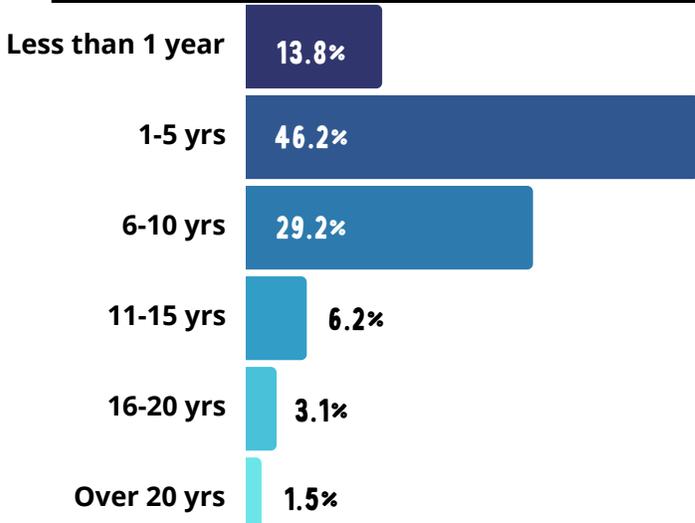


St. Andrew's Centre

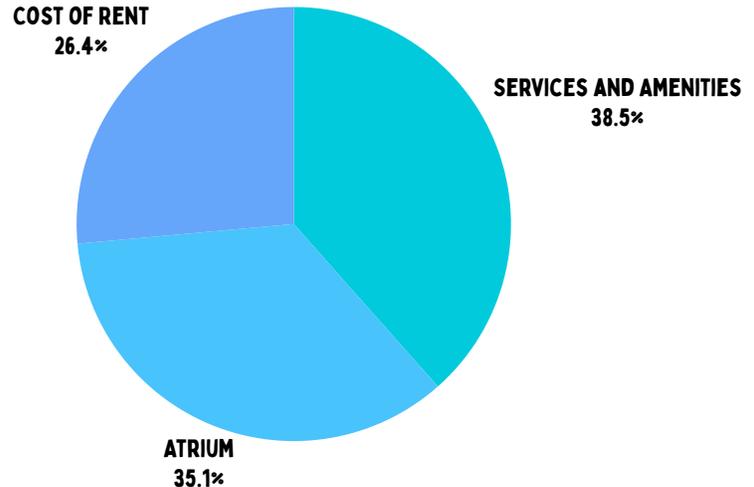
Annual Residents' Survey 2024

HOUSING

HOW LONG HAVE YOU LIVED AT ST. ANDREW'S CENTRE?



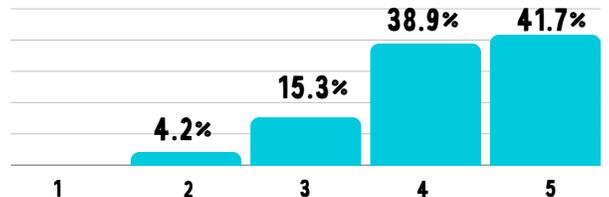
TOP 3 REASONS WHY RESIDENTS CHOSE TO LIVE AT ST. ANDREW'S CENTRE



HOW DID YOU HEAR ABOUT ST. ANDREW'S CENTRE PRIOR TO MOVING IN? (TOP 3)

- #1. FRIENDS/FAMILY WERE CURRENT OR FORMER RESIDENTS (47.9%)
- #2. WORD OF MOUTH (28.8%)
- #3. LIVED IN THE NEIGHBOURHOOD (28%)

ON A SCALE OF 1-5, HOW DO YOU RATE THE AFFORDABILITY OF HOUSING AT THE CENTRE?



HOW WOULD YOU RATE THE COMMUNICATION LEADING UP TO YOUR MOVE IN?

POOR  EXCELLENT

DID YOU FIND THE MOVE IN PROCESS CLEAR AND EASY TO UNDERSTAND?

YES 65%

DID YOU FIND THE MOVE IN PROCESS EASY?

YES 91.8%!

DO YOU FEEL SUPPORTED IN ADDRESSING HOUSING RELATED CONCERNS WITHIN THIS COMMUNITY?

YES 98%!

DO YOU FEEL THE INFORMATION PROVIDED DURING THE TOUR WAS ACCURATE?

YES 55.4%

ARE YOU AWARE OF WHO TO SPEAK TO IF YOU ENCOUNTER ISSUES WITH YOUR RENTAL, LEASE AGREEMENTS OR INTERNAL MOVE IN/REQUESTS?

