

16 Families move into North Glenora Townhomes



Our Net-Zero North Glenora Townhomes project is complete. On December 1, 2017, sixteen families moved into their new home within this property, built on the former Westmount Presbyterian Church site.

The Edmonton Mennonite Centre has worked diligently with our organization to select families

in need of affordable housing who will be welcomed by North Glenora Community.

Our grand opening and ribbon-cutting for the property is slated for sometimes in January 2018, where Right at Home Housing Society will welcome North Glenora Community residents to meet the new neighbours.

Introducing Our New Board of Directors

The New Board of Directors for the 2017 term was elected June 27 2017. We are happy to introduce a vibrant Board of Directors that bring many skills to our organization in guiding Right at Home towards its foundational values and new strategies to achieve its goals in serving the low-income citizens of Edmonton.

Board Executive

Anne Stevenson - President
John Walker – Vice President
Ahmed Shoaib - Treasurer
Tristan Kruschke – Secretary

Board of Directors

Gary Strangway
Elizabeth Reid
Marta Caufield
Giovanna Baldoz
Stuart Kehrig
Margaret Brown
Shani Gwin

2017 Tenant Satisfaction Survey Results: Where We Excel, And What We Can Look Forward To

Right at Home Housing Society administered our 2017 Tenant Satisfaction Survey in July. This analysis offers transparency to our supporters. It focuses on areas where we continue to satisfy our tenants, as well as those we aim to work harder at achieving.

Demographics

Each tenant received a survey in their mailbox to allow for confidentiality. Sixty-three responses were received, reaching 18.63% of our family residents, and 23.28% of our adult residents (Figure 5.2). While we hoped for a higher response rate to the survey, the responses offer an equal voice from both household types.

In addition, the demographics demonstrated a fact that Right at Home Housing Society prides itself on. Approximately half of our tenants are long-term residents, having lived in our housing for more than 6 years (Figure 5.3). This is a direct result of the stability and supportive management style offered to our tenants. We are proud to have our services considered as an option for permanent and long-term housing.

Figure 1.0. Satisfaction with RAHHS Staff

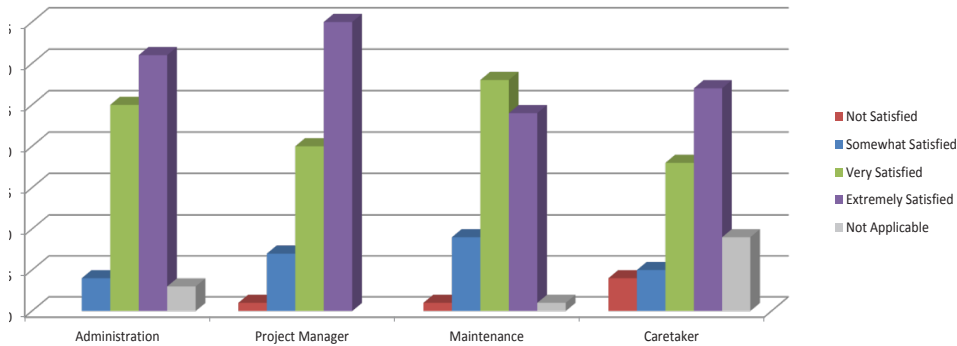


Figure 3.0. Quality of maintenance service provided in various areas

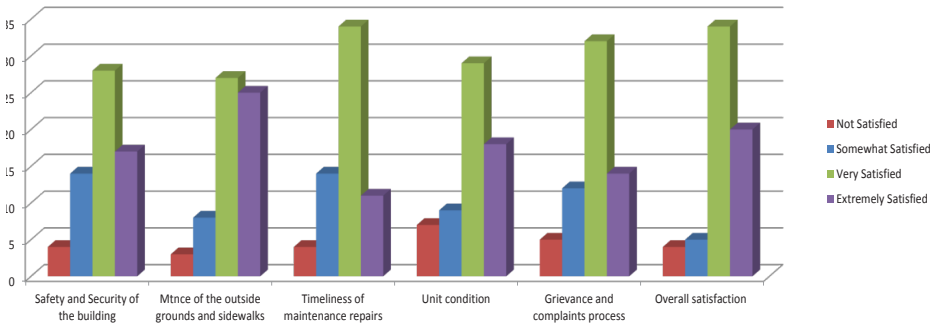
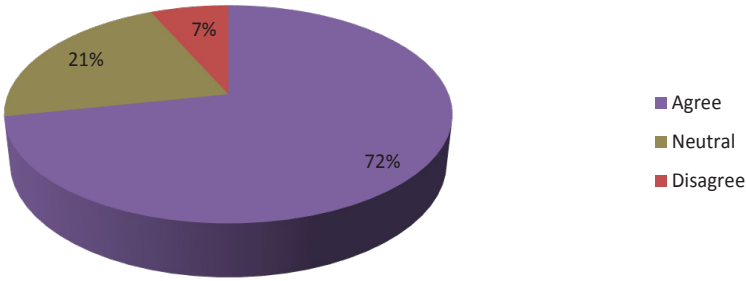


