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Survey of Maintenance and Management Needs in Omaha Housing Authority's Apartments for Senior Citizens

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SURVEY OF MAINTENANCE AND MANAGEMENT NEEDS
IN OMAHA HOUSING AUTHORITY'S APARTMENTS FOR SENIOR CITIZENS

By

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Introduction

The purpose of this study was to obtain input from residents of Omaha Housing Authority apartments for senior citizens regarding maintenance and management needs.

The data referred to in this study were based on a survey conducted during the week of March 22, 1982. Mail questionnaires were distributed by neighborhood organization presidents to all 1,421* occupied housing units in a total of 12 senior citizen residences** throughout the city. Respondents were asked to return the questionnaires by mail and were assured of the anonymity of their responses. A total of 795 questionnaires was returned, giving a response rate of 56 percent. The survey instrument (see Appendix) consisted of 31 questions (covering about 70 items) regarding maintenance and management at the OHA buildings.

Survey Results

Length of Residence

One half (50.2 percent) of the respondents indicated that they had lived in their OHA apartments for five years or less. Almost 44 percent had resided in their apartments between six and 15 years; only 6 percent had been there for over 15 years. (See Table 1.)

* A total of 1,495 units minus 74 vacancies during the week of the survey.

** A list of these residences may be found in the Appendix.

TABLE 1
LENGTH OF RESIDENCE

	Number	Percent
Less than 1 year	92	11.8
1-5 years	299	38.4
6-10 years	172	22.1
11-15 years	169	21.7
Over 15 years	47	6.0
Total	779	100.0

Note: Throughout this report, number totals do not always equal 795, due to the fact that not all respondents replied to each question.

Quality Ratings of OHA Facilities and Services

Respondents were asked to rate the quality of various OHA facilities and services. These ratings are shown in Table 2.

Overall, respondents seemed satisfied with most facilities and services. With the exception of the intercom system, the cleaning of halls, and the cleaning of windows, all of the items were rated as excellent or good by at least half of the respondents. Services and facilities rated as excellent or good by at least two-thirds of the respondents included response to electricity problems (84.7 percent), trash compactors (77.9 percent), pest control (77.6 percent), service in cases of lock out (76.4 percent), lock change (75.2 percent), heating system (68.5 percent), laundry facilities (67.2 percent), and yard maintenance (67.1 percent).

TABLE 2
RATINGS OF OHA SERVICES AND FACILITIES

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	125	16.6	260	34.5	195	25.9	174	23.1	754	100.1
Yard maintenance	170	23.3	320	43.8	169	23.1	72	9.8	731	100.0
Pest control	226	30.6	347	47.0	102	13.8	64	8.7	739	100.1
Maintenance	122	17.4	321	45.7	165	23.5	95	13.5	703	100.1
Heating	166	24.2	304	44.3	113	16.4	104	15.1	687	100.0
Cooling	98	20.1	214	43.9	84	17.2	92	18.9	488	100.1
Lock out	114	22.3	277	54.1	79	15.4	42	8.2	512	100.0
Lock change	99	23.2	222	52.0	64	15.0	42	9.8	427	100.0
Electricity	161	27.1	342	57.6	61	10.3	30	5.1	594	100.1
Trash compactors	146	28.3	256	49.6	71	13.8	43	8.3	516	100.0
Cleaning—rec rooms	135	20.6	252	38.5	141	21.6	126	19.3	654	100.0
Cleaning—halls	109	15.6	225	32.3	161	23.1	202	29.0	697	100.0
Cleaning—rest rooms	107	17.5	252	41.3	124	20.3	127	20.8	610	99.9
Cleaning—first floor rec rooms	120	19.4	253	41.0	119	19.3	125	20.3	617	100.0
Cleaning—windows	98	15.0	210	32.1	135	20.6	212	32.4	655	100.1
Laundry	146	21.2	317	46.0	138	20.0	88	12.8	689	100.0
Elevators	84	12.6	254	38.2	196	29.5	131	19.7	665	100.0
Rec rooms/halls	94	16.0	239	40.6	142	24.1	113	19.2	588	99.9
Plumbing	89	14.6	298	48.9	153	25.1	70	11.5	610	100.1
Intercom	79	13.1	217	35.9	117	19.4	191	31.6	604	100.0
Security	92	15.6	219	37.1	129	21.9	150	25.4	590	100.0

Note: Totals do not always equal 100% due to rounding.

Those items that were more likely to be rated as poor by respondents included the cleaning of windows (32.4 percent), the intercom system (31.6 percent), the cleaning of halls (29.0 percent), security (25.4 percent), snow removal (23.1 percent), and the cleaning of first floor restrooms (20.8 percent) and recreation rooms (20.3 percent).

Ratings of services and facilities varied somewhat by residence location. For example, respondents from Pine, Jackson, and Underwood were the most likely to rate snow removal as excellent or good, whereas respondents from Park North, Benson, and Evans had the highest percentages rating it poor.

Pest control was rated highly by residents in most buildings. All but three buildings (Burt, Evans, and Florence) had at least 70 percent of the respondents rating it as excellent or good; over 90 percent of the respondents from Underwood, Pine, Park North, and Benson rated it this highly. Of the 12 buildings, Evans had the highest percentage (28.1 percent) of the people rating pest control as poor.

Maintenance was rated as excellent or good by the highest percentages of respondents in Jackson (85.4 percent), Pleasantview (83.3 percent), and Pine (78.6 percent). Ratings of poor were given more frequently in Highland (26.9 percent) and Burt (25.0 percent) than in the other residences.

Less than 50 percent of the respondents from Kay Jay, Park South, Evans, and Burt gave excellent or good ratings to the heating systems; only 54.7 percent of Park North respondents rated them this highly. These buildings also had the largest percentages (24.2 percent to 37.8 percent) rating them as poor. In all other buildings, two-thirds or more of the respondents rated the heating systems as excellent or good.

Considerable differences occurred in ratings of the cooling systems in the various buildings. Residents of Florence, Park South, Benson, Underwood, Pine, and Jackson tended to rate the cooling systems highly, with 62.8 to 85.4 percent rating them as excellent or good. Respondents from Highland and Pleasantview appeared less satisfied, with 53.2 and 59.4 percent respectively giving excellent or good ratings in this area. Residents of Evans, Kay Jay, and Burt appeared to be the least satisfied with the cooling systems.

Four of the OHA buildings (Park South, Benson, Underwood, and Pine) gave high ratings to security. The remaining units showed less satisfaction with security, with 22.2 percent to 57.1 percent giving it a poor rating. Ratings for these and other services and facilities by individual building are in Tables A1 through A12 in the Appendix.

Maintenance and Service Problems

The majority (89.5 percent) of the respondents dealt with maintenance problems by putting a note in the box provided by OHA for such requests. (See Table 3.) Another 9.3 percent indicated that they called the maintenance personnel or the OHA office.

If this action were ineffective, 78.1 percent said they usually called maintenance personnel or OHA. Another 17.8 percent indicated that they would wait and do nothing further; 4.1 percent either did the work themselves or had their families do it. When emergency service was necessary, the majority (81.3 percent) of respondents indicated that they called the emergency number, 15.4 percent said they didn't know what to do, and 3.3 percent said they notified the floor captain.

