

2023/24 Tenant Survey Findings Report

Toronto Seniors Housing Corporation

April 2024



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Background

Toronto Seniors Housing

- Toronto Seniors Housing Corporation (TSHC) began operations in June 2022 with approximately 300 employees.
- TSHC provides subsidized rental housing for 15,000 seniors in 83 buildings, using an Integrated Service Model to serve seniors according to their needs.

Tenant Experience Survey

- TSHC collaborated with a market research firm, Forum Research, to conduct a comprehensive survey from December 2023 to February 2024, to gain insights into tenants' experiences living in TSHC buildings.
- To ensure the survey was accessible to tenants and to maximize participation, Forum made the survey available to tenants in multiple formats and in 13 different languages.
- The survey findings will be used to assess TSHC's performance, identify areas for improvement, and inform progress made on its Strategic Directions.

Research Objectives

Measure tenant satisfaction and understand tenant experiences in more detail

Assess TSHC's current performance relative to the results of past surveys (where possible)

Accurately measure the demographic make-up of tenants to inform program service delivery

Key Findings

Executive Summary and Recommendations

The Big Picture

Overall, tenants feel positively about TSHC services, and a significant majority are proud to be tenants at Toronto Seniors Housing. In addition, tenants overwhelmingly feel safe and are happy with their interactions with TSHC staff.



**4 in 5 tenants are happy
with TSHC services**



**82% are proud to be a
tenant at TSHC**



**83% feel safe in their
home**



**87% feel staff treat them
with respect**

The Big Picture

Opportunities for Improvement



Access to Supports

Tenants could benefit from more **help to access the services they need.**



Property Management

Tenants are largely happy with the cleanliness and maintenance of their building but less so when it comes to being **kept up to date on repairs** and issues related to pest control.



Community Participation

Just over half (55%) of tenants felt that there is a **sense of community in their building.** This is an important driver of overall satisfaction. Areas for improvement include enhancing program offerings at buildings and creating more spaces for tenants to contribute their ideas about organizing social activities.

What Can Make A Difference?

Tenants' responses were analyzed to identify key actions that may have a significant impact on overall satisfaction. By focusing on the key areas described below, TSHC can make a meaningful difference to tenants' general sense of satisfaction.



How has TSHC been doing since it transitioned from TCHC?

- 18 buildings were surveyed in 2020/2021 when they were part of Toronto Community Housing Corporation (TCHC), 3 from the North-East and 15 from the South-East. The results from these buildings were compared to their results in 2023.
- 2023 results suggest that tenants' overall satisfaction remains high while their perceptions on program offerings and sense of community remain relatively low.

Snapshot of Trending Results	2021	2023
Overall satisfaction/happiness with services	82%	80%
Building is well-maintained	87%	89%
Staff treat me with respect	91%	87%
Building has programs I like/are helpful to me	60%	52%
I feel there is a strong sense of community in my building	58%	54%

Who Lives at TSHC?



Most tenants are women

Of those who replied to the survey, 60% were women. 32% were men, 1% indicated other gender identities, and 7% preferred not to answer.



Many tenants have disabilities

51% of tenants reported having one or more disabilities, including issues with pain and mobility. 32% indicated having no disabilities, while 17% preferred not to answer.



Tenants are diverse

A majority were born outside of Canada (79%) and many prefer speaking a language other than English (37%). Tenants most commonly identified as White (28%), East Asian (21%), and Black (10%).



Tenants have typically resided at TSHC for a long time

When asked how long they have lived with Toronto Seniors Housing (previously Toronto Community Housing), 42% indicated 10 years or longer.

Are There Demographic Differences in Tenant Experiences?



Language

A tenant's preference to speak in a language other than English does not impact their ability to understand core issues that they need to be aware of such as their lease, responsibilities and rights as a tenant.



Race

Black tenants tend to feel the most pride living at TSHC while East Asian tenants are generally less satisfied with TSHC services and programs.



Gender

Women feel like they receive less support getting ready for pest treatment, are more concerned about building cleanliness, and feel less safe in their units compared to men.



Disability

Tenants with disabilities tend to be less aware of who to contact to access wellbeing or support services, or to report a security incident.

Methodology

Research Methodology



Process

Forum Research Inc. mailed one survey and return envelope to each Toronto Seniors Housing Corporation household across all 83 buildings, with information included for phone-in and online response options.



Timeline

Surveys were mailed in early December 2023
Responses were received from December 4, 2023 – February 6, 2024

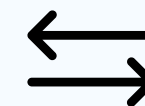


Participation

A total of 13,472 surveys were mailed, and 3,223 responses were received. The survey achieved a response rate of 24%, exceeding the anticipated target of 20%.

Margin of error: ±1.73% at a 95% confidence level

Responses Received	
Total	3,223
Mail	2,993
Online	228
Phone	2



Trending Comparisons

The survey questions were partly based on the 2021 Tenant Experience Survey conducted across 18 buildings by Toronto Community Housing Corporation's Seniors Housing Unit prior to the creation of TSHC. Comparisons to 2021 results are limited to the buildings that were surveyed in both years.

Reporting Considerations

TOP2/BTM2: Top 2 (TOP2) and Bottom 2 (BTM2) reference the collected TOP2 positive and BTM2 negative responses, where applicable.

For example, for the following scale: “Strongly Disagree, Somewhat Disagree, Somewhat Agree, Strongly Agree,” TOP2 would be the percentage of tenants who selected either Somewhat Agree or Strongly Agree while BTM2 would be the percentage of tenants who selected either Somewhat Disagree or Strongly Disagree.

Rounding: Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

Footnotes: The footnote on each page identifies the corresponding question from the survey, the sample size of the data, and the sample framework used in the analysis.

Significance Testing: Demographic segments were analyzed to understand variations in levels of satisfaction. Any statistically significant differences that have been reported have a P-Value of less than 0.05.

Multi Mentions: Multiple mention questions allow tenants to select more than one answer category for a question. For questions that allow multiple mentions (e.g., “How do you prefer to receive updates about Toronto Seniors Housing?”) it is important to note that the percentages typically add to over 100%. This is because the total number of answers provided for a question can be greater than the number of tenants who answered the question. For example, tenants were able to select “Mail” and “Text” as their answer.

Measures of Satisfaction

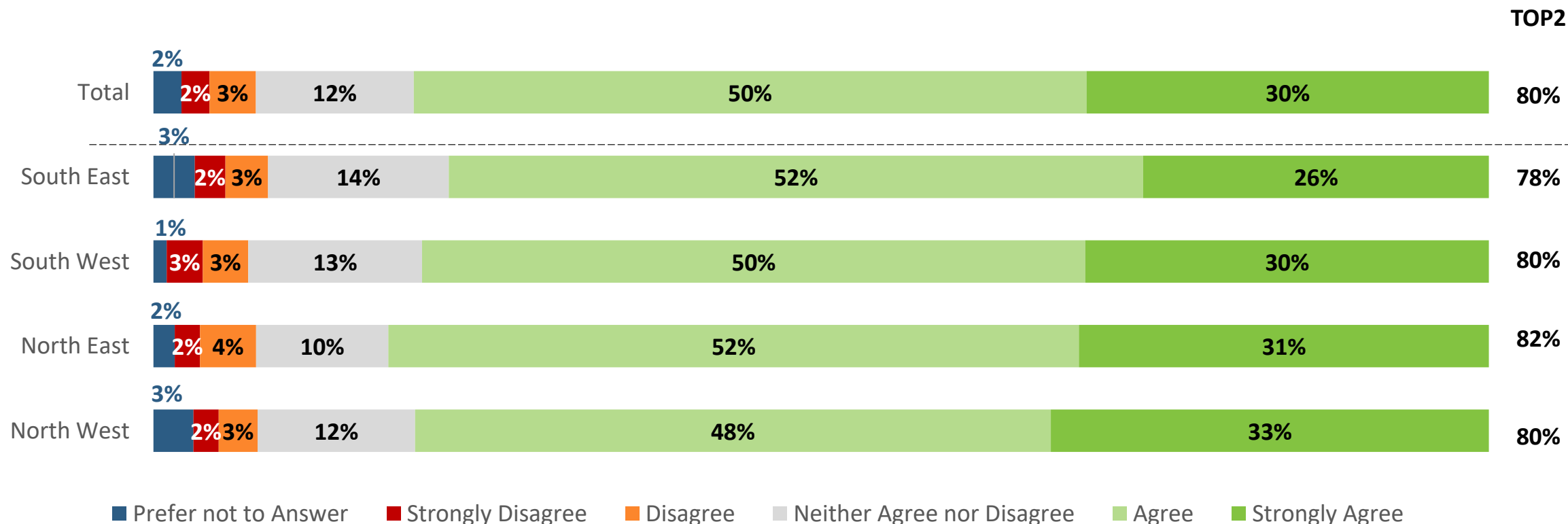
Most questions in the survey asked tenants the extent to which they agreed or disagreed with a statement either on a five-point scale (Strongly Disagree to Strongly Agree) or in a binary, Yes/No format. A frequency analysis was conducted to understand trends in tenants' responses.

Tenants were also given the opportunity to share additional feedback through an open-ended question. Sample quotations are presented throughout the report. Tenants' own words help add context and nuance to the frequency analysis.

Overall Satisfaction

Satisfaction with Toronto Seniors Housing Services

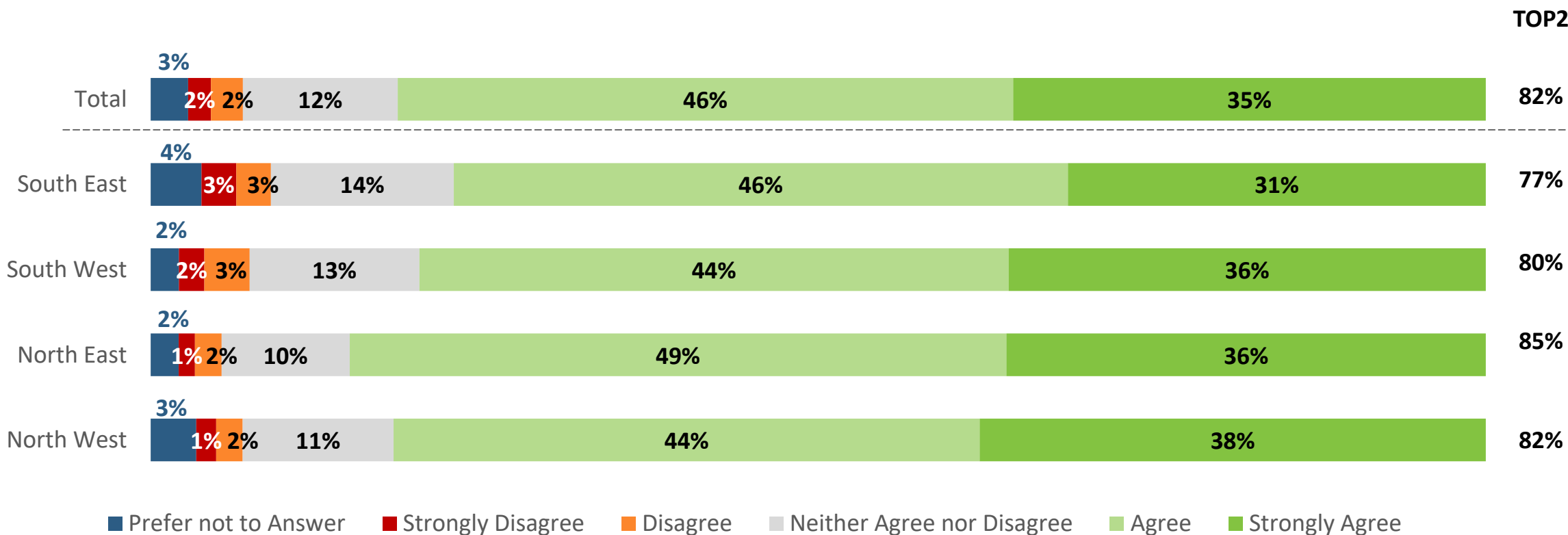
- 4 in 5 (TOP2: 80%) tenants are generally happy with the services TSHC provides.



32. How much do you disagree or agree with the following statement: I am happy with the services Toronto Seniors Housing provides.
 Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)
 Base: Total sample

Tenant Pride at Toronto Seniors Housing

- More than 4 in 5 (TOP2: 82%) are proud to be a tenant at Toronto Seniors Housing.



33. How much do you disagree or agree with the following statement: I am proud to be a tenant at Toronto Seniors Housing.

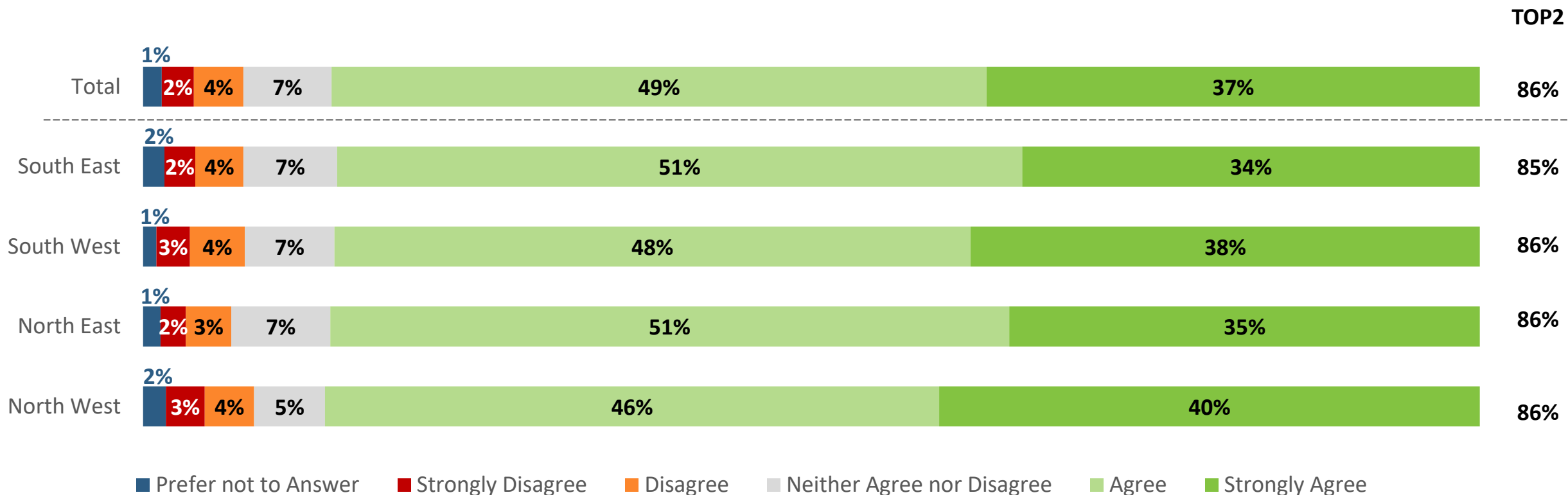
Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Property Management

Building Cleanliness

- Nearly 9 in 10 (TOP2: 86%) tenants feel that generally, their entire building is clean. This sentiment is shared by tenants across all regions.

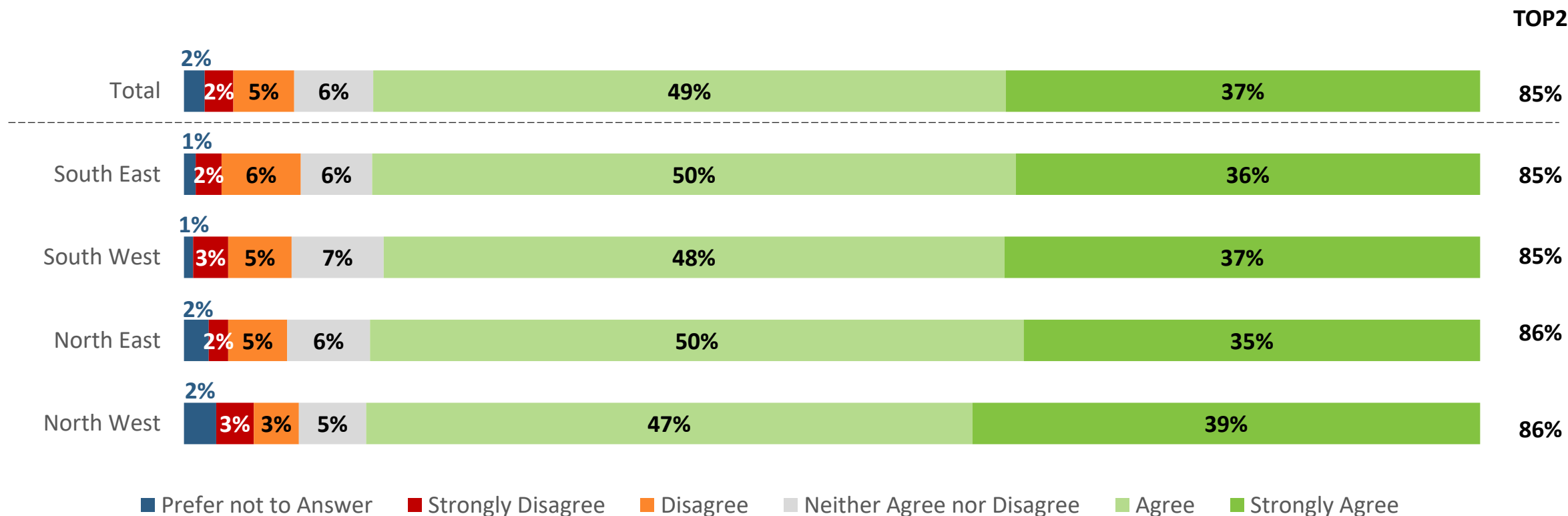


1. How much do you agree or disagree with the following statement: Generally, my entire building is clean (example: lobby, hallways, laundry room).

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804); Base: Total sample

Building Maintenance

- More than 4 in 5 (TOP2: 85%) tenants feel that their building is generally well-maintained.

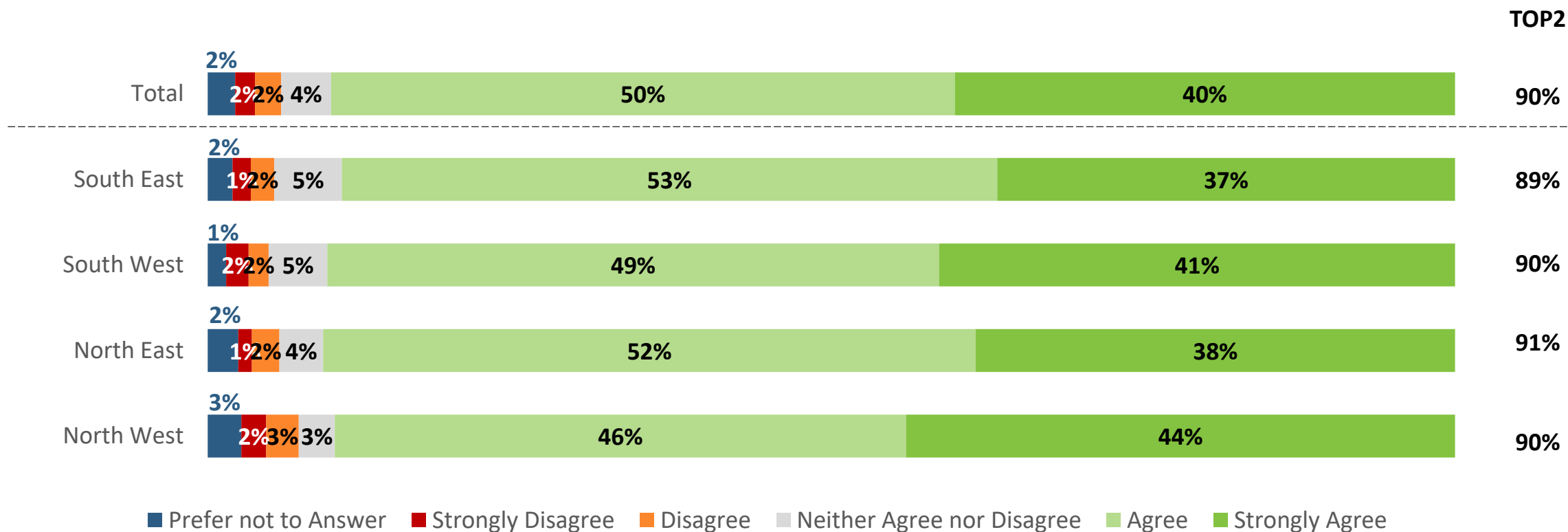


2. How much do you agree or disagree with the following statement: Generally, my building is well-maintained (example: elevators, lights, common areas like the lobby and hallways).

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804) Base: Total sample

Building & Unit Accessibility

- 9 in 10 (TOP2: 90%) tenants feel that their unit and building are physically accessible.



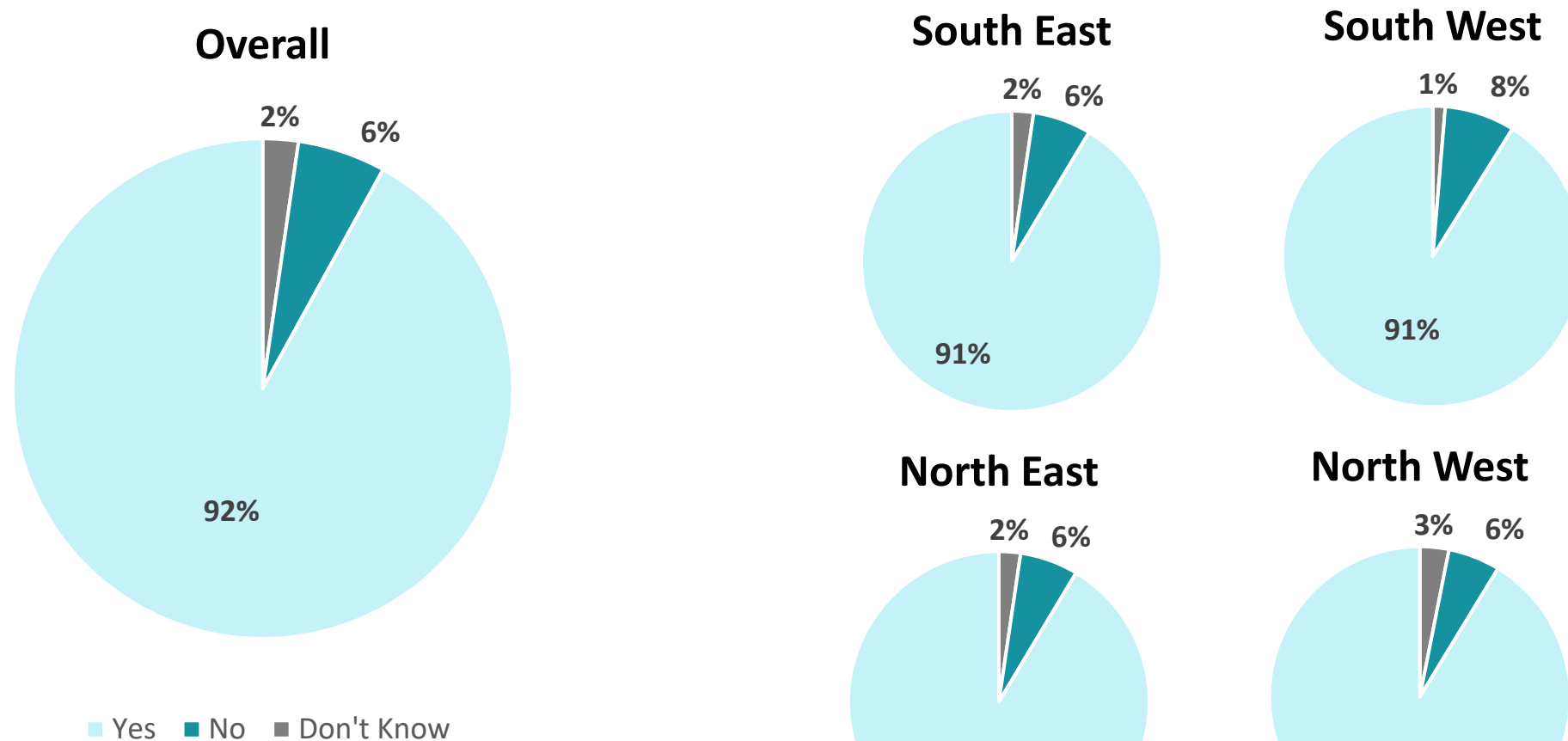
3. How much do you agree or disagree with the following statement: My unit and my building are physically accessible.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Repairs and Maintenance Contact

- More than 9 in 10 (92%) tenants know who to contact to get help with repairs or maintenance issues.



