



BOARD REPORT

REPORT No.: 2022-64

MEETING DATE: OCTOBER 20, 2022

SUBJECT: 2022 TENANT SATISFACTION SURVEY REPORT

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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**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

**2022 TBDSSAB Tenant
Satisfaction Survey Report**

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September 16, 2022

2022 TBDSSAB Tenant Satisfaction Survey

Introduction

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, The District of Thunder Bay Social Services Administration Board (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.

Survey Distribution

The survey was distributed on paper to allow for easier responses for tenants without internet access. A survey package was mailed to each residence, as well as made available at the front desk of all TBDSSAB offices. The package included a pre-paid envelope, a draw ballot, and the survey along with a letter outlining the intentions of the data collection.

Response Rate

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%.

Response Analysis

Tenant Profile

Over half of all respondents (54.8%) reported being a Senior (65 years and older), while over a quarter of tenants reported being Single (28.2%). The distribution of tenants by type of family status that responded to the survey in 2022 is consistent with the findings from the 2016 and 2018 Tenant Satisfaction Surveys.

Family Status ¹	2016 Survey	2018 Survey	2022 Survey
Senior 65+	52.4%	50.3%	54.8%
Family	9.8%	12.3%	11%
Single	29.6%	28.6%	28.2%
Couple - no children	2%	2.6%	2.5%

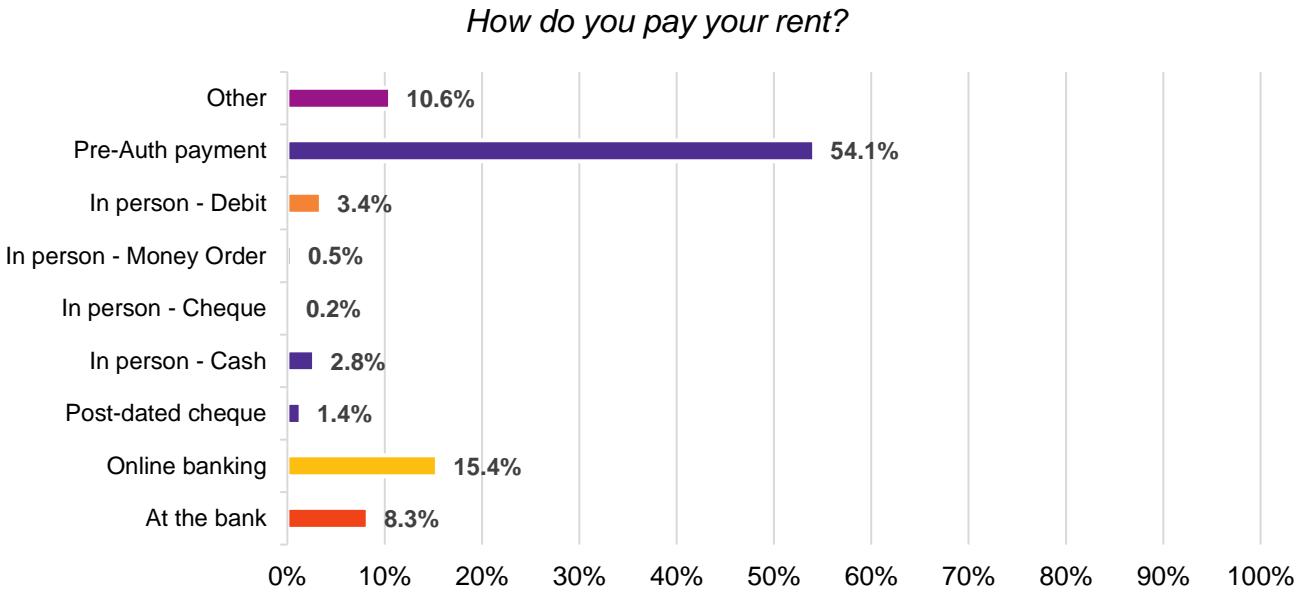
Rent Payment Method

Participants were asked to identify how they pay their rent to the TBDSSAB. Most tenants (54.1%) indicated that they pay their rent by pre-authorized payment. This total

¹ 3.4% of respondents did not respond to the Family Status question.

