

REPORT TO THE COMMUNITY:

2015 SHA BUDGET OUTREACH

September 3, 2014

About this Report.....

This *“Report to the Community: 2015 SHA Budget Outreach”* is presented in three parts:

- ❖ *PART 1 – “Voting with Dollars” RAC, JPAC, SSHP Priorities*
- ❖ *PART 2 – Community Needs Assessment Questionnaire*
- ❖ *APPENDIX – Budget Outreach Tools*

Part 1 of the Report chronicles the results of budget input gathered in the Spring through three community meetings with 81 resident from the Resident Action Council (RAC), the Joint Policy Advisory Committee (JPAC), and the Seattle Senior Housing Program (SSHP). This section also contains SHA actions in response to the priorities identified by the residents.

Part 2 of the Report presents the results of a non-scientific survey – the *Community Needs Assessment Questionnaire* -- completed and returned by 120 residents from 17 Low Income Public Housing and Seattle Senior Housing Program communities.

The Appendix contains copies of the *“Voting with Dollars”* Ballot used by the individual residents attending the budget outreach meetings and of the *Community Needs Assessment Questionnaire*.

Each of Parts 1 and 2 are introduced with an Introductory page telling you a little more about that sections contents.

And A Huge Thanks.....

From SHA’s Budget staff and the Housing Operations staff to the stars of this Report – **the SHA residents** who participated vigorously and shared their priorities, ideas, and concerns. A special acknowledgement to resident Kristin O’Donnell, of Yesler Terrace and the RAC, who inspired the SHA staff to take up her challenge to provide a resident opportunity on the front end of the budget process to express their views.

PART 1

“Voting with Dollars” RAC, JPAC, SSHP Priorities

Contents of PART 1:

- ❖ **RAC+JPAC+SSHP COMBINED BALLOTING RESULTS**
- ❖ **Early Participation – Results of Apr/May Resident Group Meetings**
- ❖ **RAC+JPAC+SSHP – Results of Voting with Dollars – Resident Priorities Narrative**
- ❖ **SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES**

RAC+JPAC+SSHP MEETING RESULTS

Participants in "Voting with Dollars" = 81 Residents

SERVICE/PROGRAM CATEGORIES	YOUR DOLLAR VOTES	%
<p>Support Services to Tenants: Such as education and training; job placement referrals; childcare referrals; on site case managers/social workers; health and wellness programs; and community activities.</p>	\$139,500	17.5%
<p>Upkeep of our Building and Grounds: Such as building repairs and maintenance; Landscaping and grounds maintenance; janitorial services to keep interior common areas clean; pest control; preventive maintenance; inspections</p>	\$150,400	18.9%
<p>Building and Neighborhood Safety and Security: Such as City police or private security services; exterior security lighting; entry security systems – cameras, card key entry; neighborhood or community lock watches.</p>	\$132,600	16.7%
<p>Building Management and Facilities: Such as accessibility of building staff; responsiveness of SHA to complaints or requests for service; ADA accessibility; Safety and cleanliness of common facilities – laundry; mailrooms; community room; elevators; stairways; emergency preparedness, availability of computer labs and/or wi-fi.</p>	\$146,300	18.4%
<p>Major Capital Repairs: Such as roof repairs/replacement; windows replacements to prevent leaks and mold; elevator upgrades/replacement to ensure safety and reliability; walkways and parking lot repairs to remove safety hazards; building painting, gutter repairs/replacements</p>	\$176,500	22.2%
<p>My Category: Suggested by individuals in their responses to the ballot options.</p>	\$49,600	6.2%
<p>TOTAL BUDGET DOLLAR VOTES</p>	\$794,900	100%



2015 SHA BUDGET: EARLY PARTICIPATION -- RESULTS OF APR/MAY RESIDENT GROUP MEETINGS

General Information -- "Voting with Dollars" Participation

<i>Participating Groups and Number of Participants:</i>		<i>Total Dollars Allocated = Group 100%</i>
> Resident Action Council -- "RAC"	23 Residents	\$218,000
> Joint Policy Advisory Committee -- "JPAC"	36 Residents	\$356,900
> Seattle Senior Housing Program -- "SSHP"	22 Residents	\$220,000
> TOTAL -- ALL PARTICIPANTS/ALL SESSIONS	81 RESIDENTS	\$794,900

PROGRAM CATEGORY - EXAMPLES OF SERVICES / PARTICIPATING GROUP	SHA BUDGET DOLLARS VOTES	% OF GROUP DOLLAR VOTES + % OF TOTAL	GROUP + TOTAL RANK: PROGRAM CATEGORY (1-6)
Support Services to Tenants: Such as education and training; job placement referrals; childcare referrals; on site case managers/social workers; health and wellness programs; and community activities.			
> RAC	\$47,300	21.7%	#1
> JPAC	\$72,500	20.3%	#2
> SSHP	\$19,700	9.0%	#6
> TOTAL ALL 3	\$139,500	17.5%	#4
Upkeep of our Building and Grounds: Such as building repairs and maintenance; Landscaping and grounds maintenance; janitorial services to keep interior common areas clean; pest control; preventive maintenance; inspections			
> RAC	\$37,100	17.0%	#5
> JPAC	\$77,000	21.5%	#1
> SSHP	\$36,300	16.5%	#3
> TOTAL ALL 3	\$150,400	18.9%	#2
Building and Neighborhood Safety and Security: Such as City police or private security services; exterior security lighting; entry security systems – cameras, card key entry; neighborhood or community lock watches			
> RAC	\$38,400	17.6%	#4
> JPAC	\$61,600	17.3%	#4
> SSHP	\$32,600	14.8%	#4
> TOTAL ALL 3	\$132,600	16.7%	#5
Building Management and Facilities: Such as accessibility of building staff; responsiveness of SHA to complaints or requests for service; ADA accessibility; Safety and cleanliness of common facilities – laundry; mailrooms; community room; elevators; stairways; emergency preparedness, availability of computer labs and/or wi-fi.			
> RAC	\$44,300	20.3%	#3
> JPAC	\$58,400	16.4%	#5
> SSHP	\$43,600	19.8%	#2
> TOTAL ALL 3	\$146,300	18.4%	#3
Major Capital Repairs: Such as roof repairs/replacement; windows replacements to prevent leaks and mold; elevator upgrades/replacement to ensure safety and reliability; walkways and parking lot repairs to remove safety hazards; building painting, gutter repairs/replacements			
> RAC	\$46,000	21.1%	#2
> JPAC	\$65,200	18.3%	#3
> SSHP	\$65,300	29.7%	#1
> TOTAL ALL 3	\$176,500	22.2%	#1
My Category: Suggested by individuals in their responses to the ballot options.*			
> RAC	\$4,900	2.3%	#6
> JPAC	\$22,200	6.2%	#6
> SSHP	\$22,500	10.2%	#5
> TOTAL ALL 3	\$49,600	6.2%	#6

* **Comments on My Categories:** Please see the individual session Meeting Results for the top "My Categories" entries. The ranking of "My Categories" is included only to show that one session ranked My Categories #5 of 6, despite the fact that only those proposing My Category entries had an opportunity to vote for these ideas. We'll take this into account next year in designing the interactive budget input exercise, so resident ideas can be more equally considered by all participants.

RAC + JPAC + SSHP -- RESULTS OF "VOTING WITH DOLLARS"
PRIORITY SERVICES IN EACH PROGRAM/SERVICE CATEGORY -- APR/MAY/JUNE 2014

REF.#	SERVICE/PROGRAM CATEGORIES WITH RESIDENT TOP PRIORITIES	COMMENTS: SPECIFIC COMMUNITIES; OTHER INFO.
SUPPORTIVE SERVICES TO TENANTS		
1	Onsite Case Managers/Social Workers and Support Services	Widespread concern regarding residents who are less and less capable of independent living and who display varying levels of dementia.
2	Community Activities for Residents	Desire for greater socialization, educational, and field trip opportunities.
3	Job Placement/Referrals and/or Training Opportunities	Expressed at RAC -- Desire to have information about how those not in garden communities could access SHA economic opportunity services.
4	Health and Wellness Programs	Residents not aware of any programs of this sort and would be interested in knowing what is available and how to access.
5	Summer Youth Programs	Recognition at JPAC of need to provide youth in SHA housing constructive activities during the summer.
UPKEEP OF BUILDINGS AND GROUNDS		
6	Pest Control -- Bedbugs	Raised at both raised at all three community meetings. Strong support expressed for a proposal for annual bed-bug inspections with the dog of buildings and treatment where warranted; at buildings with repeated problems, provide resident education on bed bug causes and prevention.
7	Emergency Lights in Stairwells -- Replace lights that are out	Stewart Manor -- May have been other buildings; will check what comes in on Community Needs Questionnaire.
8	Janitorial Services and Common Area Maintenance	Raised by RAC and JPAC -- concern with the cleanliness of building common areas - laundry, trash, and mail rooms, lobby and entryways, and stairwells and hallways -- especially over the weekend, when no building staff present.
9	Turnaround Time on Work Orders for Repairs in Common Areas	General concern on follow-up on work orders; Residents don't know whether work order has been submitted or when the repair work will be done.
10	Lack of Access to Lobby/Common Area Restrooms	Several concerns expressed at JPAC about locked common area restrooms.
BUILDING AND NEIGHBORHOOD SAFETY AND SECURITY		
11	Security - Exterior Lighting & Cameras	RAC and JPAC calling for improved exterior security lighting and entry cameras where they don't exist.
12	Door Closure Timing -- So Non-Residents can't enter the bldg. behind a resident	Several JPAC residents noted their experience with extended door closure time that allows entry of non-residents.
13	Security Presence - Guard Staff; Private Security; SPD Patrols	RAC and JPAC expressed the need for more security presence, especially when nabe/building experiencing heightened security incidents
14	Security Conditions over Weekends/Periods with No Bldg. Staffing	Residents feel that non-resident entry of undesirables into the building occurs with greater frequency.
15	SHA Management Actions RE Residents Conducting Illegal Activities	Some residents expressed frustration with SHA management for slowness in addressing known problem residents within the buildings.
BUILDING MANAGEMENT AND FACILITIES		
16	Communications between SHA site staff and residents	More and more consistent communications between SHA building staff and residents was a common theme across all community meetings -- e.g. Improved responsiveness to and communications with residents regarding the status of work orders; a consistent protocol for communications between residents and staff; on-site staff schedules prominently posted, maintained, and kept up-to-date, including cell phone numbers.
17	Emergency Preparedness Training and Supplies	RAC members identified this priority as basic training and support for all residents in the event of an emergency.
18	Building Antenna to provide TV services without having to pay for cable.	A resident attending the RAC and the JPAC meeting identified this need.
19	Address building and site cleanliness standards on weekends when no staff is present at the site.	JPAC and SSHP identified the concern over the deterioration of the cleanliness of such areas as the laundry, the mailroom, and trash/garbage receptacles on weekends when no staff is present. Suggestions ranged from hiring staff for weekends to allowing residents to keep their facilities and grounds in clean and in good order, without running afoul of union concerns.
20	Work with residents to secure funds for computer labs and free wifi at SHA properties.	There is a desire among all the residential community groups to expand access to WiFi and a common computer room.
21	Provide adequate facilities and receptacles for maximum recycling.	SSHP residents expressed repeated actions designed to promote conservation, sustainability, and healthy living conditions.
22	Repair and/or upgrade elevators in SSHP communities.	Independent of needed major overhauls, SSHP residents would like to see repairs to smaller elevator repair needs -- fan not working; buttons/lights broken.
23	Ensure ADA compliance for front door access.	This priority was identified by SSHP residents, while residents at the RAC concerned about security wanted the front door to close faster behind them so non-residents couldn't sneak in behind them.
MAJOR CAPITAL REPAIRS		
24	Repair/replace roofs to address leaks and end of roofs' useful lives (specific example: Ballard House).	This was a priority in both the JPAC and SSHP meetings.
25	Paint and replace carpets in building common areas and/or community rooms (specific example: Ross Manor).	

