

## Appendix A: Survey for Social Services Needs Assessment

1. Are you male or female?
2. How old are you? \_\_\_\_\_
3. Where are you from?
  - Dominican Republic
  - Puerto Rico
  - United States
  - Other \_\_\_\_\_
4. What language do you speak at home? \_\_\_\_\_
5. What language do you use most often *outside* the home?
  - Only native language
  - Native language more than English
  - English more than native language
  - Both equally
6. Are you married?
  - Yes
  - No
7. If yes, does your spouse live with you?
  - Yes
  - No
8. What is the highest grade you attended in school? \_\_\_\_\_
9. How many adults live in your apartment with you? \_\_\_\_\_
10. How many children live in your apartment with you? And what are their ages?  
\_\_\_\_\_
11. How long have you lived in Lawrence? \_\_\_\_\_
12. How long have you lived at Heritage Common? \_\_\_\_\_
13. Are you interested in pursuing the possibility of owning a home?
  - Yes
  - No
14. Would you be interested in attending a homeownership workshop?
  - Yes
  - No

15. Do you or any family members participate in any activities in the community (both at Heritage Common and in Lawrence)?

- Yes
- No

16. If so, what are they? \_\_\_\_\_

17. Do you want to remain at Heritage Common? Why? \_\_\_\_\_  
\_\_\_\_\_

17. If so, do you want to be a part of community planning committees?

- Yes
- No

18. Does any household member have a home-based job?

- Yes
- No

19. What is your occupation? \_\_\_\_\_

20. How many hours a week do you work? \_\_\_\_\_

21. "Heritage Common is a safe community." Please check which one describes your opinion.

- Agree
- Somewhat agree
- Somewhat disagree
- Disagree

22. If the following services were available, would you be interested in using them?

Food bank	Yes	No
ESL/GED classes	Yes	No
Job placement/training	Yes	No
Crime prevention education	Yes	No
Educational activities	Yes	No
Recreational activities	Yes	No
Youth mentoring programs	Yes	No

Child care	Yes	No
Parenting classes	Yes	No
Health care coverage	Yes	No
Preventative health education	Yes	No
Basic health treatment	Yes	No
Substance abuse/counseling	Yes	No
Pre-natal care	Yes	No
Child immunization	Yes	No
Dental care	Yes	No
Elderly services	Yes	No

Other (please specify) \_\_\_\_\_

23. Other than the medical services, should the other services listed above be made available at Heritage Common?

- Yes
- No
- Both (please identify which services are important to have at Heritage Common) \_\_\_\_\_

24. What is your income? \_\_\_\_\_ per week  
 \_\_\_\_\_ per 2 weeks  
 \_\_\_\_\_ per month  
 \_\_\_\_\_ per year

25. Are you familiar with the Earned Income Tax Credit?

- Yes
- No

26. Do you receive any federal or state assistance?

- Yes
- No

27. If so, please check all that apply:

- TANF (How many months/years of eligibility are remaining? \_\_\_\_\_ )

- Mass Health/ Medicaid
- Medicare
- SSI
- Common Health
- Children's Medical Security Plan (CMSP)
- Senior pharmacy
- Fuel assistance
- Mass voucher
- Section 8
- Food stamps
- Unemployment Insurance
- Other: \_\_\_\_\_

**29.** Is there anything about Heritage Common that you feel is important but has not been identified in this list of questions?

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**30.** What is being done well by the staff at Heritage Common?

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**30.** What do you like the best or like the least about living at Heritage Common?

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## Appendix B: Encuesta de la Necesidad de Servicios Sociales en Heritage Common

1. ¿Es Usted hombre o mujer?
2. ¿Cuántos años tiene Usted? \_\_\_\_\_
3. ¿De qué país es Usted?
  - República Dominicana
  - Puerto Rico
  - Estados Unidos
  - Otro \_\_\_\_\_
4. ¿Cuál idioma habla en su hogar? \_\_\_\_\_
5. ¿Cuál idioma usa Usted *fuera* del hogar con más frecuencia?
  - Solamente español
  - Español más que inglés
  - Inglés más que español
  - Ambos igualmente
6. ¿Es Usted casado/a?
  - Sí
  - No
7. ¿Si es casado/a, su esposo/a vive con Usted?
  - Sí
  - No
8. ¿En su país o en los estados unidos, cuántos años de estudio ha completado?  
\_\_\_\_\_
9. ¿Cuántos adultos viven en su apartamento? \_\_\_\_\_
10. ¿Cuántos niños viven en su apartamento? ¿Cuáles son sus edades?  
\_\_\_\_\_
11. ¿Hace cuánto tiempo vive en los Estados Unidos? Y en Lawrence? \_\_\_\_\_  
\_\_\_\_\_
12. ¿Hace cuánto tiempo vive en Heritage Common? \_\_\_\_\_
13. ¿Le interesa la posibilidad de tener su propia vivienda?
  - Sí
  - No

14. ¿Le interesa atender un taller para ser dueños de vivienda?
- Sí
  - No
14. ¿Usted o su familia participa en actividades comunitarias (en Heritage Common y/o en Lawrence)?
- Sí
  - No
15. ¿Si respondió “sí”, cuáles son? \_\_\_\_\_
16. ¿Le interesa quedarse en la comunidad? ¿Por qué o por qué no? \_\_\_\_\_  
\_\_\_\_\_
17. ¿Le interesa participar en grupos que ayudan planear el futuro de la comunidad?
- Sí
  - No
18. ¿Alguna persona en su hogar tiene su propio negocio?
- Sí
  - No
19. ¿En qué trabaja Usted? \_\_\_\_\_
20. ¿Cuántas horas por semana trabaja? \_\_\_\_\_
21. “Heritage Common es una comunidad segura.” Por favor marque lo que sea similar a su opinión.
- Estoy de acuerdo
  - Estoy más que menos de acuerdo
  - Estoy menos que más de acuerdo
  - No estoy de acuerdo
22. Si los siguientes servicios serían disponibles, ¿los usarían?
- |                                                 |    |    |
|-------------------------------------------------|----|----|
| Banco de alimentos                              | Sí | No |
| Clases de ESL/GED                               | Sí | No |
| Ayuda para encontrar o entrenamiento de trabajo | Sí | No |
| Taller para ser dueños de vivienda              | Sí | No |
| Educación para prevenir crímenes                | Sí | No |

Actividades educativas	Sí	No
Actividades recreacionales	Sí	No
Programas para mentores juveniles	Sí	No
Guarderías infantiles	Sí	No
Clases para educar a los padres de familia	Sí	No
Cuidado de seguro de salud	Sí	No
Educación para mantener una buena salud	Sí	No
Tratamiento de cuidados básicos	Sí	No
Concejería/tratamiento para abuso de drogas	Sí	No
Cuidados prenatales	Sí	No
Vacunación infantil	Sí	No
Cuidado dental	Sí	No
Servicios para ancianos	Sí	No

Otro \_\_\_\_\_

**23.** ¿Excluyendo los servicios médicos, cree Ud. que estos servicios deben ser disponibles en Heritage Common?

- Sí
- No
- Ambos (por favor diga cuál servicio desea en Heritage Common)

**24.** ¿Cuál es su ingreso? \_\_\_\_\_ por semana / 2 semanas/ mes/ año

- menos que \$10,000
- \$10,000-\$20,000
- \$20,000-\$30,000
- \$30,000-\$50,000
- más que \$50,000

**25.** ¿Sabe del programa que se llama “Earned Income Tax Credit”?

- Sí
- No

**26.** ¿Usted recibe algún tipo de asistencia del gobierno?

- Sí
- No

**27.** Si contestó "sí", por favor marque cual:

- TANF (¿Cuántos meses/años le falta elegibilidad? \_\_\_\_\_)
- Mass Health/ Medicaid
- Medicare
- SSI
- Common Health
- Children's Medical Security Plan (CMSP)
- Senior pharmacy
- Fuel assistance
- Mass voucher
- Section 8
- Food stamps
- Unemployment Insurance
- Otro: \_\_\_\_\_

**28.** ¿Hay algo sobre Heritage Common que Usted piensa es importante pero que ésta encuesta no ha preguntado? \_\_\_\_\_

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**29.** ¿Qué es algo que hacen bien los administradores y empleados de Heritage Common?

