

# Survey for neighborhood housing service (nhs)



## Survey for Neighborhood Housing Service (NHS) Introduction and Rationale

This is a survey conducted for North Bronx community specifically the 2 Train Stops at Gun Hill Road & White Plains Road, 219th Street & White Plains Road and 225th Street & White Plains Road. The purpose of the survey is to ascertain awareness of the Neighborhood Housing Services (NHS), to find out how access to affordable housing can be improved, to know which infrastructure and economic services need improvement, and so on. This information could be useful to help expand awareness of the NHS and improve access to affordable housing and related services.

### Method

Surveys were collected randomly from the North Bronx community specifically the 2 Train Stops at Gun Hill Road and White Plains Road, 219th Street and White Plains Road and 225th Street and White Plains Road. The data from the surveys were then entered into the website [surveymonkey.com](https://www.surveymonkey.com) which enabled us to create a web-based survey and provide analysis for the results.

Although the majority of the surveys were completed at the Gun hill location, the survey covered the entire North Bronx area according to the zip codes listed. For each observation we compared and contrasted and of course made conclusions and recommendations about their relationship with the help of [surveymonkey.com](https://www.surveymonkey.com). This method and process described took place after taking surveys at the North Bronx community for neighborhood housing services (NHS).

### Justification

Focus group discussions can often enrich findings obtained from surveys as for example in a study of parents of 2000 high school students (Bers, 2002).

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However, they are very time consuming and difficult and only necessary in any case if more detailed insight is required of particular findings. Moreover, they also pose a challenge to the rigour of qualitative research (Twinn, 2000).

Therefore, it was considered sufficient to conduct a simple qualitative survey to quickly obtain results. Surveys have the advantage of being inexpensive, can be used to generalize about the wider population, can be administered locally as well as remotely, and the standardized questions enable precise data collection amongst other benefits (CSU, 2009). Though weak on validity they are strong in terms of reliability.

As for the types of questions, although most were closed-ended to facilitate analysis of standardized responses, a few open-ended questions were also made use of at the end of the questionnaire in order to solicit details of two things i. e. their greatest concern in the community and anything extra they would like to share. So this allowed them the opportunity to respond in their own words and us the opportunity of getting to know what people are thinking and useful suggestions for policy recommendations. The majority of questions were of course closed-ended because they are by nature quicker for respondents to answer, provide data that is easier to understand and interpret, and ensures “ uniform responses across respondents in different functions, areas, and even organizations, thus making comparisons simple and efficient” (Church, 2001: 68).

The fact that three separate locations were chosen and the survey conducted at three separate time periods was so as to make the sample more representative of the population through ensuring greater ‘ randomness’ and avoid undue prominence to people in a particular location

or those who are out and about at particular times of the day. Furthermore, as the aim was to make some generalizations too, “ an adequate-sized, objectively selected and representative sample” (Statistical Services Centre, 2003) was necessary.

### Results & Analysis

The majority of the surveys were completed at the 2 Train Stop of Gun Hill Road and White Plains Road. These surveys were collected mainly from residents and community members around the neighborhood. A total of 92 surveys were conducted at this location. At the 225th Street and White Plains Road locations, 16 surveys were completed which constituted 14. 0% of the total survey. 2 Train Stop at 219th Street and White Plains Road constituted 5. 3% of our total survey. In total we have 115 surveys from the community. It is alarming that only 18. 3% are aware of the Neighborhood Housing Services (NHS) while 81. 7% are not. A serious strategic campaign needs to be considered in the future. The 45% affirmed that they came to have knowledge of NHS through a friend, relative or neighbor, 20% through the Internet, while the 10% through different means. It implies that the word of mouth promotion is still effective.

Concerning the NHS access to affordable housing, 52. 2% respondents said it would be helpful for them to find affordable rental housing, 33. 9% for budget and credit counseling, 24. 3% foreclosure prevention counseling, 22. 6% for getting a mortgage, and 15. 7% for housing court assistance while other 1. 7% still believes for a better housing program. A huge percentage of the community is not yet ready for owning a house in this season. In fact, only 21. 4% owns a house while 78. 6% are currently on a rental. Though 35% admits they are having difficulty paying their rent, 55. 4% are not and

8. 9% would not wish to share on this.