RAC + JPAC + SSHP -- RESULTS OF "VOTING WITH DOLLARS"
PRIORITY SERVICES IN EACH PROGRAM/SERVICE CATEGORY -- APR/MAY/JUNE 2014

REF.#	SERVICE/PROGRAM CATEGORIES WITH RESIDENT TOP PRIORITIES	COMMENTS: SPECIFIC COMMUNITIES; OTHER INFO.
26	Repair or replace windows where they are leaking, where window housing has mold, and where windows are not securely housed in their frames (specific examples: Stewart Manor; Ross Manor).	This comment was offered at both the RAC and JPAC meeting.
27	Address resident concerns regarding the adequacy of the heating and ventilation systems in homeWorks high-rise buildings.	This comment was offered at both the RAC and JPAC meeting.
28	Perform regular inspections of/change of batteries for smoke alarms, so they don't go off or start "chirping" in the middle of the night.	This was actually posed as a question by a JPAC resident interested in understanding whether we have preventive maintenance routines that would replace batteries or devices before they go bad.
29	Pull cords in bathrooms should either be wired to result in a response or removed as they provide a false sense of security.	This comment was made by residents at both the RAC and JPAC and residents. Residents were sensitive to the fiscal burden of activating the pull cords and offered to help communicate with HUD to allow SHA to remove the pull cords.
30	Elevator repairs/replacement for safety and reliability.	This was a priority for SSHP residents where most buildings have only one elevator and they are reaching their life cycle for major rehab or replacement.
31	Make environmental investments to reduce future cost and contribute to sustainability -- Solar Panels; Recaptured water.	This is an example of a strong focus among SSHP residents on a conservation ethic.
32	Replace kitchen cabinets and appliances	This priority arose in the SSHP meeting, but similar sentiments were expressed by long-time residents whose unit interiors have not seen a facelift since they moved in.
33	Repair walkways and potholes in parking areas and restripe parking (specific example: Pimeau Place).	Again, this was a priority identified by SSHP, but is shared by many JPAC/RAC residents.
"MY" CATEGORIES		"MY" CATEGORIES
<i>In the two columns below, we have recorded those individual ideas that were</i>		<i>represented in as investment priorities outside of the above 5 categories.</i>
A/B	> Health of residents -- install hand sanitizers in common areas; remove asbestos where it exists.	> Conduct surveys of residents every two years to gauge level of satisfaction and suggestions for improving resident experience.
C/D	> Ensure that all laundry rooms and elevators meet ADA standards.	> Ensure buildings have emergency lighting for egress if the electricity goes off.
E/F	> Inspect and repair children's playgrounds and equipment on a regular basis for safety and usability.	> Provide on-site common area computers; conduct on-site computer use classes to teach residents use of electronic devices.
G/H	> Improve Staff:Resident communication, with respectful treatment the core ground rule for residents and staff.	> Increase recycling facilities at SHA properties and provide resident recycling and conservation information and tips.
I/J	> Sponsor recreational and community field trip activities for residents.	> Provide/participate with others in a Community Shuttle Service for residents
K/L	> Create social events for residents and staff to share informal time, like a summer picnic.	> Provide opportunities for staff and residents to meet together as peers for staff to recognize and take advantage of residents' knowledge and skills.
M/N	> Provide Visiting Nurse Services to communities for health checks and tips.	> Implement grey water recapture systems to conserve water.
O/P	> Provide resident educationals and conduct drills for earthquake preparedness and fire safety.	> Combine residents and SHA to lobby for free wifi services at SHA communities.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

Introduction

SHA management, staff, and Board members are very grateful to the residents who participated in the front-end Budget Outreach meetings sponsored jointly by the three participating resident groups and the Budget Office with support and assistance from Housing Operations, particularly the Community Builders. We learned a lot and this is a Report on our responses.

Residents at each of three Budget Outreach meetings this past Spring with the Resident Action Council (RAC), the Joint Policy Advisory Committee (JPAC), and Seattle Senior Housing Program (SSHP) to discuss the SHA budget and offer their priorities for spending. Residents addressed five categories of service/programs provided by SHA that directly affect the lives of residents and voucher holders. These categories are highlighted in blue throughout the report that follows. Residents also had the opportunity to add "My Categories", if they felt their concerns were not addressed in the common five categories; these are included in the report of the "RAC + JPAC + SSHP -- Results of "Voting with Dollars", but are not addressed here.

Departments across SHA reviewed responses from the Budget Outreach meetings in the course of preparing their 2015 proposed budgets and the Budget Office considered the resident priorities and concerns in the course of making recommendations for 2015 spending. In making final decisions, the Executive Director reviewed department responses to resident requests.

We have tried to address each of the priorities that arose in the resident meetings; actions we have included in the 2015 Proposed Budget and actions that don't requiring additional budget to implement are detailed in this report by for each of the five program/service categories, using the reference numbers from the "RAC + JPAC + SSHP – RESULTS OF "VOTING WITH DOLLARS" of the top priorities identified.

Support Services to Tenants: *Such as education and training; job placement referrals; childcare referrals; on site case managers/social workers; health and wellness programs; and community activities.*

REF. #1: **Resident Priority:** Onsite Case Managers/Social Workers and Support Services

SHA Response: SHA currently has a case management budget of \$457,997 in the High Rise and SSHP buildings. Approximately 1,300 residents receive services. An additional \$200,000 has been proposed in the 2015 budget to support increased case management services.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

REF. #2: **Community Activities for Residents**

SHA Response: The 2015 Proposed Budget includes \$15,000 for SSHP to support resident participation. This will provide support to enable SSHP to form resident councils and a joint policy advisory council. In addition, Community Builders are available to explore interests with residents and help individuals access resources. SHA pursues funding and partnering opportunities on an ongoing basis to maximize additional outside resources. Community Benefit funding of \$13,000 in 2014 has enabled residents in several buildings to work together on community building activities. For more information, please contact Marcia Johnson at 206-239-1530.

REF. #3: **Job Placement/Referrals and/or Training Opportunities**

SHA Response: All residents are welcome to contact SHA economic opportunities staff for information or job placement or related services. For information, please see our web site: <http://www.seattlehousing.org/residents/jobs/index.html> or call us on 206-588-4324.

REF. #4: **Health and Wellness Programs Access**

SHA Response: Senior Services and Centers currently operates "Enhancing Wellness" programs at several high rise and SSHP buildings and hopes to expand if funding is available. Lifelong also offers meal and cooking programs through Pots and Plans and Chicken Soup Brigade. SHA staff will work with Senior Services and Lifelong to increase advertisement of programming to the communities. Community Building staff will also continue to work with residents to identify other wellness activities of interest to bring to the communities. Stay in touch by calling Marcia Johnson at 206-239-1530.

REF. #5: **Summer Youth Programs**

SHA Response: In 2015, SHA has proposed an additional \$145,000 to offer new summer programming for youth and to expand youth summer employment activities in the High Point and NewHolly communities. SHA is working with partners in many communities to bring additional community resources to youth during the summer, including on-site library programming, summer meals, and significantly subsidized summer camp.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

Upkeep of our Building and Grounds: *Such as building repairs and maintenance; Landscaping and grounds maintenance; janitorial services to keep interior common areas clean; pest control; preventive maintenance; inspections*

REF. #6: **Pest Control -- Bedbugs**

SHA Response: The Impact Property Services (IPS) 2015 Work plan includes an initiative to provide systematic scheduled bed bug inspections of every LIPH and SSHP building; treatment will be provided where bedbugs are found; and, for those buildings where more frequent infestations have been found, a community meeting will be help to review actions tenants must take to prevent bedbugs. A Pest Technician has been added to allow the needed capacity. Bed bug treatments will be scheduled in 2015. A summary of the work plan is as follows:

- Schedule the treatments in order of perceived need.
- Conduct a pre-inspection community meeting to inform and educate management and residents on the program goals and requirements.
- Perform the inspections.
- Schedule treatments.
- Provide supportive services through Full Life Care to residents who need assistance with bed bug issues and relocation activities.
- Treat the unit and conduct necessary follow up treatments (it usually takes two to three)
- Evaluate progress, prepare reports, and repeat if needed.

REF. #7: **Emergency Lights in Stairwells** -- Replace lights that are out

SHA Response: The Safety Administrator conducts bi-annual Facility Safety Audits. Issues are forwarded to Property Management to resolve. Stairwell lighting is also looked at in the Facility Safety Audit. Any lack of stairwell lighting should be reported to Property Management. Missing lights are a maintenance work order item that can be requested through the Property Assistant, Assistant Property Manager, or Property Manager. SHA is also looking at upgrading emergency lighting to having it equipped with battery back-ups. Any time a resident feels there is a serious safety concern pertaining to the equipment or fixtures in his/her building, please contact your Property Manager, or you can alert the Safety Administrator at rich.needham@seattlehousing.org or call 206-615-3324.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

REF. #8/#19: **Janitorial Services** and Common Area Maintenance, especially over weekends

SHA Responses: SHA staff will work diligently to keep the building common areas clean during the week and Housing Operations management will reinforce with staff the need to be sure the buildings are clean before the weekends. SHA does not, however, have the resources to add staff on the weekends. Particularly on weekends, resident participation is crucial to keeping common areas clean. Please pick-up after yourself and remind your neighbors to do the same. If there are not adequate trash receptacles at your facility, please contact your Property Manager. If a community meeting or training in recycling, trash removal, other “staying clean” tips or tools would be helpful, please contact your Property Manager to arrange. This is your home and we’d like all of your assistance in keeping it clean out of respect for everyone. Thanks in advance.

