



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)



Toronto Community Housing





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



[IF NO, DK, REF AT Q18 SKIP TO Q24]

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?



(READ LIST)

- Very Good
- Good
- Fair
- Poor
- Very Poor

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



No

[IF NO, DK, REF AT Q29 SKIP TO Q34]

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?



- Yes
- No
- Does Not Apply(DO NOT READ)

43. Deleted

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



- Agree
- Neutral
- Disagree
- Strongly Disagree
- Does Not Apply

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

Internet access

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.



Glossary of Terms

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.