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METHODOLOGY REPORT



National Low Income Housing Coalition National Renter Survey

Submitted to:

**National Low Income Housing
Coalition**

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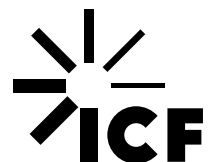




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1. Introduction

The National Low Income Housing Coalition (NLIHC) plays a crucial role in advocating for evidence-based solutions and raising awareness about housing disparities. While existing data sources such as the Household Pulse Survey and the American Housing Survey provide critical data on the experiences of low-income renters, additional data is needed to capture the full impacts of housing policy on the financial and psychosocial well-being of Americans. Moreover, it is critically important that these data include the experiences of the most vulnerable renters, including low-income renters and renters of color, who are disproportionately affected by a lack of stable and affordable housing.

ICF, on behalf of NLIHC, administered the 2025 National Renter Survey (NRS). The objective of this survey was to learn about the needs of renters across the country and inform NLIHC's advocacy on federal policies that affect renters. This document details the methods used to achieve that objective, including technical details such as instrument design, sampling methods, data collection protocols, quality assurance, data processing, sample weighting techniques, and a summary of response rates.

2. Instrument Design

NLIHC developed the instrument with input from an advisory committee of technical and subject matter experts (SMEs) and other stakeholders. Once the initial instrument was designed, ICF conducted expert review and cognitive interviews.

2.1 Expert review

Prior to cognitive testing, the instrument underwent expert review by ICF's survey methodologist. The review entailed initial revisions, identification of potential concerns, and anticipation of data quality issues to be probed during cognitive interviews. A background meeting with NLIHC was conducted to align the review with survey objectives.

The expert review of the National Renter Survey identified key areas for refinement to improve design, respondent experience, and data quality. Recommendations included clarifying eligibility criteria and reference periods, simplifying and shortening the instrument, and enhancing flow through introductory text, logical sequencing, and rapport-building before sensitive items. Wording and constructs were revised for clarity and consistency, while logic and bases were adjusted to ensure inclusivity. Response options were streamlined to reduce burden and made exhaustive and mutually exclusive, with randomization considered where appropriate. The survey was optimized for mobile and Computer Assisted Telephone Interviewing (CATI) administration, with attention to text length and primacy/recency effects. Finally, items flagged as potentially ambiguous, burdensome, or sensitive, including topics related to rent, disability, and housing assistance, were prioritized for cognitive testing.



2.2 Cognitive Testing

After an initial draft of the instrument was developed, ICF conducted a series of 20 cognitive interviews in March 2025. Cognitive interviewing or testing is a technique used in survey design to uncover any underlying comprehension or retrieval problems among the relevant respondent population. The results of cognitive interviews may lead to revisions of survey questions and changes in question order to enhance response rates, respondent comprehension, and data quality. In a cognitive interview, an interviewer administers draft survey questions to a participant while collecting additional verbal information about the survey responses through asking participants to think out loud while responding and through follow-up probes, with the goal of evaluating the quality of the responses and determining if the wording is generating the intended information.¹ The interviews specifically tested sixteen draft questions for the National Renter Survey. The interviews were conducted virtually, including 15 in English and 5 in Spanish, with participants representing diverse demographics of renters across the United States.

Participants were asked to read and state how they would answer each question. The cognitive interviewer then asked a series of probes associated with the content of each question. Each participant was sent a \$75 stipend following the interview as a thank you for their participation. Exhibit 1 below shows detailed demographics of the 20 interview participants based on their responses to the screener questionnaire.

Exhibit 1. Cognitive Interview Participant Demographics

Demographic Item		Total
Gender	Male	10
	Female	10
Household Income	Low Income	12
	Non-Low Income	8
Household Language	Spanish Speaker	5
	Non-Spanish Speaker	15
Household Disability²	Has Disability Features	6
	No Disability Features	14
Age	18-24 years old	2
	25-34 years old	2

¹ Willis GB. Cognitive interviewing: A tool for improving questionnaire design. Thousand Oaks, CA: Sage Publications; 2005.

² The screener question for household disability was changed halfway through recruitment to clarify participant misunderstandings with the original screener question and ensure accurate recruitment of participants that have someone with a disability in their household.



The cognitive interview process provided insights into renters' comprehension and response patterns, along with specific recommendations for questionnaire changes to improve clarity, inclusiveness, and data quality. Changes were applied to both the English and Spanish instruments as a result of this process.

2.3 Instrument Content

The NRS instrument asked about renters' personal experiences and opinions on housing. final web/telephone instrument can be found in Appendix A. The order of the final instrument sections were as follows:

- Introduction, Screening, and Consent
- Your Household
- Paying Rent
- Housing Support
- Accessibility Needs
- Landlord Relations
- Moving Experiences
- Final Questions (Demographics)

Respondents were 18 years of age or older and a current renter. For ABS records that were called, we spoke with the person who answered the phone. For ABS records that responded online, we asked the person who knows the most about housing needs to complete the survey.

2.3.1 Average Completion Time

Web surveys averaged 15.4 minutes, while CATI surveys averaged 28.1 minutes.

3. Sample Design

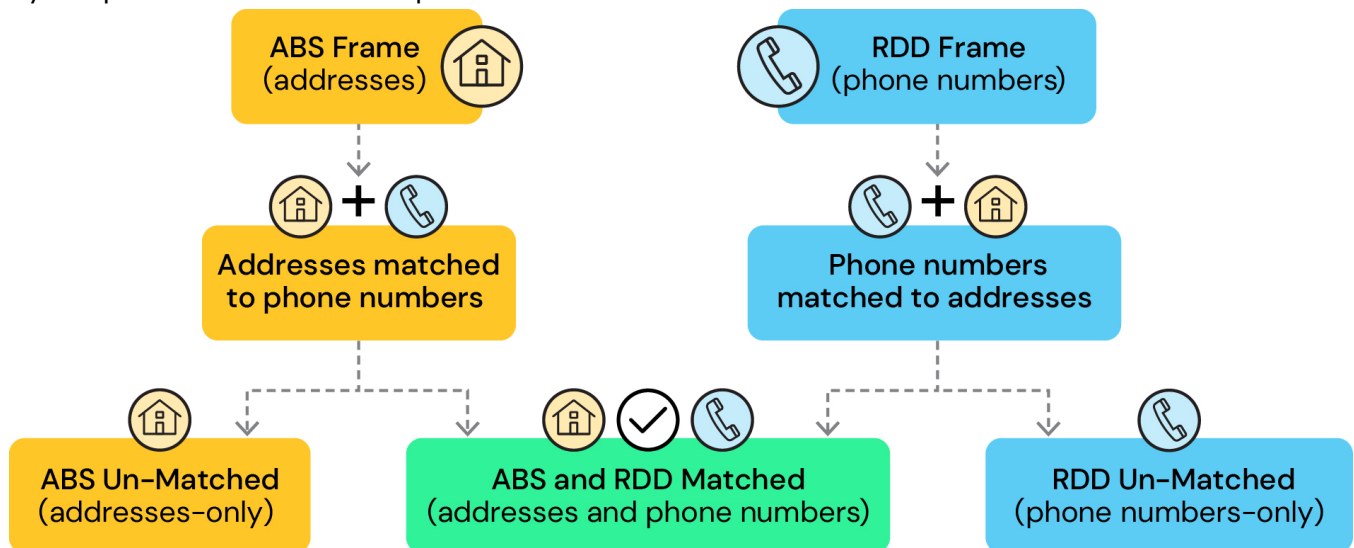
The NRS employed a dual-frame design combining address-based sampling (ABS) and cell phone random digit dialing (RDD) within a mixed-mode data collection strategy, using sequential push-to-web invitations and CATI for non-response follow-up. The target number of completed surveys for NRS was 5,000 with 70% from the ABS frame and 30% from the RDD frame. The sample was geographically stratified into eight strata based on the concentration of renters and income level. The target sample size was 5,000 surveys. Lower than expected response resulted in 3,734 completed surveys.

3.1 Integrated Multi-frame, Multi-mode Sampling Design

The ABS and RDD samples were selected independently from the address frame and RDD frame respectively. When available, addresses were appended to the RDD frame resulting in sample with a cell phone number and an address (cell phone to address matches). About 36% of the cell phone

RDD had an address match. When available, addresses from the ABS had telephone numbers appended resulting in sample with an address and a telephone (address to telephone matches). About 73% of the addresses had a phone number landline. Based on the results of the matching, ABS and RDD samples were divided into three groups:

1. ABS Unmatched sample with only an address. This sample received two mailed contacts inviting respondents to participate in a web survey.
2. ABS and RDD Matched sample with both addresses and telephone numbers resulting from either RDD or ABS records successfully matched to third-party databases. This sample received two mailed contacts inviting respondents to participate in a web survey, followed by CATI follow-up (for a subsample) and a final contact by SMS.
3. RDD Unmatched sample with only a cell phone number. This sample was contacted exclusively by telephone with CATI attempts and a final SMS contact.



3.2 Geographic Stratification

To oversample, or disproportionately increase the sample size, of renter-occupied households, counties were stratified (grouped) based on the percentage of renter-occupied units. The high renter-occupied stratum includes the top 25% of counties in terms of the percentage of renter-occupied units. The high renter-occupied stratum represents about 70% of all renters in the United States. A higher proportion of sample was allocated to the high renter-occupied stratum to increase the number of renter-occupied households relative to owner occupied households in the selected sample. To ensure oversampling of low-income renter households, counties within each rent stratum were further stratified to include those in the top quartile with respect to the share of renter households below 80% of the HAMFI (HUD Area Median Family Income). The Department of



Housing and Urban Development (HUD) uses this threshold to determine low-income renters.³ The stratification resulted in a mean percentage in the high stratum of 70% compared to 59% in the low stratum. Exhibit 2 includes the number of occupied housing units and percentage of renter-occupied units for the stratification based on rent and income.

Exhibit 2. County Stratification and Target Allocation

Rent Density Strata	Total occupied households	Percent Renter occupied	Low-income Rent Strata	Total Rent occupied households	Average Percent Below 80% HAMFI	Target allocation of Surveys	Surveys achieved
High renter occupied	74,596,815	42%	High percentage of renters less than 80% HAMFI	7,870,570	70%	1,070	842
			Low/moderate percentage renters less than 80% HAMFI	23,559,495	59%	3,203	2,402
Low/moderate renter occupied	50,610,995	25%	High percentage renters less than 80% HAMFI	3,222,890	71%	292	208
			Low/moderate percentage renters less than 80% HAMFI	9,588,480	59%	435	282
	125,207,810			44,241,435		5,000	3,734

3.3 Renter oversample

Within each geographic stratum, addresses were further stratified based on auxiliary information pertaining to the own/rent status appended to the sample frame. The own/rent status is pre-survey information appended to the address or telephone number from publicly available sources that indicate whether the unit is rented, owned, or unknown. Approximately 80% of ABS include the own/rent flag and 36% of RDD telephone numbers have the own/rent flag.

³ U.S. Department of Housing and Urban Development. *Methodology for Determining FY 2025 Section 8 Income Limits*. Published July 21, 2023. <https://www.huduser.gov/portal/datasets/il/il25/IncomeLimitsMethodology-FY25.pdf>.



For RDD, the own/rent flag, when available, is already appended to the frame. An oversample of renter flagged phones can be selected directly from the frame.

For the ABS, the own/rent flag is appended after selecting the sample. Therefore, selecting an oversample of renter flagged units requires a two-phase sample. In Phase 1, a large sample of 145,597 addresses was selected. The own/rent flag was appended to this sample of addresses (when available). In Phase 2, a subsample of 85,716 addresses was selected. The subsample included all records flagged as renter but only a portion of the records flagged as owner or with unknown status. This increases the efficiency of reaching renter-occupied households. A portion of addresses flagged as owner are retained in sample since the owner/renter flag is not always accurate. The sample sizes for the renter oversamples are presented in Exhibit 5 and Exhibit 6 in Section 5. Weighting.

3.4 Sampling Frames

3.4.1 RDD Sample Frame

The national RDD sample was selected from Marketing Systems Group's (MSG) Advanced Cellular Frame (ACF)⁴. The ACF includes all cell phone numbers in the United States. When available, geographic information is appended to the cell phone records to improve the accuracy of the cell phone sampling frame stratification. The ACF also includes the own/rent flag used for oversampling cell phone numbers more likely associated with a renter occupied household (as described in the previous section.) All telephone numbers from the cell phone sampling frame were manually dialed in accordance with laws that prohibit cell phone numbers from being called by an automated dialer.

