

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.

Housing Provider Satisfaction Average 72%*

HYI consists of 3,027 total households

81%
2024

75%
2023

80%
2022

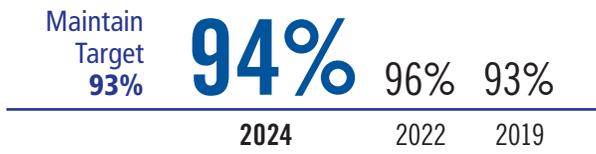
81%
2019



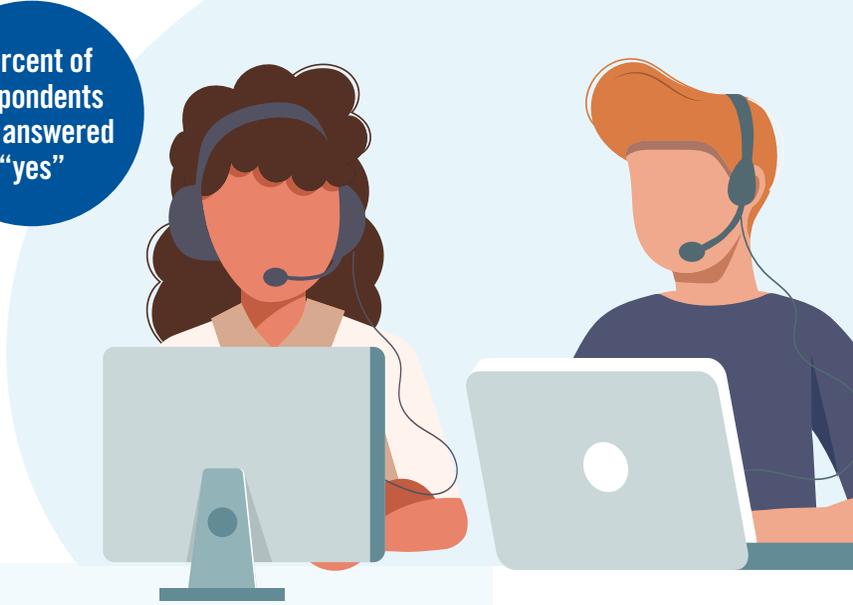
* The benchmark satisfaction score averages the most up-to-date overall satisfaction scores from ten community housing providers across Canada where measures of satisfaction could be located.

Helpfulness and Respectfulness

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



Percent of respondents who answered "yes"



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

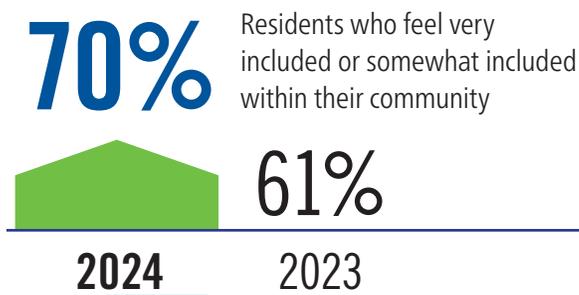


Service Quality

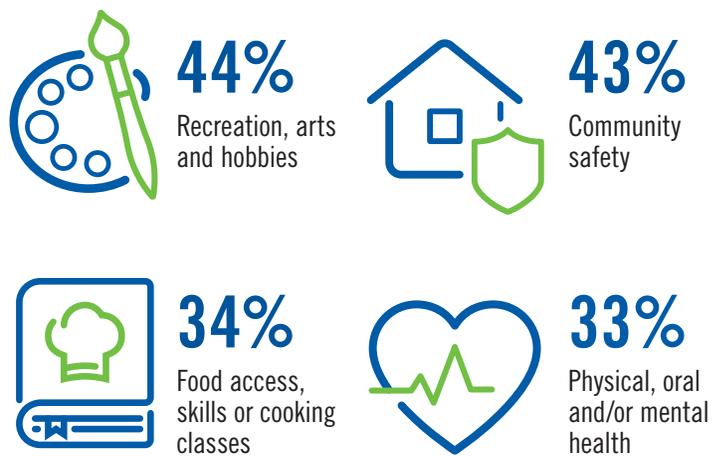
Satisfied and very satisfied



Community Well-Being



Residents want community programming related to:



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.