

**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

**TABLE OF CONTENTS**

Survey Introduction .....	1
Workspace .....	2
Satisfactory Service .....	4
Service Availability .....	14
Building Services .....	17

FOR INFORMATION ONLY

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**Section: Survey Introduction (SI)**

**SI\_I01 We are doing a survey of Federal Government employees in buildings under the responsibility of Public Works and Government Services Canada (PWGSC) concerning the quality of services.**

**This information will help PWGSC to better understand your needs and use the information to improve the services in your building. Your opinion is very important. Your answers will be kept confidential under the Statistics Act and will be used only for statistical purposes.**

**While participation is voluntary, your assistance is essential if the results of the survey are to be accurate.**

**MON\_R01 Before we begin, I would like to let you know that this call may be monitored for survey quality control.**

**SI\_Q04 How many people are using (telephone number) (extension number)?**

\_\_\_\_(3 spaces) [Min: 1 Max: 995]

Note: (Telephone number) and (extension number) come from Database. If (extension number) is blank then show (telephone number) only.

**SI\_Q05 Is the name of your building (building name)?**

1 **Yes**

2 **No** ..... (Go to SI\_Q05S)

DK, RF ..... (Go to SI\_Q06)

Default: (Go to SI\_Q06)

Note: (Building name) comes from Database. Display only first 80 alpha-numeric characters. If blank then go to SI\_Q05S.

**SI\_Q05S What is the name of your building?**

\_\_\_\_(80 spaces)

**SI\_Q06 Is the address of your building (building address)?**

1 **Yes**

2 **No** ..... (Go to SI\_N06)

DK, RF ..... (Go to SI\_Q07)

Default: (Go to SI\_Q07)

Note: (Building address) comes from database. Display only 5 characters for civic number, 50 characters for street name, 30 characters for city name and 2 characters for province.

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SI\_N06**      **What is the building's address?**

INTERVIEWER: Enter address

**SI\_Q07**      **Is the name of your department (department name)?**

- 1      **Yes**
  - 2      **No** .....(Go to SI\_Q07A)
- DK, RF

Default:      (Go to WS\_Q01)

Note:      (Department name) comes from Database. Display only first 80 alpha-numeric characters. If blank then go to SI\_Q07S.

**SI\_Q07A**      **What is the name of your department?**

\_\_\_\_(4 spaces)

**SI\_Q07S**      **(What is the name of your department?)**

\_\_\_\_(80 spaces)

**Section:**      **Workspace (WS)**

**SEX\_Q01**      INTERVIEWER: Enter gender.

- 1      **Male**
  - 2      **Female**
- DK, RF

**WS\_Q01**      **Which of the following best describes your workspace?**

INTERVIEWER: Read categories to respondent.

- 01      **A single office in open concept (cubicle)**
  - 02      **A shared office in open concept (shared cubicle)**
  - 03      **A closed office, not shared**
  - 04      **A closed office, shared**
  - 05      **A warehouse**
  - 06      **A laboratory**
  - 07      **Other - Specify** ..... (Go to WS\_Q01S)
- DK, RF

Default:      (Go to WS\_Q02)

**WS\_Q01S**      **(How do you best describe your workspace?)**

\_\_\_\_(80 spaces)

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**WS\_Q02**      **How many years have you worked in this building?**

- 1      **Less than 1 year**
  - 2      **1 to 2 years**
  - 3      **3 to 5 years**
  - 4      **More than 5 years**
- DK, RF

**WS\_Q03**      **How long have you been in your current office?**

- 1      **Less than 1 year**
  - 2      **1 to 2 years**
  - 3      **3 to 5 years**
  - 4      **More than 5 years**
- DK, RF

**WS\_E03**      The answer in WS\_Q03 should be less than or equal to the answer in WS\_Q02. If not, pop up hard edit with the following text: "Time spent in your current office is more than number of years working in the building, this is incorrect. Please correct value."

**WS\_Q04**      **Would you like to see any improvements made to your physical work environment and related services in your building?**

- 1      **Yes** .....(Go to WS\_Q05)
  - 2      **No** .....(Go to SS\_I01)
- DK, RF

FOR INFORMATION ONLY

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**WS\_Q05**      **Which ones?**

INTERVIEWER: Mark all that apply.

