

Item 2.1



Community Housing Resident Survey – Findings

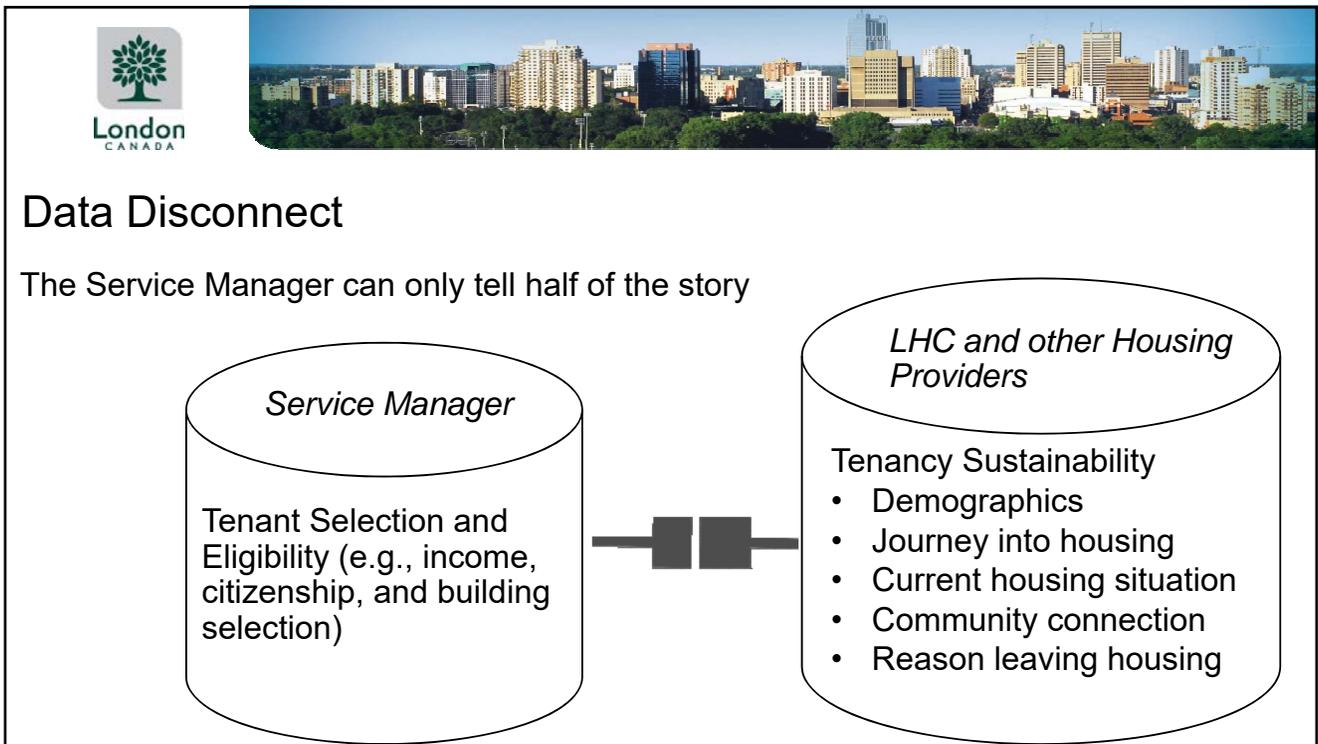
London Housing Advisory Committee
January 8th, 2020



Community Housing Resident Survey

- The purpose of this initiative is to better understand the tenants living within a London & Middlesex Community Housing (LMCH) community in a credible, evidence-based manner.
- There is a need to understand an applicant's experiences with the Housing Access Centre throughout the application process and while on the waitlist.
- The results will help the housing system better understand the key issues, improve services and help to develop supports to impact their lives.
- The City of London has partnered with LMCH as a proof of concept before expanding to the whole social housing community.

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The Survey

Community Housing Resident Survey

Introduction

To understand and serve you better, the City of London in partnership with London Middlesex Community Housing would like to know your thoughts and perspectives on your journey.

