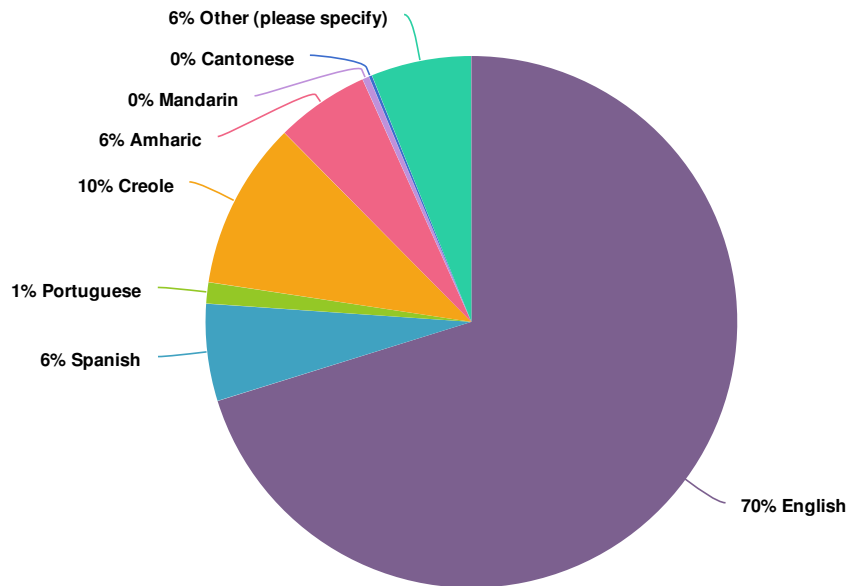


CHA Resident Survey 2017 Aggregate Results

1. What is the primary language spoken in your home?



Value	Percent	Responses
English	70.2%	323
Spanish	5.9%	27
Portuguese	1.3%	6
Creole	10.2%	47
Amharic	5.7%	26
Mandarin	0.4%	2
Cantonese	0.2%	1
Other (please specify)	6.1%	28

Total: 460

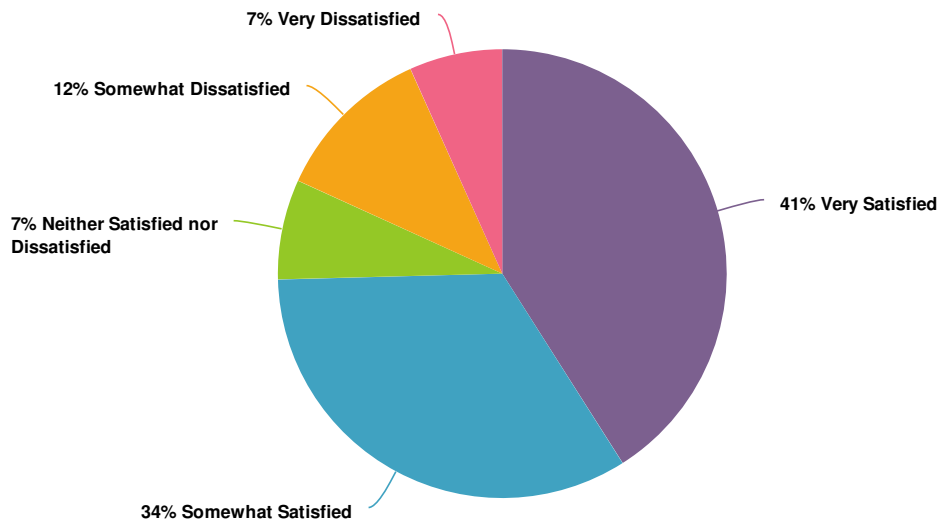
Other (please specify)	Count
Bengali	8
Cape Verdean Creole	2
Pashto	2
Punjabi	2
BENGALI (INDIAN)	1
Bengla	1
Bulgarian	1
Chinese	1
FRENCH	1
French	1
Hamdi	1
NEPALI	1
Persian	1
Russian	1
Tamil	1
Tigrigna	1
Urdu	1
persian	1
Total	28

2. Have you lived in your current unit for at least one year?

Value	Percent	Responses
Yes	92.5%	422
No	7.5%	34

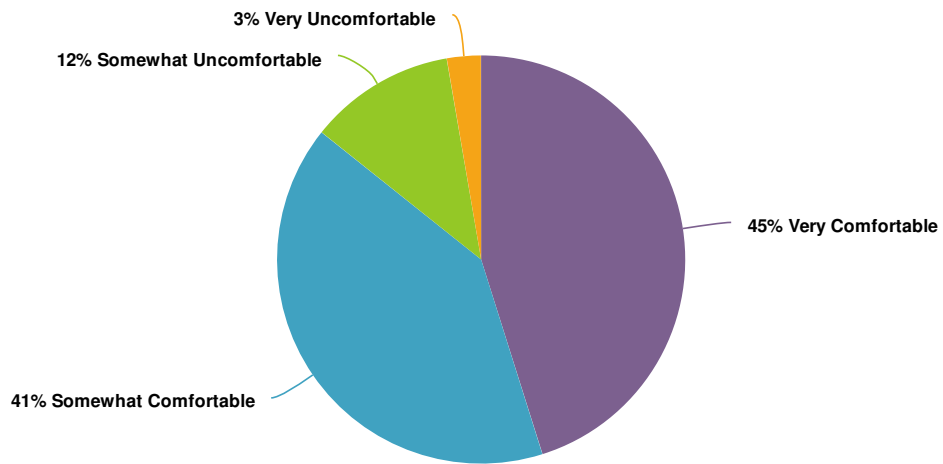
Total: 456

3. Are you satisfied with the quality of your current unit/home?



Value	Percent	Responses
Very Satisfied	41.0%	171
Somewhat Satisfied	33.6%	140
Neither Satisfied nor Dissatisfied	7.2%	30
Somewhat Dissatisfied	11.5%	48
Very Dissatisfied	6.7%	28
		Total: 417

4. What is your level of comfort in interacting with fellow residents at your site when you are home?



Value	Percent	Responses
Very Comfortable	45.2%	187
Somewhat Comfortable	40.6%	168
Somewhat Uncomfortable	11.6%	48
Very Uncomfortable	2.7%	11

Total: 414

5. Is there a language barrier that prevents you from interacting with neighbors

Value	Percent	Responses
Yes	27.1%	16
No	72.9%	43

Total: 59

6. Are you treated respectfully by fellow residents in CHA housing?

Value	Percent	Responses
Yes	92.7%	418
No	7.3%	33
Total: 451		

7. Are you treated respectfully by neighbors not in CHA housing?

Value	Percent	Responses
Yes	93.2%	408
No	6.8%	30
Total: 438		

8. For each household member over 21 years old living in your unit, including yourself, please indicate the highest level of education that each individual has completed. ONLY COMPLETE FOR HOUSEHOLD MEMBERS OVER 21.

