

2025/26 Tenant Survey Findings Report

Toronto Seniors Housing Corporation

June 2026



Table of Contents

Background	4
Key Findings	5
Methodology	13
Measures of Satisfaction	18
Drivers Analysis	79
2021 Trending Analysis	94
Demographics	100
Cluster Analysis	111

The Second Tenant Experience Survey

- TSHC first collaborated with a market research firm, Forum Research, to conduct a comprehensive survey from December 2023 to February 2024, to gain insights into tenants' experiences living in TSHC buildings. The results of that survey helped identify areas for improvement which were later incorporated into TSHC's Strategic Directions.
- The second Tenant Experience Survey was conducted between December 2025 and February 2026 to see whether tenants' perceptions have changed and how TSHC has been doing over the last couple of years.
- To ensure the survey was accessible to tenants and to maximize participation, Forum made the survey available to tenants via phone, online and mail, and in English and 13 different languages.

Research Objectives

Measure tenant satisfaction and understand tenant experiences in more detail

Assess TSHC's current performance relative to the results of past surveys

Accurately measure the demographic make-up of tenants to inform program service delivery

Key Findings

Executive Summary and Recommendations

The Big Picture

Overall, tenants still feel positively about TSHC services and the majority remain proud to be tenants at TSHC. This year, we also asked whether tenants would be likely to recommend TSHC to others seeking social housing, and the majority indicated they would support the idea.



**4 in 5 tenants are happy
with TSHC services**

2026: 79% | 2024: 80%



**4 in 5 tenants are proud to
be a tenant at TSHC**

2026: 79% | 2024: 82%



**An NPS of +42 reflects
strong tenant willingness
to recommend TSHC to
other seniors.**

Tenants remain satisfied with the quality of maintenance and cleanliness in their buildings. Most tenants also feel well informed about major building updates, understand policies clearly, and are aware of their rights and responsibilities as tenants.

Areas that remain consistent	2026	2024
Building is well-maintained	83%	85%
Building is clean	85%	86%
I get updates about necessary work in my building	89%	90%
Policies are clear and easy to understand	77%	79%
I understand my rights as a tenant	84%	83%
I understand my lease and responsibilities as a tenant	89%	88%

Opportunities for Improvement



Some areas that were identified for improvement in 2024 have shown some gains while other areas remain steady.

Access to Services and Supports

Tenant satisfaction with the information provided to access services and supports **increased by 4 percentage points from 2024 (61% to 65%)**. However, compared to other measures, this remains an area with room for improvement.

Service Requests and Pest Management

Experiences with service requests remain largely unchanged. Meanwhile, **satisfaction with pest treatment outcomes has increased slightly from 60% in 2024 to 63% today**, though many tenants still need help preparing for treatments.

Other Key Insights



This year, new insights have emerged about community participation while there is an opportunity to improve the way staff interact with tenants.

Tenant and Staff Interactions

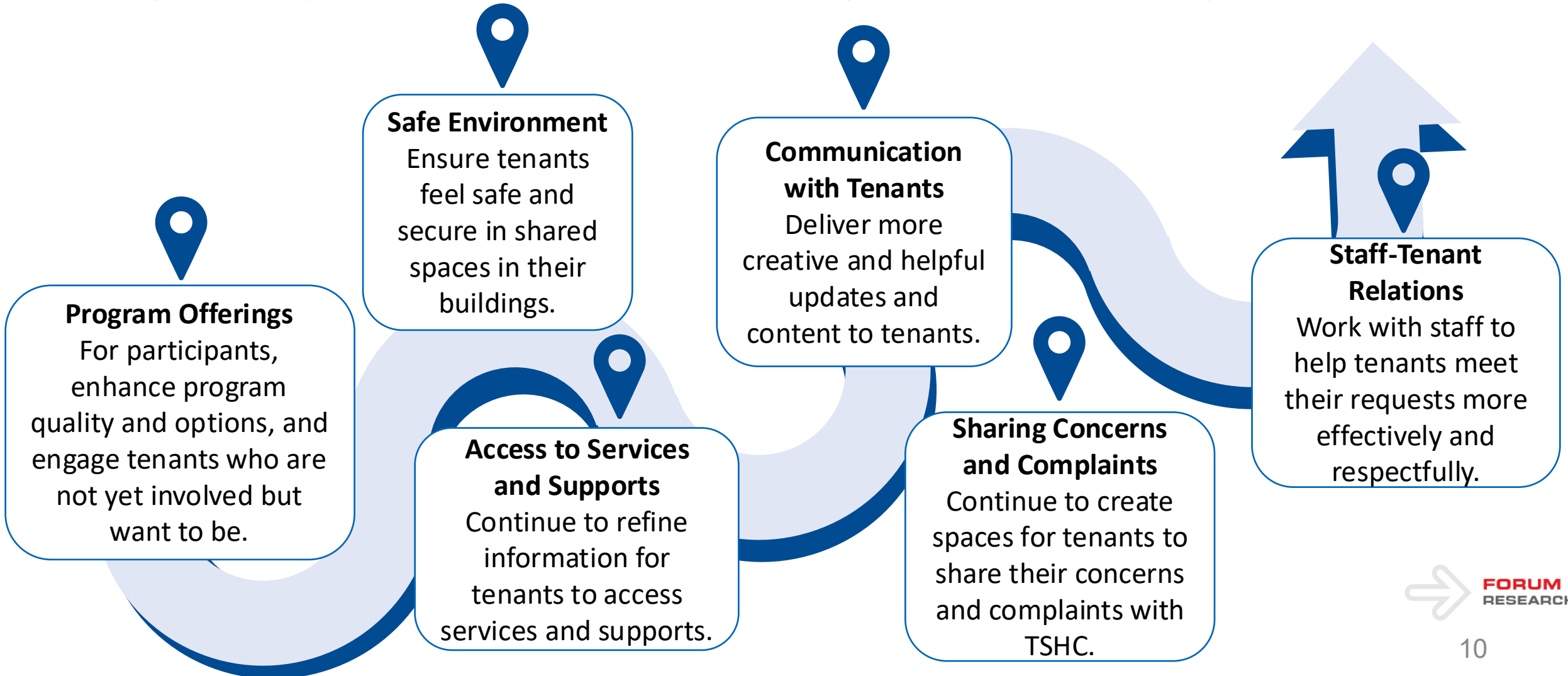
Although overall scores remain high, tenant **satisfaction with staff responsiveness (81% in 2024 to 76% in 2026) and respectful treatment (87% in 2024 to 82% in 2026) has declined.**

Community Participation

Half of TSHC tenants do not participate in community programs, mainly because they are satisfied without them. Among those who participate, **79% are happy with the programs**, but there is room to engage some more tenants who do not currently participate.

What Can Make A Difference?

Tenants' responses were analyzed to identify key actions that may have a significant impact on overall satisfaction. By focusing on the key areas below, TSHC can make a meaningful difference to tenants' general sense of satisfaction.



Who Lives at TSHC?



Most tenants are women

Of those who replied to the survey, 59% were women. 32% were men, 1% indicated other gender identities, and 8% preferred not to answer.



Tenants are diverse

A majority were born outside of Canada (77%) and many prefer speaking a language other than English (33%). Tenants most commonly identified as White (30%), East Asian (22%), Black (11%), and South Asian or Indo-Caribbean (11%).



Many tenants have disabilities

51% of tenants reported having one or more disabilities, including issues with pain and mobility. 35% indicated having no disabilities, while 15% preferred not to answer.



Tenants have typically resided at TSHC for a long time

When asked how long they have lived with Toronto Seniors Housing (previously Toronto Community Housing), 40% indicated 10 years or longer.



The analysis identified three distinct tenant segments based on community engagement, satisfaction with building conditions, and understanding of policies. Overall, most tenants fall into a **generally satisfied and engaged group**, while two smaller segments highlight opportunities to improve building conditions, engagement, and communication.

- ❑ **Generally Satisfied Tenants** represent the largest segment. They report strong community engagement and very high satisfaction with TSHC services (**98% satisfaction, NPS +63**). Men (38% vs. 32% overall) and individuals who reported having no disabilities (45% vs. 35% overall) are slightly overrepresented in this group.
- ❑ **Concerned but Informed Tenants** understand policies well but report lower satisfaction with building conditions and limited community engagement (**56% satisfaction, NPS +2**). Women (66% vs. 59% overall), individuals who prefer to speak English (61% vs. 57% overall), and are born in Canada (22% vs. 15% overall) are slightly overrepresented in this group.
- ❑ **Satisfied but Disconnected Tenants** are satisfied with building conditions but show lower engagement and less understanding of policies (**66% satisfaction, NPS +21**). Women (64% vs. 59% overall), individuals who prefer to speak English (62% vs. 57% overall), and are born in Canada (25% vs. 15% overall) are slightly overrepresented in this group.

Methodology



Process

Forum Research Inc. mailed one survey and return envelope to each Toronto Seniors Housing Corporation household across all 82 buildings, with information included for phone-in and online response options.



Timeline

Surveys were mailed in November 2025
Responses were received from
December 1, 2025 – February 13, 2026



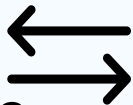
Participation

A total of 13,625 surveys were mailed, and 2,952 responses were received. The survey achieved a response rate of 22%, exceeding the target of 20%.

Margin of error: ±1.60% at a 95% confidence level

Responses Received	
Total	2,952
Mail	93.5% (2,761)
Online	6.3% (185)
Phone	0.2% (6)
Completed in Another Language	3.0% (90)

Completed in Another Language (90)	
Mail	47.8% (43)
Online	52.2% (47)



Trending Comparisons

The survey questions were based on the 2024 Tenant Experience Survey conducted across 82 TSHC buildings. Some 2026 questions have been updated for clarity and to understand tenant experiences in more detail. Comparisons to 2024 results are limited to the questions that were asked in both 2024 and 2026 surveys.

TOP2/BTM2: Top 2 (TOP2) and Bottom 2 (BTM2) reference the collected TOP2 positive and BTM2 negative responses, where applicable.

For example, for the following scale: “Strongly Disagree, Somewhat Disagree, Neither Agree nor Disagree, Somewhat Agree, Strongly Agree,” TOP2 would be the percentage of tenants who selected either Somewhat Agree or Strongly Agree while BTM2 would be the percentage of tenants who selected either Somewhat Disagree or Strongly Disagree.

Rounding: Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

Footnotes: The footnote on each page identifies the corresponding question from the survey, the sample size of the data, and the sample framework used in the analysis.

Significance Testing: In Drivers Analysis, variables shown in bold indicate statistical significance based on the regression analysis of having a p-value of less than 0.05.

Handling of Missing and Non-Response Data: “Prefer not to answer” includes both explicitly selected responses and missing data for paper-based surveys, as unanswered questions cannot be distinguished from intentional non-response.

Multi Mentions: Multiple mention questions allow tenants to select more than one answer category for a question. For questions that allow multiple mentions (e.g., “I don’t participate in activities and programs because...”) it is important to note that the percentages typically add to over 100%. This is because the total number of answers provided for a question can be greater than the number of tenants who answered the question. For example, tenants were able to select “Activities and programs that I want are not offered in my building.” and “I feel like I will not be allowed to join.” as their answers.

Net Promoter Score: The Net Promoter Score (NPS) assesses the willingness of tenants to recommend TSHC. The NPS was measured by asking tenants to rate their likelihood of recommending other seniors to join the waitlist to get a place at a TSHC apartment, on a scale from 1 to 10, with 1 being not likely and 10 being very likely. Based on the score provided, tenants were classified as Promoters, Passives, or Detractors. A Net Promoter Score (NPS) is calculated by subtracting the detractors from the promoters, which provides a net score for the proportion of tenants promoting TSHC apartments.

Interpreting Changes in Scores: When reviewing changes in scores between survey waves, it is important to assess whether the difference is large enough to be meaningful. In survey research, small changes may occur due to normal sampling variation. As a practical guideline, we may use the margin of error (MOE) as a rule of thumb when interpreting changes. For this report, the calculated margin of error is ± 1.6 percentage points. For ease of interpretation, this is rounded to ± 2 points.

- Difference < 2 points (MOE): Likely not meaningful and may reflect normal sampling variation.
- Difference ≈ 1 to $2 \times \text{MOE}$ (about 2 to 4 points): Uncertain and should be interpreted with caution.
- Difference $> \sim 2 \times \text{MOE}$ (greater than about 4 points): More likely to represent a meaningful change.

This guideline helps contextualize score movements in reporting, alongside other analyses and statistical testing where appropriate.

Measures of Satisfaction

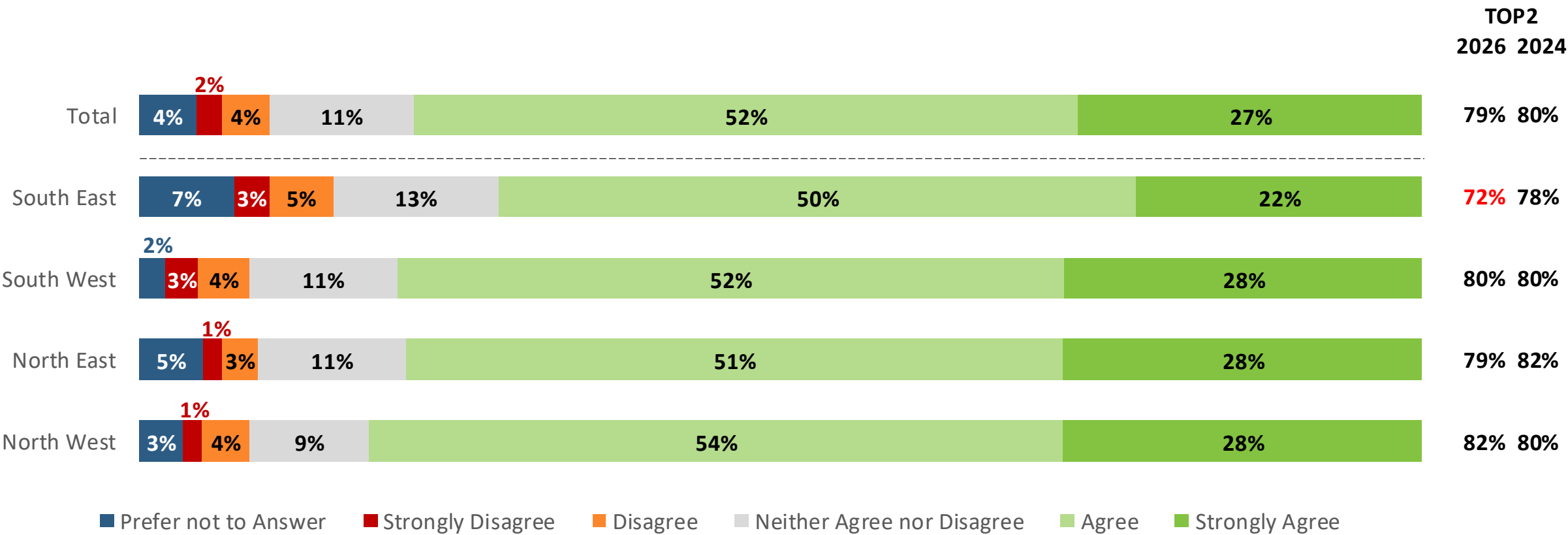
Most questions in the survey asked tenants the extent to which they agreed or disagreed with a statement either on a five-point scale (Strongly Disagree to Strongly Agree) or in a binary, Yes/No format. A frequency analysis was conducted to understand trends in tenants' responses. The results from this survey as well as those from 2023/24 survey are shown wherever applicable.

Tenants were also given the opportunity to share additional feedback through an open-ended question. Sample quotations are presented throughout the report. Tenants' own words help add context and nuance to the frequency analysis.

Overall Satisfaction and Net Promoter Score

Satisfaction with Toronto Seniors Housing Services

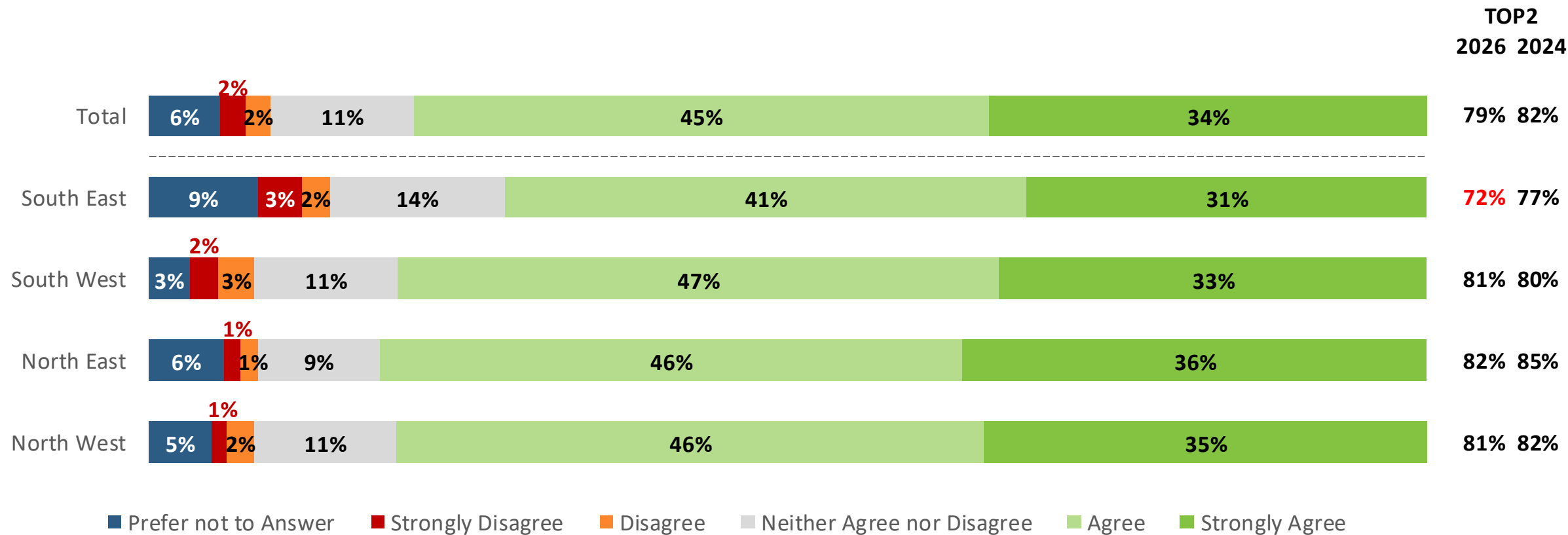
- Nearly 4 in 5 (TOP2: 79%) tenants generally remain happy with the services that TSHC provides.



33. How much do you disagree or agree with the following statement: I am happy with the services Toronto Seniors Housing provides.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Tenant Pride at Toronto Seniors Housing

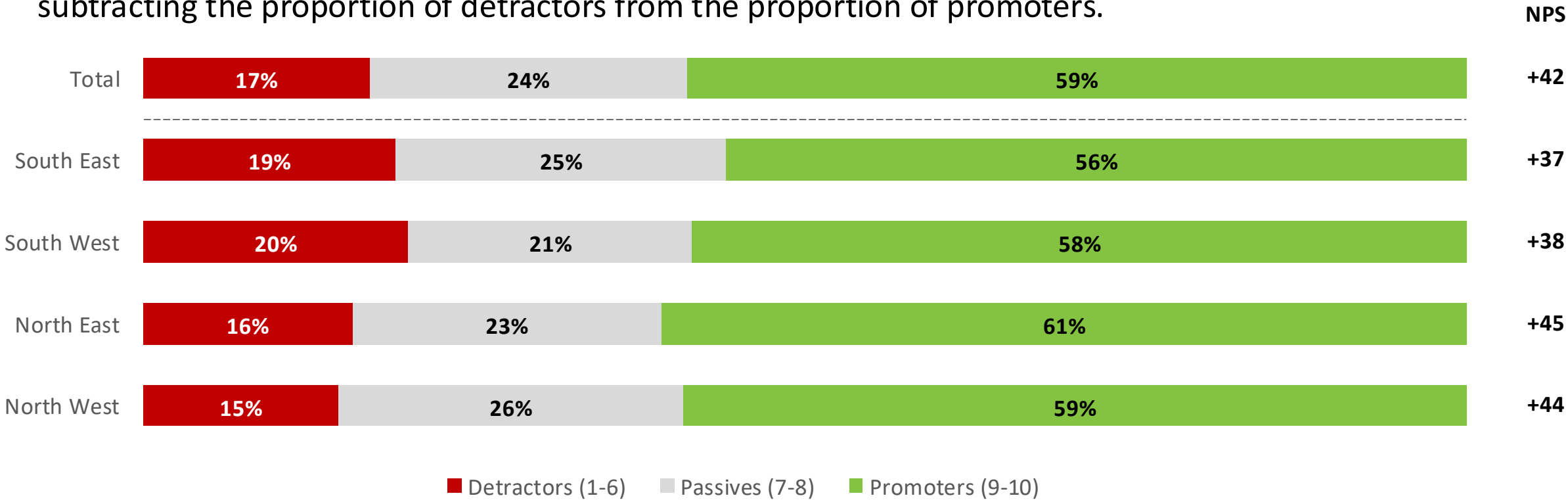
- Similarly, nearly 4 in 5 tenants (TOP2: 79%) still feel pride in being a tenant at Toronto Seniors Housing.



34. How much do you disagree or agree with the following statement: I am proud to be a tenant at Toronto Seniors Housing.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Likelihood to Recommend TSHC

- An overall Net Promoter Score (NPS) of +42 suggests that more TSHC tenants (59%) are highly likely to recommend other seniors to join the waitlist to get a place at a TSHC apartment (Promoters) compared to those who are least likely (17%) to provide this recommendation (Detractors). The NPS was calculated by subtracting the proportion of detractors from the proportion of promoters.

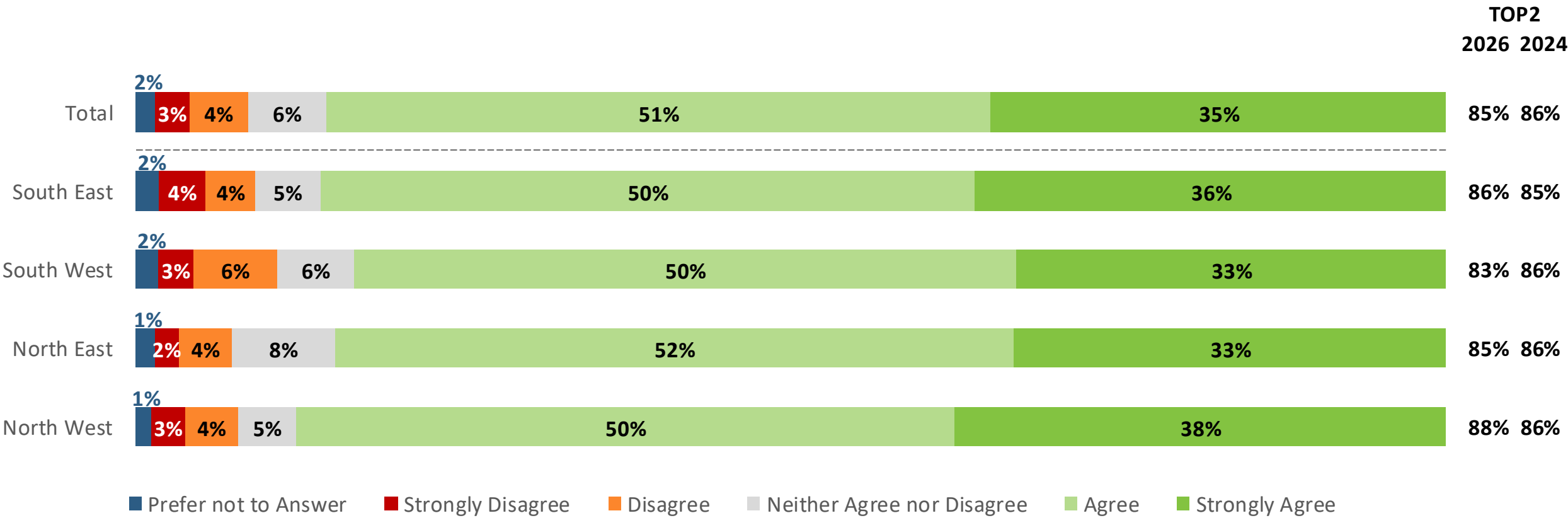


Note: New question asked in 2026 survey.
 35. How likely are you to recommend other seniors to join the waitlist to get a place at a TSHC apartment? With 1 being not likely and 10 being very likely.
 Sample size: Total (n=2700) / South East (n=554) / South West (n=583) / North East (n=873) / North West (n=689)
 Base: Total sample excluding “Prefer not to answer” responses

Property Management

Building Cleanliness

- Tenant satisfaction with building cleanliness remain high. More than 4 in 5 (TOP2: 85%) tenants feel that their entire building is generally clean.



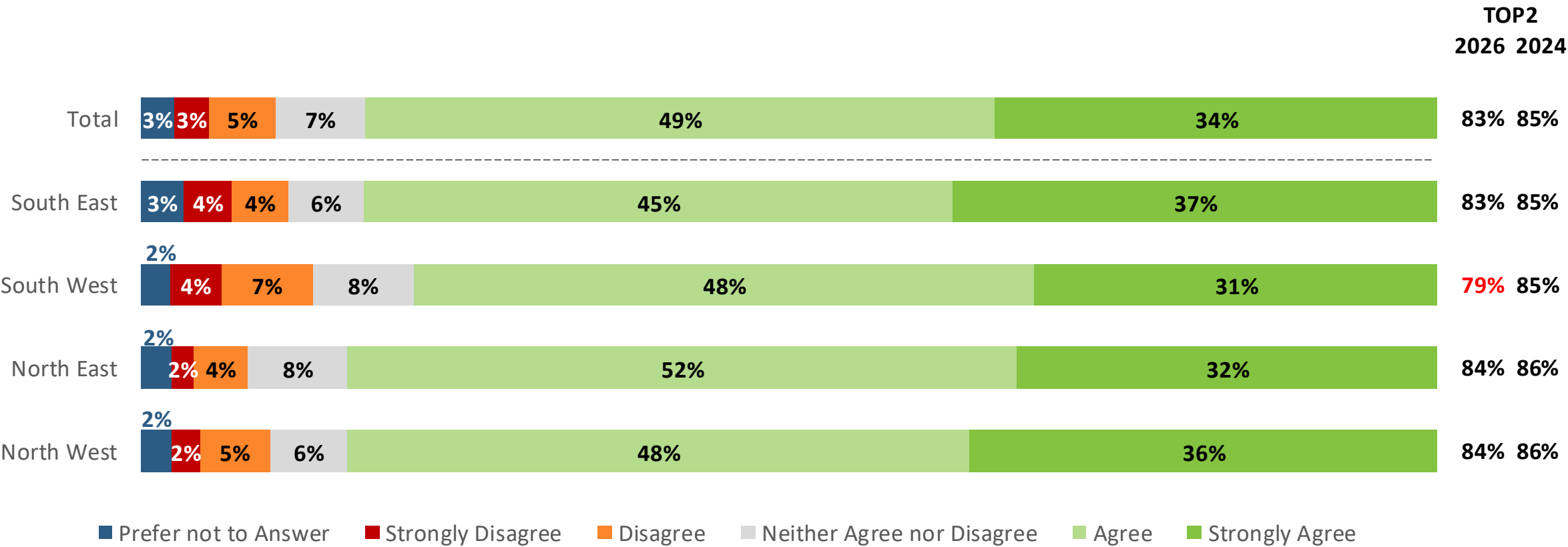
1. How much do you agree or disagree with the following statement: Generally, my entire building is clean (example: lobby, hallways, laundry room).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Building Maintenance

- More than 4 in 5 (TOP2: 83%) tenants also still feel that their building is generally well-maintained.



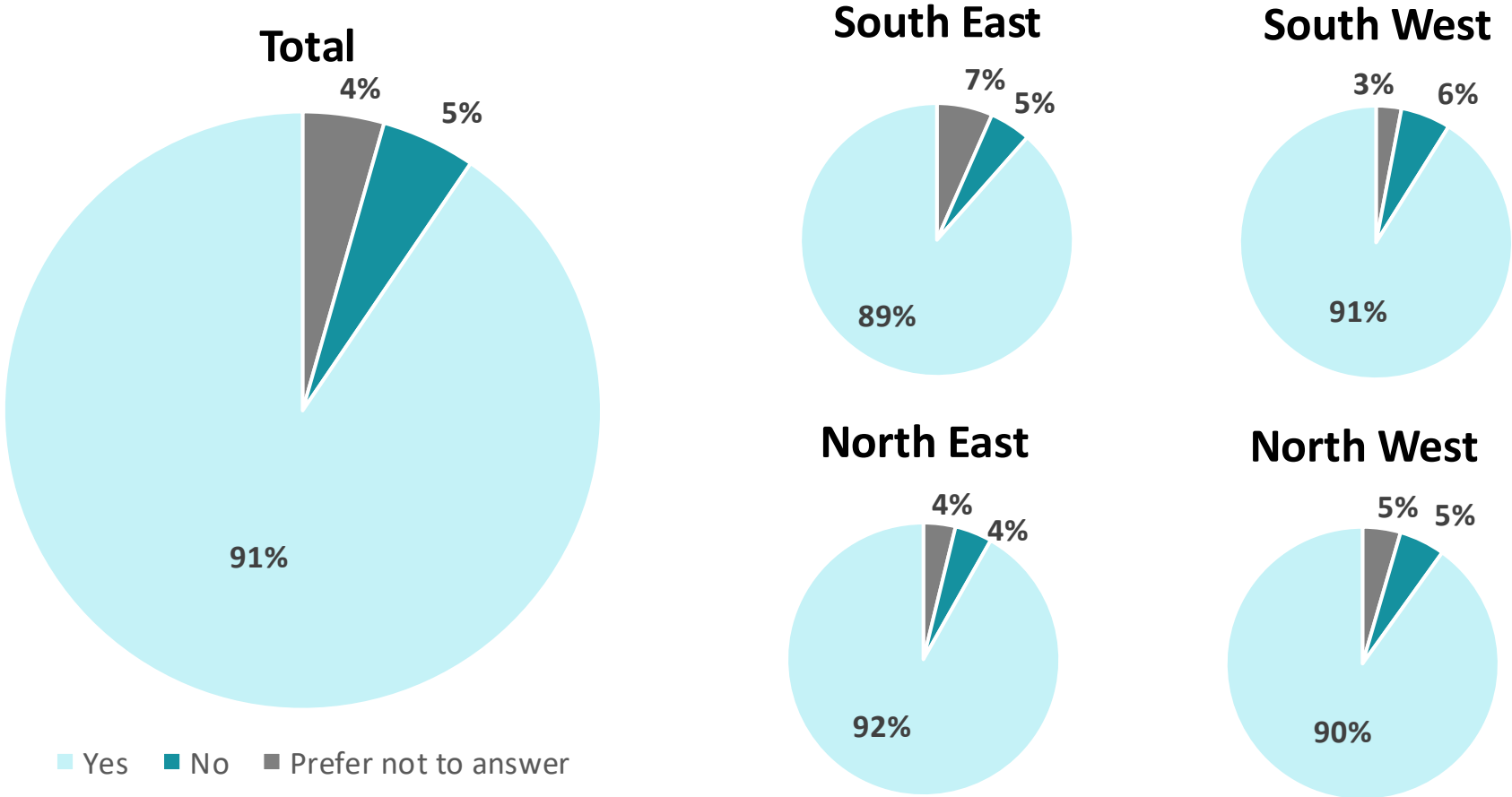
2. How much do you agree or disagree with the following statement: Generally, my building is well-maintained (example: elevators, lights, common areas like the lobby and hallways).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Repairs and Maintenance Contact

- Around 9 in 10 (91%) tenants know who to contact to get help with repairs or maintenance issues, remaining unchanged since 2024 (91%).

