

2022 Annual Experience Survey Report

Residents, Tenants and Residents' Families



Seniors
Housing



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Overview

As GEF Seniors Housing continue to evolve as a key provider of social housing for seniors in Edmonton, ensuring that the voices of residents, tenants and residents' families are incorporated is essential to this process. The annual Client Experience Surveys provides the organization an additional way of interacting with clients and their families, while helping to identify areas for improvements and supporting our Vision of "Positively influencing seniors quality of life". Organizationally, we know that many factors underpin the delivery of quality programs and services to our clients. Through the feedback we receive from our clients and their families, we are able to better understand their collective needs and take steps to create supportive environments that deliver services in support of our Quality of Life Philosophy. We are committed to ensuring that we are reviewing our systems and our processes, and ensuring that our staff have the necessary training and skills to deliver quality services to consistently meet the needs of clients. Over the past three years we have been able to establish a robust baseline for client engagement and implemented several initiatives aimed at improving service delivery and engagement including:

- Implementation of a transparent Client Feedback process, including installation of suggestion boxes in all buildings
- Ongoing review of Food Services
- Review of the Activity and Wellness Program

Each year the surveys evaluate the following:

- Clients' and their families' perception of housing services;
- Clients' and their families' perception of how we communicate;
- Clients' and their families' perception about their GEF community and its general environment;
- Some key demographic characteristics of GEF clients

Methodology

The 2022 Surveys were distributed to 897 Lodge residents and 2849 Apartment tenants and were available for completion for four weeks from July 6 to August 3, 2022. Lodge residents were given the option to complete the survey either with the support of a Summer Intern Student, online, or on their own by completing a paper copy. Each Apartment tenant was provided with the option to complete the survey via a paper copy or online. This year the surveys were translated to Mandarin, Cantonese, Russian and Portuguese.

A total of 484 Lodge residents, 739 Apartment tenants, and 130 Families of Lodge residents completed the survey. Drop boxes were provided in the Lodges and Apartment communities for residents and tenants to return completed surveys. The Summer Intern Students collected the boxes from the sites and entered all responses into Survey Monkey for analysis.

The questions included in the 2022 Experience Surveys were unchanged from previous years. However, each year we may solicit additional client feedback to an area of interest or emerging importance through the inclusion of an addendum question. This year we asked residents, tenants, and families of residents to provide feedback on the organization's strategic statements – Mission, Vision and Values – and the perceived role of these statements in providing guidance to the organization.

Survey Overview

The domains of the three Client Experience Surveys align with the organization's key areas of service. The results were reviewed on both an organization-wide level as well as by each individual community. Questions were answered on a five-point answer scale. For the purpose of analysis, the questions that were answered with "Always" and "Often" were combined and counted as a Positive response. Questions that were answered with "Sometimes", "Seldom", and "Never" were combined and counted as a Negative response. Below are the domains that were the focus of each Experience Survey.

Survey Domains



Staff
Engagement^{1,2,3}



Dining Services^{1,3}



Housekeeping
Services¹



Building
Maintenance^{1,2,3}



Personal Safety &
Security^{1,2,3}



Recreation &
Socialization
Activities^{1,2,3}



Perceptions of
Personal
Wellbeing^{1,2}



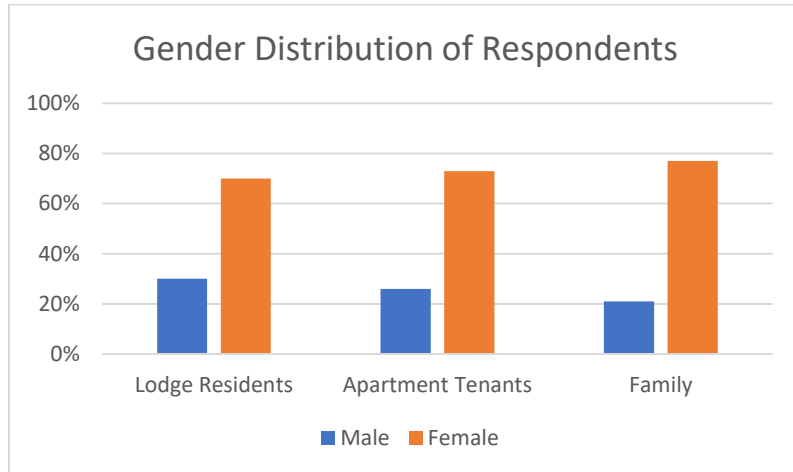
Demographic
Information^{1,2,3}

The domains included on each Survey are indicated above by numbers as follows:

- 1 – Lodge Residents Experience Survey
- 2 – Apartment Tenants Experience Survey
- 3 – Families of Lodge Residents Experience Survey

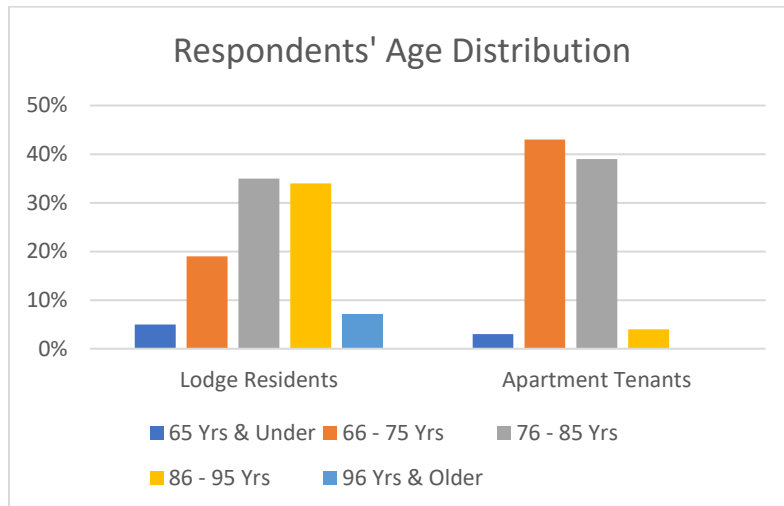
Respondents Characteristics

Gender



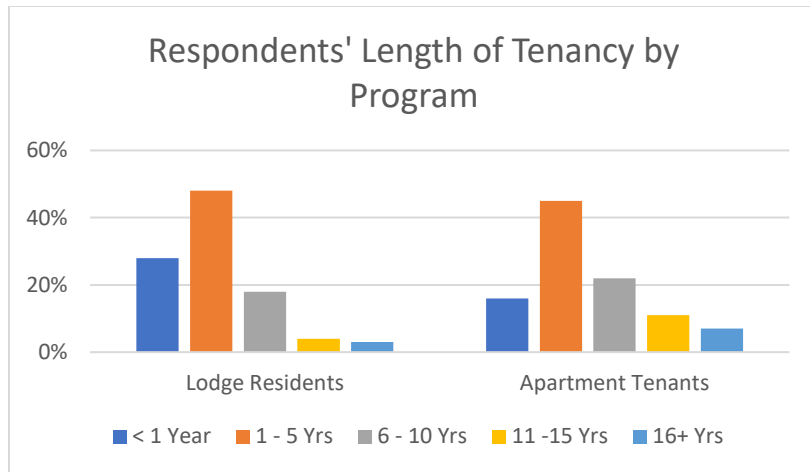
81% of Family Survey Respondents are the child of a resident

Age



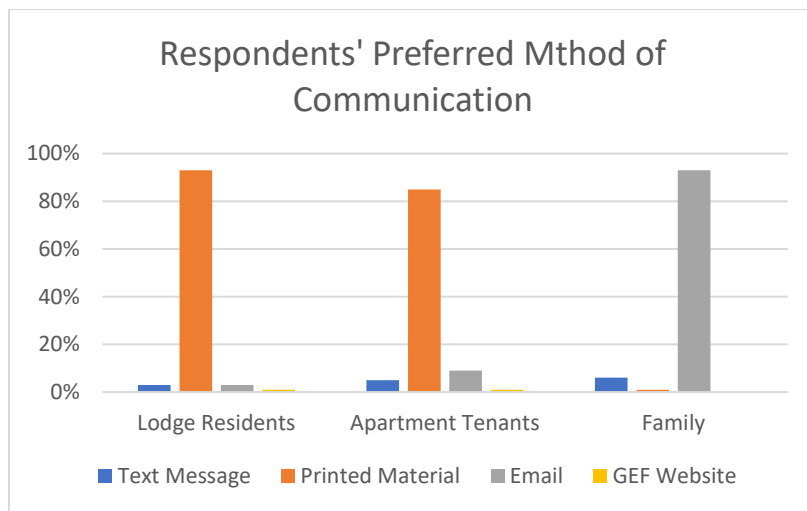
63% of Family Survey Respondents are 65 years or younger

Tenancy



81% of Family Survey Respondents would recommend a family member or friend to live in a GEF community

