The first set of questions is about your home and the service you receive.

1. **Overall, how satisfied are you with your home?**

   Please check one box only ▶

   - Very satisfied
   - Somewhat satisfied
   - Neither satisfied nor dissatisfied
   - Somewhat dissatisfied
   - Very dissatisfied

How much do you agree or disagree with the following general statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree or disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. I am informed of everything I need to know as a resident</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. There are opportunities to make my views known to staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Staff listen to me and take my views into account</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Staff are knowledgeable and competent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. I understand how my rent is calculated</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. I know what the market rent cost is for my unit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Repairs are carried out within a reasonable time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In the last 12 months, what types of repairs or regular maintenance services were needed in your home and which ones were repaired?

<table>
<thead>
<tr>
<th>Type of Repair or Maintenance Service</th>
<th>Were repairs needed?</th>
<th>Was it repaired?</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. Electrical problems (other than lights)</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>11. Heating or cooling equipment problems</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>13. Lights not working</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
</tbody>
</table>
In the last 12 months, what types of repairs or regular maintenance services were needed in your home and which ones were repaired?

<table>
<thead>
<tr>
<th>Type of Repair or Maintenance Service</th>
<th>Were repairs needed?</th>
<th>Was it repaired?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Smoke alarm not working</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air drafts from window(s) or door(s)</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Holes in walls or ceiling</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Peeling paint</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Windows that were broken</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Kitchen counters and cupboards</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Not enough hot water</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Refrigerator or stove not working</td>
<td>□ Yes □ No □ Not applicable</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Taps or plumbing in kitchen</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Toilet, shower or plumbing in washroom</td>
<td>□ Yes □ No</td>
<td>□ Yes □ No □ Repair not requested</td>
</tr>
<tr>
<td>Other (fill in blank):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
36. In general, how satisfied are you with the way your housing provider deals with the repairs and maintenance of your home?

Please check one box only ▶

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

The next set of questions is about Your Community.

37. What type of home do you live in?

Please check one box only ▶

- Apartment
- Rooming House
- Single detached or semi-detached residential home
- Townhouse
- Other (fill in blank): __________________________________________

38. How satisfied are you with the overall level of safety and security in your community? (i.e. neighbourhood)

Please check one box only ▶

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

39. How satisfied are you with how well the community is kept clean and maintained?

Please check one box only ▶

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

40. How satisfied are you with the regular maintenance or repairs that are carried out in your community by your housing provider? (i.e. common areas)

Please check one box only ▶

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Not applicable
41. What are the most important reasons that you moved to this community?

- [ ] Able to share unit
- [ ] Affordable rent
- [ ] Always lived here
- [ ] Attractive neighbourhood
- [ ] Close to work
- [ ] Good place to raise children
- [ ] Good schools
- [ ] Family in area
- [ ] Friends in area
- [ ] My ethno-cultural group lives in area
- [ ] Size of the unit
- [ ] In need of support services
- [ ] Other (fill in blank):

42. Is your monthly rent reduced according to your total income (rent-geared-to-income/R.G.I)? I.e. Rent can decrease or increase according to income

Please check one box only
- [ ] Yes
- [ ] No
- [ ] Do not know at this time

43. How long have you lived in this home?

Please check one box only

- [ ] Less than 1 year
- [ ] 1 or 2 years
- [ ] 3 or 4 years
- [ ] 5, 6, 7, 8, or 9 years
- [ ] 10 years or more

44. Are you intending to move from this home?

Please check one box only
- [ ] Yes, within the next 6 months
- [ ] Yes, within the next year
- [ ] Yes, within the next three years or more
- [ ] Do not know at this time
- [ ] Not within the next three years

45. What are the most important reasons that you might move from your current home?

- [ ] Expensive
- [ ] Getting married or moving in together
- [ ] Poor maintenance
- [ ] Require bigger unit
- [ ] To be closer to family
- [ ] To be nearer work
- [ ] To buy a house / condominium
- [ ] Unable to settle in this area
- [ ] Unsafe
- [ ] Other (fill in blank):
46. How likely is it that you would say that this community is a good place to live?

