

Residents Survey Results

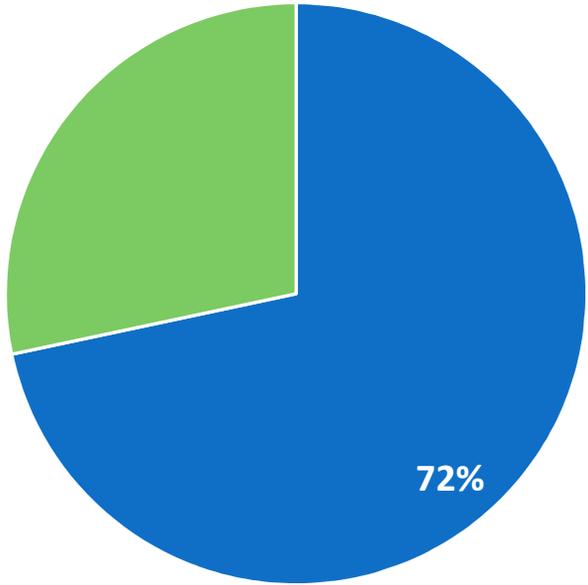
LINCOLN SCHOOL APARTMENTS 2024 / 2025

UPDATED FEBRUARY 2025



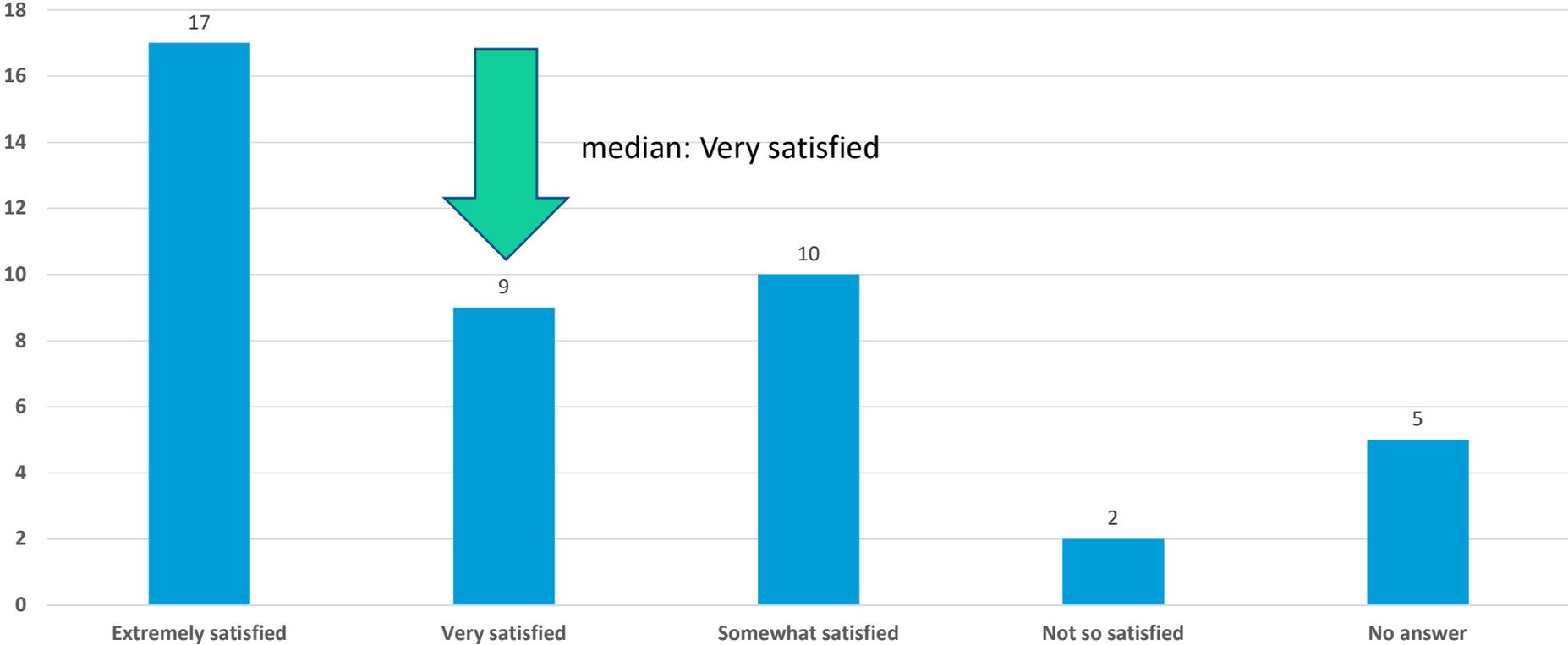
Responses

Resident Units	
	60
Survey Responses	
	43
Return Rate	
	72%

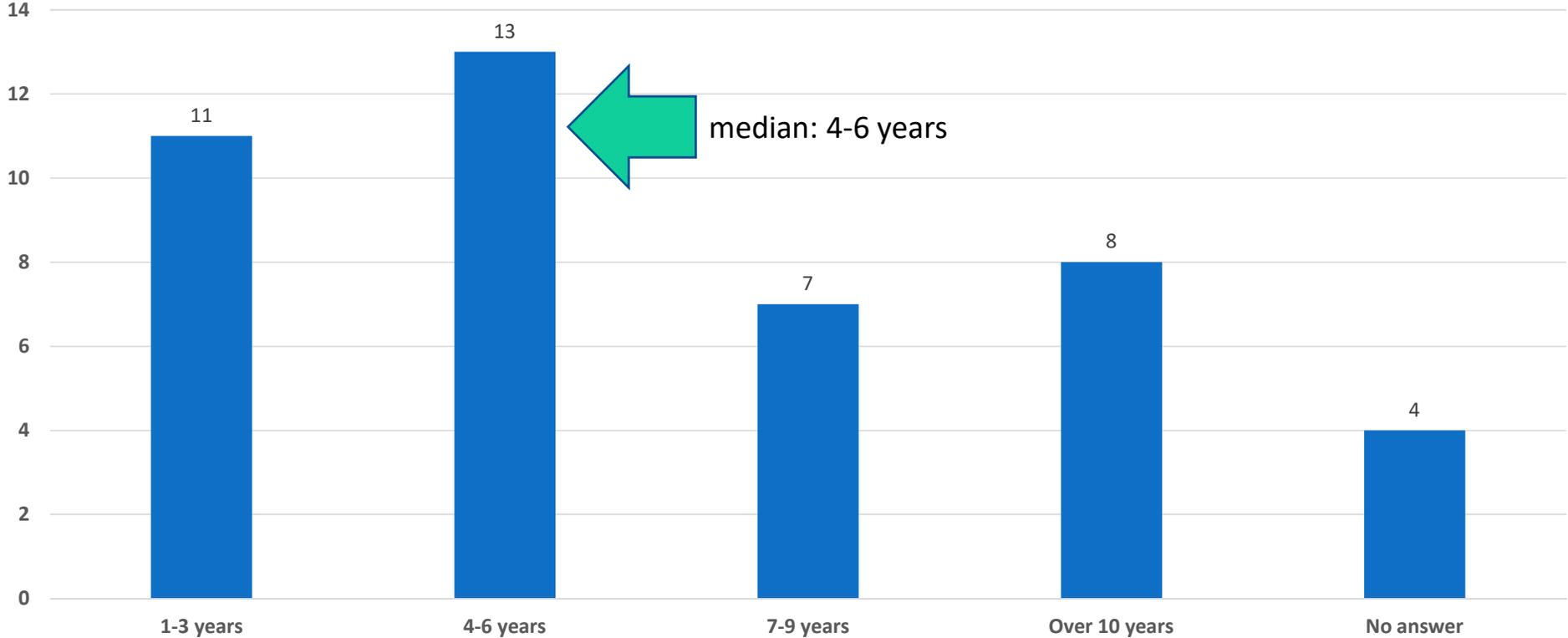


■ Survey Responses

