



Seniors
Housing

2025 Annual Client Experience Surveys Report



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Introduction

At GEF Seniors Housing, we are committed to listening to the voices of our clients and their families. Since 2020, we have conducted annual Client Experience Surveys across our Lodges and Apartments to better understand how clients experience our services and their interactions with staff. These insights help us evaluate how well our services meet clients' needs, and guide enhancements to programs and service delivery.

We also recognize that delivering a high quality experience requires ongoing evaluation and improvements. The surveys serve as a valuable tool to provide insights on the effectiveness of our initiatives, evaluate service quality, ensure alignment with our Quality of Life Philosophy, and to foster meaningful engagement with our clients.

Each year GEF collects data on the following:

- Clients' and their families' perceptions of housing and support services.
- Clients' perceptions of how well or effective GEF communicates with them.
- Clients' perceptions about their GEF community and its general environment.
- Some key demographic characteristics of GEF clients.

Since launching the annual surveys in 2020, GEF has built a strong foundation for measuring client experiences. The organization has used this data to guide and implement several targeted initiatives aimed at enhancing service delivery, particularly in the areas of Food Services, Maintenance, Activity & Wellness, staff training and communication.

We take great pride in reaching the six-year milestone of gathering and acting on client feedback. This ongoing commitment reflects our dedication to continuous improvement and to ensuring that the voices of our clients remain central to our work.

Methods

The 2025 surveys were available for completion between July 3rd and August 15th. As in previous years, Lodge residents were given the option to complete their survey either with the support of a Summer Intern Student, or on their own online or by completing a paper copy. Each Apartment tenant was provided with the option to complete their survey via a paper copy or online.

To continue to address language barriers, surveys were available in eleven languages - Russian, Spanish, Cantonese, Italian, Ukrainian, Polish, Arabic, Romanian, Korean, Mandarin, and French. Drop boxes were provided in all GEF 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.

Questions were answered on a four-point answer scale. For analysis, the questions that were answered with “Often” and “Sometimes” were combined and counted as a Positive response. Questions that were answered with “Rarely” and “Unsure” were combined and counted as a Negative response. Below are the domains that were the focus of the Experience Surveys.

Survey Domains



The domains included in 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

Changes to Summer Intern Student Scheduling

In previous years, Summer Intern Student availability was limited to weekdays between 8:00 a.m. and 4:00 p.m. This year, the Students’ schedule was flexed to support data collection across different times at each Lodge. This includes regular day shifts, evening shifts, and a weekend shift. Where possible, students were also scheduled to be onsite during resident meetings to further enhance engagement. The expanded scheduling approach was designed to further increase awareness of the survey, visibility of the Student Interns and allow for interaction with a broader range of lodge residents.

Participation Rates

Lodge Resident & Apartment Tenant Participation

This year, a total of 1,596 clients responded to the surveys. This is a 13% increase from the 1,394 clients who responded to the surveys in 2024.

Lodge residents’ participation overall remained unchanged from 2024, while we saw a 4% increase in the participation of Apartment tenants over the 2024 rate.

Participation Rates			
	2025	2024	2023
Lodge	49%	48%	48%
Apartment	38%	34%	36%

As with previous years, the participation targets in the Lodges and Apartments were 60% and 50% respectively. This year, 49% of Lodge residents and 38% of Apartment tenants responded to the surveys.

Each year we target an overall participation rate of 50% across the organization. While the current overall participation rate of 40% is below our desired target, it represents a statistically relevant sample of the client population and reflects an increase from the 37% participation rate in 2024. Please see Appendix 1 for more information.

Addition of Tegler Manor & Tegler Terrace

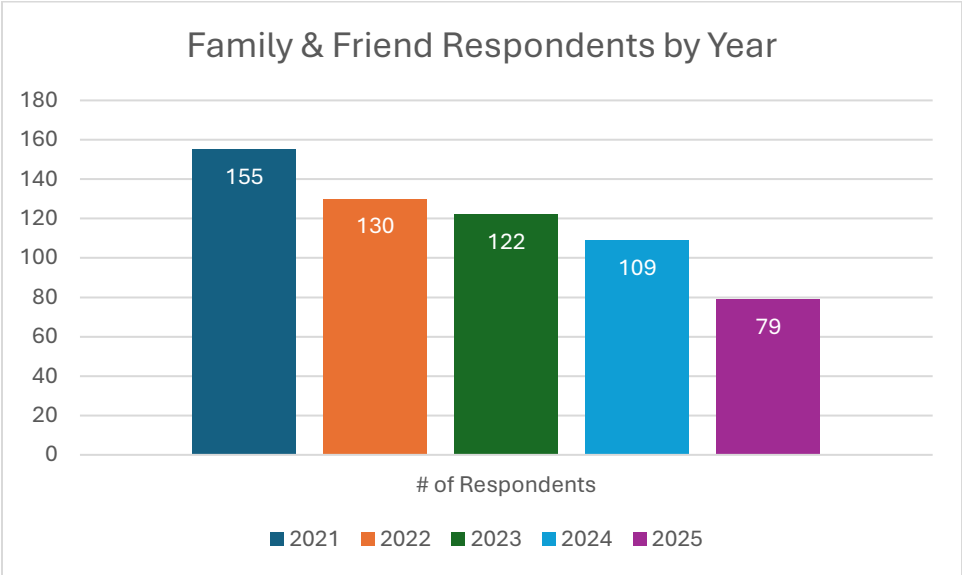
On July 8th, GEF acquired the Tegler Manor and Tegler Terrace buildings. This timing provided an opportunity to include these tenants in the survey process. Although their time with GEF has been brief, their feedback offers a valuable benchmark for future years. It helps identify any early areas of concern that may require attention, as well as highlight areas where things are going well.

