

The Canadian Armed Forces Occupant Survey 2017 Final Report

Contract number: W857A-163874/001/CY
POR Registration Number: POR 070-16
Contract date: 2016-07-15
Report delivery date: March 2017
Fieldwork dates: January 4 – February 10, 2017

Prepared for:

Canadian Forces Housing Agency
Department of National Defence

Prepared by:

Environics Research Group

PA 9225

Ce rapport est aussi disponible en français

For more information on this report:

por-rop@forces.gc.ca

Table of contents

Executive Summary.....	i
Introduction	1
Experience and Satisfaction with DND Housing	2
Profile of DND housing occupants	2
Housing priorities and expectations.....	5
Satisfaction with DND housing.....	8
Housing satisfaction gap analysis.....	13
Impact of housing on satisfaction with CAF life.....	15
Recommending DND housing	16
CFHA Services.....	17
Satisfaction with CFHA service	17
Rating of CFHA service	18
Experience with repairs and renovations.....	20
After-hours emergency service	22
Complaint resolution process	26
CFHA Communications	27
Familiarity with CFHA Occupant Handbook.....	27
Communications from CFHA	28
The CFHA website	30
Rating of CFHA communications efforts	31
Interest in DND housing information	34
Impact on family well-being.....	35
Conclusions and Recommendations.....	37

Appendices:

- A. Research methodology
- B. Survey instrument

List of charts

- Q59 – Type of housing 2
- Q1 – How long have you lived in current home?..... 3
- Q2/Q4 – Previous housing experience 3
- Q5a – Considered buying or renting outside DND housing..... 4
- Q6 – Housing characteristics that are very important when choosing a home 6
- Q6k – Most important room or feature..... 7
- Q7 – Overall satisfaction with current home..... 8
- Q9 – Characteristics that occupants are very satisfied with in current home 12
- Q11 – Condition of current home vs. other DND housing..... 13
- Housing satisfaction quadrant analysis 14
- Q14 – Impact of current housing quality on satisfaction with life in CAF 15
- Q14a – Likelihood to recommend DND housing to another CAF member 16
- Q15 – Rating of CFHA service in past year..... 17
- Q19 – Rating of CFHA service attributes..... 19
- Q27 – Experience with repairs and renovations in the past year..... 27
- Q28 – Very satisfied with most recent minor repairs..... 21
- Q28 – Very satisfied with most recent major renovations..... 21
- Q29/Q30 – Awareness and use of after-hours emergency service 22
- Q31 – Satisfaction with call centre staff 23
- Q33 – Contractor came to home for emergency service 24
- Q34 – Satisfaction with service from emergency service contractor 24
- Q36 – Familiarity with how to report complaints or concerns..... 26
- Q40 – Familiarity with CFHA Occupant Handbook 27
- Q41 – Types of CFHA communications received in past year 28
- Q41c – Format of CFHA communications received in past year 28
- Q47a – Preferred method for receiving critical CFHA information 29
- Q47b – Preferred method for receiving general CFHA information..... 29
- Q42 – Ever visited CFHA website 30
- Q44 – Rating of CFHA’s communications 31
- Q52d – If family is temporarily divided..... 35
- Q52a – Extent to which decision to live in DND housing related to family well-being 36
- Q52c – Whether distance from home to various places is reasonable..... 36

List of tables

- Q5 – Reasons for living in current home 5
- Q8a – Why very satisfied with current home 9
- Q8a – Why somewhat satisfied with current home 10
- Q8b – Why not satisfied with current home 11
- Q17 – What liked most about CFHA service 18
- Q18 – What disliked most about CFHA service 18
- Q32 – Why not more satisfied with service received from call centre staff?..... 23
- Q35 – Why not more satisfied with service received from contractor?..... 25
- Q43 – Reasons for visiting CFHA website 30
- Q45a – Why CFHA communications “excellent/good” 32
- Q45b – Why CFHA communications “acceptable” 32
- Q45c – Why CFHA communications “poor/very poor” 33
- Q46 – Interest in specific types of DND housing information 34

Executive Summary

Research objectives

The Canadian Forces Housing Agency (CFHA), an agency within the Department of National Defence (DND), has been the operator and maintainer of the DND portfolio of housing since its creation in 1996. This portfolio is comprised of roughly 12,500 units, which are available to CAF members in 27 locations throughout Canada.

CFHA's Customer Service Program is responsible for the management of services provided to occupants of DND housing. To meet its obligations, the Customer Service Program must have a clear understanding of its customers' needs and whether those needs are being met. Customer feedback and input was first collected in 2005, and CFHA identified the need to re-administer the Occupant Survey with the purpose of collecting current customer feedback.

The objective of the 2017 Occupant Survey is to measure customer satisfaction with CFHA services and evaluate changes in key performance indicators since 2005. The findings from this research will be used by CFHA to:

- Assess CFHA customer satisfaction with services provided;
- Track key indicators of the Customer Service Program's performance since 2005;
- Identify areas for improvement in CFHA customer service; and
- Report on departmental performance.

Methodology

The research consisted of telephone interviews conducted with 2,000 occupants¹ of DND housing during the period January 4 to February 10, 2017. The sample was drawn randomly from the current eligible occupant population, stratified to ensure representation across the 27 base locations. A sample of this size will provide results accurate to within plus or minus 2.2 percentage points, 19 times in 20. A more detailed description of the methodology used to conduct this study is presented at the back of this report (Appendix A), along with a copy of the questionnaire (Appendix B). The cost of this research was \$99,637.75 (HST included).

Key findings

The survey findings reveal significant improvement in occupants' satisfaction with their housing, as well as in their views about CFHA's services and communications, suggesting that CFHA's efforts over the past few years – to improve the housing stock and to address other sources of customer dissatisfaction - have made a difference.

The factors that affect satisfaction with CFHA services remain similar to previous waves, and include being satisfied with condition of their home, positive experiences with repairs and renovations, and feeling well-informed about housing-related issues. Thus, further progress in occupant perceptions is likely to come from continued improvements in the same areas, and don't require a significant shift in focus. One exception is to make a push towards email (or other digital) communications with occupants, to better match their expectations for information delivery.

The following summarizes the key findings from the research:

¹ For the purpose of this survey, "occupant" includes both CAF members and spouses.

Experience and satisfaction with DND housing

- There continues to be widespread satisfaction with DND housing (80% of occupants are at least somewhat satisfied with their current accommodation), and the proportion who are most satisfied has increased since 2014 (up 6 points to 28%). Occupants who are satisfied with their current home increasingly attribute this to the property itself (e.g., it is well-maintained, large enough, modern/renovated, or affordable) and less to the sense of community. Dissatisfaction continues to stem primarily from the poor condition of the home, although mentions of poor quality renovations have declined since 2014.
- A gap analysis indicates that the priority areas for improvement (i.e., housing attributes that are of greatest importance to occupants, but also the ones they are least satisfied with) remain *affordability* and *condition of housing* – now together with *energy efficiency* (a new addition to the 2017 survey). While strong satisfaction with the affordability of rent has been slowly trending upwards (46% are very satisfied, up 12 points since 2005), it remains in the bottom half of the nine attributes tested.
- Secondary priorities for improvement (i.e., weaker satisfaction than ideal, but of importance to a smaller number of occupants) include privacy and size/space. As in the past, most occupants remain reasonably satisfied with location-related attributes, such as proximity to base, access to local amenities and quality of the neighbourhood.
- Affordability continues to be the main reason why occupants have chosen to live in their current home, and this is even more widespread than in the two previous studies. Six in ten have previous experience with non-DND housing (essentially unchanged from previous surveys) and a similar number considered buying or renting in the community before deciding to move into their current DND housing.
- Most occupants are open to recommending DND housing to another CAF member, compared to just over one in ten who say they would not do so.

Experience and satisfaction with CFHA services

- Ratings of CFHA service have improved since 2014. Six in ten occupants now say that CFHA service is excellent or good (an increase of 11 points), and a further quarter say it is acceptable. Only 15 percent (down 7 points) say service is poor or very poor.
- Both likes and dislikes of CFHA service continue to reveal three key themes in what matters to occupants: timeliness of response, quality of repairs and staff attitude. Moreover, since 2014, there has been a strong increase in the proportion who voluntarily mention that they appreciate CFHA's response times. Occupant ratings of CFHA service in these three areas remain largely positive, particularly for being friendly and courteous (75% say excellent or good), but also for responding promptly (64%) and carrying out maintenance or repairs (60%). Nonetheless, there remains room for improvement on these issues for those occupants who are less than fully satisfied with CFHA service.
- Three in ten occupants have undergone major renovations to their home in the past year (an increase from two in ten in 2014) and six in ten have experienced minor repairs. As in the past, occupants' overall satisfaction with CFHA service is linked to this experience. Since 2014, strong satisfaction with the quality and speed of both renovations and repairs has increased, which has likely contributed to the overall improvement in satisfaction with CFHA service.
- Consistent with 2014, almost all occupants are aware of, and just under half have used, the after-hours emergency service. While users are largely satisfied with call centre staff and with the contractors' services, these levels have been softening over time and thus represent a potential area to address.

- More than half of occupants are familiar with how to report complaints or concerns about the housing service, which represents a significant increase since 2014 (up 11 points). Similar to 2014, four percent of occupants have used the process, with half of users indicating satisfaction with the outcome.

CFHA communications

- More than half of occupants recall some type of communication from CFHA in the past year; these are slightly more likely to be remembered as a printed format than by email. In 2014, we suggested that occupants are at a “tipping point” in terms of their communications preferences, with roughly equal proportions preferring email and regular mail, but a clear trend toward email. The current survey finds that occupants now clearly prefer email or some other type of digital communications for both critical and general information and relatively few prefer regular mail.
- Ratings of CFHA’s communications efforts have improved since 2014. Over half of occupants now say that CFHA service is excellent or good (an increase of 12 points), and a further three in ten say it is acceptable. Only 15 percent (down 9 points) say communications is poor or very poor. As before, occupants who give CFHA positive ratings for its communications are also more apt to be satisfied with CFHA services overall.
- Interestingly, spouses continue to be less likely than CAF members to recall receiving CFHA communications (a 20-point gap) and thus, to rate those efforts positively. It is likely worthwhile to address this gap, particularly in cases where CAF members may travel, leaving spouses to handle housing issues.
- Use of the CFHA website, which essentially doubled between 2005 and 2014, has stabilized and continues to be reported by about six in ten occupants. Such visits continue to be more common among those who have recently moved into their accommodation and to be driven by the need for housing information for an upcoming posting, but over time the variety of reasons for visiting the website has expanded to include for general information and contact information.
- Compared to previous surveys, occupants express greater interest in receiving information about several topics, including maintenance, general updates and specifics about future plans for RHUs.
- Two-thirds are familiar with the Occupant Handbook, but only a small minority (16%) are very familiar. Familiarity is higher among those who have recently moved into their home.

Quality of life

- There has been a significant increase since 2014 in the proportion of occupants who say that their current housing adds to their overall satisfaction with life in the CAF (up 11 points to 38%); as before, the largest group says it makes no difference (46%).
- Most occupants are married or common-law and a majority have children at home. For those with other family members in the home, family well-being is an increasingly important part of the decision to live in DND housing, with four in ten who say it is the main reason (up four points since 2014), and a similar proportion (35%) who say it was an important reason if not the main one.
- As before, virtually all occupants continue to say that the distances between home and regular destinations like work, their child’s school or daycare, recreation and shopping are reasonable.

Political neutrality statement and contact information

I hereby certify as a Senior Officer of Environics Research Group that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.



Sarah Robertson
Senior Associate, Public Affairs
Environics Research Group
sarah.roberton@environics.ca
(613) 699-6884

Supplier name: Environics Research Group
PWGSC contract number: W857A-163874/001/CY
Contract award date: 2016-11-16
For more information, contact DND at por-rop@forces.gc.ca

Introduction

Background

The Canadian Forces Housing Agency (CFHA), an agency within the Department of National Defence (DND), has been the operator and maintainer of the DND portfolio of housing since its creation in 1996. This portfolio is comprised of roughly 12,500 units, which are available to Canadian Armed Forces (CAF) members in 27 locations throughout Canada. As part of its role in providing housing to CAF members and their families, CFHA is responsible for carrying out maintenance and repairs, administering the rent system and managing the housing assets on behalf of DND. Treasury Board (TB) made CFHA a Special Operating Agency (SOA) provisional, which imposes restrictions on the Department's ability to construct new housing. When CFHA took over its portfolio, much of the housing available was built 50 years ago, and was either in poor repair (the result of neglect) and/or does not meet contemporary standards (e.g., small, lacking in modern amenities).

CFHA's Customer Service Program is responsible for the overall management and continuous improvement of customer services for the Agency's national portfolio through its network of 26 Housing Services Centres (HSCs) located at CAF Bases and Wings across Canada. The efforts of the Customer Service Program impact directly on CAF members and families occupying military housing. The Customer Service Program is dedicated to building and maintaining relationships, addressing concerns and complaints, and developing and evaluating new services, ensuring the health, safety and security of occupants, while protecting the structural integrity of the housing units.

Research objectives

To meet its obligations, the Customer Service Program must have a clear understanding of their customers' needs and whether those needs are being met. Customer feedback and input was previously collected in 2005 and 2014, and CFHA identified the need to re-administer the Occupant Survey with the purpose of collecting current customer feedback.

The objective of the 2017 Occupant Survey is to measure customer satisfaction with CFHA services and evaluate changes in key performance indicators since 2014. The findings from the research will be used by CFHA to:

- Assess CFHA customer satisfaction with services provided;
- Track key indicators of the Customer Service Program's performance since 2014;
- Identify areas for improvement in CFHA customer service; and
- Report on departmental performance.

Report synopsis

This report presents an executive summary of the key findings and conclusions, followed by a detailed analysis of the study results, with comparisons to the 2005 and 2014 studies where applicable. A set of detailed banner tables is provided (under separate cover) presenting the results of each question in the survey for all participants and by key socio-demographic characteristics. **Unless otherwise noted, all results are expressed as a percentage. Subgroup differences are noted in the text only when statistically significant. Tables may not add to 100% due to rounding or multiple mentions.**

Experience and Satisfaction with DND Housing

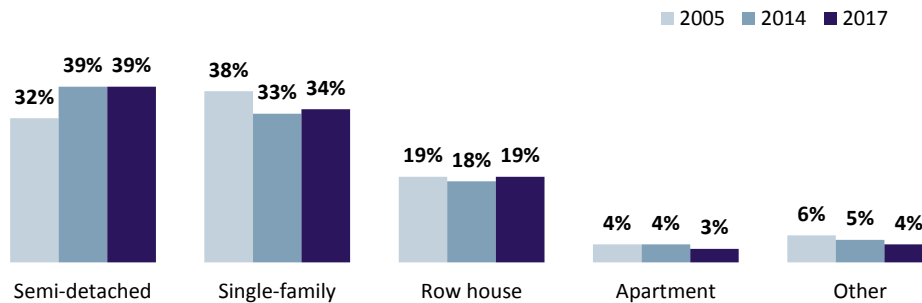
This section provides a profile of occupants of DND housing, followed by an analysis of housing priorities/expectations and occupants’ satisfaction with DND housing.

Profile of DND housing occupants

As in 2014, most CAF members currently live in either a single-family dwelling or semi-detached home, and have been there for less than three years. A majority have experience with DND housing in other locations, as well as with living in the local community during their CAF career. Six in ten considered buying or renting in the community, before choosing DND housing.

Type of house. A variety of different housing options are available to members of the Canadian Armed Forces (CAF) in each of the 27 locations surveyed across the country. As in 2014, the majority of occupants report living in either a semi-detached home (39%) or a single-family dwelling (34%), while one-fifth (19%) say they live in a row house. Few occupants report living in an apartment (3%) or another type of home (4%).

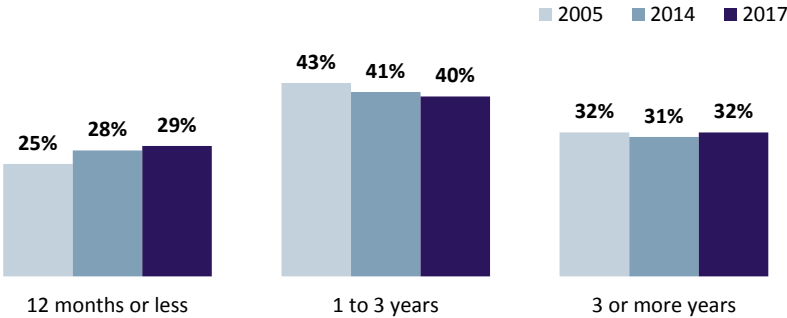
Type of housing



Q61. Do you currently live in...?

Housing tenure. Due to the nature of military postings, most DND housing occupants have lived in their homes for a relatively short time. Consistent with 2014, seven in ten (69%) residents have lived in their current home for three years or less, compared to three in ten (32%) who have lived there longer.

How long have you lived in current home?

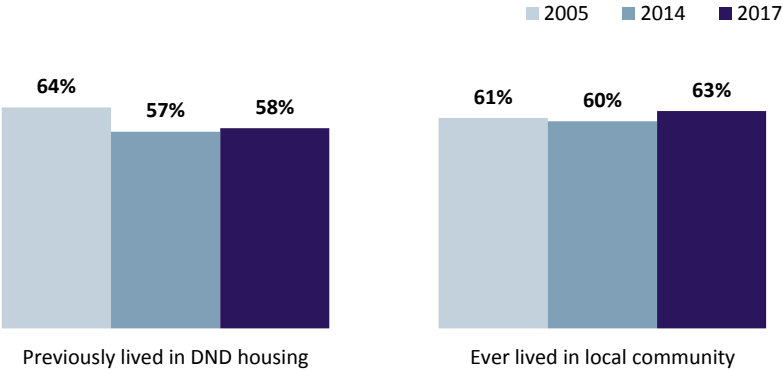


Q1. How long have you lived in your current home?

Previous housing experience. More than half (58%) of occupants have lived in DND housing prior to their current home, which is virtually unchanged from 2014 (57%) and generally consistent with 2005 (64%). On average, these occupants have lived in three (2.7) different Residential Housing Units (RHUs) during their (or their spouse’s) career: this is similar to that reported in 2005 (3.1) and 2014 (2.8).

Essentially unchanged from 2014, a majority (63%) of occupants say they have also lived in the local community during their (their spouse’s) career, while four in ten (37%) have only ever lived in DND housing.

Previous housing experience

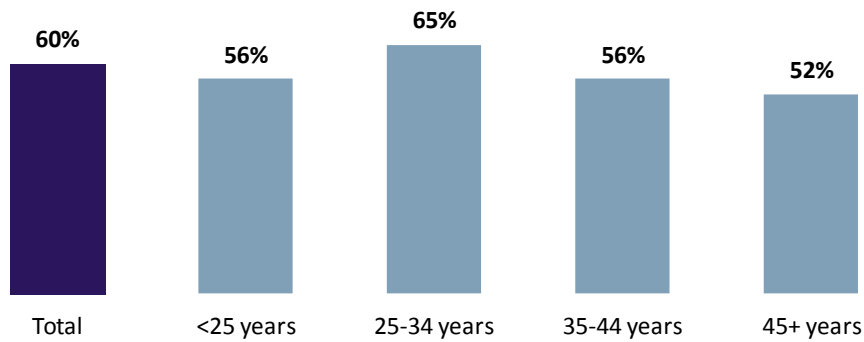


Q2. Have you previously lived in DND housing at another location?
 Q4. Have you always lived in DND housing during your (your spouse’s) career, or have you also lived in the local community?

Considered living outside DND housing. More than half (60%) of occupants considered buying a home in your area or renting in the community, outside of DND housing, before moving into DND housing.

Majorities in all segments of the CAF population say they considered non-DND housing, but interest is highest among men (64% vs. 56% of women) and those aged 25-34 (65%). Those who have recently moved (i.e., within the past year) are no more likely than others to say they looked at housing options in the community before going with DND housing.

