



BOARD REPORT

REPORT No.: 2024-41

MEETING DATE: OCTOBER 17, 2024

SUBJECT: 2024 TENANT SATISFACTION SURVEY

RECOMMENDATION

For information only.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Board (TBDSSAB) with the results of the 2024 Tenant Satisfaction Survey.

BACKGROUND

As part of the fulfillment of the Strategic Plan to humanize human services and to assess the success of current programs and supports services, TBDSSAB conducted a survey of all tenants living in direct-owned rental properties in 2024. This is the fourth Tenant Satisfaction Survey that TBDSSAB has conducted. The previous surveys were conducted in 2016, 2018, and 2022.

Before distribution, the survey went through an editing process, which was in line with the Blue Sky Report and component of the Strategic Plan (1.4): *“To encourage advocacy and awareness through a plain language review.”* The structure and grammar of the survey was edited to be more in line with the reading level of service recipients.

COMMENTS

A total of 2,217 surveys were mailed to TBDSSAB tenants in July 2024, with 444 returning responses. This represents 20% of tenants, which is similar to the 2022 response rate of 19.8%. This response rate is statistically significant, representing all TBDSSAB tenants 95% of the time plus or minus 5%.

The largest demographic of respondents (73.1%) reported living on their own: 29% between the ages of 16-64 and 44.1% senior (65+).

Most respondents reported living in an apartment building (77.3%). For length of stay, 31.1% reported living in their unit for 10+ years, followed by 30% for 1-4 years.

Highlights of the 2024 responses:

- Responses for “help or advice received from TBDSSAB staff” had an increase in positive responses for all areas from 2022.
- “Number of activities available in my building” increased in positive responses by 4% from 2022. Residents living in town houses rated the number of activities most positively (41.4%) out of all residence types.
- There was a noticeable decrease (by 5.7%) in negative responses to “snow removal in the winter” compared to the 2022 survey, where 45.5% of those living in apartment buildings report the highest rate of positive responses.
- Responses to the “work done in the summertime” remain very similar to 2022, with a decrease of 3.7% in negative responses. The majority (65.8%) of those in town houses chose ‘excellent’ or ‘good,’ followed by residents in apartment buildings (62.1%).

Key areas identified for improvements:

Cleanliness

- The question about “Cleanliness inside” saw an increase in negative responses by 6.4% from 2022. Residents in apartment buildings reported the highest negative responses (56.3%) out of all residence types.
- “Disposal of garbage” increased in negative responses by 8.2% from 2022. Residents living in town houses reported the highest negative responses (65.9%) out of all residence types.
- “Overall appearance of my building” increased in negative responses by 13.1% from 2022. Those in town houses reported the highest negative responses (60.9%) out of all residence types.
- Custodians were added with feedback from the 2022 survey; however, this change was just added to apartment buildings. Findings show most negative responses are focused on town houses, suggesting they require additional cleaning supports.

Maintenance

- “Repairs done outside” increased in negative responses by 7.2% from the 2022 survey. This is also similar to “repairs done inside,” which increased 7.8%.
- Respondents living in town houses report the highest rate of negative responses for both outside (58.5%) and inside (68.3%) out of all residence types.
- “The quality of upgrades” increased by 14.6% in negative responses from 2022, where 73.2% of residents in town houses report the highest rate of negative responses.

Support Services

Mental Health Services

- Findings show an increase in the number of tenants who report living with mental health conditions (19.5% in 2022, to 21.9% in 2024) and addictions (6% in 2022, to 13.7% in 2024).
- Of those living with mental health conditions, 35% are not currently seeking support. Of those living with or recovering from addictions, 37% are not currently seeking support.

Other areas

The three main areas that tenants report needing more supports include:

1. Help with daily living (cleaning, laundry, organization),
2. Low-cost mental health and addictions supports, and
3. Food supports (budgeting, low-cost options, preparing food).

Given the increase of tenants living with mental health conditions and addictions, and a need for more low-cost support options, it is recommended that further steps be taken to address these areas. For instance, an increase in promotional material(s) for mental health and addiction supports (in the city/District of Thunder Bay) that is visibly accessible to TBDSSAB tenants.

Safety

- The number of respondents who do not feel safe in their building increased by 10.3% from 2022 to 2024.
- The number of respondents who do not feel safe in their neighbourhood increased by 9.1% from 2022 to 2024.

The three main areas that tenants reported about safety in their area include:

1. Drug and alcohol activity,
2. Crime and violence, and
3. Concern about non-tenants being let in and inhabiting common areas.

STRATEGIC PLAN IMPACT

This survey falls under the 2024-27 Strategic Plan to 'Encourage Awareness and Advocacy' through creating an organization-wide Plain & Welcoming Language framework.

FINANCIAL IMPLICATIONS

There are no financial implications related to this report.

CONCLUSION

It is concluded that the 2024 Tenant Satisfaction Survey addresses the Strategic Plan to humanize human services and has shown the areas where housing supports and programs are excelling, and areas where improvements may be needed. Tenant feedback has shown a generally positive view of the services and supports received from TBDSSAB housing staff, and in several areas related to maintenance and recreation. Tenants' comments also indicate that further measures need to be taken to improve cleanliness, repairs and upgrades, and safety within the housing services that TBDSSAB provides. Tenants living with mental health conditions and addictions has also increased since 2022, highlighting the need for more low-barrier access to required supports.

REFERENCE MATERIALS

Attachment #1: [2024 Tenant Satisfaction Survey Results Summary](#)

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

2024 TBDSSAB Tenant Satisfaction Survey Report

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September 30, 2024

Introduction

As part of the Strategic Plan to humanize human services and to assess the success of current housing programs and supports services, The District of Thunder Bay Social Services Board (TBDSSAB) conducted its Biennial Tenant Satisfaction survey to gain feedback from tenants living in direct-owned rental properties in 2024. This is the fourth Tenant Satisfaction Survey that has been conducted. The previous surveys were conducted in 2016, 2018, and 2022.

Survey Development and Distribution

For this year's project, we started the process with an edit of the survey questionnaire. This process is in line with the Blue Sky Report and component of the Strategic Plan (1.4): "To encourage advocacy and awareness through a plain language review." The Data and Research Analyst (DARA) team, alongside the Communication and Engagement (CE) Officer and Supervisor of Research and Social Policy (SRSP), built and used a plain language tool to assess the survey for its ease of reading and comprehension for all service recipients.