Most (73.3 percent) respondents indicated that they did not know what the standard service charges were. The majority (91.1 percent) said they did not expect a custodian to hang pictures, install air conditioners, or do other work in residents' apartments. Respondents were nearly evenly divided in their perceptions of their own responsibilities for picking up litter; 48.7 percent thought that residents should be responsible for this task, but 51.3 percent felt they should not.

The majority (90.7 percent) of the requests for service reported in this survey were for maintenance and repair. (See Table 4.) Requests for cleaning, noise control,

TABLE 3

RESIDENTS' RESPONSE TO MAINTENANCE PROBLEMS

	Number	Percent
<u>First response</u>		
Put note in box	682	89.5
Call maintenance/OHA	71	9.3
Other	9	1.2
Total	762	100.0
<u>Second response</u>		
Do it themselves	11	4.1
Wait, do nothing	48	17.8
Call OHA	211	78.1
Total	270	100.0
<u>Emergency service</u>		
Call emergency number	174	81.3
Notify floor captain	7	3.3
Don't know what to do	33	15.4
Total	214	100.0
<u>Know service charges</u>		
Yes	174	26.7
No	477	73.3
Total	651	100.0
<u>Expect custodian to hang pictures, install air conditioners</u>		
Yes	66	8.9
No	674	91.1
Total	740	100.0
<u>Think residents should be responsible for picking up litter</u>		
Yes	340	48.7
No	358	51.3
Total	698	100.0

TABLE 4
SERVICES REQUESTED

	Number	Percent
<u>Type</u>		
Maintenance	332	90.7
Cleaning	4	1.1
Noise control	2	.5
Heating	8	2.2
Pest control	9	2.5
Other	11	3.0
Total	366 ^{a/}	100.0 ^{b/}
<u>Frequency</u>		
Once a week or more	19	2.6
One to two times per month	90	12.2
Once or twice a year	549	74.5
Never	79	10.7
Total	737	100.0

^{a/} This represents the total number of service requests, not the number of residents making those requests. (Some respondents listed more than one service request.)

^{b/} Percent of total requests

TABLE 5
APARTMENT PAINTING BY LENGTH OF RESIDENCE

Length of Residence	Number of Times Apartment Was Painted Since Resident Moved In								Total Number Percent	
	0		1		2		3 or More			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent		
Less than 1 year	59	88.1	6	9.0	0	0.0	2	3.0	67	100.1
1-5 years	275	95.5	13	4.5	0	0.0	0	0.0	288	100.0
6-10 years	150	90.4	15	9.0	1	.6	0	0.0	166	100.0
11-15 years	147	89.1	15	9.1	3	1.8	0	0.0	165	100.0
Over 15 years	11	23.4	32	68.1	3	6.4	1	2.1	47	100.0
Total	642	(87.6)	81	(11.1)	7	(1.0)	3	(.4)		

Note: Totals do not always equal 100% due to rounding.

heating, pest control, or other services each represented 3 percent or less of the total requests.

Almost three-fourths (74.5 percent) of the respondents indicated that they requested service only once or twice a year. Another 10.7 percent said they had not requested any service in the past year, 12.2 percent made service requests once or twice per month, and only 2.6 percent made requests once a week or more.

The majority (87.6 percent) of residents indicated that their apartments had never been painted since they moved in. Another 11.1 percent said their apartments had been painted once. As shown in Table 5, even higher percentages (89.1 percent to 95.5 percent) of respondents who had lived in their OHA apartments between one and 15 years reported that their residences had not been painted since they moved in. Only in the group of residents who had been in their apartments for more than 15 years did a change occur, with a majority (68.1 percent) of these persons indicating that their apartments had been painted once. This pattern was fairly consistent in all buildings except Evans, Park South, and Pleasantview which, according to respondents, received more frequent paintings than did most buildings.

Miscellaneous items related to maintenance and services are shown in Table 6. Most (63.7 percent) respondents indicated that they would not paint their own apartments if OHA furnished the materials. When asked about the usefulness of the annual inspection, 72.6 percent replied that it was very useful or useful.

TABLE 6

MISCELLANEOUS

	Number	Percent
<u>Would paint own apartment</u>		
Yes	239	36.3
No	420	63.7
Total	659	100.0
<u>Usefulness of annual inspection</u>		
Very useful/useful	428	72.5
Not useful	162	27.5
Total	590	100.0
<u>Believe some OHA rules unfair</u>		
Yes	124	21.7
No	447	78.3
Total	571	100.0
<u>Rules listed as unfair</u>		
Administrative procedures	36	34.3
Tenant responsibilities	22	21.0
Review procedures	18	17.1
Tenant selection	5	4.8
Other	24	22.9
Total	105 ^{a/}	100.1
<u>Believe if rules not followed, manager should be able to evict resident</u>		
Yes	452	79.2
No	119	20.8
Total	571	100.0
<u>Pest control person usually arrives on schedule</u>		
Yes	738	98.1
No	14	1.9
Total	752	100.0
<u>Apartment ready for pest control person</u>		
Yes	740	98.7
No	10	1.3
Total	750	100.0

^{a/} This represents the total number of rules listed, not the number of residents listing the rules. (Some respondents listed more than one rule as unfair.)
 Note: Totals do not always equal 100% due to rounding.

Most (78.3 percent) of the respondents did not believe that OHA rules were unfair; those individuals who listed rules they thought unfair most often mentioned administrative procedures.* Most (79.2 percent) respondents believed that the manager should be able to evict rule violators.

Almost all of the respondents said the pest control person usually arrived on schedule, and their apartments were ready for the pest control person.

Perceptions of Management and Maintenance

When asked to give the name of the OHA senior citizen housing manager, only 38.1 percent gave the correct name. The manager received high ratings from most respondents; 65.4 percent gave a rating of either excellent or good, and another 24.3 percent gave a fair rating. (See Table 7.) Persons who knew the manager's name were generally more likely to give a high rating than were individuals who did not. This held true for all buildings except Park North, Kay Jay, Florence, and Underwood. Residents of these four buildings who did not know the manager's name were more likely to give her a high rating than were those who were familiar with her name.

When asked to suggest how the manager could do a better job, only 200 persons (out of a total of 795 respondents) chose to offer any suggestions for improvement. Of those

*This included responses such as those regarding rent increases, fines for late rent payment, and not allowing the person to view an apartment prior to moving in.

TABLE 7

PERCEPTIONS OF MANAGEMENT AND MAINTENANCE

	Number	Percent
<u>Know manager's name</u>		
Yes	164	38.1
No	<u>267</u>	<u>61.9</u>
Total	431	100.0
<u>Rating of manager</u>		
Excellent	169	25.5
Good	264	39.9
Fair	161	24.3
Poor	<u>68</u>	<u>10.3</u>
Total	662	100.0
<u>How manager could do a better job</u>		
Improve cleaning	32	16.0
Improve snow removal/yard	2	1.0
Be more available	<u>166</u>	<u>83.0</u>
Total	200	100.0
<u>Rating of maintenance workers</u>		
Excellent	147	21.0
Good	337	48.1
Fair	150	21.4
Poor	<u>66</u>	<u>9.4</u>
Total	700	99.9
<u>How maintenance workers could do a better job</u>		
Improve cleaning	42	19.3
Work more hours	<u>176</u>	<u>80.7</u>
Total	218	100.0

Note: Totals do not always equal 100% due to rounding.

persons offering suggestions, 83 percent mentioned "be more available." Another 16 percent suggested improvements in cleaning.

