



2025 Tenant Survey

Overview, results, and next steps

TRM-1040

Toronto
Community
Housing



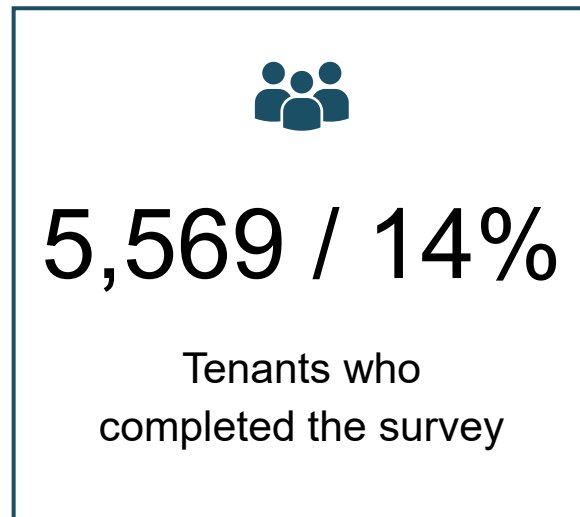


Tenant Survey overview

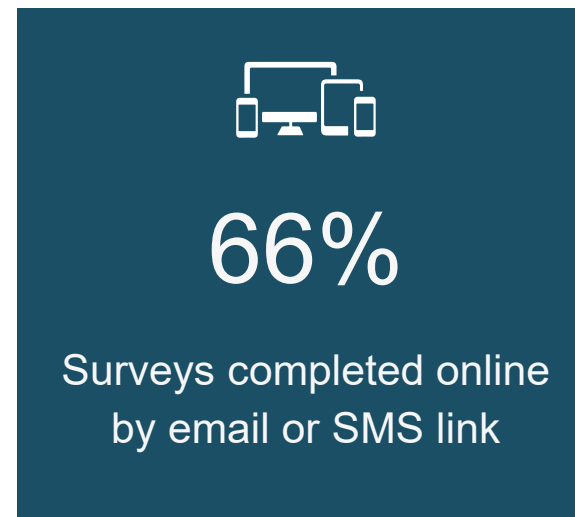
- In September, we sent the 2025 Tenant Survey to all Toronto Community Housing (TCHC) households.
- The survey period ran from **September to January 2026**.
- It gave tenants a chance to share **feedback** on all service areas including **communication, safety and security, customer service, and maintenance**.
- **We added new questions** to learn more about safety, maintenance, and how staff interact with tenants.
- The survey was promoted through the TCHC website, social media, emails, text messages, newsletters, building posters, and tenant events.
- The response rate was **14%** and is still within the **industry average of 10-15%** for this type of survey. This was a reduction from the 20% response rate in 2023.

High-level overview of results

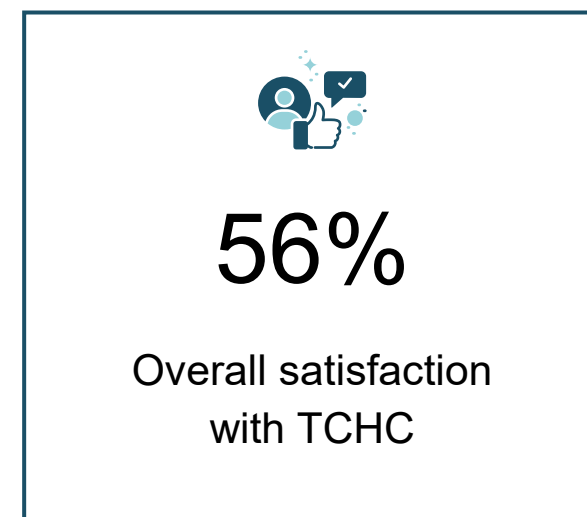
To put the 2025 results in context, it's important to note that there were significant increases in satisfaction across most service areas between 2021 and 2023. **In 2025, the survey results were largely stable**, with most service areas having either the same level of satisfaction as 2023 or slight increases or decreases of 1-2 percentage points.



In 2023: 8,134 or 20%



In 2023: 50%



In 2023: 56%



Important findings



Positive view of TCHC overall

Most tenants (**56%**) continue to have a positive view of TCHC overall.



Tenant satisfaction with customer service is steady

Stayed the same or slightly improved since 2023 (**changes of -1 to +3** percentage points across customer service topics).



Client Care Centre satisfaction is improving

A **3% increase** in satisfaction with call wait times since 2023 and **2% increase** in satisfaction with the information provided.



Financial help and food support services

Tenants said financial help (**46%**) and food security (**35%**) would be most helpful to maintain their housing and manage daily life.

Important findings

When asked what comes to mind when hearing "community safety," tenants told us the topic of **Community Safety Unit (CSU) patrols is top-of-mind.**



75%

of tenants felt safety improved or stayed the same in the past year

40% felt it had improved and
35% felt it had stayed the same.



44%

Satisfaction with community safety levels decreased to 44%.

A decrease of 2 percentage points since 2023.
Additional analysis is underway to better understand what drives community safety satisfaction.

Important findings



Tenant engagement

- > **48%** of tenants were not interested in participating in tenant engagement opportunities.
- > However, Tenant Circles were the most popular option for method of engagement among tenants who were interested (**35%**).



Satisfaction among women

- > Men tend to be more satisfied than women in general, typically by a difference of **5% or less**.
- > Women were more likely to identify support services that would help them maintain their housing and day to day life.

Key area for improvement



Tenant sentiment

- Most areas of tenant sentiment increased by a few percentage points from 2021 to 2023 and have since decreased in 2025.
- **Feeling respected by other tenants stayed the same** as in 2023.
- All other areas of tenant sentiment—sense of belonging, feeling welcome in common spaces, pride in community, pride in home, feeling respected by staff, and staff accountability **decreased by 1-5 percentage points**.
- **The Net Promotor Score (NPS) was -8 in 2025, meaning** that most tenants are not likely to recommend TCHC as a good place to live. Tenants' pride in their community and home is a key driver of NPS.

Key area for improvement



Youth satisfaction

- Younger tenants tend to be less satisfied than older tenants, by as much as **30%**.
- Younger tenants are **more concerned with criminal activity** in their buildings.
- They are more likely to want TCHC to **prioritize responding to violent incidents** and community crisis support after incidents occur.
- Younger tenants were also **more likely to identify support services** that would be helpful to them.
- The only exception is senior services which were understandably more desirable among senior tenants.

Look back

When we look back to the 2023 Tenant Survey results, we see that the following key priorities identified for improvement continue to be **areas to focus** on:



One-on-one support

The availability of **local building/community staff for one-on-one support** has not improved and continues to be a strong driver of overall satisfaction.



Safety levels

Tenant's satisfaction with the **safety level of their community** continues to be a strong driver of overall satisfaction when compared to other key services.



Youth satisfaction

Younger tenants continue to be less satisfied that older tenants across all service areas.

Ways we are taking action



Responding to feedback

In some cases, we are already taking action to improve areas that tenants provided feedback on and will focus on communicating these action plans to tenants.



Engagement with tenants

Some feedback will require additional engagement with tenants to understand what actions would be the most impactful.



Opportunity for more actionable insights

The survey results highlight key trends and focus areas. There is opportunity to get more actionable insights through a deeper analysis of the response data and by combining it with other datasets.



Further analysis

Areas we are investigating to better understand what factors are driving the results:

- Net Promoter Score
- Maintenance satisfaction
- Customer service topics (Client Care, local staff, CSU)
- Community safety
- Tenant Engagement
- High needs communities
- Youth/young adults
- Development-specific analysis

Sharing results with tenants

Communication about the survey results will be split into two main phases.



Phase one (June 2026)

Preliminary results rollout to tenants. Includes high-level trends we are seeing.



Phase two (September 2026)

Share more details about the survey's key findings and TCHC's action plans to address tenant feedback.

We will share the results with tenants through multiple channels. This includes the TCHC website, social media, emails, newsletters, building posters, and tenant events.



Refreshing our Tenant Survey approach

- The 2025 Tenant Survey marks the **conclusion of our current vendor contract** .
- We will **engage a new vendor in 2026** to help us:
 - Define a modern tenant surveying strategy.
 - Balance comprehensive feedback with more regular, targeted engagement.
- We will **explore different ways to engage tenants**, beyond a single large survey cycle, to better reflect how tenants experience our services.
- This work will be **informed by best practices, tenant feedback, and key learnings** from recent survey cycles, with a focus on improving how insights are used to support decision-making and service improvement.





Thank you!

The Tenant Survey is a useful data collection tool that reaches all TCHC tenants on a biennial basis.

Each time we run the Tenant Survey, it teaches us something new about our tenants and what is important to them.



Appendix A:

Definitions

Appendix A: definitions

➤ **Customer service**

Customer service at TCHC is primarily provided by the Client Care Centre (call centre), frontline staff, and Community Safety Unit (CSU) staff.

References to “customer service satisfaction” include responses to questions about:

- Client Care Centre (satisfaction with overall service, call wait times, and accuracy/helpfulness of information provided)
- Local building/community staff (satisfaction with overall service, availability of staff for support, and staff response times)
- CSU staff (satisfaction with overall service and staff behaviour)

Appendix A: definitions (continued)

➤ Key service areas

TCHC’s service pillars are cleaning, maintenance, tenancy management, and community safety and supports. Key service areas include the primary functions of these pillars as well as tenant engagement (local decision-making), and tenant programs and services.

References to “key service area satisfaction” include responses to questions about:

- Building cleanliness
- Building/unit maintenance
- Support to maintain tenancy
- Connecting tenants to support services
- Ability to participate in local decision-making
- Tenant programs and services
- Community safety

Appendix A: definitions (continued)

> Tenant sentiment

Tenant sentiment is an important factor for tenants to feel comfortable, safe, and engaged in their communities. Sentiments include feeling welcome in common areas, feeling pride in their community, and feeling respected by staff and other tenants.

References to “tenant sentiment” include responses to questions about:

- Sense of belonging in community
- Feeling welcome in offices/common spaces
- Pride in community
- Pride in home
- Feeling respected by TCHC staff
- Feeling respected by other tenants
- Feeling that TCHC staff take accountability
- Feeling that TCHC staff act professionally

Appendix B:

2025 Tenant Survey Responses

Toronto
Community
Housing



2025 Tenant Survey Results

March 2026





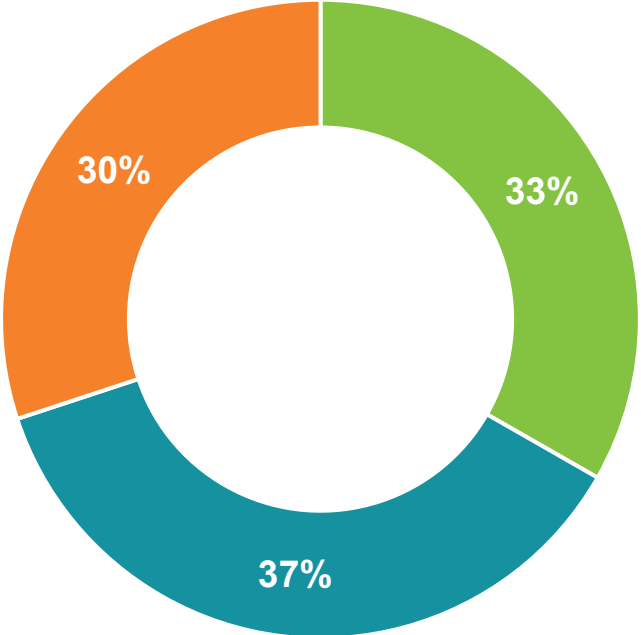
Section 1

Respondent Demographic Profile



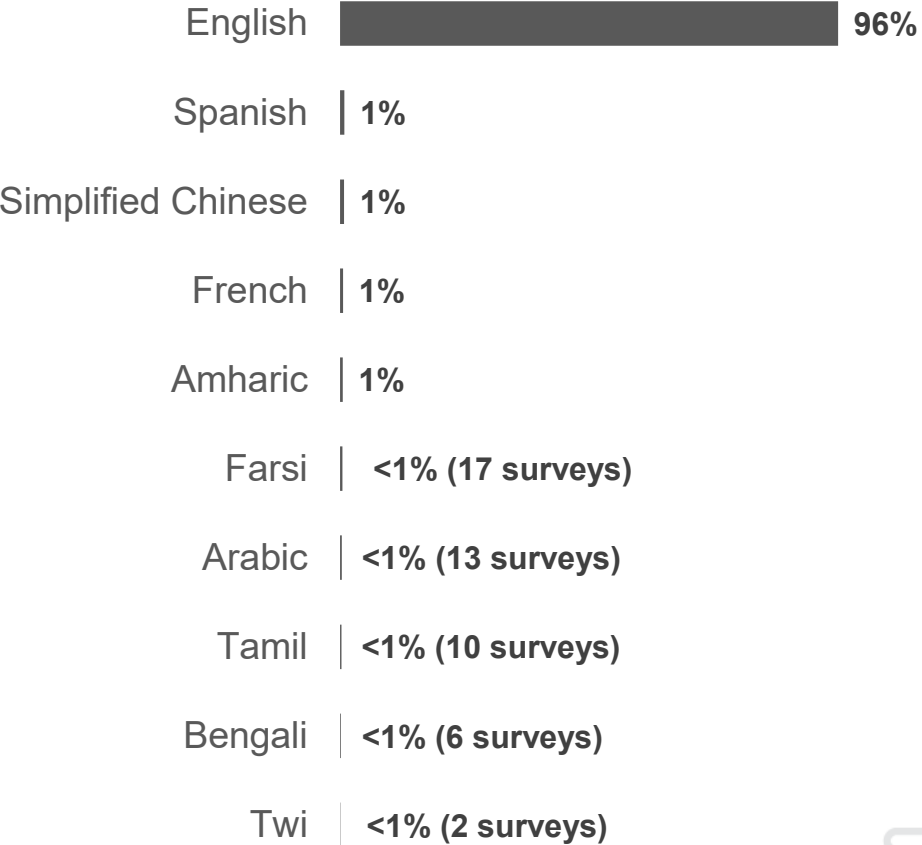
Respondent Breakdown

Region



■ Central ■ East ■ West

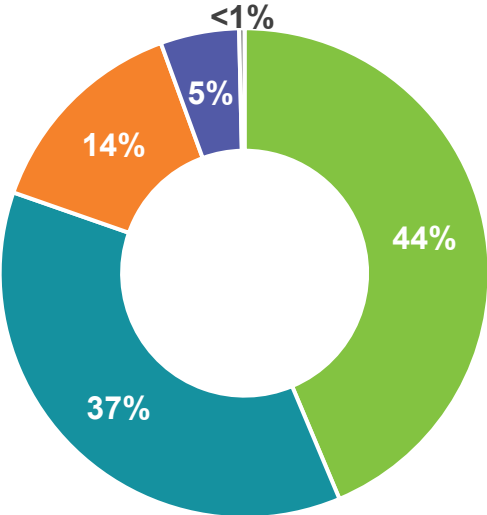
Respondent Completion Language
ONLINE





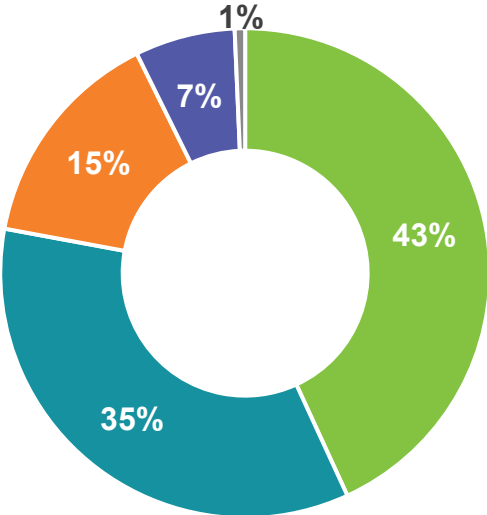
Respondent Breakdown

Survey Type - West



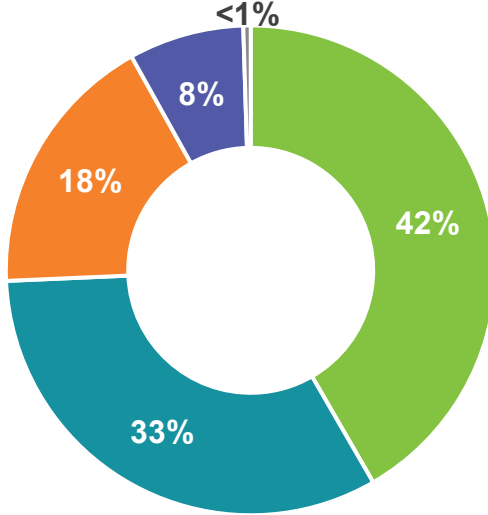
- SMS to Online
- Mail-In
- Online Link
- Email to Online
- Telephone

Survey Type - East



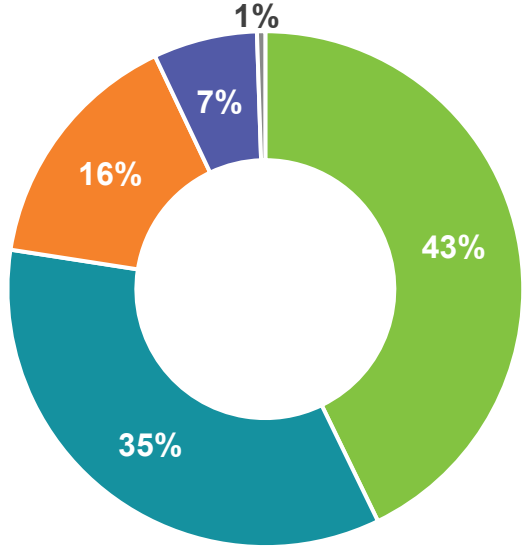
- SMS to Online
- Mail-In
- Online Link
- Email to Online
- Telephone

Survey Type- Central



- SMS to Online
- Mail-In
- Online Link
- Email to Online
- Telephone

Survey Type - Total



- SMS to Online
- Mail-In
- Online Link
- Email to Online
- Telephone



Respondent Breakdown



Mail-In Respondents

Respondents who answered the survey through mail-in vary across regions. They are more likely to be:

- Living in West region
- Aged 50+
- Men

There were no statistically significant differences across races.



Online Link Respondents

Respondents who answered the survey online through the link on the mail invite are more likely to be:

- Living in Central region
- Aged 16-49
- Men
- East Asian, South Asian, Latin American, Arab, Indigenous, Southeast Asian, and White



SMS Invite Respondents

Respondents who answered the survey online through the SMS invite are more likely to be:

- Aged 30-64
- Women
- Black, Indigenous, Latin American, White and Arab



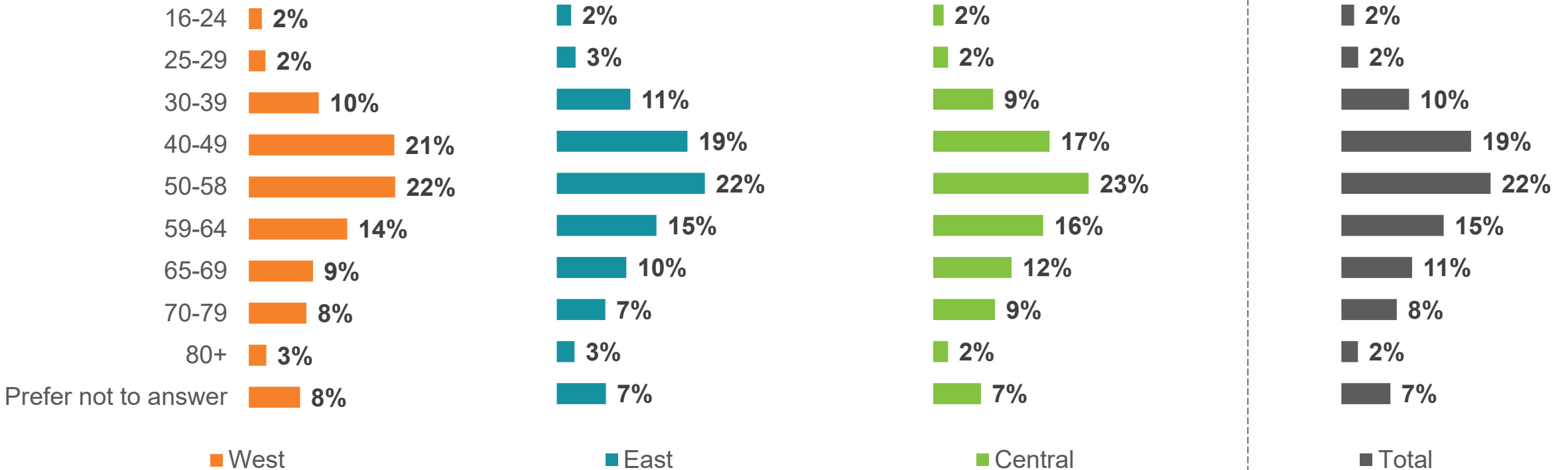
Email Invite Respondents

Respondents who answered the survey online through the SMS invite are more likely to be:

- Living in Central region
- Aged 30-58
- White

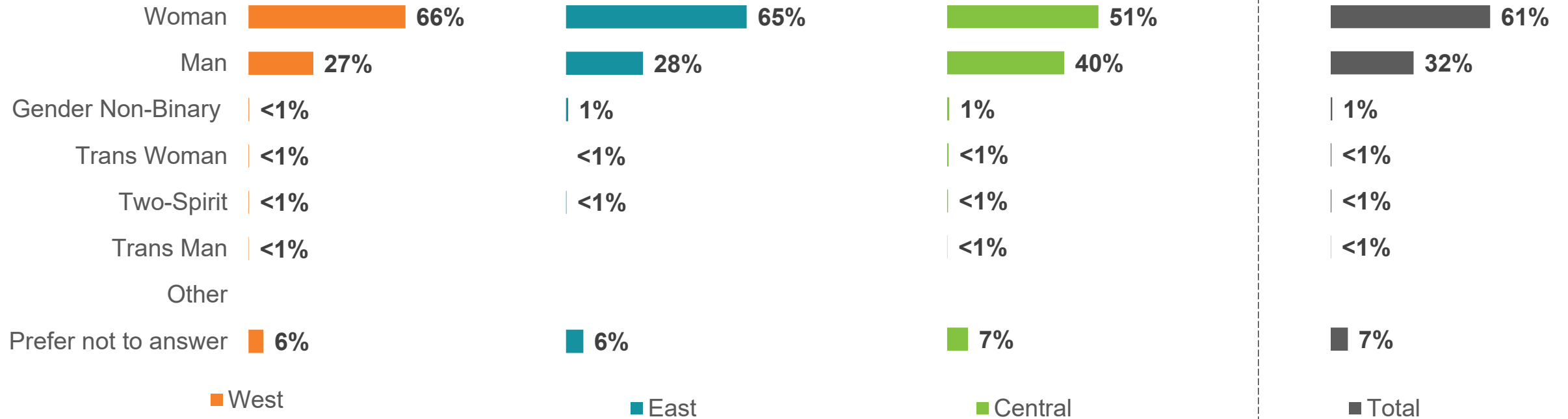


Respondent Demographics Age



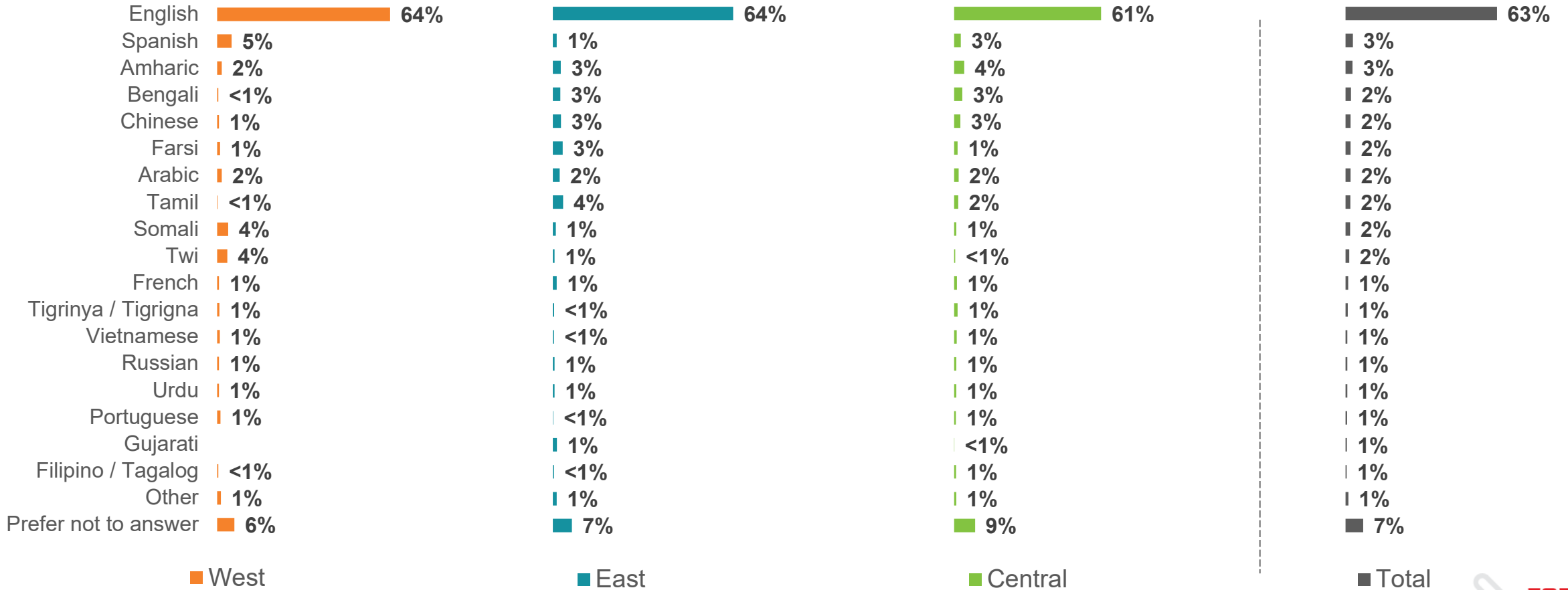


Respondent Demographics Gender





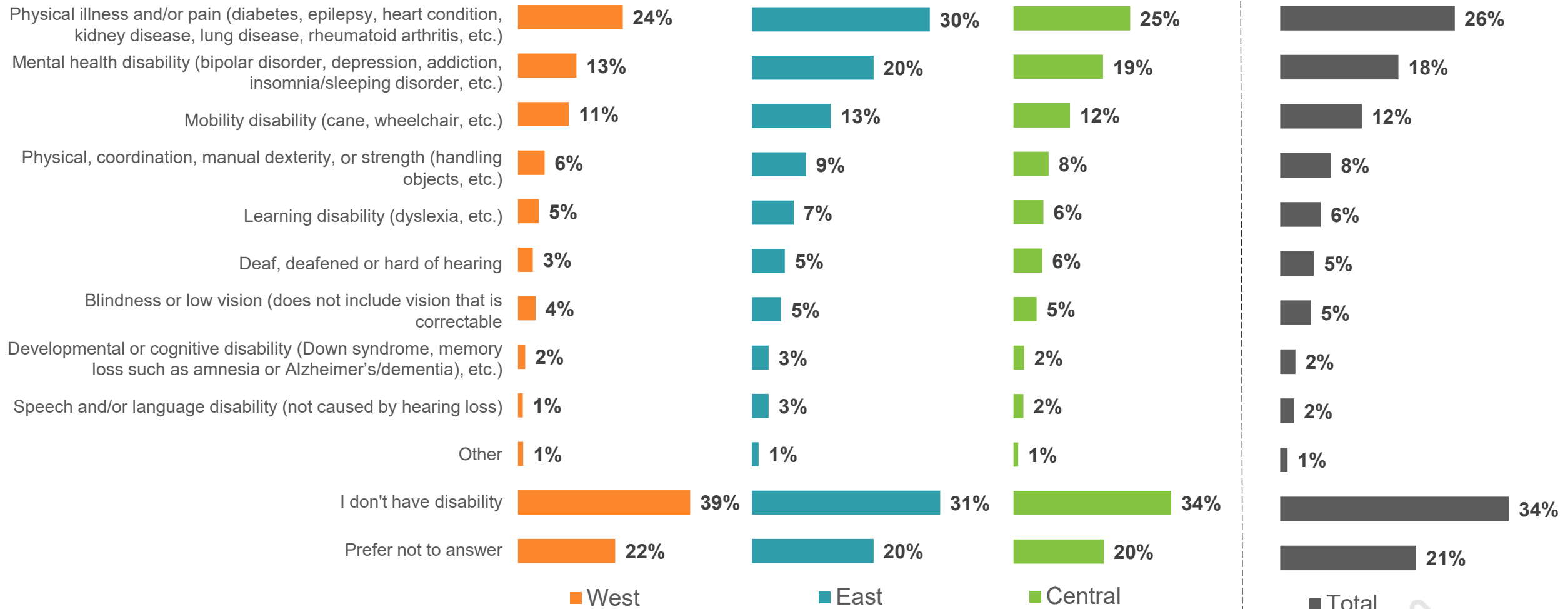
Respondent Demographics Language Spoken at Home



Note: Mentions <1% based on total results are not displayed in above charts.

