

# **Multi-mode Rental Survey in Norway**

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The rental survey is a monthly survey with 2500 respondents. For this survey we draw addresses. So if a person moves from the address we want to find the new tenant.

The data collection period is 2 weeks starting the first Monday in the month.

The first wave (January) is a CATI questionnaire.

In this questionnaire we ask for a mail address, and if the respondent wants to answer on the web for the next months.

In the next wave we send the respondents an e-mail or a sms. (Only to the respondents we have interviewed on telephone). In the e-mail or sms there is a link to the survey. This time it is a short questionnaire about the rent and possible changes. We use answers from the previous wave in the questionnaire to check the new answers. If the change of the rent is big, the respondent has to answer why it is a different.

We send the e-mail or sms on the first Monday of a month. On Thursday we send a reminder to the respondents who have not answered.

After a week we start CATI with the respondents who have not answered on the web. We update the list of respondents who have answered daily (each morning).

If we have a new occupant the first wave for the new occupant will always be a telephone interview.

Because the survey has a lot of tasks for several days in the month, we have made an application that automate a lot of the tasks. It is a task list from which we can run programs It is programmed in Auto IT and run SAS scripts and manipula scripts.