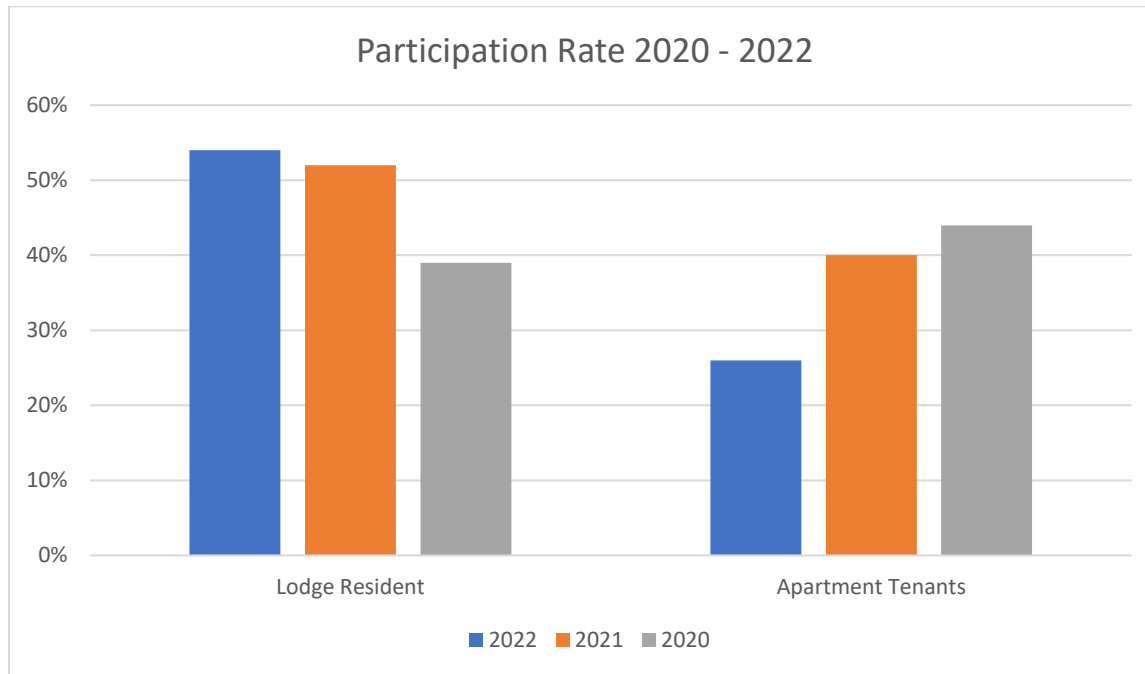
Communication



88% of Family Respondents believes that GEF does a good job of keeping them informed about what is going on

Participation Rate

The total number of clients and family members of clients participating this year has declined slightly from 2021. The sharpest decline in participation was on the Apartment Tenant Survey while participation in the Lodge Resident Survey was fairly consistent.



Families Participating in the Surveys:

2022 - 130 Families

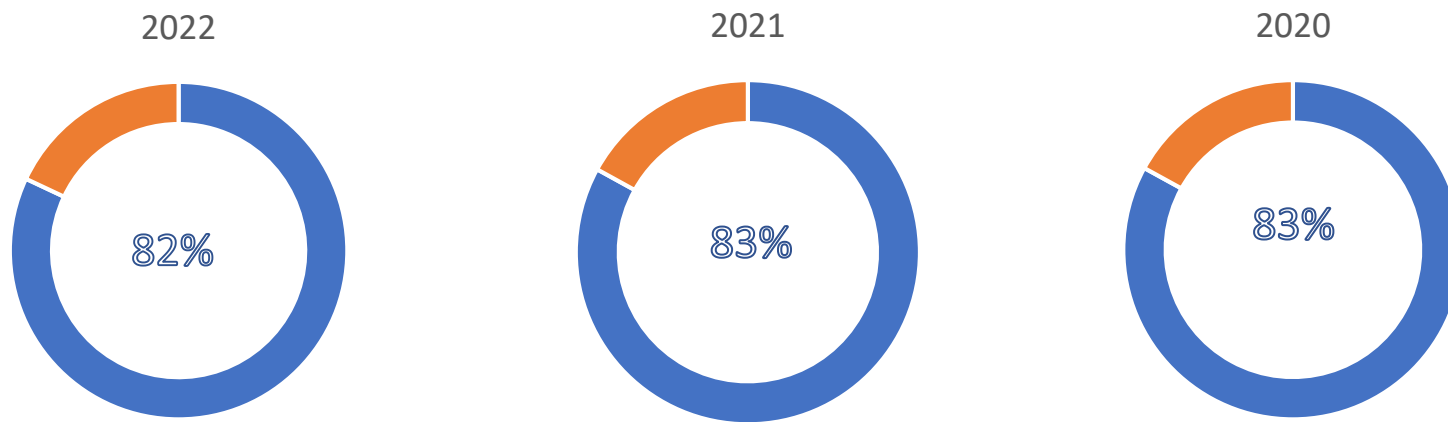
2021 - 155 Families

2020 - 59 Families

The Results

Overall client satisfaction has remained fairly constant over the three years of the surveys. While clients are generally satisfied with the services that they receive from the organization, the scores from each domain and by portfolio indicate there are opportunities to improve services and ensure that the clients' experiences of key business areas are consistent across the different portfolios.

**GEF Seniors Housing Client Satisfaction Scores
2020 - 2022**



Key Finding: Clients appreciate the hard work that staff do daily to keep their buildings safe, clean and secure; however, there are concerns about the organization's processes and the quality of service in some key business areas.

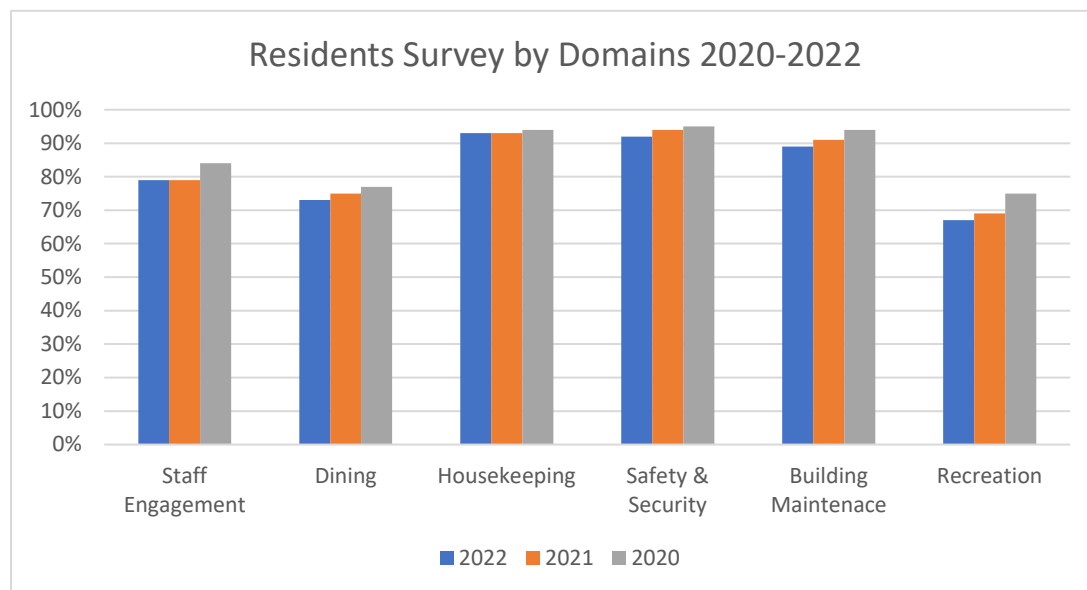
The results for the Experience Surveys—Residents, Residents’ Families, and Tenants—are provided in this report, on both an organization-wide level as well as by each specific community. Each Experience Survey is reported separately, with areas of strengths and opportunities for improvement identified. We had previously established an overall expressed satisfaction target of 85%, which will be reviewed and revised, as appropriate, on an annual basis.

Table 1: Expressed Satisfaction Scores by Domain

Domain	GEF 2022	Lodges	Apartments	Family
Staff Engagement	80%	79%	80%	89%
Dining	70%	73%	-	67%
Housekeeping	93%	93%	-	-
Safety & Security	90%	92%	89%	96%
Building Maintenance	87%	89%	86%	94%
Recreation Activities	72%	67%	79%	51%

As previously mentioned, GEF has established 85% as the target score for expressed satisfaction. This score is also used as an indicator for how we are performing on individual domains. Both Residents and Tenants felt that buildings were generally well maintained and safe as indicated by scores on the Building Maintenance, and Safety and Security domains, while Dining and Recreation Activities were domains with the lowest score on both the Residents and Family Surveys. On the Tenants Survey, Staff Engagement and Recreation Activities were the domains that were rated the lowest. These areas point to opportunities for service improvements to ensure that we continue to deliver quality supports and services to Residents and Tenants.