	Less than high school diploma or GED	High school diploma or GED	Some college	Post-high school job training	2-year college degree (Associates)	4-year college degree	Currently attending post high school education	Post graduate degree	Responses
Household member #1 over 21 (yourself)	59 13.8%	113 26.5%	95 22.3%	15 3.5%	40 9.4%	67 15.7%	0 0.0%	37 8.7%	92.2%
Count	59	113	95	15	40	67	0	37	
Row %	50.0%	60.1%	66.0%	60.0%	58.8%	52.8%	0.0%	74.0%	
Column %									
Household member #2 over 21	30 17.5%	45 26.3%	26 15.2%	8 4.7%	20 11.7%	30 17.5%	5 2.9%	7 4.1%	37.0%
Count	30	45	26	8	20	30	5	7	
Row %	25.4%	23.9%	18.1%	32.0%	29.4%	23.6%	33.3%	14.0%	
Column %									



	Less than high school diploma or GED	High school diploma or GED	Some college	Post-high school job training	2-year college degree (Associates)	4-year college degree	Currently attending post high school education	Post graduate degree	Responses
Household member #3 over 21	13	12	11	1	2	20	6	3	14.7%
Count	19.1%	17.6%	16.2%	1.5%	2.9%	29.4%	8.8%	4.4%	
Row %	11.0%	6.4%	7.6%	4.0%	2.9%	15.7%	40.0%	6.0%	
Column %									
Household member #4 over 21	11	11	5	0	5	8	4	1	9.7%
Count	24.4%	24.4%	11.1%	0.0%	11.1%	17.8%	8.9%	2.2%	
Row %	9.3%	5.9%	3.5%	0.0%	7.4%	6.3%	26.7%	2.0%	
Column %									
Household member #5 over 21	5	7	7	1	1	2	0	2	5.4%
Count	20.0%	28.0%	28.0%	4.0%	4.0%	8.0%	0.0%	8.0%	
Row %	4.2%	3.7%	4.9%	4.0%	1.5%	1.6%	0.0%	4.0%	
Column %									
Total									462
Total Responses	118	188	144	25	68	127	15	50	735
Column	16.1%	25.6%	19.6%	3.4%	9.3%	17.3%	2.0%	6.8%	100.0%
Total Column Avg. %									

9. CHA has a Reasonable Accommodation Policy in which changes to a CHA rule or policy, or a modification of a housing unit can be made to help a person with a disability. Are you aware of CHA's Reasonable Accommodation Policy?



Value	Percent	Responses
Yes	71.6%	320
No	28.4%	127

Total: 447

10. CHA has a policy that limits the number of interim rent reductions due to decreases in income or increases in allowable expenses. (The limit on interim rent reductions does not apply to elderly and disabled households who may apply for interims as needed.) For households with a verified hardship, CHA will allow additional interim rent reductions. Are you aware of CHA's Hardship Policy?

Value		Percent	Responses
Yes		54.6%	242
No		45.4%	201
			Total: 443

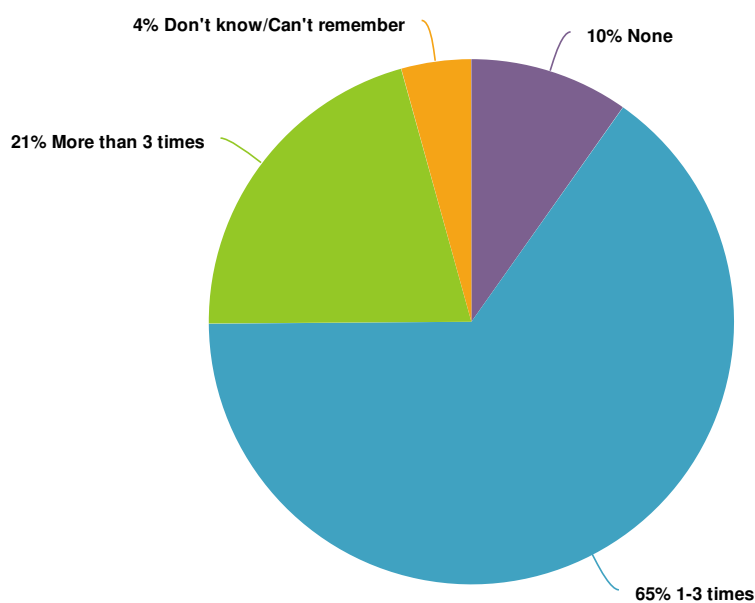
11. Over the past year, have you made any non-emergency (i.e. broken light, foul smell in trash room) maintenance requests after 6PM or on the weekends?





Value		Percent	Responses
Yes		31.3%	140
No		68.7%	307
			Total: 447

12. Based on your experience over the past year requesting non-emergency (i.e. broken light, foul smell in trash room) maintenance requests after 6PM or on the weekends, how satisfied were you with? (Check one box per question)

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Does Not Apply	Responses
The process of requesting repairs Count Row %	75 55.1%	43 31.6%	11 8.1%	4 2.9%	3 2.2%	136
The quality of the repair work Count Row %	79 61.7%	32 25.0%	8 6.3%	4 3.1%	5 3.9%	128
The amount of time it took to complete the repairs Count Row %	73 56.2%	30 23.1%	12 9.2%	9 6.9%	6 4.6%	130
The way you were treated by the person doing the repairs Count Row %	93 73.2%	23 18.1%	1 0.8%	5 3.9%	5 3.9%	127
Total Total Responses						462