Considered buying or renting outside DND housing



Q5a. When you were deciding where to live, did you consider buying a home in your area or renting in the community, outside of DND housing?

Housing priorities and expectations

Occupants remain most likely to have chosen their home based on affordability, and this trend has grown further since 2014. As before, the housing attributes that matter most continue to be affordable rent, security and the condition of the home. The kitchen and living room are identified as the most important rooms in the home by far.

Top reasons - unprompted. There are many different reasons why CAF members and their families have chosen to live in the house they currently occupy. The most commonly mentioned reason (without prompting) is affordability (63%), and this has increased steadily over time (from 46% in 2005 and 46% in 2014).

One-third (34%, up 6 points) mention location, in relation to base, to other amenities or to family, and almost one in five (17%, up 6 points) mention convenience. Other reasons include because their current situation is temporary (9%), for family reasons (6%) or because it's a bigger/nicer house (3%).

There has been a noticeable decrease in the proportion who say they live in their present home because they had no other choice or there were limited alternatives (7%, down 10 points from 2014).

Reasons for living in current home (Top mentions)

	2005 %	2014 %	2017 %
Affordable/less expensive than private housing	46	56	63
NET: Location	35	28	34
Convenient to base	28	25	30
Good support network/close-knit community	3	2	4
Convenient to other amenities (e.g., schools, shopping)	7	5	3
Convenience	15	11	17
Temporary – posting or looking for private housing	10	9	9
No other choice/limited alternatives	15	17	7
For family reasons	5	7	6
Bigger/nicer house	7	6	3

Q5. Why have you chosen to live in the house you currently occupy?

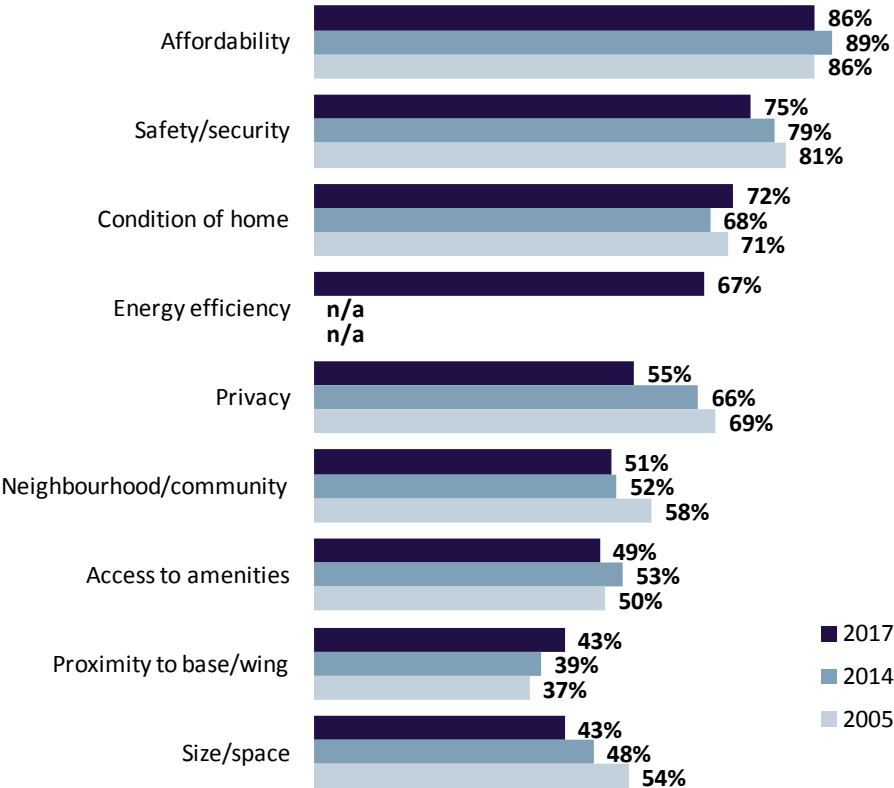
Choosing their current home for affordability is more widely mentioned by younger occupants (70% of those under age 35), those in the Junior ranks (66%) and those who have always lived in CAF housing (70%). It is also more of a factor for those in Cold Lake (81%) and Esquimalt (80%).

Convenience to base is more likely to be mentioned by members (35%) than spouses (26%), by those in the Army (38%) and those in the Junior ranks (33%).

Most important considerations - prompted. Occupants of DND housing were asked how important 10 specific considerations are to them personally in terms of what matters about their home. All of these are considered to be at least somewhat important (by more than eight in ten occupants), but greater importance is placed on some aspects than others.

As in 2005 and 2014, the top tier of importance includes affordability (86% very important), security (75%), and the condition of the home (72%). Energy efficiency is also very important for a majority of occupants (67%, new this survey). Over time, the proportion that says privacy is very important to them has declined (55%, down 14 points from 2005); there have also been steady declines in the importance placed on safety (75%, down 6) and the size of the home (43%, down 14). The only attribute that has increased in perceived importance over time is proximity to base or wing (43%, up 6 since 2005).

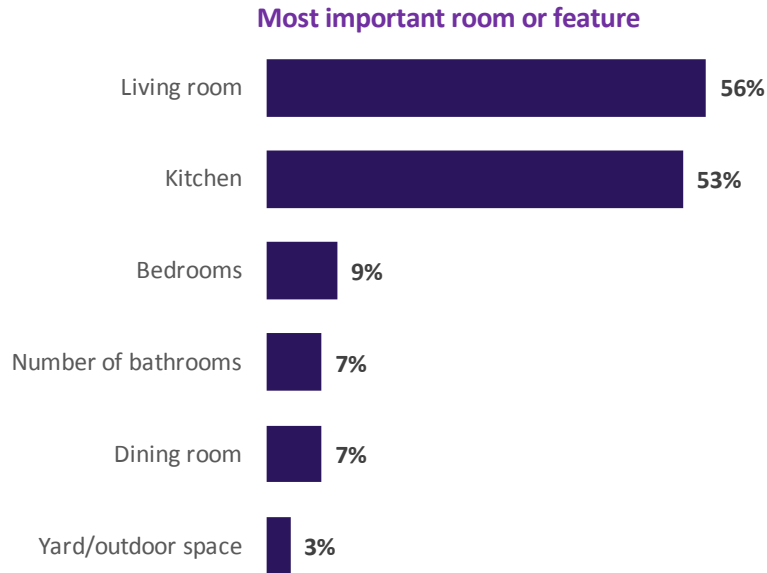
Housing characteristics that are very important when choosing a home



Q6. How important are each of the following to you in terms of what matters about your home? Starting with [first item], is this very important, somewhat important, not very important or not at all important to you personally?

The relative importance of these characteristics is largely similar across subgroups. The most notable pattern is that several characteristics are rated more important by married or common-law occupants, and by those who have children living at home full-time; only proximity to base is rated as more important by single or divorced CAF members.

Most important room. When occupants were asked to name the most important room or feature of their home in terms of its impact on the way their family lives (unprompted, without providing response options), the largest proportions name the living room (56%) or the kitchen (53%). These two rooms are by far the most commonly mentioned regardless of subgroup, but mentions of the kitchen are higher among married occupants (56%), while mentions of the living room are higher among those with children living at home (59%).



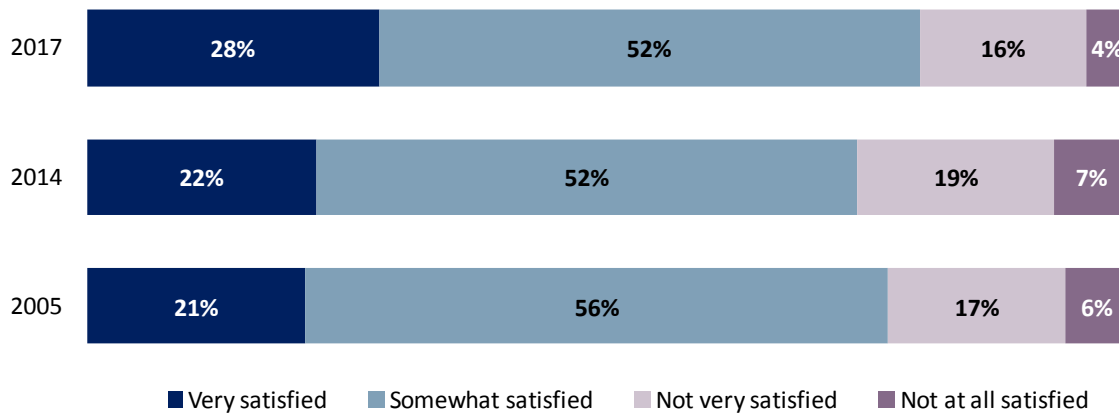
Q6k. Which room or feature of your home is most important to the way your family lives?

Satisfaction with DND housing

Most occupants are reasonably satisfied with their current housing and there has been an increase since 2014 in the proportion expressing strong satisfaction. Satisfaction is increasingly due to the condition of the property, and less to a sense of community. Dissatisfaction stems primarily from the poor condition of the home, although mentions of poor quality renovations have declined since 2014.

An increasing majority of occupants are satisfied with their current home. Eight in ten now say they are very (28%, up 6 points from 2014) or somewhat (52%) satisfied, up from three-quarters (74%) in 2014. The remaining two in ten (20%) say they are not satisfied.

Overall satisfaction with current home



Q7. Overall, how satisfied are you with your current home? Are you...?

Strong satisfaction is higher among occupants who have recently moved into their home (40% less than one year), but otherwise is remarkably similar across the occupant population.

Why very satisfied. Occupants who are very satisfied with their current house are even more likely than in previous surveys to attribute this to some aspect of their property (79%, up 23 points from 2014), such as the condition, size or affordability, or that it has been renovated. Similar to 2014, some are very satisfied because of the location (37%), in terms of liking the area or proximity to the base or amenities. Smaller proportions than in previous years link their satisfaction to the sense of community they feel (10%, down 11 points since 2014) or to how the CFHA deals with problems or repairs (9%, down 6), and a greater number than before simply state that the house meets their needs (29%, up 14).

Why very satisfied with current home
Among those who are “very satisfied” with their current home (28% of occupants)

	2005 %	2014 %	2017 %
NET: Property	62	56	79
Well-maintained/clean/good condition	22	30	44
Big house/good size/lots of space	22	19	33
Affordable	17	19	19
Modern/renovated	-	-	12
NET: Location	41	34	37
Like location/area/neighbourhood	12	4	19
Close to work/base	6	4	15
Convenient	19	20	9
Close to amenities/schools	15	15	6
NET: Community	26	21	10
Sense of community/support system	12	12	6
Safe/secure	12	9	4
CFHA deals with problems/repairs	18	15	9
No problems/it's adequate/meets our needs	12	15	29

Q8a. Why do you say that?

Why only somewhat satisfied. Even more so than in previous years, occupants who say they are only somewhat satisfied with their homes are most likely to say this because of various maintenance problems they are experiencing (60%, up 11 points since 2014), including the need for modernization or renovations, or general repairs and maintenance, and heating or insulation problems. There has also been an increase in the number (35%, up 15) who are somewhat satisfied because they would like something different, such as a bigger home or nicer rooms. A small proportion (16%) continues to mention positive reasons, such as that DND housing meets their current needs.

Why somewhat satisfied with current home

Among those who are “somewhat satisfied” with their current home (52% of occupants)

	2005 %	2014 %	2017 %
NET: NEGATIVE REASONS	74	78	84
SUBNET: Maintenance problems	42	49	60
Too old/needs upgrades/modernization	16	18	30
Needs maintenance/repairs/upkeep	9	9	30
Problems with heating/insulation/cold	14	21	23
SUBNET: Want something better/different	20	20	35
Too small/want bigger house	11	11	19
Would like extra/bigger/nicer/bathroom/kitchen	6	6	12
Not satisfied with CFHA	14	9	14
No privacy/bad neighbours	7	6	7
Too expensive/rent too high	11	5	5
NET: POSITIVE REASONS	34	26	16
No problems/it's adequate/meets our needs	4	3	7
Affordable	7	8	4
Convenient	7	6	2
Big house/good size/lots of space	4	4	1

Q8b. Why do you say that?

Why not satisfied. Most occupants who are not very or not at all satisfied with their home say it is because of the poor condition of the home (84%) or, increasingly, because it needs upgrades or modernization (47%, up 37 points). Since 2014, dissatisfaction with repairs or renovations has decreased (36%, down 20 points), but mentions related to maintenance problems remain (35%).

Why not satisfied with current home

Among those who are “not very” or “not at all” satisfied with their current home (20% of occupants)

	2005 %	2014 %	2017 %
NET: Condition of house	84	78	84
Poor state of repair/run down	60	53	59
Cold/drafty	27	32	31
Too small	19	12	27
Expensive	21	20	11
NET: Problems with repairs/renovations	46	56	36
Hard to get repairs done/service	30	38	25
Poor quality renovations	16	35	18
NET: Maintenance problems	20	32	35
Maintenance/structural problems	11	24	30
Negative impact on health (e.g., allergies)	8	13	6
NET: Poor layout/want something different	13	13	12
Want something more/different	7	3	7
Dislike layout	7	11	6
Too old/needs upgrades/modernization	7	10	47
No privacy/bad neighbours/noise/thin walls	7	9	8

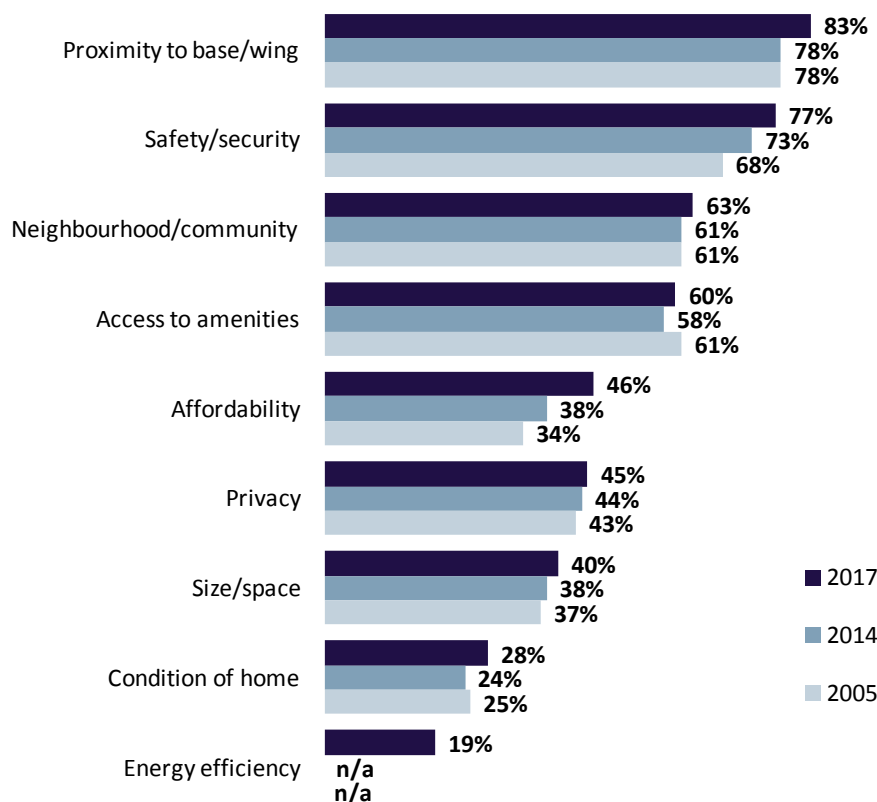
Q8c. Why do you say that?

Among selected housing-related attributes, occupants remain most satisfied with their home’s proximity to the base or wing and its safety/security, and least satisfied with its overall condition and energy efficiency. There have been increases in satisfaction for proximity to the base, security and affordability. There are no areas where satisfaction has decreased significantly.

Occupants were asked how satisfied they are with nine specific elements of their current home (using the same list of attributes as for the “importance” question). Since approximately two-thirds or more of occupants are at least somewhat satisfied with each of these elements as they relate to their current home, the subsequent analysis of this question will focus on those who are very satisfied.

Occupants are most satisfied with their home’s proximity to their base or wing (83% very satisfied) and with their home’s security (77%): in both cases, satisfaction has increased since 2005. Majorities are also very satisfied with their neighbourhood (63%) and access to amenities (60%). Just under half are very satisfied with their home’s affordability (46%) – although this has also increased (up 12 points since 2005) - privacy (45%), and size (40%). Satisfaction is lowest with the condition of their home (28%) and its energy efficiency (19%).

Characteristics that occupants are very satisfied with in current home

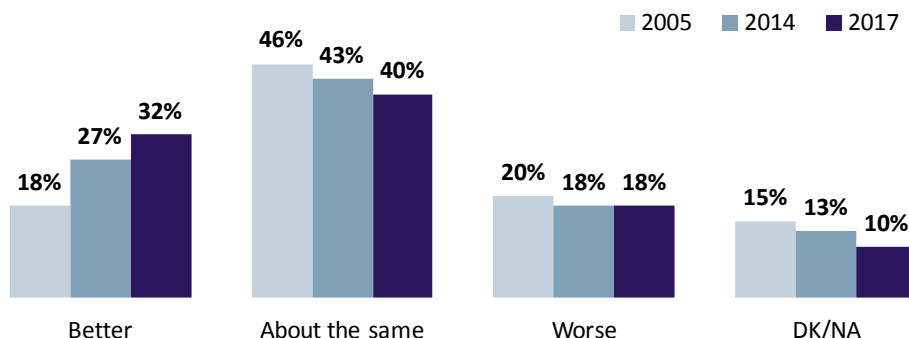


Q9. We’d like to know how satisfied you are with specific elements of your current home. Please tell me if you are very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with each of the following...

Occupants of single-family homes or semi-detached homes are more satisfied with security, their neighbourhood and privacy than are occupants of other types of housing. Notably, a majority (53%) of occupants at CFB Cold Lake remain dissatisfied with the amount of rent they are paying, which is substantially higher than average (16% for all bases combined), but has declined since 2014 (when 82% were dissatisfied).

Comparison to other DND housing. While there continues to be mixed views about the state of their current home versus other DND housing, the proportion who believe it is in better condition continues to grow. The most common view, stated by four in ten (40%), is that their current home is typical of all DND housing across the country. One in three (32%) believe their home is in better condition than others, a view that has increased steadily since 2005 (up a total of 14 points). Just one in five (18%) believe their home is worse than other DND housing (the remainder are unsure).

Condition of current home vs. other DND housing



Q11. From what you know, do you think that the condition of your current home is better, worse or about the same as other DND housing across Canada?

Those who believe their home is in better condition than other DND housing are more likely to be living in a single-family or semi-detached home; this view is also more pronounced among older occupants (35+), those who are married or common-law, senior officers and those in the Air Force. In contrast, the view that their home is worse than other DND housing is higher among those who have lived in their home for three or more years.

Housing satisfaction gap analysis

As was the case in 2014, affordability and condition of the home continue to be priority areas for future attention, together with energy efficiency (which was new to the 2017 survey).

