

FALL
2010

VILLAGE CREEK NORTH



 **Choice** Neighborhoods **hoods**

Acknowledgements

The City of Plano 1st Choice Neighborhoods Program would like to extend recognition and a special thank you to the following Love Where You Live Partners, without whom this community transformation would not have been possible.

Faith Groups

Chase Oaks Church	Collin Creek Church	Calvary Chapel Help Ministry
First Baptist Church of Plano	First United Methodist Church of Plano	Greenville Oaks Church
ONE Church	North Pointe Church of Plano	Willow Creek Fellowship

Non-Profits and Civic Organizations

Unite	Habitat for Humanity of South Collin County	Young Men's Service League
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Educational Institutions & Affiliated Organizations

Plano ISD Council of PTAs	Barron Elementary PTA	Plano ISD Administration
Barron Elementary School	Collin Serves	Collin College S.I.F.E.
Collin College V.O.I.C.E.	Collin College Girls Basketball Team	Collin College LULAC
Plano West Sr. High Key Club	Plano West Sr. High Honors Society	

City of Plano Departments

Property Standards	Neighborhood Police Officers Unit	Crime Prevention Unit
Volunteers in Plano	Sustainability & Environmental Services	Planning
Public Works & Engineering		

Awards

Love Where You Live received
**Outstanding Achievement in Local
Government Innovation Award**

from the Alliance for Innovation

Love Where You Live is Neighborhoods, USA
Best Neighborhood Program - 3rd Place Award



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Executive Summary

Love Where You Live was implemented as a pilot program in October 2010. As a result of the tremendous success of the partnerships and the overall community impact, the Love Where You Live initiative is being developed as the City of Plano's new approach to comprehensive neighborhood enhancement, outreach, and revitalization.

The Fall 2010 Love Where You Live Report:

- Provides a brief description of Love Where You Live and how the first area was chosen;
- Describes the Fall 2010 project area and its community features;
- Highlights the Fall 2010 project accomplishments;
- Reviews the forms of measurements designed to measure the outcomes and effectiveness of the Love Where You Live process;
- Provides conclusions on lessons learned as well as ongoing efforts in the neighborhood; and
- Provides an appendix, which includes supplemental data such as the background and history of the Love Where You Live initiative, survey response data, and housing assessment results by block for individual housing project properties.

Please note the tables of contents includes hyperlinks to enhance each reader's experience.



Introduction

What is “Love Where You Live?”

Love Where You Live is a neighborhood revitalization initiative that strives to empower and strengthen communities through acts of kindness, outreach, and volunteerism. Love Where You Live is also a citywide collaboration of various faith groups, non-profits, parent-teacher associations, schools, local community colleges, and various local government departments. These partnerships, which represent the cornerstone of Love Where You Live, sparked a movement that will continue to transform the community through physical improvements and the strengthening of Plano’s social fabric.

We hope, as you read this report, you will be inspired to join Plano’s Love Where You Live team or become a partner in transforming your own community.

How was the project area chosen?

The 1st Choice Neighborhoods Program used its neighborhood enhancement tool (N.E.T.) analysis to select the first Love Where You Live project area. This tool consists of various neighborhood indicators, such as crime, property standards violations, rental property data, foreclosure data, and housing value data, that illustrate neighborhood trends and conditions. This tool is a guide that helps Love Where You Live partners select project areas and allows partners to benchmark and measure the project areas conditions over time.

The Village Creek North project area was chosen as a result of the NET data analysis results, a windshield survey, and a familiarity with the area and the neighborhood association. Love Where You Live partners felt it was important to choose an area for the first project that 1) was identified through data analysis, 2) physically demonstrated the signs of an aging neighborhood upon assessment, and 3) had an existing neighborhood association.

Area Description

The Village Creek North neighborhood, as shown in Figure 1 below, is located at the northeast corner of Parker Road and K Avenue and is made up of 434 single-family detached housing units constructed in the 1960's and 1970's. The streets are lined with mature trees, which have a beautiful canopy as you drive through the neighborhood. This neighborhood provides affordable single-family living to some of Plano's long-term citizens as well as new residents.

Figure 1 – Village Creek North Area Map



Zoning Classifications and Map

Village Creek North has the following zoning classifications: SF-7 residential lots; Retail in the southwest corner of the neighborhood, Agricultural zoning to the north and east, and Light Commercial zoning to the northeast, separated by a creek, and to the west, across K Avenue is Corridor Commercial zoning contiguous with the U.S. 75 frontage, as shown in the map below.

Figure 2 – Village Creek North Zoning Map



Demographic Profile

Since 2000, the educational attainment of adults living in this Census tract has declined, with 35.3% of the 2009 population having no high school diploma, up from 20.7% in 2000. Residents are increasingly employed in the service or construction/transportation industries. While median household income has decreased by 19.6%, the households living at or below the poverty line has gone down from 11.2% in 2000 to 9.7% in 2009. Click [HERE](#) for a detailed demographic profile for Village Creek North.

Community Features

Love Where You Live partners reached out to every stakeholder in the project area in an effort to create a comprehensive and inclusive neighborhood revitalization initiative.

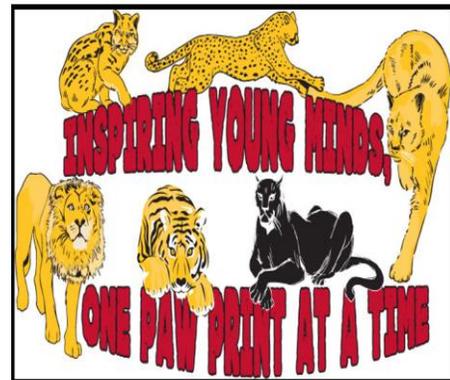
Village Creek North area features Barron Elementary School, Collin Creek Church, The Chinese International Church, and Shawnee Park. The area faith groups, school, and PTA were committed to the process and supportive of the Love Where You Live initiative.

