



Toronto Community Housing 2006 Tenant Survey

Final Report
September 2006





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Introduction



Toronto Community Housing Background

Toronto Community Housing



TCHC is the largest social housing provider in Canada, responsible for managing 58,500 units in over 350 different locations across the city of Toronto. TCHC is home to 164,000 people representing nearly 6% of the citizens of Toronto.

With this many units, TCHC plays an important role in meeting the challenges and complexities faced by the 164,000 individuals living in TCHC housing with low and moderate-income households.

Toronto Community Housing Corporation (TCHC) seeks to provide quality housing for low and moderate income households and to create community conditions that minimize risk and promote resiliency. TCHC plans to achieve this by supporting:

- buildings maintained in good repair;
- safe communities;
- equitable and inclusive life opportunities;
- community access to social supports/services and connected to neighbourhood systems;
- tenants organized to influence the institutions that govern their lives;
- partnerships to create healthy communities; and
- organizational capacity to meet mandate.

Purpose of the Survey

Toronto Community Housing



The 2006 Tenant Survey is the second time TCHC has sought feedback from tenants about their services, having first done so in 2004. This year's results allow TCHC to compare their performance against the benchmark established in 2004 and establish priorities over the next two years.

As part of their continuing effort to ensure a high level of tenant participation in priority setting and decision-making, the TCHC recognized the importance of repeating 2004's Tenant Survey.

The main objectives of the 2006 Tenant Survey are as follows:

- Gain in-depth insight from tenants on TCHC's performance in key service categories and tenant opinions about specific issues (i.e. extent to which TCHC is meeting tenants' needs and expectations across a range of services delivered)
- Provide analysis of overall survey results of services areas/issues
- Provide analysis of individual results for each of the 27 CHUs
- Develop tracking of 2006 results against 2004 results in order to identify progress and change



How the Survey was Done



How the Survey was Done



Decima Research conducted the 2006 Tenant Survey by mailing questionnaires to a random selection of TCHC tenants in the summer of 2006.

Decima mailed the questionnaires with a return postage paid envelope and a letter explaining the survey. After two weeks, a follow-up postcard was sent to remind tenants to complete the survey. A second letter with a replacement questionnaire was sent when requested.

The initial questionnaire was mailed with a unique identifying number that was used to link the responses to a specific Community Housing Unit (CHU). The letter in the survey package outlined the reasons behind the survey and explained the privacy policy.

The letter also gave instructions to tenants about how to request a copy of the questionnaire in one of the additional languages available, if needed. The survey was available in English, Chinese, Farsi, Korean, Russian, Somali, Spanish and Tamil.

The questionnaires were mailed out during the week of July 10th, 2006. A total of 3,168 completed questionnaires were returned to Decima's offices between July 14th and August 18th, 2006. Of the total 8,100 questionnaires sent, this is a response rate of 39%.

With a sample of this size, the results in this report are considered accurate within +/- 1.7 percentage points, 19 times out of 20, to what they would have been if the entire tenant population had been surveyed. The margin of error will be larger for the individual CHU subgroups.



Conclusions and Recommendations



Conclusions and Recommendations



Overall, TCHC's performance in the delivery of tenant services has remained consistent over the past two years. As planning begins anew for the next two-year timeframe, and there are key areas TCHC should target for improvement.

What Areas Should TCHC Target for Improvement?

Due to their high impact on “community pride”, there are five key areas that TCHC needs to target for improvement over the next two years. These areas are as follows:

1. Condition & Cleanliness of Buildings
2. Tenant Perception of Community Safety
3. Engaging Tenants in the Decision-Making Process
4. Quality of Service Related to Emergency Repairs
5. Condition of Unit

Conclusions and Recommendations

Toronto Community Housing



Condition & Cleanliness of Buildings

The current condition and cleanliness of common areas and garbage areas have declined significantly in the past two years. The wider implication of this decline is the negative impact it has on tenants' sense of "community pride". TCHC needs to focus on improving building conditions and cleanliness over the next two years. This can be achieved by establishing a "building improvement schedule" and proactively communicating this schedule to tenants so they are made aware of TCHC's intentions to improve building conditions. In addition, CHU managers should engage tenant councils to create "building cleanup days" where tenants can play an active role in improving building cleanliness. Instituting programs like this will help TCHC serve as a catalyst for restoring and fostering tenants' sense of "community pride".

Tenant Perception of Community Safety

The gun violence experienced in Toronto in the summer of 2005 posed a threat to tenant perception of community safety throughout TCHC. In addition, the way tenants view safety in their community plays a large role on their overall sense of "community pride". As a result, TCHC needs to make strides towards enhancing tenant perception of community safety. Ways this can be achieved include further partnering with Toronto Police Services and other security agencies, greater promotion of neighbourhood watch programs, and exploring ways to get tenants more actively involved in promoting community safety (e.g. tenant safety committee). Given the impact that tenant perception of community safety has on the overall sense of "community pride", it is important that TCHC continue to address this issue.

Conclusions and Recommendations



Engaging Tenants in the Decision-Making Process

Over the past two years, tenants have increased their involvement with TCHC, but feel as though their participation has little or no impact on TCHC decisions affecting their building or issues of importance. This emerging feeling of disconnection and inability to affect change in their communities needs to be addressed by TCHC. Ways this can be achieved include recognizing and communicating tenant-driven policies and initiatives and promoting tenant attendance and participation at all TCHC meetings. Ensuring tenant participation in priority setting and decision-making is an important goal and, by engaging tenants, TCHC will play a vital role in instilling a sense of “community pride”.

Quality of Service Related to Emergency Repairs

The turnaround time from initial request to completion of emergency repairs improved significantly over the past two years. However, repairs being done properly and the helpfulness of maintenance staff decreased significantly. Ensuring repairs are done properly and reinforcing the need for maintenance staff to be helpful to tenants will round out the overall tenant experience when it comes to requesting emergency repairs.

Condition of Unit

Tenants report the condition of the appliances improved significantly over the past two years. The only drawback in unit conditions is the bathroom and kitchen. Committing resources to upgrading bathroom conditions over the next two years will help improve how tenants' view their unit and is a visible way of showing TCHC's commitment to tenants.

Conclusions and Recommendations



What Areas Should TCHC Closely Monitor & Maintain?

Due to their high impact on “community pride” and solid current performance, there are three key areas that TCHC should closely monitor and maintain over the next two years. These areas are as follows:

1. Ensuring Tenants Know How to Access Community Services & Supports
2. Efforts to Equally Value and Fairly Treat All People
3. Quality of Information from TCHC and Service Quality from CHU Office
4. Quality of Service from TCHC Response Line

Ensuring Tenants Know How to Access Community Services & Supports

Clearly, TCHC has been doing a good job of promoting and communicating the variety of community services and supports available to tenants. Access to this wider network plays a significant role in the quality of life for tenants who are elderly, physically disabled, or single parents. By continuing to actively promote and communicate available community services and supports, TCHC can play an important supportive role in helping improve tenants' quality of life.

Conclusions and Recommendations



Efforts to Equally Value and Fairly Treat All People

Tenant satisfaction with TCHC's efforts to ensure all people are equally valued and treated fairly is a clear area of strength. Given the diverse, multi-cultural composition of TCHC tenants, it is important that tenants continue to see that TCHC consistently values and fairly treats all people. Maintaining consistent performance in this area will ensure TCHC continues to deliver on their core value of fair and equitable treatment.

Quality of Information from TCHC and Service Quality from CHU Office

Open communication is a core value of TCHC, and tenants' view TCHC's efforts to provide quality information and service positively. By performing well in these two areas, TCHC will continue to engage tenants and make them aware of TCHC initiatives to improve building conditions and support community safety measures. Ultimately, open communication and service quality form the foundation of the TCHC-tenant relationship and maintaining this solid foundation is essential for TCHC.

Quality of Service from TCHC Response Line

When tenants call the TCHC Response Line they are pleased with the politeness of staff and their ability to help tenants with their query. As an important link in the TCHC-tenant relationship, any performance improvements to the already solid performing TCHC Response Line will further build this relationship and help improve the overall tenant experience when interacting with TCHC

Conclusions and Recommendations



Recommendations for the Next Two Years

Over the next two years, TCHC should focus on improving the condition and cleanliness of buildings, improving tenant perception of community safety, and engaging tenants in the decision-making process. These three areas have the greatest impact on tenants' sense of “community pride”. The goals for promoting community services and supports, fair treatment of all people, and quality of TCHC information and CHU office service are to maintain current levels of performance.

Conclusions and Recommendations



Overarching Recommendations

Overall, TCHC's performance has remained consistent over the past two years. Clear increases were seen in a number of areas ranging from tenant participation to opportunities to participate in environmental programs.

For each of the six key areas that impact tenants' sense of “community pride”, there are three key operational recommendations for TCHC to consider. These are as follows:

1. Continue to review, assess, and improve current practices, procedures, and programs.
2. Establish targets for improvement in service quality indicators (SQIs) that can be objectively assessed every two years.

The 2004 Tenant Survey should be considered the benchmark and the 2006 Tenant Survey should be considered the first tracking wave that will be revisited every two years for improvements and declines in performance; and

3. Publish tenant survey results in the public domain so all stakeholders have an understanding of the benchmark and where TCHC has improved over the past two years.

Looking Forward to 2008...

Toronto Community Housing



Looking Forward to the 2008 TCHC Tenant Survey

The 2006 TCHC Tenant Survey provides a point of reference for improvements and declines in performance compared to the benchmark results of the 2004 TCHC Tenant Survey. Conducting a tenant survey every two years will provide a basis for tracking both the evolving characteristics of TCHC tenants, as well as measure the impact of new policy and program initiatives.

The timeframe over which future research should be conducted should reflect the time it will take the TCHC to implement changes intended to improve services, tenant experiences, and overall “community pride”. Decima recommends a period of at least two years, making the 2008 TCHC Tenant Survey the next wave of tracking TCHC's performance from 2006-08.



Detailed Survey Findings

Technical notes:

- Results add up to 100% after removing people who said they don't know or didn't answer the question.
- However, some percentages may not add to 100% due to rounding or questions that accepted multiple responses.
- Wherever you see an asterisk (*) this means it is a significant change compared to 2004.
- Where you see "N/A", this means this question was not asked in 2004, and the rating is "Not Applicable" to show in the report.





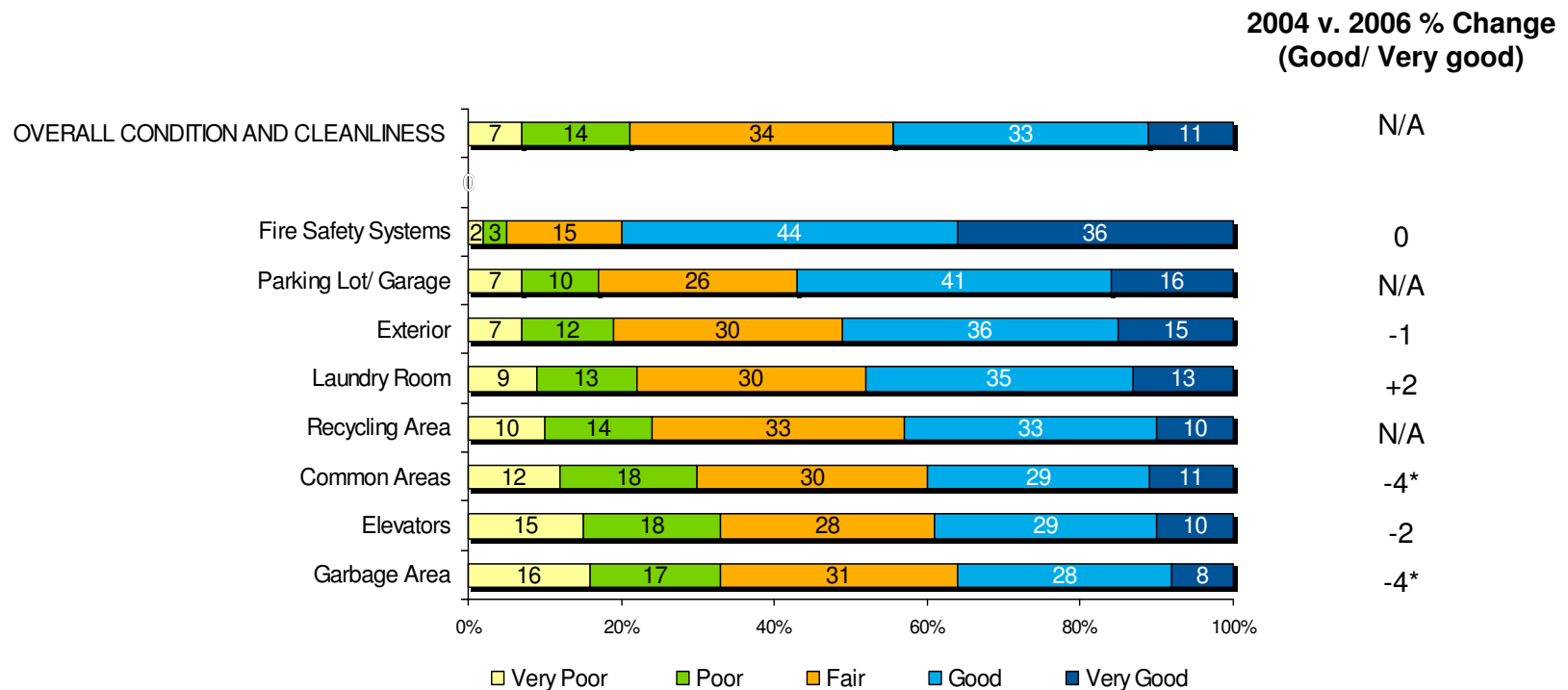
Building & Unit Conditions



How do tenants view the current condition of their building/complex?



- Just under half of tenants feel the overall condition and cleanliness of their building or complex is above average.
- The condition of the fire safety systems, parking lot/garage, and building exteriors are the highest rated areas. The lowest rated areas are the common areas, elevators, and garbage areas.
- Compared to 2004, there's been a significant decline in tenant views of their building common areas and garbage areas.

