

## Resident Survey: Statewide Results

### Chapter 200, 667 & 705 Housing Summary 2016 - 2018

DHCD is working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the housing units it oversees.

- **Chapter 200 and 705 housing:** In the spring of 2016, surveys were sent to 9772 housing units. 3240 surveys were filled out and returned.
- **Chapter 667 housing:** A total of 28,952 surveys were sent out and 15,619 surveys were returned.
  - In the fall of 2016, surveys were sent to 9624 housing units and 5511 surveys were filled out and returned.
  - In the fall of 2017, surveys were sent to 6024 housing units and 3391 surveys were filled out and returned
  - In the fall of 2018, surveys were sent to 13,304 housing units and 6717 surveys were filled out and returned.

## Communication

Residents 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	Chapter 667	Entire State
Contacted management about a problem or concern.....	87%	89%	78%	79%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	77%	75%	87%	85%
Saw the Capital Improvement Plan.....	19%	18%	30%	28%
Saw the Operating Budget.....	13%	12%	17%	16%
Knew the Executive Director held a meeting with residents.....	22%	21%	53%	48%

## Services and Programs

- **78%** of the residents in **Chapter 200** housing units said they would be interested in services and programs.
- **71%** of the residents in **Chapter 705** housing units said they would be interested in services and programs.
- **72%** of the residents in **Chapter 667** housing units said they would be interested in services and programs.
- Overall, 77% of residents 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	Chapter 667	Entire State
Job training programs.....	32%	29%	6%	11%
Money management programs (budgeting, taxes, income building).....	29%	28%	10%	13%
Children's programs (tutoring, childcare, afterschool programs).....	42%	33%	2%	8%
Health and Medical Services (visiting nurse, meal programs)..	27%	23%	35%	33%
Adult Education (GED, ESL, educational counseling) .....	31%	23%	10%	13%

## Maintenance and Repair

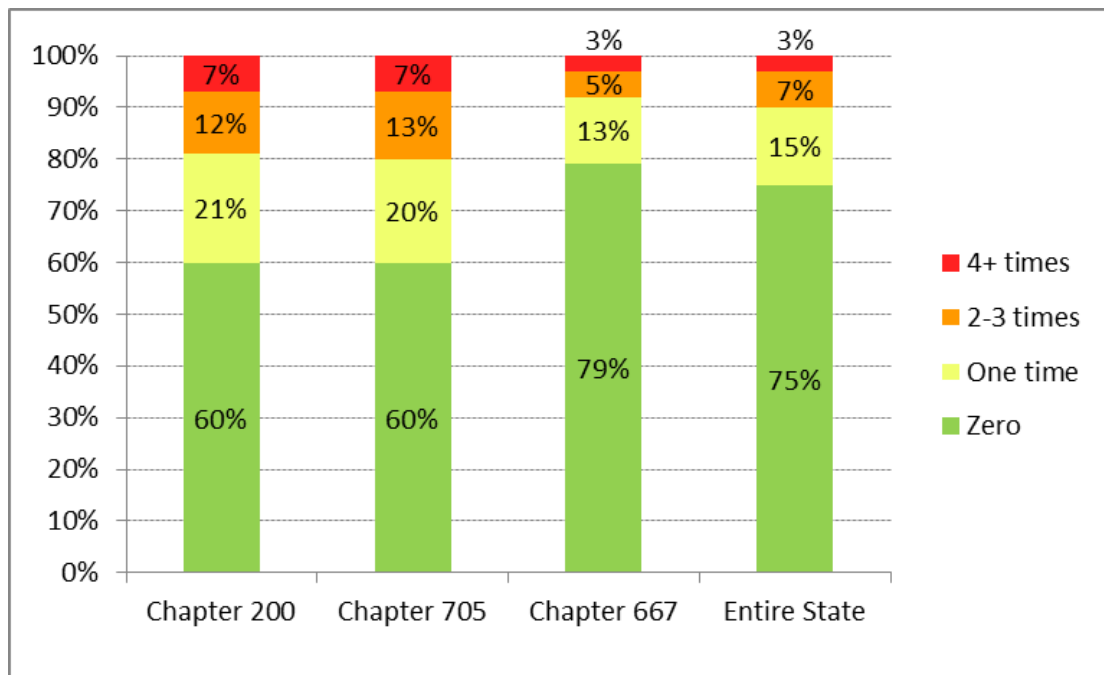
- **Who had problems?**
  - Over one-third of respondents in **Chapter 200** had problems with their heating and over half had plumbing problems in the last 12 months.
  - Over one-third of respondents in **Chapter 705** had problems with their heating and over half had plumbing problems in the last 12 months.
  - About one-fifth of respondents in **Chapter 667** had problems with their heating and about half had plumbing problems in the last 12 months.

