

Municipality Of Chatham-Kent

Community Human Services

Information Report

To: Mayor and Members of Council

From: Kristen Williams
Manager, Tenant Relations, Housing Services

Date: May 4, 2018

Subject: Tenant Engagement and Satisfaction in Public Housing

This report is for the information of Council.

Background

In 2012, Chatham-Kent Housing Services committed to a five-year strategic plan which prioritized the completion and evaluation of tenant satisfaction. The Chatham-Kent Housing Services Tenant Relations team prepared a survey in 2017 to measure tenant satisfaction and explore the variations in satisfaction across the Municipality within varying types of public housing, ranging from apartment buildings to units within a town house complex, and across the demographics of single units, families, and seniors.

The main purpose of the survey was to gain a better understanding of tenants' levels of satisfaction with the service they receive, and evaluate how responsive the Division is to tenants needs. Tenant engagement and participation was key to gathering feedback and providing opportunity for active participation in the survey process. A copy of the survey is attached as Appendix A.

In September, 2017, on-site tenant engagement and feedback meetings were hosted, which provided the opportunity to introduce and circulate the tenant satisfaction survey. This report provides the findings from the survey and the data that has been collected.

Comments

Key findings from the survey indicated that safety/security, maintenance, and tenant relations/communication were the areas of most importance to tenants. Overall the survey results were positive, with a 97% satisfaction rating and high level of sense of security.

As a result of the survey, it was evident that tenant engagement has been in place through a dedicated team providing tenant support services, inclusive of two Housing Benefits Analysts, one Tenant Relations Analyst, two Case Managers, one Manager,

Tenant Relations, and two Community Relations Workers across an integrated team of Housing Services and Employment & Social Services.

Tenants shared the importance of the less structured social inclusion activities that occur within their buildings such as holiday and summer pot luck events, community gardens and regular social activities.

In Summary

The data collected will form a baseline for future surveys. The results of the survey and tenant feedback will be used to tailor current services to best meet the needs and expectations of tenants.

Chatham-Kent Housing Services is committed to conducting a bi-annual tenant satisfaction survey. It is the intent of the Tenant Relations Team to review other resources in hopes of delivering a survey that can be benchmarked with like services. The intent to include additional survey information that can evaluate tenant engagement and interest in more active participation in decision making within their building, will also be explored based on feedback from the sessions of 2017.

Consultation

There was no consultation required in producing this information report.

Financial Implications

There are no financial implications relating to the implementation of this policy.

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Reviewed by:

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Attachment: Appendix A: Tenant Satisfaction Survey

P:\RTC\Community Human Services\2018\Housing\Tenant Engagement And Satisfaction Survey.Docx

Tenant Satisfaction Survey

1. How long have you been a tenant with Chatham-Kent Housing Services?
2. Overall, were you satisfied with the way your application for assisted housing was handled by Chatham-Kent Housing Services? (Yes/No)
3. How would you rate Chatham-Kent Housing Services in dealing with your application for assisted housing? (Rate Excellent, Very Good, Good, Fair or Poor)
 - a) Explanation of the Chronological Waitlist
 - b) Courtesy and professionalism of the staff
 - c) Response time in answering your application/questions
4. Are you satisfied with your accommodation? (Yes/No)

If no, please explain.
5. Do you think the rent you are paying is fair? (Yes/No)

If no, please explain.
6. Are you comfortable and/or satisfied with the current practice of reporting maintenance or tenant related problems to the office? (Yes/No)

If no, please give suggestions on how to improve.
7. Please evaluate the following maintenance service items: (Rate Excellent, Very Good, Good, Fair or Poor)
 - a) Maintenance service in your building (apt building only)
 - b) Janitorial service in your building (apt building only)
 - c) Maintenance service in your unit
 - d) Response time for maintenance service
8. Do you feel safe and secure in your residence? (Yes/No)

If no, what can we do to address your concerns?
9. Other comments.

HOUSING SERVICES

Tenant
Engagement



CK HOUSING SERVICES COMMITTED TO TENANT ENGAGEMENT

- ❖ In 2001, Chatham-Kent Housing conducted a tenant satisfaction survey to gain a better understanding of tenants and what their level of satisfaction was with their home and services.
- ❖ The 2017 survey will serve as the baseline assessment with follow up surveys to be conducted periodically (every 24 months).
- ❖ The survey initiative was conducted to utilize the survey results to gauge CK Housing Services level of responsiveness to our commitments, to improve services, and develop standards.



WHY TENANT ENGAGEMENT?

Social Isolation has been defined as a state in which an individual lacks engagement with others and a sense of belonging. 1

Research indicates that being socially connected physically impacts mental health and well-being. 2

Tenant Engagement supports the Municipal 2035 Strategic Plan with a focus on a healthy and safe community.