This anonymous survey will take you up to 15 minutes to complete and will not impact in any way your housing status. The responses will be grouped together and reviewed by the City of London Policy and Planning Support unit. Please return your hard copy survey to your Community Relations Worker Office or directly to LMCH at 1299 Oxford Street E.

If you prefer to complete and submit the survey online, please click on/visit the following link:
<https://www.surveymonkey.com/CommunityHousingResidentSurvey>

Please note that only tenants 16 years of age and older should complete this survey. Please read each question carefully and use a pen to indicate your response with an "X".

Please complete this survey by August 16, 2019.

Thank you

Take the Survey

About You

1. Please tell us the address of your complex or building (Do not provide your apartment and/or unit number)

The slide features a green background with a pattern of overlapping leaf shapes. The title 'The Survey' is prominently displayed in white. A white text box on the right contains the survey introduction and instructions. The London Canada logo is visible in the top left corner.

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Overview of the Survey – Four Pillars

1. About You

- Building information, priority / urgent status, age, education, family size, country of origin, language, employment status, and marital status.
- Self-Id: Permanent disability and Indigenous person

2. Before you were housed

- Journey through the Housing Access Centre and Tenant Placement
 - Customer service, process, and compassion
 - Advice on how to improve and grow our service offerings
 - Resiliency prior to being housed



Overview of the Survey – Con't

3. After you were housed

- Client satisfaction with the landlord
 - Information, building condition, cleanliness, maintenance, security, and respect towards tenants
 - Would you recommend your landlord to others?
 - Are you proud to live in that community?
 - Are you housed in a way that meets your needs?

4. Future Housing Goals

- What are the key supports to help you stay housed?
- What would be your hope for your future housing goals?
- How do we improve housing services?

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Methodology and Response Rate

- LMCH e-mailed the survey to 1,199 tenants and distributed 400 hardcopy surveys to tenants who reside in their properties
- n: 491 surveys (31%) were completed.
- Surveys were available in English, French, Arabic, and Spanish.
- Survey results were inputted by the Policy and Planning Support Unit within the City of London



The Results

Who are we supporting?
How well are we doing?

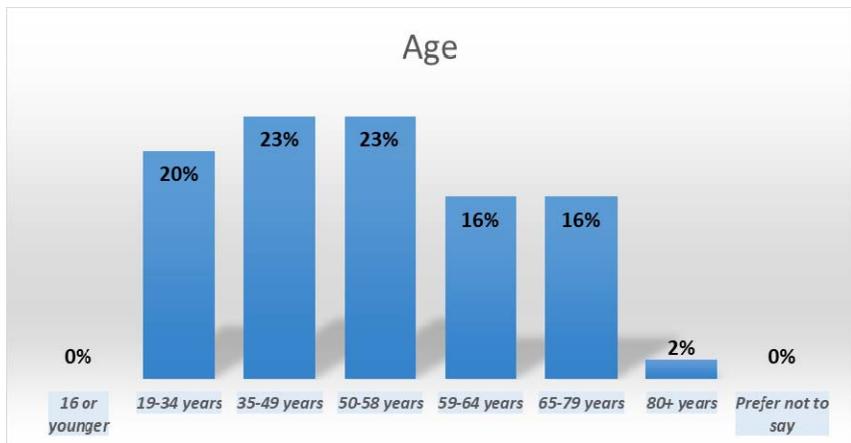


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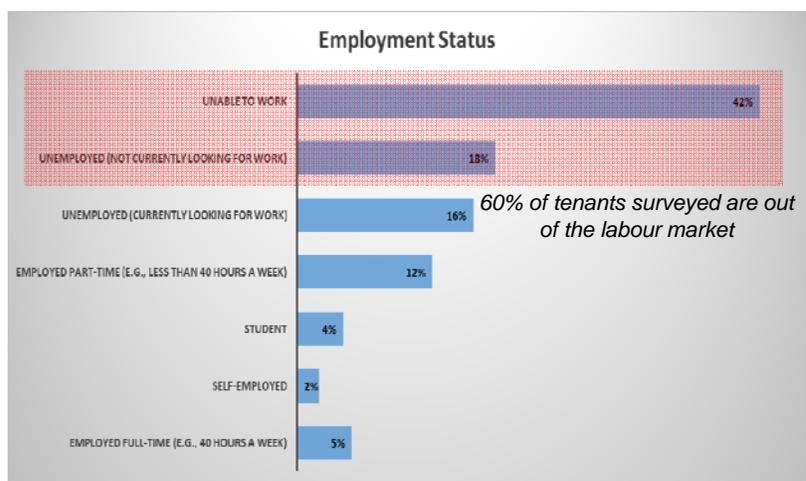
Demographics

