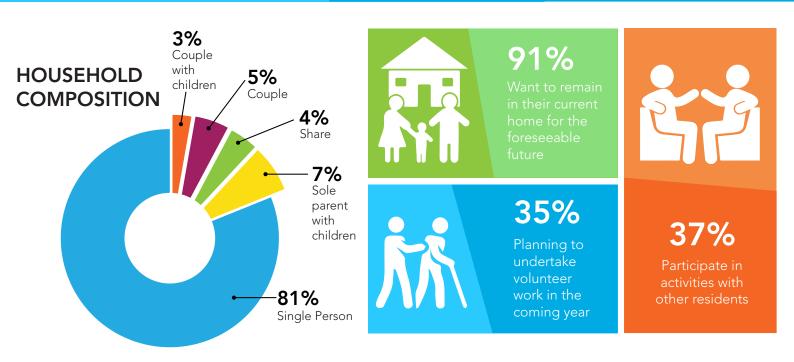
□ TENANT ○ SURVEY



By combining the results of our 2016 and 2017 surveys, we now have results which represent the entire BHC portfolio. Here are some highlights that we wanted to share with you.

"Thank you for providing me with stable and long term accommodation"

81%
Overall
Tenant
Satisfaction

82% Satisfied with service provided from Housing Manager



87%
Satisfied
with overall
quality of
their home



77%
Satisfied with repairs and maintenance



94%
Feel BHC keeps them informed about things that might affect them as a resident



HERE'S WHAT SOME RESIDENTS HAD TO SAY

"On a whole I do feel safe and secure here, of that I am very thankful."

"Glad we made the move. Very happy."

"People not knowing how to use the recycle bin and what can go in there, drives me mental. All the effort that everyone else puts in goes to nothing if someone contaminates a load with ceramics, plastic bags etc." "I have enjoyed my time at Colton Avenue. Now and then I am saddened by the less thoughtful and destructive behaviour. But in general I am grateful for my little home here in Colton Avenue."