



ATTACHMENT D

Renter Survey Responses

Renter Experience Survey Questions


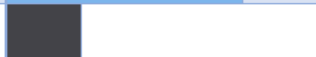
Are you currently a renter in the City of Nanaimo?

Respondents: 533

Choice	Percentage	Count	
Yes	87.24%	465	
No	12.76%	68	
Total	100%	533	


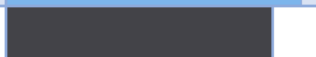
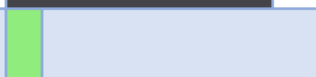
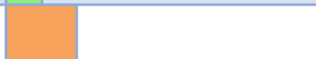



Have you experienced difficulty finding rental accommodation in Nanaimo?

Respondents: 460

Choice	Percentage	Count	
Yes (go to question 3)	75.87%	349	
No (skip to question 4)	24.13%	111	
Total	100%	460	

Have any of the following contributed to you having difficulty finding rental accommodation in Nanaimo (check all that apply)?

Respondents: 345

Choice	Percentage	Count	
Cost of rentals	94.78%	327	
Lack of available rentals	85.51%	295	
Available rentals are not suitable to my abilities (ie: wheelchair accessibility)	11.59%	40	
Lack of family friendly rentals available	22.61%	78	
Lack of pet friendly rentals	66.96%	231	
Few or no suitable rentals available near transit or services	18.26%	63	
Other (please comment)	14.49%	50	

Available rentals are too small for my household	30.43%	105	
Total	100%	345	

#	Other (please comment)
1	do not get called for a viewing, too many applicants applying for the same rental; discrimination against those on disability
2	Property management companies cherry pick and require complete applications, too much personal information prior to even viewing. Ardent, Widsten et al are screening out certain demographics and discriminating
3	Having children makes it difficult to find a place
4	Not an apartment person. I don't drive. We want to get a dog. Partner and I are both in restaurant industry. Not making big wages even when we have jobs. Too much competition. All these things work against us
5	We know we are lucky in finding our rental because our professional degrees made us the best candidate. Competition is so tight that folks without professional titles likely lose out repeatedly.
6	Overall quality of repairs and maintenance. Often rental units are reno'd fast with cheap products. These cheap patch jobs always result in further damage. Which often leads to renovations and endangerment of the tenants health. A good example is that my tub/shower was not caulked, which resulted in mould damage. That I had repaired professionally at my cost for my health and safety.
7	Racism
8	lots of older run down apt buildings not kept up - unhealthy
9	No smoking outdoors anywhere
10	affordability for two adults and two kids is not reasonable need 3-4 bedroom units under 2000 /mth w/ a household earning \$14 /hr each adult for a total of 160 hours. Childcare is not affordable, nor is rising costs of utilities, groceries etc and looking after the basics for two young children.
11	Rentals are too high in cost compared to income
12	Young working people are getting squeezed out if opportunity to rent because theres not enough places. Soon we'll be like Vancouver there will be no affordable place for the next generation to live because of affordability and availability. Please limit the short term rentals or there wont be anywhere for the next generation to live.
13	lack of rentals willing to rent to students (ie. requiring a one year lease or proof of employment)
14	Only reason I am in Nanaimo is lack of availability in smaller communities North of Nanaimo (Lantzville/Qualicum/etc.) - Have to choose 'Best' of what's available vs fulfilling my own needs/wants
15	Landlords requiring you to sign things not covered by the RTB
16	Transit and affordability rank highest

17	This city is [REDACTED] expensive for zero goddam reason and it is unlivable or approaching that point. I make 18 dollars an hour and you have [REDACTED] charging thousands for a single room.
18	A place that I can have peace and quiet when I'm trying to get a good night's rest
19	Lack of parking and storage
20	Parking for more than 1 vehicle
21	no available rentals
22	ROOMMATES being a [REDACTED] problem.
23	Rental scams
24	Rental scams
25	People discriminating against disabled even though home is wheelchair accessible
26	Many landlords buying houses to flip, speculators.
27	There should be more subsidized housing units for Persons with Disabilities.
28	safety concerns, concerns about guaranteed longevity of rental
29	Lack of housing for people not employed
30	Far too expensive for this city, we should be paying near Vancouver pricing in this city. Lack of units due to short term rentals as well.
31	Being a student single mom
32	People don't want to rent to young people
33	Not senior friendly
34	Lack of rentals available accommodating to couples
35	Lack of low income, clean affordable housing projects
36	the rental market is out to lunch
37	difficult to find rentals on the north end
38	difficult to find clean, affordable rentals
39	Need non-smoking rental that really is 100% no smoking.
40	rentals now going to people who can afford to pay more than advertised rent
41	competing with hundreds of other applicants
42	Lack of availability to view properties when I work a 9-5 job
43	Lack of standardized location for listings, makes searching tedious
44	Can't find a place I can afford, actually stuck in limbo at the parent home. Thinking of moving off island to find affordable housing and big enough space.

45	I need subsidized housing
46	need proximity to family, need large living room
47	Near current school
48	No reliable source of rentals; many scams on sites such as Craigslist
49	Terrible condition of property
50	some places don't have elevators

What part of the City do you live in? (to view a map, [click here](#))

Respondents: 421

Choice	Percentage	Count	
Dover	3.33%	14	
North Slope	0.71%	3	
Pleasant Valley	1.66%	7	
Rutherford	5.94%	25	
Long Lake	3.80%	16	
Hammond Bay	4.99%	21	
Linley Valley	2.61%	11	
Departure Bay	8.55%	36	
Northfield	3.56%	15	
Newcastle/ Brechin	5.23%	22	
Townsite	9.98%	42	
Westwood	1.90%	8	
University District	5.94%	25	
Harewood	9.03%	38	
City Centre (Old City/Downtown)	15.91%	67	
Protection Island	0.48%	2	
South End	3.33%	14	
Chase River	4.51%	19	
Other (please comment)	8.55%	36	



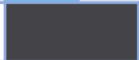
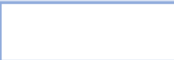




Total	100%	421	
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#	Other (please comment)
1	East wellington
2	Diver's Lake
3	Country Club Uplands
4	Diver Lake
5	Hospital
6	Cedar by the Sea
7	Diver Lake
8	BEBAN Park area
9	Latimer
10	6975 Island Hwy N. - Not on map but closest to Dover Community
11	Uplands
12	NANAIMO, SUBD. B
13	Cathers Lake area
14	Diver lake
15	Cedar
16	Rock City
17	Country club
18	South Wellington
19	Hospital area
20	Gabriola
21	Country club
22	Diver Lake
23	Diver Lake
24	Uplands
25	Diver Lake
26	Brannen Lake, Jingle Pot

27	Jinglepot
28	Hospital
29	Diver Lake
30	Tenth street
31	Diver Lake
32	Hospital
33	Diver Lake
34	Terminal
35	Terminal
36	Bowen Road/Dufferin Areqa

How long have you been at your current address?

