



	REPORT No.: 2018-52
MEETING DATE: SEPTEMBER 18, 2018	DATE PREPARED: AUGUST 23, 2018
SUBJECT: 2018 TENANT SATISFACTION SURVEY RESULTS	

RECOMMENDATION

For information only.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with summary results from the 2018 Tenant Satisfaction Survey, as per the Board approved Strategic Plan directive to Enhance Communication with Clients.

BACKGROUND

As part of fulfilling the Strategic Plan of The District of Thunder Bay Social Services Administration Board (TBDSSAB), and to gauge the success of current initiatives and supports, the Housing Services Division conducted a survey of tenants living in TBDSSAB properties. A survey of tenants was also conducted in 2014 and 2016 and those results serve as baseline comparators for the 2018 results.

The Tenant Satisfaction Survey, including completion instructions and return envelopes, was distributed in May of this year to each tenant living within a TBDSSAB owned property. Most of this year's survey questions were similar to those asked in 2016, with some new questions developed with the assistance of the Senior Social Policy Analyst and the Data and Research Analyst team.

The Tenant Satisfaction Survey asked a variety of questions pertaining to the repair, maintenance, appearance and cleanliness of units, buildings, and grounds. Further, tenants were asked a number of questions related to recreation interests and to health and safety. Finally, survey recipients were asked questions pertaining to TBDSSAB housing support staff and services.

COMMENTS

There was a total of 497 surveys returned, representing a 19.96% response rate. In 2016, 645 tenants returned the survey, representing a 25.6% response rate. Despite the decrease in respondents, this return rate allows for a high level of confidence that the

responses are representative of the entire tenant population 99% of the time, plus or minus 5.25%. Responses were returned from almost every property further indicating the data is representative of the tenant population. More than half of the respondents (55.7%) have lived in their homes for 8 years or less. The largest demographic of respondents to the survey were seniors (65+ years of age), representing 50.3% of total responses.

The 2018 Tenant Satisfaction Survey will allow Administration to review current tenant satisfaction levels with their homes, with TBDSSAB Housing staff, and to gain insight into certain areas and directions for further development. It is important to note that there is a generally positive view of the properties, staff and assistance currently being offered. As a result of the responses, drastic changes to the current model of operation are not recommended.

Some key indicators identified from the 2018 responses include:

- The majority of tenants (58.8%) pay their rent using pre-authorized payments, while another 11.9% use online banking.
- Upkeep of the exterior in the wintertime (snow removal) increased from 54.7% (2016) to 57.5% (2018) providing a rating of excellent or good. Those rating this as poor represented only 11.3%, a significant decrease from 18.3% in 2016.
- Upkeep of the exterior in the summertime (grass, flowers, etc.) increased from 64.5% (2016) to 70.3% (2018) providing a rating of excellent/good.
- Satisfaction with efforts to address pest control increased from 48.3% (2016) to 57.9% (2018) providing a rating of excellent/good.
- Understanding how to report/address a pest issue increased from 76.9% (2016) to 88.8% (2018) providing a rating of excellent/good.
- The number of tenants with tenant insurance increased from 55.7% (2016) to 69% (2018).

Areas identified from the survey responses where improvements can be made include:

- How well appliances work within units decreased from 69.5% (2016) to 65.8% (2018) providing a rating of excellent/good.
- The general state of repairs of properties decreased from 63.1% (2016) to 60.2% (2018) providing a rating of excellent/good.
- How satisfied are you with your home in general decreased from 62.3% (2016) to 57.5% (2018) providing a rating of excellent/good.

Over the coming months, Administration will take steps designed to address these areas of declining satisfaction, and seek to make improvements. Specifically, additional inspections of properties/unit will be explored, to proactively address repair issues. Additional resources may be recommended to address this. Further, greater contact with tenants to determine opportunities to increase their satisfaction with their homes will occur. Through more direct communication, Administration aims to address concerns and implement ideas before small issues become large issues.

As a result of these strategies and initiatives, it is expected that there will be improvement in the tenant satisfaction ratings in these areas. Administration will continue to focus efforts on areas where change would improve the overall enjoyment and safety of the tenants, and to continue to build on successes.

