

Project Overview & Informed Consent

Title: Manufactured Housing Behavior and Decision-Making

You are being asked to be a volunteer in a research study.

What is this study about?

This research aims to understand how people living in manufactured homes (both owners and renters) make decisions about changes to their homes, such as new appliances (like a dishwasher) or renovations (like a new kitchen or new insulation). The goal is to help companies, nonprofit organizations, and governmental entities provide better programs and products for people who live in manufactured homes.

What will we ask you to do?

We will ask you to participate in an online survey that will take 20 to 25 minutes to fill out. The survey will ask you how you make decisions about your manufactured home and home projects involving electrical appliances, heating and cooling, windows, and building materials.

What are the risks of being in this study?

There are no anticipated risks to participating in this study.

Will being in this study help me in any way?

You are not likely to personally benefit from joining this study. But it may help people in the future. What we learn might:

- Improve products and financial assistance programs offered for people who live in manufactured homes.
- Make products and financial assistance programs more applicable and accessible to people living in manufactured homes. For example, it could identify needs that the programs should address that are specific to manufactured homes.

Will I be paid?

Upon successfully completing the survey, you will receive compensation for your participation in the research as outlined in your panel member agreement.

How will my information be kept confidential?

Your survey unique ID is the only potential identifier that we will collect to

check for completeness and process payments. We will download your responses to a secure file that will be stored on a PNNL password protected computer. There is no plan to delete the survey data.

- We might be required to share the information we collect from you with the Pacific Northwest National Laboratory Institutional Review Board (a committee that reviews and approves human subject research studies), other federal regulatory agencies, or the sponsor of the study. If this happens, the information would only be used to find out if we ran this study properly and protected your rights in the study.

Taking part is voluntary

Your participation in this study is voluntary. You do not have to participate in this study if you don't want to. You have the right to change your mind and stop taking the survey at any time.

Who can answer my questions about the study?

If you have any questions about the study, contact OvationMR at info@ovationmr.com. They will put you in contact with the principal investigator or the human subjects manager at PNNL.

Do you consent to participation in this survey?

1. Yes
2. No

You and Your Location

*Q1. What best describes the type of home you currently reside in?

1. Single family home (term)
2. Condominium or apartment (term)
3. Townhouse (term)
4. Mobile/Manufactured home (must select)
5. Other (term)

*Q2. Do you live in a mobile/manufactured home?

1. Yes, I live in a mobile/manufactured home on a slab, pier, or block foundation
2. Yes, I live in a mobile/manufactured home with a crawlspace or basement
3. No, I do not live in a mobile/manufactured home (term)

*Q5. Are you a key decision-maker in your household when it comes to making changes to your home, including renovation, appliance purchases, maintenance, and repair?

1. Yes
2. No (term)

*Q3. How old are you?

1. Under 18 (term)
2. 18-25
3. 26-35
4. 36-45
5. 46-64
6. 65 and older

*Q4. Is this the home you live in for most of the year?

1. Yes
2. No (term)

*Q6. In which state do you currently reside?

Dropdown. Term if HI or DC

*Q7. What is your ZIP code?

Match zip to state selected, term if not matching

*Q71. Which of the following best represents your race? Select all that apply.

1. White
2. Black or African American
3. American Indian or Alaska Native Asian
4. Native Hawaiian or Other Pacific Islander Middle Eastern or North African
5. Other (please specify)
6. Prefer not to say

*Q72. Which of the following best represents your ethnic heritage?

1. Hispanic or Latino
2. Not Hispanic or Latino
3. Prefer not to say

*Q73. What is your gender?

1. Male
2. Female
3. Prefer not to say

*Q74. Which of the following best describes the highest level of education you have obtained?

1. Some high school, no diploma or GED
2. High school diploma or GED
3. Bachelor's degree
4. Graduate or professional degree
5. Prefer not to say

*Q75. Does anyone in your household have any of the following health conditions? Select all that apply.

