> N/A
<input type="text"/>	Client does not respond to contact efforts	<input type="checkbox"/> N/A
<input type="text"/>	Client is reached but declines to provide follow-up information	<input type="checkbox"/> N/A
<input type="text"/>	Limited staffing or other resources to conduct systematic follow-up	<input type="checkbox"/> N/A

\* 25. Does your agency formally track the effectiveness of eviction prevention interventions? Select all that apply.

- Yes, by analyzing client outcomes after counseling
- Yes, by tracking repeat clients or recurring eviction cases
- Yes, by some other method (please specify)

- No, none of the above

\* 26. Based on your agency's experience and tracking, what rental counseling strategies have been **most** effective at preventing eviction filings or tenant displacement? Select up to 4. Scroll down to see all answers.

- Information and referrals to COVID-19 specific resources (including emergency rental assistance and eviction moratoria)
- Referrals to ongoing (non-COVID-19) rental assistance programs (e.g., housing vouchers and subsidies, affordable housing programs, etc.)
- Referrals to legal service organizations (i.e., organizations that provide housing or eviction attorneys)
- Direct agency communication with landlords
- Conflict mediation (between tenants and landlords)
- Information about the rights and responsibilities of landlords and tenants
- Information about rental scams and illegal landlord behavior
- Fair Housing information (including how to file Fair Housing complaints)
- Household or crisis budget counseling
- Assistance finding new housing options or relocating
- Helping renters understand lead-based paint hazards and disclosures
- Not sure / Decline to respond
- Other (please specify)



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## Eviction Counseling Survey

### Eviction Counseling Challenges

\* 27. What are the biggest challenges your agency faces in helping households avoid eviction? Select up to 3 options.

- Lack of emergency funds or short-term financial assistance for renters
- Lack of permanent housing subsidies (e.g., rental vouchers)
- Lack of legal services to refer tenants to
- Clients beginning rental counseling too late in the eviction process
- Lack of staff training or experience in eviction issues
- Lack of staff time or capacity
- Cultural or linguistic barriers
- Not sure / Decline to respond
- None of the above
- Other (please specify)

\* 28. What are the biggest factors preventing your agency from providing rental counseling to more households at risk of eviction? Select up to 3 options.

- Staffing limitations
- Organizational priorities
- Lack of financial or legal resources to refer tenants to
- Lack of staff training or experience in eviction issues
- Difficulty identifying potential renter clients
- Few renters in coverage area requiring assistance
- Not sure / Decline to respond
- None of the above
- Other (please specify)



\* 29. Compared to before the pandemic (e.g., February 2020), how are your operations different today?

	Increased	About the same	Decreased	N/A
Use of online/phone counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of staff members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Total operating budget	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of overall clients served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of rental clients served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of clients seen specifically for eviction counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



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