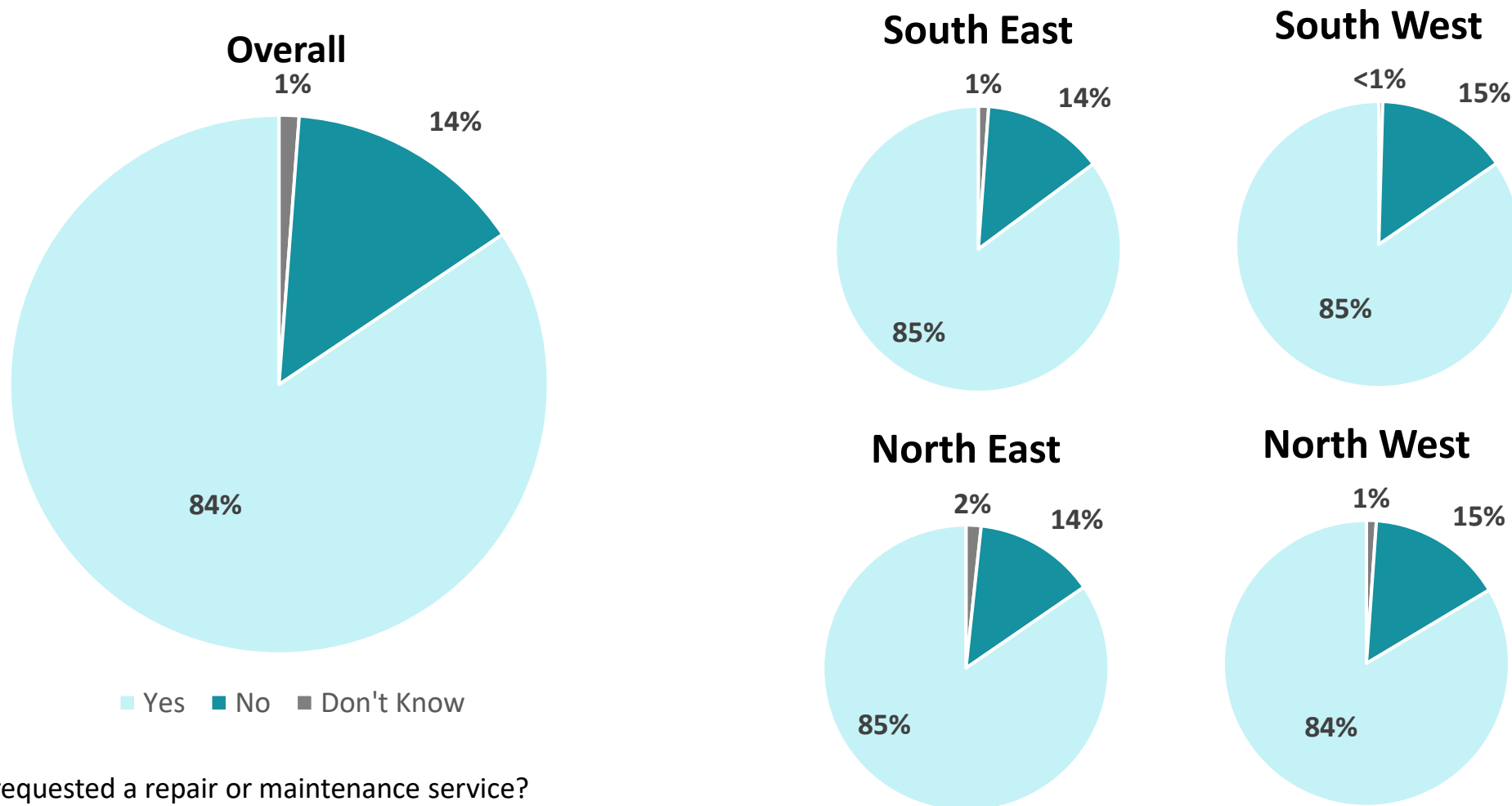
4. Do you know who to contact to get help with repairs or maintenance issues?

Sample size: Total (n=3223)

Base: Total sample

Request Repair or Maintenance

- More than 4 in 5 (84%) tenants have requested a repair or maintenance service.



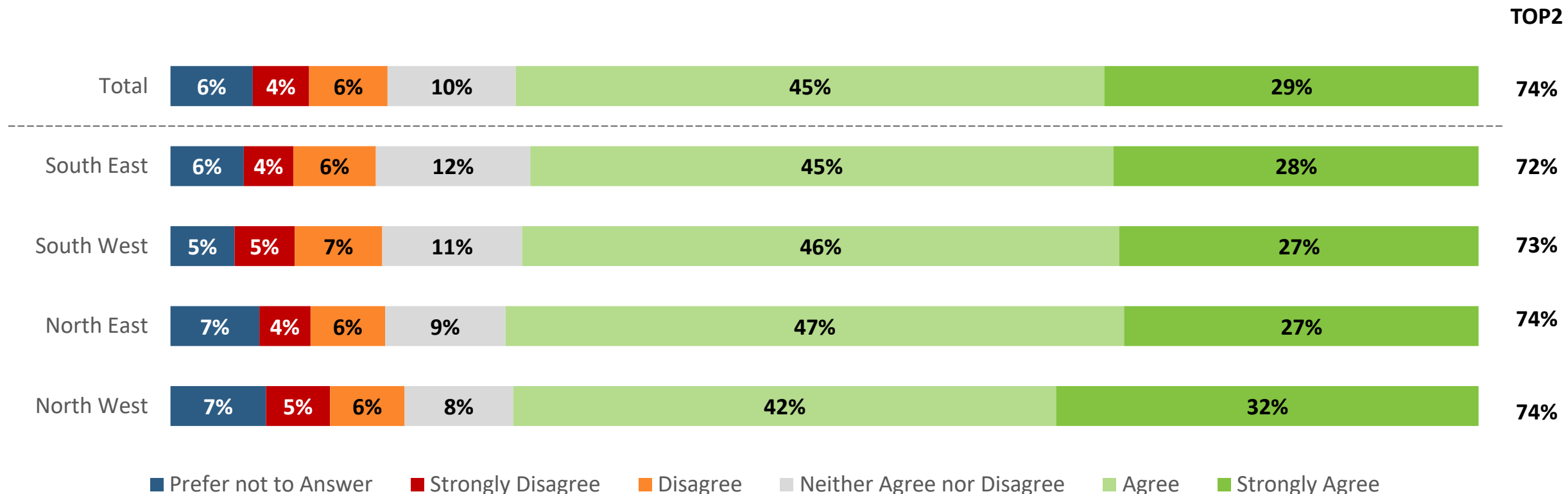
5. Have you ever requested a repair or maintenance service?

Sample size: Total (n=3223)

Base: Total sample

Timely Repair and Maintenance

- Nearly 3 in 4 (TOP2: 74%) tenants who requested a repair or maintenance service felt that the work was completed quickly.



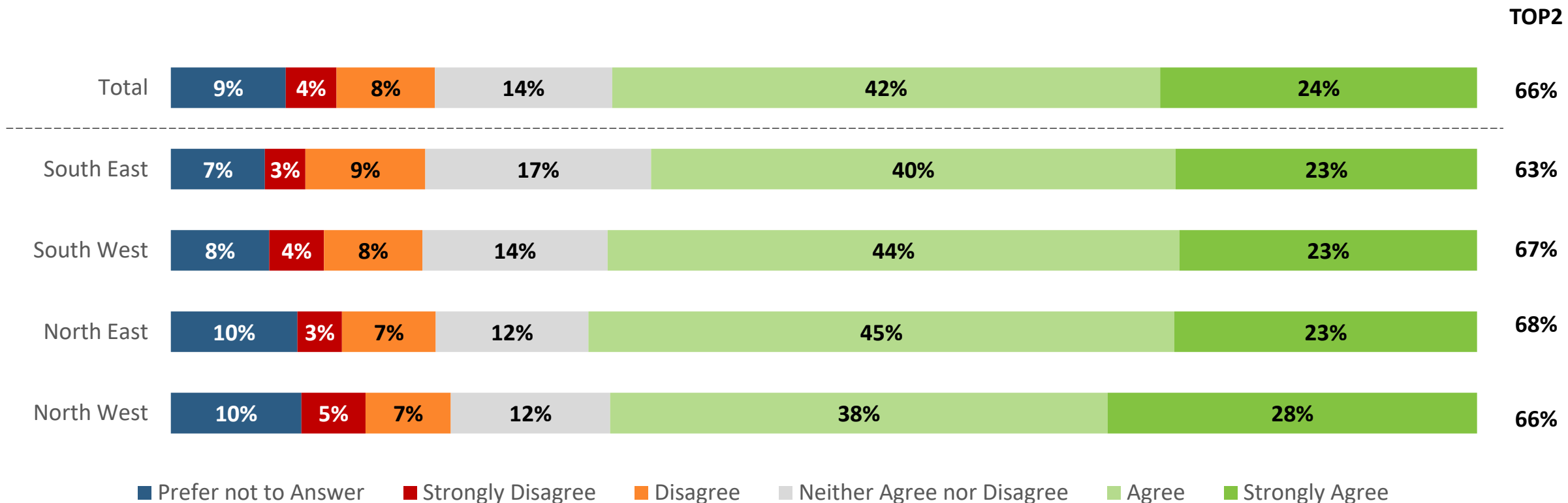
6. Think about the last time you requested a repair or maintenance service: The work was done quickly.

Sample size: Total (n=2722) / South East (n=585) / South West (n=571) / North East (n=894) / North West (n=672)

Base: Tenants that have requested a repair or maintenance

Remained Informed During Repairs or Maintenance

- 2 in 3 (TOP2: 66%) tenants who requested a repair or maintenance service agreed that they were kept up to date on how the work was going.



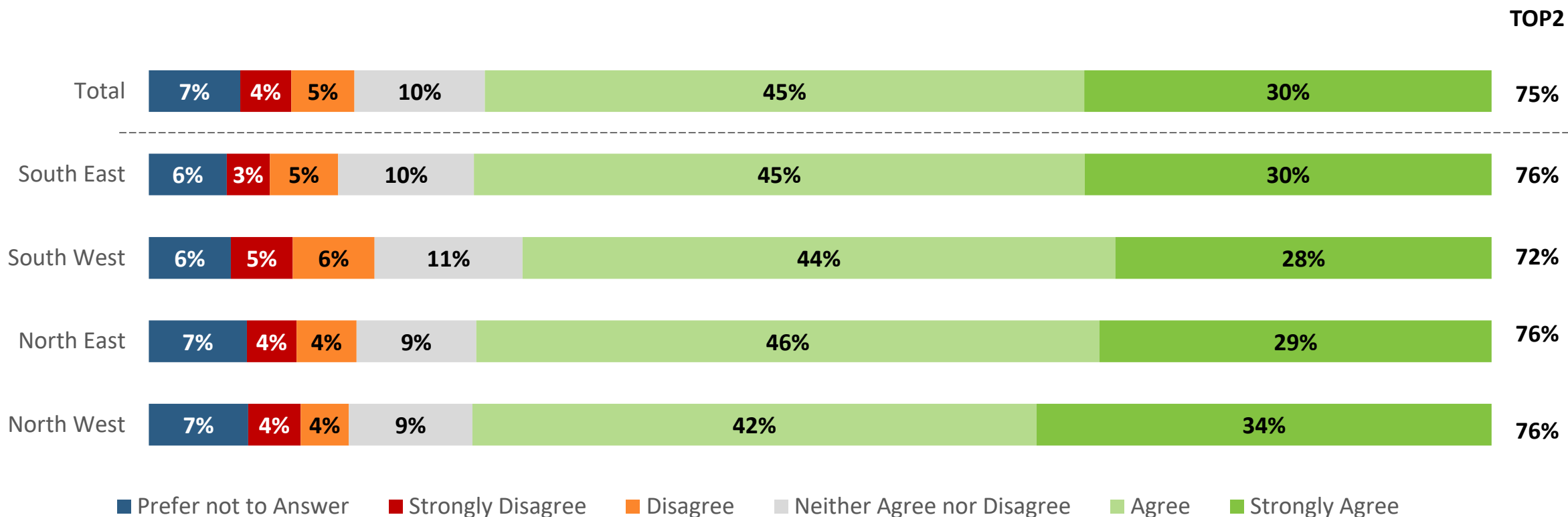
7. Think about the last time you requested a repair or maintenance service: I was kept up to date with information on how the work was going.

Sample size: Total (n=2722) / South East (n=585) / South West (n=571) / North East (n=894) / North West (n=672)

Base: Tenants that have requested a repair or maintenance

Satisfaction With Repair and Maintenance

- 3 in 4 (TOP2: 75%) tenants who requested a repair or maintenance service were happy with how well the work was done.



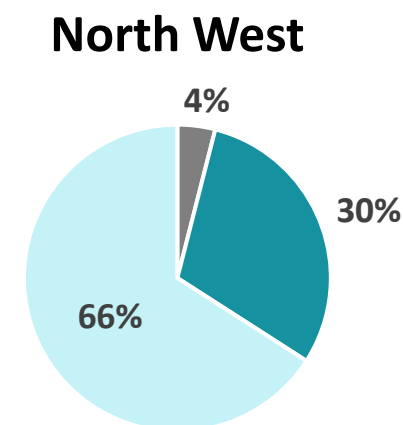
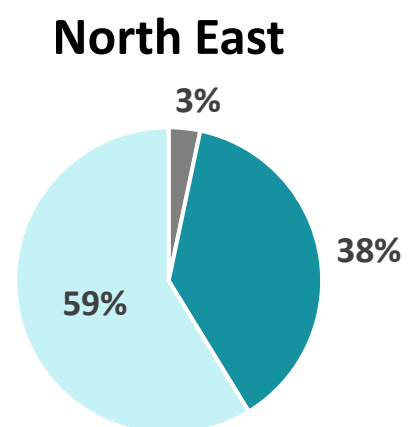
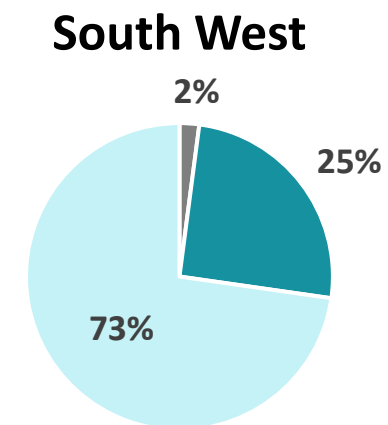
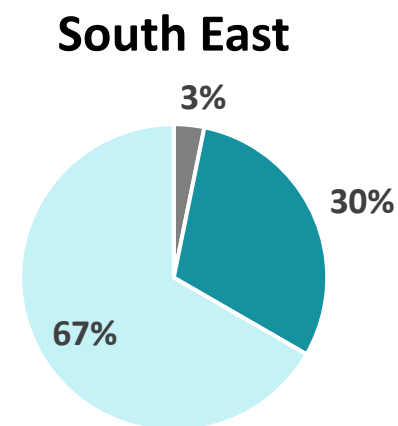
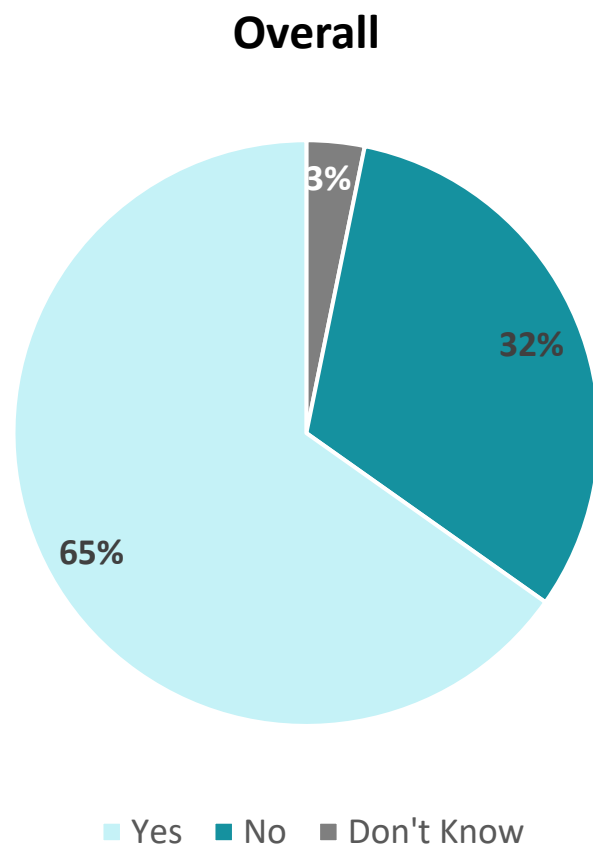
8. Think about the last time you requested a repair or maintenance service: I was happy with how well the work was done.

Sample size: Total (n=2722) / South East (n=585) / South West (n=571) / North East (n=894) / North West (n=672)

Base: Tenants that have requested a repair or maintenance

Pest Treatment

- About 2 in 3 (65%) tenants say their unit has been treated for pests.



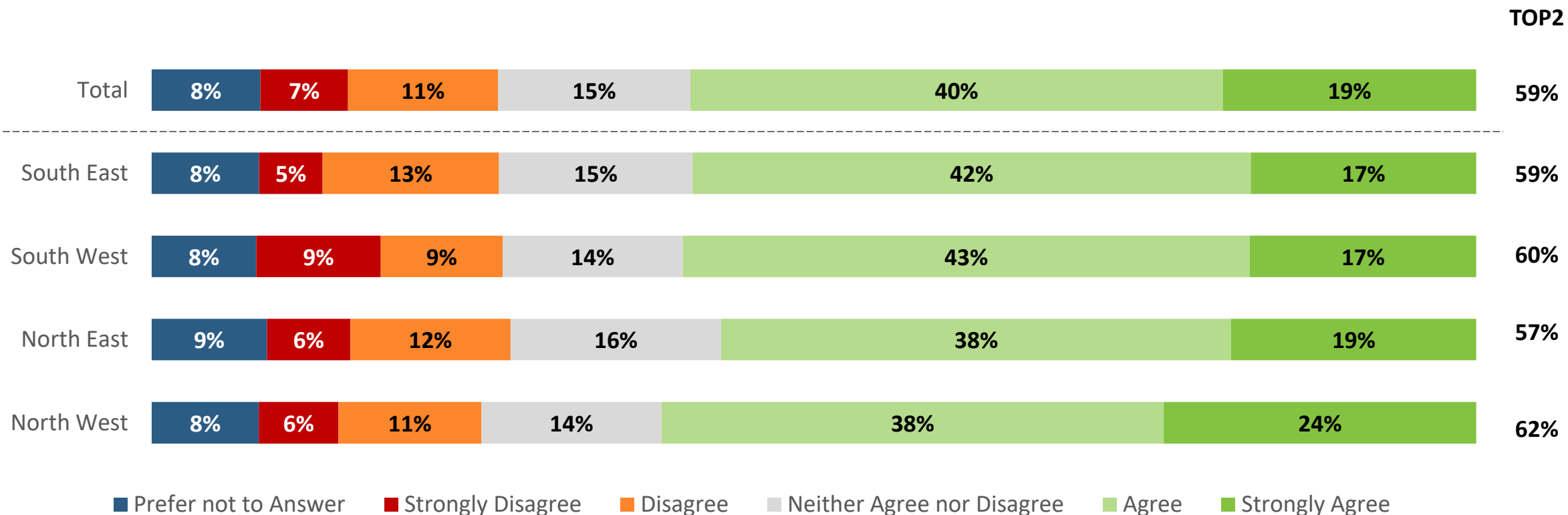
9. Has your unit ever been treated for pests (example: cockroaches, bedbugs, mice)?

Sample size: Total (n=3223)

Base: Total sample

Getting Ready for Pest Treatment

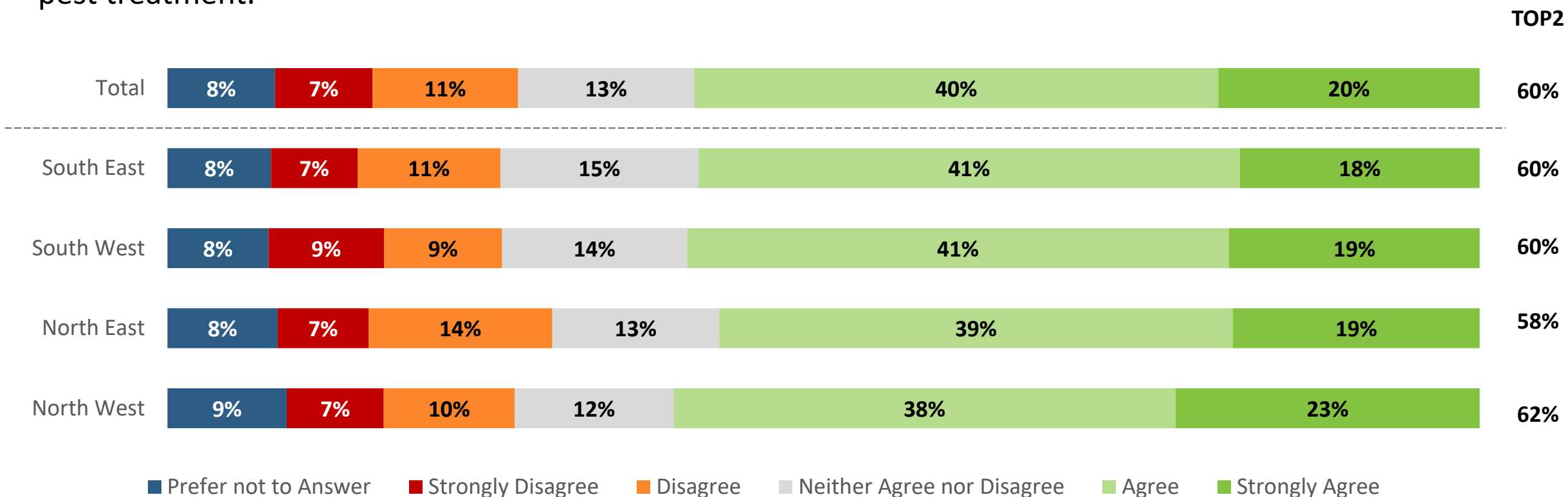
- Of the tenants who had their units treated for pests, around 3 in 5 (TOP2: 59%) felt that they received enough help getting ready for pest treatment.



10. Think about the last time your unit was treated for pests: I received enough help getting ready for pest treatment.
 Sample size: Total (n=2100) / South East (n=458) / South West (n=491) / North East (n=621) / North West (n=530)
 Base: Tenants who have had their unit treated for pests

Outcome of Pest Treatment

- Of the tenants who had their units treated for pests, 3 in 5 (TOP2: 60%) were happy with the outcome of the pest treatment.



11. Think about the last time your unit was treated for pests: I was happy with the outcome of the pest treatment.

Sample size: Total (n=2100) / South East (n=458) / South West (n=491) / North East (n=621) / North West (n=530)

Base: Tenants who have had their unit treated for pests

In Their Own Words: Suggestions from Tenants

“Overall I am happy with the building and the staff! Unfortunately, my (apartment) is right next to (the) garbage chute area and it stinks very badly! It would be helpful if it is kept clean and... air freshener (is used) all the time.”

“The only complaint...is bugs in kitchen and other area of house. We requested... pest control years ago; they came and sprayed some pesticide, but (it) doesn't work and still she is complaining about the bugs, every time I go to visit her.”

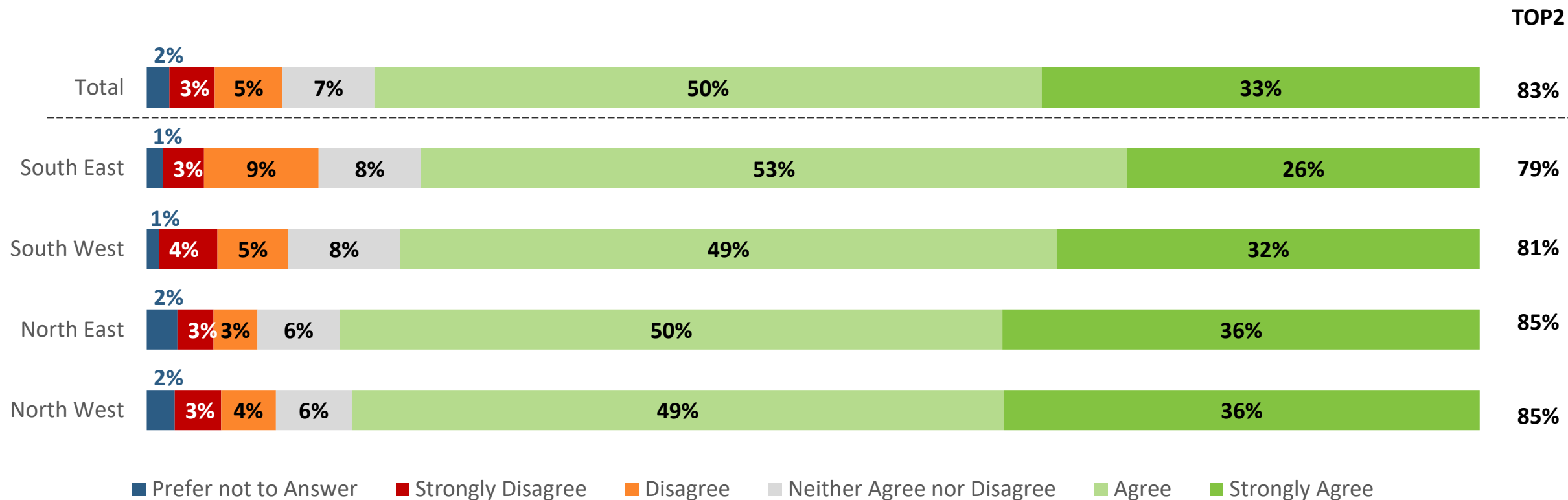
“To have the elevators working all the time is important for seniors going in and out. Keeping the common area, including elevators nice and clean is the main way to avoid an(y) virus (from) spreading in the building.”

