## Attachments

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

- . Cover Sheet for tenant satisfaction surveys
- . Resident Surveys
- . BHA state program proposed budget
- . Performance Management Review

Explanation of attachments:
EOHLC provides the cover sheet for tenant satisfaction surveys. BHA has provided the past tenant survey results and will update as additional results are available.

The Performance Management Review is done on a biennial basis. EOHLC has provided the PMR from March 2025.

There are errors in the state budget data. BHA staff are working with EOHLC staff and consultants to correct. In the meantime, BHA has added the BHA state program proposed budget.

## Resident Surveys – Background

Since 2016 EOHLC has been working with the Center for Survey Research (CSR) at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to residents, and returned to CSR by mail (or, starting in 2019, completed on-line). CSR surveys residents of elderly/disabled units (also known as Chapter 667) and family units (also known as Chapter 200 and Chapter 705).

During each round all units are mailed surveys, 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 units was surveyed at each housing authority. This group was determined to be large enough to generate statistically useful results. In both rounds, responses from c.200 and c.705 residents are always combined.

### Round One Surveys (2016 – 2018)

In Round One of the surveys, CSR surveyed residents of elderly/disabled units (c.667) in three groups in the Fall of 2016, 2017 and 2018. CSR surveyed residents of family units (c.705 and c.200) in the Spring of 2016. (Note: there are many more c.667 units, so they were broken down into three groups).

### Round Two Surveys (2019 – 2022)

Round Two of the surveys began in 2019. CSR surveyed about one-third of the elderly/disabled units in Fall 2019, Fall 2021, and Fall 2022. CSR surveyed all family units in Fall 2020.

### Round Three Surveys (2023 – 2027)

Round Three of the surveys began in 2023. CSR surveyed about one-third of the elderly/disabled units and one-third of family units in Fall 2023.

# Boston Housing Authority

Chapter 200 & Chapter 705 Family Housing
Fall 2020

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

In the Fall of 2020, surveys were sent to 10,163 family housing units (Chapters 200 and 705). 2,124 surveys were filled out and returned.

In the **Boston Housing Authority,** surveys were sent to a total of **367** Boston housing units, **67** surveys were completed.

This report provides some information about how the residents from the **Boston Housing Authority** answered the survey. It compares their answers to those from residents in the entire state and to those from large LHAs in Metro Boston. These large LHAs in Metro Boston include: Arlington, Boston, Everett, Chelsea, Quincy, Revere, Somerville, Waltham, Watertown. (Please note that survey data may not have been received from each one of these nearby LHAs.)

## Communication

- **Communication with management:** Residents were asked about how they interacted with their Housing Authorities in the last 12 months. The table below shows what percentage of residents said they did each of the following:

| | Boston Housing Authority | Large LHAs in Metro Boston* | Entire State |
|---|---|---|---|
| Felt they were usually or always treated with courtesy and respect when they contacted management……. | **81%** | **69%** | **71%** |
| Knew the Executive Director held a meeting with residents..... | **14%** | **11%** | **15%** |

* Large LHAs in Metro Boston include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, Watertown. (Please note that survey data may not have been received from each one of these nearby LHAs.)

# Maintenance and Repair

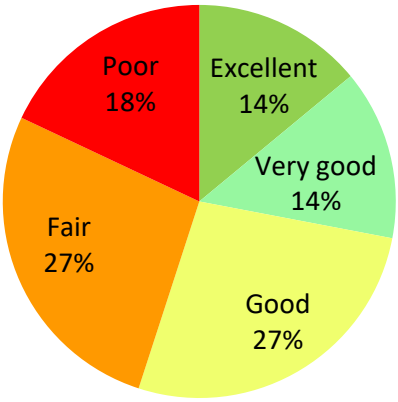
- **Communication with maintenance staff:** Residents were asked about their interactions with the Boston Housing Authority maintenance staff in the last 12 months.

| | Boston Housing Authority | Large LHAs in Metro Boston | Entire State |
|---|---|---|---|
| Felt they were usually or always treated with courtesy and respect when they contacted maintenance……. | 79% | 72% | 75% |
| Were contacted by the Housing Authority before staff entered their apartment…… | 94% | 86% | 86% |

- **Overall maintenance:** Respondents were asked how they would rate overall building maintenance *(such as clean halls and stairways and having lights and elevators that work)* and outdoor space maintenance *(such as litter removal and clear walkways)* in the last 12 months.

**Building maintenance:**

**Boston Housing Authority**




**Large LHAs in Metro Boston**

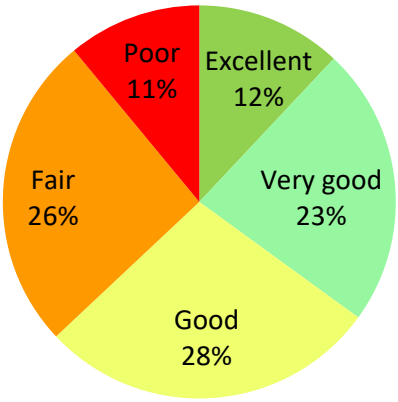



**Entire State**




**Outdoor maintenance:**

**Boston Housing Authority**




**Large LHAs in Metro Boston**




**Entire State**

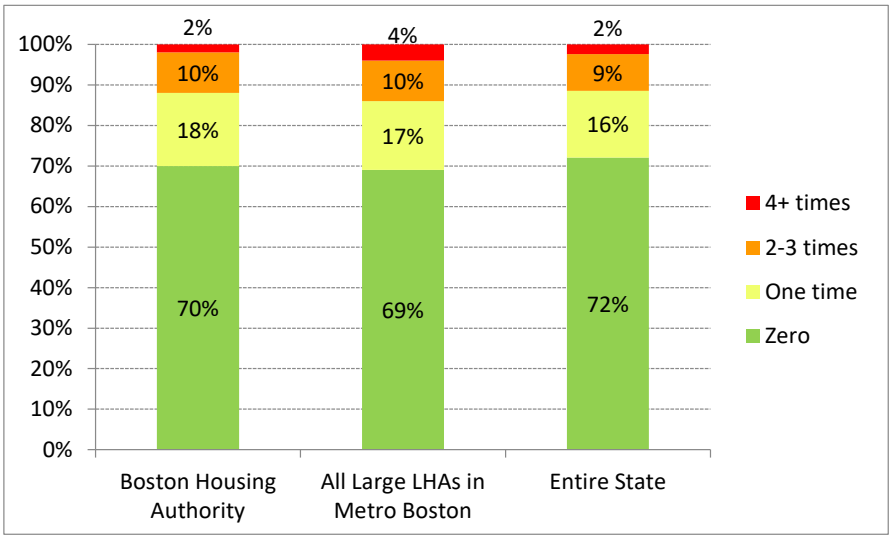


- **Heating and Water Problems:** About one half of respondents had a problem with their heating and about two-thirds had a plumbing problem in the last 12 months.

| | Boston Housing Authority | Large LHAs in Metro Boston | Entire State |
|---|---|---|---|
| Had any heating problem…….…… | 45% | 55% | 56% |
| Had any water problem…… | 70% | 74% | 74% |

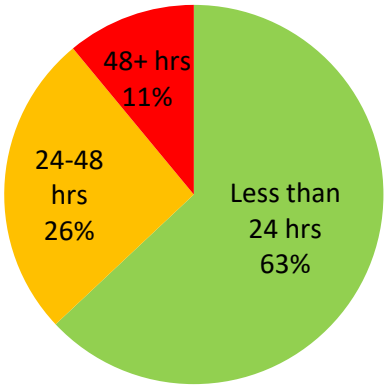
- **Heating Problems**

**How many times did residents completely lose heat?**
The chart below shows how many times respondents had completely lost heat in the last 12 months. The green part of the bars shows what percentage of residents never completely lost heat. The yellow shows who lost heat one time. The orange shows those who lost heat 2-3 times. And the red shows those who lost heat 4 or more times in the last 12 months.

