

August 2020

# HOMEOWNER EXPERIENCE SURVEY REPORT

Pioneer Valley  
Habitat for Humanity

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On behalf of:  
Pioneer Valley Habitat for Humanity  
Family Support Committee

Pioneer Valley  
 **Habitat for Humanity®**

*Building affordable homes for families  
with low income in Hampshire and  
Franklin county since 1989*

## SURVEY OBJECTIVE

To help fulfill its mission, "building strength, stability, and self-reliance through affordable homeownership," by assessing the following:

- Impact of homeownership over time
- Homeowners' experience with net-zero home systems
- Common issues with construction results
- Other challenges among homeowners

## HOMEOWNER RESPONSE HIGHLIGHTS

27 responses, 37 homeowners

**96%**

Felt more financially secure  
with homeownership

**83%**

Reported overall positive  
experience

**15**

Reported improvements  
children's quality of life

**57%**

Live on a bus route

**9**

Expressed frustration about  
shared driveway

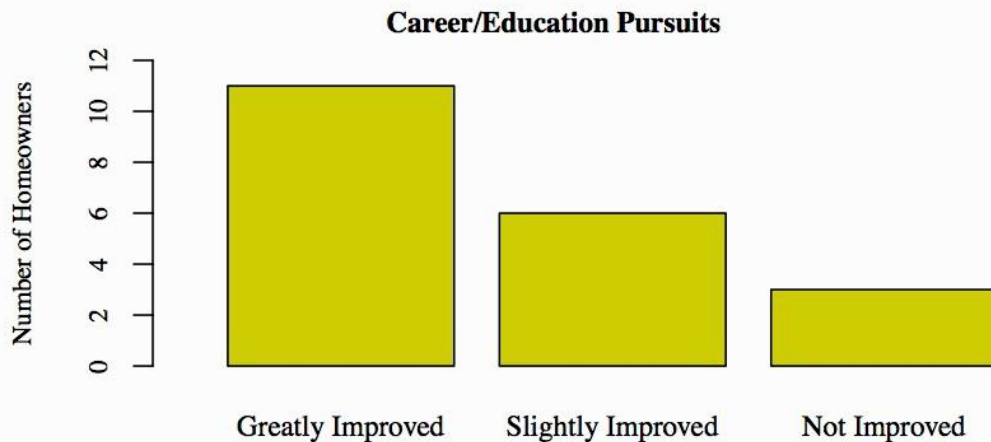
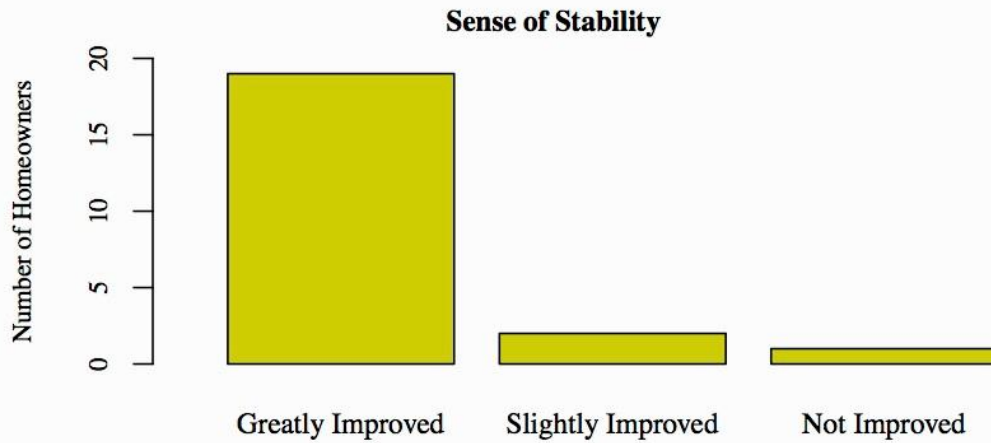
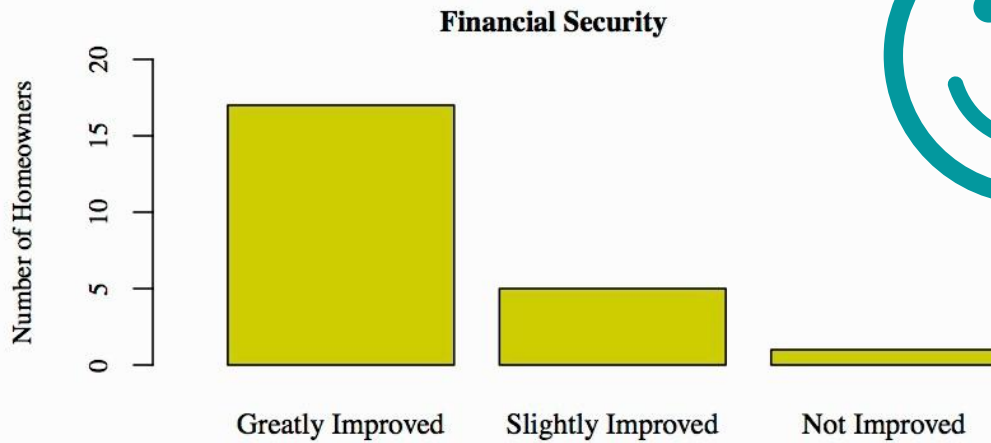
**70%**

