

How to customize the Member Satisfaction Survey

It takes only minutes to customize this survey for your co-op. First, fill in the fields below. This information will be used to automatically fill in the related fields in the letter to members and the survey form.

Please fill in the following fields:

What is the name of your co-op?

Where will members be able to drop off their completed surveys (e.g. mailbox outside co-op office)?

What is the deadline for returning completed surveys?

Second, if you would like to add items under any of the survey categories, you can add up to three new items at the end of the table for each survey question. When you have finished customizing your survey, you can print it using the button below.

Member Satisfaction Survey

Dear members:

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

As service providers, more and more housing co-ops across the country are focussing on their members as customers. Our co-op is committed to providing you, our customers, with the best member service possible.

To help us achieve this goal, CHF Canada has developed a model "customer service" survey that we have adapted for use in our co-op. The Member Satisfaction Survey will help us evaluate our key housing service areas so we can find out what we do well and where we need to improve.

We know that there's more to being a satisfied housing co-op member than the questions covered in this survey. How well our meetings run, how the board performs... these types of questions are important too. But in this survey, we want to focus on how you our members rate the quality of housing services you are getting from the co-op.

We are asking you to take the time to complete the survey so that we can work together to ensure that our members are satisfied and that our co-op communities are what they should be. Your answers will remain anonymous and confidential.

We will compile all your feedback and report back to you on what we learned through this survey.

In order to properly complete the survey, you should:

- answer all questions
- leave your name off the survey -- all information is anonymous
- return your completed survey to
by

If you share your unit with other members, you may want to review and discuss the questions with them before completing the survey.

Co-operatively yours,
The Board of Directors

Member Satisfaction Survey

How long has your household lived in the co-op? (check box that applies)

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

Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please respond to the questions below. If a particular item does not apply to our co-op, circle n/a.

1. Building and property conditions

	Very dissatisfied ——— Neutral ——— Very satisfied					
Please rate your level of satisfaction with the specific condition of:						
a) parking lot/garage	1	2	3	4	5	n/a
b) laundry room	1	2	3	4	5	n/a
c) exterior	1	2	3	4	5	n/a
d) common areas	1	2	3	4	5	n/a
e) garbage area	1	2	3	4	5	n/a
f) elevators	1	2	3	4	5	n/a
g)	1	2	3	4	5	n/a
h)	1	2	3	4	5	n/a
i)	1	2	3	4	5	n/a
Taking everything into consideration, please rate your level of satisfaction with the overall condition and upkeep of our co-op.	1	2	3	4	5	n/a

2. Unit conditions

	Very dissatisfied — Neutral — Very satisfied					
Please rate your level of satisfaction with the specific condition of your unit's:						
a) heating system	1	2	3	4	5	n/a
b) noise from surrounding units	1	2	3	4	5	n/a
c) pest issues (e.g. ants, mice)	1	2	3	4	5	n/a
d) drafts from doors and windows	1	2	3	4	5	n/a
e) flooring	1	2	3	4	5	n/a
f) appliances	1	2	3	4	5	n/a
g)	1	2	3	4	5	n/a
h)	1	2	3	4	5	n/a
i)	1	2	3	4	5	n/a
Taking everything into consideration please rate your overall level of satisfaction with the condition and comfort level of your unit.	1	2	3	4	5	n/a

3. Maintenance

	Very dissatisfied — Neutral — Very satisfied					
Please rate your level of satisfaction with:						
a) upkeep of common areas and grounds	1	2	3	4	5	n/a
b) response time for repair requests	1	2	3	4	5	n/a
c) after hour response to emergency requests	1	2	3	4	5	n/a
d) quality of repairs	1	2	3	4	5	n/a
e) handling of painting requirements (that are the co-op's responsibility)	1	2	3	4	5	n/a
f) eliminating safety hazards (e.g. replacing exterior light bulbs, ice removal)	1	2	3	4	5	n/a
f)	1	2	3	4	5	n/a
g)	1	2	3	4	5	n/a
h)	1	2	3	4	5	n/a
Taking everything into consideration please rate your overall level of satisfaction with our co-op's general maintenance services.	1	2	3	4	5	n/a

4. Communications

	Very dissatisfied — Neutral — Very satisfied					
Please rate your level of satisfaction with:						
a) responding to housing service inquiries, suggestions or requests from members	1	2	3	4	5	n/a
b) providing information (e.g. Board reports, notification about upcoming meetings and events) on a regular basis	1	2	3	4	5	n/a
c) the clarity of financial information provided by the co-op	1	2	3	4	5	n/a
d) the level of courtesy and professionalism in co-op communications with members	1	2	3	4	5	n/a
e)	1	2	3	4	5	n/a
f)	1	2	3	4	5	n/a
g)	1	2	3	4	5	n/a
Taking everything into consideration, please rate your overall level of satisfaction with our co-op communications.	1	2	3	4	5	n/a

5. Safety and security

	Very dissatisfied — Neutral — Very satisfied					
Please rate your level of satisfaction with your safety and security:						
a) within your co-op unit	1	2	3	4	5	n/a
b) inside our co-op buildings and interior common areas	1	2	3	4	5	n/a
c) outside within the co-op's common areas	1	2	3	4	5	n/a
d)	1	2	3	4	5	n/a
e)	1	2	3	4	5	n/a
f)	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

6. 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.

Thank you for completing this survey!
Please return it to: