

PHA 5-Year and Annual Plan	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 8/30/2011
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1.0	PHA Information Housing Authority of the City of Santa Ana PHA Name: _____ PHA Code: ____CA093_____ PHA Type: <input type="checkbox"/> Small <input checked="" type="checkbox"/> High Performing <input type="checkbox"/> Standard <input type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): __07/2012_____					
2.0	Inventory (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: _____ Number of HCV units: ____2658_____					
3.0	Submission Type <input type="checkbox"/> 5-Year and Annual Plan <input checked="" type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only					
4.0	PHA Consortia <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)					
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program	
					PH	HCV
PHA 1:						
PHA 2:						
	PHA 3:					
5.0	5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update.					
5.1	Mission. State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years: In partnership with the U.S. Department of Housing and Urban Development (HUD) and partners from the community, we strive to provide quality stable housing opportunities to individuals and families and provide opportunities to allow economic self-sufficiency.					
5.2	Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. Goal #1 Expand the supply of affordable housing Object: Apply for additional housing choice vouchers when available Goal#2 Improve the quality of assisted housing. Object: Provide annual customer service surveys to participants and improve management functions Goal#3 Increase assisted housing choices' Object: Provide portability counseling to 100% of participants, conduct outreach to landlords Goal#4 Provide an improved living environment Object: Link participants with local neighborhood associations Goal #5 Promote self-sufficiency Object: Link elderly disabled with supportive services and continue to market the benefits of the FSS Program Goal #6 Ensure equal opportunity and affirmatively further fair housing Object: Train staff to recognize fair housing issues within the community and ensure participants receive information					
6.0	PHA Plan Update (a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: (b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions. (a) Eligibility, Selection and Admissions Policies: The SAHA has removed the local preference for mobile home coach owners and the local preference for victims of domestic violence. Operations and Management: The SAHA has adopted a Medical Marijuana Policy. (b) Main PHA Business office: Santa Ana City Hall, 20 Civic Center Plaza, 2 nd Floor, Santa Ana, CA 92701					
7.0	Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. <i>Include statements related to these programs as applicable.</i> Housing Choice Voucher (HCV) homeownership is possible and participants are encouraged to have as a goal, however, a large funding gap exists between available resources and the local for-sale market. FSS participants are still required to take homeownership classes. The Housing Authority of the City of Santa Ana will evaluate annually the number of HCVs that can be made available for project-based assistance within its jurisdiction of the City of Santa Ana. This will assist with the jurisdiction's affordable housing needs supported by the Administrative Plan and the Consolidated Plan for the City of Santa Ana.					
8.0	Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable.					

8.1	Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> , form HUD-50075.1, for each current and open CFP grant and CFFP financing.
8.2	Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i> , form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan.
8.3	Capital Fund Financing Program (CFFP). <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.
9.0	Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. The recently completed Housing Element of the City of Santa Ana's General Plan has identified a shortfall between supply and demand of 12,000 large rental units (3+ bedrooms). Whereas the majority of participants (54%) and applicants (46%) only require 1-bedroom units, 45% of the overall renting population in Santa Ana have households of 5 or more persons. The most recent data on housing burden (Census 2000) show moderate (30+% of income to housing costs) and severe overpayment (50+% of income to housing costs levels at: Moderate income 3 moderate 0% severe, Low income 23% moderate 2% severe, Very low income 61% moderate 12% severe and Extremely low income 82% moderate 60% severe.50% of elderly renters are estimated to overpay for housing. Of the 3105 families on the HCV waiting list, 20% are disabled, 11% are elderly, 46% of the households have 1 or 2 members and 42% are headed by a female head of household.
9.1	Strategy for Addressing Housing Needs. Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan.
10.0	Additional Information. Describe the following, as well as any additional information HUD has requested. (a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan. SAHA mailed 1820 customer service surveys to participants/received over 700 responses which will be submitted as part of this plan. (b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and "substantial deviation/modification" Any change via regulation, interpretation, or other guidance that measurably changes the administration of the HCV Program.
11.0	Required Submission for HUD Field Office Review. In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. Note: Faxed copies of these documents will not be accepted by the Field Office. (a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights) (b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only) (c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only) (d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only) (e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only) (f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations. (g) Challenged Elements (h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only) (i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only)

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced 5-Year and Annual PHA Plans. The 5-Year and Annual PHA plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission and strategies for serving the needs of low-income and very low-income families. This form is to be used by all PHA types for submission of the 5-Year and Annual Plans to HUD. Public reporting burden for this information collection is estimated to average 12.68 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality

Instructions form HUD-50075

Applicability. This form is to be used by all Public Housing Agencies (PHAs) with Fiscal Year beginning April 1, 2008 for the submission of their 5-Year and Annual Plan in accordance with 24 CFR Part 903. The previous version may be used only through April 30, 2008.