In the Community Surveys returned from 17 buildings, where building upkeep appears to be a common complaint among residents, the particulars will be addressed with that community and buildings staff in follow-up meetings.

REF. #9: **Turnaround Time on Work Orders** for Repairs in Common Areas

SHA Response: SHA has made it a priority to reduce turn around time on work orders in 2015. Impact Property Services will add five temporary employees to help alleviate the current work order back log. Residents can check with property management to know if a work order has been created. Residents are encouraged to discuss the severity of their work order with their Property Manager, so work orders can be prioritized accordingly.

REF. #10: **Lack of Access to Lobby/Common Area Restrooms**

SHA Response: In the resident budget meetings, there were tenants on each side of this issue – some wanting open access to common area restrooms and others feeling that restricted access was appropriate for security purposes. In some cases, access to the common area restrooms has been restricted as a security measure or where there has been misuse of the restrooms, with costly damage or high levels of litter. In these cases, guests of residents are able to use the restrooms in the unit of their host. Restricting the common area restrooms limits the ability of unwanted visitors to loiter in concealed areas. We will keep common area restrooms available to residents during community meetings or functions. Please let your Property Manager know about community meetings or other periods of need so accommodations can be made in instances where the restrooms have been closed.

Please encourage your community members to help maintain a clean safe environment when common area restrooms are open to allow them to stay that way. ACAM doors (card key access)



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

on common area restrooms are being considered for many properties to accommodate longer hour of operation; however, ACAM doors are expensive and those designed for security of exterior entries are the priority.

Building and Neighborhood Safety and Security: *Such as City police or private security services; exterior security lighting; entry security systems – cameras, card key entry; neighborhood or community lock watches.*

REF. #11: Security Building Features - Exterior Lighting, Cameras, and ACAMs

SHA Response: In excess of \$1.5 million in capital funds has been allocated in the 2014 and proposed 2015 budgets to add cameras, ACAMs, and/or exterior lighting upgrades to improve security at SSHP and LIPH properties. In several LIPH properties and a few of the SSHP properties, SHA has already installed these security measures, as applicable to the individual property. The Housing Operations Department is in the process of reviewing properties to assess the highest priorities in need of cameras, ACAMs, and/or changes to exterior lighting at SHA properties. We expect to implement security upgrades in at least 9 SSHP properties in 2015 and at least 6 LIPH properties.

Before implementation begins, we are also reviewing equipment specifications to ensure we have both up-to-date technology and the most cost effective systems to maintain. Because of the broad scope of properties we have funding to include, we are also looking at the procurement method to capitalize on any available warranties. We will continue to review security needs annually and adding cameras and lighting in order of community need. The Safety Administrator is also available to assist Housing Operations in reviewing the appropriate locations for the lighting and cameras.

SHA greatly appreciates residents' vigilance in letting your Property Manager of security and safety concerns you experience and see in your building. We rely heavily on your eyes and ears and your reporting problems you see or circumstances you feel will lead to security problems -- and the earlier the better. Also, alert your fellow residents to be on the look-out if you see a problem brewing. The earlier SHA knows and the more specific you can be about the problem – where, when, what – the more effective our responses and those of the police or other security personnel can be.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

REF. #12: **Building Entry Door Closure Timing**

SHA Response: This is another issue where we heard two perspectives in the resident budget meetings – the doors close too slowly and allow non-residents to sneak in behind residents, and the doors closures need to be slow enough for disabled individuals and those in wheelchairs to enter comfortably.

SHA door closures are designed to meet building codes and the American Disabilities Act (ADA) standards. The ADA standards govern the speed at which doors can close in order to accommodate a wide range of disabilities. SHA is compliant with these regulations. A slow closing door can be evaluated and adjusted if it is not meeting the code requirements. Automatic doors open and close slowly so people with disabilities have time to move through the entry. Please notify your Property Manager if you think your entry doors are slower than code requirements. More important, however, residents need to be vigilant to be sure they observe the door closing to prevent non-residents from entering, or if they do to alert you to immediately report the non-resident entry, including calling 911 if you feel the situation warrants.

REF. #13: **Human Security Presence** - Guard Staff; Private Security; SPD Patrols

SHA Response: SHA has four strategies to improve and maintain security and safety in our communities:

- (1) The most cost effective thing we can do to improve the security of our communities is to add **physical capital security measures**, including cameras, card key entries, and exterior lighting. As represented above, we are spending a considerable amount of funds on these security measures and will continue to evaluate the adequacy of these actions in future budgets.
- (2) We recognize that there are conditions that are best addressed by the increased physical **presence of private security or police staff**. In the 2015 Proposed Budget, SHA has recommended an increase of \$400,000 in security presence for LIPH and SSHP properties, representing nearly a 100% increase from 2014. More and more SHA funded police staff or private security is not a long-term viable (or appropriate) option for addressing security concerns. However, in the short-term, and in the absence of adequate response from official agencies, SHA has added significant resources in 2015 to address the most critical communities with serious safety issues and to respond to hotspots with temporary private security. SHA will also evaluate the reinstatement of a 4th Community Police Team for 2015.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

- (3) The Housing Operations Department is engaged currently in a review of how we can **best use Property Management staff to help provide continuity of eyes and ears on the security** of the property. We think we can do more in having staff be visible in walking the community, holding security info sessions with residents, talking with neighboring properties, and staying on top of any shift in security conditions; and,
- (4) SHA is also assessing our capacity to use Community Builders to **facilitate additional resident empowerment and involvement** in organizing to promote security of the building and their neighborhood, through “block watches”, phone trees, and education on contacting police and reporting potential illegal activity.

REF. #14: **Security Conditions over Weekends/Periods with No Bldg. Staffing**

SHA Response: If unauthorized persons come on the site during the weekends please **call the local police on 911**. SHA is continually working with on-site CPT Officers, holding community meetings, and hosting training opportunities to enhance the security of your property. Physical improvements are also being made to increased security as discussed in other sections.

REF. #15: **Residents Conducting Illegal Activities** -- SHA Management Actions

Please contact 911 if illegal activity is occurring on the property. Although Property Managers will help where they can, the police need to be contacted where crime is involved. Please take detailed notes when reporting crime to 911 and/or your property manager. Without sufficient details or evidence it is difficult for management to use any lease enforcement measures.

Let us address this aspect of the security concerns we heard residents express – you think SHA is too slow in responding to what you assess as residents involved in illegal activity or residents allowing people into the building who are. The legal processes we must observe can seem frustratingly slow. The more information we have from you, the better we are able to do our job. Please report any knowledge you have of resident or resident-enabled illegal activity in your building as soon as you know of it. You can report directly to the police or to your Property Manager or to the Jake LeBlanc, Property Administrator for LIPH and SSHP at jake.leblanc@seattlehousing.org. The sooner we can assess the situation and begin lease enforcement, the faster we can reach a conclusion and resolve the problem.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

Building Management and Facilities: *Such as accessibility of building staff; responsiveness of SHA to complaints or requests for service; ADA accessibility; Safety and cleanliness of common facilities – laundry, mailrooms, community room, etc.; and, availability of computer labs and/or wi-fi.*

REF. #16: **Communications between SHA Site Staff and Residents**

SHA Response: We heard both understanding of the workload of SHA site-staff and frustration that residents don't uniformly know when staff is scheduled to be in the building and who to contact/how to contact SHA when no staff are in the building. In late 2014 and early 2015 the Seattle Housing Authority will be working towards standardizing community bulletin boards, contact cards, community meeting postings, and other modes of communication. Currently the contact information for your Property Managers and the expected schedules of Assistant Property Managers and Property Assistants should be posted at each property. If they are not, please e-mail jake.leblanc@seattlehousing.org. We recognize that it is important to keep building staffing schedules and contact information up-to-date and the Property Manager will ensure new information is current when changes occur.

REF. #17: **Emergency Preparedness Training and Supplies**

SHA Response: We are very pleased at the extent of the interest and priority of residents in ensuring emergency preparedness. In the 2015 budget we have plans to purchase Emergency Supplies for residential buildings. Currently, Community Builders partner with Fire Marshals Office and Office of Emergency Management to conduct training with building residents. In addition, Community Builders host events which include the Fire Department and Office of Emergency Management. The Red Cross also has conducted training for SHA. If your building would like to have education/training in emergency preparedness or a refresher please contact your Property Manager or email the Safety Administrator at rich.needham@seattlehousing.org.

REF. #18: **Building Antenna to provide TV services** without having to pay for cable.

SHA Response: When Analog access to television switched over to Digital only for free TV access in June 2009, SHA made the decision that we would not incur the substantial expense (in excess of \$1.5 million) to equip our buildings for conversion of analog to digital. At the time, there was an extensive information campaign to let residents know that to ensure their access to TV they would likely need to obtain a free box to convert from analog to digital, purchase a digital TV, and/or



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

sign-up with a cable company. SHA worked with local companies, the Federal Communications Commission, and the City of Seattle to assist residents in accessing low cost options for continuing TV access if their TV's were not digital or low cost cable service. While we will assist residents in contacting the City of Seattle cable TV office to lodge any complaints about their access to TV, we are not contemplating any SHA investments to address individual tenant concerns.

REF. #20: **Work with Residents to Secure Funds for Computer Labs and Free Wi-Fi .**

SHA Response: Regarding free Wi-Fi, in 2015, SHA's Information Technology Group will explore the costs and feasibility of alternatives for Wi-Fi availability in community rooms of SSHP and LIPH buildings*. Among what we will explore will be whether "Hot Spots" through a third party vendor could be affordable, thereby placing maintenance in the hands of the third party vendor. Housing Ops and Information Technology are working together on this project and if it is feasible and affordable we will need the assistance of residents to help manage the Wi-Fi operations. We'll keep you apprised on what we find. (*non-tax credit buildings only included)

SHA Community Builders have worked closely with resident-driven computer lab committees in some LIPH high rise properties to seek grant funding for computer labs and these efforts have resulted in three computer labs receiving funding in 2013/2014. Residents are encouraged to organize a volunteer group to work with Community Builders to apply for funding for small computer labs.

