

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

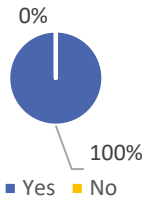
SITE: Elk Haven – 10 responses out of 12 units March 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



Tenants enjoy living in the building

Lighting at the front of the building is not good

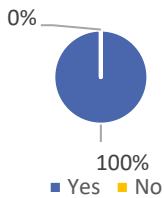
We will work with maintenance to ensure the lights are bright for the tenants.

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Tenants feel very safe in the building.

Tenants feel safe and secure in the building that we manage

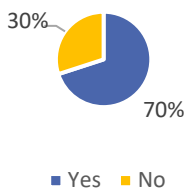
We will continue to ensure the safety of the tenants

3. Staff Members respond to my questions and concerns

Celebrating Success

What we've learned

What we are doing



Tenants feel like staff answer questions and concerns

Tenants would like someone there on a more regular basis

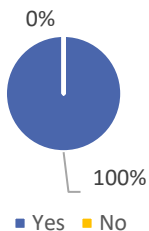
We will ensure that there is a schedule for tenants to know when they management will be there.

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 calling in

Tenants feel like they can call in and feel respected when addressing concerns

We will continue the open communication with tenants to form trusting relationships

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

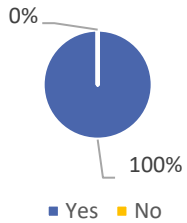
SITE: Elk Haven – 10 responses out of 12 units March 2023

5. My friends and family are welcome here

Celebrating Success

What we've learned

What we are doing



Tenants feel like family and friends are welcome

Independent site that welcomes friends and families always

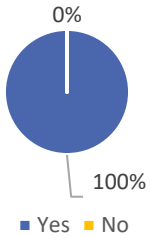
We will continue to provide a safe and clean building for them to enjoy

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 the building is clean

Tenants enjoy a clean building to sit with friends

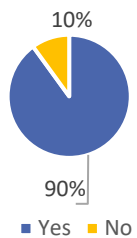
We will continue to provide a clean building to tenants and address any concerns as they come

7. My building and grounds are well maintained

Celebrating Success

What we've learned

What we are doing



Tenants are satisfied with the ground

Tenants are concerned only regarding front lighting

We will work with maintenance regarding the lighting.

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

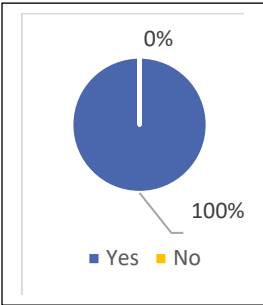
SITE: Elk Haven – 10 responses out of 12 units March 2023

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



Tenants are provided information for their building on community partners

Tenants are independent but still like to have additional information

We will continue to provide any other information to tenants as required.