1. Asthma
2. Respiratory allergies
3. Frequent sinus or ear infections
4. Emphysema, COPD (Chronic Obstructive Pulmonary Disease) or other chronic respiratory disease
5. Cardiovascular disease
6. Elderly and frail
7. Diabetes
8. Condition(s) not already listed that are affected by air pollution
9. Prefer not to answer
10. None of the above

Home Information

*Q8. Which of the following most accurately describes your home?

1. Single-wide

2. Double-wide
3. Triple-wide
4. Other (please specify)
5. Don't know

*Q9. When was your home built?

1. Before 1976
2. 1977-1993
3. 1994-2005
4. 2006-2017
5. 2018 or later
6. Don't know

*Q10. Choose the word that best describes your neighborhood.

1. Rural
2. Suburban
3. Urban

* Q11. Including YOU, how many people live in your home in the following age groups? Please type in a number. If none, type zero.

1. Children (17 or younger)
2. Adults (18-64)
3. Older Adults (65 or older)

Check: min 1, max 12

*Q12. Do you own or rent your current home and the land it is on?

1. Rent both land and home
2. Rent land, own home
3. Own both land and home

Q13. Is your home legally classified as real estate or personal property?

1. Real estate (you likely took out a home mortgage for your home)
2. Personal property (you may have taken out a chattel or personal property loan for your home)
3. Other (please specify)
4. Don't know

Income & Expenses

*Q14. Which of the following best describes your 2024 household income before taxes?

1. \$ 0
2. \$1-\$15,000
3. \$15,001-\$30,000
4. \$30,001-\$45,000
5. \$45,001-\$60,000
6. \$60,001-\$75,000
7. \$75,001-\$100,000
8. \$100,001-\$125,000
9. \$125,001-\$150,000
10. \$150,001-\$175,000
11. \$175,001 or more
12. Prefer not to say

*Q15. Approximately how much do you spend each month on housing? This estimate should INCLUDE loan/mortgage/rent, lot rent, insurance, and taxes but EXCLUDE utilities (like water, electricity, internet). Your best estimate or approximate number is fine.

1. \$0-\$700
2. \$701-\$1,500
3. \$1,501-\$2,000
4. \$2,001-\$3,000
5. \$3,001-\$4,000

6. \$4,001-\$5,000
7. \$5,001-\$6,000
8. \$6,001-\$7,500
9. \$7,501-\$10,000
10. More than \$10,000
11. Don't know
12. Prefer not to say

*Q16. Approximately how much are your monthly energy expenses? This estimate should INCLUDE electricity, natural gas, fuel oil, or propane, but EXCLUDE water, trash service, internet, or phone.

1. \$0-\$25
2. \$26-\$50
3. \$51-\$100
4. \$101-\$150
5. \$151-\$200
6. \$201-\$250
7. \$251-\$300
8. \$301-\$350
9. \$351-\$400
10. \$401-\$450
11. \$451-\$500
12. More than \$500
13. Don't know
14. Prefer not to say

Q17. Do you have insurance for your home?

1. Yes, I have mobile/manufactured home insurance or renters insurance
2. Yes, I have mobile/ manufactured home insurance or renters insurance **WITH** additional national disaster insurance (fire, flood, earthquake)
3. No, because I did not want or did not seek out insurance
4. No, I tried to get insurance but could not
5. Unsure/ don't know

*Q18. What is the current estimated value of your home? Your best guess is fine.

1. Less than \$15,000
2. \$15,000 - \$29,999
3. \$30,000 - \$64,999
4. \$65,000-\$99,999
5. \$100,000-\$1149,999
6. \$200,000-\$299,999
7. \$300,000-\$399,999
8. \$400,000-\$499,999
9. \$500,000 or more
10. Don't know
11. Prefer not to say

Heating, Cooling, and Appliances

Q19. What type of technology HEATS your home? Select all that apply.

