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HOMEOWNER EXPERIENCE SURVEY REPORT

Pioneer Valley Habitat for Humanity

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On behalf of:
Pioneer Valley Habitat for Humanity
Family Support Committee
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
Approximately 90% of survey respondents reported improvements in financial security, sense of stability and career/education pursuits since owning a home.
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.
Homeowners living in net-zero homes were asked to evaluate their experience with the mini-split HVAC system.

**Knowledge & Maintenance**
- Understands the system and does the regular maintenance: 87.5%
- Does not understand the system and does not do regular maintenance: 12.5%

**Overall Satisfaction**
- Satisfied: 87.5%
- Not Satisfied: 12.5%
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.
9 out of 17 homeowners that share driveways with neighboring homeowners reported strife among those that share the spaces.

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.

![Major Repairs & Replacements](chart.png)
OVERALL EXPERIENCE

Positive 83%

Neutral 17%