



**OHIO HOUSING**  
FINANCE AGENCY

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# **FINDINGS OF THE 2018 LIHTC RESIDENT SURVEY**

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## EXECUTIVE SUMMARY

Annually, Low Income Housing Tax Credit (LIHTC) property managers are required to submit tenant information to Housing Finance Agencies to comply with federal and state reporting. Submitted tenant information includes basic economic and demographic details of LIHTC residents, such as income, age, voucher receipt, and household status. Little is known about LIHTC residents beyond this basic information. Yet, resident experience, preference, and mobility is critical to consider when designing policy initiatives and structuring the incentives and requirements within the Qualified Allocation Plan (QAP) for future LIHTC housing.

To fill this gap, the Office of Housing Policy and the Office of Multifamily Housing created a LIHTC resident survey and disseminated it to households living in properties that received 9% LIHTC allocations from the Ohio Housing Finance Agency. The survey asked residents about their experiences finding housing, preferences for home and neighborhood, satisfaction with current housing, and information related to past and future mobility.

This report summarizes the results from that survey, connecting the results to broader trends in the LIHTC and affordable housing literature. Throughout, we attempt to highlight differences in property types when they are relevant. For example, resident barriers to finding housing are different for families compared to seniors: families face the biggest challenge finding a house that was the correct size for them, while seniors and disabled respondents faced more challenges finding housing that was ADA compliant.

Overall, findings mirror several larger trends in the affordable housing industry. While residents were generally satisfied with their homes and neighborhoods, findings highlight the need for more affordable housing throughout the state, housing in neighborhoods with more amenities such as transportation and healthcare, and a desire for more personal space.

As the Office of Multifamily Housing continues to allocate credits for the LIHTC program, there will be a difficult balance between the competing goals of producing the most affordable housing possible, and creating affordable housing that connects residents to goods and services within high opportunity regions.

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## METHODOLOGY

We implemented a stratified sample approach to select 100 properties that received 9% LIHTC allocations from the Ohio Housing Finance Agency. By using a stratified sample approach, we could ensure representation from urban (U, n=51) and non-urban (N, n=49) properties, general occupancy/family (F, n=51) and senior (S, n=49) properties, and active (A, n=52) and extended use (E, n=48) properties. We then distributed a cross-sectional survey to the 4,855 households living in these 100 properties.

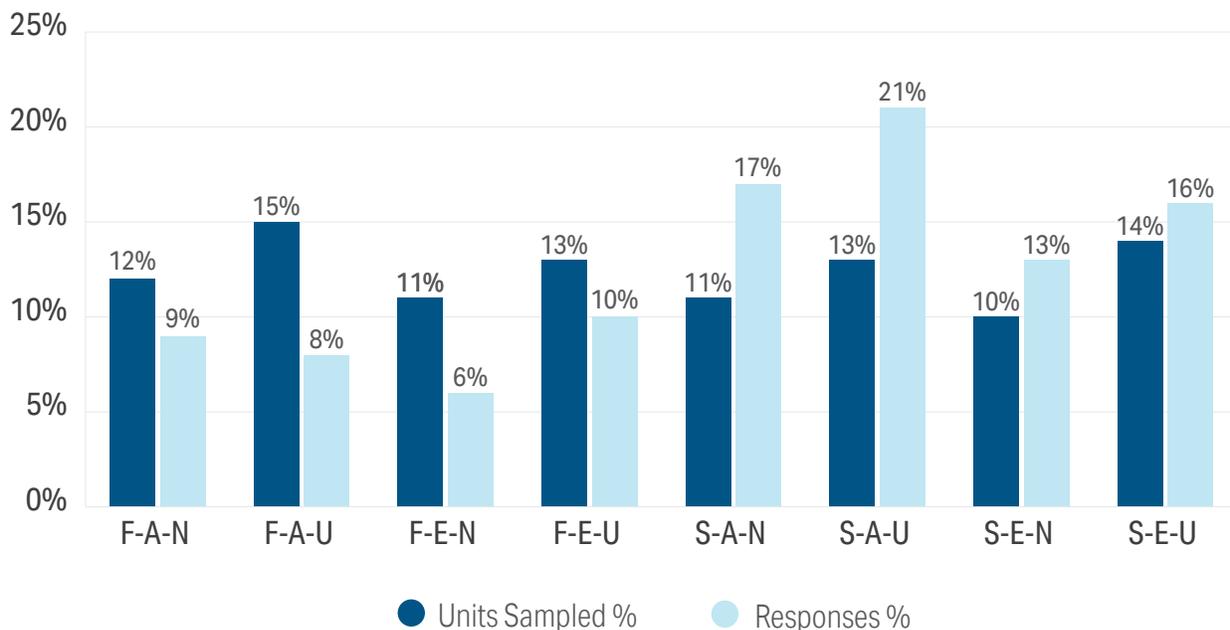
Surveys were available in both paper and electronic form and focused on mobility, current housing and neighborhood preferences, satisfaction with their housing and neighborhood, barriers to finding suitable housing, and demographic information. Surveys were distributed between July and December 2018. Full survey text is in Appendix C.

## SAMPLE

At the close of the survey, we received 634 total usable responses<sup>1</sup>, with a larger share of responses from senior properties and a smaller share of responses from family properties. The largest over-representation was from the Senior-Active-Urban pool (Figure 1). The largest under-representation is from the Family-Active-Urban pool.

Table 1 shows how the survey sample compares to the broader Ohio 2018 LIHTC population. The respondents are similar to the overall LIHTC population on income, voucher usage, and ethnicity. However, there are some inconsistencies between the two groups related to age, race, gender, and disability status.

**FIGURE 1: SAMPLED UNITS COMPARED TO RESPONSES**



<sup>1</sup> This represents an 11 percent response rate, which is higher than similar surveys conducted with LIHTC populations (Vasquez, Escareño, Braden, & Holloway, 2018), but is generally considered a low response rate.

Table 1 shows how the survey sample compares to the broader Ohio 2018 LIHTC population. The respondents are similar to the overall LIHTC population on income, voucher usage, and ethnicity. However, there are some inconsistencies between the two groups related to age, race, gender, and disability status.

- The average age of respondents was 64 years of age and a median of 65 years. This is substantially older than the Ohio LIHTC resident adult mean age of 47 and a median of 45 years.
- White residents are overrepresented (67.0 percent), with only 33 percent of respondents identifying as a person of color, compared to the LIHTC population as a whole (43.6 percent).
- About 80 percent of all respondents identified as women. While women are over-represented in the response sample, the LIHTC adult resident profile also has a strong majority of women (68.9 percent).
- A majority of respondents (59 percent) reported having a disability, which is substantially higher than the 6.33 percent reported by the LIHTC population overall. The discrepancy between disability rates may be due to question wording: a high number of survey respondents indicated that they have mobility issues, including climbing stairs, which is not included in the Annual LIHTC compliance reports.

**TABLE 1: DEMOGRAPHICS OF RESPONDENTS  
COMPARED TO 2018 OHIO ADULT LIHTC POPULATION**

<b>Variable Name</b>	<b>Sample (n)</b>	<b>Sample (%)</b>	<b>Ohio LIHTC</b>
<b>Age (mean)</b>		64.07	34.68
<b>Age (median)</b>		65.00	47.00
<b>Race</b>			
White	405	67.04	34.92
Black	170	27.89	40.06
Other race / Multi racial	35	05.23	3.54
Not Disclosed			21.48
<b>Gender</b>			
Male	119	18.89	36.75
Female	507	80.48	62.05
Undisclosed or Other			1.20
<b>Average Income</b>	\$14,4921		\$16,135
<b>Voucher</b>	206	31.3	29.98
<b>Ethnicity</b>			
Hispanic	15	2.56	2.91
Not Hispanic	571	97.44	48.56
Undisclosed			48.53
<b>Disability</b>			
Disabled	345	59.00	6.33
Not Disabled	313	47.57	93.2
<b>Mean Rent paid by tenant</b>	\$460		\$211

*Fields with n < 10 are not reported; 1. Using mid-point for the category as the variable.*

The full analysis of demographics in Appendix A show 30 percent of respondents have received a high school diploma or equivalent as their highest level of education. Less than 20 percent earned an Associate's degree or higher. A majority of the sample (66.5 percent) indicated that they are unable to work or are retired.

Overall, the results presented in this report over-represent aging, disabled, non-working, female, and white residents. When reading this report, it is important to consider that results are likely skewed in favor of these groups. For example, aging, disabled, and non-working households may be less likely to value schools, childcare, job training, and workforce-related components of the home and neighborhood. Throughout the report, we attempt to dis-aggregate findings to counterbalance some of the representation challenges. Future survey studies should attempt to better balance respondent representation in age, working status, and family status.

## FINDINGS: PREVIOUS HOME

About half of all surveyed residents moved between 0 and 5 miles from their previous home to their current LIHTC unit (Table 2). Thirty-one percent moved further than 10 miles.

**TABLE 2: DISTANCE MOVED TO CURRENT ADDRESS**

Distance Moved	%
Less than 1 mile	15.02
1 to 5 miles	34.74
6 to 10 miles	18.62
11 to 20 miles	15.49
More than 20 miles	16.11

LIHTC residents appear to be similar to other movers within Ohio and throughout the U.S. Research has shown that generally, individuals do not move long distances without employment reasons.

Most respondents (68.43 percent) rented their previous home, with 38.78 percent renting an apartment and 13.66 percent renting a single-family house (Table 3). We found that only 15.40 percent owned their previous home and that about 86 percent of those that previously owned their home now live in senior properties. This suggests that most residents were not experiencing a substantial change in tenure when they moved into a LIHTC apartment, except for the senior population, which may have moved from owning a home to renting a senior-friendly apartment.

**TABLE 3: PREVIOUS HOME TYPE BY TENURE**

Previous Home Type	Rent	Own	Lived with Someone Else	Other	Total
Apartment / condo	38.78	2.20	0.63	1.41	43.15
Single family house	13.66	9.42	7.06	2.67	32.55
Duplex / Triplex	5.81	0.32	0.16	0	6.23
Townhouse	5.18	0.00	0.16	0.00	5.30
Mobile Home	1.73	2.83	0.63	0.47	5.60
Other	3.45	0.47	0.78	2.20	7.17
<b>Total</b>	<b>68.43</b>	<b>15.40</b>	<b>9.49</b>	<b>6.69</b>	<b>100</b>

The three most commonly stated reasons they moved were affordability, maintenance challenges, and preference for a new location. Often, these reasons overlap.

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Regarding affordability, a large number of respondents indicated that the rent kept increasing year after year, making their move a necessity.

*“Rent was increasing and my home repair work was decreasing. I was facing the real possibility of homelessness. Rent/electric/ cars/food etc. left me with virtually nothing left (rent/ electric was almost 75% of income)”*

*“The 1.5 years I lived there, my rent was raised 4 times. The contract says renewal 1 time a year.”*

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Location-based decisions were largely related to a desire to be closer to family and other amenities, such as transportation or healthcare.

*“I was born and raised in Cincinnati and I wanted to come home”*

*“Moved to Ohio to be with family”*

*“Could not no longer afford [my home]. Plus, I needed something on a bus line”*

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For many, age, health challenges, and losing a partner either through divorce or death were a large factor in their maintenance challenges and ultimately, their decision to move.

