

VETERANS PUBLIC HOUSING

IN

MASSACHUSETTS-----

A TENANT SURVEY

by

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(1951)

SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS
FOR THE DEGREE OF
MASTER IN CITY PLANNING

at the

MASSACHUSETTS INSTITUTE OF TECHNOLOGY
(1954)

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ACKNOWLEDGMENT

Any individual research is dependent to some degree upon the many other works which precede it and upon advise and counsel of persons who are or can be attracted to it. This work is an exception only in that it could not exist without aid from literally hundreds of persons.

To each of those who have willingly given their time, energy, experience, kindness, and friendship so that this study could be a success, I sincerely, though namelessly, give my warmest thanks.

ABSTRACT OF THESIS

Title: Veteran Public Housing in Massachusetts -- A Tenant Survey

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Submitted to the Department of City and Regional Planning on August 16, 1954 in partial fulfillment of the requirements for the degree of Master in City Planning.

Objectives:

This study represents an initial attempt to explore some of those significant positive and negative qualities of housing developments as are related to the planning, design, and management of such developments and as affect or are effected by the nature and background of the occupants. Though the survey area is the particular state-wide group of Massachusetts Chapter 200 veterans public housing projects, the results can be of guidance value to all housers and planners - public or private - who have interest in the future success of housing programs. From the social, physical, and economic relationships shown there can be indicated further exploration necessary to corroborate this study and to investigate other housing aspects.

The value of the mail questionnaire technique as a planning tool is also to be questioned by this study.

Procedure:

The results of this study are based entirely on a mail questionnaire survey of 3300 tenants from thirty-two projects throughout the state. This assumes that the occupants of such or any housing are able to make reasonable judgments about their own objective environment and personal beliefs.

From the 735 questionnaires returned, 185 possible categories of response were derived from the twelve major questions asked. These data were recorded, tabulated, and correlated--both internally between responses and with known project objective data and significant project groupings.

Findings:

The conclusions of the report may be summarized in the following categories:

- A. The most important qualities to be considered in the planning, design, and management of housing projects or programs as determined by occupants are given. These are studied by their relationships with other such qualities and with social phenomena.
- B. Relationships are shown between these significant qualities and the size of the projects, project dwelling types, strength of economic area, and amount of urbanization in the individual location.

- C. Individual project analysis was difficult, however, studies are made of the variety between projects and suggestions given as to individual success or failure. These are presented in the appendix.
- D. Avenues for further research are presented with special emphasis relating to follow-up, complementary, and general housing studies.
- E. Though considerable time and expense is involved, the mail question technique as judged by this study appears able to provide information worthwhile.

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TABLE II

Excluding Pre-Test

Project Type	Town	City ^{a/} Type	Income		Actual Size of Sample		
			Median	Rating	Units	Rating	
SINGLE	Walpole	S	\$3,520	High	45	Median	
	Needham	S	4,300	High	80	Large	
	Mansfield	S	3,020	Median	10	Small	
					TOTAL	135	
DUPLEX	Marblehead	S	3,680	High	54	Large	
	Beverly	U	2,990	Median	40	Median	
	Bedford	S	2,390	Low	12	Median	
	Taunton	U	2,700	Median	40	Median	
					TOTAL	146	
ROW	Brockton	U	2,700	Median	50	Small	
	Wellesley	S	4,500 ^{b/}	High	90	Median	
	Dedham	S	3,400	Median	80	Median	
	Dedham	S	3,400	Median	26	Median	
	Framingham	S	3,200	Median	100	Median	
	Swampscott	S	4,050	High	36	Small	
	Milford	S	3,920	Median	65	Median	
	Weymouth	S	3,450	Median	203	Median	
	Fall River	U	2,650	Low	99	Median	
	Fall River	U	2,650	Low	126	Median	
	Fall River	U	2,650	Low	191	Median	
	Watertown	U	3,480	Median	165	Median	
	Hull	U	3,100	Median	28	Small	
					TOTAL	1,280	
APARTMENT	Boston (Metrop)	U	3,040	Median	338	Large	
	Boston	U	3,040	Median	48	Small	
	Haverhill	U	2,630	Low	36	Small	
	Cambridge	U	2,470	Low	200	Median	
	Cambridge	U	2,470	Low	45	Small	
	Brookline	U	3,400	Median	114	Median	
	Brookline	U	3,400	Median	174	Median	
					TOTAL	955	
MIXED	Revere	U	3,020	Median	283	Large	
	Arlington	U	3,750	High	50	Median	
	Arlington	U	3,750	High	124	Median	
	Lawrence	U	2,680	Median	185	Median	
	Webster	S	3,020	Median	30	Small	
					TOTAL	672	
					<u>TOTAL ALL UNITS 3,188</u>		

a/ S- Rural - Suburban

U- Urban - Metropolitan

b/ adjusted for student incomes

PART I

INTRODUCTION

This thesis embodies the results of and conclusions resulting from a mail questionnaire survey of tenants in Massachusetts Chapter 200 veterans housing.^{1A} Total opinion is related to success or failure of projects and to general public housing design and management.

Briefly, the purpose of this study is to discover the merits and faults of the projects and the housing law, attitudes towards the philosophical concept of public housing, ideas as to successful future design and operation of projects, reasoning behind opinion given, and directions for further study.

It is not necessary to mention in detail here the process undertaken to complete this study. Full description of the method describing the survey area, questionnaire design, sampling technique, operational procedures, tabulation-cross classification of results, and statistical significance procedures are described in the Appendix of this report.^{1B}

Two important observations must be made.

First, statistical proof of sample representatives is limited by two factors:

a. From a total universe of Chapter 200 housing of 140

^{1A} A copy of Table II, Appendix I giving projects surveyed with some salient facts about the projects and a map showing all 200 project areas and those surveyed is opposite this page.

^{1B} See Appendix I, pp.37.

projects and 14,000 units, 3306 questionnaires were sent to 32 projects. Of those sent, 735 were returned---a 22% return.² This return varied from 11% to 38% by project. Further determinations of representativeness were limited by time which prevented follow-up surveys from being made.³

- b. Subjective definitions of planning criteria such as desirable densities, proper population size, and appropriate distances from home to town facilities were consciously avoided. These are and have been subjects of controversy and are better discussed elsewhere.

Finally, the foundation of this thesis is that within the boundaries of an objective life in which people are held - or caught - they are in a position to make certain evaluations of their environment that can be scientifically used to the benefit of society. The increasingly technical and specialized nature of modern living limits the area of judgments which any one individual or class of individuals can make. Questions as to atom bomb potential or optimum required lot area per family, for instance, are not comprehensible to the layman---if entirely to the expert. They have little place in a survey

2. 15% is considered by experts in public opinion polling as good; 20% as a rough ideal.

3. See Appendix II, Table IA, page

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of general public opinion, (except perhaps to attempt measurement of mis-information or apprehension). Here the questions are related to known objective environment and answers can be valuable.

PART II

THE RESULTS

A. Introductory

1. Responses are discussed by:
 - a. individual projects; with detailed data in appendix.
 - b. total response to individual questions and the relevant cross-classifications which pin down reasoning behind given responses.
 - c. major groupings by type of projects, size of project, community location, and economic strength of area.⁴
2. the Chi-Square tests is used to test significance of cross-classifications where possible. Simple total response to any particular classification can give a strong indication of universe response, i.e. possible total 100% sample response.
3. All correlations given in this survey are given in the order in which the questions were asked or as outlined in Appendix II, Table 1B. (Thus, in Question I, "Do you and your family like living where you now live?", the responses run from "very much" to "not at all", and are correlated with other questions responses in that order.)^{4A}

B. Results by Individual Project

1. 1. small individual returns and great differences between projects make detailed appraisal and direct comparison impractical here.⁵
2. The over-all analysis would not be significantly aided

4. Tabular results, project and questionnaire coding, and % returns may be found in Appendix II.

^{4A} Careful reading is required less what is an inverse correlation appears as a direct correlation - and vice versa.

5 See Appendix II, Table II and Appendix III for detailed project information and response analysis.

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by the inclusion here of the extreme response to individual projects.

C. Total response and analysis by question

Question 1: "Do you and your family like living where you now live?"

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Very much	182	26
Just average	375	54
Not at all	133	20
No answer	2	--
	---	---
TOTAL	692	100

1. Heavy extreme responses indicate extreme variability between projects.
2. Correlations between question I and other responses:

Direct

High - especially high direct correlation with general neighborhood conditions and friendliness of people; others include location, privacy, higher density (crowding and over-crowding), maintenance, playgrounds, social climate, and approval of public housing and reasons given for approval or disapproval, dislike project.

Fair - Correlation with condition of past housing.
Direct correlation with income, private

yard space, and individuality and single family type.

Inverse

Fair - Project size, single to apartment types, rent, and length of occupancy.

Little or none - With community location (urban schools), age, sex, number of children, sex of respondents.

3. Correlations show likes and dislikes depending on judgments of planning criteria and social environment in most cases, irrespective of personal and family situations.

Question 2: "For the place where you now live, do you think you get your money's worth? In other words, is the rent. . .

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Low	113	16
Just about right	402	58
High	172	25
Other	5	1
	<hr/>	<hr/>
TOTAL	692	100

1. Extreme responses indicate considerable variability between responses; strong complaints about high rent.

2. Correlations between question 2 and other responses.

DirectFair - management, like project, car ownership.InverseHigh - strength of economic area (increasing median incomes).Fair - incomeLittle or none - Project size, project type, community location, length of occupancy, condition of past housing, inside living space, playgrounds, privacy, schools, friendliness of people, approval of public housing.

3. Major correlations are with economic background; as will be shown, major complaints are with rental policy with individual tenants who feel they are or will be unjustly treated. (However, further investigation into income relationships may prove fruitful. Indications are that those whose incomes are extreme (high and low) vary significantly from the mean (average income).

Question 3: "How long have you lived at your present address?"

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
3 months or less	34	5
between 3 months & 1 year	131	19

Question 3, cont.	<u>Possible Response</u>	<u>No.</u>	<u>%</u>
	between 1 year and 2 years	162	23
	more than 2 years	363	53
	other	1	--
		<hr/>	<hr/>
	TOTAL	691	100

1. Most respondents have lived in projects since they have opened; sufficient range, however, to check relationship between occupancy time and responses.
2. No correlation was found between length of occupancy and any other possible response. Though, this does not mean that none exists, it does hint that little change in impression can be expected over time and that judgments are based on relatively stable grounds.

Question 4: "What type of home would you like to live in?"

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
one-family house	610	89
two-family house	61	9
apartment	9	1
other	9	1
no answer	2	--
	<hr/>	<hr/>
TOTAL	691	100

1. The overwhelming response indicating preference for the single family house (and Two-family house, whose characteristics and use are very close to the single family) typifies the American dream. However, it is so high as to indicate other forces may be operating which effect such a desire to own. The most significant of these forces probably relates directly to the large number of children in these projects and the fact that all but a small percentage of respondents have children.
2. Correlations between type of housing most lived-in and type of dwelling now occupying are small but do indicate that desire for a particular type of dwelling is, as expected, somewhat dependent on past environment. Apartment dwellers prefer apartments more than other persons do. Single family dwellers are 100% in favor of single family homes. Persons who have lived in two-family homes seem to have a nostalgia for them.
3. Generally, two main conclusions seem indicated:-
 1. As mentioned, the large percentage of families with children is significant.
 2. The relatively small size of sample and overwhelming single family preference makes correlations to determine reasons impractical.

3. Response is probably abnormally high as compared to answers received from persons other than public housing dwellers who may be biased by feeling forced to live in public housing. By comparing themselves to the somewhat mythical average American, they feel the need to express their individuality.

Question 5: "What do you like least about where you now live?"⁶

<u>Response categories</u>	<u>No.</u>	<u>% of pos. responses</u>
Overcrowded and congested	291	42
Poor inside living space	184	27
Conveniences	17	3
Both	16	3
TOTAL	217	31
Lack of privacy	196	28
Bad social conditions	147	21
Poor location-inconvenient	40	6
poor environment	77	11
both	8	1
TOTAL	125	18
Poor recreation facilities and play space	120	17
Changing rent scale-prefer flat rate	113	16
Cheap or poor construction	112	16
No or poor private yard	67	10
Too many regulations, little individuality	49	7

6. Only major responses given; see Appendix II for detailed tally.

Question 5, cont.

<u>Response categories</u>	<u>No.</u>	<u>% of pos. responses</u>
Poor maintenance	38	5
Rent includes all income	37	5
High rent	31	4

1. Responses indicate chief complaints and rank of complaints as in population though volume of response may differ.
2. Major correlations:-

Direct

- High - a. overcrowded and congested with income, dislike project.
- b. poor inside living space with dwelling type (single to apartment).
- c. lack of privacy with dislike project.
- d. bad social conditions with dislike project, size of project, urbanization.
- e. poor location with dislike project, urbanization, dwelling type (single to apartment).
- f. poor recreation facilities with dislike project.
- g. poor maintenance with dislike project.
- Fair - a. overcrowded and congested with number of children
- b. lack of privacy with number of children.
- c. bad social conditions with number of children, age, dwelling type (single to apartment).
- d. poor location with size of project.

- e. poor recreation facilities with number of children.
- f. too many regulations with dislike project.
- g. No or poor private yard with income, dislike project.
- h. poor maintenance with dwelling type (single to apartment).
- i. rent includes all income with age

Inverse

- High - a. overcrowded and congested with friendliness of people.
- b. lack of privacy with friendliness of people.
- c. bad social conditions with friendliness of people.
- d. poor location with condition of previous dwelling.
- e. poor maintenance with condition of previous dwelling.
- Fair - a. poor recreation facilities with friendliness of people, condition of previous dwelling.
- b. too many regulations with type of previous dwelling (single to apartment).
- c. poor inside living space with condition of previous dwelling.

3. the chief value of complaints is their possible use as important determinants of housing policy, design, and

management of the future, public or private. The correlations are significant from two points:-

- a. Some of the correlations are expressions of relationships that can be expected to hold true even in non-public environment. Their value is not thusly diminished, however, since they represent existing relationships that housers must be continuously aware of.
- b. Other phenomena more closely related to public housing, such as large numbers of children, forced environment, income levels, and regulations, have strong effect on the success or failure of public housing ventures and require special consideration.

Question 6: "What do you like most about where you now live?"

<u>Response categories</u>	<u>No.</u>	<u>% pos. response</u>
Good inside living space	112	17
Convenience	138	20
Both	229	33
TOTAL	479	70
Good location, convenient	83	12
Good environment	56	8
Both	37	5
TOTAL	176	25
Good management (especially low rent)	102	15
Good construction and general design	84	12
Friendly people	55	8
Good maintenance	35	5

Question 6, cont.

<u>Response categories</u>	<u>No.</u>	<u>% pos. response</u>
Good recreation facilities or play area	35	5
Proper or good dwelling type	19	3
Good private yard space	18	3

1. As might be expected, fewer favorable comments than unfavorable. It may be generally said that people are quicker to criticize thus suggesting that our actual percentages of favorable comments should be considered as higher than given (though no change in proportion). However, since opportunity was given especially for both types of comment this may not be too significant.
2. Range of answers to questions 5 and 6 that are similar in proportion of comments would indicate variability between projects or type of projects on these certain design and environmental factors (as, maintenance). Those favorable or unfavorable comments about the same factor that vary in proportion would indicate, to a great or small degree, a condition that probably is prevalent throughout many or most of the projects. (As good conveniences and over-crowded-congested.)
3. Very heavy response indicating good inside living space and convenience are related to general lack of these in tenants' previous dwellings. Also mentioned so frequently simply because nothing else favorable could be said.

4. Major correlations:-

Direct

High - a. good location (convenient) with like project.

b. good location (environment) with economic area, number of children, like project.

c. good construction with general design, like project.

d. friendly people with like project.

e. good maintenance with urban projects (apartment type).

f. good recreation facilities with economic area, suburban projects, like project.

g. proper or good dwelling type with suburban projects, type of dwelling (single to apt.), like project.

Fair - a. good location (environment) with size of project.

b. good management (especially low rent) with condition previous dwelling ((chi-square probability (P) that there is not a correlation is .03 or 3%)).

c. good recreation facilities-play space and number of children, size.

d. proper or good dwelling type and like project

e. good private yard space and like project, suburban location.

f. good privacy and like project, economic area, suburban location.

Inverse

- High - a. good inside living space (convenience) with economic area.
- b. good location (convenient) with economic area.
- c. friendly people with economic area, size of project.
- d. proper or good dwelling type with economic area, size of project.

Fair - a. good inside living space and size of project.

5. Correlations are generally similar between questions 5 and 6, i.e., they show the same relationship. Additional correlations have the same value as previously mentioned, i.e., determinants of housing policy, design, and management of the future.⁷

7. See page 12 and 13.

Question 7: "Do you prefer to:"

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Rent your home	48	7
Own your home	628	91
Other (don't know)	3	-
No answer	13	2
TOTAL	692	100

1. This strong desire for home ownership does not reflect answers given in a nation-wide planning survey in 1942.⁸ In that study, the similar question asked of persons who rent showed that 60% prefer to own, 35% prefer to rent. Three major factors may be responsible for the high proportion who prefer to own:
- a) The high percentage of families with children indicates high desire for single family homes. The ineffective operation of the housing market has prevented these people from renting single family homes so they are forced to buy if they are able.
 - b) An increasing trend towards home ownership, as evidenced by now occurring dispersion and move to suburbs, has taken place. This trend, the author feels, may be exaggerated by the growing feelings of insecurity of the American public which has increased the need to realize the "American Dream" of single family home ownership.⁹

⁸See Urban Planning & Public Opinion, Bureau of Urban Research, Princeton, N.M., Melville C. Branch, Jr., Director; Page 55.

⁹Thus, the author feels desire for home ownership and possession is not a "natural" trait but, by and large, a product of environment. That security is an important consideration is shown by the aforementioned survey. The main reason given for preference to own was need for "security and stability" - 23% (next answer "pride of ownership" - 18%. Though the latter mentioned "security" differs from the former in scope and political significance, the author feels there is a strong relationship between the two.

- c) A conscious or unconscious reaction to the "public" environment in which public housing tenants live, especially in times when the need for "private enterprise" is a nationwide intoxicant.
2. Due to high proportion of "prefer to own" answers, correlation with data here compiled are not easily made. Further study as to reasoning behind answers is desirable. (No significant correlations found in this study.)

Question 8A - "What type of house have you lived in for most of your life?"

<u>Possible Responses</u>	<u>No.</u>	<u>%</u>
One-family house	287	41
Two-family house	208	30
Apartment	121	18
Other ¹⁰	75	11
No answer	1	-
	<hr/>	<hr/>
TOTAL	692	100

1. Majority one and two family houses. Though it is assumed here that there is a great similarity in environment and living conditions between these types, further or unknown studies may prove this false.
2. Major correlations between question 8A (as density increases) and other responses:

High - economic area (direct), increasing urbanism condition of previous dwelling

Fair - poor maintenance (direct), good maintenance (inverse)

¹⁰In most cases, 3 or 4 family houses.

3. Correlations indicate that poorer areas and urban areas (usually similar) have higher density dwellings¹¹ -- an obvious truth. Habitual low density dwellers complain most about maintenance. Generally little significant correlations¹² between past dwelling type and appraisals of existing conditions which aid the theory that dwelling type alone is not as important as the idea that the dwelling type is important. However, much more work needs to be done to substantiate this lack of correlation. Especially as to requirements, measured as objectively as possible, of persons and relation to background.¹³

Question 8B: "Was the physical condition of this house (previous dwelling).....than where you now live?"