1. Forced air furnace (electric, gas, oil or propane)
2. Heat pump (central or split/mini-split system)
3. Built-in electric units (wall unit/cadet-style or baseboard)
4. Portable electric heaters (space heaters)
5. Wood or pellet stove or wood fireplace
6. Cooking oven with the door open
7. Cooking stovetop
8. No heating system or don't use my heating system
9. Other (please specify)

*Q20. What type of fuel HEATS your home? Select all that apply.

1. Electricity
2. Natural gas
3. Propane
4. Oil
5. Wood
6. Don't know
7. No heating system or don't use my heating system
8. Other (please specify)

*Q21. Approximately what temperature do you keep your thermostat at when heating your home during the WINTER?

1. Below 50 degrees
2. 50-54 degrees
3. 55-59 degrees
4. 60-64 degrees
5. 65-69 degrees
6. 70-74 degrees
7. 75-79 degrees
8. 80 degrees or higher
9. No heating system or don't use my heating system
10. Don't know

*Q22. Approximately what temperature do you keep your thermostat when cooling your home during the SUMMER?

1. 60-64 degrees
2. 65-69 degrees
3. 70-74 degrees
4. 75-79 degrees
5. 80 degrees or higher
6. No cooling system or don't use my cooling system
7. Don't know

*Q23. How do you COOL your home? Select all that apply.

1. Central air conditioning
2. Heat pump (either central heat pump system or mini-splits)
3. Portable air conditioning units (window or other plug-in unit)
4. Swamp cooler (evaporative cooler)
5. Ceiling fans
6. Portable fans
7. N/A- no cooling system or don't use my cooling system
8. Other (please specify)

*Q24. Over the past two years, how often do you find your home is uncomfortably hot or cold due to higher/lower than average seasonal temperatures?

1. Very frequently (multiple times/week)
2. Frequently (Once/week)
3. Sometimes (One or two times/month)
4. Rarely (a few times/year)
5. Never

Q25. What kind of WATER HEATER do you have?

1. Tank storage
2. Instantaneous/on demand
3. Heat pump water heater
4. Other (please specify)

*Q26. How is WATER HEATED in your home? Choose only one.

1. Electricity
2. Natural gas
3. Propane
4. Other (please specify)

*Q27. Which of the following appliances do you have in your home? Select all that apply.

1. Refrigerator
2. Dishwasher
3. Washing machine
4. Gas dryer
5. Electric dryer
6. Electric range/stove (not induction)
7. Induction range/stove
8. Gas range/stove
9. Dual fuel range (for example, electric oven and gas stovetop)
10. Extra freezer
11. Pool or hot tub
12. Outbuilding for appliances/ mechanical equipment
13. Other (please specify)

Energy Conservation and Challenges

*Q28. Do you have trouble paying your electric and/or natural gas bill every month?

1. No, I don't have trouble paying my electric/gas bill and do not use financial assistance for this
2. No, because I receive financial assistance for this such as Low-Income Home Energy Assistance Program (LIHEAP)
3. Yes, even though I receive financial assistance I still have trouble paying my electric/gas bill
4. Yes, I do not have financial assistance and often miss paying my electric/gas bill
5. Other (please specify)

*Q29. Which of these actions do you take to conserve energy and keep bills low? Select all that apply.

1. Turn off lights
2. Avoid or limit heating home
3. Keep my home warmer in the summer than I would like
4. Keep my home colder in the winter than I would like
5. Decrease use of appliances (for example, laundry, dishwasher)
6. None of the above
7. Other (please specify)

Q30. Have you participated in a voluntary time-of-use program where your electricity cost charged by the utility company is different depending on the time of day?

1. Yes
2. No
3. Don't know

Q31. Over the past 5 years, how many times have you experienced power outages longer than 24 hours due to extreme weather events (hurricanes, high winds, wildfire, flooding, etc.)

1. Never
2. 1-2 times
3. 3-5 times
4. 6 or more

Q32. How many times have you been displaced from your home for more than 24 hours due to extreme weather events (hurricanes, high winds, wildfire, flooding, etc.)

