

Survey of PHAs about _____ Policy/Program

Introduction:

This survey is designed to collect information about the implementation of your _____ policy/program. A new rule was published in _____, requiring that _____. Your PHA may have adopted a policy prior to the rule or you may have started planning to adopt the policy after [\[date\]](#). We are collecting information from all PHAs regardless of the timing of their policy/program. The survey should take no longer than 30 minutes to complete.

We will collect the name of your PHA to track responses, but it will not be included in the tabulations of the survey data or shared directly with HUD personnel. Please check here to acknowledge that you understand that the information you share will be kept confidential.

Agree to respond to the survey and that data will be kept confidential.

Please have the person at your PHA who has worked most directly with the policy/program fill out the survey. You may skip questions that aren't applicable to your program or if the information isn't available. We will ask you to indicate the reason for skipping a question.

1. PHA name:
2. HA code:
3. HUD Region:
4. Was your _____ policy/program in place before [\[date\]](#)? Please choose an option from this drop-down list: Yes (*Options: yes, no*)
5. Title or role of person filling out survey:
6. Were you working at the PHA when the policy/program was implemented? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know*)

Implementation Process

7. Month of initiation of planning process for _____ policy/program: _____ (month/year)
8. Did you have a pilot? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know*)
9. If you answered yes to Q8, when did the pilot start? _____ (month/year xx/xx)
10. Please describe your implementation process, including phases, pilots, or any other interim steps: _____ (*Open text field*)
11. When was a policy/program in place for all properties that meets the current requirements? _____ (month/year)
12. Did you have to modify an existing policy/program to meet the new HUD requirements? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know*)
 - a. If yes to Q11, please describe the modifications: _____ (*Open text field*)
13. Were there any direct costs to implementation (other than staff time)? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know*)

- a. If Y, please check the items that added to the costs:
- i. _____
 - ii. _____
 - iii. _____
 - iv. Other, please specify: *(Open text field)*
14. Did you hire or plan to hire new staff to implement the policy/program? Please choose an option from this drop-down list: Yes *(Options: yes, no, don't know)*
15. Did you hire or plan to hire a consultant to help implement the policy/program? Please choose an option from this drop-down list: Yes *(Options: yes, no, don't know)*
16. Please select the key steps in your implementation process (select all that apply):
- a. Policy development
 - b. Educating the staff
 - c. Educating the Board
 - d. Educating residents and guests
 - e. Meetings with residents
 - f. Develop enforcement plan
 - g. Obtain financial support for other items or events
 - h. Evaluation of policy/program effectiveness
 - i. Signing new leases or lease addendum
 - j. Other, please explain *(Open text field)*
17. Which of these steps was the most time intensive (or do you anticipate being the most time intensive)?
- a. Select the letter of the step from Q16: a
18. Was your board helpful during the implementation process? Please choose an option from this drop-down list: Yes *(Options: yes, no, don't know, not applicable)*
- a. Please provide some details: *(Open text field)*
19. Were there any challenges or do you anticipate challenges in implementation due to local circumstances? Please choose an option from this drop-down list: Yes *(Options: yes, no, don't know)*
- If yes, choose from this list:
- a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
 - g. Other, please explain: *(Open text field)*
20. Have you experienced a cost saving as a result of the policy/program? *(Options: yes, no, don't know, not applicable)*
21. If not, do you anticipate any cost savings? *(Options: yes, no, don't know, not applicable)*

Partnerships

22. Were you able to access external resources from partners? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know*)

If N, skip to Q21

If Y, please describe these resources:

Please add names in the table below (add rows as necessary):

1. Agency/Organization	2. Role of partner (choose from the list below, or add a new item)
	Choose an item from drop down list: a. policy development If other, please provide details: General comments:
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23. How has your relationship with local organizations or the community changed as the result of the ____ policy/program?

a. Improved

b. Worsened

c. Stayed the same

d. Comments: *(Open text field)*

24. Did you work with other PHAs to learn about strategies for policy/program implementation?

Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know*)

a. Please provide some details: *(Open text field)*

Experiences with Residents

25. What proportion of your residents were in favor of the policy/program? Share the percentage or your best estimate: *(Open text field)*

a. Don't know

b. Not applicable

c. Didn't conduct a survey of residents

d. Planning on survey, but not fielded yet

26. Since the policy/program was finalized, have there been fewer resident complaints [about ____]? Please choose an option from this drop-down list: Yes (*Options: yes, no, no change, not applicable*)

- a. Comments: *(Open text field)*
27. Did you have difficulty gaining resident buy-in?
- a. A lot
 - b. some
 - c. a little
 - d. no difficulty at all
 - e. don't know
 - f. Not applicable
28. How has your relationship with your residents changed as the result of the _____ policy/program?
- a. Improved
 - b. Worsened
 - c. Stayed the same
 - d. Comments: *(Open text field)*

Utility of HUD and Other Materials

29. Did you know about the materials on the HUD website? This includes the materials provided by the Office of _____ or _____: Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know, not applicable*)
- a. If N, skip to Q31
30. What materials on the HUD website did you use (select all that apply)?
- a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. Other. Please specify: *(Open text field)*
 - f. Not applicable
31. Did your PHA implement its policy/program before these materials were available?
- a. Yes/No. If yes, please answer Q32. If no, skip to Q33.
32. [For early-adoption sites.] If you reviewed them, do you think the materials from HUD will be helpful for other PHAs? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know, not applicable*)
- a. Which is the most helpful? *(Open text field—can prompt to choose from the list in Q30.)*
33. [For post-rule-adoption sites.] Do you think the materials from HUD will be helpful for other PHAs? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know, not applicable*)
- a. Which is the most helpful? *(Open text field—can prompt to choose from the list in Q30.)*
34. Did you see the sample timeline? Please choose an option from this drop-down list: Yes (*Options: yes, no, don't know*)

35. Was the sample timeline reasonable? Please choose an option from this drop-down list: Yes
(Options: yes, no, don't know, not applicable)
36. Were materials from HUD provided to you in a timely manner? Please choose an option from this drop-down list: Yes (Options: yes, no, don't know, not applicable)
37. Did you use materials from other organizations? Please choose an option from this drop-down list: Yes (Options: yes, no, don't know, not applicable)
- a. Please provide details: (Open text field)
38. What additional resources would have been helpful to implement the policy/program? Please list any items, provide a general description: (Open text field)
39. Overall, did you find the materials from HUD useful? Please choose an option from this drop-down list: Yes (Options: yes, no, don't know, not applicable)
- a. Detailed comments: (Open text field)

Wrap-up

40. Is there any additional information you would like to share about your experiences with _____?
(Open text field)