After the wording in the survey was updated to meet the required grade level, we held a focus group session with frontline housing workers to get their feedback on the survey. The key suggestions were to make the survey shorter and promote the survey by hosting pop-up sessions at TBDSSAB owned (or 'direct owned') buildings to encourage more participation from tenants. Applying the feedback, in addition to discussion with the Manager, Housing Programs, we removed some questions such as "*how do you pay your rent?*" and "*do you smoke?*" The rationale behind the decision was that we had access to other means of tracking how tenants paid their rents, and for the second removal, we agreed that there was no value to tracking the responses to the question.

Some other updates to the survey included condensing and rewording questions for more clarity. Before the editing process, the survey was seven pages long and read at a grade seven level. The goal for service recipients is a grade six level or lower. After editing the grammar and structure of the survey, the 2024 survey was reduced to four pages and read at a grade three level.

Surveys were then mailed directly to each tenant living in direct owned housing. In previous years, the survey has only been available on paper to accommodate all tenants. This year, to increase accessibility, tenants were also given the option to complete an online version of the survey. Survey packages included the survey, with the option of completing the paper version or scanning the QR code to fill out the online version, information letter, pre-paid envelope, draw ballot, and the tenant newsletter. Posters were made to advertise the survey, and pop-up sessions were held at four TBDSSAB properties (Andras Court, Limbrick, Academy, and Windsor) where the DARA team, with support from housing staff, promoted and helped tenants fill out the survey.

Response rate

A total of 2,217 surveys were mailed to tenants in July 2024, with 444 returning responses. This represents 20% of TBDSSAB tenants, which is similar to the 2022 response rate of 19.8%. This response rate is statistically significant, representing all TBDSSAB tenants 95% of the time plus or minus 5%.

Response Analysis

Tenant Profile

Respondents were asked who they live with in their unit¹. Most tenants (73.1%) reported living on their own: 29% between the ages of 16-64 and 44.1% senior (65+). The number of respondents with families has increased by 6.8% since the 2022 survey, while the number of senior respondents has decreased by 10.8%. Other findings are consistent with the 2022 survey results.

Table 1

| Family Status | 2022 Survey | 2024 Survey |
|-------------------------------|-------------|-------------|
| 16-64 years | 28.2% | 29% |
| Senior 65+ | 54.8% | 44.1% |
| Family- Have Children | 11% | 17.8% |
| Roommates- No Children 16-64 | 2.5% | 1.4% |
| Roommates- No Children Senior | | 2% |
| Other | N/A | 4.5% |
| No Response | 3.4% | 1.1% |

Figures 1 and 2 below show tenants' residence type and length of stay. Most respondents reported living in an apartment building (77.3%), which is similar to the response in 2022 (77.8%). Those living in town houses increased since the 2022 survey, from 4.8% in 2022 to 9.2% in 2024. Length of stay in unit remains consistent with 2022 findings as 31.1% have lived there for 10+ years, and 30% have lived there for 1-4 years.

¹ Question options were changed slightly in 2024 with advice from housing staff

Figure 1

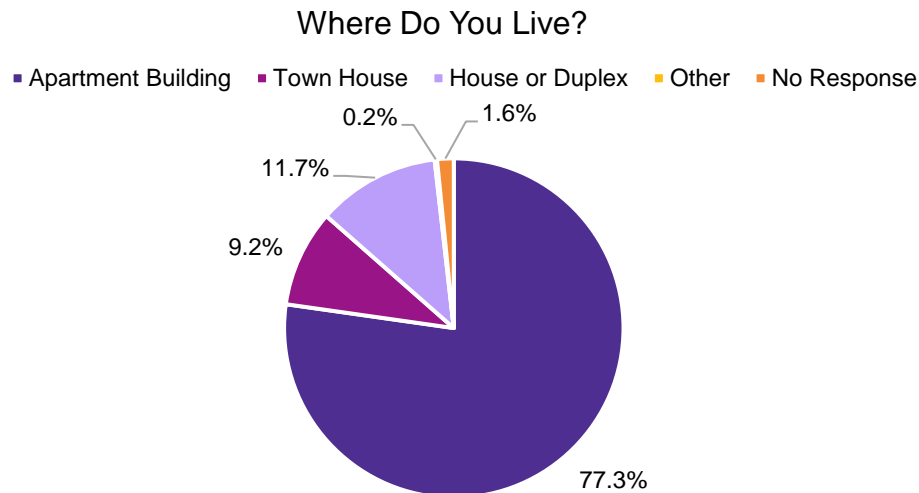
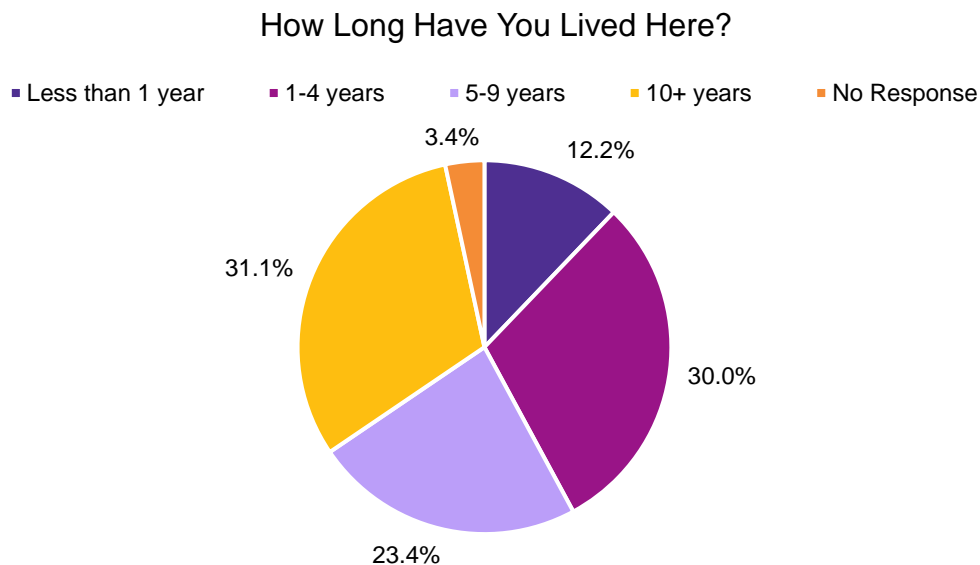


Figure 2



Tenants were then asked of their familiarity with current TBDSSAB programs/activities. This question was introduced in the 2022 survey, but we modified the structure in 2024 to reduce the number of options. Shown in table 2, tenants' knowledge about housing supports increased significantly since the 2022 survey, with 80.4% of respondents answering "yes." Childcare funding and fee subsidies remain the service with the least knowledge (18.9%). Homelessness programs have also had a slight reduction in awareness from 2022 (31.4% to 25%).

