
ACCOMODATION, INFORMATION AND SUPPORT INC.



AIS Client Satisfaction Survey 2018 Results



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Survey Overview

The AIS Client Satisfaction Survey 2018 was conducted by phone from July-September 2018.

Explanation of Survey

Part A of the survey contains 7 questions regarding staff and services, and were asked to all AIS clients including outreach clients.

Part B of the survey contains 8 questions regarding building maintenance and security, and were asked to clients residing in each of the four AIS buildings. Part B results are displayed by building.

Both Part A and Part B results contain a raw data chart of responses, as well as main findings. The main findings include notable results and client comments/ concerns.

Part C displays overarching trends. The data was found by combining responses from several questions to represent the themes of support and staff, maintenance, and security.

Response Rate

The AIS Client Satisfaction Survey 2018 had a response rate of 29%. While conducting the survey it was found that some clients were not reachable due to not having a phone, or not having a working phone number. There were a total of 108 contacts, only 83 of which had working phone numbers, and 31 who completed the survey. Therefore, the survey response rate for clients with working phone numbers was 37%.



PART A

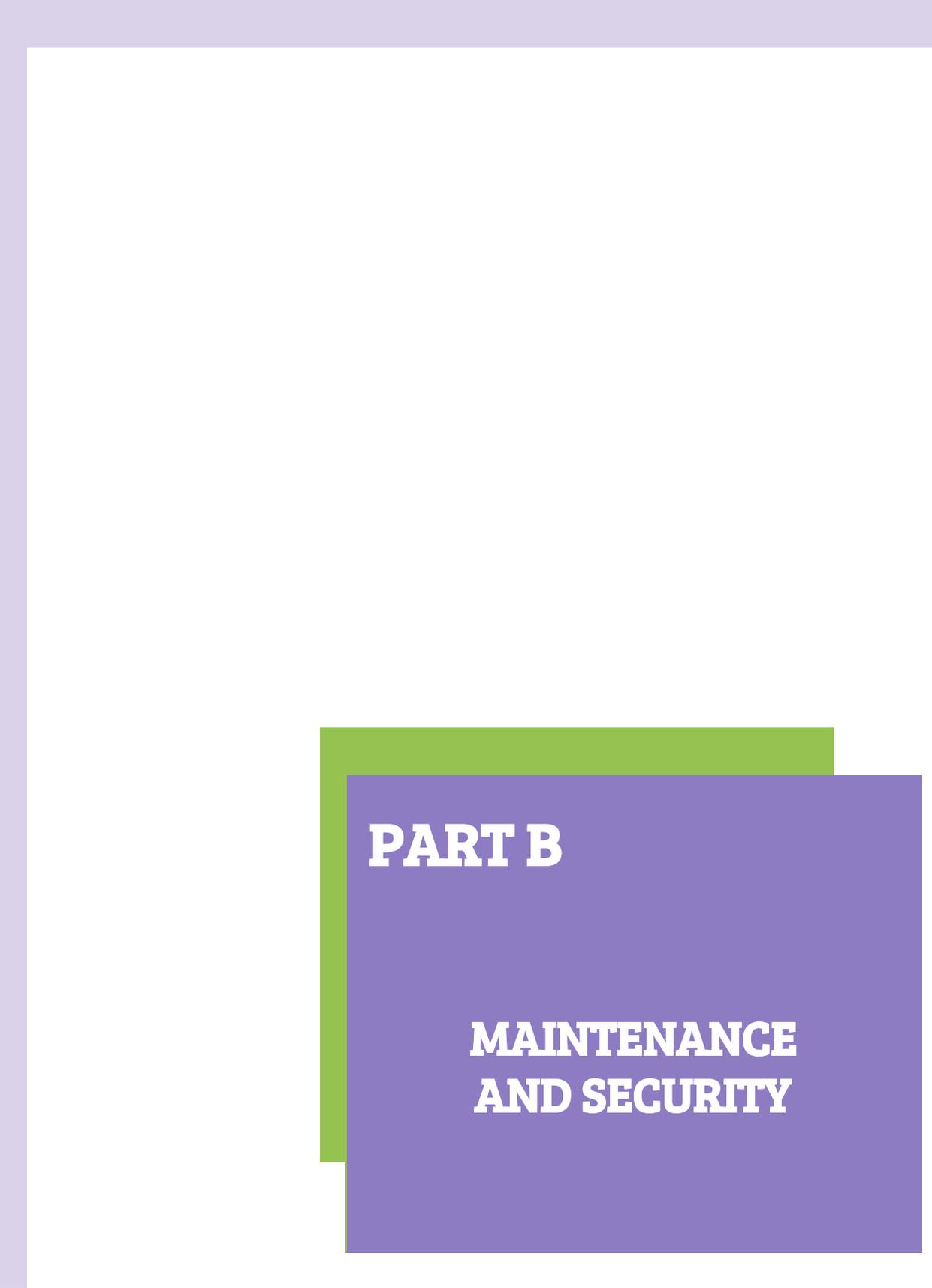
STAFF AND SERVICES

Staff and Services

	Very good	Satisfactory	Not satisfactory	Very bad
What has your experience been like in the past year with AIS support staff, programs and management?	26	5		1
How would you rate AIS support staff for how they respond to your needs?	21	10		1
What has your experience in the past year been when you have had contact with AIS managers, or the Director? How would you rate their responses to your concerns?	23	4	3	2
Overall, how would you rate the support staff and management in terms of helping you maintain or improve your health and stability?	24	6	1	1
	Yes		No	
Do you have regular contact with a Community Support Worker?	26		6	
Have you attended any AIS social recreational activities?	20		12	
	Management	CSW	Not needed	Other
When you need assistance with something at AIS (other than maintenance) who do you call?	5	24	2	1

Main Findings

- 81% of respondents said they had regular contact with a Community Support Worker (CSW)
- Those who did not said it was because they were not interested, or do not feel like they needed the support
- Other comments and concerns about CSWs include:
 - Clients appreciate the visits of their CSW
 - Appreciate help with organization
 - Clients would like to see more flexibility in scheduling
 - Clients were concerned with CSWs leaving or going on vacation and wanted to see more consistency
