2011 SURVEY DRAFT FINAL v8: Jan 16 2012
Methodology: Telephone
Sample Size: Random and representative sample of 1200 tenants
Quotas: Age/Directorate/Rent geared to income/market
In-language: TBD (up to 100 depending upon pre-test and budget)
Pre-testing Period: December 21st 2011
Fielding Period: January 2012

Good morning/afternoon. My name is ___________.

I am from Ipsos Reid and I am calling on behalf of Toronto Community Housing. You have been chosen to take part in Toronto Community Housing’s fourth Tenant Survey. The purpose of the survey is to understand how you feel about your home and the building you live in, your community, and the services you receive from Toronto Community Housing so that they can improve services to you and all tenants. It is completely confidential and no one will know your individual responses. This interview will take about 20 minutes to complete, are you able to take part?

IF YES: Thank you, Toronto Community Housing values your opinion, and your participation is greatly appreciated.

IF REFERRAL: May I please have the name and contact telephone number for the person in your household with whom it would be most relevant to conduct the interview? [REPEAT INTRODUCTION AS NECESSARY]

S1: Before we start, can I just confirm that you live in a Toronto Community Housing home?

Yes [Continue]
No [Thank and close]

S2 How old are you? (READ LIST UNTIL ANSWERED)

Less than 18 years
18 – 24 years
25 – 34 years
35 – 49 years
50 – 58 years
59 – 64 years
65 years or more
[LESS THAN 18, DK/REF THANK AND TERMINATE]

TENANT SURVEY

1. Deleted
Section A: Tenant Expectations / Overall Satisfaction

2. Deleted

3. Taking into account all of the things you view as important, how would you rate your overall satisfaction with the delivery of all of the services provided by Toronto Community Housing?

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

4. How would you rate your satisfaction with Toronto Community Housing on each of the following? (READ OUT EACH SLOWLY AND READ LIST AS NECESSARY) [KEEP SAME ORDER AS Q2]

Keeping tenants informed about changes that affect them
Keeping up the overall condition and cleanliness of the buildings
Keeping up the overall condition of your unit
Keeping up with regular repairs and maintenance
Keeping your building safe and secure
Keeping tenant views in mind when making decisions
Being respectful when dealing with tenants

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

5. Which of the following do you consider to be the three areas most in need of improvement?

(READ OUT EACH SLOWLY AND REPEAT AS NECESSARY) [KEEP SAME ORDER AS Q4] [[FIRST/SECOND/THIRD LOOP]]

Keeping tenants informed about changes that affect them
Keeping up the overall condition and cleanliness of the buildings
Keeping up the overall condition of your unit
Keeping up with regular repairs and maintenance
Keeping your building safe and secure
Keeping tenant views in mind when making decisions
Being respectful when dealing with tenants

6. Deleted

7. Thinking about all of the services you receive from Toronto Community Housing, would you say that overall you get good value or poor value from the money you spend on rent?

(READ LIST)

Very good value
Somewhat good value
Neither good nor poor value
Somewhat poor value
Very poor value
Section B: Quality of Housing

Building and Unit Conditions

8. How would you rate the current condition and cleanliness of your building/complex’s…

(READ LIST ONCE, THEN AS NECESSARY)

- Exterior (e.g. outside of building, lawn, garden, etc.)
- Common areas (e.g. hallways, lobby area, recreation room, stairwells, etc.)
- Laundry room
- Elevators
- Garbage and recycling area
- Fire safety systems (smoke detectors, fire alarms, carbon monoxide detectors)
- Parking lot/garage

Very Good
Good
Fair
Poor
Very Poor
Does Not Apply (DO NOT READ)

9. Taking everything into consideration, how would you rate the overall condition and cleanliness of your building/complex? (READ LIST)

Very Good
Good
Fair
Poor
Very Poor

10. Would you say that your building is cleaner, about the same or less clean than it was two years ago?

SINGLE CODE ONLY

Cleaner
About the same
Less Clean
Does not apply (DO NOT READ)
11. How would you rate the current condition of your apartment/unit’s…(READ LIST ONCE, THEN AS NECESSARY)

Appliances (e.g. refrigerator, stove, etc.)
Kitchen
Bathroom
Windows and window locks
Carpet and floors
Walls and ceilings
Exhaust fans in the kitchen and bathroom
Plumbing
Heating
Being free of pests or bugs

Very Good
Good
Fair
Poor
Very Poor
Does Not Apply (DO NOT READ)

12. . Taking everything into consideration, how would you rate the overall condition of your apartment /unit?