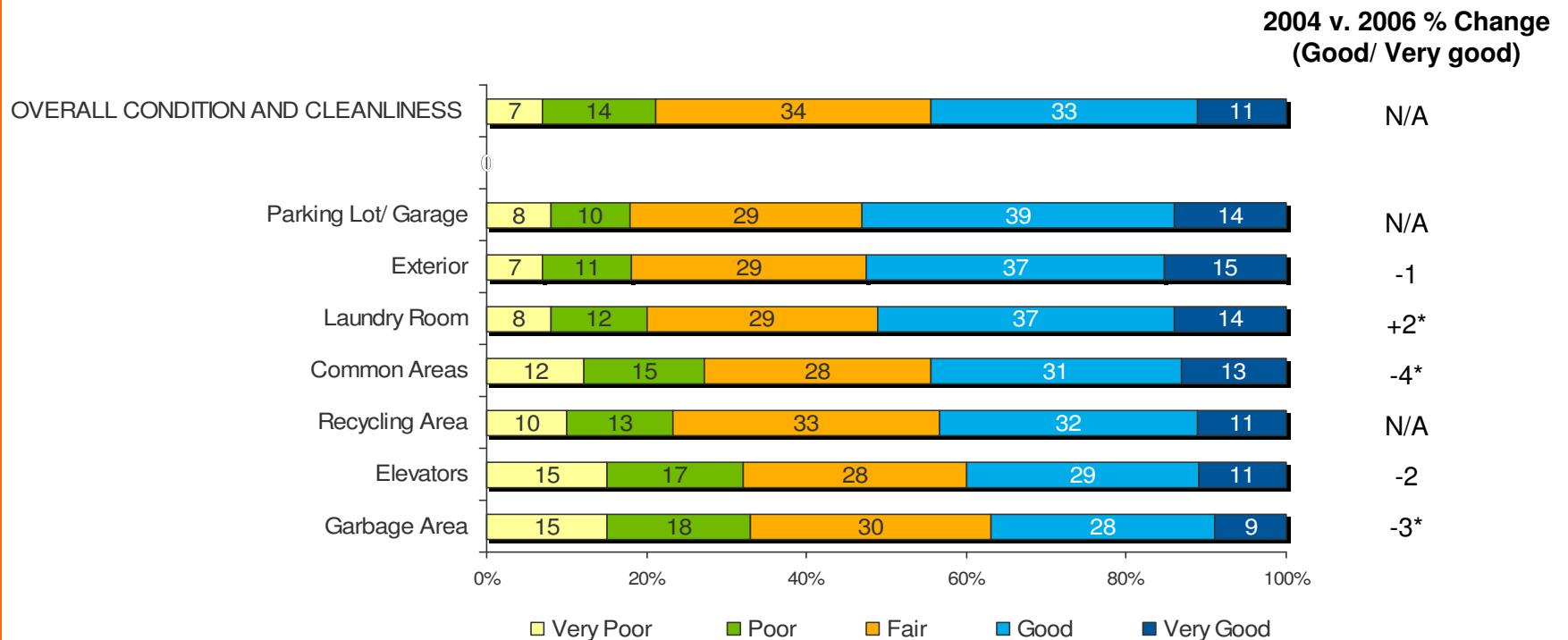


Q1a-h. Please rate the current condition of your building/complex's...
 Q3. Taking everything into consideration, please rate the overall condition and cleanliness of your building/complex.
 Base: All valid responses

How do tenants view the cleanliness of their building/complex?



- For cleanliness, the highest rated areas are the parking lot/garage, building exteriors, and laundry rooms. Lowest rated areas include the elevators and garbage areas.
- Significantly more tenants feel the laundry rooms are cleaner than in 2004. Conversely, tenant views of the common areas and garbage areas declined significantly.

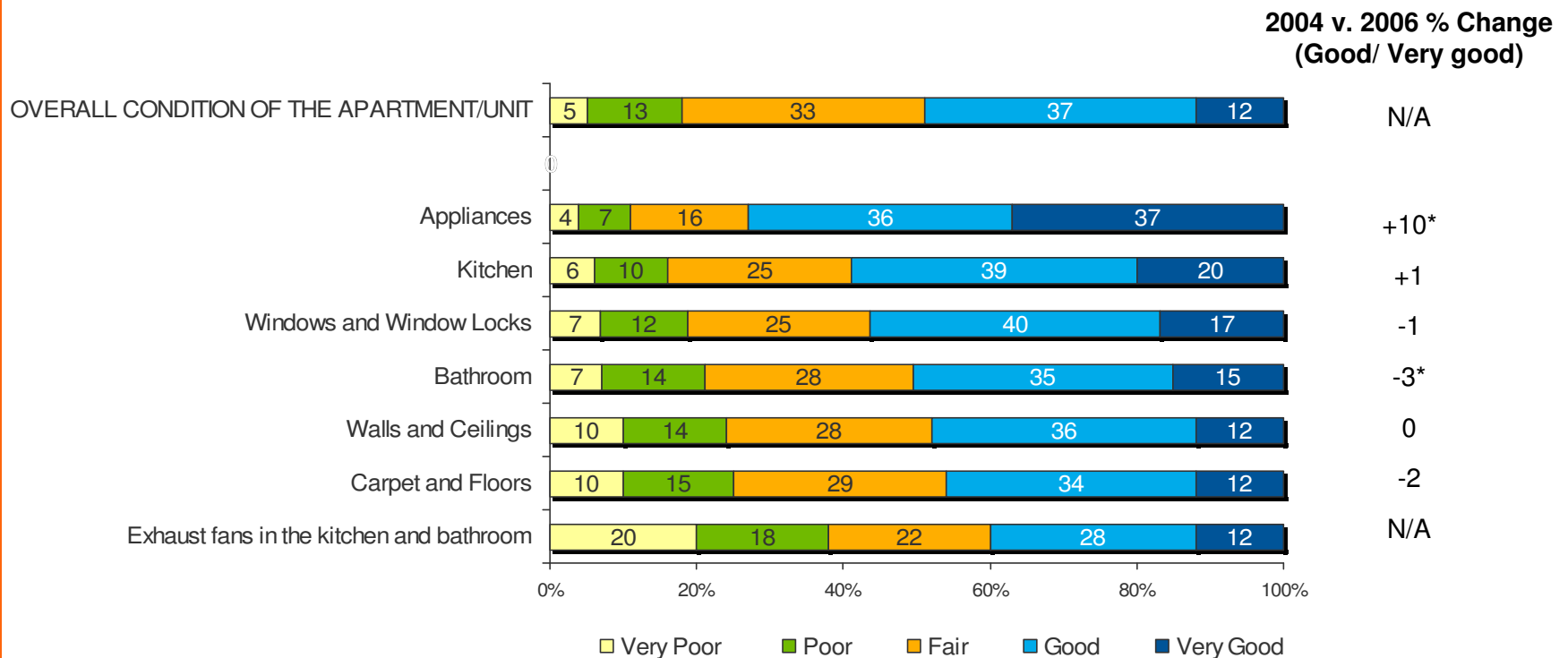


Q2a-e. Please rate the cleanliness of your building/complex's...
 Q3. Taking everything into consideration, please rate the overall condition and cleanliness of your building/complex.
 Base: All valid responses

How do tenants view the current condition of their apartment?



- Half of tenants feel positive about the overall condition of their apartment or unit.
- By far, tenants feel the appliances are in the best condition of all the areas of their apartment. This is a significant increase from 2004. Conversely, tenant views of their bathroom condition have declined significantly.
- The condition of the exhaust fans in the kitchen and bathroom are the most poorly rated areas. This is followed by the carpet and floors.



Q4a-g. Please rate the current condition of your apartment/unit's...
 Q5. Taking everything into consideration, please rate the overall condition of your apartment/unit.
 Base: All valid responses



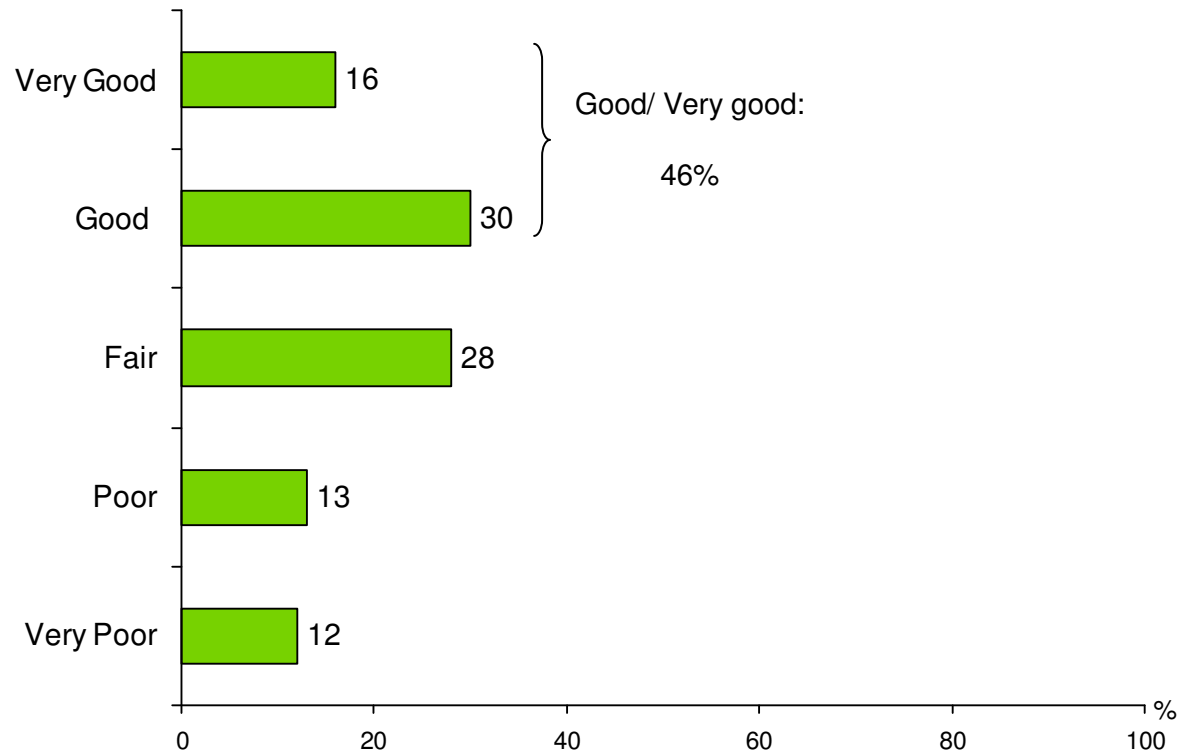
General Maintenance Services



How do tenants view the overall quality of general maintenance/repairs made to their apartment?



- Overall, tenants are pleased with the quality of service they receive regarding general maintenance and repairs.

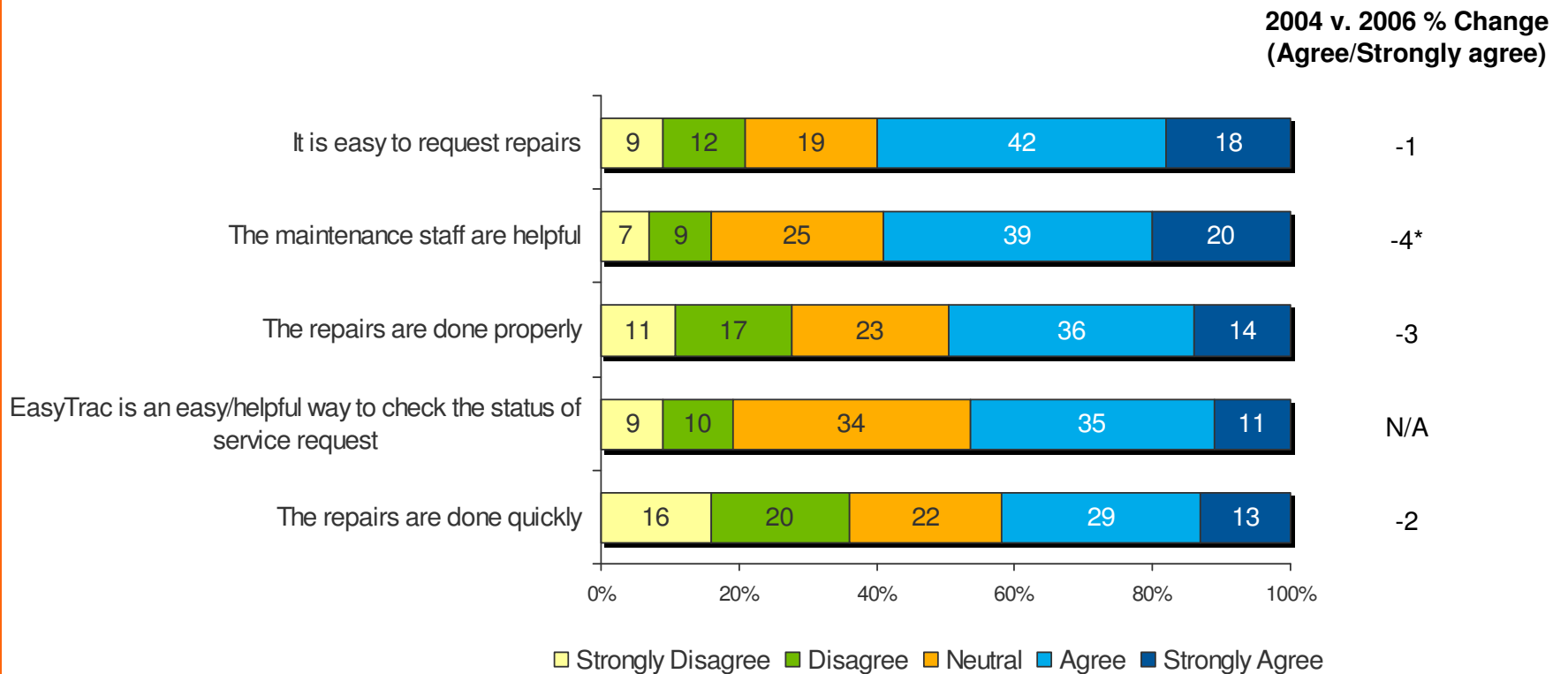


Q8. Taking everything into consideration, please rate the overall quality of service related to general maintenance or repairs to your apartment or unit.
Base: All valid responses

What do tenants think about the general maintenance/repairs made to their apartment?



- TCHC continues to perform consistently in the area of general maintenance or repairs.
- In general, most tenants feel it is easy to request repairs and find maintenance staff to be helpful. However, there is a significant decline in the helpfulness of maintenance staff compared to 2004.

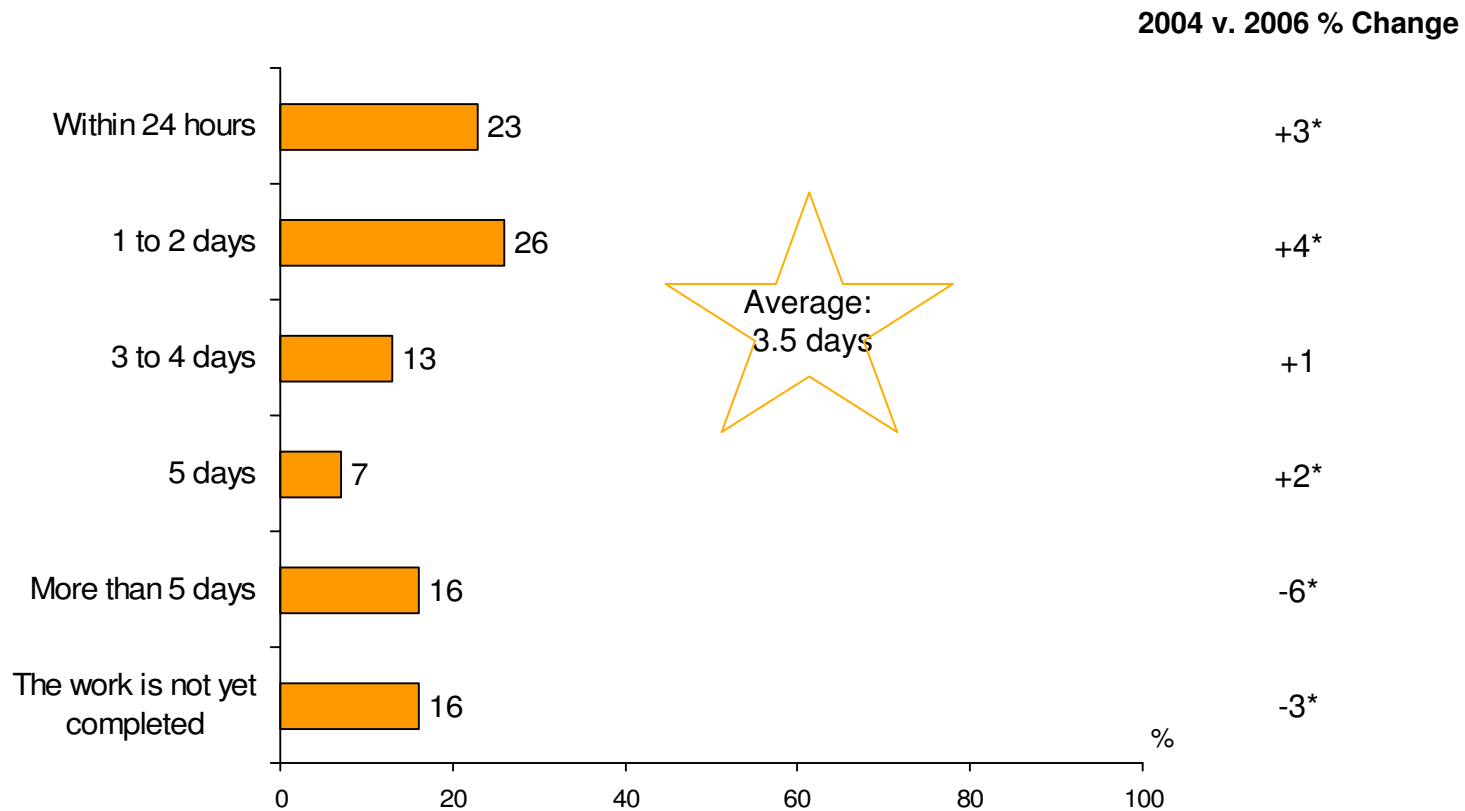


Q6a-e. Thinking of general maintenance or repairs in your apartment or unit, do you agree or disagree that...
Base: All valid responses

How long do general maintenance/repair take?



