

Business Owner Survey: Commercial Rent Impact Assessment

A short survey to assess commercial rent pressures and business stability in your community

Instructions: This survey takes business owners 3-5 minutes to complete and provides early warning about potential closures while building relationships with local businesses. Send via email, distribute at BIA/community engagement meetings, or conduct by phone. Results help identify which businesses need support and provide evidence for policy development.

Survey Questions

1. Business Background

How many years has your business been in this location? _____

How many people do you employ (including yourself)? _____

What type of business are you operating?

☐ Restaurant/Food Service ☐ Retail Store ☐ Professional Services

☐ Personal Services ☐ Other: _____

2. Current Situation

How many of your customers are repeat visitors?

☐ Under 20% ☐ 20-40% ☐ 40-60% ☐ 60-80% ☐ 80%+ ☐ Don't know

Rank your customers: Local residents / Local visitors / Out-of-town tourists (1, 2, 3, 4)

☐ Local residents ☐ Nearby residents (100km radius) ☐ Canadian tourists ☐ Global tourists

Has your total revenue increased or decreased since August 2024?

☐ Decreased by 11%+ ☐ Decreased 1-10% ☐ Neutral ☐ Increased 1-10%

☐ Increased by 11%+ ☐ Unsure

What is your current biggest expense concern? (select 3)

☐ Insurance ☐ Utilities ☐ Rent ☐ Cost of Sellable Goods

☐ Increasing Wages ☐ Employee Health Benefits ☐ Unsure

What was your rent increase at your last lease renewal?

☐ 0-5% ☐ 6-15% ☐ 16-30% ☐ 31-50%

☐ Over 50% ☐ New lease/don't know

How much of your gross revenue goes to rent?

☐ Under 10% ☐ 10-15% ☐ 16-25% ☐ 26-35% ☐ Over 35% ☐ Don't know



3. Lease Renewal Timeline

When does your current lease end?

Month: _____ Year: _____

Have you started renewal discussions with your landlord?

☐ Yes, going well ☐ Yes, but concerned about costs ☐ Not yet ☐ Landlord hasn't responded

4. Business Outlook

At your next lease renewal, how likely are you to:

Stay in current location:

☐ Very likely ☐ Somewhat likely ☐ Unlikely ☐ Very unlikely

Move to cheaper location:

☐ Very likely ☐ Somewhat likely ☐ Unlikely ☐ Very unlikely

Close business:

☐ Very likely ☐ Somewhat likely ☐ Unlikely ☐ Very unlikely

5. Landlord Relationship

How would you describe your relationship with your property owner/landlord?

- ☐ Excellent - works with us on challenges
- ☐ Good - professional and fair
- ☐ Okay - minimal communication
- ☐ Poor - unresponsive or unreasonable
- ☐ Don't know who owns the property

6. Community Investment

Do you hire locally?

☐ Yes, most employees ☐ Yes, some employees ☐ No

Do you source goods/services from other local businesses?

☐ Yes, regularly ☐ Yes, occasionally ☐ No

Are you involved in community events or organizations?

☐ Yes, actively ☐ Yes, occasionally ☐ No

7. Support Needs

What would be most helpful for your business? (Check top 2)

☐ Predictable rent increase limits ☐ Help negotiating with landlord
☐ Dispute resolution assistance ☐ Access to alternative locations ☐ Financial assistance programs ☐ Business development support ☐ Other:

Additional Comments

Any additional comments about commercial rent challenges or business concerns?

Contact Information (Optional)

Business name: _____

Your name: _____

Email: _____

Phone: _____

Information collected will be used for policy development and may be shared in aggregate form. Individual business information will be kept confidential.

Using Survey Results

Early Warning Indicators:

- Businesses with lease renewals in next 12 months + "very likely" to move/close
- Rent increases over 30% at last renewal
- Rent consuming over 35% of gross revenue
- "Poor" landlord relationships combined with upcoming renewals

Policy Development Data:

- Track turnover patterns by district/area
- Identify which business types face most pressure
- Document rent increase patterns for policy design
- Build case studies from businesses willing to share details

Relationship Building:

- Follow up with struggling businesses about support options
- Connect businesses facing similar challenges
- Use results to advocate for provincial policy changes
- Share aggregate findings with BIAs and business organizations