- 57% of tenants surveyed are over 50 years old.
- 43% of tenants surveyed are between the age of 19 and 49 years old



Employment Status

- 57% of tenants survey self-identified as having a visible or invisible disability.
- 42% of tenants stated that they are unable to work; and,
- 18% said that they are unemployed but currently not looking for work



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Education, Marital Status and Dependents

- 38% of tenants surveyed completed a high school diploma;
 - 20% of tenants surveyed have less than a high school diploma.
 - 10% of tenants surveyed have Bachelor degrees, 1% have a Master's degree, and 0.6% have a Doctorate degree.
- 57% of tenants surveyed are single;
 - 20% are divorced, 8% are married or common law, and 6% are widowed.
- 76% of tenants do not have any dependent children living with them;
 - 15% do have children living with them with an average of 2.4 children per response.



Country of birth, language, and Indigenous Identity

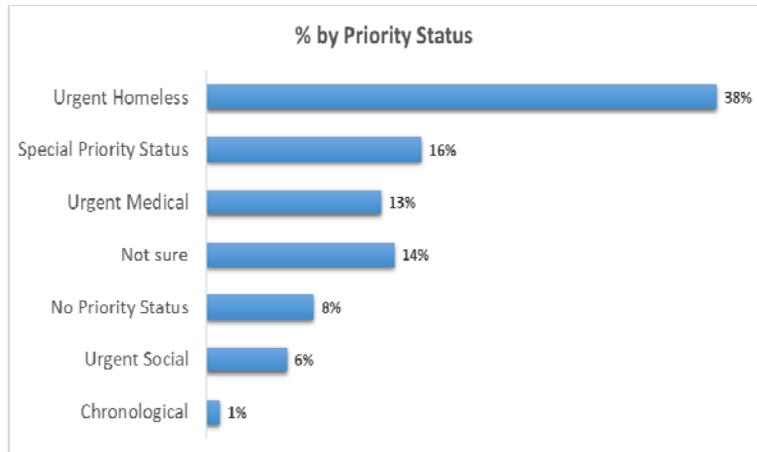
- 83% of tenants surveyed were born in Canada while others were born in various countries including:
 - *England, Nigeria, USA, Congo, Columbia, Chile, Lebanon, Cuba, Czech Republic, Egypt, El Salvador, Ethiopia, France, Germany, China, Greece, Guatemala, Guyana, Honduras, Iran, Iraq, Jamaica, Liberia, Mexico, New Zealand, Palestine, Philippines, Portugal, Somalia, South Sudan, Syria, Tanzania, the Netherlands, Trinidad and Tobago, and Uzbekistan*
- 82% of tenants surveyed speak only English;
 - 12% speak English with another languages, *such as French, Arabic, Spanish, Yoruba, Uzbek, Russian, Persian, Portuguese, Polish, Italian, Kurdish, German, Bosnian, Slovenian, Hungarian, Czech, Mandarin, and Greek*
- 10% of tenants surveyed self-identify as a person with Indigenous status

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Urgent / Priority Status

- 77% of tenants surveyed stated that when they applied for housing they were considered an urgent or priority status.
- Urgent Homeless being at the top (38%), followed by Special Priority Status (16%), and Urgent Medical (13%)



Satisfaction with LMCH

2/3

- 60% of tenants surveyed stated that they are satisfied with their housing landlord (LMCH); and,
- 25% of tenants surveyed claimed that they are dissatisfied with the services.