“The superintendent and worker under him aren't in the building too often. I propose that they be in the building everyday during business hours so they can take care of maintenance needs to their concern.”

Safety and Security

Safety in Their Home

- About 4 in 5 (TOP2: 83%) tenants feel safe in their home.



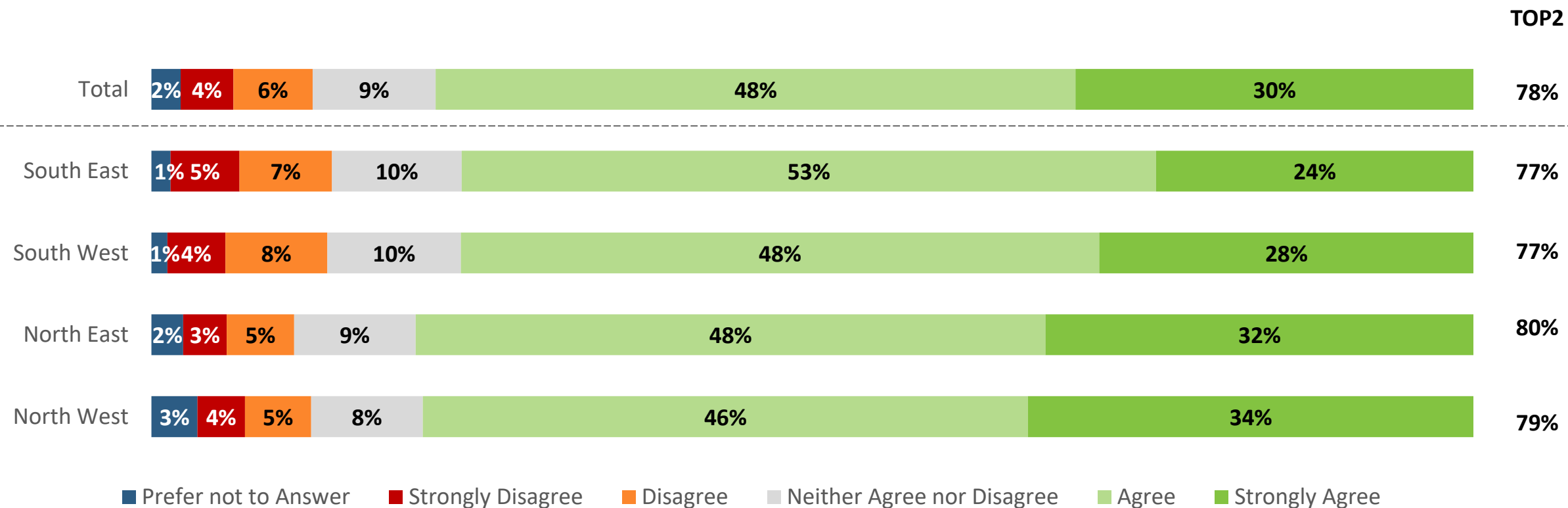
12. How much do you disagree or agree with the following statement: I feel safe in my home.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Safety in Common Spaces

- Nearly 4 in 5 (TOP2: 78%) tenants feel safe in the common spaces of their building.



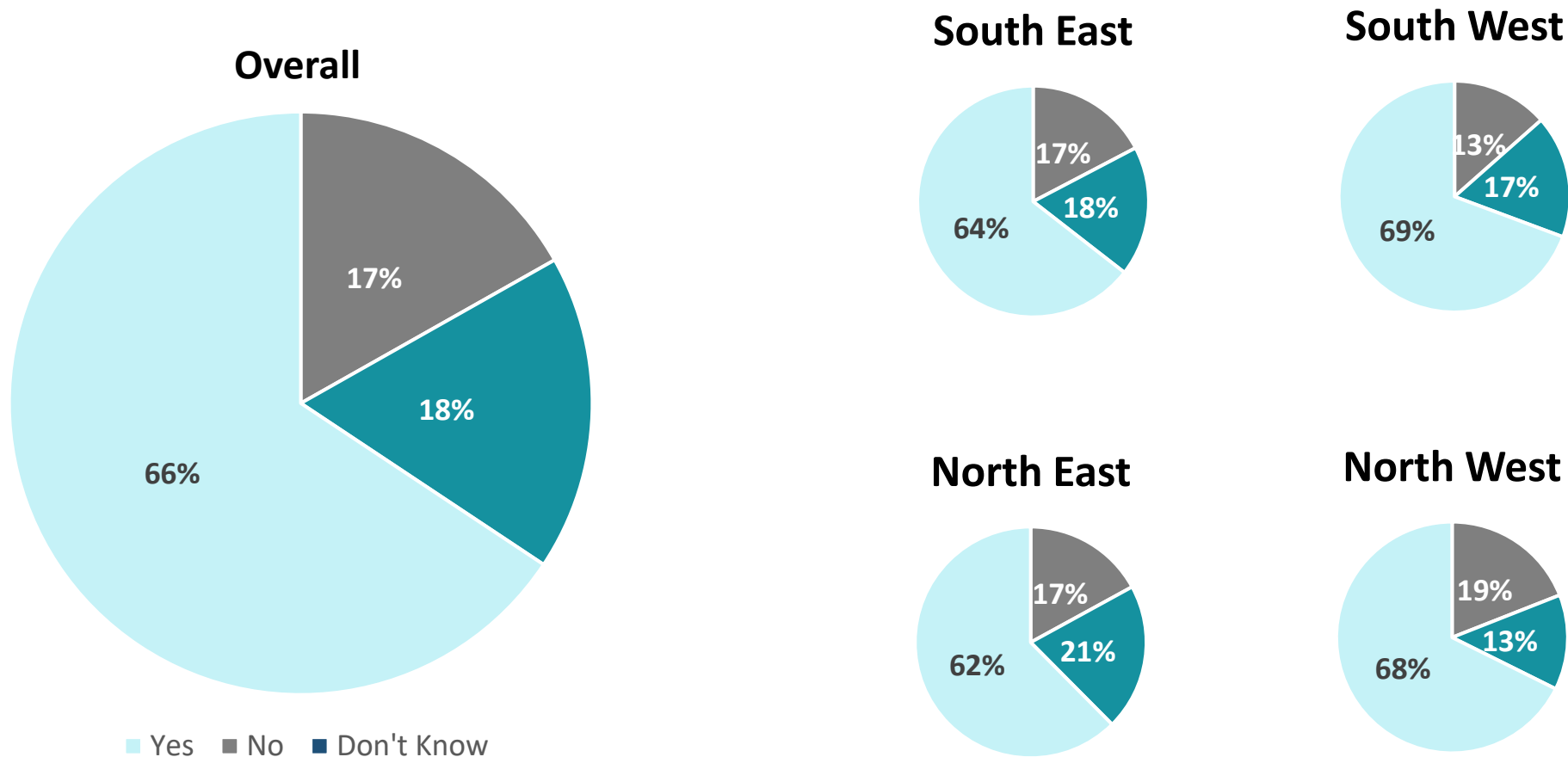
13. How much do you disagree or agree with the following statement: I feel safe in the common spaces of my building (example: elevators, lobby, laundry room).

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Reporting Security Incidents

- 2 in 3 (66%) tenants say they know who to contact if they want to report a security incident.



14. Do you know who to contact if you want to report a security incident?

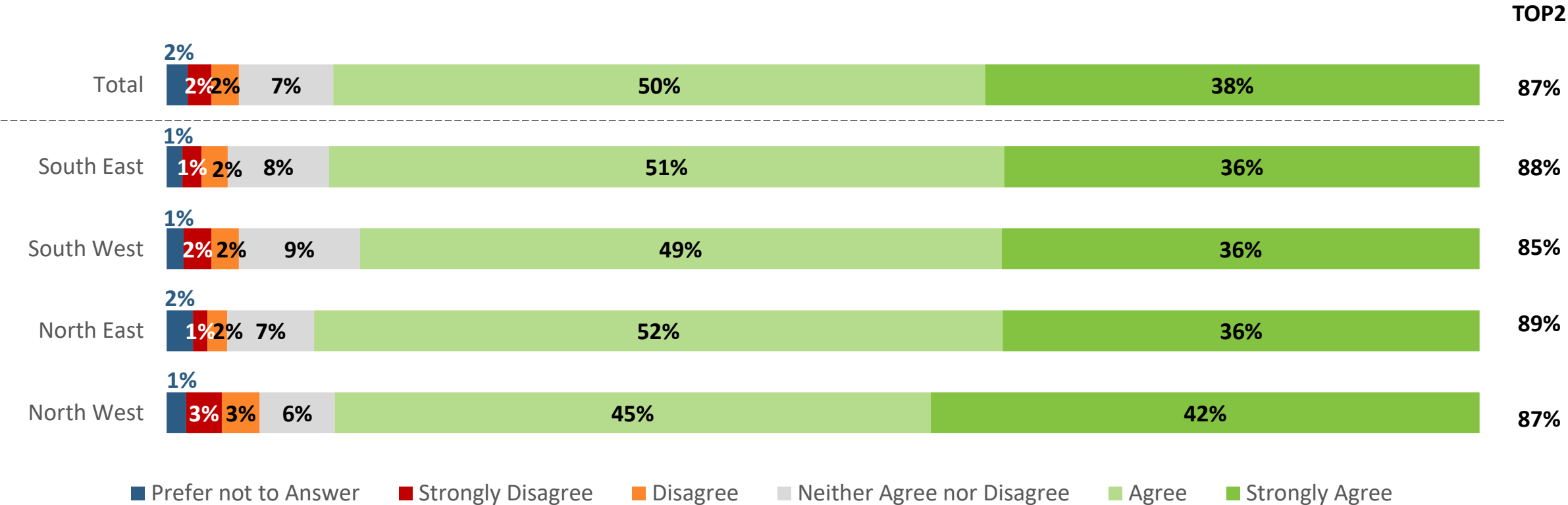
Sample size: Total (n=3223)

Base: Total sample

Communication and Interactions With Staff

Respect

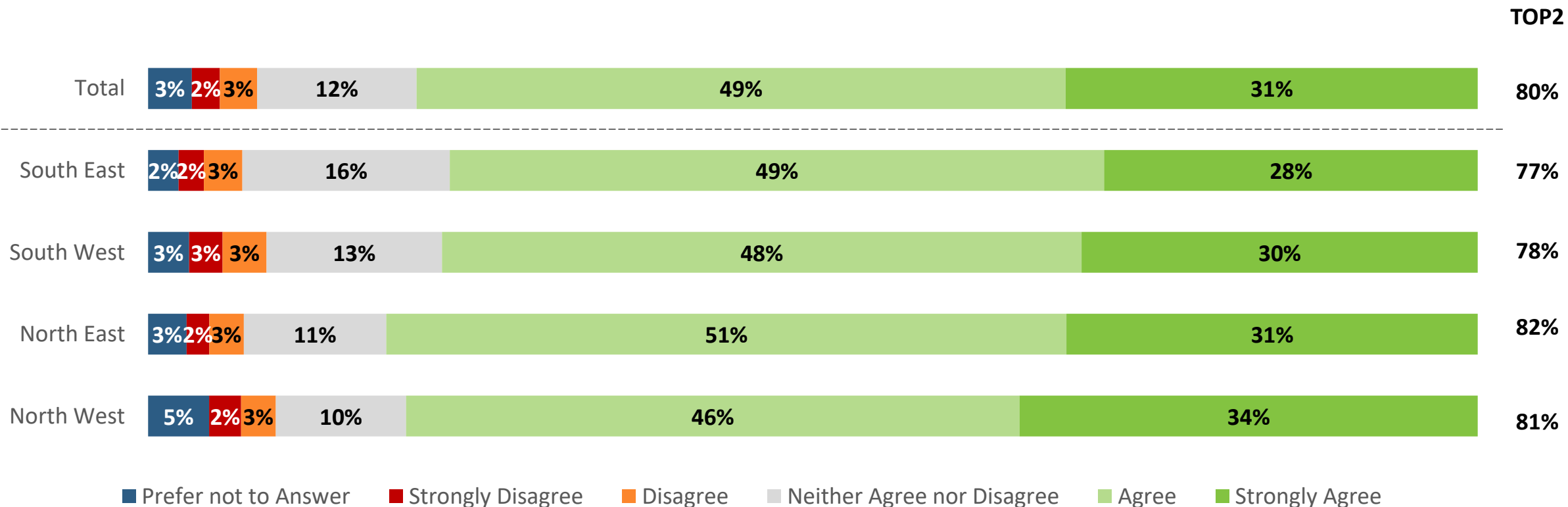
- Nearly 9 in 10 (TOP2: 87%) tenants feel that TSHC staff treat them with respect, across all regions.



15. How much do you disagree or agree with the following statement: Staff treat me with respect.
 Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)
 Base: Total sample

Staff Accountability

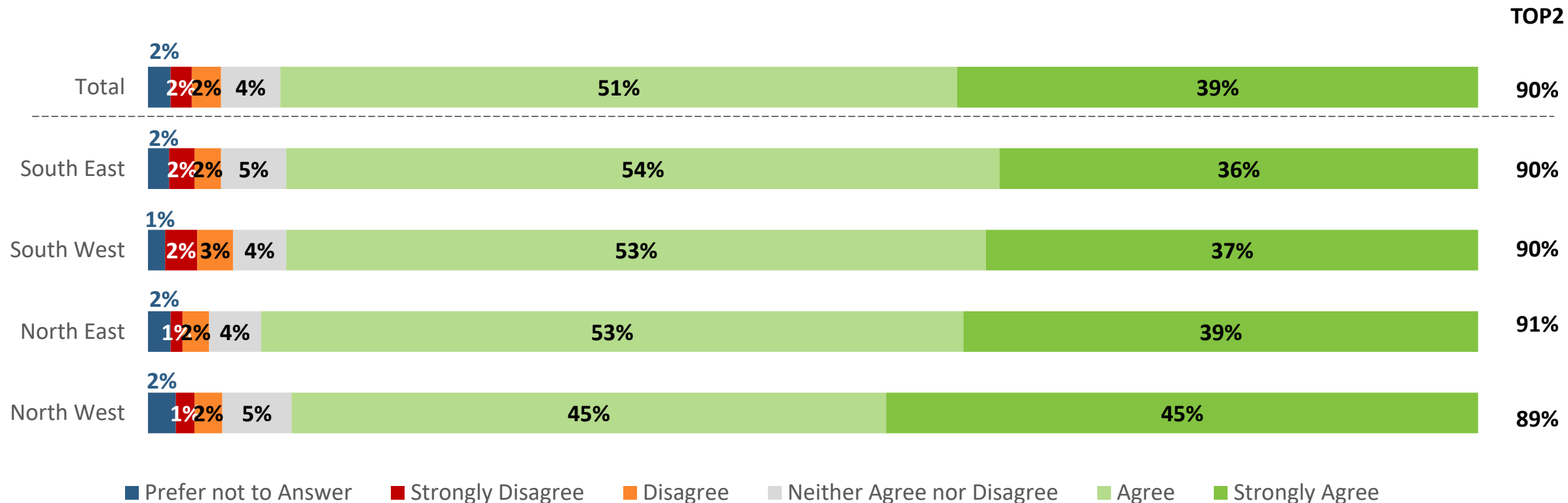
- 4 in 5 (TOP2: 80%) tenants feel that TSHC staff take accountability for their work, with slightly lower agreement in the South East (TOP2: 77%) and South West (TOP2: 78%).



16. How much do you disagree or agree with the following statement: Staff take accountability for their work.
 Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)
 Base: Total sample

Building Updates

- 9 in 10 (TOP2: 90%) tenants say they get updates about necessary work in their building.



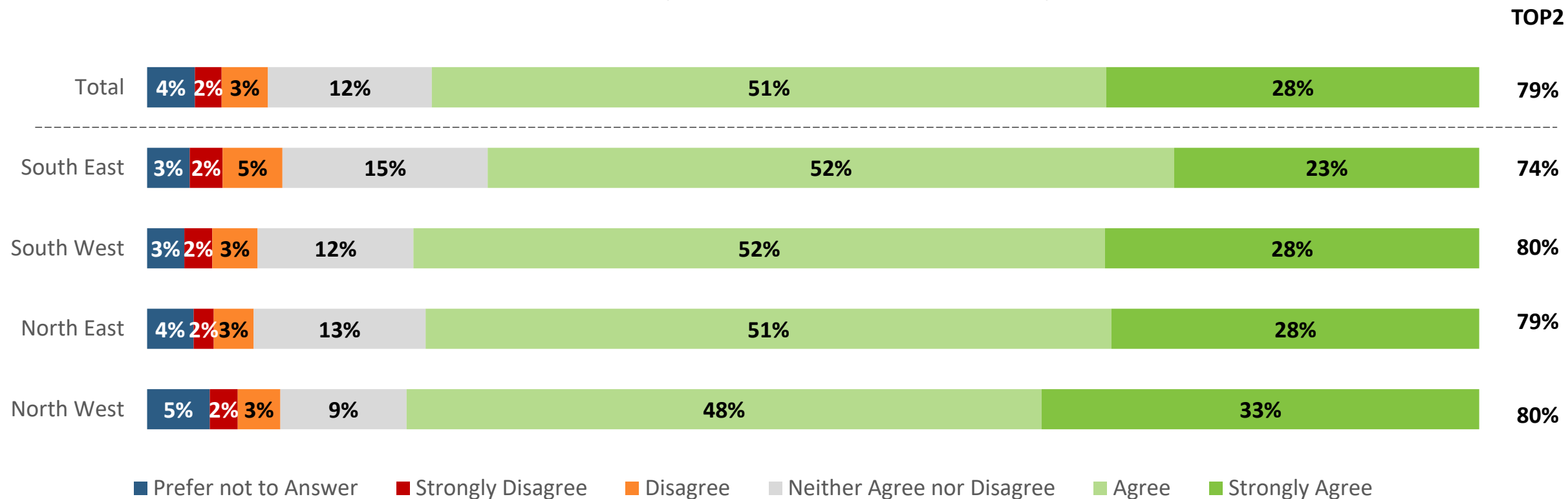
17. How much do you disagree or agree with the following statement: I get updates about necessary work in my building (example: water shutoffs, fire testing, elevator outages).

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Tenant Policies

- About 4 in 5 (TOP2: 79%) tenants find tenant policies to be clear and easy to understand.



18. How much do you disagree or agree with the following statement: Tenant policies are clear and easy to understand (example: Guest and Visitor Policy, Absence from Unit Policy, Use of Space Policy).

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

In Their Own Words: Suggestions from Tenants

““ “Would be nice if we had cameras installed in all hallways and stairs to make sure it's safe to walk with(out) having problem with (other) tenants or strangers...”

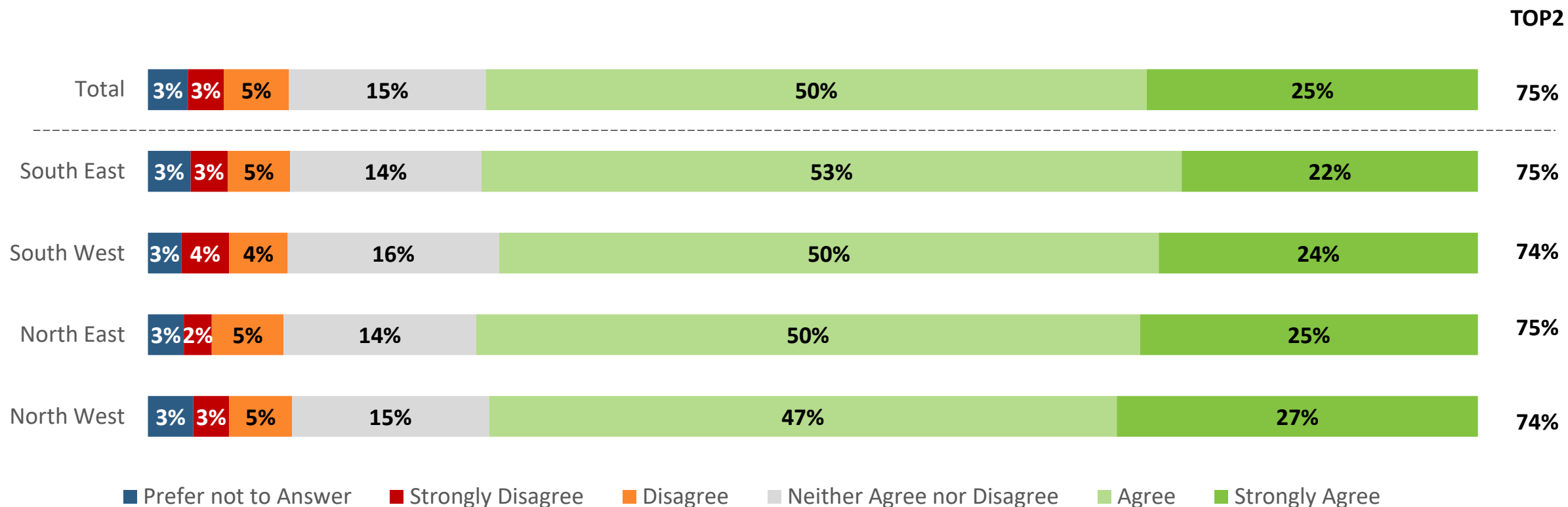
““ “There's no person available during the night time for emergency contact (...). Emergency phone numbers are available but sometimes it's difficult to get to that.”

““ “I do not feel safe. Too much traffic going in and out. Too many shady people/guests in the building. Volatile situation in stairwell. Vandalism.”

““ “Need more security cameras around the building. There are (people) who come to the building and sleep in the washroom downstairs or stairs...Visitor parking spaces are being occupied by non visitors and our family who are visiting us can't park at our visitor spaces.”

Sharing Concerns and Complaints

- 3 in 4 (TOP2: 75%) tenants feel comfortable sharing their concerns and making complaints to TSHC.

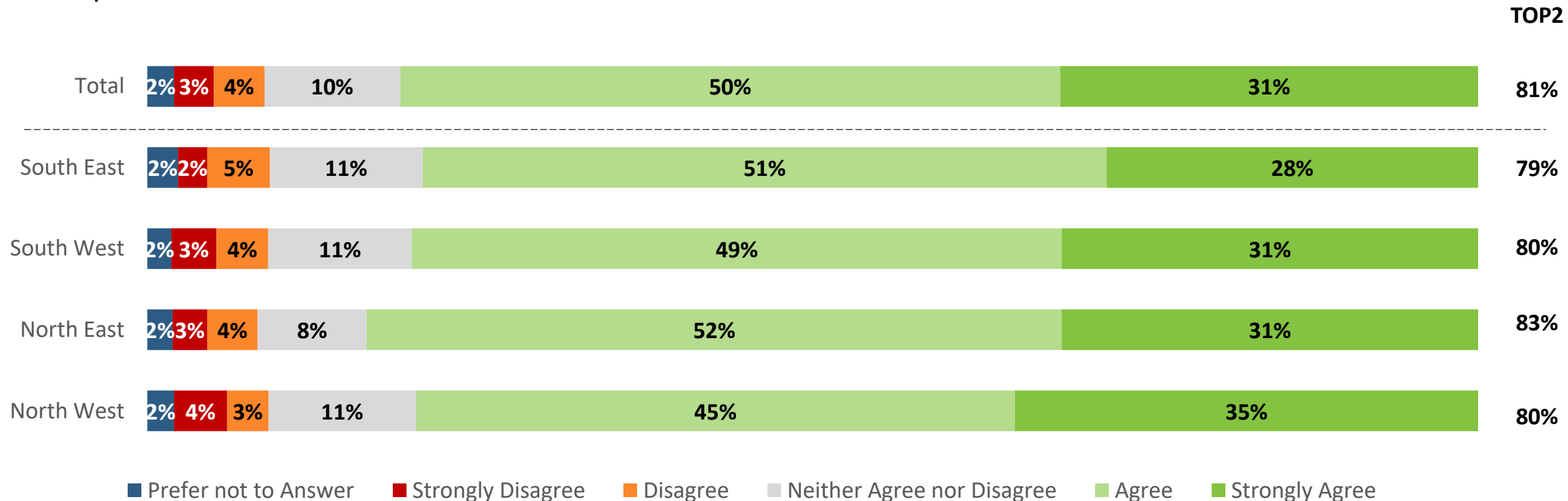


19. How much do you disagree or agree with the following statement: I feel comfortable sharing my concerns and making complaints to Toronto Seniors Housing.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804) Base: Total sample

Staff Response to Help and Requests

- Just over 4 in 5 (TOP2: 81%) tenants are happy with how TSHC staff respond when they ask for help or make a request.



