

Attachments

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

Due to the COVID-19 emergency, on-site Performance Management Review (PMR) assessments by the Facilities Management Specialists were cancelled for the December fiscal year end housing authorities. Therefore, the Facility Management categories have been omitted from the PMR document.

- BHA Memo DHCD
- Responses to Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey - 667only
- Tenant Satisfaction Survey - 200-705only



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MEMORANDUM

TO: DHCD Urgent
FROM: John Kane Please Reply by: _____
DATE: January 6, 2021
SUBJECT: BHA annual plan

The Boston Housing Authority has shared the State Annual Plan 2021 with the city-wide, peer-elected Resident Advisory Board. BHA staff met with the Resident Advisory Board from September through December discussing the Plan process and documents and sent copies of the Plan to the RAB and Local Tenant Organizations. The Plan was put out for public comment on November 1, 2020 and the comment period closed on December 15, 2020 with a virtual public hearing held on zoom December 7, 2020 at 11 am and another at 6 pm.

The BHA took several steps to notify the public of the FY 2021 State Annual Plan and the opportunity to comment. The BHA placed an advertisement in the Boston Globe, included a notice with the rent statement of public housing residents, sent a mailing to Leased Housing participants in Boston and nearby towns notifying them of the Public Hearing and the proposed Plan. The BHA also sent letters to many local officials and advocacy groups. The Plan was made available for review at Boston Public Library Copley Square branch, BHA's headquarters at 52 Chauncy St., and on its website www.bostonhousing.org.

The RAB has not submitted a letter to BHA regarding the state annual plan. However, the RAB and public have submitted comments which appear alongside written responses in another attachment called Response to Comments.

Resident Surveys – Background:

Since 2016 DHCD has been working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to the residents and returned to the Center by mail (or, starting in 2019, completed on-line). In Round One of the surveys, conducted over the period 2016-2018, residents of elderly/disabled developments (also known as c. 667 developments) and family units (also known as c. 705 and c. 200 developments) were surveyed in four groups as described below. (Note: there are many more c. 667 units, so they were broken down into three groups).

ROUND ONE SURVEYS

Spring 2016: (c. 200 and c. 705)

Fall 2016: (667 - Group 1)

Fall 2017: (667 - Group 2)

Fall 2018: (667 - Group 3)

By the end of 2018, all residents were surveyed in Round One with one exception: in the case of the twelve housing authorities with **more than** 225 c. 200 family units, a randomly selected group of 225 c. 200 residents were surveyed. This group was determined to be large enough to generate statistically useful results.

Round Two of the surveys began in 2019. The current plan is to complete all Round Two surveys in four groups as follows:

ROUND TWO SURVEYS

Fall 2019 (667 - Group 1) - COMPLETED

Fall 2020 (200s and 705s)

Fall 2021 (667 - Group 2)

Fall 2022 (667 - Group 3)

Please Note:

1. If there were at least twenty responses from residents of BOTH an authority's c.667 units AND from their c.200/705 units, then there is a separate report for each program.
2. If there were fewer than twenty responses in EITHER program, but at least twenty responses combined, then the elderly and family results were combined into a single report.
3. To protect resident confidentiality, survey results are generally reported ONLY for authorities that had at least twenty total resident responses from their combined c.667/200/705 residents. Therefore, a few smaller authorities that didn't have twenty responses do not have a published survey report.
4. Because the 2019-2022 surveys ask some different questions than the 2016-2018 survey, the results can't be combined (i.e., 2019 c.667 results can't be combined with 2016 c.200/705 results, as described in #2 above).
5. Responses from family residents in c.200 and c.705 housing are always combined together.

BOSTON HOUSING AUTHORITY

Chapter 667 Housing

Summary Fall 2016

The Center for Survey Research at the University of Massachusetts Boston sent surveys to 9624 housing units (Chapter 667) in Massachusetts in the fall of 2016. 5511 residents responded.

Surveys were sent to 174 housing units (Chapter 667) in the **Boston Housing Authority**. 69 surveys were completed.

