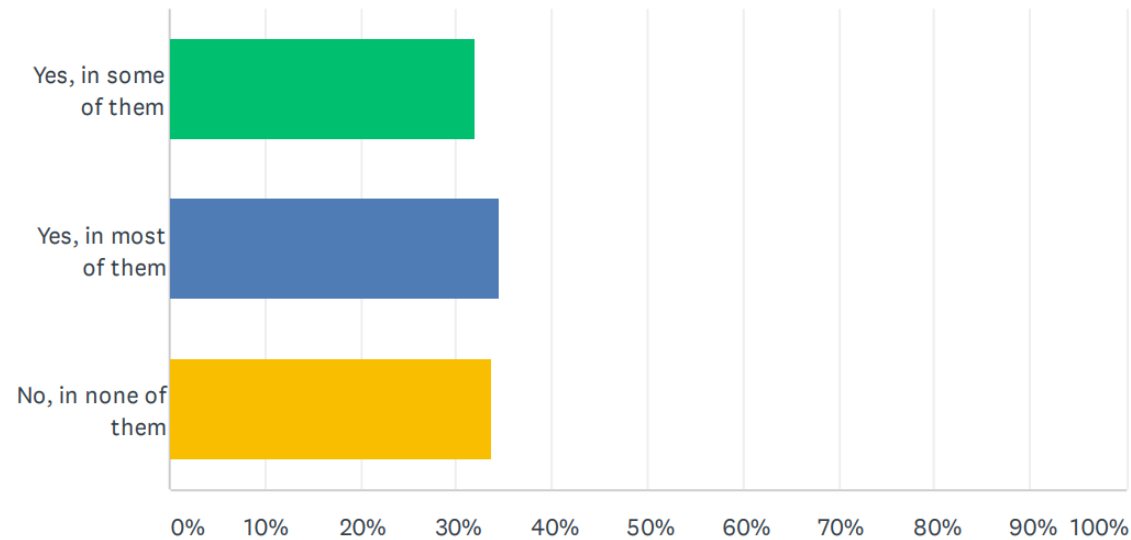


**May 2021 LeadingAge Quarterly Survey:
Impacts of COVID-19 on Affordable Senior Housing**

Q1 Are you aware of confirmed COVID-19 cases in your property/ies?

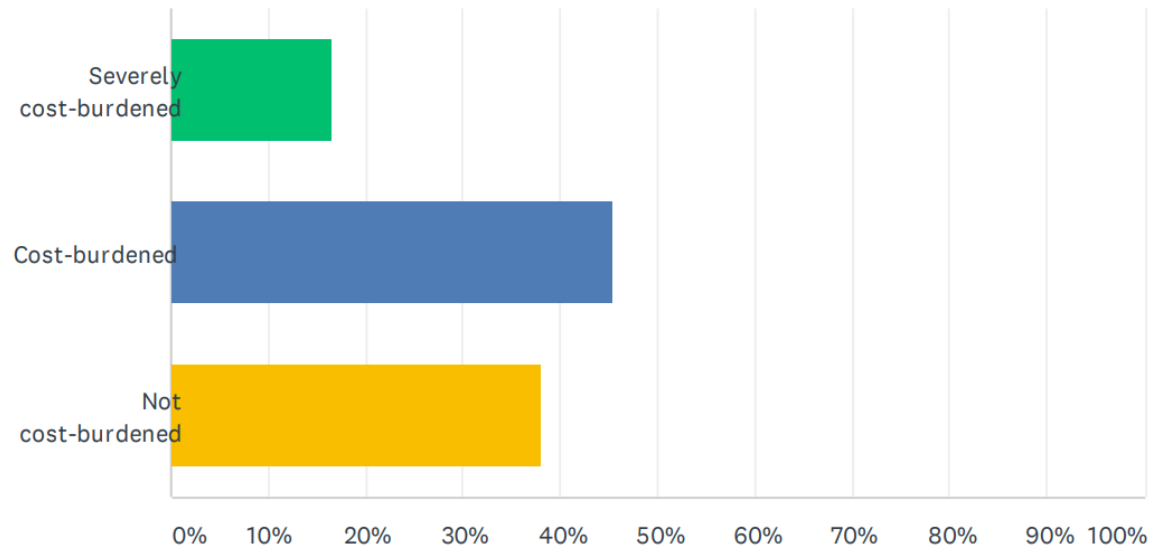
Answered: 122 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, in some of them	31.97%
Yes, in most of them	34.43%
No, in none of them	33.61%

Q2 How would you categorize your overall financial strain resulting from COVID-19?