(READ LIST)

Very Good
Good
Fair
Poor
Very Poor

**Emergency Repairs**

13. Have you contacted Toronto Community Housing about any emergency repairs in the last 12 months (for example, a flood in your unit, elevator problem, no electricity etc.)?

Yes
No
14. Deleted

[ASK Q15 and 16 IF YES AT Q13, OTHERWISE SKIP TO Q18]

15. Taking everything into consideration, how would you rate the overall quality of service related to emergency repairs to your apartment or unit. (READ LIST)

Very Good
Good
Fair
Poor
Very Poor

16. Thinking about the most recent emergency repair on your unit, how long after the request was the repair done?
(READ LIST)

Within 4 hours
Within 12 hours
Within 24 hours
More than 24 hours
The work is not yet done

17. Deleted

**Maintenance Services**

18. When was the last time you requested repairs or maintenance services (excluding emergency repairs), was it…? (READ LIST AND ACCEPT ONE)

[SINGLE CODE]

In the past 6 months
In the past 12 months
Over 12 months ago
No, have never requested repairs
19. How do you request repair or maintenance services?

(READ LIST, ACCEPT ALL THAT APPLY)

[_MULTIPUNCH]

- Call the call centre
- Talk to Superintendent
- Submit a maintenance request form
- Visit the operating unit office
- Other (specify)

20. Thinking of **general maintenance or repairs** in your apartment or unit, do you agree or disagree that… (READ LIST FOR FIRST, THEN AS NECESSARY)

- It is easy to request repairs
- The repairs are done properly
- The repairs are done when you are told they will be done
- The maintenance staff are helpful and respectful
- The maintenance staff clean up before they leave
- EasyTrac is an easy/helpful way to check the status of your service request

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree
Does Not Apply

21. Taking everything into consideration, how would you rate the overall quality of service related to **general maintenance or repairs** to your apartment or unit. (READ LIST)

- Very Good
- Good
- Fair
- Poor
- Very Poor
22. Thinking about the last time you requested a non-emergency repair on your unit, how long after the request was the repair done (please do not include emergency repairs like a flood in your unit, elevator problem or no electricity)? [INTERVIEWER NOTE: READ ACCEPT ONE]

(READ LIST, ACCEPT ONE)

Within 5 days
Within 10 days
Within a month
More than a month
The work is not yet done

23. Deleted

Section C: Community Safety

24. To what extent are any of the following a problem in your community?

(READ LIST)
[RANDOMIZE]

Pets and animals
Disruptive children / Teenagers
Racial or other harassment
Drunk or rowdy behaviour
Vandalism and graffiti to common areas
People damaging your property
Abandoned, burnt out or illegally parked vehicles
Neighbour disputes
Other crime [ANCHOR LAST]

Very big problem
Somewhat big problem
Not a very big problem
Not a problem at all
Does Not Apply (DO NOT READ)

25. Taking everything into consideration, how would you rate the overall safety of your community?
26. Would you say that your community is safer, about the same or less safe than it was 2 years ago? (DO NOT READ LIST)

Safer
About the same
Less safe
Does not apply

27. In the past year, have you requested assistance from Toronto Community Housing’s Safety and Security services?

Yes
No

[ASK IF YES AT Q27, otherwise skip to q29]

28. Thinking about Toronto Community Housing’s Safety and Security services in your community, do you agree or disagree that… (READ LIST) [DO NOT RANDOMIZE]

It was easy to request assistance
Security officers arrived quickly
Security officers were able to address my issue
The Security officers were professional when dealing with me
I felt well informed about next steps

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree
Does Not Apply (DO NOT READ)

Section D: Communications

I’d now like to ask some questions about contact with Toronto Community Housing.