REF. #21: **Adequate Facilities and Receptacles for Maximum Recycling**

SHA Response: First, SHA has been a champion of introducing recycling, composting, and organic waste diversion to SHA housing communities over the last five years and our Solid Waste Division is eager to support SHA community to maximize their conservation efforts. So, any community that does not have adequate receptacles for recycling, organics/greens separation, or garbage waste, please contact your Property Manager.

Second, as the interest in and access to waste reduction and diversion programs have grown, SHA's Development Department is working with Housing Operations and Asset Management to establish and implement standards in all new construction for adequate facilities and receptacles for trash, recycling and composting waste materials. This includes well designed and accessible trash rooms and providing appropriate receptacles in units. The departments are also working together on educational materials and support systems for environmental stewardship and healthy living.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

Finally, communities where residents are particularly interested in maximizing conservation of resources and recycling/composting in their communities should inform their Property Manager to arrange an educational session with a recycling coordinator. SHA has very favorable results from engaging residents in recycling and waste reduction and we are eager to involve more residents.

REF. #22 **Modernize or Replace Elevators in SSHP Communities**

SHA Response: The SHHP 10 Year Capital Program has two critical objectives – to address building envelope rehabilitation to improve the long-term structural integrity of buildings and to modernize or replace building elevators that have reached their useful life. To date, we have undertaken three elevator modernizations and have funding from 2014 and 2015 funding for the next three most critical projects at Michaelson Manor, Wildwood Glen, and Willis House. For smaller elevator repairs like fan out or light out, please let your Property Manager know so the elevator can be serviced.

Major Capital Repairs: *Such as roof repairs/replacement; windows replacements to prevent leaks and mold; elevator upgrades/replacement to ensure safety and reliability; walkways and parking lot repairs to remove safety hazards; building painting, gutter repairs/replacements.*

REF. #24: **Repair/Replace Roofs to Address Leaks and End of Roofs' Useful Lives.**

SHA Response: SHA is undertaking a multi-year program to survey, repair, and/or replace the roofs of LIPH and SSHP buildings that are near or exceed their useful life and demonstrate deterioration. We are devoting \$3.5 million dollars to assess and repair/replace roofs through the 2014 and 2015 Capital Budgets. Since this is not an exact science, we greatly appreciate information from residents when leaks begin to appear. The sooner we know of a problem, the more quickly we can assess it and schedule funding for repairs or replacement.

REF. #25: **Upgrade Common Areas**

SHA Response: Funds allowing, each year SHA provides Capital funds to address common areas in SHA buildings most in need of refurbishment. The 2015 Budget includes a number of LIPH and SSHP buildings funded for common areas upgrades. Examples include: Bell Tower, Columbia Place, Jefferson Terrace, and Westwood Heights. There are also several smaller projects and some



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

portfolio allowances within this total budget of \$480,000 for common area repairs or improvements.

REF. #26: **Repair or Replace Windows Where Leaking or Insecure in their Frames**

SHA Response: There were a couple of specific buildings identified with this concern and we believe these have been addresses in the past several months. We also have window repair/replacement work budgeted in 18 communities in 2014. Contact your Property Manager to determine whether your building is included. If it is not and you believe your building has a problem, please inform your Property Manager.

REF. #27: **Ventilation Systems in homeWorks Buildings.**

SHA Response: During the three homeWork's projects, all residents received training and information on how the ventilation systems was designed to work. Not everyone was happy with system because the air exchange, promoting air flow throughout the building, can feel cool to some people. If, as a result, some tenants block the flow of air (e.g. by placing a rolled up towel at their front door) it throws the system out of balance and more problems are created for everyone.

It is not in the cards for SHA to replace the homeWorks HVAC systems, but SHA can review how the systems are operating and make any appropriate adjustments. It also makes sense to meet with residents to review how the systems operate and how residents can help achieve the optimal functionality of the system for everyone. There are funds in the 2015 budget for HVAC system evaluations that can support these discussions.

REF. #28: **Inspections of Smoke Alarms and Schedules for Battery Replacements**

SHA Response: Impact Property Services has preventive maintenance scheduled and performed on all fire, life, safety systems and devices per fire code and manufacturer's requirements. Maintenance will provide general guidelines to property management and your Property Manager will post advance notice when smoke alarms maintenance is scheduled to occur.

REF. #29: **Pull Cords in bathrooms: Either Wire for Response or Remove**

SHA Response: The 2015 Budget includes fund to remove the pull cords. Housing Operations Management staff will be holding community meetings at properties where pull cord exist to review plans for removal of the cords. In addition, all effected residents will be issued notices approximately 60 days before their units are impacted.



SHA ACTIONS: RESPONDING TO RESIDENT BUDGET PRIORITIES

REF. #31: **Investments in Environmental Sustainability** -- Solar Panels; Recaptured water.

SHA Response: In new construction, SHA has made great increases in water and electrical conservation over the last 10 years due to better equipment, design and resident conservation. At Lake City Court a solar domestic hot water system was installed. All new buildings are designed to be able to add solar panels when they become financially feasible. We are investigating the potential for rainwater harvesting at the next Yesler Terrace building. SHA shares resident interests in conservation and sustainable design, materials, equipment, and construction methods and when we can we will install systems to support this goal.

REF. #32: **Replace Kitchen Cabinets and Appliances**

SHA Response: Please report any cabinet or equipment malfunctions to your Property Manager. All properties undergo a capital review annually and are rehabilitated in order of need and funding availability. We budget in each housing portfolio an allowance for such items as appliance replacement, flooring replacement, and cabinetry repair. In light of the overall scope of capital needs compared to funding, these allowances are small and permit us only to address the worst cases, sometimes at the point where appliances fail. If you have inoperable appliances or cabinetry or flooring that pose safety concerns, please let your Property Manager know so he/she can put in a request for use of the allowance pool. We presently have underway a study of SHA standards for cabinets – what should be replaced and when – with the goal of clean, safe, functional cabinets that are cost-efficient. In the 2015 Capital Budget we are proposing to undertake a very limited number of unit upgrades that entail appliance replacement, cabinetry and countertop replacement, flooring replacement, and painting.

REF. #33: **Repair Walkways and Potholes in Parking Areas and Restripe Parking**

SHA Response: There are several parking lots at LIPH buildings that are slated in the 2015 proposed budget for parking lot repairs, resealing, and/or restriping. In 2014 several SSHP properties had parking lots repaired and/or cleaned and striped. There are three buildings in the SSHP portfolio that will receive parking lot treatment in 2015 and an additional allowance should any others posing safety problems arise. If you feel that your community parking lot has deteriorated to this point, please report it to your Property Manager so you can get in the queue for funding.

PART 2

Community Needs Assessment Questionnaire

Contents of PART 2:

- ❖ **Rank Order of Program/Service Priorities by Community**
- ❖ **Ranking of Resident Concerns – Most to Least Concerned by Community**
- ❖ **Community Assessment Questionnaire – Residents' Written Comments and Advice by Community**
 - **Introduction**
 - **Community by Community Questionnaire Comments**

COMMUNITY NEEDS ASSESSMENT QUESTIONNAIRE:

Rank Order of Program/Service Areas by Community - Spring 2014

Ref. #	Community (Program)	Number of Surveys Returned*	Rank the Priority of Each Topic Below for Your Bldg. #1 = Highest					
			Support Services to Tenants	Upkeep of our Building and Grounds	Building and Neighborhood Safety and Security	Building Management and Facilities	Major Capital Repairs	
#1	BALLARD HOUSE (LIPH)	10	4	3	5	2	1	
#2	BARTON PLACE (LIPH)	5	5	4	1	2	3	
#3	BITTER LAKE (SSHP)	7	5	1	2	3	4	
#4	CENTER PARK (LIPH)	2	5	2	4	1	3	
#5	FREMONT PLACE (SSHP)	4	5	2	3	4	1	
#7	ISLAND VIEW (SSHP)	2	5	3	1	4	2	
#6	JACKSON PARK (LIPH)	10	3	2	4	5	1	
#8	LAKE CITY HOUSE (LIPH)	16	3	4	2	1	5	
#9	MICHAELSON MANOR (SSHP)	9	5	4	1	3	2	
#10	PHINNEY TERRACE (SSHP)	7	5	1	3	4	1	
#11	PRIMEAU PLACE (SSHP)	17	5	4	1	3	2	
#12	RAVENNA SCHOOL (SSHP)	4	4	1	3	5	1	
#13	ROSS MANOR LIPH)	3	2	1	5	3	4	
#14	STEWART MANOR (LIPH)	3	2	5	2	4	1	
#15	WEST TOWN VIEW (LIPH)	6	4	1	3	2	5	
#16	WESTWOOD HEIGHTS (LIPH)	2	1	2	4	3	5	
#17	WILLIS HOUSE (SSHP)	13	5	2	4	1	3	
TOTAL		120						
No. of Communities Where Item is #1 Priority			1	5	4	3	6	
No. of Communities Where Item is #5 Priority (Last)			9	1	2	2	3	

* The numbers in this column represent all surveys returned from the community. Not all respondents answered every question, answered completely, or answered the question asked. In these cases, the responses to individual questions are included in this report where they could be and are excluded where they were not responsive to the question.

