

# 2025 Tenant Survey campaign

Toronto  
Community  
Housing



## Tenant Q&A | July 2025

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Approximately every two years, Toronto Community Housing (TCHC) sends the Tenant Survey to every household in our portfolio. **The 2025 Tenant Survey opens on Tuesday, September 2.** This year, we are partnering with an independent research company, Forum Research Inc., to design and run the survey, and analyze the results.

The survey gives our tenants an opportunity to share what they think about their building, services, and community. By hearing from as many tenants as possible, we can better understand how tenants from different regions and backgrounds feel about living in TCHC. This will help us improve our services and put tenant needs first.

We use your feedback to make real changes, like improving communication, fixing maintenance issues, or creating new programs in your community.

## About the Tenant Survey

### **Why is Toronto Community Housing doing this survey?**

The Tenant Survey helps us understand how well we are supporting tenants and providing services. It shows us what we are doing well and where we need to improve.

### **Why is it important that I complete the survey?**

The survey gives you an opportunity to share what you think about your building, services, and community. After the last survey in 2023, we took

feedback from tenants and made changes in three key areas: customer service, community safety, and youth satisfaction.

- **Customer service:**

We've made it easier for tenants to get the information and support they need. We improved our website, launched monthly email newsletters, and now send out important updates by text. We also updated the Tenant Guide and gave Client Care Centre staff better tools to answer your questions. The "Closing the Loop" pilot program was launched in the West region to get feedback after repairs are complete. It will expand to other regions soon. We're also improving how we respond during emergencies and making sure staff have clear steps to follow when helping tenants.

- **Community safety:**

We've taken steps to make buildings safer and build stronger relationships with tenants. Our Community Safety Unit (CSU) joins hundreds of community events, like BBQs, and safety walks. We're adding more CSU staff and improving how we handle calls and emergencies. A new program helped reduce package theft. The team continues to receive training on important topics like mental health, anti-Black racism, use of force, first aid and CPR, human rights, and how to better support senior and Indigenous tenants. We also launched the "Cadet Program" to give Black youth an opportunity to work in safety and community roles.

- **Youth satisfaction:**

We're continuing to invest in more opportunities for children and youth to grow, learn, and stay active. We offer scholarships, job fairs, and internship opportunities. We launched Camp Inspire, a free summer day camp for children living in TCHC. We also run other summer programs like Midnight Basketball, KickStart, and League of HER Own to support youth development through sports.

By hearing from as many tenants as possible, we can better understand how tenants from different regions and backgrounds feel about living in TCHC. This will help us improve our services and put tenant needs first.

### **What's new about the 2025 Tenant Survey?**

- **More tenants can take part.** This year, more than one person per household can fill out the survey, as long as they are 16 or older. This helps make sure more voices are heard.
- **It's easier to complete.** You won't need to enter a special code. All you'll need is your building address and unit number. This makes it faster and easier to participate.
- **Win a prize for doing it early.** The online survey will open two weeks before paper copies are delivered. If you complete the Tenant Survey online during that time, you can enter a random draw to win one of five \$75 gift cards.

### **How was the survey developed?**

We worked with different teams across the TCHC to create the 2025 Tenant Survey. We asked them what information would help us better understand tenant experiences. This year, we added new questions to dig deeper into key areas like safety, maintenance, and staff interactions. For example, we're now asking more detailed questions about how safe tenants feel, how respectful different staff groups are, and the quality and speed of repairs. We're also asking about support services tenants may need and what programs or tenant groups they're interested in. These updates will help us focus on what matters most to tenants.

### **What kind of questions will you ask?**

The survey will cover several topics, including:

- **Communications:** Are we keeping tenants informed?

- **Safety and security:** Do tenants feel safe in their home and community?
- **Customer service:** Are tenants happy with the service they receive from TCHC staff?
- **Maintenance:** How do tenants feel about our response times and service quality?
- **Tenant experience:** Do tenants feel a sense of belonging and feel respected in their communities?
- **Overall satisfaction:** How satisfied are tenants with their living situation?

### **When is the next Tenant Survey?**

The next Tenant Survey is coming in fall 2025. [Learn more at torontohousing.ca/survey-2025](https://torontohousing.ca/survey-2025).

## **Completing the Tenant Survey**

### **Who can take the survey?**

Any TCHC tenant aged 16 or older can complete the survey.

### **Do I have to complete the survey?**

The survey is completely voluntary. You can fill out as many questions as you feel comfortable answering. Choosing not to do the survey won't affect your tenancy in any way.

