

Brattleboro Housing Partnerships Resident Survey

Thank you for taking our resident survey! Your feedback gives us important information about what is going well at Brattleboro Housing Partnerships (BHP) properties and how we can improve our services. It should take no more than 15 minutes, and anyone who responds will be entered for a raffle for one of five \$100 gift cards!! Surveys are due by August 1, 2025. Anyone in your household may fill out a survey, but only residents 18 and older are eligible to win a raffle prize.

1. Do you know how to contact BHP? ☐ Yes ☐ No
2. What is/are your preferred ways to get information from BHP? (Select all that apply)
 - ☐ Robocalls ☐ Text
 - ☐ Flyer in mailbox ☐ Flyer posted in building
 - ☐ Other: _____
3. Do you know how to get to the BHP website? ☐ Yes ☐ No
4. If yes to #3, have you ever used the BHP website to access housing forms? ☐ Yes ☐ No ☐ NA
5. Are you connected to the BHP Facebook page? ☐ Yes ☐ No
6. Besides Facebook, what other social media platforms would you like to use to connect with us?

7. Do you know how to put in a work order? ☐ Yes ☐ No
8. Did you put in a work order in 2024? ☐ Yes ☐ No ☐ I'm not sure/can't remember
9. If you said yes to #8: If your work order was an emergency, how quickly did staff respond?
 - ☐ I did not put in an emergency work order in 2024
 - ☐ 2 hours or less
 - ☐ More than 2 hours but less than 4 hours
 - ☐ 4 hours or more
 - ☐ I can't remember

10. If you said yes to #8: If your work order was NOT an emergency, how quickly did staff respond?

- ☐ I did not put in this kind of work order in 2024
- ☐ Less than 1 week
- ☐ 1-2 weeks
- ☐ 2-3 weeks
- ☐ More than 3 weeks
- ☐ I can't remember

11. Do you know how to file a complaint with BHP? ☐ Yes ☐ No

12. Did you file a complaint with BHP in 2024? ☐ Yes ☐ No ☐ I'm not sure/can't remember

13. If you did file a complaint with BHP in 2024, did you get a letter from BHP saying that your complaint was received?

- ☐ Yes ☐ No ☐ Not sure/can't remember ☐ NA

14. In general, when you leave a message on the BHP phone system, do you get a call back?

- ☐ Always ☐ Often ☐ Sometimes ☐ Never ☐ I have never left a message

15. One way BHP contacts residents is through a robocall system. If you would like to update your name and phone number in that system, please write it below:

16. How satisfied are you with the BHP phone system?

- ☐ Very dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very satisfied

17. The housing re-certification process used to happen every year, now it happens every three years. Which do you prefer?

- ☐ I prefer to re-certify every year
- ☐ I prefer to re-certify every three years
- ☐ No preference/don't know

18. How satisfied are you with the services provided by BHP?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	
Overall services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Day-to-day maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Supportive services including SASH, SASH For All, and LEAP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

19. How hard is it for you to pay for the very basics like food, housing, medical care, and heating? Would you say it is...

- ☐ Very hard
- ☐ Somewhat hard
- ☐ Not at all hard

20. For each of the following, are your needs met?

	My needs are met	My needs are <i>not</i> met	
Heat	<input type="checkbox"/>	<input type="checkbox"/>	
Hot water	<input type="checkbox"/>	<input type="checkbox"/>	
Size of living space	<input type="checkbox"/>	<input type="checkbox"/>	
Fixtures for accessibility needs (e.g. grab bars in the bathroom)	<input type="checkbox"/>	<input type="checkbox"/>	
Parking	<input type="checkbox"/>	<input type="checkbox"/>	
Access to outdoor space	<input type="checkbox"/>	<input type="checkbox"/>	
Access to public transportation	<input type="checkbox"/>	<input type="checkbox"/>	
Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	
Food	<input type="checkbox"/>	<input type="checkbox"/>	
Childcare	<input type="checkbox"/>	<input type="checkbox"/>	
School	<input type="checkbox"/>	<input type="checkbox"/>	
Employment	<input type="checkbox"/>	<input type="checkbox"/>	
Community services	<input type="checkbox"/>	<input type="checkbox"/>	
Financial support	<input type="checkbox"/>	<input type="checkbox"/>	
Recreation	<input type="checkbox"/>	<input type="checkbox"/>	
Arts	<input type="checkbox"/>	<input type="checkbox"/>	
Feeling of belonging in community	<input type="checkbox"/>	<input type="checkbox"/>	