Residents Experience Survey



What We Heard

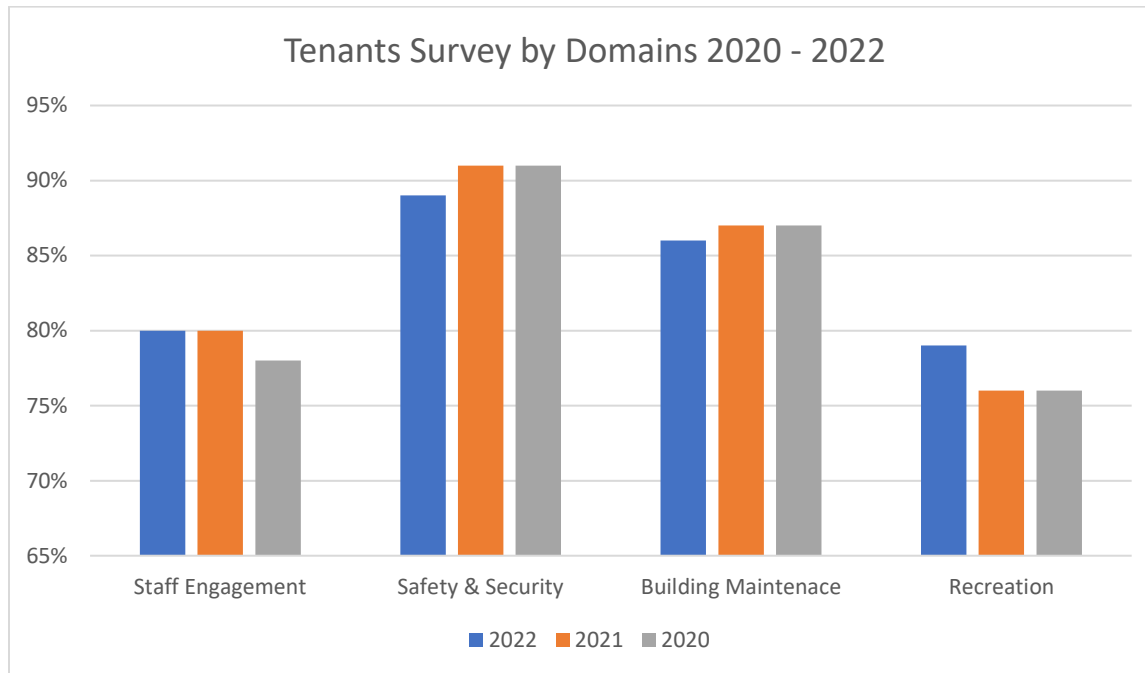
- **92%** of Residents feel respected by staff
- **79%** of Residents enjoy the dining experience
- **92%** of Residents feel that their building is safe
- **40%** of Residents are satisfied with the Recreation Activities offered in their communities

Residents generally felt that they were treated well by staff, particularly housekeeping and maintenance, however there were many concerns about some of the key services in the Lodge. Their primary concerns were related to the quality of the meals provided, ongoing building issues as well as timely and accessible communication from staff.

"I would like more real foods, not processed foods"

"Cut down on spice"

Tenants Experience Survey



What We Heard

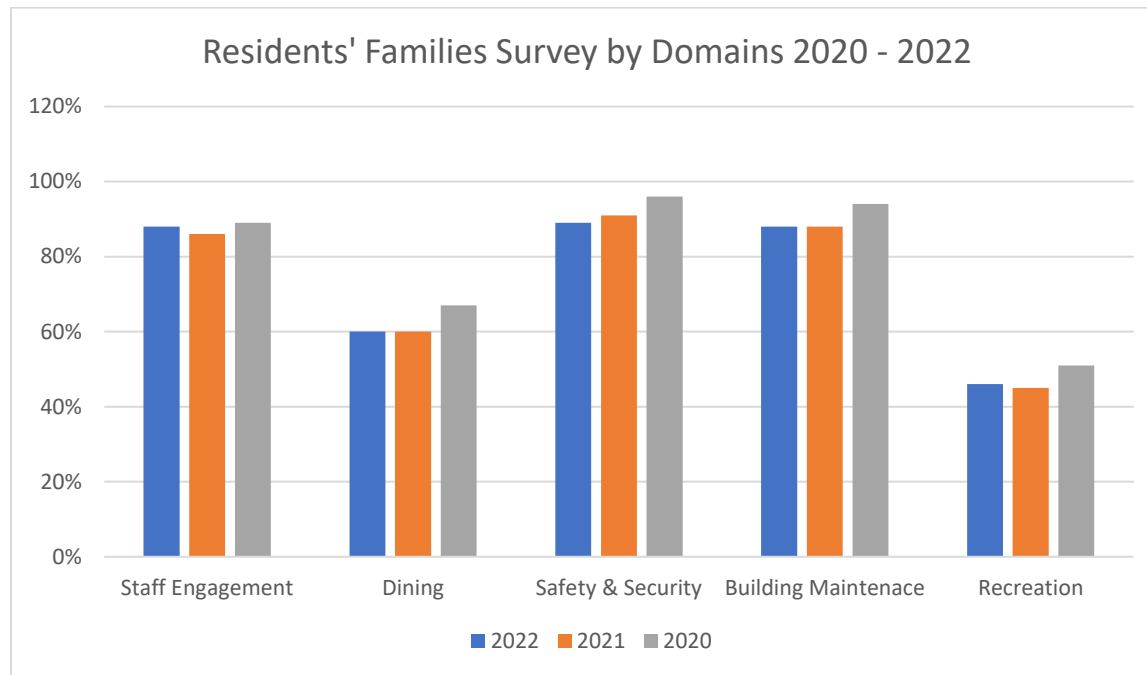
- **88%** of Tenants feel respected by staff
- **83%** of Tenants feel that their building is safe
- **96%** of Tenants find the maintenance staff friendly and courteous
- **82%** of Tenants feel welcome to participate in social activities in their building

Tenants generally reported that they felt safe in their building, however were concerned about how they were kept up to date on what was happening in the building. Tensions between smoking and non-smoking tenants remains a major issue for tenants, with non-smoking tenants feeling that the organization is doing little to address this.

"The office seems to be closing earlier and more frequently during the week, maybe a new schedule should be posted"

"No smoking in the building. Smoking in apartments is not safe and creates a fire hazard"

Residents' Families Experience Survey



What We Heard

- **91%** of Residents' Families respondents feel welcomed and respected by staff
- **58%** of Residents' Families respondents feel that their family member enjoys the dining experience
- **92%** of Residents' Families respondents feel that their family member is safe in their building
- **82%** of Residents' Families respondents say they encourage their family member to participate in activities offered

Residents' Families members comments mirrored those of Residents in many ways. Like Residents, they expressed some concern about the dining service and the quality of meals, provided feedback regarding building issues, such as out of service elevators.

"Dining issues are by far the biggest concern. Variety and quality of the meals provided has slipped significantly"

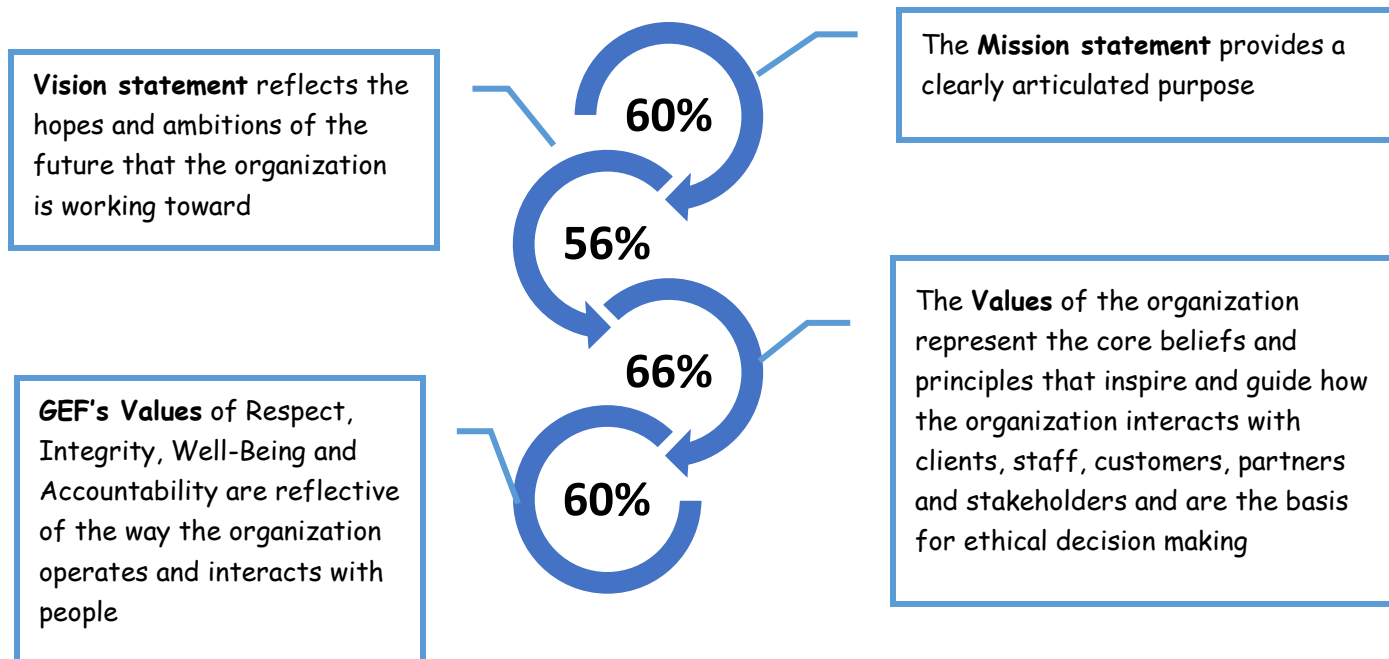
Feedback on Addendum Questions

As we seek to improve the services provided by GEF, we are mindful of our purpose and how we are guided by the organization's Mission, Vision and Values. These strategic statements are fundamental to providing a framework for the work we do and creating indicators for success. In support of the Board of Directors strategic planning process and the continued appropriateness of the organization's Mission, Vision and Values, we engaged Residents, Tenants and Families of Residents to provide feedback on these key strategic statements. As GEF reviews its direction for future growth and success these integral statements are meaningful and relevant for the organization and stakeholders alike.

