

Public opinions with respect to property standards

Executive Summary

By-law & Regulatory Services commissioned an external consultant to poll residents with the goal of better understanding residents' concerns with respect to satisfaction with property standards among home owners and tenants, as well as the issue of light pollution. Responses were analyzed from city-wide, urban, sub-urban and rural perspectives.

Respondents who stated they live in "rural" parts of the City are more likely to feel that they are disturbed by light pollution from neighbours (27%, compared to 12% among urban respondents and 10% among sub-urban respondents).

Specific questions were asked to renters and condo residents. Only about 1 in 10 believe their property is not well maintained and a similar proportion believe that necessary repairs are not done on time.

Among the 23% of respondents who rent (at an average of \$1,030/month), more than three in five (71%) agree that their landlord keeps the property well maintained and 69% believe that the landlord makes necessary repairs on time.

Among the 10% of condo dwellers (who pay average condo fees of \$629/month), nearly three quarters (73%) agree that their condo maintenance supervisor keeps the property well maintained and 74% believe that their condo maintenance supervisor makes the necessary repairs on time.

Methodology

- Data was collected from random telephone surveys conducted between April 10 and April 13, 2017.
- A total of 800 residents completed the survey. The margin of error for this sample size is $\pm 3.4\%$, 19 times out of 20. Responses based on subgroups within this survey will have a higher margin of error.
- All respondents were over the age of 18.
- Respondents had the option of participating in English or French.
- The average survey length (for all issues) was 10 minutes and 20 seconds.
- The data has been weighted to replicate actual population distributions according to the 2016 census.

- For this study, quotas by area were established to generate sufficient data regionally for robust analysis – as such 200 interviews were completed in each of the following zones: Ottawa East, Ottawa West, Ottawa Centre and Ottawa South.

Types of Neighbourhood Issues (City-wide)

Residents were asked how they felt about different property standards issues.

Neighbourhood is kept tidy and well maintained

- Agree 63%
- Somewhat Agree 26%
- Disagree 11%

Graffiti, if any, is promptly removed

- Agree 59%
- Somewhat Agree 19%
- Disagree 11%

Snow is removed from walkways and roofs as required

- Agree 46%
- Somewhat Agree 32%
- Disagree 21%

Light pollution from neighbours is a problem

- Agree 12%
- Somewhat Agree 14%
- Disagree 73%

Satisfied with how neighbours maintain their fences

- Agree 62%
- Somewhat Agree 23%
- Disagree 10%

Types of Neighbourhood Issues (Urban)

Residents were asked how they felt about different property standards issues.

Neighbourhood is kept tidy and well maintained

- Agree 60%
- Somewhat Agree 27%
- Disagree 16%

Graffiti, if any, is promptly removed

- Agree 58%
- Somewhat Agree 23%
- Disagree 19%

Snow is removed from walkways and roofs as required

- Agree 45%
- Somewhat Agree 34%
- Disagree 20%

Light pollution from neighbours is a problem

- Agree 12%
- Somewhat Agree 16%
- Disagree 71%

Satisfied with how neighbours maintain their fences

- Agree 60%
- Somewhat Agree 24%
- Disagree 16%

Types of Neighbourhood Issues (Suburban)

Residents were asked how they felt about different property standards issues.

Neighbourhood is kept tidy and well maintained

- Agree 66%
- Somewhat Agree 24%
- Disagree 9%

Graffiti, if any, is promptly removed

- Agree 60%
- Somewhat Agree 17%
- Disagree 23%

Snow is removed from walkways and roofs as required

- Agree 45%
- Somewhat Agree 30%
- Disagree 23%

Light pollution from neighbours is a problem

- Agree 10%
- Somewhat Agree 11%
- Disagree 77%

Satisfied with how neighbours maintain their fences

- Agree 62%
- Somewhat Agree 23%
- Disagree 15%

Types of Neighbourhood Issues (Rural)

Residents were asked how they felt about different property standards issues.

Neighbourhood is kept tidy and well maintained

- Agree 58%
- Somewhat Agree 32%
- Disagree 10%

Graffiti, if any, is promptly removed

- Agree 60%
- Somewhat Agree 13%
- Disagree 15%

Snow is removed from walkways and roofs as required

- Agree 48%
- Somewhat Agree 25%
- Disagree 22%

Light pollution from neighbours is a problem

- Agree 27%
- Somewhat Agree 16%
- Disagree 56%

Satisfied with how neighbours maintain their fences

- Agree 70%
- Somewhat Agree 26%
- Disagree 4%

Analysis

While the online public consultation tool is very effective for collecting resident feedback, the results are not statistically valid when it comes to understanding trends across the broader population. This public opinion research helps the City to understand, in a broad sense, a variety of resident opinions and experiences with property standards issues.

More than three in five respondents agree (63% provided an agreement score of 8 to 10 on a 10-point scale) that their neighbourhood is kept tidy and well maintained, 59% agree that graffiti is removed promptly, 46% agree that snow is removed from walkways and roofs as required, and 62% are satisfied with how their neighbours maintain their fences.

The majority of residents agree (rated at least an 8 on a 10-point scale) that their neighbourhood is tidy and well maintained and that they are satisfied with how their neighbours maintain their fences and that graffiti, if any, is promptly removed.

Agreement decreases to 46% in terms of snow being removed from walkways and roofs as required. It is possible that residents were most likely to note snow removal given the timing of the survey.

Only a few would say that light pollution from neighbours is a problem. In fact, nearly three-quarters of respondents (73%) disagree that light pollution from neighbours is a problem.

Agreement on a few of these dimensions is much lower in Ottawa Centre compared to other parts of the City. For instance, residents in this part of the City are less likely to agree that their neighbourhood is tidy and well maintained (52%), and that graffiti is promptly removed (45%).