



## *Resident Satisfaction Survey*

RESULTS SUMMARY

**November 2009**

*Prepared by,*  
**Hebert Research, Inc.**

13629 NE Bel-Red Road  
Bellevue, WA 98005  
(425) 643-1337

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## Executive Summary

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### Research Objectives

The primary objectives of the Seattle Housing Authority research were to evaluate the effectiveness of SHA's operations by interviewing 325 SHA residents currently residing in SHA operated housing.

Variables tested in this research included:

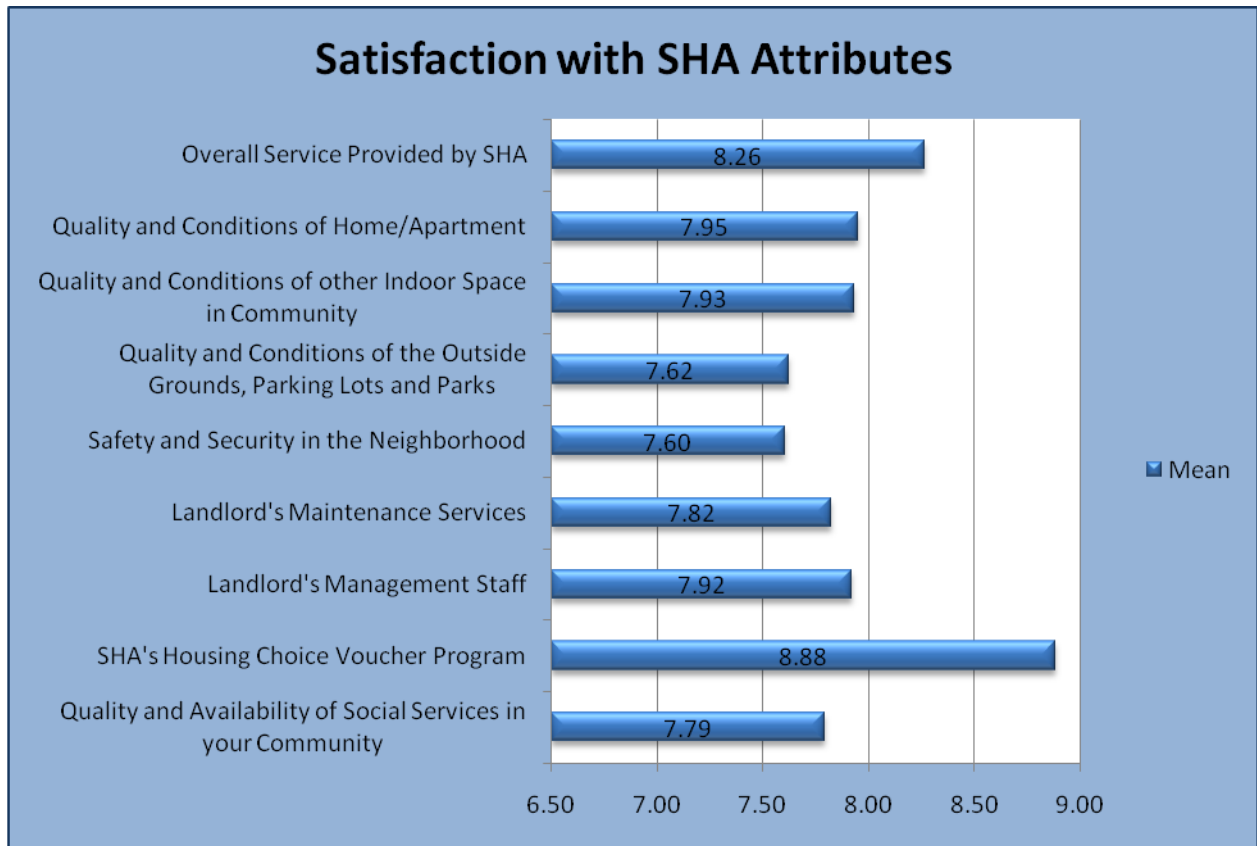
- Assessing residents' satisfaction level with housing, other indoor spaces in the community and outside grounds,
- Measuring the perception of safety and security within each resident's neighborhood,
- Examining satisfaction with resident treatment, maintenance and management staff
- Evaluation of residents satisfaction with the home inspection process
- Analyzing the perceived quality and availability of social services
- Testing the satisfaction and identifying the needs of residents

### Statistical Significance

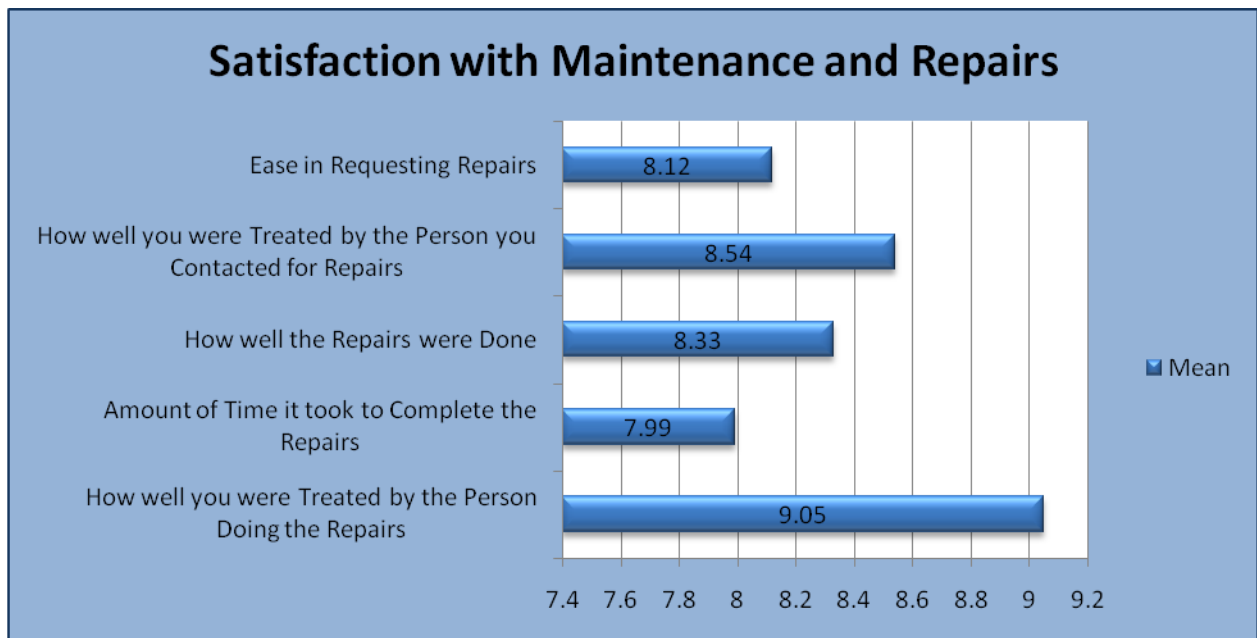
Statistical significance explains the differences among groups and variables. What this means is that when a value, if found to be significant (a p value of .05 or less) exists, that the groups involved have significantly different opinions about the particular subject. In instances where the value is not significant, it reflects that the group, as a whole has a similar opinion about the variable being tested.

This research revealed that SHA residents are extremely satisfied in all of the objectives mentioned above. These findings were truly remarkable; in most satisfaction surveys results do not contain nearly the same degree of satisfaction as can be found among SHA residents. The following is a brief summary of the findings:

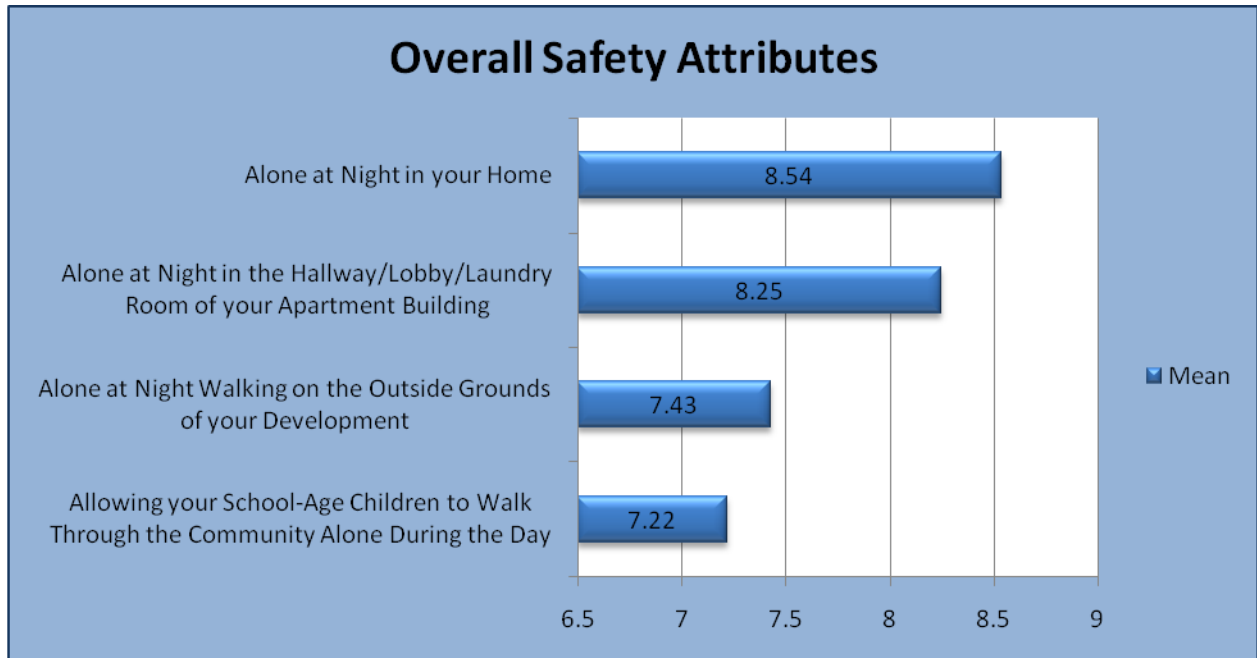
**Q5: Satisfaction with SHA Attributes**



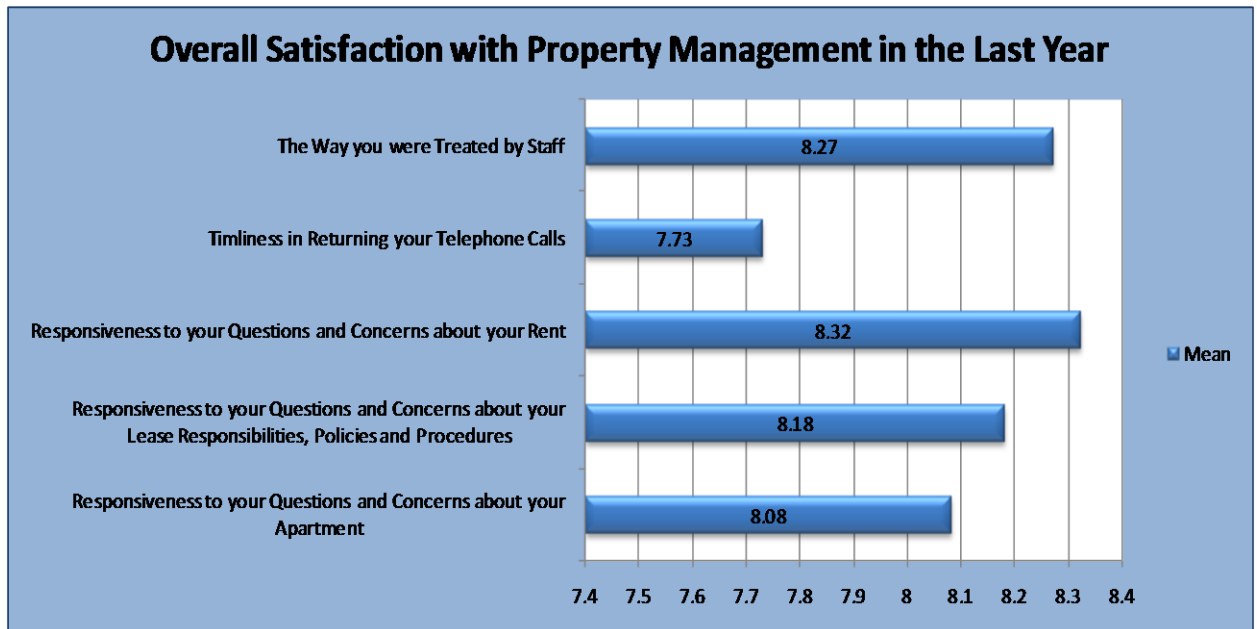
**Q9. Satisfaction with Maintenance and Repairs**



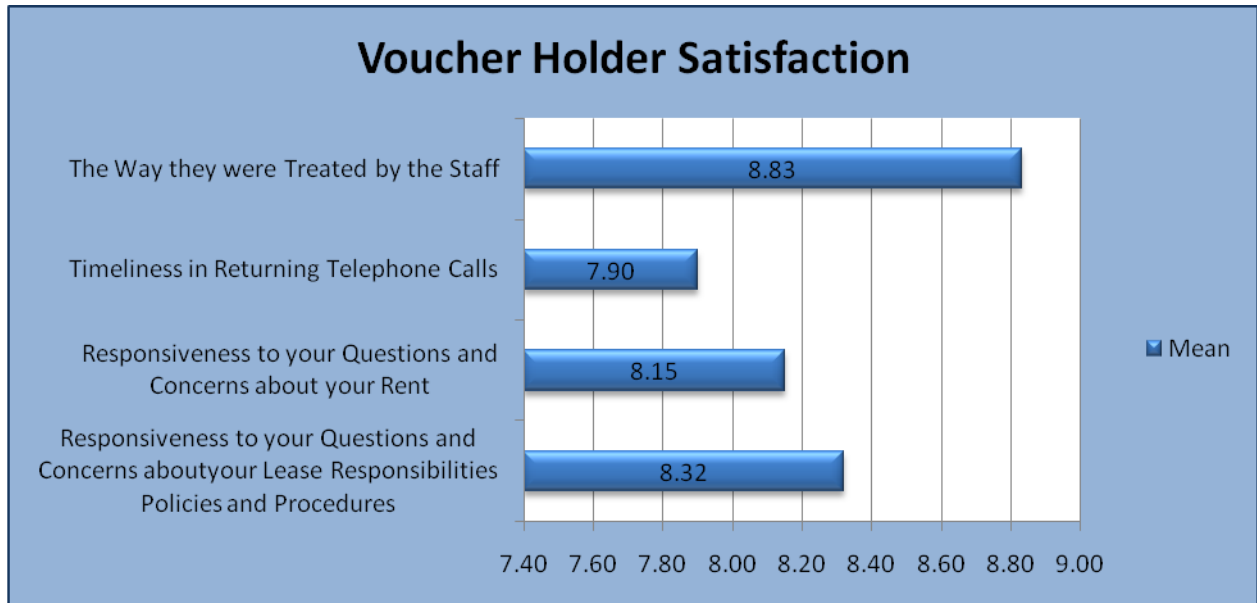
### Q10. Overall Safety Attributes



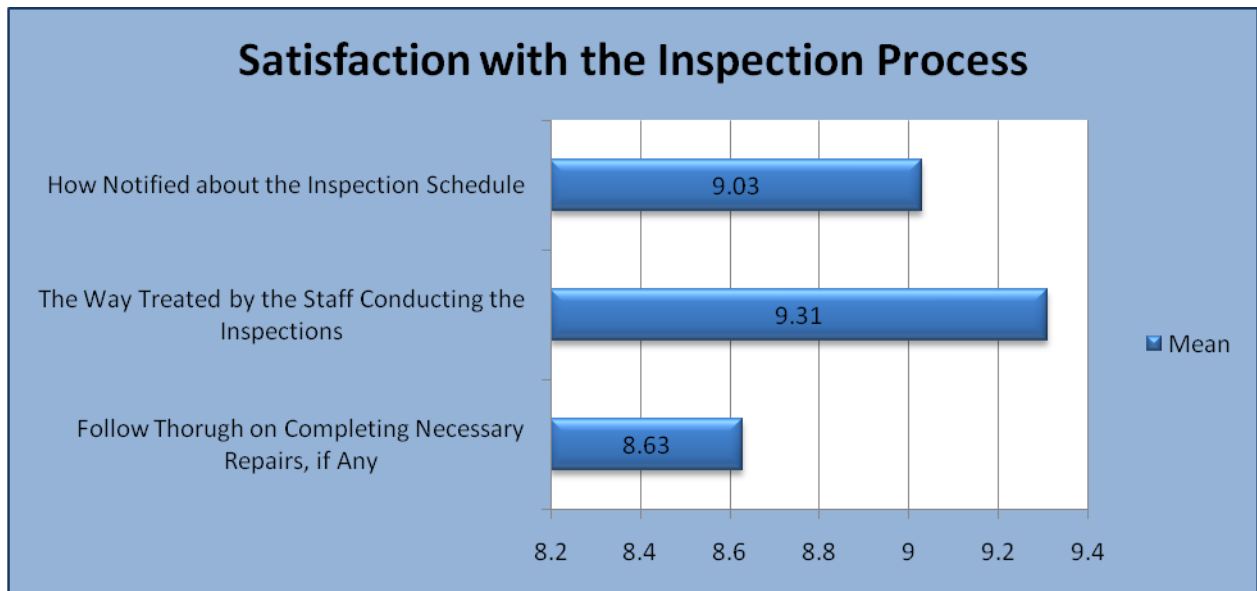
### Q12. Overall Satisfaction with Property Management in the Last Year



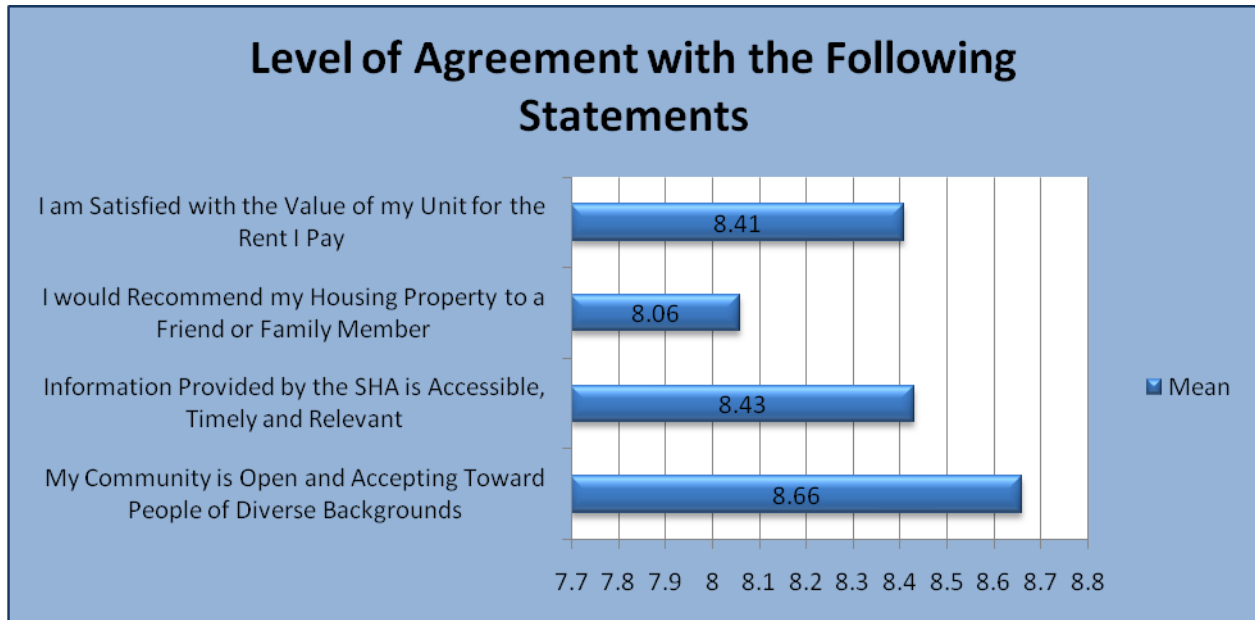
### Q13. Voucher Holder Satisfaction



### Q14. Satisfaction with the Inspection Process



## Q17. Level of Agreement with the Following Statements



In addition, the following findings emerged from the research:

- Q8. 62.1% of the respondents contacted their landlord for maintenance or repairs one to five times in the last year.
- Q11. Nearly two thirds of respondents (64.6%) did not contact their housing management for reasons other than a repair request or rent-related issue.
- Q18. On average, respondents spend 4.74 hours away from home per day and 34.9% of respondents are away from their home between six and ten hours per day.
- Q19. The average time respondents reported waiting for housing is 1.83 years.
- Q19. For 69.8% of the respondents, the community they live in now is their first choice.
- Q19. The most important reasons for choosing the location residents live in was that there are stores and restaurants that carry the kind of food they eat (54.4%) and that the location is near a bus line (50.0%).
- Q20-Q22. Nearly 80% of respondents reported that they do not smoke tobacco, while nearly 64% stated they think their building should be smoke-free.