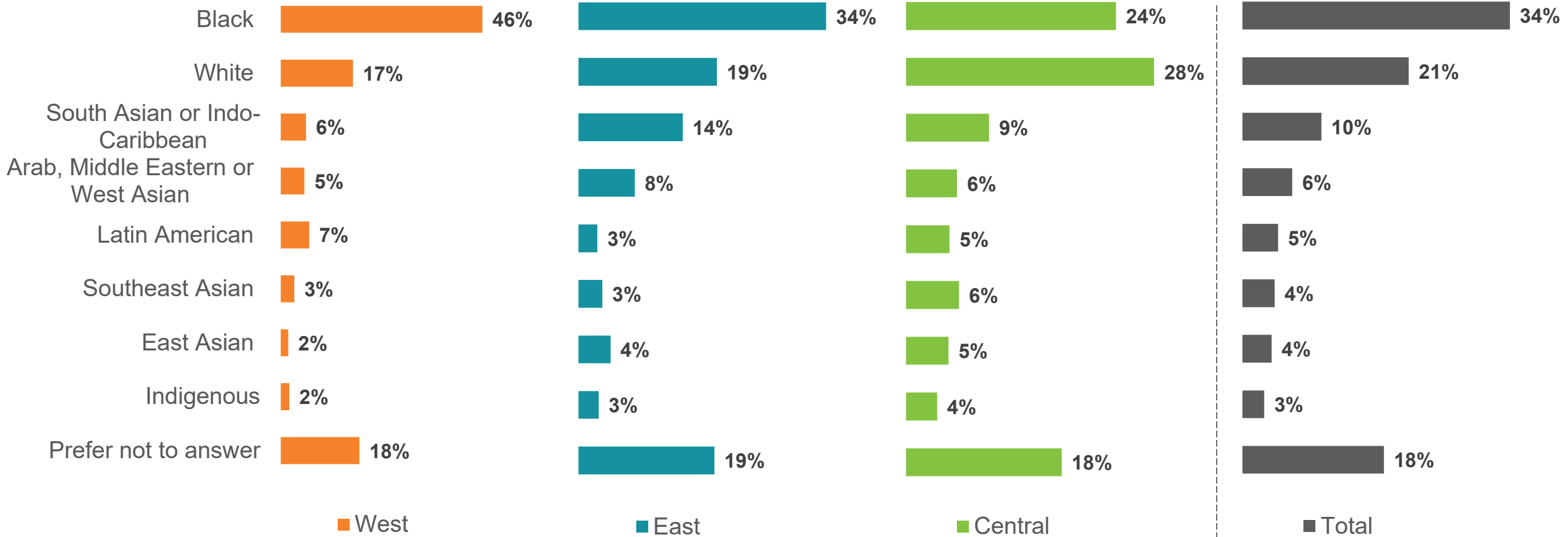


Respondent Demographics Disability





Respondent Demographics Race/Ethnicity





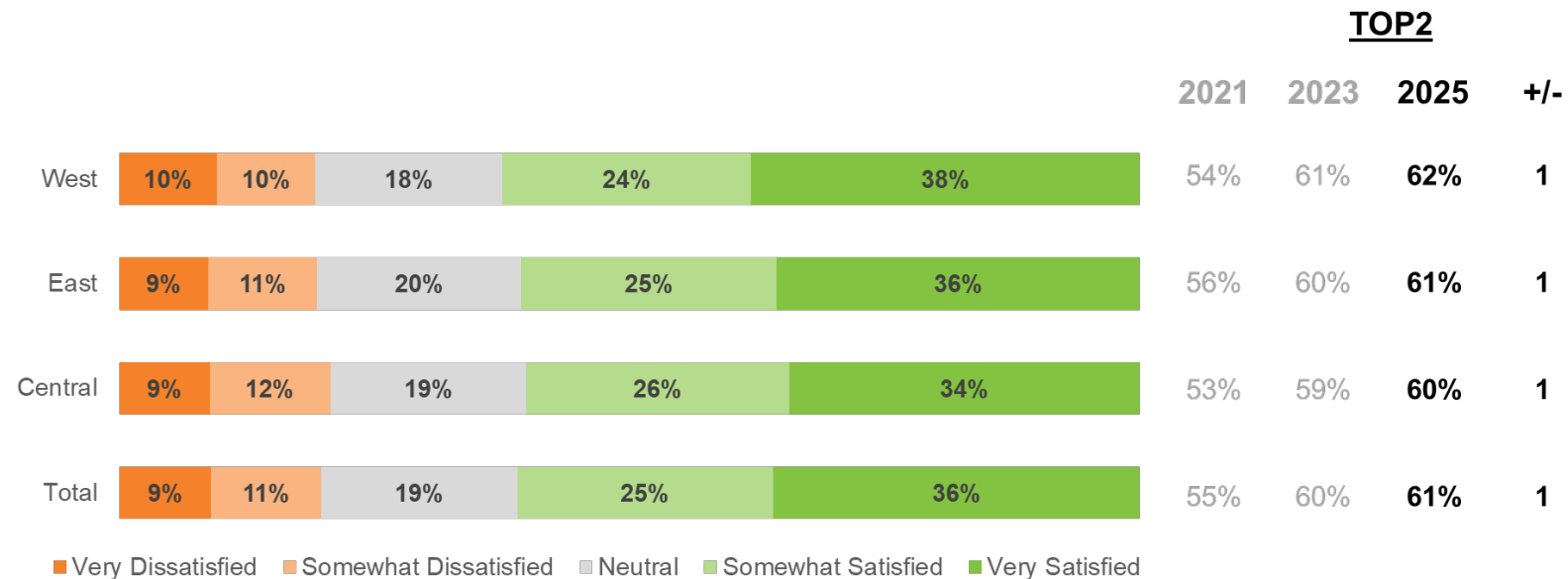
Section 2

Detailed Results



Interpreting the Results

- Where applicable, mentions of TOP2 reference the collected top two positive responses. For example, a TOP2 grouping referred to as “satisfied” may be the combined result of “very satisfied” and “somewhat satisfied”.
- Due to rounding, numbers presented throughout, this report may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 groupings.
- The footnote on each page indicates the related question from the survey questionnaire, the sample sizes of the related data, and the sample framework used in the analysis.
- Throughout the report, results are broken down by TCHC regions of operation and were compared to survey results from 2021 and 2023. An example is shown below:





Drivers Analysis

The Drivers Analysis in the following slides shows the relationship between how **satisfied** the tenants are with each service and the **impact** of the services to the tenants' overall service satisfaction.

- **Impact on overall satisfaction scores** are plotted horizontally across the bottom of the chart (along the X-axis). They are based on a regression analysis that determines how a specific service (“independent variable”) contributes to tenants’ overall satisfaction with services (“dependent variable”).
- **Satisfaction scores** are plotted vertically (along the Y-axis). They represent overall stated satisfaction (TOP2%) with each of the individual services.

As a result of the analysis, individual service scores can be distributed among four areas:

- **Primary Areas for Improvement** – services that have highest impact on overall satisfaction, but with lower individual satisfaction scores. This is stated as the primary area for improvement because the regression analysis identifies that these services are the strongest drivers of satisfaction. If TCHC can increase satisfaction in these areas, this will have the largest impact on overall satisfaction with TCHC services.
- **Secondary Areas for Improvement** – services that have relatively lower impact on overall satisfaction and have lower individual satisfaction scores. This should be the secondary area of focus to improve satisfaction scores.
- **Primary Areas for Maintenance** – services that have relatively high impact on overall satisfaction and high individual satisfaction scores. The focus here is on maintaining the current level of satisfaction.
- **Secondary Areas for Maintenance** – services with low impact on overall satisfaction but high individual satisfaction scores. The focus here should be to maintain satisfaction levels.



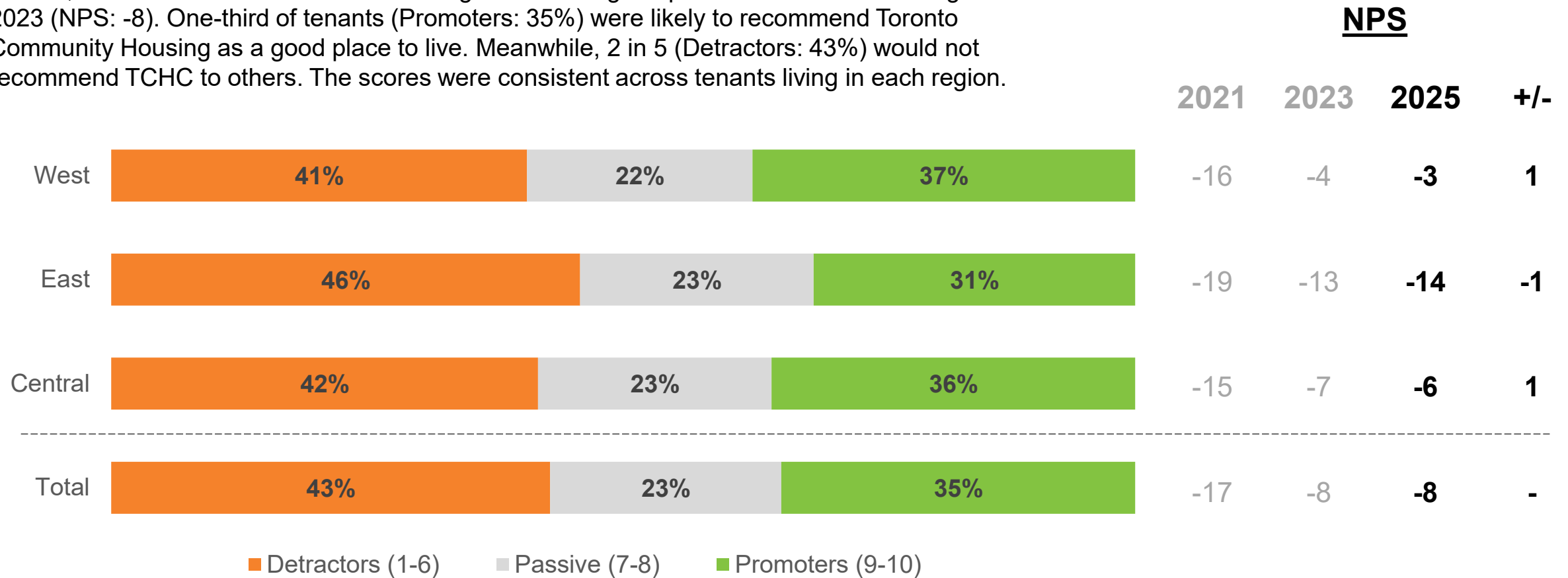
Tenant Satisfaction

Overall Satisfaction Levels and Net Promoter Score



Net Promoter Score (NPS)

- Overall, tenants' likelihood of recommending TCHC as a good place to live has not changed since 2023 (NPS: -8). One-third of tenants (Promoters: 35%) were likely to recommend Toronto Community Housing as a good place to live. Meanwhile, 2 in 5 (Detractors: 43%) would not recommend TCHC to others. The scores were consistent across tenants living in each region.



How likely are you to recommend Toronto Community Housing as a good place to live? With 1 being not likely and 10 being very likely. Please select your response below.

Total sample n=5050 (2025), n=7338 (2023), n=8087 (2021)

Central n=1684 (2025), n=2504 (2023), n=2711 (2021)

East n=1854 (2025), n=2521 (2023), n=2829 (2021)

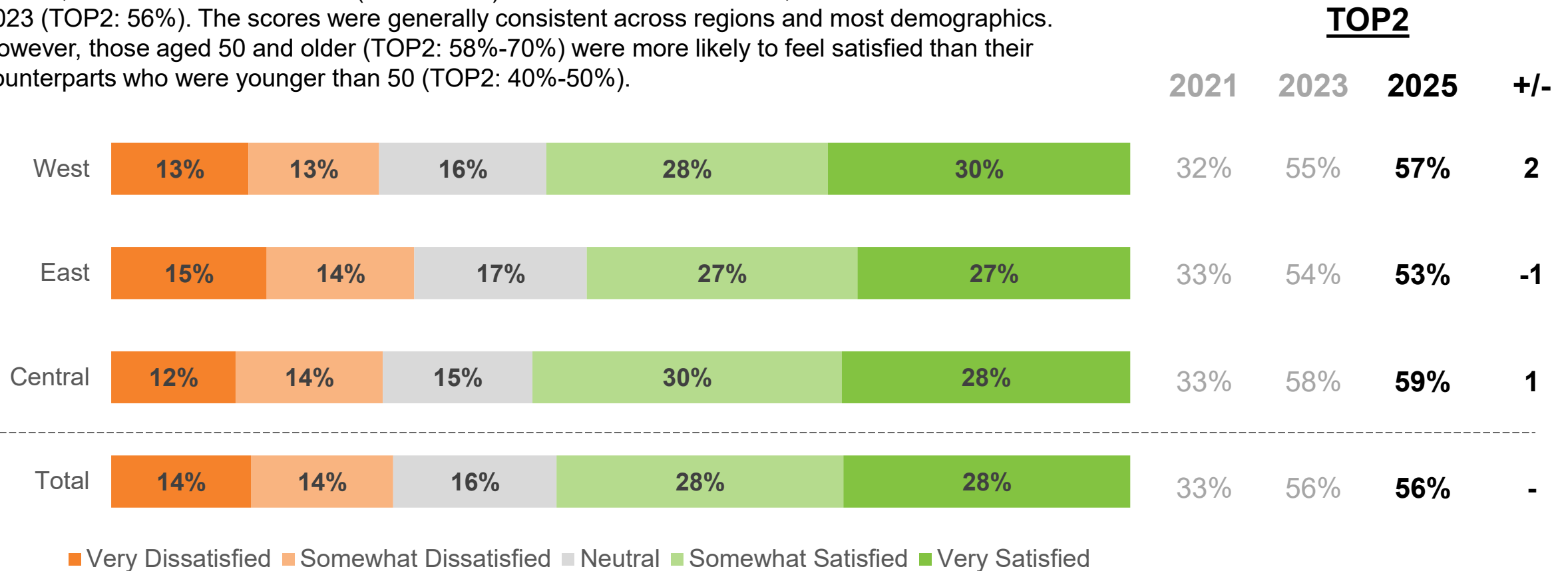
West n=1512 (2025), n=2313 (2023), n=2505 (2021)

Base: All respondents (excluding Prefer not to say and missing responses)



Overall Satisfaction

- In 2025, more than half of tenants (TOP2: 56%) were satisfied with TCHC, which is consistent with 2023 (TOP2: 56%). The scores were generally consistent across regions and most demographics. However, those aged 50 and older (TOP2: 58%-70%) were more likely to feel satisfied than their counterparts who were younger than 50 (TOP2: 40%-50%).

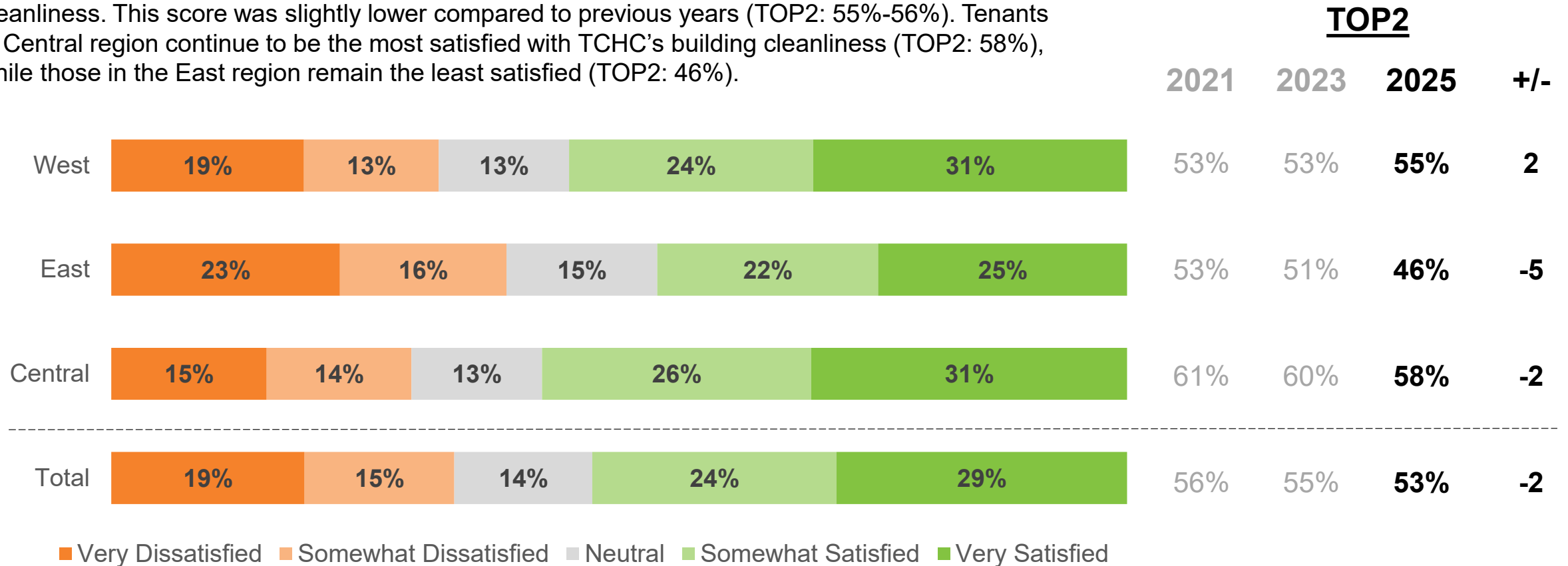


As a tenant, how satisfied or dissatisfied are you with Toronto Community Housing overall?
 Total sample n=5217 (2025), n=7471 (2023), n=8242 (2021)
 Central n=1737 (2025), n=2537 (2023), n=2778 (2021)
 East n=1920 (2025), n=2578 (2023), n=2881 (2021)
 West n=1560 (2025), n=2356 (2023), n=2537 (2021)
 Base: All respondents (excluding Prefer not to say and missing responses)



Satisfaction Building Cleanliness

- In 2025, more than half (TOP2: 53%) of tenants across all regions were satisfied with overall cleanliness. This score was slightly lower compared to previous years (TOP2: 55%-56%). Tenants in Central region continue to be the most satisfied with TCHC's building cleanliness (TOP2: 58%), while those in the East region remain the least satisfied (TOP2: 46%).

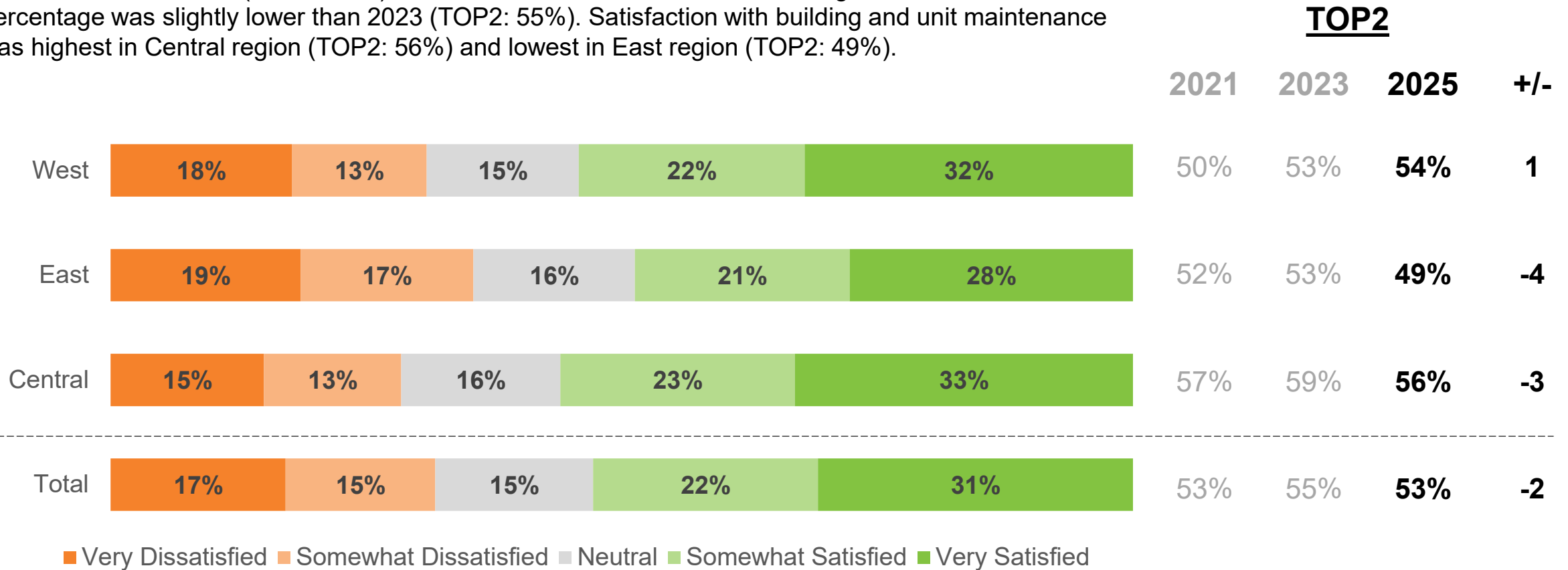


How satisfied or dissatisfied are you with the following: Cleanliness of your building (2025)
 How satisfied or dissatisfied are you with the following: Toronto Community Housing's building cleanliness (2023)
 Total sample n=5345 (2025), n=7919 (2023), n=7766 (2021)
 Central n=1804 (2025), n=2694 (2023), n=2579 (2021)
 East n=1959 (2025), n=2726 (2023), n=2685 (2021)
 West n=1582 (2025), n=2499 (2023), n=2352 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Building/Unit Maintenance

- In 2025, more than half (TOP2: 53%) of tenants were satisfied with the building/unit maintenance. This percentage was slightly lower than 2023 (TOP2: 55%). Satisfaction with building and unit maintenance was highest in Central region (TOP2: 56%) and lowest in East region (TOP2: 49%).



