



119 Van Order Drive, Kingston, ON K7M 1B9 ☎ Fax (613) 546-9375 ☎ Phone (613) 546-5591 www.kfhc.ca

December 12, 2008

Dear Tenant:

SUBJECT: TENANT SATISFACTION SURVEY

The Kingston & Frontenac Housing Corporation's Public Relations Committee identified in 2008 as one of its priorities to survey tenants. Accordingly, Tenant Satisfaction Surveys were distributed randomly to 300 tenants in September 2008. I am pleased to report that our return rate is 29%. A copy of the survey and a summary of all responses are available at www.kfhc.ca.

The survey results have demonstrated a high satisfaction level in the following areas:

Building and Unit Conditions:

- Condition of Fire Safety Systems i.e. smoke detectors and fire alarms

Maintenance Services:

- It is easy to request repairs
- The maintenance staff are helpful

Relationship with Staff:

- You know who to contact
- The hours that KFHC office is open are convenient
- The customer service they provide helps to solve your problems

The survey results indicating need for improvement are as follows:

Building and Unit Conditions:

- Condition of elevators

Community Safety:

- Security partnerships between KFHC and the police, legal clinics and crime prevention groups, etc.
- Support from police i.e. need for foot patrols.

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The Public Relations committee will identify its priorities for 2009 based on the tenant satisfaction survey results.

We wish to take this opportunity to thank all tenants who took the time to complete the Tenant Satisfaction Survey as **"Your opinion is important to us"**.

Yours truly,

KINGSTON & FRONTENAC HOUSING CORPORATION

Francyne P. G. Givogue, A.I.H.M.
General Manager

Enclosures