- 63% of respondents said they had attended an AIS social recreational activity
- Comments for not attending events included:
 - Social anxiety
 - Mobility and health issues
 - Transportation
- Clients who did attend events particularly enjoyed:
 - BBQs
 - Apple picking
 - Seeing a movie
 - Socials
- Concerns with community events included
 - Clients wished to see more staff present at events
 - More clarification on where to go, and how to get to events
- When contacting management staff clients had the following concerns:
 - Expressed a need to be more proactive when dealing with a threatening issue
 - Concerned with not getting direct answers



PART B

**MAINTENANCE
AND SECURITY**

58 Lewis St.

	Very good	Satisfactory	Not satisfactory	Very bad
How would you rate the present condition of your building, in terms of general appearance of the common areas and property?	4			
How would you rate the present condition of your apartment, in terms of maintenance?	2	2		
What has the response from maintenance staff been like when you have requested a repair? (No requests: 1)	3			
Overall, how satisfied are you with the upkeep and maintenance of your building?	4			
Overall, how safe do you feel in your building and in your apartment?	1	2		1
	Yes		No	
Have you had maintenance issues in your apartment in the past year?	2		2	
Were the maintenance issues resolved?	2			
Do you usually let staff or property staff know if you have a maintenance issue in your apartment?	4			
Do you usually use work orders?	4		1	
Do you keep a copy of your request?	3		1	

Main Findings

- 4 out of 15 contacts at 58 Lewis St. completed the survey
- Common comments regarding maintenance include:
 - Maintenance issues are resolved and the staff do a great job
- Recurring concerns about security include:
 - Issues with property damage from visitors
 - Disruptive visitors
- Clients who had concerns with security were satisfied with AIS's response

123 Coxwell Ave.

	Very good	Satisfactory	Not satisfactory	Very bad
How would you rate the present condition of your building, in terms of general appearance of the common areas and property?	4			
How would you rate the present condition of your apartment, in terms of maintenance?	4			
What has the response from maintenance staff been like when you have requested a repair? (No request: 1)	3			
Overall, how satisfied are you with the upkeep and maintenance of your building?	4			
Overall, how safe do you feel in your building and in your apartment?	4			
	Yes		No	
Have you had maintenance issues in your apartment in the past year?	1		3	
Were the maintenance issues resolved? (No maintenance issues: 3)	1			
Do you usually let staff or property staff know if you have a maintenance issue in your apartment?	4			
Do you usually use work orders?	3		1	
Do you keep a copy of your request?	3		1	

