

Summary of Tenant Recommendations for Service Improvements
January 2008

These recommendations reflect the tenant recommendations that are considered the most important enhancements in Housing York Inc.'s delivery of services.

1. Communication:

- Improve and standardize the use of communication including tenant meetings, bulletin boards, newsletters, telephone and website.
- Use multiple languages in communication materials.
- Provide detailed information regarding staff responsibilities and contact information.

2. Maintenance:

- Provide more information regarding capital project plans.
- Improve follow-up for maintenance requests.
- Increase contractor supervision at the sites and improve the follow-up with contractor once the work is completed.

3. Safety/Security:

- Install lobby cameras in all seniors' buildings.
- Change the Security Tenant job title to represent job responsibilities.
- Improve external building lighting and signage.

Proposed Action Plan

Most of the tenant recommendations are directly related to communication or have a strong communications element. The action plan to respond to tenant recommendations is as follows:

- Development of strategic communications plan.
- Creation of policies related to service standards.
- Implementation of tenant reference group.

Other initiatives, such as those related to safety and security, will also be addressed.