



**Public Housing  
Resident Survey Data**

Published July 2017

## **Overview**

Surveys were distributed on June 12<sup>th</sup> and collected on June 28<sup>th</sup>. AmeriCorps VISTA, Sean Marlin, made himself available to aid residents with filling out the questionnaires. He spent at least two days in the community room of each property. Each respondent who signed a waiver was entered into a raffle for a \$50 Reny's gift card. One gift card was raffled off per community.

We had more respondents this year: 74 total (44.5%) up from 56 (32.5%) in 2015. Below is a breakdown of relevant sections of the survey. The numbers in parentheses at the end of each section are the 2015 percentages.

## **Satisfaction Survey**

Residents answered questions about their satisfaction with our staff and properties. They had the options of rating each question with "not at all, slightly, moderately, very, and extremely" satisfied. Overall respondents are happy with our services; nearly 90% would recommend Bath Housing to others. We have, however, slipped downward from the extremely satisfied category across the board. We averaged a trend downward of about 8% across answer means. To contextualize this, 8% is the difference of 13 total people. Most of the slippage was from the "extremely" to "moderately" categories and when taken as a group there was no real difference for the grouped categories "moderately to extremely". To rephrase, we saw very little change in respondents' attitudes when looking at the categories of moderately, very, and extremely as one group. These numbers come in light of significant policy changes affecting our communities. From stepped up smoking enforcement to significant staff changes; our residents have faced a rapidly evolving living environment and organization.

### **Customer Service:**

- 94% were "Moderately" to "Extremely" satisfied with ability of staff to meet their needs. (96%)
- 93% were "Moderately" to "Extremely" with ability of staff to address issues with professionalism. (95%)

### **Maintenance:**

Respondents evaluating quality of work and professionalism of maintenance staff are nearly identical.

## Sense of Community:

Based on multiple comments, we think that some of the downward trend, in sense of community, can be attributed to our VISTA's push to encourage tenant council participation last fall. This resulted in interpersonal conflicts and heightened tensions in at least two of our communities.

- 94% felt safe in their apartments checking a category between moderately to extremely. Only 4 respondents felt slightly or not at all safe. (96%)
- 92% feel a moderate to extreme sense of security and well-being living in Bath Housing with 6 respondents saying only slightly or not at all. (92%)

## Overall

- 95% are moderately to extremely satisfied living in a Bath Housing apartment. (96%)

## Highlighted responses:

- While many tenants expressed gratitude about our staff's professionalism, some commented that they don't feel heard.
- Most comments about safety were directed toward respondents' neighbors. Some were out of concern for their neighbors' health while others were unhappy with their neighbors' lifestyle.
- Residents were overall very happy with our maintenance department and expressed as much in the comments section. The only recurring complaints were about the state of some of the driveways and some distaste for the building plant care.

## **Health Survey**

Our population is similarly healthy as 2015 and shows some moderate signs of improvement. This year we updated the Health Survey with two questions related to hunger. The responses to these questions confirms our anecdotal experience, that at least one third of our population faces food insecurity.

## Health and Quality of Life

- 77% rated their health good, very good, or excellent. 23% rated it fair and no one said they had poor health. This is an improvement over 2015 responses. (62%)
- 85% of respondents rated their quality of life as good or better. (82%)

## **Prevalent Health Conditions and ADLs**

Common health conditions and residents' ability to complete activities of daily living (ADL) were similar to 2015.

- The most prevalent health conditions were high blood pressure 54%, Arthritis 53%, heart problems 34%, and diabetes 30%.
- The most common activities residents struggled with were traveling to places outside of walking distance, 15%, and shopping 9%. About 7% had trouble preparing meals and the same percent had trouble bathing. Of those who struggled between 3% and 6% had someone to help them.

## **Falls**

Fewer residents experienced a fall within the last year as compared to 2015.

- 36% of our residents have experienced a significant fall since last July. Of those who fell most fell one or two times, 62%, but 20% fell as many as three times.

## **Food Security**

- A significant amount of our residents experience food insecurity. Between 33% and 43% either ran out of food last year or worried that their food wouldn't last.

## **Emotional Well Being**

- 87% of residents like their daily routine and about 90% either have friends to talk to or like talking with people in the building.

## **Hospital Visits and Medications**

- 40% of Bath Housing residents visited the hospital last year. Of those 88% went one or two times and only 17% stayed overnight. The majority, 66%, who stayed overnight stayed two nights or less.
- 77% of our residents take six or fewer medications and 93% take them on a daily basis. 85% of our tenants took four or fewer over the counter medications.

## **Insurance and Assistance**

- 62% have Maine Care and 84% have Medicare; 54% have both. Nearly a third of residents, 37%, have private health insurance and 75% say they can't afford private insurance.