Experienced challenges  
regarding costs of  
homeownership



# IMPROVEMENTS IN QUALITY OF LIFE

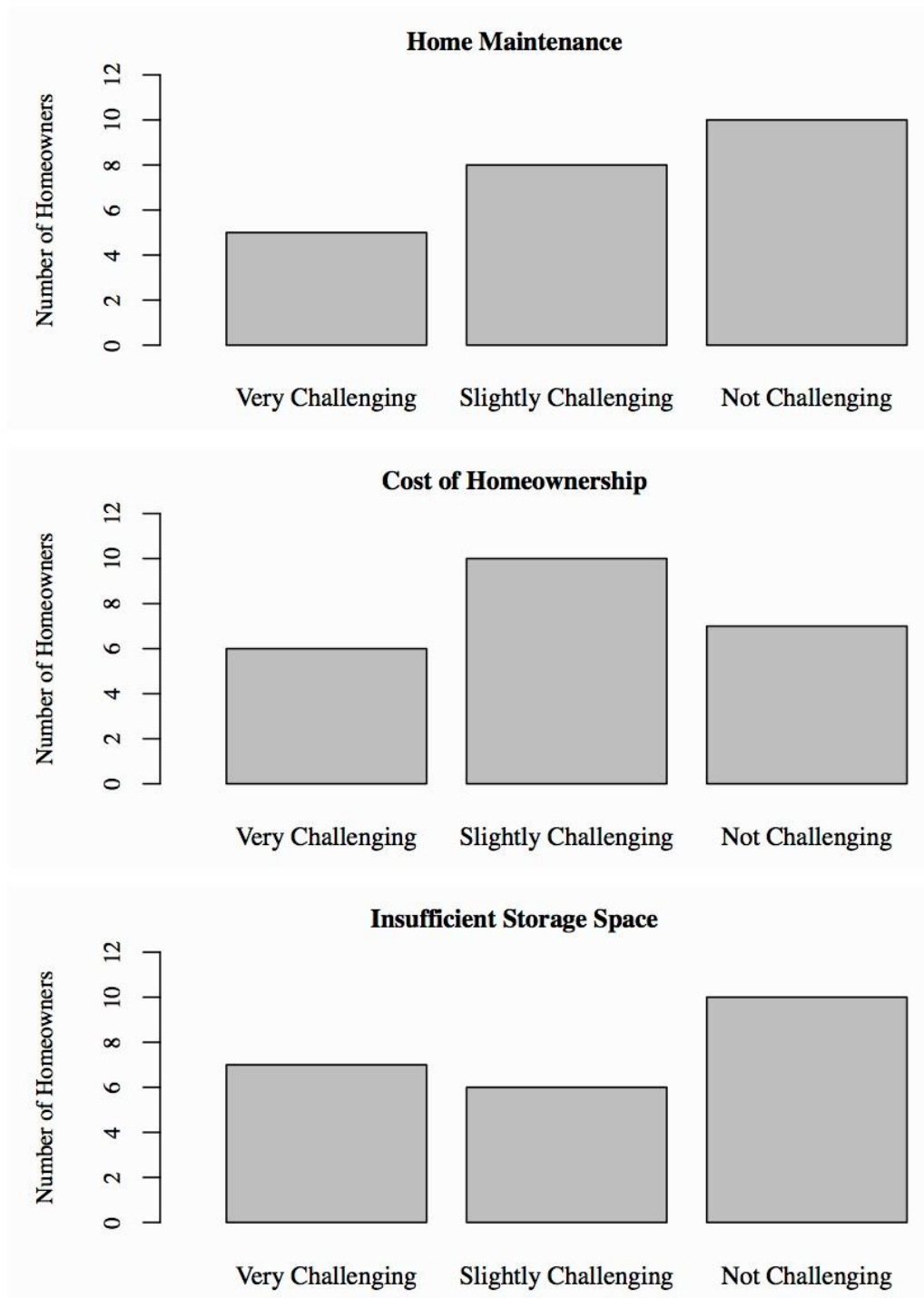
Approximately 90% of survey respondents reported improvements in financial security, sense of stability and career/education pursuits since owning a home.