Respondents were also asked to rate maintenance workers and to suggest ways to improve maintenance. Ratings of maintenance were very similar to the ratings of managers. As shown in Table 7, 69.1 percent of the respondents gave an excellent or good rating to maintenance, and 21.4 percent gave a fair rating. Of those persons' offering suggestions for improvement, 80.7 percent listed "work more hours" and 19.3 percent suggested improved cleaning.

Parking

Over half (56.0 percent) of the respondents indicated that no parking problem existed at the OHA buildings. (See Table 8.) Ratings varied, however, by individual building. Evans, Park North, Pine, and Park South had the highest percentages (70.6 percent to 81.3 percent) of respondents who indicated the lack of a parking problem. Respondents from Benson and Pleasantview (83.9 percent and 73.1 percent, respectively) were the most likely to feel a parking problem existed. The most frequently mentioned parking problems were poor lighting, safety problems, and inadequate space. (See Table 8.)

Vandalism

Residents were asked who they thought was usually responsible for vandalism on OHA property. The most

TABLE 8

PARKING

	Number	Percent
<u>Believe a parking problem exists</u>		
Yes	204	44.0
No	260	56.0
Total	464	100.0
<u>Type of problem</u>		
Poor lighting	79	21.1
Unsafe for cars	65	17.4
Inadequate space	62	16.6
Unsafe for persons	60	16.0
Litter problem	41	11.0
Distance/access	20	5.3
Other	47	12.6
Total	374 ^{a/}	100.0

^{a/}This represents the number of parking problems listed, not the number of respondents. (Some respondents listed more than one problem.)

TABLE 9

VANDALISM

	Number	Percent
<u>Who respondents think is responsible for vandalism</u>		
Residents	83	13.2
Persons from outside	317	50.5
Both equally	228	36.3
Total	628	100.0
<u>Would be willing to call police</u>		
Yes	716	96.5
No	26	3.5
Total	742	100.0
<u>Would be willing to identify those involved</u>		
Yes	637	92.5
No	52	7.5
Total	689	100.0

frequent response was "persons from outside," mentioned by 50.5 percent of respondents. Over one-third (36.3 percent) believed both residents and persons from outside were about equally responsible; only 13.2 percent believed residents were usually responsible. (See Table 9.) However, some variation occurred in responses to this item for different buildings. A higher percentage (78.9 percent and 63.8 percent, respectively) of residents from Florence and Pine believed persons from outside their buildings were usually responsible for vandalism.

Park North and Evans residents were the most likely to believe both residents and persons from outside were equally responsible. The vast majority of persons indicated they would be willing to report incidents of vandalism to the police (96.5 percent), and would be willing to identify those individuals involved (92.5 percent). (See Table 9.) Of the people who indicated reasons for not reporting vandalism to the police, over half said they would call OHA instead; only 37 percent listed fear as a deterrent to reporting vandalism to police. However, fear appeared to be a greater deterrent to identifying the persons involved. Of the 50 individuals who reported reasons for not identifying the persons involved, 43 (86 percent) mentioned fear.

Resident Organizations

Data on the resident organizations are shown in Table 10. A majority (69.2 percent) of the respondents indicated that they participated in the organizations. For the 171

TABLE 10
RESIDENT ORGANIZATION

	Number	Percent
<u>Participate in resident organization</u>		
Yes	453	69.2
No	202	30.8
Total	655	100.0
<u>Reasons for not participating</u>		
Health	75	43.9
Negative perception	49	28.7
Don't know about organization	4	2.3
Not interested	32	18.7
Work conflict	11	6.4
Total	171	100.0
<u>Rating of resident organization</u>		
Excellent	139	20.7
Good	302	45.0
Fair	156	23.2
Poor	74	11.0
Total	671	99.9
<u>What resident organization should be doing</u>		
Increase participation	35	23.8
Improve program development	112	76.2
Total	147	100.0

Note: Totals do not always equal 100% due to rounding.

persons who gave reasons for not participating, the most frequently mentioned were health problems that prevented participation (mentioned by 43.9 percent) and a negative perception of the organization (mentioned by 28.7 percent).

Respondents generally gave the resident organizations high ratings, with 65.7 percent rating them excellent or good, and 23.2 percent rating them as fair. With the exception of Pleasantview residents, persons who participated in the organizations were more likely to give a high rating (70.5 percent rated them excellent or good) than were persons who did not participate (55.6 percent of this group rated them good or excellent). Pine and Jackson had the highest percentage of respondents (83.1 percent and 80.2 percent, respectively) who gave a rating of excellent or good. When asked what the resident organizations should be doing, most (76.2 percent) respondents to this question suggested improvements related to program development, such as more programs and parties. The remaining 23.8 percent believed that participation should be increased.

Residents' Likes and Dislikes

When asked what they liked about OHA housing, the most frequently mentioned items were security (18.0 percent), neighbors (14.8 percent), apartment design (12.3 percent), and low rent (11.5 percent). (See Table 11.) The most often cited dislikes were inadequate cleaning (19.5 percent), problems with other tenants (15.4 percent), and inadequate maintenance (14.8 percent). Interestingly,

TABLE 11
RESIDENTS' LIKES

	Number	Percent
<u>What residents like about OHA housing</u>		
Security, safety	229	18.0
Neighbors	188	14.8
Apartment design	157	12.3
Low rent	147	11.5
Location	124	9.7
Privacy, quiet	109	8.6
Activities	57	4.5
Management	53	4.2
Cleanliness	45	3.5
Maintenance	40	3.1
Heating/cooling	33	2.6
Building appearance	12	.9
Other	<u>80</u>	<u>6.3</u>
Total	1,274 ^{a/}	100.0
<u>Residents who reported at least one thing they liked about OHA housing</u>	515	<u>b/</u>

^{a/} This represents the total number of likes mentioned, not the number of respondents. (Some respondents listed more than one like.)

^{b/} No percentage was calculated, since 515 represents the total number of persons responding to the question.

TABLE 12
RESIDENTS' DISLIKES

	Number	Percent
<u>What residents disliked about OHA housing</u>		
Inadequate cleaning	75	19.5
Problems with other tenants	59	15.4
Inadequate maintenance	57	14.8
Apartment design	47	12.2
Security problems	30	7.8
Poor management	22	5.7
Heating/cooling problems	21	5.5
Tenant responsibilities	12	3.1
Rules	11	2.9
Pest control problems	7	1.8
Noise control	6	1.6
Lack of activities	6	1.6
Location	4	1.0
Other	27	7.0
Total	384 ^{a/}	99.9 ^{b/}
<u>Residents who reported at least one thing they disliked about OHA housing</u>		
	218	<u>c/</u>

^{a/} This represents the total number of dislikes mentioned, not the number of respondents. (Some respondents listed more than one dislike.)

^{b/} Total does not equal 100% due to rounding.

