



2026 Annual Client Experience Surveys Report



Seniors
Housing

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Striking a pose during Canora Gardens' Holiday Lunch.



Introduction

At GEF Seniors Housing, we are committed to listening and responding to feedback from our clients and their families. Since 2020, we have conducted annual Client Experience Surveys across our communities to better understand how clients experience our services and their interactions with staff. We also survey the family and friends of Lodge Residents.

The surveys provide valuable insights into the effectiveness of our initiatives, the quality of our services, our alignment with GEF's Quality of Life Philosophy, and the level of engagement we foster with our clients.

Each year GEF collects data on the following:

- Clients' and their families' perceptions of housing and support services.
- Clients' perceptions for how effectively GEF communicates with them.

- Clients' perceptions about their GEF community and its general environment.
- Demographic characteristics of GEF clients.

The annual surveys are part of our ongoing commitment to continuously improve and ensure the voices of our clients remain central to our work. Since the launch of the surveys, GEF has established a strong foundation for measuring client experiences and gathering feedback. Survey results have informed several targeted initiatives and service enhancements, particularly in the areas of food services, maintenance, activity and wellness, staff training, and communication.

None of this would be possible without the willingness of our clients and their families and friends to share their experiences, ideas, and feedback. We are grateful for their continued readiness to engage with us via the surveys and their trust in the work we do.

Residents and staff came together for Planting Days at Kiwanis Place.



Pups visiting Queen Alexandra Place Lodge for WinterFEST.



Methods

The 2026 Client Experience Surveys were available from June 22 to August 10. To support survey administration, two Client Experience Survey Coordinators (formerly referred to as Summer Intern Students) were hired to promote participation and provide assistance to Lodge Residents and larger Apartment communities.

All participants had the option to complete the survey either online through SurveyMonkey or by paper copy. Collection boxes were placed in all GEF communities to receive completed paper surveys. Following the close of the survey period, the Client Experience Survey Coordinators entered all paper survey responses into SurveyMonkey to ensure all feedback was captured within a single reporting platform for analysis.

Questions were answered on a four-point scale: Often, Sometimes, Rarely, and Unsure. 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.

Survey Domains

Clients in Lodges and Apartments receive different services, therefore, there are some survey domains that are not applicable to both. The domains included in each survey are identified by the numbers listed below:

1: Lodge Residents Experience Survey

2: Apartment Tenants Experience Survey

3: Family and Friends of Lodge Residents Experience Survey



**Demographic
Information**
(1,2,3)



**Staff
Engagement**
(1,2,3)



**Safety &
Security**
(1,2,3)



**Building
Maintenance**
(1,2,3)



Food Services
(1,3)

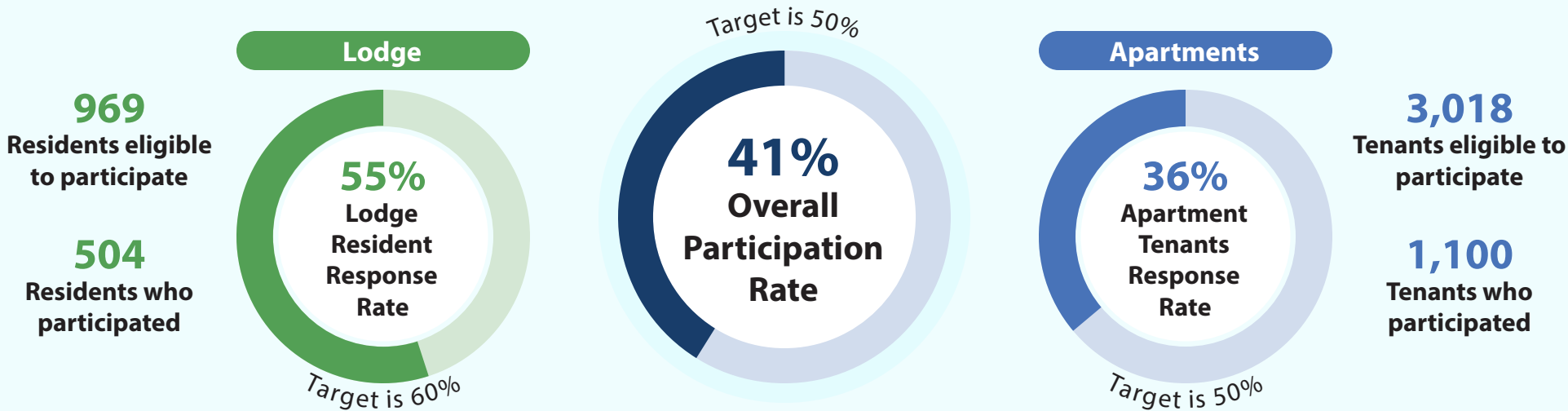


**Housekeeping
Services**
(1)



**Activity &
Wellness (1,3)
Socialization
Activities (2)**

Participation Rates



Lodge and Apartment Participation

This year, 1,604 of the 3,987 current Lodge and Apartment occupants completed the surveys, resulting in an overall participation rate of **41%**, representing a 1% increase from 2025.

Lodge & Apartment Response Rate			
	2026	2025	2024
Lodge	55%	49%	48%
Apartment	36%	38%	34%

Each year, our target rate for participation is 60% for the Lodge survey and 50% for the Apartment survey– with an overall participation rate of 50% across the organization. This year, we saw a **6% increase** in participation for the Lodge survey and a 2% decrease for the Apartment survey.

While the 2026 overall participation rate of 41% is below our desired target, it represents a statistically relevant sample of the client population and reflects an increase from the 40% participation rate in 2025. Please refer to Appendixes 1 and 2 for more information.

Family and Friends of Lodge Residents Survey Participation

Over the past several years, we have observed a declining trend in survey responses from the family and friends of Lodge Residents.

