



Inner City Tenants Survey

March 2007

On behalf of the
North Central Community Association
Rental Housing Regulations Task Force

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through the
United Way of Regina

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Introduction

Description of Project

In recent years, the Regina Inner City Community Partnership (RICCP), in collaboration with the North Central Community Association (NCCA), has conducted an extensive consultation with members of the community. Through that consultation, housing and housing education were identified to be among the top concerns of the people living in North Central Regina.

The North Central Community Association (NCCA) received funding through Action for Neighbourhood Change (ANC) to create and administer a survey targeting individuals who rent homes in the North Central area. There are many areas of interest that the NCCA was interested in studying. The areas include:

- *Who the renters are* – including how long they've lived in North Central, how long they've lived at that particular address, how many times they've moved
- *Rights and Responsibilities* – tenants perceptions of what rights and responsibilities they feel they have, and also what rights and responsibilities they feel the landlord has
- *Information topics and methods of sharing* – what topics tenants want to know more about. Examples might be how to deal with landlords, how to file complaints, how to access information, and the rights and responsibilities of both landlords and tenants. It will also find out how the tenants would like this information delivered, or how they would best be able to access it.
- *Barriers* – what people experience as the biggest barriers to finding, renting, and keeping a house that is properly maintained, safe, accessible and affordable.

A very important aspect of this project for the NCCA was that they would be once again engaging in conversation with members of the community. Connecting with people living in the area not only gives people the opportunity to be heard, but the results of the survey will also allow the Association and its partner committees, agencies and organizations to get a sense of what direction the community wants them to follow. It may result in more community members being interested and motivated to move towards positive change.

This project was used as a tool to share information. Information was available on topics including the Rental Supplement, the Employment Supplement, the Neighbourhood Home Ownership Program, and tenant and landlord rights and responsibilities. Some information was shared verbally with individuals as they completed the surveys. Pamphlets were also available for people to take with them.

Method

Input for the content of the survey was received from various groups including the NCCA, The Regina Inner City Community Partnership Housing Subcommittee and its Housing Education Subcommittee. A Terms of Reference document was created based on these conversations and the survey was drafted.

There were several versions of the survey created: one for door to door surveying, one for people who were approached at drop in centers, and a focus group type of document that included group activities allowing for more detailed input. The surveys themselves as well as the results of the group activities are available separately from the NCCA.

The four interviewers were hired, and some time was spent soliciting donations. Donated coupons were collected to give to respondents as a small thank you for completing the survey; in addition, everyone who filled out a survey was able to enter their names in a draw for some bigger prizes that were also donated.

The door to door surveying began, but this method was very slow. Tactics were changed and we began booking time at community agencies and organizations within North Central, Eastview, and the Core. We went out in the community 15 times, for lengths varying from 3.5 to 8 hours at each place. A total of eight focus groups were also facilitated by connecting with groups from the Four Directions Health Centre, Rainbow Youth and the NCCA.

Limitations

When door to door surveys were the focus, data collecting was extremely slow. The weather dictated when and how long the Community Consultants were able to spend time at this activity, and while it was beneficial to be able to sit down and ask people the questions, each survey took approximately 20-30 minutes to complete this way.

The Community Consultants time was more productive when they set up at agencies and organizations. They were present to answer questions and work with people who wanted to complete the survey but needed support to do so (many individuals had issues with literacy, some had vision limitations, etc.).

This method of collecting data brings with it obvious limitations when considering the results of the data collected. Approximately three quarters of the surveys were completed at focus groups, drop in centers, or the Food Bank. This restricts a large part of the findings to the individuals who were at those specific locations at that time.

Steps were taken to attempt to broaden that base. Announcements were made before the day we would be at certain agencies, and posters were hung to advertise what we were doing and when we would be at agencies. Door to door surveying continued to be conducted whenever we were not able to book time at an agency. During door to door

surveying, cards were left in mailboxes when people were not home that asked them to call in if they would like to complete the survey. We also put an article in the NCCA newsletter and invited anyone who was interested in completing the survey but had not been contacted to call us directly. We did receive a response from these activities.

At the beginning of all one-to-one, group and individual surveys, it was stressed that the information provided would be kept confidential. Since some questions were quite personal, individuals were also told that if they did not feel comfortable answering a certain question, they should skip it and continue with the rest of the survey. This resulted in some incomplete surveys, but also ensured that we received results from the other questions and areas the NCCA is interested in studying.