2022 TBDSSAB Tenant Satisfaction Survey

is down slightly compared to the two previous surveys, as 62.8% used pre-authorized payment in 2016 and 58.8% in 2018. The second highest method indicated in 2022 was online banking at 15.4% which is slightly higher compared with the two previous surveys (2016 – 15.2% and 2018 – 11.9%).²



Residence Type

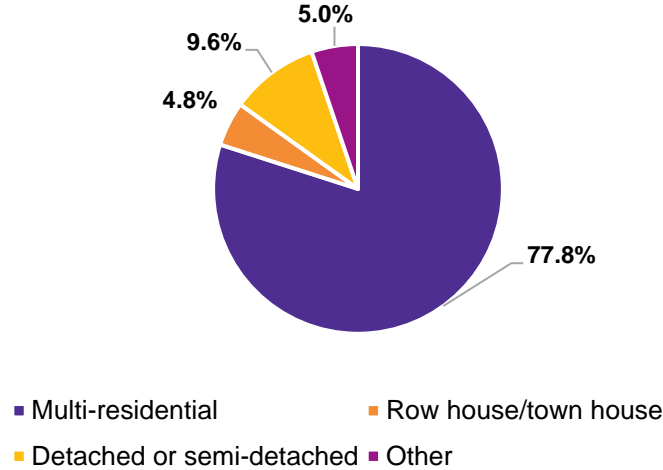
In 2022, a question was added to determine the type of property in which a respondent resides, replacing the previously used question asking for building or neighbourhood name. The vast majority of respondents reported living in multi-residential buildings (77.8%).³

² 3.4% of respondents did not respond to Rent Payment question.

³ 2.8% of respondents did not respond to Type of Residence question.

2022 TBDSSAB Tenant Satisfaction Survey

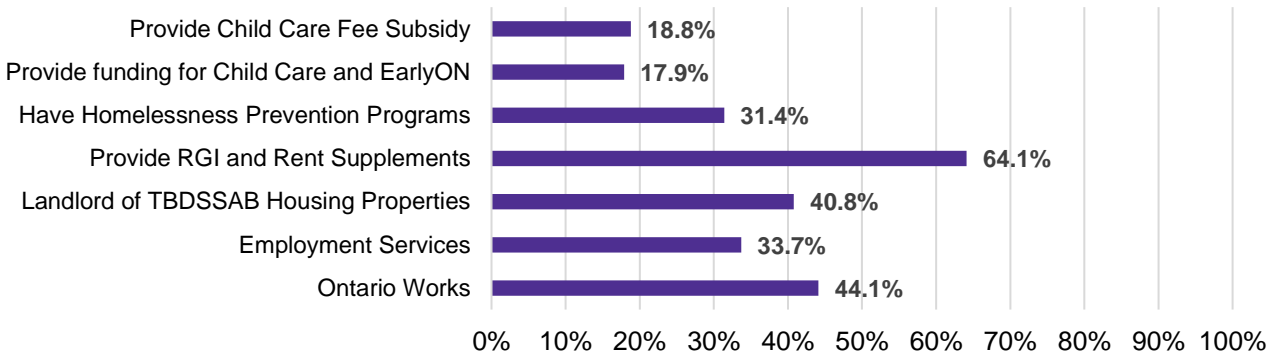
What type of residence do you live in?



Awareness of TBDSSAB Services

Survey participants were asked if they were aware of the many services offered through TBDSSAB. Responses to these questions cannot be compared as this section was not included in the 2016 or 2018 surveys. The TBDSSAB service with the highest awareness among participants was the “Provide RGI and Rent Supplements” service (64.1%), with the least awareness for the “Provide funding for Child Care and EarlyON” service (17.9%). The following graph outlines the “Yes” responses.

*Did you know about the following services offered through TBDSSAB?
% of Tenants who Responded “Yes”*



Support Needs

The survey asked participants if they, or any member of their household require any ongoing assistance (including regular help with daily living, support, provision of information, advice, and referral). A total of 21.8% of survey respondents answered yes to this question. This represents an increase of 9.1% compared with the 2018 survey.

2022 TBDSSAB Tenant Satisfaction Survey

Additionally, 14.7% indicated that they receive in-home supports from an external agency. This is a slight increase from 2018 (12.3%).