Family and Friends Response Rate		
2026	2025	2024
66	79	109

This year’s survey was distributed online via email and paper copies were available at all Lodge front desks and promoted during the Lodge Summer Fairs. Notwithstanding, participation by family and friends continue to decline. This could reflect the growing number of clients who may not have active family/friend connections. Nevertheless, we will continue to explore strategies to expand visibility in order to increase future participation for this survey.

Survey Promotion

Building on the initiatives in 2025 to make the surveys and the information more relevant to clients, we continued to use community-specific promotional posters and brochures targeted to each community. This shift aimed to increase the surveys' relevance for clients by presenting data that reflects the experiences of their own community, rather than broader GEF-wide results.

For the first time, we delivered a paper copy of the survey to each occupied Lodge unit, which may have contributed to the noticeable increase in survey participation. This change was implemented to reduce barriers to participation – in previous years, Residents needed to obtain a survey from the front desk or request one from a Client Experience Survey Coordinator.

Following last year's success, more Apartment communities were encouraged to hold survey social events, where Tenants gathered to socialize, complete the surveys, and ask questions. Client Experience Survey Coordinators attended select Apartment social events to assist with promotion and completion. Midway through the survey period, Client Experience Survey Coordinators were strategically assigned to communities with lower response rates. In total, 8 stand-alone Apartment communities received this targeted outreach.

Translated Surveys

To support participation among clients whose primary language is not English, surveys were translated into the following languages: Arabic, Cantonese, French, Italian, Korean, Mandarin, Polish, Russian, Spanish, Ukrainian, and Vietnamese.

Languages were selected based on feedback from Portfolio Leadership teams regarding needs in their communities. While translated surveys were made available to support accessibility and reduce language barriers, utilization remained limited. Across both Lodge and Apartment surveys, fewer than 10 completed surveys were returned in translated formats. **Ukrainian** was the most frequently used translated language among respondents.

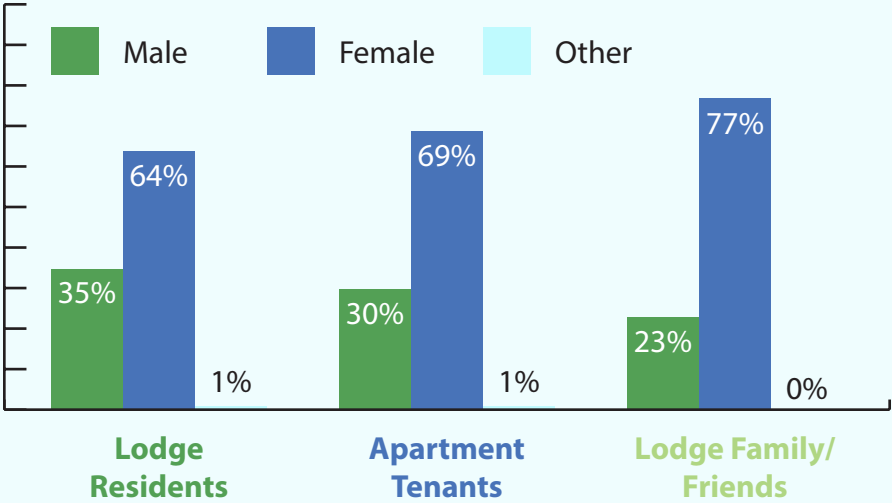
The low rate of use suggests there are opportunities to increase awareness and accessibility of these resources. In the future, GEF will explore strategies to more effectively promote and support the use of translated surveys to ensure clients can provide feedback in their preferred language.

Enjoying Gateway Manors' Summer BBQ.

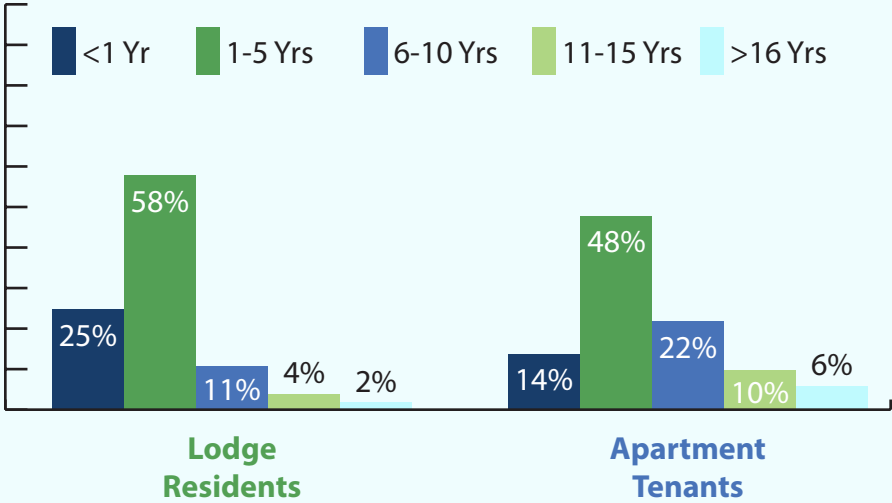


Respondent Characteristics

Gender Distribution of Respondents



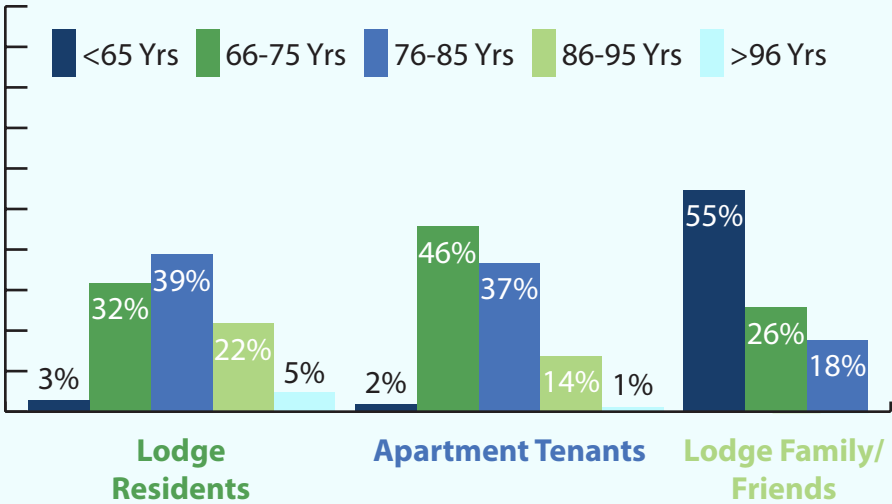
Respondents' Length of Tenancy by Program



Enjoying a trishaw ride during Seniors Week at Churchill Square.



