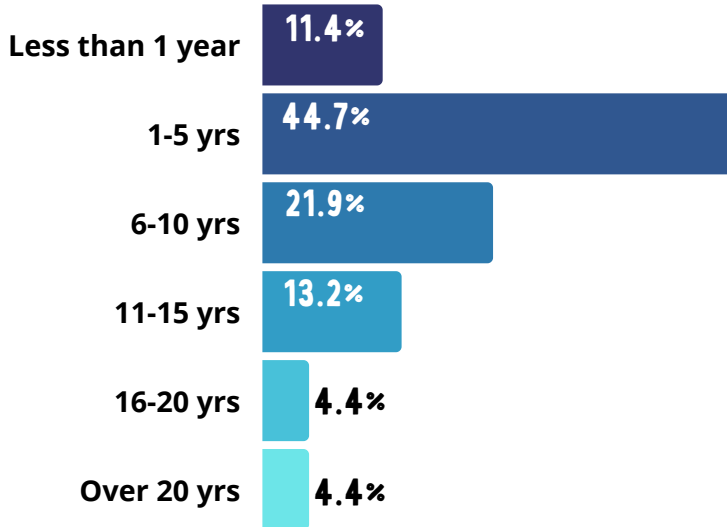


# St. Andrew's Centre

## Annual Residents' Survey 2022

117 Responses

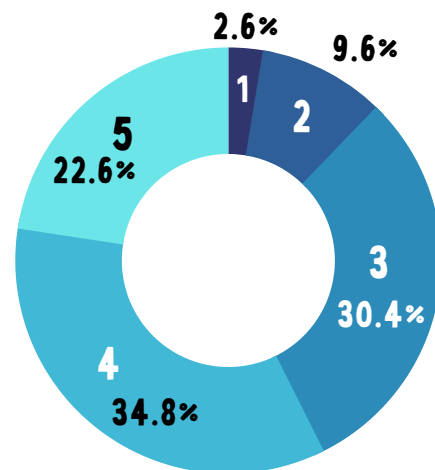
HOW LONG HAVE YOU LIVED AT ST. ANDREW'S CENTRE?  
114 RESPONSES



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

- #1. SERVICES & AMENITIES AVAILABLE (81%)
- #2. THE ATRIUM (74.1%)
- #3. PROXIMITY TO SHOPPING & MEDICAL CENTRES (58.6%)

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



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

- #1. FRIENDS/FAMILY WERE CURRENT OR FORMER RESIDENTS (50.9%)
- #2. WORD OF MOUTH (30.7%)
- #3. ST. ANDREW'S PARISHIONER (16.7%) LIVED IN THE NEIGHBOURHOOD (16.7%)

DID YOU FIND THE MOVE IN PROCESS EASY?  
115 RESPONSES

YES 96.5%

DO YOU UTILIZE THE COMMON SPACES?  
115 RESPONSES

YES 81.7%

ARE THESE COMMON SPACES CLEAN AND TIDY?  
113 RESPONSES

YES 100%!

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

NO 94%

# St. Andrew's Centre

## Annual Residents' Survey 2022

continued

DO YOU FEEL THE OUTDOOR GARDEN GROUNDS ARE WELL MAINTAINED?  
111 RESPONSES

YES 99.1%

DO YOU UTILIZE THE RESIDENT SUGGESTION BOXES?  
113 RESPONSES

YES 24.8%

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

YES 89.2%

ARE THE MINUTES EASY TO UNDERSTAND?  
98 RESPONSES

YES 99%

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

YES 98.3%

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

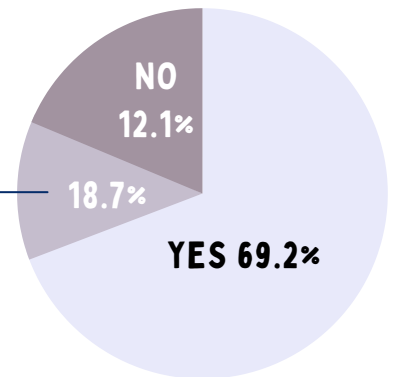
YES 92.1%

DO YOU FEEL THE ATRIUM IS WELL MAINTAINED AND DECORATED?  
117 RESPONSES

YES 100%!

DO YOU FIND THAT THE RESIDENT COMMUNITY COMMITTEE (RCC) IS A USEFUL TOOL TO HAVE YOUR CONCERNS ADDRESSED?  
107 RESPONSES

I DON'T KNOW WHAT THE RCC IS



DO YOU FEEL SAFE LIVING HERE?  
113 RESPONSES

YES 99.1%

DO YOU FEEL SAFE IN YOUR UNIT?  
114 RESPONSES

YES 99.1%

DO YOU FEEL THAT MANAGEMENT IS TAKING THE REASONABLE STEPS TO KEEPING THE BUILDING SAFE?  
114 RESPONSES

YES 99.1%

# St. Andrew's Centre

## Annual Residents' Survey 2022

continued

### ADMINISTRATION

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

YES 96.5%

DO YOU FEEL RESPECTED BY OUR STAFF IN ADMIN?  
115 RESPONSES

YES 98.3%

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

YES 95.5%

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

YES 97.3%

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

YES 95.6%

TOP 3 REASONS FOR CONTACTING ADMIN STAFF  
113 RESPONSES

- #1. WORK ORDERS (46%)
- #2. MEAL CARDS (21.2%)
- #3. NOTIFYING OF ABSENCE/RETURN (12.4%)

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

YES 95.7%

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

YES 60.7%

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

YES 15.3%

# St. Andrew's Centre

## Annual Residents' Survey 2022

continued

### MAINTENANCE

ARE YOU SATISFIED WITH THE OVERALL  
MAINTENANCE OF THE CENTRE?  
116 RESPONSES

YES 99.1%

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

YES 99.1%

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

YES 95%

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

YES 100%!

