

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

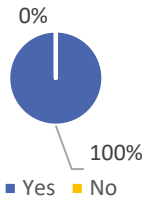
SITE: Bow Glen Court – 6 responses out of 10 units March 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



Tenants enjoy living in the building

We are providing a clean and safe place for tenants to enjoy

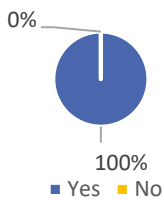
We will continue to do our best to ensure the tenants are given a clean and safe place to live.

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Tenants feel safe and secure in the building

We are providing the tenants with a safe and secure building

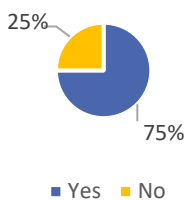
We will continue to make sure that the building is safe and secure for the tenants.

3. Staff Members respond to my questions and concerns

Celebrating Success

What we've learned

What we are doing



Tenants feel their questions and concerns are answered.

Some tenants have stated that most of the time the question or concerns are being addressed but not all the time

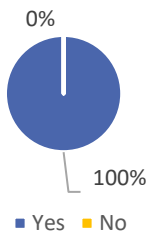
We will continue to work with tenants to inform them about situations that we cannot help with or perhaps may take some time.

4. I am treated with respect when speaking to staff

Celebrating Success

What we've learned

What we are doing



Tenants feel like they are treated with respect when speaking to staff

Tenants appreciate being able to talk to someone when issues arise and get treated with respect

We will continue to work with tenants and ensure that we are treating everyone with respect when calling in.

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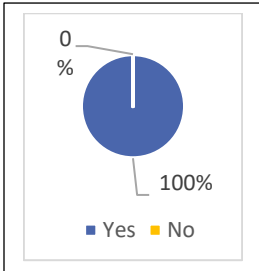
SITE: Bow Glen Court – 6 responses out of 10 units February -March 2023

5. My friends and family are welcome here

Celebrating Success

What we've learned

What we are doing



Tenants feel like their friends and family are welcome

After covid its important that tenants know that they can have family and friends come to enjoy the building

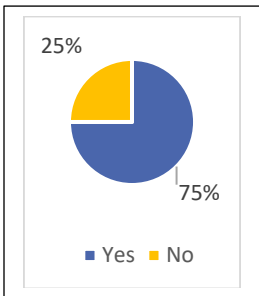
We will continue to communicate with tenants and ensure the building is clean and inviting.

6. I am happy with the cleanliness of the common areas (if applicable)

Celebrating Success

What we've learned

What we are doing



Tenants feel that sometimes the building is clean

Tenants would appreciate the housekeeper cleaning more thoroughly in the common areas

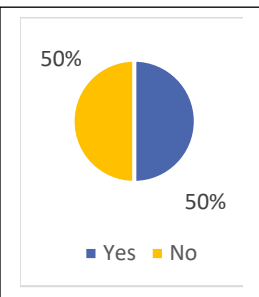
We will work with the housekeeping staff on cleaning lists to ensure all tasks are completed weekly/monthly/annually

7. My building and grounds are well maintained

Celebrating Success

What we've learned

What we are doing



Tenants are open about how well the sidewalks have been cleared in the winter

The contractor that was hired was perhaps not clearing the sidewalks as often as was needed

We will work on a new EOI to ensure we set expectations going forward with a new contractor

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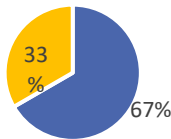
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8. I have access to information about additional supports if needed (Home Care, Meals on Wheels)

Celebrating Success

What we’ve learned

What we are doing



■ Yes ■ No

Tenants are provided community information for their building	Tenants are independent and don't require more services	We will continue to provide information to the tenants in the event that they require further assistance to enable them to stay in their homes longer.
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