Respondents' Age Distribution



Survey Results

Overall Satisfaction Score

Overall satisfaction is determined from weighted averages across the Lodge Resident Experience Survey and Apartment Tenant Experience Survey. Our target is a minimum overall satisfaction score of 85%. In previous years, the overall satisfaction score also incorporated feedback from the Family and Friends of Lodge Residents Survey.

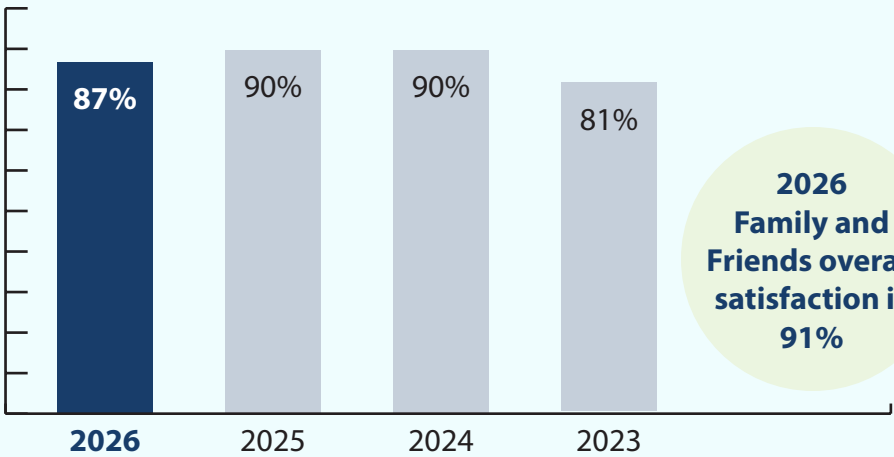
To place a stronger focus on the client experience, this year, the overall score is based solely on Resident and Tenant responses. This approach improves accuracy by measuring satisfaction directly from the individuals who live in GEF communities and interact with our services daily.

While feedback from family members and friends remains valuable, it reflects an external perspective rather than the experiences of clients themselves. In addition, the number of responses received from family and friends is significantly lower than the number received from clients. Reporting these results separately ensures that both perspectives are represented appropriately, while providing a clearer measure of client satisfaction.

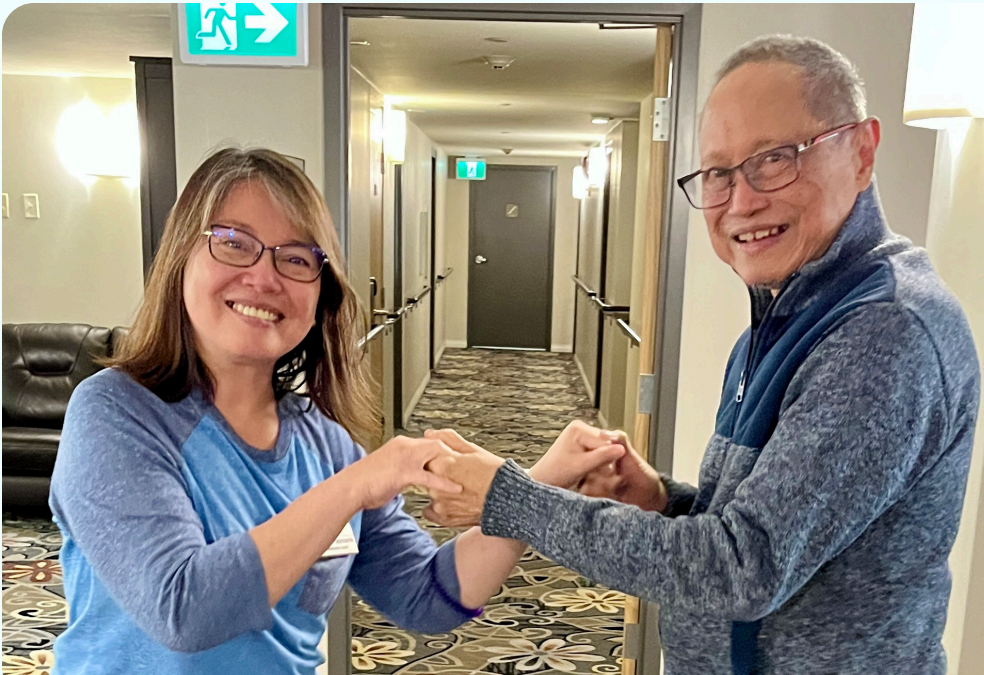
2026 Expressed Satisfaction Scores by Survey Domain

	Lodge Residents	Apartment Tenants	Family/Friends
Staff Engagement	90%	89%	93%
Safety & Security	93%	92%	94%
Building Maintenance	90%	90%	95%
Food Services	91%	N/A	87%
Housekeeping Services	91%	N/A	N/A
Activity & Wellness/ Socialization Activities	78%	76%	85%

2026 Overall Client Satisfaction is 87%!



Dancing together during Bethany Senior Citizens Homes' Suumer BBQ.