CK PLAN 2035



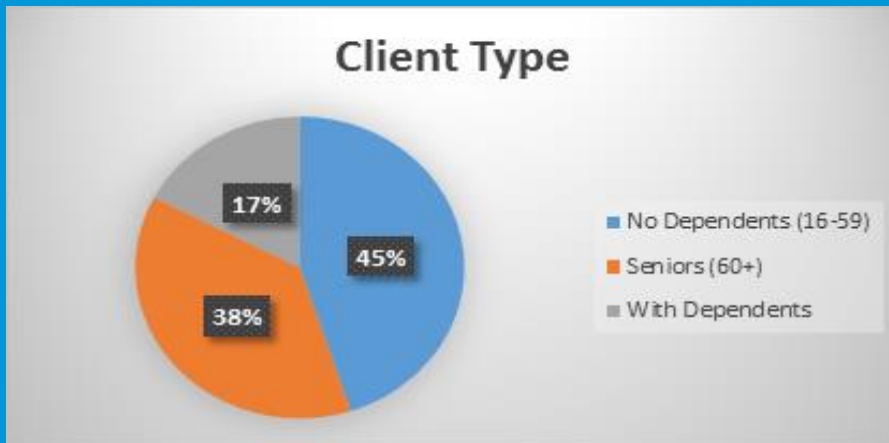
People and Culture



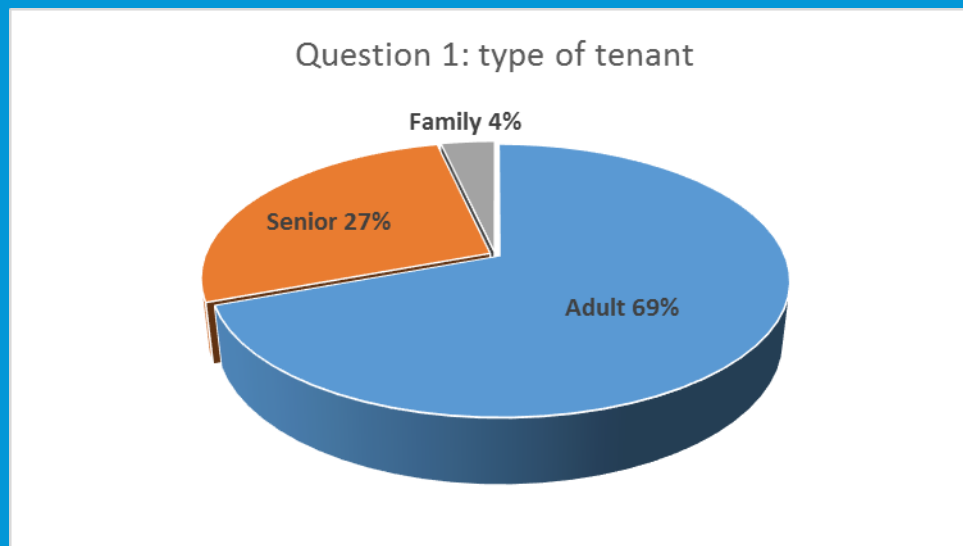
TENANT ENGAGEMENT MEETINGS CONDUCTED THROUGH THE MONTH OF SEPTEMBER MEASURED



Chatham Kent Housing Services



Tenants from Chatham Kent Housing Services that responded to the survey

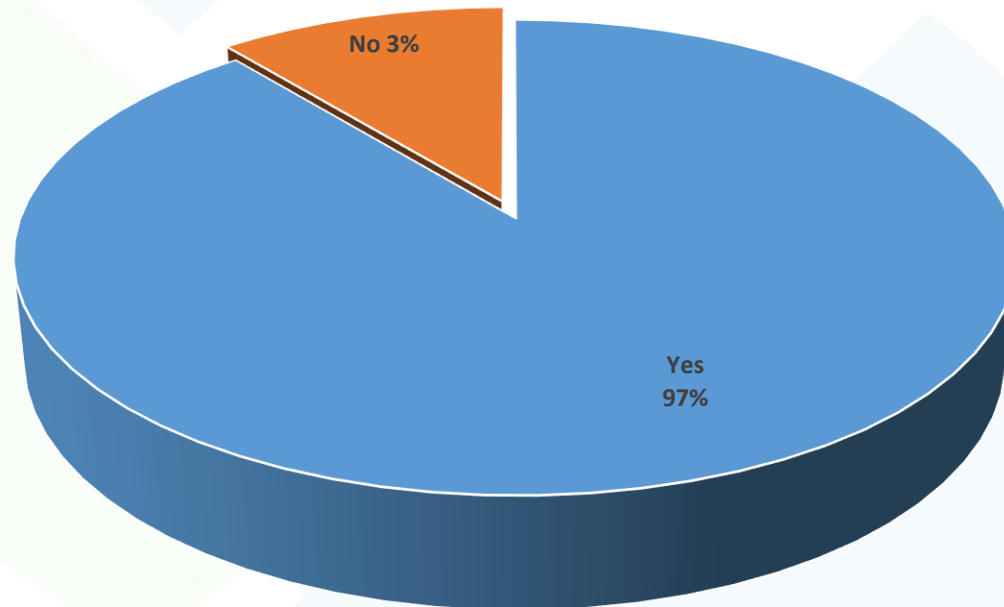


The survey identified the type of tenant responding.