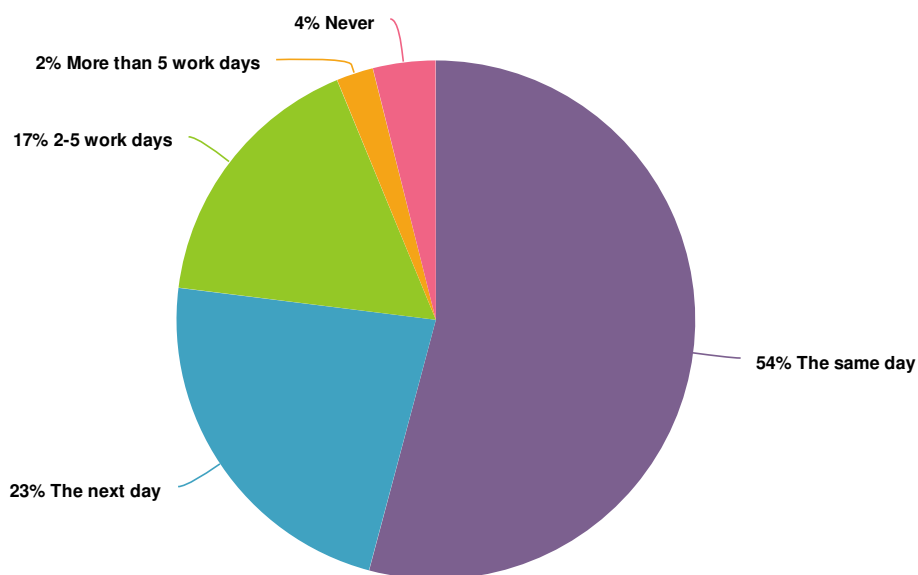
13. Over the past year, how many times have you contacted CHA for maintenance or repairs? (Check one box)




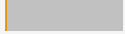



Value		Percent	Responses
None		9.8%	45
1-3 times		65.1%	300
More than 3 times		20.8%	96
Don't know/Can't remember		4.3%	20

Total: 461

14. Generally how long did it take for someone to get back to you?



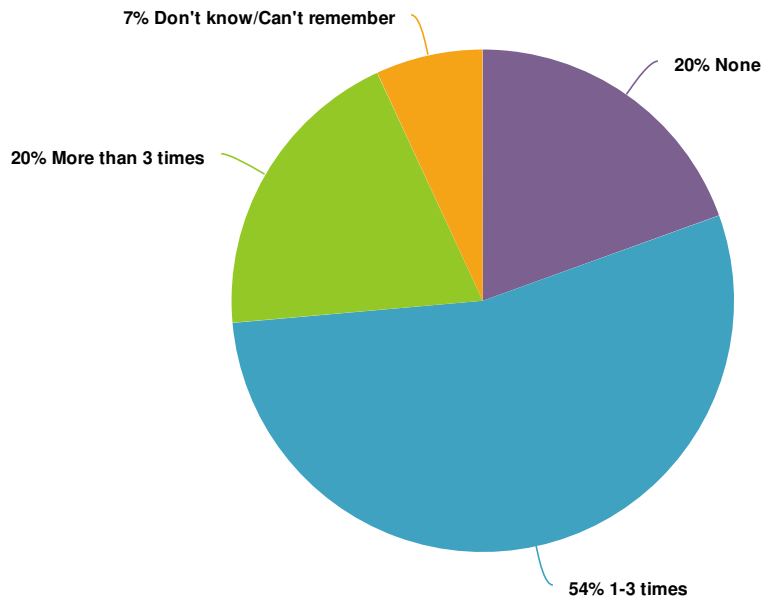
Value		Percent	Responses
The same day		54.1%	209
The next day		22.8%	88
2-5 work days		16.8%	65
More than 5 work days		2.3%	9
Never		3.9%	15

Total: 386

15. Based on your experience over the past year requesting maintenance or repairs from CHA, how satisfied were you with? (Check one box per question)

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Does Not Apply	Responses
The process of requesting repairs Count Row %	224 57.6%	116 29.8%	25 6.4%	22 5.7%	2 0.5%	389
The quality of the repair work Count Row %	226 60.4%	101 27.0%	26 7.0%	14 3.7%	7 1.9%	374
The amount of time it took to complete the repairs Count Row %	224 60.5%	97 26.2%	17 4.6%	25 6.8%	7 1.9%	370
The way you were treated by the person doing the repairs Count Row %	294 79.5%	50 13.5%	8 2.2%	8 2.2%	10 2.7%	370
Total Total Responses						462

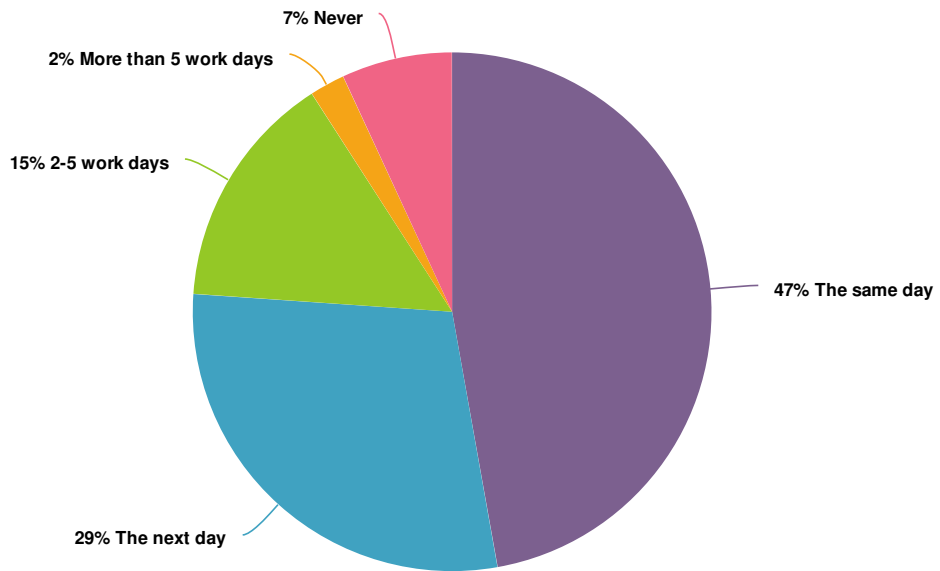
16. Over the past year, how many times have you contacted your CHA Property Manager? (Check one box)