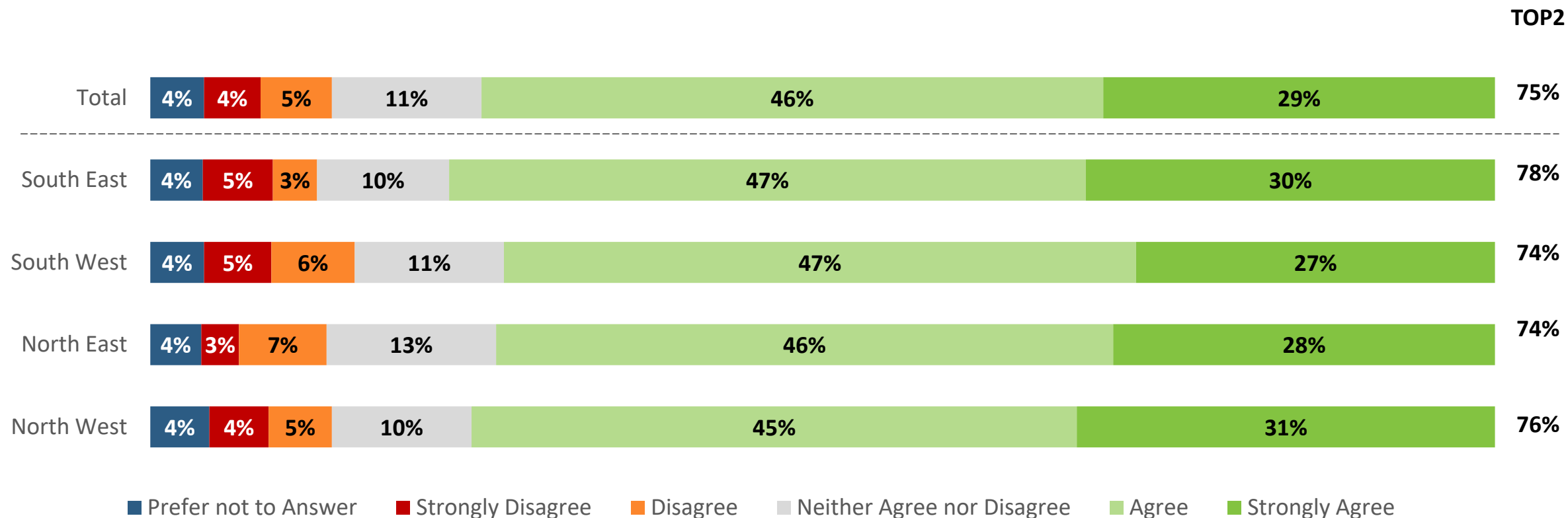
20. How much do you disagree or agree with the following statement: I am happy with how staff respond when I ask for help or make a request

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Information in Preferred Language

- 3 in 4 (TOP2: 75%) tenants feel that they receive information in their preferred language.



21. How much do you disagree or agree with the following statement: I can receive information in my preferred language.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

In Their Own Words: Suggestions from Tenants



“Since the new super(intendent) came in, we don't know whom to contact. Better communication is required. Additionally, we want to receive information in Korean.”



“Information needs to be more clear and updates should come to the tenants. Contact information should (be) shared by management (instead) I am looking (for) who to contact”



“Since I don't speak English, I really hope that all notifications can have Chinese Versions. Especially when broadcasting to notify emergency situations. Thank you.”

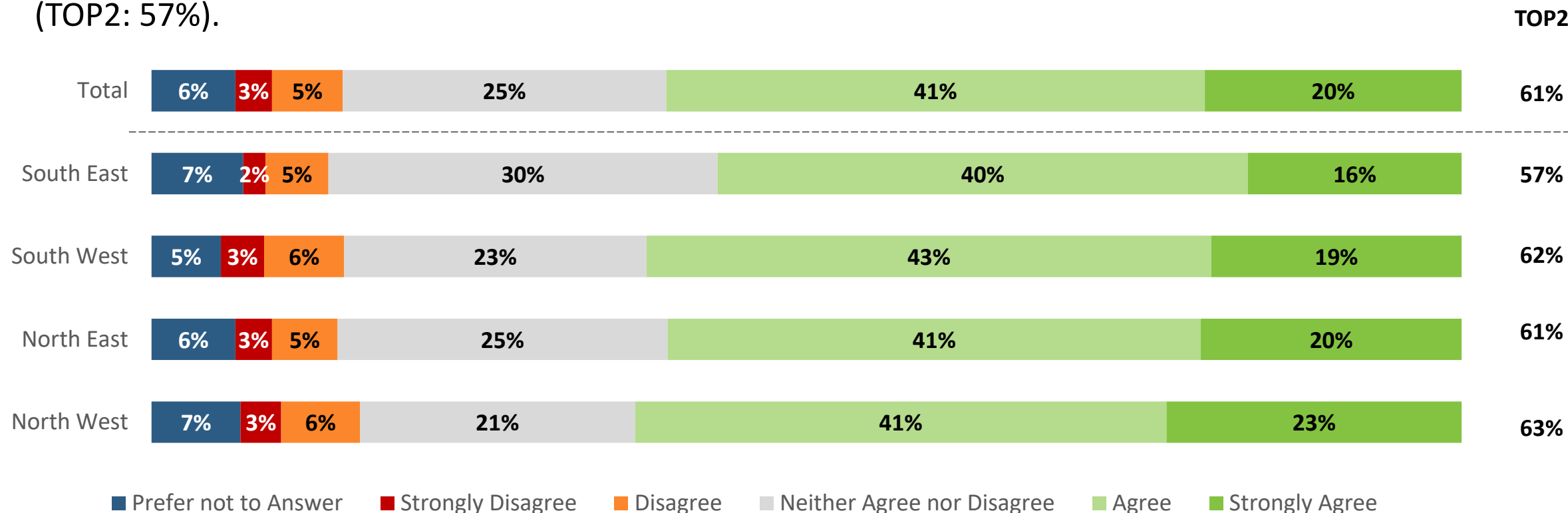


“Advise/request superintendent has a note of hours of operation - very hard to find out / find superintendent when he is available in the office when he is urgently needed (when does he work - unknown dates / hours). ”

Access to Supports and Services Outside of Toronto Seniors Housing

Access to Services

- Just over 3 in 5 (TOP2: 61%) tenants feel that TSHC helps them get information to access the service(s) they need. These figures are similar across all regions although slightly less so in the South East region (TOP2: 57%).



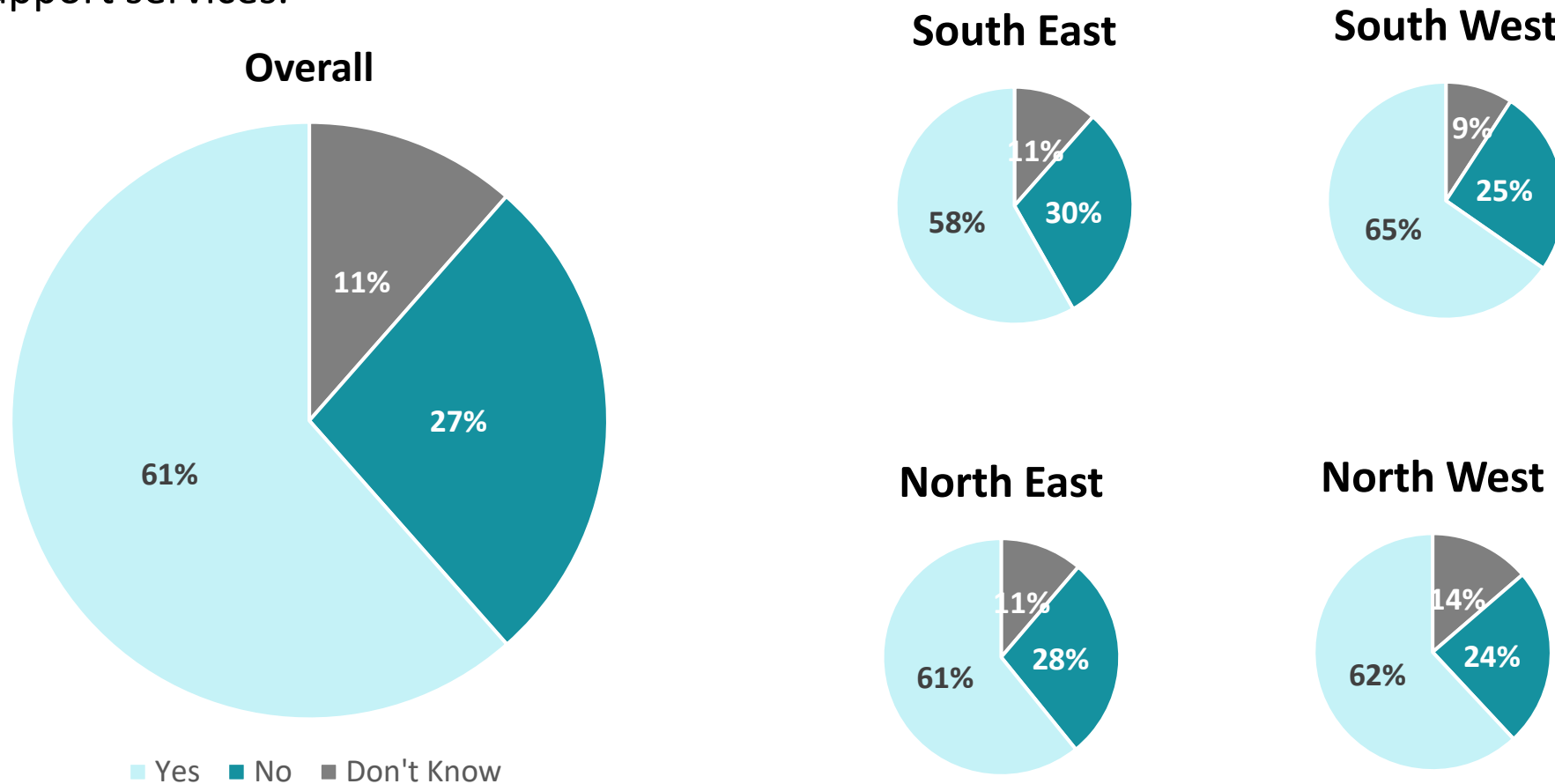
22. How much do you disagree or agree with the following statement: Toronto Seniors Housing helps me get information to access the service(s) I need.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Accessing Support at Toronto Seniors Housing

- More than 3 in 5 (TOP2: 61%) tenants say they know who to contact at TSHC if they need help accessing well-being and support services.



23. Do you know who to contact at Toronto Seniors Housing if you need help accessing well-being and support services?

Sample size: Total (n=3223)

Base: Total sample

In Their Own Words: Suggestions from Tenants

“If able to provide the service like hair cut, nail art especially toenails, flu shot or booster shot (COVID) like many years ago. Love these service, because some tenants had to get out to have these done.”

“Please post on every floor name/contact info of people who can be reached available within the building in case of emergencies. This is especially important for the weekends.”

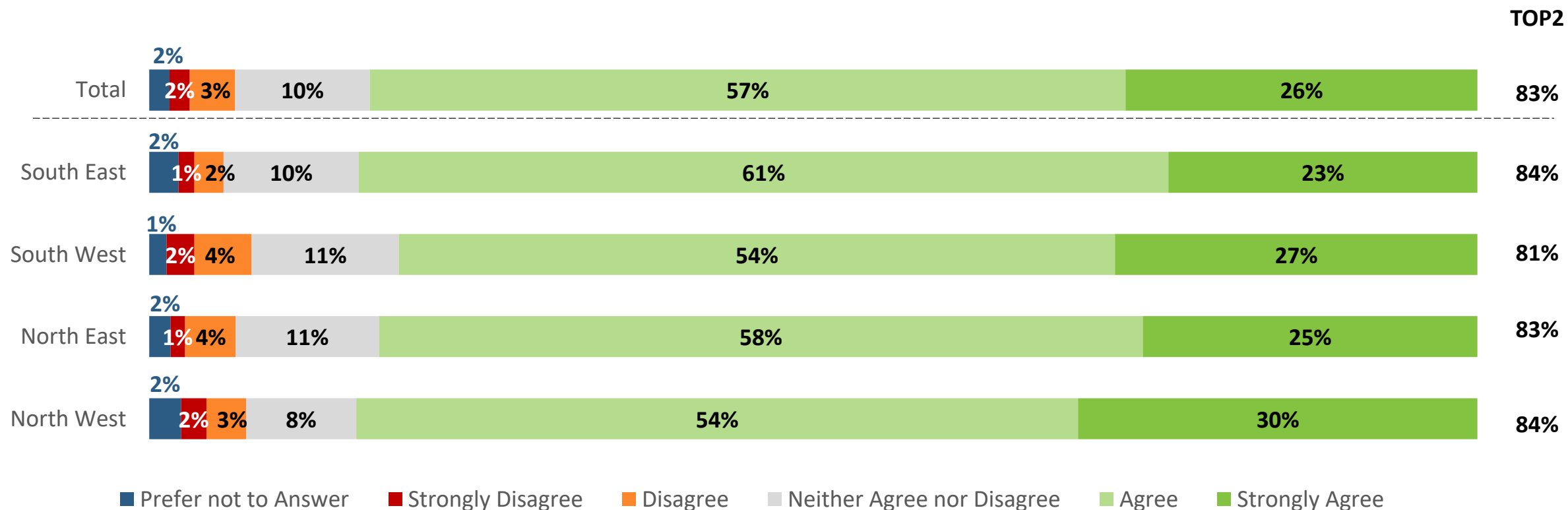
“Have mail and poster in my language so that I can better be able to support and get up to date information.”

“Someone and / or information for seniors to receive more help / resources. Community workers to do wellness checks for seniors that are not as independent.”

Tenancy Management

Understanding Rights as Tenants

- More than 4 in 5 (TOP2: 83%) tenants say they understand their rights as a tenant.



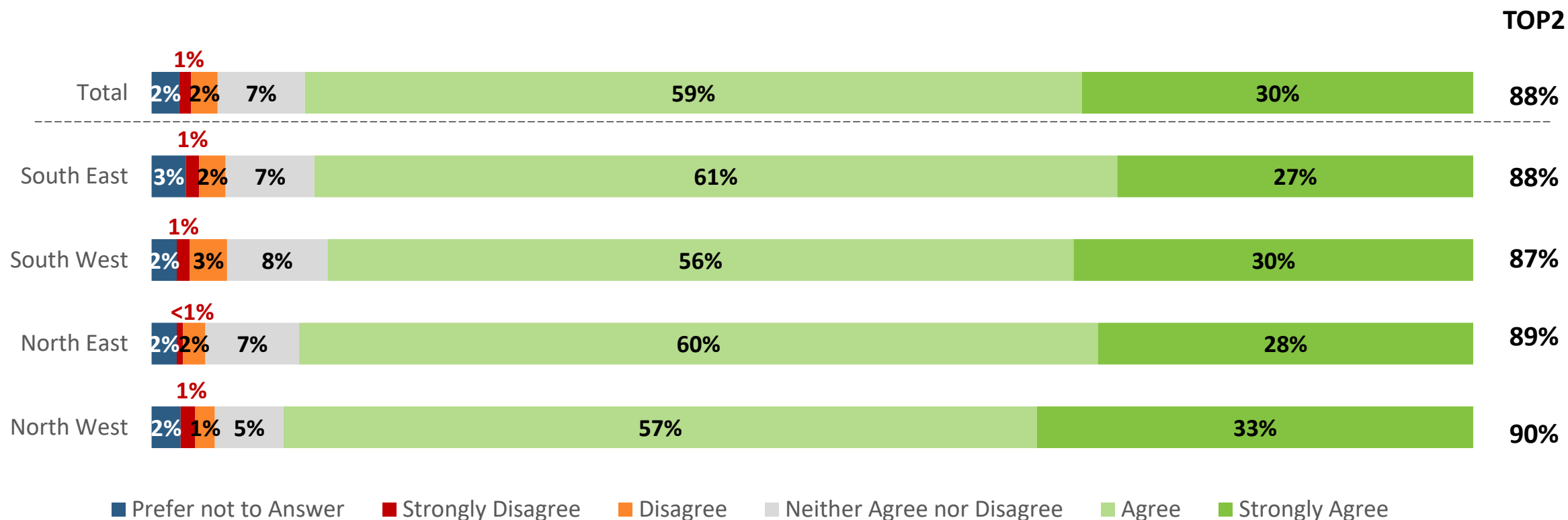
24. How much do you disagree or agree with the following statement: I understand my rights as a tenant.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Tenant Responsibilities

- Nearly 9 in 10 (TOP2: 88%) tenants say they understand their lease and responsibilities as a tenant.



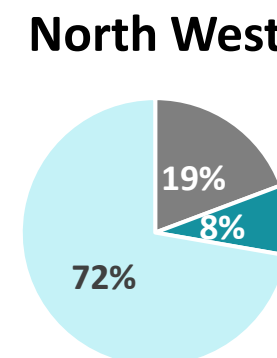
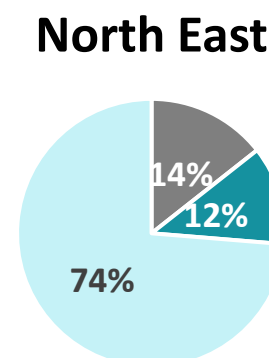
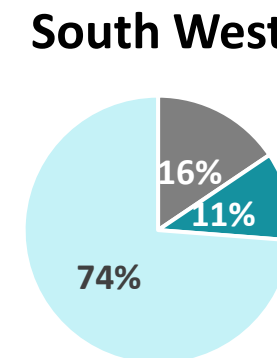
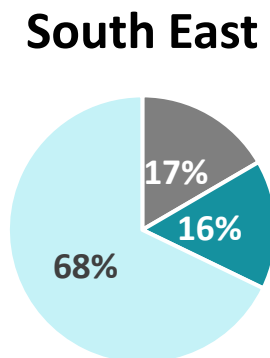
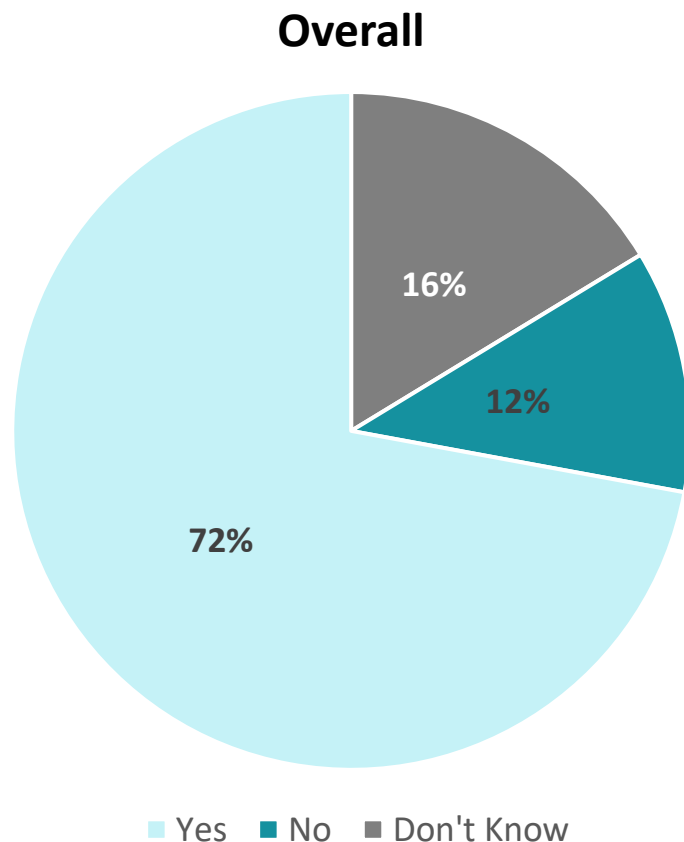
25. How much do you disagree or agree with the following statement: I understand my lease and responsibilities as a tenant.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Navigating Rent-Related Inquiries

- More than 7 in 10 (72%) tenants say they know which staff to talk to if they need help with things related to their place, like paying or owing rent.



26. Do you know which staff to talk to if you need help with things related to your place, like paying or owing rent?

Sample size: Total (n=3223)

Base: Total sample

In Their Own Words: Suggestions from Tenants

“

“I really appreciate the staff, their relationship with tenants, and how much efforts they...put in making the building a better place for us to live in, thank you all, be blessed.”

”

“

“Would be helpful to have a pamphlet listing some of questions you've asked, be given to a new tenant i.e. 1) Do you know who to contact for help with maintenance; 2) Who to contact for security; 3) Which staff to talk to if you need help--and phone numbers.”

”

“

“Management office used to be staffed 7 days a week with staggered shifts. This (has) changed now and the management office is closed on the weekends and holidays. It would be great if the management office could remain open 7 days a week as it was previously to assist tenants even on weekends and holidays.”

”

“

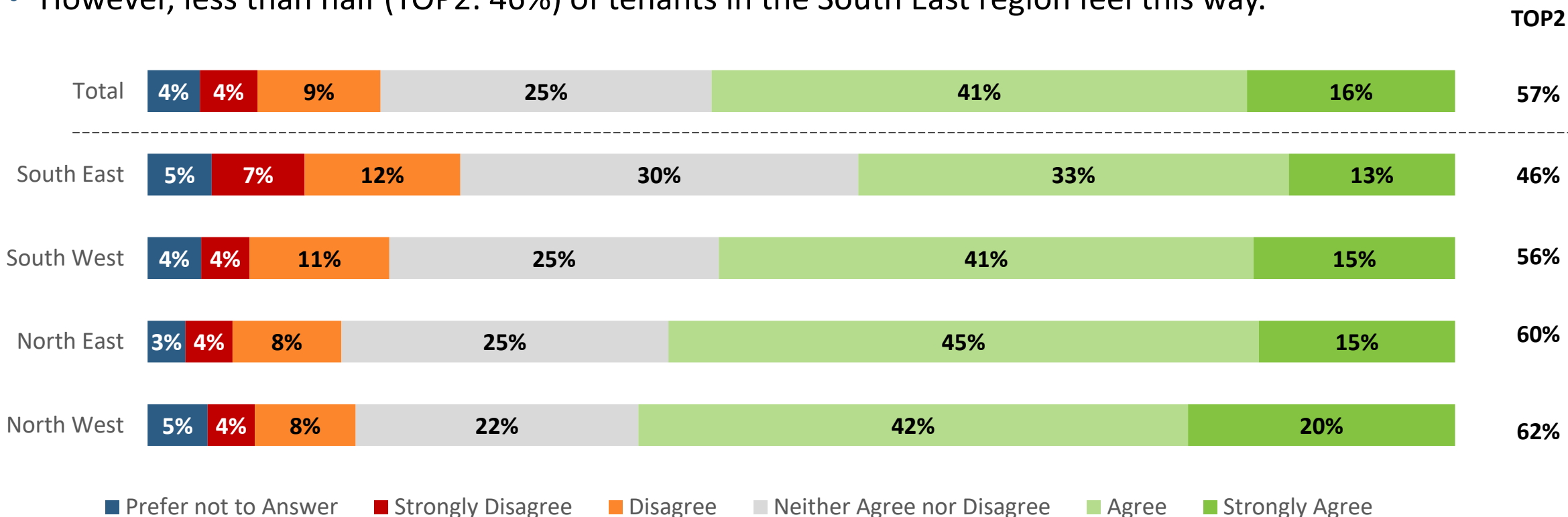
“One strong suggestion is to have a tenant coordinator who can actually support, advocate, protect tenant's rights and stay involved with all, especially problematic ones, to ensure they comply with the tenant responsibilities.”

”

Community Participation

Program Offerings

- Just over half (TOP2: 57%) of tenants like the programs offered in their buildings and find them helpful.
- However, less than half (TOP2: 46%) of tenants in the South East region feel this way.



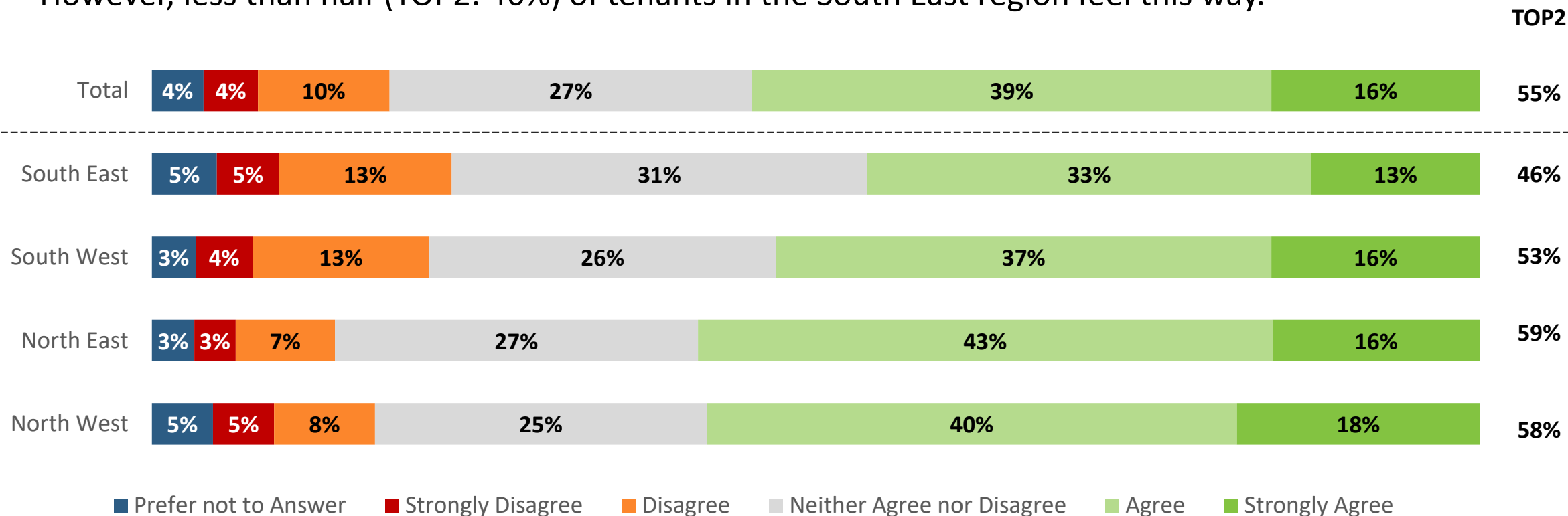
27. How much do you disagree or agree with the following statement: My building offers programs that I like and are helpful to me (example: exercise, arts and crafts, language classes).