The survey represents approximately 1/5th of the tenant population

(140/658 tenants completed the survey)

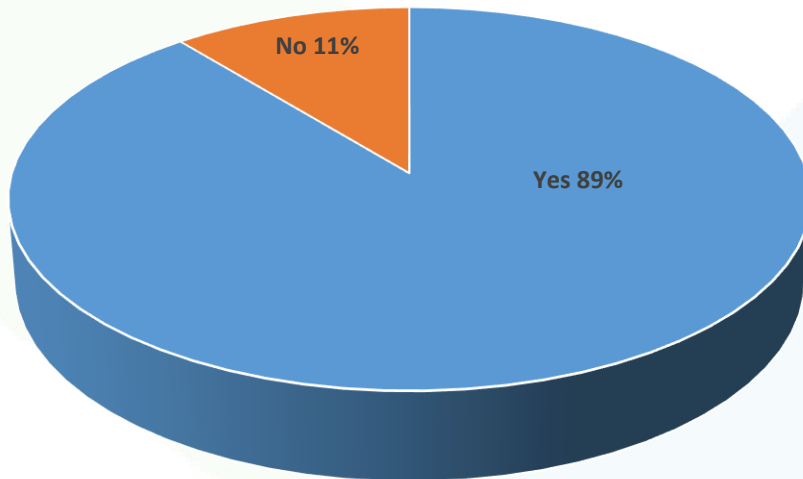
OVERALL TENANT SATISFACTION



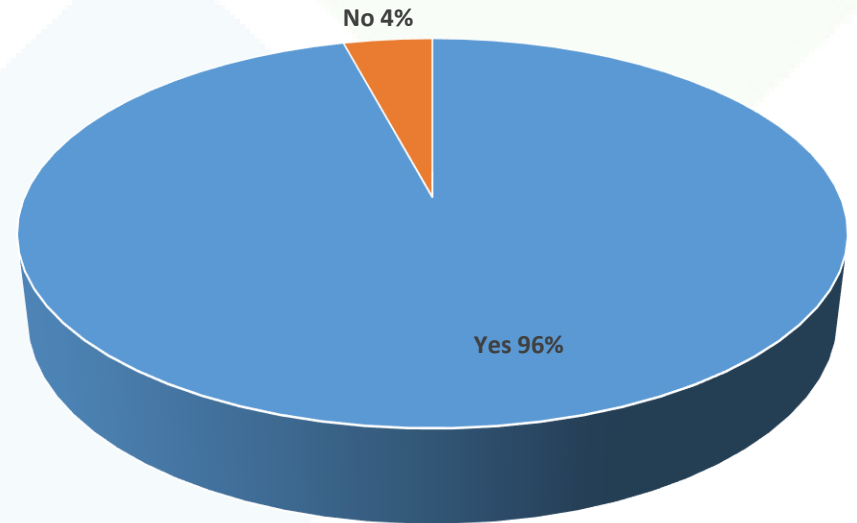
“Yes
extremely
happy
with my
place.”



Satisfaction with the unit

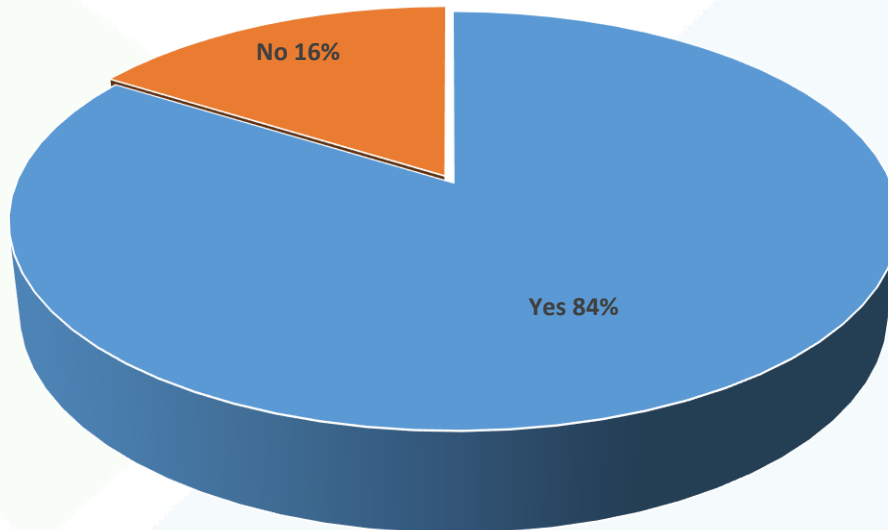


Feel the rent is fair



❖ How safe do our tenants feel?

