**NOAH East Boston Tenant Survey Synopsis
December 2013**

At the time of this report, 16.5% (or 15) of NOAH’s 91 tenant households had submitted survey responses. The survey asked about how satisfied tenants were living in East Boston. Most of the respondents said they were satisfied with the community they live in; with 80% “very satisfied,” 13% “somewhat satisfied,” and 0.7% “somewhat dissatisfied.”

Affordable housing priorities: Given a choice to select one response from varying income levels, from as low as $30,000, to as high as $125,000, most respondents want to see NOAH and other non-profits like it to rehabilitate and/or create housing for low-to-moderate income families. A majority (86.7%) chose the lowest income option given, between $30,000 to $60,000; only 1 responding household perceived a need for housing for households with incomes between $61,000 to $80,000; and only one for those earning between $81,000 to $100,000.

When asked which program-related services they see as ‘most needed’ for East Boston residents, the services which were perceived as very important, somewhat important, or not important are listed below, respectively, from highest to lowest need:

1. Mortgage Closing Cost Credit
2. Lowering Mortgage Payments (via Loan Modifications, etc.)
3. Participation in Community Improvement and/or Environmental Projects
4. Counseling on How to Maintain or Find Rental Housing
5. Low Cost Repairs for Elderly Homeowners
6. Financial Education for the General Public
7. First-Time Homebuyer Classes and/or Counseling
8. Help in Avoiding a Foreclosure

NB: It should be noted that of the responses above, *none* had a very low score, in that the lowest rated, #8, only had one respondent indicating that it was ‘not important’.

Three of the questions related to how satisfied tenants were concerning the Property Management, Property Maintenance staff, and NOAH’s overall maintenance service. Choices were offered on a scale of 1 to 5, with 5 being the highest. For the Management staff, the responses were: 8 selected #5 (or outstanding), 5 selected #4, 1 selected #3, and another (under notice of eviction) responded #1 (or very poor). For the Maintenance staff, 7 selected #5 (outstanding), 5 selected #4, 2 selected #3, and 1 (under notice of eviction) selected #1. The overall maintenance services were rated as follows: 7 chose #5 (outstanding), 5 selected #4, 3 selected #3, and 1 (under notice of eviction) selected #1.