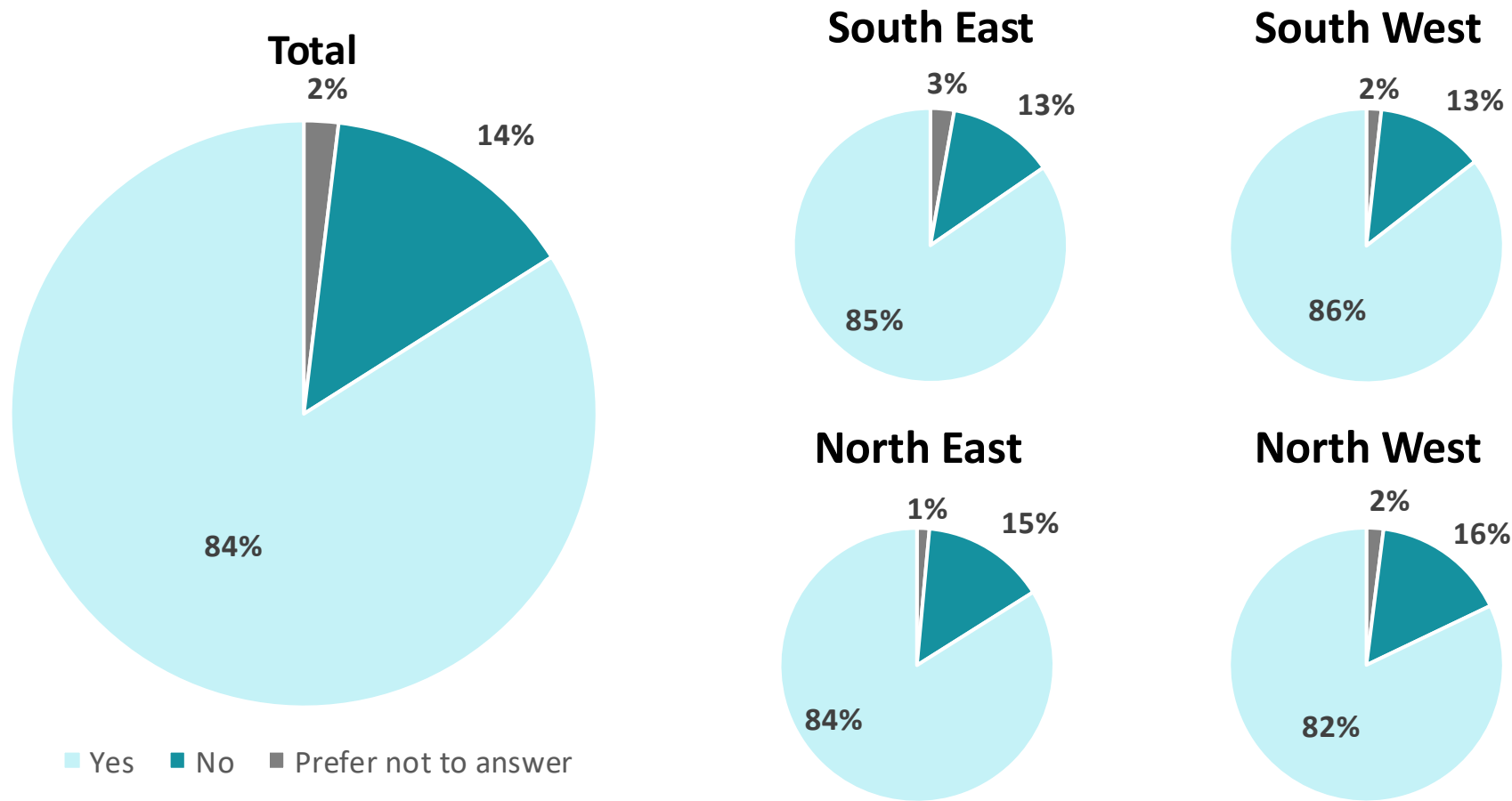


	YES	
	2026	2024
Total	91%	91%
South East	89%	91%
South West	91%	91%
North East	92%	91%
North West	90%	91%

3. Do you know who to contact to get help with repairs or maintenance issues?
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Request Repair or Maintenance

- More than 4 in 5 (84%) tenants have requested a repair or maintenance service, also remaining unchanged since 2024.

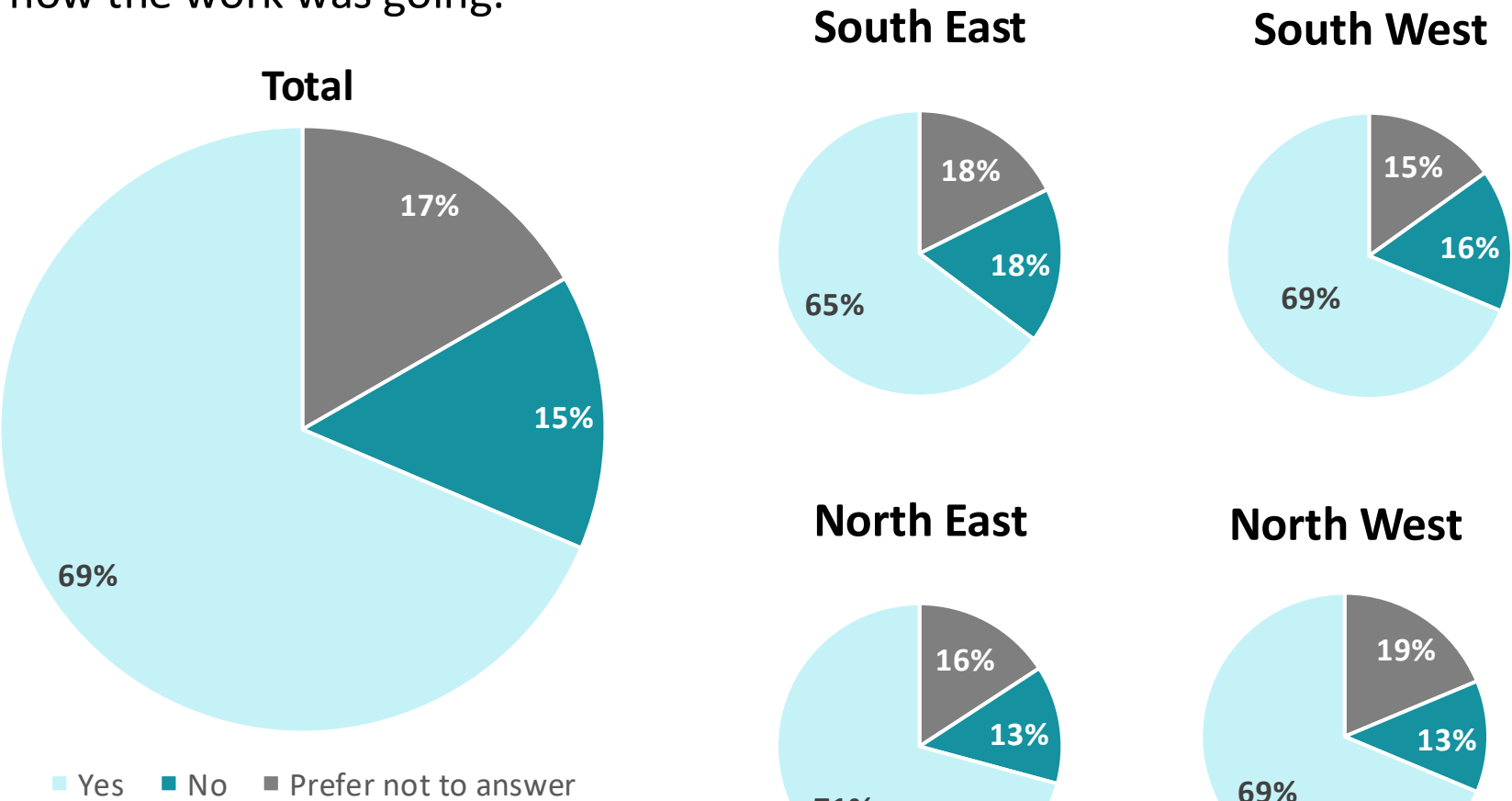


	YES	
	2026	2024
Total	84%	84%
South East	85%	85%
South West	86%	85%
North East	84%	85%
North West	82%	84%

4. Have you ever requested a repair or maintenance service?
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Remained Informed During Repairs or Maintenance

- Nearly 7 in 10 (69%) tenants who requested a repair or maintenance service reported that they were kept up to date on how the work was going.



	YES - 2026	TOP2 (AGREE) - 2024
Total	69%	66%
South East	65%	63%
South West	69%	67%
North East	71%	68%
North West	69%	66%

Note: Question methodology shifted from a 5-point agreement scale in 2024 to a yes/no question in 2026.

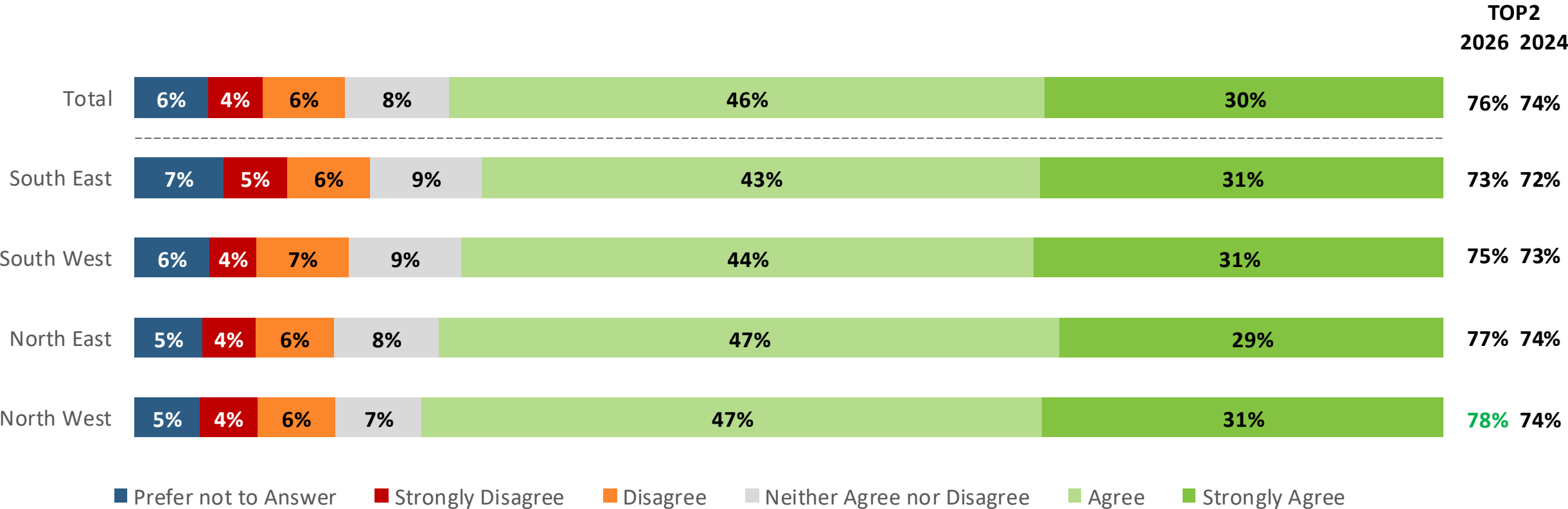
7. I was kept up to date with information on how the work was going.

Sample size: Total (n=2478) / South East (n=516) / South West (n=537) / North East (n=805) / North West (n=619)

Base: Tenants who have requested a repair or maintenance service

Timely Repair and Maintenance

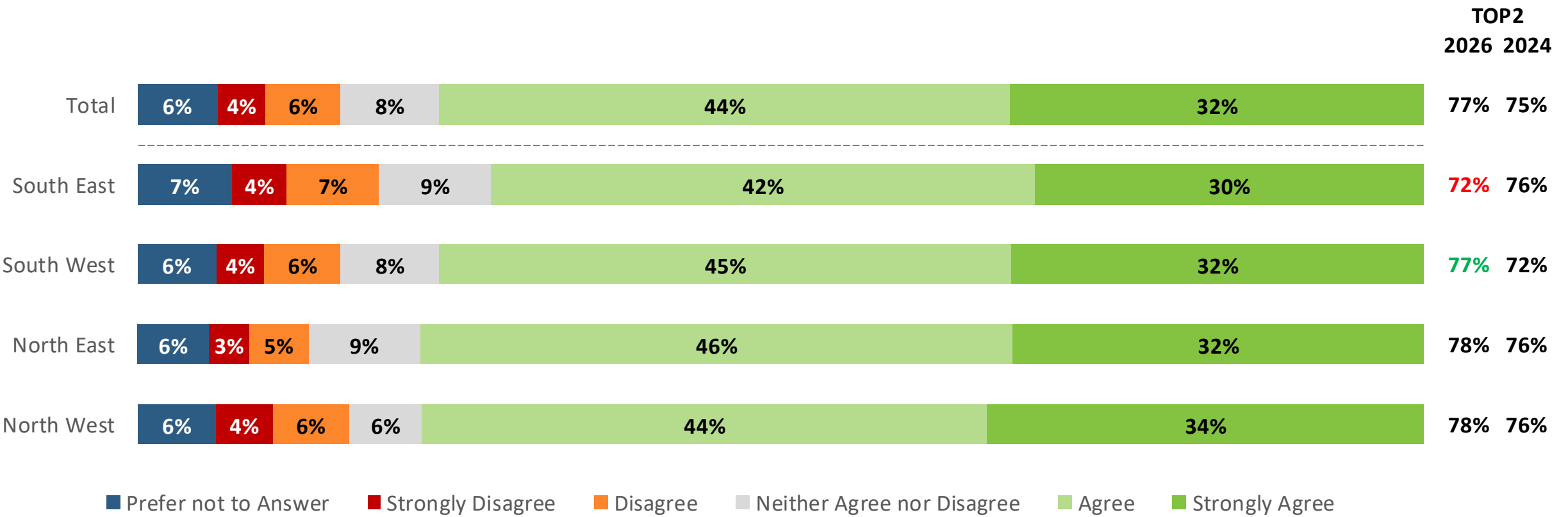
- Around 3 in 4 (TOP2: 76%) tenants who requested a repair or maintenance service still felt that the work was done quickly.



5. How much do you agree or disagree with the following statement: The work was done quickly.
Sample size: Total (n=2478) / South East (n=516) / South West (n=537) / North East (n=805) / North West (n=619)
Base: Tenants who have requested a repair or maintenance service

Satisfaction With Repair and Maintenance

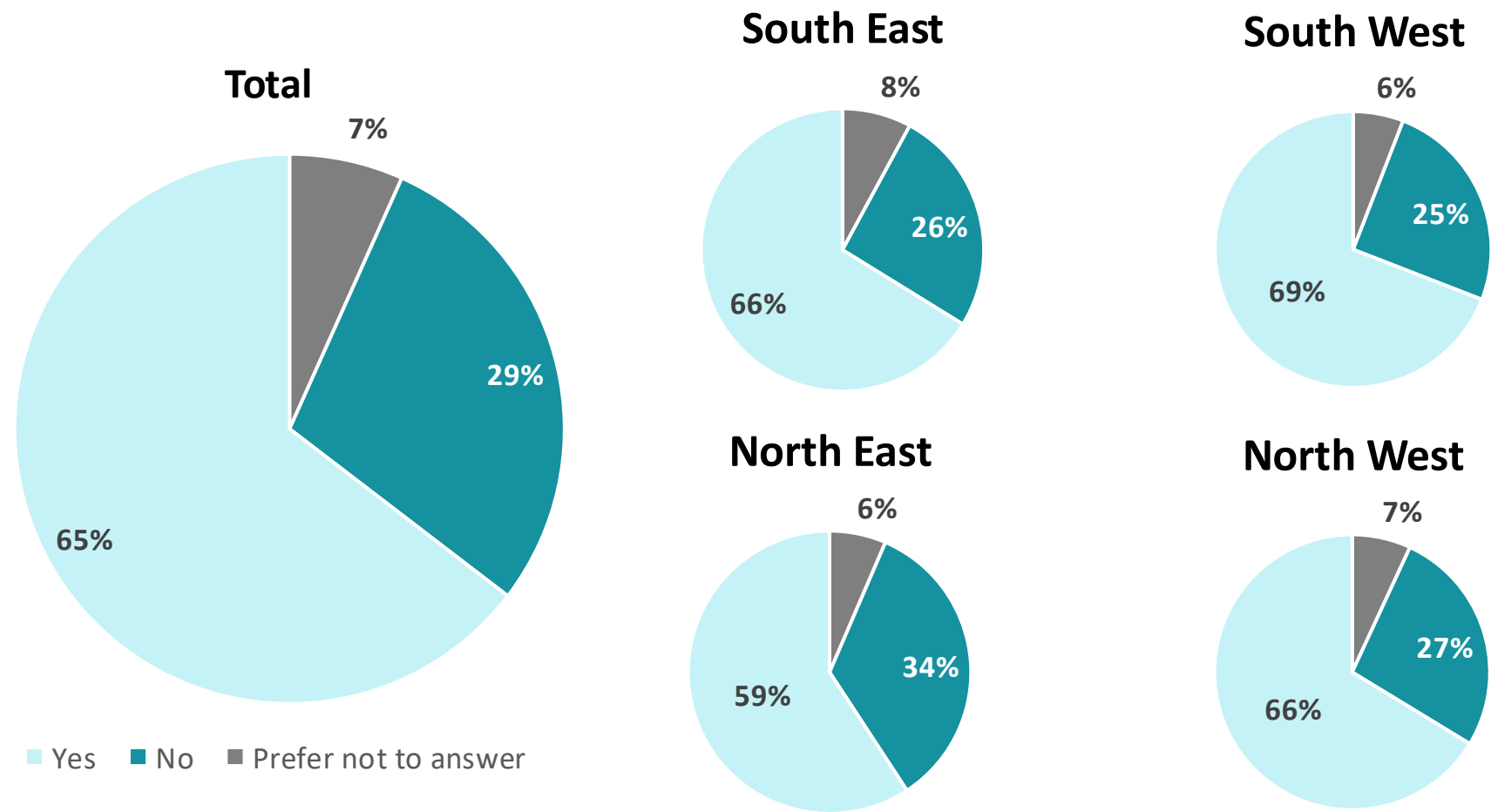
- Around 3 in 4 (TOP2: 77%) tenants who requested a repair or maintenance service are happy with how well the work was done.



6. How much do you agree or disagree with the following statement: I was happy with how well the work was done.
Sample size: Total (n=2478) / South East (n=516) / South West (n=537) / North East (n=805) / North West (n=619)
Base: Tenants who have requested a repair or maintenance service

Pest Treatment

- Nearly 2 in 3 (65%) tenants say their units have been treated for pests, consistent with 2024 (65%).

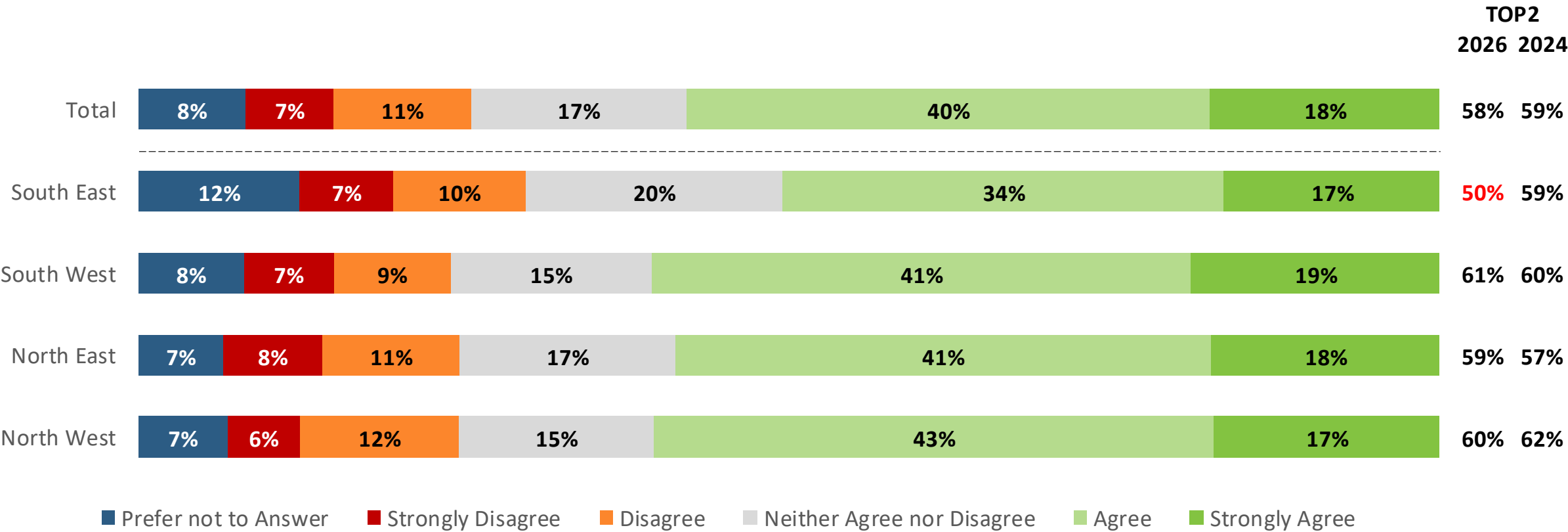


	YES	
	2026	2024
Total	65%	65%
South East	66%	67%
South West	69%	73%
North East	59%	59%
North West	66%	66%

8. Has your unit ever been treated for pests (example: cockroaches, bedbugs, mice)?
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Getting Ready for Pest Treatment

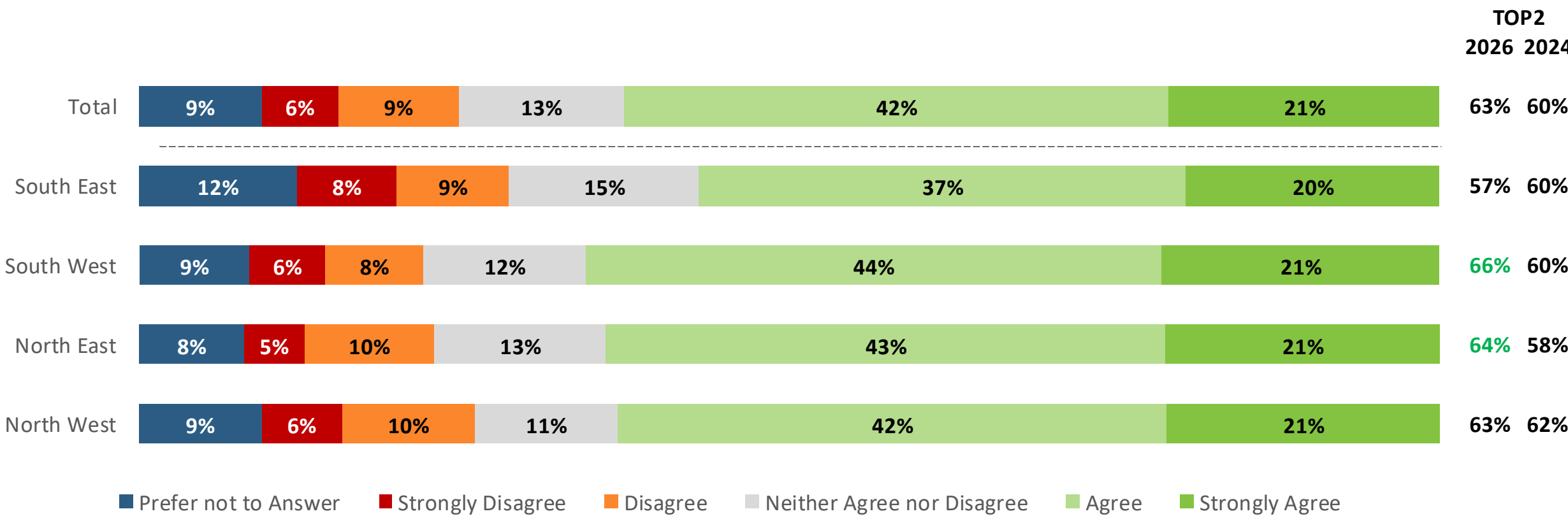
- Of the tenants who had their units treated for pests, nearly 3 in 5 (TOP2: 58%) felt that they received enough help getting ready for pest treatment.



9. How much do you agree or disagree with the following statement: I received enough help getting ready for pest treatment.
 Sample size: Total (n=1907) / South East (n=404) / South West (n=434) / North East (n=568) / North West (n=500)
 Base: Tenants who had their units treated for pests

Outcome of Pest Treatment

- Of those who had their units treated for pests, around 3 in 5 (TOP2: 63%) remain happy with the outcome of the pest treatment.



10. How much do you agree or disagree with the following statement: I was happy with the outcome of the pest treatment.
 Sample size: Total (n=1907) / South East (n=404) / South West (n=434) / North East (n=568) / North West (n=500)
 Base: Tenants who had their units treated for pests

In Their Own Words: Suggestions from Tenants

“

”

“Lots of roaches and no help getting rid of them even after spraying. The leak in the washroom is still leaking.”

“

”

“My particular building seems to be in disrepair... issues around plumbing, pests, and laundry room problems... I am not enjoying my home at all and it is affecting my physical and mental health.”

“

”

“Delay on repairs or pest control is strong... their method did not work... my fridge has loud noise but they didn't change or repair it.”

“

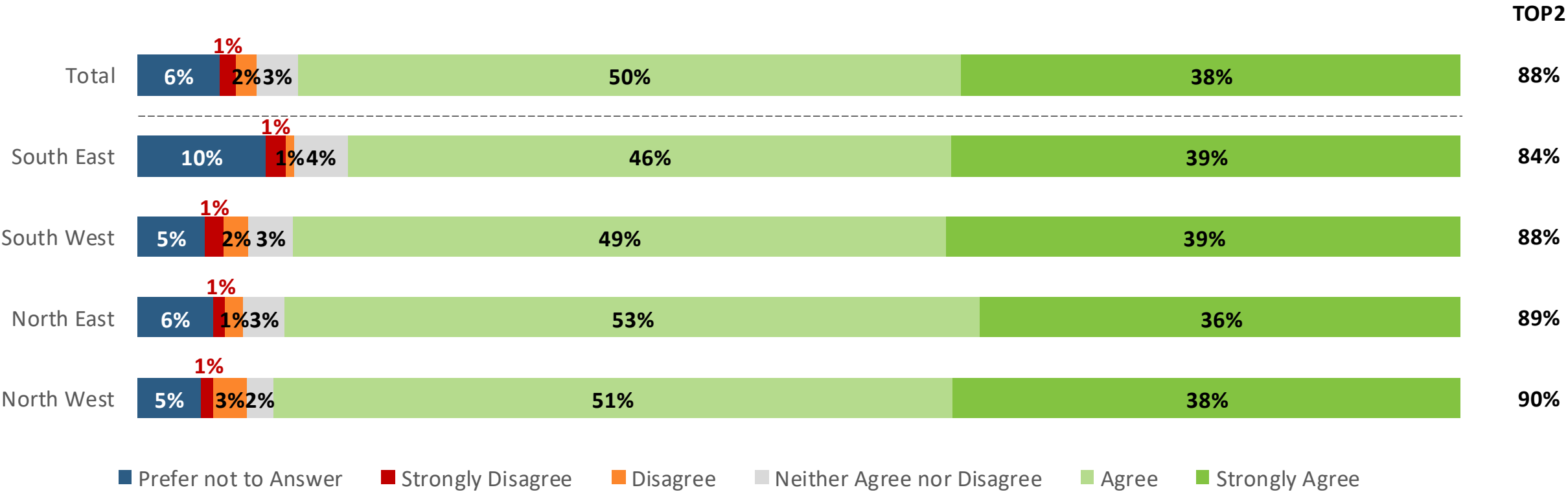
”

“Cockroaches is a big problem. It is infested in the entire building... perhaps the entire building needs treatment.”

Building and Unit Accessibility

Accessibility in Shared Spaces

- Nearly 9 of 10 (TOP2: 88%) tenants find it easy to get to their buildings' common spaces.



Note: New question asked in 2026 survey.

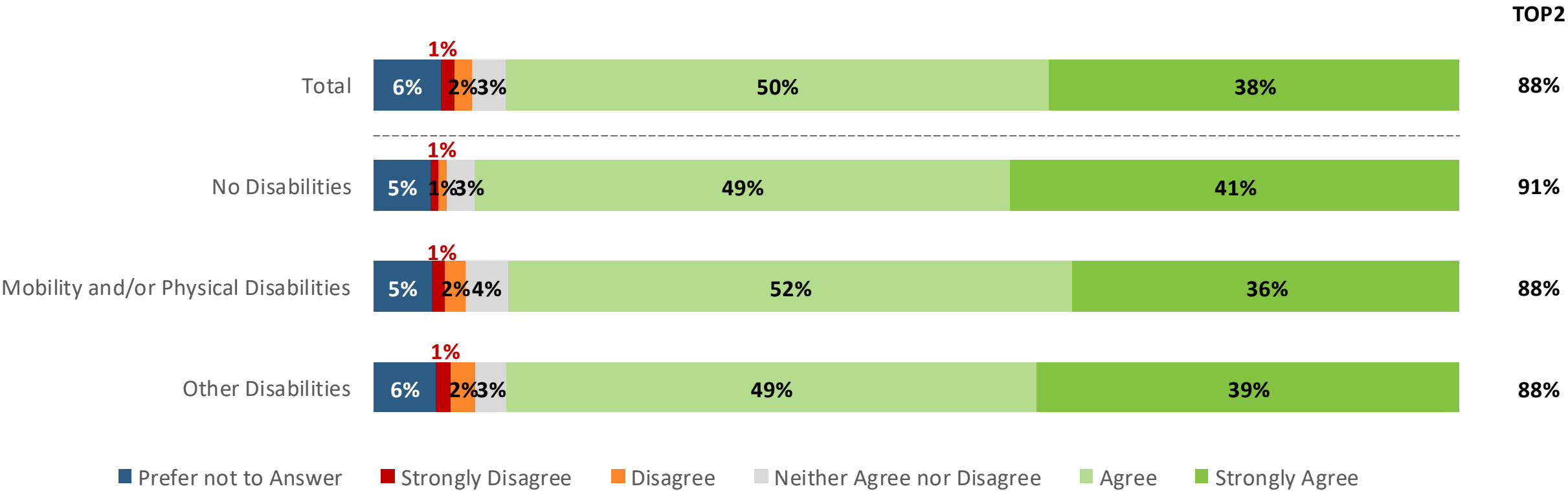
11. How much do you disagree or agree with the following statements: It is easy for me to get to my building's common spaces (example: laundry room, lobby, community room).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Accessibility in Shared Spaces (con't)

- Nearly 9 of 10 (TOP2: 88%) tenants find it easy to get to their buildings' common spaces. This experience is about the same for tenants with or without disabilities.



