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The Canadian Armed Forces Occupant Survey 2020

Final Report

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The Canadian Armed Forces Occupant Survey 2020 Final Report

Prepared for the Department of National Defence by Environics Research

March 2020

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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 Canadian Armed Forces (CAF) members in 27 different locations throughout Canada.

CFHA's Customer Service Program is responsible for the overall management and continuous improvement of services provided to occupants of DND housing at CAF Bases and Wings across Canada. To meet this obligation, the Customer Service Program must have a clear understanding of their customers' needs and whether those needs are being met. Feedback and input from CFHA customers is therefore, collected on a regular basis, through the administration of the CAF Occupant Survey previously conducted in 2005, 2014 and 2017. The Customer Service Program has identified the need to have the Occupant Survey re-administered in order to collect current customer feedback.

The objective of this research is to measure satisfaction with CFHA services through both telephone and online surveys. By re-administering the Occupant Survey in 2020, key performance indicators will be evaluated over time. In addition, the 2020 survey will include some updated items, and will include an online phase of research with an aim to testing the possibility of transitioning this research to an online platform in future years.

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.

Methodology

The research consisted of a telephone survey and an online survey conducted with occupants¹ of DND housing. The phone survey was conducted with 2,002 occupants during the period January 15 to February 23, 2020. The online survey was conducted with a total of 726 occupants during the period January 17 to February 17, 2020. A master sample list of all CFHA occupants in Canada was randomly split into two (one for each survey type) and stratified to ensure representation across the 27 base locations within each survey to ensure each occupant can participate in only one or the other. 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 \$129,406.47 (HST included).

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

Key findings

CFHA's on-going efforts to improve its housing stock, address maintenance and repair issues and expand its communications with occupants continue to reap rewards. Occupants' satisfaction with their housing, as well as their views about CFHA's services and communications, have improved since 2017 (in many cases continuing an upwards trend dating back to 2014).

The factors that affect satisfaction with CFHA services remain consistent with 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, there is no evidence that a significant strategic shift is needed. Further progress in occupant perceptions is likely to come from continued improvements in the same areas (although incremental growth in positive perceptions may become increasingly difficult to achieve and may "top out" at a certain point).

The following summarizes the key findings of the 2020 research:

Experience and satisfaction with DND housing

- There continues to be widespread satisfaction with DND housing (85% of occupants are at least somewhat satisfied with their current accommodation), and the proportion who are most satisfied has continued to increase (up 5 points from 2017 and up 12 points from 2014). Occupants who are satisfied with their current home attribute this to the property itself (e.g., it is well-maintained, large enough, modern/renovated), with a greater proportion than before mentioning its affordability. Dissatisfaction continues to stem primarily from the poor condition of the home, although mentions of poor-quality renovations, maintenance problems or properties that need upgrading have all declined since 2017.
- Satisfaction with several housing attributes have improved since 2017, including affordability (55% are very satisfied, up 10 points from 2017), housing condition (37%, up 9) and energy efficiency (26%, up 7). A gap analysis indicates that *housing condition* and *energy efficiency* nonetheless remain priority areas for improvement (i.e., housing attributes that are of relative importance to occupants, but with which they are least satisfied). Previously *affordability of rent* also fell into this category, but relatively speaking is no longer as high a priority due to the noted improvement in satisfaction.
- Secondary priorities for improvement (i.e., weaker satisfaction than ideal, but of importance to a smaller number of occupants) continue to 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, as well as home safety and security.
- Affordability continues to be the main reason given (without prompting) for choosing their current home, and this continues to increase steadily over time. More than 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 remain open to recommending DND housing to another CAF member, and the proportion most likely to do so (51% very likely) has increased since 2017 (up 10 points).

Experience and satisfaction with CFHA services

- Ratings of CFHA service have continued to steadily improve. More than six in ten occupants now rate CFHA service as excellent or good (an increase of 3 points from 2017, and 11 points since 2014), and a further quarter say it is acceptable. Only 12 percent (down 3 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. Occupant ratings of CFHA service in these three areas continue to improve over time, including for being friendly and courteous (50% give a rating of 'excellent', up 6 points from 2017), responding promptly (41%, up 7), being caring and empathetic (33%, up 8) and carrying out maintenance or repairs (33%, up 5). Nonetheless, there remains room for improvement on these issues for those occupants who are less than fully satisfied with CFHA service.
- One-quarter of occupants have undergone major renovations to their home in the past year and more than half have experienced minor repairs, levels which are consistent with 2017. As in the past, occupants' overall satisfaction with CFHA service is linked to this experience. Since 2017, strong satisfaction with the quality and speed of both renovations and repairs, and with the promptness of the contractor, has continued to trend upwards, which has likely contributed to the continued improvement in overall satisfaction with CFHA service.
- Essentially unchanged from previous years, almost all occupants are aware of, and about half have used, the after-hours emergency service. Moreover, users remain largely satisfied with call centre staff and with the contractors' services.
- Six in ten occupants are familiar with how to report complaints or concerns about the housing service, which has continued to increase over time (up 2 points from 2017 and 14 points since 2017). Consistent with previous years, three percent of occupants have used the process; among this group, there has been an increase in strong satisfaction with how the complaint was handled.

CFHA communications

- Seven in ten occupants recall some type of communication from CFHA in the past year (up from six in ten in 2017). Compared to previous years, these are much more likely to be remembered as an email rather than a printed format. Occupants clearly prefer email or some other type of digital distribution for both critical and general information; notably, an increasing minority prefer text notifications for critical news about emergency or urgent issues (39%, up from 27% in 2017).
- Ratings of CFHA's communications efforts have continued to improve. Six in ten occupants now say that CFHA service is excellent or good (an increase of 6 points since 2017), and a further quarter say it is acceptable. Only 10 percent (down 4 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.
- As in 2017, spouses (who are disproportionately female) continue to be less likely than CAF members to recall receiving CFHA communications (a 14-point gap). While both groups are similarly positive about CFHA efforts in this area, it is likely worthwhile to continue trying to address this gap, especially in cases where CAF members travel, leaving spouses to handle housing issues.
- Use of the CFHA website has softened over time, to half of occupants. Such visits remain 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. One in ten occupants are aware of CFHA's Twitter feed.

- Compared to 2017, occupants express greater interest (without prompting) for advance notice of work on their unit and other information specific to their home. Notably, online respondents also select rent increases (from a list of potential information types) as a top priority for information.
- There is relatively strong interest in using an online portal to access CFHA services or share contact or absence information (half or more are very likely to use these if a portal was available).
- Three-quarters are familiar with the Occupant Handbook, an improvement since 2017 (75%), but only a small minority (16%) are very familiar. Familiarity continues to be higher among those who have recently moved into their home.

Quality of life

- Belief that their current housing contributes to their overall satisfaction with life in the CAF has continued to grow, and is now the view of almost half of occupants (45%, up 6 points since 2017 and 18 points since 2014). A similar proportion (42%) say it makes no difference; the small group who say housing detracts from their quality of life has further declined (12%, down 3 points).
- Two-thirds of occupants are married or common-law and half have children at home. For those with other family members in the home, family well-being remains an important part of the decision to live in DND housing, on par with 2017.
- 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.

Modal differences

An important part of the 2020 research was conducting a parallel online survey as the first step in transitioning from a telephone to a fully online methodology in the future. Online surveys are more cost and time efficient than telephone surveys, particularly for this occupant audience that already has a relationship with CFHA.

However, the data show evidence of modal differences², which fall into two main categories:

- In some cases, the modal differences are due to how questions were asked and answered, although substantial efforts were made to maintain consistency between the two surveys. For instance, some "open-ended" questions in the phone survey were changed to a prompted list in the online survey, to reduce the substantive costs associated with coding open-ended data. This list format, where respondents can select more than one answer, results in higher proportions across the board for all responses. In addition, when online respondents are asked to type in their responses to an open-ended question in their own words, they typically provide less detail (where a phone interviewer would probe for clarification) or are more likely to skip the question altogether.
- Another factor in the differences between the online and phone findings is the effect of social desirability bias. Research literature has consistently demonstrated that interview-based surveys (e.g., telephone) tend to elicit more socially-desirable responses (i.e., responses that will be viewed favourably by others), in comparison to self-administered surveys (e.g., online) since the latter does not involve direct contact with another individual. In the current study, phone respondents tend to provide higher satisfaction scores (reflecting the "socially desirable" response), while online respondents tend to express less satisfaction.

² The profile of phone and online respondents are largely similar by key characteristics such as gender, language, age and income meaning that disparities are the result of modal differences rather than differences in sample composition.

Ultimately, the differences is one of degree rather than completely distinct opinions, and it may be that the online data more accurately represent occupants' true opinions.

Overall, the modal differences are not substantial enough to change the conclusions drawn based on the findings. The online results will serve as a valid and reliable new baseline against which to compare future survey results if CFHA chooses a fully online methodology going forward.

Political neutrality statement and contact information

I hereby certify as a Representative of Environics Research 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 include information on electoral voting intentions, political party preferences, and standings with the electorate or ratings of the performance of a political party or its leaders.



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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 CAF members in 32 different locations throughout Canada. As part of its role in 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 the Department. 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 services provided to occupants of DND housing at 27 Housing Services Centers (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. CFHA's Customer Service Program therefore requires the re-administration of a survey, originally administered by Environics in 2005, 2014 and 2017, to obtain feedback/input from CFHA customers.

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. The last time customer feedback was collected was in 2017 through the administration of the CAF Telephone Occupant Survey. The Customer Service Program has identified the need to have the Occupant Surveys re-administered in order to collect the current customer feedback and, by comparing data from the 2014, 2017 and 2020 surveys, evaluate key performance indicators over time.

This research must be conducted because:

- This research is prescribed by the CFHA's policy to manage and continually improve the Agency's customer services.
- This research supports government and DND priority of ensuring the care and well-being of military members and their families.
- This research will benefit Canadians by ensuring the housing needs of their military and military families are met.
- There are no risks associated with information gathering and dissemination: participation is on a voluntary basis and participant anonymity is ensured during and after the research study.
- The risks associated with failure to secure information will be a lack of information to inform decision-making and monitor performance regarding DND/CAF housing activities.

The objective of this research is to measure satisfaction with CFHA services through both telephone and online surveys. By re-administering the Occupant Survey in 2020, key performance indicators will be evaluated over time. In addition, the 2020 survey will include some updated items, and will be pre-tested to verify that the

survey instrument addresses the key areas of concern of CFHA customers. 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.

About this report

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 2014 and 2017 studies where applicable. This research had two aims: to track change in key indicators from 2014 to 2020 and to measure and explore differences between the 2020 telephone and online results. In order to explore trends in the data over time, each section of the report focuses on the 2020 telephone survey results as this is the methodology which allows for comparison to the earlier waves. In instances where there are clear differences in the data gathered by phone and online in 2020, an analysis of these differences is also provided.

In addition, it is important to note that a different approach to weighting was used in the 2020 wave of research than in previous years. The data is no longer weighted based on respondent type (i.e. whether the person answering the survey is a CAF member themselves, their spouse is, or both are). As the data in previous years was weighted this way, the 2017 and 2014 results had to be re-weighted to be consistent with the 2020 weighting approach to allow for comparisons between the years. As a result, the figures given in this report for 2017 and 2014 may differ slightly to what appeared in the final reports for those waves. Please see the methodology section in Appendix A for more detailed information.

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

The profile of CFHA occupants is consistent with previous years. 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 across the country. As in previous years, the majority of occupants report living in either a semi-detached home (36%) or a single-family dwelling (33%), while one-fifth (21%) say they live in a row house. One in ten occupants live in either an (6%) or another type of home (4%).

Type of housing

House type	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Semi-detached	36	36	36	39
Single-family	33	34	33	35
Row house	20	21	21	18
Apartment	4	4	6	4
Other	6	4	4	3

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. In 2020, largely consistent with previous years, around two thirds (67%) of residents have lived in their current home for three years or less, while the remaining third have lived there longer.

How long have you lived in current home?

Length of time	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
12 months or less	29	31	28	26
1 to 3 years	41	39	39	41
3 or more years	30	30	33	33

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

Previous housing experience. The majority of occupants have lived in DND housing prior to their current home, although this proportion is slightly lower than in 2017 (53%, down 3 points). On average, these occupants have lived in three (2.7) different Residential Housing Units (RHUs) during their (or their spouse's) career, consistent with 2017 (2.7) and 2014 (2.8).

Essentially unchanged from 2017, a majority (64%) of occupants say they have also lived in the local community during their (or their spouse's) career, while more than a third (36%) have only ever lived in DND housing.

Previous housing experience

Experience	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Previously lived in DND housing	57	56	53	51
Ever lived in local community	58	63	64	61

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. Almost two thirds (64%) of occupants considered buying a home in their area or renting in the community, outside of DND housing, before moving into DND housing. This is consistent with 2017 results.

Considered buying or renting outside DND housing

Considered	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Yes	62	64	64
No	38	36	36

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?

Majorities in all segments of the CAF population say they considered non-DND housing, but interest is highest among men (65% vs. 60% of women) and those with household incomes above \$75k (66% compared to 54% of those with incomes below \$50k). Those who have lived in the community (outside of DND housing) in the past are also more likely to have considered it (68% compared to 56% of those who have always lived in DND housing). 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.

Housing priorities and expectations

Occupants remain most likely to have chosen their home based on affordability. 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, although online respondents identify a wider range of valued features (e.g., outdoor space, house size, storage space).

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 widely mentioned reason (without prompting) is affordability (69%), and this has increased steadily over time (from 56% in 2014 and 64% in 2017).

Looking at the telephone data, more than a third (36%) mention location, in relation to the base, to other amenities and to transit, and around one in ten (12%) mention convenience. Other reasons include because they lack alternatives (6%), that their current situation is temporary (6%) or for family reasons (5%). There are no notable shifts from 2017 to 2020 among these reasons.

