2024 RESIDENT SURVEY RESULTS

The 2024 Housing York Inc. (HYI) resident survey is a key strategic planning tool, measuring progress on the current plan and informing future actions. These surveys measure resident satisfaction and guide operational initiatives, with annual surveys measuring overall satisfaction.



28% RESPONSE RATE

The survey is 95% statistically reliable, meaning it accurately represents the views of HYI residents



5 to 8 MINUTE SURVEY

Including follow up questions to ensure improvement



2 FORMATS AVAILABLE

Primarily digital with option to complete the survey by phone in any language



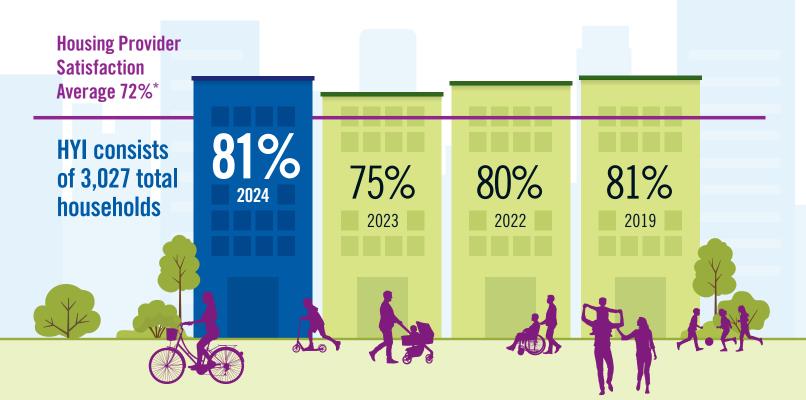
2,987 HOUSEHOLDS

Survey was made available to every active household





Residents consistently rate their overall satisfaction with HYI above the housing provider satisfaction average.



* The benchmark satisfaction score averages the most up-to-date overall satisfaction scores from ten community housing providers across Canada where measures of satisfaction could be located.



York Region

Helpfulness and Respectfulness

The last time you contacted a member of the HYI team, were they helpful?

Maintain **Target** 93%

96% 93%

2022 2019

The last time you contacted a member of the HYI team, were they **respectful?**

Maintain **Target 87**%

90% 87%

2024

2022 2019



Service Quality

Satisfied and very satisfied

GREEN SPACE

Strategic plan target

80%

2024

70% 51% 2022 2019

ELEVATOR

Strategic plan target 70%

2024

66% 54% 2022 2019

COMMON AREA CLEANING

Strategic plan target 85%

76% 2024

77% 83% 2022 2019

INDOOR MAINTENANCE AND REPAIR



78%

2024

77%

2022 2019 **LAUNDRY**



81%

73% 70% 2022 2019

WINTER MAINTENANCE



76%

2024

70%

2019

2022

2024

Residents want community programming related to:



44% Recreation, arts and hobbies



43% Community safety

Community Well-Being

Residents who feel very included or somewhat included within their community



2024

2023



Food access, skills or cooking classes



Physical, oral and/or mental health

The HYI resident survey provides insights into resident satisfaction and community needs. HYI will use this feedback to improve services and programs, focusing on inclusivity, support and quality of life. Survey results will be shared online, with the next survey in 2028 to conclude the 2024 to 2028 strategic cycle.