Note: New question asked in 2026 survey.

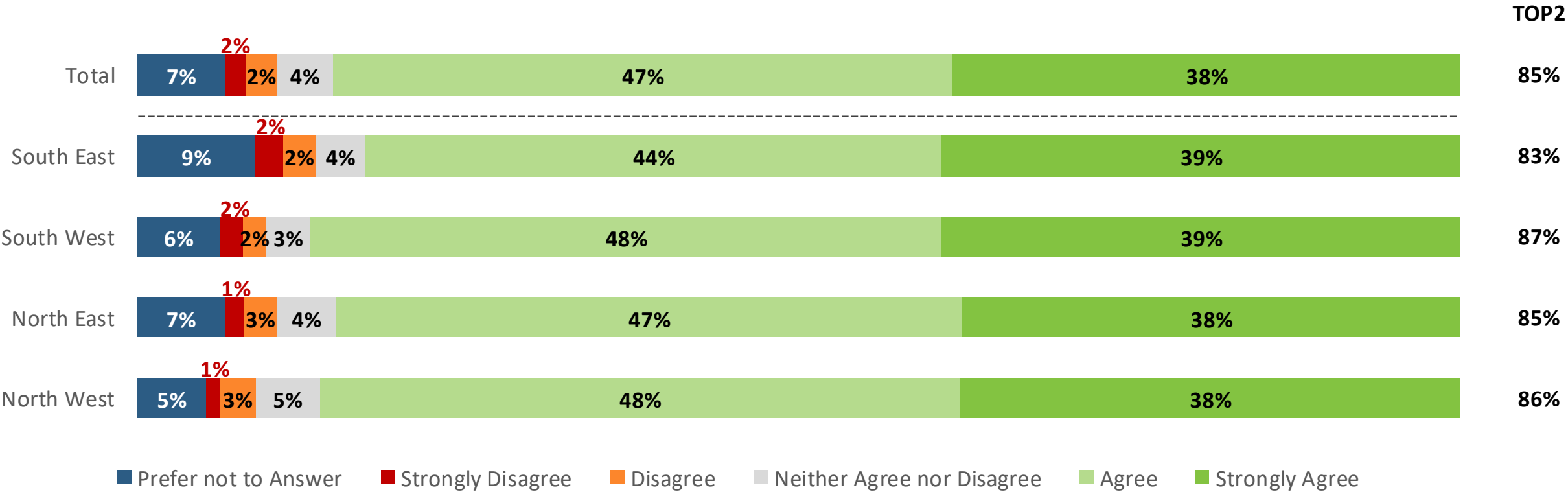
11. How much do you disagree or agree with the following statements: It is easy for me to get to my building's common spaces (example: laundry room, lobby, community room).

Sample size: Total (n=2952) / No Disabilities (n=1022) / Mobility and/or Physical Disabilities (n=730) / Other Disabilities(n=762)

Base: Total sample

Accessibility of the Housing Unit

- More than 4 in 5 tenants (TOP2: 85%) feel they can carry out day-to-day activities in their units with ease.



Note: New question asked in 2026 survey.

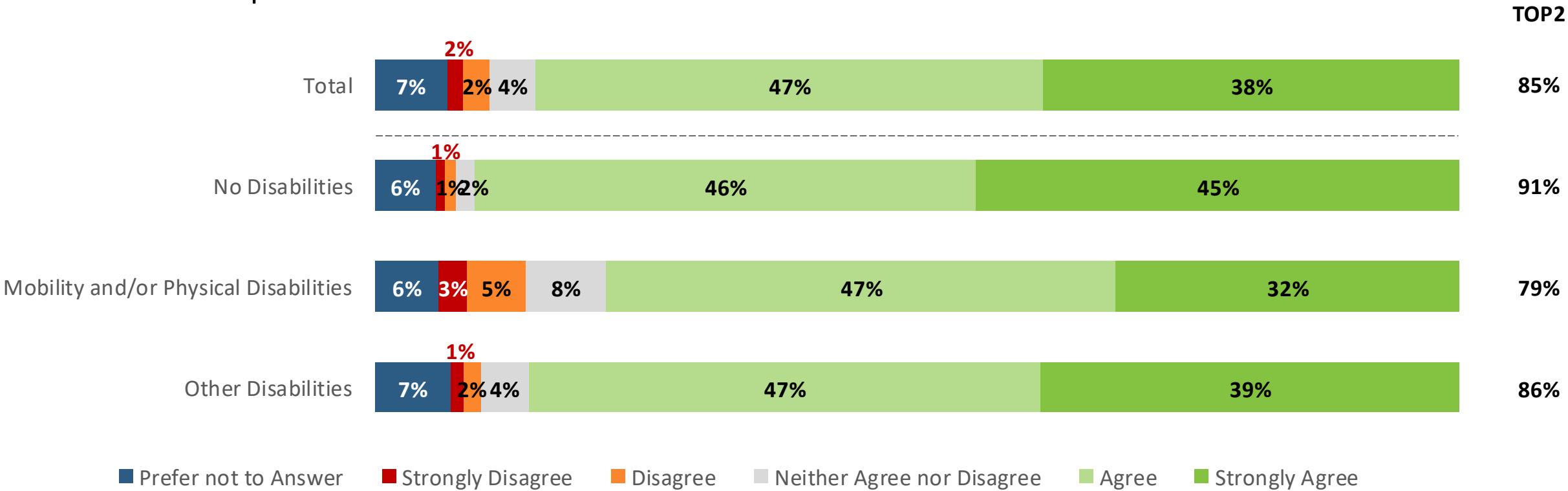
12. How much do you disagree or agree with the following statements: I can carry out day-to-day activities in my unit with ease (example: cooking, cleaning, using the bathroom).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Accessibility of the Housing Unit (con't)

- More than 4 in 5 tenants (TOP2: 85%) feel they can carry out day-to-day activities in their units with ease. However, tenants with mobility and/or physical disabilities (TOP2: 79%) are less likely to share the same sentiment compared to those tenants without disabilities.



Note: New question asked in 2026 survey.

12. How much do you disagree or agree with the following statements: I can carry out day-to-day activities in my unit with ease (example: cooking, cleaning, using the bathroom).

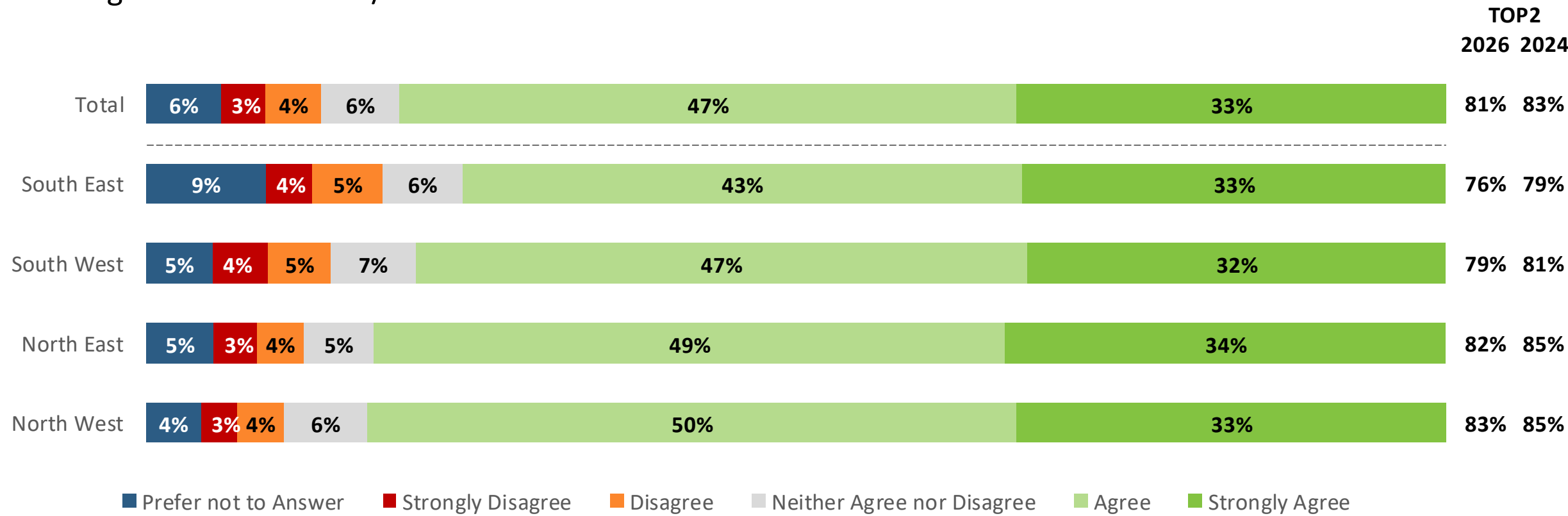
Sample size: Total (n=2952) / No Disabilities (n=1022) / Mobility and/or Physical Disabilities (n=730) / Other Disabilities(n=762)

Base: Total sample

Safety and Security

Safety in Their Home

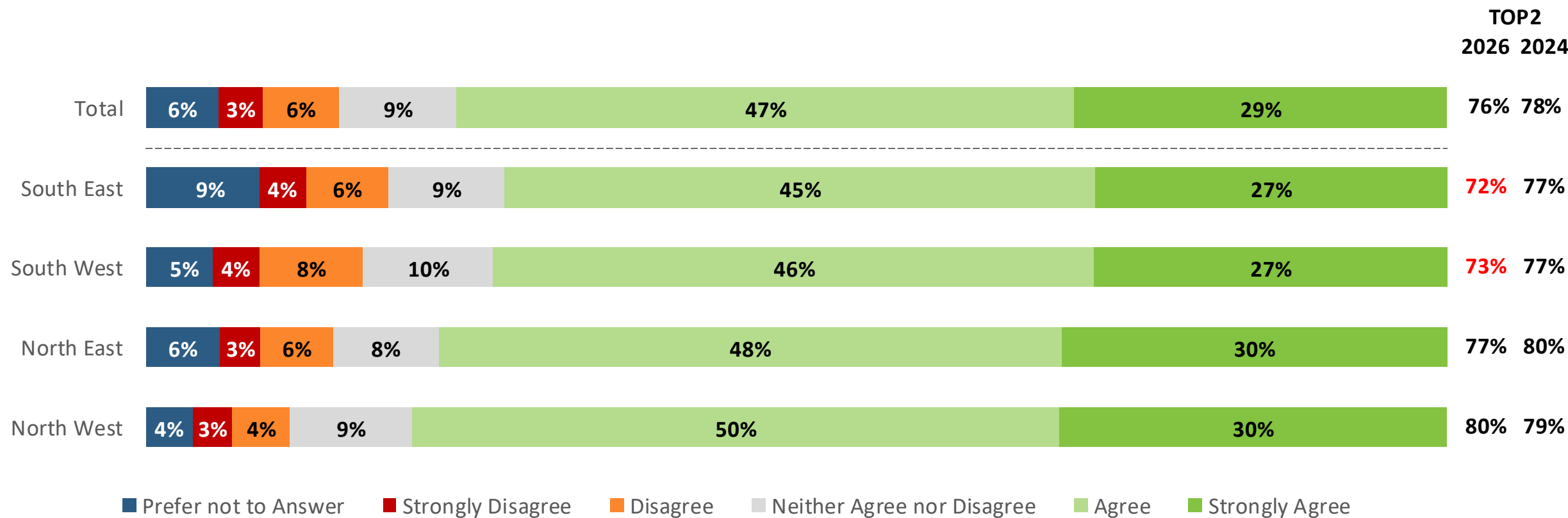
- Tenant perceptions of safety remain about the same as 2024. Around 4 in 5 (TOP2: 81%) tenants reported feeling safe in their units/homes.



13. How much do you disagree or agree with the following statement: I feel safe in my unit/home.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Safety in Common Spaces

- Around 3 in 4 (TOP2: 76%) tenants continue to feel safe in the common spaces of their building.



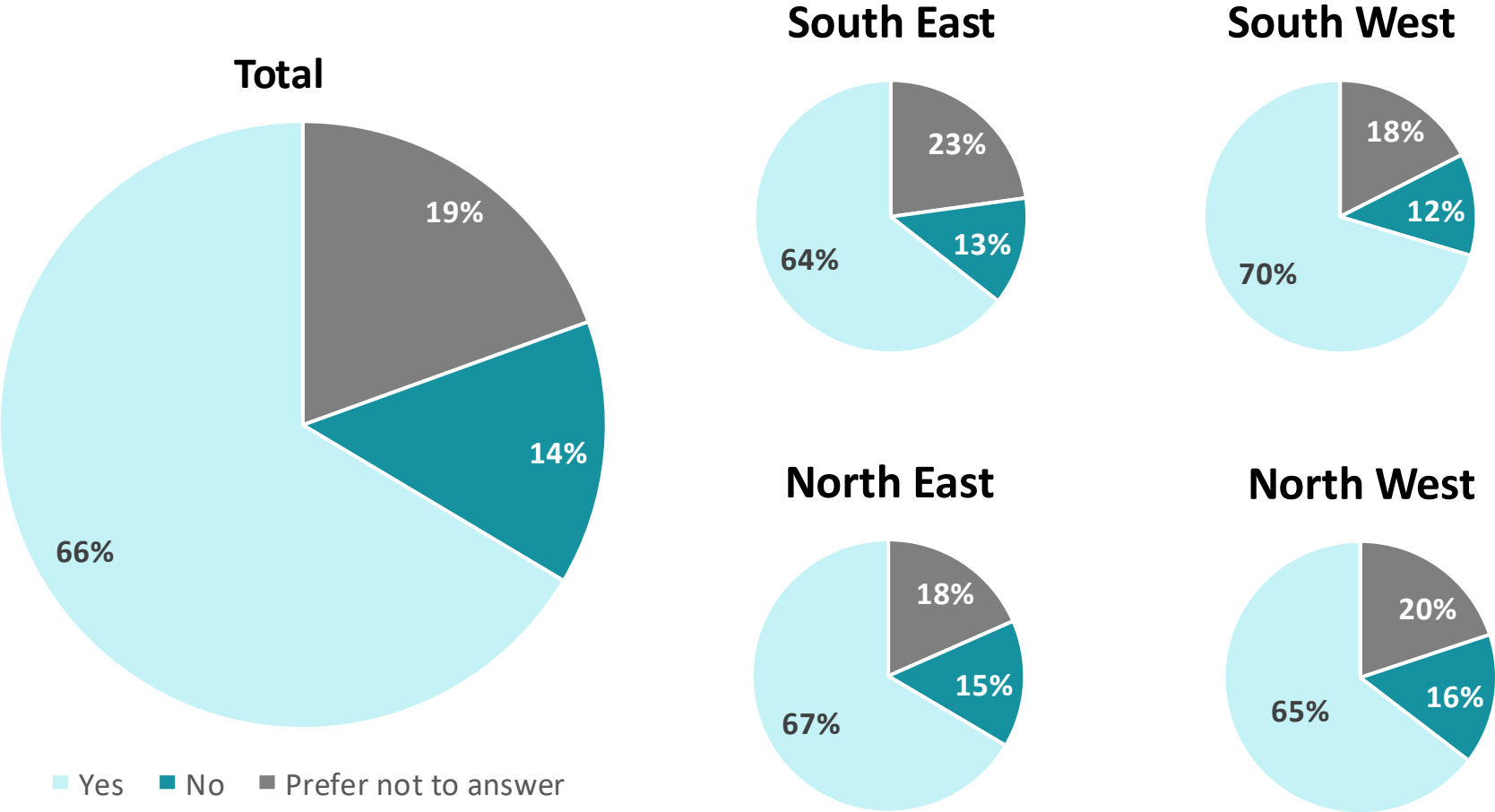
14. How much do you disagree or agree with the following statement: I feel safe in the common spaces of my building (example: elevators, lobby, laundry room).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Reporting Security Incidents

- 2 in 3 (66%) tenants still say they know who to contact if they want to report a security incident.



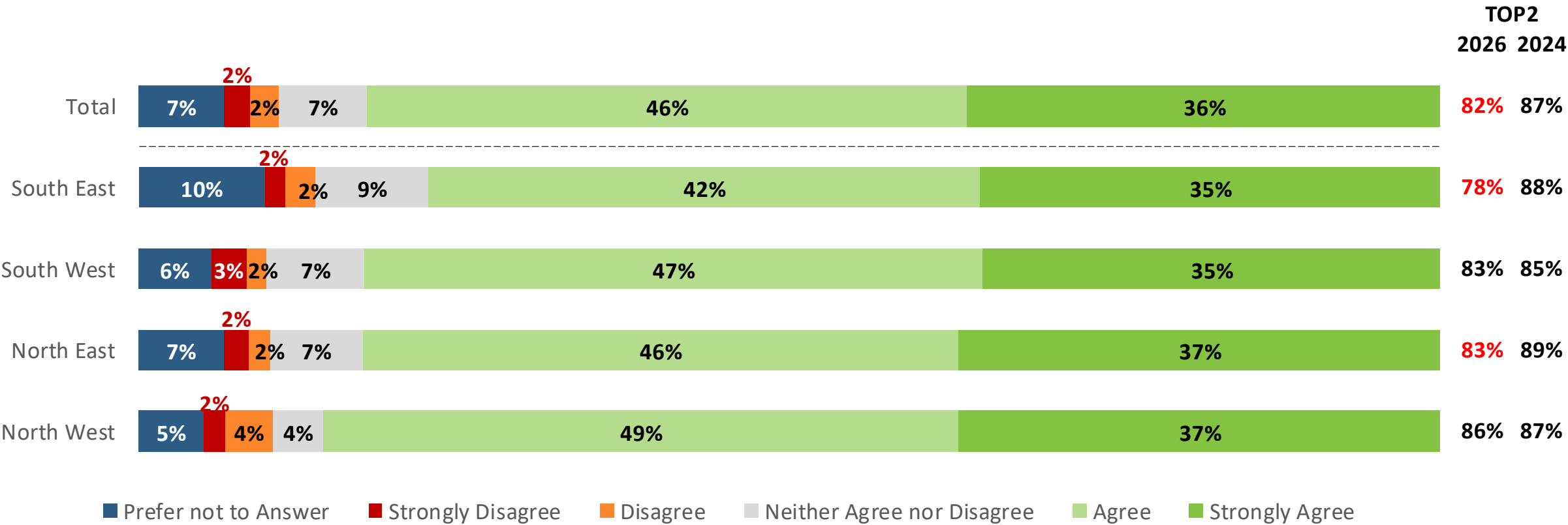
	YES	
	2026	2024
Total	66%	66%
South East	64%	64%
South West	70%	69%
North East	67%	62%
North West	65%	68%

15. Do you know who to contact if you want to report a security incident?
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Communication and Interactions With Staff

Respect

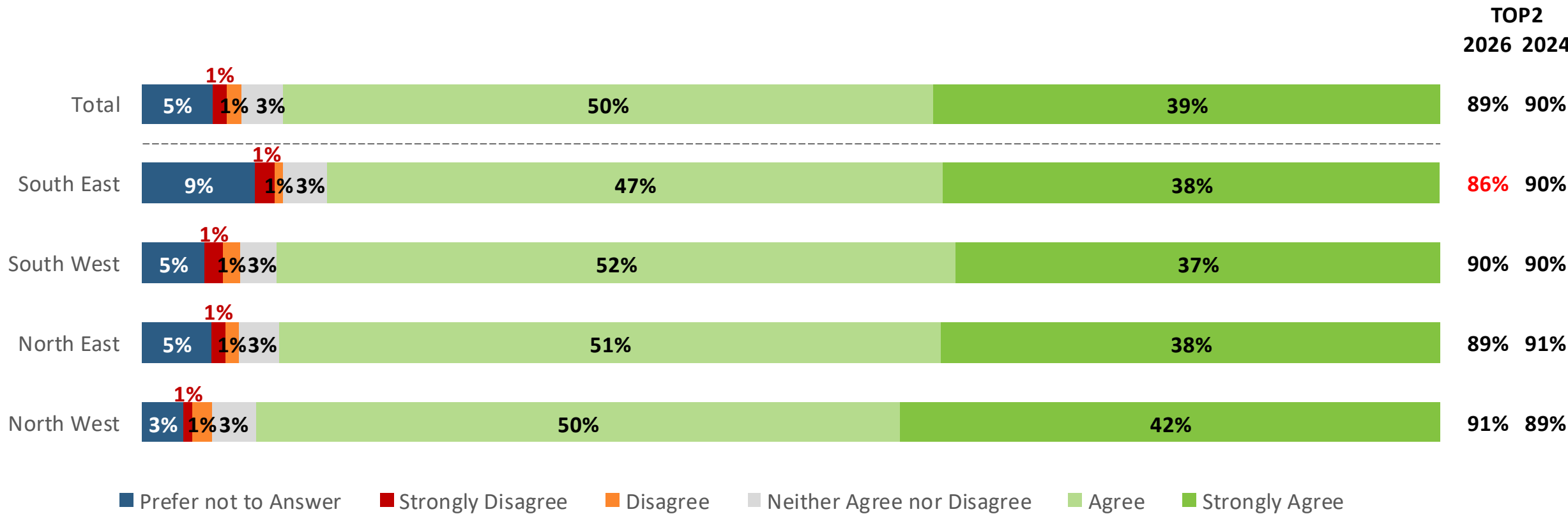
- Around 4 in 5 (TOP2: 82%) tenants feel that TSHC staff treat them with respect. These results are notably lower than those reported in 2024.



16. How much do you disagree or agree with the following statement: Staff treat me with respect.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Building Updates

- Nearly 9 in 10 (TOP2: 89%) tenants still say they get updates about necessary work in their building through posters/notices.



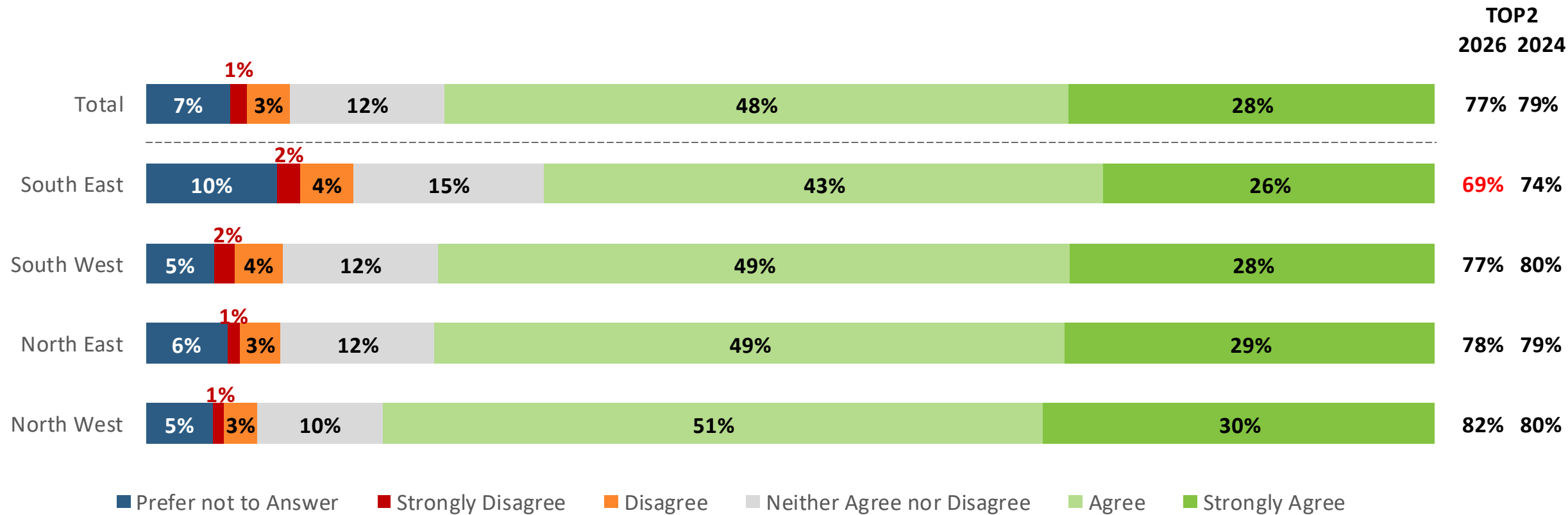
17. How much do you disagree or agree with the following statement: I get updates through posters/notices about necessary work in my building (example: water shutoffs, fire testing, elevator outages).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Tenant Policies

- Around 3 in 4 (TOP2: 77%) tenants still find tenant policies to be clear and easy to understand.



18. How much do you disagree or agree with the following statement: Tenant policies are clear and easy to understand (example: Guest and Visitor Policy, Absence from Unit Policy, Use of Space Policy).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

In Their Own Words: Suggestions from Tenants

“I feel the staff doesn't like me and are very short and unpleasant when I need to speak with them.”

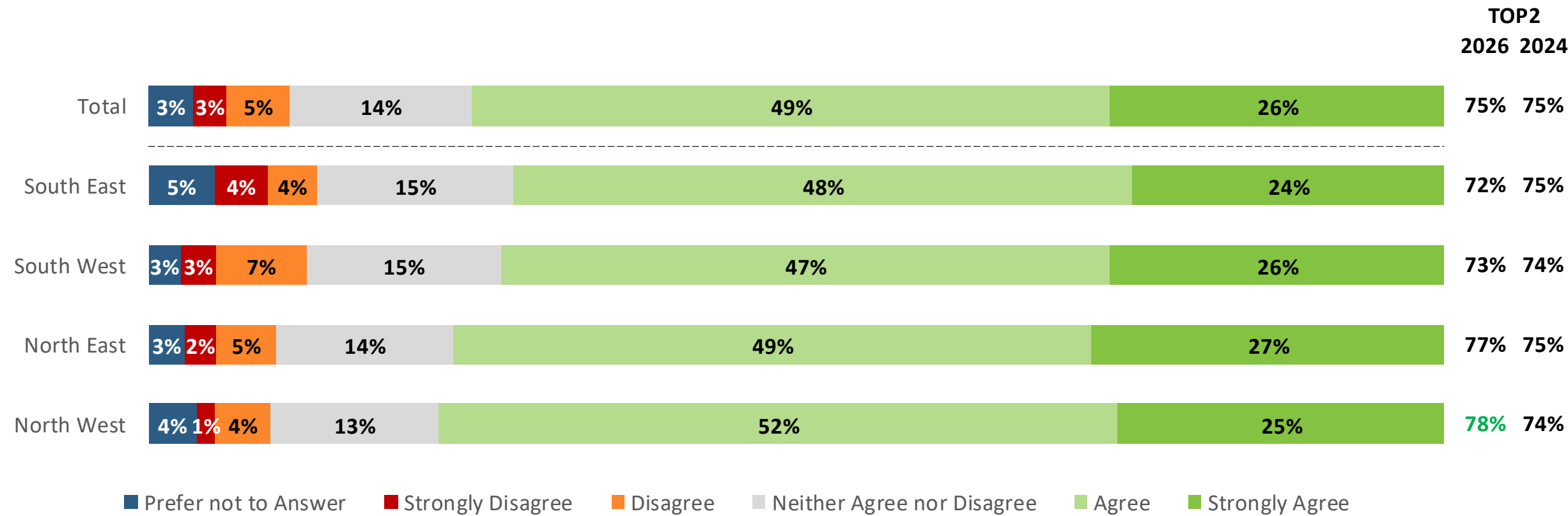
“The lady who does yearly assessment... is rude and doesn't answer any calls.”

“Newer staff are polite but not proactive... attitudes are more clinical and lack empathy.”

“The superintendent and assistant super are very helpful and very responsible.”

Sharing Concerns and Complaints

- 3 in 4 (TOP2: 75%) tenants continue to feel comfortable sharing their concerns and making complaints to TSHC.



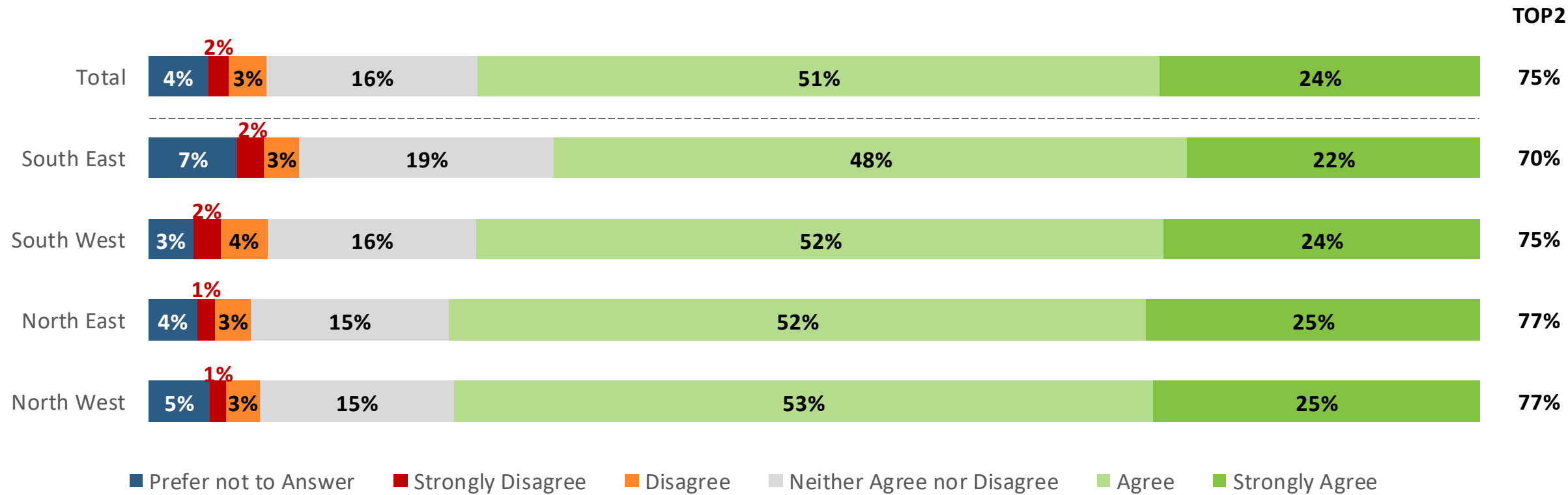
19. How much do you disagree or agree with the following statement: I feel comfortable sharing my concerns and making complaints to Toronto Seniors Housing.

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

TSHC News and Updates

- 3 in 4 (TOP2: 75%) tenants find the news and updates TSHC sends them to be helpful.



Note: New question asked in 2026 survey.

