

How Sociable is Life in Multi-Unit Rental Housing? Results of 2021-22 Hey Neighbour Collective Resident Survey



Catalyst's Madrona building, Victoria

Acknowledgements

This project gratefully acknowledges the generous support, collaboration, and feedback from our researchers, partners, funders, as well as survey participants. This report would not have been possible without participants sharing their experiences and reporting on their social well-being. Participating HNC housing providers were Brightside Community Homes Foundation, and Catalyst Community Developments Society. The HNC research team responsible for this report includes Sara Emami, Robyn Lee and Professor Meg Holden, SFU Urban Studies; Lainey Martin, HNC; Professor Atiya Mahmood, SFU Gerontology; and Professor Meghan Winters, SFU Health Sciences. Photo credits go to Sara Emami.

The financial support of MITACS, CMHC, and the Real Estate Foundation of BC made this project possible. We would also like to acknowledge the contributions of the survey participants who are residents of the HNC-participating multi-unit rental buildings provided and/or operated by Brightside Community Homes Foundation, and Catalyst Community Developments Society, in Vancouver, Richmond, Langley, Penticton, and Victoria.

This project took place on the traditional and ancestral territories of the First Peoples of B.C., including those of the following peoples: Skwx̱wú7mesh Úxwumixw (Squamish), səɫ ilw'ətəʔt (Tseil- Waututh), xwməθkwəy'əm (Musqueam) q'wa:n'ł'ən' (Kwantlen), q'ic'əy' (Katzie), kwikwəł'əm (Kwikwetlem), səmi'a:mu (Semiahmoo), Qayqayt, sc'əwəθən məsteyəxw (Tsawwassen), Syilx (Okanagan), and Lək'wəŋən (Esquimalt and Songhees).

Hey Neighbour Collective (HNC) recognizes that the ongoing legacies of colonialism isolate Indigenous Peoples intentionally and by design, by, for example, prohibiting cultural practices, separating communities, and weakening family and language ties. HNC is guided by an approach that emphasizes the need for recognition of inequities and systemic barriers to social connections.

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HNC Resident Surveys



Summary of Findings

This report synthesizes and compares survey research findings from two years of surveys with residents of two HNC housing partners, Catalyst Community Developments Society and Brightside Community Homes Foundation. The surveys were distributed to 1053 households in 2021, and 308 were received back; in 2022, 1302 households received surveys, and 417 were returned. This analysis of resident surveys strengthens our understanding of resident characteristics and social relationships during these years of crisis.

The goal of the survey research is to establish a reliable baseline understanding of key characteristics of residents for consideration in efforts to improve social quality of life. In this report, we examine the social quality of life among these residents of multi-unit apartment buildings and identify factors that motivate social connection and neighbourliness. The report analyzes the data gathered in six domains: key characteristics of respondents, social isolation and neighbourly connections, general health and wellness, impact of the COVID-19 pandemic, and housing provider communication and satisfaction.



Key Characteristics of Survey Respondents

- Overall, across both years and both housing providers, most respondents indicated they were over 65 years old (57% in 2021, and 53% in 2022). In 2022, a larger proportion of respondents was between 20-34 years (11%).
- In both surveys, around the same number identified as female (63%). (see [page 16](#))
- In 2022, a majority of respondents (73%) lived alone, and 91% did not have children under 18 years in their household. (See [page 17](#))
- More than half (57%) were Canadian born, and just over one-third (36%) were newcomers who arrived within the last 10 years. (see [page 18](#))
- We expect all of these factors to be meaningful when it comes to social isolation, social connections and neighbourly relationships. The two housing providers support different populations with different characteristics: for example, the majority of Brightside residents are seniors. Also, because Catalyst buildings are new at this time, while Brightside buildings are all older, Brightside residents have a longer tenure than Catalyst residents.
- Unlike the case for the B.C. population as a whole, our respondents mainly get around via public transit or by walking.
- A majority (68%) of respondents use public transportation to get around and 62% also walk. The main transportation challenges were safety after dark (27%) and insufficient parking in the building and neighbourhood (24%). (see [page 22](#))



Social Isolation and Neighbourly Connections

This section presents the results of social and neighbourly connections among respondents. Their sense of belonging and loneliness are explored through how well they know and interact with their neighbours.

- A large majority of respondents (84%) knew at least a few of their neighbours, while 16% knew none of the people in their building. (See [page 27](#))
- Two-thirds of 2022 respondents (66%) indicated they would like to get to know their neighbours better. This is an 8-point increase over 2021 survey results. Moreover, findings here indicate that people are most interested in getting to know their neighbours when they are newcomers. (see [page 27](#))

- A large share of respondents (68%) had a conversation with their neighbours at least a few times per week. (see [page 29](#))
- Those who had less than 2-3 conversations per month were almost twice as likely to feel lonely. (see [page 43](#))
- Common areas in the building are the places where 82% of neighbour conversations occur. (see [page 29](#))
- Almost half of respondents (45%) would ask their neighbors to borrow something they needed, while 27% would seek help when they are sick. A significant proportion (39%) feels uncomfortable asking their neighbors for favors, often due to concerns about inconveniencing them. (see [page 30](#))
- Half of respondents (51%) 4 or more 4 close friends, which is considered an important predictor of health. That also means half of respondents did not have this. (see [page 24](#))
- Half of respondents said that making friends is easy or not too hard. Of these respondents, 33% said making friends in their building is difficult. An additional 14% said that they are too new in their building to answer this question. (see [page 24](#))
- Almost half of residents reported not feeling lonely often, compared to 21% who reported feeling lonely more often. (see [page 31](#))
- Respondents who knew only a few or no people in their building were 3 times more likely to feel lonely. (see [page 43](#))
- Respondents who had 4 or more friends were 1.5 times more likely to live in the same municipality before moving to their current building. (see [page 45](#))



Health and Wellness

The following section examines the self-reported health and well-being of respondents. Physical and mental health, as well as happiness, are affected by our social relationships. Despite the fact that many respondents were willing to get to know their neighbours, some respondents felt a lack of social connection and support in their communities. Survey findings indicate that some respondents have a difficult time achieving social connections in their building and communities.

- About one in five respondents (21%) does not have relationships that provide them with emotional security and well-being. (see [page 31](#))
- Overall, more than three-fifths of respondents reported good to excellent physical (62%) and mental health (66%). (see [page 32](#))
- Residents who had 3 or fewer close friends were twice as likely to report poor to fair physical health, and 3 times more likely to report poor to fair mental health. (see [page 44](#))
- Just over half of all respondents reported being happy or very happy. (see [page 33](#))



Impact of COVID-19 Pandemic

The purpose of this section is to examine how the pandemic has affected the social well-being of MURB residents, including their sense of social isolation, community, and relationships with neighbours. These outcomes are also examined in light of the role that age and access to green spaces play.

- COVID-19 has had significant adverse impacts on people's physical and mental health, as well as their sense of social isolation. 36% reported a worsening sense of social isolation. The pandemic and related measures such as social distancing and lockdowns have contributed to increased feelings of isolation and reduced social interactions for many individuals.
- A noteworthy finding is that the pandemic has led to a stronger appreciation for the value of neighbourly relationships. A smaller proportion (17%) reported positive effects on social relationships with neighbours, and an improving sense of community in the building (16%). (see [page 34](#))
- However, more than half of respondents did not report any changes to their health, safety, or sense of community due to the pandemic. (see [page 34](#))

- People over 65 had 1.8 times higher odds of reporting a worsening sense of social isolation during the pandemic, compared to other age groups. (see [page 42](#))
- Respondents whose access to parks and plazas was lost during the pandemic were 3 times more likely to report a worsening sense of social isolation, as the pandemic wore on. (see [page 42](#))



Safety

Most respondents had a positive perception of safety in their building.

- The majority of respondents (72%) could not identify any unsafe areas in their building. (see [page 36](#))
- Respondents who could not identify an unsafe area in their building were 4.3 times more likely to feel welcome in their building and to have a sense of belonging. (see [page 46](#))



Housing Provider Communication and Satisfaction

Respondents reflected how the pandemic affected their sense of housing stability, satisfaction, and relationship with their non-market, affordable housing providers.

- 77% reported a stable housing situation, and only 7% reported having unstable housing. (see [page 37](#))
- More than half (58%) of respondents found their housing provider to be approachable. (see [page 37](#))
- Respondents who believed their housing provider is somewhat to very approachable were 2.5 times more likely to feel welcome in their building and have a sense of belonging. (see [page 46](#))
- Respondents who did not feel lonely often were twice as likely to live in the same municipality before moving to their current building. (see [page 45](#))

Introduction and Context

Municipalities in B.C. are growing, and urbanization is on the rise. This change can reshape expectations, habits, and capacities for **neighbourliness** and **sociability**. The goal of increasing housing and neighbourhood density is valued in Canadian communities for its positive impacts on affordability, efficient service and infrastructure provision, active living, aging-in-place, and other social goods. Among Canadian metropolitan areas, Vancouver stands out for its acceptance and promotion of densification and creating 'complete communities' (Metro Vancouver, 2022).

However, data suggest that, in Canada, sense of community belonging is often lacking in cities and among high-rise apartment dwellers (Carpiano & Hystad, 2011). Apartment living is associated with **smaller** private living space and **single-person households**, which can be markers of social isolation and vulnerability in the absence of attention to the social quality of life for MURB residents by different stakeholders in the housing sector.

Increased density is also associated with increased risk of anti-social behaviours, loneliness, social isolation, marginalization, and nuisances. People living in multi-unit housing may have less private living space, less control over their private and shared spaces, and live in closer proximity to a wider variety of neighbours than is the case in other kinds of built environments. Many factors interact to make multi-unit living arrangements work either in favour of or against positive social quality of life, including: individual and household characteristics, housing status and structure, personality, agency and attitude, governance, social comparisons and distinctions, and design of the built environment (Nouri et al., 2022). Engaging building residents in activities to increase social quality of life can potentially mitigate these risk factors. However, a clear baseline understanding of resident well-being is necessary to develop targeted strategies.

Promoting Neighbourliness in Multi-Unit Buildings

Survey research amongst residents of multi-unit apartment buildings is a means to access better information about the drivers of social connections and neighbourliness amongst HNC partner buildings. Based on what we learn, HNC partners and housing providers can create and apply pro-neighbouring interventions and programs in an action-oriented way that inspires more sociable living, over time.

This report provides aggregated and comparative results of two rounds of annual resident surveys of two HNC member housing providers, Catalyst Community Developments Society and Brightside Community Homes. Both housing providers have buildings with high proportions of residents over 65 years. In relation to these residents in particular, **sense of community** and **social engagement** are essential components of **well-being** and **aging in place**. Success in aging in place, a preference for older adults and health care providers alike, depends on individuals' ability to protect against damaging social isolation via continuity of social networks and neighbourly behaviours. **Loneliness, social isolation** and loss of **sense of belonging**, are major concerns for aging populations in particular (Carpiano & Hystad, 2011; Kitchen et al., 2012).

These factors have a major influence on older people's psychological and social well-being and physical health outcomes.

This report builds upon the results of the initial 2021 HNC resident surveys (Akbarnejad et al., 2021). The survey focuses on resident neighbourly relations, social networks and connectedness, social isolation and loneliness, sense of belonging, well-being, safety and the impact of COVID-19, access to services and transportation, as well as resident communication with housing providers. These findings allow us to construct a baseline of social quality of life characteristics for residents of HNC-participating buildings.

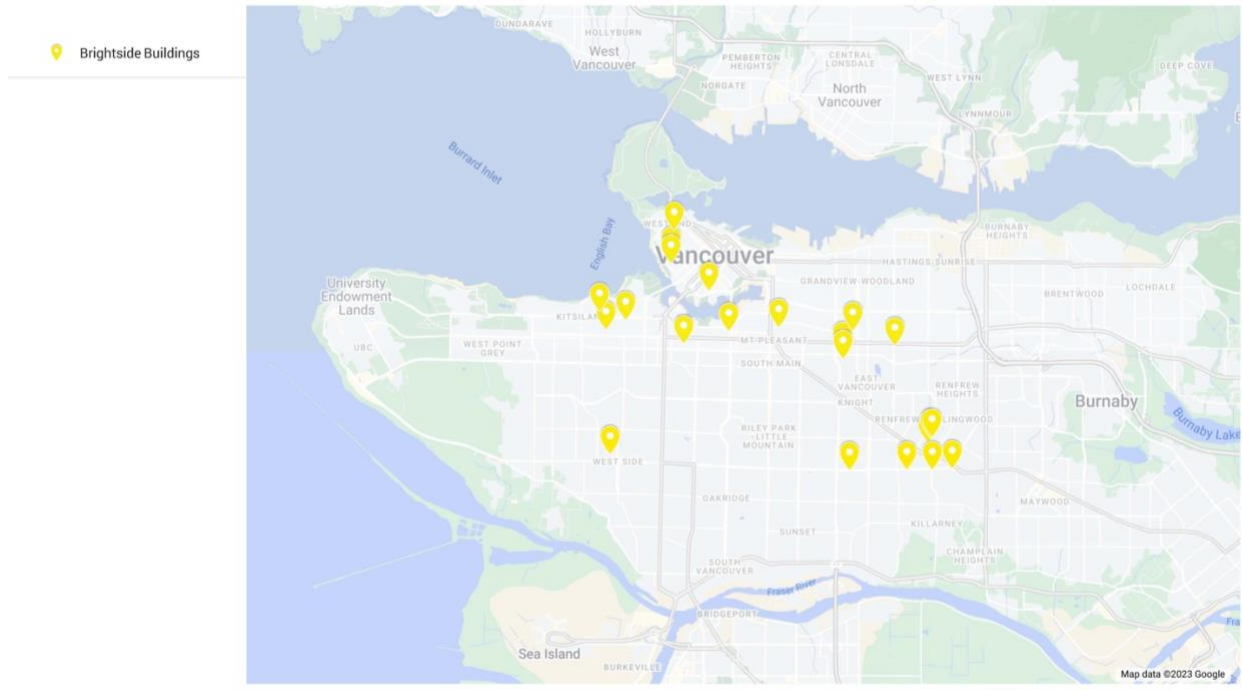
The target population of the HNC 2021-22 survey was residents of 29 multi-unit rental buildings (1302 housing units) in B.C. municipalities including Vancouver, Victoria, Penticton, Richmond, and Langley (Box 1). This was a larger target population than was sampled in the 2020-21 survey, due to increases in the housing portfolio of the housing providers. Survey questions were revised to reflect our evolving understanding of resident conditions and needs and to better align language and variables across the two housing providers.

In time, results of these analyses can generate reliable time series trends related to sociability and well-being in multi-unit residential buildings. Further, the results may inform policy and programming interventions for promoting pro-social neighbouring and more socially connected communities.

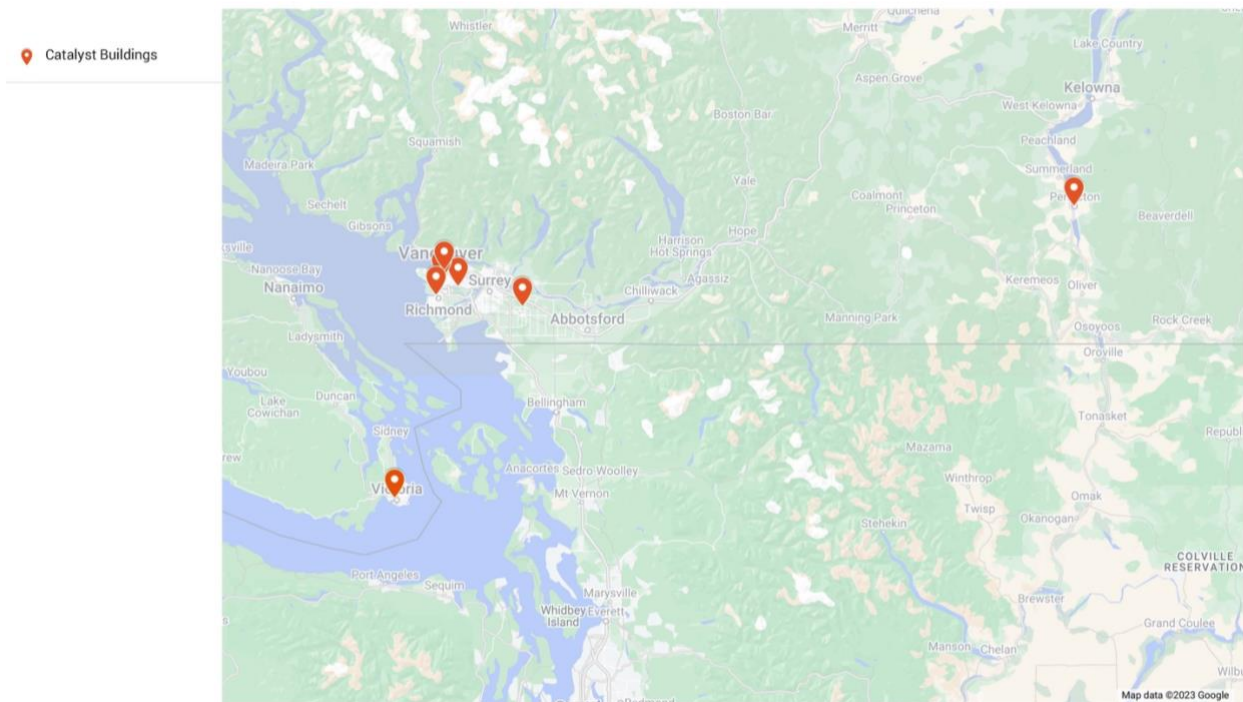
Box 1 provides contextual information about the two participating housing providers.

Box 1- Hey Neighbour Collective 2021-2022 Survey community partners and participating building locations

| | | | |
|--|--|---|---|
| <p>Catalyst Community Developments Society</p> | <p>Non-profit housing offering low to middle income rental housing</p> | <p>Suite type & Rent per month Studio ~ 30%: Avg \$600-\$1,616 1-bedroom ~ 32%: Avg \$825 -\$1,800 2-bedroom ~ 27%: Avg \$1000 -\$2,325 3 & 4-bedroom ~ 11%: Avg \$1,400 -\$3,250 Total Avg rent: \$1,211 per month</p> | <p>7 buildings: Total 531 households/units in buildings surveyed: Vancouver, Victoria, Penticton, Langley, Richmond</p> |
| <p>Brightside Community Homes</p> | <p>Non-profit housing serving low to middle income seniors and other household types</p> | <p>Suite type & Rent per month Bachelor suite ~ 46%: min \$800 1-bedroom ~ 46%: min \$865 2-bedroom ~ 5%: min \$1,100 3 & 4-bedroom ~ 3%: max \$2,245 Accessible ~ 1% Total min avg rent: \$922 per month</p> | <p>22 buildings: Total 771 households/units in buildings surveyed: Vancouver</p> |



Participating building locations map (Brightside)



Participating building locations map (Catalyst)

Results

Demographics

Age

Survey results from 2022 indicate that **53%** of respondents identified as **seniors** (65+), while **22%** were **younger adults** (20-34); **13%** were **older adults** (55-64), **12%** were **middle-aged** (35-54), and **one** was a **youth**. The greater proportion of younger respondents in 2022 compared to 2021 can be attributed to the inclusion of more residents from new Catalyst buildings. The graph below illustrates data from both 2022 and 2021 surveys.