- The significant increase in repairs being done within 2 days indicates TCHC is performing repairs quicker.
- On average, tenants report their general maintenance or repairs are completed 3 ½ days after they request the repair.



Q7. Thinking about the last time you requested general maintenance or repairs (not including major renovations), from the time you requested the repairs, how long did it take until the repairs were done?
 Base: All valid responses



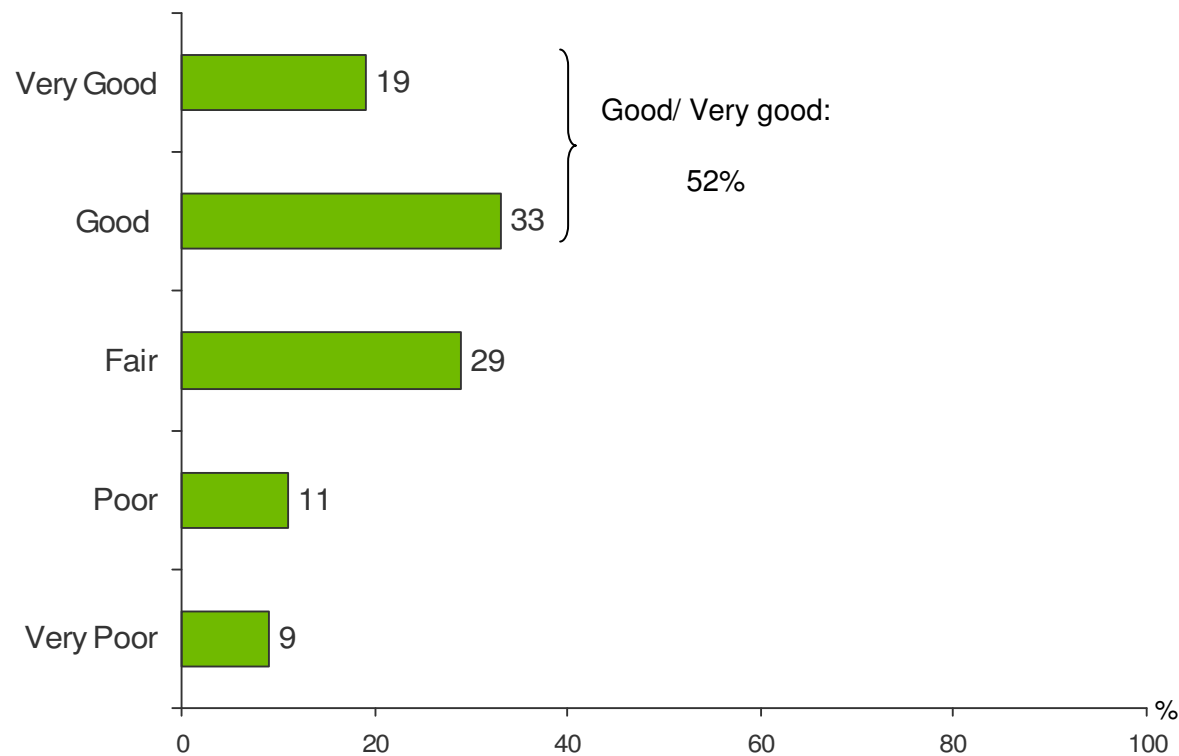
Emergency Repairs



How do tenants view the overall quality of emergency repairs made to their apartment?



- Overall, tenants are pleased with the quality of service they receive regarding emergency repairs.

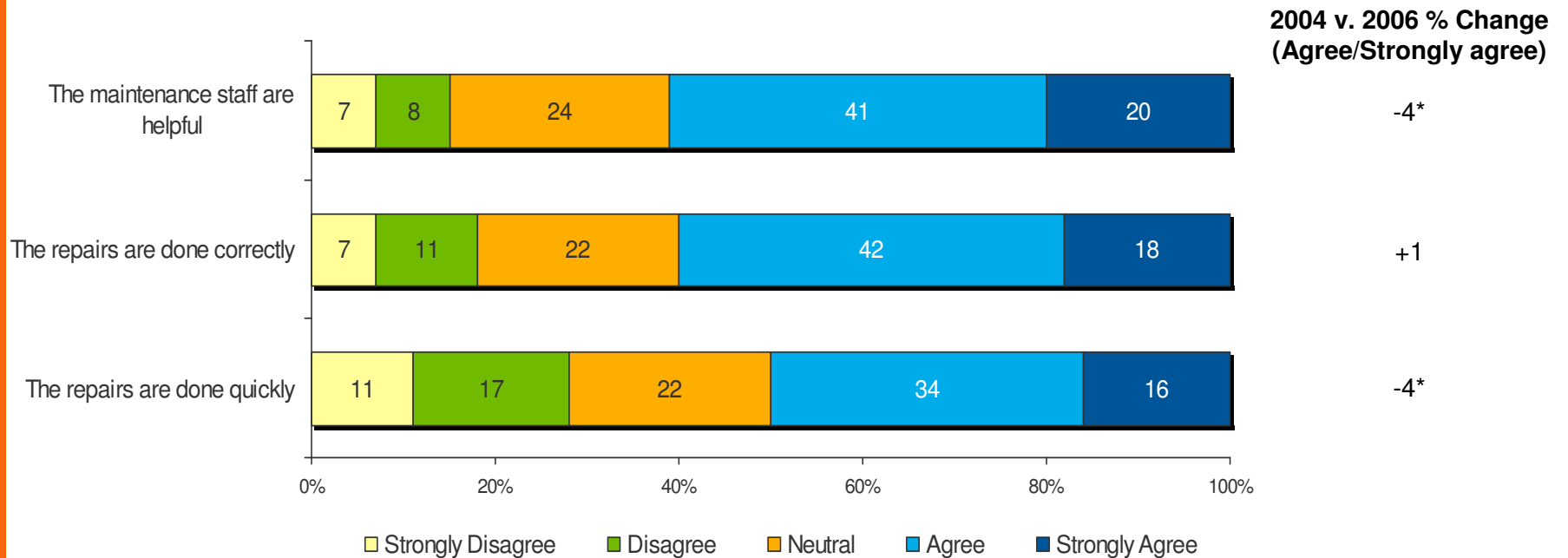


Q11. Taking everything into consideration, please rate the overall quality of service related to emergency repairs to your apartment or unit.
Base: All valid responses

What do tenants think about the emergency repairs made to their apartment?



- Compared to 2004, there have been significant declines in the areas of helpfulness of maintenance staff and the speed of emergency repairs.
- TCHC continues to perform consistently in ensuring repairs are done correctly.

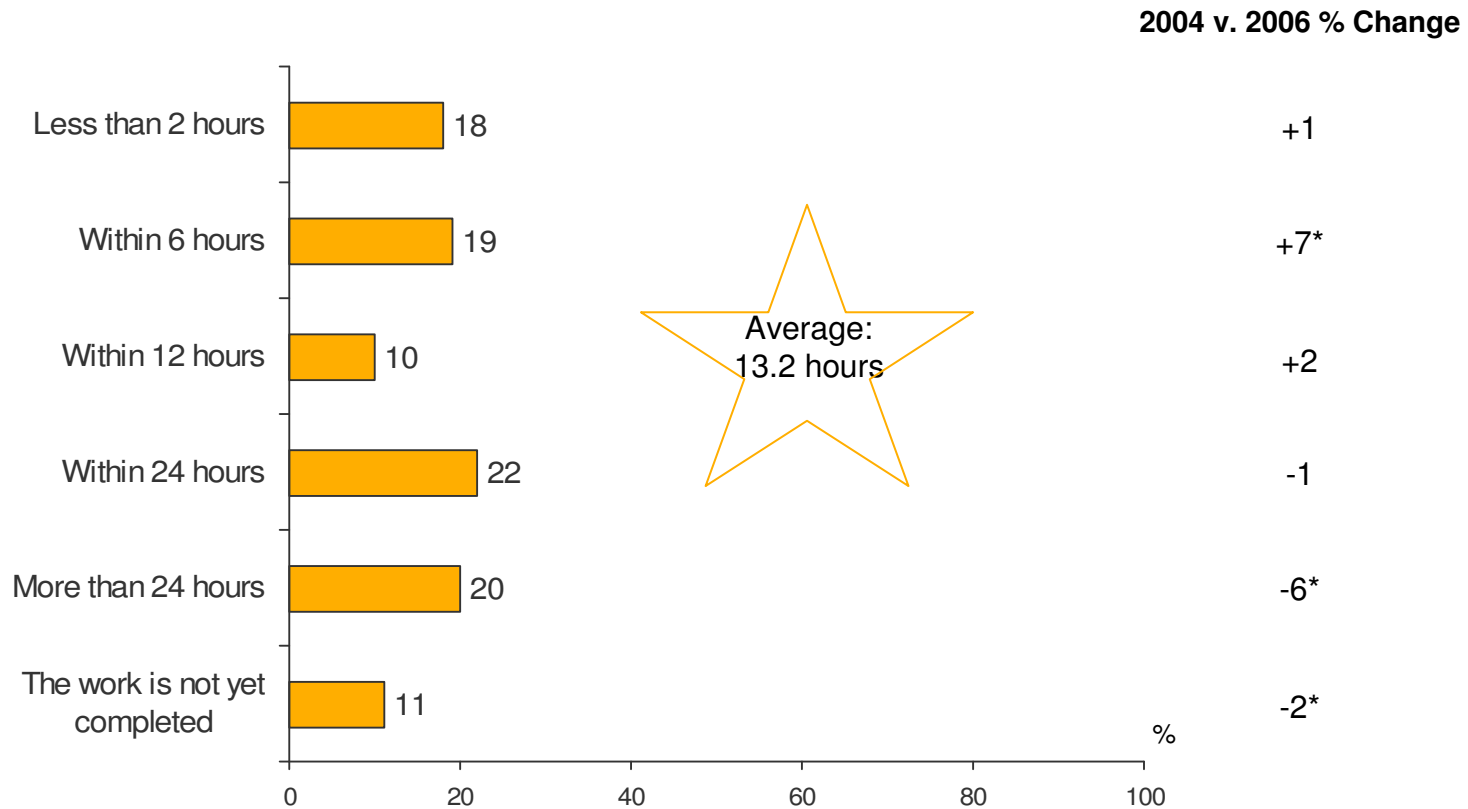


Q9a-c. Thinking of emergency repairs (e.g. flood in your unit, elevator problem, no electricity, etc.), where an urgent response is required, do you agree or disagree that...
Base: All valid responses

How long do emergency repairs take?



- The significant increase in repairs being done within 6 hours indicates TCHC is performing emergency repairs quicker.
- On average, tenants report their emergency repairs are completed 13 hours after they request the repair.



Q10. Thinking about the last time you requested emergency repairs, from the time you requested the repairs, how long did it take until the repairs were done?
Base: All valid responses



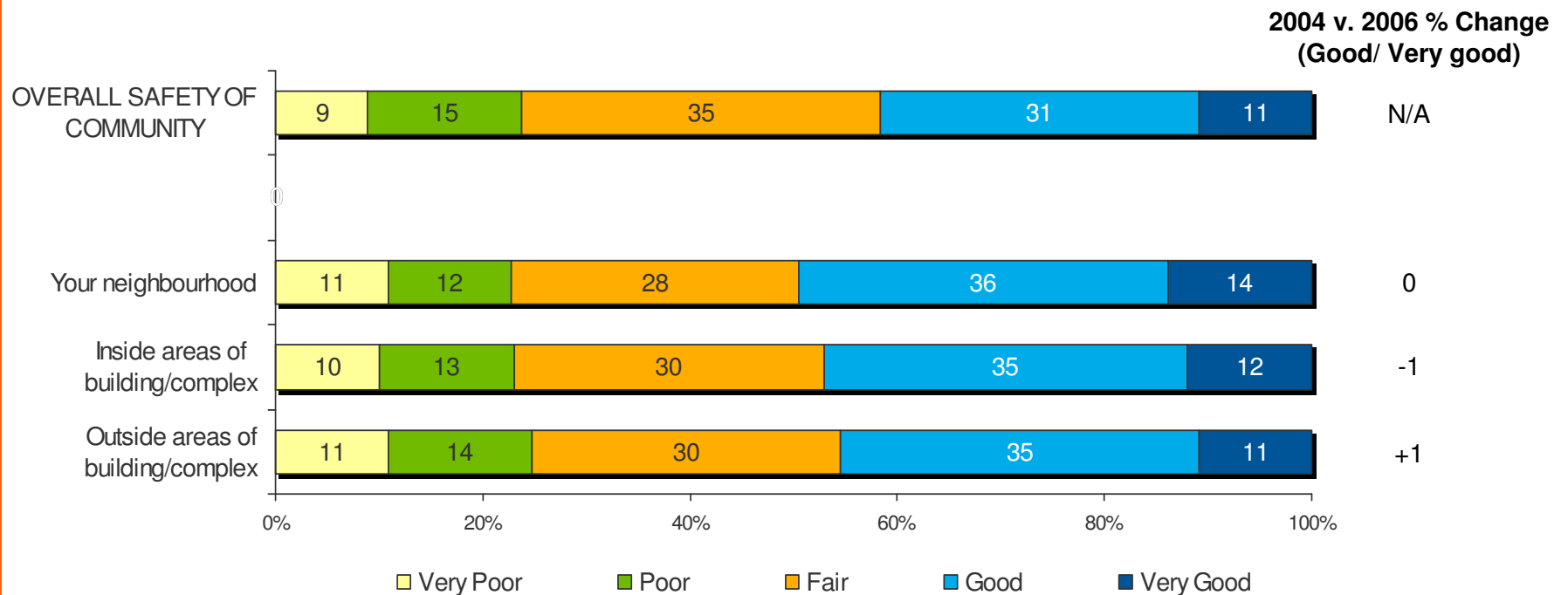
Community Safety



How do tenants view the safety of their neighbourhood and building?



- Overall, tenants feel their communities are safe. The majority of tenants view the safety of their community as “fair” or better.
- In terms of specific areas, TCHC continues to perform consistently in providing a safe environment in neighbourhoods, as well as, the outside and inside areas of buildings.