84 % feel safe & secure



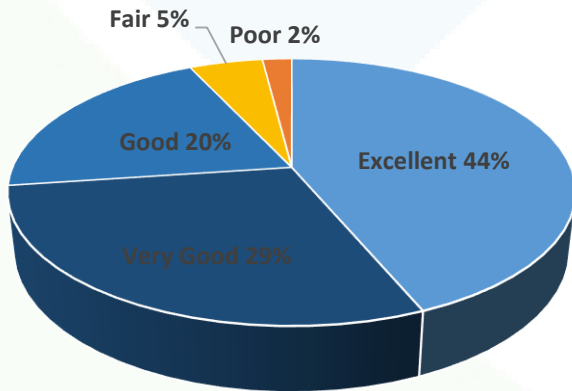
“Enjoy living here. Love my apartment. People are very friendly and helpful.”



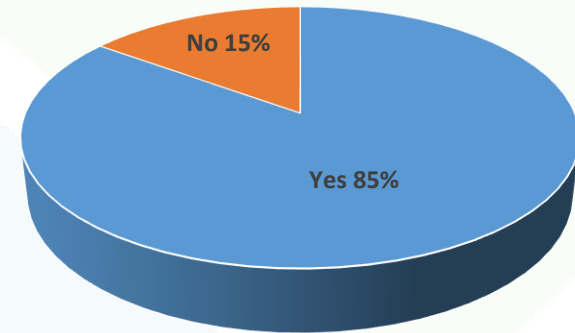


SERVICE SATISFACTION

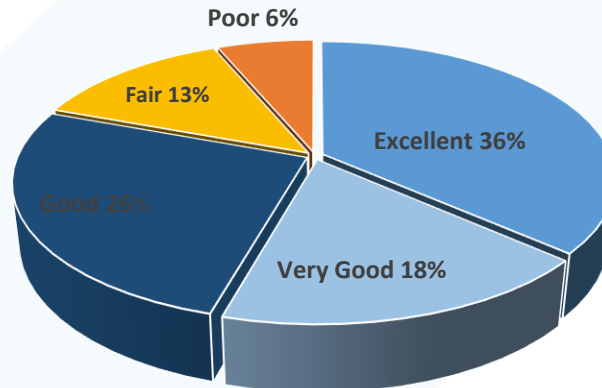
Overall handling of application



Reporting methods to maintenance/tenant relations



Overall maintenance service





COMMON THEMES FROM TENANT FEEDBACK

Safety

- Outdoor lighting or lack of
- Keys provided to non-residents
- Doors ajar
- Break in's/Drug use
- Request for cameras/surveillance

Building Maintenance

- State of the building
- Repairs required
- Extended time to repair

Accessibility

- Elevators required (many requests)
- Accessible units/bathrooms
- Parking
- Tuck shop- on-site

Communication

- More meetings
- Process for maintenance requests
- Feedback from complaints
- Documentation of requests



KEY FINDINGS

- ❖ **Four Common Themes identified the areas of most interest to Tenants Safety, Building Maintenance, Communication, & Accessibility**
- ❖ **Overall Tenant attendance rate was low**
- ❖ **Tenants overall were very pleased with Chatham-Kent Housing Services**
- ❖ **Communication came across as very important with many requests for annual or bi-annual meetings**
- ❖ **Tenants need to see follow up on their concerns**
- ❖ **Tenants shared many positive comments related to Chatham-Kent Housing and the service provided**
- ❖ **Tenants expressed interest in community gardens, on-site social activities ranging from Thanksgiving Day potluck to social hour-cards/puzzles and educational presentations**



REFERENCES

- ❖ **1 Nicholson, N. (2009). Social isolation in older adults: An evolutionary concept analysis. *Journal of Advanced Nursing*, 65(6), 1342–1352.**
- ❖ **2 Stewart, M., Reutter, L, Makwarimba, E., Veenstra, G., Love, R, & Raphaelf, D. (2008). Left out: Perspectives on social exclusion and inclusion across income groups. *Health Sociology Review*, 17(1), 78–94.**