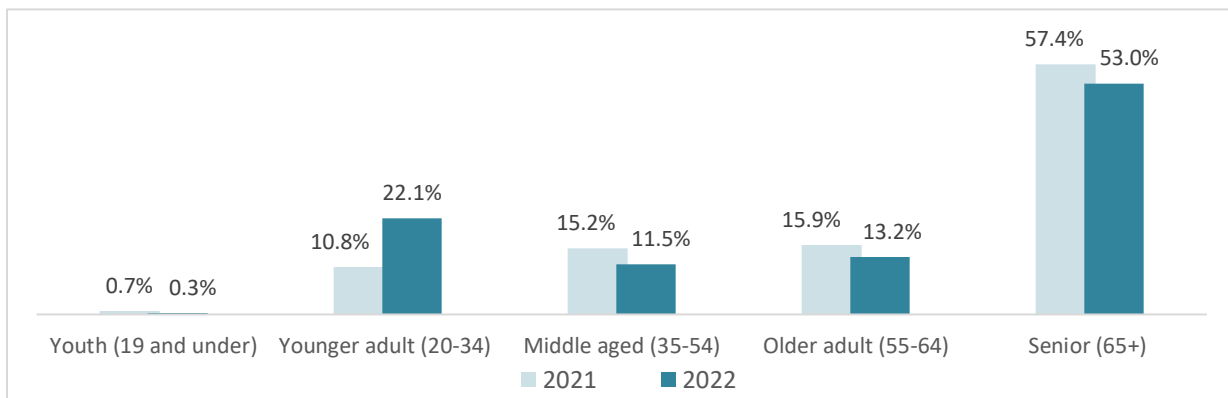


Figure 1- Based on survey question “What is your age?” *(2021, N=277; 2022, N=349, missing values and “prefer not to answer” responses excluded)

Gender

The number of respondents who identified as **female** (**63.4%**) was greater than the proportion identifying as **male** (**34.2%**). The remaining **2%** self-identified as **other**.

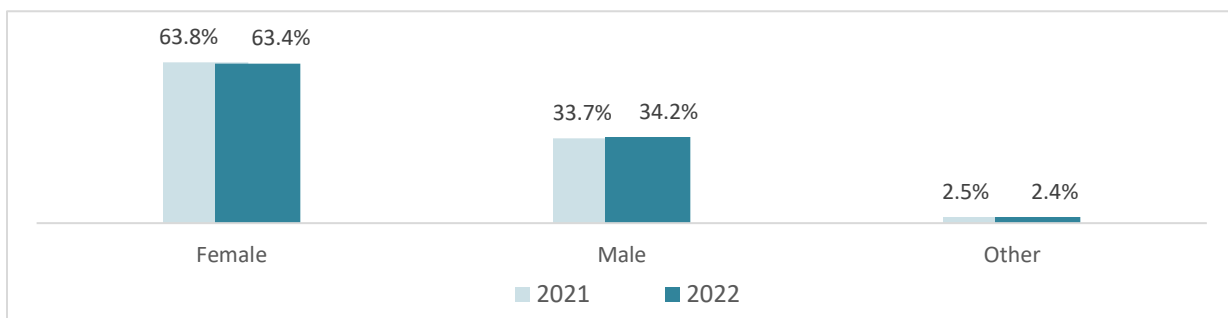


Figure 2- Based on the question “Which gender do you identify with?” *(2021, N=276; 2022N=339, missing values and “prefer not to answer” responses excluded)

Household Composition

A **majority** of respondents (**73.2%**) reported being the only adult in their household or to live in a **single-person household**. Less than one third (**26.2%**) lived **with someone else**.

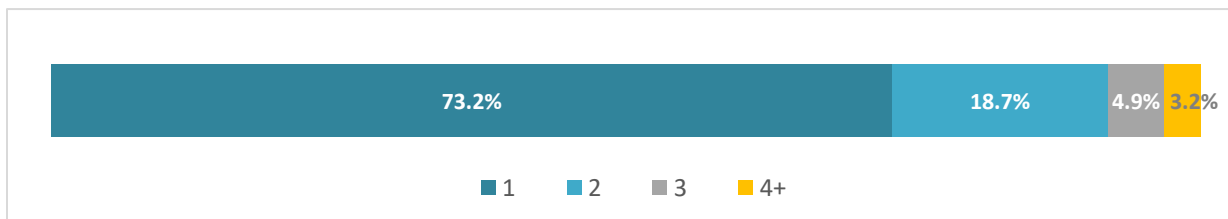


Figure 3- Based on the survey question “How many people (including you) live in your household?” *(2022, N=347) missing values and “prefer not to answer” responses excluded)

Number of Children Under 18

Most respondents (**91%**) **did not** have children under 18 years in their household. **5%** of respondents have **one** child and **4%** have **two or more** children.

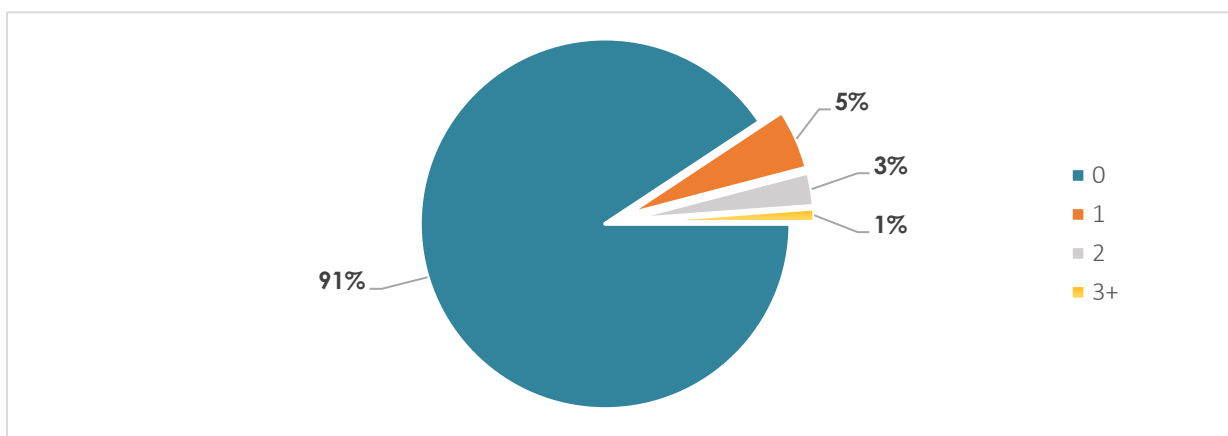


Figure 4- Based on the question “How many children (under 18) live with you?” *(2022, N=344, missing values and “prefer not to answer” responses excluded)

Ethnicity

Most (60%) of respondents were **White/Caucasian**. The second largest identified ethnicity was **Chinese** (11.5%).

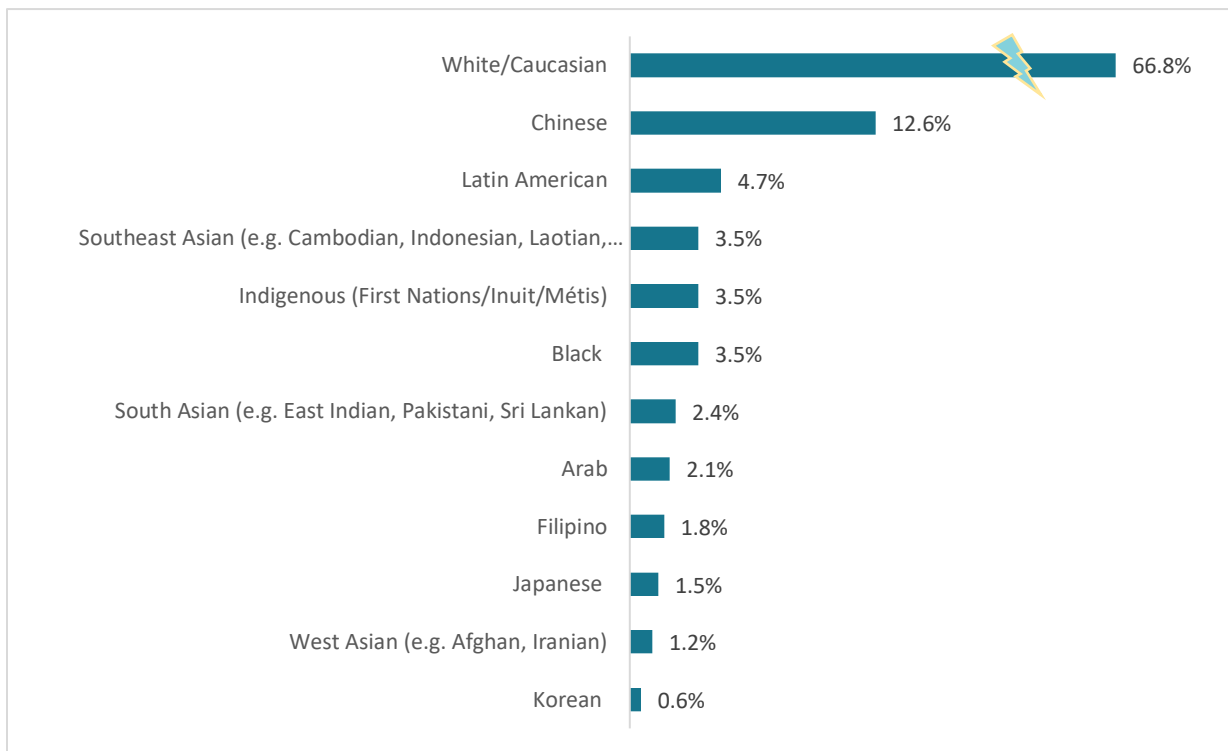


Figure 5- Based on the question “What is your ethnicity? (Select all that apply)?” *(2022, N=340, missing values and “prefer not to answer” responses excluded) ** Respondents were able to choose multiple responses.

Immigrant Status

Among all respondents, **57%** were **Canadian born**. Most immigrants (35.5% of the total) immigrated more than 10 years ago, while 6.6% immigrated less than 10 years ago. 0.6% indicated they were refugees.

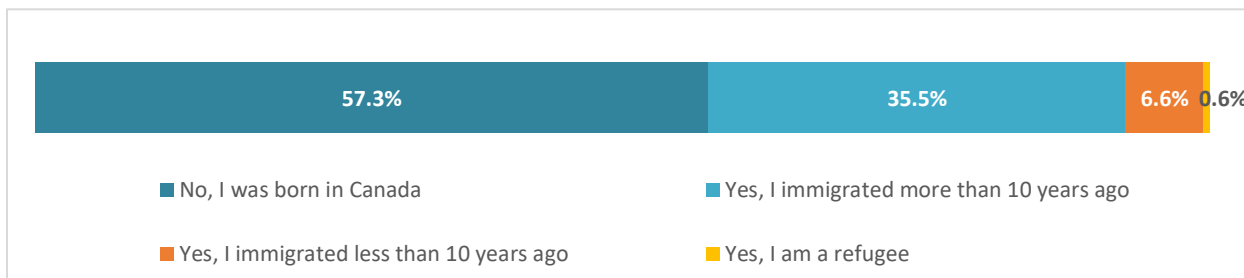
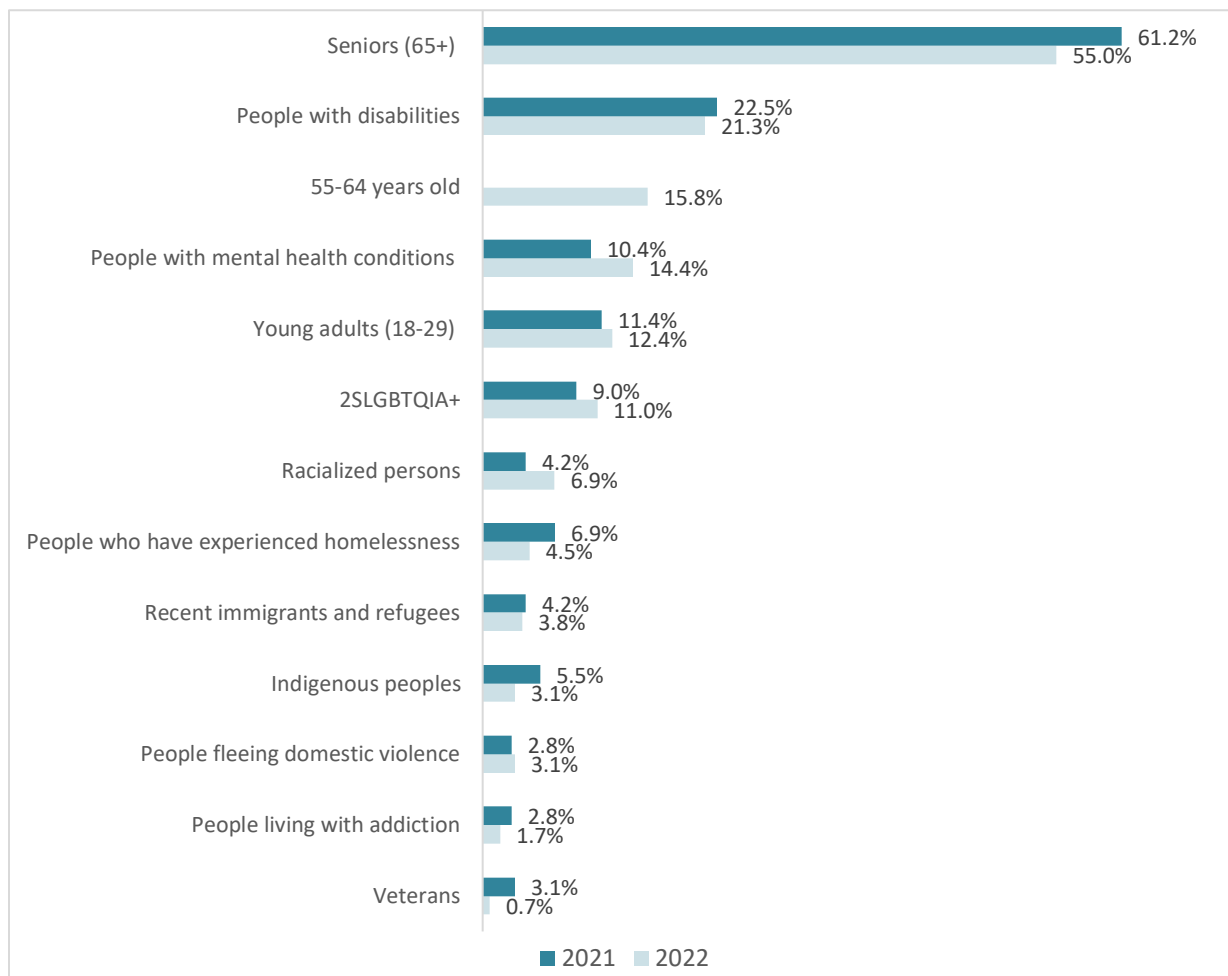


Figure 6- Based on the question “Are you an immigrant to Canada?” *(2022, N=349, missing values and “prefer not to answer” responses excluded)

Profile of Residents Self-Identifying in a Vulnerable Group

Canada's National Housing Strategy prioritizes the improvement of housing conditions for people in vulnerable groups because these residents are deemed most likely to remain in a state of core housing need¹. Of these, the majority (**55%**) of survey respondents identified as part of the **seniors (65+)** group. **21%** of survey respondents identified as **People with disabilities**, **16%** as **Older adults (55-64)**, and **14%** as **People with mental health conditions**.



7- Based on the question "The Canadian Mortgage and Housing Corporation (CMHC) has identified the following groups that may face particular difficulties finding housing. If you belong to any of these groups, please check below. (Select all that apply)" *(2021 N=289; 2022 N=291, missing values and "prefer not to answer" responses excluded) ** Respondents were able to choose multiple responses. ***Older adults: not included in 2021 survey.

¹ Core housing need is defined when a household falls below at least one of the adequacy, suitability, and affordability criteria set by CMHC.

Box 2

Catalyst Partnership with PASS (Aspen Building)
Living Independently for Adults with Autism

Catalyst entered into a partnership with PASS, an organization that supports adults living with autism. They provided 16 units in their new Aspen building to young adults with autism and other developmental disabilities. Through PASS, the 16 young adults knew each other before moving in, and are now living in Aspen with caretakers, spread throughout the building on different floors. PASS residents and their families were able to submit a personalized list of considerations/ accessibility needs, such as attention to noise from the street. As a result, Catalyst was able to prioritize these young adults' independent living needs to the best of their ability while assigning units.

More info: <https://www.passadultservices.ca/housing>



Photo credit: <https://catalystcommdev.org/projects/aspen/>

Catalyst's stated mission is to create inclusive communities and provide affordable housing solutions to meet the diverse needs of individuals. One way they have acted on this mission is through the PASS partnership, which focuses on providing housing and support services for adults with intellectual disabilities.

Self-Identified Vulnerable Group and Effect on Finding Housing

Among those who identified with one or more of the vulnerable groups identified by CMHC, **39.8%** indicated that their vulnerability had **no effect** on their experience finding housing. A similar proportion, **34%**, reported that barriers often experienced by their identified vulnerability group **did have an effect**.

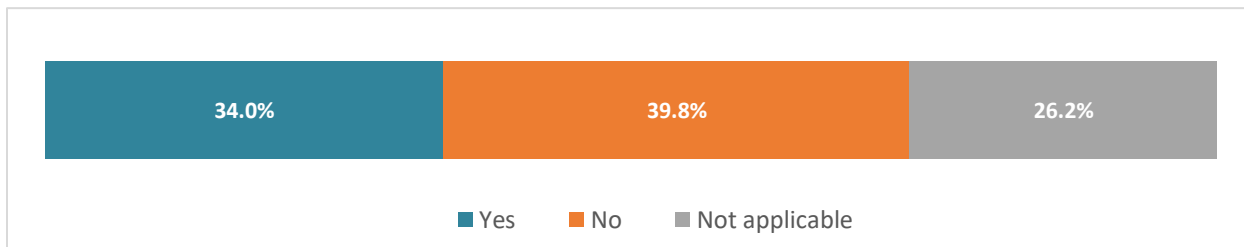


Figure 8- Based on the question “If you identify with any of the above groups, has it affected the way you find housing?” (2022, *N=294)

Previous Housing

About **two-thirds** of respondents (**67.9%**) lived in **private market housing** before moving to a Brightside or Catalyst building. **14.3%** previously lived **with family or friends**, and **10.7%** lived in **social housing**.

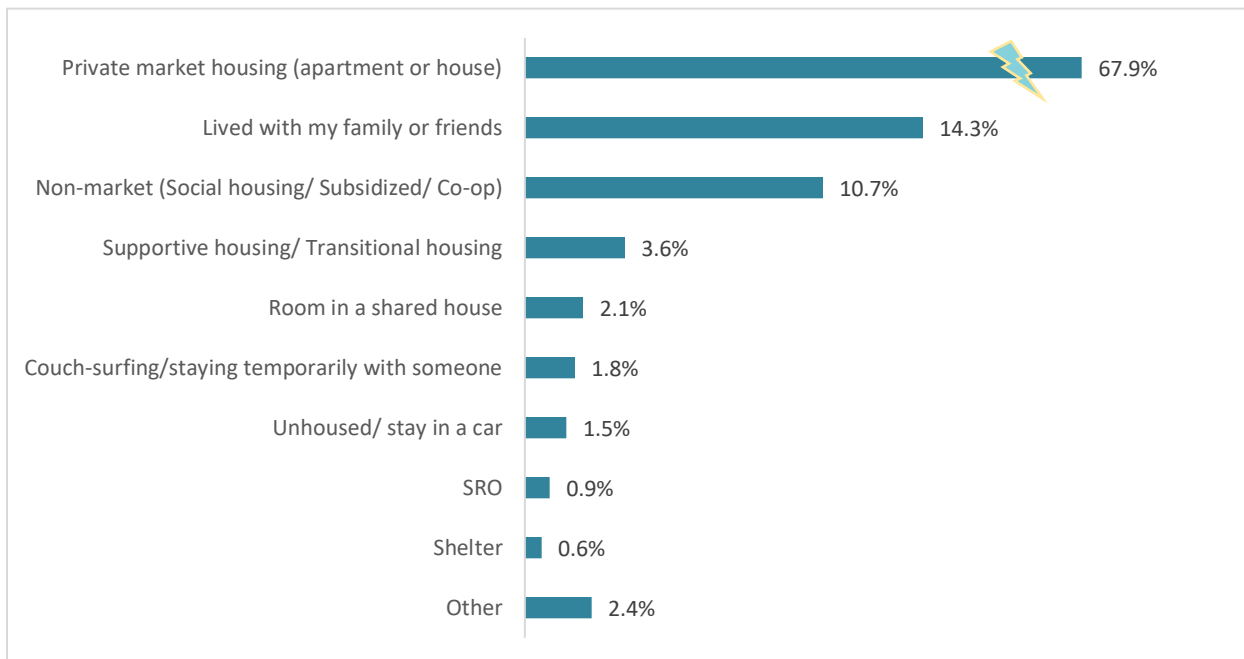


Figure 9- Based on the question “What type of housing did you live in just before moving to a Catalyst/Brightside building?” *(2022, N=336, missing values and “prefer not to answer” responses excluded)

Previous Municipality Before Moving to Brightside/Catalyst

The **majority** of survey respondents (**61.4%**) lived in the **same municipality** before moving to their current building.