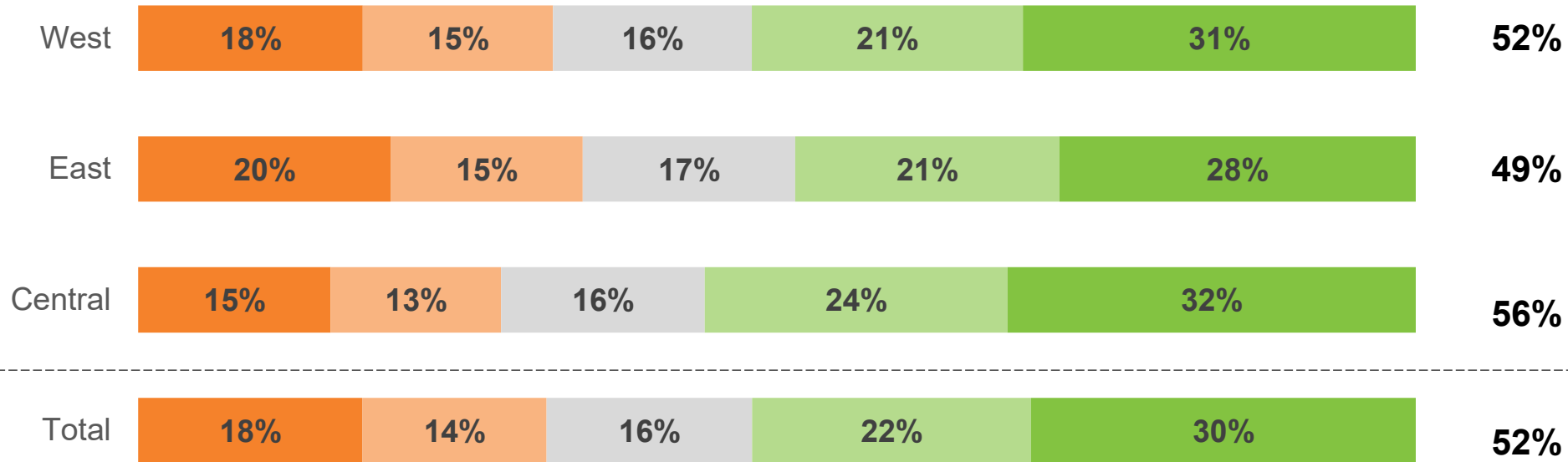
How satisfied or dissatisfied are you with the following: Maintenance in your building/unit (2025)
 How satisfied or dissatisfied are you with the following: Toronto Community Housing's building/unit maintenance (2023)
 Total sample n=5407 (2025), n=7953 (2023), n= 7762 (2021)
 Central n=1812 (2025), n=2696 (2023), n=2574 (2021)
 East n=1981 (2025), n=2743 (2023), n=2692 (2021)
 West n=1614 (2025), n=2514 (2023), n=2341 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Quality of Maintenance Work in Unit

- In 2025, more than half (TOP2: 52%) of tenants were satisfied with the quality of maintenance work completed in their units. Satisfaction with the quality of maintenance work was the highest among tenants in the Central region (TOP2: 56%) and lowest in the East region (TOP2: 49%).

**TOP2
2025**



■ Very Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Neutral
 ■ Somewhat Satisfied
 ■ Very Satisfied

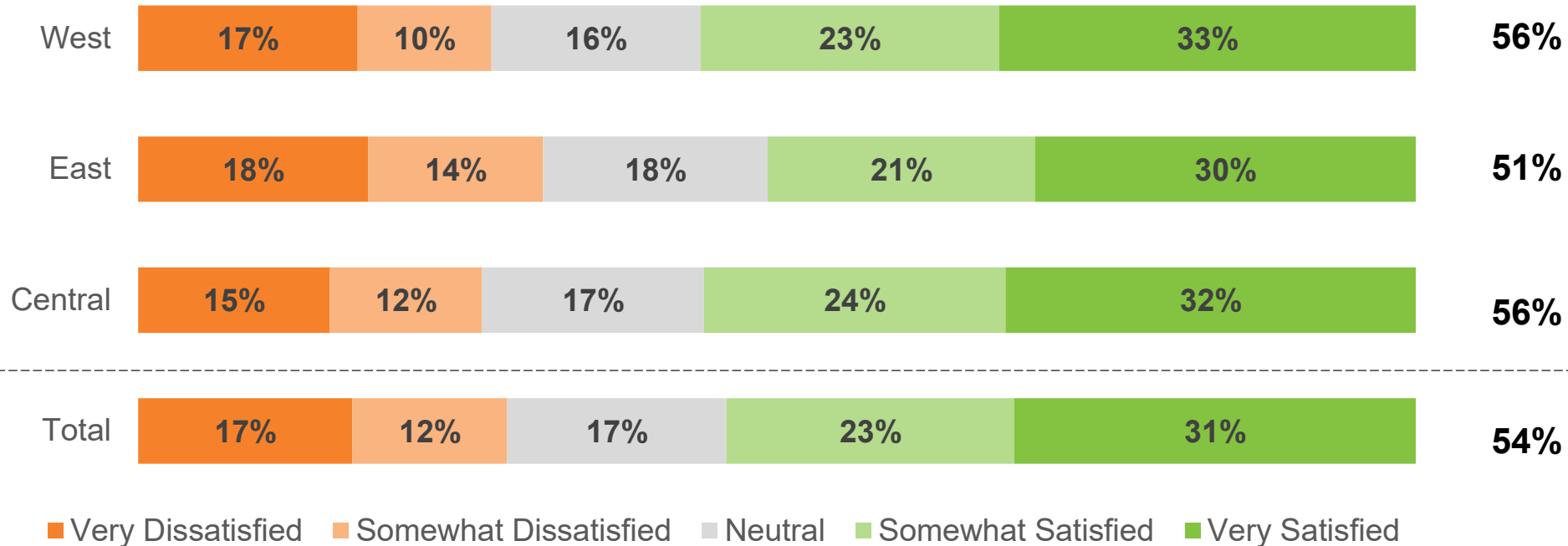
*Note: New in 2025 survey
 How satisfied or dissatisfied are you with the following: The quality of maintenance work completed in your unit
 Total sample n=5421
 Central n=1806
 East n=1989
 West n=1626
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Timeliness of Maintenance Issue Resolution

- In 2025, more than half (TOP2: 54%) of tenants were satisfied with how quickly maintenance issues were resolved in their units. Satisfaction with the timeliness of maintenance issue resolutions was higher among tenants in the Central and West regions (TOP2: 56%) compared to those in the East region (TOP2: 51%).

**TOP2
2025**

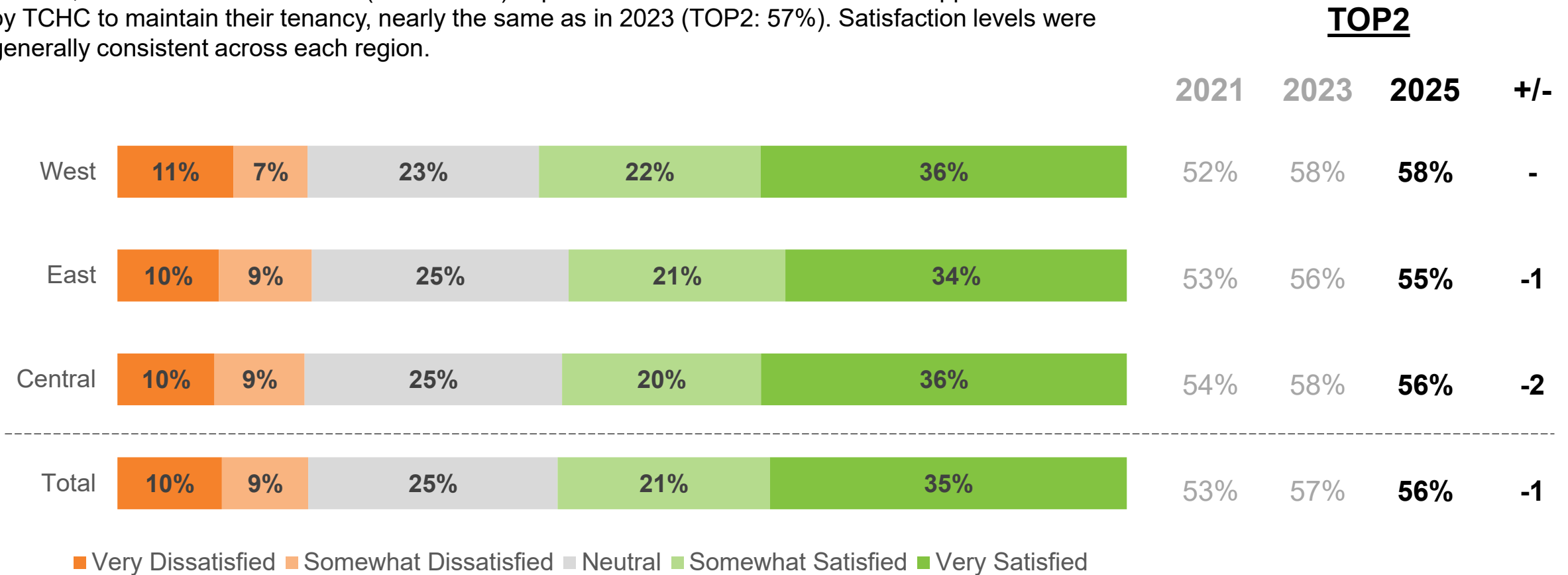


*Note: New in 2025 survey
 How satisfied or dissatisfied are you with the following: How quickly maintenance issues are resolved in your unit
 Total sample n=5413
 Central n=1813
 East n=1987
 West n=1613
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Support to Maintain Tenancy

- In 2025, more than half of tenants (TOP2: 56%) expressed their satisfaction with the support offered by TCHC to maintain their tenancy, nearly the same as in 2023 (TOP2: 57%). Satisfaction levels were generally consistent across each region.



How satisfied or dissatisfied are you with the following: Toronto Community Housing supporting you to maintain your tenancy (e.g., communications about tenancy/rent owed, responding to tenants' questions and concerns, etc.)

Total sample n=5217 (2025), n=7706 (2023), n=7464 (2021)

Central n=1714 (2025), n=2572 (2023), n=2434 (2021)

East n=1937 (2025), n=2668 (2023), n=2601 (2021)

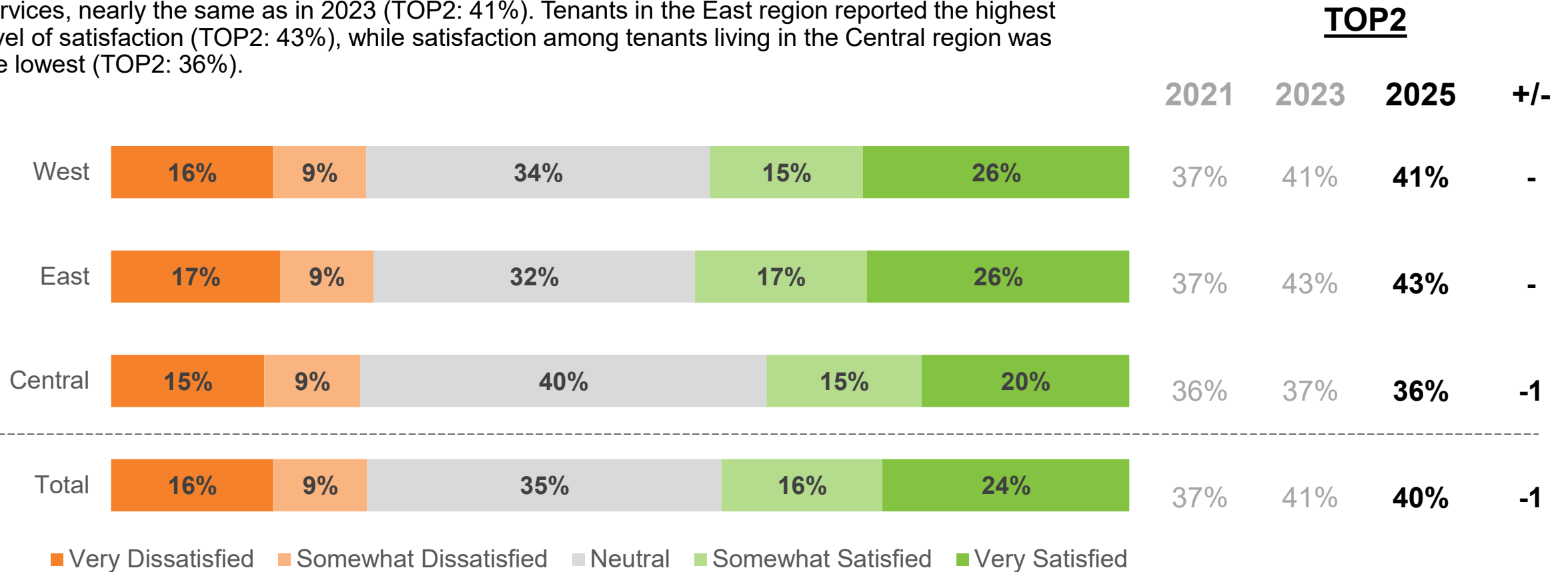
West n=1566 (2025), n=2466 (2023), n=2279 (2021)

Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Connecting Tenants to Support Services

- In 2025, 2 in 5 (TOP2: 40%) expressed satisfaction with TCHC connecting tenants to support services, nearly the same as in 2023 (TOP2: 41%). Tenants in the East region reported the highest level of satisfaction (TOP2: 43%), while satisfaction among tenants living in the Central region was the lowest (TOP2: 36%).



How satisfied or dissatisfied are you with the following: Toronto Community Housing connecting you (2023: "tenants") to support services (e.g., counselling, healthcare, food bank, substance use support, etc.)

Total sample n=4249 (2025), n=6578 (2023), n=7417 (2021)

Central n=1308 (2025), n=2084 (2023), n=2379 (2021)

East n=1633 (2025), n=2358 (2023), n=2644 (2021)

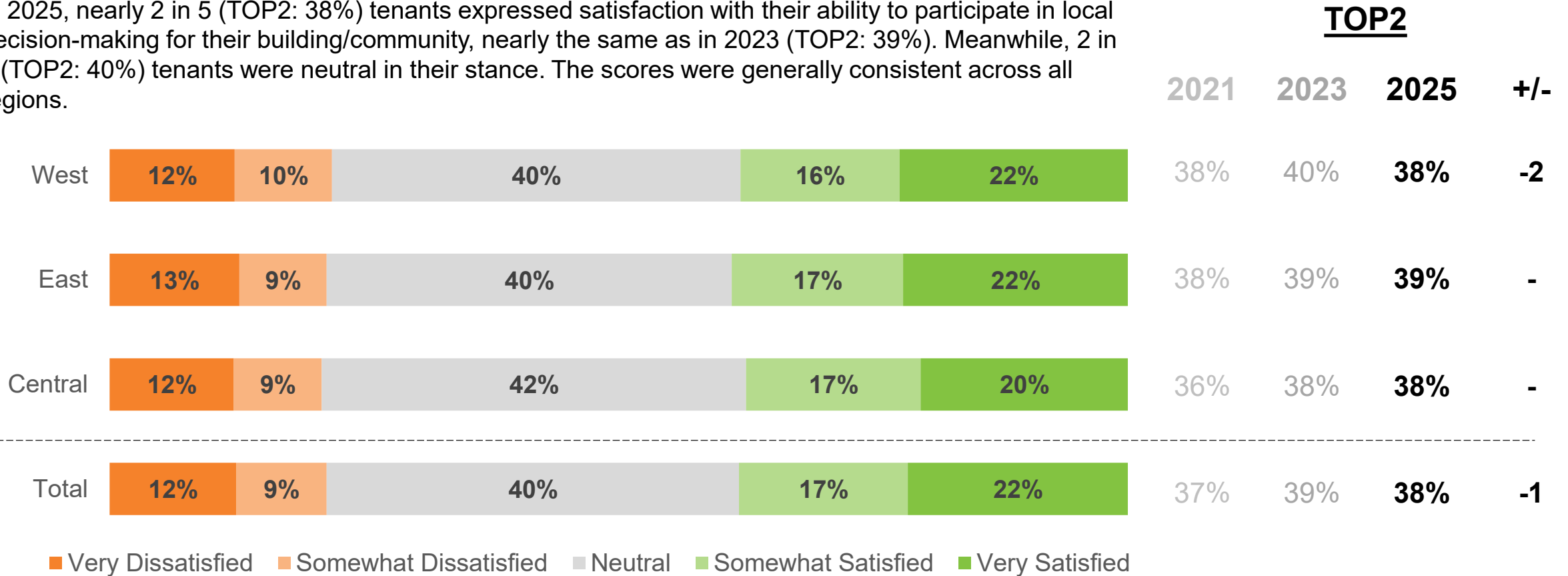
West n=1308 (2025), n=2136 (2023), n=2302 (2021)

Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Participation in Decision-Making

- In 2025, nearly 2 in 5 (TOP2: 38%) tenants expressed satisfaction with their ability to participate in local decision-making for their building/community, nearly the same as in 2023 (TOP2: 39%). Meanwhile, 2 in 5 (TOP2: 40%) tenants were neutral in their stance. The scores were generally consistent across all regions.



How satisfied or dissatisfied are you with the following: Your ability to participate in local decision-making for your building/community (e.g., identifying local priorities for funding, joining advisory committees, etc.) (2025)
 How satisfied or dissatisfied are you with the following: Your current ability to participate in local decision-making for your building/community (e.g., identifying local priorities and solutions, electing local tenant representatives, etc.) (2023)

Total sample n=4551 (2025), n=6969 (2023), n=6955 (2021)

Central n=1493 (2025), n=2330 (2023), n=2312 (2021)

East n=1689 (2025), n=2433 (2023), n=2424 (2021)

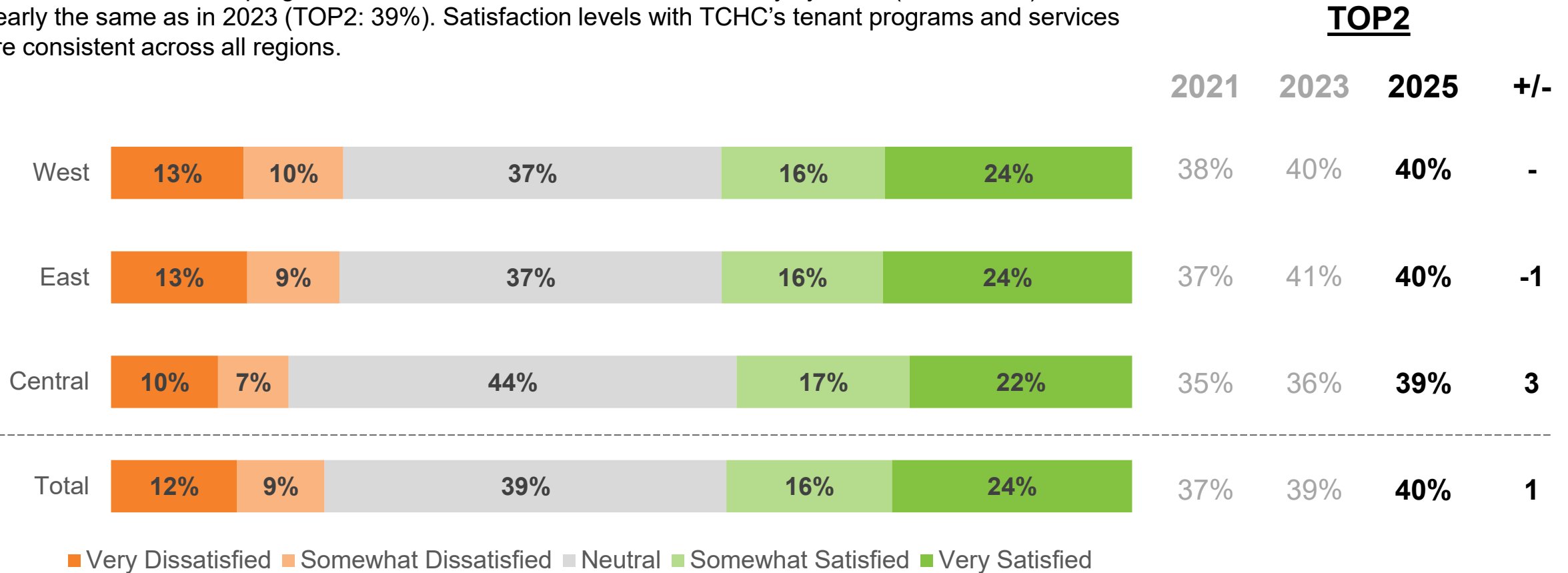
West n=1369 (2025), n=2206 (2023), n=2145 (2021)

Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Tenant Programs & Services

- In 2025, TCHC's tenant programs and services were deemed satisfactory by 2 in 5 (TOP2: 40%) tenants, nearly the same as in 2023 (TOP2: 39%). Satisfaction levels with TCHC's tenant programs and services are consistent across all regions.

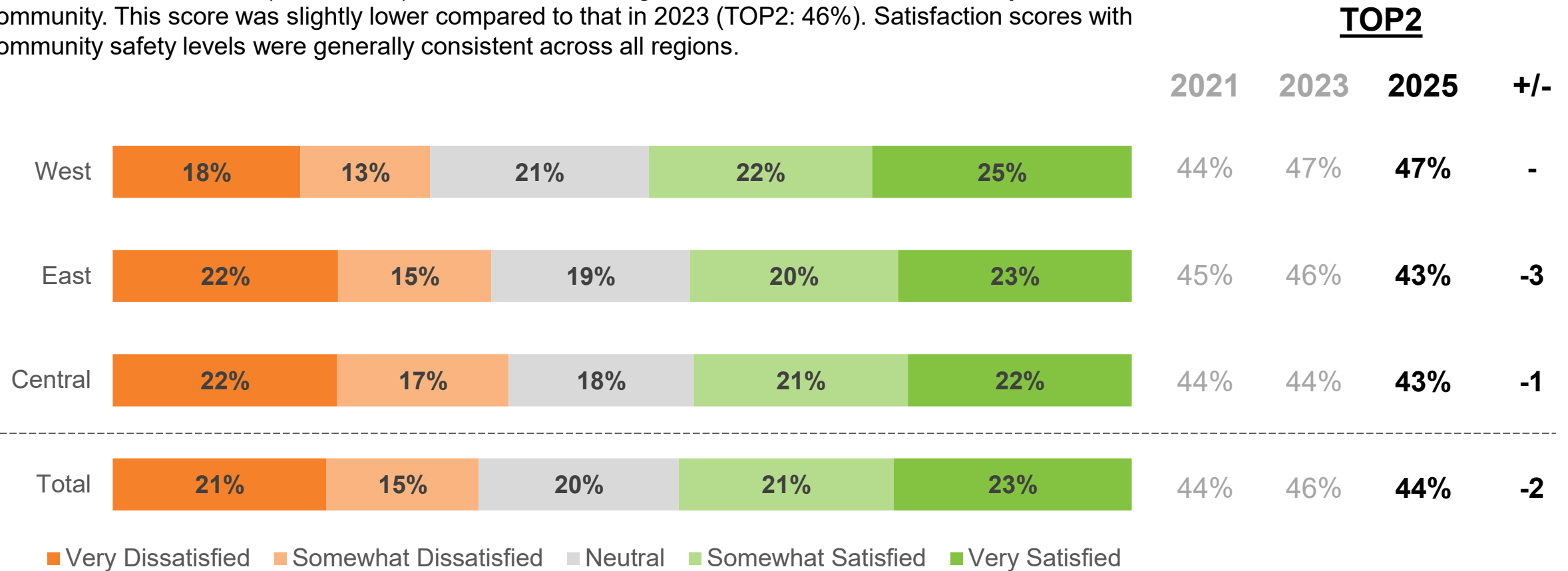


How satisfied or dissatisfied are you with the following: Toronto Community Housing's tenant programs and services (e.g., youth programs, employment supports, scholarship, etc.) (2025)
 How satisfied or dissatisfied are you with the following: Toronto Community Housing's tenant programs and services (2023)
 Total sample n=4260 (2025), n=6373 (2023), n=6317 (2021)
 Central n=1345 (2025), n=2040 (2023), n=1994 (2021)
 East n=1605 (2025), n=2550 (2023), n=2245 (2021)
 West n=1310 (2025), n=2083 (2023), n=2007 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Community Safety Levels

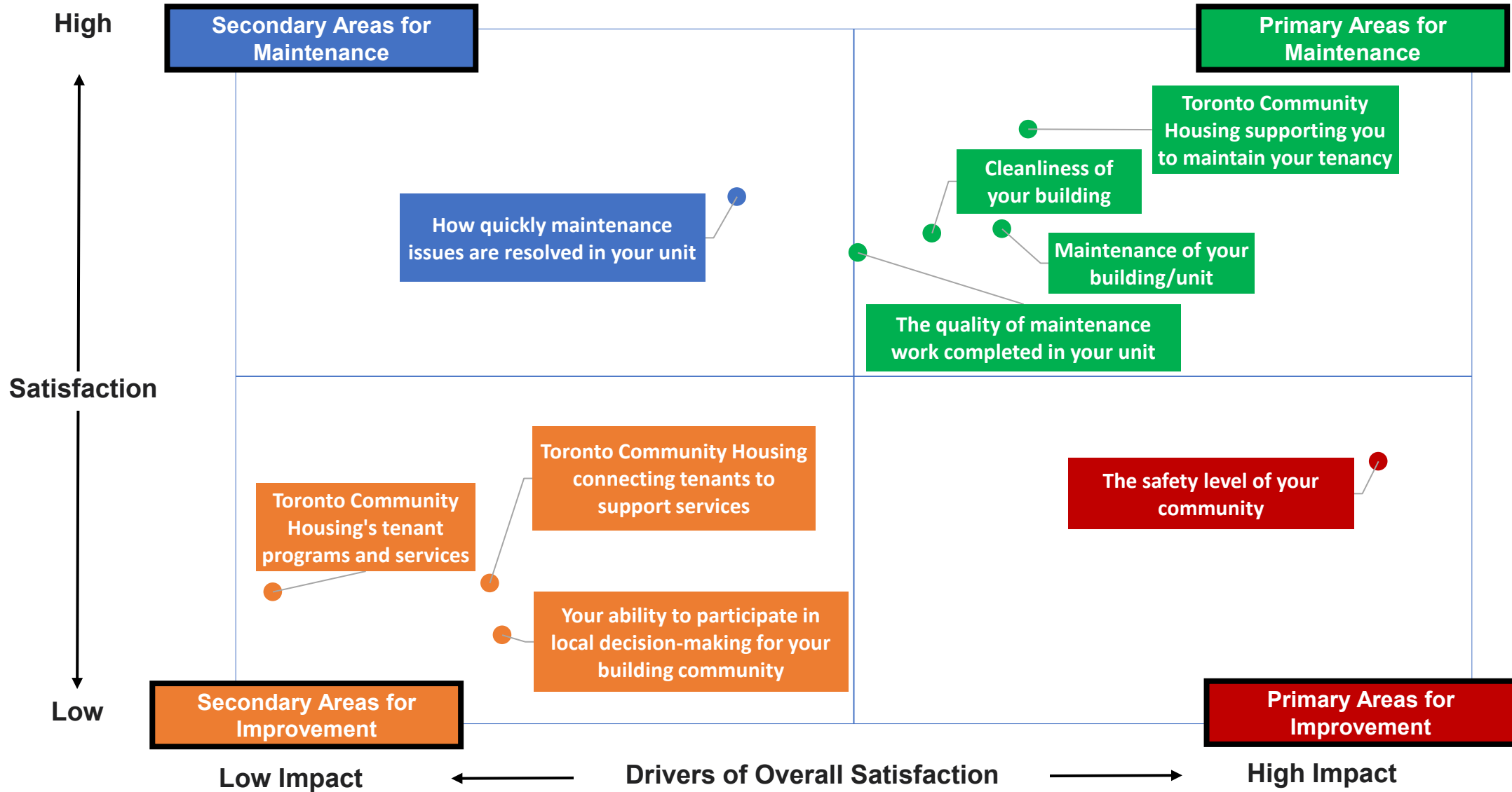
- In 2025, more than 2 in 5 (TOP2: 44%) tenants across all regions were satisfied with the safety level of their community. This score was slightly lower compared to that in 2023 (TOP2: 46%). Satisfaction scores with community safety levels were generally consistent across all regions.



