

**Keeping Shelters in Place:
A Survey of Residential Rental Property Owners
[CITY]**



<Access_Code>

Section 1: Your Involvement in Rental Property

QA1. Do you own any residential rental property in [CITY] either as a sole owner or with others?

1= Yes → **IF YES, PLEASE GO TO Question 1 ON PAGE 2.**

2= No

IF NO, YOU DO NOT OWN RESIDENTIAL RENTAL PROPERTY, PLEASE ANSWER THE FOLLOWING ITEMS.

QA2. Do you manage residential rental property in **Des Moines, IA** for someone else?

1= Yes

2= No

QA3. Have you owned residential rental property in [CITY] in the past?

1= Yes

2= No → **IF NO, GO TO QA6 BELOW.**

QA4. Why did you sell your rental property/ies? *(Mark all that apply)*

1= Needed cash/equity

2= Was experiencing negative cash flow from the rentals

3= Property was damaged, destroyed, or condemned

4= Tenants wanted to buy the property

5= Wanted to avoid foreclosure

6= Wanted to take advantage of tax benefits

7= Wanted to retire

8= Was no longer interested in this type of work

9= Was the right time given current market conditions

10= City policies

11= I did not sell any of my properties

12= Other — Please explain:

QA5. Were any of your properties foreclosed on?

1= Yes

2= No

QA6. Are you affiliated with a religious, governmental, or non-profit organization that owns rental housing?

1= Yes

2= No

This survey focuses on individual residential rental property owners. If you are not a private residential rental property owner, please stop here and return your completed survey in the envelope provided. Thank you very much for your time!

Section 2: Your Location

1. Do you own rental property in any of these cities or surrounding metro areas? *(Mark all that apply)*

- | | |
|----------------|--------------------|
| 1= Austin, TX | 6= Cleveland, OH |
| 2= Dallas, TX | 7= Des Moines, IA |
| 3= Houston, TX | 8= Minneapolis, MN |
| 4= Miami, FL | 9= New Orleans, LA |
| 5= Tampa, FL | |

2. Is your primary residence in a building that contains one or more of your rental units?

- 1= Yes
2= No

3. What is the zip code of your primary residence?

(If outside the US, please provide the country.)

Section 3: Residential Rental Property Business Characteristics

4. Approximately what year did you first start renting out residential rental units (at any location)?

5. Approximately what year did you first start renting out residential rental units in [CITY]?

6. What motivated you to first become involved in the residential rental property business?

(Mark all that apply)

- 1= I (or my spouse/domestic partner) inherited property
- 2= Holding onto a previous residence after I moved
- 3= Providing housing for a family member
- 4= Making my **primary** residence more affordable
- 5= Joining my family's existing rental property business
- 6= Wanting to become a small business owner
- 7= Creating a legacy for my children or other relatives
- 8= Building retirement income
- 9= Diversifying my investment portfolio
- 10= Improving my neighborhood
- 11= Recommendation from friend
- 12= Tax benefits, including a 1031 Exchange
- 13= Other — Please explain:

7. Did you attend a seminar related to becoming a residential rental property owner or investor before buying your first rental property?

- 1= Yes
2= No

For questions 8-10, please provide your best guess.

8. How many separate residential rental properties do you own across your portfolio?

9. What is the total number of residential rental **units** that you own across all your properties?

10. How many of your residential rental **units** are short-term rentals? *(If none, write 0)*

11. Are any of your tenants members of your family?

- 1= Yes
2= No

12. What percent of your total rental property portfolio is located in the following geographic ranges from your primary residence?

Provide your best guess so the total equals 100.

	Percentage
a. Your neighborhood (e.g., 1 mile)	
b. Your city	
c. Neighboring cities/counties in the same metro area	
d. 2-4 hour drive	
e. More than 4 hour drive	

13. Do you own residential rental properties outside of the state of [STATE]?

1= Yes

2= No

14. Do you own the following types of residential rental units?

	Yes	No
a. Detached single-family house	1	2
b. Townhouse	1	2
c. Unit in a condo building	1	2
d. 2-4 unit building (duplex, triplex, or fourplex)	1	2
e. Walk-up multi-family building with at least 5 units	1	2
f. Multi-family building with an elevator and at least 5 units	1	2
g. Mobile home	1	2
h. Mobile home park	1	2
i. Other - Please explain:	1	2

15. How have you financed or acquired your rental properties? *(Mark all that apply)*

- 1= Purchased with equity from another property
 - 2= Purchased with mortgage(s)
 - 3= Purchased fully in cash
 - 4= Purchased properties with equity from a family member
 - 5= Purchased properties with equity from one or more private investors
 - 6= 1031 exchange
 - 7= Inherited the property
 - 8= Contract for deed
 - 9= Other — Please explain:
-