Choosing their current home for affordability is more widely mentioned by younger occupants (74% of those under age 35), men (71% compared to 65% of women), those serving in the RCN (78%), Junior NCMs (73%) and those who have always lived in DND housing (74%).

Reasons for living in current home (Top mentions)

Reason given	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Affordable/less expensive than private housing	64	69	64
NET: Location	37	36	65
<i>Convenient to base</i>	34	33	53
<i>Good support network/close-knit community</i>	2	2	9
<i>Convenient to other amenities (e.g., schools,</i>	3	3	7
<i>Convenient to transit</i>	1	2	10
Convenience of not looking for housing	15	12	27
No other choice/limited alternatives	6	6	26
Temporary posting or looking for private housing	8	4	11
For family reasons	5	5	9
Bigger/nicer house	4	3	3
It was available/offered	2	5	17
Safety/security	2	1	11
Always lived in DND housing	1	1	4

Q5. Why have you chosen to live in DND housing?

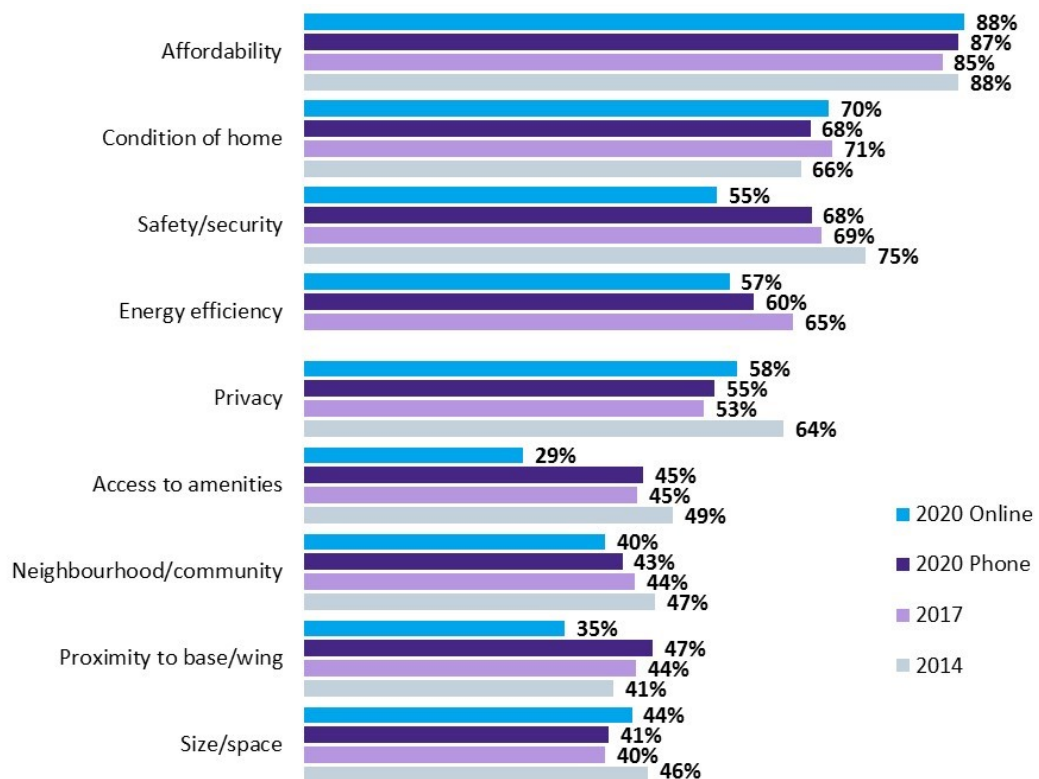
The way this question was asked to respondents depending on the data collection mode leads to some notable differences between the telephone and online responses. The telephone question was entirely unprompted (with interviewers choosing options from a list based on the response), while online respondents were shown a list of possible reasons and asked to choose up to three choices. As a result, a higher proportion of online respondents chose several reasons (e.g., location, convenience, lack of choice) compared to phone respondents.

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.

In most cases, the characteristics considered very important are consistent with 2017. As in previous years, the aspect with the greatest importance continues to be affordability (87% very important), followed by the condition of the home (68%), security (68%), energy efficiency (60%, down five points from 2017) and privacy (55%). Fewer than before say energy efficiency is very important (60%, down five points from 2017), while proximity to the base or wing continues an upward trend in importance (47%, up six points since 2014).

The relative importance of these characteristics is largely similar across subgroups. The most notable pattern is that several characteristics (safety/security, condition of the home, proximity to amenities, the neighbourhood and size of the home) are rated more important by married or common-law occupants and those who have children living at home full-time; only proximity to base is rated as more important by single or divorced CAF members. Younger members and those with household incomes below \$75k are more likely to rate affordability as very important.

Housing characteristics that are very important when choosing a home

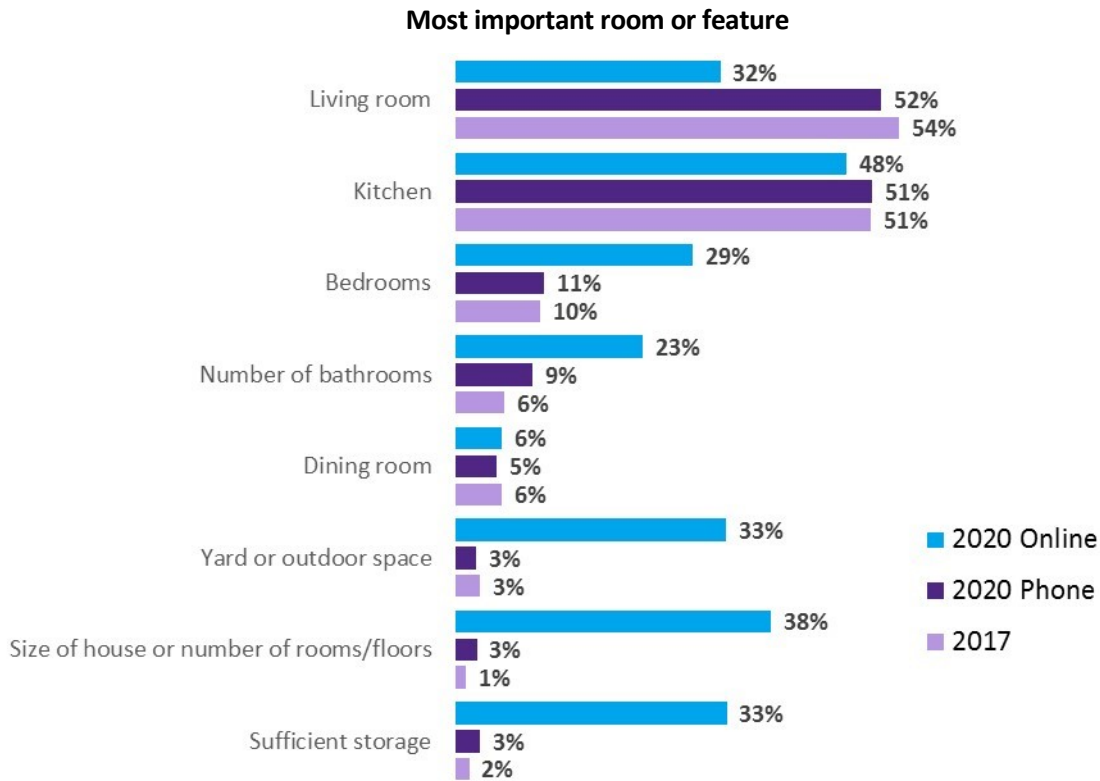


Q6. How important are each of the following to you in terms of what matters about your home? Starting with [first item], is this very important, somewhat important, not very important or not at all important to you personally?

While the level of importance for most characteristics is similar regardless of the data collection mode used, there are a few exceptions. Online respondents are less likely to say that safety/security, access to amenities and proximity to the base/wing are very important to them.

Most important room. Occupants were asked the most important room or feature of their home in terms of its impact on the way their family lives. On the phone, this question was unprompted (without providing response options).

As before, the largest proportions say their living room (52%) or kitchen (51%) is most important. These two rooms are by far the most commonly mentioned regardless of subgroup, but mentions of the living room are higher among married occupants (54%), while mentions of the kitchen are higher among women (57%) and those with household incomes above \$100k (55%).



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

Online respondents were prompted with a list of rooms/features and asked to select up to three they consider most important. Because the list was provided to them on screen, a higher proportion of online respondents choose several rooms/features compared to phone respondents, including outdoor space, home size, storage space and number of bedrooms and bathrooms. \

Satisfaction with DND housing

Satisfaction with DND housing has increased over time, reflecting a growing proportion who are very satisfied with their current home. As before, satisfaction (or lack thereof) is primarily linked to the condition of their property. Notably, dissatisfaction is less likely than before to stem from poor renovations, maintenance problems or properties that need upgrading.

An increasing majority of occupants are satisfied with their current home. More than eight in ten now say they are very (33%) or somewhat (52%) satisfied, continuing an upward trend in satisfaction since 2014 (up 11 points). Accordingly, the proportion who are not satisfied has declined (15%, down 11 points).

Strong satisfaction is higher among younger occupants (41% among those 25 or under), those in the lowest income group (54% among those with a household income of less than \$50k), those without children in the household (37% compared to 28% among those who do) and those who have recently moved into their home (46% for one year or less).

Overall satisfaction with current home

Overall satisfaction	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Very satisfied	21	28	33	22
Somewhat satisfied	53	52	52	51
NET: Very/somewhat satisfied	74	80	85	73
Not very satisfied	19	16	12	21
Not at all satisfied	7	3	3	6

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

Satisfaction scores are lower among online respondents (73%) than phone respondents (85%). This is a common pattern found in mixed-mode surveys due to *social desirability bias*, where survey participants are more likely to provide positive feedback to a live phone interviewer than in an online survey where there is no social interaction. This is a common pattern throughout this survey and was anticipated prior to data collection. One goal of this research is to establish new baseline satisfaction scores for when the survey is moved completely online.

Why very satisfied. Occupants who are very satisfied with their current house are more likely than in 2017 to attribute this to some aspect of their property (84%, up 6 points), such as affordability, condition or size. Four in ten are very satisfied because of the location (42%, up 6 points), in terms of proximity to the base or amenities and liking the location/neighbourhood. A similar proportion as in previous years link their satisfaction to the sense of community they feel (12%) or to how the CFHA deals with problems or repairs (8%). Fewer than before did not elaborate beyond stating the house meets their needs (15%, down 16 points).

Why very satisfied with current home
Among those who are “very satisfied” with their current home

Reason given	2017 Phone % (n=561)	2020 Phone % (n=671)	2020 Online % (n=161)
NET: Property	78	84	80
<i>Affordable</i>	23	36	27
<i>Well-maintained/clean/good condition</i>	41	31	18
<i>Big house/good size/lots of space</i>	30	31	27
<i>Nice house/I like the house</i>	4	26	16
<i>Modern/renovated</i>	10	7	25
<i>Like the property/yard/view</i>	2	2	18
NET: Location	36	42	26
<i>Close to work/base</i>	19	24	11
<i>Like location/area/neighbourhood</i>	16	15	13
<i>Convenient</i>	10	11	3
<i>Close to amenities/schools</i>	5	8	5
NET: Community	9	12	10
<i>Sense of community/support system</i>	5	4	1
<i>Safe/secure</i>	4	7	6
CFHA deals with problems/repairs	10	8	13
No problems/it's adequate/meets our needs	31	15	14

Q8a. Why do you say are very satisfied?

The online question was also unprompted, with respondents asked to type in the reason for their satisfaction (in their own words). Compared to the phone survey, online respondents are less likely to link their satisfaction to location and more likely to mention a larger range of reasons related to the home's condition (e.g., it is modern or renovated, like the yard).

Why only somewhat satisfied. Occupants who are somewhat satisfied with their homes remain most likely to point to various maintenance problems (53%), although this has declined since 2017 (down 6 points). There has been a corresponding increase in the proportion who are somewhat satisfied because they would like something different, such as a bigger home or nicer rooms (38%, up 7 points). Another one in five (20%) give positive reasons for being somewhat satisfied.

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

Reason given	2017 Phone % (n=1,045)	2020 Phone % (n=1,031)	2020 Online % (n=375)
NET: NEGATIVE REASONS	88	89	85
SUBNET: Maintenance problems	59	53	49
<i>Too old/needs upgrades/modernization</i>	30	26	21
<i>Needs maintenance/repairs/upkeep</i>	30	24	2
<i>Problems with heating/insulation/cold</i>	21	16	21
SUBNET: Property something different/better	31	38	42
<i>Too small/want bigger house</i>	16	19	10
<i>Would like extra/bigger/nicer/bathroom/kitchen</i>	11	11	20
<i>Would like a garage/basement/storage</i>	3	6	13
Not satisfied with CFHA	15	11	10
No privacy/bad neighbours	6	5	5
Too expensive/rent too high	7	5	9
NET: POSITIVE REASONS	18	20	27
Affordable	6	10	7
Nice house/I like the house	1	5	5
No problems/it's adequate/meets our needs	9	2	2
Convenient	3	2	0
Modern/have done renovations	2	1	6
Big house/good size/lots of space	1	1	9

Q8b. Why do you say you are somewhat satisfied?

The reasons given by online respondents (unprompted, to type in the reason in their own words) who are somewhat satisfied with their current home are largely similar to those of phone respondents.

Why not satisfied. Occupants who are not very or not at all satisfied with their home remain most likely to say it is because of the poor condition of the home (75%), however, this proportion has declined (down 9 points from 2017). There have been similar declines in the proportions who relate their dissatisfaction to the need for upgrades or modernization (40%, down 7 points) or repairs or renovations (33%, down 4 points), or due to maintenance problems (30%, down 6 points). Compared to 2017, a higher proportion associate their dissatisfaction with wanting a different layout for their house (21%, up 10 points).

