

Frequently asked questions

What is the 2019 Peel Housing Census?

2019 is the first year the census is being conducted. It's a questionnaire designed to collect information about you, your core housing needs, and barriers to getting and keeping housing.

Who is conducting the census?

The Housing Services Division at the Region of Peel is partnering with R.A. Malatest & Associates Ltd. (Malatest) to conduct this census.

Why is the census being done?

The census is being completed to collect essential information on your housing circumstances to better understand the housing needs in Peel so the right programs and services can be developed to meet those needs.

How is the census being conducted?

The census will be mailed out, but you have options to complete it online or by phone. If the completed paper copy has not been returned, we will be following up with you via email, phone and text to complete the census.

When will the census go out?

The census will be sent out starting December 4, 2019 and will close on January 12, 2020.

Who should complete the census?

Anyone who is currently receiving a housing subsidy, applicants on the Centralized Wait List, clients who are homeless and using the shelters in Peel.

Completing the census

Where can I complete the census?

You can complete the census in the following ways:

- Paper copy that will be mailed to you.
- Online by visiting PeelHousingCensus.malatest.net
- Phone by calling toll free at: 1-855-688-1139.
- If we don't receive your completed census, Malatest will call you within the next week to complete the census over the phone, or to schedule a time to call you back to complete the census.

Can I complete it in a different language?

Yes, contact enquiries@malatest.com or call 1-855-688-1139 to set up an appointment to complete it over the phone in your preferred language.

What if I don't complete the census?

It's very important that you complete the census. Without your participation, the Region of Peel may not be able to provide the right programs and services to effectively meet the needs of Peel residents.

Will my responses on the census update my file?

No, the information you provide will not update your current file. If you have any changes to report, contact your worker immediately.

Can I still be entered into a draw for a Tim Horton's gift card if I complete the census after 10 days?

Yes, you will still be eligible for a chance to receive a Tim Horton's gift card.

How is my privacy and personal information protected?

The Region of Peel considers the privacy of its residents and clients to be very important and has policies and procedures in place to protect personal information. All information provided to Malatest will be kept confidential and used only for statistical purposes. For more information about privacy, please visit www.peelregion.ca/privacy

Will my responses be confidential?

Yes, the Region of Peel and Malatest takes your confidentiality very seriously. All responses will be strictly confidential and will not be shared without your permission.

What will you do with the results?

The results will:

- Help the Region of Peel better understand the housing needs in Peel
- Help inform the development of future housing services and programs in Peel

Can I see the results?

Yes, the Region of Peel will post the findings after the census analysis and reporting is complete.

Who can I contact if I have questions?

housinghomelessness@peelregion.ca