Partners within the Neighborhood



Barron Elementary

Barron Elementary, located in the southeast quadrant of Village Creek North, is an elementary school for grades K-5. The school staff, PTA, and Plano Council of PTAs immediately offered their support in this community outreach initiative. Since many of the 475 children attending Barron Elementary also reside in the Village Creek North project area, Plano ISD and Barron Elementary allowed Love Where You Live flyers to be distributed through “GO Folders” and “YO Folders,” which is an internal PISD communication process for Plano schools to communicate important information with parents.



The cooperation of this partnership also allowed neighborhood association residents and city staff to attend a Barron Elementary PTA picnic to promote the Love Where You Live initiative. This partnership played a critical role in the success of the Love Where You Live Village Creek North project.

Collin Creek Church

Collin Creek Church was a committed partner throughout the Village Creek North Love Where You Live project and continues to support the neighborhood association. Members of the congregation attended neighborhood outreach meetings, helped area residents improve their properties on an ongoing basis, and helped area residents implement grass root objectives to continue progress started during Love Where You Live.

During the project, the neighborhood association discovered Collin Creek Church has partnered with Barron Elementary on many school initiatives over the years. As a result of Love Where You Live, Collin Creek Church now has a relationship with the Village Creek Neighborhood Association. [Read Testimonial](#) and [View Pictures](#) of Collin Creek Church Love Where You Live efforts!

Village Creek Neighborhood Association

Love Where You Live Village Creek North is home to the Village Creek Neighborhood Association, which also includes homes south of Parker Road. Since January 2003, the neighborhood association has been functioning as the foundation of the neighborhood. A core group of residents meet every other month with their Neighborhood Police Officer, David Waddell, to discuss neighborhood concerns and plan neighborhood events and socials such as their annual National Night Out against crime event.



Through school interactions, meetings, and conversations with PTA representatives and neighborhood association members, staff discovered over 50% of the neighborhood consisted of Spanish-speaking heads-of-household. While this unique circumstance presented some challenges in communication and participation, Love Where You Live partners established a bilingual outreach team who acted as interpreters at meetings and presentations, translated documents when needed, and made phone calls and home visits to discuss community service projects with area residents.

Project Accomplishments

This Love Where You Live project was implemented by focusing on two approaches for improvement: physical revitalization and social revitalization. There are multiple components in each approach that aims to transform neighborhoods through collaboration.

Results

Throughout October, November, and December 2010, city staff and volunteers worked to complete community service projects and facilitate the community outreach process, which consisted of a series of neighborhood meetings. This collaboration resulted in 629 volunteers working 2,400 hours and the improvement of over 67 individual properties in the neighborhood. Additionally, 14,000 lbs. (7 tons) of landscape debris was collected and recycled and 6,980 lbs. (3.5 tons) of trash was collected and removed from the neighborhood.

Partnerships

As mentioned in the introduction of this report, the partnerships are the cornerstone of Love Where You Live. Without the volunteer partners, potential community outcomes would remain mere possibilities. Volunteer partners provided much more than physical improvements to the community. The partners provided support for the block party, attended numerous planning committee meetings at the Plano Municipal Center, and have continued to offer support to residents long after the excitement created by the Kick-Off Event and Service Project Day faded. Many partners built relationships and offered support to families in need and these testimonies symbolize what Love Where You Live really means.

Physical Revitalization

The physical revitalization process was designed to enhance what is physically apparent and improve how people feel about where they live. Physical revitalization in Village Creek North was achieved through individual projects and area-wide initiatives such as alley cleanup and curb painting throughout the project area. Upon completion of each Love Where You Live initiative, the ultimate goal is to encourage and motivate area residents to take pride in the appearance and appeal of their neighborhood. City staff and local partners are committed to engage the Village Creek North neighborhood to sustain the improvements achieved to date.

Bilingual Outreach and Support

After Community Services Planners identified properties in need of repair, each property received a letter through the mail inviting them to participate in Love Where You Live. In addition, the Property Standards Department distributed flyers to every home to ensure all residents were aware of the effort. Following the initial contact, community volunteers from Chase Oaks Church, Willow Creek Fellowship, and Young Men's Service provided bilingual outreach support to residents of Village Creek North. Volunteers made phone calls and house visits to residents about the community service projects and accompanied volunteers as interpreters on housing inspections assignments. This effort proved to be one of the most valuable resources of the process as some non-English speaking residents are sometimes excluded from some community service initiatives as a result of language barriers.



Individual Projects

Love Where You Live projects included house painting; landscaping such as flower planting and new sod for yards with no ground cover; tree and shrub trimming; tree stump removal; fence repair, removal or replacement; accessory building removal and repairs. Some residents requested other household repairs such as door and/or window repairs. Additionally, home and yard cleanup projects were another major focal point of the Love Where You Live initiative. Junk, clutter, and debris were removed from the inside and outside of properties. Because clutter and debris has a significant impact on the overall appearance of a neighborhood, volunteer partners wanted to focus on enhancing curb appeal and helping residents gain a fresh start and sense of newness. Larger projects were referred to the city's Housing Rehabilitation program for assistance that went beyond the scope of volunteer support.