Survey Findings

Tenant History:

The following chart shows some of general background information collected from the respondents who completed the survey:

Time in the City of Regina	17.35 years
Time in Regina but not in North Central area	8.96 years
Time in the North Central area	8.25 years
Time in current home	2.43 years
# of houses have lived in within Regina	7.5
Frequency of moves within Regina	1.98 years
Have at least one child	61%

**figures shown are averages of all respondents from the North Central area*

Rent, the Rental Housing Supplement & Why People are Moving

The average amount that individuals paid for rent each month was \$432.00. 61% still have to pay all utility costs and bills on top of that.

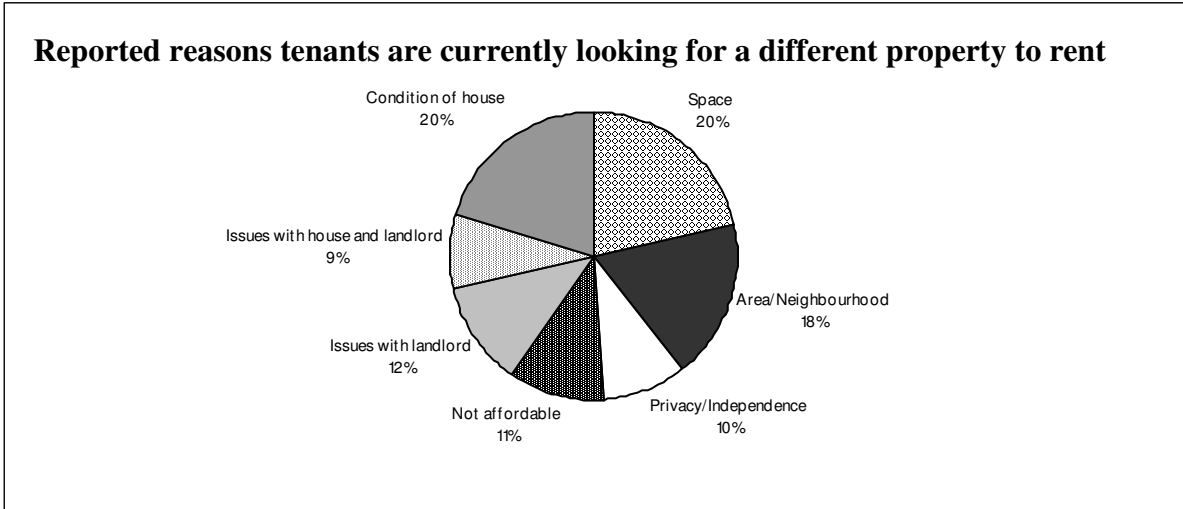
19% of those tenants surveyed were currently receiving the Saskatchewan Rental Housing Supplement. Of those respondents who were not in receipt of the Rental Supplement (81% of those surveyed), 57% had at least one child residing with them. This would ensure they were eligible for the Supplement if they fell within the household “low income” restrictions, as long as their home met the standards required.

Total number of tenants looking for a different house to rent	107 (40% of those surveyed)
<i>Of those who are looking:</i>	
Number of tenants who get the Rental Supplement	14 (13%)
Number of tenants not the getting Rental Supplement	93 (87%)

Why tenants are currently looking for a new house to rent:

- . The condition of their current home was among the top two reasons tenants were looking for a new place to live (20%).

- The size of the homes that were being rented was also a major issue, as many respondents (20%) felt they did not have enough bedrooms for the number of people living in the home.



"(I'm looking for a new place) because of poor housing conditions, such as a leaky roof, mold build up, soot from a previous fire, mice infestation, and a very high cost for heat because of windows and doors."

-Respondent from North Central

- Landlord conflict and the fact that problems within in the home did not get rectified within a reasonable time came in a close third. Combined, 19% of people reported this was an issue.

"I can't afford it. (The house) is so cold in the winter and my last energy bill was \$511.00."

- Respondent from North Central

- Homes are quite old in this area, and often windows and doors have not been replaced since the home was built, or they have been broken and covered with plastic, plexiglass, or boards. Not only does this pose a safety risk, it also directly effects how well a furnace can heat a home and generates very high heating costs.
- The area or neighbourhood, but especially the activities that are occurring in the neighbourhoods such as drug use and prostitution, were also a major factor in why individuals were looking to rent elsewhere.

