

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

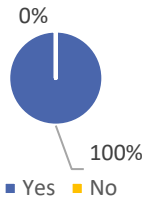
SITE: Bowden Community – 2 responses out of 2 units March 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



Tenants enjoy living in their homes

Bowden and our homes provide an affordable place for their families

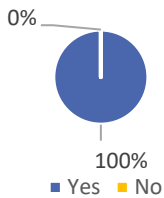
We will continue to provide homes that are enjoyed by families.

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Tenants feel safe and secure in their homes

Feeling safe is important to our tenants

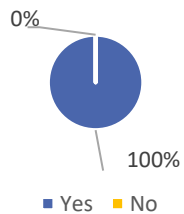
We will continue to provide a safe home for the tenants and their families

3. Staff Members respond to my questions and concerns

Celebrating Success

What we've learned

What we are doing



Tenants feel that staff respond to questions and concerns

It is important that tenants feel like they can reach out to the staff for assistance.

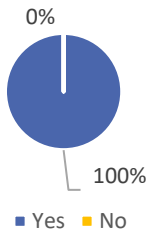
We will continue to provide open communication to the tenants to create relationships.

4. I am treated with respect when speaking to staff

Celebrating Success

What we've learned

What we are doing



Tenants feel like they are treated with respect when speaking with staff

To form good relationships with the tenants its important they feel respected when they call in.

We will continue to provide a safe space when speaking with tenants.

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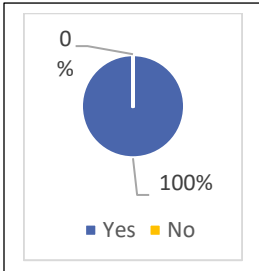
SITE: Bowden Community – 2 responses out of 2 units February – March 2023

5. My friends and family are welcome here

Celebrating Success

What we've learned

What we are doing



Tenants feel like family and friends are welcome in their homes

Providing safe homes for tenants is important for friends and family to feel welcome

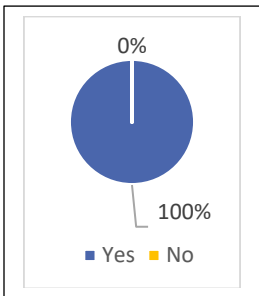
We will continue to ensure family and friends feel welcome in their homes

6. I am happy with the cleanliness of the common areas (if applicable)

Celebrating Success

What we've learned

What we are doing



Cleaning of these units is the responsibility of the tenant

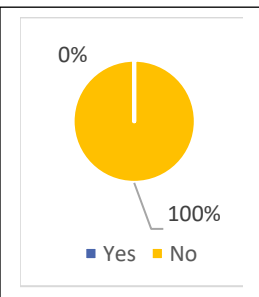
We will continue to do our inspections to ensure that tenants are maintaining their units and then provide information in the event that they are not able to complete their daily cleaning tasks by themselves.

7. My building and grounds are well maintained

Celebrating Success

What we've learned

What we are doing



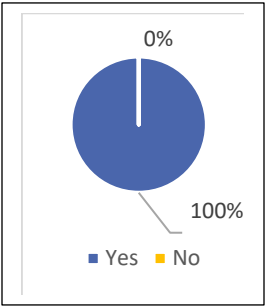
Grounds care is the responsibility of the tenants in these units

We will continue to do our inspections to ensure that the tenants are maintaining their units. Its important they know they are a part of a community.

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8. Staff provide me with information about additional supports if requested.	Celebrating Success	What we’ve learned	What we are doing
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Tenants feel that they are being provided community information.	These are very independent units but we can still provide information in the event that they need added help	We will continue to reach out to our community partners for information to provide to the tenants
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