

HCVP LMHA Customer Survey

Lorain Metropolitan Housing Authority is committed to providing safe, decent, and affordable housing to the residents of Lorain County. LMHA strives to be a national pacesetter among housing providers. We care about your experiences with LMHA and want to hear from you. Please complete this brief survey to help us improve.

Q1 – What city do you reside in?

Q2 – How would you describe your overall satisfaction with the property where you live and at your apartment/ home?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied

Q3 – How long have you been a participant of the Housing Choice Voucher (Section 8) Program?

- Less than 6 months
- 6 months – 2 years
- 2 – 5 years
- Over 5 years

Q4 – I am satisfied with (check all that apply):

- upkeep of the common areas (lobbies, community rooms, etc.)
- upkeep of the exterior of the building
- upkeep of the parking lot
- safety in the building
- safety on the property
- lighting on the property
- I am not satisfied with anything.
- Other

Q5 – I am not satisfied with (check all that apply):

- the upkeep of the common areas (lobbies, community room, etc.)
- the upkeep of the exterior of the building
- the upkeep of the parking lot
- safety in the building
- safety on the property
- lighting on the property
- I am satisfied with everything
- Other

Q6 – How would you describe your overall satisfaction with the service provided by your property management office/landlord?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied

Q7 – I am satisfied with my management office's or landlord's (choose all that apply)

- respect of my privacy
- courtesy and professionalism
- responsiveness to my concerns
- response to complaints of lease violations
- response to abandoned cars
- response to broken glass
- response to graffiti
- response to noise
- response to rodent and insects (inside your apartment or building)
- response to trash and litter
- response to vacant apartments/homes
- response to lawn care
- communication of new rules and regulations
- I am not satisfied with anything.
- Other

Q8 – I am not satisfied with my management office's or landlord's (choose all that apply)

- respect of my privacy
- courtesy and professionalism
- response to my concerns
- response to lease violations
- response to abandoned cars
- response to broken glass
- response to graffiti
- response to noise
- response to rodents and insects (inside my apartment or building)
- response to trash or litter
- response to vacant apartments/homes
- response to lawn care
- communication of new rules and regulations
- I am satisfied with everything.
- Other

Q9 – Based on your personal experience, how satisfied are you with how easy it is to request repairs?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied
- I have never called for repair

Q10 – How many times have you called for a special inspection over the last year?

- 0 times
- 1-2 times
- 3-4 times
- 5 or more times

Q11 – When you called for a special inspection, the response was in:

- 0-3 days
- 3-10 days
- 11-30 days
- More than 30 days
- Problem never corrected
- I have never called for non-emergency maintenance.

Q12 – When you called for emergency maintenance (for example, smoke detector), the problem was resolved in:

- 1-24 hours
- 1-3 days
- More than 3 days
- Problem never corrected
- I have never called for emergency maintenance.

Q13 – Based on your personal experience, how satisfied are you with how well your concerns were addressed by the inspections team?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied
- N/A no inspection performed

Q14 – Based on your personal experience, how satisfied are you with your treatment by the inspector?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied
- N/A no inspection performed

Q15 – Resident Services has assisted me with the following needs (check all that apply):

- food or clothing pantries
- transportation
- mental health services
- parenting
- job preparedness and training
- additional education
- budgeting and financial assistance
- support groups
- jumpSTART Program (formerly FSS) information
- I have never received assistance
- Other

Q16 – Where do you most often get your groceries?

- Local Grocery Store (such as Walmart, Giant Eagle, IGA, Fligner's, Aldi's, Save-A-Lot, Marc's, etc.)
- Convenience Store (such as Convenient, Drug Mart, Dairy Mart, etc.)
- Discount General Store (such as Dollar General, Family Dollar, Key Foods, etc.)
- Gas Station Store (such as Marathon, Mickey Mart, etc.)
- Food pantry, free hot meals, senior food boxes, etc.
- Other

Q17 – How did you first learn about the jumpSTART Program (formerly FSS)?

- jumpSTART flyer
- LMHA Newsletter – The Resident Times
- My building manager
- Another LMHA resident, family, or friend
- LMHA Service Coordinator
- I have never heard of the FSS Program

Q18 – How satisfied are you with LMHA providing you information about meetings and events?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied

Q19 – If you are not currently employed, what is preventing you from working? (Check all that apply.)

- I am currently employed.
- Transportation
- Education/Training
- Childcare
- Disability
- Proper Documentation
- Language Barrier
- Health related issues
- Criminal background issues
- Other

Q20 – Do you recommend any changes to LMHA’s policies or procedures? Examples of policies include the HCVP Administrative Plans and the Public Housing Admissions and Continued Occupancy Policy (ACOP). Our policies can be found at <http://www.lmha.org/about-lmha/lmha-policies/> If you do not recommend any changes, please write "none" in the box below.

(Essay)

Q21 – What can HCVP staff do better? If you do not have any recommendations or comments, please write “none” in the box below.

(Essay)

Q22 – Based on your personal experience, how satisfied are you with how well your concerns are addressed by the HCVP staff?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied

Q23 – Does your Occupancy Specialist answer questions and resolve issues in a timely manner?

- Yes, always
- Almost always
- Occasionally
- Never

Q24 – Is it difficult to make contact with your Occupancy Specialist?

- Yes, always
- Almost always
- Occasionally
- Never

Q25 – The forms and letters sent from LMHA are easy to read, understand, and provide a response to?

- Yes, always
- Almost always
- Occasionally
- Never

Q26 – I am interested in utilizing more technology as it relates to document submission and completion.

- Yes
- No

Q27 – I find the receptionist at LMHA to be helpful and provide the assistance I need when I visit the LMHA office.

- Yes, always
- Almost always
- Occasionally
- Never

Q28 – I find the open office hours at LMHA adequate to meet the needs of my availability.

- Yes, always
- Almost always
- Occasionally
- Never

Q29 – I would like LMHA to offer some options as it relates having the office lobby open, such as:

- Extended hours in the morning, one day a week
- Extended hours in the evening, one day a week
- N/A the current office hours are fine

Q30 – I would like to be contacted to discuss my responses.

- Yes
- No
- Optional: Please enter your name, email, and/or phone number

Thank you for taking our survey. The results will help us determine customer needs and develop future plans, policies, and services. LMHA provides up-to-date information on our Facebook page. Please follow us today.