



Data as of October 11, 2013

HACSC's mission is to provide and inspire affordable housing solutions to enable low-income people in Santa Clara County to achieve financial stability and self-reliance.

Residents Give High Marks To Affordable Housing Property Management

In 2010, the Board of the Housing Authority of the County of Santa Clara (HACSC) voted to transition management of its portfolio of more than 2,600 affordable housing units located in the high-cost area of Silicon Valley to third-party professional property managers. The decision was the culmination of a two-year cost analysis of the agency's existing in-house property management arrangements. At that time, both the agency and the properties were incurring annual losses. Three outside providers were appointed through a competitive RFP process, and the transition to third-party management was staggered over the next two years. By June 2012, the losses were capped and the properties became cash flowing.

Though it has transitioned direct management of its housing, the delivery of quality service to clients remains paramount to HACSC. Regular financial and physical compliance reviews by HACSC ensure that the third-party providers are meeting regulatory and agency standards.

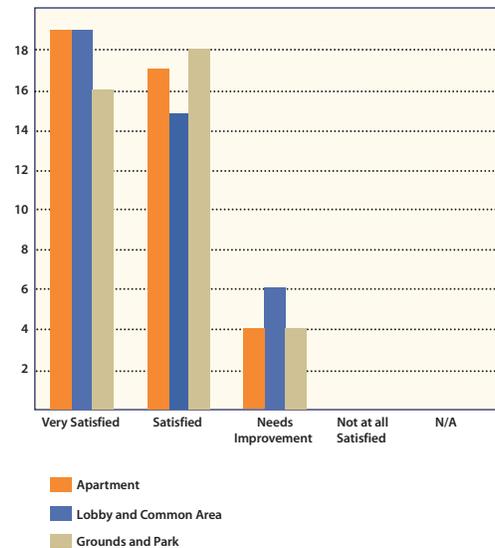
Raising the quality assurance bar even higher, HACSC conducts an annual survey of its residents in order to gauge the ongoing success of third-party property management and resident services.

The survey asks residents about all aspects of the physical condition of their homes and the quality of the services they receive. The 2013 survey responses provide a snapshot of residents' level of satisfaction, and highlight common issues and concerns across properties. The results also provide insight into particular strengths or weaknesses at individual properties, directing HACSC and property managers where to focus attention and resources.

The results of the 2013 survey were outstanding. Residents gave high marks on their housing experience.

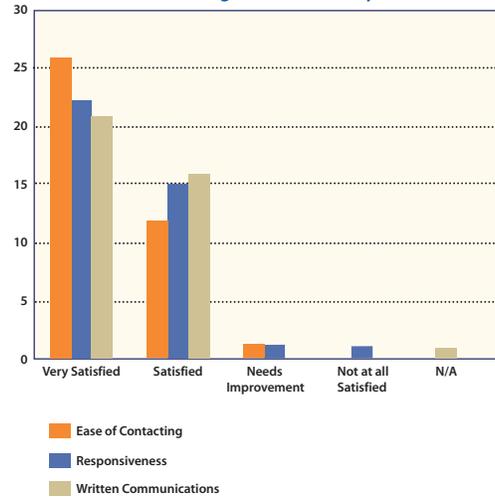
- 88% of respondents strongly agreed or agreed with the statement: "I am satisfied with the value of my apartment for the rent I pay."
- 85% of respondents strongly agreed or agreed: "This housing provides a safe, secure environment."
- 89% of respondents strongly agreed or agreed: "I would recommend this housing to a friend or family member."

Physical Conditions



By conducting the survey annually, HACSC can spot trends and closely monitor management performance. After reviewing the results, HACSC works with property management to follow up on the survey findings for each site. If a resident specifically asks for a response to an issue, they receive a response. Broader site-specific issues are also addressed.

Management Quality



The survey asked residents 16 multiple choice questions: three about the physical condition of their apartment, interior common areas and exterior areas; three about the quality of management services; four about maintenance services; four about resident support services; and three about overall indicators of satisfaction. The surveys were distributed by mail in four languages, and an independent consultant analyzed and reported the results. Almost 1,200 households responded to the 2013 survey, a response rate of 44% and up 6% from 2012.

The survey included one open-ended question asking for any comments or suggestions, allowing many residents to say a thing or two about what needs improvement. People cited parking difficulties and rent increases, especially for seniors. Several respondents asked if their property could obtain discount transit passes. This year's respondents had fewer complaints about no-smoking rule violations at HACSC properties, likely due to improved enforcement.

2013 TENANT SATISFACTION SURVEY SAMPLE QUESTIONNAIRE

The goal of the Housing Authority of the County of Santa Clara (HACSC) is to provide exceptional housing to our tenants. Your comments and suggestions are helpful to us. Please assist us by completing the following brief questionnaire and returning it to us in the stamped envelope provided. A private research company is conducting this survey and your answers will be completely confidential.

How satisfied are you with the following:	Very Satisfied	Satisfied	Needs Improvement	Not At All Satisfied	Not Applicable
1. The quality and condition of your apartment?					
2. The quality and condition of the lobby and other indoor areas?					
3. The quality and condition of the outside grounds and parking lot?					

How satisfied are you with the following:	Very Satisfied	Satisfied	Needs Improvement	Not At All Satisfied	Not Applicable
4. Ease of contacting the site manager?					
5. Site manager's responsiveness to your questions and concerns?					
6. Adequate written communication from management?					

7. Have you requested any repairs to your apartment in the past year? Yes No

