

# FITCHBURG HOUSING AUTHORITY

## Chapter 200 & Chapter 705 Housing

### Summary Spring 2016

The Center for Survey Research at the University of Massachusetts Boston sent surveys to 9772 housing units (Chapters 200 and 705) in Massachusetts in the spring of 2016. 3240 residents responded.

Surveys were sent to **159** housing units (Chapters 200 and 705) in the **Fitchburg Housing Authority**. **60** surveys were completed.

This report provides some information about how the residents from the **Fitchburg Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from all large LHAs in Central Massachusetts. Large LHAs in Central Massachusetts include: Fitchburg, Framingham, and Worcester.

## Communication

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

	Fitchburg Housing Authority	All Large LHAs in Central MA*	Entire State
Contacted management about a problem or concern.....	75%	84%	87%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	82%	75%	76%
Saw the Capital Improvement Plan.....	42%	25%	18%
Saw the Operating Budget.....	25%	14%	12%
Knew the Executive Director held a meeting with residents..	46%	28%	21%

\* Large LHAs in Central Massachusetts include: Fitchburg, Framingham, and Worcester.

## Services and Programs

**68%** of the Fitchburg Housing Authority residents in Ch. 200 and Ch. 705 who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Fitchburg Housing Authority	All Large LHAs in Central MA	Entire State
Job training programs.....	23%	28%	31%
Money management programs ( <i>budgeting, taxes, income building</i> ).....	25%	27%	29%
Children's programs ( <i>tutoring, childcare, afterschool programs</i> ).....	37%	41%	39%
Health and Medical Services ( <i>visiting nurse, meal programs</i> ).....	20%	22%	26%
Adult Education ( <i>GED, ESL, educational counseling</i> ) .....	23%	30%	29%

## Maintenance and Repair

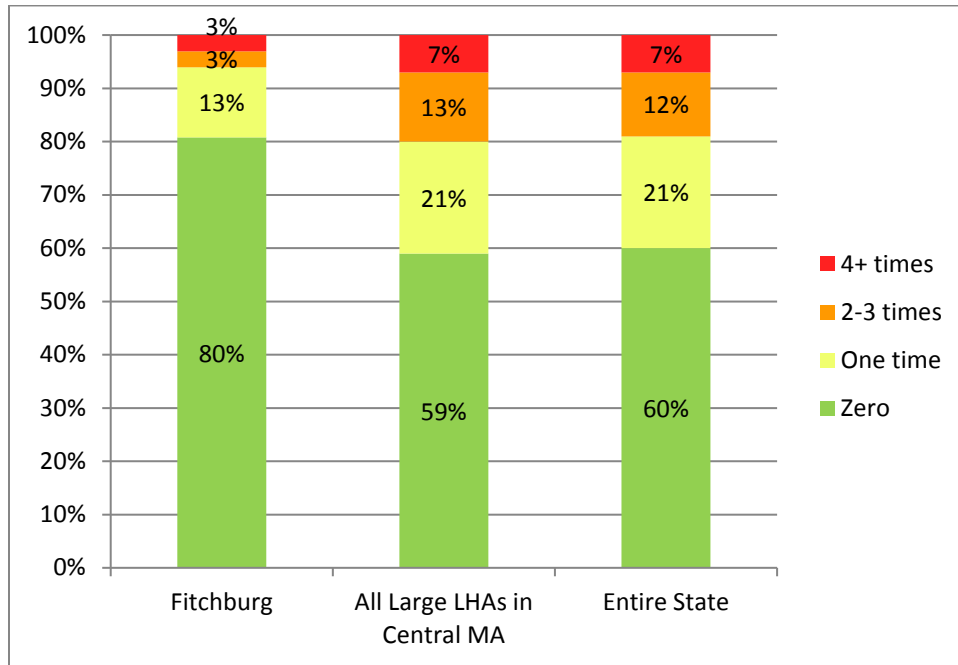
- **Who had problems?** One-fifth of respondents had a problem with their heating and less than half had a plumbing problem in the last 12 months.