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

Communication

Residents in Ch. 667 housing were asked about how they interacted with the Boston Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Boston Housing Authority	Large LHAs in Greater Boston*	Entire State
Contacted management about a problem or concern.....	75%	77%	76%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	81%	71%	88%
Saw the Capital Improvement Plan.....	33%	24%	31%
Saw the Operating Budget.....	13%	14%	17%
Knew the Executive Director held a meeting with residents...	49%	45%	53%

* Large LHAs in the Greater Boston area include: Boston, Chelsea, and Quincy.

Services and Programs

65% of the Boston Housing Authority residents in Ch. 667 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:

	Boston Housing Authority	Large LHAs in Greater Boston	Entire State
Job training programs.....	12%	8%	6%
Money management programs (<i>budgeting, taxes, income building</i>).....	12%	9%	9%
Children's programs (<i>tutoring, childcare, afterschool programs</i>).....	15%	5%	2%
Health and Medical Services (<i>visiting nurse, meal programs</i>).....	42%	45%	35%
Adult Education (<i>GED, ESL, educational counseling</i>)	19%	17%	11%

Maintenance and Repair

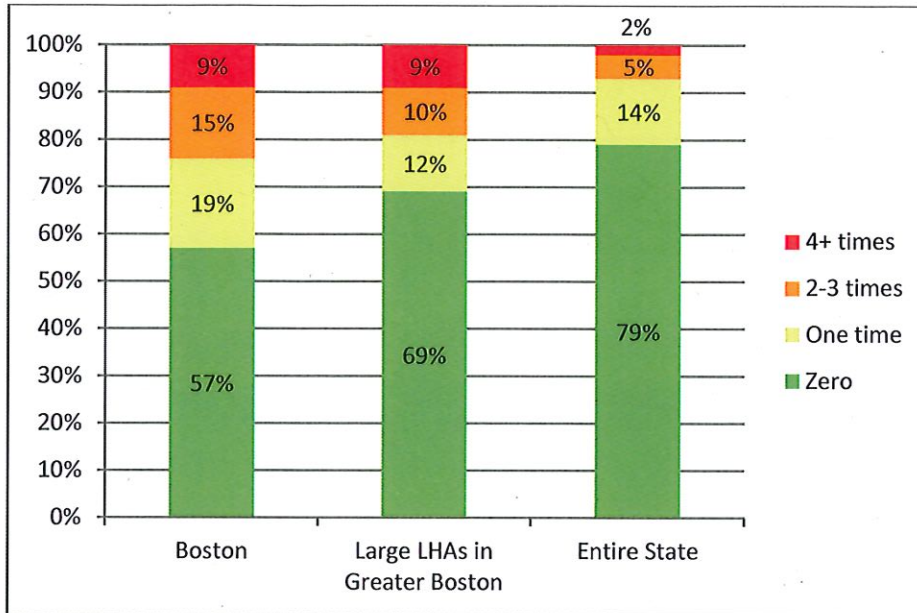
- **Who had problems?** Less than half of respondents had a problem with their heating and about half had a plumbing problem in the last 12 months.

	Boston Housing Authority	Large LHAs in Greater Boston	Entire State
Had a heating problem.....	41%	29%	20%
Had a problem with water or plumbing.....	49%	56%	48%

- **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.

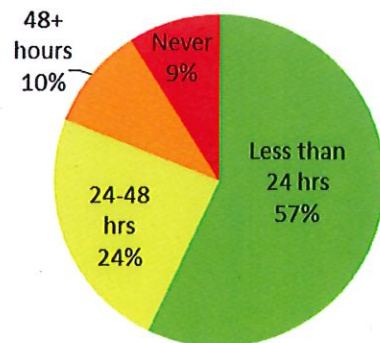
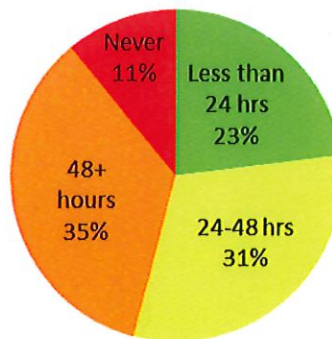
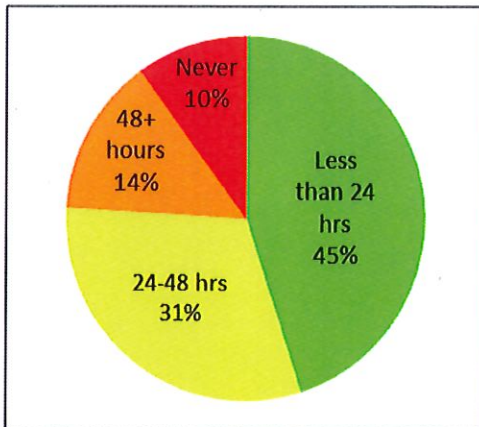