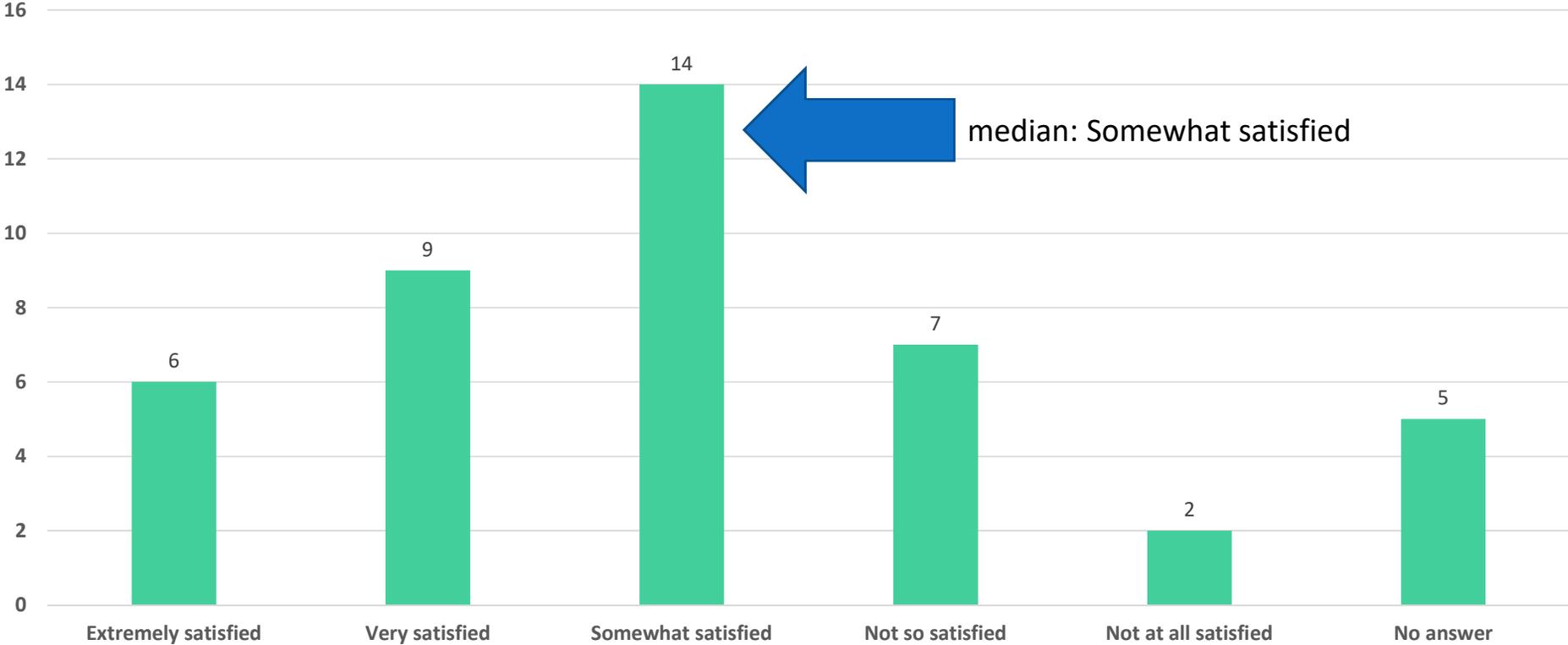
Overall, how satisfied are you with your home?



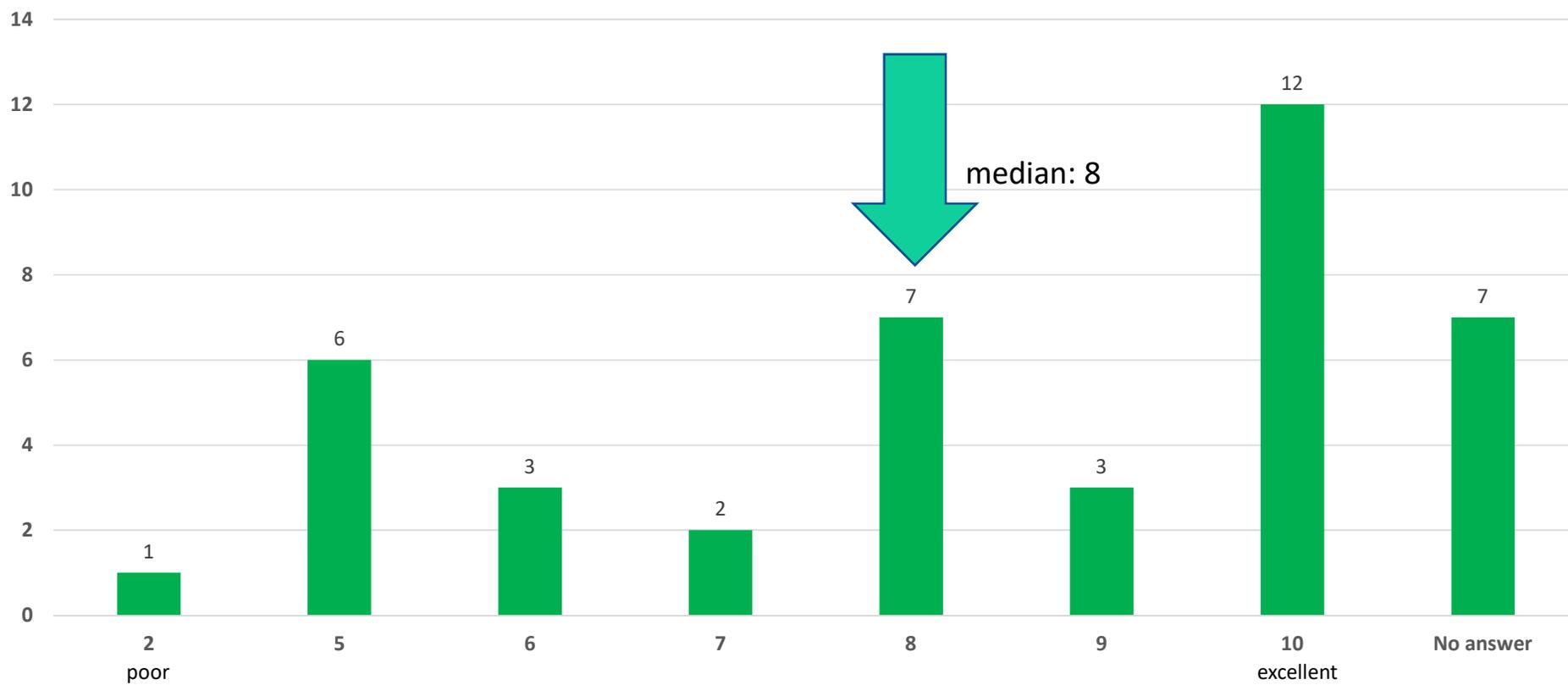
How long have you been a resident at LSA?



