Member Satisfaction Survey

All housing co-ops exist first and foremost to provide a service to their members. Our shared purpose as a sector is to provide fairly-priced, sustainable, well-maintained housing in a co-operative community setting.

Co-operative Housing Federation of BC (CHF BC) has designed this survey to help co-ops to collect feedback from members on their experiences at the co-op.

This Member Satisfaction Survey helps to evaluate key areas, with questions broken into nine sections:

1. Building and Property Conditions,
2. Interior Unit Conditions,
3. Maintenance,
4. Safety and Security,
5. Legal Governance Structure,
6. Finances,
7. Meetings,
8. Co-op Communications, and,
9. Co-op Community.

At the end of each section there is a comment box where you can explain your answers or add comments about associated/related items we may not have thought of.

The results of the survey will tell your co-op what you are doing well, where improvements need to be made and to better understand what matters to the people who live there. Answers will be kept anonymous, meaning that responses will be shared, but not who said what (no names attached). The combined results will be shared back with your co-op community.

If you share your home with other members, you can review and discuss answers to the questions with them and complete one survey. You can also complete separate surveys if you wish.

Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please respond to the questions below. Some questions ask for your level of agreement or disagreement with a statement. If a particular item does not apply to our co-op, circle n/a

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Member Satisfaction Survey

Building and property conditions

	Very dissatisfied ----- Neutral ----- Very Satisfied					
Please rate your level of satisfaction with the specific condition of our co-op's:						
a) office	1	2	3	4	5	n/a
b) community/amenity room	1	2	3	4	5	n/a
c) garden plot area	1	2	3	4	5	n/a
d) grounds	1	2	3	4	5	n/a
e) walkway	1	2	3	4	5	n/a
f) courtyard	1	2	3	4	5	n/a
g) playground	1	2	3	4	5	n/a
h) shared laundry facilities	1	2	3	4	5	n/a
i) elevators	1	2	3	4	5	n/a
j) bike storage	1	2	3	4	5	n/a
k) electric vehicle parking	1	2	3	4	5	n/a
l) parking garage	1	2	3	4	5	n/a
m) swimming pool	1	2	3	4	5	n/a
n) storage lockers	1	2	3	4	5	n/a
o) 'curb appeal' (looks like a nice place to live if you walk or drive by)	1	2	3	4	5	n/a
p) energy efficiency	1	2	3	4	5	n/a
q) proper signage/wayfinding	1	2	3	4	5	n/a
Taking everything into consideration, please rate your level of satisfaction with the overall condition of our co-op.	1	2	3	4	5	n/a
Comments and explanations						

Member Satisfaction Survey

Interior unit conditions

	Very dissatisfied ----- Neutral ----- Very Satisfied					
Please rate your level of satisfaction with the specific condition of your unit's:						
a) lighting	1	2	3	4	5	n/a
b) noise or other disturbance from surrounding units	1	2	3	4	5	n/a
c) air flow/ventilation	1	2	3	4	5	n/a
d) heating (e.g. effectiveness, cost impact)	1	2	3	4	5	n/a
e) cooling	1	2	3	4	5	n/a
f) accessibility (i.e. stairs, bathrooms)	1	2	3	4	5	n/a
g) mold issues	1	2	3	4	5	n/a
h) bathroom/s	1	2	3	4	5	n/a
i) kitchen	1	2	3	4	5	n/a
j) cabinets and counters	1	2	3	4	5	n/a
k) appliances	1	2	3	4	5	n/a
l) pest issues (e.g. ants, mice, etc.)	1	2	3	4	5	n/a
m) closet doors	1	2	3	4	5	n/a
n) windows	1	2	3	4	5	n/a
o) flooring	1	2	3	4	5	n/a
p) plumbing	1	2	3	4	5	n/a
q) overall level of comfort of the home	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall level of satisfaction with the condition of your unit.	1	2	3	4	5	n/a
Comments and explanations						

Maintenance

	Very dissatisfied ----- Neutral ----- Very Satisfied					
Please rate your level of satisfaction with:						
a) annual unit inspections	1	2	3	4	5	n/a
b) the process for submitting requests for repairs	1	2	3	4	5	n/a
c) response time for repair requests	1	2	3	4	5	n/a
d) response time to afterhours emergency requests	1	2	3	4	5	n/a
e) quality of repairs	1	2	3	4	5	n/a
f) eliminating safety hazards (e.g. replacing exterior light bulbs, etc.)	1	2	3	4	5	n/a
g) snow removal	1	2	3	4	5	n/a
h) waste collection service	1	2	3	4	5	n/a
i) unit components (i.e. cabinets, appliances or flooring) are replaced when they reach their end of life or need replacement	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall level of satisfaction with your co-op's general maintenance services.	1	2	3	4	5	n/a
Comments and explanations						