“It's difficult to comment on GEF as they have only recently taken over the building. Not familiar with how they operate, however, I'm impressed with their attitude and plans.”



Lodge Family & Friends Survey Participation

Over the past several years, we've observed a declining trend in survey responses from family and friends.



Currently, surveys are distributed via email and made available at the front desk where guests sign in. While these methods provide some visibility, they may not be enough to encourage active participation. To help reverse this trend, we will be exploring strategies for next year aimed at increasing participation of this segment of respondents.

Changes to Survey Promotion

Survey participation has remained relatively consistent across client groups over the years. Several factors may contribute to this, including survey fatigue. Anecdotally, some clients have expressed that they feel no need to participate because they are generally satisfied with their experience and perceive surveys as a platform for complaints. We continue to collaborate with Portfolio Leadership teams to explore strategies that help clients recognize the value of their feedback.

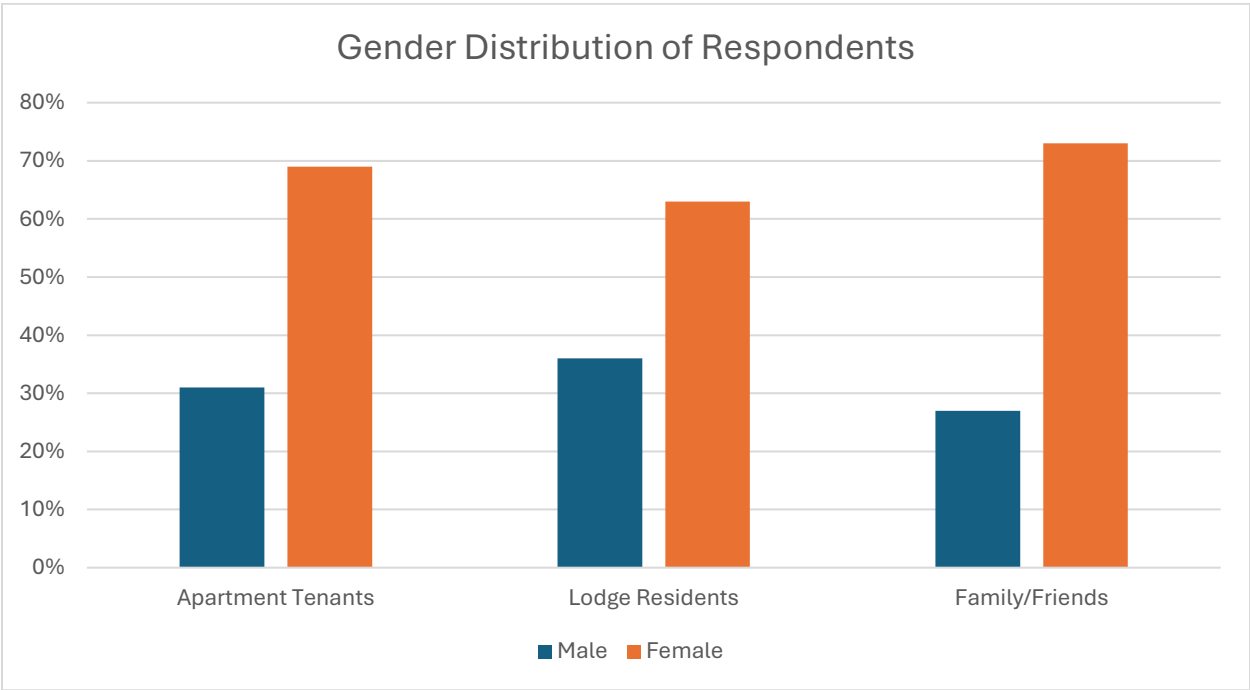
For example, several apartment communities experienced a noticeable increase in survey participation, which may be attributed to the ice cream social events organized by site teams. These events served as a strategic opportunity to engage tenants in conversations about the survey and emphasize the value of their feedback. Notably, Strathcona Place saw a 19% increase in participation, while Bateman Manor experienced a 21% increase from last year.

In previous years, the surveys were promoted globally across all GEF communities. To address the declining response rates over the years, a community specific promotion