Responses to the remainder of the questions asked were very similar to the 2016 survey, with minimal statistical change. The full survey report is included as Attachment #1.

One outcome of particular interest was the result to the question “Do you feel safe in your building?” where 78.7% of respondents answered positively. This increased from 78.3% in the 2016 survey. This consistent response percentage may indicate that tenants continue to feel that the measures taken to improve security and enhance comfort in the buildings help support their feelings of safety. The question “Do you feel safe in your neighbourhood?” had 65.6% of respondents respond positively, which is exactly the same percentage as the last survey.

Responses to questions asked relative to tenant insurance, pets and smoking will help guide Administration in practice and policy development in these areas to improve the overall operation of the property portfolio. Additionally, responses to the question regarding tenant needs for ongoing physical support or assistance will direct Administration to seek appropriate linkages and partnerships that would have positive outcomes for the tenants.

As a result of responses to the Tenant Satisfaction Survey, Administration will focus efforts on areas where change would improve the overall enjoyment and safety of the tenants, and to continue to build on current successes.

Another Tenant Satisfaction Survey is planned for 2020.

FINANCIAL IMPLICATIONS



There are no financial implications related to this report.

CONCLUSION

It is concluded that the 2018 Tenant Satisfaction Survey addresses the TBDSSAB Strategic Plan, following the strategy to Enhance Communication with Clients, as a method to highlight accomplishments and identify issues for improvement. Further, the information gathered will influence operational and capital decision-making in 2019 and beyond.

REFERENCE MATERIALS ATTACHED

Attachment 1: 2018 Tenant Satisfaction Survey Results Summary

PREPARED BY:	Crystal Simeoni, Manager, Property Management Barry Caland, Manager, Facilities The District of Thunder Bay Social Services Administration Board
APPROVED / SIGNATURE:	 Ken Ranta, Director, Housing Services Division The District of Thunder Bay Social Services Administration Board
SUBMITTED / SIGNATURE:	 William (Bill) Bradica, Chief Administrative Officer The District of Thunder Bay Social Services Administration Board

total responses	497
response rate	19.96%
change in number of surveys received from 2016	-5.7%
2016 Total Responses	645

2018 Tenant Satisfaction Survey Results

With a confidence level of 99% and allowing for 5.25% margin of error, a sufficient and significant sample size would be 486 tenants from a population of 2,490. The overall results of this survey should be representative of the TBDSSAB resident population (plus or minus 5.25%) 99% of the time

% decrease from 2016
% increase from 2016
most frequent answer

Tenant Profile

	Response	2018 Responses	% of 2018 Responses	% Change from 2016
1. You are:	Senior (65+ years of age)	250	50.3%	-2.1%
	Family (have children residing with you)	61	12.3%	2.5%
	Single (16 to 64 years of age)	142	28.6%	-1.0%
	Couple	13	2.6%	0.6%
	No Answer	31	6.2%	0.0%

	Response	2018 Responses	% of 2018 Responses	% Change from 2016
2. In what year did you move in?	Before 1990	8	1.6%	-0.9%
	1990-1999	37	7.4%	-1.1%
	2000-2009	123	24.7%	-1.6%
	2010-present	277	55.7%	7.7%
	No Answer	52	10.5%	-4.1%

	Response	% Change from 2016
3. In what building/property/street do you live?	Suppressed due to low numbers per project.	

	Response	2018 Responses	% of 2018 Responses	% Change from 2016
4. How do you pay your rent?	At the Bank	49	9.9%	0.2%
	Online Banking	59	11.9%	3.7%
	Post-Dated Cheque	10	2.0%	0.2%
	Pre-Authorized Payment	292	58.8%	-4.0%
	In Person - Cash	31	6.2%	-0.1%
	In Person - Money Order	1	0.2%	0.0%
	In Person - Debit	14	2.8%	-1.2%
	In Person - Cheque	1	0.2%	-0.3%
	Telephone Banking	7	1.4%	0.5%
	Other (multi-selections, unclear, trustee)	22	4.4%	3.0%
No Answer	11	2.2%	-2.0%	

Repairs and Maintenance

How would you rate the following:

	Response	2018 Responses	% of 2018 Responses	% Change from 2016
A. The upkeep of the outside in the wintertime (e.g., snow removal from all walkways and driveways).	Excellent	89	17.9%	0.4%
	Good	197	39.6%	2.4%
	Fair	114	22.9%	2.9%
	Poor	56	11.3%	-7.0%
	Does Not Apply	33	6.6%	0.7%
	No Answer/Doesn't know	8	1.6%	0.5%
B. The state of repair of the sidewalks, driveway and steps around the outside of the building.	Excellent	97	19.5%	0.9%
	Good	238	47.9%	2.6%
	Fair	105	21.1%	-0.7%
	Poor	36	7.2%	-0.8%
	Does Not Apply	18	3.6%	0.1%
C. How well the appliances work (stove, fridge, etc.)	Excellent	133	26.8%	2.0%
	Good	194	39.0%	-5.6%
	Fair	78	15.7%	0.5%
	Poor	37	7.4%	1.9%
	Does Not Apply	44	8.9%	1.1%
D. How quickly things get fixed when they break down	Excellent	123	24.7%	-2.2%
	Good	205	41.2%	2.6%
	Fair	96	19.3%	-0.2%
	Poor	36	7.2%	-0.4%
	Does Not Apply	24	4.8%	0.5%
E. How well things get fixed when they break down?	Excellent	115	23.1%	-5.1%
	Good	227	45.7%	4.4%
	Fair	84	16.9%	0.2%
	Poor	28	5.6%	2.2%
	Does Not Apply	25	5.0%	0.2%
No Answer/Doesn't know	18	3.6%	-2.0%	

F. The state of repair of the floors, ceilings, walls, stairs, etc. (inside the building).	Excellent	91	18.3%	-0.9%
	Good	208	41.9%	-2.0%
	Fair	116	23.3%	2.9%
	Poor	55	11.1%	0.7%
	Does Not Apply	12	2.4%	-0.8%
	No Answer/Doesn't know	15	3.0%	0.2%
G. The quality of upgrades done to your building?	Excellent	107	21.5%	N/A
	Good	172	34.6%	N/A
	Fair	98	19.7%	N/A
	Poor	40	8.0%	N/A
	Does Not Apply	44	8.9%	N/A
	No Answer/Doesn't know	36	7.2%	N/A

Appearance and Cleanliness

How would you rate the following:	Response	2018 Replies	% of 2018 Replies	% Change from 2016
A. The overall appearance of your building/neighbourhood	Excellent	113	22.7%	2.9%
	Good	241	48.5%	-1.7%
	Fair	98	19.7%	-0.1%
	Poor	32	6.4%	-1.8%
	Does Not Apply	4	0.8%	0.0%
	No Answer/Doesn't know	9	1.8%	0.7%
B. The cleanliness of the hallways and other public areas inside the building?	Excellent	116	23.3%	-3.9%
	Good	195	39.2%	3.3%
	Fair	94	18.9%	0.6%
	Poor	40	8.0%	1.7%
	Does Not Apply	50	10.1%	1.1%
	No Answer/Doesn't know	2	0.4%	-2.7%
C. The upkeep of the outside of the building in the summertime (e.g., cutting of lawns, upkeep of shrubs, trees, and flowers).	Excellent	126	25.4%	2.3%
	Good	223	44.9%	3.5%
	Fair	80	16.1%	-0.2%
	Poor	27	5.4%	0.6%
	Does Not Apply	39	7.8%	-1.8%
	No Answer/Doesn't know	2	0.4%	-4.4%
D. The disposal of garbage (odour, appearance, frequency of pick-up, etc.).	Excellent	129	26.0%	1.1%
	Good	200	40.2%	-1.2%
	Fair	84	16.9%	1.9%
	Poor	42	8.5%	0.2%
	Does Not Apply	38	7.6%	0.8%
	No Answer/Doesn't know	4	0.8%	-2.9%