Member Satisfaction Survey

Safety and Security

	Very dissatisfied ----- Neutral ----- Very Satisfied					
Please rate your level of satisfaction with your safety and security:						
a) outside - in the co-op's common areas (e.g. the courtyard)	1	2	3	4	5	n/a
b) inside – in the co-op's common areas	1	2	3	4	5	n/a
c) inside the community/amenity room	1	2	3	4	5	n/a
d) in the parking garage	1	2	3	4	5	n/a
e) ground floor units	1	2	3	4	5	n/a
f) emergency response procedures	1	2	3	4	5	n/a
g) level of security checks the co-op does	1	2	3	4	5	n/a
h) co-op's response to safety inquiries from members	1	2	3	4	5	n/a
i)co-op's process for submitting complaints	1	2	3	4	5	n/a
j) level of information on safety measures and security protocols shared by the co-op	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall sense of personal security within the co-op.	1	2	3	4	5	n/a
Comments and explanations						

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Member Satisfaction Survey

Legal Governance Structure

DIRECTOR DUTIES						
	Strongly disagree ------- Neutral------- Strongly agree					
Please rate the following:						
a) That members of the Board understand or committed to learning about the co-op's governing documents: Rules, Occupancy Agreement and policies.	1	2	3	4	5	n/a
b) That members of the Board understand their legal duties as defined In the *Cooperative Association Act*	1	2	3	4	5	n/a
c)That the board treats members fairly	1	2	3	4	5	n/a
d) That the board enforces the co-op's Rules and policies consistently	1	2	3	4	5	n/a
e) That the co-op has robust processes for collecting, storing and sharing your personal information	1	2	3	4	5	n/a
f) That the co-op has strong record keeping, including accurate minute-taking	1	2	3	4	5	n/a
g) That all members of the Board put the interests of the co-op ahead of their own personal interests	1	2	3	4	5	n/a
h) That all Directors are well-informed and seek professional advice externally when necessary	1	2	3	4	5	n/a
i) That the co-op provides ample training and education to members in order to fulfill their responsibilities	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall agreement that Directors are fulfilling their duties	1	2	3	4	5	n/a
Comments and explanations						

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Member Satisfaction Survey

MEETINGS						
	Strongly disagree------- Neutral------- Strongly agree					
Please rate the following:						
a) That co-op meetings are well organized and chaired	1	2	3	4	5	n/a
b) That co-op meetings are productive.	1	2	3	4	5	n/a
c) That co-op meetings are enjoyable.	1	2	3	4	5	n/a
c)That members are equally able to express their opinions at meetings.	1	2	3	4	5	n/a
d) the number of member meetings per year is a reasonable amount	1	2	3	4	5	n/a
e) the way decisions are made at the co-op is acceptable.	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall level of satisfaction with your co-op's meetings	1	2	3	4	5	n/a
Comments and explanations						

FINANCES						
	Strongly disagree ------- Neutral------- Strongly agree					
Please rate the following:						
a)The co-op provides clarity regarding the co-op's financial situation	1	2	3	4	5	n/a
b) The co-op has effective financial controls (checks and balances put in place to guard against financial loss and fraud) in place	1	2	3	4	5	n/a
c) The co-op has strong financial record keeping	1	2	3	4	5	n/a
Taking everything into consideration, please rate your level of agreement that the co-op is handling its finances well.	1	2	3	4	5	n/a
Comments and explanations						

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Member Satisfaction Survey

Community

	Very dissatisfied --------Neutral -------Very satisfied					
Please rate the following:						
a)feeling of community	1	2	3	4	5	n/a
B feeling of belonging	1	2	3	4	5	n/a
c) there are enough initiatives to foster a strong feeling of community	1	2	3	4	5	n/a
d) level of inclusion where diverse members are respected and treated fairly	1	2	3	4	5	n/a
e) level of support within the co-op for members from various communities	1	2	3	4	5	n/a
f) quality of new member orientation	1	2	3	4	5	n/a
g) the systems and procedures for existing members (such as a comprehensive member manual)	1	2	3	4	5	n/a
h) opportunities offered by the co-op for members to be able to respectfully express dissatisfaction with the co-op	1	2	3	4	5	n/a
i) opportunities offered by the co-op to be involved in discussions about the co-op's long-term plans	1	2	3	4	5	n/a
j) the prospect that the co-op has a secure future	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall level of satisfaction with your co-op community	1	2	3	4	5	n/a
Comments and explanations						

Member Satisfaction Survey

Communications

	Very dissatisfied --------Neutral -------Very Satisfied					
Please rate the following:						
a) responses to member requests **by Board**	1	2	3	4	5	n/a
b) responses to member requests by **co-op management**	1	2	3	4	5	n/a
c) the level of courtesy and professionalism in co-op communications with members	1	2	3	4	5	n/a
d) the level of courtesy and respect in communication between co-op members	1	2	3	4	5	n/a
e) methods of communication (mail, email, and flyers, etc.)	1	2	3	4	5	n/a
f) amount of information shared by to co-op to know what is happening in the co-op	1	2	3	4	5	n/a
g) committee reports	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall level of satisfaction with your co-op's communications	1	2	3	4	5	n/a
Comments and explanations						

Member Satisfaction Survey

Demographics

This survey represented:

☐ One representative completed this survey on behalf of the co-op unit

☐ One representative completed this survey on behalf of one individual in the co-op unit

How long has your household lived in the co-op? Check the box that applies

○ Less than a year	○ 1-2 years	○ 3-5 years	○ 6-10 years	○ 10+ years

Additional comments

Please provide any specific comments or feedback you may have about your satisfaction with the housing-related services you receive in our co-op.