- 01      **Air quality**
- 02      **Temperature**
- 03      **Office - Size/Layout**
- 04      **Interior Finishes**
- 05      **Cleaning and Repairs - Office Areas**
- 06      **Cleaning and Repairs - Washrooms**
- 07      **Cleaning and Repairs - Common Use Areas**
- 08      **Cleaning and Repairs - Carpets**
- 09      **Lighting - Natural**
- 10      **Lighting - Artificial**
- 11      **Privacy/Noise**
- 12      **Elevators/Escalators**
- 13      **Furniture/Ergonomics**
- 14      **Drinking Water**
- 15      **Food Services**
- 16      **Building System Noise**
- 17      **Parking**
- 18      **Fitness Facilities/Bike Racks**
- 19      **Smoking Area/Smoke Free Area**
- 20      **Recycling/Garbage**
- 21      **Other - Specify** ..... (Go to WS\_Q05S)  
DK, RF

Default:      (Go to SS\_I01)

**WS\_Q05S**      **(Which improvements would you like to see made to your physical work environment and related services in your building?)**

\_\_\_\_(80 spaces)

**Section:**      **Satisfactory Service (SS)**

**SS\_I01**      **In the following section, you will be asked to rate specific services in terms of their importance to you personally and your level of satisfaction regarding these services. If some services do not apply to you, please answer 'Service does not apply to me'.**

**SS\_Q01**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of natural lighting (for you)?

- 01      **1**
- 02      **2**
- 03      **3**
- 04      **4**
- 05      **5**
- 66      **Does not apply to me** ..... (Go to SS\_Q03)  
DK, RF

**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

**SS\_Q02**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the natural lighting?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q03**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of task lighting?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q05)  
DK, RF

**SS\_Q04**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the task lighting?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q05**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of overhead lighting?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q07)  
DK, RF

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SS\_Q06**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the overhead lighting?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q07**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of temperature (too hot or too cold)?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q09)  
DK, RF

**SS\_Q08**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the temperature (too hot or too cold)?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q09**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of air quality?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q11)  
DK, RF

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SS\_Q10**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the air quality?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q11**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of parking availability?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q13)  
DK, RF

**SS\_Q12**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the parking availability?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q13**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of outside lighting?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q15)  
DK, RF



**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SS\_Q14**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the outside lighting?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q15**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of building security services (after hours access and security guards)?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** .....(Go to SS\_Q17)  
DK, RF

**SS\_Q16**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the building security services (after hours access and security guards)?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q17**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of snow removal?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** .....(Go to SS\_Q19)  
DK, RF

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SS\_Q18**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the snow removal?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q19**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of office cleaning services?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q21)  
DK, RF

**SS\_Q20**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the office cleaning services?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q21**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of washroom cleaning services?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q23)  
DK, RF

**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

**SS\_Q22**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the washroom cleaning services?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q23**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of cleaning services for hallways, elevators and common areas?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q25)  
DK, RF

**SS\_Q24**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the cleaning services for hallways, elevators and common areas?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q25**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of reliability of elevators?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q27)  
DK, RF

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SS\_Q26**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the reliability of elevators?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q27**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of accessibility of building for people with disabilities?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q29)  
DK, RF

**SS\_Q28**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with accessibility of building for people with disabilities?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q29**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of building system noise levels?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q33)  
DK, RF

**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

**SS\_Q30**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the building system noise levels?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q33**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of the food services?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q35)  
DK, RF

**SS\_Q34**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... your level of satisfaction with the food services?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**SS\_Q35**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

... the importance of privacy?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** ..... (Go to SS\_Q37)  
DK, RF

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SS\_Q36**      On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the privacy?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            Does not apply to me  
                 DK, RF

**SS\_Q37**      On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of drinking water?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            Does not apply to me ..... (Go to SS\_Q39)  
                 DK, RF

**SS\_Q38**      On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the drinking water?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            Does not apply to me  
                 DK, RF

**SS\_Q39**      On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of shower facilities?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            Does not apply to me ..... (Go to SA\_I01)  
                 DK, RF

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SS\_Q40**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

    ... your level of satisfaction with the shower facilities?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
                 DK, RF