1.0 PHA Information

Include the full PHA name, PHA code, PHA type, and PHA Fiscal Year Beginning (MM/YYYY).

2.0 Inventory

Under each program, enter the number of Annual Contributions Contract (ACC) Public Housing (PH) and Section 8 units (HCV).

3.0 Submission Type

Indicate whether this submission is for an Annual and Five Year Plan, Annual Plan only, or 5-Year Plan only.

4.0 PHA Consortia

Check box if submitting a Joint PHA Plan and complete the table.

5.0 Five-Year Plan

Identify the PHA's Mission, Goals and/or Objectives (24 CFR 903.6). Complete only at 5-Year update.

5.1 Mission. A statement of the mission of the public housing agency for serving the needs of low-income, very low-income, and extremely low-income families in the jurisdiction of the PHA during the years covered under the plan.

5.2 Goals and Objectives. Identify quantifiable goals and objectives that will enable the PHA to serve the needs of low income, very low-income, and extremely low-income families.

6.0 PHA Plan Update. In addition to the items captured in the Plan template, PHAs must have the elements listed below readily available to the public. Additionally, a PHA must:

- (a) Identify specifically which plan elements have been revised since the PHA's prior plan submission.
- (b) Identify where the 5-Year and Annual Plan may be obtained by the public. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on its official website. PHAs are also encouraged to provide each resident council a copy of its 5-Year and Annual Plan.

PHA Plan Elements. (24 CFR 903.7)

1. **Eligibility, Selection and Admissions Policies, including Deconcentration and Wait List Procedures.** Describe the PHA's policies that govern resident or tenant eligibility, selection and admission including admission preferences for both public housing and HCV and unit assignment policies for public housing; and procedures for maintaining waiting lists for admission to public housing and address any site-based waiting lists.

2. **Financial Resources.** A statement of financial resources, including a listing by general categories, of the PHA's anticipated resources, such as PHA Operating, Capital and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support public housing or tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources.
3. **Rent Determination.** A statement of the policies of the PHA governing rents charged for public housing and HCV dwelling units.
4. **Operation and Management.** A statement of the rules, standards, and policies of the PHA governing maintenance management of housing owned, assisted, or operated by the public housing agency (which shall include measures necessary for the prevention or eradication of pest infestation, including cockroaches), and management of the PHA and programs of the PHA.
5. **Grievance Procedures.** A description of the grievance and informal hearing and review procedures that the PHA makes available to its residents and applicants.
6. **Designated Housing for Elderly and Disabled Families.** With respect to public housing projects owned, assisted, or operated by the PHA, describe any projects (or portions thereof), in the upcoming fiscal year, that the PHA has designated or will apply for designation for occupancy by elderly and disabled families. The description shall include the following information: **1)** development name and number; **2)** designation type; **3)** application status; **4)** date the designation was approved, submitted, or planned for submission, and; **5)** the number of units affected.
7. **Community Service and Self-Sufficiency.** A description of: **(1)** Any programs relating to services and amenities provided or offered to assisted families; **(2)** Any policies or programs of the PHA for the enhancement of the economic and social self-sufficiency of assisted families, including programs under Section 3 and FSS; **(3)** How the PHA will comply with the requirements of community service and treatment of income changes resulting from welfare program requirements. **(Note: applies to only public housing).**
8. **Safety and Crime Prevention.** For public housing only, describe the PHA's plan for safety and crime prevention to ensure the safety of the public housing residents. The statement must include: (i) A description of the need for measures to ensure the safety of public housing residents; (ii) A description of any crime prevention activities conducted or to be conducted by the PHA; and (iii) A description of the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities.

9. **Pets.** A statement describing the PHAs policies and requirements pertaining to the ownership of pets in public housing.
10. **Civil Rights Certification.** A PHA will be considered in compliance with the Civil Rights and AFFH Certification if: it can document that it examines its programs and proposed programs to identify any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction.
11. **Fiscal Year Audit.** The results of the most recent fiscal year audit for the PHA.
12. **Asset Management.** A statement of how the agency will carry out its asset management functions with respect to the public housing inventory of the agency, including how the agency will plan for the long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs for such inventory.
13. **Violence Against Women Act (VAWA).** A description of: 1) Any activities, services, or programs provided or offered by an agency, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking; 2) Any activities, services, or programs provided or offered by a PHA that helps child and adult victims of domestic violence, dating violence, sexual assault, or stalking, to obtain or maintain housing; and 3) Any activities, services, or programs provided or offered by a public housing agency to prevent domestic violence, dating violence, sexual assault, and stalking, or to enhance victim safety in assisted families.