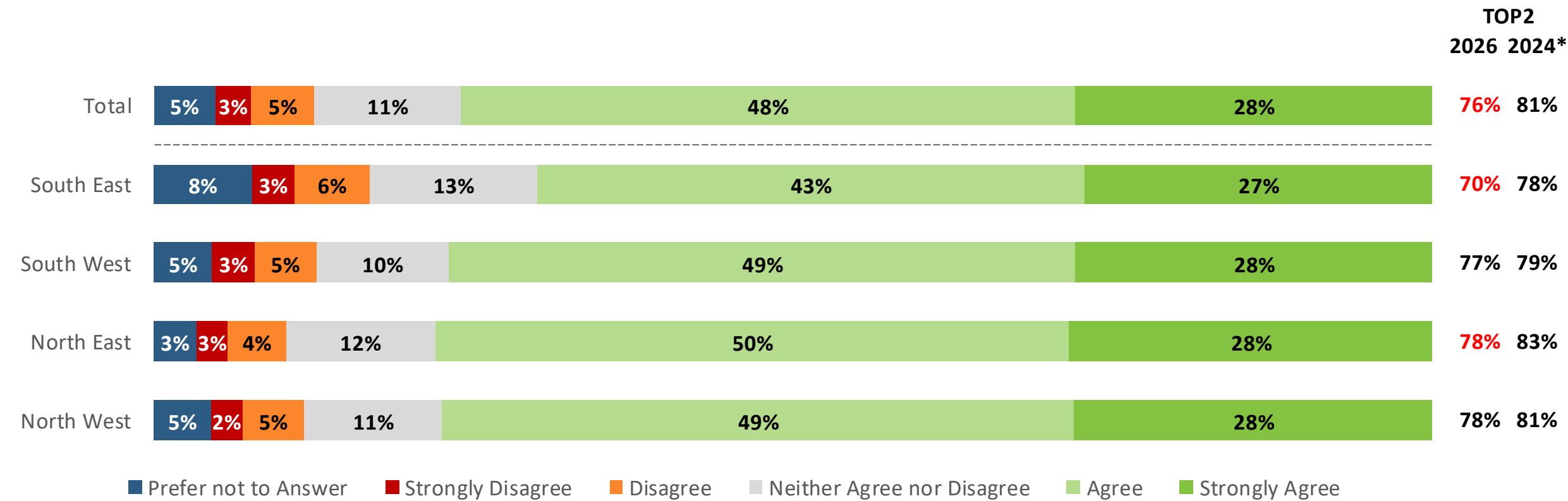
20. How much do you disagree or agree with the following statement: I find the news and updates that Toronto Seniors Housing Corporation (TSHC) sends me to be helpful (example: Seniors Speak, Posters, TSHC Website).

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Building Staff Responsiveness

- Around 3 in 4 tenants (TOP2: 76%) feel that TSHC building staff act on issues whenever they make requests on issues they have. This is a general decline from what was reported in 2024.



*This metric represents the average of the 2024 results for the following statements: “Staff take accountability for their work” and “I am happy with how staff respond when I ask for help or make a request.”

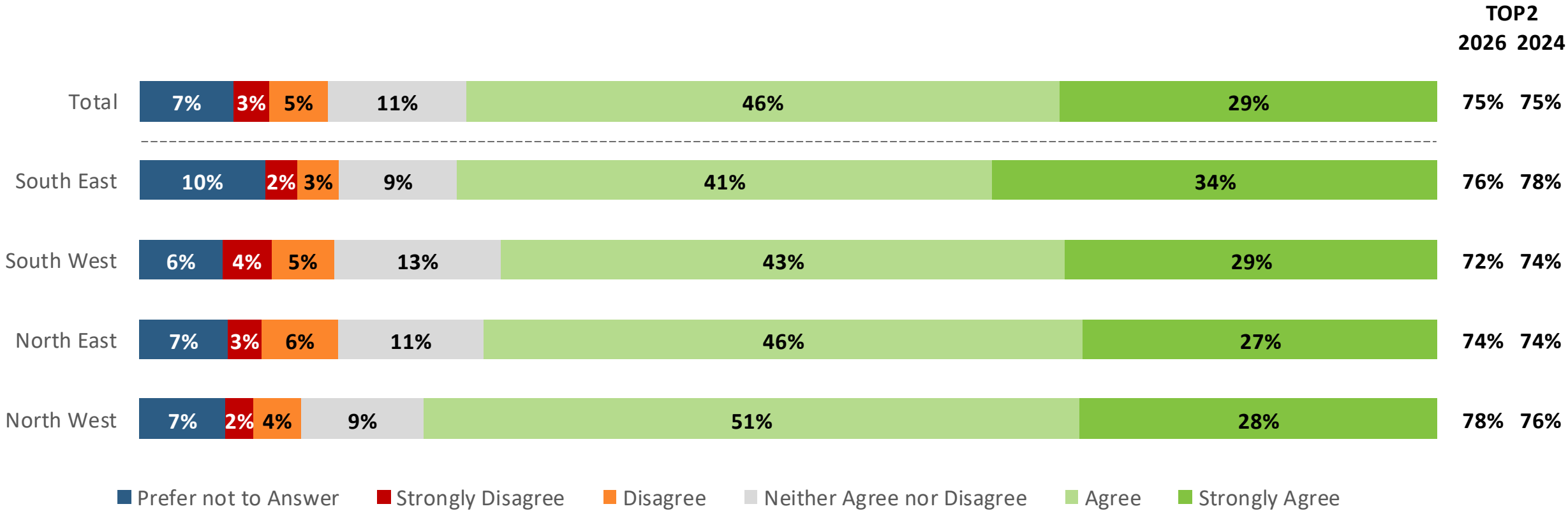
21. How much do you disagree or agree with the following statement: If I make a request to my building staff about an issue that I have, I feel they act on it.

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Information in Preferred Language

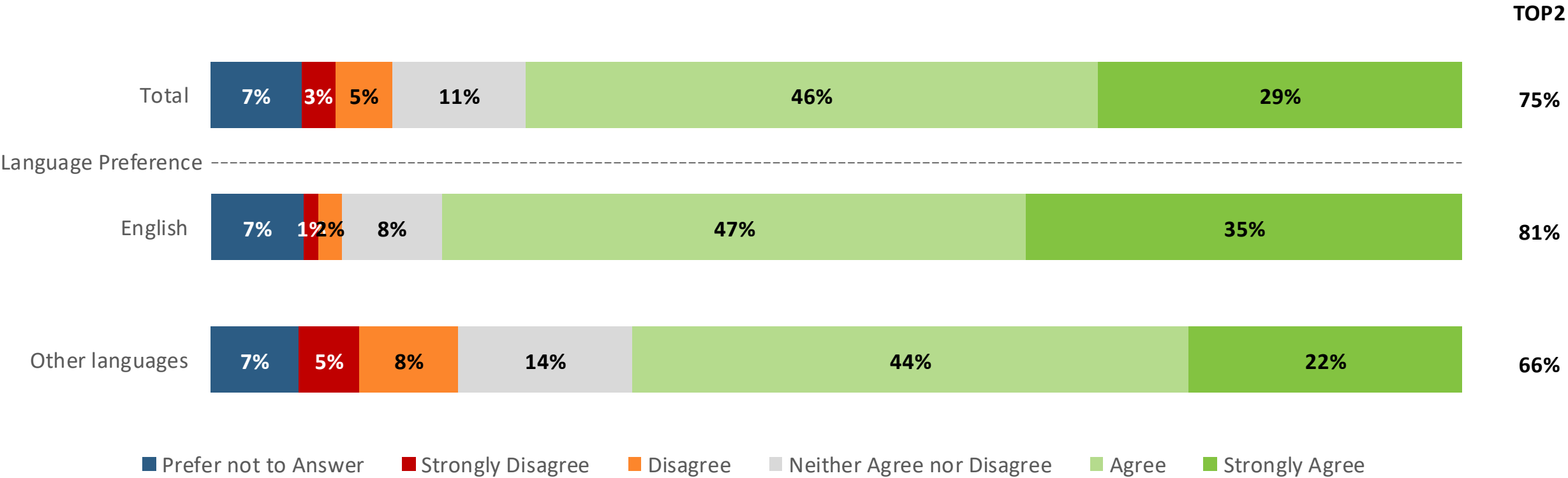
- 3 in 4 (TOP2: 75%) tenants still feel that they can receive information in their preferred language.



22. How much do you disagree or agree with the following statement: I can receive information in my preferred language.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Information in Preferred Language

- Tenants who prefer speaking in English (TOP2: 81%) are more likely to feel that they receive information in their preferred language than those who prefer speaking in other languages (TOP2: 66%).



22. How much do you disagree or agree with the following statement: I can receive information in my preferred language.
 Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
 Base: Total sample

In Their Own Words: Suggestions from Tenants

“

“When notices are put at my door... if it is cancelled, no one advises me... why can't management use the intercom to advise of the cancellations.”

”

“

“Use digital communications (such as) text, email, social media. I often miss building notices on paper.”

”

“

“I don't speak and understand English language. Any announcements through the speaker... I don't understand.”

”

“

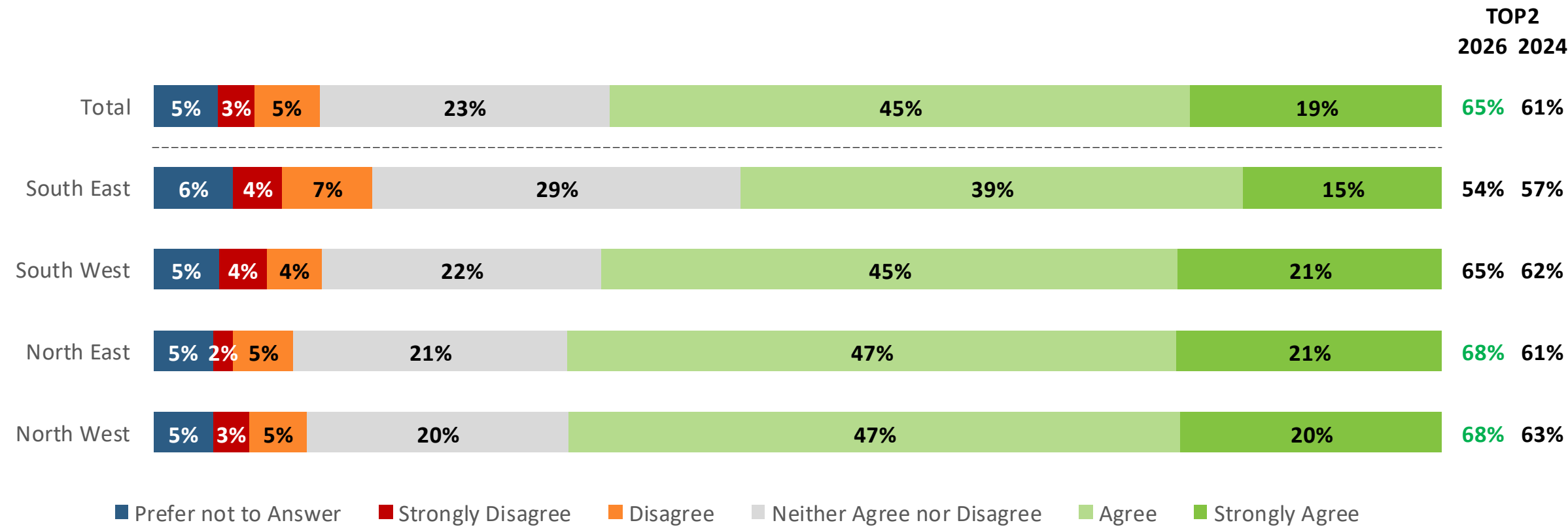
“My rent suddenly tripled... due to my English language difficulties I can't find anyone who can explain the cause.”

”

Access to Supports and Services Outside of Toronto Seniors Housing

Access to Services

- Nearly 2 in 3 (TOP2: 65%) tenants feel that TSHC helps them get information to access the service(s) they need, a notable improvement in sentiment from 2024.



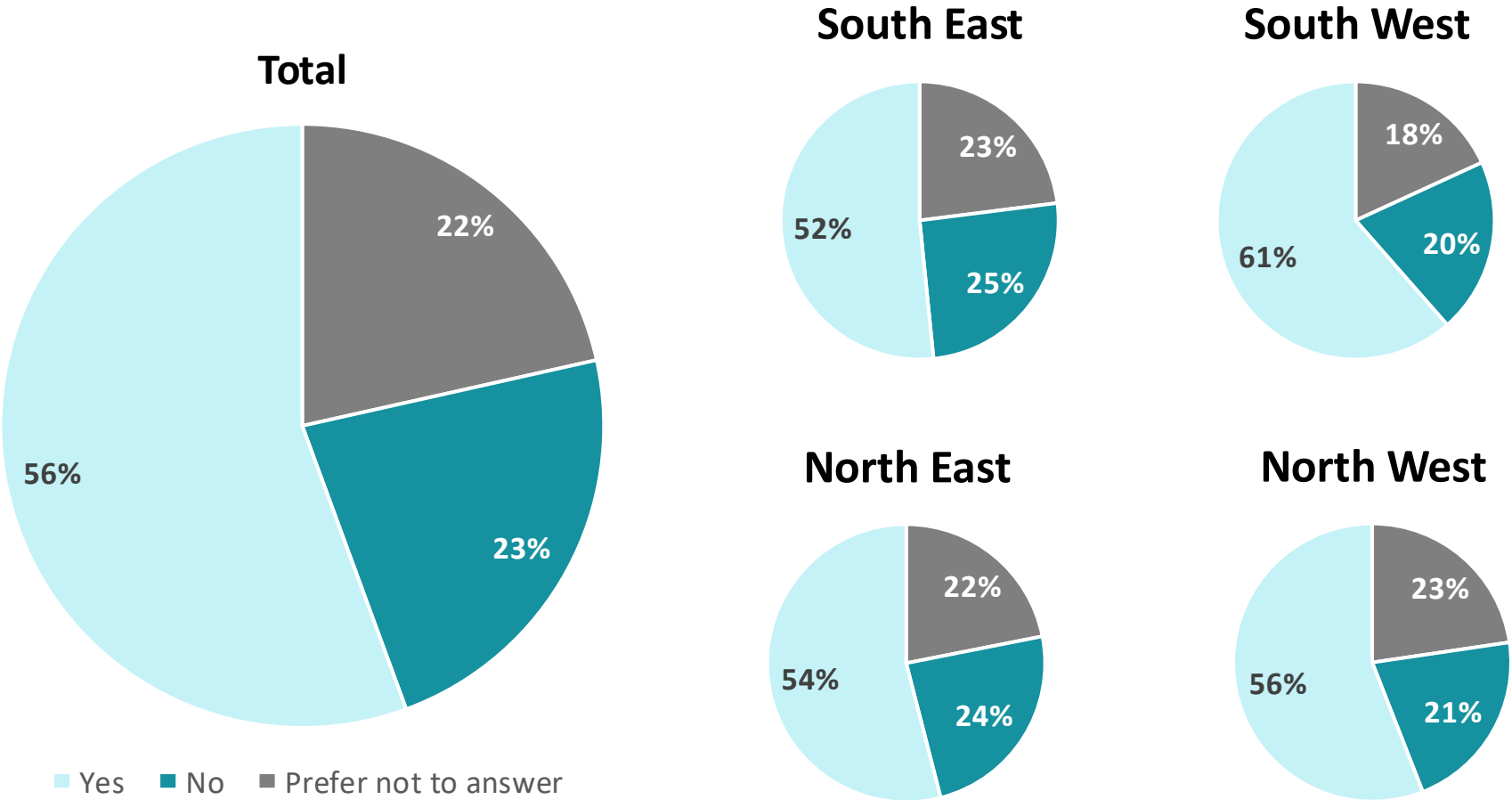
23. How much do you disagree or agree with the following statement: Toronto Seniors Housing helps me get information to access the service(s) I need.

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Accessing Support at Toronto Seniors Housing

- More than half (TOP2: 56%) of tenants say they know who to contact at TSHC if they need help accessing well-being and support services, a decrease since 2024 (TOP2: 61%).

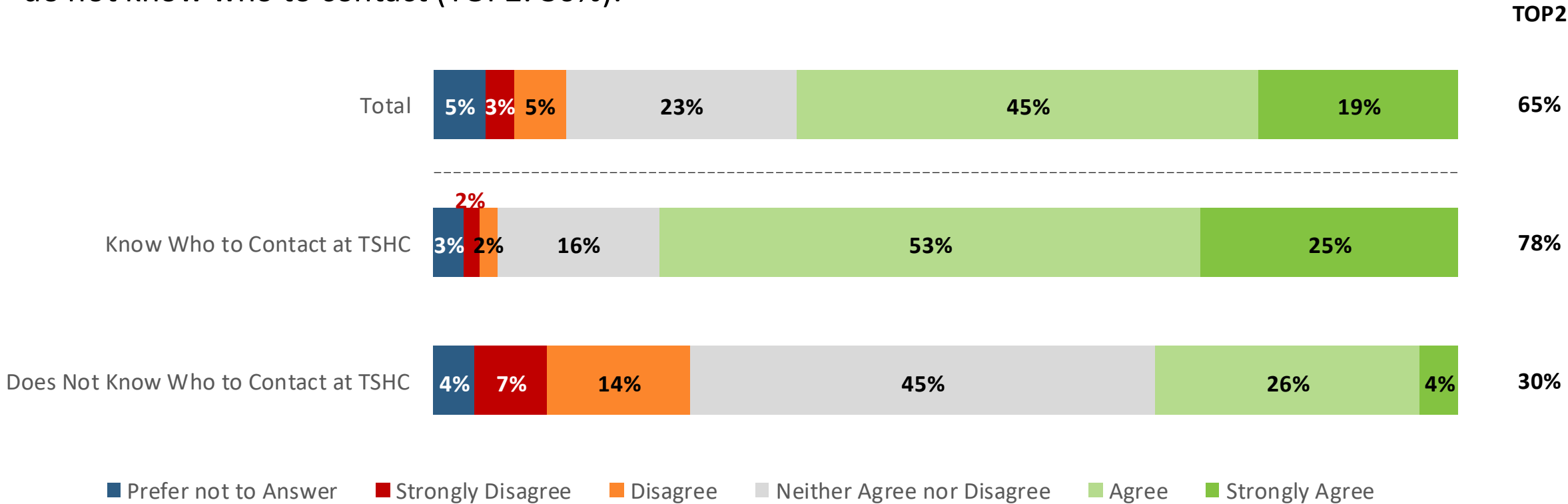


	YES	
	2026	2024
Total	56%	61%
South East	52%	58%
South West	61%	65%
North East	54%	61%
North West	56%	62%

24. Do you know who to contact at Toronto Seniors Housing if you need help accessing well-being and support services?
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Access to Services

- Tenants who know who to contact at TSHC for help accessing well-being and support services (TOP2: 78%) are more likely to agree that they get information to access the services they need than those who do not know who to contact (TOP2: 30%).



23. How much do you disagree or agree with the following statement: Toronto Seniors Housing helps me get information to access the service(s) I need.

Sample size: Total (n=2952)

Base: Total sample

In Their Own Words: Suggestions from Tenants

“Nursing and support staff are necessary for seniors... who to call to come help seniors? The phone number should allow leaving a message.”

“I didn't know the obligations of staff... all help I need I ask from other organizations... I don't know who I can ask.”

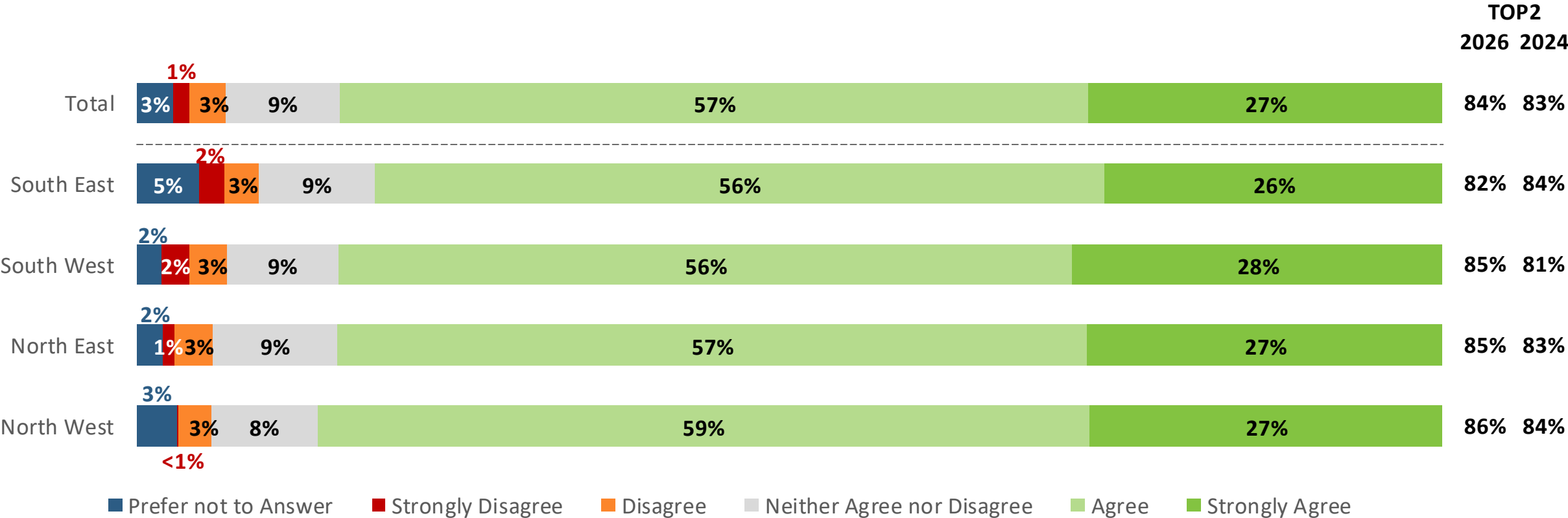
“In my building, we cannot find somebody to talk to if we need something like the Senior Service Coordinator.”

“TSHC should send a copy of different department phone numbers to each building... so tenants know who to call for services.”

Tenancy Management

Understanding Rights as Tenants

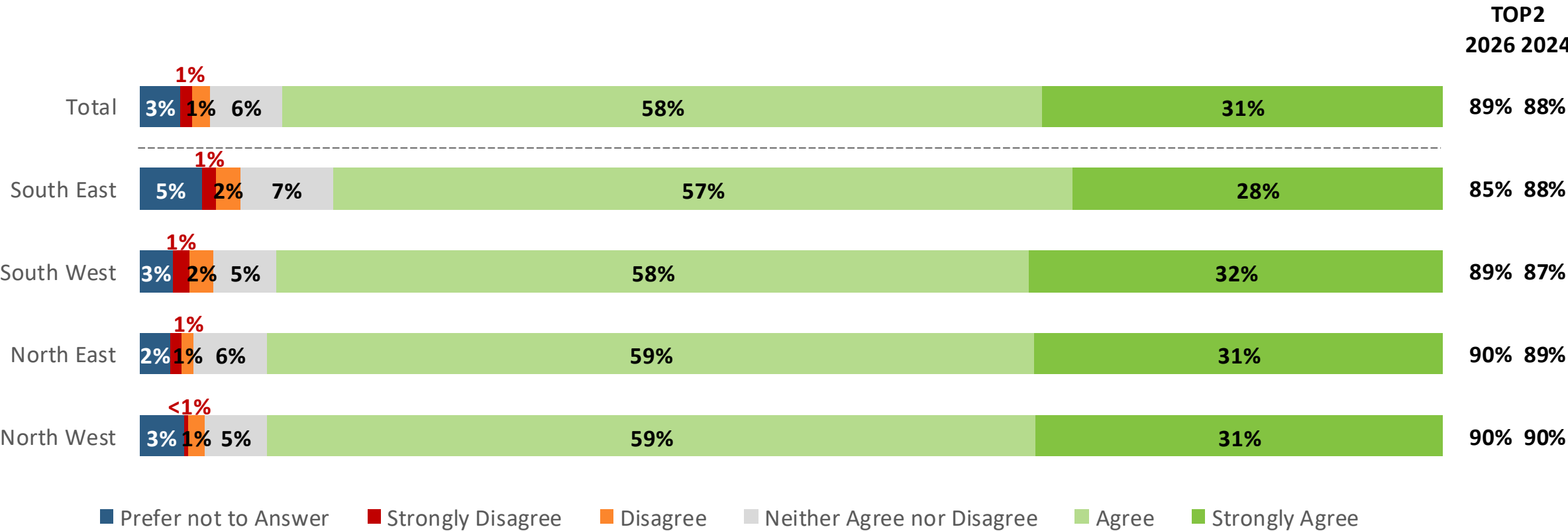
- More than 4 in 5 (TOP2: 84%) tenants still say they understand their rights as a tenant.



25. How much do you disagree or agree with the following statement: I understand my rights as a tenant.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Tenant Responsibilities

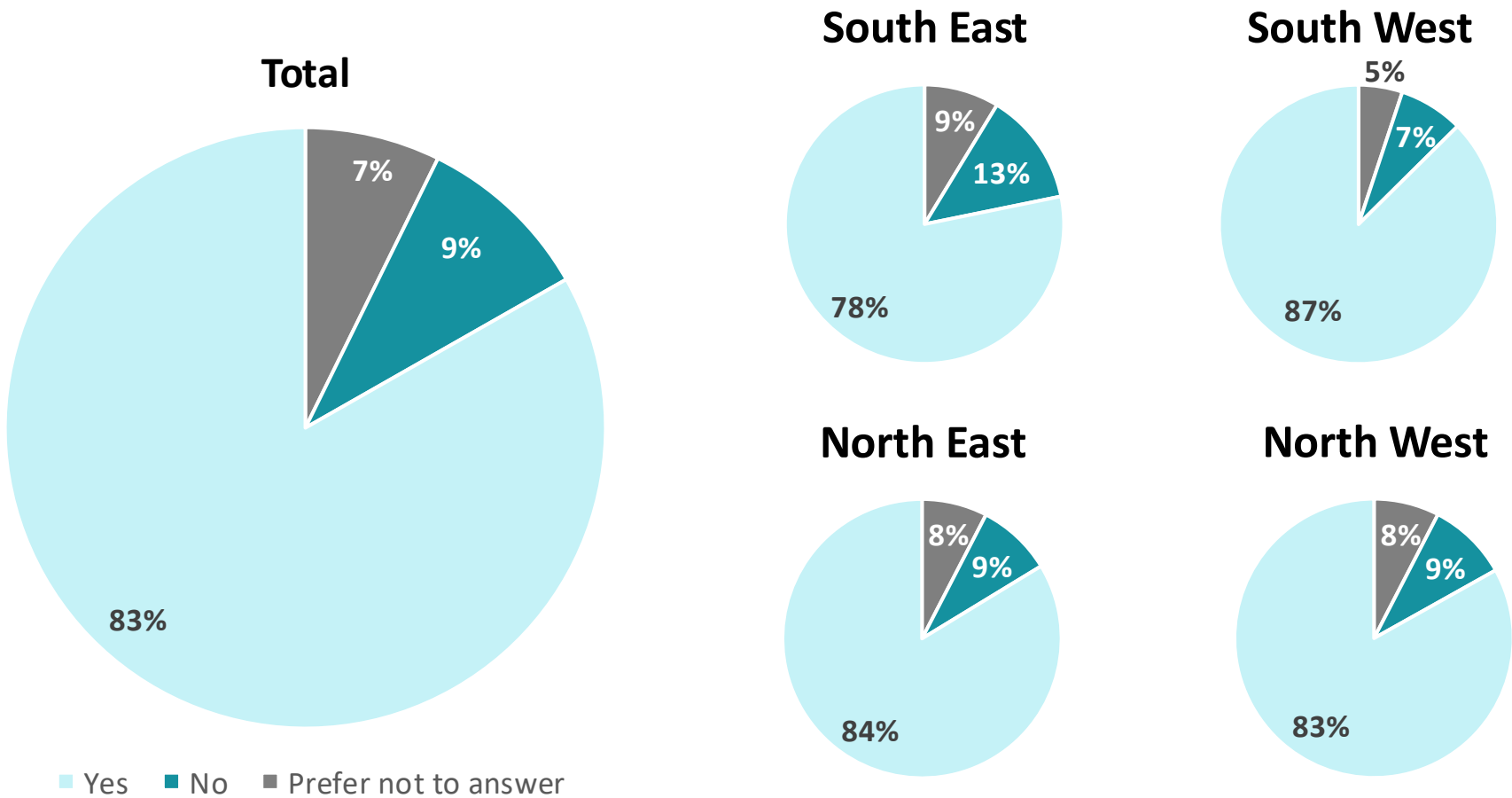
- Nearly 9 in 10 (TOP2: 89%) tenants still say they understand their leases and responsibilities as a tenant.



26. How much do you disagree or agree with the following statement: I understand my lease and responsibilities as a tenant.
 Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
 Base: Total sample

Navigating Rent-Related Inquiries

- More tenants, at around 4 in 5 (83%), now say they know which staff to talk to if they need help with things related to their place, like paying or owing rent compared to 2024 (72%).



	YES	
	2026	2024
Total	83%	72%
South East	78%	68%
South West	87%	74%
North East	84%	74%
North West	83%	72%

27. Do you know which staff to talk to if you need help with things related to your place, like paying or owing rent?
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

In Their Own Words: Suggestions from Tenants

“I think it is impossible to change the unit even after 15 years living in it.”

“You could give us a list of numbers of people to call so that we can get answers. The staff could be more friendly and excited to answer phone calls.”

