

## Introduction

Toronto Community Housing completed its first Tenant Survey in 2004. We did the survey again in 2006 to understand changes since 2004. This report will explain the survey results for your CHU. It will help you focus on areas needing improvement, and it will give you an opportunity to include a set of actions in the CHU Business Plan to address tenants' concerns.

### **Snapshot of Overall TCHC Survey Results**

Before looking at the findings for your CHU, let's first review where TCHC is doing well and what areas to focus on over the next two years.

This year's "Community Pride" score was consistent with 2004. Our analysis shows that the main areas where TCHC is doing well in promoting "Community Pride" are:

- \* Overall satisfaction with TCHC's efforts to help make sure all people are equally valued and fairly treated; and,
- \* Knowing how to access Community Services and Supports.

The analysis also shows that the major areas to focus on in order to improve "Community Pride" are:

- \* Overall condition and cleanliness of the buildings; and,
- \* Continued support of community safety measures.

## What's in the rest of this report?

The rest of this report focuses on the Regent Park CHU. You'll find a description of your CHU, the Key Highlights from the survey findings, a closer look at the findings, and a Fast Facts Summary for your CHU.

## CHU Profile

This section gives you some background information about the Regent Park CHU to help you understand the kinds of people and buildings in your CHU. This information was provided by TCHC and reflects the makeup of your CHU.

### **Your CHU is made up of the following...**

#### **People**

47% are men and 53% are women.

63% are 34 or under, 23% are 35-49, 8% are 50-58, and 6% are 59+ years old.

27% are in single-person households, 15% have 2 people, 48% have 3-5 people, and 10% have 6 or more people.

100% pay Rent Geared to Income.

#### **Buildings**

100% are predominantly Family and Seniors buildings.

100% of buildings are Direct Managed by TCHC.

The map below shows your CHU's boundaries, the types of buildings in the CHU and where each building is located. The table underneath gives the names and addresses of all the developments in your CHU.



**Regent Park – Oak Street**  
**Community Housing Unit (CHU) 27**  
**Excludes Scattered Houses**

**Office**  
 Regent Park  
 19 Belshaw Place, Toronto, M5A 3H6

| Number | Ward | Development Name    | Development Address  |
|--------|------|---------------------|--|
| 19     | 28   | Gerrard River       | 220 Oak Street   |
| 85     | 28   | Regent Park (North) | 470,508,540,600,638-644,646-652,674,696-702 Dundas Street East<br>295,325,355,407,415-417,427-433,463,473-479 Gerrard Street East<br>41 Oak Street<br>347,365 Parliament Street<br>130-136, 150, 184, 200-206 River Street<br>248,251,274,295,319-325 Sackville Green Street<br>202-208,205-211,229,230,259,260,261-267,266-272 Sumach Street                        |
| 201    | 28   | Regent Park (South) | 15, 63 Belshaw Place<br>1-51,14,30-52 Blevins Place<br>525-535 Dundas Street East<br>19-33 Regent Street<br>161-183,170-192,217-223,225-235 Sackville Green Street<br>356-362,380-390,402-410,490-504,506-520 Shuter Street<br>1-29 St.Bartholomew Street<br>78-92,94-100 St. David's Walk<br>31 Sutton Avenue<br>595-619 Whiteside Place<br>33-55, 42-56 Wyatt Walk |

## Key Highlights

The Regent Park CHU has made a number of improvements since 2004. These improvements are mainly in the areas of better services from the CHU office, repairs being completed more quickly, and better customer service from the TCHC Response Line. "Community Pride" in your CHU has also improved since 2004.

