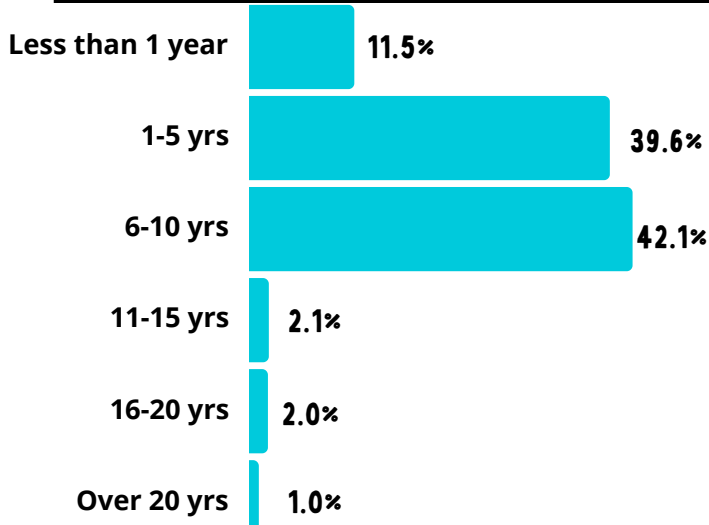


St. Andrew's Centre

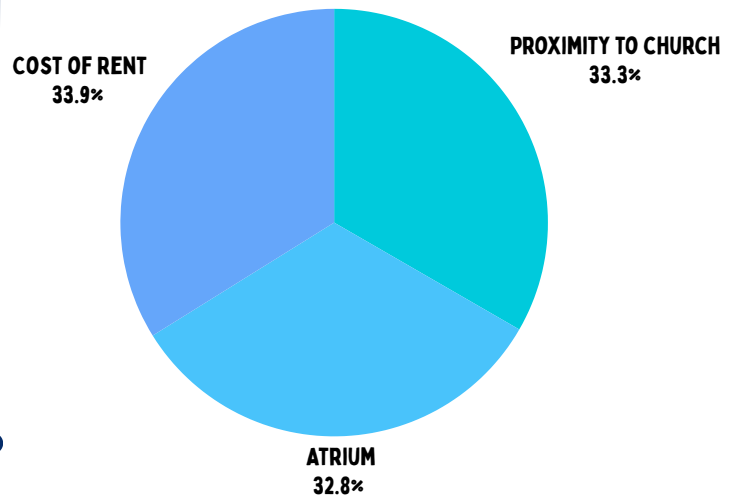
Annual Residents' Survey 2025

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. WORD OF MOUTH (44.4%)
- #2. FRIENDS/FAMILY WERE CURRENT OR FORMER RESIDENTS (41.4%)
- #3. LIVED IN THE NEIGHBOURHOOD (20.2%)

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

YES 95%

DID YOU FIND THE MOVE IN PROCESS AT ST. ANDREW'S CENTRE EASY?



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

YES 98%

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

YES 96%

ARE YOU SATISFIED LIVING AT ST. ANDREW'S CENTRE?

YES 98%!

St. Andrew's Centre

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COMMON SPACES

DO YOU UTILIZE THE COMMON SPACES?

YES 86%

ARE THESE COMMON SPACES TIDY ?

YES 96.8%

DO YOU FEEL THE ATRIUM IS WELL MAINTAINED AND DECORATED?

YES 100%

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 95.8%

DO YOU FEEL COMFORTABLE SHARING YOUR FEEDBACK WITH STAFF AND USING THE SUGGESTION BOX?

YES 92.4%

DO YOU FIND THAT THE NEWSLETTER IS A VALUABLE SOURCE OF INFORMATION AND EASY TO READ?

YES 93.5%

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

DAILY: 65.3%

MONTHLY: 6.3%

WEEKLY: 20%

RARELY: 4.2%

DO YOU FEEL THE OUTDOOR GARDEN GROUNDS ARE WELL MAINTAINED?

YES 100%

ADMINISTRATION

DO YOU FEEL RESPECTED BY OUR STAFF IN ADMINISTRATION?

YES 96.9%

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

YES 96.7%

DO YOU READ THE MONTHLY NEWSLETTER?

YES 94.7%

St. Andrew's Centre

Annual Residents' Survey 2025

continued

TOP 3 REASONS FOR CONTACTING ADMIN STAFF

- #1. WORK ORDERS (29.2%)
- #2. LOONIES (24%)
- #3. WORK ORDERS (17.7%)

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

YES 85.7%

DO YOU USE THE ST. ANDREW'S CENTRE WEBSITE AND/OR FACEBOOK PAGE ?

YES 78.3%

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

YES 100%

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

YES 93.6%

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

YES 90.6%

MAINTENANCE

ARE YOU SATISFIED WITH THE OVERALL MAINTENANCE OF THE CENTRE?

YES 100%

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

YES 100%!