**Section:**      **Service Availability (SA)**

**SA\_I01**      **Using the same scales, we would like to know the importance of having specific services available in your building or in the surrounding areas and your level of satisfaction regarding their availability.**

**SA\_Q01**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

    ... the importance of access to public transportation?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me** .....(Go to SA\_Q03)  
                 DK, RF

**SA\_Q02**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

    ... your level of satisfaction with the access to public transportation?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
                 DK, RF

**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

**SA\_Q03**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... the importance of access to daycare?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me** ..... (Go to SA\_Q05)  
                 DK, RF

**SA\_Q04**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... your level of satisfaction with the access to daycare?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me**  
                 DK, RF

**SA\_Q05**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... the importance of access to fitness facilities?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me** ..... (Go to SA\_Q07)  
                 DK, RF

**SA\_Q06**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... your level of satisfaction with the access to fitness facilities?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me**  
                 DK, RF



**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**SA\_Q07**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... the importance of access to shopping areas?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me** ..... (Go to SA\_Q09)  
                 DK, RF

**SA\_Q08**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... your level of satisfaction with the access to shopping areas?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me**  
                 DK, RF

**SA\_Q09**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... the importance of access to bank machines?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me** ..... (Go to SA\_Q11)  
                 DK, RF

**SA\_Q10**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... your level of satisfaction with the access to bank machines?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me**  
                 DK, RF

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

**SA\_Q11**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... the importance of access to bike racks?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me** ..... (Go to BSER\_STR)  
                 DK, RF

**SA\_Q12**      **On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:**

**... your level of satisfaction with the access to bike racks?**

01            **1**  
02            **2**  
03            **3**  
04            **4**  
05            **5**  
66            **Does not apply to me**  
                 DK, RF

**Section:**      **Building Services (BS)**

**BSER\_STR**      CHECK

Note:            If WS\_Q02=1 or WS\_Q02=DK or WS\_Q02=RF then go to BSER\_Q05. Else go to BSER\_Q01.

**BSER\_Q01**      **Compared to 1 year ago, are there any services which have improved?**

1              **Yes**  
2              **No** ..... (Go to BSER\_Q03)  
                 DK, RF ..... (Go to BSER\_Q03)

**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

**BSER\_Q02 Which ones?**

INTERVIEWER: Mark all that apply.

- 01 **Air quality**
- 02 **Temperature**
- 03 **Office - Size/Layout**
- 04 **Interior Finishes**
- 05 **Cleaning and Repairs - Office Areas**
- 06 **Cleaning and Repairs - Washrooms**
- 07 **Cleaning and Repairs - Common Use Areas**
- 08 **Cleaning and Repairs - Carpets**
- 09 **Lighting - Natural**
- 10 **Lighting - Artificial**
- 11 **Privacy/Noise**
- 12 **Elevators/Escalators**
- 13 **Furniture/Ergonomics**
- 14 **Drinking Water**
- 15 **Food Services**
- 16 **Building System Noise**
- 17 **Parking**
- 18 **Fitness Facilities/Bike Racks**
- 19 **Smoking Area/Smoke Free Area**
- 20 **Recycling/Garbage**
- 21 **Other - Specify** ..... (Go to WS\_Q05S)  
DK, RF

Default: (Go to BSER\_Q03)

**BSERQ02S (Are there any other services which have improved?)**

\_\_\_\_(80 spaces)

**BSER\_Q03 Compared to 1 year ago, are there any services which have deteriorated?**

- 1 **Yes**
- 2 **No** .....(Go to BSER\_Q05)  
DK, RF .....(Go to BSER\_Q05)

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**BSER\_Q04 Which ones?**

INTERVIEWER: Mark all that apply.