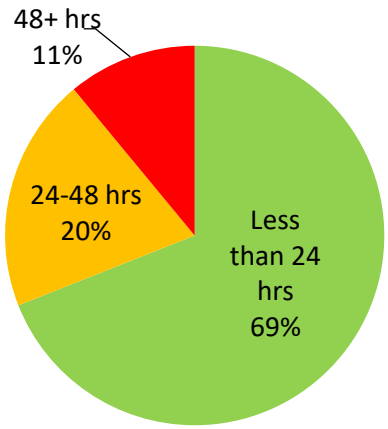



**How long did it usually take for heat to come back on?** For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.

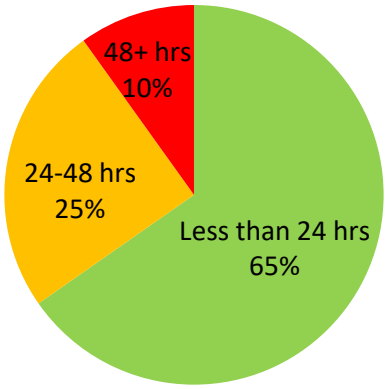
**Boston Housing Authority**




**Large LHAs in Metro Boston**

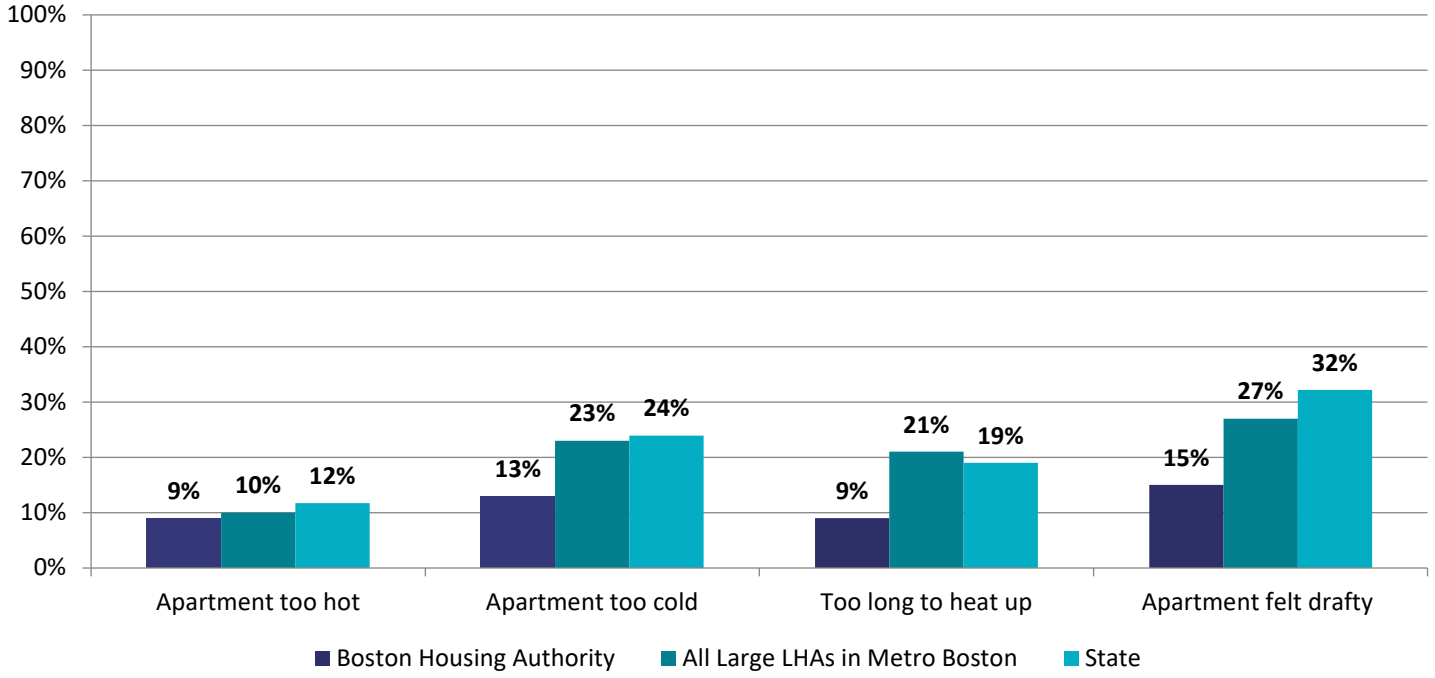



**Entire State**



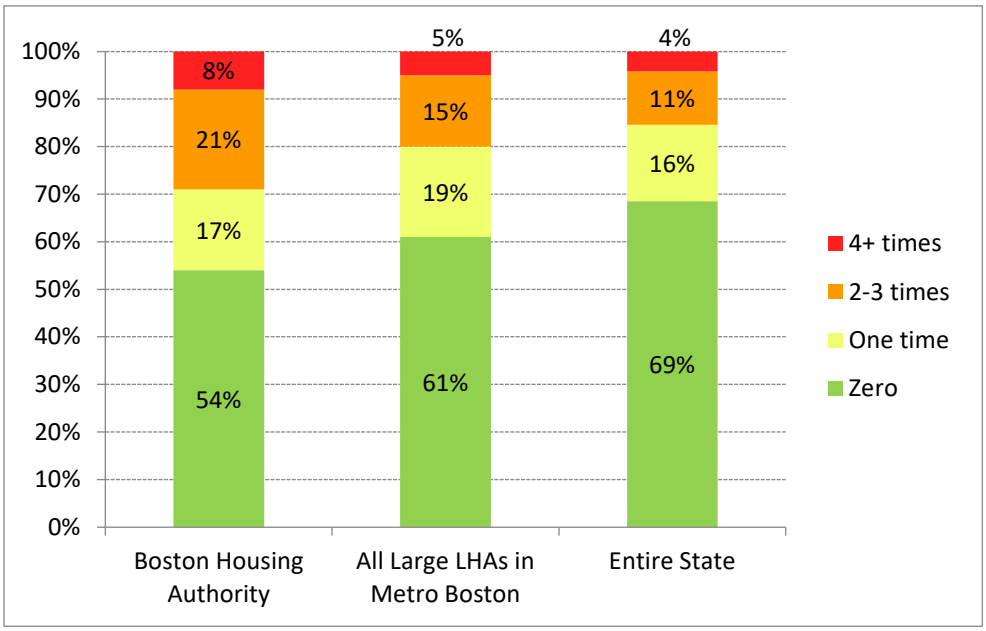
- **Other Heating Problems**

**In the last 12 months did residents have other heating problems?**
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.