3.4.2 ABS Sample Frame

The ABS frame was based on address data from the most recent U.S. Postal Service (USPS) Computerized Delivery Sequence File (CDSF) of residential addresses. The CDSF is derived from mailing addresses maintained and updated by USPS and available from commercial vendors. With 139 million residential addresses nationally, the CDSF provides a comprehensive frame that will reach the entire population living at addresses receiving mail delivery. All residential mail delivery types were included in the sampling frame including city-style, rural route, and highway contract. PO boxes were included if designated as the "only way to get mail" avoiding situations where a household has multiple chances of selection if they have a PO box and residential mail delivery.

⁴ Additional information on the Advanced Cellular frame is available on MSG's website: https://www.m-s-g.com/Pages/genesys/cell_sample.



4. Data Collection Protocol

Data collection was conducted in two waves beginning June 27, 2025 and ending December 8, 2025. A total of 3,734 interviews were collected. The following table provides the number of completed interviews by sample type, and mode of completion.

Exhibit 3. Number of Completed Interviews by Sample Type and Mode of Completion

Sample Type	Mode of Completion		
	Web	CATI	Total
ABS, no phone match	854	5	859
ABS, with phone match	2,032	68	2,100
RDD, with address match	680	19	699
RDD, no address match	12	64	76
Total	3,578	156	3,734

During Wave 1, the team observed that the response rate fell below initial projections. One hypothesis for the low response rate is that potential respondents may have been self-screening. Specifically, aspects of the survey sponsor or survey title may have led individuals to conclude that the survey did not pertain to them. To address this, ICF proposed several strategies to boost participation in Wave 2. The team ultimately decided to 1) revise the respondent contact materials and phone script, and 2) conduct an experiment to assess whether increasing the incentive from \$10 to \$20 would improve response rates.

Respondent Contact Materials. There was concern that references to “low income” in the respondent contact materials may have led some potential respondents to believe the survey did not apply to them. To mitigate this, the following changes to materials were implemented for Wave 2:

- Removed the reference to the “National Low Income Housing Coalition” from the letter text.
- Updated the sponsor logo from “National Low Income Housing Coalition” to “NLIHC,” eliminating the explicit “low income” wording.
- Shortened and streamlined the invitation text.

Incentive Experiment. The experiment involved dividing the Wave 2 sample into two groups. Records were randomly selected into each group. Group 1 received a \$10 incentive offer for completing the survey, and Group 2 received a \$20 offer. All other respondent contact materials were consistent across both groups, with the incentive amount being the only difference.



The higher incentive produced a statistically significant improvement in participation. Group 1 achieved a 4.1% response rate, whereas Group 2, which received the \$20 offer, reached a 5.5% response rate.

4.1 Mail Push-to-Web Contacts

Records with an address (ABS records or RDD records with an address match) received two mailed contacts inviting respondents to participate in a web survey. The initial mailing comprised a survey invitation letter, followed by a reminder letter underscoring the importance of participation. Both communications conveyed detailed information about the study, highlighted the \$10 or \$20 incentive, and furnished respondents with a web URL and QR code to facilitate access. Each letter was produced in a bilingual format, with English text on one side and Spanish text on the reverse. Examples of the letters can be found in Appendix B. Further specifications concerning mailing procedures are provided in Exhibit 4.

Exhibit 4. Mailing Details

Mailing Description	Date	Mailing Contents	Sent To	Quantity
Invitation Letter	Wave 1 – 7/1/2025 Wave 2 – 9/26/2025	One-page letter in a #10 envelope	All sampled addresses	Wave 1 – 43,463 Wave 2 – 61,008
Reminder Letter	Wave 1 – 7/11/2025 Wave 2 – 10/14/2025	One-page letter in a #10 envelope	All sampled addresses	Wave 1 – 43,463 Wave 2 – 61,008

4.2 Telephone Contacts

4.2.1 Selecting Records for Telephone Contacts

A subsample of approximately 23% of eligible records with a phone number was selected for telephone follow-up. Eligible records included matched cases who did not complete the web survey and had an own/rent status of renter or non-match; owner-flagged records were excluded from CATI follow-up. All eligible records, including those not selected for CATI, were included in the text-message follow-up.

This subsampling approach for matched cases, who already have multiple ways to complete the survey and are overrepresented in the sample, allows us to reallocate resources toward the unmatched ABS and unmatched RDD segments. These unmatched groups are critical for ensuring proper representation of the renter population, which is typically more prevalent among unmatched records.



4.2.2 Dialing Protocol

All records received up to five CATI calls. Calls were spread over 3 calling occasions – daytime 9am–5pm, evenings, 5pm–9pm, and weekends, and were timed in alignment with the respondent’s local time zone.

A final disposition was attained when:

- The respondent completed the interview,
- The telephone number was found to be invalid,
- The record reached the maximum number of required attempts distributed among three different calling occasions in the week, or
- The respondent gave a final refusal.

Experienced, supervised personnel conducted the NRS interviews using the computer-assisted telephone interviewing (CATI) approach through the VOXCO software package. ICF concentrated calls between 9 a.m. and 9 p.m. Monday through Friday, and between 10 a.m. and 8 p.m. on Saturday, and 12 p.m. and 9 p.m. Sunday.

The following protocols were followed when contacting potential respondents:

Treatment of No Answers. If a call to a sampled telephone number was not answered, the number was called back at different day and times, including during daytime and evening hours (9 a.m. to 9 p.m. Monday through Friday; 10 a.m. to 8 p.m. Saturday; 12 p.m. to 9 p.m. Sunday), in a pattern designed to maximize the likelihood of contact with a minimum number of calls.

Rings per Attempt. An attempt is defined as the telephone ringing a minimum of five times for a record.

Busy Lines. Call attempts that received a busy signal were called back at least twice at 10-minute intervals. If the line was still busy after the third attempt, the number was assigned a “busy” disposition and called during the next shift.

Language of Interviewing. Interviewing for the NRS was conducted in English and Spanish.

Respondent Selection. The adult who answered the telephone was selected for participation in the study once eligibility was verified.

No interview was conducted if the adult was:

- Unavailable during the survey period,
- Unable or unwilling to participate, or
- Unable to speak English or Spanish well enough to be interviewed.
- A randomly sampled number yielded:



- A business,
- An institution,
- Group quarters,
- Other strictly nonresidential space, or
- An occupant's second residence (with the occupant staying at the residence for fewer than 30 days)⁵.

Spanish Interviewing. When a bilingual interviewer reached a Spanish-speaking respondent, the interviewer explained the survey in Spanish and proceeded directly to the interview process without interruption. When a non-Spanish speaking interviewer contacted a Spanish-speaking household, the record was coded for Spanish interviewing and the system automatically routed the record to a bilingual interviewer for subsequent attempts. In every other respect, Spanish interviewing followed the same protocol as English interviewing. The language that the interview is conducted in was recorded in the survey data.

Converting Initial Refusals. Protocol for the NRS required two refusals by a selected respondent to terminate the record from calling. To indicate a refusal, respondents may say "I'm not interested", "I won't give out information over the phone", or "I'll never have time for this". Once a household or individual initially refused participation, specially trained conversion interviewers contacted them, at least three days later, to encourage participation in the survey.

4.2.3 Interviewer Training

Prior to data collection, interviewers underwent extensive training specific to the NRS project. ICF's training sessions for the NRS focused on the following topics:

- **Background:** Purpose, and scope of the NRS, use of data and importance of conducting high-quality interviews.
- **Sample Overview:** a review of quotas, how sample was drawn, random sample, representing the entire population, and dialing protocol.
- **Response Rates:** methods to increase response rates, such as: the use of answering machine messages, privacy manager options, scheduling call-backs, and the survey verification telephone line (IVR).
- **Survey Methodology:** interview mode, approximate survey length, proxy interviews (not permitted), language of interviewing, definition of a complete, and incentives.

⁵ The NRS questionnaire did not screen for secondary residences, but interviewers were instructed to screen them out if this information was volunteered during the screening process.



- Survey Protocols: dates of fielding, day-part attempts, respondent selection and eligibility requirements, reselection, and refusal protocols.
- Overview of the Questionnaire: a review of sections, specific questions, questions with special vocabulary, different response categories and types of questions used, and a glossary of terms.
- Review of Interviewer Frequently Asked Questions (FAQs): a review of the at-a-glance FAQ sheet created for interviewers' reference.
- Telephone Interviewing Techniques: a refresher of interview techniques, addressing refusals, dealing with problem situations, and probing and clarifying.

4.2.4 Call Center Quality Assurance (QA)

ICF maintains a 10:1 interviewer-to-QA assistant ratio at all times. Additionally, ICF internally monitors 10% of calls selected at random. These QA efforts supplied positive and constructive feedback to the QA supervisors and interviewers, including pronunciation, notes about probing for responses, reading through the script verbatim, and keeping a neutral and objective tone.

4.3 Text Contact

After the full mail and telephone protocol was complete, ICF sent a SMS message to records with phone numbers that that did not respond via web or telephone. The text included an invitation to complete the survey online.

The SMS language read: "Are you a renter? Take 15 minutes to tell NLIHC about your housing experiences and we'll give you a [10/20] dollar gift card. Click here [link] to take the survey. Reply STOP to opt out."

4.4 Help Desk Support

A project-specific, dedicated email address and toll-free number were provided to respondents to reach out to if they had questions or concerns about the study or their participation. The email and telephone helpdesks were monitored by ICF during business hours and were available to respondents throughout the entire fielding period. Respondents who called the toll-free help number could leave a voicemail and the helpdesk staff responded to these queries within one business day. In all, more than 400 respondents reached out to the support services (388 voicemails and 75 emails). Most requests were in English, with 15 in Spanish and 2 in Russian. Help requests sometimes involved sharing personal housing challenges, and seeking housing/renter assistance. For these types of questions, the helpdesk staff assisted callers in accessing housing resources from the National Low Income Housing Coalition website. There were also queries related to accessing the web survey, verifying the legitimacy of the survey, or accessing their



online gift code. Additionally, people reached out to say that they were ineligible non-renters, and a few people reached out to check their eligibility as owners of mobile homes on rented land plots.

5. Weighting

Survey weights were computed to correct for disproportionate sampling probabilities introduced by the sampling design, including unequal probabilities due to geographic and rent/own flag stratification; and to correct for differences in demographic characteristics of the sample versus the population, reducing the risk of nonresponse and coverage biases in substantive estimates that may be associated with those demographics.

5.1 Design Weights

The sampling weight is the inverse of the probability of selecting the phone number or address from the frame. For RDD, the sampling weight is the ratio of the number of records on the sampling frame in each stratum (*NRECSTR*) divided by the total number of records selected (*NRECSEL*), $W1 = NRECSTR / NRECSEL$. Exhibit 5 includes calculations for the design weights for RDD.

Exhibit 5. Design Weight Calculations – RDD

Geographic Stratum		Sample Flag	NRECSTR	NRECSEL	W1
High renter occupied	High percentage of renters less than 80% HAMFI	Rent	12,969,089	2,634	4,924
		Unknown	129,986	20	6,499
		Own	20,169,712	1,058	19,064
		Unmatched	64,892,273	5,812	11,165
	Low/moderate percentage renters less than 80% HAMFI	Rent	38,649,008	7,850	4,923
		Unknown	444,798	68	6,541
		Own	62,770,181	3,293	19,062
		Unmatched	195,366,322	17,498	11,165
Low/Moderate renter occupied	High percentage of renters less than 80% HAMFI	Rent	7,229,317	979	7,384
		Unknown	86,506	7	12,358
		Own	15,116,346	529	28,575
		Unmatched	36,151,834	2,158	16,752
	Low/moderate percentage renters less than 80% HAMFI	Rent	21,291,455	1,442	14,765
		Unknown	282,481	11	25,680
		Own	49,516,315	865	57,244
		Unmatched	105,717,366	3,156	33,497

For ABS, the sampling weight accounts for the two-phase sample of addresses. In the first phase, a sample of addresses (*NRECSEL 1*) is selected from the total number of addresses in each stratum (*NRECSTR*), $P1 = NRECSEL 1 / NRECSTR$. After matching the addresses to append the rent/own flag, addresses are subsampled in phase 2. The selection probability for this phase is the number of addresses selected in each substratum (*NRECSEL 2*) divided by the phase 1 addresses classified into each substratum (*NRECSEL 1**), $P2 = NRECSEL 2 / NRECSEL 1*$. The design weight is the inverse

of product of the selection probabilities, $W1=1/(P1*P2)$. Exhibit 6 includes the calculations for the selection probabilities and design weights for ABS.