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**30.** ¿Qué es lo que más le gusta o no le gusta de vivir Heritage Common? \_\_\_\_\_

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### Appendix C: Data Dictionary

<u>Variable</u>	<u>Variable Name</u>	<u>Values</u>
		All missing values = -1
Unique Identifier	ID	1 - 100
Gender	GENDER	Male 0 Female 1
Age	AGE	Numerical value
Place of Origin	COUNTRY	Dominican Republic 1 Puerto Rico 2 United States 3 Other 4
Language Spoken at Home	LANG_HOME	English 1 Spanish 2 Both 3 Other 4
Language Spoken Outside	LANG_OUT	Only native 1 Native more than English 2 English more than native 3 Both equally 4
Marital Status	MARRIED	Yes 1 No 0
Spouse Lives in Same Home	SP_LIVE	Yes 1 No 0
Educational Level	EDUC	Numerical Value
Number of Adults in Apt.	ADULT_APT	Numerical Value
Number of Children in Apt.	CHILD_APT	Numerical Value
Age of Children	CHILD_AGE	0-12 1 13-18 2

Years in Lawrence	LAWR_YRS	Numerical Value	
Years at Heritage Common	HC_YRS	Numerical Value	
Interest in Homeownership	HOMEOWN	Yes	1
		No	0
Interest in Homeownership Workshop	HM_WKSP	Yes	1
		No	0
Active in Community	COM_ACT	Yes	1
		No	0
Specific Community Activity	SPEC_ACT	Church	1
		Heritage Common	2
		Other	3
Interest in Staying at Heritage Common	STAY_HC	Yes	1
		No	0
Interest in Community Planning	COM_PLAN	Yes	1
		No	0
Home-based Job	HOME_JOB	Yes	1
		No	0
Occupation	OCCUP	Service	1
		Industry	2
		Retired	3
		Unemployed	4
		Other	5
Hours worked per week	HOUR_WK	Numerical Value	
Heritage Common Safe	HC_SAFE	Agree	1
		Somewhat Agree	2
		Somewhat Disagree	3
		Disagree	4
Food Bank	FOOD_BK	Yes	1
		No	0

ESL/GED Classes	ESL	Yes 1
		No 0
Homeownership Workshop	HMOWN_WKS	Yes 1
		No 0
Job Placement/Training	JOB_PLCMT	Yes 1
		No 0
Crime Prevention Education	CRIME	Yes 1
		No 0
Educational Activities	EDUC_ACT	Yes 1
		No 0
Recreational Activities	REC_ACT	Yes 1
		No 0
Youth Mentoring Programs	MENTOR	Yes 1
		No 0
Child Care	CHILDCARE	Yes 1
		No 0
Parenting Classes	PARENT	Yes 1
		No 0
Health Care Coverage	HLTH_COV	Yes 1
		No 0
Preventative Health Education	PREV_EDU	Yes 1
		No 0
Basic Health Treatment	BASIC_TRT	Yes 1
		No 0
Substance Abuse and Counseling	SUBS_ABUSE	Yes 1
		No 0
Pre-natal Care	PRENATAL	Yes 1
		No 0

Child Immunization	IMMUN	Yes	1
		No	0
Dental Care	DENTAL	Yes	1
		No	0
Elderly Services	ELDER	Yes	1
		No	0
Services at H.C.	SERV_HC	Yes	1
		No	0
Annual Income	INCOME	under 10K	1
		10K.-20K	2
		20K-30K	3
		30K-50K	4
		50K +	5
Knowledge of Earned Income Tax Credit	EITC	Yes	1
		No	0
Receive Federal or State Assistance	ASSIST	Yes	1
		No	0
TANF	TANF	Yes	1
		No	0
Mass Health/ Medicaid	MASS_HLTH	Yes	1
		No	0
Medicare	MEDICARE	Yes	1
		No	0
SSI	SSI	Yes	1
		No	0
Common Health	COMM_HLTH	Yes	1
		No	0

Children's Medical Security Plan	CMSP	Yes 1 No 0
Senior Pharmacy	SR_PHARM	Yes 1 No 0
Fuel Assistance	FUEL	Yes 1 No 0
Mass Voucher	MASS_VCHR	Yes 1 No 0
Section 8	SEC_EIGHT	Yes 1 No 0
Food Stamps	FOOD_STP	Yes 1 No 0
Unemployment Insurance	UNEMPL_INS	Yes 1 No 0

## Appendix D: Survey Data

<b>ID</b>	<b>GENDER</b>	<b>AGE</b>	<b>COUNTRY</b>	<b>LANG_HOME</b>	<b>LANG_OUT</b>	<b>MARRIED</b>
1	1	60	1	2	1	1
2	0	75	2	2	2	1
3	1	34	1	3	4	1
4	1	35	1	3	4	0
5	1	46	1	2	1	0
6	1	39	2	2	2	1
7	0	33	1	2	1	1
8	1	41	2	3	2	1
9	1	25	2	2	2	1
10	0	28	2	3	3	1
11	1	32	2	3	3	0
12	1	-1	2	2	4	0
13	1	34	1	3	3	0
14	0	41	1	2	2	1
15	1	35	1	3	4	0
16	1	40	4	3	4	1
17	1	43	1	2	1	1
18	1	28	2	1	3	0
19	0	44	1	3	3	1
20	1	26	4	3	4	0
21	0	22	1	3	4	1
22	0	51	2	2	4	1
23	1	54	2	2	1	0
24	0	47	1	2	1	1
25	1	39	1	2	1	1
26	1	36	3	1	1	0
27	1	53	1	2	2	1
28	1	39	1	2	2	0
29	1	36	2	3	4	0
30	0	54	1	2	1	1
31	1	48	1	2	1	0
32	1	44	1	2	2	1
33	0	61	1	2	3	1
34	1	25	1	3	4	0
35	1	61	2	2	1	1
36	0	68	1	2	4	1
37	0	54	1	2	4	0
38	1	64	2	2	1	1
39	1	27	1	3	4	1
40	1	51	1	3	3	0

<b>ID</b>	<b>GENDER</b>	<b>AGE</b>	<b>COUNTRY</b>	<b>LANG_HOME</b>	<b>LANG_OUT</b>	<b>MARRIED</b>
41	0	51	2	2	2	0
42	1	42	4	4	4	1
43	1	43	1	2	1	1
44	0	57	1	2	2	1
45	0	60	1	2	3	1
46	1	30	3	3	4	1
47	1	27	2	2	3	0
48	0	60	1	3	2	1
49	1	28	2	2	2	0
50	1	-1	2	2	1	0
51	1	-1	2	1	4	1
52	1	-1	1	2	4	0
53	1	-1	1	2	2	1
54	1	-1	3	2	4	-1
55	1	51	1	2	1	1
56	1	34	2	3	3	1
57	1	32	1	3	4	1
58	0	51	1	3	2	1
59	1	46	4	2	4	1
60	0	58	4	2	4	1
61	1	34	1	2	4	1
62	1	43	1	2	2	1
63	1	50	1	2	1	1
64	1	49	2	2	4	1
65	1	53	2	2	4	0
66	0	49	4	2	4	0
67	1	60	2	2	2	0
68	1	42	2	1	3	0
69	1	51	2	2	2	0
70	0	65	3	1	3	1
71	1	60	3	1	3	1
72	0	41	4	1	1	1
73	1	49	1	2	2	0
74	1	32	3	3	4	0
75	1	22	3	3	4	0
76	1	63	1	2	1	1
77	1	40	2	2	2	1
78	1	39	2	2	3	1
79	1	40	2	2	1	1
80	1	32	2	2	-1	0
81	1	56	2	2	1	0
82	0	37	1	2	2	0

<b>ID</b>	<b>GENDER</b>	<b>AGE</b>	<b>COUNTRY</b>	<b>LANG_HOME</b>	<b>LANG_OUT</b>	<b>MARRIED</b>
83	1	27	3	1	1	1
84	1	45	1	2	1	0
85	1	23	1	3	3	0
86	1	32	1	2	1	1
87	1	36	4	2	4	0
88	1	40	1	2	4	1
89	1	56	4	2	1	1



ID	SP_LIVE	EDUC	ADULT_APT	CHILD_APT	CHILD_AGE
1	1	0	2	-1	-1
2	1	0	2	0	-1
3	1	12	2	3	1
4	-1	16	1	0	-1
5	-1	8	2	1	2
6	0	14	2	2	2
7	1	7	2	0	-1
8	0	4	1	2	2
9	1	13	2	2	1
10	1	13	2	2	1
11	-1	12	0	4	2
12	-1	15	1	1	1
13	-1	12	0	3	2
14	1	12	2	3	2
15	-1	12	2	4	1
16	1	11	2	2	2
17	0	-1	1	1	1
18	-1	14	1	2	1
19	1	16	1	1	1
20	-1	17	3	0	-1
21	1	16	1	0	22
22	1	6	3	0	-1
23	-1	12	2	0	-1
24	1	14	2	2	2
25	1	8	2	2	2
26	-1	14	0	0	-1
27	0	4	2	0	-1
28	-1	12	1	3	2
29	-1	16	1	1	1
30	0	14	2	1	1
31	-1	7	1	0	-1
32	1	16	3	2	2
33	1	12	3	2	2
34	-1	-1	1	0	-1
35	1	6	3	1	2
36	1	6	3	1	1
37	-1	12	3	0	-1
38	0	6	2	1	2
39	1	12	1	2	2
40	-1	12	2	1	2