Respondents: 422

Choice	Percentage	Count		
Less than one year	23.46%	99		
1 to 3 years	42.65%	180		
4 to 6 years	21.33%	90		
more than 6 years	12.56%	53		
Total	100%	422		

How many bedrooms is your rental?

Respondents: 419

Choice	Percentage	Count	
I rent a single bedroom in a larger house or suite	8.35%	35	
Boarding or lodging (I rent a room and food is provided)	0.24%	1	
Studio/Bachelor	3.58%	15	
One bedroom	29.12%	122	
Two bedroom	35.80%	150	
Three or more bedrooms	22.91%	96	
Total	100%	419	

What type of rental accommodation do you live in?

Respondents: 421

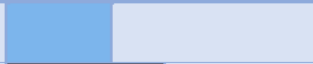




Choice	Percentage	Count	
Apartment	32.54%	137	
Townhouse/ Duplex	13.30%	56	
Single Family House	21.38%	90	
Secondary Suite (inside a house)	25.89%	109	
Detached carriage house (secondary suite located outside the main house)	1.19%	5	
Other	5.70%	24	
Total	100%	421	

#	Other
1	Fourplex
2	condo apartment
3	4 plex
4	Father in laws trailer
5	Flats, one bedroom one level units side by side
6	Mobile home

7	Top Floor of house
8	Renting from my mom
9	My boys work and cant find a simple place to rent and start their life and families because nanaimo is so far behind at accommodation for the next generation of young families and young workforce.the government of nanaimo must know this. Please give hope for the next generation. I have lived in nanaimo since 1981 and there was always rentals but in the last 10 years it has turned into a crazy rush to find a place when 200 or more people are trying to rent the same place. Before there was maybe
10	4-plex
11	Victorian mansion built in 1893
12	Suite in a house
13	none now
14	Basement suite
15	Basement suite
16	Mobile
17	Manufactured Home
18	Manufactured Home Park
19	Suite in mixed commercial/residential buidling
20	Trailer
21	I don't rent, it's free, but not at all comfortable. Been on BC Housing Wait list for several years now
22	Subsidized housing
23	Moble Home
24	living with my mom, sleep on the couch


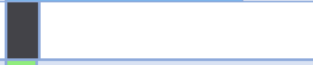


How many adults (18 years or older) are currently living in your household?

Respondents: 422

Choice	Percentage	Count	
One	33.89%	143	
Two	50.71%	214	
Three	8.53%	36	
Four	4.27%	18	
More than Four	2.61%	11	
Total	100%	422	

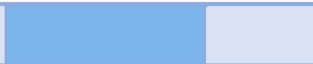
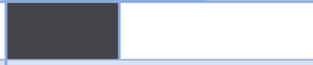
How many children (less than 18 years old) are currently living in your household?

Respondents: 420

Choice	Percentage	Count	
None	75.95%	319	
One	10.71%	45	
Two	9.76%	41	
Three	3.10%	13	
Four	0.00%	0	
More than four	0.48%	2	
Total	100%	420	

Does the size of your current rental meet the needs of your current household?

Respondents: 420

Choice	Percentage	Count	
Yes	63.57%	267	
No	36.43%	153	
Total	100%	420	

#	No
1	1 bedroom meets our needs but a bonus office or den would be an asset. Or more storage space/closet.
2	Satisfactory but would benefit from storage/closet space as well as an office or den
3	Office/den is being used as a bedroom
4	Don't want to live with father in law but can't find anything else
5	We soon need to move kids to separate rooms but also need a guest room to accommodate grandparents who help with child care.
6	Too small and the bedroom is ridiculously tiny. It only fits a bed, nothing else. Living room is too small for a regular couch. Etc etc etc.
7	Work from home doesn't help
8	too small, no storage
9	Each adult has their own bedroom but three kids, aged 14, 11, and 8 (mixed genders) share one bedroom
10	No storage or guestroom
11	I need a 2 bedroom for myself as son
12	Very small
13	Overcrowded and 2 are trying to rent but nothings available
14	No storage units available - Have to rent 1 Bedroom + Den (Den is specifically used as storage closet and otherwise would not be needed)
15	Slightly too small
16	It prevents us from fostering children in need and the single tiny washroom is not enough for 3 people with chronic health issues
17	No but I tolerate it
18	We have a second child on the way
19	Size is good, but lack of storage and windows makes our outdoor gardening lifestyle hard
20	Not enough bedrooms
21	i dont have a rental no more im homeless
22	Too many bedrooms, It's harder to find 1 bedroom than 2 bedroom.
23	The bedroom situation is unsafe for me to separate my daughters and the room is too small to share resulting in the baby still being in my room
24	No yard for busy 7 year olds
25	No because we want a cat.
26	very small

27	Too small
28	I work from home and would prefer a larger space
29	Barely, for now. But family is expanding.
30	There is a lack of storage space, the shared spaces are small, and there is no communal room for gatherings/projects.
31	Need a 3 bed
32	304 square ft.
33	Need another bedroom
34	Need a den/office
35	I wanted to downsize but two bedrooms are more money
36	Would prefer one extra room
37	baby on the way
38	Too small
39	All our partners moved in to our household at the start of the pandemic, doubling our household size
40	We have been paying \$ 120 a month for 5 years for a storage unit. We have no garage, barely a yard, limited storage.
41	There is a lack of proper storage.
42	Would prefer 2 BR
43	we are making it work but a 2 bedroom or 1 bedroom plus den would fit best
44	could be a little larger
45	Had to condense down from our 2 bedroom in another city
46	need home office space
47	My son comes and stays with me.
48	Barely
49	Since Covid I have had to convert the den space to an office. And I have always had to pay extra for a basement storage unit.
50	There is no storage for our belonging and not enough parking but sq/f is fine
51	Too small
52	I work full time from home and 1/4 of my small living room is my "office"
53	Had to dispose of furniture to fit into the smaller space
54	It is far too small, no exterior access, everything is broken




55 I would take a two bedroom but I am patient so I will wait. I love to sew so this is too small.

56 Too small, not enough bedrooms, not big enough to put kitchen table, etc.. no linen closet

57 too small

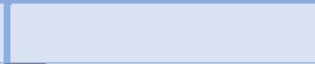


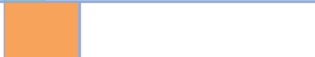

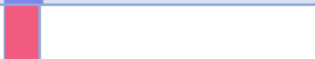

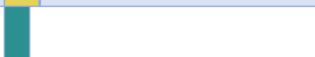

What percentage of your household income do you spend on rent?

