



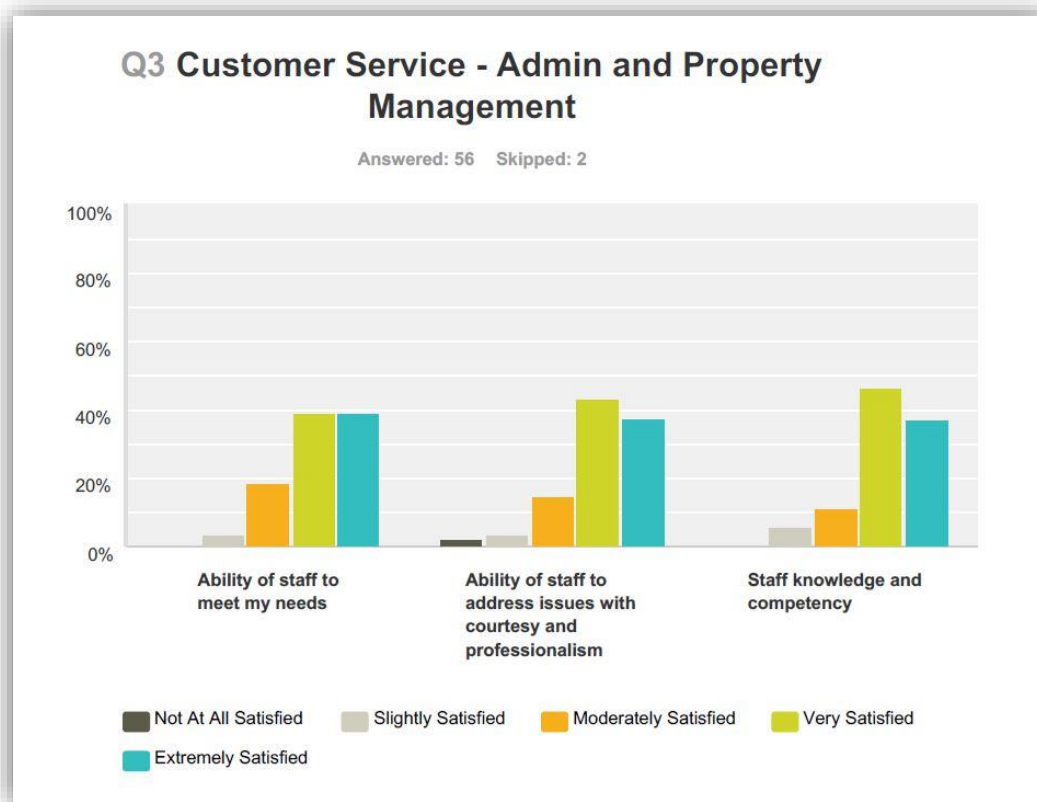
BATH HOUSING

**Public Housing
Resident Survey Data**
Published October 2015

Resident Satisfaction

96% of the residents would recommend Bath Housing to others.