Recreation and Leisure

	Response	2018 Replies	% of 2018 Replies	% Change from 2016
A. Do you participate in Tenant Association meetings/events?	Yes	155	31.2%	-1.1%
	No	159	32.0%	-10.5%
	Does Not Apply	133	26.8%	10.8%
	No Answer	48	9.7%	0.4%
	Doesn't Know	2	0.4%	N/A
B. Do you participate in Resource Centre meetings and events?	Yes	113	22.7%	N/A
	No	319	64.2%	N/A
	Does Not Apply	3	0.6%	N/A
	No Answer	58	11.7%	N/A
	Doesn't Know	4	0.8%	N/A
B. Do you have access to a community garden on your property?	Yes	159	32.0%	8.7%
	No	304	61.2%	-3.0%
	Does Not Apply	1	0.2%	-0.1%
	No Answer	31	6.2%	-6.0%
	Doesn't Know	2	0.4%	N/A
D. If yes to above, do you participate?	Yes	42	8.5%	2.2%
	No	287	57.7%	14.2%
	Does Not Apply	3	0.6%	-1.9%
	No Answer	165	33.2%	-14.6%
	Doesn't Know	0	0.0%	N/A
E. If no to above, would you participate?	Yes	141	28.4%	-2.8%
	No	250	50.3%	5.7%
	Does Not Apply	3	0.6%	-0.5%
	No Answer	98	19.7%	-3.4%
	Doesn't Know	5	1.0%	N/A

How would you rate the following:	Response	2018 Reponses	% of 2018 Reponses	% Change from 2016
E. The number of recreation/activity areas and lounges inside the building or on property.	Excellent	64	12.9%	-0.5%
	Good	164	33.0%	-1.0%
	Fair	108	21.7%	5.6%
	Poor	47	9.5%	-1.1%
	Does Not Apply	88	17.7%	-3.4%
	No Answer/Doesn't know	26	5.2%	0.3%
F. The number of activities available inside the building or on the property.	Excellent	53	10.7%	0.4%
	Good	137	27.6%	-0.8%
	Fair	108	21.7%	3.6%
	Poor	63	12.7%	-1.4%
	Does Not Apply	108	21.7%	-1.5%
	No Answer/Doesn't know	28	5.6%	-0.3%
G. The amount and quality of the playground equipment	Excellent	16	3.2%	0.0%
	Good	28	5.6%	-2.0%
	Fair	29	5.8%	0.7%
	Poor	23	4.6%	-1.0%
	Does Not Apply	354	71.2%	4.3%
	No Answer/Doesn't know	47	9.5%	-2.0%
H. The safety and maintenance of the playground equipment	Excellent	21	4.2%	0.7%
	Good	26	5.2%	-2.4%
	Fair	24	4.8%	0.3%
	Poor	19	3.8%	0.3%
	Does Not Apply	357	71.8%	3.3%
	No Answer/Doesn't know	50	10.1%	-2.2%

Health and Safety

	Response	2018 Reponses	% of 2018 Reponses	% Change from 2016
A. Do you currently have tenant insurance?	Yes	343	69.0%	13.4%
	No	138	27.8%	-11.5%
	Does Not Apply	0	0.0%	0.0%
	No Answer/Doesn't know	16	3.2%	-1.9%
B. Do you or any member of your household smoke?	Yes	166	33.4%	-1.6%
	No	316	63.6%	3.1%
	Does Not Apply	0	0.0%	-0.2%
	No Answer/Doesn't know	15	3.0%	-1.3%
C. Do you feel safe in your building?	Yes	391	78.7%	0.4%
	No	68	13.7%	-0.7%
	Does Not Apply	3	0.6%	0.6%
	No Answer/Doesn't know	36	7.2%	0.0%
During the day?	Yes	409	82.3%	2.0%
	No	39	7.8%	-1.0%
	Does Not Apply	3	0.6%	0.6%
	No Answer/Doesn't know	46	9.3%	-1.6%
During the night?	Yes	334	67.2%	-3.0%
	No	113	22.7%	2.3%
	Does Not Apply	3	0.6%	0.6%
	No Answer/Doesn't know	47	9.5%	0.2%
D. Do you feel safe in your neighbourhood?	Yes	326	65.6%	0.0%
	No	113	22.7%	3.2%
	Does Not Apply	0	0.0%	0.0%
	No Answer/Doesn't know	58	11.7%	-3.2%
During the day?	Yes	385	77.5%	-1.3%
	No	58	11.7%	2.7%
	Does Not Apply	0	0.0%	0.0%
	No Answer/Doesn't know	54	10.9%	-1.4%
During the night?	Yes	242	48.7%	-3.4%
	No	201	40.4%	6.8%
	Does Not Apply	0	0.0%	-0.5%
	No Answer/Doesn't know	54	10.9%	-2.9%
F. Do you understand how to report and eliminate a pest control issue?	Yes	376	75.7%	12.1%
	No	65	13.1%	-0.3%
	Does Not Apply	0	0.0%	-0.2%
	No Answer/Doesn't know	56	11.3%	-11.7%