*“I lived in a 3 bedroom. I became disabled. I can’t work and I receive Social Security Disability. I’m on a fixed income. I had to downsize to a 1 bedroom.”*

*“I couldn’t take care of it anymore, it flooded quite often, my fiancé died and I couldn’t do chores around house myself anymore”*

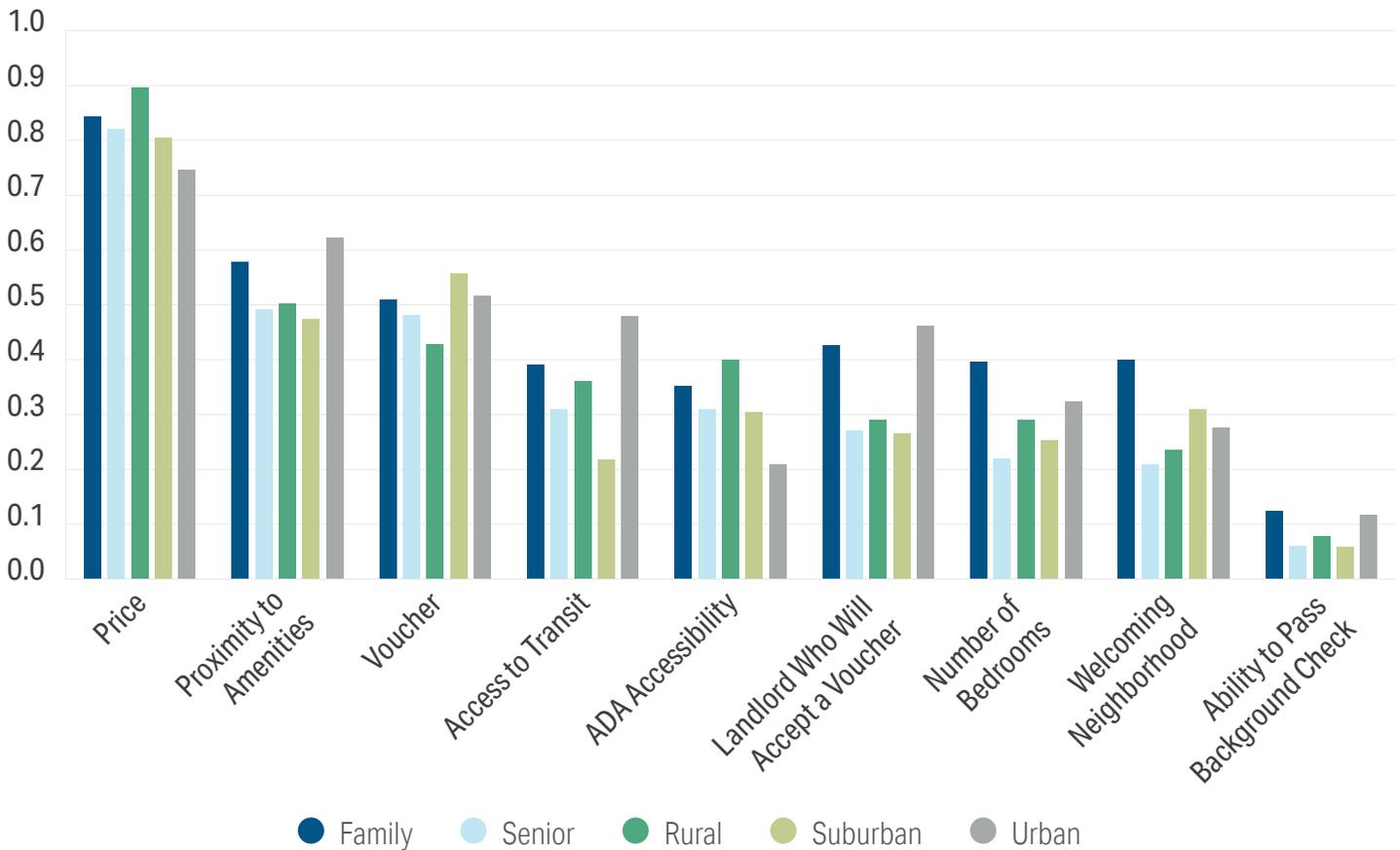
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## FINDINGS: SEARCH FOR NEW HOUSING

### BARRIERS TO FINDING HOUSING

The biggest challenge faced by all residents when they were searching for a new home was finding a home in their price range, followed by finding a home that was close to the amenities they needed – such as a doctor or grocery store– and finding a home that would accept their voucher (Figure 2).

**FIGURE 2: BARRIERS TO FINDING HOUSING, BY PROPERTY TYPE**



Residents in family properties reported having more barriers than individuals in senior properties – including unexpected categories such as finding ADA accessible homes. The largest gaps between family and senior properties were challenges related to landlords willing to rent to them, housing with sufficient bedrooms, and a welcoming neighborhood.

Challenges with both affordability and vouchers were perhaps unsurprising given the income of respondents and that about a third of respondents receive vouchers. 35.4 percent of respondents indicated they receive other subsidies or assistance from local, state and federal agencies. Some of the most common forms include food stamps, Medicare and Medicaid.

Residents in rural properties reported that their largest barrier to finding a home was finding one in their price range, while urban and suburban property residents experienced more challenges with finding a home that would accept their vouchers.

*“[My biggest challenge was] Finding a place that I could afford. I am waiting for section 8 for 3 years. The [rent] is high and goes up every year.”*

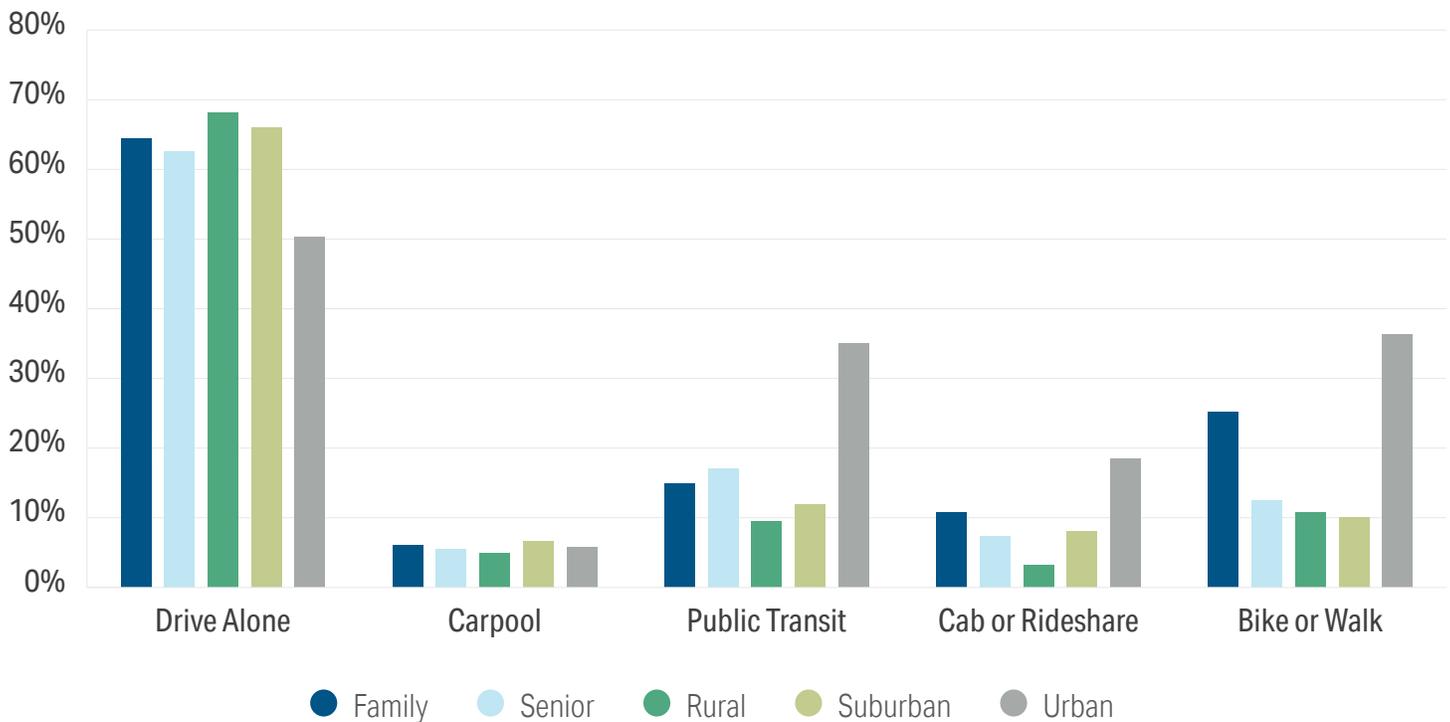
*“Finding the place in my price range was some problem, but the problem is getting worse. They keep raising the rent, so at this rate I’ll have to leave if it keeps going up.”*

*“I’m a senior living alone. I could not find a place that would rent to someone with my income.”*

*“It is difficult to find landlords who accept section 8 vouchers in neighborhoods that meet your physical needs.”*

Despite the assumption that urban regions have more transit and access to amenities, respondents living in urban properties reported the largest difficulties in finding housing in proximity to these features. Two reasons may explain this. First, this may be due to the fact that urban seekers are expecting to be close to transit and amenities, while those living in suburban or rural regions are less focused on these and thus do not register them as a problem. Second, this may be due to the fact that those living in urban properties rely substantially less on driving and more on other forms of transportation, including public transit, and biking / walking (Figure 3).

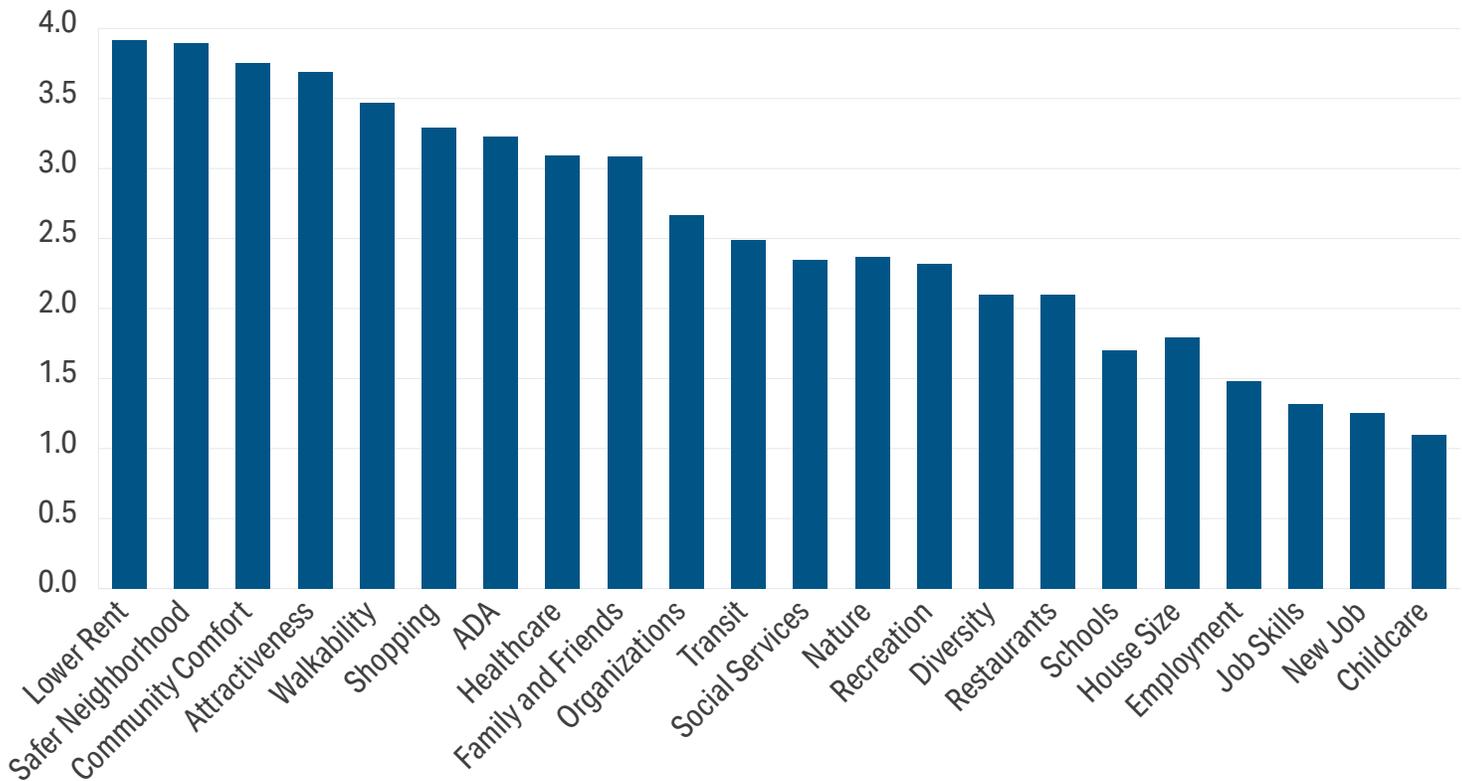
**FIGURE 3: TRANSPORTATION BY PROPERTY**



