

# Your Home, Your Voice, Your Say

## Building a Healthy and Happy Neighbourhood



*« Don't look for a  
better place to live...  
Make where you live  
a better place to  
live for all »*



NORTHERN  
**LEADERSHIP**  PROGRAM

# INTRODUCTION

For the purpose of this document **Tenant Engagement** is the process by which tenants become involved in the activities and influence the decisions that affect their quality of life and place at Greater Sudbury Housing Corporation properties. Tenant engagement includes preparing and equipping tenants and staff to participate, and involving tenants in monitoring and evaluating the quality of their participation. A key element to maintaining a healthy and sustainable housing portfolio and effective housing management is **Tenant Engagement**. Tenants deserve the opportunity to have their voices heard in order to live happily and healthily within their homes and neighbourhoods.



Coffee Talks allowed tenants within the GSHC to speak openly in a safe setting within their neighbourhood. Each participant was able to address his/her concerns while living in GSHC properties. There was also an opportunity for those who were not able to participate in Coffee Chats that were not comfortable speaking out loud, to share their thoughts through a survey that was made available on site in multi-purpose areas or through an online survey via the City's and GSHC's websites.

Through transparency within this tenant engagement process, the NLP team assigned to this project ensured that all tenant voices were heard in an unbiased manner. Coffee Chats allowed tenants to provide positive input into future decisions that may impact their safety, security and well-being within their homes. They were also empowered to improve the communities in which they live through this tenant engagement process.

## DESIRED OUTCOMES FOR TENANT ENGAGEMENT

- Successful Tenancy / Improved Occupancy Rates
- Resilient, Healthy, Happy Tenants
- Enhanced and Improved Tenant Relations
- Experience of Equity, Respect and Compassion
- Efficient Program and Service Provision and Delivery
- Improved Integration of Community and Health Services on Housing Properties



# MAIN TENANT CONCERNS

1. Safety and Security
2. Health and Well-Being
3. Property Maintenance and Beautification
4. Communication and Tenant Engagement

*« There is a positive attitude towards changing community now. Love where they live as there are really good people that live there. They are good to each other. »*



## 1. SAFETY AND SECURITY

- Provide 24/7 hour security in buildings. If not feasible, change hours where security is provided during evenings and weekends.
- Increased police presence (i.e.) former Zone 30 office or other satellite offices on properties.
- Perform Crime Prevention Through Environmental Design (CPTED) for each property and follow recommendations.
- Create a 'Neighbours on Patrol' similar to what 'Citizens on Patrol' (COPs) does in community but locate in each building to empower residents to work together to improve safety and security . Perhaps GSPS can provide training on this for residents.
- Install cameras in all public areas (i.e.) hallways, stairwells, multipurpose areas, outside, etc.
- Improve the lighting for indoor/outdoor public spaces (i.e.) blue lighting to discourage needle injections and drug use in stairwells.
- Have SACY clean up used syringes outside/inside building on a regular basis.
- Host education sessions on who to call and what to do when needles are found.

## 2. HEALTH AND WELL-BEING

- Provide building safety/fire/evacuation training (i.e.) what to do in case of fire, how to exit building.
- Provide community health services on site in buildings that have common rooms. Ie: walk in clinic, mental health services, community paramedicine programs, home & community care services, one stop shop for employment, social services, hair dressing, dental hygienist, Access Aids, NOAHs Hub, NISA, etc.

### 3. PROPERTY MAINTENANCE AND BEAUTIFICATION

- Improve cleanliness in public areas.
- Beautify building entrances and outdoor spaces so that it is friendly and welcoming.
- Designate specific area(s) for animal's outdoors to eliminate feces/urine from being on walkways, front lawn, etc.
- Install hand sanitizer dispensers (with no alcohol) in building front entrance ways.
- Improve snow removal times.
- Host tenant clean up days as is done in Community where volunteers join together to clean the outside areas of their homes/neighbourhoods.