Exhibit 6. Design Weight Calculations – ABS

Geographic Stratum		NRECSTR	NRECS EL1	P1	Sample Flag	NRECS EL1*	NREC SEL2	P2	W1
High renter occupied	High renters LT 80% HAMFI	21,223,205	30,441	0.0014	Rent	9,722	9,722	1.0000	697
					Unknown	2,152	1,593	0.7402	942
					Own	13,483	3,481	0.2582	2,700
					Unmatched	5,084	3,664	0.7207	967
	Low/moderate renters LT 80% HAMFI	61,719,388	85,700	0.0014	Rent	28,613	28,613	1.0000	720
					Unknown	5,462	4,111	0.7527	957
					Own	38,280	9,884	0.2582	2,789
					Unmatched	13,345	9,851	0.7382	976
Low/Moderate renter occupied	High renters LT 80% HAMFI	14,108,034	12,857	0.0009	Rent	3,093	3,093	1.0000	1,097
					Unknown	763	441	0.5780	1,899
					Own	7,089	1,830	0.2582	4,251
					Unmatched	1,912	1,103	0.5769	1,902
	Low/moderate renters LT 80% HAMFI	42,336,871	16,599	0.0004	Rent	4,099	4,099	1.0000	2,551
					Unknown	837	487	0.5818	4,384
					Own	9,405	2,429	0.2583	9,876
					Unmatched	2,258	1,315	0.5824	4,380

2 Matched/Unmatched Adjustment

The matched and unmatched samples received different data collection protocols with matched receiving multiple modes. This resulted in a higher percentage of matched records completing the survey. To ensure the unmatched were represented in the sample, the completed surveys were adjusted to the percentage of matched and unmatched addresses after removing undeliverable addresses. The addresses were weighted by W1 and represent an estimate of the total number of matched and unmatched deliverable addresses in the state (Estimated Deliverable Addresses = Weighted Sample - Undeliverable). The unmatched adjustment is calculated as the ratio of the estimated deliverable addresses to the weighted responses for ABS and RDD: as $UNMATCH_{ADJ} = (\text{Estimated Deliverable Addresses})/(\text{Weighted Response})$. The adjusted weight is $W2 = W1 * UNMATCH_{ADJ}$.

Exhibit 7. Matched and Unmatched Adjustment for ABS and RDD

Matched stratum	Weighted Sample	Undeliverable	Estimated Deliverable Addresses	ABS		RDD	
				Weighted Response	Unmatched Adjustment	Weighted Response	Unmatched Adjustment
Matched	103,043,357	2,760,660	100,282,698	2,228,328	45.0	5,157,067	19.4
Unmatched	36,344,141	3,711,884	32,632,257	937,926	34.8	1,016,082	32.1



5.3 Within Household Sampling Weight

For the ABS, the weights were adjusted to account for the within household selection by multiplying the weights by the number of adults in the household as reported in the survey, $W2a = W2 * ADULTS$. The adjustment was only applied to surveys completed during the mail push to web phase where a single adult was asked to take the survey. The adjustment was not applied to the matched RDD sample since the household could be selected through multiple cell phones for any of the adults in the household. For example, consider Address A that has 2 adults, each with a cell phone number. Address B has a single adult with a cell phone. Address A has twice the probability of being selected than Address B because it is selected through cell phones linked to that address (2 for address A; 1 for address B). However, a single adult takes the survey so the person representing address A represents 2 people, whereas the adult representing address B represents only themselves. So, Address A has twice the selection probability of selection of Address B. But each person at Address A has $\frac{1}{2}$ the probability of selection (1-in-2 or 50%) relative to Address B (1-in-1 or 100%). Therefore, under the assumption that each adult at the address is eligible for selection through their cell phone and only a single adult is selected from all adults at the address, the impact of the number of adults and the number of cell phones for each address cancel each other out.

5.4 Combine ABS with RDD

The ABS and RDD samples were an overlapping dual frame design, meaning that those who were eligible for selection in the ABS were also eligible for selection in the RDD cell phone. We accounted for this overlap by using a dual-frame adjustment called a composite weight.⁶ Prior to calculating the composite weight, the RDD weights were scaled to the same size as the ABS weights ($s = \text{ABS weighted total} / \text{RDD weighted total}$) for ABS and RDD. The composite weight was based on a weighted average based on the effective sample sizes to minimize variability for the combined sample. The composite weight is a ratio of the effective sample sizes for the ABS ($neff1$) and RDD ($neff2$), $c = neff1 / (neff1 + neff2)$, where $neff = n / deff$ is the effective sample size, $deff$ is a measure of variability of the weights, and n is the sample size for the survey. The dual frame adjustment for ABS is equal to the composite weight, $DUAL_ADJ = c$. The dual frame adjustment for RDD is the product of the size adjustment and the composite complement, $DUAL_ADJ = s * (1 - c)$. The weight prior to raking will be $WT2RAKE = W2a * DUAL_ADJ$. The calculations were done separately for matched and unmatched.

⁶ Lavrakas, et al. (2010) *Cell Phone Task Force report: American Association of Public Opinion Research*. <https://aapor.org/wp-content/uploads/2022/11/2010AAPORCellPhoneTFRReport.pdf>



Exhibit 8. Dual Frame Adjustment for ABS and RDD

Sample Frame	Matched Status	Sample Size	Weighted Total	DEFF	Size adjustment (s)	Composite weight (c)	Dual-frame adjustment
ABS	Matched	2,100	152,295,516	2.23	-	0.71	0.71
	Unmatched	859	49,956,961	1.76	-	0.88	0.88
RDD	Matched	699	100,282,698	1.85	1.52	0.29	0.43
	Unmatched	76	32,632,257	1.18	1.53	0.12	0.18

5.5 Raking Ratio Adjustment

Finally, we used an iterative ratio adjustment, called raking, to adjust for nonresponse. This process aligns the weighted survey sample with benchmark demographic distributions for the rental population. The targets were based on age, gender, race/ethnicity, number of adults (1, 2+), presence of children under age 18, income, and region from the U.S. Census Bureau’s 2019–2023 American Community Survey 5–year Public Use Microdata Sample (PUMS) file.

We integrated weight trimming with the raking process using a rake and trim algorithm developed by Izrael, Battaglia, and Frankel (2009).⁷ Raking is a technique to calibrate the demographic characteristics in the sample to the demographic characteristics of the population. This helps to mitigate the risk of nonresponse bias that can occur when population groups respond to the survey at differential rates. However, population calibration can increase variability of the weights (i.e. the range of weights), which in turn can cause wider confidence intervals for survey statistics. Weight trimming is a method to control weight variability by setting limits on the size of weights relative to the other weights. However, trimming weights might cause the weighted sample demographics to differ from the population demographics. Izrael, Battaglia, and Frankel (2009) developed an effective algorithm that iteratively calibrates to the population and trims weights as necessary. The algorithm iteratively “rakes” and “trims” until the sample demographics match the population demographics and keeps the weights from getting too large or small relative to the average weight. The weights were constrained such that the maximum weight was no more than eight times the average weight, and the minimum weight was no less than 0.125 times the average weight. The weights also were constrained from increasing or decreasing beyond the individual lower or upper bounds. An individual weight cannot increase more than four times its input weight or decrease by less than 0.25 its input weight.

⁷ Izrael, D., Battaglia, M.P., & Frankel, M.R. (2009). Extreme survey weight adjustment as a component of sample balancing (a.k.a. raking). Paper 247–2009 in *Proceedings from the Thirty-Fourth Annual SAS Users Group International Conference*. Retrieved from <http://support.sas.com/resources/papers/proceedings09/247-2009.pdf>



5.6 Imputation

Missing values for the weighting variables were imputed based on a nearest neighbor hot-deck algorithm.⁸ The algorithm will impute sex, age, race, income, number of adults, and number of children from the same respondent if multiple values are missing. Sampling frame, stratum, and mode of response were used to determine nearest neighbors. This means that a respondent requiring one or more imputed values will inherit the values from a randomly chosen respondent from the same frame (ABS or RDD), stratum (geographic and rent/own), and mode of response (mail web, CATI follow-up, text web). Exhibit 9 includes the number and percentage of responses imputed from each sample type. The counts include imputations for missing values and values that don't align with the population controls used in the weighting (e.g. sex was imputed for all values other than male/female).

Exhibit 9. Imputation Rates

Sample	Sex	Age	Race	Income	Number of adults	Presence of children
ABS matched	97 (4.6%)	1 (0.5%)	28 (1.3%)	42 (2.0%)	23 (1.1%)	23 (1.1%)
ABS unmatched	60 (6.9%)	0 (0%)	20 (2.3%)	26 (3.0%)	6 (0.7%)	6 (0.7%)
RDD matched	28 (4.0%)	0 (0%)	5 (0.7%)	5 (0.7%)	2 (0.3%)	2 (0.3%)
RDD unmatched	8 (10.5%)	1 (1.3%)	3 (3.9%)	14 (18.4%)	0 (0%)	0 (0%)

5.6.1 Instructions for Calculating Weighted Estimates

The final data file includes a final weight for analysis (FINALWT) of the ABS and RDD probability sample. The final weight is calculated as:

$$\text{FINALWT} = \text{W1} * \text{UNMATCH_ADJ} * \text{N_ADULTS2} * \text{DUAL_ADJ} * \text{RAKEADJ}$$

Statistical software that properly accounts for the complex sampling and weighting should be used when producing weighted survey statistics. Common software for complex samples includes SAS's SURVEY procedures, Stata's svy commands, R's survey package, and SPSS's Complex Samples module.⁹

6. Response Rates

Response rates were calculated based on standard definitions provided by the American Association of Public Opinion Research (AAPOR)¹⁰. Exhibit 10 includes the response rates by

⁸ Andridge, R.R., & Little, R.J. (2010). A Review of Hot Deck Imputation for Survey Non-response. *International Statistics Review*, 78(1), 40-64.

⁹ Heeringa, S. G., West, B. T., & Berglund, P. A. (2017). *Applied survey data analysis* (2nd ed.). Chapman and Hall/CRC.

¹⁰ American Association for Public Opinion Research. (2016). Standard definitions: Final dispositions of case codes and outcome rates for surveys (9th ed.).



sample type. Appendix C and Appendix D of this report include the full AAPOR dispositions for matched and unmatched, including the frequency of outcomes for each case as well as calculations of response rates, cooperation rates, refusal rates, and contact rates.

See below for formulas for all outcome rates described in the AAPOR standards. There are numerous formulas for calculating the outcome rates, each with various assumptions. Here, ICF presents the calculations for RR4 since no partial interviews were included. RR4 is more appropriate for screening surveys where ineligibility is determined as part of the data collection process (e.g. non-renter) because RR4 factors in the eligibility rate when estimating nonresponse.

- **Response Rate 4:** RR4 estimates what proportion of cases with unknown eligibility are in fact eligible. The eligibility factors (e1 and e2) are calculated based on the percentage of cases confirmed to be eligible households and the percentage of households with an eligible respondent. For the ABS and matched RDD, an eligibility factor of 1.0 was used for eligible households since an address was available. The unmatched RDD used the percentage of confirmed working numbers.

$$RR4 = I / (I + P + R + O + NC + e1*UO + e1*e2*UH)$$

Completed survey (I) are cases where the household was confirmed eligible and the respondent fully completed the survey.

Partial completed survey (P) are cases where the household was confirmed eligible and the respondent partially completed the survey.

Eligible not surveyed are cases confirmed eligible for the survey (i.e., rents home), but the survey was not completed. This includes:

- **Refusal (R):** The eligible respondent refused to participate in the survey.
- **Non-contacts with an eligible respondent (NC):** ICF was unable to make contact with the respondent during the fielding period.
- **Other non-interview (O):** ICF was unable to complete the interview for reasons including language or physical barriers such as a hearing or vision impairment.

Unknown eligibility are cases where ICF was unable to determine whether the case was eligible for the survey or not. There are two kinds of unknown eligibility:

- **Unknown residential (UH):** This includes cases where ICF was unable to determine whether the case is a household. These cases include phone numbers that continuously ring with no answer or voicemail where it is not determined to be a residential unit.



- **Unknown other (UO):** This includes cases where ICF was able to determine that the case is a household, but unable to determine whether anyone in the household is eligible (i.e., renter status).

Ineligible sample are cases where ICF determined that the number or address was ineligible. Ineligible cases include two types:

- **Ineligible: Not residential (INNR):** This includes cases that are not residential, such as non-working numbers, vacant addresses, and businesses.
- **Ineligible for survey (INR):** This includes residential units that do not have anyone eligible for the survey.

Exhibit 10. Response Rates by Sample Type

Sample type	Completed Surveys	Response Rate
Overall	3,734	4.7%
ABS matched*	2,100	4.7%
RDD matched*	699	5.3%
ABS unmatched	859	4.4%
RDD unmatched	76	4.0%

Exhibit 11. Response Rates by Wave and Experiment Group

Wave	Response Rate
Wave 1 - Overall	4.6%
Wave 2 - Overall	4.8%
Wave 2 - \$10 Incentive Group	4.1%
Wave 2 - \$20 Incentive Group	5.5%

Response rates for this study may be skewed downward because respondents are renters. It is not possible to distinguish between households that did not respond and those that did not return the survey because they do not rent their home.