ID	SP_LIVE	EDUC	ADULT_APT	CHILD_APT	CHILD_AGE
41	-1	7	2	1	1
42	1	12	1	2	2
43	1	12	4	2	1
44	1	12	2	1	1
45	1	12	4	2	1
46	0	12	1	2	1
47	-1	12	0	1	1
48	1	12	3	1	1
49	-1	14	1	0	-1
50	-1	-1	2	1	-1
51	0	13	0	4	-1
52	-1	10	1	3	1
53	0	14	2	0	-1
54	-1	16	2	1	1
55	1	10	4	1	-1
56	1	13	2	2	1
57	0	14	0	3	1
58	1	5	2	3	-1
59	1	16	3	2	2
60	1	15	3	2	2
61	1	14	2	2	1
62	1	16	2	2	2
63	1	10	4	1	2
64	1	15	4	1	1
65	-1	11	-1	2	2
66	-1	16	0	0	-1
67	-1	-1	-1	1	-1
68	-1	16	1	2	2
69	-1	7	2	0	-1
70	1	12	0	0	-1
71	1	11	1	0	-1
72	1	16	1	0	-1
73	-1	12	0	1	-1
74	-1	14	1	2	1
75	-1	16	2	0	-1
76	1	9	1	0	20
77	-1	12	2	1	2
78	1	6	1	0	-1
79	0	4	1	2	1
80	-1	9	1	2	1
81	-1	7	1	1	1
82	-1	16	1	0	-1

<b>ID</b>	<b>SP_LIVE</b>	<b>EDUC</b>	<b>ADULT_APT</b>	<b>CHILD_APT</b>	<b>CHILD_AGE</b>
83	-1	11	1	1	1
84	-1	9	1	1	2
85	-1	13	1	0	-1
86	0	-1	-1	2	1
87	-1	12	1	1	-1
88	1	16	2	3	2
89	-1	14	1	0	-1

<b>ID</b>	<b>LAWR_YRS</b>	<b>HC_YRS</b>	<b>HOMEOWN</b>	<b>HM_WKSP</b>	<b>COM_ACT</b>
1	10	0	0	0	1
2	22	4	1	-1	1
3	6	0	1	1	0
4	16	0	1	-1	1
5	12	0	1	1	0
6	9	5	0	0	1
7	2	1	1	1	0
8	17	2	1	0	0
9	14	3	1	1	0
10	10	0	1	1	0
11	32	3	1	1	0
12	9	0	1	1	0
13	23	2	1	1	0
14	10	3	1	1	1
15	4	4	1	1	1
16	25	4	1	0	1
17	10	0	1	-1	1
18	4	1	0	0	1
19	20	9	1	1	1
20	7	5	1	1	1
21	1	1	1	1	0
22	26	2	1	1	1
23	10	4	-1	-1	1
24	11	-1	1	1	0
25	16	7	1	0	0
26	14	8	0	0	0
27	17	8	0	0	0
28	17	2	1	1	0
29	8	3	1	1	0
30	16	10	1	0	1
31	12	8	1	1	0
32	13	5	1	1	0
33	29	5	1	1	1
34	3	3	0	0	0
35	19	10	1	1	0
36	25	3	1	1	1
37	25	4	1	1	1
38	29	2	0	0	0
39	16	4	0	0	0
40	16	6	1	1	0

<b>ID</b>	<b>LAWR_YRS</b>	<b>HC_YRS</b>	<b>HOMEOWN</b>	<b>HM_WKSP</b>	<b>COM_ACT</b>
41	0	0	0	0	1
42	9	8	1	0	0
43	20	1	1	1	1
44	21	7	1	-1	1
45	20	1	1	0	1
46	11	5	1	1	0
47	10	1	1	1	0
48	18	8	0	1	1
49	9	1	1	0	0
50	40	2	0	0	0
51	-1	2	1	1	0
52	11	6	1	1	0
53	21	8	1	1	1
54	-1	10	-1	-1	1
55	21	7	1	1	-1
56	6	3	1	1	1
57	26	10	1	1	0
58	18	5	1	1	1
59	19	8	0	0	0
60	36	8	1	0	1
61	14	7	1	1	0
62	14	9	1	1	0
63	9	9	0	0	0
64	32	9	1	1	0
65	5	5	1	-1	1
66	17	7	1	1	0
67	40	5	1	1	1
68	33	5	0	0	1
69	38	4	1	1	0
70	37	7	1	1	1
71	35	8	1	1	0
72	1	1	1	1	0
73	21	8	1	0	1
74	4	4	1	1	0
75	20	4	1	1	1
76	3	1	-1	-1	1
77	22	11	1	1	0
78	15	8	1	0	0
79	11	2	1	0	0
80	12	2	1	1	0
81	13	10	1	1	1
82	10	6	1	1	1

<b>ID</b>	<b>LAWR_YRS</b>	<b>HC_YRS</b>	<b>HOMEOWN</b>	<b>HM_WKSP</b>	<b>COM_ACT</b>
83	27	5	1	0	0
84	5	0	1	-1	0
85	23	2	1	0	0
86	12	8	1	1	0
87	20	5	1	1	0
88	9	4	1	1	1
89	19	10	1	0	0

ID	SPEC_ACT	STAY_HC	COM_PLAN	HOME_JOB	OCCUP
1	2	1	1	0	5
2	3	1	1	0	5
3	-1	1	1	0	1
4	2	1	1	-1	1
5	-1	1	1	0	5
6	1	0	0	0	-1
7	-1	1	1	0	2
8	-1	1	1	0	2
9	-1	0	1	0	1
10	-1	1	0	0	2
11	-1	0	0	1	1
12	-1	1	1	0	2
13	-1	0	0	0	1
14	3	1	1	1	1
15	1	1	1	0	4
16	0	0	1	0	1
17	3	1	0	0	-1
18	3	1	1	0	1
19	-1	1	1	0	-1
20	1	1	0	0	1
21	-1	1	1	0	1
22	1	1	1	0	2
23	-1	-1	-1	-1	1
24	-1	1	1	0	-1
25	-1	1	1	0	-1
26	-1	1	0	0	1
27	-1	1	0	0	1
28	-1	1	1	0	4
29	-1	0	0	0	1
30	3	1	0	0	2
31	-1	1	1	0	1
32	-1	1	1	0	2
33	3	1	1	0	1
34	-1	1	1	1	1
35	-1	1	1	0	5
36	3	-1	1	0	0
37	3	1	1	0	1
38	-1	1	0	0	-1
39	-1	1	0	0	-1
40	-1	1	1	0	1

ID	SPEC_ACT	STAY_HC	COM_PLAN	HOME_JOB	OCCUP
41	2	0	1	0	2
42	-1	-1	-1	-1	1
43	1	1	1	0	5
44	-1	1	1	0	-1
45	-1	-1	-1	-1	-1
46	-1	1	0	0	-1
47	-1	-1	1	0	-1
48	3	1	1	0	2
49	-1	1	0	0	1
50	-1	-1	0	0	5
51	-1	1	1	0	1
52	-1	-1	1	0	2
53	2	1	1	0	5
54	2	-1	-1	-1	-1
55	-1	1	1	0	1
56	3	1	1	0	1
57	-1	1	0	0	1
58	3	1	1	0	1
59	-1	-1	1	0	5
60	3	-1	0	0	1
61	-1	0	0	0	1
62	-1	1	1	0	2
63	-1	1	1	0	5
64	-1	-1	-1	0	1
65	3	1	-1	0	-1
66	-1	1	1	0	1
67	2	1	1	0	-1
68	3	1	0	0	1
69	-1	1	1	0	5
70	3	1	0	0	3
71	-1	1	1	0	-1
72	-1	1	1	0	1
73	3	1	0	5	4
74	-1	1	1	0	1
75	3	1	1	0	1
76	1	0	5	-1	2
77	-1	0	1	0	1
78	-1	1	1	1	5
79	-1	1	1	0	4
80	-1	1	-1	5	-1
81	-1	1	1	0	5
82	3	0	-1	0	2



<b>ID</b>	<b>SPEC_ACT</b>	<b>STAY_HC</b>	<b>COM_PLAN</b>	<b>HOME_JOB</b>	<b>OCCUP</b>
83	-1	1	0	0	5
84	-1	-1	1	0	4
85	-1	-1	1	0	1
86	-1	-1	0	0	-1
87	-1	1	1	0	1
88	-1	1	1	1	1
89	-1	1	0	0	4