## Research Goals and Objectives

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### Research Goal

The primary goal of the Seattle Housing Authority Research will be to evaluate the effectiveness of Seattle Housing Authority's (SHA's) operations by interviewing a random sample of Seattle residents currently residing in SHA-operated housing or in households using Tenant-based Housing Choice Vouchers.

### Research Objectives

The following are the objectives that were accomplished in the research:

- Assess residents' satisfaction level with the following:
  - Their current housing and related indoor and outdoor spaces
  - Treatment of residents by their landlord's maintenance and management staff and staff of the Voucher program (where applicable) in regard to:
    - Responsiveness
    - Timeliness
    - Effectiveness
  - Home inspection process
- Measure the residents' perceptions of safety and security
- Obtain information about factors in choosing their housing location
- Assess resident tobacco use and interest in smoke-free buildings
- Compare the findings across different demographic segments



## Research Methodology

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Hebert Research conducted a statistical survey of 325 Seattle Housing Authority housing participants in October 2009. Participants were randomly selected from a pool of all SHA housing participants living in SHA-operated housing or using a tenant-based Voucher in Seattle for whom SHA had a phone number on file.

To maximize the participation of the respondents in the research, a pre-notification letter was sent to inform residents of the upcoming survey and to encourage their participation if they were called.

The survey was conducted using English as well as non-English speaking interviewers in order to reach a broad cross-section of residents regardless of background. Qualified translators called non-English households and referrals were prepared when English interviewers encountered a non-English resident so that the appropriate translator could follow up and complete the interview.

### Survey

All interviews in this study were conducted via telephone. Probability sampling frames for telephone surveys are administered electronically through the Computer-Assisted Telephone Interviewing (CATI) system. If the randomly selected potential respondents were unable to complete the surveys during the initial contact, up to five attempts were made at different times of the day. All surveys were conducted by highly experienced in-house research assistants who have collectively spent decades on completing interviews as well as qualified translators.

### Margin of Error

The estimated maximum margin of error for a sample size of 330 at the 95% confidence level is  $\pm 5.3\%$ .

### Non-English Interviews

Hebert Research, in conjunction with the Seattle Housing Authority, recruited participants to conduct foreign language interviews. Extensive recruiting efforts were made to reach non-English participants and based upon the sample of residents used Hebert Research was able to successfully conduct interviews in Russian, Somali, Chinese, Vietnamese and English.

### Analysis

The data were analyzed using generally accepted univariate measures of central tendency. Multivariate analyses were also conducted to examine whether differences existed between groups. Variables examined included:

- Housing portfolio (Tenant-based Housing Choice Voucher, LIPH North, LIPH South, Scattered Sites, IPM Yesler Terrace, IPM HOPE VI, IPM Special Portfolio, SSHP) [Data provided by SHA]

- Housing program (Housing Choice Voucher, Public Housing, SSHP, Tax Credit, None) [Data provided by survey respondent]
- Housing structure (single family home, duplex/triplex, apartment building with interior hallways, apartment building without interior hallways)
- Gender
- Age of Head of Household
- Interview conducted in English or non-English language

The multivariate analysis consisted of Analysis of Variance (ANOVA), Chi-Square analysis and Discriminant analysis.

Interpretations and inferences set forth in the analysis are intended to provide an independent statistical perspective. The statistical procedures utilized were applied with a 95% confidence level for estimating values and/or providing significant inferences. A 0.05 significance level was used as the criterion to test hypotheses. Multivariate analysis findings, if statistically significant, are reported at the end of each section. The statistical significance is measured by p-value (if  $p \leq .05$ , the statistical test is significant; if  $p > .05$ , the statistical test is not significant).

The p value explains the relationship between two or more variables. A p value of .05 indicates that there is a 5% chance that the relationship between the two variables does not exist. Thus, a p value of .04 indicates that there is a 4% chance that the relationship between the variables does not exist.

Hebert Research has made every effort to produce the highest quality research product within the agreed specifications. The customer understands that Hebert Research uses those statistical techniques which, in its opinion, are the most accurate possible. However, inherent in any statistical process is a possibility of error which must be taken into account in evaluating the results. Statistical research can predict consumer reaction and market conditions only as of the time of the sampling, within the parameters of the project, and within the margin of error inherent in the techniques used.

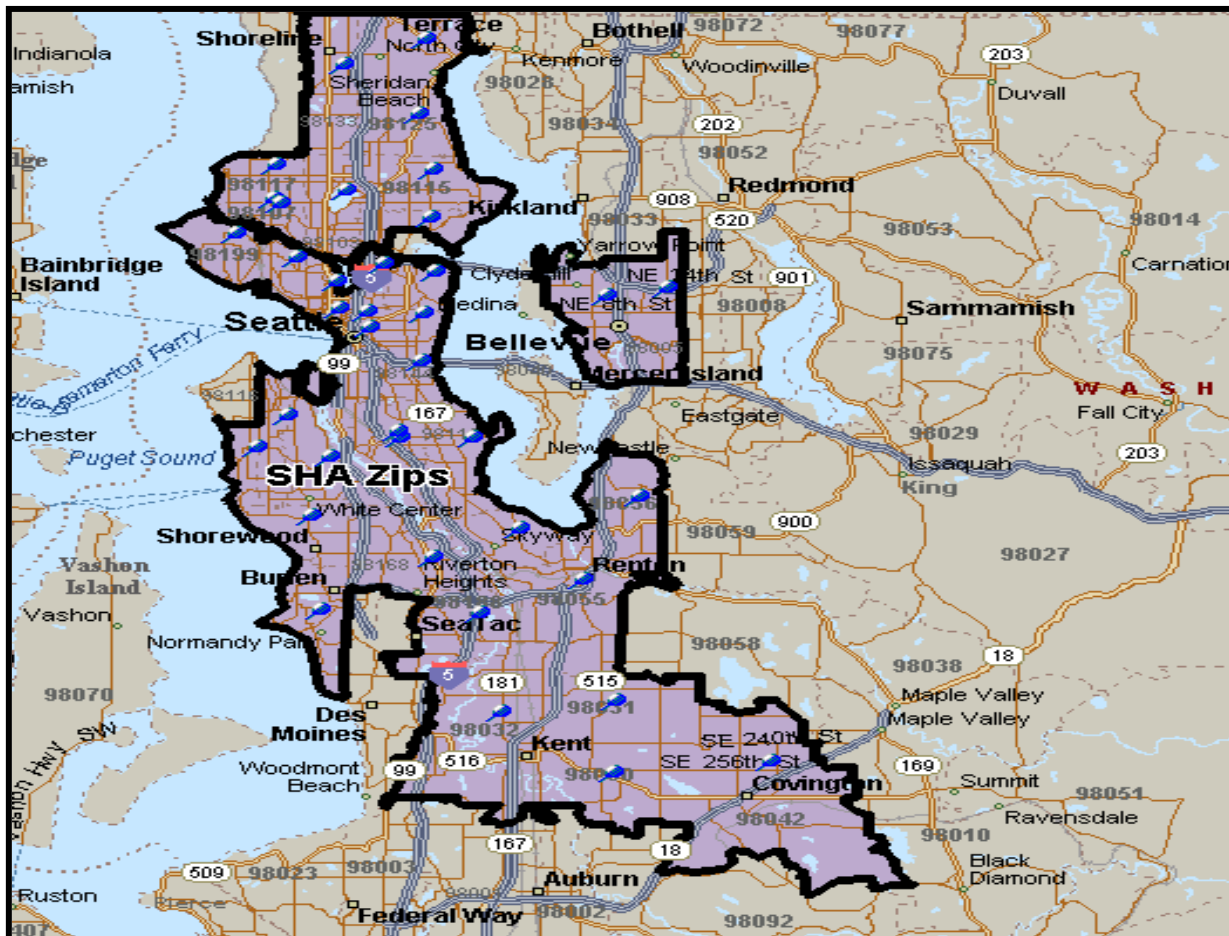
Evaluations and interpretations of statistical research findings, and decisions based on them, are solely the responsibility of the customer and not Hebert Research. The conclusions, summaries and interpretations provided by Hebert Research are based strictly on the analysis of the data gathered and are not to be construed as recommendations; therefore, Hebert Research neither warrants their viability nor assumes responsibility for the success or failure of any customer actions subsequently taken.

***Statistical differences, when significant are reported below the appropriate graph or table. In instances where no statistical difference exists, no report is listed.***

## Survey Participant Profile

This section provides a demographic profile of survey respondents. Where possible, the respondents' data is compared to that of the representative sample provided to Hebert Research for the survey.

The following map illustrates the areas where those respondents who completed the interview resided. In addition, the table below shows those zip codes with the highest percentage of respondents currently live.



| Zip Code Density |                     |          |         |
|------------------|---------------------|----------|---------|
| Zip Code         | Area                | Previous | Current |
| 98118            | Beacon Hill         | 16.1%    | 13.9%   |
| 98104            | Downtown            | 9.0%     | 7.9%    |
| 98108            | South Beacon Hill   | 6.5%     | 7.1%    |
| 98122            | Madrona             | 6.5%     | 5.7%    |
| 98125            | Pinehurst           | 6.5%     | 8.2%    |
| 98126            | West Seattle        | 6.5%     | 8.6%    |
| 98101            | Downtown            | 3.5%     | 2.8%    |
| 98103            | University District | 3.0%     | 3.7%    |

A total of 325 interviews were completed, of those interviewed 41.9% were male and 58.1% were female.

| Gender |             |        |
|--------|-------------|--------|
| Gender | Respondents | Sample |
| Male   | 41.9%       | 36.9%  |
| Female | 58.1%       | 63.1%  |

In addition, 25.1% of the interviews were conducted in languages other than English. There were 74.9% of the interviews conducted in English. Due to SHA's limited data on preferred language in some portfolios, a comparison between respondents and the sample data is not possible.

| English and Non-English Speaking |             |
|----------------------------------|-------------|
| Language                         | Respondents |
| English                          | 74.9%       |
| Non-English                      | 25.1%       |

The most prominent language of respondents other than English was Vietnamese with 11.4% followed by Somali with 8.2%. Russian and Chinese made up 3.4% and 2.1% of the sample respectively. The following is a breakdown of the surveys conducted in a language other than English:

| Language of Respondents |            |
|-------------------------|------------|
| Language                | Percentage |
| English                 | 74.9%      |
| Vietnamese              | 11.4%      |
| Chinese                 | 2.1%       |
| Somali                  | 8.2%       |
| Russian                 | 3.4%       |

There were 44.2% of respondents who participate in low income public housing and 42.9% who have a housing choice voucher. The most common type of home that respondents live in is an apartment building with interior hallways with 49.4% followed by single family homes with 24.5%. Prior to their current home, one third of respondents (33.2%) lived in other subsidized housing and 27.6% lived in unsubsidized private rentals.

| Housing Program           |             |        |
|---------------------------|-------------|--------|
| Program                   | Respondents | Sample |
| Low Income Public Housing | 44.2%       | 43.3%  |
| Housing Choice Voucher    | 42.9%       | 42.9%  |
| SSHP                      | 11.4%       | 8.3%   |
| Tax Credit                | 3.5%        | N/A    |
| None                      | 2.8%        | 0.9%   |

*\*Totals may be higher than 100% as respondents were able to select multiple options.*

### Age of Head of Household

| Age of Respondents |            |        |
|--------------------|------------|--------|
| Age                | Percentage | Sample |
| 18-24              | 3.7%       | 3.0%   |
| 25-34              | 12.4%      | 13.6%  |
| 35-44              | 14.5%      | 17.7%  |
| 45-54              | 22.8%      | 20.6%  |
| 55-64              | 22.8%      | 19.5%  |
| 65 and Older       | 25.3%      | 26.6%  |

### Presence of a Disability in the Household

| Presence of a Disability in the Household |            |        |
|---|------------|--------|
| Disability                                | Percentage | Sample |
| Yes                                       | 38.6%      | 46.4%  |
| No  | 61.4%      | 53.6%  |

### Type of Housing Currently Lived in

| Type of Home Currently Living In             |            |
|--|------------|
| Type of Home                                 | Percentage |
| Single Family Home                           | 24.5%      |
| Duplex or Triplex                            | 8.8%       |
| Apartment Building with Interior Hallways    | 49.4%      |
| Apartment Building without Interior Hallways | 17.3%      |

## Residence Prior to Current Home

| Residence Prior to Current Home |            |
|---------------------------------|------------|
| Residence                       | Percentage |
| Other Subsidized Housing        | 33.2%      |
| Unsubsidized Private Rental     | 27.6%      |
| Homeless/Shelter                | 3.4%       |
| Transitional Housing            | 10.3%      |
| With family or Friends          | 9.1%       |
| Other                           | 16.3%      |

## General Information Regarding this Report

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### 0 to 10 scale classifications

The graphs throughout the report are organized into those responses that are low, medium and high based on a 0 to 10 scale. Low responses represent those respondents who gave ratings between 0 and 3, medium responses represent ratings between 4 and 7 and high responses represent ratings between 8 and 10.

### SHA-operated versus privately operated housing

Unless otherwise specified, questions refer to the housing and services provided by the respondent's landlord. For Tenant-based Vouchers, these landlords are typically not SHA. If no statistical difference is indicated between Tenant-based Voucher participants and other Housing Portfolios, that indicates that services and quality between the two housing groups are rated comparably by respondents.

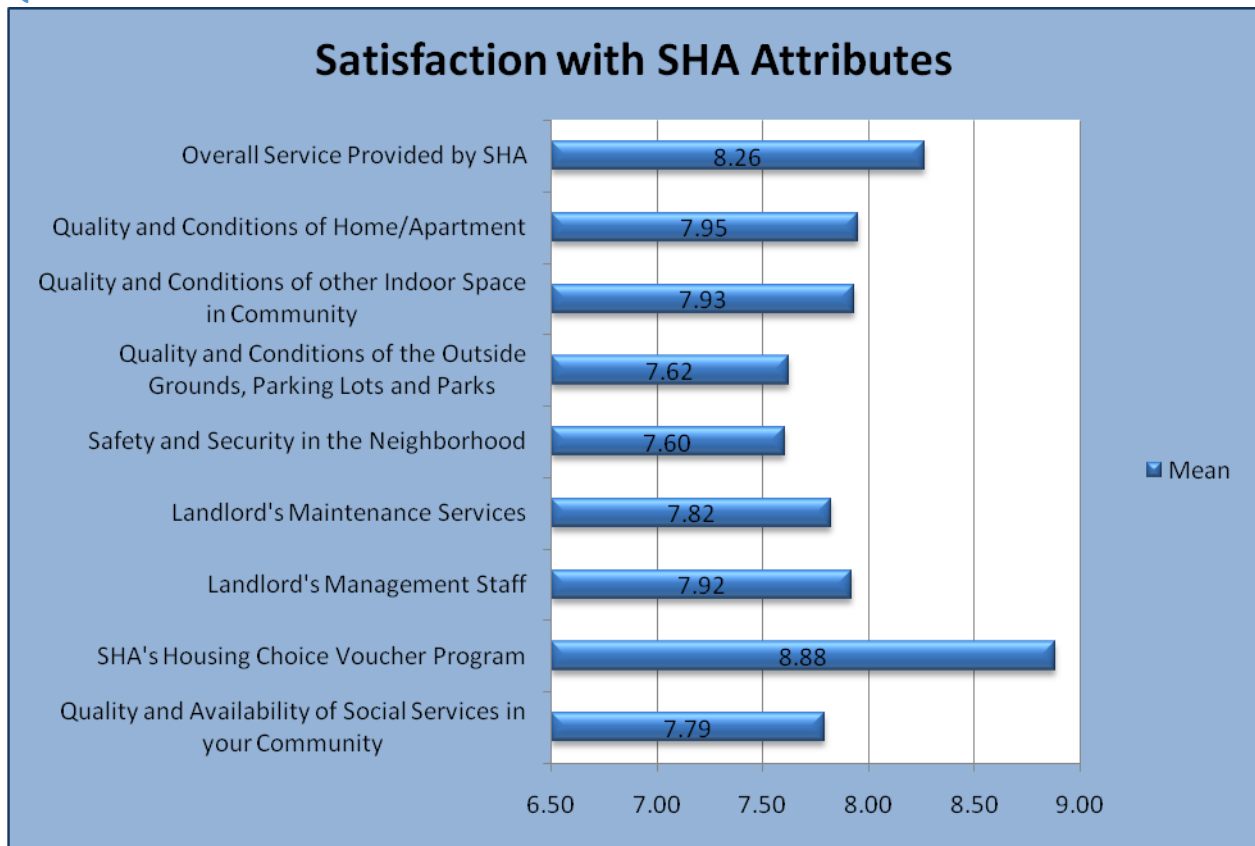
### Statistical differences

Statistical differences, when significant are reported below the appropriate graph or table. In instances where no statistical difference exists, no report is listed.