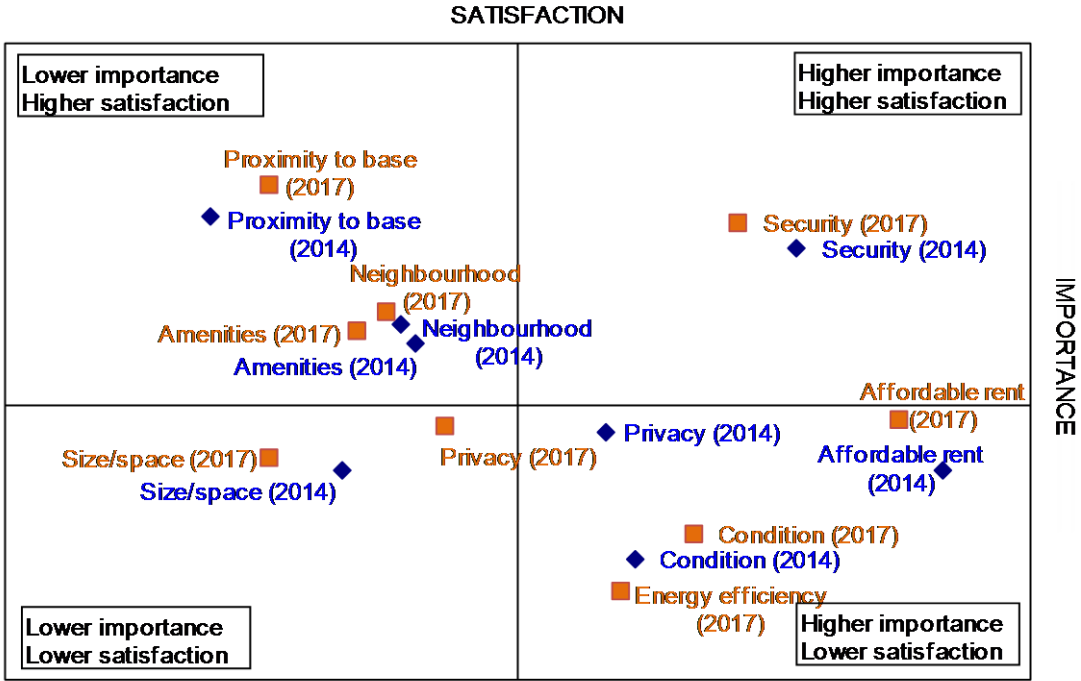
How do occupants rate their housing on attributes that they consider important? The illustration on the following page presents a “quadrant analysis” that summarizes the positions of each of the nine rated attributes relative to each other. Each attribute is plotted by both the percentage of occupants who say it is very important (Y-axis) and the percentage who say they are very satisfied with it (X-axis). The position of the attributes on the map is generally consistent with 2014, although several of the 2017 attributes are higher up the graph, reflecting the stronger satisfaction ratings since last survey.

Although in absolute terms the majority of occupants are at least moderately satisfied with all nine housing attributes, the lower right quadrant presents areas for improvement: housing characteristics that are relatively high in importance, but where satisfaction is *relatively* lower. These results reveal that priority should be placed on three attributes in particular – affordability, condition of the home, and new in 2017, energy efficiency. While privacy was previously part of this quadrant in 2014, the relative importance placed on this attribute has declined, placing it in a lower priority quadrant.

Security is in the upper right quadrant, where there is a reasonable match between the importance placed on this characteristic and how satisfied occupants are with it. In the upper left quadrant, the attributes of proximity

to base, neighbourhood and access to amenities have satisfaction levels that meet or exceed their rated importance. The attributes in the lower left quadrant (size/space and in 2017, privacy) have weaker satisfaction ratings than the ideal, but as these attributes are very important to a smaller number of occupants, they are of secondary priority for future improvements.

Housing satisfaction quadrant analysis*



* The attribute “energy efficiency” was not included in the 2014 survey

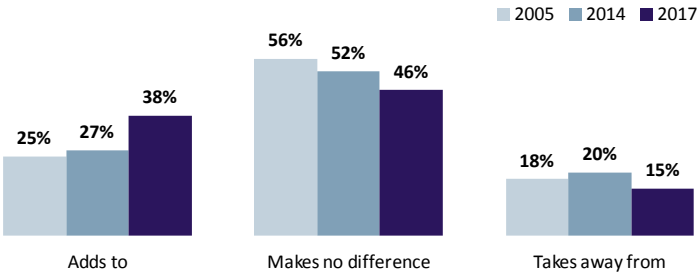
Impact of housing on satisfaction with CAF life

While occupants remain most likely to say their current housing makes no difference to their overall satisfaction with life in the CAF, there has been an increase since 2014 in the proportion who say the impact is positive.

Views about the impact of their current housing quality on their overall satisfaction with life in the CAF have improved since 2014. An increased proportion of occupants believe the quality of their current housing adds to their overall satisfaction (38%, up 11 points), while fewer than before say it makes no difference (46%, down 6) or actually detracts (15%, down 5) from it.

These views are fairly consistent across the occupant population, with few exceptions. The view that their current housing quality *adds to* their satisfaction with CAF life is higher among those living in their homes for less than three years.

Impact of current housing quality on satisfaction with life in CAF



Q.14 Would you say the quality of your current housing adds to, takes away from or makes no difference to your overall satisfaction with life in the CAF?

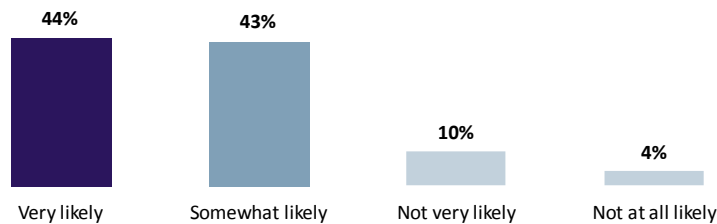
Recommending DND housing

Most occupants are open to recommending DND housing to another CAF member.

More than four in ten occupants are very likely to recommend DND housing to another CAF member (44%), which is the most accurate estimate of true intention, while another four in ten (43%) are somewhat likely to do so (43%). Only about one in ten (14%) say they are unlikely to make such a recommendation.

Strong likelihood of recommending DND housing is greater among CAF spouses. As would be expected, it is also linked to housing satisfaction: seven in ten (71%) of those who are most satisfied with their current housing are very likely to recommend DND housing.

Likelihood to recommend DND housing to another CAF member



Q14a. How likely are you to recommend DND housing to another CAF member? Are you...?

CFHA Services

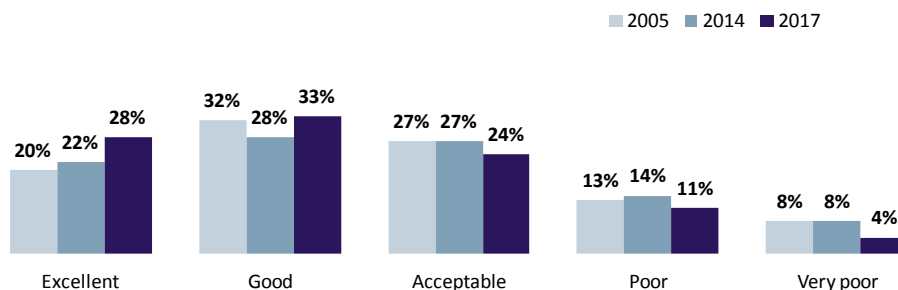
This section of the report focuses on occupants’ evaluation of the service received from CFHA, both overall and specifically in relation to repairs and renovations, the after-hours emergency service and the complaint resolution process.

Satisfaction with CFHA service

Ratings of CFHA service have improved since 2014, with six in ten now saying it is excellent or good. A greater proportion than before say they appreciate CFHA’s response times.

Occupants are increasingly satisfied with the customer service they have received from CFHA in the past year. Six in ten now rate the CFHA’s customer service as excellent (28%, up 6 points from 2014) or good (33%, up 5 points), while another quarter (24%) say it is acceptable. Only one in ten (net 15%, down 7 points) give the CFHA a poor rating in this area.

Rating of CFHA service in past year



Q15. The Canadian Forces Housing Agency, or CFHA, is the agency responsible for operating and maintaining DND housing. Overall, how would you rate the customer service you have received from CFHA in the past year? Would you say it is...?

Positive ratings (excellent/good) of CFHA customer service are higher among Air Force members, francophones and women, and among those living in Trenton.

Positive ratings (excellent/good) of CFHA customer service increase with age (from 55% under 25 to 67% aged 45+), and are more common among those who have been in their home for less than a year (68%), for whom this is their first RHU (66%), and among Air Force members (68%).

Satisfaction with current home remains a key driver of satisfaction with the CFHA. Occupants who are very satisfied with their current home are much more likely to give CFHA a positive rating (82%) than are those who are dissatisfied (32%); however, even among this latter group, satisfaction levels have doubled since 2014 (from 16%).

Service likes and dislikes. Regardless of their rating for the service they received in the past year from CFHA, occupants were asked what they liked and disliked the most about that service (both unprompted).

There has been a marked increase since 2014 in the proportion of occupants who say they liked receiving a quick response or prompt service (59%, up 22 points). Other positives are when staff are caring (15%) and helpful (13%, up 5 points), and provide good service (11%).

What liked most about CFHA service (top mentions)

	2005 %	2014 %	2017 %
Respond quickly/promptly	37	37	59
Caring/friendly	16	17	15
Helpful/do their best to help	10	8	13
Provide good service	4	12	11
Deal with problems	8	8	8
Professional	4	5	6
Provide maintenance/repairs	-	-	6
Nothing/dk/na	23	23	13

Q17. What do you like the most about the service you have received from CFHA?

As in previous surveys, the aspects of CFHA service that are most disliked include slow response times (21%), poor quality repairs (19%), and uncaring staff (12%). There are also a few mentions related to communications, both generally in terms of knowing what is going on (9%), but also following up to ensure a job was properly done (7%).

What disliked most about CFHA service (top mentions)

	2005 %	2014 %	2017 %
Respond very slowly	19	17	21
Poor quality of repairs/maintenance	24	21	19
Uncaring/unfriendly	12	16	12
Uncommunicative/don't tell you what is going on	4	6	9
Don't follow up/make sure job was done properly	-	8	8
Need to remind them and follow-up all the time	5	4	7
Unprofessional/not knowledgeable	-	-	7
Inconsistent	3	5	5
Nothing/dk/na	35	34	32

Q18. And what do you dislike the most about the service you have received from CFHA?

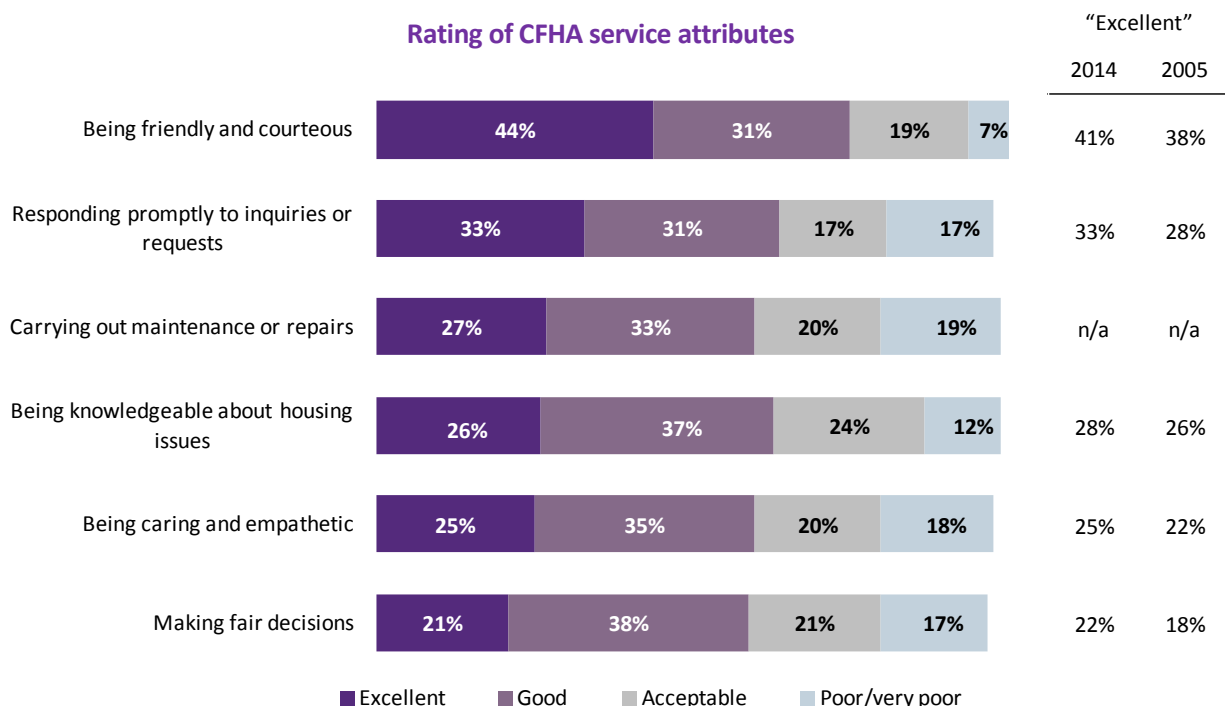
Among occupants who are most critical of CFHA's service (i.e., rate it as "poor" or "very poor"), the same types of concerns are raised, just by higher proportions of this small group. For example, about one in three each criticize response times (35%), uncaring staff (34%) and poor quality repairs (32%).

Rating of CFHA service

Occupants continue to hold positive views about all aspects of CFHA service, and particularly in terms of being friendly and courteous.

A majority of occupants continue to give CFHA positive ratings for all six aspects of service included in the survey; moreover, the proportion who give CFHA “excellent” ratings for friendliness has continued to trend upwards.

As before, CFHA is rated most positively for being friendly & courteous (75% say “excellent” or “good”). About six in ten each give positive ratings for prompt response (64%), knowledge of housing issues (63%), carrying out maintenance/repairs (60%), be caring and empathetic (60%), and making fair decisions (59%).



Note: previous to 2017, the question asked occupants to rate CFHA staff in each of these areas Q19. Please tell me if you consider CFHA to be excellent, good, acceptable, poor or very poor in each of the following areas.

In general, positive ratings of CFHA are higher among those who have been in their home for less than a year and those for whom this is their first RHU.

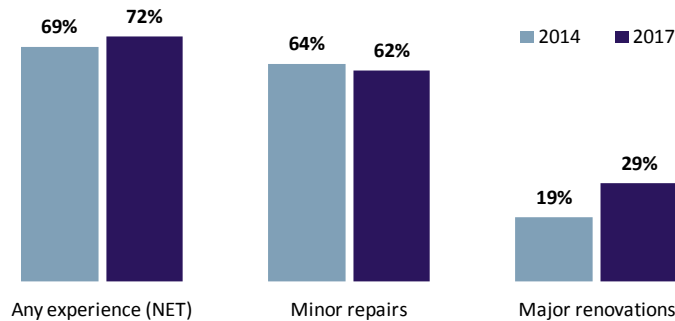
As in 2014, occupant satisfaction with their housing situation is a key influence on views of CFHA services. Occupants are much more likely to hold positive views across all six aspects if they are satisfied with their current home and if they consider it better than other DND housing.

Experience with repairs and renovations

Recent experience with major renovations has increased to three in ten occupants, but remains less common than experience with minor repairs. Strong satisfaction with the quality and speed of both renovations and minor repairs has increased since 2014.

Seven in ten (72%) occupants have had work done to their home in the past year, which is similar to the level reported in 2014. In most cases, these continue to be minor repairs like replacing the seal of a leaky tap (62%). However, one in three (29%) have experienced major renovations such as new kitchen, bathrooms or windows, and this proportion has increased since 2014 (up 10 points).

Experience with repairs and renovations in past year

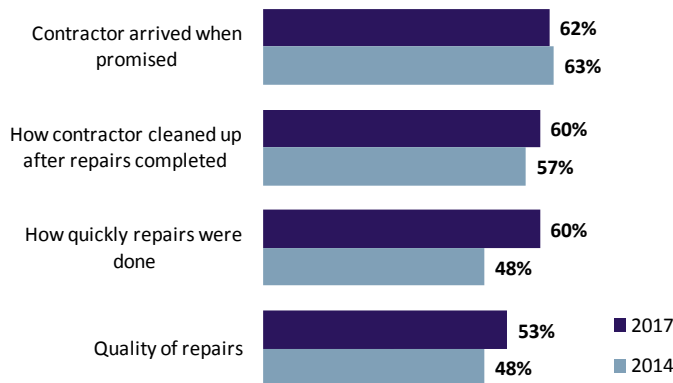


Q27. Have you had any of the following done on your current home in the past 12 months?

Major renovations are more widely reported by those who have been living in their current housing for more than a year. The likelihood of major renovations also varies considerably by location, and is higher than average in Bagotville (54%), Ottawa (54%), Halifax (50%), Kingston (47%), Cold Lake (45%), Moose Jaw (45%) and Comox (41%).

Occupants who have had **minor repairs** to their home in the past year are generally satisfied with the service received, with eight in ten or more who are very or somewhat satisfied with all four service aspects. Moreover, since 2014, there has been an increase in the proportions who are very satisfied with how quickly the repairs were done (60%, up 12 points) and with the quality of repairs (53%, up 5).

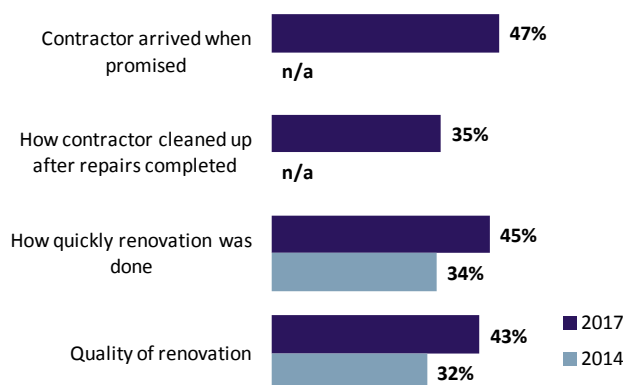
Very satisfied with most recent minor repairs
Among those who have had minor repairs done in past year (62% of occupants)



Q28. Thinking about the minor repairs that have been done most recently, were you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with/that...?

Occupants who have had **major renovations** to their home in the past year are also generally satisfied with the service received, with six in ten or more who are very or somewhat satisfied with all four aspects of service. Since 2014, there has been an increase in the proportion who are very satisfied with how quickly the renovation was done (45%, up 11 points) and the quality of the renovation (43%, up 11 points).

Very satisfied with most recent major renovations
Among those who have had major renovations done in past year (29% of occupants)



Q28. Thinking about the major renovation that has been done most recently, were you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with/that...?

Impact on ratings of CFHA service. Ratings of CFHA service do not vary regardless of whether or not the occupant has experienced minor repairs or major renovations. However, as was the case in 2014, if occupants are fully satisfied with the quality and/or the speed of those repairs/renovations, they are more likely than average to rate CFHA service as excellent or good.

After-hours emergency service

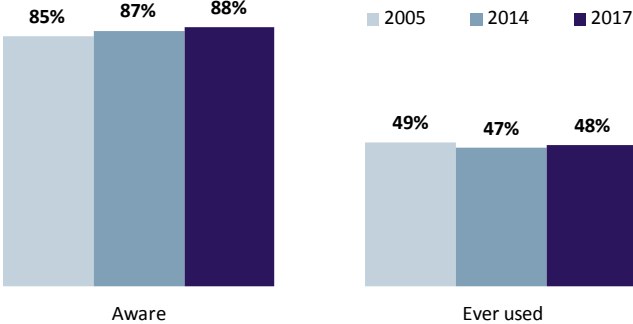
As in previous surveys, the large majority of occupants are aware of, and just under half have used, the after-hours emergency service. Strong satisfaction with the call centre service and with the contractor’s services have both softened.

Most occupants have heard of the after-hours emergency service provided by CFHA (88%), and about half (48%) have ever called it; these findings are essentially unchanged from 2014.

Consistent with 2014, awareness increases along with increased experience with the CFHA, as reflected by the number of previous RHUs and seniority in the CAF. Awareness of the service is highest among those who have lived in four or more previous RHUs (96%), and among senior officers (93%). It is also higher among those living in their home for three years or more (91%), and those who are married or common-law (89%).

Use of the emergency service is also higher among those who have lived in four or more previous RHUs (74%) and those living in their home for three years or more (70%). It is also higher among occupants aged 25 or older (55% vs. 33% of younger occupants), and those who are married or common-law (59%).

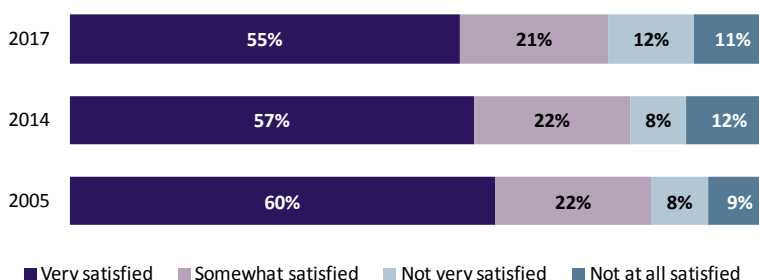
Awareness and use of after-hours emergency service



Q29. Have you ever heard of the after-hours emergency service?
Q30. Have you ever called for after-hours emergency service?