How satisfied or dissatisfied are you with the following: The safety level of your community
 Total sample n=5358 (2025), n=7615 (2023), n=7625 (2021)
 Central n=1789 (2025), n=2572 (2023), n=2568 (2021)
 East n=1967 (2025), n=2626 (2023), n=2650 (2021)
 West n=1602 (2025), n=2417 (2023), n=2327 (2021)
 Base: All respondents (excluding Not applicable and missing responses)

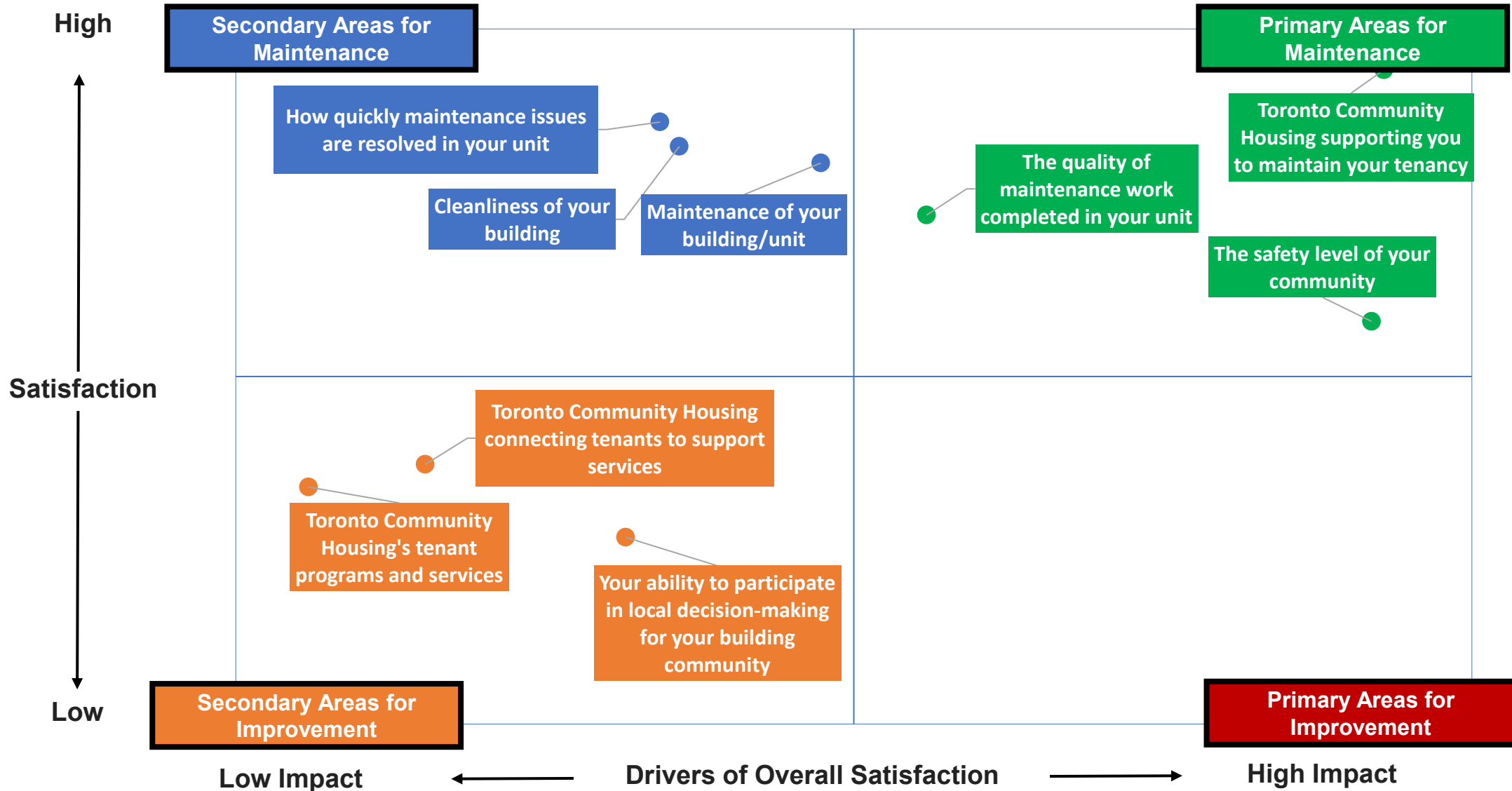


Drivers Analysis Key Services - Overall



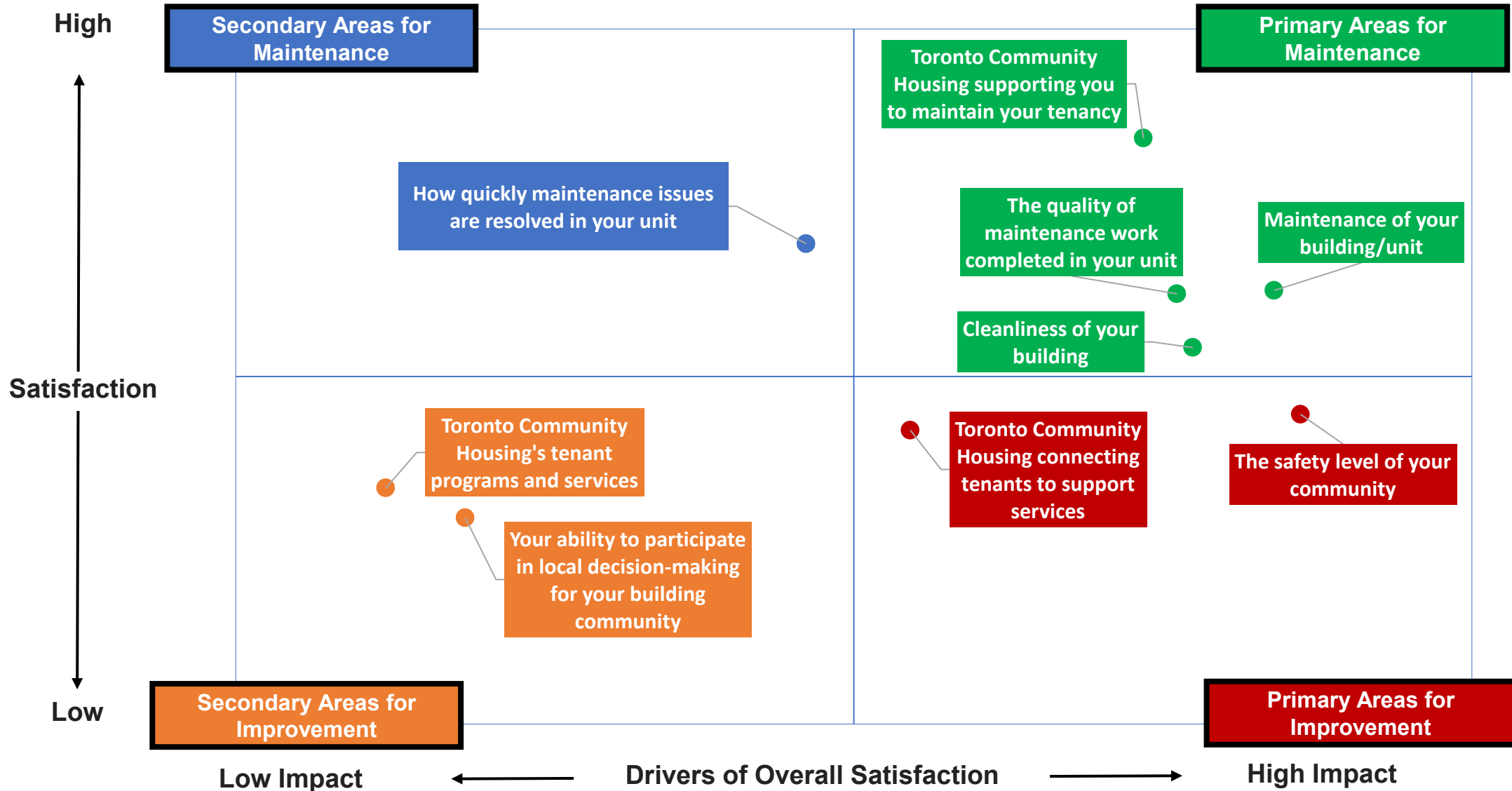


Drivers Analysis Key Services - West





Drivers Analysis Key Services - East





Drivers Analysis Key Services - Central





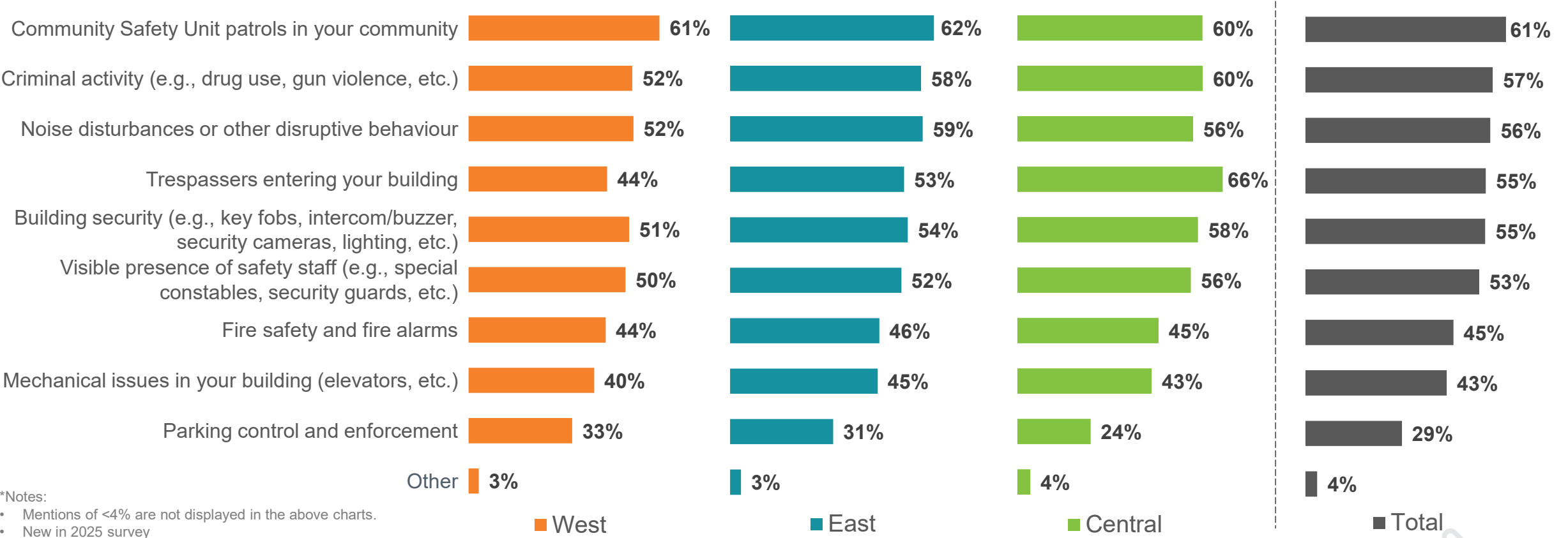
Community Safety and Support

Perceptions of Safety, Support Services to Maintain Tenancy, and Participation in Engagement Opportunities



Community Safety Topics

- Community Safety Unit patrols in tenants' communities (61%) was the top-of-mind topic among tenants across regions on topics linked to community safety. This is consistent with tenants living in the West (61%) and East (62%) regions, while those from the Central region cited trespassers entering their buildings (66%) as their top-of-mind topic on community safety.



*Notes:
 • Mentions of <4% are not displayed in the above charts.
 • New in 2025 survey
 When you think of community safety, which topics immediately come to mind? Please select all that apply.
 Total sample n=5398
 Central n=1800
 East=1979
 West=1619
 Base: All respondents (excluding None, Don't know, Prefer not to answer and missing responses) (Multi-Select)

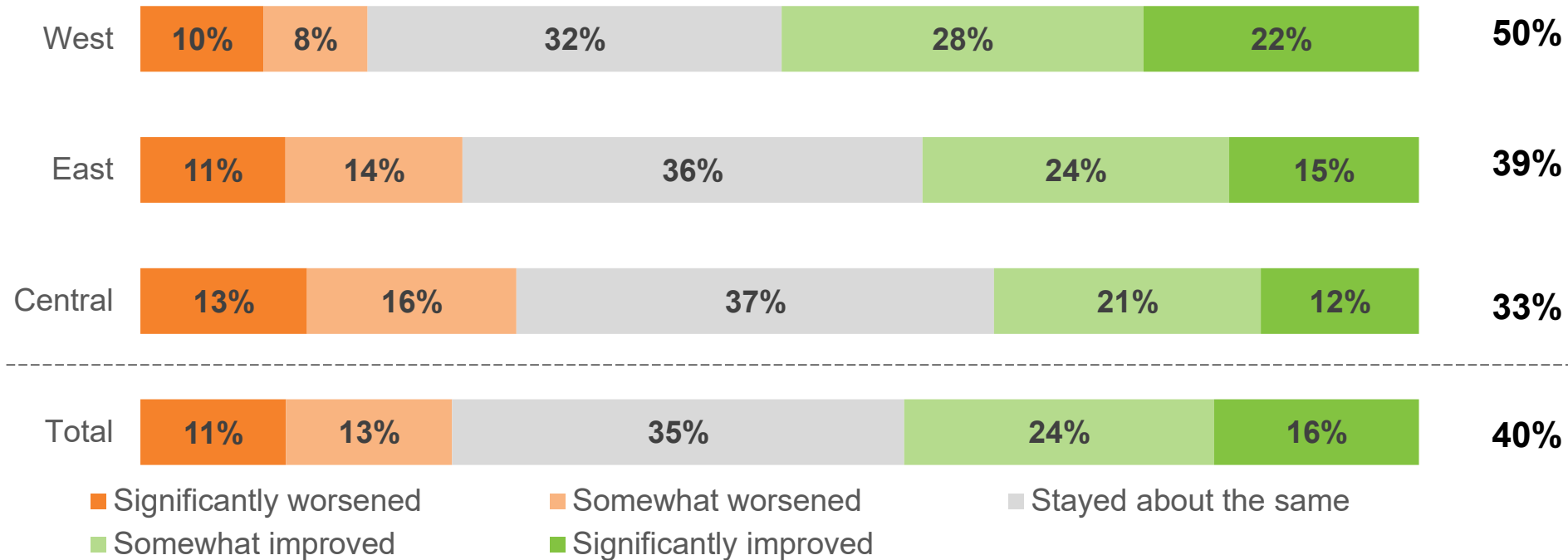




Perception Safety Conditions in Community

- In 2025, 2 in 5 (TOP2: 40%) tenants felt that safety in their community has improved in the past year. Perceptions of improved safety conditions are highest among tenants from the West region (TOP2: 50%) and lowest among those from the Central region (TOP2: 33%).

**TOP2
2025**

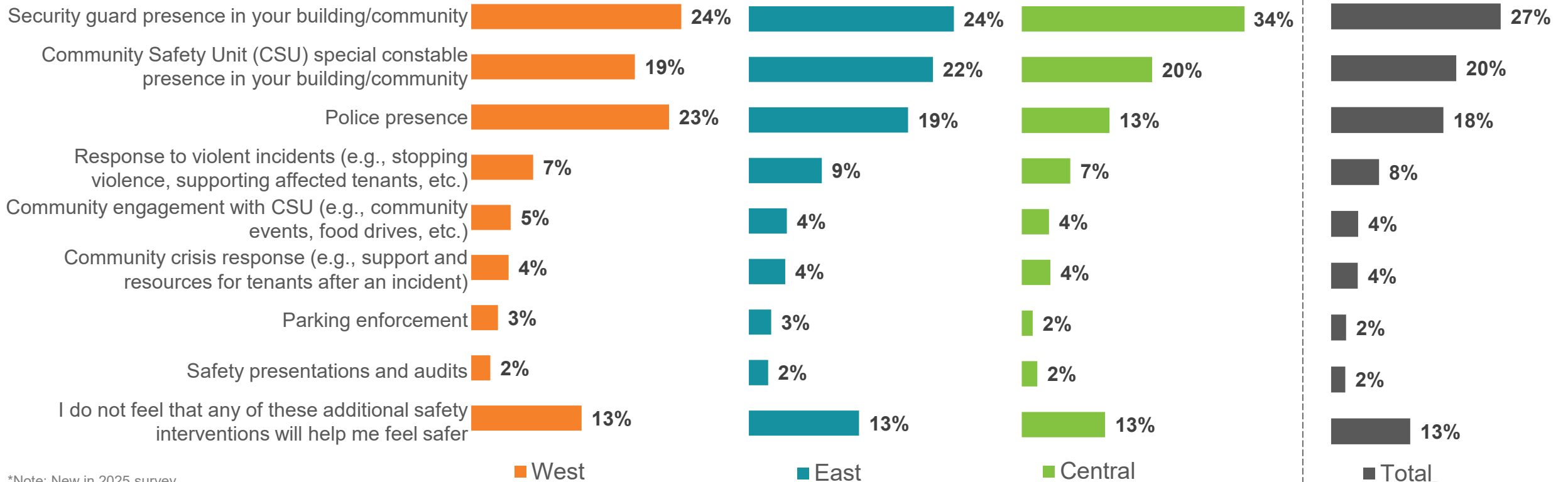


*Note: New in 2025 survey
 Do you feel that safety in your community has improved, worsened, or stayed about the same in the past year?
 Total sample n=5444
 Central n=1812
 East n=2001
 West n=1631
 Base: All respondents (excluding Not applicable and missing responses)



Feeling Safest In Home

- In general, TCHC tenants would feel safest in their homes by having law enforcement and/or safety professionals present. 27% feel safest with security guard presence in their buildings or communities, 20% with CSU special constable presence, and 18% with police presence. While tenants from the Central and East regions follow the same trend as the overall results, next to security guard presence, tenants from the West region prefer police presence (23%) over CSU special constable presence (19%).

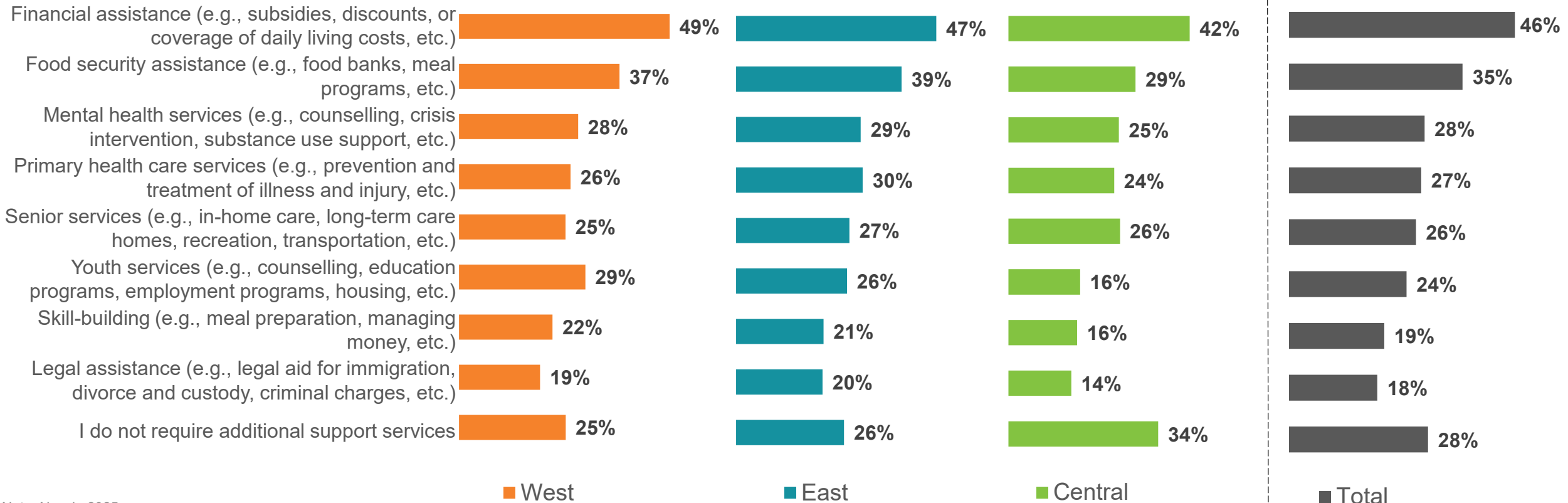


*Note: New in 2025 survey
 Which of the following would make you feel safest in your home? Select only one option.
 Total sample n=5417
 Central n=1808
 East n=1984
 West n=1625
 Base: All respondents (excluding Prefer not to answer and missing responses)



Support Services for Maintaining Tenancy

- Financial assistance (46%) and food security assistance (35%) are the most common support services identified by tenants that would help maintain their tenancy and support their day-to-day lives. These two support services were identified most often among tenants in each region. Meanwhile, more than a quarter (28%) of tenants do not require additional support services from TCHC.



*Note: New in 2025 survey

Would any of the following support services help you maintain your tenancy and support your day-to-day life? Please select all that apply.

Total sample n=5370

Central n=1789

East=1977

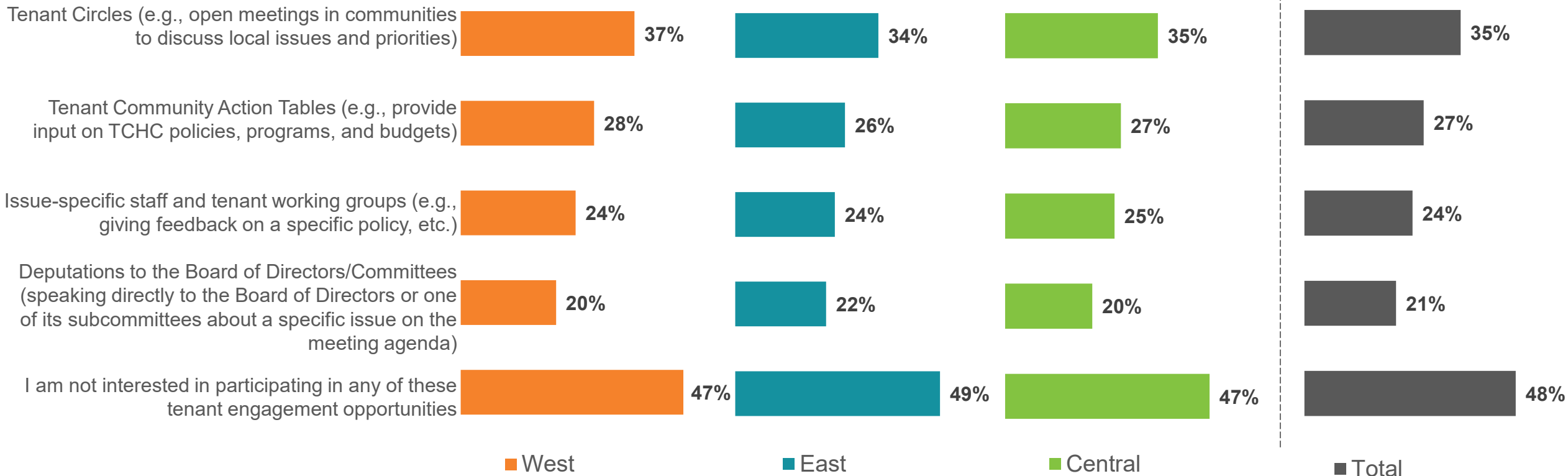
West=1604

Base: All respondents (excluding Prefer not to answer and missing responses) (Multi-Select)



Participation in Engagement Opportunities

- Among tenants who are interested in participating in TCHC’s engagement opportunities to give their inputs and identify solutions in their communities, around a third (35%) of tenants across regions expressed interest in Tenant Circles the most. Nearly half (48%) of tenants are not interested in participating in any of the tenant engagement activities listed.