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Boston Housing Authority

Large LHAs in Boston

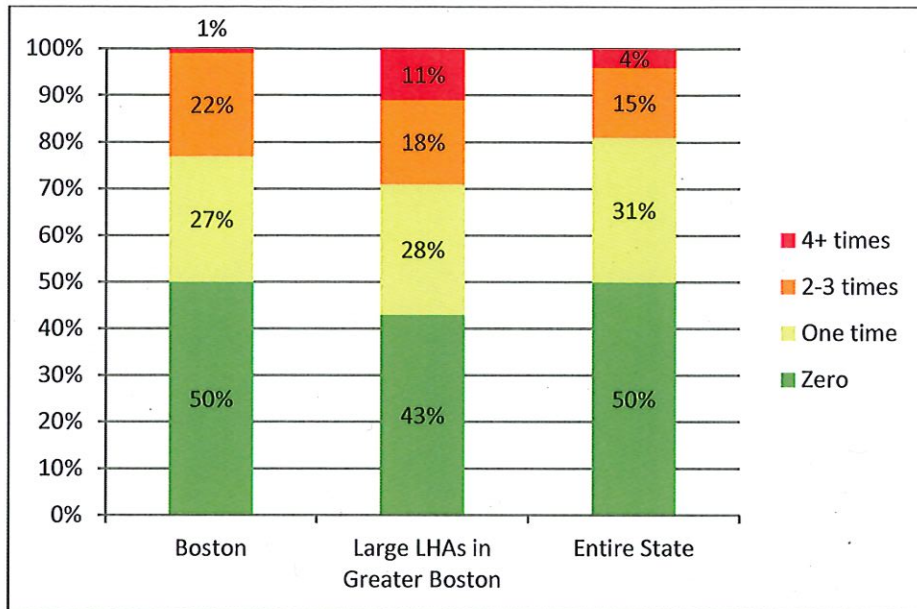
Entire State



- **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.

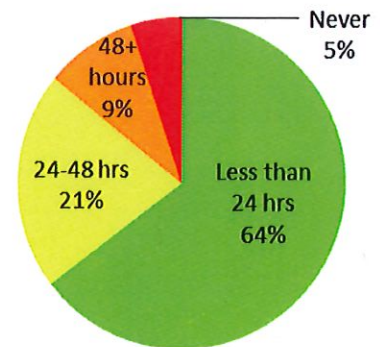
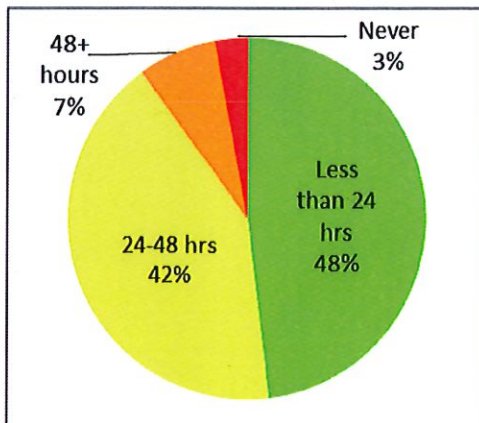