Users of the after-hours emergency service are largely satisfied with the service they received from call centre staff. Consistent with 2014, the majority of users of the service say they are very (55%) or somewhat (21%) satisfied with it. While not a strong trend, it should be noted that strongly expressed satisfaction is down a total of five points from 2005.

Satisfaction with call centre staff
Among those who have ever called for after-hours emergency service (48% of occupants)



Q31. Were you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the service you received from call centre staff?

Among the relatively small group of users who were less than satisfied with the service they received from call centre staff (23% of users, representing 11% of the sample population), the most common reasons continue to be a slow response or difficulty getting through (40%, down 10 points from 2014) or that the problem did not get fixed (40%, up 5 points). There were also increases in the proportions who said their problem was deemed not to be an emergency/urgent (27%, up 20 points) or who were concerned they could not actually get the problem fixed after hours (11%, up 7 points).

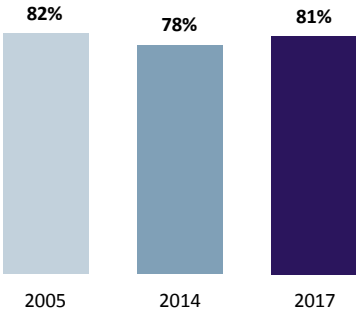
Why not more satisfied with service received from call centre staff?
Among those not satisfied with service (11% of occupants)

	2005 %	2014 %	2017 %
Slow response/difficult to get through	53	50	40
Not helpful/could not fix problem	30	35	40
Problem not deemed emergency/urgent	3	7	27
No help on weekend/after hours	1	4	11
Not courteous/rude	9	11	9
Not local/had to contact many different outside sources	3	4	7
Repairs were badly done/poor quality	4	4	6
Staff not knowledgeable	-	-	5
Service was okay/met expectations	3	4	3
Other	11	4	4
dk/na	5	5	3

Q32. Why were you not more satisfied with the service you received from the call centre staff?

Consistent with previous years, most calls to the after-hours service resulted in a contractor coming to do repairs (81%), which is not surprising since most people will only call an emergency service when they believe the problem is relatively severe. This represents 39 percent of all occupants.

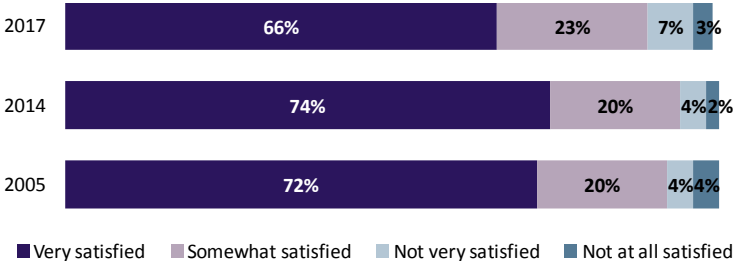
**Contractor came to home for emergency service
Among those who have ever called for after-hours emergency service (48% of occupants)**



Q33. And did the call to the after-hours emergency service result in a contractor coming to your home to do repairs?

As in 2014, almost all users of the emergency service who had a contractor dispatched to their home are satisfied with the service they received, but there has been a decrease in the proportion who say they were very satisfied. Nine in ten say they are very (66%, down 8 points) or somewhat (23%) satisfied; ten percent are dissatisfied.

**Satisfaction with service from emergency service contractor
Among those who have had contractor come for after-hours emergency service (39% of occupants)**



Q34. Were you very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with the service you received from the contractor who did the repairs?

The very small group of users of the service who were less than satisfied with the contractor (4% of the occupant population) mention several reasons, including that the repairs took too long (38%), were poorly done (35%) or that the contractor could not fix the problem (23%). These reasons have fluctuated over time, but have not changed dramatically from historical levels.

**Why not more satisfied with service received from contractor?
Among those not satisfied with service (13% of occupants)**

	2005 %	2014 %	2017 %
Took too long to fix problems/slow	39	29	38
Repairs were badly done/poor quality	35	40	35
Not helpful/could not fix problem	20	19	23
Left a mess/did not clean up	4	3	10
Not courteous/rude	10	15	7
Service was okay/met expectations	3	5	5
Other	7	4	8
dk/na	2	5	5

Q35. Why were you not more satisfied with the service you received from the contractor?

Impact on ratings of CFHA service. As in 2014, ratings of CFHA service remain lower among occupants who have ever called for after hours emergency service (54% say excellent/good vs. 67% of those who have never called), although positive ratings have improved among both groups.

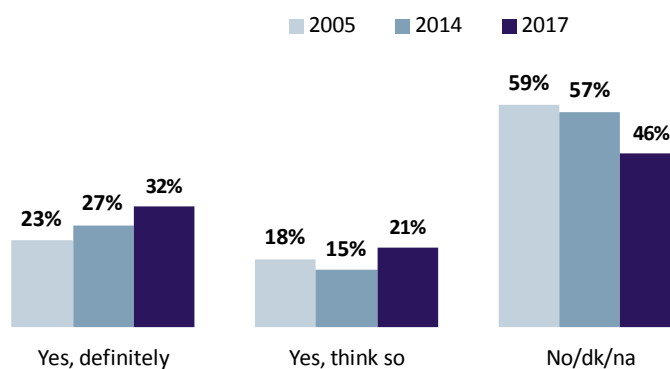
Moreover, ratings of CFHA service match the average if occupants are fully satisfied with outcome of the call (i.e., if they are satisfied with the service received from call centre staff, and if they are satisfied with the service received from that contractor).

Complaint resolution process

More than half of occupants say they definitely or probably know how to report concerns about the CFHA, a significant increase over 2014. Similar to 2014, four percent of all occupants have used the process, with half of users indicating satisfaction with the outcome.

Familiarity with how to report concerns or complaints about CFHA service has trended upwards. One in three (32%) say they definitely know how to do this (up 5 points since 2014), while another two in ten (21%) say they *think* they are familiar (up 6 points). There has been a concurrent decline in the proportion (46%, down 11 points) who are not aware of the process.

Familiarity with how to report complaints or concerns



Q36. Are you familiar with how to report concerns or complaints that you might have had about CFHA service?

Familiarity with how to report concerns or complaints (definitely or think so) is higher among CAF members than spouses, those aged 35 or older, those who have lived in four or more RHUs, and those who moved into their house within the past year.

Among those who are familiar with how to report a complaint or concern, fewer than one in ten (7%) report ever having used the complaint resolution process, representing four percent of all occupants (similar to 5% in 2014).

As in 2014, ratings of CFHA service remain lower among the small group of occupants who have ever used the complaint resolution process (31% say excellent/good vs. 67% of those who have never used it).

Essentially unchanged from 2014, half (52%) of those who submitted a complaint say they are very (24%) or somewhat (28%) satisfied with how it was handled, compared to just under half (47%) who are somewhat (20%) or very (27%) dissatisfied. Among the small group who are less than satisfied with how their complaint was handled, the most common reason is that CFHA either could not or did not fix the problem.

CFHA Communications

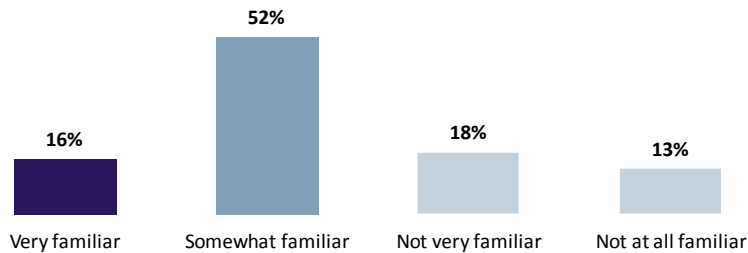
In addition to evaluating CFHA service overall, the survey explored occupants' experience with and views about CFHA communications.

Familiarity with CFHA Occupant Handbook

Two-thirds of occupants are familiar with CFHA's Occupant Handbook. Familiarity is linked to previous experiences with DND housing or to having recently moved into their home.

A majority (68%) of occupants say they are at least somewhat familiar with CFHA's Occupant Handbook, but few (16%) are very familiar.

Familiarity with CFHA Occupant Handbook



Q40. In general, how familiar do you feel you are with CFHA's Occupant Handbook, which provides DND housing occupants with information on the range of support services available and outlines the basic rights and responsibilities of living in DND housing? Are you...?

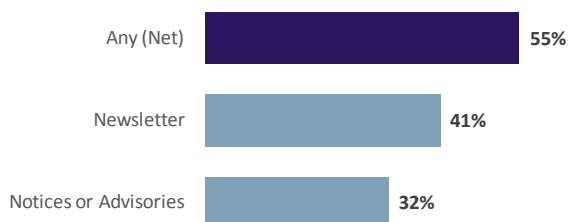
Familiarity with the Occupant Handbook increases with previous DND housing experience, and is highest among occupants who have previously lived in four or more RHUs (79% vs. 62% for whom this is their first RHU); it is also higher among those who are newer to their current home (77% living in their home for less than one year, vs. 59% in their home for three or more years).

Communications from CFHA

More than half of occupants recall some type of communication from CFHA in the past year (most likely to be a newsletter, followed by notices/advisories); these were slightly more likely to have been in a printed format than by email. Email is the preferred method for receiving information, especially for critical information; one-quarter prefer mail for general information.

Recall of communications. Just over half of occupants (55%) report having received a communication from CFHA within the past year, including four in ten (41%) who recall a newsletter (41%) and slightly fewer (32%) who recall a Notice or Advisory.

Types of CFHA communications received in past year



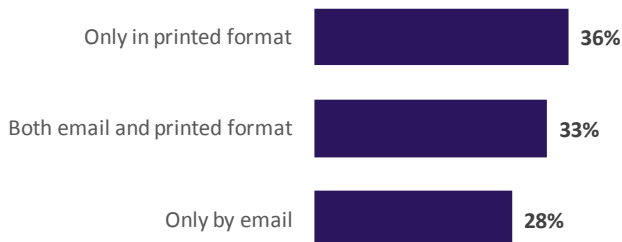
Q41. In the past year, have you received any of the following from CFHA?

Recall of any CFHA communications is greater among CAF members (62%) than their spouses (48%), and among occupants who have previously lived in four or more RHUs (67%).

In turn, occupants who have received any CFHA communications in the past year are more likely to feel familiar with the CFHA Occupant Handbook, and – as was the case in 2014 - to say they know how to report concerns or complaints about CFHA service (although they are no more familiar with the after-hours emergency number).

Format of communications received. Among those who recalled getting any CFHA communications (either a newsletter, a notice/advisory or both), they are receiving a mix of formats. Similar proportions report receiving print communications only (36%), email only (28%), or both formats (33%).

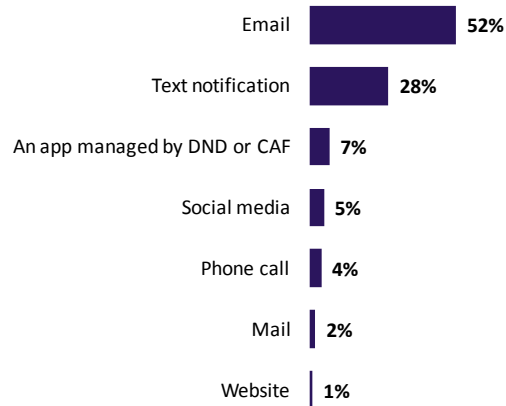
Format of CFHA communications received in past year



Q41c. [IF YES AT Q.41b OR 41c] Did you receive this information...?

Preferred method of communication for critical information. Occupants indicate a clear preference for digital distribution of information about emergency or urgent issues. Just over half (52%) prefer e-mail communications; another one-quarter (28%) prefer text notifications. By comparison, very few selected any of the other options. These preferences are quite consistent across the various subgroups.

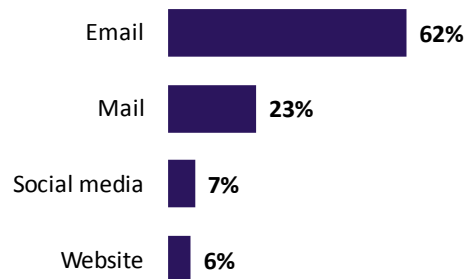
Preferred method for receiving critical CFHA information



Q47a. If you could choose any of the following ways to receive critical information from the CFHA about emergency or urgent issues, which one would you prefer most?

Preferred method of communication for general information. Occupants also indicate a clear preference for digital distribution of information about general issues. Six in ten (62%) prefer e-mail communications; relatively few prefer social media (7%) or the CFHA website (6%). One-quarter (23%) prefer regular mail. Again, these preferences are quite consistent across the various subgroups.

Preferred method for receiving general CFHA information



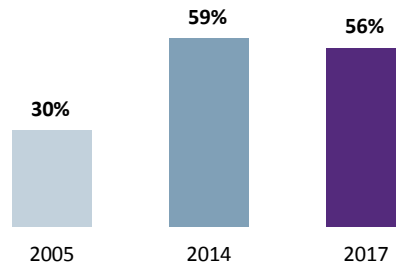
Q47b. If you could choose any of the following ways to receive general information from the CFHA about housing issues and policies, which one would you prefer most?

The CFHA website

Just under six in ten occupants have visited the CFHA website, which has is consistent with (but has not grown further than) 2014 levels. Website visitors remain most likely to have been looking for housing information related to a move.

The proportion of occupants who have visited the CFHA website has levelled off at almost six in ten (56%), following a significant increase between 2005 and 2014. Website visits are more common among those who have been in their current home for less than a year (61%) and occupants who have previously lived in four or more RHUs (73%). Website visits are less common among occupants aged 18-24 (40%),

Ever visited CFHA website



Q42. Have you ever visited the CFHA website?

Among those who have visited the CFHA website, the most common reason by far continues to be for information about housing when moving to a new base (55%). Over time, the variety of reasons for visiting the website has expanded, and now includes for general information (27%), contact information (24%), and floor plans (11%). Fewer than before say they have gone to the website to learn about CFHA policies (8%, down 9 points).

Reasons for visiting CFHA website

Among those who have ever visited the CFHA website (56% of occupants)

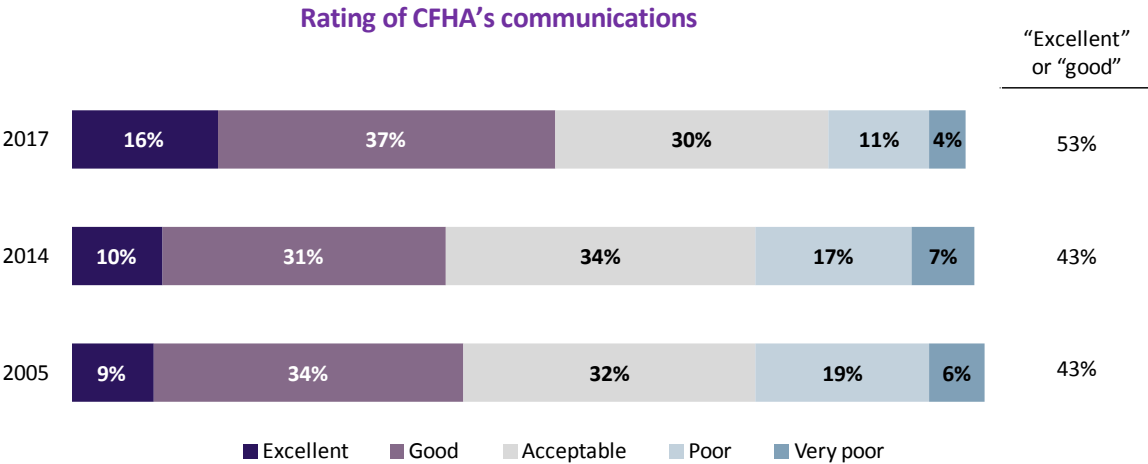
	2005 %	2014 %	2017 %
To find out about housing when moving to a new base	58	65	55
General information	4	4	27
For contact information	15	21	24
Floor plans	-	-	11
Curiosity/to familiarize myself	9	4	9
To find out about CFHA policies/rules	22	17	8
Other	9	4	1
dk/na	2	2	1

Q43. For what reasons have you visited the CFHA website?

Rating of CFHA communications efforts

Ratings of CFHA’s communications efforts have improved since 2014, with more than eight in ten occupants who say it is acceptable or better. Those who are less than satisfied remain more critical about the quantity and availability of information, than about the quality of information.

Occupants are increasingly satisfied with how well CFHA communicates with CAF members and their families about housing issues. More than half now believe the CFHA does an excellent (16%, up 6 points since 2014) or good (37%, up 6 points) job, while another three in ten (30%) say that communications are acceptable. Only 15 percent give the CFHA a poor rating in this area (down 10 points from 2014).



Q44. Overall, how well do you think the CFHA communicates information related to housing to CAF members and their families? Are CFHA communications...?

Positive ratings (excellent/good) of CFHA communications are more common among CAF members (57% vs. 48% of spouses), those who have been in their home for less than a year (62%), and occupants who are single, separated, divorced or widowed (64%). As was the case in 2014, positive ratings are also higher among those who have received any CFHA communications in the past year (63% vs. 39% who did not).

Not surprisingly, occupants who are more positive about CFHA communications efforts are, in turn, more likely to be satisfied with CFHA service overall.

Why excellent/good. Occupants who rate CFHA’s communications as excellent or good say this is because they have received information, either generally (40%) or when things are changing (12%). Others mention that CFHA has a booklet explaining policies and rents (8%). The largest proportion simply indicate that they are satisfied with the information received or there have been no problems (49%).

Why CFHA communications “excellent/good”
Among those rate CFHA communications as “excellent” or “good” (53% of occupants)

	2005 %	2014 %	2017 %
Satisfied/no problems/acceptable	4	7	49
Have received information from them	48	39	40
Inform us when policies/rents/things are changing	36	24	12
Have a booklet/brochure explaining policies/rents	13	9	8
Quick/timely/up to date information	-	-	6
Get information through mail/newsletters/email	-	-	6
Other	8	9	19
dk/na	6	8	4

Q45a. Why do you say [excellent/good]?

Why acceptable. Among occupants who rate CFHA communications as acceptable, the most common criticism continues to be that there is not enough information (42%). Otherwise, comments are fairly general that communications could be improved (25%), are okay or as good as can be expected (19%), or could be clearer (18%).

Why CFHA communications “acceptable”
Among those rate CFHA communications as “acceptable” (30% of occupants)

	2005 %	2014 %	2017 %
Not enough of it/could be more	30	35	42
Could be better/like to see improvements	17	13	25
Communication is okay /As good as can be expected	21	23	19
Information could be better explained/clearer	5	4	18
Communication too infrequent or late	7	3	11
No strong opinion either way	9	8	11
Good service/communication	7	7	9
Only send information to spouse/CAF member	2	4	3
Only contact you regarding rent increases	5	3	1
Other	18	8	4
dk/na	5	10	2

Q45b. Why do you say acceptable?

Why poor. Occupants who rate CFHA communications as poor or very poor remain more concerned with the quantity and availability of information than with the quality of information currently being provided. Criticisms about the availability of information include that the CFHA is uncommunicative and doesn't tell occupants what is going on (68%), that residents have not received information at all (31%) or not recently (26%), or that information is hard to find (20%). Smaller percentages complain about unclear information or poor customer service.

Why CFHA communications “poor/very poor”
Among those rate CFHA communications as “poor” or “very poor” (15% of occupants)

	2005 %	2014 %	2017 %
Uncommunicative/don't tell you what is going on	49	55	68
Not enough of it/don't receive it all	20	18	31
Have not received information recently/for a while	32	31	26
Hard to find/get information	19	20	20
Insufficient or unclear information	14	11	14
Poor customer service (not friendly/don't respond)	-	3	13
Only contact you regarding rent increases	6	5	8
Only send information to spouse/CAF member	-	-	7
Inconsistent information	-	-	5
Other	20	10	14
dk/na	1	4	-

Q45c. Why do you say [poor/very poor]?