St. Andrew's Centre

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FOOD SERVICES

DO YOU USE THE GARDEN CAFE?

YES 97.8%

TOP 3 MOST PURCHASED ITEMS

- #1. MEALS (86.2%)
- #2. COFFEE/TEA/HOT CHOCOLATE (51.1%)
- #3. SOUP (21.3%)

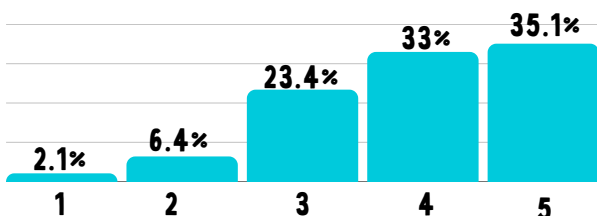
ARE THE MEALS PROVIDED USUALLY TASTY AND APPETIZING?

YES 95.7%

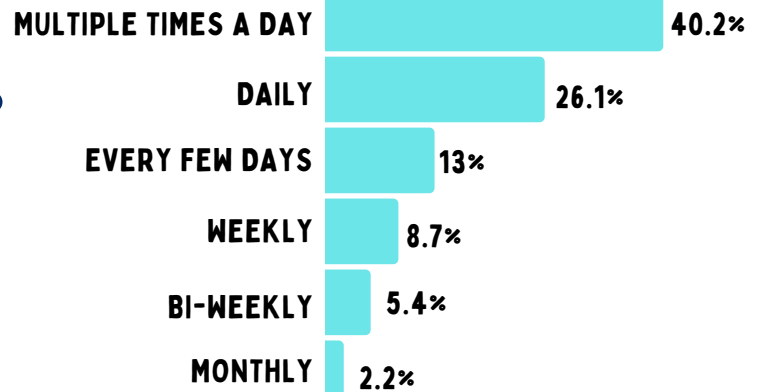
IS THERE ENOUGH VARIETY IN THE MEALS AVAILABLE?

YES 96.5%

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



HOW OFTEN DO YOU USE THE GARDEN CAFE?



ARE THE MEALS PROVIDED HEALTHY?

YES 95.7%

DO YOU LIKE THE ROTATING SEASONAL MENUS?

YES 96.6%

WERE YOUR CONCERNS/QUESTIONS HANDLED WITH RESPECT AND DIGNITY?

YES 97.8%

St. Andrew's Centre

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HOSPITALITY SERVICES

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

YES 100%

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

YES 83.5%

NO 16.5%

WHAT SERVICES DO YOU USE?

SUITE CLEANING 94.7%

LAUNDRY SERVICES 7.9%

SPECIALIZED SERVICES 3.9%

ARE YOU SATISFIED WITH THE QUALITY OF THE SUITE CLEANING AND/OR LAUNDRY SERVICE?

YES 98.8%

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

YES 97.7%

WERE YOUR CONCERNS AND QUESTIONS HANDLED WITH RESPECT AND DIGNITY?

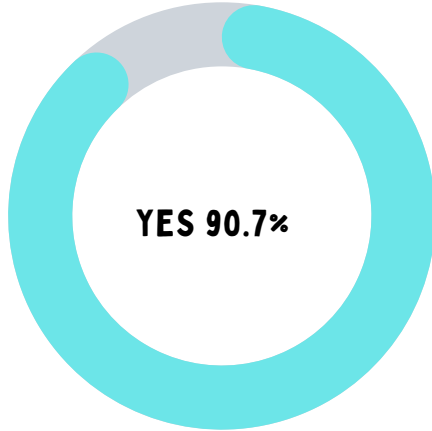
YES 88.3%

St. Andrew's Centre

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SECURITY SERVICES

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



YES 90.7%

WERE YOUR CONCERNS AND QUESTIONS HANDLED WITH RESPECT AND DIGNITY?

YES 98.9%

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

YES 98.9%

DO YOU FEEL SAFE LIVING HERE?

YES 100%

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

YES 98.9%

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

YES 100%

St. Andrew's Centre

Annual Residents' Survey 2025

ACTIVITIES & INTERNAL PARTNERSHIPS

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

YES 84.8%

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

YES 95.9%

WHICH OF THE FOLLOWING SERVICES DO YOU UTILIZE?

CARERX TUCK SHOPPE (74.7%)
SPECIAL TOUCH HAIR SALON (34.5%)
SOLE MATES FOOTCARE (6%)
DR. SIDHU (11.5%)
NONE OF THE ABOVE (13.8%)

TOP 3 ST. ANDREW'S CENTRE PROGRAMS/ACTIVITIES

- #1. RESIDENT ASSOCIATION EVENTS (25.8%)
- #2. WALKING GROUP (24.7%)
- #3. ST. ANDREW'S CENTRE BBQ (23.6%)

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

YES 73.7%

A TOTAL OF 112 COMPLETED SURVEYS HAVE BEEN RECEIVED.

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