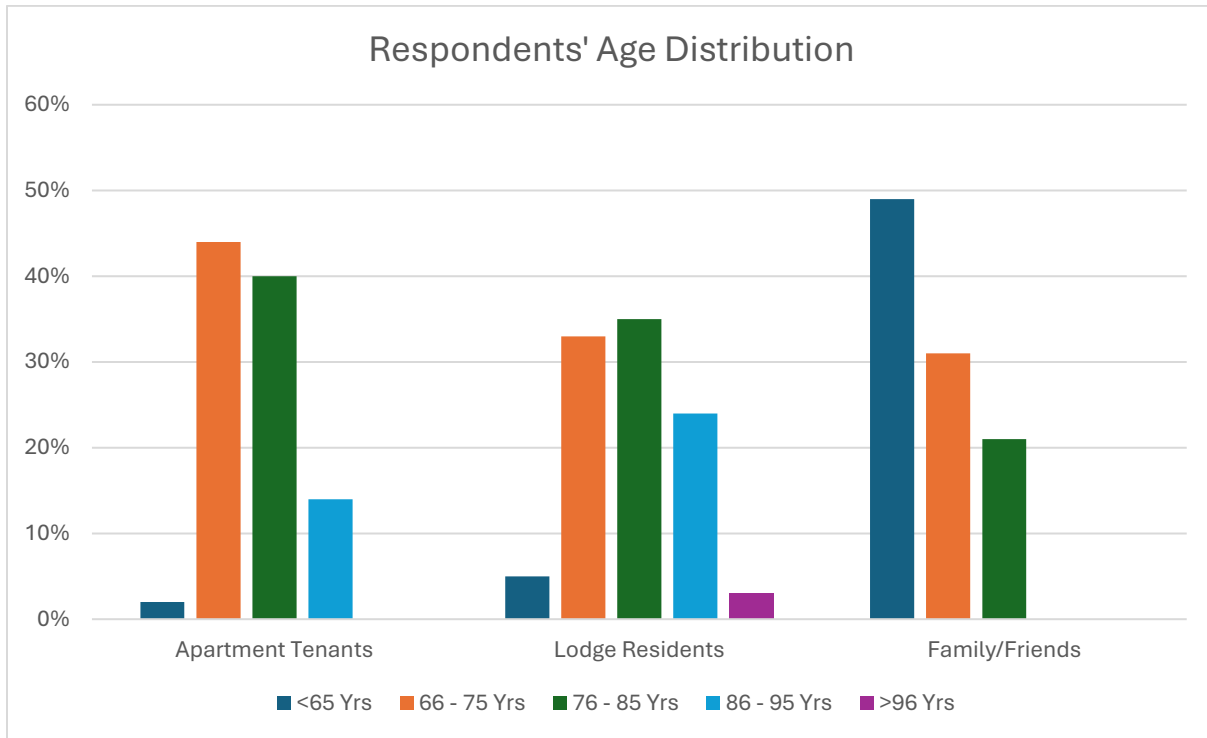
approach was introduced to better engage individual sites. Customized posters and brochures were developed, featuring past survey statistics tailored to each individual GEF community (please see Appendix 3). This shift aimed to increase the surveys' relevance for participants by presenting data that reflected the experiences of their own community, rather than just broader GEF wide results. The change was driven by feedback from portfolio managers and clients. Additionally, promotional materials during the surveys included clear targets, indicating the number of responses needed from each community to achieve the desired response rate (please see Appendix 3).

Respondent Characteristics

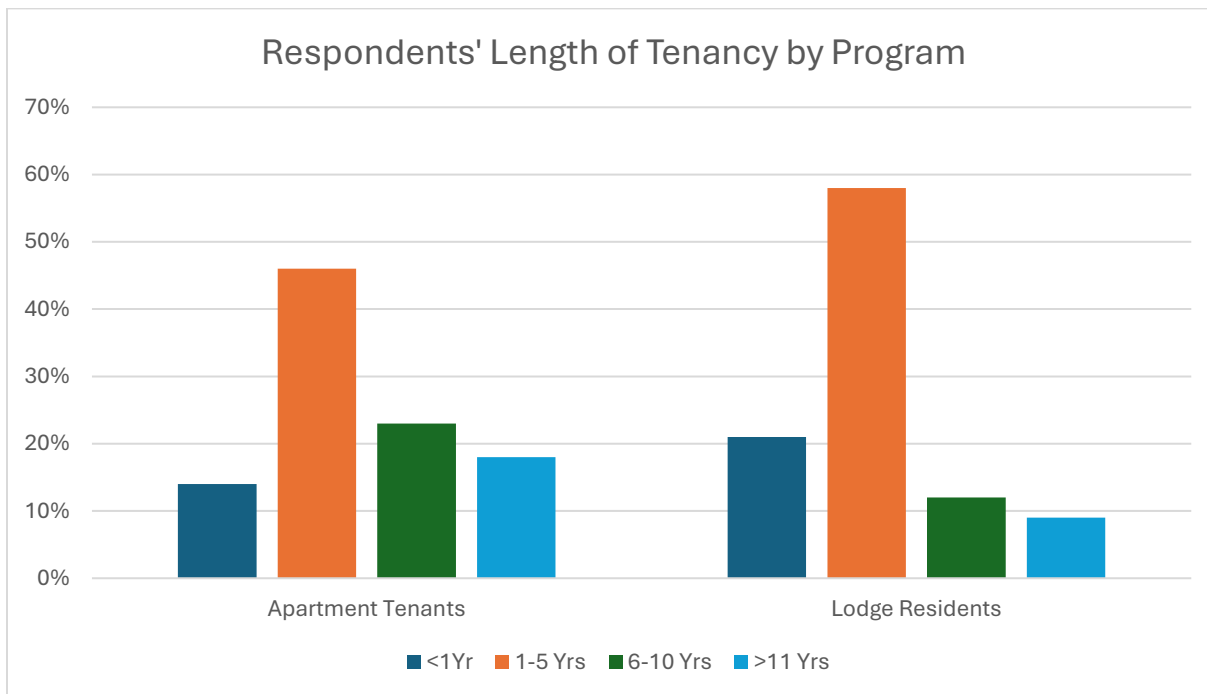
Gender Distribution of Respondents



Respondents' Age Distribution



Respondents' Length of Tenancy by Program



The Results

Overall satisfaction is determined from weighted averages across the surveys. Annually we target a minimum satisfaction score of 85%. For the second consecutive year, GEF has achieved and exceeded the target by attaining a score of 90%.

The scores across each domain and portfolio continue to highlight opportunities for service enhancement, helping ensure that clients’ experiences with key business areas remain consistent and aligned with GEF’s commitment to meeting their needs. Please see Appendix 2 for the comprehensive results.