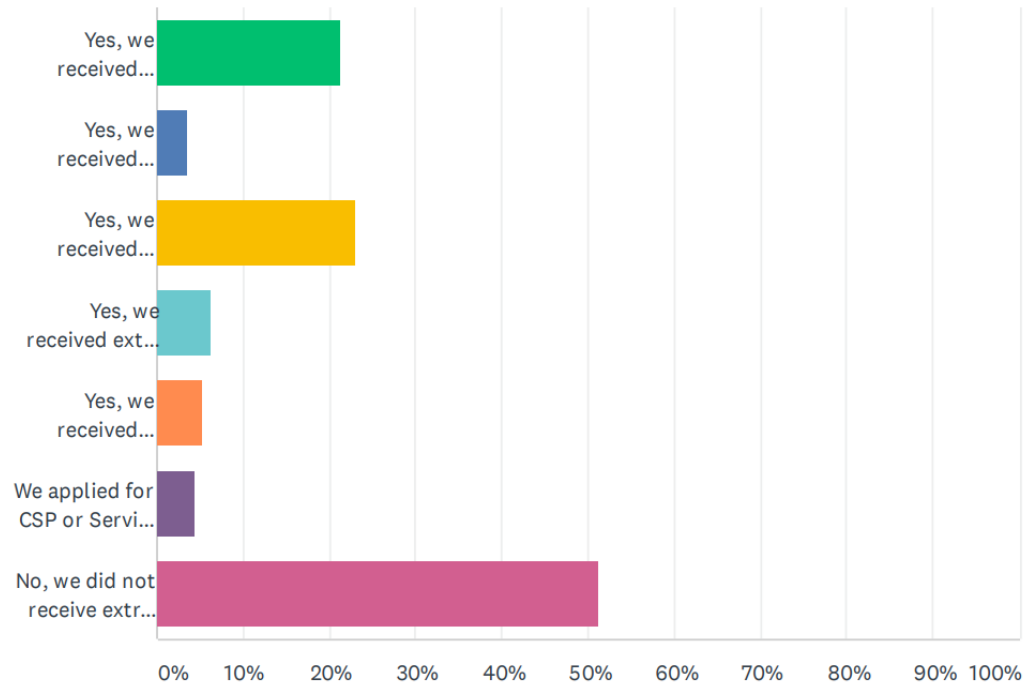
Answered: 121 Skipped: 1



ANSWER CHOICES	RESPONSES
Severely cost-burdened	16.53%
Cost-burdened	45.45%
Not cost-burdened	38.02%

Q3 Have you received extra payments from HUD for COVID-19 through the CARES Act (please select all that apply)?

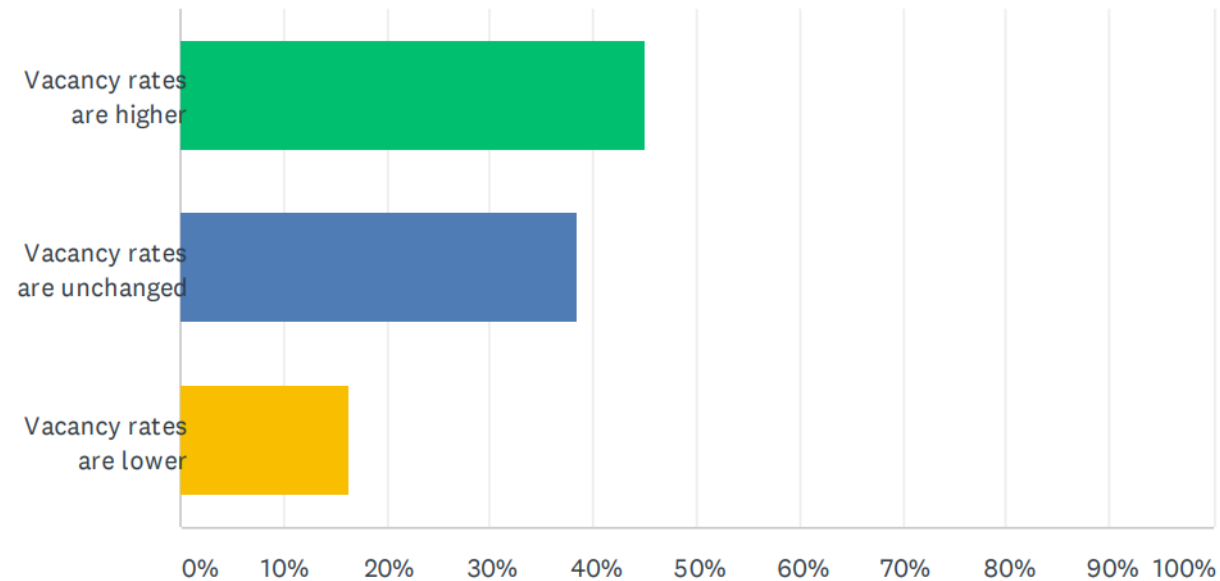
Answered: 113 Skipped: 9



ANSWER CHOICES	RESPONSES
Yes, we received COVID-19 Supplemental Payments (CSPs) in the first round only	21.24%
Yes, we received COVID-19 Supplemental Payments (CSPs) in the second round only	3.54%
Yes, we received COVID-19 Supplemental Payments (CSPs) in the first and second rounds	23.01%
Yes, we received extra payments for grant-funded Service Coordination costs	6.19%
Yes, we received vacancy loss payments due to higher vacancy rates	5.31%
We applied for CSP or Service Coordinator payments but have not received them	4.42%
No, we did not receive extra COVID-19 payments from HUD	51.33%

Q4 How is COVID-19 impacting occupancy at your property/ies?

