

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 – At which LMHA property do you reside?

- Leavitt Homes
- Westview Terrace
- Westgate Apartments
- Kennedy Plaza
- Lakeview Plaza
- Wilkes Villa
- Riverview Plaza
- Southside Gardens
- John Frederick Oberlin Homes
- Oberlin Homes
- Albright Terrace
- Harr Plaza
- International Plaza
- Scattered Sites

Q2 – How would you describe your overall satisfaction with the LMHA property at which you live?

- Satisfied
- Dissatisfied
- Why?

Q3 – How long have you lived with the Housing Authority?

- 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 grounds
- upkeep of the parking lot
- safety in the building/property
- lighting on the property
- 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 grounds

the upkeep of the parking lot

safety in the building/property

lighting on the property

Other:

Q6 – Are you satisfied with the overall service provided by your property management office?

Satisfied

Dissatisfied

Why?

Q7 – How satisfied are you with LMHA's customer service? (Essay)

Satisfied

Dissatisfied

Why?

Q8 – How satisfied are you with LMHA's maintenance request work order system?

Satisfied

Dissatisfied

Why?

Q9 – How satisfied are you with the quality of repairs?

Satisfied

Dissatisfied

Why?

Q10 – Are you satisfied with the safety at your LMHA property?

Satisfied

Dissatisfied

Why?

Q11 – Resident Services has assisted me with the following needs (check all that apply):

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

Q12 – Would you or someone in your household benefit from classes to improve reading skills?

- Yes
- No

Q13 – Would you or someone in your household benefit from English as a Second Language classes?

- Yes
- No

Q14 – Would you or someone in your household benefit from classes to obtain your GED?

- Yes
- No

Q15 – Do you participate in resident organizations, such as RAW or Resident Council?

- Yes
- No
- Why?

Q16 – How do you prefer to receive information about LMHA news, policies, meetings, and events?

- U.S. Mail
- Email
- LMHA Facebook page
- Text message
- Fliers
- LMHA Website
- Other:

Q17 – Do you have a phone? (Check all that apply.)

- Mobile Phone
- Landline Phone
- None

Q18 – What services are missing in your immediate surrounding community?

Q19 – Do you recommend any changes to LMHA’s policies or procedures? Current policies can be found at the Public Housing Admissions and Continued Occupancy Policy (ACOP) and Tenant Selection Plan at <http://www.lmha.org/about-lmha/lmha-policies/> If you do not recommend any changes, please write “none” in the box below.

(Essay)

Q20 – LMHA plans and saves for big projects called capital improvements to be done to buildings or apartments. Examples of these projects are listed below. What items do you believe need improved at your property? (Please do not list your specific maintenance requests such as “my kitchen drain is clogged.”). If you do not recommend any items that need improvement, please write “none” in the box below.

Security Cameras
Exterior painting/siding
Kitchen remodel
Bathroom remodel
Roofing
Windows/Doors
Flooring
Heating/Air Conditioning
Electrical/lighting
Appliances
Parking lot/Driveways/Sidewalks
Plumbing/Toilets/Faucets/Drains
Other:

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

(Essay)

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.