Why not satisfied with current home
Among those who are “not very” or “not at all” satisfied with their current home

Reason given	2017 Phone % (n=392)	2020 Phone % (n=297)	2020 Online % (n=190)
NET: Condition of house	84	75	77
<i>Poor state of repair/run down</i>	58	42	34
<i>Cold/drafty</i>	32	27	29
<i>Too small</i>	25	25	34
<i>Expensive</i>	15	7	28
NET: Problems with repairs/renovations	37	33	44
<i>Hard to get repairs done/service</i>	26	20	32
<i>Poor quality renovations</i>	19	19	17
NET: Maintenance problems	36	30	12
<i>Maintenance/structural problems</i>	32	25	<1
<i>Negative impact on health (e.g., allergies)</i>	6	6	5
NET: Poor layout/want something different	11	21	26
<i>Want something more/different</i>	5	3	4
<i>Dislike layout</i>	6	18	24
<i>Too old/needs upgrades/modernization</i>	46	40	40
<i>No privacy/bad neighbours/noise/thin walls</i>	8	6	10

Q8c. Why do you say you are not very/not at all satisfied?

The online question was also unprompted, with respondents asked to type in the reason for their dissatisfaction. Online respondents were more likely to identify issues with repairs and renovations than phone respondents but less likely to identify issues with maintenance.

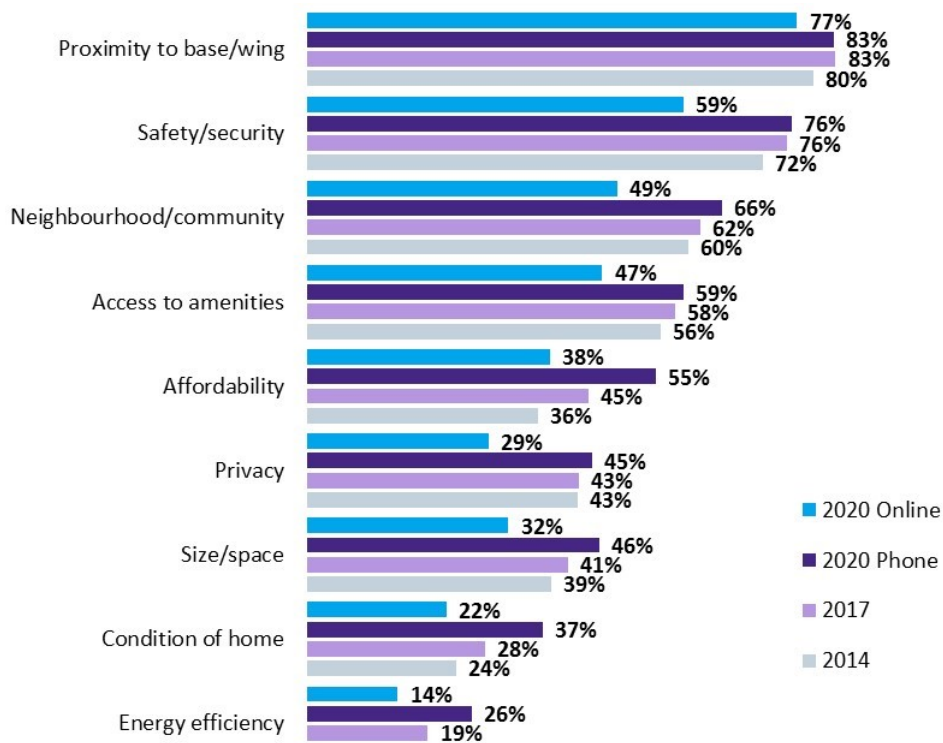
Among selected housing-related attributes, occupants remain most satisfied with their home’s proximity to the base or wing and its safety/security, Since 2017, there have been improvements in satisfaction for affordability as well as for areas where strong satisfaction has historically been lower (size/space, overall condition and energy efficiency). 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.

Satisfaction with each aspect is either the same or higher than in 2017. Occupants are most satisfied with their home’s proximity to their base or wing (83% very satisfied) and with their home’s security (76%). Majorities are also very satisfied with their neighbourhood (66%, up 4 points) and access to amenities (59%). More than half are very satisfied with their home’s affordability (55%, up 9). Satisfaction with the privacy of their current home is stable (45%), but there have been increases in satisfaction with the size/space of their home (46%, up 5), the condition of their home (37%, up 9) and its energy efficiency (26%, up 7).

Occupants of single-family homes or semi-detached homes are more satisfied with their neighbourhood and privacy than are occupants of other types of housing. Women are more satisfied with the neighbourhood and access to amenities than men and those under 25 are more satisfied with the proximity of their housing to the base/wing and the amount they pay in rent.

Characteristics that occupants are very satisfied with in current home



Q9. How satisfied are you with each of these specific elements of your current home?

As with other satisfaction measures throughout this survey, online respondents give lower ratings than do phone respondents. The gap is smaller for overall satisfaction (either very or somewhat satisfied) than for strong satisfaction, but still exists. This demonstrates that online respondents are both less likely to answer with the highest level of satisfaction and (to a lesser degree) respond that they are satisfied in general.

Comparison to other DND housing. There continue to be mixed views about the state of their current home versus other DND housing. Three in ten (30%) believe their home is in better condition, and about one-third (35%) say it is typical of DND housing. Less than one in five (17%) believe their home is worse than other DND housing. The remainder say they cannot judge (17%, up 8 points from 2017).

Belief that their home is in better condition than other DND housing is more widespread among those who are married, live in a semi-detached home, have also lived in the community (outside DND housing) and serve in the RCAF. Conversely, the view that their home is worse than other DND housing is higher among those serving in the RCN, have lived in DND housing for more than three years and have lived in four or more different DND households.

Condition of current home vs. other DND housing

Home versus other DND housing	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Better	26	30	30	23
About the same	43	42	35	32
Worse	18	19	17	23
Don't know/no answer	13	9	17	22

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

Online responses are less positive than phone responses: a smaller proportion of online respondents say the condition of their home is better than other DND housing (23%), and a higher proportion say it is worse (23%) or that they don't know (22%).

Housing satisfaction gap analysis

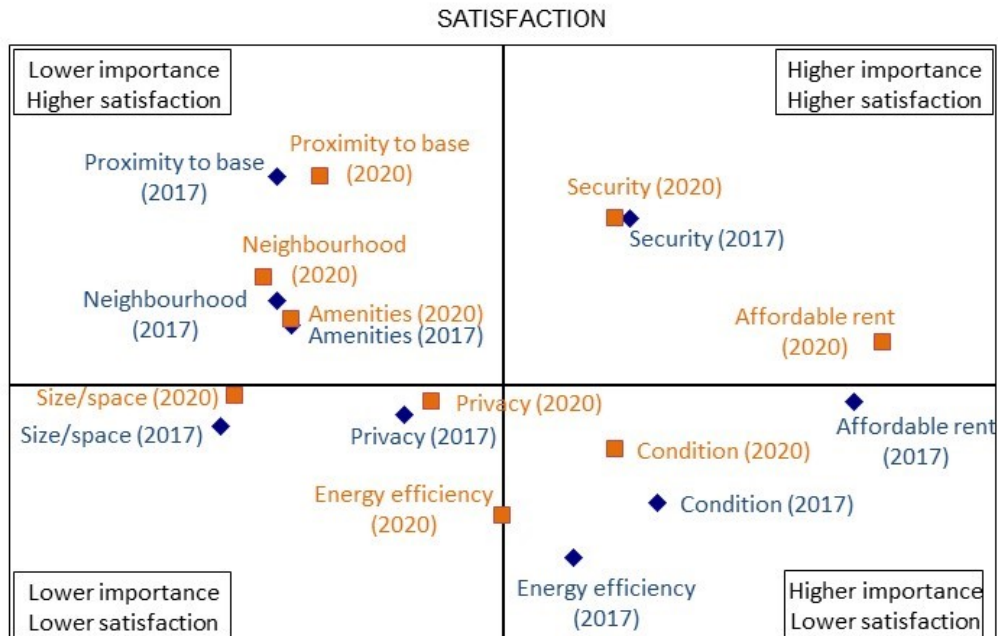
As was the case in 2017, condition of the home and energy efficiency continue to be priority areas for future attention. Affordability has become a lesser priority as satisfaction with this aspect of CFHA housing has improved.

How do occupants rate their housing on attributes that they consider important? The adjacent graphic 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 2017, although several of the 2020 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 two attributes in particular – condition of the home and energy efficiency.

While affordability was previously part of this lower right quadrant in 2017, relative satisfaction with this attribute has improved, moving it into the upper right quadrant where there is a reasonable match between the importance placed on this characteristic and how satisfied occupants are with it. Security also resides in this quadrant.

Housing satisfaction quadrant analysis



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 privacy) have weaker satisfaction ratings than the ideal (although they have improved since 2017), but as these attributes are very important to a smaller number of occupants, they are of secondary priority for future improvements.

Impact of housing on satisfaction with CAF life

Belief that their current housing contributes to their overall satisfaction with life in the CAF has continued to grow to almost half of occupants.

There is a clear positive trend in occupants' views about the impact of their current housing quality on their satisfaction with life in the CAF. The proportion saying their housing adds to their quality of life has increased steadily (45%, up 6 points since 2017 and 18 points since 2014). Fewer than before say it makes no difference (42%, down 4 since 2017) or actually detracts (12%, down 3 points) from it.

These views are 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 whose household income is less than \$50k or have been living in their homes for less than three years.

Impact of current housing quality on satisfaction with life in CAF

Effect on quality of life	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Adds to	27	39	45	35
Makes no difference	52	46	42	37
Takes away from	20	15	12	28

Q14. 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?

As with other measures, online respondents are less positive than telephone respondents: they are less likely to say their housing adds to their satisfaction with life in the CAF (35%) and more likely to say it detracts (28%).

Recommending DND housing

Most occupants remain open to recommending DND housing to another CAF member, and the proportion most likely to do so has increased since 2017.

Half (51%) of occupants are very likely to recommend DND housing to another CAF member (the most accurate estimate of true intention). This is an increase of ten since 2017 (41%). Another four in ten (39%) are somewhat likely to do so. Only about one in ten (9%) are unlikely to make such a recommendation.

Strong likelihood of recommending DND housing is higher among single CAF members and those with a household income below \$50k, those who have been living in their DND housing for less than a year, those who have not lived in other DND housing and occupants who did not consider renting in the community.

Likelihood to recommend DND housing to another CAF member

Likelihood	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Very likely	41	51	30
Somewhat likely	45	39	50
Not very likely	9	6	14
Not at all likely	4	3	6

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

Online respondents are less positive about their likelihood of recommending DND housing to other CAF members (30% very likely and 80% very/somewhat likely) compared to phone respondents, again likely due to social desirability bias.

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 continued to steadily improve, with more than six in ten who say it is excellent or good. Occupants remain most positive about CFHA's response times.

Occupants are increasingly satisfied with the customer service they have received from CFHA. More than six in ten now rate the CFHA's customer service as excellent (33%, up 4 points from 2017) or good (30%), while another quarter (24%) say it is acceptable. Only one in ten (net 12%, down 3 points) give the CFHA a poor rating in this area.

Positive ratings (excellent/good) of CFHA customer service are higher those serving in the RCAF, those aged 45 and older and members who are single, widowed or divorced. Satisfaction is highest among those who have been there for less than a year (73%) and declines with longer tenures (to 62% in their home for one to three years, and 57% for more than three years).

Satisfaction with their current home remains a key driver of satisfaction with CFHA customer service. Occupants who are very satisfied with their current home are much more likely to give CFHA a positive rating (83%) than are those who are dissatisfied (30%).

Rating of CFHA service in past year

Rating	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Excellent or good (net)	52	60	63	54
Excellent	22	29	33	26
Good	30	31	30	29
Acceptable	26	25	24	25
Poor	14	10	8	13
Very poor	8	5	4	8

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?

As with other measures of satisfaction, CFHA customer service receives lower ratings from online respondents (54% excellent or good).

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).

The aspects that occupants like about CFHA service are largely stable compared to 2017, the most common being the quick response or prompt service they receive (55%). Other positives are that staff are caring (19%, up 5 points), helpful (10%) and provide maintenance or repairs (10%, up 5 points).

What liked most about CFHA service (top mentions)

Liked most	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Respond quickly/promptly	58	55	41
Friendly/caring/empathetic	14	19	19
Helpful/do their best to help	13	10	8
Provide maintenance/repairs	5	10	21
Provide good service	11	9	6
Professional/knowledgeable	6	9	8
Deal with problems	8	7	3
Easy access/close to the base	2	4	6
Nothing/don't know/no answer	14	12	25

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

Online respondents typed in their response (unprompted, in their own words). Overall, what they like about CFHA service is largely consistent with the views of phone respondents, although they are less likely to cite prompt responses (41%), and more likely to mention the provision of maintenance and repairs (21%) or to not have an answer to the question (25%).

As before, the aspects of CFHA service that are most disliked are poor quality repairs or maintenance (18%) and slow response times (17%, down 3 points from 2017). Others point to disorganization (10%, up 7 points from 2017), or a lack of communication, follow-up or professionalism (7% each).

What disliked most about CFHA service (top mentions)

Disliked most	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Poor quality of repairs/maintenance	19	18	18
Respond very slowly	20	17	14
Poor administration/disorganized	3	10	12
Uncommunicative/don't tell you what is going on	8	7	9
Don't follow up/make sure job was done properly	8	7	4
Unprofessional/not knowledgeable	7	7	7
Uncaring/unfriendly	11	6	10
Rules/regulations	3	5	5
Need to remind them and follow-up all the time	6	4	2
Inconsistent	4	4	1
Nothing/don't know/no answer	33	36	33

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

Rating of CFHA service

Ratings of CFHA service attributes have continued to improve over time.