1. Never
2. 1-2 times
3. 3-5 times
4. 6 or more

Home Preferences

*Q33. Please indicate how important the following features are to you and other decision- makers in your household when selecting and maintaining a home?

1. Space for children
2. Space for pets
3. Space for elderly/disabled residents
4. Space to entertain guests/family/friends
5. Space to relax
6. Space for hobbies (cars, wood, building, crafting)
7. Communal space (cooking/eating together and family activities)
8. Safe space from bad weather/extreme weather
9. Healthy space for occupants
10. Outdoor space for gardening or recreation
11. Having a gourmet/chef's kitchen
12. Having a spa bathroom
13. Home that is easy to maintain
14. Yard that is easy to maintain
15. Home that reflects my style or is visually pleasing
16. Other (please specify)

- C1 Not important
C2 Somewhat important
C3 Important

*Q34. If you had to choose one of these as most important, which one would you choose and why? (Open End)

Community

*Q35. Is your home part of a manufactured community?

1. Yes, it is part of a land-lease community.
2. Yes, the residents own the land and manage the community which is associated with the organization ROC USA (Resident-Owned Communities USA).
3. Yes, the residents own the land and manage the community which is NOT associated with the organization ROC USA (Resident-Owned Communities USA).
4. Yes, it is part of a manufactured housing community, but I am unsure of the management structure.
5. No, it is not part of a manufactured housing community.

*Q36. Approximately how many manufactured homes are in your immediate neighborhood?

1. 2-6 manufactured homes
2. 7-20 manufactured homes
3. 21-50 manufactured homes
4. 51-100 manufactured homes
5. 101 or more manufactured homes

Q37. Does your mobile home park, community, or neighborhood enforce any of the following rules or regulations? Select all that apply.

1. Landscaping
2. Home exterior construction, condition, or color
3. Exterior decoration
4. Exterior structure (e.g., sheds)
5. Prohibits solar panels
6. Prohibits clotheslines
7. Noise
8. Behavior or decorum
9. Other (please specify)
10. None of the above

Changes Made to Home/Yard

*Q38. Which changes have you or your property manager made to your yard/landscaping over the last 5 years? Select all that apply.

1. Bought electric outdoor maintenance equipment (for example, lawn mower, leaf blower, snow blower)
2. Planted hedges or shrubs to provide a windbreak for your home
3. Added outdoor areas to cook, socialize, or relax to escape from heat or cold indoors
4. Made changes to protect against fire (added fire-resistant plants, reduced vegetation and dead branches to mitigate fire risk)
5. Planted vegetable/fruit garden
6. Planted trees
7. Removed trees
8. Installed lawn
9. Removed lawn
10. Changed landscaping to increase SUN to your home during cold seasons
11. Changed landscaping to increase SHADE to your home during hot seasons
12. Changed landscaping to reduce water use
13. Installed irrigation system
14. Other (please specify)
15. No changes made
16. I don't have a yard

*Q39. Which parts of your home have you or your landlord/property manager changed, updated, or purchased over the last 5 years? Select all that apply.

1. Lighting
2. Kitchen/Kitchen Appliances
3. Heating and Cooling
4. Weatherization, Water Efficiency, Energy Audits
5. Hot Water Heating
6. Building, Structure, Windows, Doors
7. Electrical Wiring, Panels, Backup
8. Smart Energy Systems
9. Renewable Energy and Electric Vehicles
10. No Changes Made Over Last 5 Years to Home

*Q40. Which changes to indoor or outdoor lighting did you or your property manager make in your current home over the last five years? Select all that apply. **Display if Q39 = r1**

1. Replaced conventional lighting with LED or other energy-efficient lighting system Installed dimmable lights
2. Changed light fixture
3. Added new lighting
4. Installed lighting controls (such as automated lighting shut off, change to light levels, or controlling a group of lights on one switch)
5. Other(s) (please specify)