### **When will I receive the survey?**

You can take the survey online or by phone starting on **Tuesday, September 2**. If you're unable to complete the survey online or by phone, a paper copy will be mailed to you by **Friday, September 19**.

## How long do I have to complete the survey?

- **Paper copies: Wednesday, October 15** is the deadline to complete and mail back the survey. It needs to be postmarked by that date.
- **Online or by phone: Wednesday, October 22** is the deadline to complete the survey online or by phone.

## How do I complete/return the survey?

There are three ways you can complete the Tenant Survey.

- **Online:** Visit [fmrch.com/toh4](http://fmrch.com/toh4) on or after Tuesday, September 2. You'll choose your building from a drop-down list and be asked to enter your unit number to get started.
- **By phone:** Call Forum Research Inc. at [416-960-3255](tel:416-960-3255). Someone from their team will ask for your building address and unit number to complete the survey with you.
- **Complete the paper copy:** Return the Tenant Survey by mail in the addressed and prepaid envelope.

## Will you be able to tell who completed the survey?

No. Your answers are completely anonymous. We do ask for your building and unit number, but that's only to help with the research. The survey is run by the independent research team at Forum Research Inc. They look at the results and only share overall findings with us. Your personal information will not be collected, stored, or shared in any way.

## I need an accommodation to fill out this survey.

All tenants will have an equal opportunity to participate in the survey. The online survey follows Web Content Accessibility Guidelines (WCAG) 2.0. It works with screen readers and lets you adjust the font size if needed. You can also complete the survey over the phone by calling [416-960-3255](tel:416-960-3255).

For help completing the survey, please contact  
[TCHCsupport@forumresearch.com](mailto:TCHCsupport@forumresearch.com).

### **What if I need the survey translated into a language other than English?**

We've taken steps to make sure the survey is accessible to all tenants. If you require the survey in a language other than English, the online version is available in nine languages. These include Amharic, Chinese (Simplified), Italian, Polish, Portuguese, Russian, Somali, Twi, and Vietnamese.

You can also complete the survey over the phone in Arabic, Bengali, English, Farsi, French, Greek, Gujarati, Hindustani, Spanish, Tamil, Urdu.

### **I lost my survey. How do I get another copy?**

You can still fill out the survey online at [fmrch.com/toh4](http://fmrch.com/toh4) or by phone at [416-960-3255](tel:416-960-3255). If you'd like a new paper copy, contact Forum Research Inc. at [TCHCsupport@forumresearch.com](mailto:TCHCsupport@forumresearch.com).

### **How can I enter to win a gift card?**

As a thank you for completing the survey, you can enter a random draw to win a \$75 gift card. There is a space to enter your email at the end of the survey.

There are 10 gift cards available:

- Five for tenants who complete the survey (online, by phone, or on paper) and share their email.
- Five for tenants who complete the online survey and enter their email before Tuesday, September 16.

Winners will be contacted by email by **Friday, October 31**. You can contact Forum Research Inc. at [416-960-3255](tel:416-960-3255) with any questions or concerns about the gift card redemption process.

## How TCHC uses the results

### What does TCHC do with the results?

- **Tenant satisfaction:** The results show us how well we are improving tenant satisfaction in key areas.
- **Understand needs:** The results help staff understand the needs of tenants in different communities. That helps us offer support where it is needed most.
- **Better planning:** We share the results with teams across the organization. The results guide our work so we can focus on what matters to tenants.
- **Community action:** We consult with tenant groups to develop plans that address the most important issues in their communities.
- **Demographic information:** Information like age, gender, and race helps us understand the needs of different tenant groups.

We use tenant feedback to make real changes, like improving communication, fixing maintenance issues, or creating new programs in your community.

### How do the Tenant Survey results affect TCHC's Strategic Plan?

Tenant Survey results show us how well we are following and implementing the [Strategic Plan](#). Feedback from tenants also helps us set goals and identify which areas need the most attention.

## **When and where can I find the 2025 Tenant Survey results?**

Survey results will be shared in **early 2026**. They will be posted on the [Past Survey Results](#) page on our website. That's when we'll also share how we plan to respond to tenant feedback. Printed summaries of the results will be available by request at tenant service locations.

## **Where can I find past survey results?**

You can see the results from past Tenant Surveys by visiting [torontohousing.ca/survey-results](https://torontohousing.ca/survey-results).

## **I still have questions about the Tenant Survey. Who can I contact?**

If you have any questions or need help completing the survey, please contact Forum Research Inc. at [TCHCsupport@forumresearch.com](mailto:TCHCsupport@forumresearch.com) or [416-960-3255](tel:416-960-3255).

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