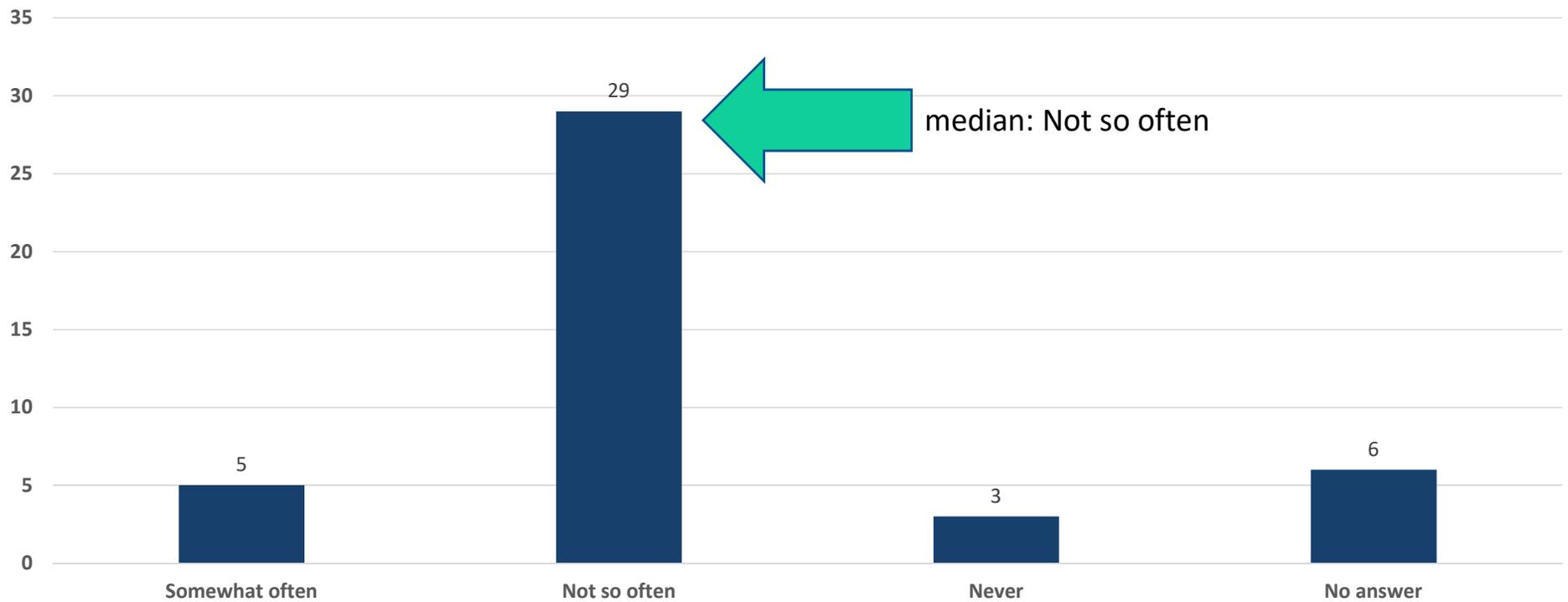
Are you satisfied with the office staffing hours?



