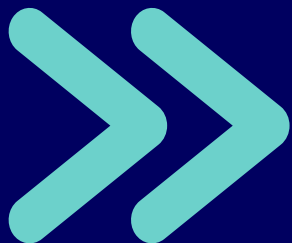




Housing Authority of St. Louis County

# Customer Service Survey Results



2023




# Survey Overview

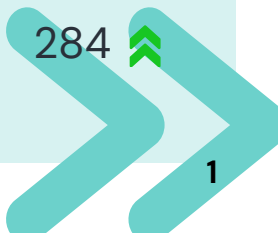
In October, 2023 staff distributed the second annual customer service surveys to the following customer groups:

- Public Housing Residents
- Housing Choice Voucher Residents
- Property Owners

The 2022 survey focused on defining what great customer service meant to our customers. Responses centered on the need for proactive communication as well as treating customers with empathy and understanding.

The 2023 survey measured overall satisfaction with major processes and customer-facing roles. With a working definition of how our customers define great customer service, open-ended questions on this year's survey were limited to how the housing authority could better serve its customers.

SURVEY	SURVEYS SENT 2022	SURVEYS RECEIVED 2022	SURVEYS SENT 2023	SURVEYS RECEIVED 2023
Public Housing Survey	297	83	297	42 
Housing Choice Voucher Survey	1,000	313	1,000	199 
Property Owner Survey	1,000	255	1,000	284 



# Public Housing Survey Results

Public housing residents were asked to rate their satisfaction with the following interactions with **property management staff** on a scale of 0 to 5, with 5 being very satisfied:

53% 

The way property management staff treated and spoke to you in the past year.

Of the 15 individuals who responded to this question, 53% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by property management staff within the past year. In 2022, 71% of 83 respondents said the same.

25% 

Property management staff's timeliness in returning your phone calls.

Of the 20 individuals who responded to this question, 25% indicated that they were **either satisfied or very satisfied** with property management staff's timeliness in returning their phone calls. In 2022, 76% of 83 respondents said the same.

40% 

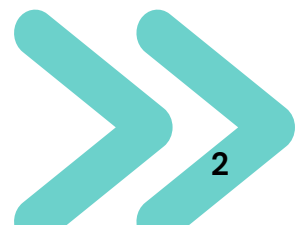
Staff's responsiveness to questions and concerns.

Of the 23 individuals who responded to this question, 40% said they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2022, 76% of 83 respondents said the same.

53% 

Property management staff's notification of your annual income recertification.

Of the 30 responses to this question, 53% of individuals selected that they were **either satisfied or very satisfied** with property management staff's notification of their annual income recertification.



# Public Housing Survey Results

Public housing residents were asked to rate their satisfaction with the following interactions with **maintenance staff** on a scale of 0 to 5, with 5 being very satisfied:

69% 

The way maintenance staff treated and spoke to you in the past year.

Of the 29 individuals who responded to this question, 69% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by maintenance staff within the past year.

39% 

The communication from the PHA regarding the scheduling and completion of maintenance tasks.

Of the 18 individuals who responded to this question, 39% indicated that they were **either satisfied or very satisfied** with the communication from the PHA regarding the scheduling and completion of maintenance requests.

13% 

The time it took for maintenance to respond to your request.

Of the 15 individuals who responded to this question, 13% said they were **either satisfied or very satisfied** with the time it took for maintenance to respond to their request.

19% 

The overall quality of repairs made to your home.

Of the 27 responses to this question, 19% of individuals selected that they were **either satisfied or very satisfied** with the overall quality of repairs made to their home.



# HCV Survey Results

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with their **caseworker** on a scale of 0 to 5, with 5 being very satisfied:

61% 

The way you were treated and spoken to by staff.

Of the 199 individuals who responded to this question, 61% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by Housing Authority staff within the past year. In 2022, 75% of 309 respondents said the same.

45% 

Staff's timeliness in returning your phone calls.

Of the 199 individuals who responded to this question, 45% indicated that they were **either satisfied or very satisfied** with staff's timeliness in returning their phone calls. In 2022, 63% of 309 respondents said the same.

55% 

Staff's responsiveness to your questions and concerns.

Of the 196 individuals who responded to this question, 55% indicated they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns about their rent. In 2022, 72% of 309 respondents said the same.



# HCV Survey Results

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with the **inspections department** on a scale of 0 to 5, with 5 being very satisfied:

65% 

The way you were notified about your scheduled inspection.

