

## Recruitment and Scheduling Protocol: Landlords

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TIA

## PHA outreach letter to HCV landlords (TIA)

Mail and Email

[Date]

[First Name] [Last Name]

[Street Address]

[City], [State] [Zip]

Dear <First Name><Middle Initial><Last Name>,

Thank you for participating in the <NAME OF PHA> Housing Choice Voucher (HCV) program, also known as Section 8. We are writing to invite you to participate in a study funded by the U.S. Department of Housing and Urban Development (HUD) to learn about the experiences of landlords and property managers with the HCV program in your area. We want to hear about your experiences regardless of how long you have participated in the program.

Abt Associates, Inc. (Abt) is a research firm that is working with HUD to conduct this study. We are writing to let you know that Abt staff are getting ready to conduct interviews with landlords and property managers in <NAME OF PHA> between [DATE RANGE].

Interviews will be in person or virtual and will last around one hour and can be scheduled at a time and place convenient for you. If you participate in the interview, you will receive a gift card in the amount of \$50 to thank you for your participation.

Your participation is voluntary. Whether or not you choose to participate will not affect your relationship with the PHA or HUD. If you choose to participate, any information you provide will be kept private to the extent allowed by law. Your name will not be used in any of Abt Associates' reports.

**If you are interested in taking part, please visit this meeting scheduler <link to the site> where Abt Associates has entered available time slots over the next few weeks.** If you have any questions, issues accessing the site, or if times outside this scheduler would work better for you, please call Abt Associates toll-free at <INSERT STUDY PHONE LINE> or email at <INSERT EMAIL>

If Abt Associates doesn't hear from you first, [INSERT NAME OF ABT RESEARCHER] may contact you in the next few days to discuss whether you are interested in participating in this study.

We would like to encourage your participation in this important study. We hope your experience and that of other landlords and property managers will generate lessons that can improve public housing in your Public Housing Authority and across the country.

Thank you in advance for your time and willingness to participate in this study.

Sincerely,

<PHA lead name>

<Position>

<PHA Name>

*The Paperwork Reduction Act Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is <NUMBER> and it expires <DATE>. Send*

**TIA**

*comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Gretchen Locke at Gretchen\_Locke@abtassoc.com; Attn: OMB-PRA (<NUMBER>).*

TIA

## Abt letter (TIA) – HCV landlords

Dear [landlord name],

We hope this email finds you well. Abt Associates, Inc. is a research firm that is working with the U.S. Department of Housing and Urban Development (HUD) to conduct a study designed to understand what works (and doesn't work) regarding incentives for landlords and property managers renting to Housing Choice Voucher (HCV) tenants, also known as Section 8.

You have been identified as a landlord or property manager in <NAME OF PHA>, and we are writing to invite you to participate in an in-person interview to share your experiences with the voucher program, particularly what you think could be improved to make the program more attractive (and profitable) for rental property owners across the country.

The interview will be in person or virtual and will last around 60 minutes, and can be scheduled at a time and place convenient for you. In acknowledgement of your time, we will give you a \$50 gift card as a thank you for participating in an interview.

Researchers plan on visiting <NAME OF CITY> between <DATE RANGE>.

Interviews will be informal and confidential. Your participation is voluntary. Whether or not you choose to participate will not affect your relationship with the PHA or HUD. If you choose to participate, any information you provide to us will be kept private to the extent allowed by law. Your name will not be used in any of our reports, and the <PHA> will not know you participated. However, your thoughts about the Housing Choice Voucher program will help improve policy and practice.

**If you are interested in taking part, please visit this meeting scheduler <link to the site> where we have entered available time slots.** If you have any questions, issues accessing the site, or if times outside this scheduler would work better for you, please contact <NAME ABT CONTACT>, at Abt Associates. Their email is <ENTER EMAIL> and their direct phone number is <ENTER PHONE>.

If we do not hear from you first, we will be following up by phone or email in the next few days to discuss whether you are interested in participating in this study.

Our research is incomplete without you. Thank you for your time and we look forward to hearing from you!