*Note: New in 2025 survey

Would you be interested in participating in any of the following ways to give your input on issues and identify solutions in your community? Please select all that apply.

Total sample n=5272

Central n=1764

East=1936

West=1572

Base: All respondents (excluding Prefer not to answer and missing responses) (Multi-Select)



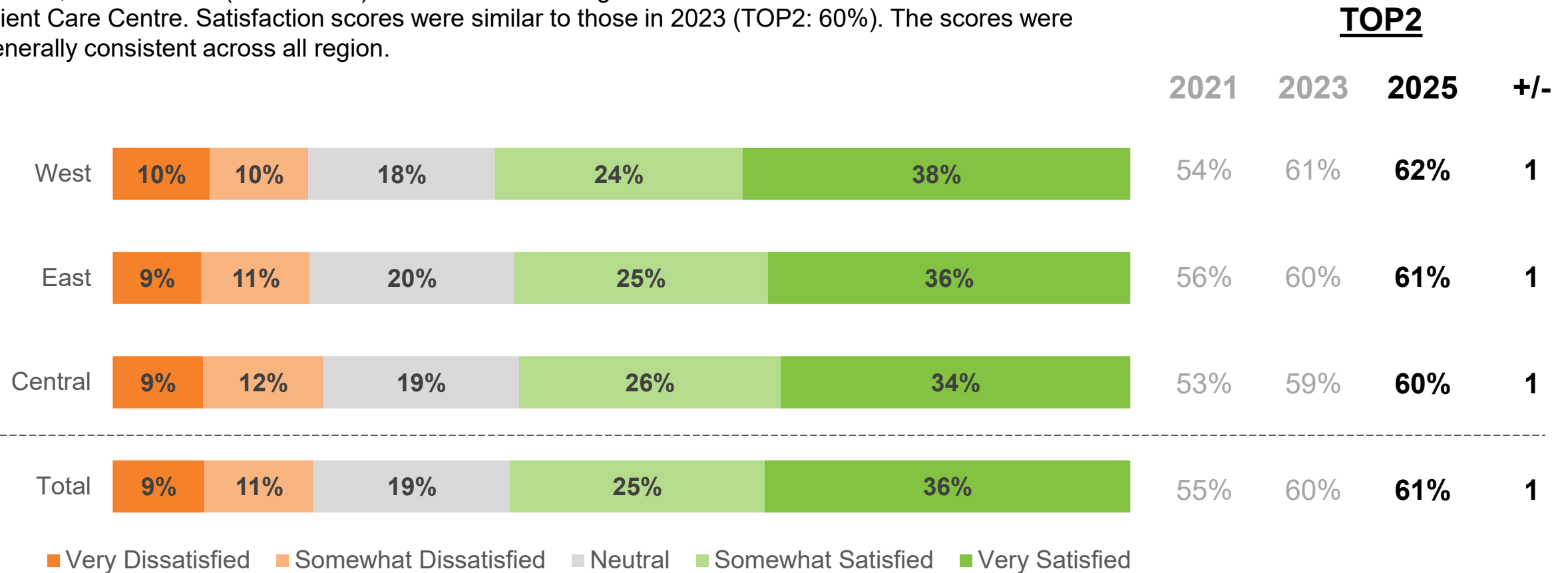
Tenant Satisfaction

Satisfaction with Customer Service



Satisfaction Client Care Centre

- In 2025, around 3 in 5 (TOP2: 61%) tenants across all regions were satisfied with the service from the Client Care Centre. Satisfaction scores were similar to those in 2023 (TOP2: 60%). The scores were generally consistent across all region.

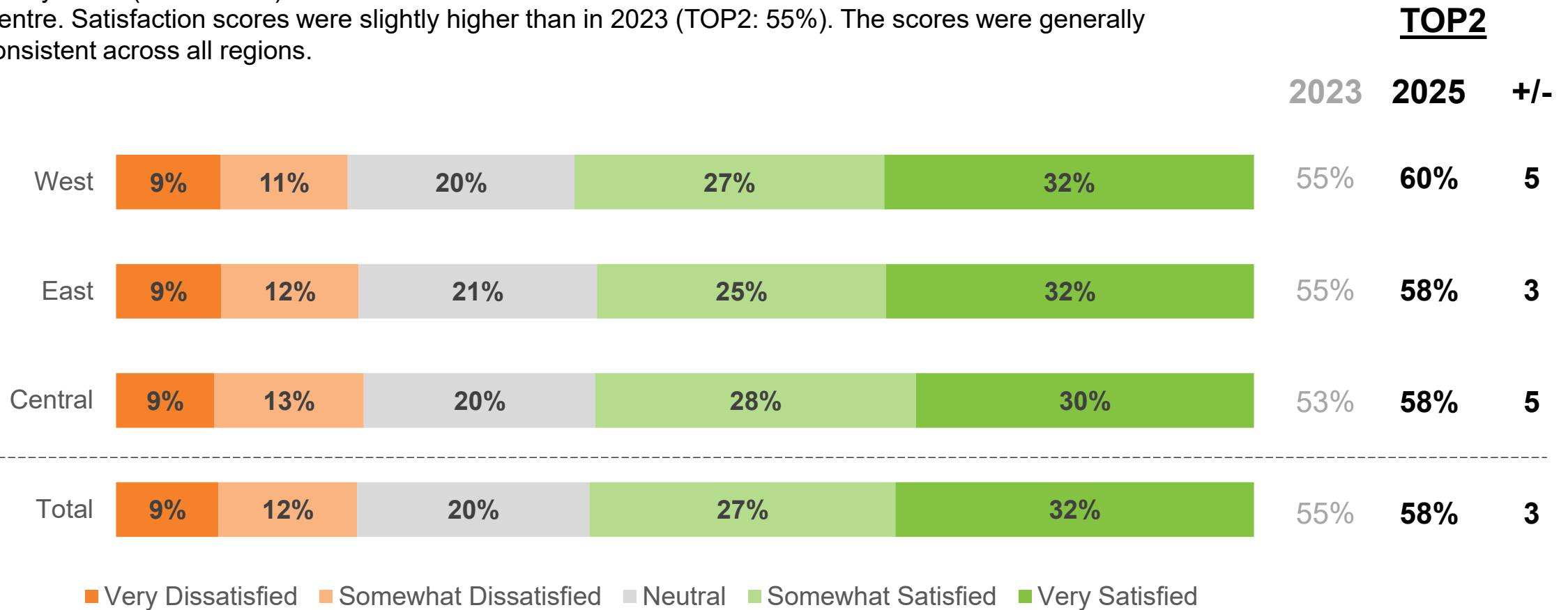


How satisfied or dissatisfied are you with the following: Service provided by the Client Care Centre (call center) (2023, 2025)
 How satisfied or dissatisfied are you with the service provided to you by each of the following customer services: Client Care Centre (2021)
 Total sample n=5364 (2025), n=7845 (2023), n=7572 (2021)
 Central n=1779 (2025), n=2608 (2023), n=2470 (2021)
 East n=1971 (2025), n=2739 (2023), n=2678 (2021)
 West n=1614 (2025), n=2498 (2023), n=2351 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Client Care Centre Call Wait Time

- Nearly 3 in 5 (TOP2: 58%) tenants were satisfied with the call wait times to reach the Client Care Centre. Satisfaction scores were slightly higher than in 2023 (TOP2: 55%). The scores were generally consistent across all regions.

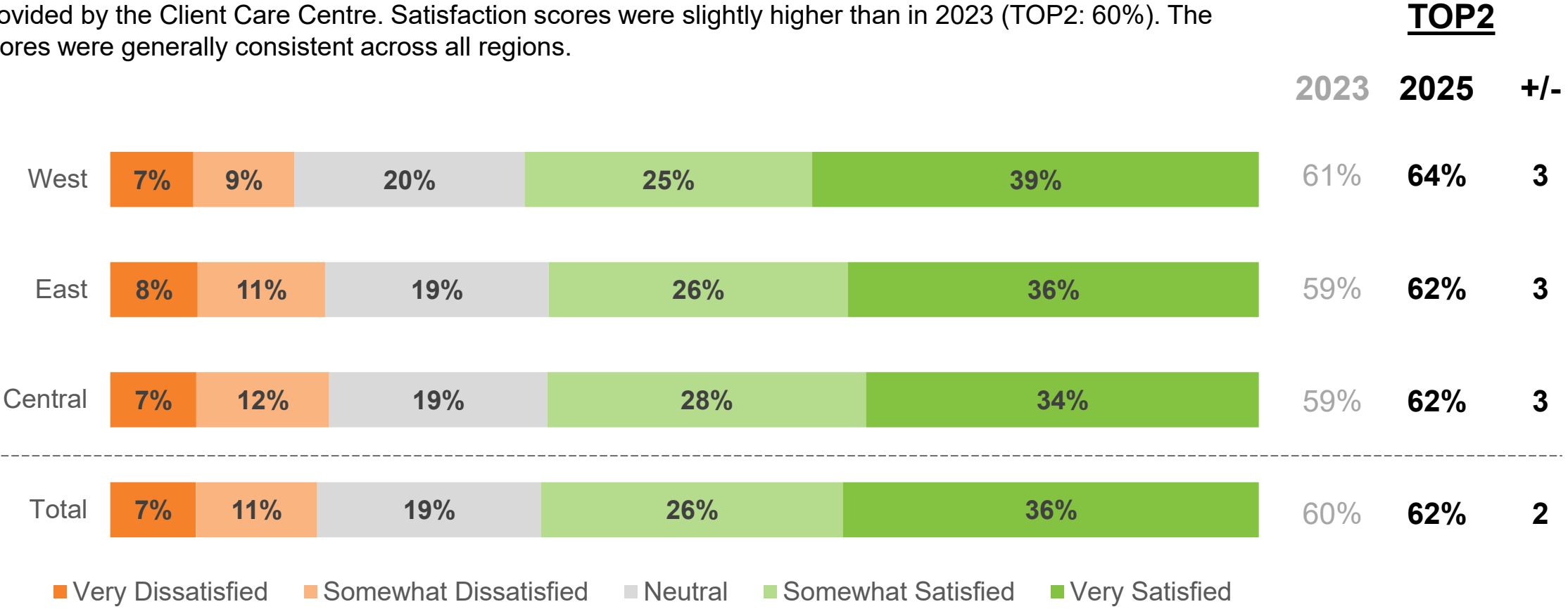


How satisfied or dissatisfied are you with the following: Call wait times to reach the Client Care Centre
 Total sample n=5307 (2025), n=7769 (2023)
 Central n=1754 (2025), n=2576 (2023)
 East n=1952 (2025), n=2716 (2023)
 West n=1601 (2025), n=2477 (2023)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Client Care Centre Information

- Around 3 in 5 (TOP2: 62%) tenants were satisfied with the accuracy and helpfulness of the information provided by the Client Care Centre. Satisfaction scores were slightly higher than in 2023 (TOP2: 60%). The scores were generally consistent across all regions.



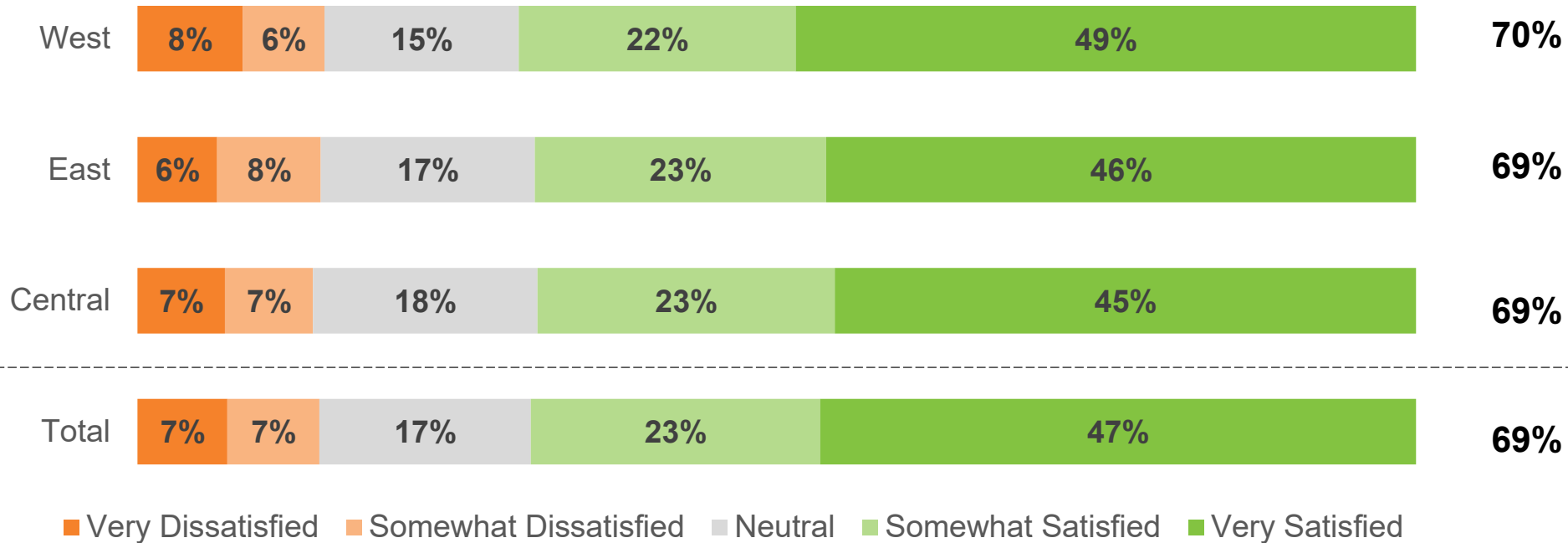
How satisfied or dissatisfied are you with the following: Accuracy and helpfulness of the information provided by the Client Care Centre
 Total sample n=5341 (2025), n=7789 (2023)
 Central n=1763 (2025), n=2598 (2023)
 East n=1973 (2025), n=2713 (2023)
 West n=1605 (2025), n=2478 (2023)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Client Care Centre Staff Behaviour

- In 2025, nearly 7 in 10 (TOP2: 69%) tenants were satisfied with how polite and professional Client Care Centre staff are. Satisfaction scores are consistent across all regions.

**TOP2
2025**

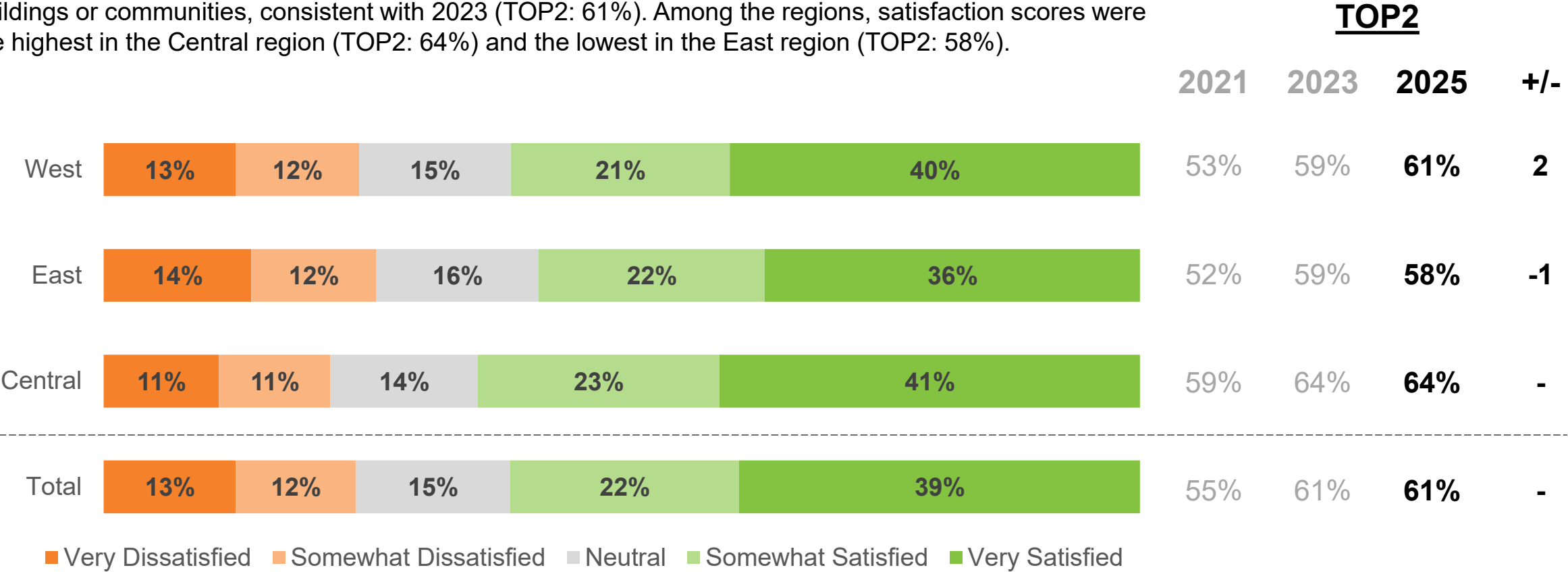


*Note: New in 2025 survey
 How satisfied or dissatisfied are you with the following: How polite and professional Client Care Centre staff are
 Total sample n=5350
 Central n=1771
 East n=1973
 West n=1606
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Service Provided by Local Staff

- In 2025, around 3 in 5 (TOP2: 61%) tenants were satisfied with the service provided by local staff in their buildings or communities, consistent with 2023 (TOP2: 61%). Among the regions, satisfaction scores were the highest in the Central region (TOP2: 64%) and the lowest in the East region (TOP2: 58%).



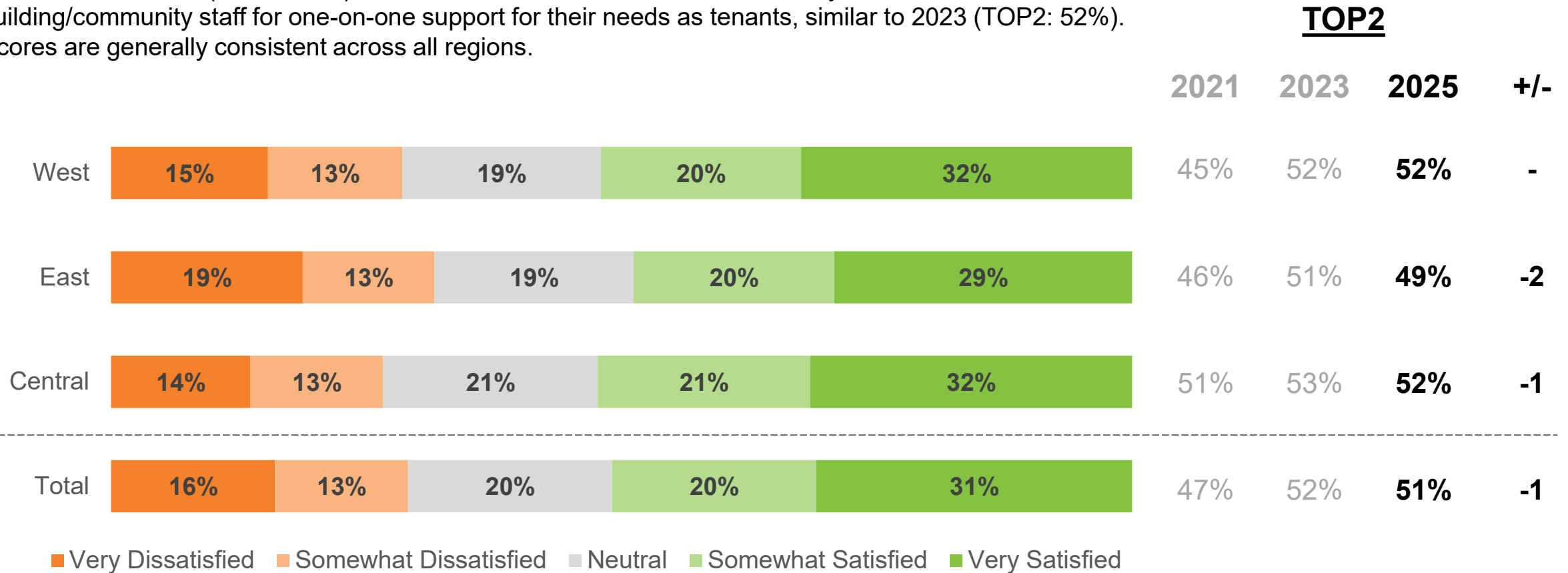
How satisfied or dissatisfied are you with the following: Service provided by local staff in your building/community (2023: "building community")
 How satisfied or dissatisfied are you with the service provided to you by each of the following customer services: Local Staff (2021)
 Total sample n=5427 (2025), n=7944 (2023), n= 7553 (2021)
 Central n=1806 (2025), n=2676 (2023), n=2517 (2021)
 East n=1994 (2025), n=2749 (2023), n=2665 (2021)
 West n=1627 (2025), n=2519 (2023), n=2302 (2021)
 Base: All respondents (excluding Not applicable and missing responses)





Satisfaction Staff Availability For One-on-One Support

- In 2025, around half (TOP2: 51%) of tenants were satisfied with the availability of their local building/community staff for one-on-one support for their needs as tenants, similar to 2023 (TOP2: 52%). Scores are generally consistent across all regions.

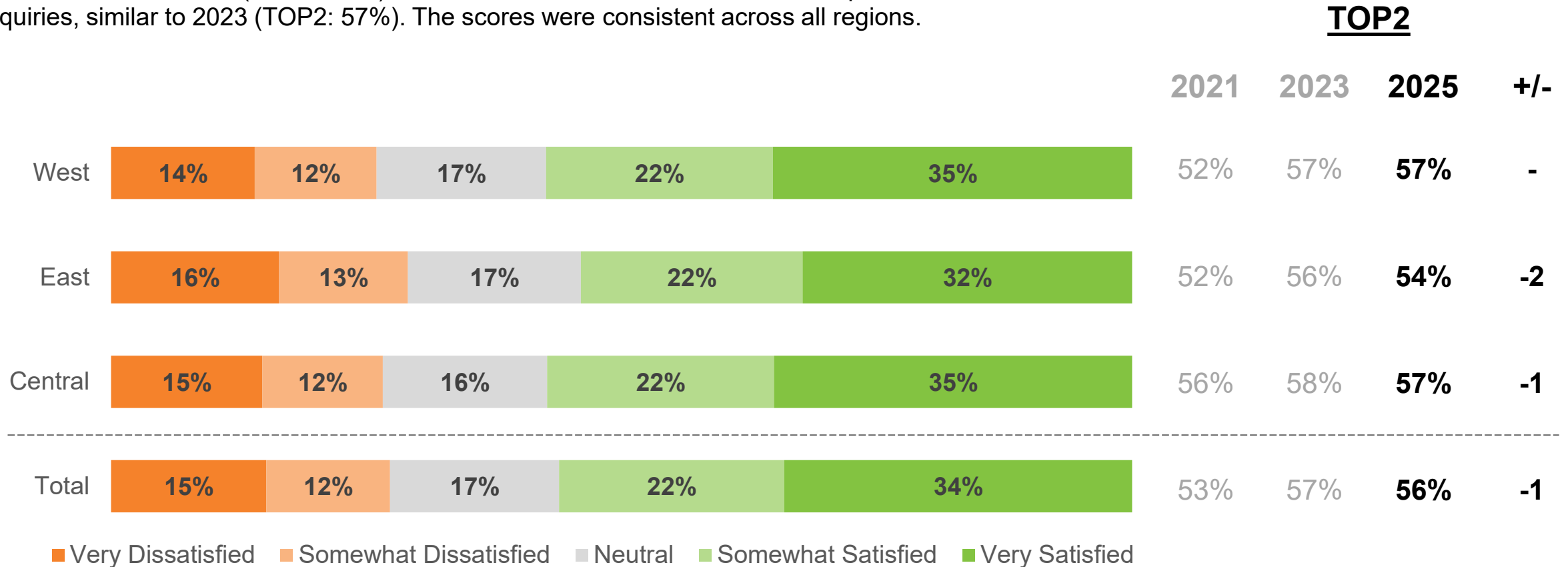


How satisfied or dissatisfied are you with the following: Availability of local building/community (2023: "building community") staff for one-on-one support for your needs as a tenant (2025)
 How much do you agree or disagree with the following statement: You have access to local building/community staff for one-on-one support for your needs as a tenant. (2021)
 Total sample n=5273 (2025), n=7718 (2023), n=7529 (2021)
 Central n=1737 (2025), n=2585 (2023), n=2515 (2021)
 East n=1954 (2025), n=2692 (2023), n=2631 (2021)
 West n=1582 (2025), n=2441 (2023), n=2309 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Staff Response Time

- In 2025, more than half (TOP2: 56%) of tenants were satisfied with the staff response time to their inquiries, similar to 2023 (TOP2: 57%). The scores were consistent across all regions.

