

PUBLIC HOUSING CUSTOMER SERVICE AND SATISFACTION SURVEY SCORING METHODOLOGY

This document outlines the Office of Public and Indian Housing, Real Estate Assessment Center’s (PIH-REAC), Resident Assessment Sub-system’s (RASS) scoring methodology for the Customer Service and Satisfaction Survey. Survey results are worth five (5) of the ten (10) PHAS points possible under the Resident Indicator. The remaining five (5) points are comprised of PHA participation in and certification of the Implementation Plan (2 points) and Follow-up Plan (3 points).

Each question response is assigned an *answer score*, while questions are assigned an associated *question weight*. Together, scores and weights are applied to each resident response to derive composite satisfaction levels that emphasize questions and sections on the survey that HUD, in consultation with PHAs, PHA industry groups, and resident organizations, has determined to be most important.

How to compute PHA scores

Three steps are required to compute the PHA score for each section of the survey.

First, each resident’s response scores are averaged—weighted by the question weights—within the section to obtain the *resident section score*. Second, the resident section scores are averaged—weighted by the participation of each resident, or the *resident section weight*—to obtain the *property section score*. The property section scores are averaged—averaged by the size of each property—to obtain the PHA section scores.

This calculation is most easily illustrated via an example. Suppose that a hypothetical PHA has two properties, Property 1, with 100 units, and Property 2, with 50 units. Suppose further that Property 1 has 2 residents, Resident 1 and Resident 2, and the section has three questions, Question 1, weighted 25%; Question 2, weighted 25%; and Question 3, weighted 50%. Suppose the two residents in Property 1 answer the three questions as follows:

	Question 1	Question 2	Question 3
Weight	25%	25%	50%
Resident 1	Very Satisfied	Does Not Apply	Satisfied
Resident 2	Satisfied	Very Dissatisfied	[Blank]

Suppose the answer scores associated with each response are as follows:

Response	Score
Very Satisfied	100%
Satisfied	75%
Dissatisfied	25%
Very Dissatisfied	0%

Responses of Does Not Apply and blank responses are not scored.

Then, each resident's response scores are as follows:

	Question 1	Question 2	Question 3
Weight	25%	25%	50%
Resident 1	100%	---	75%
Resident 2	75%	0%	---

Each resident's section score is then computed as an average of all questions for which he/she provided a *scorable*, or quantifiable, response:

	Section Score
Resident 1	$(100\% * 25\% + 75\% * 50\%) / (25\% + 50\%) = 83.3\%$
Resident 2	$(75\% * 25\%) + (0\% * 25\%) / (25\% + 25\%) = 37.5\%$

Next, each resident's section weight is calculated. This is the sum of the weights of all questions in which the resident participated:

	Section Weight
Resident 1	$25\% + 25\% + 50\% = 100\%$
Resident 2	$25\% + 25\% = 50\%$

Note that in calculating the resident section weight, responses of Does Not Apply are included (although they cannot be scored). This is because a response of Does Not Apply, unlike a blank response, conveys an unambiguous resident attitude and indicates that a resident participated in the question.

The resident section scores are averaged, weighted by the resident section weights, to obtain the property section score.

	Section Score	Section Weight
Resident 1	83.3%	100%
Resident 2	37.5%	50%
Total	$(83.3\% * 100\% + 37.5\% * 50\%) / (100\% + 50\%) = 68.1\%$	

This section score for Property 1 would be 68.1%.

Suppose that the section for Property 2, computed analogously, is 90.0%. Then, the two property section scores are averaged, based on the number of units in each property, to obtain the PHA section score:

	Section Score	Number of Units
Property 1	68.1%	100
Property 2	90.0%	50
<i>Total</i>	$(68.1\% * 100\% + 90.0\% * 50\%) / (100 + 50) = 75.4\%$	

Thus the PHA score for this section is 75.4%

The PHA overall survey score is the sum of the five PHA section scores.