Sincerely,

<NAME>

<Position>

Abt Associates

TIA

## Abt letter – All non HCV landlords (TIA)

Dear [LANDLORD NAME],

We hope this email finds you well. Abt Associates, Inc. is a research firm that is working with the U.S. Department of Housing and Urban Development (HUD) conducting a study designed to understand what works (and doesn't work) regarding incentives for landlords and property managers renting to Housing Choice Voucher (HCV) families, program also known as Section 8.

We are writing to invite you to participate in an in-person interview to share your experiences as a landlord or property manager. We are reaching out to you because you have been identified as a landlord or property manager in <NAME OF PHA>. Your participation in an interview is voluntary. Whether or not you choose to participate will not affect your relationship with the PHA or HUD. We hope you are willing to talk with us in an informal and confidential setting related to your experiences with tenants, particularly if you have had experience with voucher tenants and what you think could be improved to make the voucher program more attractive (and profitable) for rental property owners across the country.

The interview will be in person or virtual and should take no more than 60 minutes, and can be scheduled at a time and place convenient for you. In acknowledgement of your time, we will give you a \$50 gift card as a thank you for participating in an interview.

Researchers plan on visiting <NAME OF CITY> between <DATE RANGE>.

Interviews will be informal and confidential. If you choose to participate, any information you provide to us will be kept private to the extent allowed by law. Your name will not be used in any of our reports, and the <PHA> will not know you participated. However, your thoughts about rental properties and the Housing Choice Voucher program will help improve policy and practice.

**If you are interested in taking part, please visit this meeting scheduler <link to the site> where we have entered available time slots.** If you have any questions, issues accessing the site, or if times outside this scheduler would work better for you, please contact <NAME ABT CONTACT>, at Abt Associates. Their email is <ENTER EMAIL> and their direct phone number is <ENTER PHONE>.

If we do not hear from you first, we will be following up by phone or email in the next few days to discuss whether you are interested in participating in this study.

Our research is incomplete without you. Thank you for your time and we look forward to hearing from you!

Sincerely,

<NAME>

<Position>

Abt Associates

TIA

## Abt follow up email and phone call (TIA)

### First scheduling email

Hello [LANDLORD NAME],

We are writing to follow up regarding the rental housing study Abt Associates is conducting with U.S. Department of Housing and Urban Development (HUD). You may have received a letter or email from us introducing the study, or an email from your local PHA.

We are writing to invite you to participate in an interview with us about your experiences as a landlord or property manager in the Housing Choice Voucher program (also known as Section 8). Your participation is voluntary. Whether or not you choose to participate in an interview will not affect your relationship with the PHA or HUD.

The interview will last for about one hour. **We have put together a meeting scheduler <link to the site> with time slots over the next few weeks.** Please let us know if you have any issues accessing the site or if times outside this scheduler would work better for you.

Once you select a day/time, we will send you a confirmation email with the final details for the in-person or virtual chat. If virtual, we will send you a video chat link (WebEx) that you can save to your calendar. We will also share details on the purpose of the interview and your rights as a participant. After the interview, we will provide you with a \$50 gift card.

If you have any questions, or would prefer to schedule via phone or email, please let us know. You can reach us at the toll-free number and email address below.

We look forward to talking with you soon!

Best,

<Name and contact info of team member>

### Follow up Email if no response

Dear <LANDLORD NAME>,

Over the past few weeks, we have been trying to reach you by telephone and email to request your participation in a voluntary interview study as part of a research study conducted by Abt Associates. Your input is very important, and we would like to schedule an appointment for us to talk about your experience as a landlord or property manager with the Housing Choice Voucher Program (also known as Section 8).

The interview should last about 60 minutes and after you complete the interview you will receive a gift card valued at \$50 to thank you for your participation.

The study is funded by the U.S. Department of Housing and Urban Development (HUD). The interviews will help understand how voucher programs are working and what can be improved to aid both rental

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property owners and tenants. We are interested in the experiences of landlords and property managers in the <PHA>, even if you have no tenants receiving vouchers.

We would like to schedule an appointment to complete the interview at a time that is convenient for you. **We have put together a meeting scheduler <link to the site> with time slots over the next few weeks.** Please let us know if you have any issues accessing the site or if times outside this scheduler would work better for you.

