Simcoe County Housing Corporation

TENANT SATISFACTION SURVEY

Amanda Kilby, Dennis J. Talon, Craig Walker
Presentation Agenda

• Background
• Methodology and Sample
• Results and Findings
  - 1.0 Tenant Profile
  - 2.0 Satisfaction
  - 3.0 Smoking and Smoking Related Concerns
  - 4.0 Service Awareness and Use
• Conclusions
• Recommendations
Background

• Simcoe County Social Housing Corporation
• 1260 Units
• Opinions of Tenants
  - Maintenance and Satisfaction
  - Second-hand smoke
  - Services: awareness and use
Background

• Determinants of Health
  ➢ Psychological Stress (Marsh, Gordon, Pantazis & Heslop, 1999)
  ➢ Increased Health Concerns (Chisholm, 2003)
  ➢ Sense of Community

• Tenant Satisfaction Surveys
  ➢ Increased retention & sense of belonging (ONPHA, 2008)
Background

• Exposure to second-hand smoke
  - Right to Smoke
  - Serious Risk: 74% (Decima, 2007)
  - Waterloo Study

• Service Awareness
  - Guaranteed Income Supplement (Daily Bread Food Bank, 2004)
Purpose and Objectives

To determine the extent that tenants in Simcoe County are satisfied with their current living situation.

Objectives:

• Determine tenants’ opinions related to satisfaction
• Understand smoking habits and concerns regarding health and safety
• Determine tenants’ awareness and use of social services
• Build a profile of tenants
Methods

Phase 1:

• Paper Questionnaire
  - Satisfaction, Maintenance, Safety, Communication
  ✓ Qualitative component
  - Smoking Habits and Concerns
  - Service Awareness and Use
  - Demographic Information
Methods

Phase 2:
• Telephone Interviews
  - Satisfaction
  - Safety
  - Smoking
Simcoe County Housing Corporation

TENANT SATISFACTION SURVEY

Sampling

• 1260 Units (1 Questionnaire per unit)
• Breakdown of Target Population and Sample
• Response: 481 (38%)
• Margin of Error: 3.57% (based on 1260 units)
• Telephone Interviews:
  ✓ convenience sample (8 Interviews)
Limitations

- Overrepresentation of Senior population
- Underrepresentation of Family tenants
- Overrepresentation of apartment dwelling tenants
- No weighting by location
## 1.0 Results: Tenant Profile

**Figure 1: Significant senior population**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 39</td>
<td>3%</td>
</tr>
<tr>
<td>40 to 54</td>
<td>13%</td>
</tr>
<tr>
<td>55 to 69</td>
<td>32%</td>
</tr>
<tr>
<td>70 to 84</td>
<td>46%</td>
</tr>
<tr>
<td>85 and up</td>
<td>7%</td>
</tr>
</tbody>
</table>

- Female: 76%
- 55 +: 83%

Survey Question: What year were you born in?

**Figure 2: Majority have been tenants 7+ years**

<table>
<thead>
<tr>
<th>Tenure Duration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>9%</td>
</tr>
<tr>
<td>1-3 years</td>
<td>19%</td>
</tr>
<tr>
<td>4-6 years</td>
<td>19%</td>
</tr>
<tr>
<td>7-9 years</td>
<td>15%</td>
</tr>
<tr>
<td>10+ years</td>
<td>38%</td>
</tr>
</tbody>
</table>

- Living Alone: 87%
- One Bedroom: 86%
- 10+ Years: 38%

Survey Question: How long have you been a tenant with SCSH?
1.0: Tenant Profile

Figure 3: Over half of respondents live in senior units

- Senior: 58% (43% of 1260)
- Adults: 33% (27% of 1260)
- Family: 7% (24% of 1260)
- Urban Native: 2% (5% of 1260)

Survey: Geographical Code

Figure 4: Response rates by region

- Barrie: 22%
- Midland: 14%
- Collingwood: 12%
- Penetang: 10%
- Bradford: 9%

Survey: Geographical Code
2.0 Tenant Satisfaction, Safety Maintenance and Communication

2.1 Interior Satisfaction

Figure 5: Overall, the majority of tenants are satisfied with the interior of their units.

Survey Question: How strongly do you agree/disagree with the following statement:
“Overall I am satisfied with the interior of my unit.”