	Fitchburg Housing Authority	All Large LHAs in Central MA	Entire State
Had a heating problem.....	20%	40%	39%
Had a problem with water or plumbing.....	40%	49%	57%

- **Heating Problems**

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

The charts below shows how many times respondents had heat problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.

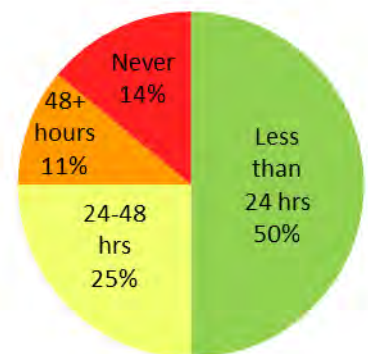
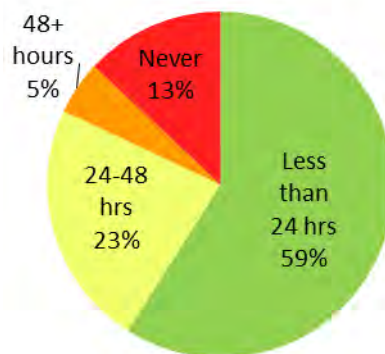
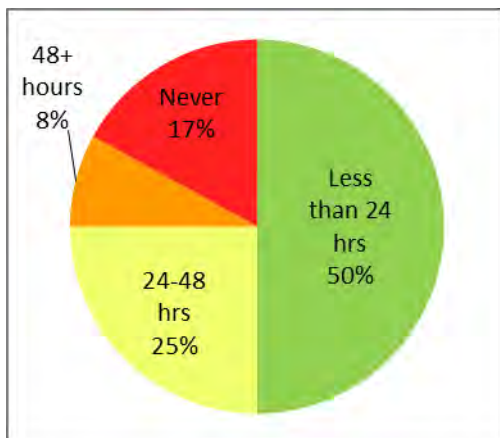


**How long did it take to fix the heating problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

**Fitchburg Housing Authority**

**All Large LHAs in Central MA**

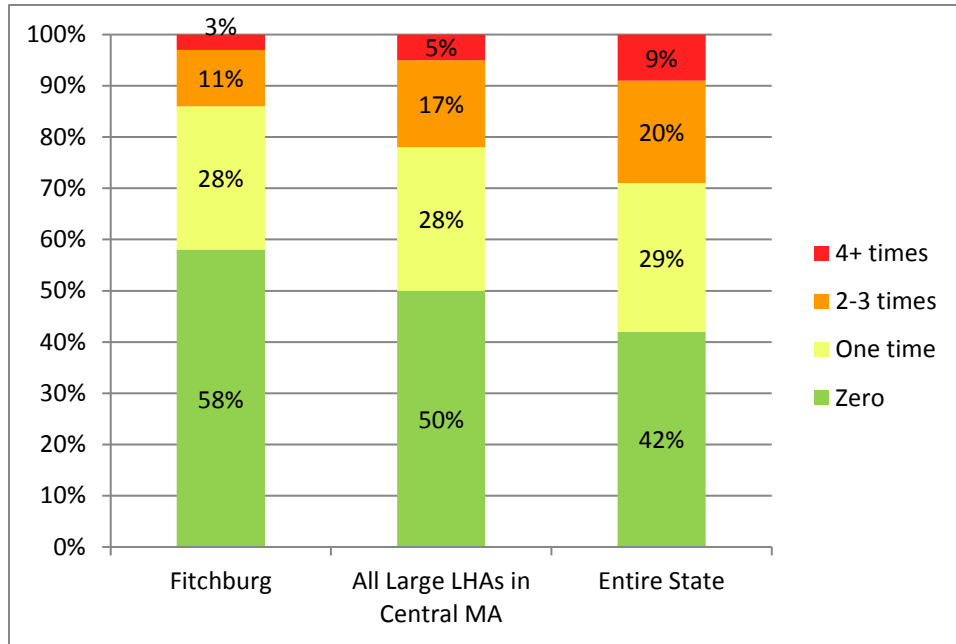
**Entire State**



- Water or Plumbing Problems**

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

The charts below shows how many times respondents had water or plumbing problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.

