

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

SITE: Penhold Royal Manor – 5 responses out of 8 units March 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



Tenants enjoy living in the building

We are providing a clean and safe place for tenants to enjoy

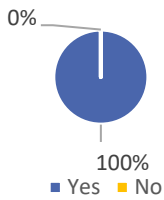
We will continue to do our best to ensure the tenants are given a clean and safe place to live.

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 the building

We are providing the tenants with a safe and secure building

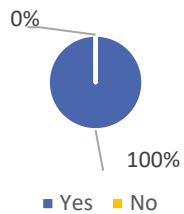
We will continue to make sure that the building is safe and secure for the tenants.

3. Staff Members respond to my questions and concerns

Celebrating Success

What we've learned

What we are doing



Tenants feel staff respond to questions and concerns

Our priority is making sure we follow up on any and all questions brought forward

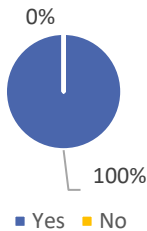
We will continue to have open conversations with our tenants to provide person centered focus

4. I am treated with respect when speaking to staff

Celebrating Success

What we've learned

What we are doing



Tenants feel that they are treated with respect when speaking with staff.

Tenants appreciate being able to talk to someone when issues arise and get treated with respect

We will continue to work with tenants and ensure that we are treating everyone with respect when calling in.

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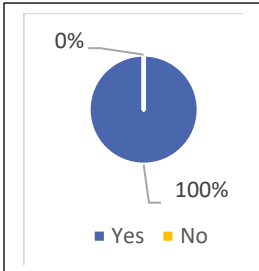
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5. My friends and family are welcome here

Celebrating Success

What we've learned

What we are doing



Tenants feel like their friends and family are welcome

After covid it's important that tenants know that they can have family and friends come to enjoy the building

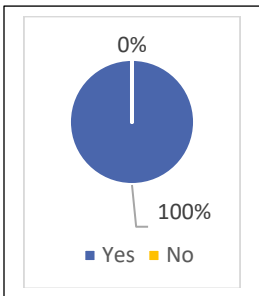
We will continue to communicate with tenants and ensure the building is clean and inviting

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

Celebrating Success

What we've learned

What we are doing



Tenants are very satisfied with the cleanliness of the building

It is important that the tenants feel we are providing them with a clean safe building

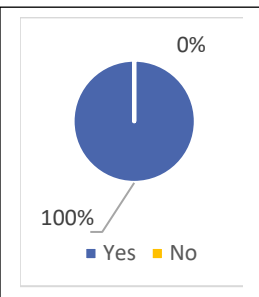
We will continue to work with housekeeping and maintenance to provide a clean safe building

7. My building and grounds are well maintained

Celebrating Success

What we've learned

What we are doing



Tenants feel that the grounds are kept in great condition

Tenants like their grounds being kept nice so they may enjoy this in the summer and also in the winter

We are working on completing the EOI to continue with contracted services for yard care.

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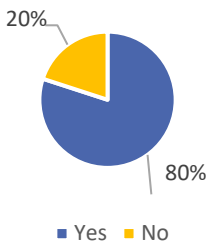
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8. I have access to information about additional supports if needed (Home Care, Meals on wheels)

Celebrating Success

What we’ve learned

What we are doing



Tenants feel like we provide them with quality information from other support agencies in the community

Tenants may not know what is in their community to have access to.

We will continue to provide updated brochures and information for other support service agencies in the community.