

# RESEARCH REPORT



Community Development, Quality of Life and  
Fear of Crime in Ten Public Housing  
Communities in Canada



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**Community Development,  
Quality of Life and Fear of Crime  
in Ten Public Housing Communities in Canada**

**FINAL REPORT**

**Prepared by:  
The Federation of Canadian Municipalities  
for  
Canada Mortgage and Housing Corporation**

**March 1993**

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## **Acknowledgments**

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We would like to express sincere thanks to the women who conducted interviews for us in the three communities we visited. We also appreciated the time, effort and candor of the community representatives who met with us during our site visits. We would like to offer a special word of thanks to the three community development workers from the sites we visited: Lorna Law, Diane Lemire and Beverly Zrudlo. They helped make our site visits truly rewarding experiences.

We benefited from the ongoing support and advice of the Community Development Steering Committee established for this project. This committee included: Charlene Gorbet and Jean-Marc Dupont from Health and Welfare Canada; Leslie McDermott from Better Beginnings, Better Futures; Loreen Wagner from City Living Corporation, City of Ottawa; and Cam McCallum, Jack Smuggler and Judy Lightbound from Canada Mortgage and Housing Corporation. We would also like to thank Debbie Sladden for her outstanding contribution to this project. In particular, her work behind the scenes helped make the national consultation a success.

In the pages that follow, we have tried to live up to the commitments we made. That is, we have done our best to convey as accurately as possible the thoughts and ideas of those participating in this project. We set out with the objective of conducting participatory research, grounded in the experiences of people that live and work in public housing communities. Throughout the project, we worked closely with those directly involved with the research to ensure that their needs were being met. We have been rewarded for our efforts with the trust and cooperation demonstrated in the candid responses we received to our questions. We agree with many participants who expressed the view that this initiative was not the culmination of a process but rather the beginning. Judging by the energy and enthusiasm we encountered, we are certain this is the case and look forward to working with them again in the future.

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# **Community Development, Quality Of Life And Fear Of Crime In Public Housing Communities In Canada**

## **1.0 Introduction**

This report presents the results of a study on quality of life and fear of crime in ten public housing communities in Canada. It was undertaken by the Federation of Canadian Municipalities (FCM) in cooperation with Canada Mortgage and Housing Corporation (CMHC). The study is based on the idea that a strong relationship exists between the level of social development in a community and the quality of life and feelings of security experienced by residents. This idea is supported by a growing body of academic research and public policy developed around the notion of crime prevention through social development. Programs such as the Safer Cities initiative and many early childhood intervention programs are tangible examples of this approach being applied in various communities across Canada.

The current project was designed to test some of the basic assumptions of the crime prevention through social development model in public housing communities. These communities have traditionally had a high degree of crime and provided their residents with a lower quality of life than many other urban dwellers. Our working hypothesis was that residents of highly developed communities experience a higher quality of life and less fear of crime than residents of less developed communities. This required us to operationalize our central concepts: quality of life and fear of crime. We decided from the outset, that this research project and its attendant methodology would be participatory, and action-oriented. Rather than imposing arbitrary definitions, we allowed the subjects of the research -- the public housing residents themselves -- to define what they understood by the terms quality of life and fear of crime. Indeed, this approach became an important dimension of the current project and the community animation exercise that it fostered. The participants were invited to invest in and take ownership of the project, and many did. Community participation was nurtured through a strategy that involved telephone interviews, a national consultation and regular contact between the project team and community representatives. The result was a dynamic process that has gone far beyond what normally occurs in traditionally designed projects.

In the following sections of this report, we describe the various components of this research project. The first section provides an overview of the entire project and the steps taken at various junctures to bring it to completion. The second section reports on the results of research conducted in three of the ten public housing communities participating in this study. These three communities were selected on the basis of several criteria including level of development, size and geographical location. Our intention was to examine quality of life and fear of crime in three different types of communities: one with little or no development, one with a moderate level of development and one with a

high degree of development. The results of this investigation allowed us to examine the relationship between level of community development and resident perceptions of quality of life and fear of crime.

Section 3.0 presents a detailed account of the nature and characteristics of the ten communities participating in this project. This section is based on in-depth interviews with community development workers and an extensive questionnaire completed by representatives from the housing authorities of the participating communities. Included in this section are one-page introductions prepared by the respective community development workers from each community.

The final section of this report presents a summary of a national consultation held in Ottawa in February, 1993. The consultation was attended by residents and community development workers from all ten participating public housing communities. Also in attendance were a number of recognized community development experts from across the country and one representative from a Vancouver youth group. Four major issues were selected for discussion at the consultation. These issues were identified from the initial interviews with community development workers and during the on site research conducted in three public housing communities.

The final session of the national consultation included workshops titled "Where Do We Go From Here?" Participants were asked to identify specific objectives and recommendations they wanted to see accomplished. They were also asked to think about what they wanted to develop out of their experience at the national consultation. The results of these deliberations are presented in this final section.

## 1.1 What Is This Project About?

Over the past decade, a great deal of concern has been expressed about the deteriorating quality of life in our cities. Overcrowding, pollution, traffic and rising crime rates are only a few of the problems that have been discussed. While these problems have affected all city dwellers, those living in public housing communities have experienced them more intensely than others. Some public housing communities, however, have been more successful than others in responding to the challenges they face. They have been able to provide a good quality of life for their residents. The current project was designed to allow those living and working in public housing communities to share the knowledge and experience they have gained while trying to improve the quality of life in their communities.

Our strategy was to focus specifically on two broad issues: i) quality of life and ii) fear of crime. Studies in this area suggest that there is a strong relationship between the level of development in a community and the well being that people experience. In particular, the academic literature on crime prevention has indicated that the level of community development may be directly related to public perceptions and fear of crime. The implication of this work is that communities with many programs and resources for their residents are more likely to generate positive feelings and a sense of belonging and ownership. This, in turn, results in the types of attitudes and actions that lead to lower crime rates and less fear of crime among residents.

We wanted to see if these ideas could be applied to public housing communities in Canada. We decided to conduct detailed studies in three public housing communities: one with a low level of development; one with a moderate level of development; and one that was highly developed. In order to carry out this research, we had to define what we meant by community development and what we considered to be community resources. We defined community development as the extent to which a community is organized and has resident involvement in decisions affecting the community as a whole. In this definition, a community with a strong tenant's association and a high degree of resident participation would be considered more developed than one with no tenant's association and little resident participation. The second part of this definition focused on the number of programs and resources available to residents on site. These included various types of educational, social, recreational and health programs and recreational resources such as playgrounds, ball diamonds, gymnasiums and swimming pools. Resources also included meeting rooms, a community centre, on site child care and various other amenities such as laundry facilities. Communities with more programs and resources were defined as more developed.

Once again, our working hypothesis was that residents from more developed communities are more likely to experience a higher quality of life and less fear of crime than residents of less developed communities. We felt that if this hypothesis was

confirmed, it would have important implications for residents of public housing communities. For example, information about community organizing and gaining access to programs and resources could be shared with residents trying to improve their public housing communities. They could benefit from the experience of residents in public housing communities with higher levels of development and a better quality of life.

## **1.2 What We Did**

The Community Development Steering Committee provided guidance to the project manager and the researchers of this project. The members of this committee included representatives from Canada Mortgage and Housing Corporation, Health and Welfare Canada, a community development worker and a representative of a municipal housing authority. This committee participated in the design of the study, offered advice on methodological issues, and assisted in the pre-test of the research instruments. They also provided valuable suggestions about the organization of the national consultation and the themes of the various workshops.

The research design which was arrived at, in consultation with the Steering Committee, consisted of a number of separate components. The first was in-depth telephone interviews with community development workers or other professionals in the ten participating communities. In some cases, these individuals were public health nurses or representatives of the local housing authority. In every case, the individuals contacted were very knowledgeable about their communities. The second component was a questionnaire developed to measure the level of community development. Questions focused on programs that were available on site and in the surrounding neighbourhood. Information was also gathered about existing resources including meeting rooms, a community hall, recreational facilities and other amenities available to residents.

The questionnaire was scrutinized by the Steering Committee and pre-tested in an Ottawa public housing community. Modifications were made to the instrument reflecting a concern that the interview be informal rather than formal. Fewer and more general questions were suggested in place of a series of questions requiring detailed information. (The more detailed format was recommended for use in a housing authority questionnaire where a more formal and bureaucratic approach was deemed appropriate.) The recommended changes to the instrument were made and interviews were conducted with ten community development workers. The interviews took between one and two hours to complete with the average taking an hour and a half. The data was coded and tabulated and the results were sent to each community development worker to ensure that the information was accurate and complete.

A letter was sent to representatives of the housing authorities informing them of the project and asking for their cooperation. We asked the representatives of the housing

authorities to complete a questionnaire that contained more general information about the community and the people living there. For example, we wanted information on the physical make-up of the community including the buildings and the grounds. We asked about the types of buildings, their age and state of repair as well as about security measures available in each community. We asked questions about the people living in the communities: how many there were and how long they had resided there. Once again, when this data was collated, a copy was sent to the respondents so they could check that it was accurate and complete.

Once we had this information, we began to plan the third component of the project, the on site visits. As noted above, our intention was to compare the perception of residents in three public housing communities on quality of life and fear of crime. In order to proceed, we had to establish the criteria for selecting the communities we would single out for more detailed study. We had defined level of development on the basis of the number of programs and resources available on site to residents of the participating public housing communities. Using this as the main criteria, we needed to select a community with little or no development, a community with a moderate level of development and a highly developed community to allow the appropriate comparisons to be made. The other criteria that we identified included the size of the community, its geographical location and the financial resources available to carry out this project. With these criteria in mind, we selected Mayfair in Winnipeg, Upper Dawson in Bathurst, and Russell Heights in Ottawa for a more detailed study. Site visits were made to these communities during the first two weeks of December, 1992.

Similar procedures were followed in the three communities we visited. Extensive interviews were conducted with the community development worker in order to gain a thorough overview of each community. Focus group meetings were held with individuals representing professionals working in the community. This included social service providers, police officers, educators and members of the local business community. Among other things, these individuals were asked to compare the quality of life and fear of crime in their home communities with that of residents of the public housing community where they worked. These discussions were designed to provide an alternative source of information about the communities from that provided by either community development workers or residents. This triangulation strategy afforded the opportunity for testing the validity and reliability of the data being collected.

Focus group meetings were held with community residents in each of the three communities. Discussion in these focus groups included questions about quality of life, fear of crime and the availability of programs and resources. Residents were also asked about their use of resources and the level of community participation in on site programs. Other questions focused on the experience of residents with quality of life and fear of crime, ways that this had changed over the last few years, and how things could be improved in the future. The issue of community mobilization was also addressed during the resident focus group meetings.

The final component of the on site research involved telephone interviews with community residents. Face to face interviews were conducted in one site due to its high proportion of new Canadians and the language difficulties that were anticipated by the community development worker. Translators accompanied the interviewers at this site to assist in the completion of the interviews. A short interview schedule had been prepared and pre-tested that included items on quality of life and fear of crime. A group of residents selected by the community development workers was trained by the research team to conduct the interviews. A note informing residents of the interview was circulated to each household in the community in advance of the interviews taking place.

Lists of all the households in the community were used to draw a random sample of households. The lists were divided among the interviewers working on the project. In Mayfair and Upper Bathurst, an effort was made to interview as many respondents as possible. Telephone numbers for 42 residents were available in Mayfair and 21 interviews were completed resulting in a 50 percent participation rate. Most of those not interviewed could not be reached even after three call backs. A small number of those contacted refused to participate in the study. A total of 62 interviews were completed in Upper Dawson from a telephone list that contained 119 numbers. Of these, 16 were not valid since the numbers were not in service or the person no longer lived in the community. Most of the others that were not completed could not be reached on the day the interviews were being conducted. Only a small number refused to do the interview. The participation rate in Upper Dawson was 55 percent.

The situation in Russell Heights was much different since interviewers went door to door and conducted face-to-face interviews. A target of 50 interviews was established for this community. It contained a total of 160 units. A random sample of units was drawn from a list including all the units in the community and interviewers continued to work until 53 interviews had been completed. The 33 percent participation rate recorded for this community is misleading since interviewing was deliberately suspended after fifty interviews had been completed. As was the case in the other two communities, very few refusals were reported. The main reason addresses on an interview list were skipped was because no one was at home when the interviewer arrived.

The interviewers identified themselves as residents of the community then briefly described the project. Respondents were eligible to participate if they were residents of the community and over eighteen years of age. Interviews were sought with one respondent in each of the households that had been selected. As noted above, the interviewers were very successful in convincing their neighbours to participate in the study. Three call backs were made to try to reach everyone on the contact lists. On average, the interviews took between fifteen and twenty-five minutes to complete. A detailed summary of the information gathered during the site visits is presented in the sections describing the site visits.

### 1.3 Four Major Issues

The material gathered in the initial interviews, housing authority questionnaires and site-visits was included in a "Backgrounder". This document was sent to all the individuals planning to attend the national consultation to help them to prepare for the workshops in which they would take part. The "Backgrounder" was organized according to four major issues that emerged during our discussions with community development workers, residents, community representatives and housing authority officials. These four issues were:

- 1) Quality of Life
- 2) Fear of Crime and Public Safety
- 3) Community Mobilization
- 4) Access to Resources

The issue of quality of life was aimed at both general perceptions about things that make life worthwhile and the specific factors in an individual's life that make life better. Here, we focused on variables such as a person's overall health, their finances, their relations with family and friends, and so on. Our intention was to get an evaluation of how people saw the quality of their lives so that we could compare the experiences of people living in different communities. We also hoped to identify the factors people think contribute to a higher quality of life and how these factors were being experienced by the residents of the public housing communities we studied.

As we began this project, we identified fear of crime and concerns about public safety as major issues for people living in urban areas and in particular, those living in public housing communities. We wanted to know how safe people felt in their communities. We were also interested in their perceptions of crime in their communities as compared to the level of crime they perceived existed in the rest of the city. We wanted to know if residents in different public housing communities differed in the level of fear they experienced and if they did, what explained these differences. For example, did residents in more developed communities experience more or less fear of crime than residents of less developed communities? Similarly, did residents experience less fear when there were more crime prevention features in their communities such as security patrols, outdoor lighting or dead bolt locks on their doors.

The last two major issues we identified dealt with community organization. The first was an issue that was raised at all three of the sites we visited. Basically, people were interested in strategies for mobilizing the residents of public housing communities. They also wanted to know how to keep up the enthusiasm once they had convinced people

to participate in community activities. The final issue dealt with finding out about and securing resources for a community. We asked community development workers and community residents how they found out about resources and what they did to get these resources into their communities. Specific information and discussion on these two issues was a major focus of the national consultation.

An important goal of this project was to learn from the experiences of others and to help communities share information with those in similar circumstances. We discovered that the communities we visited had important information to contribute on each of the four major issues. We hoped that this information would be valuable to representatives of the other communities participating in the project.