Respondents: 420

Choice	Percentage	Count	
0 to 30%	21.19%	89	
30% to 50%	50.95%	214	
more than 50%	27.86%	117	
Total	100%	420	

How much do you spend on rent each month?

Respondents: 420

Choice	Percentage	Count	
less than \$400	1.43%	6	
\$400 to \$799	13.10%	55	
\$800 to \$999	12.86%	54	
\$1,000 to \$1,200	24.05%	101	
\$1,201 to \$1,399	12.38%	52	
\$1,400 to \$1,599	11.19%	47	
\$1,600 to \$1,799	10.95%	46	
\$1,800 to \$2,000	8.10%	34	
more than \$2,000	5.95%	25	
Total	100%	420	

Has the COVID-19 health pandemic impacted your ability to pay rent on time?

Respondents: 393

Choice	Percentage	Count	
Yes	17.56%	69	
No	82.44%	324	
Total	100%	393	

#	Yes
1	Harder to find sustainable work
2	I lost my job we got some short term help from a subsidy. But it didn't cover very much. I still couldn't catch up on bills. Now I have to pay my rent in two shots every month and the second one is always after the first. My credit is shot from not being able to pay on time, so I have no overdraft protection. It's a wonderful cycle.
3	but mostly because cost of groceries and services has gone up and were forced to take out high interest loans to juggle which just makes the whole situation worse. but its better than being evicted w/ a 10 day notice because we cant pay rent in full.
4	I have just been paying whatever I can afford every paycheck
5	I recently moved to a 'more affordable' apartment to save \$100 monthly - Have had to negotiate payment plan with landlord on multiple occasions at previous rental - stayed there less than 8 months and had to break lease to find more suitable arrangement
6	It's stressful at time when we don't get enough hours to work. But the rent has to be paid in full. Flexibility would have helped.
7	I was laid off and things continue to get more expensive in this coastal
8	Suppressed work hours.
9	Viewing the home and availability
10	As the rent is more than half my income I run into situations if I get sick with anything that I can't afford to pay all my rent and end up having to play catch up later. My landlords are good to us and we are lucky with them.
11	I have had to ask family to lend money
12	Only for about a month
13	Lost my job due to health issues affected by covid
14	I rent from family and they have been forgiving.
15	job loss
16	Rents increased
17	Everything is more expensive

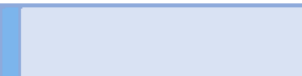
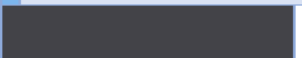
18 Living expenses have increased on everything

#	No
1	lucky to maintain employment
2	Only because I have recieved government assistance. If I had not received assistance, I would possibly become homeless.
3	Essential worker
4	Not an option
5	Because it is a priority for me to be able to pay on time. Rather, the compromise is for my food instead.
6	Other than taking away my job
7	Not yet, very possible in next few months
8	But! Loss of wages and cutbacks at work have made budgeting very difficult
9	We are fortunate. My wife still has a secure job.
10	Not yet.... but could easily soon
11	I'm on social assistance due to health issues
12	Easy to pay rent but theres no availability for the next generation to start a life
13	I am in low income housing
14	Work full time remote
15	Not yet but it will soon.
16	My disability pension hasn't changed
17	We have disability income thankfully steady
18	I'm lucky
19	Work changed to work from home
20	I am an essential worker
21	I'm an essential worker @NRGH
22	I have had help from my family.
23	On disability
24	CERB paid my rent and not much else
25	But has come close

26	I'm in a fortunate situation that I have been renting from my parents so they were lenient, unfortunately my case is uncommon
27	Have savings for rent but unemployed student looking for work
28	Essential worker
29	Essential workers
30	Work in health care
31	Privileged enough to have to work during COVID
32	I'm still employed
33	N/A
34	I was working from home pre-pandemic, so my job was thankfully unaffected
35	PWD disabilities
36	I was able to get CERB quickly

A number of non-profit and government organizations (such as BC Housing) offer rent supplements for those that qualify. Do you currently receive rental support from a government or non-profit organization?

Respondents: 417

Choice	Percentage	Count	
Yes (please comment on the rental support you currently receive)	6.00%	25	
No	94.00%	392	
Total	100%	417	

#	Yes (please comment on the rental support you currently receive)
1	SAFER
2	RAP
3	Disability
4	safer
5	SAFER
6	Disability Assistance
7	SAFER

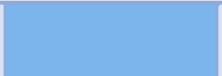

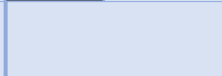
8	Disability since year 2002 that's when I legally became an adult
9	SAFER
10	SAFER
11	200.00
12	PWD, E.I.
13	ffordable housing(NAHS) BC PWD
14	SAFER
15	Rental assistance
16	BC rental assistance
17	Bc housing
18	seniors subsidy
19	SAFER
20	Subsidized housing
21	Safer program
22	Government
23	Rental subsidy NRJHS
24	BC Housing
25	disability

#	No
1	and it's i before e in receive.
2	Don't know about it
3	Don't qualify because of PWD
4	I would need it if my father in law didn't own his trailer outright and he made us pay more rent
5	Do not qualify for RAP or SAFER.
6	we don't qualify.
7	This answer is broken, saying I didn't answer if I clicked yes
8	I do not qualify (Make too much income to qualify)
9	I donot know about it.