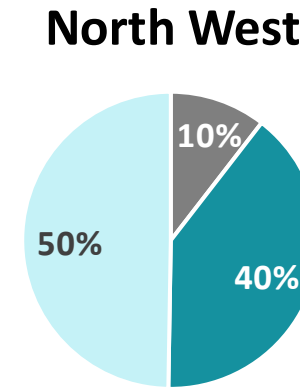
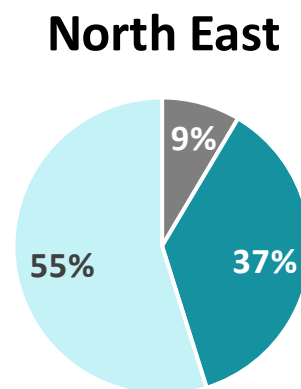
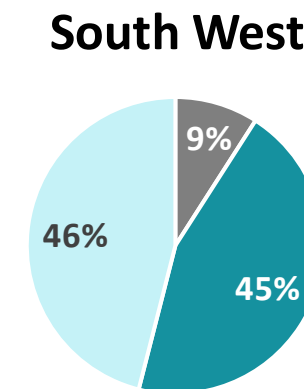
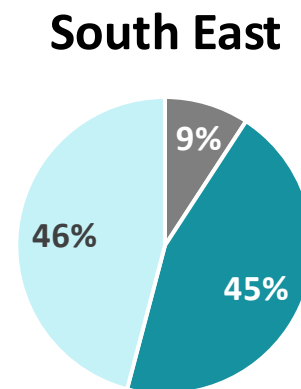
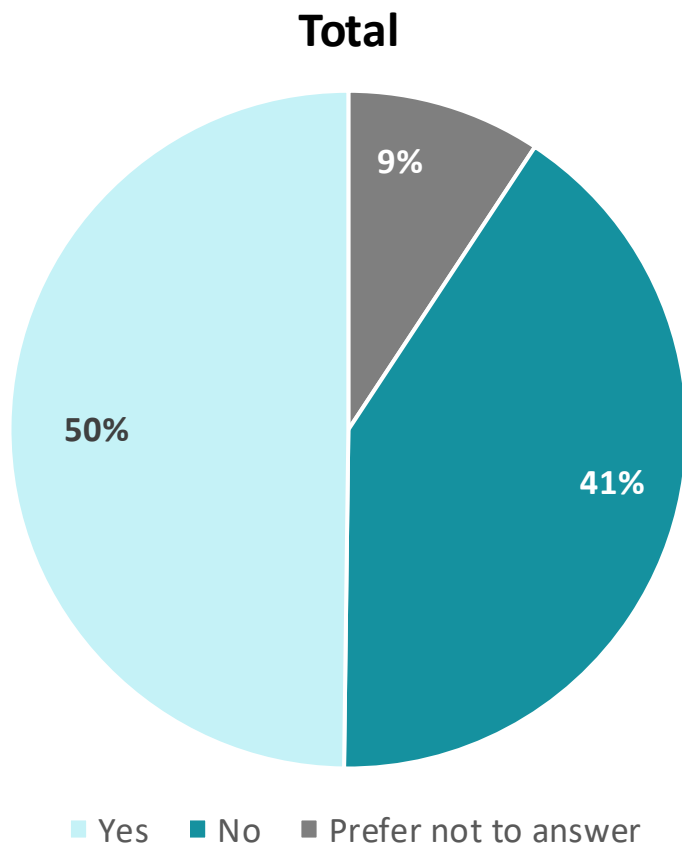
“My wife came to live with me... I would like to have a larger place than the one I have.”

“Thank you for the opportunity. I had a serious noise problem with a fellow tenant. It took a while since it was addressed. I am very happy to go to bed without interrupted.”

Community Participation

Participation in Activities and Programs

- Half (50%) of tenants reported that they participate in activities and programs offered in their buildings.



Note: New question asked in 2026 survey.

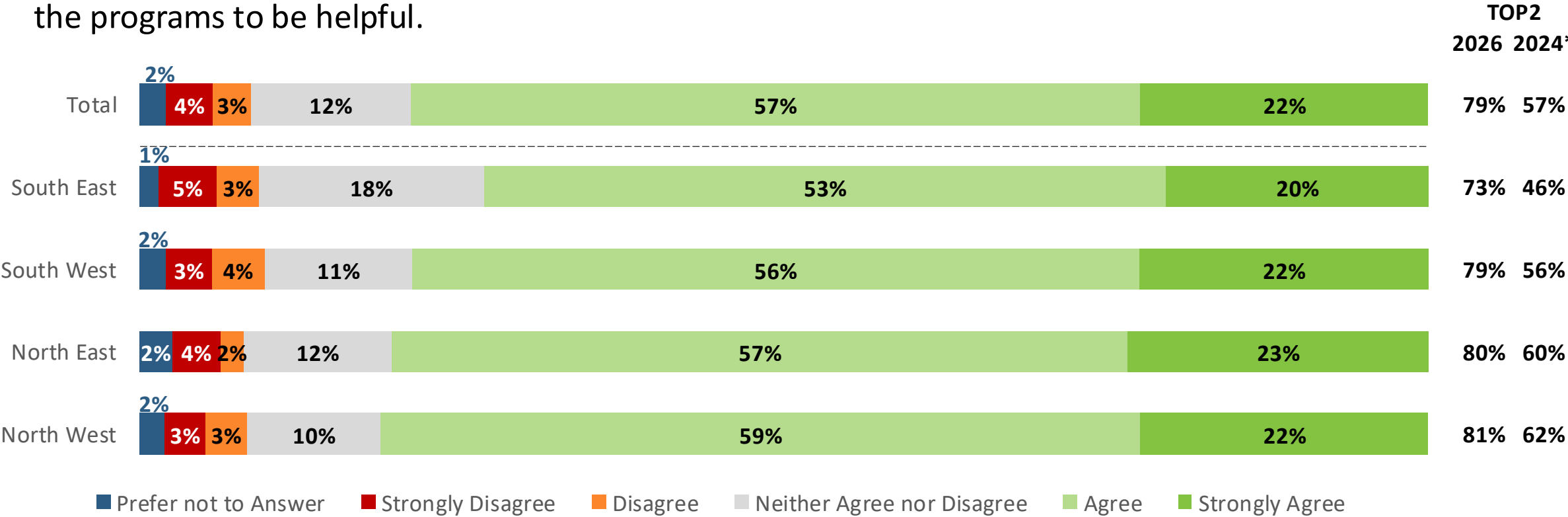
28. Do you participate in activities and programs offered in your building?

Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)

Base: Total sample

Program Offerings

- While showing significant improvement from 2024, the 2026 results exclude tenants who do not participate in building activities; among those who participate in building activities, nearly 4 in 5 (79%) find the programs to be helpful.



*Question phrasing and sample base are different between 2024 and 2026. In 2024, the question “How much do you disagree or agree with the following statement: My building offers programs that I like and are helpful to me (example: exercise, arts and crafts, language classes) was asked to all respondents, whereas in 2026, the question phrasing below was asked to tenants who said they participate in activities and programs offered in the building. Caution must be exercised when interpreting results.

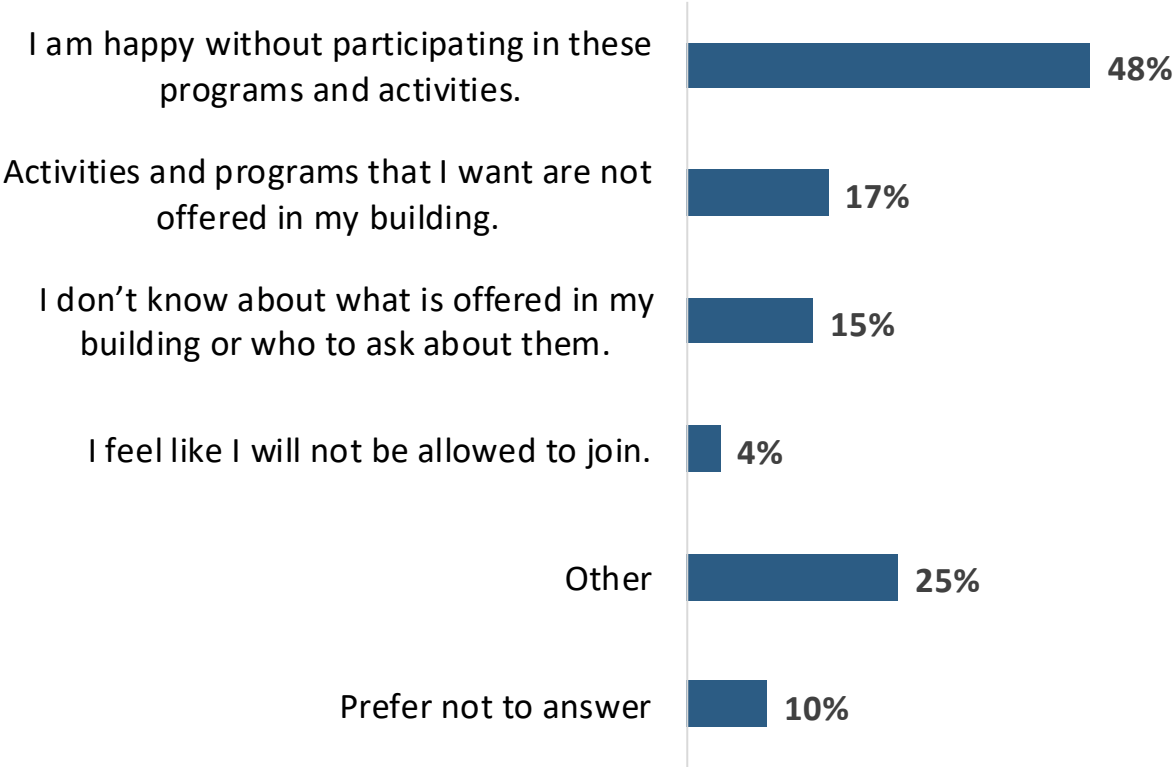
29a. How much do you disagree or agree with the following statement: My building offers programs and activities that I find helpful

Sample size: Total (n=1470) / South East (n=280) / South West (n=289) / North East (n=526) / North West (n=375)

Base: Tenants who participate in activities and programs offered in building

Reason for Not Participating

- Among tenants who are not participating in activities and programs offered in the building, nearly half (48%) said they are happy without taking part in these activities and programs. 86% of these tenants selected this as their only reason.



Note: New question asked in 2026 survey.

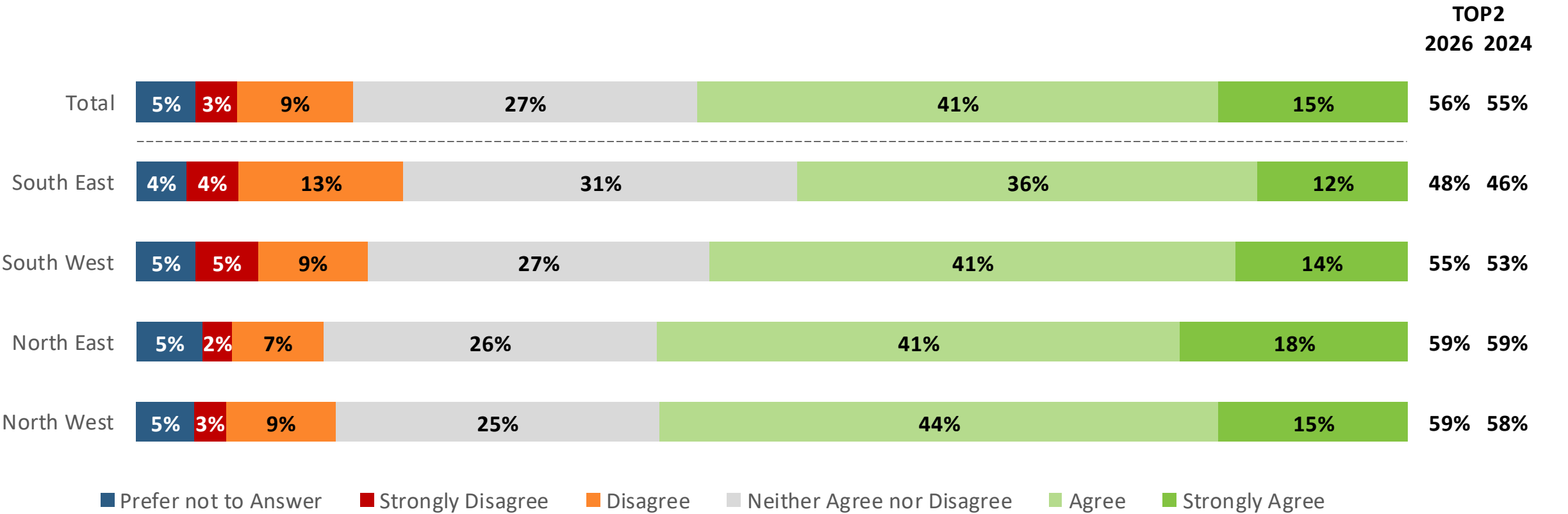
29b. I don't participate in activities and programs because... (Multi-Select)

Sample size: Total (n=1208)

Base: Tenants who are not participating in activities and programs offered in building.

Building Bonds – Sense of Community

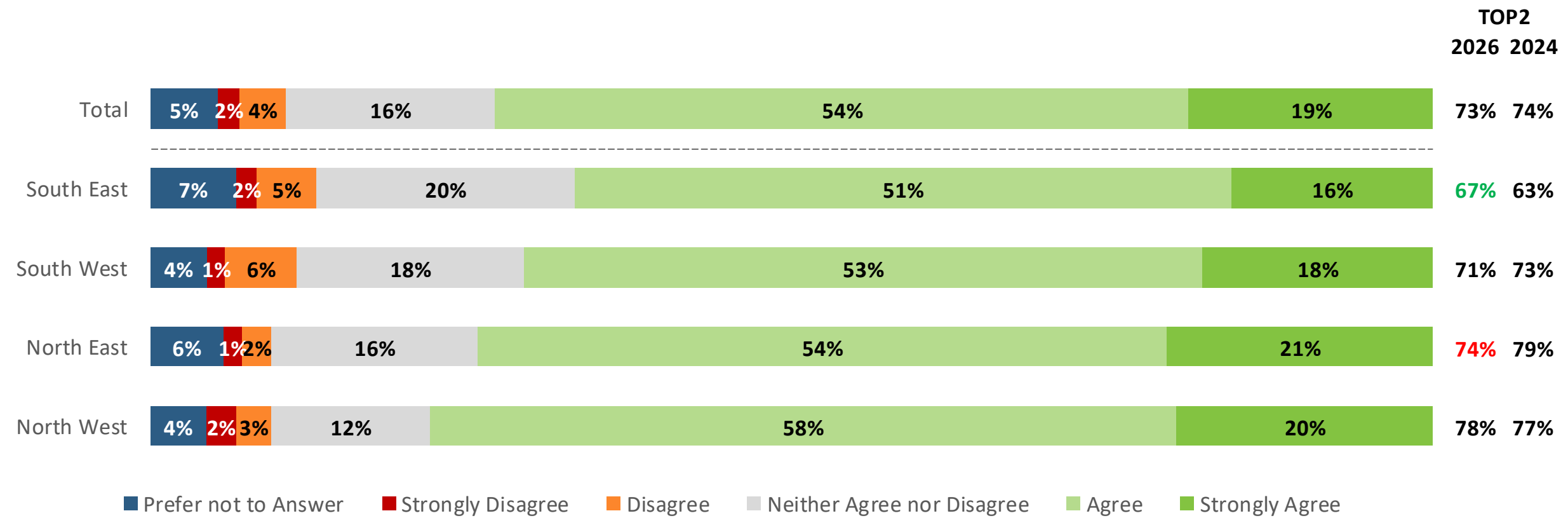
- Perceptions around sense of community remain about the same. More than half (TOP2: 56%) of tenants feel that there is a strong sense of community in their building.



30. How much do you disagree or agree with the following statement: I feel there is a strong sense of community in my building.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Mutual Respect Among Tenants

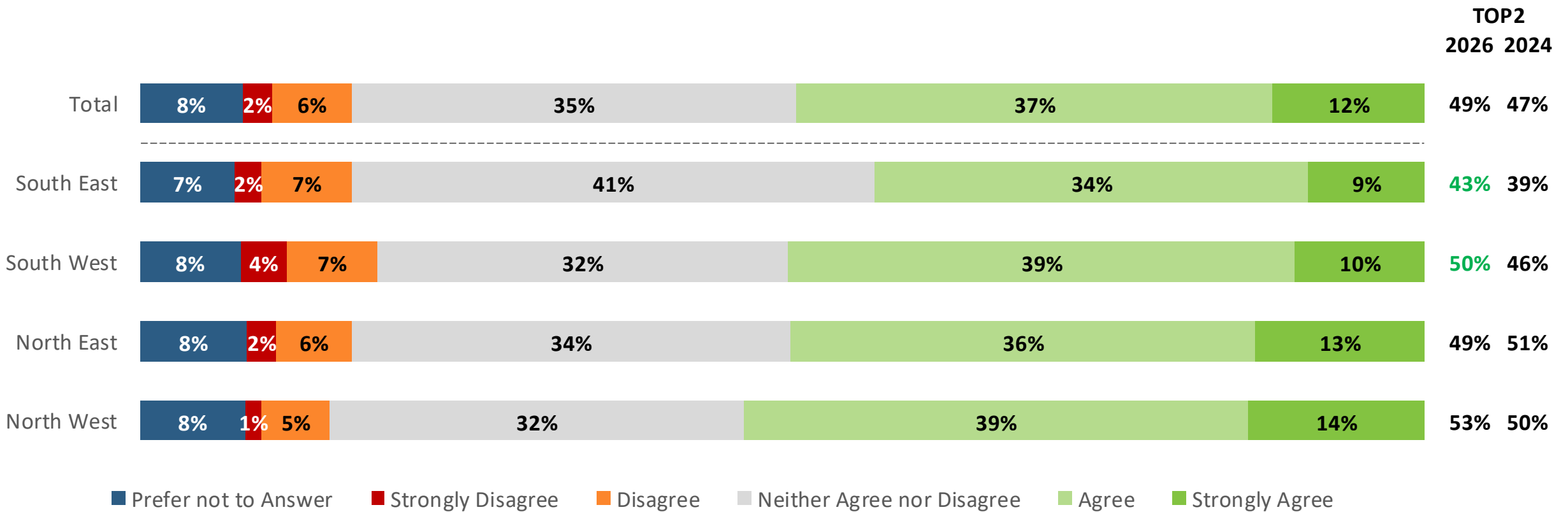
- Nearly 3 in 4 (TOP2: 73%) tenants feel respected by other tenants, similar compared to 2024.



31. How much do you disagree or agree with the following statement: I feel respected by other tenants.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Contributing Ideas for Social Activities

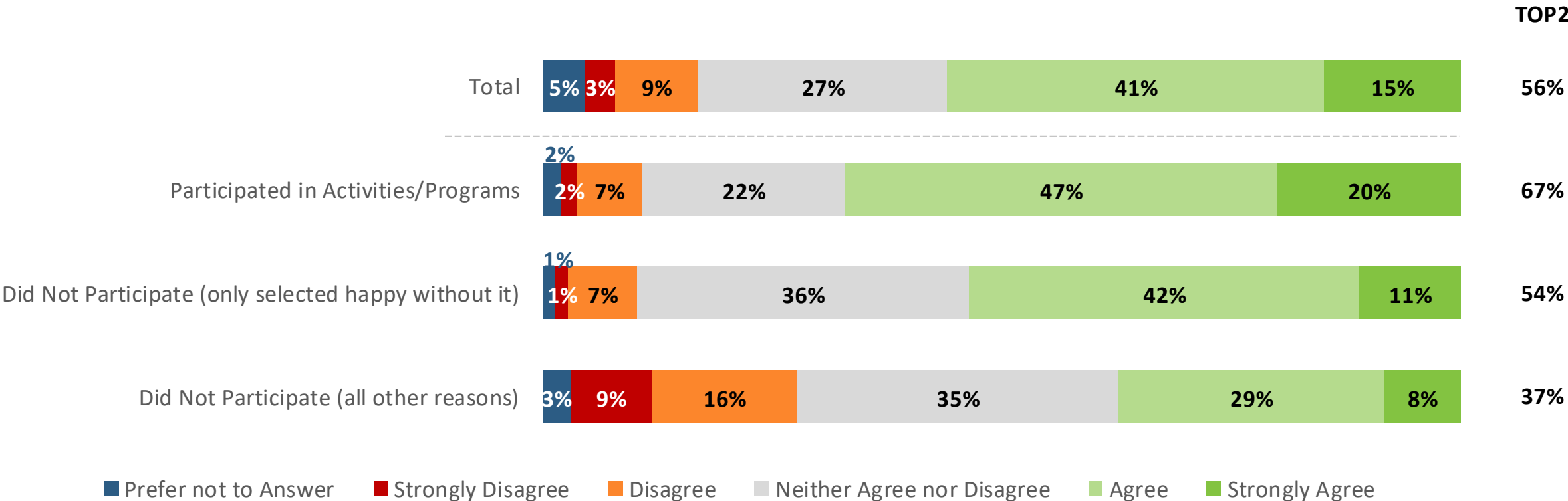
- Nearly half (TOP2: 49%) of tenants continue to feel that they can share their ideas about organizing social activities in their building.



32. How much do you disagree or agree with the following statement: I can share my ideas about organizing social activities in my building.
Sample size: Total (n=2952) / South East (n=610) / South West (n=628) / North East (n=959) / North West (n=754)
Base: Total sample

Impact of Participating in Building Programs

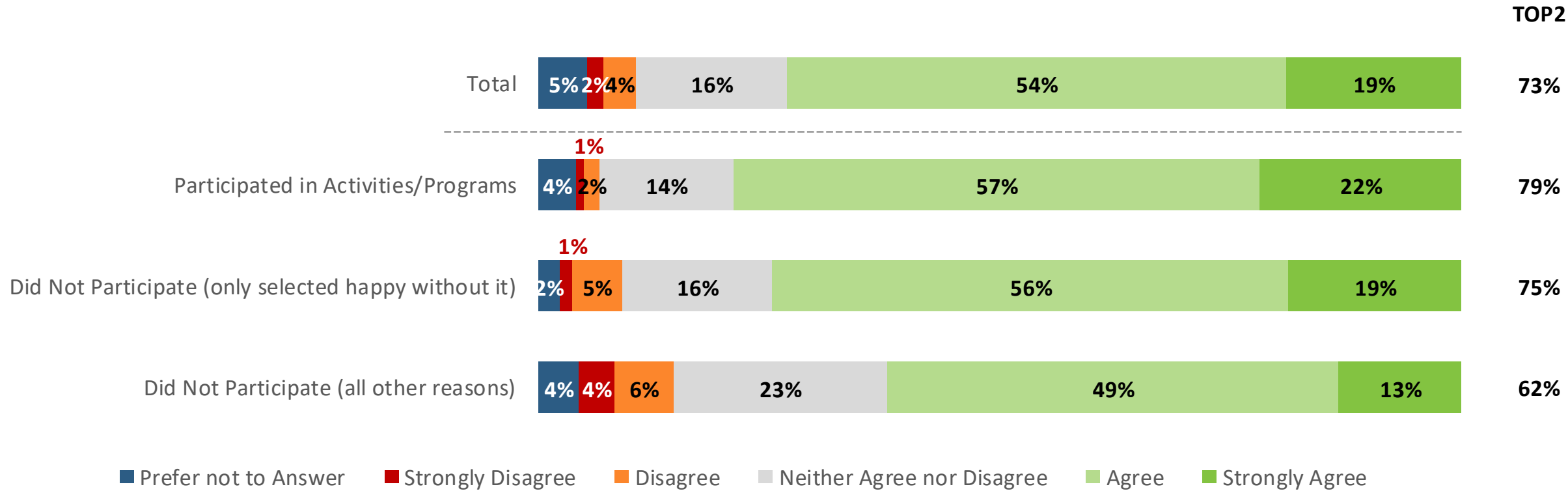
- Tenants who participated in activities/programs are more likely to feel that there is a strong sense of community in their building (TOP2: 67%) compared to those who did not (TOP2: 37%-54%).



30. How much do you disagree or agree with the following statement: I feel there is a strong sense of community in my building.
 Sample size: Total (n=2952)
 Base: Total sample

Impact of Participating in Building Programs

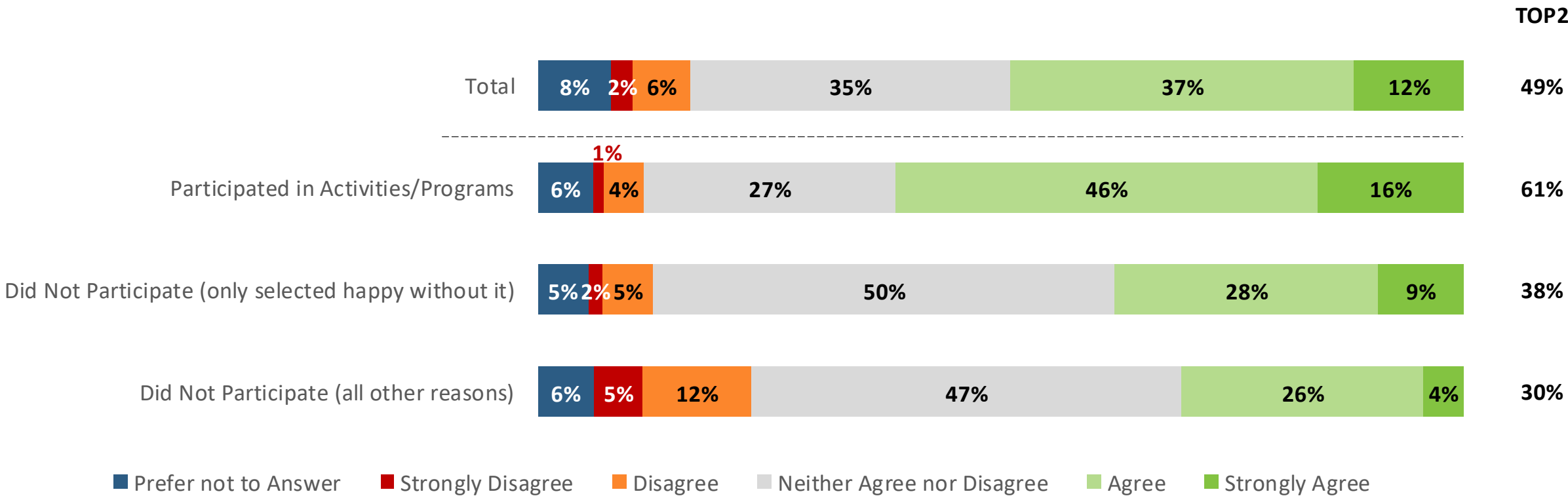
- Similarly, tenants who participated in activities/programs (TOP2: 79%) are more likely to feel respected by other tenants compared to those who did not (TOP2: 62%-75%).



31. How much do you disagree or agree with the following statement: I feel respected by other tenants.
 Sample size: Total (n=2952)
 Base: Total sample

Impact of Participating in Building Programs

- Tenants who have participated in activities/programs (TOP2: 61%) are more likely to say that they can share their ideas about organizing social activities in their building compared to those who have not (TOP2: 30%-38%).



32. How much do you disagree or agree with the following statement: I can share my ideas about organizing social activities in my building.
 Sample size: Total (n=2952)
 Base: Total sample

In Their Own Words: Suggestions from Tenants

“

“We play music, karaoke, dance... please help us to support the program.”

”

“

“It would be necessary to have more activities in the building such as music, dance, bingo, seniors fitness exercises.”

”

“

“We used to have monthly meet and greet programs... people not friendly with each other now.”

”

“

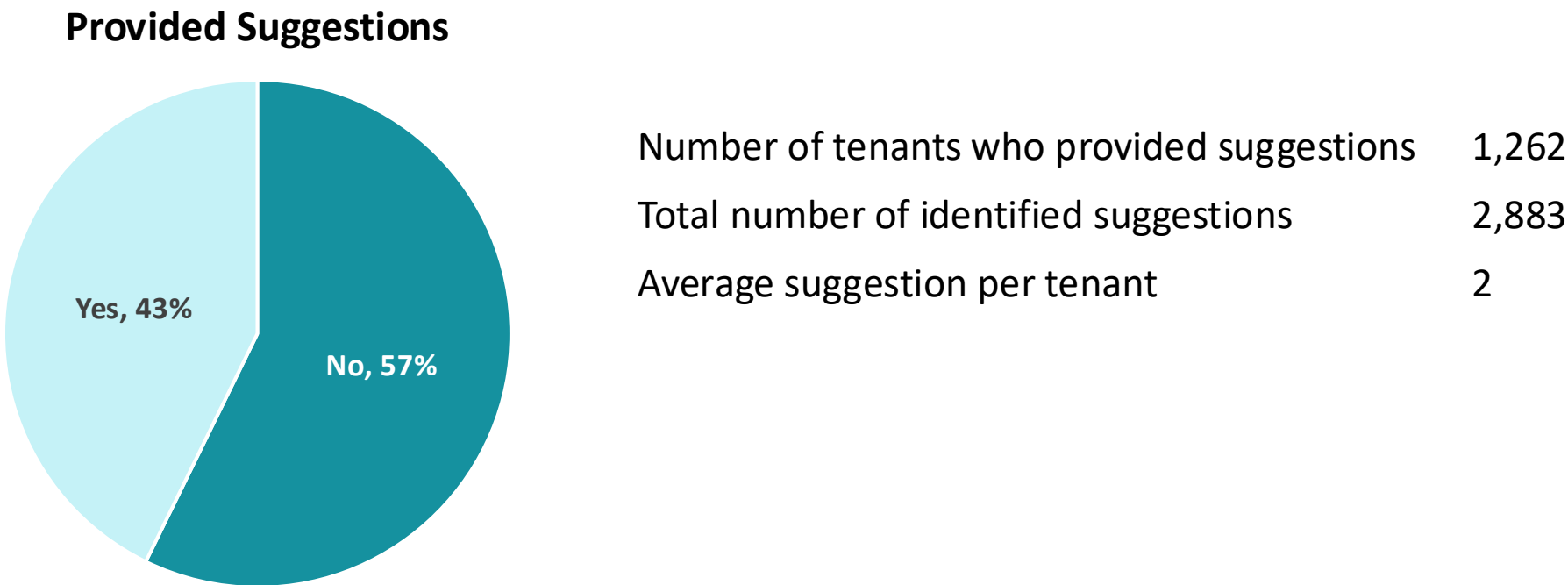
“More community among tenants and staff.”

”

Suggestions

Additional Thoughts to Improve Toronto Senior Housing

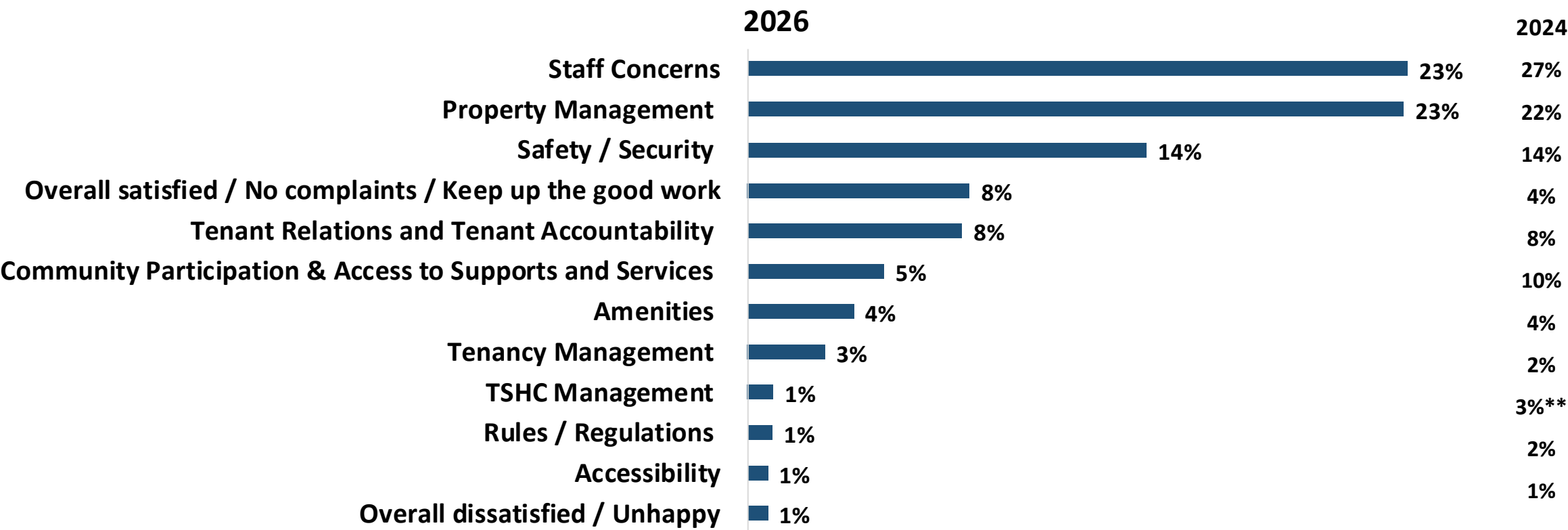
- Tenants were asked to share any thoughts that they had that could make Toronto Seniors Housing better for tenants like them.
- The majority of tenants (57%) did not provide any suggestion.