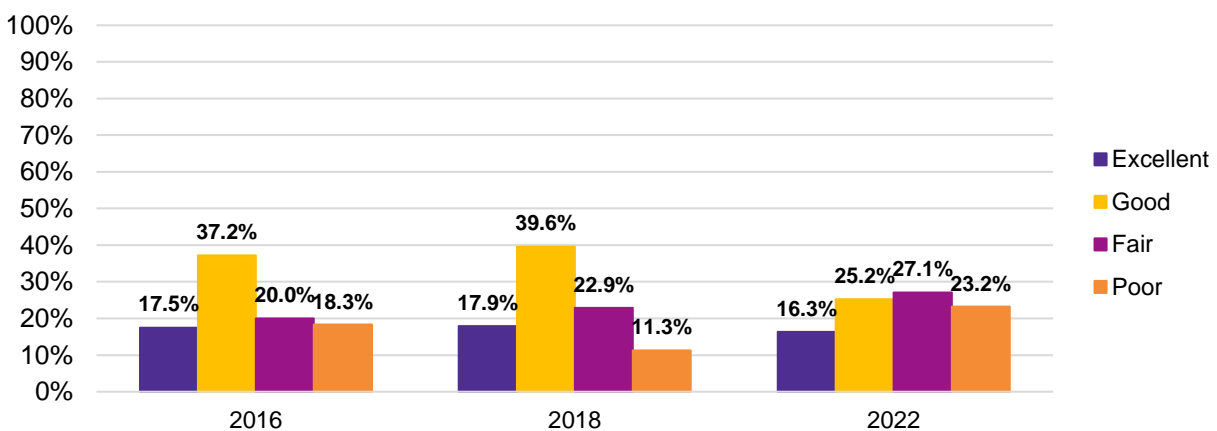
Survey participants were also asked if they suffer from mental health issues, with 19.5% of respondents indicating that they do – a slight increase from 2018 (17.5%). In addition, participants were asked if they suffer from addictions issues, with 6.1% of respondents indicating that they do. This result is consistent with the 2018 findings (6.3%).

Finally, participants were asked if they require assistance that they are not currently receiving. Of these respondents, 9.9% indicated that they require assistance and do not have the support they require. From this 9.9% sample, survey participants were presented the opportunity to provide any other support services that they would like to receive but were not currently receiving. These responses centered primarily around four themes: 1) house cleaning/chores/cooking, 2) transportation to medical/doctor appointments, 3) taking medication, and 4) yard work.

Repairs and Maintenance

Tenants were then asked to respond to several questions concerning the repair and maintenance of their residence. The first question asked respondents their opinions pertaining to the upkeep of the outside of their residence in the winter (e.g., snow removal from all walkways and driveways). Overall, the responses in 2022 are generally more negative than they were in 2016 and 2018.⁴ However, it should be noted that the Thunder Bay District received a record amount of snowfall in the month of April putting strain on snow clearing professionals that are contracted to perform these services. The amount of snow received in late Winter/early Spring of 2022 undoubtedly impacted the satisfaction of tenants.

The upkeep of the outside in the wintertime (snow removal from all walkways and driveways)

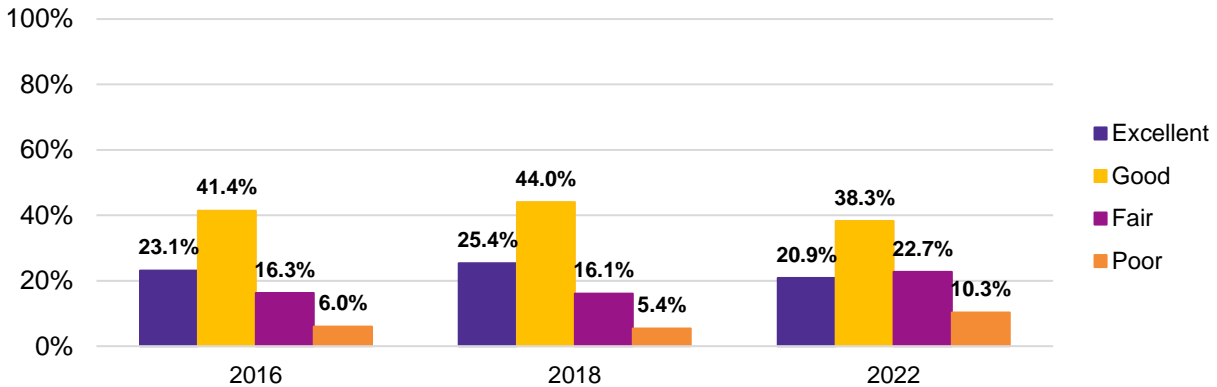


⁴ 8.3% of respondents chose Does Not Apply or did not respond to the Winter Upkeep question.

2022 TBDSSAB Tenant Satisfaction Survey

When asked to rank the upkeep of the outside of their residences in the summertime (cutting lawn, upkeep of shrubs, trees and flowers) survey responses again are generally more negative in 2022 compared with 2016 and 2018.

The state of repair of the sidewalks, driveway and steps around the outside of the building.