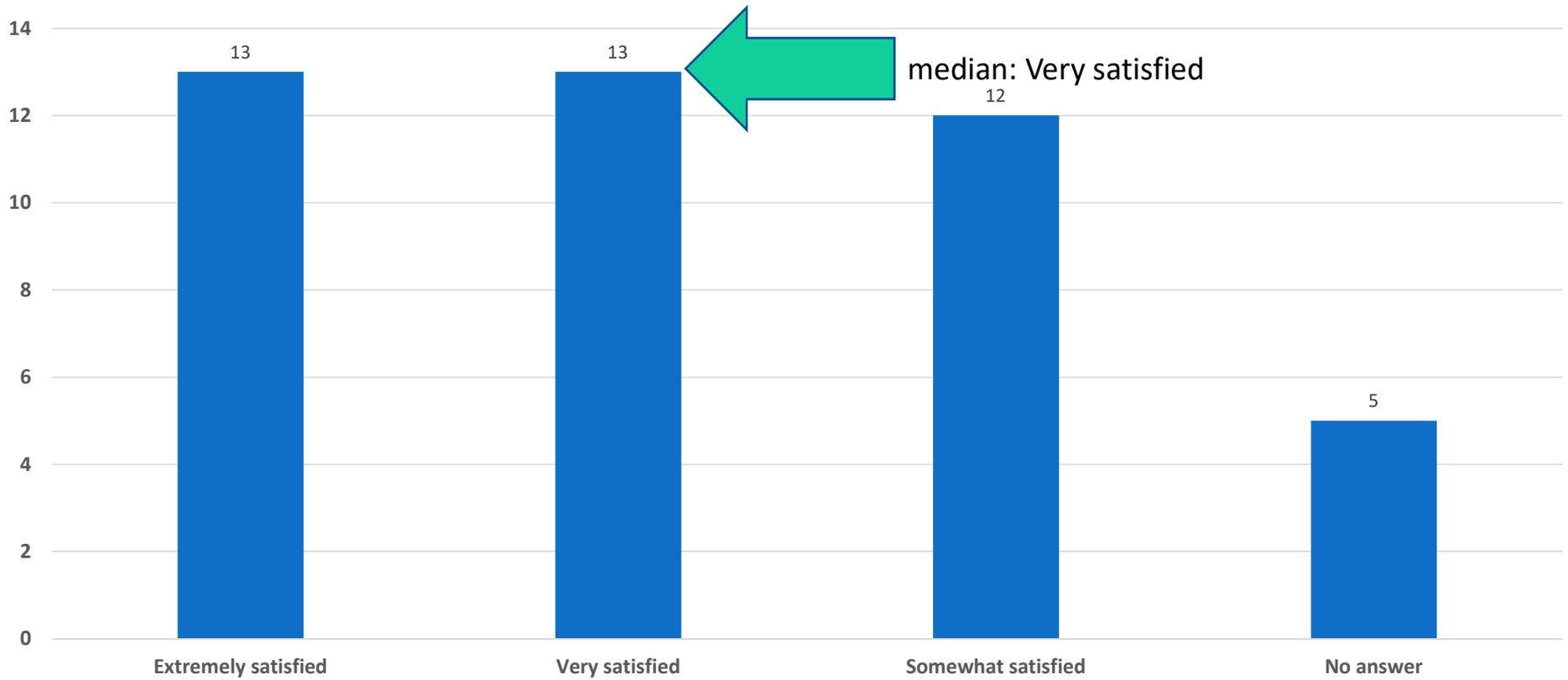
How would you rate the office staff's ability to resolve your requests?