## Overall Satisfaction (Q5)

Overall, respondents were highly satisfied with the services provided by the SHA and their housing provider, with every attribute receiving an average rating of “7” or higher. Satisfaction with the SHA’s Housing Choice Voucher Program staff received the highest overall satisfaction with a mean rating of 8.88 which was followed closely by the overall service provided by the SHA with an average rating of 8.26. ***The distribution of all of these attributes can be seen in the subsequent pages.***

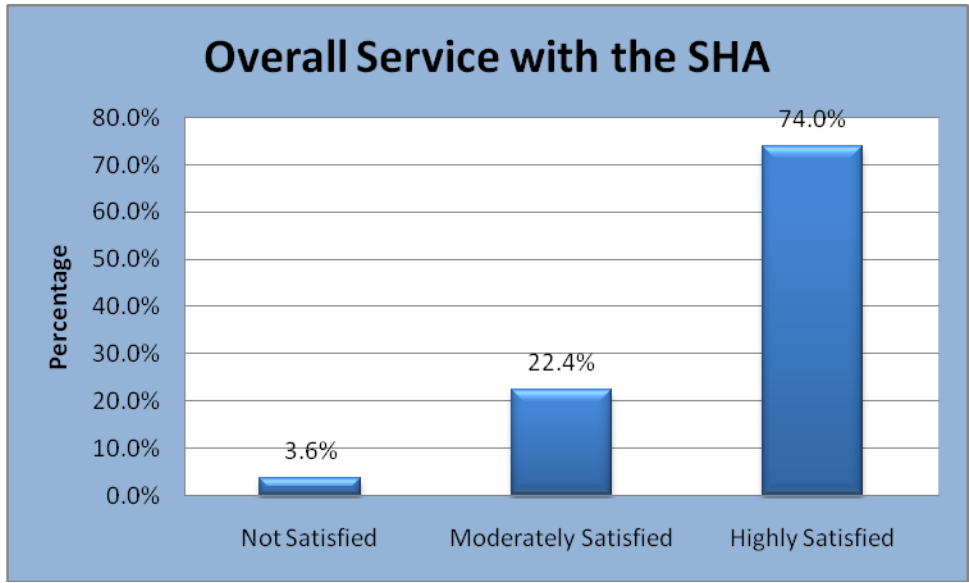
### Q5: Satisfaction with SHA Attributes





**5\_a: Overall Service with the SHA**

**Mean = 8.26**



Statistical differences among sub-groups, if any:

|                              | Mean Likelihood Rating |        | Significance   |
|------------------------------|------------------------|--------|----------------|
|                              | Male                   | Female | <i>p-value</i> |
| Overall Service with the SHA | 8.61                   | 7.99   | 0.015          |

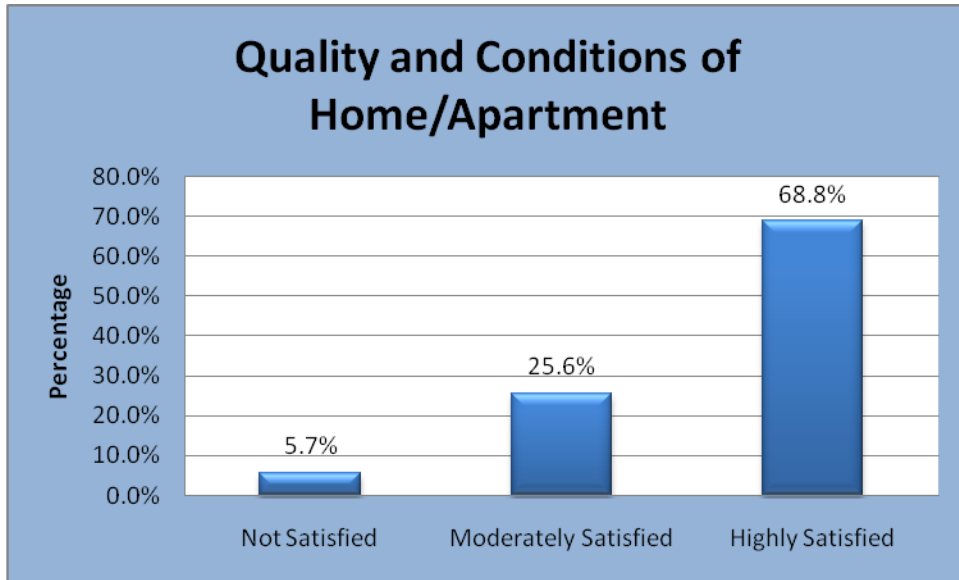
|                              | Mean Likelihood Rating |             | Significance   |
|------------------------------|------------------------|-------------|----------------|
|                              | English                | Non-English | <i>p-value</i> |
| Overall Service with the SHA | 7.99                   | 9.09        | 0.00           |

| The Overall Service Provided by SHA |              |
|-------------------------------------|--------------|
| Housing portfolio                   | Mean         |
| Tenant-based Voucher                | 8.53         |
| IPM-Special Portfolio               | 6.6          |
| IPM Yesler Terrace                  | 5.55         |
| LIPH North                          | 8.23         |
| LIPH South                          | 7.35         |
| Scattered Sites                     | 7.12         |
| SSHP                                | 8.64         |
| HOPE VI                             | 7.89         |
| <b>Significance Value</b>           | <b>0.000</b> |

| <b>Overall Service with the SHA</b> |              |
|-------------------------------------|--------------|
| <b>Housing Program</b>              | <b>Mean</b>  |
| Low Income Public Housing           | 8.01         |
| Housing Choice Voucher              | 8.69         |
| Seattle Senior Housing Program      | 8.5          |
| <b>Significance Value</b>           | <b>0.029</b> |

**5\_b: Quality and conditions of your home/apartment**

Mean = 7.95



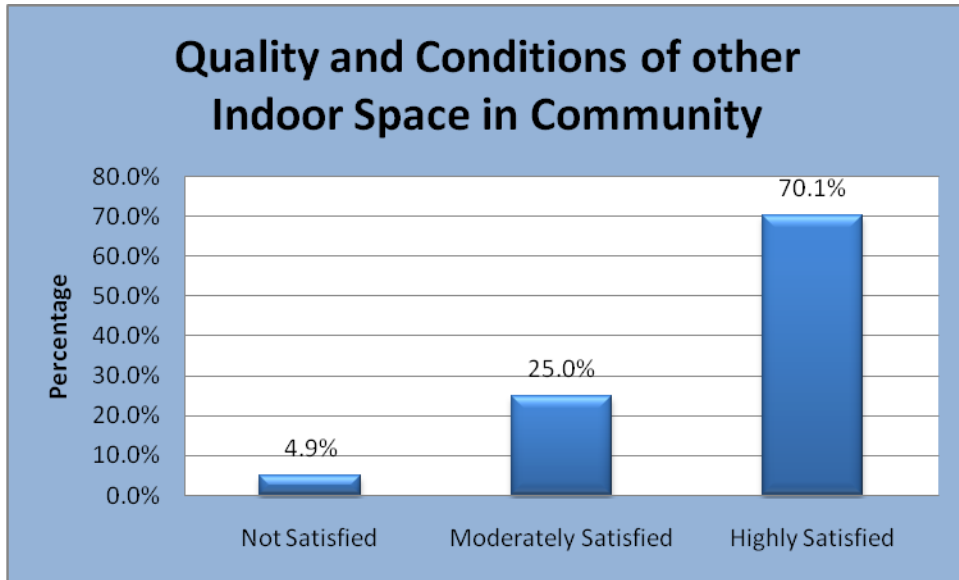
Statistical differences among sub-groups, if any:

| Quality and Conditions of Your Home/Apartment |              |
|---|--------------|
| Housing                                       | Mean         |
| Single Family Home                            | 8.12         |
| Duplex or Triplex                             | 8.29         |
| Apartment Building with Interior Hallways     | 8.20         |
| Apartment Building without Interior Hallways  | 6.95         |
| <b>Significance Value</b>                     | <b>0.003</b> |

| The Quality and Conditions of Your Home/Apartment |              |
|---|--------------|
| Housing portfolio                                 | Mean         |
| Tenant-based Voucher                              | 8.18         |
| IPM-Special Portfolio                             | 7.00         |
| IPM Yesler Terrace                                | 5.27         |
| LIPH North  | 8.50         |
| LIPH South  | 6.64         |
| Scattered Sites                                   | 8.00         |
| SSHP  | 8.46         |
| HOPE VI   | 8.15         |
| <b>Significance Value</b>                         | <b>0.000</b> |

5\_c: Quality and conditions of the other indoor spaces in your community

Mean = 7.93

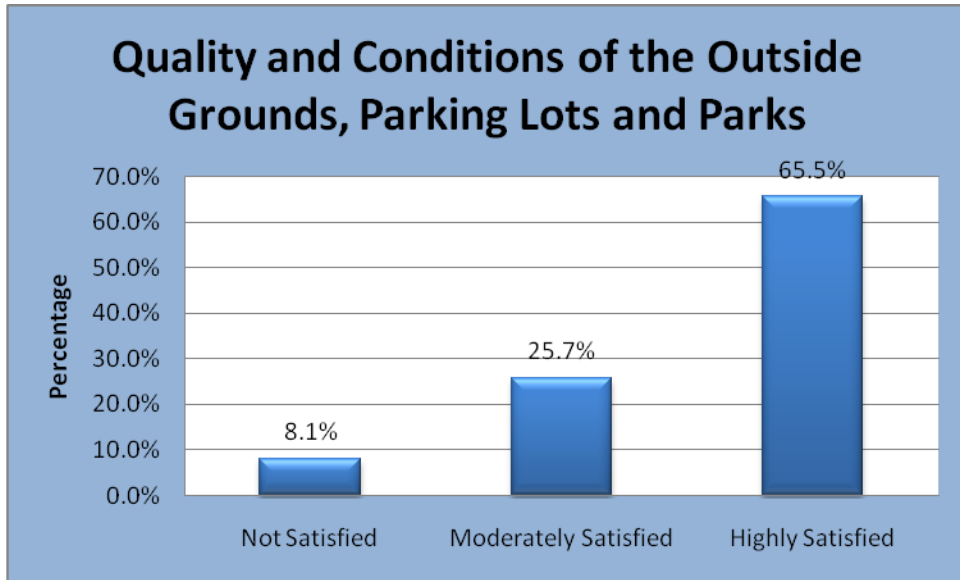


Statistical differences among sub-groups, if any:

|   | Mean Likelihood Rating |             | Significance   |
|---|------------------------|-------------|----------------|
|   | English                | Non-English | <i>p-value</i> |
| The quality and conditions of the other indoor spaces in your community | 7.75                   | 8.39        | 0.032          |

| The Quality and Conditions of the other Indoor Spaces in your Community |              |
|---|--------------|
| Housing portfolio   | Mean         |
| Tenant-based Voucher  | 7.97         |
| IPM-Special Portfolio   | 6.63         |
| IPM Yesler Terrace  | 4.57         |
| LIPH North  | 8.23         |
| LIPH South  | 6.27         |
| Scattered Sites   | 6.83         |
| SSHP  | 8.89         |
| HOPE VI   | 8.67         |
| <b>Significance Value</b>   | <b>0.000</b> |

**5\_d: Quality and conditions of the outside grounds, parking lots and parks**  
**Mean = 7.62**

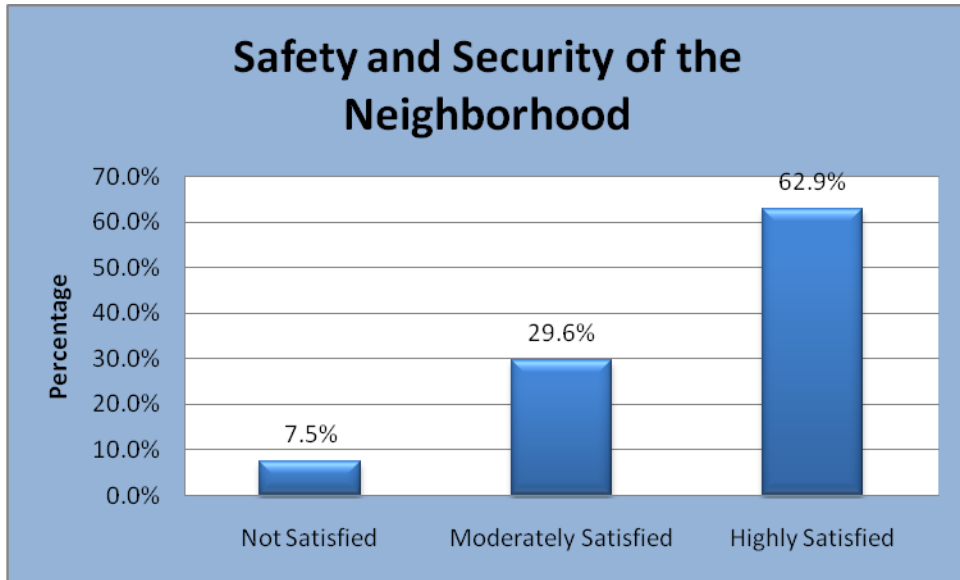


Statistical differences among sub-groups, if any:

| <b>The Quality and Conditions of the other Outside Grounds, Parking Lots and Parks</b> |              |
|--|--------------|
| <b>Housing portfolio</b>   | <b>Mean</b>  |
| Tenant-based Voucher   | 7.66         |
| IPM-Special Portfolio  | 5.00         |
| IPM Yesler Terrace   | 4.45         |
| LIPH North   | 8.16         |
| LIPH South   | 6.74         |
| Scattered Sites  | 6.24         |
| SSHP   | 8.52         |
| HOPE VI  | 8.08         |
| <b>Significance Value</b>  | <b>0.000</b> |

5\_e: The safety and security of the neighborhood

Mean = 7.60



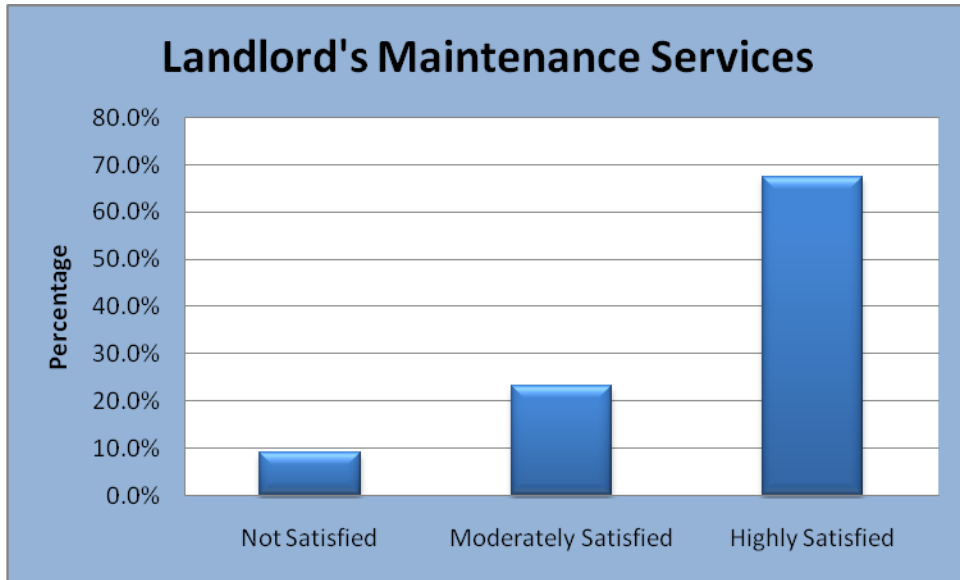
Statistical differences among sub-groups, if any:

|   | Mean Likelihood Rating |             | Significance   |
|---|------------------------|-------------|----------------|
|   | English                | Non-English | <i>p-value</i> |
| The safety and security of the neighborhood | 7.29                   | 8.60        | 0.00           |

| The Safety and Security of the Neighborhood |              |
|---|--------------|
| Housing portfolio                           | Mean         |
| Tenant-based Voucher                        | 7.40         |
| IPM-Special Portfolio                       | 5.22         |
| IPM Yesler Terrace                          | 4.67         |
| LIPH North                                  | 7.92         |
| LIPH South                                  | 6.76         |
| Scattered Sites                             | 6.24         |
| SSHP  | 8.12         |
| HOPE VI                                     | 8.46         |
| <b>Significance Value</b>                   | <b>0.000</b> |

5\_f: Landlord's maintenance services

Mean = 7.82



Statistical differences among sub-groups, if any:

|                                 | Mean Likelihood Rating |             | Significance   |
|---------------------------------|------------------------|-------------|----------------|
|                                 | English                | Non-English | <i>p-value</i> |
| Landlord's maintenance services | 7.48                   | 8.94        | 0.00           |

| Landlord's Maintenance Services |              |
|---------------------------------|--------------|
| Housing portfolio               | Mean         |
| Tenant-based Voucher            | 7.77         |
| IPM-Special Portfolio           | 5.10         |
| IPM Yesler Terrace              | 6.42         |
| LIPH North                      | 8.40         |
| LIPH South                      | 6.83         |
| Scattered Sites                 | 5.88         |
| SSHP                            | 8.91         |
| HOPE VI                         | 7.30         |
| <b>Significance Value</b>       | <b>0.000</b> |

| Landlord's Maintenance Services |              |
|---------------------------------|--------------|
| Housing Program                 | Mean         |
| Low Income Public Housing       | 7.69         |
| Tenant-based Voucher            | 7.97         |
| Seattle Senior Housing Program  | 9.20         |
| <b>Significance Value</b>       | <b>0.027</b> |

**5\_g: Landlord's management staff**

**Mean = 7.92**



Statistical differences among sub-groups, if any:

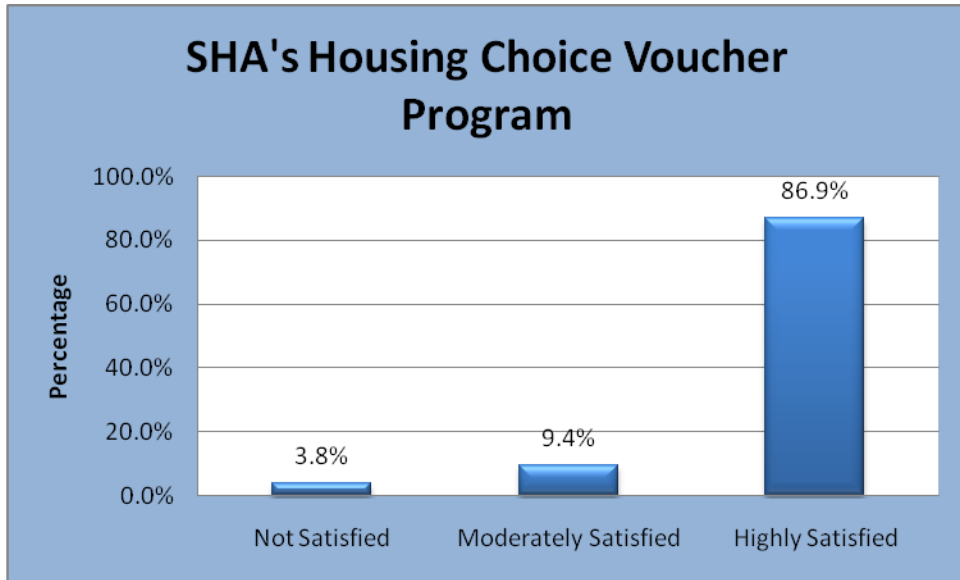
|                             | Mean Likelihood Rating |             | Significance   |
|-----------------------------|------------------------|-------------|----------------|
|                             | English                | Non-English | <i>p-value</i> |
| Landlord's management staff | 7.57                   | 9.07        | 0.00           |

| Landlord's Management Staff |              |
|-----------------------------|--------------|
| Housing portfolio           | Mean         |
| Tenant-based Voucher        | 7.57         |
| IPM-Special Portfolio       | 5.40         |
| IPM Yesler Terrace          | 7.00         |
| LIPH North                  | 7.85         |
| LIPH South                  | 6.76         |
| Scattered Sites             | 8.60         |
| SSHP                        | 8.86         |
| HOPE VI                     | 7.52         |
| <b>Significance Value</b>   | <b>0.019</b> |