The survey then asked participants to rank the state of repair both outside (sidewalks, steps, driveway) and inside (floors, ceilings, walls, stairs) their residences. In both instances the responses were more negative in 2022 compared to 2016 and 2018.

State of Repair (Outside)	2016 Survey	2018 Survey	2022 Survey
Excellent	18.6%	19.5%	15.1%
Good	46.3%	47.9%	38.3%
Fair	21.8%	21.1%	25.5%
Poor	8%	7.2%	14%
Does Not Apply/No Response	6.2%	4.2%	7.1%
State of Repair (Inside)	2016 Survey	2018 Survey	2022 Survey
Excellent	19.2%	18.3%	14.5%

2022 TBDSSAB Tenant Satisfaction Survey

Good	42.1%	41.9%	33.9%
Fair	20.2%	23.3%	31.2%
Poor	10.4%	11.1%	15.8%
Does Not Apply/No Response	6.0%	5.4%	4.6%

Survey participants were then asked how quickly and how well things get fixed when they break down. Again, the responses are less favourable when compared with 2016 and 2018.

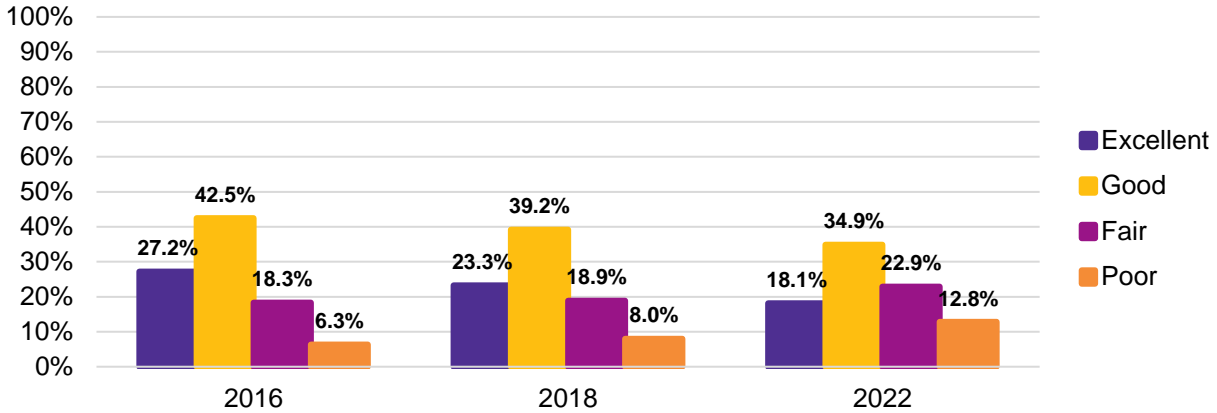
How Quickly Things Get Fixed	2016 Survey	2018 Survey	2022 Survey
Excellent	26.9%	24.7%	17%
Good	39.4%	41.2%	31.7%
Fair	19.5%	19.3%	25.2%
Poor	7.6%	7.2%	19.3%
Does Not Apply/No Response	7.3%	7.4%	7.0%
How Well Things Get Fixed	2016 Survey	2018 Survey	2022 Survey
Excellent	28.2%	23.1%	20.6%
Good	41.3%	45.7%	35.3%
Fair	16.7%	16.9%	22.7%
Poor	3.4%	5.6%	14%

2022 TBDSSAB Tenant Satisfaction Survey

Does Not Apply/No Response	10.4%	8.7%	7.3%
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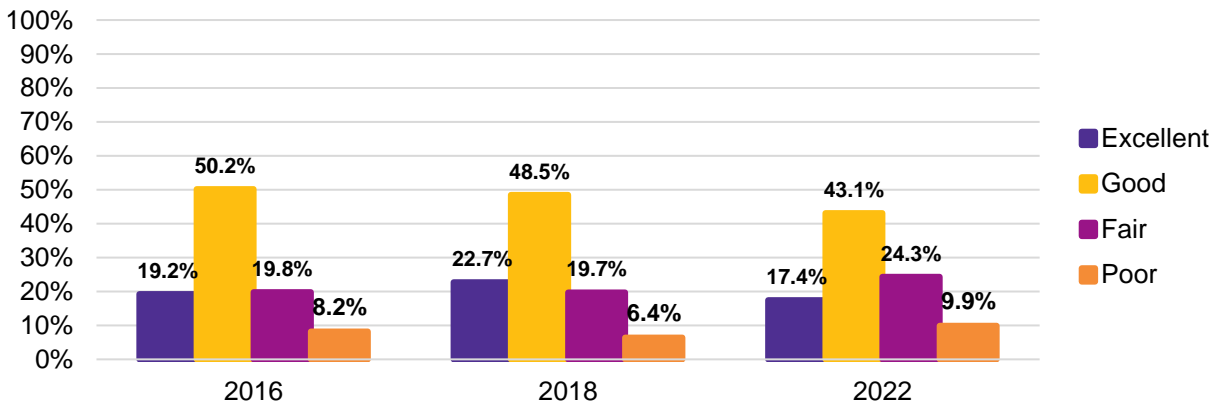
Survey participants were asked to rank the overall cleanliness of hallways and public areas. The majority (53%) ranked the overall cleanliness as either excellent or good.⁵