YES 96%

ARE YOU THINKING OF LEAVING ST. ANDREW'S CENTRE?

NO 98%

St. Andrew's Centre

Annual Residents' Survey 2024

COMMON SPACES

DO YOU UTILIZE THE COMMON SPACES?

YES 88.9%

HOW COMFORTABLE DO YOU FIND THE SEATING ARRANGEMENTS?



4 STAR RATING

ARE THESE COMMON SPACES TIDY ?

YES 97.3%

HOW OFTEN DO YOU USE THE COMMON SPACES IN THE COMMUNITY?

DAILY: 58.1%

MONTHLY: 5.4%

WEEKLY: 21.6%

RARELY: 14.9%

DO YOU FEEL THE OUTDOOR GARDEN GROUNDS ARE WELL MAINTAINED?

YES 100%

DO YOU FEEL THE ATRIUM IS WELL MAINTAINED AND DECORATED?

YES 100%

ADMINISTRATION

DO YOU FEEL THAT THE ADMINISTRATIVE STAFF ARE RESPONSIVE TO YOUR QUESTIONS AND CONCERNS, ONCE BROUGHT TO THEIR ATTENTION?

YES 100%

DO YOU FEEL STAFF KEEP RESIDENTS INFORMED ABOUT WHAT IS HAPPENING IN THE CENTRE?

YES 97.3%

DO YOU FIND IT EASY TO SHARE YOUR FEEDBACK WITH THE STAFF?

YES 97.3%

DO YOU FIND THAT THE NEWSLETTER IS A VALUABLE SOURCE OF INFORMATION?

YES 97.3%

DO YOU FEEL RESPECTED BY OUR STAFF IN ADMINISTRATION?

YES 100%

DO YOU FEEL YOU HAVE A VARIETY OF WAYS TO ACCESS INFORMATION ABOUT WHAT IS HAPPENING IN THE CENTRE?

YES 100%

DO YOU READ THE MONTHLY NEWSLETTER?

YES 98.7%

St. Andrew's Centre

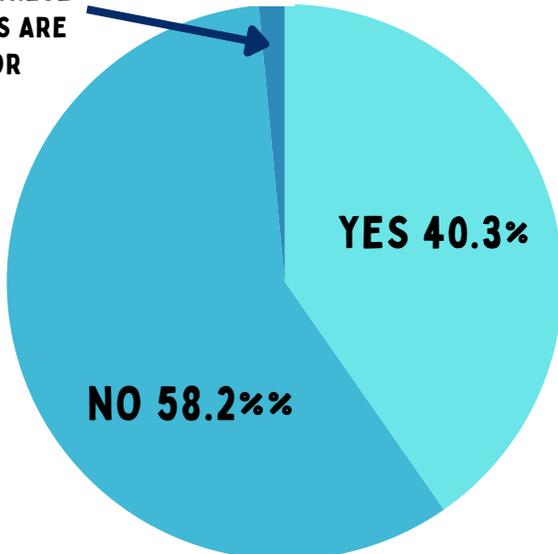
Annual Residents' Survey 2024 continued

TOP 3 REASONS FOR CONTACTING ADMIN STAFF

- #1. WORK ORDERS (37%)
- #2. MEAL CARDS (23.3%)
- #3. INVOICE/FINANCE (13.7%)

DO YOU UTILIZE THE RESIDENT SUGGESTION BOXES?

I DON'T KNOW
WHAT THESE
BOXES ARE
FOR



HAVE YOU ACCESSED THE ST. ANDREW'S CENTRE FACEBOOK PAGE?

YES 35.2%

DO YOU FIND THAT THE NEWSLETTER IS EASY TO READ?

YES 98.6%

DO YOU FEEL MANAGEMENT IS VISIBLE, RESPONSIVE, AND EASILY ACCESSIBLE?

YES 98.6%

DO YOU FIND THAT THE RESIDENT COMMUNITY COMMITTEE IS A USEFUL TOOL TO HAVE YOUR CONCERNS ADDRESSED?

YES 78.5%

DO YOU READ THE RESIDENT COMMUNITY COMMITTEE MEETING MINUTES IN THE NEWSLETTER?

YES 87.5%

ARE THE MINUTES EASY TO UNDERSTAND?

YES 86.6%

HAVE YOU ACCESSED THE ST. ANDREW'S CENTRE WEBSITE?