ID	HOUR_WK	HC_SAFE	FOOD_BK	ESL	JOB_PLCMT
1	0	1	-1	-1	0
2	0	1	-1	-1	-1
3	40	1	1	1	1
4	40	1	0	0	0
5	-1	1	-1	-1	1
6	40	2	0	1	0
7	40	1	-1	1	1
8	1	1	1	1	1
9	35	2	1	1	1
10	40	1	1	1	1
11	39	1	1	0	0
12	40	2	1	1	1
13	8	2	0	0	0
14	60	3	1	0	0
15	-1	1	1	1	1
16	40	3	0	1	1
17	-1	1	-1	1	0
18	40	1	1	0	1
19	40	2	0	0	0
20	45	2	1	1	1
21	40	3	1	0	1
22	36	2	0	0	0
23	6	-1	0	0	0
24	-1	1	0	1	1
25	-1	1	0	1	0
26	15	2	1	1	0
27	40	2	0	1	1
28	-1	1	1	1	1
29	45	3	1	0	1
30	40	1	1	0	1
31	40	2	1	1	1
32	45	2	1	1	1
33	-1	4	1	1	1
34	40	2	0	0	0
35	-1	1	1	0	1
36	0	4	1	0	0
37	40	1	0	1	1
38	-1	2	0	0	0
39	-1	1	0	0	1
40	32	2	1	1	1

<b>ID</b>	<b>HOUR_WK</b>	<b>HC_SAFE</b>	<b>FOOD_BK</b>	<b>ESL</b>	<b>JOB_PLCMT</b>
41	40	1	1	1	1
42	40	2	0	0	0
43	-1	1	1	1	0
44	-1	4	1	1	1
45	-1	1	1	0	0
46	40	1	0	0	0
47	-1	4	1	1	0
48	40	1	1	1	1
49	40	1	0	0	1
50	-1	1	0	1	0
51	40	1	0	0	0
52	40	3	1	1	1
53	-1	1	0	0	0
54	-1	4	0	1	1
55	40	2	1	1	1
56	40	1	1	1	1
57	40	2	0	0	1
58	40	2	0	1	1
59	-1	3	0	0	1
60	50	3	0	0	0
61	36	2	0	0	0
62	36	2	1	1	0
63	-1	1	0	1	1
64	37	3	0	0	0
65	-1	-1	0	0	0
66	36	2	1	1	1
67	-1	4	1	0	0
68	40	4	0	0	1
69	-1	3	0	0	1
70	-1	2	1	1	1
71	-1	2	0	1	1
72	40	1	1	0	1
73	-1	1	1	1	0
74	32	1	1	1	1
75	40	1	1	1	1
76	1	1	1	1	1
77	40	2	0	0	0
78	-1	1	1	1	1
79	-1	2	0	0	1
80	1	1	1	1	1
81	-1	1	0	1	1
82	36	1	0	1	1

<b>ID</b>	<b>HOURL_WK</b>	<b>HC_SAFE</b>	<b>FOOD_BK</b>	<b>ESL</b>	<b>JOB_PLCMT</b>
83	-1	2	0	0	1
84	-1	1	0	0	1
85	40	2	0	0	1
86	35	3	0	0	0
87	32	2	1	0	1
88	40	3	1	1	1
89	-1	1	1	1	0

<b>ID</b>	<b>HMOWN_WKS</b>	<b>CRIME</b>	<b>EDUC_ACT</b>	<b>REC_ACT</b>	<b>MENTOR</b>
1	0	0	0	0	0
2	-1	-1	0	0	0
3	1	1	1	1	1
4	1	1	1	1	1
5	1	1	1	1	1
6	0	1	1	1	1
7	1	1	1	1	1
8	1	1	1	1	1
9	1	1	1	1	1
10	1	0	1	1	0
11	1	1	1	1	1
12	1	1	1	1	1
13	0	1	0	0	1
14	1	1	1	1	1
15	1	1	1	1	1
16	0	1	1	1	1
17	1	0	0	0	0
18	1	1	1	1	1
19	1	1	1	0	1
20	1	1	1	1	1
21	1	1	1	0	1
22	1	1	1	1	0
23	0	0	1	0	1
24	0	1	1	0	1
25	0	0	0	0	0
26	0	1	1	0	0
27	0	1	1	1	1
28	1	1	1	1	1
29	1	1	1	1	1
30	0	1	1	1	1
31	1	1	1	1	1
32	1	1	1	1	1
33	1	1	1	1	1
34	0	1	1	1	0
35	0	1	1	1	1
36	1	1	1	1	1
37	1	1	1	1	1
38	1	1	0	0	0
39	0	0	1	0	1
40	1	1	1	1	1

ID	HMOWN_WKS	CRIME	EDUC_ACT	REC_ACT	MENTOR
41	1	1	1	1	1
42	0	0	0	0	0
43	1	1	1	1	1
44	1	1	1	1	1
45	1	1	1	1	1
46	1	0	0	1	1
47	1	0	1	1	1
48	1	1	1	1	1
49	0	0	0	0	0
50	0	1	0	0	1
51	1	1	0	0	1
52	1	1	1	1	0
53	1	1	1	1	1
54	1	1	1	0	1
55	1	1	1	1	1
56	1	1	1	1	1
57	1	1	1	1	1
58	1	1	1	1	1
59	0	0	0	0	0
60	0	0	0	0	0
61	1	1	1	1	0
62	1	1	1	1	0
63	0	1	0	0	1
64	1	0	0	0	0
65	1	1	0	0	0
66	1	1	1	1	1
67	1	1	0	1	0
68	0	1	1	1	1
69	1	0	0	1	1
70	1	1	1	1	1
71	1	0	1	0	1
72	1	1	1	1	1
73	0	1	1	1	1
74	1	1	1	1	1
75	1	1	1	1	1
76	1	1	1	1	1
77	1	0	1	1	0
78	1	1	1	1	1
79	0	0	1	1	1
80	1	1	1	1	1
81	1	1	1	1	1
82	1	1	1	1	0

<b>ID</b>	<b>HMOWN_WKS</b>	<b>CRIME</b>	<b>EDUC_ACT</b>	<b>REC_ACT</b>	<b>MENTOR</b>
83	0	1	1	0	1
84	0	0	0	0	0
85	1	1	1	1	1
86	1	0	0	0	0
87	1	1	1	1	1
88	1	1	1	1	1
89	0	0	0	0	0

ID	CHILDCARE	PARENT	HLTH_COV	PREV_EDU	BASIC_TRT
1	0	0	0	-1	-1
2	-1	-1	-1	-1	-1
3	1	1	1	1	1
4	0	1	1	1	0
5	-1	1	1	1	1
6	1	1	1	1	1
7	1	1	1	1	1
8	1	1	1	1	1
9	1	1	1	1	1
10	-1	1	0	1	0
11	0	0	0	0	0
12	1	1	1	1	1
13	0	0	0	0	0
14	1	1	1	1	1
15	1	1	0	0	1
16	1	1	1	1	0
17	0	0	1	1	0
18	1	1	1	1	1
19	1	0	0	0	0
20	1	1	1	1	1
21	0	1	0	0	0
22	0	0	1	1	1
23	0	0	1	0	0
24	0	1	1	1	1
25	0	0	0	0	0
26	0	0	1	0	1
27	1	1	1	1	1
28	1	1	1	1	1
29	1	1	1	1	1
30	0	1	1	1	1
31	1	1	1	1	1
32	1	1	1	1	1
33	1	1	1	1	1
34	0	0	0	1	1
35	0	1	1	1	1
36	1	1	0	1	0
37	1	1	1	1	1
38	0	0	0	0	0
39	1	1	0	0	0
40	1	1	1	1	1



<b>ID</b>	<b>CHILDCARE</b>	<b>PARENT</b>	<b>HLTH_COV</b>	<b>PREV_EDU</b>	<b>BASIC_TRT</b>
41	1	1	1	1	1
42	0	0	0	0	0
43	1	1	0	1	0
44	1	1	1	1	1
45	1	1	0	0	0
46	1	1	1	1	1
47	1	0	0	0	1
48	1	1	1	1	1
49	0	0	0	0	0
50	0	1	0	1	0
51	0	1	0	0	0
52	0	0	0	0	0
53	0	1	1	1	1
54	1	1	1	0	0
55	1	1	1	1	1
56	1	1	1	1	1
57	0	0	0	1	0
58	1	0	1	1	1
59	0	0	0	0	0
60	0	0	0	0	0
61	1	1	1	1	1
62	1	0	0	1	0
63	0	1	1	1	1
64	0	0	0	0	0
65	1	1	0	0	0
66	1	1	1	1	1
67	0	0	1	0	1
68	0	0	1	1	0
69	0	0	0	0	0
70	1	1	1	1	1
71	0	0	0	0	0
72	1	1	1	1	1
73	1	1	1	1	1
74	1	1	0	0	0
75	1	1	1	1	1
76	1	1	1	1	1
77	0	0	0	1	0
78	1	1	1	1	1
79	1	1	1	1	1
80	1	1	1	1	1
81	1	1	1	1	1
82	0	0	0	0	1