^{c/} No percentage was calculated, since 218 represents the total number of persons responding to the question.

apartment design comprised about the same percentage of the lists of likes and dislikes. (See Table 12.) Over twice as many respondents reported something they liked about OHA housing as reported something they disliked. Furthermore, respondents mentioned over three times as many likes as dislikes, and most (59.3 percent) respondents said they did not dislike anything about OHA housing. This pattern was fairly consistent for the various buildings; the exception was Benson where the majority (57.1 percent) reported something they disliked about OHA housing.

Table 13 compares OHA units with privately owned apartments in which residents formerly lived. Services in OHA buildings were rated as better by 41.5 percent and the same by 52.5 percent. Cleanliness was rated as better by 39.5 percent and the same by 45.1 percent. Almost one-half (48.5 percent) of the respondents rated security in OHA buildings as better than in privately owned apartments; another 35.9 percent rated it about the same. Almost 40 (39.8) percent of the respondents rated responsiveness to problems as better than in privately owned apartments, and one-half

TABLE 13
COMPARISON OF OHA UNITS WITH PRIVATE APARTMENTS

	Better		Same		Worse		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Services	228	41.5	288	52.5	33	6.0	549	100.0
Cleanliness	189	39.5	216	45.1	74	15.4	479	100.0
Security	234	48.5	173	35.9	75	15.6	482	100.0
Responsiveness to problems	176	39.8	224	50.7	42	9.5	442	100.0
Repair and upkeep of facilities	203	41.9	220	45.5	61	12.6	484	100.0

(50.7 percent) rated it the same. Repair and upkeep of facilities was also rated highly, with 41.9 percent rating it as better and 45.5 percent as the same.

Summary

In general, the residents of OHA's apartments for the elderly who responded to this survey seemed satisfied with most facilities and services. All but three of the items (the intercom system, the cleaning of halls, and cleaning of windows) were rated as excellent or good by at least half of the respondents. However, ratings of services and facilities varied somewhat by residence location.

The majority of respondents dealt with maintenance problems by putting a note in the box provided by OHA for such requests. Over 90 percent of the requests for service were for maintenance and repair. Most respondents made requests only once or twice a year.

The majority of respondents indicated that their apartments had never been painted since they moved in. Only in the group of residents who had been in their apartments for more than 15 years did a considerable drop occur in the percent that reported their apartments had not been painted.

Most respondents also believed that OHA rules were fair and that the manager should be able to evict rule violators. Those persons who listed rules they thought unfair most often mentioned administrative procedures.

Management was rated highly by most respondents, although only 38.1 percent knew the manager's name. When asked how the manager could do a better job, 83 percent mentioned "be more available." Maintenance also received fairly high ratings by most persons. The most often mentioned suggestion for improvement was to increase the hours of work.

Over half of the respondents indicated that a parking problem did not exist at the OHA buildings. Ratings varied, however, by individual building with respondents from Pleasantview and Benson the most likely to feel a problem existed.

About one-half of the respondents blamed vandalism on "persons from outside," and over one-third placed blame equally on residents and non-residents.

The data indicated that the vast majority of respondents were willing to report incidents of vandalism to the police and were willing to identify those involved.

A majority of the respondents reported participation in the resident organizations and rated them highly. Suggestions for improvement centered around program development and increased participation.

Respondents mentioned over three times as many likes as dislikes, and most respondents said they did not dislike anything about OHA housing. The most frequently mentioned likes included security, neighbors, apartment design, and low rent. The most often cited dislikes were inadequate

cleaning, problems with other tenants, and inadequate maintenance. This pattern was fairly consistent for the various buildings, with the exception of Benson where a majority of respondents reported that they disliked something.

Services, cleanliness, security, responsiveness to problems, and repair and upkeep of facilities were rated as better or the same as in privately owned apartments by a majority of respondents.

APPENDIX

TABLE A-1

RATINGS OF OHA SERVICES AND FACILITIES
BY BURT RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	3	5.7	17	32.1	18	34.0	15	28.3	53	100.1
Yard maintenance	8	16.7	22	45.8	12	25.0	6	12.5	48	100.0
Pest control	4	7.7	21	40.4	19	36.5	8	15.4	52	100.0
Maintenance	4	8.3	19	39.6	13	27.1	12	25.0	48	100.0
Heating	5	9.8	17	33.3	14	27.5	15	29.4	51	100.0
Cooling	1	3.3	11	36.7	9	30.0	9	30.0	30	100.0
Lock out	5	15.2	14	42.4	10	30.3	4	12.1	33	100.0
Lock change	2	8.7	12	52.2	4	17.4	5	21.7	23	100.0
Electricity	10	24.4	23	56.1	4	9.8	4	9.8	41	100.1
Trash compactors	4	11.8	14	41.2	8	23.5	8	23.5	34	100.0
Cleaning—rec rooms	3	7.3	10	24.4	12	29.3	16	39.0	41	100.0
Cleaning—halls	0	0.0	10	22.2	15	33.3	20	44.4	45	99.9
Cleaning—rest rooms	0	0.0	11	28.9	13	34.2	14	36.8	38	99.9
Cleaning—first floor rec rooms	3	8.3	10	27.8	10	27.8	13	36.1	36	100.0
Cleaning—windows	4	9.3	11	25.6	9	20.9	19	44.2	43	100.0
Laundry	5	10.9	23	50.0	7	15.2	11	23.9	46	100.0
Elevators	1	2.2	16	34.8	12	26.1	17	37.0	46	100.1
Rec rooms/halls	2	4.8	16	38.1	11	26.2	13	31.0	42	100.1
Plumbing	4	9.1	12	27.3	16	36.4	12	27.3	44	100.1
Intercom	5	11.6	12	27.9	11	25.6	15	34.9	43	100.0
Security	2	5.7	9	25.7	8	22.9	16	45.7	35	100.0

Note: Totals do not always equal 100% due to rounding.

TABLE A-2

RATINGS OF OHA SERVICES AND FACILITIES
BY EVANS RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	1	1.8	23	40.4	10	17.5	23	40.4	57	100.1
Yard maintenance	3	5.0	22	36.7	14	23.3	21	35.0	60	100.0
Pest control	6	10.5	22	38.6	13	22.8	16	28.1	57	100.0
Maintenance	8	14.8	21	38.9	15	27.8	10	18.5	54	100.0
Heating	4	8.0	15	30.0	18	36.0	13	26.0	50	100.0
Cooling	3	8.1	13	35.1	11	29.7	10	27.0	37	99.9
Lock out	3	7.9	21	55.3	10	26.3	4	10.5	38	100.0
Lock change	6	15.0	22	55.0	8	20.0	4	10.0	40	100.0
Electricity	10	21.7	25	54.3	6	13.0	5	10.9	46	99.9
Trash compactors	5	11.9	22	52.4	9	21.4	6	14.3	42	100.0
Cleaning—rec rooms	4	8.3	21	43.8	16	33.3	7	14.6	48	100.0
Cleaning—halls	3	5.8	19	36.5	10	19.2	20	38.5	52	100.0
Cleaning—rest rooms	2	3.8	25	48.1	19	36.5	6	11.5	52	99.9
Cleaning—first floor rec rooms	3	5.7	28	52.8	12	22.6	10	18.9	53	100.0
Cleaning—windows	3	6.3	19	39.6	15	31.3	11	22.9	48	100.1
Laundry	9	17.6	25	49.0	13	25.5	4	7.8	51	99.9
Elevators	4	8.0	21	42.0	12	24.0	13	26.0	50	100.0
Rec rooms/halls	1	2.4	20	48.8	14	34.1	6	14.6	41	99.9
Plumbing	3	6.4	25	53.2	13	27.7	6	12.8	47	100.1
Intercom	2	4.3	21	45.7	14	30.4	9	19.6	46	100.0
Security	1	2.9	8	22.9	7	20.0	19	54.3	35	100.1

Note: Totals do not always equal 100% due to rounding.