## **2.0 An In-Depth Look at Three Public Housing Communities**

The following section is a summary of the research carried out in three public housing communities. There is a short description of each community's physical environment as well as a measure of the level of community development, quality of life and fear of crime. (Detailed descriptions of these communities are found in Section 3.0.)

### **2.1 Mayfair (Winnipeg)**

Mayfair is a public housing community in Winnipeg, located near the centre of the city. It sits at the far eastern edge of Osborne Village, an up-scale, bohemian, shopping and cultural district. It has approximately 200 residents living in 74 townhouse units of various sizes. The major feature of the community is that it is an "island", surrounded on four sides by very busy streets. Two of these streets are major north-south arteries in that part of the city.

The community has a maze-like appearance as the townhouses are on three different levels, with front entrances recessed from each other. We were told that the design of the buildings presents a number of problems for residents, especially during winter when steps and balconies are snow-covered and icy. The buildings and grounds are deteriorating. Several mature trees were lost last summer on a site that has precious little greenery to spare. There are few places for children to play besides the lane running between the two rows of townhouses. This area is dangerous, however, since it is used by residents to get in and out of their parking spaces. This summer, \$200,000 worth of upgrading is scheduled to be done to the buildings and the landscaping.

An elementary school is located on the "island" adjacent to the public housing community. It is one of the features that makes the community attractive to people with small children. Pre-school daycare and regular daycare is also available to residents and a drop-in daycare is available near-by. The other thing that makes Mayfair attractive is its location. Being close to downtown and near the Osborne Village shopping area gives residents easy access to major employment, shopping and entertainment centres in the city.

#### **2.1.1 Level of Community Development**

The information provided on Mayfair in section 3.0 reveals that this community is not very well developed. There was no formal tenant's association in the community when we visited nor was there a full-time community development worker. The community is on the fringe of an area with several powerful community groups. Since it is not well organized, it is difficult for Mayfair to compete with other well-organized

communities in the area for resources and attention. As a result, it has few resources or programs on site for its residents.

Our contact was with the public health nurse working in the community. Her efforts of the are aided by an active community resource group consisting of other professionals working in the community. There is great optimism in Mayfair that the hiring of a new caretaker and the efforts of a group of active community members will lead to the development of a tenant's association. The community has already lobbied the city over a plan to alter the traffic patterns in the neighbourhood. The new caretaker has also secured a townhouse unit to serve as a community centre. This was accomplished just prior to our visit. The focus group meeting with community residents gave us the impression that Mayfair was taking the first steps toward organizing itself. The meeting also suggested that a tenant's association is quite possible. The community now has a place for a tenant's association to meet and a combination of older, experienced residents and some newer ones who are willing to work on behalf of the community.

### **2.1.2 Quality of Life**

During the telephone interviews, community residents were asked a series of questions about quality of life and fear of crime. We also asked the participants of the focus groups to give us their views about what was happening in the community. Our general impression was that Mayfair had been declining over the past five or six years. It was getting a reputation of not being a desirable place to live and that there were much better communities operated by Manitoba Housing. The community representatives group ranked Mayfair very low on a quality of life scale as compared to their own communities. A similar opinion was expressed during the focus group meeting with community residents. The telephone interviews revealed that of the three sites we visited, Mayfair residents were least satisfied with their community. They also had the lowest average quality of life scores.

### **2.1.3 Fear of Crime**

The information we collected showed that crime and delinquency were becoming a problem in Mayfair. The residents and community representatives told us that this is due primarily to the actions of pre-teens living in the community. A lack of parental supervision and control of this adolescent group resulted in rowdy behaviour in the evenings and late at night. The situation came to a head last summer and the community imposed a curfew on these young people. The police officer that took part in the community representative focus group said that they had a community police station in the neighbourhood, but it was several blocks away. It was located between two communities in the area, making it difficult for the officers to focus their efforts on Mayfair alone.

The community representatives focus group thought that Mayfair had some problems with crime. This was echoed by the residents during our interviews. Of the three communities we visited, Mayfair residents felt least safe in their homes at night and walked alone at night less often than residents of either Upper Dawson or Russell Heights.

## **2.2 Upper Dawson (Bathurst)**

Upper Dawson is a public housing community of approximately 500 located near the centre of Bathurst, New Brunswick. The community consists of 25 two-story townhouse buildings containing 140 units. Many of the buildings have had new siding installed and the rest are scheduled to be upgraded this summer. There is a lot of space between the buildings giving the community an open, airy feeling, however, there are few trees and little greenery on site. The community is located on a very busy highway. It is difficult for residents, especially those with small children, to cross the highway to get to the commercial area on the other side. Crossing this busy street with groceries was seen by many residents as a serious problem. Adding to the difficulty is the fact that there is no public transportation in Bathurst and many Upper Dawson residents do not own cars. They are forced to take taxis for transportation. The traffic problem was also a concern for children attending school. Busses are not available and children have to walk several kilometers beside a busy roadway with no side walks. This situation was being taken up with the local school board.

### **2.2.1 Level of Community Development**

From the information provided in section 3.0, it is clear that Upper Dawson is a moderately developed community. A tenant's association was started several years ago and the community has been quite successful in getting organized. A number of programs are available on site and there is a strong group of residents who participate regularly in community activities. We discovered that programs directed specifically at young people in the community received a great deal of support. Community residents also participated extensively in organized events and activities. The opening of an on site community centre and the efforts of the community development worker were seen as crucial in helping the community to get organized. The challenge now facing the community is to empower and motivate individuals while continuing to mobilize the community as a whole.

The community enjoys a good relationship with the housing authority. In addition, a community based, multi-agency, inter-disciplinary network is being established. It was clear, from our focus group meeting with community representatives, that Upper Dawson has the support of many professionals working in the area. An effort is being made to

expand this group to include representatives from the business community and other groups in the broader community.

### **2.2.2 Quality of Life**

The overall impression we had was that Upper Dawson affords its residents a good quality of life. This seems to have been improved by the establishment of the tenant's association and the opening of the community centre. While community representatives participating in our focus group meeting rated Upper Dawson lower than their own communities on overall quality of life, the differences were not great. The results of the resident's survey showed that Upper Dawson ranked second on the satisfaction with living in the community question compared to the two other communities we visited. They were also in the middle on the overall quality of life measures. In general, the residents we spoke with seemed quite satisfied with the quality of life available to them in Upper Dawson.

### **2.2.3 Fear of Crime**

Of the three communities we visited, Upper Dawson residents felt least safe about walking alone in their neighbourhood at night. Interestingly, they were also the most likely to actually walk alone after dark. When asked how safe they feel in their homes at night, Upper Dawson residents ranked between those of the other two communities we visited. These results can be explained, in part, by the nature of the community and its recent experiences. As we noted above, the community is quite spread out, with lots of space between units. Residents must walk to get to the commercial area across the highway. The community has had some problems with crime in the past and the impact of community organizing is fairly recent. However, we were told that things had improved a great deal since the tenant's association was formed and the community centre opened. On this point, the police officer attending the community representatives focus group told us that from a policing point of view, things in the community had improved a great deal over the past two years. He said the community now receives the same level of policing as surrounding neighbourhoods. While it continues to have problems, they are no different now from those experienced by surrounding communities.

## **2.3 Russell Heights (Ottawa)**

Russell Heights is the largest of the three communities we visited. It has approximately 700 residents living in 160 townhouse units. The community is located in South-East Ottawa, adjacent to industrial land. There are several other public housing communities in the area. One of the distinctive features of this community is the high

proportion of new Canadians and recent immigrants living there. During our meetings with residents, we were introduced to people from around the world. Issues related to ethnic and race relations have been an important part of the community work that has gone on in Russell Heights.

### **2.3.1 Level of Community Development**

Russell Heights has had a community development worker, a tenant's association and a community centre, longer than either of the other two communities we visited. The impact of this level of community organization is immediately evident. The community centre is a beehive of activity. Often, several programs and classes are going on at the same time in different parts of the centre. A large number of residents appear to be involved in ongoing community activities. There are a numerous programs and resources available to residents of all ages. The community also enjoys the support of a very dynamic and involved group of community representatives.

Our impression was that the residents of this community have received a great deal of attention as a result of their efforts. They are proud of what they have achieved and seem determined to keep their motivation high. We were told that they have had many visits from government representatives and other communities to learn about the Russell Heights experience. They have been particularly successful in securing resources for the community and getting residents involved in community projects. However, these issues remain a constant concern and the community continues to work hard on both.

### **2.3.2 Quality of Life**

Our hypothesis at the outset of this project was that the quality of life would be higher for residents of more developed communities. This is exactly what we found as a result of our research. The residents of Russell Heights had the highest average score on the question asking them how satisfied they were living in the community. Similarly, they had the highest average score on the eight questions measuring various aspects of quality of life. These results are consistent with the information we collected during our focus group meetings. The professionals we spoke to told us that the community had come a long way during the past three or four years. While they didn't rate it as high as their own communities, the differences were far less dramatic than they had been in either of the other communities we visited. The community representatives also told us that Russell Heights is seen as a desirable place to live by residents of other public housing communities in the city. The evaluation of the residents attending the focus group meeting were similar to those of the community representatives. Most of these residents said that the community had become a good place to live. While they recognized that the community still had problems, they were proud of their community and confident that they could overcome the challenges they face.

### **2.3.3 Fear of Crime**

The information we gathered on fear of crime presents a slightly different picture than that found with respect to quality of life. This was evident in the question that asked residents about the level of crime in their community compared to their city. Residents of Russell Heights said they that their community had a higher level of crime than the rest of the city. They also said that they walked alone at night less often than Upper Dawson residents but more often than those in Mayfair. They felt safer, however, about walking alone at night than residents of the other communities we visited. This was also true with respect to feeling safe at home at night.

We discussed fear of crime and safety with the police officer taking part in the community representatives focus group. He told us that there was a community police station in a high-rise building close to Russell Heights. He said that the community had come a long way in the past three or four years, especially since the community centre opened. While there were still problems in the community, most had to do with individual disagreements or problems with neighbours. His view was that Russell Heights was much safer than many of the other neighbourhoods in the area, including other public housing communities.

These findings are particularly impressive given the composition of the community. The presence of so many new Canadians of diverse ethnic and racial backgrounds could pose serious problems of adjustment in many communities. These problems could easily influence people's attitudes about the community in which they live, especially when it comes to quality of life and fear of crime. This did not appear to be the case in Russell Heights as the people we interviewed gave positive evaluations of the community.

### **3.0 An Overview of the Ten Public Housing Communities Represented at the National Consultation**

The following descriptions of the ten public housing communities participating in this study are written by the community development workers active in these communities.

#### **3.1 Abbottsfield/Rundle (Edmonton)**

The Abbottsfield and Rundle community is located in northeast Edmonton. The community is characterized by 1400 multi-family dwellings. There is a high number of native and immigrant families made up mostly of single mothers with their children.

Northeast Edmonton is often described as the community which has the highest percentage of people in the city with less than Grade 12 education and double the average unemployment rate in Edmonton. Further, the statistics for domestic violence calls are the highest in the city while beer consumption at the local bar is the highest in the province. Transiency is also a real problem in this community. Out of these circumstances there arises crime and a fear of crime in Abbottsfield and Rundle.

In the centre of the public housing community stands Abbottsfield Mall, where the Candora Society of Edmonton is housed. The Candora Society is working with the community to develop social and employment programs that empower individuals and strengthen neighbourhoods. Candora's philosophy is based on a popular education approach to problem-solving, namely that:

- 1 - the experts are those who live the issues;
- 2 - everyone teaches, everyone learns;
- 3 - group solutions must be found and a social analysis must be developed to avoid "blaming the victim";
- 4 - all people are capable and responsible for their own learning.

Through the Candora Society of Edmonton, residents in this community are giving voice to their concerns, particularly in regards to urban safety issues: added lighting in parking lots, a cross walk on a busy thoroughfare, repairs to subsidized housing, etc...

We have just begun!

### 3.2 Bayers/Westwood (Halifax)

Bayers Road and Westwood Park are the largest and oldest combined public housing community in Halifax. Constructed in 1956, the Bayers Road section has 161 units built in blocks of town houses. Westwood Park was built beside it in 1962. It, too, has town housing, more closely connected, and a 65-unit apartment building. The community has over 1,000 people.

Bayers/Westwood continues to be the community of choice for people applying for public housing in Halifax. Its closeness to shopping areas, bus routes, its accessibility to the surrounding neighbourhood and private yards, make this community more attractive to potential residents.

For many years, there was a very active tenants association in Bayers/Westwood. In 1986, however, many of the long-term and more established residents moved to a new cooperative that was built on an adjoining property. Families moving into the community expressed no interest in being involved with a tenant group. They liked the feeling of being like everyone else in the neighbourhood.

In 1990, people working in the community recognized that it was changing. There were a lot more single-parent families headed by young mothers. Interested residents and some professionals created **The Family Support Services Association for Bayers/Westwood**. Their vision was to develop a support and training centre with child care for residents. The housing authority renovated three units to accommodate the project. A grant for a 10-month career, life skills and upgrading program was received and 17 residents took part. Unfortunately, funding was not renewable and the program ended.

During 1992, several attempts were made to initiate a tenant association. The housing authority gave tenants a unit for community organizing. A clothing swap depot as well as a community newsletter were initiated, however mobilizing residents of this community continues to be a slow process.

### 3.3 Brahms Community (Toronto)

In 1986, Brahms Residents Committee was established by tenants in response to the need for community organization. Using a community development approach, a **Moms and Tots** program was developed, and shortly after, a community office was established. This community has flourished with a variety of programs and services which serve the needs of the ethnically, racially and culturally diverse population of 352 families.



Grants from Metro Social Services, United Way, the Anti-drug Secretariat and the Ministry of Housing as well as sponsorship from Adventure Place has enabled the community to grow.

Adventure Place has provided the Brahms community with support from their community development services, Northeast Neighbourhood Services. Since 1986, with the pooled resources of a wide variety of agencies and the ongoing hard work from paid and volunteer residents, the community has developed to include the following programs:

1. Moms and Tots
2. Multicultural Women's Group
3. School/Parent Community Group
4. Seniors Group
5. Security and Maintenance
6. Anti-drug Kids Program
7. ESL and ABL

The Brahms Residents Committee Mission Statement is as follows:

Unite and include all residents.

Listen to the collective voice.

Respond to identified needs by empowering residents to create their own changes.

### **3.4 Britannia Place (Mississauga)**

Britannia Place was constructed over 3 years ago. It has 120 units and is about 5 minutes from downtown Mississauga. The community is close to shopping centres, banks, hospitals and major highways.

The tenant association was formed 2 years ago with the help of Peel Non-profit Housing and Community Action for Health (Credit Valley Hospital). A community development worker was hired to help the community deal with its drug problem and identify other needs within the community.

Britannia Place now has children's, Moms and Tots and craft programs. Peel police officers often come to speak to residents on safety and a public health nurse provides health counselling on a one-to-one basis. Currently, residents are trying to establish a Vertical Watch Program and programs for teens. The high resident turnover is an obstacle, however, in tenants' attempts to implement community programs.