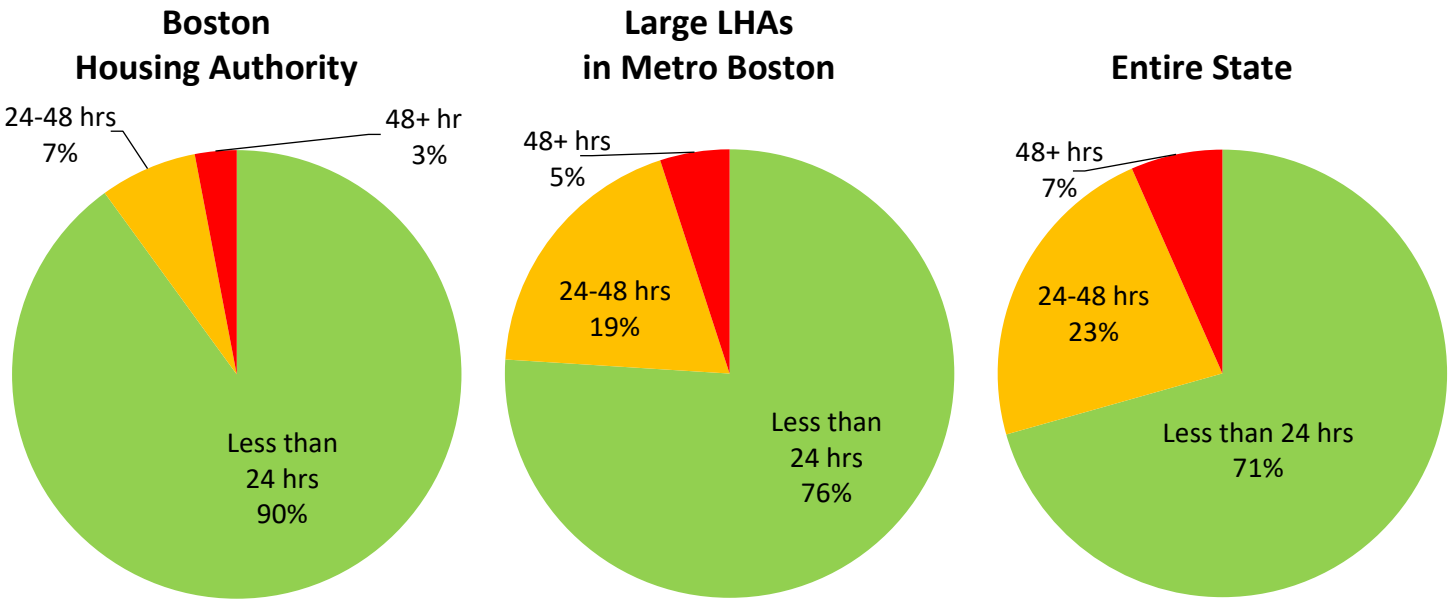



- **Water or Plumbing Problems**

**How many times did residents have no hot water in their apartment?**
The chart below shows how many times respondents did not have hot water in their apartment in the last 12 months. The green part of the bars shows what percentage of residents never had this problem. The yellow shows who lost hot water one time. The orange shows those who lost hot water 2-3 times. And the red shows those who lost hot water 4 or more times in the last 12 months.