TABLE A-3

RATINGS OF OHA SERVICES AND FACILITIES
BY KAY JAY RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	4	4.6	25	28.7	34	39.1	24	27.6	87	100.0
Yard maintenance	7	8.3	40	47.6	24	28.6	13	15.5	84	100.0
Pest control	17	19.8	48	55.8	13	15.1	8	9.3	86	100.0
Maintenance	5	6.2	34	42.0	28	34.6	14	17.3	81	100.1
Heating	3	3.7	25	30.5	23	28.0	31	37.8	82	100.0
Cooling	5	8.6	20	34.5	11	19.0	22	37.9	58	100.0
Lock out	16	21.6	37	50.0	12	16.2	9	12.2	74	100.0
Lock change	7	13.5	29	55.8	9	17.3	7	13.5	52	100.1
Electricity	12	17.1	47	67.1	8	11.4	3	4.3	70	99.9
Trash compactors	13	20.0	36	55.4	8	12.3	8	12.3	65	100.0
Cleaning—rec rooms	7	9.5	37	50.0	19	25.7	11	14.9	74	100.1
Cleaning—halls	6	7.2	27	32.5	25	30.1	25	30.1	83	99.9
Cleaning—rest rooms	8	11.3	23	32.4	19	26.8	21	29.6	71	100.1
Cleaning—first floor rec rooms	10	14.5	26	37.7	18	26.1	15	21.7	69	100.0
Cleaning—windows	5	6.5	23	29.9	21	27.3	28	36.4	77	100.1
Laundry	16	20.3	35	44.3	19	24.1	9	11.4	79	100.1
Elevators	6	7.5	31	38.7	28	35.0	15	18.8	80	100.0
Rec rooms/halls	6	8.6	28	40.0	20	28.6	16	22.9	70	100.1
Plumbing	6	8.5	26	36.6	24	33.8	15	21.1	71	100.0
Intercom	6	8.0	34	45.3	17	22.7	18	24.0	75	100.0
Security	7	10.0	20	28.6	21	30.0	22	31.4	70	100.0

Note: Totals do not always equal 100% due to rounding.

TABLE A-4

RATINGS OF OHA SERVICES AND FACILITIES
BY PARK NORTH RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	2	6.1	6	18.2	12	36.4	13	39.4	33	100.1
Yard maintenance	3	9.4	15	46.9	10	31.3	4	12.5	32	100.1
Pest control	17	50.0	14	41.2	2	5.9	1	2.9	34	100.0
Maintenance	2	6.7	15	50.0	11	36.7	2	6.7	30	100.1
Heating	2	6.1	16	48.5	7	21.2	8	24.2	33	100.0
Cooling	3	14.3	7	33.3	7	33.3	4	19.0	21	99.9
Lock out	6	21.4	18	64.3	4	14.3	0	0.0	28	100.0
Lock change	2	9.1	14	63.6	4	18.2	2	9.1	22	100.0
Electricity	2	8.3	16	66.7	5	20.8	1	4.2	24	100.0
Trash compactors	3	13.0	12	52.2	5	21.7	3	13.0	23	99.9
Cleaning--rec rooms	4	12.9	9	29.0	6	19.4	12	38.7	31	100.0
Cleaning--halls	4	12.1	7	21.2	6	18.2	16	48.5	33	100.0
Cleaning--rest rooms	3	10.7	7	25.0	6	21.4	12	42.9	28	100.0
Cleaning--first floor rec rooms	4	13.3	11	36.7	6	20.0	9	30.0	30	100.0
Cleaning-- windows	3	10.0	7	23.3	5	16.7	15	50.0	30	100.0
Laundry	8	26.7	12	40.0	7	23.3	3	10.0	30	100.0
Elevators	5	16.7	8	26.7	6	20.0	11	36.7	30	100.1
Rec rooms/halls	3	11.1	7	25.9	10	37.0	7	25.9	27	99.9
Plumbing	3	10.0	14	46.7	11	36.7	2	6.7	30	100.1
Intercom	2	7.1	13	46.4	8	28.6	5	17.9	28	100.0
Security	4	13.3	12	40.0	7	23.3	7	23.3	30	99.9

Note: Totals do not always equal 100% due to rounding.

TABLE A-5

RATINGS OF OHA SERVICES AND FACILITIES
BY PARK SOUTH RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	7	14.6	15	31.3	14	29.2	12	25.0	48	100.1
Yard maintenance	9	20.0	18	40.0	14	31.1	4	8.9	45	100.0
Pest control	21	43.8	22	45.8	4	8.3	1	2.1	48	100.0
Maintenance	10	22.2	21	46.7	10	22.2	4	8.9	45	100.0
Heating	4	9.5	13	31.0	10	23.8	15	35.7	42	100.0
Cooling	9	37.5	7	29.2	3	12.5	5	20.8	24	100.0
Lock out	12	40.0	15	50.0	1	3.3	2	6.7	30	100.0
Lock change	9	33.3	11	40.7	6	22.2	1	3.7	27	99.9
Electricity	14	33.3	22	52.4	5	11.9	1	2.4	42	100.0
Trash compactors	9	32.1	13	46.4	4	14.3	2	7.1	28	99.9
Cleaning—rec rooms	16	40.0	18	45.0	5	12.5	1	2.5	40	100.0
Cleaning—halls	11	23.9	15	32.6	14	30.4	6	13.0	46	99.9
Cleaning—rest rooms	16	41.0	18	46.2	5	12.8	0	0.0	39	100.0
Cleaning—first floor rec rooms	14	35.0	19	47.5	6	15.0	1	2.5	40	100.0
Cleaning—windows	11	25.6	14	32.6	11	25.6	7	16.3	43	100.1
Laundry	16	34.8	21	45.7	7	15.2	2	4.3	46	100.0
Elevators	4	9.3	23	53.5	9	20.9	7	16.3	43	100.0
Rec rooms/halls	8	21.1	16	42.1	11	28.9	3	7.9	38	100.0
Plumbing	4	10.0	21	52.5	12	30.0	3	7.5	40	100.0
Intercom	9	25.7	14	40.0	7	20.0	5	14.3	35	100.0
Security	11	27.5	20	50.0	4	10.0	5	12.5	40	100.0

Note: Totals do not always equal 100% due to rounding.

