

SUMMER

2025

CONTACT US

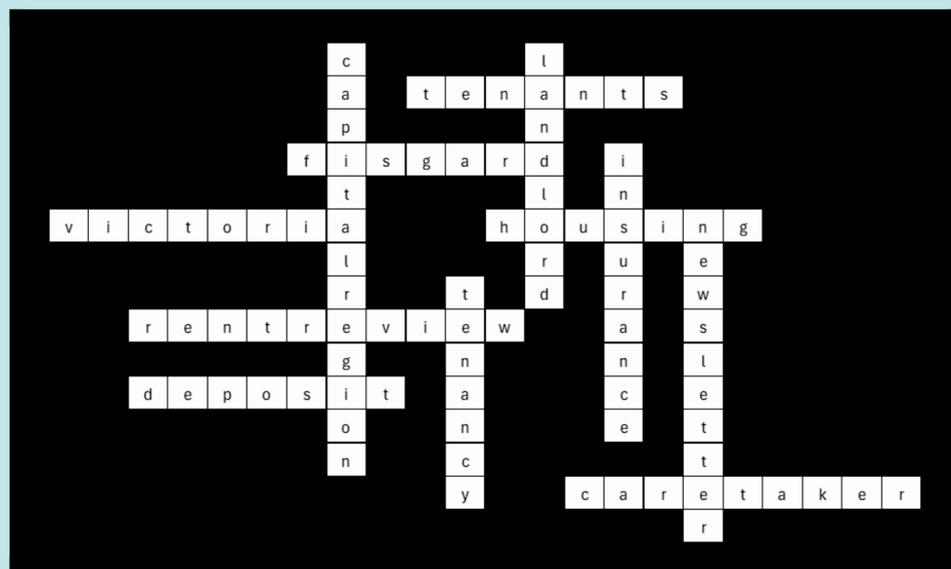
klambert@crd.bc.ca

250 360 3376

Welcome to the Summer 2025 newsletter! To enter the draw for one of three \$25 gift cards, share a finding from the Tenant Survey on page 2. Send your answer to Kate via email at klambert@crd.bc.ca or call her at 250 360 3376. You can find the answers to the Spring Newsletter crossword below.

If you have any further comments about CRHC customer service or policies and procedures, please let us know.

CROSSWORD ANSWERS



In this Newsletter:

- Tenant survey results
- As always, the draw for gift cards.
- Spain blackout information
- Canadian dental plan
- Summer around the world

Let us know if there's anything you would like to see in the Newsletter next time!

TENANT SURVEY

WE HEARD YOU!

2024-2025 CRHC TENANT SURVEY RESULTS

We sent out the tenant survey last year and have analyzed the results since. While many findings confirmed what we already knew, some were unexpected. Certain issues were already on our radar, while others will guide our future actions. We received a total of 151 responses—around 100 on paper and a smaller number online. Unfortunately, the QR code for the digital form didn't reach enough people. We will take this lesson into account for next time. Now, let's look at the numbers.



We learnt a lot about the tenants we serve. Many tenants are multilingual with an awesome 17 languages represented! ASL was recognized and this has led to us looking at emergency maintenance callouts for our tenants who would prefer an email option - let us know if you need this. If you need interpretation in any language to talk to us, please let us know.

Most of the respondents live in apartments and have lived with us for over ten years. The most commonly identified issues in people's lives are health issues and money worries. Most tenants said they were satisfied with their living situation, with a high level of agreement about positive aspects like getting along with neighbors, feeling supported, and enjoying their building.



We asked what tenants would like to see in new buildings that CRHC develops. The standout winners were storage units for each home, dishwashers and more soundproofing. With air conditioning a strong fourth place. We will let Planning & Development know these priorities and it will help inform them going forward. When we can put more amenities in, we do!

Areas for Improvement: Shared spaces, indoor and outdoor, had moderate scores, with few 'great' ratings. We will explore enhancements for these areas. Safety generally received a 'good' rating, but there was more negative feedback than we want to see. We are reviewing our policies, including options for cameras, and complaints about anti-social behavior. The website scored the lowest, but there's good news! Our new website can be found at www.capitalregionhousing.ca/



Strengths: Service quality from our staff and the condition of your homes received high marks. We are delighted to learn that our team is meeting or surpassing expectations for service. It's also great to see that most residents find their homes well-maintained and comfortable. You tell us that staff demonstrate CRHC values; although there is still room for improvement. 95% of tenants found our paper communication easy to understand.

If you would like to learn more about the specifics of the tenant survey responses, there will be more posted on the new CRHC website in "NEWS". We would love your feedback on the new website! We hope it is easier to navigate and has more relevant information.



Thanks so much for participating in the survey, we really appreciate it.



SPAIN BLACKOUT

The massive, unprecedented blackouts in April in Southern Europe raised concerns. Our understanding is that very unusual weather conditions, and the overreliance on renewables like wind and solar, plus Spain's lack of system inertia, led to the huge issues, although the exact causes are still being investigated. Canada, particularly BC, do not have the same challenges. We have a more diversified, stable and reliable power system. For example, hydroelectric has built-in inertia in the system in a way solar and wind (Spain's preferred power sources) do not. We also have a great power-balancing system with our neighbours to the South.

However, with the current issues with Canada and the US, increased risk of cyberattack, and environmental factors, comes a small but increasing risk. Everyone able to prepare for 72 hours without essential services (like water, power, food, cash, and shelter) should do so. This leaves emergency services and CRHC more able to respond to those people who cannot prepare or whose needs after an event are higher. Vulnerable seniors, families with children and dependents, people with medical needs and so on.

In the event of a large scale emergency there are resources made available; staffed centres for people to go to, food and provisions, transport and other necessities are part of the emergency management plan for the region. In any large-scale event, there will be unmet needs. Planning for those, if only keeping a flashlight, a few bottles of water and granola bars in the home, is key. Anything is better than nothing in the short term. In an emergency, safety first; do not use sources of flame like candles or BBQs in your home. They can be fatal.



CANADIAN DENTAL PLAN CDCP

If you are 55 or older, a child under 18 or if you have a federal disability tax credit you may be eligible for more affordable dental care. You can apply online. For more information canada.ca/dental

Also from the federal government, if you have a child you may be able to get up to \$2,000 to help pay for a child's education after high school, If you would like to see if you are eligible: canada.ca/education-savings



SEEDLING GIVEAWAY

The seedling giveaway was a great success, with over 1,000 plants going to 100 individuals and families. If your family grows crops, we would love to see some photos to celebrate with the City of Victoria. We thank them every year. Many people requested zucchini plants, so we hope they enjoy the harvest! National 'Sneak Some Zucchini Onto Your Neighbor's Porch' Day is on August 8th—though we're not encouraging it!