5\_h: SHA's housing choice voucher program

Mean = 8.88

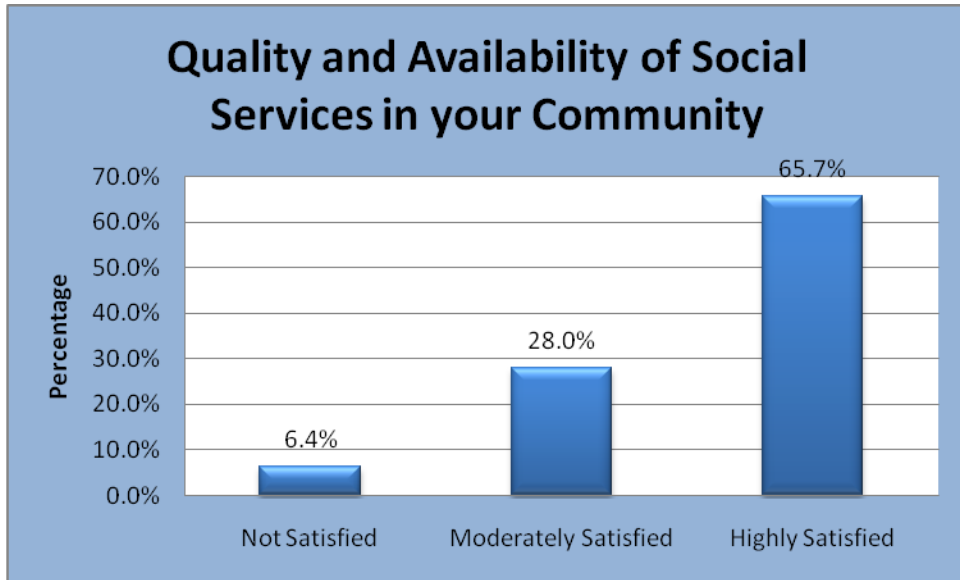


Statistical differences among sub-groups, if any:

| Gender                               | Mean Likelihood Rating |        | Significance   |
|--------------------------------------|------------------------|--------|----------------|
|                                      | Male                   | Female | <i>p-value</i> |
| SHA's Housing Choice Voucher Program | 9.34                   | 8.55   | 0.01           |

**5\_i: Quality and availability of social services in your community**

**Mean = 7.79**



Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

## Contact with Seattle Housing Authority Regarding Rent (Q6, Q7)

On average, respondents contact the SHA for rent related reasons 1.34 time per year. More than three out of five respondents (61.1%) reported that they had not contacted the SHA at all regarding rent in the past 12 months. Roughly one third of respondents (34.5%) reported that they had contacted the SHA regarding rent one to five times in the previous year and 4.3% had contacted the SHA more than six times in the previous year.

| Number of Times Contacted SHA for Reasons Related to Rent |             |
|---|-------------|
| Number  | Percentage  |
| None  | 61.1%       |
| 1 to 5  | 34.5%       |
| 6 to 10   | 2.0%        |
| 11 or More  | 2.3%        |
| <b>Mean</b>   | <b>1.34</b> |

Statistical differences among sub-groups, if any:

Respondents who were 25 to 34 years old contacted the SHA for rent related reasons significantly more than other age groups (3.86 times per year).

| Times Contacted the SHA for Reasons Related to your Rent |              |
|--|--------------|
| Age  | Mean         |
| 18-24  | 1.22         |
| 25-34  | 3.86         |
| 35-44  | 0.82         |
| 45-54  | 1.83         |
| 55-64  | 1.50         |
| 65 and Older   | 0.70         |
| <b>Significance Value</b>                                | <b>0.036</b> |

In the 2009 research, 81.8% of respondents understood how the SHA calculates their residents' rent.

| Understanding of how SHA Calculates your Rent |            |
|---|------------|
| Response                                      | Percentage |
| Yes   | 81.8%      |
| No  | 18.2%      |

## Maintenance and Repairs (Q8 & Q9)

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When asked about the number of times respondents have contacted their landlord for maintenance or repairs, on average respondents made contact 2.26 times in the past year. A majority of respondents (62.1%) reported making contact one to five times in the last year and 28.8% had not contacted their landlord for maintenance or repairs in the past year.

| Number of Times Contacted Landlord for Maintenance or Repairs |             |
|---|-------------|
| Number  | Percentage  |
| None  | 28.8%       |
| 1 to 5  | 62.1%       |
| 6 to 10   | 5.0%        |
| 10 or More  | 3.1%        |
| <b>Mean</b>   | <b>2.26</b> |

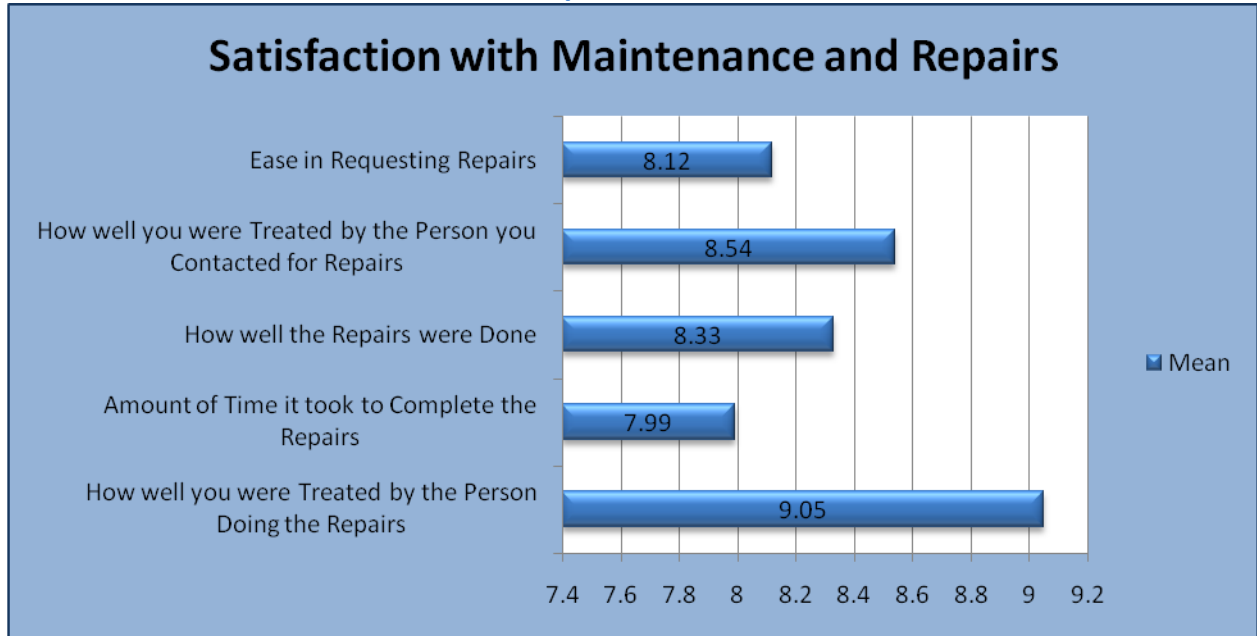
Statistical differences among sub-groups, if any:

English speaking respondents were significantly more likely to contact their landlord for maintenance or repairs than were non-English speaking respondents with average ratings of 2.49 and 1.3 respectively.

| Number of Times Contacted Landlord for Maintenance or Repairs |              |             |
|---|--------------|-------------|
| Mean Rating   | English      | Non-English |
|   | 2.49         | 1.3         |
| <b>Significance Value</b>                                     | <b>0.007</b> |             |

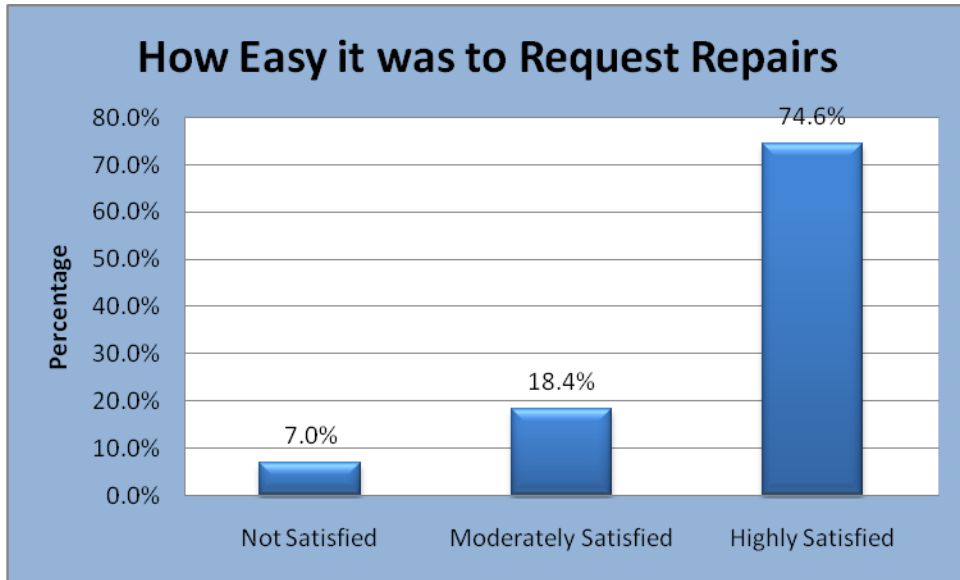
In regard to the satisfaction with the maintenance and repairs, respondents were extremely satisfied with all of the attributes and gave average ratings of “8” for all but one attribute (7.99). Respondents expressed the highest satisfaction in the way they were treated by the person doing the repairs with a mean rating of 9.05. Respondents were also highly satisfied with the treatment they received from the person they contacted for the repairs and how well the repairs were done with average ratings of 8.54 and 8.33 respectively. ***The distribution of all of these attributes can be seen in the subsequent pages.***

#### Q9: Satisfaction with Maintenance and Repairs



**9\_a: How easy it was to request repairs**

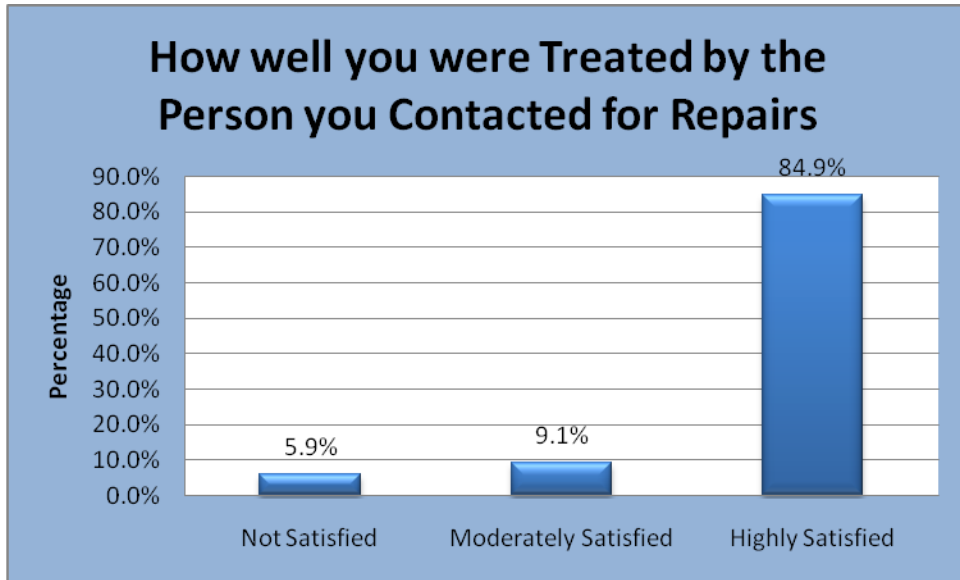
**Mean = 8.12**



Statistical differences among sub-groups, if any:

| How Easy it was to Request Repairs |              |
|------------------------------------|--------------|
| Housing portfolio                  | Mean         |
| Tenant-based Voucher               | 8.31         |
| IPM-Special Portfolio              | 5.13         |
| IPM Yesler Terrace                 | 7.45         |
| LIPH North                         | 8.43         |
| LIPH South                         | 7.35         |
| Scattered Sites                    | 7.50         |
| SSHP                               | 8.85         |
| HOPE VI                            | 7.81         |
| <b>Significance Value</b>          | <b>0.029</b> |

**9\_b: How well you were treated by the person you contacted for repairs**  
**Mean = 8.54**

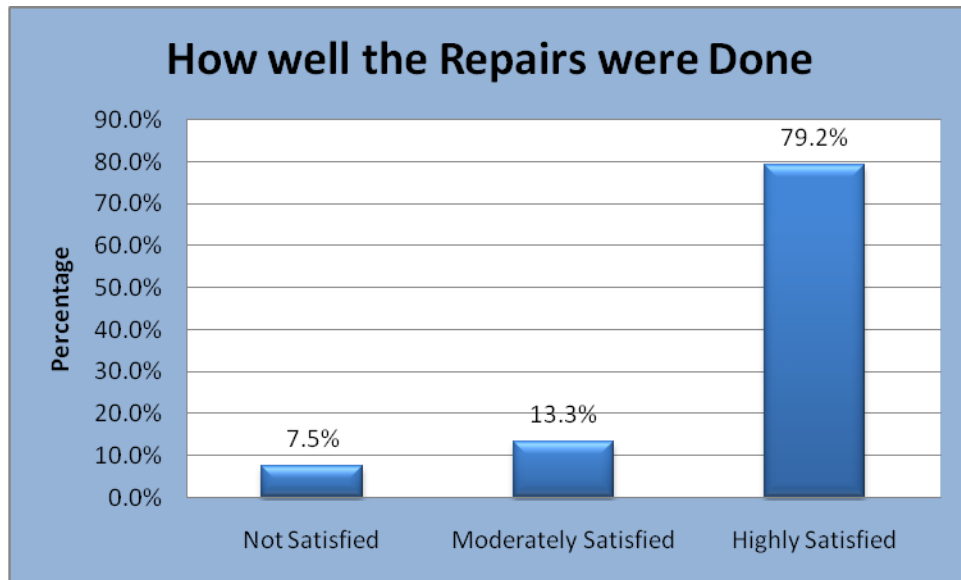


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

### 9\_c: How well the repairs were done

Mean = 8.33



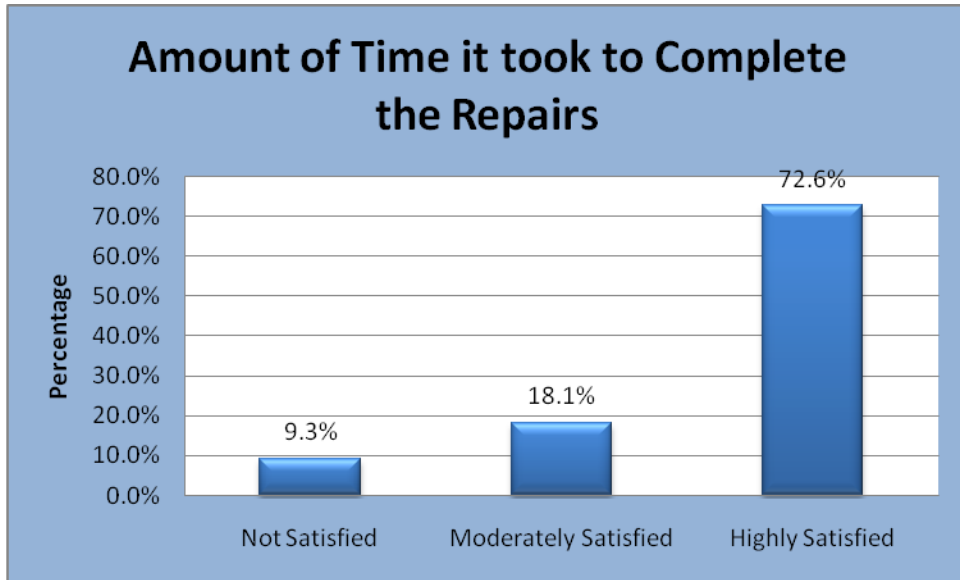
Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.



9\_d: The amount of time it took to complete the repairs

Mean = 7.99



Statistical differences among sub-groups, if any:

|  | Mean Likelihood Rating |             | Significance   |
|--|------------------------|-------------|----------------|
|  | English                | Non-English | <i>p-value</i> |
| The amount of time it took to complete the repairs | 7.75                   | 9.14        | 0.006          |

**9\_e: How well you were treated by the person doing the repairs**

**Mean = 8.54**



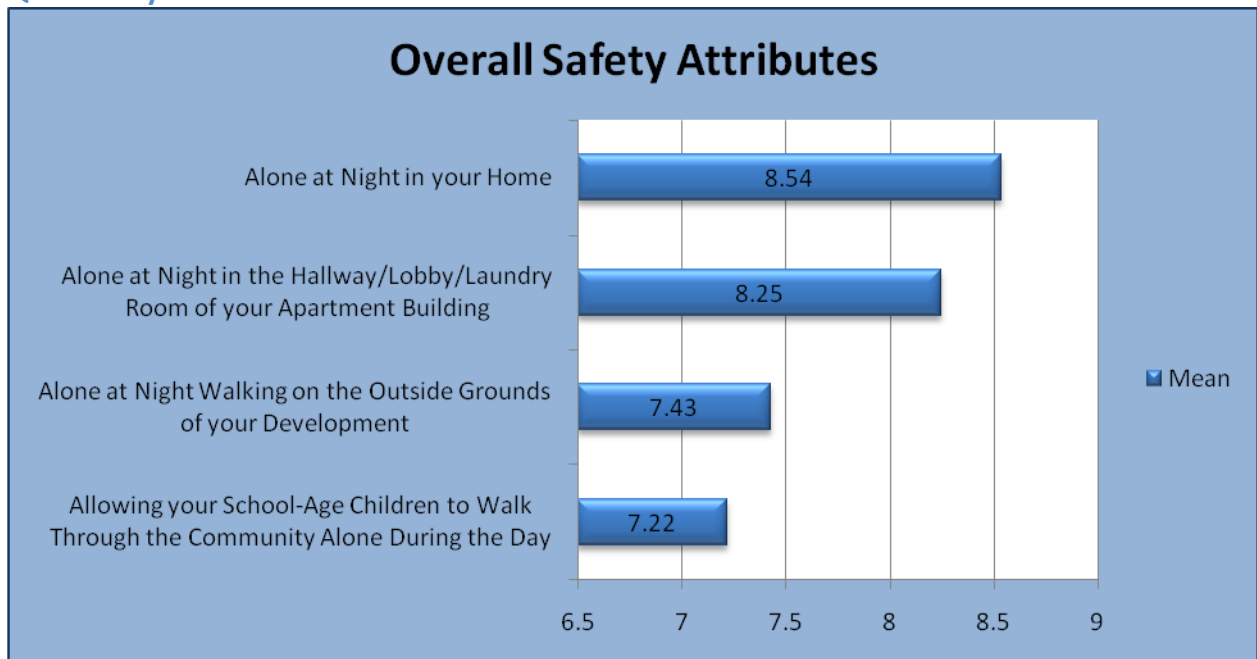
Statistical differences among sub-groups, if any:

| <b>Treatment by the Person doing the Repairs</b> |              |
|--|--------------|
| <b>Housing portfolio</b>                         | <b>Mean</b>  |
| Tenant-based Voucher                             | 9.13         |
| IPM-Special Portfolio                            | 6.86         |
| IPM Yesler Terrace                               | 9.00         |
| LIPH North                                       | 8.84         |
| LIPH South                                       | 9.41         |
| Scattered Sites                                  | 9.08         |
| SSHP   | 9.47         |
| HOPE VI  | 9.24         |
| <b>Significance Value</b>                        | <b>0.050</b> |

## Safety in Community (Q10)

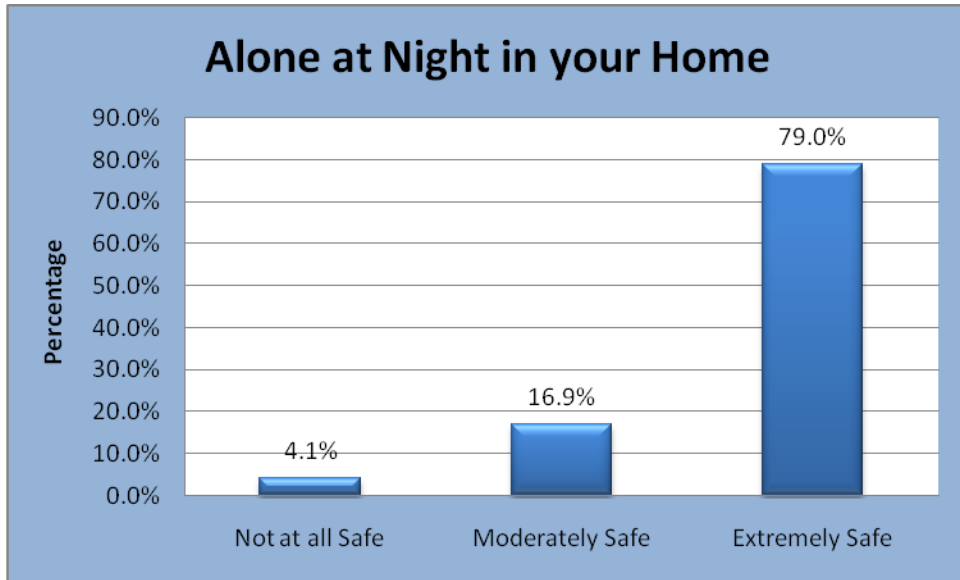
Respondents were also asked to rate their overall sense of safety in the community that they reside in. Once again, SHA residents reported high average safety ratings for all the attributes, with the highest average safety rating being the safety that respondents have while at home alone at night (8.54) and while in the hallway, lobby or laundry room in their building at night (8.25). In addition, respondents also felt highly safe when outside the building grounds at night and allowing school aged children to walk through the community alone during the day with average ratings of 7.43 and 7.22. The distribution of all of these attributes can be seen in the subsequent pages.