## IMPORTANCE WHEN MOVING TO CURRENT NEIGHBORHOOD

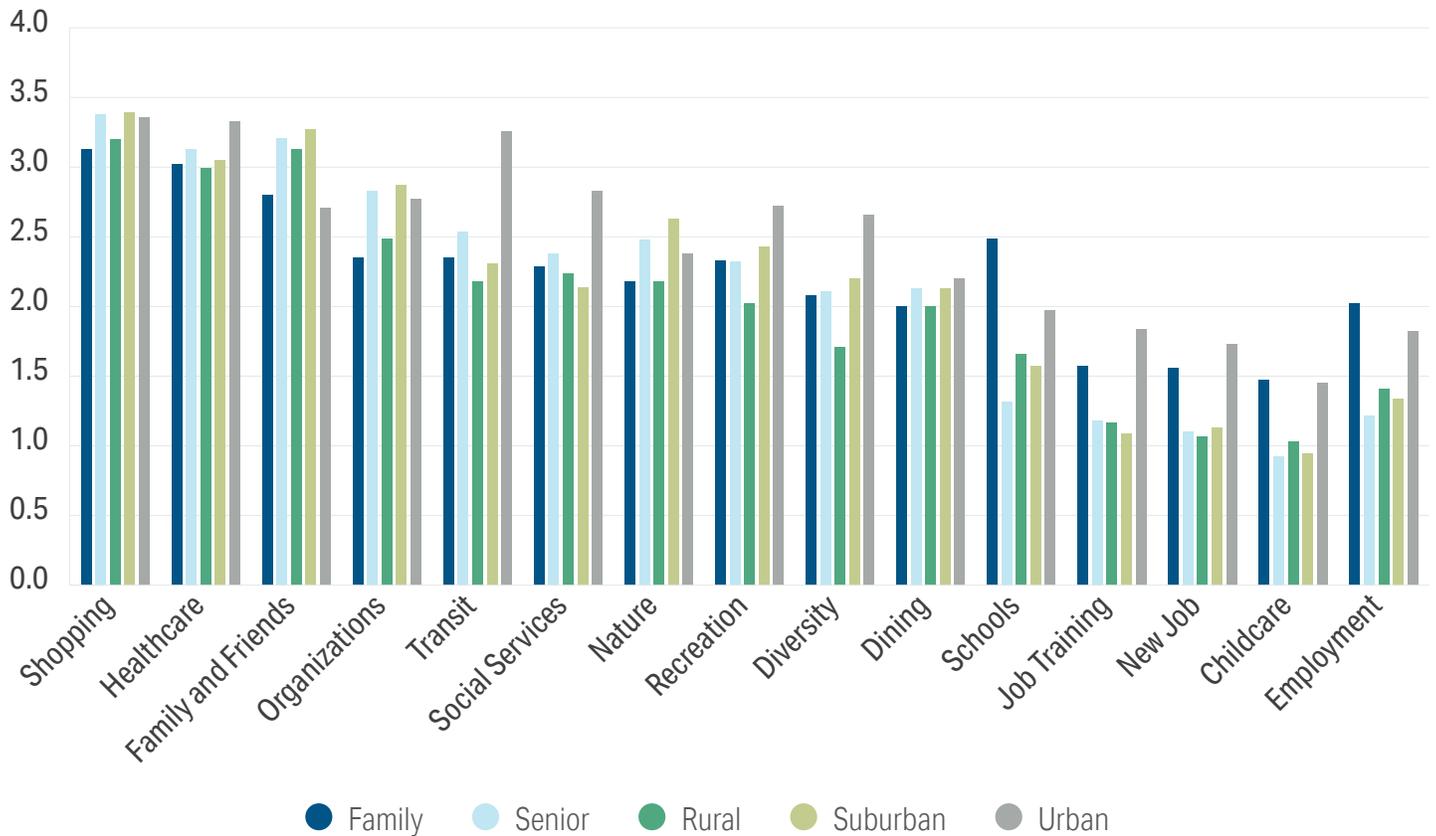
The two most important factors when moving to their current neighborhood were finding a home in their price range and a neighborhood that is safer (Figure 4). These are followed by finding a neighborhood where they felt comfortable, a neighborhood that they felt was attractive, and a neighborhood that is walkable. Respondents were least concerned with finding housing near job training, a new job, and childcare facilities.

**FIGURE 4: IMPORTANCE WHEN MOVING TO CURRENT NEIGHBORHOOD**



This ranking is consistent across all groups (Figure 5), except those in urban properties, who ranked walkability as the top priority (3.81) followed by safer neighborhood (3.78), and then lower rent (3.69). Senior properties also rank finding a home that is ADA compliant (3.55) as being more important than a walkable neighborhood (3.48). House size was far more important for family properties (2.33) than senior properties (1.51), and for urban properties (2.32) compared to suburban (1.57) and rural (1.53) properties.

**FIGURE 5: PREFERENCE FOR PROXIMITY TO AMENITIES BY PROPERTY TYPE**



Overall proximity to multiple amenities was most important for urban residents, particularly for healthcare, transit, social services, recreation, diversity, job training, and a new job. Schools were substantially more important for family properties, as was access to employment and childcare. While the preference for employment, childcare, and schools were more important for respondents in family properties, they still ranked these preferences relatively low on the overall preference ranking. Those in the suburbs had strong preferences for nature and proximity to friends and family than rural and urban counterparts.

## FINDINGS: SATISFACTION WITH CURRENT HOUSING

The survey focused on multiple components of current housing, including unit, building and neighborhood satisfaction. This section details key pieces of home satisfaction, starting with factors that were highlighted by respondents as being most important: affordability, safety, and community.

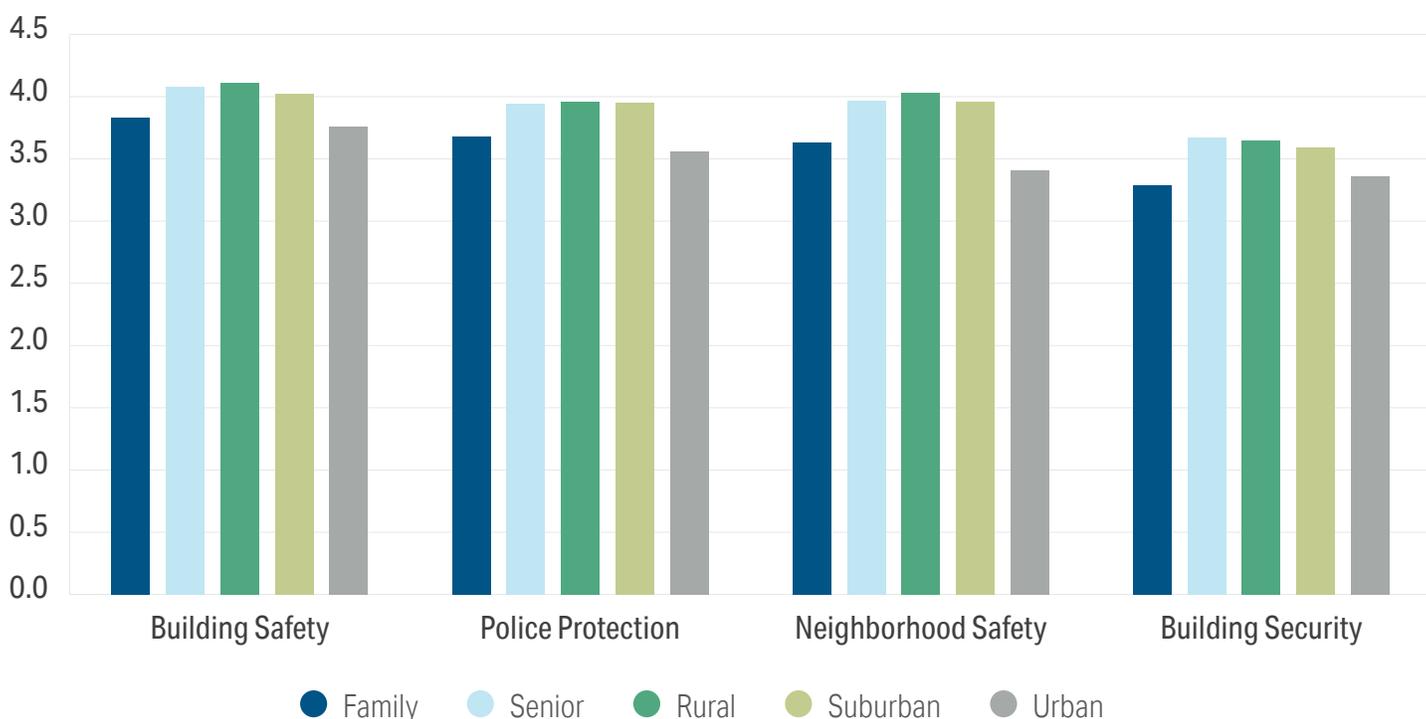
### AFFORDABILITY

Looking at income and rent, over two-thirds of respondents appear to be spending 30 percent or more of their monthly income on rent<sup>1</sup>, with 32 percent indicating that they spend more than 50 percent of their income on rent. This is almost 10 percent higher than Ohio's prevalence rate of severe rent burden in 2017 (22.9 percent<sup>2</sup>). This suggests that despite the lower rents provided by LIHTC units, and the voucher support, many individuals are still paying more than they're able to afford on rent.

### SAFETY

One of the top three priorities for households at time of move was finding a home that was in a safe neighborhood. Across all groups, residents feel safest in their homes (4.23), followed by their building (4.00). Neighborhood safety and satisfaction with police protection are both ranked slightly lower (3.86), while satisfaction with their building security ranks lowest among these safety categories (3.56).

**FIGURE 6: PERCEPTIONS OF SAFETY, BY PROPERTY TYPE**



1 The mid-points of household income and rent were used to calculate housing cost burden.

2 <http://www.ohiohome.org/research/rentercosts.aspx>

This suggests that, overall, residents feel safe within their living environments, even if they feel slightly less safe in their neighborhood.

*[My building] is a very nice place to live, however there has been an increase in violence within surrounding areas... I feel safe in my home but I do not travel on certain streets depending on the time of the day.*

*I like living here, quiet, safe inside and outside. Everyone is nice, no matter how old or young,*

*I feel much safer living in a safe building. My home was in the country. Very remote*

*I love the building that I'm in, but the neighborhood at night is not as safe as I thought. You cannot walk in the evening. There have been a few car break-ins, etc.*

A few comments indicated that more security measures within the building could be taken to improve their perceptions of safety.

*There needs to be security cameras at ALL buildings, complexes, and housing communities. In this day and age, there is a lot of crime happening...Cameras will make residents feel safer.*

*The lighting outside is very dark at night and our "secure" outside doors do not close all the way which makes anyone able to enter which is no safe for us elderly people. Management has been told but seem to do nothing. We have had problems with outsiders coming in.*

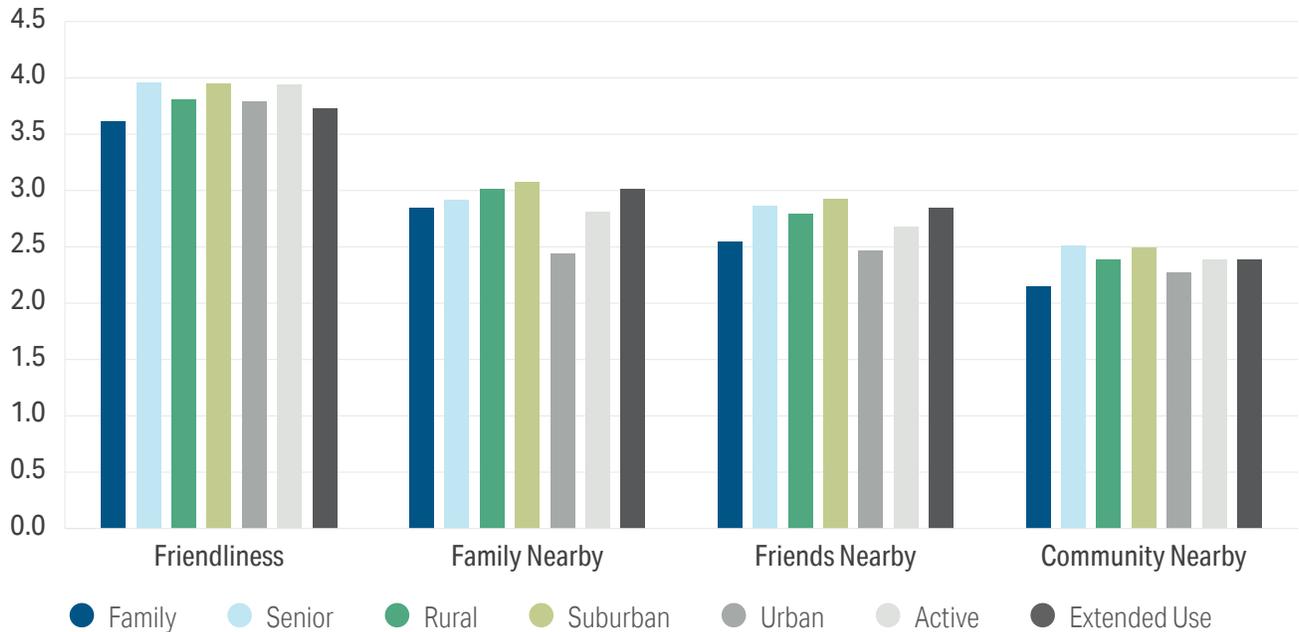
## COMMUNITY COMFORT

Being in a welcoming community and close to family and friends were two of the top priorities for LIHTC residents when they moved into their homes. Respondents rated their current communities as being very friendly overall (3.85 / 5), with seniors, suburban, and active properties ranking their communities as the friendliest (Figure 7).