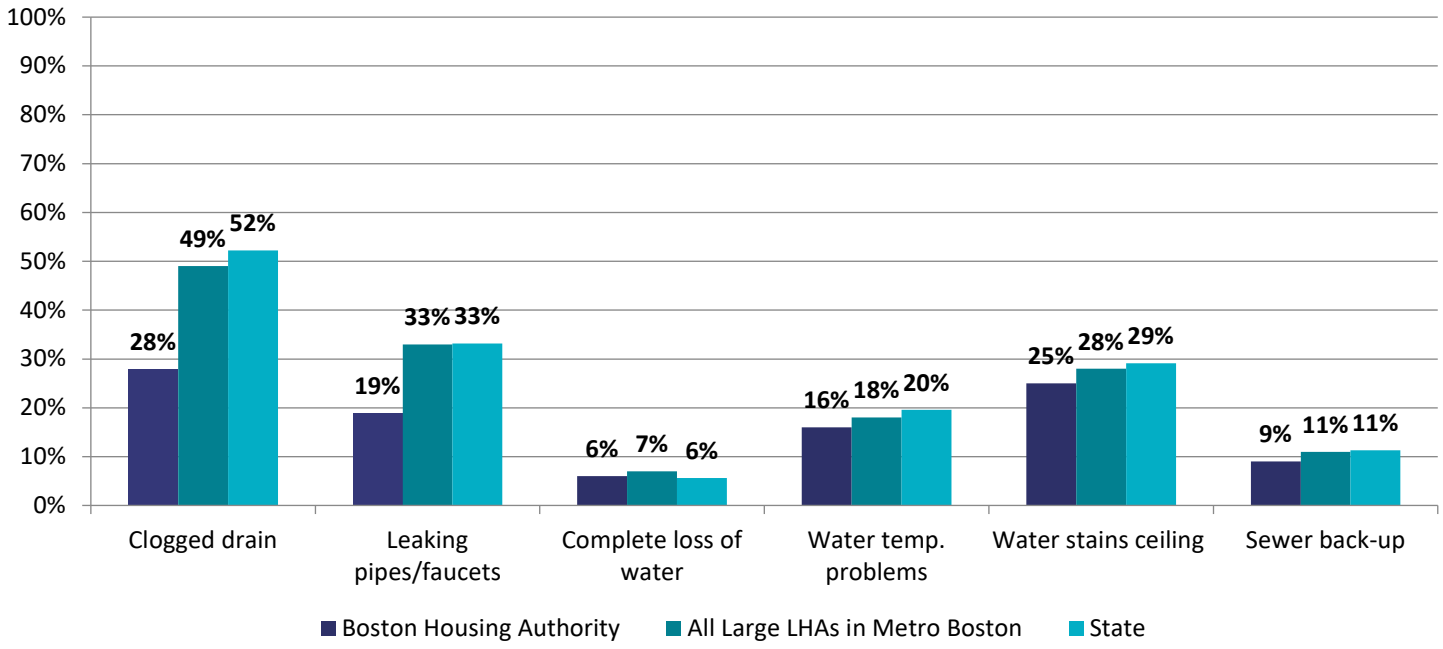


**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



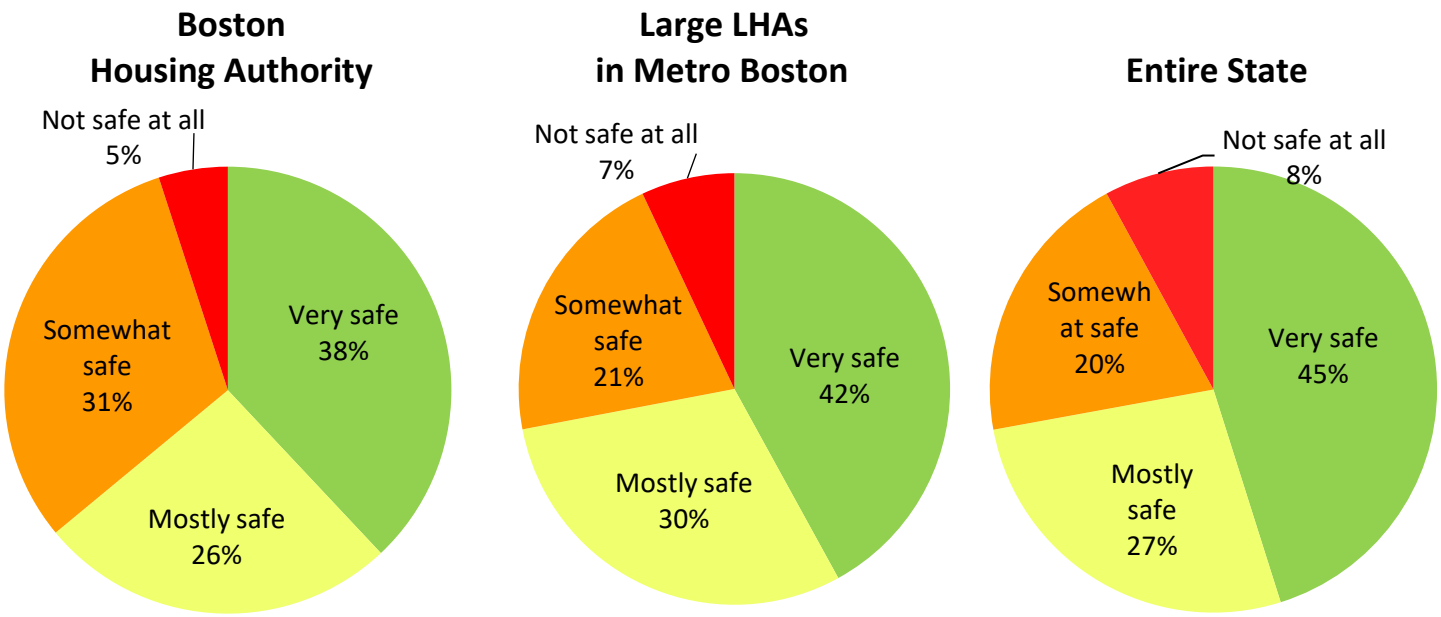

- **Other Water or Plumbing Problems**

**In the last 12 months did residents have other water or plumbing problems?**
The chart below shows what percentage of residents experienced other water or plumbing problems in the last 12 months.

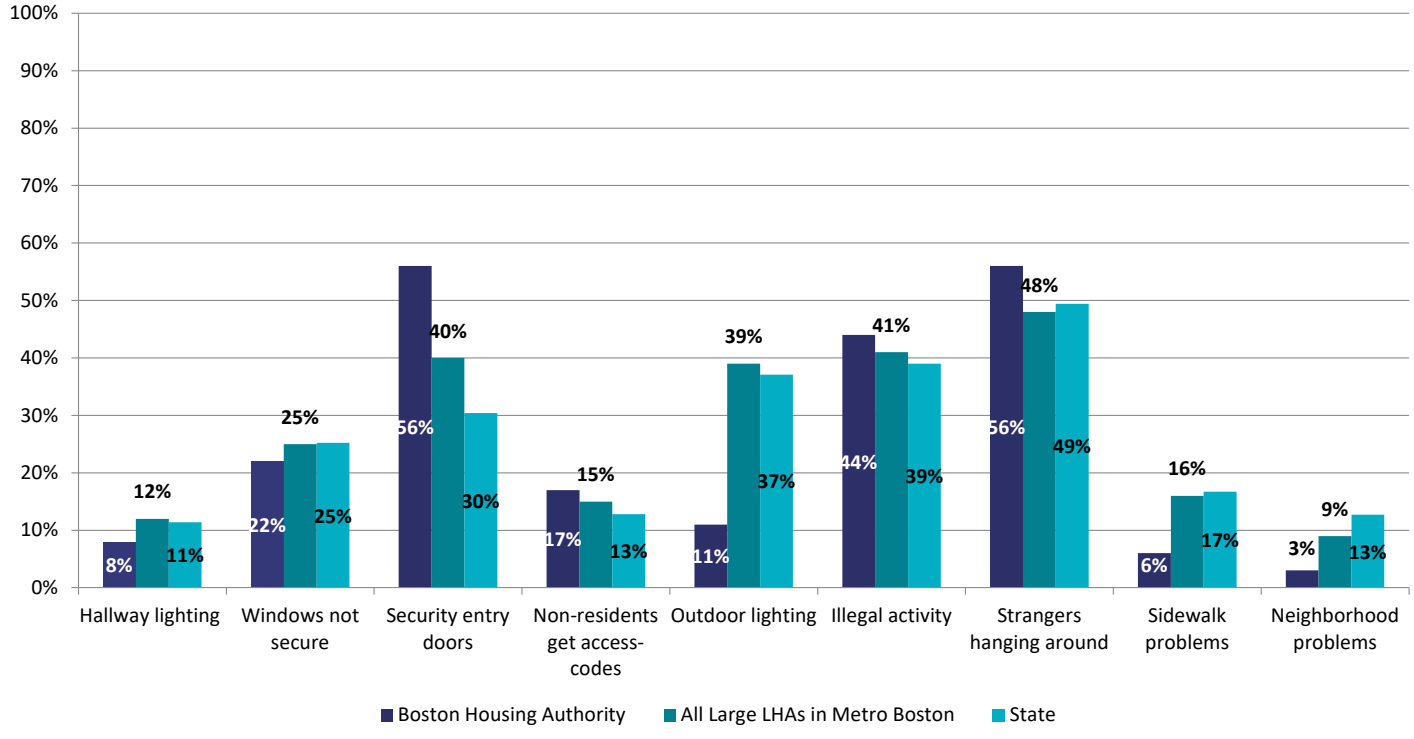


# Safety

**Respondents were asked how safe they felt in their development**. The charts below show what percentage of residents said they felt *very safe, mostly safe, somewhat safe*, or *not safe at all* in their development in the last 12 months.