Break and Enters

According to respondents, 32% have been broken into.

Tenants who stated that they had been broken into were asked the follow up question, "What did the landlord do?" The following chart summarizes their responses.

The landlord did nothing	39%
The damage was fixed immediately	24%
The damage was fixed days or weeks later	19%
The tenant repaired the damage themselves	11%
Tenant did not tell landlord	5%
The landlord blamed the tenant	3%
Other	1%

What did the landlord do?
"Nothing right away, (landlord) didn't fix the door or lock, just tied it up and pushed the fridge in front of it."
 -Respondent from North Central

"We nailed the back door shut – (it took) three weeks to get another."
 -Respondent from North Central

Significant features influencing where tenant chooses to live

Tenants were asked what they consider most when they are deciding which property to rent. The following chart summarizes their responses:

Location (proximity to amenities)	38%
Perceived safety of area/neighbourhood	37%
Condition of house	33%
Safety and security of rented property	20%
Rent is affordable	16%
House meets needs as far as size, # of bedrooms, etc.	11%
Other	10%

Current Rental Property

Of all of the individuals who completed the survey, 256 responded to the following four questions. There were no definitions provided for the terms that were used in the questions, what each word meant was left up to the respondents interpretation. During

the focus groups, we did spend some time getting descriptions of “safe” and “healthy” from the renters themselves. This information is attached as Appendix B.

Does your current home meet your needs?

67% stated that their current home did meet their needs; 27% said it did not, and 6% chose “not sure.” 47 people provided more information, which was requested if they did not feel their current home met their needs. The responses have been grouped into three different categories and are detailed to the right.

Space in house	60%
Location	47%
Condition of house/what is there	13%

It is important to note that 11 respondents specifically mentioned that their house did not meet their needs because there was no grocery store close by.

Do you feel your current home is safe?

57% stated that they felt their current home was safe; 28% said it was not, and 15% chose “not sure.” 39 people provided more information, which was requested if they did not feel their current home met their needs. The responses have been grouped below.

Neighbourhood activity/area	51%
Break ins/assault	36%
Condition of house (stairs, wiring, etc)	23%
Insufficient security (windows, doors and locks)	21%
Other	6%

Do you feel your current home is healthy?

57% said they felt their current home is healthy, 30% said they did not feel it was healthy, and 13% chose “not sure.” 51 respondents provided more information as to why they felt their current home was not healthy.

Condition of home	27%
Rodents/bugs	16%
Drug paraphernalia (outside)	12%
Furnace/water heater	12%
Neighbourhood activity	6%

“I don't want my son growing up seeing condoms and needles at the end of the block everyday.”
 -Respondent from North Central

Do you feel your current home is well maintained?

63% said they felt their current home is well maintained, 27% felt it was not, and 9% chose "not sure." 45 individuals provided more information as to why they felt their current home was not well maintained. 4% of the tenants stated that they are responsible for fixing issues that arise.

"We had to stand on a pallet to shower for two weeks because our shower was backing up. We were literally showering on sh**.

-Respondent from North Central

Overall condition *	40%
Condition of doors and/or windows	22%
Issues existing at move in have never been fixed	22%
Long delay for issues to be rectified	18%
Furnace	16%
Rodents	9%
Basement (water, mold, heaving)	7%
Plumbing	7%

* Does not include answers that specifically mentioned doors, windows, furnace or basement

In North Central, "good" housing is hard to find...and keep.

"I would like a house that I could feel good about. I would take very good care of it, but with all these run down houses I don't."

-Respondent from North Central

68% of respondents stated that they have found it difficult to find a house that meets their needs. 80% provided additional comments. It was noted by a few tenants that they find it very difficult to get around the area to compare different houses that are available so they end up taking the first one they find.

High rent and/or utility costs	44%
Condition or layout of house (incl. accessibility)	33%
Doesn't meet my needs	27%
Location/area	23%
Other	15%
Issues with landlord *	12%

*the reputation of certain landlords, prejudice shown when choosing whom to rent properties to, and getting a sense of whether or not the owner takes care of the property were among the responses in this category.

48% of those surveyed stated that had lived in a property that they felt was safe, healthy and met their needs, but they were not able to continue living there.