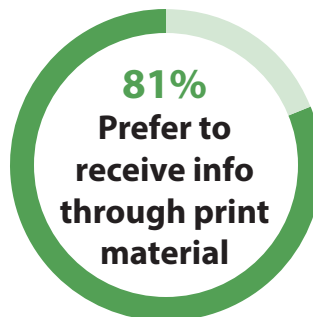


Lodge Resident Experience Survey Results

With a 3% increase for the Housekeeping Services domain and a 2% increase for the Staff Engagement domain, GEF has now achieved a 90% or higher satisfaction rating in five out of six domains on the Lodge Resident's Survey.

Residents frequently expressed praise for front-line staff in how friendly and helpful they are. However, while they generally value living in their communities, some of the areas for improvement were:

- Better food quality, temperature, and dietary accommodations.
- Stronger communication and following up on feedback.
- More respectful and consistent customer service.
- Improved building security and emergency preparedness.
- Greater stability in Activity & Wellness programming.
- Faster maintenance response and continued building improvements.



Lodge Resident Experience Survey Scores by Domains

	2026	2025	2024	2023
Staff Engagement	90%	89%	87%	79%
Safety & Security	93%	92%	92%	89%
Building Maintenance	90%	90%	85%	90%
Food Services	91%	91%	88%	75%
Housekeeping Services	91%	89%	86%	92%
Activity & Wellness	76%	75%	77%	72%

What We Heard From Residents

- 97%** Feel respected by staff.
- 97%** Feel safe in their unit.
- 96%** Are satisfied with the overall maintenance of the interior of the building they are living in.
- 95%** Are satisfied with their weekly housekeeping services.
- 90%** Find the monthly activity calendar and site newsletter useful.
- 87%** Feel their neighbours take reasonable steps to keep the building safe.
- 82%** Feel the meals provided meet their dietary needs.
- 75%** Feel maintenance issues are responded to in a reasonable time outside of posted office hours.
- 67%** Feel encouraged to provide feedback on activities.

"At the special occasions & events, we are treated to spectacular meals, treats, and decor. The staff all work very hard and make it so special." – Resident at Ottewell Place

"Very nice place to live, loved it on day one, made good friends in the building and now I feel much safer than when I was in my own home alone." – Resident at Virginia Park

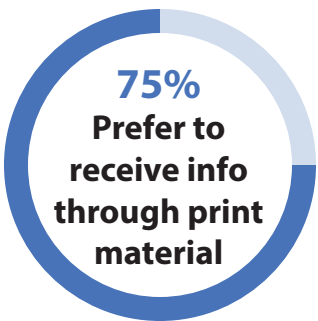
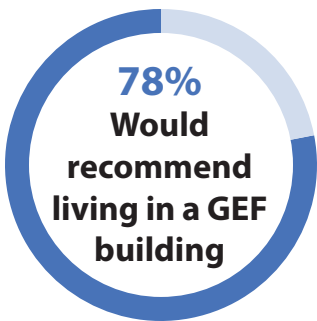
"Some residents open the front door to people that are not their visitors, nor do they know them." – Resident at Queen Alexandra

"I do not speak English, so I am not kept informed about what is happening in the building." – Resident at Kiwanis Place

Apartment Tenant Experience Survey Results

Apartment Tenant satisfaction remained strong overall, not surprisingly, there was a modest decline seen in the Safety & Security domain.

Feedback identified areas for continued improvement, particularly around building access and community connectedness. While Tenants generally reported feeling safe in their units, some raised concerns about unauthorized entry to the building. Tenants feeling unwelcome by others was among the reasons cited for not participating in social activities, suggesting opportunities to further strengthen belonging and inclusion.



Apartment Tenant Experience Survey Scores by Domains

	2026	2025	2024	2023
Staff Engagement	89%	91%	91%	79%
Safety & Security	92%	95%	93%	88%
Building Maintenance	90%	91%	91%	84%
Socialization Activities	76%	75%	74%	75%

What We Heard From Tenants

- 95% Feel respected by staff.
- 97% Feel safe in their unit.
- 93% Are satisfied with the overall maintenance of the interior of the building they are living in.
- 87% Feel welcomed by other Tenants to participate in social activities in the building.
- 84% Feel staff are available to hear their feedback.
- 79% Feel their neighbours take reasonable steps to keep the building safe.
- 79% Feel maintenance issues are responded to in a reasonable time outside of posted office hours.
- 64% Feel encouraged by staff to lead and support activities in the building.

"I find that the maintenance comes to look at the problem right away, but it is sometimes months before they come to fix it." – Tenant at Sakaw Terrace

"I find there has been an improvement in general maintenance (building + landscape). Thank you! I appreciate your efforts + services. It feels like home." – Tenant at Strathcona Place

"Great staff! I am so very grateful to have landed in a GEF building, mine especially is wonderful. The care and concern is to the moon!" – Tenant at Ritchie Pioneer Place

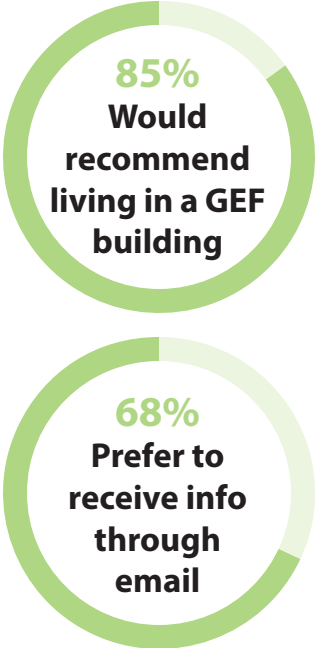
"How can we feel safe when we have so many on oxygen who smoke in their units?" – Tenant at Canora Gardens

Family and Friends of Lodge Residents Experience Survey

Family and friends saw higher satisfaction scores across nearly all the survey domains. Notably, the survey shows a 7% increase for the Food Services domain and the Activity & Wellness domain.

Respondents expressed appreciation for front-line staff and volunteers, highlighting their friendliness and responsiveness. Special events that were open for family and friends to attend were also valued, particularly those featuring music and opportunities for social connection. However, there were some recurring suggestions included:

- More consistent communication and updates about the building and how their family or friend is doing.
- More meal choices for people with dietary needs and different spice tolerances.
- More variety in activities and encouraging clients to participate.