Mission: Leaders in friendly, affordable, secure housing and services for seniors.

Vision: Positively influencing seniors' quality of life.

Values: Respect; Integrity; Well Being; Accountability



Using the Results

The results from the 2022 surveys have shed light on key business areas where both clients and families have indicated that we have room to improve on our services. We will be using the feedback received from the 2022 Residents and Residents' Families Experience Surveys as the basis for continued work in identifying and actioning opportunities to continue to improve on our key services for our Lodge residents – Food Services, Building Maintenance, and Recreation Activities. In addition, as we identify and action initiatives to improve these areas we will need to ensure that effective communication mechanisms are implemented to support ongoing conversations with clients and families.

These results, together with the qualitative data, will be shared with the portfolios' leadership teams to help inform their 2023 Portfolio Operational Plans. This will also include asking the portfolios' leadership teams to reflect on the following questions in relation to the 2022 Experience Surveys' results and feedback:

- a) Do the results and feedback coincide with your perceptions of the Residents/Tenants/Residents' Families experiences within your portfolio and the communities that you manage?
- b) What are the results and feedback you are most pleased with?
- c) What results and feedback concerns you the most?
- d) Are there common themes across different communities in your portfolio?
- e) Are there common themes to the qualitative feedback?
- f) How do you plan to share the feedback with your staff?
- g) Are there suggestions for improvement in the qualitative feedback that you can act on?
- h) What is your plan, and timeline(s), to respond to the results and feedback?
- i) Are there some priority areas that you want to explore further and develop targeted action(s) for?

In addition to initiatives that will be more site-based, we will also be moving forward with the following GEF organization-wide initiatives in order to more effectively support our residents' and tenants' quality of life:

- Continue to review the Food Services/Dining program, implementing initiatives to support clients' choice and needs, recognizing that quality nutrition and a pleasurable dining experience can enhance quality of life.
- Continue to work with portfolio teams to incorporate the Quality of Life Philosophy into all areas of staff training, accountabilities and evaluations.
- Implement the revised Activity and Wellness Program focussing on ways to support increased participation and clients' need for engagement opportunities that support a balance between leisure, recreation and wellness through programming.

Appendix 1: Experience Surveys: Summary of Participation

Summary of Participation – Lodge Residents

Building Name	Total Current Occupants	Total Respondents	Response Rate
Beverly Place	53	30	57%
Kiwanis Place	181	59	33%
McQueen Place	111	65	59%
Meadowlark Place	51	32	63%
Ottewell Manor	35	21	60%
Ottewell Place	116	69	59%
Pleasantview Place	52	20	38%
Queen Alexandra Place	52	31	60%
Rosslyn Place	119	86	72%
Virginia Park	58	42	72%
Sakaw Terrace	69	29	42%
Total	897	484	54%

Summary of Participants – Apartment Tenants

Building Name	Total Current Occupants	Total Respondents	Response Rate
Ansgar Villa	110	25	23%
Avenwood Corner	63	16	25%
Barvinok	20	4	20%
Bateman Manor	48	14	29%
Bethany Senior Citizen Home	56	4	7%
Britannia Gardens	62	17	27%
Buchanan Manor	23	4	17%
Canora Gardens	100	32	32%
Cathedral Close	128	32	25%
Central Manor	38	6	16%
Father Hannas	43	6	14%
Gateway Manor	36	19	53%
Grace Garden Court	35	11	31%
Groat House	50	12	24%
Highland Place	65	18	28%
Kiwanis Place	94	32	34%
Knox-Met-Manor	80	32	40%
Londonderry Village	119	28	24%
Montgomery Place	311	82	26%
Mountwood	52	20	38%
Ottewell Terrace	63	25	40%
Pleasantview Place	148	58	39%
Porta Place	68	16	24%
Ritchie Pioneer Place	47	9	19%

Building Name	Total Current Occupants	Total Respondents	Response Rate
Rosslyn Place	50	4	8%
Rosslyn Terrace	58	25	43%
Sakaw Terrace	106	38	36%
St. Josaphat's	111	21	19%
St. Nicholas	39	15	38%
Strathcona Place	223	23	10%
Trinity Hall	47	10	21%
Trinity Lutheran	35	11	31%
Virginia Park	132	18	14%
Westlawn Courts	189	52	28%
Total	2849	739	26%

Appendix 2: Survey Results

Resident Experience Survey

	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rosslyn Place	Sakaw Terrace	Virginia Place
Staff Engagement											
Do you feel respected by staff?	83%	82%	89%	100%	95%	97%	95%	93%	92%	93%	98%
Are you treated fairly by staff?	93%	86%	94%	97%	95%	96%	100%	97%	88%	97%	95%
Do you feel staff respect your privacy?	86%	82%	92%	97%	95%	93%	90%	100%	87%	97%	93%
Are you comfortable talking with staff about your concern(s)?	73%	73%	84%	97%	76%	86%	89%	74%	75%	97%	85%
Do you feel staff try to address your concern(s)?	60%	67%	68%	86%	57%	71%	78%	74%	63%	72%	71%
Do you feel staff try to keep residents informed about what is happening in the building?	67%	59%	60%	81%	81%	64%	90%	67%	63%	69%	73%
Do you feel you have a variety of ways to access information about what is happening in your building?	63%	59%	64%	83%	76%	71%	90%	70%	65%	72%	60%
Do you find it easy to share your feedback with staff?	77%	62%	65%	93%	76%	78%	84%	70%	60%	68%	85%
Dining											
Are the meals provided usually tasty and appetizing?	70%	53%	47%	61%	90%	68%	68%	72%	46%	64%	83%
Are the meals provided healthy for you?	87%	59%	64%	87%	95%	74%	78%	76%	55%	68%	80%
Do you feel the meals provided meet your dietary needs?	80%	51%	57%	66%	95%	63%	89%	78%	47%	61%	85%
Is there enough variety in the meals offered to you?	83%	56%	64%	77%	86%	74%	84%	70%	57%	68%	83%
Are the dining staff friendly and courteous to you?	93%	84%	90%	100%	95%	94%	100%	97%	95%	100%	95%
Do you enjoy the dining experience?	87%	63%	72%	100%	95%	80%	95%	83%	65%	79%	93%
Housekeeping											
Are you satisfied with your weekly housekeeping services?	97%	76%	92%	94%	100%	93%	100%	94%	90%	86%	98%
Do you feel housekeeping staff respect your personal belongings?	97%	83%	98%	97%	100%	93%	95%	97%	91%	96%	100%
When you request additional supplies do you get them?	97%	88%	93%	100%	95%	99%	100%	100%	90%	100%	95%
Do you know who to talk to if you need additional supplies?	90%	76%	76%	91%	95%	97%	90%	90%	93%	81%	87%
Are housekeeping staff friendly and courteous to you?	93%	91%	97%	97%	100%	97%	100%	100%	95%	100%	98%
Personal Safety & Security											
Do you feel that this is a safe building?	83%	77%	87%	100%	95%	96%	100%	97%	93%	100%	95%
Do you feel safe living here?	83%	84%	90%	100%	95%	97%	100%	97%	96%	100%	95%
Do you feel safe in your unit?	90%	91%	95%	100%	90%	97%	100%	100%	95%	100%	100%

