

# Tenant Satisfaction Survey Evaluation Report

AFFORDABLE HOUSING CORPORATION



## OVERVIEW

Affordable Housing Corporation (AHC) conducts annual satisfaction surveys with tenants to ensure that they have participation in management decisions regarding their housing. Surveys are completed by tenants during their annual income recertification. The survey seeks feedback from tenants about their experiences with AHC property management/staff. In the past four years, 383 tenants of Springhill Homes, Emerson Homes, EverGreen Homes, and Plaza Green Apartments completed the survey. This report summarizes their responses to questions about the intake and application process, quality of services, and impression of staff. These results are reviewed by AHC staff and the Board of Directors, and are made available to tenants. Individual and aggregate survey findings are used to guide property management decisions.

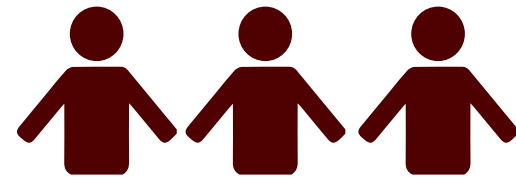
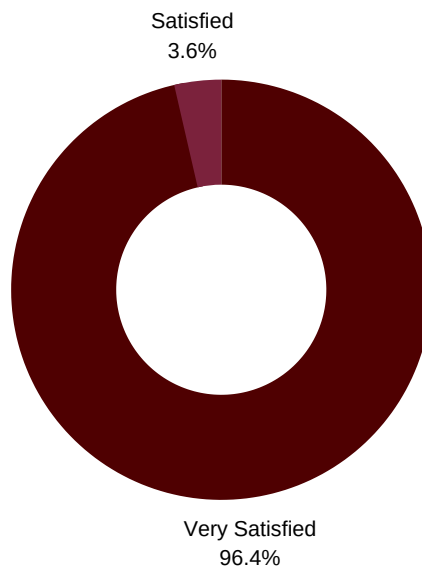
**99.7%**

of all **2016** tenants were very satisfied or satisfied with the application process, the services and staff

**99.8%**

of all **2020** tenants were very satisfied or satisfied with the application process, the services, and staff

