

---

# BILLERICA

## HOUSING AUTHORITY

John Saulnier, Chair  
James O'Donnell, Vice Chair  
Carol Ford, Treasurer  
Marie O'Rourke  
Martin Conway  
Robert M. Correnti, Executive Director

16 River St  
Billerica, MA 01821  
Tel 978-667-2175  
Fax 978-667-1156  
email: bcorrenti@billericahousing.org

### MEMORANDUM



TO: BHA Residents  
FROM: Bob Correnti  
DATE: May 8th, 2017  
RE: DHCD SURVEY

---

In 2016, on behalf of the Department of Housing and Community Development, the Center for Research at the University of Massachusetts Boston sent surveys to 9772 housing residents in Massachusetts. 3240 residents responded.

As regards Billerica, surveys were sent to a total of 109 residents at 13 River Street, Talbot Ave Apartments, and the residents of scattered sites housing. 16 River Street was not surveyed as this is a Federal property. 54 residents responded.

The first report is a summary of the responses of those 54 Billerica respondents.

The next report compares the Billerica responses to those responses from eleven (11) other medium sized Housing Authorities (Amesbury, Andover, Beverly, Ipswich, Lynn, Marblehead, Melrose, Methuen, Saugus, Stoneham and Woburn). It also compares the Billerica responses to those from the entire state.

While the responses were positive for Billerica, there are some areas needing improvement (e.g. communications regarding the Capital Improvement Plan, Operating Budget and Annual Plan). Over the coming year, we will work on those areas.

---

Nonetheless, as we have always stated, the Billerica Housing Authority community is a great community. The BHA strives to provide safe, decent housing and a responsive staff to **ALL** its residents. Feedback such as this helps in that mission.

Should any resident have questions regarding this, please feel free to contact me.



Resident Survey  
**BILLERICA HOUSING AUTHORITY**

Chapter 200, 667 & 705 Housing  
Summary Spring & Fall 2016

**NOTE**

This copy of the survey shows the percentage of respondents who chose each answer. DHCD also collected demographic information from survey respondents, such as gender, race, education, and age. The responses to these demographic questions are not included in this report in order to protect the anonymity of respondents.

In the Billerica Housing Authority, surveys were sent to a total of **109** Chapter 667, 705 and 200 housing units; **54** surveys were completed. The percentages presented here are based on that number.

**1. How many years have you lived in your current apartment?**

- 6% Less than 1 year
- 24% 1 to 2 years
- 15% 3 to 5 years
- 56% More than 5 years

**Maintenance & Repair**

- 8. In the last 12 months, how many times did you contact the management of your development about a problem or concern with your apartment or building?**
- 17% Never → **If Never, go to #11**
  - 28% Once
  - 41% 2 or 3 times
  - 13% 4 times or more
- 9. In the last 12 months, how often was the problem or concern solved as soon as you needed?**
- 9% Never
  - 11% Sometimes
  - 14% Usually
  - 66% Always
- 10. In the last 12 months, when you contacted the management of your development, how often were you treated with courtesy and respect?**
- 2% Never
  - 2% Sometimes
  - 18% Usually
  - 77% Always
- 11. In the last 12 months, how many times did you have problems with the heat in your apartment?**
- 70% Never → **If Never, go to #13**
  - 15% Once
  - 13% 2 or 3 times
  - 2% 4 times or more
- 12. How long did it usually take for the problems with your heat to be fixed?**
- 50% Less than 24 hours
  - 37% 24 to 48 hours
  - 13% More than 48 hours
  - 0% Never fixed

13. In the last 12 months, how many times did you have problems with the water or plumbing in your apartment?

- 40% Never → If Never, go to #15
- 27% Once
- 29% 2 or 3 times
- 4% 4 times or more

14. How long did it take for the problems with your water or plumbing to be fixed?

- 65% Less than 24 hours
- 26% 24 to 48 hours
- 7% More than 48 hours
- 3% Never fixed

### Communication

15. In the last 12 months, has the Executive Director at your development held any meetings with residents?

- 91% Yes
- 4% No
- 6% Don't Remember

16. For each of the following documents, please mark whether or not you have seen it in the last 12 months.

<b>Capital Improvement Plan</b> <i>(a 5-year plan showing what construction projects are planned for your development)</i>	21% Yes 79% No
<b>Operating budget</b> for the entire Housing Authority	13% Yes 87% No
<b>Annual Plan</b> <i>(the Housing Authority's written goals and objectives for improvements that will happen in the next year)</i>	35% Yes 65% No

17. If your Housing Authority offered them, what kinds of services or programs would you be most interested in using? *Mark one or more.*

- 9% Job training programs
- 13% Money management programs (budgeting, taxes, income building)
- 4% Children's programs (tutoring, childcare, afterschool)
- 30% Health and Medical Services (visiting nurse, meal programs)
- 9% Adult Education (GED, ESL, educational counseling)
- 9% Other

### Safety

18. In your development, how safe do you feel going out alone during the day?

- 73% Very safe
- 22% Mostly safe
- 6% Somewhat safe
- 0% Not at all safe

19. In your development, how safe do you feel going out alone at night?

- 51% Very safe
- 29% Mostly safe
- 16% Somewhat safe
- 4% Not at all safe

20. In general, how safe do you feel in your building?

- 75% Very safe
- 20% Mostly safe
- 4% Somewhat safe
- 2% Not at all safe

21. Now think about your building and all the other areas of your housing development. In the last 12 months, how often has each of the following been a problem for you?