Family and Friends Experience Survey Scores by Domains

	2026	2025	2024	2023
Staff Engagement	93%	91%	93%	86%
Safety & Security	94%	94%	94%	92%
Building Maintenance	95%	94%	96%	92%
Food Services	87%	80%	85%	64%
Activity & Wellness	85%	78%	76%	50%

What We Heard From Family and Friends

- 97% Feel that their family member/ friend lives in a safe building.
- 95% Are satisfied with the overall condition of the interior of the building their family member/ friend lives in.
- 94% Feel that their family member/ friend enjoys the activities being offered.
- 91% Know who to contact if they have a question or concern.
- 89% Feel that their family member/ friend’s neighbours take reasonable steps to keep the building safe.
- 87% Feel that their family member/ friend enjoys the meals provided in the Lodge.
- 74% Feel that staff encourage their family member/ friend to participate in activities.

“The staff are great, but in my experience, the volunteers are absolutely fantastic! They really go above and beyond by treating the residents like family.”

“It would be nice to have more evening activities that we can participate in, it’s hard when I work during the day to get out much.”

“Email communication has either been strong or weak. It would be nice to find some consistency.”

“Too many spices, have more choices for people with dietary needs.”

Survey Summary

The Client Experience Survey is an essential tool for GEF to better understand how clients experience services and their interactions with staff.

Clients continue to express high levels of appreciation for GEF staff and volunteers. In particular, front-line staff received many positive comments recognizing their friendliness, commitment, and work ethic. While overall feedback was positive, the surveys also highlighted opportunities for continued growth and improvement. Several recurring themes emerged from the qualitative feedback, including:

- **Smoking Issues:** Concerns about smoking in units and in non-designated areas as a safety and health hazard.
- **Building Security:** Safety concerns regarding unauthorized individuals gaining access to buildings.
- **Staff Communication:** Concerns about not having feedback followed up on and uncertainty about who to contact about matters.
- **Print Communications:** More accessibility accommodations, for example, larger print, multilingual, combined with verbal notice, etc.
- **Client-to-Client Relations:** Concerns about clients being made to feel unwelcome or feeling harassed by others.
- **Grounds Maintenance:** Concerns about the appearance and care of the lawns, gardens, and paths, where weeding, hedge trimming, grass cutting, and snow removal services could be improved.
- **Activity & Wellness Programming:** Requests in the Lodge for more diversity in activities.

The survey results, along with qualitative feedback, will be shared with Portfolio Leadership teams to review the findings. Leadership teams are encouraged to celebrate areas of strength, while identifying opportunities to further enhance the client experience. In addition to portfolio-level reviews, survey results will be analyzed centrally to identify organization-wide trends, themes, and opportunities. This broader review will help GEF understand common strengths

and challenges across communities and support the development of strategic initiatives that enhance the client experience across the organization.

In addition, all GEF clients will receive a breakdown of their own community-specific survey results. By continuing this targeted approach to sharing results, we aim to ensure that feedback is meaningful and directly reflective of each community's experiences.

As we mark the seven-year milestone of the annual surveys, we remain committed to continually improving how we gather, interpret, and act on client feedback. We sincerely thank everyone who took the time to participate in this year's survey. Your voices help guide our work and support our Mission of creating communities where seniors can live with dignity and thrive.

87%
Overall
Satisfaction
Score

Massive blooms within Groat House's gardens.



Appendices

Appendix 1 | Summary of Participation | Lodge Residents

Lodge Residents Participation

Building Name	Total Respondents	Response Rate
Beverly Place Lodge	30	42%
Kiwanis Place Lodge	81	41%
McQueen Place Lodge	69	57%
Meadowlark Place Lodge	26	46%
Ottewell Manor Lodge	35	97%
Ottewell Place Lodge	78	66%
Pleasantview Place Lodge	29	49%
Queen Alexandra Place Lodge	41	69%
Rosslyn Place Lodge	57	48%
Sakaw Terrace Lodge	29	43%
Virginia Park Lodge	29	45%
Global Total	504	55%

A volunteer and her canine companion spending time at Virginia Park Lodge.



Appendix 2 | Summary of Participation | Apartment Tenants

Apartment Tenants Participation

Building Name	Total Respondents	Response Rate
Ansgar Villa	70	40%
Avenwood Corner	23	34%
Bateman Manor	20	38%
Bethany Senior Citizens	20	34%
Britannia Gardens	19	29%
Buchanan Manor	6	29%
Canora Gardens	41	45%
Cathedral Close	40	32%
Central Manor	12	27%
Gateway Manor	18	47%
Grace Garden Court	18	53%
Groat House	15	28%
Highland Place	29	43%
Kiwanis Place Apts.	28	29%
Knox-Met-Manor	31	39%
Lauderdale Terrace	12	27%
Londonderry Village	38	32%
Montgomery Place	89	28%
Mountwood	16	30%
Ottewell Terrace	23	37%
Pleasantview Apts.	51	34%
Porta Place	21	28%
Ritchie Pioneer Place	21	39%
Rosslyn Place Apts.	15	28%
Rosslyn Terrace	28	50%
Sakaw Terrace Apts.	53	51%
Strathcona Place	104	46%

Building Name	Total Respondents	Response Rate
Tegler Manor	43	39%
Tegler Terrace	50	56%
Trinity Hall	19	38%
Trinity Lutheran House	11	29%
Virginia Park Apts.	38	27%
Westlawn Court	78	40%
Global Total	1,100	36%

Montgomery Place's biking group setting out for a ride.