# CHALLENGES

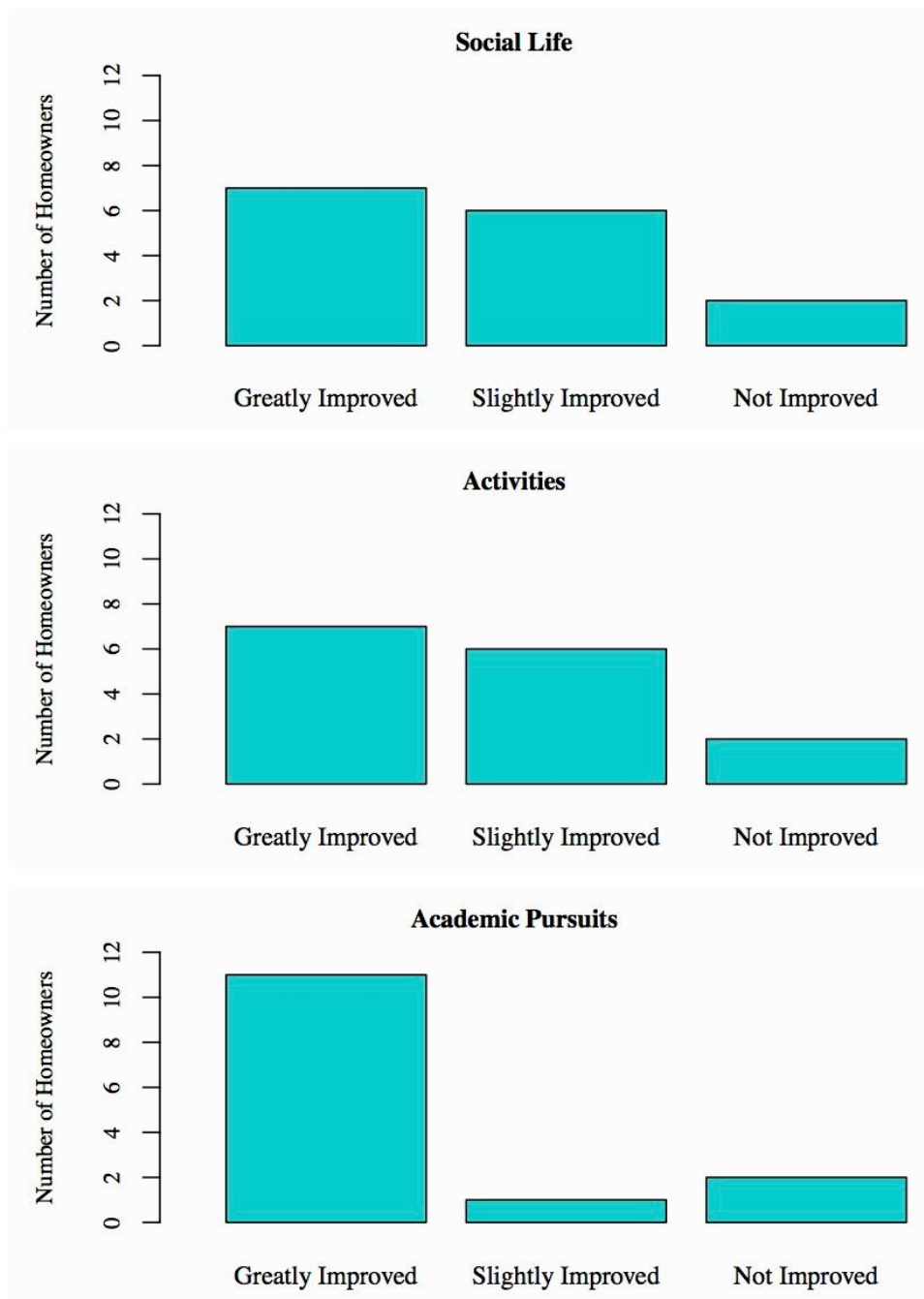


Survey results showed that homeowners face different challenges, cost of homeownership being the most common.



# IMPROVEMENTS IN CHILDREN'S LIVES

94% of survey participants with children reported that homeownership brought improvements in at least one aspect of their children's lives, academic pursuits being the most common.



# NET-ZERO EXPERIENCE

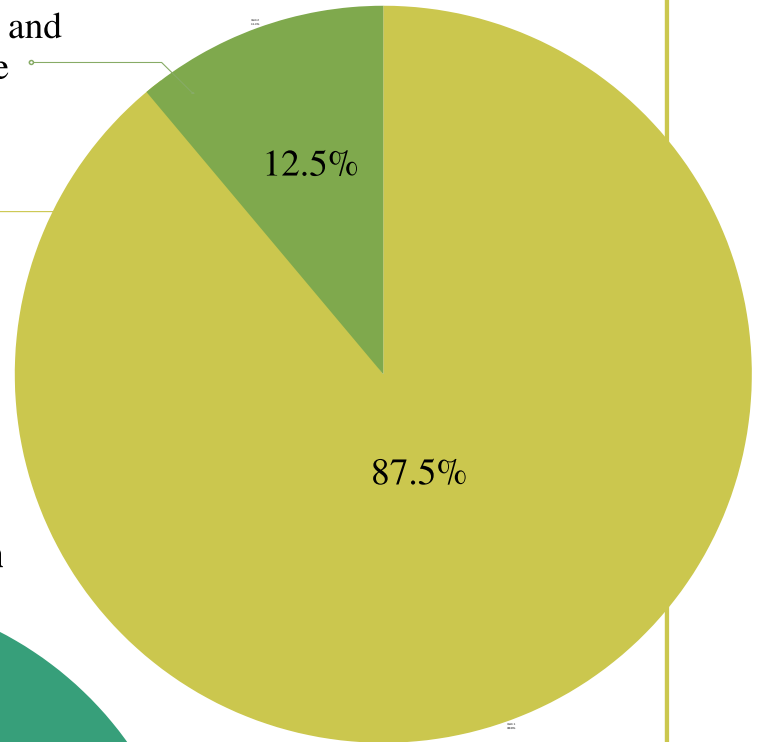


Homeowners living in net-zero homes were asked to evaluate their experience with the mini-split HVAC system.

