



The Member Satisfaction Survey

“You can't manage what you don't measure”

- ✓ How does your co-op respond to member concerns and suggestions?
- ✓ How well is your co-op maintained?
- ✓ Do repairs get taken care of in a timely manner?
- ✓ How professional is the service members receive from co-op managers and contractors?
- ✓ Are member services at your co-op getting better or worse?

How can you find out?

It's simple: Why not ask your members what they think of the service they receive as customers of your co-op? Unless you know their opinion you won't know what's getting the “thumbs-up” from your members and what you might need to work on.

Valuing our Members as Customers

We don't always think of co-op members as customers, but a customer is a just person who buys goods or services from a supplier. So, our members are customers, they receive a service (housing) from a supplier (the co-op), and they pay for it (housing charges). Members do have other important governance roles in a housing co-op of course, but let's not forget they are customers too!

The Member Satisfaction Survey is designed to help your co-op ask your members what they think of the services they receive. It asks your members questions about:

- the condition of the units, buildings and common areas,
- the quality of maintenance and repairs,
- their satisfaction with communication between members and the co-op,
- the safety and security features of the co-op, and
- any other specific issues you want to include.