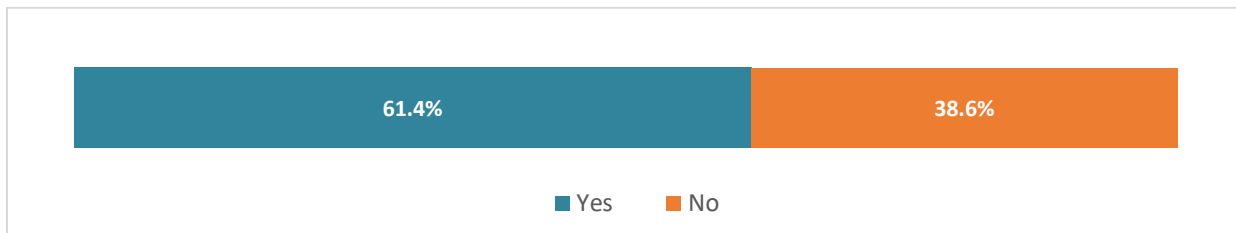


Figure 10- Based on the question “Did you live in this municipality before moving here?” *(2022, N=342, missing values and “prefer not to answer” responses excluded)

Primary Transportation Mode

Almost **two-thirds** of residents use **public transportation** or **walk** to get around (**68%** and **62%**, respectively). Slightly **more than a third** of residents use a **private vehicle (39%)** to travel.

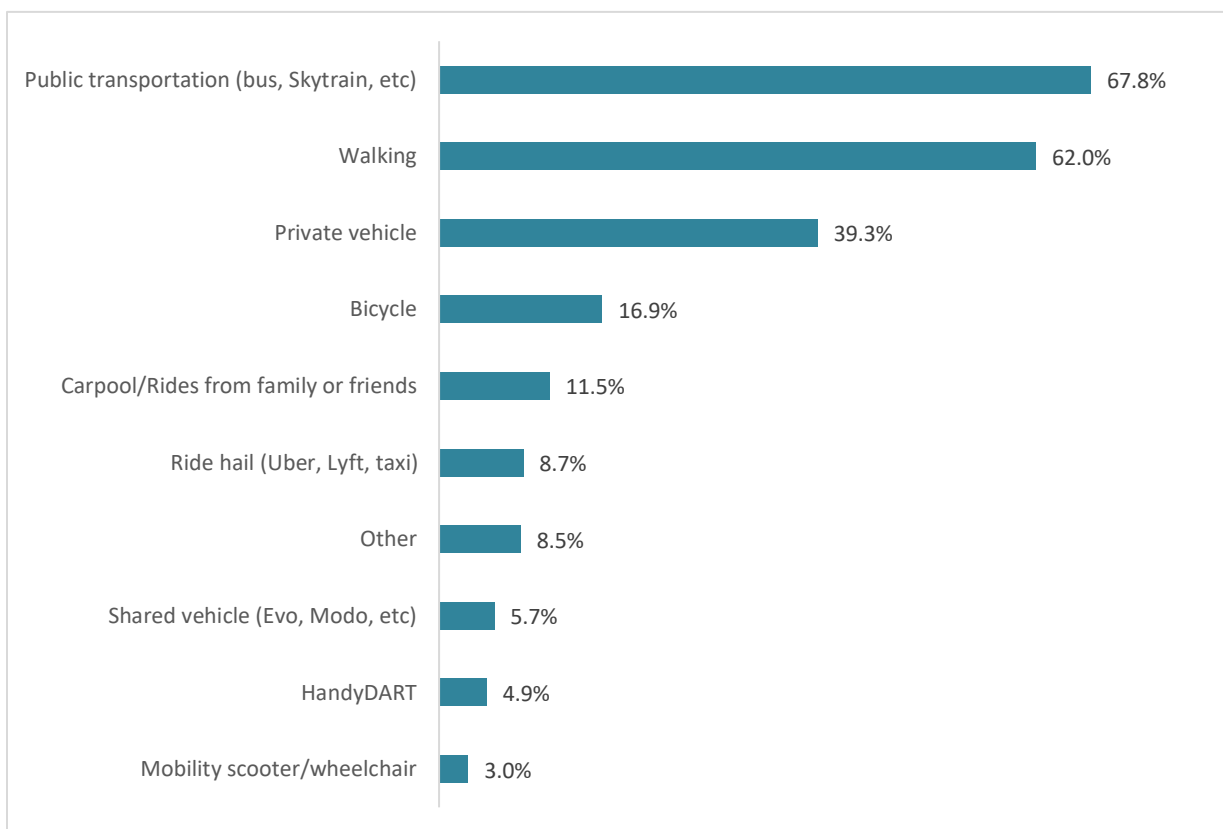


Figure 11- Based on the question “What are your primary modes of transportation? Select up to three” *(2022, N=366, missing values excluded) ** Respondents were able to choose multiple responses.

Transportation Challenges

The most common transportation challenges were **safety concerns after dark (27%)**, inadequate **parking (24%)**, and **trouble carrying goods (19%)**. The most common challenges relate to **safety (39%)** and **lack of parking or access to a car (58%)**, while **27%** relate to **public transit**.

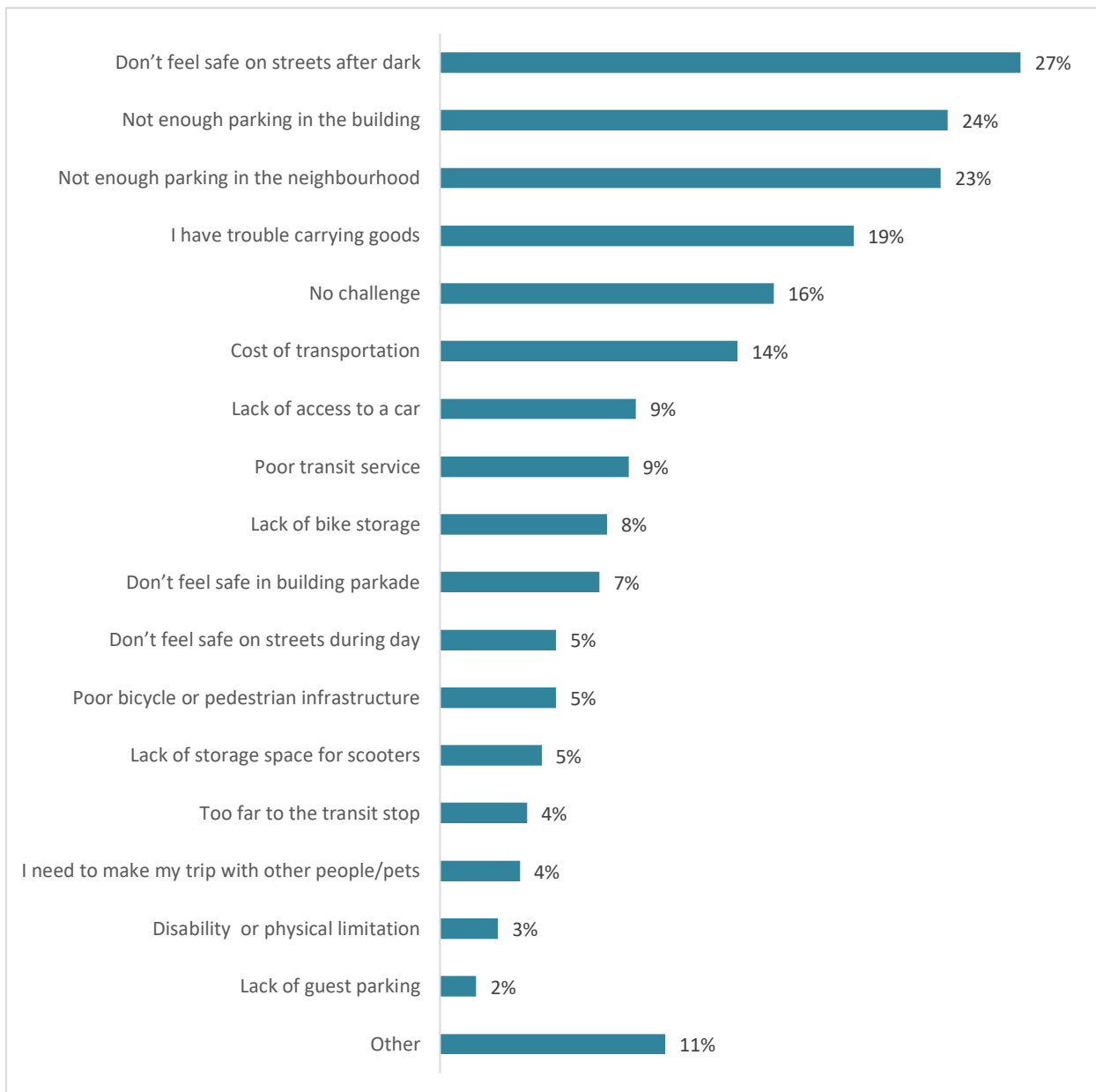


Figure 12- Based on the question "Do you have any challenges with transportation? (Select all that apply)" *(2022, N=294, missing values excluded) ** Respondents were able to choose multiple responses.

Social Isolation, Social Connectedness, and Loneliness

Number of Close Friends

Having **1-3 close friends** was **most** common – **43%** in 2022 and slightly higher in 2021. Only **5.3%** reported **not having any** close friends.

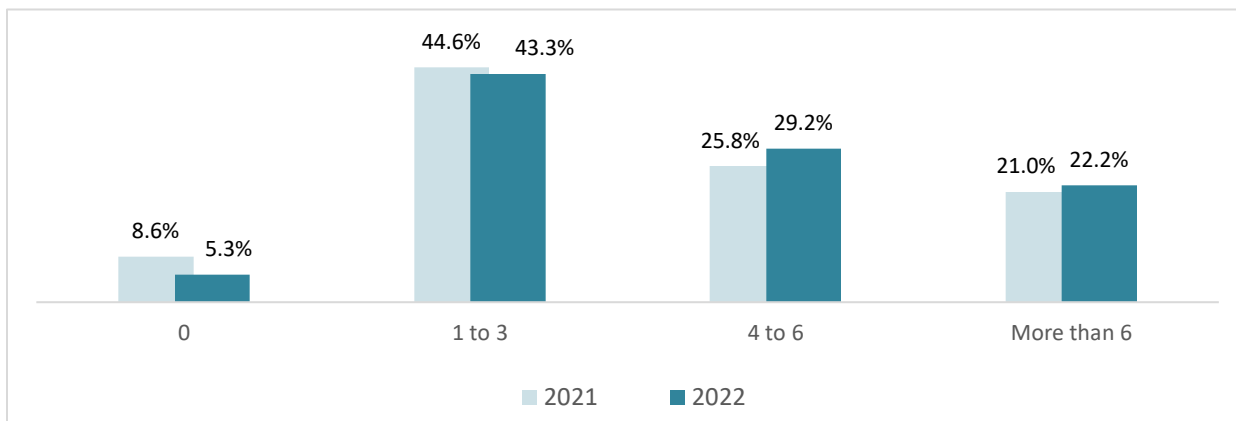


Figure 13- Based on the question “How many close friends do you have (that is, people who are not your relatives, but who you feel at ease with, can talk to about what is on your mind, or call on for help)?” *(2021 N=267; 2022 N=360, missing values and “prefer not to answer” responses excluded)

Ease of Making Friends in the Building

Overall, **54%** of respondents said that making friends in their building is **easy or not too hard**. One-third, **33%**, of respondents thought that making friends in their building is **difficult**. Some respondents (**13.5%**) were **too new to their building** to answer this question.

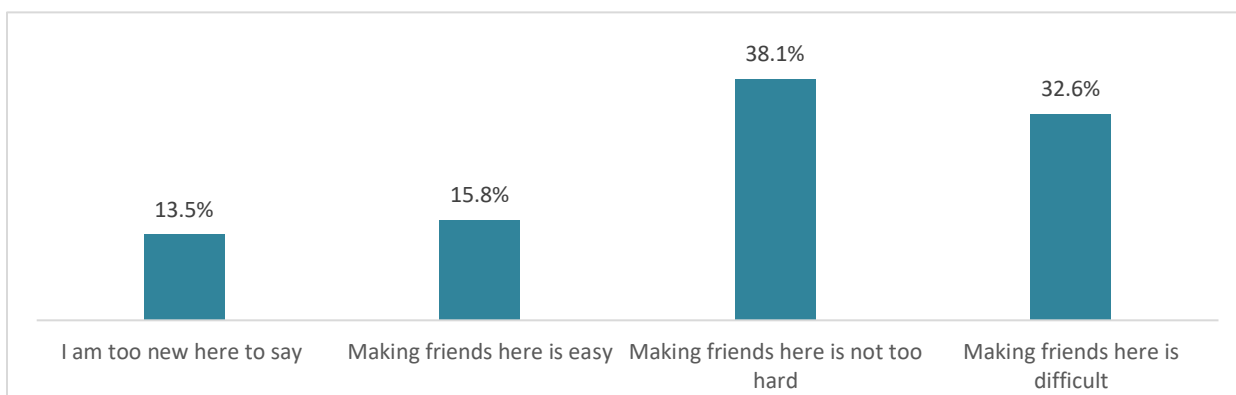


Figure 14- Based on the question “How easy is it to make friends here?” *(2022, N=310, missing values and “prefer not to answer” responses excluded)

Social Trust

In general, respondents had the **most trust** in **family members** and **neighbours** (82% and 33% respectively). Unsurprisingly, trust in strangers, **people I do not know**, was low (6%).

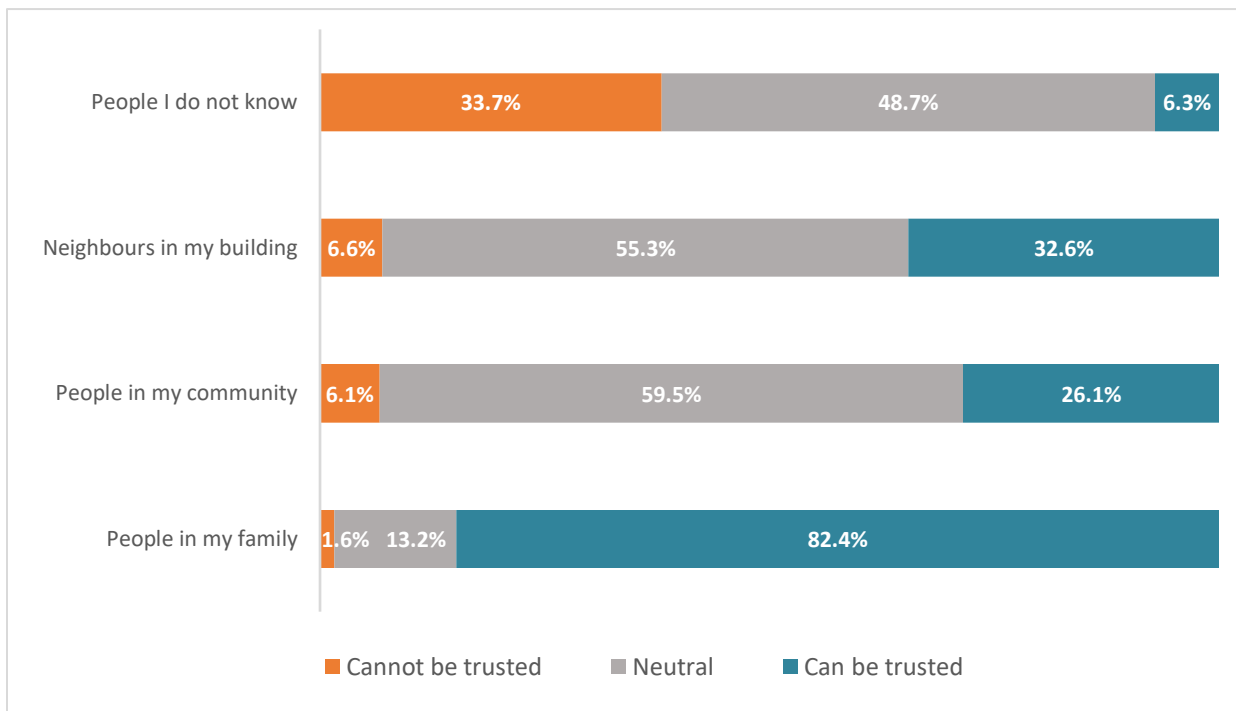


Figure 15- Based on the question “How much do you feel you can trust each of the following groups of people?” *(2022, N=380, missing values excluded)

Sense of Loneliness

16% of respondents reported that they **often feel lonely**, while 48% of the total respondents **did not**.

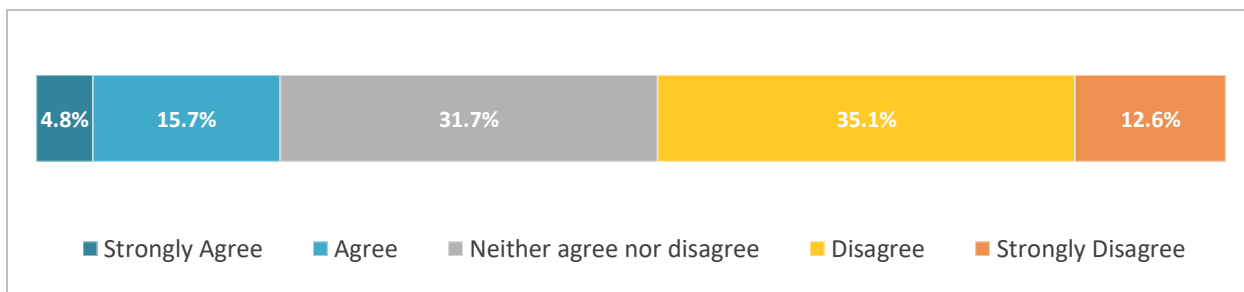


Figure 16- Based on the question “Please tell us how much you agree or disagree with each of the following statements: I often feel lonely (left out, isolated from others, lacking companionship.” *(2022, N=356, missing values and “prefer not to answer” responses excluded)

Emotional Security and Well-being

About one in five (21%) respondents **do not have** relationships that provide them with emotional security and well-being.