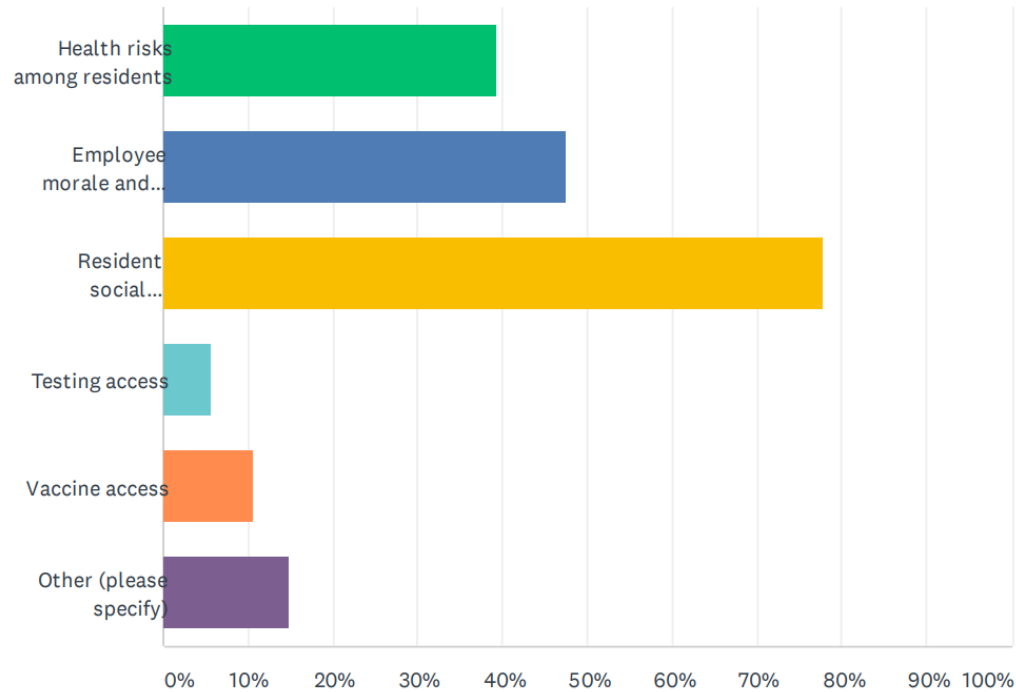
Answered: 122 Skipped: 0



ANSWER CHOICES	RESPONSES
Vacancy rates are higher	45.08%
Vacancy rates are unchanged	38.52%
Vacancy rates are lower	16.39%

Q5 What do you anticipate to be your top challenge for your communities in the next three months? (please select all that apply)

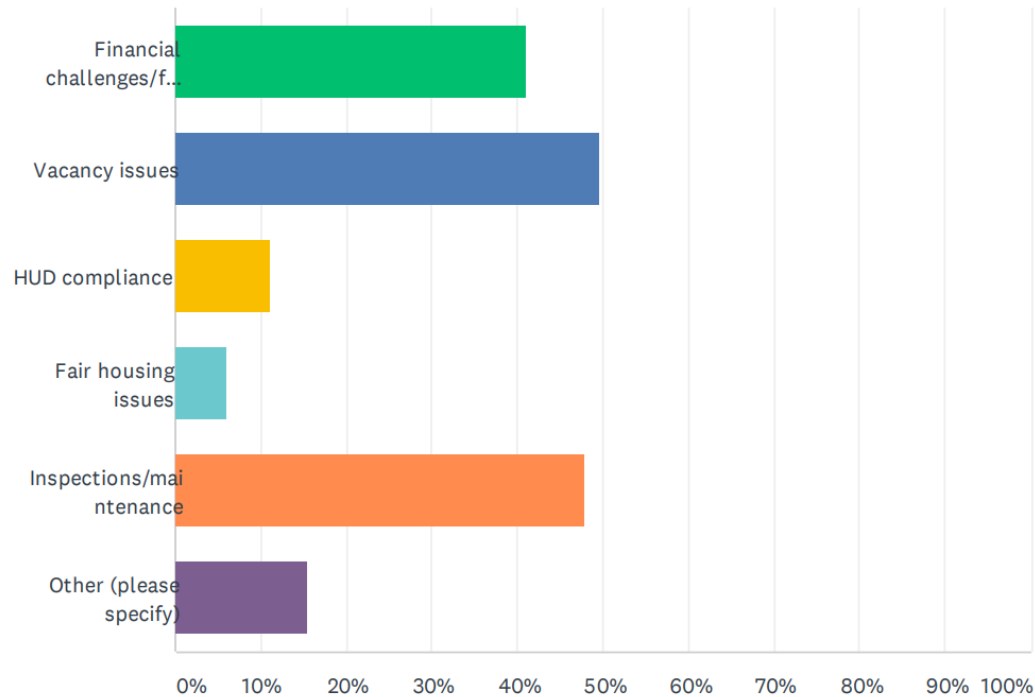
Answered: 122 Skipped: 0



ANSWER CHOICES	RESPONSES
Health risks among residents	39.34%
Employee morale and staffing levels	47.54%
Resident social isolation and access to services	77.87%
Testing access	5.74%
Vaccine access	10.66%
Other (please specify)	14.75%

Q6 What do you anticipate to be the top operational challenge in the next three months (please select all that apply)?