Appendix A: Web/Telephone Instrument

NLIHC National Renter Survey 2024-2025 Survey Instrument

Programming/look and feel notes:

1. URL: www.NationalRenterSurvey.com
2. Closed survey – only respondents that enter a valid ID on the landing page or enter through a personalized link can access the instrument.
3. Display one question per screen with vertical response options, unless otherwise noted
4. Display logo in the header on all screens.
5. Display in the footer on all screens:
For technical assistance, please contact our Help Desk at Support@NationalRenterSurvey.com. You can find answers to frequently asked questions [here](#).
6. Include a menu with section-level progress indicators throughout the survey (no percentages of progress within sections).
 - a. Proposed Section Headers for Progress Menu
 - Your Household
 - Paying Rent
 - Housing Support
 - Accessibility Needs
 - Landlord Relations
 - Moving Experiences
 - Final Questions
7. Questions can be skipped after a SOFT PROMPT unless otherwise noted. One warning message appears in red:
“While this question is optional, your response is important. Please provide a response or click “Next” to continue without responding.”
Respondent may proceed to the next question if warning is ignored. Fill skipped items with 8/88/888.8)
8. Do not display ranges unless specified.
9. Suspend text:
Your responses have been saved. When you are ready to continue the survey, please return to the link provided in the message you received. Your survey will start where you stopped. You may now exit this page.
10. Already completed:
Thank you for your interest in the survey. Our records indicate that you have already completed the survey. Thank you for your participation. If you believe this is an error, please contact us at Support@NationalRenterSurvey.com.
11. Survey closed:



Thank you for visiting the National Renter Survey. The survey is now closed. If you have questions, please email the help desk at Support@NationalRenterSurvey.com. To learn more about this survey, please visit <https://nlihc.org/national-renter-survey>.

12. Survey submit completion page:

Thank you for your participation! Your answers have been submitted. If you have questions, please email the help desk at Support@NationalRenterSurvey.com. To learn more about this survey, please visit <https://nlihc.org/national-renter-survey>.

13. Survey temporarily closed:

Thank you for visiting the National Renter Survey. The survey is temporarily closed. Please check back soon. If you have questions, please email the help desk at Support@NationalRenterSurvey.com.

14. Landing page error message:

The survey system does not recognize the code you entered. Please re-enter the unique code shown on your letter.

Hidden/Imported Variables

MODE

HIDDEN VARIABLE: Mode for survey administration. Set according to which landing page is accessed.

- 1 Web
- 2 CATI

CHECK_MODE

Set MODE=1 if MODE=blank and set CHECK_MODE=1 if MODE is blank.

SMPSRC

IMPORTED SAMPLE VARIABLE: Sample source. Set in sample file according to sample source.

- 1 ABS
- 2 RDD Matched
- 3 RDD Unmatched

ENTRY

URL PARAMETER: Variable to capture how the respondent entered the survey.

- 01 Landing page
- 02 QR code
- 03 Text Message Follow up

MAILER

URL PARAMETER: Variable to capture which mailing event the respondent used.

- 1 Mailer event-1 - 10 digit PIN ends with 1
- 2 Mailer event-2 - 10 digit PIN ends with 2

INCENT

IMPORTED SAMPLE VARIABLE: Assign a random half of wave 2 sample to 1 and half to 2. INCENT will be missing for Wave 1 sample and they should continue to receive \$10.

- 1 \$10 incentive
- 2 \$20 incentive



1. Landing Page



Welcome to the National Renter Survey

As noted in the letter your household received, the survey is designed to be completed by the adult who knows the most about your housing needs. Please ask the member of your household who is 18 years of age or older AND knows the most about your housing needs to complete the survey.

Eligible respondents will receive an Amazon gift code after completing and submitting the questionnaire, in appreciation for their participation.

To access the survey, please have the selected adult enter the PIN you received in your letter:

_____ [Go to Survey](#)

Haga clic [aquí](#) para Español

For technical assistance, please contact our Help Desk at Support@NationalRenterSurvey.com. You can find answers to frequently asked questions [here](#).



2. National Renter Survey Frequently Asked Questions

Who is sponsoring this survey?

The National Low Income Housing Coalition (NLIHC) is sponsoring this survey. NLIHC is a nonprofit that advocates for socially equitable public policy that ensures affordable, accessible, quality homes for renters. Their website is <https://nlihc.org/>.

Why are you doing this survey?

While a lot of information is available on rental housing and rent prices in the U.S., little information is available about renters' personal experiences and opinions on housing. This survey gathers new, useful information to make sure lawmakers understand the issues renters face when making policies that could affect them. You can learn more about the survey at <https://nlihc.org/national-renter-survey>.

How will my information be used?

The National Low Income Housing Coalition (NLIHC) and other researchers will use the results of this survey to learn about the needs of renters across the country and shape understanding of how housing policies can best address those needs. The results of this survey will help lawmakers across the country to make informed decisions on housing policies that affect communities like yours. Keep in mind that any survey results shared with the public will be presented in group form and cannot be traced back to you.

How confidential are my answers?

We take many steps to ensure all information you provide is kept confidential and private. We will not ask for your name or release any information that could identify you. The information you share in this survey cannot be linked back to you.

Your answers will be grouped with the answers from everyone else who participates, and results that are shared with the public will not be identifiable.

Your personal information will not be shared with anyone outside of survey staff without your permission. All staff are trained on participant privacy and data protection procedures.

How was I selected for this study?

We select eligible individuals through a random sample of phone numbers and addresses from across the entire country. This method helps researchers gather data from a wide range of renters, making the survey results more accurate and reliable. Your participation will help represent your community and make sure your voice is heard.

Do I have to participate?

No, but your participation is very important because each person who answers the survey represents thousands of others. Not participating in the survey may mean that you and your community will not be represented in the results, and your needs will not be as visible to lawmakers who make important policies about rental housing. You may choose not to answer any question for any reason.

Why should I participate?

Your participation is a valuable public service and will help lawmakers to make informed decisions on housing policies that affect communities like yours. The more people who participate, the more accurate the results will be. If you don't participate, it leaves a "hole" in the data, and we may miss the opinions and experiences of renters like you.

Who should complete the survey?

The person in your household who is 18 years or older and knows the most about your housing needs should complete this survey.

How long will the survey take?

It should take approximately 15 minutes to complete.

Will I receive anything for my time?

Participants who qualify and complete the survey will receive an Amazon gift code.

Where can I get more information?

You can learn more about the survey at <https://nlihc.org/national-renter-survey>.
For technical assistance, please contact our Help Desk at Support@NationalRenterSurvey.com.



3. Screening Questions SQ

[ASK IF MODE=1]

CONSENT

Thank you for participating in the National Renter Survey. The results of this survey will help lawmakers across the country make informed decisions on housing policies that affect communities like yours.

The survey will take about 15 minutes for eligible participants to complete. We will not ask your name. Your answers are confidential and combined with others to protect your privacy. You do not have to answer any question you don't want to answer and you can end the survey at any time. Participants who qualify and complete the questionnaire will receive a [IF INCENT NE 2, INSERT "\$10" IF INCENT=2, INSERT "\$20"] Amazon gift code after submitting it. We appreciate your time and your honest responses. You can find answers to frequently asked questions [here](#).

First, we will ask you some quick questions to see if you are a good fit for our survey.

Click "next" to continue.

[ASK IF MODE=1]

INSTRUCT

Use the buttons below each question to get through the survey:

- Click on the "Next" button to save your responses and continue to the next page.
- Click on the "Back" button to go back to a previous page. You may change your answers if you need to. Do not use your browser's Back button. This may cause you to exit the questionnaire.
- You can stop the survey at any time by closing your browser. When you return to the survey, you will continue where you left off.

[ASK ALL]

SQ1

How old are you?

RANGE 0-100 [NUMBER BOX] Years old

777 DON'T KNOW [HIDE IF MODE=1]

999 REFUSED [HIDE IF MODE=1]

[ASK IF SQ1=8888, 777, 999]

SQADULT

We understand some people prefer not to share their age but it is important we confirm your eligibility for our survey.

Can you confirm that you are 18 years old or older?

1 Yes

2 No

77 DON'T KNOW [HIDE IF MODE=1]

99 REFUSED [HIDE IF MODE=1]

[ASK IF MODE=1 AND (SQ1=0-17 OR SQADULT=2)]

SQ1a

Is there anyone living in your household who is 18 years of age or older?

1 Yes

2 No

[ASK IF MODE=1 AND SQ1a=1]

SQ1b



Please give the invitation letter you received to the member of your household who is 18 years of age or older and knows the most about your housing needs. They can use the PIN provided in the letter to access and complete the survey.

If you are the adult in the household who knows the most about your housing needs, click the “Next” button. If you are not the adult who knows the most about your housing needs, please ask the adult who knows the most about your housing needs to complete this survey.

01 Continue the survey with the adult who knows the most about your housing needs. [GO BACK TO SQ1]

[ASK IF (MODE=1 AND (SQADULT=88 OR SQ1a =2, 88) OR MODE=2 AND SQADULT=2,77,99]

SCREENOUT_AGE

You must be 18 years of age or older to complete the survey. Thank you very much for your time.

[IF MODE=2 INSERT “**INTERVIEWER NOTE: READ IF NECESSARY.**”]

If you would like to learn more about the National Low Income Housing Coalition (the nonprofit organization that sponsored this survey), get involved in housing advocacy in your community, or find help with housing, please visit <https://nlihc.org/direct-assistance>.

[TERMINATE AS SCREENOUT]

[ASK ALL]

SQ2

Which of the following best describes your current housing situation?

[IF MODE=2 INSERT “**INTERVIEWER NOTE: READ RESPONSE OPTIONS.**”]

1. I live in a home I own or co-own
2. I live in a home I rent
3. I live in a home that I do not own, and I do not pay rent
4. I live in a student dormitory, a nursing home or inpatient healthcare facility, a group home, military barracks, or another kind of group housing
5. I live in a car, a hotel, a shelter, a campsite, a park, the street, or some other place not already listed

7. DON'T KNOW [HIDE IF MODE=1]
9. REFUSED [HIDE IF MODE=1]

[ASK IF SQ2=2,3]

SQ3

Which of the following best describes the place where you currently live?

[IF MODE=2 INSERT “**INTERVIEWER NOTE: READ RESPONSE OPTIONS.**”]

1. A single house not attached to any other house
2. A duplex, row home, townhome, or an apartment in a small building with 2 to 4 units
3. An apartment in a medium-size building or complex with 5 to 50 units
4. An apartment in a big building or complex with more than 50 units
5. A manufactured home, mobile home, or trailer
6. A boat, RV, or camper van
7. None of the above

77. DON'T KNOW [HIDE IF MODE=1]
99. REFUSED [HIDE IF MODE=1]

[ASK IF SQ2=4]

SQ4

Is the place where you live a student dormitory, military barracks, or is it some other kind of group housing?



1. Student dormitory
2. Military barracks
3. Some other kind of group housing

7. DON'T KNOW [HIDE IF MODE=1]
9. REFUSED [HIDE IF MODE=1]

[ASK IF (SQ2=1,4,5,7,9,88) OR (SQ2=2,3 AND SQ3=6)]

SCRNOUT

Thank you for taking the time to answer these questions. [IF (SQ2=5 or SQ4=3) AND SQ1=18-100 INSERT “Based on your responses, we believe you may be a better fit for a different survey in the future. [IF MODE=1 INSERT “Click NEXT to learn more.””] While you have not been selected to continue with this survey, we appreciate your interest.

If you would like to learn more about the National Low Income Housing Coalition (the nonprofit organization that sponsored this survey), get involved in housing advocacy in your community, or find help with housing, please visit <https://nlihc.org/direct-assistance>.

[IF MODE=2 AND ((SQ2=1,7,9,88) or (SQ2=4 and SQ4=1,2,7,9,88) or (SQ2=2,3 AND SQ3=6)) INSERT “**INTERVIEWER NOTE: YOU MAY NOW CLOSE YOUR BROWSER AND RETURN TO THE CATI DIALER. PLEASE SELECT PARTIALLY COMPLETE AND ENTER INEGIBLE DISPO S1 – NOT A RENTER**”]

[IF MODE=2 AND (SQ2=5 OR SQ4=3) AND SQ1=18-100 INSERT “**INTERVIEWER NOTE: PLEASE HIT THE NEXT BUTTON FOR A FEW FOLLOW-UP QUESTIONS FOR THIS PARTICIPANT.**”]

[ASK IF (SQ2=5 OR SQ4=3) AND SQ1=18-100]

QUAL1

Before you go, we’d like to ask for your help with future research opportunities related to this survey. Within the next year, we may speak to people about their housing experiences.

Are you willing to be contacted to participate in upcoming research? If so, the National Low Income Housing Coalition will need the best email or phone number to reach you.

