

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

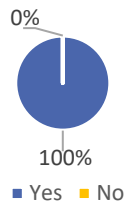
SITE: Westview Manor – 4 responses out of 20 units March 2023

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

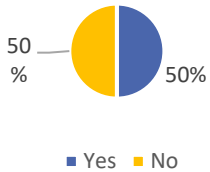
We will continue to do our best to ensure the tenants are given a clean and safe place to live.

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Some tenants feel like it is a safe building to live in

There have been issues in the community with gas theft that the tenants are concerned about

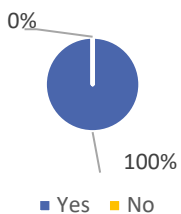
We will work with the community and the local police to ensure we are doing all we can to help with this situation.

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.

Open conversations with tenants are important in building trust so tenants feel they can call in when needed

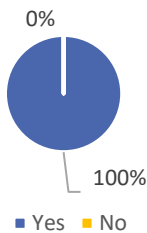
We will continue to work closely with the tenants to build trusting relationships

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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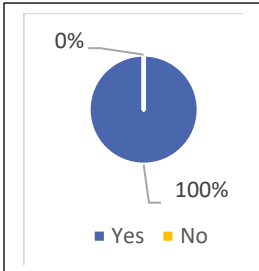
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5. My friends and family are welcome here

Celebrating Success

What we've learned

What we are doing



Tenants feel like their friends and family are welcome

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

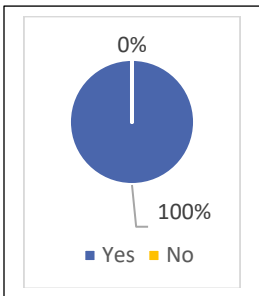
We will continue to communicate with tenants and ensure the building is clean and inviting.

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 the building is clean

Tenants appreciate all the work that the housekeepers put in when cleaning the building

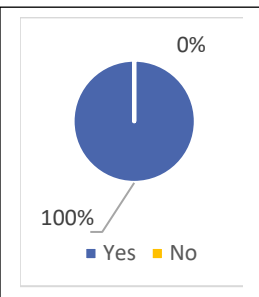
We will continue to provide a clean building for the tenants to enjoy

7. My building and grounds are well maintained

Celebrating Success

What we've learned

What we are doing



Tenants feel that the grounds are well maintained

It is important for the grounds to be kept in order for the tenants to be able to enjoy the outside spaces.

We will continue to work with housekeeping and maintenance to provide a well-groomed space for the tenants to enjoy

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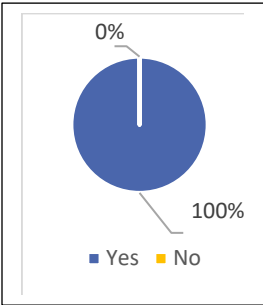
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8. I have access to information about additional supports if needed (Home Care, Meals on wheels)

Celebrating Success

What we’ve learned

What we are doing



Tenants feel they have access to other information from community services

Being independent housing, it is still important to provide community service information in the event that other services are needed

We will continue to provide updated brochures and information to our tenants.