

## **The Chattanooga Coronavirus Eviction Prevention Program**

### **Interview Guide for Tenants**

**Purpose Statement:** The purpose of this qualitative research study is to assess the impact of the Chattanooga Coronavirus Eviction Prevention Program (CCEPP). The study will examine the following: 1) the perceptions and lived experiences of tenants and the impact of housing instability because of, or during, the Coronavirus pandemic; 2) the perceptions and lived experiences of landlords during the Coronavirus pandemic; and 3) Eviction Court Watchers, volunteers who attend and compile information on eviction hearings, during the Coronavirus pandemic. In each of these interviews, the study will be examining whether having access to social and legal services was effective in minimizing the number of tenants being evicted. This research is in collaboration between Chattanooga Neighborhood Enterprise (CNE), Legal Aid of East Tennessee (LAET), and Southern Adventist University School of Social Work.

1. Describe your experience with housing since childhood.
  - a. Have you ever owned a home?
  - b. Were your parents homeowners at any time during your childhood?
2. Tell me about your experience with housing in the Chattanooga area.
  - a. When did you first experience housing insecurity?
  - b. What do you feel is the greatest barrier to securing stable housing?
3. Describe some of the previous places that you have lived?
  - a. What were the neighborhoods like? [appearance, amenities- but I want simpler word]
  - b. Did you feel safe?
  - c. Did you feel comfortable in your home?
4. Describe your relationship with landlords and/or property managers.
  - a. Explain their accessibility and their responsiveness to requests for repairs. [word choice- explain how easy or hard it was to make contact with them if you needed to reach them? Explain how easy or hard for you to get them to make repairs that you requested?]
5. Explain how your experience with housing instability has changed, if at all, since the coronavirus pandemic.
6. Have you experienced being evicted for not being able to pay rent? If yes, please describe the factors leading up to this? If no, please describe the resources and strategies that helped you to prevent being evicted.
  - a. Were you offered or able to acquire legal representation?
  - b. Were you offered a case manager/social worker?
7. Describe your experience with the Chattanooga Coronavirus Eviction Prevention Program

- a. tell me how you heard about it.
  - b. What was happening with you at the time when you decided to use the program?
  - c. To what extent has your experience been positive/helpful? Explain (such as services received, how service providers interacted with you, helpfulness/met your needs)
  - d. Is there anything about your experience that was not positive? Explain (such as services received, how service providers interacted with you, helpfulness/met your needs)
  - e. What if anything would wish was different about your experience with the program?
8. Is there anything else you would like for me to know about your experience with housing insecurity and/or the Coronavirus Eviction Prevention Program?