If you have any questions or would prefer to schedule via phone or email, please respond to this email at <EMAIL> or call us at <PHONE>.

We would also be happy to answer any questions you may have about the interview.

Thank you in advance for your time and assistance with this project.

Sincerely,

<RESEARCH TEAM MEMBER>

Email confirming interview – In person //send this as calendar invite as well

Hello [LANDLORD NAME],

We are writing to confirm your interview with <NAME OF INTERVIEWER> from Abt Associates regarding your experiences as a landlord or property manager.

Your interview has been scheduled on <DATE> at <TIME>, at <LOCATION>.

As a reminder, the interview will last for about one hour. We are attaching a form that describes the research project and your rights as a participant. We will go over this form before starting the interview— if you have any questions related to this form, the interviewer can help to talk you through those questions then.

After the interview, we will provide you with a \$50 gift card to thank you for participating in the study.

If you have any questions or are unable to make the interview time, please let us know. You can reach us using the toll-free number, mobile phone number, or at the email address below. If for any reason you need to reschedule, please visit the meeting scheduler <link to the site> to select a new time slot and decline the calendar invitation associated with the initial interview scheduled.

We look forward to talking with you soon!

Best,

<Name and contact info of team member>

<INTERVIEWER PHONE NUMBER?>,

**TIA**

Email confirming interview – Virtual //send this as calendar invite as well

Hello [LANDLORD NAME],

We are writing to confirm your interview with <NAME OF INTERVIEWER> from Abt Associates regarding your experiences as a landlord or property manager.

Your interview will be conducted online via Webex and has been scheduled on <DATE> at <TIME>. The link to log in to the meeting is provided below.

Tips:

- Please join the interview from a quiet room, where no one else can overhear our questions and your answers.
- If possible, use headphones with your computer or other device during the interview to keep our discussion as private as possible.
- We plan to use Webex as our video chat platform because it is very secure, and we want to protect your privacy. If you have internet access, you can join by computer, tablet, or smart phone. If not, you can call in from a telephone. All the information is provided at the end of this email and in the calendar invitation.
- Please download Webex on your computer or phone in advance by visiting this website <Link website <https://www.webex.com/downloads.html>>.

As a reminder, the interview will last for about one hour. Attached you will find a form that describes the research project and your rights as a participant. We will go over this form before starting the interview— if you have any questions related to this form, the interviewer can help to talk you through those questions then.

After the interview, we will send you a \$50 gift card to thank you for participating in the study.

If you have any questions or are unable to make the interview time, please let us know. You can reach us at the toll-free number, mobile phone number, and email address below. If for any reason you need to reschedule, please visit the meeting scheduler <link to the site> to select a new time slot and decline the calendar invitation associated with the initial interview scheduled.

We look forward to talking with you soon!

Best,

<Name and contact info of team member>

<Include Webex info (same as calendar invite)>

**First Scheduling Phone call**

*We do not plan to use a formal recruitment script. We will contact landlords and managers by phone based on numbers they have publicly advertised when marketing rental properties or is contained in*



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*administrative data provided by PHAs. We will identify ourselves as researchers doing a study on landlords. We will ask if they would be willing to do an interview. We will explain that their participation is fully voluntary, how we obtained their information or found it online, and that they we are not affiliated with any public or private entities that could impact their business.*

General outline of recruitment is as follows:

Hello, is this <LANDLORD NAME>?

My name is <NAME>, I am a researcher at Abt Associates, a research firm. I am working on a study examining the experiences of landlords and property managers in [city/market].

You were selected because you own or manage rental properties in [city/market]. We would love to set up a time to talk to you about your experience owning or managing property generally and specifically your experience (if any) renting to voucher holders.

Everything you tell us is completely confidential, we will not use your name or any details that connect back to you or your business. We have found that a lot of folks talk to tenants, but no one has bothered to hear from landlords and managers about their work, especially now. This is your chance to tell policymakers what works and what does not work for you.

You are completely free to participate or not as you wish – the decision is completely up to you. [The Public Housing Authority will not know who participated or did not.] The conversation is casual, and we will not touch on many sensitive issues, but you are completely free not to answer any of our questions.