Value	Percent	Responses
None	19.5%	88
1-3 times	54.1%	244
More than 3 times	19.5%	88
Don't know/Can't remember	6.9%	31

Total: 451

17. Generally how long did it take for someone to get back to you?





Value	Percent	Responses
The same day	47.2%	150
The next day	28.9%	92
2-5 work days	14.8%	47
More than 5 work days	2.2%	7
Never	6.9%	22

Total: 318

18. Based on your experience over the past year with your CHA Property Manager, how satisfied were you with? (Check one box per question)

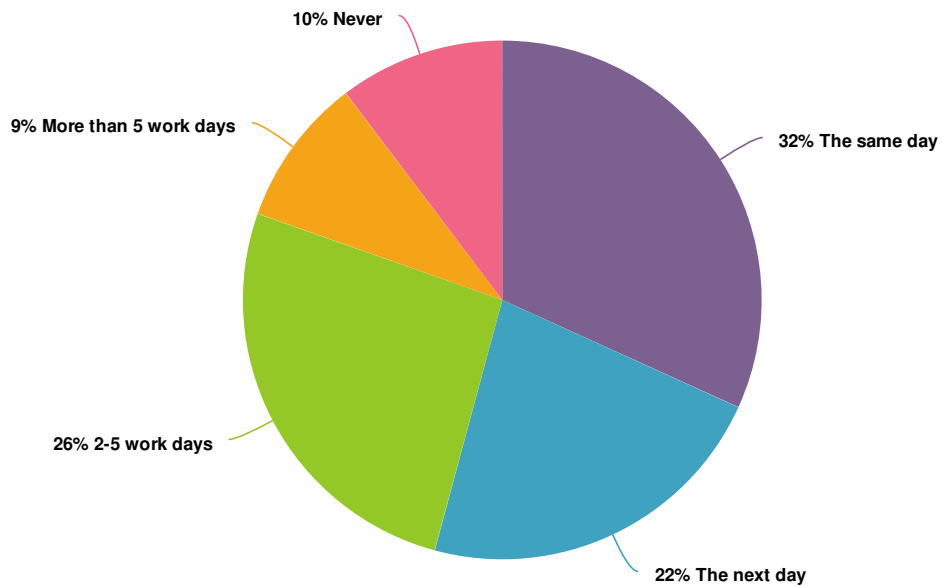
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Does Not Apply	Responses
How easy it was to meet with your manager Count Row %	156 48.0%	104 32.0%	36 11.1%	26 8.0%	3 0.9%	325
How accommodating the staff was in providing the information you requested Count Row %	176 55.5%	92 29.0%	24 7.6%	22 6.9%	3 0.9%	317
How responsive management was to safety issues Count Row %	170 53.8%	71 22.5%	30 9.5%	20 6.3%	25 7.9%	316
The way you were treated by the office staff Count Row %	199 63.4%	68 21.7%	26 8.3%	21 6.7%	0 0.0%	314
Your Property Manager's communication skills Count Row %	177 55.1%	72 22.4%	38 11.8%	29 9.0%	5 1.6%	321
The service provided by your Property Manager Count Row %	171 54.1%	79 25.0%	31 9.8%	29 9.2%	6 1.9%	316
Total Total Responses						462

19. Over the past year, have you contacted the CHA Central Office (362 Green Street)?

Value	Percent	Responses
Yes 	24.9%	112
No 	75.1%	337

Total: 449

20. Generally how long did it take for someone to get back to you?



Value	Percent	Responses
The same day	31.8%	34
The next day	22.4%	24
2-5 work days	26.2%	28
More than 5 work days	9.3%	10
Never	10.3%	11

Total: 107

21. How safe do you feel? (Check one box per question)

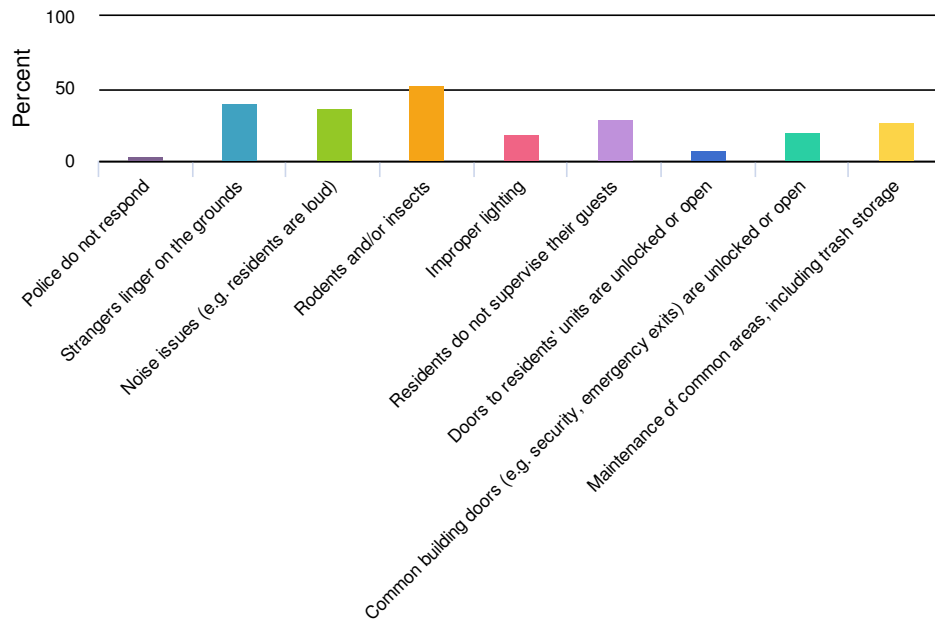
	Very Safe	Safe	Unsafe	Very Unsafe	Does Not Apply	Responses
In your unit						
Count	256	164	15	13	5	453
Row %	56.5%	36.2%	3.3%	2.9%	1.1%	
In the hallway and lobby of your building						
Count	180	160	39	13	45	437
Row %	41.2%	36.6%	8.9%	3.0%	10.3%	
On the outside grounds of your development						
Count	158	204	39	21	12	434
Row %	36.4%	47.0%	9.0%	4.8%	2.8%	
Total						
Total Responses						462