<b>ID</b>	<b>CHILDCARE</b>	<b>PARENT</b>	<b>HLTH_COV</b>	<b>PREV_EDU</b>	<b>BASIC_TRT</b>
83	0	0	1	1	1
84	1	0	0	0	0
85	1	1	1	0	0
86	0	0	0	0	0
87	1	1	1	1	1
88	1	1	1	1	1
89	0	0	0	0	1

ID	SUBS_ABUSE	PRENATAL	IMMUN	DENTAL	ELDER	SERV_HC
1	-1	-1	-1	0	-1	-1
2	-1	-1	-1	-1	-1	1
3	1	1	1	1	1	1
4	0	0	0	0	1	1
5	1	1	-1	-1	1	-1
6	1	1	1	1	1	1
7	1	1	1	1	1	1
8	1	1	1	1	1	1
9	1	1	1	1	1	0
10	0	0	0	1	0	1
11	0	0	0	0	0	1
12	0	0	0	0	1	1
13	0	0	0	0	0	1
14	1	1	1	1	1	1
15	1	0	1	1	1	1
16	1	1	1	1	1	1
17	0	0	1	0	1	1
18	1	1	1	1	0	1
19	0	0	0	0	0	-1
20	1	1	1	1	1	1
21	0	1	0	0	0	1
22	1	0	0	1	0	1
23	1	0	0	1	0	1
24	0	0	1	1	0	1
25	0	0	0	0	0	0
26	1	0	0	1	0	-1
27	0	1	1	1	1	1
28	1	1	1	1	1	1
29	1	1	1	1	1	1
30	1	0	1	1	1	1
31	1	1	1	1	1	1
32	1	1	1	1	1	1
33	1	1	1	1	1	1
34	1	1	1	1	0	-1
35	1	0	1	1	1	1
36	1	0	1	1	1	1
37	1	1	1	1	1	1
38	0	0	0	0	0	0
39	0	0	1	0	1	1
40	1	1	1	1	1	1

<b>ID</b>	<b>SUBS_ABUSE</b>	<b>PRENATAL</b>	<b>IMMUN</b>	<b>DENTAL</b>	<b>ELDER</b>	<b>SERV_HC</b>
41	1	1	1	1	1	1
42	0	0	0	0	0	0
43	0	0	0	0	0	1
44	1	1	1	1	1	1
45	0	0	0	0	0	1
46	1	1	1	1	1	-1
47	0	0	0	0	0	1
48	1	1	1	1	1	1
49	0	1	0	0	0	-1
50	1	0	0	1	1	1
51	0	0	0	0	0	-1
52	0	0	0	0	0	1
53	1	0	0	1	1	1
54	1	0	1	0	1	1
55	1	1	1	1	1	1
56	1	1	1	1	1	0
57	0	0	0	1	0	-1
58	1	0	1	0	0	1
59	0	0	0	0	0	1
60	0	0	0	0	0	1
61	1	0	1	1	0	1
62	0	0	0	1	0	1
63	1	0	0	0	0	0
64	0	0	0	0	0	-1
65	1	0	0	1	1	1
66	1	1	1	1	1	1
67	0	0	0	1	1	1
68	1	1	0	1	1	1
69	1	0	0	1	1	1
70	1	1	1	1	1	1
71	0	0	0	0	1	1
72	1	0	0	0	0	0
73	1	1	1	1	1	1
74	1	1	1	0	1	1
75	1	1	1	1	1	1
76	1	1	1	1	1	1
77	0	0	0	0	0	1
78	1	1	1	0	1	0
79	1	1	1	1	1	1
80	1	1	1	1	1	1
81	1	1	1	1	1	1
82	1	0	0	1	0	-1

<b>ID</b>	<b>SUBS_ABUSE</b>	<b>PRENATAL</b>	<b>IMMUN</b>	<b>DENTAL</b>	<b>ELDER</b>	<b>SERV_HC</b>
83	0	0	0	1	0	1
84	0	0	0	0	1	1
85	0	0	0	0	0	1
86	0	0	0	0	0	0
87	1	1	1	1	1	1
88	1	1	1	0	1	0
89	0	0	0	0	0	1

<b>ID</b>	<b>INCOME</b>	<b>EITC</b>	<b>ASSIST</b>	<b>TANF</b>	<b>MASS_HLTH</b>	<b>MEDICARE</b>	<b>SSI</b>
1	1	1	1	0	1	0	1
2	2	0	1	0	0	1	1
3	2	0	1	0	1	0	0
4	3	1	0	0	0	0	0
5	-1	0	1	0	1	0	1
6	2	0	0	0	0	0	0
7	3	0	0	0	0	0	0
8	2	1	0	0	0	0	0
9	2	1	1	0	1	0	0
10	3	0	1	0	1	0	0
11	-1	0	1	0	0	0	0
12	3	1	0	0	0	0	0
13	2	1	1	0	0	0	1
14	5	1	0	0	0	0	0
15	1	0	1	0	1	0	0
16	3	0	0	0	0	0	0
17	-1	0	1	0	0	0	0
18	1	1	1	0	1	0	0
19	4	1	0	0	0	0	0
20	3	1	0	0	0	0	0
21	2	0	0	0	0	0	0
22	3	0	0	0	0	0	0
23	-1	1	1	0	1	0	0
24	-1	0	0	0	0	0	0
25	2	0	1	0	0	0	0
26	-1	0	1	0	1	1	1
27	2	0	0	0	0	0	0
28	1	0	1	1	1	0	0
29	1	0	1	0	1	0	0
30	2	-1	0	0	0	0	0
31	2	0	0	0	0	0	0
32	2	0	0	0	0	0	0
33	3	1	0	0	0	0	0
34	2	0	0	0	0	0	0
35	-1	0	1	0	1	0	1
36	2	1	1	0	0	1	1
37	4	0	0	0	0	0	0
38	-1	0	1	0	0	1	0
39	-1	0	1	0	1	0	0
40	2	1	1	0	0	0	0

ID	INCOME	EITC	ASSIST	TANF	MASS_HLTH	MEDICARE	SSI
41	-1	1	0	0	0	0	0
42	-1	1	0	0	0	0	0
43	-1	0	1	0	1	0	1
44	1	-1	1	0	0	0	0
45	3	-1	0	0	0	0	0
46	3	1	0	0	0	0	0
47	1	0	1	0	1	1	1
48	3	0	1	0	0	0	1
49	2	1	1	0	1	0	0
50	1	0	1	0	0	1	1
51	3	1	0	0	0	0	0
52	3	1	1	0	1	0	0
53	1	0	1	0	0	0	1
54	-1	1	0	0	0	0	0
55	-1	-1	0	0	0	0	0
56	2	1	0	0	0	0	0
57	2	1	1	0	1	0	0
58	2	-1	1	0	0	0	0
59	1	1	0	0	0	0	0
60	3	1	0	0	0	0	0
61	2	1	0	0	0	0	0
62	3	0	0	0	0	0	0
63	2	0	1	0	1	0	1
64	-1	1	0	0	0	0	0
65	-1	-1	1	0	1	0	0
66	2	0	0	0	0	0	0
67	1	0	1	0	1	1	1
68	-1	1	0	0	0	0	0
69	2	0	1	0	1	1	1
70	1	-1	1	0	1	0	1
71	1	0	1	0	1	1	0
72	3	0	0	0	0	0	0
73	2	0	1	0	1	0	1
74	2	0	0	0	0	0	0
75	2	0	0	0	0	0	0
76	1	0	1	0	0	0	1
77	2	0	0	0	0	0	0
78	-1	1	1	0	0	1	0
79	1	0	1	0	1	0	1
80	2	0	1	0	1	0	1
81	2	0	1	0	1	0	1
82	2	0	0	0	0	0	0

<b>ID</b>	<b>INCOME</b>	<b>EITC</b>	<b>ASSIST</b>	<b>TANF</b>	<b>MASS_HLTH</b>	<b>MEDICARE</b>	<b>SSI</b>
83	1	0	1	-1	-1	-1	-1
84	-1	0	1	0	0	0	1
85	-1	1	0	0	0	0	0
86	1	0	1	0	0	0	0
87	1	1	1	0	1	0	0
88	1	5	0	0	0	0	0
89	1	0	1	0	1	0	1