Table 2

| Please tell us if you know about the following programs or activities the TBDSSAB provides: | | | |
|---|--------------------|--|--------------------|
| 2022 Survey | % Of Yes responses | 2024 Survey | % Of Yes responses |
| Ontario Works | 44.1% | Financial assistance and employment support through Ontario Works | 45.3% |
| Employment Services | 33.7% | | |
| Landlord of TBDSSAB Housing Properties | 40.8% | Low-Income Housing Supports (Rent supplements, Rent Geared to Income, etc.) | 80.4% |
| Provide RGI and Rent Supplements | 64.1% | | |
| Have Homelessness Prevention Programs | 31.4% | Homelessness Programs: funding for emergency shelters | 25% |
| Provide funding for Child Care and EarlyON | 17.9% | Funding for licensed child care and EarlyON centres and fee subsidies for families | 18.9% |
| Provide Child Care Fee Subsidy | 18.8% | | |

Support Services

The survey asked tenants to disclose any support services they currently receive, and/or any of these services they require. The percentage of respondents who currently need ongoing assistance (including help with daily living, support, advice, and referrals) decreased by 3.6% compared to the 2022 survey. The number of respondents who receive in-home services from an external agency also decreased by 3.4% from 2022.

When asked if they live with mental health conditions, 21.9% of tenants responded “yes”, an increase of 2.4% from 2022. Of these respondents, 65% reported that they currently receive support for their mental health. Additionally, 13.7% report living with or recovering from addictions, an increase of 7.7% from the 2022 survey. Of these respondents, 63% are receiving addictions support.

Next, 11.94% of respondents report needing help that they are not currently receiving. This is an increase of 2.1% from the 2022 survey. Respondents were then able to provide a comment about what supports they needed that they do not currently have.

One tenant wrote,

“I would love to get into mental health therapy but can’t afford it.”

Another wrote,

“I need help with housekeeping due to health issues. I’m also dealing with depression since my husband’s passing.”

Overall, the most filled supports that respondents reported were:

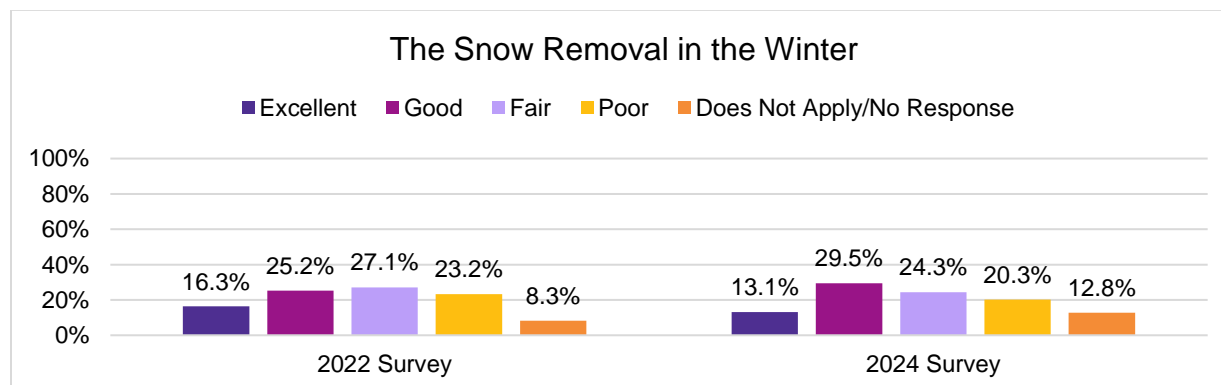
- 1) help with cleaning, laundry, organization, and other daily assistance
- 2) low-cost mental health and addictions supports, and
- 3) food supports (budgeting, low-cost options, preparing food).

Repairs and Maintenance

Tenants were then asked about the quality of repairs and maintenance in and around their residence. Respondents were asked to rank the snow removal from walkways and driveways in the winter. Compared to the previous survey, more respondents rated snow removal as “good” (29.5%) than in 2022 (25.2%) The number of negative² responses also decreased from 50.3% in 2022, to 44.6% in 2024.

Comparisons were also made to show the varying concerns for each residence type. The majority of those living in town houses (58.6%) report negative responses for snow removal, while those living in apartments report the highest rate of positive³ responses (45.5%).⁴

Figure 3



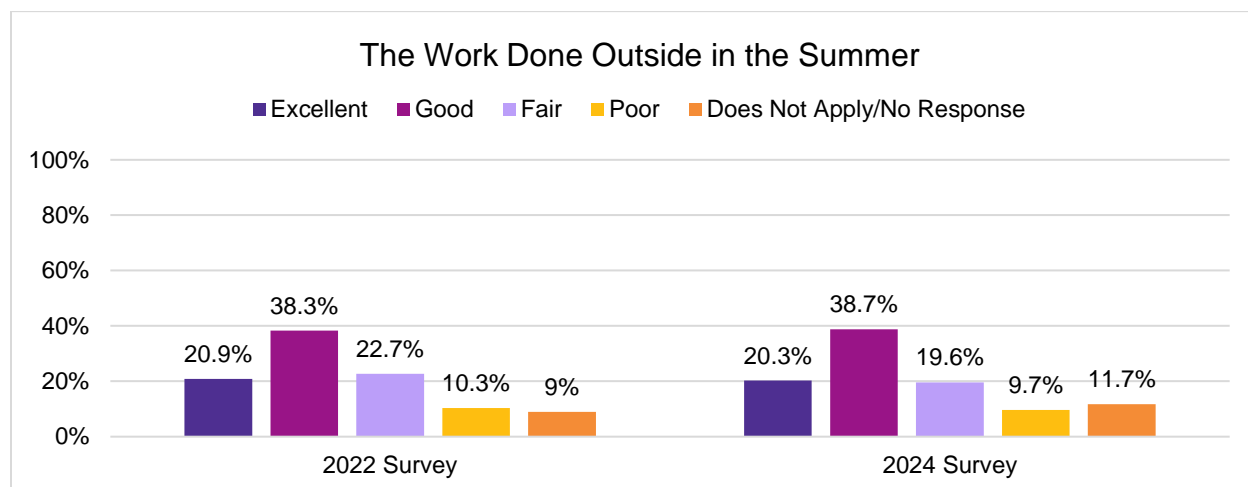
² “Negative” entails either “fair” or “poor” responses