	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rosslyn Place	Sakaw Terrace	Virginia Place
Do you feel that your personal belongings are safe in your unit?	90%	76%	90%	100%	90%	97%	100%	97%	88%	93%	98%
Do you know what to do in case of an emergency in your building?	97%	80%	87%	94%	76%	84%	100%	87%	88%	89%	90%
Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?	83%	79%	89%	98%	86%	93%	100%	93%	98%	96%	97%
Building Maintenance											
Are you satisfied with the overall maintenance of the building you are living in?	90%	75%	85%	97%	76%	94%	100%	93%	94%	100%	100%
Are you satisfied with the overall maintenance of the interior of the building you are living in?	93%	78%	84%	100%	81%	91%	100%	93%	92%	100%	100%
Are you satisfied with the overall maintenance of the exterior of the building you are living in?	83%	88%	89%	100%	76%	94%	100%	79%	89%	97%	100%
Is it easy for you to get maintenance done in your unit?	90%	84%	83%	100%	75%	93%	100%	84%	91%	100%	89%
Do you feel maintenance issues are responded to in a reasonable time during posted office hours?	89%	91%	81%	100%	60%	94%	100%	89%	94%	100%	92%
Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?	32%	71%	77%	78%	45%	48%	79%	84%	60%	100%	87%
Are you provided with proper notice by maintenance staff before they enter your unit?	97%	87%	95%	100%	90%	100%	100%	97%	95%	89%	95%
Are the maintenance staff friendly and courteous when they are working in your unit?	97%	96%	98%	100%	100%	96%	100%	97%	99%	100%	90%
Recreation Activities											
Are you interested in the recreation programs being offered?	37%	37%	46%	50%	24%	21%	50%	43%	48%	33%	53%
Do you like the variety in recreation activities offered?	68%	47%	57%	68%	45%	47%	74%	74%	51%	62%	74%
Do you know what recreation activities are happening each day?	86%	62%	72%	76%	100%	61%	72%	76%	78%	69%	77%
Do you feel encouraged by staff to participate in the recreation activities?	67%	43%	57%	83%	29%	31%	75%	73%	41%	52%	68%
Do you enjoy gathering and socializing with others?	57%	60%	73%	86%	43%	46%	63%	68%	68%	75%	82%
Do you think participating in the recreation activities provided improves your quality of life?	87%	58%	73%	96%	52%	66%	89%	78%	64%	86%	63%
Do you think staff make reasonable efforts to make you feel welcomed to participate in the different activities within your building?	100%	60%	76%	93%	80%	84%	78%	92%	71%	79%	94%
Do you feel welcome to participate in recreation activities by the other residents?	83%	57%	77%	86%	76%	79%	84%	85%	71%	76%	84%
Do you want more special events that includes family participation?	33%	47%	41%	48%	15%	18%	53%	46%	92%	36%	41%

	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rosslyn Place	Sakaw Terrace	Virginia Place
Do you feel respected by the volunteers who support the Recreation activities?	97%	71%	88%	89%	86%	90%	89%	93%	86%	95%	89%
Are you told about volunteer opportunities available to you here?	40%	46%	47%	69%	38%	70%	83%	64%	78%	52%	51%
Do you feel GEF does a good job of keeping you informed – whether it’s about news that affects you or activities going in the building?	87%	61%	73%	100%	71%	77%	84%	90%	74%	83%	82%
Do you receive the monthly activity calendar and site newsletter?	97%	96%	90%	93%	100%	94%	89%	90%	100%	96%	92%
Do you find the month activity calendar and site newsletter useful?	90%	76%	84%	79%	90%	75%	95%	86%	94%	85%	76%
Are you encouraged to provide feedback on activities?	62%	57%	49%	74%	38%	55%	71%	48%	57%	45%	56%

Tenants Experience Survey

	Ansgar Villa	Avenwood Corner	Barvinok	Bateman Manor	Bethany	Britannia Gardens	Buchanan Manor	Canora Gardens	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden Court	Groat House	Highland Place	Kiwanis Place	Knox-Met Manor	Londonderry Village	Montgomery Place	Mountwood	Otewell Terrace	Pleasantview Place	Porta Place	Ritchie Pioneer Place	Rossllyn Place Apt.	Rossllyn Terrace	Sakaw Terrace	St. Josaphat's	St. Nicolas	Strathcona Place	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts
Survey Questions																																		
Staff Engagement																																		
Do you feel respected by staff?	96%	94%	100%	93%	100%	76%	75%	87%	81%	100%	83%	94%	82%	83%	78%	87%	91%	93%	85%	75%	100%	84%	69%	67%	100%	88%	100%	90%	80%	91%	100%	82%	89%	92%
Are you treated fairly by staff?	96%	94%	100%	93%	75%	82%	100%	88%	78%	83%	83%	94%	91%	92%	78%	94%	94%	86%	85%	70%	100%	89%	69%	67%	100%	84%	100%	90%	80%	91%	100%	82%	94%	94%
Do you feel staff respect your privacy?	96%	100%	100%	100%	75%	88%	100%	90%	84%	83%	67%	100%	91%	92%	89%	90%	97%	96%	90%	80%	100%	95%	81%	89%	100%	92%	100%	90%	60%	96%	100%	82%	94%	96%
Are you comfortable talking with staff about your concern(s)?	92%	94%	75%	79%	75%	71%	100%	87%	71%	83%	83%	83%	82%	83%	67%	74%	84%	71%	73%	74%	100%	74%	63%	67%	100%	84%	78%	80%	67%	82%	100%	82%	83%	88%
Do you feel staff try to address your concern(s)?	84%	75%	50%	79%	75%	71%	100%	72%	78%	67%	33%	89%	82%	83%	72%	74%	88%	70%	73%	65%	84%	76%	50%	67%	100%	72%	83%	86%	67%	73%	90%	82%	89%	82%
Do you feel staff try to keep tenants informed about what is happening in the building?	76%	80%	75%	86%	75%	59%	50%	78%	78%	67%	83%	94%	91%	92%	67%	77%	81%	64%	73%	70%	56%	79%	47%	71%	50%	76%	78%	71%	80%	70%	100%	55%	78%	86%
Do you feel you have a variety of ways to access information about what is happening in your building?	76%	69%	75%	71%	50%	59%	100%	69%	75%	50%	50%	83%	70%	73%	59%	67%	71%	64%	70%	60%	58%	70%	47%	67%	50%	71%	86%	63%	73%	61%	100%	55%	72%	82%
Do you find it easy to share your feedback with staff?	84%	75%	75%	64%	75%	59%	75%	65%	58%	67%	50%	78%	64%	67%	67%	67%	78%	58%	69%	74%	75%	70%	50%	44%	75%	60%	70%	72%	73%	65%	100%	73%	89%	84%
Personal Safety & Security																																		
Do you feel that this is a safe building?	76%	88%	100%	93%	50%	71%	50%	78%	81%	83%	100%	95%	100%	100%	89%	74%	91%	86%	75%	65%	100%	83%	75%	67%	100%	96%	100%	76%	73%	83%	80%	82%	83%	75%
Do you feel safe living here?	88%	94%	100%	93%	50%	94%	75%	84%	81%	83%	100%	95%	100%	100%	89%	90%	94%	100%	83%	68%	100%	86%	75%	78%	100%	96%	100%	76%	80%	87%	90%	91%	94%	77%
Do you feel safe in your unit?	88%	94%	100%	100%	75%	94%	100%	84%	84%	50%	100%	89%	100%	100%	94%	94%	97%	100%	90%	74%	100%	96%	81%	78%	100%	100%	100%	86%	86%	91%	100%	100%	100%	88%
Do you feel that your personal belongings are safe in your unit?	84%	100%	100%	100%	100%	88%	100%	94%	84%	83%	100%	84%	91%	92%	83%	97%	97%	96%	88%	74%	100%	93%	88%	89%	100%	100%	95%	86%	80%	83%	100%	80%	89%	88%
Do you know what to do in case of an emergency in your building?	88%	94%	100%	100%	75%	88%	100%	97%	88%	100%	100%	100%	91%	92%	100%	94%	100%	89%	93%	84%	88%	98%	81%	100%	100%	100%	89%	95%	93%	91%	90%	91%	100%	96%
Do you feel GEF Seniors Housing takes reasonable	80%	94%	100%	93%	75%	88%	75%	77%	84%	100%	67%	94%	82%	83%	89%	81%	97%	96%	81%	76%	92%	84%	69%	67%	100%	92%	97%	95%	77%	83%	90%	82%	83%	82%

