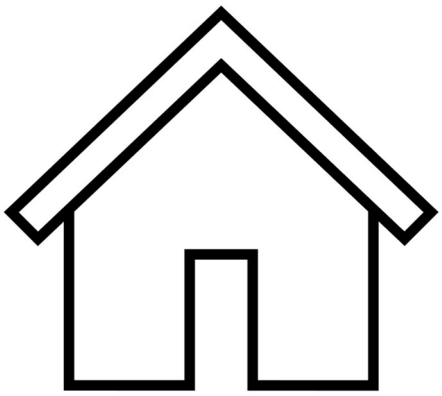


2026 KHAN RENTAL HOUSING SURVEY

COMPLETE SURVEY RESULTS

SEPTEMBER 2026

Prepared by:
United Community Services of Johnson County

ACKNOWLEDGEMENTS

This report was shaped by the many conversations, contributions, and perspectives of partners across Kansas. Thank you to the renters, neighbors, landlords, local governments, elected officials, service providers, and KHAN partners who contributed their time, knowledge, and experiences with the Kansas rental housing market to support this work. Reports by LISC, Kansas Housing Resource Corporation, and Mid-America Regional Council provided data and context to understand current conditions in Kansas' housing market. Many thanks to Natalie Cook, Valorie Carson, Megan Foreman, Mary Sapenoff, and Casey Johnson who assimilated these reports and input from partners and community members into this survey and supported its development, vetting, and testing.

Particular thanks to Natalie Cook and Jennifer Lowe for significant technical assistance in launching and supporting the survey in REDCap and Mary Sapenoff for supporting vetting of the survey for accessibility. KHAN partners were critical in ensuring the dissemination of this survey statewide during a short window; special thanks to Kansas Statewide Homeless Coalition, Habitat for Humanity affiliates, United Way affiliates, local governments and departments of health, Catholic Charities affiliates, Kansas Continuums of Care, and landlord and renter groups for sharing this survey through their respective networks.

Suggested Citation

United Community Services of Johnson County. (2026). *KHAN Rental Housing Survey Report*. https://ucsjoco.org/public-policy-advocacy/

EXECUTIVE SUMMARY

Housing impacts every part of our communities and every Kansan needs housing to thrive. It's no surprise, then, that Kansas' housing shortage, increased housing costs, aging housing stock, housing instability, and homelessness have been the subject of significant public concern. These housing issues are multi-faceted and are reflected not just in Kansas, but across the United States. National studies show that Americans are spending longer as renters and are less likely to be able to purchase their own homes. Kansans are asking:

> *How do we shape the future of housing in Kansas?*

To better understand Kansas's rental housing market, the 2026 KHAN Rental Housing Survey gathered information on the experiences and perspectives of renters and landlords across the state. The survey findings provide a snapshot of the current rental housing landscape and highlight common concerns related to housing supply, accessibility, and stability. Together, these findings inform opportunities to collaborate in education and resource sharing and to respond to changing rental market conditions to sustain local landlords, support Kansas renters, and preserve access to quality rental housing.

Key Findings

The survey received 366 responses from 43 counties; 81% of respondents were renters and 19% were landlords. Respondents included current and former renters and landlords with experience in Kansas's rental housing market within the past five years. Among landlord respondents 87% owned 25 or fewer properties, with over half (52%) owning between one and five units. Landlord responses therefore provide a rich snapshot of the experiences of local or "mom and pop" landlords.

The survey demonstrates that landlords and renters share many of the same concerns and challenges, including the need for more attainable housing stock, improvements in "matching" renters and landlords in the rental application process, supporting housing stability and reduction in turnover, and maintenance and habitability.

The top housing concern of landlords and renters is mirrored: 89% of landlords cite "finding qualified renters" and 91% of renters cite "affordability and availability" as their top concern. These concerns highlight the desire of landlords and renters to improve "the match" in the rental application process – reducing costs and more efficiently connecting renters and landlords with the same housing criteria. Landlords and renters identified barriers to that "match" or accessing housing and getting to full occupancy: including the application process, income requirements, security deposit, screening criteria, and application fees.

The second biggest concern is also related: landlords are concerned about turnover in their businesses and renters are concerned about habitability in their homes. Common themes in turnover include habitability and property maintenance concerns, additional monthly fees, and challenges using Property Technology systems like unattended online payment portals and property management software. While Property Technology has increased efficiency in the rental housing market, a glitch in the payment portal or incorrect charge can result in denial of payment, overdrafts, compounding late fees, and the commencement of eviction – generating the very turnover landlords want to avoid.

Respondents also shared concerns about preserving existing housing. 63% of landlords and 82% of renters indicated that poorly maintained properties are an issue in their region. Other survey responses provide more context: 59% of renters indicate that habitability of their rental housing is their second biggest housing concern and 45% of renters cited habitability as a key reason that they move, creating turnover for landlords – which landlords identify as their second biggest concern.

Respondents agree that cost is a barrier to repair and property maintenance. In open-ended comments, landlords expressed that renters wait to report the need for repairs, resulting in higher costs and loss of profit. Meanwhile, 46% of renters report that they fear retaliation through increased rent costs or eviction if they do request a repair. 38% of renters indicated that they did request repairs and there was no response. In Communication and Accountability there is a significant gap in how clear landlords perceive their policies and procedures to be as compared to how well renters understand them. Landlords and renters agree that communication is challenging, citing lack of contact information or the other party not responding to calls or emails.

Recommendations

Landlords and renters are looking for improvements across the rental housing process: improving "the match" or application process, reducing turnover, and protecting existing housing. These survey results point to collaborative solutions. When we recognize that an empty housing unit is the most expensive unit, how can we more efficiently and effectively make the "match" between landlords and renters? Making that "match" more efficient saves time and money for both renters and landlords and increases housing stability.

The survey also highlights ways to reduce avoidable turnover. Providing clear explanation of all monthly costs as well as payment methods prior to lease signing ensures renters know what they are expected to pay and how to make that payment. But, property technology does experience failures that create unintended consequences. What common sense measures can be put in place to allow landlords

to utilize efficient systems without inadvertently creating additional turnover and costs for themselves and displacement, life disruption, and costs for their renters?

As we consider how to protect our housing, respondents pointed clearly to opportunities to improve training and communication for both landlords and renters. Education, training, and communication ensure both landlords and renters understand their responsibilities and rights as well as of how to care for properties, when to report the need for repairs, and the role of the local governing body to ensure health and safety habitability requirements are met.

This survey provides a snapshot of landlord and renter experience in the rental housing market in Kansas for the past five years; it provides data and insight previously unavailable. The responses identify common ground and provide a basis for additional research and a starting point for robust conversations to be held across the state to inform local procedures and statewide policy to shape the future of housing in Kansas.

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INTRODUCTION

Background

The Kansas Housing Advocacy Network (KHAN) is comprised of statewide partners and facilitated by United Community Services (UCS), Habitat for Humanity of Greater Kansas City, and the Kansas Statewide Homeless Coalition (KSHC). Collectively, KHAN and its partners use data, research, and analysis to support local governments and regions in developing policy and program changes that advance statewide and regional solutions to increase housing supply, strengthen housing stability, and end homelessness.

In Kansas, housing shortages, increased costs for renters and landlords, maintenance and habitability concerns, housing stability, and homelessness have all been the subject of significant public concern at the local, regional, and statewide level, with dozens of housing-related bills introduced during the 2026 legislative session.

These housing issues are multi-faceted and are reflected not just in Kansas, but across the United States. Housing supply in Kansas has fallen short of demand since before the 2008 recession[1], and in just five years – from 2019 to 2024, median home value in Kansas has increased 46%. As of 2024, 32 % of all Kansans are renting their homes, and virtually all Kansans have rented or will rent a home at some point in their lives. The Harvard Joint Center for Housing Studies' 2026 *State of the Nation's Housing Report* found that without significant intervention, housing affordability will continue to worsen, and more Americans will spend more of their lives in rental housing.[2]

Housing impacts communities across Kansas. While every Kansan needs housing to thrive, housing discussions at the local and state level are often combative: landlords versus renters, neighbors versus developers, renters versus homeowners. Local and state governments are caught in the middle. At the center of these discussions is a key question: How do we shape the future of housing in Kansas?

KHAN and its partners invite Kansans to approach the future of housing from a different viewpoint, identifying common ground among Kansans, listening to all perspectives, and building shared, collaborative solutions to address our common concerns in housing.

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[1] Mid-America Regional Council, *Housing production in the Kansas City region continues to lag peer metros,* June 25, 2024, https://www.marc.org/news/economy-housing/housing-production-kansas-city-region-continues-lag-peer-metros.

[2] Nick Lichtenberg, *Harvard's housing report has a darker message than affordability – the middle-class home was always a historical accident,* FORTUNE, June 29, 2026, https://fortune.com/2026/06/29/harvard-housing-report-middle-class-homeownership-historical-accident/?utm_source=native_share&utm_medium=mobile&utm_campaign=social_share.

Purpose

The purpose of the 2026 KHAN Rental Housing Survey is to provide a snapshot of landlord and renter experiences in the Kansas rental housing market amid an evolving housing environment. Its intention was to provide context for the current state of rental housing in Kansas and identify common ground between landlord and renter experiences, including what is working, where concerns overlap, and shared priorities moving forward.

The survey was not administered to collect a representative sample of Kansas's renters and landlords; rather, the findings were intended to provide a starting point for developing shared, collaborative solutions and support thoughtful responses to Kansas' changing rental market. The findings inform KHAN's next steps to build on areas of common ground, examine how other states are approaching similar concerns, and bring diverse stakeholders together to identify shared priorities. Solutions should address the needs of both groups while supporting the sustainability of local, or "mom and pop," landlords, increasing housing stability for Kansas renters, and expanding access to quality rental housing.

METHODS

Survey Design

The survey was developed to gather perspectives from Kansas renters and landlords, including renters and landlords who had rented or owned or managed properties within the previous five years. The survey included a combination of single-response multiple-choice items, multiple-selection items, and short answer questions, including a limited number of questions with open-ended responses. Questions were organized into 7 sections that addressed key aspects of the Kansas rental housing experience, including Access to Housing and Finding Qualified Renters; Affordability and Availability of Rental Housing; Habitability – Housing Quality and Property Maintenance; Communication and Accountability; Turnover and Stability, and Priorities and Final Thoughts. The survey also included a limited number of demographic questions related to the respondent's role as a current or former renter or landlord and geographic location. Survey respondents were required to identify their role (i.e., renter, landlord, former renter, former landlord), county, and two biggest housing concerns; all remaining survey questions were optional.

Renters and landlords completed the same survey instrument, although a small number of questions were specific to renters or landlords. When appropriate, survey questions were modified slightly to reflect the respondent's role and context (i.e., current or former renter, current or former landlord). For the sake of simplicity, this initial survey did not distinguish between landlords and property managers; consequently, the terms

"owned" and "managed" may be used synonymously in this analysis. The distinction between landlords and property managers in the rental housing market remains an important area for research and ripe for analysis.

Participants & Recruitment

The survey was open to any Kansas renters or landlords, including renters and landlords who had rented or owned/managed properties in the previous five years. This survey was not calibrated to provide a representative sample of all landlords and renters across the state. Rather, it was intended to provide data, context, and a clear starting point for robust discussions about how Kansans want to shape the future of housing in Kansas.

The survey was developed and administered in REDCap, and responses were collected between April 22, 2026 and May 15, 2026. It was announced at the 2026 Kansas Statewide Homelessness Coalition conference in a plenary session and within conference materials. The survey was also distributed through KHAN and its statewide partners, including statewide Habitat for Humanity affiliates, United Way affiliates, local governments, Kansas' five Continuums of Care, Catholic Charities affiliates, landlord groups, and renter advocacy groups. Participation was voluntary and uncompensated. Participants were not required to provide any identifying information but were asked whether they were a landlord or renter and when (current or a date in the past five years), and the county that they lived in or operated.

Data Analysis

Survey data were analyzed using R 4.6.0. Responses were analyzed at the individual-question level; therefore, both complete and partial survey responses were retained. Respondents were included in the analysis for each question they answered, and unanswered questions were excluded from frequency and percentage calculations.

Quantitative responses were summarized using frequencies and percentages. For multiple-selection questions, respondents could select more than one response option; therefore, percentages may sum to more than 100%. Open-ended responses were reviewed, and key themes are presented alongside select quotes to provide examples of respondents' perspectives.

Responses from current and former renters were combined for analysis, as were responses from current and former landlords. Preliminary comparisons were conducted among landlords based on the number of rental properties they owned or managed. However, given the relatively small sample sizes within groups and the lack of

meaningful differences in responses across groups, these comparisons were not reported. The distribution of landlords by property size is shown in Figure 1 in the Results section.

RESULTS

Sample Characteristics

The 2026 KHAN Rental Housing Survey received 366 responses; 81% of respondents were renters and 19% were landlords. Respondents included current and former renters and landlords with experience in Kansas's rental housing market within the past five years. Among landlord respondents 87% owned 25 or fewer properties, with over half (52%) owning between one and five units. Landlord responses therefore provide a rich snapshot of the experiences of local or "mom and pop" landlords. Respondents represented 43 of Kansas' counties with a higher concentration of responses from larger population centers.

Respondent Role

A total of 297 renter responses were received, including 190 complete and 107 partially complete responses. The distribution of current and former renters and completion status is reported in Table 1.

Table 1: *Renter responses to Kansas Rental Housing Survey*

	Partially Complete	Complete	Total Responses
Current Renter	86	150	**236**
Former Renter	21	40	**61**
Renter Total	**107**	**190**	**297**

A total of 69 landlord responses were received, including 35 complete and 34 partially complete responses. The distribution of current and former landlords and completion status is reported in Table 2.

Table 2*: Landlord responses to Kansas Rental Housing Survey*

	Partially Complete	Complete	Total Responses
Current Landlord	35	27	**62**
Former landlord	0	7	**7**
Landlord Total	**35**	**34**	**69**

Former Renters and Landlords

Former renters and landlords were eligible to participate if they had rented, owned, or managed a property in Kansas within the past five years. Table 3 presents the distribution of former renter and landlord respondents by the year in which they were last involved in the Kansas rental housing market.

Table 3: *Landlord responses to Kansas Rental Housing Survey*

	Former Landlords	Former Renters*
2021	2 (29%)	21 (35%)
2022	0 (0%)	4 (7%)
2023	1 (14%)	11 (18%)
2024	0 (0%)	6 (10%)
2025	3 (43%)	10 (17%)
2026	1 (14%)	8 (13%)

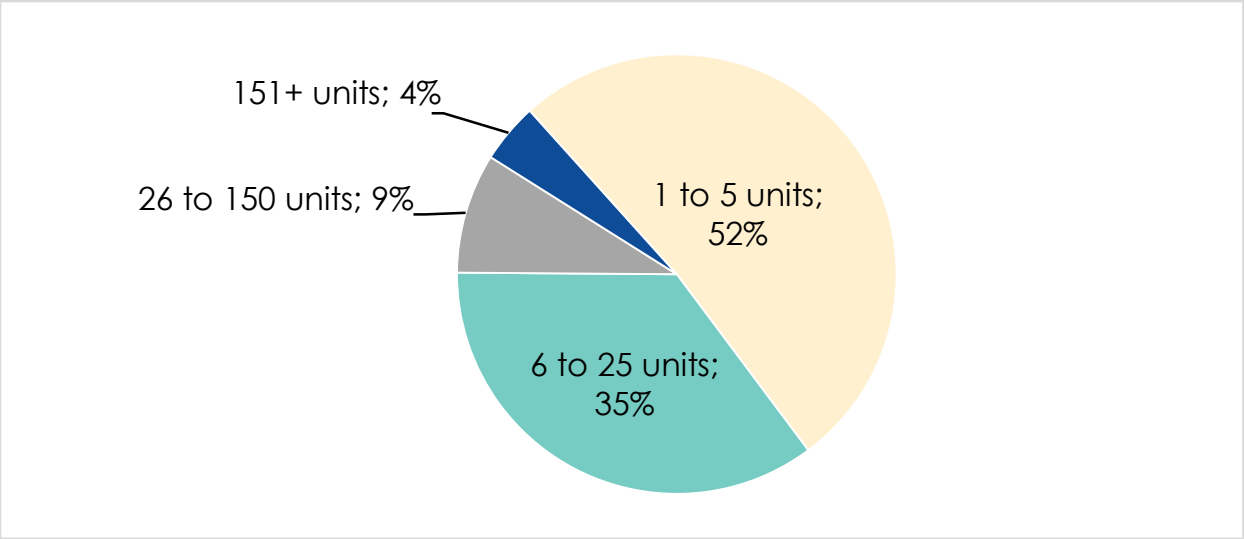
Note: "" indicates 1 former renter did not respond to this question.*

To provide additional context on why respondents no longer participated in the Kansas rental housing market, former renters and landlords were asked to describe the reason(s)they stopped renting, managing, or owning rental properties. Seven former landlords and 59 former renters responded to the open-ended question. Most former renters indicated they stopped renting when they transitioned into homeownership. Renters cited factors such as comparable costs to owning a home, a change in household composition, or moving into a partner's property. A smaller percentage cited maintenance issues, financial challenges, or eviction as reasons for no longer renting. Former landlords indicated financial incentive, renter-related challenges (e.g., unpaid rent and property damages), or a combination of both contributed to their decisions to sell their properties.

Landlord Characteristics

Of the 69 landlords who responded to the survey, most owned or managed either 1 to 5 units (52%) or 6 to 25 units (35%). 9% owned or managed between 26 and 150 units, and 4% of landlords owned or managed more than 150 units. The percentage of landlord respondents in each group is presented in Figure 1.