- 01 **Air quality**
- 02 **Temperature**
- 03 **Office - Size/Layout**
- 04 **Interior Finishes**
- 05 **Cleaning and Repairs - Office Areas**
- 06 **Cleaning and Repairs - Washrooms**
- 07 **Cleaning and Repairs - Common Use Areas**
- 08 **Cleaning and Repairs - Carpets**
- 09 **Lighting - Natural**
- 10 **Lighting - Artificial**
- 11 **Privacy/Noise**
- 12 **Elevators/Escalators**
- 13 **Furniture/Ergonomics**
- 14 **Drinking Water**
- 15 **Food Services**
- 16 **Building System Noise**
- 17 **Parking**
- 18 **Fitness Facilities/Bike Racks**
- 19 **Smoking Area/Smoke Free Area**
- 20 **Recycling/Garbage**
- 21 **Other - Specify** ..... (Go to WS\_Q05S)  
DK, RF

Default: (Go to BSER\_Q05)

**BSERQ04S (Are there any other services which have deteriorated?)**

\_\_\_\_(80 spaces)

**BSER\_Q05 Overall, how satisfied are you with the services in your building?**

INTERVIEWER: Read categories to respondent.

- 1 **Very satisfied**
  - 2 **Somewhat satisfied**
  - 3 **Somewhat dissatisfied**
  - 4 **Very dissatisfied**
- DK, RF

**BSER\_Q06 To whom would you report problems or concerns in your building?**

INTERVIEWER: Read categories to respondent.

- 1 **Administration area** .....(Go to BSER\_Q10)
- 2 **Departmental contact or supervisor** .....(Go to BSER\_Q10)
- 3 **1-800 number - PWGSC National Service Call Centre**
- 4 **PWGSC Property Manager**
- 5 **Other - Specify** ..... (Go to BSER\_Q06S)  
DK, RF .....(Go to BSER\_Q10)

Default: (Go to BSER\_Q07)

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**BSERQ06S (To whom would you report problems or concerns in your building?)**

\_\_\_\_(80 spaces)

**BSER\_Q07 Have you ever reported a problem or concern to one of these people?**

- 1 **Yes**
- 2 **No** .....(Go to BSER\_Q10)
- DK, RF .....(Go to BSER\_Q10)

**BSER\_Q08 How often were the problems or concerns resolved or answered to your satisfaction?**

INTERVIEWER: Read categories to respondent.

- 1 **Always** .....(Go to BSER\_Q10)
- 2 **Sometimes**
- 3 **Never**
- DK, RF .....(Go to BSER\_Q10)

**BSER\_Q09 Why were you not completely satisfied with the response?**

INTERVIEWER: Mark all that apply.

- 01 **Slow response to concern/complaints**
- 02 **Rude/unpleasant staff**
- 03 **Poor/bad service**
- 04 **Problem still exists**
- 05 **Nobody came to solve the problem**
- 06 **Poor communication**
- 07 **Other - Specify** ..... (Go to BSER\_Q09S)
- DK, RF

Default: (Go to BSER\_Q10)

**BSERQ09S (Why were you not completely satisfied with the response?)**

\_\_\_\_(80 spaces)

**BSER\_Q10 Did you ever have a problem that you did not report?**

- 1 **Yes**
- 2 **No** .....(Go to BSER\_Q12)
- DK, RF .....(Go to BSER\_Q12)

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**BSER\_Q11 Why did you not report this issue to anyone?**

INTERVIEWER: Mark all that apply.

- 01 **Thought someone else would report**
- 02 **Don't know who to report to**
- 03 **Thought nothing would be done anyway**
- 04 **Wasn't important to me**
- 05 **Embarrassed**
- 06 **Rude/unpleasant staff**
- 07 **Worried about the repercussions**
- 08 **Other - Specify** ..... (Go to BSER\_Q11S)  
DK, RF

Default: (Go to BSER\_Q12)

**BSERQ11S (Why did you not report this issue to anyone?)**

\_\_\_\_(80 spaces)

**BSER\_Q12 Do you deliver Real Property services to employees of your department?**

INTERVIEWER: Definition: manage day to day Facilities Management operations (ie: parking, signage, move management, telecom management, etc...).

- 1 **Yes**
- 2 **No** ..... (Go to CAI\_SO)  
DK, RF ..... (Go to CAI\_SO)

**BSER\_Q13 Overall, how satisfied are you with the ability of your building's property manager/managers team to support your business and operational needs?**

INTERVIEWER: Read categories to respondent.

- 1 **Very satisfied**
- 2 **Somewhat satisfied**
- 3 **Somewhat dissatisfied**
- 4 **Very dissatisfied**  
DK, RF

**BSER\_Q14 On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:**

... your level of satisfaction with their responsiveness?