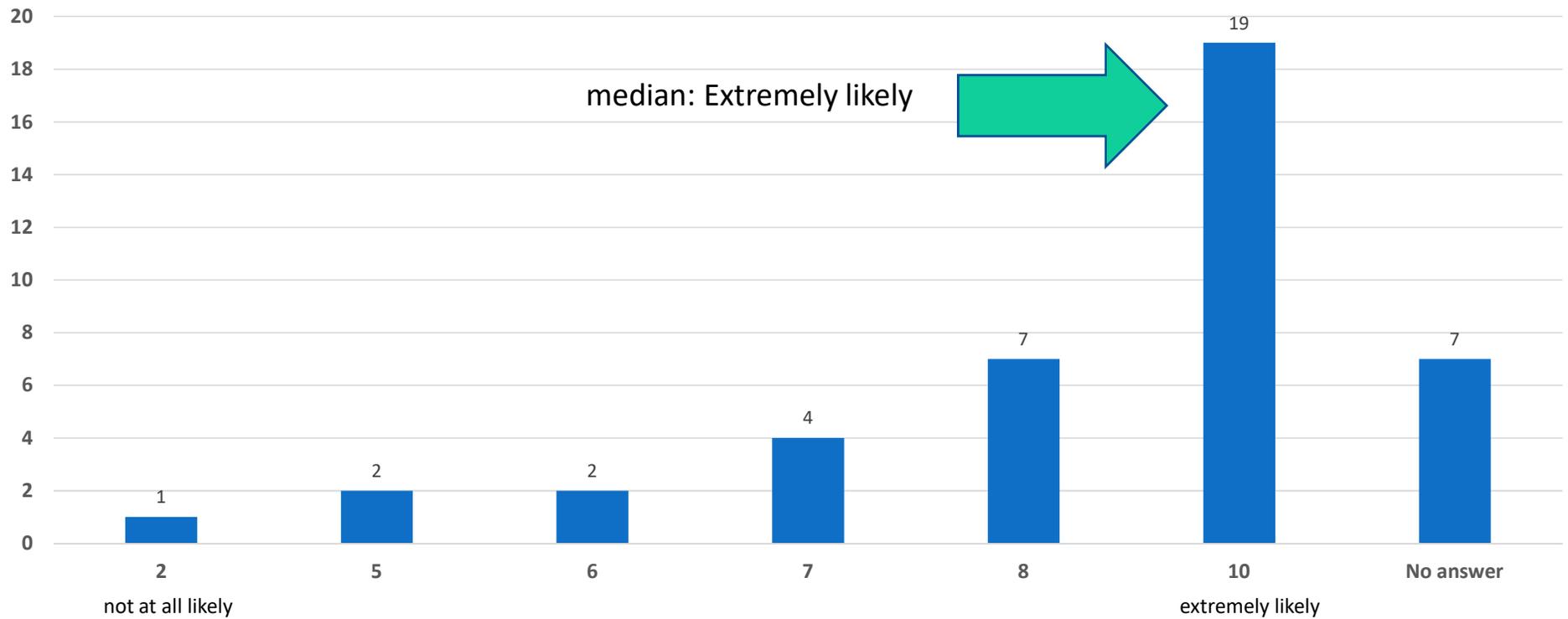
How often do you contact management about maintenance issues or any other concerns?



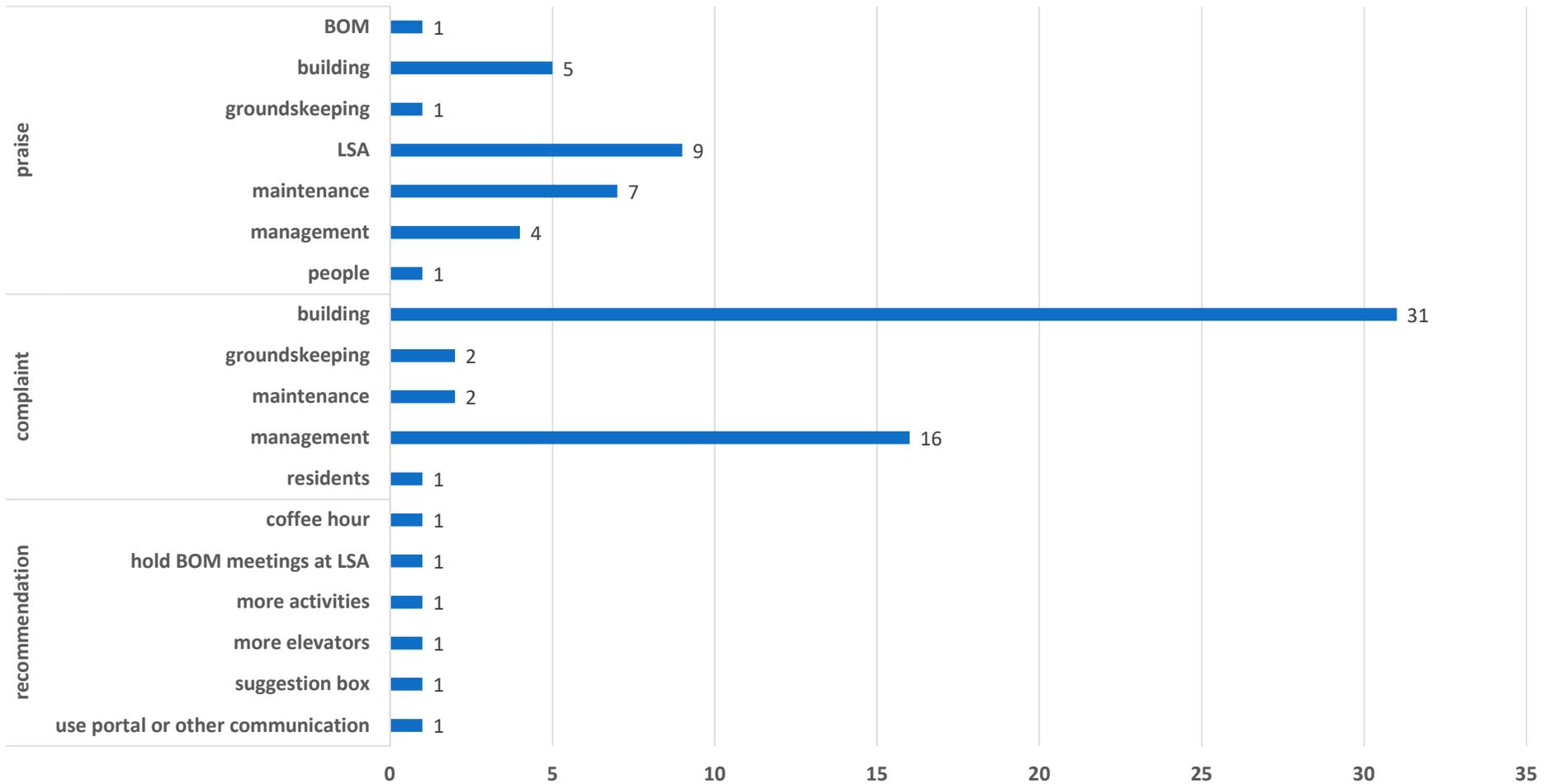
Are you satisfied with the maintenance services?



