



[Buug-yare] Sahanka Kiraystaha	[Brochure] Tenant Survey
Sahanka Kiraystaha Odahdaada Heelanaanteena Baro wax laxiriira Sahanka kiraystaha iyo sabata ay muhiim u tahay.	The Tenant Survey Your feedback. Our commitment. Learn about the Tenant Survey and why it is important.
Waa maxay Sahanka Kiraystaha Sahanka Kiraystuhu waa su'aalo loo diro guri kasta ee Toronto Community Housing (TCHC) ugu yaraan labo sanno oo kasta. Waxan adeegsanaa sharikha cilmi-baaris madaxbanaan si ay u ururiyaan oo falanqeeyaan xogta, oo u hubiyaan in cid kasta jawaabteeda loo kaydiyo si asturan. Waa maxay su'aalo aan weydiin doonaa? sahanku wuxu daboolayaa mawduucyo dhawr ah, oo ay ka mid yihiin: • Isgaarsiinta Wax ma kula socodsiinaa? • Ammaan iyo nabadda: Ma dareemaysaa ammaan gurigaaga iyo jaaliyadda dhexdeeda?	What is the Tenant Survey? The Tenant Survey is a questionnaire sent to every Toronto Community Housing (TCHC) household approximately every two years. We use an independent research company to collect and analyze the data, making sure individual responses are kept anonymous. What questions will we ask? The survey will cover several topics, including: • Communications: Are we keeping you informed? • Safety and security: Do you feel safe in your home and community?



• Adeegya macmiilka: Ma ku faraxsan tahay adeegga aad ka hesho shaqaalaha TCHC? • Dayactirka: Sideed dareemaysaa waqtiga aan ku jawaabno iyo tayada adeegga> • Raali ahaanta guud: Sideed raali ugu tahay xaaladaada nololeed? Maxaad u qaadatay sahanka? Yeelo cod. Sahanku wuxu ku siinayaa fursadda aad nagu u ogaysiinayso waxa muhiim u ah adiga iyo jaaliyadaada. Naga caawiso inaan hagaajino. Odhaahdaadu waxay naga caawinaysaa qeexidda jiidaha u baahan hagaajin. Tani waxay u horseedaydysaa barnaamijyo iyo adeegyada qof kasta. Habee mustaqbalka. Jawaabahaagu waxay hagaan qorshahayaga shaqo. Tani waxay naga caawinaysaa inaan ogaano dedaalka iyo khayraadka diiradda la saarayo.	• Customer service: Are you happy with the service you receive from TCHC staff? • Maintenance: How do you feel about our response times and service quality? • Overall satisfaction: How satisfied are you with your living situation? Why should you take the survey? Have a say. The survey gives you a chance to let us know what is important to you and your community. Help us improve. Your feedback helps us identify areas that need improvement. This leads to better programs and services for everyone. Shape the future. Your responses guide our work plans. That helps us know where to focus our efforts and resources.
Sidaan u adeegsanno natiijooyinka sahanka. • Raali ahaanta kiraystaha: Natiijooyinka waxay na tusaan sida fiican ee aan u hagaajino raaligelinta kiraystaha ee jiidaha muhiimka ah.	How we use the survey results • Tenant satisfaction. The results show us how well we are improving tenant satisfaction in key areas.



• Fahanka baahiyaha. Natiijooyinku waxay ka caawiyaan shaqaalaha fahanka baahiyaha kiraytaha ee jaaliyado kala duwan. Taasi waxay naga caawisaa bixinta taageero meesha aad looga baahan yahay. • Qorshayn fiican. Waxan la wadaagnaa natiijooyinka kooxaha daafaha ururka. Natiijooyinku waxay hagaan shaqadayada si aan diiradda u saarno waxa muhiimka u ah kiraystaha. • Ficilka bulshada. Waxan la tashanaa kooxaha kiraystayaasha si aan u kobcino qorshayaal xalliya badi xaaladaha jiidaada. • Macluumaadka tirada dadka. Macluumaadka sida da;da, sinjiga, iyo jinsiga awaxay naga caawiyaan fahamka baahiyaha kooxaha kala duwan ee kiraystayaasha. Odhaahda kiraystuhu waxay habaysaa adeegyadayada. Iskaan garee koodhka QR ama booqo linka hoose si aad wax badan uga ogaato Torontohousing.ca/survey	• 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 most to tenants. • Community action. We consult with tenant groups to develop plans that address the most important issues in your area. • Demographic information. Information like age, gender, and race helps us understand the needs of different tenant groups. Tenant feedback shapes our services. Scan the QR code or visit the link below to learn more. Torontohousing.ca/survey
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