### Q10: Safety



**10\_a: Alone at night in your home**

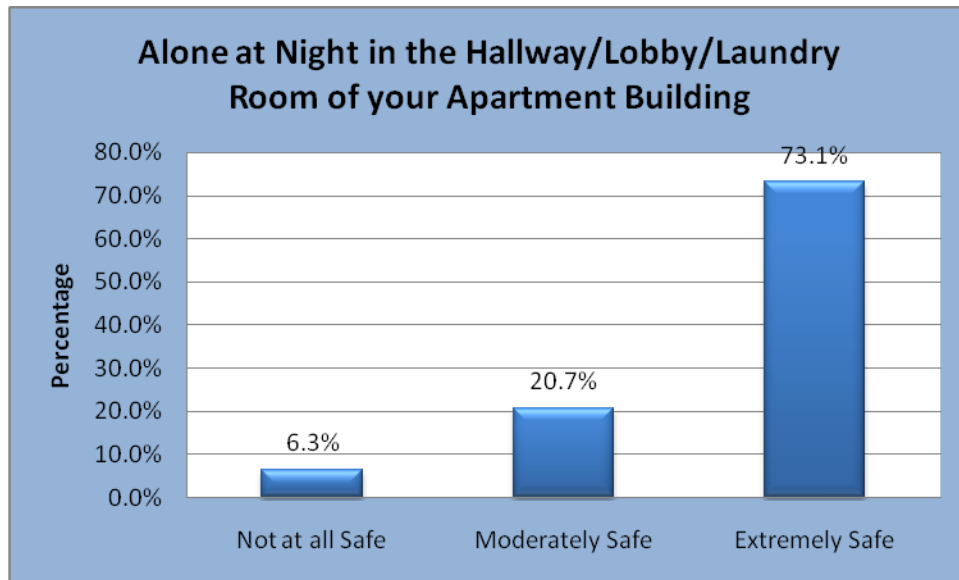
**Mean = 8.54**



Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

**10\_b: Alone at night in the hallway/lobby/ laundry room of your apartment building**  
**Mean = 8.25**



Statistical differences among sub-groups, if any:

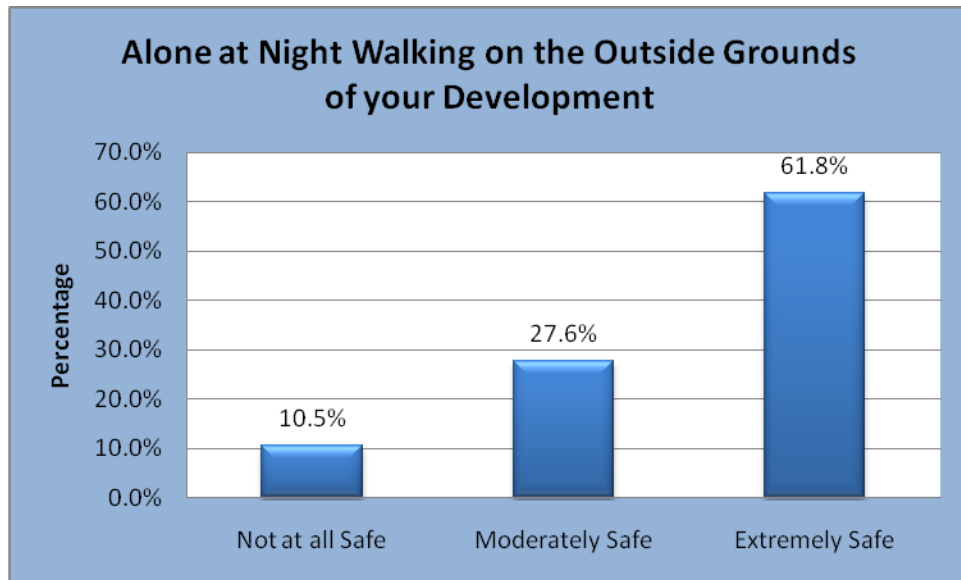
|   | Mean Likelihood Rating |        | Significance   |
|---|------------------------|--------|----------------|
|   | Male                   | Female | <i>p-value</i> |
| Alone at night in the hallway/lobby/laundry room of your apartment building | 8.62                   | 7.69   | 0.00           |

|   | Mean Likelihood Rating |             | Significance   |
|---|------------------------|-------------|----------------|
|   | English                | Non-English | <i>p-value</i> |
| Alone at night in the hallway/ lobby/ laundry room of your apartment building | 7.94                   | 9.47        | 0.000          |

| Alone at Night in the Hallway/Lobby/Laundry Room of your Apartment Building |              |
|---|--------------|
| Housing portfolio   | Mean         |
| Tenant-based Voucher  | 7.95         |
| IPM-Special Portfolio   | 7.20         |
| IPM Yesler Terrace  | 5.14         |
| LIPH North  | 8.28         |
| LIPH South  | 7.42         |
| Scattered Sites   | 7.33         |
| SSHP  | 8.74         |
| HOPE VI   | 9.00         |
| <b>Significance Value</b>   | <b>0.019</b> |

**10\_c: Alone at night walking on the outside grounds of your development**

**Mean = 7.43**

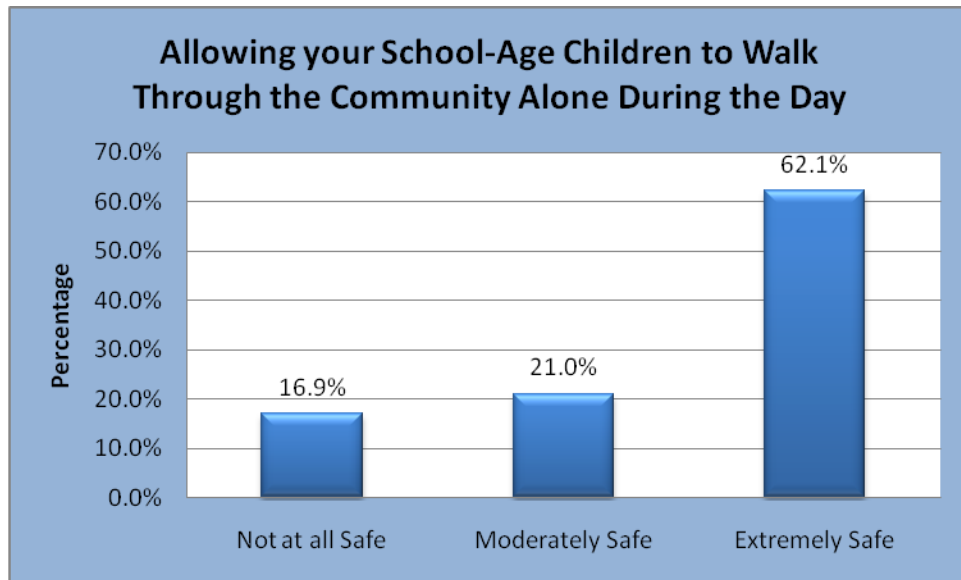


Statistical differences among sub-groups, if any:

|  | Mean Likelihood Rating |        | Significance   |
|--|------------------------|--------|----------------|
|  | Male                   | Female | <i>p-value</i> |
| Alone at night waking on the outside grounds of your development | 7.94                   | 7.02   | 0.005          |

|   | Mean Likelihood Rating |             | Significance   |
|---|------------------------|-------------|----------------|
|   | English                | Non-English | <i>p-value</i> |
| Alone at night walking on the outside grounds of your development | 7.1                    | 8.52        | 0.000          |

**10\_d: allowing your school-age children to walk through the community alone during the day**  
**Mean = 7.22**



Statistical differences among sub-groups, if any:

|  | Mean Likelihood Rating |        | Significance   |
|--|------------------------|--------|----------------|
|  | Male                   | Female | <i>p-value</i> |
| Allowing your school-age children to walk through the community alone in the day | 8.33                   | 6.58   | 0.005          |

|  | Mean Likelihood Rating |             | Significance   |
|--|------------------------|-------------|----------------|
|  | English                | Non-English | <i>p-value</i> |
| Allowing your school-age children to walk through the community alone in the day | 6.6                    | 8.85        | 0.001          |

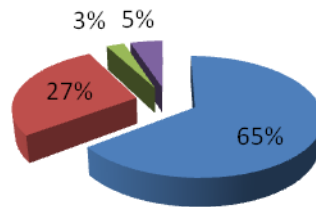
## Property Management (Q11 & Q12)

Nearly two out of three respondents (64.6%) reported that they did not have to contact the SHA for additional reasons other than rent related issues or repair requests. More than one quarter of respondents (27.6%) reported that they had contacted the SHA one to five times and 7.8% contacted the SHA for reasons other than rent related issues or repair requests.

| Number of Times Contacted Housing Management for Reasons other than a Repair Request or Rent-Related Issue |             |
|--|-------------|
| Number of Times  | Percentage  |
| None   | 64.6%       |
| 1 to 5   | 27.6%       |
| 6 to 10  | 2.8%        |
| 11 to or More  | 5.0%        |
| <b>Mean</b>  | <b>2.05</b> |

### Number of Times Contacted SHA

■ None ■ 1 to 5 ■ 6 to 10 ■ 11 to or More



Statistical differences among sub-groups, if any:

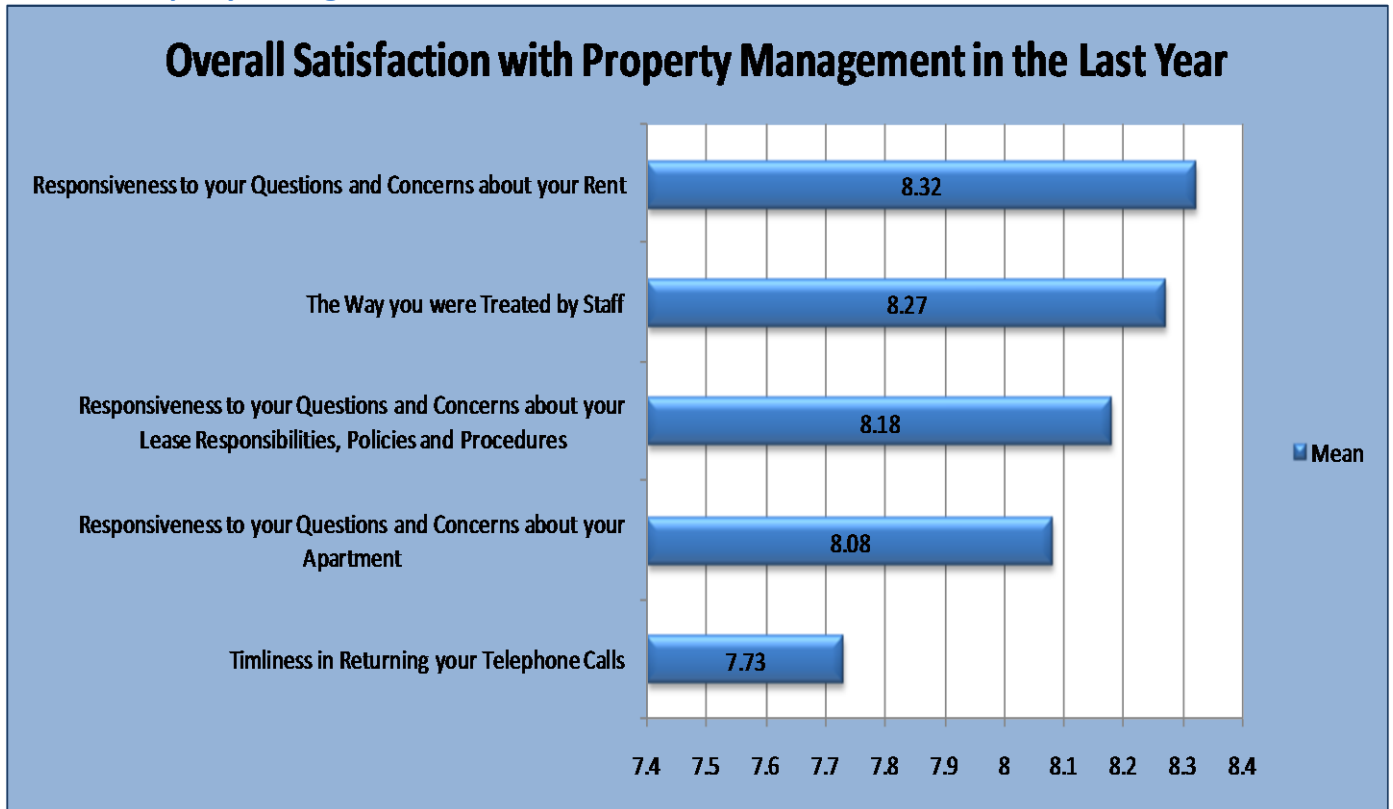
Respondents aged 25 to 34 contacted their Housing management significantly more on average than other age groups to request a repair request (6.59).

| Times Contacted Housing Management for Reasons other than a Repair Request |              |
|--|--------------|
| Age  | Mean         |
| 18-24  | 2.44         |
| 25-34  | 6.59         |
| 35-44  | 2.94         |
| 45-54  | 1.52         |
| 55-64  | 1.44         |
| 65 and Older   | 0.93         |
| <b>Significance Value</b>  | <b>0.004</b> |



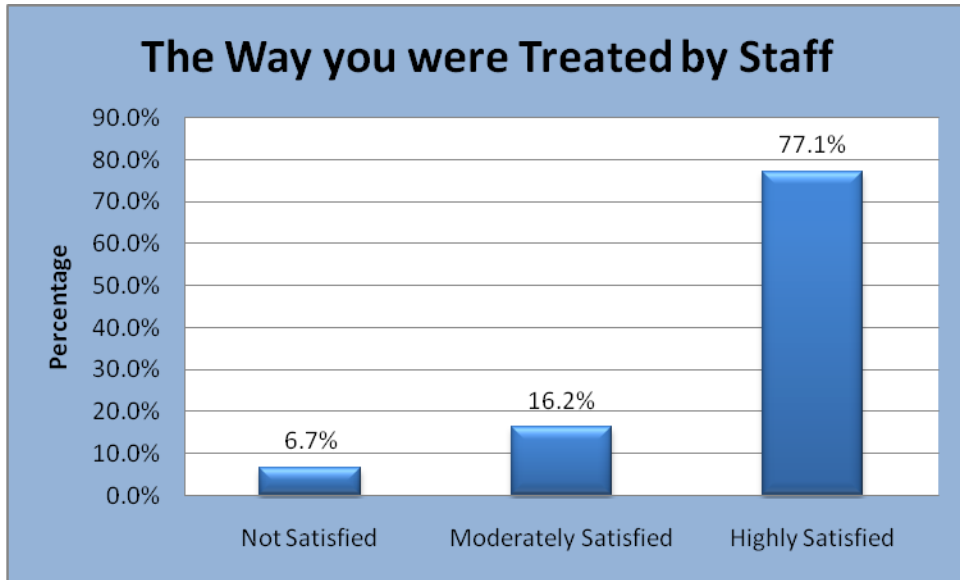
All respondents were very satisfied with all of the following property management services and once again gave very high average ratings. Respondents were most satisfied with the responsiveness they received to their question and concerns about their rent with a mean rating of 8.32. The way they were treated by staff and the responsiveness to their questions and concerns about their lease responsibilities, policies and procedures also received high average ratings with 8.27 and 8.18 respectively. The distribution of all of these attributes can be seen in the subsequent pages.