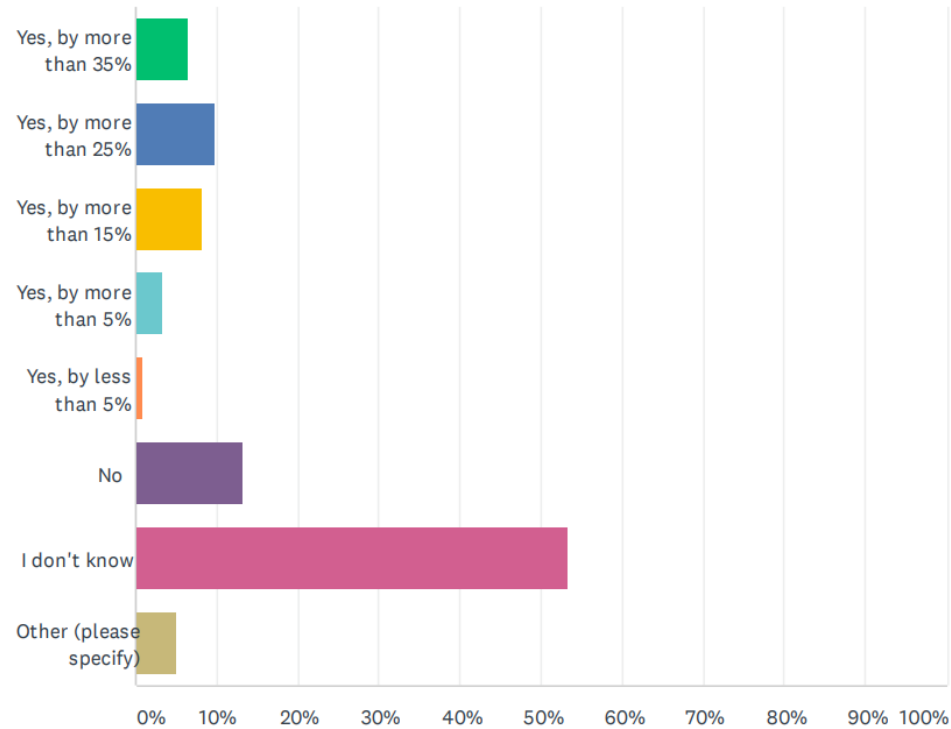
Answered: 117 Skipped: 5



ANSWER CHOICES	RESPONSES
Financial challenges/funding delays	41.03%
Vacancy issues	49.57%
HUD compliance	11.11%
Fair housing issues	5.98%
Inspections/maintenance	47.86%
Other (please specify)	15.38%

Q7 Have your property liability insurance rates and related costs increased directly or indirectly related to the COVID-19 pandemic?

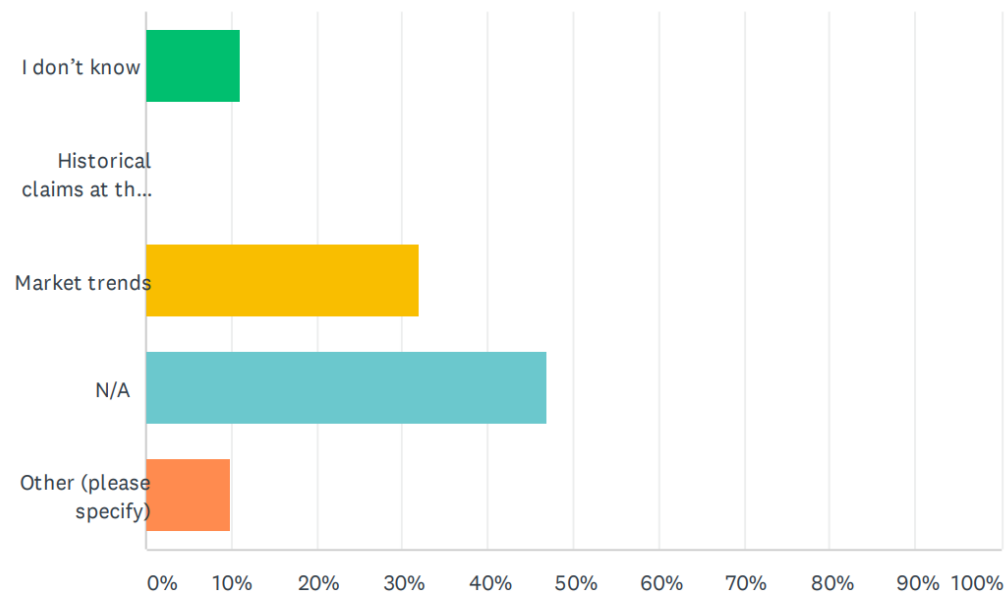
Answered: 122 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, by more than 35%	6.56%
Yes, by more than 25%	9.84%
Yes, by more than 15%	8.20%
Yes, by more than 5%	3.28%
Yes, by less than 5%	0.82%
No	13.11%
I don't know	53.28%
Other (please specify)	4.92%

Q8 If you answered yes to the previous question, what was the given reason for the increase?

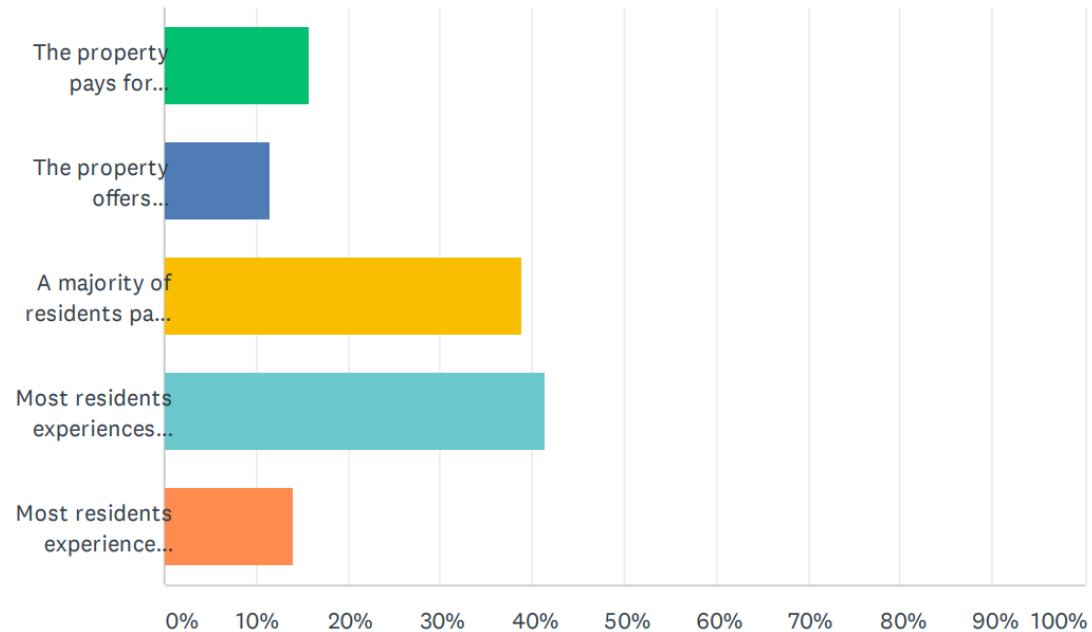
Answered: 81 Skipped: 41



ANSWER CHOICES	RESPONSES
I don't know	11.11%
Historical claims at the property	0.00%
Market trends	32.10%
N/A	46.91%
Other (please specify)	9.88%

Q9 How would you categorize resident access to the internet in your property/properties (please select all that apply)?

