

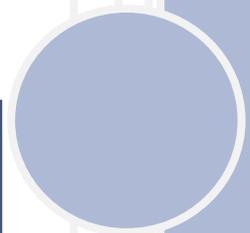
BRUCE COUNTY HOUSING SURVEY

2010

In 2010 Bruce County Housing staff devised a Bruce County Housing Survey plan to obtain feedback from key stakeholders using a variety of methods. The report explains the methodology of each the components as well as a detailed description of the results of each. Lastly the report finishes with a section discussing next steps.

Presented to Bruce County Housing Corporation Board

12/16/2010



BRUCE COUNTY HOUSING SURVEY 2010

EXECUTIVE SUMMARY

INTRODUCTION

In 2010 Bruce County Housing staff devised a Bruce County Housing Survey plan to obtain feedback from key stakeholders using a variety of methods. Staff conducted an Organizational Survey asking key questions of other agencies working with our tenants and or in direct partnership with Bruce County Housing. Additionally staff held tenant meetings, conducted a tenant satisfaction survey, and implemented the use of a tenant exit questionnaire to obtain feedback regarding our services. The full report explains the methodology of each of the components as well as a detailed description of the results of each.

RESULTS

The Organizational Survey had a response rate of 84%. Respondents of the survey indicated the method they most regularly obtain their information about Bruce County Housing is by contacting Bruce County Housing directly. Respondents (76.5%) agreed that Bruce County Housing Corporation contributed to the overall well being of the individual or family they served. A theme emerging from the general comments of the respondents was some dissatisfaction regarding the level of resources that Bruce County Housing has to address need in the community within the provincially mandated programs.

Tenant meetings were attended by two-hundred and fifty-nine tenants from tenant base of just over 600 households. Eighty-nine tenant meeting evaluations were returned for a response rate of 34%. Generally tenants were pleased with the structure of the tenant meetings and with the opportunity to voice their concerns such as in this comment from a respondent, *"Continue with meetings. If you listen, you learn"*. Despite the geographical span of the county many suggestions were consistent across the portfolio.

Tenant Satisfaction surveys were distributed to all the households of Bruce County Housing Corporation. Three hundred and twenty surveys were returned for a response rate of 53%. Generally this would be considered a very good rate of response.

Generally the feedback of respondents regarding satisfaction was good with 88% of respondents being satisfied or better with the overall condition of the buildings. The area of highest dissatisfaction in administration and tenant relations was responses to tenant issues and complaints with 9% of respondents expressing dissatisfaction.

Exit Questionnaires have been distributed to all vacating tenants of Bruce County Housing Corporation at the time of notice in 2010. Tenants are given a stamped and self-addressed envelope to return the questionnaire. As at October 31, 2010 the response rate to date was 44%. Generally the feedback from vacating tenants was positive with 81% indicating they would recommend living in Bruce County Housing Corporation to others. Two respondents indicated that their service and repairs were not taken care of promptly. Unfortunately the limitation of the questionnaire is that a particular time line was not suggested to compare the timeliness against so there is much room for interpretation of the respondents.

NEXT STEPS

Staff have been reviewing and implementing changes and improvements that are easily done within existing staffing and budget. Staff will be reviewing the information presented in the full report to evaluate the feedback and suggestions against budget constraints, staff resourcing, time available and feasibility of implementation. Staff will devise implementation plans to incorporate changes in a planned way. Information will be shared with tenants in a special edition of a tenant newsletter summarizing the survey results and implementation of improvements. The full Bruce County Housing Survey 2010 report will be available on the County of Bruce website in the Social Housing pages.

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Acknowledgments

Many people have made sharing the results of this Housing Survey possible. We especially want to acknowledge the tenants that have taken their time to share their thoughts and feelings whether at a tenant meeting or in a survey. We are so pleased that so many of you have helped us to understand how to improve the services that we provide.

We also want thank the many other agency staff that took the time from their busy lives to complete and give feedback from the perspective of individuals supporting our tenants and also from an external organizational point of view.

“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” – Margaret Mead

Introduction

In 2010 Bruce County Housing staff devised a Bruce County Housing Survey plan to obtain feedback from key stakeholders using a variety of methods. Staff conducted an Organizational Survey asking key questions of other agencies working with our tenants and or in direct partnerships with Bruce County Housing. Additionally staff held tenant meetings, conducted a tenant satisfaction survey, and implemented the use of tenant exit questionnaire to obtain feedback regarding our services. The report explains the methodology of each the components as well as a detailed description of the results of each. Lastly the report finishes with a section discussing next steps. This will include considerations for evaluating and implementing priorities based on the feedback received.

1. Methodology

1.1 Organizational Survey

Bruce County Housing staff drafted the Organizational Survey to ask key questions of other agencies working with our tenants directly and/or working in partnership with Bruce County Housing. A copy of the survey questions can be found in Appendix A. Staff drafted a list of twenty-five (25) agencies and/or contacts to participate in the survey. The online survey tool *Survey Monkey* was used to distribute survey. The agencies that were surveyed were encouraged to forward a link to the survey to any other individuals and/or agencies that they felt could comment. Respondents were given approximately one month to complete the survey

and were given a reminder email about a week prior to the survey closing. The online survey tool was used in order to best serve the needs of the stakeholder group and allow for anonymity. Twenty-one (21) surveys were completed for a response rate of 84%. The Survey Monkey tool provided a basic analysis summary. Further analysis was completed through the use of excel spreadsheets.

1.2 Tenant Meetings

A Tenant Meeting Schedule was drafted to conduct tenant meetings at the building complexes where meeting space is available throughout the county. A total of twenty-two (22) meetings were held across the County over a period of three months, from April until June 2010. Tenants were given Tenant Meeting Notices in advance of the meeting. Additionally Tenant Meeting posters were placed on bulletin boards at the buildings. Two-hundred and fifty-nine (259) tenants attended the meetings.

Each of the tenant meetings were facilitated by two staff persons. The Operations Manager attended all of the meetings and was joined by various other office and maintenance staff. The Agenda for the Tenant Meetings included the following topics: Tenant Satisfaction Survey; Tenant Insurance; Safety & Security; Energy Conservation; Good Neighbours; Building Improvements/Suggestions; Maintenance Requests; Questions/Concerns; Meeting Feedback & Next Steps. Meeting notes were taken by a staff person at each meeting. Additionally, all tenants attending the meeting were given a Tenant Meeting Evaluation form to complete and either return it to the office in an addressed and stamped envelope or place in the drop slot of their building where possible to do so. Eighty-nine (89) Tenant Meeting Evaluations were received for a response rate of 34%. Generally this would be considered a good rate of response.

1.3 Tenant Satisfaction Surveys

Bruce County Housing Staff drafted the tenant survey using resources available through the Ontario Non-Profit Association (ONPHA) with the purpose of asking key questions of our tenants. A copy of the survey can be found in Appendix C. The tenant satisfaction surveys were hand delivered to each tenant at the time of tenant meetings in their building or mailed directly to them in the case of individual family units. Tenants were given either an addressed and stamped envelope to mail to the office or an addressed envelope and were instructed to place in the drop slot of their building. Tenants were also given a ballot for a draw for a Tim Horton's Gift Certificate as a thank you for completing and returning the survey. A draw was completed and gift certificates were sent to three tenants that completed the survey. Three Hundred and Twenty (320) surveys were returned for a response rate of 53%. Generally this would be considered a very good rate of response.