10	I'm going to apply if I'm eligible
11	Due to disability assistance, we don't qualify for that support. BC housing is not readily available, especially near busses and groceries.
12	Do not qualify.
13	Will look into it
14	I just applied
15	That program has ended and I apparently make too much anyways
16	Wait lists are so long its LAUGHABLE you mention this.
17	I am on disability
18	I'm a student
19	I used to though when the kids were younger
20	We checked into BC Housing etc and found we don't qualify.
21	Rent from parents, they are lenient
22	Just over the amount
23	I am on Prov Disability
24	I Recieved rental assistance when I was a single mom and going to school. I didn't qualify when I worked fulltime. This was about 7 years ago. I could not imagine trying to find housing. We have tried buying but it's insane out there. So since my rent has hardly increased in the last 5 years we are staying put.
25	There are no rent supplements for single people without children.
26	feel shame if we appled
27	Some say don't apply or won't accept application because of their long waitlists
28	I make too much money apparently



In January of 2021, in partnership with BC Rent Bank, Service Canada (Reaching Home), the United Way and the City of Nanaimo, the Nanaimo Region John Howard Society launched the Nanaimo Regional Rent Bank. The Rent Bank can offer a short term loan for rent or essential utilities to low-income residents in Nanaimo, B.C. who are experiencing financial challenges. Were you aware of the BC Rent Bank service in Nanaimo?

Respondents: 418

Choice	Percentage	Count	
No I was not aware of the Rent Bank before this	67.94%	284	
Yes, I am aware of the Nanaimo Rent Bank but have not used the service	31.58%	132	
Yes, I am aware of the Nanaimo Region Rent Bank and have previously contacted them or used the service	0.48%	2	
Total	100%	418	



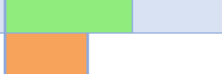

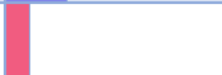

Are you happy with your current rental accommodation?

Respondents: 421

Choice	Percentage	Count	
Yes	57.72%	243	
No	42.28%	178	
Total	100%	421	

What about your current rental accommodation are you currently unhappy with (check all that apply)

Respondents: 177

Choice	Percentage	Count	
Rental cost	55.93%	99	
Size of rental	57.63%	102	
Condition of rental	40.68%	72	
Relationship with the landlord	26.55%	47	
Location of the rental	19.77%	35	
Physical accessibility/ adaptability (ie: rental is not suitable for my physical abilities)	7.91%	14	

Other (please comment)	39.55%	70	
Total	100%	177	

#	Other (please comment)
1	I want to live alone, but can't afford to
2	Shared billing
3	We have been fighting to get our landlord to make repairs. We have tried to look for another rental but everything is too expensive and too small.
4	He just put the house up for sale
5	My landlord changes rules all the time and says if I don't like them I can move , the rules always benefit her and me
6	Yard and landlord access to the rental are not family suitable
7	landlord is retiring into house soon. again,men have to move. it is increasingly difficult due to age and disability. a landlord can kick a tenant out at any time. no one has security in their home any longer.
8	Harassment and threats by neighbours.
9	Don't want to live with my father in law
10	plumbing and pest conic issues
11	Pet policy
12	Neighbours are a nightmare, landlord will not spend money to upgrade as if wr leave, they can rent for double
13	I work in Qualicum Beach
14	needles in backyard
15	Lack of yard for my kids, pre covid this was not as big of a deal as it is now.
16	NEW DEVELOPMENTS HAVE NO PARKING. EVERY HOUSE HAS A SUITE BUT CAN ONLY FIT TWO CARS IN DRIVEWAY DESPITE THERE BEING 4 PLUS CARS PER HOUSE. ROADS ARE TO NARROW AND OVER RUN
17	slum lord, I've been trying to get them in to do repairs for water damage and other stuff outside the home since last November when water was coming in.
18	I live with my Mom and I'm 31
19	No soundproofing between upstairs and landlords upstairs are very loud.
20	Landlord has untrained dog that roams around our yard and barks constantly.
21	Had to rush out of previous rental property due to affordability - did not have suitable time to look at multiple rentals - had to accept first available rental that I could afford - Would not have chose to live in Nanaimo

22	Landlord sold the home so we are being evicted with nowhere to go
23	Threat to health and safety: Fires, sewage flooding from above, damaged floors and electrical plugs, water damage in closet and bathroom, smoking, drugs and partying in building, break ins and mail theft have been recent issues. No ability to use an ebike due to no elevator or storage space.
24	My rents low as I have lived there so long and I feel sometimes I'm being pushed to leave
25	Crime and theft
26	It's a true bsmt suite so it's dark & depressing
27	We save as much as possible and can't afford a home here.
28	No pets allowed
29	Fear of renoviction
30	forced to move so it can be demolished for condos
31	Poor build quality, can hear the tenant's in the main suite press buttons on microwave.
32	Having to move each year due to houses being sold
33	My unit is not pet friendly.
34	Pets not allowed
35	No privacy, could be evicted them moment the house sells.
36	smoking.safety
37	My landlord is going to be selling in the next 6-12 months, and it is hard to live with a roommate as a single parent
38	Lack of kitchen and outdoor space
39	In order to not only survive, but thrive, I need subsidized housing with consideration of environmental sensitivity.
40	safety issues in neighbourhood
41	EXPENSIVE!
42	Rent prices are way above reasonable levels for the size of the space. New 1 bedrooms are going for 1200 to 1300, it's insane.
43	Noise from landlords occupying the main house
44	poorly insulated doors ant problems, moisture issues with carpet spending \$ on mold prevention and heating room to dry it out, cant open window because of outdoor moisture in air, cant open blinds as its in front of busy walkway so sacrifice light and plants and fresh air for privacy and moisture prevention, less than 10mins hot water available cant even take a bath, bad smell around this area of nanaimo sometimes
45	No laundry facilities and no outdoor space
46	I don't feel safe living with others who are active in their addictions.

47	Neighborhood safety
48	No independence
49	Selling the property
50	anti-pet policy
51	lack of maintenance
52	The amount of pot smokers in the building, a non-smoking building
53	Too noisy, can't sleep here
54	Suppose to be a non-smoking, no-pet, senior friendly apt-but it isn't. Having a difficult time with allergies, odours, and noise.
55	Downstairs suite has domestic fights and police are always there, also house going up for sale May 1
56	not able to find something else
57	Not pet friendly
58	Landlords taking advantage of historically low vacancy to break tenancy laws without tenants feeling like they can dispute, for lack of other options
59	It's not big enough and very uncomfortable living
60	No cats allowed
61	no common rooms to socialize even tho many are seniors but not all
62	No sound proofing/ stairs to get in and out
63	No fenced yard or dogs allowed
64	no sound barrier from upstairs tenants
65	Children can not share room anymore
66	Homelessness proximity to Labeix - our neighborhood is unsafe now compared to 5 years ago
67	Noise
68	Prefer not to disclose
69	Our strata council has fined us for noise complaints that we feel are very unfair. In particular, we have been fined for our 20 month old daughter making too much noise during the day even though she is not doing anything unreasonable, and especially in a family friendly building.
70	The building itself, the noise level is horrible. There is no silencing between floors. The plumbing noise level is very loud. Are not developers required to build so a person has some privacy. One can overhear conversations. Also there is no requirement for composting which I think is very important and necessary.