Figure 1: *Number of Rental Units Owned or Managed by Landlord Respondents**



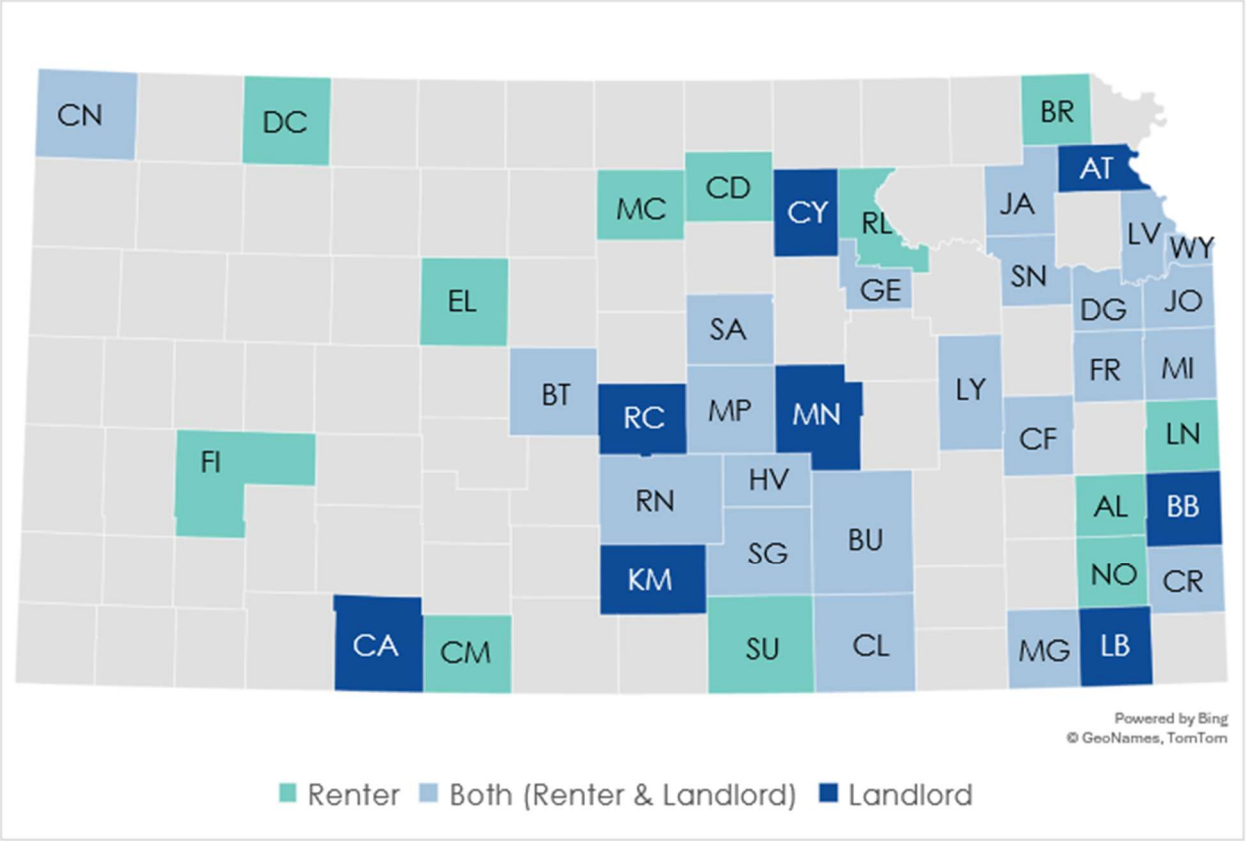
Note: "" indicates 1 landlord did not respond to this question.*

Geographic Distribution

Renters were asked to identify the Kansas county where their current or most recent rental unit was located, while landlords could identify up to three Kansas counties where their current or former rental properties were located.

Renter survey responses represented 34 counties, while landlord responses represented 31 counties. Collectively, responses represented 43 of Kansas's 105 counties, or approximately 41% of counties statewide. Responses from both landlords and renters were concentrated in the eastern half of Kansas, with some representation from more rural areas of the state. Figure 2 shows the geographic distribution of total renter and landlord responses across Kansas. A complete list of represented counties, including the number of renter and landlord surveys received from each county, is included in Appendix A.

Figure 2: *Geographic Distribution of Total Renter and Landlord Survey Responses*



Survey Results

Access to Housing / Finding Qualified Renters

Access to housing and the ability to find qualified renters are important aspects of the rental housing market. For landlords, finding qualified renters is a core business concern; for renters, being able to access safe housing that fits their needs and budget is a necessary foundation for individual success. From a broader perspective, housing is integral to economic growth and community success.

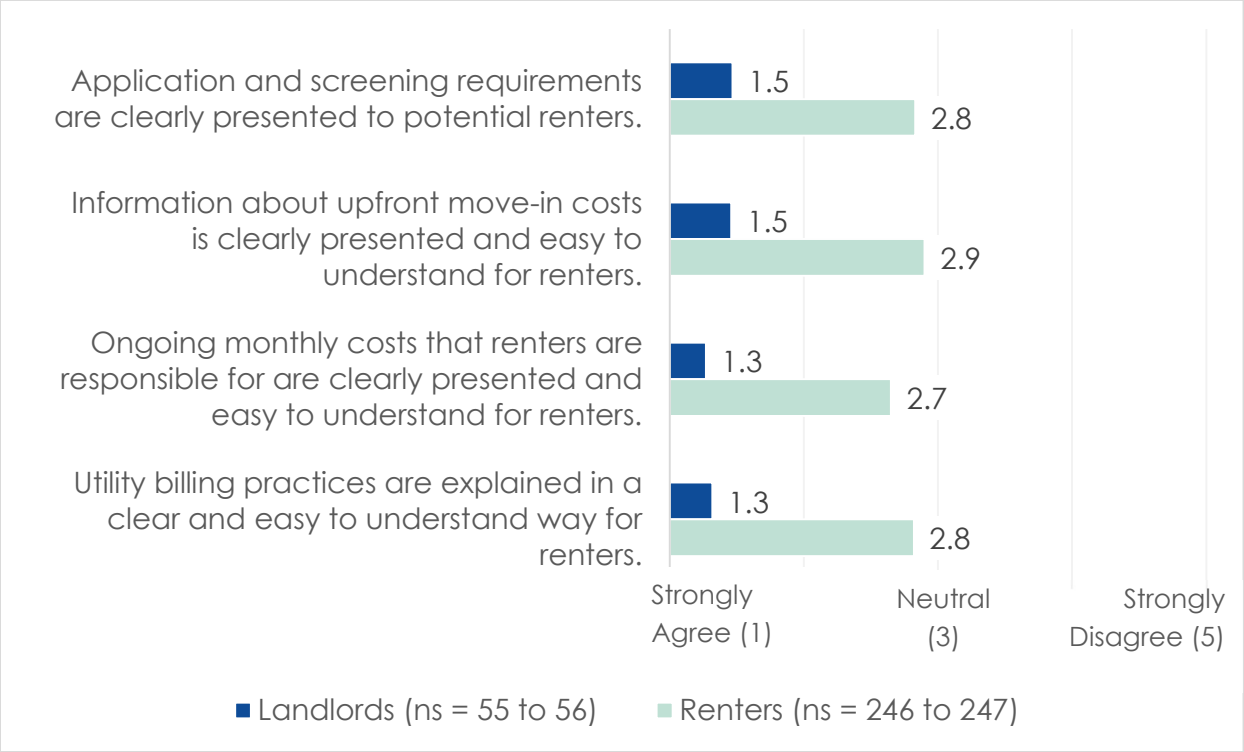
These survey responses point to collaborative solutions. When we recognize that an empty housing unit is the most expensive unit, how can we more efficiently and effectively make the "match" between landlords and renters? A more efficient "match" can save time and money for both renters and landlords, while supporting greater housing stability.

QUESTION

Access to Housing/Finding Qualified Renters: Please indicate your level of agreement with the following statements. (1 = Strongly Agree, 2 = Agree, 3 = Neither agree nor disagree, 4 = Disagree, 5 = Strongly Disagree)

Survey responses indicate that, on average, renters viewed application screening requirements as less clear than landlords perceived them. Renters' average responses regarding the clarity of information about upfront move-in costs, ongoing monthly costs that renters are responsible for, and utility billing practices tended to be neutral (neither agree nor disagree), while landlords' average responses ranged from strongly agree to agree that information was presented clearly.

Figure 3: *Clarity of Screening Requirements and Other Costs to Renters (Mean response)*

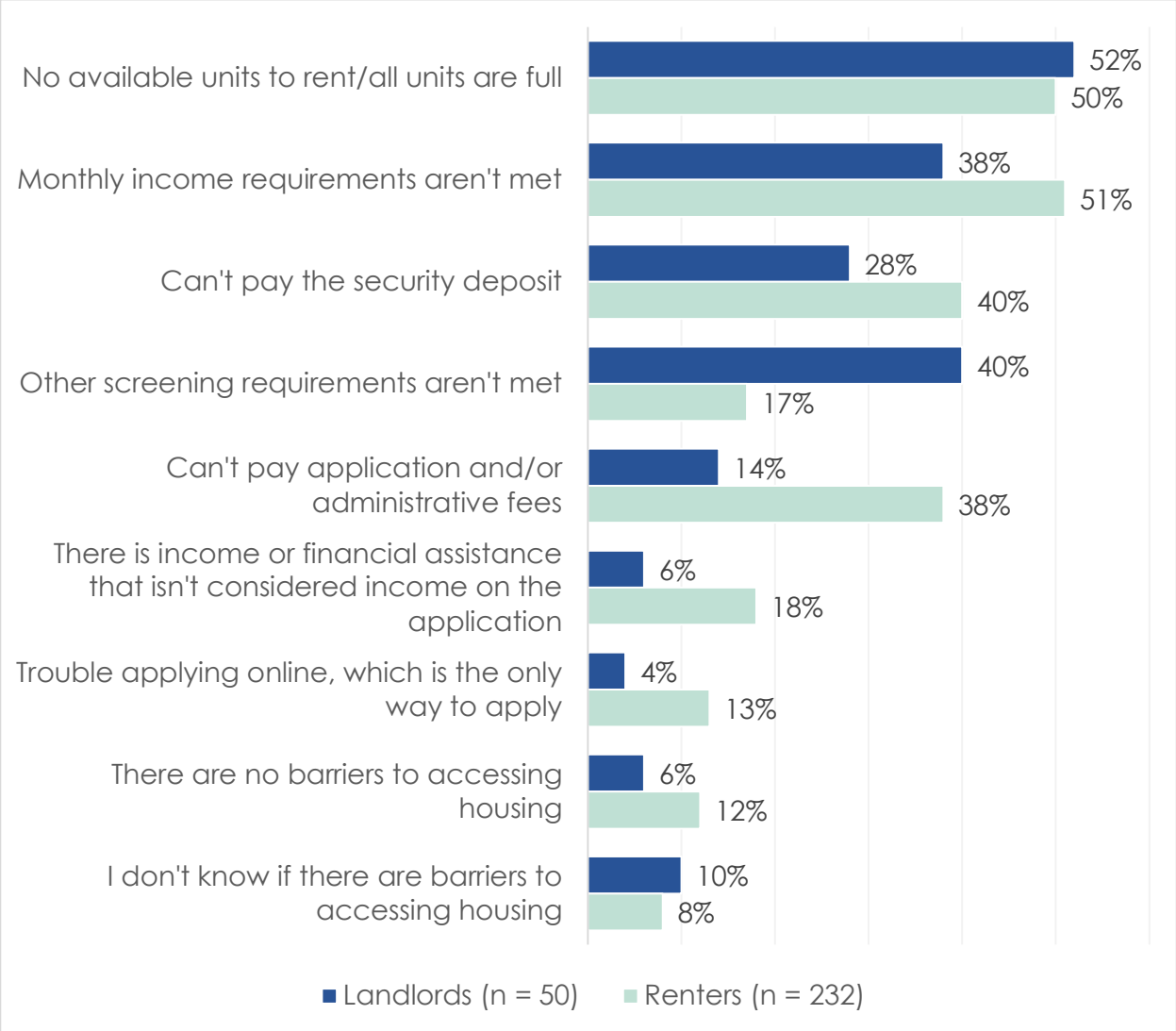


QUESTION

Which of the following, if any, are a barrier for [you/the applicant] accessing rental housing? Select all that apply.

When asked to identify barriers to accessing rental housing, renters identified monthly income requirements (51%), a lack of available units (50%), inability to pay the security deposit (40%), and inability to pay application and administrative fees (38%). Similarly, landlords identified a lack of available units (52%), unmet screening requirements (40%), unmet monthly income requirements (38%), and inability to pay the security deposit (28%) as barriers.

Figure 4: *Barriers to Accessing Rental Housing**



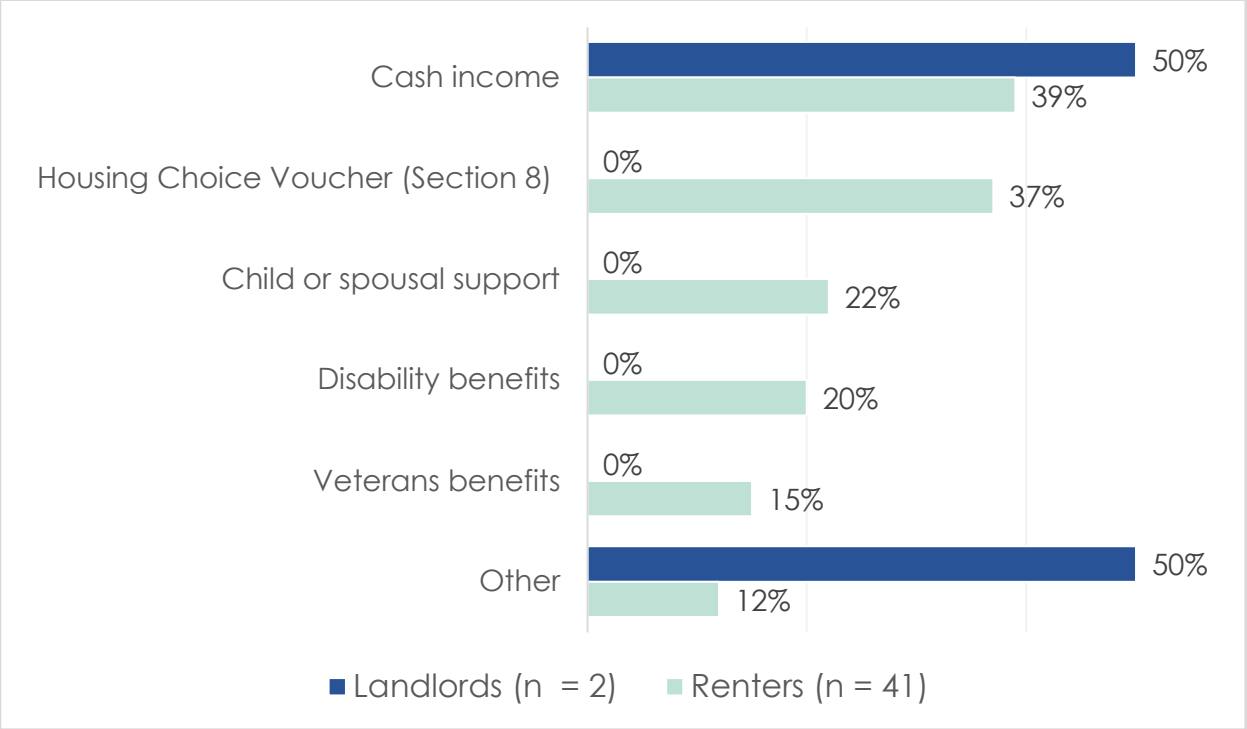
Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

QUESTION

Which of the following are/were not considered income on the application? Select all that apply.

In the previous question, 18% of renters (n = 41) and 6% of landlords (n = 3) selected "There is income or financial assistance that isn't considered income on the application" as a barrier to accessing rental housing. A follow-up question asked these respondents to identify the types of income or financial assistance that were not considered. Among renters, the most commonly selected responses were cash income (39%) and a Housing Choice Voucher (37%). Although all three landlords were asked this follow-up question, only two responded; one indicated cash income was not considered income, while the other indicated "other" source of income.

***Figure 5**: Income Not Considered on Renter Application**



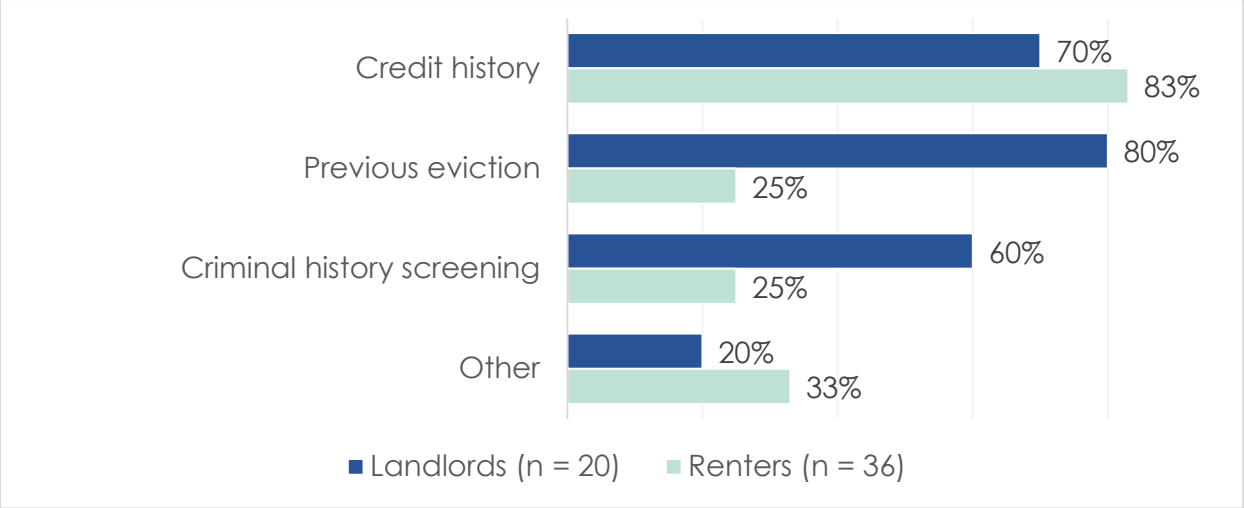
Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

QUESTION

Which of the following application screenings are/were not met by [you/the applicant]? Select all that apply.