*Q41. Which changes have you or your property owner made to your kitchen or kitchen appliances over the last five years? Select all that apply. **Display if Q39 = r2**

1. Installed new gas range/stove
2. Installed new electric range/stove (not induction)
3. Installed induction range/stove
4. Installed dual fuel range/stove
5. Installed new refrigerator
6. Installed new dishwasher
7. Installed range hood/downdraft or recirculating ventilation
8. Installed new tile, countertops, cabinets, or other space improvements
9. Installed ENERGYSTAR certified appliances or equipment (including the appliances already checked)
10. Added what I consider high-end finishes and aesthetic upgrades
11. Other(s) (please specify)

*Q42. Which changes did you or your property manager make to heating and cooling for your home over the last five years? Select all that apply. **Display if Q39 = r3**

1. Installed CENTRAL heat pump
2. Installed MINI-SPLIT heat pump
3. Installed electric resistance heating (baseboard or cadet-style wall heating)
4. Added portable electric heaters (space heaters)
5. Installed GAS furnace
6. Installed OIL furnace
7. Installed CENTRAL air conditioner
8. Added PORTABLE/ PLUG-IN air conditioner(s)
9. Installed wood or pellet stove or wood fireplace
10. Switched appliances from oil/gas to electric
11. Switched appliances from electric to oil/gas
12. Switched appliances from oil to gas
13. Converted fireplace from wood to gas
14. Installed exhaust ventilation (bath fan, range hood)
15. Installed supply ventilation (fan integrated with your heating/cooling system)
16. Installed balanced ventilation (supply fan that brings in fresh air with an exhaust fan)
17. Installed radon fan
18. Installed ENERGY STAR certified appliances or equipment (including the options listed above)
19. Other(s) (please specify)

*Q43. Which changes or activities related to weatherization, water efficiency, or energy audits have you or your property manager done in the last five years? Select all that apply. **Display if Q39 = r4**

1. Completed combustion appliance testing
2. Tested for mold/mildew
3. Added insulation to walls
4. Added insulation to attic or ceiling
5. Added insulation to the underside of the home
6. Added HVAC duct and/or pipe insulation
7. Added water heater tank insulation
8. Air sealed cracks and openings
9. Conducted a manufactured home belly retrofit (belly blow, insulation, moisture control)
10. Installed water efficient-fixtures
11. Weather stripped doors/windows
12. Had a building energy assessment to identify energy efficiency opportunities
13. Repaired and sealed ducts
14. Other(s) (please specify)

*Q44. Which changes have you or your property manager made to hot water systems over the last five years? Select all that apply. **Display if Q39 = r5**

1. ☐ Installed GAS storage water heater
2. ☐ Installed ELECTRIC STORAGE water heater
3. ☐ Installed HEAT PUMP water heater
4. ☐ Installed ELECTRIC TANKLESS water heater
5. ☐ Installed GAS TANKLESS water heater
6. ☐ Switched water heater from oil/gas to electric
7. ☐ Switched water heater from electric to oil/gas ☐ Switched water heater from oil to gas
8. Other(s) (please specify)

*Q45. Which changes have you or your property manager made to the building, structure, or windows over the last five years? Select all that apply. **Display if Q39 = r6**

1. Abated (removed) asbestos and/or lead
2. Replaced or added double-pane windows ☐ Replaced or added triple-pane windows
3. ☐ Installed window attachments or coverings (for example, storm shutters/windows or energy-saving/light-blocking shades, awnings)
4. ☐ Replaced siding
5. ☐ Replaced roof
6. ☐ Added new deck/porch/patio
7. ☐ Added/repaired foundation
8. ☐ Repaired skirting
9. ☐ Added outbuilding
10. ☐ Reinforced tie-downs
11. Other(s) (please specify)

*Q46. Which changes have you or your property manager made to electrical

wiring, panels, and/or electricity backup over the last five years? Select all that apply. **Display if Q39 = r7**