Main Findings

- 4 out of 11 contacts at 123 Coxwell Ave. completed the survey
- 3 out of 4 respondents reported not having any maintenance issues in the past year
- Recurring client responses:
 - When there was a maintenance issue, it was fixed quickly
 - The building is quiet and safe
- Direct comments:
 - “The property is nice”
 - “I really appreciate and am satisfied with the maintenance of my building”
 - “I feel very safe in my building and haven't had any problems”

1076 Bathurst St.

	Very good	Satisfactory	Not satisfactory	Very bad
How would you rate the present condition of your building, in terms of general appearance of the common areas and property?	2	3		
How would you rate the present condition of your apartment, in terms of maintenance?	3	2		
What has the response from maintenance staff been like when you have requested a repair?	1	2	2	
Overall, how satisfied are you with the upkeep and maintenance of your building?	3	2		
Overall, how safe do you feel in your building and in your apartment?	3	1	1	
	Yes		No	
Have you had maintenance issues in your apartment in the past year?	5			
Were the maintenance issues resolved?	4		1	
Do you usually let staff or property staff know if you have a maintenance issue in your apartment?	4		1	
Do you usually use work orders?	5			
Do you keep a copy of your request?	1		4	

Main Findings

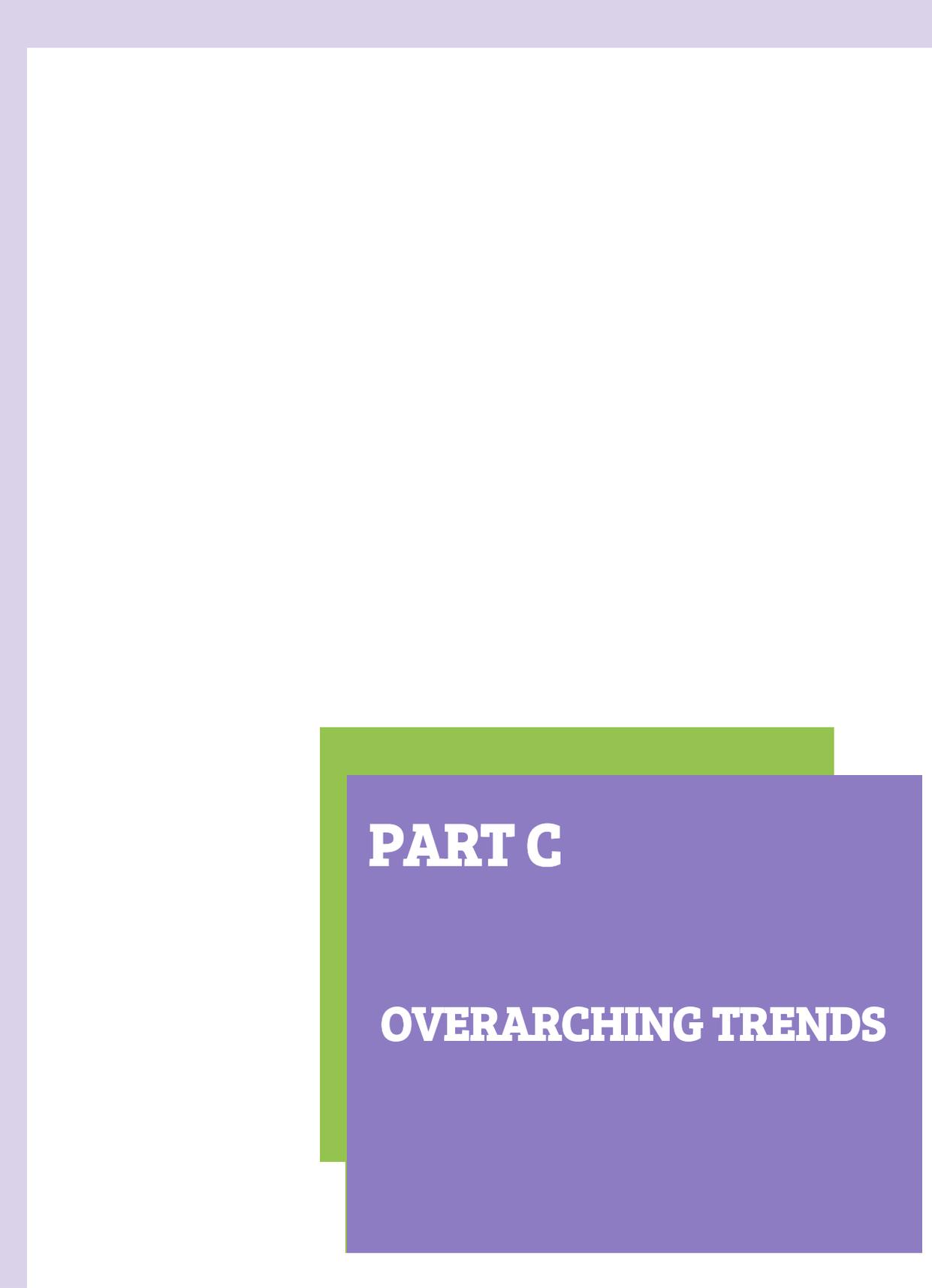
- 5 out of 16 contacts at 1076 Bathurst St. completed the survey
- Common comments regarding maintenance include:
 - Some issues do not get resolved (i.e. flooring and roach problem)
 - Residents were happy with the general condition of the property and their units
 - Some clients expressed a need for help with organization and pest control
- Reoccurring comments about security include:
 - Overall feeling of safety
 - Sometimes have disruptive visitors