<b>ID</b>	<b>COMM_HLTH</b>	<b>CMSP</b>	<b>SR_PHARM</b>	<b>FUEL</b>	<b>MASS_VCHR</b>
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	0	0	0	0	0
8	0	0	0	0	0
9	0	0	0	1	0
10	0	0	0	0	0
11	0	0	0	1	0
12	0	0	0	0	0
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15	0	0	0	0	0
16	0	0	0	0	0
17	0	0	0	0	0
18	0	0	0	1	0
19	0	0	0	0	0
20	0	0	0	0	0
21	0	0	0	0	0
22	0	0	0	0	0
23	0	0	0	1	0
24	0	0	0	0	0
25	0	0	0	0	0
26	0	0	0	0	0
27	0	0	0	0	0
28	0	0	0	0	0
29	0	0	0	0	0
30	0	0	0	0	0
31	0	0	0	0	0
32	0	0	0	0	0
33	0	0	0	0	0
34	0	0	0	0	0
35	0	0	0	0	0
36	0	0	0	0	0
37	0	0	0	0	0
38	0	0	0	0	0
39	0	0	0	0	0
40	0	0	0	0	0

<b>ID</b>	<b>COMM_HLTH</b>	<b>CMSP</b>	<b>SR_PHARM</b>	<b>FUEL</b>	<b>MASS_VCHR</b>
41	0	0	0	0	0
42	0	0	0	0	0
43	0	0	0	0	0
44	0	0	0	0	0
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51	0	0	0	0	0
52	0	0	0	1	0
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67	0	0	0	0	0
68	0	0	0	0	0
69	0	0	0	0	0
70	0	0	0	0	0
71	0	0	0	0	0
72	0	0	0	0	0
73	0	0	0	0	0
74	0	0	0	0	0
75	0	0	0	0	0
76	1	0	0	0	0
77	0	0	0	0	0
78	0	0	0	0	0
79	0	0	0	1	0
80	0	0	0	1	0
81	0	0	0	1	0
82	0	0	0	0	0

<b>ID</b>	<b>COMM_HLTH</b>	<b>CMSP</b>	<b>SR_PHARM</b>	<b>FUEL</b>	<b>MASS_VCHR</b>
83	-1	-1	-1	-1	-1
84	0	0	0	1	0
85	0	0	0	0	0
86	0	0	0	0	0
87	0	0	0	1	0
88	0	0	0	0	0
89	0	0	0	0	0

<b>ID</b>	<b>SEC_EIGHT</b>	<b>FOOD_STP</b>	<b>UNEMPL_INS</b>
1	1	0	0
2	1	0	0
3	0	0	0
4	0	0	0
5	0	0	0
6	0	0	0
7	0	0	0
8	0	0	0
9	0	1	0
10	0	0	0
11	1	0	0
12	0	0	0
13	1	0	0
14	0	0	0
15	1	1	0
16	0	0	0
17	1	1	0
18	1	1	0
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26	1	0	0
27	0	0	0
28	1	1	0
29	1	0	0
30	0	0	0
31	0	0	0
32	0	0	0
33	0	0	0
34	0	0	0
35	0	0	0
36	0	0	0
37	0	0	0
38	0	0	0
39	0	0	0
40	1	0	0

<b>ID</b>	<b>SEC_EIGHT</b>	<b>FOOD_STP</b>	<b>UNEMPL_INS</b>
41	0	0	0
42	0	0	0
43	0	0	0
44	0	0	0
45	0	0	0
46	0	0	0
47	0	1	0
48	0	0	0
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50	1	0	0
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71	1	0	0
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75	0	0	0
76	0	0	0
77	0	0	0
78	0	0	0
79	1	0	0
80	1	1	0
81	0	0	0
82	0	0	0

<b>ID</b>	<b>SEC_EIGHT</b>	<b>FOOD_STP</b>	<b>UNEMPL_INS</b>
83	-1	-1	-1
84	1	1	0
85	0	0	0
86	1	0	0
87	0	0	0
88	0	0	0
89	0	0	0

## Appendix E: Quotes from the Open-ended Questions<sup>1</sup>

**Question 29:** *Is there anything about Heritage Common that you feel is important but has not been identified in this list of questions?*

**Question 30:** *What is being done well by the staff at Heritage Common?*

**Question 31:** *What do you like the best or like the least about living at Heritage Common?*

**Respondent 2:** (Question 29) "...they don't notify us [about the share payments]. I hope that they give us a reason for this. The bank gives notice of statements every 3 or 6 months."

**Respondent 3:** (Question 29) "Yes, it is about the waiting list. People have to wait too long."  
(Question 30) "Any emergency, they come fast."  
(Question 31) "What I like the most is that there are no thieves."

**Respondent 4:** (Question 30) "They are very organized."  
(Question 31) "It's safe and calm."

**Respondent 5:** (Question 30) "Where are my dollars going monthly?" [share payments]

**Respondent 6:** (Question 29) "The management after having offered an apartment to an acquaintance, and after that person gave up her apartment, they called her 2 or 3 days after to tell her that she did not have the apartment."  
(Question 30) "They clean and fix up the area and provide activities for the children."  
(Question 31) "They don't have someone who can speak Spanish at all times. They don't take into account one's income when raising or lowering the rent. They are slow with maintenance. Too much wind comes in through the windows (they aren't good quality.) The street lights are burned out most of the time."

**Respondent 8:** (Question 30) "The safety and that they keep the grounds clean."  
(Question 31) "Right now I am satisfied with all that they do in the community."

**Respondent 9:** (Question 29) "Yes, I think that this property is based on low income and because of that, they shouldn't raise rents too much."  
(Question 30) "They take long to fix anything."  
(Question 31) "I like it but the rent is too high, at least I heard that they are going to raise it."

**Respondent 10:** (Question 30) "The employees of Heritage Common like Rafael keep the residents informed of any problem, meetings, security, or maintenance of the complex."  
(Question 31) "I like the security at night and that the complex has a gate and a program for children every afternoon. I don't like some things like the following: parents sometimes for example in the summer, don't pay attention to their children and when you put your car in reverse, you have to make sure that there are no children behind you; the system to pick up your

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<sup>1</sup> Not all respondents answered of these questions, therefore, there are some respondents that are missing in the sequence. Also, some respondents did not answer all three of the questions.

mail, the doors aren't open on Saturday afternoons. I think that the swingsets that we have should be improved and it would be good to have a basketball court in the future."

**Respondent 11:** (Question 29) "There is a lot of confusion on payment of rent. They should first look into the problem, then advise the tenants."

(Question 30) "Rafael is a great help to the Heritage Common. His response to our needs are his main priority! You should be proud to have him, as we are."

(Question 31) "I like it here, but sometimes I get scared because I don't want this to be called a project! We have to stick together to achieve these goals."

**Respondent 12:** (Question 30) "They try to satisfy the needs of the tenants."

(Question 31) "I like the snow removal in order to keep the entries clean and minimize accidents. Maybe one suggestion....it would be ideal to have more maintenance personnel to provide these services since sometimes there are not enough employees for when problems occur."

**Respondent 13:** (Question 30) "Lately nothing. They are taking too long to fix anything in the home."

(Question 31) "The way the gate system is set up."

**Respondent 14:** (Question 29) "The most important thing is that there is not good maintenance in the apartments like painting when necessary, changing the carpeting, and others."

(Question 31) "The service of the gate is not at all safe, and the sidewalk gates are always open."

**Respondent 15:** (Question 29) "The summer program has really helped parents who work and their children who are not in summer school. For example, it helped me a lot last year when I was working. It is very good to know that you will get free daycare without having to leave the neighborhood."

(Question 30) "Now when you call for them to come fix something in the apartment, if they don't come the same day, they will come the following day. I think that they have improved a lot in this respect."

(Question 31) "I don't like the play areas because in my opinion, they should have more games for the children. The current ones are all metal without much use and have sand which dirties the patios and homes that are nearby. There should be a play area for the summer."

**Respondent 16:** (Question 29) "I think that what I am putting in this paper is the truth and because of Rafael Morales who makes the children's activities in the vacations happen I think it is very beautiful and thank God that He is with Rafael in everything."

(Question 30) "I think that every year they raise the rents in case anything happens, and before taking an apartment here one has to have a steady income."

(Question 31) "In my opinion Heritage Common was very good and now it isn't so good because one has to know what type of person they let live here and one has to do this for the children that live here. One has to know who one is dealing with."

**Respondent 17:** (Question 29) "No. I like everything so far. Especially the doors when they are locked at certain times and no one can come in unless they call, etc. I think you guys are



improving, keep up the good work. For just the 7 months that I've lived here so far I like what I've seen."

(Question 30) "The security and how they take care of things. They do good work."

(Question 31) "I like that everything is comfortable except for the neighbors getting into everyone's business."

**Respondent 18:** (Question 29) "Working together and helping one another is very important. The staff at Heritage Common is very helpful and precise."

(Question 30) "Everything. They are available at all times and never complain about helping out."