Overall Satisfaction Scores

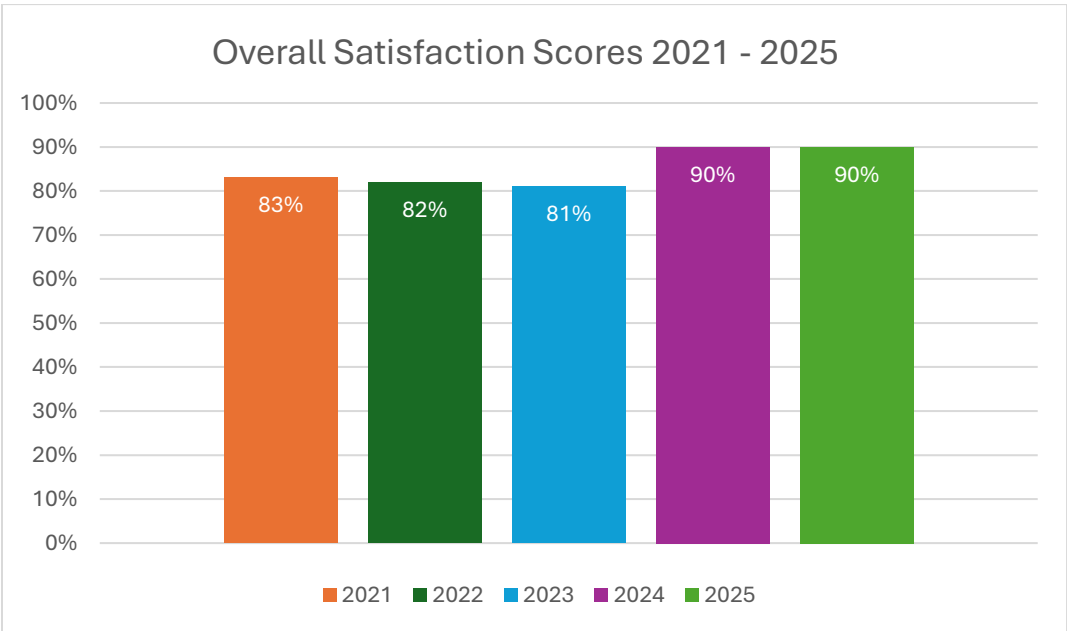


Table 1: 2025 Expressed Satisfaction Scores by Survey Domain

	Lodge Residents	Apartment Tenants	Family/Friends
Staff Engagement	89%	91%	91%
Food Services	91%	n/a	80%
Housekeeping	89%	n/a	n/a
Personal Safety & Security	92%	95%	94%
Building Maintenance	90%	91%	94%
Activity & Wellness Programming	75%	75%	78%

Lodge Resident Experience Survey Results

GEF achieved an 85% or higher satisfaction rating in five out of six domains on the Lodge Resident’s Survey.

Notably, the Food Services domain saw a 3% increase compared to its 2024 score, while Building Maintenance improved by 5% over its 2024 score. With the exception of Activity & Wellness Programming, all domains maintained high satisfaction levels, either improving or remaining consistent year over year.

There have been some improvements made since the last survey that may have contributed to these increases. For example, the introduction of cafeteria-style buffet service across all lodges likely played a key role in the rise in food service satisfaction by offering residents greater choice and flexibility in their dining experience.

What We Heard

- 97%** of Residents feel safe in their unit.
- 73%** of Residents feel maintenance issues are responded to in a reasonable time outside of posted office hours.
- 97%** of Residents are satisfied with the overall maintenance of the interior of the building they are living in.
- 67%** of Residents feel encouraged to provide feedback on activities.
- 82%** of Residents feel the meals provided meet their dietary needs.
- 81%** of Residents feel their neighbours take reasonable steps to keep the building safe.
- 89%** of Residents find the monthly activity calendar and site newsletter useful.
- 97%** of Residents feel respected by staff.

Table 2: Lodge Resident Experience Survey Scores by Domains (2021 – 2025)

	2025	2024	2023	2022	2021
Staff Engagement	89%	87%	79%	79%	79%
Food Services	91%	88%	75%	73%	75%
Housekeeping	89%	86%	92%	93%	93%
Personal Safety & Security	92%	92%	89%	92%	94%
Building Maintenance	90%	85%	90%	89%	91%
Activity & Wellness Programming	75%	77%	72%	67%	69%

“The variety of food is great. I can also avoid options that are not recommended for my personal health needs.”

“More activities for men. Crib tournaments etc.”

“Too many residents do not watch the door who may be coming in behind them. I’ve seen it many times.”

“We always speak highly of GEF I have encouraged many to look into GEF communities and we are super thankful to be part of this community.”

85%

of Lodge Respondents prefer to receive information through print material.

Apartment Tenant Experience Survey Results

Apartment tenants reported a high level of satisfaction with GEF across nearly all domains, with the exception of the Activity and Wellness domain. However, it's worth noting that even this domain showed a slight improvement compared to the previous year. Overall, tenant feedback indicates a positive trend in satisfaction with GEF.

Increased satisfaction in the Building Maintenance domain may be due to targeted staffing enhancements that have improved response times and service quality in GEF Communities. These improvements include the addition of a Site Maintenance Worker to a high demand portfolio, converting a role to support temporary backlogs, and expanding the Central Maintenance team with a second electrician and painter.

What We Heard

- 97%** of Tenants feel safe in their unit.
- 94%** of Tenants are satisfied with the overall maintenance of the interior of the building they are living in.
- 81%** of Tenants feel maintenance issues are responded to in a reasonable time outside of posted office hours.
- 66%** of Tenants feel encouraged by staff to lead and support activities in the building.
- 96%** of Tenants feel respected by staff.