Which of the following is the most important to you when selecting a location for your rental home? (pick three in order of preference)

Respondents: 409

	1st Choice	2nd Choice	3rd Choice	Total
Access to transit	28.57% (22)	36.36% (28)	35.06% (27)	100% (77)
Distance to grocery stores/ other services	20.49% (42)	34.63% (71)	44.88% (92)	100% (205)
Distance to schools/ child care	36.51% (23)	41.27% (26)	22.22% (14)	100% (63)
Distance to parks and playgrounds	17.28% (14)	46.91% (38)	35.80% (29)	100% (81)
Safety of the neighbourhood/ crime	56.08% (143)	23.92% (61)	20.00% (51)	100% (255)
Overall character of the neighbourhood	32.35% (55)	32.35% (55)	35.29% (60)	100% (170)
Distance to friends and family	21.69% (18)	43.37% (36)	34.94% (29)	100% (83)
Distance to work	31.25% (60)	38.02% (73)	30.73% (59)	100% (192)
Other	50.00% (31)	8.06% (5)	41.94% (26)	100% (62)

Do you have any other comments to share with us about your rental experience in Nanaimo?

Respondents: 177

#	Do you have any other comments to share with us about your rental experience in Nanaimo?
1	The rents are going up at an alarming rate. Difficult to move if needed.
2	Rent prices are ridiculous
3	Lots of illegal suites and slum lords
4	Too expensive and not enough pet friendly ones. And I have mobility issues so need an elevator.
5	Pricing is absolutely ridiculous for a single person with a small dog.
6	Prices here are unreasonable.
7	Due to some mental health issues, I could never live in a basement suite of a home, because it wouldn't be as sound proof as an apartment building, especially if they people upstairs have children.
8	Being visibly transgender can be a hurdle with some potential landlords.
9	I am only able to afford my 1 bedroom rental as I split it with my partner.
10	I have been fortunate to find the house that I am in, but if I have to move due to my landlord selling, I will have a hard time finding a place to live within a reasonable price range particularly when I have a dog. I am professional who makes above average income for Nanaimo, but I wouldn't be able to afford any of the rental properties that have come onto the market that are considered "affordable housing".

11	This week my landlord put the house up for sale. I will have to move soon because it sold to someone from out of town planning to move here. I have contacted property managers and real estate agents; they tell me that there is nothing that is affordable for a family this size. Rents on similar dwellings are about \$1000 per month (not a typo) more than the current rent, and I only moved in to that house 3 years ago.
12	I wish that more rentals would be pet friendly.
13	I hate Harewood but it's too expensive to move now that I've graduated from VIU. Feels like a poverty trap. There is a meth drive through across the street. I wouldn't even raise a dog here.
14	I m currently living in a 3bed home that could be used for a family. As a single person working a good job i cant find anything smaller for the price i m paying. 50 percent of my income is already going to rent and thats not including hydro or food. If i was to move right now to something smaller i would be looking at more then 75 percent of my take home for way less then i currently have.
15	Ardent prooerties are scofflaws and ignore the legislation when they can get away with it. Bullies.
16	Landlords can get away with MANY things that are not legal because of the rental market being so difficult, and this is not a new problem, just a newly critical one. We are stuck in a place that is not great because we cannot afford the more than doubled cost of rent for even a comparable (so still unsuitable) place. Attempting to some something better would look more like triple our current rent, and demand is such that this probably doesn't exist anyways.
17	I moved to Nanaimo intending to live near the waterfront. I moved into one of the Northview REIT apts (\$1019). I was able to break the lease because the place was completely mouldy & the landlord wanted to avoid arbitration. I next found an apt in a bldg I call Silverfish Manor. I pay \$1095 for this 1970s dump, with a rent increase temporarily on hold. Anytime I need anything done, I have to take the landlord to arbitration. He's a rich corporate landlord based in Victoria.
18	sharing a home that has been divided up into apartments is very difficult because smells and sounds travel through the walls and floors as homes were never meant to be used like this. it is very unpleasant and distressful to be subjected to other people's noise and cooking, smoking, etc..
19	No
20	I would rather live alone but because I cannot afford it, I need to live with a housemate and it has been quite uncomfortable.
21	Want to rent a basement suite or whole house with roommates or carriage suite. Anything but an apartment or room. That's the most important. Secondly I need to be able to get to work easily enough without getting a ride. The landlord has to be reasonably chill and nice. We're good people but we get judged for being young. We want to get a dog one day, and settle down. Haven't had any luck yet
22	I'm stuck in my current apartment because I can't afford to leave it. I have been lucky to have gotten this place when I did, because now the same rental would be twice as expensive.
23	Airbnb house next door would make a great rental for a small family. Also we just lost our preschool child care since the home-based facility's house was sold and the preschool has not been able to find another rental house. Simply none available that would suit. We need more rental houses.
24	This question is flawed. There should only be three categories to choose from. Most people will be conflicted about having to choose between safety and public transit...