A smaller set of respondents indicate they are located close to family (3.85), friends (2.76), and community (2.39). Senior (2.92), rural (3.01), and suburban (3.08) residents have the highest ratings for family nearby, whereas urban residents have the lowest ratings for family nearby (2.44).

Proximity to a strong social network can have a large impact on the experience of neighborhood and home; suggesting that those who live further from social networks may have slightly more negative perceptions of their neighborhood and home due, in part, to the lack of a social network (Kleit, 2001).

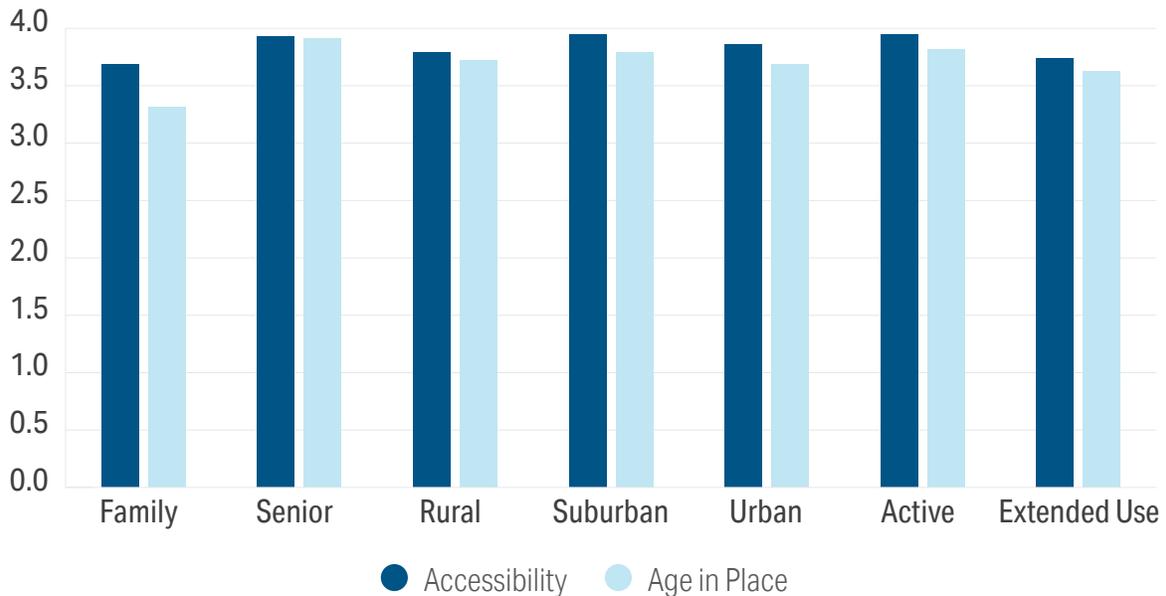
**FIGURE 7: PERCEPTIONS OF COMMUNITY SUPPORT, BY PROPERTY TYPE**



**AGING IN PLACE**

Walkability and ADA accessibility are two relatively high-importance items noted by residents when considering new housing options. Given that many respondents indicated they were moving due to changes in age and mobility, the degree to which LIHTC housing is providing them with the option to age in place is important. The accessibility of the home (3.86) is rated more favorably than the degree to which their home allows them to age in place (3.74) (Figure 8). Seniors rate both items more favorably than family properties – which indicates that aging adults in senior properties are receiving more services and amenities that are suitable for their mobility and age-related challenges. Suburban property respondents are similarly more positive than their urban and rural counterparts.

**FIGURE 8: SATISFACTION WITH AGING IN PLACE**

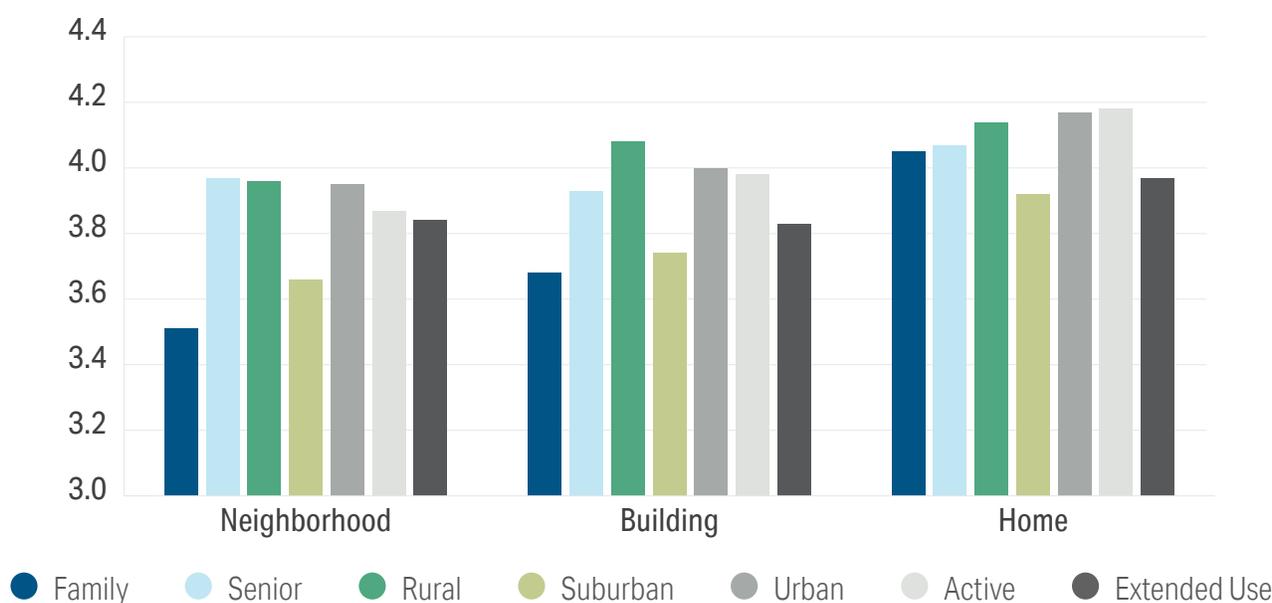


## GENERAL SATISFACTION WITH CURRENT LIVING SITUATION

Residents are generally most satisfied with their homes, followed by buildings and then neighborhoods. On a scale of 5, overall satisfaction for the home was a 4.08. Figure 9 shows how different sub-groups of residents respond. Those in suburban, active, and senior properties are most satisfied with their home, whereas those in family and extended use properties are less happy with their homes.

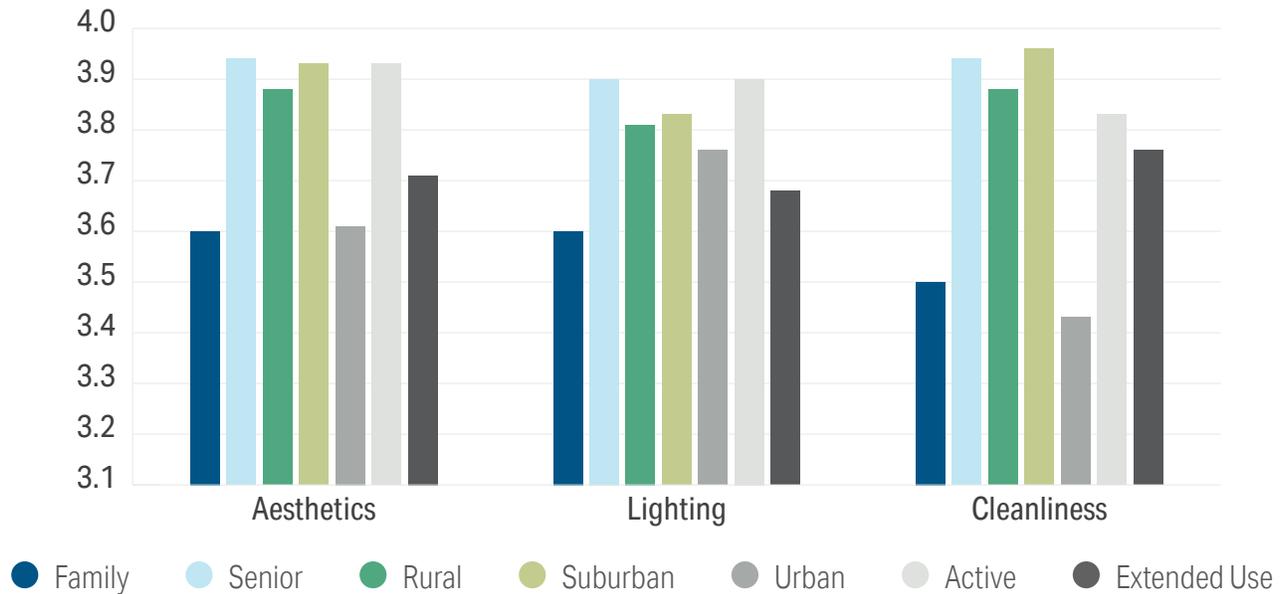
There is considerably more variation in satisfaction with buildings and neighborhood. Those in family, urban, and extended use properties are least satisfied with their neighborhoods and buildings. Rural property residents are most satisfied with their neighborhoods, while respondents in suburban properties are most satisfied with their building. However, while there is variation in response categories, all average scores are still above 3 out of 5.

**FIGURE 9: SATISFACTION WITH NEIGHBORHOOD, BUILDING, AND HOME BY PROPERTY TYPE**



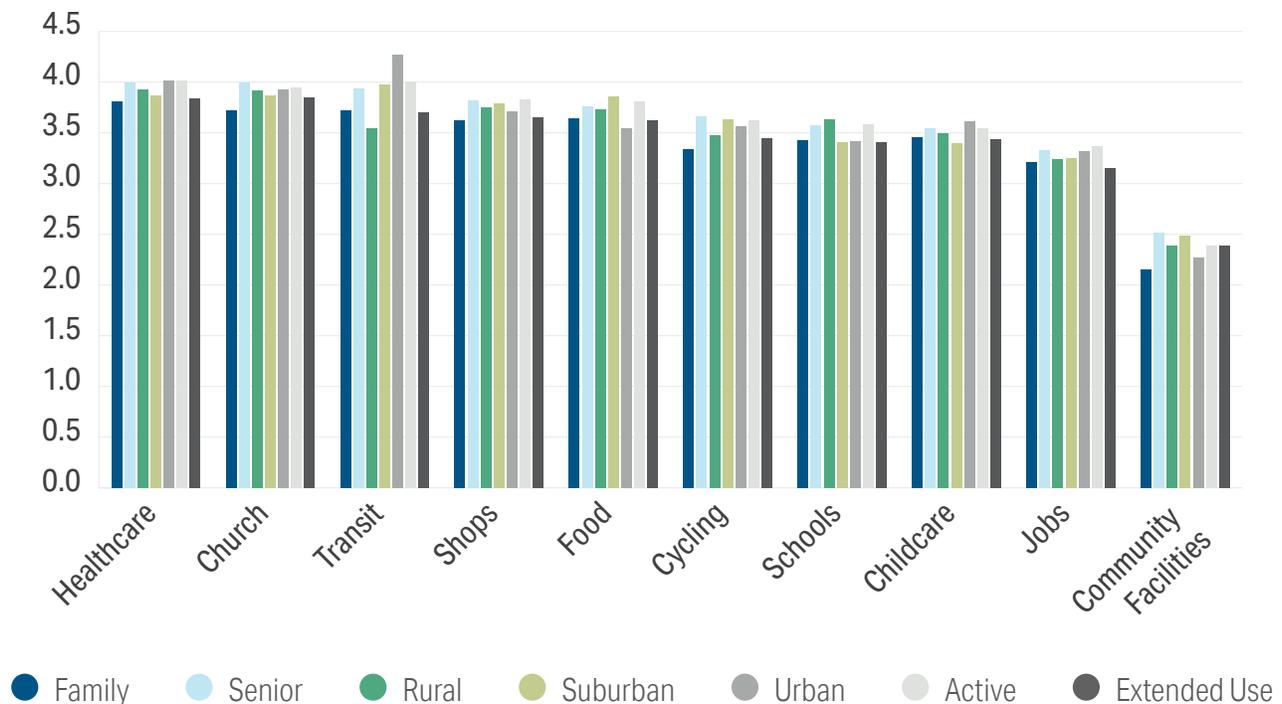
Satisfaction with non-amenities components of their neighborhood—cleanliness, lighting, etc.—is generally positive, with the highest overall scores on aesthetics, lighting, and then cleanliness (Figure 10). However, there is substantial variation amongst property types for this category. Family respondents are substantially less positive on these metrics than seniors. Similarly, urban properties are substantially less satisfied with aesthetics and cleanliness than their rural and suburban counterparts. Overall, suburban respondents appear to be the most satisfied with their neighborhood.