Sixty-seven of 73 projects were ultimately completed. The six incomplete projects were improved by the residents before the project was scheduled to begin or volunteer partners were not able to establish contact with the residents. Of the 67 completed projects, 40 projects were completed during the Love Where You Live October 16, 2010, Kick-Off Event and Community Service Project Day. The remaining projects were completed on an on-going basis from October 2010 through January 2011.



Area-wide Projects

Alley Cleanup

In addition to the individual community project sites, the Love Where You Live partners launched an area-wide alley cleanup effort of 14 alleys led by the Property Standards and Environmental Waste Departments. The alley cleanup effort included strategic placement of volunteers and staff in every alley in the neighborhood. Two rear loader Environmental Waste trucks rolled slowly through the alleys from two different starting points to allow volunteers to dispose of vegetation being cleared by other Love Where You Live volunteers and city staff. The alley cleanup effort began October 16, 2010, and a follow-up effort to complete all needed work was held on November 13, 2010.



Premise Identification

During the housing assessment, Love Where You Live partners noted over 200 of the 424 properties in the neighborhood were not properly identified. As a result, the Love Where You Live partners implemented an area-wide curb painting project. Painting house numbers on curbs was an act of kindness meant to motivate residents to recognize the importance of ensuring their homes can be easily identified. This process began on October 16, 2010, and was completed on November 13, 2010.



Social Revitalization

Community Outreach



Engaging the Village Creek North residents is the most important strategy of Love Where You Live. All efforts are not sustainable without the involvement and commitment of residents. Following the October 16, 2010, Love Where You Live Kick-off Event, Community Services Planners held four meetings with residents to talk about the Love Where You Live initiative, conducted a S.W.O.T. (strengths, weaknesses, opportunities, and threats) analysis to understand the neighborhoods needs and concerns, discussed a block-captain concept to encourage leadership in the neighborhood, educated residents on the importance of premise identification, and developed an annual calendar of events to encourage further progress in the neighborhood both physically and socially (see *Conclusion for calendar details*). Area residents, city staff, and community volunteers (providing baby-sitting services and translation support if needed) met at Harrington Library on Saturday mornings from October 2010 through December 2010. The outreach process was culminated with the distribution of LWYL yard signs for all project participants.

Street Fair

On October 16, 2010, a street fair was held from 11:00am-2:00pm in conjunction with the kick-off event and community service projects for the Village Creek North neighborhood. The street fair featured over 20 vendors including city partners, civic organizations and neighborhood groups, games and a bounce house provided by Chase Oaks Church, and kid's activities by Live Green in Plano staff. The Plano Fire and Solid Waste Departments provided fire and solid waste trucks for onsite tours. Chase Oaks Church also cooked and provided hotdogs, chips, and drinks for all volunteers and guests. Work crews participating in the neighborhood service projects also came during their lunch break to eat. Once the event was over, an estimated 300 attendees visited the Street Fair.

A feedback survey and debriefing meetings with staff and volunteers revealed partners and homeowners were not able to attend as much of the kick-off event and street fair in Shawnee Park as desired because the community service projects were occurring simultaneously. As a result, moving forward other strategies such as hosting the community service projects on a separate day from the block party celebration will be implemented in an effort to obtain a larger attendance turnout at the neighborhood celebration. Ultimately, this approach should allow the residents and volunteers to come together to celebrate a job well done on the Love Where You Live project.



Outcome Measurements

There are two forms of measurements designed to gage the effectiveness of Love Where You Live projects: the neighborhood enhancement tool (N.E.T.) analysis conducted annually for the entire city of Plano and a housing assessment for each project area.

Neighborhood Enhancement Tool (N.E.T.) Analysis

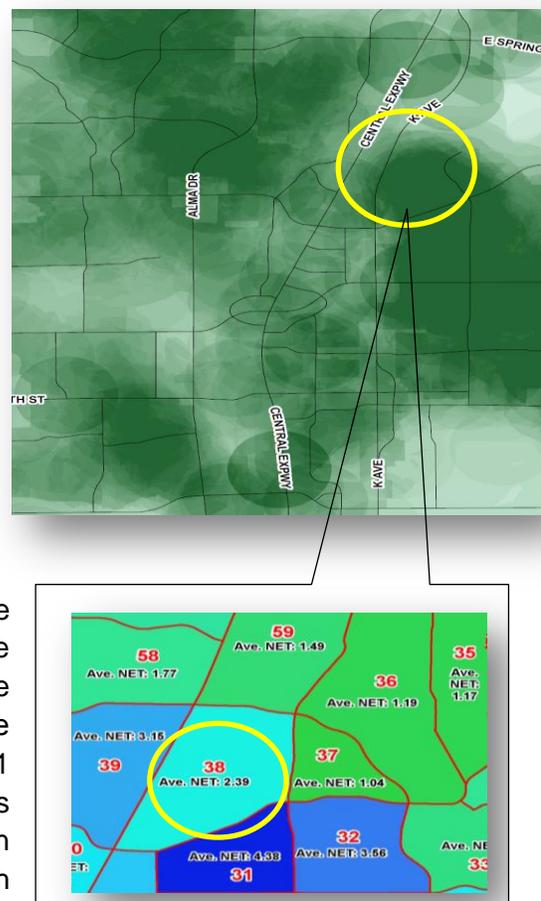
The Planning department wished to track correlations between signs of neighborhood decline (such as clustered code enforcement property standards violations, rental properties, a decline in housing values, and crime) and the efforts implemented to address those impediments. In an effort to test this theory, the N.E.T. analysis will be reviewed in two ways to measure the effectiveness of the Love Where You Live Program:

1. The change of the overall score of a project district.
2. The change in the individual indicators within a project district.

