

Co-operative Housing Development Program

Results of the CHDP Support Satisfaction Survey and Planned Service Enhancements for 2026

Purpose

This memo summarizes the results of CHF Canada's 2025 satisfaction survey of Co-operative Housing Development Program (CHDP) proponents and outlines specific actions to be undertaken in 2026 to strengthen program delivery and support outcomes aligned with CHDP objectives.

Background

In Fall 2025, CHF Canada surveyed English- and French-speaking proponents from the first and second CHDP intake windows to assess their experience working with our development team during the application and early project development stages.

The survey was conducted between October 22 and November 28, 2025, and received a strong response rate. The results provide an early performance snapshot of CHF Canada's CHDP development support during the initial rounds of program delivery.



Photo: Queens Neighbourhood Co-operative Housing, Nova Scotia

Summary of Findings

Overall, survey results indicate high levels of satisfaction with CHF Canada's development support, particularly in relation to service quality, responsiveness, and staff expertise.

Key results include:

- Service quality ratings above 4.5 out of 5 for both English- and French-speaking proponents
- Consistently fast response times (two days or less)
- Positive impacts on proponents' confidence in delivering accessible, secure housing
- Strong interest in continued engagement with CHF Canada through post-loan development services

The findings also identified areas where support could be strengthened as projects advance into more complex development phases, particularly:

- Strategic planning and design development
- Procurement of professional development services
- Financial modelling and pro-forma development
- Navigation of municipal and provincial approval environments



Photo: Upper Hammonds Plains Housing Co-operative, Nova Scotia



Planned Actions for 2026

Building on these findings, CHF Canada will undertake the following actions in 2026 to support continuous improvement in CHDP delivery:

Strengthen Development Support Capacity

We will enhance internal capacity, tools, and guidance related to strategic planning, procurement of development services, and municipal/provincial engagement to better support projects as they progress toward financing and construction readiness.

We are planning virtual Growth Conversation Circles for 2026 to bring together CHF Canada members, co-op staff and managers, developers, and related co-op housing development stakeholders to share best practices in building large-scale co-op communities for equity-deserving groups. These will include governance, design and procurement considerations.

Specifically, training will also be provided to CHF Canada development team staff on the Growth Support Service offerings to ensure that staff have the capacity and tools to provide proper guidance.

To support project design development, we will develop a design manual outlining standard, customized co-op design principles and practices for use by the CHF Canada development team and sector-wide development consultants.

Improve Clarity and Consistency of Service Offerings

We will refine how development supports are marketed and communicated to CHDP proponents, ensuring that expectations align with the project stage, available resources, and evolving program capacity. We will also be engaging with sector partners to enhance and align on sector-wide service offerings.



Expand and Formalize Post-Loan Services

Given strong proponent interest, CHF Canada has further developed post-loan services that support successful project delivery following CHDP approval, contributing to long-term project viability and program outcomes. Specifically, our post-loan services now include activities such as construction preparation, project contingency approval, transition plan to occupancy and post-occupancy, grand opening planning, and deficiency management.

We will create targeted resources to better promote these service offerings.

Strengthen Performance Measurement

Following the close of third CHDP application intake window, we will re-administer an updated satisfaction survey in 2026 to a broader group of proponents. The revised survey will better align with committed service outputs and improve CHF Canada's ability to track changes in capacity needs over time.

Conclusion

These survey results demonstrate that CHF Canada's CHDP development support is performing effectively at an early stage while highlighting clear opportunities for refinement as projects move through the development pipeline. The planned 2026 actions will strengthen accountability, improve service delivery, and support CMHC's objectives of advancing successful, community-led co-operative housing development across Canada.