1. Yes
2. No

7. DON'T KNOW [HIDE IF MODE=1]
9. REFUSED [HIDE IF MODE=1]

[DISPLAY QUAL2A, QUAL2A_EMAIL, AND QUAL2A_PHONE ON SAME SCREEN]

[ASK IF QUAL1=1 AND SQ1=18-100]

QUAL2a

Thank you! What is the best email address and/or phone number to reach you? This information will only be used for the purpose of contacting you about future research within the next year.

[IF MODE=2 INSERT “**INTERVIEWER NOTE: READ EMAIL ADDRESS AND PHONE NUMBER BACK TO RESPONDENT TO CONFIRM ACCURACY BEFORE CONTINUING.**”]

[ASK IF QUAL1=1 AND SQ1=18-100]

QUAL2a_EMAIL

Email:

[EMAIL BOX (80 characters)]

[ASK IF QUAL1=1 AND SQ1=18-100]

QUAL2a_PHONE



Phone Number:

[NUMBER BOX (10 digits)] *Please enter the numbers only, no dashes*

[ASK IF (SQ2=5 OR SQ4=3) AND SQ1=18-100]

SCRNOUT2

Thanks again for your time. We've received your information.

IF MODE=2 INSERT "**INTERVIEWER NOTE: YOU MAY NOW CLOSE YOUR BROWSER AND RETURN TO THE CATI DIALER. PLEASE SELECT "PARTIALLY COMPLETE" AND ENTER INEGIBLE DISPO S1 – NOT A RENTER"**"]

SCRN_DISPO - HIDDEN VARIABLE

M1 - No adults

S1 - Not a renter

[PROGRAMMING NOTE: (SQ1=0-17) OR (SQADULT=2,88) OR (SQ2=1,4,5,7,9,88) OR (SQ2=2,3 AND SQ3=6) SET DISPOSITION AS INELIGIBLE AND END SURVEY]

When (SQ1=0-17) OR (SQADULT=2,77,88,99) Set M1

When (SQ2=1,4,5,7,9,88) OR (SQ2=2,3 AND SQ3=6) Set S1

4. Your Household [General Household Information GH]

[ASK ALL]

GH_INTRO

Thank you. It looks like you are a great fit for our survey!

In this section, we'd like to learn a little more about your housing experiences.

[ASK ALL]

GH1

How long have you lived in your current home?

[IF MODE=2 INSERT "**INTERVIEWER NOTE: READ RESPONSES.**"]

1. Less than 1 year
2. 1 year to less than 2 years
3. 2 years to less than 5 years
4. 5 years to less than 10 years
5. 10 years or more

7. DON'T KNOW [HIDE IF MODE=1]

9. REFUSED [HIDE IF MODE=1]

[ASK IF GH1=1,2,7,9,88]

GH2

How many times have you moved in the last two years?

RANGE 0-20 [NUMBER BOX]

77. DON'T KNOW [HIDE IF MODE=1]

99. REFUSED [HIDE IF MODE=1]

[ASK ALL]

GH3

Which of the following best describes the person or organization who currently rents to you? For this survey, we'll call this your landlord or property manager.



[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

1. Public housing authority
2. An individual or family
3. A property management or rental company
4. I'm not sure who this person or organization is
9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

GH4

Which of the following best describes the type of lease or rental agreement you have for your current home?

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

1. A signed, written agreement for a set period of time longer than 1 month
2. A signed, written agreement which is currently month-to-month
3. A spoken agreement or unsigned written agreement
4. None of the above
5. I'm not sure
9. REFUSED [HIDE IF MODE=1]

[PROGRAMMING NOTE: FORMAT GH5 AS AUTO-SUM TABLE]

[ASK IF MODE=1]

GH5

During this survey, we will ask you questions about your **household**. This means you, and anyone who lives in the same home as you most of the time. This could include family members, romantic partners, roommates or housemates, friends, foster children, boarders or lodgers, and similar people.

Including yourself, how many people currently live in your household?

[HYBRID GRID]

Age group	Number of people in household
GH5A Under age 5	RANGE 0-20 [NUMBER BOX]
GH5B Age 5-17	RANGE 0-20 [NUMBER BOX]
GH5C Age 18-61	RANGE 0-20 [NUMBER BOX]
GH5D Age 62 or above	RANGE 0-20 [NUMBER BOX]

ASK IF MODE=1

HHNUM1

Calculated Variable:

IF GH5A=0-20 AND GH5B=0-20 AND GH5C=0-20 AND GH5D=0-20 SET HHNUM1=GH5A+GH5B+GH5C+GH5D
 IF GH5A=888 AND GH5B=0-20 AND GH5C=0-20 AND GH5D=0-20 SET HHNUM1=GH5B+GH5C+GH5D
 IF GH5A=0-20 AND GH5B=888 AND GH5C=0-20 AND GH5D=0-20 SET HHNUM1=GH5A+GH5C+GH5D
 IF GH5A=0-20 AND GH5B=0-20 AND GH5C=888 AND GH5D=0-20 SET HHNUM1=GH5A+GH5B+GH5D
 IF GH5A=0-20 AND GH5B=0-20 AND GH5C=0-20 AND GH5D=888 SET HHNUM1=GH5A+GH5B+GH5C
 IF MODE=1 AND GH5A=888 AND GH5B=888 AND GH5C=0-20 AND GH5D=0-20 SET HHNUM1=GH5C+GH5D
 IF GH5A=888 AND GH5B=888 AND GH5C=888 AND GH5D=0-20 SET HHNUM1=GH5D
 IF GH5A=0-20 AND GH5B=888 AND GH5C=888 AND GH5D=0-20 SET HHNUM1=GH5A+GH5D



IF GH5A=0-20 AND GH5B=0-20 AND GH5C=888 AND GH5D=888 SET HHNUM1=GH5A+GH5B
 IF GH5A=0-20 AND GH5B=888 AND GH5C=888 AND GH5D=888 SET HHNUM1=GH5A
 IF GH5A=888 AND GH5B=888 AND GH5C=888 AND GH5D=888 SET HHNUM1=0

ASK IF MODE=1 AND HHNUM1=0-80

HHCK1

To confirm, there [IF HHNUM1=1 INSERT “is one person”, IF HHNUM1=0,2-80 “are [HHNUM1] people” currently living in your household, including yourself?

1. Yes
2. No, I need to correct my answer [GO BACK TO GH5]

ASK IF MODE=2

GH5A1

During this survey, we will ask you questions about your **household**. This means you, and anyone who lives in the same home as you most of the time. This could include family members, romantic partners, roommates or housemates, friends, foster children, boarders or lodgers, and similar people.

How many people currently living in your household **are under age 5?**

RANGE 0-20 [NUMBER BOX] Number of people in household

997. DON'T KNOW [HIDE IF MODE=1]
 999. REFUSED [HIDE IF MODE=1]

ASK IF MODE=2

GH5B1

How many people currently living in your household **are age 5-17?**

RANGE 0-20 [NUMBER BOX] Number of people in household

997. DON'T KNOW [HIDE IF MODE=1]
 999. REFUSED [HIDE IF MODE=1]

ASK IF MODE=2

GH5C1

Including yourself, how many people currently living in your household **are age 18-61?**

RANGE 0-20 [NUMBER BOX] Number of people in household

997. DON'T KNOW [HIDE IF MODE=1]
 999. REFUSED [HIDE IF MODE=1]

ASK IF MODE=2

GH5D1

Including yourself, how many people currently living in your household **are age 62 or above?**

RANGE 0-20 [NUMBER BOX] Number of people in household

997. DON'T KNOW [HIDE IF MODE=1]
 999. REFUSED [HIDE IF MODE=1]

[ASK IF MODE=2]

HHNUM2

Calculated Variable:

IF GH5A1=0-20 AND GH5B1=0-20 AND GH5C1=0-20 AND GH5D1=0-20 SET
 HHNUM2=GH5A1+GH5B1+GH5C1+GH5D1

IF GH5A1=997,999 AND GH5B1=0-20 AND GH5C1=0-20 AND GH5D1=0-20 SET HHNUM2=GH5B1+GH5C1+GH5D1



IF GH5A1=0-20 AND GH5B1=997,999 AND GH5C1=0-20 AND GH5D1=0-20 SET HHNUM2=GH5A1+GH5C1+GH5D1
 IF GH5A1=0-20 AND GH5B1=0-20 AND GH5C1=997,999 AND GH5D1=0-20 SET HHNUM2=GH5A1+GH5B1+GH5D1
 IF GH5A1=0-20 AND GH5B1=0-20 AND GH5C1=0-20 AND GH5D1=997,999 SET HHNUM2=GH5A1+GH5B1+GH5C1
 IF MODE=1 AND GH5A1=997,999 AND GH5B1=997,999 AND GH5C1=0-20 AND GH5D1=0-20 SET
 HHNUM2=GH5C1+GH5D1
 IF GH5A1=997,999 AND GH5B1=997,999 AND GH5C1=997,999 AND GH5D1=0-20 SET HHNUM2=GH5D1
 IF GH5A1=0-20 AND GH5B1=997,999 AND GH5C1=997,999 AND GH5D1=0-20 SET HHNUM2=GH5A1+GH5D1
 IF GH5A1=0-20 AND GH5B1=0-20 AND GH5C1=997,999 AND GH5D1=997,999 SET HHNUM2=GH5A1+GH5B1
 IF GH5A1=0-20 AND GH5B1=997,999 AND GH5C1=997,999 AND GH5D1=997,999 SET HHNUM2=GH5A1
 IF GH5A1=997,999 AND GH5B1=997,999 AND GH5C1=997,999 AND GH5D1=997,999 SET HHNUM2=8888

[ASK IF MODE=2 AND HHNUM2=1-80]

HHCK2

To confirm, there [IF HHNUM2=1 INSERT “is one person”, IF HHNUM2=2-80 “are [HHNUM2] people” currently living in your household, including yourself?

1. Yes
2. No, I need to correct my answer [GO BACK TO GH5A1]
7. DON'T KNOW
9. REFUSED

5. Paying Rent [Housing Costs HC]

[ASK ALL]

HC_INTRO

In this section, we will ask you some questions about your **housing costs**.

[ASK ALL]

HC1

What is the total monthly rent for your current home?

RANGE 0-19999 \$[NUMBER BOX].00 Dollars per month
 777777. DON'T KNOW [HIDE IF MODE=1]
 999999. REFUSED [HIDE IF MODE=1]

[ASK ALL]

HC2

In your current home, have you ever been charged an extra fee for paying rent with a credit or debit card, a check, or cash? This is sometimes called a “convenience fee” or “service fee.”

1. Yes
2. No
3. I’m not sure
9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

[MUL=3]

HC3

Does your current landlord or property manager require you to pay any of the following?

[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT “*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*”]

1. Technology fee, which may cover things like smart locks on doors, package lockers, or key fobs for building entry



- 2. Amenity fee, which may cover shared spaces like fitness centers, pools, or business centers
- 3. Mandatory cable, internet, or phone service
- 4. None of the above [EXCLUSIVE]

- 7. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
- 9. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK ALL]

[MUL=2]

HC4

Does your current landlord or property manager require you to pay any of the following fees because you have one or more pets?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

- 1. One-time, non-refundable pet deposit
- 2. Monthly pet fee or "pet rent"
- 3. None of the above [EXCLUSIVE]
- 4. Not applicable – there are no pets in my household [EXCLUSIVE]

- 7. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
- 9. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK ALL]

HC5

Do you currently have renter's insurance?

- 1. Yes
- 2. No
- 3. I'm not sure

- 9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

HC6

Does your landlord or property manager require you to have renter's insurance?

- 1. Yes
- 2. No
- 3. I'm not sure

- 9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

HC7

[IF (GH1=1,2,7,9,88) INSERT "Thinking about all the places you have lived during the last two years," IF GH1=3,4,5 INSERT "In the last two years,"] how often have you or anyone in your household struggled to pay rent on time? This includes situations like needing extra effort to gather the money, taking on debt, cutting costs, paying rent late, or missing a payment due to financial difficulties.