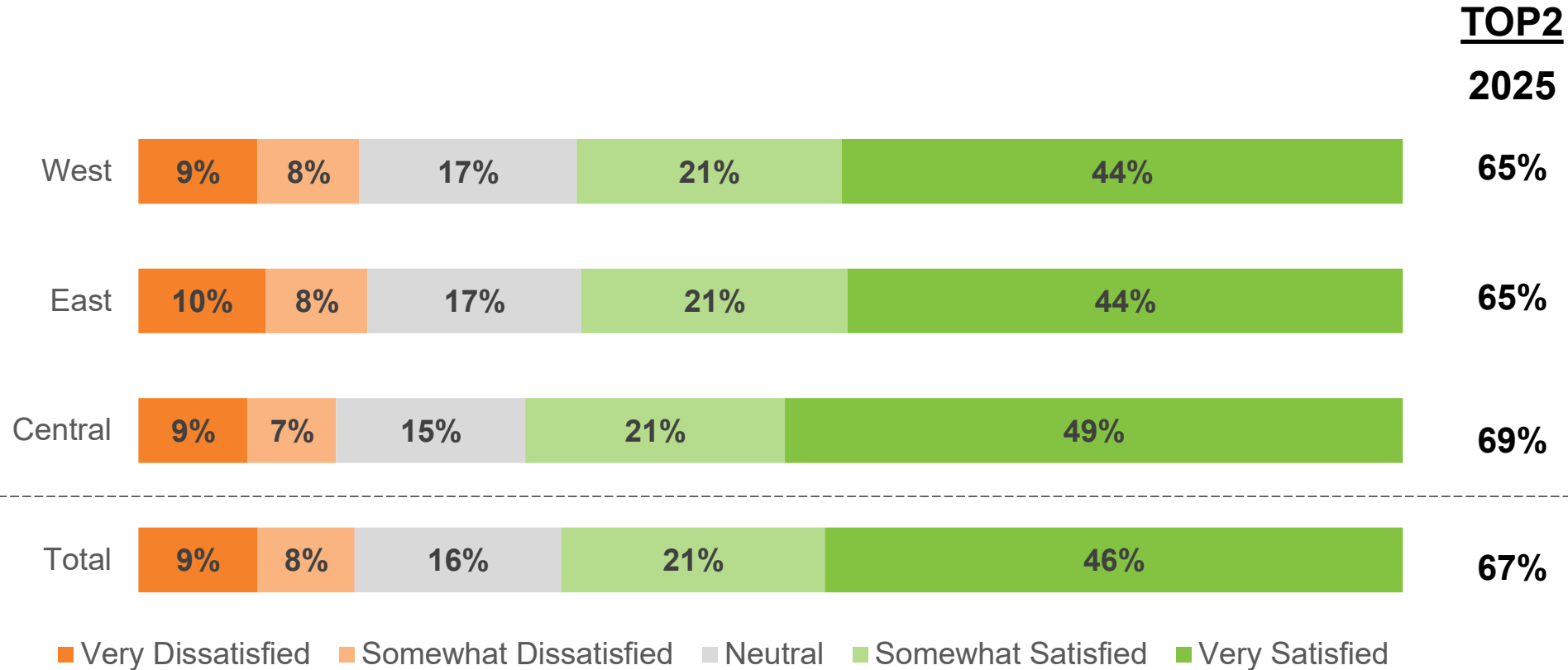


How satisfied or dissatisfied are you with the following: Staff response times to your inquiries (e.g., questions about rent, maintenance requests, etc.) (2023, 2025)
 How much do you agree or disagree with the following statement: Toronto Community Housing staff responds to your concerns in a timely manner. (2021)
 Total sample n=5437 (2025), n=7916 (2023), n=7780 (2021)
 Central n=1808 (2025), n=2671 (2023), n=2597 (2021)
 East n=1995 (2025), n=2744 (2023), n=2727 (2021)
 West n=1634 (2025), n=2501 (2023), n=2382 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Local Building/Community Staff Behaviour

- In 2025, around 2 in 3 (TOP2: 67%) tenants were satisfied with how polite and professional local staff are in their buildings/communities. Satisfaction scores were consistent across all regions.

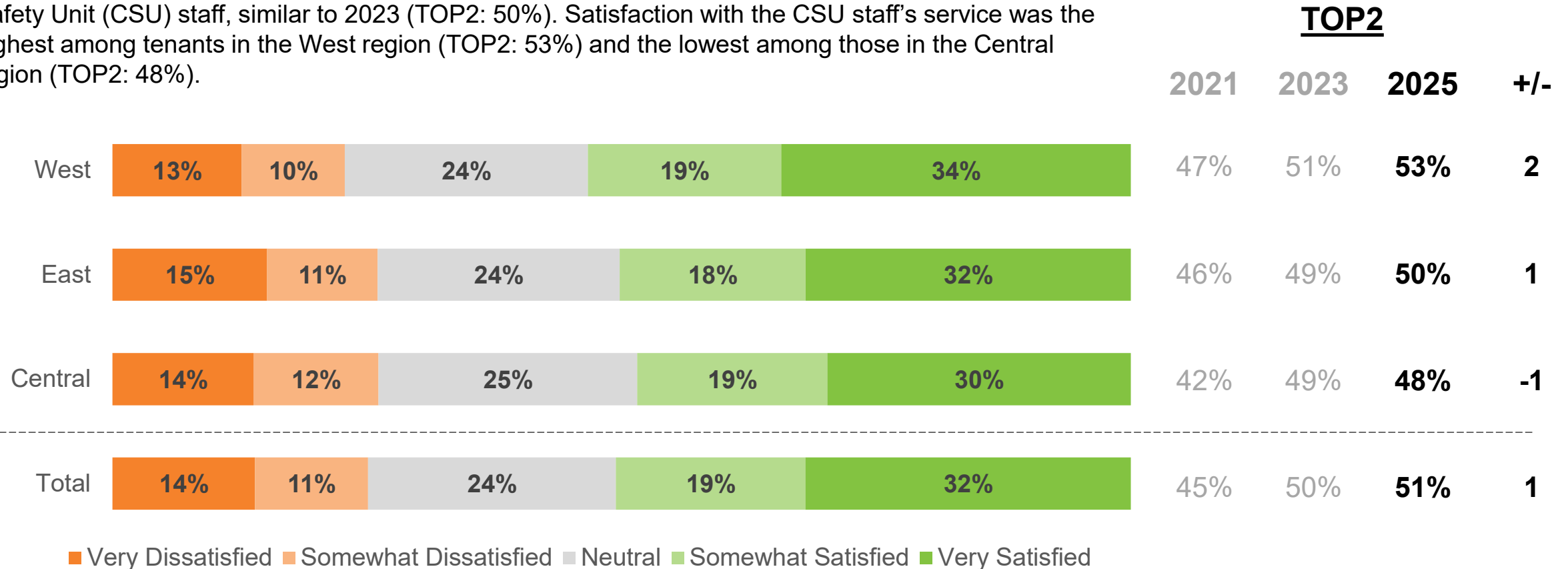


*Note: New in 2025 survey
 How satisfied or dissatisfied are you with the following: How polite and professional local staff in your building/community are
 Total sample n=5457
 Central n=1817
 East n=2004
 West n=1636
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Community Safety Unit

- In 2025, around half (TOP2: 51%) of tenants were satisfied with the service provided by Community Safety Unit (CSU) staff, similar to 2023 (TOP2: 50%). Satisfaction with the CSU staff's service was the highest among tenants in the West region (TOP2: 53%) and the lowest among those in the Central region (TOP2: 48%).

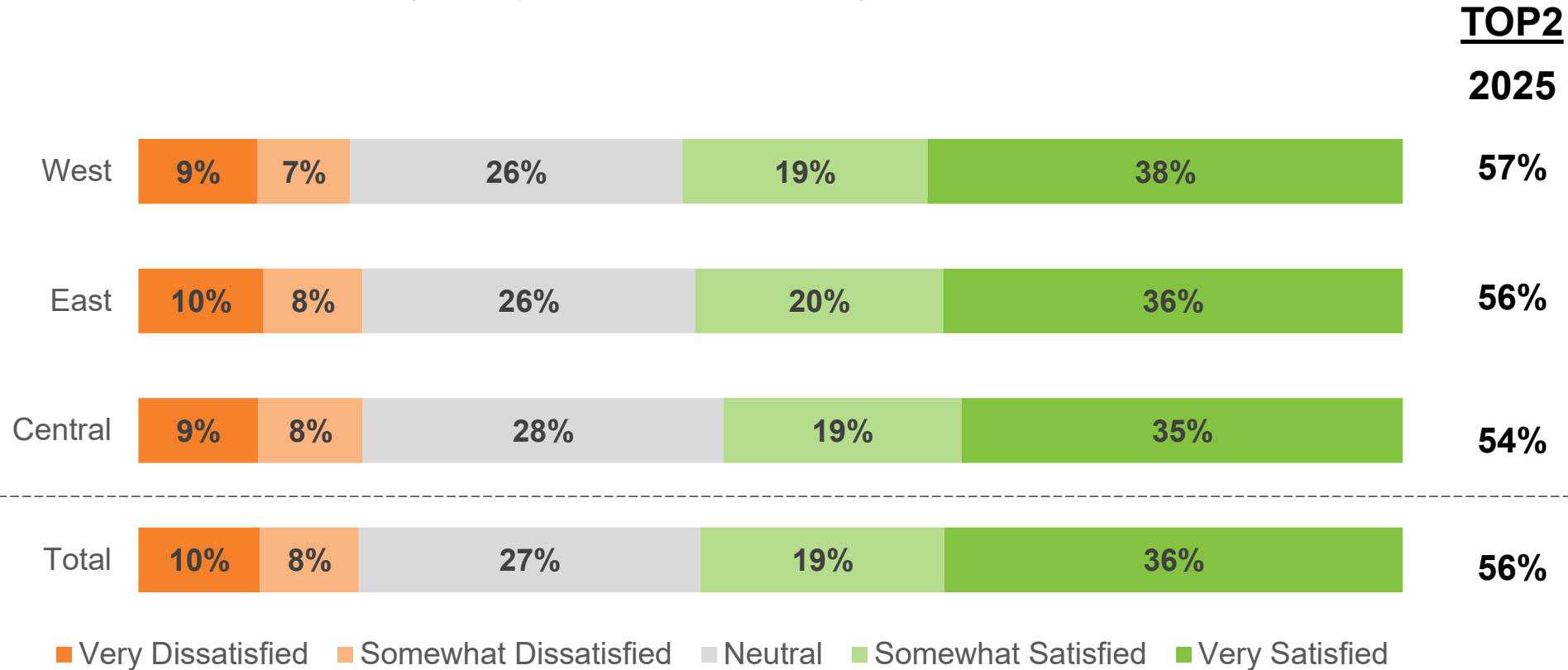


How satisfied or dissatisfied are you with the following: Service provided by Community Safety Unit (CSU) staff (2023, 2025)
 How satisfied or dissatisfied are you with the service provided to you by each of the following customer services: Community Safety Unit (2021)
 Total sample n=5033 (2025), n=7458 (2023), n=6908 (2021)
 Central n=1661 (2025), n=2489 (2023), n=2276 (2021)
 East n=1851 (2025), n=2589 (2023), n=2463 (2021)
 West n=1521 (2025), n=2380 (2023), n=2112 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Community Safety Unit (CSU) Staff Behaviour

- In 2025, more than half (TOP2: 56%) of tenants were satisfied with how polite and professional CSU staff are. The scores were generally consistent across all regions.

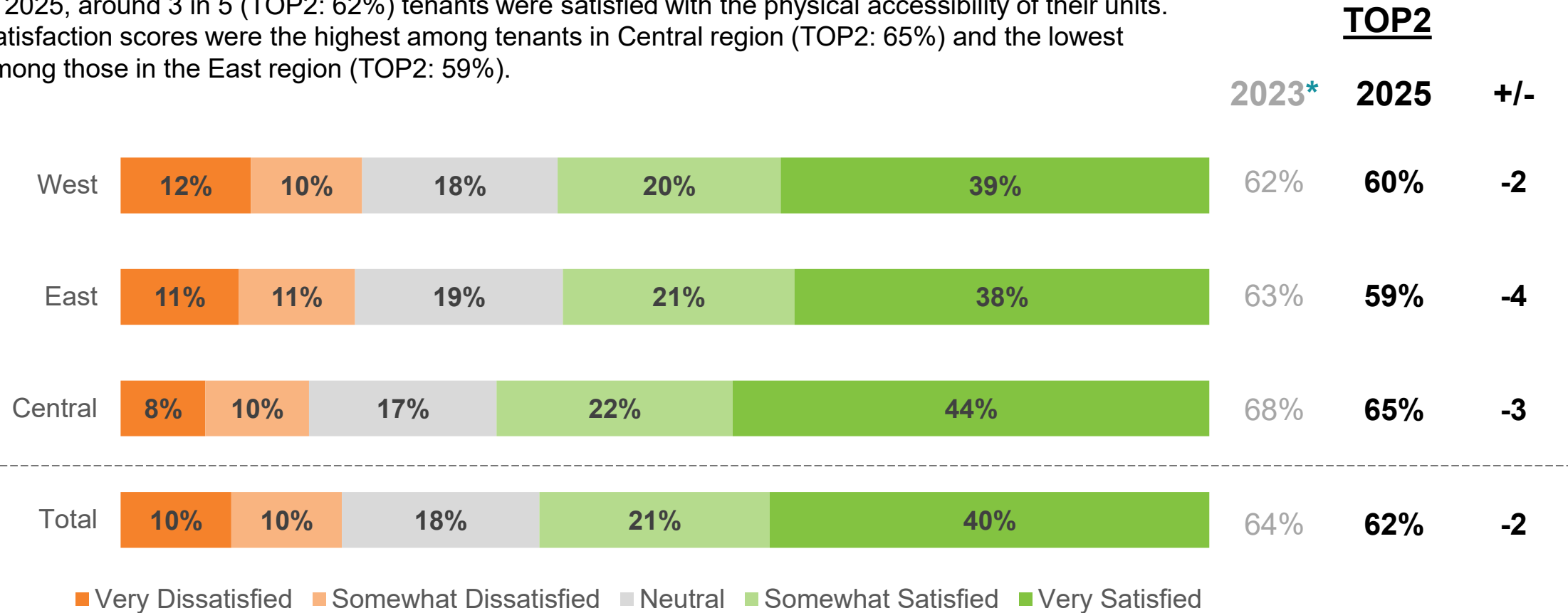


*Note: New in 2025 survey
 How satisfied or dissatisfied are you with the following: How polite and professional Community Safety Unit (CSU) staff are
 Total sample n=4993
 Central n=1639
 East n=1848
 West n=1506
 Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Physical Accessibility of Unit

- In 2025, around 3 in 5 (TOP2: 62%) tenants were satisfied with the physical accessibility of their units. Satisfaction scores were the highest among tenants in Central region (TOP2: 65%) and the lowest among those in the East region (TOP2: 59%).



***Note: In 2023, satisfaction with the physical accessibility of the unit and the building were merged into one question. Interpret results with caution.**

How satisfied or dissatisfied are you with the following: The physical accessibility of your unit (e.g., counter height, shower/toilet grab bars, etc.) (2025)

How satisfied or dissatisfied are you with the following: The physical accessibility of your unit and building for you and your household members (2023)

Total sample n=5158 (2025), n=7553 (2023)

Central n=1711 (2025), n=2529 (2023)

East n=1900 (2025), n=2613 (2023)

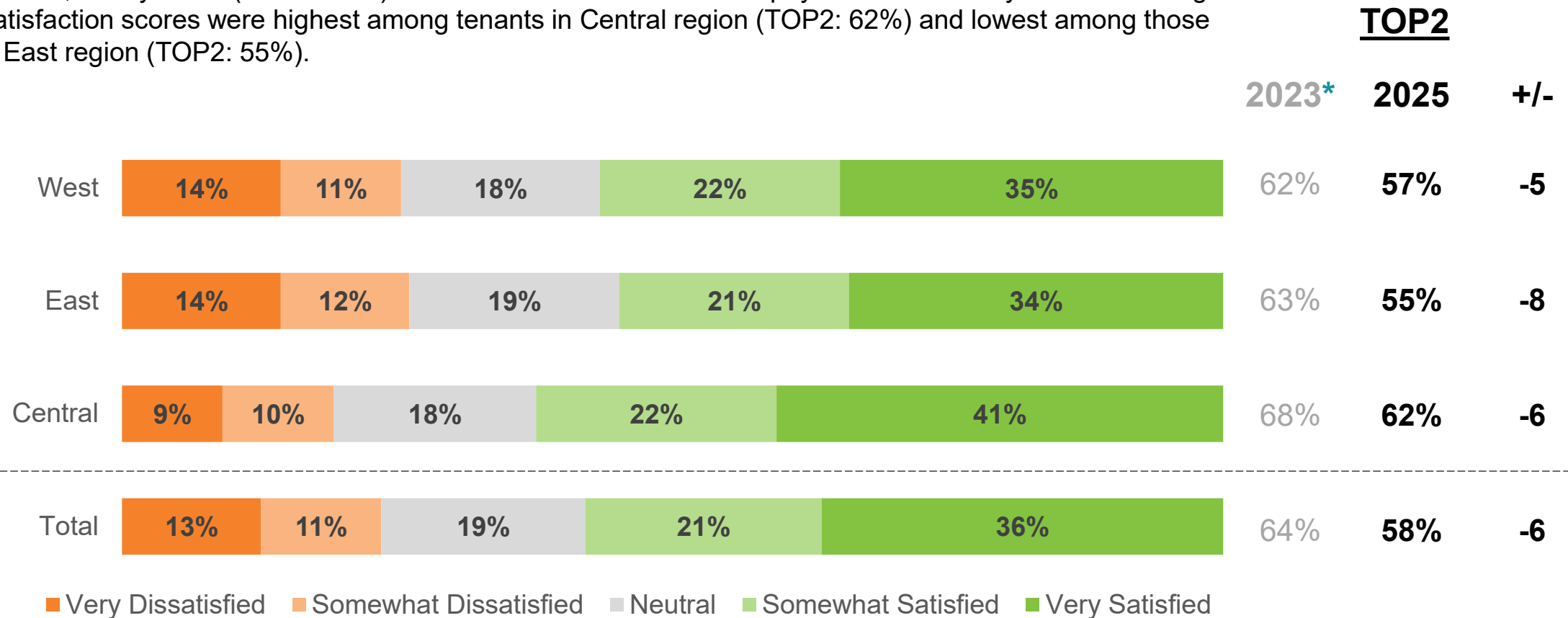
West n=1547 (2025), n=2411 (2023)

Base: All respondents (excluding Not applicable and missing responses)



Satisfaction Physical Accessibility of Building

- In 2025, nearly 3 in 5 (TOP2: 58%) tenants were satisfied with the physical accessibility of their buildings. Satisfaction scores were highest among tenants in Central region (TOP2: 62%) and lowest among those in East region (TOP2: 55%).



***Note: In 2023, satisfaction with the physical accessibility of the unit and the building were merged into one question. Interpret results with caution.**

How satisfied or dissatisfied are you with the following: The physical accessibility of your building (e.g., ramps, elevators, etc.) (2025)

How satisfied or dissatisfied are you with the following: The physical accessibility of your unit and building for you and your household members (2023)

Total sample n=5065 (2025), n=7553 (2023)

Central n=1723 (2025), n=2529 (2023)

East n=1851 (2025), n=2613 (2023)

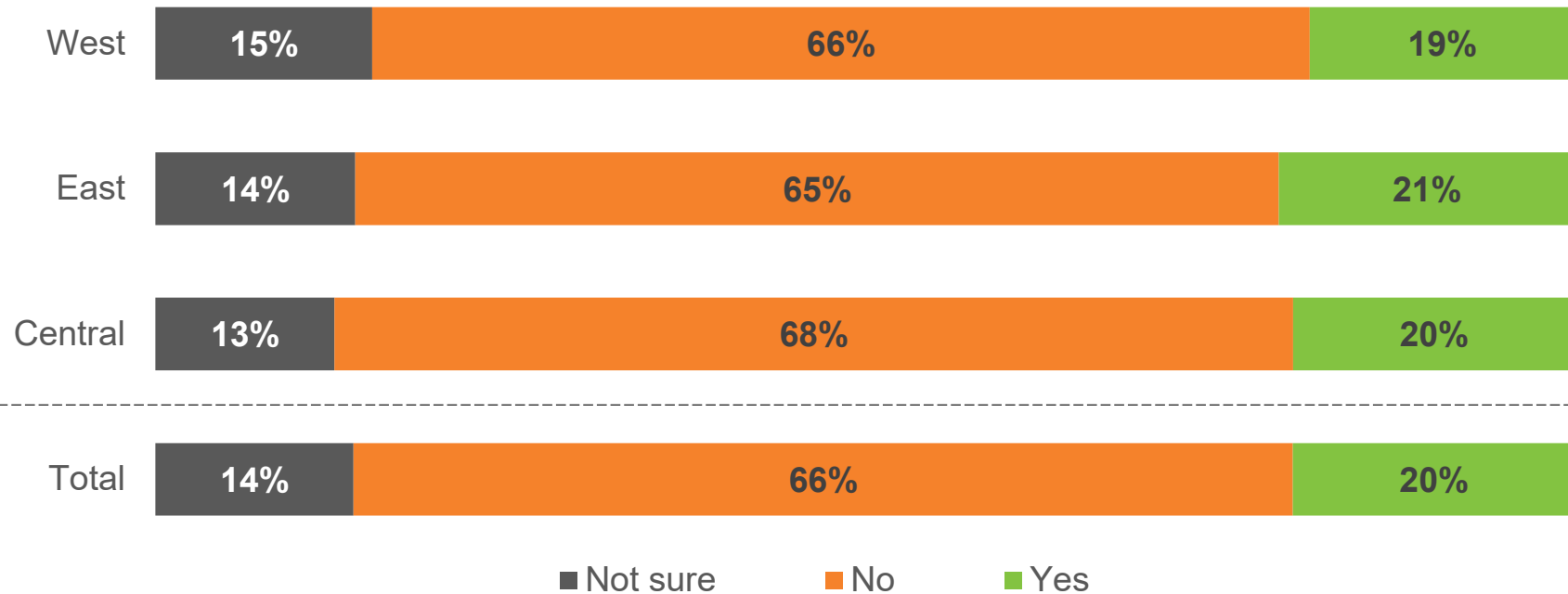
West n=1491 (2025), n=2411 (2023)

Base: All respondents (excluding Not applicable and missing responses)



Unit Modifications for Accessibility

- 1 in 5 (20%) tenants report that their unit has been modified for accessibility reasons. The proportion of tenants with units modified was generally consistent across all regions.



*Note: New question in 2025

Has your unit been modified for accessibility reasons (e.g., counter height adjustments for wheelchair users, shower/toilet grab bars added for support standing, etc.)?