### The Key Highlights in this section include the following areas:

1. Improvements at Regent Park since 2004
2. Areas where Regent Park is doing well in 2006
3. Areas that Regent Park should focus on improving
4. The overall "Community Pride" score for Regent Park

*The lists in each box are shown in order, with the highest scoring item at the top of each list.*

### **How has Regent Park improved since 2004?**

Compared to the 2004 survey results, the five key improvements for Regent Park are:

1. The customer service the CHU office provides helps to solve tenant problems
2. A higher % of general maintenance or repairs are completed within 2 days
3. A higher % of emergency repairs are completed within 24 hours
4. The hours the CHU office is open are convenient
5. TCHC Response Line call wait time during business hours was acceptable

### **What is Regent Park doing well in 2006?**

The four key areas where Regent Park scored the highest this year are:

1. Overall satisfaction with TCHC's efforts to help make sure all people are equally valued and fairly treated
2. Overall quality of information from TCHC
3. Tenants have a say and participate in decisions that TCHC makes about their building and community
4. Overall quality of service from CHU office

### **What areas should Regent Park focus on improving?**

Areas for improvement at Regent Park include:

1. Tenant perception of community safety
2. Overall building condition
3. Overall condition of apartment/unit
4. Overall quality of service related to general maintenance or repairs
5. Overall quality of service related to emergency repairs

### **"Community Pride"**

The Overall "Community Pride" score in 2006 for Regent Park is 48. In 2004, the score was 38.

This score explains overall how proud tenants are to live in their community. It is a combination of "Agree" and "Strongly Agree" responses to the following three statements. The highest possible score is 100.

1. I have a strong sense of belonging to my community
2. I am proud to live in my neighbourhood
3. I live in a neighbourhood where people are willing to help their neighbours



This section provides a closer look at the improvements, strengths, and focus areas for your CHU.

### ***How has Regent Park improved since 2004?***

Since 2004, Regent Park tenants have seen improvements in three main areas. First, the customer service provided by the CHU office has improved. Second, general and emergency repairs are being done more quickly. Third, TCHC Response Line service quality has improved.

#### **CUSTOMER SERVICE**

In 2006, more Regent Park tenants feel the customer service their CHU office provides helps them to solve their problems. In addition, more tenants find the CHU office hours of operation to be convenient. Regent Park tenants also believe the helpfulness of the staff at the CHU office has improved.

#### **GENERAL AND EMERGENCY REPAIRS**

General and emergency repairs are getting done more quickly than they were two years ago. This year, a higher number of general repairs are being completed within 2 days, and emergency repairs are more likely to be completed within 24 hours.

#### **TCHC RESPONSE LINE**

This year, tenants report not having to wait as long as they did in 2004 when they call the TCHC Response Line during business hours.

### ***What is Regent Park doing well in 2006?***

The Regent Park CHU is doing well in 2006 in a variety of areas. Topping the list is that tenants are most satisfied with TCHC's efforts to make sure all people are equally valued and fairly treated. It is reassuring to know that this important aspect of TCHC's mission is being recognized among tenants.

Tenants also have positive views in a variety of other areas. First, most tenants find the quality of information they receive from TCHC to be good. Many tenants are also generally pleased with the quality of service provided by the CHU office. In addition, many tenants feel they have a say and can participate in decisions TCHC makes about their building and community.

### ***What areas should Regent Park focus on improving?***

Your CHU scored the lowest this year in tenant perception of community safety. The major focus area for the Regent Park CHU should be on the continued support of community safety measures.

Two other areas should also receive attention for improvement. First, the overall conditions of the buildings and units are in need of improvement. Second, efforts should be made to improve the quality of service related to general and emergency repairs.



Below is a closer look at "Community Pride" in your CHU.

### ***"Community Pride"***

This year, Regent Park has a "Community Pride" score of 48. In comparison with 2004's score of 38, the score in your CHU has improved. Regent Park tenants feel that knowing how to access community services and supports, participating in TCHC decision-making about their building and community, and the quality of information they receive from TCHC have the most positive impact on "Community Pride".

This score can also be compared with TCHC's overall score of 54. "Community Pride" at Regent Park is 6 points lower in comparison with TCHC as a whole. "Community Pride" at Regent Park could be boosted through improvements to the quality of service provided by the TCHC Response Line, continued support of community safety measures, and improvements to the quality of service related to general maintenance and repairs.



### **How was the research conducted?**

Decima Research conducted the 2006 Tenant Survey by mailing questionnaires to a randomly selected sample of 300 tenants in each CHU in the summer of 2006. For the Regent Park CHU, 112 questionnaires were completed and returned, representing a 37% response rate for your CHU.

