



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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