Love Where You Live project districts are geographical boundaries established to aggregate statistical data into smaller areas to measure how areas are changing over time. If the assumptions are correct, project district scores will improve (as indicated by numerical decline) thus suggesting the strategy of social outreach and physical improvements are effectively achieving and *sustaining* positive results.

The 2009 N.E.T. analysis as shown in Figure 3 was used to select the Love Where You Live Village Creek North project area. The 2009 average N.E.T. score for the project area (district 38) is 2.39. This Score will be compared to the 2011 average N.E.T. score to measure the effectiveness of the 2010 Love Where You Live project. It is important to note that a true measurement of the program's effectiveness will be more apparent after the completion of the 2011 N.E.T. analysis results are produced. This analysis has motivated many government service activities in an effort to address the concerns displayed through this model. Love Where You Live caused a spike (or significant increase) in statistics (particularly code enforcement cases). Therefore, true outcomes can only be measured over time; immediate results are measured in physical improvements and the changes reflected in the housing assessment results.

Figure 3 - N.E.T. Analysis



Housing Assessment Process

The housing assessment provides a supplemental data of the neighborhood and each housing unit within it. The housing assessment contains ten evaluated elements on a three-point scale providing a total of 30 possible points for each property in a project area. Those elements are: premise identification, yard, trees and shrubs, trash, fence, private driveways and sidewalks, public sidewalks and curbs, roof and gutters, downspout and chimney, and exterior surfaces. Each element is evaluated on a scale of 3 to 1 with 3 meaning the element is “In Good Condition;” 2 means the element is “In Fair Condition;” and 1 meaning the element is “In Need of Repair.”. In addition, an assessor can provide additional comments about accessory buildings and other features not identified on the assessment form. The results of the housing assessment were used to select the 2010 Love Where You Live project properties. There are a total of 13,020 possible points for the entire neighborhood. The overall score following assessment one was 10,777, which is 82.8% of possible points. Following the Love Where You Live project, the overall neighborhood score for assessment two was 12,376, moving to 95.1% of possible points. The neighborhood assessment score improved by 1,599 points (the higher the score the better the property conditions), which is a 12.3% improvement. Chart 1 below illustrates these changes. All before and after housing assessment results for each of the 67 individual project properties can be located in the Appendix.

Chart 1 – Housing Assessment Results Per Block

Block Number	Overall Possible Score	Assessment Score 1	Assessment Score 2	Change	% Change
1	840	742	784	42	5.0%
2	480	426	451	25	5.2%
3	780	632	722	90	11.5%
4	780	691	733	42	5.4%
5	420	350	378	28	6.7%
6	840	644	812	168	20.0%
7	870	695	842	147	16.9%
8	1020	860	983	123	12.1%
9	930	822	924	102	11.0%
10	870	700	803	103	11.8%
11	1500	1261	1381	120	8.0%
12	510	419	488	69	13.5%
13	960	770	918	148	15.4%
14	1050	848	1010	162	15.4%
15	1170	917	1147	230	19.7%
TOTALS	13,020	10,777	12,376	1,599	12.3%
PERCENTAGES	100%	82.8%	95.1%		12.3%

Figure 4 – Housing Assessment Results Per Block

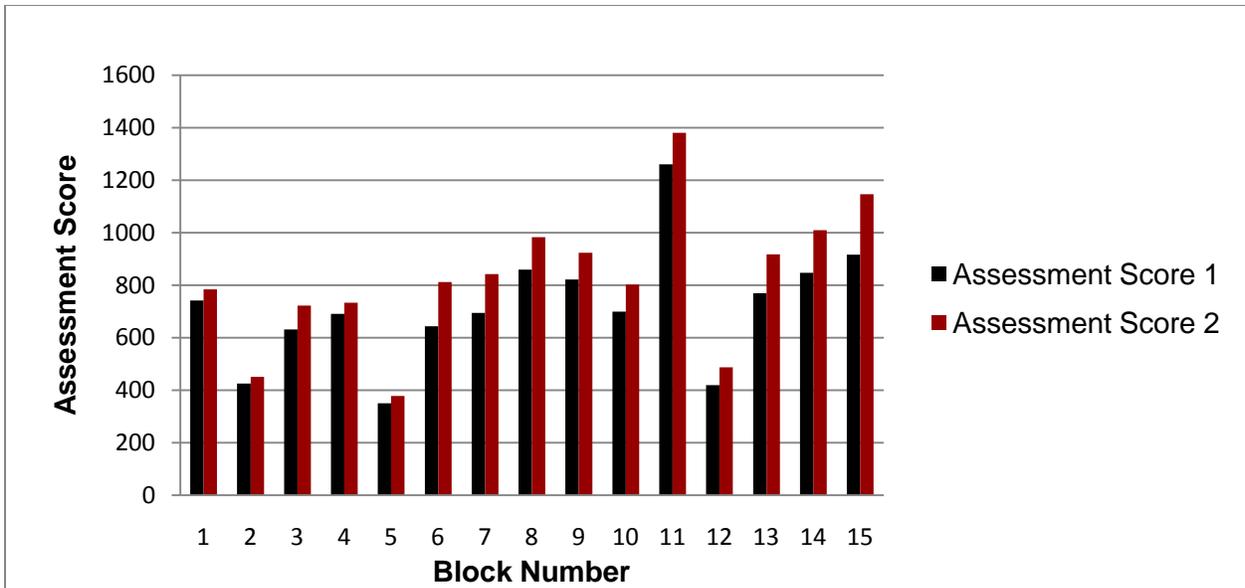


Figure 5 below is a map of Village Creek North that was used to conduct the housing assessment as well as coordinate individual housing project assignments. Refer to Figure 5 while reviewing the before and after housing assessment results to determine the distribution of the projects throughout the neighborhood.