	Never	Rarely	Sometimes	Always
a. Building maintenance <i>(such as clean halls and stairways and having lights and elevators that work)</i>	44%	23%	10%	23%
b. How the outdoor space is maintained <i>(such as litter removal and clear walk ways)</i>	33%	14%	14%	39%
c. Illegal activity in the development	77%	8%	8%	8%
d. Strangers hanging around who should not be there	62%	26%	7%	4%

# BILLERICA HOUSING AUTHORITY

Chapter 200, 667 & 705 Housing

Summary Spring & Fall 2016

DHCD is working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the housing units it oversees.

- **Chapter 200 and 705 housing:** In the spring of 2016, surveys were sent to 9772 housing units. 3240 surveys were filled out and returned.
- **Chapter 667 housing:** In the fall of 2016, surveys were sent to 9624 housing units. 5511 surveys were filled out and returned.
- In the **Billerica Housing Authority**, surveys were sent to a total of **109** Chapter 667, 705 and 200 housing units; **54** surveys were completed.

This report provides some information about how the residents from the **Billerica Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from medium LHAs in Northeastern Massachusetts. These medium LHAs in Northeastern Massachusetts include: Amesbury, Andover, Beverly, Billerica, Ipswich, Lynn, Marblehead, Melrose, Methuen, Saugus, Stoneham, and Woburn.

## Communication

Residents were asked about how they interacted with the Billerica Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Billerica Housing Authority	Medium LHAs in the Northeast*	Entire State
Contacted management about a problem or concern.....	81%	79%	80%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	95%	86%	83%
Saw the Capital Improvement Plan.....	21%	23%	27%
Saw the Operating Budget.....	13%	14%	16%
Knew the Executive Director held a meeting with residents...	91%	47%	41%

\* Medium LHAs in Northeastern Massachusetts include: Amesbury, Andover, Beverly, Billerica, Ipswich, Lynn, Marblehead, Melrose, Methuen, Saugus, Stoneham, and Woburn.

## Services and Programs

61% of the Billerica Housing Authority residents who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Billerica Housing Authority	Medium LHAs in the Northeast	Entire State
Job training programs.....	9%	12%	15%
Money management programs ( <i>budgeting, taxes, income building</i> ).....	13%	15%	16%
Children's programs ( <i>tutoring, childcare, afterschool programs</i> ).....	4%	12%	16%
Health and Medical Services ( <i>visiting nurse, meal programs</i> ).....	30%	31%	32%
Adult Education ( <i>GED, ESL, educational counseling</i> ) .....	9%	18%	17%

## Maintenance and Repair

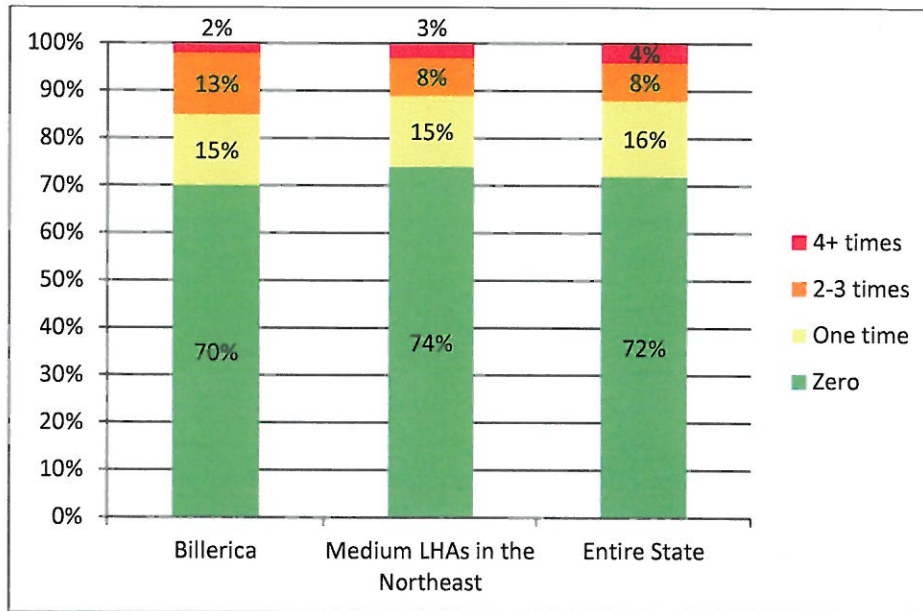
- **Who had problems?** About one-third of respondents had a problem with their heating and over half had a plumbing problem in the last 12 months.

