2024 Renter Preferences Report Interactive Dashboard FAQs

Dashboard Access

How do I set up my access to the interactive dashboard?

Within 24 hours of your purchase of the 2024 NMHC and Grace Hill Renter Preferences Report, you will receive an email from RenterPreferencesSurvey@gracehill.com with the subject line "Action Needed: Submit users for NMHC Renter Preferences Survey Interactive Dashboard."

Please respond to this email with the names of up to 5 users and activation emails will be sent within 3 business days. If you have not received an email from Grace Hill after purchase, you can email RenterPreferencesSurvey@gracehill.com with your proof of purchase. You can also call the Grace Hill customer team at (866) 472-2344.

I did not receive an email to activate my dashboard account. What should I do?

Please check your spam/quarantine folders for an email from RenterPreferencesSurvey@gracehill.com. If you cannot find your email, contact Grace Hill support at RenterPreferencesSurvey@gracehill.com or (866) 472-2344. Note that access to the interactive data dashboard is granted per request from the report purchaser, so you will need to confirm with your firm's purchaser that you are one of the recipients. The purchase of the interactive dashboard comes with 5 seats for accessing the interactive dashboard.

If you do not know who your firm's purchaser is, please contact membership@nmhc.org for assistance. If you are the purchaser, please make sure that you have replied to RenterPreferencesSurvey@gracehill.com with up to 5 emails for account set up.

My temporary password does not work. What should I do?

It may have been 7 days since you received your temporary password. The temporary password found in your activation email is only valid for 7 days. Please contact Grace Hill at RenterPreferencesSurvey@gracehill.com or (866) 472-2344 to request a new account.

I tried to reset my password, but I am not getting a verification code/email.

Please check your spam/quarantine folders for an email from noreply@gracehill.com that contains the verification code. If you do not find an email, this is most likely because you have not completed the initial account set up process.

To resolve this issue, contact Grace Hill at RenterPreferencesSurvey@gracehill.com or (866) 472-2344 to request a new account.

Who do I contact for support on accessing or using the interactive dashboard?

Please contact Grace Hill at RenterPreferencesSurvey@gracehill.com or (866) 472-2344. Customer support is available Monday thru Friday (minus holidays) 8:00am -7:00pm ET.

Dashboard Data

Why do some of the percentages add up to more than 100%?

Some questions allowed respondents to select more than one option. Percentages show the percent of respondents that selected each answer option. As a result, the sum of the percentages may total more than 100%.

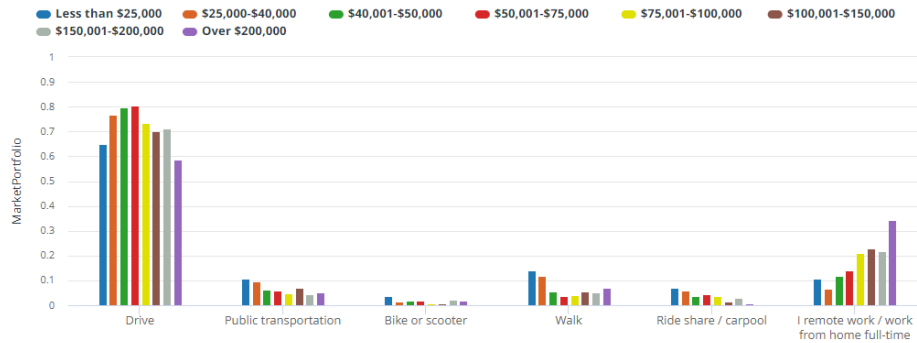**Why can't I see some of the demographic data choices (e.g., household income, age, etc.).**

For certain demographic data, especially at the market level, not all category breakdowns will be shown. For disclosure purposes, a minimum of 25 responses are required to show a category for any given breakout. So, users may at times see partial or no data display for certain cuts of the data. For example, in a metro level report, an age breakout might not show every age group because there were fewer than 25 responses for select age groups.

What does "MarketPortfolio" mean on the y-axis?

If multiple markets have been selected, the y-axis of the chart will display the averages of those markets. For example, if a user is looking at commuting method by income, the y-axis of the chart will show the average use of that commuting method, for each age group, of all markets selected. The label will appear as "MarketPortfolio." Here's an example.

Demographic Breakdown 2 : Household Income

NMHC Question Detail - Demographic Breakdown 2

Legend: Less than $25,000 | $25,000-$40,000 | $40,001-$50,000 | $50,001-$75,000 | $75,001-$100,000 | $100,001-$150,000 | $150,001-$200,000 | Over $200,000

In a chart like the one above, the correct interpretation of the data is, "of those with an income of less than $25,000 in the selected markets, X% drive, Y% use public transportation, etc.".

Can the data from each chart be exported into an Excel file?

Not right now. We are working on improving the dashboard experience to add this functionality.

Why do I see "No data to be displayed" in demographic data?

This is because for that demographic category, the minimum threshold of at least 25 responses has not been met. We are working on amending the dashboard so only demographic data with valid response counts would be displayed in the dashboard.