Occupants continue to hold positive views about all aspects of CFHA service included in the survey, with six in ten or more who rate each attribute as excellent or good.

Moreover, the proportion of respondents who give CFHA an 'excellent' rating is notably higher than 2017 for each of the six aspects of service, continuing a positive trend since 2014. CFHA is rated most positively for being friendly and courteous (50% excellent, up 6 points). Four in ten give excellent ratings for prompt response (41%, up 7) and close to three in ten each for being caring and empathetic (33%, up 8), carrying out maintenance or repairs (33, up 5) and being knowledgeable about housing issues (31%, up 5). A quarter give excellent ratings for making fair decisions (26%, up 6).

In general, excellent ratings are higher for each of CFHA's attributes among those who are not married, are under 25 or over 45 years old, or have been in their home for less than a year. Also, views of CFHA services are closely connected to overall satisfaction with their housing. Occupants are much more likely rate CFHA service across all six aspects as 'excellent' if they are satisfied with their current home.

Rating of CFHA service attributes

Attribute	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Being friendly and courteous	41	44	50	37
Responding promptly to inquiries or requests	33	34	41	31
Being caring and empathetic	25	25	33	19
Carrying out maintenance or repairs	n/a	28	33	24
Being knowledgeable about housing issues	28	26	31	20
Making fair decisions	22	20	26	16

Q19. Please tell me if you consider CFHA to be excellent, good, acceptable, poor or very poor in each of the following areas.

Note: prior to 2017, the question asked occupants to rate CFHA **staff** in each of these areas.

Level of satisfaction with all of these CFHA service attributes is consistently lower among online respondents than among phone respondents. However, the relative order of satisfaction among the attributes is similar, implying the difference is related to social desirability bias.

Experience with repairs and renovations

More than half of occupants have had recent experience with minor repairs, and one-quarter with major renovations, levels that are stable since 2017. Strong satisfaction with the quality and speed of both renovations and minor repairs, and the promptness of the contractor, has continued to improve.

Two-thirds of occupants (67%) have had work done to their home in the past year, consistent with the level reported in 2017 and 2014. In most cases, these continue to be minor repairs like replacing the seal of a leaky tap (57%), however, around a quarter (26%) have had major renovations such as new kitchen, bathrooms or windows in the past year (both levels similar to 2017).

Major renovations are more widely reported by those serving in the RCN and who have been living in their current housing for more than a year.

Experience with repairs and renovations in past year

Repairs or renovations	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Any experience (net)	67	68	67	75
Minor repairs	62	59	57	66
Major renovations	19	28	26	26

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

Online respondents are more likely than phone respondents to report minor repairs to their home (66%), but no more likely to report major renovations (26%). It is not clear the reason for this difference, since there is no reason to expect social desirability bias to affect a factual question such as this.

Occupants who have had **minor repairs** to their home in the past year are generally satisfied with the service received with greater than eight in ten who are very or somewhat satisfied with all four service aspects. Moreover, since 2017, the proportion who are very satisfied with each of the four service aspects either increased or stayed the same, including that the contractor arrived when promised (71%, up 6 points). This continues an upward trend in satisfaction levels on all four aspects beginning in 2014.

Satisfaction with each factor is higher among those under 25, those serving in the RCAF and those who have lived in their DND housing for less than a year.

Very satisfied with most recent minor repairs Among those who have had minor repairs done in past year

Service aspect	2014 Phone % (n=1,113)	2017 Phone % (n=991)	2020 Phone % (n=989)	2020 Online % (n=408)
Contractor arrived when promised	63	65	71	53
How quickly repairs were done	48	61	64	45
How contractor cleaned up after repairs	57	60	61	49
Quality of repairs	48	54	57	38

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...?

Strong satisfaction among online respondents is considerably lower on each service factor than for phone respondents.

Occupants who have had **major renovations** to their home in the past year are also generally satisfied with the service received, with at least seven in ten who are very or somewhat satisfied with all four aspects of service. Strong satisfaction (i.e., “very” satisfied) has increased since 2017 with the contractor arriving when promised (54%, up 7 points) and the speed (51%, up 6) and quality (50%, up 7) of the renovation.

**Very satisfied with most recent major renovations
Among those who have had major renovations done in past year**

Service aspect	2014 Phone % (n=232)	2017 Phone % (n=388)	2020 Phone % (n=351)	2020 Online % (n=128)
Contractor arrived when promised	n/a	47	54	44
How quickly renovation was done	34	45	51	34
Quality of renovation	32	43	50	27
How contractor cleaned up after renovation	n/a	36	37	23

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...?

As for minor repairs, strong satisfaction with each aspect of major renovations is considerably lower among online respondents than phone respondents.

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 previous years, 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. There continues to be widespread satisfaction with the call centre service and with the contractor's services.

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 previous years.

Also consistent with previous years, awareness increases with experience with the CFHA, as reflected by the number of previous RHUs. Awareness of the service is higher among those who have lived in four or more previous RHUs (95%) and lower among those who have not lived in any (84%). It is also higher among those who have children living in the household full-time (93%) and those who are married or common-law (90%).

Use of the emergency service is also higher among those who have lived in four or more previous RHUs (72%) and those living in their home for three years or more (59%). It is also higher among occupants aged 35 or older (56% vs. 41% of occupants under 35) and those who are married or common-law (53%).

Awareness and use of after-hours emergency service

Awareness	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Aware of after-hours emergency services	87	86	88	84
Use of after-hours emergency services	46	44	48	42

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

Q30. Have you ever called for after-hours emergency service?

Awareness of the after-hours emergency services is similar for online and phone respondents, although online respondents are less likely to report having used it.

Users of the after-hours emergency service are largely satisfied with the service they received from call centre staff. The results are very consistent with past years, with the majority of users who are very (59%) or somewhat (20%) satisfied.

Satisfaction with call centre staff Among those who have ever called for after-hours emergency service

Satisfaction	2014 Phone % (n=923)	2017 Phone % (n=888)	2020 Phone % (n=945)	2020 Online % (n=308)
Very satisfied	57	58	59	57
Somewhat satisfied	23	21	20	23
Not very satisfied	8	10	9	13
Not at all satisfied	11	10	10	7

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, the most common reasons continue to be a slow response or difficulty getting through (36%, down 5 points from 2017) or that the problem did not get fixed (31%, down 7) – although both of these reasons are less widespread than before. In turn, there has been an increase in the proportion who are dissatisfied because there is no actual help available to them on weekends or after hours to repair the problem (19%, up 11). One-quarter are dissatisfied because their problem was deemed not to be an emergency/urgent (25%).

**Why not more satisfied with service received from call centre staff?
Among those not satisfied with service**

Reason	2017 Phone % (n=371)	2020 Phone % (n=372)	2020 Online % (n=131)
Slow response/difficult to get through	41	36	24
Not helpful/could not fix problem	38	31	14
Problem not deemed emergency/urgent	24	25	12
No help on weekend/after hours	11	19	19
Not courteous/rude	9	6	13
Not local/had to contact many different	6	5	3
Repairs were badly done/poor quality	4	6	6
Staff not knowledgeable	4	6	7
Service was okay/met expectations	3	2	2
Other	4	1	5
Don't know/no answer	4	6	23

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

Online respondents were asked to type in their answer to this question (in their own words, no list of answer categories was provided). As with other questions of this type, the main difference is that online respondents are less likely to offer a response to this question (23% don't know/no answer).

Consistent with previous years, most calls to the after-hours service resulted in a contractor coming to do repairs (79%), which is not surprising since most people will only call an emergency service when they believe the problem is relatively severe. This represents 38 percent of all occupants reached by telephone.

**Contractor came to home for emergency service
Among those who have ever called for after-hours emergency service**

Contractor visit	2014 Phone % (n=923)	2017 Phone % (n=888)	2020 Phone % (n=945)	2020 Online % (n=308)
Yes	78	81	79	72
No	21	18	20	27
Don't know/no answer	1	1	1	<1

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

As in previous years, almost all users of the emergency service who had a contractor dispatched to their home are satisfied with the service they received (73% are very satisfied, up by 4 points since 2017).

Satisfaction with service from emergency service contractor
Among those who have had contractor come for after-hours emergency service

Satisfaction	2014 Phone % (n=723)	2017 Phone % (n=715)	2020 Phone % (n=750)	2020 Online % (n=225)
Very satisfied	72	69	73	69
Somewhat satisfied	21	22	17	23
Not very satisfied	5	5	5	6
Not at all satisfied	2	3	4	1

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 mention several reasons, including that the repairs took too long (34%, down 7 points), were poorly done (30%, down 4) or that the contractor could not fix the problem (23%, up 11).

Why not more satisfied with service received from contractor?
Among those not satisfied with service

Reason	2017 Phone % (n=222)	2020 Phone % (n=198)	2020 Online % (n=68)
Took too long to fix problems/slow	41	34	21
Repairs were badly done/poor quality	34	30	27
Not helpful/could not fix problem	12	23	8
Left a mess/did not clean up	10	12	7
Not courteous/rude	9	5	13
Service was okay/met expectations	6	3	3
Other	8	6	11
Don't know/no answer	4	6	24

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

Impact on ratings of CFHA service. As in 2017, ratings of CFHA service remain lower among occupants who have ever called for after hours emergency service (58% say excellent/good vs. 68% of those who have never called). 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

Six in ten occupants say they definitely or probably know how to report concerns about CFHA services, which has continued to improve compared to 2014. Consistent with previous years, three percent of all occupants have used the process. Among this group, there has been an increase in strong satisfaction with how the complaint was handled.

Familiarity with how to report concerns or complaints about CFHA service has continued to improve. More than one in three (37%) say they definitely know how to do this (up 3 points since 2017), while another two in ten (22%) say they *think* they are familiar. The remaining four in ten (40%) are not aware of the process.

Familiarity with how to report concerns or complaints (definitely or think so) is higher among CAF members and newer tenants (i.e., in their home for less than one year).

Familiarity with how to report complaints or concerns

Familiar	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Yes, definitely	29	34	37	28
Yes, I think so	16	23	22	35
NET: Yes, definitely/think so	45	57	59	63
No	55	42	40	36

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

Online respondents are slightly more likely to report familiarity with the complaint reporting process (63%).

Among those who are familiar with how to report a complaint or concern, fewer than one in ten (5%) report ever having used the complaint resolution process, representing three percent of all occupants (consistent with 4% in 2017 and 5% in 2014).

Half (50%) of those who submitted a complaint say they are satisfied with how it was handled, essentially unchanged from previous years, although the level of strong satisfaction has improved (34% very satisfied, up 10 points since 2017). By comparison, just under half (45%) are 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

The proportion familiar with CFHA's Occupant Handbook has increased since 2017 to three in four occupants. Familiarity continues to be associated with previous experiences with DND housing or to having recently moved into their home.

Three-quarters (75%) of occupants are at least somewhat familiar with CFHA's Occupant Handbook, an improvement since 2017 (69%).

As before, 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 (81% vs. 73% for whom this is their first RHU); it is also higher among those who are newer to their current home (82% living in their home for less than one year, vs. 70% in their home for three or more years). Familiarity is also higher among CAF members (76%, vs. 69% of spouses).

Familiarity with CFHA Occupant Handbook

Familiar	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Somewhat or very (net)	69	75	75
Very familiar	16	20	19
Somewhat familiar	53	55	56
Not very familiar	20	17	20
Not at all familiar	12	8	5

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?

Communications from CFHA

Recall of any CFHA communications has increased since 2017 to seven in ten occupants. Compared to before, these are much more likely to have been received by email than in printed format. Email is the preferred method for receiving both general and critical information; however, an increasing proportion prefer text notifications for critical news.

Recall of communications. Seven in ten occupants (71%) report having received a communication from CFHA within the past year, up from six in ten (60%) in 2017. This includes more than half (56%, up 12 points) who recall a newsletter and just under half (46%, up 10) who recall a Notice or Advisory.

Recall of any CFHA communications is greater among CAF members (74% vs. 60% of spouses) and those aged 45 or older (78%).

Types of CFHA communications received in past year

Communication received	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Any (Net)	60	71	71
Newsletter	44	56	57
Notices or Advisories	36	46	45

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

As before, occupants who have received any CFHA communications in the past year are also more likely to feel familiar with the CFHA Occupant Handbook, and to know how to report concerns or complaints about CFHA service (but 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), email has become the primary method of communication (52%, up 22 points since 2017). Fewer than before report receiving print communications only (13%, down 18); there continues to be one-third (33%) who received both formats (33%).

Format of CFHA communications received in past year

Method of communication	2017 Phone % (n=1,223)	2020 Phone % (n=1,434)	2020 Online % (n=511)
Only by email	30	52	59
Only in a printed brochure, letter or newsletter	31	13	8
Both	37	33	32
Don't know/No answer	2	2	1

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

It is not surprising that online respondents are more likely to report receiving email communications only (59%) and less likely to have received only printed copies (8%), since the online survey sample draws directly from the CFHA email lists used to disseminate communications.

Preferred method of communication for critical information. Occupants indicate a clear preference for digital distribution of information about emergency or urgent issues. Half (49%) prefer e-mail communications and another four in ten (39%) prefer text notifications. By comparison, very few selected any of the other options.

The stronger preference for email communications among online respondents (64%) reflects the fact that this sample was taken directly from CFHA's email list.

Preferred method for receiving critical CFHA information

Method of notification	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
By e-mail	56	49	64
By text notification	27	39	25
An app created by DND or CAF	6	8	7
By social media, such as Twitter	4	1	1
By visiting their web site	2	1	2

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. Three-quarters (76%) prefer e-mail; relatively few prefer social media (4%) or the CFHA website (4%). One in ten (10%) prefer regular mail, and this proportion has declined since 2017 (down 8 points).