36. Please share with us any other thoughts that you have that could make Toronto Seniors Housing better for tenants like you.
Sample size: Total (n=2952)
Base: Total sample

Additional Thoughts to Improve Toronto Senior Housing

- All answers were reviewed, coded and grouped into 12 categories to summarize the comments. The most common topics that tenants shared their thoughts on were around staff concerns (23%) and property management (23%).



*"Other", "No/ None / No suggestions for improvement" and Prefer not to Answer responses are hidden from chart display.

** In 2024, this was "Tenancy management / General".

36. Please share with us any other thoughts that you have that could make Toronto Seniors Housing better for tenants like you.

Sample size: Total (n=2952)

Base: Total sample

In Their Own Words: Suggestions from Tenants

“
”

“I am happy to live in this building...
they fix issues quickly and keep the
building very clean.”

“
”

“I am so happy to be here. Thank you
Toronto Seniors Housing.”

“
”

“I love living here. This is my home
and I am proud to be here.”

“
”

“Uninvited people enter and roam our
common areas, which makes it unsafe
for us.”

36. Please share with us any other thoughts that you have that could make Toronto Seniors Housing better for tenants like you.

Sample size: Total (n=2952)

Base: Total sample

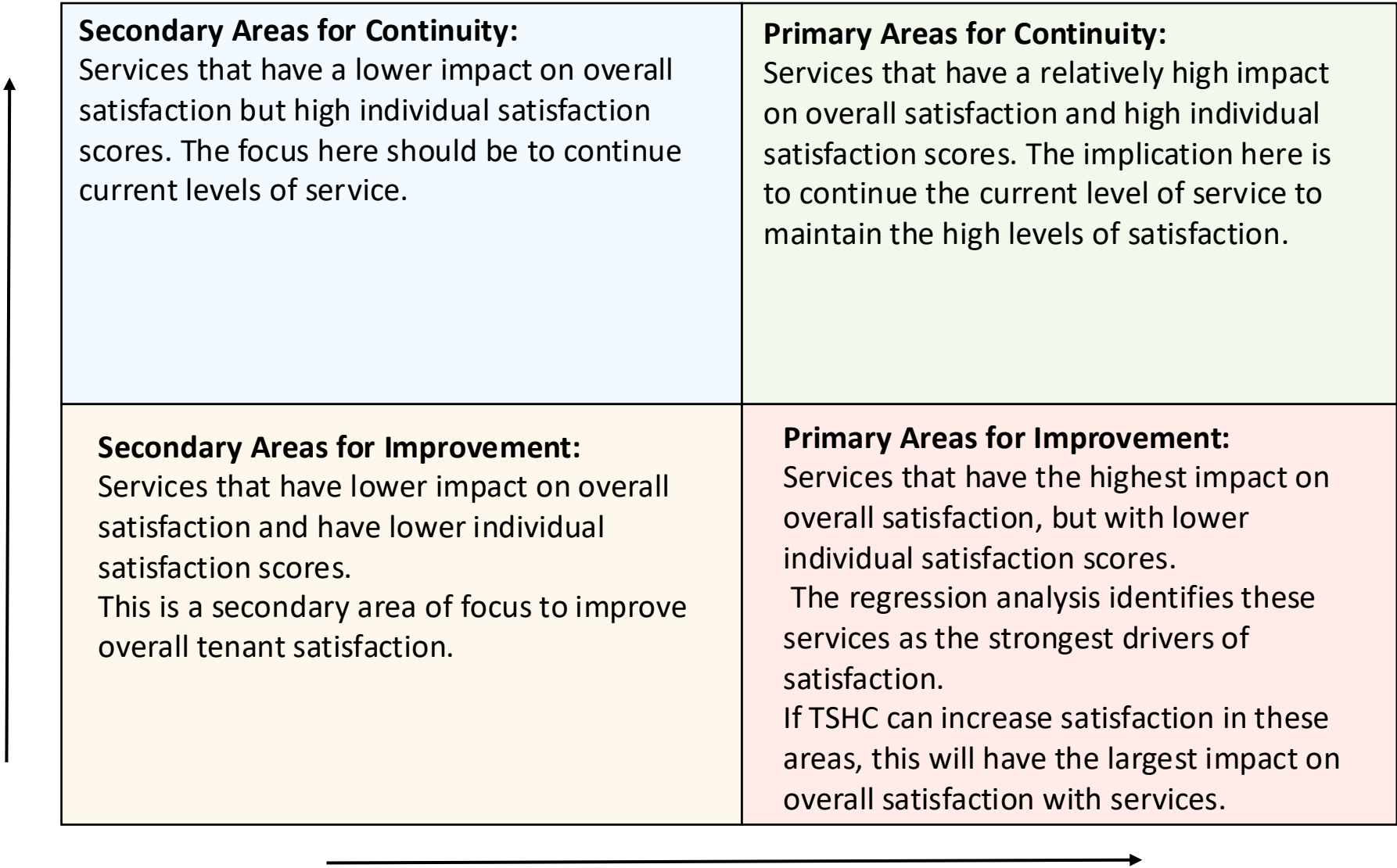
Drivers Analysis

Using statistical regression, the drivers analysis helps identify the aspects of tenant experiences that significantly influence overall satisfaction with TSHC services. By identifying the areas that have the greatest impact on satisfaction, insights can be gained on specific actions that may need to be accordingly prioritized. Results are provided at both the overall and regional level, presented visually on a quadrant chart. The chart shows the difference between how satisfied tenants are with each service, and the impact of that service on tenants' overall satisfaction.

Understanding the Drivers Analysis

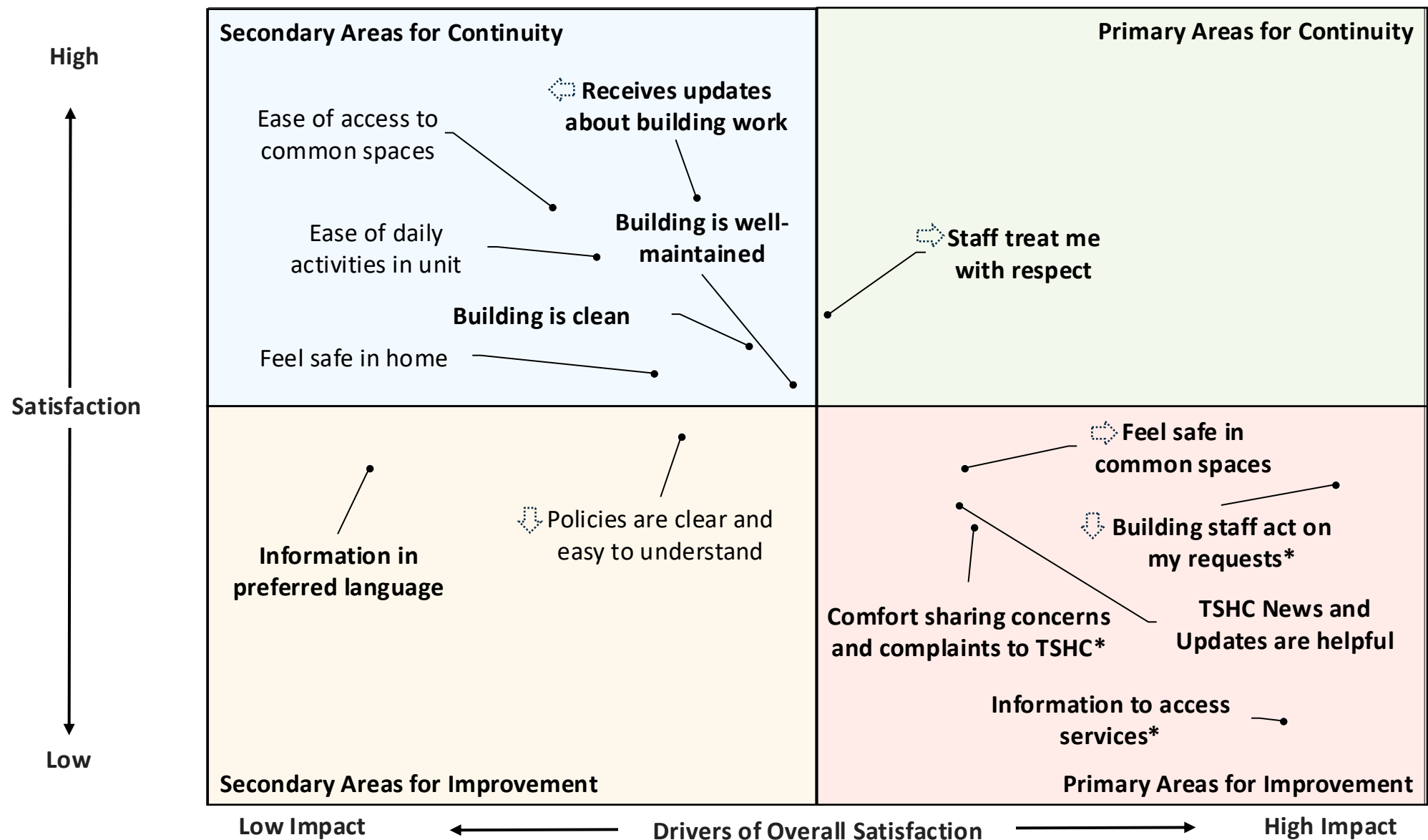
Satisfaction scores are plotted vertically (along the Y-axis). They represent overall stated satisfaction (TOP2%) with each of the individual services.

Impact on overall satisfaction is plotted horizontally across the bottom of the chart (along the X-axis).



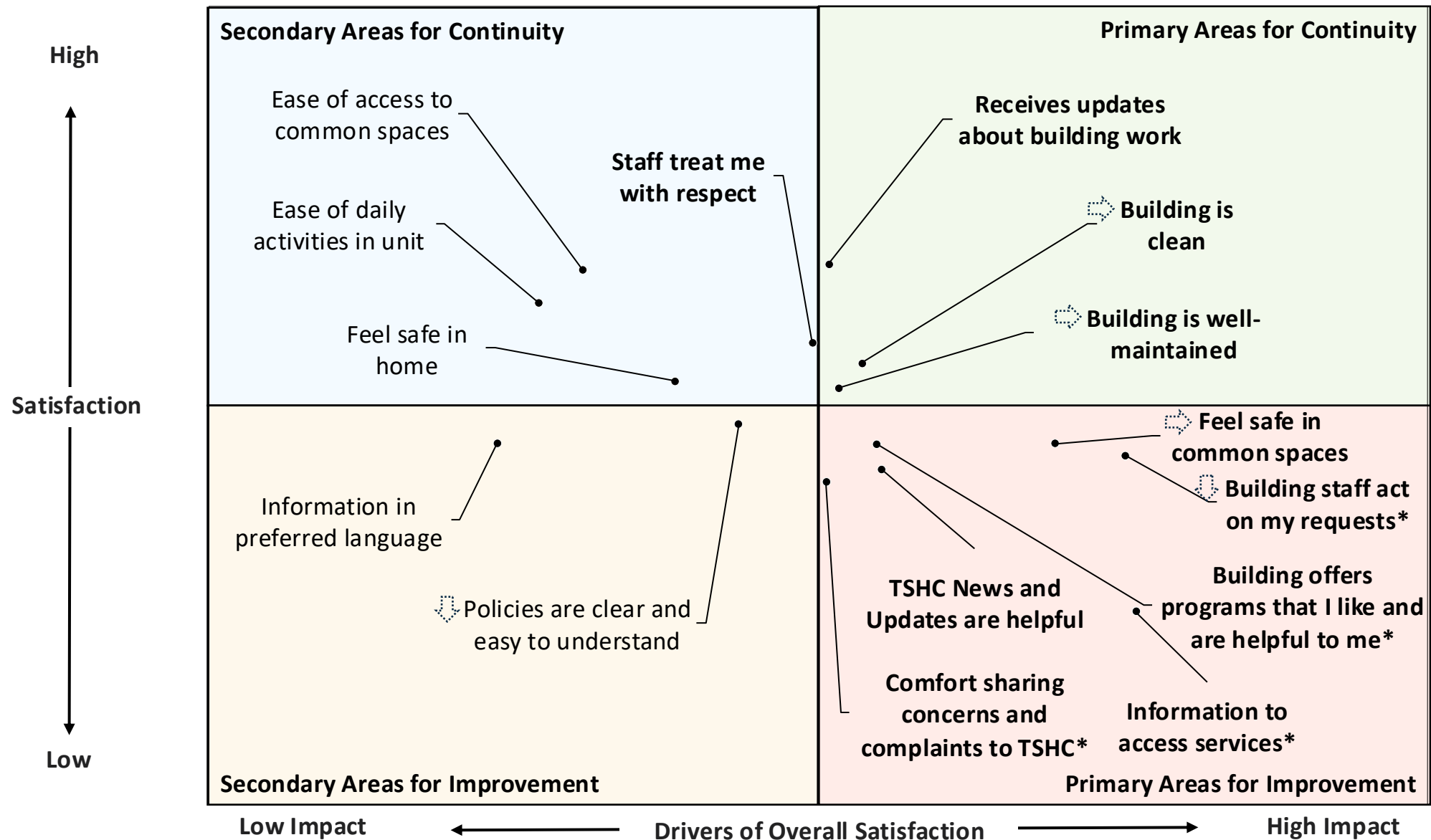
Drivers Analysis for All Tenants

Overall Satisfaction with Services



Drivers Analysis for Tenants who only Participated in Programs

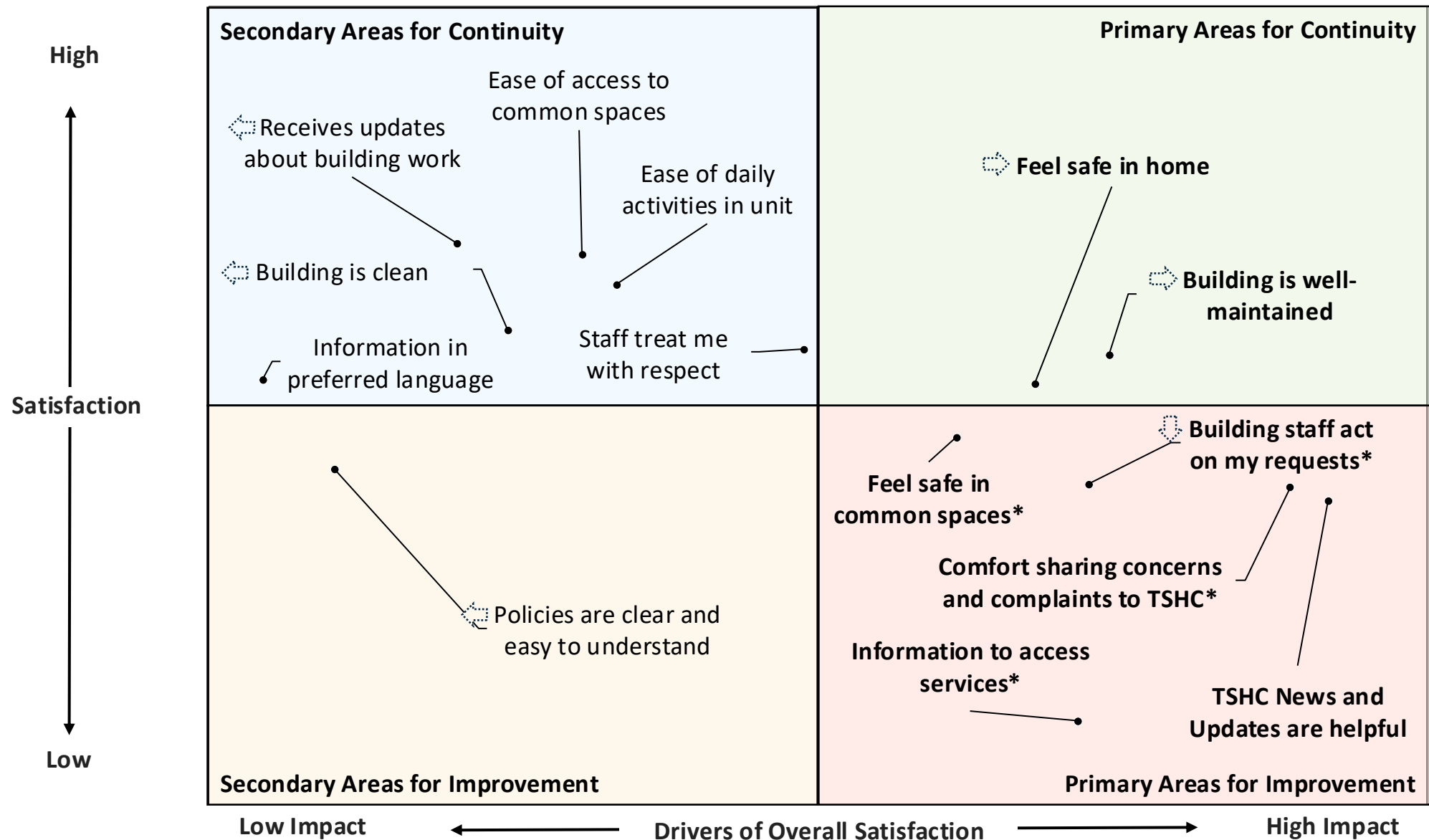
Overall Satisfaction with Services



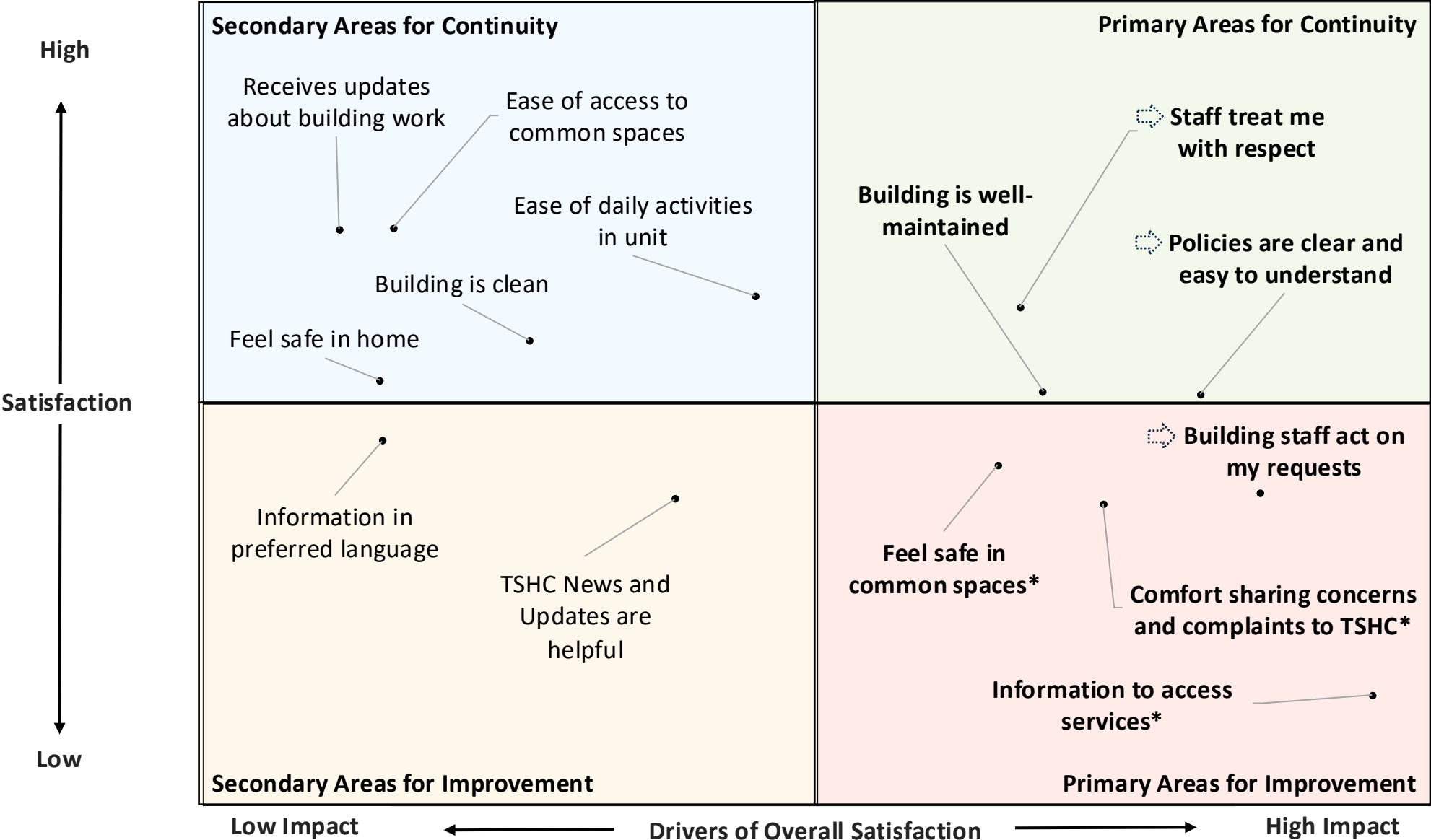
Note: Variables shown in **bold** indicate statistical significance based on the regression analysis. Arrows beside the variables indicate the direction of change in the quadrant positioning compared with the previous survey wave.

*These drivers have been identified as primary areas for improvement in 2024.

Drivers Analysis Overall Satisfaction with Services - Southeast



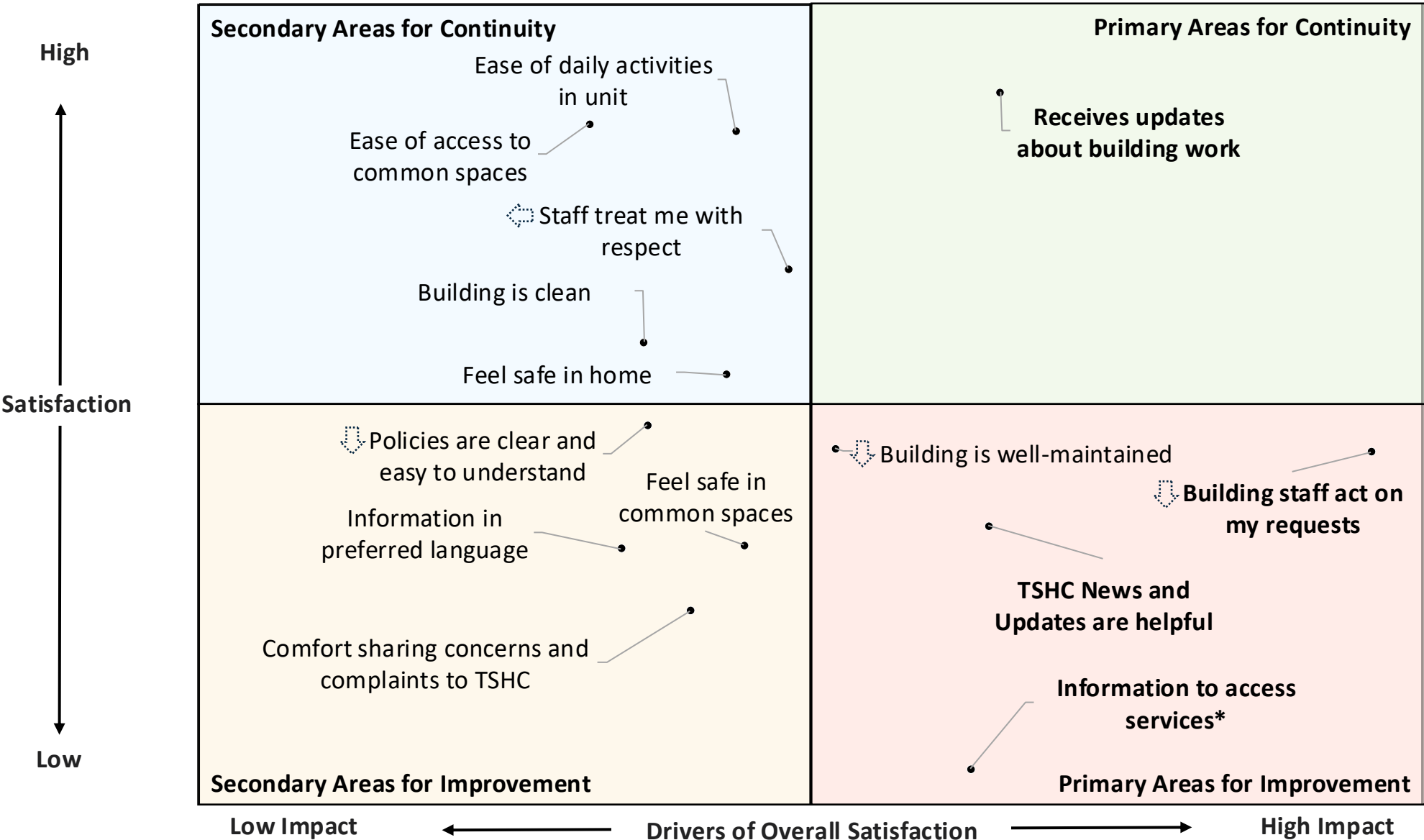
Drivers Analysis Overall Satisfaction with Services - Northwest



Note: Variables shown in **bold** indicate statistical significance based on the regression analysis. Arrows beside the variables indicate the direction of change in the quadrant positioning compared with the previous survey wave.

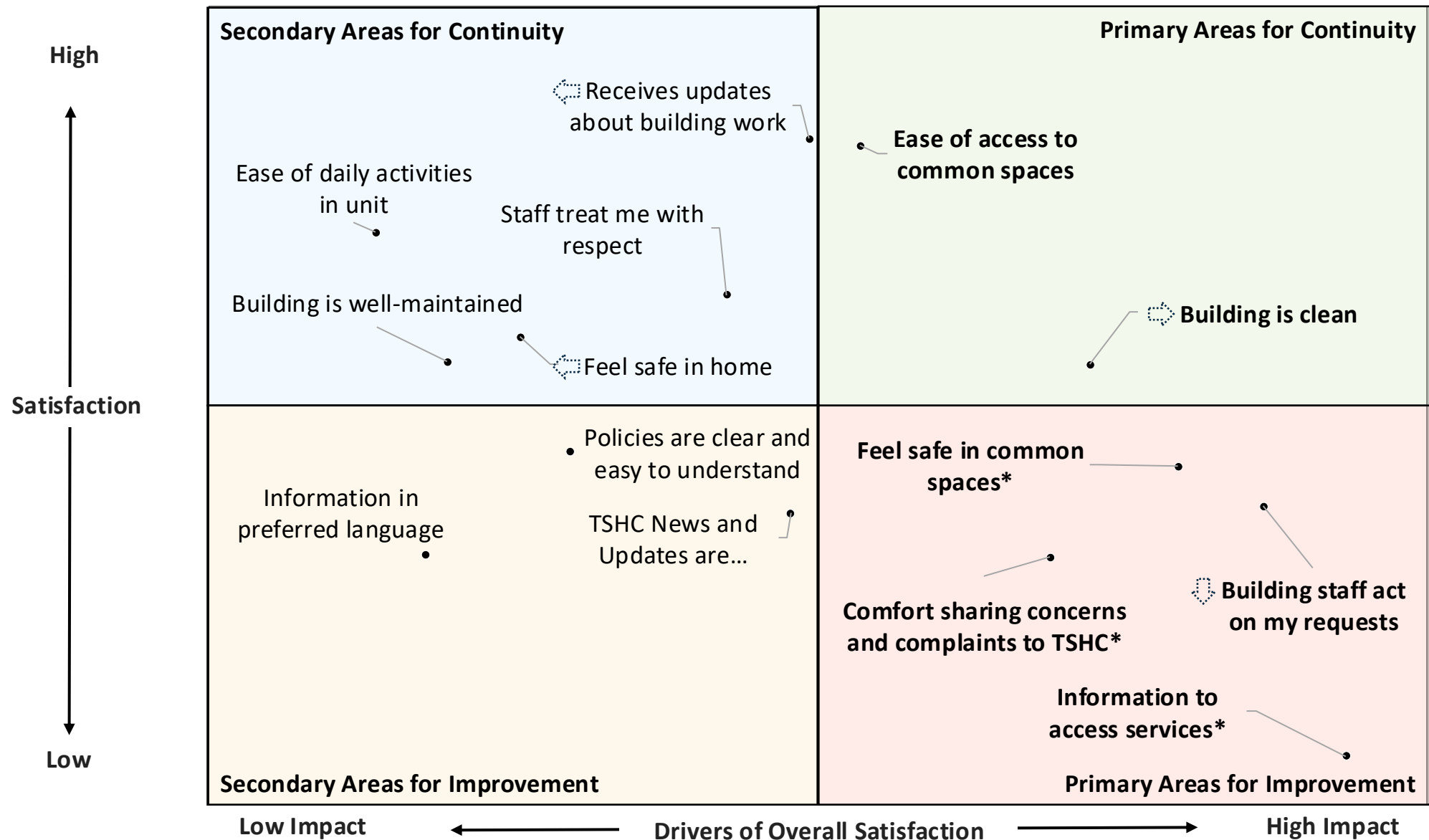
*These drivers have been identified as primary areas for improvement in 2024.

Drivers Analysis Overall Satisfaction with Services - Southwest



Note: Variables shown in **bold** indicate statistical significance based on the regression analysis. Arrows beside the variables indicate the direction of change in the quadrant positioning compared with the previous survey wave. *These drivers have been identified as primary areas for improvement in 2024.

Drivers Analysis Overall Satisfaction with Services - Northeast



Sentiment Analysis

Like the drivers analysis, the sentiment analysis uses statistical regression. The sentiment analysis focuses on identifying which areas impact a tenant's likelihood to recommend TSHC. By identifying what most impacts a tenant's likelihood to recommend TSHC, insights can be gained on specific actions that may need to be accordingly prioritized. Results are provided at both the overall and regional level, presented visually on a quadrant chart.

Understanding the Sentiment Analysis

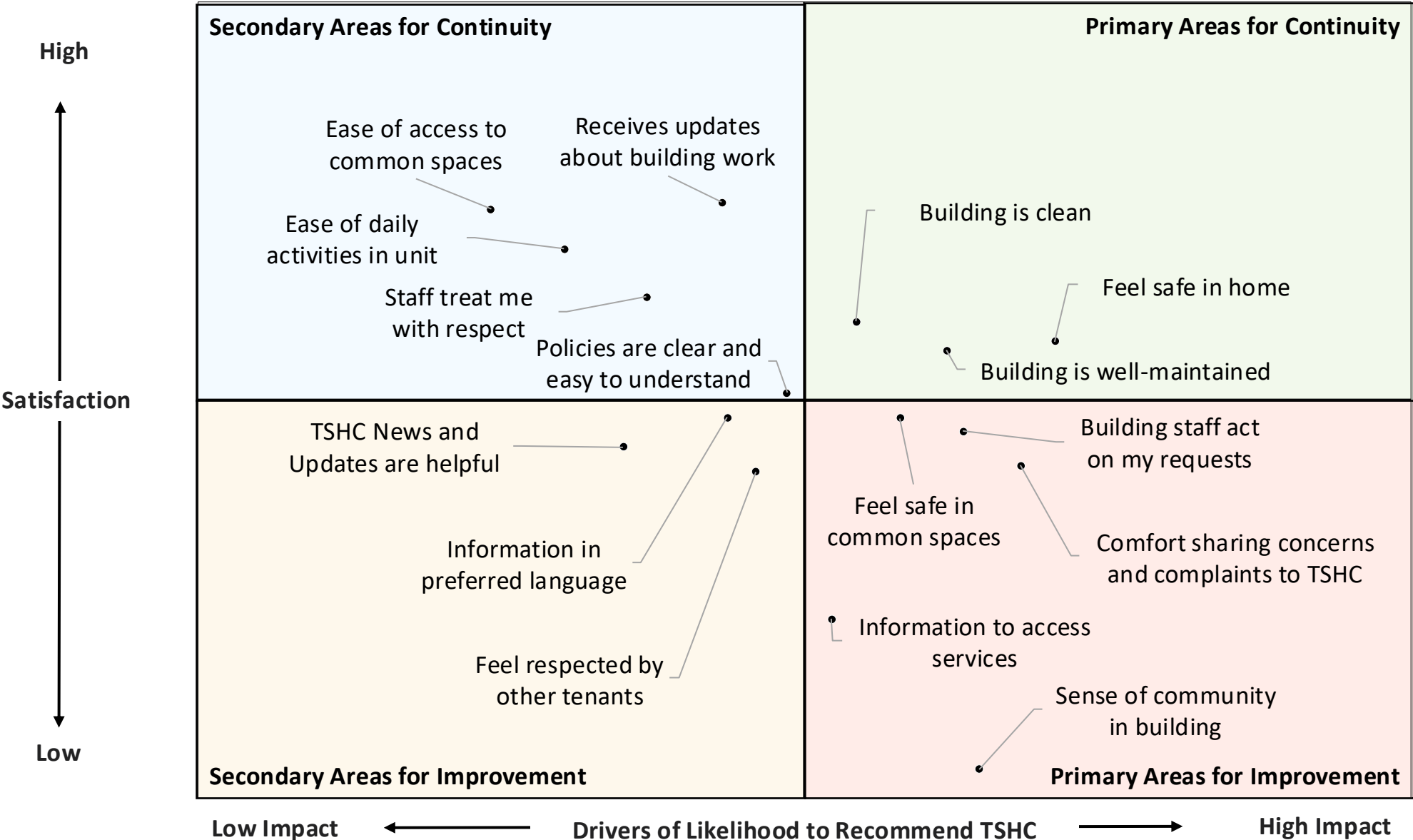
Satisfaction scores are plotted vertically (along the Y-axis). They represent overall stated satisfaction (TOP2%) with each of the individual service.

Impact on likelihood to recommend TSHC is plotted horizontally across the bottom of the chart (along the X-axis).

Secondary Areas for Continuity: Services that have a lower impact on likelihood to recommend TSHC but high individual satisfaction scores. The focus here should be to continue current levels of service.	Primary Areas for Continuity: Services that have a relatively high impact on likelihood to recommend TSHC and high individual satisfaction scores. The implication here is to continue the current level of service to maintain tenants' likelihood to recommend TSHC.
Secondary Areas for Improvement: Services that have lower impact on likelihood to recommend TSHC and have lower individual satisfaction scores. This is a secondary area of focus to improve likelihood to recommend TSHC.	Primary Areas for Improvement: Services that have the highest impact on likelihood to recommend TSHC, but with lower individual satisfaction scores. The regression analysis identifies that these services are the strongest drivers of likelihood to recommend TSHC. If TSHC can increase satisfaction in these areas, this will have the largest impact on tenants' likelihood to recommend TSHC.

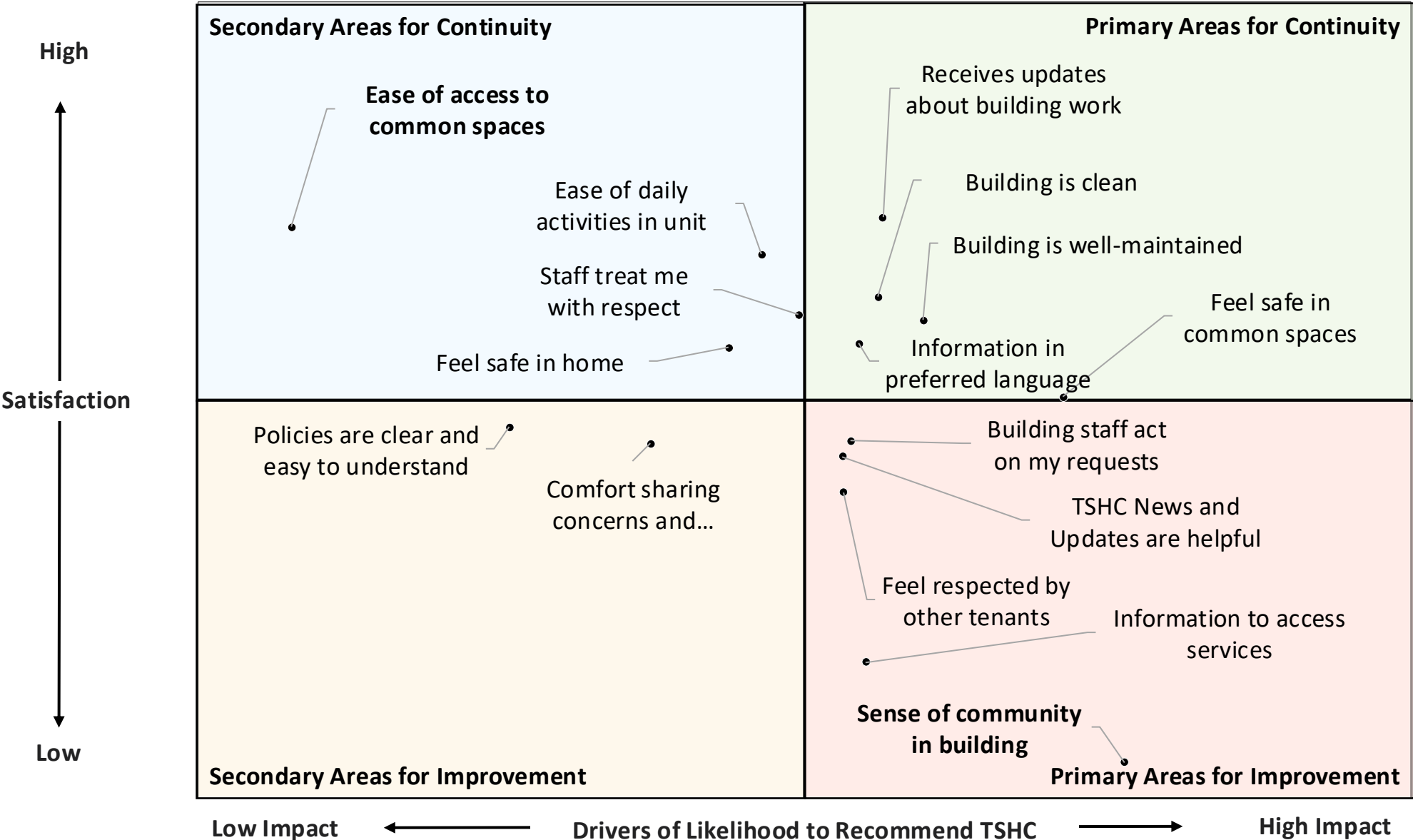
Sentiment Analysis

Likelihood to Recommend TSHC



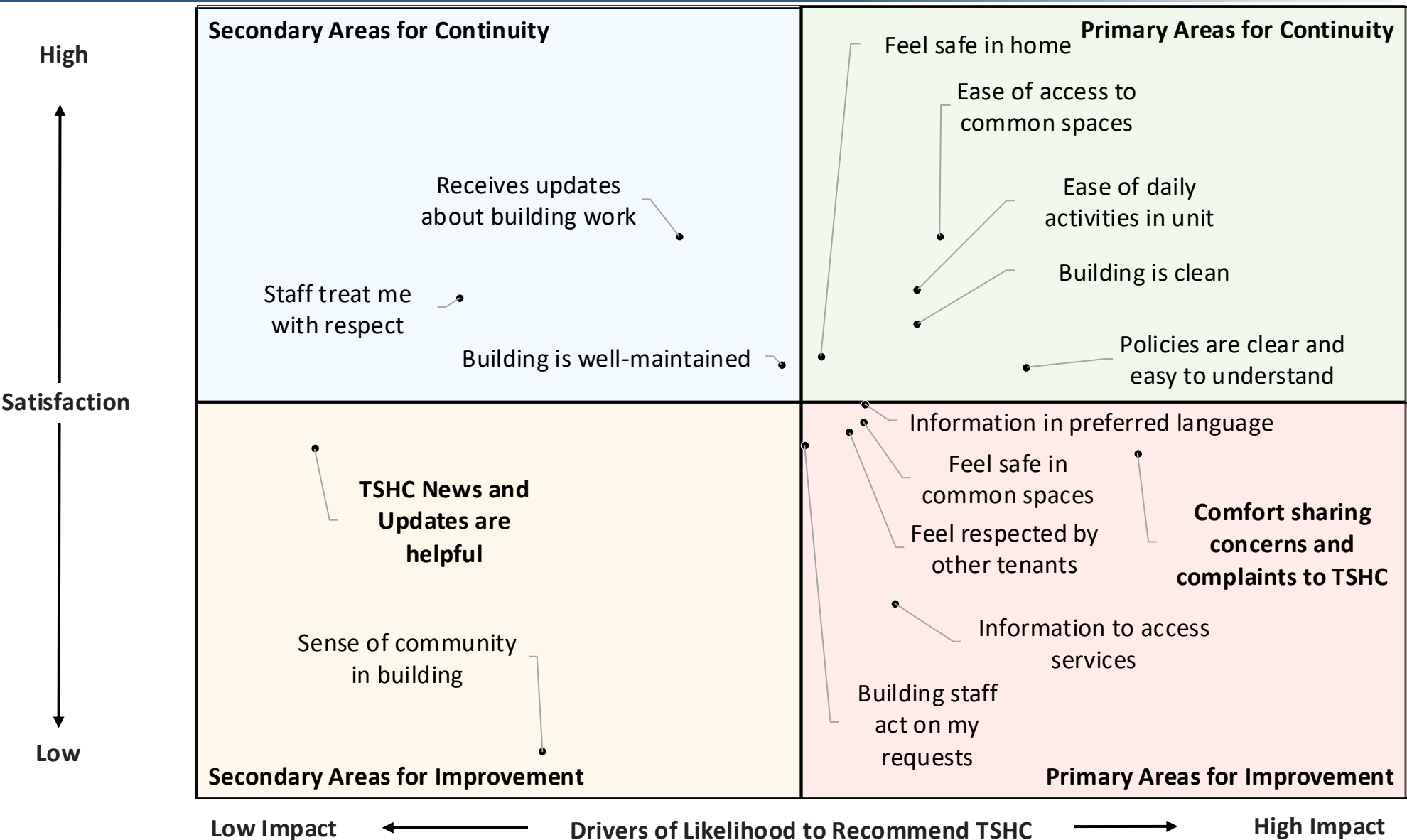
Note: Variables shown in **bold** indicate statistical significance based on the regression analysis.

Sentiment Analysis Likelihood to Recommend TSHC - Southeast



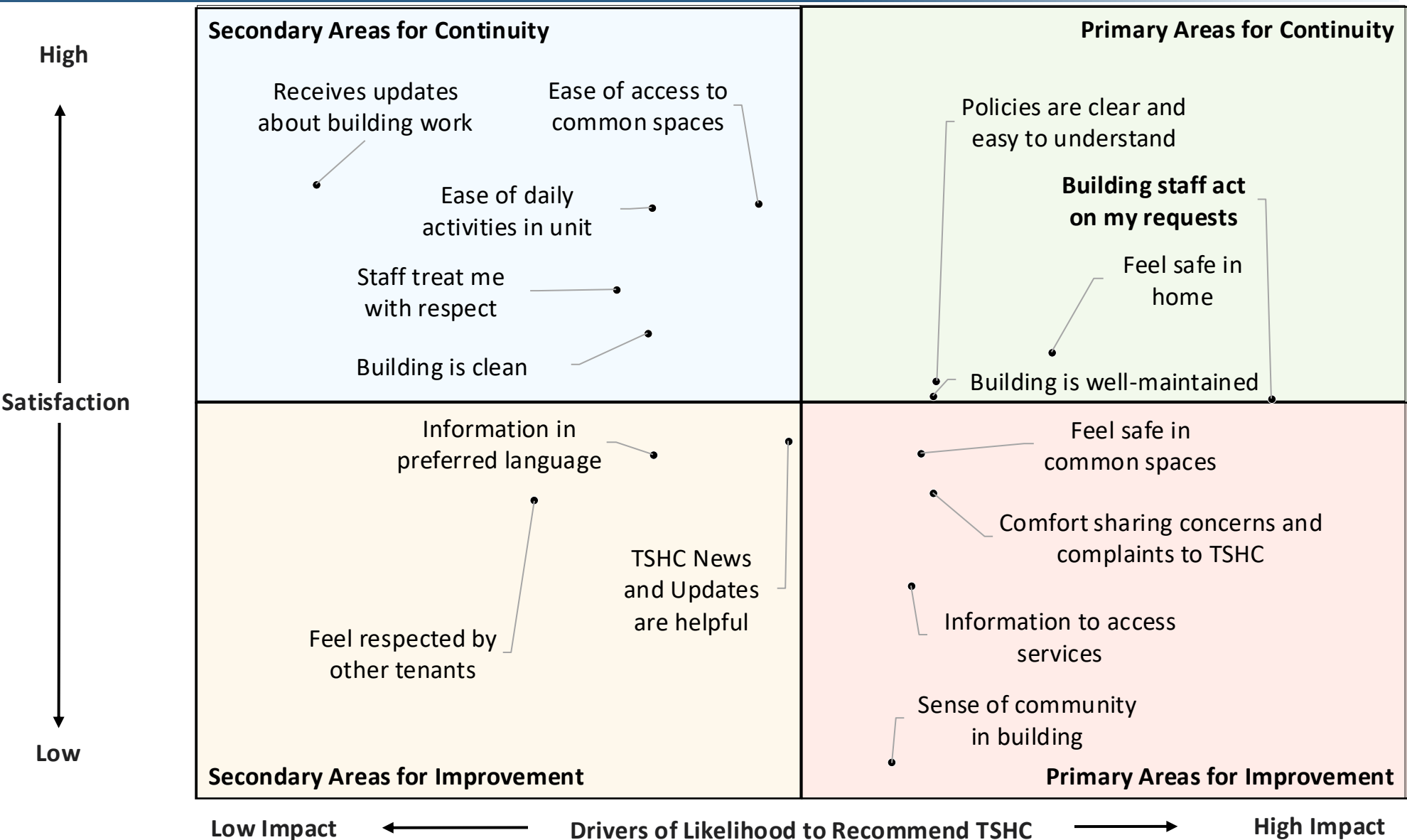
Note: Variables shown in **bold** indicate statistical significance based on the regression analysis.

Sentiment Analysis Likelihood to Recommend TSHC - Northwest



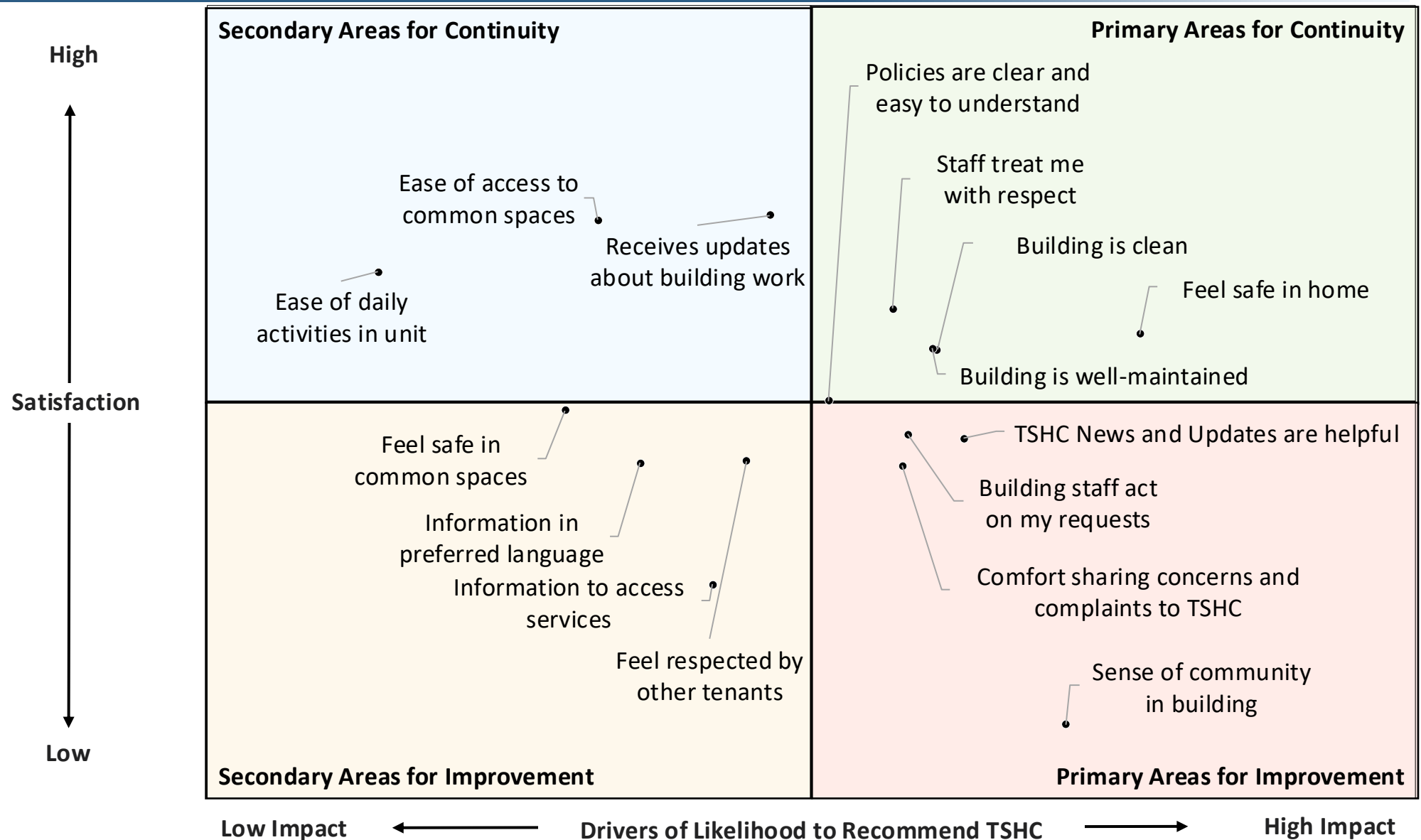
Note: Variables shown in **bold** indicate statistical significance based on the regression analysis.

Sentiment Analysis Likelihood to Recommend TSHC - Southwest



Note: Variables shown in **bold** indicate statistical significance based on the regression analysis.

Sentiment Analysis Likelihood to Recommend TSHC - Northeast



Note: Variables shown in **bold** indicate statistical significance based on the regression analysis.

2021 Trending

In 2021, a similar survey was conducted across 18 buildings, 15 from the South-East and three from the North-East region. At the time, these buildings were managed by the Seniors Housing Unit of Toronto Community Housing Corporation (TCHC). Questions that were asked in the 2021, 2024, and 2026 surveys have been compared to understand trends in levels of satisfaction during this period in these 18 buildings. The details are provided in the following tables.

Trending

- Tenants’ overall level of satisfaction has decreased over time, although their perceptions of issues related to safety and security have remained consistent since 2024.

Overall		2021 results	2024 results	2026 results
Q32 (2024/26)	I am happy with the services Toronto Seniors Housing provides.	82% n=1043	80% n=641	75% n=561
Q21 (2021)	Overall I am satisfied with the services provided by Toronto Community Housing.			

Safety and Security		2021 results	2024 results	2026 results
Q12 (2026)	I feel safe in my unit/home.	87% n=1060	83% n=648	83% n=560
Q12 (2024)	I feel safe in my home.			
Q7 (2021)	I feel safe in my unit.			
Q13 (2024/26)	I feel safe in the common spaces of my building (example: elevators, lobby, laundry room).	85% n=1058	81% n=647	79% n=563
Q8 (2021)	I feel safe in the common areas of my building such as the elevators, lobby and laundry room			

All 2026 values are for the same group of buildings included in the 2021/24 surveys.
All 2024/26 values exclude prefer not to answer, don’t know, or no answer provided.

Trending

- Tenants’ levels of satisfaction on measures related to property management and response to service requests have generally dropped from 2021 to 2026.

Property Management		2021 results	2024 results	2026 results
Q1 (2024/26)	Generally, my entire building is clean (example: lobby, hallways, laundry room).	89%	88%	85%
Q1 (2021)	My building (e.g., lobby, hallway, and laundry room) is clean.	n=1069	n=650	n=585
Q2 (2024/26)	Generally, my building is well-maintained (example: elevators, lights, common areas like the lobby and hallways).	87%	89%	83%
Q2 (2021)	My building is well-maintained (e.g., elevators work, lights work, common areas like lobby and hallways are welcoming).	n=1044	n=653	n=575
Q6 (2024/26)	The work was done quickly.	80%	76%	77%
Q4 (2021)	The service was completed in a timely manner.	n=911	n=505	n=463
Q7 (2024/26)	I was kept up to date with information on how the work was going.	77%	71%	68%
Q5 (2021)	I was informed about the progress of the work.	n=875	n=496	n=597
Q8 (2024/26)	I was happy with how well the work was done.	81%	79%	76%
Q6 (2021)	I was satisfied with the quality of the service.	n=894	n=501	n=462

All 2026 values are for the same group of buildings included in the 2021/24 surveys.
All 2024/26 values exclude prefer not to answer, don’t know, or no answer provided.

Trending

- Fewer tenants feel staff treat them with respect and are less satisfied with how staff respond to their requests in 2026 compared to prior years.

Communications and Interactions with Staff		2021 results	2024 results	2026 results
Q15 (2024/26) Q9 (2021)	Staff treat me with respect.	91% n=1047	87% n=650	84% n=555
Q17 (2024/26) Q10 (2021)	I get updates about necessary work in my building (example: water shutoffs, fire testing, elevator outages). I am informed about ongoing changes in my building such as water shutoffs, fire testing or staffing changes.	93% n=1051	92% n=648	93% n=559
Q19 (2024/26) Q11 (2021)	I feel comfortable sharing my concerns and making complaints to Toronto Seniors Housing. I feel comfortable sharing my feedback and/or complaints with staff.	83% n=1025	74% n=641	75% n=578
Q20 (2026) Q20 (2024) Q12 (2021)	If I make a request to my building staff about an issue that I have, I feel they act on it. I am happy with how staff respond when I ask for help or make a request. I am satisfied with how staff follow up with me when I make a request/need help	80% n=1043	80% n=645	74% n=565

All 2026 values are for the same group of buildings included in the 2021/24 surveys.
All 2024/26 values exclude prefer not to answer, don't know, or no answer provided.

- Since 2024, a slightly greater share of tenants know who to contact to access well-being and support services or if they need help with tenancy matters.

Access to Support and Services		2021 results	2024 results	2026 results
Q23 (2024/26)	Do you know who to contact at Toronto Seniors Housing if you need help accessing well-being and support services?	56%	65%	64%
Q15 (2021)	I know who in Toronto Community Housing can help me if I need access to health and support services.	n=961	n=584	n=455
Tenancy Management		2021 results	2024 results	2026 results
Q26 (2024/26)	Do you know which staff to talk to if you need help with things related to your place, like paying or owing rent?	80%	85%	86%
Q16 (2021)	I know who to go to if I need help with tenancy matters (paying rent, arrears, etc.).	n=1012	n=536	n=542

All 2026 values are for the same group of buildings included in the 2021/24 surveys.
All 2024/26 values exclude prefer not to answer, don't know, or no answer provided.

Trending

- Tenants’ levels of satisfaction with issues related to community participation remain low compared to other categories.

Community Participation		2021 results	2024 results	2026 results
Q27 (2023/26)	My building offers programs that I like and are helpful to me (example: exercise, arts and crafts, language classes).	60% n=not available	52% n=632	75%* n=262
Q18 (2021)	My building has programs that meet my needs and interests (e.g., exercise and fitness programs, arts and crafts, language classes, community gardens, etc.).			
Q28 (2023/26)	I feel there is a strong sense of community in my building.	58% n=not available	54% n=632	50% n=563
Q19 (2021)				
Q29 (2026)	I can share ideas about organizing social activities in my building with TSHC staff and other tenants.	60% n=not available	46% n=621	44% n=543
Q29 (2023)	I can share my ideas about organizing social activities in my building.			
Q30 (2023/26)	I can participate in social activities that are organized in my building.		63% n=630	Question not asked
Q20 (2021)	I have opportunities to share ideas and participate in tenant-led activities (e.g., elections, tenant social and recreational events).			

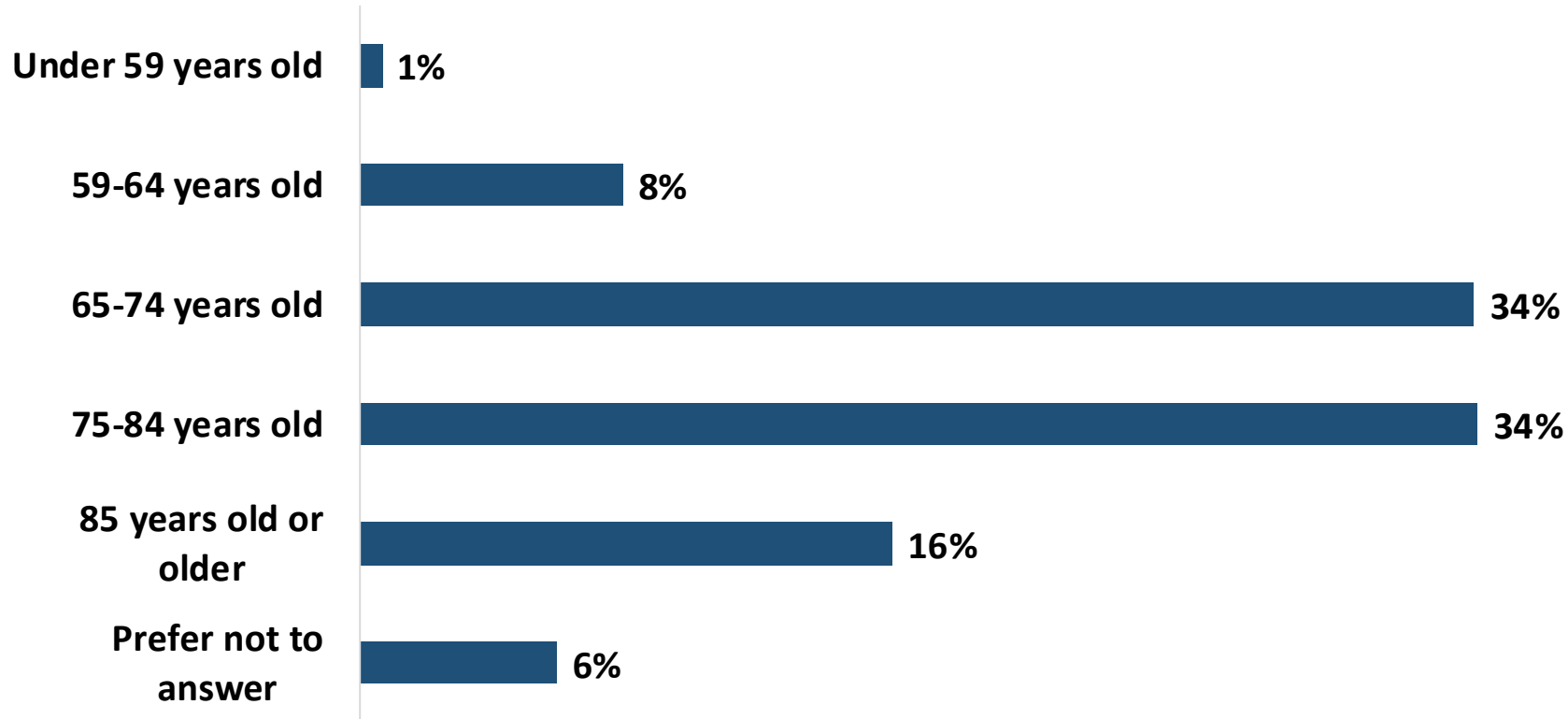
All 2026 values are for the same group of buildings included in the 2021/24 surveys.
All 2024/26 values exclude prefer not to answer, don’t know, or no answer provided.
**In 2026, this question was asked only to tenants who participated in building programs and activities.*

Demographics

Asking tenants demographic questions is one way of understanding who completed the survey. Responses provide a snapshot of who lives at TSHC. Differences in how demographic groups respond to the survey questions can provide valuable insights into potential differences in their experiences and needs.

