OUTREACH ACTIVITIES
- 1 Public Hearing
- 3 Virtual Resident Briefings
- Surveys - website, direct email 2x
- Promotional materials - property flyers, resident newsletters, blog post, and social media

OUTREACH RESULTS
- 3 residents provided feedback at Public Hearing
- 59 people signed up and 10 confirmed residents attended briefings
- 520 people responded to the online survey
  - 496 resident responses
  - 24 landlords responses
SURVEY DETAILS

Response Rates
- 4.3% for residents
- 1.7% for landlords

Table 3. Response rates by delivery method

<table>
<thead>
<tr>
<th>Target Population</th>
<th>Sent</th>
<th>Responses</th>
<th>Response (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCV and PH residents with email</td>
<td>11,522</td>
<td>496</td>
<td>4.3%</td>
</tr>
<tr>
<td>Landlords with email</td>
<td>1,451</td>
<td>24</td>
<td>1.7%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>12,973</td>
<td>520</td>
<td>4.0%</td>
</tr>
</tbody>
</table>
FEEDBACK

- 68.4% indicated support for the policy changes
- 12.2% indicated opposition for the policy changes
- 19.4% indicated “Not Sure” for the policy changes

Table 6. Summary results for all question responses

<table>
<thead>
<tr>
<th>Response Category</th>
<th>Responses</th>
<th>Response (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Strongly Oppose</td>
<td>342</td>
<td>5.8%</td>
</tr>
<tr>
<td>2 - Oppose</td>
<td>372</td>
<td>6.4%</td>
</tr>
<tr>
<td>3 - Support</td>
<td>2,500</td>
<td>42.7%</td>
</tr>
<tr>
<td>4 - Strongly Support</td>
<td>1,502</td>
<td>25.7%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>1,132</td>
<td>19.4%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>5,848</td>
<td>100%</td>
</tr>
</tbody>
</table>
HCV REMOVAL OF SELF-CERTIFICATION

- Nearly 66% of survey responses were supportive
- 71% of landlord responses strongly opposed this change.
OUTREACH ACTIVITIES
- **Surveys**: 11,911 to PH residents and HCV participants with emails on file
- **Property Flyers**: distributed at PH properties
- **Virtual Resident Briefing Mtgs**: 3 meetings; 59 signed up and 10 attended
- **Other efforts**: Resident and Partner Newsletter Promotions, Blog Post, Social Media Promotion, Video Recording of Proposed Changes, FAQs on website, Text messaging, Landlord portal post, Landlord email blast

PUBLIC COMMENT PERIOD BEGINS
- **Public Notice** of Public Hearing and Public Comment Period
- **Materials posted** to website
- **Outreach Activities** begin

MAR 16
- **PUBLIC HEARING #1**
  - March Operations Committee Meeting

APR 6
- **FINAL BOARD APPROVAL + PUBLIC HEARING**
  - Final opportunity for public comment prior to board approval

APR 15
- **HUD SUBMISSION**
QUESTIONS + FEEDBACK

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