### 4. COMMUNICATION AND TENANT ENGAGEMENT

- Create a complaint response policy. Set a time limit for response.. Train / educate tenants on appropriate use of complaint forms and processes.
- Complete 'Move In' Checklists.
- Concern regarding GHSHO staff burn out. Recognize the high stress levels for staff and address internally by adding additional staff or providing systems to assist with mental health and well-being.

Locate GHSHO staff on site to handle tenant inquiries / complaints in large buildings or where common space is available. If not feasible, assign various staff to buildings during designated regular times.

- Hire Tenant Relations staff to bring community services to buildings. Tenants also need assistance in completing paperwork/forms.
- Host orientation sessions for new tenants in building, complaint / maintenance systems, etc.
- Develop a welcoming package for new tenants.
- Provide mediation support to tenants.
- Host regular coffee chats within buildings.
- Provide education on how systems work with CGS, GSPS and GHSHO.

## APPENDIX A — TENANT COFFEE TALK SCHEDULE

Target	Location	No. of Attendees	Date	Time
1960 B Paris Street	1960 C Paris Street Multi-Use Centre	4	February 6, 2019	10:00 a.m.
1960 A Paris Street	1960 A Paris Street - Common Room	16	February 6, 2019	1:00 p.m.
1920 Paris Streets	1920 Paris Street - First Floor Common Room	22	February 6, 2019	5:00 p.m.
720 Bruce Street 744 Bruce Street	720 Bruce Common Room	15	February 14, 2019	1:00 p.m.
1778 LaSalle Blvd 1950 LaSalle Blvd	Lansing Baptist Church - 1950 LaSalle Blvd	One volunteer showed up. Flyers did not get delivered therefore had to reschedule session to February 26 <sup>th</sup> .	February 14, 2019	10:00 a.m.
Louis Street Properties	166 Louis Street Common Room	11	February 26, 2019	10:00 a.m.
1200 Attlee Street Properties	New Sudbury Public Library Board Room 1346 LaSalle Blvd.	0	February 20, 2019	9:30 a.m.
241 Second Avenue 491 Camelot Avenue	Morel Park – 270 Second Avenue	4	February 20, 2019	12:30 p.m.
1778 LaSalle Blvd 1950 LaSalle Blvd	Lansing Baptist Church Hall 1950 LaSalle Blvd	4 on line — 1 in person	February 26, 2019	12:30 p.m.



# Demographics

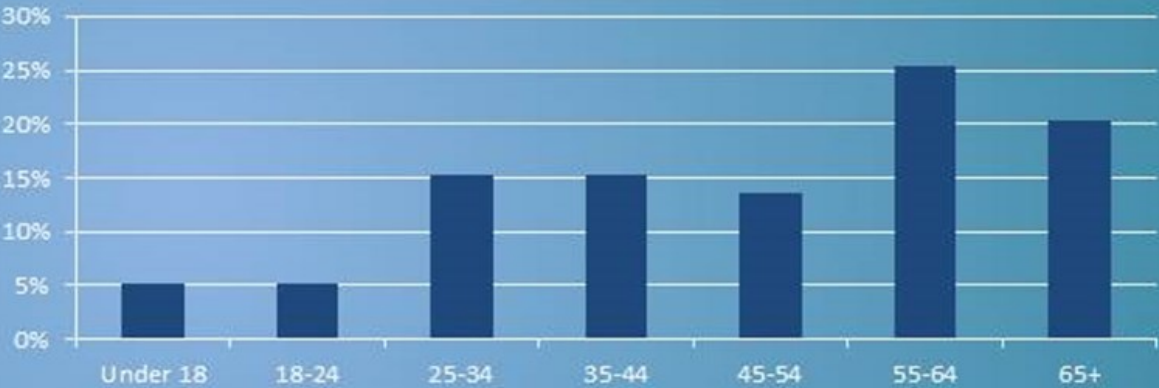
What is your preferred language?

