



# PHCHF Co-op Member Survey: Spring 2024

1 Please indicate the name of the housing co-op where you reside:

2 How long have you lived in a co-op?

- 1 month – 1 year
- 1 – 3 years
- 3 – 5 years
- More than 20 years
- 5 – 10 years
- 10 – 15 years
- 15 – 20 years

3 Are you a registered member of your co-op?

- Yes
- No

4 Please indicate your housing co-op's methods of communication about happenings at your co-op: *(select all that apply)*

- General Communication/e-Newsletter
- Email sent directly to me
- Accessing my co-op's social media page
- By group text
- By paper letter/memo
- Member meetings
- Other *(please specify)*

5 Please indicate your co-op's methods of sharing information about happenings at the co-operative housing federation: PHCHF - Peel Halton Co-operative Housing Federation *(select all that apply)*

- General Communication/e-Newsletter
- Email sent directly to me
- Accessing my co-op's social media page
- By group text
- By paper letter/memo
- Member meetings
- Posted updates on our community notices board
- PHCHF's "Sector Updates" newsletter is forwarded to me
- Other *(please specify)*



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6 Please indicate your overall awareness of the role of the federation (PHCHF) by selecting the most appropriate answer:

I have an extensive understanding of the services, programs and support provided by PHCHF.

I have some awareness of the services, programs and support provided by PHCHF.

I know that my co-op is a member of PHCHF but I do not understand the services, programs and support available to my housing co-op.

I did not know that my co-op was a member of a federation.

I do not understand the role of a co-operative housing federation.

7 Please help us understand your overall familiarity with PHCHF offerings by checking the boxes of all services, programs and support that you are aware of:

Education Workshops for Members

Education Workshops for Board Members

Spring & Fall Virtual Education Offerings

Portable Workshop Offerings

Annual General Meeting (AGM)

General Member's Meeting (GMM)

Diversity Scholarship Program

Cost Cutters Preferred Vendors Program

Meeting Support & Board Chairing Services

Board Mentorship Program

Mediation & Conflict Resolution Consultation for Co-ops

Hybrid Meeting Support & Technology Training

Operational Advice/Consulting Services

End of Mortgage Support Services

Tendering Support

Co-op Young Leaders Program

Share Your Co-op Story - Co-op Heroes Recognition Program

Job Board for Job Postings

Online Tools & Resources for Mental Health, Governance & Co-op Operations

None of the above



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**8 Please describe your overall impression of PHCHF's support of member housing co-ops:**

My impression is that PHCHF is readily available to support my housing co-op with support, programs and services.

My impression is that PHCHF is available to support my housing co-op but we have not utilized the support, programs and services.

My impression is that the support is available but my housing co-op is unaware of the support and how to utilize it.

My impression is that PHCHF is not available to support my housing co-op with programs and services.

I was not aware that support, programs and services were available to my housing co-op from PHCHF.

**9 I have participated in the following PHCHF events (select all that apply)**

I have attended an Education Workshop for Members

I have attended the Spring/Fall Virtual Education Offerings

I have attended an Education Workshop for Board Directors

I have attended the Annual General Meeting

I have attended the General Members Meeting

I have attended the CHF Canada Annual Conference as a PHCHF Housing Co-op Member

None of the above

Other (please specify)

**10 Please suggest any other events that PHCHF could provide to you and your co-op to further enrich and improve your experience as a housing co-op member:**



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**11 I would be interested in Education Workshops for housing co-op members on the following topics:**  
*(select all that apply)*

- Being an Effective Co-operative Housing Member
- The History of Co-op Housing in Canada
- Positive Conflict Resolution for Daily Life
- Nutrition for Healthy Living
- Cyber Security - Best Practices for Internet Use
- I am not interested in attending Education Workshops at this time
- Personal Finances & Budgeting
- Stress Management for Daily Life
- Time Management for Daily Life
- Social Media Security for Parents
- Preparing to Be an Effective Board Member
- Other *(please specify)*

**12 What is your preferred time for attending any of PHCHF's Information Sessions, Social Events or Education Workshops for housing co-op members** *(select all that apply)*

- Weekday mornings
- Weekday afternoons
- Weekday evenings
- Weekend mornings
- Weekend afternoons

I am not interested in making time for workshops in my weekly calendar.

I am interested in workshops but I am unable to make time in my life right now to attend.

**13 How would you like to attend PHCHF's information and education events for housing co-op members** *(select most suitable answer)*

- I prefer to attend in-person live information and education events.
- I prefer to attend online information and education events.
- I prefer to attend hybrid (online + in-person options) information and education events.
- I prefer to do self-paced training from recorded webinars.
- I do not have a preference/I am open to all options for attending information and education events.
- I am not interested in attending information and education events.



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14 I am interested in learning more about: *(select all that apply)*

“What is a co-operative community?”

The Peel Halton Co-operative Housing Federation

The Annual General Meeting

The General Members Meeting

Other PHCHF housing co-operatives

The PHCHF education offering

The PHCHF services, programs and support provided to our co-ops

The Diversity Scholarship Program

The Share Your Co-op Story (Co-op Heroes Program)

15 Please indicate how you would prefer to learn more about the existing and ongoing offerings, services and education provided by PHCHF: *(select your preferred method)*

General Communication/e-Newsletter

Accessing my co-op's social media page

Update messages sent from my co-op board

Member meetings

Posted updates on our community notices board

PHCHF's "Sector Updates" newsletter is forwarded to me

Other *(please specify)*

16 Please indicate how you would prefer to learn about NEW offerings, services and education events from PHCHF: *(select your preferred method)*

General Communication/e-Newsletter

Accessing my co-op's social media page

Update messages sent from my co-op board

Member meetings

Posted updates on our community notices board

PHCHF's "Sector Updates" newsletter is forwarded to me

Other *(please specify)*



## PHCHF Co-op Member Survey: Spring 2024

17 What other new/additional resources would you like to see PHCHF provide for member housing co-ops?

18 What is one thing that PHCHF could do to improve your experience as a member in your housing co-op?

19 Please provide any additional general feedback here:

20 I have a question or inquiry for PHCHF. Please contact me directly. (Your details will be kept confidential)

Name

Email

Phone Number

21 **THANK YOU!** We appreciate your feedback. As a thank-you for your feedback, participants can choose to be entered into a draw for a \$50 dining gift card. If you wish to be entered in the draw, please provide your name, number and email below. Your data will remain anonymous, even if you participate in the draw.

Name

Phone Number