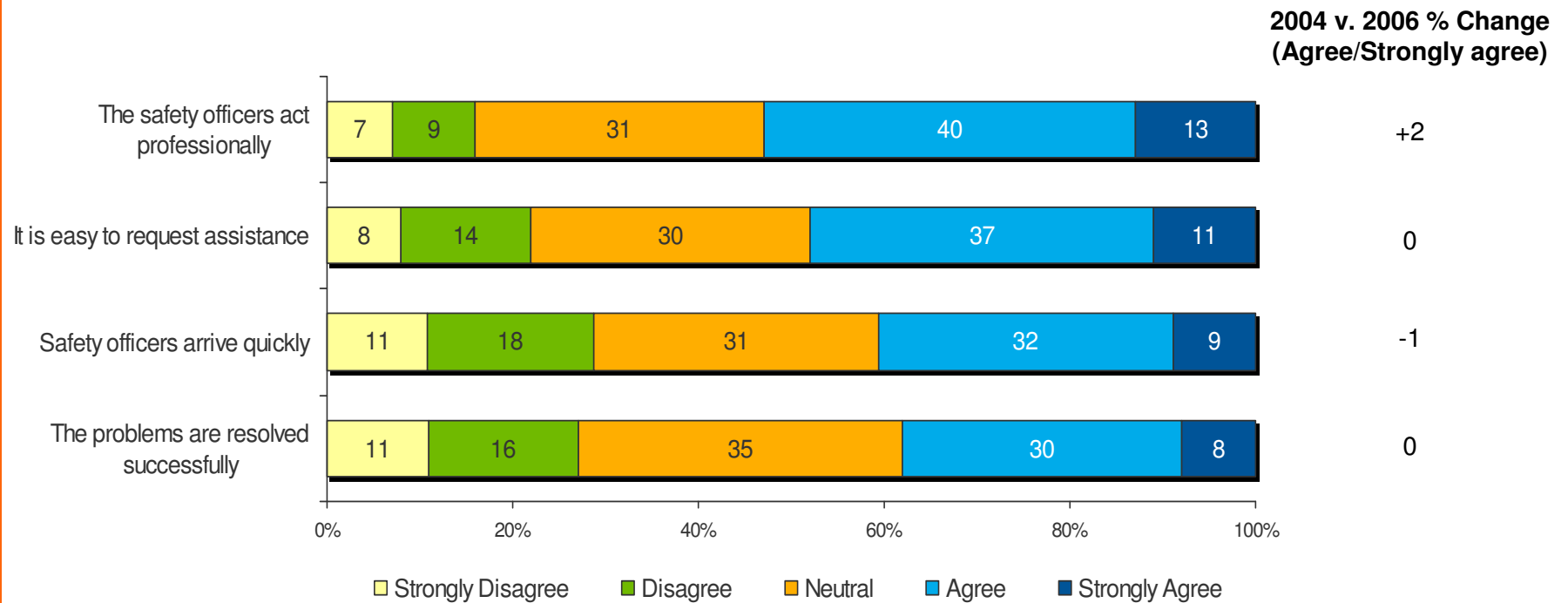


Q12a-c. Please rate the safety of...
 Q16. Taking everything into consideration, please rate the overall safety of your community.
 Base: All valid responses

What do tenants think about TCHC's Community Safety services?



- Compared to 2004, TCHC's community safety services continue to perform consistently.
- Areas of strength include the ease of requesting assistance and the professionalism of safety officers.
- Areas in need of improvement are quicker arrival of safety officers and ability to resolve problems successfully.



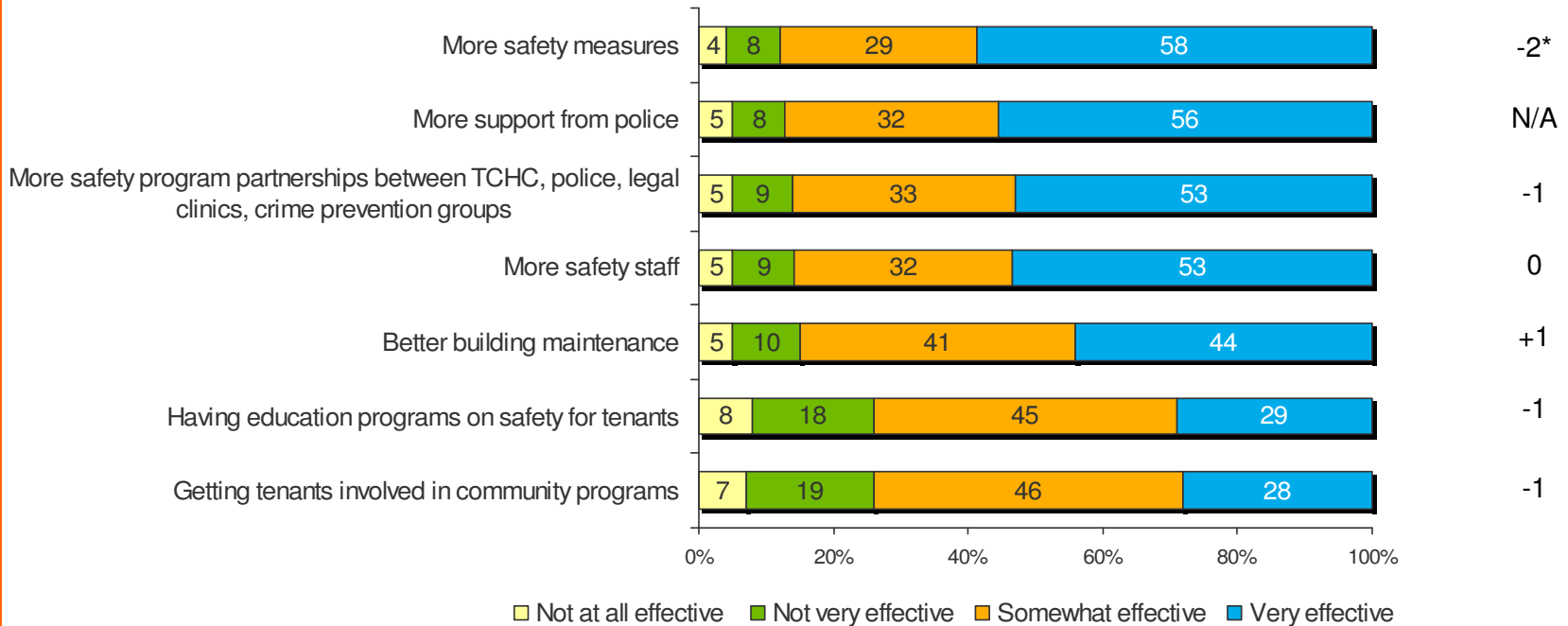
Q13a-d. Thinking about Toronto Community Housing's Community Safety services in your community, do you agree or disagree that...
Base: All valid responses

What would make tenants feel safer in their building or community?



- Tenants support a wide-range of initiatives that would make them feel safer in their community.
- The main initiatives they support include:
 - more safety measures (e.g. lighting, locks, cameras in lobby)
 - more support from police (e.g. foot patrols)
 - more safety program partnerships with external safety groups
 - more safety staff

2004 v. 2006 % Change (Somewhat/Very effective)

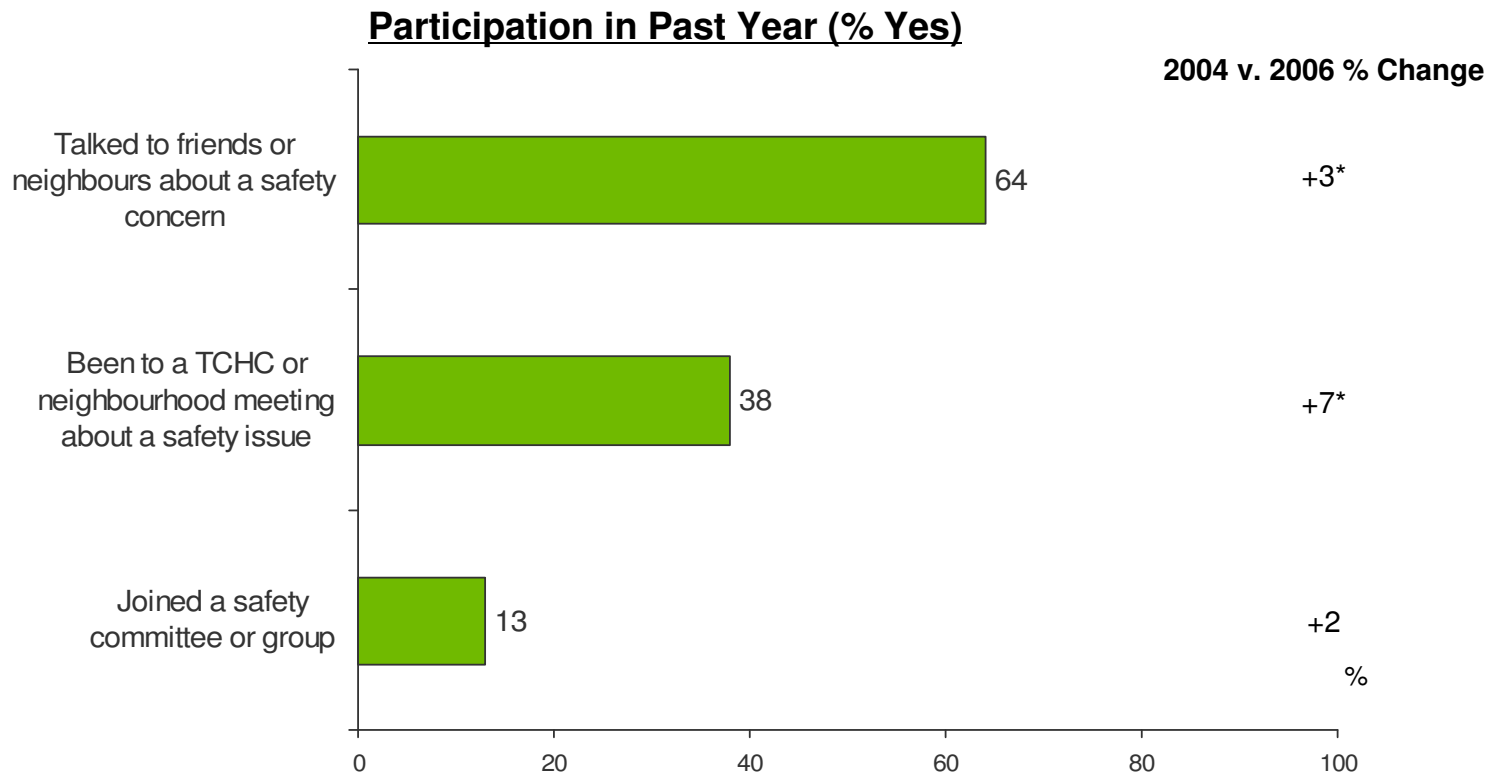


Q14a-g. Please indicate how effective each of the following would be in making your feel safer in your building or community.
Base: All valid responses

Tenant Participation in Neighbourhood Safety Activities



- Tenants appear to be getting more involved in safety issues, with significantly more tenants participating in these activities than in 2004.
- In particular, there have been significant increases in discussing safety concerns and attending meetings about safety issues.



Q15a-c. Which of the following activities, if any, have you done within the past year?
Base: All valid responses



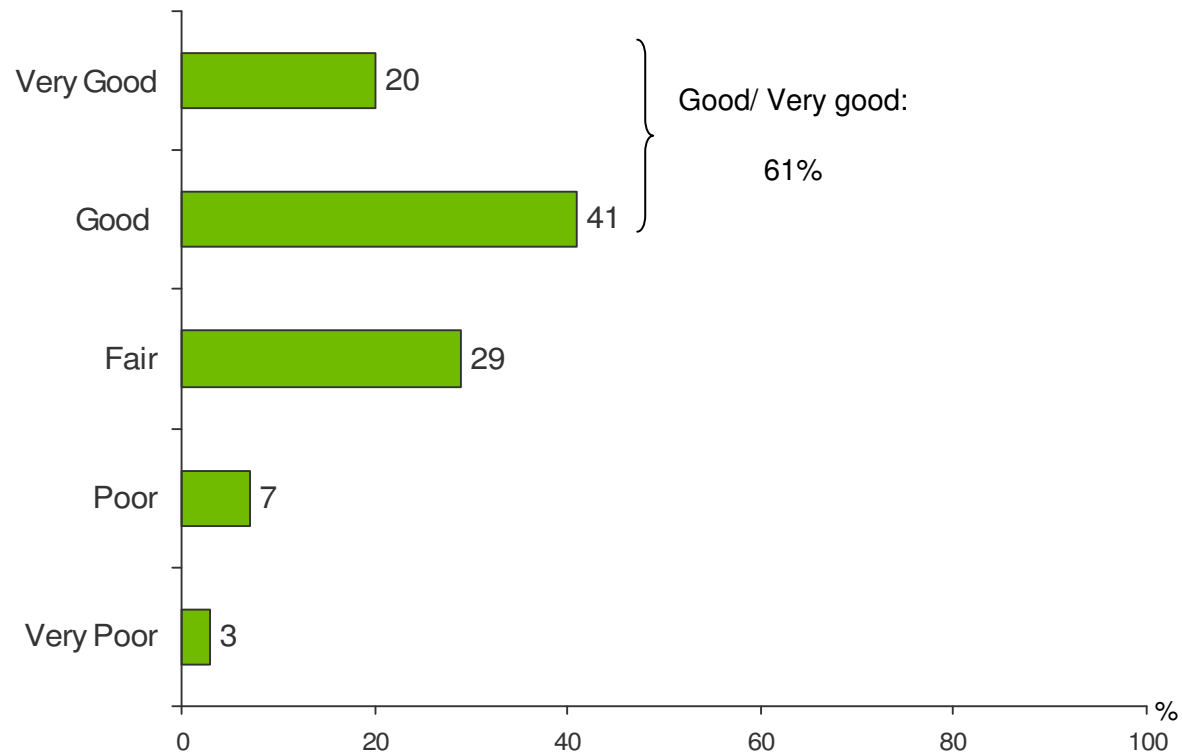
Communications from TCHC



How do tenants view the overall quality of information they receive from TCHC?



- In general, tenants have a positive opinion about the overall quality of information they receive from TCHC.

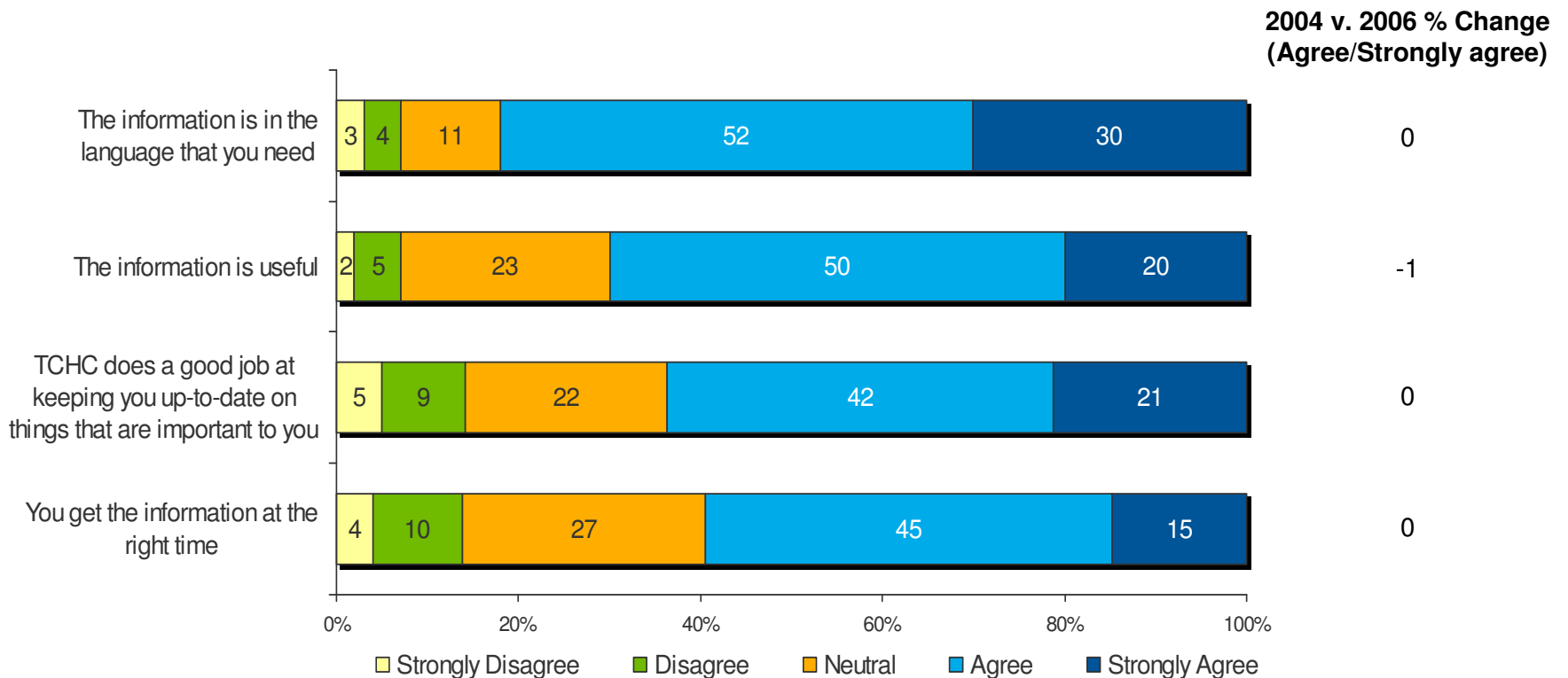


Q18. Taking everything into consideration, please rate the overall quality of information you receive from TCHC.
Base: All valid responses

What do tenants think about the information they receive from TCHC?