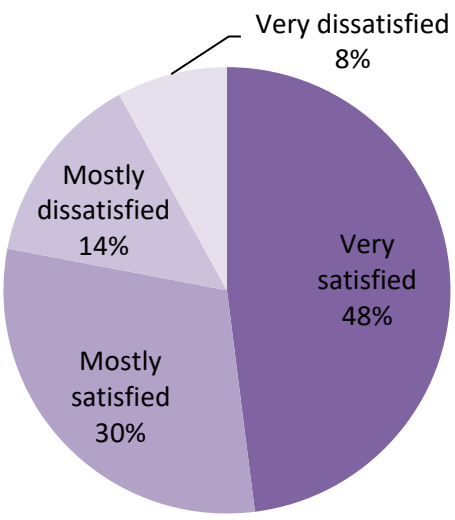

**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



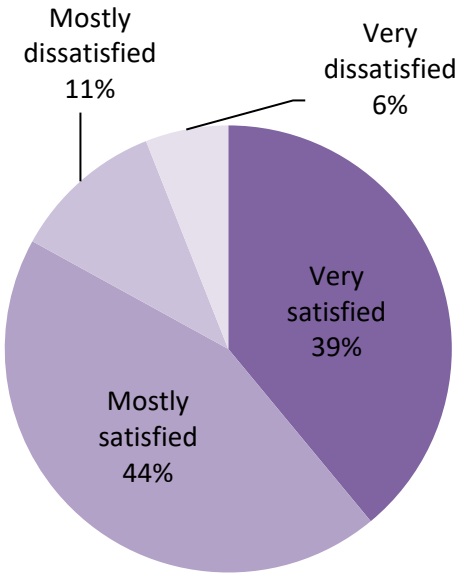
# Overall Satisfaction

**Respondents were asked about their overall satisfaction living in their development**. The chart below shows what percentage of people said they were *very satisfied*, *mostly satisfied*, *mostly dissatisfied,* or *very dissatisfied*.

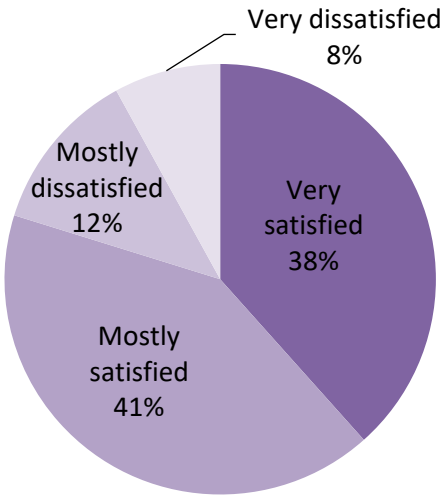
**Boston Housing Authority**




**Large LHAs in Metro Boston**




**Entire State**



# Boston Housing Authority

Chapter 667 Housing
Summary 2019 – 2021

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

**Fall 2019:**

- Surveys were sent to 6955 housing units (Chapter 667). 3352 surveys were filled out and returned.

**Fall 2021:**

- Surveys were sent to 8350 housing units (Chapter 667). 3787 surveys were filled out and returned.

- In the **Boston Housing Authority,** surveys were sent to a total of **177** Boston housing units (Chapter 667); **47** surveys were completed.

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

## Communication

- **Communication with management:** Residents were asked about how they interacted with their Housing Authorities in this peer group in the last 12 months. The table below shows what percentage of residents said they did each of the following:

| | Boston Housing Authority | Large LHAs in Metro Boston* | Entire State |
|---|---|---|---|
| Felt they were usually or always treated with courtesy and respect when they contacted management……. | 79% | 77% | 84% |
| Knew the Executive Director held a meeting with residents..... | 14% | 32% | 43% |

* Large LHAs in Metro Boston: Arlington, Boston, Chelsea, Quincy, Waltham and Watertown.

# Maintenance and Repair

- **Communication with maintenance staff:** Residents were asked about their interactions with the Boston Housing Authority maintenance staff in the last 12 months.

| | Boston Housing Authority | Large LHAs in Metro Boston | Entire State |
|---|---|---|---|
| Felt they were treated with courtesy and respect when they contacted maintenance……..……. | 81% | 83% | 88% |
| Were contacted by the Housing Authority before entering their apartment……. | 93% | 90% | 91% |

- **Overall maintenance** Respondents were asked how they would they rate overall building maintenance *(such as clean halls and stairways and having lights and elevators that work)* and outdoor space maintenance *(such as litter removal and clear walkways)* in the last 12 months.

**Building maintenance:**

**Boston Housing Authority**




**Large LHAs in Metro Boston**

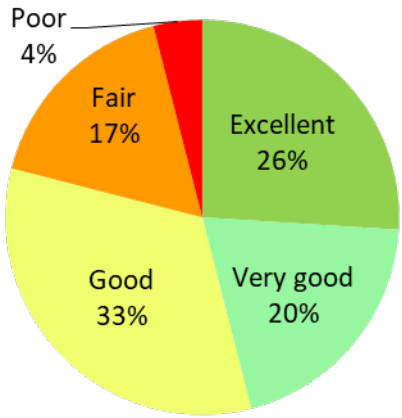



**Entire State**




**Outdoor maintenance:**

**Boston Housing Authority**




**Large LHAs in Metro Boston**




**Entire State**

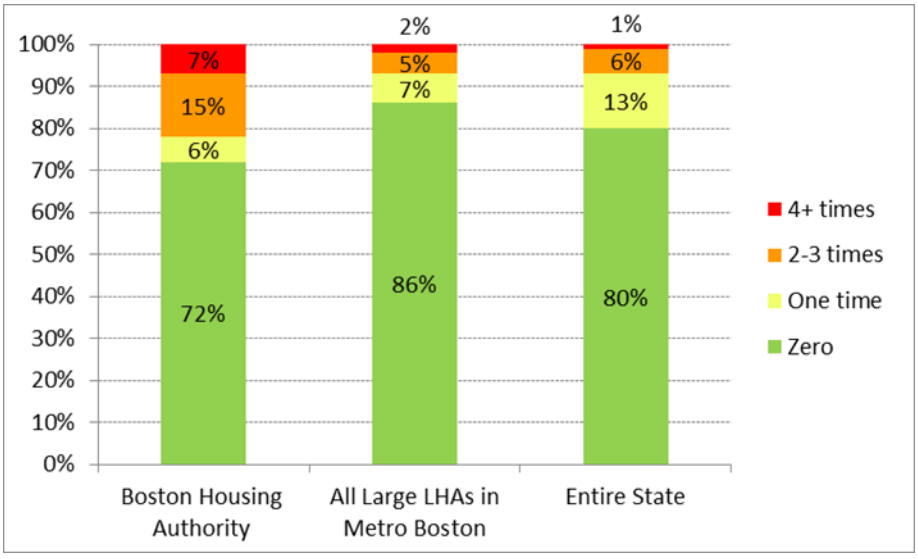


- **Heating and Water Problems:** More than one third of respondents had a problem with their heating and about three quarters had a plumbing problem in the last 12 months.

| | Boston Housing Authority | Large LHAs in Metro Boston | Entire State |
|---|---|---|---|
| Had any heating problem…….……. | 43% | 35% | 36% |
| Had any water problem……... | 72% | 59% | 57% |

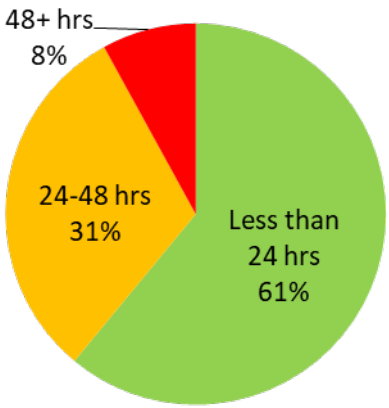
- **Heating Problems**

**How many times did residents completely lose heat?**
The chart below shows how many times respondents had completely lost heat 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.