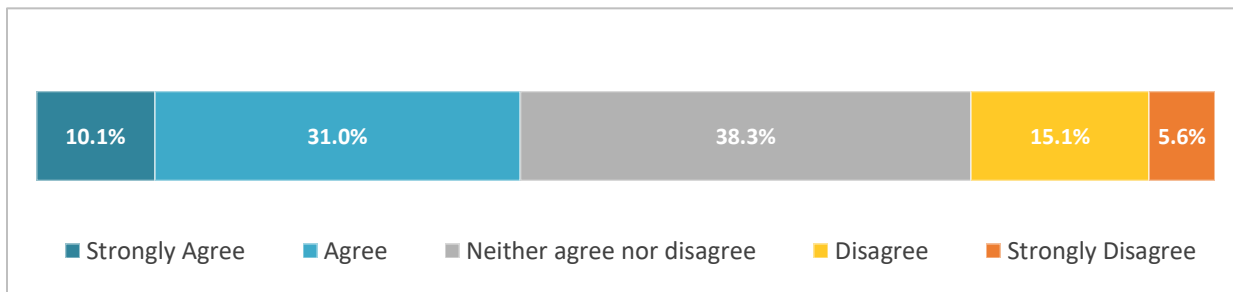


Figure 17- Based on the survey question "Please tell us how much you agree or disagree with each of the following statements: I have close relationships that provide me with a sense of emotional security and well-being." *(2022, N=358, missing values excluded)

Neighbourly Connections

Knowing Neighbours

Sixty percent of residents knew **a few people** in their building. In contrast, **16.5%** of participants knew **none** of their neighbours.

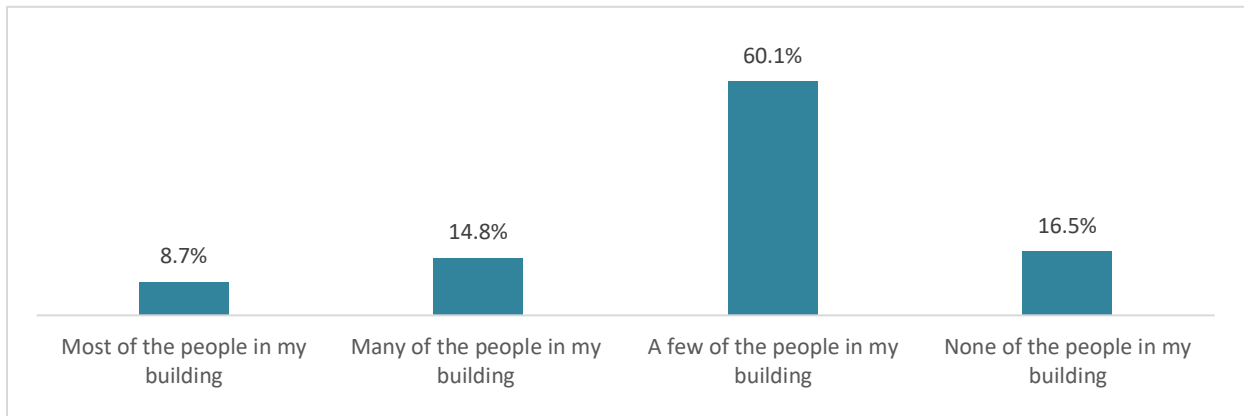


Figure 18- Based on the question “Would you say that you know...?” *(2022, N=396, missing values and “prefer not to answer” responses excluded)

Willingness to Get to Know Neighbours Better

Two-thirds of respondents (**66%**) said they **would like** to get to know their neighbours better, an increase of about 8 points from 2021. **34%** of respondents said they **prefer not to** know their neighbours.

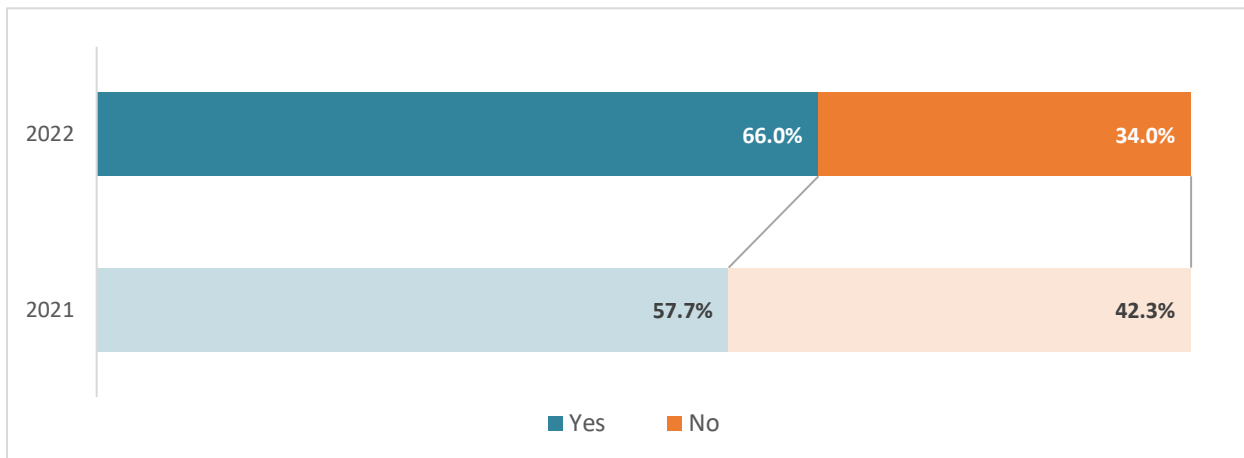


Figure 19- Based on the question “Would you like to get to know your neighbours better?” * (2021 N=213; 2022 N=326, missing values and “prefer not to answer” responses excluded)

Among those who did not want to know their neighbours better, **more than half** preferred to **maintain their privacy (58%)**. Following this, the most common reasons were **I already spend enough time with my friends (21%)** and **I do not feel like I have enough time (19.1%)**. Reasons in the Other category included the degree of effort or interest it takes to get to know someone, a distrust of neighbours, and additional barriers such as language or no events to attend.

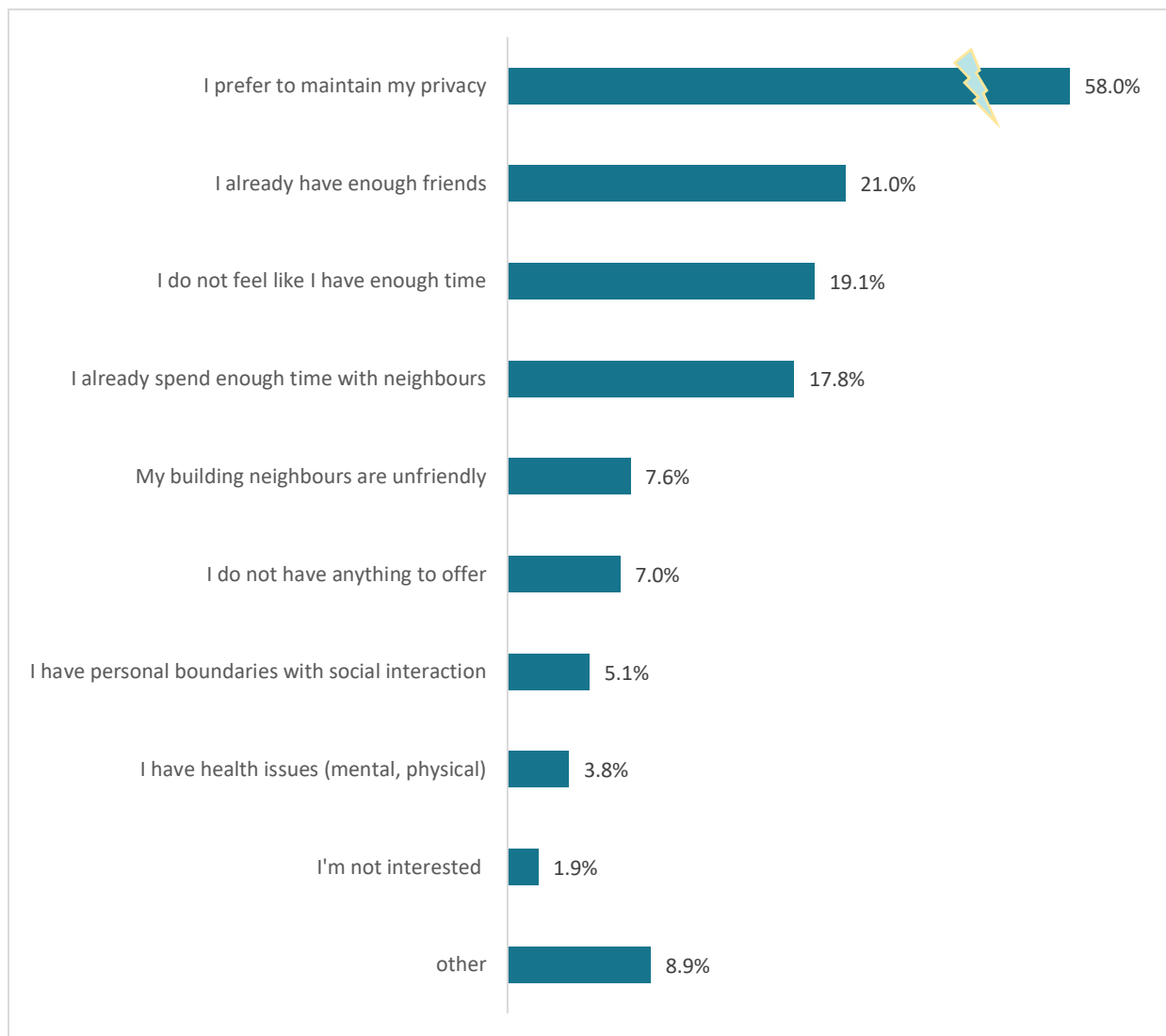


Figure 20- Based on the question “If you answered No, what makes you not want to get to know your neighbours better? (Select all that apply)” *(2022, N=157, missing values and “prefer not to answer” responses excluded) **Respondents were able to choose multiple responses.

Frequency of Conversations with Neighbours

Just **under half** of respondents reported they have conversations with their neighbours **a few times per week (47.4%)**. **20%** of respondents said they talk to their neighbours **every day**. In contrast, only **5.3%** of respondents said they **never** talk to their neighbours.

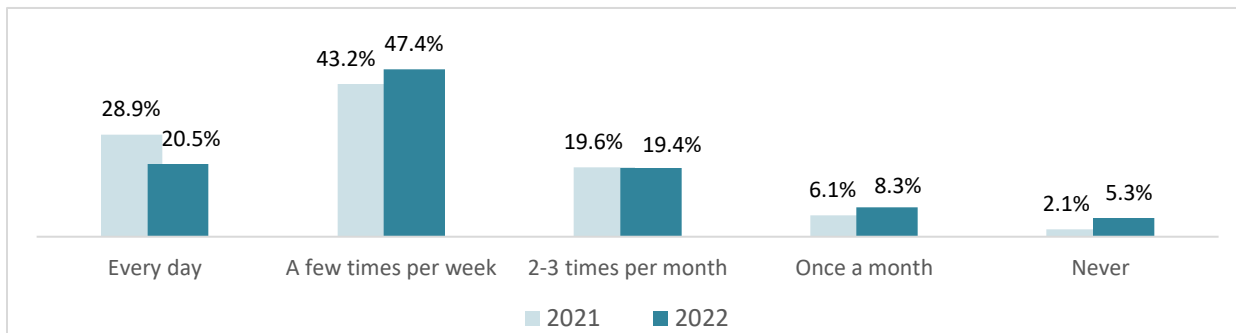


Figure 21- Based on the question "Approximately how often do you have conversations with your neighbours? This could be anything from a quick greeting to a longer conversation." *(2021 N= 280; 2022 N=361, missing values and "prefer not to answer" responses excluded)

Location of Conversations with Neighbours

82.3% of respondents most often talked with their neighbours in the **common areas of their buildings**. The second most common answer was that they talk with their neighbours **out in public (23.9%)**.

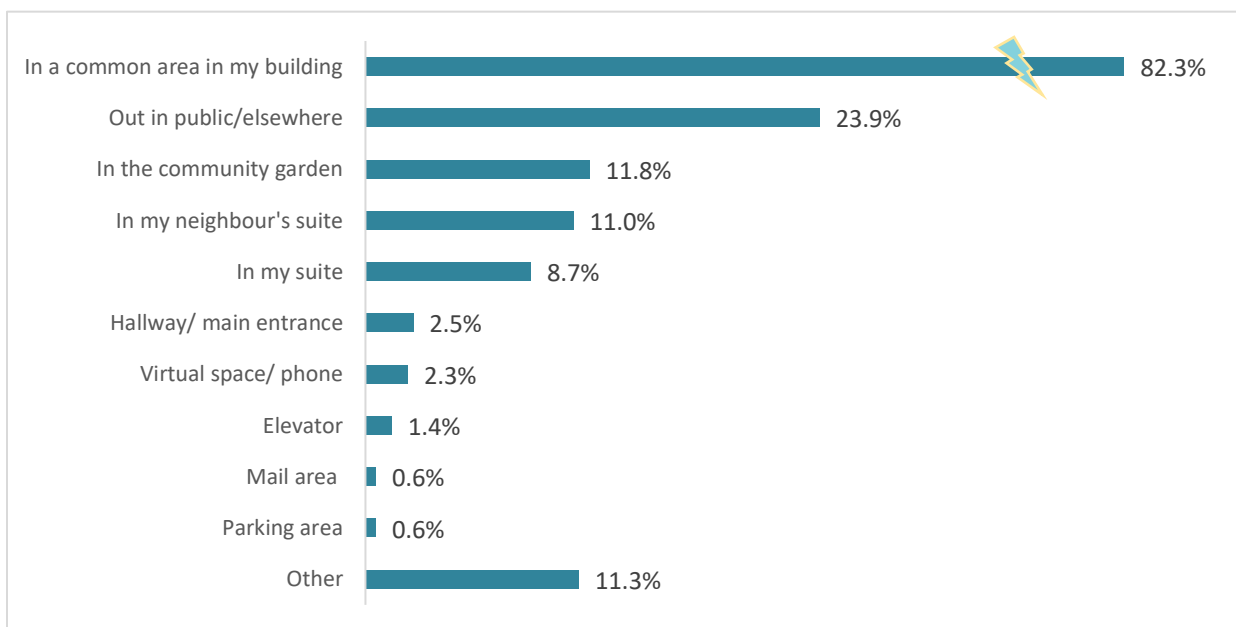


Figure 22- Based on the question "If you chat with your neighbours, where does this happen? (Select all that apply)" *(2022, N=355, missing values and "prefer not to answer" responses excluded) ** Respondents were able to choose multiple responses.

Comfortable Asking Neighbours for Help or a Favour

Respondents are most likely to ask **to borrow something (45%)** or **to seek a favour when they are sick (27%)**. The remainder of respondents listed that they may ask neighbours **to go to an event (24%)**, or **to help with a task in my home (23%)**. They also shared examples like watering plants, watching for package deliveries, and borrowing books.

It is noteworthy that **39%** of respondents reported that they **do not feel comfortable asking** their neighbours for any of these favours. Some noted feeling uncomfortable asking a favour because they do not want to bother their neighbours. Some examples of other specified favours mentioned by the respondents were:

- “ If I knew the neighbour I'd ask for favours/ help.”*
- “When I was new my neighbors help me to set up my wifi and park car.”*
- “Offer to help to my closest neighbour if they need help /and offering help to one of them with the language.”*
- “Get their input about where to shop, get hair cut etc in this area.”*
- “If I knew them, I would.”*

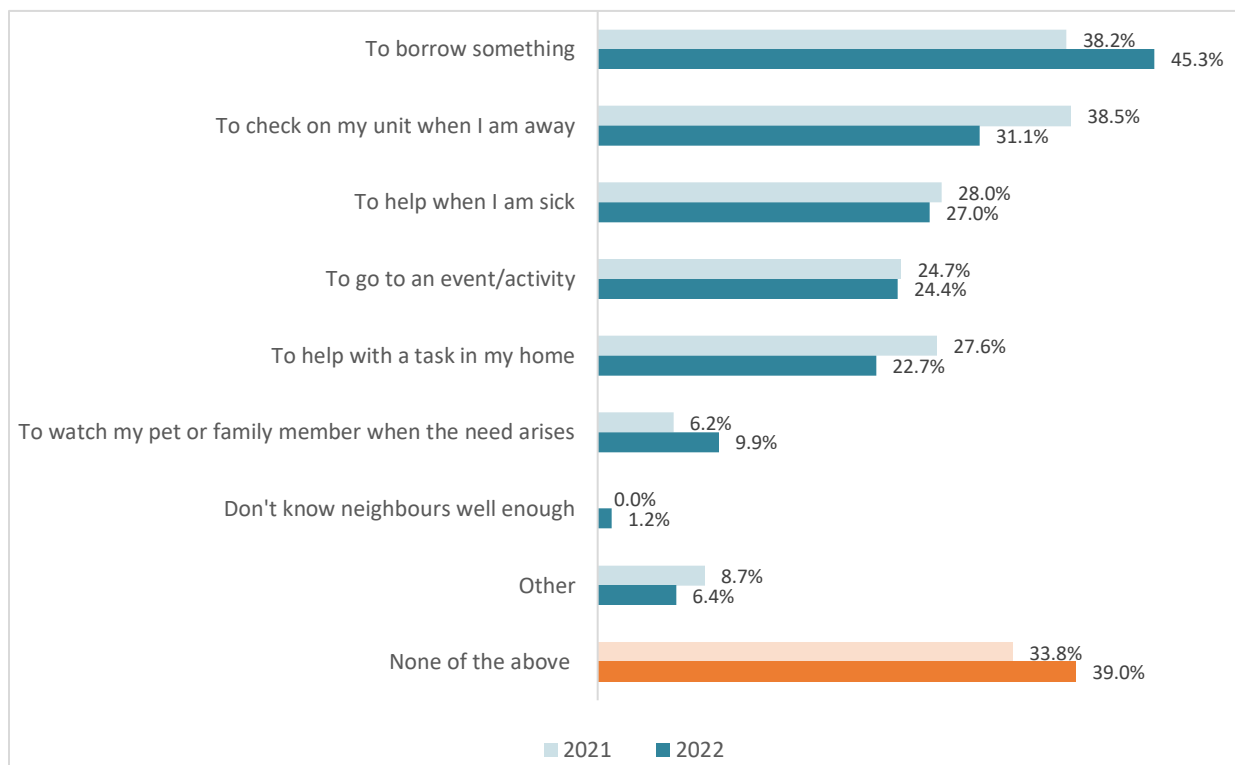


Figure 23- Based on the question “Would you feel comfortable asking your close neighbour: (Select all that apply)” *(2021, N=275; 2022, N=344, missing values and “prefer not to answer” responses excluded)
 Respondents were able to choose multiple responses. *In Catalyst having pets was allowed, so watching a pet was included as an option, and in this graph, it is merged with “to watch my pet or family member”.

Perceived Feelings of Belonging, Loneliness, Sense of Community and Problem Solving among Residents

Approximately **61%** of respondents reported a sense of **welcome and belonging** in their building and community.

Additionally, **41%** of respondents said they had **close relationships** in their building communities that gave them a **sense of well-being**.

Nearly **half** of respondents reported they did **not feel lonely** often (**48%**), while **21%** reported that they often **felt lonely**, defined as being left out or isolated from others or lacking companionship.

A third (34%) of respondents believed that **residents cared for each other** in their building.

Moreover, 45% of respondents indicated that residents take good care of their homes and common spaces.

