

Tenant Survey

September 2012

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 at **379 Dundas Street, London, Ontario, N6B 1V5** by **Friday, September 28, 2012**. If you include the free draw entry that you can find in the fall Folks and Facts, you will be entered into a draw for a chance to win a 32" flat screen TV, a cell phone loaded with free minutes, or a \$300 grocery card.

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?

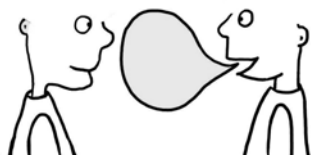
yes 😊 sometimes no 😞

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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