## Knowledge & Maintenance

Does not understand the system and does not do regular maintenance

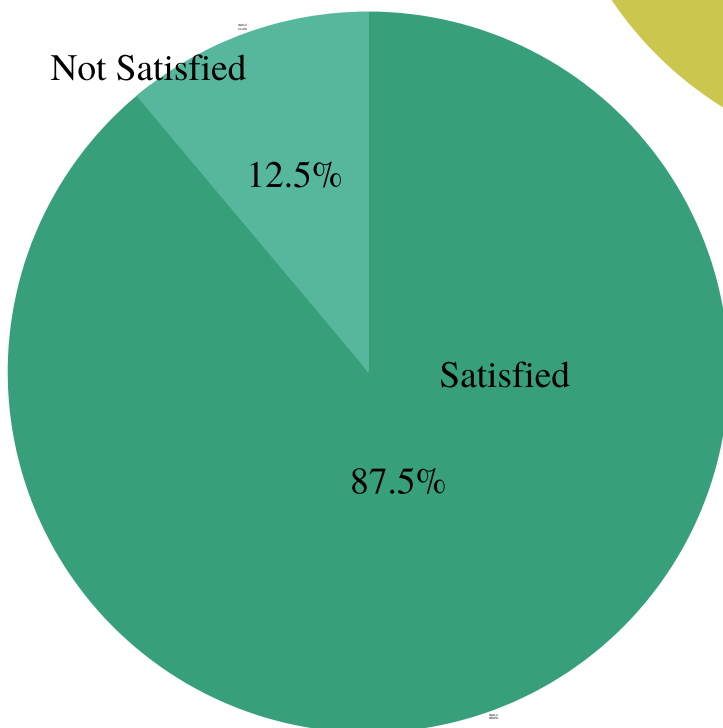
Understands the system and does the regular maintenance