COMMUNITY NEEDS ASSESSMENT QUESTIONNAIRE:

Ranking of Resident Respondent Concerns from MOST to LEAST Concerned, By Community - Spring 2014

Ref.	Community (Program)	Number of Surveys Returned*	RANK of Items Below from Most (1) to Least (8) Concern to Tenants							
			A. Upkeep of the Building	B. Building Security	C. Condition of Grounds, Walkways, Parking Lots	D. Rent Increases, Utility Increases	E. Tenant/Community Safety	F. Supportive Svc for Frail Tenants	G. Job Trng. & Placement Opportunities	H. Childcare and Educational Support for You
1	BALLARD HOUSE (LIPH)	10	1	5	6	4	3	2	8	7
2	BARTON PLACE (LIPH)	5	4	1	5	7	2	3	6	8
3	BITTER LAKE (SSHP)	7	6	3	4	1	2	5	7	8
4	CENTER PARK (LIPH)	2	<i>In sufficient differentiation to rank</i>							
5	FREMONT PLACE (SSHP)	4	8	5	5	2	4	1	5	2
7	ISLAND VIEW (SSHP)	2	<i>In sufficient differentiation to rank</i>							
6	JACKSON PARK (LIPH)	10	2	3	8	5	5	1	5	3
8	LAKE CITY HOUSE (LIPH)	16	4	1	6	3	2	4	7	8
9	MICHAELSON MANOR (SSHP)	9	2	4	6	5	3	1	8	8
310	PHINNEY TERRACE (SSHP)	7	1	4	6	2	3	5	7	8
11	PRIMEAU PLACE (SSHP)	17	5	1	4	3	2	6	7	8
12	RAVENNA SCHOOL (SSHP)	4	3	6	2	1	5	3	7	8
13	ROSS MANOR LIPH)	3	3	2	6	4	4	1	7	8
14	STEWART MANOR (LIPH)	3	2	1	3	8	4	6	5	7
15	WEST TOWN VIEW (LIPH)	6	6	1	3	2	3	5	7	8
16	WESTWOOD HEIGHTS (LIPH)	2	4	2	5	6	2	1	7	8
17	WILLIS HOUSE (SSHP)	13	5	2	6	1	4	2	7	8
TOTAL		120								
No. of Communities Where Item is 1 Concern			2	5	0	3	0	5	0	0
No. of Communities Where Item is 8 Concern (Last)			1	0	1	1	0	0	2	11

* The numbers in this column represent all surveys returned from the community. Not all respondents answered every question, answered completely, or answered the question asked. In these cases, the responses to individual questions are included in this report where they could be and are excluded where they were not responsive to the question.

Introduction to Questionnaire Resident Written Comments and Advice

- ❖ On the pages that follow, we report, as close to verbatim as we could, the written comments of 120 resident survey respondents for each of the 17 communities that submitted 2 or more surveys. We elected to repeat similar responses from multiple residents as we found it gave a better picture of the commonality of some concerns.
- ❖ We have not distinguished the responses by question as many of the responses across questions merge; rather, we've tried to categorize the responses by subject, no matter which question drew the response.
- ❖ Unlike the *"Voting with Dollars"* community meetings where SHA has provided responses on how the 2015 Budget or Property Management operations will address the priority or concern, in the case of the survey responses, Housing Operations will conduct community meeting with residents in properties that returned surveys to address the issues/concerns in their questionnaire responses.
- ❖ Finally, let us again convey our thanks to those residents who participated by responding to the *"Community Needs Assessment Questionnaire"*. We learned a lot from you and look forward to working with you to keep improving your communities.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **BALLARD HOUSE**

Surveys Returned: **10**

Theme: Upkeep of Property/Maintenance

- >> It is paramount that SHA pay attention to the building and grounds because it affects the health and safety of the tenants SHA serves.
- >> Improve the general upkeep of the building -- the public bathroom is very dirty; the hallways need to be vacuumed more often; the elevators are always dirty; the laundry room is horrible; the community room and patio areas need to be maintained.
- >> Clean the building. Clean the carpet.
- >> Need the building cleaned a lot better; we need a good janitor!
- >> Have a floor monitor for each floor to monitor condition of the floor (clean, vacuum, etc.)
- >> The building is not being maintained or kept up.

Theme: Needed Repairs or Facility Upgrades

- >> Put ventilation in the kitchens
- >> Fix the leaking roof.
- >> Fix the hole in the parking lot -- it's unsafe.
- >> Fix minor repairs before they become major.
- >> Low flush toilets are costing more money as they have to be flushed multiple times to get rid of the waste.

Theme: Security of Building

- >> Concerned about building safety and security -- the front door is often broken; cameras need to be installed at the sliding glass doors to the patio.
- >> Add camera to the Community Room -- tenants are letting non-residents in after hours thru here to avoid cameras.

Theme: Medical & Mental Health

- >> Screen out people who need managed care or have dementia from the building.
- >> Much better screening for possible new residents who may not be able to manage living independently.
- >> Screen dementia patients who need to be in assisted care and help residents who need to move to managed care to do so.
- >> Help residents who have had hospitalizations with basic needs: mail, refrigerator spoilage, rent/utilities.
- >> Outreach services -- meals on wheels; enhance wellness from Senior Services -- are great programs!
- >> Christine Green, the Social Worker who comes to the building is wonderful and very helpful.

Theme: Savings Ideas & Finances

- >> Reduce Window washing, especially during rainy seasons.
- >> It might be a good idea to do some trimming of salaries SHA Executives earn.
- >> Print SHA's budget item by item so residents know what programs/services SHA spends money on.
- >> Reduce heating in the hallways (After all, we are dressed for the weather when in hallways.)
- >> If there are budget problems, use clout to demand more funding from HUD.
- >> Light bulbs are expensive, assistance is needed to install.

Theme: Other Comments

- >> Somehow teach all residents to respect common areas.
- >> We appreciate the money we receive for community meals and activities – bingo night and meals.
- >> This survey is a good exercise if tenants' concerns are considered & SHA acts positively on them.
- >> I appreciate my apartment, living here, our gardens and love the view and being able to have my dog.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **BARTON PLACE**

Surveys Returned: **5**

Theme: **Needed Repairs or Facility Upgrades**

- >> Paint the apartments after 10 years so walls are not peeling off.
- >> Fix the antenna on the roof so we get good television reception.

Theme: **Security of Building**

- >> Add on-site security personnel.
- >> Keep people who are not residents out of the buildings; prevent them from sleeping or hanging out in the building.
- >> Make it so non-residents or non-guests have no access to the building; need better security inside and outside building.
- >> Expediently get rid of tenants who continually jeopardize the safety of residents with illicit drug and criminal activities.
- >> Stop the drugs.
- >> Make people be responsible for their guests.

Theme: **Savings Ideas & Finances**

- >> Regulate heat in common area.
- >> Regulate heat in the halls; it is on all day and night. It is too high.
- >> Insulate the building.
- >> Save money for repairs in the building.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **BITTERLAKE MANOR**

Surveys Returned: **7**

Theme: Upkeep of Property/Maintenance

- >> Quicker response to maintenance calls is needed.
- >> Create flower beds on the grounds.

Theme: Security of Building

- >> We need cameras at building entrances and card keys for access.
- >> Provide outside security cameras and lighting.
- >> Raccoons have become an imminent threat to this apartment complex. I am afraid to come out after dusk.

Theme: Needed Repairs or Facility Upgrades

- >> An east side location for washers/dryers seems warranted for frail, disabled, and elderly.

Theme: Facility/Tenant Services

- >> The community room needs new computers for the residents.
- >> We need free Wi-Fi in the building.
- >> The computer lab needs to be upgraded with newer computers.
- >> More laundry machines are needed.
- >> Copier should be accessible to residents for important documents.
- >> It would be nice to have a suggestion/complaints box where residents could leave comments for building management.

Theme: Savings Ideas & Finances

- >> Turn off/down baseboard heaters in warmer seasons.
- >> During designated low use hallway hours, turn off the lights.
- >> Cut out resident field trips.

Theme: Other Comments

- >> It could be of service and create harmony, if we started a volunteer support team that connected with residents to see where support/help is warranted and wanted.
- >> It would be useful to have a trained professional available to residents and building management to final resolutions to conflicts and to interpersonal communications challenges to avoid isolation, avoidance, or passive aggressive behaviors.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **CENTER PARK**

Surveys Returned: **2**

Theme: Security of Building

- >> Need full-time staff on site, plus on-call staff for evenings and weekends.

Theme: Facility/Tenant Services

- >> Keep the Center Park Bus; also advocate to keep good bus service around Center Park (Routes 7, 9, 8 and 48)

Theme: Savings Ideas & Finances

- >> More energy efficient lights in common areas.
- >> Solar panels on roof for water heating and heating of common areas.
- >> Rain collectors on roof for toilets and watering of plants.

Theme: Other Comments

- >> Need more UFAS units citywide; 5% of all units is not enough.
- >> Tenant needs in the 5 service areas have been expressed for years and should be considered equally.
- >> I like the Council; keep the funds for residents Council.
- >> Keep our good staff at Center Park; don't change staff.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **FREMONT PLACE**

Surveys Returned: **4**

Theme: **Upkeep of Property/Maintenance**

- >> Repairs and re-carpeting for old tenants who have had the same carpet for 20 years.
- >> Not enough gardening and cutting grass.
- >> Clean the building.
- >> Garbage bin should be washed with water weekly; garbage chutes should be washed monthly (this hasn't been done since last year).

Theme: **Needed Repairs or Facility Upgrades**

- >> Put ventilation in the kitchens.
- >> Relocate and/or sound-proof the elevator, cooling equipment and fans.
- >> Toilets that are raised higher; I personally can barely get up from mine as it is too low.
- >> Need new windows.
- >> Provide better grade of stoves and refrigerators.

Theme: **Security of Building**

- >> I would like to see an on-site manager (live-in).

Theme: **Facility/Tenant Services**

- >> Remove chairs in the mail box area so that no one person can sit all day and collect other residents' UPS at random.

Theme: **Savings Ideas & Finances**

- >> Lights and heat could be reduced in common area.
- >> Bathroom fans could be set on low.
- >> Heat is left on in hallways and community room in the summer; not necessary.
- >> Low flush toilets need more flushes which is wasting water. The plumber fixed mine so it is not low-flush, which also eliminated it clogging up.
- >> If there was an on-site manager s/he could see that the lights in the common area and laundry rooms are shut off when not in use.
- >> Sustainability. Continue to move towards independent buildings with solar panels, green roofs, and pea patches so if economy collapses, communities can be self-sufficient.
- >> Management days should be cut to one day a week just to collect work orders.
- >> Management should work physically more and sit less in front of the computer; getting paid without working is criminal deception.
- >> Lights are left on in hallways; reduce the amount of time left on.
- >> Install energy efficient windows.

Theme: **Other Comments**

- >> Somehow teach all residents to respect all common areas and the rights of others.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **ISLAND VIEW**

Surveys Returned: **2**

Theme: **Upkeep of Property**

- >> Residents pitch in to keep the property looking nice.

Theme: **Needed Repairs or Facility Upgrades**

- >> New elevator and new windows with screens.
- >> Need additional laundry facilities.

Theme: **Security of Building**

- >> Enforce a drug-free environment; written in occupancy contract if found using or dealing drugs is cause for immediate eviction except for medical purposes.
- >> Drug activity is a problem. There is a resident bringing drugs into the building and selling drugs from this building. She needs to go! Senior management is aware of this, but it has continued for a year and a half. Her "guests" are not friends. This is not a safe situation.
- >> Install security camera.