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Building Bonds – Sense of Community

- Just over half of tenants (TOP2: 55%) feel that there is a strong sense of community in their building.
- However, less than half (TOP2: 46%) of tenants in the South East region feel this way.



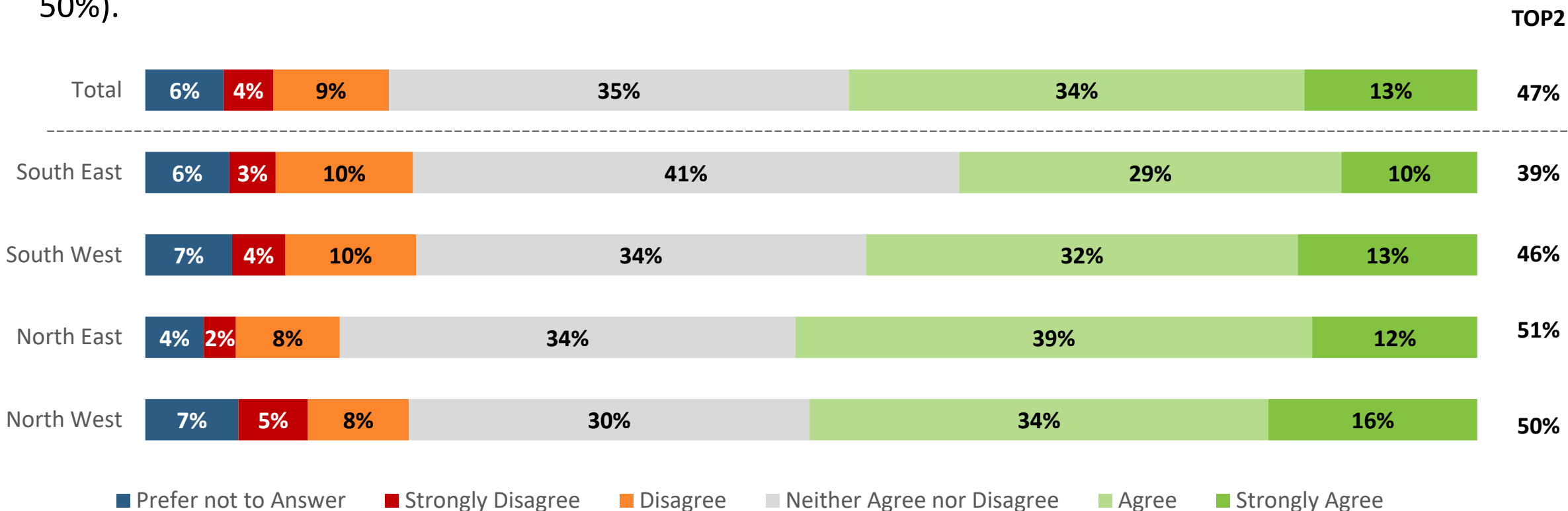
28. How much do you disagree or agree with the following statement: I feel there is a strong sense of community in my building.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

Contributing Ideas for Social Activities

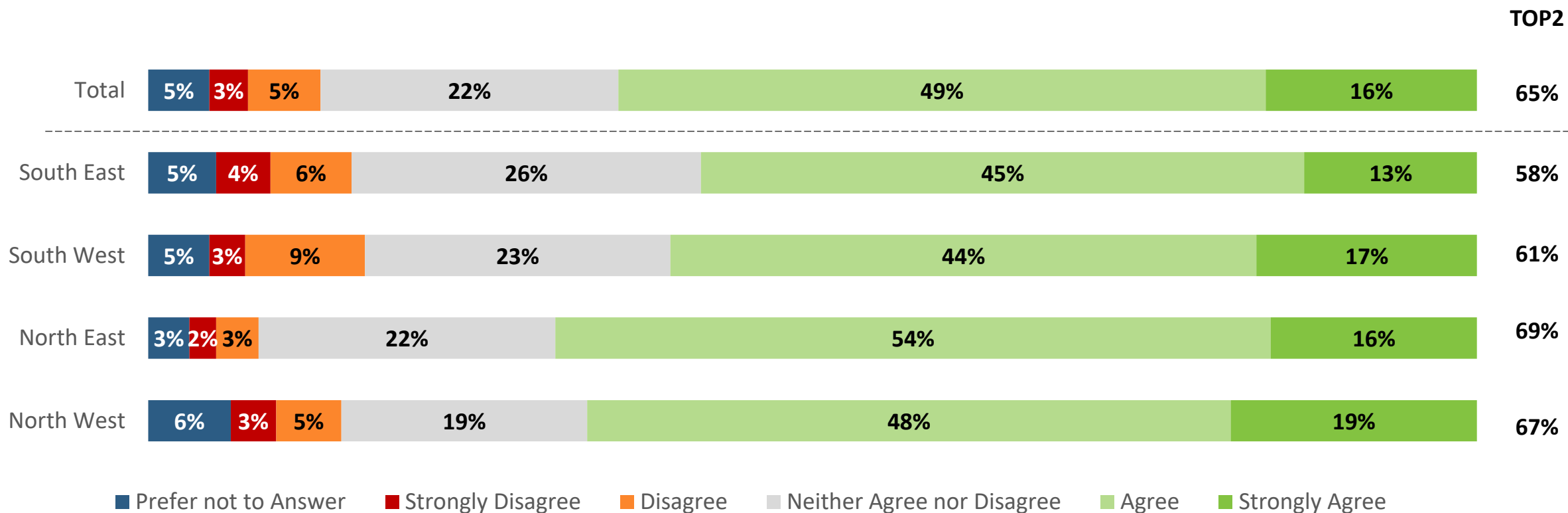
- Nearly half (TOP2: 47%) of tenants feel that they can share their ideas about organizing social activities in their building. The sentiment is stronger among tenants in the North East (TOP2: 51%) and North West (TOP2: 50%).



29. How much do you disagree or agree with the following statement: I can share my ideas about organizing social activities in my building.
 Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)
 Base: Total sample

Participating in Social Activities

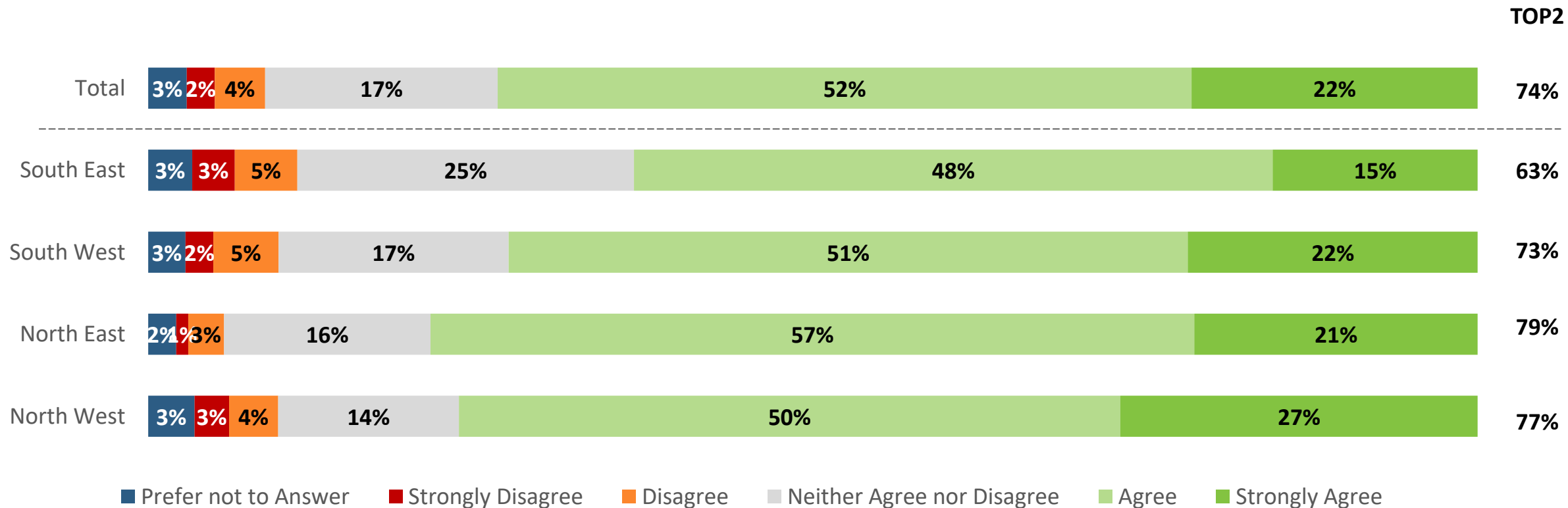
- About 2 in 3 (TOP2: 65%) tenants feel that they can participate in social activities that are organized in their building.



30. How much do you disagree or agree with the following statement: I can participate in social activities that are organized in my building.
 Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)
 Base: Total sample

Mutual Respect Among Tenants

- About 3 in 4 (TOP2: 74%) tenants feel respected by other tenants. This sentiment is strongest in the North East region (TOP2:79%)



31. How much do you disagree or agree with the following statement: I feel respected by other tenants.

Sample size: Total (n=3223) / South East (n=687) / South West (n=675) / North East (n=1057) / North West (n=804)

Base: Total sample

In Their Own Words: Suggestions from Tenants

“

“Many tenants requested a karaoke for so many month still haven’t got it. Birthday party for every month and father's and mother's day party.”

”

“

“I wish more social activities can be provided by non-profit organizations. Social activities include festival celebrations, educational workshops, exercise classes. I wish the activities are culturally appropriate and language appropriate.”

”

“

“Most people here are not aware of exercise program. Would help if info were put on every apartment door. These classes are excellent!!!”

”

“

“We need recreational games not exercising only, something to keep us from loneliness, or spend time outside from our room all day. We need entertainment, shows, etc.”

”

35. Please share with us any other thoughts that you have that could make Toronto Seniors Housing better for tenants like you.

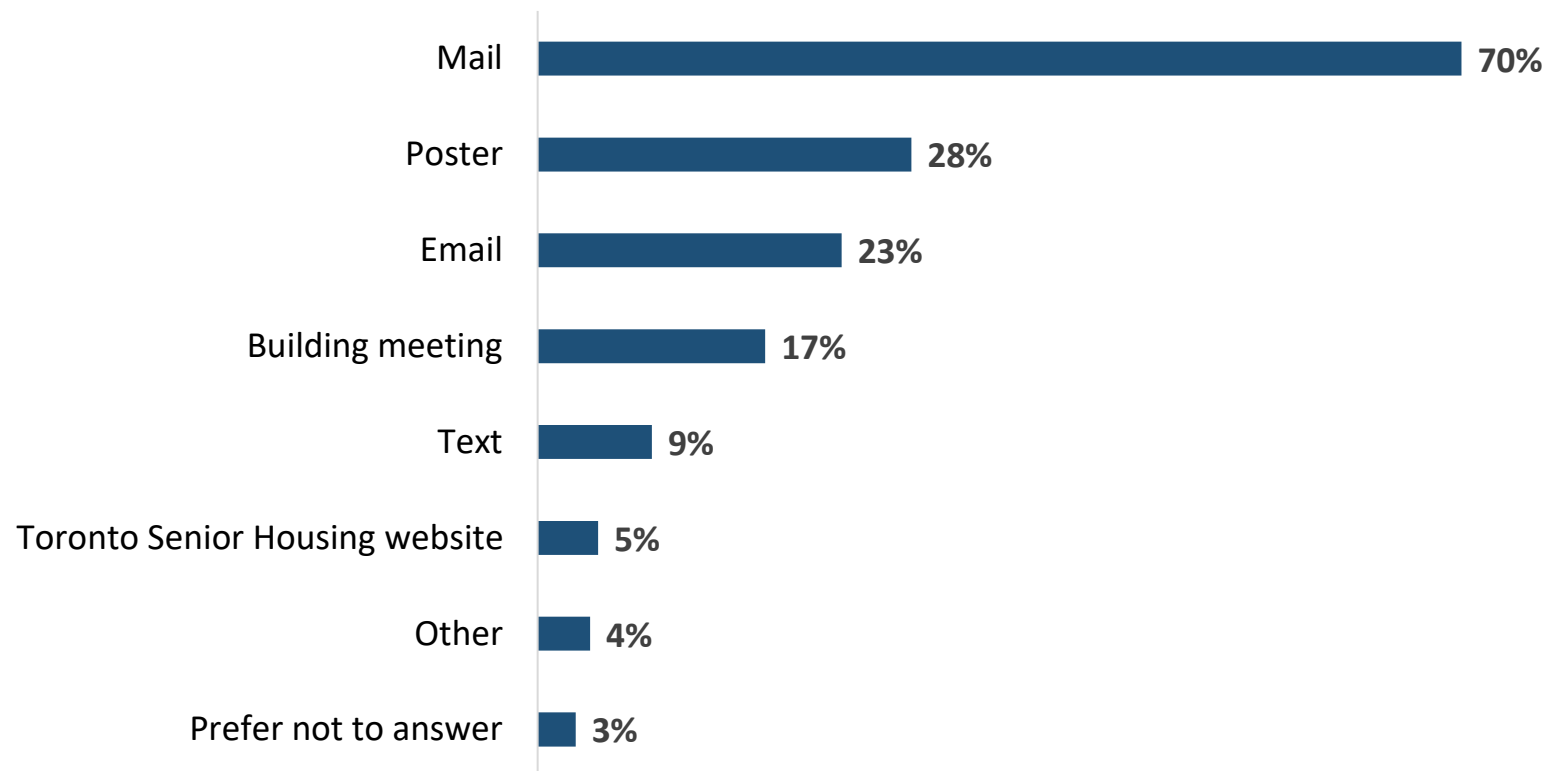
Sample size: Total (n=3223)

Base: Total sample

Contact Preferences and Suggestions

Preferred Method to Receive Updates

- Tenants have a strong preference (70%) for receiving updates about TSHC through the mail. They listed posters (28%) and email (23%) as their next two preferred options.



34. How do you prefer to receive updates about Toronto Seniors Housing? (Multi-Select)

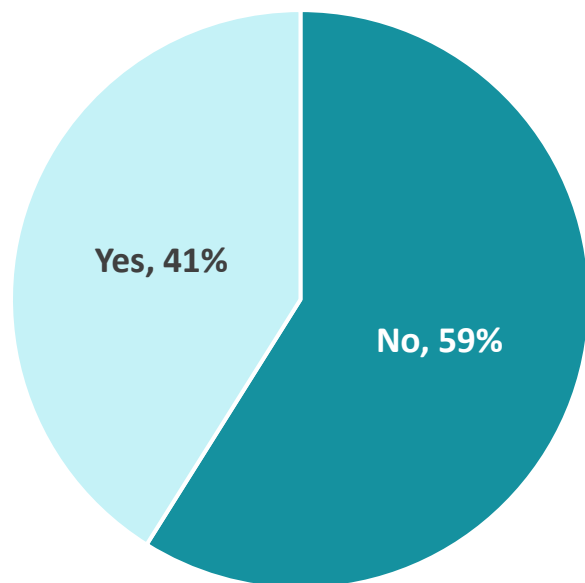
Sample size: Total (n=3223)

Base: Total sample; Note: Some tenants picked multiple options, chart counts each instance an option was selected.

Additional Thoughts to Improve Toronto Senior Housing

- Tenants were asked to share any thoughts that they had that could make Toronto Seniors Housing better for tenants like them.
- The majority of tenants (59%) provided no suggestions.

Provided Suggestions



Number of tenants who provided suggestions	1,324
Total number of identified suggestions	2,884
Average suggestions per tenants	2.18

35. Please share with us any other thoughts that you have that could make Toronto Seniors Housing better for tenants like you.

Sample size: Total (n=3223)

Base: Total sample

Additional Thoughts to Improve Toronto Senior Housing

- The Forum Research coding team reviewed all answers and identified 12 categories to summarize the comments. The most common topic that tenants commented on were staff/management and property management.



35. Please share with us any other thoughts that you have that could make Toronto Seniors Housing better for tenants like you.

Sample size: Total (n=3223)

Base: Total sample

In Their Own Words: Suggestions from Tenants

“

“I have been in this building for a very longtime. But this is the first time that we have... strong staff to take care of Tenants needs. I am happy with it.”

”

“

“Appreciate how much staff do for us, and for whom they are. (They) do an exceptional job in all aspects of their duties. They also are super friendly and respectful of me. They deserve a great deal of credit for making this as great a building as it is.”

”

“

“Thank you so much for everything!! I am sooo happy with where I live. My mental health has significantly improved, and I found a community. THANK YOU!!!”

”

“

“Overall I am happy with the building and the staff! ... It would be helpful if in (one page) all the important phone numbers are provided in large print to all residents/tenants!!”

”

35. Please share with us any other thoughts that you have that could make Toronto Seniors Housing better for tenants like you.

Sample size: Total (n=3223)

Base: Total sample

Drivers Analysis

Using statistical regression, the drivers analysis helps identify the aspects of tenant experiences that significantly influence overall satisfaction with TSHC services. By identifying the areas that have the greatest impact on satisfaction, insights can be gained on specific actions that may need to be accordingly prioritized. Results are provided at both the overall and regional level, presented visually on a quadrant chart. The chart shows the difference between how satisfied tenants are with each service, and the impact of that service on tenants' overall satisfaction.

Understanding the Drivers Analysis

Satisfaction scores are plotted vertically (along the Y-axis). They represent overall stated satisfaction (TOP2%) with each of the individual services.

Impact on overall satisfaction is plotted horizontally across the bottom of the chart (along the X-axis).

Secondary Areas for Continuity:

Services that have a lower impact on overall satisfaction but high individual satisfaction scores. The focus here should be to continue current levels of service.

Primary Areas for Continuity:

Services that have a relatively high impact on overall satisfaction and high individual satisfaction scores. The implication here is to continue the current level of service to maintain the high levels of satisfaction.

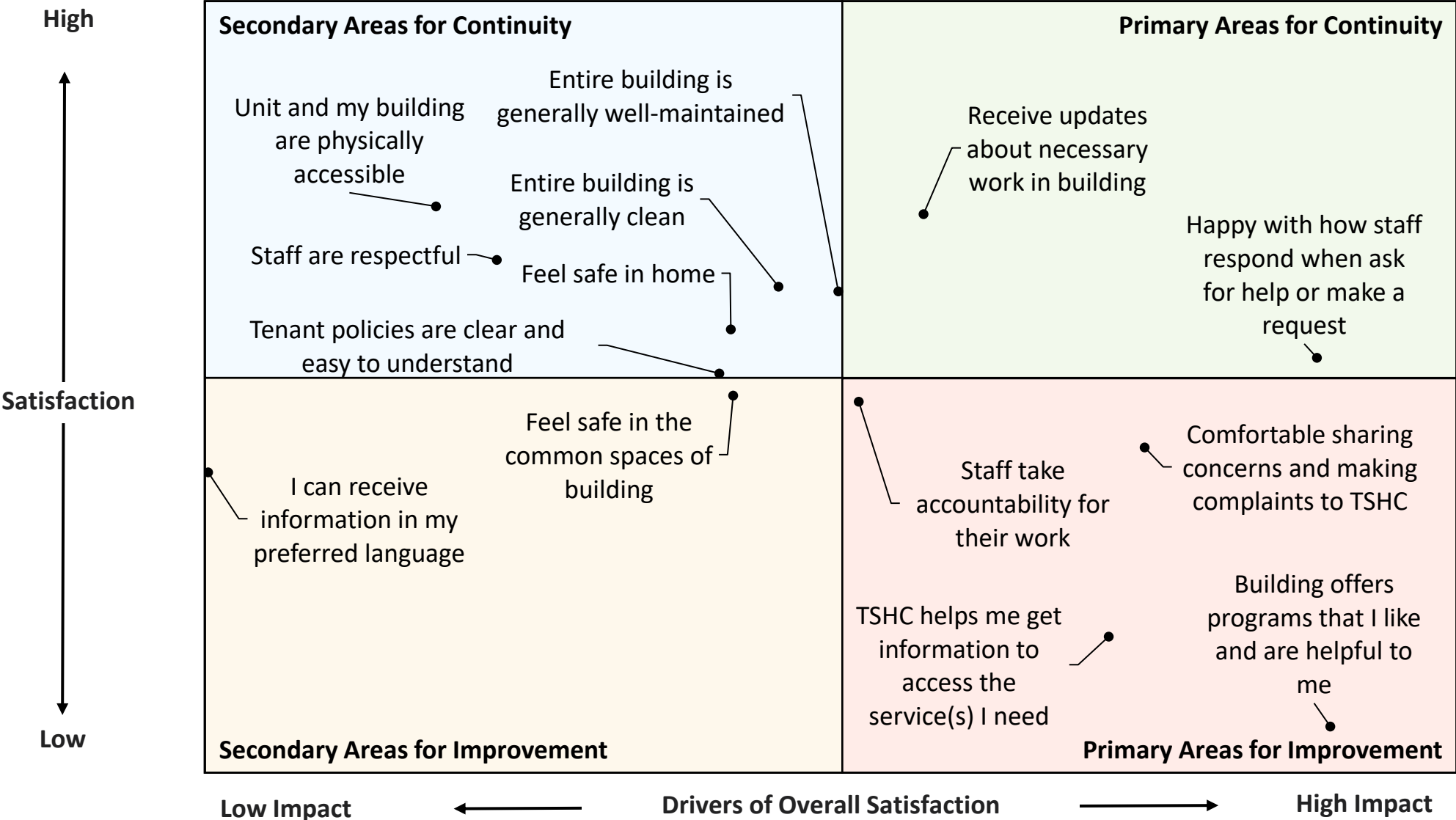
Secondary Areas for Improvement:

Services that have lower impact on overall satisfaction and have lower individual satisfaction scores. This is a secondary area of focus to improve overall tenant satisfaction.

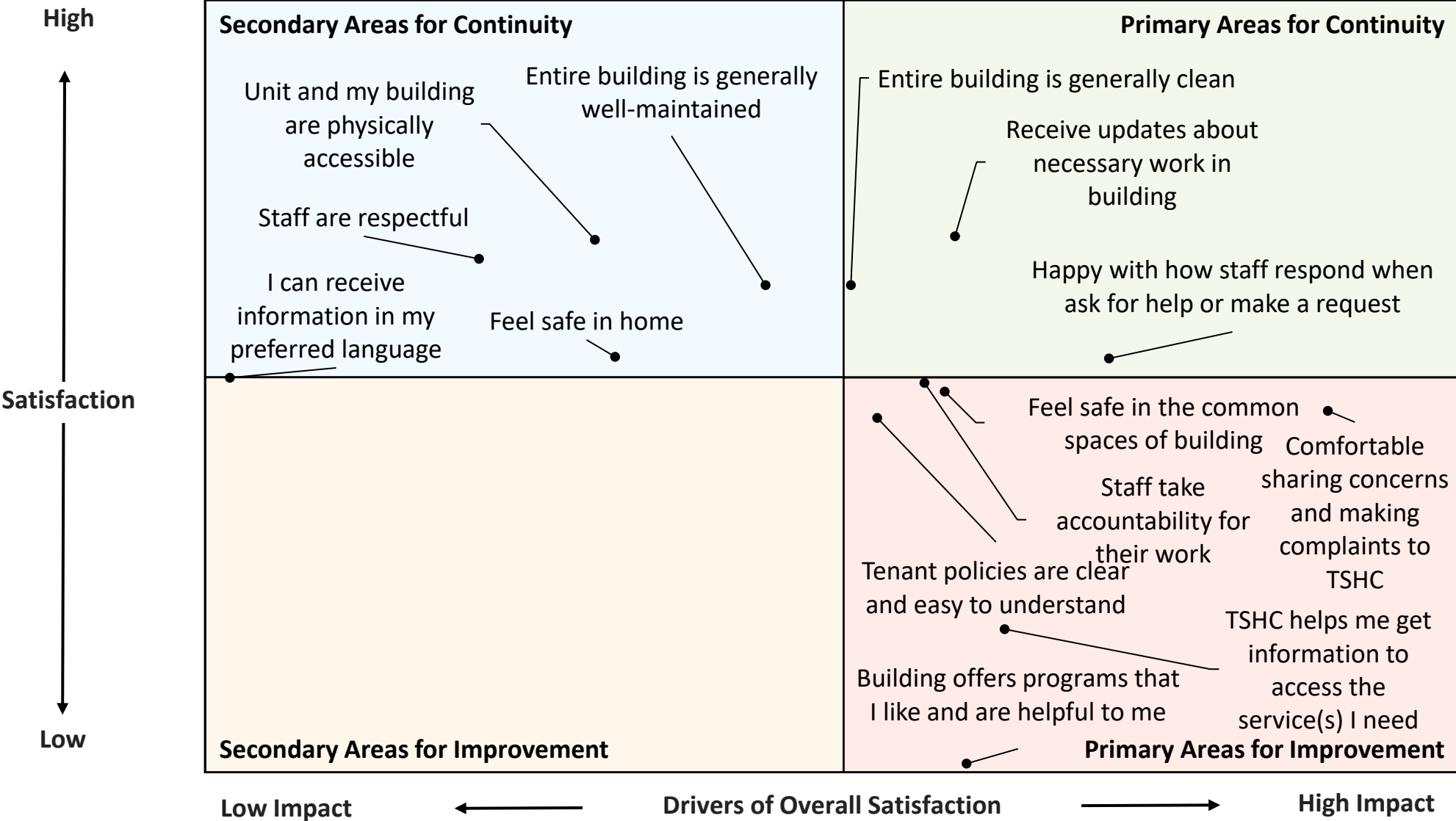
Primary Areas for Improvement:

Services that have the highest impact on overall satisfaction, but with lower individual satisfaction scores. The regression analysis identifies these services as the strongest drivers of satisfaction. If TSHC can increase satisfaction in these areas, this will have the largest impact on overall satisfaction with services.