Table 3: Apartment Tenant Experience Survey Scores by Domains (2021 – 2025)

	2025	2024	2023	2022	2021
Staff Engagement	91%	91%	79%	80%	80%
Personal Safety & Security	95%	93%	88%	89%	91%
Building Maintenance	91%	91%	84%	86%	87%
Activity & Wellness Programming	75%	74%	75%	79%	76%

“Smokers are a big concern for me - I have a concern for clean air, I have lung concerns (infections).”

“I really like living in Canora gardens; I feel happy. Everyone who works in this building is very nice. Thank you all for everything you do for me.”

“The maintenance of the lawns and grounds are disappointing; there should be a higher budget for maintaining the grounds.”

“Keep up the good work. I love living here. Thank you for asking.”

80%

of Apartment Respondents prefer to receive information through print material.

Lodge Residents’ Family/Friends Experience Survey

Survey results show a slight decline in satisfaction within the Staff Engagement and Building Maintenance domains. Additionally, there was a 5% decrease in the Food Services domain. The Activity and Wellness domain saw a 2% increase, continuing the upward trend observed since 2023.

The increase in satisfaction in the Activity and Wellness domain may be linked to the success of two annual events, the Winter Festival (began in 2024) and Summer Fair (began in 2023). These free, family friendly events are designed to be welcoming and accessible, requiring no RSVP and encouraging participation in a relaxed and inclusive atmosphere.

What We Heard

- 99%** of Family/Friends trust the staff.
- 71%** of Family/Friends feel that their family member/friend enjoys the meals provided in the Lodge.
- 92%** of Family/Friends encourages their family member/friend to participate in activities being offered.
- 99%** of Family/Friends feel that their family member/friend lives in a safe building.
- 97%** of Family/Friends are satisfied with the overall condition of the interior of the building their family member/friend lives in.

Table 4: Lodge Residents’ Family/Friends Experience Survey by Domain (2021 – 2025)

	2025	2024	2023	2022	2021
Staff Engagement	91%	93%	86%	88%	86%
Food Services	80%	85%	64%	60%	60%
Building Safety & Security	94%	94%	92%	89%	91%
Building Maintenance	94%	96%	92%	88%	88%
Activity & Wellness Programming	78%	76%	50%	46%	45%

“Staff at McQueen are extremely caring, trustworthy, and go out of their way to ensure the safety of their residents.”

“Lots of activities happen in this building. I particularly like the Summer Fair. Each year it gets better.”

“Better security is necessary to ensure non invited people do not enter premises without the tenant’s approval. Better education for tenants needed and some staff.”

“You guys are doing a very nice job, keep up the good work, really appreciate your hard work and dedication. Thank you all.”

62% of Family/Friends respondents are children of a lodge resident.

15% while 15% were the sibling of a resident.

80% of respondents would recommend a family member or friend to live in a GEF Community.

Summary

While this year's scores show that we've made considerable strides in key business areas, maintaining and surpassing these gains will require ongoing effort and attention. We are proud to have reached and sustained a 90% satisfaction score over the past two years, a significant milestone that reflects the dedication of our teams.

However, the survey results and qualitative feedback also highlight areas where we can do better. Several recurring themes emerged from the qualitative feedback collected across GEF Communities:

- Smoking Issues - Concerns about smoking in units and in non-designated areas were frequently mentioned.
- Client Relations - Reports of bullying between clients were also frequently mentioned.
- Building Security - Safety concerns were raised regarding unauthorized individuals gaining access to buildings, often by being let in by clients.
- Grounds Maintenance - Feedback indicated that services such as weeding, hedge trimming, grass cutting, and snow removal could be improved.
- Diverse Programming – There were comments regarding more Activity & Wellness Programming tailored for men in the lodges, as well as increasing the amount of evening programs offered.
- Staff Turnover – Concerns were expressed about the impact of frequent staff changes on service consistency and staff - client relationships.

The survey results, along with qualitative feedback, will be shared with Portfolio Leadership teams to help inform their Portfolio Operational Plans. To sustain the gains made across several survey domains, leadership teams will reflect on the results and work collaboratively to ensure we are responding meaningfully to client feedback. This work will also focus on keeping client voices central to how we enhance services and meet evolving needs, not just during survey periods, but as part of an ongoing commitment to listening and improving. This will include a focus on closing the feedback loop by clearly communicating back to clients how their input has influenced decisions and improvements.

Building on this year's community specific promotion strategy, each GEF community will receive a breakdown of their own survey results. By continuing this targeted approach in how results are shared, we aim to ensure that feedback is meaningful and directly reflective of each community's experiences.

By making both the survey and general feedback collection relevant year round, we aim to foster a culture of continuous improvement where client input directly shapes the GEF experience. As we mark the six year milestone of the annual surveys, we remain committed to continually improving how we gather, interpret, and act on client feedback.

Appendices

Appendix 1: Summary of Participation

Summary of Participation – Lodge Residents

Building Name	Total Respondents	Response Rate
Beverly Place	28	40%
Kiwanis Place	93	48%
McQueen Place	65	56%
Meadowlark Place	31	56%
Ottewell Manor	19	51%
Ottewell Place	58	47%
Pleasantview Place	28	48%
Queen Alexandra Place	17	31%
Rosslyn Place	67	56%
Sakaw Terrace	39	57%
Virginia Park	25	40%
Global Total	470	49%