How likely is it that you would recommend living here to a friend or family member?



LSA Residents Survey: Question 8 Categorized



LINCOLN SCHOOL APARTMENTS 2024 / 2025 RESIDENTS' SURVEY: COMPLIMENTS

AREA OF COMMENT	COMMENT COUNT
BOM	1
staff	1
So happy to hear at the Board meeting 12-26-24 we will be getting office staff coverage 5 days per week.	
BUILDING	5
building	2
I am very happy living here at Lincoln School; I even went to school in this bldg; I really have no concerns.	
I like the location of my apartment.	
carpets, hallways, wallpaper, décor	1
The community room is nice and used often.	
landscaping	1
The outside of the building is lovely and well taken care of.	
general	1
Everything is great!	
GROUNDKEEPING	1
landscaping	1
Greatly impressed with Corcoran's grounds keeping.	
LSA	9
building	8
I am very happy living here.	
I have lived at Lincoln School Apts for thirty one years; since day one I have loved living here.	
I love my apartment and feel grateful.	
Beautiful location and assigned parking.	
Extremely satisfied with my apartment.	
I enjoy living at Lincoln School; I've been a resident of Hingham most of my life.	
I think Lincoln SA is a great place to live!	
general	1
Extremely satisfied with the space, but not with the ongoing issues.	
MAINTENANCE	7
staff	6
Cleo has been the best janitor of all	
Cleo is an asset to this building!	
Cleo is more than agreeable, always fixes anything that I need and answers questions.	
Cleo is very responsive.	
Need another good full time maintenance man like Cleo.	

Our maintenance man works very hard to upkeep everything; 60 units is a lot for one man to take care of inside and out.	
general	1
Everything is great!	
MANAGEMENT	4
communication	1
Management are very responsive to any issues that come up.	
staff	2
Somewhat satisfied with the staffing hours as long as they are there like scheduled and if you make an appointment they are not talking to other people when they should be addressing you.	
This town owned property is properly and well managed.	
general	1
Everything is great!	
PEOPLE	1
residents	1
People are friendly.	