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1/3

Satisfaction with LMCH

- 51% of tenants surveyed agreed that they would recommend London Middlesex Community Housing to others as a good place to live.
- 49% of tenants surveyed were proud to live in their community.
- 63% of tenants surveyed stated they are currently housed in a unit that fits their need(s).



3/3

Satisfaction with LMCH

Repairs and maintenance

- 42% of tenants surveyed stated it took less than 5 days to hear back from the landlord after they requested repairs or maintenance services; and,
- 12% said it took between 5 and 9 days.

Safety and Security

- 70% of tenants surveyed don't think there is a big problem with pets and people damaging their units or property.

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Community Satisfaction

	Very big problem	Somewhat big problem	Not a very big problem	Not a problem	Don't know
Pets or animals	12%	14%	30%	40%	3%
Disruptive children/teenagers/adults	28%	20%	20%	29%	2%
Unwanted guests	31%	17%	19%	26%	8%
Racial or other harassment	18%	14%	19%	38%	12%
Drunken or rowdy behaviour	30%	20%	19%	26%	5%
Vandalism/graffiti to common areas	27%	18%	17%	30%	6%
People damaging your unit or property	15%	9%	17%	54%	4%
Criminal activity	32%	17%	15%	25%	11%
Neighbour disputes	26%	20%	17%	30%	6%
Litter and waste	39%	21%	18%	19%	2%



Satisfaction with the Housing Access Centre

- 66% of tenants surveyed agreed that it was easy to request assistance.
- 76% of tenants surveyed stated that staff who dealt with their requests were polite and respectful.
- 74% of tenants surveyed stated that staff were able to explain what they need to do to get housing.
- 63% of tenants surveyed agreed that staff were able to explain the resources available to them and next steps.

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What could have been done for participants to get housing faster?

Tenants surveyed believe that the following ideas could be implemented to get housing faster:

- Have a sympathetic staff who understand peoples' circumstances including physical and mental health
- Better application process where there is a faster processing time, better communication with different offices, and "kinder" staff
- Implement better support programs to help people who are on the waiting list, including financial support
- Better tenants' screening process so people can get housing faster
- Better turnover times on vacant units
- Be informed about people who experienced homelessness and addiction and how to deal with them
- Offer help with paperwork and filling out forms
- Share information about housing accessibility and other options available.



How can we help people on the waitlist?

1/2

Tenants surveyed believed that some initiatives can help people manage their lives while on the waiting list:

- Access to life skills training programs
- Access to counselling programs
- Better access to information, resource centres, and alternate agencies for resources and assistance
- Provide awareness, knowledge, and support to access available resources such as rent support services, child care subsidy, addiction services, free health services, employment services, etc.
- Better communication and updates with people on the waitlist about their status and expected timelines; to reduce stress (maybe online resource/website could be an option)
- Improve access to basic needs and financial resources
- Better applicants' screening to minimize troubles and long waitlist
- Faster unit turnovers as some are empty for months
- Have a probation period, so people who are not behaving can be evicted and others can take their place

The most frequent comment was related to staff communication and frequent updates to clients

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How can we help people on the waitlist?

2/2

The most important support services that respondents feel that people on the waiting list need:

- 22% of tenants surveyed stressed the importance of access to counselling and support services

How did respondents manage their housing while waiting for a social housing unit?

- Around 10% of tenants surveyed said that they were already housed while waiting and 23% stayed at different shelters.



Resiliency

Tenants surveyed stated that the process was difficult, stressful, and they managed their situations through:

Accumulating more debt	Staying at different shelters
Couch surfing	Staying at Unity Project
Cutting back on necessities	Staying in hospital
Using their savings or selling assets to survive	Living in inadequate housing
Receiving bridge funding from the City of London	Staying with friends
Being homeless, on the street	Staying with family
Living in a group home	Supported to be housed
Living in a motel/hotel	Temporary annexed housing
Living in their cars	Staying at a transition house
Moving from one shelter to the other	Stayed with whomever would help
Sharing an apartment with another person	Waiting with fear for safety including staying in abusive relationships
Staying at half-way house	Worked a lot and many jobs
Staying at hostels	

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Key supports needed to stay housed

