Attachments

The following items have been uploaded as attachments to this Annual Plan.

Due to the COVID-19 emergency, on-site Performance Management Review (PMR) assessments by the Facilities Management Specialists were cancelled for the December fiscal year end housing authorities. Therefore, the Facility Management categories have been omitted from the PMR document.

- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey - 667only
- Tenant Satisfaction Survey - 200-705only
Resident Surveys – Background:

Since 2016 DHCD has been working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to the residents and returned to the Center by mail (or, starting in 2019, completed on-line). In Round One of the surveys, conducted over the period 2016-2018, residents of elderly/disabled developments (also known as c. 667 developments) and family units (also known as c. 705 and c. 200 developments) were surveyed in four groups as described below. (Note: there are many more c. 667 units, so they were broken down into three groups).

**ROUND ONE SURVEYS**
- Spring 2016: (c. 200 and c. 705)
- Fall 2016: (667 - Group 1)
- Fall 2017: (667 - Group 2)
- Fall 2018: (667 - Group 3)

By the end of 2018, all residents were surveyed in Round One with one exception: in the case of the twelve housing authorities with more than 225 c. 200 family units, a randomly selected group of 225 c. 200 residents were surveyed. This group was determined to be large enough to generate statistically useful results.

Round Two of the surveys began in 2019. The current plan is to complete all Round Two surveys in four groups as follows:

**ROUND TWO SURVEYS**
- Fall 2019 (667 - Group 1) - COMPLETED
- Fall 2020 (200s and 705s)
- Fall 2021 (667 - Group 2)
- Fall 2022 (667 - Group 3)

Please Note:
1. If there were at least twenty responses from residents of BOTH an authority’s c.667 units AND from their c.200/705 units, then there is a separate report for each program.
2. If there were fewer than twenty responses in EITHER program, but at least twenty responses combined, then the elderly and family results were combined into a single report.
3. To protect resident confidentiality, survey results are generally reported ONLY for authorities that had at least twenty total resident responses from their combined c.667/200/705 residents. Therefore, a few smaller authorities that didn’t have twenty responses do not have a published survey report.
4. Because the 2019-2022 surveys ask some different questions than the 2016-2018 survey, the results can’t be combined (i.e., 2019 c.667 results can’t be combined with 2016 c.200/705 results, as described in #2 above.
5. Responses from family residents in c.200 and c.705 housing are always combined together.
The Center for Survey Research at the University of Massachusetts Boston sent surveys to 9624 housing units (Chapter 667) in Massachusetts in the fall of 2016. 5511 residents responded.

Surveys were sent to 174 housing units (Chapter 667) in the Boston Housing Authority. 69 surveys were completed.

This report provides some information about how the residents from the Boston Housing Authority who answered the survey responded. It compares answers to those from the entire state and to those from large LHAs in Greater Boston. These large LHAs in the Greater Boston area include: Boston, Chelsea, and Quincy.

Communication

Residents in Ch. 667 housing were asked about how they interacted with the Boston Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

<table>
<thead>
<tr>
<th></th>
<th>Boston Housing Authority</th>
<th>Large LHAs in Greater Boston*</th>
<th>Entire State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacted management about a problem or concern……</td>
<td>75%</td>
<td>77%</td>
<td>76%</td>
</tr>
<tr>
<td>Felt they were usually or always treated with courtesy and respect when they contacted management………………..</td>
<td>81%</td>
<td>71%</td>
<td>88%</td>
</tr>
<tr>
<td>Saw the Capital Improvement Plan…………</td>
<td>33%</td>
<td>24%</td>
<td>31%</td>
</tr>
<tr>
<td>Saw the Operating Budget………………</td>
<td>13%</td>
<td>14%</td>
<td>17%</td>
</tr>
<tr>
<td>Knew the Executive Director held a meeting with residents...</td>
<td>49%</td>
<td>45%</td>
<td>53%</td>
</tr>
</tbody>
</table>

* Large LHAs in the Greater Boston area include: Boston, Chelsea, and Quincy.
**Services and Programs**

65% of the Boston Housing Authority residents in Ch. 667 who responded to the survey 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:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Boston Housing Authority</th>
<th>Large LHAs in Greater Boston</th>
<th>Entire State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job training programs</td>
<td>12%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>Money management programs</td>
<td>12%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Children’s programs</td>
<td>15%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Health and Medical Services</td>
<td>42%</td>
<td>45%</td>
<td>35%</td>
</tr>
<tr>
<td>Adult Education</td>
<td>19%</td>
<td>17%</td>
<td>11%</td>
</tr>
</tbody>
</table>

**Maintenance and Repair**

- **Who had problems?** Less than half of respondents had a problem with their heating and about half had a plumbing problem in the last 12 months.