29. Have you contacted Toronto Community Housing for any reason within the last 12 months?

Yes
30. The last time you contacted Toronto Community Housing, was it …?

(READ LIST, ACCEPT)

By Telephone
By Email
By mail
In-person
Other (specify)

[IF DK, REF AT Q30 SKIP TO Q34]

31. Did you contact…

(INTerviewer READ LIST. ACCEPT MULTIPLE MENTIONS, DON’T PROBE, RECORD FIRST SEPARATELY)

[READ LIST]
The call centre (416 981 5500)
The operating unit office
Superintendent or Building Staff
Other (specify)

32. Deleted

33. Deleted

34. What is your preferred method of contacting Toronto Community Housing?

(READ LIST, ACCEPT ONE MENTION)

Telephone
Email
Letter
Text message
In-person
Other (specify)

35. How would you prefer Toronto Community Housing inform you on a regular basis about things related to your building or community?(READ LIST, ACCEPT ONE MENTION) [RANDOMIZE]

Host open meetings
Host resident meetings
By text messages
By email
By mail
Bulletin Board posting
Through extended office hours
Front Door newsletter
Through social media (e.g. Twitter, Facebook page)
Other (specify) [ANCHOR LAST]

36. Is the information you receive from Toronto Community Housing available in the language that you prefer?

Yes
No

36b. Have you heard of the Toronto Community Housing newsletter called ‘The Front Door’

Yes
No

[ASK 36C IF YES AT 36b-OTHERWISE SKIP TO q39]
36c. How useful do you find the Front Door as a source of information about Toronto Community Housing?

(READ LIST)

Very useful
Somewhat useful
Not very useful
Not at all useful

37. Deleted
38. Deleted

TCHC call centre: 416-981-5500

39. In the past 12 months have you called the Toronto Community Housing call centre at 416-981-5500?
Yes
No

[ASK Q40 IF YES AT Q39, OTHERWISE SKIP TO Q42]

40. Thinking of when you have called Toronto Community Housing’s call centre do you agree or disagree that…(read list once then as necessary)

[RANDOMIZE LIST]
My wait time was acceptable
The person who answered my call was polite and respectful
The person who answered my call was able to explain the next steps
I was given an easytrac number
I was able to get to an agent without difficulty
The automated options are easy to use

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree
Does Not Apply (DO NOT READ)

41. Taking everything into consideration, please rate the overall quality of service you receive from Toronto Community Housing’s call center. (Read List Accept One)

Very Good
Good
Fair
Poor
Very Poor

Section E: Community Engagement

Tenant Participation

42. Please answer each of the following questions about your Toronto Community Housing involvement with a yes or no (Read List)

[RANDOMISE LIST]
Have you attended a Toronto Community Housing meeting or community activity in the last year?
Do you know who your tenant representative is?
Are you aware of your Operating Unit (OU) Tenant Council?
Do you know when your Tenant Council meetings take place?
43a. For each of the following, please indicate whether you are aware of the program and whether you participate in the program. (Read List As Necessary - If Aware Clarify If Participated)

[RANDOMISE LIST]
Local community financial decision making - ie. use of tenant council funds, use of space funds, capital funds
Tenant Board Member Election
Green Plan/ community animation programs
Social Investment Fund
Tenant Consultations, including the LeSage and Accessibility consultations
Neighbourhood Action Partnership tables (NAPs)
Citywide Tenant and staff work groups, for example governance and finance workgroups

No - Unaware
Yes - Aware, but have not participated
Yes - Aware and have participated

Section F: Life Cycle

44. Did you move into the home you live in now within the last 5 years?

Yes
No

[ASK Q45 IF TENANT IS RGI (rent geared to income) IN SAMPLE, AND YES TO Q44, OTHERWISE SKIP TO Q46]

45. Thinking about when you moved into the home you live in now, how would you rate the following? (READ LIST)

[DO NOT RANDOMIZE]
The application process
The condition of the unit when you moved in
The move-in experience in general

