

RESIDENT ASSESSMENT SATISFACTION SURVEY FOLLOW-UP PLAN

The Follow-Up Plan is developed in response to challenges identified in the Resident Assessment Satisfaction Survey (RASS) component of the Public Housing Assessment System (PHAS). The Plan focuses on the areas of the RASS where resident response was less than satisfactory, as determined by the weighted scores based on national averages for each area. The Orlando Housing Authority is required to respond with a Follow-Up Plan for these areas;

- 1) Communication
- 2) Safety
- 3) Neighborhood Appearance

The Orlando Housing Authority is strongly committed to resident empowerment and involvement. The Follow-Up Plan will serve as a template for increasing responsiveness to resident issues. The high level of commitment to Orlando Housing Authority residents demonstrated in the other areas of the RASS will be maintained.

The Follow-Up Plan is designed to continue to the effective practices of the Orlando Housing Authority and to review and implement ways of reducing resident concerns. As always, dialogue with residents will continue and staff will periodically assess activities and progress in meeting the challenges as represented by the results of the RASS.

AREA I: COMMUNICATION

The Orlando Housing Authority embraces residents as valuable partners. The OHA Family Services Department provides technical assistance to resident associations so that residents can learn how to effectively advocate for their community's needs.

Resident association meetings are held on a monthly basis. The associations are formally incorporated with approved by-laws and the certified election of officers. Orlando Housing Authority staff is represented at every meeting. Generally, members of the Family Services Department, Maintenance Department and site manager are present. The Executive Director attends most meetings. Additionally, the Executive Director meets on a monthly basis with the Presidents of the resident associations. The meetings provide a forum for discussion of current issues. Additionally, they provide an opportunity for OHA and residents to exchange information about activities.

Challenges

The Orlando Housing Authority is committed to establishing and maintaining effective communication with its residents. In 2000, a monthly Director's Report newsletter was created and continues to provide residents with news about OHA and resident issues. Special events are promoted through mass mailings or door-to-door distribution of flyers.

A Capital Fund Program needs survey is conducted every year, as is a Public Housing Drug Elimination Program survey. The results of the surveys are used to design and adapt the planned expenditures for the grant funds based on resident needs and input.

Customer Service

The Resident Assessment Satisfaction Survey (RASS) indicates some areas of communication where the Orlando Housing Authority needs to focus improvement strategies. Customer service interactions, particularly between maintenance staff and residents, will benefit from additional staff training. As a result of this need, all maintenance staff will receive Customer Service training in the year 2002.

Public Housing Managers

Site managers will continue to receive supervision from the Public Housing Director. A schedule of training and discussion topics focused on increasing positive communication with residents will be implemented throughout 2002.

AREA II: SAFETY

Capital Improvements

The items contained in the Safety portion of the RASS questionnaire reflect resident feelings about how safe they feel within their homes. Some questions address the physical condition of the property, including safety lighting and door locks. Other questions pertain to the screening of residents, police responsiveness to complaints, drug activity and vacant units. Because the issue of safety is as much one of perception as it is of practical safeguards, several questions are not scored because they reflect areas over which OHA has little or no control (e.g. location of property).

The Orlando Housing Authority, through its Capital Fund Program, has completed, or will soon complete, physical improvements designed to increase safety on its properties. A detailed list of capital improvements and renovations demonstrates such activity as security window screening, fences and safety lighting.

Resident Screening

The Admissions and Occupancy Department is responsible for initial screening of all potential residents. Extensive criminal background checks are conducted, along with reference checks and other verifications. OHA will continue to carefully screen applicants within the parameters of Fair Housing. Public Housing Department staff is responsible for assuring resident compliance with continued occupancy rules. OHA aggressively pursues lease violations and will continue to do so. However, the eviction process is governed by strict legal guidelines, notwithstanding the Orlando Housing Authority's desire to evict disruptive residents.

Law Enforcement Partnerships

The Orlando Housing Authority meets with officers from the Orlando Police Department and deputies from the Orange County Sheriff's Office on a quarterly basis. Individual site managers and resident association representatives meet with the assigned officers and deputies on a weekly basis. The partnership between law enforcement agencies and OHA is active and productive. Special concerns may be addressed at any time on an "as needed" basis.

AREA III: NEIGHBORHOOD APPEARANCE

The Orlando Housing Authority is proud of the appearance of its complexes. Its best efforts are directed toward reducing the "public housing" appearance of its sites. In some cases, the location, age and design of the buildings pose special challenges to keeping an attractive appearance. Questions on RASS survey include areas such as noise, graffiti, trash and pest control. The challenges of maintaining an attractive physical appearance of OHA properties will be addressed primarily through Capital Fund Program improvements. All planned and completed Capital Fund Program improvements are detailed in a listing for each site.

Pest Control

The Orlando Housing Authority maintains a Pest Control Schedule as included in the Maintenance Operations Policies and Procedures. In addition to the planned control of insects and rodents, additional services are conducted on an "as needed" basis at the request of the site manager. The Florida climate contributes to the difficult control of some pests. The lack of sustained cold weather fails to deplete the population as in colder climates. Special attention is paid to the problems of pest control as outlined in the OHA Pest Control Policy.

Resident Associations

During 2002, each resident association will be asked to continue to encourage residents to participate in the upkeep of each property by encouraging trash pick-up. The monthly Resident Association President's meeting with the Executive Director will continue to offer an opportunity for residents to bring special concerns to the staff.

Vacancies

Vacancies are secured immediately. While the turn-around time is different at every site, vacancies are a priority. Maintenance staff follows a schedule of activities for unit readiness with resident safety and security a concern.