"I move a lot, but I want to stay in one place."
 -Respondent from North Central

The following chart summarizes the additional information provided by the individuals who have had to leave housing that worked for them. The affordability of places that are clean, healthy, and safe is obviously the major barrier for people in this neighbourhood who completed the survey.

Affordability	41%
Other *	24%
Relationship and/or personal issues	13%
Condition of house	8%
Moved out of that city	8%
Neighbourhood activity and crime	7%
Landlord sold the house	7%
Issue between tenant and landlord	6%

"The landlord didn't fix the leak in my house when it was small and manageable. It then turned into 7 leaks and the ceiling fell in."
 -Respondent from North Central

* "Other" in this case includes such things as the location, a move necessitated by school or work, a change in the tenant's circumstances, eviction, and the landlord failing to maintain the property. While all of these combined look significant, when considered separately none amount to more than 5% of the responses

Why did YOU decide to live in North Central?

Individuals were asked why they chose to live in the North Central area. Overwhelmingly, their decisions were based at least partially on the fact that they could afford to rent a house in this particular neighbourhood. People also chose homes here based on its location in the city and its proximity to the schools their children attended and amenities such as convenience stores, parks, and medical clinics. It was not uncommon for most of the respondent's friends and family to also live in this area.

"I needed a house to live in ASAP, but I love it now!"
 -Respondent from North Central

Can afford the rent	49%
Area or location (proximity to work, school, and amenities)	35%
Family and/or friends live in the area	18%
I was able to move in immediately	13%
I had no choice.	9%
I grew up here	6%

"Everyone I know lives here. I have always lived here and I like it."
-Respondent from North Central

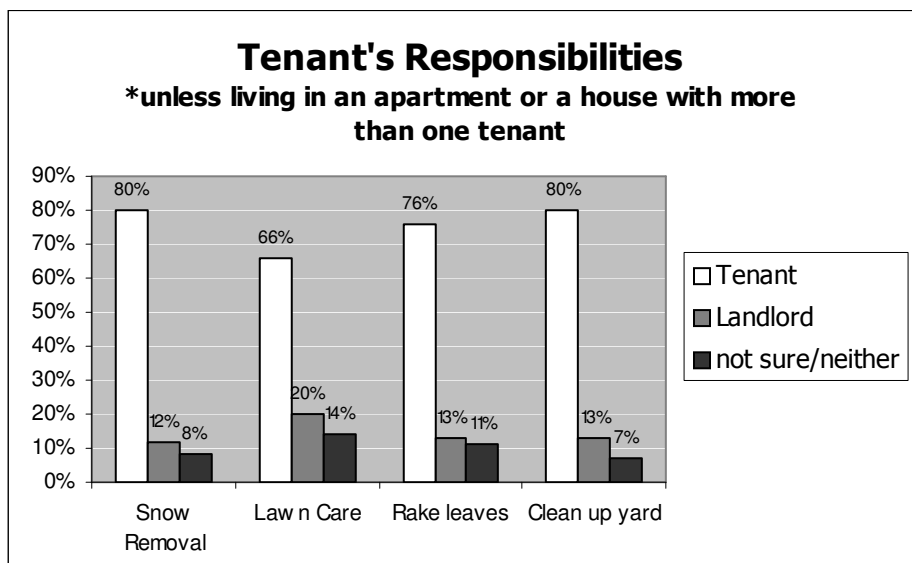
How did you find the house you are currently living in?

The most common response in the "Other" category was actually "previous landlord" and the response was large enough that it warranted noting it in the results. The surveys with that response are not counted again in the "other" category.

