

HOUSING YORK INC. 2019 RESIDENT SURVEY HIGHLIGHTS

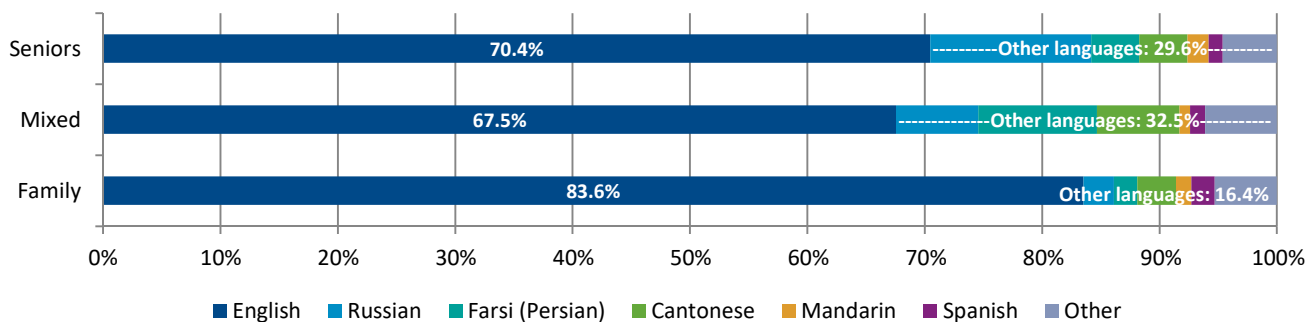


About these results: Housing York Inc. (HYI) received completed surveys from all communities with an response rate of 40%, indicating results strongly represent HYI's resident opinions with a margin of error of +/- 2.3%. The results below reflect the answers of residents who responded to the individual questions.

Communications

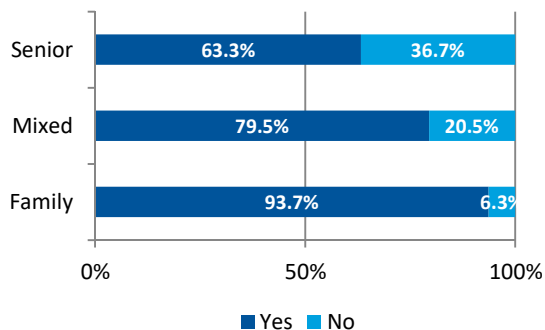
Overall, 28% of respondents prefer to speak a language other than English.

Q: What language do you prefer to speak in?



Overall, 28% of respondents reported that they do not have internet access at home and seniors in particular reported limit use of online communications and social media.

Q: Do you have access to the internet at home?