1. Added a subpanel
2. Upgraded to 100 amp electric panel
3. Upgraded to 150 amp electric panel
4. Upgraded 200 amp electric panel
5. Upgraded electric panel larger than 200 amps
6. Upgraded electric panel (but don't know the amperage)
7. Added outlets or changed circuits
8. Installed a backup generator
9. Other(s) (please specify)

***Q47. changes have you or your property manager made to smart home and energy management technology over the last five years? Select all that apply.**
Display if Q39 = r8

1. Installed home energy management system that monitors energy consumption
2. Installed smart thermostat
3. Installed appliance directly connected to the utility (like a communicating hot water heater or other demand response appliance)
4. Other(s) (please specify)

***Q48. Which changes have you or your property manager made related to renewable energy and electric vehicles over the last five years? Select all that apply.** **Display if Q39 = r9**

1. Installed solar photovoltaic (panel) system for electricity, WITHOUT battery storage I
2. nstalled solar photovoltaic (panel) system for electricity, WITH battery storage
3. Installed solar hot water heater
4. Installed geothermal system
5. Bought electric vehicle
6. Installed electric vehicle charger
7. Other(s) (please specify)

Factors and Priorities Influencing Modifications

*Q49. Thinking about decisions you have made or want to make to your home and its appliances, rate the importance of the following factors in your decision-making process.

1. Making repairs due to a breakdown or irreparable damage
2. Making repairs due to a minor malfunction
3. Purchasing newer technology that has become available
4. Improving COMFORT for occupants (including children, older adults and/or pets)
5. Improving SAFETY for occupants (including children, older adults and/or pets)
6. Lowering health risk or improving the health of people or pets in my home
7. Improving accessibility for people with disabilities
8. Changing spaces to be more useful/functional
9. Improving visual appeal (aesthetics)
10. Reducing energy bills/ energy use
11. Reducing my home's environmental impact
12. Addressing change in my household's needs (such as a new family member)
13. Reducing maintenance effort and cost
14. Making changes to comply with a mobile home park/community requirement or restriction
15. Maintaining or increasing property value of my home
16. Maintaining or improving neighborhood quality
17. Making home more resilient to extreme weather events
18. Other (please specify)

C1	Not important
C2	Somewhat important
C3	Important

*Q50. What factors do you prioritize when making changes to your home? If you have not made changes to your home, consider what factors you would prioritize. Select all that apply.

1. Materials and/or appliances are available at a BIG BOX store (for example, Home Depot, Lowe's, Best Buy)
2. Materials and/or appliances are available at LOCAL hardware or appliance store
3. Materials and/or appliances are available ONLINE
4. Online reviews are positive or advertisements are convincing
5. An installer/contractor is available who could do the work within my desired timeframe. I can install the material/appliance myself (DIY).
6. I can pay for the upgrade without getting a loan or using credit.
7. I can easily get a loan or financing. (This could include financing from a utility that you pay off through your monthly electricity bill.)
8. I can secure financial support from a local weatherization/utility program.
9. I must make a change to comply with a mobile park/community requirement or restriction.
10. I follow family or friends' recommendations related to the project.
11. Other (please specify)

Barriers to Home Changes & Upgrades

*Q51. Have you had to delay or cancel home projects to enhance your living space?

1. Yes
2. No

Q52. **Display if Q51 = r1** Please describe your experience with your delayed or cancelled home improvement project. **(Open End)**

*Q53. **Display if Q51 = r1** What barriers caused you to delay or cancel your plans? Select all that apply.

1. Up front cost of material and/or labor
2. Unclear future benefits of renovation
3. Difficulty in finding the right material and/or appliances
4. Difficulty in finding a contractor/installer
5. Landlord or building manager did not agree or permit (renters only)
6. Lack of clarity/information about warranties, rebates, and other necessary information
7. Unable to get financing or other financial assistance
8. Unable/ineligible to participate in an energy efficiency program
9. Community rules did not allow the change
10. Other (please specify)

Home Repairs

*Q54. Have you had to make one or more unexpected or emergency repairs, replacements, or renovations over the past five years?