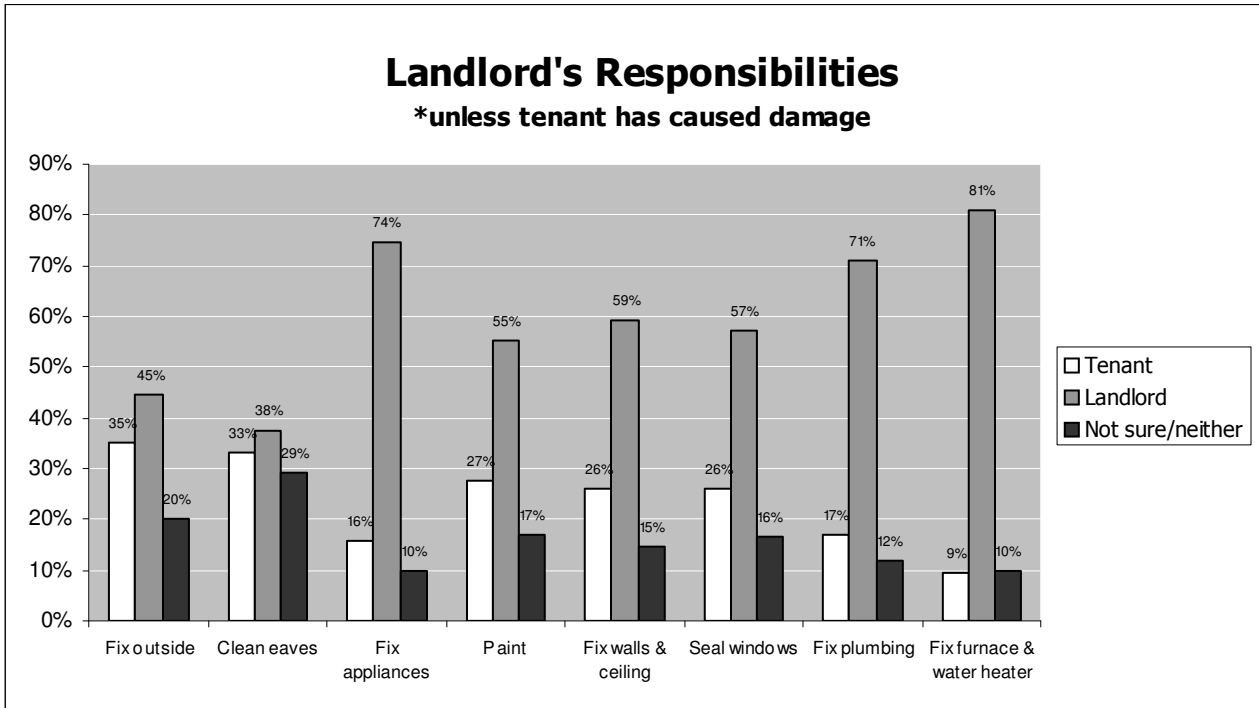
Family/friends	32%
Newspaper	24%
Other	17%
Sign in window	12%
Previous landlords	9%
Internet	2%
Poster	1%

Tenant and Landlord Responsibilities

Respondents were given a list of duties that are typically required to properly maintain a home and were asked who regularly performed the tasks. The results have been separated into tasks that are typically a tenant's responsibility and those that are typically the landlord's responsibility (according to the Office of the Rentalsman).



*The results have not excluded those individuals living in multi-tenant dwellings



While it is evident by looking at the first graph (Tenant's Responsibilities) that tenants, in general, perform the tasks they are responsible for, the results in the second graph (Landlord's Responsibilities) are not as clear cut. It appears as though outside of major repairs such as furnaces, water heaters, appliances and plumbing issues, tenants tend to take on a large amount of tasks for which landlords are legally responsible.

Information was gathered at the focus group sessions regarding tenant's perceptions of what their rights and responsibilities are, as well as the rights and responsibilities of landlords when renting property. There were 8 different focus group sessions (approximately 70 people participated).

Throughout the sessions, the tenants who participated in the focus groups showed that they had a good understanding of what landlords should and should not be doing. They also had a realistic view of what responsibilities they assumed when they rented a property.

The qualities and activities of landlords that tenants had "good" and "bad" experiences with were also explored. All of this information from the focus groups is attached as Appendix B. It also includes a list of "Common Occurrences" and other stories of tenant's experiences like the one shared in the following quotation.

"A friend of mine was broke and sold the washing machine from the house she was renting. The landlord found out. She told him that she couldn't pay him for it. He told her if she had sex with him two times he would call it even." She couldn't pay for it, so she did."

-Focus Group Participant from North Central

Knowledge and use of the Office of the Rentalsman

Only 63% of the 266 people surveyed from North Central knew what the Office of the Rentalsman was and why it exists.

145 respondents (54%) had at least one incident where they felt they should have filed a complaint against their landlord. 55% of those tenants who felt they should have filed a complaint did not take steps to do so.