	Billerica Housing Authority	Medium LHAs in the Northeast	Entire State
Had a heating problem.....	30%	25%	27%
Had a problem with water or plumbing.....	57%	49%	51%

- **Heating Problems**

**How many times did residents have heating problems?**

The charts below shows how many times respondents had heat problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.



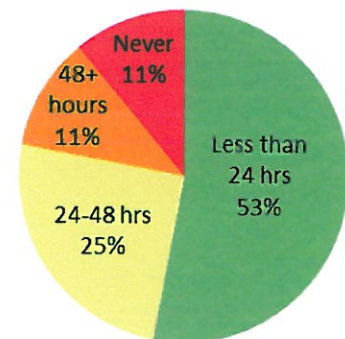
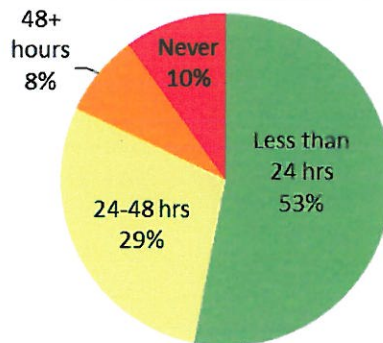
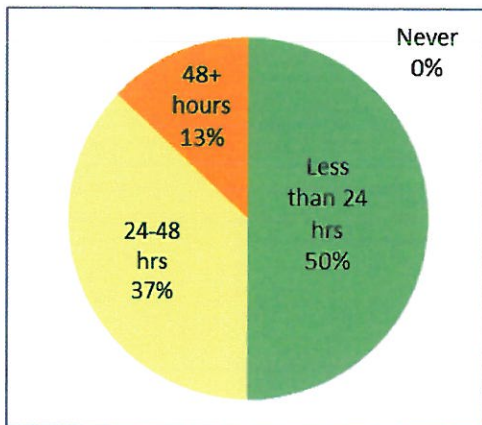
**How long did it take to fix the heating problems?**

For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

**Billerica Housing Authority**

**Medium LHAs in the Northeast**

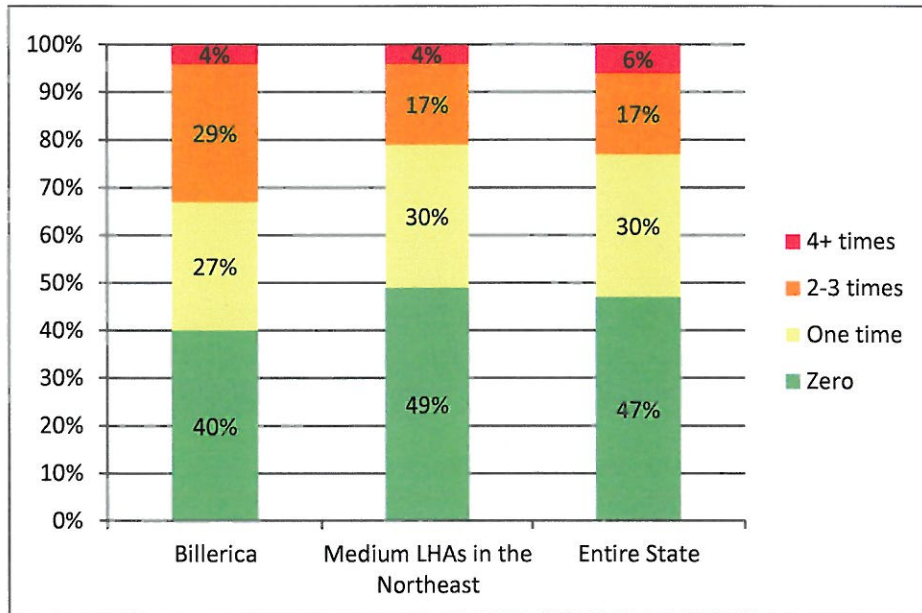
**Entire State**



• **Water or Plumbing Problems**

**How many times did residents have problems with their water or plumbing?**

The charts below shows how many times respondents had water or plumbing problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.