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Boston Housing Authority</th>
<th>Large LHAs in Greater Boston</th>
<th>Entire State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Had a heating problem</td>
<td>41%</td>
<td>29%</td>
<td>20%</td>
</tr>
<tr>
<td>Had a problem with water or plumbing</td>
<td>49%</td>
<td>56%</td>
<td>48%</td>
</tr>
</tbody>
</table>
- 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.

![Charts showing heating problem frequency by location](image)

**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.

![Pie charts showing time to fix heating problems](image)
• 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.

Boston Housing Authority

Large LHAs in Boston

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….**

![Chart showing percentage of respondents who had problems with building maintenance, outdoor space maintenance, illegal activity, and strangers hanging around.]

**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” ….**

![Chart showing percentage of respondents who felt very safe or mostly safe when going out alone during the day, going out alone at night, and inside their building.]
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.

Surveys were sent to 347 housing units (Chapters 200 and 705) in the Boston Housing Authority. 94 surveys were completed.

This report provides some information about how the residents from the Boston Housing Authority who answered the survey responded. It compares answers to those from the entire state and to those from all large LHAs in Greater Boston. Large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown.

### Communication

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

<table>
<thead>
<tr>
<th></th>
<th>Boston Housing Authority</th>
<th>All Large LHAs in Greater Boston*</th>
<th>Entire State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacted management about a problem or concern………</td>
<td>89%</td>
<td>86%</td>
<td>87%</td>
</tr>
<tr>
<td>Felt they were usually or always treated with courtesy and respect when they contacted management……………...</td>
<td>75%</td>
<td>80%</td>
<td>76%</td>
</tr>
<tr>
<td>Saw the Capital Improvement Plan………………</td>
<td>32%</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>Saw the Operating Budget…………………..</td>
<td>28%</td>
<td>15%</td>
<td>12%</td>
</tr>
<tr>
<td>Knew the Executive Director held a meeting with residents..</td>
<td>27%</td>
<td>20%</td>
<td>21%</td>
</tr>
</tbody>
</table>

* Large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown
Services and Programs

80% of the Boston Housing Authority residents in Ch. 200 and Ch. 705 who responded to the survey 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:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Boston Housing Authority</th>
<th>All Large LHAs in Greater Boston*</th>
<th>Entire State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job training programs</td>
<td>31%</td>
<td>34%</td>
<td>31%</td>
</tr>
<tr>
<td>Money management programs (budgeting, taxes, income building)</td>
<td>19%</td>
<td>23%</td>
<td>29%</td>
</tr>
<tr>
<td>Children’s programs (tutoring, childcare, afterschool programs)</td>
<td>39%</td>
<td>38%</td>
<td>39%</td>
</tr>
<tr>
<td>Health and Medical Services (visiting nurse, meal programs)</td>
<td>33%</td>
<td>29%</td>
<td>26%</td>
</tr>
<tr>
<td>Adult Education (GED, ESL, educational counseling)</td>
<td>33%</td>
<td>33%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Maintenance and Repair

- **Who had problems?** About half of respondents had at least one maintenance problem in the last 12 months.

<table>
<thead>
<tr>
<th>Maintenance Problem</th>
<th>Boston Housing Authority</th>
<th>All Large LHAs in Greater Boston*</th>
<th>Entire State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Had a heating problem</td>
<td>46%</td>
<td>40%</td>
<td>39%</td>
</tr>
<tr>
<td>Had a problem with water or plumbing</td>
<td>50%</td>
<td>61%</td>
<td>57%</td>
</tr>
</tbody>
</table>
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.
• 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.

![Bar chart showing water or plumbing problems](chart1)

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.

![Pie charts showing time to fix water or plumbing problems](chart2)
**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….*

![Bar chart showing the percentage of respondents who experienced problems with building maintenance, outdoor space maintenance, illegal activity, and strangers hanging around.]

**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” ….*

![Bar chart showing the percentage of respondents who felt “very safe” or “mostly safe” going out alone during the day, going out alone at night, and inside their building.]

- **Building maintenance**: Boston 53%, All Large LHAs in Greater Boston 45%, State 39%
- **Outdoor space maintenance**: Boston 72%, All Large LHAs in Greater Boston 57%, State 51%
- **Illegal activity**: Boston 55%, All Large LHAs in Greater Boston 41%, State 37%
- **Strangers hanging around**: Boston 57%, All Large LHAs in Greater Boston 45%, State 42%

- **Going out alone during the day**: Boston 65%, All Large LHAs in Greater Boston 81%, State 83%
- **Going out alone at night**: Boston 39%, All Large LHAs in Greater Boston 60%, State 64%
- **Inside their building**: Boston 61%, All Large LHAs in Greater Boston 79%, State 80%