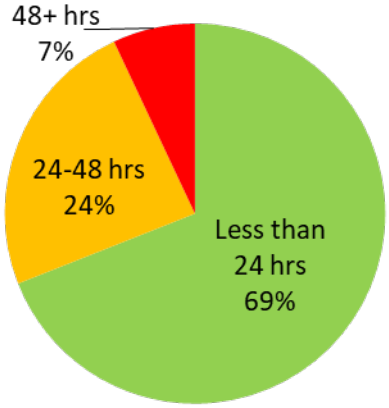



**How long did it usually take for heat to come back on?** For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.

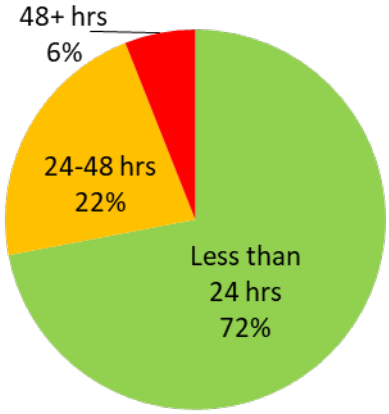
**Boston Housing Authority**




**Large LHAs in Metro Boston**

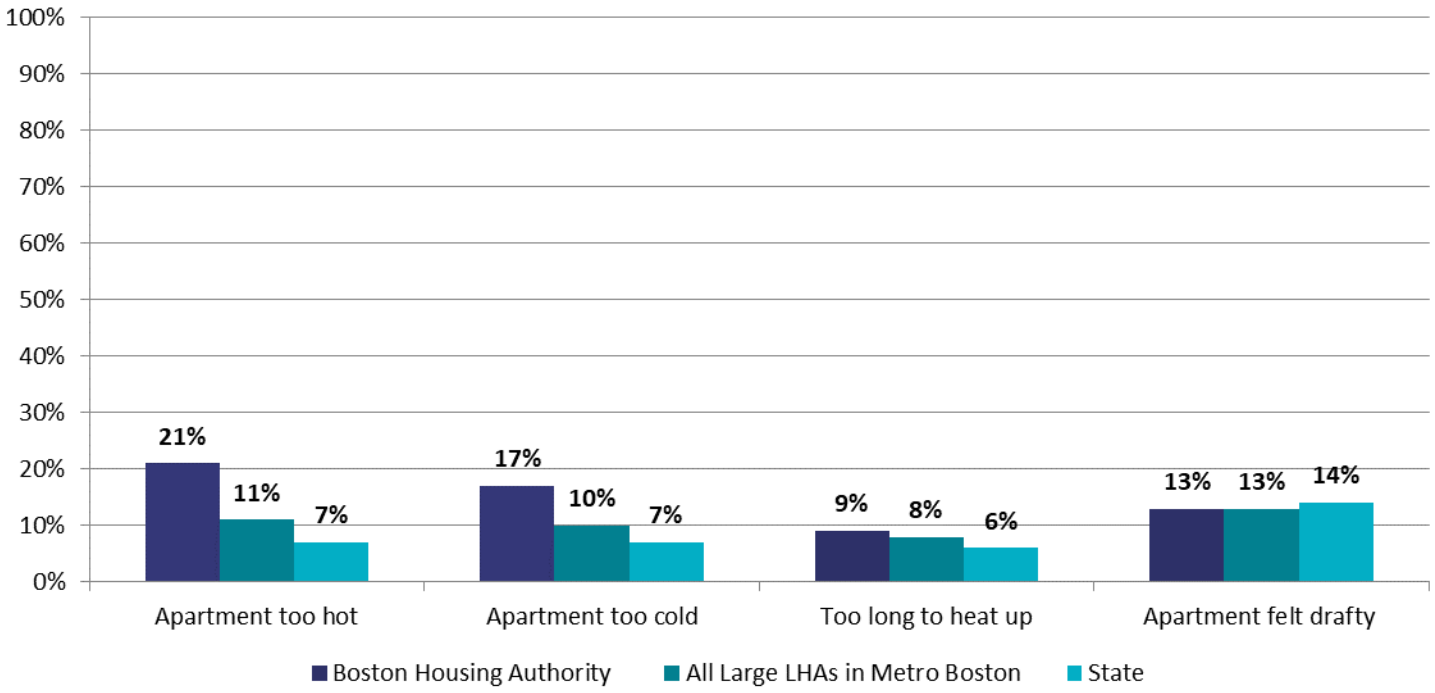



**Entire State**



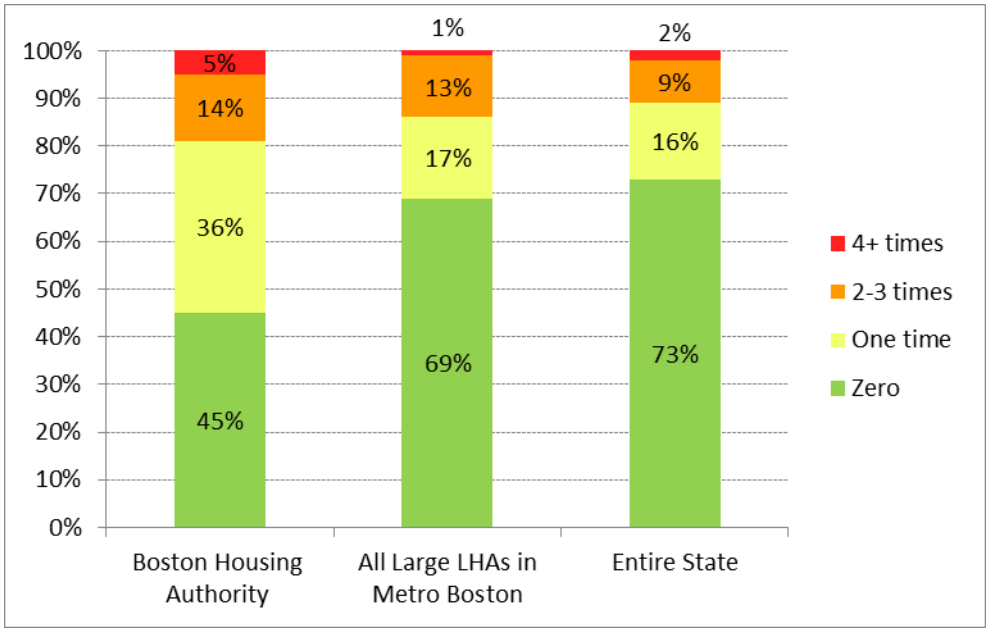
- **Other Heating Problems**

**In the last 12 months did residents have other heating problems?**
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.