1.4 Exit Questionnaire

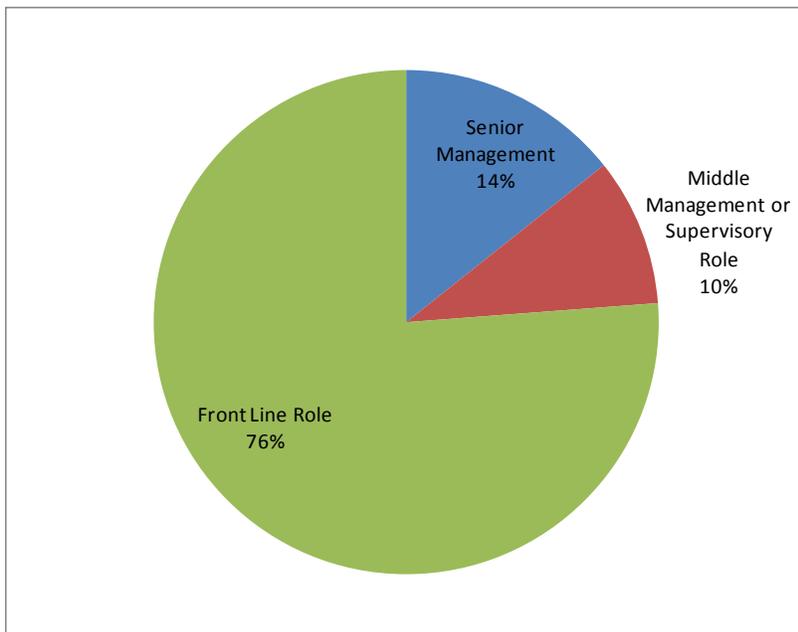
Bruce County Housing Staff drafted an Exit Questionnaire in order to ask vacating tenants key questions about their experiences living in Bruce County Housing Corporation. A copy of the Exit Questionnaire can be found in **Appendix D**. The Exit Questionnaires are mailed to vacating tenants with their move out letter. Vacating tenants are given an addressed and stamped envelope to return the questionnaire to the office. All vacating tenants in 2010 have received a copy of the Exit Questionnaire. As at October 31, 2010, seventy-two questionnaires had been sent to vacating households with thirty-two (32) returned for a response rate of 44%. This would be considered a good response rate.

Results

2.1 Organizational Survey

As mentioned in the Methods Section, Twenty-one (21) Organizational Surveys were completed for a response rate of 84%. The Organizational Survey can be viewed in **Appendix A**. The respondents identified their role within their organization as either Senior Management; Middle Management or Supervisory Role; or Front Line Role. The Front Line Role represented 76.2% (16) of the respondents, while senior management represented 14.3% (3) and middle management or supervisory role represented 9.5% (2). Of the respondents answering the survey, 81.0% indicated that are currently or have in the past served an individual or family that has accessed housing services of the County of Bruce.

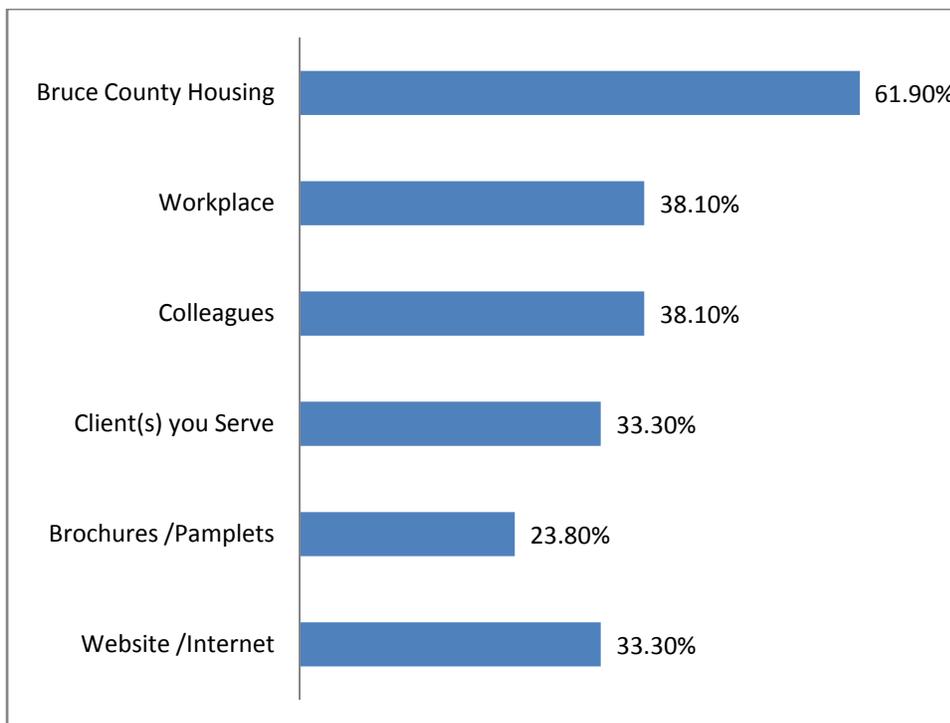
Graph 1: Role of Respondents in their Organization



Source: Bruce County Housing Organizational Survey, 2010

The following table describes how respondents of the organizational survey obtain information about Housing Services in Bruce County. Respondents were not limited to one choice but able to identify all the ways they obtain information. Interestingly, 61.9% of respondents most regularly obtain their information by contacting Bruce County Housing directly. The other methods of information identified were workplace 38.1%; colleagues 38.1%; clients served 33.3%; website/internet 33.3%. The least used method of obtaining information was Brochures and Pamphlets. This might be representative of an overall contextual shift in which people are obtaining more information electronically than the traditional paper methods.

Graph 2: Sources of Information about Housing Services in Bruce County



Source: Bruce County Housing Organizational Survey, 2010

Respondents were asked to consider if they feel they receive enough accurate information about Housing Services in Bruce County by indicating not at all; somewhat; moderately; definitely. Four (4) respondents answered not at all; eleven (11) respondents answered somewhat; one (1) respondent answered moderately and five (5) respondents answered definitely they feel they receive enough accurate information. Since the primary source of information that respondents are using to obtain information about housing services is Bruce County Housing this is an area of the survey that may need to be further explored.

Alternately overall respondents seem generally satisfied about the accuracy of information they receive about how to apply for Housing Services as 33.3% (7) of respondents indicated they definitely feel they receive enough accurate information about applying. Another 14.3 (3) indicated moderately; 26.6% (6) indicated somewhat; while 23.8% (5) indicated not at all do they receive enough accurate information.

Respondents were asked to consider if particular housing services contributed to the overall well being of the individual or family they served. Respondents were given the opportunity to answer only varying degrees of agree, disagree or neither agree or disagree. Regarding the services of Bruce County Community Housing Registry 64.7% of respondents agreed that the service contributed to the overall well being of the individual or family while the remaining 35.3% neither agreed nor disagreed. Fifty-three percent (53.0%) of respondents agreed that the services of the rent bank contributed to the well being of the individual or family while 47.1% neither agreed nor disagreed. Regarding the rent supplement program, 41.0% of respondents agreed that the service contributed to the overall well-being of the individual or family while 47.1% neither agreed nor disagreed and 11.8% (2) disagreed that the services contributed to the well being of the individual or family they served. Respondents agreed that Bruce County Housing Corporation contributed to the overall well being of the individual 76.5% of the time while the remaining 23.5% neither agreed nor disagreed. Regarding the Home Ownership program 64.7% of respondents neither agreed nor disagreed that the service contributed to the overall well being of the individual or family while 11.8% disagreed that it contributed and 23.6% agreed it contributed to the well being. Regarding the Affordable Housing New Development 35.3% agreed that the service contributed to the overall well being of the individual or family while 52.9% neither agreed nor disagreed and 11.8% disagreed.