	Chapter 200	Chapter 705	Chapter 667	Entire State
Had a heating problem.....	39%	39%	21%	24%
Had a problem with water or plumbing.....	58%	54%	49%	50%

- **Heating Problems**

### How many times did residents have heating problems?

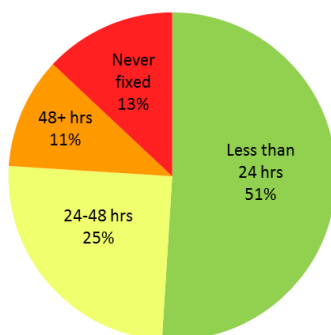
The charts below shows how many times respondents had heat problems in the last 12 months.



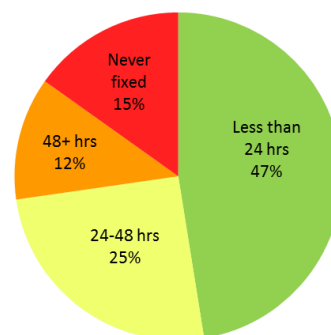
### How long did it take to fix the heating problems?

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.

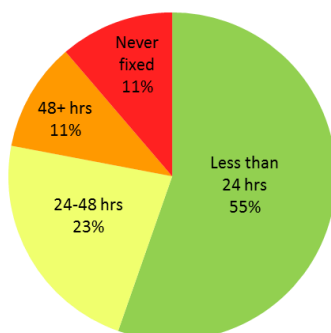
**Chapter 200**



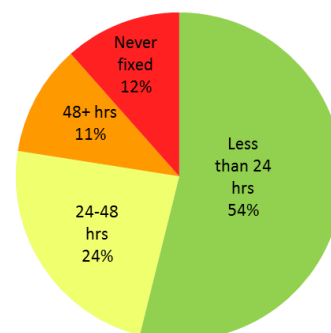
**Chapter 705**



**Chapter 667**



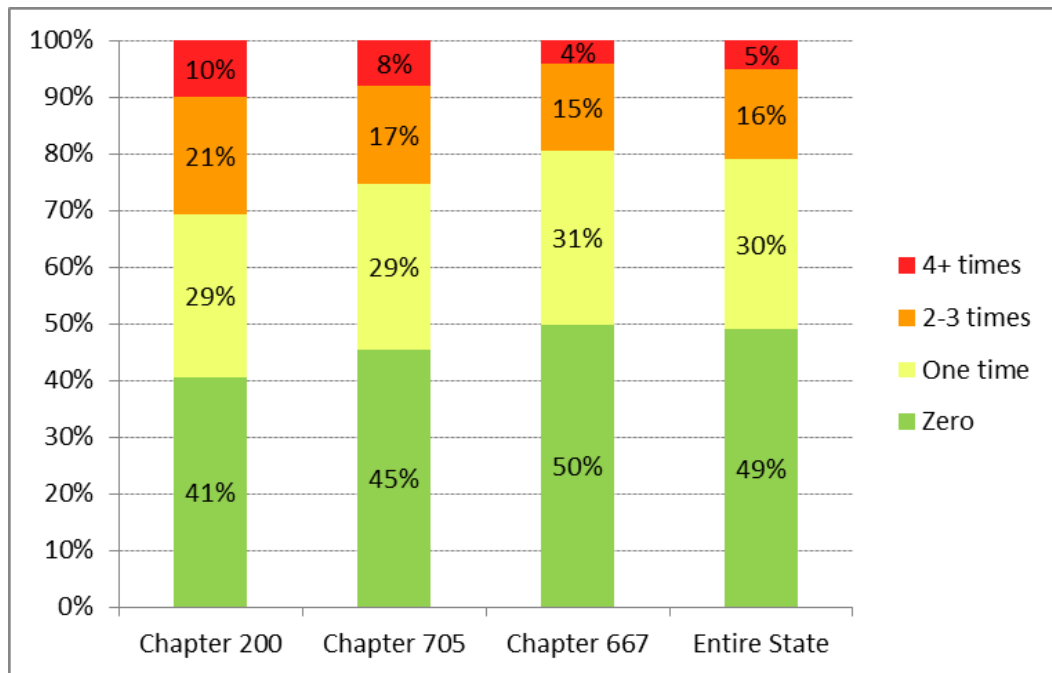
**Entire State**



- **Water or Plumbing Problems**

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

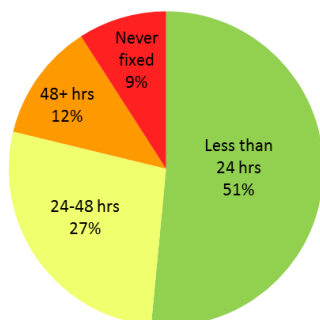
The charts below shows how many times respondents had water or plumbing problems in the last 12 months.