Preferred method for receiving general CFHA information

Method of notification	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
By e-mail	65	76	78
By mail	21	13	13
By visiting their web site	7	4	5
By social media, such as Twitter	5	4	3
Town Hall	<1	3	1

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 and Twitter feed

Half of occupants have visited the CFHA website, a level which has softened over time. Website visitors are most likely to have been looking for general information or housing information related to a move.

The proportion of occupants who have ever visited the CFHA website has steadily declined to five in ten (51%) since 2014. Nonetheless, a substantial minority of one in five (20%) have visited in the past six months; this proportion is higher among those who have been in their current home for less than a year (27%).

Timing of last visit to CFHA website

Timing of last visit	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Have ever visited (net)	59	55	51	60
In the past month	n/a	n/a	6	7
Over a month ago but within the past six months	n/a	n/a	14	14
Over six months ago	n/a	n/a	32	40
Never	n/a	n/a	48	39

Q42. Have you visited the CFHA website....?

Among those who have visited the CFHA website, the most common reasons are for information about housing when moving to a new base (37%) or for general information (31%). Other reasons include for contact information (16%), to learn about CFHA policies (13%) or for floor plans (8%).

Reasons for visiting CFHA website on last visit

Among those who have ever visited the CFHA website (51% / 60% of occupants)

Reason for visit	2020 Phone % (n=1,029)	2020 Online % (n=442)
To find out about housing when moving to new base	37	35
General information	31	47
For contact information	16	28
To find out about CFHA policies/rules	13	28
For floor plans or photos	8	20
Curiosity/to familiarize myself	5	15
Other	6	3
Don't know/no answer	6	2

Q43. Thinking about your most recent visit, for what reasons did you visit the CFHA website?

Online respondents could select multiple answers from a list provided, which is reflected in the higher proportions for almost all answer categories. For this group, general information is the top reason for their website visit (47%), followed by finding out housing at a new base (35%).

One in ten occupants are aware of CFHA's Twitter account; this level is largely similar across subgroups of the occupant population.

Reported awareness is lower among online respondents (4%), likely reflecting the lower social desirability bias associated with a self-completion survey.

Aware of CFHA's Twitter account

Twitter awareness	2020 Phone % (n=2,002)	2020 Online % (n=726)
Yes	10	4
No	90	95
Don't know/no answer	0	1

Q48. Did you know that CFHA has a Twitter account which provides general information about the Agency?

Rating of CFHA communications efforts

Ratings of CFHA's communications efforts have continued to improve, with six in ten occupants who say it is excellent or good. Those who are less than satisfied remain more critical about the quantity and availability of information than about its quality.

Positive opinions about how CFHA communicates with CAF members and their families about housing issues continue to steadily improve. Six in ten now believe the CFHA does an excellent or good job (62%, up 6 points since 2017), while another quarter (27%) say that communications are acceptable. Only 10 percent give the CFHA a poor rating in this area (down 4 points from 2017).

Positive ratings (excellent/good) of CFHA communications are more common among those aged 45 or older (71%), those serving in the RCAF (67%), and those who have been in their home for less than one year (68%). As was the case in previous years, positive ratings are also higher among those who have received any CFHA communications in the past year (70% vs. 42% 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.

Rating of CFHA's communications

Rating	2014 Phone % (n=2,000)	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Excellent or good (net)	42	56	62	51
Excellent	11	17	22	16
Good	31	39	40	35
Acceptable	33	30	27	32
Poor	17	11	7	9
Very poor	7	3	3	5

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

As with other satisfaction-related measures throughout this survey, positive ratings of CFHA's communications efforts are lower among online respondents (51% excellent or good).

Why excellent/good. Occupants who rate CFHA’s communications as excellent or good are most likely to say it is because they have received information, either generally (36%), through different methods (28%) or when things are changing (16%). Compared to 2017, there are more mentions that communications are timely (23%, up 17 points). Many continue to simply indicate that they are satisfied with the information received or there have been no problems (23%).

**Why CFHA communications “excellent/good” (top reasons)
Among those rate CFHA communications as “excellent” or “good”**

Reason for rating of CFHA communications	2017 Phone % (n=1,117)	2020 Phone % (n=1,250)	2020 Online % (n=371)
Have received information from them	42	36	5
Get information through mail/newsletters/email	6	28	23
Satisfied/no problems/acceptable	51	23	9
Quick/timely/up to date information	5	23	18
Inform us when policies/rents/things are changing	13	16	2
Have received materials explaining housing matters	8	6	2
Information is clear/easy to understand	3	2	5
Better than they used to be/have improved	1	4	<1
Give useful/helpful information	<1	3	6
Don’t know/no answer	4	5	32

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

Online respondents were asked to type in the reason for their rating of CFHA communications (in their own words, with no answer categories provided). As with phone respondents, online respondents who rate CFHA communications positively generally say it is because they received information (23%) and in a timely manner (18%); a substantial proportion (32%) also choose not to answer.

Why acceptable. Among occupants who rate CFHA communications as acceptable, the most common criticism continues to be that there is not enough information (32%), although this has declined since 2017 (down 9 points). Otherwise, comments are fairly general that communications could be improved (26%), are okay or as good as can be expected (22%) or could be clearer (16%).

**Why CFHA communications “acceptable” (top responses)
Among those rate CFHA communications as “acceptable”**

Reason for rating of CFHA communications	2017 Phone % (n=590)	2020 Phone % (n=534)	2020 Online % (n=726)
Not enough information/could be more	41	32	16
Could be better/room for improvement	22	26	15
Communication is OK/as good as can be expected	20	22	7
Information is unclear/could be better explained/more accurate	18	16	4
No strong opinion either way	12	8	2
Get information after the fact/too late	11	13	7
Good service/communication	10	5	12
Don't know/no answer	3	4	43

Q45b. Why do you say acceptable?

Among online respondents who rate CFHA communications as acceptable, a substantial number (43%) choose not to provide their reasons for this rating. The remainder point primarily to the amount (16%) and quality (15%) of information.

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 (45%), that there is not enough information either generally (33%) or recently (17%), or that information is hard to find (25%). While smaller percentages complain about unclear (18%) or inconsistent (12%, up 7 points) information, or being dissatisfied with the information received (12%, up 9), these reasons have become more common than in 2017.

Why CFHA communications "poor/very poor"
Among those rate CFHA communications as "poor" or "very poor"

Reason for rating of CFHA communications	2017 Phone % (n=273)	2020 Phone % (n=190)	2020 Online % (n=100)
Uncommunicative/don't tell you what is going on	66	45	45
Not enough information/could be more	31	33	18
Hard to find/get information	22	25	4
Poor customer service (not friendly, don't respond)	14	19	35
Information is unclear/could be better	16	18	2
Have not received information recently/for a while	25	17	1
Inconsistent information	5	12	1
Dissatisfied with the information received	3	12	7
Only send information to CAF member/spouse	5	5	3
Only contact you regarding rent increases	8	3	5
Don't enforce rules/regulations/do repairs	0	1	6
Up to you to look/search for information	1	1	4
Don't know/no answer	1	0	14

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

The top reasons for rating CFHA communications as poor are largely similar between online and phone respondents. However, compared to phone respondents, online respondents are less likely to cite multiple reasons, and more likely to choose not to provide their reasons for this rating (14%).

Interest in DND housing information

Compared to 2017, there is more interest among phone respondents for advance notice of work on their unit and other information specific to their home. Notably, online respondents also select rent increases as a top priority for information.

When asked what specific types of information about DND housing they want to receive from CFHA, a wide range of topics is identified, with no single topic predominating. Topics of interest include general information (27%), urgent information (14%), plans for RHUs (14%), advance notice of work to be done to their unit (13%) or other information specific to their home (11%). Three in ten (35%) were unable to identify a specific type of information they want to receive from CFHA.

Interest in specific types of DND housing information (top responses)

Type of housing information	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
General information/updates	30	27	42
Information about urgent issues	17	14	54
Future plans for RHUs/development	15	14	53
Advance notice of work to be done to my rental	6	13	60
Specific information about the house I live in	3	11	33
When requested repairs will be done	12	7	50
Increases/changes in rent	8	7	60
Policies/rules/regulations	8	7	32
How to request repairs/maintenance	6	5	34
How rent is determined	4	4	43
How to make a complaint/complaint resolution	1	1	34
None/don't know/no answer	33	35	9

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

Online respondents could select multiple answers from a list provided, and therefore are substantially more likely than phone respondents to identify most information types as being of interest. In this case, interest is highest for advance notice about work on their unit (60%) and information about rent increases (60%).

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 (38%) but also future plans for RHUs (24%), information about urgent issues (23%) and advanced notice of work to be done to their rental (21%).

Interest in online portal

There is relatively strong interest in using an online portal to access CFHA services or share contact or absence information.

CFHA wished to gauge interest in using an online portal to access services. Between half and six in ten occupants are very likely (the most appropriate measure of true intention) to use a portal once available to update contact information (59%), report an extended absence (55%), apply for an RHU (51%) or submit a service request (51%).

Strong likelihood to use an online portal for any of these four purposes is higher among spouses, those who are married or common-law and have children in the home full-time.

Likelihood to use services through online portal

Very likely to use	2020 Phone % (n=2,002)	2020 Online % (n=726)
Update contact information	59	60
Report an extended absence from an RHU	55	57
Apply for an RHU	51	46
Submit a service request for maintenance/repairs	51	55

Q49. If you were able to access CFHA's services through an online self-service portal where you could log into your housing account, how likely would you be to do each of the following online if it were available to you?

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.

The majority of occupants are married or common-law and half have children at home. For those with other family members at home, family well-being remains an important part of the decision to live in DND housing, on par with 2017. There continues to be little concern about the distance between home and regular destinations like work and school.

Family composition. Two-thirds of occupants (67%) are married; the remainder are single (never married; 24%) or separated/divorced (9%). Half of occupants (51%) have children under 18 who live with them all or part of the time; this skews to married occupants (65%) over those who are single, separated or divorced (24%).

Just six percent of married occupants report that their family is temporarily divided between bases.

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

Family living in ...	2017 Phone % (n=1,395)	2020 Phone % (n=1,294)	2020 Online % (n=515)
Same location	94	94	93
Temporarily divided	5	6	5
Prefer not to say	<1	1	2

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 (39%) 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 (36%) say it is an important reason if not the main one. These levels are consistent with 2017; they are also similar regardless of whether the individual is married or single, divorced, separate or widowed (but has other family members in their home).

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)

Living in DND housing related to family well being	2017 Phone % (n=1,538)	2020 Phone % (n=1,487)	2020 Online % (n=538)
Main reason	37	39	34
Important reason but not the main one	35	36	45
Not too important	27	23	20

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 (41%) or part-time (40%), compared to those with none at all (35%).

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 (82%), recreation (91%) and shopping (90%) facilities, as well as their work location (94%) – and these views have remained stable since 2017.

Whether distance from home to various places is reasonable

Reasonable distance to...	2017 Phone % (n=2,000)	2020 Phone % (n=2,002)	2020 Online % (n=726)
Your work location	93%	94%	95%
Recreation, such as restaurants, theatres, arenas	89%	91%	81%
Shopping, such as grocery stores and malls	88%	90%	84%
Child's school or daycare <i>(among those with children)</i>	89%	89%	77%
Your spouse's work location <i>(among those who are married)</i>	83%	82%	71%

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?

Perceptions that the distance is reasonable between home and important destinations (other than work) is slightly lower among online respondents, again likely reflecting reduced social desirability bias.

Appendix A: Methodology

The results of the survey are based on parallel telephone and online surveys conducted with occupants of DND housing.

The **telephone survey** was conducted with 2,002 occupants during the period January 15 to February 23, 2020. The margin of error for a sample of 2,002 is plus or minus 2.0 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.

The **online surveys** were conducted with a total of 726 occupants during the period January 17 to February 17, 2020. As this was a random sample of the list of occupants, a margin of error can be calculated for the online survey: the margin of error for a sample of 726 is plus or minus 3.5 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 10,425 eligible-occupant households (as of December 2019) was provided by CFHA to Environics which contained both phone number and email address information. Occupants from Iqaluit and Masset who appeared on the list were dropped (since the 2014 wave of research, the locations of Iqaluit, Masset, Matsqui, Moncton and Vancouver have been removed from the sample). Occupants who had neither a valid phone number nor email address were removed. All cases which had only valid phone information were assigned to the phone sample list and all cases which had only email addresses were assigned to the online sample list. One version of each occupant that contained duplicate telephone or email address information was also dropped.

The remaining cases containing information for both phone and email were then randomly assigned to either the telephone or online lists in a way that accomplished two goals:

- Ensure enough sample was available to reach the telephone survey target of $n=2,000$ (75% of the complete sample)
- Stratify the sample across the 27 base locations to ensure adequate representation across locations in both the phone and online surveys.

The 10,071 valid sample cases were split between telephone (75%) and online (25%) with no overlap to ensure no occupants were included in both versions. Targets were also set for the phone survey to ensure an adequate sample size 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 cases phone numbers were too limited (i.e., Dundurn, Gander, 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 location to the overall location proportions. A decision was made in 2020 that no weighting should be applied based on respondent type (whether the person responding is a CAF member, their spouse is, or both are). That weighting approach was used in previous waves, but the proportion of spouses who were responding to the survey declined each wave and reached the point of making the necessary weights too extreme (i.e. above 3.0 in some cases). The earlier weighting approach also had the effect of over-representing married members which has the potential to skew the results.

As a result of this, the data from the 2017 and 2014 waves had to be re-weighted to be consistent with the 2020 weighting approach (weighting only by base location) in order to allow for accurate comparisons. This change

had a very modest effect on the results for those waves, but it means that the figures provided in this report for 2017 and 2014 may differ slightly to what appeared in the final reports for those waves. A sample profile is presented in a table at the end of this section which compares the 2014, 2017 and 2020 (phone and online) waves in terms of key demographic variables.