Appendix 3 | Survey Results | Lodge Residents

Lodge Resident Experience Survey Results

Survey Statements	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra	Rosslyn Place	Sakaw Terrace	Virginia Park
Staff Engagement	90%	85%	89%	93%	92%	91%	87%	89%	90%	92%	91%
I feel respected by staff.	93%	96%	96%	100%	97%	96%	100%	98%	96%	100%	100%
I feel I am treated fairly by staff.	97%	96%	96%	96%	97%	96%	100%	90%	96%	96%	100%
I feel staff respect my privacy.	97%	91%	93%	96%	100%	97%	96%	98%	95%	96%	100%
I feel comfortable talking with staff about my concern(s).	90%	82%	91%	92%	94%	87%	76%	85%	92%	96%	89%
I feel staff try to address my concern(s).	90%	83%	87%	88%	91%	92%	79%	92%	92%	89%	93%
I feel staff try to keep me informed about what is happening in the building.	86%	73%	84%	88%	83%	88%	76%	83%	78%	85%	75%
I feel I have a variety of ways to access information about what is happening in the building.	80%	76%	83%	92%	86%	87%	90%	80%	80%	85%	79%
I feel staff are available to hear my feedback.	90%	84%	85%	88%	91%	88%	76%	83%	87%	89%	93%
Food Services	93%	85%	89%	94%	94%	94%	85%	95%	93%	94%	93%
The meals provided are tasty and appetizing.	90%	80%	93%	96%	94%	95%	81%	93%	91%	100%	97%
The meals provided are healthy.	97%	85%	91%	96%	97%	94%	92%	95%	93%	93%	93%
The meals provided meet my dietary needs.	83%	76%	80%	80%	85%	89%	85%	88%	89%	82%	76%
There is a variety of options offered to me at meal times.	93%	86%	88%	92%	94%	96%	72%	95%	91%	93%	97%
The dining experience is enjoyable.	97%	87%	87%	100%	97%	92%	77%	98%	93%	93%	93%
The food service staff are friendly and courteous.	97%	97%	97%	100%	94%	100%	100%	100%	100%	100%	100%
Housekeeping Services	91%	86%	90%	92%	95%	91%	92%	95%	93%	94%	90%
I am satisfied with my weekly housekeeping services.	90%	90%	97%	96%	97%	95%	100%	100%	98%	100%	93%
I feel housekeeping staff respect my personal belongings.	97%	96%	93%	100%	100%	99%	100%	100%	96%	100%	90%
I get additional supplies whenever I request them. E.g. bed linen, blankets, bed spread, towels, toilet paper.	93%	89%	91%	88%	97%	90%	81%	86%	98%	92%	93%
I know where to go for additional supplies if I need them.	79%	59%	69%	77%	82%	72%	80%	90%	78%	79%	79%
The housekeeping staff are friendly and courteous.	97%	96%	100%	100%	100%	97%	100%	100%	96%	100%	97%

Lodge Resident Experience Survey Results (continued)

Survey Statements	Beverly	Kiwanis	McQueen	Meadowlark	Ottewell Manor	Ottewell Place	Pleasantview	Queen Alexandra	Rosslyn Place	Sakaw Terrace	Virginia Park
Safety & Security	91%	91%	93%	97%	96%	95%	97%	96%	94%	93%	88%
I feel like this is a safe building.	86%	90%	96%	100%	97%	97%	96%	97%	93%	93%	90%
I feel safe in my unit.	93%	98%	100%	96%	94%	97%	100%	100%	96%	97%	97%
I feel that my personal belongings are safe in my unit.	90%	93%	87%	96%	94%	95%	96%	98%	91%	97%	97%
I know what to do in case of an emergency in the building.	97%	91%	94%	100%	100%	95%	100%	95%	94%	93%	76%
I feel GEF Seniors Housing takes reasonable steps to keep the building safe.	97%	87%	99%	100%	97%	94%	96%	95%	98%	97%	90%
I feel my neighbours take reasonable steps to keep the building safe.	83%	88%	79%	88%	91%	92%	92%	90%	89%	83%	79%
Building Maintenance	94%	86%	90%	90%	97%	91%	95%	89%	90%	91%	82%
I am satisfied with the overall maintenance of the interior of the building I am living in.	90%	93%	94%	100%	100%	97%	96%	98%	96%	96%	93%
I am satisfied with the overall maintenance of the exterior of the building I am living in.	93%	87%	90%	92%	97%	96%	96%	95%	96%	93%	93%
It is easy for me to get maintenance done in my unit.	96%	82%	90%	85%	94%	89%	96%	93%	85%	88%	72%
I feel maintenance issues are responded to in a reasonable time during posted office hours.	96%	80%	90%	92%	100%	90%	100%	83%	91%	85%	72%
I feel maintenance issues are responded to in a reasonable time outside of posted office hours.	93%	64%	79%	76%	94%	77%	78%	74%	68%	78%	62%
I am provided with proper notice before maintenance staff enter my unit.	97%	95%	93%	92%	97%	92%	100%	88%	96%	100%	93%
The maintenance staff are friendly and courteous when they are working in my unit.	93%	99%	96%	96%	97%	96%	100%	93%	96%	100%	86%
Activity & Wellness Programming	86%	75%	73%	84%	87%	77%	71%	83%	79%	77%	79%
I am interested in the activities being offered.	93%	75%	72%	88%	94%	72%	74%	86%	75%	79%	76%
I enjoy the activities I attend.	96%	76%	76%	78%	91%	85%	77%	92%	89%	85%	86%
I feel there are a variety of activities available to me.	89%	80%	81%	84%	91%	84%	69%	87%	87%	89%	75%
I know what activities are happening each day.	93%	95%	85%	96%	91%	87%	86%	97%	78%	82%	90%
I find the monthly activity calendar and site newsletter useful.	93%	82%	90%	96%	100%	88%	89%	92%	91%	89%	90%
I am encouraged to provide feedback on activities.	64%	64%	58%	74%	81%	65%	69%	73%	72%	61%	71%
I participate in the activities offered in my building.	86%	67%	62%	75%	85%	65%	59%	81%	71%	64%	79%
I feel encouraged by staff to participate in activities.	86%	69%	74%	83%	81%	74%	64%	84%	84%	71%	76%
I feel welcome to participate in group activities by other residents.	89%	74%	70%	96%	91%	82%	77%	86%	82%	82%	79%
I enjoy gathering and socializing with others in the building.	86%	87%	75%	92%	91%	90%	71%	84%	84%	81%	86%
I am encouraged to lead and support activities in the building.	71%	52%	59%	63%	61%	52%	48%	49%	54%	64%	63%

