

# HB854 Client Engagement Survey

Last year, the Virginia lawmakers asked Virginia Housing and the Department of Housing and Community Development to study whether state affordable housing programs are adequately meeting needs across the commonwealth. You can read more about this initiative [here](#).

Your opinion is an important part of this process to make sure any recommendations to change programs take into account the actual experiences of persons accessing these resources.

***This survey is for individuals who have received some type of housing assistance from Virginia Housing and/or the Department of Housing and Community Development.***

By answering all required questions in this survey, you will be entered into a raffle for the chance to win one of ten \$100 Visa gift cards. Winners will be selected at random and notified by June 25, 2021.

This survey will take approximately 15 minutes to complete. Thank you for your time and participation.

For questions or concerns with this survey, please contact [survey@vahousingalliance.org](mailto:survey@vahousingalliance.org)

\* Which statement most accurately describes your current housing situation?

- ☐ I own the home I live in.
- ☐ I rent the home I live in.
- ☐ I do not currently rent or own a home of my own.
- ☐ None of these quite fit my situation.
- ☐ I prefer not to say.

\* Please rate your level of agreement with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	No opinion/Prefer not to say
I have difficulty paying my rent or mortgage each month.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have difficulty paying my utility bills each month.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with the quality of the neighborhood my home is in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with the quality of my home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with the type of home I live in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* Which of the following statements apply to your household?

	I have received this type of assistance within the past two years.	I have applied for this type of assistance within the past two years, but did not receive it.	I have neither applied nor received this assistance in the past two years.
Direct assistance paying my rent (Including Housing Choice Vouchers, emergency rent relief, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income-restricted apartment (Including public housing and other income-based housing.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assistance for purchasing my home (Including down payment grants, Habitat for Humanity, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help maintaining, repairing, or weatherizing my home (Including accessibility modifications, lead paint removal, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from a homeless service program (Emergency shelter, rapid re-housing, other outreach etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing counseling or education services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* In your opinion, how easy or difficult is it to receive information about the following housing services?

	Very difficult	Difficult	Neither easy nor difficult	Easy	Very difficult	No opinion/Prefer not to say
Rental assistance payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income-restricted apartments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance for homebuyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance for homeowners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing counseling or education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* How helpful were the following type(s) of housing assistance in solving your housing problems?

	Very unhelpful	Unhelpful	Neither helpful nor unhelpful	Helpful	Very helpful	No opinion/Prefer not to say
Rental assistance payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income-restricted apartments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance for homebuyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance for homeowners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency shelter or transitional housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing counseling or education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* Please rate how easy or difficult the process was to receive the following type(s) of housing assistance :

	Very difficult	Difficult	Neither easy nor difficult	Easy	Very Easy	No opinion/Prefer not to say
Rental assistance payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income-restricted apartments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance for homebuyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance for homeowners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency shelter or transitional housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing counseling or education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any additional comments or feedback you have about your experiences with housing assistance programs.

In your opinion, what should state housing agencies do to help people with their housing needs?

\* What city or county do you currently live in?

- ☐ Accomack County
- ☐ Albemarle County
- ☐ Alexandria City
- ☐ Alleghany County
- ☐ Amelia County
- ☐ Amherst County
- ☐ Appomattox County
- ☐ Arlington County
- ☐ Augusta County
- ☐ Bath County
- ☐ Bedford County
- ☐ Bland County
- ☐ Botetourt County
- ☐ Bristol City
- ☐ Brunswick County
- ☐ Buchanan County
- ☐ Buckingham County
- ☐ Buena Vista City
- ☐ Campbell County
- ☐ Caroline County
- ☐ Carroll County
- ☐ Charles City County

- ☐ Charlotte County
- ☐ Charlottesville City
- ☐ Chesapeake City
- ☐ Chesterfield County
- ☐ Clarke County
- ☐ Colonial Heights City
- ☐ Covington City
- ☐ Craig County
- ☐ Culpeper County
- ☐ Cumberland County
- ☐ Danville City
- ☐ Dickenson County
- ☐ Dinwiddie County
- ☐ Emporia City
- ☐ Essex County
- ☐ Fairfax City
- ☐ Fairfax County
- ☐ Falls Church City
- ☐ Fauquier County
- ☐ Floyd County
- ☐ Fluvanna County
- ☐ Franklin City
- ☐ Franklin County