16. Did you use debt to purchase your first residential rental property?

1= Yes

2= No

17. Do you buy properties that need significant investment and/or upgrading before you can rent them out?

1= Yes

2= No

18. Do you currently carry debt on any of your residential rental properties?

1= Yes

2= No

19. Are you currently past due on any of the debt payments for your residential rental properties?

1= Yes

2= No

20. Do you carry the following types of insurance on your residential rental properties?

	Yes	No
a. Property insurance	1	2
b. Liability protection	1	2
c. Flood insurance	1	2
d. Supplemental natural hazard protection: fire	1	2
e. Supplemental natural hazard protection: wind and hail	1	2
f. Umbrella insurance	1	2
g. Self insurance	1	2
h. Other insurance — Please explain:	1	2

21. Do you require or recommend that tenants carry rental insurance?

1= Yes, I require it

2= Yes, I recommend it

3= No, I do not require or recommend it

22. Do you require or recommend that tenants carry flood insurance?

1= Yes, I require it

2= Yes, I recommend it

3= No, I do not require or recommend it

23. Which of the following legal structures do you use for your residential rental property holdings? *(Mark all that apply)*

1= Sole proprietor

2= Limited Liability Company (LLC)

3= Corporation

4= Limited Partnership (LP)

5= Trustee/Trust

6= Other — Please explain:

24. Across all residential rental properties in your portfolio, do you have units at any of the following rent levels?

	Yes	No
a. Under \$750 per month	1	2
b. \$751 - \$1,000 per month	1	2
c. \$1,001 - \$1,500 per month	1	2
d. \$1,501 - \$2,000 per month	1	2
e. \$2,001 - \$2,500 per month	1	2
f. Greater than \$2,500 per month	1	2

25. Do you accept Section 8, Housing Choice Vouchers, or any other housing vouchers at any of your properties?

1= Yes

2= No

26. In the past 12 months, what actions have you taken to reduce your costs related to your residential rental property business? *(Mark all that apply)*

1= Cancelled or scaled back maintenance and repairs

2= Changed insurance provider/coverage

3= Changed property manager or began to self-manage

4= Changed terms of rental (from long-term to short-term)

5= Refinanced debt

6= Sold property

7= Other — Please explain:

8= None

27. In the past 12 months, what actions have you taken to increase revenues from your residential rental property business? *(Mark all that apply)*

1= Added amenities to properties

2= Changed terms of rental (from long-term to short-term rentals)

3= Increased rents

4= Made value-add improvements to properties

5= Purchased more properties

6= Sought to collect outstanding rent or fees

7= Retained desirable tenants

8= Removed problem tenants

9= Other — Please explain:

10= None

28. In the past 12 months, have you made major investments, renovations, or repairs outside of day-to-day maintenance (i.e., capital improvements) to any of your residential rental properties?

1= Yes

2= No

29. Do you plan to make capital improvements to any of your residential rental properties in the next 12 months?

1= Yes

2= No

30. Do all of your rental units comply with current zoning and building codes? For example, a converted garage, back house, or partitioned unit within main structure may not be compliant in some localities)?

1= Yes

2= No

Section 4: Property Management and Tenant Interactions

31. Do you use the services of a property manager or property management company?

1= Yes

2= No → IF NO, GO TO Q33.

32. Which of the following best describes your property manager? *(Mark only one option)*

1= An individual that works full-time for me or my company

2= An individual that works part-time for me or my company

3= A local company

4= A company that works in multiple metropolitan areas

33. What other professional services do you use as part of the operations of your rental property business? *(Mark all that apply)*

- 1= Bookkeeping/accounting/payroll services
- 2= Credit checks
- 3= Criminal background checks
- 4= Eviction services
- 5= Landscaping
- 6= Leasing agents
- 7= Listing service
- 8= Tenant screening
- 9= Legal assistance/lawyer
- 10= Other — Please explain:

11= I don't know because my property manager takes care of this

12= I do not use any professional services.

34. How involved are you in the day-to-day management of your rental properties?

- 1= Not involved at all
- 2= A little involved
- 3= Somewhat involved
- 4= Very involved

35. How do you handle maintenance and repair for your residential rental properties?

(Mark all that apply)

- 1= I take care of maintenance and/or repairs myself
- 2= I hire people to take care of maintenance and/or repairs as needed
- 3= I subscribe to a service that takes care of maintenance and/or repairs
- 4= I have an arrangement with tenants to take care of maintenance and/or repairs
- 5= I/my company has staff dedicated to maintenance and repairs
- 6= My property manager takes care of maintenance and/or repairs
- 7= A maintenance person lives on site
- 8= Other — Please explain:

36. Which of the following best describes how often you assess conditions in your rental units?

- 1= Monthly or more frequently
- 2= Roughly twice-yearly
- 3= Annually/upon lease renewal
- 4= At the beginning of a new lease
- 5= I have no set process to assess conditions
- 6= Other — Please explain:

37. In the past month, did you personally have any direct contact with any of your tenants including phone, email, text, or face-to-face?