We will provide a \$50 dollar gift card as the thank you for taking the time to speak to us.

[Set up place, time, etc. to meet]

When would be a good day / time for an interview? Our research team will be in <NAME OF CITY> between <DATE RANGE>. Is there a good day/time for you during that date range? (Wait for answer) If not, we could conduct the interview virtually on a different date. (Wait for answer—offer options of days/times if they need some help narrowing it down).

Is this a good number to reach you? (Just in case, get another contact number). Would you prefer I send you a confirmation via email, phone, or text?

Thank you,

<NAME>

## QuIP

### Abt letter (QuIP) – All landlords

Dear [LANDLORD NAME],

We hope this email finds you well. We are a team of researchers from Abt Associates conducting a study designed to understand the experiences of landlords and property managers across the country.

We are writing to invite you to participate in an in-person interview with us to share your experiences as a landlord or property manager. We are reaching out to you because you have been identified as a landlord or manager in <NAME OF CITY>. Your participation in an interview is voluntary. Whether or not you choose to participate will not affect your relationship with the PHA or HUD. We hope you are willing to talk with us in an informal and confidential interview related to your experiences.

The interview can be in person or virtual, should take no more than 60 minutes, and can be scheduled at a time and place convenient for you. In acknowledgement of your time, we will give you a \$50 gift card as a thank you for participating in an interview. Our research team plans on visiting <NAME OF CITY> between <DATE RANGE>.

If you choose to participate, any information you provide to us will be kept private to the extent allowed by law. Your name will not be used in any of our reports. However, your experience will help improve policy and practice in the future.

We have put together a meeting scheduler <link to the site> with time slots over the next few weeks. Please let us know if you have any issues accessing the site or if times outside this scheduler would work better for you.

Once you select a day/time, we will send you a confirmation email with the final details for the in-person or virtual chat. If virtual, we will send you a video chat link (WebEx) that you can save to your calendar. We will also share details on the purpose of the interview and your rights as a participant. After the interview, we will provide you with a \$50 gift card.

If you have any questions, or would prefer to schedule via phone or email, please let us know. You can reach us at the toll-free number and email address below.

Our research is incomplete without you. Thank you for your time and we look forward to hearing from you!

Sincerely,

<NAME>

<Position>

Abt Associates

## QuIP

### Abt email and phone call (QuIP)

#### First scheduling email

Hello [LANDLORD NAME],

We are writing to follow up regarding the landlord study Abt Associates is conducting. We invite you to participate in an interview with us about your experiences as a landlord or property manager in [city].

The interview will last for about one hour. **We have put together a meeting scheduler <link to the site> with time slots over the next few weeks.** Please let us know if you have any issues accessing the site or if times outside this scheduler would work better for you.

Once you select a day/time, we will send you a confirmation email with the final details for the in-person or virtual chat. If virtual, we will send you a video chat link (WebEx) that you can save to your calendar. We will also share details on the purpose of the interview and your rights as a participant. After the interview, we will provide you with a \$50 gift card.

If you have any questions, or would prefer to schedule via phone If you have any questions, please let us know. You can reach us at the toll-free number and email address below.

We look forward to talking with you soon!

Best,

<Name and contact info of team member>

#### Follow up Email if no response

Dear <LANDLORD NAME>,

Over the past few weeks, we have been trying to reach you by email and telephone to request your participation in a voluntary interview study as part of a research study conducted by Abt Associates. Your input is very important, and I would like to schedule an appointment for us to talk about your experience as a landlord or property manager in [city].

The interview should last about 60 minutes and after you complete the interview you will receive a gift card valued at \$50 to thank you for your participation.

We would like to schedule an appointment to complete the interview at a time that is convenient for you. **We have put together a meeting scheduler <link to the site> with time slots over the next few weeks.** Please let us know if you have any issues accessing the site or if times outside this scheduler would work better for you.

If you have any questions or would prefer to schedule via phone or email, please respond to this email at <EMAIL> or call us at <PHONE>.

We would also be happy to answer any questions you may have about the interview.

Thank you in advance for your time and assistance with this project.