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Boston Housing Authority

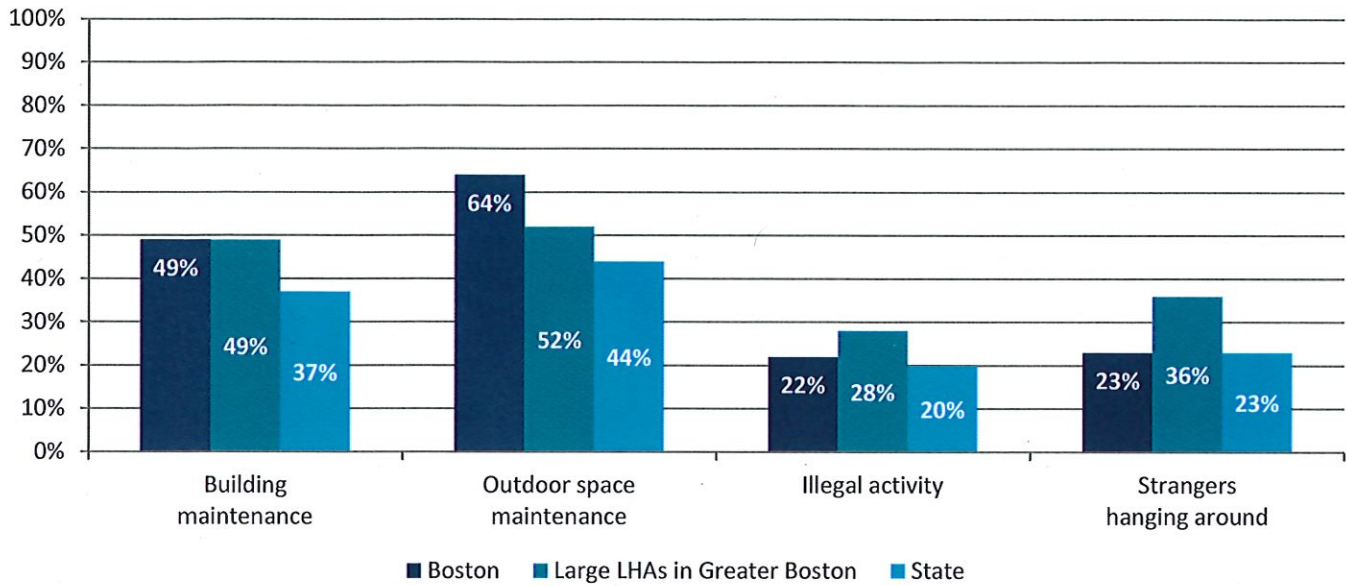
Large LHAs in Boston

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.

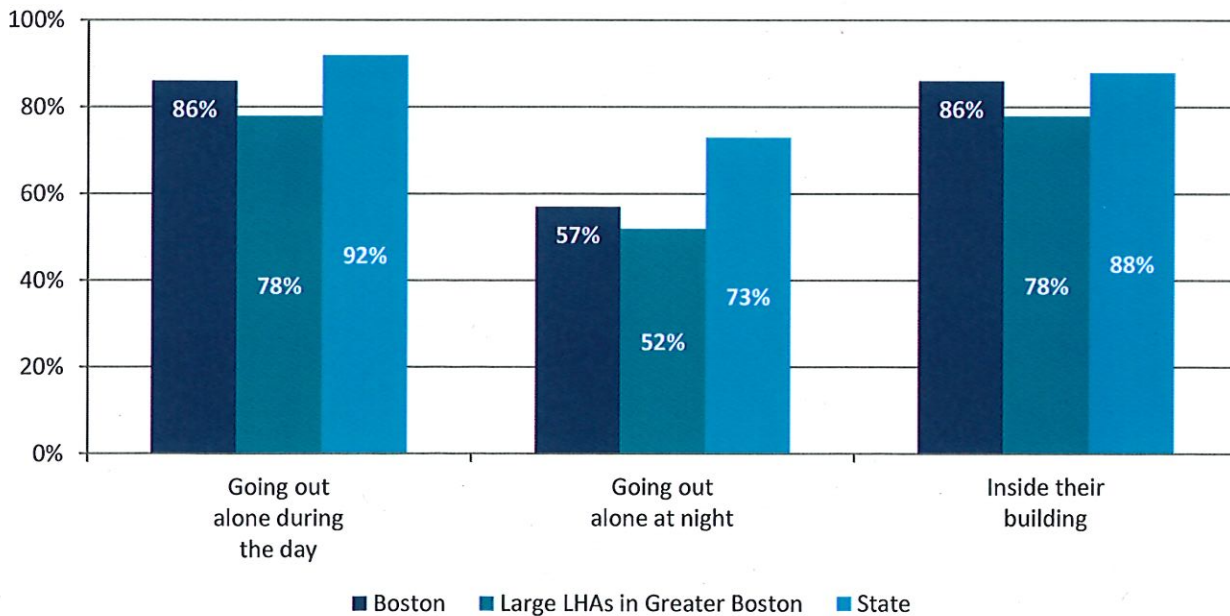
Respondents who “always” or “sometimes” had problems with....