Why not? Of the 80 tenants who of those who felt they should have filed a complaint but did not, 36% did not know about the Office of the Rentalsman or how to access it. Other responses are detailed in the chart below.

Tenant just moved out	22%
Tenant did not want the "hassle"	22%
Tenant did not know how	22%
Fear (eviction/retribution/bad reference)	18%
Tenant did not think they could win against a landlord	17%
Tenant "dealt with it" themselves	8%
Tenant did not have the money to file the complaint	5%
Other	5%

Home Ownership

71% (188) of the tenants surveyed stated that they would like to own their own home, either now, or in the future. They were also asked to explain what owning their own home would mean to them. 57% (107) of tenants who want to own their own home provided more information; the responses fell into 5 major categories:

"(I want to own my own home so I) have something to call my own...a home to settle down in."

-Respondent from North Central

Independence, control, and responsibility	54%
Provide a good, stable, long term home for family	44%
Sense of accomplishment, ownership, pride	32%
The house would be an asset or investment	33%
"Everything"	4%

Barriers to home ownership:

When asked the question "What do you feel has made it hard or has stopped you from owning your own home?" 87% (164) of those interested in owning their own home provided more information:

"I have lost my want or desire to own my own home because it is not realistic."
 -Respondent from North Central

Lack of money/ tenant is on social assistance	68%
Personal circumstances	23%
No long term, stable, well paying employment	18%
Credit (lack of, or bad credit rating)	11%
Tenant needs more information, does not know how	5%

How to best reach people to get information out

Getting information out and actually reaching people in the way that works best for them is always a challenge when working with a community. The chart to the right is a list of how the tenants who were surveyed would prefer to receive information.

Newsletter	61%
Pick up pamphlets	48%
Coffee gatherings	41%
Get phone numbers to call	29%
Guest speakers	26%
Posters	23%
Other	6%

Literacy levels were often an issue as individuals were completing the survey.

APPENDIX A

Acknowledgements

Thank you to:

- Action for Neighbourhood Change for approving funding for the project
- Members of the North Central Community Association, the Regina Inner City Community Partnership Housing Subcommittee and its Housing Education Subcommittee for providing direction as to which topics to focus on in the survey.
- Bruce Anderson from b-creative consulting for providing input as far as wording and structure of the survey
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- Crystal LaRose for her support, connections, ideas and enthusiasm.
- The Community Consultants (Kerry Bennett, Denita Stonechild, Tiffany Musqua, and Martha Bear) for all their work collecting surveys. A special thanks to Denita for keeping track (the final answer is 367).
- Melinda Sunshine, Kerry Bennett, and Carolyn Barnes for assisting with inputting the data that was collected.
- Everyone who completed the survey: Thank you for taking the time and sharing your input and your stories with us!

Businesses that provided donations (coupons or prizes):

- Bonanza
- Burger King
- Canadian Tire North
- The City of Regina
- Conexus Credit Union
- Houston Pizza (Albert St. location)
- The Matrix
- McDonalds
- Melrose Place North
- The NCCA
- Red Lobster
- Robin's Donuts
- Smith's Insurance

The staff and volunteers at the following agencies and organizations who supported the project:

- Al Ritchie Wellness Centre
- Carmichael Outreach Centre
- Circle of Life
- Eastview Community Association
- Food Bank
- Visitation House
- Four Directions Health Centre
- Indian and Metis Christian Fellowship
- Marion Centre
- North Central Family Centre
- Rainbow Youth Centre

APPENDIX B

Focus Group Information – Descriptions of “Healthy” and “Safe”

The following is the combined information that was gathered from 8 different focus group sessions (approximately 70 people participated). Responses that were commonly given are marked with an (*).

“Healthy”

What does the word “healthy” mean to you when you’re thinking about the place that you live – or would like to live?
What does a healthy home/neighbourhood look like to you?

