London and Middlesex Housing Corporation (LMHC) would like to know how you feel about your home and our service. Please answer these questions and return the completed survey to our office in the postage-paid envelope that was mailed with this survey.

1. How many years have you been a tenant with us?  
   ____ years

2. What type of unit do you live in?  
   - ☐ apartment  ☐ townhouse

3. Can you understand the letters, notices, brochures and newsletters you get from London & Middlesex Housing Corporation?  
   - ☐ yes ☑ ☐ sometimes  ☐ no ☑

4. Is it easy to reach LMHC staff during office hours?  
   - ☐ yes ☑ ☐ sometimes  ☐ no ☑

5. Does LMHC staff return your telephone calls?  
   - ☐ yes ☑ ☐ sometimes  ☐ no ☑

6. Does LMHC staff act quickly when you have a request?  
   - ☐ yes ☑ ☐ sometimes  ☐ no ☑

7. Does LMHC staff treat you with respect?  
   - ☐ yes ☑ ☐ sometimes  ☐ no ☑

8. In the last year, how many times have you asked for maintenance service?  
   ____ times
9. If you have had a maintenance problem, are you happy with the repairs done by LMHC staff?

10. Are you happy with the repairs done by contractors?

11. If you live in an apartment building, are you happy with the cleanliness of the common areas?

12. Are you happy with the grounds-keeping (grass cutting, etc.) on your property?

13. Are you happy with the snow removal on your property?

14. Do you feel safe inside your home?

15. Do you feel safe on our properties? (parking lots, pathways, hallways, common areas)

16. In the last year, how many times have you asked for help with other tenants?

   ___ times

Is there anything that LMHC could do differently?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Thank you for filling out this survey. Please mail your completed survey in the postage-paid envelope that was included with this survey.