

FREQUENTLY ASKED QUESTIONS

Housing York Inc. 2022 Resident Survey

Why is the survey important?

The goal of this survey is to connect with you and gather feedback on your experiences with Housing York Inc. (HYI). Every household will receive one survey. By completing this survey, you will help us understand what we are doing well and where we can do better. The survey will only take five minutes of your time to complete.

Who is CCI Research?

HYI hired an outside research company, CCI Research, to keep your responses private and ensure we do not see your individual answers. CCI Research specializes in collecting and analyzing survey data. CCI Research's team is managing the 2022 Resident Survey and all feedback will be considered in the final report given to HYI.

Why is there an access code with my survey? I am concerned about privacy.

The survey **access code** makes sure we receive only one survey from each household. The code replaces the need to include unit addresses on a survey. Your name and access code will be stored by CCI Research. CCI Research will not have any resident data beyond contact information for the survey. Once we receive all the survey responses, CCI Research will combine the survey responses to maintain confidentiality. Please do not put your name on the survey.

If you change your mind about participating after you have sent in your answers, call 1-888-246-8068 (Extension 0), and tell CCI Research to remove your answers. You will need your access code to have your answers removed. You can ask to remove your answers up until October 27, 2022. After this date, you will not be able to remove your survey answers.

All the information you provide in the survey is confidential. Participating in this survey is your choice. There are no risks for participating in this survey and there is no penalty for not participating. Housing York will not store any information from this survey in your resident file.

Who can complete the survey?

A resident in your household who is 18 years of age or older. Please think about everyone who lives with you when you answer the questions.

How can I participate in the survey?

There are three ways you can complete the survey, please only submit one survey per household:

- Complete the survey online by visiting **cci-survey.ca/yorkrs** and enter the access code listed in the top right corner of your paper survey package.
- Fill out the paper survey in your survey package. Mail it back, using the pre-paid envelope or place the completed survey in your building drop box.
- Complete the survey by phone by calling CCI Research at 1-888-246-8068 (Extension 0)

HOUSING YORK INC.

1-877-464-9675

TTY 1-866-512-6228

york.ca/hyi

How quickly do I need to complete the survey?

The sooner you complete the survey, the more chances you have in winning a prize! We encourage everyone to complete the survey as soon as you get it, so you don't forget. Life gets busy – we understand.

How can I get the survey in a different language?

Everyone received an English survey in the mail, but the survey is also available in Simplified Chinese, Russian, Italian, and Farsi. Go to **cci-survey.ca/yorkrs** and use your access code to complete the survey online in any of these languages or call CCI Research at 1-888-246-8068 (Extension 0) to ask for a paper survey in a different language.

You can also ask a family member or a friend to help you complete the survey.

What if I need another paper survey or cannot find the mailed survey?

Just call CCI Research at 1-888-246-8068 (Extension 0). CCI Research will either provide you with your access code for the online survey, complete the survey by phone with you, or mail you a new paper survey.

How do I enter the draw?

You will be entered into the giveaway after submitting a completed survey and checking the "Contest Consent" box. If your survey package includes a ballot for the draw, it must be filled out and included with your returned survey to be entered into the draw. For more information on the prize draws, please read the contest rules and regulations, Privacy Statement and Notice of Collection online at **cci-survey.ca/yorkrs/info**, or on your building's notice board.

CCI Research will select the winners for each draw and notify Housing York Inc. with the names of the winners. Housing York Inc. will notify each winner and arrange the delivery of the prize. If you are chosen as a draw winner, CCI Research will not share any of your survey response data with Housing York Inc.

If there are five different draw dates, can I win every time?

Yes! There are five different draw dates and over 100 prizes to be won! If you return your survey before the first draw date on September 30, 2022, you will be entered into all five draws. You can also win more than once, so completing the survey early gives you more chances to win.

Early Bird Draw- Friday, September 30, 2022
Five chances to win a \$100 gift card

Draw 3- Friday, October 21, 2022
30 chances to win a \$30 gift card

Draw 1- Friday, October 7, 2022
40 chances to win a \$40 gift card

Draw 4- Friday, October 28, 2022
Six chances to win a \$50 gift card

Draw 2- Friday, October 14, 2022
20 chances to win a \$20 gift card

What are the prizes?

When you complete HYI's 2022 Resident Survey, you can enter to win one of 101 gift cards from your choice of **PC® (President's Choice), Sobeys Inc.®, or Metro/Food Basics®** grocery stores.^{1 2}

1 PC gift cards can be used at Club Entrepot, Extra Foods, Fortinos, Your Independent Grocers, Loblaws, Loblaws Great Food, Maxi, Maxi and Co, No Frills, Provigo, Save Easy, Real Canadian Superstore, Atlantic Superstore, SuperValu, Value-mart, Wholesale Club, Zehrs markets, Zehrs Great Food.

2 The Sobeys gift card can be used in-store ONLY, at any of the grocery stores shown on the card, including Sobeys, Safeway, IGA (*except IGA locations in B.C.), Foodland, FreshCo, Price Chopper in Ontario, Thrifty Foods, Lawtons Drugs and Needs stores.