### **3.5 Greystone Community (Halifax)**

Greystone public housing community is located off the Halifax peninsula in Spryfield, at the end of a road, at the top of a hill. Greystone residents have appropriately adopted the name, "the hill", for their neighbourhood.

The community consists of 242 households and over 750 people. The buildings have severely deteriorated, although Halifax Housing Authority commenced reconstruction in 1991.

Isolation is the major challenge to residents living in the Greystone community. Being "on the hill" also has a stigma attached to it which Greystone residents deal with on a daily basis. Despite these challenges, residents have worked hard at developing a thriving community. A recreation program, sponsored by the housing authority and run out of the elementary school nearby, has 175 children in attendance each night. The school has sponsored a hot lunch program, book mobile stops and tutoring. In the mid-180's, a group of tenants and community development workers organized a non-profit day care, called Cranberry Court Daycare. The housing authority provided three units for this service.

In the past few years, there has been an active tenant association. In 1992, they moved to expanded facilities. There are now 12-15 dedicated association members who have had a great impact on the community. The following projects and programs have been organized by this group:

1. Food bank depot
2. Non-denominational Sunday school
3. Youth programs
4. Social events for adults
5. Regular forums to address issues in the community

Despite the many barriers tenants in this public housing community face, a visit to Greystone leaves one with the impression that this is a community on the move.

### **3.6 Mayfair Complex (Halifax)**

The Mayfair Complex is a 75-unit public housing complex, with one- and two-bedroom units. The units are at three levels: below ground, ground and second story. The community could be described as a maze, with many steps that do not easily join units together. The grounds are in poor repair with no green or play areas. There are some large trees on each side of the complex. The complex is situated between two main arteries of traffic, one an east-west route and the other a west-east route. The school is beside the complex and has no green spaces at all, just concrete and red clay.

The residents of this complex consist of young families with many single parent families - headed by females. Some residents are on social assistance, some are on Student Aid and a proportion have both adult members of the household working. There tends to be a high turnover rate although there are also some long-term residents.

Over the past five years, the residents have been trying to organize a tenants' association. Currently, the residents are not organized but have a new caretaker who is committed to initiating a tenants' association. The residents are responding with cautious optimism.

Mayfair community members have the potential to mobilize and create a structure which gives the community a voice.

### **3.7 Medicine Hat (Alberta)**

Medicine Hat Public Housing Community, Phase 2, consists of twenty units: four blocks of row houses in a courtyard.

The community is adjacent to a city park, bus stop and convenience store. It is four blocks away from a major supermarket. Shopping malls are a twenty-minute drive away. Schools are within a three- to six-block radius.

Recreational facilities are quite limited. An outdoor swimming pool and skating rink are located about a mile away from the community. Medicine Hat has one library located

in the downtown core, as well as several cinemas. The Cultural Centre is on the outskirts of the city, roughly a thirty-minute drive from Phase 2.

Currently, daycare is provided by both the city of Medicine Hat and several private operators. City council has just voted to withdraw its subsidy from the city-run daycare facilities by 1996. This will have a major impact on community housing tenants.

Tenancy in Phase 2 consists of sixteen single parent families headed by females and four two-parent families. All of these families live below Canada's poverty level, based on family composition. A total of thirty-four children between the ages of six months to fifteen years reside in the project.

Rents are based on 25% of the families' gross income after adjustments. The average rent is \$203.00 per month. The housing authority pays for utilities with the exception of electricity.

### **3.8 Mulgrave Park (Halifax)**

Mulgrave Park is a community on the north end of the Halifax peninsula representing one of the early attempts at large public housing complexes. Constructed between 1958 and 1961, the community has 348 units, one hundred and twenty-six of which are in two high rise buildings. The rest are in blocks of walk-up apartments and over and under stacked town houses. The buildings turn in on themselves and away from the surrounding neighbourhoods. In many ways, residents are overwhelmed by the design.

During Mulgrave's thirty-year history, there have been active tenant groups attempting to improve the quality of life for people living in their community. Today, over 700 people live in Mulgrave Park and call it their home.

In the past five years, tenants and the housing authority have put a lot of effort into initiating community planning for the physical environment. Two studies have been completed, surveying tenant feelings on the physical conditions of their community. A commitment to repairing and modernizing the buildings and units, giving people sensible access to their homes and the surrounding community as well as providing people with better defined public and private space was made by the housing authority.

A community development worker was also hired on a full-time basis for a three-and one-half-year period. She mobilized tenants to form a group of concerned residents who created the following programs and activities:

1. A Resource Centre
2. Annual Bar B Q
3. Youth Program
4. Upgrading and skills training
5. Breakfast program
6. Youth Job Core
7. Workers' Cooperative

In many ways, Mulgrave Park is still a "tough place" to live, but a group of tenants and people who work in the community are trying to make it a better place to live.

### **3.9 Russell Heights (Ottawa)**

Russell Heights is an Ottawa Housing Community which is situated in Ottawa's East end. The community is comprised of three- and four- bedroom units. Residents of Russell Heights stem from a variety of ethnic backgrounds. Approximately thirty percent of the community members are newly-arrived Canadians. In addition, Russell Heights services the needs of both single mothers and working poor. Many of the families within the community could be considered at risk.

Since its official opening in August 1990, Russell Heights Family House has become an integral part of the Russell Heights community. The House is a four-bedroom unit located at the very heart of the residential complex. Nine full-time and part-time staff members, of varying backgrounds, are currently employed to carry out the Family House mandate. Over half of these staff persons have been recruited directly from the Russell Heights community.

In March 1990, a community-wide survey was conducted to obtain first-hand knowledge of the services required by community residents. Study results concluded that services most in demand were: ESL classes, Up-grading classes, child care facilities, social activities for men, women and youth, parenting groups, health education, and a link to community information services. In answer to the concerns raised by Russell Heights community members, the Family House has implemented the services highlighted in the following document. Based upon the continued availability of financial resources, it is our

hope to continue to provide quality services to the residents of the Russell Heights community and thereby attempt to break the generational welfare syndrome.

### **3.10 Upper Dawson Community (Bathurst)**

Upper Dawson is a public housing community located off a main city artery in West Bathurst, New Brunswick. It is surrounded by private rental apartments and homes. A shopping centre and grocery market is located across the street as well as medical offices.

There are 139 families living in Upper Dawson (approximately 500 people) within a 1/4-mile radius. It is a very busy community with residents who have a purpose in mind.

The Community Centre is located in the middle of the community. The Centre provides a nucleus for many families. Approximately 75 families volunteer their time for activities in Upper Dawson.

Block Parents and Neighbourhood Watch programs are in place and provide security in the community as does patrolling by city police. Upper Dawson is a safe place to live. People are beginning to take pride in their neighbourhood as physical changes are made to the environment and as the larger community begins to see the value of what Upper Dawson residents are doing from themselves.

#### 4.0 The National Consultation

A national consultation was held at the Roxborough Hotel in Ottawa, Ontario from February 12-14, 1993. One or two residents from each of the ten participating public housing communities attended. The ten community development workers were also in attendance. This group was augmented by nine other community development experts and a young person active in community projects in British Columbia. Also in attendance were representatives from CMHC and FCM.

A reception was held on the first evening to welcome delegates and provide a brief overview of the weekend agenda. A number of informal meetings were deliberately included in the schedule to foster interaction and discussion among the participants. These proved to be much appreciated and very worthwhile since they allowed those in attendance to share information and compare experiences. This was the first conference many of the participants had attended and it was important to us that they felt comfortable with the process.

The "Backgrounder" provided the participants with a detailed overview of the issues that would be addressed at the consultation. They had been asked to review this material beforehand and come prepared to play an active role in the consultation. We were determined to maintain the participatory approach employed throughout the project. We wanted to avoid being overly directive while still providing some structure to the agenda. To achieve this delicate balance, we defined our role as "facilitators". While we had put forth an agenda, we indicated that it was not cast in stone and could be altered if the group so wished.

The participatory approach was extremely useful for fostering a sense of ownership of the process among participants. An immediate consequence was a willingness by many in attendance to share their views and engage in active discussion. The consultation was permeated by a sense that the residents' meeting. Powerful feelings of accomplishment, excitement and energy developed throughout the course of the weekend.

The procedure the group agreed upon at the outset of the consultation was to identify an issue for discussion and break the larger group into three smaller working groups. Individuals were assigned to the working groups on the basis of their experience, position or home location. Each working group was to select a facilitator and rapporteur from among its members. These individuals were asked to chair the sessions and keep a record of the deliberations to bring back to the larger group. The working groups were asked to brainstorm issues and prioritize their findings. After the allotted time period, the delegates reconvened as a single group to review what had been discussed. The larger group considered the ideas brought forward from the smaller working groups and identified material for discussion in the subsequent working group sessions.

#### **4.1 Quality of Life and Fear of Crime**

The first session was devoted to a general and preparatory discussion on the meaning of "quality of life". Participants were asked to engage in a brainstorming session to identify what they considered to be the factors affecting quality of life and fear of crime. They were then asked to prioritize the factors they had identified. This information was brought back to the larger group and summarized. The three most common points raised with respect to quality of life were:

- i) the satisfaction of basic needs
- ii) safety and security -- in both physical and emotional terms
- iii) control over one's life -- which was related to self-esteem and self-worth

These three factors were derived from a list that included thirteen items. For example, meeting basic needs for food, shelter and clothing was seen by many as a fundamental aspect of having a good quality of life. Consistent with this idea was having access to resources such as child care, education, recreation, transportation, health care and quality housing. Security issues such as proper lighting in the community and the existence of programs such as neighbourhood watch were also deemed important. Having the support of family and friends was another area identified by the group as being important for a good quality of life. The satisfaction of emotional needs, having self-esteem and feelings of self-worth were also mentioned. These factors were related by many participants to having control over the decisions that affect their lives. Other factors related to quality of life included a person's health, having a safe environment for children and being open to minority groups and cultural differences among people.

#### **4.2 Identifying Barriers**

After the three broad areas affecting quality of life were identified, the participants were asked to return to their working groups to discuss the barriers to achieving a higher quality of life. Some twenty odd factors were identified throughout this process. These included such things as poverty and the lack of resources. Unemployment was seen as an important factor here. The idea that public housing residents are ghettoized and stereotyped was also raised. The role of the media in contributing to the process of negative labelling was noted in this context. Access to needed resources and the lack of an appropriate community response were seen as important barriers. This included



a lack of coordination among agencies providing services to public housing communities, paternalism in the way services are provided and the use of band-aid programs in response to systemic problems. The group expressed a general feeling that many governmental agencies are incompetent and unresponsive in meeting the needs of public housing communities. Many participants expressed the view that more concern seems to be directed at "brick and mortar" issues than at issues involving people.

The long list of barriers was summarized into three main issues: i) factors external to the community; ii) factors internal to the community; and iii) factors involving the individuals themselves. The factors external to the community included an inadequate response by both governmental and non-governmental agencies. A lack of resources was discussed in this context including the lack of social and governmental services. Participants discussed a basic misunderstanding by these agencies of what public housing communities actually need and want.

Factors internal to the community included the lack of community leadership and the lack of community organization. Another barrier internal to the community was the heterogeneous nature of many public housing communities. Participants noted that this heterogeneity often made it difficult to get residents involved in initiatives, to agree on common goals and to develop a sense of common purpose in the community. Individual factors identified by the participants reflected their inability to get "the system" to work for them. In some cases, this was due to a lack of communication skills. In other cases, however, the participants described structural barriers that undermine people's self-esteem and self-worth. Some examples of this include programs that start up, get people excited and involved and end before the individuals can achieve what the programs promised. These situations were defined as manipulative and destructive since they reinforce feelings of helplessness and failure. Rules regarding eligibility for benefits that penalize or discourage initiative were offered as another example of how the social structure keeps down many public housing residents. The specific example provided here was of the disincentives that exist for seeking paid employment. One community worker noted how difficult it had been to counsel a resident to stay on welfare rather than take a job. The job paid less than the woman received on welfare and didn't provide health or other benefits for the woman or her children. This structural "catch 22" was only one of many examples offered on the challenges facing people who want to better themselves.

### **4.3 Overcoming Barriers - Resources and Mobilization Strategies**

The group was asked to identify the resources and the mobilization strategies necessary for overcoming the barriers they had identified in the previous session. As was the case with barriers, the group focused on i) external supports or resources; ii) internal supports or resources; and iii) individual needs. The group concluded, after some

discussion, that resources and mobilization strategies were part of the same issue. They decided, however, to develop a separate list of practical mobilization strategies. These will be outlined in the next section while supports and resources are discussed below.

The role of a supportive housing authority was raised in the discussion on external supports or resources. A supportive housing authority can facilitate community organization by providing residents with a place to meet. The housing authority can also support community initiatives. Residents from one community gave an example of how cooperation by their housing authority had resulted in a worker cooperative being established. The housing authority in this community contracted with the residents to have work such as snow removal, lawn maintenance or painting done. Not only did this provide jobs for residents but it kept much needed resources in the community.

A second resource identified by the participants was a knowledgeable and dedicated community development worker. Having such a worker was deemed crucial by many participants for organizing a community and bringing in outside resources. A community development worker who knows what resources are available and how to acquire them can do a lot to motivate the community and engender community development activities. Community development workers were seen as important catalysts for community organizing. As outsiders, they are able to break through differences that may exist among residents. They also bring organizational skills and a knowledge of non-threatening practices that can be used to encourage reluctant residents to get involved in their communities.

The need for a resource guide echoed many of the ideas raised in the discussion of community development workers. Residents of public housing communities and the professionals who work with them require up-to-date and comprehensive information about available resources and programs. Part of the research conducted for this study was directed at how community development workers find out about available resources. We discovered that much of the information is acquired through informal networks. Community development workers interact with their counterparts in professional organizations where information is shared. They also build up lists of contacts that include other professionals working in the area. These individuals often serve as information sources. While most urban centres have a general catalogue of available services, these are usually not specific enough for public housing residents. Some tenant's associations had developed their own lists of contacts which they use to get things done. In most cases, the cost of maintaining a current directory of available resources or programs is beyond the budget of the local municipality, library or community organizations. A resource guide accessible to public housing residents was seen by the consultation participants as a vital resource.

The basic resource the group identified at the community level was a tenant's association. The benefits derived from establishing and maintaining a tenant's association were given considerable attention by the group. Much of the discussion centered around

identifying a group of committed residents and then taking steps to empower these individuals while they worked on the community's behalf. This was seen as a mutually reinforcing process whereby activities that promoted individual growth were simultaneously promoting community development. The existence of a group of capable and competent community leaders was identified as a fundamental aspect of developing an effective tenant's association. Consultation participants noted that developing a tenant's association often takes a long time and usually involves a small group who do the bulk of the work. Patience and perseverance were advised for those working on tenant's associations. The value of their efforts was acknowledged by all attending the consultation.