Summary of Participation – Apartment Tenants

Building Name	Total Respondents	Response Rate
Ansgar Villa	64	36%
Avenwood Corner	20	32%
Bateman Manor	29	58%
Bethany Senior Citizen Home	15	25%
Britannia Gardens	19	29%
Buchanan Manor	7	35%
Canora Gardens	34	35%
Cathedral Close	28	22%
Central Manor	16	35%
Gateway Manor	13	35%
Grace Garden Court	11	33%
Groat House	16	31%
Highland Place	29	43%
Kiwanis Place	34	36%
Knox-Met-Manor	37	45%
Lauderdale Terrace	9	20%
Londonderry Village	45	36%
Montgomery Place	115	37%
Mountwood	24	47%
Ottewell Terrace	24	38%
Pleasantview Place	54	37%
Porta Place	9	12%
Ritchie Pioneer Place	15	29%
Roslyn Place	16	30%
Roslyn Terrace	28	51%
Sakaw Terrace	42	41%
Strathcona Place	117	52%
Trinity Hall	29	60%
Trinity Lutheran	17	46%
Virginia Park	50	36%
Westlawn Courts	63	33%
Tegler Manor	50	46%
Tegler Terrace	47	54%
Global Total	1126	38%

Appendix 2: Survey Results

Resident Experience Survey

Survey Statements	Beverly	Kiwanis	McQueen	Meadowlark	Ottewell Manor	Ottewell Place	Pleasantview	Queen Alexandra	Roslyn Place	Sakaw Terrace	Virginia Park
Staff Engagement											
I feel respected by staff.	100%	95%	97%	100%	100%	96%	96%	100%	100%	92%	100%
I feel I am treated fairly by staff.	96%	91%	98%	100%	89%	96%	93%	94%	100%	92%	100%
I feel staff respect my privacy.	96%	90%	95%	90%	100%	95%	96%	88%	99%	95%	96%
I feel comfortable talking with staff about my concern(s).	96%	83%	85%	94%	100%	93%	86%	82%	97%	84%	92%
I feel staff try to address my concern(s).	89%	84%	88%	81%	100%	82%	82%	76%	85%	82%	88%
I feel staff try to keep me informed about what is happening in the building.	88%	76%	88%	90%	95%	70%	89%	76%	81%	95%	80%
I feel I have a variety of ways to access information about what is happening in the building.	88%	73%	85%	80%	89%	70%	79%	65%	82%	84%	76%
I feel staff are available to hear my feedback.	96%	77%	94%	90%	95%	89%	86%	71%	92%	87%	100%
Food Service											
The meals provided are tasty and appetizing.	100%	81%	97%	94%	100%	88%	86%	88%	91%	97%	96%
The meals provided are healthy.	93%	80%	95%	94%	95%	93%	79%	94%	94%	95%	100%
The meals provided meet my dietary needs.	93%	68%	91%	90%	95%	82%	79%	82%	79%	92%	80%
There is a variety of options offered to me at meal times.	93%	83%	95%	97%	100%	89%	89%	100%	98%	95%	96%
The dining experience is enjoyable.	93%	88%	94%	94%	100%	84%	89%	94%	86%	92%	96%
The food service staff are friendly and courteous.	100%	92%	98%	100%	100%	100%	93%	100%	99%	97%	100%
Housekeeping											
I am satisfied with my weekly housekeeping services.	93%	88%	97%	97%	100%	93%	100%	81%	97%	95%	92%
I feel housekeeping staff respect my personal belongings.	96%	94%	94%	97%	100%	96%	96%	94%	97%	92%	88%
I get additional supplies whenever I request them. e.g. bed linen, blankets, bed spread, towels, toilet paper	93%	75%	92%	94%	100%	85%	89%	81%	93%	92%	72%
I know where to go for additional supplies if I need them.	89%	55%	66%	87%	100%	78%	71%	50%	84%	79%	84%

The housekeeping staff are friendly and courteous.	96%	92%	98%	100%	100%	100%	100%	94%	100%	95%	96%
Personal Safety & Security											
I feel like this is a safe building.	86%	86%	97%	97%	100%	95%	100%	100%	91%	95%	96%
I feel safe in my unit.	93%	97%	97%	100%	100%	96%	100%	100%	98%	95%	100%
I feel that my personal belongings are safe in my unit.	93%	91%	90%	97%	100%	95%	100%	100%	94%	92%	84%
I know what to do in case of an emergency in the building.	96%	92%	90%	100%	100%	96%	96%	94%	97%	95%	100%
I feel GEF Seniors Housing takes reasonable steps to keep the building safe.	93%	85%	95%	97%	100%	85%	93%	88%	92%	95%	96%
I feel my neighbours take reasonable steps to keep the building safe.	89%	74%	83%	90%	100%	70%	89%	56%	86%	84%	80%
Building Maintenance											
I am satisfied with the overall maintenance of the interior of the building I am living in.	93%	97%	98%	97%	95%	95%	100%	100%	98%	97%	92%
I am satisfied with the overall maintenance of the exterior of the building I am living in.	96%	90%	94%	97%	100%	95%	100%	88%	92%	97%	76%
It is easy for me to get maintenance done in my unit.	96%	87%	95%	87%	95%	86%	93%	88%	91%	82%	64%
I feel maintenance issues are responded to in a reasonable time during posted office hours.	96%	85%	90%	84%	95%	86%	96%	82%	89%	87%	40%
I feel maintenance issues are responded to in a reasonable time outside of posted office hours.	86%	74%	68%	81%	94%	74%	68%	71%	77%	79%	32%
I am provided with proper notice before maintenance staff enter my unit.	96%	96%	95%	90%	100%	95%	100%	100%	97%	92%	84%
The maintenance staff are friendly and courteous when they are working in my unit.	96%	93%	98%	97%	100%	98%	96%	94%	100%	89%	84%
Activity & Wellness Programming											
I am interested in the activities being offered.	93%	82%	69%	94%	100%	63%	77%	88%	75%	68%	92%
I participate in the activities offered in my building.	85%	74%	69%	87%	89%	61%	73%	71%	69%	58%	84%
I enjoy the activities I attend.	89%	81%	86%	94%	94%	80%	79%	88%	85%	82%	100%
I feel there are a variety of activities available to me.	96%	79%	85%	83%	100%	67%	75%	82%	83%	78%	84%
I know what activities are happening each day.	91%	84%	88%	84%	94%	80%	85%	76%	75%	89%	96%
I feel encouraged by staff to participate in activities.	93%	69%	77%	87%	94%	67%	70%	71%	70%	76%	80%
I feel welcome to participate in group activities by other residents.	100%	69%	72%	74%	89%	62%	78%	88%	74%	76%	64%
I enjoy gathering and socializing with others in the building.	92%	79%	70%	94%	95%	87%	93%	82%	83%	86%	96%
I am encouraged to lead and support activities in the building.	62%	64%	47%	67%	72%	39%	52%	65%	45%	41%	44%
I find the monthly activity calendar and site newsletter useful.	96%	90%	92%	97%	94%	85%	78%	88%	82%	100%	88%