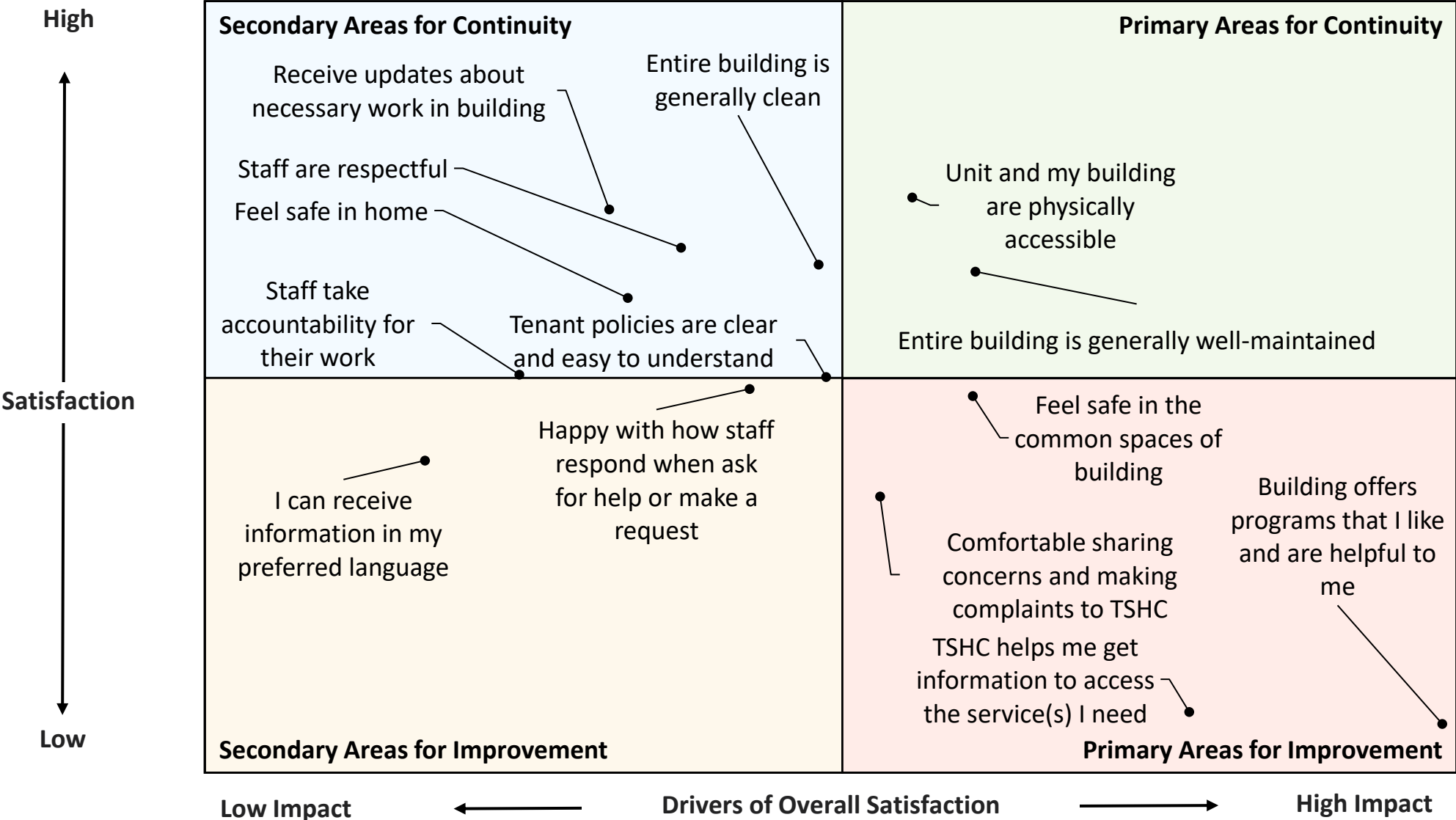
Drivers Analysis Overall Satisfaction with Services



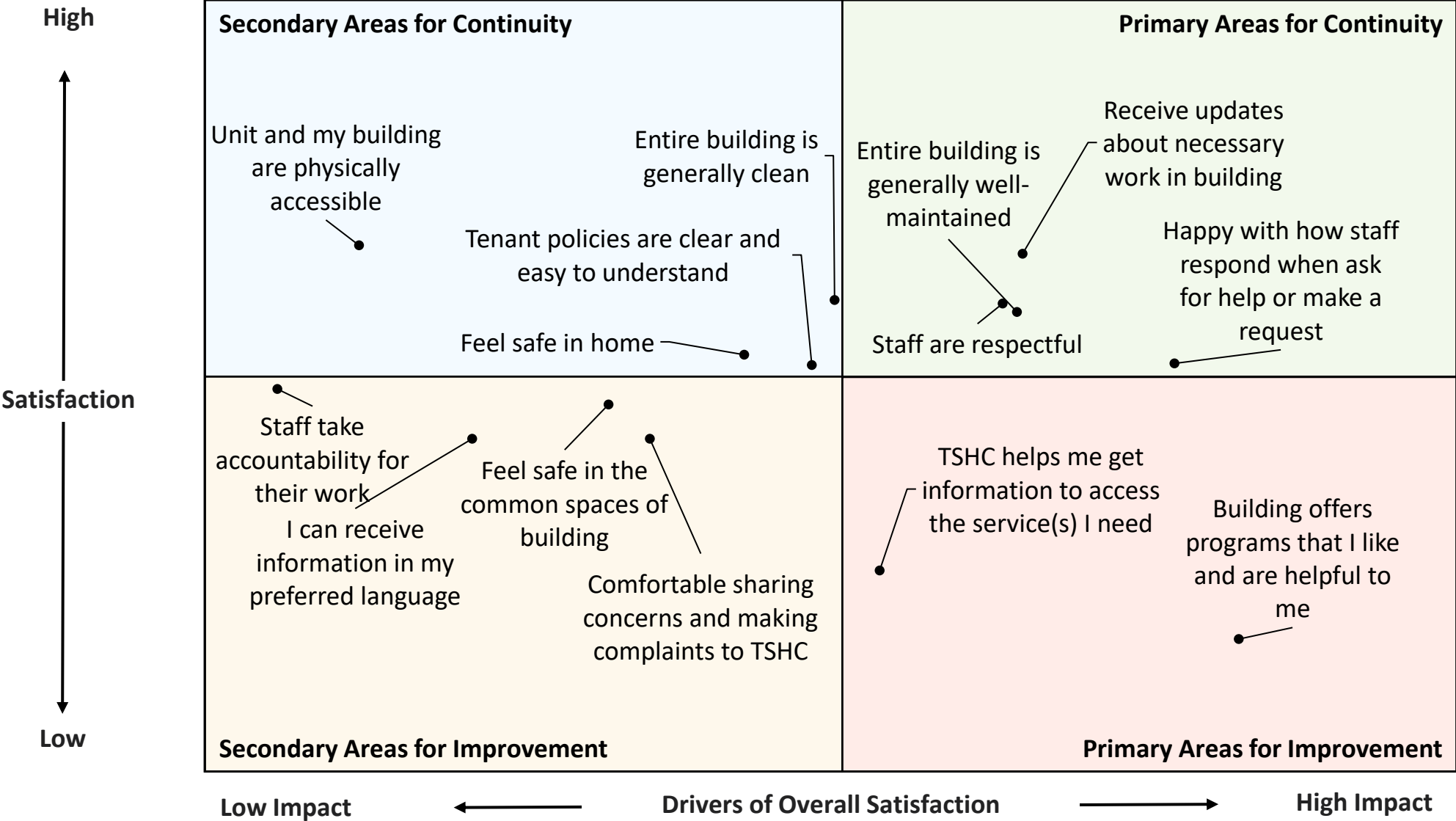
Drivers Analysis Overall Satisfaction with Services – Southeast



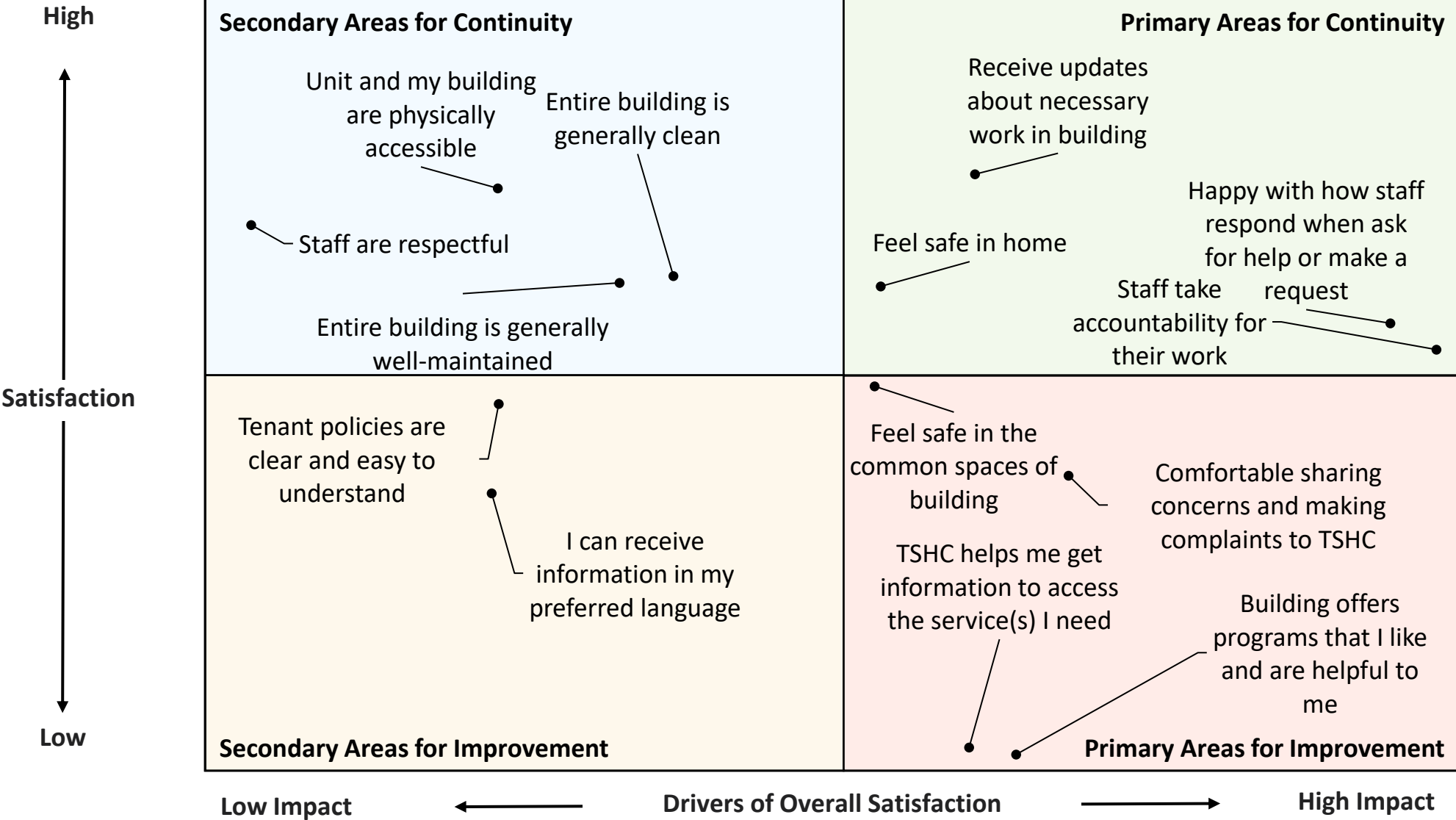
Drivers Analysis Overall Satisfaction with Services – Northwest



Drivers Analysis Overall Satisfaction with Services – Southwest



Drivers Analysis Overall Satisfaction with Services – Northeast



Sentiment Analysis

Like the drivers analysis, the sentiment analysis uses statistical regression. The sentiment analysis focuses on identifying which areas impact a tenant's sense of pride in living at TSHC. By identifying what most impacts a tenant's sense of pride, insights can be gained on specific actions that may need to be accordingly prioritized. Results are provided at both the overall and regional level, presented visually on a quadrant chart.

Understanding the Sentiment Analysis

Satisfaction scores are plotted vertically (along the Y-axis). They represent overall stated satisfaction (TOP2%) with each of the individual service.

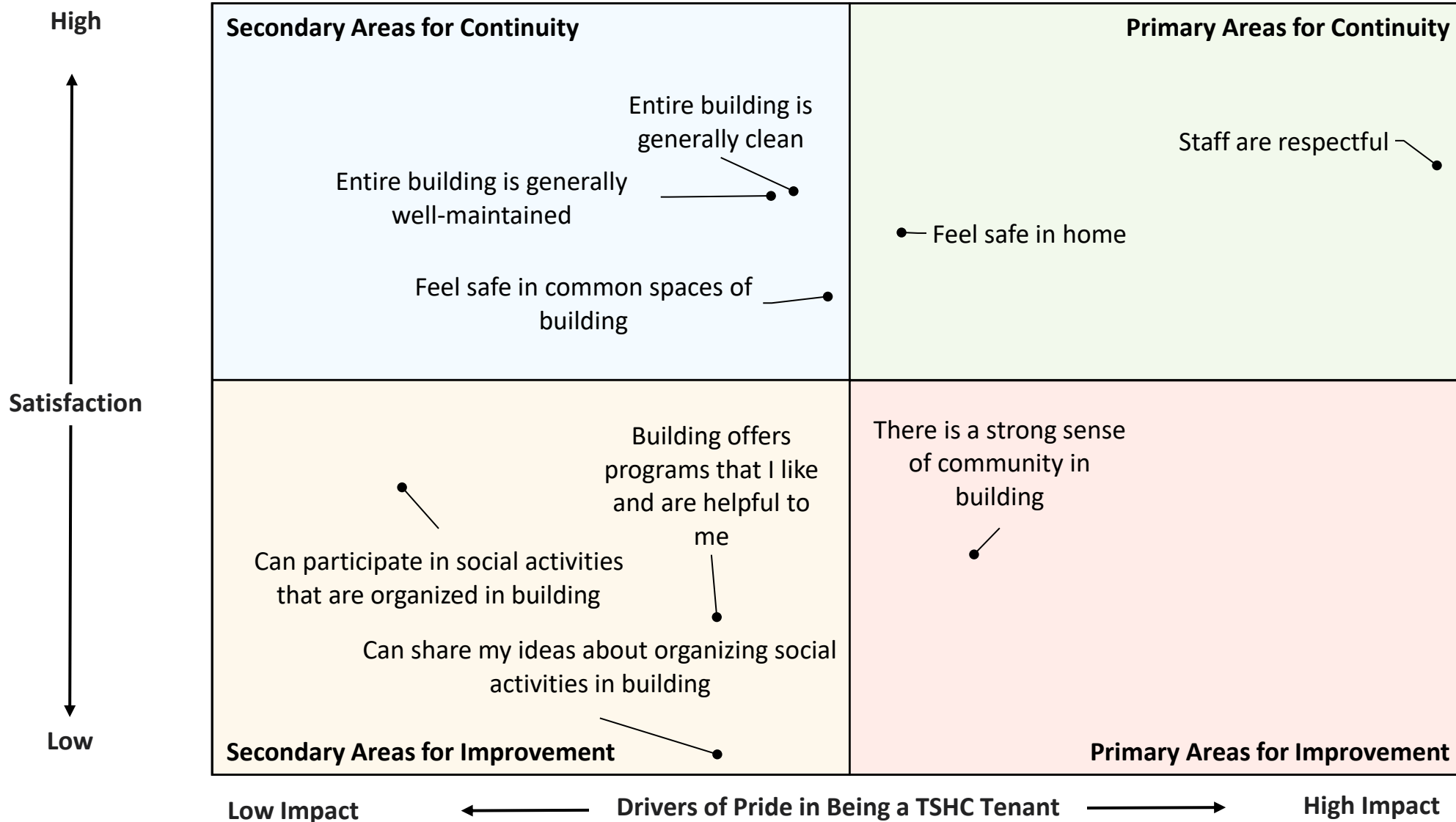


Impact on overall pride in being a TSHC tenant is plotted horizontally across the bottom of the chart (along the X-axis).

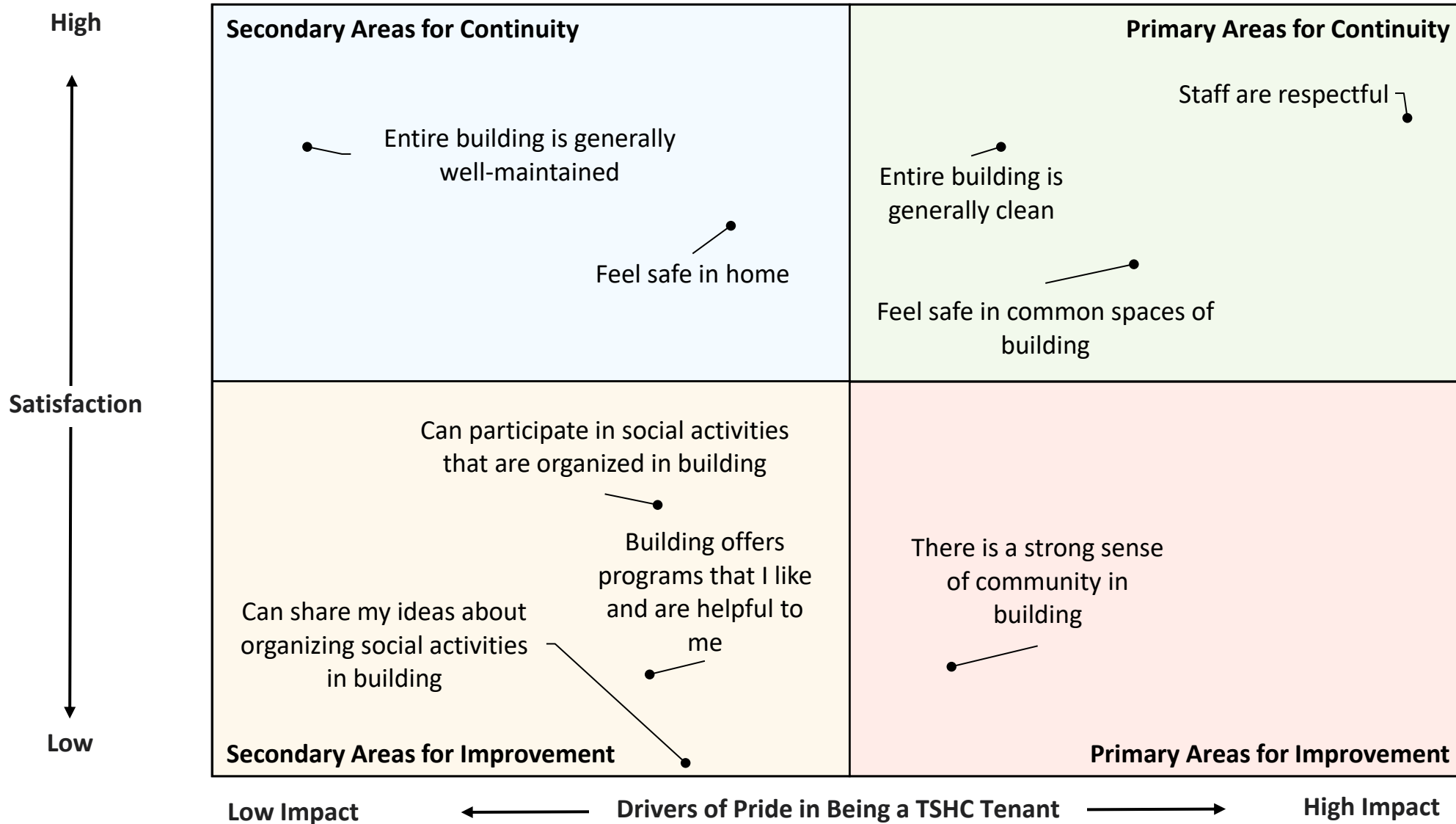


<p>Secondary Areas for Continuity: Services that have a lower impact on overall pride in being a TSHC tenant but high individual satisfaction scores. The focus here should be to continue current levels of service.</p>	<p>Primary Areas for Continuity: Services that have a relatively high impact on pride in being a TSHC tenant and high individual satisfaction scores. The implication here is to continue the current level of service to maintain the strong sense of pride.</p>
<p>Secondary Areas for Improvement: Services that have lower impact on overall pride in being a TSHC tenant and have lower individual satisfaction scores. This is a secondary area of focus to improve overall levels of pride in being a TSHC tenant.</p>	<p>Primary Areas for Improvement: Services that have the highest impact on pride in being a TSHC tenant, but with lower individual satisfaction scores. The regression analysis identifies that these services are the strongest drivers of pride in being a TSHC tenant. If TSHC can increase satisfaction in these areas, this will have the largest impact on overall pride in being a TSHC tenant.</p>

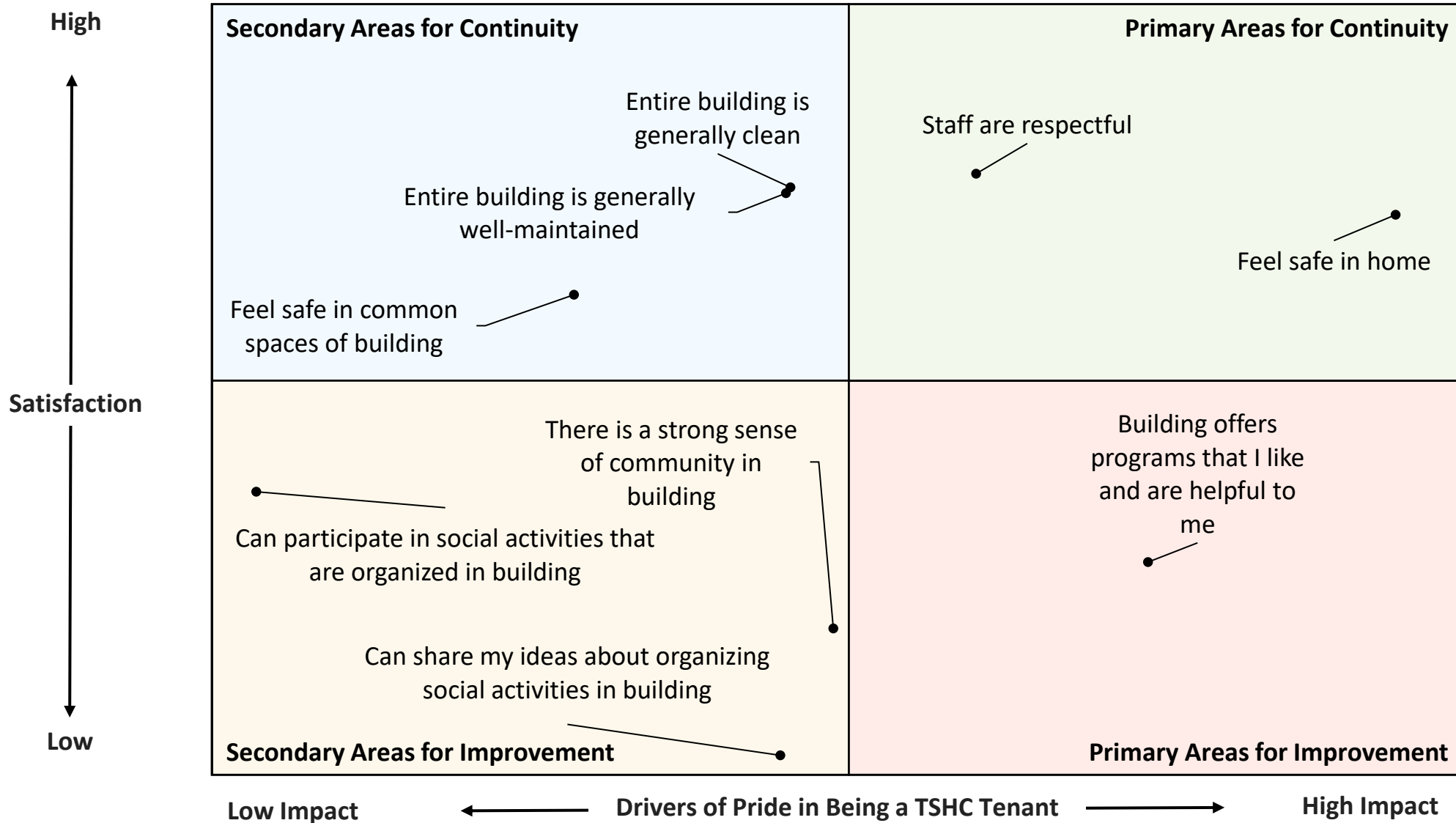
Sentiment Analysis Overall Feeling of Pride