## QuIP

Sincerely,

<RESEARCH TEAM MEMBER>

Email confirming interview – In person //send this as calendar invite as well

Hello [LANDLORD NAME],

We are writing to confirm your interview with <NAME OF INTERVIEWER> from Abt Associates regarding your experiences as a landlord or property manager.

Your interview has been scheduled on <DATE> at <TIME>, at <LOCATION>.

As a reminder, the interview will last for about one hour. We are attaching a form that describes the research project and your rights as a participant. We will go over this form before starting the interview— if you have any questions related to this form, the interviewer can help to talk you through those questions then.

After the interview, we will provide you with a \$50 gift card.

If you have any questions or the appointment time no longer works for you, please let us know. You can reach us at the toll-free number and email address below. If for any reason you need to reschedule, please visit the meeting scheduler <link to the site> to select a new time slot and decline the calendar invitation associated with the initial interview scheduled.

We look forward to talking with you soon!

Best,

<Name and contact info of team member>

Email confirming interview – Virtual //send this as calendar invite as well

Hello [LANDLORD NAME],

We are writing to confirm your interview with <NAME OF INTERVIEWER> from Abt Associates regarding your experiences as a landlord or property manager.

Your interview will be conducted online via Webex and has been scheduled on <DATE> at <TIME>. The link to log in to the meeting is provided below.

Tips:

- Please join the interview from a quiet room, where no one else can overhear our questions and your answers.
- If possible, use headphones with your computer or other device during the interview to keep our discussion as private as possible.

## QuIP

- We plan to use Webex as our video chat platform because it is very secure, and we want to protect your privacy. If you have internet access, you can join by computer, tablet, or smart phone. If not, you can call in from a telephone. All the information is provided at the end of this email and in the calendar invitation.
- Please download Webex on your computer or phone in advance by visiting this website <Link website <https://www.webex.com/downloads.html>>.

As a reminder, the interview will last for about one hour. We are attaching a form that describes the research project and your rights as a participant. We will go over this form before starting the interview—if you have any questions related to this form, the interviewer can help to talk you through those questions then.

After the interview, we will send you a \$50 gift card.

If you have any questions or problems with the schedule, please let us know. You can reach us at the toll-free number and email address below. If for any reason you need to reschedule, please visit the meeting scheduler <link to the site> to select a new time slot and decline the calendar invitation associated with the initial interview scheduled.

We look forward to talking with you soon!

Best,

<Name and contact info of team member>

<Include Webex info (same as calendar invite)>

## First Scheduling Phone call

*We do not plan to use a formal recruitment script. We will contact landlords and managers by phone based on numbers they have publicly advertised when marketing rental properties or is contained in administrative data provided by PHAs. We will identify ourselves as researchers doing a study on landlords. We will ask if they would be willing to do an interview. We will explain that their participation is fully voluntary, how we obtained their information or found it online, and that they we are not affiliated with any public or private entities that could impact their business.*

General outline of recruitment is as follows:

Hello, is this <LANDLORD NAME>

My name is <NAME>, I am a researcher at Abt Associates. I am working on a study examining the experiences of landlords and property managers in [city/market].

You were selected because you own or manage rental properties in [city/market]. We would love to set up a time to talk to you about your experience owning or managing rental property.

## QuIP

Everything you tell us is completely confidential, we will not use your name or any details that connect back to you or your business. We have found that a lot of folks talk to tenants, but no one has bothered to hear from landlords and managers about their work, especially now. This is your chance to tell us what works and what does not work for you.

You are free to participate or not as you wish – the decision is completely up to you. The conversation is casual, and we will not touch on many sensitive issues, but you may choose to not to answer any of our questions.

We will provide a \$50 dollar gift card as the thank you for taking the time.

[Set up place, time, etc. to meet]

When would be a good day / time for an interview? Our research team will be in <NAME OF CITY> between <DATE RANGE>. Is there a good day/time for you during that date range? (Wait for answer) If not, we could conduct the interview virtually on a different date. (Wait for answer—offer options of days/times if they need some help narrowing it down).

Is this a good number to reach you? (Just in case, get another contact number). Would you prefer I send you a confirmation via email, phone, or text?

Thank you,

<NAME>