



# Tenant Survey

February 2010

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?

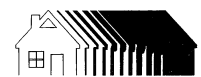
yes 😊  sometimes  no ☹️

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?

yes 😊  sometimes  no 😞

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

yes 😊  sometimes  no 😞



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

yes 😊  sometimes  no 😞



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

yes 😊  sometimes  no 😞

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

yes 😊  sometimes  no 😞

14. Do you feel safe inside your home?

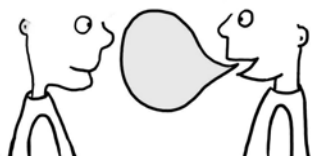
yes 😊  sometimes  no 😞

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

yes 😊  sometimes  no 😞

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?

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