7.0 Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers

- (a) **Hope VI or Mixed Finance Modernization or Development.** 1) A description of any housing (including project number (if known) and unit count) for which the PHA will apply for HOPE VI or Mixed Finance Modernization or Development; and 2) A timetable for the submission of applications or proposals. The application and approval process for Hope VI, Mixed Finance Modernization or Development, is a separate process. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/programs/ph/hope6/index.cfm>
- (b) **Demolition and/or Disposition.** With respect to public housing projects owned by the PHA and subject to ACCs under the Act: (1) A description of any housing (including project number and unit numbers [or addresses]), and the number of affected units along with their sizes and accessibility features) for which the PHA will apply or is currently pending for demolition or disposition; and (2) A timetable for the demolition or disposition. The application and approval process for demolition and/or disposition is a separate process. See guidance on HUD's website at: http://www.hud.gov/offices/pih/centers/sac/demo_dispo/index.cfm
Note: This statement must be submitted to the extent that approved and/or pending demolition and/or disposition has changed.
- (c) **Conversion of Public Housing.** With respect to public housing owned by a PHA: 1) A description of any building or buildings (including project number and unit count) that the PHA is required to convert to tenant-based assistance or

that the public housing agency plans to voluntarily convert; 2) An analysis of the projects or buildings required to be converted; and 3) A statement of the amount of assistance received under this chapter to be used for rental assistance or other housing assistance in connection with such conversion. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/centers/sac/conversion.cfm>

- (d) **Homeownership.** A description of any homeownership (including project number and unit count) administered by the agency or for which the PHA has applied or will apply for approval.
- (e) **Project-based Vouchers.** If the PHA wishes to use the project-based voucher program, a statement of the projected number of project-based units and general locations and how project basing would be consistent with its PHA Plan.

8.0 Capital Improvements. This section provides information on a PHA's Capital Fund Program. With respect to public housing projects owned, assisted, or operated by the public housing agency, a plan describing the capital improvements necessary to ensure long-term physical and social viability of the projects must be completed along with the required forms. Items identified in 8.1 through 8.3, must be signed where directed and transmitted electronically along with the PHA's Annual Plan submission.

8.1 Capital Fund Program Annual Statement/Performance and Evaluation Report. PHAs must complete the *Capital Fund Program Annual Statement/Performance and Evaluation Report* (form HUD-50075.1), for each Capital Fund Program (CFP) to be undertaken with the current year's CFP funds or with CFFP proceeds. Additionally, the form shall be used for the following purposes:

- (a) To submit the initial budget for a new grant or CFFP;
- (b) To report on the Performance and Evaluation Report progress on any open grants previously funded or CFFP; and
- (c) To record a budget revision on a previously approved open grant or CFFP, e.g., additions or deletions of work items, modification of budgeted amounts that have been undertaken since the submission of the last Annual Plan. The Capital Fund Program Annual Statement/Performance and Evaluation Report must be submitted annually.

Additionally, PHAs shall complete the Performance and Evaluation Report section (see footnote 2) of the *Capital Fund Program Annual Statement/Performance and Evaluation* (form HUD-50075.1), at the following times:

1. At the end of the program year; until the program is completed or all funds are expended;
2. When revisions to the Annual Statement are made, which do not require prior HUD approval, (e.g., expenditures for emergency work, revisions resulting from the PHAs application of fungibility); and
3. Upon completion or termination of the activities funded in a specific capital fund program year.

8.2 Capital Fund Program Five-Year Action Plan

PHAs must submit the *Capital Fund Program Five-Year Action Plan* (form HUD-50075.2) for the entire PHA portfolio for the first year of participation in the CFP and annual update thereafter to eliminate the previous year and to add a new fifth year (rolling basis) so that the form always covers the present five-year period beginning with the current year.

8.3 Capital Fund Financing Program (CFFP). Separate, written HUD approval is required if the PHA proposes to pledge any

portion of its CFP/RHF funds to repay debt incurred to finance capital improvements. The PHA must identify in its Annual and 5-year capital plans the amount of the annual payments required to service the debt. The PHA must also submit an annual statement detailing the use of the CFFP proceeds. See guidance on HUD's website at:

<http://www.hud.gov/offices/pih/programs/ph/capfund/cffp.cfm>

9.0 Housing Needs. Provide a statement of the housing needs of families residing in the jurisdiction served by the PHA and the means by which the PHA intends, to the maximum extent practicable, to address those needs. **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan).**

9.1 Strategy for Addressing Housing Needs. Provide a description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan).**

10.0 Additional Information. Describe the following, as well as any additional information requested by HUD:

- (a) **Progress in Meeting Mission and Goals.** PHAs must include (i) a statement of the PHAs progress in meeting the mission and goals described in the 5-Year Plan; (ii) the basic criteria the PHA will use for determining a significant amendment from its 5-year Plan; and a significant amendment or modification to its 5-Year Plan and Annual Plan. **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan).**
- (b) **Significant Amendment and Substantial Deviation/Modification.** PHA must provide the definition of "significant amendment" and "substantial deviation/modification". **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan.)**

- (c) PHAs must include or reference any applicable memorandum of agreement with HUD or any plan to improve performance. **(Note: Standard and Troubled PHAs complete annually).**

11.0 Required Submission for HUD Field Office Review. In order to be a complete package, PHAs must submit items (a) through (g), with signature by mail or electronically with scanned signatures. Items (h) and (i) shall be submitted electronically as an attachment to the PHA Plan.