Tenants surveyed stated that key supports should be:

Only 15% of respondents stated that they are satisfied and getting by

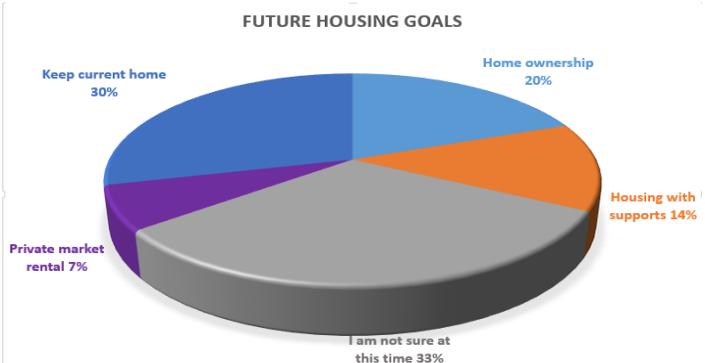
Provide better access to services and information about available support
 Allow clients to transfer units when needed
 Better building maintenance and accessibility
 Better communication with building managers
 Better repair services and time
 Better housing based on needs – inadequate
 Better cleaning processes
 Implement policies and consequences for tenants' misbehavior
 Provide financial help (22% of respondents)
 Help tenants find employment
 Offer inclusion programs and activities

Keep housing affordable
 Share important information that are valuable to tenants
 Build a new playground
 Be on OW and ODSP to support housing cost
 Offer free parking for care-givers
 Pest control
 Hire respectful and sympathetic staff
 Offer security – Problem with dangerous behaviours (drugs, alcohol, drugs, illegal activities, crime, etc.)
 Offer storage options
 Offer support services and counselling
 Have a resident contact that can be easily reached



Participants' hope for future housing

- 33% of tenants surveyed were not sure about their hope for future housing goals;
- 30% hope to keep their current home;
- 20% hope for home ownership;
- 14% hope for housing with supports;
- 7% have a goal of private market rental.



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Who do we serve?

- Unsure of their housing future
- Generally satisfied with their home, community and housing services
- Very likely to have experienced homelessness and trauma
- Likely over 50 years of age
- High school level education
- Living single without dependents



- In need of support to stay housed
- Focused on keeping their current home (i.e. housing stability)
- Very likely to self-id as having a disability
- More likely to self-id as Indigenous compared to London broadly
- Out of the labour market
- Born in Canada
- English spoken at home



Next Steps

- Phase Two – CityStudio London, January 2020

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Appendix – Building Sample

10 York	872 William St
1019 Southdale road East	920 McNay St.London, Ont
1025 Huron St.	943 Southdale Road
1039 Huron St.	973 Huron street
1075 Huron St.	Allen Rush
1111 Huron St.	Barbary 14
1157 Huron St.	Barberry 12
1194 Commissioner Rd. W.	17 Barberry court
1199 Hamilton Rd	649 Warncliffe Rd N.
1203 Southdale Rd. East	Boullee St
125 Head St N Strathroy	H Block Huron Street
136 Albert Street	Huron St complex
1481 Limberlost Rd	Ivy court
157 Simpson St. Glencoe	Limberlost Road
170 Kent Street	Marconi Blvd
Simpson St Glencoe	Marconi semi
186 Marconi Blvd	McNay Street London ON
200 Berkshire Dr.	Millbank Drive
202 McNay St	Perth Ave
205 Cairn Street, London Ontario	Pond mills
2061 Dorchester Road	Primrose Court
240 Atkinson boulevard	Millbank Dr.
241 Simcoe St	Southdale & Millbank
243-345 Marconi Blvd.	Southdale Road East
291 Marconi Blvd.	Vinewood court
30 Base Line Road West	370 Pond Mills Rd
304 Oxford street West	Boullee St
345 Wharncliffe Rd North	401-136 albert St.london
349 Wharncliffe Rd N	49 Bella Street, Strathroy
339 Marconi Blvd	580 Dundas St
67 Vinewood court	632 Hale St.
705-30 Baseline Road West, London	85 Walnut St



Thank you!

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