English French Bilingual

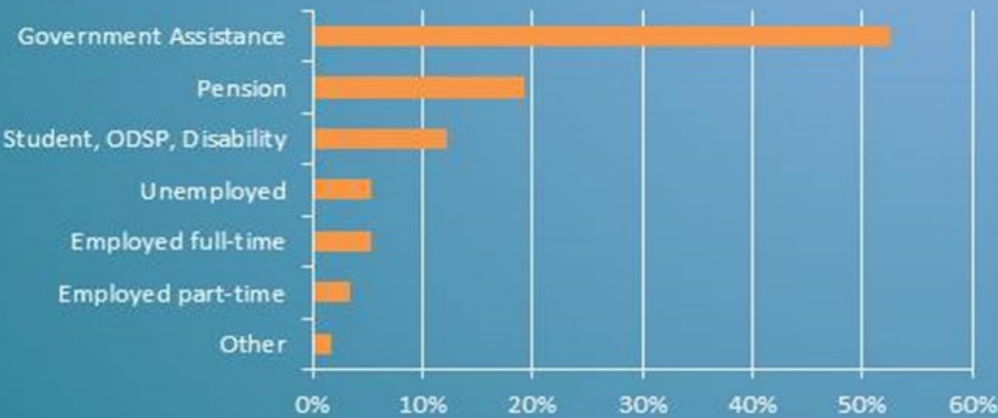


63 Total Survey Respondents

What is your age?



What is your current employment status?



What is your marital status?



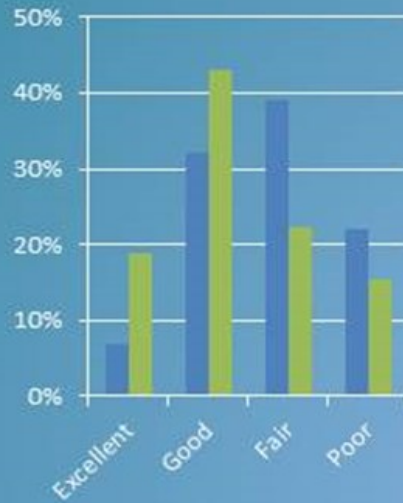


# Health



How would you rate your overall physical health?

How would you rate your overall mental health/emotional well-being?



Do you feel health care services are easily accessible?

Yes No No opinion



Do you have a family physician or a nurse practitioner?

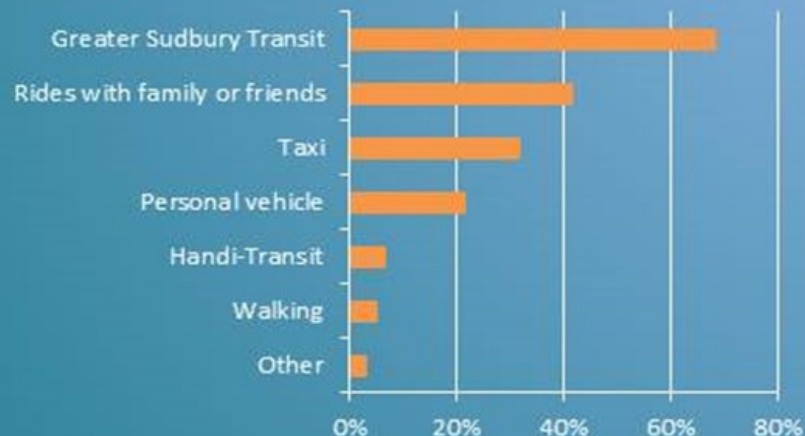
Yes No



# Transportation



Which methods of transportation do you use?  
Check all that apply.

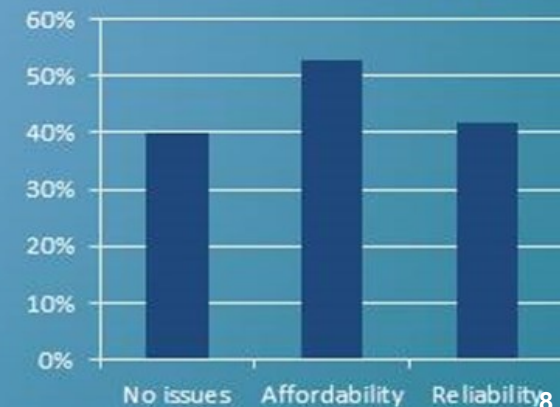


On average, how many times a week do you leave your home for any reason?