- TCHC continues to perform consistently regarding the effectiveness of information they send tenants.
- TCHC does a good job of providing useful information to tenants.
- Keeping tenants up-to-date and providing information in a timely fashion are two areas TCHC can look to improve.



Q17a-d. Thinking about the information you receive from TCHC, would you agree or disagree that...
Base: All valid responses



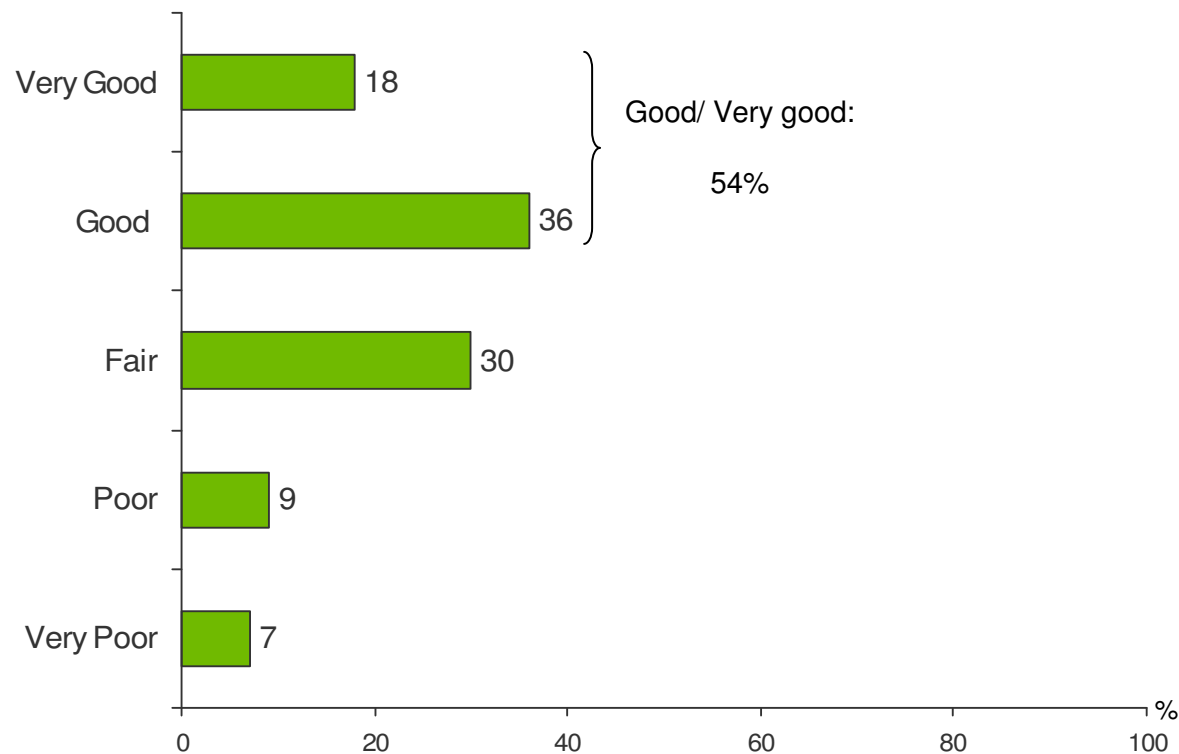
Relationship with Staff



How do tenants view the overall quality of service they receive from their CHU office?



- In general, the majority of tenants feel the overall quality of service they receive from their CHU office is above average.



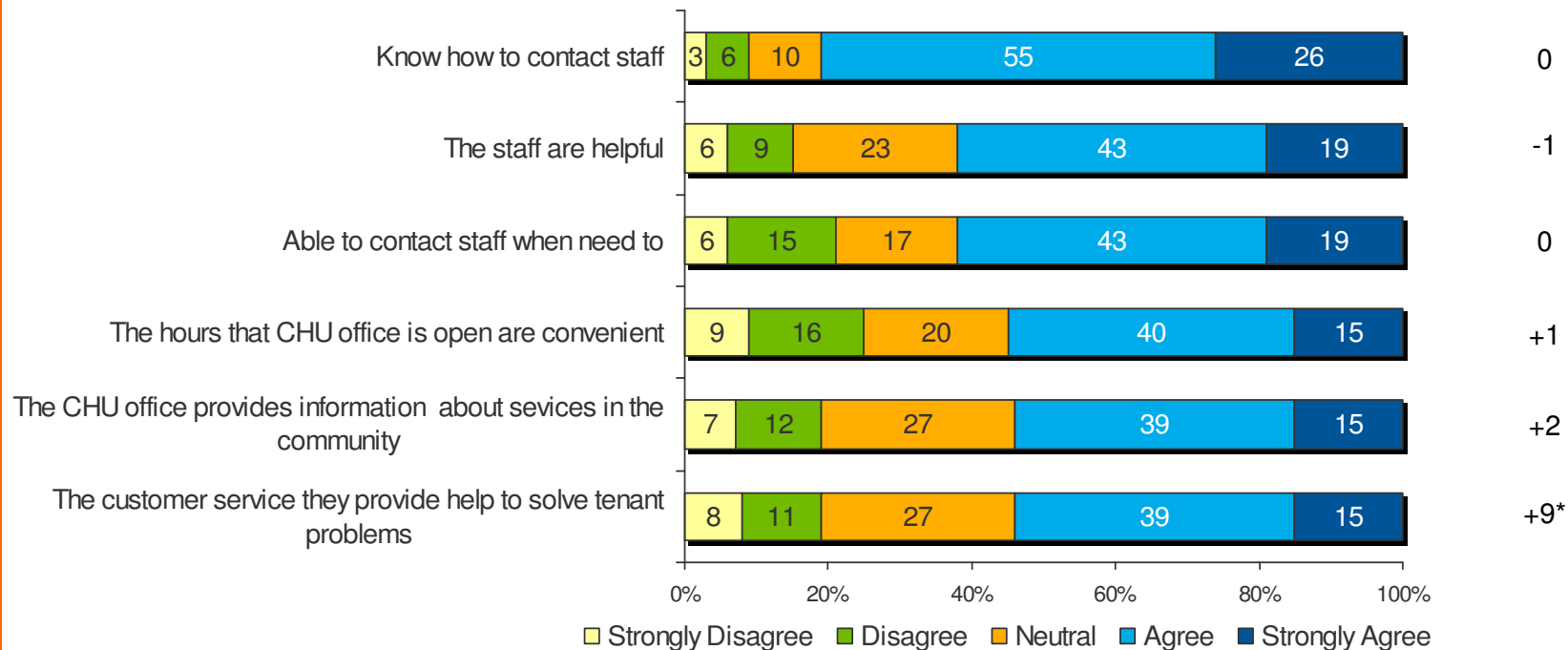
Q20. Taking everything into consideration, please rate the overall quality of service you receive from your CHU office.
Base: All valid responses

What do tenants think about their CHU office?



- The ability of CHU offices to provide service that helps solve tenant problems increased significantly over the past two years.
- In all other service areas, CHU office performance remained stable.

2004 v. 2006 % Change
(Agree/Strongly agree)



Q19a-f. Thinking about your CHU office, would you agree or disagree that...
Base: All valid responses



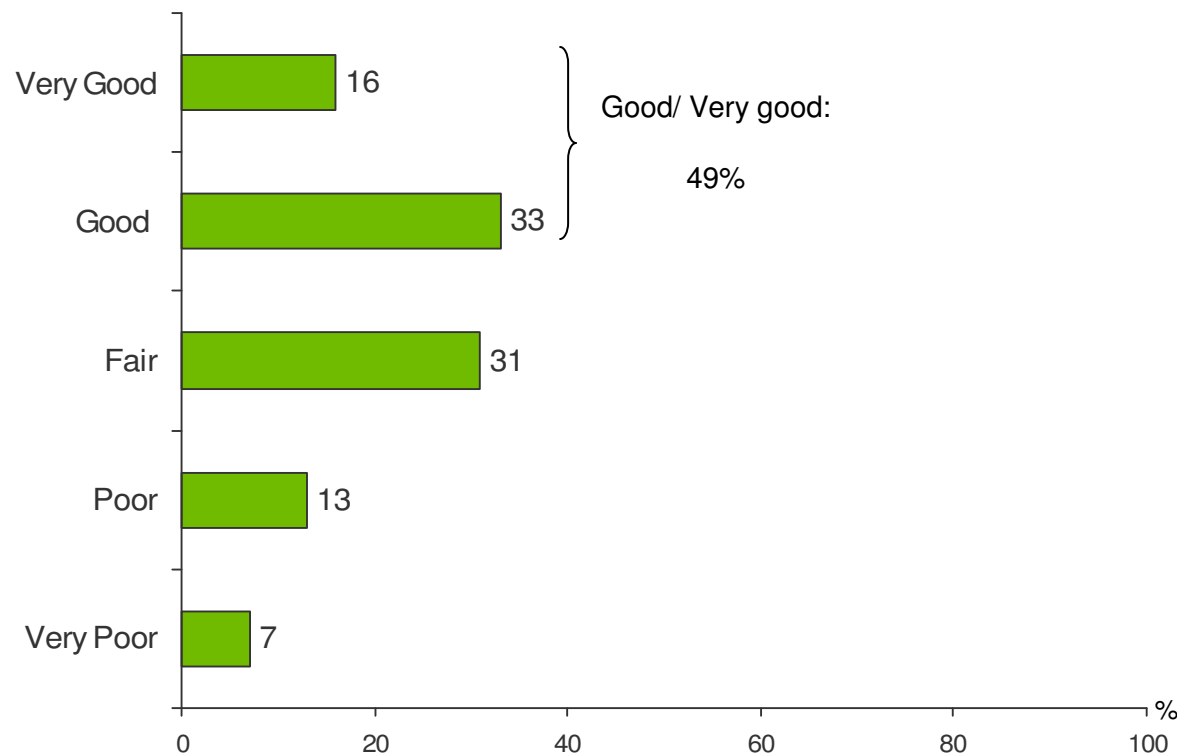
TCHC Response Line



How do tenants view the overall quality of service they receive from TCHC's Response Line?



- Overall, tenants have a positive view about the quality of service they receive from TCHC's Response Line.



Q25. Taking everything into consideration, please rate the overall quality of service you receive from TCHC's Response Line.
Base: Those who called TCHC's Response Line (n=1,597)

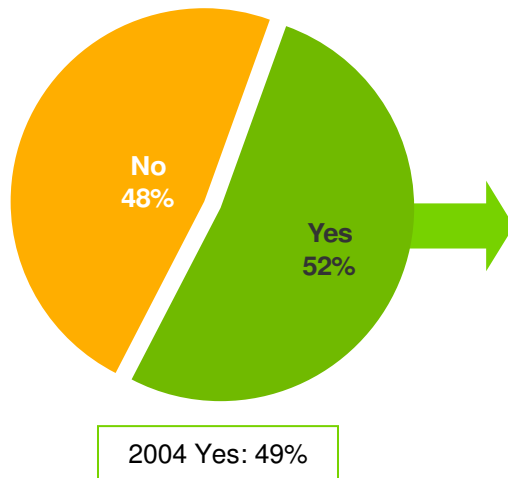
TCHC Response Line: During Business Hours

Toronto Community Housing

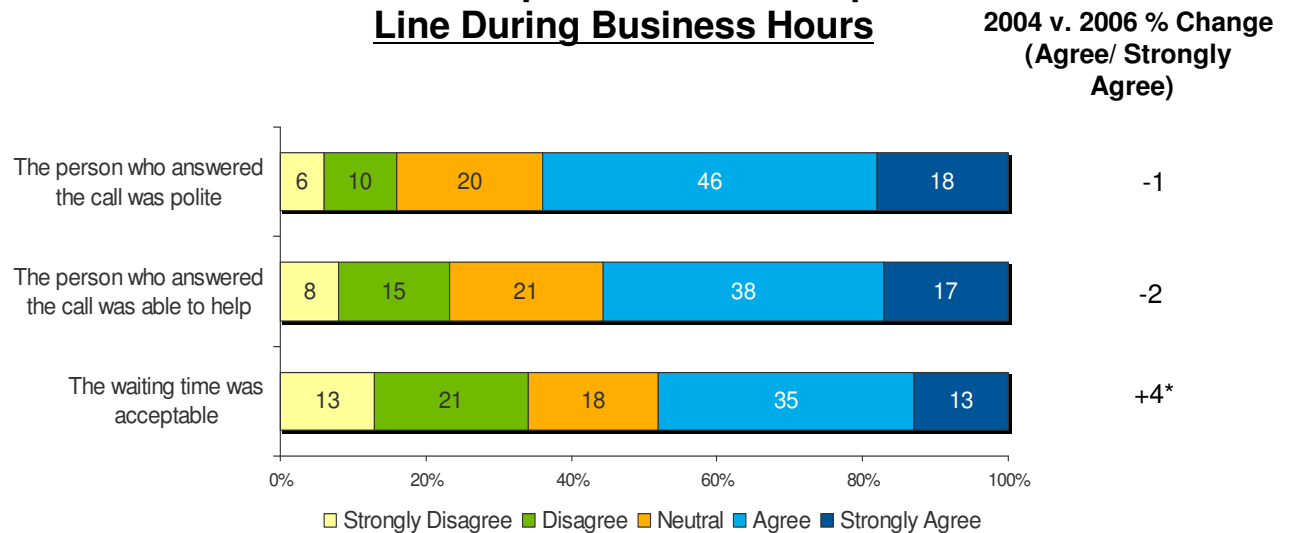


- Compared to 2004, there was a significant increase in tenant agreement that response line wait time was acceptable.
- Strong points for the TCHC's response line continue to be the politeness of staff and ability of staff to help tenants.

Called TCHC Response Line During Business Hours



Tenant Perception of TCHC Response Line During Business Hours



Q21. Have you ever called TCHC's Response Line (416-981-5500) from Monday to Friday during business hours (i.e. between 8:30 a.m. and 4:30 p.m.)?

Base: All valid responses

Q22. Thinking of when you have called TCHC's Response Line during business hours (i.e. between 8:30 a.m. and 4:30 p.m.), do you agree or disagree that...