- 1= Yes
- 2= No → **IF NO, GO TO Q39.**

38. If yes, what was the reason for your direct contact with tenants? *(Mark all that apply)*

- 1= Rent collection
- 2= Building maintenance or repair
- 3= Routine inspection
- 4= Casual or social interactions
- 5= Other — Please explain:

39. How many of your rental units are currently vacant? *(If none, write 0)*

40. Which of the following best describes the current number of vacancies within your portfolio?

- 1= Typical for any given month
- 2= Higher than usual
- 3= Lower than usual

41. How many of your tenants were late on their rent in the past month? *(If none, write 0)*

42. Which of the following best describes the number of tenants who were late on their rent in the past month?

- 1= Typical for any given month
- 2= Higher than usual
- 3= Lower than usual

43. In the past month, did you offer assistance to any of your tenants who were struggling to pay rent?

1= Yes

2= No → **IF NO, GO TO Q45.**

44. If yes, did you offer any of the following forms of assistance?

	Yes	No
a. Waived a late fee	1	2
b. Gave tenant a month or more of free rent	1	2
c. Gave tenant a reduction in rent	1	2
d. Allowed tenant to break a lease without penalty	1	2
e. Worked out a payment plan to bring tenant current on back rent	1	2
f. Referred tenant to social services or rental assistance programs	1	2
g. Other – Please explain:	1	2

45. In the past month, how many evictions did you file? *(If none, write 0)*

46. Which of the following best describes the number of evictions you filed in the past month?

1= Typical for any given month

2= Higher than usual

3= Lower than usual

47. How many of your tenants moved out of their units in the past month?

(If none, write 0 and go to Q49.)

48. If you had tenants who moved out, why did they vacate their unit(s)? *(Mark all that apply)*

1= The tenant chose not to renew the lease/continue renting and gave notice

2= The tenant abandoned the unit without giving notice

3= I increased the rent

4= I chose not to renew their lease

5= I served the tenant with a notice of intent to vacate

6= I evicted the tenant

7= I sold the property

8= The unit was damaged by a storm, Act of God, or other event

9= The unit was condemned

10= The property was foreclosed on

11= Mutual agreement that the tenant would move out

12= Other — Please explain:

49. How many of your tenants are withholding their rent because of perceived problems with their units? *(If none, write 0)*

50. How many of your tenants are engaged in legal action against you? *(If none, write 0)*

Section 5: Effects of Disasters and Other Catastrophes

51. In the past year, has **Des Moines, IA** experienced a catastrophic event (e.g., natural disaster, public health crisis, civil unrest)?

1= Yes

2= No → **IF NO, GO TO Q66.**

52. What was the event? *(Mark all that apply)*

1= Hurricane

2= Flood

3= Wildfire

4= Tornado

5= Severe storm

6= Extreme temperatures

7= Civil unrest

8= Other — Please explain:

53. Did this event result in any of your units becoming uninhabitable?

1= Yes

2= No

54. Did the event(s) cause damage to any of your residential rental properties?

1= Yes

2= No → **IF NO, GO TO Q60.**

55. Did you file an insurance claim for damage to your rental properties as a result of this event?

1= Yes

2= No

56. Since the event occurred, have you applied for any assistance for your rental properties through any of the following channels? *(Mark all that apply)*

1= FEMA

2= HUD (US Dept of Housing & Urban Development)

3= State or city government

4= Local non-profit organization

5= Banks or other financial institution

6= Other — Please explain:

7= I did not apply for assistance → **IF YOU DID NOT APPLY FOR ASSISTANCE, GO TO Q60.**

57. How much monetary assistance did you receive?

58. Have you received any non-monetary assistance?

1= Yes

2= No

59. Across all of your properties, what percent of the repair costs did you (or do you expect to) pay out of pocket due to this disaster?

60. Since the event, have any of your tenants applied for disaster-related assistance from a government agency (e.g., state/county agency, HUD, FEMA, etc)?