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Better	227	33
Same	192	28
Worse	264	38
Don't know	6	1
No answer	3	-
	<u> </u>	<u> </u>
TOTAL	692	100

1. Though answers given show people came rather equally from dwellings of all conditions, it is probable that certain

¹¹Which are also the dwellings in poorest condition.

¹²Chi square test with total complaints, all categories, and previous dwelling type reveals a 90% chance that there is no overall correlation; rather relatively minor correlations only.

¹³Though many planners would agree that today's low density, single family areas offer generally more acceptable environments. (However, planned, well-designed multi-family and/or mixed density living areas are proving equally acceptable.)

prejudices against present and public quarters will bias answers -- poor dwellings become good and "the good old days" feeling. Thus, correlations will also be so effected.

2. Major correlations between question 8B and other responses:

High - direct correlation with previous type of dwelling unit (single to Apt.); other and indirect -- general neighborhood, maintenance

Fair - indirect with inside living space, location, management, like project

3. Some correlations with individual complaints and types of previous dwellings.¹⁴ Answers to questions 8A and 8B, however, indicate little correlations by type of previous dwelling with complaints (questions 5, 6, and 9). As previously noted, further information would have to be gathered to disprove the results here.

Question 9: "Where you now live, would you consider the following things good, fair, or poor?"¹⁵

A. Inside Living Space:

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Good	389	57
Fair	257	37
Poor	43	6
Other	3	-
	<u> </u>	<u> </u>
TOTAL	692	100

1. Compares favorably with responses to questions 5 and 6; majority find interior conditions and conveniences to be above average.

¹⁴ Chi square test reveals no correlation with total complaints.

¹⁵ Answers given cannot be directly compared with open end questions 5 and 6 since responses here were explicitly requested. Only the general relationship between favorable and unfavorable replies may be checked for rough comparison.

2. Major Correlations:

Fair inverse correlations with condition of previous dwelling as previously checked. Possible correlation with income (inverse) but further study necessary.

B. Playgrounds:

<u>Possible Responses</u>	<u>No.</u>	<u>%</u>
Good	194	
Fair	192	
Poor	293	
Other	13	
	<hr/>	<hr/>
TOTAL	692	100

1. Generally poor playground facilities. This checks with actual fact. Chapter 200 law prohibits building of playgrounds as part of project cost. Only when town donates playground or project is located near one may responses be favorable.

2. Major correlations:

None found with this response. Previous correlations with playgrounds in questions 5 and 6 are: like-dislike project, friendliness of people, no. of children (all direct).

C. Car Parking Areas:

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Good	392	57
Fair	198	29
Poor	90	12
Other	12	2
	<hr/>	<hr/>
TOTAL	692	100

1. Adequate parking is provided for in most cases which checks with given response.

2. Major Correlations:

High with size of project (inverse), economic area, decreasing urbanism. As expected, large urban projects in the poorer communities have neither been able nor felt it necessary to provide adequate parking (results correlate with observed fact).

D. Privacy from other families:

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Good	100	15
Fair	202	30
Poor	386	55
Other	4	-
	<u> </u>	<u> </u>
TOTAL	692	100

1. A major complaint as born out in questions 5 and 6 and a major fault as readily observable.

2. Major Correlations:

High - Size of project, type (single to apt.)
Also, as given in questions 5 and 6: like project, friendliness of people (direct)

Fair - No. of children (direct) as given.

3. Correlations with size and type expected; large size, multi-family dwellings have destroyed privacy. Great percentage of general responses shows that this is not inherent in just these cases.

E. Schools:

<u>Possible Responses</u>	<u>No.</u>	<u>%</u>
Good	437	63
Fair	177	26
Poor	44	6
Other	34	5
	<hr/>	<hr/>
TOTAL	692	100

1. Responses indicate people generally pleased with school system. Whether or not this response indicates a true appraisal or is biased by lack of knowledge or interest cannot be shown without further investigation.

2. Major Correlations:

Fair direct correlations with type of project (single to apt.), decreasing urbanism. Both suggest weakness in urban schools and though probably so, in many cases, no proof can be offered here.

F. Friendliness of People:

<u>Possible Response</u>	<u>No.</u>	<u>%</u>
Good	373	54
Fair	257	37
Poor	57	8
Other	5	1
	<hr/>	<hr/>
TOTAL	692	100

1. Of prime concern to most people and a great effect on personal feelings for a particular environment (as shown in correlations) is people's attitudes

towards and opinions of neighbors. The response here indicates favorable social relations between neighbors.

2. Major correlations are as previously given¹⁶ and cannot show cause and effect relationships. It is probable the relationship is a reciprocal one based on factors not only traceable to housing.

G. Management:

<u>Possible Responses</u>	<u>No.</u>	<u>%</u>
Good	369	53
Fair	238	35
Poor	75	11
Other	10	1
	<u> </u>	<u> </u>
TOTAL	692	100

1. Favorable feelings towards management plus no great correlation with complaints indicate neither problems nor advantages are directly associated with management. However, further study and additional correlation made with these data may disprove this to some degree; a warm, earnest manager who tries may be able to smooth over a good many complaints.
2. Fair correlations between approval of public housing (direct) and condition of previous housing (inverse) which are the only observable relationships, substantiates little effect of management on opinion.

¹⁶See pages

H. General Neighborhood:

<u>Possible Responses</u>	<u>No.</u>	<u>%</u>
Good	285	41
Fair	288	42
Poor	113	16
Other	5	1
	<hr/>	<hr/>
TOTAL	692	100

1. Response is similar to answers given in questions 5 and 6 under location-environment.

2. Major Correlations:

Especially high (direct) with like-dislike project and like-dislike public housing; reflects great effect on future public housing success when undesirable locations are chosen.

High direct correlations with project size and type (single to apt.), increasing urbanism, and economic area reflects poor site location of these projects due in great part to high land costs which the authorities, the law administrators, and the law makers, any or both, are unwilling or unable to overcome.

Fair correlation with condition of previous dwelling is noted, but relationship is far less pronounced.

Question 10: "Please give the following general facts:"¹⁷

A. Your Age

<u>Response Categories</u>	<u>No.</u>	<u>%</u>
29 or less	287	41
30 - 34	210	30
35-39	124	18
40 or more	60	9
No answer	11	2
	<u> </u>	<u> </u>
TOTAL	692	100

Major Correlations:

Fair with like public housing (inverse) and high rent (direct); first reflects growing conservatism and cautiousness with age - second, reflects heavier responsibility and insecurity.

B. Number of Children

<u>Response Categories</u>	<u>No.</u>	<u>%</u>
1	132	19
2 or 3	400	58
4 or more	108	16
No answer	35	5
No children	17	2
	<u> </u>	<u> </u>
TOTAL	692	100

Major Correlation: As previously given,¹⁸ relationships are expected social relationships normal in any environment.

¹⁷No attempt was made to find averages, standard deviations, etc. from this data since the major interest in asking these questions was to check for correlations and bias.

¹⁸See page ; average correlation probably higher than given.

C. Sex (of respondents)

<u>Response Categories</u>	<u>No.</u>	<u>%</u>
Male	438	63
Female	225	33
Both answer together	19	3
No answer	7	1
	<u> </u>	<u> </u>
TOTAL	689	100

1. Relationship significant only in that in surveys of this type female responses are more prevalent.

2. Only significant correlations were:

Males more prone to list "lack of individuality" and "socialistic, against American free enterprise principle" as reasons against public housing.

Females chose mixed and low classes of people as chief reason.

Lack of other correlations despite disparity in number of responses suggests little relationships between sex and responses. This was also shown to be the case in other planning studies.¹⁹

D. Occupation (male only)

<u>Response Categories</u>	<u>No.</u>	<u>%</u>
Professional, technical managers, officials, proprietors, etc.	80	12
Clerical, Sales, Service and kindred	159	23
Craftsmen, Foremen, Operatives, kindred	159	23
Laborers	22	3
Armed Forces	35	5
Other (misc., female, not given, etc.)	233	34
	<u> </u>	<u> </u>
TOTAL	688	100

¹⁹Branch. op. cit., pages 77-81

Major Correlations: Income, as expected (direct as listed);

Professional and white collar work give "socialistic, against American free enterprise principle" as chief reason for not liking public housing.

Craftsmen, etc., list "reduces incentive, ambition, and interest" for same question.^{20A}

E. Year of Car

<u>Response Categories</u>	<u>No.</u>	<u>%</u>
1952 or above	97	14
1951 or below	423	61
Other - no car or no answer	171	25
	<u> </u>	<u> </u>
TOTAL	691	100

Check was made only to see if possession of an automobile effected willingness to pay rent. Direct correlation with high rent and car ownership was indeed visible.²⁰

F. Weekly Income

<u>Response Categories</u>	<u>No.</u>	<u>%</u>
\$49 or less	51	7
50 to 59	87	13
60 to 69	173	25
70 to 79	138	20
80 or more	112	16
No answer	130	19
	<u> </u>	<u> </u>
TOTAL	691	100

²⁰ Figures not available; results misplaced.

^{20A} Though only a small proportion of all craftsmen and professionals (above) gave such an answer.

1. Major Correlations:

High - overcrowded and congested, dislike public housing (all direct)

Fair - Rent (low to high, inverse) no or poor private yard.

2. Correlation suggest relationship to what money can or should buy -- higher income group feel that they have more money than many, will have more, or should have more.

Question 11: "Would you say that Public Housing was a good thing?"

<u>Possible Responses</u>	<u>No.</u>	<u>%</u>
Yes	510	74
No	114	16
Yes and no	63	9
No answer	4	1
	<hr/>	<hr/>
TOTAL	691	100

1. Heavy favorable response; more people like or approve of public housing than like the projects or have other favorable comments.
2. Major Correlations:
- High - especially high with "no" replies and mis-interpretation of question (or in ability to adopt a philosophical viewpoint). Also "yes" replies with like project, good general neighborhood, low income
- Fair - inverse correlation with age
3. Relationships with present environment are strong, yet total response favorable regardless of present situation.

Question 12: "Why do you feel this way about Public Housing?"

<u>Major "yes" Responses</u>	<u>No.</u>	<u>Major "no" Responses</u>	<u>No.</u>
Higher living standards available, clear slums, avoid high rent	342	Reduces incentive, ambition, interest	19
Children desired	52	Mixed and low classes of people	15
Stepping stone to home ownership or high standards	51	Poor choice of dwelling types	15
Gov't must since private enterprise won't	6	"Socialistic" against American free enterprise principle	13
Misinterpretation	71	No personal privacy or individuality	8
All other	21	Misinterpretation	74
		All other	34
	TOTAL 543		TOTAL 188

1. Little need be said about above; the oft-mentioned "higher living standards..." substantiates opinion that public housing is approved of for a more considered reason than mere judgments of existing projects.
2. Only two correlations are as mentioned; no replies and misinterpretation of question and major no responses with dislike project - further indicating that some people are unable to discuss public housing as an "idea"--also possibility of misunderstanding the question.

D. Summary of Correlations by Major Groupings:

I. Project Dwelling types (ranging from single to apartment)

A. High - poor maintenance, poor inside living space, poor location (environment)

Fair - Dislike project, bad social conditions previous dwelling type (single to apt.)

- B. Suggests high density developments have not been entirely satisfactory, need careful design and site planning to overcome difficulties (probably at worthwhile expense). Apartments, in most cases, are wholly unfit for families with growing children. (Such projects as Brookline, though excellent in many respects, are only a partial exception to this rule.)

II. Size of project (small to large)

- A. High - dislike project, poor social conditions, poor design type
Fair - poor location (environment), poor car parking spaces.
- B. Suggests same as I.B.

III. Increasing Urbanism

- A. High - dislike project, high rent, bad social conditions, poor design type, good maintenance
Fair - poor car parking spaces, poor location (environment)
- B. Suggests same as I.B.

IV. Economic Area (low to high income)

- A. High - dislike project, good construction and general design, type of previous dwelling
Fair - high rent, good recreation facilities, poor car parking space.
- B. Suggests same as I.B.

The relationships between poor and large and urban and apartment type dwellings is known and substantiated here. Whether or not this is a necessary condition cannot be proved here.

PART III

A. Summary and Conclusions

I. Basic needs suggested

A. Many complaints referring to the physical attributes of the projects suggest that better design in terms of site planning, architecture, and dwelling type must occur.²¹ "Poor inside living space" (27%), "cheap or poor construction and design", and others are reflected also by correlations with less direct complaints---privacy, for example.

B. Choice of site is proven here to be one of the most important steps taken in the process of constructing a housing project. Poor environment conditions are able to destroy the youth in these projects. It seems imperative to obtain good sites in a pleasant, if sometimes not too convenient location or do not build at all. This suggests:

1. pay more for the land if necessary to obtain decent sites.
2. better general control over choice of site by law administrators.
3. If the above two suggestions are not feasible, it would be better, the author feels, to stop construction of housing projects unless the local authorities can provide decent sites in a decent environment.

²¹Includes desirability of more effort put into making apartment living more attractive. Until such time as this can be done, it is obvious that only the lower density units can be satisfactory.

- C. Strong complaints about high rent are expected; the dollar is important to most families, especially those in the lower income groups. However, the many comments suggesting poor rent base (as based on income and including veterans non taxable income) suggests the advisability of further investigation as to the effects of operation of this method on family living or the goals of public housing. Such a study would be--what are the effects of the base on amount of family savings and the ability of a family to move from project for housing of its own choice.
- D. Playgrounds are a necessity. Revision of the law (or interpretation) to permit playgrounds and other facilities to be built is important.
- E. The lack of playgrounds is further exaggerated in most cases by the absence of private family yards--for child and adult. A serious study into the real value of the yard is suggested.
- F. Project variations suggest studies as to the effects, amount, and desirability of project integration with community.
- G. The effects of a good or poor management on tenant satisfaction have not been fully explored in this study and require further exploration.

II Judging from over-all response and excluding the extreme variability between projects, the program as a whole appears successful. This is true especially when considering what might be expected based on what is known of other public housing programs. Further studies could possibly point out differences and show why one housing program was successful and another not.

- III Overwhelming indications of prefer to own and prefer single family homes must be considered as a normal for the type of people (young veterans usually with children) for which Chapter 200 was designed. In this case, existing high density poor environment projects are not to be considered as generally acceptable--though some may be sufficient.
- IV Major merits and faults are shown in the order of importance as expressed by tenants²⁴ and can act as a guide for future law making, design, and management of public housing projects and private housing developments.
- V Answers to each question are of value now as indices of success of project--especially to interested parties. Further value later as data is used with comparable or related studies. Correlations given increase the value of the study by showing valid relationships and reasoning behind answers, if not cause and effect.
- VI Many correlations are social phenomena needing little explanation or exploration here. They are usually normal or understandable. Planning and Housing relationships are the direct concern here; social relations the indirect.
- VII Answers, be they biased or not, are valid since the bias is an inherent part of the problem--it is necessary to know, as is shown, which way that bias affects data.²⁵
- VIII Poor management complaints tend to run highest with projects that are judged poor on other points. This suggests that projects are, from beginning to end, influenced by the quality of the community which sponsors them.

²⁴See pages 10-13. The author believes that these relationships would hold true in a 100% survey of the tenants.

²⁵One of the purposes of this study was to discover this bias.

IX Privacy is particularly poor (55%) in many projects and all types excluding single family. It does relate to close living, high density, lack of private space or enough of open land area, and general lack of soundproof walls. In general privacy relates to most aspects of planning and design of projects.

X The mail questionnaire has indicated its value when properly executed as a planning tool.²⁵ The multitude of answers and correlations that appear as expected serve to give value to those others which were not expected or whose relationships were not known.

B. Suggestions for further study (in addition to those mentioned in A above)

I. As a follow-up to this study (to substantiate findings)

- A. Similar mail questionnaire sent to same and like projects.
- B. Personal interview of non-respondents to this study as a check for representativeness of sample.
- C. Survey similar adjoining slum-areas, general citizens, business groups.
- D. A detailed statistical analysis of these findings.

II. As suggested by this study and relating to answers given:

- A. High percentage of persons desiring home ownership---Why?
- B. Study correlations as overcrowding and friendliness of people; which effect, which the cause?
- C. Study effects of major problems as suggested--high cost of land, design, etc.

III. As suggested by this study and concerning other aspects of housing.

- A. Locations of housing projects in relation to planning principles and effect on planning activities.
- B. Family need for private outdoor space.
- C. General public housing studies on effects on the family, social pathology and (dis)integration, education improvement with moves to public housing, need for general and planned recreational facilities and activities.

APPENDIX I
PROCEDURE AND CRITERIA

APPENDIX I
PROCEDURE AND CRITERIA

Description of Survey Area

The Chapter 200 Housing Act of Massachusetts was enacted in 1948. It was created in the time of severe housing shortage and designed to help low income Veterans, especially of World War II, find good, safe, and sanitary dwellings. The Act reorganized the housing problems of returning veterans (slum dwelling, doubling-up, etc.) and was intended to provide such housing until such time as the veteran could find quarters in the private market.

The Act originally gave a state guarantee of 200 million dollars upon which local communities could draw. Costs of individual projects could be paid off in 25 years.¹ These communities would be directly aided by a state subsidy of up to 2 1/2% depending on need.

The veteran tenants must show need for housing and have income within stated limits before being accepted. Rents are based on income and range from 14 to 18% of total income depending on family size. These specific ranges and other factors of operation are decided by law and/or by the State Housing Board which administrates the provisions of the Act. Detailed operation is left to the communities with annual checks being required to determine financial status and need for subsidy.

¹ Later increased to 40 years - Acts of 1949.

At the time of this study, some 14,000 units in 135 projects of all types had been completed through the state. This survey encompasses 32 of these projects with questionnaires being sent to all tenants in these projects²--a total of 3,306 being sent.

The choice of Chapter 200 housing as the survey area rather than federal low rent projects was dependent on two major factors:

1. The housing program is such where little previous research had been done and the demand was high.
2. Though the projects are low rental, the rent is considerably higher than most federal projects.³ Thus the population is assumed to be more normal than that of "low rent" projects. That is, it corresponds more closely to that of the American average and is more ideal in terms of desirability (specifically higher income).

Selection of Sample

Sample Classification: Since much was known about the universe from which the sample was drawn and since the value of the survey was enhanced by doing so, a stratified rather than a random sample was chosen. The stratified sample differs from the random in that certain characteristics are known about the population beforehand. By approximating proportions of these characteristics in the sample as in the population it is possible to make

²Except Boston where roughly 50% sample of each project was chosen.

³Average approximately \$41.00 per month to \$24.00 - \$28.00 for "low rent."

certain before returns are in that the sample resembles the population. In addition, returns can be separated by these classifications which can be useful in terms of total results.

The classifications upon which the sample is based are:

1. Dwelling type - There are five categories of present dwelling types considered; single, row, duplex, apartment, and mixed.
2. Size of Project - Samples obtained from small, large, and mean size where possible.
3. Economic Area - Choice dependent on median income of city or town in which project is located. Median incomes were averaged to obtain a mean median income of all places with Chapter 200 projects. Low and high incomes are defined as those that are more than three standard deviations above and below the mean. This assures a normal distribution of incomes in these areas which may or may not be the case. However, it was thought advisable to use this criteria simply as categories to check possible effects of economic strength and weakness on response.
4. City Type - Specifically concerned with possible differences in response between rural-suburban and urban metropolitan. The population of 25,000 was used as a categorical mid-point.