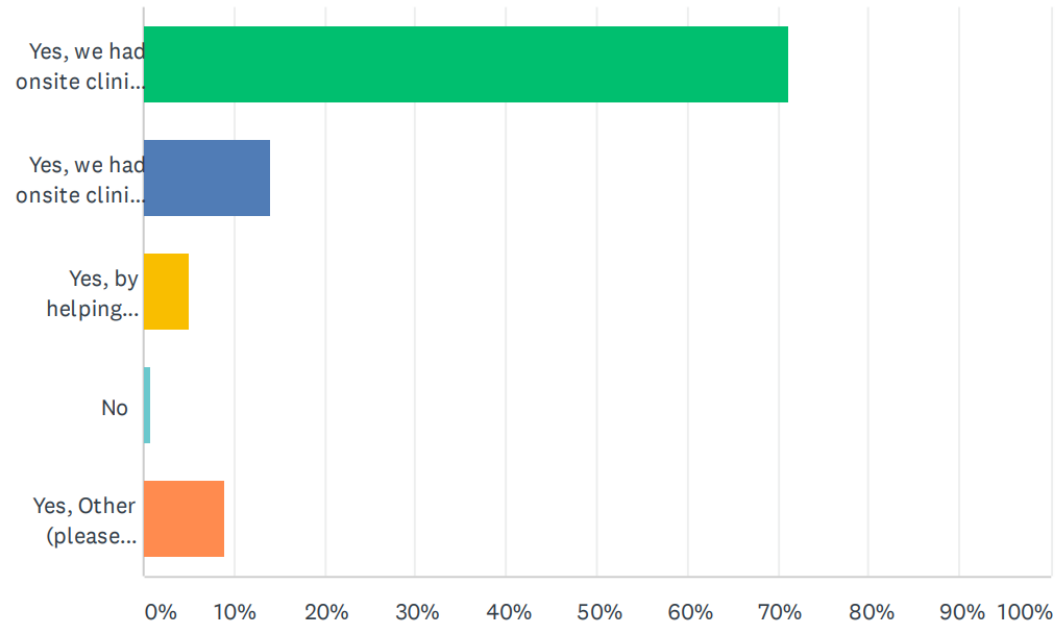
Answered: 121 Skipped: 1



ANSWER CHOICES	RESPONSES
The property pays for internet access in all resident apartments	15.70%
The property offers reduced-rate internet to residents in their apartments	11.57%
A majority of residents pay internet service providers directly for Wi-Fi in their apartments	38.84%
Most residents experiences barriers in accessing internet in-unit	41.32%
Most residents experience minimal barriers in accessing internet	14.05%

Q10 Are you assisting/did you assist residents and staff with COVID-19 vaccine access at the property/ies?

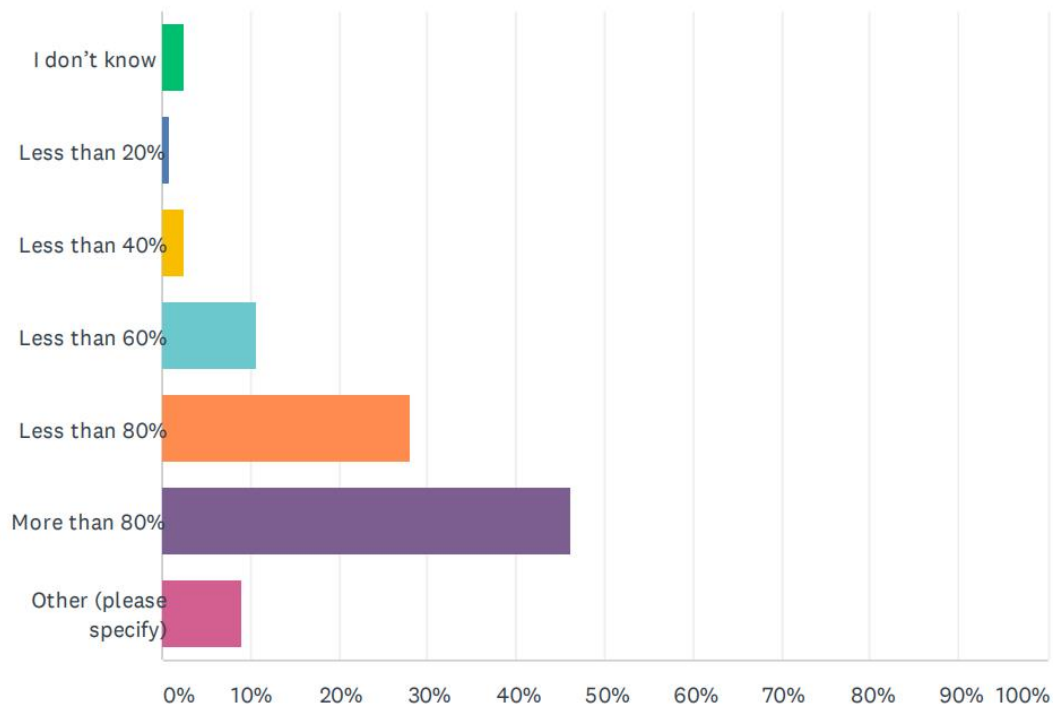
Answered: 121 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes, we had onsite clinics through the CVS/Walgreens Pharmacy Partnership	71.07%
Yes, we had onsite clinics through a collaboration with our state or local health department	14.05%
Yes, by helping individuals access the vaccine individually off site	4.96%
No	0.83%
Yes, Other (please specify)	9.09%

Q11 What percentage of your residents do you estimate are fully vaccinated against COVID-19?