Questionnaire design and pre-testing

Both the phone and online questionnaires were primarily based on previous iterations (2005, 2014 and 2017) to ensure data could be compared over time. Some questions were altered or added in order to collect information about new communication approaches, but the survey length was largely consistent with the 2017 wave.

Upon approval of the changes from CFHA, separate online and phone versions of the questionnaire were created and translated into French using Environics' professional translators. The online version of the survey was identical to the phone version in terms of the questions asked. The only difference involved the handling of some open-ended questions: telephone interviewers select, from an existing list, codes that correspond with the answer being provided. In the online version, this is not possible, so respondents were shown the list of codes and asked to choose up to three responses. This has the effect of prompting respondents into choosing responses they may not have chosen if they were not provided the list.

Phone. Prior to finalizing the phone 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 recordings were made available to representatives from CFHA. Given that most of the questions had previously been tested and used in previous versions of the survey, no changes were made to the phone questionnaire following the pre-test.

Online. After it was programmed by DND, extensive testing of the online survey was conducted by DND and Environics and a 'soft launch' was completed with a subset of the total online sample to ensure that email invitations were being sent properly and to verify that the online survey was collecting respondent data accurately. Probing questions were added to the end of the survey asking 'soft launch' respondents whether they had any difficulties understanding or completing the survey. As a result of the feedback, some minor changes were made to the flow and programming of the survey before going ahead with the full launch.

The Government of Canada's standardized demographic question on education was not used in either version of the survey. 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.

Copies of the phone and online questionnaires are attached as an appendix.

Telephone interviewing

Interviewing was conducted by Elemental Data Collection of Ottawa, Ontario, between January 15 to February 23, 2020. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. A minimum of ten percent of each interviewer's work was unobtrusively monitored for quality control in accordance with industry standards. 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 21 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 Canadian Research Insights Council (CRIC), as well as applicable federal legislation (Personal Information Protection and Electronic Documents Act, or PIPEDA). The survey was registered under CRIC's Research Verification Service, which permits the public to verify a survey call, inform themselves about the industry and/or register a complaint.

Online survey administration

The online survey was administered internally by DND between January 17 to February 17, 2020. The stratified online sample list was provided to them by Environics and CFHA sent the email invitations directly to occupants. DND programmed and hosted the online survey. No targets or quotas were set to allow all occupants who responded to complete the survey. All surveys were conducted in the respondent's official language of choice. DND and CFHA sent reminders during the field period to occupants who had not yet completed the survey to maximize response.

Upon completion of the fieldwork, DND provided Environics with a complete data file containing the data from the completed surveys.

Completion results

Phone survey. The effective response rate for the survey is 29 percent.³ 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.

Disposition of calls	TOTAL
Total Numbers Attempted	7,556
Out-of-scope - Invalid	477
Unresolved (U)	2,805
<i>No answer/Answering machine</i>	2,805
In-scope - Non-responding (IS)	804
<i>Language barrier</i>	7
<i>Incapable of completing (ill/deceased)</i>	32
<i>Callback (Respondent not available)</i>	765
Total Asked	3,470
<i>Refusal</i>	1,346
<i>Termination</i>	47
In-scope - Responding units (R)	2,077
<i>Quota full</i>	0
<i>NQ – Not CAF member</i>	64
<i>NQ – Does not live in DND housing</i>	11
<i>Completed interview</i>	2002
Response Rate	29.34
Incidence	96.39

³ This response rate calculation comes from the *Standards for the Conduct of Government of Canada Public Opinion Research – Telephone Surveys*: <https://www.tpsgc-pwgsc.gc.ca/rop-por/telephone-eng.html>

Online survey. The effective response rate for the survey is 30 percent.⁴ This is calculated as the total number of responding units divided by the total number of potentially eligible cases (including those whose eligibility could not be determined). Specifically, it is the total number of responding units (completed surveys plus those who were disqualified because of survey requirements and quotas being filled), divided by unresolved numbers (bounce backs and unanswered emails) plus non-responding units (early break-offs and others who would otherwise qualify for the survey) plus responding participants $[R/(U+IS+R)]$. The disposition of all contacts is presented in the following table.

Online survey	
Disposition	TOTAL
Total email addresses used	2,515
Invalid cases	0
<i>Invitations mistakenly sent to people who did not qualify for the study</i>	0
<i>Incomplete or missing email addresses</i>	0
Unresolved (U)	1,668
<i>Email invitations bounce back</i>	60
<i>Email invitations unanswered</i>	1,608
In-scope - Non-responding (IS)	94
<i>Non-response from eligible respondents</i>	0
<i>Respondent refusals</i>	0
<i>Language problem</i>	0
<i>Selected respondent not available</i>	0
<i>Early break-offs</i>	94
Responding units (R)	753
<i>Completed surveys disqualified – quota filled</i>	0
<i>Completed surveys disqualified for other reasons</i>	27
<i>Completed surveys</i>	726
Response Rate	29.94

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

⁴ This response rate calculation comes from the Standards for the *Conduct of Government of Canada Public Opinion Research—Online Surveys*: <https://www.tpsgc-pwgsc.gc.ca/rop-por/enligne-online-eng.html>

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

Completions by location

Location	Base Command	Proportion of all CFHA occupants (%)	Phone sample counts	Completed phone surveys (unweighted)	Online sample counts	Completed online surveys (unweighted)
Bagotville	Air	3.3	263	79	83	20
Borden	Other	6.0	476	126	150	47
Cold Lake	Air	5.3	400	108	132	28
Comox	Air	2.3	185	60	58	22
Dundurn	Army	0.2	16	7	6	2
Edmonton	Army	4.3	340	89	108	35
Esquimalt	Navy	6.7	465	122	166	59
Gagetown	Army	12.6	938	247	314	74
Gander	Air	0.6	29	5	24	4
Goose Bay	Air	1.7	138	33	43	4
Greenwood	Air	5.0	393	109	124	38
Halifax	Navy	3.9	259	69	98	22
Kingston	Army	4.4	343	92	110	36
Montreal	Army	1.7	91	34	57	20
Moose Jaw	Air	1.4	105	40	34	12
North Bay	Air	1.6	124	36	39	17
Ottawa	Other	1.3	90	31	31	16
Petawawa	Army	13.7	1,082	258	341	102
Shilo	Army	5.4	428	103	135	32
Suffield	Army	1.3	88	11	31	11
Trenton	Air	5.2	400	102	129	44
Valcartier	Army	6.0	470	120	149	32
Wainwright	Army	1.3	91	33	31	11
Winnipeg	Air	4.0	317	84	101	36
Yellowknife	Army	0.8	25	4	21	2
TOTAL	-	100	7,556	2,002	2,515	726
Army	-	52	3912	998	1303	357
Navy	-	11	724	191	264	81
Air	-	30	2354	656	767	225
Other	-	7	566	157	181	63

The following is a profile of the final, weighted sample for both 2020 waves and the previous two telephone waves by key characteristics:

Sample profile

Sample type	2014 (%)	2017 (%)	2020 Phone (%)	2020 Online (%)
CAF member in household is...				
Self	73	75	79	82
Spouse	21	16	13	9
Both	6	8	8	9
Number of years served in CAF				
0 to 10	61	59	54	51
11 to 20	25	29	34	35
21 or more	14	12	12	11
Marital status				
Married or common-law	74	71	67	70
Single, never married	19	21	24	18
Separated/divorced/widowed	7	8	9	8
Income				
< \$50K	n/a	9	6	6
\$50K-\$75K	n/a	47	40	39
\$76K-\$100K	n/a	26	30	27
>\$100K	n/a	16	20	14
Refused	n/a	3	4	13
Age				
<25 years	13	10	11	6
25-34	49	50	44	42
35-44	25	26	29	32
45 and over	13	13	14	14
Refused	1	1	1	6
Gender				
Male	68	73	75	75
Female	32	27	25	21
Other	0	0	1	2
Language of interview				
English	89	88	86	82
French	11	12	14	18

Canadian Forces Housing Agency 2020 Occupant Survey

Telephone Questionnaire

Telephone 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 or partners.

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. The survey will take approximately 20 minutes to complete.

Your answers will remain strictly 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.

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 Rebecca McDonald from DND at POR-ROP@forces.gc.ca.

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 1833/17X.

IF ASKED: This study has been registered with the Canadian Research Insights Council's Research Verification Service so that you may validate its authenticity. To enquire about the details of this research, visit CRIC's website www.canadianresearchinsightscouncil.ca and reference project code 20191203-EN804.

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. No identifying information from the survey will be shared with the DND/CAF.

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

- 01 English/Anglais
- 02 French/Français

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

- 01 – Yes, respondent
 - 02 – Yes, spouse or partner
 - 03 – Yes, both
 - 04 – No, neither
- TERMINATE**
- CHECK QUOTAS**

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
- [PHONE: ASK TO SPEAK TO PERSON IN HOUSEHOLD WHO IS 18 OR OLDER]**
-

A. Experience with and Opinions of DND Housing

The first few questions are about your experience with DND housing...

1. How long have you lived in your current home?
[PHONE: 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
- VOLUNTEERED**
- 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**
- VOLUNTEERED**
- 99 – Don't know/No answer
- SKIP TO Q.4**

3. How many different DND-provided Residential Housing Units, or RHUs, have you lived in during **[RECALL BASED ON QA=1,3: "Your" / QA=2 "Your spouse/partner's"]** career?

_____ RHUs **[ALLOWABLE RANGE = 1-99]**

- VOLUNTEERED**
- 99 – Don't know/No answer

4. Have you always lived in DND housing during **[RECALL BASED ON QA=1,3: "Your" / QA=2 "Your spouse/partner's"]** career, or have you also lived in the local community?

- 01 – Always lived in DND housing

02 – Also lived in local community

VOLUNTEERED

99 – Don't know/No answer

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

[PHONE: DO NOT READ – CODE UP TO 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

13 – It was available/it was offered

98 – Other (Please type in) _____

ANCHOR AT BOTTOM

VOLUNTEERED

99 – Don't know/No answer

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

VOLUNTEERED

99 – Don't know/No answer

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 REPEAT SCALE ONLY AS NECESSARY]**

[RANDOMIZE]

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

d. The safety and security of your home, in terms of things like military or local police presence and the absence of crime.

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

01 – Very important

02 – Somewhat important

03 – Not very important

04 – Not at all important

VOLUNTEERED

99 – Don't know/No answer

6k. Which room or feature of your home is most important to the way your family lives?
[PHONE: DO NOT READ – CODE UP TO 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
 - 12 – The size of the house or number of rooms in the house
 - 98 – Other (Please type in) _____ ANCHOR AT BOTTOM
- VOLUNTEERED**
- 99 – DK/NA

7. Overall, how satisfied are you with your current home? Are you...?
[PHONE: 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 you are **[PIPE ANSWER FROM Q7]**?
[PHONE: DO NOT READ – CODE ALL THAT APPLY FROM APPROPRIATE LIST]

[PHONE: SHOW CODES FOR SELECTION]

a. Why very satisfied (Q7=01)

- 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
- 19 - Nice house/I like the house
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

[PHONE: SHOW CODES FOR SELECTION]

b. Why somewhat satisfied (Q7=02)

- 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
- 47 - Dislike layout/design
- 45 - Would like a garage/ basement/storage
- 19 - Nice house/I like the house
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

[PHONE: SHOW CODES FOR SELECTION]

c. Why not satisfied (Q7=03 or 04)

- 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
- 45 - Want more/something different
- 69 - No choice in what house you get
- 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.

[PHONE: READ AND REPEAT SCALE ONLY AS NECESSARY]

[RANDOMIZE]

- a. The condition of your home, in terms of the state of things like kitchen, bathrooms and flooring
- b. The size or amount of space of your home
- c. The energy efficiency of your home
- d. The safety and security of your home, in terms of things like military or local police presence and the absence of crime.
- 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

- 01 – Very satisfied
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied

VOLUNTEERED

- 99 – Don't know/No answer

10. [DELETED]

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

- 01 – Better
- 02 – Worse
- 03 – About the same
- VOLUNTEERED**
- 99 – Not sure

12-13. [DELETED]

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?

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

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

[PHONE - READ: Are you...?]

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

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

16. [DELETED]

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

[PHONE: 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)
- 14 - Provide 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?
[PHONE: 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
- 26 - Poor administration/disorganized/bureaucratic
- 27 - Inadequate housing/ property
- 15 - Rules/regulations/policies
- 28 - Difficult to choose/ switch housing
- 97 – Nothing
- 98 – Other (SPECIFY _____)
- 99 – DK/NA

19. Do you consider CFHA to be excellent, good, acceptable, poor or very poor in each of the following areas?
[PHONE: READ AND REPEAT SCALE ONLY AS NECESSARY]
[RANDOMIZE]

- a. Responding promptly to inquiries or requests
- b. Being friendly and courteous
- c. Being knowledgeable about housing issues
- d. Carrying out maintenance or repairs
- e. Being caring and empathetic
- f. Making fair decisions

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor
- VOLUNTEERED**
- 99 – Not sure

20-26. *[DELETED]*

27. Have you had any of the following done on your current home in the past 12 months?
[PHONE: READ]

[SHOW IN ORDER/DO NOT RANDOMIZE]

- 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

01 – Yes

02 – No

VOLUNTEERED

99 – Don’t know/No answer

ASK Q.28 FOR ONLY ONE ITEM AT Q.27. IF ‘YES’ TO BOTH AT Q.27, CHOOSE ONE RANDOMLY. IF ‘NO/DK (CODE 2 OR CODE 99)’ TO BOTH, SKIP TO Q.29.

28. Thinking about the **[PIPE IN FROM Q27]** minor repairs/major renovation^[/] that **[PIPE IN FROM Q27]** has/have^[/] been done most recently, how satisfied were you with each of the following?