Table I summarizes evaluations made on the basis of the above classifications.⁴ These classifications were also used as the basis for cross classifications and tabulations of data.⁵

⁴Table II gives project details based on chosen sample.

⁵See Appendix II, Table II-B; total counts all questions and Appendix II, Table I-A for project summary by classifications.

TABLE I

Project Type	Project Size			Economic Area ^{a/}		
	<u>Low</u>	<u>Mean</u>	<u>High</u>	<u>Low</u>	<u>Mean</u>	<u>High</u>
Single	10	35	90	\$2,650	\$3,085	\$3,500
Row	12	112	400	SAME		
Duplex	12	44	251	SAME		
Apartment	36	265	972	SAME		
Mixed	24	104	408	SAME		

^{a/}U.S. Census of Population - 1950; Standard Deviation - \$1400.

TABLE II

Excluding Pre-Test

Project Type	Town	City ^{a/} Type	Income		Actual Size of Sample	
			Median	Rating	Units	Rating
SINGLE	Walpole	S	\$3,520	High	45	Median
	Needham	S	4,300	High	80	Large
	Mansfield	S	3,020	Median	10	Small
TOTAL					135	
DUPLEX	Marblehead	S	3,680	High	54	Large
	Beverly	U	2,990	Median	40	Median
	Bedford	S	2,390	Low	12	Median
	Taunton	U	2,700	Median	40	Median
TOTAL					146	
Row	Brockton	U	2,700	Median	50	Small
	Wellesley	S	4,500 ^{b/}	High	90	Median
	Dedham	S	3,400	Median	80	Median
	Dedham	S	3,400	Median	26	Median
	Framingham	S	3,200	Median	100	Median
	Swampscott	S	4,050	High	36	Small
	Milford	S	3,920	Median	65	Median
	Weymouth	S	3,450	Median	203	Median
	Fall River	U	2,650	Low	99	Median
	Fall River	U	2,650	Low	126	Median
	Fall River	U	2,650	Low	191	Median
	Watertown	U	3,480	Median	166	Median
	Hull	U	3,100	Median	28	Small
TOTAL					1,280	
APARTMENT	Boston(Metrop.)	U	3,040	Median	338	Large
	Boston	U	3,040	Median	48	Small
	Haverhill	U	2,630	Low	36	Small
	Cambridge	U	2,470	Low	200	Median
	Cambridge	U	2,470	Low	45	Small
	Brookline	U	3,400	Median	114	Median
	Brookline	U	3,400	Median	174	Median
TOTAL					955	
MIXED	Revere	U	3,020	Median	283	Large
	Arlington	U	3,750	High	50	Median
	Arlington	U	3,750	High	124	Median
	Lawrence	U	2,680	Median	185	Median
	Webster	S	3,020	Median	30	Small
TOTAL					672	

a/S - Rural - Suburban
 U - Urban - Metropolitan
 b/ Adjusted for student incomes

TOTAL ALL UNITS 3,188

Sample Size and Reliability

It is unnecessary to describe in detail the requirements for the size of sample to be chosen. The references given adequately do so.⁶ It is obvious that the larger the sample, or more specifically, the greater the returns the more accurate the survey will be.⁷ Sampling error also varies with the proportion of replies in a given category--estimates of which are difficult to make. In this survey the sample taken was as large as possible within limits of time and costs, both of which increase rapidly as sample size increases.

Since the expected returns based on the pre-test indicated that a 20% return could be expected from the total sample, and since 500 returns in any sample with an infinite universe is considered adequate, 3200 questionnaires were sent expecting to receive roughly 700 returns. From Brown's table,⁸ this return would indicate an accuracy of from 2.3 - 3.8%⁹ in 95 times in 100. However, this relates to returns from which respondent bias is missing. Limitations as previously discussed in the introduction to this report have prevented follow-up studies from being made--specifically as a check for bias. The conclusion is, therefore, that some bias may exist. Thus, though other reliability is high in terms of sample size, judgments as to total universe opinion must be reserved until the extent of bias is determined.

⁶See for example, Albert Blankenship, "Consumer and Opinion Research", Chapter 9.

⁷Ibid; page 113: With that all important reservation--all other things being equal. "the size of the sample has no effect in reducing any bias present in the sample".

⁸Adopted from T. H. Brown, "Us of Statistical Technique in Certain Problems of Market Research", Cambridge, Harvard Univ. Press, 1935.

⁹2.3 with 10-90% replies; 3.8% with 50% replies.

It does appear, from the variability of returns, that the bias is not significantly pro or con in any particular content. Rather it is one of interest--those persons most concerned with the problems of housing (especially their own housing). And it has been said that the only important answers to questions are from those who are particularly interested in the nature of the problem being discussed.¹⁰

In any one category of response the sample will be significantly smaller, yet the universe in these cases will be drastically reduced. Thus, cross-tabulations based on few cases will not measurably decrease accuracy. Table IV give a complete listing of sample projects, and, characteristic basis.

The Questionnaire

A questionnaire as defined by Odum and Jocker¹¹ is "distributed through the mail or otherwise placed in the hands of the informant to be answered by him without any further assistance or supervision, and then returned to the sender in the same way-----." The questionnaire, with such limitations imposed on it, must meet certain requirements to be satisfactory. Basically, the most important of these are simplicity, appeal, shortness, objectivity, and lack of bias. These are the criteria upon which the design of the questionnaire and the survey is founded.¹²

¹⁰As indicated in the conclusion of this report, bias will not destroy cross-classifications or relationships of data presented, since these are in most cases independent of interest bias (as number of children, with desire for single family homes).

¹¹Howard W. Odum and Katherine Jocker, "An Introduction to Social Research."

¹²The successfulness of the questionnaire and its arrangement will be borne out by the responses to it. It is not necessary to describe its construction in detail since this would not help to reach stated objectives.

The form of the original questionnaire (Exhibit I) is important in arrangement of questions, content, and response stimulation. Questions 5, 6, 9, 10 are the most difficult to answer and are dispersed throughout the body. Grouping these together or positioning them at the beginning would tend to reduce responses by forming a formidable block. Questions 1 and 2 are easy to answer and are designed to create immediate interest. On the whole, the questions were arranged to keep the reader interested, to move in a reasonable sequence throughout, and to make each question separate and distinct enough to be little influenced by previous questions.

The content desired was based on outlined objectives and the need to provide statistical breakdown of results. Questions are thus related to design and management of projects, social-political attitudes, and information questions about respondents.

Financial considerations have limited the design of the questionnaire to the extent that elaborate systems aimed at response stimulation have not been used. The paper is of low grade, the reproduction process is the mimeograph, and simple print has been used. That this has not reduced the responses required will be subsequently shown. Response stimulation, in fact, has been based on simplicity, the exposed confidential nature of the returns, and the use of a respected name--M.I.T.

The Pre-Test

Before sending the questionnaire to the full selected sample, it is desirable, if not imperative, to test its adequacy. The quality of working, the scope and sequence of questions, the length of questionnaire, and possible final response may be roughly checked by such a test. This can be

Here are the questions --- Please answer as many as you want --- but remember

YOUR ANSWERS ARE MOST IMPORTANT

1. Do you and your family like living where you now live?
 very much ___ just average ___ not at all ___
2. For the place where you now live, do you think you get your money's worth? In other words, is the RENT too low ___ just about right ___ too high ___
3. How long have you lived at your present address? 3 months or less ___
 between 3 months and 1 year ___ between 1 year and 2 years ___ more than 2 years ___
4. What type of house would you like to live in? one-family house ___
 two-family house ___ apartment ___ other (please name) _____
5. What do you like least about where you now live? (please list).....

6. What do you like most about where you now live? (please list).....

7. Do you prefer to: rent your home ___ own your home ___ other (please name) _____
- 8A. What type of house have you lived in for most of your life? one family house ___
 two family house ___ apartment ___ other (please name) _____
- 8B. What was the physical condition of this house? good ___ fair ___ poor ___
9. Where you now live, would you consider the following things good, fair, or poor?

	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
playgrounds	___	___	___
car parking spaces	___	___	___
privacy from other families	___	___	___
schools	___	___	___
friendliness of people	___	___	___
outside appearance of buildings	___	___	___
10. Please give the following general facts:
 your age _____ your sex: male ___ female ___ kind of car you own _____
 number of children _____ your occupation _____ year of car you own _____
 your weekly income _____
11. Would you say that "Public Housing" was a good thing? yes ___ no ___
12. Why do you feel this way about "Public Housing"?

Your complete opinion is essential to the results of this study. Please feel free to say anything else you would like to say using the back of this questionnaire or another sheet of paper. And again we say ...
 YOUR ANSWER IS CONFIDENTIAL; WE DO NOT NEED YOUR NAME.

When you have completed this questionnaire, please put it in the enclosed stamped envelope and mail. Thanks again.

Planning Research Associates
 Massachusetts Institute of Technology
 Cambridge, Mass.

done by personal interviews or a small sample mailing, and if possible, by both means. Time and cost factors suggested the use of a sample mail questionnaire only. (Exhibit II)

On Friday, April 2, 1954, the questionnaire was mailed to Roosevelt Towers in Cambridge, Massachusetts, one of the Chapter 200 projects in the area to be studied.¹³ Of the 221 persons in the sub-sample, 45 returned the questionnaire for a return of 20.5%. The results can be discussed from two points:

1. The response of 22% in itself was extremely satisfactory. A 20% return is considered a maximum for such a social survey and indicates a well-constructed questionnaire¹⁴ and method of mailing¹⁵ (including letter).
2. Other than indicating possible per cent response to be expected from the survey, several question changes were suggested. These were:¹⁶

Question 2. removal of the word "too" from too low. Indications were that the respondent would never think of a payment that was too low.

Question 8B Asking for a direct comparison of condition of previous to present quarters will probably reduce number of good

¹³ Details of this survey are given in the body of the report and in Appendix II Table II.

¹⁴ See Pauline Young, "Scientific Social Surveys and Research," P. 157.

¹⁵ Discussed in following section on distribution of questionnaire.

¹⁶ See Exhibit II; Final Questionnaire.

APPENDIX II
EXHIBIT II

047

Here are the questions --- Please answer as many as you want --- but remember

YOUR ANSWERS ARE MOST IMPORTANT

1. Do you and your family like living where you now live?
very much ___ just average ___ not at all ___
2. For the place where you now live, do you think you get your money's worth. In other words, is the RENT low ___ just about right ___ high ___
3. How long have you lived at your present address? 3 months or less ___ between 3 months and 1 year ___ between 1 year and 2 years ___ more than 2 years ___
4. What type of house would you like to live in? one-family house ___ two-family house ___ apartment ___ other (please name) _____
5. What do you like least about where you now live? (please list) _____

6. What do you like most about where you now live? (please list) _____

7. Do you prefer to: rent your home ___ own your home ___ other (please name) _____
- 8A. What type of house have you lived in for most of your life? one-family ___ two-family house ___ apartment ___ other (please name) _____
- 8B. Was the physical condition of this house better ___ same ___ worse ___ than where you now live?
9. Where you now live, would you consider the following things good, fair, or poor?

	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
inside living space	___	___	___
playgrounds	___	___	___
car parking spaces	___	___	___
privacy from other families	___	___	___
schools	___	___	___
friendliness of people	___	___	___
management	___	___	___
general neighborhood	___	___	___
10. Please give the following general facts:
 your age ___ your sex: male ___ female ___ kind of car you own _____
 number of children ___ your occupation _____ year of car you own _____
 your weekly income _____
11. Would you say that "Public Housing" was a good thing? yes ___ no ___
12. Why do you feel this way about "Public Housing"? _____

Your complete opinion is essential to the results of this study. Please feel free to say anything else you would like to say using the back of this questionnaire or another sheet of paper. And again we say ...

YOUR ANSWER IS CONFIDENTIAL; WE DO NOT NEED YOUR NAME.

When you have completed this questionnaire, please put it in the enclosed stamped envelope and mail. Thanks again.

Planning Research Associates
Massachusetts Institute of Technology
Cambridge, Massachusetts

and fair answers that distort results. Comparisons will be more generally truthful when not directly asking respondents to state that previous quarters were not good.

Question 9 Asking the tenants to judge the "outside appearance of buildings" requires a lay judgment of architecture which would be of little value. Also the question is ambiguous--can be interpreted in other ways--(too many children about, poor maintenance) the question was removed from the final questionnaire.

The addition of "management and "general neighborhood" categories was suggested by several advisors and by responses to open end questions 5 and 6.

Distribution of Questionnaire

The distribution of mail questionnaires is a relatively simple process, but there are several factors in the operation which can seriously effect the results of the study.

A necessary addition to the packet sent to prospective respondents is a letter describing what is wanted and why. Exhibit III is the letter used in the pre-test and in the full survey. This letter is needed as a guide to respondents but is also very important as a response stimulator. The several basic attributes of this letter are:

1. The reproduction process--off-set printing was found to be the most satisfactory method in terms of appearance and cost.

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Cambridge 39, Massachusetts

April, 1954

This letter is not an attempt to sell you a thing - - - it is not an advertisement. It is to introduce to you a scientific study of which you are a most important part.

Let me explain - - -

Planning Research Associates is now engaged in a survey of housing conditions in Massachusetts. We are very much concerned with what you, as citizens, think about the house and area in which you now live. We sincerely believe that it is your opinion that can help decide how to build new homes and neighborhoods and how best to aid the areas where people like yourselves now live.

We therefore have enclosed a short printed list of questions. Your answers to these questions are confidential and are of extreme importance to the success of this survey and to the success of future home construction and neighborhood growth.

If you can possibly find the time, please answer the questions, put the completed questionnaire in the enclosed stamped envelope, and drop it in the mail.

And may we assure you of one thing - - YOUR ANSWERS ARE CONFIDENTIAL: WE DO NOT NEED YOUR NAME.

Thank you for your help.

Very truly yours,

William D. Toole
Planning Research Associates

P.S. If you would like to know the results of this survey, please let us know your address now or at some later date. We will be happy to send them to you immediately upon the completion of this study.

2. The letterhead--use of a dummy research organization and the M.I.T. name was felt to add to the number of possible returns by the increased feelings of importance that is attributed to the study.
3. The personal salutation and signature--to increase the personal contact, the letter was individually addressed and personally signed.
4. Offering a "premium"--the results of the study were offered as an inducement to fill out the questionnaire. This created a greater feeling of being important to the results.

The use of \$.03 rather than .02 envelopes,¹⁷ and enclosed return-reply envelopes,¹⁸ and handwritten addressing of the envelopes were also part of the process aimed at increasing returns.

It was necessary to know from which project the returned questionnaires came. This was accomplished by placing ink marks in the various spaces between the bars on the right side of the return envelope (see sample). This method, though thought to be original, has actually been used successfully by many survey organizations.

Collection and Tabulation of Returns

A. Returns by Time -

The collection of returns from the final survey is devoid of any serious possible complications, except for the possible difference in

¹⁷In the pre-test--2 and 3 cent envelopes were used. The return envelopes were marked to check the effect on response. 70% of returns were from those people who received .03 envelopes.

¹⁸See Exhibit IV Samples of return-reply envelope and outside envelope.

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answers from early returns and compared to later returns. The returns as roughly examined do not appear to differ in most respects as to time of return. There was a greater percentage of female response with the passing of time, but since female responses will be recorded and since they did not differ over time, there appear to be no difficulties in this regard.

B. Coding of Questionnaire

Editing returned questionnaires was limited, especially as to open-end question responses, by the availability of space on an I.B.M. card.¹⁹ Only 80 columns were available across the card and necessary simplicity demanded little doubling-up of columns for several uses. However, the categories chosen adequately suited responses and were sufficient in quantity to cover major responses.²⁰ Table IB, Appendix II lists the response categories and column references to Tables.

C. Planning and Operation of Tabulation

The selection of appropriate and desired cross-classifications of data, not in detail presented here,²¹ is dependent on correlations expected or those which might be of value. The selection that has been made has proved to be successful and further correlations would not significantly advance the value of this study within its time limits.²²

¹⁹ All tabulations were made with the use of I.B.M. machines.

²⁰ This is attested to by the small percentage of miscellaneous answers.

²¹ See body of report and Appendix II for details on cross-classifications made.

²² Operation of Law of Diminishing Returns.

The presentation of data for I.B.M. Tabulation, required the use of a tab sheet from which cards could be punched. That which was used in this study was acceptable for recording responses and card punching.²³

D. Checks on Reliability of Data and Results²⁴

A crude check of reliability has been comparison of various categories of answers...as those who check "poor playgrounds" in question 9 and do or do not mention such in question 5. Observation of these data indicated that I.B.M. tabulations were not necessary.

Most important of statistical analysis made and upon which significance of correlations lies is the chi-square test for use with the contingency Tables.²⁵ This test compares any actual distribution with the expected distribution if there was a good fit.²⁶

Preparation and Presentation of Results and Conclusions

A. The general conclusions and results of the survey are presented in Parts II, III, and IV of the body of this thesis. Discussion is confined to the larger groups of data--by question and major groupings and correlations.

²³See Exhibit V.

²⁴Follow-up survey of non-respondents has not been attempted because of limitations already discussed.

²⁵Specifically- Appendix II, Tables III and IV

²⁶See Waugh, Albert E., Elements of Statistical Method or any good general statistics book.

APPENDIX I

EXHIBIT VI

TOWN:

PROJECT:

HISTORY:

LOCATION AND SITE PLANNING:

MAJOR OCCUPATIONS; ECONOMIC FACTORS:

MAJOR FAULTS:

MAJOR ADVANTAGES:

RELATION TO
SCHOOLS:

PLAYGROUNDS:

ARCHITECTURE:

PARKING

SHOPPING:

TRANSPORTATION:

SOCIAL ACTIVITIES AND SOCIAL HARMONY:

OCCURRENCE OF UNUSUAL EVENTS:

POLITICAL:

ECONOMIC:

SOCIAL:

GENERAL:

APPENDIX I
EXHIBIT VII

057

PLANNING RESEARCH . ASSOCIATES

Massachusetts Institute of Technology

Room 7-333

77 Massachusetts Avenue

Cambridge 39, Massachusetts

April, 1954

Enclosed please find the questionnaire and return envelope as have been sent to the certain tenants involved in the study of which you have approved.

Upon further deliberation, I now feel that your opinion as to what these tenants can be expected to give as answers to the questions will be of considerable importance--both as to the implications of a direct comparison and as a check on the adequacy of the mail questionnaire technique.

Again with my warmest thanks, it will be appreciated if you would answer the questions as you would expect the average tenant to answer and return the questionnaire in the enclosed envelope.