22. Do you feel comfortable calling the police if you feel unsafe in your home?

Value	Percent	Responses
Yes	88.0%	383
No	12.0%	52

Total: 435

23. In the development where you live, are any of the following a concern? (Check all that apply)



Value	Percent	Responses
Police do not respond	3.5%	11
Strangers linger on the grounds	40.8%	127
Noise issues (e.g. residents are loud)	37.3%	116
Rodents and/or insects	53.1%	165
Improper lighting	18.6%	58
Residents do not supervise their guests	28.9%	90
Doors to residents' units are unlocked or open	8.4%	26
Common building doors (e.g. security, emergency exits) are unlocked or open	19.9%	62
Maintenance of common areas, including trash storage	27.3%	85

24. Do you have any children attending middle school or high school in Cambridge?

Value	Percent	Responses
Yes	18.0%	82
No	82.0%	373

Total: 455

25. What type of after-school programming do your child(ren) attend? (Select all that apply)

Value		Percent	Responses
Academic (e.g. math, science, language arts)		47.4%	37
Athletic (e.g. team and individual sports, martial arts)		39.7%	31
Art (e.g. music, dance, visual art)		20.5%	16
Other (please specify)		21.8%	17
None		20.5%	16

Other (please specify)	Count
youth center	2
Dance	1
East End House	1
GRCB	1
Gately Youth Center	1
Gately youth center, workforce	1
Homework help	1
Social	1
Work force	1
Ymca	1
after school	1
afterschool program at east end house	1
friends, social activities	1
gymnastic	1
margeret fuller house	1
Total	16

26. What type of after-school programming would you like to see more of?

Value		Percent	Responses
Academic (e.g. math, science, language arts)		56.3%	40
Athletic (e.g. team and individual sports, martial arts)		46.5%	33
Art (e.g. music, dance, visual art)		39.4%	28
Other (please specify)		12.7%	9
None		8.5%	6


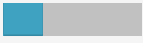

Other (please specify)	Count
Anything	1
Dance	1
Gately	1
Homework help	1
Internships for job opportunities for the youth	1
Technology	1
programs or activies in the complex (office space)	1
self awareness,life coaching for teen	1
social - to be invited to Cambridge high school activities	1
Total	9

27. Are you aware that the Cambridge Housing Authority offers programs for children, teens and adults, such as The Work Force and This Way Ahead? (For more information please contact John Lindamood at 617-520-6266 or jlindamood@cambridge-housing.org.)




Value		Percent	Responses
Yes		62.5%	273
No		37.5%	164

Total: 437

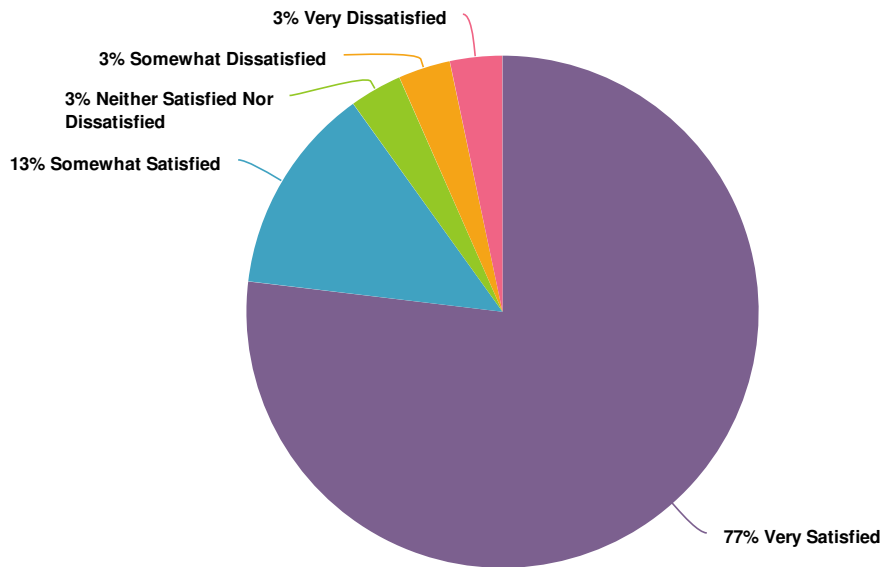
28. If you are elderly and/or disabled, are you aware that there are Service Coordinators available to help you gain access to available resources such as medical and social services?

Value		Percent	Responses
Yes		51.8%	226
No		29.1%	127
Not Applicable		19.0%	83
			Total: 436

29. Have you met with your Service Coordinator during the past year?

Value		Percent	Responses
Yes		54.0%	121
No		38.8%	87
Not Applicable		7.1%	16
			Total: 224

30. How satisfied were you with the services or information you received?





Value	Percent	Responses
Very Satisfied	76.9%	93
Somewhat Satisfied	13.2%	16
Neither Satisfied Nor Dissatisfied	3.3%	4
Somewhat Dissatisfied	3.3%	4
Very Dissatisfied	3.3%	4
		Total: 121