Additional technical details

Following are a few additional technical notes about scoring:

- In the Maintenance and Repair and Services sections, some answer scores are scored over 100%. In these cases, the resident section scores are limited to 100%. This way, a response score in excess of 100% on one question can offset lower response scores by the same resident, but not lower response scores by other residents in the PHA.
- In the rare cases where a resident participates in at least one question in a section but does not provide any scorable responses to any questions in the section (e.g., answers Does Not Apply to all questions in the section), no resident score can be computed for that resident. Thus that resident's responses do not factor into the PHA section score.
- The answer score associated with a response of Satisfied (or the equivalent) is 75%: this means that if every resident were to answer Satisfied to every question on the survey, the PHA score would be 75%. (This is a hypothetical scenario, since not every question on the survey has an answer score worth 75%.) PHAs can use this figure as a benchmark against which to compare their actual scores.
- In general, question weights are designed to first divide questions into those areas that HUD believes are under PHA management control, or *scorable questions*, and those that are not, or *non-scorable questions*; and then to allocate the section weight evenly among the principal (scorable) subject matters within each section. Thus, some questions have zero weight. Weight is then divided evenly among the main scored questions in the section, and then weight of each main question is divided evenly among the sub-parts of each question.
- This scoring methodology was chosen over other alternatives so as to highlight each resident's unique experiences in the areas covered on the Customer Service and Satisfaction Survey. The survey sections are designed to guide the respondent to think about his/her experiences in that subject area as a whole.

The composite of response results in each subject area—weighted by the section weights—comprises the resident section score. The PHA score, then, is the average of the composite response results of all residents.

- All properties in which one or more residents responded to the survey are included in the PHA score calculation.

Summary

PIH-REAC encourage PHAs to analyze the responses to each question individually (question scores—which are the average response score across all residents who provided a scorable response to the question—are provided for each PHA) to discern areas of resident concern, in addition to analyzing the overall section scores as a *summary* of responses across residents and across survey content.

Response scores, question weights, and section weights

The appendix to this document lists the response scores and question weights associated with each item in the Customer Service and Satisfaction Survey.

Appendix

Survey Response Scores and Question Weights

Section/Question	Section/ Question weight	Response score
Overall satisfaction	Not included in overall score	
Q1. How satisfied are you with the following:	Not included in score	
Q1a. Your unit/home?		
A. Very satisfied		
B. Satisfied		
C. Dissatisfied		
D. Very dissatisfied		
E. Does not apply		
Q1b. Your property/building?	Not included in score	
A. Very satisfied		
B. Satisfied		
C. Dissatisfied		
D. Very dissatisfied		
E. Does not apply		
Q1c. Your neighborhood?	Not included in score	
A. Very satisfied		
B. Satisfied		
C. Dissatisfied		
D. Very dissatisfied		
E. Does not apply		
Q1d. Your property/building's management?	Not included in score	
A. Very satisfied		
B. Satisfied		
C. Dissatisfied		
D. Very dissatisfied		
E. Does not apply		
Maintenance and Repair	1 point	
Q2. Over the last year, how many times have you called for maintenance or repairs?	Not included in score	
A. Have Never Called		
B. 1 to 2 Times		
C. 3 to 4 Times		
D. More Than 4 Times		
Q3. If you called for NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:	25% of section weight	
A. Have Never Called		Not scored
B. Less Than 1 Week		125%

Section/Question	Section/ Question weight	Response score
C. 1 to 4 Weeks		100%
D. More Than 4 Weeks		25%
E. Problem Never Corrected		0%
Q4. If you called for EMERGENCY maintenance or repairs (for example, toilet plugged up, gas leak, etc.), the work was <u>usually</u> completed in:	25% of section weight	
A. Have never called		Not scored
B. Less than 6 hours		125%
C. 6 to 24 hours		100%
D. More than 24 hours		25%
E. Problem never corrected		0%
Q5. Based on <u>your experience</u> , how satisfied are you with:	50% of section weight	
Q5a. How <u>easy</u> it was to request repairs?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored
Q5b. How <u>well</u> the repairs were done?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored
Q5c. How well you were <u>treated by the</u> person you contacted for repairs?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored
Q5d. How well you were <u>treated by the</u> person doing the repairs?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored
Communication	1 point	
Q6. Do you think management provides you information about:	50% of section weight	
Q6a. Maintenance and repair (for example, water shut-off, boiler shut-down, modernization activities)?	16.667% of section weight	
A. Strongly agree		100%
B. Agree		75%