21. If you checked “not met” for any of your needs, please elaborate:

22. Do you lock your door when you are home?

- ☐ Always ☐ Often ☐ Sometimes ☐ Never

23. On a scale of 0 to 5 where 0 is not at all safe and 5 is extremely safe, how do you feel about the following?

	Not at all safe						Very safe		
	0	1	2	3	4	5	NA		
Being alone at night in your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Being alone at night in the hallway/lobby/laundry room of your building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Walking around on the outdoor grounds of your development alone at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Allowing your school-aged children to walk through the community alone during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

24. What changes would make you feel safer? (Select all that apply)

- ☐ Better lighting outside
- ☐ Better lighting inside my building
- ☐ More security cameras
- ☐ More opportunities to meet with the police department
- ☐ NARCAN training
- ☐ Training on public safety resources available in the community
- ☐ For anyone NOT living in AW Richards or Red Clover Commons: a deadbolt on your apartment door
- ☐ Other: _____

25. Which property do you live in?

- ☐ Red Clover Commons
 - ☐ AW Richards
 - ☐ Samuel Elliot Apartments
 - ☐ Hayes Court
 - ☐ Red Clover Commons 2
 - ☐ Ledgewood Heights
 - ☐ Moore Court

26. For those who live in one of the Red Clover Commons buildings, this year BHP installed new lighting in the parking garage. Do you feel the lighting is now adequate?

- ☐
- Yes
- ☐
- No
- ☐
- NA

27. For Hayes Court residents: would you feel safer if the doors to your building were locked?

- ☐
- Yes
- ☐
- No
- ☐
- NA

Comments:

28. On a scale of 0 to 5 with 0 being not at all worried/stressed, and 5 being very worried/stressed, how do you feel in the days leading up to your apartment inspection?

[illegible]

29. On a scale of 0 to 5 where 0 is not at all connected and 5 is very connected, how connected do you feel to your neighbors in the following areas?

[illegible]

30. On a scale of 0-5 with 0 being not at all likely and 5 being very likely, how likely are you to recommend your housing to someone else as a good place to live?

Not at all likely						Very Likely			
0	1	2	3	4	5	NA			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

31. What do you like best about your home?

32. What one area should BHP focus on the most to improve your experience as a resident?

- ☐ Response times
- ☐ Indoor property maintenance
- ☐ Outdoor property maintenance
- ☐ The complaint process
- ☐ Increased service and program offerings
- ☐ How we communicate important information to residents
- ☐ Other: _____

33. Which BHP supportive service program(s) do you participate in? (Select all that apply)

- ☐ SASH
- ☐ LEAP
- ☐ SASH For All
- ☐ I participate but I'm not sure which program
- ☐ I don't participate in any programs

34. What do you find helpful about BHP programs?

35. If you do not participate in any BHP programs, why not?

36. Are you on the Resident Advisory Communication Committee (RACC)? ☐ Yes ☐ No

37. If you are not on the Resident Advisory Communication Committee, why not? What would help you be interested in joining?

38. Please rate your agreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
I believe that I have good neighbors.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I believe that I am a good neighbor to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

39. What makes a good neighbor?

40. What one improvement would you make in your home?

41. What one improvement would you make in your community?

42. Any other comments or feedback?

43. If you would like to be entered in a raffle for a \$100 gift card, please provide your name and contact information:
