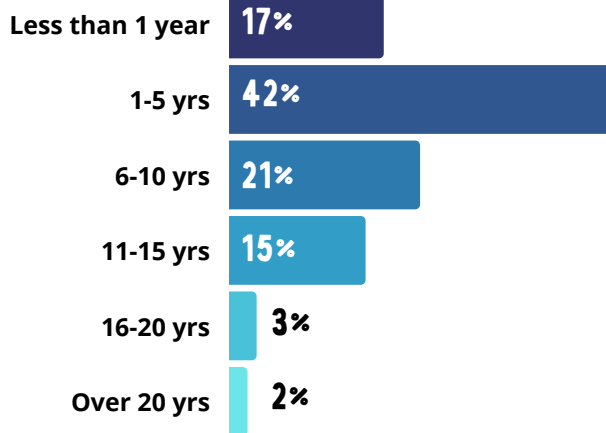


# St. Andrew's Centre

## Annual Survey 2023

134 Responses - the highest response rate yet!

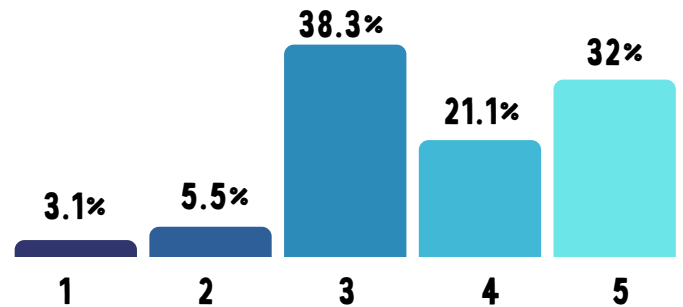
### HOW LONG HAVE YOU LIVED AT ST. ANDREW'S CENTRE? 127 RESPONSES



### TOP 3 REASONS WHY CITIZENS CHOSE TO LIVE AT ST. ANDREW'S CENTRE 134 RESPONSES

- #1. SERVICES & AMENITIES AVAILABLE (80%)
- #2. THE ATRIUM (72%)
- #3. SIZE AND CONDITIONS OF SUITES (56%)

### ON A SCALE OF 1-5, HOW DO YOU RATE THE AFFORDABILITY OF HOUSING AT THE CENTRE? 128 RESPONSES



### HOW DID YOU HEAR ABOUT ST. ANDREW'S CENTRE PRIOR TO MOVING IN? (TOP 3) 130 RESPONSES

- #1. FRIENDS/FAMILY ARE CURRENT OR FORMER RESIDENTS/CITIZENS (46.2%)
- #2. FAMILIAR WITH THE AREA (30%)
- #3. WORD OF MOUTH (27.7%)

### DID YOU FIND THE MOVE IN PROCESS EASY? 126 RESPONSES

YES 96%

### OVERALL, ARE YOU SATISFIED LIVING AT ST. ANDREW'S CENTRE? 133 RESPONSES

YES 100%!

### DO YOU UTILIZE THE COMMON SPACES? 131 RESPONSES

YES 83.2%

### ARE THESE COMMON SPACES CLEAN AND TIDY? 132 RESPONSES

YES 100%!

### ARE YOU THINKING OF LEAVING ST. ANDREW'S CENTRE? 129 RESPONSES

NO 94.6%

# St. Andrew's Centre

## Annual Survey 2023 continued

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

YES 98.4%

DO YOU UTILIZE THE RESIDENT/CITIZEN SUGGESTION BOXES?  
127 RESPONSES

YES 26%

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

YES 89.2%

ARE THE MINUTES EASY TO UNDERSTAND?  
105 RESPONSES

YES 99%

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

YES 98.5%

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

YES 97.7%

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

YES 100%!

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

I DON'T KNOW WHAT THE RCC IS

12.7%

NO

8.5%

YES 78.8%

DO YOU FEEL SAFE LIVING HERE?  
129 RESPONSES

YES 99.2%

DO YOU FEEL SAFE IN YOUR UNIT?  
130 RESPONSES

YES 99.2%

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

YES 99.2%

# St. Andrew's Centre

Annual Survey 2023  
continued

## ADMINISTRATION

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

YES 96.1%

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

YES 98.5%

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

YES 96.9%

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

YES 96.9%

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

YES 93.6%

DO YOU READ THE MONTHLY NEWSLETTER?  
128 RESPONSES

YES 98.4%

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

YES 99%

DO YOU FIND THAT THE NEWSLETTER IS EASY TO READ?  
126 RESPONSES

YES 97.6%

TOP 3 REASONS FOR CONTACTING ADMIN STAFF  
128 RESPONSES

- #1. WORK ORDERS (39.8%)
- #2. LOONIES (18.8%)
- #3. MEAL CARDS (17.2%)

# St. Andrew's Centre

Annual Survey 2023  
continued

## ADMINISTRATION

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

YES 98.4%

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

YES 39.8%

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

YES 19.1%

## MAINTENANCE

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

YES 99.1%

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

YES 100%!

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

YES 95.8%

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

YES 100%!