## Overall Satisfaction

Not Satisfied

Satisfied

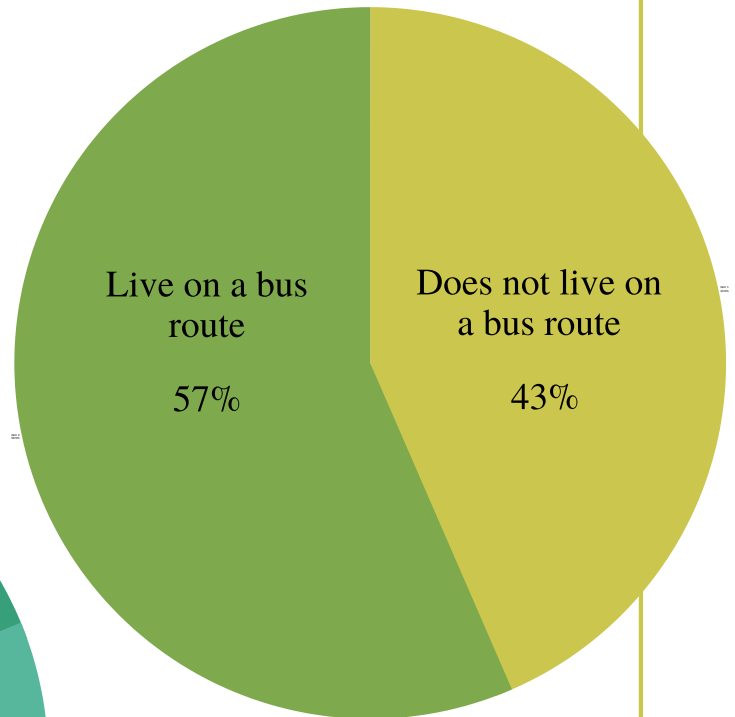




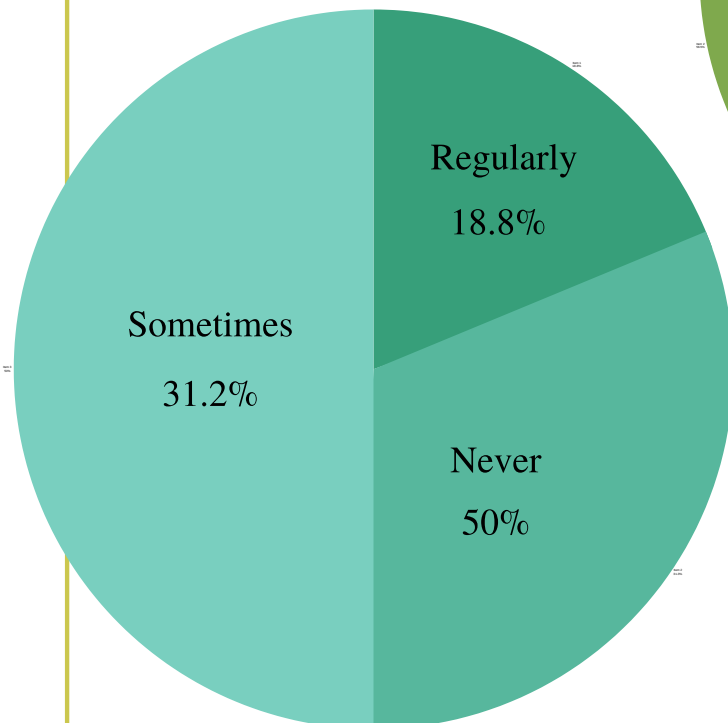
## BUS ACCESSIBILITY & RELIANCE

Responses showed the majority of households do not rely on the bus system as a means of transportation, despite there being