Respondents were asked to consider the first thing that comes to mind when they think of Bruce County Housing. The following themes emerged in the order in the responses indicated with the theme with the highest number of responses first to the theme with the lowest number of responses last:

- Subsidized or geared-to-income for those in need financially;
- Long wait list and long wait for suitable housing;
- Cooperative and helpful;
- Hope for a home;
- And not enough info available about services.

Respondents were asked to rate the performance of Bruce County Housing in a number of areas in both office administration and building maintenance as outlined in the following tables. The most frequently occurring rating regarding the performance of the office

administration was “good”. Overall the performance was rated well in each of the categories as all categories ranged from 85.7 % of respondents to 100% of respondents indicating that the performance of the office administration was at least good or better. The most frequently occurring rating regarding the performance of the building maintenance was also “good”. Overall the performance was rated well in each of the categories for building maintenance as all the categories ranged from 70% of respondents to 100% of respondents indicating that the performance was at least good or better.

Table 1: Office Administration Performance Ratings

Area	Poor	Fair	Good	Great	Excellent
Staff interaction with Tenants is respectful and courteous	0	1	10	2	3
Staff interaction with others is respectful and courteous	0	0	8	4	4
Response Time	1	1	9	2	2
Ability to resolve issues	0	2	6	4	3
Fairness and implementation of Policy and Procedures	0	2	8	2	2
Communication is sufficient and timely	1	1	7	3	3
Required Documentation	1	1	8	2	3

Source: Bruce County Housing Organizational Survey, 2010

Table 2: Building Maintenance Performance Ratings

Area	Poor	Fair	Good	Great	Excellent
Staff interaction with Tenants is respectful and courteous	1	1	4	2	2
Staff interaction with others is respectful and courteous	0	1	6	1	2
Response Time	1	2	5	1	1
Ability to resolve issues	0	0	4	1	1
Fairness and implementation of Policy and Procedures	0	1	4	2	1
Communication is sufficient and timely	0	1	5	1	1
Required Documentation	0	0	6	1	1

Source: Bruce County Housing Organizational Survey, 2010

Lastly, respondents were asked to make suggestions for improvement. A theme emerged in which a number of respondents indicated they felt they did not have sufficient information or experience in order to make informed suggestions for improvement. Another theme that emerged was some dissatisfaction regarding the level of resources that Bruce

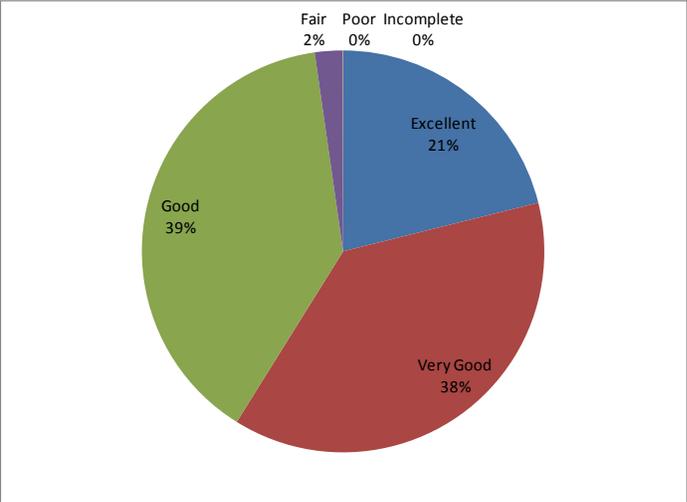
County Housing has to address need in the community alongside provincial programs that may not had as good a fit in Bruce County as in other municipalities across the province, however it was felt that Bruce County Housing managed well within the limitations. Additionally it was suggested to consider the limited literacy skills of potential applicants particular given the crisis situation that many applicants are facing. It was suggested that an “advocate” within Bruce County Housing for the clients’ needs would be extremely beneficial. Here are a few examples of responses that highlight the emerging themes:

- *“Bruce County Housing is great. Have a great relationship with staff there. Your website is super helpful, easy to negotiate and very informative. I love the idea that you can see any available units and access the wait list online”;*
- *“Thanks for asking for feedback, what a great thing to do”;*
- *“A lot of clientele we deal with have limited literacy skills. Filling out paper work can be overwhelming at the best of times and during crisis times becomes almost impossible for the client to do justice to the required paperwork. Having someone in housing be an advocate on behalf of the client would be extremely beneficial”.*

2.2 Tenant Meetings

As noted in the methods section, a total of twenty-two (22) meetings were held across the County over a period of three months, from April until June 2010. Two-hundred and fifty-nine (259) tenants attended the meetings and of those eighty-nine (89) returned Tenant Meeting Evaluations for a response rate of 34%. The Tenant Meeting Evaluation can be viewed in **Appendix B**.

Graph 3: Tenant Meeting Evaluation Overall Rating



Source: Bruce County Housing Tenant Meeting Evaluation, 2010

Tenants were given the opportunity in the Tenant Meeting Evaluation to comment on things that they liked about the meeting. The following themes emerged from the comments:

- Organized Meeting expressing various details such as use of agenda, record of the meeting and punctual;
- Opportunity to both voice concerns and have questions answered;
- Opportunity to get together with other tenants;
- Informative;
- Staff showed interest and concern.

Tenants were also given the opportunity in the Tenant Meeting Evaluation to comment on things they would like the meeting to include next time:

- Onsite Maintenance Staff;
- Follow-up on the Suggestions Made;
- Time for Tenants to raise topics;
- Coffee (instead of juice).

Additionally, tenants were also given the opportunity in the Tenant Meeting Evaluation to give suggestions for improving tenant meetings. Primarily one main theme emerged which was to regularly schedule tenant meetings in order to give tenants an opportunity to voice concerns and have face to face contact with staff to obtain information. There were nine respondents that indicated that meetings should be held at least once a year or more often. Here are some examples of tenant responses:

- *“Continue with meetings. If you listen, you learn”;*
- *“Have more meetings discussing different subjects & matters from both the tenant and housing”;*
- *“Should have them once a year”;*
- *“Have like a celebration”.*

Moreover, tenants were given the opportunity on the Tenant Meeting Evaluation to indicate their own ideas about Building Improvements; Energy Conservation, and Being a Good Neighbour. Additionally staff kept meeting notes at each meeting. The themes emerging in both the Tenant Meeting Evaluation and the meeting notes are summarized below by topic areas of building improvements, energy conservation, communication to tenants, being a good neighbour, building safety, and policy suggestions.