³ “Positive” entails either “good” or “excellent” responses

⁴ Half of respondents in houses or duplexes chose “does not apply” or left it blank as many are responsible for their own snow removal.

Responses to work done in the Summer, shown in figure 4, remain very similar to the 2022 survey. The majority of those living in all residence types responded positively to the question about summer work. Negative responses remained low, as 34.2% of tenants in town houses chose “fair” or “poor”, 30.9% for apartments, and 17.3% for houses/duplexes⁵.

Figure 4



Tenants were asked to rate the state of repairs done outside (sidewalks, driveway, steps, etc.), and the state of repairs inside (floors, ceilings, walls, stairs, etc.). Overall, the table (3) below shows that the responses are slightly more negative in 2024 compared to 2022. Negative responses increased 7.2% for repairs outside, and 7.8% for repairs inside from 2022 to 2024. Respondents living in town houses report the highest rate of negative responses for both outside (58.5%) and inside (68.3%).

Table 3

| Repairs Done Outside | 2022 Survey | 2024 Survey |
|----------------------------|-------------|-------------|
| Excellent | 15.1% | 11.9% |
| Good | 38.3% | 32.0% |
| Fair | 25.5% | 25.7% |
| Poor | 14.0% | 21.0% |
| Does Not Apply/No Response | 4.2% | 9.5% |
| Repairs Done Inside | 2022 Survey | 2024 Survey |
| Excellent | 14.5% | 11.0% |
| Good | 33.9% | 26.1% |
| Fair | 31.2% | 25.5% |
| Poor | 15.8% | 29.3% |
| Does Not Apply/No Response | 4.6% | 8.1% |

⁵ 50% of those in houses/duplexes chose “does not apply” to the work done in the summer question.

Next, tenants rated the quality of upgrades done to the building and the quality of appliances in their unit. Figures 5 and 6 show that responses were slightly more negative in 2024 than 2022. The majority (73.2%) of those living in town houses rated the quality of upgrades as either “fair” or “poor”, along with 46.2% of those in houses/duplexes, and 53.4% in apartment buildings.

When rating the quality of appliances, 43.9% of respondents in town houses and 57.5% in houses or duplexes chose “does not apply” as they supply their own appliances. Over half (57.5%) of responses from tenants in apartment buildings were positive as they chose either “good” or “excellent.”

Figure 5

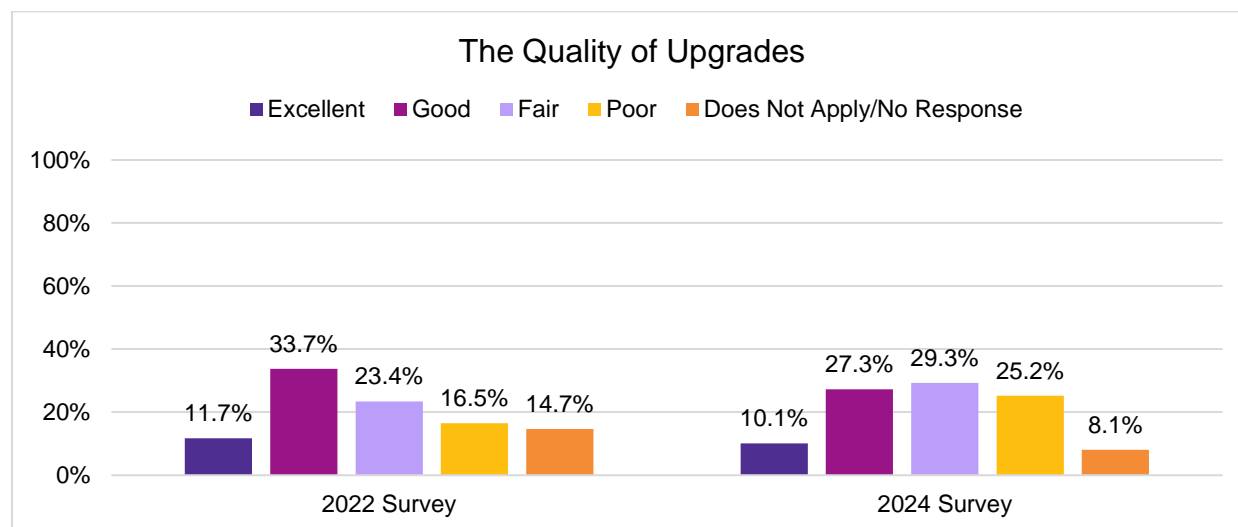
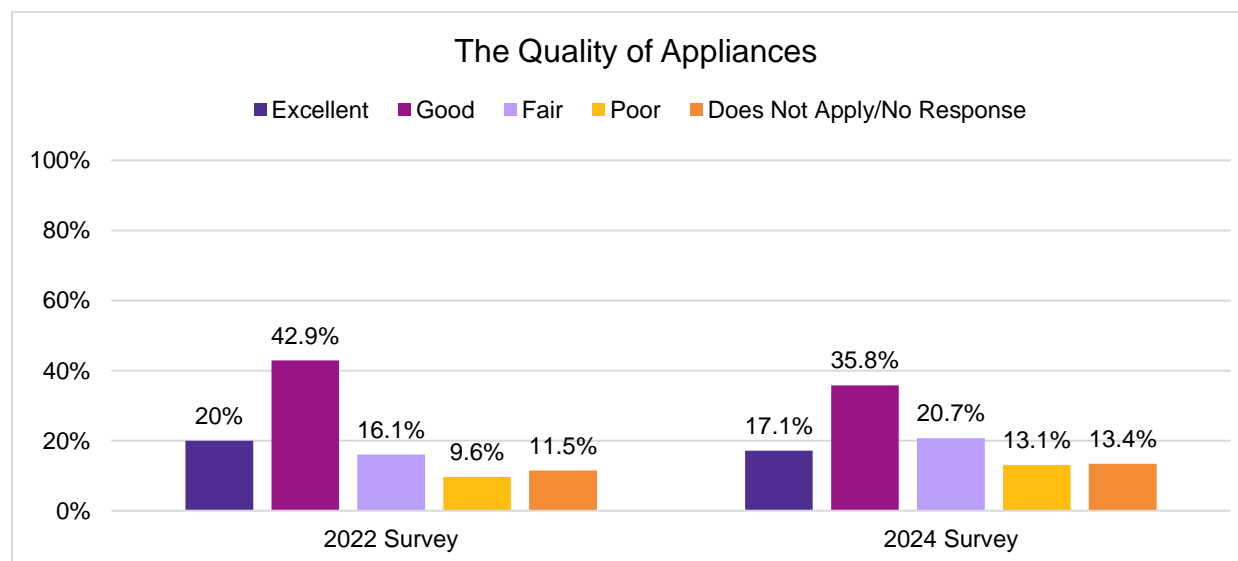