Yours sincerely,

William D. Toole
Planning Research
Associates

APPENDIX II
TABULATION TABLE (PART ONLY)

APPENDIX II

TABLE I - A

PROJECTS	PROJECT NO.	TOTAL SENT	QUESTIONNAIRE		SIZE OF PROJECT ¹		TYPE OF PROJECT ²	URBAN & SUBURBAN ³	ECONOMIC AREA ⁴
			RETURNED	% RETURNED	TYPE	ABSOLUTE			
South Boston	0	332	65	20	3	3	4	1	2
Walpole	1	45	8	18	2	1	1	2	3
Needham	2	80	22	28	3	2	1	2	3
Mansfield	3	10	3	30	1	1	1	2	2
Marblehead	4	54	13	24	2	1	2	2	3
Beverly	5	40	14	35	1	1	2	1	2
Bedford	6	12	3	25	1	1	2	2	1
Taunton	7	39	9	23	2	1	2	1	2
Brockton	8	50	17	34	1	1	3	1	2
Wellesley	9	90	28	32	2	2	3	2	3
Dedham 80	10	80	21	26	2	2	3	2	2
Dedham 26	11	26	4	15	1	1	2	2	2
Framingham	12	110	21	19	2	2	3	2	2
Swampscott	13	36	7	20	1	1	3	2	3
Milford	14	65	10	15	2	1	3	2	1
Weymouth	15	203	44	22	2	3	3	2	2
Watertown	16	166	35	21	2	3	3	1	2
Hull	17	27	3	11	1	1	3	2	2
Haverhill	18	36	4	11	1	1	4	1	1
Boston - Camden	19	47	7	15	1	1	4	1	2
Cambridge-Jackson	20	45	8	18	1	1	4	1	1
Brookline-Egmont	21	114	19	17	2	2	4	1	2
Cambridge-Jefferson	22	200	39	20	2	3	4	1	1
Revere	23	283	54	19	3	3	5	1	2
Arlington 50	24	50	19	38	1	1	5	1	3
Arlington 126	25	126	27	21	2	2	5	1	3
Lawrence	26	185	36	19	2	3	5	1	2
Webster	27	30	7	23	1	1	5	2	2
Fall River 136	28	126	28	22	2	2	3	1	1
Fall River 191	29	190	49	26	2	3	3	1	1
Fall River 99	30	99	26	26	2	2	3	1	1
Brookline High	31	177	40	23	2	3	4	1	2
Pre-test	32	228	45	20	2	3	4	1	1
TOTAL	32	3306	735	22	2				
*TOTAL LESS PRE-TEST	31	3178	690	22	2				

*All conclusions are based on data from projects 1-31 and excludes 32 (pre-test) due to some question differences and testing devices.

1/
1 - Small
2 - Median
3 - Large

3/
1 - Urban
2 - Suburban

2/
1 - Single
2 - Duplex
3 - Row
4 - Apartment
5 - Mixed

4/
1 - Low Income
2 - Mean Income
3 - High Income

APPENDIX II

TABLE IB

CLASSIFICATIONS AND CODING*

Not numbered in Tables:**

1. Economic Area
2. Urban-Rural (Location of Communities)
3. Dwelling Type
4. Size of Project (absolute comparison)

In Tables:Column No.'s Space No.

4,5	-	Project number - see Appendix II, Table IA -
-	-	Size of Project (by type)***
6	1	Small
	2	Average
	3	Large
		"Do you and your family like living where you now live?"
7	1	Very much
	2	Just average
	3	Not at all
	4	Other
	5	No answer
		"For the place where you now live, do you think you
		get your money's worth? In other words, is the Rent..."
8	1	Low
	2	Just about right
	3	High
	4	Other
	5	No answer
		"How long have you lived at your present address?"
9	1	3 months or less
	2	Between 3 months and 1 year
	3	Between 1 year and 2 years
	4	More than two years
	5	All other
		"What type of house would you like to live in?"
10	1	One family house
	2	Two family house
	3	Apartment
	4	Other
	5	No answer

*For use with following tabular results.

**Defined in Appendix I

***Defined in Appendix I

Column No.'s. Space No.

11		"What do you like least about where you now live?"
	1	poor location - inconvenient
	2	" " - bad environment
	3	" " - both
12		lack of privacy
13		inadequate parking
14	1	poor inside living space - general
	2	" " " " - facilities & conveniences
	3	" " " " - both
15		cheap or poor construction and design (outside)
16		overcrowded and congested--unhealthy--too many children
17		poor choice of dwelling type
18		No or poor private yard
19		Misc. - general design and planning
20		poor maintenance
21		rent too high
22		poor rent base--includes all income
23		" " " --based on income; should be flat rate
24		too many regulations; not enough tenant control
25		too much tenant maintenance and responsibility
26		Miscellaneous - general management (poor)
27		poor schools
28		poor recreation facilities or play space
29		poor transportation facilities
30		bad social conditions - low classes of people; poor parents, etc.
31		bad social conditions - unfriendly people
32		political pressures operate
33		miscellaneous complaints - all
34		no answer
		"What do you like most about where you now live?"
35	1	good location - convenient
	2	" " - good environment
	3	" " - both
36		privacy (good)
37		adequate parking
38	1	good inside living space - general
	2	good inside living space - facilities & conveniences
	3	good inside living space - both
39		good construction and design (outside)
40		no congestion or overcrowding
41		proper choice of dwelling type
42		private yard
43		miscellaneous - general design and planning

Column No.'s Space No.

44		good maintenance
45		good management (includes low rent)
46		good schools
47		good recreation facilities or play space
48		good transportation facilities
49		good social conditions - general
50		good social conditions - friendly people
51		miscellaneous praise - all
52		no answer
		"Do you prefer to....."
53	1	rent your home
	2	own your home
	3	other
	4	no answer
		"What type of house have you lived in for most of your life?"
54	1	one family house
	2	two family house
	3	apartment
	4	other
	5	no answer
		"Was the physical condition of this house (previously occupied)....."
55	1	better
	2	same
	3	worse
	4	other
	5	no answer
		"Where you now live, would you consider the following things, good, fair, or poor?"
		inside living space
56	1	good
	2	fair
	3	poor
	4	other
		Playgrounds
57	1	good
	2	fair
	3	poor
	4	other
		car parking spaces
58	1	good
	2	fair
	3	poor
	4	other

Column No.'s Space No.

59	1	privacy from other families
	2	good
	3	fair
	4	poor
	5	other
60	1	schools
	2	good
	3	fair
	4	poor
	5	other
61	1	friendliness of people
	2	good
	3	fair
	4	poor
	5	other
62	1	management
	2	good
	3	fair
	4	poor
	5	other
63	1	general neighborhood
	2	good
	3	fair
	4	poor
	5	other
		"Please give the following general facts:"
64	1	Your age
	2	29 or less
	3	30 - 34
	4	35 - 39
	5	40 or more
	6	no answer
65	1	Number of Children
	2	1
	3	2 or 3
	4	4 or more
	5	no answer
	6	no children
66	1	Your Sex
	2	Male
	3	Female
	4	Husband and Wife
	5	No answer

Column No.'s Space No.

67		Your occupation (male only)
		professional, technical, managers, officials, proprietors, etc.
68		clerical, sales, service, and kindred
69		craftsman, foreman, operatives, and kindred
70		laborers
71		serviceman
72		other (female, misc., not given, unidentifiable, etc.)
		Year of Car
73	1	1952 or above
	2	1951 or below
	3	other, no car or no answer
		Weekly income
74	1	\$49 or less
	2	\$50 to \$59
	3	\$60 to \$69
	4	\$70 to \$79
	5	\$80 or more
	6	no answer
		"Would you say that 'Public Housing' was a good thing?"
75	1	Yes
	2	No
	3	Yes and No (qualified)
	4	no answer
		"Why do you feel this way about 'Public Housing'?"
		<u>Yes Answers</u>
76	1	higher living standards, clear slums, avoid over high rent, etc.
	2	stepping stone to higher standards or home ownership
	3	children desired
	4	government responsibility since private enter- prise cannot supply
	5	miscellaneous and combination of above
	6	mis-interpretation; answers in question 6
		<u>No Answers</u>
77	1	stigma of public housing
	2	no personal privacy or individuality
	3	rent problems; base, high
	4	reduces ambition, incentive, and interest
	5	mixed and low classes of people; forces com- munity living
	6	poor choice of dwelling type
	7	theory good; practice poor
	8	political pressures; pull and graft
	9	"socialistic"; against American free enterprise principal,
78		Miscellaneous and combination of above
79		misinterpretation; answers in question 5
80		<u>no answer given</u>

APPENDIX II

TABLE III - A

ALL PROJECTS - CROSS CLASSIFICATIONS

(Excluding pre-test)

		<u>COLUMN 7</u>					
<u>COLUMN</u>		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
8	1.	39	51	23			113
	2.	108	238	55	1		402
	3.	34	82	55	1		172
	4.	1	4				5
	5.						
	TOTAL	182	375	133	2		692
9	1.	15	17	1			33
	2.	50	66	15			131
	3.	44	80	37	1		162
	4.	73	211	80	1		365
	5.		1				1
	TOTAL	182	375	133	2		692
11		13	51	35			99
12		20	124	62			206
13		2	7	4			13
14		49	112	39	1		201
15		32	57	23			112
16		16	118	66	1		201
17		4	11	2			17
18		11	42	14			67
19		7	15	4			26
20		5	15	18			38
21		9	13	9			31
22		10	21	7			38
23		27	66	20			113
24		9	27	12	1		49
25			2	2			4
26		9	17	5			31
27		1	1	2			4
28		20	64	35	1		120
29		3	8				11
30		18	75	43	1		137
31			8	7			15
32							

COLUMN 7

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
33	10	18	13			41
34	25	15	3	1		44
35	59	88	22			169
36	9	3	1			13
37	1	4	1			6
38	101	237	74	1		413
39	45	56	12	1		114
40	2					2
41	11	7	1			19
42	12	4	2			18
43	2	2				4
44	14	17	4			35
45	26	60	16			102
46	2	2				4
47	15	20				35
48		2	2			4
49	5	4	2			11
50	27	27	1			55
51	14	25	3	1		42
52	7	23	24			54
NORMAL RESPONSE						
DISTRIBUTION	182	375	133	2		692
55	1.	46	119	62		227
	2.	47	113	32		192
	3.	88	139	35	2	264
	4.	1	2	3		6
	5.		2	1		3
	TOTAL	182	375	133	2	692
75	1.	170	300	40	1	511
	2.	4	35	75		114
	3.	6	38	18	1	63
	4.	2	2			4
	TOTAL	182	375	133	2	692

COLUMN 7

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
76 1.	96	216	34			346
2.	14	32	6			52
3.	14	30	7			51
4.	2	3	1			6
5.	8	8	5			21
6.	31	35	4			70
NORMAL RESPONSE DISTRIBUTION 182		375	133	2		692
77 1.		2	2			4
2.		4	4			8
3.	1	4				5
4.	1	5	13			19
5.	1	3	11			15
6.		6	9			15
7.		4	2			6
8.		2	3			5
9.		9	4			16
NORMAL RESPONSE DISTRIBUTION 182		375	133			692
78	2	14	18			34
79	5	31	42	1		79
80	10	14	1			25
63 1.	133	132	18	1		284
2.	44	194	50	1		289
3.	3	47	63			113
4.	1	2	2			5
TOTAL 181		375	133	2		691
61 1.	147	198	27			372
2.	31	150	75	1		257
3.	3	25	28	1		57
4.		2	3			5
TOTAL 181		375	133	2		691

APPENDIX II

TABLE III - B

ALL PROJECTS - CROSS CLASSIFICATIONS

(Excluding pre-test)

		<u>COLUMN 8</u>					
<u>COLUMN</u>		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
9	1.	4	25	3		1	33
	2.	24	72	35			131
	3.	29	86	47			162
	4.	56	218	87	4		365
	5.		1				1
	TOTAL	113	402	172	5		692
55	1.	43	125	58	1		227
	2.	31	114	46	1		192
	3.	39	157	65	3		264
	4.		3	3			6
	5.		3				3
	TOTAL	113	402	172	5		692
56	1.	54	245	88	2		389
	2.	51	135	68	3		257
	3.	8	19	16			43
	4.		3				3
	TOTAL	113	402	172	5		692
57	1.	41	108	43	2		194
	2.	36	112	43	1		192
	3.	36	174	81	2		293
	4.		8	5			13
	TOTAL	113	402	172	5		692
59	1.	22	56	22			100
	2.	36	127	36	3		202
	3.	55	217	112	2		386
	4.		2	2			4
	TOTAL	113	402	172	5		692

COLUMN 8

<u>COLUMN</u>		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
60	1.	75	256	102	4		437
	2.	28	97	51	1		177
	3.	5	26	13			44
	4.	5	23	6			34
	TOTAL	113	402	172	5		692
61	1.	69	228	76			373
	2.	38	141	73	5		257
	3.	6	31	20			57
	4.		2	3			5
	TOTAL	113	402	172	5		692
62	1.	77	218	73	1		369
	2.	26	142	67	3		238
	3.	10	36	28	1		75
	4.		6	4			10
	TOTAL	113	402	172	5		692
75	1.	85	318	103	4		510
	2.	16	50	47	1		114
	3.	11	33	19			63
	4.		1	3			4
	TOTAL	112	402	172	5		691

APPENDIX II

TABLE III - C

ALL PROJECTS - CROSS CLASSIFICATIONS

(Excluding pre-test)

COLUMN 9

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
56 1.	24	79	106	179		388
2.	8	47	46	156		257
3.		5	10	28		43
4.	1			2		3
TOTAL	33	131	162	365		691
59 1.	7	20	30	43		100
2.	12	47	44	99		202
3.	14	64	87	220		385
4.			1	3		4
TOTAL	33	131	162	365		691
60 1.	18	75	100	244		437
2.	8	32	41	95		176
3.	1	11	11	21		44
4.	6	13	10	5		34
TOTAL	33	131	162	365		691
61 1.	23	75	89	186		373
2.	8	48	58	142		256
3.	2	8	14	33		57
4.			1	4		5
TOTAL	33	131	162	365		691
62 1.	21	79	91	178		369
2.	9	43	47	138		237
3.	3	7	21	44		75
4.		2	3	5		10
TOTAL	33	131	162	365		691

COLUMN 9

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
63	1.	16	53	71	145	285
	2.	17	55	62	154	288
	3.		22	26	65	113
	4.		1	3	1	5
	TOTAL	33	131	162	365	691
75	1.	28	110	126	245	509
	2.	3	12	25	74	114
	3.	2	9	10	42	63
	4.			1	3	4
	TOTAL	33	131	162	364	690
11		7	23	25	44	99
12		5	34	42	125	206
13		1	2	4	6	13
14		10	35	41	115	201
15		5	28	24	55	112
16		9	38	38	115	200
17		5	4	8		17
18		1	10	17	39	67
19		3	5	9	9	26
20		2	3	11	22	38
21		2	7	9	13	31
22		1	2	8	27	38
23		4	17	21	71	113
24		4	9	11	25	49
25		1	3			4
26		1	5	12	13	31
27				2	2	4
28		4	16	33	67	120
29		2	2	4	3	11
30			26	31	80	137
31			1	4	10	15
32						

COLUMN 9

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
33	4	3	9	25		41
34	3	7	13	21		44
35	5	26	31	107		169
36	2	2	4	5		13
37		4		2		6
38	23	82	100	208		413
39	7	28	21	58		114
40		1	1			2
41		5	5	9		19
42	1	4	6	7		18
43		1		3		4
44		6	8	21		35
45	11	17	28	46		102
46				4		4
47	1	5	9	19		35
48			1	3		4
49		1	3	7		11
50	4	9	13	29		55
51	1	7	11	24		42
52	3	5	15	31		54
NORMAL RESPONSE DISTRIBUTION	33	131	162	365		692

APPENDIX II

TABLE III - D

ALL PROJECTS - CROSS CLASSIFICATIONS

(Excluding pre-test)

COLUMN 55

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
56 1.	122	99	164	3	1	389
2.	84	81	88	2	2	257
3.	20	11	11	1		43
4.	1	1	1			3
TOTAL	227	192	264	6	3	692
59 1.	31	31	37	1		100
2.	58	56	88			202
3.	137	104	137	5	3	386
4.	1	1	2			4
TOTAL	227	192	264	6	3	692
60 1.	134	122	179	1	1	437
2.	60	54	61	1	1	177
3.	21	9	14			44
4.	12	7	10	4	1	34
TOTAL	227	192	264	6	3	692
62 1.	109	111	147	2		369
2.	82	57	96	2	1	238
3.	33	20	19	1	2	75
4.	3	4	2	1		10
TOTAL	227	192	264	6	3	692
63 1.	80	85	118	2		285
2.	94	76	116	2		289
3.	51	31	28	1	2	113
4.	2		2	1		5
TOTAL	227	192	264	6	3	692
75 1.	151	146	207	4	2	520
2.	52	24	35	2	1	114
3.	21	21	21			63
4.	2	1	1			4
TOTAL	226	192	264	6	3	691

APPENDIX II

TABLE III - E

ALL PROJECTS - CROSS CLASSIFICATIONS

(Excluding pre-test)

COLUMN 75

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
56 1.	321	41	24	2		388
2.	165	57	33	2		257
3.	21	16	6			43
4.	3					3
TOTAL	510	114	63	4		691
59 1.	89	6	3	2		100
2.	170	14	17	1		202
3.	249	93	42	1		385
4.	2	1	1			4
TOTAL	510	114	63	4		691
62 1.	311	33	24	1		369
2.	160	45	31	1		237
3.	36	30	8	1		75
4.	3	6		1		10
TOTAL	510	114	63	4		691
63 1.	245	24	13	3		285
2.	200	51	36	1		288
3.	61	38	14			113
4.	4	1				5
TOTAL	510	114	63	4		691

APPENDIX II

TABLE III - F

ALL PROJECTS - CROSS CLASSIFICATIONS

(Excluding pre-test)

COLUMN 64

<u>COLUMN</u>		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
7	1.	86	47	28	18	3	182
	2.	156	121	64	28	6	375
	3.	44	41	32	14	2	133
	4.	1	1				2
	TOTAL	287	210	124	60	11	692
56	1.	170	118	64	29	8	389
	2.	99	82	50	24	2	257
	3.	17	10	9	6	1	43
	4.	1		1	1		3
	TOTAL	287	210	124	60	11	692
59	1.	44	22	23	9	2	100
	2.	83	63	33	20	3	202
	3.	158	124	67	31	6	386
	4.	2	1	1			4
	TOTAL	287	210	124	60	11	692
61	1.	165	106	69	26	7	373
	2.	103	83	43	27	1	257
	3.	17	20	12	5	3	57
	4.	2	1		2		5
	TOTAL	287	210	124	60	11	692
63	1.	122	78	58	25	2	285
	2.	122	95	45	21	6	289
	3.	42	36	20	12	3	113
	4.	1	1	1	2		5
	TOTAL	287	210	124	60	11	692

COLUMN 64

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
65 1.	88	21	10	13		132
2.	151	133	73	37	5	399
3.	27	43	34	4		108
4.	14	8	5	2	6	35
5.	7	4	2	4		17
TOTAL	287	209	124	60	11	691
75 1.	223	144	86	48	9	520
2.	35	38	30	10	1	114
3.	26	26	8	2	1	63
4.	2	2				4
TOTAL	287	210	124	60	11	692
11	41	27	23	5	3	99
12	84	69	36	16	1	206
13	10	2	1			13
14	76	62	43	14	6	201
15	45	35	23	9		112
16	85	66	33	12	5	201
17	7	7	2	1		17
18	35	19	9	4		67
19	12	7	4	3		26
20	12	11	12	2		38
21	15	7	5	4		31
22	9	14	11	4		38
23	44	35	24	8	2	113
24	21	15	9	4		49
25		2	1	1		4
26	18	8	3	2		31
27	1	2		1		4
28	46	43	24	5	2	120
29	5	4	1	1		11
30	43	49	24	17	4	137
31	5	9	1			15
32						
33	17	9	8	7		41
34	17	12	8	5	2	44
35	58	52	36	19	4	169
36	9	2	2			13

COLUMN 64

<u>COLUMN</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>TOTAL</u>
37	1	2	2	1		6
38	172	130	74	34	3	413
39	56	36	14	6	2	114
40	1	1				2
41	4	8	6	1		19
42	7	4	6	1		18
43	2		1	1		4
44	15	13	2	5		35
45	55	29	12	4	2	102
46	2	1	1			4
47	11	15	7	1	1	35
48	2		2			4
49	6	4		1		11
50	33	14	6	1	1	55
51	17	12	9	4	1	42
52	23	16	8	6	1	54
NORMAL RESPONSE DISTRIBUTION	287	210	124	60	11	692

APPENDIX III
PROJECT-INFORMATION, RESULTS, APPRAISAL

South Boston - Appendix Code 0I Descriptive Facts:

Dwelling type	- 3 storey apartment
Type of construction	- Masonry brick
Size	- 27 buildings; 972 units
Unit cost	- \$14,635
Average shelter rent	- \$35.00
Initial occupancy date	- July, 1949
Yearly turnover	- Not available
Community location	- Heart of industrial and whole-sale district; heavy traffic; delapidated housing
Relation to facilities:	
Schools	- Not available
Playgrounds	- Several hardtop play areas and handball courts in project; others not available
Parking	- Not available
Shopping	- Local adjoining project
Transportation	- Excellent facilities adjoining project
Tenant Activities and Social Harmony	- No information available
Major tenant occupations	- Not available
Occurrence of unusual events	- Only known is publicity about juvenile delinquency in Boston housing projects

II General Appraisal:

- | | |
|--------------------------|---|
| Design and site planning | - Architectural typical average; layout and use of site fair considering adjoining areas; little greenery |
| Major merits | - Convenient location (especially downtown) |
| Major faults | - Large size; poor environment |

III Management Comments and Views on Tenant Reaction to Project:

The Boston Housing Authority refused to aid in this survey. For this reason, some information was unavailable. Names and addresses of tenants were obtained from police registers.