Building Improvement Suggestions

- Consideration of disabled tenants in all building improvements
- Install stair lifts or elevators in buildings without lifts/elevators
- Improved air circulation and replace roof vents/fans that are noisy
- Improved signage in parking lots
- Improved signage in garbage/recycling/laundry rooms
- Lighting in individual patio/balcony areas
- Replace windows
- New Screen Doors
- New Window coverings in common rooms
- Window coverings in units
- Hallway painting
- Unit cycle painting
- Review the enterphone buzz time to ensure it is lengthy enough for elderly & disabled
- Replace stoves and fridges
- Replace or regular maintenance of kitchen exhaust fans
- Space for scooter storage
- Windows cleaned annually
- New floors/ floors stripped by maintenance routinely
- Picnic tables outside and community barbecue
- Vents for garbage rooms for smell

Energy Conservation Suggestions

- Improve laundry equipment (with different water level or cycle options) and or allow for additional driving time for a quarter.
- Turn off lights in common areas when not in use
- Installation of clothes lines
- Composters
- Water saving shower heads
- New thermostats/ on and off timers
- Replace windows
- Weather stripping

Communication to Tenants Suggestions

- Regular tenant meetings

Being a Good Neighbour Suggestions

- Regular common room activities: celebrations, birthdays, bingo, crib, cards, church events, pot lucks, entertainment,
- Follow the garbage recycling procedures
- Help neighbours if able
- Be considerate of others
- Be respectful
- Get to know newcomers to building
- Same policies for everyone
- Respect privacy and refrain from gossip
- Remove laundry when done
- Smoke away from the building
- Take care of each other and help when needed

Building Safety Suggestions

- Automatic door openers for front entrances
- Tenants want Evacuation Drills in addition to monthly alarm drills
- Remind tenants of importance of using main entrances rather than fire doors for safety
- Consider propane heaters for common rooms for power outages
- Improved parking lot signage
- Change the barrier free door handles to a different style as the current ones have sharp edge that cause bruising of tenants.
- Some tenants would like fire extinguisher training

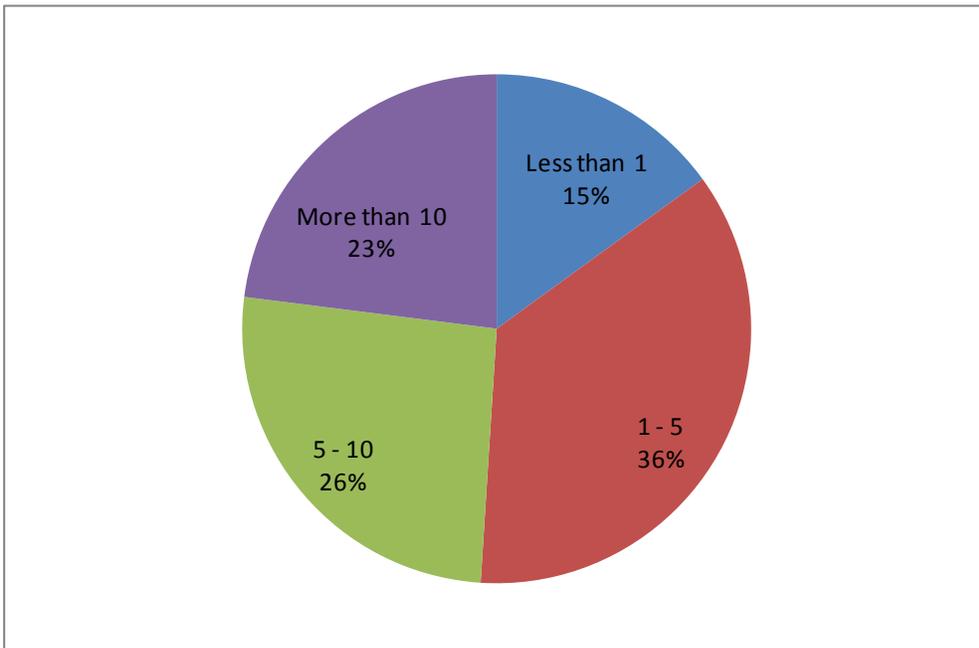
Policy Suggestions

- Increase season for Air Conditioner to May 1st
- Investigate tenant complaints thoroughly & equitably
- Smoke Free buildings

2.3 Tenant Satisfaction Surveys

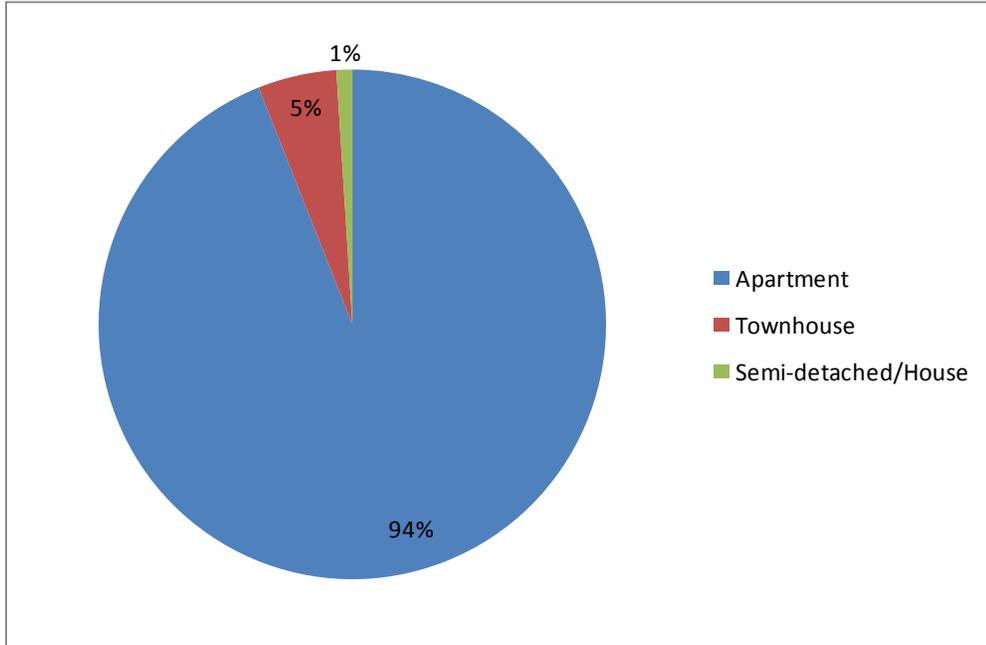
As mentioned in the methods section, three hundred and twenty (320) surveys were returned for a response rate of 53%. Generally this would be considered a very good rate of response. The Tenant Satisfaction Survey can be viewed in **Appendix C** of this document. The first section of the Tenant Satisfaction Survey asked respondents information about their household such as length of tenancy, type of unit, number of bedrooms in unit, type of rent (rent geared-to-income or market), who lives in the units and the ages of the individuals living in the unit. Some respondents did not complete this section or did not complete all the questions in the section therefore the percentage breakdown is based on the number of applicants that did complete the applicable question. The number of respondents that answered the length of tenancy was three-hundred and ten (310); type of unit three hundred and thirteen (313); number of bedrooms in the unit three hundred and fourteen (314); type of rent three-hundred and seven (307); and who lives in the units and the ages of the individuals living in the unit three-hundred and ten (310).