- ☐ Frederick County
- ☐ Fredericksburg City
- ☐ Galax City
- ☐ Giles County
- ☐ Gloucester County
- ☐ Goochland County
- ☐ Grayson County
- ☐ Greene County
- ☐ Greenville County
- ☐ Halifax County
- ☐ Hampton City
- ☐ Hanover County
- ☐ Harrisonburg City
- ☐ Henrico County
- ☐ Henry County
- ☐ Highland County
- ☐ Hopewell City
- ☐ Isle of Wight County
- ☐ James City County
- ☐ King and Queen County
- ☐ King George County
- ☐ King William County
- ☐ Lancaster County
- ☐ Lee County



- ☐ Lexington City
- ☐ Loudoun County
- ☐ Louisa County
- ☐ Lunenburg County
- ☐ Lynchburg City
- ☐ Madison County
- ☐ Manassas City
- ☐ Manassas Park City
- ☐ Martinsville City
- ☐ Mathews County
- ☐ Mecklenburg County
- ☐ Middlesex County
- ☐ Montgomery County
- ☐ Nelson County
- ☐ New Kent County
- ☐ Newport News City
- ☐ Norfolk City
- ☐ Northampton County
- ☐ Northumberland County
- ☐ Norton City
- ☐ Nottoway County
- ☐ Orange County
- ☐ Page County
- ☐ Patrick County

- ☐ Petersburg City
- ☐ Pittsylvania County
- ☐ Poquoson City
- ☐ Portsmouth City
- ☐ Powhatan County
- ☐ Prince Edward County
- ☐ Prince George County
- ☐ Prince William County
- ☐ Pulaski County
- ☐ Radford City
- ☐ Rappahannock County
- ☐ Richmond City
- ☐ Richmond County
- ☐ Roanoke City
- ☐ Roanoke County
- ☐ Rockbridge County
- ☐ Rockingham County
- ☐ Russell County
- ☐ Salem City
- ☐ Scott County
- ☐ Shenandoah County
- ☐ Smyth County
- ☐ Southampton County
- ☐ Spotsylvania County

- ☐ Stafford County
  - ☐ Staunton City
  - ☐ Suffolk City
  - ☐ Surry County
  - ☐ Sussex County
  - ☐ Tazewell County
  - ☐ Virginia Beach City
  - ☐ Warren County
  - ☐ Washington County
  - ☐ Waynesboro City
  - ☐ Westmoreland County
  - ☐ Williamsburg City
  - ☐ Winchester City
  - ☐ Wise County
  - ☐ Wythe County
  - ☐ York County
  - ☐ Prefer not to say
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What is your age?

- ☐ 18-24
  - ☐ 25-34
  - ☐ 35-49
  - ☐ 50-64
  - ☐ 65 and above
  - ☐ Prefer not to say
- 

What is your approximate gross annual household income?

- ☐ Less than \$15,000
  - ☐ \$15,000 to \$24,999
  - ☐ \$25,000 to \$34,999
  - ☐ \$35,000 to \$49,999
  - ☐ \$50,000 to \$74,999
  - ☐ \$75,000 and above
  - ☐ Prefer not to say
-

How do you identify your race? Select all that apply.

- ☐ American Indian or Alaska Native
  - ☐ Asian
  - ☐ Black or African American
  - ☐ Native Hawaiian or Other Pacific Islander
  - ☐ White
  - ☐ Two or more races
  - ☐ Another race
  - ☐ Prefer not to say
- 

Do you identify as Hispanic or Latino?

- ☐ Yes
  - ☐ No
  - ☐ Prefer not to say
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\* The Virginia Housing Alliance would like to continue engaging residents and community members across the state on affordable housing and homelessness issues. Are you interested in hearing more about future opportunities to become involved?

- ☐ Yes, I would like to learn more.
  - ☐ No, not at this time.
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If you answered yes to the previous question, and/or would like to be entered into the raffle for a Visa gift card, please provide your email and/or phone number.

Full Name

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Email Address

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Phone

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