With a sample of this size, the results in this report are considered accurate within +/- 9.2 percentage points, 19 times out of 20, to what they would have been had the entire tenant population been surveyed. The margin of error will be larger within sub-groups of the CHU sample. Additional technical information about the survey methodology and analysis can be provided on request.

### **How to read and understand the Fast Facts Summary**

The Fast Facts Summary for Regent Park is found on the next four pages. In it, you'll find the results from each survey question for this CHU.

You'll see the results from the 2004 and 2006 surveys in the Fast Facts Summary. You'll also see the change in scores between the two years.

In the survey, most of the questions asked tenants to rate how good or bad an item is, or how much they agree or disagree with a statement. (For instance, one question asked people to say whether the condition of their building was "Very Good", "Good", "Fair", "Poor", or "Very Poor". Another question asked how much people agreed that it is easy to request that repairs be made, by asking if they "Strongly Agree", "Agree", "Neutral", "Disagree", or "Strongly Disagree".)

**In the Fast Facts Summary, we show only the percent of tenants who said the item is Good or Very Good, or the percent who said they Agree or Strongly Agree.**

#### **What do the arrows mean?**

The arrows in the Fast Facts Summary show significant changes between the 2004 and 2006 results for this CHU. When you see an arrow, you'll know whether the change was a significant increase or decrease from 2004. **You will only see an arrow if there is a significant change between the two years.**

**TCHC 2006 Tenant Survey**  
**Fast Facts Summary: CHU 27 - Regent Park**

Toronto Community Housing



|  | 2004<br>% | 2006<br>% | Change from<br>2004 to 2006 |
|--|-----------|-----------|-----------------------------|
| <b>Quality of Housing</b>  |           |           |                             |
| <b>Building Conditions</b>   |           |           |                             |
| <b>Overall building/complex condition</b> (% Good / Very Good)                                   | n/a       | 26        | -                           |
| <b>Current condition</b> of these areas (% Good / Very Good)                                     |           |           |                             |
| Exterior   | 31        | 28        | -3                          |
| Common areas   | 25        | 21        | -4                          |
| Laundry room   | 30        | 46        | 16 ↑                        |
| Elevators  | 22        | 12        | -10                         |
| Garbage area   | 27        | 19        | -8                          |
| Recycling area   | n/a       | 34        | -                           |
| Fire safety systems  | 75        | 71        | -4                          |
| Parking lot/garage   | n/a       | 52        | -                           |
| <b>Cleanliness</b> of these areas (% Good / Very Good)   |           |           |                             |
| Exterior   | 35        | 29        | -6                          |
| Common areas   | 25        | 24        | -1                          |
| Laundry room   | 31        | 44        | 13 ↑                        |
| Elevators  | 23        | 19        | -4                          |
| Garbage area   | 26        | 23        | -3                          |
| Recycling area   | n/a       | 31        | -                           |
| Parking lot/garage   | n/a       | 45        | -                           |
| <b>Unit Conditions</b>   |           |           |                             |
| <b>Overall condition of apartment/unit</b> (% Good / Very Good)                                  | n/a       | 28        | -                           |
| <b>Current condition</b> of these items (% Good / Very Good)                                     |           |           |                             |
| Appliances   | 46        | 60        | 14 ↑                        |
| Kitchen  | 32        | 39        | 7                           |
| Bathroom   | 33        | 31        | -2                          |
| Windows and window locks   | 45        | 36        | -9                          |
| Carpet and floors  | 39        | 29        | -10                         |
| Walls and ceilings   | 31        | 23        | -8                          |
| Exhaust fans in the kitchen and bathroom   | n/a       | 21        | -                           |
| <b>Maintenance Services</b>  |           |           |                             |
| Overall quality of service related to <b>general maintenance or repairs</b> (% Good / Very Good) | n/a       | 32        | -                           |
| <b>Agreement about general maintenance or repairs</b> (% Agree / Strongly Agree)                 |           |           |                             |
| It is easy to request repairs  | 42        | 46        | 4                           |
| Repairs are done properly  | 37        | 42        | 5                           |
| Repairs are done quickly   | 27        | 25        | -2                          |
| Maintenance staff are helpful  | 52        | 43        | -9                          |
| EasyTrac is an easy/helpful way to check the status of your request                              | n/a       | 31        | -                           |
| % of repairs completed within 2 days   | 16        | 41        | 25 ↑                        |