I am encouraged to provide feedback on activities.	81%	70%	63%	80%	100%	52%	63%	71%	55%	72%	68%
Outside of scheduled programs I use activity spaces and equipment (shuffleboard, puzzles, common areas, fitness equipment, tablets, etc.).	65%	55%	58%	63%	72%	47%	63%	59%	58%	58%	60%

Apartment Experience Survey

	Ansgar Villa	Avenwood Corner	Bateman Manor	Bethany Homes	Britannia Gardens	Buchanan Manor	Canora Gardens	Cathedral Close	Central Manor	Gateway Manor	Grace Garden Court	Groat House	Highland Place	Kiwanis Place	Knox-Met Manor	Lauderdale Terrace	Londonderry Village	Montgomery Place	Mountwood	Ottewell Terrace	Pleasantview Place	Porta Place	Ritchie Pioneer Place	Roslynn Place	Roslynn Terrace	Sakaw Terrace	Strathcona Place	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts	Tegler Manor	Tegler Terrace		
Staff Engagement																																			
I feel respected by staff.	98%	100%	100%	100%	100%	100%	94%	96%	88%	100%	100%	100%	97%	88%	97%	100%	96%	97%	96%	96%	96%	100%	93%	88%	96%	95%	96%	100%	100%	96%	100%	93%	84%		
I feel I am treated fairly by staff.	100%	100%	100%	100%	100%	100%	91%	89%	88%	83%	100%	93%	100%	88%	95%	100%	96%	96%	96%	96%	96%	100%	93%	94%	100%	93%	96%	100%	100%	94%	98%	93%	82%		
I feel staff respect my privacy.	98%	100%	100%	100%	100%	86%	94%	82%	94%	83%	100%	100%	100%	91%	95%	100%	98%	97%	96%	100%	100%	100%	93%	94%	96%	95%	92%	100%	100%	100%	98%	91%	87%		
I feel comfortable talking with staff about my concern(s).	98%	95%	100%	100%	100%	100%	85%	79%	88%	75%	100%	93%	100%	85%	89%	100%	96%	94%	96%	92%	91%	100%	93%	88%	96%	83%	89%	93%	100%	86%	97%	85%	75%		
I feel staff try to address my concern(s).	100%	95%	100%	100%	100%	100%	88%	68%	94%	58%	100%	93%	93%	76%	92%	100%	91%	90%	96%	92%	88%	100%	87%	75%	86%	75%	90%	89%	100%	90%	90%	84%	72%		
I feel staff try to keep me informed about what is happening in the building.	100%	95%	97%	100%	95%	50%	76%	81%	88%	83%	100%	92%	83%	82%	92%	88%	89%	92%	87%	91%	81%	100%	80%	94%	86%	78%	90%	96%	88%	94%	95%	85%	84%		
I feel I have a variety of ways to access information about what is happening in the building.	98%	100%	90%	100%	95%	71%	82%	67%	81%	75%	91%	85%	90%	88%	89%	75%	93%	88%	88%	96%	83%	67%	80%	75%	79%	78%	88%	89%	100%	84%	91%	80%	76%		
I feel staff are available to hear my feedback.	98%	100%	93%	100%	89%	86%	78%	81%	81%	42%	91%	79%	96%	74%	89%	100%	91%	94%	88%	91%	88%	100%	80%	88%	79%	78%	89%	93%	94%	90%	92%	76%	71%		
Personal Safety & Security																																			
I feel like this is a safe building.	98%	100%	100%	100%	100%	100%	91%	86%	100%	92%	100%	75%	100%	85%	97%	89%	91%	89%	92%	100%	92%	100%	100%	94%	96%	98%	93%	97%	100%	98%	90%	96%	98%		
I feel safe in my unit.	100%	100%	100%	100%	100%	100%	91%	89%	100%	100%	100%	87%	100%	85%	94%	89%	96%	97%	96%	100%	100%	100%	100%	94%	100%	100%	97%	97%	100%	98%	98%	98%	98%	100%	
I feel that my personal belongings are safe in my unit.	97%	100%	100%	100%	100%	86%	88%	89%	100%	100%	100%	87%	100%	82%	100%	100%	98%	96%	100%	100%	100%	100%	100%	100%	96%	100%	95%	100%	100%	100%	100%	96%	100%		
I know what to do in case of an emergency in the building.	100%	100%	93%	93%	100%	86%	97%	96%	100%	100%	100%	93%	97%	88%	97%	100%	100%	97%	100%	92%	98%	89%	100%	94%	100%	95%	99%	100%	100%	100%	100%	91%	91%		
I feel GEF Seniors	95%	100%	100%	100%	100%	100%	97%	86%	100%	92%	82%	87%	100%	91%	92%	100%	98%	94%	92%	100%	91%	100%	100%	88%	96%	98%	92%	97%	100%	96%	94%	87%	83%		