Interest in DND housing information

There is more interest than before in information about maintenance, general updates and specifics about future plans for RHUs, and less in information about policies/rules.

When occupants were asked what specific types of information about DND housing they want to receive from CFHA, they are most likely to want to know about maintenance (a total of 43%), particularly those related to urgent issues and the process and timing of repairs – and this proportion has increased since 2014. There has also been an increase in the proportions who say they would like general information or updates (33%, up 29 points) and about future plans for RHUs (16%, up 10 points). Fewer than before want specific information regarding rules, regulations and policies (17%, down 13). Three in ten (32%) were unable to identify a specific type of information they want to receive from CFHA.

Interest in specific types of DND housing information

	2014 %	2017 %
NET: Maintenance issues	29	43
Information about urgent issues	-	18
When requested repairs will be done	9	12
Advance notice of work to be done to rental	5	7
How to request repairs/maintenance	10	6
NET: Policies/rules	30	17
Policies/rules/regulations (unspecified)	9	7
Increases/changes in rent	6	7
How rent is determined	12	3
General info/updates	4	33
Future plans for RHUs/development	6	16
Specific information about the house I live in	3	3
Other	10	15
None/dk/na	38	32

Q46. What specific types of information about DND housing do you want to receive from the CFHA?

Occupants who rate CFHA communications as poor do not point to any single information need, but are more likely than others to express a desire for most of these types of information, particularly general updates (46%) but also future plans for RHUs (27%), information about urgent issues (26%) and when requested repairs will be done (26%).

Impact on family well-being

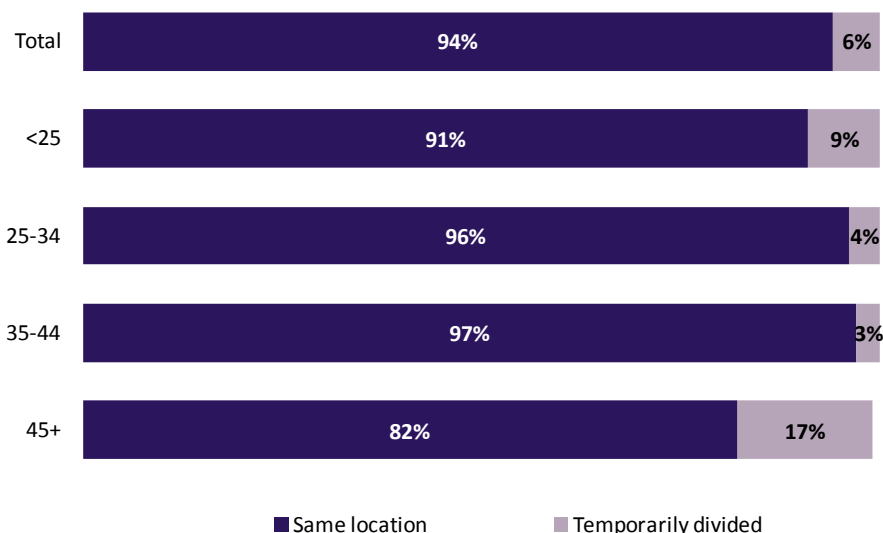
The survey included a small number of questions related to the impact of living in DND housing on the quality of life for CAF members and their families.

Most occupants are married or common-law and a majority have children at home. For those with other family members at home, family well-being is an increasingly important part of the decision to live in DND housing. There continues to be little concern about the distance between home and regular destinations like work and school.

Family composition. The large majority of occupants (82%) are married; the remainder are single (never married; 13%) or separated/divorced (5%). More than half of occupants (58%) have children under 18 who live with them all or part of the time; this skews to married occupants (67%) over those who are single, separated or divorced (21%).

Just six percent of married occupants report that their family is temporarily divided between bases; this proportion is somewhat higher among occupants aged 45+ (17%), but even among this group, most families are living together in one location.

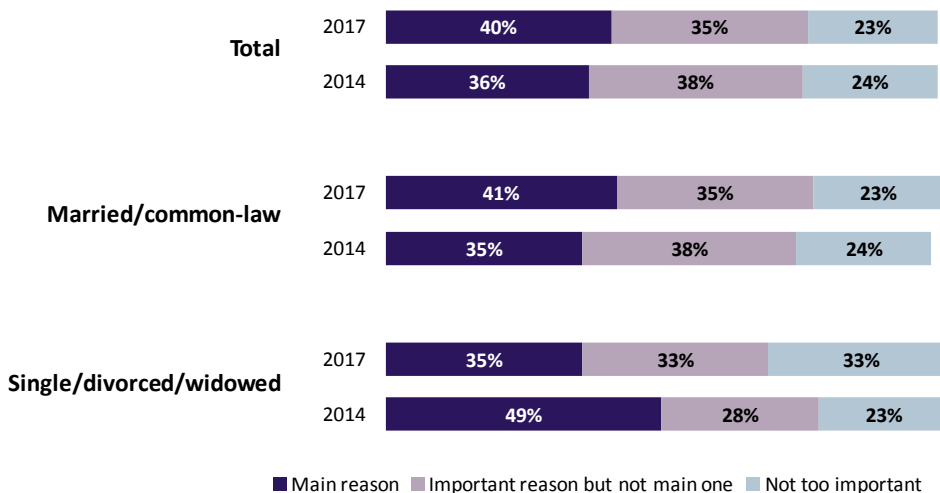
If family is temporarily divided
Among those who are married/common law (82% of occupants)



Q52d. Just to confirm, is your family currently living in the same location, or is the family temporarily divided between different bases or wings?

Family well-being. Family well-being is an important consideration in the decision to live in DND housing. Four in ten (40%) occupants with other family members living in their home say family well-being is the main reason they choose DND housing, and an almost equal proportion (35%) say it is an important reason if not the main one. The proportion who say family well-being is the main reason has increased since 2014 (up 4 points), largely due to occupants who are married or common-law (41%, up 6 points). In contrast, the view that this is a main reason for choosing DND housing has declined among those who single, divorced, separated or widowed (but have other family members in their home; 35%, down 14 points).

**Extent to which decision to live in DND housing related to family well-being
Among those with other family members living in the home (85% of occupants)**

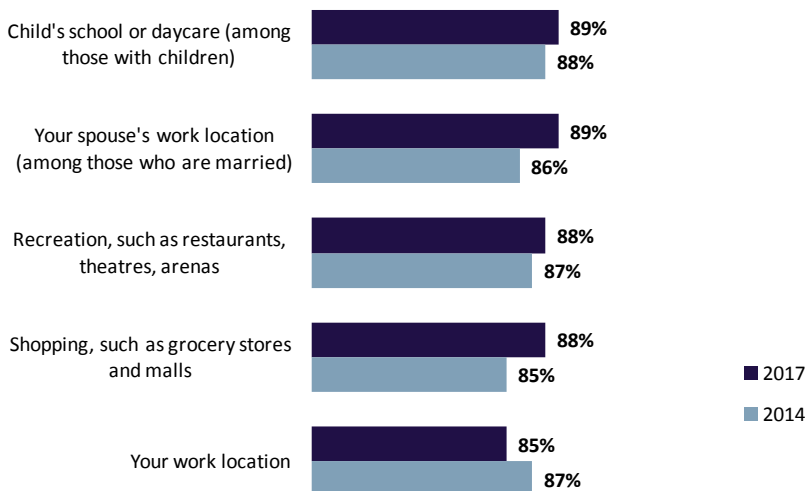


Q52a. To what extent was your decision to live in DND housing related to your family well-being? Was it the main reason, an important reason but not the main one or not too important?

The proportion who say their choice of DND housing is mainly related to family well-being is higher among those with children at home full-time (45%), compared to those with children part-time (34%) or with none at all (32%).

Overall, most occupants with other family members living in their home continue to think the distance between home and other places is reasonable, in terms of its impact on overall quality of life. Close to nine in ten each say this is the case for their child’s school or daycare (89%), their spouse’s work location (89%), recreational (88%) and shopping (88%) facilities, as well as their work location (85%) – and these views have mostly remained stable or improved since 2014.

**Whether distance from home to various places is reasonable
Among those with other family members living in the home (85% of occupants)**



Q52c. Thinking about the impact on your family’s overall quality of life, is the distance between home and each of the following places reasonable or not reasonable to you?

Conclusions and Recommendations

The findings of this survey confirm that, since 2014, CFHA's efforts to improve the housing stock has successfully translated into higher levels of customer satisfaction with DND housing. There has been a notable increase in the proportion of occupants who have experienced major renovations to their home, and who are satisfied with the outcome. While progress has been made, the same priority areas for improvement (i.e., with the largest gap between importance and satisfaction) continue to be affordability of rents and overall condition of the home, now together with energy efficiency (a new addition to the 2017 survey).

CFHA has also made strides in improving satisfaction with CFHA service, with more occupants than in the past who mention the timeliness of response and giving positive ratings for staff friendliness/courtesy. Among those who remain less than satisfied with CFHA, these two areas, plus carrying out maintenance and repairs, remain areas for improvement.

Finally, occupants have also perceived an improvement in CFHA's communications. There is room for further efforts here, both in terms of content (occupants express greater interest than before in several topics) and method of delivery (there is a clear preference for email or other digital distribution).

Based on the findings and conclusions of this research, the following recommendations are provided to CFHA for consideration:

1. The success of CFHA's efforts over the past two years to improve occupants' satisfaction with DND housing and CFHA services suggests that CFHA should continue with "more of the same", rather than making a major shift in focus. The key themes of preventing housing problems before they happen, (further) educating occupants on what to do should they happen, and ensuring a quick and satisfactory resolution when do they happen, continue to be the foundation for positive perceptions.
2. Affordability remains an issue, with occupants increasingly choosing DND housing for this reason. Improving the energy efficiency of the housing stock, which (added to the survey in 2017) was revealed as an area of priority for occupants, has the potential to not only impact overall satisfaction with the condition of their home, but to also pay off in terms of improved affordability (as energy savings offset overall monthly costs).
3. More than ever, there is an opportunity for CFHA communications to move toward e-mail, because it has become the first choice for how occupants want to hear from CFHA, and to expand into other types of electronic communications that will provide significant cost savings and environmental benefits. Moreover, it may be a way to address the ongoing gap between CAF members and their spouses in their access to and satisfaction with CFHA communications, since e-mail can easily be sent to multiple individuals (unlike paper communications) without cost implications.
4. The notable shifts in perceptions between 2014 and 2017 demonstrate the value of ongoing monitoring of key satisfaction measures over time. They provide feedback that CFHA's activities and communications initiatives are having the desired impact, as well as shedding light on the changing needs, preferences and expectations of occupants.

Appendix A: Methodology

The results of the survey are based on telephone interviews conducted with 2,000 occupants of DND housing during the period January 4 to February 10, 2017. The margin of error for a sample of 2,000 is plus or minus 2.2 percentage points, 19 times in 20. The margin of error is greater for results pertaining to regional or socio-demographic subgroups of the total sample.

Sample design

A list of 8,280 valid phone numbers for eligible-occupant households (as of January 2017) was provided by CFHA to Environics. The sample was cleaned to exclude work numbers (i.e., phone numbers with extensions), then stratified to ensure adequate representation across the 27 base locations. Since 2014, the locations of Iqaluit, Masset, Matsqui, Moncton and Vancouver were removed from the sample. The sample was stratified by base location, to ensure an adequate sample for analysis (minimum 30 cases for smaller bases, 50 cases for larger bases) in each location, with the exception of a few sites for which the available phone numbers were too limited (i.e., Dundurn, Gander, Suffield and Yellowknife). A table at the end of this section provides a breakdown of completions by location.

CFHA and base commanders communicated with occupants prior to the interviewing period (via newsletter and other means) to advise potential respondents about the survey and solicit co-operation.

The final data were weighted by base and occupant type (CAF member or spouse) to ensure the sample is directly comparable to the 2005 and 2014 samples. A sample profile is presented in a table at the end of this section.

Questionnaire design and pre-testing

The questionnaire was based heavily on the 2005 and 2014 questionnaires, to ensure data could be compared over time. Some questions were removed to reduce the questionnaire length (and thus respondent burden). A few new questions were added about the most valued feature of their homes, likelihood of recommending DND housing to another CAF member, and experiences with and preferences regarding CFHA communications. Upon approval from CFHA, the questionnaire changes were translated into French using Environics' professional translators.

Prior to finalizing the survey for field, Environics conducted a full pre-test with "live" respondents, in both English and French. This consisted of telephone interviews in the same manner as for the full survey, but with a small sample of respondents. The interviews were monitored by Environics' senior research consultant and representatives from CFHA. Given that most of the questions had previously been tested and used in the 2005 and 2014 surveys, only a small number of very minor wording changes were made to the questionnaire following the pre-test.

The Government of Canada's standardized demographic question on education was not used. Level of education had no bearing on meeting the research objectives. Since the target population (military members occupying DND housing) is not comparable to the general population, comparisons between the two are superfluous. However, we did add a question on household income.

Copies of the English and French language versions of the questionnaire are attached as an appendix.

Telephone interviewing

Interviewing was conducted by Elemental Data Collection of Ottawa, Ontario, between January 4 and February 10, 2017. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. Ten percent of each interviewer’s work was unobtrusively monitored for quality control in accordance with the standards set out by the Marketing Research and Intelligence Association (MRIA). A minimum of eight calls were made to a household before classifying it as a “no answer.” The average length of time required to complete an interview was 20 minutes.

All surveys were conducted in the respondent’s official language of choice. All research work was conducted in accordance with the professional standards established by the MRIA, as well as applicable federal legislation (Personal Information Protection and Electronic Documents Act, or PIPEDA). The survey was registered under the MRIA’s Research Registration System, which permits the public to verify a survey call, inform themselves about the industry and/or register a complaint.

Completion results

The effective response rate for the survey is 34 percent.² This is calculated as the number of responding participants (completed interviews plus those disqualified because of survey requirements and quotas being filled), divided by unresolved numbers (e.g., busy, no answer) plus non-responding households or individuals (e.g., refusals, language barrier, missed callbacks) plus responding participants $[R/(U+IS+R)]$. The disposition of all contacts is presented in the following table.

Completion results

	TOTAL
Total Numbers Attempted	6679
Out-of-scope - Invalid	437
Unresolved (U)	2513
<i>No answer/Answering machine</i>	2513
In-scope - Non-responding (IS)	736
<i>Language barrier</i>	4
<i>Incapable of completing (ill/deceased)</i>	9
<i>Callback (Respondent not available)</i>	723
Total Asked	2993
<i>Refusal</i>	826
<i>Termination</i>	27
In-scope - Responding units (R)	2140
<i>Quota full</i>	1
<i>NQ – Not CAF member</i>	105
<i>NQ – Does not live in DND housing</i>	34
<i>Completed interview</i>	2000
Response Rate	34.28
Incidence	93.46

² This response rate calculation is based on a formula developed by MRIA in consultation with the Government of Canada (Public Works and Government Services).

A discussion of the potential for non-response bias is not included in this report due to insufficient demographic data available for this population.

The following is a distribution of the completed interviews by base location:

Completions by location

Location	Command	Sample available (occupied properties)	Completed interviews (Weighted)	Completed interviews (Unweighted)
Bagotville	Air	286	82	75
Borden	Other	467	103	119
Cold Lake	Air	411	100	102
Comox	Air	224	48	76
Dundurn	Army	18	3	4
Edmonton	Army	398	118	103
Esquimalt	Navy	492	157	117
Gagetown	Army	795	157	156
Gander	Air	25	10	6
Goose Bay	Air	162	49	30
Greenwood	Air	468	117	116
Halifax	Navy	270	77	75
Kingston	Army	321	76	75
Montreal	Army	93	34	30
Moose Jaw	Air	129	29	50
North Bay	Air	137	27	50
Ottawa	Other	76	18	30
Petawawa	Army	1384	291	252
Shilo	Army	508	127	122
Suffield	Army	91	25	18
Trenton	Air	493	110	123
Valcartier	Army	560	126	137
Wainwright	Army	95	25	30
Winnipeg	Air	366	87	102
Yellowknife	Army	11	2	2
TOTAL		8280	2000	2000
Army		4274	984	929
Navy		762	234	192
Air		2701	661	730
Other (Comms/Training)		543	124	151

The following is a profile of the final, weighted sample by key characteristics:

Sample profile

	2005 (%)	2014 (%)	2017 (%)
CAF member in household is...			
Self	47	48	48
Spouse	46	46	46
Both	7	6	6
Number of years served in CAF			
0 to 10	46	60	53
11 to 20	34	25	33
21 or more	20	15	15
Marital status			
Married or common-law	87	83	82
Single, never married	6	12	13
Separated/divorced/widowed	7	5	6
Income			
< \$50K	-	-	7
\$50K-\$75K	-	-	45
\$76K-\$100K	-	-	28
>\$100K	-	-	17
Refused	-	-	3
Age			
<25 years	11	11	8
25-34	41	50	49
35-44	36	25	28
45 and over	11	12	15
Refused	1	1	1
Gender			
Male	46	48	49
Female	54	52	51
Language of interview			
English	88	89	87
French	12	11	13

Appendix B: Survey questionnaire (English and French)

**Canadian Forces Housing Agency
2017 Occupant Survey**

FINAL Questionnaire – REV.1

Introduction

Hello/Bonjour. My name is _____ and I am calling from Environics Research, a public opinion research company. Environics is an independent organization that has been commissioned by the Canadian Forces Housing Agency to conduct a survey with Canadian Armed Forces members and their spouses.

The purpose of this survey is to find out about members' experiences with Department of National Defence housing and to get feedback on services provided by the Canadian Forces Housing Agency.

Your answers will remain strictly confidential and anonymous to the full extent that is permissible by law and will only be reported in aggregate with all other responses we receive. This survey is registered with the national survey registration system and is authorized by the Social Sciences Research Review Board.

A. To confirm, are you or is your spouse a CAF member?

- | | | |
|----------------------|---|---------------------|
| 01 – Yes, respondent | } | CHECK QUOTAS |
| 02 – Yes, spouse | | |
| 03 – Yes, both | | |
| 04 – No, neither | | |
| | | THANK AND TERMINATE |

B. Is it correct that you currently live in DND housing?

- | | |
|----------|---------------------|
| 01 – Yes | |
| 02 – No | THANK AND TERMINATE |

C. And to confirm, are you 18 years of age or older?

- | | |
|----------|--|
| 01 – Yes | |
| 02 – No | ASK TO SPEAK TO PERSON IN HOUSEHOLD WHO IS 18 OR OLDER |

RESPOND TO QUESTIONS AS FOLLOWS:

SURVEY LENGTH: The survey will take about 20 minutes to complete

SURVEY SPONSOR: The survey is sponsored by the Canadian Forces Housing Agency within the Department of National Defence.

CONTACT: For further information about this study, you can contact Brigitte Smith from DND at 819-939-9464.

HOW THEY WERE SELECTED: We choose telephone numbers at random from a list provided by the Canadian Forces Housing Agency.

IF ASKED: Director General Military Personnel Research and Analysis authorizes the administration of this survey within DND/CAF in accordance with Defence Administrative Order and Directive 5062-1 (Social Science Research). The SSRRB Authorization number is 1612/16N.

IF ASKED: The national survey registration system was created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry, or register a complaint. The toll-free telephone number is 1-800-554-9996 and the registration number is xxxx.

IF ASKED: Under the Access to Information Act, Canadian citizens are entitled to obtain copies of reports and data held in federal government files - this includes information from this survey. However, prior to releasing the requested information, the Director of Access to Information and Privacy (DAIP) screens the data to ensure that individual identities are not disclosed. The results from this survey administration will only be released in combined form to ensure that the anonymity of all participants is protected. In other words, your individual responses will not be released, and you will not be identified in any way.

CONFIRM WHETHER RESPONDENT WOULD LIKE TO BE INTERVIEWED IN ENGLISH OR FRENCH

A. Experience with and Opinions of DND Housing

I'd like to start off with a few questions about your experience with DND housing...

