

Tenant Satisfaction Survey Results
SRA 2004

Number of responses 108
 Response Rate 52.2%
 EDEN operated units 79.6%

1. I feel that the housing program I am assigned to is meeting my needs.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
44.4%	43.5%	2.8%	4.6%	4.6%

2. I feel that my privacy is protected by EDEN

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
38.9%	44.4%	12.0%	3.7%	0.9%

3. I feel that I understand my housing program's paperwork, including my lease.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
39.8%	45.4%	10.2%	1.9%	2.8%

4. I feel listened to and respected by EDEN staff

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
39.8%	50.0%	6.5%	1.9%	1.9%

5. I feel that I know the process for resolving a problem if I have a complaint or problem with the program or staff.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
38.0%	50.9%	8.3%	0.0%	1.9%

6. I feel that my client rights are being respected by the social service agency(s) I am assigned to.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
41.7%	46.3%	9.3%	0.0%	1.9%

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7. When my unit needs repairs, I am satisfied with the quality of the work.

Agree	Disagree	N/A
85.2%	4.6%	10.2%

8. When I request non-emergency maintenance repairs, those repairs are completed within 30 days.

Agree	Disagree	N/A
82.4%	6.5%	8.3%

9. When I request emergency maintenance repairs, there is a response within 24 hours from the landlord.

Agree	Disagree	N/A
72.2%	17.6%	9.3%

10. When I contact the front desk at EDEN headquarters {in my building}, our interaction is polite and respectful.

Agree	Disagree	N/A
93.5%	6.5%	0.0%

11. When I contact my EDEN Eligibility Specialist, my issues are resolved and my calls are returned in a timely manner.

Agree	Disagree	N/A
75.9%	21.3%	2.8%

12. When I contact an EDEN Inspector {Property manager}, my issues are resolved and my calls are returned in a timely manner.

Agree	Disagree	N/A
86.1%	11.3%	2.8%

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13. When I contact an EDEN Client Rights Officer, my issues are resolved and my calls are returned in a timely manner.

Agree	Disagree	N/A
63.9%	29.6%	5.6%

14. When I contact anyone with any other EDEN department, my issues are resolved and my calls are returned in a timely manner.

Agree	Disagree	N/A
65.7%	29.6%	1.9%

15. I like my current apartment or home.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
54.6%	32.4%	4.6%	5.6%	2.8%

16. I like the neighborhood I live in.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
25.9%	36.1%	24.1%	4.6%	8.3%

17. Do you feel your housing has helped you become more self-sufficient?

Yes	No
85.2%	7.4%

18. I could use additional help or services with (select as many as needed)

Q18. Gaining/Maintaining Employment	19.4%
Q18. Housekeeping	12.0%
Q18. Medicine	12.0%
Q18. Recovery	12.0%
Q18. Legal	13.0%
Q18. Transportation	34.3%

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Q18. Substance Abuse	7.4%
Q18. Childcare	1.9%
Q18. Education	13.9%
Q18. Budgeting	9.3%
Q18. Mental Health Stability	13.0%
Q18. Health Care	12.0%
Q18. Life Skills	8.3%
Q18. Computers	13.0%
Q18. Safety	12.0%
Q18. Activities to pass time	22.2%
Q18. Job Training	13.0%
Q18. Laundry	21.3%
Q18. Utilities	10.2%
Q18. Other	

19. My needs are being met by this housing program

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
39.8%	44.4%	8.3%	1.9%	2.8%

20. Contacting or going to EDEN appointments during the open hours (weekdays, 9am-5pm) works with my schedule.

Yes	No
89.8%	3.7%

General comments

Positive	Negative	Other
47	8	9