The cleanliness of the hallways and other public areas inside the building



The survey also asked participants to rate the overall appearance of their residence. The majority (60.5%) rated the appearance of their building as either excellent or good in 2022.⁶

The overall appearance of your building/neighbourhood.



Recreation and Leisure

⁵ 11.2% of respondents chose Does Not Apply or did not respond to the Public Area Cleanliness question.

⁶ 5.3% of respondents chose Does Not Apply or did not respond to the Overall Appearance question.

2022 TBDSSAB Tenant Satisfaction Survey

Survey participants were asked if they participate in Tenant Association meetings and events. 24.5% responded that they participate, 48.4% indicated they do not, while 19.7% of respondents said that it does not apply to them. Additionally, when asked if they participate in Resource Centre meetings and events, 12.8% responded yes, 51.4% no, and 23.6% noted that it does not apply to them.

A total of 20.6% of survey respondents (90 individuals) indicated that they have access to a Community Garden. Of the 90 individuals with access to a Community Garden, 28.9% participate in the garden.

Next, survey participants were asked to rate the number of recreation/activity areas and lounges inside the building or on property and the number of activities available inside the building or on the property.

# recreation/activity areas and lounges inside building	2016 Survey	2018 Survey	2022 Survey
Excellent	13.4%	12.9%	8.1%
Good	34.1%	33.1%	28.2%
Fair	16.8%	21.7%	22.2%
Poor	10.6%	9.5%	15.8%
Does Not Apply/No Response	26.0%	22.9%	25.9%

# activities available inside the building or on the property	2016 Survey	2018 Survey	2022 Survey
Excellent	10.3%	10.7%	5.3%
Good	28.2%	27.6%	20.9%
Fair	18.6%	21.7%	19.7%

2022 TBDSSAB Tenant Satisfaction Survey

Poor	14.1%	12.7%	21.6%
Does Not Apply/No Response	29.1%	27.4%	32.6%

Survey participants were also asked the amount and quality of the playground equipment and the safety and maintenance of the playground equipment.

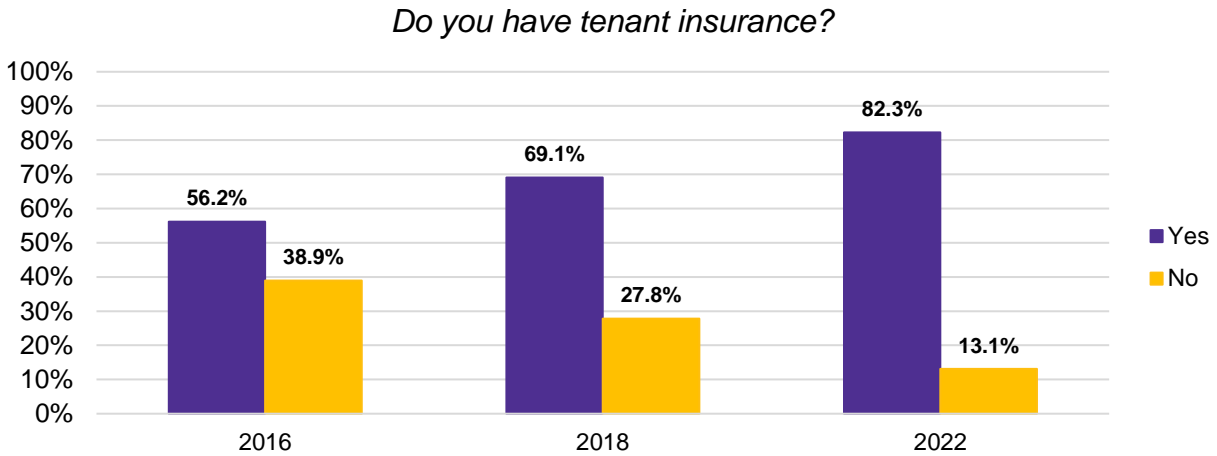
Amount and quality of playground equipment	2016 Survey	2018 Survey	2022 Survey
Excellent	3.2%	3.2%	1.6%
Good	7.5%	5.6%	4.1%
Fair	5.1%	5.8%	4.4%
Poor	5.6%	4.6%	5.3%
Does Not Apply/No Response	78.4%	80.7%	84.6%