**FIGURE 10: SATISFACTION WITH NEIGHBORHOOD AESTHETICS, BY PROPERTY TYPE**



There is substantially less variation, though overall slightly lower levels of satisfaction regarding the proximity of neighborhood amenities (Figure 11). Overall, respondents are most satisfied with access to healthcare, organizations such as churches, and transits. Respondents are much less satisfied with access to jobs and community facilities. However, these low-ranking proximity amenities were also those that residents indicated were least important when deciding where to move.

**FIGURE 11: SATISFACTION WITH PROXIMITY TO NEIGHBORHOOD AMENITIES, BY PROPERTY TYPE**

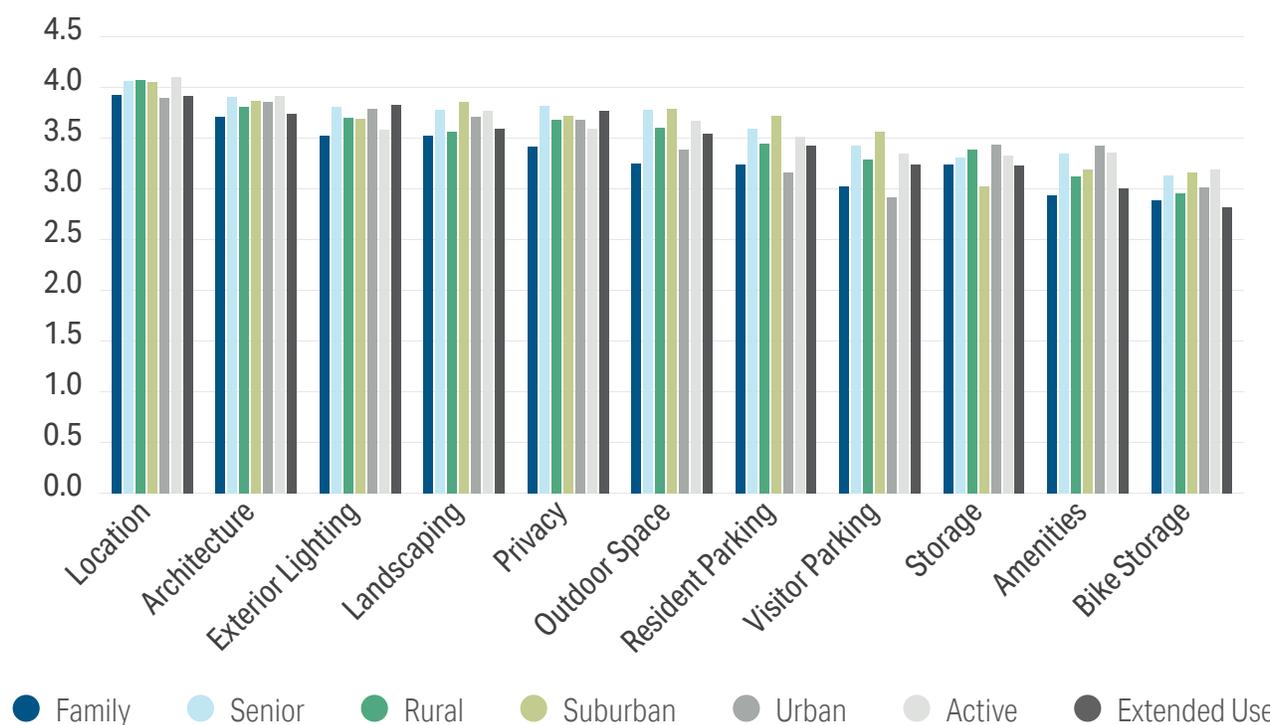


Urban property respondents are more satisfied with transit options and community facilities and healthcare access, while non-urban respondents are more satisfied with schools and community facilities. All respondents are most satisfied with access to healthcare and local organizations. They are least satisfied with their access to childcare and jobs. Properties in extended use have slightly lower satisfaction rates than active properties.

## BUILDING SATISFACTION

Residents are most satisfied with the location of their building within their neighborhood (4.02), the architecture of the building (3.83), exterior lighting (3.72), landscaping (3.70), and privacy within the building (3.70) (Figure 12). The lowest levels of satisfaction are with bike storage (3.03), amenities (3.22), and storage (3.30).

**FIGURE 12: SATISFACTION WITH BUILDING ATTRIBUTES**



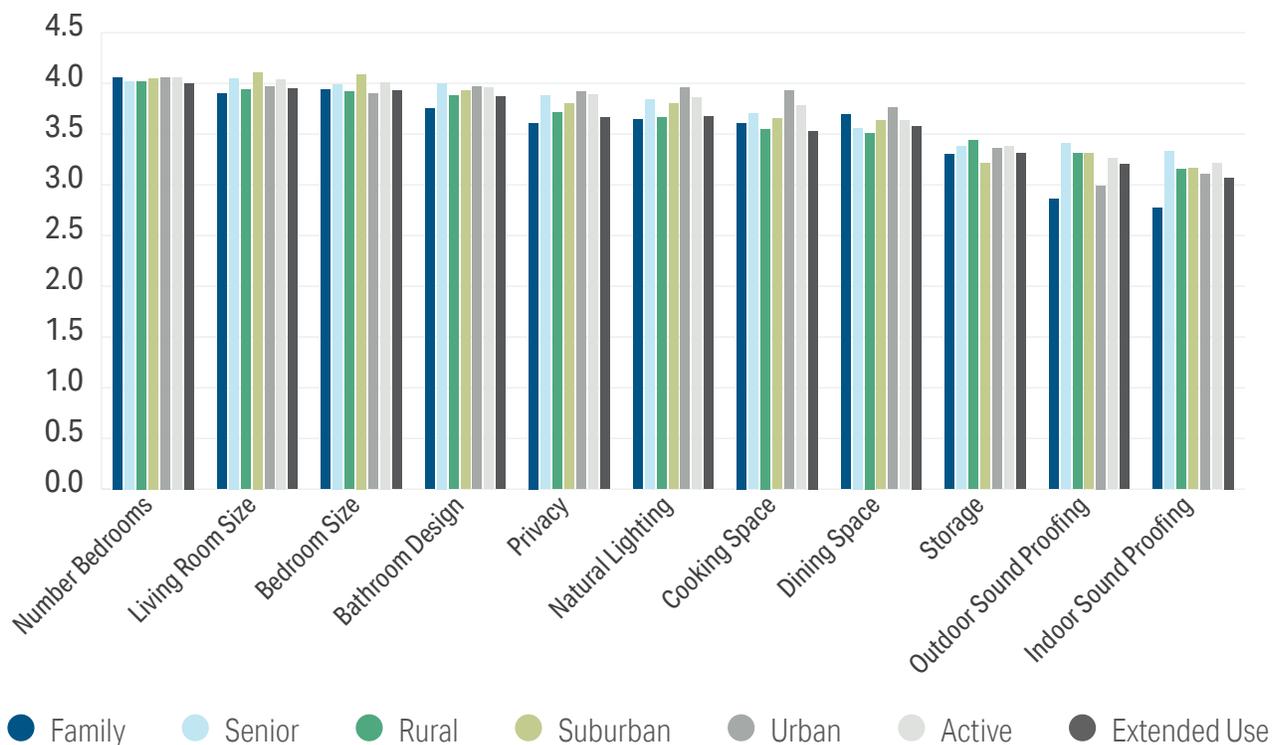
Seniors are happier with most components of their building than respondents in family properties. This is particularly true for outdoor space and visitor parking, where family properties are substantially less likely to be satisfied. Respondents in suburban properties are more positive about building attributes than rural and urban property dwellers, particularly for landscaping, outdoor space, and both visitor and resident parking. Though they tend to be less satisfied overall, urban properties are more satisfied with exterior lighting than their suburban or rural counterparts. Somewhat surprisingly, active and extended use properties are mixed in their responses. While active use properties are more positive for most components, extended use property respondents are more positive about exterior lighting and privacy.

## HOME SATISFACTION

Residents are generally even more satisfied with aspects of the home than they are with their building; average satisfaction with building attributes is about 3.5 while the average satisfaction for home attributes is 3.7. The areas of the home design are the number of bedrooms (4.04), sizes of living rooms (4.01), sizes of bedrooms (3.97), and design of bathroom (3.92) (Figure 13).

The areas of lowest satisfaction are sound proofing from neighboring residential units (3.15), sound proofing from outdoor noises (3.23), provided storage space (3.36), and the size of dining space (3.61).

**FIGURE 13: SATISFACTION WITH HOME ATTRIBUTES, BY PROPERTY TYPE**



Family properties and senior properties are quite similar in their satisfaction with bedrooms and living rooms, but family property respondents are much more dissatisfied with sound proofing (both indoor and outdoor), privacy, and bathroom design. Urban property residents were more positive than their suburban and rural counterparts on many features of the home, including number of bedrooms, privacy, natural light, cooking space, dining space, and storage. Suburban properties, somewhat surprisingly, were the least satisfied group with their storage space access.

To better understand how residents want their spaces to be designed, a series of questions were asked about home features (Table 4). Residents display a clear preference for secure resident parking (81 percent) than open parking (19 percent); a private patio or balcony (88 percent) than a community space (12 percent).

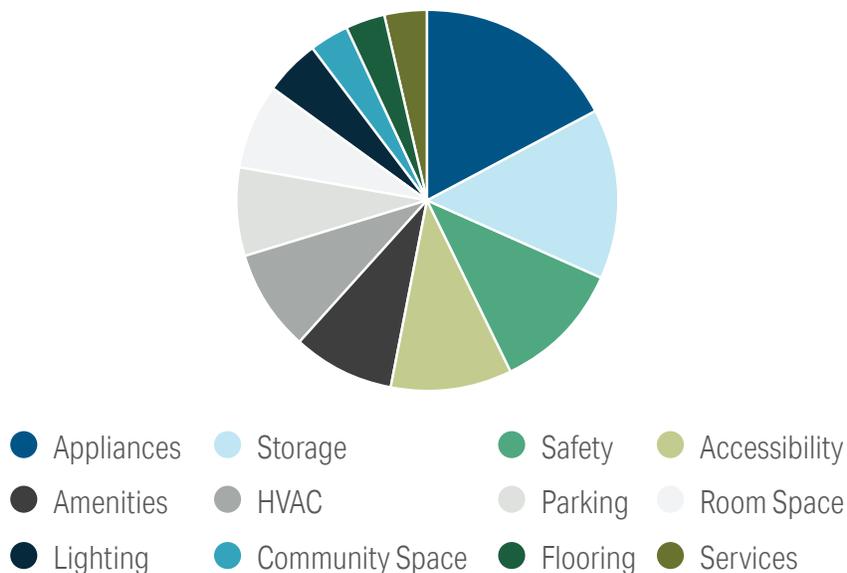
There was more of an even divide between bathroom design and flooring type: A bath tub (40 percent) was slightly less preferred to a no step shower (60 percent), and a carpeted living room (59 percent) was slightly preferred to a hard surface flooring in the living room (41 percent).

**TABLE 4: PREFERRED FEATURES WITHIN THE BUILDING/HOME**

Which Option You Most Prefer to Have	%
Washer/dryer hookups OR Laundry facilities on-site	76.01
Bath tub OR No-step shower	40.46
High speed internet access in your home OR Community room with computers that have internet	75.90
Private patio/balcony OR Community/public outdoor space	88.17
Secure resident parking OR Open resident parking	80.93
Fitness center OR Health and wellness classes	71.68
Pet-friendly community OR No pets allowed	69.92
Carpeted flooring in the living room OR Hard surface flooring in the living room	59.13
Carpeted flooring in the bedrooms OR Hard surface flooring in the bedrooms	75.44

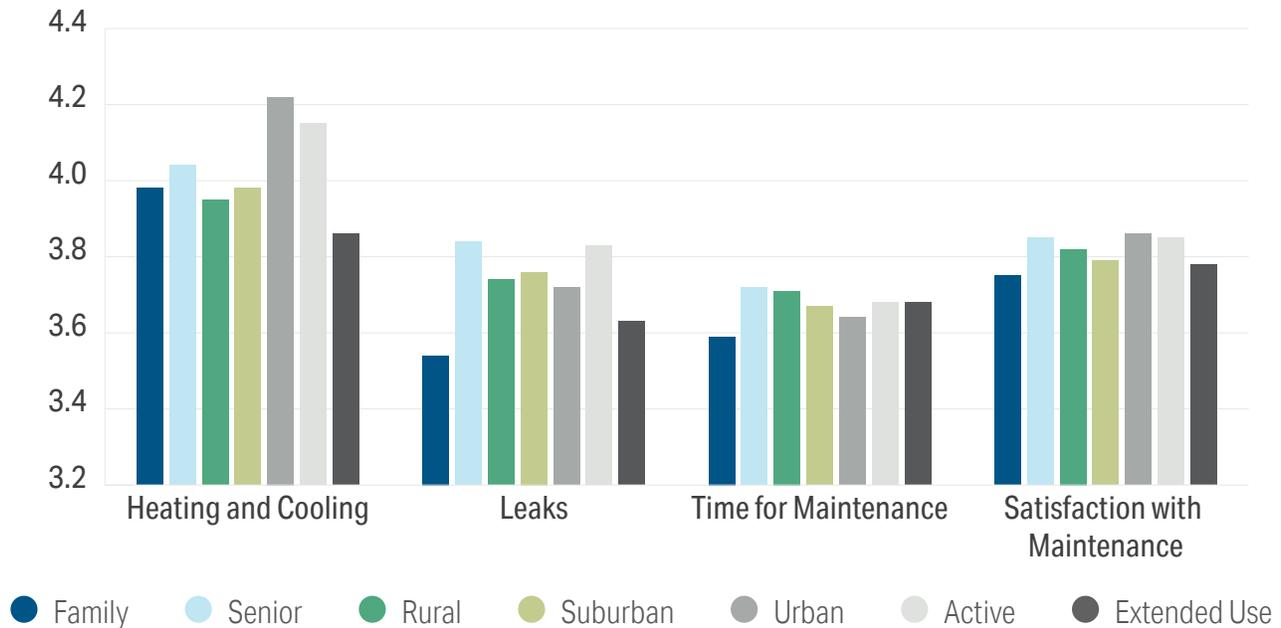
The preferences remain the same across all groups, with the following exceptions: Urban and family residents prefer a bath tub over no-step shower as well as preferring hard wood in the living room to carpet.