Housing takes reasonable steps to keep the building safe.																																					
I feel my neighbours take reasonable steps to keep the building safe.	94%	100%	90%	86%	95%	100%	88%	86%	63%	100%	82%	93%	97%	76%	92%	89%	91%	83%	74%	96%	96%	100%	87%	94%	96%	83%	84%	93%	94%	94%	84%	83%	88%				
Building Maintenance																																					
I am satisfied with the overall maintenance of the interior of the building I am living in.	100%	100%	93%	100%	100%	86%	81%	89%	93%	92%	91%	94%	100%	97%	100%	88%	91%	93%	95%	100%	96%	100%	87%	88%	88%	95%	95%	97%	94%	98%	93%	87%	86%				
I am satisfied with the overall maintenance of the exterior of the building I am living in.	100%	95%	100%	92%	100%	71%	97%	89%	88%	77%	90%	93%	100%	82%	92%	89%	84%	91%	78%	95%	96%	100%	87%	73%	72%	93%	93%	86%	100%	94%	97%	87%	88%				
It is easy for me to get maintenance done in my unit.	95%	100%	93%	92%	100%	86%	100%	85%	88%	85%	91%	93%	100%	82%	91%	100%	100%	85%	91%	91%	96%	100%	87%	88%	92%	95%	86%	100%	94%	78%	98%	83%	63%				
I feel maintenance issues are responded to in a reasonable time during posted office hours.	98%	100%	97%	77%	100%	57%	97%	81%	94%	85%	91%	87%	100%	91%	89%	89%	95%	89%	91%	92%	98%	100%	87%	93%	84%	98%	88%	100%	93%	82%	100%	71%	63%				
I feel maintenance issues are responded to in a reasonable time outside of posted office hours.	93%	95%	89%	69%	89%	83%	91%	81%	94%	69%	82%	87%	93%	71%	81%	89%	93%	82%	77%	68%	79%	100%	80%	67%	68%	85%	78%	96%	94%	71%	92%	60%	51%				
I am provided with proper notice before maintenance staff enter my unit.	100%	100%	100%	100%	100%	100%	100%	93%	81%	92%	100%	100%	100%	91%	97%	100%	98%	96%	95%	88%	98%	100%	87%	100%	96%	95%	91%	100%	100%	92%	100%	83%	71%				
The maintenance staff are friendly and courteous when they are working in my unit.	100%	100%	100%	92%	100%	100%	97%	93%	100%	100%	100%	93%	100%	94%	97%	100%	100%	95%	100%	100%	98%	100%	87%	100%	96%	98%	96%	100%	100%	92%	100%	85%	76%				
Socialization Activities																																					
I feel that I am	93%	94%	85%	100%	83%	83%	84%	65%	69%	54%	100%	53%	75%	79%	82%	89%	91%	73%	81%	83%	73%	63%	93%	75%	70%	67%	77%	100%	73%	61%	81%	71%	68%				

Appendix 3: Promotional Materials

Community Specific Brochure Example

RECAP OF OTTEWELL'S SURVEY RESULTS FROM LAST YEAR

- 54%** of Ottewell Place Lodge community members completed the survey.
- 97%** of survey participants feel respected by staff.
- 94%** of survey participants shared that dining experience is enjoyable.
- 95%** of survey participants are satisfied with their weekly housekeeping services.
- 95%** of survey participants feel GEF takes reasonable steps to keep the building safe.
- 88%** of survey participants feel it is easy to get maintenance done in their unit.
- 82%** of survey participants are interested in the activities being offered.



OTTEWELL PLACE LODGE

2025 Experience Survey

The Survey is open from July 3 - Aug 15



Your Voice, Your Community!

We thank you in advance for your consideration in completing the survey.

Did you know we also have a Family and Friends survey? For more details, please visit the office.

YOUR VOICE MATTERS!

GEF Seniors Housing is committed to contributing to the quality of life of our residents and tenants. This annual survey is an important way for us to hear about how things are going in your GEF community.

We want to celebrate the successes and identify areas where we can grow, so we can better serve you and your community.



THE SURVEY

- is voluntary
- is anonymous
- will take a short amount of time

3 WAYS TO COMPLETE THE SURVEY



Online: Use this QR Code or email us for the link at surveys@gef.org



On Paper: Copies of the survey will be available from the office. Drop off your completed survey in the white box at your site.



Translated copies of the paper survey are available in over 10 languages. Please check in with the office for more information.



In Person: Students will be on-site at your Lodge to provide assistance in completing the survey.

WE WOULD LIKE TO HEAR FROM YOU ABOUT

 Building Maintenance	 Staff Engagement	 Personal Safety and Security
 Activity & Wellness	 Dining Services	 Housekeeping Services

In-Person Assistance is available on the following dates (subject to change):

- Tuesday, July 15** from 12:00PM-8:00PM
- Thursday, July 17** from 8:30AM-4:30PM
- Saturday, August 9** from 1:00PM-4:30PM

If you have any questions or concerns about the survey, please chat with your site team or contact Central Services by:

Email at surveys@gef.org or **Phone** at 780-482-6561

COMING SOON
July 3 - August 15

Londonderry Village Tenant Experience Survey

Share your feedback and
experience as a member of the
Londonderry Village
Community!

Your Voice, Your Community!





Groat House

Tenant Experience Survey

Survey Closes on August 15, 2025

We need **14 more people** to hit the goal of 50% participation! Take a moment to complete the survey, your input matters!

Your Voice, Your Community!