Section/Question	Section/ Question weight	Response score
C. Disagree		25%
D. Strongly disagree		0%
E. Does not apply		Not scored
Q6b. The rules of your lease?	16.667% of section weight	
A. Strongly agree		100%
B. Agree		75%
C. Disagree		25%
D. Strongly disagree		0%
E. Does not apply		Not scored
Q6c. Meetings and events?	16.667% of section weight	
A. Strongly agree		100%
B. Agree		75%
C. Disagree		25%
D. Strongly disagree		0%
E. Does not apply		Not scored
Q7. Do you think management is:	50% of section weight	
Q7a. Responsive to your questions and concerns?	16.667% of section weight	
A. Strongly agree		100%
B. Agree		75%
C. Disagree		25%
D. Strongly disagree		0%
E. Does not apply		Not scored
Q7b. Courteous and professional with you?	16.667% of section weight	
A. Strongly agree		100%
B. Agree		75%
C. Disagree		25%
D. Strongly disagree		0%
E. Does not apply		Not scored
Q7c. Supportive of your resident/tenant organization?	16.667% of section weight	
A. Strongly agree		100%
B. Agree		75%
C. Disagree		25%
D. Strongly disagree		0%
E. Does not apply		Not scored
Q8. Are you involved in a resident organization in your housing property?	Not included in score	
A. Yes		
B. No		
Safety	1 point	
Q9. How safe do you feel:	50% of section weight	
Q9a. In your unit/home?	25% of section weight	
A. Very safe		100%

Section/Question	Section/ Question weight	Response score
B. Safe		75%
C. Unsafe		25%
D. Very unsafe		0%
E. Does not apply		Not scored
Q9b. In your building?	25% of section weight	
A. Very safe		100%
B. Safe		75%
C. Unsafe		25%
D. Very unsafe		0%
E. Does not apply		Not scored
Q9c. In your parking area?	Not included in score	
A. Very safe		
B. Safe		
C. Unsafe		
D. Very unsafe		
E. Does not apply		
Q10. Do you think any of the following contribute to crime in your property? (Mark all that apply)	50% of section weight	
Q10a. Bad lighting	12.5% of section weight	
A. Yes		0%
B. No		100%
Q10b. Residents don't care	Not included in score	
A. Yes		
B. No		
Q10c. Broken locks	12.5% of section weight	
A. Yes		0%
B. No		100%
Q10d. Resident screening	12.5% of section weight	
A. Yes		0%
B. No		100%
Q10e. Location of housing property	Not included in score	
A. Yes		
B. No		
Q10f. Vacant units	12.5% of section weight	
A. Yes		0%
B. No		100%
Q10g. Police do not respond	Not included in score	
A. Yes		
B. No		
Q11. If residents in your property break the rules in the lease that pertain to safety,	Not included in score	

Section/Question	Section/ Question weight	Response score
does management take action?		
A. Yes		
B. No		
C. Don't Know		
Q11a. If management takes action, how would you rate its actions?	Not included in score	
A. Very Effective		
B. Effective		
C. Ineffective		
D. Very Ineffective		
Services	1 point	
Q12. Over the last year, how many problems, if any, have you had with <u>electricity</u> or <u>heat</u> ?	Not included in score	
A. Never Had A Problem		
B. 1 to 2 Problems		
C. 3 to 4 Problems		
D. More Than 4 Problems		
Q12a. If you had a problem with <u>electricity</u> or <u>heat</u> , how long did it take to fix?	25% of section weight	
A. Never had a problem		100%
B. Less than 6 hours		125%
C. 6 to 24 hours		100%
D. More than 24 hours		25%
E. Problem never corrected		0%
Q13. Over the last year, how many problems, if any, have you had with <u>kitchen appliances</u> (for example, stove, refrigerator, etc.)?	Not included in score	
A. Never Had A Problem		
B. 1 to 2 Problems		
C. 3 to 4 Problems		
D. More Than 4 Problems		
Q13a. If you had a problem with <u>kitchen appliances</u> , how long did it take to fix?	25% of section weight	
A. Never had a problem		100%
B. Less than 6 hours		125%
C. 6 to 24 hours		100%
D. More than 24 hours		25%
E. Problem never corrected		0%
Q14. Over the last year, how many problems, if any, have you had with <u>water</u> or <u>plumbing</u> (for example, toilets, hot water, etc.)?	Not included in score	
A. Never Had A Problem		
B. 1 to 2 Problems		
C. 3 to 4 Problems		
D. More Than 4 Problems		
Q14a. If you had a problem with <u>water</u> or <u>plumbing</u> , how long did it take to fix?	25% of section weight	