17% of renters (n = 36) and 40% of landlords (n = 20) selected "Other screening requirements aren't met" as a barrier to accessing rental housing in an earlier question. A follow up question asked these respondents to identify types of screening requirements that were not met. Renters most commonly selected credit history (83%). Landlords selected previous eviction (80%), credit history (70%), and criminal history screening (60%) as screening requirements not met by renters.

Figure 6: *Screening Requirements Not Met on Renter Application**



Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

KEY FINDINGS: ACCESS TO HOUSING / FINDING QUALIFIED RENTERS

Landlords and renters identified barriers related to accessing rental housing and achieving full occupancy. Respondents identified several aspects of the application process as potential barriers, including income requirements, security deposits, screening criteria, and application fees.

Affordability and Availability of Rental Housing

Recent research has highlighted the proliferation of fees, sometimes undisclosed, are creating unexpected financial burdens on renters. To support efficiency and reduce costs, many landlords and property management companies have transitioned to off-site payment locations and online payment portals and away from accepting in-person and on-site payment; however, these automated systems often lack a grace period, and added fee mark ups, accumulating late fees, and fees to pay rent increase costs

for renters, contributing to unnecessary evictions and turnover – the very situation landlords want to prevent.

The survey introduced this section with the following definition of affordable housing:

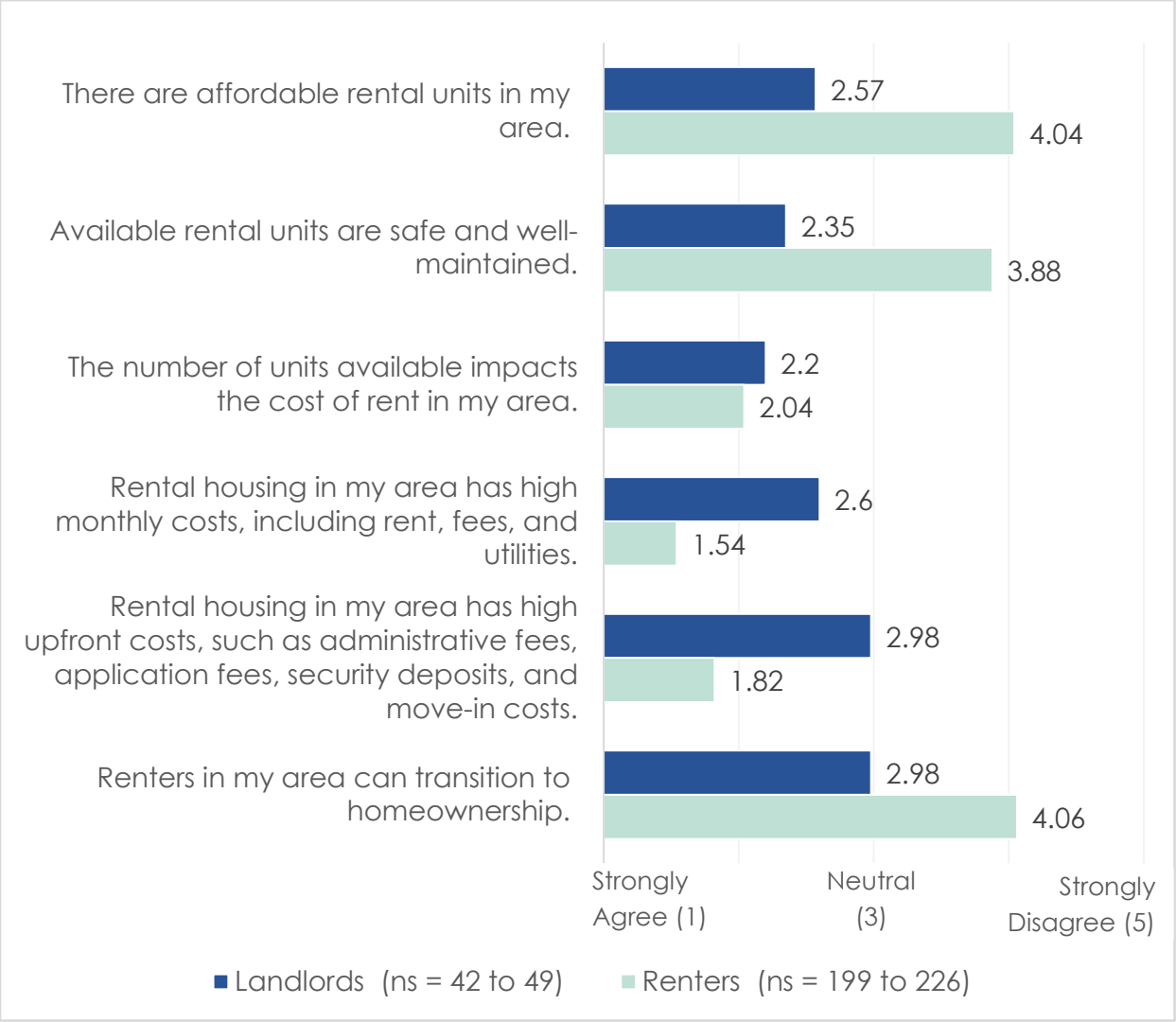
"Affordable housing" means that the renter pays no more than 30% of their total income on housing, including rent, fees, and utilities. Besides being affordable, a thriving community needs housing that meets the needs of different types of households and is close to jobs, schools, and other community activities.

QUESTION

Affordability and Availability of Rental Housing. Please indicate your level of agreement with the following statements. (1 = Strongly Agree, 2 = Agree, 3 = Neither agree nor disagree, 4 = Disagree, 5 = Strongly Disagree)

Survey responses indicated, on average, that renters disagreed that there are affordable units in their area, that available units are safe and well-maintained, and that renters in their area can transition to homeownership. In contrast, landlords' average agreement with these statements tended to fall between neutral (neither agree nor disagree) and agree. Renters' average responses indicated that they strongly agree to agree that rental housing in their area has high monthly *and* upfront costs, while landlords' average responses remained more neutral. Both renters and landlords agreed that the number of rental units available impacts cost of rent in their area.

Figure 7: *Perceived Affordability and Availability of Rental Housing (Mean Response)*



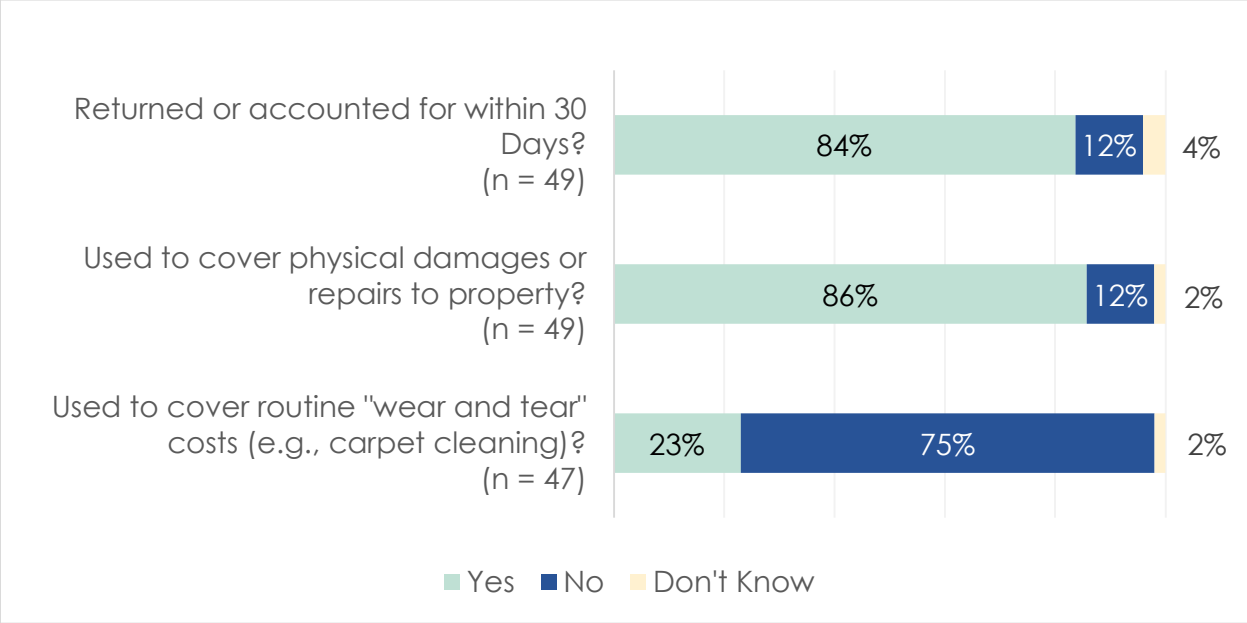
QUESTION

At your property, is/was a renter security deposit:

Landlords were asked about security deposit practices, including when they were returned or accounted for and how they were applied; this set of questions was not asked of renters. 84% of landlords responded that the renter's security deposit was returned or accounted for within 30 days. Regarding security deposit application, 86% of landlords responded that a renter security deposit was used to cover physical damages or repairs to the property, while only 23% of landlords indicated it was used to cover routine "wear and tear" costs. It is important to note that Kansas law requires

security deposits to be returned within 30 days and does not allow the use of security deposits to cover "wear and tear".

Figure 8: *Security Deposit Practices**



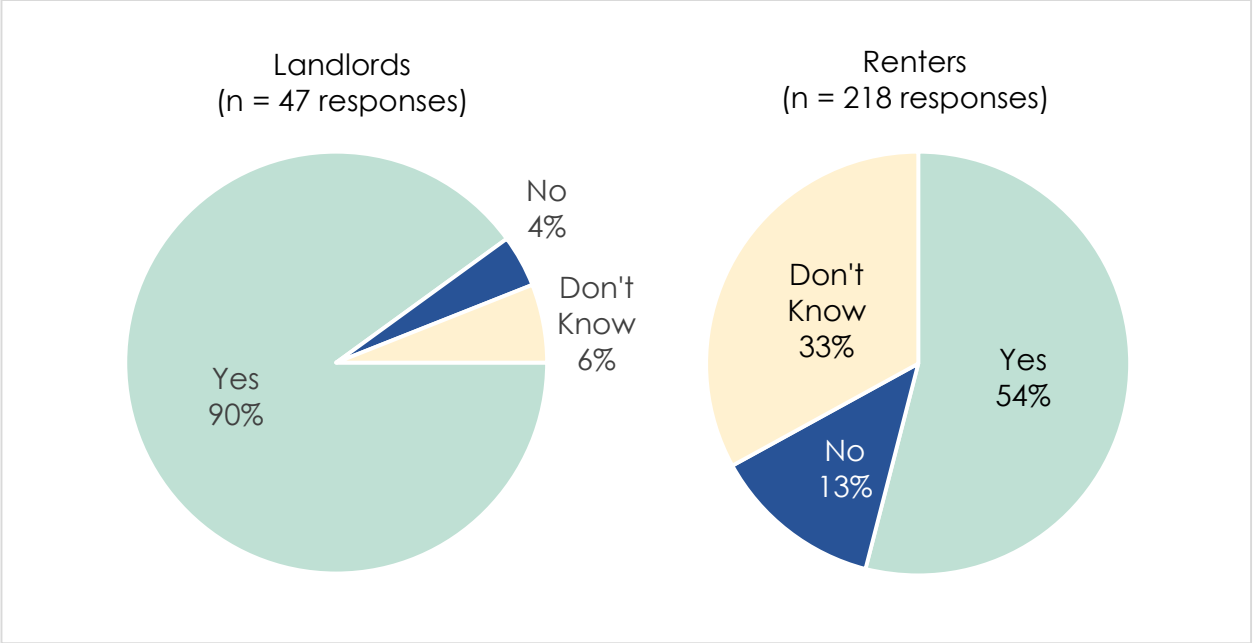
Note: "" indicates question was asked of landlords only.*

QUESTION

Late fees are only applied to late rent.

Renters and landlords were asked a series of questions about how late fees were charged. When asked whether late fees were applied only to late rent, 90% of landlords indicated "yes," while 4% said no and 6% reported they did not know. In comparison, 54% of renters indicated "yes," late fees are only applied to late rent, 13% indicated "no," and 33% reported that they did not know.

Figure 9: *Late Fee Application*

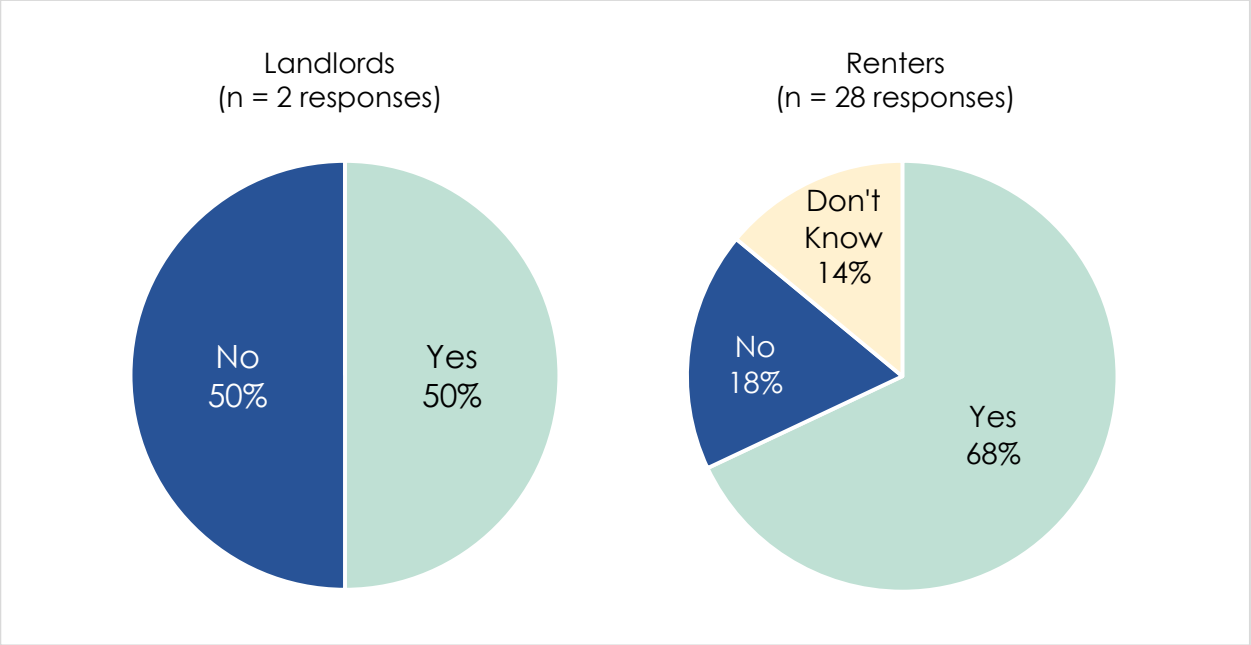


QUESTION

When rent is paid on time, late fees can still apply to other charges, such as utilities or prior late fees.

Renters and landlords who indicated in the previous question that late fees were applied to charges other than late rent were asked whether late fees could still apply to other charges when rent was paid on time. Examples included late utility payments or unpaid prior late fees. Only 2 landlords responded to this question; one (50%) indicated "yes" that late fees could still apply to other charges, and one indicated "no". Among renters, 68% responded "yes," that late fees could still apply to other charges when rent is paid on time, while 18% of renters responded "no" and 14% reported that they didn't know.

Figure 10: *Late Fee Application to Other Charges*

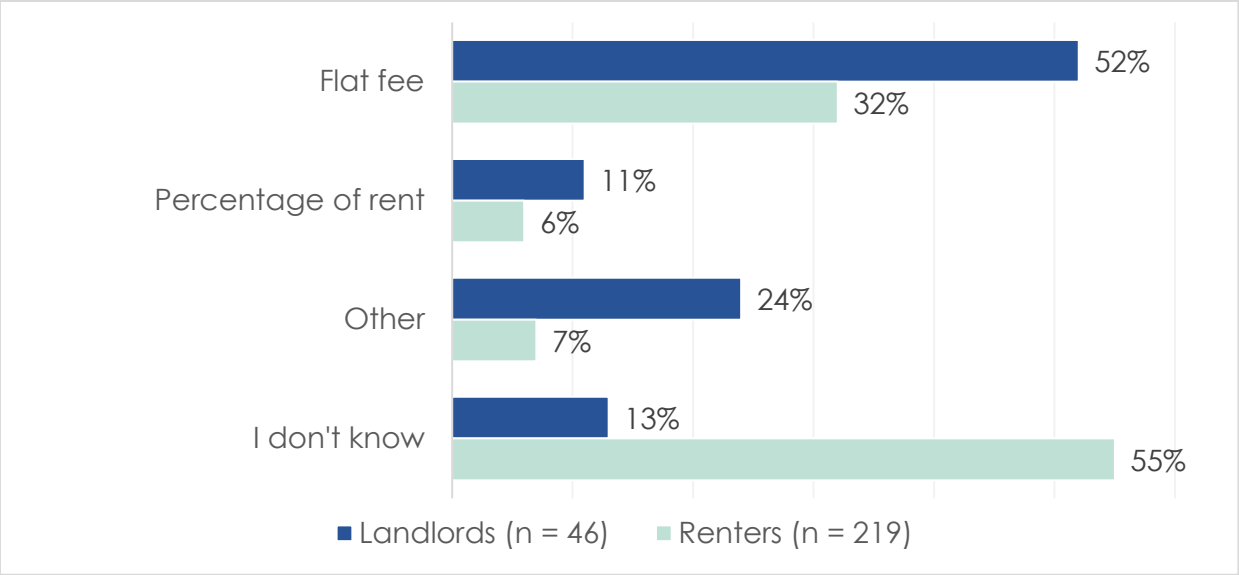


QUESTION

Late fees are charged as:

When renters and landlords were asked whether late fees are charged as a flat fee, percentage, or other option, 52% of landlords and 32% of renters responded that late fees are charged as a flat fee. An additional 24% of landlords and 7% of renters selected "other," with the majority of these respondents indicating that late fees were charged as a base fee with additional fees accruing on a set schedule (e.g., daily or weekly). More than half of renters (55%) and 13% of landlords did not know how late fees were charged.