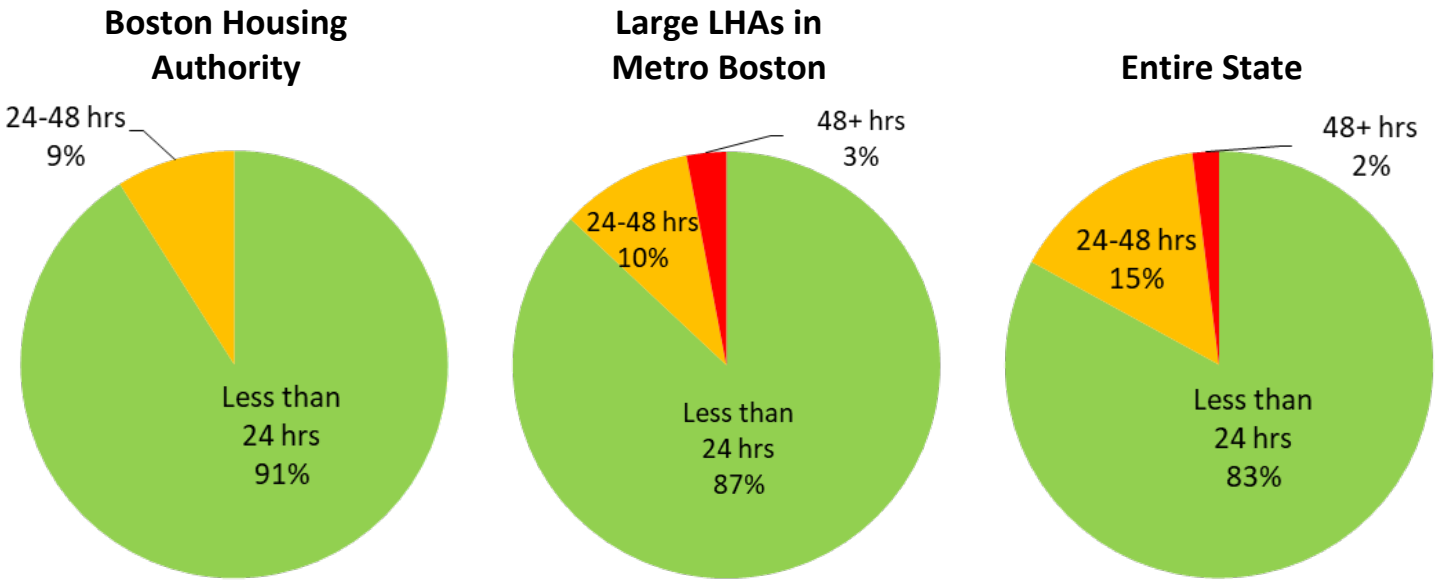



- **Water or Plumbing Problems**

**How many times did residents have no hot water in their apartment?**
The chart below shows how many times respondents did not have no hot water in their apartment 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.