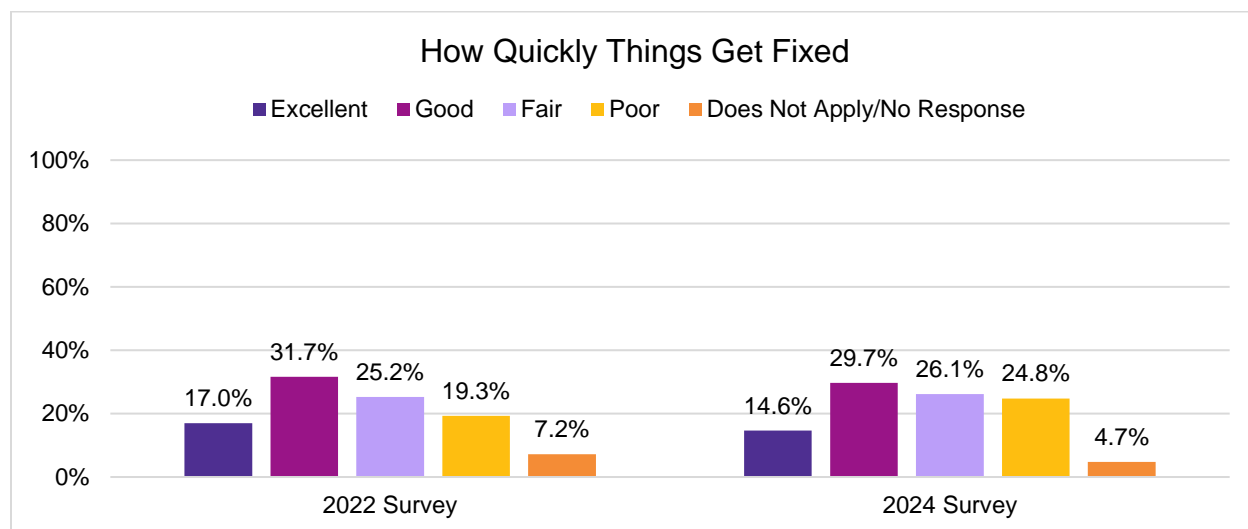
Figure 6



Tenants then rated how quickly things are fixed when they break down, and results remain similar to 2022, with a small increase in negative responses.

Those living in apartments rated this question most positive as 45.8% chose either “good” or “excellent.” Over half (58.5%) of respondents living in town houses report negative responses, similar to houses/duplexes (53.9%).

Figure 7



The survey then asked participants to rate the cleanliness of the hallways and common areas in their residence and the disposal of garbage. Overall, responses in Tables 4 and 5 below are again more negative in the 2024 survey than 2022.

For cleanliness inside, most responses are from those living in apartment buildings as the majority of those in houses/duplexes (59.6%) and town houses (56.1%) chose “does not apply.” For respondents in apartment buildings, half (50.2%) rated the ‘cleanliness inside’ positive, and over half (56.3%) also rated ‘garbage disposal’ positive. However, 65.9% of tenants in town houses report garbage disposal as “fair” or “poor.”

Table 4

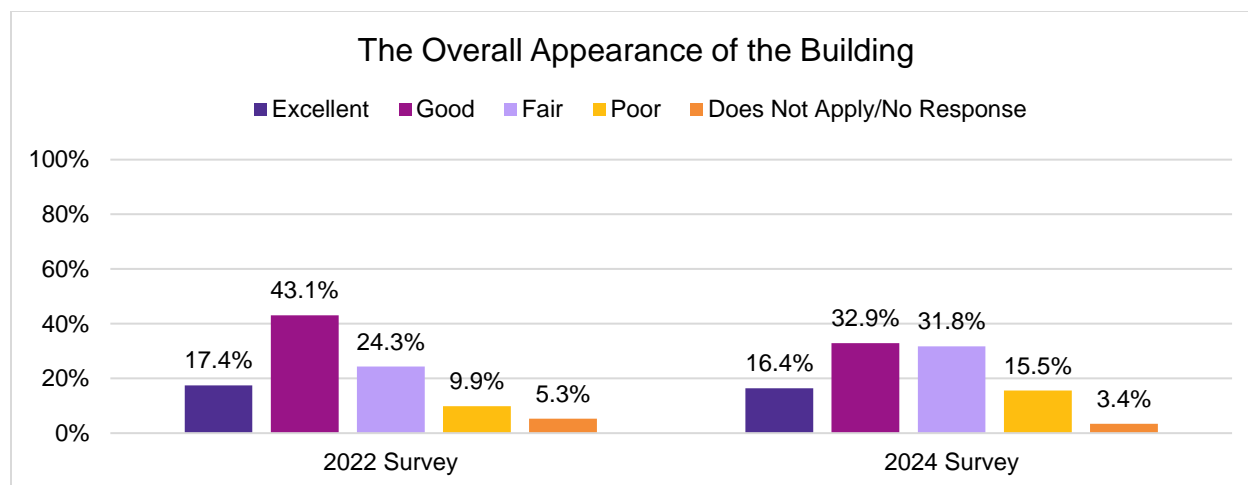
| Cleanliness Inside | 2022 Survey | 2024 Survey |
|----------------------------|-------------|-------------|
| Excellent | 17.4% | 16.9% |
| Good | 43.1% | 27.9% |
| Fair | 24.3% | 23.7% |
| Poor | 9.9% | 16.9% |
| Does Not Apply/No Response | 5.3% | 14.6% |