### Tenant's satisfaction with how they were treated

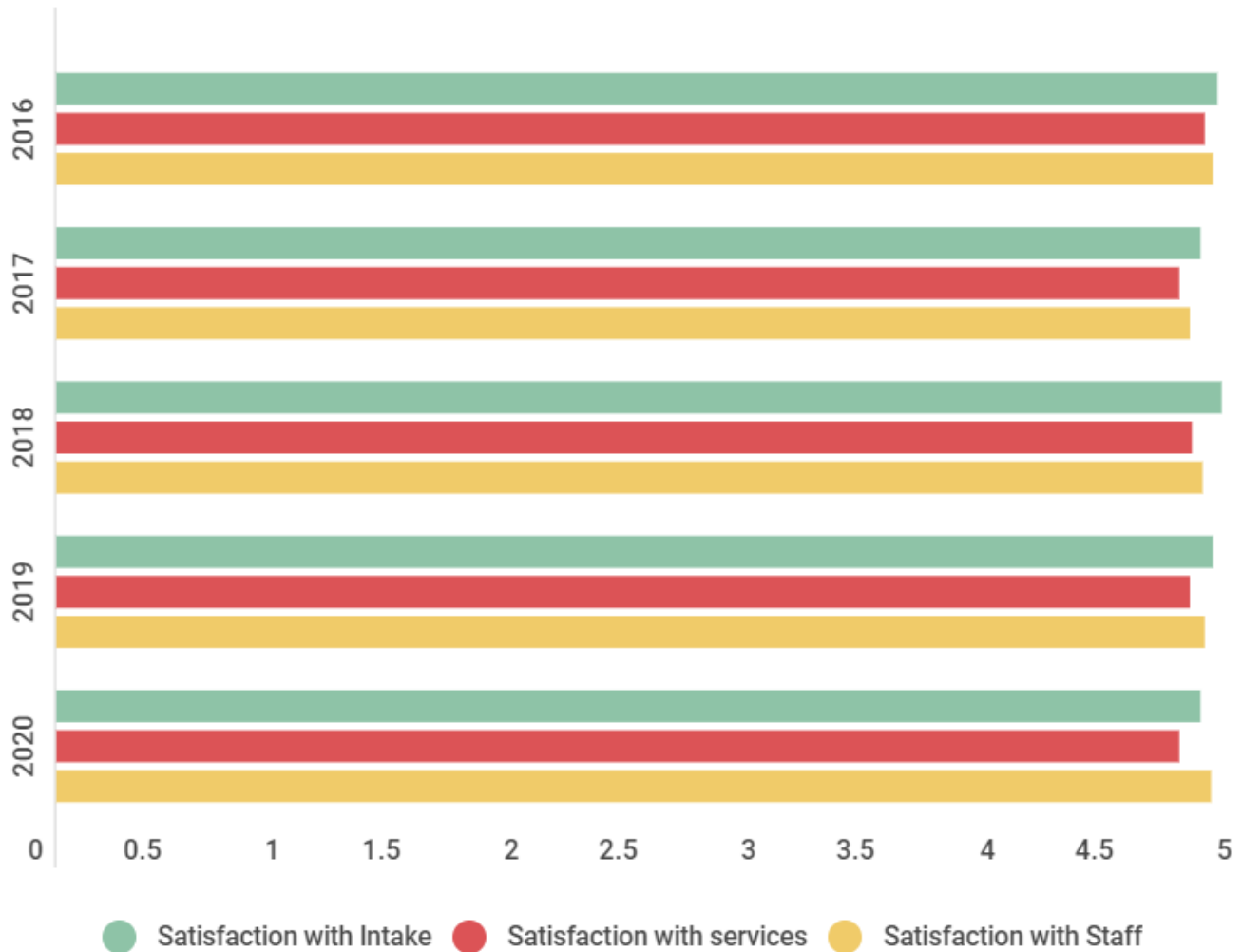


**48 OUT OF 53**

Tenants were very satisfied with the fairness of the application process in 2020.

## AVERAGE SATISFACTION WITH INTAKE, SERVICES, AND STAFF

Tenants ranked their satisfaction with the intake and application process, the services they received, and with the staff. On average since 2016, overall satisfaction has ranked between “satisfied” and “very satisfied.”



### Satisfaction Rate

**Key:**

- 5- Very Satisfied
- 4- Satisfied
- 3- Not Satisfied
- 2- Not at all Satisfied

# REVIEW OF TOOL

## SUGGESTIONS TO MODIFY TOOL

- Modify scale of satisfaction. On a scale in which "5" represents very satisfied, it would be logical to assume that "0" indicates "very unsatisfied;" however, on the current scale "0" represents "Does not Apply." This creates confusion and inaccuracy when evaluating the data. It would be preferable to retain "Does not Apply," but to remove it from the numerical scale.
- Question 11, "Have your housing needs been adequately met?", asks for a "yes" or "no" response only. This question could include a follow-up question, such as "If no, please explain" to provide more clarity and guidance.
- Questions 3, "My level of confidence in the ability of staff to assist with my housing needs." and Question 8, "Confidence in staff's ability to meet my housing needs", are redundant. Combining them would avoid unnecessary repetition.
- Develop a follow-up question after Question 2, "The hours of operation." A follow-up question referring to desired hours of operation could assist AHC in providing better access to services.
- Modify the numbering system of the questions to be consistent throughout the survey. Currently the survey is incorrectly and inconsistently numbered. The survey should have a sequential system in which there are a total of 18 questions, rather than each section having being independently numbered. This would provide less confusion when recording and evaluating data.