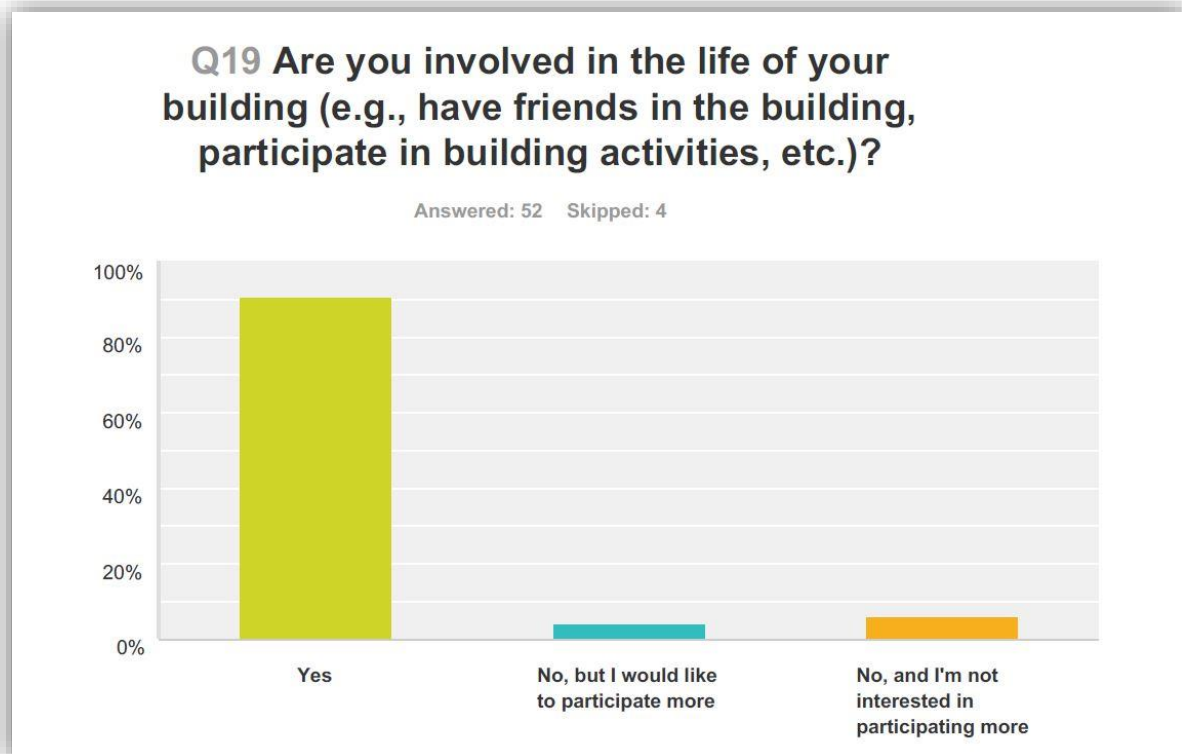
- **Only two residents** (of 57) reported being not at all satisfied with the overall condition of the property, both also reporting being very satisfied with the conditions of their respective apartments.
- **91% of residents feel safe in their apartment**, 55% alone feeling “extremely” safe in their apartments.
- 83% (44 out of 53) of the residents who responded reported that overall, they are **very satisfied or extremely satisfied** to live in a Bath Housing operated apartment, with zero residents reporting no satisfaction.



- The question about Customer Service – Admin and Property Management contained several notable themes. Thirteen people gave comments on this question with the main points including: **“The office staff is very professional and helpful,”** and **“I have felt more welcome by the staff during the last several months compared to the last five or so. I believe the administration has worked very hard to have all the staff be welcoming and people-friendly.”** There were also several other comments praising the professionalism, friendliness, and availability of the staff. But another resident wrote, **“I prefer explanations rather than short answers such as, ‘That is not the way we do it.’”**
- Because of the feedback, our administration has streamlined the forms of communication between the staff and residents.

Resident Services

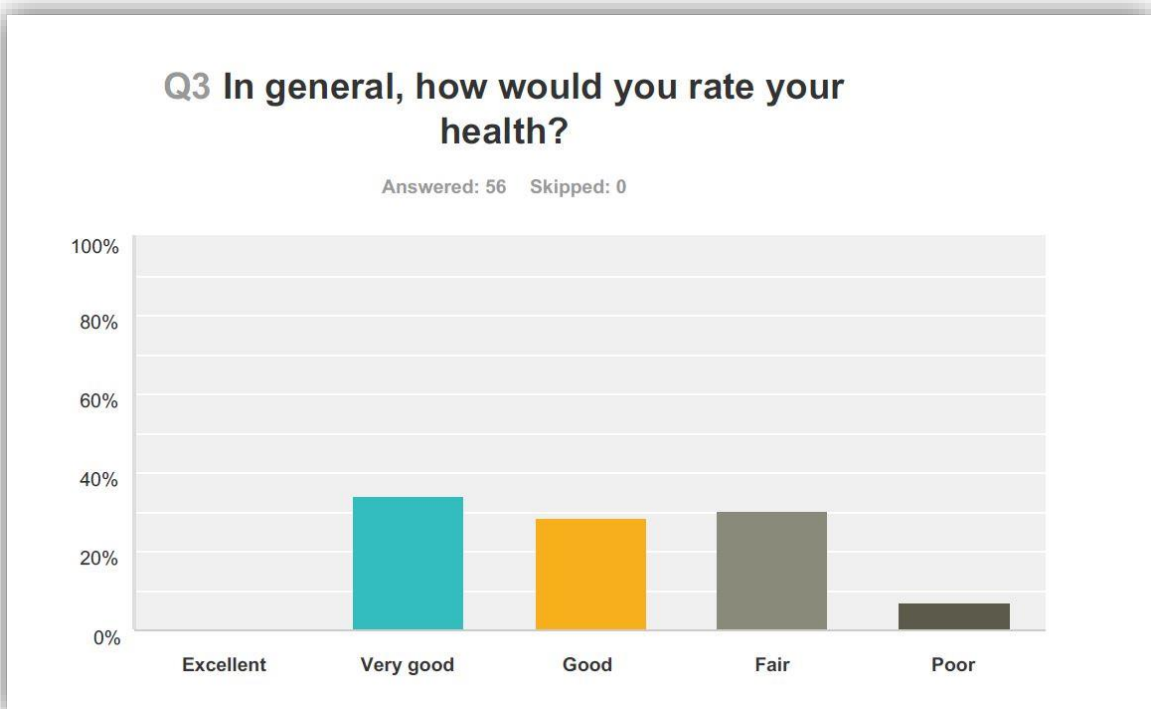
At Bath Housing we work to develop and operate housing that supports stability, self-sufficiency, self-respect and pride for residents. We have a full-time resident services coordinator that provides residents with requested services to stay connected to others within Bath Housing's apartments as well as within the community of Bath. **93% of residents participate in resident programs and activities offered at their properties.**