*Note: The arrows that you see above show significant changes from 2004 to 2006 for this CHU. You will only see an arrow when the change is a significant increase or decrease since 2004.*

|  | 2004<br>% | 2006<br>% | Change from<br>2004 to 2006 |
|--|-----------|-----------|-----------------------------|
| <b>Maintenance Services (continued)</b>  |           |           |                             |
| Overall quality of service related to <b>emergency repairs</b> (% Good / Very Good)                | n/a       | 40        | -                           |
| <b>Agreement about emergency repairs</b> (% Agree / Strongly Agree)                                |           |           |                             |
| Repairs are done correctly   | 42        | 53        | 11                          |
| Repairs are done quickly   | 43        | 38        | -5                          |
| Maintenance staff are helpful  | 52        | 50        | -2                          |
| % of repairs completed within 24 hours   | 46        | 69        | 23 ↑                        |
| <b>Community Safety</b>  |           |           |                             |
| Overall safety of the community (% Good / Very Good)   | n/a       | 21        | -                           |
| <b>Safety of these areas</b> (% Good / Very Good)  |           |           |                             |
| Your neighbourhood   | 27        | 29        | 2                           |
| Outside areas of your building/complex   | 20        | 25        | 5                           |
| Inside areas of your building/complex  | 22        | 27        | 5                           |
| <b>Agreement about safety issues</b> (% Agree / Strongly Agree)                                    |           |           |                             |
| It is easy to request assistance   | 37        | 34        | -3                          |
| Community safety officers arrive quickly   | 27        | 25        | -2                          |
| Problems are resolved successfully   | 18        | 30        | 12 ↑                        |
| Community safety officers act professionally   | 34        | 42        | 8                           |
| <b>Effectiveness making tenants feel safer</b> (% Somewhat / Very Effective)                       |           |           |                             |
| Education programs on safety for tenants   | 72        | 75        | 3                           |
| Getting tenants involved in community programs   | 79        | 76        | -3                          |
| Better building maintenance  | 73        | 78        | 5                           |
| More safety measures   | 85        | 81        | -4                          |
| More community safety staff  | 82        | 88        | 6                           |
| More community safety programs between TCHC and police, legal clinics, and crime prevention groups | 87        | 90        | 3                           |
| More support from police (e.g., foot patrols)  | n/a       | 94        | -                           |
| <b>Participation in safety activities</b> (% who have done these things in the past year)          |           |           |                             |
| Talked to friends/neighbours about a safety concern  | 69        | 71        | 2                           |
| Been to a TCHC or neighbourhood meeting about a safety issue                                       | 29        | 43        | 14 ↑                        |
| Joined a safety committee or group   | 8         | 13        | 5                           |
| <b>Building Community</b>  |           |           |                             |
| <b>Communications</b>  |           |           |                             |
| Overall quality of information from TCHC (% Good / Very Good)                                      | n/a       | 63        | -                           |
| <b>Agreement about communications</b> (% Agree / Strongly Agree)                                   |           |           |                             |
| The information is useful  | 74        | 70        | -4                          |
| You get the information at the right time  | 51        | 60        | 9                           |
| The information is in the language that you need   | 81        | 79        | -2                          |
| TCHC does a good job at keeping you up-to-date on things important to you                          | 61        | 64        | 3                           |

