

July 8, 2026

To whom it may concern,

In April 2026, we retained Francis Waller of Gap Management to conduct a tenant survey. The objective of the survey was to determine tenants' overall satisfaction with the liveability, affordability, safety, maintenance, social activities, and friendliness of their living environment. Because we are a not-for-profit Society that provides rental housing to older adults with low to moderate income, conducting a third-party investigation was imperative to establishing the credibility of the data and promoting trust between landlord and tenants.

Francis worked with our executive team to develop a methodology that would bring sharp focus on the various aspects of living at Crescent Housing. His final report provided insight to measure tenant satisfaction against our performance indicators and create action plans aimed at improving tenant experience. In the end, Francis presented his findings directly to our tenants to demonstrate transparency and encourage tenant/landlord relations.

I would describe Francis as a patient, thoughtful, considerate, honest, and collaborative partner throughout the process. I would definitely use his services again and would recommend him to any not-for-profit landlord looking to evaluate the delivery of their services.

CRESCENT HOUSING SOCIETY



Louise Tremblay
CEO