1. Yes
2. No
3. Prefer not to say

*Q55. **Display if Q54 = r1** What was the approximate cost? If you have insurance, only include your premium.

1. \$1-\$100
2. \$101-\$200
3. \$201-\$400
4. \$401-\$600
5. \$601-\$1,000
6. \$1,001-\$5,000
7. \$5,001-\$10,000
8. \$10,001-\$20,000
9. More than \$20,001

Q56. **Display if Q54 = r1** Select all that are true about the repair/replacement/renovation:

1. Made to be same/similar to the original
2. An improvement in energy efficiency
3. An improvement in functionality
4. An improvement in visual appeal (aesthetics)
5. A cheaper alternative as a temporary fix, with an intent to upgrade later
6. A cheaper alternative, without plans to upgrade later
7. Other (please specify)
8. None of the above

Q57. **Display if Q54 = r1** How did the repair/replacement/renovation impact your household budget or finances?

1. Significant negative impact
2. Moderate negative impact
3. No impact
4. Positive impact
5. Prefer not to say
6. Don't know

Q58. **Display if Q54 = r1** Did you receive any government assistance or utility rebates to cover the cost of this repair/replacement/renovation?

1. Yes
2. No
3. Don't know
4. Prefer not to say

Utility Programs

Q59. Is there a specific home improvement that you would like utility program assistance for?

1. Maybe
2. No
3. Yes

*Q60. Have you ever participated in a home energy or weatherization program? Programs include federal, state, utility, or other local programs that provide home weatherization, equipment purchase rebates, home energy demand management etc.

- Yes, I have participated in a federal or state funded weatherization assistance program for low-income manufactured housing
- Yes, I have participated in a federal or state funded energy bill subsidy program (such as LIHEAP, Low- Income Home Energy Assistance Program)
- Yes, I have participated in a local energy efficiency/rebate program through a utility company or other company
- No, I have not participated in a home energy or weatherization program
- No, although I tried to participate, I was not eligible or did not qualify
- Other (please specify)

Q61. **Display if Q60 = r1,2, or 3** Think about your program participation, and select all that apply.

1. The program helped me make the repair/home upgrade that I had planned.
2. It was easy to find program eligibility information.
3. It was easy to figure out which projects, materials, or appliances qualified.
4. It was easy to find a contractor qualified to do the work.

- C1 Yes
- C2 No
- C3 Don't recall
- C4 Not applicable

Q62. **Display if Q60 = r1,2, or 3** How did you hear about the program? Select all that apply.

1. Website
2. Social Media (for example, Facebook, X, Instagram)
3. Traditional media (for example, newspaper, radio, TV)
4. Friends/family/coworkers
5. Social worker or other support organization
6. Property owner/manufactured home community manager
7. Contractor
8. Other (please specify)

Purchase Preferences and Decisions

*Q63. If you had to replace your stove or cooking range, which of the following would be important to you? Renters, assume you have control over the decision. Select all that apply.

1. Familiarity with the technology and how to use it
2. Stove/range enhances cooking experience
3. Stove/range uses gas
4. Stove/range uses electricity (not induction)
5. Stove/range uses induction
6. Other (please specify)
7. None of the above

*Q64. When selecting heating/cooling and hot water appliances like air conditioners, water heaters and furnaces, which of the following are important? Renters, assume you have control over the decision. Select all that apply.

1. Energy-efficient technology
2. Lowest available price
3. Contractor is readily available to install and maintain technology
4. Water heater and furnace fueled by natural gas
5. Water heater and furnace fueled by electricity
6. Highly rated by Consumer Reports or other consumer-based organization
7. Other (please specify)
8. None of the above

*Q65. If affordable, would you be willing to buy or install any of the following high-efficiency technologies? Select all that apply.