1. How long have you lived in your current home?
DO NOT READ - CODE ONE ONLY

01 – Less than six months
02 – Six months to one year
03 – One to two years
04 – Two to three years
05 – Three to five years
06 – More than five years
99 – Don't know/No answer

2. Have you previously lived in DND housing at another location?

01 – Yes
02 – No SKIP TO Q.4
99 – DK/NA SKIP TO Q.4

3. How many different DND-provided Residential Housing Units, or RHUs, have you lived in during your (your spouse's) career?

_____ RHUs

99 – DK/NA

4. Have you always lived in DND housing during your (your spouse's) career, or have you also lived in the local community?

01 – Always lived in DND housing
02 – Also lived in local community
99 – DK/NA

REVISED WORDING

5. Why have you chosen to live in DND housing?

DO NOT READ – CODE TOP 3 MENTIONS

- 01 – Affordable/less expensive than private housing
- 02 – Always lived in DND housing
- 03 – Location - Convenient to military workplace/base
- 04 – Location - Convenient to other amenities (e.g. schools, shopping)
- 05 – Location – Convenient to transit
- 06 – Temporary - looking for private housing/short-term posting
- 07 – Safety/security
- 08 – Good support network/close military community
- 09 – Convenience of not having to look/find housing
- 10 – No other choice/limited alternatives
- 11 – Bigger/nicer house
- 12 – For family reasons
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

MOVED FROM Q48 AND REVISED

5a. When you were deciding where to live, did you consider buying a home in your area or renting in the community, outside of DND housing?

- 01 – Yes
- 02 – No
- 99 – DK/NA

6. Thinking now generally about what matters to you about where you live, how important are each of the following? Starting with [FIRST ITEM], is this very important, somewhat important, not very important or not at all important to you personally? How about...?

READ AND RANDOMIZE. REPEAT SCALE ONLY AS NECESSARY.

- a. The condition of your home, in terms of the state of things like kitchen, bathrooms and flooring
- b. The size of your home or the amount of living space available in your home
- c. The energy efficiency of your home [new]
- d. The safety and security of your home, in terms of things like military or local police presence and the absence of crime. [revised]
- e. The neighbourhood or community in which your home is located
- f. How easy it is to access amenities such as shopping, parks and schools
- g. How close your home is to the CAF base or wing
- h. The privacy of your home
- i. An affordable rent
- j. DELETED

- 01 – Very important
- 02 – Somewhat important
- 03 – Not very important
- 04 – Not at all important
- VOLUNTEERED
- 99 – Don't know/No answer

NEW

6k. Which room or feature of your home is most important to the way your family lives?

DO NOT READ – CODE TOP 3 MENTIONS

- 01 – Kitchen
- 02 – Living room
- 03 – Dining room
- 04 – Bedrooms
- 05 – Number of bathrooms
- 06 – Closet space
- 07 – Sufficient storage - basement or other
- 08 – Heat Recovery Ventilator (HRV)
- 09 – Air conditioning (AC)
- 10 – Yard/outdoor space
- 11 – Garage
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

7. Overall, how satisfied are you with your current home? Are you...?
READ

- 01 – Very satisfied
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied
- VOLUNTEERED
- 99 – Don't know/No answer SKIP TO Q.9

8. Why do you say that?
DO NOT READ – CODE ALL THAT APPLY; PROBE: Anything else?

a. Why very satisfied

- 01 – Convenient
- 20 - Close to work/military base
- 06 – Close to amenities/schools
- 02 – Affordable
- 03 – Safe/secure
- 04 – Good for kids
- 05 – Sense of community/support system
- 07 – CFHA deals with problems/repairs
- 15 - Well-maintained/clean/good condition
- 11 - Big house/good size/lots of space
- 16 - Like location/area/neighbourhood
- 18 - No problems/it's adequate/meets our needs
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

b. Why somewhat satisfied

- 01 – Convenient
- 02 – Affordable
- 39 – Problems with heating/insulation/cold
- 37 – Too old/needs upgrades/modernization
- 40 – Needs maintenance/repairs/upkeep (non-specific)
- 36 – Too small/want bigger house
- 41 – Would like extra/bigger/nicer/bathroom/kitchen
- 38 – Not satisfied with CFHA (repairs, customer service)

- 44 – No privacy/bad neighbours/noise/thin walls
- 35 – Too expensive/rent too high
- 18 - No problems/it's adequate/meets our needs
- 98 – Other (SPECIFY)_____
- 99 – DK/NA

c. Why not satisfied

- 01 – Poor condition/state of repair/run down
- 02 – Expensive
- 03 – Cold/drafty
- 04 – Poor quality renovations
- 05 – Too small
- 06 – Dislike layout
- 07 – Negative impact on health (e.g. allergies)
- 08 – Hard to get repairs done/poor service
- 43 - Maintenance/structural problems
- 37 - Too old/needs upgrades/modernization
- 44 - No privacy/bad neighbours/noise/thin walls
- 98 – Other (SPECIFY)_____
- 99 – DK/NA

9. We'd like to know how satisfied you are with specific elements of your current home. Please tell me if you are very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with each of the following. READ AND RANDOMIZE. REPEAT SCALE ONLY AS NECESSARY.

- a. The condition of your home, in terms of the state of things like kitchen, bathrooms and flooring [revised]
- b. The size or amount of space of your home
- c. The energy efficiency of your home [new]
- d. The safety and security of your home, in terms of things like military or local police presence and the absence of crime. [revised]
- e. The neighbourhood or community in which your home is located
- f. How easy it is to access amenities such as shopping, parks and schools
- g. How close your home is to the CAF base or wing
- h. The privacy of your home
- i. The amount of rent you pay for the housing provided
- j. DELETED

- 01 – Very satisfied
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied
- VOLUNTEERED
- 99 – Don't know/No answer

11. From what you know, do you think that the condition of your current home is better, worse or about the same as other DND housing across Canada?

- 01 – Better
- 02 – Worse
- 03 – About the same
- 99 – Don't know/No answer

14. Would you say that the quality of your current housing adds to, takes away from, or makes no difference to your overall satisfaction with life in the CAF?

- 01 – Adds to
- 02 – Takes away from
- 03 – Makes no difference
- 99 – Don't know/No answer

NEW

14a. How likely are you to recommend DND housing to another CAF member? Are you...?

READ

- 01 – Very likely
- 02 – Somewhat likely
- 03 – Not very likely
- 04 – Not at all likely
- VOLUNTEERED
- 99 – DK/NA

B. CFHA Services

The Canadian Forces Housing Agency, or CFHA, is the organization responsible for operating and maintaining DND housing...

15. Overall, how would you rate the customer service you have received from CFHA in the past year? Would you say it is...?

READ

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor
- VOLUNTEERED
- 99 – Don't know/No answer

17. What do you like the most about the service you have received from CFHA?

DO NOT READ – CODE ALL THAT APPLY

- 01 – Respond quickly/promptly
- 02 – Friendly/caring/empathetic
- 03 – Helpful/do their best to help
- 05 - Professional /knowledgeable staff
- 06 - Treat everyone fairly
- 07 - Deal with problems

- 16 - Provide good service
- 12 - Affordable (low rent, free maintenance/repairs)
- 97 – Nothing
- 98 – Other (SPECIFY _____)
- 99 – DK/NA

18. And what do you dislike the most about the service you have received from CFHA?

DO NOT READ – CODE ALL THAT APPLY

- 01 – Respond very slowly
- 02 – Poor quality of repairs/maintenance
- 03 – Don't follow-up /make sure job was done properly
- 04 – Want to speak to CAF member/not spouse
- 05 – Uncommunicative/don't tell you what is going on
- 06 – Unfriendly/uncaring/lack empathy
- 08 – Not treated fairly
- 09 – Inconsistent
- 10 – Need to remind them and follow-up all the time
- 20 – Unprofessional / not knowledgeable
- 97 – Nothing
- 98 – Other (SPECIFY _____)
- 99 – DK/NA

19. Please tell me if you consider CFHA to be excellent, good, acceptable, poor or very poor in each of the following areas.

READ AND RANDOMIZE

- a. Responding promptly to inquiries or requests [\[revised\]](#)
- b. Being friendly and courteous
- c. Being knowledgeable about housing issues
- d. Carrying out maintenance or repairs [\[new\]](#)
- e. Being caring and empathetic
- f. Making fair decisions

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor
- VOLUNTEERED**
- 99 – Don't know/No answer

27. Have you had any of the following done on your current home in the past 12 months?

READ IN ORDER SHOWN

a. minor repairs, such as replacing the seal of a leaky tap or a sink's plumbing and hardware

b. major renovations, such as new kitchen, bathrooms, siding, roofing or windows [revised]

01 – Yes

02 – No

99 – DK/NA

ASK Q.28 FOR ONLY ONE ITEM AT Q.27. IF 'YES' TO BOTH AT Q.27, CHOOSE ONE RANDOMLY. IF 'NO/DK' TO BOTH, SKIP TO Q.29.

28. Thinking about the [minor repairs/major renovation] that [has/have] been done most recently, were you very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied ...?

READ AND RANDOMIZE.

a. with the quality of the [repairs/renovation]

b. with how quickly the [repairs were/renovation was] done

c. that the contractor arrived to do the job when promised.

d. with how the contractor cleaned up after the repairs were complete

01 – Very satisfied

02 – Somewhat satisfied

03 – Not very satisfied

04 – Not at all satisfied

99 – DK/NA

29. Have you ever heard of the Emergency After Hours Service?

01 – Yes

02 – No SKIP TO Q.36

99 – DK/NA SKIP TO Q.36

30. Have you ever called for the Emergency After Hours Service?

01 – Yes

02 – No SKIP TO Q.36

99 – DK/NA SKIP TO Q.36

31. Were you very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied with the service you received from the Emergency After Hours Service call center staff?

01 – Very satisfied SKIP TO Q.33

02 – Somewhat satisfied

03 – Not very satisfied

04 – Not at all satisfied

99 – DK/NA SKIP TO Q.33

32. Why were you not more satisfied with the service you received from the Emergency After Hours Service call center staff?

DO NOT READ – CODE ALL THAT APPLY

- 01 – Not helpful/could not fix problem
- 02 – Slow response/difficult to get through
- 03 – Repairs were badly done/poor quality
- 04 – Not courteous/rude
- 05 – Service was okay/met expectations
- 11 - Problem not deemed emergency/urgent
- 16 - Not local/had to contact many different outside sources
- 12 - No help on weekend/after hours
- 98 – Other (SPECIFY _____)
- 99 – DK/NA

33. And did the call to the Emergency After Hours Service result in a contractor coming to your home to do repairs?

- 01 – Yes
- 02 – No SKIP TO Q.36
- 99 – DK/NA SKIP TO Q.36

34. Were you very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied with the service you received from the contractor who did the repairs?

- 01 – Very satisfied SKIP TO Q.36
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied
- 99 – DK/NA SKIP TO Q.36

35. Why were you not more satisfied with the service you received from the contractor?

DO NOT READ – CODE ALL THAT APPLY

- 01 – Not helpful/could not fix problem
- 02 – Took too long to fix problem/slow
- 03 – Repairs were badly done/poor quality
- 04 – Not courteous/rude
- 05 – Service was okay/met expectations
- 10 - Left a mess/did not clean up
- 98 – Other (SPECIFY _____)
- 99 – DK/NA

36. Are you familiar with how to report concerns or complaints that you might have about CFHA service?

- 01 – Yes, definitely
- 02 – Yes, think so
- 03 – No SKIP TO Q.40
- 99 – DK/NA SKIP TO Q.40

NEW

41c. [IF CODE 01 AT 41a OR 41b] Did you receive this information...?
READ – RANDOMIZE CODES 01-02

- 01 – Only by email
- 02 – Only in a printed brochure, letter or newsletter sent to your home
- 03 – or, both
- VOLUNTEERED**
- 99 – DK/NA

42. Have you ever visited the CFHA website?
IF ASKED: The website address is www.cfha-alfc.forces.gc.ca

- 01 – Yes
- 02 – No SKIP TO Q.44
- 99 – DK/NA SKIP TO Q.44

43. For what reasons have you visited the CFHA website?
DO NOT READ – CODE ALL THAT APPLY; PROBE: Anything else?

- 01 – To find out about housing when moving to new base
- 02 – To find out about CFHA policies/rules
- 03 – For contact information
- 09 - General information
- 08 – Curiosity/to familiarize myself
- 11 – For floor plans or photos
- 98 – Other (SPECIFY)_____
- 99 – DK/NA

44. Overall, how well do you think the CFHA communicates information related to housing to CAF members and their families? Are CFHA communications...?

READ

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor
- VOLUNTEERED**
- 99 – Don't know/No answer SKIP TO Q.46

45. Why do you say [ANSWER TO Q. 44]?
DO NOT READ – CODE ALL THAT APPLY; PROBE: Anything else?

a. Why excellent/good

- 01 – Have received information from them
- 02 – Inform us when policies/rents/things are changing
- 03 – Have received fact sheets/brochures explaining housing matters
- 04 – Better than they used to be/have improved
- 05 - Satisfied with information received/no problems/acceptable
- 98 – Other (SPECIFY)_____
- 99 – DK/NA

b. Why acceptable

- 20 – No strong opinion either way
- 21 – Communication is OK/as good as can be expected
- 04 – Better than they used to be/have improved
- 22 – Could be better/room for improvement
- 23 – Not enough information/could be more
- 24 - Information is unclear/could be better explained/more accurate
- 25 – Get information after the fact/too late
- 27 - Only contact you regarding rent increases
- 28 - Only send information to spouse/CAF member
- 29 - Good service/communication
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

c. Why poor/very poor

- 35 – Uncommunicative/don't tell you what is going on
- 36 – Hard to find/get information
- 27 – Have not received information recently/for a while
- 28 – Only send information to spouse/CAF member
- 23 – Not enough information/could be more
- 24 - Information is unclear/could be better explained/more accurate
- 27 - Only contact you regarding rent increases
- 38 - Poor customer service (not friendly, don't respond)
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

46. What specific types of information about DND housing do you want to receive from the CFHA?

DO NOT READ – CODE ALL THAT APPLY

- 01 – How rent is determined
- 02 – How housing is allocated
- 03 – Emergency after hours service
- 04 – How to make a complaint/complaint resolution process
- 05 – What is CFHA/what is it responsible for
- 06 – How to request repairs/maintenance
- 26 - Information about urgent issues (e.g. watermain breaks)
- 09 - General information/updates
- 11 - Policies/rules/regulations (non-specific)
- 25 - Increases/changes in rent
- 12 - When requested repairs will be done
- 15 - Future plans for RHUs/development
- 97 – None
- 98 – Other (SPECIFY _____)
- 99 – DK/NA

NEW

47a. If you could choose any of the following ways to receive critical information from the CFHA about emergency or urgent issues, which one would you prefer most?

READ AND RANDOMIZE

- 06 – By text notification
- 02 – By e-mail
- 03 – By visiting their web site
- 04 – By social media, such as Facebook or Twitter
- 08 - An app managed by DND or CAF

VOLUNTEERED

- 98 – Other (SPECIFY _____)
- 99 – DK/NA

47b. If you could choose any of the following ways to receive general information from the CFHA about housing issues and policies, which one would you prefer most?

READ AND RANDOMIZE

- 01 – By mail
- 02 – By e-mail
- 03 – By visiting their web site
- 04 – By social media, such as Facebook or Twitter

VOLUNTEERED

- 06 – Town Hall
- 98 – Other (SPECIFY _____)
- 99 – DK/NA

D. Family Composition and Quality of Life

Changing topics slightly...

IF QA=02 OR 03, INSERT CODE 2 (MARRIED) FOR Q51 AND SKIP TO Q51a

MOVED FROM QB

51. Are you ...?

READ IN ORDER SHOWN. IF ASKED: We ask this so we can make sure we ask the correct series of questions.

- 01 – single, never married
- 02 – married, common-law or living together as a couple
- 03 – widowed
- 04 – separated
- 05 – divorced
- VOLUNTEERED
- 99 – NA/REFUSE

51a. Including yourself, how many people currently live in your home?

_____ people
99 – DK/NA

IF Q51a=1 person, INSERT CODE 2 FOR ALL AT Q51b/c AND SKIP TO Q53

IF Q51a=2 people AND Q51=2 (MARRIED), INSERT CODE 1 FOR Q51bi AND CODE 2 FOR ALL OTHERS AT Q51b/c AND SKIP TO Q52a

IF Q51a=2 peoples AND Q51≠2 (MARRIED) OR Q51a=3 people or more, ASK Q.51b/c

51b. Do any of the following live in your home?

READ IN ORDER SHOWN

- i. Family members 18 or older
- ii. Other military members
- iii. Civilian roommates

- 01 – Yes
- 02 – No
- 99 – DK/NA

REVISED

51c. And do you have any children under 12 who live with you either all the time or part of the time? What about any children aged 13 to 17?

- i. Children under 12
- ii. Children aged 13 to 17

01 – All the time
02 – Part of the time
03 – Neither
VOLUNTEERED
99 – DK/NA

ASK Q52a/b/c ONLY IF Q51bi=01 OR Q51ci or cii=01-02. OTHERWISE, SKIP TO Q53.

52a. To what extent was your decision to live in DND housing related to your family well-being? Was it the main reason, an important reason but not the main one, or not too important?

01 – Main reason
02 – Important reason but not the main one
03 – Not too important
VOLUNTEERED
99 – DK/NA

52b. DELETED

52c. Thinking about the impact on your family's overall quality of life, is the distance between home and each of the following places reasonable or not reasonable to you?

READ AND RANDOMIZE

- i. Your work location
- ii. **(IF Q51=2 MARRIED)** Your spouse's work location
- iii. **(IF Q51ci or cii=01-02)** Your child's school or daycare
- iv. Shopping, such as grocery stores and malls
- v. Recreation, such as restaurants, theatres and arenas

01 – Reasonable
02 – Not reasonable
VOLUNTEERED
99 – DK/NA

ASK Q52d ONLY IF MARRIED (Q51=2):

NEW

52d. Just to confirm, is your family currently living in the same location, or is the family temporarily divided between different bases or wings?

01 – Same location
02 – Temporarily divided
99 – REFUSED

ASK ALL

53. Finally, do you have any further suggestions for how CFHA could improve its customer service to CAF members living in DND housing?

RECORD VERBATIM - DO NOT CODE

99 – DK/NA

E. Respondent Profile

To finish up, I would like to ask you just a few questions about you and your household for statistical purposes only. Please be assured that your answers will remain completely confidential.

54. For how many years (**IF QA=01 OR 03**: have you **/IF QA=02**: has your spouse) served in the CAF?

_____ years

99 - DK/NA

ASK Q.55 AND Q.56 IF RESPONDENT IS CAF MEMBER (Q.A CODE 1 OR 3)

55. What is your current rank group?

READ – CODE ONE ONLY

01 – Senior Officer

02 – Junior Officer

03 – Junior non-commissioned member

04 – Subordinate Officer

05 – Warrant Officer, Petty Officer or Senior Non-Commissioned Officer

VOLUNTEERED

98 – Other (SPECIFY _____)

56. Which environmental uniform do you wear?

DO NOT READ EXCEPT TO CLARIFY - CODE ONE ONLY

01 – Sea (Navy)

02 – Land (Army)

03 – Air (Airforce)

99 – DK/NA

ASK Q.57 AND Q.58 IF RESPONDENT IS SPOUSE OF CAF MEMBER (Q.A CODE 2 OR 3)

57. What is your spouse's current rank group?

READ – CODE ONE ONLY

01 – Senior Officer

02 – Junior Officer

03 – Junior non-commissioned member

04 – Subordinate Officer

05 – Warrant Officer, Petty Officer or Senior Non-Commissioned Officer

VOLUNTEERED

98 – Other (SPECIFY _____)

58. Which environmental command does your spouse serve for?
DO NOT READ EXCEPT TO CLARIFY - CODE ONE ONLY

01 – Sea (Navy)
02 – Land (Army)
03 – Air (Airforce)
99 – DK/NA

ASK Q59 IF:

**RESPONDENT HAS SPOUSE WHO IS NOT A CAF MEMBER (QA=01 AND Q51=02)
RESPONDENT IS SPOUSE WHO IS NOT A CAF MEMBER (QA=02)**

59. Which of the following best describes [IF QA=02: your own / IF QA=01 AND Q51=02: your spouse's] present employment status?