Very Good
Good
Fair
Poor
Very Poor
Does Not Apply

[ASK Q46 IF TENANT IS RGI (rent geared to income) IN SAMPLE, OTHERWISE SKIP TO Q47]

46. Thinking about your last annual review, do you agree or disagree with the following?

(Read List Once Then As Necessary)

[DO NOT RANDOMIZE]
I understood what I was supposed to do for the annual review
The annual review forms were easy to fill out
The annual review process was fair and reasonable.
I understood how the amount of my rent is calculated
The way the amount of my rent is calculated was fair and reasonable
I got help when I needed it
I received the forms with enough time to complete them

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree
Does Not Apply

Section G: Building Community Advocacy

Healthy Communities

47. Do you agree or disagree with the following… (READ LIST ONCE THEN AS NECESSARY)

[RANDOMIZE]

I have a strong sense of belonging to my community
I am proud to live in my neighbourhood
I would recommend Toronto Community Housing to others as a good place to live

Strongly Agree
48. If you and your neighbours in your local community were asked about Toronto Community Housing would you…. (READ LIST ACCEPT ONE)

Speak positively about the organization
Hope that others speak positively about the organization, but I would not speak out myself
Be neutral – offering some positives and negatives
Hope that others speak negatively about the organization, but I would not speak out myself
Speak negatively about the organization

49. Have you seen, heard or read anything about Toronto Community Housing recently in the media or on the news?

Yes
No

[IF YES AT Q49 ASK Q50 OTHERWISE SKIP TO Q51]

50. Would you say, on the whole, that the coverage was positive or negative?

Positive
Negative

51. Overall, how satisfied are you with Toronto Community Housing’s efforts to help make sure all people are equally valued and fairly treated? Are you…(READ LIST)

Very Satisfied
Somewhat Satisfied
Not Very Satisfied
Not At All Satisfied

52. Do you currently have access to the Internet?
Yes
No

[IF NO, DK, REF AT Q52, SKIP TO Q55]

53. Where do you access the Internet? (READ LIST, ACCEPT ALL THAT APPLY)

[MULTI-PUNCH]
Home on a landline
Work
School
Library
On a smartphone/iphone/Blackberry
Other (SPECIFY)

54. Deleted
55. Which, if any, social media sites do you currently use? (READ LIST, MULTIPUNCH)

[MULTIPUNCH]
Facebook
Twitter
Google+
Other (SPECIFY)
Don’t understand/use social media (SINGLE CODE)

Section H: Demographics

These questions may be of a sensitive nature. Please keep in mind that all the information is kept strictly confidential. Your answers will never be looked at individually.

56. (RECORD GENDER, DO NOT READ)

Female
Male

57. How many people, excluding yourself, living in your household, are..?

0-12 years of age
13-17 years of age
18-58 years of age
Aged 59 and over

[RANGE 0-10]

58. Does anyone in your household have a physical disability?

Yes
No

59A Deleted

59. Does anyone in your household have a mental illness?
Yes

No

[60A Deleted]

60. Deleted

[ASK IF YES AT Q58 OR YES AT Q59, OTHERWISE SKIP TO Q62]

61a How many people in your household have an illness or disability that you would consider severe where they require assistance to do daily tasks

[RANGE 0-10]

61. Deleted

[ASK ALL]

62. In what language would you prefer to receive information from Toronto Community Housing?

(DO NOT READ LIST, ACCEPT ONE RESPONSE)

English
Arabic
Cantonese
Mandarin
Farsi
French
Tamil
Portuguese
Punjabi
Russian
Spanish
Urdu
Other (specify)