TABLE A-6

RATINGS OF OHA SERVICES AND FACILITIES
BY FLORENCE RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	1	2.1	14	29.2	22	45.8	11	22.9	48	100.0
Yard maintenance	0	0.0	21	46.7	19	42.2	5	11.1	45	100.0
Pest control	2	4.8	17	40.5	14	33.3	9	21.4	42	100.0
Maintenance	0	0.0	17	41.5	18	43.9	6	14.6	41	100.0
Heating	5	12.8	21	53.8	9	23.1	4	10.3	39	100.0
Cooling	2	5.7	20	57.1	7	20.0	6	17.1	35	99.9
Lock out	4	13.8	16	55.2	6	20.7	3	10.3	29	100.0
Lock change	3	13.6	10	45.5	7	31.8	2	9.1	22	100.0
Electricity	4	10.3	28	71.8	4	10.3	3	7.7	39	100.1
Trash compactors	2	8.0	12	48.0	10	40.0	1	4.0	25	100.0
Cleaning—rec rooms	0	0.0	11	29.7	13	35.1	13	35.1	37	99.9
Cleaning—halls	0	0.0	7	18.9	11	29.7	19	51.4	37	100.0
Cleaning—rest rooms	0	0.0	12	30.0	12	30.0	16	40.0	40	100.0
Cleaning—first floor rec rooms	0	0.0	16	45.7	8	22.9	11	31.4	35	100.0
Cleaning—windows	1	2.7	8	21.6	8	21.6	20	54.1	37	100.0
Laundry	2	5.4	22	59.5	6	16.2	7	18.9	37	100.0
Elevators	2	5.3	13	34.2	12	31.6	11	28.9	38	100.0
Rec rooms/halls	0	0.0	11	36.7	8	26.7	11	36.7	30	100.1
Plumbing	1	3.0	21	63.6	6	18.2	5	15.2	33	100.0
Intercom	2	5.7	8	22.9	6	17.1	19	54.3	35	100.0
Security	1	2.9	10	29.4	6	17.6	17	50.0	34	99.9

Note: Totals do not always equal 100% due to rounding.

TABLE A-7

RATINGS OF OHA SERVICES AND FACILITIES
BY HIGHLAND RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	6	11.1	22	40.7	15	27.8	11	20.4	54	100.0
Yard maintenance	9	17.6	20	39.2	17	33.3	5	9.8	51	99.9
Pest control	15	29.4	26	51.0	6	11.8	4	7.8	51	100.0
Maintenance	4	7.7	20	38.5	14	26.9	14	26.9	52	100.0
Heating	15	30.6	22	44.9	5	10.2	7	14.3	49	100.0
Cooling	3	9.4	14	43.8	5	15.6	10	31.3	32	100.1
Lock out	6	13.6	30	68.2	3	6.8	5	11.4	44	100.0
Lock change	7	21.2	13	39.4	6	18.2	7	21.2	33	100.0
Electricity	8	17.8	23	51.1	10	22.2	4	8.9	45	100.0
Trash compactors	9	25.0	19	52.8	4	11.1	4	11.1	36	100.0
Cleaning—rec rooms	4	9.1	20	45.5	9	20.5	11	25.0	44	100.1
Cleaning—halls	4	8.0	11	22.0	14	28.0	21	42.0	50	100.0
Cleaning—rest rooms	5	11.4	18	40.9	10	22.7	11	25.0	44	100.0
Cleaning—first floor rec rooms	4	9.3	19	44.2	8	18.6	12	27.9	43	100.0
Cleaning—windows	4	8.2	11	22.4	9	18.4	25	51.0	49	100.0
Laundry	3	5.9	23	45.1	12	23.5	13	25.5	51	100.0
Elevators	5	10.4	13	27.1	19	39.6	11	22.9	48	100.0
Rec rooms/halls	3	7.3	15	36.6	12	29.3	11	26.8	41	100.0
Plumbing	3	6.4	21	44.7	16	34.0	7	14.9	47	100.0
Intercom	6	12.2	17	34.7	6	12.2	20	40.8	49	99.9
Security	5	11.1	16	35.6	14	31.1	10	22.2	45	100.0

Note: Totals do not always equal 100% due to rounding.

TABLE A-8

RATINGS OF OHA SERVICES AND FACILITIES
BY BENSON RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	7	8.1	18	20.9	23	26.7	38	44.2	86	99.9
Yard maintenance	21	25.0	48	57.1	14	16.7	1	1.2	84	100.0
Pest control	29	34.5	48	57.1	6	7.1	1	1.2	84	99.9
Maintenance	12	14.8	35	43.2	23	28.4	11	13.6	81	100.0
Heating	31	37.8	42	51.2	4	4.9	5	6.1	82	100.0
Cooling	16	30.2	24	45.3	5	9.4	8	15.1	53	100.0
Lock out	15	29.4	31	60.8	5	9.8	0	0.0	51	100.0
Lock change	14	34.1	22	53.7	3	7.3	2	4.9	41	100.0
Electricity	19	32.2	33	55.9	3	5.1	4	6.8	59	100.0
Trash compactors	18	32.7	32	58.2	3	5.5	2	3.6	55	100.0
Cleaning—rec rooms	7	9.1	22	28.6	21	27.3	27	35.1	77	100.1
Cleaning—halls	6	7.2	14	16.9	21	25.3	42	50.6	83	100.0
Cleaning—rest rooms	7	9.7	31	43.1	9	12.5	25	34.7	72	100.0
Cleaning—first floor rec rooms	6	7.9	28	36.8	15	19.7	27	35.5	76	99.9
Cleaning—windows	3	3.9	18	23.7	17	22.4	38	50.0	76	100.0
Laundry	8	10.0	34	42.5	21	26.2	17	21.2	80	99.9
Elevators	7	9.2	33	43.4	23	30.3	13	17.1	76	100.0
Rec rooms/halls	8	11.4	20	28.6	16	22.9	26	37.1	70	100.0
Plumbing	5	8.2	34	55.7	13	21.3	9	14.8	61	100.0
Intercom	4	5.8	27	39.1	13	18.8	25	36.2	69	99.9
Security	10	13.9	39	54.2	16	22.2	7	9.7	72	100.0

Note: Totals do not always equal 100% due to rounding.

TABLE A-9
RATINGS OF OHA SERVICES AND FACILITIES
BY PINE RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	6	8.6	46	65.7	12	17.1	6	8.6	70	100.0
Yard maintenance	16	22.9	41	58.6	12	17.1	1	1.4	70	100.0
Pest control	27	38.0	39	54.9	3	4.2	2	2.8	71	99.9
Maintenance	13	18.6	42	60.0	10	14.3	5	7.1	70	100.0
Heating	25	36.8	37	54.4	4	5.9	2	2.9	68	100.0
Cooling	15	30.0	26	52.0	8	16.0	1	2.0	50	100.0
Lock out	14	28.6	28	57.1	6	12.2	1	2.0	49	99.9
Lock change	12	26.7	25	55.6	7	15.6	1	2.2	45	100.1
Electricity	15	25.9	35	60.3	7	12.1	1	1.7	58	100.0
Trash compactors	9	16.1	32	57.1	12	21.4	3	5.4	56	100.0
Cleaning—rec rooms	8	12.1	26	39.4	18	27.3	14	21.2	66	100.0
Cleaning—halls	4	6.2	25	38.5	20	30.8	16	24.6	65	100.1
Cleaning—rest rooms	7	11.3	29	46.8	18	29.0	8	12.9	62	100.0
Cleaning—first floor rec rooms	6	9.7	23	37.1	19	30.6	14	22.6	62	100.0
Cleaning—windows	3	4.5	21	31.8	15	22.7	27	40.9	66	99.9
Laundry	3	4.5	32	48.5	22	33.3	9	13.6	66	99.9
Elevators	5	7.4	27	39.7	32	47.1	4	5.9	68	100.1
Rec rooms/halls	7	11.7	26	43.3	21	35.0	6	10.0	60	100.0
Plumbing	11	17.5	32	50.8	19	30.2	1	1.6	63	100.1
Intercom	7	11.5	25	41.0	15	24.6	14	23.0	61	100.1
Security	8	13.3	29	48.3	18	30.0	5	8.3	60	99.9

Note: Totals do not always equal 100% due to rounding.