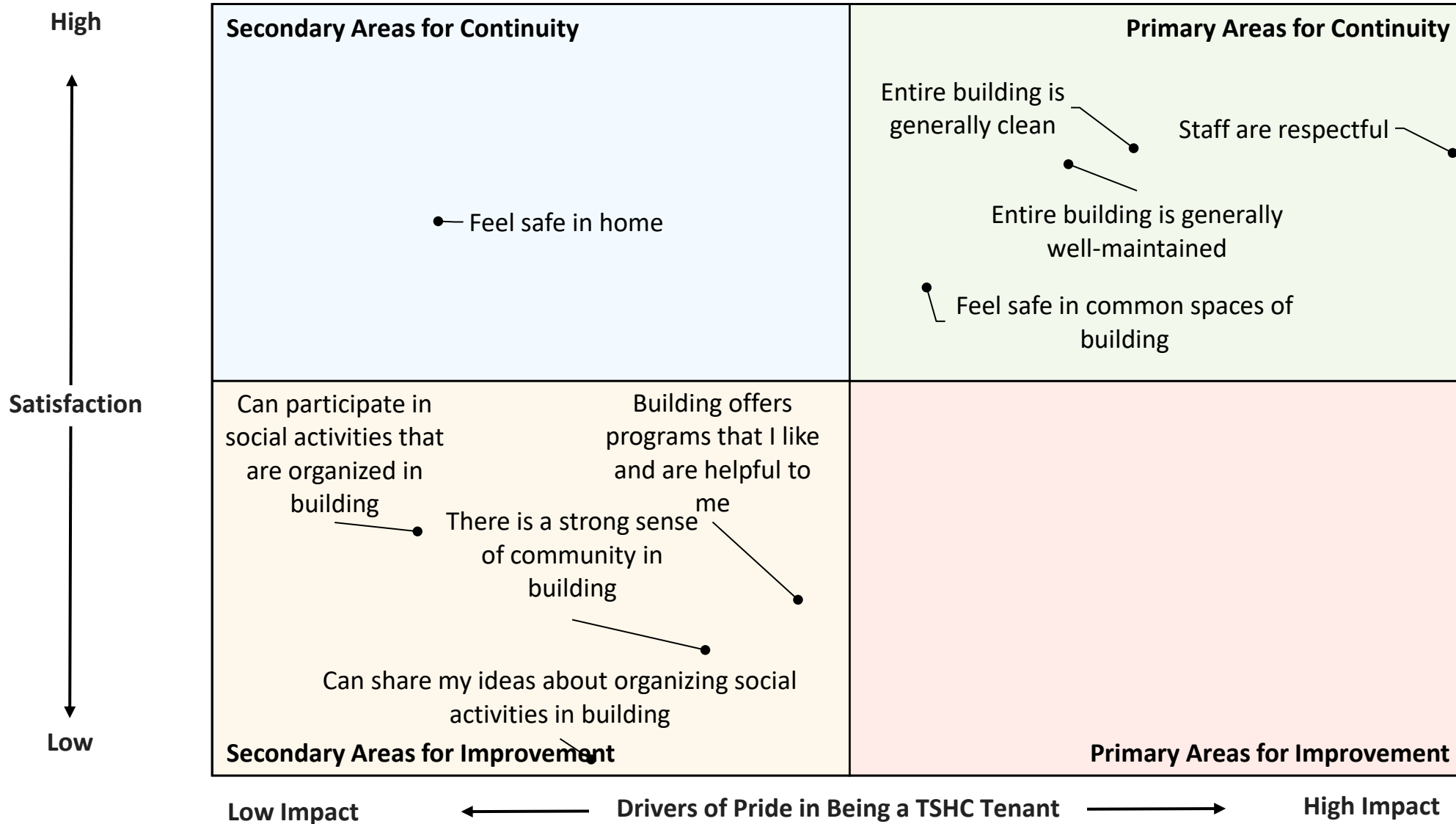
Sentiment Analysis Overall Feeling of Pride – Southeast



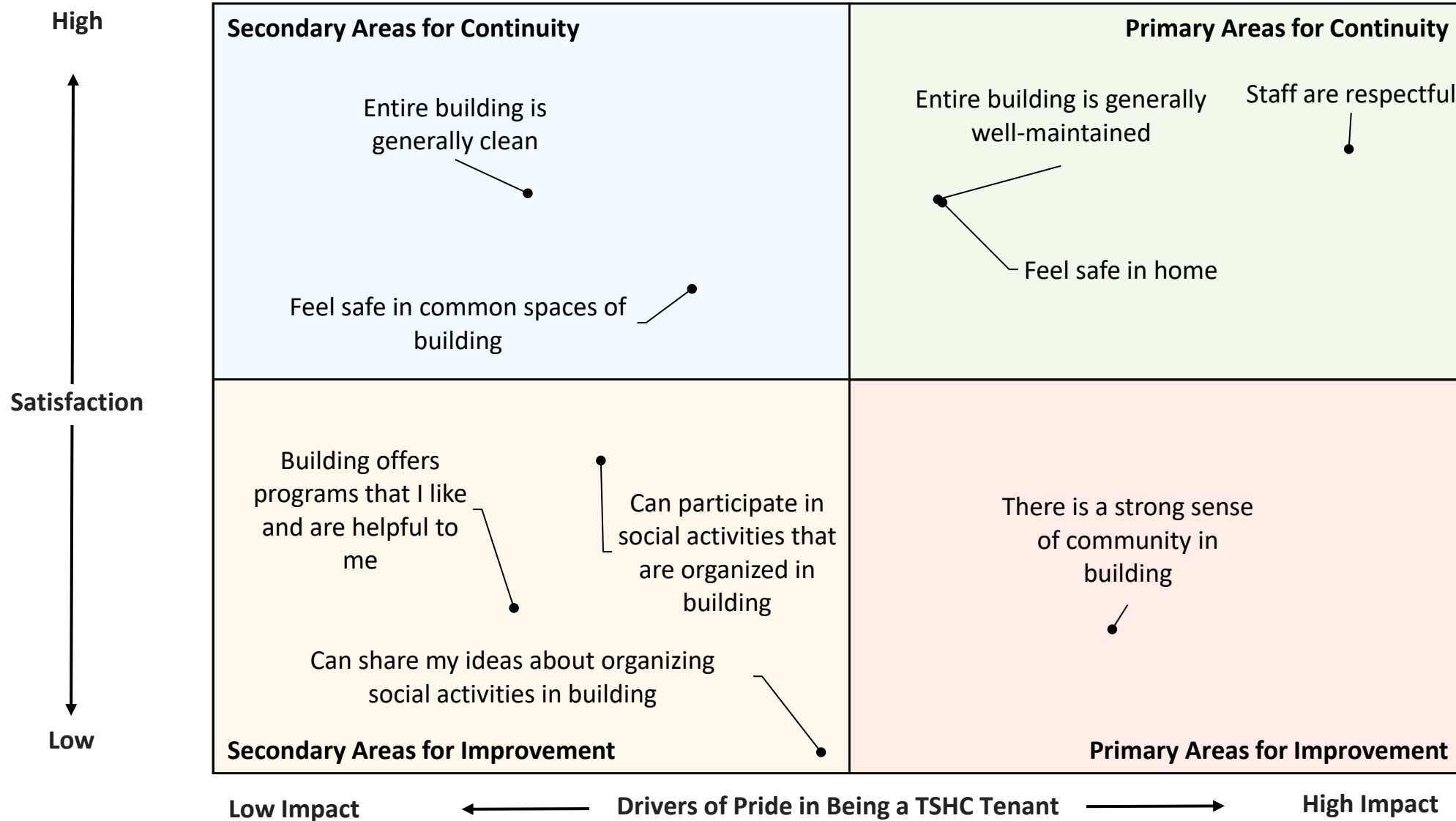
Sentiment Analysis Overall Feeling of Pride – Northwest



Sentiment Analysis Overall Feeling of Pride – Southwest



Sentiment Analysis Overall Feeling of Pride – Northeast



2021 Trending

In 2021, a similar survey was conducted across 18 buildings, 15 from the South-East and three from the North-East region. Questions that were asked in both the 2021 and 2023/204 survey have been compared to understand trends in levels of satisfaction during this period in these 18 buildings. The details are provided in the following tables.

Trending

- Tenants' overall level satisfaction remains largely consistent although their perceptions of issues related to safety and security have somewhat declined over time.

Overall		2021 results	2023 results
Q32 (2023)	I am happy with the services Toronto Seniors Housing provides.	82% n=1043	80% n=641
Q21 (2021)	Overall I am satisfied with the services provided by Toronto Community Housing.		
Safety and Security		2021 results	2023 results
Q12 (2023)	I feel safe in my home.	87% n=1060	83% n=648
Q7 (2021)	I feel safe in my unit.		
Q13 (2023)	I feel safe in the common spaces of my building (example: elevators, lobby, laundry room).	85% n=1058	81% n=647
Q8 (2021)	I feel safe in the common areas of my building such as the elevators, lobby and laundry room		

All 2023 values are for the same group of buildings included in the 2021 survey.
All 2023 values exclude prefer not to answer, don't know, or no answer provided.

Trending

- While tenants’ levels of satisfaction with issues related to Property Management are similar to 2021, areas for attention include completing work in a timely manner after a service request is made (2021: 80%; 2023: 76%), and keeping tenants informed about the progress of the work (2021: 77%, 2023: 71%).

Property Management	2021 results	2023 results
Q1 (2023) Generally, my entire building is clean (example: lobby, hallways, laundry room).	89%	88%
Q1 (2021) My building (e.g., lobby, hallway, and laundry room) is clean.	n=1069	n=650
Q2 (2023) Generally, my building is well-maintained (example: elevators, lights, common areas like the lobby and hallways).	87%	89%
Q2 (2021) My building is well-maintained (e.g., elevators work, lights work, common areas like lobby and hallways are welcoming).	n=1044	n=653
Q6 (2023) The work was done quickly.	80%	76%
Q4 (2021) The service was completed in a timely manner.	n=911	n=505
Q7 (2023) I was kept up to date with information on how the work was going.	77%	71%
Q5 (2021) I was informed about the progress of the work.	n=875	n=496
Q8 (2023) I was happy with how well the work was done.	81%	79%
Q6 (2021) I was satisfied with the quality of the service.	n=894	n=501

All 2023 values are for the same group of buildings included in the 2021 survey.

All 2023 values exclude prefer not to answer, don't know, or no answer provided.

Trending

- In Communications and Interactions with Staff, the most notable difference between the two surveys is in tenants' levels of comfort with sharing their concerns with staff (2021: 83%, 2023: 74%).

Communications and Interactions with Staff		2021 results	2023 results
Q15 (2023)	Staff treat me with respect.	91% n=1047	87% n=650
Q9 (2021)			
Q17 (2023)	I get updates about necessary work in my building (example: water shutoffs, fire testing, elevator outages). I am informed about ongoing changes in my building such as water shutoffs, fire testing or staffing changes.	93% n=1051	92% n=648
Q10 (2021)			
Q19 (2023)	I feel comfortable sharing my concerns and making complaints to Toronto Seniors Housing. I feel comfortable sharing my feedback and/or complaints with staff.	83% n=1025	74% n=641
Q11 (2021)			
Q20 (2023)	I am happy with how staff respond when I ask for help or make a request. I am satisfied with how staff follow up with me when I make a request/need help	80% n=1043	80% n=645
Q12 (2021)			

All 2023 values are for the same group of buildings included in the 2021 survey.
All 2023 values exclude prefer not to answer, don't know, or no answer provided.

Trending

- A greater share of tenants now know who to contact to access well-being and support services. More tenants are also now aware of who to contact if they need help with tenancy matters.

Access to Support and Services		2021 results	2023 results
Q23 (2023)	Do you know who to contact at Toronto Seniors Housing if you need help accessing well-being and support services?	56%	65%
Q15 (2021)	I know who in Toronto Community Housing can help me if I need access to health and support services.	n=961	n=584

Tenancy Management		2021 results	2023 results
Q26 (2023)	Do you know which staff to talk to if you need help with things related to your place, like paying or owing rent?	80%	85%
Q16 (2021)	I know who to go to if I need help with tenancy matters (paying rent, arrears, etc.).	n=1012	n=536

All 2023 values are for the same group of buildings included in the 2021 survey.
All 2023 values exclude prefer not to answer, don't know, or no answer provided.

Trending

- Tenants’ perceptions and levels of satisfaction with issues related to community participation remain low compared to other categories.

Community Participation		2021 results	2023 results
Q27 (2023)	My building offers programs that I like and are helpful to me (example: exercise, arts and crafts, language classes).	60% n=not available	52% n=632
Q18 (2021)	My building has programs that meet my needs and interests (e.g., exercise and fitness programs, arts and crafts, language classes, community gardens, etc.).		
Q28 (2023)		58% n=not available	54% n=632
Q19 (2021)	I feel there is a strong sense of community in my building.		
Q29 (2023)	I can share my ideas about organizing social activities in my building.	60% n=not available	46% n=621
Q30 (2023)	I can participate in social activities that are organized in my building.		
Q20 (2021)	I have opportunities to share ideas and participate in tenant-led activities (e.g., elections, tenant social and recreational events).		63% n=630

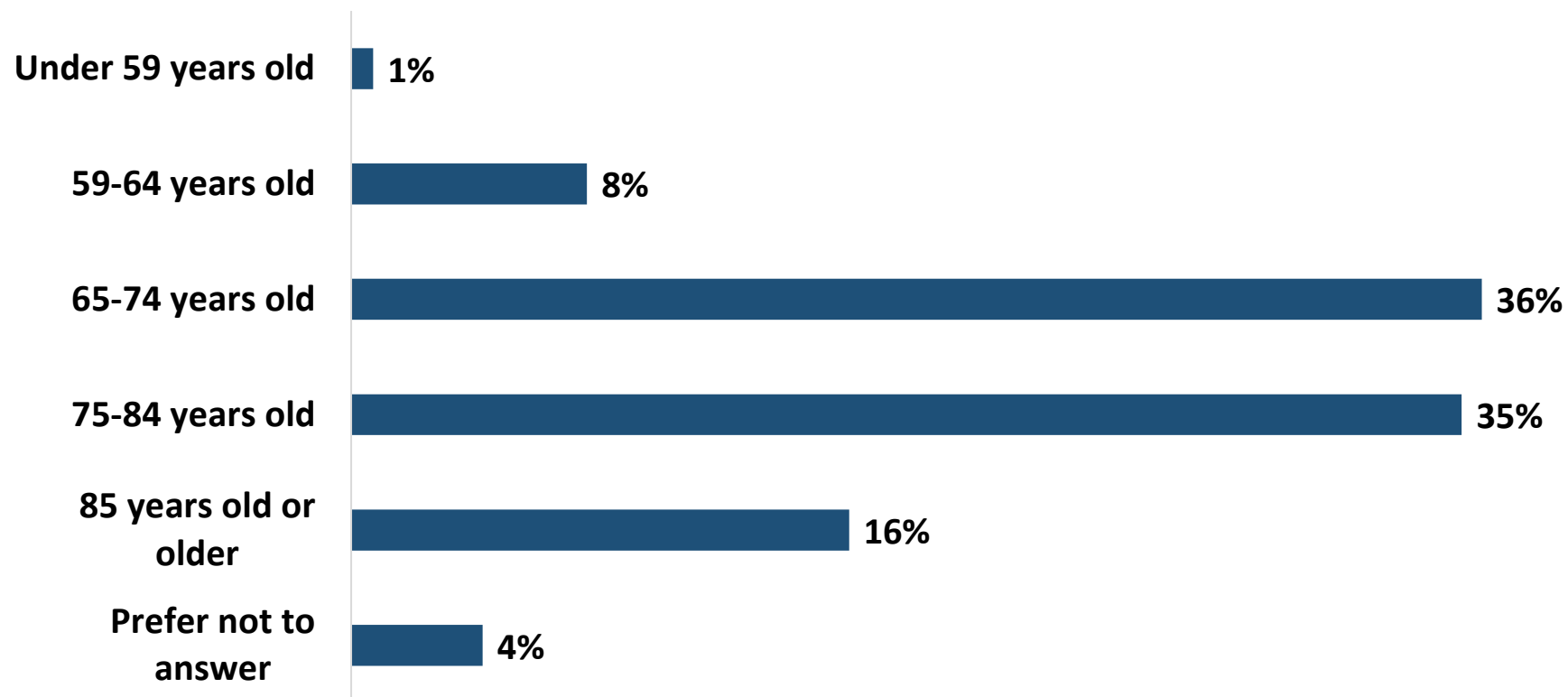
All 2023 values are for the same group of buildings included in the 2021 survey.
All 2023 values exclude prefer not to answer, don’t know, or no answer provided.

Demographics

Asking tenants demographic questions is one way of understanding who completed the survey. Responses provide a snapshot of who lives at TSHC. Differences in how demographic groups respond to the survey questions can provide valuable insights into potential differences in their experiences and needs.

Demographics – Age

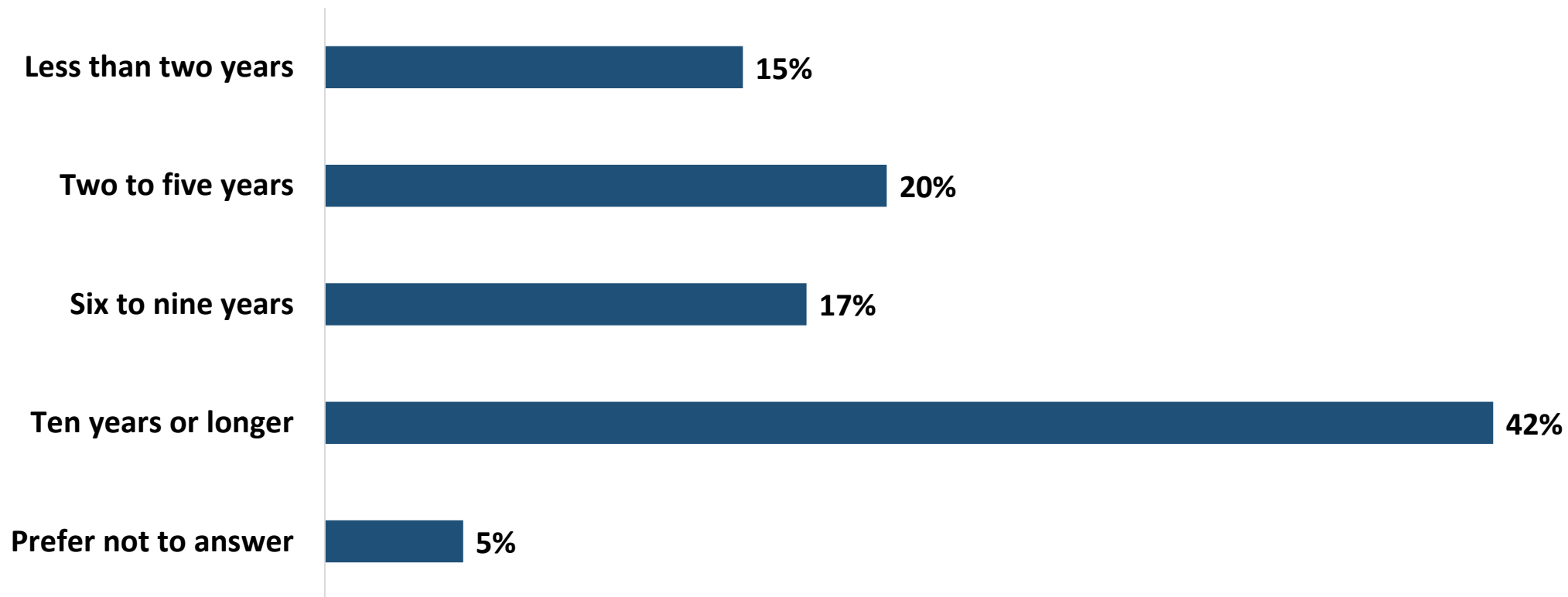
- Nearly 7 in 10 (72%) tenants are between 65 to 84 years old.



36. How old are you?
Sample size: Total (n=3223)
Base: Total sample

Demographics – Years at TSHC

- Many tenants (42%) have lived in Toronto Seniors Housing for more than 10 years.



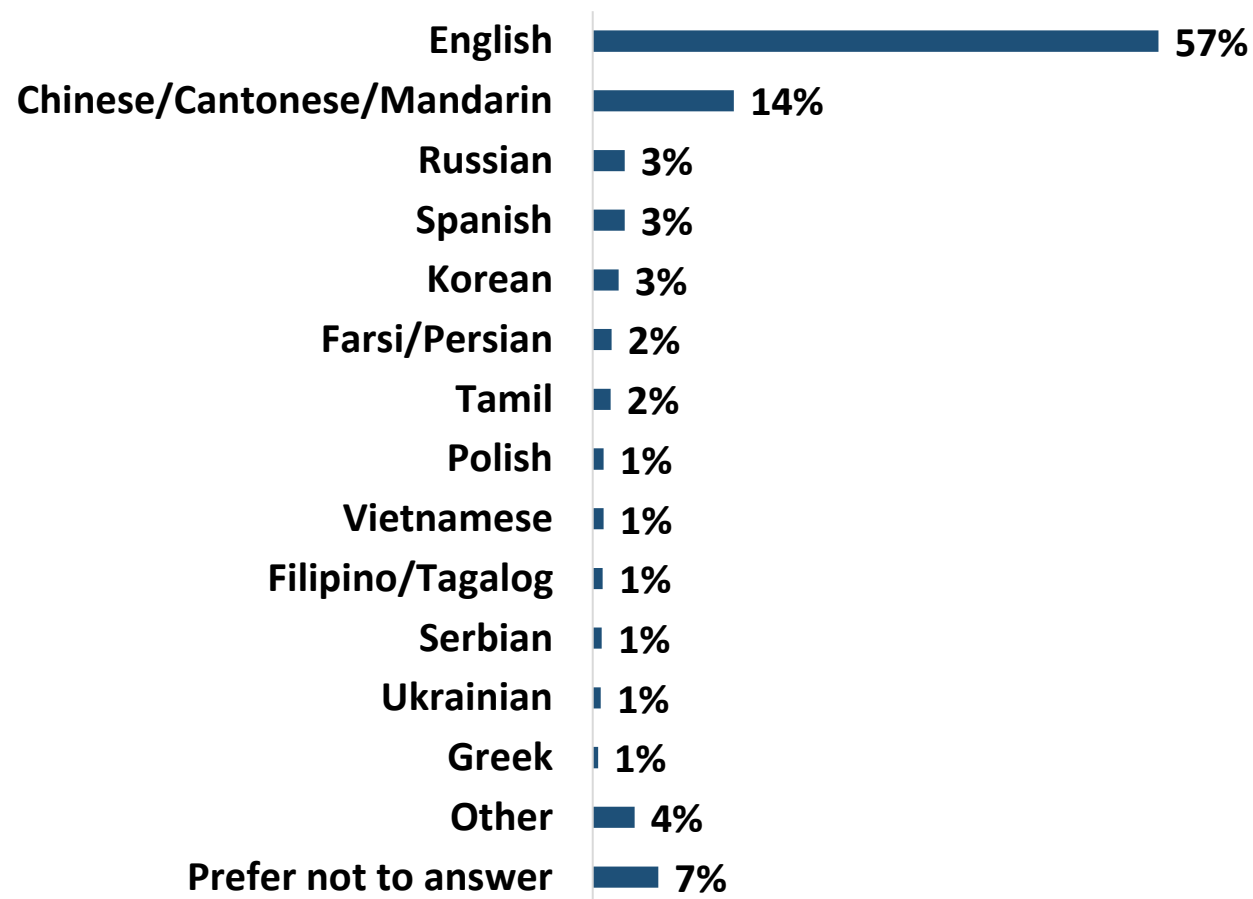
37. How long have you lived in Toronto Seniors Housing (previously Toronto Community Housing)?

Sample size: Total (n=3223)

Base: Total sample

Demographics – Language Preference

- A majority (57%) of tenants prefer to speak in English.