49 Mutual St.

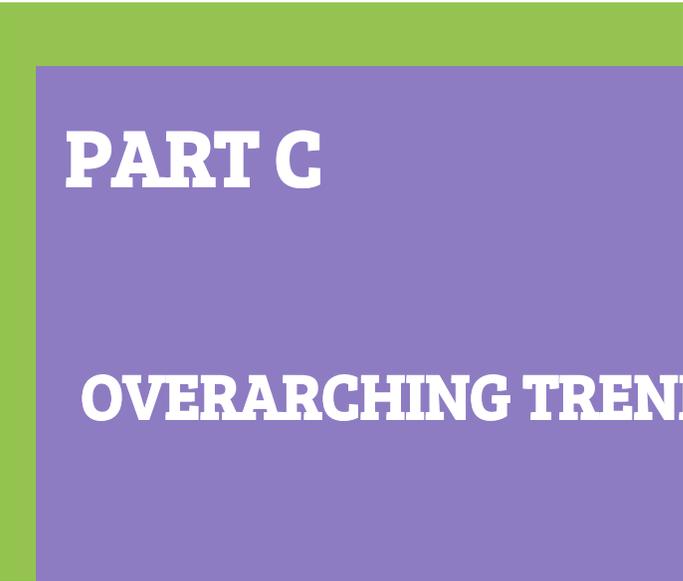
	Very good	Satisfactory	Not satisfactory	Very bad
How would you rate the present condition of your building, in terms of general appearance of the common areas and property?	2	3		1
How would you rate the present condition of your apartment, in terms of maintenance?	3	2		1
What has the response from maintenance staff been like when you have a requested a repair?	2	2	1	1
Overall, how satisfied are you with the upkeep and maintenance of your building?	4	1		1
Overall, how safe do you feel in your building and in your apartment?	4		1	1
	Yes		No	
Have you had maintenance issues in your apartment in the past year?	6			
Were the maintenance issues resolved?	3		3	
Do you usually let staff or property staff know if you have a maintenance issue in your apartment?	6			
Do you usually use work orders?	6			
Do you keep a copy of your request?	5		1	

Main Findings

- 6 out of 20 contacts at 49 Mutual St. completed the survey
- Common comments regarding maintenance include:
 - Hoarding/pest problems not being resolved
 - Maintenance requests do not get fully addressed
 - Reoccurring problem with broken elevators
- Reoccurring comments about security include:
 - Pleased with the overall safety