Total sample n=5195

Central n=1728

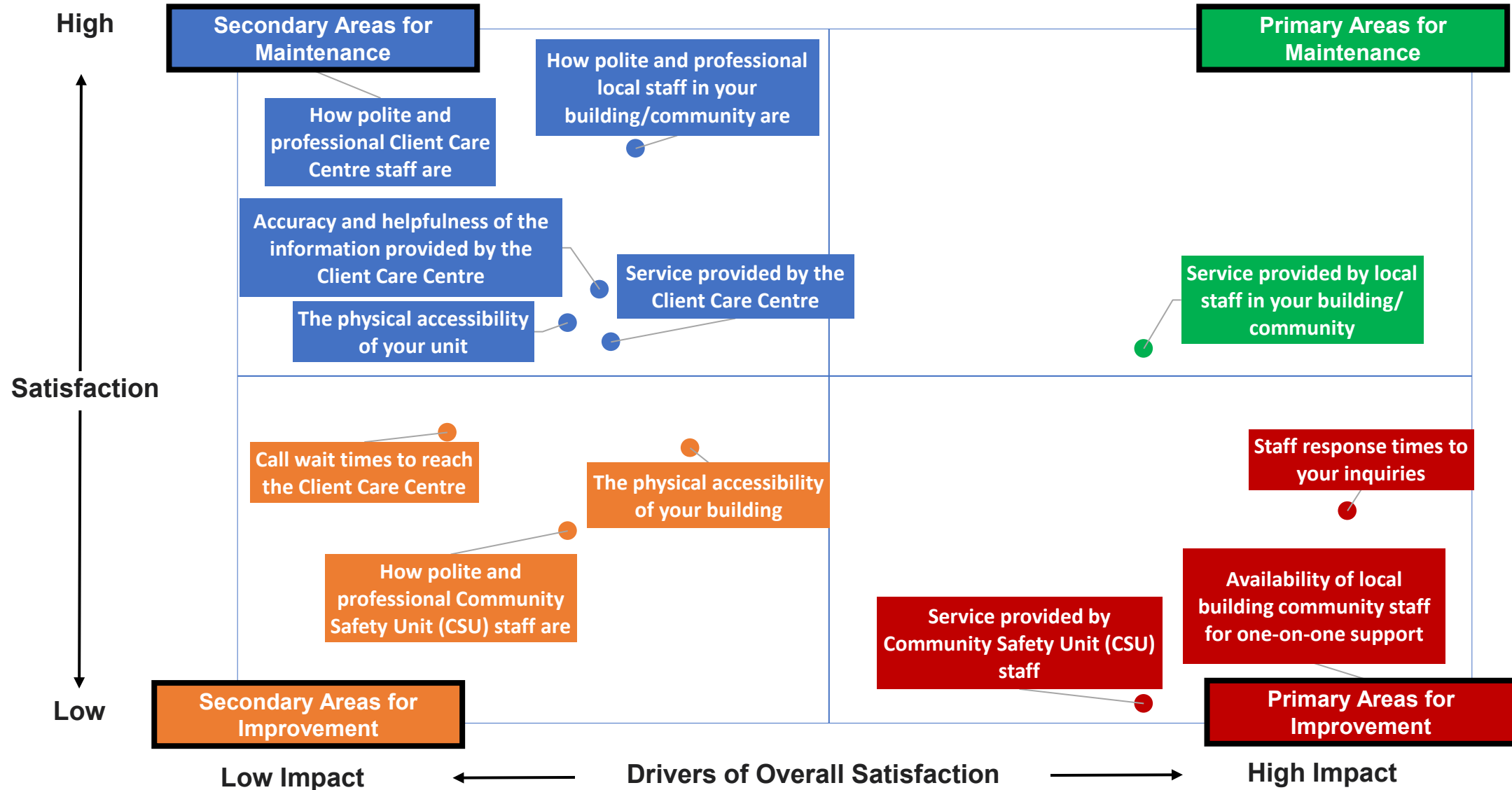
East n=1909

West n=1558

Base: All respondents (excluding Not applicable and missing responses)

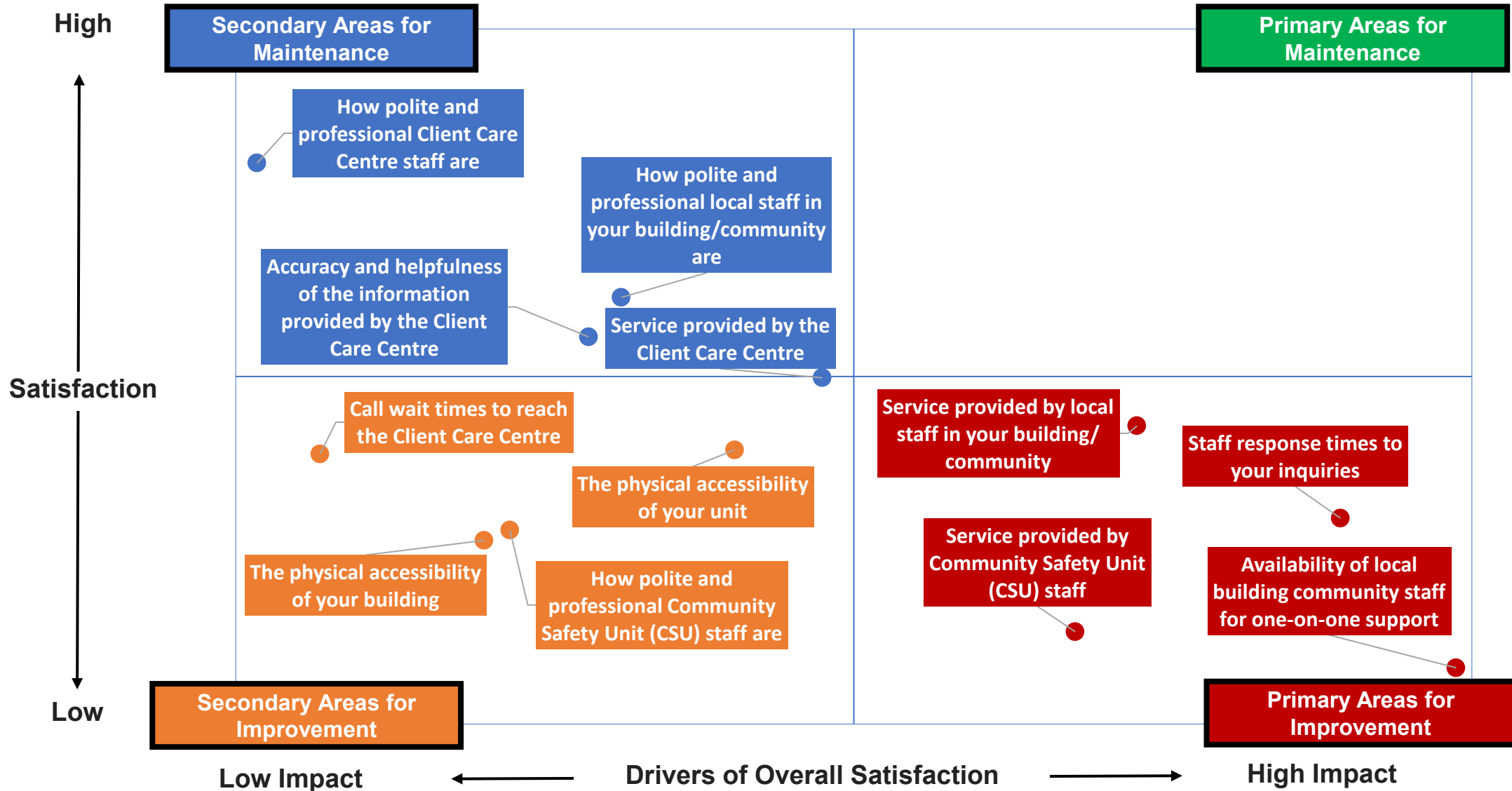


Drivers Analysis Customer Service - Overall



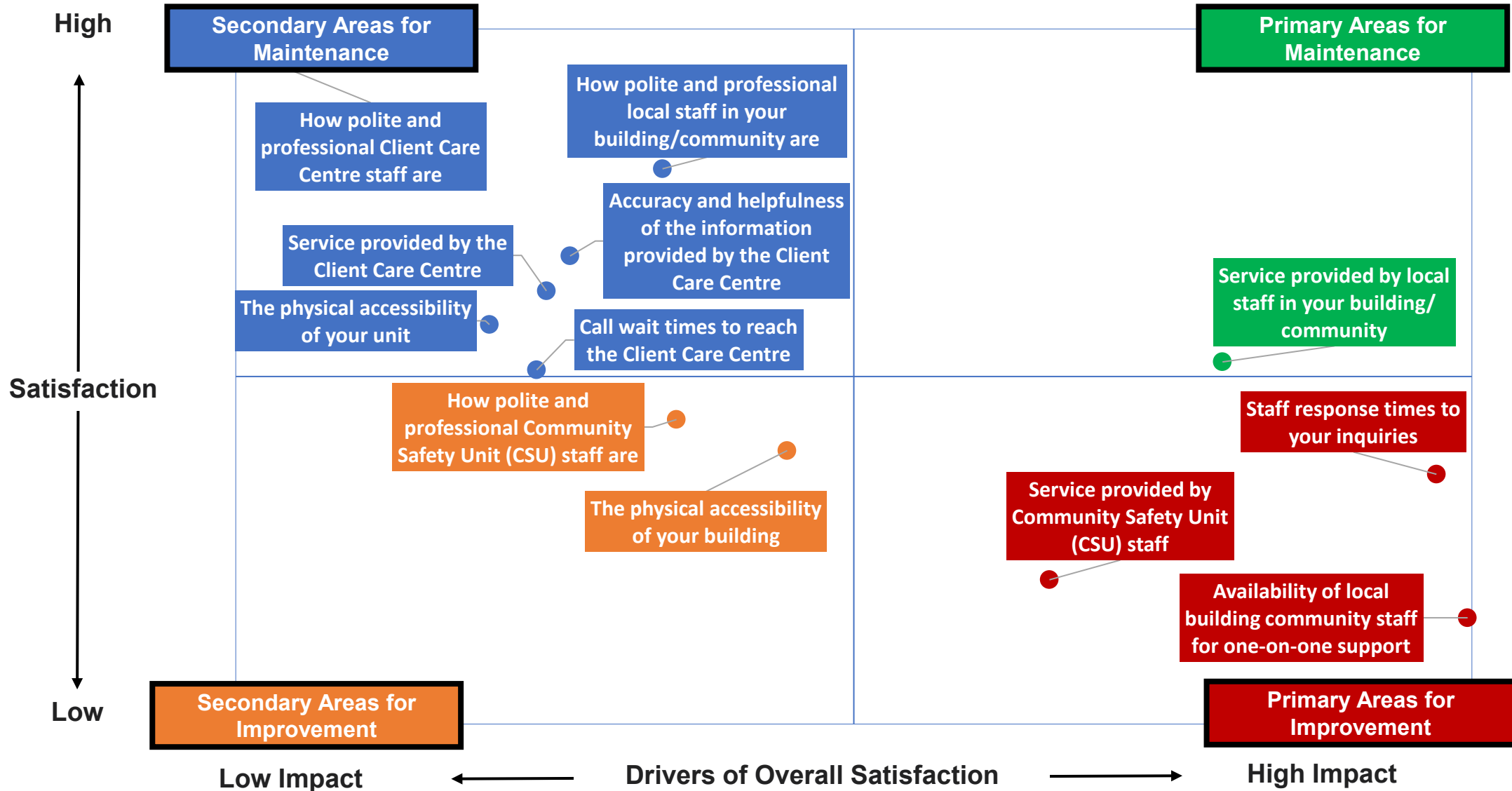


Drivers Analysis Customer Service - West



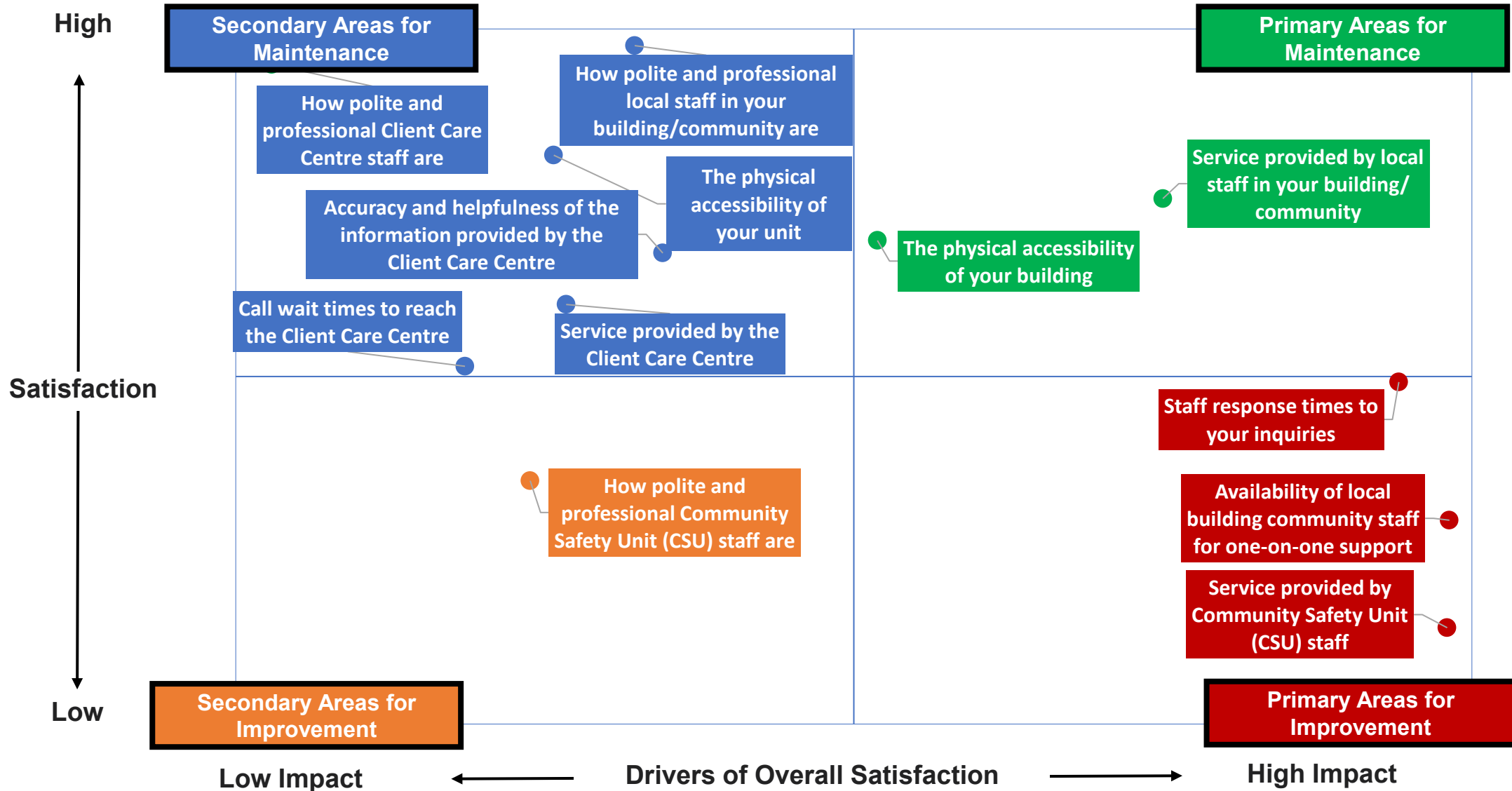


Drivers Analysis Customer Service - East





Drivers Analysis Customer Service - Central





Tenant Satisfaction

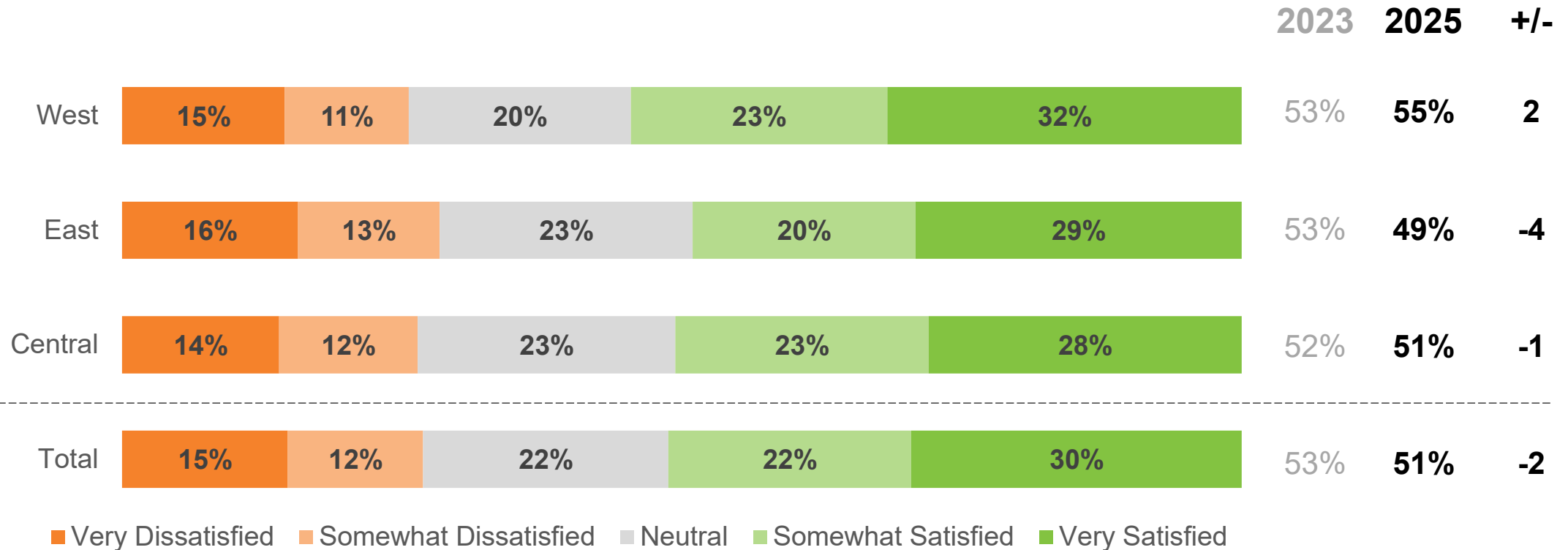
Satisfaction with Complaint Process



Satisfaction Ease of Making A Complaint

- In 2025, around half (TOP2: 51%) of tenants were satisfied with how easy it was to make a complaint, slightly lower than in 2023 (TOP2: 53%). Satisfaction was highest among tenants in West region (TOP2: 55%) and lowest among those in East region (TOP2: 49%).

TOP2



How satisfied or dissatisfied are you with the following: How easy it is to make a complaint
 Total sample n=5236 (2025), n=7608 (2023)
 Central n=1712 (2025), n=2552 (2023)
 East n=1935 (2025), n=2629 (2023)
 West n=1589 (2025), n=2427 (2023)
 Base: All respondents (excluding Not applicable and missing responses)

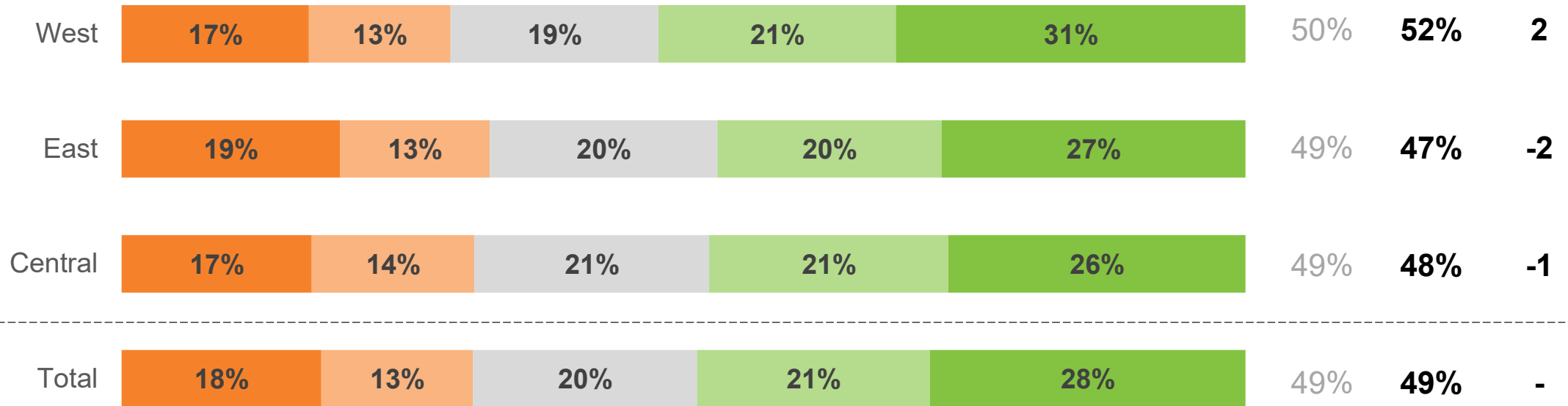


Satisfaction Complaint Response Time

- Slightly less than half (TOP2: 49%) of tenants were satisfied with the staff response times to their complaints, consistent with 2023 (TOP2: 49%). Satisfaction scores were highest among those in West region (TOP2: 52%) and lowest among those in Central region (TOP2: 48%).

TOP2

2023 2025 +/-



■ Very Dissatisfied
 ■ Somewhat Dissatisfied
 ■ Neutral
 ■ Somewhat Satisfied
 ■ Very Satisfied

How satisfied or dissatisfied are you with the following: Staff response times to your complaints
 Total sample n=5200 (2025), n=7520 (2023)
 Central n=1702 (2025), n=2523 (2023)
 East n=1926 (2025), n=2599 (2023)
 West n=1572 (2025), n=2398 (2023)
 Base: All respondents (excluding Not applicable and missing responses)



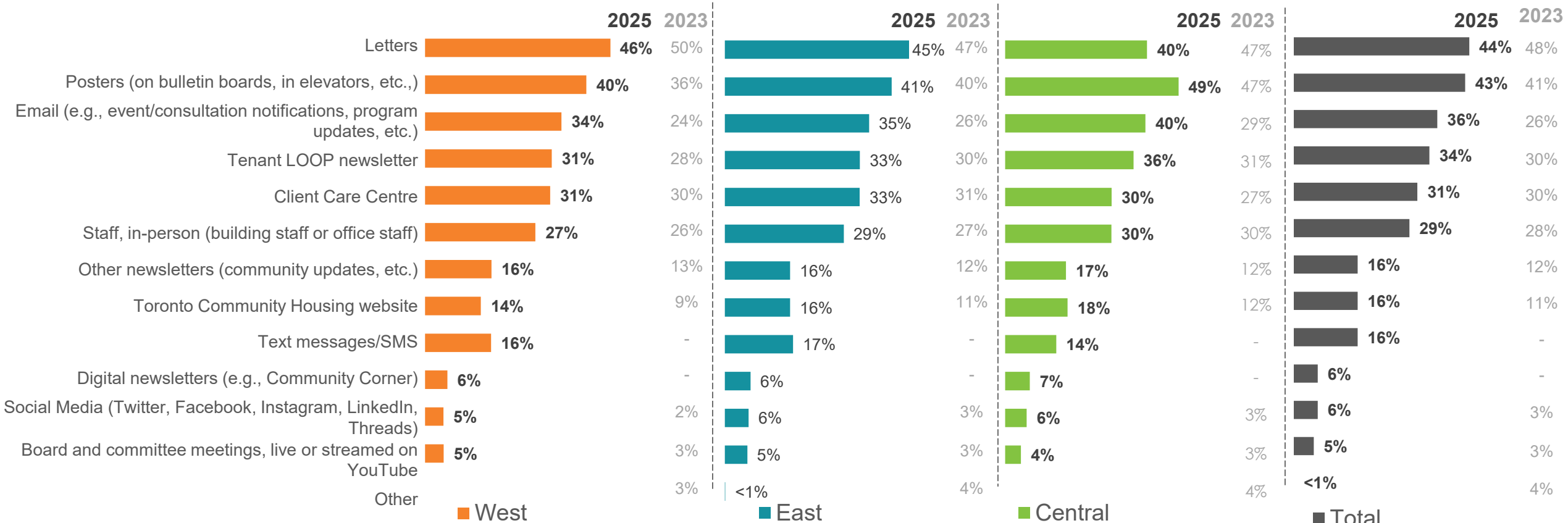
Communication Evaluation

Preferred methods & Satisfaction



Communication Sources

- Letters (44%) and posters (43%) continue to be the most common communication sources among tenants (48% and 41%, respectively), emails are gaining traction since 2023 (36% in 2025 vs. 26% in 2023). Results are consistent across tenants in each region.



Which of the following communications sources do you regularly use to receive Toronto Community Housing-related information? Please select all that apply. (2023)

Total sample n=5148 (2025), n=7957 (2023)

Central n=1728 (2025), n=2752 (2023)

East n=1881 (2025), n=2690 (2023)

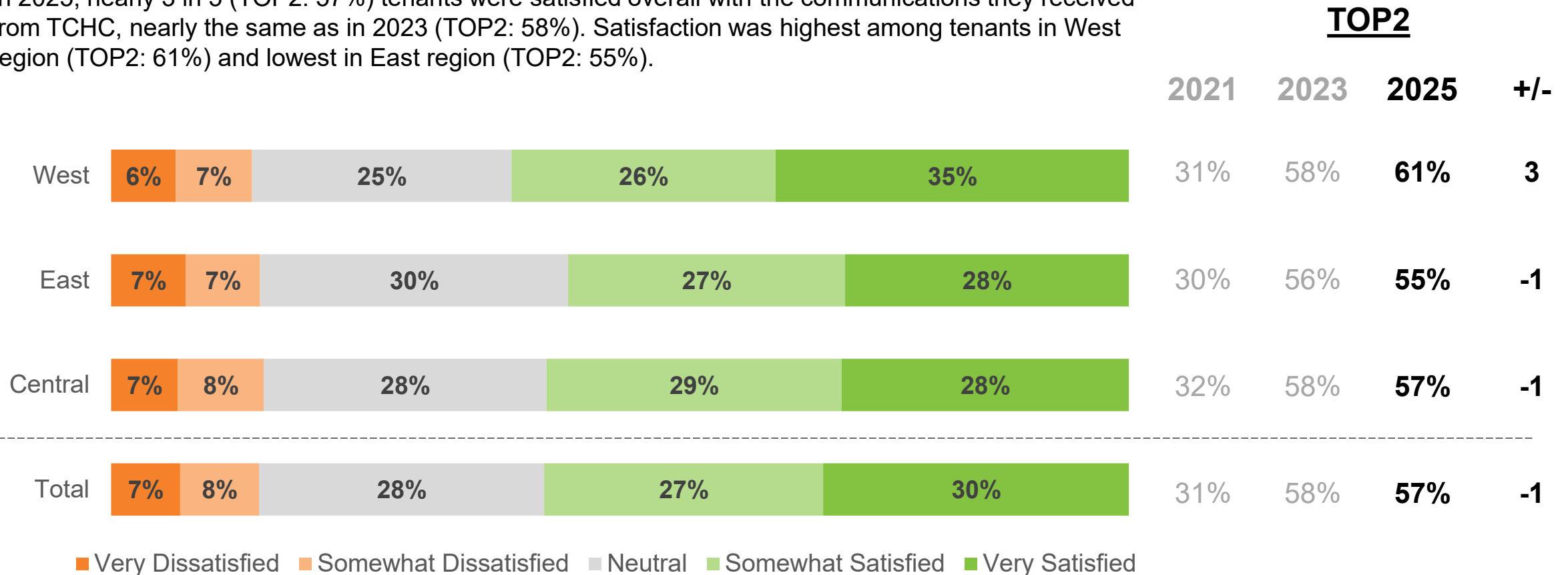
West n=1539 (2025), n=2515 (2023)

Base: All respondents (excluding Prefer not to say and missing responses)



Communication Satisfaction

- In 2025, nearly 3 in 5 (TOP2: 57%) tenants were satisfied overall with the communications they received from TCHC, nearly the same as in 2023 (TOP2: 58%). Satisfaction was highest among tenants in West region (TOP2: 61%) and lowest in East region (TOP2: 55%).