Figure 5 – Village Creek North Block Map



Conclusions

Lessons Learned



The Love Where You Live process will require ongoing adjustments to make the process more efficient for volunteer partners and city staff. Stakeholders met after the Fall projects to review and develop improved strategies for future projects. The Love Where You Live team is currently implementing the 2011 Spring Love Where You Live project. Thus far, the volunteer training sessions (pictured left) and project selection meetings incorporated much more organization in the process and as a result more procedural synergy. Some adjustments have been successful, but other program areas will continue to evolve as the program engages in a process of continual improvement.



The Love Where You Live program is off to a great start. However, it is imperative that city staff and partners remain focused on the tasks of revitalizing Plano neighborhoods physically and socially. This experience has shown this process can create immediate exciting results but likewise has revealed the difficulty in engaging residents in a process that requires long-term

commitment for true results. Community Services Planners are working to incorporate more opportunities to enhance the social revitalization component of Love Where You Live.

Ongoing Efforts

Community Services Planners, Love Where You Live partners, and the Village Creek Neighborhood Association members worked to develop a 2011 calendar of events, which included ongoing alley cleanup efforts, the distribution of the premise identification booklet to every household, and hosting the October 2011 National Night Out event in Shawnee Park. The neighborhood association meets every other month to plan various neighborhood activities. Neighborhood support will continue in the implementation of these ongoing efforts.

Calendar of Events

The calendar of events is an important part of the ongoing efforts for each Love Where You Live project. The calendar helps keep the area residents on task with projects and city officials, city staff, and volunteer partners informed of plans to continue progress in the project area beyond the Love Where You Live project completion date. The Village Creek North residents implemented some of the efforts planned in December 2010 during the Spring 2011 Love Where You Live project for their neighbors to the south, demonstrating the usefulness of the calendar.

Appendix

Background and History



The 1st Choice Neighborhoods Program focuses on education, outreach, and revitalization for the entire city of Plano. The 1st Choice Neighborhoods Program (formerly known as the Neighborhood Planning Program) was established by the Plano City Council in 1998. Since the program's inception, the City of Plano recognized the city's transition from growth and development to maturation and at that time determined there was a growing need to engage and connect with residents in newer as well as older subdivisions in hopes of sustaining great neighborhoods.

In 2007, the Plano City Council established the Great Neighborhoods – First Choice to Live! strategic plan goal and charged staff with the task of developing a neighborhood evaluation model. The 1st Choice Neighborhoods Program embraced the challenge of helping the City of Plano realize this goal through an annual evaluation of property standards conditions, crime statistics, and changing housing values within city limits. The program's "Love Where You Live" strategy focuses on: community outreach, community renewal and physical rehabilitation, community engagement, strengthening social fabric, enhancing community cohesiveness, and helping neighbors establish a communication network to help ensure the quality of life in neighborhoods sustain over time.

Love Where You Live (a core function for the 1st Choice Neighborhoods Program) is administered by Community Services Planners as a neighborhood revitalization initiative that strives to enhance and significantly impact the social and physical conditions of maturing Plano neighborhoods. Love Where You Live also acts as a hub for community partnership building and it unifies municipal organizations, faith-based organizations, neighborhoods, businesses, and non-profits around one goal to transform Plano neighborhoods.





1st Choice Neighborhoods presented the Love Where You Live concept of service projects and a kick-off event (block party style) to departments and community partners at a community outreach meeting in August 2010. The meeting was designed to help all stakeholders understand the need for this initiative and how the City of Plano envisioned merging the ideals from the City of Plano and faith based groups to create a greater Plano – following the presentation all partners were immediately on board! Community Services staff proceeded by forming two committees: the Housing Committee - for the service projects and the Kick-Off Event Committee. Each committee focused to plan out each segment of the initiative – the physical improvement component and the

social component. As a result, the first event (October 16, 2010) included the start of over 40 service projects, alley clean, curb paint, and a kick-off rally, block party and street fair in Shawnee Park.

After a long but productive day, all participants including volunteers, residents, and neighbors were invited to join the block party and street fair, which featured educational and social programs such as the city's Live Green recycling program, Parent Teacher Association (PTA) and the Village Creek North Neighborhood Association. Community assistance groups such as Journey of Hope (grief support), Assistance League, Meals on Wheels, and the Fair Housing to sustainability to Unidos, the Spanish language outreach program of the Police Department were also there to lend support and share information. Families were able to enjoy face painting, games, fun activities, food, and the opportunity to meet each other as well as city staff.