IV Size of Sample:

332 questionnaires were sent, 65 returned : 20% return

V Summary of Major Responses:

A. Direct quotes:-

". . . Gangs running through halls, hurling garbage, slashing screens, breaking windows, burning mail in box. Teenagers who drink beer and scream foul language and hurl bottles . . management is . . very poor. Most parents don't care . ."

(Racial troubles) ". . could all be avoided if they (Negroes) stayed out of a mostly white neighborhood."

"Too many children. Project near too many taverns."

"Lack of occupation for men after working hours, such as gardening or a place for building or painting furniture."

"Lack of discipline by parents of trouble-making children."

"Children do not have a chance to express themselves individually."

"Highly recommend complete half of all future housing projects unless they are built one storey high and at least resemble something like a home."

B. Complaints:- Dislike project, high rent, privacy (88%), overcrowding, management and maintenance, playgrounds, bad social conditions, inside living space, parking. Public housing (last 3 greater than average complaints), schools, management, neighborhood

C. Praise:- Convenient and household conveniences

VI Conclusions:

A. Opinion compared with:

1. Management expectations - Not available

2. Other projects - Compare with Roosevelt Towers in Cambridge as the lowest of low

B. Summary Appraisal - Though only 3 stories and with more open space than Roosevelt Towers, all other aspects are so terrible that there is little difference between the two. The products of this environment can be no better than the worst of slum tenement areas. Correlations of large, urban projects hold true.

Walpole - Appendix Code 1I Descriptive Facts:

Dwelling type	- 1 storey, single family
Type of construction	- Woodframe, clapboard, shingles
Size	- 45 buildings and units
Unit cost	- \$10,980
Average shelter rent	- \$38.50
Initial occupancy date	- July, 1950
Yearly tenant turnover	- approx. 13%
Community location	- Quiet, wooded area; strictly residential and pleasant surroundings. One mile from town center
Relation to facilities:	
Schools	- 1 mile to school; bus service is provided
Playgrounds	- At school
Parking	- Off-street driveway at each house
Shopping	- 1 mile at town center
Transportation	- School bus only; major services at town center
Tenant Activities and Social Harmony	- Several tenant clubs; excellent social relations
Major tenant occupations	- Industrial workers (textile and machinery)
Occurrence of unusual events	- None

II General Appraisal: (pre-survey)

Design and site planning	- Conventional up-to-date ranch style architecture; median lot size and
--------------------------	---

	- above average use of site; convenient and private arrangement of buildings; much greenery
Major merits	- Single family; abundant area for children's play; not inconvenient; pleasant environment
Major faults	- Small kitchens; no cellar bulkheads

III Management Comments and Views on Tenant Reaction to Project:

None

IV Size of Sample:

45 questionnaires sent, 8 returned : 18% return

V Summary of Major Responses:

A. Direct quotes:-

"If the state would build a few more (projects) such as these (single family) there would be a lot of happier families."

"Public playgrounds . . at schools too far away. But our yard provides ample playing area."

". . I do not think they should mix colored and white people together."

B. Complaints:- None significant

C. Praise:- Like project and public housing; good play space, parking, neighborhood, schools, friendliness of people, and privacy

VI Conclusions:

A. Opinion compared with:

1. Management expectation - none given

2. Other projects (total) - above average on all counts

B. Summary Appraisal - Opinion compares favorably with actuality. Good all round conditions and above average.





WALPOLE



Needham - Appendix Code 2I Descriptive Facts:

Dwelling type	- 1 storey, single family
Type of construction	- Wood frame, clapboards; no basement
Size	- 80 buildings and units
Unit cost	- \$11,250
Average shelter rent	- \$43.50
Initial occupancy date	- June, 1950
Yearly tenant turnover	- 9% (over-income only)
Community location	- Residential area; green, wooded hillside site 3/4 mile from town center; excellent environment
Relation to facilities:	
Schools	- adjoining project (new school)
Playgrounds	- At school
Parking	- Off-street space at each house
Shopping	- At town center
Transportation	- Bus line near project to center
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Largest group is town workers (12); others diversified
Occurrence of unusual events	- Approx. 50 tenants petitioned for permission to buy homes; under mistaken impression that homes would be sold out from under them 5 years from project completion date (as in Chapter 372 housing)

II General Appraisal:

- | | |
|--------------------------|---|
| Design and site planning | - Single, conventional, yet clean architecture; excellent use of site and building layout |
| Major merits | - Convenient; good environment; physical attractiveness |
| Major faults | - Lack of basement; steep hillside makes it difficult walking |

III Management Comments and Views on Tenant Reaction to Project:

Very proud of project; sure that tenants will reply favorably to questionnaire in all respects.

IV Size of Sample:

80 questionnaires sent, 22 returned : 28% return

V Summary of Major Responses:

A. Direct quotes:-

"People will never completely appreciate socialized movements as Public Housing because it is something given to them, not earned."

"We have no way of becoming owners of our house." (in answer to what do you like least?)

B. Complaints:- None significant

C. Praise:- Everything generally good; especially high like project and public housing, dwelling type, privacy, schools, people, neighborhood

VI Conclusions:

A. Opinion compared with:

1. Management expectation - favorable response as expected
2. Other projects - most favorable responses indicate best of all projects surveyed

B. Summary Appraisal - Without a doubt, responses accurately sum up project. Excellent in every respect.





NEEDHAM



Mansfield - Appendix Code 3I Descriptive Facts:

Dwelling type	- 1½ storey, single family
Type of construction	- Wood frame
Size	- 10 buildings and units
Unit cost	- \$14,200
Average shelter rent	- \$42.00
Initial occupancy date	- January, 1952
Yearly tenant turnover	- 0% (none since opening)
Community location	- Close to town center in residential neighborhood; pleasant environment
Relation to facilities:	
Schools	- ¼ mile to high school and elementary
Playgrounds	- Park at high school
Parking	- Off-street space at each house
Shopping	- ¼ mile to town center
Transportation	- None at project; all tenants have cars
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- Considerable complaints re poor drainage; water in cellars

II General Appraisal:

Design and site planning	- Conventional and neat architecture; small site, dead end street; little greenery; pleasant, but unimaginative
--------------------------	---

Major merits	- Convenient, pleasant environment; well integrated with rest of area
Major faults	- Drainage problems (only known)

III Management Comments and Views on Tenant Reaction to Project:

None

IV Size of Sample:

10 questionnaires sent, 3 returned : 30% return

V Summary of Major Responses:

- A. Direct quotes:- None significant
- B. Complaints:- None significant
- C. Praise:- Like project and public housing, friendliness of people (all comments generally favorable)

VI Conclusions:

Total reply too small to enable direct comparison. Project, though very small, would probably rate high - especially due to amenities of single family living.



MANSFIELD

Marblehead - Appendix Code 4I Descriptive Facts:

Dwelling type	- 2 storey, duplex
Type of construction	- Wood frame; brick veneer
Size	- 27 buildings; 54 units
Unit cost	- \$12,960
Average shelter rent	- \$40.00
Initial occupancy date	- August, 1951
Yearly tenant turnover	- 8%
Community location	- $\frac{1}{2}$ mile from town center on flat, relatively empty land; project distinct from rest of area; pleasant environment
Relation to facilities:	
Schools	- $\frac{1}{2}$ mile walking distance
Playgrounds	- Town playground and ocean beaches both $\frac{1}{2}$ mile away. Plenty of space for children in and near project
Parking	- Off-street space for each house
Shopping	- Local adjoining; $\frac{1}{2}$ mile town center
Transportation	- Bus to town adjoining
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- None

II General Appraisal:

Dewign and site planning	- Conventional, semi-modern; clean; appearance; above average length
--------------------------	--

	- cul-de-sac layout, but building relationships and use of land excellent (10,000 square feet per unit)
Major merits	- Good environment, convenient, excellent appearance
Major faults	- None known

III Management Comments and Views on Tenant Reaction to Project:

No idea on reaction to questionnaire

IV Size of Sample:

54 questionnaires sent, 13 returned : 24% return

V Summary of Major Responses:

A. Direct quotes:-

"The present system of rents (rent based on income). . . is basically a communistic idea . . ."

"This . . . is the nicest Vet Project I have seen."

"Walls not soundproof . . ."

"I live in . . . the best of any (projects) and my rent is so low I can't afford to move. I am taking what I consider an unjust advantage, however, and I am opposed to the principle." (of public housing)

B. Complaints:- No private yard, poor choice of dwelling type (controversy over construction and design)

C. Praise:- Like project and public housing, low rent, inside living space, schools, privacy, people, management, neighborhood, (controversy over construction and design)

VI Conclusions:

A. Opinion compared with:

1. Management expectations - not available

2. Other projects - responses indicate project rates very high in most categories

B. Summary Appraisal - Project is one of best surveyed; excellent location and appearance. Complaints may be traced roughly to town development of mostly single family homes on large lots.



MARBLEHEAD



Beverley - Appendix Code 5I Descriptive Facts

Dwelling type	- 2 storey duplex
Type of construction	- Wood frame; some brick veneer
Size	- 20 buildings; 40 units
Unit cost	- \$11,650
Average shelter rent	- \$40.50
Initial occupancy date	- December 1951
Yearly tenant turnover	- 22%
Community location	- Near the outskirts of town one block from major road; residential area; good environment
Relation to facilities:	
Schools	- 200 yards' walk
Playgrounds	- Tot lot in project; playground at school; city park and playground $\frac{1}{4}$ mile away
Parking	- One space per unit
Shopping	- 1 mile to nearest (town center)
Transportation	- Bus service adjoining
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- Rather continual complaints from many tenants on including disabled veterans' checks as base for determining rent

II General Appraisal:

- | | |
|--------------------------|--|
| Design and site planning | - Simple box design; fair appearance; use of land fair; general layout and building relationships ordinary but close |
| Major merits | - Nothing significant |
| Major faults | - Some distance from shopping |

III Management Comments and Views on Tenant Reaction to Project:

Most tenants have petty complaints, like the project fairly well, and are working towards a home of their own.

IV Size of Sample:

40 questionnaires sent, 14 received : 35% return

V Summary of Major Responses:

A. Direct quotes:

"It (public housing) could be a good thing with single dwellings."

"After the FHA scandals one wonders in any public venture can be done honestly. But I do feel, if properly handled by a "Gropius" it (public housing) would provide better housing at lower cost than would private builders."

"Too many pre-school children poorly supervised."

"As 'private capital' is reluctant to risk mortgage monies, at low cost over a long period of time, 'public housing' as exists today is the only answer."

B. Complaints:- Privacy (only significant)

C. Praise:- Neighbourhood, schools

VI Conclusions:

A. Opinion compared with:

1. Management expectations - comments as expected
2. Other project - An average project is indicated; neither very poor nor very good

B. Summary Appraisal - As indicated project is average. Close building grouping is probably responsible for significant privacy complaint.



BEVERLY

Bedford - Appendix Code 6I Descriptive facts:

Dwelling type	- 2 storey, duplex
Type of construction	- wood frame, clapboards
Size	- 6 buildings, 12 units
Unit cost	- \$10,580
Average shelter rent	- \$37.50
Initial occupancy date	- May, 1950
Yearly tenant turnover	- 16%
Community location	- $\frac{1}{4}$ mile from center of small town; residential area; average environment

Relation to facilities:

Schools	- 4 blocks away
Playgrounds	- At school
Parking	- One space per unit
Shopping	- At town center ($\frac{1}{4}$ mile)
Transportation	- At town center
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- Sewers and drainage problems are many; stagnant pools; water in cellar

II General Appraisal:

Design and site planning	- Insignificant design; plain and box-like; site is dead end street at edge of swamp; rather poor
Major merits	- Convenient

Major faults

- Very poor sewerage and drainage; rather poor maintenance (paint poor, etc.) though not the fault of the manager; poor site

III Management Comments and Views on Tenant Reaction to Project:

Town needs new sewer lines; one reason why project drainage and sewer problems are bad. Major tenant complaints will be sewage, small land area, needed painting. Tenants like the low rent and the neighbors. They think the place is average, like public housing, are about 30 years old, 1 child, and own a car. All tenants would like to own their own home and most do just that when leaving project.

IV Size of Sample:

12 questionnaires sent, 3 returned : 25% return

V Summary of Major Responses:

- A. Direct quotes: None significant
- B. Complaints: Schools, cheap or poor construction and design
- C. Praise: Like public housing, low rent, playgrounds, neighborhood

VI Conclusions:

- A. Opinion compared with:
 1. Management expectations - as expected
 2. Other projects - average project; complaints as to site; new and sewerage; small sample precludes detailed comparison
- B. Summary Appraisal - Average project or slightly better in all respects except choice of site, poor sewerage, and plain design



BEDFORD

Taunton - Appendix Code 7I Descriptive Facts:

Dwelling type	- 2 storey, duplex
Type of construction	- Wood frame, brick
Size	- 20 buildings; 40 units
Unit cost	- \$13,850
Average shelter rent	- \$41.00
Initial occupancy date	- December, 1951
Yearly tenant turnover	- 12%
Community location	- 1½ miles from center of town; residential area not heavily populated; pleasant environment, yet rather dull - little activ- ities in area

Relation to facilities:

Schools	- 1 block away
Playgrounds	- Tot lots in project; city play- grounds 3/10 mile walk
Parking	- 1 space per unit
Shopping	- Local - 1 block; large - 3/4 mile; main center at town center
Transportation	- Bus adjoining project
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Pleasant, appealing design; hill site with greenery; imaginative grouping of buildings
--------------------------	--

- | | |
|--------------|---|
| Major merits | - Design of buildings and site
planning; quiet environment |
| Major faults | - Some distance to major town
activity |

III Management Comments and Views on Tenant Reaction to Project:

Major tenant complaint will be high rent; project felt to be only a means to an end - presumably their own home

IV Size of Sample:

39 questionnaires sent, 9 returned : 23% return

V Summary of Major Responses:

- A. Direct quotes: None significant
- B. Complaints: High rent, rent based on income, management, public housing
- C. Praise: Inside living space, schools, neighborhood

VI Conclusions:

- A. Opinion compared with:
 - 1. Management expectation - as expected except for high rent and dislike public housing - unless further proof is offered, probably due to chance
 - 2. Other projects - project rates average from response given
- B. Summary Appraisal - Discontent with policy and amangement, not with design and site planning. Project is above average as concerns the latter two, average otherwise.

Brockton - Appendix Code 8I Descriptive Facts:

Dwelling type	- 2 storey, row
Type of construction	- Wood frame, brick veneer
Size	- 10 buildings; 50 units
Unit cost	- \$11,500
Average shelter rent	- \$42.00
Initial occupancy date	- November, 1952
Yearly tenant turnover	- 7%
Community location	- On major town road close to center; pleasant residential environment
Relation to facilities:	
Schools	- 2 blocks away
Playgrounds	- Now at school only and across major street; plans made for one at project
Parking	- 1 space per unit
Shopping	- 2-3 blocks to all at center
Transportation	- Bus on road adjoining project

I	Tenant Activities and Social Harmony	- No formal groups; social relations normal
	Major tenant occupations	- Diversified
	Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Good, though conventional, design and appearance; project without looking like one; nice arrangement of buildings and use of band; much open space and greenery
--------------------------	---

Major merits

- Good site planning and design;
pleasant environment

Major faults

- Only known is location on major
thoroughfare - the site design,
however, makes this less important

III Management Comments and Views on Tenant Reaction to Project:

Tenants will answer favorably to all questions; approve of public housing and believe rent is low

IV Size of Sample:

50 questionnaires sent, 17 returned : 34% return

V Summary of Major Responses:

A. Direct quotes:-

"The danger . . is that we will become more and more dependent on the government and more and more willing to give up freedom for security . . ."

(As to public housin)"why help people who seem not wanting to help themselves?"

". . . when I get a \$4.00 a week raise, my rent goes up \$9.00 a month."

"No prestige; no equity!" (like least)

". . . lack of privacy and noise are necessary evils."

"The walls are so thin you don't need a radio; (just) listen to your neighbor's."

B. Complaints:- High rent, privacy

C. Praise:- Like project, public housing, inside living space, parking, neighborhood

VI Conclusions:

A. Opinion compared with:

1. Management expectations - significant difference only as to rent; no explanation

2. Other projects - responses indicate project above average
in most respects

B. Summary Appraisal - Excellent appearance, amenities, and location
are sufficient to make this project rate much above average



BROCKTON



Wellesley - Appendix Code 9I Descriptive Facts:

Dwelling type	- 1 storey, row
Type of construction	- Wood frame, concrete blocks
Size	- 16 buildings; 90 units
Unit cost	- \$11,500
Average shelter rent	- \$42.50
Initial occupancy date	- December, 1950
Yearly tenant turnover	- 14%
Community location	- In a low spot between two major highways (fenced in); not integrated into community; on the extreme edge of town 1 mile plus from town center in semi-rural area
Relation to facilities:	
Schools	- New school $\frac{1}{2}$ mile
Playgrounds	- At school; though plenty of space for children, a playground is being built for the project by the town
Parking	- 1 space per unit; more being built
Shopping	- $\frac{1}{2}$ mile to facilities of any kind
Transportation	- Bus close to project
Tenant Activities and Social Harmony	- No formal groups (though management is trying to help form a "council") tenants once formed a "rent grievance committee" to discuss over income of veterans. Social relations as normal as possible for such an unusual place
Major tenant occupations	- Many town employees; otherwise diversified

Occurrence of unusual events - Management was unjustly accused of letting ineligible over-income veterans into project

III General Appraisal:

Design and site planning	- Very modern, unusually and controversial design; excellent appearance and layout of buildings; rows of buildings back to back - rather close together; maximum use of site
Major merits	- Exceptional appearance and pleasant atmosphere
Major faults	- Back doors close to each other; rather inconvenient location well away from town center - reason for this speculative

III Management Comments and Views on Tenant Reaction to Project:

Honestly pleased with project; world wide visitors have been received. Tenants upset with overly close contact with others (lack of privacy) due to building relationships and pleased with low rent, attractiveness, and space for children. Parking spaces inadequate. Favorable tenant response to project and public housing as a whole

IV Size of Sample:

90 questionnaires sent, 28 returned : 32% return

V Summary of Major Responses:

A. Direct quotes:

" . . . Segregated from rest of town . . . people look down their noses when they learn where we live. Always "the project", never "your home"."