63. Aside from Canadian, what other ethnicity, heritage or background do you consider yourself or identify with?

(READ LIST ACCEPT ONE RESPONSE)
European (including British, Western Europe, Eastern Europe, Southern Europe and Scandinavian)
East Asian (e.g. Chinese, Japanese, Korean, Vietnamese, etc.)
South Asian (e.g. Indian, Pakistani, Sri Lankan, etc.)
Southeast Asian (e.g. Filipino, Indonesian, Malaysian, Singaporean, Thai, etc.)
Middle Eastern or North African (e.g. Israeli, Lebanese, Iranian, Arab, etc.)
African (including West African, East African, Central African and Southern African)
Caribbean (e.g. Jamaican, Trinidadian/Tobagan, Haitian, etc.)
Latin American
First Nations, Metis, Inuit
American
Multi-racial
Other (specify)
Prefer not to say

Final Comments

64. Do you have any comments or suggestions on ways Toronto Community Housing can improve services provided to tenants? Please remember that Ipsos Reid guarantees the confidentiality of your comments. (PROBE UP TO 3 MENTIONS)

[ENTER VERBATIM]
No Comment

[OPEN ENDED]

Thank you for your assistance with this project. The information provided by you and other tenants will greatly assist Toronto Community Housing to improve the services it provides to tenants.
Building Renewal Program (BRP)
A program that encompasses a holistic review of buildings. It takes into consideration energy conservation (energy savings are reinvested to support this program), construction and building renewal (on tenant selected items) with a significant emphasis on tenant participation. The program is designed to improve living conditions, correct building deficiencies and introduce environmentally friendly changes to buildings.

Community Business Planning
Community business planning is a collaborative local business planning process that engages tenants, Tenant Councils, staff, community agencies and other stakeholders in setting priorities, developing initiatives and allocating resources in Toronto Community Housing communities.

EasyTrac
A Service Management Model where your questions or service requests are recorded in a service database and given a specific EasyTrac number. This is a simple way for you to know that your service request is being processed. It also allows you to follow up on the status of your request.

Economic Opportunities Program
Refers to a broad spectrum of opportunities Toronto Community Housing is looking to develop which can increase tenants’ capacity to earn a sustainable livelihood - a decent living wage. Initiatives currently include employment, self-employment, education and apprenticeship opportunities.

Green Plan
An initiative in Toronto Community Housing’s business plan to develop a green culture among staff and tenants. Green culture, as defined by Toronto Community Housing, is an attitude shared by tenants and staff of Toronto Community Housing that it is important to reduce waste and conserve energy. Promoting a green culture requires communication, education, changes to practices and technical improvements so that this attitude can be put into practice.

Recreation Programs
Toronto Community Housing hosts recreation programs in over 40 communities across the City. Programs include baseball, aquatics, pre-school programs, children’s programs, residential camp programs, leadership and youth programs.

Social Investment Fund
A program created by Toronto Community Housing in 2004 that allocates $1 million annually to support community initiatives that enhance the quality of life at Toronto Community Housing.

Tenant Allocated Capital Funds
As part of the business planning process, tenants and staff also provide input into the allocation of capital funds for projects at the building and community level, portfolio wide. Tenants currently decide how $9 million in capital funds are allocated annually, through a fully tenant-developed and tenant driven process. Of the $9 million, $7.2 million is divided between communities and allocated to projects determined by tenants at the community level. The remaining $1.8 million is allocated by community delegates at a “participatory decision-making day”. At this event, each operating unit can submit and present one community project in need of funding. Tenant delegates then vote on the projects they want to fund.
Tenant Council
Elected tenant community representatives who come together to address issues, set priorities, allocate resources and make decisions at the community level.

Tenant Council Funding Program
The Tenant Council Funding Program supports activities that build capacity of Tenant Councils. Funds can be allocated for community building projects, training for tenant representatives and for other initiatives that help the Councils develop skills and contribute to building healthy communities.

Tenant Participation System
The Tenant Participation System (TPS) is Toronto Community Housing’s formal system of tenant representation. The Tenant Participation System sets up a structure for tenants to work with staff to solve problems, set priorities, allocate resources, and make things work better at the community level. The Tenant Participatory System also ensures that Toronto Community Housing is accountable to tenants for the quality of services and housing that is provided.

Tenant Representative
A tenant who is elected to represent the tenants of a particular building on a Tenant Council in a community.