



# 2023 Community Survey Results

Earlier this year, Chappelle Gardens Residents Association (CGRA) surveyed residents to learn about experiences with the Residents Association. What makes the Residents Association great? What could be improved? How can we support you to make CGRA the best place to engage with for you, your family, friends and neighbours?

We learned a lot and are keen to share the results with you. Overall, CGRA is a valued asset. We've discovered some areas to improve - some of which we've already started working on. We look forward to working together with you to make CGRA an even better community space to engage with.



## Resident Results

**85%**

Find the overall experience with the CGRA enjoyable

**82%**

Enjoy the overall experience of the CGRA Social House

**79%**

Feel the Social House meets their family's needs

**77%**

Feel as though there is a variety of diverse, value added programming and events for all ages



# Chappelle Gardens Residents Association Improvements

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We asked for suggestions on how to make CGRA an even better place to engage with. We received some great feedback and have begun to address many of the suggestions and concerns.

## Customer Experience

While most residents agree that CGRA brings value into their day to day life, we see an opportunity to improve upon the experience our community members have when coming into the Social House. We have begun implementing additional advocacy to support these efforts through:

- Team education through training enhancements, coaching, and leadership opportunities
- Construction on the front entry way window to allow for better communication experiences
- Enhanced communication around the value that the CGRA provides
- Addition of programming geared toward ages 8-17
- Reevaluation of Toolshed procedures and tool offerings



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**69%**

agree that the Social House provides Great Customer Service

**64%**

agree that there is value in paying the annual fee

# SENSE OF BELONGING

We strive to make everyone feel welcomed and connected at the Social House. The CGRA Social House provides a unique atmosphere to foster new friendships among a variety of age groups, interests, and hobbies. Based on suggestions, and feedback, we will:

- Continue to find ways to engage our diverse community through new programs and events
- Continue to strive for community input and ways to make events more engaging and enjoyable
- Find new and innovative ways to communicate with our neighbours

**77%**

agree that the events hosted by the Social House are well organized, and a great way to connect with neighbours

**75%**

have visited the Social House, or used the amenities at a minimum 4 times per year



## Key Contacts

The Chappelle Gardens team desires to connect with community members and find new and innovative ways to engage. Our hope is to complete another survey in 2024 to be able to compare results, and see where we can further improve.

If you have any questions about the results, or if you would like to connect about how to get involved in your community, please contact:

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