1. Induction stovetop/range
2. Heat pumps for cooling and heating
3. Heat pump for water heating
4. Home energy management system
5. Smart thermostat

6. Solar panels
 7. Solar panels with battery storage
 8. Electric vehicle only if I have home charging
 9. Electric vehicle and will charge somewhere else
-
- | | |
|----|---------------------|
| C1 | Yes |
| C2 | Maybe |
| C3 | No |
| C4 | I already have this |

Add flag if Q48=r4 & Q65 r8 or r9 is not c4

Project Planning and Scenarios

*Q66. How affordable are each of the budget ranges for you, for *any* type of home project?

1. \$50-\$149
2. \$150-\$499
3. \$500-\$2,499
4. \$2,50-\$9,999
5. \$10,000-\$19,999
6. \$20,000-\$49,999
7. \$50,000 or more

- | | |
|----|--|
| C1 | Affordable without much advanced planning, |
| C2 | Affordable with some planning or getting a loan |
| C3 | Not affordable - I cannot pay this or get a loan for this amount |

Q67. For home projects that are too expensive, would any of the following outcomes make you reconsider your investment decision (or would make you ask your landlord/property manager to reconsider)? Select all that apply.

1. Accurate estimates of long-term benefits (for example, increase in home value, extended warranties, long- term cost savings)
2. Significant reduction of health and safety risks for home occupants
3. Significant reduction of indoor pollution (for example, noise, fumes, odors, moisture) and negative environmental impacts
4. Eligibility for a financial assistance program to offset part or all of the upfront cost
5. Improvement and resistance to extreme weather (such as wildfire, high winds/hurricane, flooding, extreme heat/cold)
6. Reduction in overall household expenses or increased savings
7. Other (please specify)
8. None of the above

Q68. How prepared are you to make home upgrades to avoid future displacements, power outages, discomfort and/or higher energy bills due to extreme weather events (hurricane, high winds, wildfire, flooding etc.)? (Select all that apply)

1. Not prepared, because I don't believe this issue will happen often in the future
2. Not prepared, because I don't believe I have the money to make investments that require higher upfront costs
3. Not prepared, because I don't qualify for financial assistance
4. Not prepared, because I don't qualify for financing
5. Prepared to get started now on home upgrades to avoid the issue next year Prepared to start planning and saving for home upgrades to address the issue Prepared to consider moving into a new home
6. Prepared to consider moving to a different area where such situations are less likely
7. Other (please specify)
8. None of the above

Q69. If you are planning any projects, within the next 12 months, please indicate which are the highest priority. Select all that apply.

1. Kitchen modifications (such as stove, range, hood and construction work)
2. Fix plumbing leaks
3. Small appliances (such as small kitchen appliances such as toasters; coffee makers; and office and entertainment or work appliances, such as routers, speakers, televisions, and computer monitors)
4. Large appliances (such as refrigerators, refrigerators, washer/dryers)
5. Heating and cooling and hot water appliances (such as air conditioners, water heaters, and furnaces)
6. Maintenance-related appliances and tools (power tools, home and yard repair and maintenance tools)
7. Weatherization projects (such as insulation, air sealing, waterproofing, windows, roofing, and siding)
8. Smart home and energy management technology (such as thermostats, lighting controls)
9. New skirting, tie downs, and/or retrofits to the belly
10. Electrifying my home (panel upgrades, fuel switching, electrifying appliances and systems) Other (please specify)

11. Not planning any projects within the next 12 months **Skip to Q71**

Q70. What is your estimated budget for home projects over the next 12 months?

1. \$0-\$500
2. \$501-\$1,000
3. \$1,001-\$2,000
4. \$2,001-\$4,000
5. \$4,001-\$6,000
6. \$6,001-\$10,000
7. \$10,001-\$20,000
8. \$20,001-\$30,000
9. More than \$30,001

Q80 If you had the budget to improve the energy efficiency of your home, which of the following is more important to you?

1. Improving the building envelope (windows, air sealing, insulation)
2. Having higher efficiency appliances or heating/cooling system