

## **ANNEX E**

### **INTERVIEW GUIDE FOR OWNER CASE STUDY INTERVIEWS**

#### **Interview Guide For Owner Case Study Interviews**

##### **Introduction**

Hello, my name is {INTERVIEWER'S NAME}, I am conducting this interview on behalf of the U.S. Department of Housing and Urban Development to learn about your experiences after the January 1994 earthquake in navigating through the available earthquake relief programs. We are also conducting similar interviews with 19 other multifamily property-owners. The purpose of this study is to learn how the Federal government can improve programs to assist multifamily housing owners when a disaster like an earthquake occurs.

Keep in mind that all of your comments are confidential and your comments today will not affect any application you have on file now for federal, state, local or private assistance to repair or rebuild your property.

##### **General Property Information**

- Approximately when was your building constructed?
- How long have you owned it?
- Have you ever made any major renovations to the property since you owned it? Describe the renovations, when they were made and approximately how much they cost?
- Describe the neighborhood prior to the earthquake. What kind of trends could you observe.
- Describe the neighborhood today. How many buildings have sustain serious damage. What other trends can you observe?

##### **Financial Information**

- How much did you pay for the property?
- Describe the financial structure of the building? What is the outstanding debt? How many mortgages are there? At what rate and term? Who are the mortgagees?
- Prior to the earthquake, what was the vacancy rate in your building? What is it today?
- Prior to the earthquake, what was the approximate annual NOI for your building? What is it today?
- Describe any rent or other government subsidies you received for the property prior to the earthquake?
- Can you provide me with an audited financial statement for the building over the last two years?
- Can you provide me with a rent roll for the building prior to and after the earthquake?