



2025 Tenant Survey Results

Validated survey developed by the Centre for Addiction & Mental Health (CAMH)¹

THE SURVEY

- ✓ 38 questions related to access, supports, staff, safety, and overall experience
- ✓ Allows tenants to share their experiences at Indwell

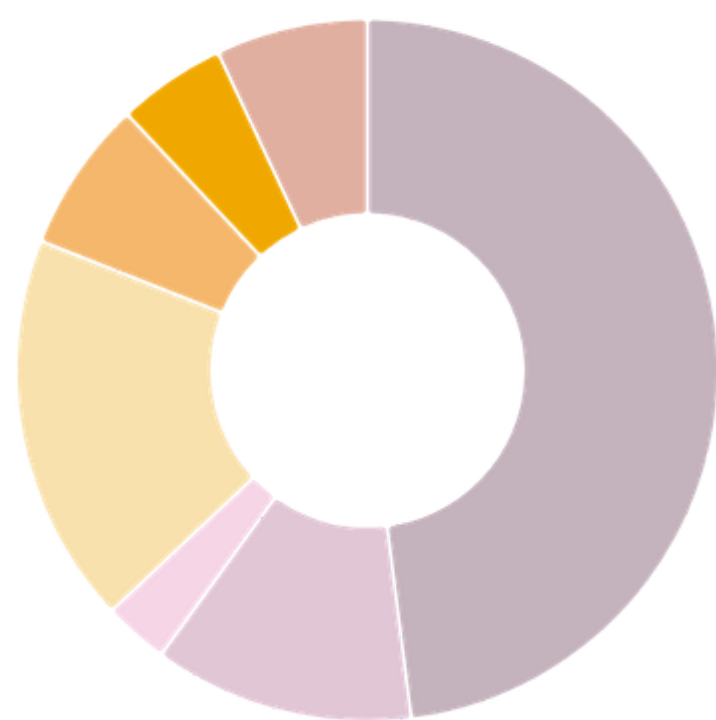
DEMOGRAPHICS

600 tenants responded

MOST WERE

- 55 – 64 years old
- Living with Indwell for 2 – 4 years

■ Hamilton ■ Woodstock ■ Simcoe ■ London
 ■ Mississauga ■ St. Thomas
 ■ Kitchener-Waterloo



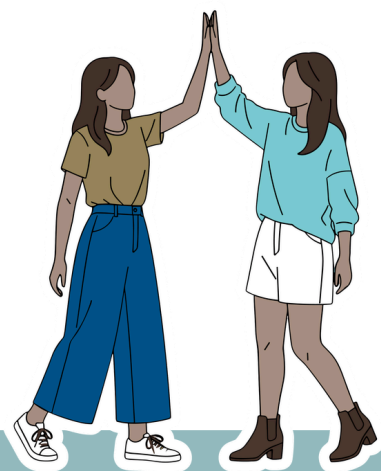
Contacts + References

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Key Strengths

Excluded "Access / Entry to Housing" questions and answers rated as "Not Applicable"



94% agree they are treated with respect by staff



92% agree the common space is clean and well-maintained



89% agree their living situation is contributing to their well-being

MOST IMPROVED

89% agree that staff are responsive to concerns about safety



CONTINUED COMMITMENTS

16% would like more opportunities to give feedback

20% would like more information about supports available outside of Indwell

21% would like the community to feel even more welcoming for friends and family visits

WHILE INDWELL SCORED HIGH IN THESE AREAS, WE REMAINED COMMITTED TO:

1 Providing more feedback opportunities

2 Connecting tenants to community supports

3 Creating a welcoming environment for all

¹ Rush, B., Lentiniello, E., Khalkhali, S., Cvetanova, Y., Rotondi, N., Furlong, A., & Renée Behrooz, N. (2014). Development of a Client Perception of Care Tool for Mental Health and Addictions: Qualitative and Quantitative Psychometric Analysis Final Report for the Ministry of Health and Long-Term Care. https://kmb.camh.ca/eenet/sites/default/files/wp-content/uploads/2016/04/OPOC-Final-Report_July-2014.pdf