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”



BOSTON 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 **347** housing units (Chapters 200 and 705) in the **Boston Housing Authority**. **94** surveys were completed.

This report provides some information about how the residents from the **Boston Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from all large LHAs in Greater Boston. Large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown.

Communication

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

	Boston Housing Authority	All Large LHAs in Greater Boston*	Entire State
Contacted management about a problem or concern.....	89%	86%	87%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	75%	80%	76%
Saw the Capital Improvement Plan.....	32%	18%	18%
Saw the Operating Budget.....	28%	15%	12%
Knew the Executive Director held a meeting with residents..	27%	20%	21%

* Large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown

Services and Programs

80% of the Boston 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:

	Boston Housing Authority	All Large LHAs in Greater Boston*	Entire State
Job training programs.....	31%	34%	31%
Money management programs (<i>budgeting, taxes, income building</i>).....	19%	23%	29%
Children's programs (<i>tutoring, childcare, afterschool programs</i>).....	39%	38%	39%
Health and Medical Services (<i>visiting nurse, meal programs</i>).....	33%	29%	26%
Adult Education (<i>GED, ESL, educational counseling</i>)	33%	33%	29%

Maintenance and Repair

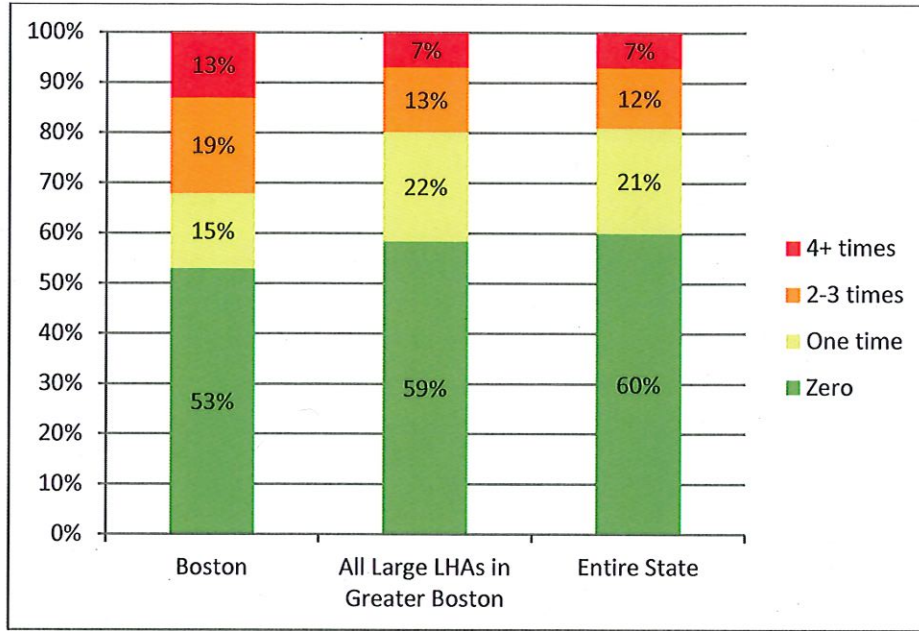
- **Who had problems?** About half of respondents had at least one maintenance problem in the last 12 months.