[PHONE: READ AND REPEAT SCALE ONLY AS NECESSARY]

[RANDOMIZE]

- a. the quality of the **[PIPE IN FROM Q27]** repairs/renovation ^[/]
- b. how quickly the **[PIPE IN FROM Q27]** repairs were/renovation was ^[/] done
- c. the contractor arrived to do the job when promised.
- d. 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

VOLUNTEERED

99 – Don’t know/No answer

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

01 – Yes

02 – No

SKIP TO Q.36

VOLUNTEERED

99 – Don’t know/No answer

SKIP TO Q.36

30. When did you last call the Emergency After Hours Service, if ever? Was it...

01 – In the past month

02 – Over a month ago but within the past six months

03 – Over six months ago

04 – Never

SKIP TO Q.36

VOLUNTEERED

99 – Don’t know/No answer

SKIP TO Q.36

31. How satisfied were you with the service you received from the Emergency After Hours Service call center staff **on your most recent call**?

[PHONE: 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.33

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 **on your most recent call?**

[PHONE: 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
- 14 - Staff not knowledgeable
- 98 – Other (SPECIFY _____)
- 99 – Don't know/No answer

33. 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**
- VOLUNTEERED**
- 99 – Don't know/No answer **SKIP TO Q.36**

34. How satisfied were you with the service you received from the contractor who did the repairs?

[PHONE: READ]

- 01 – Very satisfied **SKIP TO Q.36**
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied
- VOLUNTEERED**
- 99 – Don't know/No answer **SKIP TO Q.36**

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

[PHONE: 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
- 11 - Not knowledgeable
- 98 – Other (SPECIFY _____)
- 99 – Don't know/No answer

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

- 01 – Yes, definitely
- 02 – Yes, I think so
- 03 – No **SKIP TO Q.40**
- VOLUNTEERED**
- 99 – Don't know/No answer **SKIP TO Q.40**

37. Have you ever used the occupant complaint resolution process?

- 01 – Yes
- 02 – No **SKIP TO Q.40**
- VOLUNTEERED**
- 99 – Don't know/No answer **SKIP TO Q.40**

38. Overall, how satisfied were you with how your complaint was handled?
[PHONE: READ]

- 01 – Very satisfied **SKIP TO Q.40**
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied
- VOLUNTEERED**
- 99 – Don't know/No answer **SKIP TO Q.40**

39. Why were you not more satisfied with how your complaint was handled?
[PHONE: DO NOT READ – CODE ALL THAT APPLY]

- 01 – Rude/not courteous
- 02 – Process too complicated
- 03 – Slow/took too long to get response
- 04 – Could not help/did not fix problem
- 10 – Did not follow through /no follow-up
- 98 – Other (SPECIFY _____)
- 99 – Don't know/No answer

C. CFHA Communications

40. 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?
[PHONE: READ]

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

41. In the past year, have you received any of the following from CFHA?
[PHONE: READ]
[RANDOMIZE]

- a. Notices or Advisories, such as boil water advisories or notices about watermain breaks
- b. A newsletter, including tips and tricks and other general information

- 01 – Yes
- 02 – No
- VOLUNTEERED**
- 99 – Don't know/No answer

41c. **[IF CODE 01 AT 41a OR 41b]** Did you receive this information...?
[PHONE: READ]

[RANDOMIZE CODES 1 AND 2 ONLY]

- 01 – Only by email
- 02 – Only in a printed brochure, letter or newsletter sent to your home
- 03 – Both
- VOLUNTEERED**
- 99 – Don't know/No answer

42. Have you visited the CFHA website...?
[PHONE: READ]
[PHONE: IF ASKED: The website address is www.canada.ca/military-housing**]**

- 01 – In the past month
- 02 – Over a month ago but within the past six months
- 03 – Over six months ago
- 04 – Never **SKIP TO Q.44**
- VOLUNTEERED**
- 99 – Don't know/No answer **SKIP TO Q.44**

43. Thinking about your most recent visit, for what reasons did you visit the CFHA website?
[PHONE: 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 (Please type in)_____ **ANCHOR AT BOTTOM**
- VOLUNTEERED**
- 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...?
[PHONE: READ]

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor
- VOLUNTEERED**
- 99 – Not sure **SKIP TO Q.46**

45. Why did you rate CFHA communications as **[PIPE ANSWER TO Q. 44]**?
[PHONE INSTRUCTION: DO NOT READ – CODE ALL THAT APPLY FROM APPROPRIATE LIST;
PROBE: Anything else?]

- [PHONE: SHOW CODES FOR SELECTION]**
a. Why excellent/good (Q44=01 or 02)
- 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
 - 08 - Quick/ timely/up to date information
 - 13 - Get information through mail/ newsletters/email
 - 98 – Other (SPECIFY)_____
 - 99 – DK/NA

[PHONE: SHOW CODES FOR SELECTION]

b. Why acceptable (Q44=03)

- 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

[PHONE: SHOW CODES FOR SELECTION]

c. Why poor/very poor (Q44=04 or 05)

- 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)
- 39 - Dissatisfied with the information received
- 41 - Inconsistent information
- 98 – Other (SPECIFY) _____
- 99 – DK/NA

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

[PHONE INSTRUCTION: 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
- 07 - Advance notice of work to be done to my rental
- 24 - Specific information about the house I live in (various)
- 98 – Other (Please type in _____) ANCHOR AT BOTTOM
- 97 – None ANCHOR AT BOTTOM

VOLUNTEERED

- 99 – DK/NA

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?

[PHONE: READ]

[RANDOMIZE]

- 01 – By text notification
- 02 – By e-mail
- 03 – By visiting their web site

- 04 – By social media, such as Twitter
- 05 – An app created by DND or CAF
- VOLUNTEERED**
- 99 – Don't know/No answer

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?

[PHONE: READ]
[RANDOMIZE]

- 01 – By mail
- 02 – By e-mail
- 03 – By visiting their web site
- 04 – By social media, such as Twitter
- 05 – Town Hall
- VOLUNTEERED**
- 99 – Don't know/No answer

NEW IN 2020

48. Did you know that CFHA has a Twitter account which provides general information about the Agency?

- 01 – Yes
- 02 – No
- [VOLUNTEERED]**
- 99 – Don't know/No answer

NEW IN 2020

49. If you were able to access CFHA's services through an online self-service portal where you could log into your housing account, how likely would you be to do each of the following online if it were available to you?

[PHONE: READ AND REPEAT SCALE ONLY AS NECESSARY]
[RANDOMIZE]

- a. Apply for a Residential Housing Unit (RHU)
- b. Submit a service request for maintenance or repairs
- c. Update contact information
- d. Report an extended absence from the Residential Housing Unit (RHU)

- 01 – Very likely
- 02 – Somewhat likely
- 03 – Not very likely
- 04 – Not at all likely

VOLUNTEERED
99 – Don't know/No answer

50. *[DELETED]*

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

51. Are you ...?

[PHONE: READ IN ORDER SHOWN. IF ASKED, REPLY] 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 – Prefer not to say

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

- _____ people [**ALLOWABLE RANGE = 1-20**]
- VOLUNTEERED**
 - 99 – Prefer not to say

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?
[PHONE: READ IN ORDER SHOWN]

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

- 01 – Yes
- 02 – No
- VOLUNTEERED**
- 99 – Prefer not to say

51c. Do you have any children who live with you either all the time or part of the time who are...?
[PHONE: READ IN ORDER SHOWN]

- i. Aged 12 or under
- ii. Aged 13 to 17

- 01 – All the time
- 02 – Part of the time
- 03 – Neither
- VOLUNTEERED**
- 99 – Prefer not to say

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...?
[PHONE: READ]

- 01 – Main reason
- 02 – Important reason but not the main one
- 03 – Not too important
- [VOLUNTEERED]**
- 99 – Don't know/No answer

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?

[PHONE: READ]
[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
98 – Not applicable
99 – Prefer not to say

ASK Q52d ONLY IF MARRIED (Q51=2):

52d. 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
VOLUNTEERED
99 – Prefer not to say

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?

[PHONE INSTRUCTION: RECORD VERBATIM. DO NOT CODE]

99 – Don't know/No answer

E. Respondent Profile

To finish up, we have a few questions about you and your household for statistical purposes only. Please be assured that your answers will remain completely anonymous.

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

[PHONE: If less than one year, please enter 0]

_____ years **[ALLOWABLE RANGE: 0-99]**
99 – Don't know/No answer

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

55. What is your current rank group?

[PHONE: READ – CODE ONE ONLY]

- 01 - Junior NCM
- 02 - Senior NCM
- 03 - Junior Officer
- 04 - Senior Officers/General/Flag Officers
- VOLUNTEERED**
- 98 – Other (SPECIFY _____)

56. Which CAF command do you serve in?

[PHONE: DO NOT READ EXCEPT TO CLARIFY - CODE ONE ONLY]

- 01 – Royal Canadian Navy (RCN)
- 02 – Canadian Army (CA)
- 03 – Royal Canadian Air Force (RCAF)
- 04 – Canadian Special Operations Forces Command (CANSOFCOM)
- 05 - Military Personnel Command (MPC)
- 06 – Other _____
- VOLUNTEERED**
- 99 – Prefer not to say

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?

[PHONE: READ – CODE ONE ONLY]

- 01 - Junior NCM
- 02 - Senior NCM
- 03 - Junior Officer
- 04 - Senior Officers/General/Flag Officers
- VOLUNTEERED**
- 98 – Other (SPECIFY _____)

58. Which CAF command does your spouse serve in?

[PHONE: DO NOT READ EXCEPT TO CLARIFY - CODE ONE ONLY]

- 01 – Royal Canadian Navy (RCN)
- 02 – Canadian Army (CA)
- 03 – Royal Canadian Air Force (RCAF)
- 04 – Canadian Special Operations Forces Command (CANSOFCOM)
- 05 - Military Personnel Command (MPC)
- 06 – Other _____
- VOLUNTEERED**
- 99 – Prefer not to say

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?

[PHONE: 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
- 99 – Prefer not to say

ASK Q.60 IF Q59=01-02

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

- 01 - CAF, as a military member
- 02 – DND, as an employee
- 03 – DND, as a contractor
- 04 – Any other Government of Canada department
- 05 – None of the above
- VOLUNTEERED**
- 99 – Prefer not to say

ASK ALL

61. Do you currently live in...?
[PHONE: 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 – Don't know/No answer

62. In what year were you born?

_____ Year **[MINIMUM: 1900]**
99 – Prefer not to say

63. Finally, which of the following categories best describes your total household income?
[PHONE: 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 – Prefer not to say

64. Which of the following do you identify with...?
[PHONE: READ]

- 01 - Male gender
- 02 - Female gender
- 03 - Gender diverse

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 Stephen Jubinville from DND at stephen.jubinville@forces.gc.ca.

[PHONE - RECORD]

66. Name of Base (from sample list)

- 01 - Bagotville
- 02 - Borden
- 03 - Cold Lake
- 04 - Comox
- 05 - Dundurn
- 06 - Edmonton
- 07 - Esquimalt
- 08 - Gagetown
- 09 - Gander
- 10 - Goose Bay
- 11 - Greenwood
- 12 - Halifax
- 13 - Kingston
- 14 - Montreal
- 15 - Moose Jaw
- 16 - North Bay
- 17 - Ottawa
- 18 - Petawawa
- 19 - Shilo
- 20 - Suffield
- 21 - Trenton
- 22 - Valcartier
- 23 - Wainwright
- 24 - Winnipeg
- 25 - Yellowknife

Canadian Forces Housing Agency 2020 Occupant Survey

Online Questionnaire

Online landing page

LANG. Please select your preferred language: / Veuillez chocher la langue de votre choix:

- 01 English/Anglais
- 02 French/Français

[NEXT PAGE]

Welcome to the 2020 Department of National Defence (DND) Housing Occupant Satisfaction Survey.

If you don't have time to complete this survey in one sitting, you can return to it by clicking again on the link provided in the email you received.

Note: If you genuinely have no opinion about a question or cannot answer it, please click through to the next question. There are only a few key questions where your answer will be required in order to move forward.

< PROGRAMMING NOTE: All questions are non-mandatory unless otherwise indicated.>

Mandatory

- A. To confirm, are you or is your spouse or partner a CAF member?
(If answer is 1, 2 or 3, go to QB, else go to Thank You page)

- 01 – Yes, respondent
- 02 – Yes, spouse or partner
- 03 – Yes, both
- 04 – No, neither

Mandatory

- B. Is it correct that you currently live in DND housing?
(If answer is 1 go to QC, else go to Thank You page)

- 01 – Yes
- 02 – No

Mandatory

- C. And to confirm, are you 18 years of age or older?
(If answer is 1 go to QA.1. else go to Thank You page)

- 01 – Yes
- 02 – No

A. Experience with and Opinions of DND Housing

The first few questions are about your experience with DND housing...

1. How long have you lived in your current home?
[ONLINE: Please select one answer 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

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

- 01 – Yes
- 02 – No

SKIP TO Q.4

3. How many different DND-provided Residential Housing Units, or RHUs, have you lived in during **[RECALL BASED ON QA=1,3: “Your” / QA=2 “Your spouse/partner’s”]** career?

_____ RHUs **[ALLOWABLE RANGE = 1-99]**

4. Have you always lived in DND housing during **[RECALL BASED ON QA=1,3: “Your” / QA=2 “Your spouse/partner’s”]** career, or have you also lived in the local community?

- 01 – Always lived in DND housing
- 02 – Also lived in local community

5. Why have you chosen to live in DND housing?
[ONLINE – RANDOMIZE LIST: Please select up to 3 reasons.]

- 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
- 13 – It was available/it was offered
- 98 – Other (Please type in)_____

ANCHOR AT BOTTOM

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

Mandatory

6. Thinking now generally about what matters to you about where you live, how important are each of the following?

[ONLINE: Grid with items appearing one at a time]
[RANDOMIZE]

- 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
- d. The safety and security of your home, in terms of things like military or local police presence and the absence of crime.
- 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

- 01 – Very important
- 02 – Somewhat important
- 03 – Not very important
- 04 – Not at all important

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

[ONLINE – RANDOMIZE LIST: Please select up to 3.]