The individual resources identified by the group included a number of organizational resources. For example, having a place to meet was seen as vital. Meeting in a resident's home was thought to be inevitable when initially establishing a tenant's association but undesirable in the longer term. A "neutral" site such as a community centre or community house is more desirable and it also places less of a burden on any individual in the group.

The support of a community development worker was another resource that the group identified as being fundamental for communities to organize and develop. This was related to the idea that residents should have a way of finding out about existing resources and assistance in securing them. A knowledgeable and supportive community development worker can be invaluable in this regard.

Finally, the participants pointed out the need for basic resources to support their community development initiatives and their attempts to improve their quality of life. The availability of quality child care was identified as a basic requirement if residents are to be able to participate in community development activities. Another resource was training and education programs to provide residents with the skills they need to play more proactive roles in their communities. This includes English as a second language classes, upgrading classes and special courses on such topics as how to run a meeting or how to organize a tenant's association.

Part of the information required by a community includes involvement and participation in wider community networks. Contact with other public housing communities -- and their tenant's associations -- should be nurtured to allow residents to share experiences and information. These exchanges are a major way that residents can find out about available resources and how to access these resources.

#### **4.4 Mobilization Strategies**

In the next sessions, the group addressed mobilization strategies and as noted above, they focused on practical ideas. Six strategies were identified. Each is presented below with a brief elaboration of the discussion it generated.

**i) Small steps to success**

The group felt it was important that public housing communities not set themselves up for failure. Identifying small, achievable goals was the strategy advocated by the participants. The participants felt that this strategy also allows communities to make progress and build on their successes.

**ii) Be persistent**

The idea that community development was a slow and painstaking process was raised by many in attendance. Representatives from established and successful communities pointed out that both in the early days and currently, a small committed group of residents usually does most of the community work. These individuals have to be protected from burning-out. However, the group felt that the need to be persistent should be stressed.

**iii) Identify a common issue**

A widely used strategy for mobilizing a community involved identifying a common issue. One way of doing this was to conduct a community needs assessment. A successful adaptation of this strategy involves focusing on children and youth in the community. Many participants reported that activities organized for children and youth usually received wide-spread community support and participation. A variation of this strategy that was suggested was the organization of ongoing public events such as summer barbeques, pancake breakfasts and the like. These public events were seen as non-threatening and a means of getting more people involved in community activities. They also generate a sense of community and common purpose among residents.

**iv) Community participation in fundraising**

A number of suggestions were offered for community fundraising to support community development activities. Examples included a community garden to provide fresh vegetables for residents. The surplus produce could be sold and the proceeds used for community activities. Bake sales and merchandise bingo were also suggested as ways for communities to generate small sums of money to support community activities.

**v) Youth and leadership exchanges**

The opportunity to share experiences and learn from each other was identified as an important and achievable mobilization strategy. Youth exchange programs were specifically mentioned as a way of allowing young people to travel and experience life in other communities. An exchange of community leaders was also identified as a useful strategy for community mobilization. Groups of residents could visit other communities in their region to discuss common concerns and learn from each other's experiences. It was seen as particularly useful for a community in the process of organizing to be able to see how a developed community operates. There was some suggestion of establishing a team of residents from public housing communities who had experience with community development. This group could visit other public housing communities and put on seminars or workshops to share their experiences and help other communities to organize or further their community development efforts.

**vi) Keep the community informed**

The importance of having up-to-date information about programs and resources was stressed by many participants. Several strategies were suggested for accomplishing this goal. For example, newsletters were identified as one way of exchanging pertinent information. Announcements or invitations to community functions could be made through flyers. One public housing community had actually hired a group of young people from their community to deliver flyers. Other suggestions for keeping community residents informed and getting them involved in community activities was to establish a community welcoming committee to greet newcomers and encourage them to participate. An organized community walk was suggested as another way of publicizing community activities. Beyond these suggestions, the group was told that going door to door and inviting people to participate is an effective way of mobilizing communities. Once people have agreed to take part, follow-up or reminder telephone calls are often necessary to ensure an adequate turnout to a meeting or event. People often get busy or simply forget to attend and a friendly reminder can help.

#### **4.5 Where To From Here**

In addition to the practical strategies for community mobilization outlined in the previous section, the group discussed what they would like to see develop as a result of their participation in the national consultation. Over twenty recommendations were offered ranging from ways of keeping the momentum going, to establishing a national network. A summary of these recommendations is presented below.

- i) **Keep the momentum going**

There was a strong desire on the part of those attending the national consultation that the energy and excitement generated thus far be nurtured. A group of residents agreed to serve as a steering committee to provide a way for the group to stay in touch with each other.
- ii) **Establish local, regional and national networks**

Some discussion focused on the need to establish local, regional and national networks to share information and ensure that issues concerning public housing communities be heard by all levels of government. Having an ongoing voice for tenants, especially at the national level, was seen as an important goal.
- iii) **Develop information sharing and communication strategies**

The idea of establishing a "clearinghouse" or other centre to transmit up to date information to public housing communities was discussed. The key point was that information should be available in a timely and accessible manner. For example, a suggestion was made that FCM could provide public housing communities with some space in its existing newsletter as one way of sharing information. Other suggestions included preparing an information kit for public housing residents that includes materials on organizing, funding, space, programs, etc. The possibility of preparing a video on these themes was also raised. Both of these suggestions were in line with the idea of establishing regional "flying squads" of experienced residents that could travel to various parts of a region or province to help establish tenant's associations or to work with existing associations.
- iv) **Encourage the continued support of FCM and CMHC**

The participants felt that FCM and CMHC should continue to support the efforts of residents of public housing communities to improve the quality of their lives. These two organizations should also work with local and provincial housing authorities to nurture community development activities in public housing communities. Housing authorities should provide suitable meeting places for tenant's organization and allow residents to organize on their own. FCM and CMHC should also encourage ongoing dialogue between residents of public housing communities and orders of government. This could be accomplished by providing funding for local, regional or national conferences and workshops or facilitating such events such as this current consultation. The need for regular and ongoing contact was seen as vital by the participants.

Several other issues were identified by consultation participants which do not fit the major themes but warrant mentioning. For example, the suggestion that an alliance between public and social housing groups could be formed. Many of the essential

components of housing cooperatives are absent in public housing. Some, such as a code of tenant's rights and responsibilities might be fruitfully explored as a means for institutionalizing community development activities in public housing communities. This issue was related to the idea of examining various incentive plans to assist residents in moving on to other types of housing. Examples were discussed that showed how rent ceilings could be modified as a resident's income rose. A predetermined portion of the rent increase could be held in trust for the resident and used as a down payment for a privately owned residence.

Some participants noted that some community development workers and housing authority officials had to be sensitized to the needs of their residents of public housing communities. Discussion focused on the crucial role played by community development workers. Some participants pointed out a more general need, namely, to educate decision makers that public housing issues go far beyond current concerns over "bricks and mortar".

Two other issues were raised during the final session of the consultation. One dealt with funding while the other addressed the form or organizational structure of a tenant's association. Adequate resources to engage in community development activities are scarce while the benefits from these activities can be considerable. Funds to support contact and exchanges between public housing communities should be made available. In particular, the minimal funding needed to support youth exchanges should be secured. Also, housing authorities should be encouraged to work with residents so that maintenance and other work needed in the community can be done by the residents themselves. As noted above, this not only provides much needed employment but also keeps the money in the community.

The discussion surrounding organizational structures for tenant's associations highlighted the need to be inclusive and to reach out to all segments of the community. Some suggested that a less formal and less hierarchical organizational structure might encourage greater resident participation. Hierarchical structures may imply elitism and the existence of controlling cliques. Such an impression is to be avoided if tenant's associations want to develop broader community involvement. Another issue raised in this context addressed the need to avoid personal issues at tenant association meetings. An association may find it difficult to operate if there is a feeling in the community that the members of the association do little more than gossip about their neighbours. The association should not be identified exclusively for its role as a mediator between residents and the housing authority. Complaints about units should be dealt with separately from concerns with overall relations between the residents and the housing authority.

## 5.0 Epilogue

The events that have unfolded since this project began seem to be more a beginning than the culmination of a process. Indeed, from the discussions held at the national consultation, the experience has generated a great deal of energy and excitement.

Firstly, participatory research design is essential for conducting research of this type. Those initiating the process must also realize that they have a responsibility to the people they contact. At a minimum, those involved in the study must be kept informed at every stage of the process.

This exercise began with the hypothesis that more developed communities would afford their residents a higher quality of life and less fear of crime than communities that are less developed. Perhaps such a proposition seems so logical and obvious that we fail to grasp its deeper implications. Rather than being a simple truism, the hypothesis contains a profound message. We can build communities that provide safe and nurturing environments.

Our research demonstrated that residents in public housing communities with more programs and resources experience a higher quality of life and less fear of crime than residents in communities with fewer resources. It is not the programs or resources themselves, however, that lead to the higher quality of life or less fear of crime reported. Residents in many communities rich in programs and resources experience a low quality of life and high fear of crime. Our data suggests that part of the explanation for these findings rests on the development of community pride and a sense of ownership. The programs and resources brought into these communities are often a vehicle for getting people to meet and work cooperatively with each other. In fact, the level of organization in some of the communities that took part in the study far surpasses that found in most Canadian neighbourhoods. This observation does not imply that these communities do not have problems, for many clearly do. What it does signal, however, is hope for the future and an opportunity for positive intervention.

The message from the resident focus groups and community representatives focus groups was consistent. Public housing communities should be supported in their community development efforts. Knowledgeable, dedicated community development workers should be hired and given the resources they require to do their jobs. Residents of public housing communities should have a place to hold meetings and they should be able to establish the types of organizations they want.

The consequences of this approach were very clear. The residents of the community we visited that had these resources in place for the longest period of time -- almost four years at the time of our visit -- had the highest quality of life and lowest fear of crime of the three communities studied. The perceptions of these residents were



echoed by the community representatives including the community police officer we interviewed. The community had come a long way in four years. And while it still had challenges to overcome, tremendous progress had been made. The community had an exceptional community development worker, a community house and numerous on site programs. We were told that similar communities in that part of the city had far greater problems with crime and afforded their residents a much lower quality of life. A final point: this level of development has been achieved in a public housing community where 50% of the residents are new Canadians!

The conclusions that can be drawn from this project are profound. In a period of budgetary restraint with little money for new programs or resources, ways have to be found for working within existing budgets. The resources invested in community development workers and in programs for public housing communities have a multiplier effect. For example, hiring a community development worker can lead to the mobilization of various volunteer groups in a community that perform necessary tasks for which no funds currently exist. Minimal funding for youth recreation programs, often staffed by parents or volunteers, can also reduce the level of crime in a community saving criminal justice resources and foregoing the harm that would otherwise be caused.

The most basic conclusion that can be drawn from this research is that residents of more developed communities are more likely to experience a higher quality of life and less fear of crime than residents of less developed communities. Investments in social development actually work. This approach has real and tangible benefits that can be empirically measured. The practical results of such an approach are already visible to many residents of public housing communities across this country.

## **APPENDICES**

## The Federation of Canadian Municipalities Community Development Study

Thank you for agreeing to participate in the Community Development Study being undertaken by the Federation of Canadian Municipalities. Please answer each of the following questions as thoroughly and accurately as possible. Your answers are extremely important in helping us to work more effectively with representatives from public housing communities across the country.

NAME OF YOUR PUBLIC HOUSING COMMUNITY \_\_\_\_\_

1. Can you tell us how many units there are in your public housing community?  
Please record the actual number here \_\_\_\_\_

2. Please indicate the type(s) and number(s) units in your public housing community?

Number      Type

- \_\_\_\_\_ a) high rise apartment building(s) [5 floors or higher]
- \_\_\_\_\_ b) low rise apartment building(s) [4 floors or lower with elevator]
- \_\_\_\_\_ c) low rise apartment building(s) [4 floors or lower without elevator]
- \_\_\_\_\_ d) townhouses
- \_\_\_\_\_ e) semi-detached houses
- \_\_\_\_\_ f) detached houses

3. Please indicate the type and number of housing units in your public housing community.

Number      Type

- \_\_\_\_\_ a) bachelor apartments
- \_\_\_\_\_ b) one-bedroom apartments
- \_\_\_\_\_ c) two-bedroom apartments
- \_\_\_\_\_ d) three-bedroom apartments
- \_\_\_\_\_ e) one-bedroom townhouses
- \_\_\_\_\_ f) two-bedroom townhouses
- \_\_\_\_\_ g) three-bedroom townhouses
- \_\_\_\_\_ h) one-bedroom semi-detached houses
- \_\_\_\_\_ i) two-bedroom semi-detached houses
- \_\_\_\_\_ j) three-bedroom semi-detached houses
- \_\_\_\_\_ k) one-bedroom detached houses
- \_\_\_\_\_ l) two-bedroom detached houses
- \_\_\_\_\_ m) three-bedroom detached houses
- \_\_\_\_\_ n) units with more than three bedrooms: (please indicate type)

4. What year were the units in your public housing community built \_\_\_\_\_

5. What is the exterior building material of the units? For example, are they all brick, brick and siding, concrete, etc. If different types of units are of different exterior building materials, please specify the type of unit and the exterior building material used (eg. 2 low rise apartment buildings are all brick; 5 semi-detached houses are stucco etc.)

6. Can you tell us about the state of repair of your public housing community?  
Would you say that

\_\_\_\_\_ a) major repairs are needed: for example

- leaky roof
- cracked foundation
- major cracks in bricks
- uneven or warped floors
- new windows needed

\_\_\_\_\_ b) minor repairs are needed: for example

- repair small cracks in interior walls or ceilings
- broken light fixtures or switches
- leaking sinks
- cracked or broken windows

\_\_\_\_\_ c) only regular maintenance needed: for example

- painting
- leaking faucets
- floor refinishing

7. Can you estimate what percentage of the total area covered by your public housing community is green space \_\_\_\_\_ %

8. Can you tell us what on-site features are included in your public housing community? Do you have

\_\_\_\_\_ a) laundry facilities

\_\_\_\_\_ b) meeting or committee rooms

\_\_\_\_\_ c) recreational facilities (please indicate which ones)

- playgrounds with equipment
- basketball court
- tennis court
- gymnasium
- pool (wading or regular swimming pool)
- baseball or softball diamonds
- other recreational facilities (specify)

\_\_\_\_\_ d) other facilities

9. Can you describe the type of parking available for residents of your public housing community?

\_\_\_\_\_ a) common parking area (surface parking)

\_\_\_\_\_ b) underground parking

\_\_\_\_\_ c) carports

\_\_\_\_\_ d) individual garages

\_\_\_\_\_ e) other (please specify)

10. How would you describe the security features of your public housing community? For example,

a) front access or entrance? Is it locked?

b) lighting of public areas, hallways and walkways?

c) parking access and parking lots?

d) are there security guards on duty?

e) other security features

Here are some questions about the demographic characteristics of the residents in your public housing community.