31. Do you use the CHA website?



Value	Percent	Responses
Yes	20.4%	92
No	79.6%	358
		Total: 450

32. Were you able to find the information you needed on the website?

Value		Percent	Responses
Yes		85.1%	74
No		14.9%	13

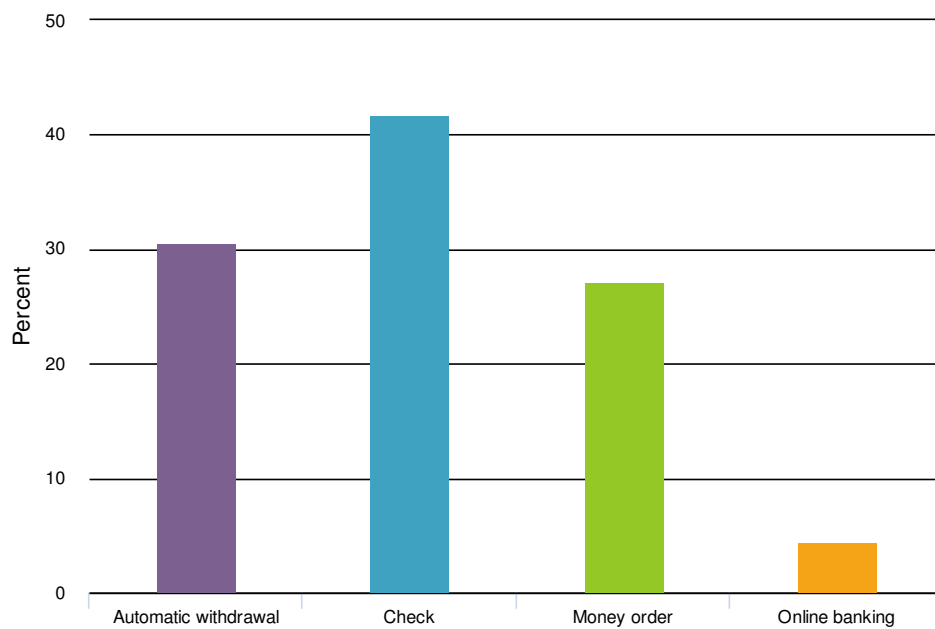
Total: 87





33. Would you log in and check your CHA account to view your rent balance, fees, etc. if it is available through a secure CHA website?

Value		Percent	Responses
Yes		46.0%	192
No		54.0%	225



Total: 417

34. How do you pay rent?





Value		Percent	Responses
Automatic withdrawal		30.6%	138
Check		41.7%	188
Money order		27.1%	122
Online banking		4.4%	20

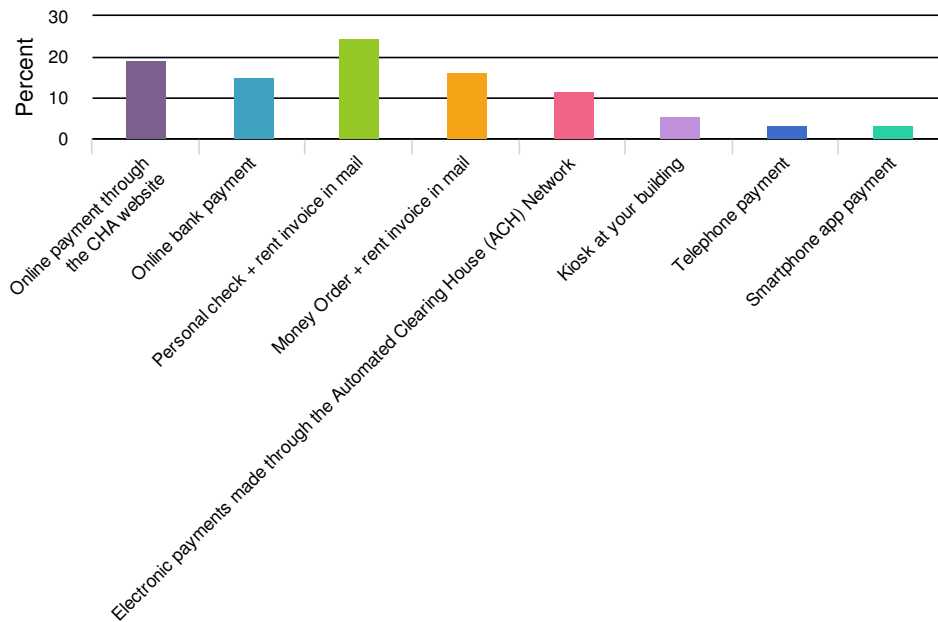
35. Do you use money orders or a check cashing service at least once a month?

Value		Percent	Responses
Yes		40.5%	175
No		59.5%	257
			Total: 432

36. Do you have a bank account?

Value		Percent	Responses
Yes		90.6%	395
No		9.4%	41
			Total: 436

37. If the following methods of rent payment were available, which method would you use? (check one only)



Value	Percent	Responses
Online payment through the CHA website	19.4%	81
Online bank payment	15.3%	64
Personal check + rent invoice in mail	24.7%	103
Money Order + rent invoice in mail	16.5%	69
Electronic payments made through the Automated Clearing House (ACH) Network	11.8%	49
Kiosk at your building	5.5%	23
Telephone payment	3.4%	14
Smartphone app payment	3.4%	14
		Total: 417

38. If monthly rent payment receipts were only available for certain payment methods, would you change your rent payment method so you would receive a receipt upon payment?

Value	Percent	Responses
Yes	41.9%	175
No	58.1%	243
		Total: 418

39. If there is free wifi in your building, have you used it?

Value	Percent	Responses
Yes	20.7%	91
No	38.0%	167
Not Applicable	41.4%	182
		Total: 440

40. If there is not free wifi in your building, would you use it if it were made available?

Value	Percent	Responses
Yes	56.1%	236
No	21.4%	90
Not Applicable	22.6%	95
		Total: 421

41. Do you use a smartphone (e.g. iPhone, Samsung Galaxy, Google Phone, etc.)?

Value	Percent	Responses
Yes	61.2%	270
No	38.8%	171
		Total: 441

42. Do you pay for internet access in your home for devices other than your cell phone (i.e. a laptop or desktop computer)?

Value	Percent	Responses
Yes	64.7%	291
No	35.3%	159
		Total: 450

43. Which service provider do you use?

Value	Percent	Responses
Comcast	82.4%	239
Verizon	13.8%	40
Other (please specify)	3.8%	11
		Total: 290