Survey Results

Resident Responses

1. Identify the type of community service project you received.
 - Paint Job: 0%
 - Landscaping: 65%
 - Trash/Junk Removal: 12%
 - Fence Repair: 24%
 - Fence Removal: 6%
 - New Fence: 12%
 - Accessory Building Repair: 0%
 - Accessory Building Removal: 12%
 - Other types of assistance: 18%

2. Was your project completed?
 - Yes: 82%
 - No: 18%

3. How did you hear about *Love Where You Live*?
 - Letter: 50%
 - Flyer: 50%
 - Phone calls:

4. Were volunteers friendly and easy to work with?
 - Yes: 94%
 - No:

5. Did you help volunteers work on your project?
 - Yes: 29%
 - No: 65%

6. Did the improvements meet or exceed your expectations?
 - Yes: 82%
 - No: 18%

7. Did you tell a neighbor, friend, or co-worker about Love Where You Live?
 - Yes: 71%
 - No: 29%

8. Did you attend the Oct. 16 Kick-off Event in Shawnee Park?
 - Yes: 24%
 - No: 76%

9. Did you attend the community outreach meetings?
- Yes: 12%
 - No: 88%
10. Do you plan to attend the 2011 neighborhood association meetings?
- Yes: 29%
 - No: 71%
11. Did you know there is a neighborhood association in your neighborhood?
- Yes: 53%
 - No: 47%
12. Did you receive a Love Where You Live yard sign?
- Yes: 41%
 - No: 59%
13. Do you have children attending Barron Elementary?
- Yes: 12%
 - No: 88%
14. Do you or a member of your household participate in the Barron Elementary PTA?
- Yes: 12%
 - No: 88%
15. How long have you lived in your home?
- 0-5 years: 18%
 - 5-10 years: 6%
 - 10-15 years: 24%
 - 15-20 years: 6%
 - 20-25 years: 12%
 - 25+ years: 29%
16. Do you Love Where You Live?
- Yes: 82%
 - No: 12%

KICK-OFF EVENT RESPONSES

		RESPONSES	
		PERCENT	COUNT
1.	Which of the following describes your organization?		
	Government	40.0%	6
	Community (volunteer or faith-based groups)	46.7%	7
	Social Service Providers	13.3%	2
2.	How was the layout of the event?		
	Good	60.0%	9
	Fair	33.3%	5
	Poor	6.7%	1
3.	How was the condition of your equipment?		
	Good	73.3%	11
	Fair	26.7%	4
	Poor	0.0%	0
4.	If we offered tents for a fee, would you be interested?		
	Yes	20.0%	3
	No	80.0%	12
5.	Did you hand out anything?		
	Yes	46.7%	7
	No	53.3%	8
	If yes, how many did you hand out?		
6.	Would you participate in this event again?		
	Yes	92.8%	13
	No	3.6%	1
	No Response	3.6%	1
7.	If the Kick-Off Event changed, what time would you prefer?		
	Mid-Afternoon (12:00-4:00 p.m.)	21.4%	3
	Late Afternoon (4:00-8:00 p.m.)	3.6%	1
	Different Day from Service Projects (Weekday Evening)	0.0%	0
	No Change	71.4%	10
	No Response	3.6%	1
8.	Was the Check-In Process Clear?		
	Yes	71.4%	10
	No	25.6%	4
	If no, why not?		
	No Response	3.0%	1
9.	Is there anything about the event you would change?		
	Comments		6
	No Comments		9
10.	Do you have any additional comments?		
	Comments		5
	No Comments		10

Assessment Results by Block for Housing Project Properties

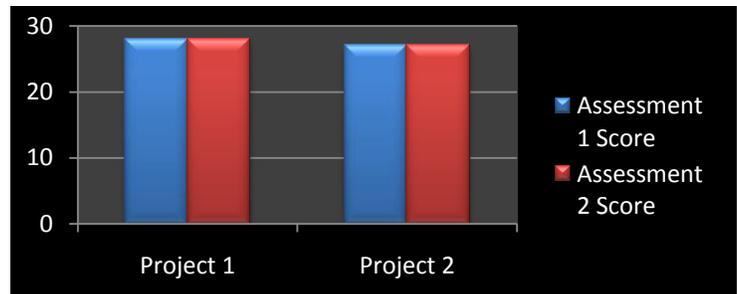
Block 1 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	28	28
Project 2	26	29
Project 3	23	28
Project 4	16	22
Project 5	26	27



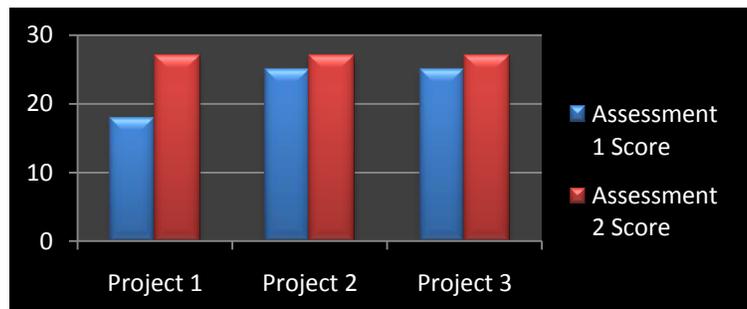
Block 2 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	28	28
Project 2	27	27



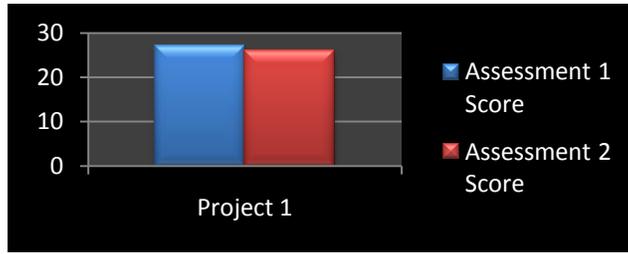
Block 3 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	18	27
Project 2	25	27
Project 3	25	27



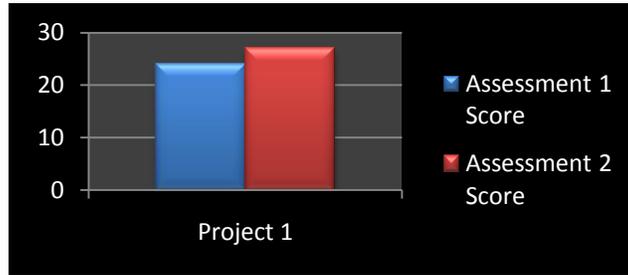
Block 4 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	27	26