11. Approximately how many people live in your public housing community? \_\_\_\_\_
12. Can you estimate what percentage are:
- \_\_\_\_\_ a) under 10
  - \_\_\_\_\_ b) 10-19
  - \_\_\_\_\_ c) 20-29
  - \_\_\_\_\_ d) 30-39
  - \_\_\_\_\_ e) 40-49
  - \_\_\_\_\_ f) 50-59
  - \_\_\_\_\_ g) 60-69
  - \_\_\_\_\_ h) 70 and over
13. Can you estimate how many adult residents of your public housing community are
- \_\_\_\_\_ a) single
  - \_\_\_\_\_ b) married/living common law
  - \_\_\_\_\_ c) separated or divorced
  - \_\_\_\_\_ d) widowed
  - \_\_\_\_\_ e) other
14. What is the racial/ethnic composition of your public housing community?
15. Can you estimate the percentage of residents of your public housing community over sixteen and not in school full time who are:
- \_\_\_\_\_ a) unemployed
  - \_\_\_\_\_ b) working part-time
  - \_\_\_\_\_ c) working full-time
16. Can you estimate the percentage of the residents in your public housing community that rely on some form of public assistance (for instance general welfare, family benefits allowance, income maintenance programmes) \_\_\_\_\_ %
17. What are the criteria used in your public housing community to determine eligibility for a housing unit?

18. Is there a waiting list of people trying to get a unit in your public housing community?

\_\_\_\_\_ a) yes                      \_\_\_\_\_ b) no

If yes, how many names are on this list? \_\_\_\_\_

19. How long do people usually have to wait to get a housing unit in your public housing community?

20. What method of tenant selection is used to determine who gets an available housing unit first?

21. What is the average rental period for housing units in your public housing community, ie. how long do tenants usually stay in their units?

22. What is the turnover rate for housing units in your public housing community?

23. Where does the funding come from to subsidize the units in your public housing community? Can you identify the source of funds and the percentage of funding each provides?

24. How much does it cost residents for the units they have in your public housing community? Please indicate the way the charges are calculated for different individuals and for different types of housing if this is appropriate.

# QUALITY OF LIFE FOCUS GROUP QUESTIONNAIRE

1. Can you tell me what you think the three most important things are that affect a person's quality of life?

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

2. Using a scale of 1 to 10 [one being very poor and ten being very good] how would you rate your own community on these three things? Please record your answers in the spaces provided.

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

3. Using a scale of 1 to 10 [one being very poor and ten being very good] how would you rate (selected public housing community) on these three things? Please record your answers in the spaces provided.

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

4. On a scale of 1 to 10 [one being very low and ten being very high, how would you rate the quality of life in the community where you live?

i) \_\_\_\_\_

5. On a scale of 1 to 10 [one being very low and ten being very high, how would you rate the quality of life in (the selected public housing community)?

i) \_\_\_\_\_

6. On a scale of 1 to 10 [one being very low and ten being very high, how would you rate the level of safety in the community where you live?

i) \_\_\_\_\_

7. On a scale of 1 to 10 [one being very low and ten being very high, how would you rate the level of safety in (the selected public housing community)?

i) \_\_\_\_\_

8. What do you think could be done to improve the quality of life of residents of (the selected public housing community)?

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9. What do you think could be done to improve the safety of residents of (the selected public housing community)?

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## Community Development Worker Interview Schedule

**READ:** Thank you for agreeing to participate in the Community Development Study being undertaken by the Federation of Canadian Municipalities. In our telephone conversation a few days ago, we talked about programs in public housing communities as the focus of this study. We will be asking you questions about programs available to residents in your community. We are also interested in who is using these programs and how many participants are in each one. This information will be put into a report that will be sent to all the communities participating in this study. In February, there will be a national consultation where representatives from all the participating communities will come together to share information and experiences about available resources, resolving common problems and other issues facing public housing communities. We really appreciate your cooperation. Your participation will help to make this a useful and beneficial experience for everyone involved.

### **BEFORE BEGINNING: NOTE DIFFERENCE BETWEEN PUBLIC HOUSING COMMUNITY AND BROADER COMMUNITY.**

**READ:** Let's begin with some general questions about your public housing community.

1. Can you tell me approximately how many people live in your public housing community? \_\_\_\_\_
2. Is there a Tenant's Association or Community Association in your public housing community?  
\_\_\_yes \_\_\_no

If yes, can you give me a brief description of the main activities of the Tenant's Association? If no, why not?

3. Can you tell me where your public housing community is located in relation to the surrounding community? For example, are you located downtown, on the edge of the city, or a rural area?



4. Is public transportation available to residents of your public housing community?

\_\_\_yes                    \_\_\_no

If yes, what type of public transportation:

- \_\_\_a) bus
- \_\_\_b) street car
- \_\_\_c) light rail
- \_\_\_d) subway
- \_\_\_e) other (please describe)\_\_\_\_\_

5. How would you describe the level of public transportation services available to residents of your public housing community?

6. Is public transportation affordable to residents of your community?

\_\_\_yes                    \_\_\_no

If no, does this hinder access to schools, medical services, shopping etc. for residents of your community?

**[Ask about special populations as a probe  
IF NOT AFFORDABLE, ASK IN 7,8, AND 9 IF THEY HAVE ACCESS  
THAT IS WITHIN WALKING DISTANCE]**

7. Are there schools near your public housing community?

yes\_\_\_                    no\_\_\_

If Yes, can you tell me what type of schools?

8. Are there medical services near your public housing community?

yes\_\_\_                    no\_\_\_

If yes, can you tell me about these?

9. Is there a commercial area or mall near your public housing community where residents can do their shopping and banking, etc.?

yes\_\_\_                    no\_\_\_

If yes, can you tell me about these?

**READ:** Let's turn now to the programs available to residents of your public housing community both on-site and in the surrounding area. Can you tell me what programs are available?

**[PROBE FOR THE FOLLOWING INFORMATION FOR EACH PROGRAM IDENTIFIED]**

- a) the name of the program/name of contact person or agency
- b) if there is a cost/how much
- c) where the initiative for the program comes from
- d) where funding comes from
- e) if they are on-site or in the broader community
- f) if they are run by residents or by outside groups
- g) how much use each gets
- h) who uses them

**10. [ALLOW RESPONDENT TO BEGIN LISTING PROGRAMS AND USE THIS LIST TO PROBE TO ENSURE ALL AREAS ARE COVERED]**

- i) Self-help programs
- ii) Vocational/educational programs
- iii) Life-skills programs
- iv) Health related programs (nutrition/fitness)
- v) Counselling/mental health programs
- vi) Recreation/hobbies/crafts etc.

**11. Are there any programs that are not currently available that you believe are needed in your public housing community?**

\_\_\_\_\_ a) yes                      \_\_\_\_\_ b) no

If yes, can you identify these programs and tell me why you think they are needed? Are there any plans for providing these programs in the future?

**READ:** Let's move now to how you find out about about resources, programs and services available in your community.

**12. How do you find out about resources, programs, services in your community? For example, do you use service directories or other reference materials? Do you hear through word of mouth or through community networking?**

**[probe to get as extensive and broad a list as possible.]**

13. How would you assess [each of] the resources you use?
14. Do you know of any other resources that are available that might help you in your work?
15. Do you have any suggestions about what would help you keep up to date about resources, programs and services available in your community?  
(GIVEN YOUR LIMITED TIME)

**READ:** Let's move now to the services and facilities available in your public housing community.

16. Here is a list of some of recreational facilities that might be available on-site in public housing communities. We would like to know if any of these are available in your public housing community.

**[PROBE FOR:**

- a) **EXTENT OF USE**
- b) **WHO ARE PRIMARY USERS**
- c) **FORMAL OR INFORMAL USE**
- d) **DO ANY PROGRAMS USE FACILITIES EG. PROGRAMS IN PLAYGROUND]**

- i) playground(s)
- ii) basketball court
- iii) tennis court
- iv) swimming pool
- v) gymnasium

17. Are there any other recreational facilities in your public housing community that are not on our list? Could you tell us about them?
18. Are there places such as a Community Hall or Meeting Rooms for people to meet in your public housing community?

**[PROBE FOR:**

- a) **EXTENT OF USE**
- b) **WHO ARE PRIMARY USERS**
- c) **FORMAL OR INFORMAL USE**
- d) **DO ANY PROGRAMS USE FACILITIES EG. PROGRAMS IN PLAYGROUND]**

19. Are there any other places for people to meet in your public housing community that are not on our list? Could you tell us about them?
20. Here is a list of other services that might be available in public housing communities. Can you tell us if any of these are available on-site in your public housing community?

**[PROBE SAME AS ABOVE]**

- i) child care service
- ii) laundromat facilities
- iii) variety or convenience store

21. Are there any other services or facilities in your public housing community that are not on our list? Can you tell us about them?
22. Are there any services or facilities that are needed in your public housing community? Can you tell me why you think they are needed? Are there any plans for providing these services or facilities in the future?

# QUALITY OF LIFE SURVEY

Questionnaire Number \_\_\_\_\_

Time began: \_\_\_\_\_ Time ended: \_\_\_\_\_

Name of Interviewer: \_\_\_\_\_

**READ:** Hello, my name is (YOUR NAME ) and I live in (NAME OF YOUR COMMUNITY) We're doing a survey of programs in our community and we're asking people how safe they feel living here. We would like you to help us by answering a few questions. All your answers will be confidential. Will you help us? [IF YES ASK] Are you 18 years of age or older?  a) yes  b) no  
Are you a resident of this public housing community?  a) yes  b) no

**RECORD THE SEX OF THE PERSON YOU ARE INTERVIEWING**  a) female  b) male

**READ:** Let's begin with a few questions about your experience living in this community.

1. First, how long have you lived in this community? Years \_\_\_\_\_ Months \_\_\_\_\_

2. How satisfied are you living in this community? Would you say you are:

- a) very satisfied
- b) somewhat satisfied
- c) somewhat dissatisfied
- d) very dissatisfied
- e) don't know/no opinion

3. Why do you feel this way? (RECORD THE FIRST TWO ANSWERS GIVEN) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. The next series of questions asks you to rate your feelings about areas of your life and living conditions on a scale of 1 to 10. One means you're very DISSATISFIED and ten means you're very SATISFIED. On a scale of 1 to 10, how would you rate the following?

- \_\_\_a) your health
- \_\_\_b) your job or major activity
- \_\_\_c) your finances
- \_\_\_d) your family relations
- \_\_\_e) your friendships
- \_\_\_f) the social life in your community
- \_\_\_g) recreational opportunities in your community
- \_\_\_h) your neighbours

5. Using the same scale, how do you feel about your life as a whole? \_\_\_\_\_

6. Would you describe yourself as...

- a) very happy  c) somewhat unhappy
- b) somewhat happy  d) very unhappy

7. Do you know about any activities, classes or programs that are available in your community?

- a) yes  b) no

8. If Yes, can you tell me which ones and where these are offered? (Record all the programs they know about and where they are located) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. How did you hear about these activities, classes or programs? (Interviewers: ask whether they heard through the community newspaper, radio, word of mouth, bulletin board, etc. and record their answers) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

10. Do you participate in any activities, classes or programs that you mentioned?  
 a) yes       b) no

11. If Yes, can you tell me which ones? If no, can you tell me why not? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**READ: The next few questions ask about your opinions on crime and how people protect themselves and their property.**

12. Compared to other parts of Canada, do you think your community has  
 a) a higher amount of crime  
 b) about the same amount of crime  
 c) a lower amount of crime  
 d) don't know/no opinion

13. Compared to other communities in your city, do you think your community has  
 a) a higher amount of crime  
 b) about the same amount of crime  
 c) a lower amount of crime  
 d) don't know/no opinion

14. How safe do you feel or would you feel walking alone in your neighbourhood at night?  
 a) very safe  
 b) somewhat safe  
 c) somewhat unsafe  
 d) very unsafe  
 e) don't know

15. How often do you walk alone after dark?  
 a) daily  
 b) at least once a week  
 c) at least once a month  
 d) less than once a month  
 e) never

16. If you felt safer, would you walk alone after dark more often?  
 a) yes       b) no       c) don't know

17. How safe do you feel in your home in the evening or at night?  
 a) very safe  
 b) reasonably safe  
 c) somewhat unsafe  
 d) very unsafe  
 e) don't know

18. Here is a list of things people sometimes do to protect themselves and their property.  
 Can you tell me if you have done any of these things?

installed dead bolt locks on your doors at home       a) yes       b) no

- installed a security alarm in your home  a) yes  b) no
- installed a security alarm in your car  a) yes  b) no
- installed bars on windows or doors at home  a) yes  b) no
- installed timers on your lights  a) yes  b) no
- carried a whistle or noise maker when walking alone  a) yes  b) no
- taken a self-defence courses  a) yes  b) no

19. Have you done anything else to protect yourself or your property?  
 If so, can you tell me what you've done?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

20. Have you been the victim of a crime while living in this community?  
 a) yes  b) no

21. If you have, can you tell me what kind of crime it was and when it occurred?  
 \_\_\_\_\_  
 \_\_\_\_\_

22. Have any of your friends living in this community been the victims of a crime during the past year?  
 a) yes  b) no

23. If any of your friends in this community have been the victims of a crime during the past year, can you tell me:  
 a) What kind of crime it was \_\_\_\_\_  
 \_\_\_\_\_  
 b) When it happened \_\_\_\_\_

24. What do you think could be done to make your public housing community a safer place to live?  
 (record the first two answers) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**READ:** That's the end of the survey. Now I need a little information about you to complete the questionnaire.

