

Tenant Satisfaction Survey Results

14 SRA

Number of responses      46  
 Response Rate            31.0%  
 EDEN operated units    91.3%

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
32.6%	39.1%	17.4%	4.3%	4.3%

2. I feel that my privacy is protected by EDEN

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
37.0%	41.3%	10.9%	6.5%	4.3%

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

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
26.1%	47.8%	19.6%	2.2%	4.3%

4. I feel listened to and respected by EDEN staff

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
34.8%	47.8%	10.9%	2.2%	4.3%

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
28.3%	50.0%	10.9%	10.9%	0.0%

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

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26.1%	56.5%	8.7%	6.5%	2.2%
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**7. When my unit needs repairs, I am satisfied with the quality of the work.**

Agree	Disagree	N/A
78.3%	6.5%	15.2%

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

Agree	Disagree	N/A
84.8%	8.7%	4.3%

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

Agree	Disagree	N/A
63.0%	23.9%	10.9%

**10. When I contact the front desk at EDEN headquarters, our interaction is polite and respectful.**

Agree	Disagree	N/A
89.1%	6.5%	4.3%

**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
58.7%	37.0%	4.3%

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

Agree	Disagree	N/A
80.4%	6.5%	13.0%

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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
54.3%	39.1%	2.2%

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

Strongly agree	Agree	Neither Agree or Disagree
56.5%	32.6%	4.3%

15. I like my current apartment or home.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
39.1%	34.8%	10.9%	6.5%	6.5%

16. I like the neighborhood I live in.

Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
30.4%	26.1%	21.7%	17.4%	2.2%

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

Yes	No
89.1%	4.3%

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

Q18. Gaining/Maintaining Employment	23.9%
Q18. Housekeeping	30.4%
Q18. Medicine	21.7%
Q18. Recovery	10.9%
Q18. Legal	19.6%
Q18. Transportation	34.8%

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<b>Q18. Substance Abuse</b>	10.9%
<b>Q18. Childcare</b>	0.0%
<b>Q18. Education</b>	17.4%
<b>Q18. Budgeting</b>	19.6%
<b>Q18. Mental Health Stability</b>	26.1%
<b>Q18. Health Care</b>	19.6%
<b>Q18. Life Skills</b>	17.4%
<b>Q18. Computers</b>	26.1%
<b>Q18. Safety</b>	19.6%
<b>Q18. Activities to pass time</b>	28.3%
<b>Q18. Job Training</b>	17.4%
<b>Q18. Laundry</b>	30.4%
<b>Q18. Utilities</b>	8.7%
<b>Q18. Other</b>	

**19. My needs are being met by this housing program**

<b>Strongly agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
23.9%	43.5%	17.4%	4.3%	0.0%

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

<b>Yes</b>	<b>No</b>
91.3%	4.3%

**General comments**

<b>Positive</b>	<b>Negative</b>	<b>Other</b>
22	3	7

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71.7%