Figure 11: *Late Fee Calculation*

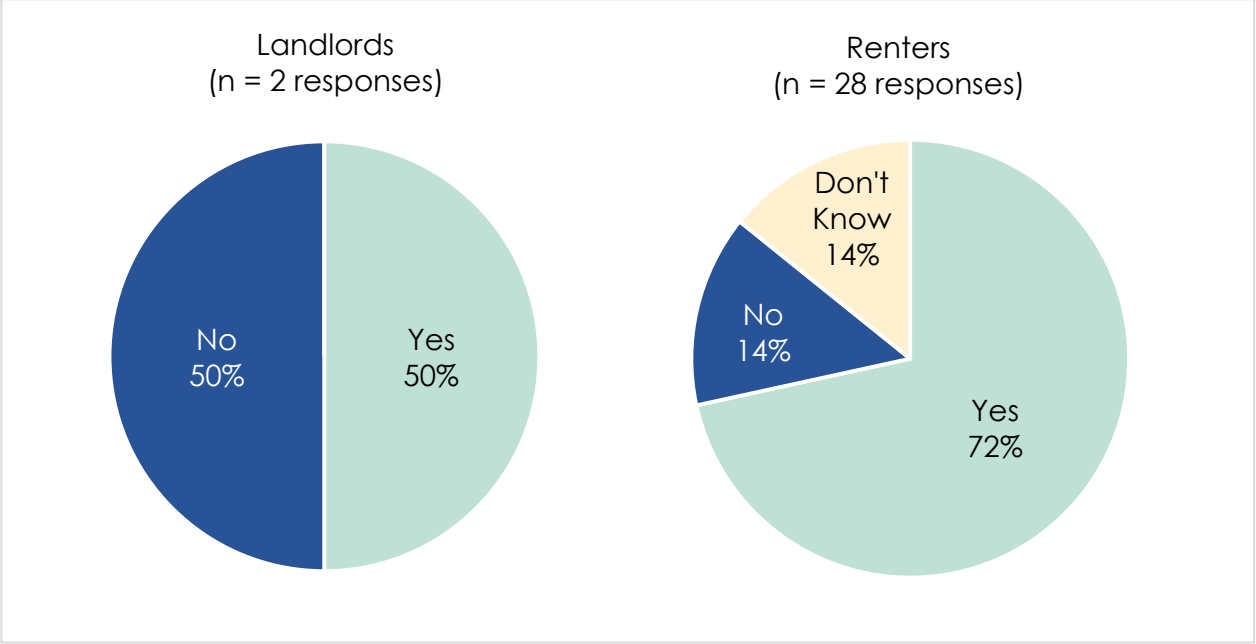


QUESTION

When rent is paid on time, renters can still be evicted for nonpayment of late fees or other non-rent charges.

Renters and landlords who indicated in an earlier question that late fees were applied to charges other than late rent were asked whether renters can still be evicted for nonpayment of late fees or other non-rent charges, even when rent is paid on time. Only 2 landlords responded to this question; one (50%) indicated "yes," that renters can still be evicted for nonpayment, and one indicated "no," renters cannot still be evicted. Among renters, 72% responded "yes," that renters can still be evicted for nonpayment, while 14% of renters responded "no" and 14% reported that they didn't know.

Figure 12: *Eviction for Nonpayment of Late Fees and Other Non-Rent Charges*

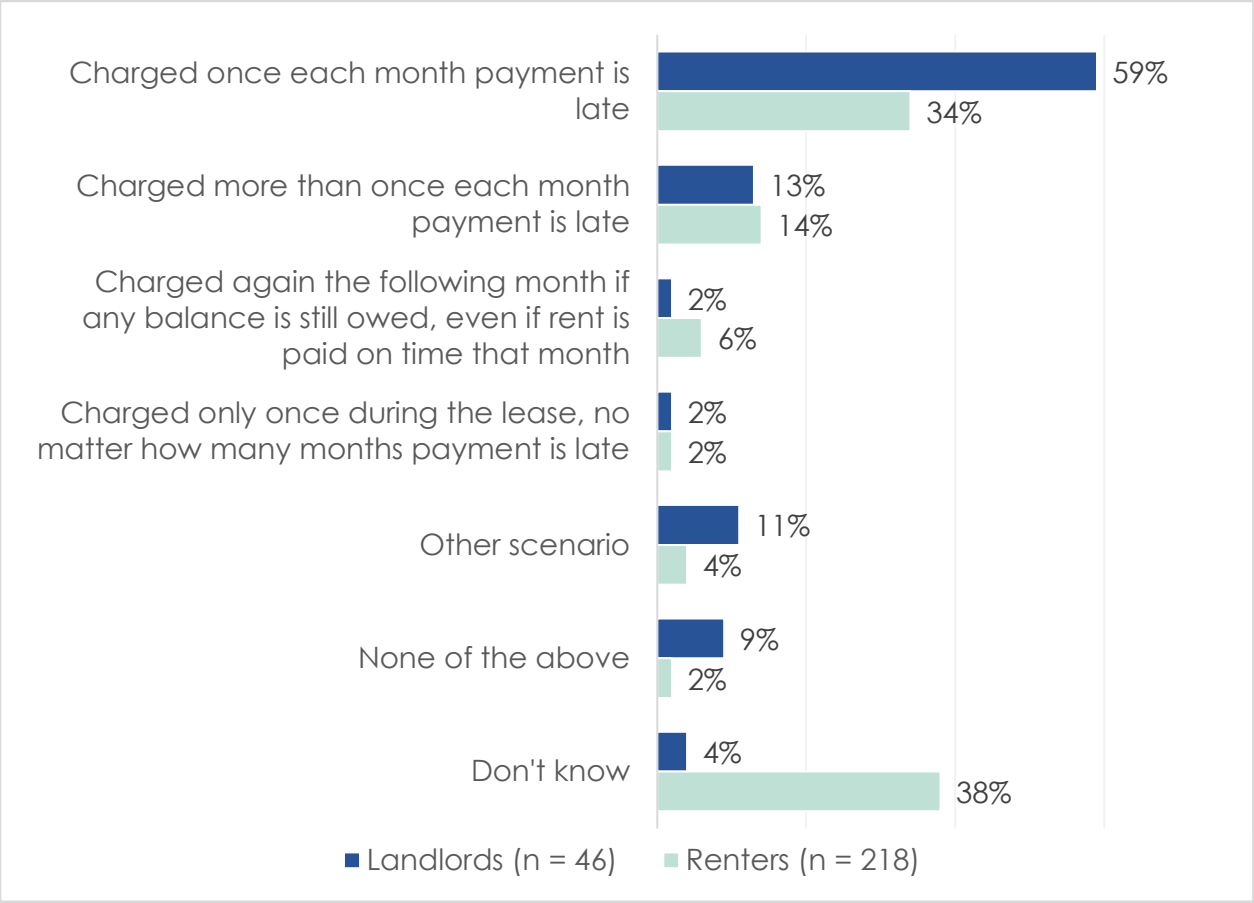


QUESTION

Please indicate how late fees are charged.

When renters and landlords were asked to indicate how late fees are charged (i.e., fee schedule), 59% of landlords and 34% of renters responded that late fees are charged once each month payment is late. 13% of landlords and 14% of renters indicated that late fees are charged *more* than once each month payment is late. Over one-third (38%) of renters responded that they did not know how late fees are charged.

Figure 13: *Late Fee Schedule*

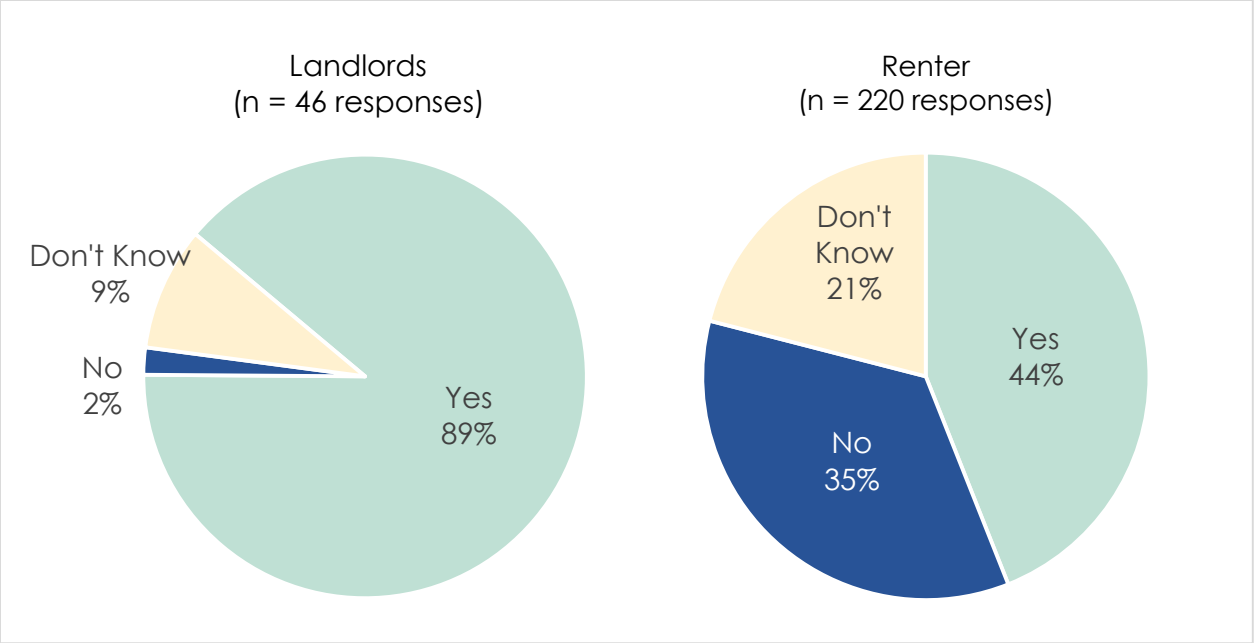


QUESTION

Renters have at least one way to pay rent that doesn't include an added expense or fee.

Survey questions shifted from late fees to fees associated with rental payment methods. When asked whether renters have at least one way to pay rent that did not include additional fees, 89% of landlords responded "yes," compared with only 44% of renters. Among renters, 35% reported having no fee-free payment method, while 21% of renters did not know.

Figure 14: *Available Fee-Free Payment Method(s)*

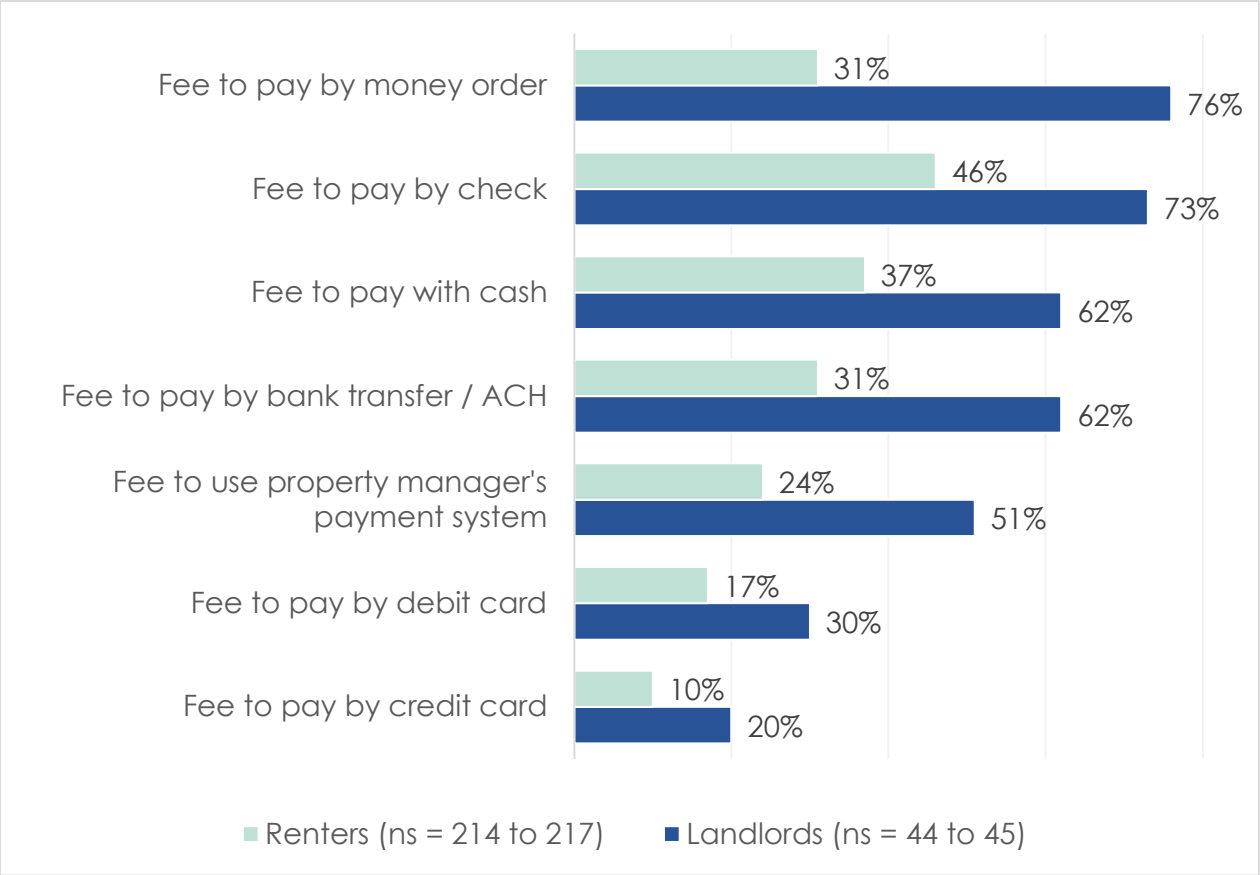


QUESTION

Please indicate if fees are associated with the following payment types.

Renters and landlords were asked to indicate whether fees were associated with several payment methods (e.g., check, cash, bank transfer). Landlords most commonly indicated there was no fee associated with payment by money order (76%), check (73%), cash (62%), and bank transfer (62%). Renters most commonly indicated there was no fee associated with payment by check (46%), cash (37%), money order (31%), and bank transfer (31%). Across all payment methods, landlords indicated fee-free payment options at approximately twice the rate of renters.