a higher percentage of households with easy bus access.

**Bus Access**



**Ride Frequency**



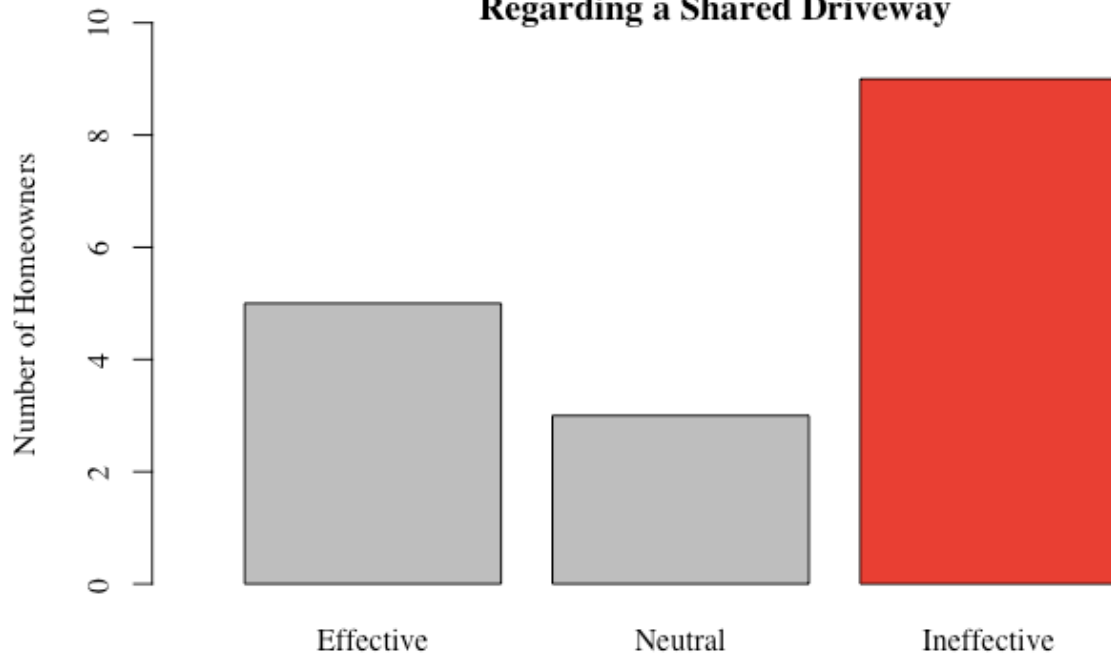




## SHARED DRIVEWAY PROBLEM

9 out of 17 homeowners that share driveways with neighboring homeowners reported strife among those that share the spaces.