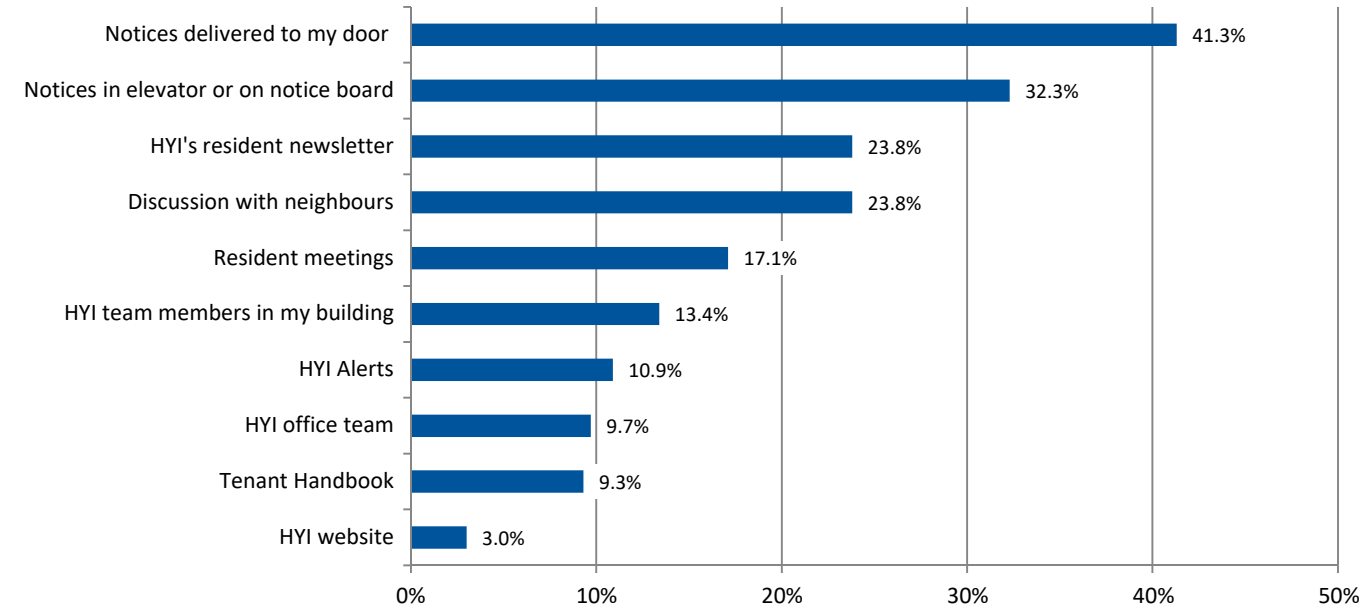


Q: Do you use: (Multiple answers allowed)

Household Type	Text Message or SMS	Email	Social Media (Facebook, Twitter, Instagram)	Internet Searches (Google, Bing)	I don't regularly use any of these
Family	78.6%	79.2%	54.5%	68.2%	9.1%
Mixed	57.6%	59.4%	40.2%	48.9%	22.7%
Seniors	36.6%	48.1%	27.8%	40.9%	34.5%

Residents rely on traditional means of communication to stay informed.

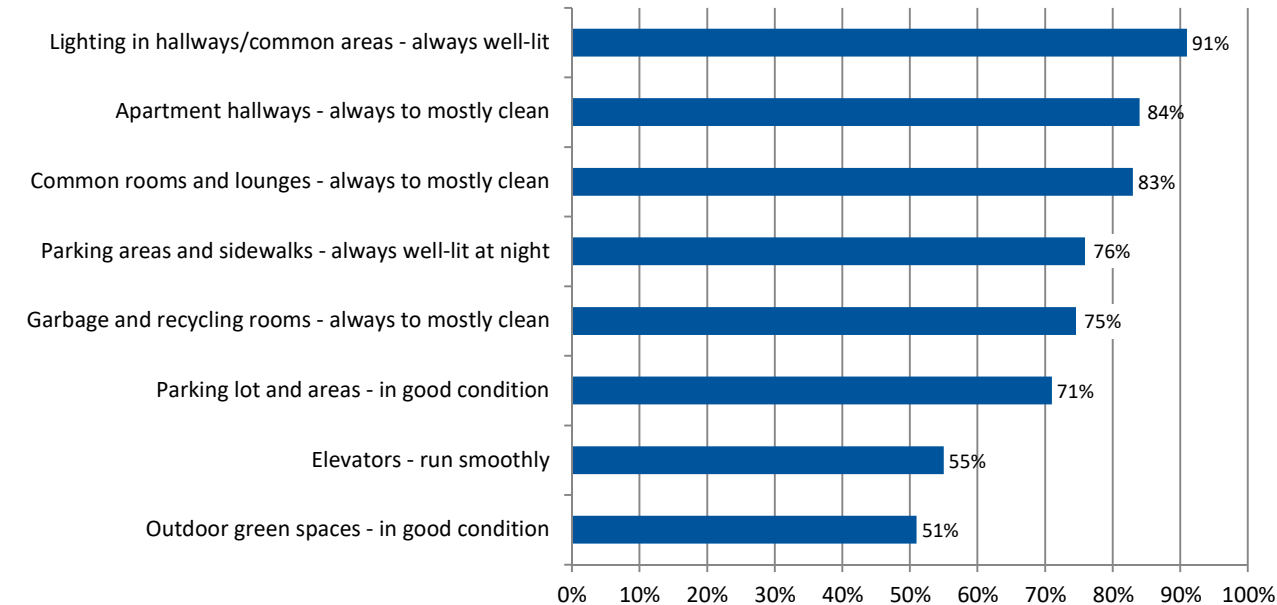
Q: How do you find HYI information? (Multiple answers allowed)



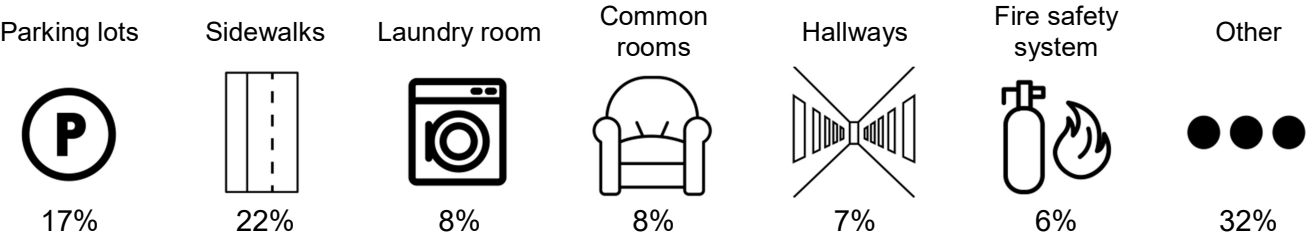
Common Areas and Building Services

Overall, residents are very satisfied with the condition and cleanliness of interior and exterior common areas. There is room for improvement with outdoor green spaces and elevator services.

Percentage of respondents rating the following conditions:



Over 21% of respondents said a member of their household had a disability and that accessibility could be improved. HYI will work with residents in each community to understand the barriers and explore options to enhance accessibility.

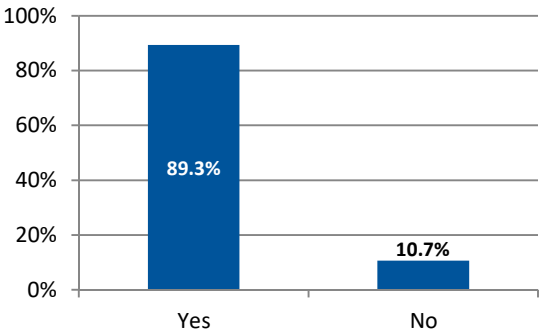


Capital Work, Maintenance Requests and Resident Suggested Improvements

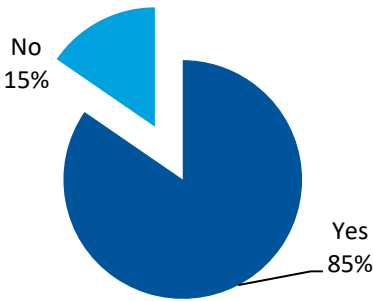
The majority of residents were very happy with capital work happening in and around their homes. Residents reported receiving sufficient information prior to start.

A high percentage of residents reported day-to-day maintenance requests were responded to in a timely manner.

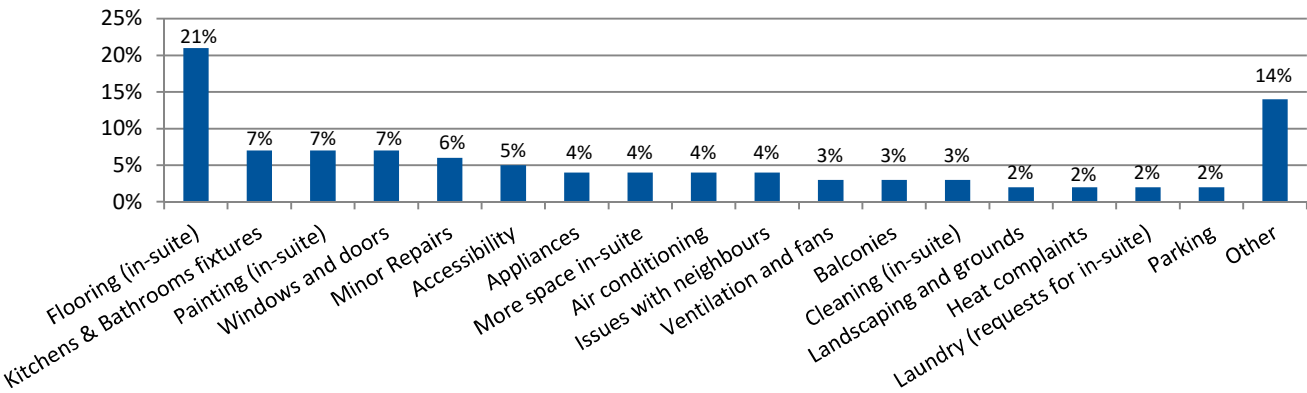
Q: With respect to the most recent capital repair in your building or home, did you have enough information about the major repair or replacement ahead of time?