Safety and maintenance of playground equipment	2016 Survey	2018 Survey	2022 Survey
Excellent	5.5%	4.2%	1.4%
Good	7.6%	5.2%	4.8%
Fair	4.5%	4.8%	5.1%
Poor	3.5%	3.8%	3.7%
Does Not Apply/No Response	80.8%	81.9%	85.1%

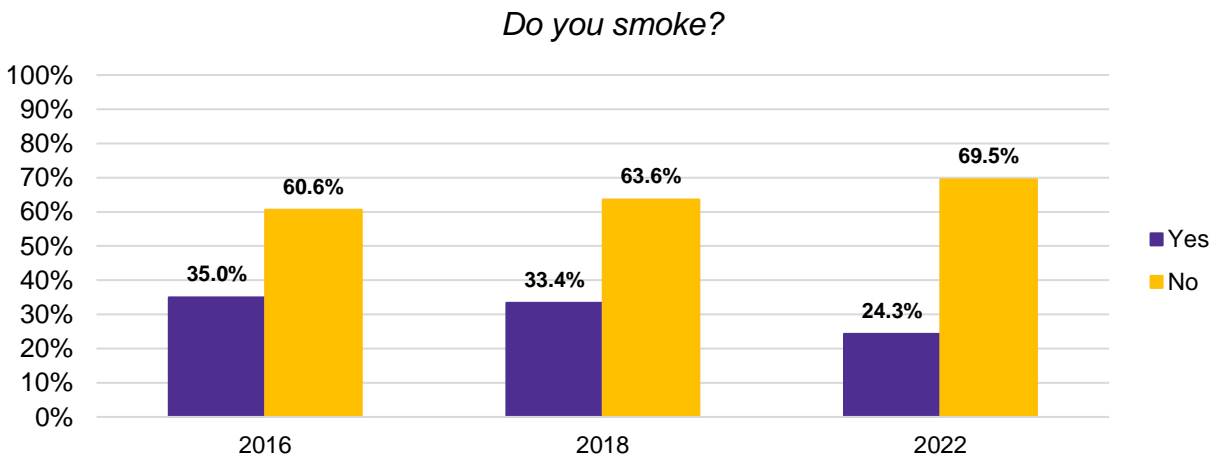
2022 TBDSSAB Tenant Satisfaction Survey

Health and Safety

Survey respondents were asked a number of questions related to health and safety. The percentage of tenants who currently have tenant insurance increased significantly between 2018 and 2022.⁷



The percentage of survey respondents who smoke or have a household member that smokes has decreased by close to 10% since 2018.⁸

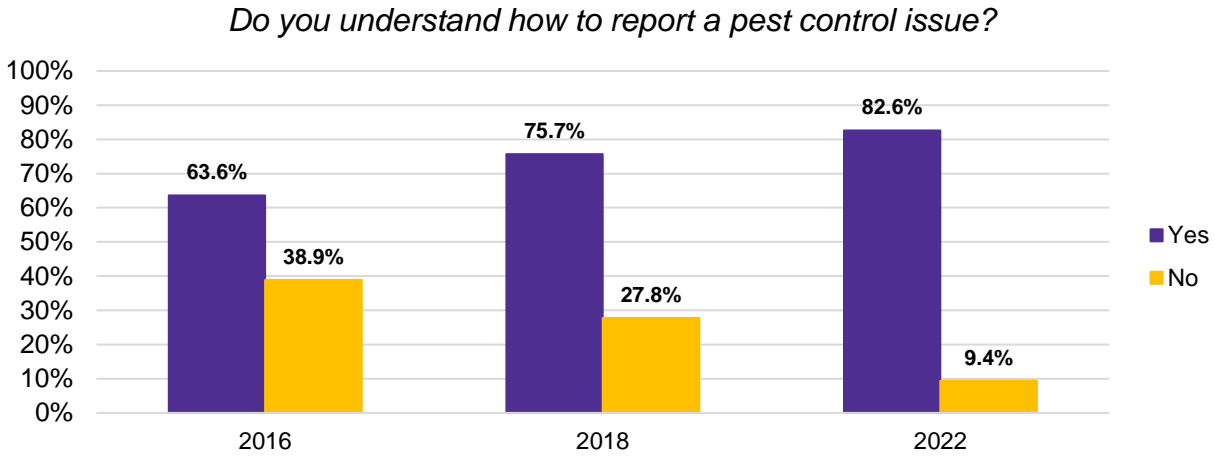


⁷ 4.6% of respondents chose Does Not Apply or did not respond to the Tenant Insurance question