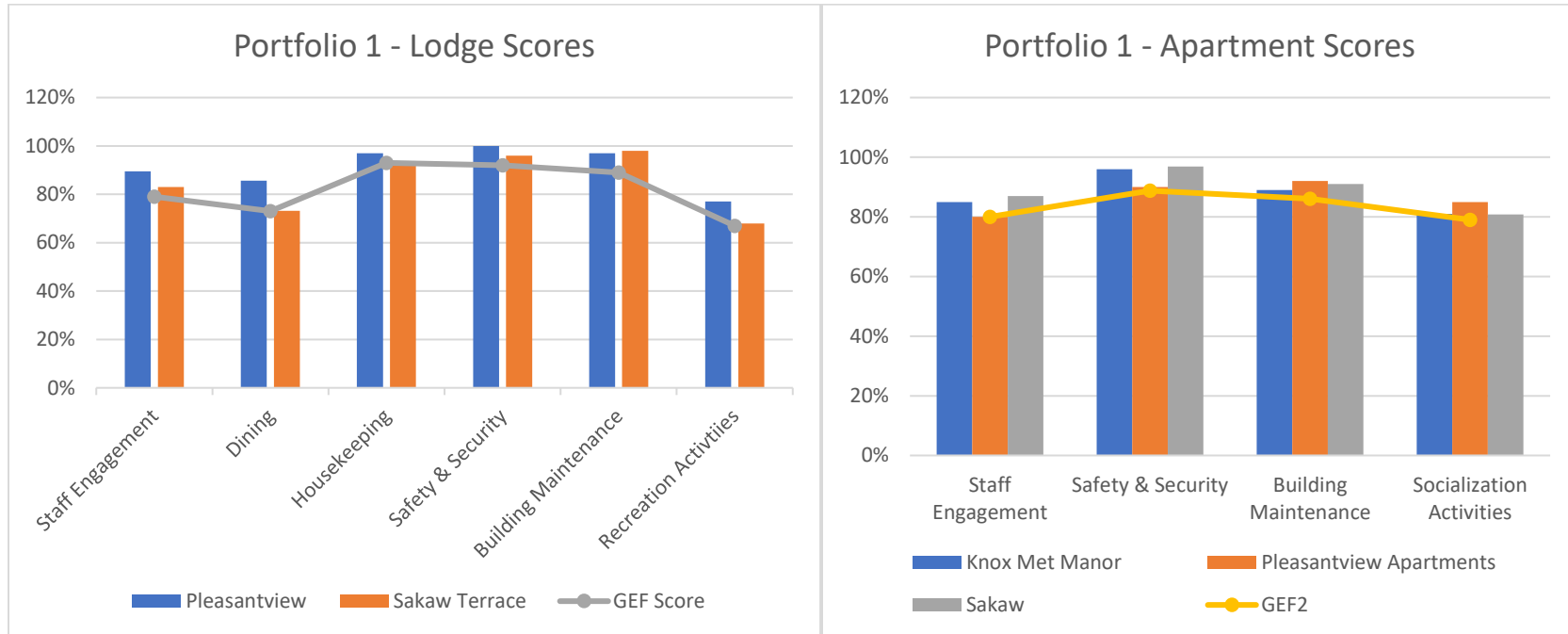
	Ansgar Villa	Avenwood Corner	Barvinok	Bateman Manor	Bethany	Britannia Gardens	Buchanan Manor	Canora Gardens	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden Court	Groat House	Highland Place	Kiwanis Place	Knox-Met Manor	Londonderry Village	Montgomery Place	Mountwood	Otewell Terrace	Pleasantview Place	Porta Place	Ritchie Pioneer Place	Rosslyn Place Apt.	Rosslyn Terrace	Sakaw Terrace	St. Josaphat's	St. Nicolas	Strathcona Place	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts
Survey Questions																																		
steps to keep the building safe?																																		
Building Maintenance																																		
Are you satisfied with the overall maintenance of the building you are living in?	84%	81%	75%	86%	75%	82%	50%	91%	84%	67%	60%	100%	73%	67%	89%	81%	90%	65%	81%	78%	92%	93%	63%	78%	100%	92%	87%	86%	73%	83%	100%	91%	83%	92%
Are you satisfied with the overall maintenance of the interior of the building you are living in?	80%	94%	75%	86%	50%	76%	75%	84%	91%	83%	60%	100%	91%	83%	89%	74%	91%	74%	80%	74%	92%	93%	75%	56%	100%	92%	89%	86%	73%	78%	100%	82%	78%	92%
Are you satisfied with the overall maintenance of the exterior of the building you are living in?	80%	73%	75%	86%	50%	82%	50%	88%	88%	67%	60%	94%	73%	75%	78%	75%	81%	65%	81%	78%	83%	91%	69%	50%	75%	83%	92%	81%	60%	82%	90%	73%	89%	90%
Is it easy for you to get maintenance done in your unit?	96%	87%	75%	93%	75%	71%	75%	91%	88%	67%	67%	95%	91%	92%	88%	94%	91%	57%	85%	83%	84%	91%	63%	63%	100%	91%	95%	86%	71%	78%	100%	73%	82%	88%
Do you feel maintenance issues are responded to in a reasonable time during posted office hours?	96%	87%	75%	93%	50%	76%	75%	84%	77%	67%	40%	95%	82%	83%	83%	94%	88%	61%	82%	83%	76%	95%	63%	43%	100%	86%	89%	90%	80%	74%	100%	90%	89%	94%
Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?	95%	85%	100%	100%	50%	75%	100%	83%	70%	60%	80%	94%	73%	75%	83%	68%	76%	58%	79%	72%	79%	80%	53%	29%	75%	78%	81%	83%	80%	65%	89%	75%	88%	82%
Are you provided with proper notice by maintenance staff before they enter your unit?	100%	94%	100%	100%	50%	94%	75%	91%	97%	100%	100%	95%	82%	83%	88%	93%	97%	79%	99%	89%	96%	96%	94%	89%	100%	100%	97%	90%	93%	87%	100%	90%	100%	98%
Are the maintenance staff friendly and courteous when they are working in your unit?	100%	100%	100%	86%	75%	88%	100%	100%	97%	100%	83%	100%	91%	92%	89%	97%	100%	93%	99%	89%	100%	95%	93%	67%	100%	100%	97%	100%	87%	100%	100%	91%	100%	100%

	Ansgar Villa	Avenwood Corner	Barvinok	Bateman Manor	Bethany	Britannia Gardens	Buchanan Manor	Canora Gardens	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden Court	Groat House	Highland Place	Kiwanis Place	Knox-Met Manor	Londonderry Village	Montgomery Place	Mountwood	Otewell Terrace	Pleasantview Place	Porta Place	Ritchie Pioneer Place	Rosslyn Place Apt.	Rosslyn Terrace	Sakaw Terrace	St. Josaphat's	St. Nicolas	Strathcona Place	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts
Survey Questions																																		
Socialization Activities																																		
Are tenants provided appropriate resources to help them to plan and initiate tenant socialization activities?	74%	86%	100%	75%	100%	76%	50%	72%	72%	75%	67%	81%	78%	80%	69%	68%	79%	60%	78%	73%	81%	90%	67%	67%	67%	75%	73%	76%	67%	57%	78%	57%	69%	79%
Are you able to live your life as you want to?	87%	94%	100%	86%	75%	88%	100%	90%	68%	67%	83%	88%	82%	83%	76%	84%	93%	86%	89%	74%	95%	93%	80%	78%	100%	100%	89%	85%	67%	78%	100%	80%	94%	90%
Do you feel welcomed to participate in social activities in the building with other tenants?	78%	93%	100%	85%	0%	82%	100%	87%	74%	83%	83%	88%	82%	83%	82%	70%	81%	85%	77%	59%	96%	83%	75%	78%	100%	92%	91%	84%	73%	65%	100%	67%	76%	90%
Are you made aware of available volunteer activities in your community?	65%	57%	100%	54%	25%	88%	75%	77%	73%	100%	67%	76%	82%	75%	53%	68%	71%	63%	76%	71%	68%	74%	69%	63%	75%	79%	70%	67%	73%	65%	50%	63%	81%	92%

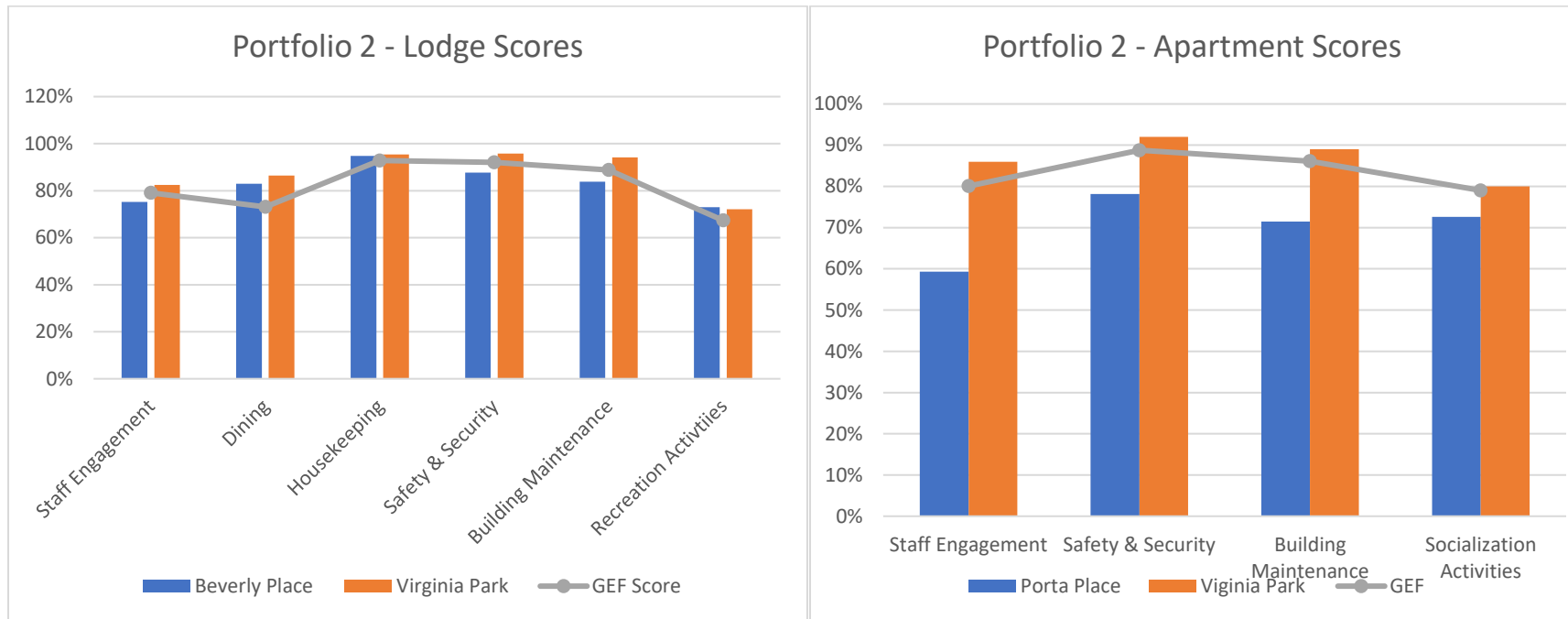
NOTE: Bethany & Rosslyn Place have a response rate less than 10%.