Neighbourhood:

- . Safe environment
- . No broken glass on the street
- . * No used needles on the street
- . * “John” and gang free
- . No used condoms on the street
- . * Little or no crime
- . * There are schools, stores, and gathering centers in the community

Overall condition/appearance of the house:

- . Energy
- . Efficient
- . Nothing is damaged
- . Everything works good
- . Is fixed up, not run down or falling apart
- . * The house is clean
- . Garbage is removed
- . Nice siding/stucco
- . Fresh cut grass – a clean yard
- . Painted fence
- . Good shrubs/trees
- . Clean alleys with

Environment (Created):

- . Organized and neat
- . No drugs
- . No alcohol
- . No smoking
- . Not abusive

Interior Characteristics

- . * Clean water
- . * No mold
- . Properly insulated
- . * A decent and efficient furnace
- . A working water heater
- . Roof doesn't leak
- . No gas leaks
- . * Proper plumbing
- . * No gaps in doors, windows are in place and seal
- . Furnace ducts cleaned
- . * Proper ventilation / good air quality
- . * Appliances working properly
- . Utilities are hooked up
- . A secure porch
- . Lots of light from windows

Walls and Flooring:

- . * Clean carpets or no carpets
- . Proper flooring (no carpet in the kitchen)
- . * Walls painted recently and there are no holes
- . No nails sticking out of walls, floorboards, or baseboards
- . Baseboards are intact

Pets and uninvited "guests":

- . Cats have litter box; animal feces is clean up
- . * No mice
- . * No ants
- . * No bugs
- . * No pests/rodents

"Safe"

What does the word "safe" mean to you when you're thinking about the place that you live – or would like to live? What does a safe home/neighbourhood look like to you?

Home security:

- . 2 exits in case of fire
- . * Secure locks and deadbolts
- . * Doors open, close, seal, and lock properly
- . * Windows are not covered in cardboard, boards, plastic or plexiglass and they open, close, and lock.
- . * Bars on windows
- . Working doorbells/buzzers
- . * Security systems
- . * Motion lights
- . * A complete fence (height is important)
- . * "Beware of Dog" sign
- . Dog(s)

- . * Smoke detectors – working, hard wired and checked regularly
- . Carbon monoxide detectors
- . Proper wiring for electrical work – no wires showing, outlets have covers
- . Floorboards are in good condition (no holes in floor)
- . Foundation is solid – not cracked
- . Stairs are complete, safe, and not too steep
- . There are railings on all stairs and they are properly installed
- . * Decks and sidewalks are in good condition

Neighbourhood:

- . * No graffiti/vandalism
- . * No crackheads
- . * No hookers
- . * No johns
- . A clean environment - no littering (* needles, condoms, broken glass or garbage) on lawns and streets
- . No one stealing stuff from my yard
- . Nice neighbours (respectful)
- . No loose animals
- . Neighbourhood Watch
- . Lights in alleys and brighter lights in streets
- . Well kept parks
- . Shoveled sidewalks

APPENDIX C

Focus Group Information – Landlord and Tenant's Rights and Responsibilities

The wording of the questions is included since the questions often dealt with more than one subject. For example, the first question was presented as follows: "*Based on your own experiences and those of your friends and family, what makes someone a good landlord, someone you would like to rent a house from? What are the qualities that you appreciate in a landlord?*" Not only did this deal with what tenants appreciated about landlords, it also revealed what the participants thought the landlord's responsibilities were and provided information about what the tenants perceived their rights to be.

"Good" Landlords

Based on your own experiences and those of your friends and family, what makes someone a good landlord, someone you would like to rent a house from? What are the qualities that you appreciate in a landlord?

Personal qualities/interacting with tenants:

- . Reliable
- . Friendly
- . Compromising
- . Communicates with tenant
- . Dependable
- . Friendly
- . Don't treat tenant like it's just a business deal
- . Considerate
- . Honest
- . Loyalty
- . Open-minded
- . Respectful
- . Not racist
- . Understanding about rent/situations

Fulfills "landlord duties":

- . Returns calls right away
- . Responds quickly to requests
- . Respects tenants privacy
- . Is concerned about the house - makes sure everything is ok
- . Fixes or replaces things right away
- . When something needs to be fixed, it is fixed properly
- . Gives 24 hr notice to enter or prior arrangements
- . Gives proper notice rent increases or maintenance checks
- . Only keeps enough of the damage deposit to cover the damage the tenant caused
- . Provides a clean house when tenant moves in
- . Collects rent on time (and cashes cheque immediately)
- . Has set dates for maintenance (smoke alarm, filters, etc.)
- . Doesn't harass tenant
- . Provides rent receipts
- . Is available 24 hours/day

Other:

- . Charges reasonable rent
- . Keeps a list or schedule for upkeep (ex/ painting and maintenance)
- . Be there and be noticed (don't hide)
- . Work can be traded for rent
- . Lets you know if they're going out of town
- . Is concerned about tenants safety
- . Asks if you need help or if you can do it yourself (yard, etc)
- . Helps out (snow on car, etc. is willing to lend a hand)
- . Provides good appliances and laundry facilities

"Not-So-Great" Landlords

Based on your own experiences and those of your friends and family, what makes someone a landlord who you would NOT want to rent a house from? What did they do or not do?