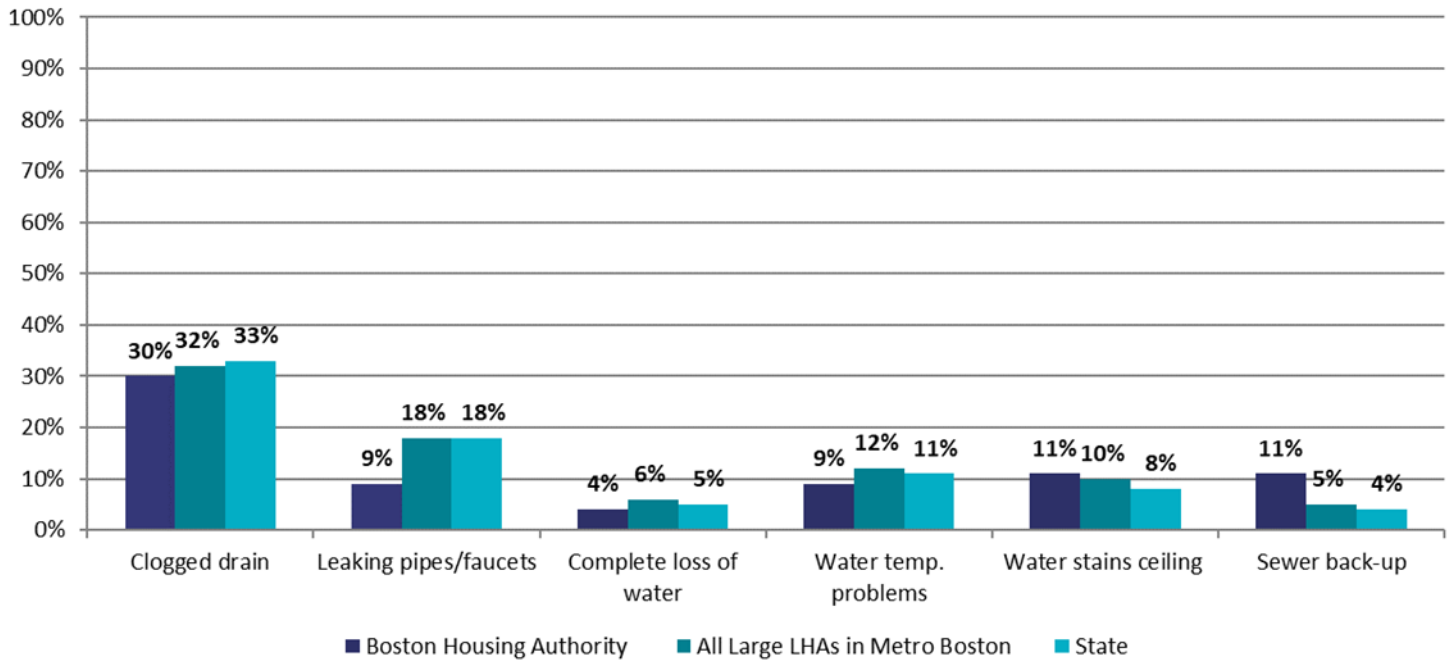


**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



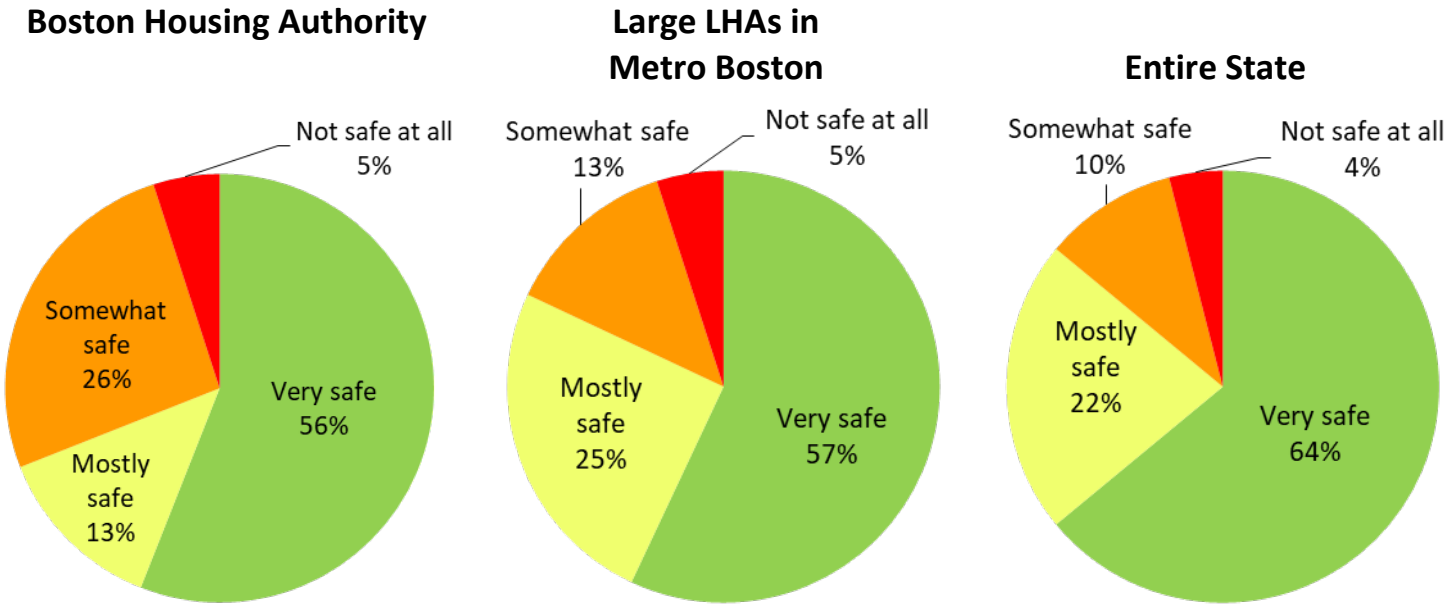

- **Other Water or Plumbing Problems**

**In the last 12 months did residents have other water or plumbing problems?**
The chart below shows how many times respondents had other water or plumbing problems in the last 12 months.

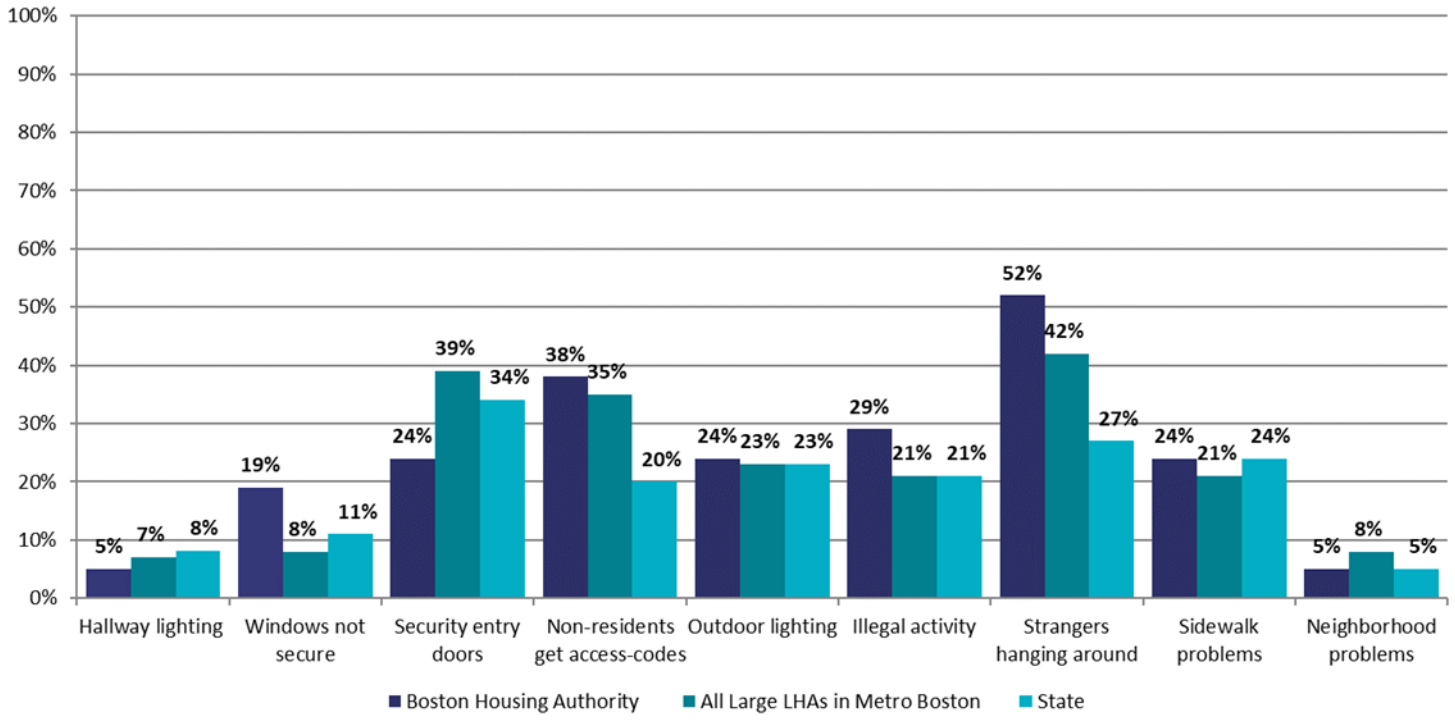


# Safety

**Respondents were asked how safe they felt in their development**. The charts below show what percentage of residents said they felt "very safe", "mostly" safe, "somewhat safe", or "not safe at all" in their development in the last 12 months.



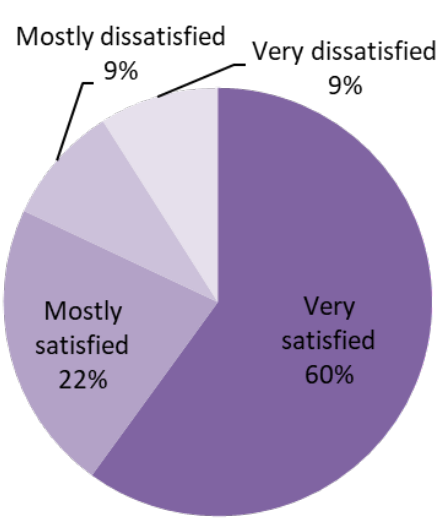

**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



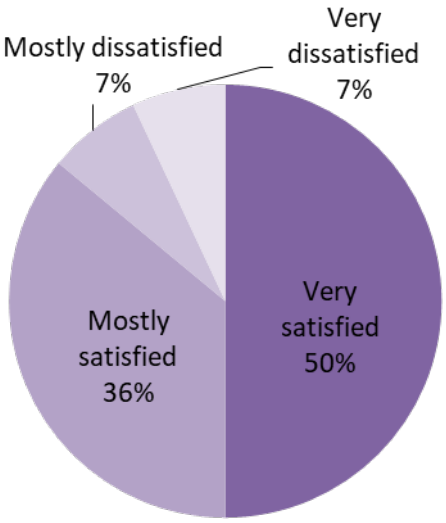
# Overall Satisfaction

**Respondents were asked about their overall satisfaction living in their development**. The chart below shows what percentage of people said they were “very satisfied”, “mostly satisfied”, “mostly dissatisfied”, or “very dissatisfied”.

**Boston Housing Authority**




**Large LHAs in Metro Boston**




**Entire State**