Table 5

| Disposal of Garbage | 2022 Survey | 2024 Survey |
|----------------------------|-------------|-------------|
| Excellent | 19.7% | 17.3% |
| Good | 39.7% | 32.4% |
| Fair | 19.5% | 23.7% |
| Poor | 13.1% | 17.1% |
| Does Not Apply/No Response | 8% | 9.5% |

When asked about the overall appearance of their building, around half (49.3%) of respondents chose “good” or “excellent”, while 47.3% chose “fair” or “poor.” This is an increase of 13.1% from 2022. Those living in houses/duplexes rated the appearance of their residences positively as 53.9% chose “good” or “excellent.” Many of the respondents in town houses rated appearance negatively, as 60.9% choose either “fair” or “poor.”

Figure 8



Recreation and Leisure

Tenants were asked if they attend tenant association meetings and events, 26.4% answered “yes”⁶ which is a slight increase from 2022 (24.5%). When asked if they take part in resource centre meetings and events, 15.5% responded “yes”⁷, again a slight increase from the previous survey (12.8%). The number of tenants who use the community gardens also increased from 6% in 2022, to 9.9% in 2024⁸.

⁶ 40.5% answered “no”, and 33.1% answered “does not apply” to the tenant association meeting question.

⁷ 43.7% answered “no”, and 40.8% answered “does not apply” to the resource centre question.

⁸ 46.6% answered “no”, and 43.5% answered “does not apply” to the community garden question.

Next, survey respondents rated the number of activities that are available in their building. In Table 6, responses remain similar to 2022, with the rate of positive responses increasing by 4%. Many tenants living in town houses rated the number of activities positively, while those in apartments mostly rated them negatively. The majority (84.6%) of tenants in houses/duplexes chose “does not apply” as their residences do not have activities.

Table 6

| Number of Activities | 2022 Survey | 2024 Survey |
|----------------------------|-------------|-------------|
| Excellent | 5.3% | 9.5% |
| Good | 20.9% | 20.7% |
| Fair | 19.7% | 16% |
| Poor | 21.6% | 23% |
| Does Not Apply/No Response | 32.6% | 30.2% |

Respondents then rated the quality and safety of playground equipment. Results are generally more positive in 2024. Those living in town houses report the highest number of playgrounds in their area⁹, where 65.9% answered “fair” or “poor”, and 17% answered “good” or “excellent”¹⁰.

Table 7

| Quality and Safety of Playground | 2022 Survey | 2024 Survey |
|----------------------------------|-------------|-------------|
| Excellent | 1.6% | 2.9% |
| Good | 4.1% | 6.5% |
| Fair | 4.4% | 8.1% |
| Poor | 5.3% | 5.6% |
| Does Not Apply/No Response | 84.6% | 76.8% |

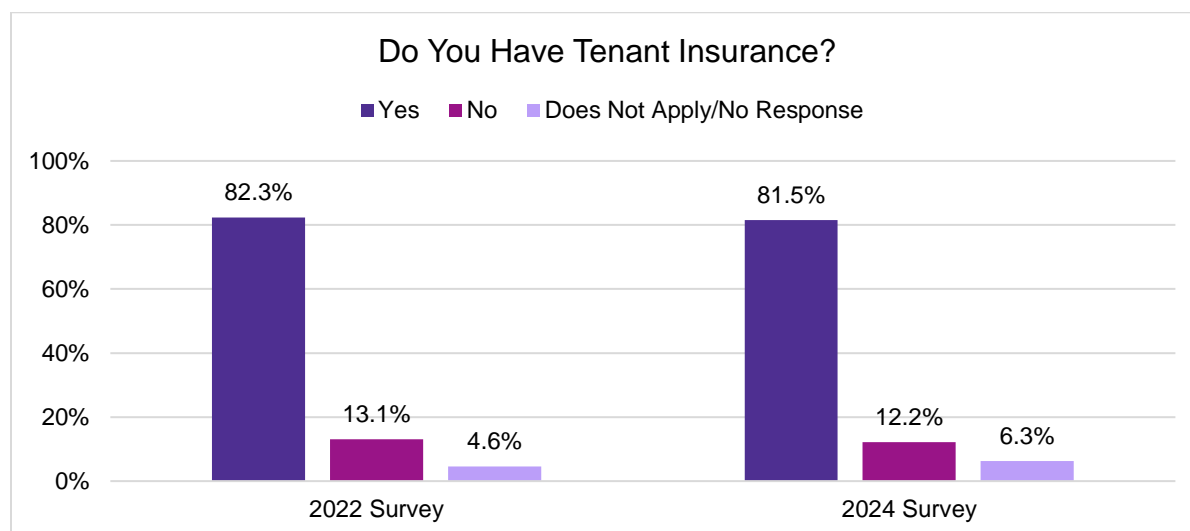
Health and Safety

Tenants were then asked multiple questions related to health and safety. When asked if they have tenant insurance, results remain very similar to the 2022 survey.

⁹ 78.3% of those in apartment buildings, and 73.1% of those in houses/duplexes chose “does not apply” for playground question.

¹⁰ 17.1% of those in town houses chose “does not apply” for playground question.

Figure 9



The percentage of tenants that know how to report a pest control issue has increased from 82.6% in 2022 to 86% in 2024. When comparing by residence, 17.3% of tenants in houses/duplexes do not know how to report a pest control issue, compared to 7.9% of those in apartment units, and 9.8% in town houses.

In the table below (8), when asked how TBDSSAB deals with pest control, there is a slight increase in negative responses. However, the majority of those living in town houses (63.4%) and apartment buildings (62.7%) report pest control as either “good” or “excellent.”