TABLE A-10

RATINGS OF OHA SERVICES AND FACILITIES
BY JACKSON RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	53	43.4	48	39.3	14	11.5	7	5.7	122	99.9
Yard maintenance	61	51.7	47	39.8	9	7.6	1	.8	118	99.9
Pest control	47	40.9	46	40.0	14	12.2	8	7.0	115	100.1
Maintenance	38	34.5	56	50.9	9	8.2	7	6.4	110	100.0
Heating	44	43.6	51	50.5	5	5.0	1	1.0	101	100.1
Cooling	25	33.3	34	45.3	10	13.3	6	8.0	75	99.9
Lock out	18	25.7	38	54.3	9	12.9	5	7.1	70	100.0
Lock change	21	33.3	33	52.4	3	4.8	6	9.5	63	100.0
Electricity	39	42.4	48	52.2	4	4.3	1	1.1	92	100.0
Trash compactors	38	50.7	33	44.0	4	5.3	0	0.0	75	100.0
Cleaning—rec rooms	49	46.2	43	40.6	7	6.6	7	6.6	106	100.0
Cleaning—halls	43	38.4	57	50.9	7	6.3	5	4.5	112	100.1
Cleaning—rest rooms	37	40.7	42	46.2	7	7.7	5	5.5	91	100.1
Cleaning—first floor rec rooms	45	46.9	40	41.7	7	7.3	4	4.2	96	100.1
Cleaning—windows	37	37.4	42	42.4	11	11.1	9	9.1	99	100.0
Laundry	48	42.5	52	46.0	8	7.1	5	4.4	113	100.0
Elevators	25	25.0	34	34.0	27	27.0	14	14.0	100	100.0
Rec rooms/halls	37	39.4	41	43.6	10	10.6	6	6.4	94	100.0
Plumbing	32	33.3	44	45.8	15	15.6	5	5.2	96	99.9
Intercom	17	19.8	28	32.6	9	10.5	32	37.2	86	100.1
Security	23	25.6	28	31.1	17	18.9	22	24.4	90	100.0

Note: Totals do not always equal 100% due to rounding.

TABLE A-11

RATINGS OF OHA SERVICES AND FACILITIES
BY UNDERWOOD RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	28	46.7	19	31.7	9	15.0	4	6.7	60	100.1
Yard maintenance	28	50.9	17	30.9	6	10.9	4	7.3	55	100.0
Pest control	27	45.8	27	45.8	2	3.4	3	5.1	59	100.1
Maintenance	14	25.5	23	41.8	11	20.0	7	12.7	55	100.0
Heating	16	30.2	23	43.4	11	20.8	3	5.7	53	100.1
Cooling	10	24.4	25	61.0	3	7.3	3	7.3	41	100.0
Lock out	10	29.4	15	44.1	6	17.6	3	8.8	34	99.9
Lock change	10	38.5	12	46.2	2	7.7	2	7.7	26	100.1
Electricity	19	44.2	20	46.5	1	2.3	3	7.0	43	100.0
Trash compactors	26	54.2	18	37.5	2	4.2	2	4.2	48	100.1
Cleaning--rec rooms	25	45.5	20	36.4	7	12.7	3	5.5	55	100.1
Cleaning--halls	21	36.8	22	38.6	8	14.0	6	10.5	57	99.9
Cleaning--rest rooms	16	33.3	25	52.1	3	6.3	4	8.3	48	100.0
Cleaning--first floor rec rooms	20	39.2	22	43.1	4	7.8	5	9.8	51	99.9
Cleaning--windows	17	32.1	26	49.1	6	11.3	4	7.5	53	100.0
Laundry	18	33.3	23	42.6	9	16.7	4	7.4	54	100.0
Elevators	16	29.6	26	48.1	8	14.8	4	7.4	54	99.9
Rec rooms/halls	15	31.3	26	54.2	4	8.3	3	6.3	48	100.1
Plumbing	12	25.5	28	59.6	5	10.6	2	4.3	47	100.0
Intercom	14	29.8	12	25.5	8	17.0	13	27.7	47	100.0
Security	17	33.3	22	43.1	8	15.7	4	7.8	51	99.9

Note: Totals do not always equal 100% due to rounding.

TABLE A-12

RATINGS OF OHA SERVICES AND FACILITIES
BY PLEASANTVIEW RESIDENTS

	Excellent		Good		Fair		Poor		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Snow removal	7	19.4	7	19.4	12	33.3	10	27.8	36	99.9
Yard maintenance	5	12.8	9	23.1	18	46.2	7	17.9	39	100.0
Pest control	14	35.0	17	42.5	6	15.0	3	7.5	40	100.0
Maintenance	12	33.3	18	50.0	3	8.3	3	8.3	36	99.9
Heating	12	32.4	22	59.5	3	8.1	0	0.0	37	100.0
Cooling	6	18.8	13	40.6	5	15.6	8	25.0	32	100.0
Lock out	5	15.6	14	43.8	7	21.9	6	18.8	32	100.1
Lock change	6	18.2	19	57.6	5	15.2	3	9.1	33	100.1
Electricity	9	25.7	22	62.9	4	11.4	0	0.0	35	100.0
Trash compactors	10	34.5	13	44.8	2	6.9	4	13.8	29	100.0
Cleaning—rec rooms	8	22.9	15	42.9	8	22.9	4	11.4	35	100.1
Cleaning—halls	7	20.6	11	32.4	10	29.4	6	17.6	34	100.0
Cleaning—rest rooms	6	24.0	11	44.0	3	12.0	5	20.0	25	100.0
Cleaning—first floor rec rooms	5	19.2	11	42.3	6	23.1	4	15.4	26	100.0
Cleaning—windows	7	20.6	10	29.4	8	23.5	9	26.5	34	100.0
Laundry	10	27.8	15	41.7	7	19.4	4	11.1	36	100.0
Elevators	4	12.5	9	28.1	8	25.0	11	34.4	32	100.0
Rec rooms/halls	4	14.8	13	48.1	5	18.5	5	18.5	27	99.9
Plumbing	5	16.1	20	64.5	3	9.7	3	9.7	31	100.0
Intercom	5	16.7	6	20.0	3	10.0	16	53.3	30	100.0
Security	3	10.7	6	21.4	3	10.7	16	57.1	28	99.9

Note: Totals do not always equal 100% due to rounding.