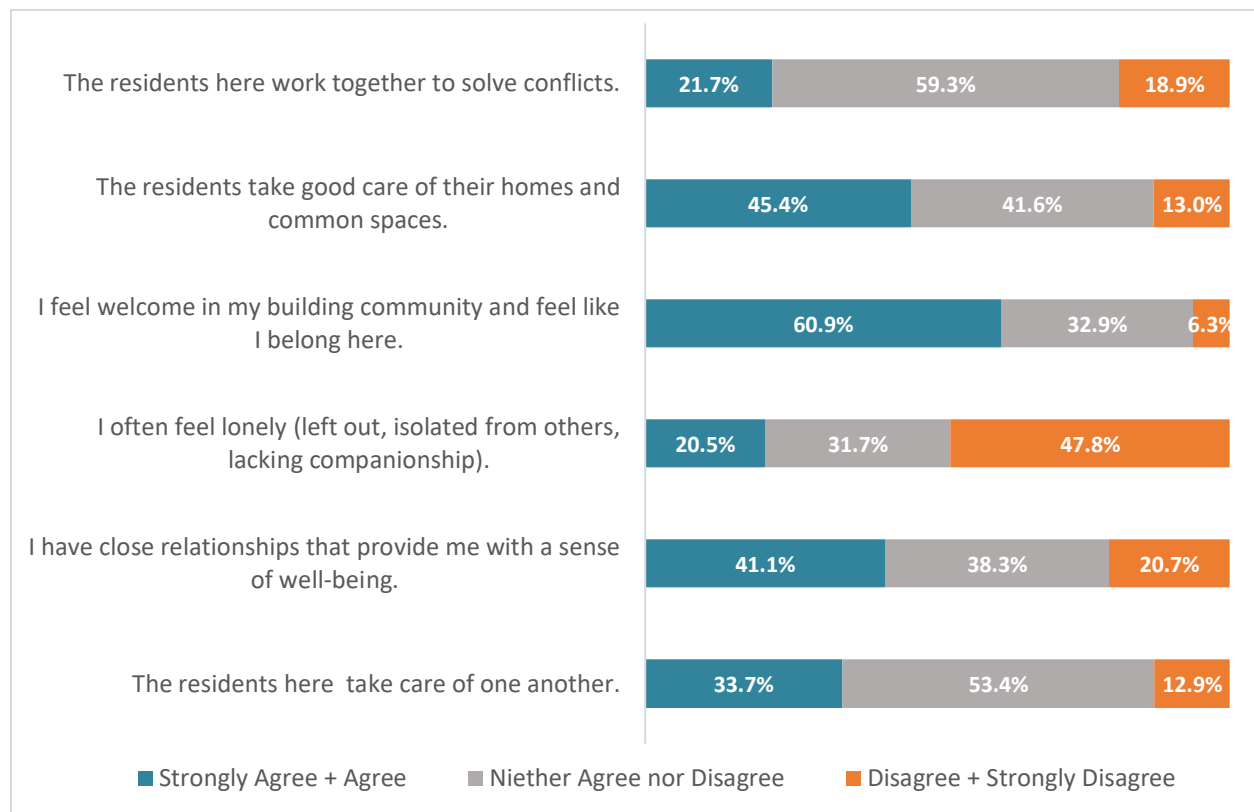


Figure 24- Based on the question “Please tell us how much you agree or disagree with each of the following statements.” *(2022, N=380, missing values and “prefer not to answer” responses excluded)

General Health and Wellness

Physical Health

62% of respondents reported their physical health to be **excellent, very good, or good**. The reporting of good physical health was somewhat lower in 2022 than 2021.

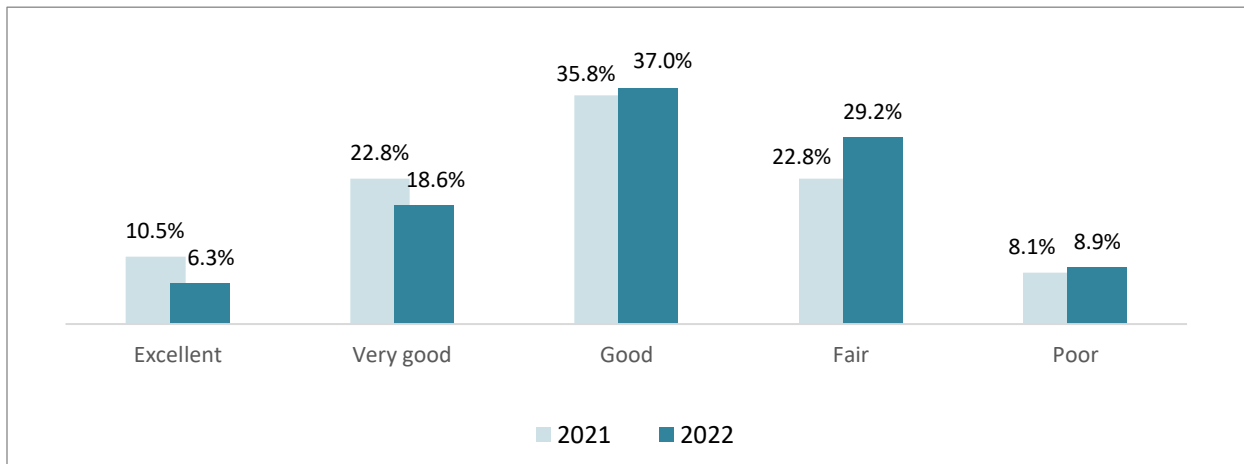


Figure 25- Based on the question "In general, would you say your physical health is...?" *(2021 N=285; 2022 N=349, missing values and "prefer not to answer" responses excluded)

Mental Health

About **two thirds (66%)**, of respondents reported **excellent, very good, or good** mental health. Around **11%** reported **poor** mental health. Compared to the 2021 survey, a greater porportion of people reported fair or poor mental health in the 2022 survey.

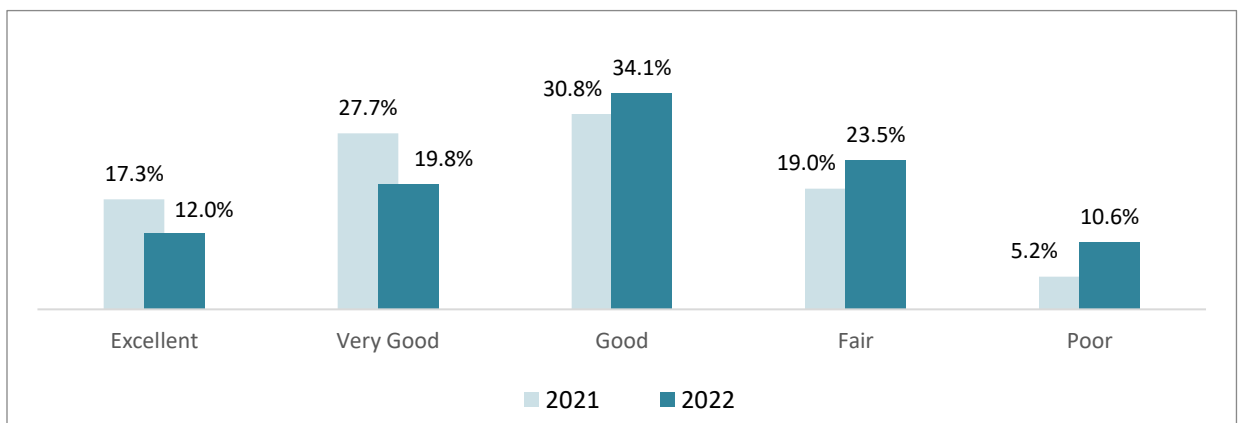


Figure 26- Based on the question "In general, would you say your mental health is...?" *(2021 N=289; 2022 N=349, missing values and "prefer not to answer" responses excluded)

Self-rated Happiness

Half of the respondents (53%) reported being **happy or very happy**, similar to 2021 results. In contrast, **14%** reported being **unhappy or very unhappy**.

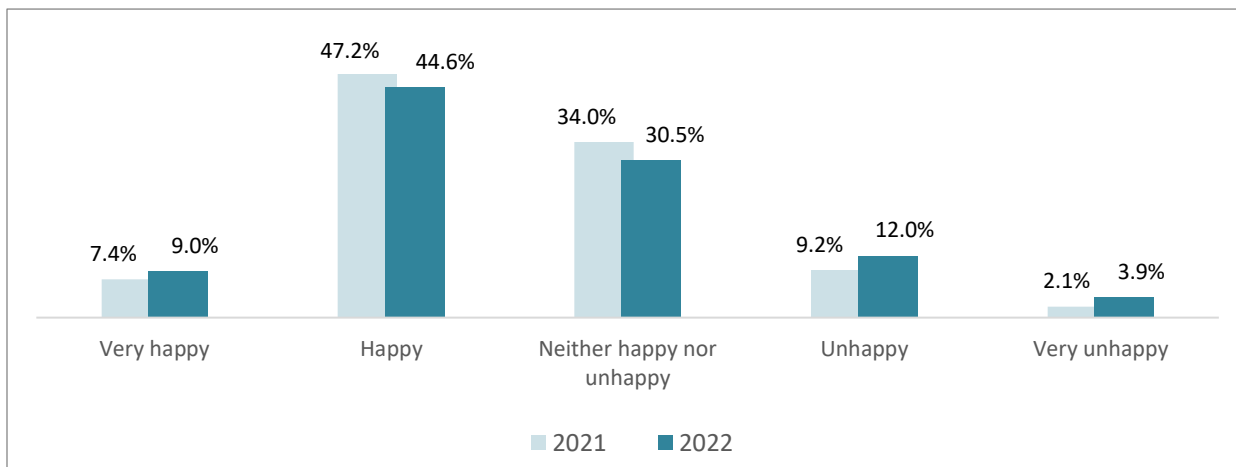


Figure 27- Based on the question “Please rate your happiness these days.” *(2021 N=282; 2022 N=334, missing values and “prefer not to answer” responses excluded)

Impact of COVID-19 Pandemic

Health, Community and Safety During Covid-19 Pandemic

The biggest impacts of Covid have been on people's sense of **physical and mental health and social isolation**. It's interesting to note that one of the largest positive impacts **is relationships with neighbours**, suggesting that COVID-19 may have resulted in more access to the value of neighbourly relationships.

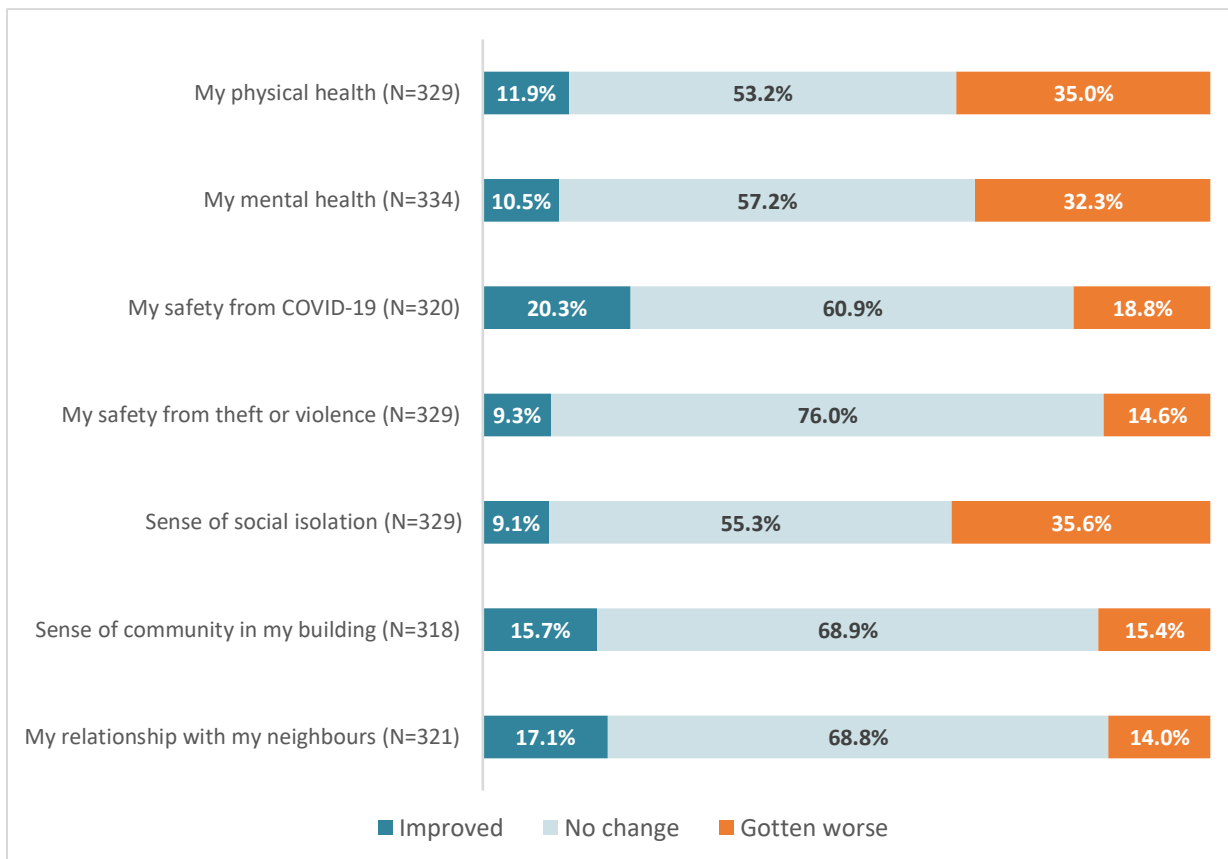


Figure 28- Based on the question "Since the COVID-19 pandemic began in early 2020, how has each of the following changed for you?" *(2022, N=358, missing values excluded)

More than half of respondents (ranging from 53% to 76%) reported no change in their health, sense of community, and safety due to COVID-19. One year from the start of the pandemic, 36% reported a worsening sense of social isolation, while 20% reported their safety had improved.

17% reported improvement in their relationship with neighbours. Approximately equal shares of respondents reported that the sense of community in their building, had gotten worse, compared to those who thought it had improved.

We also asked how residents' physical and mental health had been impacted by the COVID-19 pandemic. Approximately one third (35%) of respondents reported that their physical health had worsened because of COVID-19. Relatedly, one third 32% said their mental health had deteriorated.

Access During COVID-19

Survey respondents were affected by closures or restricted access to **restaurants (40%)** and **health clinics (35%) the most**, as well as **shopping centers (28%)** and **community centers (27%)**. Since the start of the pandemic, an equal share of respondents saw their access to parks and plazas improving as those who saw a deterioration (11-12%).

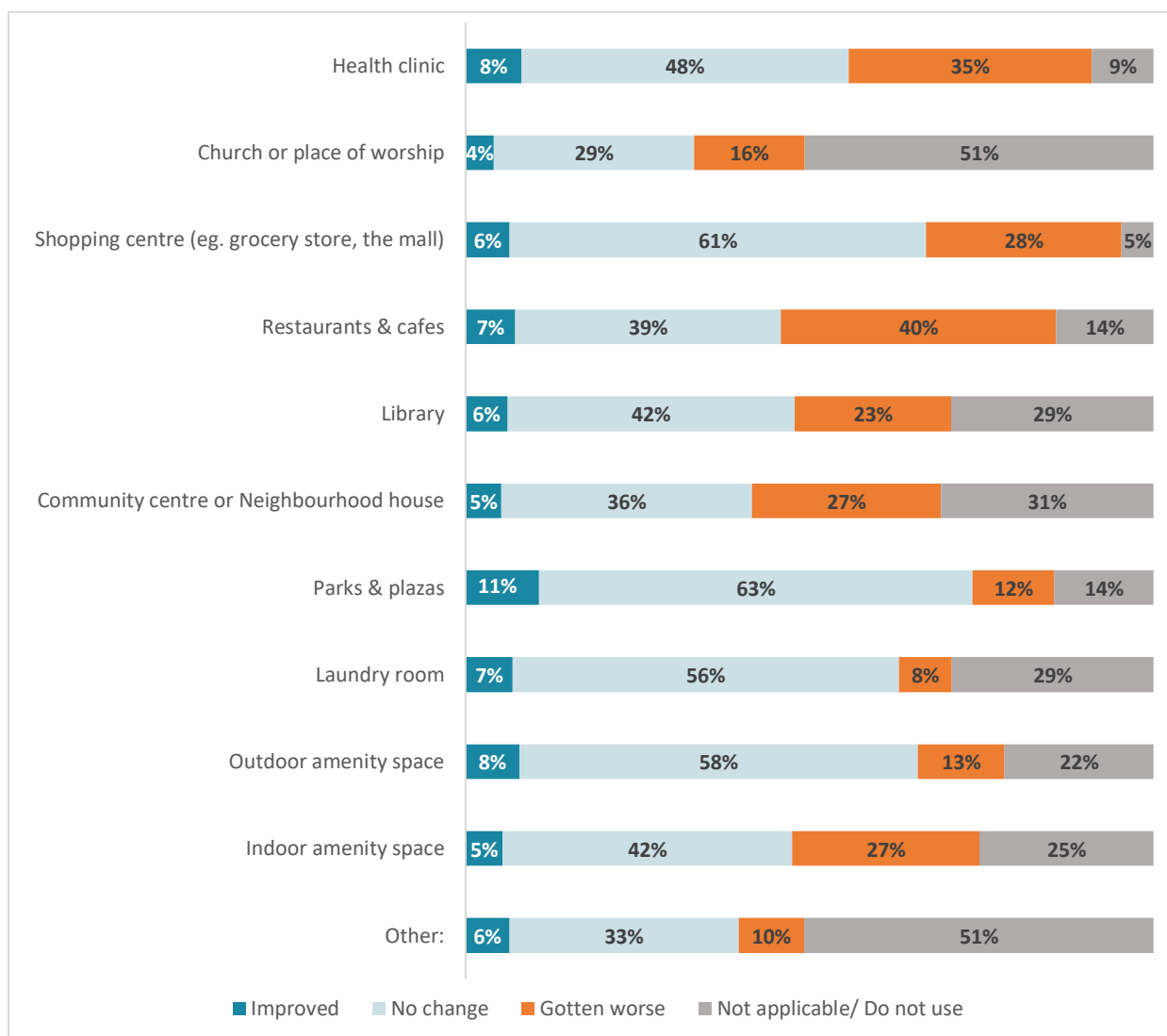


Figure 29- Based on the question “Since the COVID-19 pandemic began in early 2020, how has your access to the following changed” *(2022, N=358, missing values excluded)

Safety

Unsafe Areas

Nearly **three-quarters (71%)** of respondents reported that **no areas** in their buildings made them feel unsafe. In spite of the changes in the buildings included in the 2022 survey sample (net new buildings were added), these results are similar to 2021 findings. A minority of respondents indicated that they feel unsafe in shared spaces (like the laundry room) and outside areas (like reuse and recycling areas). Other respondents mentioned feeling unsafe due to reduced mobility, obstructions in walkways or near doors, COVID-19, building-wide thefts, lighting issues, and non-resident visitors in the common areas.

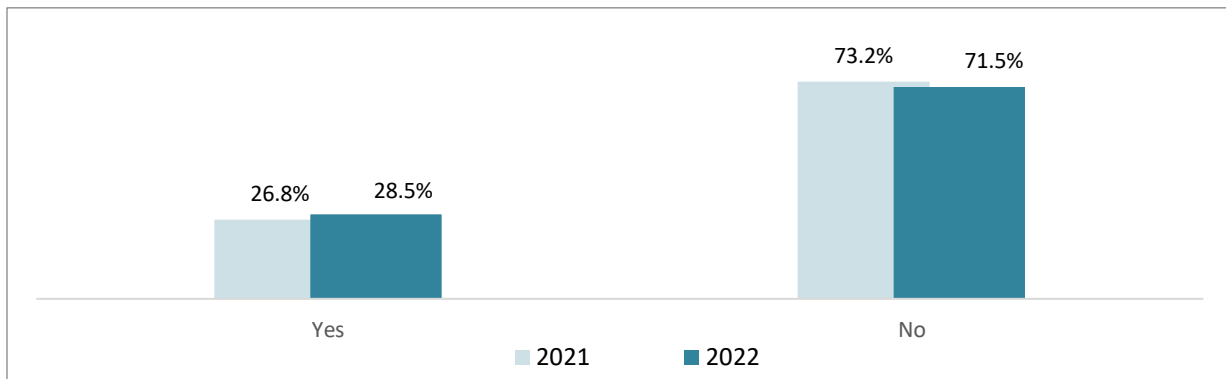


Figure 30-Based on the question “Can you identify an area in your building that makes you feel unsafe?” *(2021, N=269; 2022, N=369, missing values and “prefer not to answer” responses excluded)

Housing Provider Communication and Satisfaction

Housing Stability

77% of respondents reported that their housing situation was **stable**. The percentage of people who feel **unstable** in their housing is **only 7%**.