- Residents participate in ice cream socials (77%), special events and parties (71%), barbecues (71%), community meals (65%), birthday celebrations (62%), BEANO (60%), fire safety trainings (60%), gardening (48%), Grace Episcopal Church FEAST at 5:30 (40%), ArtVan (35%), guest speakers (Access Health Ten Tips, Maine Behavioral Health, etc.) (33%), Game Day (27%), Healthy Movement with Grace Jones (21%)
- **Our residents participate in activities for social interaction (83%), participate for the opportunity to learn something new (48%), to have fun (83%).**
- Our resident services coordinator creates a **monthly newsletter, Scuttlebutt**, and we are pleased to announce that 95% of residents responded that this is the best way to inform them of community events. Occasional flyers (69%), and resident meetings (51%) were also deemed an effective communication tool for our residents.
- 98% of residents feel that the **Resident Service Coordinator is available** to meet with them by appointment to address concerns.

Resident Health

Stable housing is at the core of health and wellness. It promotes positive outcomes in education, employment, physical and mental health, and financial stability. The charts below could not depict this more. Despite 95% of residents reporting health concerns, from high blood pressure to cancer, only 18% reported having a less than good quality of life.



Family Well-Being

Housing plays a significant role in strong, resilient families and vibrant communities. The Family Well-Being Survey was conducted for our Middle St 500's, Middle St 800's, Shaw St, and Oak St properties.

- 80% of family households would be interested to participate in an Economic Stability program if it was offered by Bath Housing either now or in the near future. The program could assist with employment, education, saving, and other financial goals.
- Reasons a family would participate in an Economic Stability program include:
 - Work toward moving out of subsidized housing—75%
 - Learn about strategies to save—50%
 - Learn how to improve my credit rating and reduce debt—50%
 - Find other resources that can help my family get ahead—50%
 - Work on financial goals with support from a case manager—25%
 - Receive help getting employment—25%
 - Receive assistance with accessing education or job training—25%
 - Connect with other families who are in a similar financial position—25%



General Community

The housing we provide represents a long-term community asset. We strive to be the best landlord in town.



- When asked where our residents lived right before moving into a Bath Housing apartment, **34% of residents reported owned their own homes**, 33% rented from a landlord (with a lease), 21 % shared space with family or a friend, and 12% lived in other housing situations.
- **62% of respondents lived in Bath before moving into a Bath Housing apartment**, 9% lived in Brunswick, 7% in West Bath, and 5% Phippsburg. **Only 5% of residents lived out of state.**
- The primary factors that led our residents to moving into a Bath Housing apartment was; **prior housing was not affordable due to rent/mortgage**, taxes, heat, or another reason (52%), prior housing was a maintenance burden (22%), prior housing was not a good location (16%), and prior housing was not safe (10%).
- 50% of residents are Morse High School alumni, 71% of residents have family and friends in the region, 62% worked here; **the connection to Bath is great.**
- 100% of our residents shop at local businesses such as Shaws (92%), Renys (84%), Brackett's (80%).
- 76% of residents feel as if they have enough access to transportation.