How would you rate the following:	Response	2018 Replies	% of 2018 Replies	% Change from 2016
G. The outside lighting of the building and parking area	Excellent	142	28.6%	4.7%
	Good	235	47.3%	0.2%
	Fair	68	13.7%	2.2%
	Poor	20	4.0%	-3.4%
	Does Not Apply	23	4.6%	-0.6%
H. The inside lighting of hallways, lobbies, stairways, etc.	Excellent	174	35.0%	5.7%
	Good	233	46.9%	-2.4%
	Fair	32	6.4%	-0.2%
	Poor	2	0.4%	-1.9%
	Does Not Apply	47	9.5%	2.0%
I. Efforts to address Pest Control	Excellent	111	22.3%	7.0%
	Good	177	35.6%	2.6%
	Fair	63	12.7%	-0.3%
	Poor	41	8.2%	-0.3%
	Does Not Apply	65	13.1%	-3.2%
	No Answer/Doesn't know	40	8.0%	-5.8%

District of Thunder Bay Social Services Administration Board (TBDSSAB) Housing Staff

If you required help or advice from TBDSSAB staff, please rank the quality of the help or advice that you received.

	Response	2018 Replies	% of 2018 Replies	% Change from 2016
A. Help or advice for conditions affecting daily living (cooking meals, cleaning, bathing, etc.).	Excellent	49	9.9%	-1.4%
	Good	81	16.3%	-1.8%
	Fair	31	6.3%	1.9%
	Poor	5	1.0%	-0.7%
	Does Not Apply	279	56.3%	3.2%
B. Financial advice (rent recalculated, assistance budgeting, etc.).	Excellent	64	12.9%	1.0%
	Good	103	20.8%	-0.5%
	Fair	35	7.1%	1.2%
	Poor	8	1.6%	1.0%
	Does Not Apply	230	46.4%	0.0%
C. Help or advice for personal or family crisis (family breakup, death of loved one, problems with alcohol or drugs, etc.).	Excellent	33	6.7%	-0.2%
	Good	51	10.3%	-0.4%
	Fair	26	5.2%	1.4%
	Poor	17	3.4%	0.8%
	Does Not Apply	305	61.5%	0.1%
D. Help or advice about social and recreational activities.	Excellent	38	7.7%	-0.7%
	Good	66	13.3%	-3.0%
	Fair	38	7.7%	2.5%
	Poor	22	4.4%	0.4%
	Does Not Apply	265	53.4%	1.8%
	No Answer/Doesn't know	67	13.5%	-1.1%

Overall, how satisfied are you with...

	Response	2018 Replies	% of 2018 Replies	% Change from 2016
A. the service received from your Property Management Officer?	Excellent	96	19.4%	-2.7%
	Good	196	39.5%	-0.2%
	Fair	116	23.4%	4.9%
	Poor	20	4.0%	-0.8%
	Does Not Apply	24	4.8%	-2.6%
B. the service received from your Property Management Clerk?	Excellent	85	17.1%	-3.2%
	Good	206	41.5%	2.2%
	Fair	102	20.6%	3.4%
	Poor	14	2.8%	-1.2%
	Does Not Apply	32	6.5%	-4.1%
C. the service received from your Maintenance Staff?	Excellent	126	25.4%	N/A
	Good	186	37.5%	N/A
	Fair	96	19.4%	N/A
	Poor	27	5.4%	N/A
	Does Not Apply	14	2.8%	N/A
D. the service received from your Tenant Support Coordinator?	Excellent	71	14.3%	-1.2%
	Good	155	31.3%	-0.8%
	Fair	78	15.7%	3.3%
	Poor	14	2.8%	0.0%
	Does Not Apply	105	21.2%	-3.5%
	No Answer/Doesn't know	7	1.4%	-11.1%