Theme: **Savings Ideas & Finances**

- >> We have already lost our Resident Manager and Back-Up Manager to save money. Now we take turns at night checking windows and doors, making sure things are locked up.
- >> We have gardeners in the building; many residents pitch in to keep this building looking nice.

Theme: **Other Comments**

- >> Implement "personal check" on new residents seeking housing (e.g., drug free, cleanliness)
- >> SHA has too many chiefs and not enough Indians!
- >> This is a nice building, across the street from West Seattle High School. We want to keep it nice. Screen potential residents better; get rid of our drug taker/dealer and don't let any more in.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **JACKSON PARK HOUSE**

Surveys Returned: **10**

Theme: Upkeep of Property/Maintenance

- >> Need better upkeep of Children's Park.
- >> Many areas are unsanitary; need better maintenance.
- >> Better upkeep of grounds.
- >> Pressure wash walkways and entry ways.

Theme: Needed Repairs or Facility Upgrades

- >> As old appliances are replaced, please get quality, long-lasting, and durable equipment including stoves, refrigerators, washers and dryers.
- >> Need new washers and dryers.
- >> Need new stoves and refrigerators.
- >> Windows need to be replaced; air comes right in.
- >> Washers do not ring out clothes so I have to spend more money on drying; dryer does not get hot so requires more cycles; need new washers/dryers.
- >> Need new stove for a year.

Theme: Security of Building

- >> Need better security cameras; quality is not good on current cameras.

Theme: Medical & Mental Health

- >> Our building is a smoke-free building but some tenants are smoking inside and make life for others harder. Management needs to enforce the building's No Smoking Policy.
- >> Have more nursing students to come help us.

Theme: Facility & Tenant Services

- >> New washers and dryers that accommodate x-large loads and use hot, hot water.
- >> Management could sponsor rummage sales and tech classes to refurbish computers; get kids involved.
- >> Provide free wi-fi.
- >> We need more dumpsters and recycling bins.
- >> Create a computer lab for Jackson Park House.
- >> Provide more community activities or stimulating games; walking groups.
- >> Have Jackson Park Village to increase activities for middle schoolers and teens.
- >> Get older computers for residents so we will have internet access in the Community Room.

Theme: Savings Ideas & Finances

- >> Spend more money designated for kids at Jackson Park Village on older kids so they don't get into guns and commit violent crimes.
- >> Increase the cost of a wash from \$1.00 to \$1.25 and use the extra money to purchase quality washers and dryers.
- >> Turn off lights during the day; open doors and windows for natural lighting.
- >> Buy quality products when equipment is replaced (Elevator tile was replaced but is already chipped & broken off).

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **LAKE CITY HOUSE**

Surveys Returned: **16**

Theme: Upkeep of Property/Maintenance

- >> Need a better laundry company to maintain and repair machines.
- >> Need more pest control and inspections at least once a year (bed bugs in particular)
- >> Cabinets need repair.
- >> The laundry room plumbing is a problem; there is too much over spill of water into the hallway. There is mold in and around air vents.
- >> Pest Control. Need inspection and treatment of all units twice a year.
- >> Get rid of bedbugs.
- >> Bedbugs; inspect twice a year and fast track addressing new outbreaks.
- >> Pest Control.

Theme: Needed Repairs or Facility Upgrades

- >> New refrigerators are needed.
- >> We need energy-saving windows, doors, and screens for tenants.
- >> I would like a heater in the north of my apartment door because it is quite cold when I go to shower in the morning.
- >> We need better lighting.

Theme: Security of Building

- >> Need more SHA staff in office.
- >> Need SHA staff needs to be more available.
- >> Need more staff consistency; don't move staff so much!
- >> More SHA staff presences between 9:00 a.m. and 5:00 p.m.
- >> Mark our LCH/LCCT BBQ Pit as "Private" and "No Smoking". Local gangs are trying to claim it on almost a daily basis. SPD advised. When I called 911, advised to install signs. Signs give SPD something to point to.

Theme: Facility & Tenant Services

- >> Need more social gathering activities.
- >> Need a better vending machine company; machine is not refilled regularly enough.
- >> Sometimes the pop machine does not tell you it's empty; the sign is hard to read.
- >> Keep Center Park Bus.
- >> Access is a problem for me; please keep ADS workers (case managers).
- >> Keep Center Park Bus.
- >> Make it easy to pay rent at the office.
- >> Keep Center Park Bus.
- >> Keep Center Park Bus.
- >> Keep Center Park Bus.

Theme: Savings Ideas & Finances

- >> Involve residents with upkeep of the laundry and vending machine areas. Residents would do a better job than the current company. This could be required if SHA made it so.
- >> I am on the Resident Council at Central Park; keep the funds in the budget for the Council.
- >> Resident Council at Center Park is good; keep the SHA funding.
- >> Need more energy efficient lighting indoors.
- >> Lockouts are pricey.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

LAKE CITY HOUSE Cont'd.

- >> **Recycle better; sell off cans to help improve grounds.**
- >> **Meet with residents.**
- >> **No rent increases.**
- >> **Set up ongoing meetings to brainstorm money saving ideas. How may we intelligent, compassionate people best support staff who work so hard?**
- >> **Resident help to keep inside and outside of building clean.**
- >> **No rent increases.**

Theme: Other Comments

- >> **No children in the House.**
- >> **I've been active for 40 years on the Resident Council and like it. Thank you for SHA funds to the Council.**
- >> **We need a service dog park and potty zone somewhere.**
- >> **Work together with our neighbors on safety.**
- >> **There should be egalitarian interface between staff and clients.**
- >> **We like our Council.**
- >> **Get neighbors together for a safer community.**

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **MICHAELSON MANOR**

Surveys Returned: **9**

Theme: **Upkeep of Property/Maintenance**

- >> The maintenance man who cleaned our common area carpets told some of us “It’s a huge job because the carpets are not vacuumed regularly.” Our hallways are never vacuumed unless we ask! We broom sweep them.
- >> Prospective tenants have told some of us that our building “looks shabby” (algae grime eating into walling at garage entrances which has been dark green/black for 6 years and spreading); furniture such as chairs are falling apart and are torn; handrails are never dusted or washed; etc.
- >> We residents clean a lot.
- >> Garbage debris is never swept!

Theme: **Needed Repairs or Facility Upgrades**

- >> Install secure bicycle parking area.
- >> Replace carpets throughout (in apartments and halls) because of health reasons (allergies, cleaning problems, etc.)
- >> We need new air vents or the vents cleaned regularly and new carpets (they attract germs and bacteria and effect allergies). This is more important than other repairs.
- >> Replace existing carpets that are indoors and outdoors in halls and community room then management doesn’t have to spend “quality” time cleaning and it is healthier for everyone.
- >> We need windows to be replaced; I can’t see through the windows!
- >> Upgrade the lobby area (not the community room) with paint, new carpet, new big bulletin board or refresh contents.

Theme: **Security of Building**

- >> Garage security cameras needed.
- >> Better security.
- >> Lighting in stairwells during emergencies --i.e., during electrical outages there are no elevators (this has already happened at night!!)
- >> There are no security cameras.
- >> Drunks and those with mental illness pose a risk.
- >> Putting direct-from-shelter people (with acute alcohol/drug issues) with aging/frail seniors is unsafe and heartless.

Theme: **Medical & Mental Health**

- >> Enforce smoking rules; my neighbor smokes in his unit and no one will stop him.
- >> Several of us have not received responses to our repeated calls since before April to the SHA-posted social worker. We need improvement on this.

Theme: **Facility & Tenant Services**

- >> Management responses to complaints or requests for service are very poor.

Theme: **Savings Ideas & Finances**

- >> We need to be able to have direct deposit of our rent.
- >> SHA monies are going somewhere, but not for our building’s improvement. We get only stop-gap repairs like to the elevator and garage door, which are in sore need of replacement! The garage door fell again 5/30/14.
- >> Replace potentially unsafe furniture (bottoms loose)/garage-door chain problems (like incident on 5/30/14) before lawsuits. This is a no-brainer, but SHA doesn’t have the money! We always hear that.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

MICHAELSON MANOR Cont'd.

>> Rents should not be a tiered system! Should be 30% for seniors who are mostly on social security alone!

Theme: **Other Comments**

- >> Quality time could be spent on other concerns if we didn't have to vacuum carpets, and vents were clean and clear so there are fewer health issues.
- >> I'm concerned about the decibel level in the fire alarm system in this building. It is so loud (in every room), it impairs thinking which is very bad in case of an actual fire. Have earplugs for next alarm, but could it be turned down a bit.
- >> I'm a new tenant and don't see any extravagant practices going on at our building; it is pretty basic living here, but the bottom line amenity is "affordable rent", our lifeline.
- >> I'm very new. This building and grounds are magnificent.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **PHINNEY TERRACE**

Surveys Returned: **7**

Theme: Upkeep of Property/Maintenance

- >> Need better housekeeping in common areas!
- >> Handrails on stairways and halls are in need of cleaning.

Theme: Needed Repairs or Facility Upgrades

- >> Fire exits from windows for top floors.

Theme: Security of Building

- >> Fire Alarm System. In the last month, the fire alarm has gone off at 3 a.m., 11 p.m., 10 p.m. and 11 p.m. People are ignoring the alarm and should one be for real lives could be lost. Repairing this should be your first priority.
- >> Have a permanent, live-in manager who thus shares our concerns.

Theme: Savings Ideas & Finances

- >> SHA should find the money for 24/7 emergency service.
- >> Too frequent shampooing of all carpets (in hallways). For senior housing, twice yearly would be plenty.

Theme: Other Comments

- >> I am very satisfied with everything SHA does for our building and tenants. My concerns are to be kept that way; no complaints except clean the handrails.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **PRIMEAU PLACE**

Surveys Returned: **17**

Theme: Upkeep of Property/Maintenance

- >> Do maintenance in a timely fashion.
- >> Upkeep building before major repairs or renovations are necessary; things are let go for years.
- >> Why isn't snow/ice promptly and thoroughly removed on sidewalks and in the parking lot? This is a safety and liability issue. Many people are unsteady on their feet in senior housing.

Theme: Needed Repairs or Facility Upgrades

- >> Build an enclosed entry at the front door. This will make it safer for entry; and cut down on heating costs.
- >> Two-door entry at the front entrance.
- >> The electrical outlets are so tight I can barely put in or out electrical cords. I have weak, arthritic hands.
- >> The back entrance is very difficult to manage for old people with walkers or canes. The door is very heavy and a sharp corner to manipulate to get in. Can an electric door be installed or something.
- >> Make the back entrance more easily accessible like the front. Doors are too heavy for people who have walkers and mobility issues.
- >> Full Building and grounds refurbishment.
- >> Noise abatement between floors.

