



Working hard for you

At CHF BC we work hard to make sure that you get value for your membership dues. Here are some highlights from the past year.

To deliver education and support to members, we:

- provided education services to 146 member co-ops
- delivered 40 portable workshops to 345 members at almost 30 co-ops
- filled our ever-popular mainland education conferences and Island education days
- played an active leadership role in CHF Canada's *2020 Vision* project
- introduced our new *Road to 2020* education program to promote the key themes of sound management, good governance and principled leadership and help co-ops achieve the eight 2020 co-op standards
- developed new workshops for co-op boards and directors: *What makes a good board* and *What makes a good director*
- launched our new *2020 Compass* service to help co-ops develop a vision for their future based on their mission and core values
- provided chairing, conflict resolution and problem-solving services to co-ops
- answered hundreds of questions from members over the telephone, by email and on BC Talk, in every area of co-op governance and management

To keep adding value to your membership, we:

- introduced a growing number of members to CHF BC's investment and group buying programs. Members often saved more than they paid in membership dues using our flooring, appliance, waste collection, maintenance supplies and CHIP programs
- introduced RONA as our new partner in maintenance and repair supplies
- added kitchen cabinets and counters to our growing portfolio of group buying services
- kept co-op members informed with news and information in our email broadcasts, on the web at www.chf.bc.ca and with four issues of SCOOP magazine

To speak up for co-ops, we:

- helped more leaky co-ops than ever get repaired or secure the financing they need
- campaigned in three elections—federal, provincial and municipal—to promote the need for more housing co-ops and the benefits of investing in the co-ops we already serve

To build the community of housing co-ops in BC, we:

- promoted long-term sustainability strategies for co-ops, becoming in the process Canada's first carbon-neutral federation of housing co-ops
- encouraged the sharing of new ideas, experience and resources among co-ops at members' meetings, delegate forums, Vancouver Island Council meetings and on our popular website
- spread co-operation and fun at the annual co-op picnic at Trout Lake in Vancouver and at the open house for our new office in Victoria