(Question 31) "Sometimes things have been asked to be fixed and it has not been done, but nothing that is major. All the major jobs were done on time."

**Respondent 20:** (Question 30) "I truly believe that having the gate has been the best thing for our safety. May youngsters used to come in and disturb the peace, but that all changed when the gate was done."

(Question 31) "You should put a camera in the front gate for security purposes. We have been here for 5-6 years and you guys have never painted the apartment. Heritage Common should plant flowers and grass, in the summer it looks dull. By the entrance when a visitor comes by the list of tenants is not in order and there is no light so the visitor can't read the list of tenants. I have to pay \$50 monthly to get an outside service to clean the rugs. It would be nice to have Heritage Common at least come by twice a year and clean the rugs. (Better than nothing.) The rent is high! We are all students paying loans up to \$35,000 but we are willing to sacrifice and pay because it is a good community. BUT service is so poor and everything is a delay. There is a leak in the 2<sup>nd</sup> floor that we have reported 4 times and nothing has been done. Tenants would be more involved with Heritage Common if you guys gave better service and stopped by to introduce yourselves."

**Respondent 21:** (Question 29) "Safety from vandals on Oak St."

(Question 30) "Maintenance."

(Question 31) "I like the people that live here, and the attention to detail when it comes to maintenance. I don't like the fact that no one has done anything about the poor lighting on Oak St."

**Respondent 24:** (Question 29) "We live in 83 Oak and our cars are exposed to harm simply because they didn't give us parking inside the gated area. I think this is not good."

(Question 30) "They are good."

(Question 31) "What I like the best is the area for the children. What I don't like is that they closed the area so that we could park inside."

**Respondent 25:** (Question 30) "That they are willing to help resolve problems and their kindness."

(Question 31) "I like the cleanliness. I don't like the fact that they haven't given me one can of paint in the seven years that I have lived here."

**Respondent 26:** (Question 31) “I like the layout of the apartment, maintenance availability, shoveling and the dumpster.”

**Respondent 27:** (Question 29) “Change the carpeting. It’s been a long time since they cleaned it or changed it. The kitchen is ugly. They don’t give you parking. The employees should tell people that shouldn’t park there not to.”

(Question 30) “I don’t know them, but the service is good.”

(Question 31) “The service is good. They come when you call. They are all respectful.”

**Respondent 28:** (Question 29) “I would like a security guard all night until 8 in the morning in order to feel safer. Thank you.”

(Question 30) “I like how now they are paying attention to the needs at Heritage Common.”

(Question 31) “I like it because it is calmer than outside this neighborhood, but I don’t like that the tow truck moves the cars from the driveways.”

**Respondent 29:** (Question 30) “Charge the rent.”

(Question 31) “I don’t like the management and the security of minors in the community.”

**Respondent 30:** (Question 29) “More control over who comes into the community especially people that sell drugs. The management should stop this since they know where this is taking place.”

(Question 30) “They worry more about charging the rent, and forget to pay attention to the residents especially in regards to the condition of the apartments, which don’t have insulation and in the winter, cold gets in. This can be fixed.”

(Question 31) “What I like the most is the cleanliness of the apartments. What I don’t like is that there is little control over some people who sell drugs, and that the management is negligent in evicting those who are involved in these activities. I don’t like the raising of the rent now that annually it has been raised a lot.”

**Respondent 31:** (Question 30) “Nothing. They promise things and don’t live up to the promise.”

**Respondent 32:** (Question 29) “The emergency telephones don’t work. They don’t understand our needs.”

(Question 30) “Right now, the management of H.C. isn’t doing anything. Because one has many complaints and they all end up in the archives.”

(Question 31) “What I least like about H.C. are the many promises that are made each time a new management comes in and they never live up to them.”

**Respondent 33:** (Question 29) “Lots of things. I want the staff to have a meeting with all of the residents.”

(Question 30) “That they keep the rent up to date.”

(Question 31) “They don’t pay attention, they don’t clean the stairways, where I live there is a light that is burned out. I have spoken with the office, and they haven’t done anything. The service is bad.”

**Respondent 34:** (Question 31) “I have many complaints about the maintenance of the apartments. I have been asking for a long time to have the doorbell and kitchen light fixed, and the windows fixed because it is too cold. The heat has cost me a lot because I have to keep it on high to heat up my room. Also, I have lost some jewelry.”

**Respondent 35:** (Question 29) “See to the emergencies of the tenants, and the parking.”  
(Question 30) “They respond to the calls of the residents when there is an emergency.”  
(Question 31) “What I like the most is that one is comfortable and calm.”

**Respondent 36:** (Question 29) “See to tenant parking and give better services to the community. Also have better emergency services.”

(Question 31) “The lack of attention to emergencies and (like) the security.”

**Respondent 37:** (Question 29) “The management should have a meeting with the residents. It is very important. There should be emergency services.”

(Question 30) “The work well and are courteous to the residents.”

(Question 31) “I like that there is security.”

**Respondent 38:** (Question 30) “Need to fix things when asked. The stove needs to be fixed.”

(Question 31) “I like the quietness and don’t like the staff members.”

**Respondent 39:** (Question 29) “There are lots of repairs that need to be addressed. For example, the doorbells. I think someone should be going around the buildings and talking to the people that rent the apartments for anything that needs to be fixed.”

(Question 30) “When there is fixing to be made, they get there fast.”

(Question 31) “The least that I like about Heritage Common is that the rent is too high because there is not even good insulation to keep the cold from coming in the house. The thing I like the best is the security guards on guard checking for any inconvenience. Also the quietness.”

**Respondent 40:** (Question 29) “Yes, I think you have forgotten to mention the laundry services. I have lived here for 6 years, and have not been able to use a washer here. I have to go out to do laundry which takes me 3 hours. My daughter has tried to use them and has had to go to the office for help in opening the doors.”

(Question 30) “When I have locked myself out, they have sent a person to let me back in.”

(Question 31) “I like it because I am close to everyone and I am a single woman. It is very calm compared to other places, but sometimes the noise from the upstairs neighbor is difficult. What I don’t like is that I have tried to change apartments to one where the laundry works, and they have not let me move. This makes me feel bad. I have always wanted a house to myself, but there is always some excuse that I don’t understand. I think that they give them to preferred persons.”

**Respondent 41:** (Question 31) “It is healthy and security.”

**Respondent 42:** (Question 29) “I have a problem in the house and I called the office, but they didn’t come to look at it.”

(Question 30) "I would like Heritage Common improvement in the future."

(Question 31) "I want to live at Heritage Common because it is the best place."

**Respondent 43:** (Question 30) "Good maintenance, but they take a long time. The carpet needs changing."

(Question 31) "I feel good. The system is good. The apartments are pretty."

**Respondent 44:** (Question 31) "I don't like the management."

**Respondent 45:** (Question 29) "More security for the cars that park outside."

(Question 30) "The good maintenance."

(Question 31) "What I like the most is the security and the good service."

**Respondent 46:** (Question 30) "Raff is doing a wonderful job with his program. In addition he is well liked by the community."

(Question 31) "The best is the security, the worst is that there's no rent control."

**Respondent 47:** (Question 30) "One of the things that they do well is the activities for the residents and the children's program."

(Question 31) "I like it because they are comfortable apartments. What I don't like is that there are people that like vandalism and that they are not well organized for maintenance."

**Respondent 48:** (Question 31) "It has not been well managed and the maintenance is not good...personal interests dictate who receives the services. They want to see everything to you...for example, paint, carpeting, screens, when something is stopped up, the resident has to pay to get it fixed."

**Respondent 49:** (Question 30) "They respond when there is something damaged in the apartment."

(Question 31) "I like the security and calmness at Heritage Common."

**Respondent 50:** (Question 29) "They should fix the stove, the bathroom and the junk that comes down along the walls from the second floor."

(Question 30) "The serve well especially Rafael."

(Question 31) "I like everything."

**Respondent 51:** (Question 29) "Maintenance, better flooring during winter time, fix screen doors, broken down stoves."

(Question 31) "My privacy!"

**Respondent 52:** (Question 30) "The cleanliness and the children's program."

(Question 31) "The 24 hour service is good. I don't like that they take too long to fix the carpeting in the kitchen. It has been six years and they haven't replaced it."

**Respondent 53:** (Question 30) “They are good until now, but I am getting annoyed with the lack of maintenance.”

(Question 31) “I don’t want security to be sitting there the whole time.”

**Respondent 54:** (Question 29) “The selection of the tenants that come here and that the ones that live here abide by the basic rules...”

(Question 30) “Lately, nothing good has been done for the property. Since the former manager left, everyone does what they want.”

(Question 31) “The apartments are very comfortable.”

**Respondent 55:** (Question 30) “Organized.”

(Question 31) “It is calm, but maintenance is lacking.”