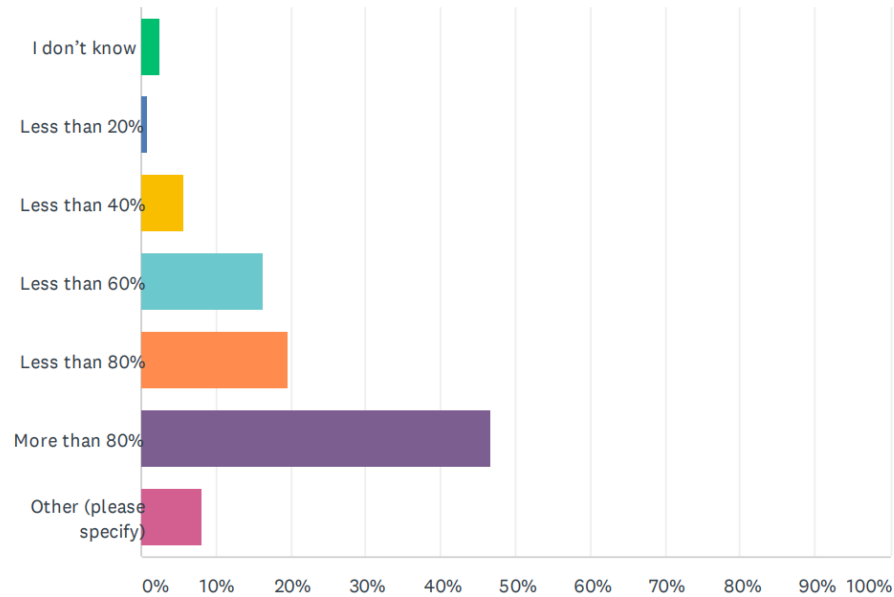
Answered: 121 Skipped: 1



ANSWER CHOICES	RESPONSES
I don't know	2.48%
Less than 20%	0.83%
Less than 40%	2.48%
Less than 60%	10.74%
Less than 80%	28.10%
More than 80%	46.28%
Other (please specify)	9.09%

Q12 What percentage of your staff do you estimate is fully vaccinated against COVID-19?

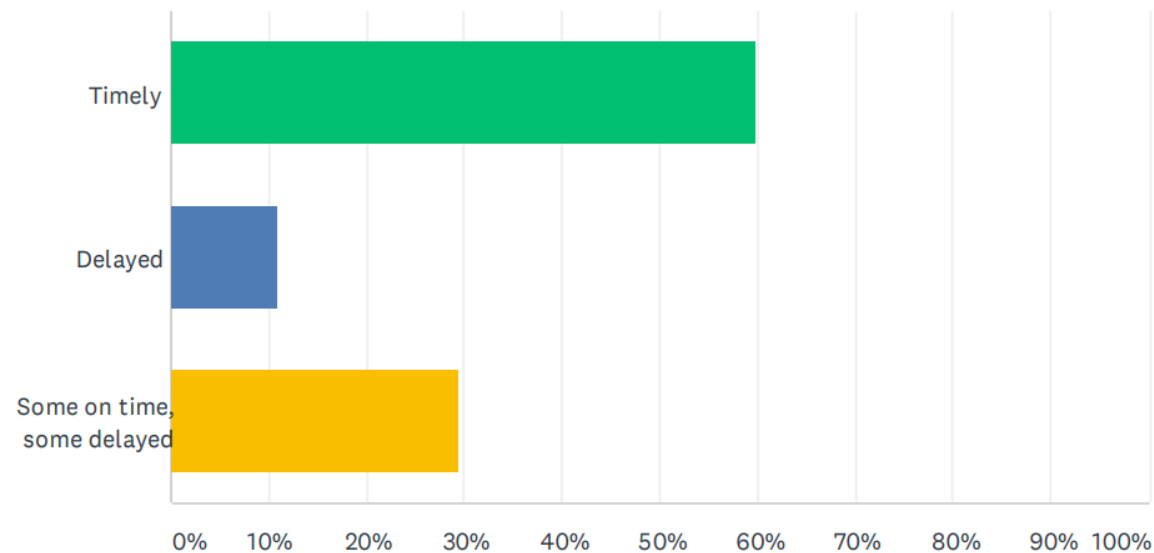
Answered: 122 Skipped: 0



ANSWER CHOICES	RESPONSES
I don't know	2.46%
Less than 20%	0.82%
Less than 40%	5.74%
Less than 60%	16.39%
Less than 80%	19.67%
More than 80%	46.72%
Other (please specify)	8.20%

Q13 Generally, how would you categorize receipt of payments from HUD in the past 12 months? (subsidy payments, vacancy loss payments, service coordinator payments, etc.)

