



CUSTOMER
EXPERIENCE

Share your feedback with HUD

Thank you for your interest in sharing your feedback with the U.S. Department of Housing and Urban Development (HUD) about your experience finding affordable housing and housing waitlists.

If you have applied for or found affordable housing in the past few years and you are interested in participating in a 1.5-hour focus-group with HUD, please fill out the form below. You must be 18 years or older to participate. Note: You will not receive money or another form of compensation for participating.

By filling this out, you are consenting to provide this data. The HUD project team will store your data in a secure location and will not share your personal data with the rest of HUD or anyone else.

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According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The time required to complete this information collection is estimated to average 5 minutes. All responses to this collection of information are voluntary. If you have comments or concerns regarding this collection, please contact Mac Bailey of HUD's Customer Experience team at mac.bailey@hud.gov.

** Required*

1. Please provide your first and last name *



2. Please provide your email *

3. Please provide your phone number *

4. What state do you currently live in? *

5. For a virtual meeting (for example, Zoom), do you need any accommodation for a disability? *

- Yes. I do need an accommodation.
- No. I don't need an accommodation.

6. What dates and times would you be able to join a focus group? (Check all that apply) *

- a. [Date and Time A]
- b. [Date and Time B]
- c. [Date and Time C]
- d. [Date and Time D]
- e. [Date and Time E]
- f. [Date and Time F]

7. Are you currently on a housing waitlist? *



- a. Yes
- b. No

8. Have you ever applied to a housing waitlist? *

- a. Yes
- b. No

9. How would you describe the community you live in?

- a. Urban
- b. Suburban
- c. Rural

10. What is the housing size you currently require?

- a. 0-1 bedrooms
- b. 2 bedrooms
- c. 3+ bedrooms

11. Did you experience homelessness prior to finding housing?

- a. Yes
- b. No
- c. Prefer not to answer

12. Do/Did you need reasonable accommodations or modifications for your housing unit (for example, a first-floor unit)?

- a. Yes
- b. No
- c. Prefer not to answer

13. We are doing research throughout the Spring (2023). Would you be willing to participate in additional feedback sessions?



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Waitlist Data Management & Burden Improvement

Screener – Resident

- a. Yes. Please feel free to reach out to me again.
- b. No. I am not interested in participating.

[Upon completing/submitting Microsoft Form]

Thanks!

Thank you for completing these questions! If you are eligible to participate, the HUD customer experience team will reach out to you via email.