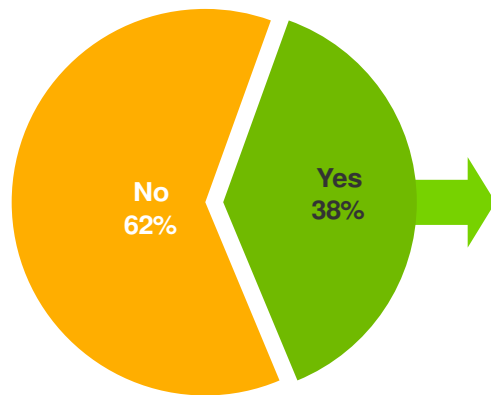
Base: Those who called TCHC's Response Line during business hours (n=1,418)

TCHC Response Line: After Hours/On the Weekend



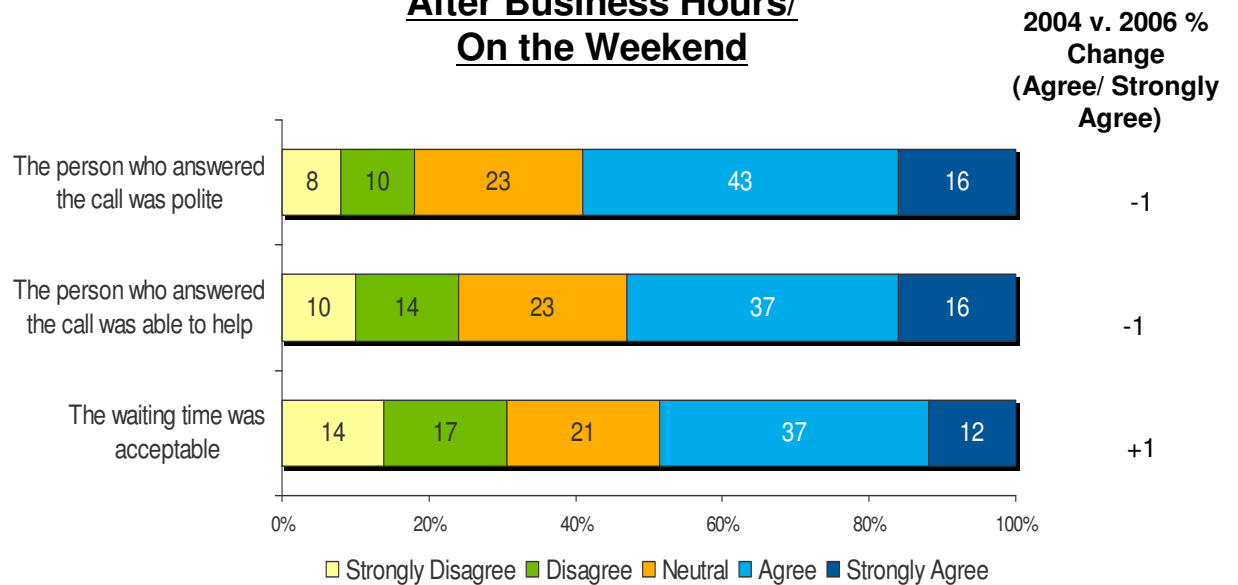
- The performance of TCHC's response line outside business hours has remained consistent with 2004's findings and are similar to the business hours performance.

Called TCHC Response Line After Business Hours/ On the Weekend



2004 Yes: 35%

Tenant Perception of TCHC Response Line After Business Hours/ On the Weekend



Q23. Have you ever called the TCHC's Response Line (416-9815500) after hours (i.e. before 8:30 a.m. or after 4:30 p.m.) or on the weekend?

Base: All valid responses

Q24a-c. Thinking of when you have called TCHC's Response Line after hours (i.e. before 8:30 a.m. or after 4:30 p.m.) or on the weekend, do you agree or disagree that...

Base: Those who called TCHC's Response Line after business hours (n=908)



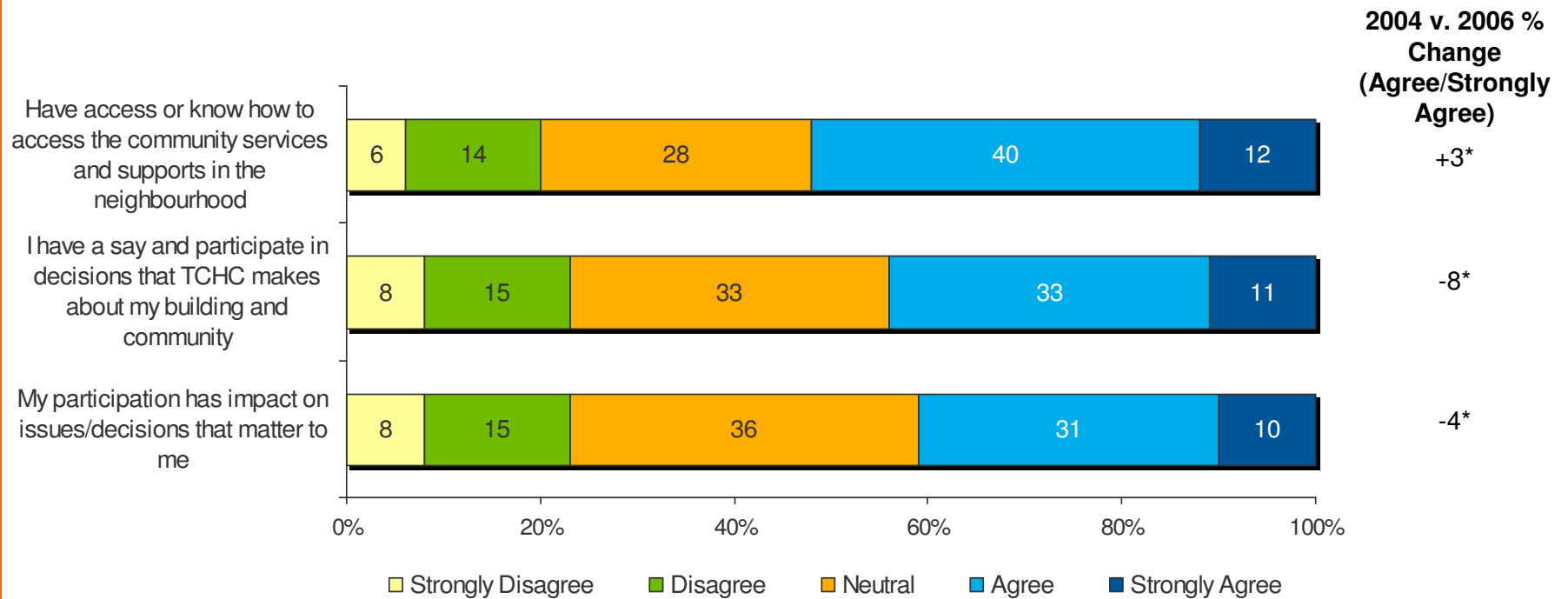
Tenant Participation



What do tenants think about their participation in the community?



- Overall, tenants appear to be less enthusiastic about their role in the TCHC decision-making process.
- Compared to 2004, there were significant declines in tenants believing their participation impacts TCHC decisions about buildings, communities, and issues.



Q26a-b. Do you agree or disagree that...
Base: All valid responses

How aware and involved are tenants with TCHC and their community?



- In some respects, tenant involvement with TCHC is healthy and appears to be on the rise. Conversely, tenant involvement with their community is low.
- Compared to 2004, significantly more tenants know their tenant representative and attended a TCHC meeting in the past year.

TENANT INVOLVEMENT WITH TCHC	% Yes	2004 v. 2006 % Change
Consultation/information meeting took place in the building/complex in the last 12-18 months	65	N/A
Know who the tenant representative is	65	+8*
Know when the Tenant Council meetings take place	41	N/A
Attended a TCHC meeting in the last year	38	+3*
Aware of the CHU Tenant Council and what it is working on	32	+2
TENANT INVOLVEMENT WITH COMMUNITY		
Participated in a community meeting/event in the last year	34	N/A
Participated in a volunteer activity in the community during the last 2 years	22	N/A

Q27a-e. Please answer each of the following questions about your TCHC involvement.
 Q28a-b. Please answer each of the following questions about your community involvement.
 Base: All valid responses



“Community Pride”



“Community Pride” Score



- TCHC’s “Community Pride” score remained consistent with 2004.
- The “Community Pride” score explains how proud tenants are to live in their community. It is a combination of “Agree” and “Strongly Agree” responses to the following three statements:
 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.

The highest possible score is 100.

The details of the three statements listed above are shown on the next slide.



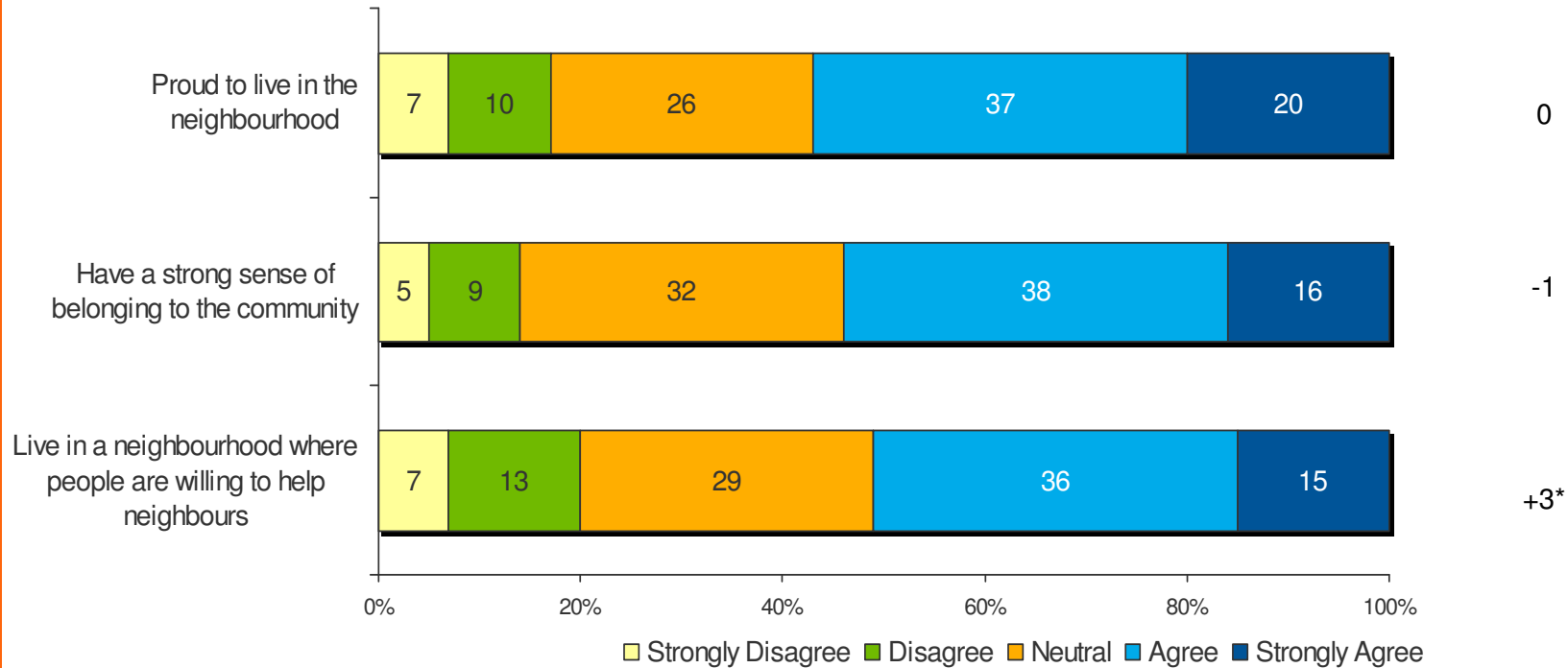
Q29a-d. Do you agree or disagree that...
Base: All valid responses

What do tenants think about their community and neighbourhood?



- Compared to 2004, significantly more tenants feel they live in a neighbourhood where people are willing to help their neighbours.
- The proportion of tenants who feel proud to live in their neighbourhood and have a strong sense of belonging to their community remained consistent with 2004's results.

2004 v. 2006 % Change (Agree/Strongly agree)



Q29a-d. Do you agree or disagree that...
Base: All valid responses

What has an effect on “Community Pride”?



As mentioned previously, we used three survey questions to find out the “Community Pride” score. However, a wide variety of service areas also play a part in “Community Pride”. We conducted an analysis that shows which of the areas have the biggest impact on “Community Pride”, and how tenants feel about those areas.

The topics covered in the analysis are:

- Overall condition and cleanliness of building
- Overall condition of unit
- Overall quality of service related to general maintenance or repairs
- Overall quality of service related to emergency repairs
- Overall safety of community
- Overall quality of information from TCHC
- Overall quality of service from CHU office
- Overall quality of service from TCHC Response Line
- Having a say and participate in decisions TCHC makes about building and community
- Participation has impact on issues/decisions that matter
- Having access or know how to access community services and supports needed in neighbourhood
- Overall satisfaction with TCHC's efforts to equally value and fairly treat all people

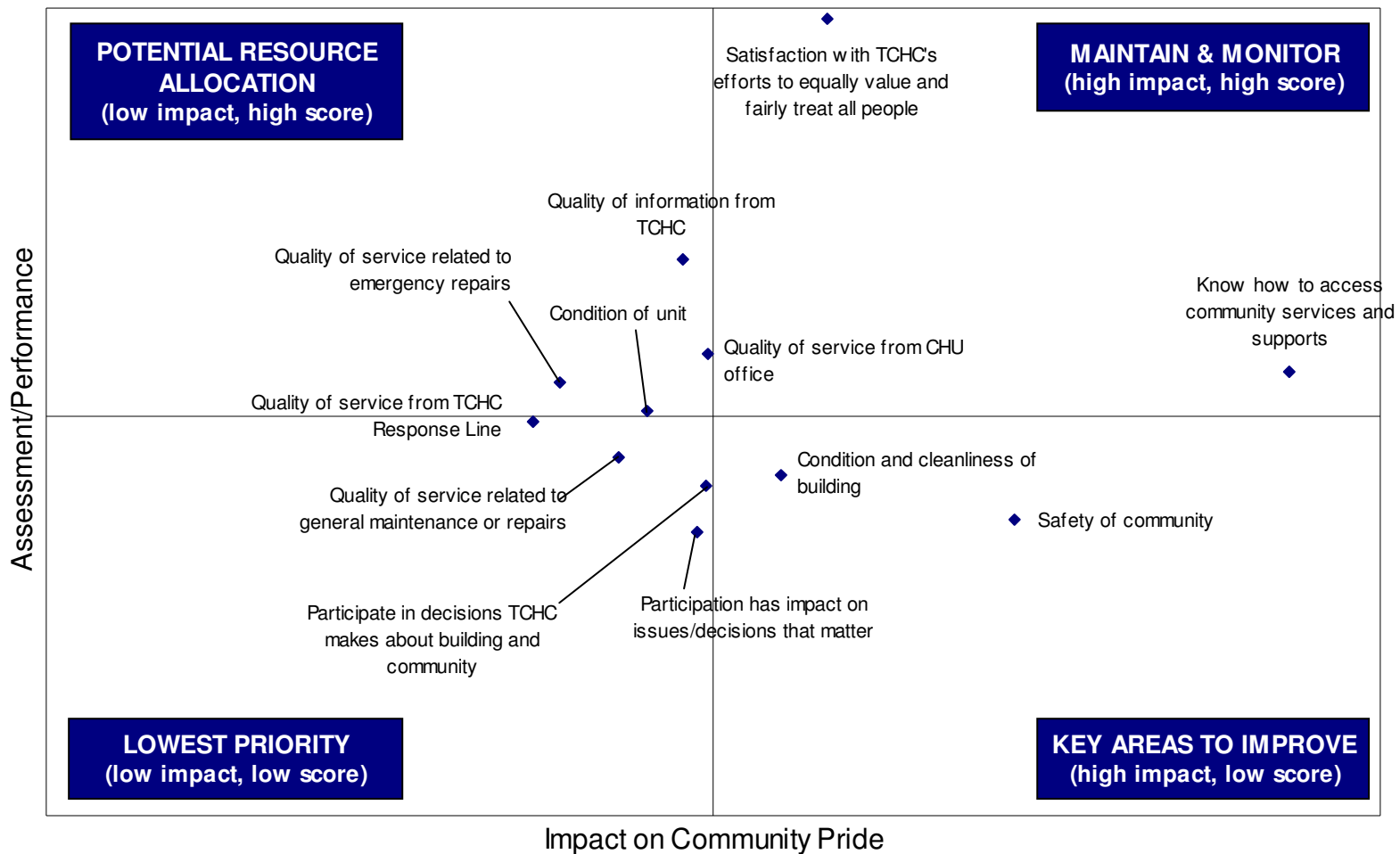
The diagram on the next slide shows how much impact each of these areas has on “Community Pride”, and how tenants feel about each of the areas. It divides the service areas into four levels of attention:

- 1) **Areas to maintain and monitor** – These have high impact on “Community Pride”, and scored high by tenants.
- 2) **Potential areas for resource allocation** – These have low impact on “Community Pride”, but scored high by tenants.
- 3) **Key areas to improve** – These have high impact on “Community Pride”, but scored low by tenants.
- 4) **Lowest priority areas** – These have low impact on “Community Pride”, and also scored low by tenants.