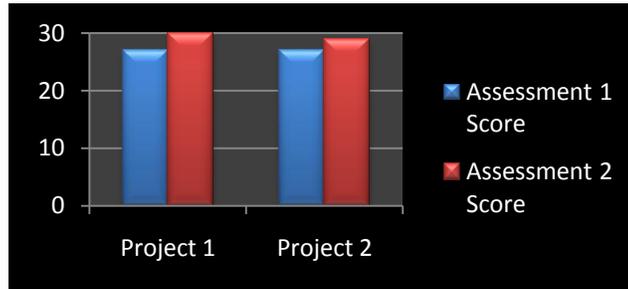
Block 5 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	24	27



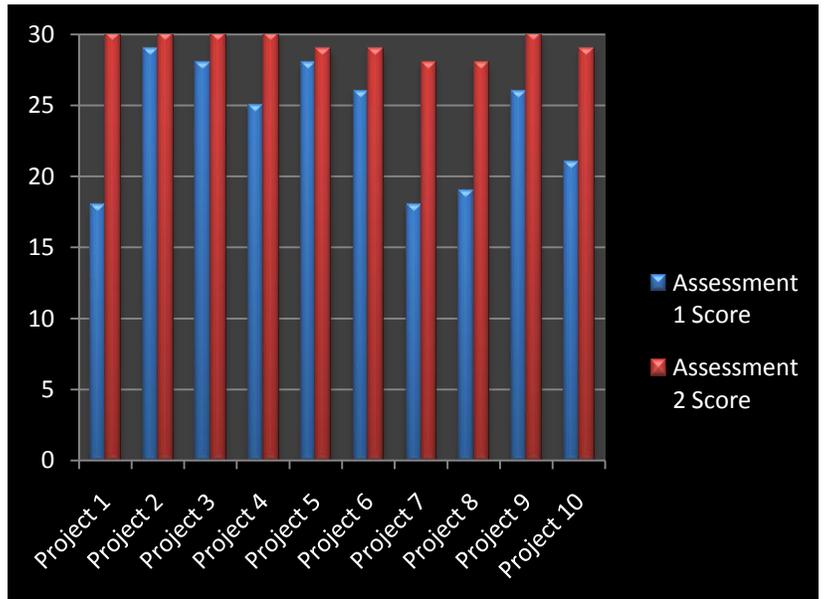
Block 6 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	27	30
Project 2	27	29



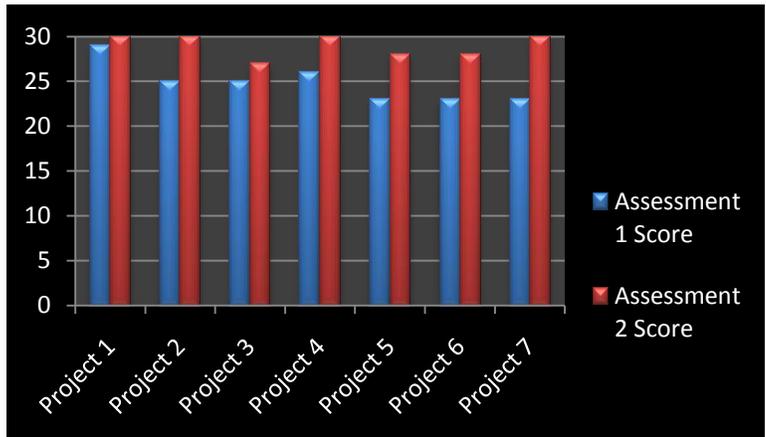
Block 7 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	18	30
Project 2	29	30
Project 3	28	30
Project 4	25	30
Project 5	28	29
Project 6	26	29
Project 7	18	28
Project 8	19	28
Project 9	26	30
Project 10	21	29



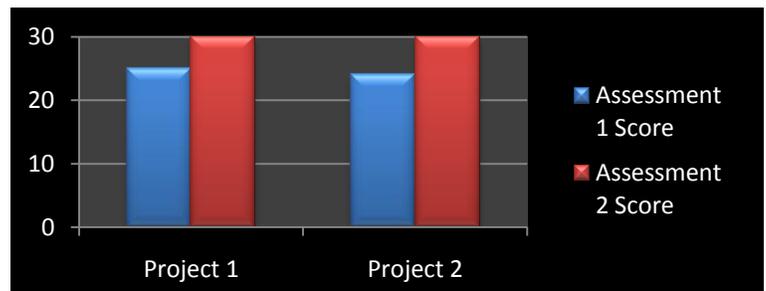
Block 8 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	29	30
Project 2	25	30
Project 3	25	27
Project 4	26	30
Project 5	23	28
Project 6	23	28
Project 7	23	30



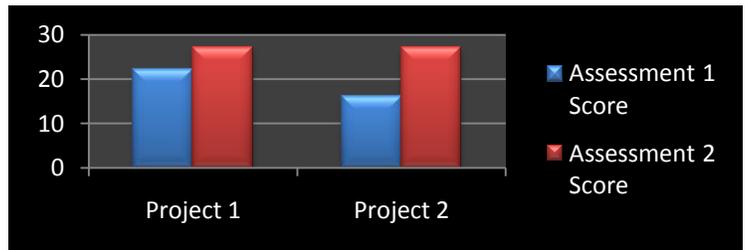
Block 9 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	25	30
Project 2	24	30