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|  | 2004<br>% | 2006<br>% | Change from<br>2004 to 2006 |
|--|-----------|-----------|-----------------------------|
| <b>Relationship with Staff</b>   |           |           |                             |
| <b>Overall quality of service from CHU office</b> (% Good / Very Good)   | n/a       | 48        | -                           |
| <b>Agreement about staff issues</b> (% Agree / Strongly Agree)   |           |           |                             |
| You know how to contact staff  | 77        | 78        | 1                           |
| You are able to contact staff when you need to   | 53        | 56        | 3                           |
| The hours your CHU office is open are convenient   | 29        | 49        | 20 ↑                        |
| Staff are helpful  | 45        | 64        | 19 ↑                        |
| The customer service they provide helps to solve your problems   | 30        | 56        | 26 ↑                        |
| Your CHU office provides you with info you need about services in your community                                     | 47        | 57        | 10                          |
| <b>TCHC Response Line</b>  |           |           |                             |
| <b>Overall quality of service from TCHC's Response Line</b> (% Good / Very Good)                                     | n/a       | 47        | -                           |
| % who phoned <b>during business hours</b>  | 72        | 77        | 5                           |
| <b>Agreement about Response Line during business hours</b> (% Agree / Strongly Agree)                                |           |           |                             |
| My wait time was acceptable  | 21        | 41        | 20 ↑                        |
| The person who answered my call was polite   | 54        | 61        | 7                           |
| The person who answered my call was able to help me  | 46        | 58        | 12                          |
| % who phoned <b>after hours</b>  | 45        | 53        | 8                           |
| <b>Agreement about Response Line after hours</b> (% Agree / Strongly Agree)  |           |           |                             |
| My wait time was acceptable  | 25        | 40        | 15                          |
| The person who answered my call was polite   | 49        | 56        | 7                           |
| The person who answered my call was able to help me  | 43        | 55        | 12                          |
| <b>Community Engagement</b>  |           |           |                             |
| <b>Tenant Participation</b>  |           |           |                             |
| <b>Agreement about access and participation in community</b> (% Agree / Strongly Agree)                              |           |           |                             |
| I have access or know how to access the community services and supports I need in my neighbourhood                   | 37        | 54        | 17 ↑                        |
| I have a say and participate in decisions that TCHC makes about my building and community                            | 53        | 54        | 1                           |
| My participation has impact on issues/decisions that matter to me  | 44        | 47        | 3                           |
| <b>Involvement with TCHC</b> (% who have done these items)   |           |           |                             |
| Attended a TCHC meeting in the last year   | 43        | 43        | 0                           |
| Know who their tenant representative is  | 54        | 59        | 5                           |
| Are aware of their CHU Tenant Council and what it is working on  | 41        | 34        | -7                          |
| Know when their Tenant Council meetings take place   | n/a       | 41        | -                           |
| Know a community consultation/information meeting has taken place in their building/complex in the last 12-18 months | n/a       | 42        | -                           |
| Have participated in a volunteer activity in their community in the last 2 years                                     | n/a       | 26        | -                           |
| Have participated in a community meeting/event in the last year  | n/a       | 47        | -                           |

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|  | 2004<br>% | 2006<br>% | Change from<br>2004 to 2006 |
|--|-----------|-----------|-----------------------------|
| <b>"Community Pride"</b>   |           |           |                             |
| <b>Overall "Community Pride" Score</b>   | 38        | 48        | 10                          |
| <b>Agreement about "Community Pride" (% Agree / Strongly Agree)</b>  |           |           |                             |
| I have a strong sense of belonging to my community   | 47        | 57        | 10                          |
| I am proud to live in my neighbourhood   | 36        | 51        | 15 ↑                        |
| I live in a neighbourhood where people are willing to help their neighbours  | 29        | 36        | 7                           |
| <b>Overall satisfaction with TCHC's efforts to help make sure all people are equally valued and fairly treated (% Somewhat / Very Satisfied)</b> | 68        | 80        | 12 ↑                        |
| <b>Discrimination issues (% Somewhat / Very Serious issues)</b>  |           |           |                             |
| Racism   | 48        | 48        | 0                           |
| Discrimination against gays and lesbians   | 27        | 41        | 14                          |
| Age discrimination against children (0-12 years of age)  | n/a       | 30        | -                           |
| Age discrimination against youth (13-24 years of age)  | n/a       | 41        | -                           |
| Age discrimination against seniors (59+ years of age)  | n/a       | 28        | -                           |
| Discrimination against people with physical disabilities   | n/a       | 29        | -                           |
| Discrimination against people with mental illness  | n/a       | 32        | -                           |
| Discrimination on the basis of social class/income   | n/a       | 45        | -                           |
| <b>TCHC Programs</b>   |           |           |                             |
| <b>Have the opportunity to participate in these programs (%)</b>   |           |           |                             |
| Recycle  | 71        | 68        | -3                          |
| Compost food or yard waste   | 22        | 27        | 5                           |
| Participate in a community garden or gardening program   | 47        | 57        | 10                          |
| <b>Participation in TCHC programs (% who have participated)</b>  |           |           |                             |
| Tenant Participation Program   | n/a       | 16        | -                           |
| Green Plan   | n/a       | 20        | -                           |
| Community Business Planning & Distribution of Tenant Allocated Capital Funds   | n/a       | 6         | -                           |
| Tenant Council Funding   | n/a       | 5         | -                           |
| Recreation Programs for Children & Youth   | n/a       | 17        | -                           |
| Building Renewal Program   | n/a       | 6         | -                           |
| Youth Development Programs   | n/a       | 8         | -                           |
| Social Investment Fund   | n/a       | 10        | -                           |
| <b>Recycling</b>   |           |           |                             |
| <b>Recycling (% whose building has a program)</b>  | n/a       | 65        | -                           |
| <b>Type of recycler (% who consider themselves at each recycling level)</b>  |           |           |                             |
| Committed and enthusiastic recycler  | n/a       | 19        | -                           |
| Active recycler  | n/a       | 35        | -                           |
| Recycle when it's convenient   | n/a       | 38        | -                           |
| Do not recycle   | n/a       | 9         | -                           |
| <b>Ease of bringing recyclable items to recycle bins (% who think it is easy)</b>  | n/a       | 86        | -                           |