Appendix 3: Survey Results by Portfolio

Portfolio 1

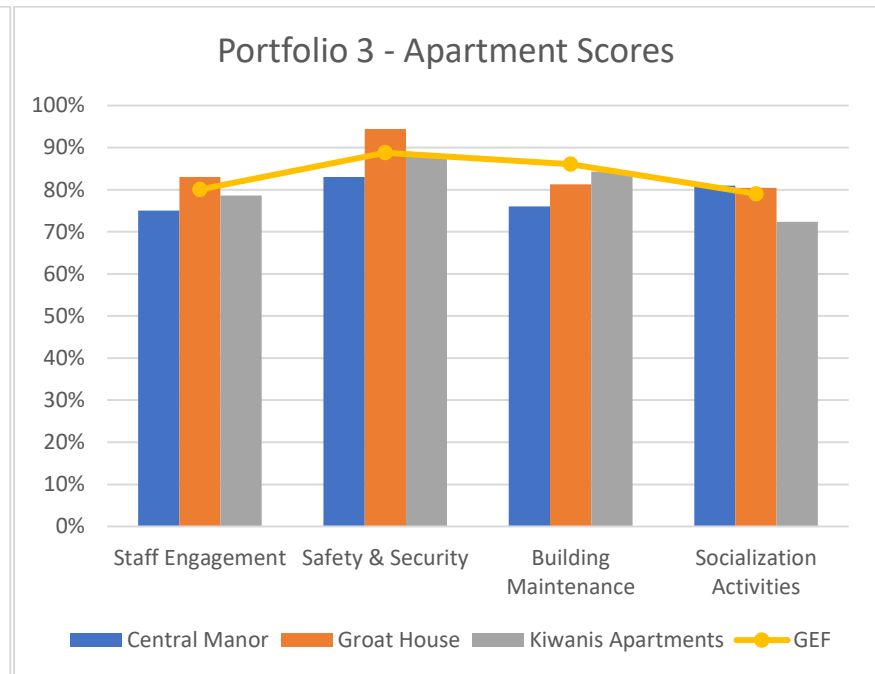
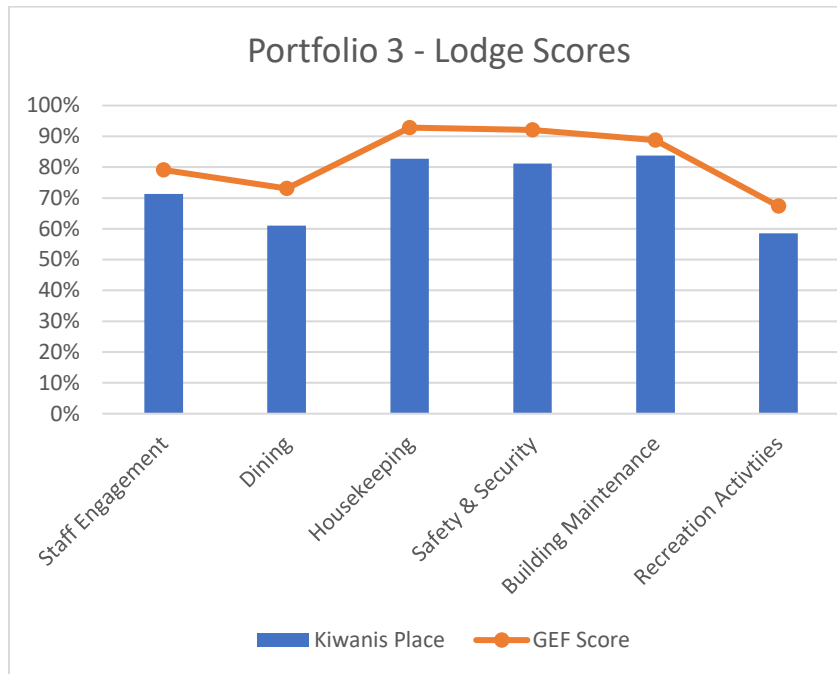


Portfolio 2¹

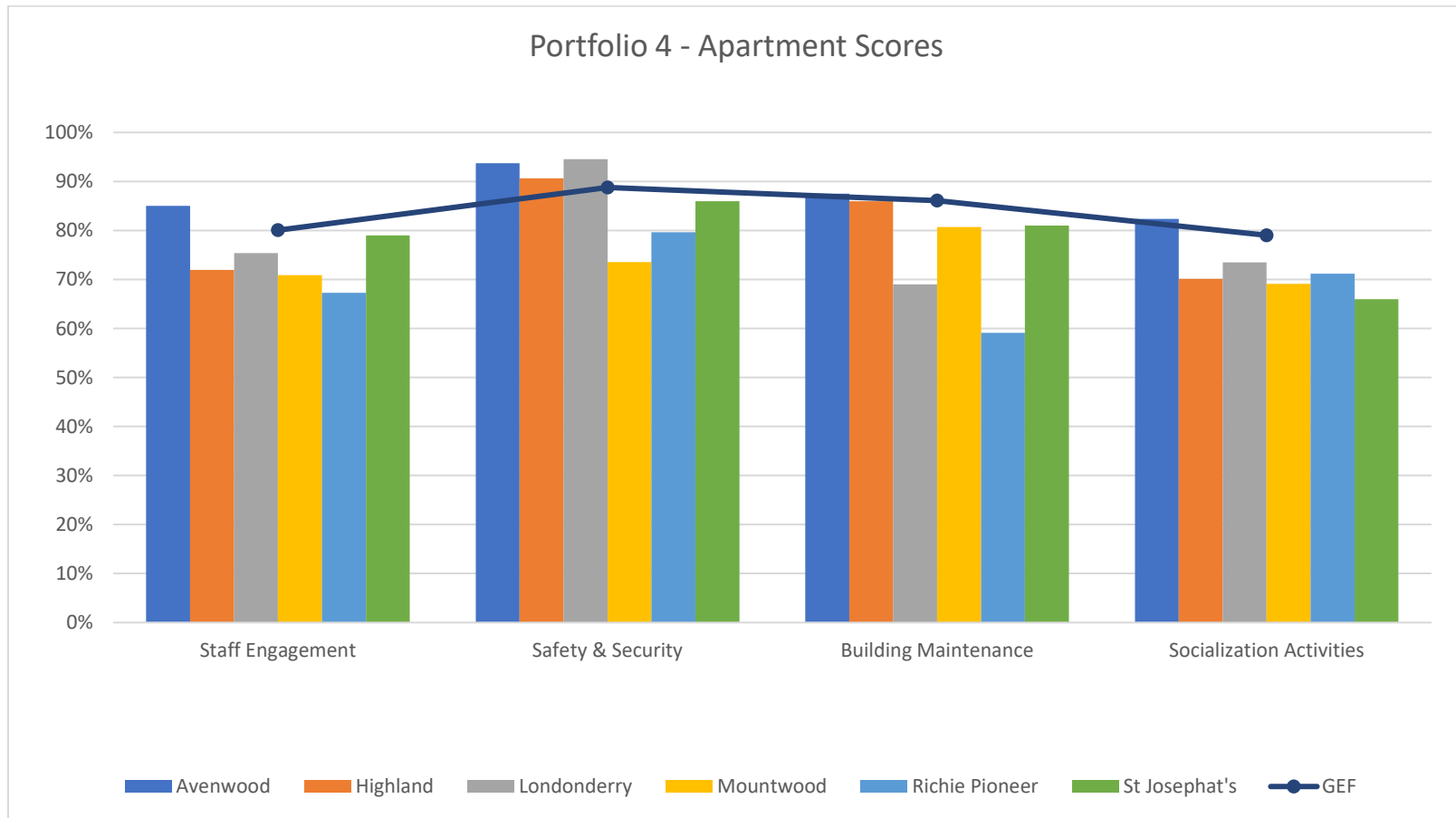


¹ Scores for Barvinok were excluded from the Apartment scores as less than 5 tenants completed the survey