Figure 4.1. "Overall, has RAHHS improved the quality of life in various areas?"



Dedicated, Compassionate Staff

Our staff received positive feedback on their ability to welcome, understand, and provide services to the tenants. Figure 1.0 reports extreme satisfaction with most staff members. Right at Home underwent some shifts in maintenance structure earlier this year. Such changes are expected to improve both the quality and timeliness of maintenance procedures concerning tenants' housing. The suggested improvements were not fully witnessed at the time of the 2017 Tenant Satisfaction Survey. Although the majority are very satisfied with the current procedures (Figure 3.0), we are hoping to see extreme satisfaction in the future.

Overall Satisfaction is High

Quality of life measures several areas, such as safety, accessibility, and satisfaction with neighbours who reside in our buildings. The survey results showed 72% of responses indicate Right at Home Housing Society has improved our tenants' quality of life (Figure 4.1). The remaining respondents felt their experiences with our organization did not negatively impact their quality of life and provided a satisfactory lifestyle. We are pleased to be improving the lives of the tenants we serve and providing them a place to call home.

We thank all those who participated in the 2017 Tenant Satisfaction Survey, and continue to prioritize our tenants' needs moving forward.

Figure 5.2. % of Household Type Responses to Survey

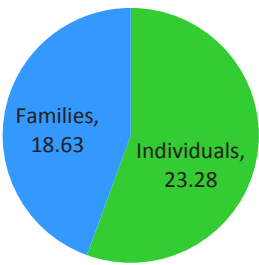
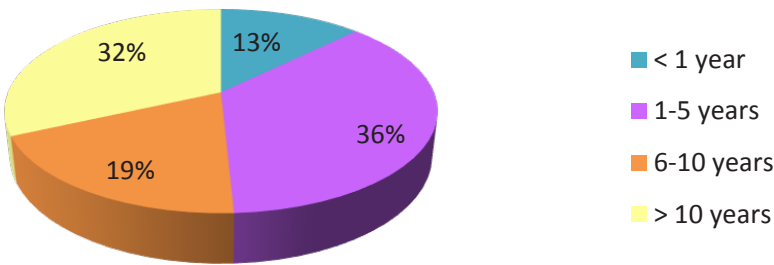


Figure 5.3. Demographics: Years living with RAHHS based on respondents



E-Newsletter
Our newsletter can now be sent directly to your inbox! If you like to receive e-mails rather than regular mail, which helps to reduce costs and save the environment, please opt-in today and sign up to receive the Insites newsletter electronically.

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Beacon Heights: an Innovative Solution to Affordable Housing

Rendering of the Beacon Heights project



We recently purchased a parcel of land in North East Edmonton and have developed designs to provide 23 units of housing for families. It will be built to a LEED gold standard, and we anticipate partnering with Islamic Family Social Services (IFSSA) in the development and operation of this very exciting project.

Similar to our North Glenora project, we are aiming to achieve net zero efficiency with our Beacon Heights development, and it will have the unique design feature of being built with recycled shipping containers. We continue to negotiate with the Province of Alberta and continue conversations with community members as we move forward with this project.



Tenant Profile: Jessica Quintal

Jessica has lived with Right at Home Housing Society since 2011. Right at Home has been able to accommodate Jessica over the long term as her family size expanded, moving her into larger units as required.

Jessica is a single mother with four children who is grateful for the opportunities affordable housing offers her family. Right at Home Housing Society prides itself in offering safe and affordable housing to families over long-term tenancy.

Tenants like Jessica are proof that our organization offers stability and a foundation for growth of larger families.