What should be improved in order to improve “Community Pride”?



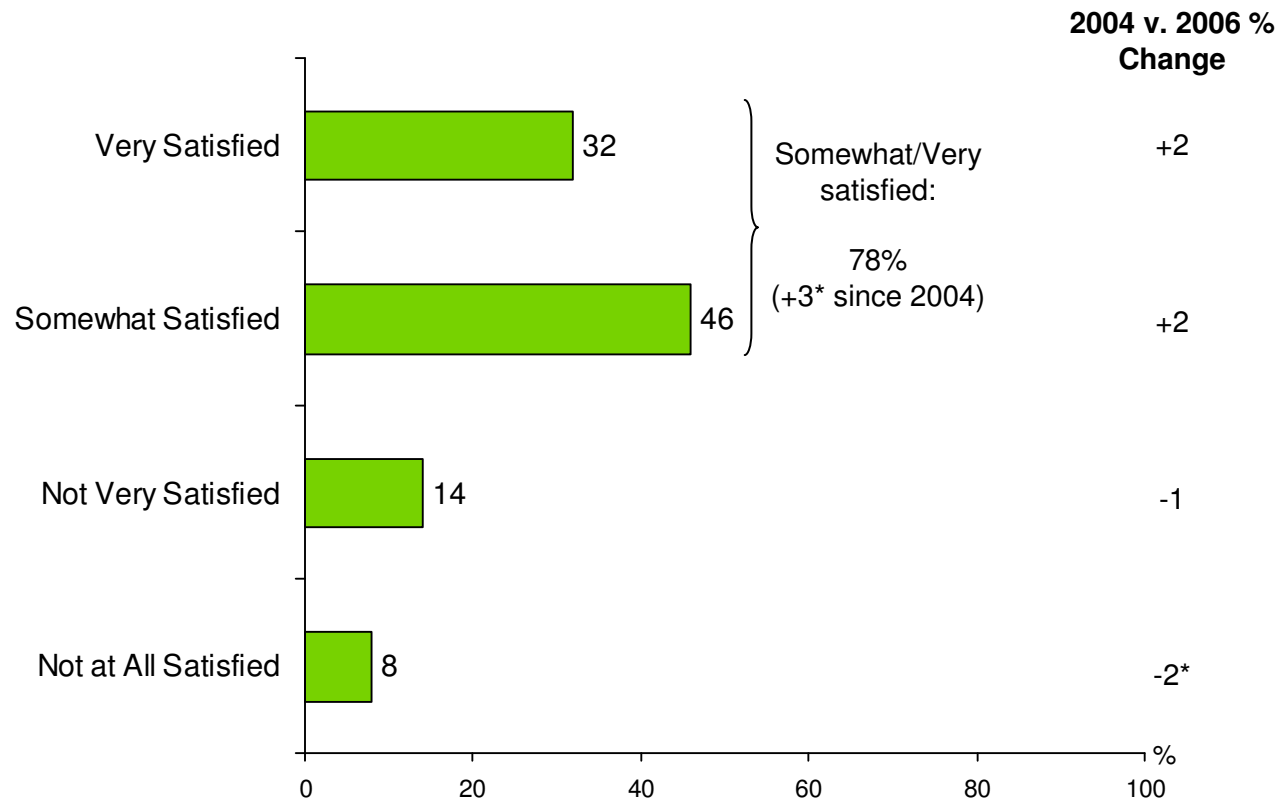
- This diagram shows how TCHC is doing in each of the key service areas that may affect “Community Pride”.
- The lower right-hand quadrant called “Key Areas to Improve” shows that tenant perception of community safety and the overall condition and cleanliness of the building are the areas that have the most impact on “Community Pride”.



How satisfied are tenants with TCHC's efforts to treat people equally and fairly?



- Overall, tenant satisfaction with TCHC's efforts to make sure all people are equally valued and fairly treated remains high. In fact, there was a significant increase in this area compared to 2004.

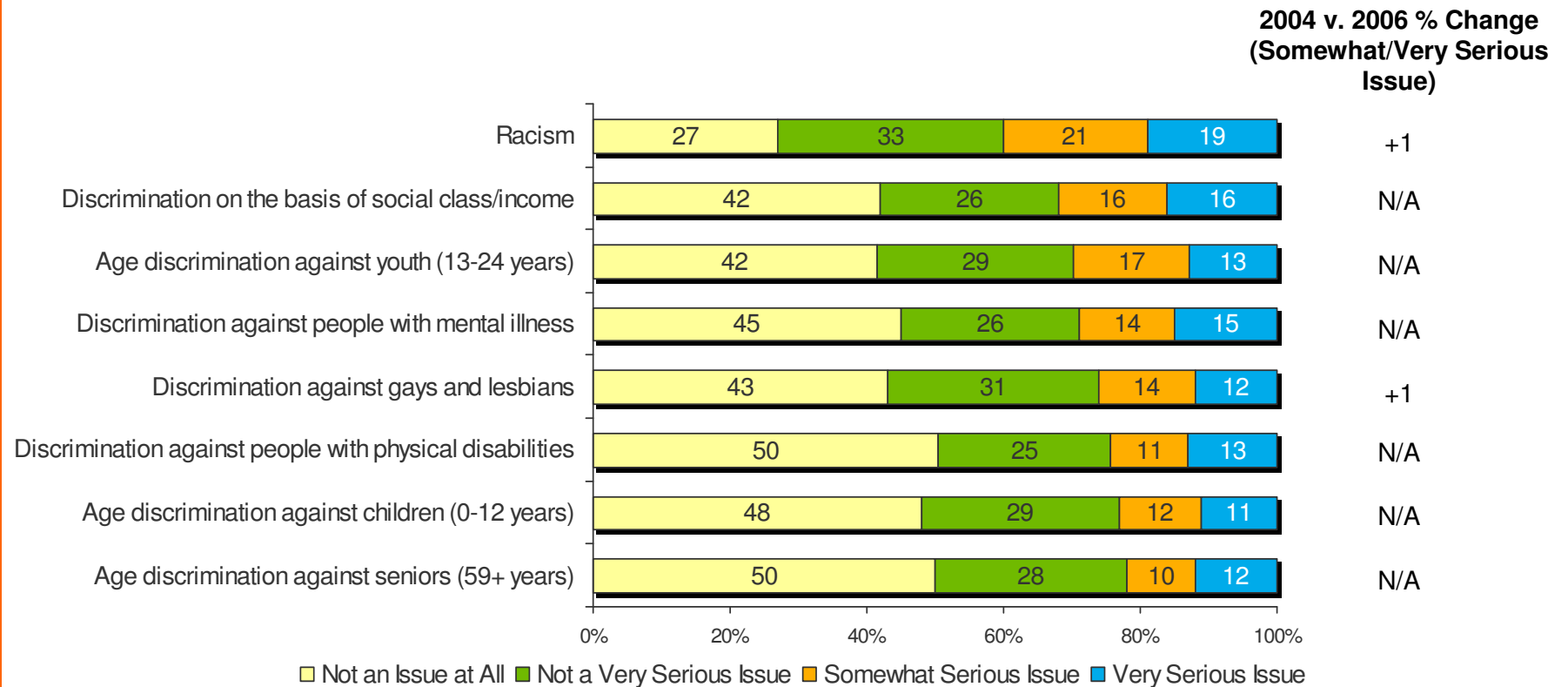


Q31. Overall, how satisfied are you with the TCHC's efforts to help make sure all people are equally valued and fairly treated? Are you...
Base: All valid responses

What are the most serious issues for tenants?



- Racism continues to be the most serious discrimination issue facing TCHC.
- Age discrimination and discrimination based on physical/mental handicaps or socio-economic factors are also present, but to a lesser extent.



Q30a-h. Thinking about your own community, how serious are each of these issues?
Base: All valid responses

TCHC Program Awareness & Participation



- Far more tenants are aware of TCHC programs than actually participate in them.
- The Tenant Participation Program, Recreation Programs for Children and Youth, and the Green Plan are programs tenants are most aware of.
- Tenant participation is highest in the Green Plan, Tenant Participation Program, and Building Renewal Program.

	Aware (%)	Participate (%)
Tenant Participation Program	60	15
Recreation Programs for Children and Youth	51	9
Green Plan	49	24
Building Renewal Program	41	13
Youth Development Programs	37	5
Tenant Council Funding	29	5
Community Business Planning & Distribution of Tenant Allocated Capital Funds	28	6
Social Investment Fund	24	5

Q33a-h. For each of the following programs, please indicate whether you are aware of the program and whether you participate in the program.
Base: All valid responses



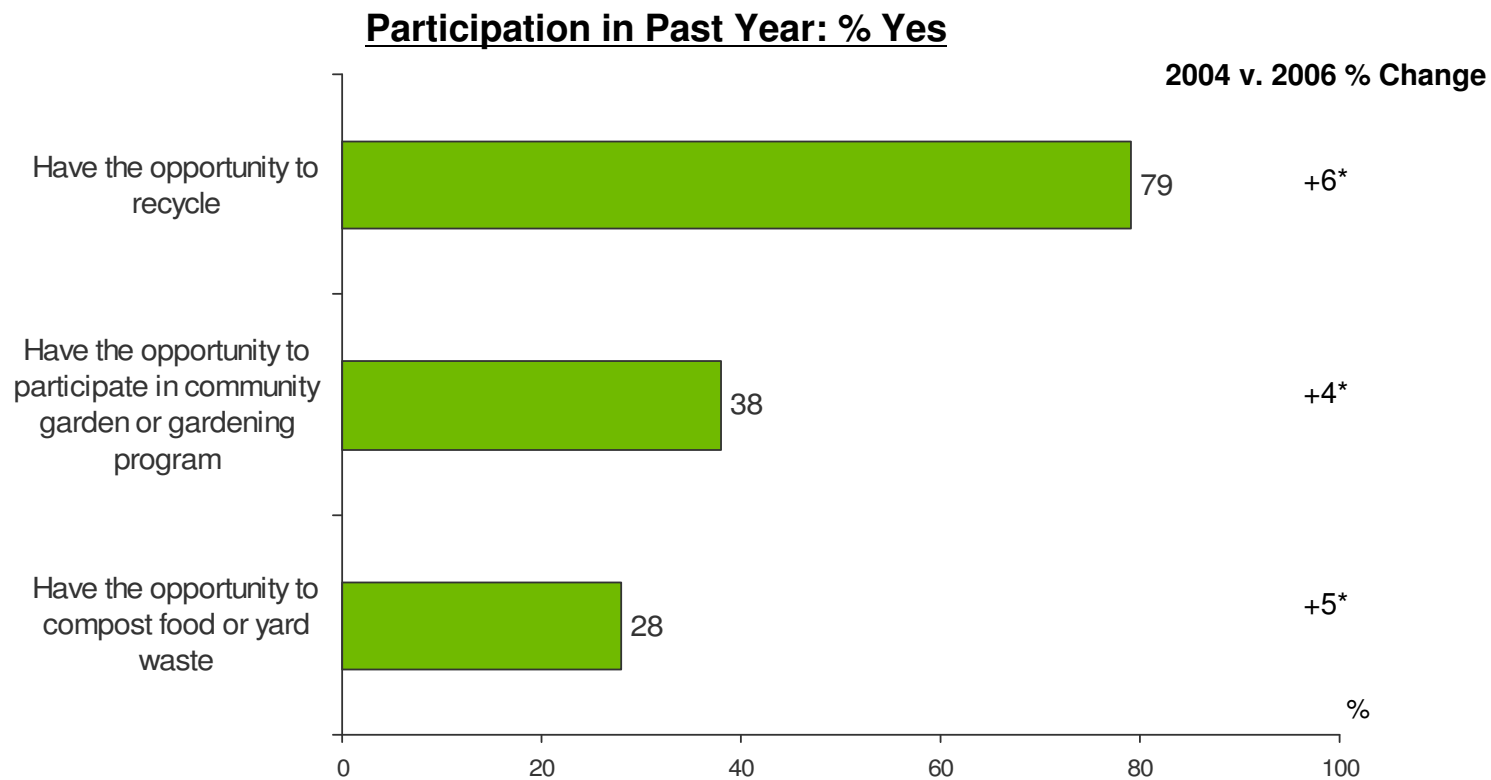
Recycling



Do tenants have the opportunity to recycle, compost, and garden?



- Significantly more tenants have the opportunity to recycle, participate in gardening programs, and compost than they did two years ago.



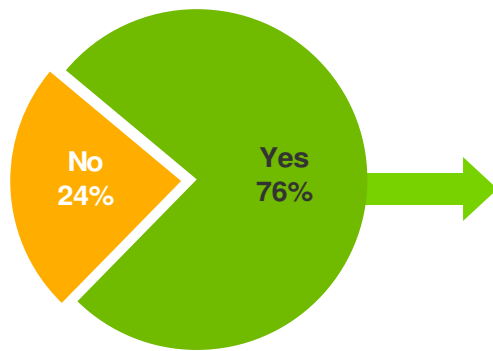
Q32a-c. Please answer each of the following questions.
Base: All valid responses

Are tenants recycling?

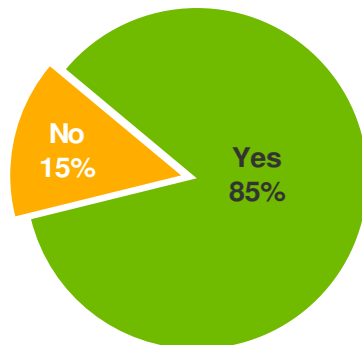


- TCHC's recycling program has been a success with tenants.
- Overall, tenants have access to recycling in their building, find recycling easy to do, and characterize themselves as active recyclers.

Access to Recycling in Building/Complex



Ease of Recycling in Building/Complex



SELF-DESCRIBED RECYCLING PROFILE	
Recycler	92%
Active recycler	40%
Committed and enthusiastic recycler	29%
Recycle when it's convenient	24%
Do not recycle	8%

Q34. Does your building/complex have a recycling program? Base: All valid responses

Q35. Which of the following best describes you/your family's recycling habits? Base: Those whose building has a recycling program (n=1,763)

Q37. Is it easy for you to bring your recyclable items (e.g. cans/bottles/paper etc.) to the recycling bins in your building/complex? Base: Those whose building has a recycling program & were classified into a recycling profile (n=1,640)

Why don't some tenants recycle?



