

# RESULT TENANT SURVEY 2008

# AREA A AND B

		Very Good	Good	Fair	Poor	Very Poor	Does Not Apply	Total Summary
1.a.	Exterior (e.g. outside of unit/ building, lawn, garden, etc.)	14 16.67 %	37 44.05 %	18 21.43 %	6 7.14 %	9 10.71 %	0 0.00 %	84 100.00 %
1.b.	Common areas (e.g. hallways lobby area, common room, stairwells, etc.)	19 21.84 %	20 22.99 %	14 16.09 %	7 8.05 %	6 6.90 %	21 24.14 %	87 100.00 %
1.c.	Laundry room	19 22.62 %	25 29.76 %	10 11.91 %	6 7.14 %	0 0.00 %	24 28.57 %	84 100.00 %
1.d.	Elevators	5 6.41 %	12 15.39 %	5 6.41 %	4 5.13 %	2 2.56 %	50 64.10 %	78 100.00 %
1.e.	Garbage room Garbage Pad	18 20.69 %	28 32.18 %	8 9.20 %	4 4.60 %	1 1.15 %	28 32.18 %	87 100.00 %
1.f.	Recycling areas	19 22.89 %	28 33.74 %	7 8.43 %	5 6.02 %	1 1.21 %	23 27.71 %	83 100.00 %
1.g.	Fire safety systems (smoke detectors, fire alarms)	51 59.30 %	22 25.58 %	8 9.30 %	3 3.49 %	1 1.16 %	1 1.16 %	86 100.00 %
	<b>Summary</b>	<b>145 24.62 %</b>	<b>172 29.20 %</b>	<b>70 11.89 %</b>	<b>35 5.94 %</b>	<b>20 3.40 %</b>	<b>147 24.96 %</b>	<b>589 100.00 %</b>

# RESULT TENANT SURVEY 2008

# AREA A AND B

		Very Good	Good	Fair	Poor	Very Poor	Does Not Apply	Total Summary
2.a.	Education programs on safety for tenants (e.g. Fire and Crime Prevention Workshops)	19 22.35 %	19 22.35 %	18 21.18 %	8 9.41 %	8 9.41 %	13 15.29 %	85 100.00 %
2.b.	Tenant involvement with community programs (e.g. safety programs, Kingston Blooms, outdoor events, Wonderland und BBQs)	16 19.05 %	21 25.00 %	20 23.91 %	9 10.71 %	11 13.10 %	7 8.33 %	84 100.00 %
2.c.	Building maintenance	19 22.09 %	21 24.42 %	27 31.40 %	8 9.30 %	8 9.30 %	3 3.49 %	86 100.00 %
2.d.	Security measures (e.g. lighting, locks, cameras in lobby)	15 18.52 %	23 28.40 %	13 16.05 %	9 11.11 %	9 11.11 %	12 14.82 %	81 100.00 %
2.e.	Security partnerships between KFHC and the police, legal clinics, and crime prevention groups etc.	18 21.43 %	17 20.24 %	19 22.62 %	10 11.91 %	13 15.48 %	7 8.33 %	84 100.00 %
2.f.	Support from police (e.g. foot patrols)	14 16.67 %	16 19.05 %	9 10.71 %	10 11.91 %	24 28.57 %	11 13.10 %	84 100.00 %
	<b>Summary</b>	<b>101 20.04 %</b>	<b>117 23.21 %</b>	<b>106 21.03 %</b>	<b>54 10.71 %</b>	<b>73 14.48 %</b>	<b>53 10.52 %</b>	<b>504 100.00 %</b>

# RESULT TENANT SURVEY 2008

# AREA A AND B

		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Does not apply	Total Summary
3.a.	It is easy to request repairs	21 26.25 %	42 52.50 %	6 7.50 %	7 8.75 %	2 2.50 %	2 2.50 %	80 100.00 %
3.b.	The repairs are done properly	17 20.99 %	30 37.04 %	10 12.35 %	17 20.99 %	5 6.17 %	2 2.47 %	81 100.00 %
3.c.	The repairs are done quickly	15 18.52 %	27 33.33 %	13 16.05 %	16 19.75 %	8 9.88 %	2 2.47 %	81 100.00 %
3.d.	The maintenance staff are helpful	27 32.93 %	33 40.24 %	10 12.20 %	6 7.32 %	2 2.44 %	4 4.88 %	82 100.00 %
	<b>Summary</b>	<b>80 24.69 %</b>	<b>132 40.74 %</b>	<b>39 12.04 %</b>	<b>46 14.20 %</b>	<b>17 5.25 %</b>	<b>10 3.09 %</b>	<b>324 100.00 %</b>

# RESULT TENANT SURVEY 2008

# AREA A AND B

		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Does not apply	Total Summary
4.a.	You Know who to contact	25 30.49 %	38 46.34 %	5 6.10 %	13 15.85 %	1 1.22 %	0 0.00 %	82 100.00 %
4.b.	You are able to contact staff when you need to	24 30.38 %	30 37.98 %	12 15.19 %	10 12.66 %	3 3.80 %	0 0.00 %	79 100.00 %
4.c.	The hours that the KFHC office is open are convenient	25 30.12 %	40 48.19 %	5 6.02 %	11 13.25 %	2 2.41 %	0 0.00 %	83 100.00 %
4.d.	The staff are helpful	23 28.40 %	37 45.68 %	13 16.05 %	7 8.64 %	1 1.24 %	0 0.00 %	81 100.00 %
4.e.	The customer service they provide helps to solve your problems	19 23.17 %	37 45.12 %	15 18.29 %	8 9.76 %	3 3.66 %	0 0.00 %	82 100.00 %
4.f.	The office provides you with the information you need about services in the community	18 21.95 %	27 32.93 %	15 18.29 %	12 14.63 %	4 4.88 %	6 7.32 %	82 100.00 %
	<b>Summary</b>	<b>134 27.40 %</b>	<b>209 42.74 %</b>	<b>65 13.29 %</b>	<b>61 12.47 %</b>	<b>14 2.86 %</b>	<b>6 1.23 %</b>	<b>489 100.00 %</b>