27. Can you tell me which age category you are in? Are you  
 a) under 20  e) 50-59  
 b) 20-29  f) 60-69  
 c) 30-39  g) 70 or older  
 d) 40-49  h) refused to answer

28. Do you identify yourself as a member of any racial group?  a) yes  b) no

29. If yes, can you tell me which one? \_\_\_\_\_

30. Do you identify yourself as a member of any ethnic group?  a) yes  b) no

31. If yes, can you tell me which one? \_\_\_\_\_

Programs In Abbottsfield/Rundle

	<b>Self-Help Programs</b>	<b>Educational and Vocational Programs</b>	<b>Life-Skills Programs</b>
<b>Program Name</b>	Community Advocacy	Employment Prep Prog	Nobody's Perfect
a) objective of program	pay women to be comwkr	gradual re-entry	parenting skills
b) initiative/funding	Provincial Social Service	Alta Career Dev & Empl	Edmonton Bd of Health
c) used by/how much use	residents/14-15 women	10 women-1yr/residents	
<b>Program Name</b>	Collective Kitchen	Language Inst Newcomers	
a) objective of program	save on food costs	ESL classes	
b) initiative/funding	residents/Candora	Catholic School Board	
c) used by/how much use	res/4 wom coop meals	residents/some use	
<b>Program Name</b>	We Can Cooperative		
a) objective of program	help transition to High Sch		
b) initiative/funding	CEIC		
c) used by/how much use	grade 6 students		
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	Brunch Club	Abbottsfield Youth Pr	Boys/Girls Club
a) objective of program	health/nutrition	crisis intervention	various programs
b) initiative/funding	School Bd/College	Prov. Soc Ser/City	B & G Club/HAuth/res
c) used by/how much use	6 women/residents	poor kids in PH Comm	a lot of use
<b>Program Name</b>			Arts & Crafts
a) objective of program			single women with child
b) initiative/funding			Candora Society
c) used by/how much use			residents/well used
<b>Program Name</b>			Candora Recreation
a) objective of program			skill dev & coop games
b) initiative/funding			residents/Cath School
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			



**Programs In Bayers/Westwood**

	<b>Self-Help Programs</b>	<b>Educational and Vocational Programs</b>	<b>Life-Skills Programs</b>
<b>Program Name</b>			Parent Opportunty Program
a) objective of program			parenting skills
b) initiative/funding			CEIC
c) used by/how much use			residents/16 single moms
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>			Recreation Program
a) objective of program			for children under 15
b) initiative/funding			Halifax Housing Authority
c) used by/how much use			residents/well attended
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

Programs In Brahms

	<b>Self-Help Programs</b>	<b>Educational and Vocational Programs</b>	<b>Life-Skills Programs</b>
<b>Program Name</b>	Multi-Cultural Women's Group	Lang Inst for New Canadians	Kids In Motion
a) objective of program	make contact/have some fun	ESL program called LINC	parants and kids against drugs
b) initiative/funding	residents/residents.committee	residents/Board of Education	res/Nat Drug Policy funds
c) used by/how much use	res women/it runs 10 months/yr	residents/well attended	residents/well attended
<b>Program Name</b>		ABS	
a) objective of program		adult upgrading	
b) initiative/funding		residents/Board of Education	
c) used by/how much use		residents/well attended	
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	Breakfast Program		Youth Program
a) objective of program	provide nutritious meals for kids		rec/13-24 yr olds
b) initiative/funding	Metro Housing/Metro Housing		P&Rec/MHAu/NSer
c) used by/how much use	residents/used a great deal		residents youth/lot of use
<b>Program Name</b>	Seniors Group		Parent-Child Rec
a) objective of program	public health/recreation etc		women-young child
b) initiative/funding	residents/volunteers		prov min soc serv
c) used by/how much use	residents/not a lot		residents/initi hi-now lo
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

Programs In Britannia

	Self-Help Programs	Educational and Vocational Programs	Life-Skills Programs
<b>Program Name</b>	Parenting in the 90's	like to implement for '93	Vertical Watch
a) objective of program	for new mothers	self-esteem, job readiness	crime prevention
b) initiative/funding	Peel Region/none		City of Mississauga
c) used by/how much use	small group participated		frequently
<b>Program Name</b>	Mom's and Tots		
a) objective of program	pre-school		
b) initiative/funding			
c) used by/how much use	small number		
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	Partners for Drug Free Com	March of Dimes	YMCA (Mississauga)
a) objective of program	awareness of drug programs	Assist handicapped in Building	After School Program
b) initiative/funding	regional funding		Peel/Tenants
c) used by/how much use	small number	24 hrs per day service	
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

Programs In Greystone

	Self-Help Programs	Educational and Vocational Programs	Life-Skills Programs
<b>Program Name</b>		Tutoring Program	off-site, Single Parent Centre.
a) objective of program		help elementary student	parenting skills
b) initiative/funding		residents/Housing Authority	Social Services/Catholic Church
c) used by/how much use		12 community kids	12 women/ocassionally
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	Food Bank Depot		Youth Rec Program
a) objective of program			after school
b) initiative/funding	resident/city, Metro Food bank		housing Authority
c) used by/how much use	50 public housing families/week		163 residents/children
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

**Programs In Mayfair**

	<b>Self-Help Programs</b>	<b>Educational and Vocational Programs</b>	<b>Life-Skills Programs</b>
<b>Program Name</b>	off-site	off-site	off-site
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	off-site	off-site	off-site
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

Programs In Medicine Hat

	<b>Self-Help Programs</b>	<b>Educational and Vocational Programs</b>	<b>Life-Skills Programs</b>
<b>Program Name</b>	off-site	off-site	off-site
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	off-site	off-site	off-site
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

**Programs In Mulgrave Park**

	<b>Self-Help Programs</b>	<b>Educational and Vocational Programs</b>	<b>Life-Skills Programs</b>
<b>Program Name</b>	Res Centre Funding Committee	Worker's Cooperative	Life Skills & Volunteer Program
a) objective of program	write funding proposals	learn construction & bus skills	learn life skills & get work exper
b) initiative/funding	residents/vol's	residents/CEIC grant	residents/CEIC
c) used by/how much use	residents vols/some use	7 residents participate	3 women/for 3 months
<b>Program Name</b>	School/Parent Committee	Shovelling Program	Teen Program
a) objective of program	res explore school problems	employs residents	older youth
b) initiative/funding	res/provincial Housing Ministry	residents/Housing Authority	res/municipality & province
c) used by/how much use	Educ Resources Centre opened	5 residents do it	residents & youth/good use
<b>Program Name</b>		Youth Job Core Leadership Pr.	
a) objective of program		job train/leadership skills	
b) initiative/funding		residents/prov & Hous. Auth	
c) used by/how much use		5 residents/worked all summer	
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Program</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	Ready or Not		Halifax Housing Rec Program
a) objective of program	teach parents drug awareness		activities for youth
b) initiative/funding	residents/city funding		residents & Housing Authority
c) used by/how much use	5-7 residents participate		25-30 community youth
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

**Programs In Russell Heights**

	<b>Self-Help Programs</b>	<b>Educational and Vocational Programs</b>	<b>Life-Skills Programs</b>
<b>Program Name</b>	Outreach Worker Prog	ESL	Parenting groups
a) objective of program	serve youth & families	literacy for immig women	health/nutrition/esteem
b) initiative/funding	SE Ottawa Neigh Services	residents/	residents/
c) used by/how much use	residents/full	residents/full	old & new residents
<b>Program Name</b>		ABE	
a) objective of program		upgrade/literacy	
b) initiative/funding		residents/	
c) used by/how much use		residents/full	
<b>Program Name</b>		Homework Program	
a) objective of program		tutoring	
b) initiative/funding		residents/	
c) used by/how much use		6-12 yr olds/few teens	
<b>Program Name</b>		After School Prog	
a) objective of program		educational/rec activity	
b) initiative/funding		residents/	
c) used by/how much use		6-12 yr olds/30-40	
	<b>Health and Nutrition Programs</b>	<b>Counselling and Mental Health Programs</b>	<b>Recreation and Craft Programs</b>
<b>Program Name</b>	Nurse Practitioner	Drop-In Centre	Women's Arts & Crafts
a) objective of program	childcare/parenting	create trust/counselling	home management skills
b) initiative/funding	residents/	residents/existing staff	residents/SE OttCommCtr
c) used by/how much use	parents with babies/full	residents/groups & indiv	residents/
<b>Program Name</b>		Crisis Intervention	Boys & Girls Club
a) objective of program		counselling/group discuss	leadership program
b) initiative/funding		residents/	residents/B & G Club
c) used by/how much use		residents/	residents/
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			



Programs In Upper Dawson

	Self-Help Programs	Educational and Vocational Programs	Life-Skills Programs
<b>Program Name</b>	Tough Love	Comm Academic Ser Prog	Problem Solving
a) objective of program	deal with their kids	literacy/upgrading	learn problem solving
b) initiative/funding	residents/no funding	ComDevWkr/Prov Lit Coun	residents/Province
c) used by/how much use	6 parents/residents	24 students/12 active	10 tenants
<b>Program Name</b>			Ready of Not
a) objective of program			anti-drug prog
b) initiative/funding			Com Dev Worker/Fed, prov.
c) used by/how much use			12 tenants
<b>Program Name</b>			
a) objective of program			learn parenting skills
b) initiative/funding			residents/Prov H&ComSer
c) used by/how much use			8 tenants
<b>Program Name</b>			
a) objective of program			how to care for homes
b) initiative/funding			residents/Province
c) used by/how much use			8-12 residents 3 X/yr
	Health and Nutrition Programs	Counselling and Mental Health Programs	Recreation and Craft Programs
<b>Program Name</b>	Red Cross Course (1 time only)	Guest Speakers	Les Dames d'Acadie
a) objective of program	emergency course	info & support	pre-kindergarten/learn, socialize
b) initiative/funding	residents/Red Cross	self T.A.	Les Dames/residents
c) used by/how much use	15 youth 10 parent	15-20 residents	20 children under 4
<b>Program Name</b>			Crafts for Kids
a) objective of program			
b) initiative/funding			
c) used by/how much use			residents & 10 children/2x week
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			
<b>Program Name</b>			
a) objective of program			
b) initiative/funding			
c) used by/how much use			

Halifax H. A. (Bayers/Westwood)

1. Number of Units	358	11. Number in community	1074
2. Type & number of units	1/65 unit high-rise apt bldgs 17 detached houses/3bed 276 townhouses	12. Age (estimated percent)	
3. Size and number of units.	10/bach apts, 8/1bed,47/2 bed, 8/1 bed, 10/2bed, 198/3 bed, 60>3bed twhse,	a) under 10 b) 10-19 c) 20-29 d) 30-39 e) 40-49 f) 50-59 g) 60-69 h) 70 and over	
4. Year the units were built	Byers 1953 Westwood 1962		
5. Exterior building material	brick & concrete hi-rise & twhse, detached/siding		
6. State of repair		13. Marital status (est.)	
a) major repairs are needed	major upgrading underway last three years-\$850,000 budget for this	a) single b) married/common law c) separated or divorced d) widowed e) other	75% 25%
b) minor repairs are needed	yes		
c) regular maintenance needed		14. Racial/ethnic comp.	60% Indigenous Black 45% White, 5% immigrants
7. % green space	Bayers - 50% Westwood - 30%	15. Employment	
8. On-site features		a) unemployed b) working part-time c) working full-time	
a) laundry facilities	yes		
b) meeting rooms	yes	16. % on assistance (est.)	45%
c) recreational facilities		17. Eligibility criteria	point scoring
playgrounds with equipment	3		
basketball court	1	18. Is there a waiting list	yes, desireable area
gymnasium		Number on this list	50
pool (wading or regular pool)	1		
baseball or softball diamonds	1	19. Length of wait for a unit	1-2 years
skating rink			
d) other facilities	none	20. Method of selection	point rated family size & date applied
9. Type of parking	common, surface very close to units	21. Average rental period	very stable community
10. Security features		22. Turnover rate	11%
a) front entrance locked	yes/dead bolts		
b) lighting of public areas	yes	23. Source of subsidies	75% Fed/25% Provincial
c) parking areas			
d) security guards on duty	yes, in high rise. Off-duty	24. Cost to residents of units	geared to income(25%)
e) other security features	police officer patrols,summer		

Bathurst H.A. (Upper Dawson)

1. Number of Units	142	11. Number in community	500
2. Type & number of units	25 townhouses	12. Age (est.)	
		a) under 10	20%
		b) 10-19	20%
3. Size and number of units.	48/2bed, 86/3bed and 8/4bed townhouses	c) 20-29	20%
		d) 30-39	13%
		e) 40-49	20%
4. Year the units were built	1971	f) 50-59	12%
		g) 60-69	
5. Exterior building material	wood siding	h) 70 and over	
6. State of repair		13. Marital status (est.)	
a) major repairs are needed	yes	a) single	5%
	cracked foundations	b) married/common law	45%
	new windows needed	c) separated or divorced	50%
b) minor repairs are needed		d) widowed	
		e) other	
		14. Racial/ethnic comp.	80% bilingual/10% eng. 10% french, no race factor
c) regular maintenance needed	yes	15. Employment	
	painting	a) unemployed	98%
	faucets	b) working part-time	1%
	refinish floors	c) working full-time	1%
7. % green space	50%	16. % on assistance (est.)	98%
8. On-site features		17. Eligibility criteria	> 30% income for rent in substandard housing earn \$16K to \$23K
a) laundry facilities		18. Is there a waiting list	yes
b) meeting rooms	yes	Number on this list	100
c) recreational facilities		19. Length of wait for a unit	1 mos. to 1 year/more
playgrounds with equipment	yes	20. Method of selection	Hm visit & scoring sys
basketball court	yes	21. Average rental period	average 7 years (2 mos. to 20 years)
gymnasium		22. Turnover rate	25% to 35% annually
pool (wading or regular pool)		23. Source of subsidies	C.M.H.C. provides 75% province provides 25%
baseball or softball diamonds		24. Cost to residents of units	30% of gross costs
skating rink	yes		
d) other facilities	kindergarten & crafts		
9. Type of parking	common, surface		
10. Security features			
a) front entrance locked	n/a		
b) lighting of public areas	yes		
c) security guards on duty	no		
d) other security features	neighbourhood watch		

Edmonton H.A. (Abbots/Rundle)

1. Number of Units	222	11. Number in community	670
2. Type & number of units	222 townhouses	12. Age (est.)	
		a) under 10	
		b) 10-19	
3. Size and number of units.	112/2bed, 81/3bed, and	c) 20-29	
	29/>3bed townhouses	d) 30-39	
		e) 40-49	
4. Year the units were built	1972	f) 50-59	
		g) 60-69	
5. Exterior building material	stucco and siding	h) 70 and over	
6. State of repair		13. Marital status (est.)	40
a) major repairs are needed	yes	a) single	80
	cracked foundations	b) married/common law	20
	new windows needed	c) separated or divorced	
b) minor repairs are needed		d) widowed	
		e) other	
		14. Racial/ethnic comp.	
c) regular maintenance needed	yes	15. Employment	
	painting	a) unemployed	60%
	faucets	b) working part-time	10%
	refinish floors	c) working full-time	30%
7. % green space	50%	16. % on assistance (est.)	60%
8. On-site features		17. Eligibility criteria	income, family size assets, citizenship status
a) laundry facilities			
b) meeting rooms	yes	18. Is there a waiting list	yes
c) recreational facilities		Number on this list	290
playgrounds with equipment	yes	19. Length of wait for a unit	2 to 3 months
basketball court	yes	20. Method of selection	
gymnasium			
pool (wading or regular pool)			
baseball or softball diamonds			
skating rink	yes		
d) other facilities	kindergarten & crafts		
9. Type of parking	common, surface	21. Average rental period	
10. Security features		22. Turnover rate	30% annually
a) front entrance locked	n/a	23. Source of subsidies	70% federal
b) lighting of public areas	yes		20% provincial
c) security guards on duty	no		10% municipal
d) other security features	neighbourhood watch	24. Cost to residents of units	25% of gross income

Halifax H.A. (Greystone)