Figure 15: *Additional Fees Associated with Payment Methods (Percent who Indicated No Fee)**



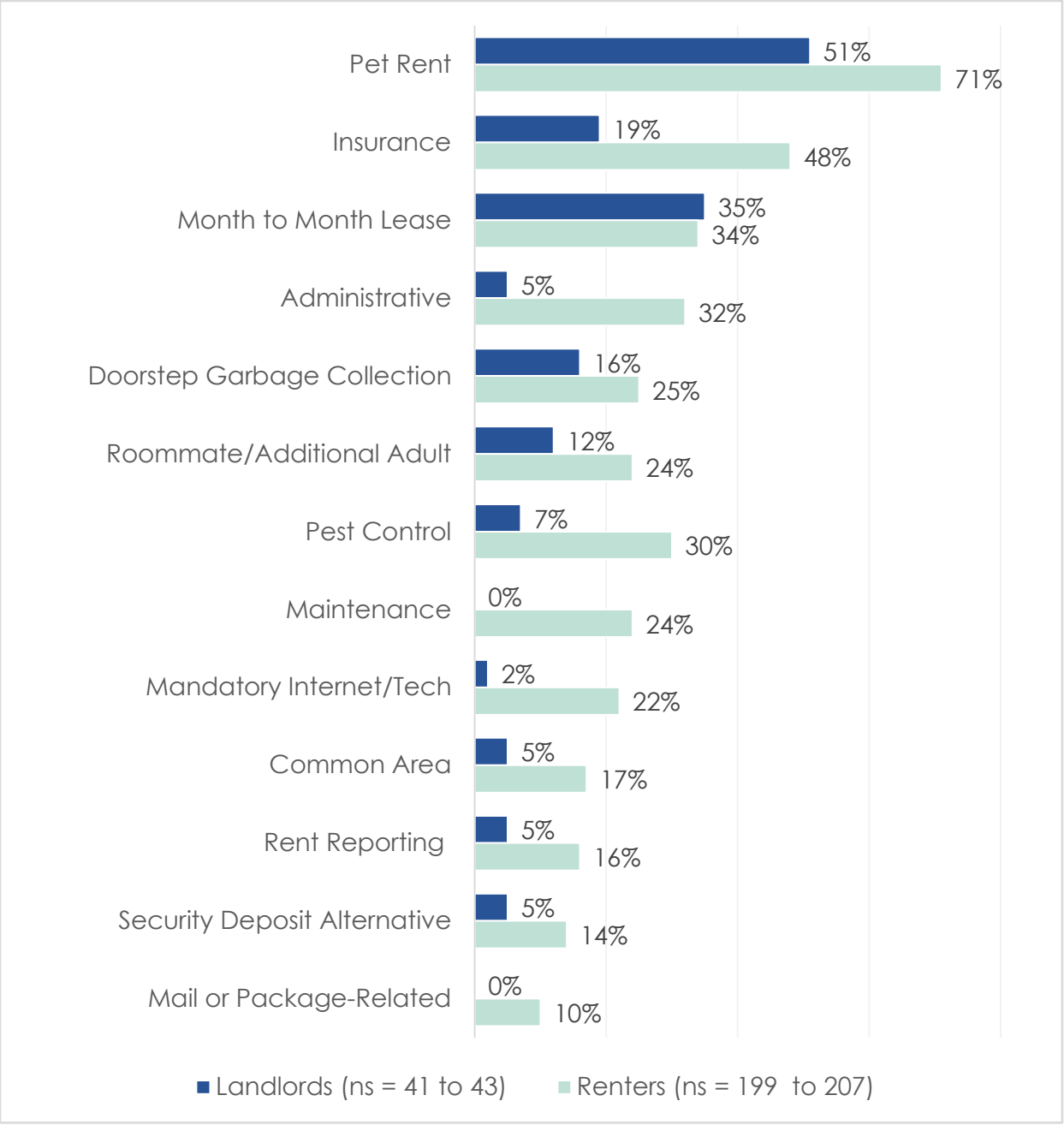
Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

QUESTION

Are/were [you/the applicant] charged a monthly fee for the following items? (Percent who responded "yes")

Renters and landlords were asked to indicate whether a monthly fee was charged for rental-related items such as pest control, maintenance, insurance, etc. Pet rent was the most commonly reported monthly charge among both renters (71%) and landlords (51%). Similar percentages of renters (34%) and landlords (35%) reported monthly charges for a month-to-month lease, while the greatest disparities were observed for monthly charges associated with rental insurance (48% renters; 19% landlords), administrative costs (32% renters; 5% landlords), and pest control (30% renters; 7% landlords). Overall, renters reported monthly fees at higher rates than landlords for every item assessed.

Figure 16: *Monthly Fees Associated with Rental-Related Items*



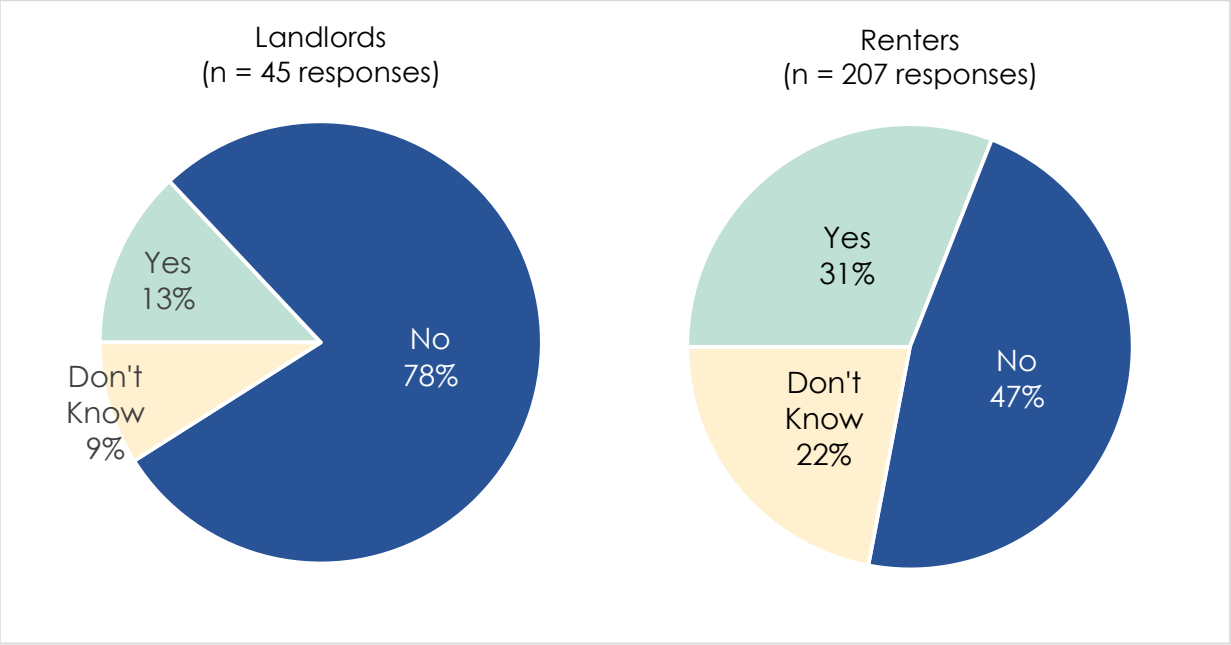
Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

QUESTION

Is a third-party (e.g., Conservice) used to manage utility billing and payment?

Renters and landlords were asked whether a third-party was used to manage utility and billing payments. Only 13% of landlords reported using a third-party service, compared with 31% of renters.

Figure 17: *Use of Third-Party Services for Billing and Payment*

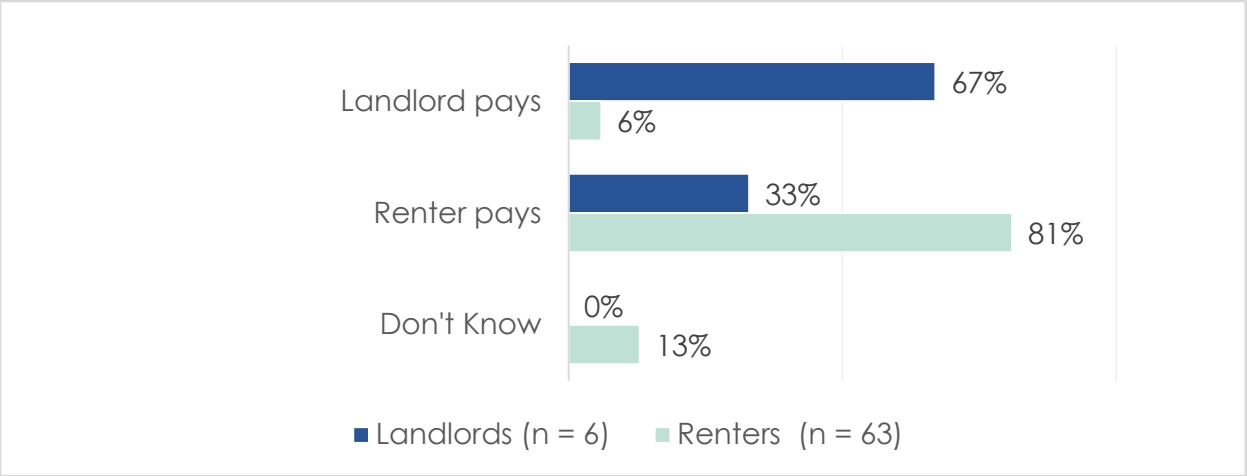


QUESTION

Who pays the fee associated with this third-party service?

Renters and landlords who responded "yes" to use of a third-party service for utility payment in the previous question were asked to indicate whether the renter or landlord paid the fee associated with the service. Only 6 landlords responded to this question; 67% (n = 4) indicated the landlord paid, and 33% (n = 2) indicated the renter paid. Among renters who responded (n = 63), only 6% indicated the landlord paid, and 81% indicated the renter paid. 13% of renters did not know who paid the third-party billing and payment service fee.

Figure 18: *Payment for Third-Party Billing Service*



KEY FINDINGS: AFFORDABILITY AND AVAILABILITY OF RENTAL HOUSING

There was agreement between landlords and renters that the number of units available in their area was impacting the cost of rental housing. While renter responses regarding a need for additional affordable housing, high upfront and monthly costs, and renter transition to homeownership reflected stronger positions, landlords responses tended to be more neutral.

Survey responses showed that a significant number of renters were not aware of their landlords' late fee policies. In addition, there was marked disagreement between landlords and renters about whether renters had at least one way to pay rent that did not incur a fee; 89% of landlords indicated that they provided a fee-free way to pay rent, compared with only 44% of renters. This disagreement persisted in responses about mandatory monthly fees, with landlords reporting relatively few monthly fees and renters reporting a wide range of monthly fees. Some of the gap between landlords and renters can be attributed to the fact that almost all of the landlords responding to this survey are small landlords with a portfolio of 25 or fewer rentals, and the use of online payment systems and mandatory fees is widely used by large landlords and property management companies.

It is notable that only 84% of landlords reported complying with Kansas' 30-day security deposit return policy and 23% of landlords reported using the security deposit to cover "wear and tear." This points to the need for education and training for landlords.

Habitability - Housing Quality and Property Maintenance

This section examined landlords' and renters' experiences with housing quality and habitability, including the persistence and resolution of property maintenance issues.

The survey introduced respondents to habitability with the following statement:

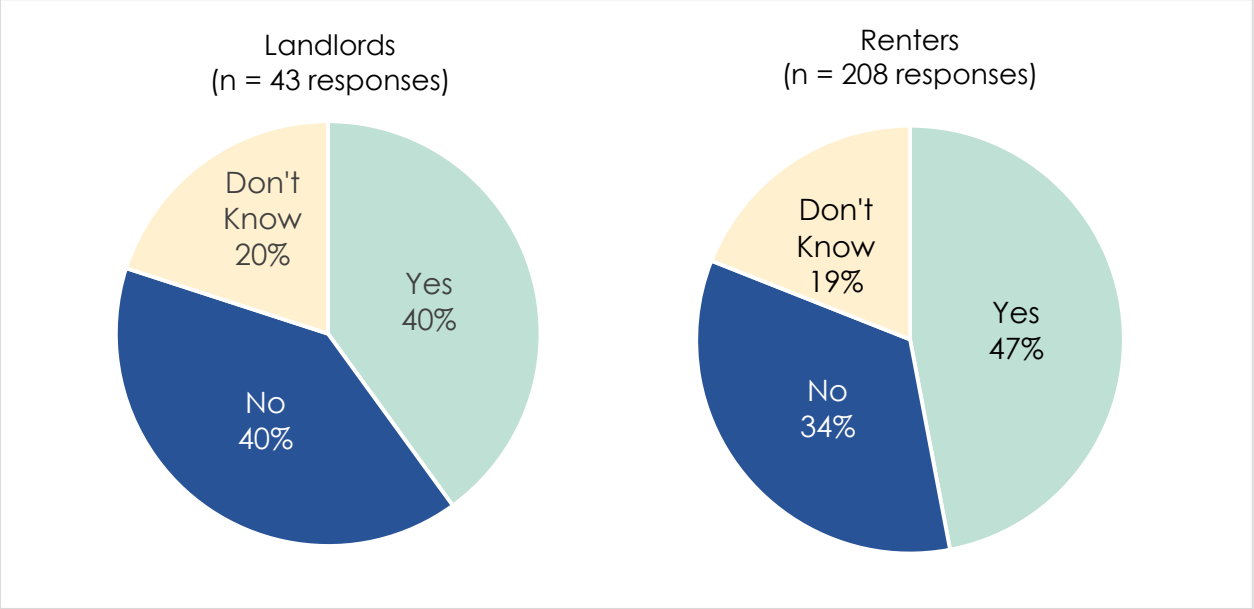
Under Kansas law, rental housing should be safe and healthy, meaning that the unit is structurally sound, major systems such as electricity, heat, water, and plumbing work, and the unit meets local health and building codes.

QUESTION

Is abandoned housing an issue in your region?

Renters and landlords were asked whether they believed abandoned housing was an issue in their region, and renters and landlords were generally in agreement. 40% of landlords and 47% of renters indicated "yes," that abandoned housing was an issue.

Figure 19: *Abandoned Housing*

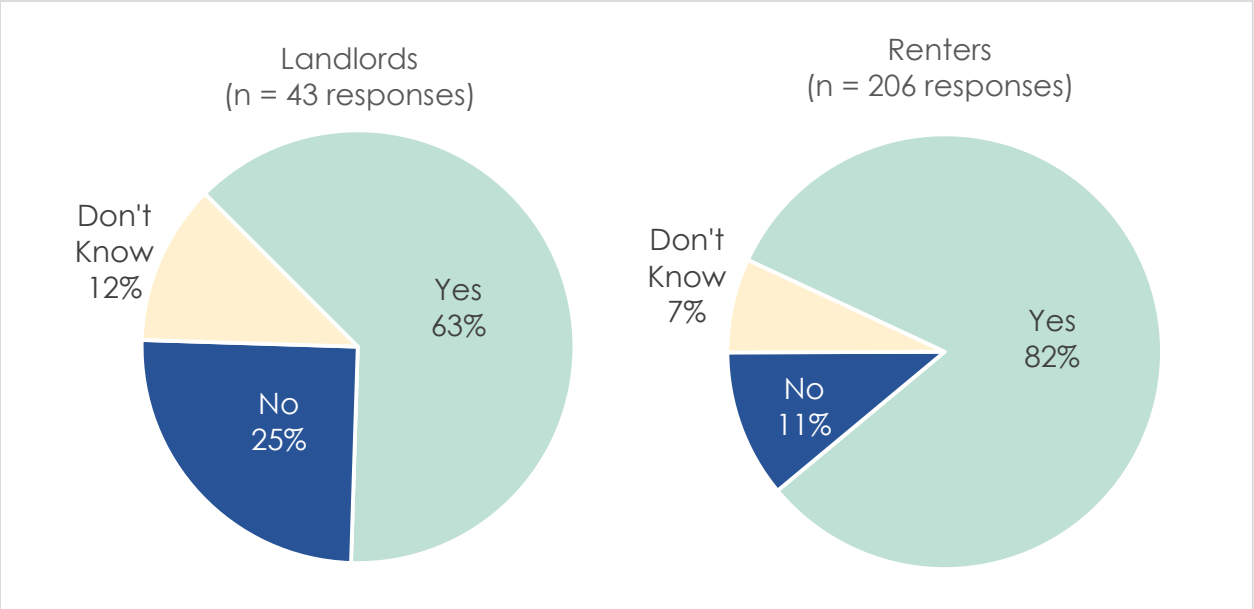


QUESTION

Are poorly maintained properties an issue in your region?

Renters and landlords were asked whether they believed poorly maintained properties were an issue in their region. A majority of both landlords (63%) and renters (83%) indicated "yes."

Figure 20: *Poorly Maintained Properties*

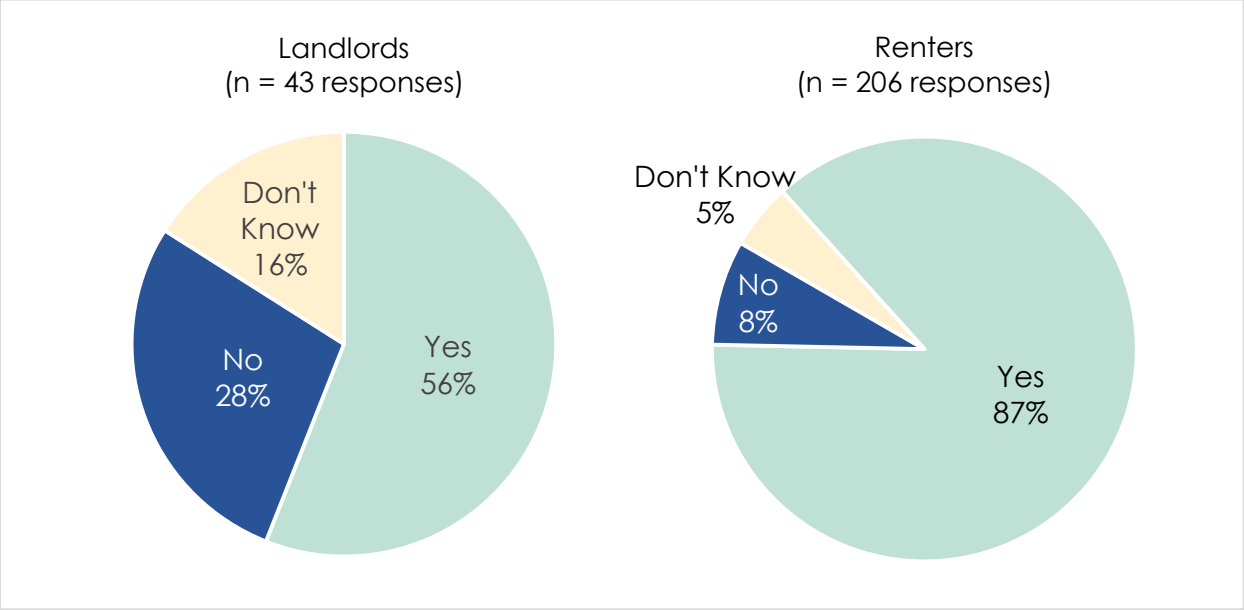


QUESTION

In the past 5 years, have you experienced or observed a maintenance issue(s) in rental housing that needed repair?

Renters and landlords were asked a set of questions that centered on recent maintenance issues in rental housing. When renters and landlords were asked whether they had experienced or observed a maintenance issue in the past 5 years, 56% of landlords indicated "yes," compared with 86% of renters.