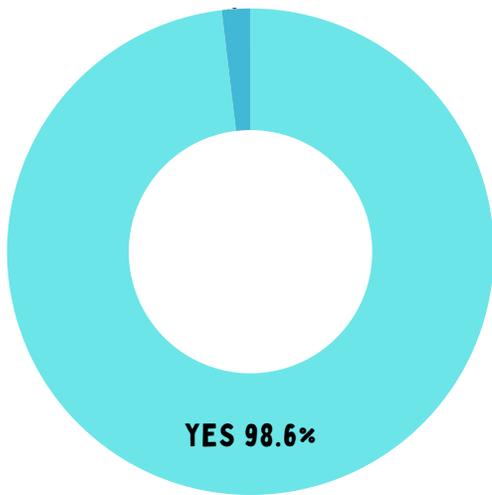
YES 54.6%

St. Andrew's Centre

Annual Residents' Survey 2024 continued

MAINTENANCE

ARE YOU SATISFIED WITH THE OVERALL MAINTENANCE OF THE CENTRE?



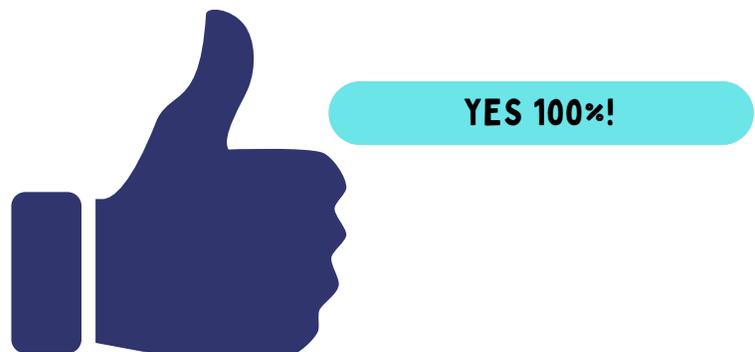
DO YOU FEEL MAINTENANCE ISSUES ARE RESPONDED TO IN A REASONABLE TIME DURING OFFICE HOURS?



DO YOU FEEL MAINTENANCE ISSUES ARE RESPONDED TO IN A REASONABLE TIME OUTSIDE OFFICE HOURS?



ARE MAINTENANCE STAFF FRIENDLY AND COURTEOUS TO YOU WHEN THEY ARE WORKING IN YOUR SUITE?



St. Andrew's Centre

Annual Residents' Survey 2024 continued

FOOD SERVICES

DO YOU USE THE GARDEN CAFE?

YES 97.1%

TOP 3 MOST PURCHASED ITEMS

- #1. MEALS (83.6%)
- #2. COFFEE/TEA/HOT CHOCOLATE (65.8%)
- #3. PASTRIES/BAKED GOODS (61.5%)

ARE THE MEALS PROVIDED USUALLY TASTY AND APPETIZING?

YES 97%

IS THERE ENOUGH VARIETY IN THE MEALS AVAILABLE?

YES 93.8%

WERE YOUR CONCERNS/QUESTIONS HANDLED WITH RESPECT AND DIGNITY?

YES 82.6%

HOW OFTEN DO YOU USE THE GARDEN CAFE?

MULTIPLE TIMES A DAY 27.8%

DAILY 20.8%

EVERY FEW DAYS 27.8%

WEEKLY 6.9%

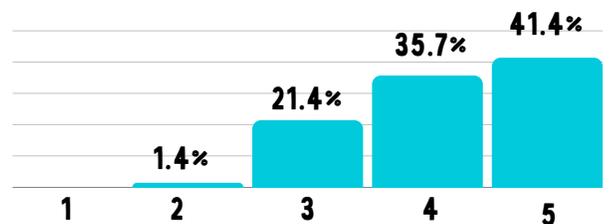
BI-WEEKLY 5.6%

MONTHLY 4.2%

ARE THE MEALS PROVIDED HEALTHY?

YES 97%

ON A SCALE OF 1-5, HOW WOULD YOU RATE THE AFFORDABILITY OF THE FOOD?



ARE THE STAFF FRIENDLY AND COURTEOUS WHEN SERVING YOU?

YES 98.2%

St. Andrew's Centre

Annual Residents' Survey 2024 continued

HOSPITALITY SERVICES

ARE YOU SATISFIED WITH THE OVERALL CLEANLINESS AND APPEARANCE OF THE CENTRE?

YES 93.1%!

DO YOU USE THE HOUSEKEEPING SERVICES (SUITE CLEANING & LAUNDRY)?