E. the service received from the Maintenance phone line (9am-4pm)	Excellent	73	14.7%	N/A
	Good	165	33.3%	N/A
	Fair	94	19.0%	N/A
	Poor	21	4.2%	N/A
	Does Not Apply	74	14.9%	N/A
	No Answer/Doesn't know	70	14.1%	N/A
F. the service received from the after-hours maintenance phone line?	Excellent	57	11.5%	N/A
	Good	120	24.2%	N/A
	Fair	98	19.8%	N/A
	Poor	25	5.0%	N/A
	Does Not Apply	119	24.0%	N/A
	No Answer/Doesn't know	78	15.7%	N/A
G. your home in general?	Excellent	112	22.6%	-1.1%
	Good	173	34.9%	-3.7%
	Fair	123	24.8%	4.0%
	Poor	13	2.6%	-2.2%
	Does Not Apply	15	3.0%	0.7%
	No Answer/Doesn't know	61	12.3%	2.5%

	Response	2018 Reponses	% of 2018 Reponses	% Change from 2016
8. Do you, or any member of your household, require any ongoing assistance (including regular help with daily living, support, provision of information, advice and referral)?	Yes	63	12.7%	-5.3%
	No	394	79.4%	5.0%
	Does Not Apply	1	0.2%	0.2%
	No Answer/Doesn't Know	39	7.9%	0.3%
9. Do you currently receive in-home service from an external support agency (example: WON, CCAC, Meals on Wheels)	Yes	61	12.3%	-2.0%
	No	413	83.3%	0.8%
	Does Not Apply	0	0.0%	0.0%
	No Answer/Doesn't Know	23	4.6%	1.4%
10. a. Do you, or any member of your household, suffer from mental health issues?	Yes	87	17.5%	N/A
	No	329	66.3%	N/A
	Does Not Apply	1	0.2%	N/A
	Decline to answer	52	10.5%	N/A
	No Answer/Doesn't Know	28	5.6%	N/A
10. b. If Yes, are you receiving supports for it (example: therapy, medication, home supports)?	Yes	103	20.8%	N/A
	No	107	21.6%	N/A
	Does Not Apply	129	26.0%	N/A
	Decline to answer	1	0.2%	N/A
	No Answer/Doesn't Know	157	31.7%	N/A
11. a. Do you, or any member of your household, suffer from addictions issues?	Yes	31	6.3%	N/A
	No	410	82.7%	N/A
	Does Not Apply	0	0.0%	N/A
	Decline to answer	26	5.2%	N/A
	No Answer/Doesn't Know	30	6.0%	N/A
11. b. If Yes, are you receiving supports for it (example: doctor/therapist, methadone, etc.)?	Yes	35	7.1%	N/A
	No	114	23.0%	N/A
	Does Not Apply	153	30.8%	N/A
	Decline to answer	1	0.2%	N/A
	No Answer/Doesn't Know	194	39.1%	N/A
12. a. Do you, or any member of your household, require help that you are not currently receiving (for example, daily living assistance, VON, therapy, medical etc.)?	Yes	33	6.7%	N/A
	No	436	87.9%	N/A
	Does Not Apply	0	0.0%	N/A
	Decline to answer	1	0.2%	N/A
	No Answer/Doesn't know	27	5.4%	N/A
13. Do you currently have access to the internet?	Yes	227	45.8%	5.9%
	No	261	52.6%	-4.0%
	Does Not Apply	0	0.0%	0.0%
	No Answer/Doesn't Know	9	1.8%	-1.8%
14. Do you access our website (tbdssab.ca) or our Facebook page?	Yes	98	19.8%	N/A
	No	384	77.4%	N/A
	Does Not Apply	1	0.2%	N/A
	No Answer/Doesn't Know	14	2.8%	N/A
10. Would you be interested in completing future surveys online?	Yes	125	25.2%	0.1%
	No	340	68.5%	0.0%
	Does Not Apply	0	0.0%	0.0%
	No Answer/Doesn't Know	32	6.5%	0.1%