Figure 21: *Recent Maintenance Issue(s)*

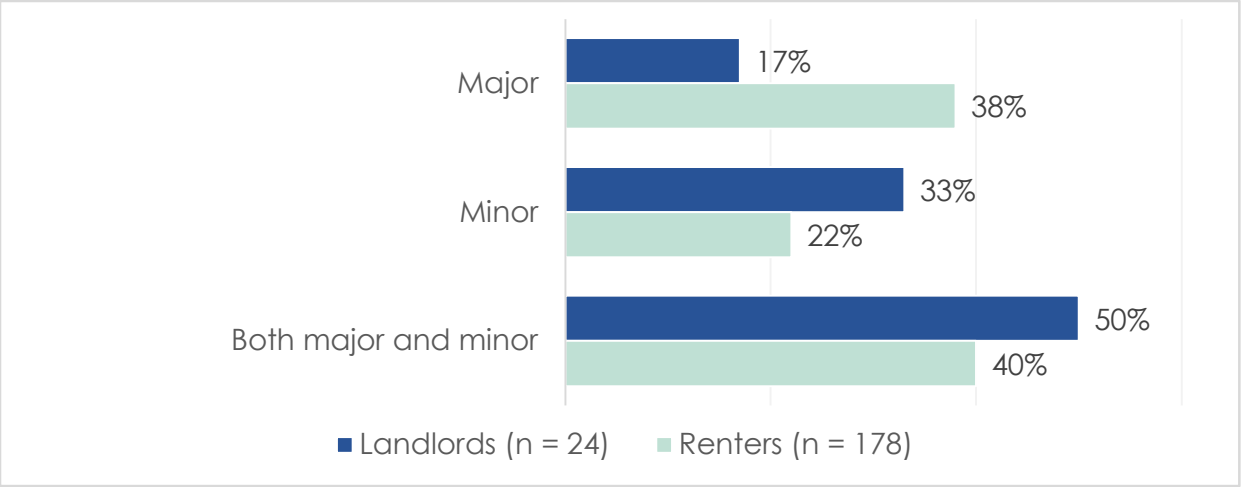


QUESTION

Please specify whether the issue(s) was major, minor, or both major and minor.

Renters and landlords who responded "yes," that they had observed or experienced a recent maintenance issue in the previous question were asked to indicate whether the issues were major, minor, or both major and minor. *Major issues* were defined as issues that relate to health and safety of the unit (e.g., no heat, no water, doors don't work), while *minor issues* were characterized as an inconvenience but do not impact a renter's health and safety. The most common response among both renters and landlords was that the issues identified were both major and minor (40% of renters; 50% of landlords).

Figure 22: *Category of Maintenance Issue*

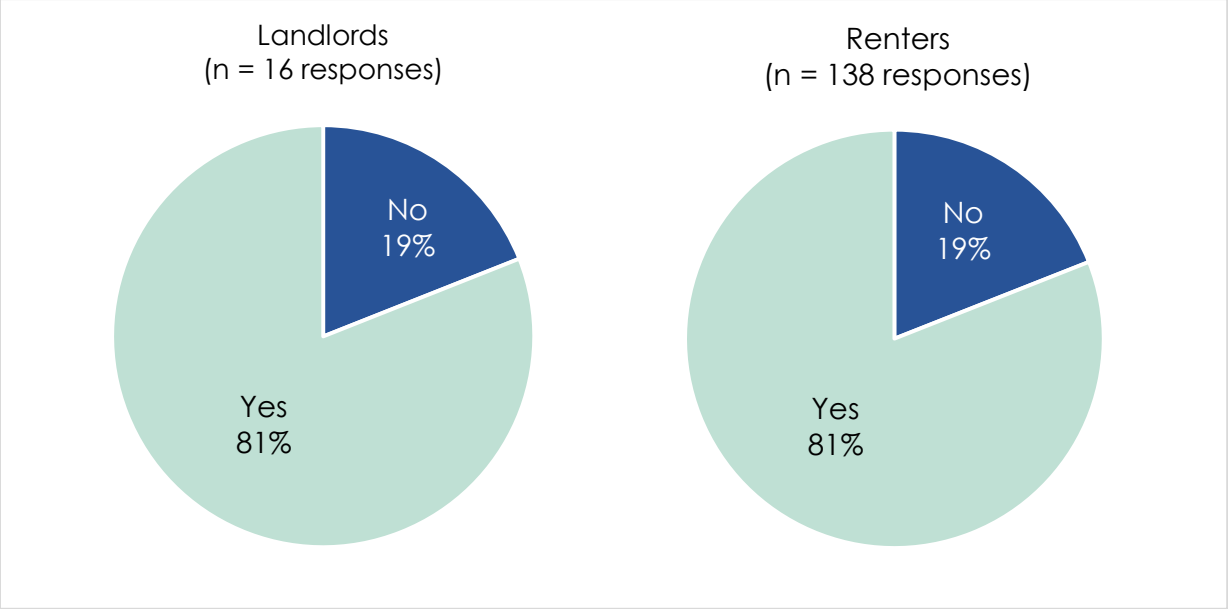


QUESTION

Did the major issue(s) occur more than once?

Renters and landlords who indicated the issues were either "major" or "both major and minor" in the previous question were asked whether the major issue(s) occurred more than once; 81% of both landlords and renters responded "yes."

Figure 23: *Recurrence of Major Maintenance Issue*

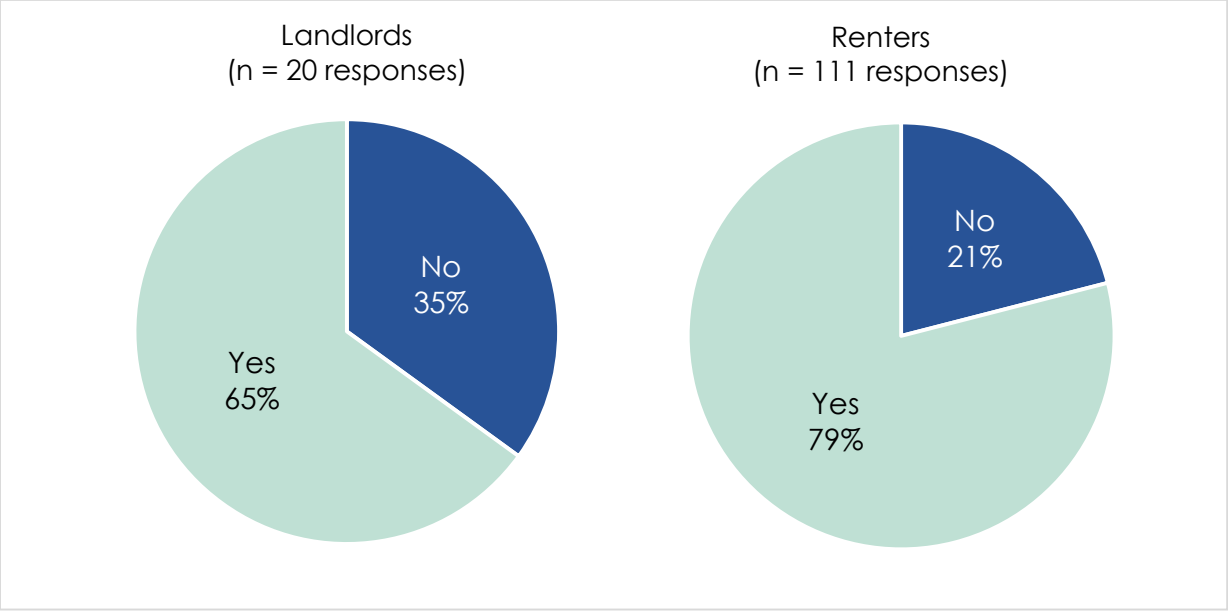


QUESTION

Did the minor issue(s) occur more than once?

Renters and landlords who indicated the issues were either "minor" or "both major and minor" were asked whether the minor issue(s) occurred more than once; 65% of landlords and 79% of renters responded "yes."

Figure 24: *Recurrence of Minor Maintenance Issue*

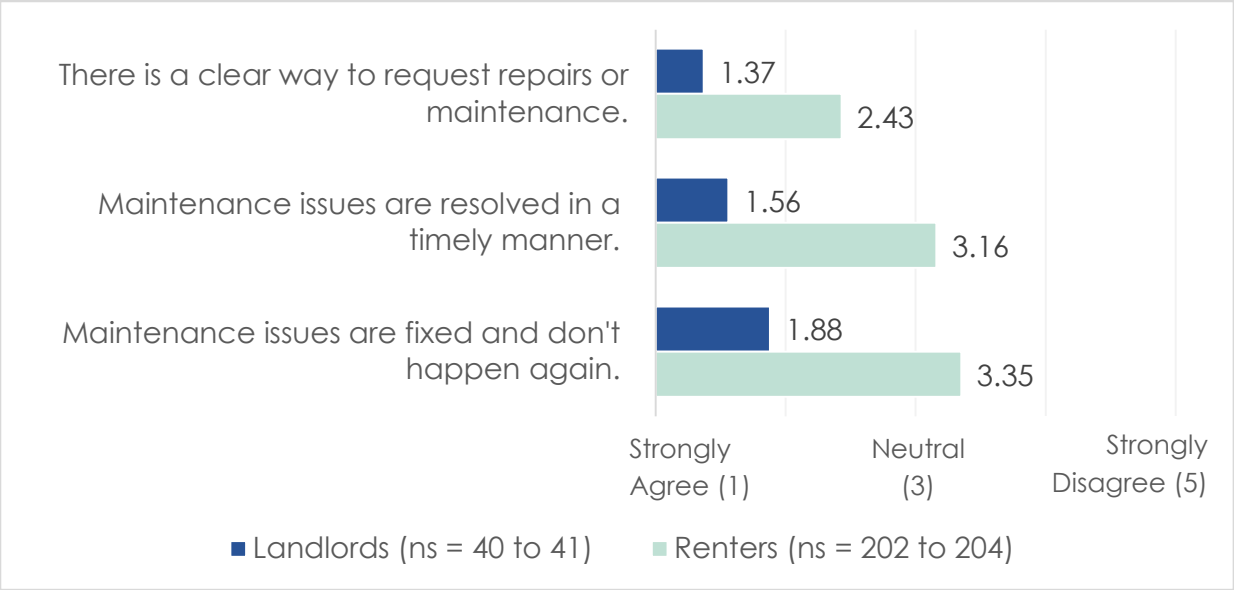


QUESTION

Habitability - Housing Quality and Property Maintenance. Please indicate your level of agreement with the following statements. (1 = Strongly Agree, 2 = Agree, 3 = Neither agree nor disagree, 4 = Disagree, 5 = Strongly Disagree)

Survey responses indicated, on average, that landlords strongly agreed to agree that there is a clear way to request repairs or maintenance, that maintenance issues are resolved in a timely manner, and that maintenance issues are fixed and do not recur. In comparison, renters were more neutral in their average perceptions of maintenance requests and the timeliness and effectiveness of repairs.

Figure 25: *Maintenance Request and Resolution (Mean Response)*



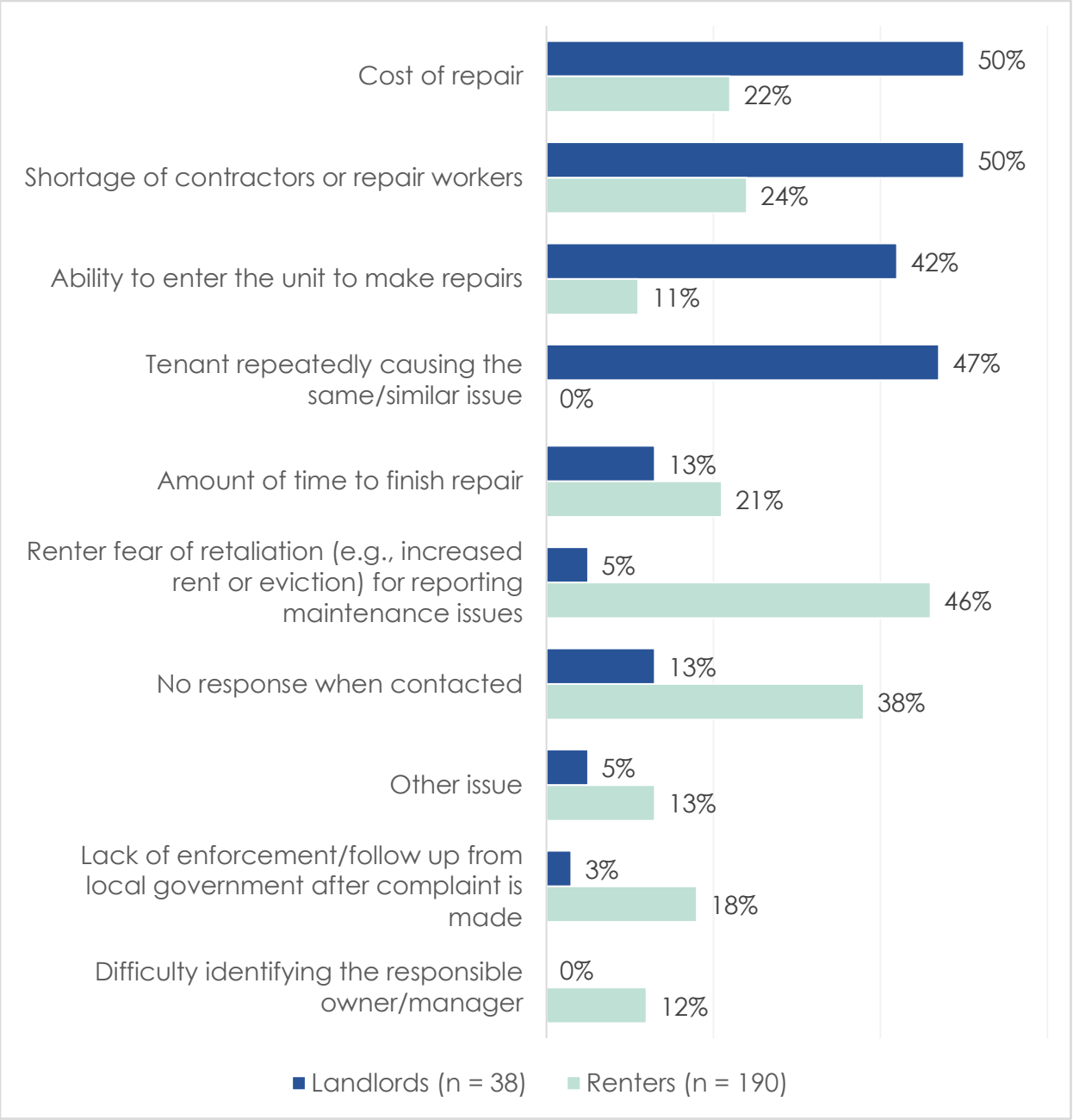
QUESTION

What are the biggest barriers to resolving maintenance issues? Select up to 3.

When asked about the biggest barriers to resolving maintenance issues, nearly half (46%) of renters identified fear of retaliation for reporting maintenance issues. Other barriers reported by renters included a lack of response when contacted (38%) and a shortage of contractors or repair workers (24%).

Among landlords, half (50%) identified the cost of repairs and a shortage of contractors or repair workers as barriers to resolving maintenance issues. Many landlords also indicated tenant repeatedly causing the same or similar issue (47%) and ability to enter unit to make repairs (42%) as top barriers.

Figure 26: *Barriers to Resolving Maintenance Issues*



Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

KEY FINDINGS: HOUSING QUALITY AND PROPERTY MAINTENANCE

Landlords and renters shared concerns about poorly maintained housing, maintenance, and habitability in their region. Landlords report the cost of repairs and tenant-related concerns as primary barriers to resolving some of these issues, while renters indicate a fear of retaliation (i.e., increased rent costs to cover repairs) or eviction when reporting a maintenance need. Still, findings underscore a shared interest in maintaining safe, habitable housing in their region.