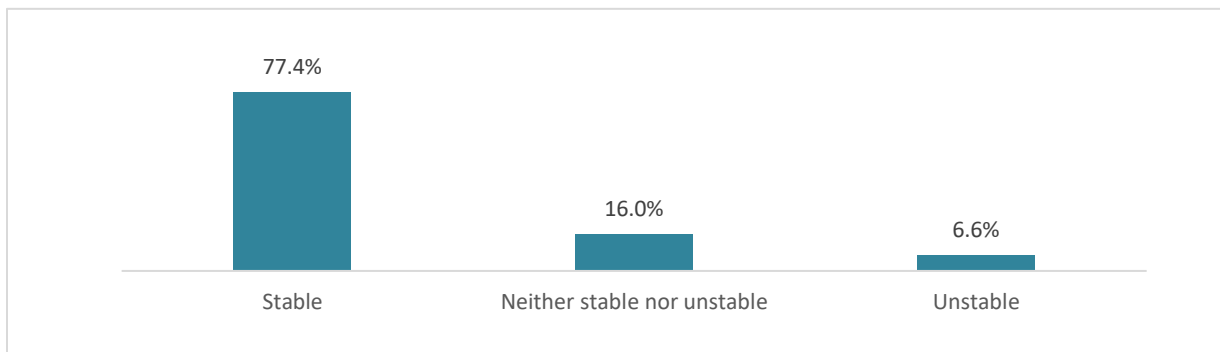


Figure 31- Based on the question “How stable do you feel your current housing situation is?” *(2022, N=349, missing values and “prefer not to answer” responses excluded)

Housing Provider Approachability

More than half of residents found their housing provider **approachable** (27% ‘very’ and 31% ‘somewhat’). On the other hand, only **15 %** of respondents reported that their housing provider was either **less approachable** or **not approachable at all**.

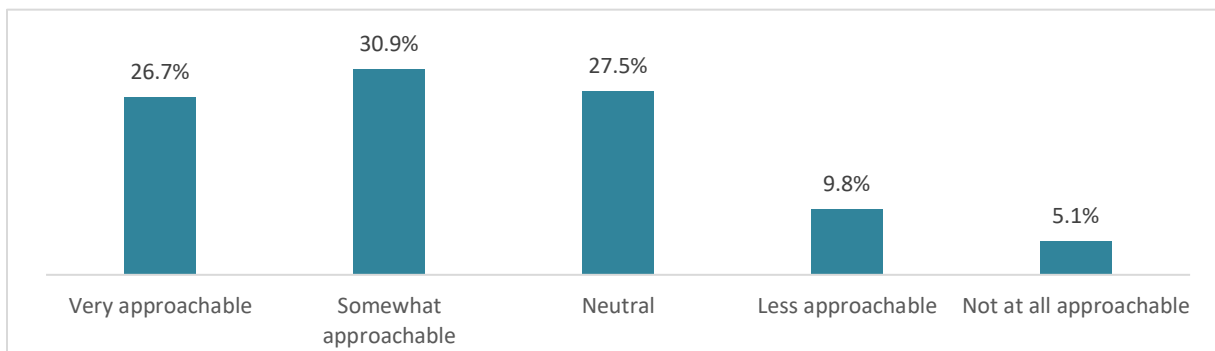
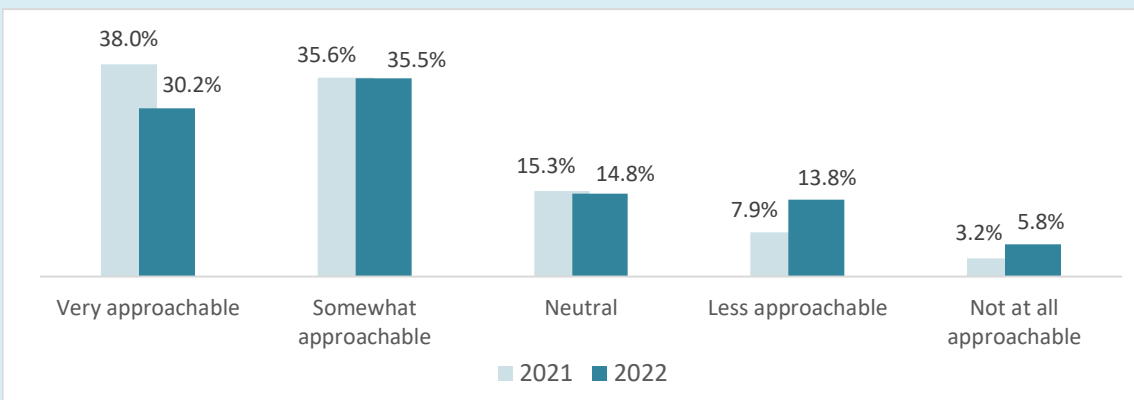


Figure 32- Based on the question “How approachable do you think Catalyst/Brightside is?” *(2022, N=356, missing values excluded)

Box 3

Perceptions of Approachability: Brightside

A majority of Brightside residents (66%) found their housing provider approachable. Opinions about the approachability of Brightside, amongst Brightside residents, were more polarized than for all responses combined. Results show an increase of 9% in respondents indicating Brightside is "less approachable" or "not at all approachable". Ongoing COVID-19 precautions against face to face activities are a likely cause.



Based on the question "How approachable do you think Brightside is?" *(2021 N= 216, 2022, N=189, missing values excluded)

Box 4

Brightside Translates Resident Feedback into Action

In response to their residents' expressed interest in hearing about management response to the information residents are providing via the resident survey, Brightside prepared a Community Enhancement Survey Report for residents (image on the left). The report succinctly outlines "What We Know," "What We're Doing" and "What We Hope to Do."



Shown in the image on the right, Brightside also used the survey results in its Impact Report to Board and leadership, to guide strategic priorities.

Comparative Discussion

Differences in Catalyst and Brightside Resident Populations

Some differences between Catalyst and Brightside resident characteristics may help explain variations in the survey responses:

Social Isolation And Neighbour Age and Tenure

The majority of Brightside residents are seniors and older adults who live alone. While this increases their risk of loneliness, Brightside residents were actually less lonely when compared to the younger, partnered (31%) residents of Catalyst. Two key factors may help explain these results. First, 54% of Brightside residents reported close relationships with their neighbours, compared to 27% of Catalyst residents. Second, the majority of Catalyst residents moved in less than two years ago. Research suggests that both length of tenure and meaningful close relationships mitigate loneliness (Berg et al., 2016; Nouri et al., 2022).

Lack of Community and Social Isolation More Common Among New Residents

Some of the differences observed in COVID-19 impacts on health and well-being of respondents could also have been related to the short duration of tenure among Catalyst residents. Catalyst residents were more likely to report worsening physical and mental health and a worsening sense of social isolation (38% compared to 30% among Brightside residents). In total, Catalyst residents knew fewer people in their building (84% knew few to no neighbours). The result was the same for sense of community in their building. A sense of community and relationships with neighbours take time to develop (Chile et al., 2014).

Outdoor Amenities in COVID-19: Hidden Challenges for Older Residents

Access to plazas and parks, outdoor amenity spaces, and community centres presented more challenges for Brightside residents than was the case for Catalyst residents. This is in part related to the older demographic of Brightside residents, and the greater need that these residents may have for adequate amenity spaces within a short walking distance (Carlson et al., 2012). Another factor may be different restrictions put in place by the city and by the housing provider on the use of public and shared spaces in different buildings and different neighbourhoods.

Who is Willing to Make Neighbourly Connections?

Findings here indicate that people are most interested in getting to know their neighbours when they are newcomers to the building and the community.

Catalyst residents were more willing to make new connections with the people in their buildings than was the case for Brightside residents (67% versus 41% at Brightside). The main reason people kept their distance from their neighbours in both communities was privacy. However, 35% of Catalyst respondents indicated lack of time as a barrier to building neighbourly relationships. This may be related to their work and study schedules, whereas most Brightside residents are retired. On the other hand, Brightside respondents said they already spent enough time with neighbours as their second reason for not wanting to engage more with them (19%).

In general, Brightside respondents had more frequent conversations with their neighbours (72% had at least a few conversations per week compared to 58% of Catalyst respondents). Making new friends in their building was more difficult for Catalyst respondents (32% compared to 22% at Brightside).

Key correlations

Noteworthy correlations between changes observed in different variables across the whole respondent sample are reported below.

Age and Risk of Social Isolation

There was a substantial relationship between advancing age and a worsening sense of social isolation during the COVID-19 pandemic. Similarly, there was a meaningful relationship between reduced access to parks and plazas and worsening sense of social isolation.

While older adults in the sample have more close neighbourly connections, aided by secure housing and longer tenure, they are still at risk of decreased general social participation within their neighbourhood which may have detrimental effects on their physical and social health over the longer term.

Box 5

Impacts of COVID-19 on Social Isolation

Senior respondents had **1.8** higher odds of reporting **worsening sense of social isolation** compared to other age groups.

| | | What is your age ? | |
|---|-----------|---------------------------|--------|
| | | People 65 years or older | Others |
| How has Sense of social isolation changed for you? | Got worse | 104 | 70 |
| | Other | 64 | 78 |

For expanded tables, please see the appendix.

Respondents with restricted **access to parks and plazas** were **3** times more likely to report **worsened sense of social isolation** compared to those with no change or improved access to open public spaces.

| | | How has your access to Parks and Plazas changed during C-19? | |
|---|-----------|--|--------|
| | | Got worse | Others |
| How has Sense of social isolation changed for you? | Got worse | 133 | 27 |
| | Other | 75 | 47 |

For expanded tables, please see the appendix.

The Power of Neighbourly Connections Against Loneliness

Residents' loneliness was strongly associated with the frequency of conversations with neighbours, according to the survey data.

Box 6

Frequency of Conversations and Feeling Lonely

Tenants that conversed with their neighbours a few or more times per week cut their loneliness risk almost in **half**, when compared to people who had less than 2-3 conversations per month.

| | | I often feel lonely . | |
|---|------------------------------|-------------------------------|---------------------------|
| | | Strongly disagree to disagree | Strongly agree to neutral |
| Frequency of conversations with neighbours? | 2-3 times per month or less | 43 | 70 |
| | A few times per week or more | 123 | 107 |

For expanded tables, please see the appendix.

In many cases, those who said they know many or most people in their building strongly disagreed with often feeling lonely. Knowing more neighbours is statistically associated with feeling less lonely.

Box 7

Knowing People Means Less Feeling lonely

Respondents who knew **a few or less people** in their building were **3 times** more likely to **feel lonely often**.

| | | Would you say that you know... of people in your building? | |
|-------------------------------|-------------------------------|--|--------------|
| | | A few or less | Many to most |
| I often feel lonely .* | Neutral to strongly agree | 156 | 26 |
| | Disagree to strongly disagree | 114 | 57 |

For expanded tables, please see the appendix. *Often feel lonely defined as (left out, isolated, lacking companionship)

Box 8

Number of Close Friends and Physical/Mental Health

Respondents with **3 or fewer close** friends in general had **2** times higher odds of reporting fair or poor **physical health** compared to those with 4+ close friends.

| | | In general, would you say your physical health is...? | |
|--|-----------|--|-------------------|
| | | Poor to Fair | Good to Excellent |
| How many close friends do you have? | 3 or less | 72 | 86 |
| | 4 or more | 50 | 120 |

For expanded tables, please see the appendix.

Respondents with **3 or fewer close friends** in general had **2.7** times higher odds of reporting fair or **poor mental health** compared to those with 4+ close friends.

| | | In general, would you say your mental health is...? | |
|--|-----------|--|-------------------|
| | | Poor to Fair | Good to Excellent |
| How many close friends do you have? | 3 or less | 67 | 88 |
| | 4 or more | 47 | 165 |

For expanded tables, please see the appendix.

The Effect of Length of Tenure on Loneliness and Friendships

Box 9

Impacts of Staying in Place

Respondents who did not **feel lonely** often were twice as likely to **live in the same municipality** before moving to their current building.

| | | Did you live in this municipality before moving here? | |
|------------------------------|-------------------------------|--|-----|
| | | No | Yes |
| I often feel lonely . | Neutral to strongly agree | 80 | 84 |
| | Disagree to strongly disagree | 49 | 104 |

For expanded tables, please see the appendix.

Respondents who had **4 or more friends** were **1.5 times** more likely to live in the **same municipality** before moving to their current building.

| | | Did you live in this municipality before moving here? | |
|--------------------------|---------------------|--|-----|
| | | No | Yes |
| Number of close friends? | Less than 3 friends | 69 | 87 |
| | 4 friends or more | 57 | 109 |

For expanded tables, please see the appendix.

Building a Sense of Belonging for Residents Through Safety and Approachability

Box 10

Safety and Sense of Belonging

Respondents who could not identify an **unsafe area** in their building were **4.3 times** more likely to **feel welcome in their building** and to feel **a sense of belonging**.

Can you identify an area in your building that makes you feel **unsafe**?

| | | Yes | No |
|---|------------------------------|-----|-----|
| I feel welcome in my building and feel like I belong here. | Agree to strongly agree | 60 | 163 |
| | Neutral to strongly disagree | 144 | 92 |

For expanded tables, please see the appendix.

Box 11

Housing Provider Approachability and Sense of Belonging

Respondents who believed their housing provider is **somewhat to very approachable** were **2.5 times** more likely to **feel welcome in their building** and feel **a sense of belonging**.

How **approachable** do you think housing provider is?

| | | Not at all approachable to neutral | Somewhat approachable to very approachable |
|---|------------------------------|------------------------------------|--|
| I feel welcome in my building and feel like I belong here. | Agree to strongly agree | 71 | 141 |
| | Neutral to strongly disagree | 74 | 58 |

For expanded tables, please see the appendix.

Conclusion

Our two years of resident surveys (2021-22) with residents of two different community housing providers demonstrate that indicators of social connections and belonging such as number of close friends and frequency of conversations with neighbours were positively correlated with physical and mental health. Despite the differences between the resident groups served by Catalyst and Brightside, they share the following positive social attributes:

- 83.5% know at least a few of the people in their building;
- 68% have at least a few conversations with neighbours per week;
- 66% are willing to get to know their neighbours better (and the newer respondents were to their building, the more interested they were);
- 61% of residents feel a sense of belonging in their building.

These are strong foundations upon which Brightside and Catalyst can work with residents to strengthen neighbourly social connections and the positive personal and collective impacts that flow from them. And it's important that they – and other housing providers - do so, as survey results show the following risks of social isolation:

- 73% of their residents live alone;
- only 41% have close relationships that provide them with a sense of well-being;
- 36% of respondents felt their sense of social isolation worsen during COVID;
- 21% felt lonely at least some of the time;
- 16.5% of respondents do not know any of their neighbours well enough to ask for a favor when needed.

This survey analysis also reveals some interesting differences between results for the two housing providers. Short length of tenure and aging were correlated with some of the risk factors associated with social isolation. Research shows that length of tenure has a positive effect on one's social connections; generally, sense of belonging and social connections tend to grow, the longer a person lives in a building or neighborhood (Nouri et al., 2022). This implies that secure, long-term housing is especially important for older adults to offset their increased risk of social isolation in other ways. When it comes to willingness to make new connections with neighbours, residents of Catalyst buildings, where almost all residents are newcomers, were more willing to get to know their neighbours better (67%), compared to the case for residents of Brightside buildings, who are more likely to be long-time residents (41%). This result reinforces the notion that efforts to generate a sense of community belonging may be most effective soon after new residents move in, and different strategies may be needed to generate and fortify social connections among long-term residents.

The analysis here demonstrates the following key correlations across both resident groups, and across the two year span 2021-22:

- Respondents with **3 or fewer close friends** had **2** times higher odds of reporting **fair or poor physical health**, and had **2.7** times higher odds of reporting **fair or poor mental health**.
- Residents who had **less than 2-3 conversations with neighbours per month** were **1.9** times more likely to **feel lonely**, compared to those who had conversations with neighbours every day or a few times per week.
- **People over 65 years old** had **1.8** times higher odds of reporting a worsening sense of **social isolation**, during the COVID-19 pandemic compared to other age groups.
- Respondents who knew only **a few or no people** in their building were **3 times** more likely to **feel lonely**.
- Respondents who did not **feel lonely** often were **twice** as likely to have **lived in the same municipality** before moving to their current building.
- Respondents who could **not** identify an **unsafe** area in their building were **4.3 times more** likely to **feel welcome** in their building and to have a **sense of belonging**.
- Respondents who think their housing provider is **somewhat to very approachable** were **2.5** times more likely to **feel welcome in their building** and to have **a sense of belonging**.

According to this study, residents are increasingly interested in getting to know their neighbours better and forming neighbourly bonds that improve their well-being as they live longer in their building. There are however, some groups, such as new residents or people over 65 years old, that are at risk of social isolation. Creative pro-social programs and initiatives could help increase their feeling of welcome and belonging.

Continued partnership and attention from researchers and housing providers working together may help identify challenges and opportunities for enhanced sociability amongst residents of community housing.

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Appendix

Data Analysis Limitations and Challenges:

- Combining data across different years of data collection efforts was not always possible due to changes in survey questions and target populations.
- Data from one housing provider partner, Concert Properties, was not usable for this comparative report as survey results were not available for 2022.

Survey and Implementation Considerations for Future Work

As a method to examine and understand resident social relationships and well-being, surveys are valuable but have limits. More in-depth, qualitative engagement with residents is also currently being undertaken in order to complete the picture of sociability, neighbourliness, well-being, safety and related concepts. We also note the following for the potential benefit of future rounds of research with community housing residents:

- Survey language must be adjusted for ease of understanding. Some questions could also benefit from rephrasing to make their meaning clearer and to simplify the task of explanation by researchers. This should lower the question skip and prefer-not-to-answer rate.
- Survey length must be shortened to improve response and completion rate. In practice, survey completion time was more than the estimated 20 minutes, both online and in-person.
- As a component of survey revisions, a shorter and simplified survey could be separated from a long-form survey or interview guide. The shorter survey would garner a higher response rate, including the essential questions. An accompanying long form survey or questionnaire, including the more subjective well-being questions, could be completed by residents who want to contribute more information and lend their voice to thinking about improving neighbourliness and social connections at home. This two survey approach could encourage a higher response rate and lessen research fatigue.
- In-person survey visits to buildings were very valuable for outreach, awareness-raising, survey distribution and interviewer administration. The effectiveness of this strategy was dependent upon willing housing provider staff participation in

scheduling and access. Posting notices of survey team visits to the building were also an important component of this strategy.

- The process for requesting translated surveys should be simplified to make it as easy as possible for residents to schedule an interview in the language of their choice.
- An offer of compensation could help increase completion rates, particularly for the longer-form survey option.

Comparative analysis would have benefitted from more socioeconomic variables about the participating resident population. However, a trade-off exists here with a shorter and less intrusive survey.

Methodology

Research Design, Data Collection, and Analysis

Our resident survey was prepared in consultation with housing provider partners and with reference to existing published questionnaires: My Health My Community Survey (2019); Canadian Community Health Survey (2016); General Social Survey (2013); Toronto Social Capital Study (2017); Vancouver Foundation, Connect and Engage Survey (2012) and (2017); Catalyst, Madrona Tenant Survey (2019); Brightside Resident Survey (2019); and Happy City-Concert Properties Survey (2019). The team reviewed and revised the survey in 2021-22. The survey questionnaire used in 2021-22 appears in the report appendix.

The 2021-22 survey was provided to a total of **1302 households** within **29 partner buildings** (7 Catalyst and 22 Brightside). This was an increase in number of households surveyed (Box 12).