- The most common reasons tenants give for not recycling are the inconvenient placement of the recycling bins in their building and because they simply never get around to it.

	Total (%)
It is inconvenient in my building/complex	38
Never get around to it	27
I don't understand how recycling works	17
Due to disability/illness/poor health	7
Poorly maintained bins/garbage in them	4
No recycle bins/need more bins available	2
No need/nothing to recycle	1
Other	11

Q36. What are the main reasons why you/your family do not recycle?
Base: Those who do not recycle (n=213)

Barriers to Recycling & Strategies to Encourage More Recycling



- Some tenants believe that it's difficult to recycle in their building or complex. The main reasons behind this difficulty include the recycling area being far away, not having the proper containers for the recyclable items, and the smell or messiness of the recycling area.
- Tenants feel that posters or flyers, information sessions, and information delivered to their unit would work best to encourage more tenants to recycle.

WHAT MAKES RECYCLING DIFFICULT FOR TENANTS?	Total (%)
The recycling area is too far away	42
I don't have a proper container to bring my recyclable items to the recycling area	38
The recycling area is smelly or messy	32
It is physically difficult for me to get to the recycling area	27
The recycling area is not in a safe location	19
Hours of operation for recycling room are not convenient	6
Bins are always full	3
Other	11

WHAT WOULD MOST ENCOURAGE TENANTS TO RECYCLE?	Total (%)
Posters/flyers posted in my building/complex	43
Information sessions on recycling held in my building/complex	39
Information on recycling delivered or mailed to my home	39
A Tenant Recycling Committee in my community	23
Information on recycling delivered to my home by recycling "experts" who could answer any question I have	20
Recycling bins for each floor/apartment	3
Other	11

Q38. Which of the following reasons make it difficult for you to bring your recyclable items (e.g. cans/bottles/paper etc.) to the recycling bins in your building/complex?

Base: Those whose building has a recycling program and who find recycling not easy (n=346)

Q39. Which of the following strategies do you think would work best to encourage more tenants to recycle in your building/complex.

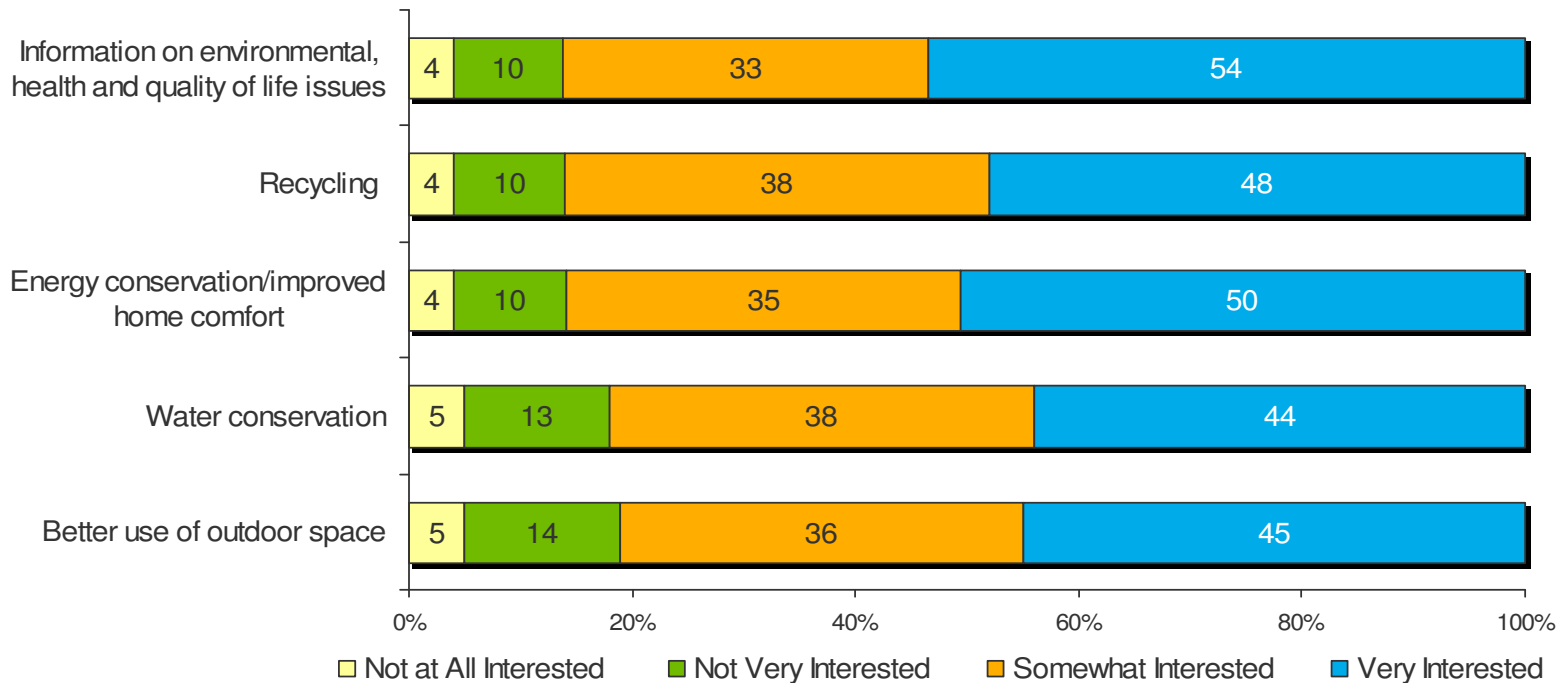
Base: All valid responses

Note: Responses with less than 3% are not shown

What environmental programs are tenants interested in?



- Tenants show a great deal of interest in having environmental programs available to them.
- The three most popular are having an information program on environmental, health and quality of life issues, recycling, and energy conservation/improved home comfort.
- While these are the most popular, tenants are still keenly interested in water conservation and better use of outdoor space as well.



Q40a-e. Please tell us how interested you would be in having the following programs.
Base: All valid responses



Comparison of Individual CHUs



CHU Comparison



- The following slide shows a breakdown of the 27 CHUs into four tiers.
- This represents the views of the tenants in each CHU on each of the “overall” measures that were asked in the survey. These overall measures include:
 - Overall condition and cleanliness of building
 - Overall condition of unit
 - Overall quality of service related to general maintenance or repairs
 - Overall quality of service related to emergency repairs
 - Overall safety of community
 - Overall quality of information from TCHC
 - Overall quality of service from CHU office
 - Overall quality of service from TCHC Response Line
 - Having a say and participate in decisions TCHC makes about building and community
 - Participation has impact on issues/decisions that matter
 - Having access or know how to access community services and supports needed in neighbourhood
 - Overall satisfaction with TCHC's efforts to equally value and fairly treat all people
- Our analysis shows which CHUs have tenants with the most positive views about the questions listed above.

CHU Comparison



- This slide breaks the 27 CHUs down into four tiers. Tier 1 includes the CHUs whose tenants have the most positive views across the overall measures, while the CHUs in Tier 4 have tenants with the least positive opinions.

TIER 1

North Toronto (CHU 15)
Downtown-West (CHU 9)
Beaches-East Toronto (CHU 14)
Seneca/ Don Valley (CHU 3)
Scarborough-McCowan (CHU 26)
Davenport-Midtown (CHU 25)
Etobicoke-Lakeshore (CHU 7)

TIER 3

Bloor West-Central (CHU 8)
Don Valley-East York (CHU 20)
Humber Village (CHU 1)
Don Mills-Agincourt (CHU 22)
St. Lawrence (CHU 11)
North York West (CHU 17)
Scarborough North (CHU 23)

TIER 2

Downsview (CHU 19)
Spadina-Downtown (CHU 10)
Eglinton/ Lawrence (CHU 2)
Scarborough-Warden (CHU 5)
Don River (CHU 12)
Scarborough-East (CHU 4)

TIER 4

St. Jamestown (CHU 16)
Sherbourne-Dundas (CHU 13)
Scarborough-Kennedy (CHU 21)
Regent Park-Oak Street (CHU 27)
York Weston (CHU 6)
Etobicoke-York (CHU 24)
North York-Etobicoke (CHU 18)



Internet Access and Demographics

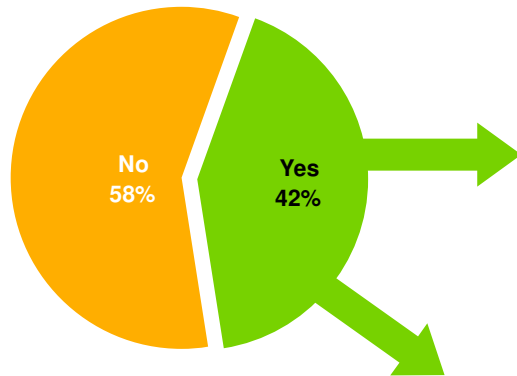


Profile of Tenant Internet Access



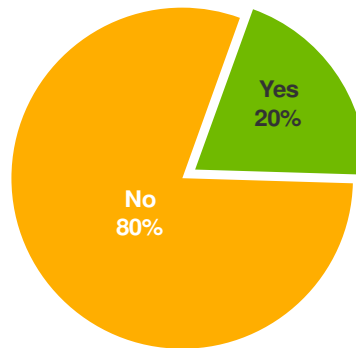
- Fewer than half of TCHC tenants have Internet access. By comparison, close to three-quarters of all Torontonians have access to the Internet*.
- Of the tenants who have Internet access, two-in-ten say they have visited the TCHC website to find information about TCHC.

Have Access to Internet?



WHERE IS INTERNET ACCESSED?	
Home	84%
Library	22%
Work	21%
School	12%
Friend's/family's house	2%
Other	2%

Visit TCHC website?

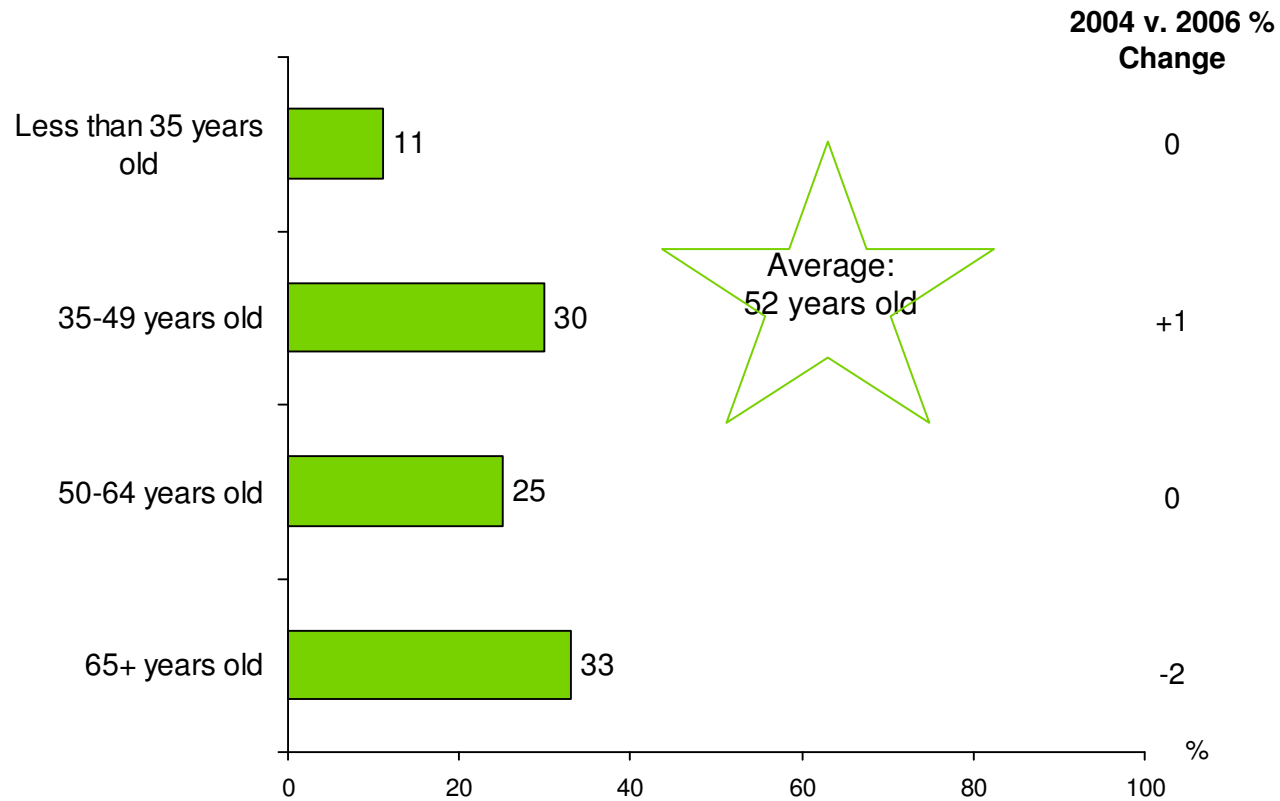


* Source: Statistics Canada
 Q41. Do you currently have access to the Internet?
 Base: All valid responses
 Q42. Where do you access the Internet?
 Q43. Do you visit the TCHC website to find information about TCHC?
 Base(Q42, Q43): Those with internet access (n=1,187)

Age



- On average, tenants are 52 years old. The age distribution of survey respondents is similar to 2004.

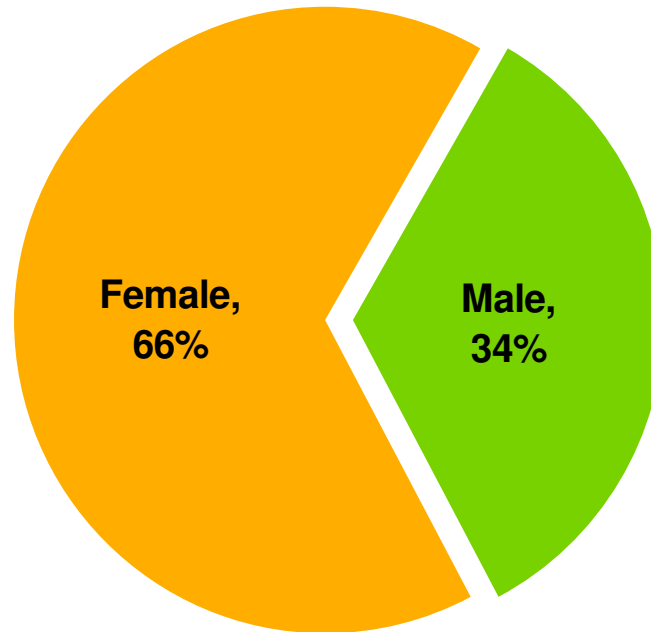


Q45. How old are you?
Base: All valid responses

Gender



- The gender split is the same as in 2004.



2004
Female: 65%
Male: 35%

Q44. Gender
Base: All valid responses

Children at Home



- Half of tenants have children at home. More tenants have children at home now than in 2004.

	2006 %	2004 v. 2006 Change
No children at home	50	-9*
Have children at home	50	+9*
One child	24	+7*
Two children	15	0
Three children	7	+1
Four children or more	4	0
<i>Average number of children (under 18) in household</i>	<i>1.0</i>	<i>0</i>

Q46. How many people, living in your household, are under the age of 18?
Base: All valid responses

Disability Profile



- One-quarter of households have a member who has a physical disability, which is a 3-point decline since 2004.
- About 1-in-10 households have someone who has a mental illness.

	2006 %	2004 v. 2006 Change
Households with anyone with physical disability	24%	-3*
Households with anyone with mental illness	8%	N/A

Q47. Does anyone in your household have a physical disability?
Q48. Does anyone in your household have a mental illness?
Base: All valid responses



Thank You