# St. Andrew's Centre

## Annual Survey 2023 continued

### FOOD SERVICES

DO YOU USE THE GARDEN CAFE?  
131 RESPONSES

YES 93.1%

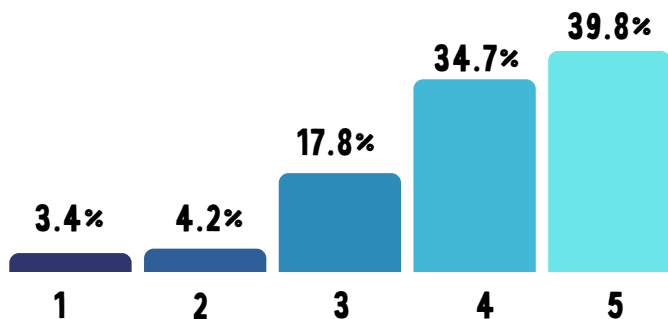
TOP 3 MOST PURCHASED ITEMS  
126 RESPONSES

- #1. HOT MEALS (72.2%)
- #2. COFFEE/TEA/HOT CHOCOLATE (56.3%)  
BAKED GOODS (56.3%)
- #3. SOUP (50%)

ARE THE MEALS PROVIDED USUALLY TASTY AND  
APPETIZING?  
115 RESPONSES

YES 99.1%

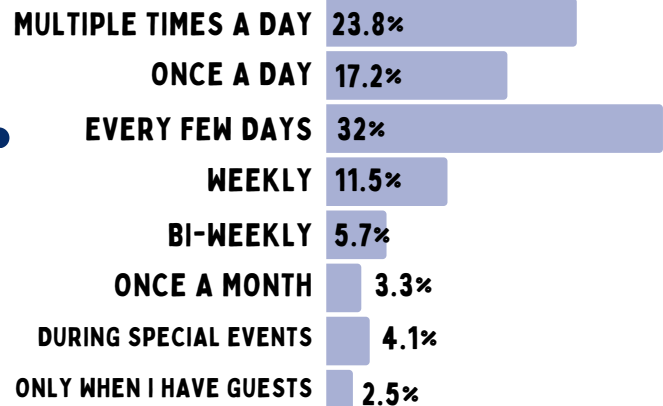
ON A SCALE OF 1-5, HOW WOULD YOU RATE THE  
AFFORDABILITY OF THE FOOD?  
105 RESPONSES



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

YES 98.4%

HOW OFTEN DO YOU USE THE GARDEN CAFE?  
122 RESPONSES



ARE THE MEALS PROVIDED HEALTHY?  
115 RESPONSES

YES 99.1%

IS THERE ENOUGH VARIETY IN THE MEALS  
AVAILABLE?  
110 RESPONSES

YES 91.8%

IF YOU HAVE UTILIZED THE CAFE, WERE YOUR  
CONCERNS HANDLED WITH RESPECT AND  
DIGNITY?  
116 RESPONSES

YES 98.2% NO 4.3%  
I HAVE NEVER HAD ANY QUESTIONS/CONCERNS 21.6%

# St. Andrew's Centre

Annual Survey 2023  
continued

## HOSPITALITY SERVICES

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

YES 97.7%

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

YES 53.6%

WHAT SERVICES DO YOU USE?  
71 RESPONSES

SUITE CLEANING 85.9%

LAUNDRY SERVICES 42.3%

SPECIALIZED SERVICES 38%

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

YES 53.5% NO 0.9%

I DO NOT USE SUITE CLEANING SERVICES 45.6%

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

YES 31.9% NO 0%

I DO NOT USE LAUNDRY SERVICES 68.1%

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

YES 84.6% NO 0.8%

I DO NOT USE THE LAUNDRY ROOM 14.6%

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

YES 63.4% NO 0%

I HAVE NEVER HAD ANY CONCERNS 36.6%

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

YES 100%!

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

YES 63.2% NO 0.9%

I DO NOT USE HOSPITALITY SERVICES 36%

# St. Andrew's Centre

Annual Survey 2023

continued

## HOSPITALITY SERVICES

HAVE ANY OF YOUR VISITORS STAYED IN ONE OF OUR GUEST SUITES?  
124 RESPONSES

YES 35.5% NO 62.1%  
I DID NOT KNOW WE HAD GUEST SUITES 2.4%

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

YES 39.3% NO 1.9%  
I HAVE NEVER HAD A VISITOR STAY IN A GUEST SUITE 58.9%

## SECURITY SERVICES

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

YES 56.9%

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

YES 95.3%

DO YOU FEEL RESPECTED BY SECURITY STAFF?  
123 RESPONSES

YES 100%!

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

YES 99.2%

# St. Andrew's Centre

Annual Survey 2023  
continued

## ACTIVITIES & INTERNAL PARTNERSHIPS

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

YES 65.6%

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

YES 96.8%

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

YES 98.3%

WHICH OF THE FOLLOWING SERVICES DO YOU UTILIZE?  
130 RESPONSES

CARERX TUCK SHOPPE (62.3%)  
SPECIAL TOUCH HAIR SALON (76.2%)  
SOLE MATES FOOTCARE (10%)  
DR. SIDHU (30.8%)  
DR. DOBRIYAL (12.3%)  
NONE OF THE ABOVE (10%)

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

#1. BARBEQUES (61%)  
#2. RA EVENING EVENTS (60.2%)  
#3. ENTERTAINMENT/MUSIC (53.7%)

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

NO 89.4%

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

YES 66.4%

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