[IF MODE=2 INSERT "Would you say---"]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

- 1. Never
- 2. Rarely
- 3. Sometimes



- 4. Often
- 5. Always

- 7. DON'T KNOW [HIDE IF MODE=1]
- 9. REFUSED [HIDE IF MODE=1]

[ASK IF HC7=2,3,4,5]
[MUL=7]

HC7a

[IF (GH1=1,2,7,9,88) INSERT "Thinking about all the places you have lived during the last two years," IF GH1=3,4,5 INSERT "In the last two years,"] did any of the following happen because you or someone in your household struggled to pay rent?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

- 1. Could not pay some or all the rent on time
- 2. Got charged a late fee
- 3. Got an eviction notice or notice to vacate
- 4. Law enforcement came to evict my household
- 5. Lost housing assistance benefits
- 6. Landlord changed the locks to the home or threw away my belongings
- 7. Landlord shut off my electricity, water, or gas
- 8. None of the above [EXCLUSIVE]

- 77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
- 99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF HC7=2,3,4,5]
[MUL=7]

HC7b

[IF (GH1=1,2,7,9,88) INSERT "Thinking about all the places you have lived during the last two years," IF GH1=3,4,5 INSERT "In the last two years,"] have you or anyone in your household done any of the following in order to pay rent?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

- 1. Took money out of a savings or retirement account
- 2. Borrowed money from someone
- 3. Took on credit card or loan debt
- 4. Worked extra hours or had more than one job
- 5. Paid for rent instead of paying for food or healthcare
- 6. Paid for rent instead of paying other bills
- 7. Sold blood plasma or participated in a clinical trial
- 8. None of the above [EXCLUSIVE]

- 77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
- 99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]



6. Housing Support [Housing Assistance HA]

[ASK ALL]

HA_INTRO

Next, we will ask you about **housing assistance** from the government, a public housing authority or other housing agency, or nonprofit organizations. This means any type of financial support to you or your landlord that makes your housing more affordable. Housing assistance can be used to pay for rent, security deposits, or other housing costs. It also includes public housing and other rental homes with lower rents because of your household's income.

[ASK ALL]

HA1

Are you or anyone in your household currently receiving any type of housing assistance?

1. Yes
2. No
3. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF HA1=1]

HA2

How long has your household been receiving housing assistance?

1. Less than 1 year
2. 1 year to less than 2 years
3. 2 years to less than 5 years
4. 5 years or more
5. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF HA1=1]

HA3

When is your current housing assistance expected to end?

1. No set end date
2. Within the next 12 months
3. In the next 13 to 24 months
4. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF HA1=2,3,9]

HA4

Have you or anyone in your household received any kind of housing assistance in the last two years?

1. Yes
2. No
3. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF HA4=1]

[MUL=7]

[RANDOMIZE 2-6]

HA5

Why does your household no longer receive housing assistance?



[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT “Would you say---“]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. My household doesn't need it anymore
2. Assistance was only available for a short time or a limited amount of money
3. Program providing assistance closed or ran out of money
4. Couldn't find a rental home by the deadline
5. My household became ineligible due to changes in income or household size
6. My household was evicted or forced to move by the landlord
7. Some other reason (please specify) [TEXT BOX]

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF HA4=1 AND HA1=2]

HA6

Have you or anyone in your household tried applying for any other housing assistance since the housing assistance ended?

1. Yes
2. No
3. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF HA1=2,3,9 AND HA4=2,3,9]

HA7

Have you or anyone in your household applied for any kind of housing assistance in the last two years?

1. Yes
2. No
3. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF HA6=1 OR (HA7=1 AND HA4=2,3,9)]

[MUL=4]

HA8

What happened to your household's application(s) for housing assistance?

[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. Placed on a waitlist
2. Application was denied
3. Never heard back about the application
4. My household was not able to submit the application
5. None of the above [EXCLUSIVE]

7. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

9. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF HA8=2]

HA8a1

Was your household told why the application was denied?



- 1. Yes
- 2. No
- 3. I'm not sure

- 9. REFUSED [HIDE IF MODE=1]

[ASK IF HA8a1=1]
[MUL=8]
[RANDOMIZE 3-6]

HA8a2

Why was your household denied assistance?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

- 1. My household's income was too high
- 2. My household's income was too low
- 3. Immigration status
- 4. Criminal record
- 5. Eviction history
- 6. Required participation in services my household wouldn't attend, like financial courses, religious services, or counseling
- 7. Program closed or ran out of money
- 8. Some other reason

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF HA8=4]
[MUL=8]
[RANDOMIZE 1-6]

HA8b

Why was your household unable to submit the application?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

- 1. Application process was too confusing or took too much time
- 2. Couldn't provide all the required documents
- 3. Application forms or instructions were not available in my household's preferred language
- 4. Application required access to a computer, smart phone, and/or an internet connection
- 5. Application process was not accessible for someone with a disability
- 6. Needed help to submit the application and couldn't get it
- 7. Program providing assistance closed or ran out of money
- 8. Some other reason

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF HA6=2 OR HA7=2]
[MUL=8]
[RANDOMIZE 3-7]

HA9

Why hasn't your household tried to apply for housing assistance [IF HA6=2 INSERT "since your housing assistance ended?"; IF HA7=2 INSERT "in the last two years?"]



[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT “INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.”]

1. My household doesn’t need or want it
2. My household is already on a waitlist for housing assistance
3. My household probably wouldn’t qualify for it
4. Application process is too confusing or takes too much time
5. Programs near me require participation in services my household won’t attend, like financial courses, religious services, or counseling
6. No assistance available near me or unsure how to apply
7. Application process was not accessible to my household because of things like language, internet access, or a disability
8. Some other reason

77. DON’T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF HA9=3]

[MUL=7]

[RANDOMIZE 3-6]

HA9a

1. **Why do you think your household would not qualify for housing assistance?**

[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT “INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.”]

1. My household’s income is too high
2. My household’s income is too low
3. Immigration status
4. Criminal record
5. Eviction history
6. Low or no credit score
7. Some other reason

77. DON’T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK ALL]

HA10

Have you ever participated in a home inspection required by a government agency or public housing authority for housing assistance?

1. Yes
2. No
3. I’m not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF HA10 = 1]

HA10a1

Has a rental home you applied for ever failed an inspection required for housing assistance?

1. Yes
2. No
3. I’m not sure



99. REFUSED [HIDE IF MODE=1]

[ASK IF HA10a1 = 1]

HA10a2

Have you ever lost your housing assistance because a rental home you applied for failed inspection?

1. Yes
2. No
3. I'm not sure

99. REFUSED [HIDE IF MODE=1]

[ASK ALL]

[RANDOMIZE 1-2]

HA11

In your opinion, how should the government help renters who need help paying their rent?

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

1. Housing assistance should be given **directly to the household**, and the household would use this money to pay for rent and other housing costs
2. Housing assistance should be given **directly to the renter's landlord** to pay for rent and other housing costs
3. I do not believe the government should help renters pay rent

7. DON'T KNOW [HIDE IF MODE=1]
9. REFUSED [HIDE IF MODE=1]

7. Accessibility Needs [Housing Unit Accessibility UA]

[ASK ALL]

UA_INTRO

The next few questions will ask about features in your home that support accessibility for individuals who need them, whether due to a disability, older age, or other reasons.

[ASK ALL]

UA1

Including yourself, does anyone in your household have a disability or chronic health condition?

This includes mobility disabilities requiring aids like canes or wheelchairs, chronic illnesses like epilepsy or arthritis, blindness or low vision, deaf or hard of hearing, cognitive or developmental disabilities, and mental health conditions.

1. Yes
2. No

7. DON'T KNOW [HIDE IF MODE=1]
9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

UA2

Some people need accessibility features or accommodations in their homes, whether due to a disability, older age, or other reasons, to support their ability to live safely and independently. These features might include lowered countertops, wider doorways for wheelchair access, or grab bars in showers or tubs.

Do you or anyone in your household need any type of accessibility features or accommodations to live safely and independently?

1. Yes



- 2. No
- 3. I'm not sure
- 9. REFUSED [HIDE IF MODE=1]

[PROGRAMMING NOTE: RANDOMIZE ORDER OF UA2A AND UA2B]

[ASK IF UA2 = 1 OR 3]

UA2A

For each of the following **mobility features**, please indicate if it is something your household needs and already has in your current home, if it is something you need but do not have, or if your household does not need it.

[PROGRAMMING NOTE: RANDOMIZE GRID ROWS UA2A_A- UA2A_D]

Mobility Features	1 Need and my home has it	2 Need but my home does not have it	3 Do not need	7. DON'T KNOW [HIDE IF MODE=1]	9. REFUSED [HIDE IF MODE=1]
UA2A_A Ramps					
UA2A_B Wider doorways					
UA2A_C Wheelchair or walker-accessible layout					
UA2A_D Single-floor home, no steps, or has an elevator (i.e., universal access or barrier-free housing)					

[ASK IF UA2 = 1 OR 3]

UA2B

For each of the following **sensory features**, please indicate if it is something your household needs and already has in your current home, if it is something you need but do not have, or if your household does not need it.

[PROGRAMMING NOTE: RANDOMIZE GRID ROWS UA2B_A- UA2B_C]

Sensory Features	1 Need and my home has it	2 Need but my home does not have it	3 Do not need	7. DON'T KNOW [HIDE IF MODE=1]	9. REFUSED [HIDE IF MODE=1]
UA2B_A Flashing lights or images used by smoke detectors, fire alarms, or doorbells (rather than sounds)					
UA2B_B Braille signage and labels					
UA2B_C Noise reduction or acoustic modifications (e.g., soundproof walls, double-glazed windows) to minimize external noise					

[ASK IF UA2 = 1 OR 3]

UA2C



For each of the following other accessibility features, please indicate if it is something your household needs and already has in your current home, if it is something you need but do not have, or if your household does not need it.

[PROGRAMMING NOTE: RANDOMIZE GRID ROWS UA2C_A- UA2C_C]

Other Accessibility Features	1 Need and my home has it	2 Need but my home does not have it	3 Do not need	7. DON'T KNOW [HIDE IF MODE=1]	9. REFUSED [HIDE IF MODE=1]
UA2C_A Lower countertops, cabinets, light switches, thermostats, toilets, or sinks					
UA2C_B Bathroom features such as grab bars or shower safety seat					
UA2C_C Allow service or assistance animals					
UA2C_D Other accessibility features (please specify) [TEXT BOX]					

[ASK IF UA2A_A=1,2 OR UA2A_B=1,2 OR UA2A_C=1,2 OR UA2A_D=1,2 OR UA2B_A=1,2 OR UA2B_B=1,2 OR UA2B_C=1,2 OR UA2C_A=1,2 OR UA2C_B=1,2 OR UA2C_C=1,2 OR UA2C_D=1,2]

UA3

What is your opinion of the statements below?

Please select "This does not apply to me" if the statement is not relevant to your household.

[PROGRAMMING NOTE: RANDOMIZE GRID ROWS UA3A-UA3D]

	1 Strongly agree	2 Somewhat agree	3 Neither agree nor disagree	4 Somewhat Disagree	5 Strongly Disagree	6 This does not apply to me	7. DON'T KNOW [HIDE IF MODE=1]	9. REFUSED [HIDE IF MODE=1]
UA3A It's hard to find a rental home that has the accessibility features my household needs.								
UA3B Landlords are typically willing to add accessibility features to a home or building when asked to do so.								
UA3C It's hard to find a rental home that will accept my household's service/assistance animal. [HIDE IF UA2C_C= 3,7,9,88]								
UA3D								



My household cannot find accessible housing near the health services and social supports we need.								
---	--	--	--	--	--	--	--	--

8. Landlord Relations [Landlord Relationships LR]

[ASK ALL]

LR_INTRO

In this section, we will ask you some questions about your **landlord**. If you usually interact with a **property manager** rather than your landlord, please think of them when you answer these questions.

[ASK ALL]

LR1

Does your landlord or property manager have a website or mobile app for essential activities like paying rent, submitting a maintenance request, or contacting the landlord?

- 1. Yes
- 2. No
- 3. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK IF LR1=1]

LR2

Does your landlord or property manager require renters to use the website or app for essential activities?

- 1. Yes
- 2. No

7. DON'T KNOW [HIDE IF MODE=1]

9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

LR4

Generally speaking, how helpful or unhelpful is your current landlord or property manager?

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

- 1. Very helpful
- 2. Somewhat helpful
- 3. Neither helpful nor unhelpful
- 4. Somewhat unhelpful
- 5. Very unhelpful
- 6. I have not interacted enough with my landlord or property manager to answer

7. DON'T KNOW [HIDE IF MODE=1]

9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

[MUL=7]

[RANDOMIZE 1-6]

LR5

When you have a problem, does your household avoid asking your current landlord or property manager for help because you worry they might...?



[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT “*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*”]

1. Force my household, or someone in my household, to move out
2. Raise the rent
3. Charge my household money to fix the problem
4. Physically harm me or someone else in my household
5. Make inappropriate comments to me or someone in my household
6. Report me or someone else in my household to the police, child protective services, or immigration
7. Make someone in my household feel uncomfortable in another way
8. My household does not avoid asking for help for any of these reasons [EXCLUSIVE]

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK ALL]

COND_INTRO

The next few questions will ask you about conditions in your current rental home.

[ASK ALL]

[MUL=10]

[RANDOMIZE 1-9]

LR6

[IF GH1=1,2 INSERT “Since you moved in,”; IF GH1=3,4,5,7,9,88 INSERT “In the last two years,”] have you had any of the following problems with your current rental home?

