

## Interviewer's Guide: Assessing Potential Members

The following is a guide. You do not have to ask all the suggested questions, but you do need to get enough information from applicants to decide whether they can be members.

Main questions appear first. The secondary questions are in parentheses and are basically prompts to encourage applicants to flesh things out. Some questions repeat things asked in the application form (for confirmation and any updates), but their familiarity may help applicants open up with more information.

In advance of the interview, check in with the applicants if they require any accommodation (e.g., translator, simplified language, scripting), remind applicants to bring reference contact details (phone numbers). Before the interview ends, let the applicants know how and when the co-op will let them know whether they have been accepted for membership.

### Starting the Interview: Introductions

Introduce yourself to the applicants and explain the purpose of interview: (1) to confirm information on the application form; (2) to ask additional questions to determine the applicants' suitability for membership; and, (3) to answer any questions the applicants have. Note that some of the questions are the same as those asked on the application form. Let the applicants know that the interview will take about 20 minutes. Then ask the applicants to introduce themselves.

Applicant 1: Full name (FAMILY, given)	Interviewer 1: Full name (FAMILY, given)
Applicant 2: Full name (FAMILY, given)	Interviewer 2: Full name (FAMILY, given)

Date of Interview: \_\_\_\_\_

## Reviewing the Application Materials

Confirm that everything is still current. In particular, confirm:

- |  |   |
|--|---|
| <input type="checkbox"/> Current address information | <input type="checkbox"/> Pets (numbers and type: note policy)     |
| <input type="checkbox"/> Current phone number(s)     | <input type="checkbox"/> Requirements/desire for parking stall(s) |
| <input type="checkbox"/> Family composition (size)   | <input type="checkbox"/> Contacts for references                  |

Be sure also to remind applicants of the co-op's rules around **smoking**, what is and what is not included (e.g. "yes" to fridge/stove; "no" to window coverings; "possibly" to dishwasher).

### Questions: General

1. "Tell us about yourself and your family. Where do you live currently? (How long?)"
  - a. [\[If the applicant lives in a co-op:\]](#) "What's the best and worst thing about living there?"
  - b. [\[If the applicant doesn't live in a co-op:\]](#) "Have you ever lived in a co-op?"
    - i. [\[If yes:\]](#) "What was the best and worst thing about living there?"
    - ii. [\[If no:\]](#) "What do you think will be the best and worst things about living in a co-op? (What do you foresee as pros and cons of co-op living?)"
2. "Tell us other things do you like and dislike about your current housing?  
Why do you want to move?"
3. "What kind of notice do you need to give? (Do you have a fixed-term lease?)  
When would you be able to move in?"
4. [\[If the applicant rents:\]](#) "How much is your rent right now and what does it include?"  
[\[If in a non-market rental:\]](#) "Do you receive subsidy, SAFER, or other rental assistance?"
5. "Have you been involved with volunteer or other community activities? Where and what kind of work? (If you have never volunteered, why not? And how would this change if you moved into the co-op?)"

### Questions: Financial

1. **Employment verification, if applicable:**  
"Where do you work? Do you work part-time, full-time, temporary, etc.? How long have you worked for your current employer?" (If self-employed, what kind of work do you do? Do you work from home? Do clients visit your home office and, if yes, how often?)
2. Let's take a hypothetical situation: What would you do if you couldn't pay your housing charges on the due date? [\[Mention we expect post dated housing charge cheques or auto payment.\]](#)



3. Member shares are [relevant amounts] depending on unit size. The share payment is due before move in. Are you able to pay this amount?
4. We do credit and landlord checks for everyone considered for membership. We understand that people sometimes end up with poor credit ratings or landlord references because of past mistakes or circumstances outside of their control. Is there anything that a credit or landlord check might turn up that we should know about?

## Questions: Community Orientation / Neighborliness

1. Our co-op is made up of a diverse population (different family types, lifestyles, health needs, incomes, religions and cultural backgrounds). What do you think about living in that kind of community?
2. What do you know about co-op housing? How did you hear about our co-op?
3. In your opinion, what sort of qualities make for good co-op members?
4. "How would you describe a 'bad' neighbour?"
5. "Have you had an experience when you had a dispute with a neighbour? How did you try to resolve the dispute?"  
[If the applicant has no such experience, you can suggest a hypothetical. Here's an example: "What would you do if you were awakened several times early Sunday morning by a loud radio coming from your neighbour's balcony next door?"]
6. What would you do if a neighbour complains about *your* noise or behaviour?
7. If you heard a neighbour in distress, what would you do?
8. Our co-op is a place where residents can find opportunities to get involved. How do you see yourself or your family contributing to this community?

## Questions: Accessibility and Accommodations

1. "Please describe any support you receive (e.g. home care support, visiting nurse, cleaning service)."
2. "Will this person/any of these people require parking, fobs for the building, etc.?"

[Note that the co-op homes are for people who can live independently, and that the co-op cannot provide any support beyond the (accessible) housing.]

3. "Are there any other requests for accommodations that you would like to share with us? For example, do you need a grab bar in the bathtub or prefer to live on ground floor units?)"



## Questions from the Applicants

1. “Do you have any questions for us?”

[Promise to get back to them if there are any questions you cannot answer.]

## Closing

“Thank you for coming and for your interest in the co-op.”

[Describe next steps and how/when follow-up will be made: The co-op we will review the applications and interviews, and if are able to match an applicant with a home, the co-op will contact the applicant(s) shortly.]