Graph 4: Length of Tenancy of Respondents of the Tenant Satisfaction Survey by Percentage



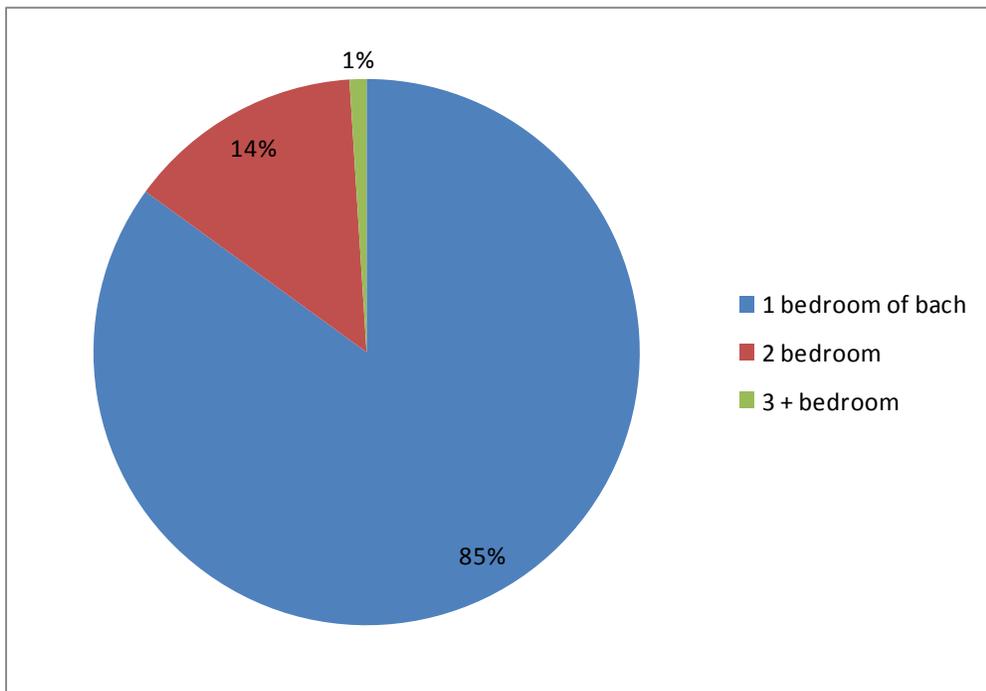
Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Graph 5: Type of Unit of Respondents of the Tenant Satisfaction Survey by Percentage



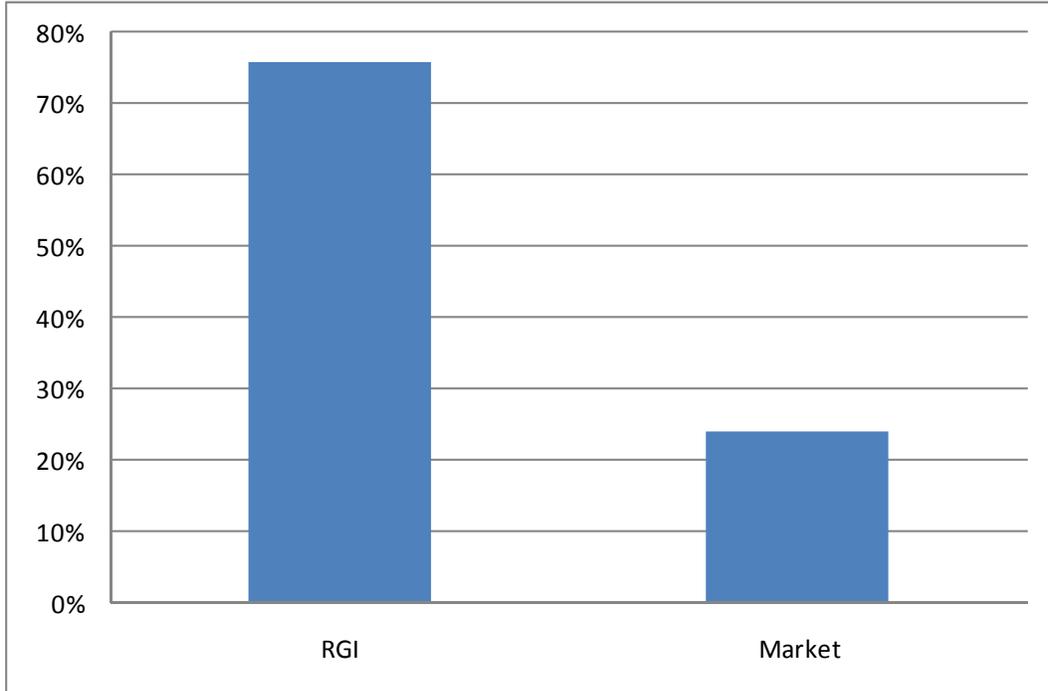
Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Graph 6: Number of Bedrooms of Unit of Respondents of the Tenant Satisfaction Survey by Percentage



Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

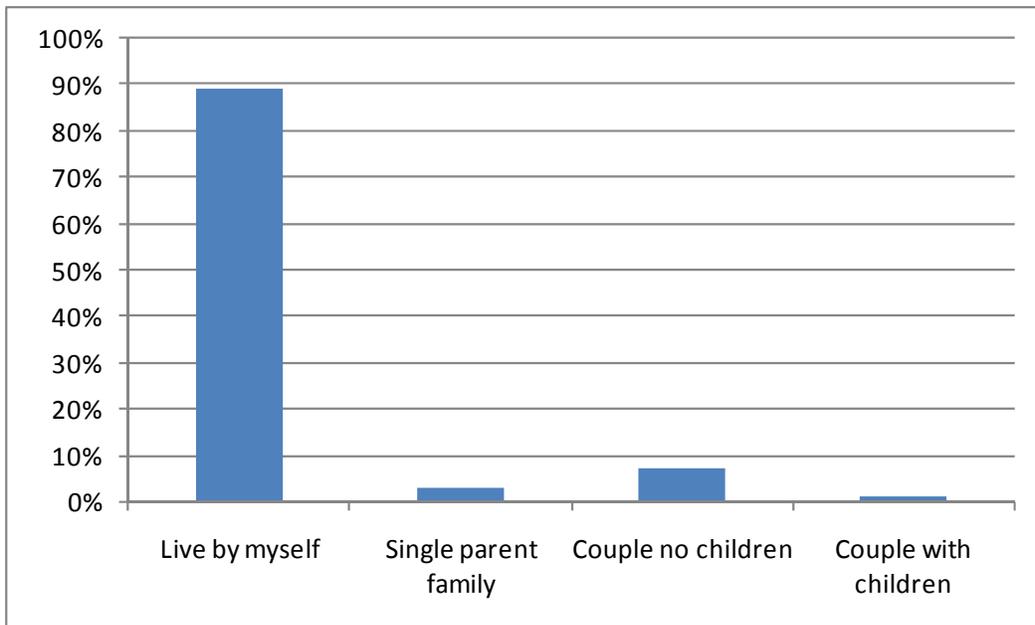
Graph 7: Type of Rent of Respondents of the Tenant Satisfaction Survey by Percentage



Note: RGI = Rent-geared-to-income

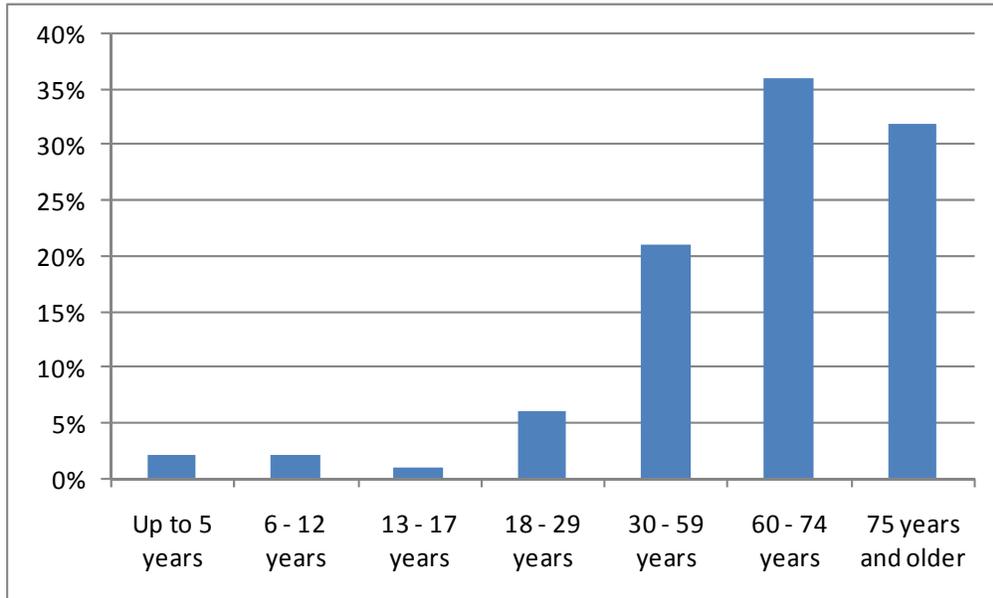
Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Graph 8: Household Composition of Respondents of the Tenant Satisfaction Survey



Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Graph 9: Ages of Individuals in the Household Responding to the Tenant Satisfaction Survey



Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

The second section of the Tenant Satisfaction Survey was in regard to respondents' satisfaction with their own unit. The following table depicts the responses of the tenants along a satisfaction scale.

