

Auxiliary Aids and Accessibility Related Features for Individuals with Sensory Disabilities

The Housing and Community Investment Department of the City of Los Angeles (HCID) is committed to ensuring that all of its programs, services, and activities are accessible to persons with disabilities. As part of this commitment, HCID is requesting your participation through the completion of this survey as HCID develops an Enhanced Housing Accessibility Program for Individuals with Sensory Disabilities who reside or apply for housing in City-assisted housing developments.

Your completion of the survey will assist HCID in gathering feedback on the Auxiliary Aids and Accessibility-Related Features that persons with sensory disabilities most commonly need in housing.

The information collected is anonymous and will be kept confidential.

Thank you for your participation.

1. What is your age?
 - 18-25
 - 26-35
 - 36-45
 - 46-55
 - 56-65
 - 66 or older

2. Do you currently reside in a housing unit within the City of Los Angeles?
 - Yes
 - No

3. If you answered yes to the above question, is your current housing unit in an affordable housing development located in the City of Los Angeles?
 - Yes
 - No

HCIDLA, Accessible Housing Program, 221 N. Figueroa St., Suite 1400, Los Angeles, CA 90012 Phone: (213) 808-8550, Email: hcidla.achp@lacity.org

Websites: www.hcidla.lacity.org, www.accesshousingla.org

4. Do you have a hearing or vision disability?
- Yes
 - No
5. If you have a hearing or vision disability, which type of hearing or vision disability do you have? Mark only one circle.
- Hearing
 - Vision
 - Hearing and Vision
 - Other:
6. What is your preferred method of communication? Mark only one circle.
- Large Print
 - Phone Call
 - Text Message
 - Email
 - Audio
 - Video
 - Sign Language Interpreter
 - Other:
7. Do you feel that there are sufficient systems in place to support your housing related accessibility needs? (For example, are you able to communicate your needs to building management, use the building's washer-dryers, intercom systems, etc.)
- Yes
 - No
8. If you don't feel that there are sufficient systems in place to support the accessibility needs, what kinds of services could be offered or physical changes made to make your housing more accessible?

9. Are you able to participate fully in individual and group communication at your building (i.e., participate in community meetings, with management staff, etc.)?
- Yes
 - No

10. If you are not able to participate fully in individual and group communication at your building, please list any changes or improvements you feel would be helpful in your participation in individual and group communication at your building.

11. Please identify any Auxiliary Aids and Accessibility Related Features you require to meet your housing needs.

12. What type of technology would you find useful in your housing?

13. The following is a list of Auxiliary Aids and Services and Enhanced Accessibility Features for persons who are blind or have low vision. Is there anything you would add to this list? If so, please comment.

- a) appliances and gym equipment with buttons, knobs, tactile markings, and audio features
- b) intercom and other security systems at apartment building main entrances, including entry systems with key remote access to controlled areas
- c) thermostats and air conditioning controls with buttons which also provide audio feedback
- d) apartment mailboxes with bump dots or raised lettering
- e) vending machines with braille, large print or audio features
- f) apartment doors and doors to public and common use areas with raised letters/numbers, braille and large print signage
- g) elevator buttons with braille and raised/large print and audible elevator floor indicators
- h) accessible electronic copies of leases
- i) enhanced lighting
- j) emergency evacuation information in accessible formats
- k) handrails on stairways and contrast on stair noses

Comment

14. The following is a list of Auxiliary Aids and Services and Enhanced Accessibility Features for persons who are deaf or hard of hearing. Is there anything you would add to this list? If so, please comment.

- a) emergency systems (e.g., fire alarms, carbon monoxide detectors, smoke alarms) with light alerts or other visual or tactile alerting (e.g., bed shakers)
- b) doorbells with light alerts or other visual alerting
- c) intercom and security systems at building entrances that do not rely on a resident's or guest's ability to hear
- d) sign language interpreters available to provide access to meetings and social gatherings
- e) audio amplification systems and assistive listening systems at resident meetings
- f) closed-captioning on televisions located in public areas
- g) use of telephone relay systems or other electronic methods (e.g., text messaging) to communicate with deaf individuals
- h) video phones provided in common use areas with high speed internet
- i) video connections for intercoms
- j) message boards in text format
- k) assistive listening devices and loops in rooms where there are public presentations
- l) acoustically designed common areas

Comment

15. Would any other Auxiliary Aids and Services/or Accessibility-Related Features make your housing more accessible? If so, please make suggestions.

16. If you would be willing to provide further feedback related to this survey, please state your name and the best way for us to contact you.