"Many people do not have the capacity to ever advance and they need good living conditions"(Why I like public housing)

" . . . You have your own little yard . . ."

B. Complaints:- Privacy, overcrowded, parking, inconvenient location

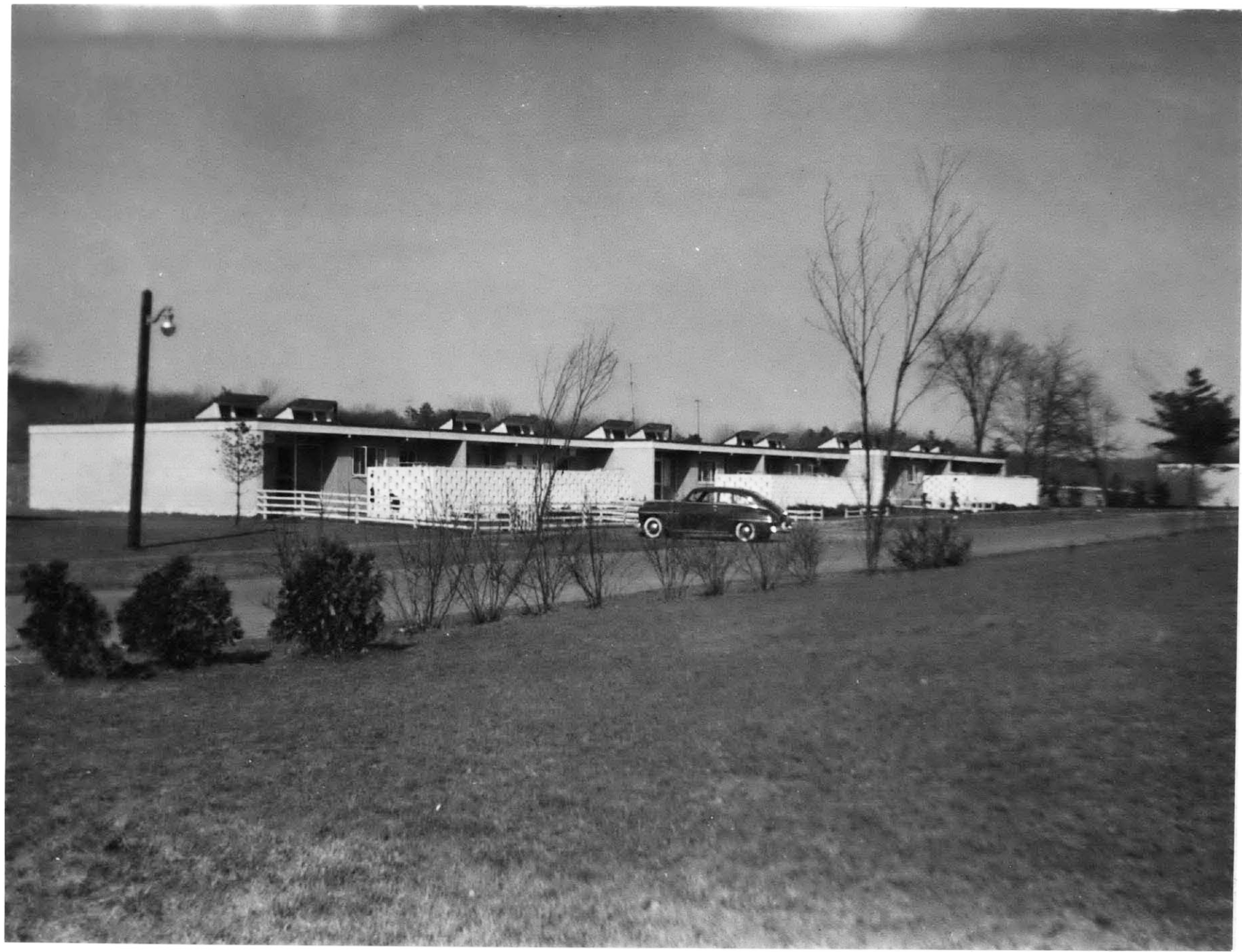
C. Praise:- Like project and public housing, low rent, good construction and design, inside living space, schools, friendliness of people, management, play space for children (not playgrounds).

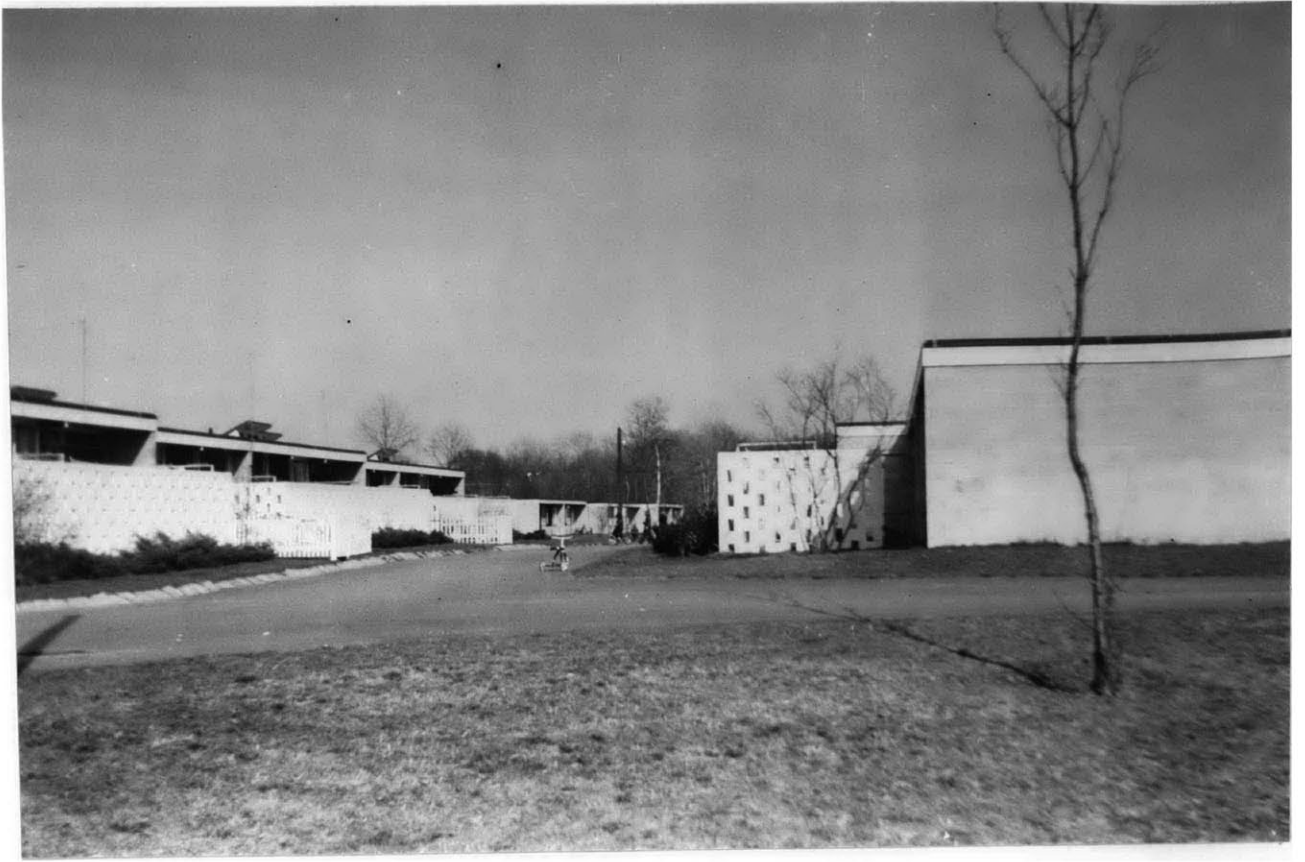
VI Conclusions:

A. Opinion compared with:

1. Management expectations - as expected
2. Other projects - favorable comments place project near top.
Complaints as expected

B. Summary Appraisal - Lack of privacy and overcrowding can be explained by close back to back relationship of buildings; parking spaces and playground are being added; exciting design and appearance very acceptable in most respects, though controversy on radiant heat and tile floors. One of the best attempts at modern living - public or private.





WELLESLEY



Dedham - Appendix Code 10I Descriptive Facts:

Dwelling type	- 2½ storey, row
Type of construction	- Wood frame, brick veneer (no basement)
Size	- 21 buildings; 80 units
Unit cost	- \$10,050
Average shelter rent	- \$36.00
Initial occupancy date	- November, 1949
Yearly tenant turnover	- 6%
Community location	- ½ mile from secondary town center; not integrated into community; at end of residential road forming a rectangular circle
Relation to facilities:	
Schools	- ¾ mile distant
Playgrounds	- At school
Parking	- One space per unit
Shopping	- ½ mile at secondary center
Transportation	- ½ mile at secondary center - bus
Tenant Activities and Social Harmony	- Social group of 50% of tenants folded after 2 meetings. Social relationship excellent with project and with other veteran project (hold Children's Christmas Party and spring Field Day)
Major tenant occupations	- 10 Westinghouse and 10 Railroad workers; others diversified
Occurrence of unusual events	- None

II General Appraisal:

- | | |
|--------------------------|---|
| Design and site planning | - Drab, common box design; site planning, uninteresting; average quiet environment; has unfinished appearance |
| Major merits | - Nothing significant |
| Major faults | - Inconvenient; unmeritorious appearance; limited play space |

III Management Comments and Views on Tenant Reaction to Project:

None specific

IV Size of Sample:

80 questionnaires sent, 21 returned : 26% return

V Summary of Major Responses:

A. Direct quotes:-

"... complaints ... will be from people who ... are not doing their share to make public housing a success."

"A very low down payment and long mortgage (on a house) seems the only solution to the present (housing) economy."

B. Complaints:- Overcrowded, playgrounds, neighborhood, inconvenient

C. Praise:- Low rent, like public housing

VI Conclusions:

A. Opinion compared with:

1. Management expectations - Not available

2. Other projects - Average and below in most categories; indicates project somewhat low in comparison with others

B. Summary Appraisal - Mediocre design, location, and overall "project" appearance responsible for low rating. Could be better. Separateness from rest of community suggests further problems.



DEDHAM

Dedham (26) - Appendix Code 11I Descriptive Facts:

Dwelling type	- 2 storey, duplex
Type of construction	- Wood frame
Size	- 13 buildings, 26 units
Unit cost	- \$11,550
Average shelter rent	- \$45.00
Initial occupancy date	- June, 1951
Yearly tenant turnover	- 6%

Other information not available

II Management Comments and Views on Tenant Reaction to Project:

None

III Size of Sample:

26 questionnaires sent, 4 returned : 15% return

IV Conclusions:

Lack of information and small sample size makes comparison and evaluation difficult. Responses given are more favorable than to other Dedham project in all respects.

Framingham - Appendix Code 12I Descriptive Facts:

Dwelling type	- 2 storey, row
Type of construction	- Wood frame, brick veneer, cinder-block
Size	- 39 buildings; 110 units
Unit cost	- \$12,145
Average shelter rent	- \$45.00
Initial occupancy date	- November, 1950
Yearly tenant turnover	- 23%
Community location	- On major town road and near major highway: considerable distance to town center on edge of residential area; average environment

Relation to facilities:

Schools	- New school; 5 minutes' walk
Playgrounds	- Adjoining project
Parking	- Not 1:1, but no problems
Shopping	- Local 500 yards; shopping center (Shoppers' World) 5 minutes' walk
Transportation	- Bus adjoining project
Tenant Activities and Social Harmony	- No formal groups; racial mixture with social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Regimented, but average appearance; project looking; large open spaces but few trees; fair use of site
--------------------------	--

Major merits	- Convenient location
Major faults	- Nothing outstanding

III Management Comments and Views on Tenant Reaction to Project:

Average tenant will reply favorably to questions. Very pleased with project, rent is right, and approve public housing. Some complaints about playgrounds and parking spaces

IV Size of Sample:

110 questionnaires sent, 21 returned : 19% return

V Summary of Major Responses:

A. Direct quotes:

" . . . All types of people living together . . . some . . . that can do a lot of harm to children who are trying to be brought up right by their parents."

"Some parents are . . . vulgar, rude, and cheap

B. Complaints:- Dislike project (0% says like), high rent, privacy, overcrowded, no private yard, rent based on income, playgrounds, bad social conditions

C. Praise:- Inside living space, schools

VI Conclusions:

A. Opinion compared with:

1. Management expectations - Results not in accord with expectations. Reasons unknown. No explanatory correlations from survey. Suggests local considerations or unrepresentative sample

2. Other projects - Response indicates project is below average in most respects

B. Summary Appraisal - Poor showing requires explanation as mentioned above. Physical attributes are average. Overcrowding and lack of privacy, however, may be chiefly responsible for other complaints



FRAMINGHAM



Swampscott - Appendix Code 13I Descriptive Facts:

Dwelling type	- 2 $\frac{1}{2}$ storey row
Type of construction	- woodframe and some brick veneer
Size	- 9 buildings; 36 units
Unit cost	- \$11,300
Average shelter rent	- \$38.50
Initial occupancy date	- June, 1950
Yearly tenant turnover	- 16%
Community location	- 1/8 mile from secondary town center in established pleasant residential area; very well integrated into surroundings
Relation to facilities:	
Schools	- 1/6 mile to new school
Playgrounds	- near school; large excellent facilities; tot lot in project
Parking	- greater than 1:1; more spaces than units
Shopping	- local across street; 1/8 mile to primary
Transportation	- bus across street; train $\frac{1}{2}$ mile
Tenant Activities and Social Harmony	- no formal groups; normal social relations
Occurrence of unusual events	- Tenant was appointed to housing board; fight in process to remove him

II General Appraisal:

- | | |
|---------------------------|--|
| Design and site planning- | - Average appearance, regular building design; site too small; buildings rather close together |
| Major merits | - Convenient; pleasant environment |
| Major faults | - Effects of small site |

III Management Comments and Views on Tenant Reaction to Project:

Tenants consider project as average living quarters : they believe rent is low, are about 30 years of age with 2 children, and have at least one car. Complaints about parking spaces, overcrowding, lack of privacy, and friendliness of people. Are pleased with the low rent and physical condition of apartments. Approve of public housing because of need served.

IV Size of Sample:

36 questionnaires sent, 7 returned : 20% return

V Summary of Major Responses:

A. Direct quotes:

"Public housing is good because people have much better places to live within their income . . . not good because . . . of its very nature it is crowded . . . becomes rundown."

"As evidenced by house I live in, a low bid (for construction) brings cheap labor and materials . . . would be better off to accept a middle bid . . ."

B. Complaints:- lack of privacy (100% complaint), cheap or poor construction

C. Praise:- Schools (100%), management

VI Conclusions:

A. Opinion compared with:

1. Management expectation - tenants feel rent is average; average response to parking space

availability. Response otherwise
given as expected

2. Other projects - Compare favorably with average projects

B. Summary Appraisal - Average project as expressed by response.
Good, sincere management



SWAMPSCOTT



Milford - Appendix Code 14I Descriptive Facts:

Dwelling type	- 2½ storey row
Type of construction	- Woodframe, clapboards
Size	- 16 buildings; 69 units
Unit cost	- \$10,780
Average shelter rent	- \$37.00
Initial occupancy date	- December, 1949
Yearly tenant turnover	- 11%
Community location	- ¾ to 1 mile from town center in pleasant residential area; bordered by small stream and some open land with woods
Relation to facilities:	
Schools	- 300 yards away
Playgrounds	- At school; tot lots in project; plenty of room for children to play safely
Parking	- More than 1 space per unit-area in front of dwellings
Shopping	- 300 feet to local; primary at town center
Transportation	- At town center
Tenant Activities and Social Harmony	- 2 petitions signed by tenants to allow dogs into project; no other formal groups; social re- lations normal
Major tenant occupations	- Many at machinery plant
Occurrence of unusual events	- Ban of dogs in project caused considerable strong feelings

II General Appraisal (pre-survey):

- | | |
|--------------------------|--|
| Design and site planning | - Simple, yet very attractive buildings design; excellent wooded hillside site, good building arrangement, much greenery |
| Major merits | - Excellent site planning and appearance; good environment, especially for children |
| Major faults | - None apparent |

III Management Comments and Views on Tenant Reaction to Project:

Tenants like project very much and think the rent is about right. Most tenants have lived there between 3 months and 1 year, prefer to rent, came from worse housing conditions. Tenants like public housing and complain some about playgrounds, parking, lack of privacy, general neighborhood, and friendliness of people

IV Size of Sample:

65 questionnaires sent, 10 returned : 15% return

V Summary of Major Responses:

- A. No special quotes
- B. Complaints:- Lack of privacy (80%), overcrowded
- C. Praise:- Good general design, modern, fair rent, inside living space, parking, schools, friendly people, neighborhood, management, location

VI Conclusions:

- A. Opinion compared with:
 1. Management expectations - tenants prefer to own not rent; do not complain about parking; neighborhood, friendliness of people; consider project only fair
 2. Other projects and total - Many favorable comments on design, appearance, and location

VI Conclusions:

B. Summary Appraisal - Project is above average in location, appearance, and general design. Expected higher response in "like project" category. Suburban, single family area surroundings and tenant backgrounds probably responsible for this



MILFORD



Weymouth - Appendix Code 15I Descriptive Facts:

Dwelling type	- 2 storey row
Type of construction	- Woodframe, clapboard, shingles
Size	- 46 buildings; 208 units
Unit cost	- \$11,150
Average shelter rent	- \$41.00
Initial occupancy date	- November, 1950
Yearly tenant turnover	- 20%
Community location	- 1 mile from secondary town center in quiet, settled, residential area; on shore of 4-6 square mile lake
Relation to facilities:	
Schools	- $\frac{1}{4}$ mile
Playgrounds	- At school (new); little used tot lots in project
Parking	- 1 space per unit (more needed)
Shopping	- Some local, 4-6 blocks; 1 mile large center
Transportation	- Bus nearby
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Some servicemen and munition workers at Hingham Air Base; others diversified
Occurrence of unusual events	- Some unfavorable publicity the Weymouth Housing Board

II General Appraisal:

Design and site planning	- Conventional, very attractive buildings; excellent site, building relationships and street layout; much open space and greenery
Major merits	- Excellent appearance and site planning; project environment
Major faults	- Large size; inconvenient

III Management Comments and Views on Tenant Reaction to Project:

" . . . Most tenants like being here, . . . not too much complaint about high rent as most tenants realize what they would be charged for an apartment of a comparable type outside of the development. . . like single home and . . . formerly lived in apartments. . . These tenants were all residing in an inferior or overcrowded apartment before moving here. All tenants like most the general security that good and decent housing such as these apartments offer. . . 98% of the tenants . . . say a good word for public housing."