Omaha Housing Authority
Residences for Senior Citizens
Included in Survey

Burt Tower	500 No. 20th St.
Evans Tower	3600 No. 24th St.
Kay Jay Tower	4500 So. 25th St.
Park Tower North	1501 Park Ave.
Park Tower South	1601 Park Ave.
Florence Tower	5100 Florence Blvd.
Highland Tower	2500 "B" St.
Benson Tower	60th & Northwest Radial Highway
Pine Tower	1500 Pine St.
Jackson Tower	600 South 27th St.
Underwood Tower	4850 Underwood Ave.
Pleasantview	2016 N. 29th Ave. (East) 1925 N. 30 Ave. (West)

Housing Authority of the City of Omaha

Phone 444-69000 • 540 So. 27 Street • Omaha, Nebr. 68105

March 23, 1982

Dear OHA Housing Resident:

The Omaha Housing Authority Board of Commissioners has asked the Center for Applied Urban Research at the University of Nebraska at Omaha to help in getting the residents' ideas on maintenance and management needs and problems in OHA buildings. This information is needed by OHA to improve the buildings and offer better service to residents.

We need your help and cooperation in getting this information. Please fill out the questionnaire, place it in the attached addressed/stamped envelope, and put it in the mail box by Monday, March 29, 1982.

You do not need to put your name on the questionnaire as no names are being used in this study.

Again, this information will be used to improve the OHA buildings and the services to residents. We really appreciate your help and cooperation in giving us your thoughts and concerns. YOUR ideas are important. Today is the best day to mail your questionnaire.

Sincerely,



Pat Potter and Delores Galloway
444-6932



444-6939

RESIDENT IDEAS ON MAINTENANCE AND MANAGEMENT
AT OMAHA HOUSING AUTHORITY FACILITIES

To serve you better, OHA needs to know your maintenance concerns. Please check the answer that best matches your ideas.

1. How do you rate the following OHA services and facilities?

	excellent	good	fair	poor
a. snow removal from sidewalks and parking lots	_____	_____	_____	_____
b. grass cutting/yard maintenance	_____	_____	_____	_____
c. pest control	_____	_____	_____	_____
d. repairs and maintenance	_____	_____	_____	_____
e. heating system	_____	_____	_____	_____
f. cooling system	_____	_____	_____	_____
g. lock-out	_____	_____	_____	_____
h. lock change	_____	_____	_____	_____
i. response to electricity problem	_____	_____	_____	_____
j. trash compactors	_____	_____	_____	_____
k. cleaning of:				
1. recreation rooms	_____	_____	_____	_____
2. hallways	_____	_____	_____	_____
3. first floor restrooms	_____	_____	_____	_____
4. first floor recreation rooms	_____	_____	_____	_____
5. windows—lobby, restrooms, recreation halls	_____	_____	_____	_____
l. laundry facilities	_____	_____	_____	_____
m. elevators	_____	_____	_____	_____
n. recreation rooms and halls	_____	_____	_____	_____
o. plumbing	_____	_____	_____	_____
p. intercom system	_____	_____	_____	_____
q. security	_____	_____	_____	_____
r. other _____	_____	_____	_____	_____

2. When there is a maintenance problem in your apartment or in the building, what do you usually do? (check one)

- a. write a note and put it in the box _____
- b. call the maintenance clerk _____
- c. call OHA and request service _____
- d. notify the building maintenance workers _____
- e. other (please explain) _____
- f. no problems _____

3. If this doesn't work, what do you usually do? _____

4. How often have you requested service in the past year?

- a. about once a week or more _____
- b. one to two times a month _____
- c. once or twice a year or less _____
- d. not at all _____

- | | | | |
|--|-------|-------|-------|
| | | yes | no |
| 5. When you call the management office, | | | |
| a. does the person taking the request for service treat you courteously? | | _____ | _____ |
| b. is your call returned promptly by the maintenance workers? | | _____ | _____ |
| c. is action promptly taken on the request? | | _____ | _____ |
| d. never called the management office. | _____ | | |

6. What services did you request? _____

7. Do you know the standard charges for services? a. yes _____ b. no _____

8. What do you do to request emergency maintenance service on weekends or after hours?

9. What is the name of the manager for elderly housing? _____

10. How would you rate the job that the manager is doing?

- a. excellent _____
- b. good _____
- c. fair _____
- d. poor _____

How could the manager do a better job? _____

11. How would you rate the job that the maintenance workers are doing?

- a. excellent _____
- b. good _____
- c. fair _____
- d. poor _____

How could the maintenance workers do a better job? _____

12. Do you expect the custodian to hang pictures, install air conditioners and do other work in residents' apartments as part of his regular work during his normal working hours?

- a. yes _____
- b. no _____

13. Do you think residents should be responsible for picking up litter in common indoor and outdoor areas?

- a. yes _____
- b. no _____

14. Do you know the key keeper in your building? a. yes _____ b. no _____

15. Does the pest control person usually arrive on the scheduled day and time? a. yes _____ b. no _____
16. Do you usually have your apartment ready for the pest control person? a. yes _____ b. no _____
 If no, why not? _____
17. Is there a parking problem at your building?
 a. yes _____ If yes, is the parking area (choose as many as appropriate)
 a. too far away _____
 b. without easy access _____
 c. poorly lighted _____
 d. littered _____
 e. unsafe for vehicles _____
 f. unsafe for persons _____
 g. space too small _____
 b. no _____ h. other _____
18. How useful is the annual inspection in solving problems in your apartment?
 a. very useful _____
 b. useful _____
 c. not useful _____
19. How would you rate the job the resident organization is doing?
 a. excellent _____
 b. good _____
 c. fair _____
 d. poor _____
20. What do you think the resident organization should be doing? _____

21. Do you participate in the resident organization?
 a. yes _____ b. no _____ If no, why not? _____

22. How long have you lived in your apartment?
 a. less than 1 year _____
 b. 1-5 years _____
 c. 6-10 years _____
 d. 11-15 years _____
 e. over 15 years _____
23. Since you have lived here, how many times has OHA painted your apartment?
 a. never _____
 b. once _____
 c. twice _____
 d. three or more times _____
24. If OHA furnished the materials, would you paint your own apartment? a. yes _____ b. no _____

25. Are there any OHA rules which you feel are unfair?
a. yes _____ If yes, which ones? _____
b. no _____

26. If the rules are not followed, should the manager be able to evict residents? a. yes _____ b. no _____

27. If vandalism occurs in this building or development, who do you think usually is responsible?
a. residents _____
b. persons from outside the building _____
c. both equally _____

28. If you saw vandalism occurring in this building/development, would you—
a. call the police? yes _____
no _____ If no, why not? _____

b. be willing to identify those involved? yes _____
no _____ If no, why not? _____

29. How does your OHA unit compare to private apartments in which you have lived in or with which you are familiar in terms of:

	better	about the same	worse
a. services	_____	_____	_____
b. cleanliness	_____	_____	_____
c. security	_____	_____	_____
d. responsiveness to problems	_____	_____	_____
e. repair and upkeep of facilities	_____	_____	_____

30. Is there anything you don't like about this OHA housing?
a. yes _____ b. no _____ If yes, what don't you like? (list only three)
1. _____
2. _____
3. _____

31. What do you like most about this OHA housing? (list only three)
1. _____
2. _____
3. _____

THANK YOU FOR YOUR HELP.