Box 12- Research sample breakdown in 2021 and 2022 survey

In total, 247 new units were included in the 2021-22 survey.

| | | | |
|---------|------------|--------------|------------|
| 2020-21 | Catalyst | 4 buildings | 182 units |
| | Brightside | 26 buildings | 871 units |
| | Total | 30 buildings | 1053 units |
| 2021-22 | Catalyst | 7 buildings | 531 units |
| | Brightside | 22 buildings | 771 units |
| | Total | 29 buildings | 1302 units |

Changes to 2021-22 Survey Sample

The changes to the 2021-22 survey sample came from the inclusion of three newly-inhabited Catalyst buildings (Emmaus Place, Alder, and Aspen) and four Brightside buildings vacated due to redevelopment (Alice Saunders, Edward Byers, Loyal Orange, and Macleod Manor). These changes expanded not only the total number of households but also increased the variety of unit types, including 66 new studios, 104 1-bedroom (Br) units, 102 2-Br units, and 74 3-Br townhouses. Relatively fewer studio and 1-Br suites are included in the 2022 sample.). The survey responses were unevenly

distributed based on unit type: in 2022, the distribution was 22% studio, 38% 1-Br, 26% 2-Br, 10% 3-Br, and 3% 4-Br. In 2021, the response rate for 3-Br and 4-Br units was still low.

All three of the new Catalyst buildings reached full occupancy in 2022— thus most residents were recent arrivals. (This made a small impact on some questions for Catalyst like the ones where “I am too new to say” was an option) but when results were combined – a few large differences were found compared to 2021 survey results. Half of respondents in the Catalyst community were young adults (50%), whereas three quarters (76%) of residents in Brightside were seniors. Changes in needs, behaviours, social relations, and lifestyle can be attributed to these age differences (see discussion for more detail).

Box 13

New Affordable Housing Under Development at Brightside

About half of Brightside's affordable rental housing stock was built before 1980 and is in need of modernization, repair, or redevelopment, in order to meet today's accessibility expectations and permit residents to age better, in place. In 2021-22, four older Brightside buildings were vacated and construction is underway for four replacement buildings. These new buildings are being built to Passive House standard, and will offer better accessibility features and amenities. This process will result in the creation of **403 new homes** to replace the 203 units that were vacated. None of these units are represented in the survey population for 2021-22.

| Vacated for redevelopment | Units | Under construction | Units |
|-----------------------------|-------|---|-------|
| Alice Saunders (b. 1977) | 64 | Sunrise Village E & W (2924 Venables St.) | 146 |
| Edward Byers (b.1962) | 36 | Harmony (1451 E 12th Ave) | 157 |
| Loyal Orange Manor (b.1971) | 21 | Timber (1425 E 12th Ave) | |
| Macleod Manor (b.1964) | 46 | 8725 French St. | 100 |

**The community chose these names in an engagement process to represent new buildings.*

Recognizing the challenges of displacement due to redevelopment, Brightside has innovated in tenant relocation policy, including move out and move in supports for tenants, financial supports based on length of tenancy, right of first refusal for a new unit at the same rent, priority in relocation within other existing Brightside buildings, and additional need-based supports. Brightside complies with and exceeds the expectations of the City of Vancouver Non-Profit Tenant Relocation Policy.

Survey Recruitment and Participation

Box 14 summarizes the 2021-22 survey administration procedure. The survey was made available online, on paper, and in interviewer-administered format (in person or via telephone).

At Brightside buildings, due to known resident preferences and limited access to technology, paper surveys were delivered to each household and a face-to-face survey administration opportunity was offered in each building. At Brightside, surveys were offered in both English and simplified Chinese; and we offered surveys in the language of residents' choice upon request.

At Catalyst buildings, the primary means for survey administration was online, with notification via email and Tribe home, the property management portal. The research team also made in-person visits to promote the survey and offered in-person survey administration at selected buildings that initially had low response rates (Aspen, Emmaus Place, Rivermark, Alder, and Hannelore). Paper surveys delivered with return postage provided envelopes were provided at the Rivermark building. We held flash gift card prize draws for survey completion at Hannelore.

The survey research team was supplemented by 12 SFU Urban Studies, Health Sciences and Gerontology student research assistants. Students attended a 1.5-hour mandatory training session and received a survey interviewer assistant training manual.

In all cases, survey responses ended up in SurveyMonkey, either directly from online entries or paper transcriptions. Research assistants used Excel and SPSS to analyse data. Whenever possible, data for identical and similar questions across both questionnaires was integrated.

A total of **417** responses were collected in 2022, including 207 responses from Catalyst, and 210 from Brightside. The response rate was **32%** overall, around 3% higher than the 2021 survey (29%). Catalyst had a response rate of 40.9% (46.7% in 2021), and Brightside had a response rate of 27.2% (25.6% in 2021).

Box 14

| Survey administration process Catalyst Community Development Society 40.9% response rate (N=207) | |
|---|---|
| Target population | 7 multi-unit below-market rental buildings (531 units) in Vancouver, Victoria, Richmond, Langley, Penticton Residents: Families, Young adults, Seniors |
| Surveys returned | Online: 195 Paper: 12 |
| Recruitment | Online; Email; Posters in building \$50 gift card per building Additional on-site draw prize at Hannelore |
| Survey language | English |
| Data collection timeline | December 1, 2021 to March 1, 2022 |

| Brightside Community Homes Foundation 27.2% response rate (N=210) | |
|--|---|
| Target population | 22 multi-unit below-market rental buildings (771 units) in Vancouver Residents: Seniors, Families, People with disabilities |
| Surveys returned | Paper: 222 Online: 14 Phone: 1 Ineligible: 27 |
| Recruitment | Door to door paper delivery (771); Posters in building; Online |
| Survey language | English: 197 Russian: 10 requested, 0 completed Chinese: 13 completed Spanish: 4 requested, 0 completed Vietnamese: 1 requested, 1 completed ASL: 1 requested, 0 completed |
| Data collection timeline | November 22, 2021 to January 11, 2022 |

Missing Data

In this study, missing values were explored further to ensure that no group was excluded. Most Catalyst respondents completed the online version of the survey, while most Brightside respondents completed the paper version. A total of 26 paper surveys were returned completely blank, and one other survey was discarded due to ineligible responses. In addition, 30 respondents either skipped or responded “prefer not to answer” to more than 95% of the questions. Based on conversations that members of the research team had with residents while implementing the survey, these blank and incomplete returns may be a sign of mistrust of the survey’s intent and/or disbelief that resident survey responses could have a beneficial impact on resident living situation or social quality of life.

Based on a comparison of the gender, self-rated health and other demographic variables of those who responded this way compared to those who completed all questions, we cannot infer that survey responses systematically exclude any identified group.

Each housing provider had slightly different survey questionnaires due to different needs and expectations. 18 identical and 7 similar questions were included across the two surveys. Also, some of these questions had sub questions, and breaking down all the questions, there were 31 partially or entirely overlapping questions across the two surveys. Table 1 outlines the questions and variables used for each component of social well-being: **social integration**, **social acceptance**, **social contribution**, and **social actualization** (Keyes, 1998).

Social integration refers to one's social relationships with society and community members. Social acceptance is about trusting other individuals; it is the social analog to personal acceptance. Social contribution refers to a sense of one's social value and ability to contribute to the social setting. Social actualization is the potential and trajectory of the society in which one lives, and one's ability to actualize pro-social plans put in place (Keyes, 1998). For further reading on social well-being indicators and measurements please see: Committee on the Health and Medical Dimensions of Social Isolation and Loneliness in Older Adults et al., (2020); Gierveld & Tilburg, (2006, 2010); Hughes et al., (2004); Larson, (1993); Shankar et al., (2011).

Table 1: Measures of social well-being in the survey, according to components of well-being

Question items and guide

1. Social integration

Number of close friends:

Q1. How many close friends do you have (that is, people who are not your relatives, but who you feel at ease with, can talk to about what is on your mind, or call on for help)? (Brightside, Catalyst)

Number of neighbours you know:

Q2. Would you say that you know...? (Brightside, Catalyst)

- "Most of the people in my building"
- "Many of the people in my building"
- "A few of the people in my building"
- "None of the people in my building"

Frequency of conversations with neighbours:

Q3. Approximately how often do you have conversations with your neighbours? This could be anything from "Hello, how are you?" to more significant chats. (Brightside, Catalyst)

Q4. If you chat with your neighbours, where does this happen? (Brightside, Catalyst)

Household composition (living alone vs not living alone):

Q5. How many people (including you) live in your household? (Brightside, Catalyst)

Q6. How many children (under 18) live with you? (Brightside, Catalyst)

Perceived feelings of belonging:

Q7. Please tell us how much you agree or disagree with each of the following statement: "I feel welcome in my building community and feel like I belong here." (Brightside, Catalyst)

Loneliness - (negative language):

Q8. Please tell us how much you agree or disagree with each of the following statements: "I often feel lonely (left out, isolated from others, lacking companionship)" (Brightside, Catalyst)

2. Social acceptance

Level of being comfortable with close neighbours to ask for a favour

Q9. Would you feel comfortable asking your close neighbour: (Brightside, Catalyst)

- "To borrow something"
- "To go to an event/activity"
- "To help when I am sick"
- "To help with a task in my home"
- "To check on my unit when I am away"
- "To watch my child or other family member when the need arises"

Q10. How easy is it to make friends here? (Brightside, Catalyst)

Willingness to get to know neighbours better:

Q11. Would you like to get to know your neighbours better? (Brightside, Catalyst)

Q12. If you answered No, what makes you not want to get to know your neighbours better? (Brightside, Catalyst)

3. Social contribution

Loneliness - (positive language):

Q13. Please tell us how much you agree or disagree with each of the following statements:

"I have close relationships that provide me with a sense of emotional security and well-being." (Brightside, Catalyst)

"The tenants here take care of one another." (Brightside, Catalyst)

4. Social actualization

Potential of society:

Q14. Please tell us how much you agree or disagree with each of the following statements:

"The tenants here take good care of their homes and the surrounding common spaces." (Brightside, Catalyst)

"The tenants here work together to solve conflicts." (Brightside, Catalyst)

Sense of safety

Q15. Can you identify an area in your building that makes you feel unsafe? (Brightside, Catalyst)

Q16. Please tell us how much you agree or disagree with each of the following statements:

- "I feel safe living in this building." (Brightside, Catalyst)
- "I feel like my belongings are safe in this building." (Brightside, Catalyst)

Q17. How much do you feel you can trust each of the following groups of people? (Brightside, Catalyst)

- "People in my family"
- "People in my community"

- "Neighbours in my building"
- "People I do not know"

5. Self-assessed health and wellness

Q18. In general, would you say your mental health is...? (Catalyst, Brightside)

Q19. In general, would you say your physical health is...? (Catalyst, Brightside)

Q20. Please rate your happiness these days. (Catalyst, Brightside)

6. Impacts of Covid-19

Sense of community and safety:

Q21. Since the COVID-19 pandemic began in early 2020, how have each of the following changed for you? (Brightside, Catalyst)

- "My relationship with my neighbours"
- "Sense of community in my building"
- "Sense of social isolation"
- "My safety from theft or violence"
- "My safety from COVID-19"

Physical and mental health

- "My mental health"
- "My physical health"

Access:

Q22. Since the beginning of the COVID-19 pandemic in early 2020, how has your access to the following changed? (Brightside, Catalyst)

- "Parks & plazas"
- "Community centre or Neighbourhood house"
- "Library"
- "Restaurants & cafés"
- "Shopping centre (eg. grocery store, the mall)"
- "Church or place of worship"
- "Health clinic"

6. Communication and operation

Q23. How approachable do you think Brightside/Catalyst is? (Brightside, Catalyst)

Q24. At Brightside/Catalyst, do you find communicating with the following departments to be easy? (Brightside, Catalyst)

Exploring the cross-tabs

This section aims to explore some of the interesting relationships between variables extracted from the data. A list of different characteristics/conditions effected social isolation and loneliness is provided. (A detailed version including cross-tab tables is available for review in the end of Appendix)

Worsen Social Isolation during the COVID-19 pandemic (C-19) was affected by different characteristics and situations listed below:

- **C-19 access to parks and plazas: 65%** of the respondents who felt worsen sense of isolation during C-19 had also worsen access to parks and plazas.
- **Happiness: 51%** of respondents who self-rated as neutral (neither happy nor unhappy) happy and very happy, experienced worsened social isolation as a result of the pandemic. **36%** of the respondents who self-rated as happy to very happy felt worse social isolation during C-19.
- **C-19 relationship with neighbours: 45%** of the residents who had worsen sense of isolation had also worsen relationships with their neighbours during C-19.
- **C-19 mental health: 43%** of the respondents who felt worsen sense of isolation during C-19 also felt worsen mental health.
- **General mental/physical health: 42%** of respondents with good to excellent mental health experienced worsen social isolation during C-19. Also **35%** of the respondents with good to excellent physical health experienced worsen social isolation because of the pandemic.
- **C-19 access to amenity rooms: 42%** of the respondents who felt worsen sense of isolation during C-19 had also worsen access to amenity rooms in their building.
- **Household composition (1 person/ living alone): 41% (odd ratio 1.05)** of respondents lived alone and experienced worsen social isolation as a result of C-19 pandemic. (Among all living alone respondents 56% felt their sense of social isolation got worse during the pandemic. 131/236)
- **C-19 physical health: 39%** of the respondents who felt worsen sense of isolation during C-19 also felt worsen physical health.

- o **Women: 35%** of female respondents experienced worsen social isolation caused by C-19 pandemic compared to 21% for male participants. (Among all women respondents 55% felt worsening social isolation.
- o **C-19 access to health clinics: 34%** of the respondents who felt worsen sense of isolation during C-19 had also worsen access to health clinics.
- o **Seniors:** Among all respondents, **33% were** seniors who experienced worsened social isolation; compared to 5% of seniors who saw an improvement. 15% experienced no change in their sense of social isolation during the pandemic. Considering the group of seniors alone, 88% of them felt worsening social isolation due to Covid-19)
- o **Often feeling lonely: 30%** (odd ratio 5.3) of the respondents who had worsen sense of isolation during C-19 were strongly disagree to disagree with often feeling lonely.
- o Odds ratio for loneliness and isolation: respondents who felt worsen social isolation during C-19 were 5.3 times less likely to feel lonely.

22c. how has it changed for you? **Sense of social Isolation**

| | | Got worse | No change to improved |
|---------------------------------|------------------------------|-----------|-----------------------|
| -- I often feel lonely . | Agree to strongly agree | 17 | 47 |
| | Neutral to strongly disagree | 164 | 86 |

Table 2- Relationship between feeling lonely and sense of social isolation

Feeling of loneliness was affected by different characteristics and situations listed below:

- o **Knowing neighbours: 69%** of the residents that Knew most of the people in the building did not feel lonely.
- o **Mental health: 58%** of the residents with good to excellent mental health did not feel lonely. While **35%** of the residents who felt lonely often times had poor to fair mental health.
- o **Same municipality: 55%** of the respondents who did not feel lonely lived in the same municipality before moving to their current building.

- **Number of people known in the building:** **46%** of the residents who did not feel lonely knew a few of the people in the building. Whereas **62%** of the respondents who felt lonely often knew none of their neighbours.
- **Walking as a main transit mode:** **46%** of the respondents who mainly walked did not feel lonely.
- **Frequency of conversations:** **36%** of the respondents who did not feel lonely often had a few per week to everyday conversations with neighbours.
- **Immigrants:** **36%** of the respondents who were Canadian and 10+ years immigrants did not feel lonely.

**Excluding prefer not to answer and not applicable answers from all the data.

Relationship between number of close friends and physical health

| | | How many close friends do you have? | | | | |
|---|------------------------|-------------------------------------|-------|---------------------------|-------|-------|
| | | 3 or less close friends | | More than 3 close friends | | Total |
| In general, would you say your physical health is...? | Poor to Fair | 72 | 59.0% | 50 | 41.0% | 122 |
| | Good | 63 | 50.8% | 61 | 49.2% | 124 |
| | Very good to Excellent | 23 | 28.0% | 59 | 72.0% | 82 |
| Total | | 158 | 49.4% | 1730 | 52.7% | 328 |

Table 3- * % calculated in a row

Relationship between number of close friends and mental health

| | | How many close friends do you have? | | | | |
|--|------------------------|-------------------------------------|-------|---------------------------|-------|-------|
| | | 3 or less close friends | | More than 3 close friends | | Total |
| In general, would you say your mental health is...? | Poor to Fair | 67 | 58.8% | 47 | 41.2% | 114 |
| | Good | 49 | 45.8% | 58 | 54.2% | 107 |
| | Very good to Excellent | 39 | 36.8% | 67 | 63.2% | 106 |
| Total | | 155 | 47.4% | 172 | 52.6% | 327 |

Table 4- * % calculated in a row

Relationship between household composition and sense of social isolation

32. How many people (including you) live in your household?

| | | 1 (live alone) | | 2 or more person | | Total |
|---|-----------|----------------|-------|------------------|-------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 131 | 41.3% | 44 | 13.9% | 175 |
| | No change | 80 | 25.2% | 34 | 10.7% | 114 |
| | Improved | 25 | 7.9% | 3 | 0.9% | 28 |
| | Total | 236 | 74.5% | 81 | 25.5% | 317 |

Table 5-* % calculated in total 317

Relationship between gender and sense of social isolation

29. Which **gender** do you identify with?

| | | Female | | Male | | Total |
|--|-----------|--------|-------|------|-------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 106 | 35.1% | 62 | 20.5% | 168 |
| | No change | 68 | 22.5% | 37 | 12.3% | 105 |
| | Improved | 20 | 6.6% | 9 | 3.0% | 29 |
| | Total | 194 | 64.2% | 108 | 35.8% | 302 |

Table 6-* % calculated in total 302

Relationship between general mental health and sense of social isolation

26. In general, would you say your **mental health** is...?

| | | Poor to fair | | Good to excellent | | Total |
|--|-----------|--------------|--------|-------------------|--------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 42 | 13.17% | 133 | 41.69% | 175 |
| | No change | 66 | 20.69% | 49 | 15.36% | 115 |
| | Improved | 4 | 1.25% | 25 | 7.84% | 29 |
| | Total | 112 | 35.11% | 207 | 64.89% | 319 |

Table 7-* % calculated in total 319

Relationship between general physical health and sense of social isolation

26. In general, would you say your **physical health** is...?

| | | Poor to fair | | Good to excellent | | Total |
|---|-----------|--------------|--------|-------------------|--------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 64 | 20.06% | 112 | 35.11% | 176 |
| | No change | 52 | 16.30% | 63 | 19.75% | 115 |
| | Improved | 7 | 2.19% | 21 | 6.58% | 28 |
| | Total | 123 | 38.56% | 196 | 61.44% | 319 |

Table 8- * % calculated in total 319

Relationship between happiness and sense of social isolation

27. Please rate your happiness these days.

| | | Very unhappy to unhappy | | Neutral to very happy | | Total |
|---|-----------|-------------------------|--------|-----------------------|--------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 12 | 3.92% | 155 | 50.65% | 167 |
| | No change | 36 | 11.76% | 74 | 24.18% | 110 |
| | Improved | 1 | 0.33% | 28 | 9.15% | 29 |
| | Total | 49 | 16.01% | 257 | 83.99% | 306 |

Table 9- * % calculated in total 306

Relationship between age and sense of social isolation

28. What is your **age**?

| | | Other | Senior | Total |
|--|-----------------------|-------|--------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 70 | 104 | 174 |
| | No change to improved | 78 | 64 | 142 |
| | Total | 148 | 168 | 316 |

Table 10- * % calculated in total 316

Relationship between feeling lonely and sense of social isolation

7c. I often feel lonely.