Of the 196 individuals who responded to this question, 65% indicated that they were **either satisfied or very satisfied** with the way they were notified of an upcoming inspection. In 2022, 67% of 306 respondents said the same.

45% 

The way you were treated by staff conducting the inspection.

Of the 199 individuals who responded to this question, 45% indicated that they were **either satisfied or very satisfied** with staff's timeliness in returning their phone calls. In 2022, 75% of 308 respondents said the same.



# Landlord Survey Results

Landlords were asked the following questions about their experience with the Housing Authority of St. Louis County:

41% 

The process to become a landlord with the housing authority has been simple and understandable.

Of the 209 individuals who responded to this question, 41% indicated that they **either strongly agree or agree** that the process to become a landlord with the housing authority has been simple and understandable. In 2022, 46% of 255 respondents said the same.

62% 

I understand and feel comfortable with the expectations of my biannual property inspection.

Of the 208 individuals who responded to this question, 62% selected that they **either strongly agree or agree** with understanding and feeling comfortable with the expectations of their biannual property inspection. In 2022, 49% of 253 respondents said the same.

48% 

I have generally had a good experience with leasing to housing authority residents.

Of the 209 individuals who responded to this question, 48% said they **either strongly agree or agree** that they have generally had a good experience leasing to housing authority residents. In 2022, 47% of 253 respondents said the same.

43% 

Staff at the housing authority have the necessary knowledge to assist me with my questions.

Of the 208 individuals who responded to this question, 43% said they **either strongly agree or agree** that housing authority staff have the necessary knowledge to assist them with their questions. In 2022, 42% of 253 respondents said the same.

22% 

Staff at the housing authority are always available to answer my questions.

Of the 209 individuals who responded to this question, 22% said they **either strongly agree or agree** that housing authority staff are always available to answer their questions. In 2022, 24% of 254 respondents said the same.



# Landlord Survey Results

Landlords were asked the following questions about their experience with the Housing Authority of St. Louis County:

47% 

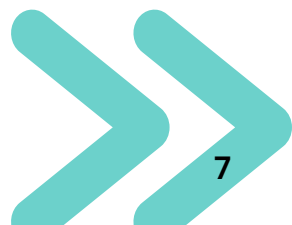
I would recommend becoming a Housing Choice Voucher landlord to other landlords.

Of the 209 individuals who responded to this question, 47% said they **either strongly agree or agree** that they would recommend becoming a Housing Choice Voucher landlord to other landlords. In 2022, 53% of 254 respondents said the same.

56% 

There are a lot of misconceptions about low-income housing.

Of the 209 individuals who responded to this question, 56% said they **either strongly agree or agree** there are a lot of misconceptions about low-income housing. In 2022, 57% of 254 respondents said the same.





# Public Housing Open-Ended Responses

Staff asked public housing residents what improvements or changes they would suggest to enhance the overall experience with both property management and maintenance staff. Below are some responses pulled from the survey.

What improvements or changes would you suggest to enhance the overall experience with **property management** staff?

Total responses to this question: 36

- "Communication skills and professionalism."
- "They should be friendlier AND advocate FOR residents, not just put up with them."
- "Show more concern about replacing things that are broken."
- "Provide consistent communication with updates and reminders on changes that are relevant to residents and the units they occupy. Utilize a variety of communication channels more frequently."
- "I want to be able to reach the leasing office directly."
- "Better phone system and communication."
- "Hiring more maintenance staff would improve everything overall."

What improvements or changes would you suggest to enhance the overall experience with **maintenance** staff?

Total responses to this question: 36

- "Maintenance is very slow to respond, but does decent work. I had to move my refrigerator to the bedroom for three days when the wall outlets stopped working. My kitchen light was out for about two months before repair. You get my point here!"
- "They can do a better job at coming out to fix the problems instead of bringing pieces to do a temporary repair."
- "Implement a system that will keep residents updated on the progress of their maintenance issues."
- "Something needs to be done about maintenance being inside of our homes without our knowledge or permission."
- "It seems like they need more staff and help. They are always pleasant and ready to help."
- "I know there are not many, so maybe hire more maintenance staff."
- "When you start something, come back and finish it."

# HCV Open-Ended Responses

Staff asked Housing Choice Voucher residents how the housing authority could better serve its customers and offered a space for any other thoughts. Below are some responses pulled from the survey.