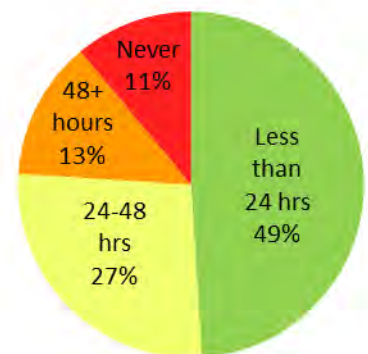
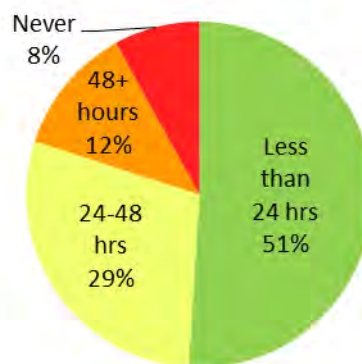
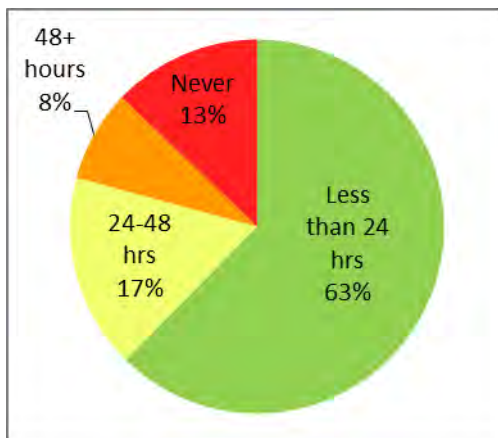


