



## Member Survey - Draft

### Household demographics

**1. How long has your household lived in the co-op?**

- 0-3 years
- 4-9 years
- 10-14 years
- 15+ years

**2. How many people in your household do your survey responses represent?**

- Just myself.
- Two.
- Three.
- Four.
- More than four.

**3. Would you refer your family or friends to live at \_\_\_\_\_ Housing Co-op?**

- Yes
- No
- Why?



## Member Survey - Draft

### Building and property conditions

**1. Please rate your level of satisfaction with the specific condition of:**

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
a) parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) exterior of buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) common areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) children's play area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) mailbox area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) driveways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) fences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) water drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j) member yards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. Taking everything into consideration, please rate your level of satisfaction with the overall condition and upkeep of our co-op.**

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
overall condition and upkeep of co-op	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: (please specify)



## Member Survey - Draft

### Unit conditions

#### 1. Please rate your level of satisfaction with the specific condition of your unit's:

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
a) heating system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) noise from surrounding units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) pest issues (e.g. ants, mice)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) drafts from doors and windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) flooring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) appliances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. Taking everything into consideration please rate your overall level of satisfaction with the condition and comfort level of your unit.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
condition and comfort level of unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: (please specify)



## Member Survey - Draft

### Maintenance

#### 1. Please rate your level of satisfaction with:

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
a) upkeep of common areas and grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) response time for repair requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) after hour response to emergency requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) quality of repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) handling of painting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) eliminating safety hazards (lighting/ice/etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) unit inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) plumbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) electrical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. Taking everything into consideration please rate your overall level of satisfaction with our co-op's general maintenance services.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
general maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: (please specify)



## Member Survey - Draft

### Communications

#### 1. Please rate your level of satisfaction with:

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
a) responding to housing service inquiries, suggestions or requests from members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) providing information (e.g. Board reports, about upcoming meetings and events)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) the clarity of financial information provided by the co-op	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) the level of courtesy and professionalism in co-op communications with members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) level of courtesy, responsiveness and professionalism of management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) level of courtesy, responsiveness and professionalism of Board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) level of courtesy, responsiveness and professionalism of Committees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. Taking everything into consideration, please rate your overall level of satisfaction with our co-op communications.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
co-op communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: (please specify)



## Member Survey - Draft

### Safety and Security

#### 1. Please rate your level of satisfaction with your safety and security:

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
a) within your co-op unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) inside the co-op center and other common buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) outside within the co-op's common areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) exterior lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) pets owned by other co-op members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. Taking everything into consideration, please rate your overall sense of personal security within the co-op.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
sense of personal security within the co-op	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: (please specify)



## Member Survey - Draft

### Additional comments

**1. Overall I am satisfied with the service I receive from the co-op.**

Yes

No

If no, what improvements do you see as necessary?

**2. 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!**

If you are doing this on a paper version please return it to -

\_\_\_\_\_

The online version will take care of itself when you click DONE