London & Middlesex Housing Corp.

Total Units 3,282
Adult tenants (16-64) 2,843
Senior tenants (65+) 677
Children under 16 1,507

Households Served
- Families 27%
- Adults 52%
- Seniors 21%
4 Tenant Surveys in recent years:

- **2010** – Tenant Satisfaction
- **2012** – Tenant Satisfaction
- **2013** – Tenant Support Services
- **2014** – Combined Satisfaction and Support Services
Tenant Satisfaction Surveys

Tenant Response by Year

- 2009
- 2010
- 2013
- 2014

London & Middlesex Housing Corporation
Société de Logement London & Middlesex
Tools

• Paper surveys
  • Mailed
  • In tenant newsletters (delivered door-to-door)
  • In-person surveys (door-to-door)

• Incentives
  • None (2010)
  • 3 large draw prizes (2012)
  • None (2013)
  • $2 Tim Hortons® cards
Action

• First surveys (2009, 2010) were baselines.
• **Strategy Map** ratified in late 2013.
• Key Results Indicators (**KRI**s) tied to tenant satisfaction and tenants having access to supports and services they need.
• New **projects or initiatives** will be undertaken to improve KRI**s**.
Examples of Projects or Initiatives

• Development of customer service charter, staff training on customer service.
• Change terms of contracts for cleaning, landscaping or snow removal when they come up for tender.
• Development of communications strategy and plan to improve tenant communication.
• Development of service partnerships that address identified tenant needs.
• Advocating for funds for security enhancements at sites.