Appendix 4 | Survey Results | Apartment Tenants

Apartment Tenant Experience Survey Results

Survey Statements	Ansgar Villa	Avenwood Corner	Bateman Manor	Bethany Senior Citizens	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	Rosslyn Place	Rosslyn Terrace	Sakaw Terrace	Strathcona Place	Tegler Manor	Tegler Terrace	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts
Staff Engagement	98%	95%	85%	89%	97%	81%	77%	74%	90%	83%	88%	91%	95%	89%	92%	92%	87%	91%	94%	90%	92%	91%	90%	90%	89%	82%	94%	88%	88%	96%	87%	90%	87%
I feel respected by staff.	100%	100%	100%	94%	100%	84%	85%	85%	90%	100%	94%	93%	100%	92%	96%	100%	87%	94%	100%	95%	100%	90%	95%	100%	100%	87%	98%	90%	93%	94%	100%	100%	95%
I feel I am treated fairly by staff.	100%	100%	95%	93%	100%	100%	85%	85%	90%	100%	100%	93%	100%	92%	96%	100%	89%	94%	95%	100%	96%	95%	95%	93%	100%	90%	96%	90%	96%	100%	100%	100%	97%
I feel staff respect my privacy.	99%	95%	100%	94%	100%	100%	88%	82%	100%	100%	100%	87%	100%	96%	100%	92%	95%	92%	95%	95%	98%	95%	95%	93%	100%	96%	98%	90%	98%	100%	100%	100%	95%
I feel comfortable talking with staff about my concern(s).	96%	95%	79%	88%	100%	83%	80%	80%	100%	89%	93%	93%	97%	81%	93%	100%	84%	91%	94%	95%	88%	95%	95%	86%	93%	81%	92%	83%	92%	100%	90%	86%	89%
I feel staff try to address my concern(s).	93%	91%	79%	76%	100%	67%	68%	69%	80%	83%	81%	93%	93%	92%	96%	83%	87%	88%	94%	86%	86%	95%	95%	100%	88%	75%	92%	85%	84%	94%	89%	86%	88%
I feel staff try to keep me informed about what is happening in the building.	96%	95%	75%	88%	95%	83%	70%	64%	90%	72%	81%	93%	86%	84%	82%	92%	92%	93%	94%	81%	88%	95%	81%	79%	73%	75%	91%	92%	85%	94%	80%	86%	72%
I feel I have a variety of ways to access information about what is happening in the building.	99%	91%	84%	88%	89%	67%	76%	68%	80%	56%	75%	79%	90%	85%	81%	83%	84%	90%	94%	82%	88%	85%	71%	86%	78%	78%	91%	85%	83%	94%	60%	78%	72%
I feel staff are available to hear my feedback.	98%	91%	70%	88%	89%	67%	62%	62%	89%	67%	80%	100%	97%	88%	93%	83%	76%	89%	88%	82%	88%	80%	90%	86%	81%	74%	93%	88%	73%	89%	80%	86%	84%

Apartment Tenant Experience Survey Results (continued)

Survey Statements	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	Rosslyn Place	Rosslyn Terrace	Sakaw Terrace	Strathcona Place	Tegler Manor	Tegler Terrace	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts
Safety & Security	98%	97%	97%	85%	96%	83%	85%	84%	96%	95%	79%	98%	98%	92%	96%	95%	92%	94%	93%	96%	98%	98%	94%	97%	98%	95%	94%	95%	95%	98%	100%	98%	91%
I feel like this is a safe building.	96%	100%	90%	94%	95%	50%	85%	69%	100%	100%	65%	100%	100%	89%	97%	92%	89%	94%	94%	100%	96%	100%	95%	100%	100%	96%	89%	93%	96%	100%	100%	97%	86%
I feel safe in my unit.	97%	100%	100%	88%	100%	100%	95%	95%	100%	100%	72%	100%	100%	96%	97%	100%	94%	97%	94%	91%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	97%
I feel that my personal belongings are safe in my unit.	97%	100%	100%	82%	100%	100%	85%	89%	100%	94%	82%	100%	100%	96%	97%	100%	95%	94%	94%	96%	100%	95%	100%	100%	100%	98%	97%	98%	100%	100%	100%	100%	97%
I know what to do in case of an emergency in the building.	100%	96%	100%	94%	100%	100%	95%	95%	100%	94%	94%	93%	97%	100%	97%	92%	100%	98%	94%	96%	100%	100%	95%	100%	96%	98%	97%	95%	90%	94%	100%	97%	95%
I feel GEF Seniors Housing takes reasonable steps to keep the building safe.	99%	96%	100%	76%	95%	50%	73%	74%	100%	94%	76%	100%	93%	92%	97%	92%	87%	94%	94%	96%	98%	100%	90%	93%	96%	94%	92%	93%	96%	94%	100%	97%	87%
I feel my neighbours take reasonable steps to keep the building safe.	96%	91%	89%	76%	84%	100%	79%	80%	75%	89%	82%	93%	100%	81%	93%	92%	89%	85%	88%	96%	96%	95%	86%	87%	96%	85%	89%	93%	88%	100%	100%	95%	83%

Apartment Tenant Experience Survey Results (continued)