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|  | 2004<br>% | 2006<br>% | Change from<br>2004 to 2006 |
|--|-----------|-----------|-----------------------------|
| <b>Recycling (continued)</b>   |           |           |                             |
| <b>Encouraging tenants to recycle</b> (% who think these strategies would help)  |           |           |                             |
| Info sessions on recycling   | n/a       | 26        | -                           |
| Info on recycling delivered or mailed to my home                                 | n/a       | 45        | -                           |
| Info on recycling delivered by recycling "experts" who could answer my questions | n/a       | 13        | -                           |
| Posters/flyers posted in my building/complex                                     | n/a       | 47        | -                           |
| A Tenant Recycling Committee in my community                                     | n/a       | 15        | -                           |
| <b>Interest in recycling programs</b> (% Somewhat / Very Interested)             |           |           |                             |
| Energy conservation/improved home comfort  | n/a       | 82        | -                           |
| Water conservation   | n/a       | 85        | -                           |
| Recycling  | n/a       | 87        | -                           |
| Information on environmental, health and quality of life issues                  | n/a       | 94        | -                           |
| Better use of outdoor space  | n/a       | 87        | -                           |
| <b>Profile of People who Completed the Survey</b>                                |           |           |                             |
| <b>Internet Access</b>   |           |           |                             |
| <b>Have Internet access</b> (%)  | 47        | 54        | 7                           |
| <b>Have visited the TCHC website</b> (%)   | n/a       | 28        | -                           |
| <b>Internet access location</b> (% who access from each location)                |           |           |                             |
| Home   | 72        | 87        | 15 ↑                        |
| Work   | 17        | 13        | -4                          |
| School   | 15        | 16        | 1                           |
| Library  | 30        | 26        | -4                          |
| <b>Demographics</b>  |           |           |                             |
| Female (%)   | 54        | 46        | -8                          |
| Male (%)   | 46        | 54        | 8                           |
| Less than 35 years old (%)   | 18        | 16        | -2                          |
| 35-49 years old (%)  | 51        | 46        | -5                          |
| 50-64 years old (%)  | 23        | 24        | 1                           |
| 65 years old or more (%)   | 8         | 14        | 6                           |
| Children under 18 at home (%)  | 67        | 73        | 6                           |
| Number of children at home (average)   | 2         | 2         | 0                           |
| Have a household member with physical disability (%)                             | 24        | 19        | -5                          |
| Have a household member with mental illness (%)                                  | n/a       | 10        | -                           |

*Note: The arrows that you see above show significant changes from 2004 to 2006 for this CHU. You will only see an arrow when the change is a significant increase or decrease since 2004.*

**What buildings did we receive completed questionnaires from?**

**We received completed questionnaires from the following buildings in the Regent Park CHU:**

Gerrard River  
Regent Park (North)  
Regent Park (South)