



Tenant Survey 2014

This is a voluntary and anonymous survey. We want to know how you feel about your home and our service. Any answers you share with us will only be used to help us make our service better. We will not record or store any information from this survey on your tenant file. All surveys will be destroyed after the anonymous data is collected.

Thank you for filling out this survey.



Have a free drink or snack on us!

If you fill out this survey and return it to your **Community Relations Worker (CRW)** or to LMHC's **Reception desk** at 379 Dundas Street, Suite 207, get a free \$2 Tim Hortons® gift card. One card per unit only.

Community Relations Worker (CRW):

Return by:

Office hours:

Location:

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

2. Is English your first language? If not, please write your preferred language. ✓ yes ✗ no

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, if you had a maintenance problem, were you happy with the repairs? ☺ yes sometimes ☹ no

9. If you live in an apartment building, are you happy with the cleanliness of the common areas? ☺ yes sometimes ☹ no

10. Are you happy with the grounds-keeping (grass cutting, etc.) on your property? ☺ yes sometimes ☹ no

11. Are you happy with the snow removal on your property? ☺ yes sometimes ☹ no

12. Do you feel safe inside your home? ☺ yes sometimes ☹ no

13. Do you feel safe on our properties? (parking lots, pathways, hallways, common areas) ☺ yes sometimes ☹ no

14. Do any of the following things bother you at your site? Please check all that bother you.

- Garbage and litter
- Discarded needles
- Behavior of other tenants (describe)

- Noise from other tenants
- Crime on property
- No grocery store nearby
- No onsite activities I like
- Can't read notices and letters

15. Which programs or activities would you like at your site? Check those you would like.

- | | |
|--|---|
| <input type="checkbox"/> Peer support | <input type="checkbox"/> Access to furniture, housewares |
| <input type="checkbox"/> Employment services | <input type="checkbox"/> Meal preparation or delivery |
| <input type="checkbox"/> Education or training services (list) | <input type="checkbox"/> Free meals |
| _____ | <input type="checkbox"/> Community kitchen |
| _____ | <input type="checkbox"/> Coffee group |
| _____ | <input type="checkbox"/> Social club |
| <input type="checkbox"/> Literacy training | <input type="checkbox"/> Recreational activities (describe) |
| <input type="checkbox"/> Cultural programs | _____ |
| <input type="checkbox"/> Access to clothing | _____ |

16. Which services would you like at your site? Check those you would like.

- | | |
|--|--|
| <input type="checkbox"/> Mental health services | <input type="checkbox"/> Help with assistive devices |
| <input type="checkbox"/> Addiction / harm reduction services | <input type="checkbox"/> Housekeeping services |
| <input type="checkbox"/> Nurse or Nurse Practitioner | <input type="checkbox"/> Help with hoarding |
| <input type="checkbox"/> VON | <input type="checkbox"/> Help with life skills |
| <input type="checkbox"/> Dental assistance | <input type="checkbox"/> Pet / veterinary care |

17. Are there any other services or activities that you would like at your site?

18. Is there anything that LMHC could do differently?

Thank you for doing this survey! If you have questions about this survey that you would like us to answer, please contact our **Executive Assistant**, Nicole Kinahan, at 519-434-2765 extension 241, or email info@london-housing.ca.