**Working Relationships with Other Homeowners  
Regarding a Shared Driveway**

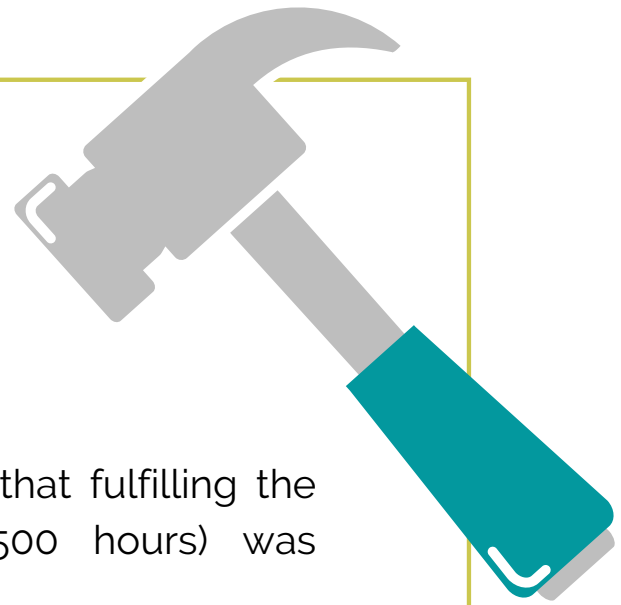


Homeowners reported following issues regarding shared driveways:

- Harassment
- Financial burden
- Encroachment
- Hostile living environment
- Lack of trust

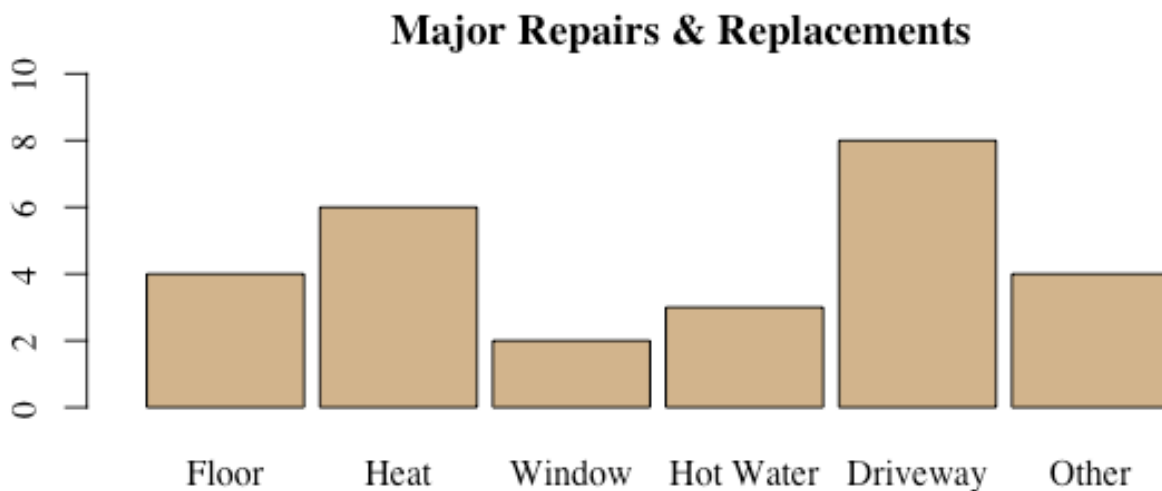
## SWEAT EQUITY HOURS

- **100%** survey respondents reported that fulfilling the "sweat equity" requirement (250~500 hours) was manageable
- **81.8%** reported that the knowledge and skills acquired during their "sweat equity" hours has helped them as homeowners



## COMMON CONSTRUCTION ISSUES

- Homeowners reported having employed contractors for major repairs and replacements on floors, heating system, windows, hot water heaters, driveways and more.



## OVERALL EXPERIENCE