1. Number of Units	252	11. Number in community	928
2. Type & number of units	252 townhouses	12. Age (estimated percent)	
		a) under 10	
		b) 10-19	
3. Size and number of units.	180/3bed, 72/>3bed townhouses	c) 20-29	
		d) 30-39	
		e) 40-49	
4. Year the units were built	1972	f) 50-59	
		g) 60-69	
5. Exterior building material	stucco and siding	h) 70 and over	
6. State of repair		13. Marital status (est.)	
a) major repairs are needed	yes	a) single	80%
	major upgrading needed on building and site, budget for this 91,92 over \$650,000	b) married/common law	20%
		c) separated or divorced	
		d) widowed	
b) minor repairs are needed	general upkeep good	e) other	
		14. Racial/ethnic comp.	50% Indigenous Black
c) regular maintenance needed	general upkeep good		50% White, 2 imm. families
		15. Employment	
		a) unemployed	
		b) working part-time	
7. % green space	less than 20%	c) working full-time	
8. On-site features		16. % on assistance (est.)	69%
a) laundry facilities	yes		
b) meeting rooms	yes	17. Eligibility criteria	point scoring, rated on need
c) recreational facilities			
playgrounds with equipment	2		
basketball court	1	18. Is there a waiting list	not for this area
gymnasium		Number on this list	
pool (wading or regular pool)			
baseball or softball diamonds		19. Length of wait for a unit	housed as soon as they are approved (except 4/5bed)
skating rink			
d) other facilities		20. Method of selection	point scoring
9. Type of parking	common, surface	21. Average rental period	50% there since it opened
			50% turnover 3-5 years
10. Security features		22. Turnover rate	20% turnover
a) front entrance locked	dead bolts on each unit		
b) lighting of public areas		23. Source of subsidies	75% Fed/12.5% Provincial
c) parking areas	fairly well lit		12.5% Municipal
d) security guards on duty	no	24. Cost to residents of units	geared to income(25%)
e) other security features			

Halifax H.A. (Mulgrave)

1. Number of Units	348	11. Number in community	820
2. Type & number of units	2/64 unit high-rise apt bldgs 1/21 unit low-rise apt bldg 204 townhouses	12. Age (estimated percent)	
3. Size and number of units.	8/bach apts, 34/1bed,42/2 bed, 78/3bed apt, 8/2 bed and 141 3/bed townhouses	a) under 10 b) 10-19 c) 20-29 d) 30-39 e) 40-49 f) 50-59 g) 60-69 h) 70 and over	
4. Year the units were built	1961-1989	13. Marital status (est.)	
5. Exterior building material	apts all brick & concrete brick end walls & siding	a) single b) married/common law c) separated or divorced d) widowed e) other	72% 18%
6. State of repair		14. Racial/ethnic comp.	60% Indigenous Black 5% immigrant families
a) major repairs are needed	yes, underway for 3 years major cracks in bricks roofs, windows etc.	15. Employment	
b) minor repairs are needed	kept up quite well other than damage	a) unemployed b) working part-time c) working full-time	
c) regular maintenance needed		16. % on assistance (est.)	65%
7. % green space	less than 20%	17. Eligibility criteria	rated on need
8. On-site features		18. Is there a waiting list	not for this area
a) laundry facilities	yes	Number on this list	
b) meeting rooms	yes	19. Length of wait for a unit	housed as soon as they accept a unit
c) recreational facilities		20. Method of selection	point rated
playgrounds with equipment	3 with equipment	21. Average rental period	20% longterm >10 years 50% turnover 3-5 years
basketball court	yes	22. Turnover rate	12% turnover 60 chronic vacancies
gymnasium		23. Source of subsidies	75% Fed/12.5% Provincial 12.5% Municipal
pool (wading or regular pool)		24. Cost to residents of units	geared to income(25%)
baseball or softball diamonds			
skating rink			
d) other facilities	none		
9. Type of parking	common, surface		
10. Security features			
a) front entrance locked	yes/plus buzzer		
b) lighting of public areas	yes		
c) parking areas	fair, far from entrance		
d) security guards on duty	yes, live in high rise		
e) other security features	dead bolts, off duty police		

Manitoba H.A. (Mayfair)

1. Number of Units	75	11. Number in community	200
2. Type & number of units	3 story apt. complex with seperate exterior exits per unit	12. Age (estimated percent)	
3. Size and number of units.	37/2bed and 38/3bed townhouses	a) under 10	40%
4. Year the units were built		b) 10-19	18%
5. Exterior building material	stucco	c) 20-29	17%
6. State of repair		d) 30-39	20%
a) major repairs are needed		e) 40-49	3%
b) minor repairs are needed	ongoing	f) 50-59	
c) regular maintenance needed	yes, plus grounds	g) 60-69	1%
7. % green space	10%	h) 70 and over	1%
8. On-site features		13. Marital status (est.)	
a) laundry facilities	yes	a) single	45
b) meeting rooms		b) married/common law	22
c) recreational facilities		c) separated or divorced	20
playgrounds with equipment		d) widowed	
basketball court		e) other	
gymnasium		14. Racial/ethnic comp.	40% Native, 10% visible minority, 50% other
pool (wading or regular pool)		15. Employment	
baseball or softball diamonds		a) unemployed	62%
skating rink		b) working part-time	6%
d) other facilities	climbing structure	c) working full-time	15%
9. Type of parking	common, surface	16. % on assistance (est.)	60%
10. Security features		17. Eligibility criteria	according to core need/Nat. Housing Act, greatest need prev. history, availability
a) front entrance locked		18. Is there a waiting list	yes, but applicable to are and size, not project specific
b) lighting of public areas	yes	Number on this list	
c) parking areas	good access	19. Length of wait for a unit	4-6 months
d) security guards on duty	on-site caretaker	20. Method of selection	see #17
e) other security features	24 hr. emergency centre	21. Average rental period	2-3 years
		22. Turnover rate	15%
		23. Source of subsidies	federal/provincial cost shared programs
		24. Cost to residents of units	25% of gross family income

**Medicine Hat Housing Authority**

1. Number of Units	211	11. Number in community	625
2. Type & number of units	1 high-rise, 4 low-rise, 140 townhouses, 30 semi-det	12. Age (estimated percent)	
	30 detached houses	a) under 10	25%
3. Size and number of units.	4/1bd apt, 4/1bd, 35/2bd	b) 10-19	25%
	105/3bd TH, 8/2bd, 22/3bd	c) 20-29	10%
	semi, 3/2bd, 18/3bd, 12/+3bd	d) 30-39	20%
4. Year the units were built	1971-1987	e) 40-49	8%
		f) 50-59	5%
5. Exterior building material	stucco & siding	g) 60-69	5%
	apartment building brick	h) 70 and over	3%
6. State of repair		13. Marital status (est.)	
a) major repairs are needed		a) single	30%
		b) married/common law	30%
		c) separated or divorced	39%
		d) widowed	1%
b) minor repairs are needed		e) other	
		14. Racial/ethnic comp.	Caucasian, Hispanic Oriental, Aboriginal
c) regular maintenance needed	yes	15. Employment	
		a) unemployed	15%
		b) working part-time	20%
7. % green space	27%	c) working full-time	30%
		16. % on assistance (est.)	18%
8. On-site features		17. Eligibility criteria	low income families special needs persons asset limit \$7,000
a) laundry facilities		18. Is there a waiting list	yes
b) meeting rooms		Number on this list	214
c) recreational facilities		19. Length of wait for a unit	9 months to 1 year
playgrounds with equipment		20. Method of selection	point rated based on need
basketball court		21. Average rental period	18 months
gymnasium		22. Turnover rate	20%
pool (wading or regular pool)		23. Source of subsidies	C.M.H.C. - 70% province-24%, city 6%
baseball or softball diamonds		24. Cost to residents of units	25% of gross income
skating rink			
d) other facilities	none		
9. Type of parking	common, surface		
10. Security features			
a) front entrance locked			
b) lighting of public areas	yes		
c) parking areas			
d) security guards on duty			
e) other security features			



Ottawa H.A. (Russell Heights)

1. Number of Units	160	11. Number in community	700
2. Type & number of units	townhouses	12. Age (estimated percent)	
		a) under 10	40
		b) 10-19	15
3. Size and number of units.	97/3 bed, 47/4bed, 16/5 bed	c) 20-29	25
		d) 30-39	15
		e) 40-49	15
4. Year the units were built	1968	f) 50-59	
		g) 60-69	
5. Exterior building material	brick and siding	h) 70 and over	
6. State of repair		13. Marital status (est.)	
a) major repairs are needed	yes	a) single	50%
	cracked foundations, roofs sewers, kitch/bath renovat.	b) married/common law	
		c) separated or divorced	
		d) widowed	
b) minor repairs are needed	yes	e) other	
	leaking sinks		
	broken windows	14. Racial/ethnic comp.	35% visible minorities
c) regular maintenance needed	yes		Arabic, Somalis, Lebanese
	faucets	15. Employment	
	refinish floors	a) unemployed	65%
		b) working part-time	15%
7. % green space	10-15%	c) working full-time	20%
8. On-site features		16. % on assistance (est.)	90%
a) laundry facilities		17. Eligibility criteria	rated on need
b) meeting rooms	yes		victims of fam. violence
c) recreational facilities			given priority
playgrounds with equipment	yes/equip. in disrepair	18. Is there a waiting list	yes
basketball court	yes	Number on this list	central list has 600
gymnasium		19. Length of wait for a unit	5 months
pool (wading or regular pool)		20. Method of selection	point rated based on need
baseball or softball diamonds			
skating rink	yes	21. Average rental period	5-10 years
d) other facilities	volleyball court		many longterm residents
9. Type of parking	common, surface	22. Turnover rate	15% per year
10. Security features		23. Source of subsidies	Ontario Housing Corp.
a) front entrance locked	n/a		province
b) lighting of public areas	yes	24. Cost to residents of units	geared to income(25%)
c) parking areas			
d) security guards on duty	yes		
e) other security features			

Peel Non-Profit H.A. (Britannia)

1. Number of Units	121	11. Number in community	335
2. Type & number of units	high rise apartment	12. Age (estimated percent)	
		a) under 10	38%
		b) 10-19	18%
3. Size and number of units.	34/1bed apts, 72/2bed apts	c) 20-29	
	15/3bed apts.	d) 30-39	
		e) 40-49	
4. Year the units were built	1989	f) 50-59	
		g) 60-69	
5. Exterior building material	brick and concrete	h) 70 and over	
			46% adults, 54% children
6. State of repair		13. Marital status (est.)	
a) major repairs are needed		a) single	11%
		b) married/common law	34%
		c) separated or divorced	48%
		d) widowed	1%
b) minor repairs are needed		e) other	6%
		14. Racial/ethnic comp.	approx. 80% visible minorities
c) regular maintenance needed	yes		
		15. Employment	
		a) unemployed	15%
		b) working part-time	5%
7. % green space	38%	c) working full-time	80%
8. On-site features		16. % on assistance (est.)	35%
a) laundry facilities	yes		
b) meeting rooms	yes	17. Eligibility criteria	must have an income
c) recreational facilities	yes		must be able to live indep.
playgrounds with equipment	yes		age from 16-59
basketball court	yes	18. Is there a waiting list	yes
gymnasium		Number on this list	central list has 10,000
pool (wading or regular pool)			
baseball or softball diamonds		19. Length of wait for a unit	none to 3 years
skating rink			depends on need and space
d) other facilities		20. Method of selection	point rated based on need
			market renters by date
9. Type of parking	common, surface	21. Average rental period	5 years for subsidized res.
	underground		market renters higher
10. Security features		22. Turnover rate	18%
a) front entrance locked	yes		
b) lighting of public areas	yes	23. Source of subsidies	Fed/Prov non-profit
c) parking areas	good access		housing program
d) security guards on duty	no	24. Cost to residents of units	geared to income(25%)
e) other security features	enterphone		market play market rate

Toronto H.A. (Brahms)

1. Number of Units	356	11. Number in community	2500-3000
2. Type & number of units	2 high-rise, 4 townhouses	12. Age (estimated percent)	
		a) under 10	10%
		b) 10-19	15%
3. Size and number of units.	50/1bed, 242/2bed, 50/3bed	c) 20-29	15%
	apts. 14/>3bed units	d) 30-39	20%
		e) 40-49	18%
4. Year the units were built	1975	f) 50-59	2%
		g) 60-69	1%
5. Exterior building material	all brick	h) 70 and over	
6. State of repair		13. Marital status (est.)	
a) major repairs are needed	cracked foundation	a) single	60%
	water leaking	b) married/common law	20%
		c) separated or divorced	15%
		d) widowed	5%
b) minor repairs are needed	yes	e) other	
		14. Racial/ethnic comp.	multiracial
c) regular maintenance needed	yes		multiethnic
		15. Employment	
		a) unemployed	20%
		b) working part-time	5%
7. % green space	10%	c) working full-time	15%
8. On-site features		16. % on assistance (est.)	60%
a) laundry facilities	yes		
b) meeting rooms	yes	17. Eligibility criteria	OHC guidelines
c) recreational facilities	yes		priority for battered women
playgrounds with equipment	yes		
basketball court	yes	18. Is there a waiting list	yes
gymnasium		Number on this list	
pool (wading or regular pool)	yes		
baseball or softball diamonds		19. Length of wait for a unit	4 years
skating rink			
d) other facilities	community gardens	20. Method of selection	OHC guidelines
9. Type of parking	common, surface	21. Average rental period	3-5 years
	underground/2 levels		
10. Security features		22. Turnover rate	20%
a) front entrance locked	yes		
b) lighting of public areas	yes	23. Source of subsidies	C.M.H.C.
c) parking areas	yes		O.H/C.
d) security guards on duty	yes	24. Cost to residents of units	25% of gross income
e) other security features	security cameras		depends on family size

<b>Community Development Survey</b>	<b>Mulgrave Park (Halifax)</b>
2. Is there a Tenant's Association	yes
3. Location of Public Housing Community	northern edge of the peninsula
4. Is transportation available/type	yes/bus
5. Level of transportation available	good
6. Is transportation affordable	no, it's an issue
6b. Does this hinder access	yes
7. Schools nearby/type	yes, elementary and jr. high schools college & high schools by bus
8. Medical services nearby/type	yes/doctor's offices, hospital by bus
9. Commercial area nearby/type	20 minute walk away/grocery store
10. On-Site Programs	
i) Self-help programs	1 plus off-site
ii) Vocational/educational programs	3
iii) Life-skills programs	2
iv) Health related programs	1
v) Counselling/mental health prog.	0
vi) Recreation/hobbies/crafts etc.	1
11. Programs you believe are needed	educational/tutoring programs
12. How do you find out about resources	network and directories, also Tenant's Association list
13. Assessment of resources used	network is a very good source of information
14. Other resources available	common knowledge
15. What would help keep you up to date	more information and ongoing updates
16. Recreational facilities	
i) playground(s)	3
ii) basketball court	1
iii) tennis court	0
iv) swimming pool	0
v) gymnasium	0
17. Other recreational facilities	recreation room for programs in Resource Centre
18. Community Hall/Meeting Rooms	yes
19. Other places for people to meet	recreation centre
20. Services that might be available	
i) child care service	no
ii) laundromat facilities	yes, 3
iii) variety or convenience store	2/one on each side
21. Other services or facilities available	no
22. Services or facilities needed	day care/tutoring
22c. Plans for providing these services	Tenant's Association is working on day care