| | | Strongly disagree to disagree | | Neutral | | Agree to strongly agree | | Total |
|--|-----------|-------------------------------|-------|---------|-------|-------------------------|-------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 91 | 29.5% | 59 | 19.2% | 19 | 6.2% | 169 |
| | No change | 36 | 11.7% | 36 | 11.7% | 40 | 13% | 112 |
| | Improved | 20 | 6.5% | 3 | 1.0% | 4 | 1.3% | 27 |
| | Total | 147 | 47.7% | 98 | 31.8% | 63 | 20.5% | 308 |

Table 11- * % calculated in total 308

Relationship between C-19 mental health and sense of social isolation

22f. how has it changed for you? My **mental health (C-19)**

| | | Got worse | | No change | | Improved | | Total |
|--|-----------|-----------|-------|-----------|-------|----------|-------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 136 | 42.6% | 28 | 8.8% | 13 | 4.1% | 177 |
| | No change | 38 | 11.9% | 71 | 22.3% | 5 | 1.6% | 114 |
| | Improved | 8 | 2.5% | 5 | 1.6% | 15 | 4.7% | 28 |
| | Total | 182 | 57.1% | 104 | 32.6% | 33 | 10.3% | 319 |

Table 12- * % calculated in total 319

Relationship between C-19 physical health and sense of social isolation

22g. how has it changed for you? -- My **physical health (C-19)**

| | | Got worse | | No change | | Improved | | Total |
|--|-----------|-----------|-------|-----------|-------|----------|------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 123 | 39.2% | 36 | 11.5% | 14 | 4.5% | 173 |
| | No change | 35 | 11.1% | 71 | 22.6% | 7 | 2.2% | 113 |
| | Improved | 10 | 3.2% | 3 | 1.0% | 15 | 4.8% | 28 |
| | total | 133 | 42.4% | 110 | 35.0% | 29 | 9.2% | 314 |

Table 13-* % calculated in total 314

Relationship between C-19 mental health and relationship with neighbours

22f. how has it changed for you? -- My **mental health (C-19)**

| | | Got worse | | No change | | Improved | | Total |
|---|-----------|-----------|-------|-----------|-------|----------|------|-------|
| 22a. how has it changed for you? My relationships with my neighbours | Got worse | 147 | 47.6% | 57 | 18.4% | 11 | 3.6% | 215 |
| | No change | 15 | 4.9% | 26 | 8.4% | 2 | 0.6% | 43 |
| | Improved | 19 | 6.1% | 14 | 4.5% | 18 | 5.8% | 51 |
| | Total | 166 | 53.7% | 97 | 31.4% | 29 | 9.4% | 309 |

Table 14- * % calculated in total 309

Relationship between sense of social isolation and relationship with neighbours

22c. how has it changed for you? -- **Sense of social Isolation**

| | | Got worse | | No change | | Improved | | Total |
|---|-----------|-----------|-------|-----------|-------|----------|------|-------|
| 22a. how has it changed for you? My relationships with my neighbours | Got worse | 139 | 45.1% | 63 | 20.5% | 10 | 3.2% | 212 |
| | No change | 9 | 2.9% | 34 | 11.0% | 2 | 0.6% | 45 |
| | Improved | 24 | 7.8% | 9 | 2.9% | 18 | 5.8% | 51 |
| | Total | 163 | 52.9% | 106 | 34.4% | 28 | 9.1% | 308 |

Table 15- *% calculated in total 308

Relationship between access to indoor amenity and relationship with neighbours

23a. how has your access changed: **Indoor amenity space**

| | | Got worse | | No change | | Improved | | Total |
|---|-----------|-----------|-------|-----------|-------|----------|------|-------|
| 22a. how has it changed for you? My relationships with my neighbours | Got worse | 103 | 42.4% | 58 | 23.9% | 7 | 2.9% | 168 |
| | No change | 12 | 4.9% | 21 | 8.6% | 0 | 0.0% | 33 |
| | Improved | 24 | 9.9% | 9 | 3.7% | 9 | 3.7% | 42 |
| | Total | 127 | 52.3% | 88 | 36.2% | 16 | 6.6% | 243 |

Table 16- *% calculated in total 243

Relationship between access to health clinic and mental health

23j. how has your access changed: Health clinic

| | | Got worse | | No change | | Improved | | Total |
|---|-----------|-----------|-------|-----------|-------|----------|------|-------|
| 22f. how has it changed for you? My mental health (C-19) | Got worse | 103 | 34.0% | 57 | 18.8% | 10 | 3.3% | 170 |
| | No change | 38 | 12.5% | 54 | 17.8% | 7 | 2.3% | 99 |
| | Improved | 19 | 6.3% | 9 | 3.0% | 9 | 3.0% | 34 |
| | Total | 122 | 40.3% | 26 | 8.6% | 19 | 6.3% | 303 |

Table 17- *% calculated in total 303

Relationship between access to health clinic and C-19 physical health

23j. how has your access changed: **Health clinic**

| | | Got worse | | No change | | Improved | | Total |
|---|-----------|-----------|-------|-----------|-------|----------|------|-------|
| 22g. how has it changed for you? My physical health (C-19) | Got worse | 97 | 32.2% | 53 | 17.6% | 6 | 2.0% | 156 |
| | No change | 40 | 13.3% | 60 | 19.9% | 9 | 3.0% | 109 |
| | Improved | 19 | 6.3% | 7 | 2.3% | 10 | 3.3% | 36 |
| | Total | 116 | 38.5% | 120 | 39.9% | 16 | 5.3% | 301 |

Table 18- * % calculated in total 301

Relationship between access to parks and plazas and sense of social isolation

23d. how has your access: **Parks and plazas**

| | | Got worse | | No change | | Improved | | Total |
|---|-----------|-----------|-------|-----------|-------|----------|-------|-------|
| 22c. how has it changed for you? Sense of social Isolation | Got worse | 133 | 64.9% | 18 | 8.8% | 9 | 4.4% | 160 |
| | No change | 64 | 31.2% | 18 | 8.8% | 13 | 6.3% | 95 |
| | Improved | 11 | 5.4% | 3 | 1.5% | 13 | 6.3% | 27 |
| | Total | 144 | 70.2% | 39 | 19.0% | 22 | 10.7% | 205 |

Table 19- Among outdoor amenity space, community centers, shopping centers, and churches, parks and plazas, had the key correlation with worsen social isolation. (but all were correlated: 1- park and plaza 2- outdoor 3- shopping center 4- community center 5- church and worship) ** % calculated in total 205

Relationship between housing stability and willingness to know neighbours better

2a. Would you like to get to know your neighbours better?

| | | No | | Yes | | Total |
|---|-----------------------------|----|-------|-----|-------|-------|
| 12. How stable do you feel your current housing situation is? | Unstable | 8 | 2.8% | 12 | 4.2% | 20 |
| | Nor stable neither unstable | 18 | 6.4% | 22 | 7.8% | 40 |
| | Stable | 65 | 23.0% | 158 | 55.8% | 223 |
| | Total | 91 | 32.2% | 192 | 67.8% | 283 |

Table 20- % Calculated in a total 283

Relationship between housing stability and frequency of conversations

3a. Frequency of conversations with your neighbours?

| | | Never to 2-3 times per month | | A few times per week to everyday | | Total |
|--|-----------------------------|------------------------------|-------|----------------------------------|-------|-------|
| 12. How stable do you feel your current housing situation is? | Unstable | 4 | 1.2% | 18 | 5.4% | 22 |
| | Nor stable neither unstable | 17 | 5.1% | 31 | 9.3% | 48 |
| | Stable | 86 | 25.9% | 176 | 53.0% | 262 |
| | Total | 90 | 27.1% | 225 | 67.8% | 332 |

Table 21- * % calculated in total 332

Relationship between knowing neighbours and willing to know them better

2a. Would you like to get to know your neighbours better?

| | | No | | Yes | | Total |
|------------------------------------|---------------|-----|-------|-----|-------|-------|
| 1. Would you say that you know...? | None to a few | 79 | 24.5% | 170 | 52.8% | 249 |
| | Many to most | 30 | 9.3% | 43 | 13.4% | 73 |
| | Total | 109 | 33.9% | 213 | 66.1% | 322 |

Table 22- *% calculated in total 322, most of the respondents want to know their neighbours better but among those that already know none to few of their neighbours were more willing.

Relationship between knowing neighbours and primary mode of transport (walking)

20e. primary modes of transportation? **Walking**

| | | Walking | |
|------------------------------------|-------------------------------------|---------|--------|
| 1. Would you say that you know...? | None | 33 | 14.8% |
| | A few of the people in the building | 132 | 59.2% |
| | Many of the people in the building | 41 | 18.4% |
| | Most of the people in the building | 17 | 7.6% |
| | Total | 223 | 100.0% |

Table 23- Not important most of them know a few (the majority), * % calculated in total 223

Relationship between knowing neighbours and public transit as the primary mode

20e. primary modes of transportation? **Public transit** (bus, Skytrain, etc)

| | | Public transit | |
|------------------------------------|-------------------------------------|----------------|--------|
| 1. Would you say that you know...? | None | 40 | 16.7% |
| | A few of the people in the building | 139 | 57.9% |
| | Many of the people in the building | 38 | 15.8% |
| | Most of the people in the building | 23 | 9.6% |
| | Total | 240 | 100.0% |

Table 24- Not important- most of them know a few (the majority) *know more people compared to the Walking group? * % calculated in total 240

Relationship between knowing neighbours and often feeling lonely

7c. agree or disagree with statements. -- I often feel lonely.

| | | Disagree to strongly disagree | | Neutral | | Agree to strongly agree | | Total |
|------------------------------------|---|-------------------------------|-------|---------|-------|-------------------------|-------|-------|
| 1. Would you say that you know...? | None of the people in my building | 15 | 38.5% | 22 | 36.1% | 24 | 61.5% | 61 |
| | A few of the people in my building | 93 | 45.8% | 71 | 35.0% | 39 | 19.2% | 203 |
| | Many to most of the people in my building | 57 | 68.7% | 17 | 20.5% | 9 | 10.8% | 83 |
| | Total | 165 | 47.6% | 110 | 31.7% | 72 | 20.7% | 347 |

Table 25- *% calculated in a row

Relationship between walking as a primary mode of transport and tenant relations

7a. agree or disagree with statements. -- The tenants here take care of one another.

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|--|---------|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 20e. primary modes of transportation? Walking | Walking | 28 | 12.9% | 112 | 51.6% | 77 | 35.5% | 217 |

Table 26- * % calculated in total 217

Relationship between walking as a primary mode of transport and well-being

7b. agree or disagree with statements. -- I have close relationships that provide me with a sense of well-being.

| | | Strongly disagree to disagree | | Neutral | | Strongly agree to agree | | Total |
|--|---------|-------------------------------|-------|---------|-------|-------------------------|-------|-------|
| 20e. primary modes of transportation? Walking | Walking | 49 | 23.0% | 77 | 36.1% | 87 | 40.9% | 213 |

Table 27- * % calculated in total 213

Relationship between walking as a primary mode of transport and loneliness

7c. agree or disagree with statements. -- I often feel lonely

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|--|---------|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 20e. primary modes of transportation? Walking | Walking | 98 | 46.2% | 67 | 31.6% | 47 | 22.2% | 212 |

Table 28- * % calculated in total 212

Relationship between walking and sense of belonging

7d. agree or disagree with statements. -- I feel **welcome** in my building and feel like I **belong** here.

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|--|---------|-------------------------------|----|-----------|-------|-------------------------|-------|-------|
| 20e. primary modes of transportation? Walking | Walking | 11 | 5% | 69 | 31.2% | 141 | 63.8% | 221 |

Table 29- Similar result for public transit ** Neither agree nor disagree * % calculated in total 221

Relationship between mental health and tenant relations

7a. agree or disagree with statements. -- The tenants here take care of one another.

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|---|-------------------|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 26. In general, would you say your mental health is...? | Poor to fair | 16 | 13.8% | 71 | 61.2% | 29 | 25% | 116 |
| | Good to excellent | 23 | 10.7% | 106 | 49.3% | 86 | 40.0% | 215 |

Table 30- *% calculate in a row ** Neither agree nor disagree

Relationship between mental health and sense of well-being

7b. agree or disagree with statements. -- I have close relationships that provide me with a sense of well-being.

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|---|-------------------|-------------------------------|--------|-----------|--------|-------------------------|--------|-------|
| 26. In general, would you say your mental health is...? | Poor to fair | 35 | 30.70% | 40 | 35.09% | 39 | 34.21% | 114 |
| | Good to excellent | 32 | 15.24% | 78 | 37.14% | 100 | 47.62% | 210 |

Table 31- *% calculate in a row ** Neither agree nor disagree

Relationship between mental health and loneliness

7c. agree or disagree with statements. -- I often feel lonely (left out, isolated, lacking companionship)

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|---|-------------------|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 26. In general, would you say your mental health is...? | Poor to fair | 33 | 28.9% | 41 | 36.0% | 40 | 35.1% | 114 |
| | Good to excellent | 122 | 58.4% | 61 | 29.2% | 26 | 12.4% | 209 |

Table 32- *% calculate in a row - for those who have poor to fair mental health, 35% agree with often feeling lonely. And among those who have good to excellent mental health, 58.4% disagree with often feeling lonely. ** Neither agree nor disagree

Relationship between mental health and sense of belonging

7d. agree or disagree with statements. -- I feel **welcome** in my building and feel like I **belong** here.

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|--|-------------------|-------------------------------|------|-----------|-------|-------------------------|-------|-------|
| 26. In general, would you say your mental health is...? | Poor to fair | 8 | 6.9% | 50 | 43.1% | 58 | 50.0% | 116 |
| | Good to excellent | 11 | 5.0% | 59 | 27.1% | 148 | 67.9% | 218 |

Table 33- *% calculate in a row - all group agree they feel welcome in the building and feel they belong there. No key association between mental health and belonging. ** Neither agree nor disagree

Relationship between past municipality and tenant relations

7a. agree or disagree with statements. --The **tenants** here **take care** of one another.

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|--|-----|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 39. Did you live in this municipality | No | 12 | 9.2% | 73 | 56.2% | 45 | 34.6% | 130 |
| | Yes | 27 | 13.8% | 99 | 50.8% | 69 | 35.4% | 195 |

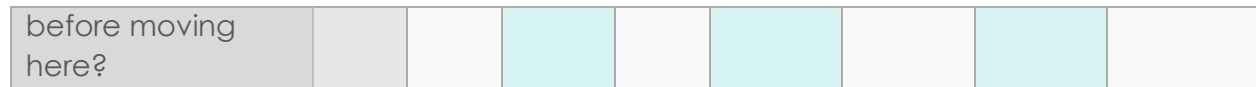


Table 34- *% calculate in a row. Most of the people who did or did not live in the same municipality before, were agree with the statement. (No key correlation) ** Neither agree nor disagree

Relationship between past municipality and sense of well-being

7b. agree or disagree with statements. -- I have **close relationships** that provide me with a **sense of well-being**.

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|--|-----|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 39. Did you live in this municipality before moving here? | No | 28 | 21.9% | 50 | 39.0% | 50 | 39.1% | 128 |
| | Yes | 38 | 19.9% | 66 | 34.5% | 87 | 45.6% | 191 |
| | | | | | | | | 319 |

Table 35- *% calculate in a row, among those who lived in the same municipality before, 45.55% of them feel they have close relationships that provide them with a sense of well-being. ** Neither agree nor disagree

And among those who were not living in the same municipality before, around 22% felt they do not have close relations that provides them a sense of well-being.

Relationship between past municipality and loneliness

7c. agree or disagree with statements. -- **I often feel lonely** (left out, isolated, lacking companionship).

| | | Strongly disagree to disagree | | Neutral** | | Strongly agree to agree | | Total |
|--|-----|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 39. Did you live in this municipality before moving here? | No | 49 | 38.0% | 49 | 37.9% | 31 | 24.1% | 129 |
| | Yes | 104 | 55.4% | 48 | 25.5% | 36 | 19.2% | 188 |

Table 36- *% calculate in a row, feeling lonely not correlated with past municipality or its small (only 10 percent difference in disagreeing) ** Neither agree nor disagree

Relationship between immigration status and tenant relations

7a. agree or disagree with statements. -- The tenants here take care of one another.

| | | Disagree to strongly disagree | | Neutral** | | Agree to strongly agree | | Total |
|-------------------------------------|--|-------------------------------|-------|-----------|-------|-------------------------|-------|-------|
| 37. Are you an immigrant to Canada? | Born in Canada/immigrated 10 or more years ago | 36 | 10.8% | 161 | 48.5% | 110 | 33.1% | 307 |
| | Refugee/immigrated less than 10 years ago | 5 | 1.5% | 14 | 4.2% | 6 | 1.8% | 25 |
| | Total | 41 | 12.3% | 175 | 52.7% | 116 | 34.9% | 332 |

Table 37- *% in total 332 ** Neither agree nor disagree

Relationship between immigration status and sense of belonging

7d. agree or disagree with statements. -- I feel **welcome** in my building and feel like I **belong** here.

| | | Disagree to strongly disagree | | Neutral** | | Agree to strongly agree | | Total |
|-------------------------------------|---|-------------------------------|------|-----------|-------|-------------------------|-------|-------|
| 37. Are you an immigrant to Canada? | Born in Canada/immigrated 10+ years ago | 20 | 5.1% | 96 | 24.4% | 195 | 49.5% | 311 |
| | Refugee/immigrated less than 10 years ago | 1 | 0.3% | 12 | 3.0% | 11 | 2.8% | 24 |
| | Total | 21 | 5.3% | 108 | 27.4% | 206 | 52.3% | 335 |

Table 38- *% in total 335, Somehow strong correlation between immigration status more than 10 years or Canadian and agree with sense of belonging to the building. ** Neither agree nor disagree

Relationship between mental health and ease of making friends

4. How **easy** is it to **make friends** here?

| | | I am too new here to say | | Making friends here is difficult | | Making friends here is not too hard | | Making friends here is easy | | Total |
|---|-------------------------|--------------------------|-------|----------------------------------|-------|-------------------------------------|-------|-----------------------------|-------|-------|
| 26. In general, would you say your mental health is...? | Poor to fair | 13 | 13.7% | 51 | 53.7% | 24 | 25.3% | 7 | 7.4% | 95 |
| | Good | 12 | 12.6% | 23 | 24.2% | 48 | 50.5% | 12 | 12.6% | 95 |
| | Very good and excellent | 10 | 10.6% | 20 | 21.3% | 36 | 38.3% | 28 | 29.8% | 94 |
| | Total | 35 | 12.3% | 94 | 33.1% | 108 | 38.0% | 47 | 16.5% | 284 |

Table 39- *% calculated in a row

Relationship between past municipality and ease of making friends

4. How **easy** is it to **make friends** here?

| | | I am too new here to say | | Making friends here is difficult | | Making friends here is not too hard | | Making friends here is easy | | Total |
|--|-----|--------------------------|-------|----------------------------------|-------|-------------------------------------|-------|-----------------------------|-------|-------|
| 39. Did you live in this municipality before moving here? | No | 17 | 14.8% | 47 | 40.9% | 37 | 32.2% | 14 | 12.2% | 115 |
| | Yes | 14 | 8.5% | 47 | 28.7% | 71 | 43.3% | 32 | 19.5% | 164 |
| | | | | | | | | | | 279 |

Table 40- *% calculated in a row

Relationship between frequency of conversations with neighbours and loneliness

3a. Frequency of conversations with your neighbours?

| | | Never to 2-3 times per month | | A few times per week to everyday | | Total |
|--|-------------------------------|------------------------------|-------|----------------------------------|-------|-------|
| 7c. agree or disagree with statements. I often feel lonely | Strongly disagree to disagree | 43 | 12.5% | 123 | 35.9% | 44 |
| | Neutral | 38 | 11.1% | 66 | 19.2% | 104 |
| | Strongly agree to agree | 32 | 9.3% | 41 | 12.0% | 56 |
| | Total | 113 | 32.9% | 230 | 67.1% | 343 |

Table 41- *% in total 343