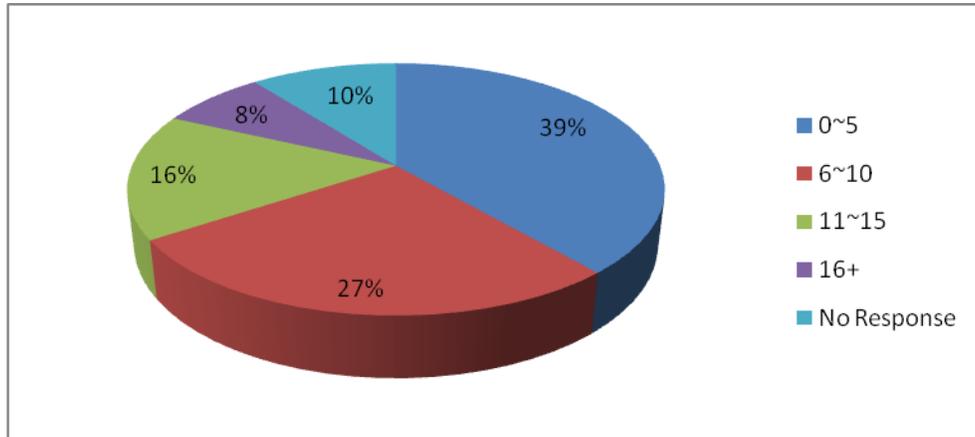
- (a) Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulations*
- (b) Form HUD-50070, *Certification for a Drug-Free Workplace (PHAs receiving CFP grants only)*
- (c) Form HUD-50071, *Certification of Payments to Influence Federal Transactions (PHAs receiving CFP grants only)*
- (d) Form SF-LLL, *Disclosure of Lobbying Activities (PHAs receiving CFP grants only)*
- (e) Form SF-LLL-A, *Disclosure of Lobbying Activities Continuation Sheet (PHAs receiving CFP grants only)*
- (f) Resident Advisory Board (RAB) comments.
- (g) Challenged Elements. Include any element(s) of the PHA Plan that is challenged.
- (h) Form HUD-50075.1, *Capital Fund Program Annual Statement/Performance and Evaluation Report (Must be attached electronically for PHAs receiving CFP grants only)*. See instructions in 8.1.
- (i) Form HUD-50075.2, *Capital Fund Program Five-Year Action Plan (Must be attached electronically for PHAs receiving CFP grants only)*. See instructions in 8.2.

Results of Tenant's survey

Out of 1800 surveys mailed to tenants, 712 were returned (Response rate: 39.5%)

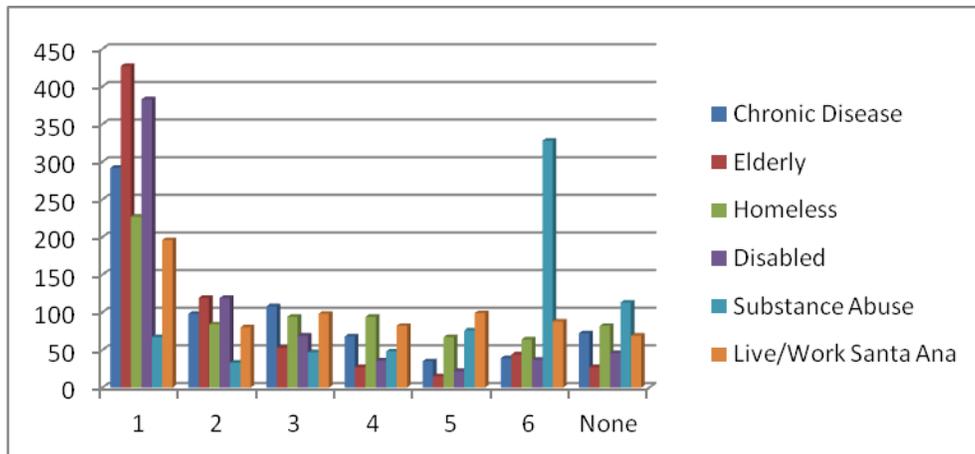
1. How long have you been receiving assistance from SAHA?