### Q12: Property Management



**12\_a: The way you were treated by the staff**

**Mean = 8.27**

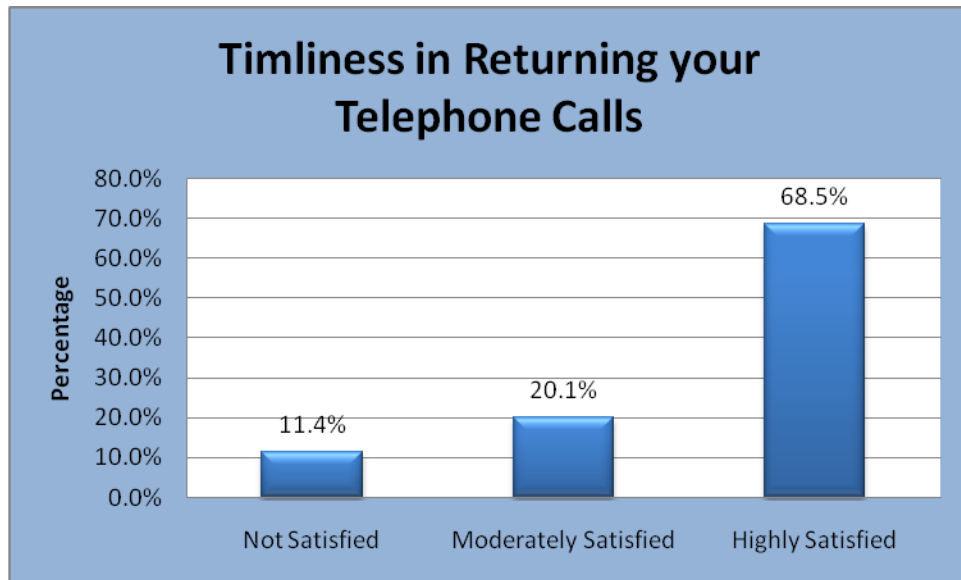


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

**12\_b: Their timeliness in returning your telephone calls**

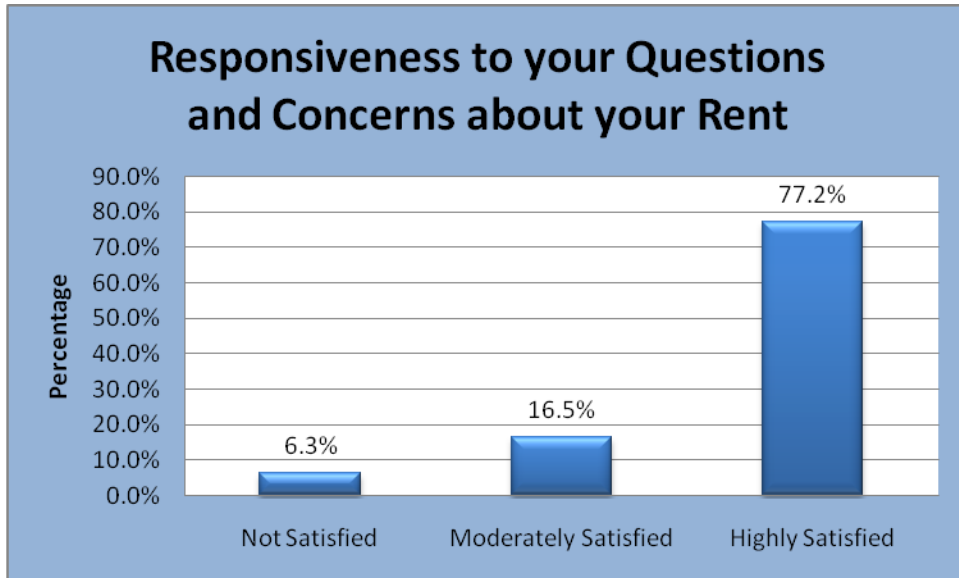
**Mean = 7.73**



Statistical differences among sub-groups, if any:

|  | Mean Likelihood Rating |             | Significance   |
|--|------------------------|-------------|----------------|
|  | English                | Non-English | <i>p-value</i> |
| Their timeliness in returning your telephone calls | 7.38                   | 8.86        | 0.000          |

**12\_c: Their responsiveness to your questions and concerns about your rent**  
**Mean = 8.32**

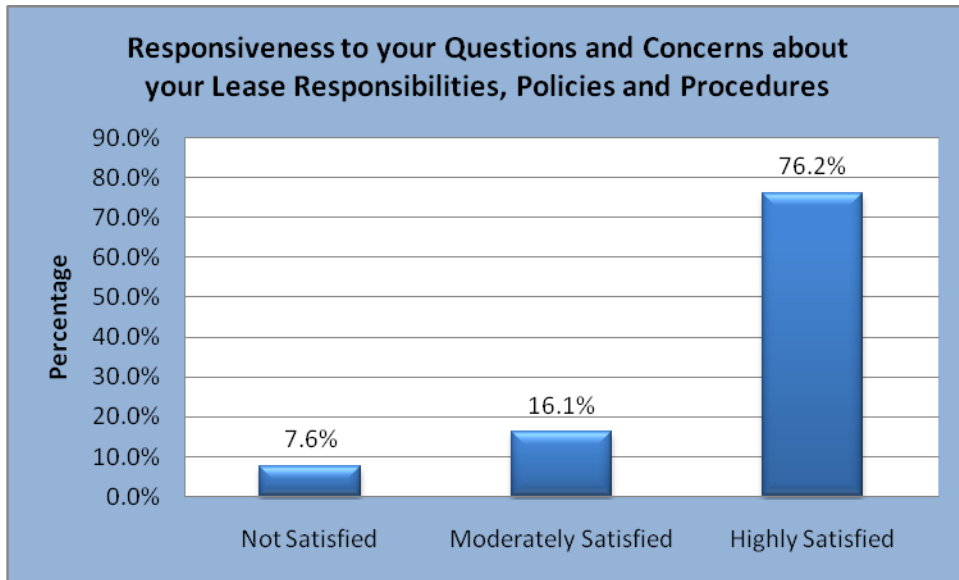


Statistical differences among sub-groups, if any:

| Their Responsiveness to your Questions and Concerns about Rent |              |
|--|--------------|
| Housing portfolio  | Mean         |
| Tenant-based Voucher   | 8.20         |
| IPM-Special Portfolio  | 5.88         |
| IPM Yesler Terrace   | 7.75         |
| LIPH North   | 8.24         |
| LIPH South   | 7.47         |
| Scattered Sites  | 8.31         |
| SSHP   | 9.06         |
| HOPE VI  | 9.10         |
| <b>Significance Value</b>                                      | <b>0.050</b> |

**12\_d: Their responsiveness to your questions and concerns about your lease responsibilities, policies and procedures**

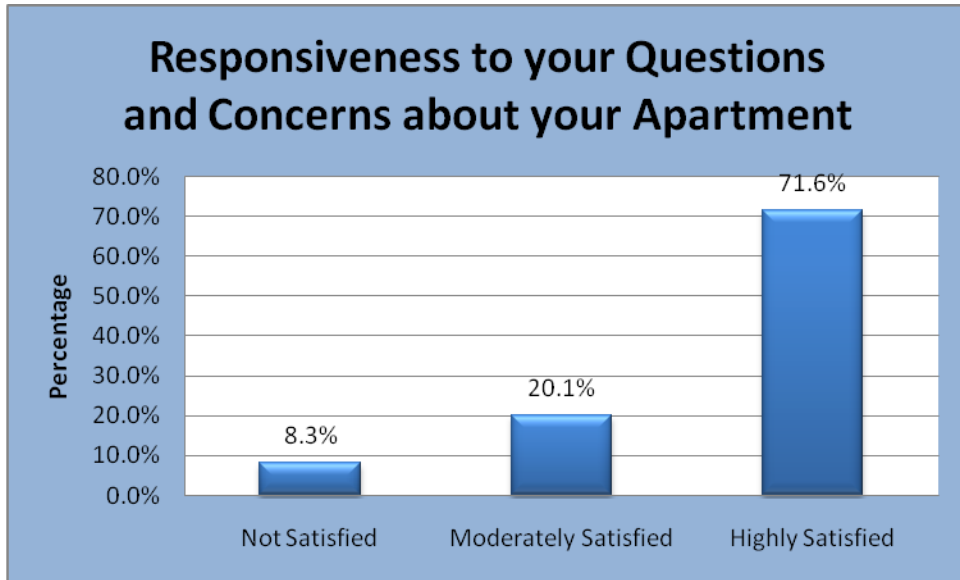
**Mean = 8.18**



Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

**12\_e: Their responsiveness to your questions and concerns about your apartment**  
**Mean = 8.08**



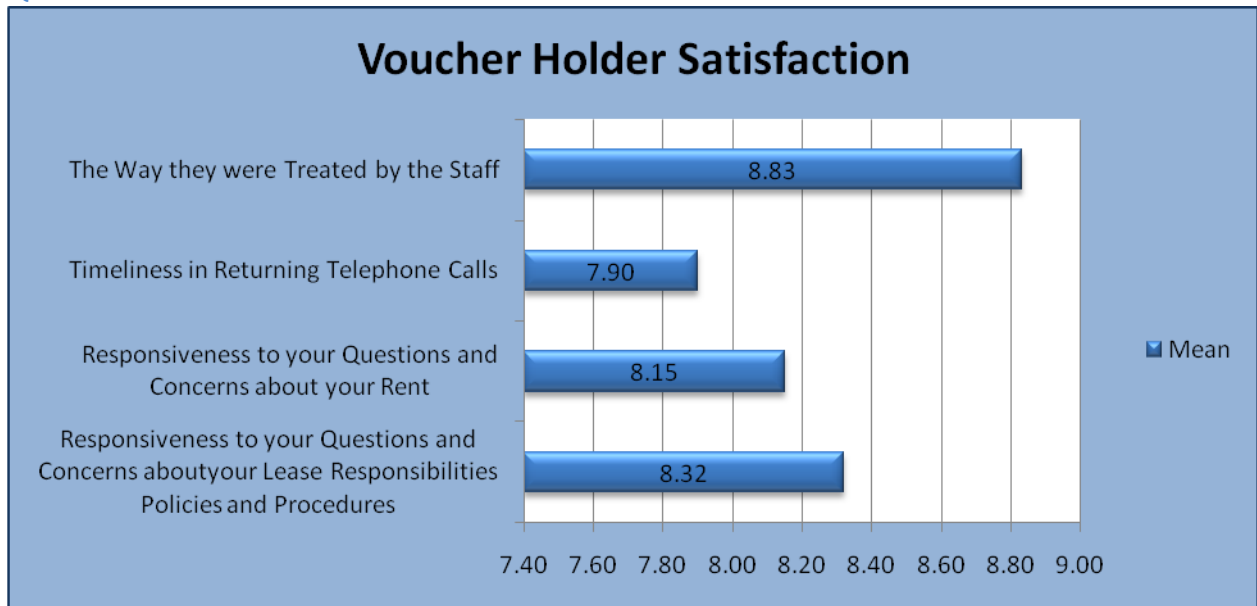
Statistical differences among sub-groups, if any:

|  | Mean Likelihood Rating |             | Significance   |
|--|------------------------|-------------|----------------|
|  | English                | Non-English | <i>p-value</i> |
| Responsiveness to your questions and concerns about your apartment | 7.75                   | 9.09        | 0.000          |

## Voucher Holder Satisfaction (Q13)

Voucher Holders of the SHA were also highly satisfied with several attributes of their property management group. The way that they were treated by the staff reflected the highest average satisfaction rating of 8.83. Responsiveness to their questions and concerns about their lease responsibilities, policies and procedures and responsiveness to their questions and concerns about their rent also received extremely high average ratings of 8.32 and 8.15. The distribution of all of these attributes can be seen in the subsequent pages.

### Q13: Voucher Holders



**13\_a: The way you were treated by the staff**

**Mean = 8.83**



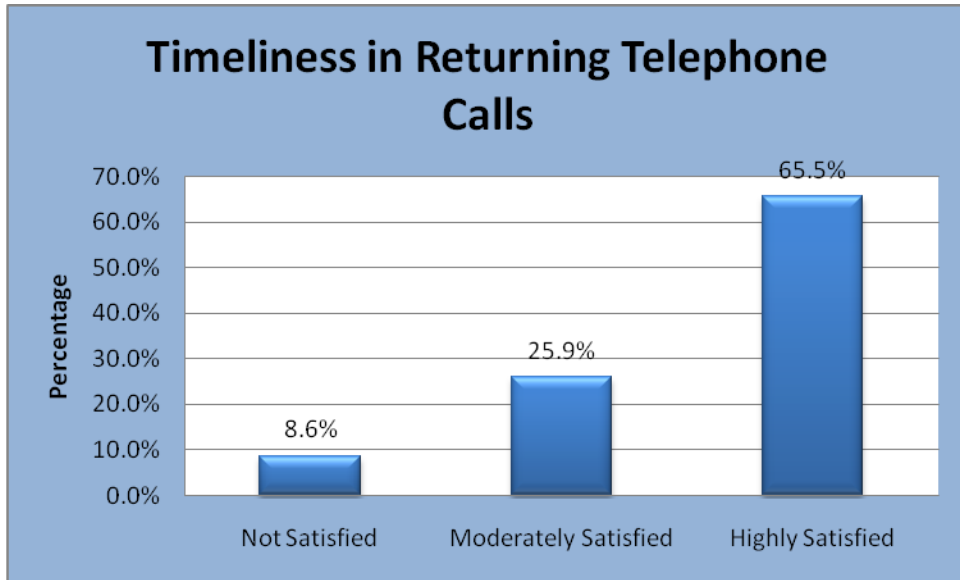
Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.



**13\_b: Their timeliness in returning your telephone calls**

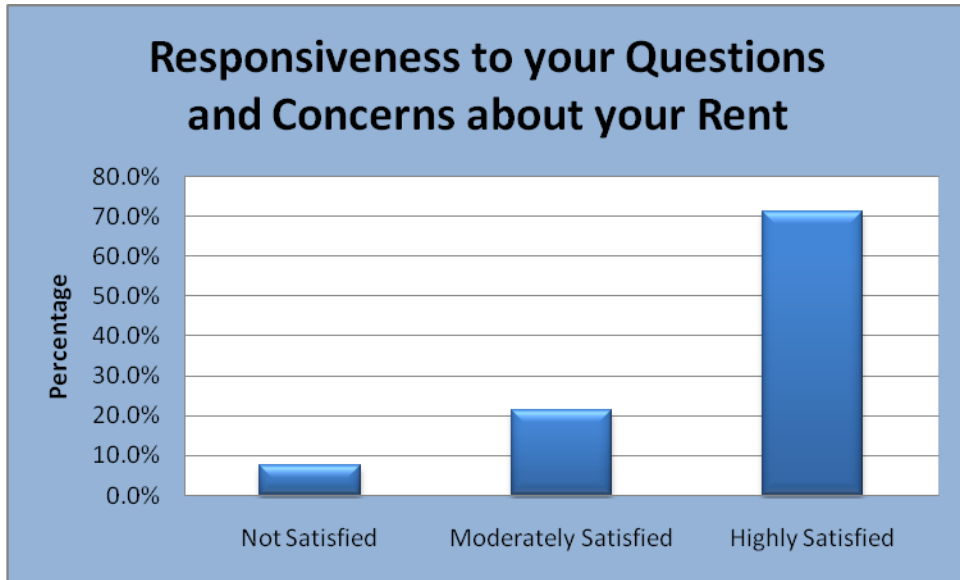
**Mean = 7.90**



Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

**13\_c: Their responsiveness to your questions and concerns about your rent**  
**Mean = 8.15**

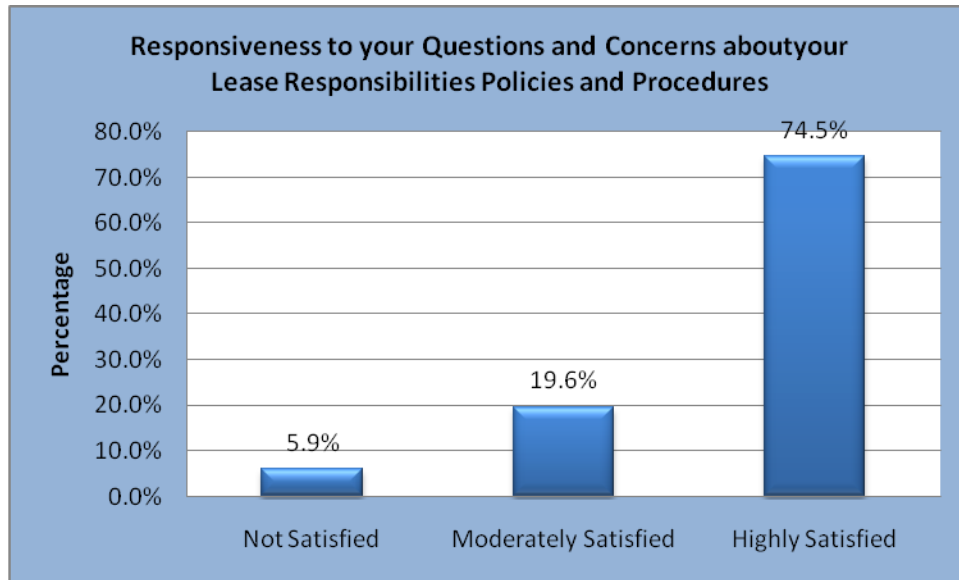


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

**13\_d: Their responsiveness to your questions and concerns about your lease responsibilities, policies and procedures**

**Mean = 8.32**



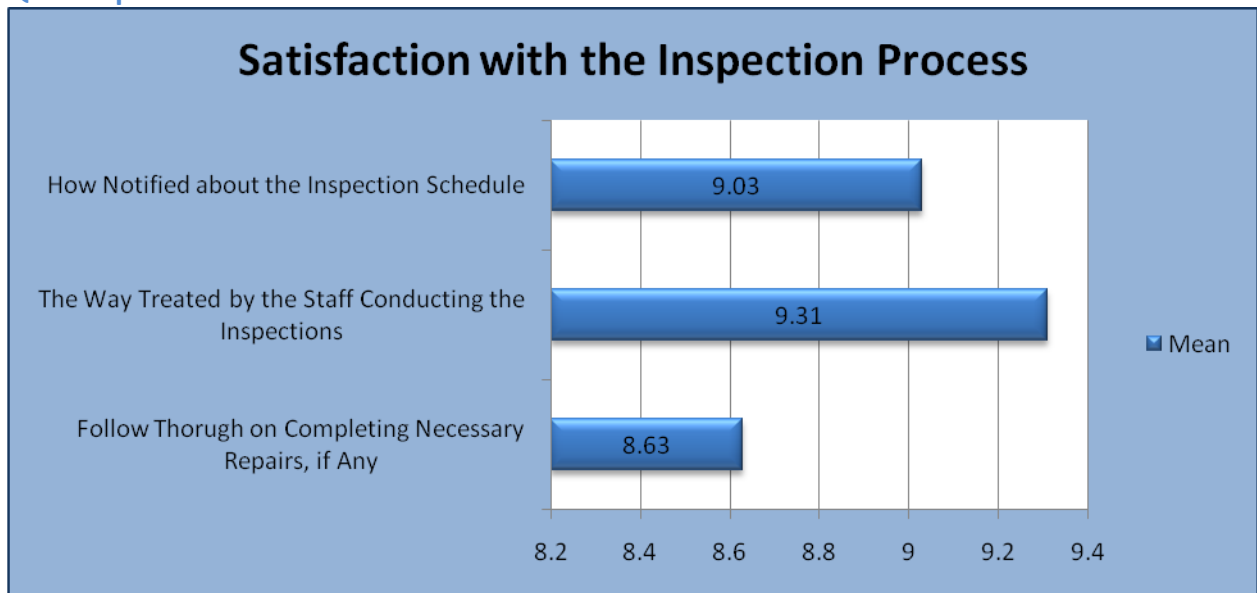
Statistical differences among sub-groups, if any:

| Responsiveness to your Questions and Concerns about your Lease Responsibilities, Policies and Procedures |              |
|--|--------------|
| Housing  | Mean         |
| Single Family Home   | 8.12         |
| Duplex or Triplex  | 8.29         |
| Apartment Building with Interior Hallways  | 8.20         |
| Apartment Building without Interior Hallways   | 6.95         |
| <b>Significance Value</b>  | <b>0.023</b> |

## Satisfaction with the Inspection Process (Q14)

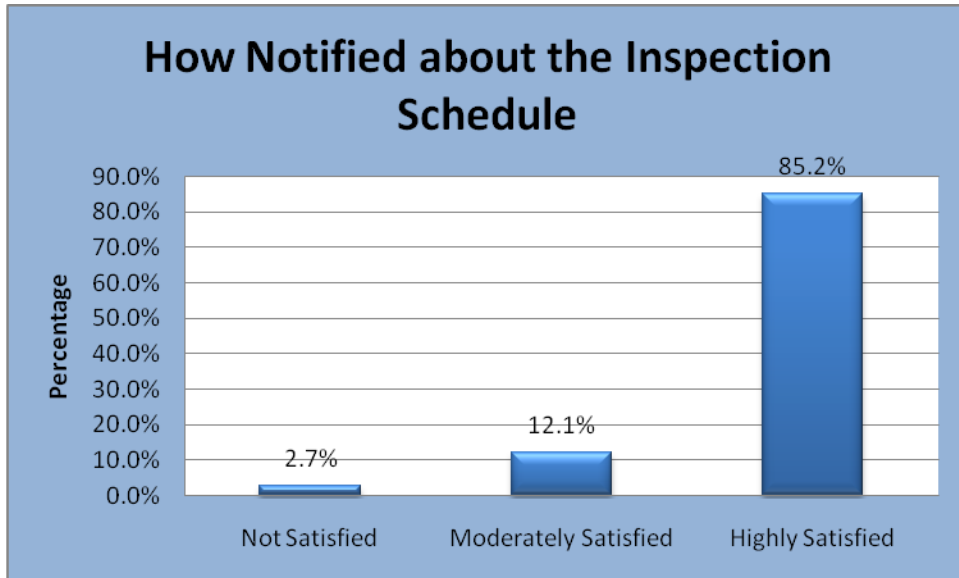
SHA residents were extremely satisfied with the inspection process and the attributes associated with the process. The way that respondents were treated by the staff conducting the inspections received an extremely high average satisfaction rating of 9.31. In addition, respondents were also highly satisfied with the way they were notified about the inspection schedule and the follow through on completing the necessary repairs with mean ratings of 9.03 and 8.63 respectively. The distribution of all of these attributes can be seen in the subsequent pages.