25	renovictions are becoming new normal, same properties increased rental rates with no real renovations or none
26	I would like to move out of my current rental as it is a bit small for my needs, but my rent hasn't changed in 5 years and there is no way I will be able to afford the current costs of the rentals in town.
27	The traffic in my area is so noisy I have sleeping issues
28	old apartment bldgs not being kept up - moldy carpets - laundry facilities in disrepair for months - outside windows cleaned 1x in 7.5 yrs on 4th floor or hallways painted for many years
29	I am a single mom and I make pretty good money . I don't drink smoke or do drugs . 4 years ago I had to move because my rental was sold . My son and I ended up being homeless for 2 1/2 months before I found my current rental ! !!! I am starting to look again for a new place and I have so far found NOTHING I could afford !!!!
30	I only found this suite as a close friend is a neighbour of my landlord. Found it entirely by word of mouth and happened to get a reasonable cost as such.
31	Regulate large property management companies away from renovating perfectly good apartments and jacking up the prices, it's making our low income neighborhoods unlivable.
32	We are currently in the process of moving away from Nanaimo due to the lack of options and the overpriced nature of housing here. Currently in Nanaimo we rent a 2 bedroom with no yard for 1450/month. We can get a 3 or 4 bedroom with a yard and garage for less than that in southern Alberta. It's quite sad to us that we will be leaving here, but I am unwilling to pay over 2000/month for the kind of space we need.
33	Rentals are over priced, the market is over inflated. Foreign buying is inflating housing prices as well as rents well past what people who live here can afford. New developments are too small. houses are too close together, there is no parking. I don't know why the neighborhoods are built with what seems to be the assumption people don't drive. They do and the new areas do not have parking.
34	The house I'm renting will be sold at some point in the near future and I'm very concerned I may end up homeless due to being unable to find anywhere I can afford, if anything is available at all.
35	Rent is too high and I work part time and go to school. Too many rentals are aimed at international students and not affordable for anyone who lives here
36	its crap. its expensive for what you get, nothing suitable for a family of 3+.. we need 2 bed and den, adult bedroom, child room, and office.. hard to find within in our budget in the areas we wish to live in. We would prefer a detached house of our own. cost of renting is more expensive then paying a mortgage.. 2,300 in rent a month when i could be paying 1500-2000 in a mortgage if i had my own down payment
37	The number of rentals in safe neighborhoods is very low and the ones that are available are very expensive
38	I get annual rent increases to help owner cover higher costs of taxes and user fees
39	There needs to be more access for the next generation if not they will be forced to move to other cities or to other provinces, it's a shame we can't protect future generations from the greedy system we have. The short rentals for higher income are cutting the throats for the next generation. We need to have opportunities to grow. There shouldn't be allowed 500 landlords to rent short term in nanaimo like they're hotel owners. We need real landlords to rent to families and the next generation

40	Have moved quite a few times in last 25 yrs. Low income even when working. Most rentals no upkeep so health problems. Previous to move to NAHS apartment my rental was a lower rent but only because LL liked me there. She had to leave and place sold. No repairs or upkeep done. House rundown. Some mold. Not healthy and absent LL so nothing done. Applied with housing and managed to get into new place. Quite small but clean and safe.
41	From what I have found, prices seem to increase significantly for rentals beginning in September, I'm assuming to capture the student market. This can be very challenging as I have ended up having to spend more than I originally thought due to the timing of my rental.
42	I worry about being able to keep this place because of hot home sales.
43	Too many landlords neglect their rental properties, I've seen examples that are downright 3rd world, this should be addressed before anything else.
44	Rents are way too high and yearly leases should be abolished. People get stuck living in a terrible situation because they are stuck in a lease. Month to month rent should be legislated.
45	The house we are in is perfect. Unfortunately the owners are looking to sell. We cannot afford to buy and owners are asking astronomical prices for their rentals. We need a 4 bdrm, minimum, but do not have \$3400.00 for rent. That is more than I make in a month, and we could not pay our bills with what my husband makes.
46	Relocated work offices from Kelowna to Central/North Island due to this area being more affordable - It is now at the same price range as area I left within less than 12 months (Relocated August 1st 2020) - Very frustrating - Have come to terms that I will never own my own home unless it is a 'Mini-Home' which is currently unregulated or if I win the lottery (which I don't play because I do not have extra funds available for anything but the bare necessities) - I used to look forward future
47	Availability of parking. Not all rentals offer parking.
48	This mess all started with AirBnB and other platforms popularity.
49	Safety is up there as well, but no 4th option provided. Also, the quality, health and safety of the rental is not mentioned?
50	cost is obviously going to be the #1 factor for people. not any of the above listed options.
51	Why are all the affordable housing unaffordable
52	This city is a [REDACTED] in terms of affordability and is severely impacting the mental health of me and my friends. The living conditions here have lead to a whole generation of suicidal young adults and nobody has done a thing about it.
53	The biggest barrier for me is the cost of a "good" rental. Somewhere you feel comfortable, is managed well. I had to stretch my budget and have had to stop putting money away in order to find this. My last rental was more affordable but the management was poor and I had to leave quickly and lose part of my rent because I had to leave without 30 days notice, in order to feel safe and help our mental health. I am now paying more than half of my monthly take home pay.
54	Lack of pet accommodation is upsetting
55	I wish that landlords would not ignore my messages when I tried to contact them in the past....that's poor communication....

56	Please approve more developments to increase the supply of housing (all kinds). We're trying to start a family but we're now planning to move away from the city because there are no affordable options given deficiency of housing supply.
57	Please offer incentives to developers to build rental apartments and not condos for sale... Only the rich can afford to buy and then they rent for ridiculous prices. This needs to stop ASAP. Renters are never going to be able to afford to buy if 60% or more up there money is going to rent every month. The rich just keep getting rich richer as there's no incentive right now for them to build apartments for rent. For the love of God please make this happen.
58	With today's rental rates and home prices, I see no reason to stay in Nanaimo. If I lose my current rental, I'll be looking elsewhere.
59	Green space important too
60	We choose rentals based highly on the amount of daylight the unit receives.
61	I feel if I were to loose my current apartment, I wouldn't be able to afford anywhere else.
62	I lived in an unsuitable rental (basement suite with kitchenette) for 3+years because it was the only pet friendly suite available within our budget of \$1200 at the time
63	Distance to forest walking paths
64	affordability trumps all of these
65	Not enough affordable rentals that have 2+ bedrooms. I'm a single mom, I can't afford \$3000/month for rent
66	ive been forced to move after 4 yrs paying rent because it sold and now is development property so im homeless
67	Housing needs to actually be affordable for people.
68	In my experience it is very hard to find a full house for rent. There is alot of upper and lower suites available but that is not suitable for my family. I have been forced to stay somewhere we are not entirely happy with just because there is nothing else out there. Rent prices are going way up in an economy that cannot afford it right now.
69	I was looking for a rental apartment for my mother and there is nothing here she can afford as a low income senior. The wait lists for the low income places are so long she may never get one.
70	Pet unfriendly rentals are extremely upsetting. Lack of rentals driving the rental pricing up is also ridiculous. Nanaimo needs more apartment buildings and housing developments. The population is growing faster than the city is expanding.
71	Rent and housing prices are increasing disproportionately to wages
72	Landlords shun single parent families, especially those on disability
73	Not affordable for young adults with student loans
74	It's too expensive
75	It's expensive.
76	Apartments are awful due to no noise cancellation and it being physically small. Having a pet would do wonders for my anxiety. There are no houses for rent that meet this criteria.
77	There isn't enough affordable low income housing