[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT “*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*”]

1. Mold, lead paint, or asbestos
2. Pests, such as cockroaches, mice, rats, or bedbugs
3. No heat during cold months or no air conditioning during warm months
4. Major water leaks
5. Cloudy, discolored, bad tasting, or bad smelling water
6. Broken or missing essential fixtures or structures (such as sinks, bathtubs, windows, doors, locks, steps, handrails)
7. Issues with electrical items (lights, switches, outlets, exposed wires)
8. Landlord entering home without prior notice or permission
9. Common-area issues (broken elevators, unsafe steps)
10. Other problem
11. I have not experienced any problems in my current rental home [IF GH1=1,2 INSERT “since I moved in”; IF GH1=3, 4, 5, 7, 9, 88 INSERT “in the last two years”] [EXCLUSIVE]

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF LR6=1-10]

LR7

Has your household tried to contact your landlord about any of these problems?

1. Yes
2. No
3. I'm not sure

9. REFUSED [HIDE IF MODE=1]



[ASK IF LR7=1]

[MUL=5]

LR7a

What happened when your household tried to contact your landlord about these problems?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. They fixed the problem, or are currently trying to fix the problem
2. They tried to fix the problem, but were not successful and have not tried again
3. They responded to my household, but did not try to fix the problem
4. They did not respond to my household
5. They threatened or harmed me, or someone in my household, because we contacted them about the problem

7. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
9. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF LR6=1-10]

LR8

Do you want to move because of any of these problems with your current home?

1. No
2. Yes, I want to move because of these problems, but I can't afford to
3. Yes, I want to move because of these problems, but I want or need to stay here for other reasons
4. Yes, I plan to move because of these problems
5. I'm not sure

9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

LR9

What is your opinion of the following statement?

Rental homes should be required to pass periodic inspections conducted by an authorized agency to ensure they are safe to live in.

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree

7. DON'T KNOW [HIDE IF MODE=1]
9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

[MUL=7]

[RANDOMIZE 1-7; KEEP 5-6 TOGETHER]

LR10

In which of these situations, if any, do you believe a renter should be allowed to decline required rental home safety inspections?

[IF MODE=1 INSERT "Choose all that apply."]



[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. The inspection process would be slow and delay the renter’s move-in date
 2. The home passed a recent inspection
 3. The renter is willing to accept the home in “as-is” condition
 4. The renter would have to pay to cover inspection costs
 5. A failed inspection would leave the rental applicant without another housing option
 6. A failed inspection would require current tenants to move out
 7. The inspection would be intrusive to current tenants’ privacy
 8. None, I do not believe renters should be allowed to decline required inspections regardless of any circumstances [EXCLUSIVE]
77. DON’T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
 99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

9. Moving Experiences [Experiences with Moving ME]

[ASK ALL]

ME_INTRO

This section focuses on **experiences with moving**. [IF GH2=1-20 INSERT “You mentioned earlier in the survey that you have moved in the last two years.”; IF GH2=0 OR GH1=3,4,5 INSERT “You mentioned earlier in the survey that you have not moved in the last two years.”]

[ASK IF GH2=0,77,99,888 OR GH1=3,4,5,7,9,88]

ME1

Have you actively searched for a new rental or taken steps to try to move over the last two years?

1. Yes
 2. No
7. DON’T KNOW [HIDE IF MODE=1]
 9. REFUSED [HIDE IF MODE=1]

[ASK IF GH2=1-20 or ME1= 1]

[MUL=9]

[RANDOMIZE 1-9]

ME2

In the last two years, have you [IF GH2=1-20 INSERT “moved”; IF ME1= 1 INSERT “considered moving”] for any of the following reasons?

[IF MODE=1 INSERT “Choose all that apply.”]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. To move to a better rental home, neighborhood, community, or opportunities
 2. Unable to afford the rent
 3. Home in bad condition or needed repairs
 4. Lack of accessibility features my household needs
 5. Feeling unsafe due to someone in the home
 6. Home damaged after a disaster like a fire, flood, tornado, hurricane, or earthquake
 7. Landlord sold the home or would no longer rent to my household
 8. Household was evicted or to avoid an eviction
 9. To leave a temporary housing situation, like staying with family/friends or living in a car, hotel, shelter, campsite, park, the street, or a similar place
 10. None of the above [EXCLUSIVE]
77. DON’T KNOW [EXCLUSIVE] [HIDE IF MODE=1]



99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF GH2=1-20 or ME1= 1]

[MUL=6]

[RANDOMIZE 1-6]

ME3

In the last two years, did you ever have trouble finding a new rental home for any of the following reasons?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. Could not find a home with affordable rent
2. Could not find a home with the space or features my household needs
3. Could not afford to pay the security deposit, application fees, or move-in fees
4. Could not find a home that would accept a pet or service/assistance animal
5. Landlords wouldn't take my housing assistance, Social Security income, or disability income
6. Landlords required my household to have an income much higher than the monthly rent
7. None of the above [EXCLUSIVE]

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF GH2=0 OR GH1=3,4,5 OR ME1= 1,2]

[MUL=7]

ME4

Why haven't you moved [IF ME1= 2 INSERT "or tried to move"; IF ME1=1 INSERT "despite considering it"] in the last two years?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. I'm happy with the home or neighborhood I live in now
2. I can't afford to move to a different rental home
3. I can't find a rental home with the features my household needs
4. I can't find a rental home that will accept my housing assistance
5. I'm waiting until I can buy a house
6. My household has applied for a different home, but our application was rejected
7. Some other reason

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF GH2=1-20]

[MUL=10]

[RANDOMIZE 1-9]

ME5

In the last two years, have you faced difficulties renting a home because of any of the following characteristics of your household members?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. Race, ethnicity, or skin color
2. Religion
3. Immigration status, speaking with an accent, or speaking a language other than English
4. Disability status



- 5. Gender identity or sexual orientation
- 6. Presence of children in the home
- 7. Criminal record
- 8. Eviction history
- 9. Low or no credit score
- 10. None of the above [EXCLUSIVE]

- 77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
- 99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK IF GH2=1-20 or ME1= 1]

ME6

Over the last two years, have you applied for one or more rental homes and been turned down?

- 1. Yes
- 2. No
- 3. I'm not sure

- 9. REFUSED [HIDE IF MODE=1]

[ASK IF ME6=1]

ME7

Was your household told why you were rejected from renting a home in the last two years?

- 1. Yes
- 2. No
- 3. I'm not sure

- 9. REFUSED [HIDE IF MODE=1]

[ASK IF ME7=1]

[MUL=9]

[RANDOMIZE 1-8]

ME7a

Were you told you were rejected for any of the following reasons?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

- 1. Rental home was no longer available
- 2. Household's income too low for landlord's income requirement
- 3. Household's income too high for a reduced rent unit
- 4. Eviction history
- 5. Low or no credit score
- 6. Couldn't afford to pay security deposit, application fees, or move-in fees
- 7. Criminal record
- 8. Household was discriminated against
- 9. Some other reason

- 77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]
- 99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]



10. Final Questions [Additional Demographic Information AD]

[ASK ALL]

DEMO_INTRO

The next few questions ask about how you describe yourself. This information will help us learn how different groups of people respond to the questions we asked in this survey. **You do not have to answer any question you are not comfortable answering.**

Remember, we keep **this information anonymous** and it will not be shared with anyone you know, including your landlord, employer, or any public agency.

[ASK ALL]

[MUL=8]

AD1

What is your race and/or ethnicity?

[IF MODE=1 INSERT "Choose all that apply."]

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES, SELECT ALL THAT APPLY.*"]

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Hispanic or Latino
5. Middle Eastern or North African
6. Native Hawaiian or Pacific Islander
7. White
8. Another racial/ethnic identity (please specify) [TEXT BOX]

77. DON'T KNOW [EXCLUSIVE] [HIDE IF MODE=1]

99. REFUSED [EXCLUSIVE] [HIDE IF MODE=1]

[ASK ALL]

AD2

Which of the following choices is closest to how you describe your gender?

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

1. Man
2. Woman
3. Nonbinary, two-spirit, genderqueer, gender fluid, or intersex
4. Another gender identity (please specify) [TEXT BOX]
5. Prefer not to say

7. DON'T KNOW [HIDE IF MODE=1]

[ASK ALL]

AD3

Do you identify as LGBTQIA+?

LGBTQIA+ stands for lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and can also include other sexual orientations or gender identities not covered by these letters.

1. Yes
2. No
3. I'm not sure
4. Prefer not to say



7. DON'T KNOW [HIDE IF MODE=1]

[ASK ALL]

AD4

Which of the following choices best fits your household?

[IF MODE=2 INSERT "*INTERVIEWER NOTE: READ RESPONSES.*"]

1. Everyone in my household, including me, is a U.S. citizen
2. Some of the people in my household are U.S. citizens, but not everyone
3. No one in my household, including me, is a U.S. citizen

7. DON'T KNOW [HIDE IF MODE=1]

9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

AD5

Have you ever had to live in a car, hotel, shelter, campsite, park, or on the street because you didn't have another place to live?

1. Yes
2. No

7. DON'T KNOW [HIDE IF MODE=1]

9. REFUSED [HIDE IF MODE=1]

[ASK ALL]

AD6

In 2024, what was your total annual household income before taxes were paid? Household income includes all income sources of all members of the household. If you are not sure, please give your best guess.

1. Less than \$15,000
2. \$15,000 to \$24,999
3. \$25,000 to \$34,999
4. \$35,000 to \$49,999
5. \$50,000 to \$74,999
6. \$75,000 to \$99,999
7. \$100,000 to \$124,999
8. \$125,000 to \$149,999
9. \$150,000 to \$199,999
10. \$200,000 or more

77. DON'T KNOW [HIDE IF MODE=1]

99. REFUSED [HIDE IF MODE=1]

[ASK ALL]

ADZIP.

Just a reminder that this is all for statistical purposes only. What is your zip code?

[TEXT BOX]

[5 DIGIT MASK VALIDATION]

777777 DON'T KNOW [HIDE IF MODE=1]

999999 REFUSED [HIDE IF MODE=1]



11. Data Sharing Consent DS

[ASK IF SMPSRC=1 OR 2]

SHARE_INTRO

The next question requests your permission to share your mailing address with the National Low Income Housing Coalition.

- This information will be used solely to connect important data points for analyzing housing trends in different geographic areas and types of housing.
- You will not be contacted by the researchers and your information will remain private and confidential.
- Your participation is voluntary and will not affect your [IF INCENT NE 2, INSERT “\$10” IF INCENT=2, INSERT “\$20”] Amazon gift code.

[ASK IF SMPSRC=1 OR 2]

DS1.

Do you agree to share your address with the National Low Income Housing Coalition—the sponsor of this survey—for analysis purposes only? [IF MODE=1 INSERT “To review NLIHC’s privacy notice, please visit <https://nlihc.org/national-renter-survey.”>]

1. Yes, I agree
2. No, I do not agree

12. Incentive Screens for Complete Responses

[ASK ALL]

GC1.

In appreciation for the time you have spent answering our questions, we would like to give you a [IF INCENT NE 2, INSERT “\$10” IF INCENT=2, INSERT “\$20”] Amazon.com® gift certificate. Would you like the gift code?

[IF MODE=1 INSERT “The code is a unique number you can use to purchase items online at amazon.com. You may enter the code online when you are ready to make a purchase at amazon.com. There is no expiration date.”; IF MODE=2 INSERT “**INTERVIEWER NOTE: READ IF NECESSARY:** “The code is a unique number you can use to purchase items online at amazon.com. You may enter the code online when you are ready to make a purchase at amazon.com. There is no expiration date.””

DO NOT READ RESPONSES.”]

1. Yes
2. No

[ASK IF GC1=2]

GCCK.

[IF MODE=1 INSERT “**Are you sure?** Click next to complete the survey without receiving the gift code or click back and change your answer to receive the gift code.; IF MODE=2 INSERT “**INTERVIEWER, IF THE RESPONDENT DOES NOT WANT A GIFT CODE, CLICK NEXT. IF THE RESPONDENT WANTS A GIFT CODE, CLICK BACK AND CHANGE YOUR ANSWER”]**

[ASK IF MODE=2 AND GC1=1]

GCTXT.

May we send you the gift code via text message to the number we called you at?

1. Yes
2. No
3. Enter new number
7. DON'T KNOW [HIDE IF MODE=1]



9. REFUSED [HIDE IF MODE=1]

[ASK IF GCTXT=3]

GCTXT1.

Okay, what is the best phone number for you to receive the gift code via text message from?

INTERVIEWER: RECORD PHONE NUMBER

[TEXT BOX]

[ASK IF GCTXT=1 OR 3]

GCTXT2.

Great! You will receive the gift code via text within 24 hours.

INTERVIEWER: IF NEEDED: If you have any questions about your gift code, please contact our Help Desk at Support@NationalRenterSurvey.com or call 227-219-9129.