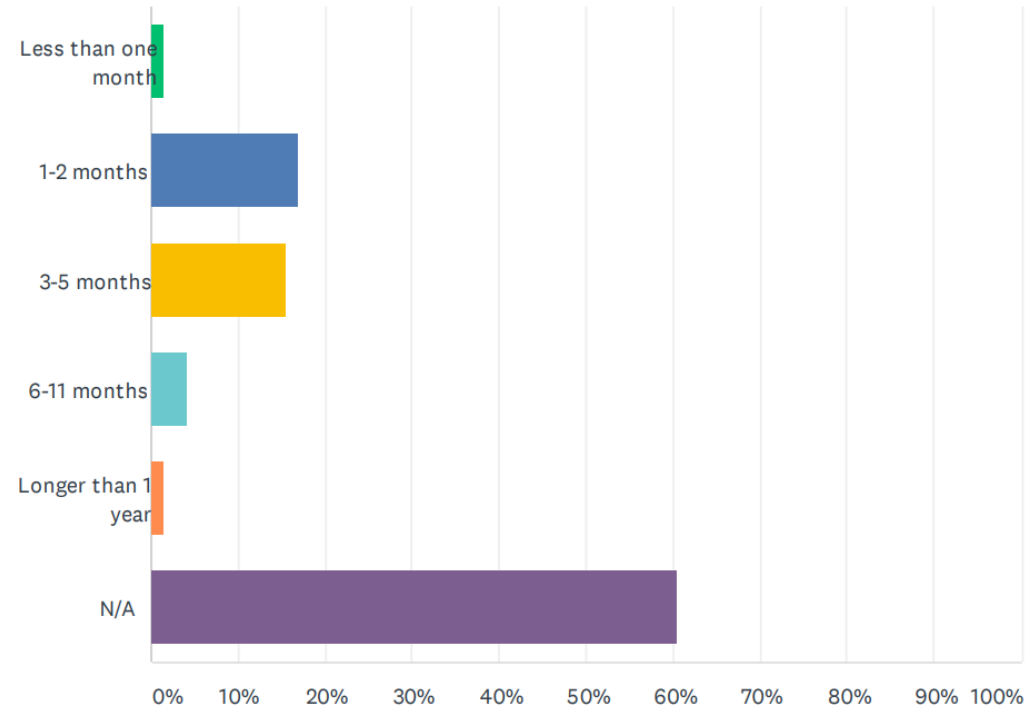
Answered: 102 Skipped: 20



ANSWER CHOICES	RESPONSES
Timely	59.80%
Delayed	10.78%
Some on time, some delayed	29.41%

Q14 If you answered delayed in the previous question, please select the approximate length of the delay.

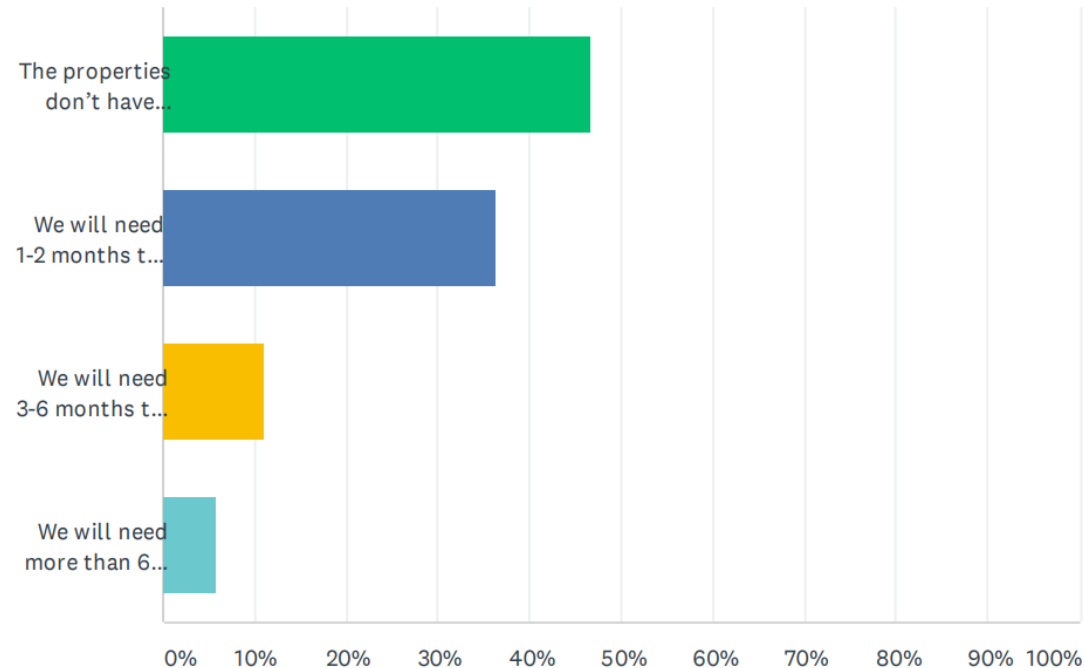
Answered: 71 Skipped: 51



ANSWER CHOICES	RESPONSES
Less than one month	1.41%
1-2 months	16.90%
3-5 months	15.49%
6-11 months	4.23%
Longer than 1 year	1.41%
N/A	60.56%

Q15 Generally, how long are maintenance backlogs in your property/ies resulting from COVID-19 delays?