78	I now have a pet so if I had to move it would be VERY hard to find a suitable rental
79	As much as I don't like airbnb's taking up rental houses... The turnover of diverse people in the airbnb next door to us is the best aspect of it. (comment censored by Staff due to inappropriate content)
80	A lot of illegal suites where you don't have real rental protection, meanwhile newer buildings are tied up with AirBnN ect.
81	In two years my complex units started renting for \$900 to now \$1800 without doing any improvements. Landlords are harassing the rest of us older tenants because we 'dont pay enough rent in this market'
82	Rent is too high.
83	Smoking
84	Single parent on disability. Am lucky to rent with friend below market value. Not going to last & have to find a new place to live within a year. Before this place, was functionally homeless, looking at renting places >75% of income because didn't have other options. Messaged places & none would share a place with me & child. Can't afford for my 5yr old to have own bedroom. Currently looking at buying RV to live in bc I don't have other options I can afford.
85	Cost of renting a 2 bedroom unit or larger is so over my budget and keeps me staying in a small unit with 2 people. I need to find something larger to be able to move my elderly parent in but I can't afford it with what's out there now.
86	Yes, I think that housing should be spread out on a map and residents should be selected based on their accessibility needs.
87	No
88	Rent prices are ridiculous. I work full time in health care. I should not be afraid to move out in to a 1 bedroom because I can't make ends meet. Do better.
89	I'm glad I'm in affordable housing, I couldn't afford market rent. I know people on PWD that can barely afford rent and food. Rent is too high for many people.
90	Seems there are very few rent controls and I have seen the price of a one room suite DOUBLE in the last year. Trying to live on disability is impossible when you have to pay between 1000-1500\$/month in RENT!!!Landlords seem to be free to raise rent with ZERO justification....
91	My manager isnt nice to me. The manager has to be pushed to fix anything.
92	more low income rental options necessary; need to be safe and of good quality so quality of life can be maintained
93	affordability is the only real consideration at the moment. You don't get to choose access to transit or safety of neighbourhood as considerations when you're scrambling to find ANYTHING you can afford.
94	Most important about finding a rental home is whether or not I will continue to be able to afford it. That should be a listed option in the previous question as all other concerns are often ignored and seen as luxury concerns.
95	If not employed rentals will not rent to you which forced me out of town
96	We're good tenants, pay rent on time, do not smoke and do not have pets so it has been super easy finding good accommodation.
97	I have rented for ten years since divorcing but it keeps going up and up while income barely goes up and expenses get higher.

98	There are many things that need upgrading in our rental and also my mom's rental. We are afraid to ask for things that are considered basic maintenance because we don't want our landlords to decide to just sell in this hot market. People think renters are protected from getting evicted, rent increases etc, but we're not. I know of several people who were told during those recent rent freezes that they needed to pay a rent increase or the landlord would just turn around and sell it.
99	Hard to find affordable rent. And also basement or low units do not have a proper air circulation. And that creates mold issues.
100	Every neighborhood in Nanaimo is unsafe and you pay over a thousand dollars for a one bedroom apartment to get your stuff stolen outside and people breaking into the parkade
101	Like it because our family is nearby and we are too old to look after home maintenance
102	Trying to find a house to rent is extremely difficult. There are more options to rent a house for an Airbnb than for someone to live in it full time. It's extremely frustrating especially if you have a young family.
103	If we were to move we would have to pay a lot more for what we have now.
104	It's very hard to find rentals that allow pets, and if you do, those places are very expensive. There needs to be more options that aren't \$1500
105	Nanaimo is focussing too much on low income rentals. There is a large group of professionals with decent incomes who, for various reasons, have no desire to purchase a home, but cannot find suitable rentals. These are the people Nanaimo wants to attract. Stop paying attention to attracting low income people with affordable housing
106	So far so good but when my landlord sells, I will not be able to find anything
107	No, I'm one of the happy and fortunate ones.
108	My landlord decided to sell the condo, and knowing I could not get a better rental price, decided to purchase it before it went onto the MLS market.
109	Condo rentals are too insecure
110	I've been fortunate that I have been able to rent from my parents for the last few years while finishing up school. However my girlfriend and myself have started looking for places to move in together and it is seemingly impossible to find anywhere that will rent to people with three dogs (all well behaved quite older dogs). There is a severe lack of available housing for people with pets that are not a cat or small dog.
111	Not enough rentals and high price of rentals.
112	I have been lucky in that the last two places I have rented have been places that I have rented from a good friend at below market rates.
113	To live in a newer place and in a good neighborhood the rents are way too expensive starting at 1600.00
114	Perhaps if you stop the endless increasing of density, the ever-increasing housing shortages will moderate.
115	It feels like a competition when applying for places to rent. Before finding my current place, I had applied to over 40 different advertisements over a period of four months. I had to settle for something slightly outside of my budget as no other options were available or responding. There are also many scam advertisements which is unfortunate.

116	I fear for my safety but to be clear it is due to police, failing addiction and mental health systems, & lack of effort to create adequate support instead of criminalize the homeless & already struggling and traumatized individuals, it's demoralizing to see how apathetic the city is to the situation, I'd be remissed if I didn't voice concern for those who won't have the chance and face far more struggle. It affects us on many levels, health safety, the look of Nanaimo, most important our morals
117	Horrorific for people who own dogs
118	When we were looking for rental we couldn't really prioritize anything. We just had to take what was available as there was almost no vacancy.
119	I would like to buy a home but as a single professional I'm quickly being left out of the market. It's very depressing.
120	Almost impossible to find rentals. Not affordable
121	Costs have exploded in last 5 years.
122	Landlords of condominiums or single family homes are not trustworthy, as they provide assurances about the length of tenancy they will provide and change it, at times with unreasonable notice. Having rented five different places [homes and condo apt.], 2 or 40% of the time, landlords unexpectedly ended our renting their property contrary to emphatic assurances of much longer availability of the unit. Landlords praise our stewardship of their homes.
123	Over priced like properties are. Too much cost to live.
124	There aren't many options if you want to move but stay at your current price point. There are cheaper rentals and very expensive rentals with nothing in between. While I could pay a bit more rent, I don't really want to.
125	Lucked out on a great landlord who has not once increased the rent. Live in fear of losing my accomodation!
126	We were lucky to obtain a two bedroom plus den apartment in a brand new 50+ building when we sold our home and due to bidding wars were unable to purchase a patio home. We are happy with it but it is definitely expensive (\$1959) and were it not for the current BC rent freeze it would be over \$2,000.
127	I love where I live (downtown), but wish it was safer and with fewer street ppl. I would prefer to have 2 bedrooms, but can't afford, and I make a decent wage.
128	I have only been lucky through connections with friends and a strong social connection.
129	I have lived in Toronto and Vancouver, and my rent was cheaper there than it is now in Nanaimo.
130	just wish rental prices were more reasonable
131	Rentals are hard to come by for tenants with pets, and or to those who may not qualify with credit history. This is terrible as you have extenuating circumstances of poor credit but great rental history. Also not everyone's pets are great and unfortunately have spoiled the market for those whose pets are.
132	Why do I have to pay so much for rent when so called homeless are provided everything for free (clothing, tents, sleeping bags, food, places to stay). Why is our society enabling open drug dealing, open drug use,..... with no responsibility. I am afraid to walk after dark because of insane drug addicted people. I have never been afraid to walk after dark until I visited