Demographics – Age

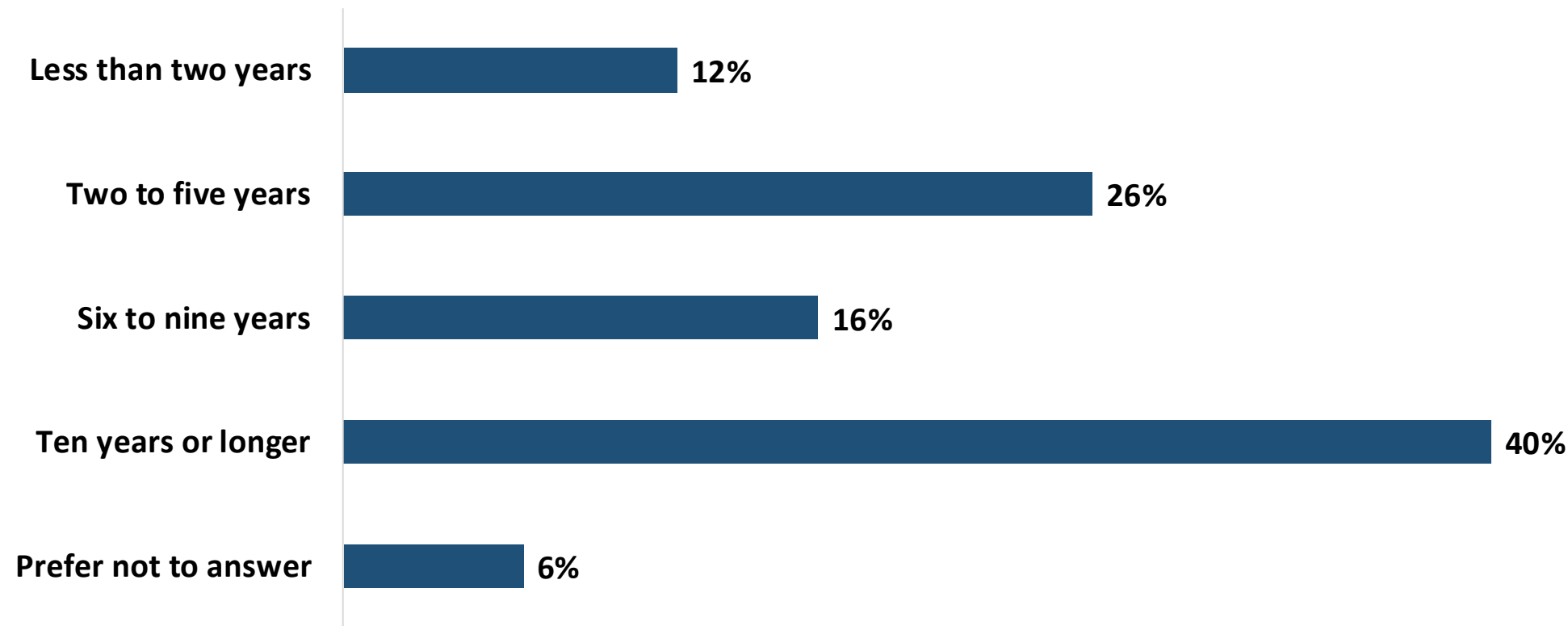
- Nearly 7 in 10 (69%) tenants are between 65 to 84 years old.



37. How old are you?
Sample size: Total (n=2952)
Base: Total sample

Demographics – Years at TSHC

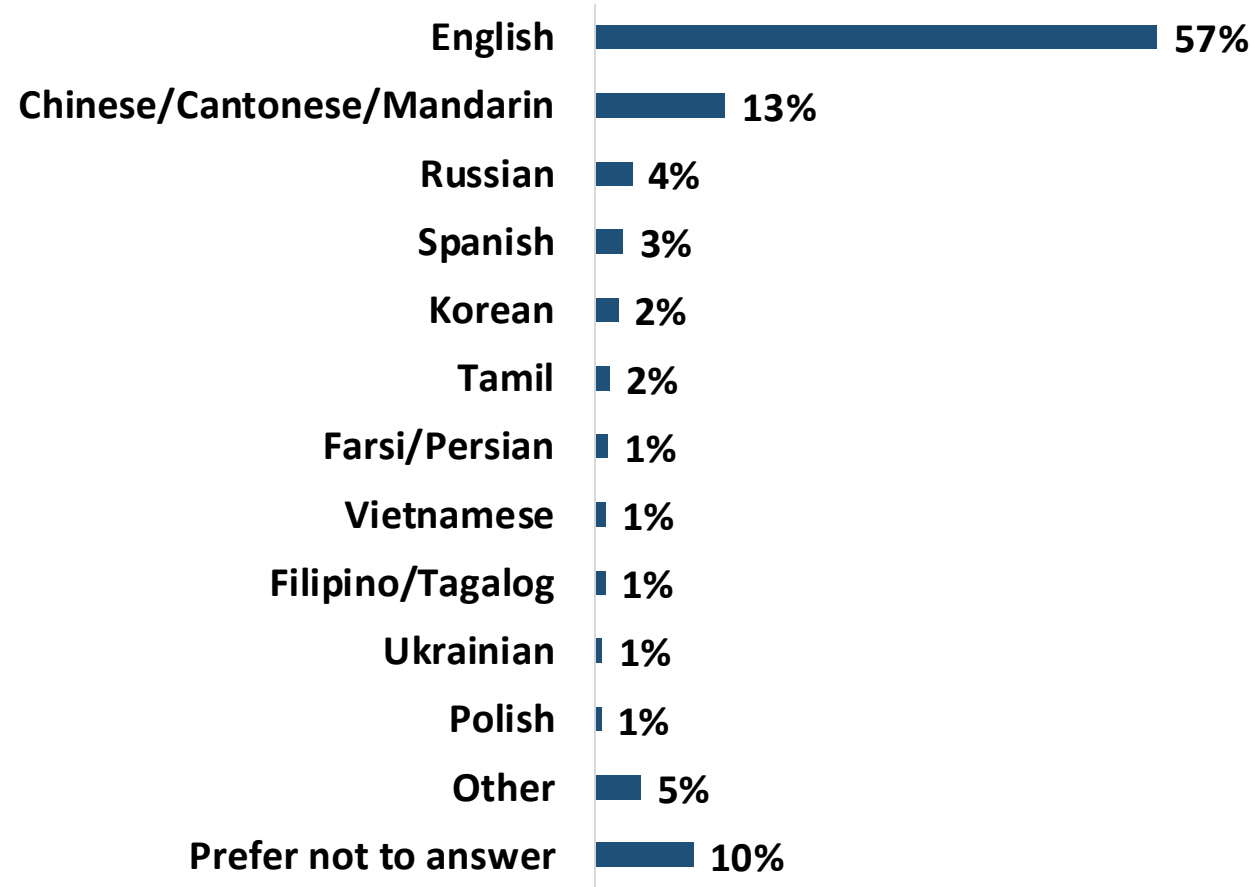
- The plurality (40%) of tenants have lived in Toronto Seniors Housing for 10 years or longer.



38. How long have you lived in Toronto Seniors Housing (previously Toronto Community Housing)?
Sample size: Total (n=2952)
Base: Total sample

Demographics – Language Preference

- The majority (57%) of tenants prefer to speak in English.



Note: “Other” combines languages mentioned by <0.6% and those who selected “Other (Final)”.

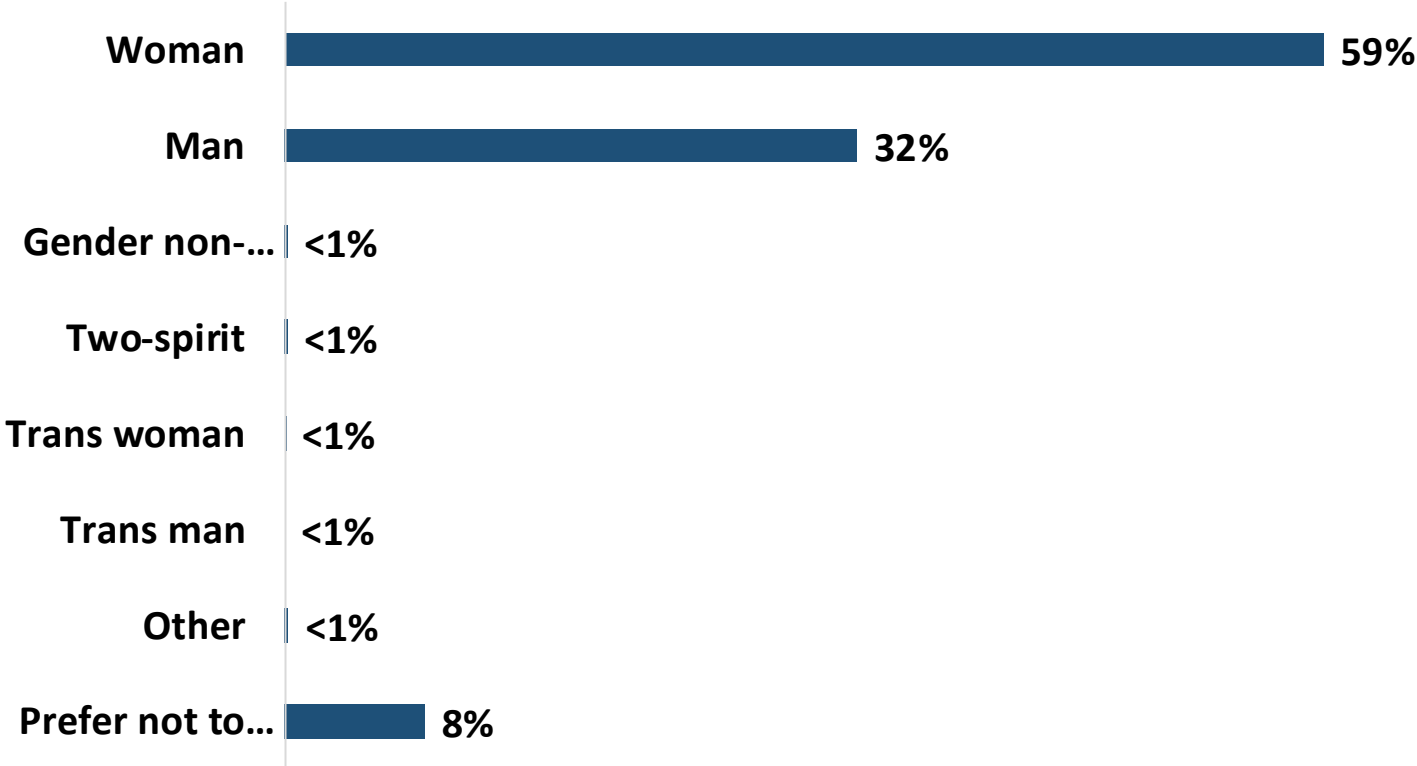
39. What language do you prefer speaking?

Sample size: Total (n=2952)

Base: Total sample

Demographics – Gender

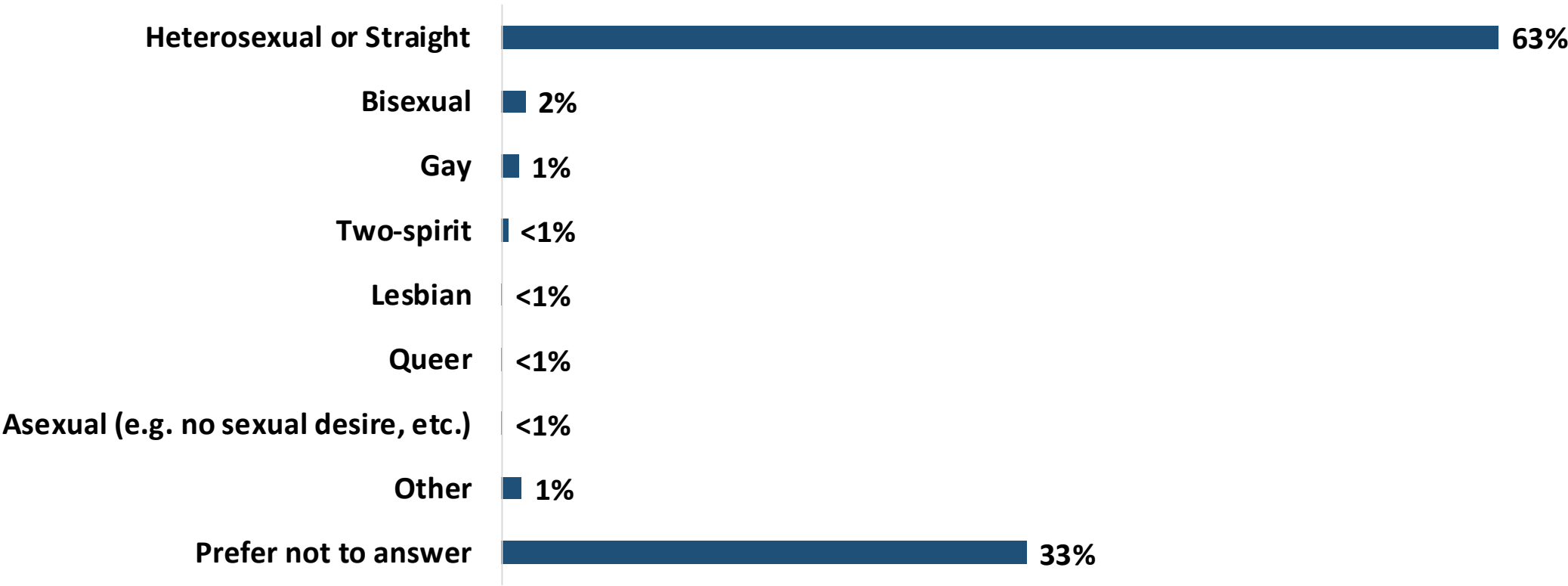
- Nearly 3 in 5 (59%) tenants describe themselves as women.



40. Which gender best describes you?
Sample size: Total (n=2952)
Base: Total sample

Demographics – Sexual Orientation

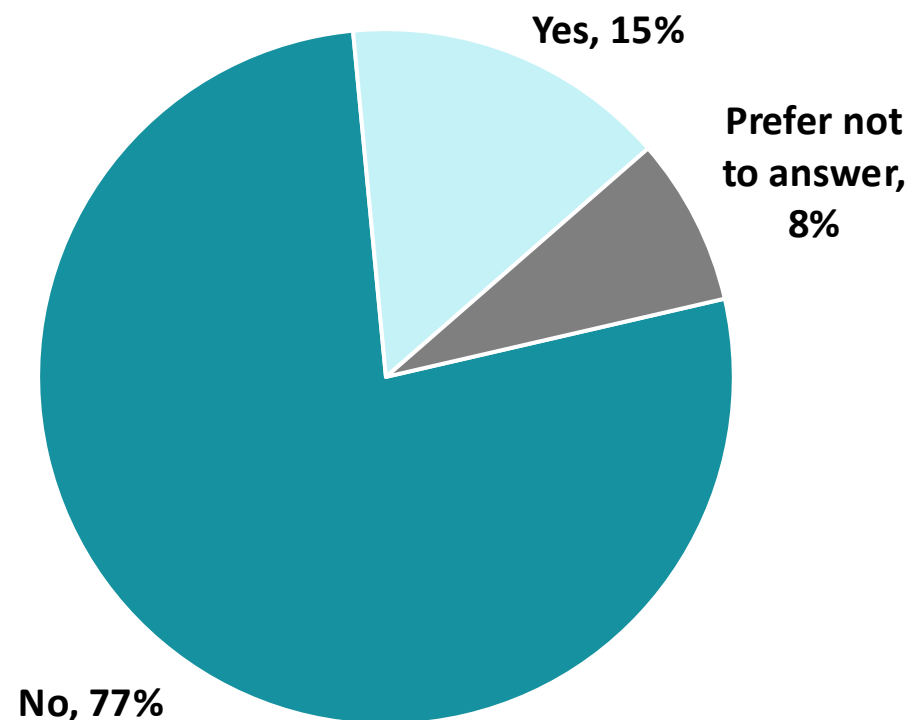
- Nearly 2 in 3 (63%) tenants describe their sexual orientation as heterosexual or straight.



41. Sexual orientation describes a person's emotional, physical, romantic and/or sexual attraction to other people. What best describes your sexual orientation?
 Sample size: Total (n=2952)
 Base: Total sample

Demographics – Born in Canada

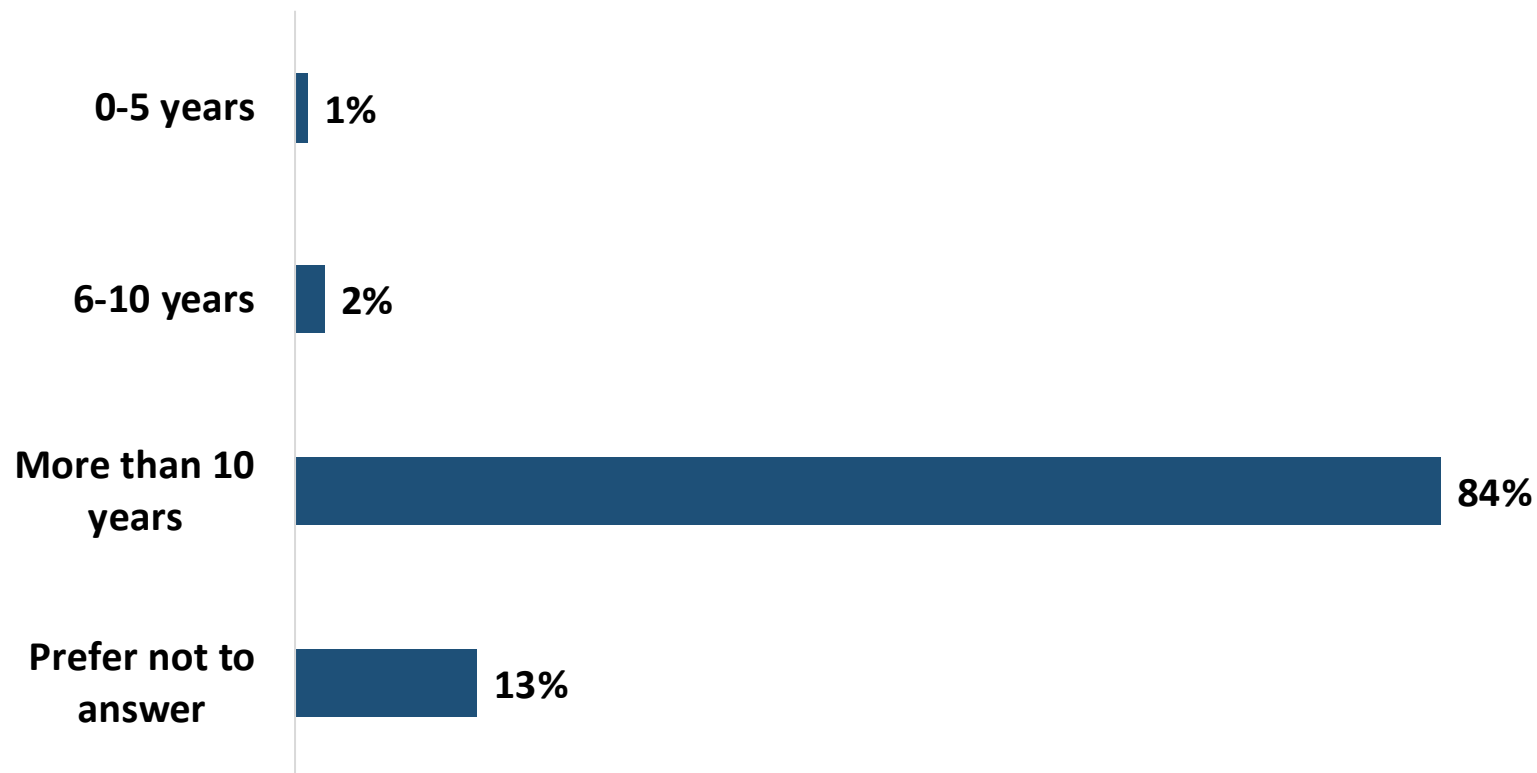
- Nearly 4 in 5 (77%) tenants were not born in Canada.



42. Were you born in Canada?
Sample size: Total (n=2952)
Base: Total sample

Demographics – Years Lived in Canada

- The vast majority (84%) of tenants who were not born in Canada have lived in Canada for more than 10 years.



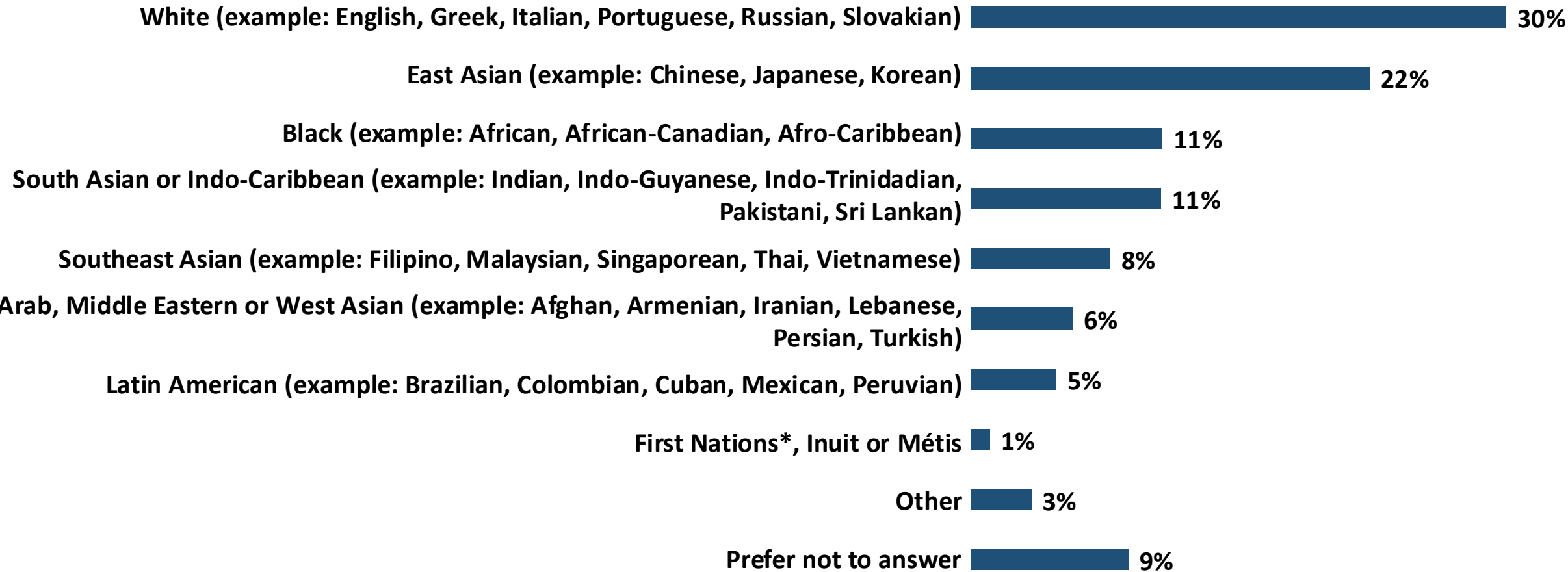
43. How long have you lived in Canada?

Sample size: Total (n=2506)

Base: Tenants born outside of Canada

Demographics – Racial Background

- Around 3 in 10 (30%) tenants describe their racial background as White.



*First Nations (status, non-status, treaty or non-treaty), Inuit or Métis

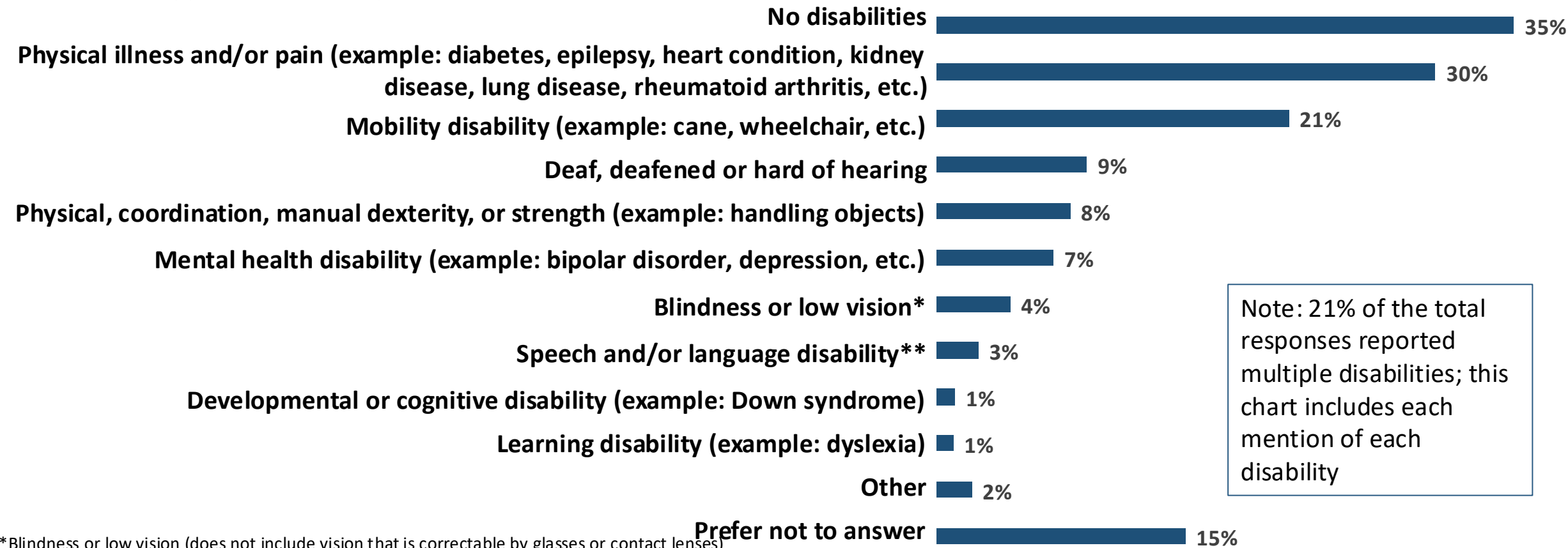
44. People often describe themselves by their race or racial background. How would you describe yourself? (Multi-Select)

Sample size: Total (n=2952)

Base: Total sample

Demographics – Disabilities

- 51% of tenants have reported one or more disabilities, with physical illness and/or pain being the most common type of disability.



Note: 21% of the total responses reported multiple disabilities; this chart includes each mention of each disability

*Blindness or low vision (does not include vision that is correctable by glasses or contact lenses)

**Speech and/or language disability (not caused by hearing loss)

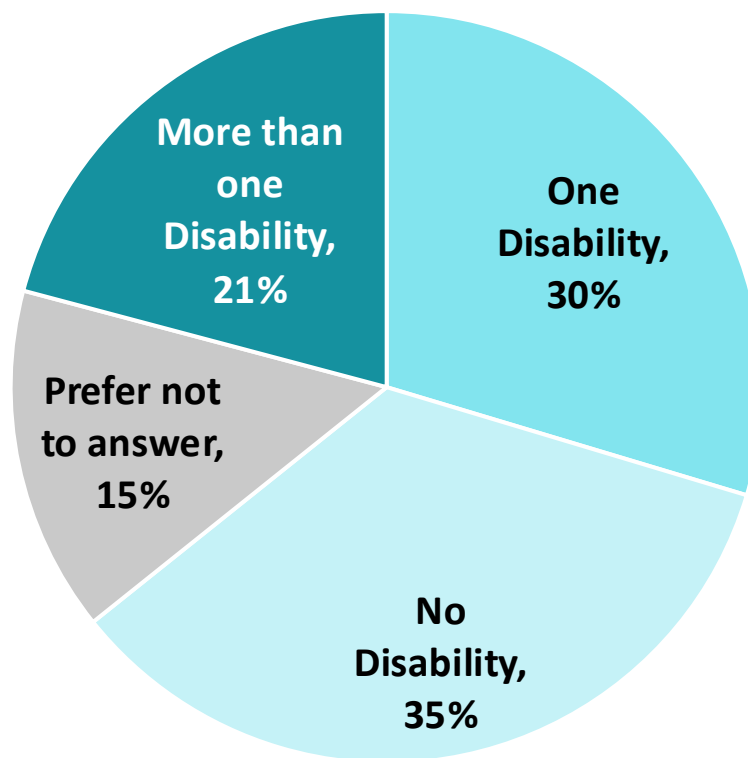
45. Disability means any condition that makes it harder for someone to fully take part in their community. They might be something you can see or something you cannot see. Please indicate which types of disabilities you have, if any:

Sample size: Total (n=2952)

Base: Total sample

Demographics – Disabilities

- 51% of tenants have reported one or more disabilities.



44. Disability means any condition that makes it harder for someone to fully take part in their community. They might be something you can see or something you cannot see. Please indicate which types of disabilities you have, if any:

Sample size: Total (n=2952)

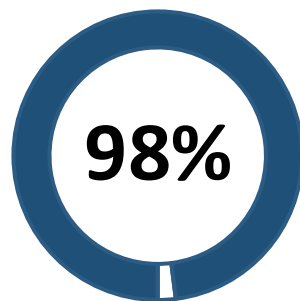
Base: Total sample

Cluster Analysis

The cluster analysis identifies groups of tenants with similar response patterns across key experience measures. Factor scores derived from the survey items were used as inputs to group respondents based on similarities in their views on community engagement, building conditions and safety, and tenant information and policy clarity. The analysis resulted in three distinct tenant segments, each reflecting different patterns of experiences and perceptions. Cluster profiles are interpreted by comparing the average factor scores across clusters to understand how tenant experiences vary between segments.

Cluster 1: Generally Satisfied Tenants

- High community engagement
- Average satisfaction on building conditions
- Average understanding of policies
- N=1334



Satisfaction with
Services Provided by
TSHC (TOP2)

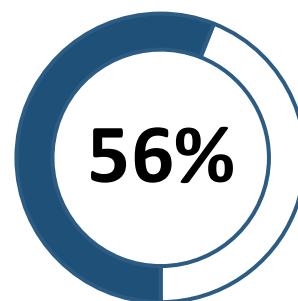
+63 NPS

This cluster represents tenants who report positive engagement with their community and the housing provider, including feeling respected, supported, and connected with staff and other tenants. Their views on building conditions and information clarity are generally moderate and stable, indicating an overall balanced experience. These tenants appear to be generally satisfied residents who feel part of their community and maintain a steady relationship with the housing provider.

People who reported having no disabilities (45% vs. 35% overall) and men (38% vs. 32% overall) tend to be slightly overrepresented in this group.

Cluster 2: Concerned but Informed Tenants

- Low community engagement
- Low satisfaction on building conditions
- High understanding of policies
- N=405



Satisfaction with
Services Provided by
TSHC (TOP2)

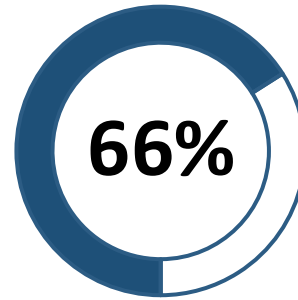
+2 NPS

This cluster consists of tenants who report lower engagement with their building community and less satisfaction with building conditions, particularly related to maintenance and safety. However, they demonstrate a strong understanding of tenant policies, rights, and responsibilities. These tenants may be aware of how the housing system works but remain dissatisfied with the physical environment or building experience.

People who reported having a preference to speak English (61% vs. 57% overall), women (66% vs. 59% overall), and those born in Canada (22% vs. 15% overall) are slightly more overrepresented in this group.

Cluster 3: Satisfied but Disconnected Tenants

- Low community engagement
- High satisfaction on building conditions
- Low understanding of policies
- N=488



Satisfaction with
Services Provided by
TSHC (TOP2)

+21 NPS

This cluster consists of tenants who report positive perceptions of building conditions and safety, suggesting that their housing environment generally meets their day-to-day needs. However, they indicate lower engagement with the tenant community and are less clear about policies, and their rights. These tenants may be content with the physical aspects of their housing but feel less connected to building activities or less informed about organizational information and procedures.

People who reported having a preference to speak English (62% vs. 57% overall), women (64% vs. 59% overall), and those born in Canada (25% vs. 15% overall) are slightly more overrepresented in this group.