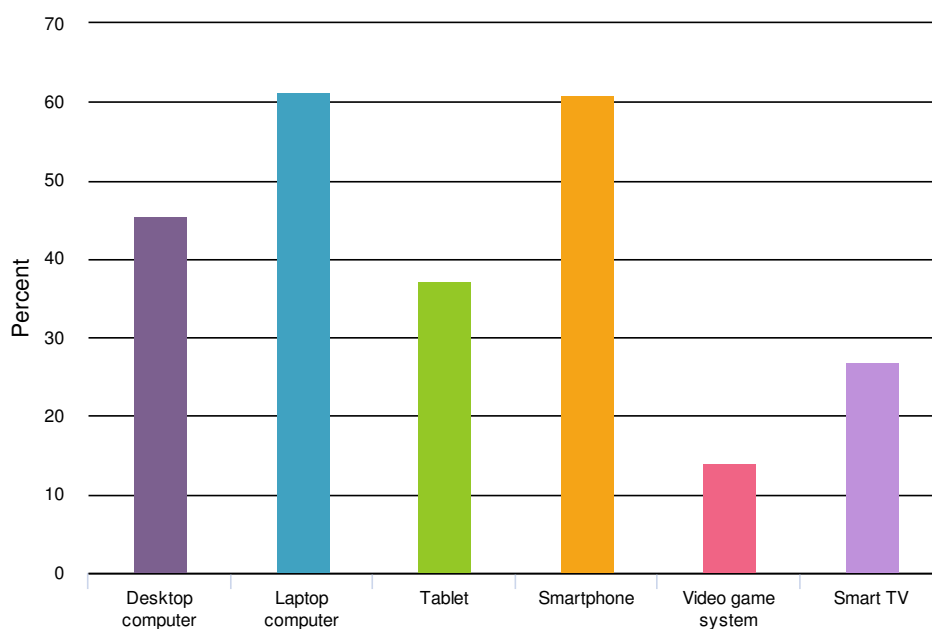
Other (please specify)	Count
ANTENNA	1
BOTH COMCAST & VERIZON	1
Earthlink	1
Metro PCS	1
Mobile Metro PCS	1
NO COMPUTER	1
T-Mobile	1
netBlazr	1
netblazr	1
Total	9

44. What is your monthly internet cost?

Value	Percent	Responses
\$15 or under	11.2%	32
Over \$15	88.8%	254

Total: 286

45. What devices do you use at home to access the internet? (Check all that apply)



Value	Percent	Responses
Desktop computer	45.5%	127
Laptop computer	61.3%	171
Tablet	37.3%	104
Smartphone	60.9%	170
Video game system	14.0%	39
Smart TV	26.9%	75

46. This statement best describes my situation:

	Completely	Very Well	Somewhat	Very Little	Not At All	Responses
I feel like I will never have the things I want in life because I don't have enough money Count Row %	102 25.4%	41 10.2%	132 32.9%	68 17.0%	58 14.5%	401
I am just getting by financially Count Row %	110 27.6%	73 18.3%	128 32.2%	43 10.8%	44 11.1%	398
I am concerned that the money I have or will save won't last Count Row %	103 26.8%	57 14.8%	129 33.6%	42 10.9%	53 13.8%	384
Total Total Responses						462

47. This statement applies to me:

	Always	Often	Somewhat	Rarely	Never	Responses
I have money left over at the end of the month Count Row %	45 10.8%	45 10.8%	103 24.8%	127 30.6%	95 22.9%	415
My finances control my life Count Row %	121 30.3%	46 11.5%	133 33.3%	48 12.0%	51 12.8%	399
Total Total Responses						462

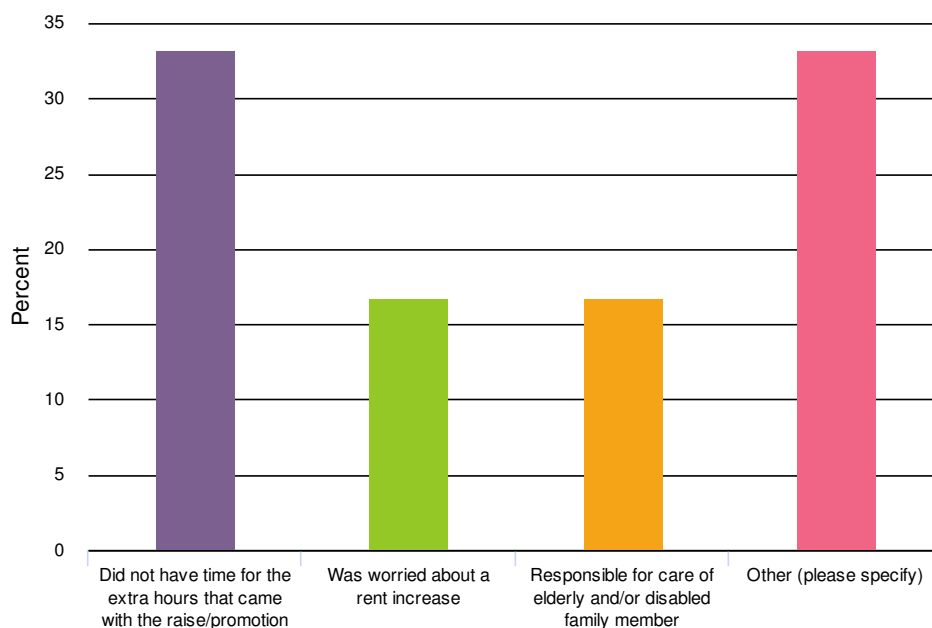
48. Have you looked for a new job or changed jobs in the past year?

Value	Percent	Responses
Yes	17.1%	74
No	45.1%	195
Not Applicable	37.7%	163
		Total: 432

49. Have you turned down a raise or promotion at work in the past year?

Value	Percent	Responses
Yes	1.7%	7
No	45.0%	189
Not Applicable	53.3%	224
		Total: 420

50. What was the reason?



Value		Percent	Responses
Did not have time for the extra hours that came with the raise/promotion		33.3%	2
Was worried about a rent increase		16.7%	1
Responsible for care of elderly and/or disabled family member		16.7%	1
Other (please specify)		33.3%	2

Other (please specify)	Count
The rate go down a lot (uber)so hard to make money.	1
can't work, tired and elderly	1
Total	2

