

## **2018 Tenant Experience Survey**

### **Staff Q&A**

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#### **When will tenants receive the 2018 survey?**

- Households that are mailed the survey should receive it in early October.

#### **What happened to the Tenant Satisfaction survey?**

- We have renamed that survey the Tenant Experience survey.

#### **Why are we doing the 2018 survey?**

- After conducting the 2017 survey, we committed to surveying tenants annually. The results will help us improve the quality of the services we provide to tenants and better understand how tenants feel about their home, building and community.

#### **What topics does the 2018 survey cover?**

- The survey will cover a variety of topics from service to safety, to gauge overall satisfaction as a tenant of Toronto Community Housing.
- The survey also includes questions about the Tenant Engagement System refresh. Responses to these questions will help refine the refreshed Tenant Engagement System model.

#### **Who can take the survey?**

- Surveys will be mailed to a random sample of 16,900 households across all operating units.
- Households are chosen randomly. This means they are not chosen because of any characteristic or requirement, and everyone is just as likely to be chosen. This also means not all tenants will get a survey.

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- If a tenant has more questions about how survey respondents are chosen, they can call Ipsos, the company running the survey. They can contact Ipsos at **1-888-264-8773** or [TCHCSurvey@ipsosresearch.com](mailto:TCHCSurvey@ipsosresearch.com).
- Tenants who were not selected to receive a survey in the mail can still participate. They can contact Ipsos at **1-888-264-8773** or [TCHCSurvey@ipsosresearch.com](mailto:TCHCSurvey@ipsosresearch.com) to request a survey.

### **Why isn't the survey going to more tenants?**

- A basic principle of survey research is that a random sample can represent a whole population if the sample is large enough and the selection process is truly random.
- We have worked with the survey provider, Ipsos, to develop a fair process for randomly selecting a sample of households to take part in the survey. We are confident this process will produce accurate findings that will reflect the views of TCHC tenants as a whole.
- Tenants who were not selected randomly can contact Ipsos to request a survey. This will enable everyone who wants to participate in the survey can do so.

### **Will you be able to tell who answered the survey?**

- No. The survey is completely anonymous. This means tenants will not be identified when they complete the survey.

### **Do tenants have to answer the survey?**

- No. The survey is completely voluntary. Tenants are free to choose not to participate.

### **What if a tenant needs help to answer the survey?**

- Anyone who receives the survey must have an equal opportunity to participate. For TTY, tenants can call the Bell TTY Relay Service at **1-800-855-0511** and ask the operator to contact Ipsos at **1-888-264-8773**. This information will be included in the cover letter that accompanies the survey.
- The online survey is Web Content Accessibility Guidelines (WCAG) 2.0 compliant, which means it is possible to increase the survey font size if needed.
- To request the paper survey in an alternate format, including a larger font size, tenants can contact Ipsos at **1-888-264-8773**. They should leave a message and indicate if they need to be called back using a MRS/TTY service. This information is included in the cover letter sent with the survey.
- A toll-free phone number to call to get help completing the survey will be included in the cover letter that comes with the survey.

### **Who will be sending the survey to tenants?**

- Toronto Community Housing will be sharing tenant addresses with the survey company, Ipsos, so the survey can be mailed directly to tenants. We will also share phone numbers with the survey company for follow-up purposes only.
- Toronto Community Housing is committed to protecting personal information in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and the *Housing Services Act*. For more information about the collection, use and disclosure of personal information by TCHC, please visit [torontohousing.ca/inforights](http://torontohousing.ca/inforights).

**What if a tenant receives the survey but does not read English?**

- The survey will be available in different languages. The survey will be mailed with a sheet of paper that lets tenants know, in 18 different languages, that they can request the survey in a different language.

**When and where will the results of the survey be available?**

- Survey results will be shared in early 2019. They will be posted at [www.torontohousing.ca](http://www.torontohousing.ca) and printed copies will be available at Operating Unit and Property Management offices.
- Feedback from the questions regarding the Tenant Engagement System will be made available at local forums this fall, where TCHC will also present a draft model of the refreshed engagement system.

**Who do tenants contact if they have questions about the Tenant Engagement System Refresh project?**

- call 416-981-4435, or
- email [EngagementRefresh@torontohousing.ca](mailto:EngagementRefresh@torontohousing.ca), or
- visit [torontohousing.ca/ter](http://torontohousing.ca/ter)

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