Communication and Accountability

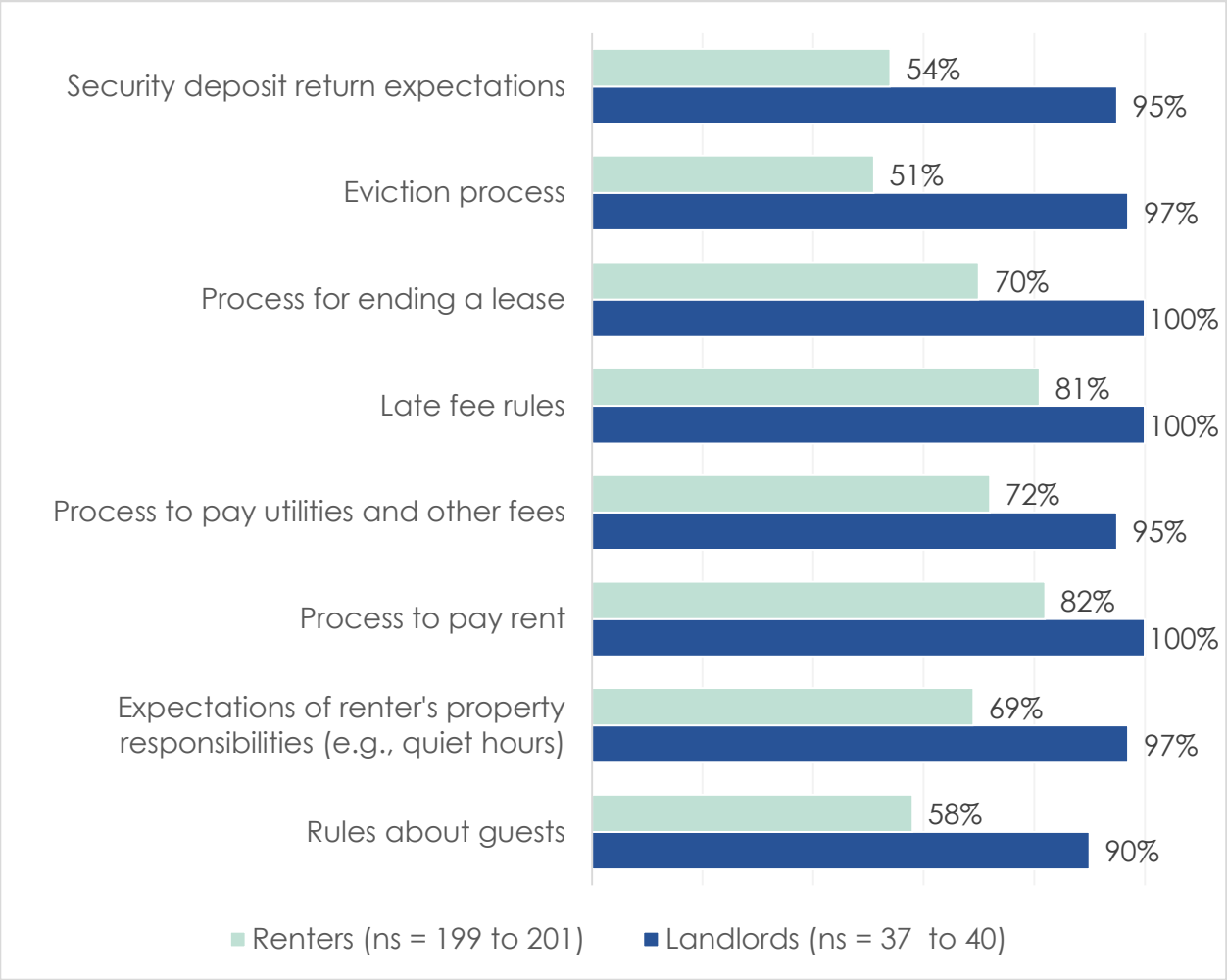
This section of the survey addressed renter and landlord communication, clarity of lease terms, and accountability in reporting serious housing issues.

QUESTION

Are the following terms of [your/the property] lease clear?

Landlord responses indicated each lease term was clearly communicated 90-100% of the time; however, renters' responses indicated they perceived each lease term as less clear. Among renters, only 51% indicated that eviction processes were clear, 54% indicated that security deposit return expectations were clear, and 58% indicated that rules about guests were clear.

Figure 27: *Clarity of Lease Terms (Percent who Responded "Yes")*

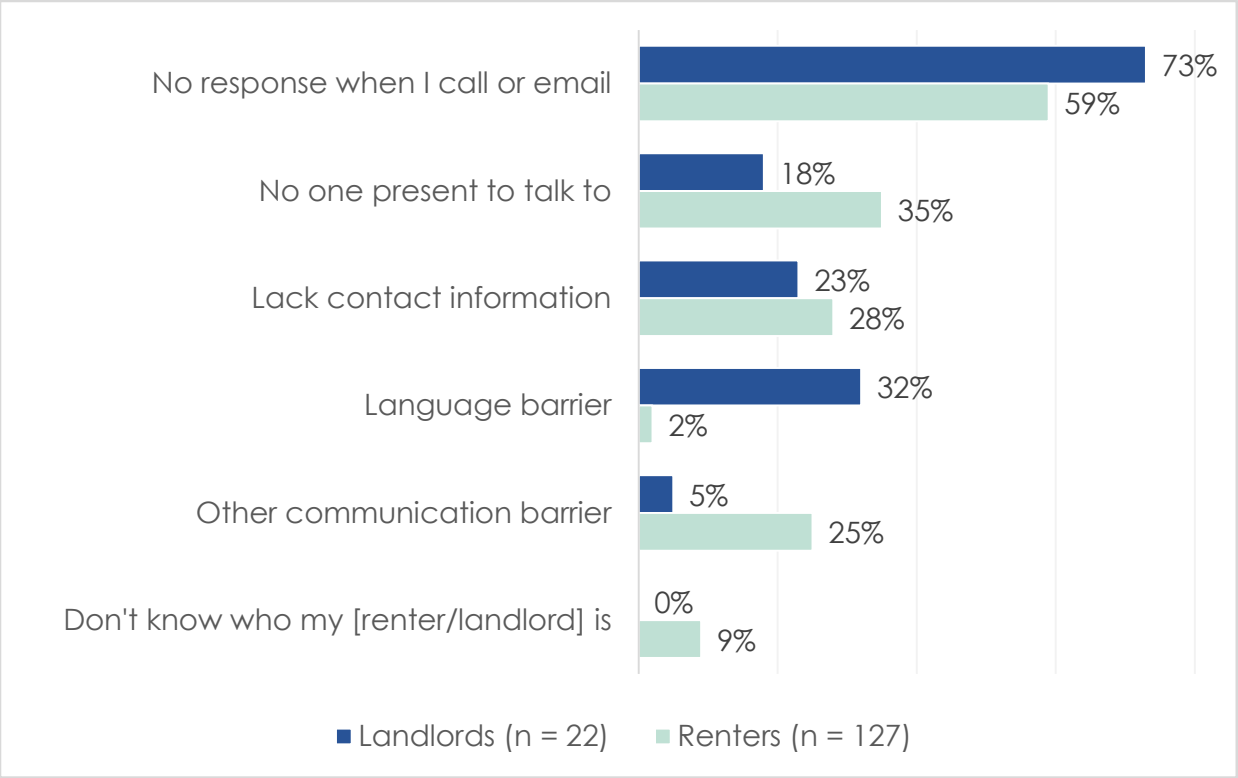


QUESTION

Please select the barrier(s), if any, when communicating with your [renter/landlord]. Select all that apply.

A majority of both renters (59%) and landlords (73%) identified "no response when I call or email" as the top barrier to communication with the other party. Renters also identified "no one present to talk to" (35%) and "lack contact information" (28%) as barriers to communicating with their landlord. Among landlords, 32% identified a language barrier as a barrier to communicating with their renters.

Figure 28: *Communication Barriers**



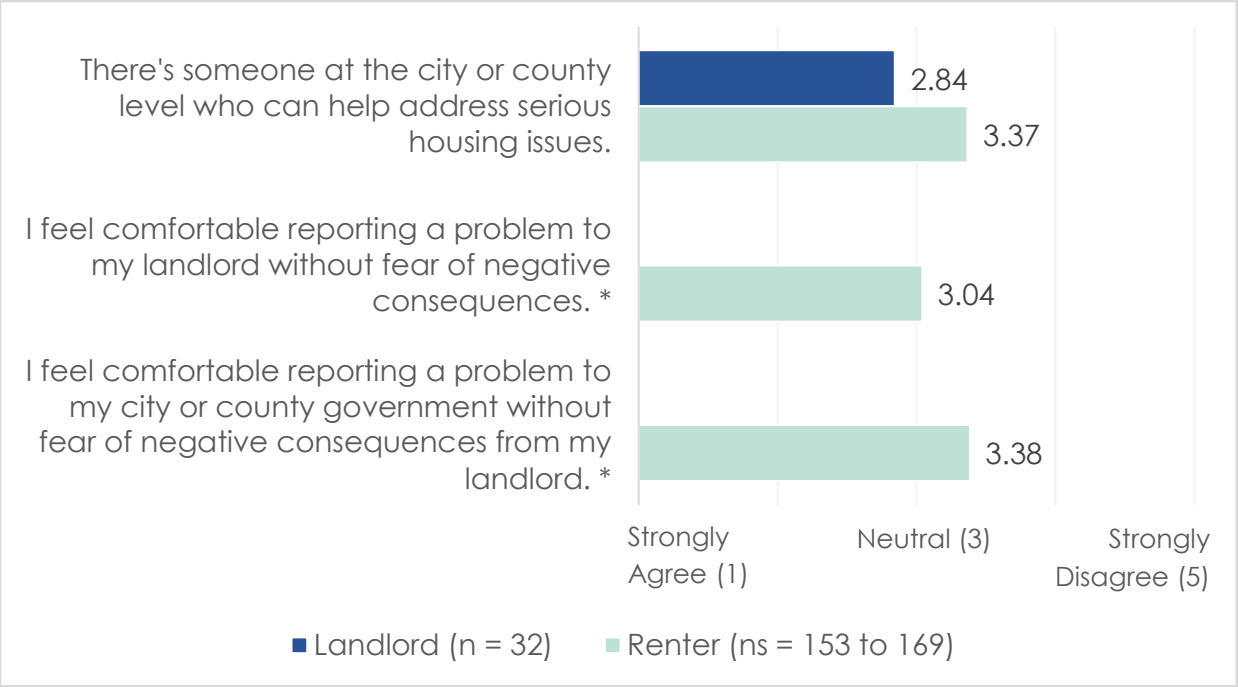
Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

QUESTION

Communication and Accountability. Please indicate your level of agreement with the following statements. (1 = Strongly Agree, 2 = Agree, 3 = Neither agree nor disagree, 4 = Disagree, 5 = Strongly Disagree)

Survey responses indicate that both renters and landlords are generally neutral (neither agree nor disagree) in their perception of whether someone at the city or county level can help address serious housing issues. Renters were asked about their comfort reporting a problem to their landlord or to the city or county government without fear of negative consequences. On average, responses indicate that renters neither agree nor disagree that they are comfortable reporting a problem to either entity without fear of negative consequences.

Figure 29: *Addressing and Responding to Housing Issues (Mean Response)*



Note: "" indicates question was asked of renters only.*

KEY FINDINGS: COMMUNICATION AND ACCOUNTABILITY

The disparity in renter and landlord understanding of lease terms and requirements highlight the importance of clear communication initially and throughout the lease term. Clear expectations and communication may help support timely reporting and resolution of maintenance issues, strengthen the landlord-tenant relationship, and reduce turnover, benefiting both parties.

Turnover and Stability

This section examined renter and landlord perspectives on the most common contributors to turnover. The section builds on topics addressed throughout the survey, including habitability, communication, monthly costs and fees, and payment systems.

The survey introduced respondents to turnover and stability with the following statement:

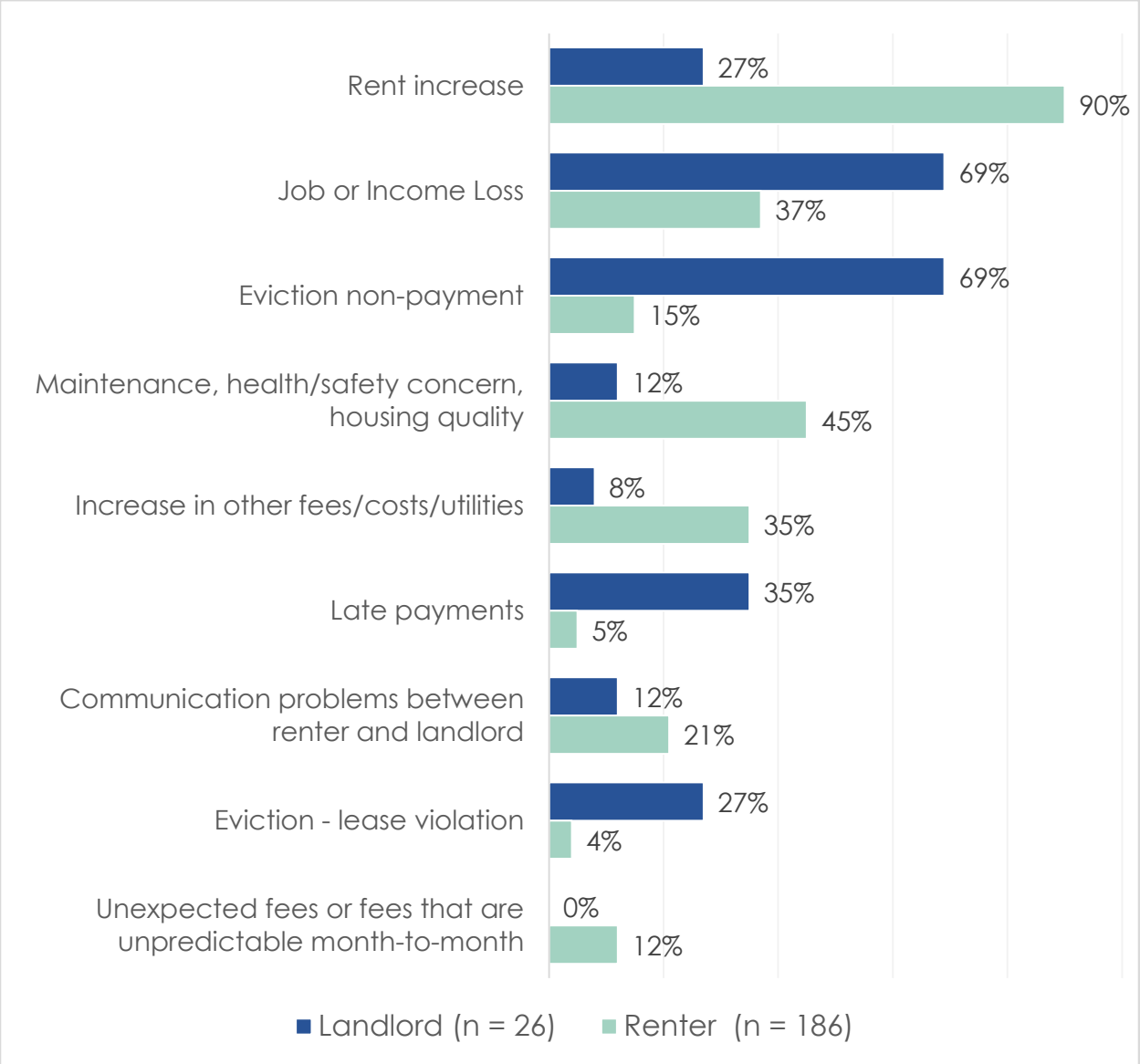
Turnover happens when a tenant leaves a rental property. Turnover is costly for renters, landlords, and can impact surrounding communities.

QUESTION

In your experience, what contributes most to turnover? Select up to 3.

Renters and landlords were asked what, in their experience, contributes most to turnover. Renters identified rent increase (90%), maintenance, health & safety concerns, or housing quality issues (45%), and job or income loss (37%) as the top contributors to turnover. Landlords identified job or income loss (69%), eviction for non-payment (69%), and late payments (35%) as the top contributors to turnover.

Figure 30: *Top Contributors to Turnover**



Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

Priorities and Final Thoughts

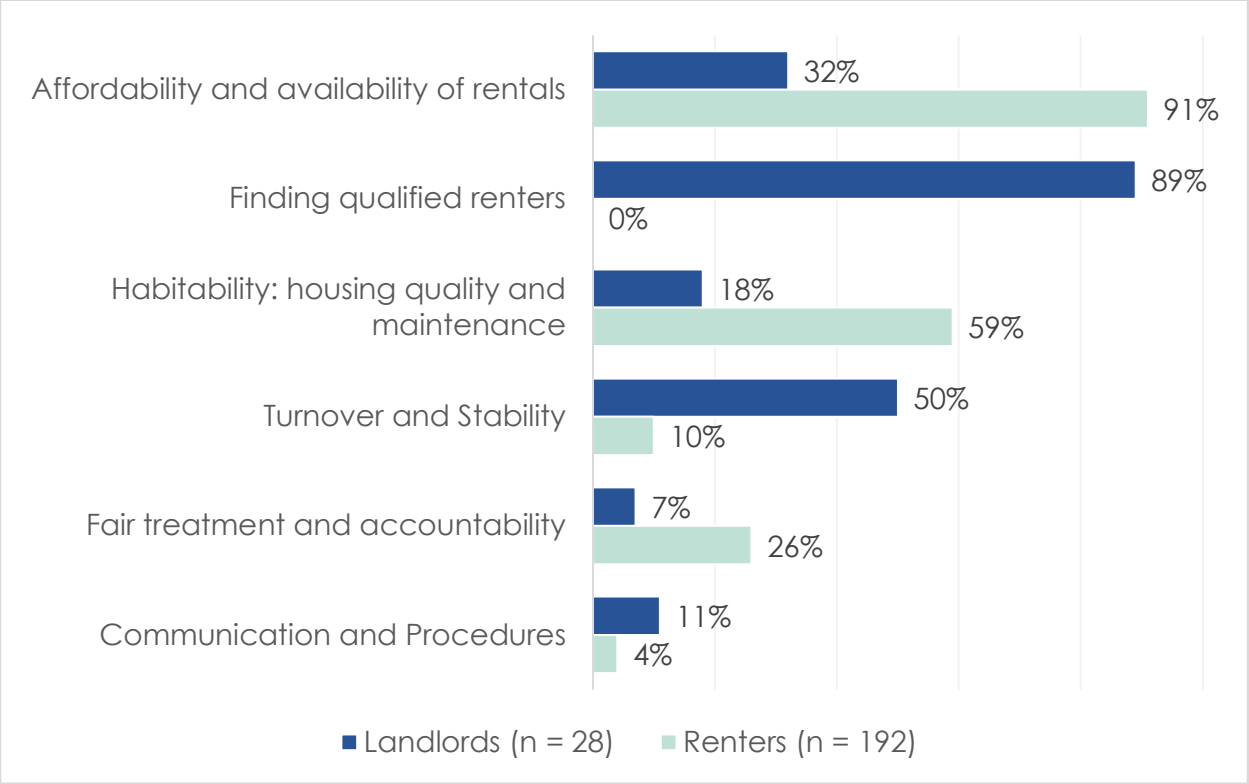
This final section asked renters and landlords to identify their top concerns among topics addressed throughout the survey and provided an opportunity to share additional thoughts and perspectives on their priorities for the Kansas rental housing environment.

QUESTION

Which of the following are your 2 biggest housing concerns?