1= Yes

2= No

3= I don't know

61. Has the event negatively affected your ability to rent out vacant units?

1= Yes

2= No

62. Did any of your tenants move out or abandon their rental unit as a result of the event?

1= Yes

2= No

63. Since the event occurred, have you raised the rent in any of your units in **Des Moines, IA**?

1= Yes

2= No

64. Since the event occurred, have you lowered the rent in any of your units in **Des Moines, IA**?

1= Yes

2= No

65. Overall, how has your experience during the disaster affected your view of your business?

Section 6: Career Lifecycle

66. What is your primary motivation for owning rental property? *(Mark only one option)*

1= Generating steady monthly income

3= Growing my wealth and portfolio

67. How comfortable are you with taking risks on your real estate investment?

1= Not at all comfortable

2= A little comfortable

3= Somewhat comfortable

4= Very comfortable

68. How satisfied are you with owning residential rental properties?

1= Very satisfied

2= Somewhat satisfied

3= Neither satisfied nor dissatisfied

4= Somewhat dissatisfied

5= Very dissatisfied

69. How important is it to you to grow your residential rental real estate portfolio over time?

- 1= Not at all important
- 2= A little important
- 3= Somewhat important
- 4= Very important

70. Given the opportunity, how interested would you be in acquiring new rental properties at this time?

- 1= Very interested
- 2= Somewhat interested
- 3= Not interested

71. Did you buy any new residential rental properties over the past year?

- 1= Yes
- 2= No

72. Did you sell any of your residential rental properties over the past year?

- 1= Yes
- 2= No → **IF NO, GO TO Q74.**

73. What type of entity did you sell the properties to? *(Mark all that apply)*

- 1= Another individual rental property owner
- 2= A new owner occupant
- 3= The existing tenant
- 4= An institutional investor
- 5= A developer
- 6= Other — Please explain:

74. Do you have any plans to sell any of your rental properties over the next year?

- 1= Yes
- 2= No → **IF NO, GO TO Q76.**

75. Why are you planning to sell your rental property/ies? *(Mark all that apply)*

- 1= Need cash/equity
- 2= Experiencing negative cash flow from the rentals
- 3= Property was damaged, destroyed, or condemned
- 4= Tenants want to buy the property
- 5= Want to avoid foreclosure
- 6= Want to take advantage of tax benefits
- 7= Want to retire
- 8= No longer interested in this type of work
- 9= The right time given current market conditions
- 10= City policies
- 11= The potential of disasters (risk of hazards)
- 12= Other — Please explain:

Section 7: About You

76. How old are you?

- 1= Under 23
- 2= 23 to 35
- 3= 36 to 45
- 4= 46 to 55
- 5= 56 to 65
- 6= 66 to 75
- 7= Over 75

77. What is your gender?

- 1= Male
- 2= Female
- 3= Non-binary, third gender, or other

78a. Do you own any of your rental properties with other people?

- 1= Yes
- 2= No → **IF NO, GO TO Q79.**

78b. How many **other** people (other than you) have an ownership interest in your rental properties?

78c. Is another owner your spouse/domestic partner?

- 1= Yes
- 2= No

78d. Are any other owners family members other than your spouse/domestic partner, such as a child, parent, other relative?

1= Yes

2= No

78e. How many of the other owners are...

	Number
a. Male	
b. Female	
c. Non-binary, third gender, or other	

79. What is your race? *(Mark all that apply)*

1= White

2= Black or African American

3= American Indian or Alaska Native

4= Asian

5= Native Hawaiian or Pacific Islander

6= Latino/Latina or Hispanic

7= Other — Please explain:

80. Approximately, what was your household's before tax income in 2023 from ALL sources?

1= Less than \$30,000

2= \$30,000 - \$49,999

3= \$50,000 - \$74,999

4= \$75,000 - \$124,999

5= \$125,000 - \$199,999

6= \$200,000 - \$499,999

7= \$500,000 or more

81. What percentage of your household's before tax income came from your residential rental properties last year?

1= None (0%)

2= 1 to 24%

3= 25 to 49%

4= 50 to 74%

5= 75 to 99%

6= 100%

82a. We are interested in how circumstances are changing for residential rental property owners. May we contact you again next year to complete a similar survey?

1= Yes →

2= No

82b. Please enter an email address where we can reach you next year:

83a. As part of this research, we will be conducting follow-up interviews with property owners to learn more about how disasters or changing market conditions have affected their rental property businesses. Would you be willing to participate in a telephone or Zoom interview?

1= Yes →

2= No

83b. Please enter a name and email address so we know who to contact:

84a. Do you know of anyone else who owns residential rental property in your city who we may contact to be a part of this study next year?

1= Yes →

2= No

84b. Please enter their name(s) and email address(es) so we know who to contact:

85. Please record any additional comments you would like to include about your experiences owning residential rental properties.

**That is all the information we need. Please return your completed survey in the envelope provided.
Thank you very much for your cooperation!**