# St. Andrew's Centre

## Annual Residents' Survey 2022

continued

### FOOD SERVICES

DO YOU USE THE GARDEN CAFE?  
115 RESPONSES

YES 92.2%

HOW OFTEN DO YOU USE THE GARDEN CAFE?  
104 RESPONSES

MULTIPLE TIMES A DAY 12.5%

DAILY 21.2%

EVERY FEW DAYS 40.4%

WEEKLY 8.7%

BI-WEEKLY 11.5%

MONTHLY 5.8%

TOP 3 MOST PURCHASED ITEMS  
108 RESPONSES

- #1. MEALS (82.4%)
- #2. COFFEE/TEA/HOT CHOCOLATE (61.1%)
- #3. PASTRIES/FRUIT/ OTHER SNACKS (47.2%)

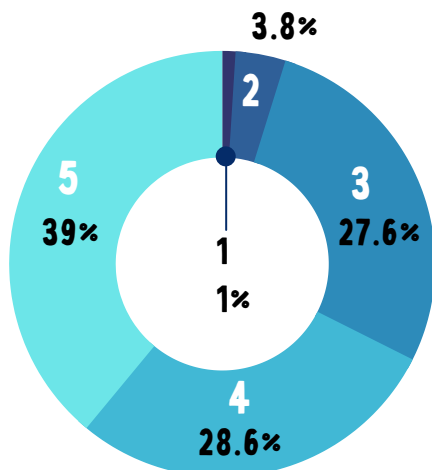
ARE THE MEALS PROVIDED USUALLY TASTY AND  
APPETIZING?  
100 RESPONSES

YES 97%

ARE THE MEALS PROVIDED HEALTHY?  
100 RESPONSES

YES 97%

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



WERE YOUR CONCERNS/QUESTIONS HANDLED  
WITH RESPECT AND DIGNITY?  
105 RESPONSES

YES 98.1%

ARE THE STAFF FRIENDLY AND COURTEOUS WHEN  
SERVING YOU?  
110 RESPONSES

YES 98.2%

# St. Andrew's Centre

## Annual Residents' Survey 2022

continued

### HOSPITALITY SERVICES

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

YES 100%!

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

YES 61.5%

WHAT SERVICES DO YOU USE?  
73 RESPONSES

SUITE CLEANING 78.1%

LAUNDRY SERVICES 39.7%

SPECIALIZED SERVICES 47.9%

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

YES 95.3%

ARE YOU SATISFIED WITH THE QUALITY OF THE  
LAUNDRY SERVICE?  
34 RESPONSES

YES 97.1%

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

YES 97.1%

WERE YOUR CONCERNS AND QUESTIONS  
HANDLED WITH RESPECT AND DIGNITY?  
82 RESPONSES

YES 93.9%

ARE THE HOSPITALITY STAFF FRIENDLY AND  
COURTEOUS TO YOU?  
91 RESPONSES

YES 98.9%

DO YOU FEEL THE HOSPITALITY STAFF RESPECT  
YOUR PERSONAL BELONGINGS?  
81 RESPONSES

YES 100%!

# St. Andrew's Centre

## Annual Residents' Survey 2022

continued

### SECURITY SERVICES

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

YES 51.4%

WERE YOUR CONCERNS AND QUESTIONS HANDLED WITH RESPECT AND DIGNITY?  
75 RESPONSES

YES 98.7%

DO YOU FEEL RESPECTED BY SECURITY STAFF?  
111 RESPONSES

YES 99.1%

DO YOU FEEL OUR SECURITY STAFF IS VISIBLE, ACCESSIBLE, AND RESPONSIVE?  
110 RESPONSES

YES 99.1%

# St. Andrew's Centre

## Annual Residents' Survey 2022

continued

### ACTIVITIES & INTERNAL PARTNERSHIPS

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

YES 61.7%

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

YES 92%

DO YOU FEEL THE CENTRE IS LACKING IN PROGRAMMING?  
108 RESPONSES

NO 88%

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

YES 61%

TOP 3 ST. ANDREW'S CENTRE PROGRAMS/ACTIVITIES  
104 RESPONSES

- #1. FIT FRIDAYS (32.7%)
- #2. ART LESSONS (23.1%)
- #3. WEBINARS (7.7%)

TOP 3 RESIDENT'S ASSOCIATION PROGRAMS/ACTIVITIES  
112 RESPONSES

- #1. ENTERTAINMENT (49.1%)
- #2. CARD GAMES (25.9%)
- #3. BINGO (24.1%)

DO YOU KNOW WHERE AND WHEN RECREATIONAL ACTIVITIES ARE HAPPENING?  
110 RESPONSES

YES 94.5%

WHICH OF THE FOLLOWING SERVICES DO YOU UTILIZE?  
110 RESPONSES

- CARERX TUCK SHOPPE (60.9%)
- SPECIAL TOUCH HAIR SALON (84.5%)
- SOLE MATES FOOTCARE (22.7%)
- DR. SIDHU (29.1%)
- NONE OF THE ABOVE (5.5%)

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