0-5	6-10	11-15	16+	No Response
275	193	115	54	75



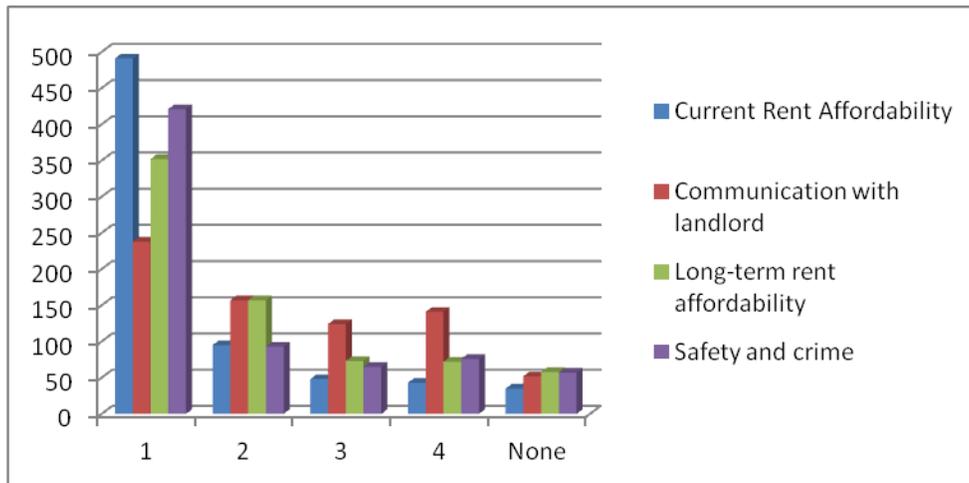
2. Please rank the following groups as to whom you believe should receive priority in housing assistance (1 highest, 6 lowest)

	1	2	3	4	5	6	No Response
Chronic Disease	292	98	108	68	35	39	72
Elderly	427	119	53	27	15	44	27
Homeless	227	84	94	94	67	64	82
Disabled	383	119	69	36	22	37	46
Substance Abuse	67	33	47	48	76	328	113
Live/Work Santa Ana	196	80	98	82	99	88	69



3. Please rank (1 being most important, 4 being least important) the issues most important to you.

	1	2	3	4	No Response
Current Rent Affordability	491	95	48	43	35
Communication with landlord	238	157	124	141	52
Long-term rent affordability	352	157	73	72	58
Safety and crime	421	93	65	76	57



4. Have you experienced housing discrimination while receiving rental assistance?

Yes	No	No Response
19 (3%)	685 (96%)	8 (1%)

If you answer yes, please explain:

- The social worker had a very negative attitude.
- Manager ignores every one
- I went to ask once how much rent was and they asked are you in housing I said yes they said we don't have any vacant units then my friend called and they said they have 2 available units.
- One place I applied to rent at denied me saying they did not want to work with the Housing Assistance Program.
- An official said vacate within 7 days because the structure did not meet the buildings code as a separate Apt. it was a converted garage.
- Lady is this condominium place says I should move to apartments. She's very rude to me. Sharon is her name.
- I feel we are seen as inferior to others.

- Only a few people but I think I am the only white woman plus the fact I can't speak.
- Neighborhood disturbance, dispute with other household.
- I'm not satisfied.
- My housing was tried to be illegally terminated. My housing specialist tried to strike a deal with the landlord.
- Former landlord charged me more money in deposit to rent unit. He stated my credit was bad but it wasn't.
- Well, I've called managers at apt complex buildings and ask if they accept Section 8. And I've been laughed or a giggle before the response.
- Ethnic preference if interviewed by counselor of the name ethnic origin.
- I am not respected for having black ethnicity and am not respected not looked at as a human being. I get shares, dirty looks and very rude commentaries. It's a very hostile environment. But at the same time very discrete.
- Where I live now, wouldn't rent to me at first because first I was single second because I was female. When the owners heard it was HUD Voucher they changed their mind because the government at least could pay them.
- They failed to explained or provide translator for the question of information that is asked of her because she doesn't speak English.
- I have been discriminated by a woman who lives in my same apartment building when my children and grandchildren visit me. The manager says he/she doesn't like Mexicans.

Additional comments included:

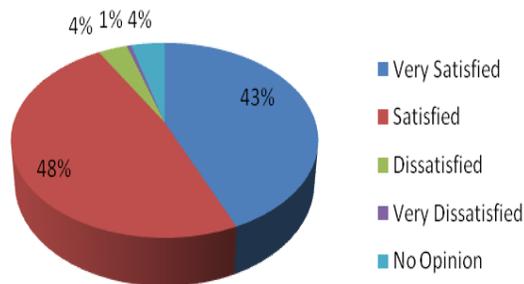
- I'm very thankful for your help with Housing, by God's grace you help me enormously, thank you.
- Very satisfied
- I am happy with my rental plan (assistance). Thank you.
- All my workers have been helping me and my family for along time. I was almost off housing but had a bad job injury still need surgery and thanks to all you there you been very helpful and patient with me.
- Housing is good for low-income and old people.
- I am very happy with "my" help. Thank you.
- Forgive me if I didn't this out correctly.
- If any response of this letter is incorrect or if I am incorrect please forgive me.
- To me, all you help is important thank you until the end of my days, if it weren't for your help, I don't know what would become of me. I am very satisfied (thankful) with your help.
- I'm comfortable and happy living in this area because there are good neighbors (the rest is illegible).