Daily 1 to 3 times per week Less than once a week Rarely



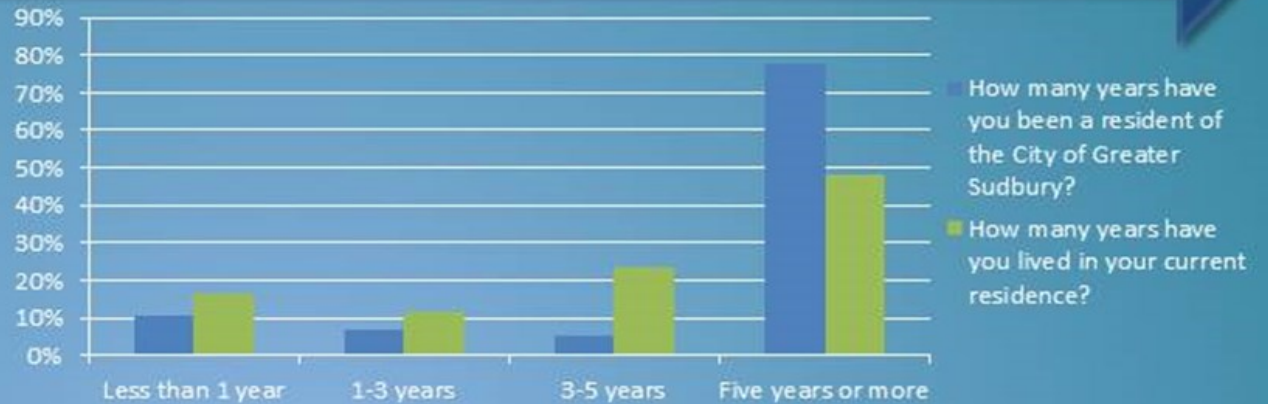
Are affordability or reliability of your methods of transportation an issue? Check all that apply.



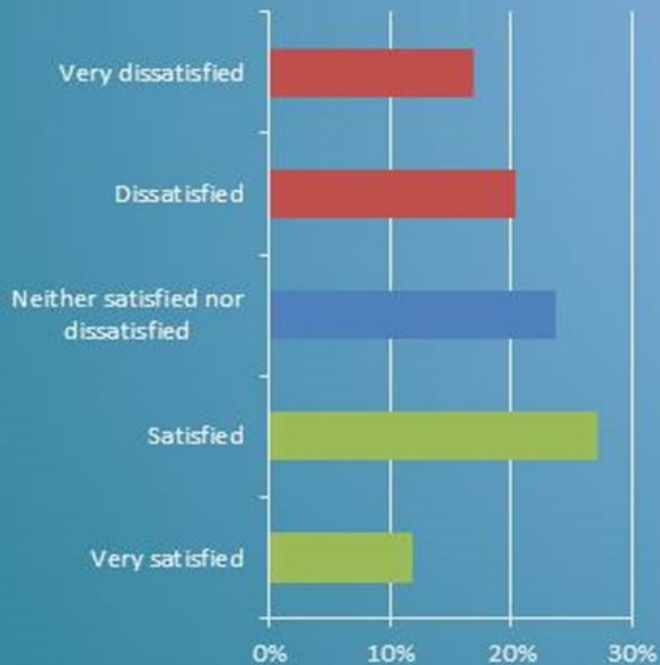
# Residence

Please select your current residence:

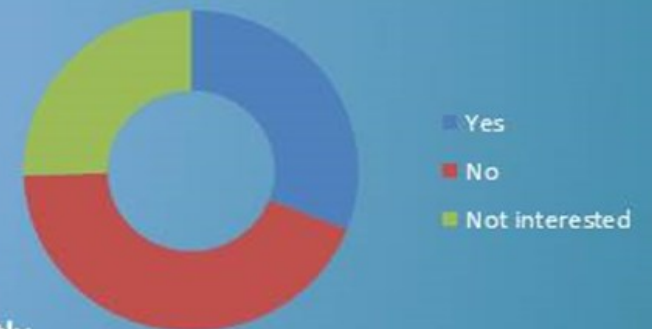
1920 Paris St.	34%
1960A Paris St.	17%
1950 LaSalle Blvd	16%
166 Louis St.	12%
720 Bruce St.	10%
1960B Paris St.	7%
241 Second Ave.	3%



How satisfied are you with your residence?



