

GRRP Post-Construction Survey

Cohort sorting

1. GRRP Post-Construction Survey Consent Form

You have been selected to participate in a research study being conducted by the United States Department of Housing and Urban Development (HUD). The purpose of this study is to help HUD assess the success of the Green and Resilient Retrofit Program (GRRP) construction process and post-construction outcomes based on owners' perceptions of the construction process.

If you agree to participate, here are some things you should know:

1. Your name will not be used in any reports about this interview.
2. All information collected during this study will be kept confidential, and your responses will not be identified individually in any way.

Completing this survey will help HUD answer the following research questions: How did procurement and construction go for GRRP compared to past rehabilitations? How are investments and installed equipment being maintained? How satisfied are owners with outcomes?

You may choose to skip or not answer any questions. You may also leave the survey at any time. You will not be affected in any way if you stop the survey or decide not to answer a question.

The survey will take up to 45 minutes.

Contact Information: The United States Department of Housing and Urban Development has authorized XXX to conduct this study. If you have any concerns about your participation in this survey or have any questions about the study, please contact XXX.

Certification: Do you agree to participate in the study?

☐ Yes

☐ No

2. For which cohort did you receive your award?

☐ Elements

☐ Leading Edge

☐ Comprehensive



GRRP Post-Construction Survey

Elements

3. Do you agree or disagree with the following statement? I would not have been able to fund the Elements investments for the property without GRRP.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

GRRP Post-Construction Survey

Leading Edge

4. Do you agree or disagree with the following statement? I would not have been able to achieve the green certification for the property without GRRP.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

GRRP Post-Construction Survey

Comprehensive

5. Do you agree or disagree with the following statement? I would not have been able to achieve the overall scope of work for the property without GRRP.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

GRRP Post-Construction Survey

All cohorts

6. Did it take longer than expected to hire a general contractor?

- ☐ Much longer than expected
- ☐ Longer than expected
- ☐ Neither shorter nor longer than expected
- ☐ Shorter than expected
- ☐ Much shorter than expected

7. Compared to a previous rehabilitation of this scale, was it easier or more difficult to get permits for new utility efficiency or resilience retrofits for GRRP?

- ☐ Much easier
- ☐ Somewhat easier
- ☐ Neither easier nor more difficult
- ☐ Somewhat more difficult
- ☐ Much more difficult
- ☐ Not applicable: I have not been involved with a rehabilitation of this scale before

8. Were there items in the initial scope of work that were removed by the time of construction?

- ☐ Yes
- ☐ No

GRRP Post-Construction Survey
Items removed from scope of work

9. Why were these items removed?

GRRP Post-Construction Survey

All cohorts: construction delays?

10. Were there delays in construction due to the unavailability of new utility efficiency or resilience equipment needed for GRRP improvements?

☐ Yes

☐ No

GRRP Post-Construction Survey
Comment box for construction delays

11. Which equipment caused delays in construction?

GRRP Post-Construction Survey

All cohorts: Outcomes

12. Do you agree or disagree with the following statement? The timing of the GRRP award requirements was reasonable.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

13. Do you agree or disagree with the following statement? I am satisfied with the outcomes of the program.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

14. Please briefly explain your answer to the previous question.

15. Do you agree or disagree with the following statement? Compared to before GRRP, I feel that the property is more climate resilient.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

16. Please briefly explain your answer to the previous question.

17. Do you agree or disagree with the following statement? GRRP improvements have increased the useful life of the property.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

18. Please briefly explain your answer to the previous question.

19. Do you agree or disagree with the following statement? GRRP investments have improved leasing at the property.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

20. Please briefly explain your answer to the previous question.

21. Reflecting on your experience of the program, do you agree or disagree with the following statement? The benefits of the program outweighed the costs for this property.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

22. Please briefly explain your answer to the previous question.

GRRP Post-Construction Survey

Residents and maintenance

23. Do you agree or disagree with the following statement? I had sufficient resources to minimize any disruption to residents caused by GRRP improvements.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

24. Please briefly explain your answer to the previous question.

25. To what extent have you experienced, or do you anticipate experiencing, any challenges with maintaining new utility efficiency or resilience equipment?

- ☐ Not at all
- ☐ Very little
- ☐ Somewhat
- ☐ Quite a bit
- ☐ A great deal

26. Please briefly explain your answer to the previous question.

27. When is the earliest you expect to need rehabilitation for the newly installed retrofit projects? Please give your answer using the number of years from the completion of retrofits.

28. Do residents have any complaints about any of items retrofitted for utility efficiency or resilience?

☐ Yes

☐ No

GRRP Post-Construction Survey

Resident complaints

29. Please briefly describe the most common complaint(s) received.

30. How easy or difficult is it to address these complaints?

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult

GRRP Post-Construction Survey

Final comment boxes

31. Are there specific energy reduction strategies or investments you hoped to address in this period but could not obtain funding for? What are they?

32. Are there specific disaster or climate resilience strategies or investments you hoped to address in this period but could not obtain funding for? What are they?

33. Are there any overall retrofit needs you hoped to address in this period but could not obtain funding for? What are they?

34. If this program were to continue into the future, what are your suggestions, if any, for improving the design of the program?