

Resident Survey: Statewide Results

Chapter 200 & Chapter 705 Housing Summary Spring 2016

The Center for Survey Research at the University of Massachusetts Boston sent surveys to 9772 housing units (Chapters 200 and 705) in Massachusetts in the spring of 2016. 3240 residents responded.

Per housing chapter:

- Surveys were sent to **6882 Chapter 200** housing units. **2240** surveys were completed.
- Surveys were sent to **2890 Chapter 705** housing units. **1000** surveys were completed.

Communication

Residents in Ch. 200 and Ch. 705 housing were asked about how they interacted with their local housing authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

| | Chapter 200 | Chapter 705 | Entire State |
|---|----------------|----------------|-----------------|
| Contacted management about a problem or concern..... | 87% | 89% | 87% |
| Felt they were usually or always treated with courtesy and respect when they contacted management..... | 77% | 75% | 76% |
| Saw the Capital Improvement Plan..... | 19% | 18% | 18% |
| Saw the Operating Budget..... | 13% | 12% | 12% |
| Knew the Executive Director held a meeting with residents.. | 22% | 21% | 21% |

Services and Programs

- **76%** of residents **statewide** who responded to the survey said they would be interested in services and programs.
- **78%** of residents in **Chapter 200** housing units said they would be interested in services and programs.
- **71%** of residents in **Chapter 705** housing units said they would be interested in services and programs.

Here are the services and programs residents said they would be most interested in participating in:

| | Chapter 200 | Chapter 705 | Entire State |
|--|----------------|----------------|-----------------|
| Job training programs..... | 32% | 29% | 31% |
| Money management programs (<i>budgeting, taxes, income building</i>)..... | 29% | 28% | 29% |
| Children's programs (<i>tutoring, childcare, afterschool programs</i>)..... | 42% | 33% | 39% |
| Health and Medical Services (<i>visiting nurse, meal programs</i>)..... | 27% | 23% | 26% |
| Adult Education (<i>GED, ESL, educational counseling</i>) | 31% | 23% | 29% |

Maintenance and Repair

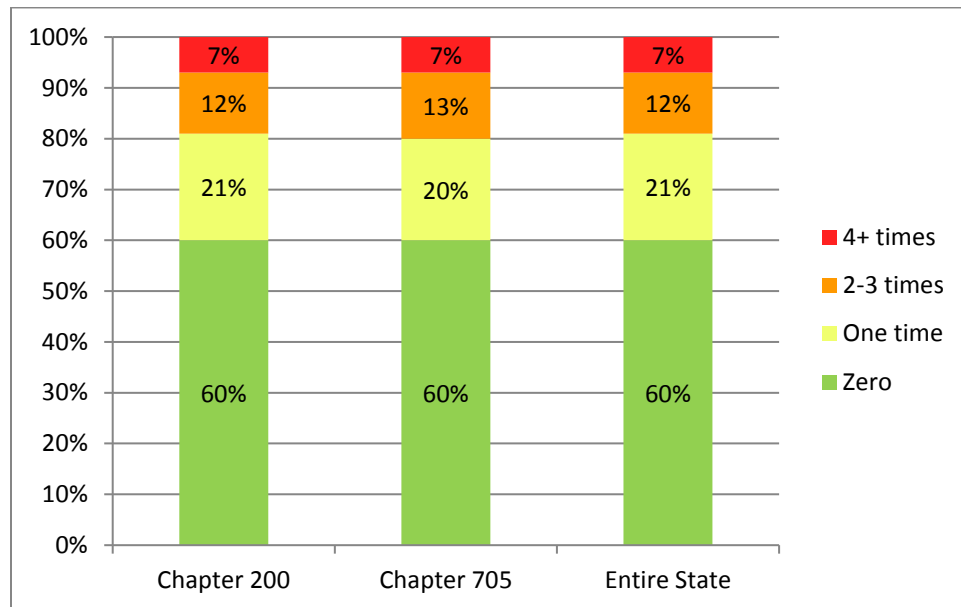
- **Who had problems?** About 40% of respondents **statewide** had problems with their heat and about half had plumbing problems in the last 12 months.