[ASK IF MODE=1 AND GC1=1]

[PROGRAMMING NOTE: SEND GIFT CODE VIA EMAIL DISTRIBUTION]

GC2.

Please provide your email address to receive your [IF INCENT NE 2, INSERT "\$10" IF INCENT=2, INSERT "\$20"] Amazon gift code.

Your responses will be reviewed for data quality and completeness. Only eligible responses that pass this review will receive the [IF INCENT NE 2, INSERT "\$10" IF INCENT=2, INSERT "\$20"] Amazon gift code. You will receive your code within 2 business days.

If you have any questions about your gift code, please contact our Help Desk at Support@NationalRenterSurvey.com or call 227-219-9129.

[EMAIL BOX]

[ASK IF GCTXT=2]

[PROGRAMMING NOTE: DISPLAY GIFT CODE]

GC3.

Your gift code is [GIFT_CODE]


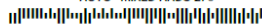
If you have any questions about your gift code, please contact our Help Desk at Support@NationalRenterSurvey.com or call 227-219-9129.



Appendix B: Letters

Wave 1 Invitation Letter:



Martinsville Resident  12345678A
980 Beaver Creek Drive Suite 2
Martinsville, VA 24112
*****ALUTO**MIXED AADC 270

EV1 1 1

7/7/2025

Dear Martinsville Resident,

Your household has been selected to participate in the National Renter Survey conducted by ICF and sponsored by the National Low Income Housing Coalition, a nonprofit that fights for affordable, accessible, quality homes for all renters. We can only survey a small sample of households to represent all renters across the entire country. It only takes 15 minutes to participate, and your household's input ensures you are accurately represented. The results of this survey will be used by lawmakers across the country to make informed decisions on housing policies that affect communities like yours.

Why Participate?

- **Confidential and Private:** We will not ask your name. Your answers are confidential and combined with others to protect your privacy.
- **Get a Gift:** Get a **\$10 Amazon.com gift code**® at the end of the survey.
- **Convenient:** The survey can be completed on any device with a web browser, such as a desktop computer, laptop, tablet, or smartphone.

Because this survey is so important, you may also receive a phone call from ICF to complete the survey over the phone if you are unable to complete the survey online.

Need Help? If you have any questions about the survey, please contact ICF, the research firm conducting the survey, at Support@NationalRenterSurvey.com or 227-219-9129. You can also leave a voicemail and an interviewer will call you back to complete the survey by phone.

Sincerely,

Renee M. Willis
President & CEO
National Low Income Housing Coalition

Participating is easy!

Step 1:


Share this letter with the **adult (18+)** in your household **who knows the most about your housing needs** and ask them to take the survey by following Step 2 below.

Step 2:

Go to
www.NationalRenterSurvey.com
and enter your secure PIN to begin.

PIN: 12345678A

You can also scan this QR code to go directly to your survey.



You can find out more information about the study at the National Low Income Housing Coalition website: <https://nlhdc.org/national-renter-survey>



Estimado residente de Martinsville:

Su hogar fue seleccionado para participar en la encuesta nacional para arrendatarios realizada por ICF y patrocinada por National Low Income Housing Coalition, una organización sin fines de lucro que busca que haya viviendas asequibles, accesibles y de calidad para todos los arrendatarios. Solo podemos encuestar a una pequeña proporción de los hogares en representación de todos los arrendatarios del país. Participar solo tomará 15 minutos, y el aporte de su hogar garantiza que sea representado de forma precisa. Legisladores de todo el país utilizarán los resultados de esta encuesta para tomar decisiones fundamentadas sobre políticas de vivienda que afectan a comunidades como la suya.

¿Por qué debo participar?

- **Confidencial y privada:** no le preguntaremos su nombre. Sus respuestas son confidenciales y se combinarán con las de otras personas para proteger su privacidad.
- **Reciba un regalo:** Recibirá un **código de regalo de \$10 de Amazon.com**® al final de la encuesta.
- **Conveniente:** puede completar esta encuesta desde cualquier dispositivo que tenga un navegador web, como una computadora de escritorio o portátil, una tableta o un teléfono inteligente.

Dado que esta encuesta es tan importante, también es posible que reciba una llamada telefónica de ICF para que la complete por ese medio en caso de no poder completarla en Internet.

¿Necesita ayuda? Si tiene alguna pregunta sobre la encuesta, comuníquese con ICF, la firma de investigación que realiza la encuesta, enviando un correo electrónico a Support@NationalRenterSurvey.com o llamando al 227-219-9129. También puede dejar un mensaje de voz y un entrevistador lo llamará para completar la encuesta por teléfono.

Atentamente,

Renee M. Willis
Presidenta y directora general
National Low Income Housing Coalition

¡Participar es fácil!

Paso 1:

Comparta esta carta con el **adulto** (mayor de 18 años) de su hogar **que más sepa sobre sus necesidades de vivienda** y pídale que responda esta encuesta siguiendo el Paso 2 a continuación.

Paso 2:

Para comenzar, visite www.NationalRenterSurvey.com/NRS/ES e ingrese su PIN de seguridad.

PIN: 12345678A

También puede escanear este código QR para ir directamente a su encuesta.

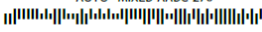


Para obtener más información sobre el estudio, visite el sitio web de National Low Income Housing Coalition: <https://nlihc.org/national-renter-survey>



Wave 2 Invitation Letter:



Martinsville Resident  12345678A1
 980 Beaver Creek Drive Suite 2
 Martinsville, VA 24112
 *****AUTO**MIXED AADC 270

 EV1 1 1

8/28/2025

Dear Martinsville Resident,

Your household has been selected to take part in a national survey about renters' experiences and opinions. This survey is conducted by ICF, an independent research firm. Your participation in this survey will help national housing advocates push for fair and equitable policies that ensure affordable, accessible, and quality homes are available for all renters.

It only takes about **15 minutes** to complete. We won't ask your name, and your responses will be combined with others to protect your confidentiality and privacy.

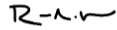
Why Participate?

- **Make Your Voice Heard:** Your answers will be used to advocate for better rental housing policies that affect communities like yours.
- **Get a Gift:** Get a **[\$10/\$20] Amazon.com gift code®** at the end of the survey.
- **Convenience:** Complete the survey on any device—phone, tablet, or computer. An easy and simple way to potentially influence long-term housing policies.

Because this survey is so important, you may also receive a phone call from ICF to complete the survey over the phone if you are unable to complete the survey online.

Need Help? If you have any questions about the survey, please contact ICF, the research firm conducting the survey, at Support@NationalRenterSurvey.com or 227-219-9129. You can also leave a voicemail and an interviewer will call you back.

Sincerely,



Renee M. Willis
 President & CEO
 National Low Income Housing Coalition

Participating is easy!

Step 1:


Share this letter with the **adult (18+)** in your household who knows the most about your housing situation.

Step 2:

Go to
www.NationalRenterSurvey.com
 and enter your secure PIN to begin.

PIN: 12345678A1

Or scan the QR code below to go directly to your survey.



*You can find out more information about the study at the NLIHC website:
<https://nlihc.org/national-renter-survey>*



Estimado residente de Martinsville:

Su hogar ha sido seleccionado para participar en una encuesta nacional sobre las experiencias y opiniones de los arrendatarios. Esta encuesta es realizada por ICF, una firma de investigación independiente. Su participación ayudará a los defensores nacionales de la vivienda a presionar políticas justas y equitativas que garanticen viviendas asequibles, accesibles y de calidad para todos los arrendatarios.

Completarla solo toma unos **15 minutos**. No le preguntaremos su nombre. Sus respuestas son confidenciales y se combinarán con las de otras personas para proteger su privacidad.

¿Por qué debo participar?

- **Expresa su opinión:** legisladores de todo el país usan los resultados de esta encuesta para tomar decisiones fundamentadas sobre políticas de vivienda que afectan a comunidades como la suya.
- **Reciba un regalo:** Recibirá un **código de regalo de [\$10/\$20] de Amazon.com®** al final de la encuesta.
- **Conveniente:** puede completar esta encuesta desde cualquier dispositivo que tenga un navegador web, como una computadora de escritorio o portátil, una tableta o un teléfono inteligente.

Dado que esta encuesta es tan importante, también es posible que reciba una llamada telefónica de ICF para que la complete por ese medio en caso de no poder completarla en Internet.

¿Necesita ayuda? Si tiene alguna pregunta sobre la encuesta, comuníquese con ICF, la firma de investigación que realiza la encuesta, enviando un correo electrónico a Support@NationalRenterSurvey.com o llamando al 227-219-9129. También puede dejar un mensaje de voz y un entrevistador le devolverá la llamada.

Atentamente,

Renee M. Willis
Presidenta y directora general
National Low Income Housing Coalition

¡Participar es fácil!

Paso 1:


Comparta esta carta con el **adulto** (mayor de 18 años) de su hogar **que más sepa sobre sus necesidades de vivienda** y pídale que responda esta encuesta siguiendo el Paso 2 a continuación.

Paso 2:

Para comenzar, visite
www.NationalRenterSurvey.com/NRS/ES
e ingrese su PIN de seguridad.

PIN: 12345678A

También puede escanear este código QR para ir directamente a su encuesta.



Para obtener más información sobre el estudio, visite el sitio web de NLIHC:
<https://nlihc.org/national-renter-survey>



Appendix C: RDD Dispositions and Response Rates

The tables below present the full AAPOR dispositions for matched and unmatched sample. For more information about AAPOR codes and response rate calculations, please refer to <https://aapor.org/standards-and-ethics/standard-definitions/>.

Disposition	AAPOR Code	Matched	Unmatched
Eligible, Interview (Category 1)			
Complete	1.00	699	76
Eligible, Non-Interview (Category 2)			
Break-off	2.12	20	40
Respondent never available	2.21	1	3
Unknown Eligibility, Non-Interview (Category 3)			
Unknown if housing unit/nothing about address	3.10	13,296	0
Always busy	3.121	1	8
No answer	3.122	192	1,616
Answering device	3.123	1,746	5,998
Telecommunication barrier	3.124	0	2
Unknown if eligible respondent	3.20	10	43
Screener refused	3.21	945	3,589
Not Eligible (Category 4)			
Selected respondent screened out of sample	4.10	0	2
Fax/data line	4.20	0	4
Non-working number	4.30	1,571	16,630
Special technological circumstances	4.40	23	144
Number changed	4.41	0	6
Call forwarding	4.43	1	1
Not a household residence	4.50	32	242
No eligible respondent in household	4.70	206	220
TOTAL SAMPLE USED		18,743	28,624

Summary Dispositions	Matched	Unmatched
I = Complete interviews (1.1)	699	76
P = Partial interviews (1.2)	0	0
R = Refusal and break-off with eligible case (2.1)	20	40
NC = Non-contact with eligible case (2.2)	1	3
O = Other non-interview with eligible case (2.0, 2.3)	0	0
UH = Unknown whether residential (3.0, 3.1)	15,235	7,624



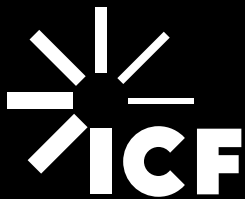
Summary Dispositions	Matched	Unmatched
UO = Unknown other (3.2, 3.9) (residential, unknown whether eligible)	955	3,632
e1 = the % of known-residential cases estimated to have eligible R	.778	.349
e2 = the % of unknown-whether-residential cases that are estimated to be residential	1.00	0.189



Appendix D: ABS Response Rates

Disposition	AAPOR Code	Matched	Unmatched
Eligible, Interview (Category 1)			
Complete	1.00	2100	859
Eligible, Non-Interview (Category 2)			
Break-off	2.12	67	69
Telephone answering device (appended phone)	2.21	5	0
Unknown Eligibility, Non-Interview (Category 3)			
Unknown if housing unit/nothing about address	3.10	52,427	21,176
Housing unit exists; Unknown if eligible respondent	3.20	9	64
Not Eligible (Category 4)			
Housing unit ineligible	4.30	2,328	2,650
Vacant address	4.60	1,155	2,147
No eligible respondent in household	4.70	520	140
TOTAL SAMPLE USED		58,611	27,105

Summary Dispositions	Matched	Unmatched
I = Complete interviews (1.1)	2,100	859
P = Partial interviews (1.2)	0	0
R = Refusal and break-off with eligible case (2.1)	67	69
NC = Non-contact with eligible case (2.2)	5	0
O = Other non-interview with eligible case (2.0, 2.3)	0	0
UH = Unknown whether residential (3.0, 3.1)	52,427	21,176
UO = Unknown other (3.2, 3.9) (residential, unknown whether eligible)	9	64
e1 = the % of known-residential cases estimated to have eligible R	0.807	0.869
e2 = the % of unknown-whether-residential cases that are estimated to be residential	1.000	1.000




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