Are there enough events and activities available to you in your residence?



How many dependents currently reside in your home?

None (Blue), One (Red), Two (Green), Three or more (Purple)

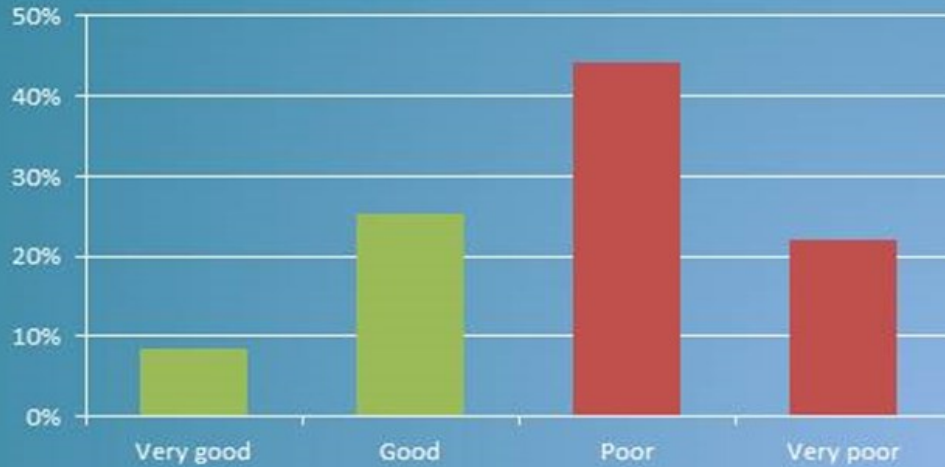




# Security



How would you rate the safety and security of your residence?



Are you currently a volunteer either inside or outside your residence?

■ Yes ■ No

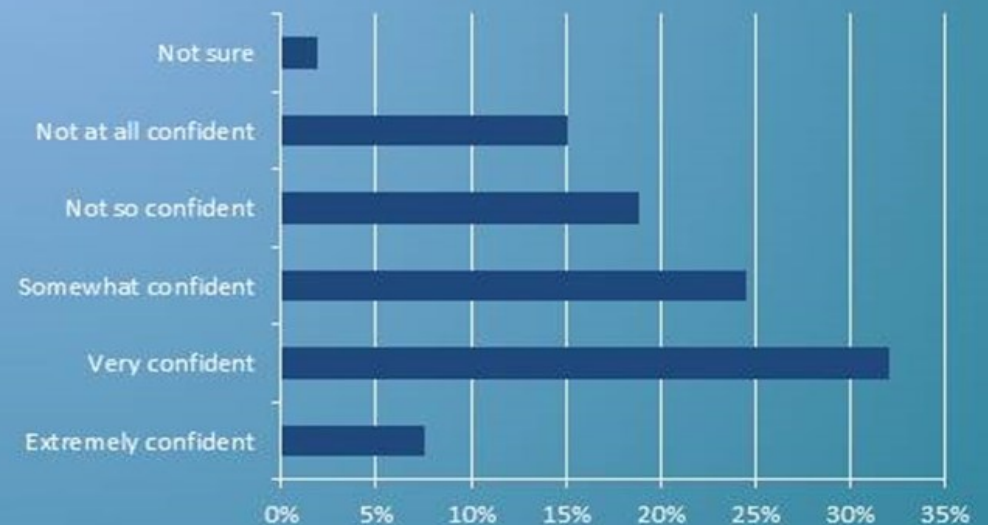


Do you want to remain in your current residence?

■ Yes ■ No ■ Not sure



How confident are you that you will be able to live in your current residence for as long as you like?





# Communication

What is your preferred method of communication with the City of Greater Sudbury's Housing Operations (formerly GSHC)?

- In person
- By phone
- By e-mail
- By postal mail
- Other
- Posters or flyers



How do you receive information about community events or programs? Check all that apply.

