



Texas NAHRO

December 03 - Membership Survey Results

TXNAHRO Web Site

How satisfied are you with the content of the TXNAHRO Website (www.txnahro.org):

- Very satisfied 4
- Satisfied 11
- Somewhat satisfied 3
- Somewhat dissatisfied 0
- Dissatisfied 1
- Very dissatisfied 0

Comments: Never used it.
Don't use it at all. Has little to offer.

How often do you visit the site:

- Daily 0
- Weekly 7
- Monthly 5
- When I receive I notice of updates 5

I would visit the site more often if it:

- Was updated.
- Had more info.
- Was more current.

Ways you'd like to see the site expanded:

- More news 3
- More information on training opportunities 9
- Ability to download sample policies, procedures, forms 15
- More info on other agency best practices 9

TXNAHRO newsletter

How satisfied are you with the content of the TXNAHRO Newsletter:

- Very satisfied 6
- Satisfied 11
- Somewhat satisfied 3
- Somewhat dissatisfied 0
- Dissatisfied 2
- Very dissatisfied 0

The newsletter should be published online:

- Weekly 0
- Every two weeks 4
- Every month 18

I prefer the newsletter:

- Be printed and mailed 9
- Be faxed 1
- Be published online 5
- Be emailed to me 8

Association Conference

Have you attended TXNAHRO's Conferences in the past three years: Yes--13 No--9

If you haven't, why not

- Content 0
- Cost Prohibitive 3
- Schedule 6
- Other

Changes or additions you'd like to see to the Conference format:

- Greatly improve on quality of presenters.
- Downplay social activities.
- None

Sessions you'd like to see at this year's Conference:

- Homeownership, Tax Credits, Bonds, Performance Tracking, RIM Reviews
- Texas Legislation that Affects PHAs
- Joint Ventures, Management Contracts, Coalitions to Create, Economy of Scale
- Projects to create cash flow
- Board information

Association Education

How satisfied are you with the trainings conducted by TXNAHRO

- Very satisfied 5
- Satisfied 9
- Somewhat satisfied 5
- Somewhat dissatisfied 0
- Dissatisfied 1
- Very dissatisfied 0

TXNAHRO should increase the number of its offered seminars: Yes--10 No--6
(Yes—but with quality)

TXNAHRO should consider providing education through:
 Web-based training 6
 CD rom training 5
 Books on tape 2
 I prefer hands-seminars 12
 Other

Locations TXNAHRO should offer training:
 Austin 11
 Corpus Christi 2
 Dallas 8
 El Paso 0
 Houston 3
 Lubbock 2
 Odessa/Midland 3
 San Antonio 10
 South Padre Island 3
 Texarkana, TX 1
 Other 4
 Abilene, McAllen, Fort Worth or Waco
 Local HA with appropriate facilities.

I would like to see more seminars geared toward Commissioners: Yes--11 No--10
 Commissioner's Fundamentals 8
 Procurement and Ethics for Commissioners 5
 Strategic Planning 5
 Other

I would like to see more seminars geared toward Local Housing Professionals: Yes--20 No--2
 Advanced Procurement 5
 Admission and Continued Occupancy Policies 15
 Asset Management 7
 Capital Fund Program 11
 Financial Management for LHA 9
 GASB 33 & 34 -- How it Affects Your Financial Reporting 14
 Labor Standards and Section 3 6
 Managing Maintenance 10
 Managing Modernization Operations 6
 Procurement and Contract Management 6
 Nuts and Bolts of Property Maintenance 8
 Public Housing Assessment Subsystem 6
 Public Housing Eligibility and Rent Calculations .. 12
 Public Housing Manager Seminar and Exam 12
 Public Housing Occupancy 12

Uniform Physical Inspections 6
 Workshop for Executive Directors 11
 Other

I would like to see more seminars geared toward Section 8 Professionals: Yes--11 No--10
 Financial Management for Section 8 7
 Housing Quality Inspections 8
 Section 8 Eligibility and Rental Calculations 7
 Section 8 Series and Section 8 Housing Manager 6
 Section 8 Voucher Mastery 7
 Section 8 Budgeting 7
 Occupancy and SEMAP 6
 Section 8 Update and Review 6
 Section 8 Occupancy 6
 Section 8 Home Ownership Training 7
 PIC Training 6
 Other

I would like to see more maintenance-related seminars: Yes --17 No--4
 Maintenance Time Management 10
 Maintenance Administration 9
 Plumbing 7
 Appliance Repair 7
 Electrical Repair 9
 Carpentry 5
 The ABCs of Preventative Maintenance 14

Association Services

How satisfied are you with the following TXNAHRO Services:

Scholarship Program

Very satisfied 3
 Satisfied 16
 Somewhat satisfied 3
 Somewhat dissatisfied 0
 Dissatisfied 0
 Very dissatisfied 0

If needs improvement, how would you like to see improved:

Legislative Program/Relations

Very satisfied.....	3
Satisfied	14
Somewhat satisfied	2
Somewhat dissatisfied	0
Dissatisfied.....	0
Very dissatisfied	0

If needs improvement, how would you like to see improved:

- ✓ Our chairman and service officer need to be leader.

State HUD Relations

Very satisfied.....	2
Satisfied	17
Somewhat satisfied	1
Somewhat dissatisfied	0
Dissatisfied.....	1
Very dissatisfied	0

If needs improvement, how would you like to see improved:

- ✓ Is there a relationship with HUD?

TDHCA Relations

Very satisfied.....	2
Satisfied	14
Somewhat satisfied	3
Somewhat dissatisfied	0
Dissatisfied.....	2
Very dissatisfied	0

If needs improvement, how would you like to see improved:

- ✓ Same as above. We need to establish a relationship and influences, make contacts, seek inclusion in key decisions.
- ✓ Better communications.

Media Relations

Very satisfied.....	1
Satisfied	17
Somewhat satisfied	0
Somewhat dissatisfied	1
Dissatisfied.....	1
Very dissatisfied	0

If needs improvement, how would you like to see improved:

- ✓ I don't know of any. I have never seen a newspaper article about TxNAHRO. Our professional should alert media sources when something worthwhile is happening.

Services that I would like to see TXNAHRO consider providing:

Job bank online.....	2
Salary and benefit survey.....	12
Industry research	3
Assistance with Web site development	3
Help with media relations	2
Help with agency strategic planning.....	5
Consultant services.....	5
Discount services.....	3

Ideas: Need to get basics first.

Overall Association Rating

Overall satisfaction with the value TXNAHRO provides:

Very satisfied	4
Satisfied	12
Somewhat satisfied	2
Somewhat dissatisfied	0
Dissatisfied.....	0
Very dissatisfied.....	1

Membership Demographics

How long have you belonged to TXNAHRO ____ Years

How old are you: ____ Years

Number of years at your housing authority: ____

Highest level of education:

High School graduate.....	5
Complete some college.....	8
Bachelors degree	5
Masters degree	3
Doctorate	0

Reason you belong to TXNAHRO:

Communications: Publications/Website	11
Training/Seminars	18
Conferences.....	10
Networking	10

Other:

- ✓ Hoping that the organization will eventually be viable.