5. Overall, how satisfied are you with the following. Please check appropriate box.

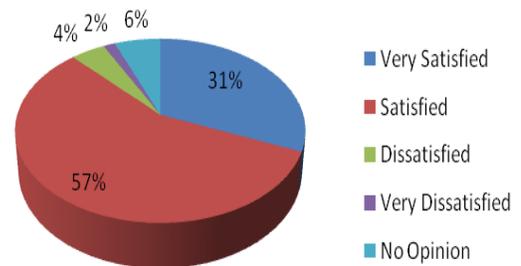
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
Your unit	310	342	26	4	30

Your neighborhood	223	403	32	11	43
Your landlord	264	346	32	15	55
My landlord is responsive to my questions and concerns	291	322	32	20	47

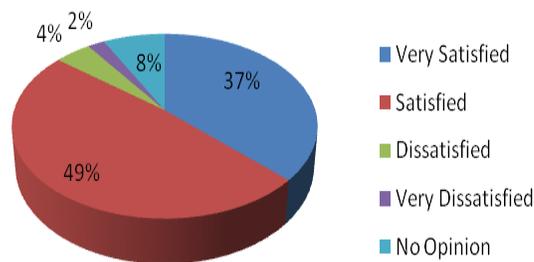
Your unit



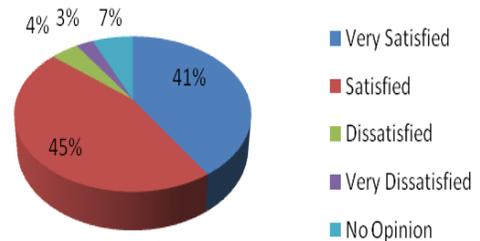
Your neighborhood



Your landlord



My landlord is responsive to my questions and concerns



6. Do you understand your responsibilities as a participant in the SAHA Housing Choice Voucher Program? Please check the box/boxes which indicate your responsibilities.

	Checked	Unchecked
Request approval for adding family member	513 (72%)	199 (28%)
Report change in income	660 (93%)	52 (7%)
Report change in student status	466 (65%)	246 (35%)
Report family members / moving out	573 (80%)	139 (20%)
Give owners 30 days notice to move	595 (84%)	117 (16%)

Allow others to use your mailing address	255 (36%)	457 (64%)
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7. Are you aware of the Family Self-Sufficiency (FSS) program?

Yes	No	No Response
249 (35%)	415 (58%)	48 (7%)

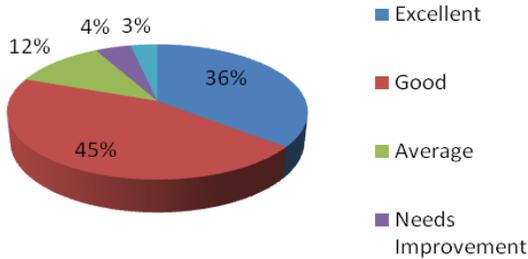
Are you interested in learning more about the FSS program?

Yes	No	No Response
406 (57%)	238 (33%)	68 (10%)

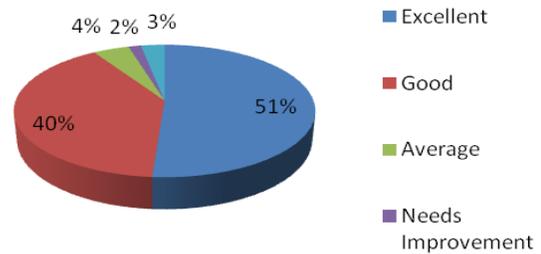
8. Please rate the Housing Authority's customer service

	Excellent	Good	Average	Needs Improvement	No Response
Telephone Calls	255	319	82	32	24
Appointments / Re-Exams	364	284	32	11	21
Written Communications	332	317	29	12	22

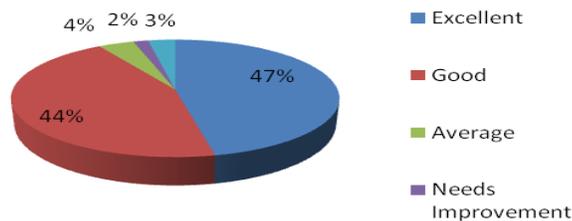
Telephone Calls



Appointments / Re-Exams



Written Communications



Comments and suggestions included:

- I wish there was more response when I leave phone messages- more response to phone calls.
- I would like to know why my worker was changed, she spoke Spanish.
- We are very thankful for Housing services, may God bless you for helping us.
- May God bless you all who work here.
- Thank you very much for your help
- Thank you for housing services. It has helped me survive my illness and be able to get my medications. Thanks for everything and God bless you.
- I am new to the housing program, thank you very much for offering this program.
- Right now, everything is fine. Thank you.
- The managers bother people too much.
- Housing people are very helpful
- Need more questions and response section to indicate yes or no. Number 7 more information. Responsibilities questions need you or no box to check.
- Every one there has helped me and my family with any questions or concerns. Thank you.
- Thank you all for your great asst.
- Thank you for your help during this process
- They do not return phone call back.
- Good job. Keep it up. It's bad Fridays are closed till final note.
- I want to thank everyone there all of the staff are very nice. Thank you.
- I obey the rules of SAHA Housing
- I am very grateful to have Housing Assistance. Thank you.
- I'm hoping for tenants who work with low-income to pay their partial payment due to other expense to spend in the family and also due to the current economy crisis. It is just that everything is expensive now a day. Thanks for your considerations and concerns.
- We do not understand English. We wish to have a Vietnamese worker.
- Excellent program. We appreciated very much.
- We wish to have a Vietnamese worker for we do not understand English or Spanish.
- Communication is much better if my worker speak Vietnamese and English.
- I'm very happy with my worker who is Vietnamese.
- Can I have a Vietnamese worker?
- Very happy to receive the assistance
- Very difficult to talk to any worker
- When you increase TR, we want 2 months notice. We need to save money for the increase.
- None flexible to reschedule the re-exam appointment when we have kids in school.
- Any help you can provide is highly appreciated.
- You've been very kind. I'm most grateful. I'm old and have no family in the U.S. Thank you for your help.

- Good- nothing to complain
- My worker is very professional, helpful, and patient. Happy new year and wish you all the best.
- If I can just speak to someone who speaks Vietnamese every time I call. It's my dream.
- I would like to be seen by someone who knows my language. I don't want to miss anything.
- College student must provide report card yearly as requested.
- I wish to have a Vietnamese worker.
- My family appreciates any help you can provide. Thank you.
- Much appreciated. Can't ask for more.
- Housing Specialist need to be better
- No interview via mail or phone. Everyone should be interview in the office.
- Contacting Housing Specialist should be easier via phone or email.
- Thank you for all your great work and for giving single parents the opportunity to have housing.
- Keep trying to do better
- My daughters and I truly appreciate all this program has given us. We have been through some hardships in the past. Housing has given us what no other organization can provide for us. It gives us the security of a safe home. And for this and many other reasons we will obey and follow all the rules and regulations. May God bless this organization.
- I need translator for interview every year.
- I strongly believe Santa Ana Housing should be involved where senior communities are being discriminated against and seriously neglected.
- Please call for Family Self Sufficiency. I'd like to make an appointment.
- I would like to say that SAHA has changed mine and my kids like and it is a blessing for this program. The employees and the program are helpful.
- Housing saved my life, Mary Barela is the best housing specialist in the State or California and Shelly Landry Bayle is great. Thank you for everything. I wish I could work for your firm. Thanks.
- Don't have any comments but would say thank you.
- Everything is very good.
- Thank you so much for all excellent services of your agency.
- Very good for me, thanks a lot.
- You have all done a great job. Thank you all for your work.
- As for me, all housing specialists behaved everything very good to housing members. Please keep going.
- Just want to thank so much for the help you give me as to a roof over our heads to all who needed. You're great.
- Excellent service
- I am very happy with the help I have received for my rent.
- Too much pressure is put on us with Housing paperwork. I am 81 years old.
- I have heard of the FSS program but I am not interested because I can't work. Thank you.