YES 49.3%

WHAT SERVICES DO YOU USE?

SUITE CLEANING 83.8%

LAUNDRY SERVICES 27%

SPECIALIZED SERVICES 21.6%

ARE YOU SATISFIED WITH THE QUALITY OF THE SUITE CLEANING SERVICE?

YES 95%

ARE YOU SATISFIED WITH THE QUALITY OF THE LAUNDRY SERVICE?

YES 95%

DO YOU FIND THAT THE LAUNDRY ROOM IS CONVENIENT AND EASY TO USE?

YES 88.9%

WERE YOUR CONCERNS AND QUESTIONS HANDLED WITH RESPECT AND DIGNITY?

YES 70%

ARE THE HOSPITALITY STAFF FRIENDLY AND COURTEOUS TO YOU?

YES 98.9%

DO YOU FEEL THE HOSPITALITY STAFF RESPECT YOUR PERSONAL BELONGINGS?

YES 100%!

HAVE ANY OF YOUR VISITORS OR LOVED ONES STAYED IN ONE OF OUR 5 GUEST SUITES?

YES 96%

WERE YOUR VISITORS HAPPY WITH THEIR STAY IN OUR GUEST SUITE?

YES 96%

St. Andrew's Centre

Annual Residents' Survey 2024 continued

SECURITY SERVICES

HAVE YOU REQUIRED THE SUPPORT FROM ST. ANDREW'S SECURITY STAFF?

YES 67.1%

WERE YOUR CONCERNS AND QUESTIONS HANDLED WITH RESPECT AND DIGNITY?

YES 96.2%

DO YOU FEEL RESPECTED BY SECURITY STAFF?

YES 100%

DO YOU FEEL OUR SECURITY STAFF IS VISUAL, ACCESSIBLE, AND RESPONSIVE?

DO YOU FEEL SAFE LIVING HERE?

YES 97.1%

YES 100%

DO YOU FEEL SAFE IN YOUR UNIT?

DO YOU FEEL THAT YOUR PERSONAL BELONGINGS ARE SAFE IN YOUR UNIT?

YES 100%

YES 98.6%

DO YOU KNOW WHAT TO DO IN CASE OF AN EMERGENCY?

DO YOU FEEL THAT MANAGEMENT IS TAKING THE REASONABLE STEPS TO KEEP THE BUILDING SAFE?

YES 98.6%

YES 100%

St. Andrew's Centre

Annual Residents' Survey 2024 continued

ACTIVITIES & INTERNAL PARTNERSHIPS

DO YOU PARTICIPATE IN THE FREE ACTIVITIES AT ST. ANDREW'S CENTRE?

YES 73%

WOULD YOU BE INTERESTED IN PARTICIPATING IN SESSIONS TO PROVIDE INPUT ON FUTURE ACTIVITIES AND EVENTS?

YES 62.3%

HOW EFFECTIVE DO YOU FIND THE COMMUNICATION ABOUT UPCOMING ACTIVITIES AND EVENTS?

NOT EFFECTIVE



VERY EFFECTIVE

DO YOU FEEL THE CENTRE IS LACKING IN PROGRAMMING?

NO 88.2%

WHICH OF THE FOLLOWING SERVICES DO YOU UTILIZE?

CARERX TUCK SHOPPE (75.3%)
SPECIAL TOUCH HAIR SALON (69.9%)
SOLE MATES FOOTCARE (15.1%)
DR. SIDHU (28.8%)
DR. DOBRIYAL (12.3%)
NONE OF THE ABOVE (5.5%)

TOP 3 ST. ANDREW'S CENTRE PROGRAMS/ACTIVITIES

- #1. RESIDENT ASSOCIATION EVENTS (73.2%)
- #2. ENTERTAINMENT (64.8%)
- #3. ST. ANDREW'S CENTRE BBQ (62%)

DO YOU KNOW WHERE AND WHEN RECREATIONAL ACTIVITIES ARE HAPPENING?

YES 98.6%

ARE YOU AWARE OF THE ST. ANDREW'S CENTRE'S RESIDENT'S ASSOCIATION?

YES 95.9%

WOULD YOU BE WILLING TO PAY A FEE TO PARTICIPATE IN PROGRAMMING/ACTIVITIES THAT MAY BE OF INTEREST TO YOU?

YES 68.3%

THANK YOU TO ALL WHO TOOK THE TIME TO COMPLETE OUR ANNUAL RESIDENTS' SURVEY. YOUR FEEDBACK IS ALWAYS GREATLY APPRECIATED!