- 26% Strongly Agree
- 49% Agree
- 14% Neither Agree/Disagree
- 6% Disagree
- 4% Strongly Disagree

75% of tenants agree or strongly agree they are satisfied.
2.1 Interior Satisfaction

Figure 6: Importance outweighs satisfaction

<table>
<thead>
<tr>
<th></th>
<th>Mean Satisfaction</th>
<th>Mean Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flooring</td>
<td>3.4</td>
<td>4.2</td>
</tr>
<tr>
<td>Bathroom</td>
<td>3.8</td>
<td>4.4</td>
</tr>
<tr>
<td>Windows</td>
<td>3.9</td>
<td>4.2</td>
</tr>
<tr>
<td>Walls and Ceilings</td>
<td>3.9</td>
<td>4.1</td>
</tr>
<tr>
<td>Kitchen</td>
<td>4.1</td>
<td>4.4</td>
</tr>
<tr>
<td>Temperature</td>
<td>4.3</td>
<td>4.4</td>
</tr>
</tbody>
</table>

Windows, walls and ceilings, and bathrooms were the best predictors of overall satisfaction ($R = 0.395$, $R^2 = 0.156$, $F[3, 387] = 23.82, p < 0.01$).

Tenants in Senior’s buildings more satisfied with flooring ($X^2[4, 453] = 10.77, p = 0.03$) and bathrooms ($X^2[4, 463] = 13.13, p = 0.01$).

Survey Question: Please tell us how satisfied you are with the conditions of the following areas of your home, and how important are the conditions of these areas to you.
2.2 Exterior and Common Area Satisfaction

Figure 7: Three of four tenants are satisfied overall with the common areas of their building

Survey Question: How strongly do you agree/disagree with the following statement: “Overall I am satisfied with the shared or common areas of my building”

Tenants in adult/family buildings more likely to disagree than tenants in senior’s buildings ($X^2 [4, 458] = 11.35, p = 0.02$).

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree / Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>19%</td>
<td>58%</td>
<td>12%</td>
<td>8%</td>
<td>4%</td>
</tr>
</tbody>
</table>

$n = 453$
2.2 Exterior and Common Area Satisfaction

Figure 8: Satisfaction Lower than Importance (With One Exception)

<table>
<thead>
<tr>
<th>Area</th>
<th>Mean Satisfaction</th>
<th>Mean Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locks</td>
<td>4.1</td>
<td>4.6</td>
</tr>
<tr>
<td>Stairwells and Hallways</td>
<td>4.0</td>
<td>4.4</td>
</tr>
<tr>
<td>Laundry Area</td>
<td>4.0</td>
<td>4.5</td>
</tr>
<tr>
<td>Landscaping</td>
<td>3.8</td>
<td>4.2</td>
</tr>
<tr>
<td>Recycling / Garbage Area</td>
<td>4.1</td>
<td>4.5</td>
</tr>
<tr>
<td>Front Door and Lobby</td>
<td>4.2</td>
<td>4.5</td>
</tr>
<tr>
<td>Parking Lot</td>
<td>3.9</td>
<td>4.2</td>
</tr>
<tr>
<td>Temperature</td>
<td>4.2</td>
<td>4.5</td>
</tr>
<tr>
<td>Fire Alarms, Smoke Detectors</td>
<td>4.5</td>
<td>4.7</td>
</tr>
<tr>
<td>Building Exterior</td>
<td>4.1</td>
<td>4.2</td>
</tr>
<tr>
<td>Lighting</td>
<td>4.4</td>
<td>4.4</td>
</tr>
<tr>
<td>Recreation Room</td>
<td>4.4</td>
<td>4.4</td>
</tr>
</tbody>
</table>

Survey Question: Please tell us how satisfied you are with the conditions of the following shared or common areas of your building, and how important are the conditions of these areas to you.

-Satisfaction with laundry areas, lighting and building exterior significant predictors of overall satisfaction with shared or common areas ($R = 0.533$, $R^2 = 0.284$, $F \{3, 283\} = 37.38$, $p < 0.01$).

-Those in senior’s buildings indicated greater satisfaction with landscaping ($X^2 \{4, 436\} = 14.61$, $p < 0.01$), lighting ($X^2 \{4, 446\} = 21.09$, $p < 0.01$) and locks ($X^2 \{4, 448\} = 18.98$, $p < 0.01$).
2.3 Safety

Figure 9: Most Tenants Feel Safe All or Most of the Time

Survey Question: How strongly do you agree/disagree with the following statements:

- Feeling safe in the unit and neighbourhood are significantly related to overall unit satisfaction ($R = 0.441, R^2 = 0.195 F [2, 392] = 47.385, p < 0.01$).

- Tenants in adult/family units more likely to say they rarely or never feel safe in their parking lot ($X^2 [4, 434] = 11.66, p = 0.02$) or neighbourhood ($X^2 [4, 448] = 14.15, p < 0.01$) compared to residents of senior’s buildings.
2.4 Maintenance

Figure 10: Nearly Two Thirds of Non-emergency Repairs are Completed Within One Week

- 90% of tenants know the procedure for submitting a non-emergency repair request.
- 44% have made a request in the past year.
- Problems with plumbing (36%) and kitchen appliances (21%) were most frequent.

Survey Question: How long did it take to complete a non-emergency repair?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 1 week</td>
<td>64%</td>
</tr>
<tr>
<td>Within 1 month</td>
<td>13%</td>
</tr>
<tr>
<td>Within 2 months</td>
<td>4%</td>
</tr>
<tr>
<td>Within 6 months</td>
<td>8%</td>
</tr>
<tr>
<td>Was never completed</td>
<td>12%</td>
</tr>
</tbody>
</table>
2.4 Maintenance

Figure 11: The Majority of Emergency Repairs are Completed Within One Day

- 85% of tenants know the procedure for submitting an emergency repair request.
- 18% have made a request in the past year.
- Problems with plumbing were most frequent.

Survey Question: How long did it take to complete an emergency repair?

- Right Away: 41%
- Within 1 day: 28%
- Within 1 week: 10%
- Within 1 Month: 7%
- Was Never Completed: 13%

(n = 68)
2.4 Maintenance

Figure 12: Over Three quarters of Tenants are Satisfied with Maintenance Procedures

- The ease of contacting staff, treated with respect and the time it takes for a repair to finish significantly predict overall unit satisfaction. \( R = 0.637, \ R^2 = 0.406 \ F[3, 286] = 65.262, \ P < 0.01 \)

- “When we fill out maintenance report forms nothing gets done. It’s very slow for even a response from our superintendent.”

Survey Question: How satisfied are you with the maintenance and repairs done in your unit?
2.5 Communication

Figure 13: Three Fifths of Tenants Read Newsletters All of the Time; Only One Third Attend Tenant Meetings

- Tenants in senior’s buildings were significantly more likely to attend tenant meetings ($X^2 [4, 443] = 10.85, p = 0.03$) and find them useful ($X^2 [4, 398] = 10.16, p = 0.04$) than tenants in adult / family building.

- Three quarters of tenants agree they are satisfied with their communication with office staff.

Survey Question: How often do you...
3.0 Results: Smoking Habits and Smoking Related Concerns

3.1 Smoking Habits of Tenants

Figure 14: Majority of respondents are non smokers

- Social housing smoking rates higher than Simcoe County (27%), the Waterloo Study (21%), and the provincial average (19%)

Survey Question: Do you smoke?

- Non-smoker 69%
- Smoker 31%

N=480
3.1 Smoking Habits of Tenants

Figure 15: Overall, the majority of tenants do not allow smoking in their units.

-Still, 38% of tenants either sometimes or always allow smoking in units.

Survey Question: Do you allow smoking inside your unit?
3.1 Smoking Habits of Tenants

Figure 16: Those that smoke most likely do so in their units

• Concern: second-hand smoke can easily travel throughout multi-unit buildings

"Smoke in hallways and around front door"

Survey Question: Do you have any concerns about the condition of your unit or common areas?

"Second hand cigarette smoke from other apartments, through vents and any and all airways. Must be fixed, or smoking stopped."

Survey Question: Do you have any concerns about the condition of your unit or common areas?
3.2 Health and Safety Concerns of Tenants Related to Smoking

Figure 17: Approximately a quarter of tenants are bothered by tobacco smoke in their units and in the hallways and common areas

- 21% bothered by smoke in unit while 25% bothered by smoke in hallways or common areas

(\(t=3.78, p<0.01\)).

Survey Questions: How often have you been bothered by tobacco smoke coming into your unit? How often have you been bothered by tobacco smoke in hallways or common areas?

“They leave their doors open ... because they get so smoky in their own apartment...”

Telephone Interview: What issues most impact your satisfaction either positively or negatively with your current home?
3.2 Health and Safety Concerns of Tenants Related to Smoking

Figure 18: Non-smokers are bothered by tobacco smoke coming into their units

- **Survey Questions:** How often are you bothered by tobacco smoke coming into your unit?

<table>
<thead>
<tr>
<th></th>
<th>Smoker</th>
<th>Non-Smoker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>6%</td>
<td>89%</td>
</tr>
<tr>
<td>Rarely</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>Often</td>
<td>1%</td>
<td>48%</td>
</tr>
<tr>
<td>Constantly</td>
<td>24%</td>
<td>19%</td>
</tr>
<tr>
<td></td>
<td>10%</td>
<td>10%</td>
</tr>
</tbody>
</table>

**n=428**

- **(X²=65.82, p<0.01)** Survey Questions: How often are you bothered by tobacco smoke coming into your unit?

- **29% of non-smokers are often or constantly bothered by smoke vs. 5% of smokers**

- *“The man above me smokes and I can smell it coming down here [unit] somehow sometimes”*

Telephone Interview: How does second-hand smoke affect you in your housing unit?
3.2 Health and Safety Concerns of Tenants Related to Smoking

Figure 19: Non-smokers are bothered by tobacco smoke in the hallways and common areas of their building

- 35% of non-smokers are often or constantly bothered by smoke vs. 26% of smokers

“The hall...smoke is often very strong in that hall”

Telephone Interview: How does second-hand smoke affect you in your housing unit?

Survey Questions: How often are you bothered by tobacco smoke coming into your unit?

(X²=65.82, p<0.01)
3.2 Health and Safety Concerns of Tenants Related to Smoking

Figure 20: Overall, half of tenants would prefer to live in a smoke free building

Survey Questions: How strongly do you agree to the following statement?: I would prefer to live in a non-smoking building.

“A smoke free building would be amazing.”
Telephone Interview: What improvements would you recommend for your building?

➢ 68% of non-smokers would prefer to live in a smoke-free building vs. 5% of smokers

\( (X^2=177.89, p<0.01) \)
3.2 Health and Safety Concerns of Tenants Related to Smoking

Figure 20: The majority of tenants believe smokers have the right to smoke in their own homes

Survey Questions: How strongly do you agree to the following statement?: I believe smokers have the right to smoke in their own homes.

“I still also think that smokers have a right to smoke even if I quit, in their own place.”

Telephone Interview: How would you feel if your building was made smoke-free?

- 98% of smokers believe tenants have a right to smoke vs. 54% of non-smokers

Survey Questions: How strongly do you agree to the following statement?: I believe smokers have the right to smoke in their own homes.

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>43%</td>
</tr>
<tr>
<td>Agree</td>
<td>33%</td>
</tr>
<tr>
<td>Neither Agree / Disagree</td>
<td>11%</td>
</tr>
<tr>
<td>Disagree</td>
<td>4%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>9%</td>
</tr>
</tbody>
</table>

n=443

(X²=110.82, p<0.01)
3.2 Health and Safety Concerns of Tenants Related to Smoking

Figure 21: One quarter of tenants would be interested in moving to a non-smoking building

- 80% of those who answered ‘No’ are smokers vs. 40% of non-smoker (X²=63.89, p<0.01).

Survey Questions: If Simcoe County Housing Corporation implemented smoking bans in certain buildings, would you be interested in moving to a non-smoking building?
3.2 Health and Safety Concerns of Tenants Related to Smoking

Figure 22: Over half of those that do smoke have considered quitting

Survey Question: Have you considered quitting smoking?

- ‘Maybe’: those who are undecided about whether or not they have considered quitting
Results 4.0: Awareness and Use of Services in Simcoe County

4.1 Awareness of Services Low Among Tenants

Figure 23: Many tenants are aware of 2 services or less

Survey Questions: Which of the following services are you aware of in Simcoe County? (Check all that apply)

<table>
<thead>
<tr>
<th>Top Five Services (n=480)</th>
<th>Aware (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>53</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>50</td>
</tr>
<tr>
<td>Housing &amp; Shelter Information</td>
<td>50</td>
</tr>
<tr>
<td>Government Services</td>
<td>44</td>
</tr>
<tr>
<td>Community Services &amp; Home Supports</td>
<td>43</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bottom Five Services (n=480)</th>
<th>Aware (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immigration &amp; Citizenship</td>
<td>15</td>
</tr>
<tr>
<td>Children’s Services</td>
<td>20</td>
</tr>
<tr>
<td>211 Services</td>
<td>21</td>
</tr>
<tr>
<td>Violence/Abuse Support Services</td>
<td>28</td>
</tr>
<tr>
<td>Employment Services</td>
<td>28</td>
</tr>
</tbody>
</table>
4.1 Awareness of Services Low Among Tenants

Figure 24: Tenants in senior buildings are more likely to have a low awareness of services

(X²=18.30, p<0.01). Survey Questions: Which of the following services are you aware of within Simcoe County? (Check all that apply) by Building Type

- Low Awareness
  - Senior: 46%
  - Adult/Family: 30%
- Mid Awareness
  - Senior: 28%
  - Adult/Family: 27%
- High Awareness
  - Senior: 26%
  - Adult/Family: 43%

n=480
4.1 Use of Services Low Among Tenants

Figure 25: Majority of tenants either do not use services or use few

Survey Questions: Which of the following services do you use in Simcoe County? (Check all that apply) (Recoded)

<table>
<thead>
<tr>
<th>Services</th>
<th>Use (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>32</td>
</tr>
<tr>
<td>Housing &amp; Shelter Information</td>
<td>26</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>20</td>
</tr>
<tr>
<td>Government Services</td>
<td>19</td>
</tr>
<tr>
<td>Community Services &amp; Home Supports</td>
<td>15</td>
</tr>
<tr>
<td>Immigration &amp; Citizenship</td>
<td>1</td>
</tr>
<tr>
<td>Children’s Services</td>
<td>3</td>
</tr>
<tr>
<td>Violence/Abuse Support Services</td>
<td>3</td>
</tr>
<tr>
<td>Employment Services</td>
<td>3</td>
</tr>
<tr>
<td>Education</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top Five Services (n=480)</th>
<th>Use (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>32</td>
</tr>
<tr>
<td>Housing &amp; Shelter Information</td>
<td>26</td>
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<tr>
<td>Health &amp; Wellness</td>
<td>20</td>
</tr>
<tr>
<td>Government Services</td>
<td>19</td>
</tr>
<tr>
<td>Community Services &amp; Home Supports</td>
<td>15</td>
</tr>
</tbody>
</table>
4.1 Use of Services Low Among Tenants

Figure 26: Tenants in senior buildings are less likely to use services

(X²=26.98, p<0.01). Survey Questions: Which of the following services do you currently use within Simcoe County? (Check all that apply) (Recoded) by Building Type.
Conclusions

• Tenants are generally satisfied
  ✓ Wait times for maintenance
  ✓ Safety and maintenance predictors of satisfaction

• Large smoker population
  ✓ Majority smoke in their units
  ✓ Non-smokers are bothered by second-hand smoke
  ✓ Interest in quitting smoking

• Tenants generally do not use additional services
  ✓ Seniors are unaware and are not using services
Recommendations:

1) Reduce wait times for maintenance and repair
2) Bathrooms and flooring need improvement
3) Maintain quality of safety features in units and buildings
4) Consistent upkeep of common areas
Recommendations

5) Encourage tenant meeting attendance
6) Disseminate smoking cessation options and programs
7) Promote awareness and use of 211 services
Future Research Recommendations

1) Investigate further the smoking issue to ensure a smoking ban is feasible:
   - A direct approach in measuring opinions of smoking
   - An open forum where tenants can openly discuss the issue as a community
   - Explore subsidized smoking cessation program
Future Research Recommendations

2) A survey designed for specific building types:
   - Questions specific to family/single units
   - Incentives for families to increase response rates
   - Annual surveys
   - More detailed breakdown of population