	Boston Housing Authority	All Large LHAs in Greater Boston*	Entire State
Had a heating problem.....	46%	40%	39%
Had a problem with water or plumbing.....	50%	61%	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.

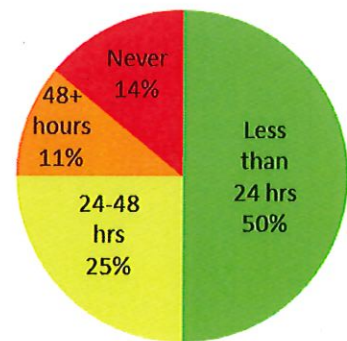
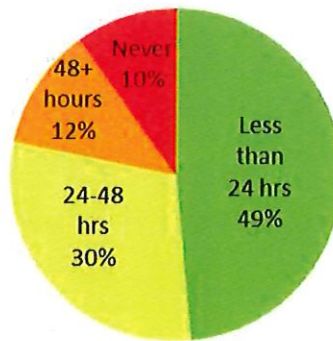
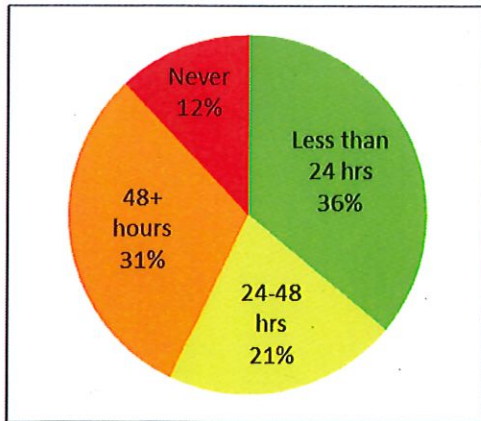