Survey Statements	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	Rosslyn Place	Rosslyn Terrace	Sakaw Terrace	Strathcona Place	Tegler Manor	Tegler Terrace	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts
Building Maintenance	96%	94%	96%	84%	80%	86%	85%	83%	90%	83%	83%	96%	98%	83%	94%	93%	90%	90%	90%	92%	97%	94%	96%	90%	81%	95%	91%	89%	87%	94%	99%	85%	90%
I am satisfied with the overall maintenance of the interior of the building I am living in.	99%	100%	89%	94%	89%	67%	71%	82%	91%	94%	78%	100%	100%	85%	97%	100%	84%	90%	94%	100%	98%	100%	100%	93%	92%	98%	95%	93%	92%	100%	100%	92%	94%
I am satisfied with the overall maintenance of the exterior of the building I am living in.	100%	96%	100%	83%	89%	67%	95%	79%	90%	83%	76%	100%	97%	92%	97%	100%	81%	91%	100%	100%	96%	100%	90%	93%	86%	96%	91%	90%	91%	83%	100%	97%	91%
It is easy for me to get maintenance done in my unit.	96%	83%	100%	83%	72%	83%	85%	82%	90%	72%	83%	93%	100%	85%	93%	92%	97%	87%	88%	91%	96%	100%	100%	87%	81%	98%	90%	86%	87%	94%	100%	77%	89%
I feel maintenance issues are responded to in a reasonable time during posted office hours.	98%	95%	95%	78%	78%	83%	75%	79%	100%	78%	89%	100%	100%	76%	90%	75%	86%	89%	88%	96%	98%	100%	100%	87%	67%	98%	90%	86%	87%	94%	100%	74%	86%
I feel maintenance issues are responded to in a reasonable time outside of posted office hours.	84%	83%	95%	72%	61%	100%	85%	74%	80%	59%	69%	87%	93%	69%	86%	91%	84%	78%	75%	67%	92%	74%	85%	79%	70%	81%	80%	71%	61%	88%	91%	72%	75%
I am provided with proper notice before maintenance staff enter my unit.	97%	100%	95%	89%	94%	100%	88%	92%	81%	100%	94%	100%	97%	88%	97%	94%	100%	97%	94%	91%	100%	85%	100%	100%	82%	100%	94%	100%	94%	100%	100%	98%	97%
The maintenance staff are friendly and courteous when they are working in my unit.	100%	100%	95%	89%	78%	100%	93%	92%	100%	94%	89%	93%	100%	88%	100%	100%	97%	97%	88%	100%	100%	100%	100%	93%	89%	96%	98%	95%	94%	100%	100%	86%	99%

Apartment Tenant Experience Survey Results (continued)

Survey Statements	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	Roslyn Place	Roslyn Terrace	Sakaw Terrace	Strathcona Place	Tegler Manor	Tegler Terrace	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts
Socialization Activities	85%	83%	72%	76%	72%	75%	77%	62%	59%	69%	70%	64%	81%	73%	82%	94%	77%	81%	58%	78%	76%	71%	81%	80%	81%	71%	78%	75%	75%	83%	53%	72%	70%
I feel that I am provided with appropriate resources to help plan and initiate social activities.	91%	91%	75%	83%	67%	100%	86%	63%	84%	83%	73%	67%	83%	84%	82%	92%	91%	88%	63%	76%	76%	79%	86%	100%	78%	80%	81%	78%	83%	88%	40%	74%	63%
I am encouraged by staff to lead and support activities in the building.	75%	78%	63%	72%	56%	50%	67%	53%	42%	50%	57%	50%	52%	65%	78%	92%	66%	70%	50%	50%	65%	53%	75%	79%	69%	53%	72%	72%	49%	71%	40%	65%	57%
I feel welcome by other tenants to participate in social activities in the building.	95%	83%	85%	78%	83%	100%	88%	80%	67%	89%	67%	87%	97%	80%	93%	100%	86%	89%	69%	100%	96%	78%	90%	86%	100%	84%	87%	81%	96%	100%	80%	81%	76%
I use activity spaces and equipment in the building (puzzles, common areas, fitness equipment, etc.)	79%	78%	65%	72%	83%	50%	68%	53%	42%	53%	82%	53%	90%	62%	76%	92%	65%	78%	50%	85%	67%	75%	74%	54%	78%	65%	71%	67%	70%	72%	50%	68%	82%

Appendix 5 | Survey Results | Family and Friends of Lodge Residents

Family and Friends Experience Survey Results

Survey Statements	Total
Staff Engagement	93%
I feel welcome and respected by staff.	94%
I feel that my family member/friend is respected by staff.	97%
I trust the staff.	94%
I feel staff try to address my family member/friend's concern(s).	92%
I know who to contact if I have a question or concern.	91%
I feel my family member/friend's personal information is kept private.	92%
Food Services	87%
My family member/friend enjoys the meals provided.	87%
My family member/friend likes the taste of the food.	84%
I feel there is enough variety in the meals offered.	85%
My family member/friend enjoys mealtimes.	82%
The food service staff are friendly and courteous.	97%
My family member/friend enjoys the dining experience.	85%
Safety & Security	94%
I feel like this is a safe building.	97%
My family member/friend feels safe living here.	95%
I feel my family member/friend's personal belongings are safe in their unit.	92%
I feel GEF Seniors Housing takes reasonable steps to ensure that the building is kept safe for residents.	95%
I feel my family/friend's neighbours take reasonable steps to keep the building safe.	89%

Survey Statements	Total
Building Maintenance	95%
I am satisfied with the overall condition of the interior of the building my family member/friend lives in.	95%
I am satisfied with the overall condition of the exterior of the building my family member/friend lives in.	95%
This is a pleasant and welcoming building to visit.	94%
Activity & Wellness Programming	85%
There are activities offered that my family member/friend enjoys.	94%
I feel staff encourage my family member/friend to participate in activities.	74%
Participating in activities is important to my family member/friend.	83%
I want to participate in activities with my family member/friend.	78%
I encourage my family member/friend to participate in the activities offered.	94%