- 01 **1**
- 02 **2**
- 03 **3**
- 04 **4**
- 05 **5**
- 66 **Does not apply to me**  
DK, RF

**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

**BSER\_Q15**    **On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:**

... your level of satisfaction with their knowledge?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**BSER\_Q16**    **On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:**

... your level of satisfaction with their courteousness?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**BSER\_Q17**    **On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:**

... your level of satisfaction with their communication skills?

- 01            1
- 02            2
- 03            3
- 04            4
- 05            5
- 66            **Does not apply to me**  
DK, RF

**BSER\_Q18**    **Overall, how satisfied are you with the level of Project Management services received from PWGSC's team?**

INTERVIEWER: Read categories to respondent.

- 1            **Very satisfied**
- 2            **Somewhat satisfied**
- 3            **Somewhat dissatisfied**
- 4            **Very dissatisfied**  
DK, RF

**CAI\_SO**        **END OF INTERVIEW**

**National Tenant Satisfaction Survey, 2006  
Questionnaire**

---

**INDEX**

<b>B</b>		SA_Q12.....	17
BSER_Q01.....	17	SEX_Q01 .....	2
BSER_Q02.....	18	SI_I01.....	1
BSER_Q03.....	18	SI_N06 .....	2
BSER_Q04.....	19	SI_Q04 .....	1
BSER_Q05.....	19	SI_Q05 .....	1
BSER_Q06.....	20	SI_Q05S.....	1
BSER_Q07.....	20	SI_Q06 .....	1
BSER_Q08.....	20	SI_Q07 .....	2
BSER_Q09.....	20	SI_Q07A .....	2
BSER_Q10.....	21	SI_Q07S.....	2
BSER_Q11.....	21	SS_I01 .....	4
BSER_Q12.....	21	SS_Q01 .....	4
BSER_Q13.....	21	SS_Q02 .....	5
BSER_Q14.....	22	SS_Q03 .....	5
BSER_Q15.....	22	SS_Q04 .....	5
BSER_Q16.....	22	SS_Q05 .....	5
BSER_Q17.....	22	SS_Q06 .....	6
BSER_Q18.....	23	SS_Q07 .....	6
BSER_STR.....	17	SS_Q08 .....	6
BSERQ02S .....	18	SS_Q09 .....	6
BSERQ04S .....	19	SS_Q10 .....	7
BSERQ06S .....	20	SS_Q11 .....	7
BSERQ09S .....	20	SS_Q12 .....	7
BSERQ11S .....	21	SS_Q13 .....	7
<b>C</b>		SS_Q14 .....	8
CAI_SO.....	23	SS_Q15 .....	8
<b>M</b>		SS_Q16 .....	8
MON_R01.....	1	SS_Q17 .....	8
<b>S</b>		SS_Q18 .....	9
SA_I01.....	14	SS_Q19 .....	9
SA_Q01.....	14	SS_Q20 .....	9
SA_Q02.....	14	SS_Q21 .....	9
SA_Q03.....	15	SS_Q22 .....	10
SA_Q04.....	15	SS_Q23 .....	10
SA_Q05.....	15	SS_Q24 .....	10
SA_Q06.....	15	SS_Q25 .....	10
SA_Q07.....	16	SS_Q26 .....	11
SA_Q08.....	16	SS_Q27 .....	11
SA_Q09.....	16	SS_Q28 .....	11
SA_Q10.....	16	SS_Q29 .....	11
SA_Q11.....	17	SS_Q30 .....	12



**National Tenant Satisfaction Survey, 2006**  
**Questionnaire**

---

SS_Q33 .....	12	<b>W</b>	
SS_Q34 .....	12	WS_E03 .....	3
SS_Q35 .....	12	WS_Q01 .....	2
SS_Q36 .....	13	WS_Q01S .....	3
SS_Q37 .....	13	WS_Q02 .....	3
SS_Q38 .....	13	WS_Q03 .....	3
SS_Q39 .....	13	WS_Q04 .....	3
SS_Q40 .....	14	WS_Q05 .....	4
		WS_Q05S .....	4

FOR INFORMATION ONLY