Table 8

| How TBDSSAB Deals with Pest Control | 2022 Survey | 2024 Survey |
|-------------------------------------|-------------|-------------|
| Excellent | 23.6% | 22.3% |
| Good | 40.1% | 38.3% |
| Fair | 11.5% | 17.6% |
| Poor | 5.5% | 8.6% |
| Does Not Apply/No Response | 19.3% | 13.3% |

The survey then asked tenants about the overall safety in their building and neighbourhood. Figure 10 shows that the number of respondents who do not feel safe in their building increased by 10.3% from 2022 to 2024. The majority (67.3%) of tenants living in houses/duplex report not feeling safe in their building, followed by 65.9% living in town houses, and 56% in apartment buildings.

When asked if they feel safe in their neighbourhood, Figure 11 shows that overall, 51.4% of tenants responded “yes”, which is a decrease from 62.6% in 2022. Again, the majority (63.5%) of tenants in houses/duplex report feeling unsafe in their neighbourhood.

Respondents were able to leave further comments about safety where they live. One tenant shared their concerns about safety:

“I don’t go outside after dark, I can’t have anything outside that I don’t mind losing. Definitely won’t walk down my street! I hear glass breaking and kids running around in the middle of the night. The fire next door traumatized me... and I feel surrounded by gang activity. We keep to ourselves and appreciate having a home.” (P7B 6J7)

Overall, the main themes that tenants reported were

- 1) drug and alcohol activity,
- 2) crime and violence, and
- 3) concerns about non-tenants being let in and inhabiting common areas.

Figure 2

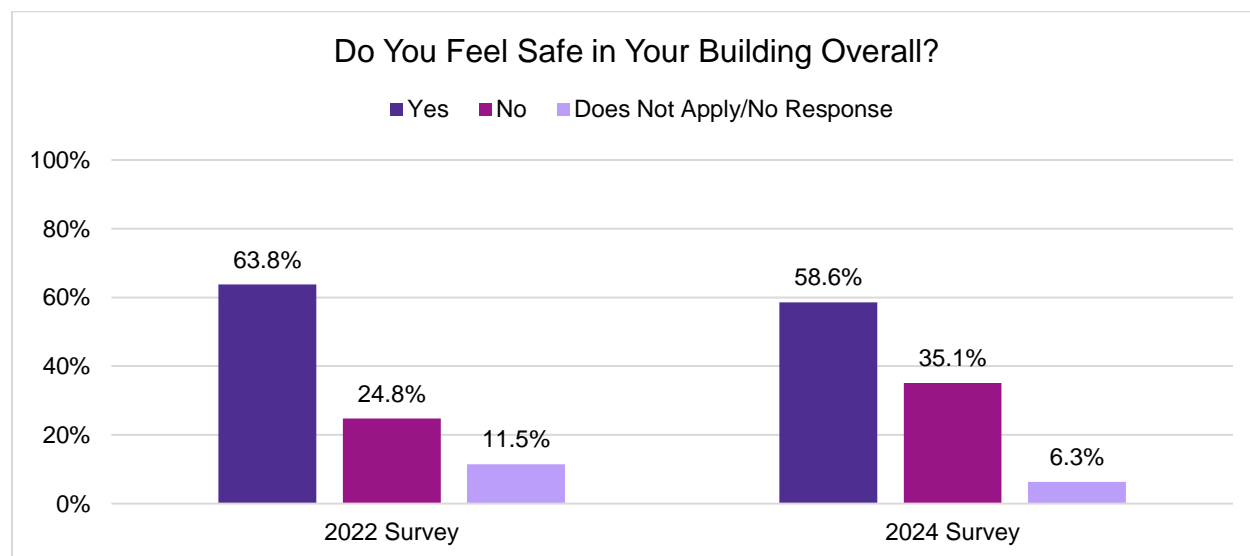
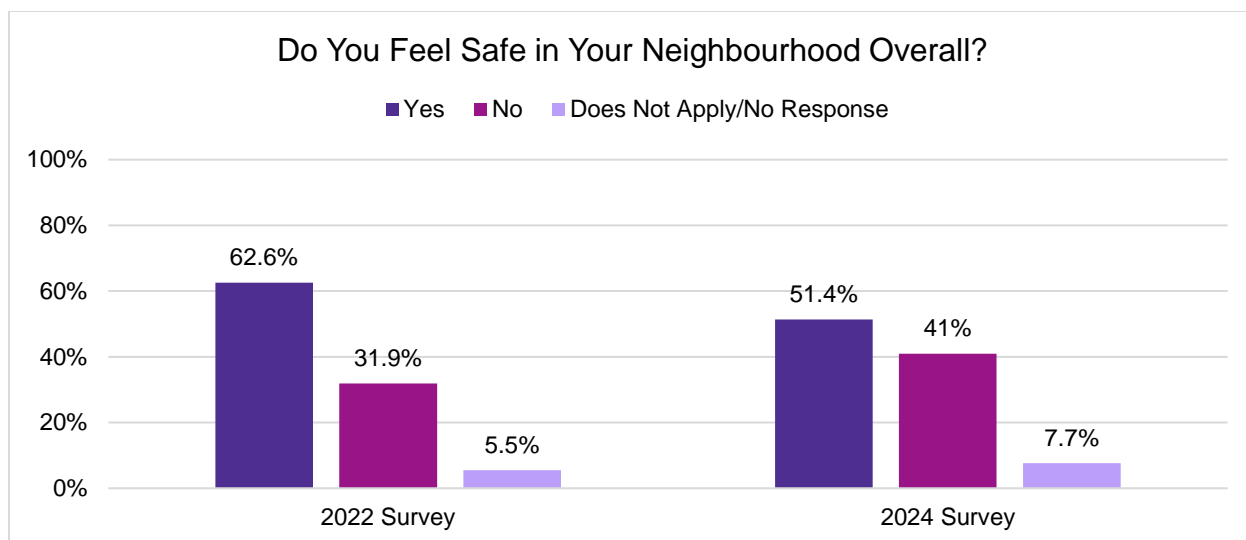


Figure 3



Next, when asked to rate the lighting inside the building, 65% of tenants chose “good” or “excellent”, this is a slight decrease from 2022. The majority (69.4%) of tenants also rated the lighting outside favourably. Tenants living in apartment buildings rated the lighting inside (79.3%) and outside (70.3%) positively.