IV Size of Sample:

203 questionnaires sent, 44 returned : 22% return

V Summary of Major Responses:

A. Direct quotes:

" . . . Not having outside work to tend such as having a yard of your own." (Like least)

" . . . \$1.00 raise in pay, our rent goes up \$1.00 . . . "

" . . . Public housing is un-American, somewhat Socialistic . . . there must be something wrong with our economic system when a working man can't afford a modest home, television, and a Ford car and still feed and clothe his family."

" . . . The chairman and the board (housing board of Weymouth) certainly are cleaning up and lining their pockets. Why not investigate. . . "

"I . . . have a 30% disability (veteran's). I do not . . . believe a veteran's disability should be classed as wages and figured as earning to charge as rent."

"If we don't find something set up soon for these children to get interested in, we will . . . be the parents of delinquent children."

- B. Complaints:- More than average dislike project, management; very strong complaints about privacy, overcrowding, playgrounds and play space; some high rent and poor rent base
- C. Praise:- Good inside living space, parking, schools, neighborhood

VI Conclusions:

- A. Opinion compared with:
 - 1. Management expectations - Management in general over-estimated good response; correlation indicate that project's large size is mostly responsible
 - 2. Other projects - Compares unfavorably with average in most respects
- B. Summary Appraisal - As mentioned, large size of project with the evils that seem to correspond; expression of bad general management "feelings" may also effect results



WEYMOUTH



Watertown - Appendix Code 16I Descriptive Facts:

Dwelling type	- 2 $\frac{1}{2}$ storey row
Type of construction	- Woodframe
Size	- 31 buildings; 168 units
Unit cost	- \$11,380
Average shelter rent	- \$45.00
Initial occupancy date	- August, 1948
Yearly tenant turnover	- 15%
Community location	- 1-2 miles to town center in sparsely populated, semi-rural residential area
Relation to facilities:	
Schools	- 3 blocks away
Playgrounds	- Tot lots being built; 700 feet small children
Parking	- "adequate"
Shopping	- Local, 100 feet; $\frac{1}{2}$ - $\frac{3}{4}$ mile large
Transportation	- Bus near project
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Mostly industrial, diversified types
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Long rows of barracks style, uninteresting buildings; uniform open spaces; cramped appearance
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Major merits	- Quiet, residential surroundings
Major faults	- Poor design and site planning; unattractiveness; not convenient

III Management Comments and Views on Tenant Reaction to Project:

Tenants consider project average. Average age is 30 and owns a car. Has lived in better quarters before moving to project. Likes public housing because it is within means. Complaints about playgrounds and undesirable neighbors and children. Pleased with fresh air environment, desirable neighborhood, and modest rent.

IV Size of Sample:

166 questionnaires sent, 35 returned : 21% return

V Summary of Major Responses:

A. Direct quotes:

rather have . . . "direct long term interest-free loan to cover down payment on private homes . . . and rid town of potential slum area (the housing project)."

"Any increase (in income) is wiped out by immediate increase in rent."

As to differential rents for different persons ". . . if it isn't poor management it must be good politics."

B. Complaints:- Dislike project, high rent, no privacy, overcrowded, rent based on income, playgrounds, very poor management, bad social conditions (low class of people)

C. Praise:- Friendliness of people, schools, general neighborhood.

VI Conclusions:

A. Opinion compared with:

1. Management expectations - high rent, poor rent base, and dislike project are statements not in accord with expectations; poor management response also not indicated as expected

2. Other projects - project rates low in comparison with others.

B. Summary Appraisal - Extremely poor design, and large size in urban area may be reflected in response. Strict management application of rent limits, etc. and possible personality differences (management and tenants) may also affect results. Rather negative response from rather negative project.



WATERTOWN

Hull - Appendix Code 17I Descriptive Facts:

Dwelling type	- 2 storey row
Type of construction	- Woodframe, clapboards and shingles
Size	- 7 buildings; 28 units
Unit cost	- \$11,600
Average shelter rent	- \$43.00
Initial occupancy date	- July, 1950
Yearly tenant turnover	- 25%
Community location	- In residential section of quiet (in winter) summer resort town. (population 5,000 in winter, 55,000 in summer)
Relation to facilities:	
Schools	- 1/8 mile distant
Playgrounds	- At school; 1/8 mile to ocean, bay
Parking	- 1 space for each unit
Shopping	- Local 2 blocks; primary $\frac{1}{2}$ - 1 mile
Transportation	- Bus at corner
Tenant Activities and Social Harmony	- No formal groups; social relat- ions normal
Major tenant occupations	- Majority are servicemen and ammunition workers at Hingdon Air Base
Occurrence of unusual events	- None affecting opinion directly; tenants have never issued a formal complaint about project

II General Appraisal:

- | | |
|--------------------------|---|
| Design and site planning | - Average, uninteresting buildings; buildings squeezed on site in straight lines; little greenery |
| Major merits | - Quiet, pleasant environment |
| Major faults | - No bona fide houses or grass; crowded site; buildings too close to road |

III Management Comments and Views on Tenant Reaction to Project:

Tenants generally pleased with project. Average age about 35 with 2 children; come from a house in better condition than project homes. Complaints about other tenants' children, lack of privacy at times, and authority regimentation. Pleased with convenience, playgrounds, transportation, churches, shopping and good beaches.

IV Size of Sample:

27 questionnaires sent, 3 returned : 11% return
Small return makes explanation of total hazardous

V Summary of Major Responses:

- A. Direct quotes : none significant
- B. Complaints:- Lack of privacy
- C. Praise:- Parking, friendliness of people, like public housing

VI Conclusions:

Impractical to make any strong statements of either summary or conclusions. Generally, project is average in design, well located. Management is good and expected results as received.



HULL

Haverhill - Appendix Code 18I Descriptive Facts:

Dwelling type	- 3 storey apartment
Type of construction	- Masonry brick
Size	- 2 buildings; 36 units
Unit cost	- \$13,860
Average shelter rent	- \$40.00
Initial occupancy date	- November, 1950
Yearly tenant turnover	- 25%
Community location	- 3 blocks from town center in pleasant residential section
Relation to facilities:	
Schools	- Across street
Playgrounds	- Tot lots in project; playground at school
Parking	- One space in lot between projects per unit
Shopping	- 3 blocks to all
Transportation	- 3 blocks to all
Tenant Activities and Social Harmony	- No formal groups; some friction between buildings (use of parking lot, tot lots, etc.); otherwise normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Conventional, pleasant appearing buildings; very effective use of
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hillside site and arrangement
of buildings to facilities;
very pleasant environment

Major merits

- Environment; convenience;
appearance; building arrange-
ment with facilities

Major faults

- Possibly unsatisfactory arrange-
ment as to use of common facil-
ities that may cause friction
between buildings (only known)

III Management Comments and Views on Tenant Reaction to Project:

Average tenant likes project very much and believes rent is right. Average age is below 30 with 2 children and has good car. Some complaints as to inside living space, schools, management, and friendliness of people. Generally unhappy about playgrounds, crowded conditions, and lack of privacy. Chiefly pleased with modern, clean economical apartments. Tenants like public housing as it provides the good, cheap housing that private owners could not do.

IV Size of Sample:

36 questionnaires sent, 4 returned : 11% return.
Small sample makes predictions about total
hazardous.

V Summary of Responses:

A. Direct quotes:

" . . . our rent is too low to expect . . . playground equipment. (Speaking generally) any complaints I've heard . . . have come from those who came from nothing and, in all probability, will always have just that - and any good fortune which happens to cross their path (such as good, clean low rental) they also expect for nothing. I'm happy, grateful . . ."

B. Complaints:- 50% (2) dislike project

C. Praise:- Inside living area, car parking, neighborhood.

VI Conclusions:

Impractical to make strong statement of either summary or conclusions.

From information available, suspect rather better than average project. Appearance and site planning is very good considering central urban location with little surrounding open areas.



HAVERHILL



Boston : Camden Street - Appendix Code 19I Descriptive Facts:

Dwelling type	- 3 storey apartment
Type of construction	- Masonry brick
Size	- 3 buildings, 72 units
Unit cost	- \$11,650
Average shelter rent	- \$32.50
Initial occupancy date	- October, 1949
Yearly tenant turnover	- Not available
Community location	- Area of major Negro occupancy; relatively low standards; adjoins Federal housing project

Relation to facilities:

Schools	- Not available
Playgrounds	- Not available
Parking	- Not available
Shopping	- Local close to project
Transportation	- Good facilities nearby
Tenant Activities and Social Harmony	- Not available
Major tenant occupations	- Not available
Occurrence of unusual events	- Only known is publicity about juvenile delinquency in Boston housing projects

II General Appraisal:

Design and site planning	- Architecture typical average; site is small; limited green area
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Major merits	- Convenient location
Major faults	- Poor environment; obviously designed for use by one racial group

III Management Comments and Views on Tenant Reaction to Project:

The Boston Housing Authority refused to aid in this survey. For this reason, some information was unavailable. Names and addresses of tenants were obtained from police register

IV Size of Sample:

47 questionnaires sent, 7 returned : 15% return

V Summary of Major Responses:

A. Direct quotes:

"The houses are put up and neglected. We have no maintenance."

"It (public housing) gives people in the lower income bracket a clean place . . . to live in."

B. Complaints:- Dislike project, privacy (88%), maintenance, management, playgrounds, inside living space, schools, neighborhood (100%)

C. Praise:- Like Public Housing and household conveniences

VI Conclusions:

A. Opinion compared with:

1. Management expectations - not available

2. Other projects - ranks with lowest

B. Summary Appraisal: - Intended, if not formal, racial bias has placed project in poor environment. Though small in size, it adjoins large low rent project and inherits same poor qualities.

Cambridge: Jackson Gardens - Appendix Code 20I Descriptive Facts:

Dwelling type	- 3 storey apartment
Type of construction	- Masonry brick
Size	- 2 buildings; 46 units
Unit cost	- \$15,500
Average shelter rent	- \$42.50
Initial occupancy date	- August, 1951
Yearly tenant turnover	- 6%
Community location	- $\frac{1}{4}$ mile from major shopping center and transportation focal point; old, residential section; fair environment
Relation to facilities:	
Schools	- All within $\frac{1}{4}$ mile
Playgrounds	- Across street adjoining project
Parking	- 1 spare for each unit
Shopping	- Local 150 feet; $\frac{1}{4}$ mile primary
Transportation	- Bus 1 block; subway and other buses at $\frac{1}{4}$ mile center
Tenant Activities and Social Harmony	- Project boy scouts and P.T.A.; no formal council; racial mixture; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- None noted

II General Appraisal:

Design and site planning	- Conventional apartment type; small site with building layout regular and average
--------------------------	--

Major merits	- Convenient location; small size
Major faults	- Overcrowding small site; little open area; only known

III Management Comments and Views on Tenant Reaction to Project:

Not available

IV Size of Sample:

45 questionnaires sent, 8 returned : 18% return

V Summary of Major Responses:

A. Direct quotes:

" . . . paint is so cheap that when you wash walls you get buckets of paint with dirt . . . Plaster falling will not be repaired - ceilings and walls crash. It could have been saved. Why is this permitted?"

" . . . project should have soundproof walls."

(Public housing) . . ."gives good homes to large families who otherwise couldn't afford or be allowed in comparable apartments."

B. Complaints:- Too much management control, playgrounds, privacy

C. Praise:- Convenient location, like project (more say they do not like), inside living space, parking, schools, neighborhood, like public housing (100%)

VI Conclusions:

A. Opinion compared with:

1. Management expectations - none available

2. Other projects - best of Cambridge projects surveyed; above average for urban area, apartment projects

B. Summary Appraisal - Small size and fair environment are probably responsible for favorable replies, though site is small, project design suits environment and is well-integrated into neighborhood - not "project looking".

Brookline: Egmont - Appendix Code 21I Descriptive Facts:

Dwelling type	- 3 storey apartment
Type of construction	- Masonry brick
Size	- 114 units
Unit cost	- \$11,500
Average shelter rent	- \$40.50
Initial occupancy date	- February, 1950
Yearly tenant turnover	- 11%
Community location	- Quiet, residential area; $\frac{1}{2}$ mile to secondary town center
Relation to facilities:	
Schools	- Public 10 blocks; parochial closer
Playgrounds	- Tot lots in project; 2 others within 2 blocks
Parking	- 75% of 1:1 in several parking areas
Shopping	- Close local shopping; primary $\frac{1}{2}$ mile
Transportation	- Bus 1 block distant
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- High proportion town employees; others diversified
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Modern, excellent appearing buildings; site layout of buildings very good
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Major merits	- Convenient; good design and site planning; pleasant environment
Major faults	- None known

III Management Comments and Views on Tenant Reaction to Project:

Tenants have very favorable attitude toward project. They like it very much, believe they have low rent, would prefer to own their own home. Complaints about difficulties in obtaining larger apartment as family grows, and some disagreeable tenants, and rather crowded conditions. Pleased with clean, modern, and well-located apartments. Like public housing because it provides a good and much needed place to live with a low rent.

IV Size of Sample:

114 questionnaires sent, 19 returned : 17% return

V Summary of Major Responses:

A. Direct quotes:-

"To me, (project living). . . is good, but to real estate owners I would think it bad because of competition."

". . . I was told that this project is owned by the J.P.Morgan Bank of New York. This bank bought bonds that were floated."

". . . pay for a good house in a decent location at a price I can pay - eek! (signed) Pixie" (male respondent)

"Many tenants are subsidized by wealthy parents or in-laws while living at housing projects when they could just as well afford their own homes."

". . . government would save money by lending veterans . . . the down payment on a house and everyone would benefit."

B. Complaints:- Privacy, overcrowded

C. Praise:- Like project and public housing, low rent, good construction and design, inside living space, playgrounds, parking, schools, management, neighborhood, convenience

VI Conclusions:

A. Opinion compared with:

1. Management expectations - responses as expected with little variation

2. Other projects - rates equally with other Brookline project
- the best of urban, apartment dwellings

B. Summary Appraisal:- Excellent appearance, design, and site planning, plus good environment and management puts this project far above similar types and rates comparably with single family except for privacy and overcrowded which is a natural reaction to apartments of today and many children. Environment and play areas for children are very good.

Cambridge: Jefferson Gardens - Appendix Code 22I Descriptive Facts:

Dwelling type	- 3 and 6 storey apartment
Type of construction	- Brick
Size	- 9 buildings; 200 units
Unit cost	- \$17,000
Average shelter rent	- \$43.00
Initial occupancy date	- August, 1952
Yearly tenant turnover	- Not available
Community location	- At edge of poor residential-commercial section and fringe of industrial; backed by residences, chemical plant, railroad swamp and near major highway and city dump
Relation to facilities:	
Schools	- 1200-1800 feet - all
Playgrounds	- Not available
Parking	- Not available
Shopping	- Local - 1-2 blocks; primary 1000ft.
Transportation	- Bus 1000 feet
Tenant Activities and Social Harmony	- Project boys scouts and PTA; no formal council; racial mixture; social relations normal
Major tenant occupations	- diversified
Occurrence of unusual events	- None noted

II General Appraisal:

Design and site planning	- Conventional building and design; limited open space; fair use of site
--------------------------	--

Major merits	- None significant
Major faults	- Poor environment, large size

III Management Comments and Views on Tenant Reaction to Project:

Not available

IV Size of Sample:

200 questionnaires sent, 39 returned : 20% return

V Summary of Major Responses:

A. Direct quotes:

"Public Housing for all of its well meaning is a 'Public Nuisance' and a detriment to a healthy and well-adjusted society."

(Speaking of public housing) "It affords adequate housing facilities at moderate cost to families who would not otherwise afford comparable housing in the open market."

(Speaking of public housing) "Kills initiative and incentive to better one's conditions . . . ; fosters . . complete disregard of personal property . . . ; takes the challenge out of living and replaces it with dependency on the state."

"Is vandalism . . to be considered a personal problem, or can planning on the part of management eliminate it?"

". . . living in public housing compares favorably with living in any apartment house, but people with children should have private yards."

B. Complaints:- Dislike project, high rent, privacy, overcrowded, rent based on income, playgrounds, neighborhoods, inconvenient

C. Praise:- Good construction and general design, inside living space (especially conveniences), parking, management.

VI Conclusions:

A. Opinion compared with:

1. Management expectation - none given

2. Other projects - very low comparative rating on most counts.
As expected for large, urban, apartment
project

B. Summary Appraisal - Exceedingly poor, especially for children, in
every respect except construction. An example of what not to
build as any kind of housing. Actually doubtful if many
factories would care to locate there.

Revere - Appendix Code 23I Descriptive Facts:

Dwelling type	- 2 storey row, duplex
Type of construction	- Woodframe, brick veneer, clapboards, shingles
Size	- 79 buildings; 286 units
Unit Cost	- \$12,750
Average shelter rent	- \$40.50
Initial occupancy date	- majority January, 1951
Yearly tenant turnover	- 6%
Community location	- 3-8 blocks to town center off major road; rather informal separation of project from its surroundings.
Relation to facilities:	
Schools	- 1 and 3 blocks away
Playgrounds	- Some black top play areas in project that are little used; other at schools and park $\frac{1}{2}$
Parking	- 1 space for each unit
Shopping	- 2-5 blocks away
Transportation	- Bus 1 block from start of project
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupation	- Some electrical and shipyard workers; others diversified
Occurrence of Unusual events	- None

II General Appraisal:

Design and site planning	- Conventional design, good appearance; large and relatively flat site; good open space, building arrangement, and street layout
Major merits	- Convenient; appearance; good environment, especially for younger children
Major faults	- Separation from surrounding neighborhood; large size

III Management Comments and Views on Tenant Reaction to Project:

Tenants consider project to be above average. They came from poorer housing and like public housing. Complaints about too many children and lack of privacy. Are pleased with the clean streets and convenience of project.

IV Size of Sample:

283 questionnaires sent, 54 returned : 19% return

V Summary of Major Responses:

A. Direct quotes:-

" . . . If you know somebody you can get away with cheap rent. ."

" . . . They use the Russian system for revenue . . . they take a percentage of every dollar earned . ."

" . . . People seem to categorize you as undesirable because you live in a project."

" . . . project in Revere is excellent . . . the feeling of pride, privacy, and congeniality could only be substituted by a home of my own. . . The planning, layout, and construction of these homes is above par."

" . . . leads to . . . Socialistic tendency . ."

"Income "varies - have irresponsible husband."

B. Complaints:- Cheap or poor construction, poor schools, bad social conditions, high rent, highest number of complaints about rent based on income (40%)

C. Praise:- Like project, public housing, parking, neighborhood (especially good environment), inside living space

VI Conclusions:

A. Opinion compared with:

1. Management expectation - response agrees with expectation. Privacy complaints, however, balance praise

2. Other projects - response indicates the best project of all large, urban projects

B. Summary Appraisal - Generally favorable response, good location, design and planning is an example of how inherent difficulties can be overcome - i.e. large, urban areas. Strict, business-like management may be responsible for many complaints about rent base, even though their complaints be valid expressions of a real problem



REVERSE



Arlington (50) - Appendix Code 24I Descriptive Facts:

Dwelling type	- 2½ storey; row-duplex
Type of construction	- Brick-row; woodframe-duplex
Size	- 25 buildings; 5 units
Unit cost	- \$11,250
Average shelter rent	- \$42.00
Initial occupancy date	- approx. August 1952

All other information generally similar to the larger Arlington project (126 units); this project, however, is newer, offers more services, and is much nicer in appearance and design

II Size of Sample:

50 questionnaires sent, 19 returned : 38% return

III Summary of Major Responses:

A. Direct quotes:-

" . . . I feel they (projects) should be spread out in small units all over town. Too many children thrown together breeds delinquency."