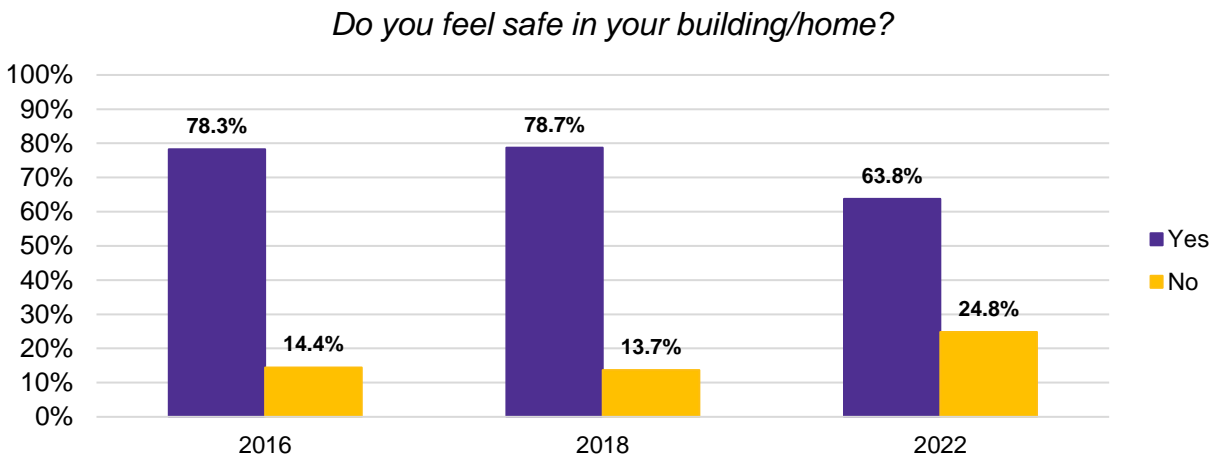
⁸ 6.2% of respondents chose Does Not Apply or did not respond to the Smoking question.

2022 TBDSSAB Tenant Satisfaction Survey

Survey respondents were asked to indicate if they understood how to report a pest control issue. The percentage of respondents that stated that they knew the process for reporting pest control issues has risen significantly since 2016.⁹



The percentage of survey respondents who indicated that they feel safe in their building or home decreased by approximately 15%.¹⁰ However, a much larger proportion (76.8%) feel safe in their building or home during the day compared to at night (64%).



However, the percentage of survey respondents who feel safe in their neighbourhood overall only decreased marginally.¹¹

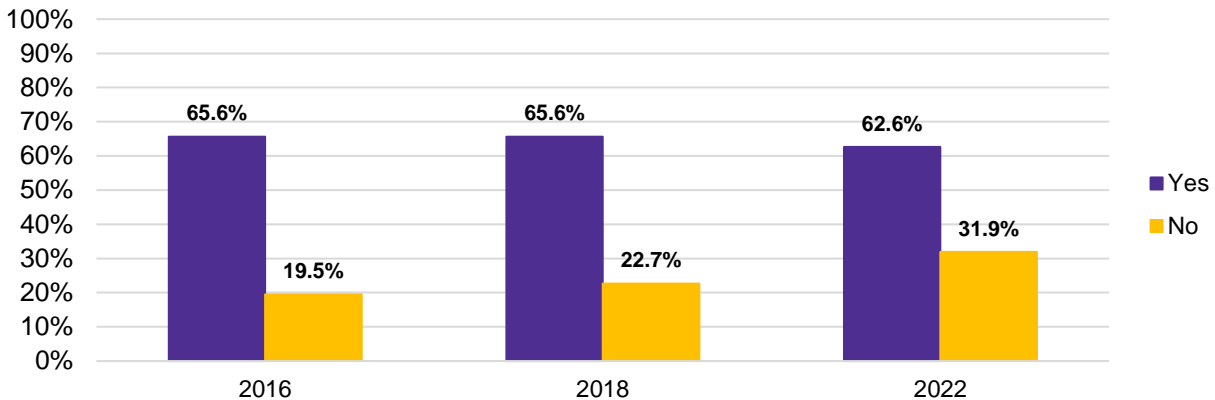
⁹ 8.0% of respondents chose Does Not Apply or did not respond to the Pest Control Reporting question.

