



COUNTY
HOUSING

THE HOUSING AUTHORITY of ST. LOUIS COUNTY

2025 CUSTOMER SERVICE SURVEY RESULTS

SURVEY OVERVIEW

In November 2025, County Housing conducted its annual customer service survey, gathering feedback from the following groups:

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

This year's survey focused on overall satisfaction with key processes and customer-facing roles. To better understand how our customers define exceptional service, we included open-ended questions asking how County Housing can improve to meet their needs more effectively.



Survey	Surveys Sent 2024	Surveys Received 2024	Surveys Sent 2025	Surveys Received 2025
Public Housing Survey	279	45	225	33
Housing Choice Voucher Survey	977	290	6,109	1,055
Property Owner Survey	940	219	1,937	304

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:

61% 

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

Of the 33 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 property management staff within the past year. In 2024, 77% of 44 respondents said the same.

66% 

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

Of the 33 individuals who responded to this question, 66% indicated that they were **either satisfied or very satisfied** with property management staff's timeliness in returning their phone calls. In 2024, 64% of 44 respondents said the same.

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:

54%



Staff’s responsiveness to questions and concerns.

Of the 33 individuals who responded to this question, 54% said they were **either satisfied or very satisfied** with staff’s responsiveness to questions and concerns. In 2024, 61% of 43 respondents said the same.

67%



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

Of the 33 respondents to this question, 67% of individuals selected that they were **either satisfied or very satisfied** with property management staff’s notification of their annual income recertification. In 2024, 84% of 44 respondents said the same.

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:

56% 

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

Of the 33 individuals who responded to this question, 56% 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. In 2024, 58% of 45 respondents said the same.

52% 

The communication for County Housing regarding the scheduling and completion of maintenance tasks.

Of the 33 individuals who responded to this question, 52% indicated that they were **either satisfied or very satisfied** with the communication from County Housing regarding the scheduling and completion of maintenance requests. In 2024, 47% of 45 respondents said the same.

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:



The overall quality of repairs made to your home.

Of the 33 responses to this question, 55% of individuals selected that they were **either satisfied or very satisfied** with the overall quality of repairs made to their home. In 2024, 44% of 45 respondents said the same.

PUBLIC HOUSING OPEN-ENDED RESPONSES



What improvements would you like to see in your housing community?

Answered question: 23

- Residents' top priorities are **more responsive and reliable maintenance**, improved **cleanliness and safety**, better **community amenities**, and consistent **communication and accountability** from staff.



What suggestions do you have to improve your experience with property management staff?

Answered question: 19

- Residents' main suggestions center on **improved communication, timely maintenance, sufficient staffing, and caring interactions**. While many are satisfied with staff, consistent follow-up and responsiveness are key areas for enhancement.



HOUSING CHOICE VOUCHER SURVEY RESULTS

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

80% 

The way you were treated and spoken to by staff.

Of the 1,054 individuals who responded to this question, 80% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by County Housing staff within the past year. In 2024, 74% of 289 respondents said the same.

64% 

Staff's timeliness in returning your phone calls.

Of the 1,054 individuals who responded to the question, 64% indicated that they were **either satisfied or very satisfied** with staff's timeliness in returning their phone calls. In 2024, 53% of 289 respondents said the same.

HOUSING CHOICE VOUCHER 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:

66% no change from last year

The way you were notified about your scheduled inspection.

Of the 1,054 individuals who responded to this question, 66% indicated that they were **either satisfied or very satisfied** with the way they were notified of an upcoming inspection. In 2024, 66% of 289 respondents said the same.

69% 

The way you were treated by staff conducting the inspection.

Of the 1,054 individuals who responded to this question, 69% indicated that they were **either satisfied or very satisfied** with the way they were treated by staff conducting inspections. In 2024, 70% of 289 respondents said the same.

HOUSING CHOICE VOUCHER SURVEY RESULTS

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

69% 

Staff's responsiveness to your questions and concerns.

Of the 1,054 individuals who responded to this question, 69% indicated they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2024, 62% of 288 respondents said the same.

HOUSING CHOICE VOUCHER OPEN- ENDED RESPONSES



What changes or improvements would make it easier to interact with County Housing staff?

Answered question: 589

- Residents' main suggestions focus on **improved communication, consistent caseworker assignments, timely responses, professional and compassionate interactions, and additional support resources**. While many are satisfied, consistent updates and accessibility enhancements would make interactions smoother and less stressful.



Do you have any additional comments or suggestions?

Answered question: 433

- Residents' additional comments focus on **clearer guidance in housing and voucher processes, improved landlord accountability, timely maintenance and snow removal, better staff communication, and support for safer, higher-quality housing**. While some frustrations exist, several responses highlight gratitude for helpful staff and services.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.



The process of becoming a landlord with County Housing was straightforward.

Of the 301 individuals who responded to this question, 75% indicated that they **either agree or strongly agree** that the process to become a landlord with County Housing has been straightforward. In 2024, 68% of 218 respondents said the same.



I feel comfortable with the requirements for biannual property inspections.

Of the 302 individuals who responded to this question, 85% selected that they **either agree or strongly agree** that they feel comfortable with the requirements for biannual property inspections. In 2024, 70% of 219 respondents indicated the same.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.



I have had a positive experience leasing to County Housing residents.

Of the 301 individuals who responded to this question, 84% said they **either agree or strongly agree** that they have had a positive experience leasing to County Housing residents. In 2024, 65% of 218 respondents said the same.



County Housing staff have the knowledge to assist me with my questions.

Of the 301 individuals who responded to this question, 82% said they **either agree or strongly agree** that County Housing staff have the knowledge to assist them with their questions. In 2024, 63% of 218 respondents said the same.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.



County Housing staff are accessible when I need support.

Of the 304 individuals who responded to this question, 88% said they **either agree or strongly agree** that County Housing staff are always available to answer their questions. In 2024, 48% of 216 respondents said the same.



I would recommend the Housing Choice Voucher Program to other landlords.

Of the 301 individuals who responded to this question, 87% said they **either agree or strongly agree** that they would recommend becoming a Housing Choice Voucher landlord to other landlords. In 2024, 73% of 216 respondents said the same.

PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

33% 

There are misconceptions about low-income housing that affect my business.

Of the 299 individuals who responded to this question, 33% said they **either agree or strongly agree** there are misconceptions about low-income housing that affect their business. In 2024, 31% of 216 respondents said the same.

PROPERTY OWNERS OPEN-ENDED RESPONSES



What changes would make it easier for landlords to work with County Housing?

Answered question: 214

- Feedback clearly reinforces that **communication is the primary driver of satisfaction** among landlords and stakeholders. While County Housing has made measurable progress, continued focus on:
 - **timely responses, clearer expectations, stronger landlord–caseworker collaboration, and consistent service delivery** will be crucial to sustaining trust and improving outcomes.



What types of incentives would motivate more landlords to join the Housing Choice Voucher program?

Answered question: 189

- This feedback underscores that **access, speed, and consistency are critical to landlord engagement**. While County Housing has made progress in professionalism and process improvement, ongoing focus on:
 - **responsive communication, faster turnaround times, stronger tenant accountability mechanisms, and financial competitiveness** will be essential to improving landlord confidence and participation.