For the residents of Gun Hill and White Plains Road, the most important infrastructure services is the improvement of sidewalks and street paving (33.9%), second is the waste management (31.3%), third is water services (25%) and the last are park (34.2%) and street lightning (33.3%). With regards to economic services of high importance, 63.2% respondents favored on job opportunities, 43% for job training, 38.6% assistance for small and start-up businesses, while 46.5% are for attracting new businesses to the area. Others are concerned more with safety and the environment. Overall, there are more job related concerns. This serves as a gauge of their financial capability.

### Conclusions

The surveys are taken with proper information management. With the help of website surveymonkey.com, information is translated into analytic data. The locations of the surveys are: (80.7%) 2 Train Stop at Gun Hill Road & White Plains Road, (5.3%) Train Stop at 219th Street & White Plains Road, (14.0%) 225th Street & White Plains Road. The survey is current and the community is well represented. Survey questions are relevant and ample respondents openly participated.

Generally, the majority of the North Bronx Community needs further information about the NHS. In particularly the 2 Train Stops at Gun Hill Road & White Plains Road, 219th Street & White Plains Road and 225th Street & White Plains Road need a special program that will suit their economic condition. The survey shows that they are not yet ready for house purchase. They would rather go for affordable rentals, perhaps due to lack of available stable jobs. The survey also describes them as practical for their priority is

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found more on the street paving making them more comfortable walking to and fro. They are busy people and they'll go for what is really necessary. The survey will help NHS to make strategic planning and policy implementations. It will help facilitate a relevant economic program as well. The possibility of tying up with other government agencies can be considered due to economic concerns. Through this, the NHS projects would be more viable to the community. How the NHS will carry out its mission and vision for North Bronx Community despite the circumstances is indeed a great challenge.

#### References

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#### Survey

Hi my name is \_\_\_\_\_ and I am a college student volunteering for

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Neighborhood Housing Services of the North Bronx (NHS). NHS is a nonprofit community housing organization that works to create, promote and improve affordable housing and other quality of life services in the local community.

Would you please take 5 minutes to answer a couple brief questions so that we can better understand what NHS can do to meet your needs?

1. Have you ever heard of Neighborhood Housing Services, or NHS, before today?

Yes No

2. If yes, how did you hear about NHS?

I have received NHS services.

Friend, Relative or Neighbor.

Media - TV, newspaper or Radio.

Internet.

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

3. Please provide us with your home zip code. ZIP/Postal Code:

4. Which of the following services could help improve your access to affordable housing?

Budget & Credit Counseling

Foreclosure Prevention Counseling

Homebuyer Education

Home Repair Loans

Help Getting a Mortgage

Help Finding Affordable Rental Housing

Housing Court Assistance

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

5. Do you currently rent or own your home?

Rent Own

6. Are you currently having difficulty paying your rent or mortgage?

Yes No Do Not Wish to Share

7. Which of the Following Infrastructure Services is Most in Need of Improvement? Please rank the following in order of importance.

Most Important

Second Most Important

Third Most Important

Fourth Most Important

Fifth Most Important

Parks

Sidewalks & Street Paving

Water

Waste Management (Sanitation)

Street Lighting

8. Which of the Following Economic Services is Most in Need of Improvement? Please rank the following in order of importance.

Most Important

Second Most Important

Third Most Important

Fourth Most Important

Job Opportunities

Job Training

Assistance for Small and Start-up Businesses

Attracting New Businesses to the Area

9. What is your overall greatest concern in the community?



10. Thank you so much for your time. Is there anything else that you would like to share with us?

11. INTERVEIWER: Please record Date and Time

MM

DD

YYYY

HH

MM

AM/PM

Interview Date & Time

/

/

:

12. INTERVIEWER: Please Indicate the Location of the Interview

2 Train Stop at Gun Hill Road & White Plains Road

2 Train Stop at 219th Street & White Plains Road

2 Train Stop at 225th Street & White Plains Road