### Q14: Inspection Process



14\_a: How you were notified about the inspection schedule

Mean = 9.03



Statistical differences among sub-groups, if any:

|   | Mean Likelihood Rating |             | Significance   |
|---|------------------------|-------------|----------------|
|   | English                | Non-English | <i>p-value</i> |
| How you were notified about the inspection schedule | 8.8                    | 9.74        | 0.000          |

**14\_b: The way you were treated by staff conducting the inspection**

**Mean = 9.31**



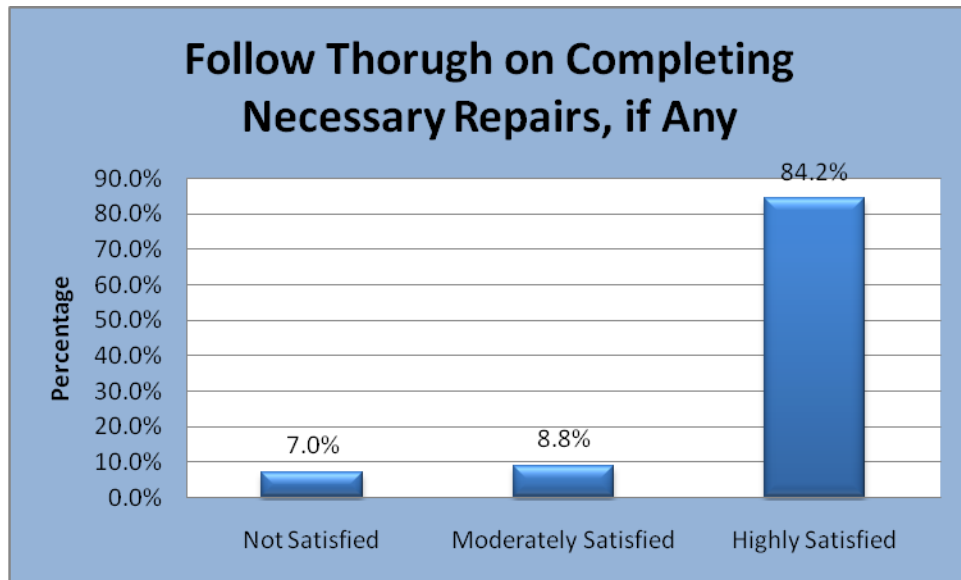
Statistical differences among sub-groups, if any:

|  | Mean Likelihood Rating |             | Significance   |
|--|------------------------|-------------|----------------|
|  | English                | Non-English | <i>p-value</i> |
| The way you were treated by the staff conducting the inspections | 9.14                   | 9.84        | 0.000          |

| The Way you were Treated by the Staff |              |
|---------------------------------------|--------------|
| Age                                   | Mean         |
| 18-24                                 | 8.13         |
| 25-34                                 | 9.30         |
| 35-44                                 | 9.56         |
| 45-54                                 | 8.72         |
| 55-64                                 | 9.18         |
| 65 and Older                          | 9.34         |
| <b>Significance Value</b>             | <b>0.050</b> |

**14\_c: Follow through on completing the necessary repairs**

**Mean = 8.63**



Statistical differences among sub-groups, if any:

| <b>Follow Through on Completing Necessary Repairs if Any</b> |              |
|--|--------------|
| <b>Housing portfolio</b>                                     | <b>Mean</b>  |
| Tenant-based Voucher   | 8.95         |
| IPM-Special Portfolio  | 6.00         |
| IPM Yesler Terrace   | 7.45         |
| LIPH North   | 8.81         |
| LIPH South   | 9.20         |
| Scattered Sites  | 6.67         |
| SSHP   | 8.64         |
| HOPE VI  | 7.59         |
| <b>Significance Value</b>                                    | <b>0.003</b> |

## Improvements to Home and Community/Building (Q15 & Q16)

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### Improvements to Home

Respondents were asked to name what **one** improvement that they would like to be made in their home. There were a wide variety of responses given and the following reflects the most common responses by SHA residents:

- A new paint job
- New carpeting
- Fixing the windows
- Having a bigger unit altogether
- New flooring
- A new or better stove
- Bigger bath tub and shower area
- Screens for the windows

In addition to these responses, there were 43 respondents who said that they are either satisfied or cannot think of anything that would improve their home.

### Improvements to Community/Building

Respondents were additionally asked what **one** improvement they would like made to their community/building. The following are the most common responses:

- Better parking
- More sidewalks
- Too noisy
- More parks nearby
- Lighting around the area
- Having swimming pools and playgrounds
- More security
- The community is very nice
- Better security
- Landscaping

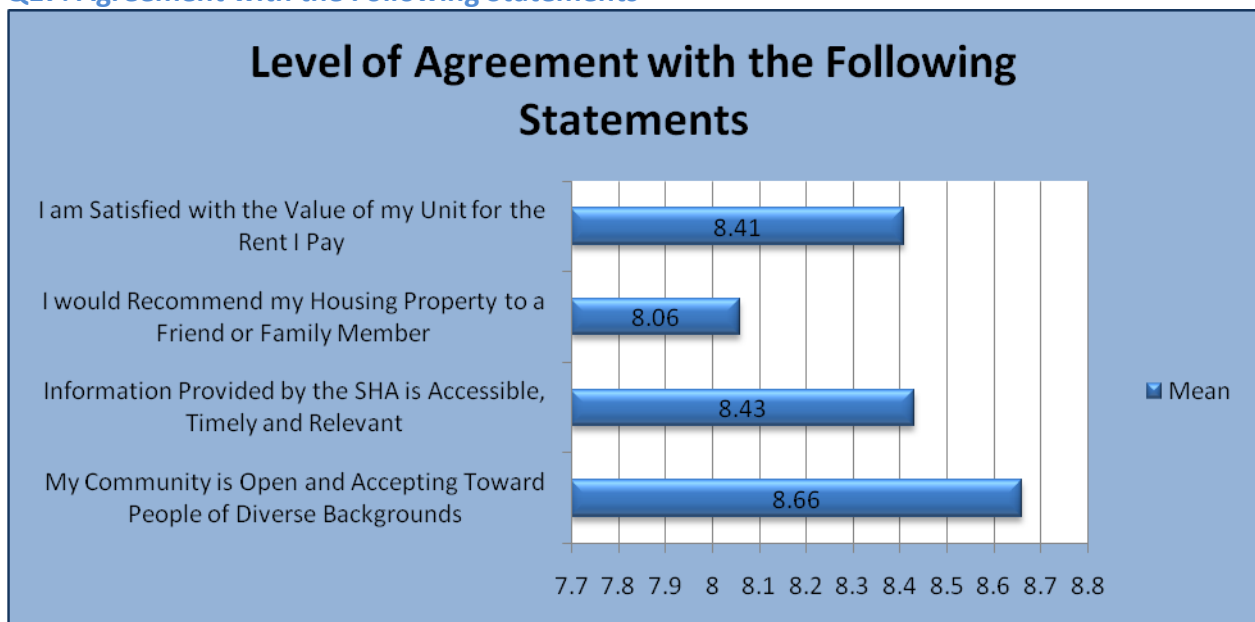
In addition to the above responses, 38 SHA residents reported that they are either satisfied or there are no improvements that they need to have made.



## Agreements with Seattle Housing Authority Activities (Q17)

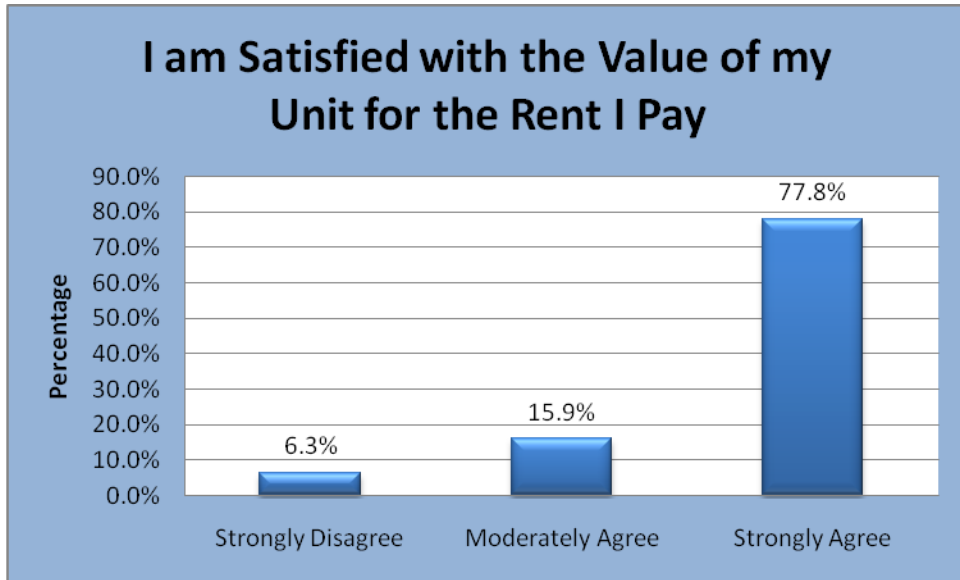
Respondents were also asked to rate their level of agreement with several statements and yet again respondents highly agreed with all of the statements and every statement received an average rating of “8” or higher. The statement, “My community is open and accepting towards people of diverse backgrounds,” received the highest level of agreement with an average rating of 8.66. The statements, “Information provided by the SHA is accessible, timely and relevant,” and “I am satisfied the value of my unit for the rent I pay,” also received high levels of agreement with mean ratings of 8.43 and 8.41 respectively. In addition, respondents are highly likely to recommend their housing property to a friend or family member and reflected a high level of agreement with an average rating of 8.06.

### Q17: Agreement with the Following Statements



**17\_a: I am satisfied with the value of my unit for the rent I pay**

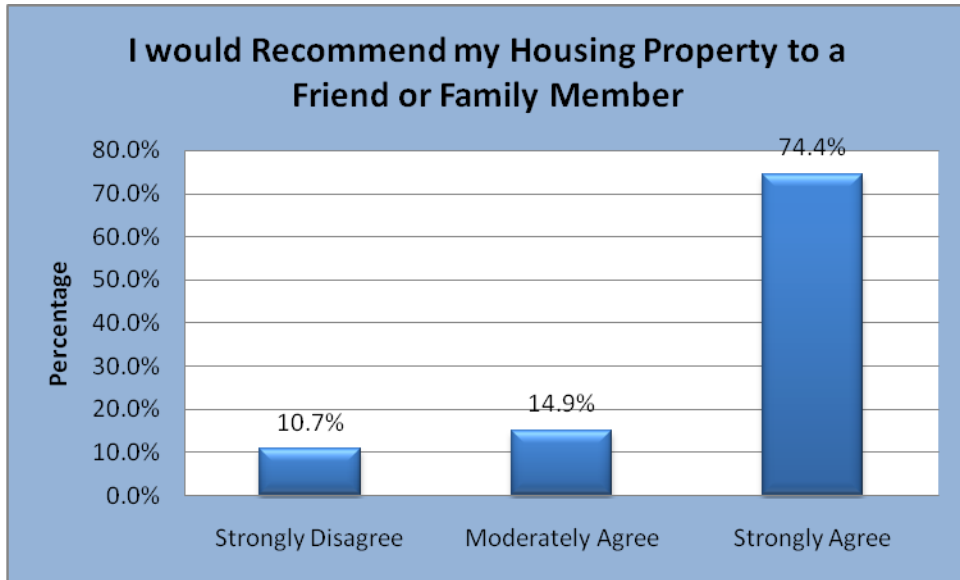
**Mean = 8.41**



Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

**17\_b: I would recommend my housing property to a friend or family member**  
**Mean = 8.06**

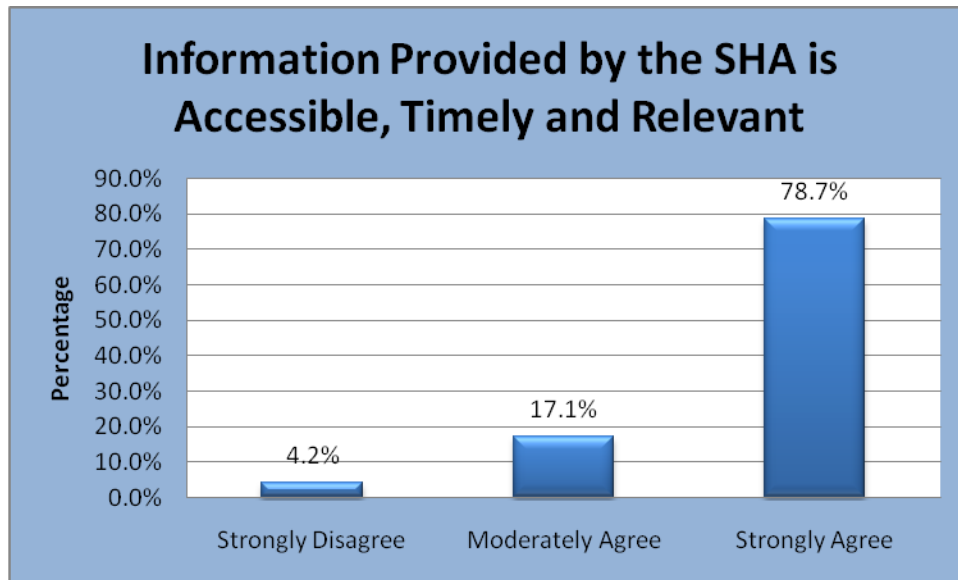


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

17\_c: Information provided by SHA is accessible, timely and relevant

Mean = 8.43



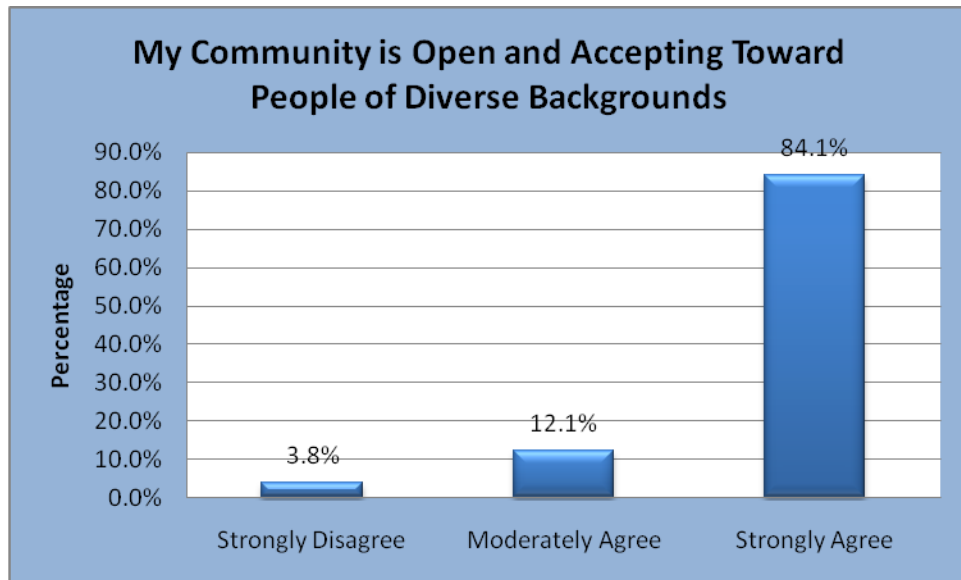
Statistical differences among sub-groups, if any:

|  | Mean Likelihood Rating |        | Significance   |
|--|------------------------|--------|----------------|
|  | Male                   | Female | <i>p-value</i> |
| Information provided by the SHA is accessible, timely and relevant | 8.79                   | 8.17   | 0.014          |

|  | Mean Likelihood Rating |             | Significance   |
|--|------------------------|-------------|----------------|
|  | English                | Non-English | <i>p-value</i> |
| Information provided by the SHA is accessible, timely and relevant | 8.18                   | 9.23        | 0.000          |

| Information Provided by the SHA is Accessible, Timely and Relevant |              |
|--|--------------|
| Age  | Mean         |
| 18-24  | 8.44         |
| 25-34  | 7.44         |
| 35-44  | 7.69         |
| 45-54  | 7.98         |
| 55-64  | 8.28         |
| 65 and Older   | 8.98         |
| <b>Significance Value</b>  | <b>0.047</b> |

**17\_d: My community is open and accepting towards people of diverse backgrounds**  
**Mean = 8.66**



Statistical differences among sub-groups, if any:

| <b>My Community is Open and Accepting toward People of Diverse Backgrounds</b> |              |
|--|--------------|
| <b>Housing portfolio</b>   | <b>Mean</b>  |
| Tenant-based Voucher   | 8.92         |
| IPM-Special Portfolio  | 9.22         |
| IPM Yesler Terrace   | 7.73         |
| LIPH North   | 8.12         |
| LIPH South   | 8.50         |
| Scattered Sites  | 7.31         |
| SSHP   | 9.17         |
| HOPE VI  | 8.33         |
| <b>Significance Value</b>  | <b>0.050</b> |