Section/Question	Section/ Question weight	Response score
A. Never had a problem		100%
B. Less than 6 hours		125%
C. 6 to 24 hours		100%
D. More than 24 hours		25%
E. Problem never corrected		0%
Q15. Over the last year, how many problems, if any, have you had with smoke detectors?	Not included in score	
A. Never Had A Problem		
B. 1 to 2 Problems		
C. 3 to 4 Problems		
D. More Than 4 Problems		
Q15a. If you had a problem with smoke detectors, how long did it take to fix?	25% of section weight	
A. Never had a problem		100%
B. Less than 6 hours		125%
C. 6 to 24 hours		100%
D. More than 24 hours		25%
E. Problem never corrected		0%
Housing Property Appearance	1 point	
Q16. How satisfied are you with the upkeep of the following areas in your property?	50% of section weight	
Q16a. Common areas (for example, stairways, hallways, etc.)?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored
Q16b. Exterior of buildings?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored
Q16c. Parking areas?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored
Q16d. Recreation areas (for example, playgrounds and other outside facilities)?	12.5% of section weight	
A. Very satisfied		100%
B. Satisfied		75%
C. Dissatisfied		25%
D. Very dissatisfied		0%
E. Does not apply		Not scored

Section/Question	Section/ Question weight	Response score
Q17. How often, if at all, are any of the following a problem in your property:	50% of section weight	
Q17a. Abandoned cars?	7.143% of section weight	
A. Never		100%
B. Sometimes		75%
C. Most of the time		25%
D. Always		0%
Q17b. Broken glass?	7.143% of section weight	
A. Never		100%
B. Sometimes		75%
C. Most of the time		25%
D. Always		0%
Q17c. Graffiti?	7.143% of section weight	
A. Never		100%
B. Sometimes		75%
C. Most of the time		25%
D. Always		0%
Q17d. Noise?	7.143% of section weight	
A. Never		100%
B. Sometimes		75%
C. Most of the time		25%
D. Always		0%
Q17e. Rodents and insects (indoors)?	7.143% of section weight	
A. Never		100%
B. Sometimes		75%
C. Most of the time		25%
D. Always		0%
Q17f. Trash/litter?	7.143% of section weight	
A. Never		100%
B. Sometimes		75%
C. Most of the time		25%
D. Always		0%
Q17g. Vacant units?	7.143% of section weight	
A. Never		100%
B. Sometimes		75%
C. Most of the time		25%
D. Always		0%
Conclusion	Not included in overall	

Section/Question	Section/ Question weight	Response score
	score	
Q18. If there is a person with a permanent disability in your household who has difficulty moving around, did your management make necessary changes to your unit if you requested them (e.g., grab bars, lowered light switches, wheelchair access)?	Not included in score	
A. Yes		
B. No		
C. Does Not Apply		
Q19. Since moving into your current residence, have you had blood lead level testing for yourself and/or your family members?		
A. Yes		
B. No		
Q19a. Since moving into your current residence, have you been told by a doctor, nurse, or the local health department official that any of your children (who live with you) have lead poisoning or a high level of lead in their blood?		
A. Yes		
B. No		
C. Does Not Apply		
Q20. Would you recommend your housing property to a friend or family member seeking public housing?	Not included in score	
A. Yes		
B. No		
General Information	Not included in overall score	
Q21. What is your gender?	Not included in score	
A. Male		
B. Female		
Q22. How old are you?	Not included in score	
A. 18-24		
B. 25-34		
C. 35-44		
D. 45-54		
E. 55-61		
F. 62+		
Q23. What is your race (mark all that apply)?	Not included in score	
A. American Indian/Alaskan Indian		
B. Asian		
C. Black/African American		
D. Native Hawaiian/Other		

Section/Question	Section/ Question weight	Response score
Pacific Islander		
E. White		
Q24. What is your ethnicity (mark all that apply)	Not included in score	
A. Hispanic or Latino		
B. Not Hispanic or Latino		
Q25. How long have you lived in your housing property?	Not included in score	
A. Less Than 6 Months		
B. 6 Months to 2 Years		
C. 2 to 5 Years		
D. Over 5 Years		
Q26. How much do you pay in rent each month (including utilities)?	Not included in score	
A. Less Than \$100 Per Month		
B. \$100 to \$199 Per Month		
C. \$200 to \$299 Per Month		
D. \$300 to \$399 Per Month		
E. \$400 to \$499 Per Month		
F. \$500 or More Per Month		