Table 9

| Lighting Inside Building | 2022 Survey | 2024 Survey |
|----------------------------|-------------|-------------|
| Excellent | 23.2% | 19.1% |
| Good | 44.7% | 46.6% |
| Fair | 16.7% | 18.7% |
| Poor | 4.8% | 9.7% |
| Does Not Apply/No Response | 10.6% | 5.9% |
| Lighting Outside Building | 2022 Survey | 2024 Survey |
| Excellent | 32.1% | 24.3% |
| Good | 43.1% | 45.1% |
| Fair | 8.3% | 12.2% |
| Poor | 1.2% | 4.3% |
| Does Not Apply/No Response | 15.4% | 14.2% |

TBDSSAB Housing Operations Staff

Tenants were then asked to rate the help or advice they received from TBDSSAB housing staff on various topics. Overall, the positive responses for most categories have increased since the 2022 survey, however, there is a slight decrease in positive responses for the “help or advice with daily living” category.

Table 10

| Help or Advice With... | Response | 2022 Survey | 2024 Survey |
|---|----------------------------|-------------|-------------|
| Daily living (cooking meals, cleaning, etc.) | Excellent | 10.6% | 7.4% |
| | Good | 17.9% | 14.2% |
| | Fair | 10.3% | 7.4% |
| | Poor | 4.6% | 5% |
| | Does Not Apply/No Response | 56.7% | 66% |
| Finances (how rent is calculated, budgeting, etc.) | Excellent | 10.1% | 10.6% |
| | Good | 22.3% | 24.3% |
| | Fair | 10.1% | 12.2% |
| | Poor | 2.9% | 6.5% |
| | Does Not Apply/No Response | 54.6% | 46.4% |
| Personal or family things (family breakup, death of a loved one, alcohol or drugs, etc.) | Excellent | 6.2% | 6.3% |
| | Good | 10.1% | 14.2% |
| | Fair | 8.3% | 7.4% |
| | Poor | 6.2% | 9.2% |
| | Does Not Apply/No Response | 69.3% | 62.8% |
| Social and fun activities | Excellent | 7.1% | 9.7% |
| | Good | 14.2% | 16.7% |
| | Fair | 8.3% | 9% |
| | Poor | 8.9% | 15.1% |
| | Does Not Apply/No Response | 61.5% | 49.6% |

Next, respondents rated their experience with TBDSSAB housing staff shown in Table 11. Responses remain positive, as many respondents chose “good” or “excellent” when rating staff members. However, since the 2022 survey, the number of “poor” responses have increased for each member.

Table 11

| TBDSSAB Staff | Response | 2022 Survey | 2024 Survey |
|-----------------------------------|----------------------------|-------------|-------------|
| Supervisor of Property Management | Excellent | 24.8% | 22.1% |
| | Good | 40.1% | 35.8% |
| | Fair | 17.4% | 16.7% |
| | Poor | 7.3% | 14% |
| | Does Not Apply/No Response | 10.3% | 11.5% |
| Property Management Clerk | Excellent | 23.9% | 25.7% |
| | Good | 40.4% | 34% |
| | Fair | 17.4% | 18% |
| | Poor | 7.3% | 8.3% |
| | Does Not Apply/No Response | 17.2% | 14% |
| Maintenance Staff | Excellent | 27.5% | 31.3% |
| | Good | 34.9% | 34.2% |
| | Fair | 18.6% | 16.9% |
| | Poor | 9.2% | 11.7% |
| | Does Not Apply/No Response | 9.9% | 5.9% |
| Tenant Support Worker | Excellent | 18.4% | 21.9% |
| | Good | 27.9% | 23.9% |
| | Fair | 11.7% | 12.8% |
| | Poor | 4.6% | 10.1% |
| | Does Not Apply/No Response | 37.4% | 31.3% |

Tenants then rated the maintenance phone line during work hours and afterwards. The number of negative responses for the maintenance phone line during hours increased by 10.3%, and negative responses for after hours increased by 12.6%.

Table 12

| TBDSSAB Staff | Response | 2022 Survey | 2024 Survey |
|--|----------------------------|-------------|-------------|
| Maintenance Phone Line Between 8:30am-4:30pm | Excellent | 19% | 15.8% |
| | Good | 31% | 28.4% |
| | Fair | 19% | 21% |
| | Poor | 11.5% | 19.8% |
| | Does Not Apply/No Response | 19.3% | 15.1% |
| Maintenance Phone Line (after 4:30pm) | Excellent | 14.2% | 11.7% |
| | Good | 23.2% | 23.7% |
| | Fair | 14.9% | 18.7% |
| | Poor | 10.6% | 19.4% |
| | Does Not Apply/No Response | 37.2% | 26.6% |

Respondents were asked to leave their feedback on what TBDSSAB can do to improve and three common themes were present:

- 1) better communication with maintenance and the phone line
- 2) more maintenance staff to respond to requests and
- 3) more cleaning to the hallways, stairwells, elevators, and common areas.

Conclusion

The results from the 2024 Tenant Satisfaction Survey have highlighted the areas where housing supports and programs are excelling, and areas where improvements may be needed. Several areas have shown improvement since the 2022 survey. Positive responses from the 'help or advice received from TBDSSAB housing staff' question has overall increased since the 2022 survey. Tenants feedback also shows an increase in positive responses for the 'snow removal in the winter', and 'work done in the summertime.'

Tenants' responses indicate multiple areas for improvement related to cleanliness, maintenance, and safety. There is a significant increase from 2022 in negative responses to cleaning questions including 'cleanliness inside', 'disposal of garbage',

and 'overall appearance of the building.' Several maintenance questions also had an increase in negative responses including 'repairs done inside', 'repairs done outside', 'quality of upgrades', and 'quality of appliances.' Lastly, safety concerns were brought up the most in tenant comments, as there was a significant increase in tenants feeling unsafe in their buildings and neighbourhoods in the 2024 survey. Tenants' comments indicate that further measures need to be taken to improve these three areas within the housing services that TBDSSAB provides.