When asking residents which parts of the home they most want improvements on, the most popular requests were for appliances, such as a garbage disposal or a dishwasher (Figure 14). General storage, particularly storage units and closet space, were also requested frequently.

**FIGURE 14: PREFERENCES FOR NEW HOME FEATURES**

Residents indicate middling satisfaction with maintenance and home repairs (Figure 15). The functioning of the HVAC system in their home (4.02) scores the highest satisfaction, followed by leak protection (3.74), but general satisfaction with maintenance (3.82) and time for responses from maintenance (3.68) are comparatively low. More finely grained requests are in Appendix B.

**FIGURE 15: SATISFACTION WITH MAINTENANCE, BY PROPERTY TYPE**



Complaints about maintenance mostly focus on timing of maintenance – several them focusing on the lack of a property manager or maintenance specialist.

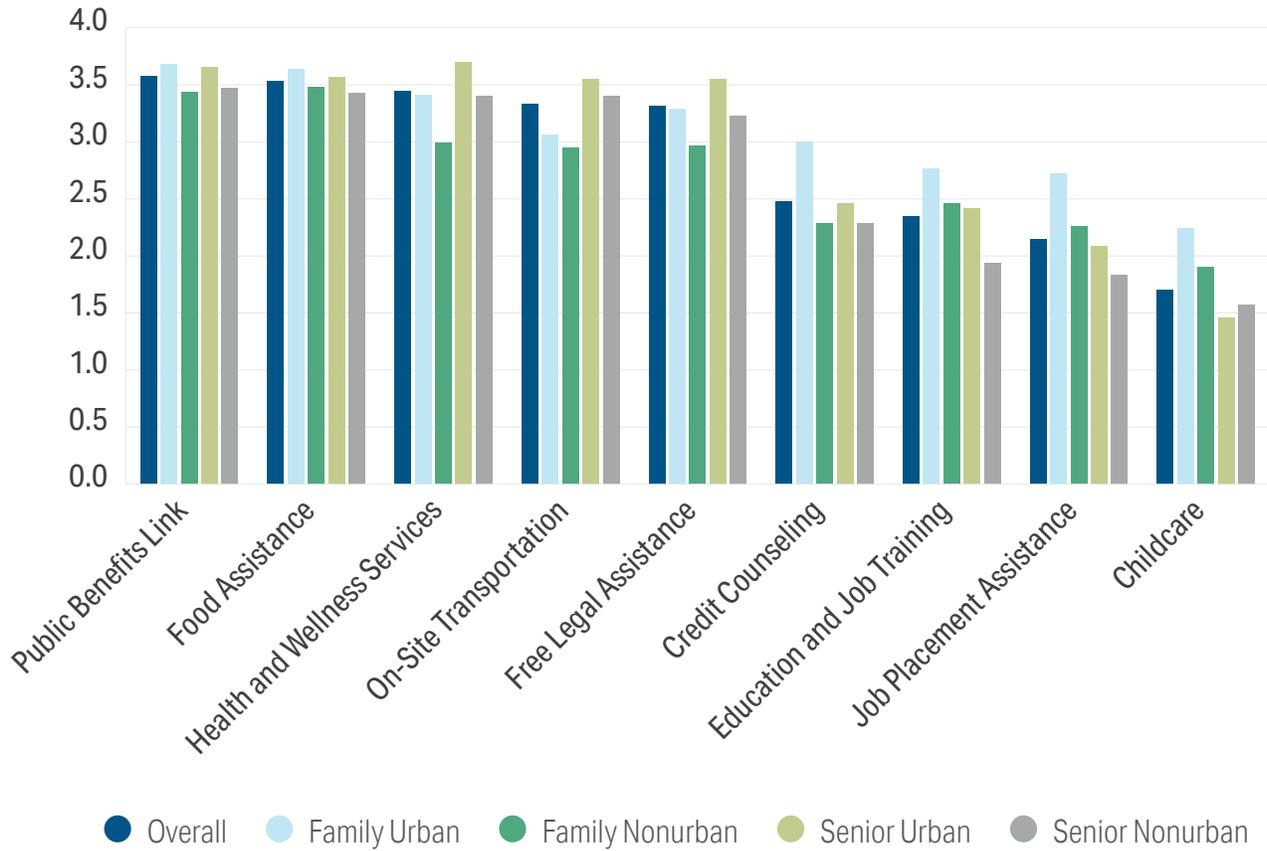
*“The manager and maintenance man never get to the complex on time and never stay to their scheduled time... Work orders do not get done in a timely matter. [The property manager] has not had an exterminator since the previous manager retired. Now we are dealing with ants, spiders, bugs and other insects... The bushes between the units are so overgrown they are as tall as the roofs. They need to be trimmed.”*

*“For 3 years we had fair service and communication. However, since September 2018 we have been without a property manager. We have a part time maintenance person who also takes care of 75 homes. Almost all of the residents are concerned and upset that we don’t have anyone in charge.”*

*“I live in a senior and disabled complex. We are required to shovel snow from our porch and sidewalk. The parking lots in the winter are horrible. Snow between cars and dangerous. People have fallen. Our maintenance man and manager are only here until noon M-F. If it snows after 12 on Friday the snow builds up until Mon at 8am when maintenance man clears it. Sidewalks are icy and dangerous. Residents have to put down salt. The manager does not want to be bothered after noon even though her apt is on site.”*

Some properties provide specific services to residents. Responding to the services that they are most interested in, residents are primarily interested in services that link them to public benefits such as a housing choice voucher, food assistance, health and wellness services, and on-site transportation services (Figure 16). Whereas, childcare, job placement assistance, and adult education/jobs training were least desirable. Minor variation exists for most and least wanted services among the different groups.

**FIGURE 16: SERVICES THAT PEOPLE WANT**



## FINDINGS: MOBILITY PLANS

A majority of residents don't have immediate plans to move. About 46 percent indicate they do not plan to move, while 33 percent say they do not know when they plan to move. A small group, about 8 percent, indicate they plan to move within the year, while about 13 percent indicate they plan to move between one and five years from survey completion. This suggests that most tenants feel relatively stable within their home currently.

Of those who plan to move within the next five years, about half – 47 percent—want to move to another part of town, with about 15 percent wanting to stay in the same part of town, 16 percent planning to move to another part of the state, with about 14 percent planning to move out of Ohio, and 7 percent to an assisted living facility or retirement home.

## POLICY RECOMMENDATIONS BASED ON KEY FINDINGS

**Finding: Cost and safety are the key issues for surveyed residents.**

*Recommendation: Increase total units of affordable housing in safe regions.*

When searching for their current residence, the top two areas of concern were “Rent is lower” (4.22) and “The neighborhood is safer” (4.27), followed closely by “The neighborhood is more attractive” (4.02) and “You felt comfortable in the community” (4.13). Cost of home and neighborhood safety were also the two most important qualities that residents will look for in their next home.

While these were top priorities for all sub-groups (family, senior, urban, non-urban), rental affordability was particularly important to urban-families (4.34) and non-urban seniors (4.33), while safety was particularly important to urban-families (4.34), non-urban families (4.33) and senior families (4.28).

Yet, the largest challenge respondents faced when searching for an apartment was finding a place in their price range. Residents in all pools feel less safe in their neighborhood (3.86), than in their house (4.21) and building (3.99). This suggests residents place a continued emphasis on placing affordable units in safe neighborhoods. Studies have shown a discrepancy between perceived and objective safety<sup>1</sup>, yet focusing on areas with lower levels of crime, and/or higher standards for neighborhood design may be ways to measure 'high perceived safety'.

**Finding: Urban residents prefer walkable units with access to transit, shops, and doctors.**

*Recommendation: Continue to encourage urban pools to be placed in walkable areas, with access to transit and amenities, specifically shops and healthcare.*

Respondents in urban family and urban senior pools ranked walkability (3.86 and 3.92), being closer to shopping (3.81 and 3.83), and to be closer to medical care (3.69 and 3.71) as their top reasons for moving into their current home, after affordability and safety concerns. The desire for walkable units (3.72 and 3.64) and proximity to amenities such as shopping (3.23 and 3.42) and medical care (3.23 and 3.36) were not as pressing in rural family and senior pools. However, all residents indicated that their next move will focus on being closer to medical care or shopping, such as grocery stores.

While being close to doctors and shopping were key priorities, the second largest problem residents faced when looking for an apartment was finding a neighborhood that had the amenities they needed (n 189). A somewhat smaller group also faced challenges of having access to transportation for finding an apartment (n 108).

1 Ball et al., 2008; Leslie, Sugiyama, Ierodionou, & Kremer, 2010; Macintyre, Macdonald, & Ellaway, 2008;

When focusing on the importance of neighborhood proximity to amenities, residents appear to prefer medical care and shopping (i.e. groceries) substantially more than other potential amenities, such as job access, childcare, and even educational facilities. While this does not mean we should eliminate the emphasis on proximity to other resources, medical care and shopping should be considered more seriously. In particular, we should encourage new units to be built within 1 mile of shopping and health care facilities.

**Finding: Accessible design is important for seniors, but overall they are happy with the ability to age in place.**

*Recommendation: Continue encouraging accessible design and accessibility features for senior pools.*

Senior urban and non-urban rank “unit is handicap accessible” as one of the top reasons to move (6 and 5). Senior non-urban and family non-urban property residents had a more difficult time finding an ADA unit (1.40 and 1.44) than senior urban and family urban properties (1.25 and 1.28).

However, overall, once residents are in LIHTC properties, respondents indicated they believe their units support seniors aging in place (3.74). Those living in senior urban and non-urban properties thought their units enabled them to age in place very well (3.98 and 3.84) compared to family urban and non-urban properties (3.14 and 3.52). This suggests that the level of universal design required is sufficient for seniors who are living in LIHTC properties.

**Finding: Residents want service-enriched housing.**

*Recommendation: Encourage buildings to be used as centers for resource access.*

Residents indicate strongest interest in “linkages to public benefits” (3.58), “food assistance” (3.53), and “health and wellness services” (3.45). Senior non-urban families express a strong interest in on-site transportation services (3.40) while senior and family urban properties express interest in legal assistance (3.55 and 3.29).

Residents are substantially less interested in childcare services (1.70), job placement assistance (2.15), adult education and jobs training (2.35), or credit counseling (2.48). This is true for all populations, even those in Family Urban buildings.

Rather than providing specific assistance, developers and property managers should be encouraged to bring in multiple types of benefits providers at regular intervals to link residents to the services and supports they may need in addition to housing assistance. In particular, connections to public benefits or food assistance.

**Finding: Residents of senior properties were less interested in family opportunities in neighborhoods than residents of family properties.**

*Recommendation: Use current opportunity mapping for those in family properties, but consider redefining opportunity based on the population served.*

Senior residents were less interested in the opportunities that are incorporated into the current Kirwan Opportunity Map, including schools (3.3 for family properties vs 2.2 for senior), child care (2.3 vs 1.6), employment opportunities (2.9 vs. 1.9), job skills (2.3 vs. 1.7), and to get a new job (2.3 vs 1.6).

