

## Union Resident Survey 2009

**Response rate:** 56.3% (49 of 87)

### Summary of Key Findings:

- The majority of the residents are pleased with the services offered in the Union.
- Building residents noted some concerns with the way mail is sorted for the offices around the building.
- Resident meetings are not frequent enough.

### Actions Taken:

- Changes were made in the way mail is sorted.
- The number of resident meetings was increased.
- Other suggestions for tweaks were considered and acted on as applicable