READ – PROBE FULL OR PART-TIME HOURS

01 - Working full-time, that is, 35 or more hours per week?
02 - Working part-time, that is, less than 35 hours per week?
03 - Self-employed?
04 - Unemployed, but looking for work?
05 - A student attending school full-time?
06 - Retired?
07 - Not in the workforce? [FULL-TIME HOMEMAKER, UNEMPLOYED, NOT LOOKING FOR WORK]
VOLUNTEERED
98 - Other [DO NOT SPECIFY]
99 – DK/NA

ASK Q.60 IF Q59=01-02

NEW

60. [IF QA=02: Are you / IF QA=01 AND Q51=02: Is your spouse] employed by any of the following?
READ IN ORDER SHOWN – CODE ONE ONLY

01 – DND, as an employee
02 – DND, as a contractor
03 – Any other Government of Canada department
04 – None of the above
VOLUNTEERED
99 - DK/NA

ASK ALL

61. Do you currently live in...?

READ

01 – A single-family dwelling
02 – A semi-detached home
03 – An apartment
04 – A row house
05 – or, another type of home
VOLUNTEERED
99 - DK/NA

62. In what year were you born?

_____ Year
99 - DK/NA

NEW

63. Finally, which of the following categories best describes your total household income?

READ

- 01 – Less than \$50,000
- 02 - \$50,000 to \$75,000
- 03 - \$75,000 to \$100,000
- 04 – More than \$100,000
- VOLUNTEERED
- 99 - REFUSED

This completes the survey. In case my supervisor would like to verify that I conducted this interview, may I have your first name?

First Name: _____

Thank you very much for your time and assistance. This survey was conducted on behalf of the Canadian Forces Housing Agency, and is registered under the Federal Access to Information Act.

IF RESPONDENT ASKS FOR INFORMATION ABOUT THIS SURVEY: You can get more information about this survey by contacting Brigitte Smith from DND at 819-939-9464.

RECORD

64. Gender

- 01 - Male
- 02 – Female

65. Language of interview

- 01 – English
- 02 - French

66. Name of Base (from lists)

Agence de logement des Forces canadiennes (ALFC)

Sondage à l'intention des occupants - 2017

Questionnaire FINAL – REV.1

Introduction

Hello/Bonjour. Je me nomme _____ et je vous appelle au nom d'Environics Research Group, une société de recherche sur l'opinion publique. Environics est une entreprise privée mandatée par l'Agence de logement des Forces canadiennes pour réaliser un sondage auprès des membres des Forces armées canadiennes et de leurs conjoints et conjointes.

Le but de ce sondage est d'en apprendre davantage au sujet des expériences des membres en ce qui a trait aux logements du ministère de la Défense nationale, ainsi que de recueillir des commentaires au sujet des services offerts par l'Agence de logement des Forces canadiennes.

Vos réponses demeureront entièrement confidentielles et anonymes dans la mesure permise par la loi, et ne seront rapportées qu'une fois regroupées avec les autres réponses reçues. Ce sondage est inscrit dans le système national d'inscription des sondages et est autorisé par le Comité d'examen de la recherche en sciences sociales.

A. À titre de confirmation, est-ce que votre conjoint(e) ou vous-même êtes membre des FAC?

01 – Oui, répondant(e)

02 – Oui, conjoint(e)

03 – Oui, les deux

04 – Non, ni l'un ni l'autre

}

VÉRIFIER LES QUOTAS

REMERCIER ET TERMINER

B. Est-il exact de dire que vous vivez présentement dans un logement du MDN?

01 – Oui

02 – Non

REMERCIER ET TERMINER

C. À titre de confirmation, êtes-vous âgé(e) de 18 ans ou plus?

01 – Oui

02 – Non

DEMANDER À PARLER À LA PERSONNE DU MÉNAGE QUI EST ÂGÉE DE 18 ANS
OU PLUS

RÉPONDRE AUX QUESTIONS DE LA FAÇON SUIVANTE :

DURÉE DU SONDRAGE : Il vous faudra environ 20 minutes pour répondre au sondage.

COMMANDITAIRE DU SONDRAGE : Le sondage est commandité par l'Agence de logement des Forces canadiennes du ministère de la Défense nationale.

PERSONNE-RESSOURCE : Pour plus de renseignements au sujet de cette étude, vous pouvez communiquer avec Brigitte Smith au ministère de la Défense nationale, au 819 939-9464.

DE QUELLE FAÇON ONT-ILS ÉTÉ CHOISIS : Nous choisissons des numéros de téléphone au hasard à partir d'une liste fournie par l'Agence de logement des Forces canadiennes.

SI ON LE DEMANDE : Le Directeur général - Recherche et analyse autorise la conduite de ce sondage auprès du ministère de la Défense nationale/des Forces armées canadiennes, conformément à la DOAD 5062-0 (Recherche en sciences sociales). Le numéro d'autorisation du CERSS est le 1612/16N.

SI ON LE DEMANDE : Le système national d'inscription des sondages a été mis sur pied par l'industrie canadienne de recherche par sondages, afin de permettre au public de vérifier la légitimité d'un sondage, d'obtenir plus de renseignements au sujet de l'industrie des sondages ou de déposer une plainte. Le numéro de téléphone sans frais du système d'inscription est le 1 800 554-9996, et le numéro d'inscription est le xxxx.

SI ON LE DEMANDE : En vertu de la Loi sur l'accès à l'information, tout citoyen canadien est autorisé à recevoir des copies des rapports et des données de recherche (y compris les renseignements tirés du présent sondage) conservés dans les dossiers du gouvernement fédéral. Avant de communiquer l'information demandée, le Directeur - Accès à l'information et protection des renseignements personnels (DAIPRP) filtre les données pour s'assurer que l'identité des personnes n'est pas dévoilée. Les résultats de ce sondage seront regroupés afin de garantir la protection de l'anonymat de tous les participants. En d'autres mots, vos réponses personnelles ne seront pas divulguées, et votre identité ne sera révélée d'aucune façon.

VEUILLEZ CONFIRMER SI LE RÉPONDANT/LA RÉPONDANTE PRÉFÈRE QUE L'ENTREVUE SE DÉROULE EN ANGLAIS OU EN FRANÇAIS

A. Expériences et opinions au sujet des logements du MDN

J'aimerais commencer en vous posant quelques questions au sujet de vos expériences des logements du MDN...

1. Depuis combien de temps vivez-vous dans votre résidence actuelle?
NE PAS LIRE - INSCRIRE UNE SEULE RÉPONSE

01 – Moins de six mois
02 – Six mois à un an
03 – Un à deux ans
04 – Deux à trois ans
05 – Trois à cinq ans
06 – Plus de cinq ans
99 – Ne sait pas/pas de réponse

2. Avez-vous déjà habité dans un autre logement du MDN situé ailleurs?

01 – Oui
02 – Non PASSER À Q.4
99 – NSP/PR PASSER À Q.4

3. Dans combien d'unités de logement résidentiel, ou ULR, fournies par le MDN avez-vous habité au cours de votre carrière/de la carrière de votre conjoint(e)?

_____ ULR

99 – NSP/PR

4. Avez-vous toujours habité dans un logement du MDN au cours de votre carrière/de la carrière de votre conjoint(e), ou avez-vous aussi habité dans une résidence sur le marché privé?
-

- 01 – Toujours habité dans un logement du MDN
- 02 – Aussi habité dans une résidence sur le marché privé
- 99 – NSP/PR

REVISED WORDING

5. Pourquoi avez-vous choisi d'habiter dans un logement du MDN?

NE PAS LIRE – INSCRIRE LES 3 PRINCIPALES MENTIONS

- 01 – Abordable/moins cher qu'un logement privé
- 02 – Toujours vécu dans un logement du MDN
- 03 – Emplacement - pratique pour se rendre sur le lieu de travail/à la base militaire
- 04 – Emplacement - pratique pour se rendre à d'autres endroits (p. ex. école, magasinage)
- 05 – Emplacement - pratique pour se déplacer en transport en commun
- 06 – Temporaire – à la recherche d'un logement privé/affectation à court terme
- 07 – Sécurité
- 08 – Bon réseau de soutien/communauté militaire étroitement liée
- 09 – Pratique de ne pas avoir à chercher/trouver un logement
- 10 – Pas d'autre choix/options limitées
- 11 – Maison plus grande/plus jolie
- 12 – Raisons familiales
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

MOVED FROM Q48 AND REVISED

- 5a. Lorsque vous songiez à l'endroit où habiter, avez-vous envisagé d'acheter une maison dans votre région ou d'en louer une dans la communauté, qui ne soit pas fournie par le MDN?

- 01 – Oui
- 02 – Non
- 99 – NSP/PR

6. Pensez dans l'ensemble à ce qui vous importe en ce qui concerne l'endroit où vous vivez; dans quelle mesure chacune des choses suivantes est-elle importante pour vous? Commençons par [PREMIÈRE CHOSE] : est-ce très important, assez important, pas très important ou pas du tout important pour vous, personnellement? Qu'en est-il de...?

LIRE EN ROTATION. RÉPÉTER L'ÉCHELLE SI NÉCESSAIRE SEULEMENT.

- a. La condition du logis, en ce qui a trait à la condition de choses telles que la cuisine, les salles de bains et les planchers [revised]
- b. La taille ou la quantité d'espace dans votre résidence
- c. L'efficacité énergétique de votre logis [new]
- d. La sécurité de votre logis, en ce qui a trait à des choses telles qu'une présence militaire ou policière et l'absence de crime [revised]
- e. Le voisinage ou la collectivité où le logis est situé
- f. La mesure dans laquelle il est facile d'avoir accès à des commodités telles que des magasins, des parcs et des écoles
- g. La proximité de votre logis de la base ou de l'escadre des FAC

h. La nature privée de votre foyer

i. Un loyer abordable

j. DELETED

01 – Très important

02 – Assez important

03 – Pas très important

04 – Pas du tout important

NON SUGGÉRÉ

99 – Ne sait pas/pas de réponse

NEW

6k. Quelle pièce ou caractéristique de votre logis est la plus importante en ce qui a trait au mode de vie de votre famille?

NE PAS LIRE – INSCRIRE LES 3 PRINCIPALES MENTIONS

01 – Cuisine

02 – Salon

03 – Salle à manger

04 – Chambres à coucher

05 – Nombre de salles de bains

06 – Garde-robes

07 – Espace de rangement suffisant – sous-sol ou autre

08 – Ventilateur-récupérateur de chaleur

09 – Climatisation

10 – Cour/espace extérieur

11 – Garage

98 – Autre (PRÉCISER) _____

99 – NSP/PR

7. Dans l'ensemble, dans quelle mesure êtes-vous satisfait(e) de votre logis actuel? Êtes-vous...?

LIRE

01 – Très satisfait(e)

02 – Assez satisfait(e)

03 – Pas très satisfait(e)

04 – Pas du tout satisfait(e)

NON SUGGÉRÉ

99 – Ne sait pas/pas de réponse

PASSER À Q.9

8. Pourquoi dites-vous cela?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT; EXPLORER : Est-ce qu'il y a autre chose?

a. Pourquoi très satisfait(e)

01 – Pratique

20 – Près du travail/de la base militaire

06 – Près des commodités/des écoles

02 – Abordable

03 – Sécuritaire

04 – Bon pour les enfants

05 – Sentiment communautaire/système de soutien

07 – L'ALFC s'occupe des problèmes/réparations

- 15 – Logis bien entretenu/propre/en bonne condition
- 11 – Grande maison/bonne taille/beaucoup d'espace
- 16 – Aime l'emplacement/la région/le voisinage
- 18 – Aucun problème/logis adéquat/répond à nos besoins
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

b. Pourquoi assez satisfait(e)

- 01 – Pratique
- 02 – Abordable
- 39 – Problèmes de chauffage/d'isolation/logis froid
- 37 – Logis trop vieux, qui doit être rénové/modernisé
- 40 – Entretien/réparations nécessaires (sans précisions)
- 36 – Logis trop petit/voudrait un logement plus grand
- 41 – Voudrait une salle de bain ou une cuisine supplémentaires/plus grandes/plus jolies
- 38 – Insatisfaction à l'égard de l'ALFC (réparations, service à la clientèle)
- 44 – Aucune intimité/mauvais voisins/murs minces
- 35 – Logis trop cher/loyer trop élevé
- 18 – Aucun problème/logis adéquat/répond à nos besoins
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

c. Pourquoi insatisfait(e)

- 01 – Mauvais état du logis/usure
- 02 – Cher
- 03 – Froid/plein de courants d'air
- 04 – Mauvaise qualité des rénovations
- 05 – Trop petit
- 06 – N'aime pas la disposition
- 07 – Incidence négative sur la santé (p. ex. allergies)
- 08 – Difficile de faire faire les réparations/mauvais service
- 43 – Problèmes d'entretien/de structure
- 37 – Logis trop vieux, qui doit être rénové/modernisé
- 44 – Aucune intimité/mauvais voisins/murs minces
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

9. Nous aimerions savoir dans quelle mesure vous êtes satisfait(e) de votre logis actuel. Veuillez me dire si vous êtes très satisfait(e), assez satisfait(e), pas très satisfait(e) ou pas du tout satisfait(e) de chacun des éléments suivants.

LIRE EN ROTATION. RÉPÉTER L'ÉCHELLE SI NÉCESSAIRE SEULEMENT.

a. La condition du logis, en ce qui a trait à la condition de choses telles que la cuisine, les salles de bains et les planchers [revised]

b. La taille ou la quantité d'espace dans votre résidence

c. L'efficacité énergétique de votre logis [new]

d. La sécurité de votre logis, en ce qui a trait à des choses telles qu'une présence militaire ou policière et l'absence de crime [revised]

e. Le voisinage ou la collectivité où le logis est situé

f. La mesure dans laquelle il est facile d'avoir accès à des commodités telles que des magasins, des parcs et des écoles

g. La proximité de votre logis de la base ou de l'escadre des FAC

h. La nature privée de votre foyer

i. Le montant du loyer payé pour le logis fourni

j. DELETED

01 – Très satisfait(e)

02 – Assez satisfait(e)

03 – Pas très satisfait(e)

04 – Pas du tout satisfait(e)

NON SUGGÉRÉ

99 – Ne sait pas/pas de réponse

10. DELETED

11. D'après ce que vous savez, pensez-vous que la condition de votre logis actuel est meilleure, pire ou semblable à d'autres logements du MDN à la grandeur du Canada?

01 – Meilleure

02 – Pire

03 – Semblable

99 – Ne sait pas/pas de réponse

12-13. DELETED

14. Diriez-vous que la qualité de votre logis actuel accroît, réduit ou ne change en rien votre niveau de satisfaction générale à l'égard de votre vie dans les FAC?

01 – Accroît

02 – Réduit

03 – Ne change en rien

99 – Ne sait pas/pas de réponse

NEW

14a. Dans quelle mesure est-il probable que vous recommandiez les logements du MDN à d'autres membres des FAC?

LIRE

01 – Très probable

02 – Assez probable

03 – Pas très probable

04 – Pas du tout probable

NON SUGGÉRÉ

99 — NSP/PR

B. Services de l'ALFC

L'Agence de logement des Forces canadiennes, ou ALFC, est l'agence responsable de la gestion et de l'entretien des logements du MDN...

15. Dans l'ensemble, comment évalueriez-vous le service à la clientèle que vous avez reçu de la part de l'ALFC depuis un an? Diriez-vous qu'il a été...?

LIRE

01 – Excellent

02 – Bon

03 – Passable

04 – Mauvais

05 – Très mauvais

NON SUGGÉRÉ

99 – Ne sait pas/pas de réponse

16. DELETED

17. Qu'est qui vous a plu davantage dans les services que vous avez reçus de l'ALFC?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT.

01 – Répondent rapidement

02 – Amicaux/attentionnés/empathiques

03 – Utiles/font de leur mieux pour aider

05 – Professionnels/compétents

06 – Traitent tout le monde de la même façon

07 – S'occupent des problèmes

16 – Offrent un bon service

12 – Le prix est abordable (loyer modeste, entretien et réparations gratuits)

97 – Rien

98 – Autre (PRÉCISER) _____

99 – NSP/PR

18. Et qu'est-ce qui vous a déplu davantage dans les services que vous avez reçus de l'ALFC?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT.

01 – Répondent très lentement

02 – Qualité des réparations/de l'entretien est très mauvaise

03 – Ne font pas de suivi pour l'entretien/ne s'assurent pas que le travail est fait correctement

04 – Veulent parler à un membre des FAC/pas à son/sa conjoint(e)

05 – Manque de communication/ne vous disent pas ce qui se passe

06 – Ne sont pas amicaux ou attentionnés/manquent d'empathie

08 – Traitent les gens injustement

09 – Pas constants

10 – Doit le leur rappeler et faire un suivi en tout temps

20 – Pas professionnels/incompétents

97 – Rien

98 – Autre (PRÉCISER) _____

99 – NSP/PR

19. Veuillez me dire si vous jugez que le personnel de l'ALFC est excellent, bon, passable, mauvais ou très mauvais pour chacun des critères suivants.

LIRE EN ROTATION

a. Répondre rapidement aux requêtes et aux demandes [revised]

- b. Être amical et courtois
- c. Être bien informé au sujet des questions relatives au logement
- d. Effectuer l'entretien ou les réparations [new]
- e. Se soucier de vous et faire preuve d'empathie
- f. Prendre des décisions justes

01 – Excellent

02 – Bon

03 – Passable

04 – Mauvais

05 – Très mauvais

NON SUGGÉRÉ

99 – Ne sait pas/pas de réponse

20-26 DELETED

27. Avez-vous fait effectuer l'un ou l'autre des types de travaux suivants à votre logis actuel au cours des 12 derniers mois?

LIRE DANS L'ORDRE INDIQUÉ

a. Des réparations mineures telles que le remplacement du joint d'étanchéité d'un robinet qui fuit, ou de la tuyauterie et de la quincaillerie d'un évier

b. Des rénovations majeures telles que l'installation d'une nouvelle cuisine, d'une nouvelle salle de bains, d'un nouveau parement, d'une nouvelle couverture ou de nouvelles fenêtres [revised]

01 – Oui

02 – Non

99 – NSP/PR

POSER Q.28 SEULEMENT POUR UN DES CHOIX À Q.27. SI « OUI » AUX DEUX CHOIX À Q.27, EN CHOISIR UN AU HASARD. SI « NON/NSP » AUX DEUX, PASSER À Q.29.

28. Pensez aux [réparations mineures/rénovations majeures] qui ont été effectuées le plus récemment; avez-vous été très satisfait(e), assez satisfait(e), pas très satisfait(e), ou pas du tout satisfait(e) de...?

LIRE EN ROTATION.

a. la qualité des [réparations/rénovations]

b. la rapidité à laquelle les [réparations/rénovations] ont été effectuées

c. l'arrivée de l'entrepreneur sur les lieux au moment promis

d. la façon dont l'entrepreneur a nettoyé une fois les réparations terminées

01 – Très satisfait(e)

02 – Assez satisfait(e)

03 – Pas très satisfait(e)

04 – Pas du tout satisfait(e)

99 – NSP/PR

29. Avez-vous déjà entendu parler du service d'urgence après les heures de bureau?

- 01 – Oui
- 02 – Non PASSER À Q.36
- 99 – NSP/PR PASSER À Q.36

30. Avez-vous déjà appelé le service d'urgence après les heures normales?

- 01 – Oui
- 02 – Non PASSER À Q.36
- 99 – NSP/PR PASSER À Q.36

31. Avez-vous été très satisfait(e), assez satisfait(e), pas très satisfait(e) ou pas du tout satisfait(e) du service que vous avez reçu de la part du personnel du centre d'appels?

