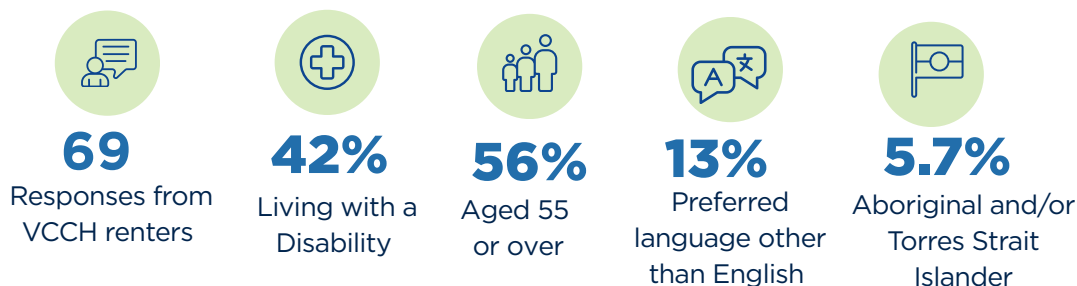


Survey Respondents



Overall Client Satisfaction
79.14%

Highest Satisfaction - Respectful & Rights Based Services

- 84%** I have been made aware of my tenancy rights under the Residential Tenancy Act & Privacy Act
- 84%** The Tenancy & Property Management Team upholds my rights as a renter
- 83%** The Tenancy & Property Management Team are professional and respectful when speaking to me



Maintenance Repairs

- 88%** Maintenance workers and tradespeople are polite and courteous
- 86%** I understand how I can make requests for maintenance
- 84%** I feel satisfied with the standard in which maintenance requests are completed

Social Inclusion

- 78%** I feel safe in my home, knowing that my identity and culture are respected

Shout Outs



60%

of renters expressed deep gratitude for being housed after periods of homelessness or crisis



Several renters name specific staff for being helpful, respectful, understanding, and communicative

Areas for Improvement



Decrease from last year in all questions relating to social inclusion, safety and quality of life



71% satisfied with quality of the repair carried out at their home



44% of survey respondents didn't answer the question related to sexual orientation

What will we do in response to renter feedback?

-  Collect better demographic information about our renters to plan and improve services
-  Include community engagement roles in all new shared housing projects
-  Give renters more ways to get involved in their community through local partnerships
-  Review our Community Engagement and Renter Satisfaction Strategy
-  Make sure renters know their rights and how to give feedback
-  Improve satisfaction with maintenance and repairs
-  Implement ways to make maintenance requests quicker and easier