	Nanaimo. Living in fear sucks (including so- called COVID! Catch and release program doesn't work.
133	I am unhappy that the management company does not enforce the signed lease that reads "no combustible cannabis" Huge issue! Also ant--maskers in the building not taken to task even tho poster rules.
134	I rented a 2 bedroom apartment on Selby Street for 4 years. The rental had an ongoing rodent problem that the landlord would not address. I ended up finally a dispute with the BC Rental Society and went to arbitration. Nothing happened as a result I ended up moving. Not a good experience. Other rentals also had mice and rats in their apartments. He is still renting suites and has not addressed the rodent issue.
135	I am concerned with rent costs, the steady rent increase and the lack of overall affordable rental units inventory in Nanaimo
136	Rents are too high. I'm stuck here because everywhere else is too expensive. Rent should be 25 to 30% of my income, but my current rental is almost 50%, and everything else is way higher.
137	Been trying to move for over 5 years, but rents keep going up. Can't afford to get we have now if we had to move today. Our rent price is low because we've been here for 10 years. We can afford it, but our lives are miserable because of the constant noise (not getting enough sleep) and our health is suffering.
138	We were unable to find pet-friendly rental so my partner is living with family with our dog until we can find something that allows pets, is of decent quality and that we can also afford while trying to save for a house.
139	Need subsidized rental that is clean, safe, warm and senior friendly. 100% free of cigarette and other smokes. Built better to better sound proof, if it's built better then pets would be ok.
140	Price is crazy. 2700 and up for house that will fit my family. I tried to get something smaller, but landlords refuse saying house is too small
141	It has been difficult in a pandemic year, renting is not safe now.
142	Noticed two apartment buildings in the area evicting residents and then renovating
143	the quality of the downtown experience has been really deteriorated by the homeless issue that has not been adequately addressed
144	The cost surprised me when I moved here from Vancouver. I pay more here for a much smaller unit. The only upgrade is the addition of appliances. I also feel the monthly parking fees are extremely high given this is a hard to transit city.
145	current landlords are self absorbed individuals who had no problem evicting during a pandemic for reasons other than none payment of rent, former landlords realtors quick to pick up rent slow on repairs/maintenance
146	none of this really matters to me. what matters is being able to afford a place to live. a 1bedroom apartment goes for \$1500 in Nanaimo. Not only is that most of my pay, but i will never be able to save to buy a place, because cost of living here is so bad.
147	Very little options for places with enough light and space. Most available rentals are small and dark and ones that arent are significantly higher in rent. Most available rentals are apartments but they do not offer enough parking for a two person household. I found that most places dont offer viewing at times that would work for me, which made it hard to find a place.
148	Location is irrelevant with affordable supply and adequate transit

149	I need space for my two dogs and myself, as I study through VIU at home during this pandemic. There a limited rental options for people with dogs that aren't toy breeds. My first priority in finding a rental is a fenced yard for my fogs. Ideally, in a quiet neighbourhood.
150	The city doesn't plan very well for Vehicles, our street is overflowing with little street parking.
151	Tenants are losing. <1% vacancy is a joke
152	On street parking is a nightmare
153	It's terrible, only had one place get back to me promptly Island rent in Nanaimo, some don't reply at all. And because I don't work, it's very difficult to find someone that will rent to unemployed
154	I got into my place just before the rental costs got totally out of control. If I move, I'd be looking at paying nearly double for a comparable place. Stop allowing vacant homes and air bnb apartments - or at least regulate and tax them
155	I feel very fortunate to have a rental house that meets my needs and that I can afford.
156	area is becoming difficult to find parking in on the streets, getting very congested, not very nice for walking
157	No
158	Perhaps in bylaw have a percentage per each neighbourhood be designated low income housing so crime or drug concerns do not increase in a specific area
159	More supply is not the only solution lobby senior government to take action on property speculation
160	The cost of rentals has skyrocketed in the last several years while my pay has barely increased at all.
161	So expensive!! We got really lucky through a connection and got a deal for what we have.
162	Are you kidding? I do not get any of those choices when seeking a rental. If u find a rental you take it regardless of those "choices"
163	Safety is always #1, but we cannot afford to move. Rental rates and availability vs. intense wage stagnation on the Island have left us stuck.
164	I have gone on the BC housing list a couple times now and have had not responses. I believe kiwanis should be part of housing as because I look young, they did not call me back. I am on disability, a senior and indigenous.
165	Part of the problem are so many people moving here willing to pay anything to come here. It is affecting folks who were raised here and frankly forcing them to leave Nanaimo as a result.
166	Prices are ridiculously high due to lack of inventory.
167	I am one of the unlikely lucky ones right now, but have moved so many times in this city due to the only affordable homes being run by shady landlords, bad boyfriends, or scary neighborhoods
168	There are so many scams on Craigslist etc., so it would be great if there was a city website for posting real rentals. I found my current place through word-of-mouth, but it is far more than I should be spending compared to my income.
169	Very hard to get / make appointments to view. When dealing with agents, got the impression that I was more a nuisance than potential client.
170	We have a rental beside us and the tenants do not match the neighborhood!

171	Far too expensive for what you get. Wages do NOT come close to covering the cost of living. Utilities are unreal. Forced to have roommates and barely surviving. There are middle and "low" income earners on the brink of being homeless
172	Review building amenities. Require composting
173	Just because they are rental units does not mean they should be dirty and lack service. We do appreciate cleanliness and basic appliances. Just because it is a rental - it should not be a dump
174	My current rent is \$1,295 per month. I have been here 14 months. If I were to move now rent would be an additional \$270 per month.
175	Too costly, not enough affordable places. Can't have carpets, not enough air circulation. Allergies.
176	too costly, small, allergies, not enough air in apartments, mold, carpets
177	We have been very happy here. Have a plot at Beban for a garden. That helps