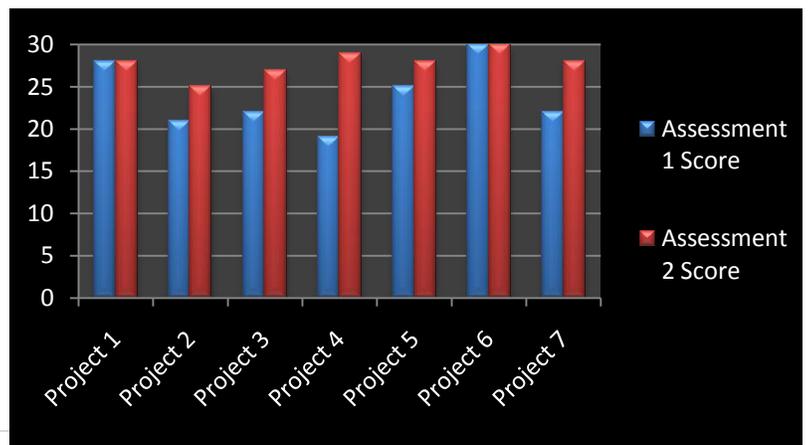
Block 10 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	22	27
Project 2	16	27



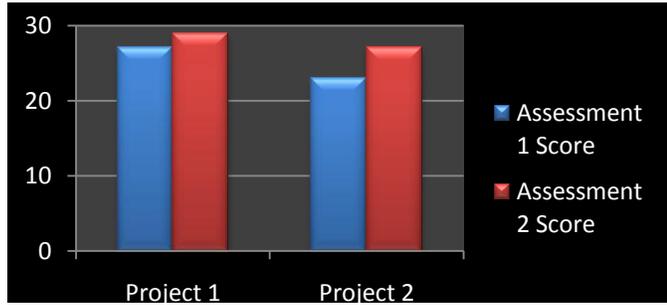
Block 11 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	28	28
Project 2	21	25
Project 3	22	27
Project 4	19	29
Project 5	25	28
Project 6	30	30
Project 7	22	28



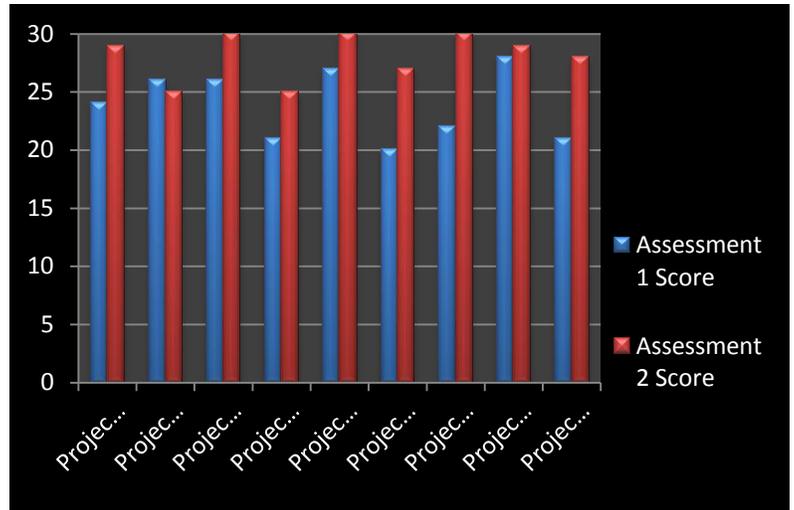
Block 12 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	27	29
Project 2	23	27



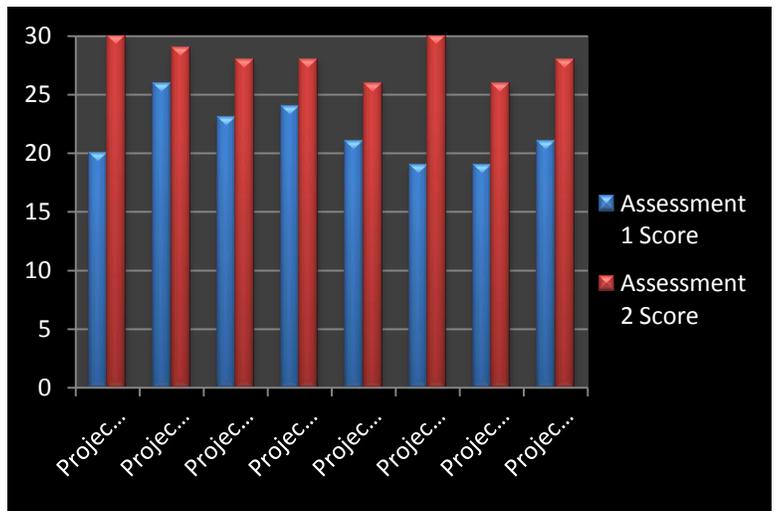
Block 13 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	24	29
Project 2	26	25
Project 3	26	30
Project 4	21	25
Project 5	27	30
Project 6	20	27
Project 7	22	30
Project 8	28	29
Project 9	21	28



Block 14 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	20	30
Project 2	26	29
Project 3	23	28
Project 4	24	28
Project 5	21	26
Project 6	19	30
Project 7	19	26
Project 8	21	28



Block 15 Projects

	Assessment 1 Score	Assessment 2 Score
Project 1	24	25
Project 2	22	29
Project 3	22	30
Project 4	26	30
Project 5	24	28
Project 6	25	30
Project 7	26	28
Project 8	24	30
Project 9	22	30
Project 10	25	30
Project 11	21	30
Project 12	23	30