Theme: Security of Building

- >> Install security cameras at front and rear entrance.
- >> Hire a full-time manager.
- >> Most important, a full-time manager!
- >> Hire a full-time manager.
- >> A full-time manager.
- >> I have uncomfortable feelings about the thefts that go on here so I want security cameras outside and inside.
- >> Install security cameras in the building and in the parking lot.
- >> Security cameras and a full-time manager would be outstanding. Security cameras and a Monday-Friday part-time manager would be excellent.
- >> A full-time manager who can communicate with and knows how to look up stuff pertaining to tenants' affairs.
- >> It would be great to have a building manager with the experience and communication skills suitable for the population of seniors who live here, like the manager we used to have.

Theme: Medical & Mental Health

- >> Elder Care. Some elderly residents need a higher level of care such as end of life issues. Seems like one must die before receiving care.

Theme: Facility & Tenant Services

- >> Job training and placement opportunities for those able and willing to continue working. "Old Age" is not what it used to be (i.e., "over the hill" at age 60.)
- >> More open and timely communication from SHA.

Theme: Savings Ideas & Finances

- >> A lot of time and money is wasted on a minority of chronic complainers.
- >> Keep lowering the number of turnover days.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

PRIMEAU PLACE Cont'd.

- >> Fewer paid holidays or personal days for staff. Dropping to just one personal paid day off would save money.
- >> The 4-tier system is painful. Either make it a 6-tier system or go back to a fairer flat 30% rate.
- >> Staff salaries is where SHA spends too much money.
- >> Replace the rent tier system with a system that will reflect fair, proportional increases with respect to income increases.
- >> Allocate from the budget an allotment specifically designated for a full-time manager at Primeau Place and for other buildings in need of a manager.
- >> Timed lights.
- >> Using color in computers for paper such as the survey is a waste of money.
- >> Some social activities are questionable; there is no accounting for these funds.
- >> Have a social worker come to the building only once a month.
- >> SHA could save money on social workers.
- >> Less frequent yard work and leaves removal.
- >> Many lights are left on during daylight hours. Turn lights off.
- >> I question if enough effort is made to control administrative costs. Clerical errors have made second mailings necessary to correct the first. This questionnaire is very attractive, but costly to print. Could it have been done in a more frugal manner?
- >> Non-perforated stock would be less costly for our monthly rent statements.
- >> Excessive upper management.
- >> Blowing leaves is a waste of money.
- >> Improve the speed of turning over apartments.

Theme: Other Comments

- >> Could we possibly get access to the laundry room at 7:00 a.m.?
- >> Need attention by staff to see that policies are enforced and not ignored.
- >> The opinion of the majority of residents is that SHA is dysfunctional and they have no concern for us or our problems. Communication to SHA is not respected or answered.
- >> Top management at SHA could stop by the building once a year or more. It would be much appreciated.
- >> Will this questionnaire be given to any residents who were not present or represented at the recent RAC meeting. (No voting rights for senior housing residents on RAC.)

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **RAVENNA SCHOOL**

Surveys Returned: **6**

Theme: **Upkeep of Property/Maintenance**

- >> Maintenance people either do not know or don't do their jobs. SHA is wasting money on this. Essentially there is no grounds/landscaping maintenance.
- >> Stairwells and halls need to be kept cleaner.
- >> No notices should be put in the elevator or on walls.
- >> Paint colors could be better.
- >> High ceiling fans and long narrow windows cannot be cleaned easily. Can maintenance help us. Many of us are disabled. I have both asthma and dust allergies.
- >> Enforce recycling rules; many residents do not understand the recycling rules.

Theme: **Needed Repairs or Facility Upgrades**

- >> Window screens need to be replaced. They wear out and/or don't fit properly.
- >> Windows need to be replaced or drafts sealed. This will eliminate higher electrical bills. My heat is going out my windows.
- >> Repair earthquake damage.

Theme: **Security of Building**

- >> Emergency plans should be provided to tenants in writing.
- >> Emergency plans need to be clearer; who will check on frail residents in the event of a disaster. There is no chain of command apparent.

Theme: **Facility & Tenant Services**

- >> I would like to see free or low-cost WI-FI and cable available for residents.
- >> The social worker is seldom available and doesn't seem to offer much helpful information.
- >> Our social worker is useless and never here. This is a waste of money.
- >> Free internet access.
- >> Rent fairness.
- >> Free internet and cable TV in common areas; low cost internet and cable TV in individual units.
- >> Free internet and cable TV. On a fixed income, the cost is a burden.
- >> Free cable TV, internet and phone services for each apartment.
- >> Free (or very low cost) cable TV and internet service. I pay over \$50 per month for cable. My computer is hooked up to my land line which doesn't work well and is very slow, but I can't afford internet fees.

Theme: **Savings Ideas & Finances**

- >> I would like to see SHA look at the assets of residents and factor those into rental fees so they would be fairer.
- >> Charge more rent to people with mega assets. Carefully check income of residents or their "reported income".

Theme: **Other Comments**

- >> Income Limits. I'm \$20 over the cut-off. For this I pay \$810 a month in rent instead of \$600. My life would improve vastly if the income brackets had reasonable leeway.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **ROSS MANOR**

Surveys Returned: **3**

Theme: Upkeep of Property/Maintenance

- >> Consistent janitorial/maintenance. It would be better to clean on an ongoing basis instead of letting things go until the building is really dirty and the cleaning job is big.

Theme: Needed Repairs or Facility Upgrades

- >> Install better ventilation system. Neighborhood pollutants from Seattle Steam burning waste wood and compost (since 2009), construction projects, upcoming viaduct demolition and waterfront project all are impacting air quality in the building.

Theme: Security of Building

- >> SHA staff need to be available Monday through Friday.

Theme: Facility & Tenant Services

- >> Need better communication with staff.
- >> SHA needs to communicate with residents!

Theme: Savings Ideas & Finances

- >> I don't think the camera that faces the washroom is necessary; it should have been put by the mailbox.
- >> Office and janitorial hours are already bare bones; no money to save.

Theme: Other Comments

- >> Single adults need safety and support too, not just communities with children and refugees.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **STEWART MANOR**

Surveys Returned: **3**

Theme: Needed Repairs or Facility Upgrades

- >> Upgrade the elevators.
- >> Replace the windows.
- >> The building needs to be remodeled!

Theme: Savings Ideas & Finances

- >> Replacing the windows would save money.
- >> Fire alarm checks are a waste of money.
- >> Have residents staff the building.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **WEST TOWN VIEW**

Surveys Returned: **6**

Theme: Upkeep of Property/Maintenance

- >> Need to require residents with dogs to keep them on leashes to keep grounds nicer.
- >> The third floor hallway is very cold and the cold seeps into apartments.
- >> The appearance of the building needs to appear. It is not kept clean.
- >> Need cleaner common areas, especially the laundry room.

Theme: Security of Building

- >> Building Security is critical. There are too many untrustworthy people in the area. Install cameras on every floor, in the stairwell and at all exits.
- >> Security. We have had problems with theft and vandalism. Need security cameras in the laundry room, community room and at all entrances.
- >> Often things happen after hours and it is difficult to find someone to help other than calling 911. Having an on-site building manager would help.
- >> We need security here and someone here in case of emergencies to call and handle 911 calls for residents.

Theme: Facility & Tenant Services

- >> Customer Service. Some SHA staff seem to treat residents as tenants of an institution instead of an apartment building.
- >> Consistency. The PA's, APM's, and PM's here seem to do whatever they think is "right" without regard to policy or what their peers in other buildings do.

Theme: Savings Ideas & Finances

- >> None. We are bare bones now.

Theme: Other Comments

- >> Train staff better in handling "chronic" complainers. New staff seems to give in to complainers without regard to getting all the facts first.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **WESTWOOD HEIGHTS**

Surveys Returned: **2**

Theme: Upkeep of Property/Maintenance

- >> First floor lobby looks shabby. Chairs are needed in the blue area and by the elevator.
- >> Back parking lot is usually littered with paper and sometimes broken glass; though the grounds look good.
- >> Lobby needs more frequent cleaning – mop the linoleum, clean the glass.

Theme: Needed Repairs or Facility Upgrades

- >> Westwood Heights had a major remodel 12 years ago, just before I moved in. My apartment wall-to-wall carpet was overlooked and wasn't replaced. It is stained and dirty and was like this at the time I moved in. It should be evaluated for replacement.
- >> Windows need to be replaced to eliminate leaks and mold.

Theme: Security of Building

- >> Dogs. Residents need to feel safe on all levels. Dogs attempt to bite residents or guests who are entering our building. The dogs are not kept on their leashes as required and the owners of the dogs get angry because we are afraid. Our children are afraid too. We try to defend ourselves but that makes the owners very angry. I don't know if the dogs will bite or not.
- >> There have been major and minor thefts in the building. It is in a high crime area and needs periodic but routine police checks.

Theme: Medical & Mental Health

- >> There should be periodic screening of frail seniors who are no longer mentally competent or able to take care of themselves. SHA Staff needs training in recognizing and dealing with dementia.

Theme: Facility & Tenant Services

- >> Have more activities for all residents to participate in for enjoyment and exercise to stimulate us mentally and physically. So many can't walk or are in wheelchairs. Residents need to be able to get out and enjoy the environment.

Theme: Savings Ideas & Finances

- >> Replace or repair windows so the wind doesn't come through.
- >> Heat halls only in cold weather.
- >> Put mats at entry door so we don't fall or slip.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

Community: **WILLIS HOUSE**

Surveys Returned: **13**

Theme: **Upkeep of Property/Maintenance**

- >> It would be great if they could clean out our recycling area and garage from time to time.
- >> Would like to have SHA furnish periodic environmental checks in each unit for mold or any harmful substances.

Theme: **Needed Repairs or Facility Upgrades**

- >> Outdoor Space. Our building has a very limited amount of outdoor space that residents can enjoy. Could we start a savings fund for a rooftop garden. We could hold a fundraiser. Also, it would be nice to have raised gardens beds or gardening facilities so seniors could raise food.
- >> I'd put in those wonderful skylights that are just narrow tubes coming in from the top.
- >> Improve the ventilation in our building.
- >> Create a recreation room on the second floor with a ping pong table, a pool table and soft drink machine.
- >> It would be great to have a computer lab.
- >> Install additional washers and driers.
- >> Fluorescent lighting has been shown to be dangerous for human beings. Please replace the fluorescent lighting in our hallways, community room and the manager's office.
- >> Interior Painting. It has been 14 years since my walls were painted.
- >> Replace all the lights.
- >> Improve the ventilation.