| | Chapter 200 | Chapter 705 | Entire State |
|---|----------------|----------------|-----------------|
| Had a heating problem..... | 39% | 39% | 39% |
| Had a problem with water or plumbing..... | 58% | 54% | 57% |

- **Heating Problems**

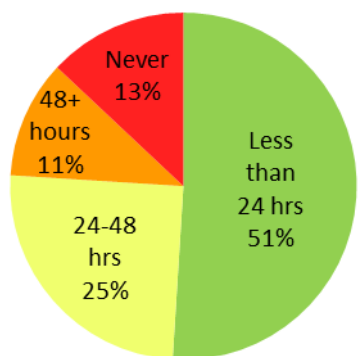
How many times did residents have heating problems?

The charts below shows how many times respondents had heat problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.

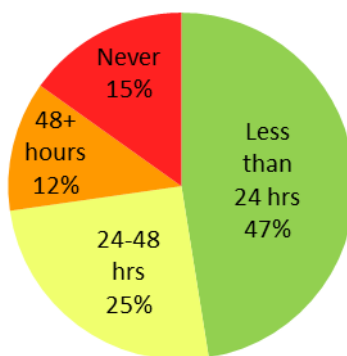


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

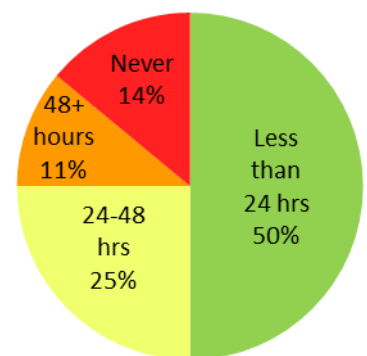
Chapter 200



Chapter 705



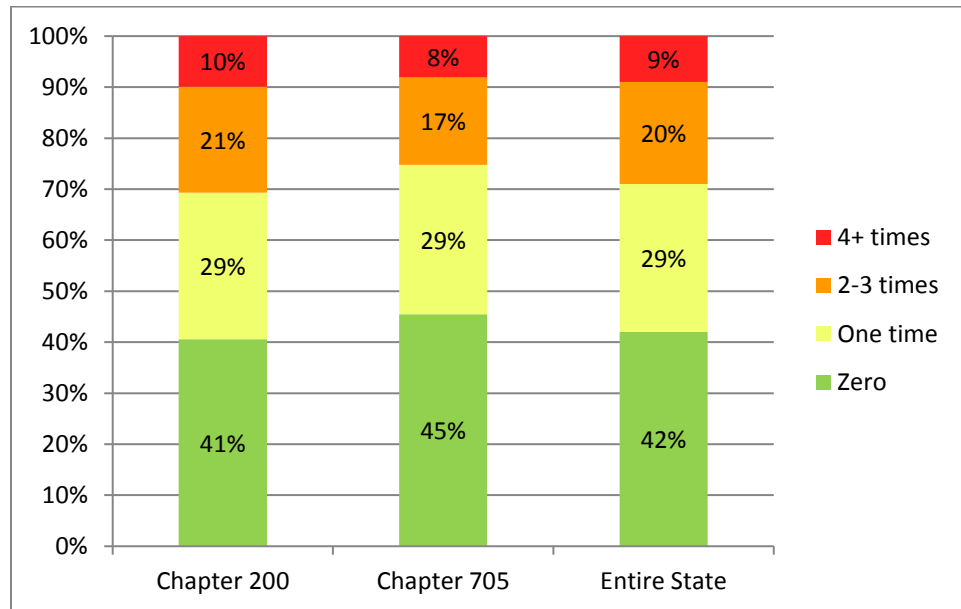
Entire State



- **Water or Plumbing Problems**

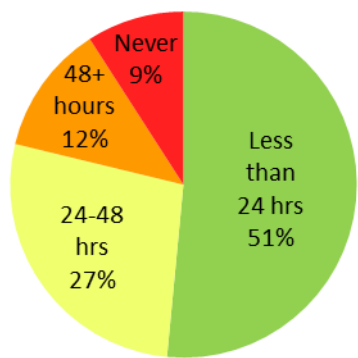
How many times did residents have problems with their water or plumbing?

The charts below shows how many times respondents had water or plumbing problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.