Qualities:

- . Lazy
- . Demanding/bossy
- . Dishonest
- . Perverts
- . Harassing
- . Racist
- . "Flirty-dirty" landlord
- . Cheap (don't fix things, or don't fix them well)
- . Disrespectful (towards tenants and kids)
- . Rude
- . Dirty
- . Prejudice
- . "Shiesty"
- . Prejudiced
- . Abusive (verbal, emotional)

"I feel nervous to talk to my landlord."

-Respondent from North Central

"It feels like I'm always asking too much."

-Respondent from North Central

Actions:

- . Empty promises
- . Up the rent with no notice
- . Don't hear you out (close-minded and not willing to listen)
- . Not around
- . Try to mix business and personal (related to the "dirty-flirty" landlord)

Common Occurrences:

- . Keeps damage deposit
- . Won't come and fix an immediate problem until after the weekend (costs tenant money)
- . Walks into the house because they have a key
- . False advertising (sounds good, but....)
- . Does not fix things right away (especially appliances)
- . Does not give the required 24 hour notice to enter the property
- . Does not let the tenant know they have been at their place
- . The house is not fixed/maintained; is very run down
- . Landlord makes excuses why he or she is not available
- . Ignores tenants requests; doesn't come when tenant calls them to fix things
- . Once a month visit (only see when it's time to collect rent)
- . Blames the tenant for being broken into, or for damages that were already there when they moved in.

Stories that were related:

- . Tenant was expected to find the next person/family to rent the property
- . Landlord broke into the property, took some of the tenants belongings and let their animals loose
- . Locks were changed without telling the tenants
- . Landlord opened tenants personal mail
- . Did not keep tenant information confidential
- . Consistently cashed cheque WAY after the 1st
- . Refused to give receipts
- . Did not have a qualified tradesperson working on house
- . Made tenant fix everything themselves
- . Did not clean up after themselves after they repair something
- . Knew there were mice and did not tell tenant before they moved in
- . Told the tenant that the house was for sale to get the tenant to move out, but it was not.

***"Pretend for a moment that you are a landlord. You own a couple of houses in North Central.
What do you think would make a person or family a "good" tenant – someone you would want to rent your property to?
How would you decide who to offer the house to?"***

Qualities:

- . Responsible
- . Not highly transient
- . Honest
- . Trustworthy
- . Friendly
- . Reliable
- . Respectable
- . Clean

As a "landlord", the participants would find out information in the following ways:

- . References (was up to date on rent, paid it on time, the house was kept in good shape, minimal damages, proper notice was given when moving out)
- . Interviews
- . Instincts (first impressions of tenant)
- . Past info through rental board

And would look for someone who:

- . Is wanting to stay long term
- . Won't damage the house
- . Will keep noise down (after 11:00 p.m.)
- . Can afford the damage deposit and the rent

What would the tenant be expected to do? What would their responsibilities be?

Basic/standard expectations

- . Abide by lease rules
- . Pay rent on time (or within a reasonable time period)
- . Be honest about reporting damages - call immediately
- . Fix damage they cause, or pay to have damages repaired or replaced (if it is the tenant's responsibility)
- . Keep the house and yard clean
- . Take garbage out
- . Clean up after kids and pets immediately
- . Keep animals tied up
- . Notify if house is broken into
- . Pay utility bills

Relationship with landlord:

- . Ask if they need something
- . Feel comfortable enough to talk to landlord about issues that arise
- . Be courteous and respectful to other neighbours
- . If tenant is able to, they should attempt to repair minor damage instead of calling (small repairs - no plumbing/carpentry, etc.)

On a scale of 1 to 5 (five being the best), how would you rate yourself as a tenant

After discussing what the participants thought about tenant and landlord rights and responsibilities,

they were asked to rate themselves as tenants on a scale of 1 to 5 (five being the best tenant), from a landlord's point of view. 73 people answered this question. The following chart summarizes the results.