**How long did it take to fix the water or plumbing problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

**Fitchburg Housing Authority**

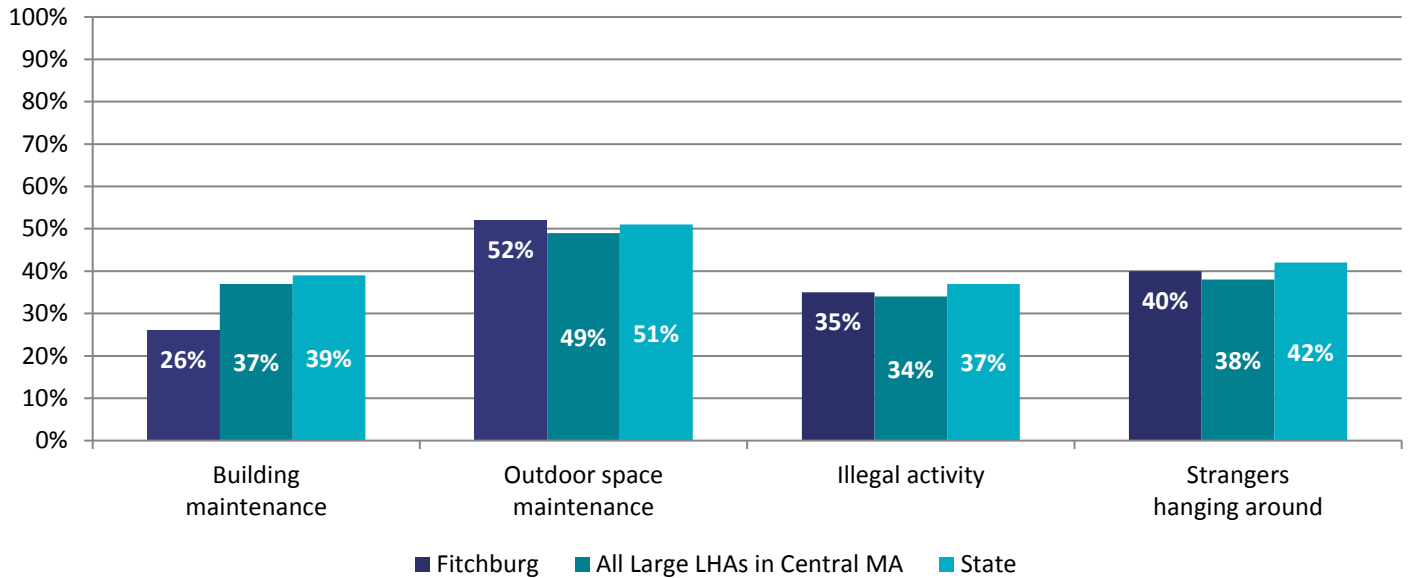
**All Large LHAs in Central MA**

**Entire State**



- What other problems did respondents have?** Respondents were asked how often they had problems with: building maintenance (*such as clean halls and stairways and having lights and elevators that work*), outdoor space maintenance (*such as litter removal and clear walk ways*), illegal activity in the development, and strangers hanging around who should not be there. The chart below shows what percentage of respondents said that they “always” or “sometimes” had this problem in the last 12 months.

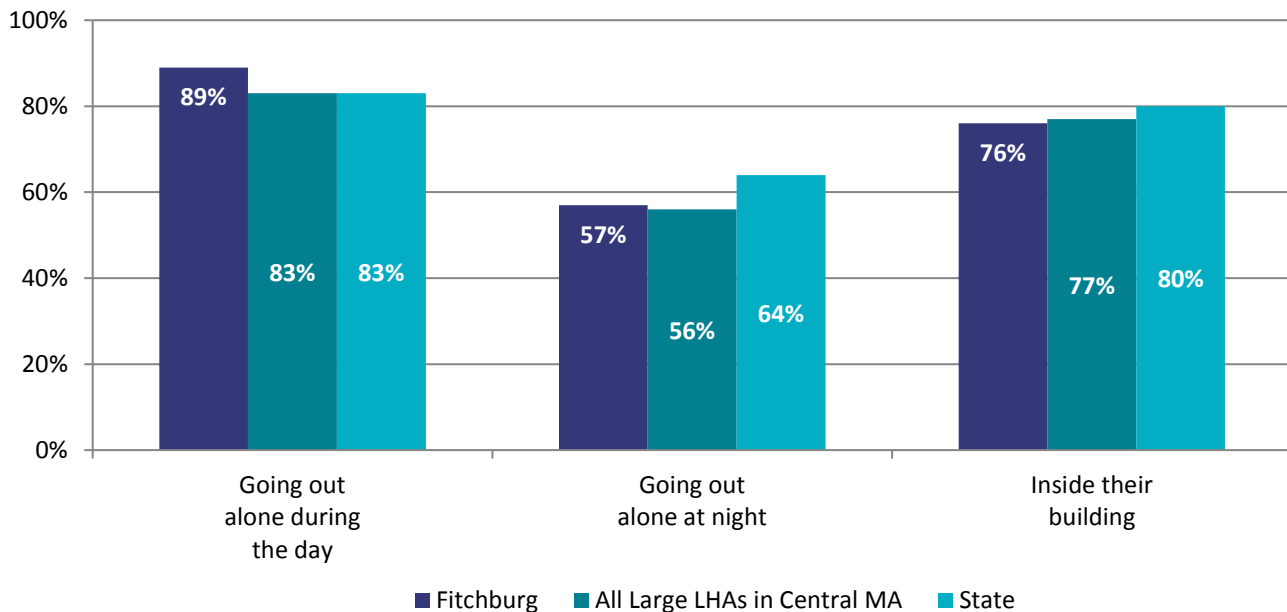
**Respondents who “always” or “sometimes” had problems with...**



**Safety**

Respondents were asked how safe they felt in their building and going outside alone. The chart below shows what percentage of people said they felt “very safe” or “mostly” safe.

**Respondents who felt “very safe” or “mostly safe” ....**





### NOTE

This copy of the survey shows the percentage of respondents who chose each answer. DHCD also collected demographic information from survey respondents, such as gender, race, education, and age. The responses to these demographic questions are not included in this report in order to protect the anonymity of respondents.

In the spring of 2016, surveys were sent to **159** housing units (Chapters 200 and 705) in the Fitchburg Housing Authority. **60** surveys were completed. This percentages presented here are based on that number.