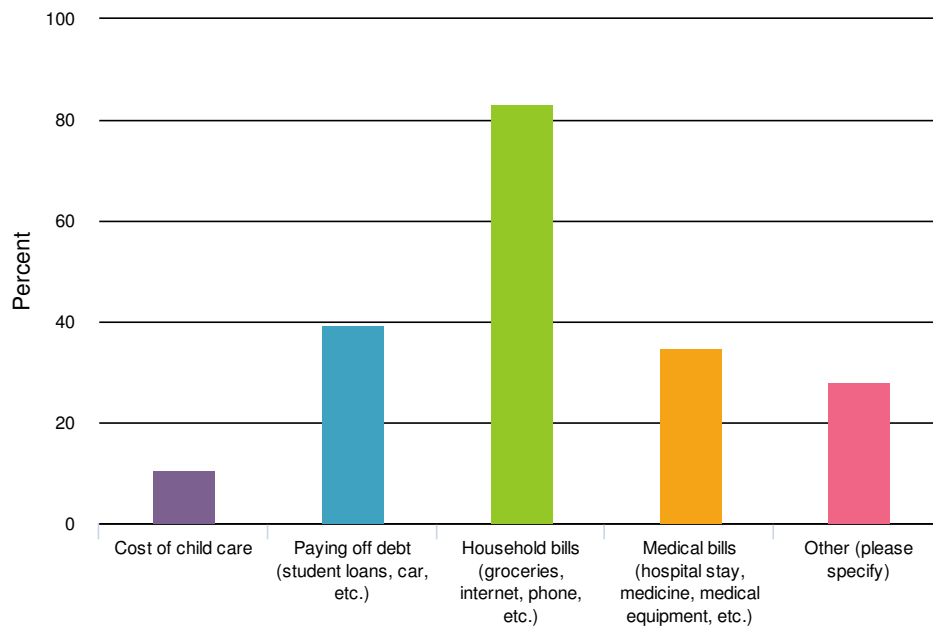
51. Have you invested in a large purchase in the past year (for example, education, a computer, a car, other furniture, etc.)?

Value		Percent	Responses
Yes		18.0%	79
No		82.0%	359
			Total: 438

52. Have you added to your savings in the past year?

Value		Percent	Responses
Yes		21.6%	91
No		78.4%	330
			Total: 421

53. Check ALL of the reasons that have made saving difficult:



Value	Percent	Responses
Cost of child care	10.8%	32
Paying off debt (student loans, car, etc.)	39.2%	116
Household bills (groceries, internet, phone, etc.)	83.1%	246
Medical bills (hospital stay, medicine, medical equipment, etc.)	34.8%	103
Other (please specify)	28.0%	83

Other (please specify)	Count
I am on a fixed income	2
Very low income	2
life insurance	2
Because I am on a fixed income	1
Can't work any more	1
Car Payment	1
Car insurance	1
Car loan	1
Child Support	1
Total	73

Other (please specify)	Count
College	1
Comcast	1
Cost of providing for children	1
DIVORCE.AND.DISABLED	1
Family overseas	1
Help family members overseas.	1
Helping family members	1
I am on a fixed income it is hard to save	1
I am only allowed a certain amount in resources as I am on SSI.	1
I don't work and I am on SSI	1
I have been a victim of crime and abuse, which has destroyed my families, my businesses, my home, and has cost me much of what I had. The abuse has ruined my life.	1
I just don't have extra money.	1
LIFE IS EXPENSIVE	1
Low income	1
My income fits my budgetary needs	1
NO	1
No	1
No money left over	1
On a fixed income	1
Paying my childrens afterschool Programs	1
RENT	1
RENT/SHOPPING	1
Rent	1
School loan	1
Too little income	1
Very few work hours	1
Total	73

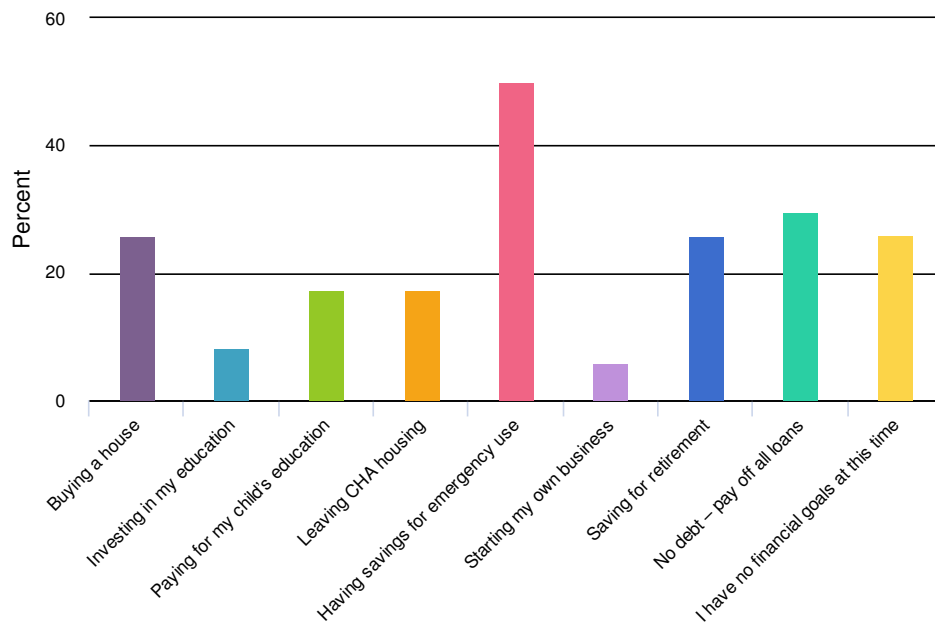
Other (please specify)	Count
all cost of life increase than my income from my work.	1
b-day gifts and Christmas gifts for my children and grand children	1
car insurance	1
car insurance, gas,maintenance	1
cost of living	1
credit card debt	1
credit card debt	1
credit cards	1
currently unemployed	1
daily living expenses	1
electric bills	1
eye care and dental	1
fixed social security retirement income	1
getting older	1
health and dental insurance	1
house rent	1
huge dentist bills	1
illness	1
less encam	1
monthly rent bill 30% of Gross monthly Salary, that goes up annually, is there any cut off limit to this annual increase?	1
my SSI STOP	1
necessities for living	1
no social security increases	1
not enough money	1
not working currently	1
on a fixed income	1
Total	73

Other (please specify)	Count
only have enough to live on	1
rent	1
son takes care of finances, unsure. I am comfortable.	1
storage fees	1
student loans	1
taxes	1
the rent is too high	1
travel	1
vacation	1
Total	73

54. Have you lowered any debt in the past year (for example, credit card debt, a student loan, etc.)?

Value	Percent	Responses
Yes	36.2%	143
No	63.8%	252
Total: 395		

55. Please select up to 3 financial goals that you would like to work towards.



Value	Percent	Responses
Buying a house	25.7%	107
Investing in my education	8.2%	34
Paying for my child's education	17.3%	72
Leaving CHA housing	17.3%	72
Having savings for emergency use	50.0%	208
Starting my own business	5.8%	24
Saving for retirement	25.7%	107
No debt - pay off all loans	29.6%	123
I have no financial goals at this time	26.0%	108