

## **York Area Housing Group External Relations Survey Results**

In July of 2012 professionals that work with York Area Housing Group (YAHG) were emailed and asked to complete a very short survey of their perceptions of YAHG. The respondents included human service workers, funding agencies, partners, other housing providers, volunteers, and board members. 235 email requests were sent and 85 surveys were completed for a 36% response rate. *Below you will find the respondents' perceptions of YAHG along with the actual policy of YAHG.*

Respondents were asked a series of yes/no/don't know questions.

### **A. YAHG rents are based on income.**

- 83.5% said YES, 1.2% said NO, and 15.3% said DON'T KNOW

Actual Policy: Although we do have a small number of "scattered site" units that are offered at market rate, the majority of tenants pay rent based on their incomes. (If someone is applying for one of the scattered site locations, a different application – other than the one on our website – needs to be completed.)

### **B. YAHG only offers independent living.**

- 46.4% said YES, 26.2% said NO, and 27.4% said DON'T KNOW

Actual Policy: This is correct. We do only offer independent living.

### **C. YAHG offers emergency housing.**

- 20.0% said YES, 38.8% said NO, and 41.2% said DON'T KNOW

Actual Policy: We do NOT offer emergency housing.

### **D. There are waiting lists for YAHG properties.**

- 70.6% said YES, 2.4% said NO, and 27.1% said DON'T KNOW

Actual Policy: Each site maintains its own waiting list so the number of people on the waiting list and the average time before an applicant could be housed will vary from site to site.

### **E. There is no application fee for YAHG apartments.**

- 32.9% said YES, 23.5% said NO, and 43.5% said DON'T KNOW

Actual Policy: This is correct.

### **F. YAHG housing is only for people aged 62 and older.**

- 0% said YES, 87.1% said NO, and 12.9% said DON'T KNOW

Actual Policy: This is not correct. Please refer to the various site pages to review the eligibility requirements.

**G. YAHG has accessible apartments for residents of all ages.**

- 83.5% said YES, 1.2% said NO, and 15.3% said DON'T KNOW

Actual Policy: Yes, to meet the needs of heads of household who are 18 and older and have a disability that requires the features of an accessible unit, we have a number of those units at each of our major (not scattered) sites.

**H. Assisted living is available in YAHG apartments.**

- 12.9% said YES, 43.5% said NO, and 43.5% said DON'T KNOW

Actual Policy: YAHG does NOT offer assisted living.

**I. YAHG properties are all located within York City.**

- 3.5% said YES, 84.7% said NO, and 11.8% said DON'T KNOW

Actual Policy: Although we do have properties within the City, we have sites throughout the County – including West York Borough, Dillsburg Borough, Stewartstown Borough, and West Manchester Township.

*Below you will find some of the results of the perceptions held by the survey respondents compared to results reported by residents of YAHG apartments.*

**A. Respondents were asked if “Residents were treated with respect in YAHG properties.”**

- 75.3% strongly agreed or agreed however 23.5% of the respondents indicated that they did not know.
- In a May 2011 survey of 127 residents of YAHG properties 85% said they were treated with respect by YAHG Staff.

**B. Respondents were if “YAHG offers well-managed properties for residents.”**

- 83.5% strongly agreed or agreed while 14.1% indicated they did not know.
- In the May 2011 survey 90% felt their apartment was well-maintained and 88% thought the common areas were well maintain.

**C. Respondents were asked if “Residents of YAHG properties are satisfied with their apartments.”**

- 54.2% strongly agreed or agreed while 36.5% did not know.
- In the May 2011 survey 93% of residents were satisfied with their apartment

**D. Respondents were asked if “YAHG properties were safe and secure for residents.”**

- 76.5% strongly agreed or agreed while 14.1% did not know.
- In the May 2011 survey 96% of residents reported feeling safe in their apartments.

**E. Respondents were asked if “YAHG properties are affordable.”**

- 80.9% strongly agreed or agreed while 15.5% did not know
- In the May 2011 survey 97% of residents felt their apartment was affordable.

**F. Respondents were asked if “YAHG employees take a great deal of pride in their work.”**

- 75.3% strongly agreed or agreed while 18.8% did not know.
- YAHG Staff work hard every day to make their residents satisfied with their experience! The results are clear that residents are highly satisfied with YAHG!