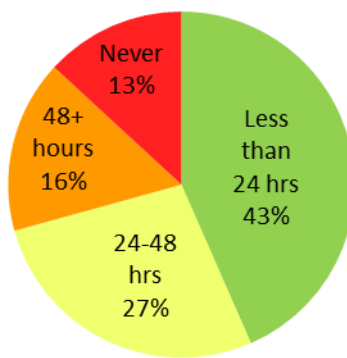


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

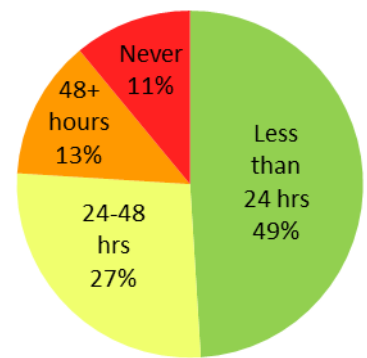
Chapter 200



Chapter 705

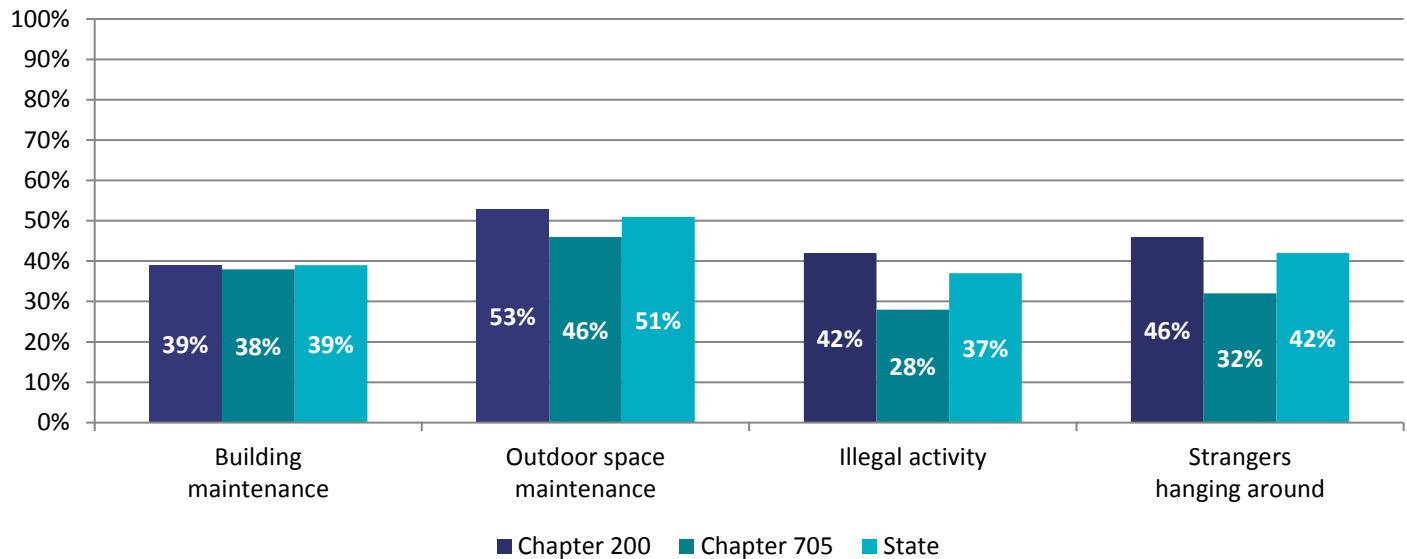


Entire State



- **What other problems did respondents have?** Respondents were asked how often they had problems with: building maintenance (*such as clean halls and stairways and having lights and elevators that work*), outdoor space maintenance (*such as litter removal and clear walk ways*), illegal activity in the development, and strangers hanging around who should not be there. The chart below shows what percentage of respondents said that they “always” or “sometimes” had this problem in the last 12 months.

Respondents who “always” or “sometimes” had problems with....



Safety

Respondents were asked how safe they felt in their building and going outside alone. The chart below shows what percentage of people said they felt “very safe” or “mostly” safe.

Respondents who felt “very safe” or “mostly safe”

