



[Brochure] 租戶調查	[Brochure] Tenant Survey
租戶調查 您的反饋。我們的承諾。 了解租戶調查及其重要性。	The Tenant Survey Your feedback. Our commitment. Learn about the Tenant Survey and why it is important
甚麼是租戶調查？ 租戶調查是一份問卷，大約每兩年一次寄給多倫多社區住房 (TCHC) 的每家住戶。 我們使用獨立的研究公司來收集和分析資料，確保個人回覆保持匿名。 我們會問哪些問題？ 調查將涵蓋幾個主題，包括： • 溝通：我們是否讓您知情？ • 安全與保全：您在家中和社區感到安全嗎？ • 客戶服務：您對 TCHC 員工提供的服務是否滿意？ • 維護：您覺得我們的回應時間和服務品質如何？	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? • 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?



● 整體滿意度：您對居住環境的滿意度如何？ 為什麼要參加調查？ 發表意見。 這項調查為您提供機會讓我們了解什麼對您和您的社區是重要的。 幫助我們改進。 您的反饋有助於我們找出需要改進的地方。這樣就能為每個人提供更好的計劃和服務。 塑造未來。 您的回覆將指導我們的工作計劃。這有助於我們了解該將精力和資源集中在哪裡。	● 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.
我們如何使用調查結果 ● 租戶滿意度：結果顯示我們在關鍵領域提升租戶滿意度方面有多高成效。 ● 了解需求。 這些結果有助於工作人員了解不同社區租戶的需求。這有助於我們在最需要的地方提供支援。 ● 更好的規劃。 我們與整個組織的所有團隊分享結果。這些結果為我們的工作提供指引，讓我們能專注於對租戶而言最重要的事情。	How we use the survey 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 most to tenants.



- **社區行動。**我們與租戶團體協商，以制定計劃解決您所在區域最重要的問題。
- **人口資訊。**年齡、性別和種族等資訊有助於我們了解不同租戶群體的需求。

租戶的回饋塑造了我們的服務。
掃描二維碼或瀏覽以下鏈接了解更多詳情。

[Torontohousing.ca/survey](https://torontohousing.ca/survey)

- **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](https://torontohousing.ca/survey)