- 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

12 – The size of the house or number of rooms in the house

98 – Other (Please type in) _____ ANCHOR AT BOTTOM

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

[ONLINE: Please select one answer only.]

01 – Very satisfied

02 – Somewhat satisfied

03 – Not very satisfied

04 – Not at all satisfied

8. Why do you say you are **[PIPE ANSWER FROM Q7]**?

[ONLINE: SHOW OPEN-ENDED TEXT BOX ONLY; INSTRUCTION: Please be as specific as possible.]

Mandatory

9. How satisfied are you are with each of these specific elements of your current home?

[ONLINE: Grid with items appearing one at a time]

[RANDOMIZE]

a. The condition of your home, in terms of the state of things like kitchen, bathrooms and flooring

b. The size or amount of space of your home

c. The energy efficiency of your home

d. The safety and security of your home, in terms of things like military or local police presence and the absence of crime.

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

01 – Very satisfied

02 – Somewhat satisfied

03 – Not very satisfied

04 – Not at all satisfied

10. *[DELETED]*

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

01 – Better

02 – Worse

03 – About the same

99 – Not sure

12-13. *[DELETED]*

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?

- 01 – Adds to
- 02 – Takes away from
- 03 – Makes no difference

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

- 01 – Very likely
- 02 – Somewhat likely
- 03 – Not very likely
- 04 – Not at all likely

B. CFHA Services

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

Overall, how would you rate the customer service you have received from CFHA in the past year?

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor

16. [DELETED]

17. What do you like the most about the service you have received from CFHA?
[ONLINE: SHOW OPEN-ENDED TEXT BOX ONLY: Please be as specific as possible.]

18. And what do you dislike the most about the service you have received from CFHA?
[ONLINE: SHOW OPEN-ENDED TEXT BOX ONLY: Please be as specific as possible.]

Mandatory

19. Do you consider CFHA to be excellent, good, acceptable, poor or very poor in each of the following areas?

[ONLINE: Grid with items appearing one at a time]

[RANDOMIZE]

- a. Responding promptly to inquiries or requests
- b. Being friendly and courteous
- c. Being knowledgeable about housing issues
- d. Carrying out maintenance or repairs
- e. Being caring and empathetic
- f. Making fair decisions

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor
- 99 – Not sure

20-26. [DELETED]

Mandatory

27. Have you had any of the following done on your current home in the past 12 months?
[ONLINE: Grid with items appearing one at a time]
[SHOW IN ORDER/DO NOT RANDOMIZE]

- 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

- 01 – Yes
- 02 – No

ASK Q.28 FOR ONLY ONE ITEM AT Q.27. IF 'YES' TO BOTH AT Q.27, CHOOSE ONE RANDOMLY. IF 'NO (CODE 2)' TO BOTH, SKIP TO Q.29.

Mandatory

28. Thinking about the **[PIPE IN FROM Q27]** minor repairs/major renovation^[/] that **[PIPE IN FROM Q27]** has/have^[/] been done most recently, how satisfied were you with each of the following?
[ONLINE: Grid with items appearing one at a time]
[RANDOMIZE]

- a. the quality of the **[PIPE IN FROM Q27]** repairs/renovation ^[/]
 - b. how quickly the **[PIPE IN FROM Q27]** repairs were/renovation was ^[/] done
 - c. the contractor arrived to do the job when promised.
 - d. 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

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

- 01 – Yes
- 02 – No

SKIP TO Q.36

30. When did you last call the Emergency After Hours Service, if ever?

- 01 – In the past month
- 02 – Over a month ago but within the past six months
- 03 – Over six months ago
- 04 – Never

SKIP TO Q.36

31. How satisfied were you with the service you received from the Emergency After Hours Service call center staff **on your most recent call**?

- 01 – Very satisfied
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied

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 **on your most recent call**?

[ONLINE: SHOW OPEN-ENDED TEXT BOX ONLY: Please be as specific as possible.]

33. 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

34. How satisfied were you with the service you received from the contractor who did the repairs?

- 01 – Very satisfied
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied

SKIP TO Q.36

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

[ONLINE: SHOW OPEN-ENDED TEXT BOX ONLY: Please be as specific as possible.]

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

- 01 – Yes, definitely
- 02 – Yes, I think so
- 03 – No

SKIP TO Q.40

37. Have you ever used the occupant complaint resolution process?

- 01 – Yes
- 02 – No

SKIP TO Q.40

38. Overall, how satisfied were you with how your complaint was handled?

- 01 – Very satisfied
- 02 – Somewhat satisfied
- 03 – Not very satisfied
- 04 – Not at all satisfied

SKIP TO Q.40

39. Why were you not more satisfied with how your complaint was handled?

[ONLINE: SHOW OPEN-ENDED TEXT BOX ONLY: Please be as specific as possible.]

C. CFHA Communications

40. 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?

- 01 – Very familiar
- 02 – Somewhat familiar
- 03 – Not very familiar
- 04 – Not at all familiar

Mandatory

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

[ONLINE: Grid with items appearing one at a time]

[RANDOMIZE]

a. Notices or Advisories, such as boil water advisories or notices about watermain breaks

b. A newsletter, including tips and tricks and other general information

- 01 – Yes
- 02 – No

41c. **[IF CODE 01 AT 41a OR 41b]** Did you receive this information...?
[ONLINE: Please select one only.]

[RANDOMIZE CODES 1 AND 2 ONLY]

- 01 – Only by email
- 02 – Only in a printed brochure, letter or newsletter sent to your home
- 03 – Both

42. Have you visited the CFHA website...?
[ONLINE] The website address is www.canada.ca/military-housing.

- 01 – In the past month
- 02 – Over a month ago but within the past six months
- 03 – Over six months ago
- 04 – Never

SKIP TO Q.44

43. Thinking about your most recent visit, for what reasons did you visit the CFHA website?
[ONLINE – RANDOMIZE LIST: Please select all that apply.]

- 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 (Please type in _____)

ANCHOR AT BOTTOM

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

- 01 – Excellent
- 02 – Good
- 03 – Acceptable
- 04 – Poor
- 05 – Very poor
- 99 – Not sure

SKIP TO Q.46

45. Why did you rate CFHA communications as **[PIPE ANSWER TO Q. 44]**?
[ONLINE – SHOW OPEN-ENDED TEXT BOX ONLY] Please be as specific as possible.

46. What specific types of information about DND housing do you want to receive from the CFHA?
[ONLINE – RANDOMIZE LIST: Please select 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
- 07 - Advance notice of work to be done to my rental
- 24 - Specific information about the house I live in (various)
- 98 – Other (Please type in _____) **ANCHOR AT BOTTOM**
- 97 – None **ANCHOR AT BOTTOM**

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?

[ONLINE: Please select one answer only.]

[RANDOMIZE]

- 01 – By text notification
- 02 – By e-mail
- 03 – By visiting their web site
- 04 – By social media, such as Twitter
- 05 – An app created by DND or CAF

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?

[ONLINE: Please select one answer only.]

[RANDOMIZE]

- 01 – By mail
- 02 – By e-mail
- 03 – By visiting their web site
- 04 – By social media, such as Twitter
- 05 – Town Hall

NEW IN 2020

48. Did you know that CFHA has a Twitter account which provides general information about the Agency?

- 01 – Yes
- 02 – No

NEW IN 2020

49. If you were able to access CFHA's services through an online self-service portal where you could log into your housing account, how likely would you be to do each of the following online if it were available to you?

[ONLINE: Grid with items appearing one at a time - Please select one answer for each.]

[RANDOMIZE]

- a. Apply for a Residential Housing Unit (RHU)
- b. Submit a service request for maintenance or repairs
- c. Update contact information
- d. Report an extended absence from the Residential Housing Unit (RHU)

- 01 – Very likely
- 02 – Somewhat likely
- 03 – Not very likely
- 04 – Not at all likely
- 99 – Not sure

50. *[DELETED]*

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

51. Are you ...?

[ONLINE: Please select one answer only.]

- 01 – Single, never married
- 02 – Married, common-law or living together as a couple
- 03 – Widowed
- 04 – Separated
- 05 – Divorced
- 99 – Prefer not to say

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

_____ people **[ALLOWABLE RANGE = 1-20; DROP DOWN LIST ONLINE]**
99 – Prefer not to say

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?

[ONLINE: SHOW GRID]

- iv. Family members 18 or older
- v. Other military members
- vi. Civilian roommates

- 01 – Yes
- 02 – No
- 99 – Prefer not to say

51c. Do you have any children who live with you either all the time or part of the time who are...?

[ONLINE: SHOW GRID]

- iii. Aged 12 or under
- iv. Aged 13 to 17

- 01 – All the time
- 02 – Part of the time
- 03 – Neither
- 99 – Prefer not to say

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...?

- 01 – Main reason
- 02 – Important reason but not the main one
- 03 – Not too important

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?

[ONLINE: SHOW GRID]

[RANDOMIZE]

- vi. Your work location
- vii. **(IF Q51=2 MARRIED)** Your spouse's work location
- viii. **(IF Q51ci or cii=01-02)** Your child's school or daycare
- ix. Shopping, such as grocery stores and malls

- x. Recreation, such as restaurants, theatres and arenas

- 01 – Reasonable
- 02 – Not reasonable
- 98 – Not applicable
- 99 – Prefer not to say

ASK Q52d ONLY IF MARRIED (Q51=2):

52d. 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 – Prefer not to say

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?

[ONLINE: SHOW OPEN-ENDED TEXT BOX]

- 99 – Don't know/No answer

E. Respondent Profile

To finish up, we have a few questions about you and your household for statistical purposes only. Please be assured that your answers will remain completely anonymous.

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

[ONLINE: If less than one year, please enter 0]

_____ years **[ALLOWABLE RANGE: 0-99]**

- 99 – Don't know/No answer

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

55. What is your current rank group?

[ONLINE: Please select one answer only.]

- 01 - Junior NCM
- 02 - Senior NCM
- 03 - Junior Officer
- 04 - Senior Officers/General/Flag Officers
- 98 – Other (SPECIFY _____)

56. Which CAF command do you serve in?

[ONLINE: Please select one answer only.]

- 01 – Royal Canadian Navy (RCN)
- 02 – Canadian Army (CA)
- 03 – Royal Canadian Air Force (RCAF)
- 04 – Canadian Special Operations Forces Command (CANSOFCOM)
- 05 - Military Personnel Command (MPC)
- 06 – Other _____
- 99 – Prefer not to say

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?
[ONLINE: Please select one answer only.]

- 01 - Junior NCM
- 02 - Senior NCM
- 03 - Junior Officer
- 04 - Senior Officers/General/Flag Officers
- 98 – Other (SPECIFY _____)

58. Which CAF command does your spouse serve in?
[ONLINE: Please select one answer only.]

- 01 – Royal Canadian Navy (RCN)
- 02 – Canadian Army (CA)
- 03 – Royal Canadian Air Force (RCAF)
- 04 – Canadian Special Operations Forces Command (CANSOFCOM)
- 05 - Military Personnel Command (MPC)
- 06 – Other _____
- 99 – Prefer not to say

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?
[ONLINE: Please select one answer only.]

- 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)
- 98 – Other
- 99 – Prefer not to say

ASK Q.60 IF Q59=01-02

60. [IF QA=02: Are you / IF QA=01 AND Q51=02: Is your spouse] employed by any of the following?
[ONLINE: Please select one answer only.]

- 01 - CAF, as a military member
- 02 – DND, as an employee
- 03 – DND, as a contractor
- 04 – Any other Government of Canada department
- 05 – None of the above
- 99 – Prefer not to say

ASK ALL

61. Do you currently live in...?
[ONLINE: Please select one answer only.]

- 01 – A single-family dwelling
- 02 – A semi-detached home

- 03 – An apartment
- 04 – A row house
- 05 – or, another type of home

62. In what year were you born?

_____ Year **[MINIMUM: 1900]**
99 – Prefer not to say

63. Finally, which of the following categories best describes your total household income?
[ONLINE: Please select one answer only.]

- 01 – Less than \$50,000
- 02 - \$50,000 to \$75,000
- 03 - \$75,000 to \$100,000
- 04 – More than \$100,000
- 99 – Prefer not to say

64. Which of the following do you identify with...?

- 01 - Male gender
- 02 - Female gender
- 03 - Gender diverse

[FINAL PAGE]

This completes the survey. Thank you very much for your time and assistance!

This survey was conducted on behalf of the Canadian Forces Housing Agency. You can get more information about this survey by contacting Stephen Jubinville from DND at stephen.jubinville@forces.gc.ca.

[THANK YOU PAGE – IF DISQUALIFIED AT QA - QC]

Thank you for your interest in the survey. Unfortunately, we are only looking to speak to CAF members and their spouses/partners who live in DND housing. Thank you very much for your time and assistance.

This survey was conducted on behalf of the Canadian Forces Housing Agency. You can get more information about this survey by contacting Stephen Jubinville from DND at stephen.jubinville@forces.gc.ca.

[RECORD FROM SAMPLE FILE]

66. Name of Base (from sample list)

- 01 - Bagotville
- 02 - Borden
- 03 - Cold Lake
- 04 - Comox
- 05 - Dundurn
- 06 - Edmonton
- 07 - Esquimalt
- 08 - Gagetown
- 09 - Gander
- 10 - Goose Bay
- 11 - Greenwood
- 12 - Halifax
- 13 - Kingston
- 14 - Montreal
- 15 - Moose Jaw
- 16 - North Bay

- 17 - Ottawa
- 18 - Petawawa
- 19 - Shilo
- 20 - Suffield
- 21 - Trenton
- 22 - Valcartier
- 23 - Wainwright
- 24 - Winnipeg
- 25 - Yellowknife