

# Frequently asked questions:

## **1. What is the purpose of this survey?**

The purpose of the survey is to better understand the experiences of people living in buildings owned by BRIDGE. Your responses will help improve BRIDGE properties and services.

## **2. What will happen with my survey responses?**

All surveys are anonymous and confidential and will only be seen by the research team. Individual responses will not be shared with any outside organizations, companies, or individuals.

## **3. Who is BRIDGE Housing Corporation?**

BRIDGE is the owner of your apartment building. BRIDGE may or may not also be the property manager of your apartment building.

## **4. Who is the research team?**

BRIDGE hired researchers from Harder+Co and the SSRC at California State University, Fullerton to administer resident surveys and analyze results. Both organizations have many years of experience in developing and conducting surveys.

## **5. Do I have to participate in the survey?**

Your participation in the survey is completely voluntary. Your responses will not impact your housing status, your ability to receive services, or your chances of getting housing in the future.

## **6. Can someone else in my household take a survey too?**

We ask that only one adult per household/apartment complete the survey. The questions on the survey ask about the entire household so we only need one survey per unit.

## **7. Why does the survey ask for the apartment building name and unit number?**

This information is used to let us know which households have completed the survey and to whom we should send a \$10 gift card for participating. This information will not be attached to your responses and all surveys are anonymous and confidential.

## **8. Do I have to answer every question in the survey?**

No, you can skip any questions that you are uncomfortable answering or unsure of.

## **9. Will people know how I responded to the survey?**

No, this survey is confidential. Your name will not be attached to your survey. Information will only be shared in summaries. None of the information you provide will be connected to you or your household.

## **10. How long does it take to complete the survey?**

The survey is estimated to take approximately 20–25 minutes. Most of the questions are multiple choice, although a handful are open-ended for free response.

## **Still have questions? Please contact any of the following:**

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