While these attributes appear to be moderately important to those living in family properties, it suggests that including scoring using the current Opportunity Map for senior properties may not be appropriate. The responses include both rural and urban senior properties, suggesting that despite the recent increase in older adults caring for younger children, this is not a sufficient increase to keep senior properties within the Opportunity Map scoring criteria. We recommend either removing the Opportunity score for senior properties, or developing a new “Aging Opportunity” score that prioritizes the specific needs of Ohio’s aging population.

**Finding: Urban families struggle to find housing with enough bedrooms.***Recommendation: Encourage family urban properties to have more bedrooms.*

Family urban residents indicated finding a place with enough bedrooms as their fourth biggest problem when searching for a home, preceded by finding a place that is in their price range, finding a landlord that would accept their housing choice voucher, and finding a neighborhood that has the amenities they need. While there has been some public insistence that rural properties need larger units with more bedrooms, survey responses suggest that larger units are needed in urban areas. Consider augmenting the number of multiple bedroom units in urban properties to meet the needs of families with children and/or older adults.

**Finding: High noise levels in units.***Recommendation: Improve sound proofing in units.*

All respondents indicated sound proofing from both neighbors and outdoor noises as items they were least satisfied with in their home (3.17 and 3.23). Family properties were more dissatisfied with sound proofing than senior properties. Thus, we encourage architectural design that allows for more sound-proofing between units. This could include higher quality materials or potentially thicker walls or materials and design that can improve extraneous noises between units and the external environment.

**Finding: Residents were not satisfied with storage in home and building.***Recommendation: Increase storage in units and buildings.*

Residents in their units were generally satisfied with the size and number of rooms, however, there was less satisfaction with the amount of storage space within the home. About 30 percent of respondents were dissatisfied with provided storage space (29.41 percent), and about 20 percent dissatisfied with the size of cooking and storage spaces (20.28 percent). Provided storage space in unit was the third item respondents were least satisfied with their home, after sound proofing. Building storage or storage lockers was rated as the third item that they were least satisfied with at the building level, after bicycle storage and building amenities. Architectural guidelines should be modified to include more storage space for residents, either within the home (such as in kitchen spaces) or outside the home, such as a storage locker or a portion of a storage areas.

**Finding: Residents were not satisfied with parking at their building, both for residents and visitors.***Recommendation: Increase number of parking spaces for residents and visitors at building.*

Residents indicated visitor and resident parking as the fourth and fifth items that they were least satisfied with their building. Family Urban properties were least satisfied with visitor and resident parking (2.94 and 3.19), followed by Family Non-urban (3.11 and 3.29), Senior Urban (3.38 and 3.59), and Senior Non-urban (3.50 and 3.60).

This feedback comes with the recommendation to increase accessibility to walkable regions and transit. Family Urban (52 percent) and Senior Urban (42 percent) were more likely to use other forms of transportation (i.e. public transit) to get to work or points of interest than Family Non-urban (28 percent) and Senior Non-Urban (25 percent). This suggests that, while improving access to walkable neighborhoods and transit is important, it may be beneficial to adjust or increase parking standards to accommodate residents and visitors, particularly in urban areas.

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## APPENDIX A: OTHER SAMPLE DEMOGRAPHICS

Category	Number	%
<b>Marital Status</b>		
Single, never married	167	25.4
Married, or domestic partnership	54	8.2
Widowed	161	24.5
Divorced or Separated	255	40.03
<b>Education Status</b>		
Less than high school	89	13.5
High School or equivalent	341	51.8
Associate's degree or certificate	127	19.3
Bachelor's degree or higher	73	11.1
<b>Employment Status</b>		
Employed full time (40+ hours)	41	6.2%
Employed part time (20-39 hours)	33	5.0%
Employed part time (1-19 hours)	23	3.5%
Unemployed and currently looking for work	24	3.6%
Unemployed and not currently looking for work	27	4.1%
Student	1	0.2%
Retired	292	44.4%
Homemaker	11	1.7%
Self-employed	3	0.5%
Unable to work	132	20.1%

## APPENDIX B: NEW HOME FEATURES AND REQUESTS

Recommended Feature	Count
Dish washer	20
Storage (More and bigger included)	15
Security features (Alarm system, secure-automatic front door/back lock, on site 24 hour security guard, cameras down hallways and on elevators,	11
Garage	9
Garbage disposal	8
Air conditioner	7
Central Air	7
Quiet / Sound proofing (walls)	6
Closet space (More / bigger)	6
Handicap accessible (no steps into unit, raised toilets, main doors)	5
Walk in bath tub Walk in Shower	5
Washers dryers in unit	5
Lighting (interior, ceiling lights)	5
Elevators	4
Grab bars in showers / bathroom	4
Front porch	4
Swimming Pool and a hot tub	4
Community space (room, common area, outdoor)	4
Ceiling fans	4
Natural light	4
Parking (Assigned spaces (for each apt. i.e. sign w/apt #))	4
Fenced yard	4
Services (mobility / transportation)	4
Non-smoker	3
vending machines or store	3
Full size fridge	3
Outdoor space (Place to garden, cook out)	3
Parking (more for guests and tenants)	3
Bathroom (larger and vanity)	3
Kitchen cabinets / cupboards (more and easier to access)	3
Activities (programs)	3
Parking (Closer to units)	2
Parking (Larger spaces)	2
Parking (private)	2
Basement (finished)	2
Kitchen (bigger)	2
Emergency hook up to fire department	2

Recommended Feature	Count
Patio doors or doors that open in the back for first floor dwelling apt	1
Dollar changer in laundry room	1
Deep freezer included	1
Doorbell	1
Garbage cans (individual) instead of the garbage dump	1
microwave	1
Self cleaning oven	1
Flooring - easy to clean in kitchen and bath	1
Flooring - Newer carpet + floors not older than 5 year. Updated apt.	1
No carpet if bedroom is downstairs	1
No carpet in dining area	1
No carpet in kitchen	1
No carpet, all hard wood or linoleum floors	1
Non-tile flooring, too slippery	1
Lighting (exterior)	1
Parking (24 hours)	1
Parking (Garage option)	1
Bedrooms (larger)	1
Bedrooms (more 3-4 unit)	1
Kitchen counter space	1
Living room (larger)	1
One floor plans at reasonable rent	1

# Tenant Preferences and Satisfaction with Housing Survey





# Tenant Preferences and Satisfaction with Housing Survey

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## Before Entering Survey

Please enter your unique six-digit code located in the cover letter.

If you would prefer to take the survey online, please visit <https://www.surveymonkey.com/r/2018OhioHousingSurvey> and enter your six-digit code.

## Informed Consent

**Study Title:** Tenant Preferences and Satisfaction with Housing Survey

**Researchers:** Dr. Cody R. Price and Dr. Katie Fallon

**Voluntary Participation:** Participation in this survey is voluntary. You may stop taking the survey at any time without penalty or loss of benefits. You may also skip any questions that you do not want to answer.

**Purpose:** The survey asks about your housing preferences and satisfaction. You are asked to participate because you live in a property OHFA has funded. Your feedback will help us develop future projects.

**Eligibility:** This survey is only to be filled out by the head of your household. You must be 18 years of age or older to participate.

**Tasks/Procedures:** The survey asks you about your preferences and satisfaction with your housing and neighborhood. It also asks you some basic demographic questions about yourself like year of birth, gender, race/ethnicity, etc. All of your answers are confidential. The survey should take you about 20 to 30 minutes to complete.

**Incentives:** At the end of the survey, you will be asked to provide your email address or 10-digit phone number if you wish to enter into a drawing to win a \$50 gift card. Your email address or phone number will only be used to notify you if you won the gift card. Your email address or phone number will not be linked with your answers.

**Benefits:** You will not receive any direct benefit from your participation in the survey.

**Risks:** This survey involves minimal risk. There is a very small chance that your responses could be used to identify you.

**Confidentiality:** The survey is confidential. None of your responses will be linked to you by name or other identifying information. Your participation in this survey will not affect your current housing. Only survey researchers will see your answers. Your answers will not be shared with your landlord or anyone else. Your answers will be encrypted and stored on secure servers at OHFA. De-identified data will be kept on file indefinitely and may be used in future studies.

**Duration of Study:** The survey should take about 20 to 30 minutes to complete. The survey will close on November 30, 2018. We will email or call you if you won the gift card within a week after the survey closes. We will then analyze the survey results to produce reports. Reports will only include combined data and will be made available on our website at [www.ohiohome.org](http://www.ohiohome.org) by December 2019.

**Contacts and Questions:** If you have any questions or complaints about the survey, contact Cody Price ([cprice@ohiohome.org](mailto:cprice@ohiohome.org) or 614-644-7704).

Please indicate below whether or not you consent to participate in the survey.

Yes, I consent

No, I do not consent

**By completing and mailing back this survey, you are consenting to participate in the research.**

# Tenant Preferences and Satisfaction with Housing Survey

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**1. Where did you live before moving into your current home?**

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

**2. Roughly, how far away is your previous home from your current home?**

- |  |  |
|--|--|
| <input type="checkbox"/> Less than 1 mile away | <input type="checkbox"/> 11 to 20 miles away |
| <input type="checkbox"/> 1 to 5 miles away     | <input type="checkbox"/> more than 20 miles  |
| <input type="checkbox"/> 6 to 10 miles away    |  |

**3. Which of the following best describes the type of housing of your previous home?**

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> Apartment/Condo               | <input type="checkbox"/> Townhouse   |
| <input type="checkbox"/> Single family house           | <input type="checkbox"/> Mobile home |
| <input type="checkbox"/> Duplex/Triplex                |                                      |
| <input type="checkbox"/> Other (please specify): _____ |                                      |

**4. Which of the following best describes the type of ownership of your previous home?**

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> Renter                                       | <input type="checkbox"/> Homeowner |
| <input type="checkbox"/> Lived with someone else and did not pay rent |                                    |
| <input type="checkbox"/> Other (please specify): _____                |                                    |

**5. Please describe why you moved from your previous address?**

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**The next few questions are about your current home.**

6. When did you move into your current home? \_\_\_\_\_ (MM/YYYY)

7. How many bedrooms does your home include?

- Studio
- 1 bedroom
- 2 bedrooms
- 3 bedrooms
- 4 bedrooms
- More than 4 bedrooms

8. Including yourself, how many people currently live in your home? \_\_\_\_\_

9. How many people currently live in your home that are under the age of 18? \_\_\_\_\_

10. How many seniors over the age of 55 live in your household? \_\_\_\_\_

10b. How well do you feel your residence currently supports seniors as they grow older?

- Very Well
- Fairly Well
- Somewhat
- Slightly
- Not At All

11. Do any individuals in your home experience or have the following? (Mark all that apply)

- Is deaf or has serious difficulty hearing.
- Is blind or has serious difficulty seeing even when wearing glasses.
- Has serious difficulty concentrating, remembering, or making decisions due to a health condition.
- Has serious difficulty walking or climbing stairs.
- Has difficulty dressing or bathing.
- Has difficulty doing errands alone, such as visiting a doctor's office or shopping, due to a physical, mental, or emotional condition.
- None of the above.
- Prefer not to answer.

12. Please rate the accuracy of the following statements.

	Not at all accurate	Slightly accurate	Fairly accurate	Very accurate
I have family members who live close to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have friends who live close to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a strong community/social network who live close to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Tenant Preferences and Satisfaction with Housing Survey

13. For the following, please rate how important each of the following was when you decided to move to your current residence.