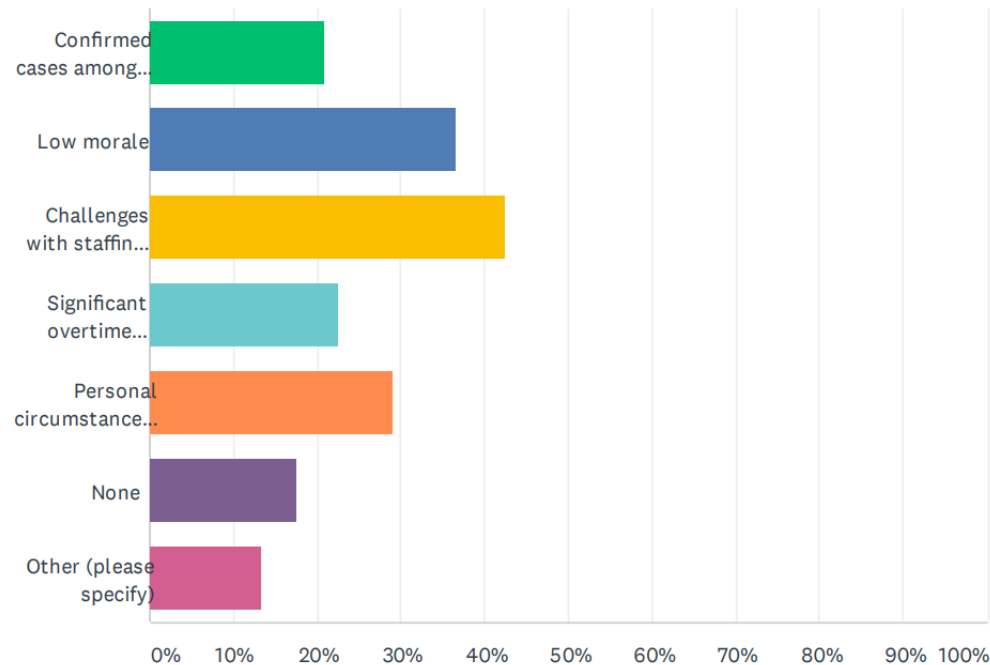
Answered: 118 Skipped: 4



ANSWER CHOICES	RESPONSES
The properties don't have maintenance backlogs	46.61%
We will need 1-2 months to address backlogs	36.44%
We will need 3-6 months to address backlogs	11.02%
We will need more than 6 months to address backlogs	5.93%

Q16 What staffing issues are your property/ies currently experiencing due to the pandemic (please select all that apply)?

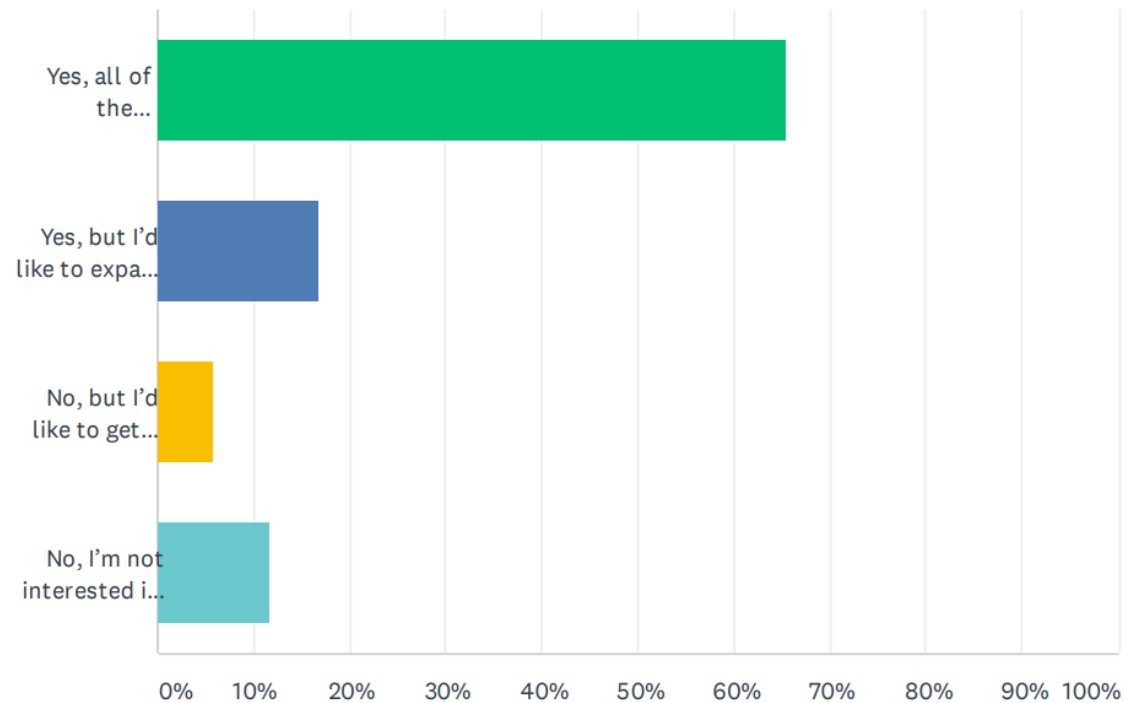
Answered: 120 Skipped: 2



ANSWER CHOICES	RESPONSES
Confirmed cases among staff	20.83%
Low morale	36.67%
Challenges with staffing levels	42.50%
Significant overtime scheduling or contract services	22.50%
Personal circumstances impacting productivity	29.17%
None	17.50%
Other (please specify)	13.33%

Q17 Do your property/ies have Service Coordination programs?

Answered: 119 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes, all of the property/ies do.	65.55%
Yes, but I'd like to expand Service Coordination to more properties/residents	16.81%
No, but I'd like to get approval for Service Coordination at my property/ies	5.88%
No, I'm not interested in Service Coordination at my property/ies	11.76%