How satisfied or dissatisfied are you overall with Toronto Community Housing communications to tenants? (2023, 2025)

Total sample n=5247 (2025), n=7968 (2023), n=8326 (2021)

Central n=1753 (2025), n=2701 (2023), n=2800 (2021)

East n=1933 (2025), n=2749 (2023), n=2916 (2021)

West n=1561 (2025), n=2518 (2023), n=2566 (2021)

Base: All respondents (excluding Not applicable and missing responses)



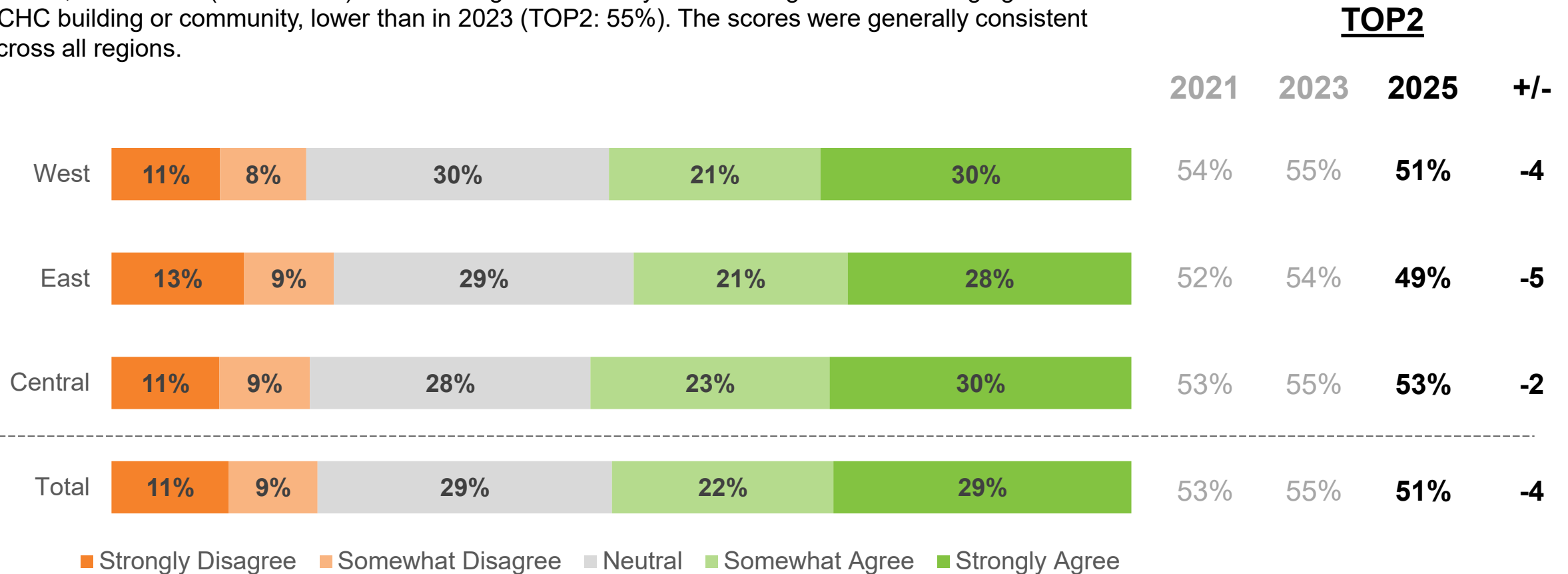
Tenant Sentiment

Sentiment towards Toronto Community Housing



Tenant Sentiment Sense of Belonging

- In 2025, around half (TOP2: 51%) of tenants agreed that they had a strong sense of belonging in their TCHC building or community, lower than in 2023 (TOP2: 55%). The scores were generally consistent across all regions.



How much do you agree or disagree with the following statement: I have a strong sense of belonging in my Toronto Community Housing building/community
 Total sample n=5334 (2025), n=7856 (2023), n=7846 (2021)
 Central n=1778 (2025), n=2654 (2023), n=2614 (2021)
 East n=1959 (2025), n=2726 (2023), n=2696 (2021)
 West n=1597 (2025), n=2476 (2023), n=2375 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Tenant Sentiment Feeling Welcome in Common Spaces

- In 2025, nearly 3 in 5 (TOP2: 57%) tenants agreed that they felt welcome in TCHC offices and common space, slightly lower than in 2023 (TOP2: 60%). The scores were generally consistent across all regions.

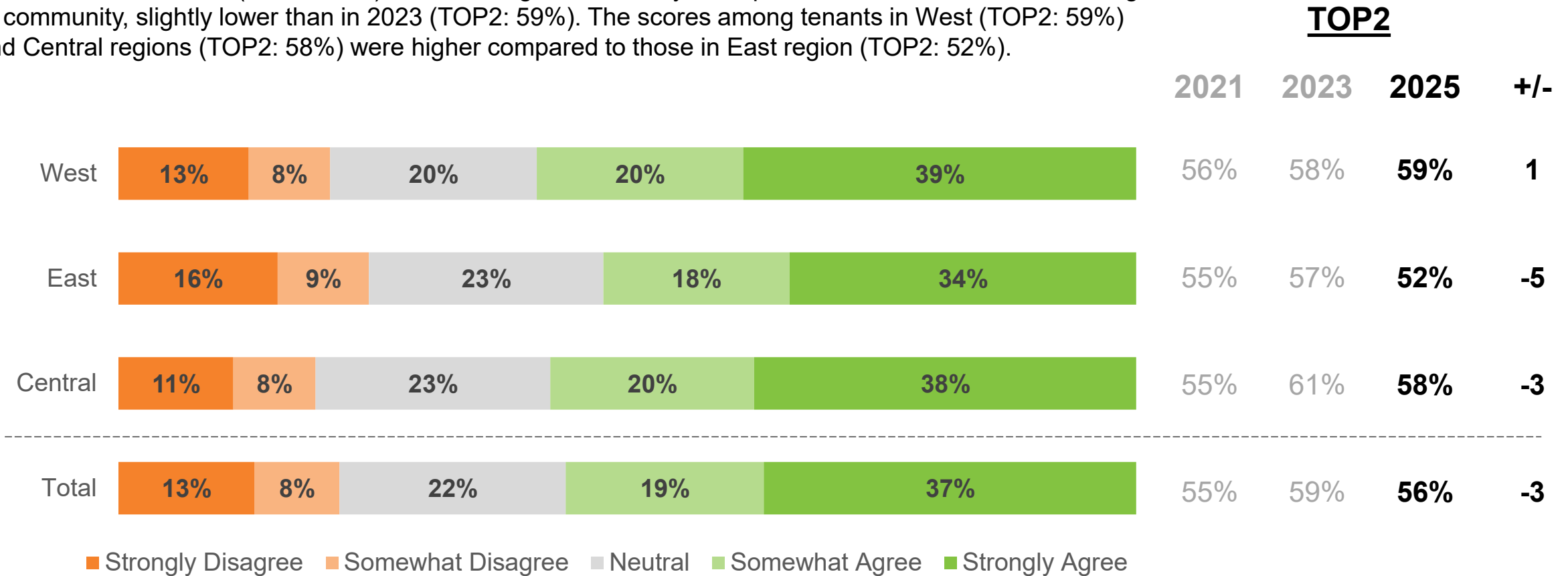


How much do you agree or disagree with the following statement: I feel welcome in Toronto Community Housing offices and common spaces
 Total sample n=5341 (2025), n=7891 (2023), n=7790 (2021)
 Central n=1768 (2025), n=2654 (2023), n=2594 (2021)
 East n=1961 (2025), n=2733 (2023), n=2677 (2021)
 West n=1612 (2025), n=2504 (2023), n=2361 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Tenant Sentiment **Pride in Community**

- In 2025, more than half (TOP2: 56%) of tenants agreed that they were proud to live in their TCHC building or community, slightly lower than in 2023 (TOP2: 59%). The scores among tenants in West (TOP2: 59%) and Central regions (TOP2: 58%) were higher compared to those in East region (TOP2: 52%).

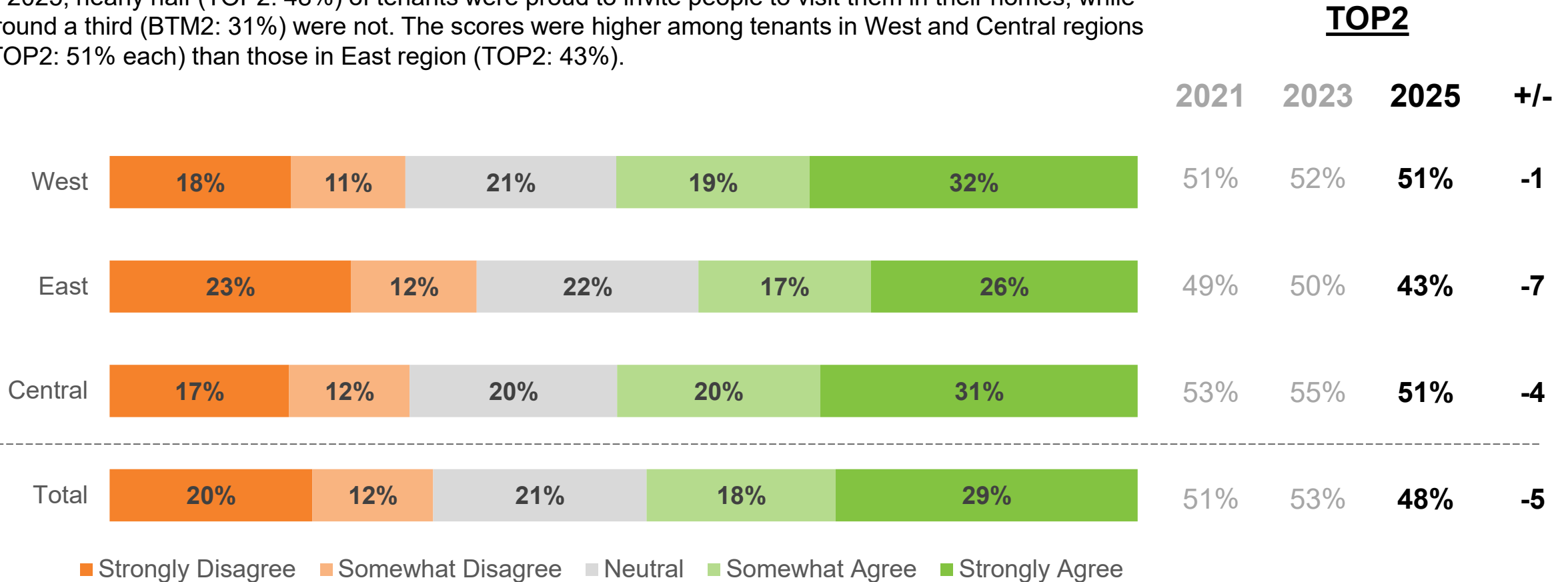


How much do you agree or disagree with the following statement: I am proud to live in my Toronto Community Housing building/community (2023: "building community")
 Total sample n=5373 (2025), n=8000 (2023), n=7963 (2021)
 Central n=1782 (2025), n=2703 (2023), n=2638 (2021)
 East n=1975 (2025), n=2770 (2023), n=2747 (2021)
 West n=1616 (2025), n=2527 (2023), n=2411 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Tenant Sentiment Pride in Home

- In 2025, nearly half (TOP2: 48%) of tenants were proud to invite people to visit them in their homes, while around a third (BTM2: 31%) were not. The scores were higher among tenants in West and Central regions (TOP2: 51% each) than those in East region (TOP2: 43%).



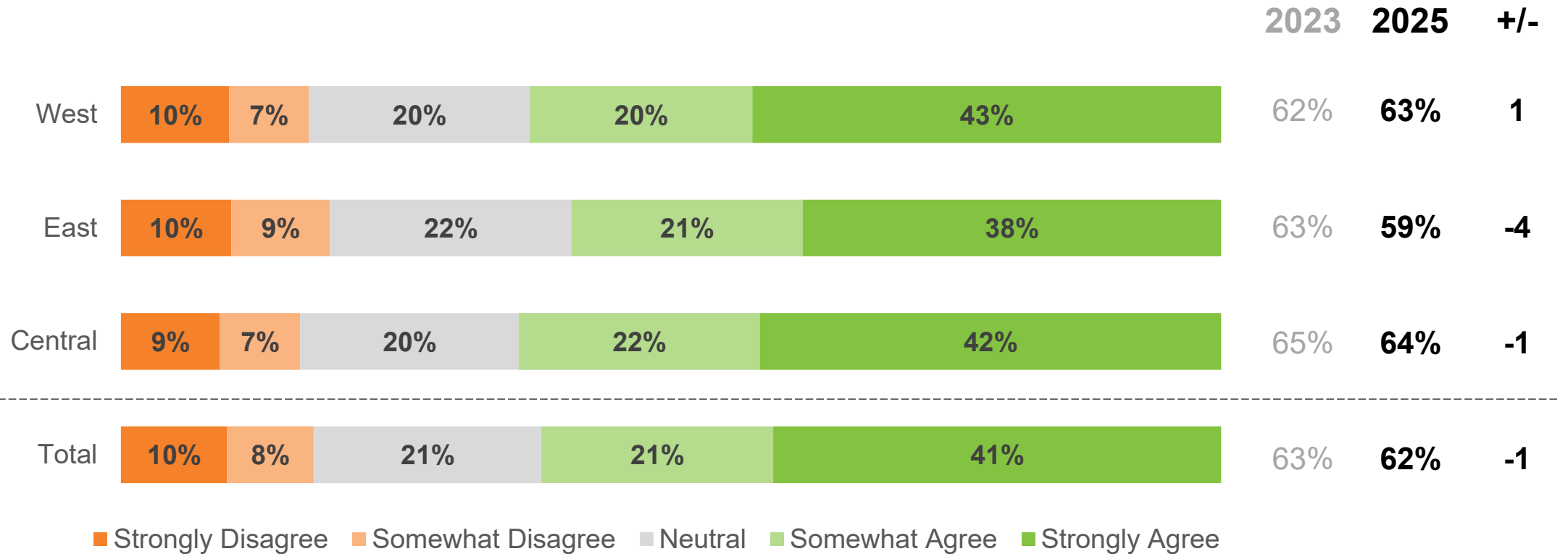
How much do you agree or disagree with the following statement: I am proud to invite people to visit me in my home
 Total sample n=5315 (2025), n=7907 (2023), n=7786 (2021)
 Central n=1771 (2025), n=2680 (2023), n=2590 (2021)
 East n=1949 (2025), n=2734 (2023), n=2681 (2021)
 West n=1595 (2025), n=2493 (2023), n=2367 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Tenant Sentiment Respected by Staff

- More than 3 in 5 (TOP2: 62%) tenants felt respected by TCHC staff, similar to 2023 (TOP2: 63%). Satisfaction scores were higher in Central (TOP2: 64%) and West (TOP2: 63%) regions compared to East region (TOP2: 59%).

TOP2



How much do you agree or disagree with the following statement: I feel respected by Toronto Community Housing staff
 Total sample n=5389 (2025), n=7985 (2023)
 Central n=1798 (2025), n=2698 (2023)
 East n=1974 (2025), n=2760 (2023)
 West n=1617 (2025), n=2527 (2023)
 Base: All respondents (excluding Not applicable and missing responses)

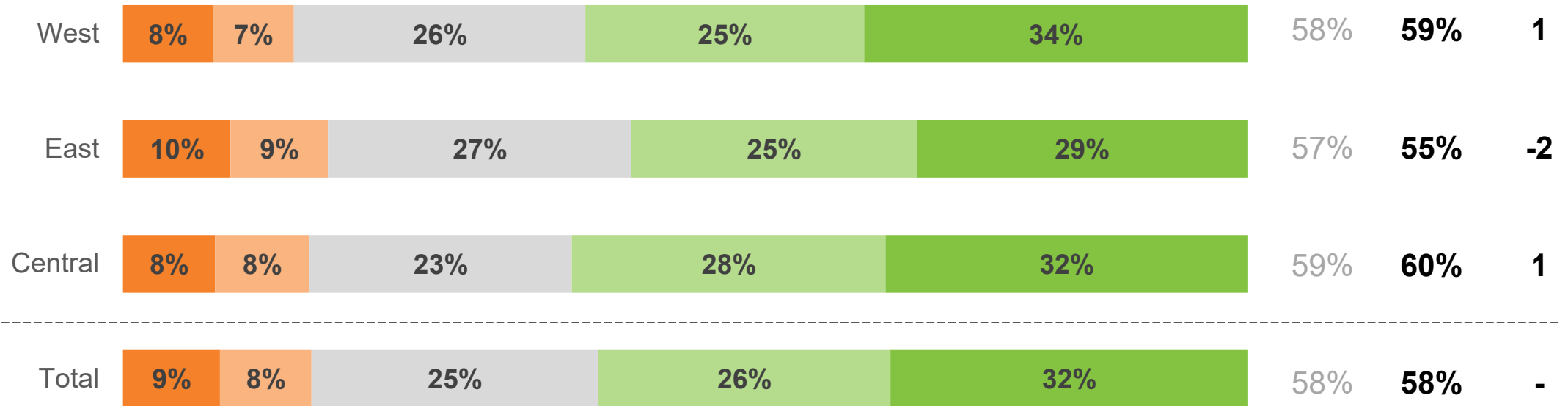


Tenant Sentiment Respected by Other Tenants

- Nearly 3 in 5 (TOP2: 58%) tenants felt respected by other TCHC tenants, consistent with 2023 (TOP2: 58%). Scores were highest among tenants in Central region (TOP2: 60%) and lowest in East region (TOP2: 55%).

TOP2

2023 2025 +/-



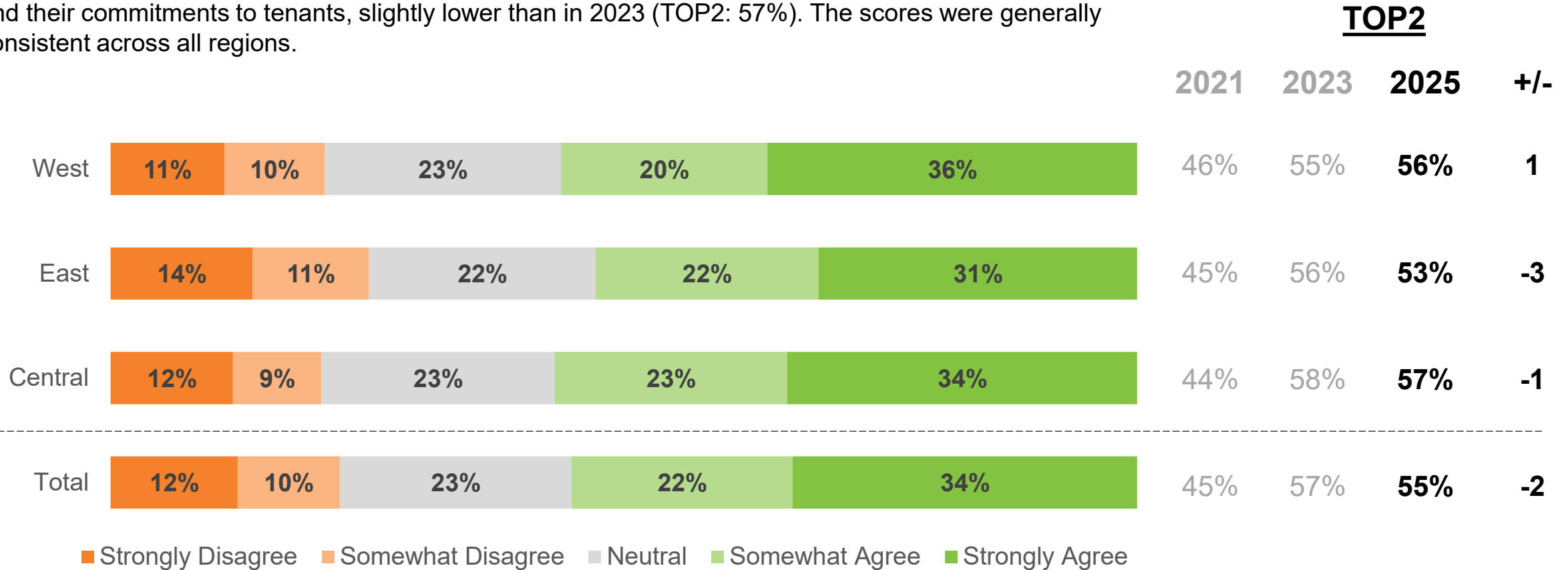
■ Strongly Disagree
 ■ Somewhat Disagree
 ■ Neutral
 ■ Somewhat Agree
 ■ Strongly Agree

How much do you agree or disagree with the following statement: I feel respected by other Toronto Community Housing tenants
 Total sample n=5340 (2025), n=7898 (2023)
 Central n=1771 (2025), n=2683 (2023)
 East n=1964 (2025), n=2731 (2023)
 West n=1605 (2025), n=2484 (2023)
 Base: All respondents (excluding Not applicable and missing responses)



Tenant Sentiment Accountability

- In 2025, more than half (TOP2: 55%) of tenants agreed that TCHC staff took accountability for their work and their commitments to tenants, slightly lower than in 2023 (TOP2: 57%). The scores were generally consistent across all regions.

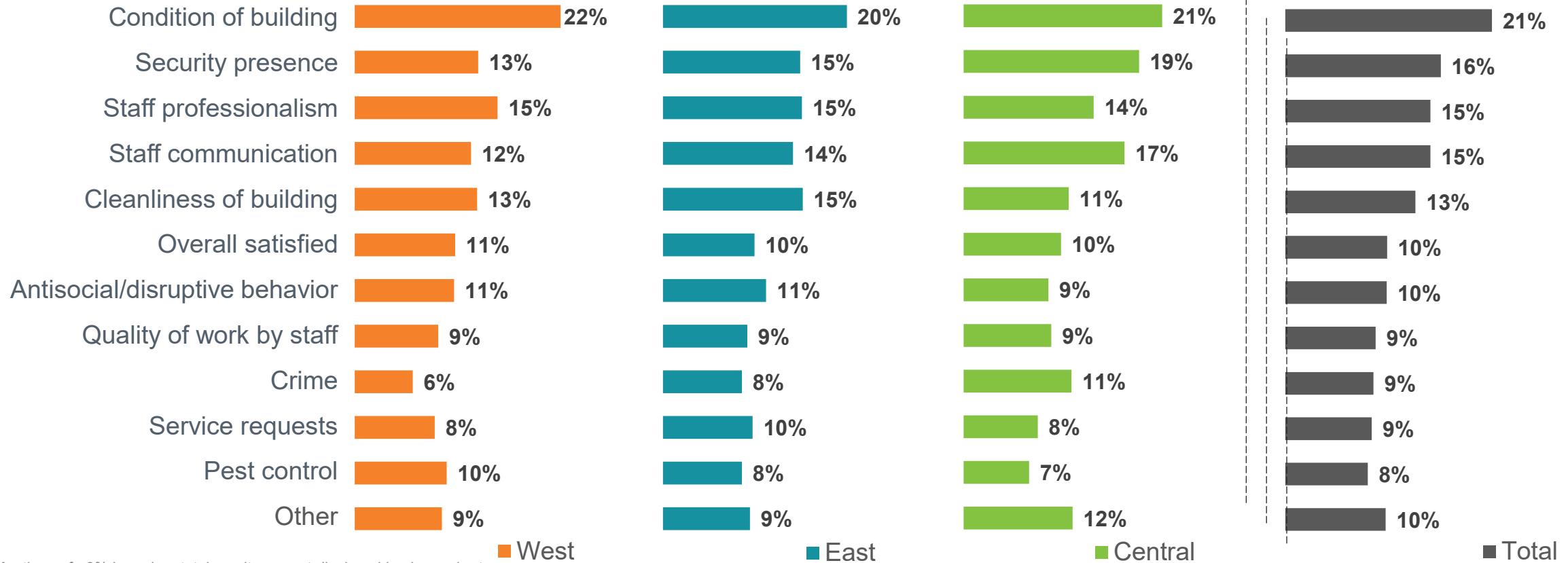


How much do you agree or disagree with the following statement: I feel that Toronto Community Housing staff take accountability for their work and their commitments to tenants (2023, 2025)
 How much do you agree or disagree with the following statement: Takes accountability in their work and decision-making (2021)
 Total sample n=5367 (2025), n=7951 (2023), n=7222 (2021)
 Central n=1787 (2025), n=2686 (2023), n=2403 (2021)
 East n=1964 (2025), n=2741 (2023), n=2544 (2021)
 West n=1616 (2025), n=2524 (2023), n=2210 (2021)
 Base: All respondents (excluding Not applicable and missing responses)



Other Comments and Suggestions

- General condition of the building (21%) was the top cited topic for comments/suggestions among tenants across all regions. Other topics of comments/suggestions more frequently mentioned revolve around security presence (16%), staff professionalism (15%), and staff communication (15%).



*Note: Mentions of <8% based on total results are not displayed in above charts.

Do you have any comments or suggestions of how Toronto Community Housing can better serve you and your community? Please keep your response within the box below.

Total sample n=2807

Central n=978

East n=1051

West n=778

Base: All respondents (excluding No comment and missing responses)



Drivers Analysis Tenant Sentiment - Overall





Drivers Analysis Tenant Sentiment - West





Drivers Analysis Tenant Sentiment - East





Drivers Analysis Tenant Sentiment - Central