The housing authority would better serve its customers if...

Total responses to this question: 150

- "I'm very satisfied with the service from my caseworker, Ms. Kimberly Campbell and the staff at the agency."
- "I wish we could get in-person application help."
- "Things are getting a lot better."
- "We would be alerted to a change in our caseworker."
- "You could get ahold of your caseworker when you call instead of leaving numerous messages before they call you back."
- "Return calls in a timely manner."
- "The housing authority lightened the caseloads of each caseworker to make it more manageable. Responses and accessibility would be more obtainable if they had less cases."
- "Keeping the main line operator more informed on where to direct people."
- "Send surveys out more."
- "More access to housing in better areas like Chesterfield, Kirkwood, Glendale, or Webster Groves so our children can have a better opportunity as far as school districts are concerned."

Please let us know any other thoughts you would like to share.

Total responses to this question: 150

- "Please find a way to provide Section 8 without landlords knowing. They treat us differently and refuse to rent us updated homes."
- "I feel that all workers should be held responsible for responding to concerns of their tenants/clients in a timely manner."
- "I just want better communication and a number that directly goes to my caseworker."
- "Better communication on how the housing process goes for someone who has never received assistance from this program before."
- "I appreciate the Housing Choice Voucher program. Without them, I don't know where I would be."
- "I'm very pleased and appreciative of the assistance I've received and the excellent care and help from my caseworker."
- "I just feel when you have a new caseworker, there should be better communication and it makes you nervous when you don't know if all your information is in when you can't speak to someone and know what's going on. I do love and appreciate my housing and everything that has been done for me!"

# Landlord Open-Ended Responses

Staff asked landlords what would make it easier for property owners to do business with the organization, what types of incentives would motivate more landlords to participate in the HCV program, and solicited any other thoughts they wanted to share.

What would make it easier for landlords to do business with the housing authority?

Total responses to this question: 161

- "More effective communication, including returning calls/emails."
- "Providing contractor referrals for senior landlords."
- "Quicker responses."
- "Representatives need to respond about finance issues quicker."
- "Tenant education classes."
- "Have one specific person for all our needs, not have to speak to numerous people and send numerous emails to get a responses. It's quite frustrating when you leave so many voicemails and emails to the caseworker and do not get a reply."
- "I have been going back and forth with the housing authority for over seven months to have a payment issue resolved. I've been extremely disappointed in the caseworkers' response times and have considered removing myself from the program as a result."

What types of incentives would motivate landlords to participate in the HCV program?

Total responses to this question: 153

- "A smoother process to get responses from the housing authority would be the best incentive ever."
- "Reimbursement for tenant-caused damages."
- "Deposit assistance."
- "How about paying landlords market rate for starters and then providing some kind of reimbursement program when tenants damage their properties. These are two of the main reasons why landlords do not want to participate in the program."
- "A department devoted to the landlords and issues that may arise from paperwork/payments and not have to wait for a caseworker that is overloaded to get back with you."
- "A program or advocate to assist property owners with recouping damages and/or holding tenants accountable when tenant damages exceed the security deposit."
- "A reliable contact for landlords would be the first step. I don't know what other incentives are really necessary."
- "Advocacy. More people on your team with the enthusiasm and zeal of Ms. Tammika Sydnor would be great. The onboarding learning curve for new investors is great. Just a smiling voice when we call with stupid questions is all we ask, and not to have to go from department to department to get answers."

# Landlord Open-Ended Responses

Staff asked landlords what would make it easier for property owners to do business with the organization, what types of incentives would motivate more landlords to participate in the HCV program, and solicited any other thoughts they wanted to share.

Please let us know any other thoughts you would like to share.

Total responses to this question: 161

- "Our organization's overall experience with the housing authority has been a blessing for our resident's and we've only noticed a lack of communication/follow up within the last six months."
- "When things are running smoothly, it's all good. As soon as something is different or not right, it takes SO long to get it resolved which usually results in the owner getting paid late."
- "The inspections department is the most efficient department to work with, particularly James Richardson and Gerard Brown."
- "I would like a clear understanding on the move out process."
- "It is almost impossible to speak with anyone in the inspections department. When you leave a message, it sometimes takes 3-4 days to get a response. Even the tenant gets disgusted by this."
- "Give landlords an organization chart when they start the program and let them know who to contact for specific issues."
- "Texting would be a great thing for communication!"