LINCOLN SCHOOL APARTMENTS 2024 / 2025 RESIDENTS' SURVEY: COMPLAINTS

AREA OF CONCERN	COMMENT COUNT
BUILDING	30
carpets, hallways, wallpaper, décor	18
Apartment front doors should be painted once every five years.	
Carpet, walls, lighting, etc. all are old and tired looking.	
Hall décor (pictures) should be grouped correctly by someone with some sense of decorating.	
Hall furniture soiled and old.	
Not so satisfied with the building.	
The hallways could use a little sprucing, especially old side.	
The inside (where we live) should look as lovely as the outside - like the condos at the Shipyard then it would be perfect!	
The paint job is terrible; the wrong paint used on all doors now peeling.	
The rugs in the hallway are buckling.	
Upgrade carpets, wallpaper, and furniture in each entrance	
Wallpaper peeling.	
Building interior halls and walkway need more maintenance.	
Everything needs updating. The common areas need to have carpet removed and flooring out in. The walls in the hall need an uplift.	
The building looks worn, wallpaper, benches in hallway, old mats at entrance.	
The common areas such as carpeting, wallpaper, and pictures on walls are old, faded, and dirty; they are in need of replacement.	
The hallways need updating.	
The rugs are filthy!	
Need to replace carpets (hall) and furniture; awful!	
The rugs in the stairwells are filthy; not sure if they are cleanable or need replacing; very discouraging for residents and visitors to feel good about the facility.	
cell service	1
The cell service is unacceptable.	
laundry room	3
I do not use the washing machines since I have been told by a few people that they are dirty.	
Laundry rooms often need cleaning, i.e. washing machines.	
3 washers 3 dryers are not enough for 60 units.	
parking	1
I need handicap parking!	
security	2
Would like security; there is none.	
Check on some of the apts' (fire hazard); not safe!	
water damage	3
I had leaks; I was told it would be painted after the roof was fixed; still waiting; kitchen walls were never sanded after wallpaper was removed.	

The deck is over my apartment. I've lived here for almost 6 years and have had 5 very large leaks in my bedroom and hallway. One night Cleo had to knock on my door @10:00 pm because the person complained that water was coming from my apartment. These are pretty large leaks as you could fill a bucket. Every time I report it to the office they send a professional to fix it. I think instead of patching different areas they should do the roof over. When I moved in here, there were already repairs from other leaks. My concern would be that my roof will get so soggy and cause it to fall into the apartment.	
There is a problem with my bedroom window and rain; Cleo Chavez knows all about it as does Erin Gallagher.	
windows	2
I brought some friends and they said that they liked the apt; then the windows were changed and they were no longer interested.	
New windows in the living room are terrible; can't be open wide enough to get air; very hot in here in summer and no way to properly have an air conditioner. I was told when at a meeting for the new windows I would be able to have an air conditioner in the window.	
GROUNDSKEEPING	2
landscaping	1
The landscaping was beautiful when I moved in; gone down hill.	
trash	1
Grounds should be checked for trash on a daily basis	
MAINTENANCE	2
cleaning	1
Buy custodial/maintenance a very good vacuum cleaner with suction and brushes and clean those window stairs cobwebs	
staff	1
Not worth my time to contact management about maintenance.	
MANAGEMENT	15
communication	2
It has not been made clear to residents how to get maintenance requests done.	
I've had several issues with my unit that I would like to discuss with someone! I reached out to corporate several times in September 2023, but didn't hear back.	
events	2
Holiday parties should be on site; many of us do not drive.	
There are not as many planned events as there used to be, such as parties for the holidays, etc.	
landscaping	1
Stop spending so much money on plants and flowers	
staff	11

Joe has quit Dec 1.	
Maintenance takes lots of vacations.	
The problems in my apartment, which started when I moved in Oct '21 are still unresolved.	
Would take too long to share all the issues and nothing would change.	
LSA needs a full time, 5 days a week manager.	
Need full time office person; Amelia Davis/ Rose very good.	
Not satisfied with the ongoing issues.	
Office staff is not here enough.	
Office was open 2- 2 1/2 days; door always closed; blinds closed.	
Staff- 5 days.	
I know we need more coverage in office; 5 days.	
RESIDENTS	1
residents	1
Many of the tenants are complainers who do not appreciate the efforts made to giving them comfortable housing.	

This survey is confidential. Please complete and return to:

Land Use and Development Department
Town of Hingham MA 02043
210 Central Street
Hingham, MA 02043
attention: Donna Thompson

1. Overall, how satisfied are you with your home?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not so satisfied
- Not at all satisfied

2. How long have you been a resident here?

- Less than 1 year
- 1-3 years
- 4-6 years
- 7-9 years
- Over 10 years

3. Are you satisfied with the office staffing hours?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not so satisfied
- Not at all satisfied

4. How would you rate the office staff's ability to resolve your requests?

Poor

Excellent

0	1	2	3	4	5	6	7	8	9	10
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5. How often do you contact management about maintenance issues or any other concerns?

- Extremely often
- Very often
- Somewhat often
- Not so often
- Never

6. Are you satisfied with the maintenance services?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not so satisfied
- Not at all satisfied

7. How likely is it that you would recommend living here to a friend or family member?

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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8. Is there anything you would like to share with us? Feel free to add additional pages, if needed.

If you would like us to reach out to you to discuss your concerns, please include your contact information:

NAME _____ APARTMENT #: _____

PHONE #: _____ EMAIL: _____