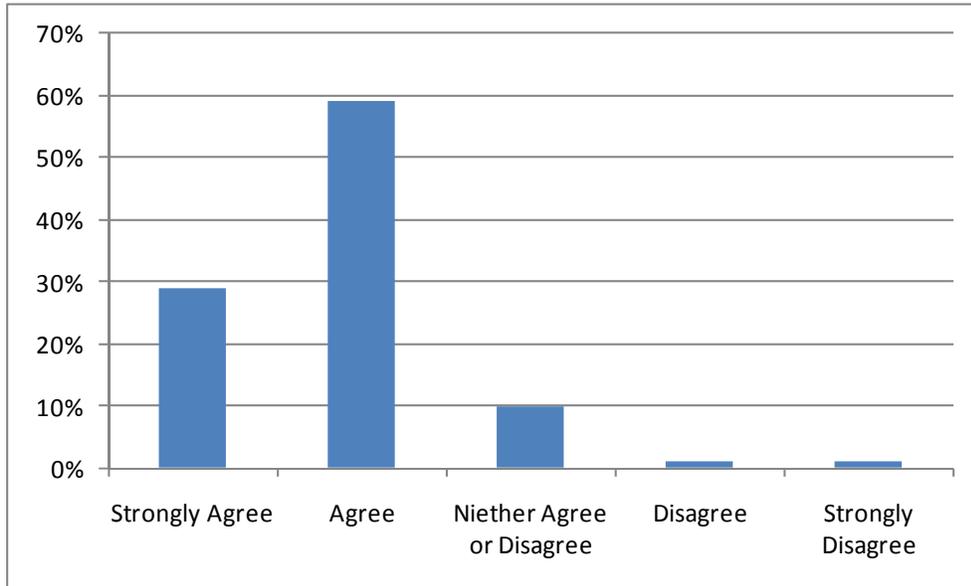
Table 3: Unit Satisfaction Ratings

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Appliances	104	157	21	16	7
Kitchen	113	163	18	10	3
Bathroom	104	157	21	23	4
Windows	85	147	33	35	13
Flooring	77	156	36	0	9
Walls/Ceilings	85	173	30	13	6
Lighting	99	176	18	13	3
Temperature	106	176	15	8	5

Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Respondents were asked, *overall, I am happy with the condition of my unit* on a scale of satisfaction. Eight-one (29%) responded they strongly agree, while one-hundred and sixty-seven (59%) agree, twenty-nine (10%) neither agree nor disagree, three (1%) disagree and four (1%) strongly disagree. The following graph depicts this information.

Graph 10: Overall Satisfaction with the Condition of Respondents own Unit



Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Table 4: Building Common Areas Satisfaction Area

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know or Not Applicable
Parking	86	129	28	9	2	37
Security & Safety	83	164	29	18	7	7
Exterior Grounds	103	159	19	18	4	6
Main Entrance	105	180	15	8	0	6
Inside Common Areas	97	178	17	8	3	7
Laundry Area	86	168	24	24	3	8
Garbage and Recycling Area	90	167	25	17	6	7
Elevator/Lift	55	83	17	4	1	76
Overall Condition of the Building	87	185	26	5	1	6

Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Twenty-eight percent (28%) of respondents were *very satisfied* with the overall condition of the building, while sixty percent (60%) were *satisfied*, eight percent (8%) were *neither satisfied nor dissatisfied*, two percent (2%) were *dissatisfied*, and less than one percent (1%) were *very dissatisfied*.

The fourth section of the Tenant Satisfaction Survey asked for feedback regarding regular and emergency maintenance and repair work. Respondents were asked to identify if they know how to ask staff for repairs in their unit. Ninety-five percent (95%) of respondents on this question replied *yes* while the remaining five percent (5%) said *no*. Similarly ninety-four percent (94%) of respondents said that they knew how to contact Bruce County Housing for emergency repairs after hours and on weekends. Table 5, below depicts the responses regarding various components of regular and emergency maintenance and repair work.

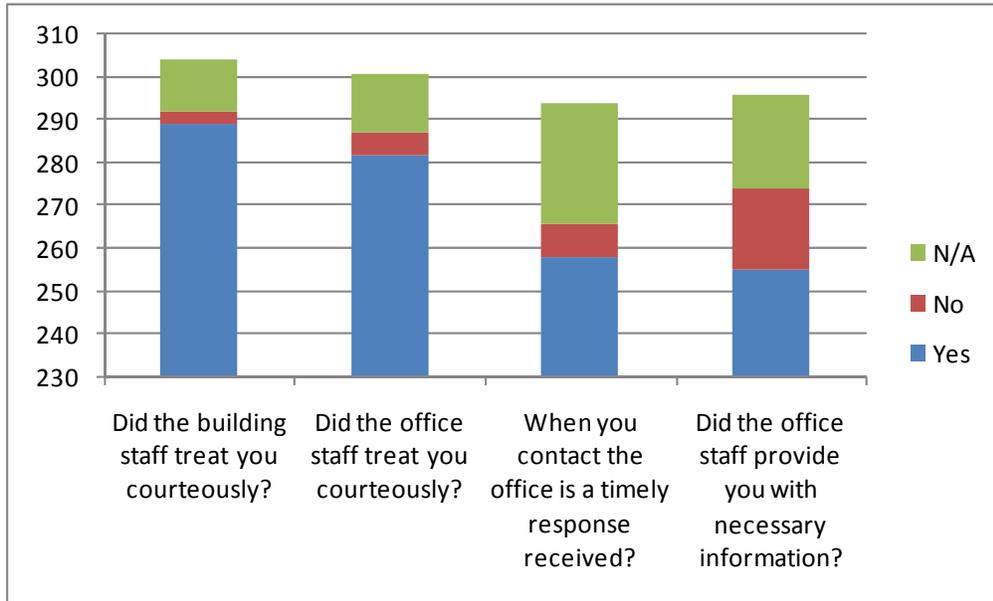
Table 5: Regular & Emergency Maintenance & Repair Work Satisfaction Ratings

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know or Not Applicable
The time it took for work to start.	80	157	20	10	2	24
The information given about the work.	71	157	29	5	2	21
The time it took for the work to be finished.	85	144	23	12	3	21
The quality of the repair or maintenance work.	88	148	19	9	3	21
Workers kept the site as tidy and clean as possible.	98	151	15	1	2	23
External contractors were professional.	83	128	17	6	3	40

Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

The fifth section of the Tenant Satisfaction Survey asked respondents about their contact with staff. Ninety-five percent (95%) of respondents indicated *yes* the building staff treated them courteously. Ninety-four percent (94%) of respondents indicated *yes* the office staff treated them courteously. Eighty-eight percent (88%) of respondents indicated that when respondents contact the office a timely response is received. Eighty-six percent (86%) of respondents indicated that the office staff provided them with the necessary information they required.

