

Commercial Tenant Survey

Rent Impact Assessment

For businesses, non-profits, community service organizations, and social enterprises.

Instructions: Takes 3–7 minutes. Provides early warning about closures and displacement, builds relationships with local tenants, and generates evidence for commercial rent reform. Distribute via email, at BIA or community meetings, or by phone. **Individual responses are strictly confidential.** Results shared in aggregate form only.

1 ORGANIZATION BACKGROUND

Years at this location:

Years at location: _____

Total employees (including yourself, full and part-time):

Total employees: _____

Type of organization: (select one)

- | | |
|--|--|
| <input type="checkbox"/> Restaurant / Food Service | <input type="checkbox"/> Retail Store |
| <input type="checkbox"/> Professional Services | <input type="checkbox"/> Personal Services (salon, fitness, spa) |
| <input type="checkbox"/> Daycare / Early Childhood Education | <input type="checkbox"/> Seniors Care / Dementia Services |
| <input type="checkbox"/> Food Program / Kitchen / Food Bank | <input type="checkbox"/> Newcomer / Settlement Services |
| <input type="checkbox"/> Mental Health / Addictions Services | <input type="checkbox"/> Health / Medical / Social Services |
| <input type="checkbox"/> Community Service Org / Non-profit | <input type="checkbox"/> Arts / Culture / Entertainment |
| <input type="checkbox"/> Other: _____ | |

Non-profits and community service organizations — this section is for you.

Daycares, dementia care providers, food banks, newcomer services, and mental health programs are often the first displaced when rents rise — because they can't compete commercially and nobody tracks when they leave. When they go, the people who depended on them lose access to services that make it possible to work, care for family, and stay housed.

Approximately how many people does your organization serve per month?

People served/month: _____

For non-profits this is your key impact metric alongside employment.

2 CURRENT SITUATION

Revenue or operating budget change since August 2024?

- | | | |
|--|--|----------------------------------|
| <input type="checkbox"/> Decreased 11%+ | <input type="checkbox"/> Decreased 1–10% | <input type="checkbox"/> Neutral |
| <input type="checkbox"/> Increased 1–10% | <input type="checkbox"/> Increased 11%+ | <input type="checkbox"/> Unsure |

Biggest expense concern? (select up to 3)

- | | |
|--|--|
| <input type="checkbox"/> Insurance | <input type="checkbox"/> Utilities |
| <input type="checkbox"/> Rent / occupancy costs | <input type="checkbox"/> Cost of goods / supplies |
| <input type="checkbox"/> Increasing wages | <input type="checkbox"/> Employee / volunteer benefits |
| <input type="checkbox"/> Grant funding uncertainty | <input type="checkbox"/> Unsure |

Gross revenue or operating budget going to rent?

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

Rent increase at last lease renewal?

- 0–5%
- 6–15%
- 16–30%
- 31–50%
- Over 50%
- New lease / don't know

3 LEASE RENEWAL TIMELINE

When does your current lease end?

Month: _____ Year: _____

Renewal discussions with your landlord?

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

4 ORGANIZATION OUTLOOK

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

Stay in current location:

- Very likely
- Somewhat likely
- Unlikely
- Very unlikely

Move to a cheaper location:

- Very likely
- Somewhat likely
- Unlikely
- Very unlikely

Close or wind down:

- Very likely
- Somewhat likely
- Unlikely
- Very unlikely

5 LANDLORD RELATIONSHIP **6 COMMUNITY INVESTMENT**

Relationship with your property owner?

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

Do you hire locally?

- Yes, most staff
- Yes, some staff
- No / volunteers only

Source goods/services from local businesses?

- Yes, regularly
- Yes, occasionally
- No

Involved in community events or organizations?

- Yes, actively
- Yes, occasionally
- No

7 SUPPORT NEEDS

What would be most helpful for your organization? (check top 2)

- Predictable rent increase limits
- Help negotiating with landlord
- Dispute resolution assistance
- Access to affordable locations
- Financial assistance programs
- Business / org development support
- Non-profit lease protections
- Other: _____

Additional Comments

Use this space to describe your situation in more detail — rent pressure, landlord circumstances, the impact on your business or organization, or anything else that matters and isn't captured above.

Location & Organization Details (Optional)

For use by the survey administrator. Helps map responses and track the same location over time. Individual responses are kept strictly confidential.

Business / organization name: _____ Years operating: _____

Address / intersection: _____

Type of space:

- Ground floor storefront
- Basement
- Stand-alone building
- Second floor / above grade
- Mixed-use building (residential above)
- Other: _____

Approximate square footage:

- Under 500 sq ft
- 500–1,000 sq ft
- 1,000–2,000 sq ft
- Over 2,000 sq ft

How did you hear about this survey?

- My BIA
- commercialrent.ca
- Another business
- Community meeting
- Social media
- Other: _____

Responses used for policy development and shared in aggregate form only. Individual information kept strictly confidential.	commercialrent.ca a project of Better Way Alliance
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