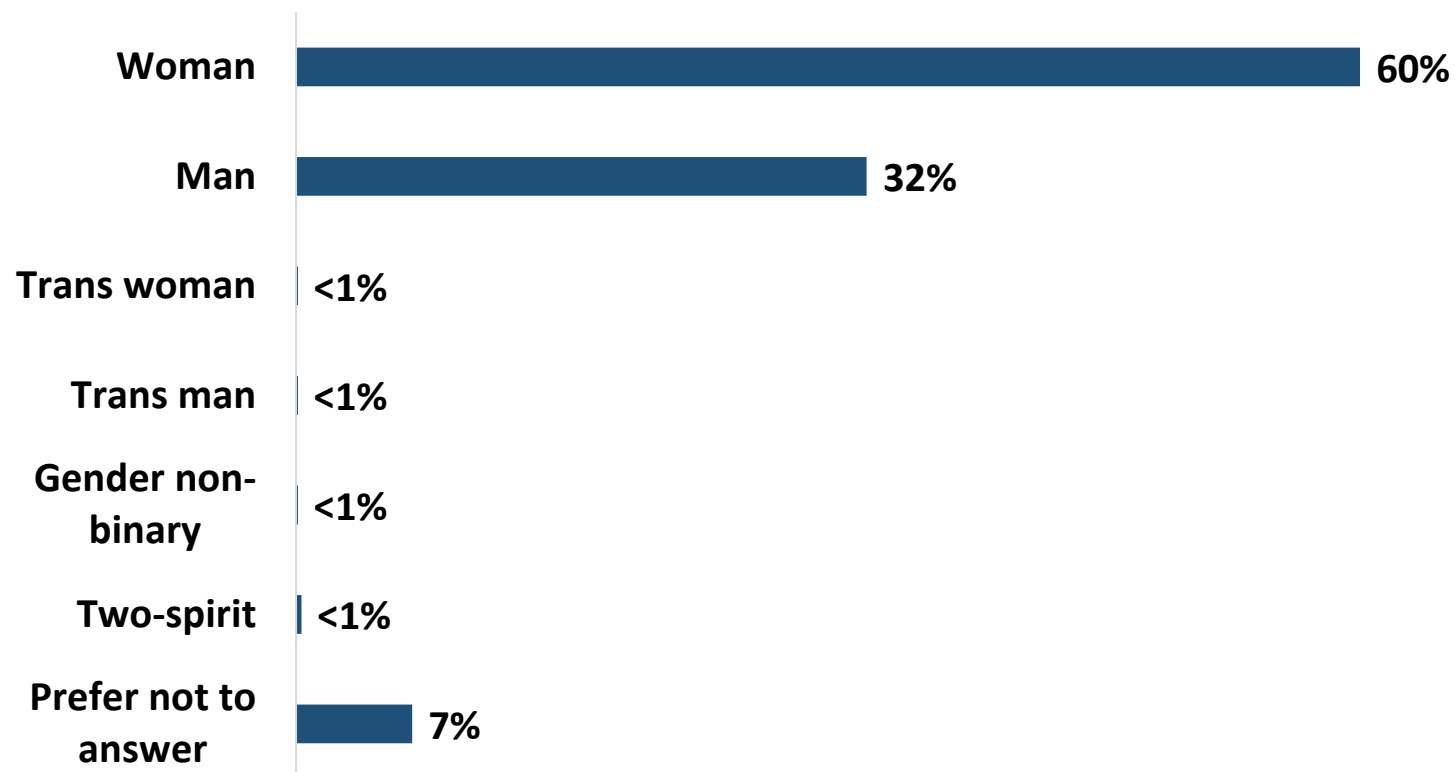


38. What language do you prefer speaking? / Sample size: Total (n=3223) / Base: Total sample

Note: “Other” combines languages mentioned by <0.5% and those who selected “Other (please specify)”. Chinese, Cantonese, and Mandarin are presented as a combined category as some responses of Chinese didn’t specify Cantonese or Mandarin.

Demographics – Gender

- 3 in 5 (60%) tenants identify as women.



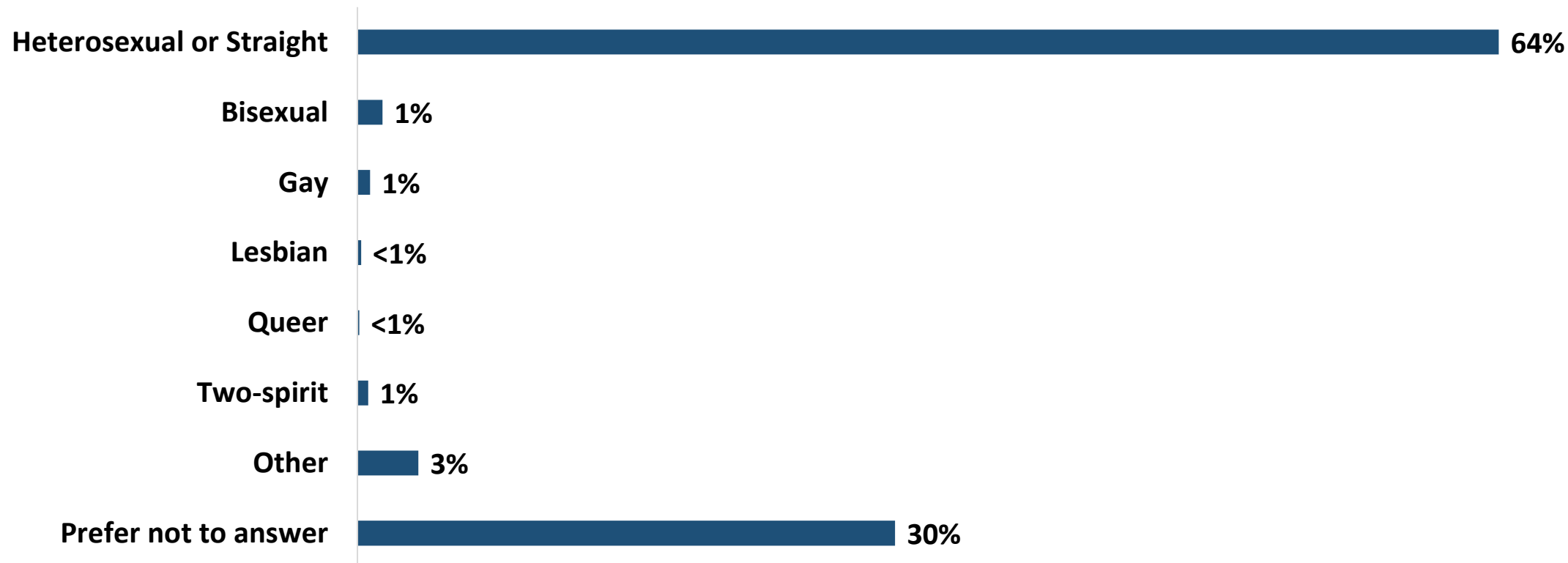
39. Which gender best describes you?

Sample size: Total (n=3223)

Base: Total sample

Demographics – Sexual Orientation

- Around 2 in 3 (64%) tenants describe their sexual orientation as heterosexual or straight.

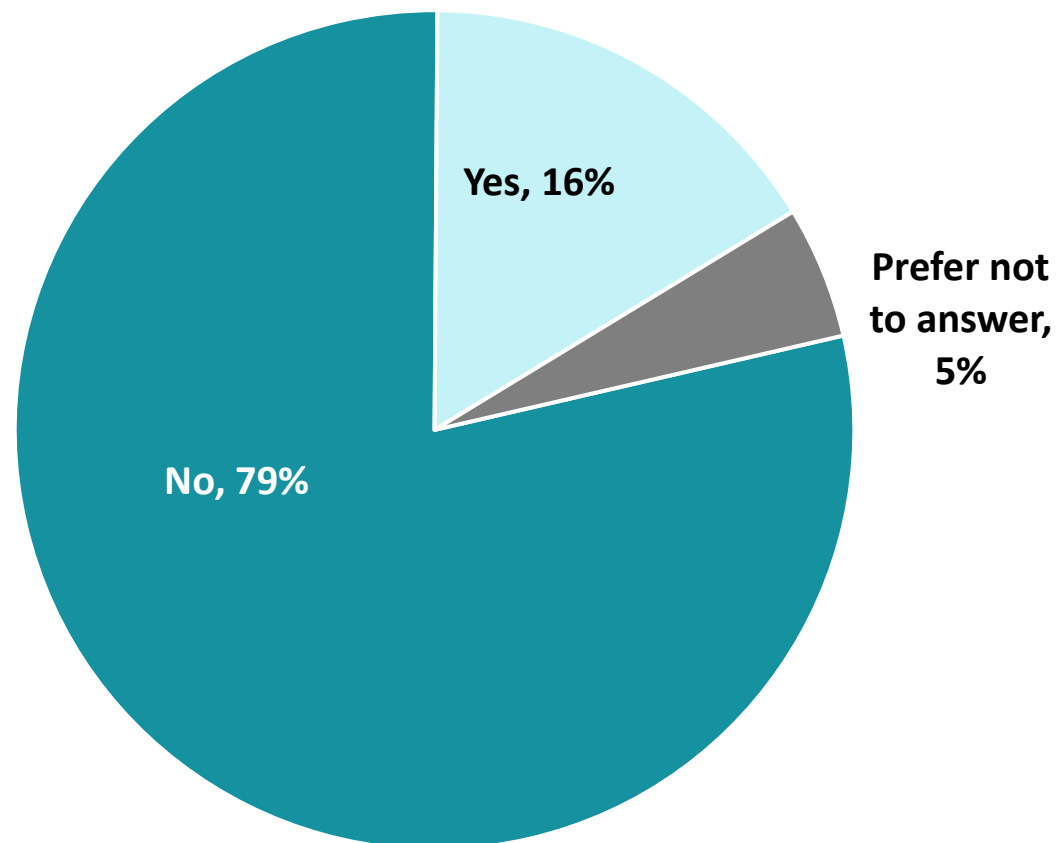


40. Sexual orientation describes a person's emotional, physical, romantic and/or sexual attraction to other people. What best describes your sexual orientation?

Sample size: Total (n=3223) Base: Total sample

Demographics – Born in Canada

- About 4 in 5 (79%) tenants were not born in Canada.



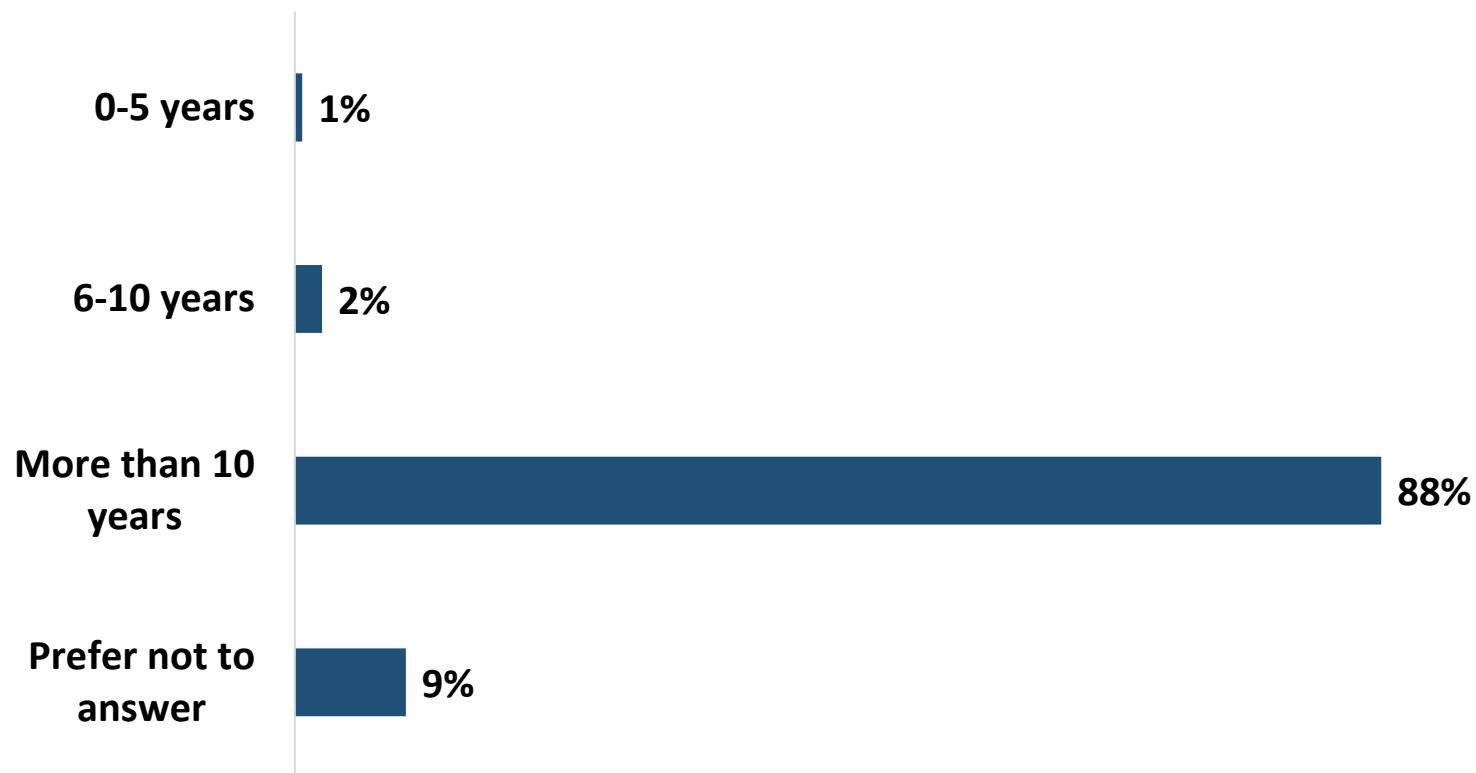
41. Were you born in Canada?

Sample size: Total (n=3223)

Base: Total sample

Demographics – Years Lived in Canada

- A vast majority (88%) of tenants who were not born in Canada have lived in Canada for more than 10 years.



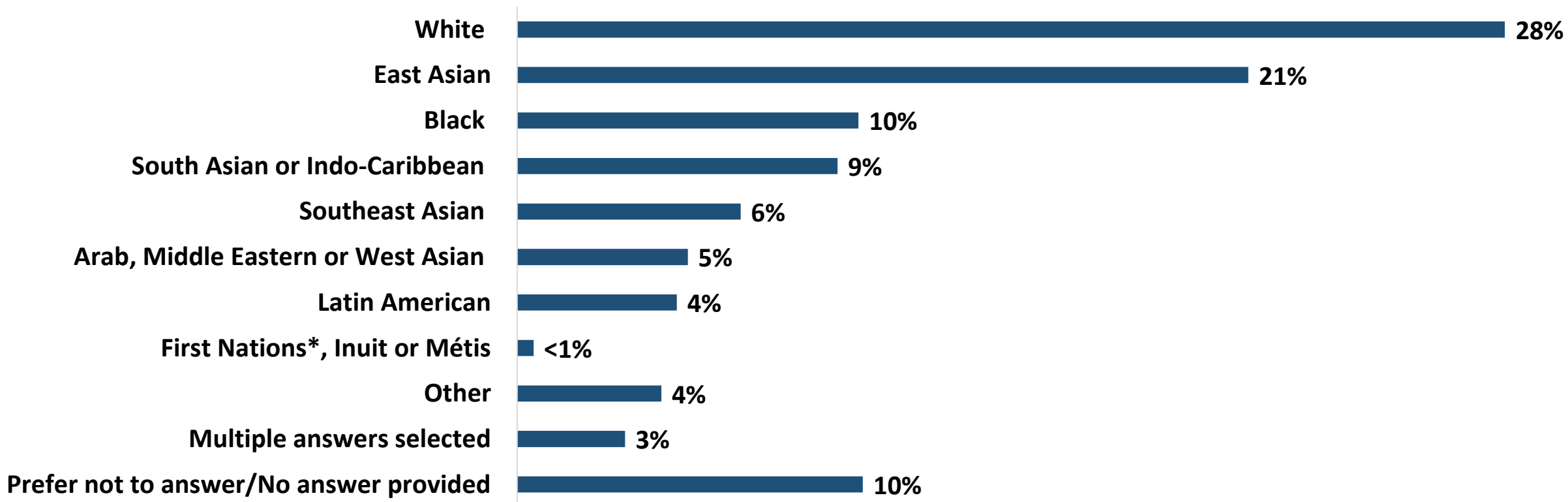
42. How long have you lived in Canada?

Sample size: Total (n=2539)

Base: Tenants born outside of Canada

Demographics – Racial Background

- Around 3 in 10 (28%) tenants describe their racial background as White.



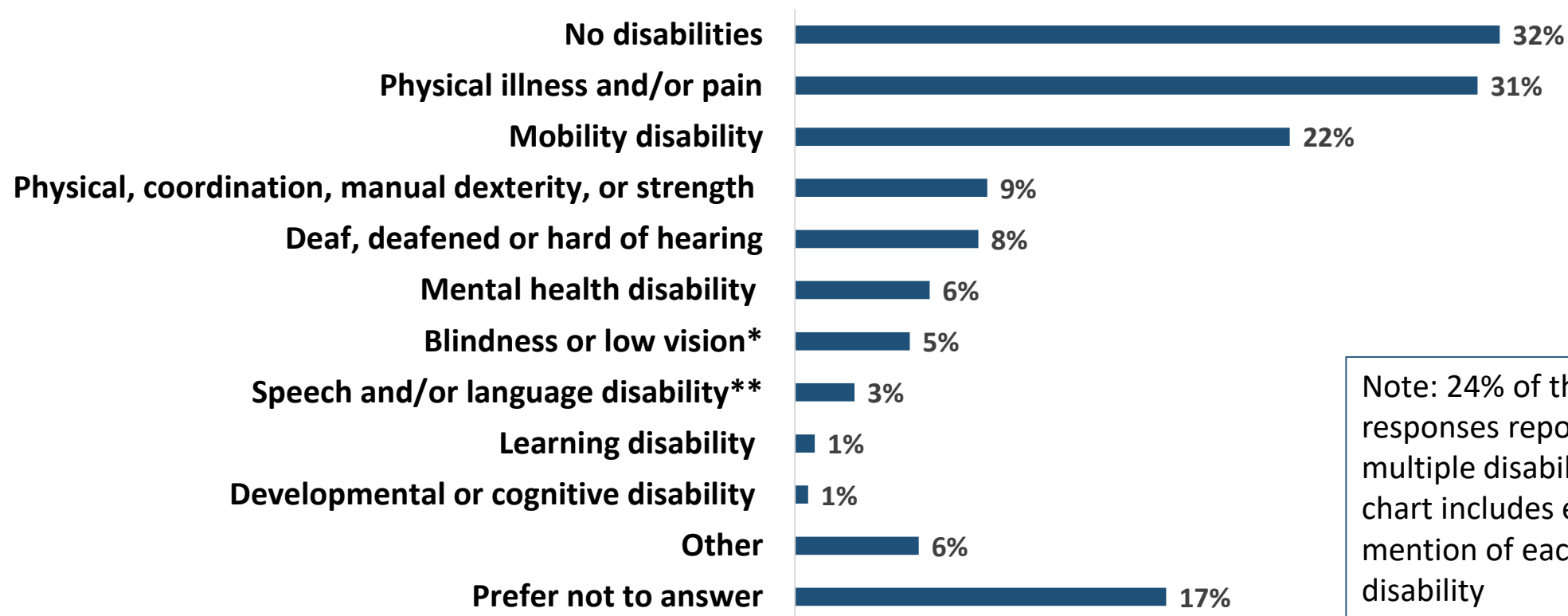
43. People often describe themselves by their race or racial background. How would you describe yourself? (Multi-Select)

Sample size: Total (n=3223) Base: Total sample

*First Nations (status, non-status, treaty or non-treaty), Inuit or Métis

Demographics – Disabilities

- 51% of tenants have one or more disabilities. The most common type of disability is physical illness and/or pain.



Note: 24% of the total responses reported multiple disabilities; this chart includes each mention of each disability

44. Disability means any condition that makes it harder for someone to fully take part in their community. They might be something you can see or something you cannot see. Please indicate which types of disabilities you have, if any:

Sample size: Total (n=3223)

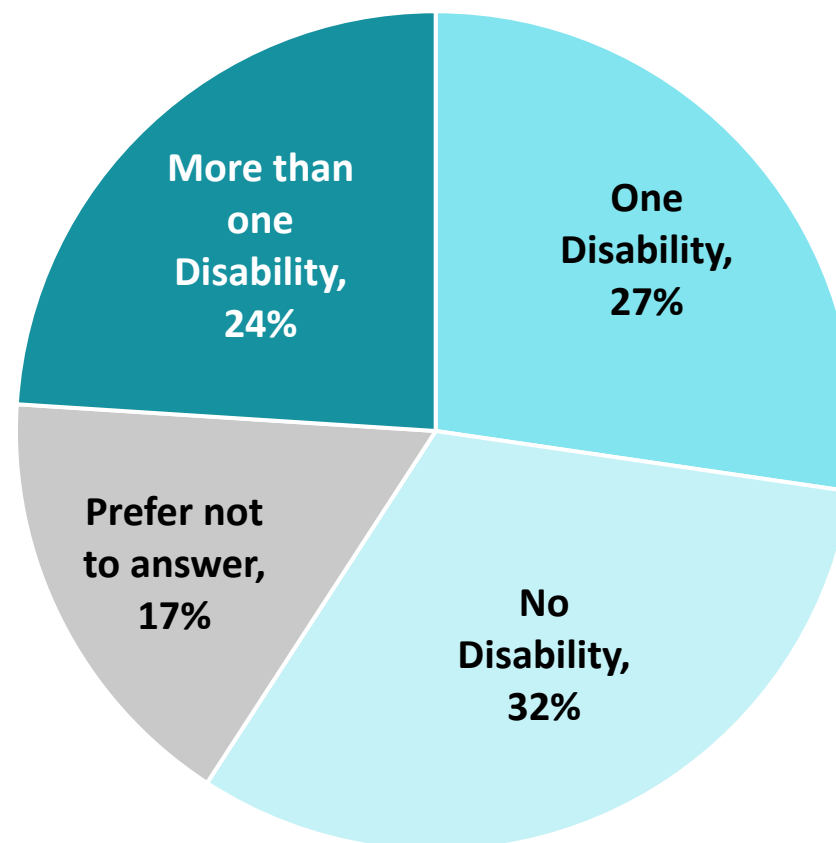
Base: Total sample

*Blindness or low vision (does not include vision that is correctable by glasses or contact lenses)

**Speech and/or language disability (not caused by hearing loss)

Demographics – Disabilities

- 51% of tenants have one or more disabilities.



44. Disability means any condition that makes it harder for someone to fully take part in their community. They might be something you can see or something you cannot see. Please indicate which types of disabilities you have, if any:

Sample size: Total (n=3223)

Base: Total sample

Segmentation Analysis

The segmentation analysis examines potential relationships between demographic factors and tenant experiences. A regression model was used to compare how different demographic factors may have affected the response to each question. The standardized beta coefficient from the regression analysis was used to identify which demographic factors had the most influence on each question. Insights can be presented only for demographic groups where the number of responses were large enough to generate statistical power.

How Do Tenants' Experiences Vary?

Overall Satisfaction

- **While tenants are generally very satisfied living at TSHC:**
 - Those born outside of Canada and people who prefer to speak a language other than English are the most satisfied.

Pride in Living at TSHC

- **Tenants were overwhelmingly proud to live at TSHC as well. The groups that felt especially proud include:**
 - Black tenants.
 - Those born outside of Canada.
 - People who prefer to speak a language other than English.

How Do Tenants' Experiences Vary?

Language

- Having a language other than English as a preference does not affect a tenant's ability to understand their lease, responsibilities and rights. Nor does it impact their ability to receive updates about necessary work in their buildings.
- These tenants still have a preference to receive information in their preferred language.
- They are also less likely to know who to contact when reporting a security incident, or when they need help with information to accessing services, or generally with assistance related to their place.

Race

- Black tenants tend to feel more pride living at TSHC. They also felt most positively about the cleanliness of their buildings and felt safest in common spaces.
- East Asian tenants tend to be less satisfied living at TSHC. This is reflected in their perspectives on a range of issues such as their feelings on pride, sense of community, and building maintenance.
- White tenants are especially satisfied with the maintenance of their buildings but tend to be less proud to be tenants at TSHC.
- Among other groups, there were not enough responses to generate statistically meaningful results.

How Do Tenants' Experiences Vary?

Gender

- Women are more concerned about building cleanliness and feel that they receive less support getting ready for pest treatment.
- Women also feel less safe in their units. However, there isn't a significant difference between men and women's perceptions of safety in common spaces.
- In addition, women have more trouble getting information to access the services they need. They also tend to feel less respected by other tenants.

Disability

- While people with disabilities tend to find their units and their buildings to be less accessible than those without disabilities, 90% of people with disabilities nonetheless consider their homes to be accessible.
- People with disabilities tend to have less awareness about who to contact for support on issues such as reporting a security incident or support with accessing wellbeing and support services. When they do request help for maintenance or receive pest treatment, they are less satisfied with the outcome. They have a more difficult time understanding their lease and responsibilities as well.