- 01 – Très satisfait(e) PASSER À Q.33
- 02 – Assez satisfait(e)
- 03 – Pas très satisfait(e)
- 04 – Pas du tout satisfait(e)
- 99 – NSP/PR PASSER À Q.33

32. Pourquoi n'avez-vous pas été davantage satisfait(e) du service que vous avez reçu du personnel du centre d'appels? NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT.

- 01 – Pas utile/n'a pas été en mesure de résoudre le problème
- 02 – Réponse lente/difficulté à obtenir la communication
- 03 – Les réparations ont été mal faites/sont de mauvaise qualité
- 04 – Pas courtois/impoli
- 05 – Le service a été passable/a répondu aux attentes
- 11 – Le problème n'a pas été jugé urgent
- 16 – Aucun service local/nécessité de communiquer avec plusieurs sources extérieures différentes
- 12 – Aucune aide la fin de semaine/après les heures normales
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

33. Et est-ce que l'appel au service d'urgence après les heures normales a mené à la visite d'un entrepreneur pour effectuer les réparations?

- 01 – Oui
- 02 – Non PASSER À Q.36
- 99 – NSP/PR PASSER À Q.36

34. Avez-vous été très satisfait(e), assez satisfait(e), pas très satisfait(e) ou pas du tout satisfait(e) du service que vous avez reçu de l'entrepreneur qui est venu effectuer les réparations?

- 01 – Très satisfait(e) PASSER À Q.36
- 02 – Assez satisfait(e)
- 03 – Pas très satisfait(e)
- 04 – Pas du tout satisfait(e)
- 99 – NSP/PR PASSER À Q.36

35. Pourquoi n'avez-vous pas été davantage satisfait(e) du service que vous avez reçu de l'entrepreneur?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT

- 01 – Pas utile/n'a pas été en mesure de résoudre le problème
- 02 – A mis trop de temps à réparer le problème/lent
- 03 – Les réparations ont été mal faites/sont de mauvaise qualité
- 04 – Pas courtois/impoli
- 05 – Le service a été passable/a répondu aux attentes
- 10 – L'entrepreneur a laissé un dégât/n'a pas nettoyé
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

36. Connaissez-vous la façon d'acheminer les préoccupations ou les plaintes que vous pouvez avoir au sujet du service de l'ALFC?

- 01 – Oui, certainement
- 02 – Oui, je pense bien
- 03 – Non PASSER À Q.40
- 99 – NSP/PR PASSER À Q.40

37. Avez-vous eu déjà recours à la procédure de résolution des plaintes?

- 01 – Oui
- 02 – Non PASSER À Q.40
- 99 – NSP/PR PASSER À Q.40

38. Dans l'ensemble, dans quelle mesure avez-vous été satisfait(e) de la façon dont votre plainte a été traitée?

- 01 – Très satisfait(e) PASSER À Q.40
- 02 – Assez satisfait(e)
- 03 – Pas très satisfait(e)
- 04 – Pas du tout satisfait(e)
- 99 – NSP/PR PASSER À Q.40

39. Pourquoi n'avez-vous pas été davantage satisfait(e) de la façon dont votre plainte a été traitée?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT

- 01 – Impoli/pas courtois
- 02 – Processus trop complexe
- 03 – Lent/a pris trop de temps pour obtenir une réponse
- 04 – Ne pouvait pas aider/n'a pas réglé le problème
- 98 – Autre (PRÉCISER _____)
- 99 – NSP/PR

C. Communications de l'ALFC

40. En règle générale, dans quelle mesure le guide de l'occupant de l'ALFC, qui fournit aux occupants de logements du MDN des renseignements sur la gamme de services de soutien qui leur sont offerts et résume les principaux droits et responsabilités découlant de la résidence dans un logement du MDN, vous est-il familier?

LIRE

01 – Très familier

02 – Assez familier

03 – Pas très familier

04 – Pas du tout familier

NON SUGGÉRÉ

99 – Ne sait pas/pas de réponse

NEW

41. Au cours de la dernière année, avez-vous reçu l'un de ces envois de la part de l'ALFC?

LIRE EN ROTATION

a. Une annonce ou un avis, comme un avis d'ébullition d'eau ou de bris d'une conduite principale d'alimentation en eau

b. Un bulletin d'information comprenant des conseils et d'autres renseignements généraux

01 – Oui

02 – Non

99 – NSP/PR

NEW

- 41c. [SI CODE 01 À 41a OU 41b] Avez-vous reçu cette information...?

LIRE – RÉPARTIR ALÉATOIREMENT LES CODES 01 ET 02

01 – Uniquement par courriel

02 – Uniquement par l'entremise d'un dépliant, d'une lettre ou d'un bulletin d'information imprimé envoyés à votre résidence

03 – De ces deux façons

NON SUGGÉRÉ

99 – NSP/PR

42. Avez-vous déjà visité le site Web de l'ALFC?

SI ON LE DEMANDE : L'adresse du site Web est www.cfha-ALFC.forces.gc.ca

01 – Oui

02 – Non PASSER À Q.44

99 – NSP/PR PASSER À Q.44

43. Pour quelles raisons avez-vous visité le site Web de l'ALFC?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT; EXPLORER : Est-ce qu'il y a autre chose?

01 – Pour obtenir des renseignements sur le logement lors d'un déménagement dans une autre base

02 – Pour obtenir des renseignements au sujet des politiques/règlements de l'ALFC

03 – Pour trouver les coordonnées d'une personne-ressource

09 – Pour obtenir des renseignements généraux

- 08 – Par curiosité/pour me familiariser avec le sujet
- 11 – Pour obtenir des plans d'étage ou des photos
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

44. Dans l'ensemble, dans quelle mesure l'ALFC parvient-elle à communiquer de l'information au sujet des logements aux membres des FAC et à leur famille? Les communications de l'ALFC sont-elles...?

LIRE

- 01 – Excellentes
- 02 – Bonnes
- 03 – Passables
- 04 – Mauvaises
- 05 – Très mauvaises

NON SUGÉRÉ

- 99 – Ne sait pas/pas de réponse PASSER À Q.46

45. Pourquoi dites-vous [RÉPONSE À Q. 44]?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT; EXPLORER : Est-ce qu'il y a autre chose?

a. Pourquoi excellentes/bonnes

- 01 – A reçu de l'information de leur part
- 02 – Ils nous informent lorsque les politiques/les loyers/les choses changent
- 03 – A reçu des fiches de renseignements ou des brochures expliquant les questions de logement
- 04 – Meilleures qu'elles ont déjà été/se sont améliorées
- 05 – Satisfaction à l'endroit de l'information reçue/aucun problème/communications passables
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

b. Pourquoi passables

- 20 – Pas d'opinion tranchée dans un sens ou dans l'autre
- 21 – Les communications sont adéquates/aussi bonnes qu'on pourrait s'y attendre
- 04 – Meilleures qu'elles ont déjà été/se sont améliorées
- 22 – Peut faire mieux/aimerait bien voir des améliorations
- 23 – Pas assez d'information/pourrait y en avoir davantage
- 24 – L'information n'est pas claire/pourrait être mieux expliquée/pourrait être plus précise
- 25 – L'information est reçue après les événements/trop tard
- 27 – Les seules communications reçues portent sur les augmentations de loyer
- 28 – Les informations sont seulement transmises au conjoint/à la conjointe/au membre des FAC
- 29 – Le service est bon/les communications sont bonnes
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

c. Pourquoi mauvaises/très mauvaises

- 35 – Communiquent mal/ne disent pas ce qui se passe
- 36 – Difficile de trouver/d'obtenir de l'information
- 27 – N'a pas reçu d'information récemment/depuis un bout de temps
- 28 – Les informations sont seulement transmises au conjoint/à la conjointe/au membre des FAC
- 23 – Pas assez d'information/pourrait y en avoir davantage
- 24 – L'information n'est pas claire/pourrait être mieux expliquée/pourrait être plus précise
- 27 – Les seules communications reçues portent sur les augmentations de loyer
- 38 – Le service à la clientèle est mauvais (personnel peu amical/ne répond pas)
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

46. Précisément, quels types de renseignements sur les logements du MDN aimeriez-vous recevoir de la part de l'ALFC?

NE PAS LIRE - INSCRIRE TOUTES LES RÉPONSES QUI S'APPLIQUENT

- 01 – De quelle façon le montant du loyer est déterminé
- 02 – De quelle façon les logis sont alloués
- 03 – Le service d'urgence après les heures normales
- 04 – Comment déposer une plainte/la procédure de résolution des plaintes
- 05 – Ce qu'est l'ALFC/qui en est responsable
- 06 – Comment faire une demande d'entretien/de réparations
- 26 – Renseignements sur des problèmes urgents (p. ex., bris d'une conduite principale d'alimentation en eau)
- 09 – Renseignements généraux/mises à jour
- 11 – Politiques/règles/règlements (sans précisions)
- 25 – Augmentations/modifications du loyer
- 12 – Moment où les réparations demandées seront effectuées
- 15 – Intentions relatives aux ULR/au développement
- 97 – Aucun
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

NEW

47a. Si vous pouviez choisir l'une ou l'autre de ces façons de recevoir de l'information de l'ALFC au sujet de problèmes urgents, quelle est celle que vous préféreriez?

LIRE EN ROTATION

- 06 – Par une notification par texto
- 02 – Par courriel
- 03 – En visitant son site Web
- 04 – Par les médias sociaux, comme Facebook et Twitter
- 08 – Par une application gérée par le MDN ou les FAC

NON SUGGÉRÉ

- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

47b. Si vous pouviez choisir l'une ou l'autre des façons de recevoir de l'information de l'ALFC au sujet des dossiers et des politiques de logement, quelle est celle que vous préféreriez?

LIRE EN ROTATION

- 01 – Par la poste
- 02 – Par courriel
- 03 – En visitant son site Web
- 04 – Par les médias sociaux, comme Facebook et Twitter

NON SUGGÉRÉ

- 06 – Par l'hôtel de ville
- 98 – Autre (PRÉCISER) _____
- 99 – NSP/PR

D. Composition de la famille et qualité de vie

Passons maintenant à un sujet légèrement différent...

48-50. DELETED

SI QA = 02 OU 03, INSÉRER CODE 2 [MARIÉ(E)] POUR Q51 ET PASSER À Q51a

MOVED FROM QB

51. Êtes-vous...?

LIRE DANS L'ORDRE INDIQUÉ. SI ON LE DEMANDE : Nous posons cette question uniquement pour nous assurer de poser la bonne série de questions.

- 01 – Célibataire, jamais marié(e)
- 02 – Marié(e), en union de fait ou en couple
- 03 – Veuf(ve)
- 04 – Séparé(e)
- 05 – Divorcé(e)
- NON SUGGÉRÉ
- 99 – PR/REFUS

51a. Combien de personnes, y compris vous-même, habitent actuellement dans votre foyer?

_____ personnes
99 — NSP/PR

SI Q51a=1 personne, INSÉRER LE CODE 2 POUR TOUS LES CHOIX À Q51b/c ET PASSER À Q53
SI Q51a=2 personnes ET Q51=2 [MARIÉ(E)], INSÉRER LE CODE 1 POUR Q51bi ET LE CODE 2 POUR TOUS LES AUTRES CHOIX À Q51b/c, ET PASSER À Q52a
SI Q51a=2 personnes ET Q51≠2 [MARIÉ(E)] OU Q51a=3 personnes ou plus, POSER Q.51b/c

51b. Est-ce que les personnes suivantes habitent dans votre foyer?
LIRE DANS L'ORDRE INDIQUÉ

- iv. Membres de la famille de 18 ans ou plus
- v. Autres membres des FAC
- vi. Colocataires civils

- 01 – Oui
- 02 – Non
- 99 – NSP/PR

REVISED

51c. Avez-vous des enfants âgés de moins de 12 ans qui vivent avec vous, que ce soit à temps plein ou à temps partiel? Des enfants de 13 à 17 ans?

- iii. Enfants de moins de 12 ans
- iv. Enfants de 13 à 17 ans

- 01 – À temps plein
- 02 – À temps partiel
- 03 – Ni l'un ni l'autre
- NON SUGGÉRÉ
- 99 — NSP/PR

POSER Q52a/b/c SEULEMENT SI Q51bi=01 OU Q51ci ou cii=01-02. SINON, PASSER À Q53.

52a. Dans quelle mesure votre décision d'habiter dans un logement du MDN a-t-elle été liée au bien-être de votre famille? Est-ce que cela s'est avéré la raison principale, une raison importante, mais pas la principale, ou une raison pas très importante?

- 01 – Raison principale
- 02 – Raison importante, mais pas la principale
- 03 – Raison pas très importante
- NON SUGGÉRÉ**
- 99 – NSP/PR

52b. DELETED

52c. La distance entre votre logis et chacun des endroits suivants vous semble-t-elle raisonnable ou déraisonnable, si vous prenez en considération l'impact produit sur la qualité de vie générale de votre famille?

LIRE EN ROTATION

- vi. Votre lieu de travail
- vii. **[SI Q51=2 MARIÉ(E)]** Le lieu de travail de votre conjoint(e)
- viii. **(SI Q51ci ou cii=01-02)** La garderie ou l'école de vos enfants
- ix. Les magasins, comme les épiceries ou les centres commerciaux
- x. Les loisirs, comme les restaurants, les salles de spectacle ou les installations sportives

- 01 – Raisonnable
- 02 – Déraisonnable
- NON SUGGÉRÉ**
- 99 – NSP/PR

POSER Q52d SEULEMENT SI MARIÉ(E) (Q51=2) :

NEW

52d. À titre de confirmation, les membres de votre famille vivent-ils tous actuellement au même endroit, ou demeurent-ils temporairement dans différentes bases ou escadres?

- 01 – Au même endroit
- 02 – Temporairement dans différentes bases ou escadres
- 99 – REFUS

POSER À TOUS

53. Enfin, avez-vous d'autres suggestions qui permettraient à l'ALFC d'améliorer son service à la clientèle aux membres des FAC qui vivent dans des logements du MDN?

INSCRIRE MOT POUR MOT - NE PAS ASSIGNER UN CODE

99 — NSP/PR

E. Profil du/de la répondant(e)

Pour conclure, j'aimerais vous poser quelques questions à propos de votre ménage et de vous-même, à des fins statistiques seulement. Soyez assuré(e) que vos réponses demeureront entièrement confidentielles.

54. Depuis combien d'années (**SI QA=01 OU 03** : servez-vous/**SI QA=02** : votre conjoint(e) sert-il/elle) dans les FAC?

_____ années
99 - NSP/PR

POSER Q.55 ET Q.56 SI LE/LA RÉPONDANT(E) EST MEMBRE DES FAC (Q.A CODES 1 OU 3)

55. Quel est votre groupe de grades à l'heure actuelle?

LIRE – INSCRIRE UNE SEULE RÉPONSE

- 01 - Officier supérieur
- 02 - Officier subalterne
- 05 - Officier subordonné
- 06 - Adjudant, Officier marinier ou sous-officier supérieur
- 03 - Militaire du rang subalterne
- NON SUGGÉRÉ**
- 98 – Autre (PRÉCISER _____)

56. Quel uniforme de service portez-vous?

NE PAS LIRE SAUF POUR CLARIFIER - INSCRIRE UNE SEULE RÉPONSE

- 01 – Mer (marine)
- 02 – Terre (armée)
- 03 – Air (aviation)
- 99 — NSP/PR

POSER Q.57 ET Q.58 SI LE/LA RÉPONDANT(E) EST LE/LA CONJOINT(E) D'UN MEMBRE DES FAC (Q.A CODES 2 OU 3)

57. Quel est le groupe de grades de votre conjoint(e) à l'heure actuelle?

LIRE – INSCRIRE UNE SEULE RÉPONSE

- 01 - Officier supérieur
- 02 - Officier subalterne
- 05 - Officier subordonné
- 06 - Adjudant, Officier marinier ou sous-officier supérieur
- 03 - Militaire du rang subalterne
- NON SUGGÉRÉ**
- 98 – Autre (PRÉCISER _____)

58. Quel uniforme de service votre conjoint(e) porte-t-il/elle?

NE PAS LIRE SAUF POUR CLARIFIER - INSCRIRE UNE SEULE RÉPONSE

- 01 – Mer (marine)
- 02 – Terre (armée)
- 03 – Air (aviation)
- 99 – NSP/PR

POSER Q59 SI :

LE RÉPONDANT/LA RÉPONDANTE A UN CONJOINT/UNE CONJOINTE QUI N'EST PAS MEMBRE DES FAC (QA=01 ET Q51=02)

LE RÉPONDANT/LA RÉPONDANTE EST LE CONJOINT/LA CONJOINTE QUI N'EST PAS MEMBRE DES FAC (QA=02)

59. Laquelle des réponses suivantes décrit le mieux [**SI QA=02** : votre situation d'emploi actuelle/**SI QA=01 ET Q51=02** : la situation d'emploi actuelle de votre conjoint(e)]?
LIRE – EXPLORER LE NOMBRE D'HEURES À TEMPS PLEIN OU À TEMPS PARTIEL

- 01 – Travailleur(se) à temps plein, c'est-à-dire 35 heures ou plus par semaine?
- 02 – Travailleur(se) à temps partiel, c'est-à-dire moins de 35 heures par semaine?
- 03 – Travailleur(se) autonome?
- 04 – Sans emploi, mais à la recherche d'un emploi?
- 05 – Étudiant(e) à temps plein?
- 06 – Retraité(e)?
- 07 – Pas sur le marché du travail? [PERSONNE AU FOYER À TEMPS PLEIN, SANS EMPLOI, PAS À LA RECHERCHE D'UN EMPLOI]
- NON SUGGÉRÉ
- 98 – Autre [NE PAS PRÉCISER]
- 99 – NSP/PR

POSER Q.60 SI Q59=01-02

NEW

60. [**SI QA=02** : Êtes-vous/**SI QA=01 ET Q51=02** : Votre conjoint(e) est-il/elle] à l'emploi de l'un des ministères suivants?
LIRE DANS L'ORDRE INDIQUÉ – INSCRIRE UNE SEULE RÉPONSE

- 01 – MDN, comme employé(e)
- 02 – MDN, comme sous-traitant
- 03 – Tout autre ministère du gouvernement du Canada
- 04 – Aucun de ces ministères
- NON SUGGÉRÉ
- 99 – NSP/PR

POSER À TOUS

61. Habitez-vous présentement dans...?
LIRE

- 01 – Un logement unifamilial
- 02 – Une maison jumelée
- 03 – Un appartement
- 04 – Une maison en rangée
- 05 – Un autre type d'habitation
- NON SUGGÉRÉ
- 99 - NSP/PR

62. En quelle année êtes-vous né(e)?

_____ année
99 - NSP/PR

NEW

63. Finalement, laquelle des catégories suivantes représente le mieux le revenu total de votre ménage?

LIRE

- 01 – Moins de 50 000 \$
- 02 – De 50 000 \$ à 75 000 \$
- 03 – De 75 000 \$ à 100 000 \$
- 04 – Plus de 100 000 \$
- NON SUGGÉRÉ
- 99 – REFUS

Voilà qui termine le sondage. Au cas où mon/ma superviseur(e) souhaiterait vérifier que j'ai bel et bien effectué cette entrevue, puis-je avoir votre prénom?

Prénom : _____

Merci beaucoup pour votre temps et pour votre aide. Ce sondage a été réalisé pour le compte de l'Agence de logement des Forces canadiennes et il est enregistré conformément aux dispositions de la Loi sur l'accès à l'information.

SI LE/LA RÉPONDANT(E) DEMANDE DES RENSEIGNEMENTS AU SUJET DE CE SONDRAGE : Vous pouvez obtenir plus d'information au sujet de ce sondage en communiquant avec Brigitte Smith au ministère de la Défense nationale, au 819 939-9464.

INSCRIRE

64. Sexe

- 01 – Homme
- 02 – Femme

65. Langue de l'entrevue

- 01 – Anglais
- 02 – Français

66. Nom de la base (à partir des listes)