Q: Of the residents who requested a repair or maintenance, did HYI respond in a timely manner?

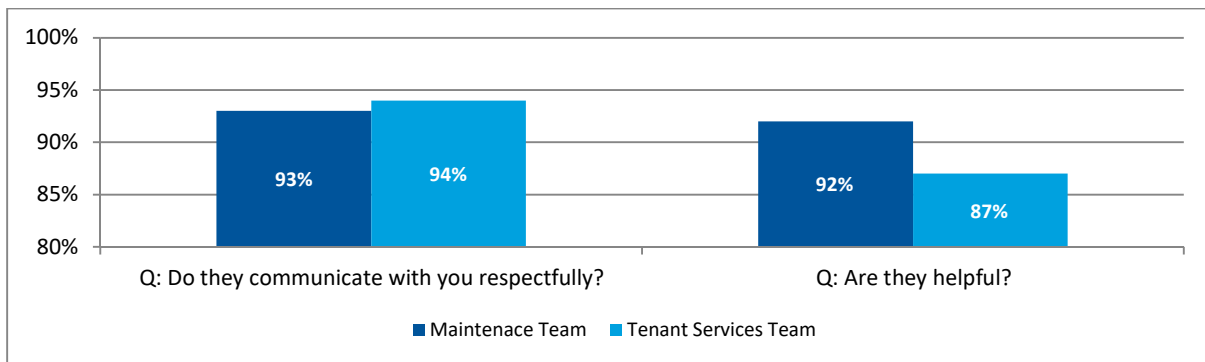


Q: If you could make one improvement to your home, what would it be?



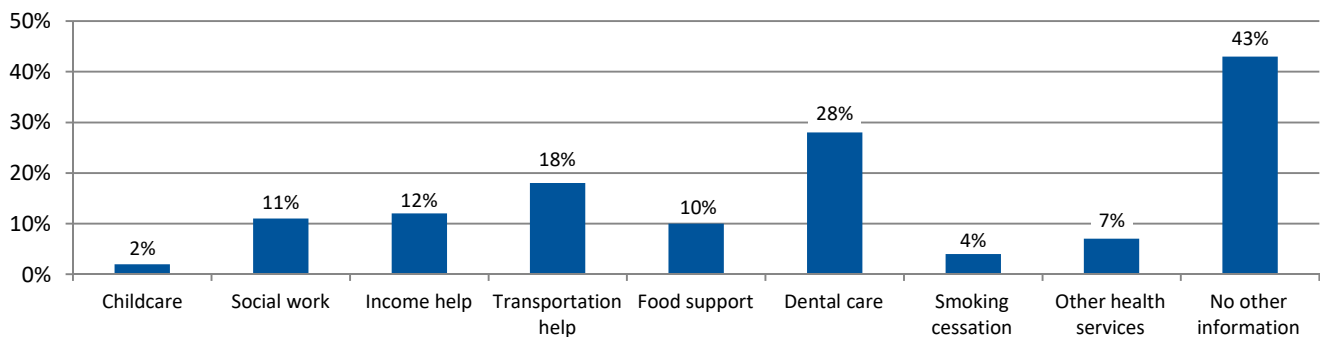
Interacting With HYI Team Members

Q: Thinking about your experience with HYI team members:



Connecting Residents to York Region Services

Residents requested information on the following York Region programs and services:



89% said they would recommend their community to a friend

“Repairs are done quickly! People are respectful in the townhomes. Great location/schools/daycare etc. kept well.”

“Good place to raise a family”

“Because I love it here.”

“Staff are excellent and respectful. A very good building with great designs”