

The City of Oakland and its community partners have partnered with University of Pennsylvania (UPENN) to develop a survey to assist in analyzing the impact of the ERAP program on its participants. This survey is to better understand renter experiences, their needs related to COVID-19, emergency rental assistance and understand the effects of housing vulnerability during this pandemic.

Participation in the survey will not affect the participant's ability to access current or future rental assistance or any other forms of public assistance. All information and survey responses will remain strictly confidential.

**ENGLISH:**

[https://upenn.co1.qualtrics.com/jfe/form/SV\\_9LJzk5qVYSezKsu](https://upenn.co1.qualtrics.com/jfe/form/SV_9LJzk5qVYSezKsu)

**SPANISH/ESPAÑOL:**

[https://upenn.co1.qualtrics.com/jfe/form/SV\\_9LJzk5qVYSezKsu?Q\\_Language=ES](https://upenn.co1.qualtrics.com/jfe/form/SV_9LJzk5qVYSezKsu?Q_Language=ES)

**MANDARIN/简体中文:**

[https://upenn.co1.qualtrics.com/jfe/form/SV\\_9LJzk5qVYSezKsu?Q\\_Language=ZH-S](https://upenn.co1.qualtrics.com/jfe/form/SV_9LJzk5qVYSezKsu?Q_Language=ZH-S)

For questions related to the research, please contact the Housing Initiative at the UPENN at [housinginitiative@design.upenn.edu](mailto:housinginitiative@design.upenn.edu).

For questions about the status of your rental assistance application, please contact the City of Oakland's Housing Assistance Center at [housingassistance@oaklandca.gov](mailto:housingassistance@oaklandca.gov) or call (510) 238-6182.