

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

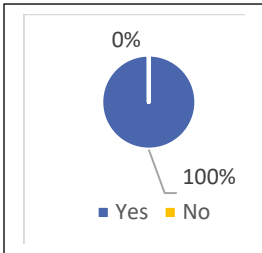
SITE: Terrace Heights/ Blackfalds affordable – 10 responses out of 46 units March 2023 – April 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



We really enjoy living here, very well maintained and managed

Tenants enjoy their units overall.

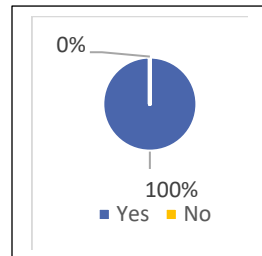
We will continue to provide a person-centered approach to our affordable housing tenants.

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Tenants feel that they live in a safe and secure unit

It is important that they tenants feel safe and secure in their homes

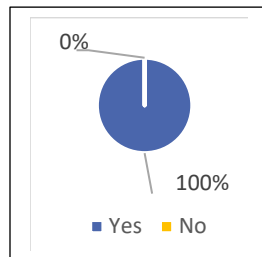
We will continue to ensure that the units are safe and secure for the tenants.

3. Staff Members respond to my questions and concerns

Celebrating Success

What we've learned

What we are doing



Tenants feel like staff respond to their questions and concerns.

It is important for us to respond to all concerns accordingly

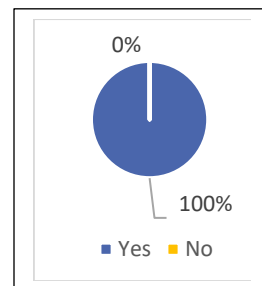
We will continue to ensure we have quick responses to all the concerns or questions brought forward.

4. I am treated with respect when speaking to staff

Celebrating Success

What we've learned

What we are doing



Tenants feel respected when speaking to staff

Tenants feel like all our staff treat them well when an issue comes up

We will continue to ensure all tenants are treated with respect.

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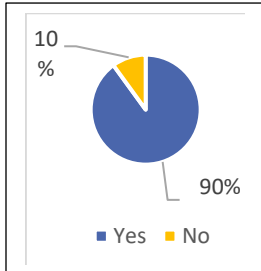
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5. My friends and family are welcome here

Celebrating Success

What we've learned

What we are doing



Tenants feel like family and friends are welcome

It's important that tenants feel they can extend invites to their loved ones to come for a visit

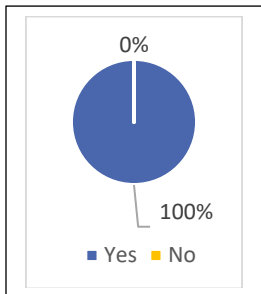
We will ensure that all visitors feel welcome when going to visit families in these units.

6. I am happy with the cleanliness of the common areas (if applicable)

Celebrating Success

What we've learned

What we are doing



Tenants are responsible for their own units

Making sure that we keep up with the maintenance needs will ensure the tenants feel prideful for their home

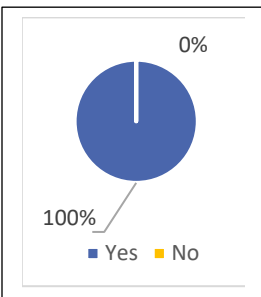
We will continue to ensure maintenance needs are addressed.

7. My building and grounds are well maintained

Celebrating Success

What we've learned

What we are doing



Tenants feel like the units and grounds are kept well

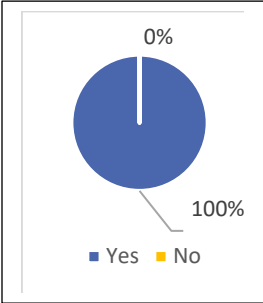
It's important we keep up with the maintenance of the building and grounds to ensure tenants are able to enjoy their home

We will continue to ensure maintenance needs are addressed

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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
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All information for all affordable housing tenants can be found either at the office or at other support service agencies

Tenants are very independent in this portfolio but we will still provide information if needed

We will continue to provide handouts and information as required.