Graph 11: Contact with Staff



Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

Table 6: Administration and Tenant Relations Satisfaction Ratings

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know or Not Applicable
Annual Rent Review	81	170	25	5	0	25
Information about rent changes	73	168	21	5	0	34
Information about new or changed housing policies	70	154	20	8	2	40
Tenant Newsletter	74	172	20	4	2	28
Tenant Meetings	71	146	35	6	3	33
Ability to explain landlord and tenant rights and responsibilities	65	153	25	10	3	34
Explanation of terms of lease	77	173	23	5	0	18
Response to tenant complaints	59	130	33	17	8	37

Source: Bruce County Housing Corporation Tenant Satisfaction Survey, 2010

The sixth section of the Tenant Satisfaction Survey asked respondents for feedback regarding administration and tenant relations. The above table depicts their responses regarding various components of administration and tenant relations. The area of highest dissatisfaction in administration and tenant relations was *responses to tenant issues and complaints* with nine percent (9%) of respondents indicating dissatisfaction, while sixty-seven percent (67%) expressed satisfaction and the remaining twenty-four percent (24%) having no opinion or a neutral opinion.

The seventh section of the Tenant Satisfaction Survey asked respondents for feedback on their overall satisfaction with Bruce County Housing Corporation. Eighty-six percent (86%) of respondents would recommend living in Bruce County Housing Corporation to others. Seventy-nine percent (79%) of respondents indicated they are proud to live in the Bruce County Housing Corporation Building they live in. Seventy-six percent (76%) of respondents said they felt a sense of belonging in their building. Seventy-seven percent (77%) of respondents said they live in a building where people help their neighbours. Respondents were asked to rate their overall experience living at Bruce County Housing Corporation buildings and one-hundred and five respondents or 34% indicated it is excellent, one-hundred and sixty-five respondents or 53% indicated good, thirty-one respondents or 10% answered neutral and nine respondents or 3% answered poor.

The final two questions of the Tenant Satisfaction Survey were more open-ended allowing respondents to give feedback on the three things they think need the most improvement and any other comments. The following categories or themes emerged building improvements; tenant relations; energy conservation improvements; policy implications; and accessibility improvements.

Building Improvements

- New windows
- Floors
- New Lighting fixtures and Exterior Lighting Fixtures
- New stoves
- Clean windows outside
- Removal of pests (wasps, ants, etc)
- Water pipes are noisy
- Painting
- Improve Walkways, patio, landscaping
- Window coverings
- Communal barbecue
- Shorten repair time
- New Common Room furniture

Energy Conservation

- Energy efficient larger capacity washers and dryers
- Lengthen the drying time or allow adding one quarter at a time
- Energy efficient refrigerators
- Improved Ventilation
- New light bulbs
- Attic Insulation

Tenant Relations

- Improvement in handling of complaints
- Regular tenant meetings
- More activities
- Improved response time

Accessibility

- Automatic door openers at entrance
- Better accessibility to 2nd floor: chair lift, lift or elevator

Policy Implications

- Assign parking spaces, Improve visitor parking signs Mark the parking spaces
- Non-smoking
- Tenant Access to Policy Manual

2.4 Exit Questionnaires

As at October 31, 2010, seventy-two questionnaires had been sent to vacating households with thirty-two (32) returned for a response rate of 44%. This would be considered a very good response rate. The Exit Questionnaires can be viewed in **Appendix D**.

Respondents were asked to indicate their reasons for renting with Bruce County Housing Corporation and were allowed to make as many choices as they wanted. Fifty-six percent (56%) indicated that they chose to rent with Bruce County Housing Corporation because it was affordable; sixteen percent (16%) indicated that it was for security; fifty percent (50%) indicated for location; thirteen percent (13%) indicated for appearance; and fifty-six percent (56%) indicated that they rented for the seniors only mandate.

Respondents were asked to consider if they were pleased with the manner in which a number of topics related to administration and tenant relations were explained to them such as the terms of lease, right and responsibilities, annual rent review, increases or decreases to rent.

Ninety-four percent (94%) of respondents said yes they were pleased in the manner the all of the above topics were explained to them. Three percent (3%) of respondents (one tenant) said no they were not pleased with the manner in which the terms of lease and the rights and responsibilities were explained to them. Ninety-one percent (91%) of respondents said that they were pleased with the manner in which they were explained responsibilities at move-out.

Respondents were asked to consider if they were pleased with the manner in which a number of items had been maintained such as interior common areas; grounds and exterior of the building; parking area; and service and repairs. Ninety percent (90%) of respondents were pleased with the interior common areas; eighty-four percent (84%) of respondents were pleased with the grounds and exterior of the building; eighty-four (84%) were pleased with the parking area; and ninety-four percent (94%) were pleased with the service and repairs.

Ninety-one percent (91%) of respondents indicated that the site staff treated them courteously. Eighty-eight percent (88%) of indicated that their service and repairs were taken care of promptly. Two respondents indicated that no their service and repairs were not taken care of promptly. Ninety-seven percent (97%) of respondents indicated that the office staff treated them courteously; responded in a timely manner and provided them with the necessary information.

Eighty-one percent (81%) of respondents said they would recommend living in their building to others. Two respondents said they would not recommend living in their building to others. Respondents were also asked to rate their overall experience living with Bruce County Housing Corporation. Fifty percent (50%) of respondents said it was excellent; forty-one percent (41%) said it was good six percent (6%) or two respondents said it was unpleasant.

Next Steps

Staff have been reviewing and implementing changes and improvements that are easily done within existing staffing and budget. Staff will be reviewing the information presented in this report in full to evaluate the feedback and suggestions against budget constraints, staff resourcing, time available, and feasibility of implementation. Next staff will devise implementation plans to incorporate changes in a planned way. A special edition of the Tenant Newsletter will be distributed to all tenant households summarizing the survey feedback as well as outlining an explanation of projects or changes we expect to undertake based on the feedback received.

Appendix A – Organizational Survey

1. Please identify the role that best describes you. [Senior Management Role, Middle Management or Supervisory Role, Front Line Role, Administrative Role, Board Member, Volunteer]
2. Do you feel you receive enough accurate information? [Not at all, Somewhat, Moderately, Definitely]
 - About Housing Services in Bruce County
 - About Regulations regarding Housing Services
 - About how to Apply for Housing Services
 - About Available Affordable housing units
3. Where do you get information about housing Services in Bruce County?
 - Website /Internet
 - Brochures/Pamphlets
 - Clients you serve
 - Colleagues
 - Workplace
 - Bruce County Housing
4. Would you know who to contact if you wanted information about: [Yes, No, Unsure]
 - Applications for housing services and housing
 - Issues regarding current tenants
 - Bruce County Housing Corporation’s Responsibilities as a Social Housing Provider
 - Making Complaints regarding Housing Services
5. Are you currently or have you in the past served an individual of family that has accessed Housing Services of the County of Bruce? [Yes, No, Unsure]
6. If you answered yes to the previous question, do you feel receiving the service contributed to the overall well being of the individual? [disagree Strongly, Disagree Somewhat, Neither Agree or Disagree, Agree Somewhat, Agree Strongly]
 - Bruce County Housing Registry
 - Rent Bank
 - Rent Supplement in Private Rental
 - Bruce County Housing Corporation
 - Home Ownership

- Affordable Housing New Development

7. What is the first thing that comes to mind when you think of Bruce County Housing?

8. Rate our performance in each of the following areas: [Poor, Fair, Good, Great, Excellent]

Office Administration

- Staff interaction with tenants is respectful and courteous
- Staff interaction with others is respectful and courteous
- Response Time
- Ability to resolve issues
- Fairness and implementation of policies and procedures
- Communication is sufficient and timely
- Required documentation

Building Maintenance

- Staff interaction with tenants is respectful and courteous
- Staff interaction with others is respectful and courteous
- Response Time
- Ability to resolve issues
- Fairness and implementation of policies and procedures
- Communication is sufficient and timely
- Required documentation

9. Please describe any suggestions for improvement.

Appendix B – Tenant Meeting Evaluation

Date:

Time:

Location:

Things that I liked about the meeting...