Please check one box only

- Very likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Not likely

47. How many people in this community, other than your close family, do you know by name?

Please check one box only

- None
- Fewer than 5
- Between 5 and 10
- More than 10

48. How often do you stop to talk with other members or residents in the local community?

Please check one box only

- Less than once a year
- Several times a year
- About once a month
- Several times a week
- Always

49. Who can you count on most for help when there is a crisis? (For example, lend you a small amount of money or provide emotional support)

Please check one box only

- People who live near my home
- Local community support services
- Not applicable to me
- Other (fill in blank):

50. Would you say that most people in this community can be trusted?

Please check one box only

- Yes
- No
- Do not know

51. Do you have access to Internet at home?

Please check one box only

- Yes
- No
52. Overall, how satisfied are you with the service provided by your housing provider?

Please check one box only:

- [ ] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neither satisfied nor dissatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

53. If your housing provider could only improve 3 services, what would they be?

________________________________________________________________________

________________________________________________________________________

The information we are asking you for in this section relates to you and your household. This information will be useful when we analyse the survey results, to enable us to check that services are being delivered equally and fairly to everyone. The information will remain completely confidential at all stages.

54. What language do you speak most often at home?

Please check one box only:

- [ ] English
- [ ] French
- [ ] Other (fill in blank): ____________________________

55. Please write the age and circle the gender of each member of your household

<table>
<thead>
<tr>
<th>Household Member</th>
<th>Age</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent</td>
<td></td>
<td>M / F</td>
</tr>
<tr>
<td>Person 2 (Spouse /partner if applicable)</td>
<td></td>
<td>M / F</td>
</tr>
<tr>
<td>Person 3</td>
<td></td>
<td>M / F</td>
</tr>
<tr>
<td>Person 4</td>
<td></td>
<td>M / F</td>
</tr>
<tr>
<td>Person 5</td>
<td></td>
<td>M / F</td>
</tr>
<tr>
<td>Person 6</td>
<td></td>
<td>M / F</td>
</tr>
</tbody>
</table>

56. How many bedrooms are there in your home? Number of bedrooms:

The survey is almost complete.
The final set of questions is about your opinion on this pilot survey.

57. How much do you agree or disagree with the following general statements about this survey?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree or disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Questions in the survey reflect what I find important as a resident</td>
<td>Strongly agree</td>
<td>Agree</td>
<td>Neither agree or disagree</td>
<td>Disagree</td>
<td>Strongly disagree</td>
</tr>
<tr>
<td>b. Questions are easy to understand</td>
<td>Strongly agree</td>
<td>Agree</td>
<td>Neither agree or disagree</td>
<td>Disagree</td>
<td>Strongly disagree</td>
</tr>
<tr>
<td>c. The length of time to complete survey is reasonable</td>
<td>Strongly agree</td>
<td>Agree</td>
<td>Neither agree or disagree</td>
<td>Disagree</td>
<td>Strongly disagree</td>
</tr>
<tr>
<td>d. The appearance of the survey is easy to read</td>
<td>Strongly agree</td>
<td>Agree</td>
<td>Neither agree or disagree</td>
<td>Disagree</td>
<td>Strongly disagree</td>
</tr>
</tbody>
</table>

58. If we ran this survey again, which survey method would you prefer us to use?

- [ ] (📞) interviewer-assisted by telephone survey
- [ ] (💻) online or web survey
- [ ] (📝) self-completed paper survey
- [ ] other suggestion (fill in blank): 

59. Is there anything else you like to tell us about how we can improve this survey?

Thank you for your time and participation for this survey.

Please kindly return this survey using the enclosed prepaid envelope to:
Research Unit, Housing Services Corporation
390 Bay Street, Suite 710, Toronto, ON M5H 2Y2