

Wednesday, February 19, 2020

## REGION/NATION

### WWHA stakeholders express satisfaction with staff, services and accommodations

**WEST WARWICK** — The West Warwick Housing Authority received good news from stakeholders in January. Overwhelmingly, its public housing and Section 8 residents said they were very satisfied or satisfied with the housing authority's staff, services and housing accommodations. The same was true of Section 8 property owners and local elected officials, who were also surveyed.

This is the third consecutive year the housing authority conducted its stakeholder survey.

"The surveys were developed as part of the organization's Strategic Plan to

determine how well or how poorly they were performing in the eyes of the people they serve," WWHA Executive Director Stephen J. O'Rourke said, adding that "the results help us identify our strengths and shortcomings, which we use to develop our Goals Management Plan."

Residents at West Warwick Manor located at 62 Robert Street were 92% very satisfied/satisfied with their apartments; 100% with their building; and 96% with property management. When asked how many would recommend their development to a family member or friend, 92% said they would.

At the Clyde Tower development located at 1021 Main Street, residents were 96% very satisfied/satisfied with their apartments; 95% with their building and 96% with property management. 92% said they would recommend their development to a friend or family member.

Public housing residents were also asked how easy it was to request maintenance repairs; how well the repairs were done and how well they were treated by the person performing the work. At both developments the housing authority scored 97% very satisfied/satisfied or higher in each category.

They also expressed satisfaction with the type and number of social services delivered.

Results were similar with Section 8 residents and property owners.

"It's indicative of the effort the staff puts in to make living in our developments a satisfying experience," said Thomas Zampa, chair of the Housing Authority Board.

The WWHA was founded in 1962 and manages 250 units of public housing and over 200 units of Section 8 Housing Choice Vouchers. WWHA is home to approximately 275 elderly and disabled residents.