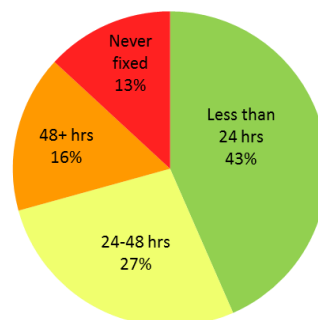
### How long did it take to fix the water or plumbing problems?

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.

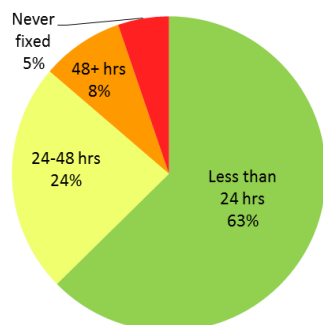
#### Chapter 200



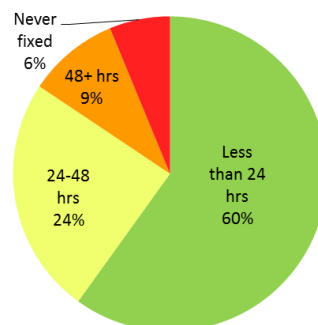
#### Chapter 705



#### Chapter 667

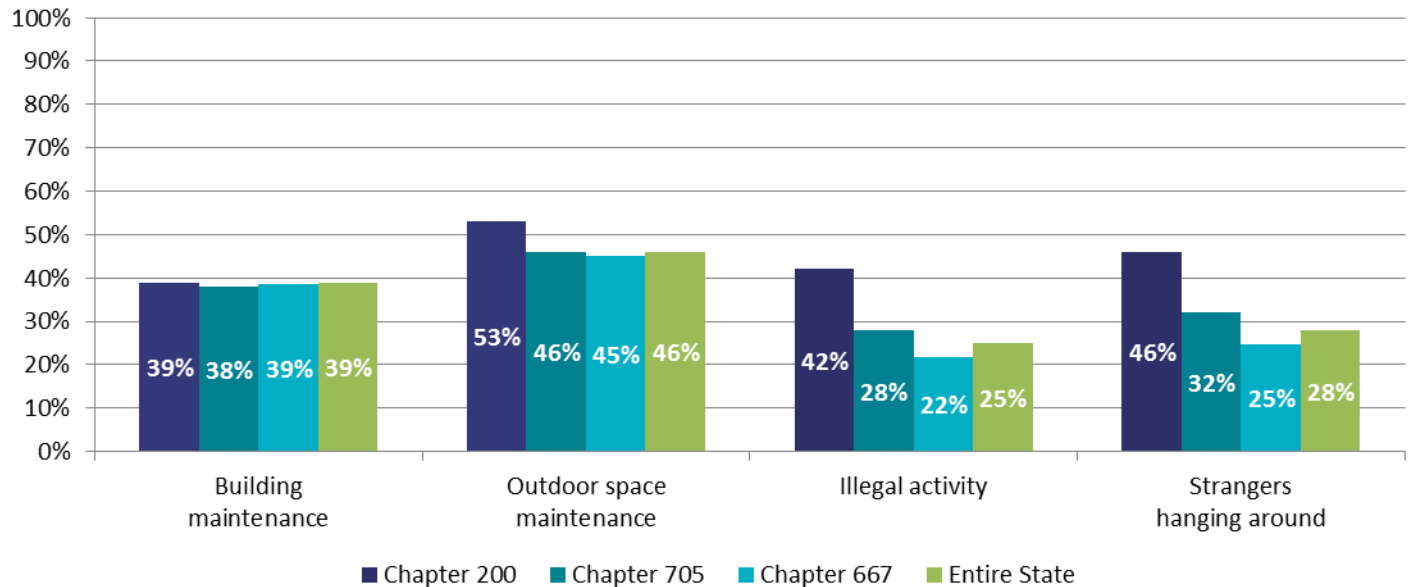


#### Entire State



- **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” ....