In this final section, renters and landlords were asked to identify their two biggest housing concerns from the priorities listed in Figure 31 below. 91% of renters reported affordability and availability of rentals as a concern, while 89% of landlords reported finding qualified renters. Among renters, 59% also identified habitability as a concern, while half of landlords identified turnover and stability.

Figure 31: *Biggest Housing Concerns**



Note: "" indicates multiple responses allowed; percentages total greater than 100%.*

QUESTION

If you could change one thing about rental housing laws, policies, or practices in Kansas, what would it be?

A total of 129 renters and 18 landlords responded to this question. Responses reflected themes identified in previous questions, with landlords emphasizing the rising costs associated with property management, including general maintenance and repairs related to renter damage. Landlords were also concerned with personal protection and their rights as a landlord. Renter responses focused on affordability, particularly concerns about annual rent increases, as well as tenant rights related to habitability and the need for greater landlord oversight.

Examples of renter and landlord responses included:

> *"Yes, they need to get rid of high application fees, consider peoples hourly wage working full time. Make rent more affordable, everything keeps going up but our paycheck does not …"* – Renter

> *"Have a clearly communicated process for reporting landlords who do not respond to repeated requests to resolve safety-related maintenance issues."* - Renter

> *"Cost of insurance and rising cost for supplies and [sic] repairs makes it tough to keep rent lower."* – Landlord

> *"Be mindful that landlords, especially the ones who live in the same area in which they own rentals, are responsible and desire to provide good quality housing for those people who choose to rent, based on their personal/family circumstances. Landlords take on much financial burden/risk and should not be penalized for doing so. If landlords are not treated fairly, they will sell their properties (many times to a corporate landlord, whose headquarters may be out of state, creating less accountability for the condition of rental property) …"* – Landlord

CONCLUSION & RECOMMENDATIONS

This survey provides a snapshot of landlord and renter experiences in the current Kansas rental housing market and contributes information about those experiences that was not previously available. The findings highlight areas of common ground and provide a basis for additional research and conversations to strengthen the future of rental housing in Kansas.

Shared Priorities

Despite differences in perspective, landlords and renters identified potential areas of improvement across the rental housing process that can benefit both groups. These areas included improving "the match" or application process, reducing avoidable turnover, and protecting existing rental housing. Survey findings point to opportunities to address these concerns through collaborative approaches that recognize the needs of both renters and landlords.

- **Improved Landlord-Renter "Match":** The top concern of renters and landlords is mirrored: landlords prioritize finding qualified renters, renters are searching for housing they qualify for. When we recognize that an empty housing unit is the most expensive unit, how can we more efficiently and effectively make the "match" between landlords and renters? Making that "match" more efficient saves time and money for both renters and landlords and increases housing stability.
- **Reduce Avoidable Turnover:** Turnover emerged as another key concern of landlords and renters; landlords and renters agree that turnover is costly, creating significant business expenses for landlords and life disruption and costs for renters. The survey highlights ways to reduce avoidable turnover. Providing clear explanation of all monthly costs as well as payment methods prior to lease signing ensures renters know what they are expected to pay and how to make that payment. But, property technology does experience failures that create unintended consequences. What common sense measures can be put in place to allow landlords to utilize efficient systems without inadvertently creating additional turnover and costs for themselves and displacement, life disruption, and costs for their renters?
- **Protect Existing Rental Housing:** As we consider how to protect our housing, respondents pointed clearly to opportunities to provide education and training and improve communication for both landlords and renters. Education, training, and communication ensure both landlords and renters understand their responsibilities and rights as well as of how to care for properties, when to report the need for repairs, and the role of the local governing body to ensure health and safety habitability requirements are met.

Opportunities for Further Engagement

Although the survey findings identified areas of common ground, renter and landlord experiences did not always align or suggest the same concerns. These differences are important to consider when interpreting findings and developing potential solutions.

First, survey responses included a majority of small scale, or "mom and pop," landlords, with 87% of landlord respondents owning or managing 25 or fewer units. In Kansas, much of the rental market is owned and operated by larger corporate property management companies, and these companies operate differently than small, local landlords. This limited representation of larger property management companies among survey respondents may contribute to some of the differences observed between renter and landlord perspectives. There is opportunity to target outreach to these larger property management companies in order to incorporate their perspectives when identifying shared priorities and potential solutions.

Additionally, the survey included a much larger number of renter respondents than landlord respondents, suggesting an opportunity to gather additional landlord perspectives in future outreach and planning. The survey also did not distinguish between landlords who owned rental properties and those who managed properties on behalf of another owner. These groups may have different experiences, priorities, and perspectives, and future outreach or engagement could explore these distinctions.

Given these considerations, the findings of this survey should not be interpreted as a representative sample of all Kansas landlords. Rather, the perspectives highlight areas where additional research and engagement may be useful. Further discussion and outreach can increase understanding of where renter and landlord perspectives differ and the factors that contribute to those differences, ultimately helping to inform solutions that address the needs and concerns of all parties involved in the Kansas rental housing environment.

Next Steps

KHAN will use the results of the survey to identify areas of common ground, examine approaches used in other states, and engage stakeholders in further discussion. Building on the findings of this survey and coming from a place of common ground, KHAN will host regional housing roundtables across the state that bring together diverse stakeholders to discuss common concerns, consider shared priorities, develop collaborative solutions that sustain local, or "mom and pop," landlords, promote housing stability, and preserve access to quality rental housing. The results of these roundtable discussions will be the subject of a separate report.

APPENDICES

Appendix A. Tables

Table A1. *Renter Respondent Counties*

County	*Total Survey Responses	Completed Surveys	County	*Total Survey Responses	Completed Surveys
Allen	4	3	Jackson	1	
Barton	6	3	Johnson	56	37
Brown	1		Leavenworth	23	16
Butler	3	1	Linn	3	2
Cheyenne	1		Lyon	7	6
Cloud	3		McPherson	14	9
Coffey	1		Miami	2	1
Comanche	1		Mitchell	1	1
Cowley	2	2	Montgomery	1	
Crawford	19	14	Neosho	1	1
Decatur	2	1	Reno	2	
Douglas	35	25	Riley	2	2
Ellis	1		Saline	4	
Finney	5	2	Sedgwick	25	13
Franklin	2	2	Shawnee	34	25
Geary	1		Sumner	1	1
Harvey	7	7	Wyandotte	23	16

Note: "' indicates 3 renters did not select a county*

Table A2. *Landlord Respondent Counties*

County	*Total Survey Responses	Completed Surveys
Atchison	1	
Barton	2	1
Bourbon	1	
Butler	2	1
Cheyenne	1	
Clark	1	
Clay	1	
Coffey	1	1
Cowley	7	5
Crawford	3	1
Douglas	1	1
Franklin	1	1
Geary	2	1
Harvey	1	
Jackson	1	
Johnson	24	9
Kingman	1	1
Labette	1	1
Leavenworth	8	6
Lyon	1	
Marion	1	1
McPherson	5	3
Miami	1	1
Montgomery	1	1
Reno	1	
Rice	1	1
Russel	1	1
Saline	1	1
Sedgwick	7	5
Shawnee	1	1
Wyandotte	9	4

Note: "' indicates 16 landlords selected more than one county (i.e., multiple counties with rental properties), and one landlord did not select a county. County total exceeds number of landlord responses.*

Kansas Rental Housing Survey

The Kansas Housing Advocacy Network (KHAN) is gathering perspectives from renters, landlords, and community members to better understand how rental housing is working in Kansas and where improvements can be made. If you identify with more than one category, consider taking the survey more than once. Because policies are different between states, please ONLY answer questions based on your experiences in KANSAS.

The estimated time to take this survey is 5-9 minutes.

Thank you for your time!

Section 1: About You

Which best describes you?	◯ Current Kansas renter ◯ Current Kansas landlord ◯ Connected to rental housing/housing issues through my work ◯ Connected to rental housing/housing issues through family, friends, or neighbors
How many rental units do you own?	◯ 1-5 ◯ 5-25 ◯ 25-150 ◯ 151+
What is the zip code of your rental unit or place of business in Kansas?	_____

Section 2: Access to Housing / Finding Qualified Renters Please indicate your level of agreement with the following statements.

Application and screening requirements are clear to potential renters.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
Upfront costs to move in are clearly stated and easy to understand before lease signing.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
Ongoing monthly costs that renters are responsible for are clearly stated and easy to understand before lease signing.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
How utilities will be billed is clearly stated and easy to understand before lease signing.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure

Section 2: Access to Housing / Finding Qualified Renters continued

Which of the following, if any, are a barrier to accessing rental housing or finding qualified renters? Select all that apply.

- ☐ No available units to rent/all units are full
- ☐ I/the applicant doesn't meet monthly income requirements
- ☐ I/the applicant has income or financial assistance that isn't considered income on the application
- ☐ I/the applicant doesn't meet other screening requirements
- ☐ I/the applicant has trouble applying online, which is the only way to apply
- ☐ I/the applicant can't pay application and/or administrative fees
- ☐ I/the applicant can't pay the security deposit
- ☐ Other, please specify: _____
- ☐ None of the above

Which of the following are not considered income on the application? Select all that apply.

- ☐ Housing Choice Voucher (Section 8)
- ☐ Child or spousal support
- ☐ Veterans benefits
- ☐ Disability benefits
- ☐ Cash income
- ☐ Other, please specify: _____

Which of the following application screenings do you/the applicant not meet? Select all that apply.

- ☐ Credit history
- ☐ Previous eviction
- ☐ Criminal history screening
- ☐ None of the above

Section 3: Affordability and Availability of Rental Housing

"Affordable housing" means that the renter pays no more than 30% of their total income on housing, including rent, fees, and utilities. Besides being affordable, a thriving community needs housing that meets the needs of different types of households and is close to jobs, schools, and other community activities.

Please indicate your level of agreement with the following statements.

There are affordable rental units in my area.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
Available rental units are safe and well-maintained.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
The amount of units available impacts the cost of rent in my area.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
Rental housing in my area has high upfront costs, such as administrative fees, application fees, security deposits, and move-in costs.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
Rental housing in my area has high monthly costs, including rent, fees, and utilities.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
Residents in my area can transition to homeownership.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure

Section 3: Affordability and Availability of Rental Housing continued

At your property, is a tenant security deposit:

	Yes	No	I don't know
Returned or accounted for within 30 days?	○	○	○
Used to cover physical damages or repairs to property?	○	○	○
Used to cover routine "wear and tear" costs (e.g., carpet cleaning)?	○	○	○

Section 3: Affordability and Availability of Rental Housing continued

Please indicate how late fees are charged for your/your client's Kansas rental.

Late fees are only applied to late rent.	◯ Yes ◯ No ◯ I don't know
When rent is paid on time, late fees can still apply to other charges, such as utilities or prior late fees.	◯ Yes ◯ No ◯ I don't know
Late fees are charged as:	◯ Flat fee, please specify: _____ ◯ Percentage of rent, please specify: _____ ◯ Other, please specify: _____ ◯ I don't know
When rent is paid on time, tenants can still be evicted for nonpayment of late fees or other non-rent charges.	◯ Yes ◯ No ◯ I don't know
Please indicate how late fees are charged. Select all that apply.	☐ Charged only once during the lease, no matter how many months payment is late ☐ Charged once each month payment is late ☐ Charged more than once each month payment is late ☐ Charged again the following month if any balance is still owed, even if rent is paid is on time that month ☐ Other, please specify: _____ ☐ None of the above
Tenants have at least one way to pay rent that doesn't include an added expense or fee.	◯ Yes ◯ No ◯ I don't know

Section 3: Affordability and Availability of Rental Housing continued

Please indicate if fees are associated with the following payment types.

	Yes	No	Payment type not accepted	I don't know
Fee to pay by credit card	◯	◯	◯	◯
Fee to pay by debit card	◯	◯	◯	◯
Fee to pay by check	◯	◯	◯	◯
Fee to pay with cash	◯	◯	◯	◯
Fee to pay by bank transfer / automated clearing house (ACH)	◯	◯	◯	◯
Fee to use property manager's payment system	◯	◯	◯	◯
Fee to pay by money order	◯	◯	◯	◯

Section 3: Affordability and Availability of Rental Housing continued

Are tenants charged a monthly fee for the following items?

	Yes	No	I don't know
Pet rent/other pet-related item	◯	◯	◯
Pest control	◯	◯	◯
Maintenance	◯	◯	◯
Valet trash (doorstep garbage collection service)	◯	◯	◯
Roommate/additional adult	◯	◯	◯
Rent reporting (on-time rent payments reported to credit bureaus to build credit history)	◯	◯	◯
Security deposit alternative	◯	◯	◯
Rent month-to-month	◯	◯	◯
Common area and amenity-related	◯	◯	◯
Mail or package related	◯	◯	◯
Administrative	◯	◯	◯
Insurance	◯	◯	◯
Mandatory internet, cable, or technology packages	◯	◯	◯

Is a third party (e.g., Conservice) used to manage utility billing and payment?

◯ Yes
◯ No
◯ I don't know

Who pays the fee associated with this third party service?

◯ Landlord
◯ Tenant
◯ I don't know

Section 4: Habitability - Housing Quality and Property Maintenance

Under Kansas law, rental housing should be safe and healthy, meaning that the unit is structurally sound, major systems such as electricity, heat, water, and plumbing work, and the unit meets local health and building codes.

Is abandoned housing an issue in your region?	◯ Yes ◯ No ◯ I don't know
Are poorly maintained properties an issue in your region?	◯ Yes ◯ No ◯ I don't know
In the past 5 years, have you experienced or observed a maintenance issue in rental housing that needed repair?	◯ Yes ◯ No ◯ Not applicable
Please specify whether the issue was major or minor. A major issue relates to health and safety of the unit (e.g., no heat, no water, doors don't work). A minor issue is an inconvenience but doesn't impact a renter's health and safety.	◯ Major ◯ Minor
Did the major issue occur more than once?	◯ Yes ◯ No

Section 4: Habitability - Housing Quality and Property Maintenance continued

Please indicate your level of agreement with the following statements.

There is a clear way to request repairs or maintenance.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neither agree nor disagree
- ◯ Disagree
- ◯ Strongly disagree
- ◯ Not applicable

Maintenance issues are resolved in a timely manner.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neither agree nor disagree
- ◯ Disagree
- ◯ Strongly disagree
- ◯ Not applicable

Maintenance issues are fixed and don't happen again.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neither agree nor disagree
- ◯ Disagree
- ◯ Strongly disagree
- ◯ Not applicable

What are the biggest barriers to resolving maintenance issues? Select up to 3.

- ☐ Cost of repairs
- ☐ Ability to enter the unit to make repairs
- ☐ Amount of time to finish repairs
- ☐ Tenant repeatedly causing the same/similar issues
- ☐ Shortage of contractors or repair workers
- ☐ Difficulty IDENTIFYING the responsible owner or manager
- ☐ Owner/manager doesn't respond when contacted
- ☐ Lack of enforcement or follow-up from local government after complaint is made
- ☐ Renter fear of retaliation (e.g., increased rent or eviction) for reporting maintenance issues
- ☐ Other, please specify: _____

Section 5: Communication and Accountability

Are the following terms of your lease clear?

	Yes	No	Not sure
Rules about guests	○	○	○
Expectations about the tenant's property responsibilities (e.g., quiet hours)	○	○	○
Process to pay rent	○	○	○
Process to pay utilities and other fees	○	○	○
Late fee rules	○	○	○
Process for ending a lease	○	○	○
Eviction process	○	○	○
Security deposit return expectations	○	○	○

Please select the barrier(s), if any, when communicating with your landlord/renter(s). Select all that apply.

- ☐ Don't know who my landlord/renter is or lack contact information
- ☐ No one on-site to talk to
- ☐ No response when I call or email
- ☐ Language barrier
- ☐ Other, please specify: _____
- ☐ No barriers; I communicate easily with my landlord/renter @NONEOFTHEABOVE

Section 5: Communication and Accountability continued

Please indicate your level of agreement with the following statements:

There's someone at the city or county level who can help address serious housing issues.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
I feel comfortable reporting a problem to my landlord without fear of negative consequences.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure
I feel comfortable reporting a problem to my city or county government without fear of negative consequences from my landlord.	◯ Strongly agree ◯ Agree ◯ Neither agree nor disagree ◯ Disagree ◯ Strongly disagree ◯ Not sure

Section 6: Turnover and Stability

In your experience, what contributes most to turnover? Select up to 3.

Turnover happens when a tenant leaves a rental property. Turnover is costly for renters, landlords, and can impact surrounding communities.

- ☐ Rent increases
- ☐ Increases in other fees/costs/utilities
- ☐ Unexpected fees or fees that are unpredictable month-to-month
- ☐ Problems using payment systems
- ☐ Late payments
- ☐ Eviction - non-payment
- ☐ Eviction - material lease violation
- ☐ Maintenance, health/safety concerns about the unit, or housing quality issues
- ☐ Non-financial changes to lease terms
- ☐ Communication problems between renter and landlord
- ☐ Job or income loss
- ☐ Other, please specify: _____

Section 7: Priorities and Final Thoughts

Which of the following are your 2 biggest housing concerns?

- ☐ Access to housing / finding qualified renters
- ☐ Affordability and availability of rentals
- ☐ Habitability: housing quality and maintenance
- ☐ Communication and procedures
- ☐ Fair treatment and accountability
- ☐ Turnover and stability

If you could change one thing about rental housing laws, policies, or practices in Kansas, what would it be?

_____

Are you willing to be contacted for follow-up?

Depending on the survey results, we may want to gather additional information such as an interview or a focus group.

- ◯ Yes
- ◯ No

Name _____
Email _____
Phone number _____