**Respondent 56:** (Question 29) “Apartments are very cold, I think they should be insulated.”

(Question 30) “Rafael is always a great help to all the residents at Heritage Common. Keep up the good work Rafael!”

**Respondent 57:** (Question 29) “The summer program that is offered here is very good for working parents.”

(Question 30) “I like the staff because they have been friendly. Sometimes complaints are taken care of immediately.”

(Question 31) “I like living here because I feel somewhat secure, but I disagree with the fact that sometimes too many issues arise over parking and privacy of my own home. This winter I had several bad issues regarding calls to the office for things that were emergencies, but to the maintenance department apparently they were not!”

**Respondent 58:** (Question 29) “The community room shouldn’t be rented to the public. Only to residents and the beneficiaries of classes and meetings.”

(Question 30) “The comfort.”

**Respondent 59:** (Question 29) “Lack of communication between the residents and the management. Parking. Damage to the property by irresponsible residents. Lack of cooperation in cleaning and maintenance. Lack of privacy in the mailboxes (federal offense). The insufficient security system. More precaution with the selection of residents. Can’t access the mailboxes on the weekend. Sometimes the office is closed and the resident is locked out of their home.”

(Question 30) “Unfortunately, in the last few years there has not been an improvement in the services offered to residents.”

(Question 31) “The only good thing about Heritage Common is the comfort of the apartments. Heritage Common could become a community with an excellent standard of living if there is the opportunity for the residents and the management to work together to improve the conditions. The communication between the two is imperative for the conditions to improve.”

**Respondent 60:** (Question 29) “The cooperation between residents so that assigned parking spaces are left open to residents and strangers don’t take them. The survey should ask why residents don’t attend the meetings that are made.”

(Question 30) “In the last few years, absolutely nothing. On the other hand, abuse and lack of respect and consideration of the rules set by the corporation for the residents has been permitted.”

(Question 31) “This place was built in order to beautify the center of Lawrence. We should maintain it the best we can. I wouldn’t like it if this development’s standards fell because of poor maintenance.”

**Respondent 61:** (Question 29) “Yes, there should be more care taken in the selection of residents. Sometimes they chose residents that don’t know how to respect other’s privacy.”

(Question 30) “When something electric breaks like the stove or the garbage disposal, they fix it immediately. Also problems with the toilets and things like that. Something that is very good is that they always fumigate the apartments. Congratulations.”

(Question 31) “In reality, what I don’t like is that they never paint the apartments, they don’t change the carpets, in other words, they don’t maintain the condition of the apartments while one is living in them.”

**Respondent 62:** (Question 30) “The maintenance and the cleanliness.”

(Question 31) “I like the security that it offers me.”

**Respondent 63:** (Question 29) “I want them to fix the lock on the door and my oven.”

(Question 30) “To answer this question, I’d have to wait a little more being that there is new management.”

(Question 31) “What I don’t like is the schedule of the laundry and this bothers me because it is right under my bedroom. Also, I get nervous when the block the entrance with snow and don’t spread ice, anyone can fall.”

**Respondent 64:** (Question 29) “Yes, it doesn’t ask which things in your apartment you need changed or fixed, what the management can do to improve the heating system, and the stoves and the refrigerators should be changed.”

(Question 31) “I think that the management of Heritage Common don’t take into account the wellbeing of the residents when they make decisions. Heritage Common has a high percentage Hispanics and should be supervised by someone who is biligual and bicultural that can identify the needs of the majority of the residents. In order for the conditions between residents and management to improve, the management should make decisions that show that they cared about resident opinions when important decisions are made. We could have other benefits from federal funds that could possibly be obtained for our good.”

**Respondent 65:** (Question 29) “More efficient employees that could help Mr. R. Morales.”

(Question 30) “The only person that works and cares for the residents is Rafael Morales.”

(Question 31) “Now there isn’t cleanliness, and there is poor service.”

**Respondent 66:** (Question 29) “What I think is important in this community is the control and vigilance over people who come into the area but do not live in this community.”  
(Question 30) “What I can say is that when a service is needed in the apartments, they try resolve it as soon as possible.”  
(Question 31) “What I like the most is the calmness and what I like the least is the way that the mail is received. I think that the mailboxes should be open 24 hours including weekends.”

**Respondent 67:** (Question 29) “They should go by each home and find out which are the problems of each apartment. They should worry a little about the problems of Heritage. There are 112 families that are Hispanic, and they don’t send the papers in Spanish. It’s discrimination.”  
(Question 30) “They don’t do anything well.”  
(Question 31) “The calmness.”

**Respondent 68:** (Question 29) “The apartments are very cold. They need insulation. Parking system.”  
(Question 30) “They charge rent.”  
(Question 31) “It is calm, and I don’t like the gangs. More security.”

**Respondent 69:** (Question 29) “We need rent control. Lower rents for low income residents. Management that speaks Spanish.”  
(Question 31) “In summer, there are gangs drinking in the parking lots.”

**Respondent 70:** (Question 31) “No storage space.”

**Respondent 72:** (Question 29) “They should give more before towing cars.”  
(Question 30) “Responding timely.”  
(Question 31) “I like living here, it’s quiet and reasonable.”

**Respondent 73:** (Question 29) “When you call for something, they should have the personnel to respond quickly.”  
(Question 30) “I think they all try to do their jobs well, but the first years I was here it was better.”  
(Question 31) “I like the programs that they have with the kids.”

**Respondent 74:** (Question 29) “Yes, there should be some help with rent for those with low incomes and they are singles parents!”  
(Question 30) “They charge the rent! Try to have a security guard, so that they don’t steal the cars!”  
(Question 31) “The maintenance and the fact that many people have financial difficulties, and they raise the rent without knowing if you can pay it. My opinion is that there should be a way to manage the situation more clearly and give the resident of Heritage Common a chance!”

**Respondent 75:** (Question 29) “We need a better maintenance staff that gets stuff done.”  
(Question 30) “Trying to identify all that is being done wrong.”

(Question 31) "I don't like the stereotype that goes around towards the kids (sample: a group of kids is a gang, that's wrong.) I really like the new staff."

**Respondent 76:** (Question 29) "Respect for other's parking space. People park where ever they want, and when one gets there, another car is in your space. Have to check that residents don't have drugs in their apartments."

(Question 30) "The maintenance of things that break. They come right away to fix it."

(Question 31) "They have not changed the carpet since I moved in. There is no hot water in the laundry."

**Respondent 77:** (Question 30) "They do everything possible to be up to date on everything."

(Question 31) "The apartment is in good condition."

**Respondent 78:** (Question 30) "Maintenance people are doing good."

(Question 31) "It's a safe place. The heat is on the wrong place."

**Respondent 79:** (Question 29) "The service is bad, they don't attend to anything."

(Question 31) "I like living here because there is a safe/sound environment."

**Respondent 80:** (Question 30) "The management has to be a bit forceful with some residents, but that's okay."

(Question 31) "What I don't like about living in Heritage Common is that some residents don't respect others. In the past month and a half, two cars have taken my parking space and they're not supposed to do that. First of all, the space is for handicap, and everyone that comes here parks there. This is something that I am really bothered by. The other thing is the music, and the cars come in. There is a sign that says 5 mph, and these guys come in like this were a speedway without caring that there are children playing in this development."

**Respondent 81:** (Question 31) "That this is a community that is clean and safe."

**Respondent 82:** (Question 29) "The security system is not good."

(Question 30) "They are trying to improve the facilities."

(Question 31) "I like the apartments are clean and very quiet. I don't like the rent is too high for it to be a common place for immigrant people and the security system outside of the apartment is poor."

**Respondent 83:** (Question 29) "Mail issues. Sometimes it's hard to get your mail."

(Question 30) "The grounds are being kept up."

(Question 31) "I like my friendly neighbors who live next to me. I don't like that sometimes people park or block parking spaces."

**Respondent 84:** (Question 30) "Respect and understanding."

(Question 31) "I like everything up to now."

**Respondent 86:** (Question 30) "Rafael is the one that works well."



(Question 31) "I don't like how the maintenance works, and that the secretary should be more courteous of the residents."

**Respondent 87:** (Question 29) "I would like for them to fix some key things in the apartment like the intercom and the window locks. Also, the birds spill all the trash outside of the trash bins."

(Question 31) "The apartments are pretty."

**Respondent 88:** (Question 29) "Are you happy with the maintenance?"

(Question 30) "I am happy with their work, although many times because of the amount of work we have to wait to be attended to."

(Question 31) "The apartments are attractive and very pretty."

**Respondent 89:** (Question 29) "More maintenance staff. It is a little abandoned looking. Before, there never was trash on the property."

(Question 31) "The security, it is calm, the apartments are pretty, but they need more attention."

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