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Boston Housing Authority

All Large LHAs in Greater Boston

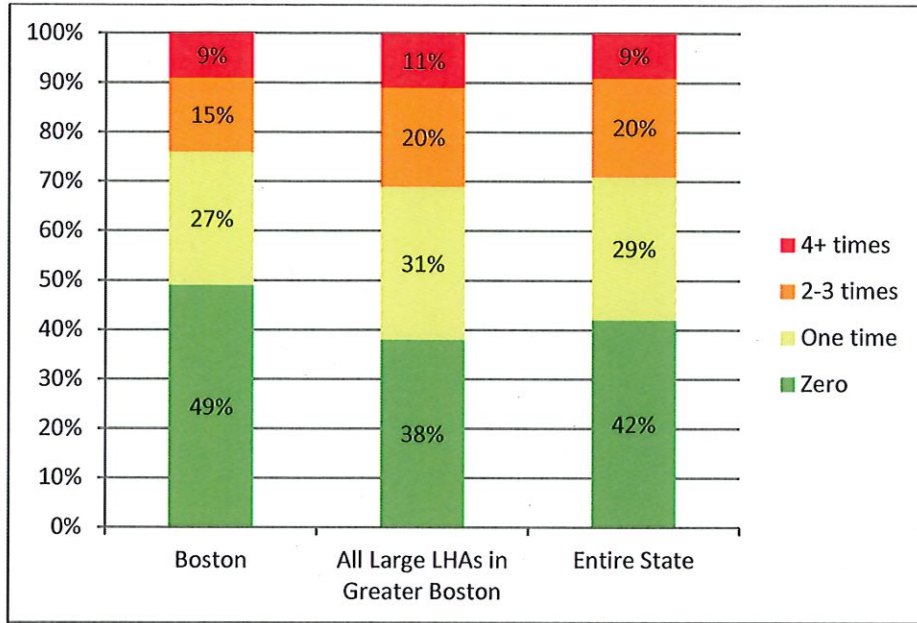
Entire State



- Water or Plumbing Problems**

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

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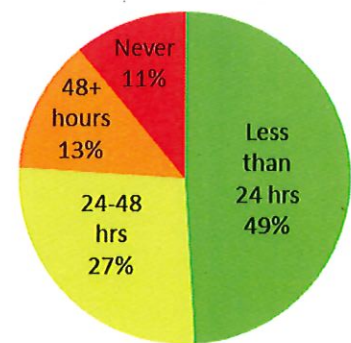
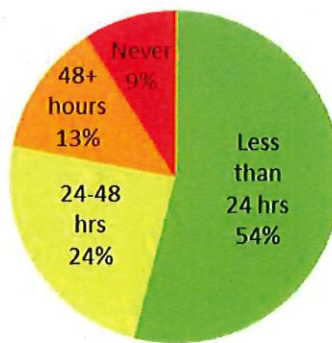
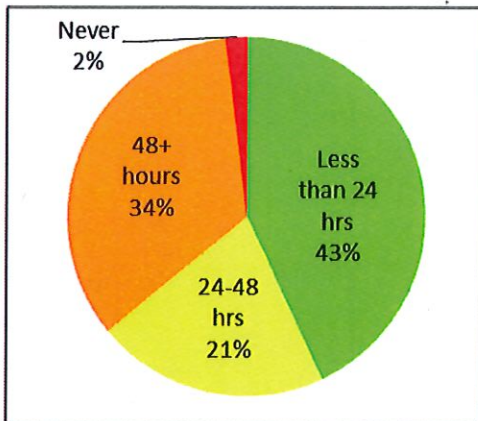


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Boston Housing Authority

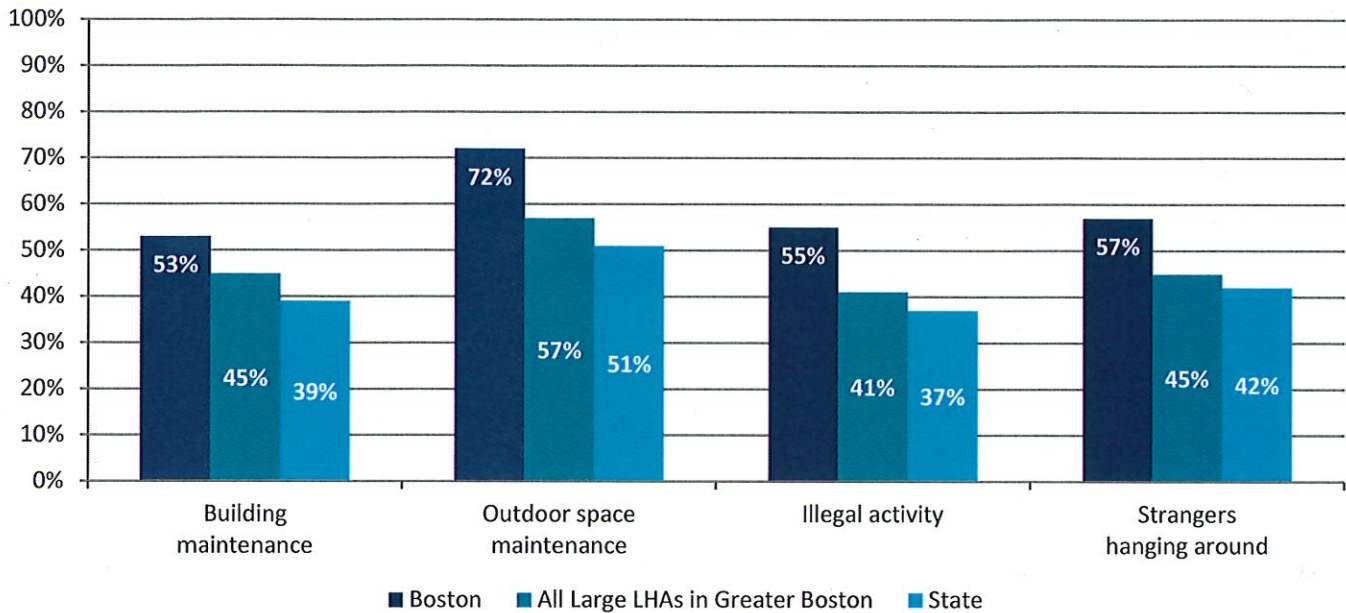
All Large LHAs in Greater Boston

Entire State



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