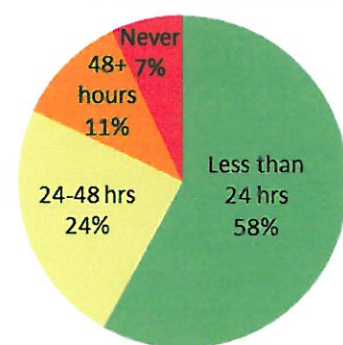
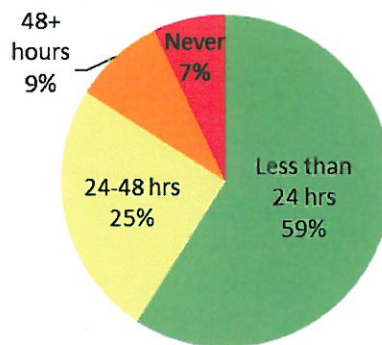
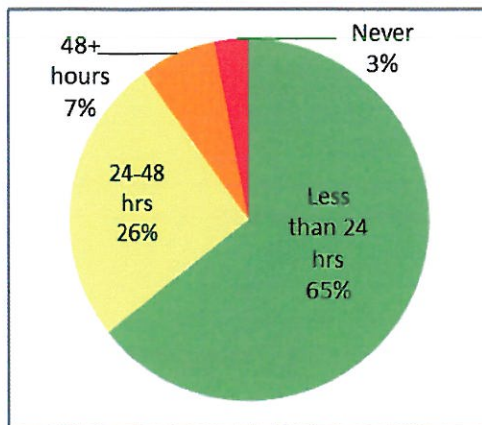
**How long did it take to fix the water or plumbing problems?**

For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

**Billerica Housing Authority**

**Medium LHAs in the Northeast**

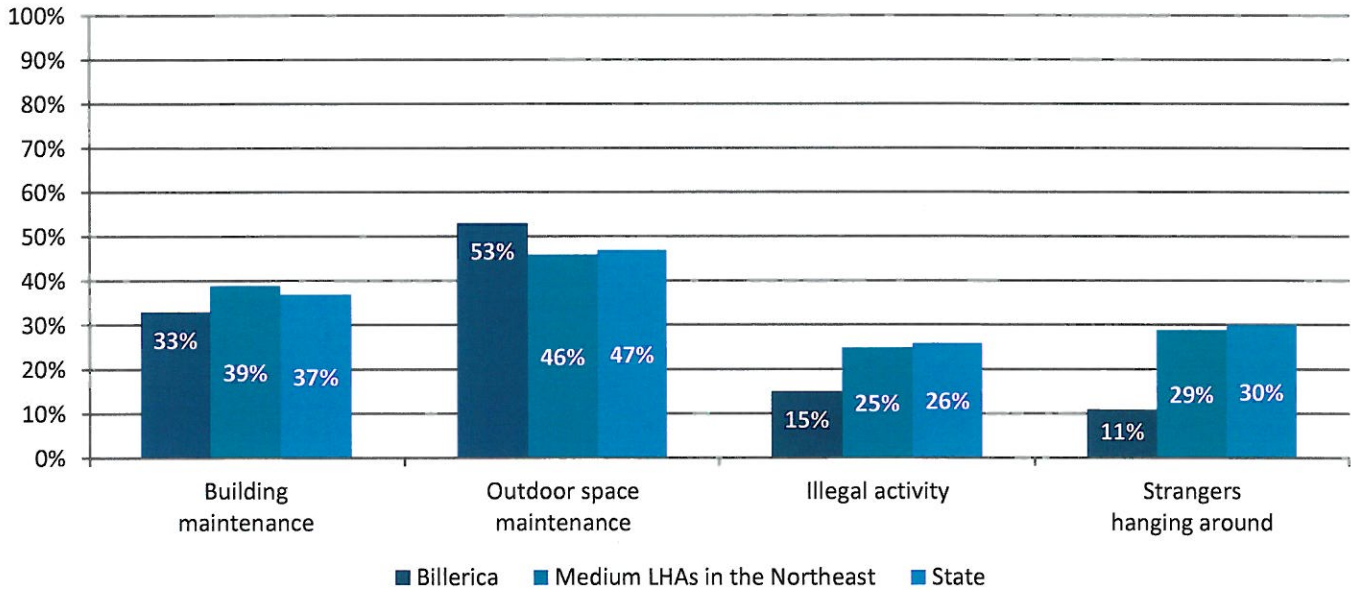
**Entire State**





- **What other problems did respondents have?** Respondents were asked how often they had problems with: building maintenance (*such as clean halls and stairways and having lights and elevators that work*), outdoor space maintenance (*such as litter removal and clear walk ways*), illegal activity in the development, and strangers hanging around who should not be there. The chart below shows what percentage of respondents said that they “always” or “sometimes” had this problem in the last 12 months.

**Respondents who “always” or “sometimes” had problems with...**



**Safety**

Respondents were asked how safe they felt in their building and going outside alone. The chart below shows what percentage of people said they felt “very safe” or “mostly” safe.

**Respondents who felt “very safe” or “mostly safe” ....**