PART C



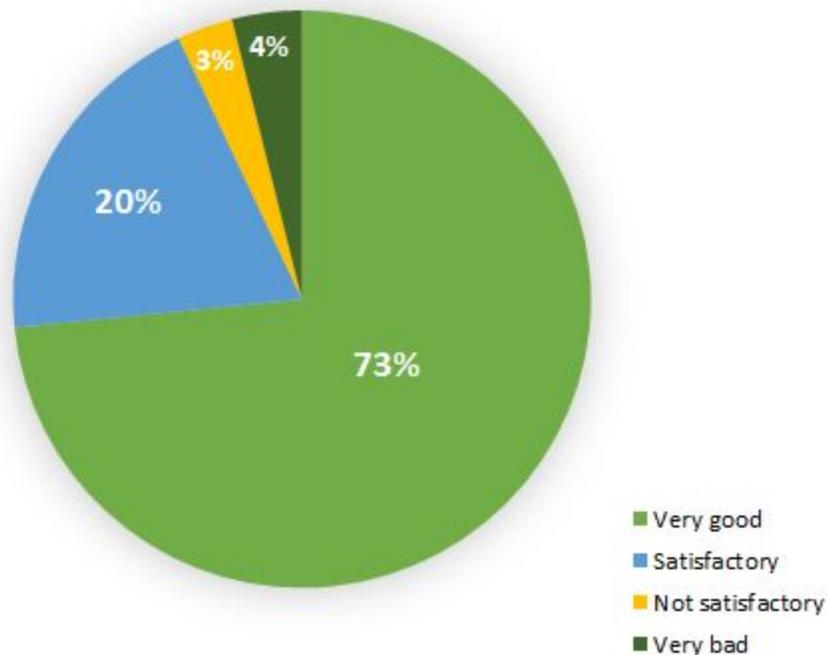
OVERARCHING TRENDS

Support and Staff

This graph represents how all AIS clients rate their interactions with support staff and management in terms of maintaining or improving health and stability. Data was combined from the following questions to show client satisfaction with support and staff:

- What has your experience been like in the past year with AIS support staff, programs and management?
- How would you rate AIS support staff for how they respond to your needs?
- What has your experience in the past year been when you have had contact with AIS managers, or the Director? How would you rate their responses to your concerns?
- Overall, how would you rate the support staff and management in terms of helping you maintain or improve your health and stability?

Very good	Satisfactory	Not satisfactory	Very bad
94	25	4	5

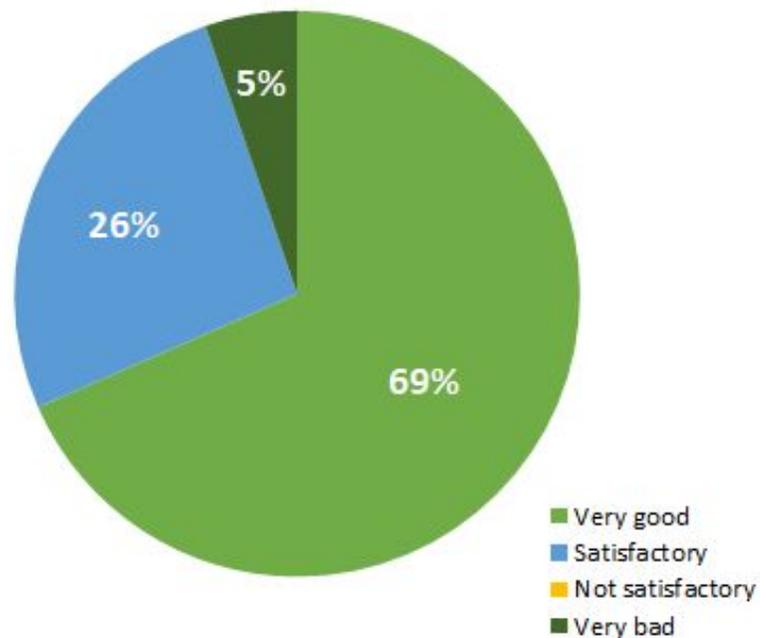


Maintenance

This graph represents client satisfaction with the condition of their building and maintenance of their apartment across all AIS buildings. Data was combined from the following questions to determine overall client satisfaction with their building and maintenance:

- How would you rate the present condition of your building, in terms of general appearance of the common areas and property?
- How would you rate the present condition of your apartment, in terms of maintenance?
- Overall, how satisfied are you with the upkeep and maintenance of your building?

Very good	Satisfactory	Not satisfactory	Very bad
39	15		3



Security

This graph represents the level of safety clients feel in their building and apartment, across all AIS buildings. Responses to the question, “overall, how safe do you feel in your building and in your apartment?” were combined across all AIS buildings to produce this data.

Very good	Satisfactory	Not satisfactory	Very bad
12	3	2	2

