

**Housing & Community Development Corporation of Hawaii  
2005 Public Housing Assessment System  
Resident Services and Satisfaction Survey Follow-up Plan**

Concern	Item	Strategy	Department	Date to be Launched	Funding Source
<b>Communication</b>	Adequate Communications	<p>We will expand our important announcements that are printed on each monthly rent bill and periodic information inserts; to publishing and distributing HCDCH Newsletters that addresses the quality of life issues while residing in public housing. We will include updates on, but not limited to, major modernization projects, services, self-sufficiency programs, policies and rules, procedures, safety programs, crime prevention efforts, resident association announcements and/or "success stories" of the residents.</p> <p>Encourage management to attend resident association meetings on a regular basis to discuss quality of life issues, procedures, community updates, topics of concern or interest.</p> <p>Continue to use bulletin boards or other areas of high traffic to display important announcements and updates on such issues as modernization projects, series, programs, policies and procedures, and announcements.</p>	HIO, PMMB & RSS	Ongoing	PMMB & Project funds
	Staff Training	Staff will receive continuing education and be afforded the opportunity to attend seminars of their choice, to improve and enhance their ability to deliver the requisite quality of service and to operate the program; including attending mandatory training as deemed necessary.	PMMB & PERS	Ongoing	Proj Funds
<b>Safety</b>	Applicant Screening	Implement improved applicant screening process prior to placement in public housing, such as criminal background checks.	PMMB	7/1/05	Project Funds
	Crime Prevention Through Environmental Design (CPTED)	<p>Coordinate training for Development, Property Managers, and maintenance staff on CPTED.</p> <p>Incorporate CPTED features into the maintenance plan</p>	CMS	7/1/05	Cap Fund

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<b>Neighborhood Appearance</b>	Curb Appeal	Develop and implement maintenance plan to include improvement of neighborhood appearance in the areas of building exterior, common areas, parking lots, graffiti.	CMS	7/1/05	Cap Funds, Project Funds