Portfolio 3

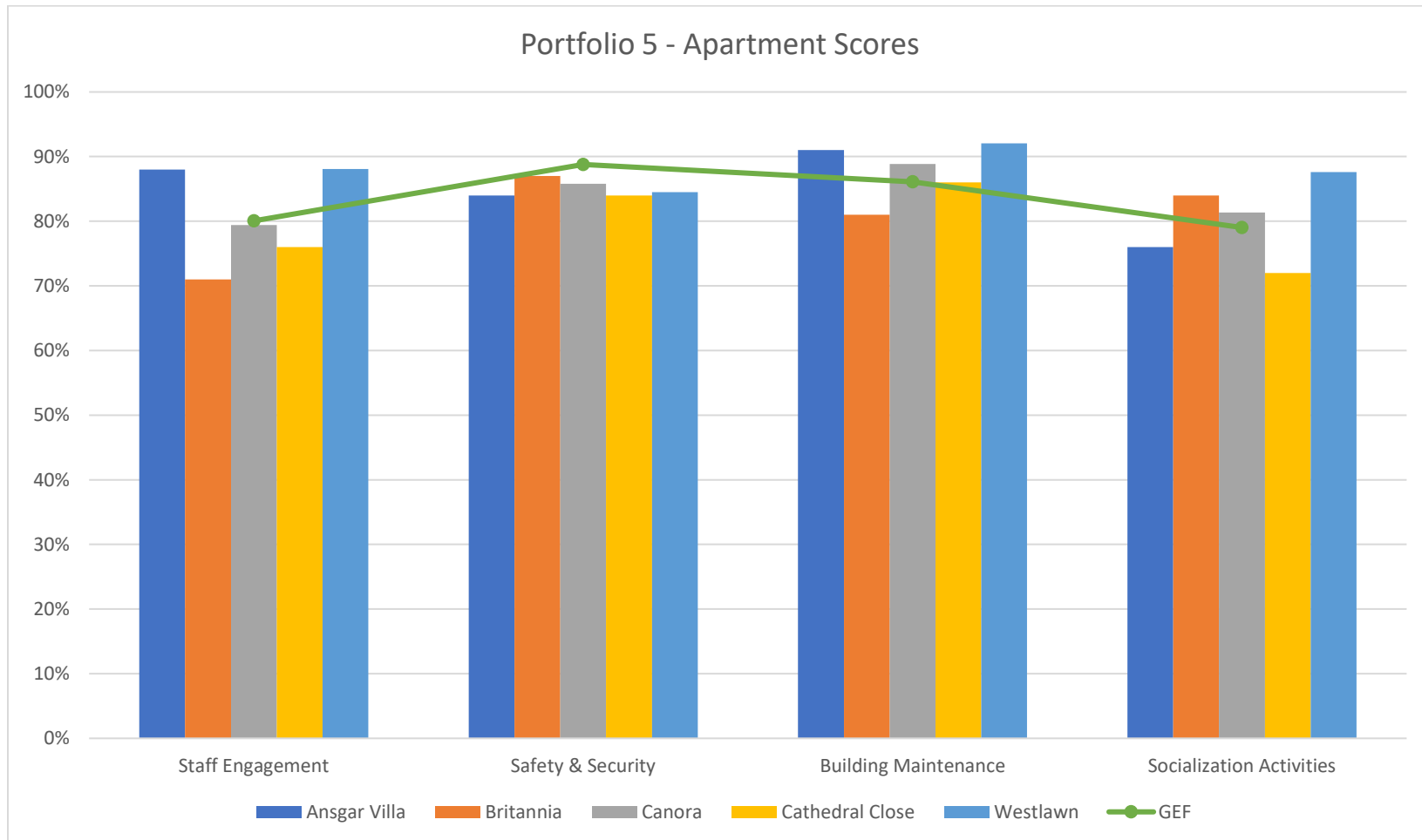


Portfolio 4²

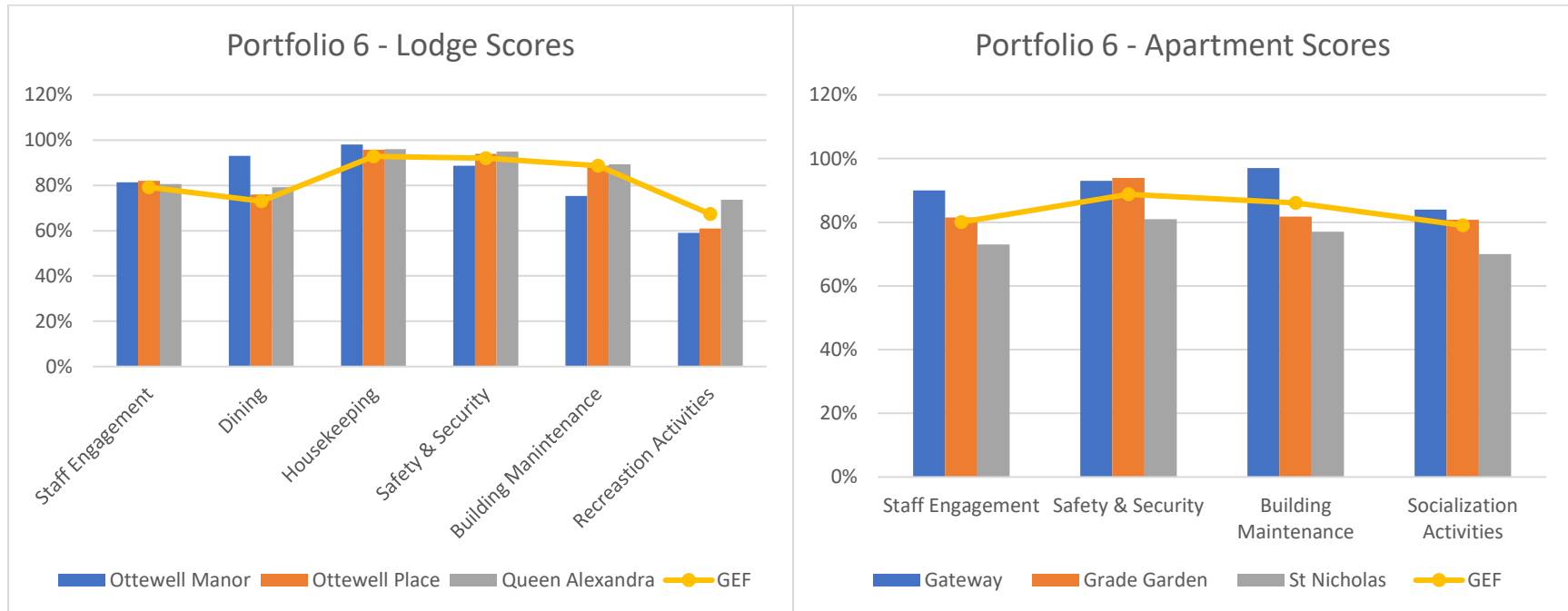


² Scores for Bethany and Buchanan Manor were excluded from the Apartment scores as less than 5 tenants completed the survey

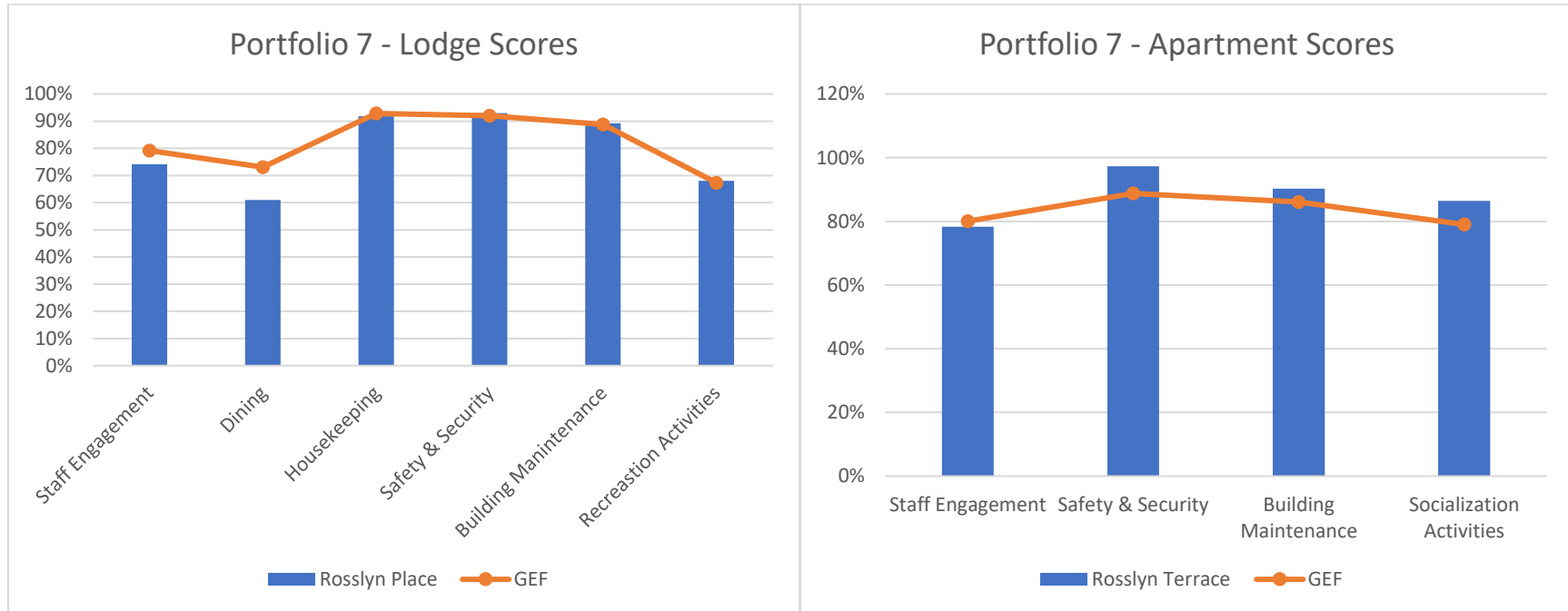
Portfolio 5



Portfolio 6



Portfolio 7³



³ Scores for Rosslyn Apartments were excluded from the Apartment scores as less than 5 tenants completed the survey

Portfolio 8



Portfolio 9