- We are very pleased with the support and services we receive.
- I am very happy and grateful for my housing assistance. Thank you.
- The only thing is that my calls aren't answered when I leave messages.
- I said no to No.7 because I am not of the age to study nor the time. I dedicate my time to my children.
- Everything is fine your work is excellent.
- Everything is fine.
- No question, your information is satisfactory. Thank you for providing it.
- Forgive me for not answering number 7 because I do not know but if you think it's good please decide, I will give authorization. Thank you.
- I like the system you have everything is in order and reliable, thank you.
- I am very pleased to be a participant of the SAHA program. Thank you.
- Thank you for your help, everything is excellent.
- I don't understand question number 7.
- I love this program and I am lucky to be a part of it.
- I been having problems with my unit. I have lots of roches. They fumigated 2 times and I have also both raid. I did it for 2 weeks and there's still coming a lot.
- When a person becomes elderly let them mail in their reexamination paper work like we used to instead of now bringing it to the office.
- Please let me see a worker who speaks the same language when exchanging paperwork and to better understand.
- Due to inflation in the cost of living please re-evaluate HAP payment.
- When calling worker and was not able to contact worker please ask the worker to return call.
- Thank you to the Housing Authority for assisting us in the past years.
- My family thanks the housing authority for their help.
- The housing authority has been providing excellent service.
- Please give me a Vietnamese worker so that I can communicate and speak to the authority.
- Please hire Vietnamese worker. Thank you.
- We are very happy with the service provided by the SAHA and we are also very happy with the worker.
- To communicate in Vietnamese when calling or written communication send to us is the best. Thank you very much.
- SAHA and landlord both treat me very well.
- Excellent
- When I need to contact personnel at the housing department almost always I have to leave messages. There are times when I had to wait until the next day to receive return calls. Please improve in the area.
- Provide newsletter regarding changes in the program
- Please let me know the time frame needed to provide notice to landlord prior to moving. Before it was 45 days, is it 60 days now?
- The Housing Authority has helped a lot during the interview process. I sincerely thank all the effort given.

- Each annual interview, as priority for the senior with disability and hard of hearing, please provide translation for the interview.
- Please provide translation for the seniors.
- Very difficult to get an appointment over the phone because of transferring to another number and had to wait a long time but without return calls even though I left messages.
- There are some question about I did not understand.
- Very good
- I rent a unit with the section 8 voucher, the garage has a remote but sometimes it works and sometimes it doesn't and the door is old and heavy. The automatic garage door opener/tracking is too weak to open the garage door. The neighbor came to help but could not repair it. Suggested to owner to replace it with a new one and the owner didn't agree to it. The owner said "if I replace it with a new one, you pay 50% of the cost of the door." This is not my house so why should I pay 50% of the repair cost, I didn't break it. Also, I'm 82 years old, where I get the money to pay for 50% and when I pay for it I cannot take it with me when I move. Request owner to repair if the rental did not break it and it broke by itself. Is my situation falls into the category of the rich has money to buy a house and then suppress the poor to collect more money from the poor? My neighbor, his garage door is just as old as mine, suddenly it broke into half, the owner told him he has to pay for 50% of the repair cost, what is this law? I would like to ask because I'm insignificant and don't know where to ask. Please explain to me.
- The housing program is great- helps very low income families. Please continue the program.
- Thanks to the housing authority. Please open to help more people who are in need of assistance.
- I'm very satisfied with the staff.
- We are elderly couple and unable to learn English. Please transfer our files to a Vietnamese worker. It would be easier for us to communicate.
- Please give Vietnamese worker for communication.
- I wish to receive the answers from the official when leaving the message.
- Should transfer file of people who don't speak English to their native speaker so there's no translation need at interview.
- The apt complex where I live, there are those who have housing assistance and also babysit. This is not fair for those who work and have to pay taxes. There are people who receive SSI benefit due to disability but they also babysit in their home. Please send out inspection/worker to investigate. Contact the landlord or manager to get this information. I'm reporting the truth.
- I hope that SAHA will continue to provide assistance to people that needed.
- Overall, my opinion is good.
- My family and I are very grateful for the assistance and thank you for all the workers for your good service and help my family.
- Please transfer my case to a Vietnamese worker because I'm not fluent in English and every time I come for the Interview, I have to pay for a translator service. It's very difficult.

- Interview during summer time so family members can help
- Housing programs should be for the disabled and elderly and everyone else should come second.
- Please give more assistance to the aiding elderly and homeless people.
- Workshop for 1st time home buyers or manager workshops
- Thank you for been there for me and my son and I really appreciated.
- Have not had many phone connections, but can't think of any problems in the past. Had an orientation with Victoria in Nov. 2011.
- I am very grateful for having this housing program available to me and my family. It truly is a great help and a blessing.
- Need a neighborhood watch and more communication in the facility.
- On the occasion of the Vietnamese New Year of the Dragon. We are always grateful to all of you of SAHA. You always being nice to us. We always comply with all decisions from your office.
- Question 6 should answer with yes or no. it make more sense for them to understand.
- More activities such as Bingo, exercises, manager who speaks Spanish.
- This is the first time I've had problems with my contract. In August 2011 I didn't have (the number) to my apartment office and didn't receive an answer from new my worker, but for this time, thank you.
- Everything is very well.
- We would like a social worker who speaks our language. That's how it was few months ago, but with the new worker it's hard to communicate.
- I can't read the writing.
- We need to communicate with workers in Spanish.
- Personally, I am very satisfied with this program.
- I don't understand-receive approval to add a family member?
- Thank you for all your help. I need help and don't know how to do it.