	Not At All Important	Slightly Important	Important	Fairly Important	Very Important	No Opinion
Rent is lower	<input type="radio"/>					
The neighborhood is safer	<input type="radio"/>					
The neighborhood is more walkable	<input type="radio"/>					
The neighborhood is more attractive (no trash or abandoned buildings)	<input type="radio"/>					
The neighborhood has better schools for your children	<input type="radio"/>					
To be closer to child care	<input type="radio"/>					
To be closer to dining and entertainment	<input type="radio"/>					
To be closer to shopping, such as a grocery store, pharmacy, etc. and restaurants	<input type="radio"/>					
To be closer to organizations, such as your church	<input type="radio"/>					
To be closer to social services, such as a food pantry or a case worker	<input type="radio"/>					
To be closer to your job or other employment opportunities	<input type="radio"/>					
To be closer to continuing education opportunities to get new job skills, like a community college or training center	<input type="radio"/>					
To get a new job	<input type="radio"/>					
To be closer to medical care or your doctor	<input type="radio"/>					
To be closer to public transportation	<input type="radio"/>					
To be closer to nature/outdoors	<input type="radio"/>					
To be closer to recreational places like a park, jogging path, or gym	<input type="radio"/>					
To be in a racially and ethnically diverse neighborhood	<input type="radio"/>					
To be closer to friends and family	<input type="radio"/>					

	Not At All Important	Slightly Important	Important	Fairly Important	Very Important	No Opinion
You felt comfortable in the community/neighborhood when you visited it	<input type="checkbox"/>					
Apartment is handicap accessible	<input type="checkbox"/>					
A friend or family member recommended the apartment	<input type="checkbox"/>					
This was the only unit available	<input type="checkbox"/>					
To have a larger home	<input type="checkbox"/>					
The move was forced and not my choice	<input type="checkbox"/>					

Other (please specify): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**14. When you were searching for a new home, did you experience any problems with the following situations?**

	Don't Know	No Problem	Some Problem	Big Problem	N/A
Finding a place with enough bedrooms	<input type="checkbox"/>				
Finding a place that is handicap accessible	<input type="checkbox"/>				
Finding landlords that will accept your Housing Choice Voucher or Section 8 voucher	<input type="checkbox"/>				
Finding a place that is in your price range	<input type="checkbox"/>				
Finding a neighborhood that has the amenities and services you need	<input type="checkbox"/>				
Finding a place with a landlord who would rent to you	<input type="checkbox"/>				
Finding a place where you felt welcome in a neighborhood	<input type="checkbox"/>				
Being able to pass a background check	<input type="checkbox"/>				
Not having access to transportation to look for an apartment	<input type="checkbox"/>				

Other (please specify): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Tenant Preferences and Satisfaction with Housing Survey

---

15. How satisfied are you with how your current landlord or property manager maintains your building?

- |   |  |
|---|--|
| <input type="checkbox"/> Very Satisfied                     | <input type="checkbox"/> Dissatisfied      |
| <input type="checkbox"/> Satisfied                          | <input type="checkbox"/> Very Dissatisfied |
| <input type="checkbox"/> Neither Satisfied nor Dissatisfied |  |

16. Do you feel like your current landlord or property manager treats you the same as other tenants?

- |  |   |
|--|---|
| <input type="checkbox"/> I am treated the same | <input type="checkbox"/> I am treated worse |
| <input type="checkbox"/> I am treated better   | <input type="checkbox"/> Don't know         |

17. Please indicate your level of agreement with each of the following statements.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Essential items in my home (i.e. heating, plumbing, and electricity) are in working order.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance issues in my home are resolved within 24 to 48 hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance issues in my home are resolved to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am informed of resident policy or service changes and other news by property management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18. Please rate your satisfaction for the following aspects of:**

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
<b>Your Neighborhood</b>						
Attractiveness of neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exterior lighting of your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police protection of your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of neighbors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to public transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to cycling facilities (trails, paths, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to community facilities (parks, schools, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to shops and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to healthcare providers like a doctor or clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to an affordable child care facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to organizations, such as your church	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to well-paying jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to well-performing schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible to healthy, affordable food/grocery options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Your Building</b>						
Architecture and building design quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared outdoor space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storage lockers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resident parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitor parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landscaping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amenities (club house, pool, workout room, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exterior lighting of your building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Privacy in the building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security in the building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Tenant Preferences and Satisfaction with Housing Survey

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
<b>Your Home</b>						
Sizes of bedrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sizes of living rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sizes of cooking and storage spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of dining space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of bedrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient storage space in your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sound proofing from outdoor noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sound proofing from neighboring residential units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible for people with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of natural lighting in your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate heating and cooling in your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of your home in your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design of bathroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protection against water in the building such as leaks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 19. How likely is it that you would recommend your building to other people?

- Very Likely
  Unlikely  
 Likely
  Very Unlikely  
 Neither Likely nor Unlikely

## 20. How safe do you feel in each of the following areas?

	Very Safe	Safe	Neither safe nor unsafe	Unsafe	Very Unsafe
Your neighborhood	<input type="checkbox"/>				
Your building	<input type="checkbox"/>				
Your home	<input type="checkbox"/>				

**21. Overall, how satisfied are you with the following areas?**

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22. How do you usually get from your home to a point of interest like your place of employment, grocery store, etc.?**

- Car, truck, motorcycle, or van – I drive alone
- Car, truck, motorcycle, or van – I carpool
- Public transportation like a bus, streetcar, light rail, or train
- Taxicab
- Other (please specify): \_\_\_\_\_
- Rideshare services or companies (like Uber, Lyft, etc.)
- Bicycle
- Walk

# Tenant Preferences and Satisfaction with Housing Survey

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## Resident Services

Now we are going to ask you about the resident services that apartment communities sometimes offer. Please rate the services, not the property management company.

23. Please rate your level of interest in the following services.

	Very Interested	Somewhat Interested	Neutral	Somewhat Not Interested	Not Interested
On-site transportation services	<input type="checkbox"/>				
Linkages to public benefits such as a housing choice or Section 8 voucher	<input type="checkbox"/>				
Credit counseling	<input type="checkbox"/>				
Food assistance	<input type="checkbox"/>				
Adult education and jobs training	<input type="checkbox"/>				
Job placement assistance	<input type="checkbox"/>				
Childcare	<input type="checkbox"/>				
Health and wellness services	<input type="checkbox"/>				
Free legal assistance	<input type="checkbox"/>				

Other (please specify): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

The next few questions relate to what you would look for in a potential new home.

**24. When do you plan to move out of your current home?**

- Less than a year
- One to two years
- Three to five years
- More than five years
- I do not plan to move
- I don't know

**25. When you move, where do you plan to move to?**

- Stay in current neighborhood
- Move to another part of town
- Move to another part of the state
- Move to another part of the country
- Other (please specify): \_\_\_\_\_
- Move outside of the country
- Move to a retirement community or an assisted living facility
- I don't know

**26. If you were to move, what five qualities listed below would be most important to you in a new neighborhood? (Select up to five)**

- Cost of home
- Neighborhood safety
- Neighborhood walkability
- Attractiveness of neighborhood
- Better schools for your children
- Being near your child care
- Being near dining and entertainment
- Being near shopping, such as a grocery store, pharmacy, etc. and restaurants
- Being near organizations, such as your church
- Being near social services, such as a food pantry or a case worker
- Being near your job or other employment opportunities
- Being near continuing education opportunities to get new job skills, like a community college or training center
- Access to medical care or doctor
- Being near public transportation
- Being near nature/outdoors
- Being near recreational places like a park, jogging path, or gym
- Being in a racially and ethnically diverse neighborhood
- Being near friends and family
- To have a larger home
- Apartment is handicap accessible
- Other (please specify): \_\_\_\_\_  
\_\_\_\_\_

# Tenant Preferences and Satisfaction with Housing Survey

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The next set of questions pertain to your future home.

27. Of the following features and amenities, circle the option you most prefer to have.

*Washer/dryer hookups*

**OR**

*Laundry facilities on-site*

*Bath tub*

**OR**

*No-step shower*

*High speed internet access in your home*

**OR**

*Community room with computers that have internet access*

*Private patio/balcony*

**OR**

*Community/public outdoor space*

*Secure resident parking*

**OR**

*Open resident parking*

*Fitness center*

**OR**

*Health and wellness classes*

*Pet-friendly community*

**OR**

*No pets allowed*

*Carpeted flooring in the living room*

**OR**

*Hard surface flooring in the living room*

*Carpeted flooring in the bedrooms*

**OR**

*Hard surface flooring in the bedrooms*

Other must have features or amenities? (please specify): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

---

## Demographic Questions

28. What year were you born? (example: 1984) \_\_\_\_\_

29. To which gender identity do you most identify?

- |   |   |
|---|---|
| <input type="checkbox"/> Male                               | <input type="checkbox"/> Transgender, Female to Male                    |
| <input type="checkbox"/> Female                             | <input type="checkbox"/> Transgender, Do not identify as Male or Female |
| <input type="checkbox"/> Transgender, Male to Female        | <input type="checkbox"/> Prefer Not to Answer                           |
| <input type="checkbox"/> Not Listed (please specify): _____ |   |

30. Of the following, which do you consider yourself to be?

- |  |   |
|--|---|
| <input type="checkbox"/> Heterosexual (Straight)       | <input type="checkbox"/> Questioning          |
| <input type="checkbox"/> Gay or Lesbian                | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Bisexual                      |   |
| <input type="checkbox"/> Other (please specify): _____ |   |

31. Are you of Hispanic, Latino, or of Spanish or Mexican origin?

- |                              |   |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> No  |   |

32. How would you describe yourself? (Select all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> White or Caucasian               | <input type="checkbox"/> Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> Black or African-American        | <input type="checkbox"/> Some other race                     |
| <input type="checkbox"/> Asian or Asian American          | <input type="checkbox"/> Prefer not to answer                |
| <input type="checkbox"/> American Indian or Alaska Native |  |

33. What is your marital status?

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Single, never married           | <input type="checkbox"/> Divorced  |
| <input type="checkbox"/> Married or domestic partnership | <input type="checkbox"/> Separated |
| <input type="checkbox"/> Widowed                         |                                    |

# Tenant Preferences and Satisfaction with Housing Survey

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## 34. What is the highest degree or level of school you have completed?

- |   |  |
|---|--|
| <input type="checkbox"/> Eighth grade or less   | <input type="checkbox"/> Associate degree    |
| <input type="checkbox"/> Some high school but no diploma                                    | <input type="checkbox"/> Bachelor's degree   |
| <input type="checkbox"/> High school graduate, diploma or the equivalent (for example: GED) | <input type="checkbox"/> Master's degree     |
| <input type="checkbox"/> Some college credit but no degree                                  | <input type="checkbox"/> Professional degree |
| <input type="checkbox"/> Trade/technical/vocational training                                | <input type="checkbox"/> Doctorate degree    |

## 35. What is your current employment status?

- |   |  |
|---|--|
| <input type="checkbox"/> Employed full time (40 or more hours per week) | <input type="checkbox"/> Student                       |
| <input type="checkbox"/> Employed part time (20 to 39 hours per week)   | <input type="checkbox"/> Retired                       |
| <input type="checkbox"/> Employed part time (1 to 19 hours per week)    | <input type="checkbox"/> Homemaker                     |
| <input type="checkbox"/> Unemployed and currently looking for work      | <input type="checkbox"/> Self-employed                 |
| <input type="checkbox"/> Unemployed and not currently looking for work  | <input type="checkbox"/> Unable to work                |
|   | <input type="checkbox"/> Other (please specify): _____ |

## 36. What was your total household income for 2017, including income from all sources

- |   |   |
|---|---|
| <input type="checkbox"/> \$0                  | <input type="checkbox"/> \$25,000 to \$29,999 |
| <input type="checkbox"/> \$1 to \$999         | <input type="checkbox"/> \$30,000 to \$34,999 |
| <input type="checkbox"/> \$1,000 to \$4,999   | <input type="checkbox"/> \$35,000 to \$39,999 |
| <input type="checkbox"/> \$5,000 to \$9,999   | <input type="checkbox"/> \$40,000 to \$44,999 |
| <input type="checkbox"/> \$10,000 to \$14,999 | <input type="checkbox"/> \$45,000 to \$49,999 |
| <input type="checkbox"/> \$15,000 to \$19,999 | <input type="checkbox"/> \$50,000 or more     |
| <input type="checkbox"/> \$20,000 to \$24,999 |   |

## 37. On average, how much do you pay for rent and utilities per month?

- |  |  |
|--|--|
| <input type="checkbox"/> Less than \$100 | <input type="checkbox"/> \$600 to \$699  |
| <input type="checkbox"/> \$100 to \$199  | <input type="checkbox"/> \$700 to \$799  |
| <input type="checkbox"/> \$200 to \$299  | <input type="checkbox"/> \$800 to \$899  |
| <input type="checkbox"/> \$300 to \$399  | <input type="checkbox"/> \$900 to \$999  |
| <input type="checkbox"/> \$400 to \$499  | <input type="checkbox"/> \$1,000 or more |
| <input type="checkbox"/> \$500 to \$599  |  |

---

**38. Are you currently using Housing Choice Voucher assistance, commonly known as Section 8, to help pay for rent? If so, how long have you been receiving assistance?**

- Yes, I have a housing choice voucher  
Since (MM/YYYY): \_\_\_\_\_
- No, I do not have a housing choice voucher

**39. Other than a Housing Choice Voucher, do you receive any other subsidies or assistance from a federal, state, or local government?**

- Yes (Please describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- No

**40. Have you been notified by your property manager or landlord about your rights as a tenant (regardless of your gender) under the Violence Against Women Act (VAWA)? (Select all that apply)**

- I received a Notice of Occupancy Rights under VAWA
- My lease had a VAWA Addendum
- I received a flyer or newsletter about VAWA
- No notification
- I don't know
- Other (please specify): \_\_\_\_\_  
\_\_\_\_\_

**41. Have you or someone you know requested help from your landlord or property manager to assist with a VAWA related issue?**

- Yes
- No
- I don't know
- Prefer not to answer







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