Theme: **Security of Building**

- >> Need a full-time manager.
- >> As a senior building, we need a real full-time live-in manager with back-up on site. We're seniors and disabled.
- >> I observe a lot of revision of how SHA manages it personnel needs. I think they'd do better to stick to real resident live-in managers with a back-up on site.
- >> Hire a live-in resident manager.
- >> We need a full-time on-site manager.
- >> Make sure someone is on-call for weekends or holidays in case of true emergencies.
- >> Install real cameras in the garage area.
- >> Give us a full-time manager on site (our Dale Grady). Not having one is fraught with problems – e.g., servicepersons needing building access, emergencies, etc.
- >> Our emergency supply of MRE's was dumped out nearly a decade ago due to expiration. Please replace this supply as part of earthquake/emergency preparedness.
- >> Please improve security so strangers do not get into the building. I get intercom calls at 2:00 and 3:00 a.m. with no reply on the other end when answered.
- >> I loved it when the former manager lived in the building. Some residents have no family nearby and are frail. It felt very secure to know there was help close by.
- >> With no manager and no coverage, how long will it be before the EMTS/Police find a dead body??

Theme: **Medical & Mental Health**

- >> Enforce no smoking in apartments or double the rents for smokers.

Theme: **Facility & Tenant Services**

- >> Need some kind of transit. Metro is cutting more than 3 bus routes serving Willis House (#39, 72, and 60). This limits access to the VA, shopping, etc and impacts our ability to carry on in a normal manner.

COMMUNITY ASSESSMENT QUESTIONNAIRE
Residents' Written Comments & Advice – Spring 2014

WILLIS HOUSE Cont'd.

- >> Limit noise to the hours of 10:00 a.m. to 12:00 noon and 3:00 p.m. to 6:00 p.m.
- >> Need cart to transport food to upper floors.
- >> Free Wi-Fi would be great.
- >> We need you to supply translations of all your written communications with us in languages other than English. Currently, we need them in Farsi, Mandarin and Cantonese.

Theme: Savings Ideas & Finances

- >> I think having a full-time manager saves money in the long run by keeping the building cleaner and safer.
- >> Heating and thermometers need to be better calibrated.
- >> Get rid of inefficient electric heaters!! (2 Residents)
- >> Please do away with the tier system; rents should all be 30%!!
- >> Have a soft drink and snack machine on site and use the profits for community benefit.
- >> Allow, but don't require, tenants to pay their rent by electronic payment such as through BECU. Accepting automatic electronic rent payments will reduce staff time spent when payments are missed by residents with Alzheimer and save money on processing paper checks.
- >> The current "sliding" scale is not the best method for establishing rent. It should be 30% of net income.
- >> The 30% vs tier rent system. Some people are suffering as we speak due to loss of the 30% of income feature for establishing rent amounts. If you plan to never consider reinstating it, please tell us so that we can stop hoping their dilemma will be corrected. You assured us there would be business as usual in the running of the low-income senior housing after HUD became involved. The removal of the 30% of income feature proves to us that you, at the least, did not abide by your word in this regard.
- >> Change the way rents are calculated!
- >> Rent. My rent is currently 36.5% of my income (Social Security is \$1230 and rent \$450) One-third or 33.3% of my income would be \$410 per month that would give me an additional \$40 per month.
- >> Affordable, rents fair to all not just those on Section 8.
- >> The social worker is not necessary and is a waste of money.
- >> SHA management is top heavy; but management staff.
- >> No more tier system! Get rid of it. Set 30% across the board for rent.
- >> I am concerned about the tier rents. If you earn even \$20 over in a year, your rent can jump up \$174 a month.
- >> Maybe 10-20 residents could each take a 4 hour shift (Monday-Friday) one day a week working as apart time manager in exchange for an appropriate rent reduction.
- >> Need live-in manager. Fire department can't get in when there is an emergency.

Theme: Other Comments

- >> I have a service dog and have been given a rough time by some tenants. Its been over a year and I still get complaints.
- >> Our new windows are dandy!
- >> Yesler Terrace is getting so much more than Willis House.
- >> Management responsiveness to requests is good!
- >> We feel proud of our residence.
- >> Would like to encourage management to be more personalable (visit floors, knock on doors, relate to residents! Be about people!

APPENDIX

Contents:

- ❖ **“VOTING WITH DOLLARS BALLOT” – MY PRIORITIES FOR SHA**
- ❖ **“MY COMMUNITY NEEDS ASSESSMENT QUESTIONNAIRE”**

“VOTING WITH DOLLARS BALLOT” – MY BUDGET PRIORITIES FOR SHA

You have been given this “Voting With Dollars Ballot” AND a packet of \$10,000 in SHA Budget Dollars to indicate your spending priorities for SHA among the five program/service categories listed below. There are just a few simple rules for this exercise:

1. *You can spend your Budget Dollars any way you want – if you only have one or a few priorities, you can put all your money on that or those priorities.*
2. *You can spread your dollars across all or most of the categories, indicating your priority by where you place the most dollars.*
3. *If there is a service or program you’d like SHA to make a priority and it is not listed, you can add it and allocate some of your dollars to the category you add.*
4. *We want you to spend all of your Budget Dollars, so please distribute all of your \$10,000 to one or more of the five service/program categories we have listed plus any you add.*
5. *Please distribute your Budget Dollars in the denominations you have -- \$1,000, \$500, and \$200, this means the lowest amount you can allocate to a category you want to vote for is \$200 and the total of all the categories you vote for must equal \$10,000.*

OK, we’re ready to go, you each have 15 minutes to complete your “Voting with Dollars Ballot”, then we’ll come back together and “Count the Dollar Votes for Each Category” and discuss what you think is most important.



SERVICE/PROGRAM CATEGORIES

YOUR DOLLAR VOTES

Support Services to Tenants: *Such as education and training; job placement referrals; childcare referrals; on site case managers/social workers; health and wellness programs; and community activities.*

\$ _____

Upkeep of our Building and Grounds: *Such as building repairs and maintenance; Landscaping and grounds maintenance; janitorial services to keep interior common areas clean; pest control; preventive maintenance; inspections*

\$ _____

Building and Neighborhood Safety and Security: *Such as City police or private security services; exterior security lighting; entry security systems – cameras, card key entry; neighborhood or community block watches.*

\$ _____

Building Management and Facilities: *Such as accessibility of building staff; responsiveness of SHA to complaints or requests for service; ADA accessibility; Safety and cleanliness of common facilities – laundry; mailrooms; community room; elevators; stairways; emergency preparedness, availability of computer labs and/or wi-fi.*

\$ _____

Major Capital Repairs: *Such as roof repairs/replacement; windows replacements to prevent leaks and mold; elevator upgrades/replacement to ensure safety and reliability; walkways and parking lot repairs to remove safety hazards; building painting, gutter repairs/replacements*

\$ _____

My Category (Describe) _____

\$ _____

My Category (Describe) _____

\$ _____



TOTAL BUDGET DOLLAR VOTES *Be sure your column equals --*

\$10,000



MY COMMUNITY NEEDS ASSESSMENT QUESTIONNAIRE

Name of your Community or Building: _____

Please complete the questionnaire below to help SHA consider priorities for 2015 budget allocations and understand the needs and priorities you see for your building and community.

Return your completed Questionnaire to _____ or to Seattle Housing Authority, ATTN: Budget Office, PO Box 19028, Seattle WA 98109 no later than April 30th . You do not need to include your name unless you wish to or would like us to contact you for further information. If you have questions about this survey, please email Scott Woo, Budget Manager at swoo@seattlehousing.org.

Question 1: *Please rank the needs of your building from 1-5, with 1 being the most important, from the needs listed below. If there are one or more needs you think rank higher than those listed, please add the additional need(s) in the spaces titled "My Category" and include in your ranking of the top 1-5 items.*

Rank Order

#1 thru #5 Program/Service Area

_____ **Support Services to Tenants:** *Such as education and training; job placement referrals; childcare referrals; on site case managers/social workers; health and wellness programs; and community activities.*

_____ **Upkeep of our Building and Grounds:** *Such as building repairs and maintenance; Landscaping and grounds maintenance; janitorial services to keep interior common areas clean; pest control; preventive maintenance; inspections*

_____ **Building and Neighborhood Safety and Security:** *Such as City police or private security services; exterior security lighting; entry security systems – cameras, card key entry; neighborhood or community block watches.*

_____ **Building Management and Facilities:** *Such as accessibility of building staff; responsiveness of SHA to complaints or requests for service; ADA accessibility; Safety and cleanliness of common facilities – laundry; mailrooms; community room; elevators; stairways; availability of computer labs and/or Wi-Fi.*

_____ **Major Capital Repairs:** *Such as roof repairs/replacement; windows replacements to prevent leaks and mold; elevator upgrades/replacement to ensure safety and reliability; walkways and parking lot repairs to remove safety hazards; building painting, gutter repairs/replacements,*

_____ **My Category:** _____ *(Please write a title and then explain)*

_____ **My Category:** _____ *(Please write a title and then explain)*

Question 2: *If you could improve one thing about your building or community, what would that be?*

Question 3: *Do you think there are areas where SHA spends money on programs or services in your community/building that you think are not important or are wasteful?*

NO YES -- If "yes", please describe:

Question 4: *Do you have ideas on how SHA might save money at your building/community or elsewhere? Please tell us your ideas:*

Question 5: *Please tell us how concerned you are about each of the items below. Check a box on the scale of 1-5, where:*

1 is "NOT AT ALL CONCERNED", 2 is "A LITTLE CONCERNED", 3 is "NEUTRAL", 4 is "CONCERNED", and 5 is "VERY CONCERNED":

Rate Your Concern About the Items Below	#1	#2	#3	#4	#5
A. Upkeep of the Building					
B. Building Security					
C. Condition of Grounds, Walkways, Parking Lots					
D. Rent Increases/Utility Cost Increases					
E. Tenant/Community Safety					
F. Supportive services for frail tenants					
G. Job Training and Placement Opportunities					
H. Childcare and Educational Support for Youth					

Question 6: *If there are other things you'd like SHA to know, please use the space below to add any thoughts you have.*

THANK YOU FOR COMPLETING "MY COMMUNITY QUESTIONNAIRE"

If you'd like to be contacted if we have questions, please print your name and phone number below – this is strictly optional:

NAME: _____ **PHONE:** _____