" . . . (projects) do not remove slum conditions but merely modernize them."

B. Complaints:- None significant (sub- or abnormal)

C. Praise:- Like project and public housing, inside living space, playgrounds, parking, friendliness of people, management, neighborhood

IV Conclusions:

A. Opinion compared with:

1. Management expectations - response more favorable to project than expected

2. Other projects - response indicates project above average of all projects

B. Summary Appraisal - Though this project adjoins other Arlington project, the more complimentary replies reflect the newness and better design, appearance, and services of this project. The Arlington Authority appears to have profited from the experience of first construction.



ARLINGTON



Arlington (126) - Appendix Code 25I Descriptive Facts:

Dwelling type	- 2½ storey, row-duplex
Type of construction	- Brick-row; wood frame-duplex
Size	- 22 buildings, 126 units
Unit cost	- \$11,250
Average shelter rent	- \$42.00
Initial occupancy date	- February 1950
Yearly tenant turnover	- 10%
Community location	- ½ mile from town center; in sparsely settled residential-trunk form area; pleasant environment
Relation to facilities:	
Schools	- 4 blocks distant
Playgrounds	- Tot lots in project; playground nearby
Parking	- 80% off street; on street parking also
Shopping	- Local 2-5 blocks; primary ½ mile
Transportation	- 5 blocks to bus
Tenant Activities and Social Harmony	- Christmas party for children - no other formal groups; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Buildings simple, clean, conventional, of fair appearance.
--------------------------	--

	- Grouping of buildings and open space good, though perhaps somewhat close
Major merits	- Pleasant appearance and environment
Major faults	- None outstanding

III Management Comments and Views on Tenant Reaction to Project:

Generally favorable response to questionnaire. Tenants feel the project is average, rent low; 30 is average age with 2-3 children. Complaints about some socially irresponsible tenants, inadequate car parking, and lack of privacy. Pleased with clean, modern apartment and maintenance

IV Size of Sample:

126 questionnaires sent, 27 returned : 21% return

V Summary of Major Responses:

A. Direct quotes:-

" . . . project is by far one of the nicest projects in the state."

" . . . projects . . . may someday become breeding places for neighborhood gangs and juvenile delinquency . . ."

" . . . There should have been some attempt at housing us in privately built units (homes or apartments) at reasonable prices."

"Why is \$80.00 per month apparently too little to buy a four bedroom home?"

" . . . need exists for the low cost single family house. Fuddy duddy communities should amend their laws to recognize that pre-fab homes can be and are completely adequate, safe, and desirable."

"It gives me great pleasure of mind to realize that judging from this questionnaire that a part of the tremendous potential of human engineering genius that is represented by M.I.T. is to be used for and toward the development of the average citizen's basic need of housing."

B. Complaints:- Dislike project and public housing, high rent, privacy, overcrowded, poor or cheap construction, playgrounds, bad social conditions, parking, inconvenient

C. Praise:- Inside living space, management

VI Conclusions:

A. Opinion compared with:

1. Management expectation - responses far more unfavorable than expected

2. Other projects - responses indicate project below average. Though in an urban area, causes for these complaints are probably due to somewhat cramped building arrangement

B. Summary Appraisal - as above; fine appearance, design, and management would not indicate so poor a response. Further study suggested



ARLINGTON - DUPLEX

Lawrence - Appendix Code 26I Descriptive Facts:

Dwelling type	- 3 storey duplex over flats
Type of construction	- Masonry brick
Size	- 11 buildings; 195 units
Unit cost	- \$3,100
Average shelter rent	- \$39.00
Initial occupancy date	- November 1953
Yearly tenant turnover	- 2%
Community location	- 5 minutes' walk to town center in old residential section that is on the downgrade and near commercial and light industry establishments
Relation to facilities:	
Schools	- Adjacent to project
Playgrounds	- Adjacent to project
Parking	- 65% of 1:1; considered adequate
Shopping	♦ Local nearby; primary at town center
Transportation	- Bus adjacent to project
Tenant Activities and Social Harmony	- A formal social group has been started which possibly includes parts of surrounding neighborhood (not a grievance group); mixed racial groups in project; social relations normal
Major tenant occupations	- Diversified
Occurrence of unusual events	- None known

II General Appraisal:

- | | |
|--------------------------|--|
| Design and site planning | - Conventional block design of clean appearance; hillside site with good open space; straight line building relationship |
| Major merits | - Convenient; very new buildings |
| Major faults | - Not too pleasant environment |

III Management Comments and Views on Tenant Reaction to Project:

Tenants consider project to be generally average. Have lived in worse places; like public housing, and would prefer to own. Some complaints about the general neighborhood not being very good. Strong complaints about very small rooms, overcrowded conditions, lack of privacy, and poor playground facilities. Tenants are pleased with: the convenient location; clean buildings with good heat, light, and ventilation; the reasonable rent.

IV Size of Sample:

185 questionnaires, 36 returned : 19% return

V Summary of Major Responses:

A. Direct quotes:-

" . . . projects laid out like an army base. They should be built like a good architect would lay out a private development. . . give tenants more privacy than they now enjoy."

" . . . a child pretty near lost his life playing on the parking space . . . we husbands are trying to put a playground in . . ."

B. Complaints:- High rent, privacy, overcrowded, poor or cheap construction and design, schools, neighborhood

C. Praise:- Like project and public housing, inside living space, friendliness of people, management

VI Conclusions:

A. Opinion compared with:

1. Management expectations - unexpected complaints about high rent and praise about the project. In general, as expected

2. Other projects - average project in most respects

- B. Summary Appraisal - Nothing outstanding; neither very poor nor very good. Probably above average for large, urban project; generally poor site planning and only fair design is responsible for poor privacy and overcrowding; highest proportion of people who prefer to rent.



LAWRENCE



Webster - Appendix Code 27I Descriptive Facts:

Dwelling type	- 2 storey row and duplex
Type of construction	- wood frame, shingles, clapboards
Size	- 10 buildings; 30 units
Unit cost	- \$10,450
Average shelter rent	- \$38.00
Initial occupancy date	- April, 1951
Yearly tenant turnover	- 20%
Community location	- 1 mile from town center on major road; edge of residential area; near much undeveloped land and large resort lake
Relation to facilities:	
Schools	- $\frac{1}{2}$ mile to nearest
Playgrounds	- Tot lots (hard top) in project; other at school
Parking	- 1 space per unit
Shopping	- Local 2 blocks; primary at Town center
Transportation	- Bus 2 blocks
Tenant Activities and Social Harmony	- no formal groups; social relations normal
Major tenant occupations	- some textile workers; others diversified
Occurrence of unusual events	- None

II General Appraisal (pre-survey):

- | | |
|--------------------------|---|
| Design and site planning | - Unimaginative building design; standard building relationships; flat site with little greenery |
| Major merits | - Location near lake for children's summer play |
| Major faults | - Not attractive building design and layout; poor children's year round recreation; adjoining minor highway |

III Management Comments and Views on Tenant Reaction to Project:

Tenants on the average like project very much, though they prefer to own a single family house. Tenants have lived in project more than 2 years, feel the rent is about right, and like public housing because it has relieved housing shortage. Complaints about poor playgrounds and some lack of privacy. Tenants are pleased with the new apartments, nice environment, and convenience to summer beaches, markets, schools, and churches

IV Size of Sample:

30 questionnaires sent, 7 returned : 23% return

V Summary of Major Responses:

A. Direct quotes:-

"We have all signed petitions for fences (to protect) our children from the water and highways and were rejected. Two children were seriously injured here."

". . . materials used in construction were of poor quality."

B. Complaints:- Poor privacy, overcrowded and congested, poor playgrounds, poor inside construction

C. Praise:- Good parking, schools

VI Conclusions:

A. Opinion compared with:

1. Management expectation - tenants feel project is average; average reactions to environment and convenience. Complain about construction of apartment. Management has over-estimated good reaction

2. Other projects - compares with poorer projects in design and location (near highway); otherwise average

B. Summary Appraisal - Tenant opinion compares with actual conditions. Below average appearance, safe location for children, and site planning



WEBSTER



Fall River; Pleasant View - Appendix Code 28I Descriptive Facts:

Dwelling type	- 2 $\frac{1}{2}$ storey row
Type of construction	- Woodframe, clapboards
Size	- 35 buildings; 131 units
Unit cost	- \$10,870
Average shelter rent	- \$38.00
Initial occupancy date	- November, 1950
Yearly tenant turnover	- 37%
Community location	- On outskirts of city in residential zone. Multiple family zone
Relation to facilities:	
Schools	- Public, 500 feet; Parochial 1800 feet to 3/4 mile
Playgrounds	- 2 medium size in project area
Parking	- Sufficient; details not available
Shopping	- All within 3/4 mile
Transportation	- Buses 1 and 2 blocks away
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Not available
Major merits	- Excellent view of Taunton River
Major faults	- Inconvenient

III Management Comments and Views on Tenant Reaction to Project:

Tenants consider project as provided generally average living conditions, prefer to rent, and approve of public housing for what it can offer. Criticize playgrounds and friendliness of people somewhat and are very upset with rather crowded conditions and lack of privacy. Like most the modern conveniences offered.

IV Size of Sample:

126 questionnaires sent, 28 returned : 22% return

V Summary of Major Responses:

A. Direct quotes:-

"My rent and utility charges are almost 40% of my monthly income. . ."

". . . (project) is outside of city limits, away from traffic, and has a nice view."

". . . no apartment in the city as good as this one."

"These projects are subsidized for 5% of the operating cost which is unfair to the general public."

". . . biggest drawback is not the housing but the people who live in them."

"If the reason for multi-unit dwellings has been lack of space (land area) or initial cost, they could be built on outskirts of cities where price of land might not be so high."

B. Complaints:- High rent, poor construction and design, privacy, overcrowded, bad social conditions, inconvenient

C. Praise:- Like project and public housing, inside living space, management, neighborhood

VI Conclusions:

A. Opinion compared with:

1. Management expectations - response somewhat more favorable than expected (except inconvenience)

2. Other projects - complaints somewhat correspond to urban, low economic area. Site advantages, however, aid in making project somewhat above average

B. Summary Appraisal - As mentioned, aboveaverage. Detailed information for appraisal not available. Best of Fall River projects.

Fall River; Maple Gardens
Appendix Code 29

I Descriptive Facts:

Dwelling type	- 2 storey row
Type of construction	- Woodframe, some brick veneer
Size	- 50 buildings, 196 units
Unit cost	- \$9,880
Average shelter rent	- \$37.50
Initial occupancy date	- March, 1950
Yearly tenant turnover	- 26%
Community location	- In southeast section of city; multiple family zoning; (only known) in old residential area
Relation to Facilities:	
Schools	- All less than 1500 feet from project
Playgrounds	- Seven tot lots with project; city 2 blocks distant
Parking	- Sufficient; details not available
Shopping	- All within 3/4 mile
Transportation	- Buses 1 and 2 blocks away
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Some textile workers; others diversified
Occurrences of unusual events	- None

II General Appraisal:

Design and site planning	- Not available
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Major merits	- Residential environment
Major faults	- None known

III Management Comments and Views on Tenant Reaction to Project:

Same as Pleasant View

IV Size of Sample:

190 questionnaires sent, 49 returned : 26% return

V Summary of Major Responses:

A. Direct quotes:-

" . . worst problem . . is you have all sorts of people, plus all sorts of children . . hard for these children to get along."

" . . excess of feeling of "community living" . . ."

"Although I am a veteran, I consider it wholly unfair in every respect to make housing problems for veterans take preference in any way over housing problems for others."

"Let's have greater federal and state government assistance in relation to housing and other angles of social progress."

B. Complaints:- Rent based on income, high rent, poor construction and design, bad social conditions, privacy, overcrowded

C. Praise:- Like project and public housing, inside living space, playgrounds (above average), management, neighborhood, parking, schools

VI Conclusions:

A. Opinion compared with:

1. Management expectation - somewhat more favorable than expected
2. Other projects - Above par for large, urban, low economic area projects

B. Summary Appraisal - As mentioned, above average. Detailed information for appraisal not available. Average of Fall River projects; very excellent reaction for such a large project

Fall River; Watappa Heights - Appendix Code 30I Descriptive Facts:

Dwelling type	- 2 storey row
Type of construction	- Woodframe, clapboards, siding shingles
Size	- 28 buildings; 100 units
Unit cost	- \$11,600
Average shelter rent	- \$37.00
Initial occupancy date	- February, 1951
Yearly tenant turnover	- 38%
Community location	- Eastern section of city less than 1 mile from town center. 1000' from textile industrial area
Relation to facilities:	
Schools	- All within 1000' of project
Playgrounds	- Four tot lots in project; city playground 1000' from project
Parking	- Sufficient; details not available
Shopping	- Less than 1 mile to town center, some local
Transportation	- Bus adjacent to project
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Some textile workers; others diversified
Occurrence of unusual events	- None known

II General appraisal:

- | | |
|--------------------------|----------------------------|
| Design and site planning | - Not available |
| Major merits | - Convenient location |
| Major faults | - Close to industrial area |

III Management Comments and Views on Tenant Reaction to Project:

Same as Pleasant View project

IV Size of Sample:

99 questionnaires sent, 26 returned : 26% return

V Summary of Major Responses:

A. Direct quotes:

"The rental is based on a percentage of earnings . . . a form of Socialism."

"If a man is fortunate enough to have a good job, why should he carry his neighbors' rent?"

". . . for the amount of rent you pay, you could own your own home and have equity in it and, most of all, privacy."

(Though many of these complaints are based on real issues, as throughout this survey, many are incongruous, over-emotional, and express mis-information)

B. Complaints:- High rent, rent based on income, playgrounds, privacy, overcrowded

C. Praise:- Inside living space (convenience)

VI Conclusions:

A. Opinion compared with:

1. Management expectation - results as expected

2. Other projects - high rent, privacy, and overcrowded complaints in accord with most urban, low economic area projects. Compares well with average projects otherwise

- B. Summary Appraisal - As mentioned, an average project with faults and merits as expected. (poorer general reaction to project than other Fall River projects)

Brookline: High Street - Appendix Code 31I Descriptive Facts:

Dwelling type	- 3 storey apartment
Type of construction	- Masonry brick
Size	- 177 units
Unit cost	- \$11,500
Average shelter rent	- \$40.50
Initial occupancy date	- Majority July 1950
Yearly tenant turnover	- 11%
Community location	- Quiet, established residential area; $\frac{1}{2}$ mile to secondary business center
Relation to facilities	-
Schools	- Public, 1 block; Parochial, $\frac{1}{2}$ mile
Playgrounds	- Tot lots in project; close to large playing field
Parking	- 75% of 1:1 in several parking areas
Shopping	- Close to local stores, primary 8 blocks away
Transportation	- Bus on adjoining street
Tenant Activities and Social Harmony	- No formal groups; social relations normal
Major tenant occupations	- Many town employees; others diversified
Occurrence of unusual events	- None

II General Appraisal:

Design and site planning	- Modern, excellent appearing buildings; excellent hilly site with best advantages taken of site. Much greenery
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Major merits	- Excellent design and site planning - general appearance
Major faults	- large size

III Management Comments and Views on Tenant Reaction to Project:

None

IV Size of Sample:

177 questionnaires sent, 40 returned : 23% return

V Summary of Major Responses:

A. Direct quotes:-

"The understanding . . . is that project is not to be made a permanent home. (However) . . . with the rent and other expenses I can not save any money to look forward to the future. . ."

"The manager . . . tries to run the place like an army camp."

"I live in the Brookline project and it's the best project in the State."

". . . several children use the front halls for a bathroom . . . in full view of their ignorant parents . . ."

". . . 99% of the people living here . . . are living better than they ever did . . . and cannot afford better quarters."

". . . the low rent . . . enables many families to save for more comforts in housing . . . The constant turnover here seems to be proof of this."

B. Complaints:- Privacy, overcrowded, too much management control, rent based on income, bad social conditions

C. Praise:- Like project and public housing, low rent, good construction and design inside living space, playgrounds, parking, schools, management, neighborhood, convenience, maintenance

V Conclusions:

A. Opinion compared with:

1. Management expectation - Generally as expected, with more complaints that relate to management operations. Management office is located in this project

2. Other projects - Ranks equally with Brookline Egmont project as the best of urban apartment projects. Complaints are consistent with given correlations

B. Summary Appraisal - Best of large urban projects; excellent site planning, design, and appearance.





BROOKLINE



Cambridge: Roosevelt Tower - Appendix Code 32I Descriptive Facts:

Dwelling type	- 3 and 8 storey apartment
Type of construction	- Brick
Size	- 7 buildings; 228 units
Unit cost	- \$12,900
Average shelter rent	- \$43.00
Initial occupancy rate	- November, 1950
Yearly tenant turnover	- Not available
Community location	- In run-down shopping-industrial-near slum area; heavy traffic street; adjoining railroad tracks
Relation to facilities:	
Schools	- Within 1000 feet
Playgrounds	- Largest in city across street (with swimming pool)
Parking	- 125 spaces; 55% of 1:1
Shopping	- Local adjacent; primary $\frac{1}{4}$ mile
Transportation	- Bus on same street
Tenant Activities and Social Harmony	- Project boy scouts and P.T.A.; no formal council; mixed races; social relations normal
Occurrence of unusual events	- Local publicity on juvenile delinquency in housing projects only noted

* Results not included in total survey

II General Appraisal:

- | | |
|--------------------------|--|
| Design and site planning | - Conventional, uninteresting building design; for such a limited site the building arrangement is fair, but the site too small and treatment is limited by its surroundings |
| Major merits | - Convenient location |
| Major faults | - Poor environment; small site with limited open spaces; overly high density even for area in which located; cluttered, unpleasant appearance; a real slum |

III Management Comments and Views on Tenant Reaction to Project:

Not available

IV Size of Sample:

228 questionnaires sent, 45 returned : 20% return

V Summary of Major Responses:

A. Direct quotes:-

". . . project is called 'Cell Block 11'"

(public housing) ". . . does away with some of the slums, but it helps contribute to juvenile delinquency because it does not have any programs for the young people to occupy their spare time."

"We are like a bunch of cattle."

"No protection against stealing."

"Too much political interference from politicians who would not live in Public Housing themselves."

". . . bad environment it has for children. I've so much contempt for the place that I can't express myself well enough to say what I feel."

B. Complaints:- Dislike project (highest percentage of all projects - 55%; only 1 person replies like project); high rent (None says low; highest percentage), public housing (high also, 33%), considered poor to very poor as to neighborhood and environment, overcrowding, privacy, especially poor maintenance, management, schools, playgrounds, social conditions, parking, rent based on income, and too much management control.

C. Praise:- Like convenience

VI Conclusions:

A. Opinion compared with:

1. Management expectation - none available

2. Other projects - as indicated from responses, the absolute bottom of the barrel

B. Summary Appraisal - Answers not included in total response because:

1) different questions in several particulars* 2) the terribly poor conditions as reflected in answers were felt to be too extreme; were the answers included the effect on results can be readily estimated (in terms of large, urban projects and total results).

This project undoubtedly presents the most terrible conditions of all surveyed. It is worse than a slum whose deficiencies are recognized - here is created a social condition equally as poor as most slum areas and we are forced to discredit Public Housing to all by having to claim it as a part of the program.

Here is living proof that Housing alone is not "sufficient".

* See Appendix I





CAMBRIDGE - ROOSEVELT TOWERS





CLINTON





LOWELL





WORCESTER



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