Community Development Survey	Britannia Place (Mississauga)
2. Is there a Tenant's Association	yes/Steering Committee (same as Tenant's Association)
3. Location of Public Housing Community	middle of city
4. Is transportation available/type	yes/bus
5. Level of transportation available	adequate
6. Is transportation affordable	no, too expensive for those on a fixed income
6b. Does this hinder access	yes
7. Schools nearby/type	yes/K-13 can walk, 7&8 and college by bus
8. Medical services nearby/type	yes doctor/dentist's offices within walking distance the hospital is 5 minutes away by car
9. Commercial area nearby/type	yes/a commercial plaza
10. On-Site Programs	
i) Self-help programs	2
ii) Vocational/educational programs	off-site
iii) Life-skills programs	off-site
iv) Health related programs	off-site
v) Counselling/mental health prog.	off-site
vi) Recreation/hobbies/crafts etc.	yes, on-site
11. Programs you believe are needed	most are available off-site
12. How do you find out about resources	networking and through property manager
13. Assessment of resources used	good
14. Other resources available	guest speakers and community worker
15. What would help keep you up to date	ongoing training and an information centre
16. Recreational facilities	
i) playground(s)	small one on-site for children 3-5 years old
ii) basketball court	the parking lot was turned into a basketball court
iii) tennis court	no
iv) swimming pool	no
v) gymnasium	no
17. Other recreational facilities	common room
18. Community Hall/Meeting Rooms	small one
19. Other places for people to meet	no, but hope school next to complex will be available soon
20. Services that might be available	
i) child care service	no
ii) laundromat facilities	yes
iii) variety or convenience store	yes
21. Other services or facilities available	no
22. Services or facilities needed	gym
22c. Plans for providing these services	no

<b>Community Development Survey</b>	<b>Medicine Hat</b>
2. Is there a Tenant's Association	no formal Tenant's Association
3. Location of Public Housing Community	19 public housing communities across the city
4. Is transportation available/type	yes/bus
5. Level of transportation available	during the day it's OK
6. Is transportation affordable	yes
6b. Does this hinder access	no
7. Schools nearby/type	yes
8. Medical services nearby/type	not within walking distance but accessible
9. Commercial area nearby/type	50% close to one
10. On-Site Programs	
i) Self-help programs	off-site
ii) Vocational/educational programs	off-site
iii) Life-skills programs	off-site
iv) Health related programs	speakers
v) Counselling/mental health prog.	off-site
vi) Recreation/hobbies/crafts etc.	off-site
11. Programs you believe are needed	not applicable
12. How do you find out about resources	directory for city; networks
13. Assessment of resources used	not much there
14. Other resources available	none
15. What would help keep you up to date	need booklet and newsletter
16. Recreational facilities	
i) playground(s)	no
ii) basketball court	no
iii) tennis court	no
iv) swimming pool	no
v) gymnasium	no
17. Other recreational facilities	no
18. Community Hall/Meeting Rooms	no
19. Other places for people to meet	no
20. Services that might be available	
i) child care service	yes
ii) laundromat facilities	no
iii) variety or convenience store	no
21. Other services or facilities available	no
22. Services or facilities needed	meeting rooms, counseling, education programs
22c. Plans for providing these services	some

<b>Community Development Survey</b>	<b>Brahms (Toronto)</b>
2. Is there a Tenant's Association	Resident's Association
3. Location of Public Housing Community	in North York
4. Is transportation available/type	yes/bus
5. Level of transportation available	East/West service is good but North/South service is poor
6. Is transportation affordable	no
6b. Does this hinder access	yes
7. Schools nearby/type	elementary schools are a long walk away college & high schools by bus
8. Medical services nearby/type	a hospital is accessible
9. Commercial area nearby/type	a shopping plaza is a 30 minute walk away the mall is 2 busses away
10. On-Site Programs	
i) Self-help programs	1
ii) Vocational/educational programs	3
iii) Life-skills programs	1
iv) Health related programs	2
v) Counselling/mental health prog.	0
vi) Recreation/hobbies/crafts etc.	2
11. Programs you believe are needed	counselling
12. How do you find out about resources	directories, network and LINC
13. Assessment of resources used	resources are there, but need to know about them
14. Other resources available	networks and seminars
15. What would help keep you up to date	a source for demographic stats for completing proposals
16. Recreational facilities	
i) playground(s)	1
ii) basketball court	1
iii) tennis court	0
iv) swimming pool	1
v) gymnasium	0
17. Other recreational facilities	no
18. Community Hall/Meeting Rooms	3 meeting rooms
19. Other places for people to meet	the space the Housing Authority leases the Breakfast Club is available
20. Services that might be available	
i) child care service	yes
ii) laundromat facilities	yes
iii) variety or convenience store	no
21. Other services or facilities available	Metro Housing Office
22. Services or facilities needed	safety, youth & maintenance
22c. Plans for providing these services	some

Community Development Survey	Greystone (Halifax)
2. Is there a Tenant's Association	yes
3. Location of Public Housing Community	on the edge of city, it's isolated
4. Is transportation available/type	yes/bus
5. Level of transportation available	fair to irregular service, poor on weekends
6. Is transportation affordable	it is an issue since many residents must take the bus
6b. Does this hinder access	it does hinder access
7. Schools nearby/type	elementary schools within walking distance jr. & sr. high school students must take the bus
8. Medical services nearby/type	doctor's offices & medical clinic
9. Commercial area nearby/type	yes/extensive commercial area a long walk or by bus
10. On-Site Programs	
i) Self-help programs	off-site
ii) Vocational/educational programs	1
iii) Life-skills programs	1 plus off-site
iv) Health related programs	1 plus off-site
v) Counselling/mental health prog.	off-site
vi) Recreation/hobbies/crafts etc.	1 plus off-site
11. Programs you believe are needed	motivational
12. How do you find out about resources	library, directories and networks
13. Assessment of resources used	the directories are good but costly to keep updated
14. Other resources available	they need updated listings
15. What would help keep you up to date	need formal network to update directories
16. Recreational facilities	
i) playground(s)	2
ii) basketball court	1
iii) tennis court	no
iv) swimming pool	no, off-site but close
v) gymnasium	no
17. Other recreational facilities	no
18. Community Hall/Meeting Rooms	yes/two units
19. Other places for people to meet	no
20. Services that might be available	
i) child care service	yes, Daycare, 20 spaces, subsidized
ii) laundromat facilities	no, in individual units
iii) variety or convenience store	no
21. Other services or facilities available	no
22. Services or facilities needed	variety store and car repair program and facilities
22c. Plans for providing these services	some



Community Development Survey	Upper Dawson (Bathurst)
2. Is there a Tenant's Association	yes
3. Location of Public Housing Community	central city
4. Is transportation available/type	no public transportation
5. Level of transportation available	N/A
6. Is transportation affordable	N/A, Taxis only, not affordable
6b. Does this hinder access	yes, very much
7. Schools nearby/type	no, long walk (2 to 2.5 km.) with no sidewalks, letters are being written about this to the school board
8. Medical services nearby/type	hospital is 2.5 km. away & doctors are across the street
9. Commercial area nearby/type	yes/a mall is close by
10. On-Site Programs	
i) Self-help programs	1
ii) Vocational/educational programs	1 plus off-site
iii) Life-skills programs	4 plus off-site
iv) Health related programs	1 plus off-site
v) Counselling/mental health prog.	guest speakers, once a month
vi) Recreation/hobbies/crafts etc.	2 plus off-site
11. Programs you believe are needed	vocational
12. How do you find out about resources	networks and directories
13. Assessment of resources used	they have a proactive community development worker
14. Other resources available	community agencies such as YM/YWCA
15. What would help keep you up to date	a person to gather and distribute information
16. Recreational facilities	
i) playground(s)	1
ii) basketball court	off-site, Bathurst Basketball Assoc.
iii) tennis court	off-site, Coronation Park
iv) swimming pool	off-site, Bathurst Aquatic Centre
v) gymnasium	in school/off-site
17. Other recreational facilities	2/volleyball, bowling off-site ball diamond, off-site
18. Community Hall/Meeting Rooms	yes, at church, also at Kinsman Centre
19. Other places for people to meet	no
20. Services that might be available	
i) child care service	no
ii) day care	no
iii) variety or convenience store	no
21. Other services or facilities available	a maintenance office on-site
22. Services or facilities needed	workshops, store, hairdresser, laundry
22c. Plans for providing these services	some

<b>Community Development Survey</b>	<b>Russell Heights (Ottawa)</b>
2. Is there a Tenant's Association	yes
3. Location of Public Housing Community	south Ottawa
4. Is transportation available/type	yes/bus
5. Level of transportation available	extensive
6. Is transportation affordable	it can be a problem
6b. Does this hinder access	it is an issue
7. Schools nearby/type	elementary & high schools nearby, college by bus
8. Medical services nearby/type	there is a hospital close by
9. Commercial area nearby/type	yes
10. On-Site Programs	
i) Self-help programs	1
ii) Vocational/educational programs	4
iii) Life-skills programs	1
iv) Health related programs	1
v) Counselling/mental health prog.	2
vi) Recreation/hobbies/crafts etc.	2
11. Programs you believe are needed	programs for older youth, recreational programs
12. How do you find out about resources	network, directory, social services centre
13. Assessment of resources used	good
14. Other resources available	immigrant resources book
15. What would help keep you up to date	
16. Recreational facilities	
i) playground(s)	yes
ii) basketball court	yes
iii) tennis court	no
iv) swimming pool	no
v) gymnasium	no
17. Other recreational facilities	skating rink in winter
18. Community Hall/Meeting Rooms	yes
19. Other places for people to meet	yes/recreation centre close by
20. Services that might be available	
i) child care service	yes/restricted to people in educational programs
ii) laundromat facilities	yes
iii) variety or convenience store	no
21. Other services or facilities available	drop-in centre
22. Services or facilities needed	
22c. Plans for providing these services	

<b>Community Development Survey</b>	<b>Abbottsfeld/Rundle (Edmonton-Candora)</b>
2. Is there a Tenant's Association	no
3. Location of Public Housing Community	in N.E. Edmonton, pocket of poverty
4. Is transportation available/type	yes/bus
5. Level of transportation available	good
6. Is transportation affordable	not affordable
6b. Does this hinder access	yes, must use it for many things
7. Schools nearby/type	elementary & jr high within walking distance senior high & college by bus
8. Medical services nearby/type	doctor and dentist offices within walking distance no hospital nearby
9. Commercial area nearby/type	yes, a bank and grocery stores, etc.
10. On-Site Programs	
i) Self-help programs	3 off-site close by
ii) Vocational/educational programs	2 off-site close by
iii) Life-skills programs	1 off-site close by
iv) Health related programs	1 off-site close by
v) Counselling/mental health prog.	1 off-site close by
vi) Recreation/hobbies/crafts etc.	1+3 off-site close by
11. Programs you believe are needed	Tenant's Association, more programs, laundry
12. How do you find out about resources	Directory, networks
13. Assessment of resources used	good
14. Other resources available	no
15. What would help keep you up to date	satisfied with existing resources but need more
16. Recreational facilities	
i) playground(s)	no
ii) basketball court	no
iii) tennis court	yes
iv) swimming pool	no
v) gymnasium	off-site
17. Other recreational facilities	no
18. Community Hall/Meeting Rooms	yes/limited
19. Other places for people to meet	no
20. Services that might be available	
i) child care service	no
ii) laundromat facilities	no
iii) variety or convenience store	no
21. Other services or facilities available	no
22. Services or facilities needed	Tenant's Association, recreational facilities, laundry, hall
22c. Plans for providing these services	

<b>Community Development Survey</b>	<b>Bayers/Westwood (Halifax)</b>
2. Is there a Tenant's Association	yes
3. Location of Public Housing Community	middle of city
4. Is transportation available/type	yes/bus
5. Level of transportation available	very good
6. Is transportation affordable	an issue
6b. Does this hinder access	hinders access to medical services
7. Schools nearby/type	elementary & jr high within walking distance high school & college by bus
8. Medical services nearby/type	medical clinic within walking distance a hospital is accessible by bus
9. Commercial area nearby/type	a commercial district is within walking distance
10. On-Site Programs	
i) Self-help programs	
ii) Vocational/educational programs	
iii) Life-skills programs	1 plus off-site
iv) Health related programs	
v) Counselling/mental health prog.	
vi) Recreation/hobbies/crafts etc.	1
11. Programs you believe are needed	self help, life skills, mental health programs
12. How do you find out about resources	library resources, directories, city provides info
13. Assessment of resources used	the information good but expensive to update
14. Other resources available	they need updated lists
15. What would help keep you up to date	they need a formal network to update lists
16. Recreational facilities	
i) playground(s)	yes
ii) basketball court	yes
iii) tennis court	no
iv) swimming pool	no, spray pool
v) gymnasium	off-site but close
17. Other recreational facilities	ball diamond, well used
18. Community Hall/Meeting Rooms	yes
19. Other places for people to meet	in community centre next door
20. Services that might be available	
i) child care service	yes/limited
ii) laundromat facilities	in individual units
iii) variety or convenience store	off-site close
21. Other services or facilities available	no
22. Services or facilities needed	expand daycare, add parenting programs
22c. Plans for providing these services	proposals underway

<b>Community Development Survey</b>	<b>Mayfair (Winnipeg)</b>
2. Is there a Tenant's Association	initial stages, not formally organized yet
3. Location of Public Housing Community	city centre
4. Is transportation available/type	yes/bus
5. Level of transportation available	good on main route
6. Is transportation affordable	affordable but passes are expensive
6b. Does this hinder access	hinders access
7. Schools nearby/type	elementary schools beside complex high school & college by bus
8. Medical services nearby/type	a clinic & a hospital within walking distance
9. Commercial area nearby/type	yes/within walking distance, mall 25 minute walk
10. On-Site Programs	
i) Self-help programs	off-site
ii) Vocational/educational programs	off-site
iii) Life-skills programs	off-site
iv) Health related programs	off-site
v) Counselling/mental health prog.	off-site
vi) Recreation/hobbies/crafts etc.	off-site
11. Programs you believe are needed	daycare & parenting programs are vital & would be used
12. How do you find out about resources	service community manual and networks
13. Assessment of resources used	very helpful, especially newsletter
14. Other resources available	no
15. What would help keep you up to date	no
16. Recreational facilities	
i) playground(s)	no
ii) basketball court	no
iii) tennis court	no
iv) swimming pool	no
v) gymnasium	no
17. Other recreational facilities	swings and a teeter totter but they were taken away because of the noise
18. Community Hall/Meeting Rooms	no
19. Other places for people to meet	no
20. Services that might be available	
i) child care service	no
ii) laundromat facilities	no, washers only in each unit
iii) variety or convenience store	no
21. Other services or facilities available	no
22. Services or facilities needed	meeting room, daycare and a laundry
22c. Plans for providing these services	none