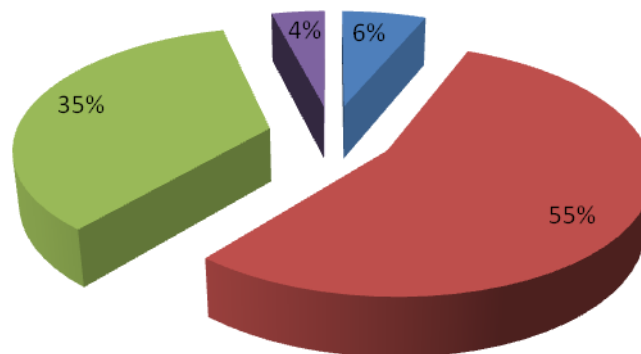
## Hours Spent Away from Home per Day (Q18)

On average, most of the SHA residents who participated in the research are away from their home for 4.74 hours per day. More than half of the respondents (54.7%) are away from their home between one and five hours per day. One third of respondents (34.9%) reported that they are away from their home between six and ten hours per day. There were 4.0% of respondents who reported they were away from their home for more than 11 hours per day.

| Average Hours Spent Away from Home |             |
|------------------------------------|-------------|
| Hours                              | Percentage  |
| None                               | 6.3%        |
| 1 to 5                             | 54.7%       |
| 6 to 10                            | 34.9%       |
| 11 or More                         | 4.0%        |
| <b>Mean</b>                        | <b>4.74</b> |

### Hours Spent Away from Home per Day

■ None ■ 1 to 5 ■ 6 to 10 ■ 11 or More



Statistical differences among sub-groups, if any:

Those who live in a single family home on average spent significantly more time away from home than the other housing types (6.26 hours).

| Hours Spent Per Day Away from Home           |              |
|--|--------------|
| Housing                                      | Mean         |
| Single Family Home                           | 6.26         |
| Duplex or Triplex                            | 5.08         |
| Apartment Building with Interior Hallways    | 4.31         |
| Apartment Building without Interior Hallways | 3.59         |
| <b>Significance Value</b>                    | <b>0.000</b> |

The 25 to 34 spent significantly more time away from home on average than the other age groups (7.19 hours).

| Average Hours per Day Spent Away from Home |              |
|--|--------------|
| Age  | Mean         |
| 18-24                                      | 5.44         |
| 25-34                                      | 7.19         |
| 35-44                                      | 4.79         |
| 45-54                                      | 5.15         |
| 55-64                                      | 4.46         |
| 65 and Older                               | 3.53         |
| <b>Significance Value</b>                  | <b>0.001</b> |

## Waiting List (Q19)

There were 18.0% of respondents who reported receiving their voucher or who had moved into tenant based housing in the last year.

| Moved into SHA Housing Last Year or if Tenant Based Voucher, Received Voucher for the First Time Last Year |            |
|--|------------|
| Response   | Percentage |
| Yes  | 18.0%      |
| No   | 82.0%      |

Statistical differences among sub-groups, if any

On average, all respondents reported that they wait 1.83 years on the waiting list before moving into their home. More than three quarters of respondents (75.7%) reported waiting two years or less on the waiting list.

| Years on a Waiting List for Housing |             |
|-------------------------------------|-------------|
| Number of Years                     | Percentage  |
| 0                                   | 19.0%       |
| 1                                   | 32.3%       |
| 2                                   | 24.4%       |
| 3                                   | 11.1%       |
| 4                                   | 6.1%        |
| 5                                   | 1.1%        |
| 6 or more                           | 2.5%        |
| <b>Mean</b>                         | <b>1.83</b> |

Statistical differences among sub-groups, if any:

Respondents who live in a single family home spent a significantly longer time on the waiting list than other housing types (2.32).

| Number of Years Spent on Waiting List        |              |
|--|--------------|
| Housing                                      | Mean         |
| Single Family Home                           | 2.32         |
| Duplex or Triplex                            | 1.92         |
| Apartment Building with Interior Hallways    | 1.61         |
| Apartment Building without Interior Hallways | 1.54         |
| <b>Significance Value</b>                    | <b>0.016</b> |



## Community Choice (Q19)

For 69.8% of the respondents, the community that they live in now was their first choice community.

| Was the Community you Live in Now your First Choice? |            |
|--|------------|
| Response   | Percentage |
| Yes  | 69.8%      |
| No   | 30.2%      |

Statistical differences among sub-groups, if any:

Respondents who live in a single family home and apartment buildings with interior hallways were significantly more likely to have chosen their home as their first choice than the other housing types (72.4% and 74.3% respectively).

| Is the Housing Unit you Live in Now Your First Choice |              |       |
|---|--------------|-------|
| Housing   | Yes          | No    |
| Single Family Home                                    | 72.4%        | 27.6% |
| Duplex or Triplex                                     | 69.2%        | 30.8% |
| Apartment Building with Interior Hallways             | 74.3%        | 25.7% |
| Apartment Building without Interior Hallways          | 50.9%        | 49.1% |
| <b>Significance Value</b>                             | <b>0.014</b> |       |

Men were significantly more likely to agree that the community they live in currently was their first choice than were women with 75.8% of men and 65.4% of women agreeing with the statement.

| Community Living in Now is First Choice |              |        |
|---|--------------|--------|
| Response                                | Male         | Female |
| Yes                                     | 75.8%        | 65.4%  |
| No                                      | 24.2%        | 34.6%  |
| <b>Significance Value</b>               | <b>0.049</b> |        |

The top two reasons that respondents gave for choosing the community that they did to live in were location with 79.9% and for the services and activities in the community with 29.0%. For one out of five respondents (20.8%), they chose the community they did because of the short time they had on the waiting list. There were 8.5% who selected the size of the housing unit and 2.9% chose the community they live in because of the fact it is a non-smoking facility.

| Top Two Reasons for Choosing the Community |            |
|--|------------|
| Reason                                     | Percentage |
| Location                                   | 79.9%      |
| Short Wait Time on Waiting List            | 20.8%      |
| Size of Unit                               | 8.5%       |
| Services and Activities in the Community   | 29.0%      |
| Non-Smoking Facility                       | 2.9%       |

When tested for significance among English and non-English speaking respondents, statistical significance was found. Location was significantly more important to non-English speaking respondents than English speaking respondents with 88.3% and 65.7% choosing location respectively.

| Reasons why they Chose their Community |              |             |
|--|--------------|-------------|
| Reason                                 | English      | Non-English |
| Location                               | 65.7%        | 88.3%       |
| Short wait time on waiting list        | 13.6%        | 3.9%        |
| Size of unit                           | 10.8%        | 2.6%        |
| Served and activities in the community | 8.0%         | 5.2%        |
| Non-Smoking Facility                   | 1.9%         | 0.0%        |
| <b>Significance Value</b>              | <b>0.004</b> |             |

The top two features for those respondents who chose location were that their home is near stores and restaurants that carry the type of food that they eat with 54.4% and that the community is near a bus line with 50.0%. Nearly one third selected their location because it is near medical providers and 24.6% chose their current location because they are close to their family and friends. There were 11.0% who chose the location because it is near their job and 4.4% because it is near a place of worship.

| If Location was in Top Two Choices, What are the Top Two Features of the Location |            |
|---|------------|
| Feature   | Percentage |
| Near Job  | 11.0%      |
| Near Medical Providers  | 32.4%      |
| Near Family or Friends  | 24.6%      |
| Near Place of Worship   | 4.4%       |
| Near Stores/Restaurants that Carry the Kind of Food I eat                         | 54.4%      |
| Near Bus Line   | 50.0%      |

*\*Totals add up to more than 100% as multiple options were allowed to be selected*

When tested for significance between English and non-English speaking residents, statistical significance was found. Non-English speaking residents are more likely to choose a location near a store or restaurant that carries the type of food they eat (57.3 and 45.1%),

| <b>Top Two Features of the Location</b>           |                |                    |
|---|----------------|--------------------|
| <b>Reason</b>                                     | <b>English</b> | <b>Non-English</b> |
| Near job  | 8.6%           | 11.8%              |
| Near medical providers                            | 26.8%          | 32.7%              |
| Near family or friends                            | 22.5%          | 20.7%              |
| Near place of worship                             | 2.9%           | 6.6%               |
| Near stores/restaurants that carry the food I eat | 45.1%          | 57.3%              |
| Near bus line                                     | 42.1%          | 44.7%              |
| <b>Significance Value</b>                         | <b>0.001</b>   |                    |

*\*Totals add up to more than 100% as multiple options were allowed to be selected*

## Tobacco Usage (Q20-Q22)

One out of five respondents reported that they do smoke tobacco. In addition, there were 6.9% of respondents who had other people in their household who do smoke tobacco and 63.6% of respondents agree that their building should be a smoke free building.

| Smoke Tobacco |            |
|---------------|------------|
| Response      | Percentage |
| Yes           | 20.1%      |
| No            | 79.9%      |

| Anyone Else in the Household Smoke Tobacco |            |
|--|------------|
| Response                                   | Percentage |
| Yes  | 6.9%       |
| No   | 93.1%      |

| Do you Think your Building should be Smoke Free? |            |
|--|------------|
| Response   | Percentage |
| Yes  | 63.6%      |
| No   | 36.4%      |

English speaking residents were significantly more likely to smoke tobacco than non-English speaking residents (25.2% and 3.9%).

| Do you Smoke Tobacco      |             |             |
|---------------------------|-------------|-------------|
| Response                  | English     | Non-English |
| Yes                       | 25.2%       | 3.9%        |
| No                        | 74.8%       | 96.1%       |
| <b>Significance Value</b> | <b>0.00</b> |             |

The 18 to 34 year old group was significantly less likely to smoke tobacco than the older age groups.

| Do you Smoke Tobacco      |              |       |
|---------------------------|--------------|-------|
| Age                       | Yes          | No    |
| 18-24                     | 12.5%        | 87.5% |
| 25-34                     | 10.0%        | 90.0% |
| 35-44                     | 25.7%        | 74.3% |
| 45-54                     | 37.0%        | 63.0% |
| 55-64                     | 32.7%        | 67.3% |
| 65 and Older              | 16.7%        | 83.3% |
| <b>Significance Value</b> | <b>0.030</b> |       |

Those who live in a single family home or a duplex/triplex are significantly more likely to want their building to be smoke-free than those who live in an apartment building with interior hallways and those who live in an apartment building without interior hallways.

| <b>Do you Think your Building should be Smoke Free</b> |              |           |
|--|--------------|-----------|
| <b>Housing</b>   | <b>Yes</b>   | <b>No</b> |
| Single Family Home                                     | 73.9%        | 26.1%     |
| Duplex or Triplex                                      | 76.9%        | 23.1%     |
| Apartment Building with Interior Hallways              | 56.6%        | 43.4%     |
| Apartment Building without Interior Hallways           | 60.4%        | 39.6%     |
| <b>Significance Value</b>                              | <b>0.038</b> |           |

## Conclusions

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1. Overall, respondents are highly satisfied with the service that they receive from the SHA and the quality and helpfulness of the management and maintenance staff. In addition, respondents reflected high satisfaction with the quality and conditions of their home and the safety they feel in their communities. The satisfaction levels reflected in the research rank very high among previous research that Hebert Research has conducted. This shows that SHA's operations are very successful and that their residents are very satisfied with the environment SHA has helped to create for them.
2. Respondents who speak English were significantly more likely to contact the SHA for repairs than were the non-English residents with the average number of contacts per year at 2.49 and 1.3 respectively.
3. Respondents reflected very high satisfaction in regard to the maintenance staff that assists them in the repairs and the overall repairs themselves. Nearly all attributes in regard to maintenance and repairs received average satisfaction ratings of "8" or higher, which reflects very high satisfaction.
4. Safety was another area in which respondents were highly satisfied. This satisfaction ranged from how safe they feel within their homes to the safety they feel in their outside community. Men were more likely to feel safe than women in regard to school-aged children walking alone in the day time hours in the community with average ratings of 8.33 and 6.58.
5. Voucher holders also reported very high levels of satisfaction with the SHA and gave the highest average satisfaction rating to the way they were treated by the staff (8.83). In addition, voucher holders felt that the SHA was very responsive to any questions and concerns they may have.
6. The inspection process was another area that respondents reflected extremely high satisfaction especially in regard to the way they were treated by the staff conducting the inspections with an average rating of 9.31.
7. Respondents strongly agreed that their community is open and diverse and that they would strongly recommend their housing property to a friend or family member. In addition, respondents are highly satisfied with the value they receive from their unit for the rent they pay and the timely information they receive from SHA.
8. Respondents in the age group of 25-34 are significantly more likely to contact the SHA for rent related reasons as well as maintenance and repairs. In addition this age group

spends the most time away from home per day (over 7 hours) than the other age groups.

9. Respondents from Yesler Terrace gave significantly lower satisfaction ratings than did residents of other housing portfolios in the areas reflecting the quality and condition of their home and neighborhood, as well as safety in their indoor common areas. This is not a surprise given that SHA is planning to begin redevelopment of the community in the next few years.
10. Residents of single family homes and apartments with interior hallways reported waiting the longest for their units. These respondents were also significantly more likely to agree that their home was their first choice.
11. The most important reasons for choosing the location that residents live in was due to the fact that there are stores and restaurants that carry the kind of food they eat nearby (54.4%) and that the location is near a bus line (50.0%).
12. Nearly 80% of respondents reported that they do not smoke tobacco and in addition, roughly 64% of respondents believe that their building should be smoke free.
13. Respondents whose survey was conducted in a language other than English were far more likely to give favorable satisfaction ratings in 14 or the 35 areas rated.

## Appendix: Questionnaire

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### SHA Resident Satisfaction Survey

#### Introduction

Hello, may I speak with one of the adults in the household? My name is \_\_\_\_\_ and I am a research assistant with Hebert Research in Bellevue, WA. I am calling on behalf of Seattle Housing Authority. How you feel about your housing is important to Seattle Housing. You have been randomly selected to complete a confidential survey to provide feedback on your housing. All information will remain confidential and will not affect your housing or your rent in any way. Do you have a few minutes to answer some questions?

For the purpose of this survey, SHA refers to Seattle Housing Authority and Impact Property Management, and “apartment” refers to your home regardless of whether is an apartment, house, townhouse or other type.

#### Survey

- 1.0 Which, if any, housing program do you participate in? **[RECORD ALL THAT APPLY]**
  - a) Low Income Public Housing
  - b) Housing Choice Voucher (also known as Section 8)
  - c) Seattle Senior Housing Program (SSHP)
  - d) Tax Credit
  - e) None
  
- 2.0 What type of housing do you currently live in?
  - a) Single family home
  - b) Duplex or triplex
  - c) Apartment building with interior hallways
  - d) Apartment building without interior hallways
  
- 3.0 What was the zip code of your previous residence?  
**[VERBATIM]**
  
- 4.0 Where did you live prior to your current home?
  - a) Other subsidized housing
  - b) Unsubsidized private rental
  - c) Homeless/shelter
  - d) Transitional housing
  - e) With family or friends
  - f) Other



- 5.0 On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, Overall, how satisfied are you with the following: Please respond N/A if the question is not applicable to you.
- The overall service provided by SHA?
  - The quality and conditions of your home/apartment?
  - The quality and conditions of the other indoor spaces in your community?
  - The quality and conditions of the outside grounds, including parking lots and parks?
  - The safety and security of your neighborhood?
  - Your landlord's maintenance services?
  - Your landlord's management staff?
  - SHA's Housing Choice Voucher program?
  - The quality and availability of social services in your community?
- 6.0 Over the past year, how many times have you contacted Seattle Housing Authority for reasons related to your rent?  
**[RECORD #]**
- 7.0 Do you understand how Seattle Housing Authority determines your rent? Yes No
- 8.0 Over the past year, how many times have you contacted your landlord for maintenance or repairs?  
**[RECORD #]**
- 9.0 [skip if answer to 7 was 0] On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, Based on your experience over the past year requesting maintenance or repairs from your landlord, how satisfied were you with:
- How easy it was to request repairs
  - How well you were treated by the person you contacted for repairs
  - How well the repairs were done
  - The amount of time it took to complete the repairs
  - How well you were treated by the person doing the repairs
- 10.0 On a scale from 0 to 10 where 0 is not at all safe and 10 is extremely safe, how safe do you feel about the following: Please respond N/A if the question is not applicable to you.
- Alone at night in your home?
  - Alone at night in the hallway/lobby/laundry room of your apartment building?
  - Alone at night walking on the outside grounds of your development?
  - Allowing your school-age children to walk through the community alone during the day?
- 11.0 Over the past year, how many times have you contacted housing management for reasons other than a repair request or rent-related issues?  
**[RECORD #]**
- 12.0 On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, based on your experience in the past year with your property management (excluding maintenance staff), how satisfied were you with the following: Please respond N/A if the question is not applicable to you.
- The way you were treated by staff?
  - Their timeliness in returning your telephone calls?

- c) Their responsiveness to your questions and concerns about your rent?
  - d) Their responsiveness to your questions and concerns about your lease responsibilities, policies, procedures?
  - e) Their responsiveness to your questions and concerns about your apartment?
- 13.0 **Voucher-holders only:** On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, based on your experience in the past year with SHA’s Voucher program staff, how satisfied were you with the following: Please respond N/A if the question is not applicable to you.
- a) The way you were treated by staff?
  - b) Their timeliness in returning your telephone calls?
  - c) Their responsiveness to your questions and concerns about your rent?
  - d) Their responsiveness to your questions and concerns about your lease responsibilities, policies, procedures?
- 14.0 On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, when your home was last inspected by SHA, how satisfied were you with the following: Please respond N/A if the question is not applicable to you.
- a) How you were notified about the inspection schedule?
  - b) The way you were treated by staff conducting the inspections?
  - c) Follow through on completing necessary repairs, if any?
- 15.0 What one improvement would you make in your home?  
[**VERBATIM**]
- 16.0 What one improvement would you make in your community/building?  
[**VERBATIM**]
- 17.0 On a scale from 0 to 10 where 0 is strongly disagree and 10 is strongly agree, to what extent do you agree with the following statements:
- a) I am satisfied with the value of my unit for the rent I pay?
  - b) I would recommend my housing property to a friend or family member?
  - c) Information provided by SHA is accessible, timely, and relevant?
  - d) My community is open and accepting toward people of diverse backgrounds?
- 18.0 How many hours a day, on average, do you spend away from your home?  
[**RECORD #**]
- 19.0 Did you move in to SHA housing for the first time in the last year? Or, if tenant-based Voucher, “Did you receive your Voucher for the first time in the last year?”
- a. Yes
  - b. No
- a) Approximately how many years were you on a waiting list for housing?  
[**RECORD #**]

- b) Was the community you live in now your first choice?
  - a. Yes
  - b. No
  
- c) What were the top two reasons why you chose this community?
  - a. Location
  - b. Short wait time on waiting list
  - c. Size of unit
  - d. Services and activities in the community
  - e. Non-smoking facility
  
- d) If location was among your top reasons, please specify what top two features of the location were most important to you?
  - a. Near job
  - b. Near medical providers
  - c. Near family or friends
  - d. Near place of worship
  - e. Near stores/restaurants that carry the kind of food I eat
  - f. Near bus line
  
- 20.0 Do you smoke tobacco? (again, this is strictly confidential and SHA will not receive any information specific to your name or unit)
  - a. Yes
  - b. No
  - c. Refused
  
- 21.0 Does anyone else in your household smoke tobacco?
  - a. Yes
  - b. No
  - c. Refused
  
- 22.0 Do you think your building should be smoke-free?
  - a. Yes
  - b. No