¹⁰ 11.5% of respondents chose Does Not Apply or did not respond to the Feeling Safe in Home/Building question.

¹¹ 5.5% of respondents chose Does Not Apply or did not respond to the Feeling Safe in your Neighbourhood question.

2022 TBDSSAB Tenant Satisfaction Survey

Do you feel safe in your neighbourhood overall?



Of the tenants who responded not feeling safe in their building/home and/or neighborhood, participants were presented the opportunity to explain why they do not feel safe. Three main themes were found among their responses: 1) drug and alcohol activity, 2) crime, and 3) verbal and physical harassment.

However, survey respondents responded favourably (Excellent, Good) when ranking the lighting outside the building and in parking areas (67.9%), the inside lighting of hallways, lobbies and stairways (75%), and TBDSSAB's efforts to address pest control (63.7%). These responses are similar to those received in 2016 and 2018.

TBDSSAB Housing Staff

The survey asked participants to respond to a series of questions that were designed to assess the performance of the TBDSSAB Housing Staff. The following chart shows the rank that respondents gave for each category.

Topic	Response	2016 Survey	2018 Survey	2022 Survey
A. Help or advice for conditions affecting daily living (cooking meals, cleaning, bathing, etc.).	Excellent	10.5%	9.9%	10.6%
	Good	18.1%	16.3%	17.9%
	Fair	4.2%	6.3%	10.3%
	Poor	1.7%	1.0%	4.6%
	Does Not Apply/ No Response	64.5%	66.5%	56.7%

2022 TBDSSAB Tenant Satisfaction Survey

B. Financial advice (rent recalculated, assistance budgeting, etc.).	Excellent	11.9%	12.9%	10.1%
	Good	21.3%	20.8%	22.3%
	Fair	6.9%	7.1%	10.1%
	Poor	0.6%	1.6%	2.9%
	Does Not Apply/ No Response	60.3%	57.7%	54.6%
C. Help or advice for personal or family crisis (family breakup, death of loved one, problems with alcohol or drugs, etc.).	Excellent	6.9%	6.7%	6.2%
	Good	9.9%	10.3%	10.1%
	Fair	3.8%	5.2%	8.3%
	Poor	2.6%	3.4%	6.2%
	Does Not Apply/ No Response	76.0%	74.4%	69.3%
D. Help or advice about social and recreational activities.	Excellent	8.4%	7.7%	7.1%
	Good	16.3%	13.3%	14.2%
	Fair	5.2%	7.7%	8.3%
	Poor	4%	4.4%	8.9%
	Does Not Apply/ No Response	66.2%	66.9%	61.5%

The responses were generally positive for the above questions and comparable to the responses received in 2018 and 2016. The survey also asked respondents to rank their experience with specific TBDSSAB Housing staffing groups. The following chart provides an overview of those responses.

TBDSSAB Staff Group	Response	2016 Survey	2018 Survey	2022 Survey
	Excellent	22.1%	19.4%	24.8%

2022 TBDSSAB Tenant Satisfaction Survey

A. Supervisor Property Management	Good	39.7%	39.5%	40.1%
	Fair	18.5%	23.4%	17.4%
	Poor	4.8%	4.3%	7.3%
	Does Not Apply/ No Response	15.0%	13.9%	10.3%
B. Property Management Clerk	Excellent	20.3%	17.1%	23.9%
	Good	39.7%	41.5%	40.4%
	Fair	17.2%	20.6%	17.4%
	Poor	4%	2.8%	7.3%
	Does Not Apply/ No Response	19.1%	18.1%	17.2%
C. Maintenance Staff	Excellent	N/A	25.4%	27.5%
	Good	N/A	37.5%	34.9%
	Fair	N/A	23.4%	18.6%
	Poor	N/A	5.4%	9.2%
	Does Not Apply/ No Response	N/A	12.3%	9.9%
D. Tenant Support Worker	Excellent	15.5%	14.3%	18.4%
	Good	32.1%	31.3%	27.9%
	Fair	12.4%	15.7%	11.7%

2022 TBDSSAB Tenant Satisfaction Survey

	Poor	2.8%	2.8%	4.6%
	Does Not Apply/ No Response	37.2%	22.6%	37.4%

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.