

Over the last year, how many problems, if any, have you had with electricity or heat?

Never Had  
A Problem

1 to 2  
Problems

3 to 4  
Problems

More Than  
4 Problems

12a. If you had a problem with electricity or heat, how long did it take to fix?

Never Had  
A Problem

Less Than  
6 Hours

6 to 24  
Hours

More Than  
24 Hours

Problem Never  
Corrected

Over the last year, how many problems, if any, have you had with kitchen appliances  
(for example, stove, refrigerator, etc.)?

Never Had  
A Problem

1 to 2  
Problems

3 to 4  
Problems

More Than  
4 Problems

13a. If you had a problem with kitchen appliances, how long did it take to fix?

Never Had  
A Problem

Less Than  
6 Hours

6 to 24  
Hours

More Than  
24 Hours

Problem Never  
Corrected

Over the last year, how many problems, if any, have you had with water or plumbing  
(for example, toilets, hot water, etc.)?

Never Had  
A Problem

1 to 2  
Problems

3 to 4  
Problems

More Than  
4 Problems

14a. If you had a problem with water or plumbing, how long did it take to fix?

Never Had  
A Problem

Less Than  
6 Hours

6 to 24  
Hours

More Than  
24 Hours

Problem Never  
Corrected

Over the last year, how many problems, if any, have you had with smoke detectors?

Never Had  
A Problem

1 to 2  
Problems

3 to 4  
Problems

More Than  
4 Problems

15a. If you had a problem with smoke detectors, how long did it take to fix?

Never Had  
A Problem

Less Than  
6 Hours

6 to 24  
Hours

More Than  
24 Hours

Problem Never  
Corrected