



## BOARD REPORT

REPORT No.: 2022-64

MEETING DATE: OCTOBER 20, 2022

SUBJECT: 2022 TENANT SATISFACTION SURVEY REPORT

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### RECOMMENDATION

For information only.

### REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with the results from the 2022 Tenant Satisfaction Survey.

### BACKGROUND

As part of the fulfillment of the Strategic Plan directive to enhance communication with tenants and clients, as well as to gauge the success of current initiatives and supports, TBDSSAB Administration conducted a survey of all tenants residing in TBDSSAB-owned rental units in 2022.

This is the third Tenant Satisfaction Survey that TBDSSAB has conducted. The previous two surveys were conducted in 2016 and 2018 respectively.

### COMMENTS

A total of 2,198 surveys were mailed out on May 24, 2022 with a closing date of June 10, 2022. In total, 436 surveys were completed and returned to TBDSSAB, representing 19.8% of TBDSSAB tenants. This response rate is statistically significant, representing all TBDSSAB tenants 95% of the time plus or minus 5%.

The responses for TBDSSAB Housing staff groups were generally positive and consistent with the responses from the 2016 and 2018 surveys. Likewise, the responses for the Maintenance Phone Line were positive (50% - Excellent and Good) and was a slight increase from 2018 (48%). The survey also asked respondents to rate their home in general. In 2022, 64.7% ranked their home positively (Excellent/Good). This represents an increase of 8.2% when compared with 2018.

The survey results also indicate that the percentage of survey respondents who indicated that they feel safe in their building or home decreased by approximately 15%. A security review was included in the 2022 approved budget and has been completed, the results of which along with recommendations will be presented to the Board in November.

### STRATEGIC PLAN IMPACT

This survey falls under the 2020-23 Strategic Plan objective to enhance communication and engagement with clients, tenants, and service recipients.

### FINANCIAL IMPLICATIONS



There are no financial implications related to this report.

### CONCLUSION

It is concluded that the 2022 Tenant Satisfaction Survey provides the TBDSSAB with reliable information pertaining to areas in which TBDSSAB Housing programs excel and areas where services can be improved for residents.

### REFERENCE MATERIALS

Attachment #1 [2022 Tenant Satisfaction Survey Results Report](#)

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