



[Brochure] Ɔdan hanfo adwenkyerɛ	[Brochure] Tenant Survey
<p>Ɔdan hanfo Adwenkyerɔ</p> <p>W'adwenkyerɛ. Yɛn ahofama.</p> <p>Sua Ɔdan hanfo Adwenkyerɛ ne nea enti a ɛho hia</p>	<p>The Tenant Survey</p> <p>Your feedback. Our commitment.</p> <p>Learn about the Tenant Survey and why it is important.</p>
<p><b>Dɛn ne Ɔdan Hanfo adwenkyerɛ?</b>          Tenant Survey yɛ <b>nɛmmisa</b> a wɔde kɔma fie biara a ɛwɔ Toronto Community Housing (TCHC) bɛyɛ mfe <b>abien biara</b>.          Yɛde nhwehwɛmu adwumakuw a wɔn ankasa yɛ wɔn adwuma de gyigye nɛm no na yɛhwɛhwɛ mu, na yɛhwɛ hu sɛ <b>wonnim ankorankorɛ mmuae ahorow no</b>.</p> <p><b>Nɛmbisa bɛn na yebebisɛ?</b>          Nhwehwɛmu no bɛka atifi nɛm pii ho aɛm, a nea ɛka ho ne:</p> <ul style="list-style-type: none"> <li>• <b>Nkitahode:</b> Yɛkɔso bɔ mo amanɛɛ?</li> <li>• <b>Ahwɛyie ne Banbɔ:</b> Wote nka se wowɔ ahobanbɔ wɔ wo fi ne wo mpɔtam hɔ?</li> <li>• <b>Nfɛfo som:</b> w'ani gye ɔsom a wunya fi TCHC adwumayɛfo no hɔ?</li> </ul>	<p><b>What is the Tenant Survey?</b>          The Tenant Survey is a <b>questionnaire</b> sent to every Toronto Community Housing (TCHC) household approximately <b>every two years</b>.          We use an independent research company to collect and analyze the data, making sure individual <b>responses are kept anonymous</b>.</p> <p><b>What questions will we ask?</b>          The survey will cover several topics, including:</p> <ul style="list-style-type: none"> <li>• <b>Communications:</b> Are we keeping you informed?</li> <li>• <b>Safety and security:</b> Do you feel safe in your home and community?</li> <li>• <b>Customer service:</b> Are you happy with the service you receive from TCHC staff?</li> </ul>



<ul style="list-style-type: none"> <li>• <b>Nsiesie:</b> Dɛn na wo dwene fa yɛn mmuae bere ne ɔsom adwuma pa ho?</li> <li>• <b>Abotɔyam wɔ ne nyinaa mu:</b> W'asetenam som bo ma wo?</li> </ul> <p><b>Kyerɛ w'adwene:</b> Nwhehwɛmu no ma wo nya akwannya de kyere yɛn nea ehia wo ne wo mpɔtamfo.</p> <p><b>Boa yɛn na yennya nkɔso.</b> W'adwenkyere boa ma yehu beae a ehia nkɔso.</p> <p>Eyi ma wɔyɛ nhyehyɛe ne nnwuma papa a eye ma obiara.</p> <p><b>Siesie daakye.</b> Nsusuanso no bɔ ɔkwan ma adwuma a yeyɛ no. ɛboa ma yɛdi yɛn ani asi nea ehia titiriw ma ɔdan hanfo.</p>	<ul style="list-style-type: none"> <li>• <b>Maintenance:</b> How do you feel about our response times and service quality?</li> <li>• <b>Overall satisfaction:</b> How satisfied are you with your living situation?</li> </ul> <p><b>Why should you take the survey?</b> <b>Have a say.</b> The survey gives you a chance to let us know what is important to you and your community. <b>Help us improve.</b> Your feedback helps us identify areas that need improvement. This leads to better programs and services for everyone. <b>Shape the future.</b> Your responses guide our work plans. That helps us know where to focus our efforts and resources.</p>
<p><b>Sɛnea yɛde nhwehwɛmu no nsusuanso di dwuma</b></p> <ul style="list-style-type: none"> <li>• <b>ɔdan hanfo abotɔyam.</b> Nsusuanso no kyere yɛn sɛnea yeretumpɔn wɔ mmeae titiriw a ehia adan hanfo.</li> <li>• <b>Te ahiade ase.</b> Nsusuanso no boa adwumayɛfo no ma wote ɔdan hanfo ehiade wɔ mpɔtam ahorow no mu. ɛno boa yɛn ma yɛboa wɔ faako a ɛho hia kɛse.</li> </ul>	<p><b>How we use the survey results</b></p> <ul style="list-style-type: none"> <li>• <b>Tenant satisfaction.</b> The results show us how well we are improving tenant satisfaction in key areas.</li> <li>• <b>Understand needs.</b> The results help staff understand the needs of tenants in different communities. That helps us offer support where it is needed most.</li> </ul>



<ul style="list-style-type: none"> <li>• <b>Nhyehyɛ papa.</b> Yɛnɛ akuwakuw a ɛwɔ adwumakuw no mu no kyɛ nsunsuaso no. Nsusuanso no bɔ ɔkwan ma adwuma a yɛyɛ no na yɛdi yɛn ani asi nea ehia titiriw ma ɔdan hanfo</li> <li>• <b>Mpɔtamhɔfo anamɔntu.</b> Yɛnɛ ɔdan hanfo kuw de nkitaho na y'ayɛ nhyehyɛ a ɛbɛboa nsɛm a ɛho hia yiye wɔ wɔn mpɔtam hɔ.</li> <li>• <b>Nnipa dodow ho nsɛm</b> Nnipa ho nsɛm te sɛ mfe a obi adi, sɛ woyɛ ɔbarima anaa ɔbea, ne nipa su a woyɛ boa yɛn ma yɛtɛ ɔdan hanfo akuw ahorow no ahiasɛm ase.</li> </ul> <p><b>ɔdan hanfo adwenkyerɛ boa yɛn dwumade.</b> Scan QR code no anaa kɔ link a ɛwɔ ase hɔ kosua bi kaho <a href="https://torontohousing.ca/survey">Torontohousing.ca/survey</a></p>	<ul style="list-style-type: none"> <li>• <b>Better planning.</b> We share the results with teams across the organization. The results guide our work so we can focus on what matters most to tenants.</li> <li>• <b>Community action.</b> We consult with tenant groups to develop plans that address the most important issues in your area.</li> <li>• <b>Demographic information.</b> Information like age, gender, and race helps us understand the needs of different tenant groups.</li> </ul> <p><b>Tenant feedback shapes our services.</b> Scan the QR code or visit the link below to learn more. <a href="https://torontohousing.ca/survey">Torontohousing.ca/survey</a></p>
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