**1.** How many years have you lived in your **current** apartment?

- 28%** Less than 1 year
- 23%** 1 to 2 years
- 23%** 3 to 5 years
- 25%** More than 5 years

### Maintenance & Repair

**8.** In the last 12 months, how many times did you contact the management of your development about a problem or concern with your apartment or building?

- 25%** Never → **If Never, go to #11**
- 15%** Once
- 40%** 2 or 3 times
- 20%** 4 times or more

**9.** In the last 12 months, how often was the problem or concern solved as soon as you needed?

- 16%** Never
- 24%** Sometimes
- 27%** Usually
- 33%** Always

**10.** In the last 12 months, when you contacted the management of your development, how often were you treated with courtesy and respect?

- 2%** Never
- 16%** Sometimes
- 21%** Usually
- 61%** Always

**11.** In the last 12 months, how many times did you have problems with the heat in your apartment?

- 80%** Never → **If Never, go to #13**
- 13%** Once
- 3%** 2 or 3 times
- 3%** 4 times or more

**12.** How long did it usually take for the problems with your heat to be fixed?

- 50%** Less than 24 hours
- 25%** 24 to 48 hours
- 8%** More than 48 hours
- 17%** Never fixed

**13.** In the last 12 months, how many times did you have problems with the water or plumbing in your apartment?

- 58%** Never → **If Never, go to #15**
- 28%** Once
- 11%** 2 or 3 times
- 3%** 4 times or more

**14.** How long did it take for the problems with your water or plumbing to be fixed?

- 63%** Less than 24 hours
- 17%** 24 to 48 hours
- 8%** More than 48 hours
- 13%** Never fixed

### Communication

**15.** In the last 12 months, has the Executive Director at your development held any meetings with residents?

- 46%** Yes
- 24%** No
- 31%** Don't Remember

**16.** For each of the following documents, please mark whether or not you have seen it in the last 12 months.

<b>Capital Improvement Plan</b> <i>(a 5-year plan showing what construction projects are planned for your development)</i>	<b>42%</b> Yes <b>58%</b> No
<b>Operating budget</b> for the entire Housing Authority	<b>25%</b> Yes <b>75%</b> No
<b>Annual Plan</b> <i>(the Housing Authority's written goals and objectives for improvements that will happen in the next year)</i>	<b>37%</b> Yes <b>63%</b> No

**17.** If your Housing Authority offered them, what kinds of services or programs would you be most interested in using? *Mark one or more.*

- 23%** Job training programs
- 25%** Money management programs (budgeting, taxes, income building)
- 37%** Children's programs (tutoring, childcare, afterschool)
- 20%** Health and Medical Services (visiting nurse, meal programs)
- 23%** Adult Education (GED, ESL, educational counseling)
- 3%** Other

### Safety

**18.** In your development, how safe do you feel going out alone during the day?

- 50%** Very safe
- 39%** Mostly safe
- 9%** Somewhat safe
- 2%** Not at all safe

**19.** In your development, how safe do you feel going out alone at night?

- 26%** Very safe
- 31%** Mostly safe
- 24%** Somewhat safe
- 19%** Not at all safe

**20.** In general, how safe do you feel in your building?

- 46%** Very safe
- 30%** Mostly safe
- 19%** Somewhat safe
- 6%** Not at all safe

**21.** Now think about your building and all the other areas of your housing development. In the last 12 months, how often has each of the following been a problem for you?

		Never	Rarely	Sometimes	Always
a.	Building maintenance <i>(such as clean halls and stairways and having lights and elevators that work)</i>	<b>57%</b>	<b>17%</b>	<b>7%</b>	<b>19%</b>
b.	How the outdoor space is maintained <i>(such as litter removal and clear walk ways)</i>	<b>32%</b>	<b>16%</b>	<b>27%</b>	<b>25%</b>
c.	Illegal activity in the development	<b>52%</b>	<b>13%</b>	<b>22%</b>	<b>13%</b>
d.	Strangers hanging around who should not be there	<b>44%</b>	<b>16%</b>	<b>23%</b>	<b>17%</b>