Next time I think the meeting should include...

Suggestions for improving tenant meetings...

Please give an overall rating to the tenant meeting. Circle the response that you feel is most appropriate. [Poor, Fair, Good, Very Good, Excellent]

My thoughts on building improvements

My thought on energy conservation

My thoughts on being a good neighbour

TENANT SATISFACTION SURVEY

Your comments are important to us to help us identify ways we can improve our service. The information received from each person is confidential and will be used only to provide general feedback to our staff. The feedback will be shared in the Tenant Newsletter later in the year.

Directions:

1. Please complete this Questionnaire
2. Insert the completed Questionnaire in the Janitor Room Slot at your building in the enclosed addressed envelope and return by May 19, 2010.
3. For each household that completes the survey you may enclose a completed Tenant Satisfaction Survey Ballot for a draw with a chance to win a Tim Horton's gift certificate. The ballot is on the last page of the survey.

Thank you for completing the survey!

SECTION 1 – YOUR HOUSEHOLD

1. How long have you been a tenant with Bruce County Housing? Check the box that most applies.

- | | |
|---|---|
| <input type="checkbox"/> Less than 1 year | <input type="checkbox"/> 1 – 5 years |
| <input type="checkbox"/> 5 – 10 years | <input type="checkbox"/> More than 10 years |

2. What type of unit do you live in? Check the box that most applies.

- | | | |
|------------------------------------|---|---|
| <input type="checkbox"/> Apartment | <input type="checkbox"/> Rowhouse/Townhouse | <input type="checkbox"/> Semi-detached/Detached House |
|------------------------------------|---|---|

3. How many bedrooms does your unit have? Check the box that most applies.

- | | | |
|--|------------------------------------|-------------------------------------|
| <input type="checkbox"/> 1 bedroom
(bachelor) | <input type="checkbox"/> 2 bedroom | <input type="checkbox"/> 3 bedrooms |
|--|------------------------------------|-------------------------------------|

4. Which type of rent do you pay? Check the box that most applies.

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Rent-geared-to-income | <input type="checkbox"/> Market Rent |
|--|--------------------------------------|

5. How would you describe your household? Check the box that most applies.

- I live by myself.
- I live with a roommate.
- We are a single parent family.
- We are a couple without children
- We are a couple with children.
- Other (e.g. extended family, live-in caregiver)

6. How old are the people who are part of your household? For example, if you are 31 years old and live with your 2 children aged 1 and 5 years old, you would put 2 beside 'Up to 5 years old' and put 1 beside '30 to 59 years'.

	<i>Up to 5 years old</i>
	6 – 12 years
	13 – 17 years
	18 – 29 years
	30 – 59 years
	60 – 74 years
	75 years and older

SECTION 2 - YOUR UNIT

7. Are you satisfied with your unit? Check the box that best describes how you feel about the condition of each item.

	Very Satisfied	Satisfied	Neither Satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flooring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walls/Ceilings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature in Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Overall, I am happy with the condition of my unit. Circle the answer that most applies.

Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

SECTION 3 – YOUR BUILDING’S COMMON AREAS

9. Are you satisfied with the condition of the common areas in your building? Check the box that best describes how you feel about the condition of each item.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know or Not Applicable
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Main Entrance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inside Common Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garbage & Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elevator/Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Condition of Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 4 – REGULAR & EMERGENCY MAINTENANCE & REPAIR WORK

10. Are you satisfied with the repairs and routine maintenance done in your unit? For each item, check the box that best describes how you feel about the last time you had repair work done.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know or No Opinion
The time it took for the work to start.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information you were given about the work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time it took for the work to be finished.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of the repair or maintenance work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers kept the site as tidy and clean as possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External contractors were professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I know how to ask staff for repairs in my unit.				<input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
12. I know the process to contact Bruce County Housing for emergency repairs after hours and on weekends.				<input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

SECTION 5 – CONTACT WITH STAFF

13. Did the building staff treat you courteously?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
14. Did the office staff treat you courteously?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
15. When you contact the office is a timely response received?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
16. Did the office staff provide you with necessary information?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

SECTION 6 – ADMINISTRATION & TENANT RELATIONS

17. Are you satisfied with the administration of Bruce County Housing Corporation?

For each item, check the box that best describes how you feel about the last time 12 months.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know or No Opinion
Annual Rent Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information received about to rent changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information received about new or changed housing policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tenant Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tenant Meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to explain landlord and tenant rights and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of terms of lease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to Tenant Issues & Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 7 – OVERALL SATISFACTION

18. For each of the following statements, check the box that most describes how you feel.

	Agree	Neither Agree or Disagree	Disagree
I would recommend living here to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am proud to live in this building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel a sense of belonging in my building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I live in a building where people help their neighbours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. How would rate your overall experience living here as? Circle the answer that most applies.

Excellent

Good

Neutral

Poor

20. Which 3 things do you think need the most improvement?

Your feedback is important to us. Please use this space to provide us with any other comments you would like to make about your housing or explain any of your answers to the survey.

Please print clearly.

Appendix D – Exit Questionnaire

Your comments are important to us to help us identify ways we can improve our service. Please complete this Exit Questionnaire and mail it to the Operations Manager with the enclosed addressed and stamped envelope. The information received from each person is confidential and will be used only to provide general feedback to our staff.

(Optional) NAME: _____

(Optional) ADDRESS: _____

What were your reasons for choosing to rent from us? Check all that apply:

- | | | |
|---|-------------------------------------|---|
| <input type="checkbox"/> Affordable Housing | <input type="checkbox"/> Location | <input type="checkbox"/> Seniors Only Buildings |
| <input type="checkbox"/> Security | <input type="checkbox"/> Appearance | <input type="checkbox"/> Other: _____ |

Administration & Tenant Relations

Were you pleased with the manner in which the following have been explained to you?

- | | | | |
|--|------------------------------|-----------------------------|------------------------------|
| The terms of your lease | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Your rights and responsibilities as a tenant | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Your Annual Rent Review | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Increase or Decreases to your rent amount | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Your responsibilities at move out | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Buildings & Maintenance

Were you pleased with the manner in which the following have been maintained?

- | | | | |
|---|------------------------------|-----------------------------|------------------------------|
| The interior common areas of the building | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| The ground and exterior of the building | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| The parking area | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Were your service and repairs taken care of satisfactorily? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Staff

Did the site staff treat you courteously? Yes No N/A

Were your service and repairs taken care of promptly? Yes No N/A

Did the office staff treat you courteously? Yes No N/A

When you contact the office is a timely response received? Yes No N/A

Did the office staff provide you with necessary information? Yes No N/A

I would recommend living here to others: Yes No

I would rate my overall experience living here as: Excellent Good Unpleasant

What are your reason(s) for leaving?

Do you have any additional comments that you would like to add? (Use the back if more space required)

Additional Comments: