

CERC MEMBERS

ANNUAL SURVEY 2023



Please complete by **Tuesday, 30th June 2023** and email to: engage@cehl.com.au

or post to **Common Equity Housing Ltd, Reply Paid 80459, Carlton South VIC 3053** (no stamp required).

What Co-op are you from:

SECTION ONE - Reporting Questions

Thinking about your Co-op

	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	No opinion
How satisfied are you with the services provided by your Co-op?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you that your views are being taken into account by your Co-op?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you with the way your Co-op manages repairs and maintenance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Co-op and CEHL are responsible for different maintenance issues. You will have an opportunity to respond to questions CEHL is responsible for in the next questions.

See below for what maintenance your CERC is responsible for:

Urgent Repairs which include:

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided for hot water, water, cooking, heating
- A failure or breakdown of the gas, electricity, or water supply
- A failure or breakdown of a cooling service
- A failure to comply with any rental minimum standards
- A failure or breakdown of any safety-related devices, including a smoke alarm or pool fence
- Any appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted
- Any fault or damage that makes the rented premises unsafe, including a pest infestation, or the presence of mould or damp caused by or related to the building structure
- A serious fault in a lift or staircase

Responsive Maintenance which include:

- Dripping taps
- Light switch or GPO not working (non-urgent)
- Quotation requests
- Repairs to floor coverings, trip hazards (not replacement)
- Spouting repairs (not replacement)
- Windows that will not close or open
- Blocked storm water drains
- Changing taps, washers, shower heads
- Cupboard / wardrobe repairs
- Fence repairs (not replacement)

- Fly screen repairs
- Garage door repairs
- Letterbox repairs
- Part failure of appliance (one cooktop hotplate)
- Part or entire removal of tree, branches that are causing damage to property
- Patch, repair or spot paint walls
- Repair / adjustment of door closers
- Repairs to blinds / window furnishings
- Repairs to clothesline
- Repairs to doors, door hardware, jams, stops, strike plate, hinges
- Testing for termites (not treatment)

Cyclical Maintenance which include:

- Blinds / window furnishing replacement
- Full carpet replacement
- Electrical switchboard upgrade
- External painting
- Internal painting
- Fence replacement
- Guttering replacement
- Heating replacement
- Hot water service replacement
- Hydronic heating boiler replacement
- Cooktop, stove or oven replacement
- Rangehood replacement
- Replacement of garage roller door
- Security door replacement
- Service appliances
- Preventative gutter cleans
- Smoke detector testing - annually
- Gas and electrical safety checks - every two years

Do you have any further feedback or comments about your Co-op?

Thinking about Common Equity Housing Ltd (CEHL)

	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	No opinion
How satisfied are you with the services provided by CEHL?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you that your views are being taken into account by CEHL?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you with the way CEHL manages repairs and maintenance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

See below for what maintenance CEHL is responsible for:

Third Schedule Works which include:

- Complete replacement of stairs, patio and porch
- Roof replacement and major repair
- Major rewiring
- Restumping
- Underpinning and associated works
- Sewage replacement
- Stormwater replacement
- Hot / cold water pipe replacement
- Full recladding
- Rising damp rectification
- Complete joinery upgrade
- Complete bathroom upgrade
- Structural flooring replacement above 8 metres square
- Window replacement
- Major repair of driveways, crossover, sheds and garages

Do you have any further feedback or comments about CEHL

SECTION TWO - Questions about how CEHL communicates and engages with you

CEHL Communicating With You

How do you prefer CEHL to communicate with you?
Please order 1 to 6 (1 being your most preferred method)

Email	Printed via post	Phone call	SMS Text	In Person	Via your Co-op
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there another way you would prefer us to communicate with you?

Is there anything preventing you from contacting CEHL?

Yes	No	If yes, please give us details below:
<input type="checkbox"/>	<input type="checkbox"/>	

Do you read and enjoy the new look CEHL monthly newsletter, Co-operatively Speaking?

Yes	No	Could you please tell us your thoughts, suggestions and feedback on the new look Co-operatively Speaking below:
<input type="checkbox"/>	<input type="checkbox"/>	

CEHL Coming to Your Region

Would you be interested in attending events where CEHL team members come to your region offering information, training and networking?

Yes	No	If no, could you please tell us why below:
<input type="checkbox"/>	<input type="checkbox"/>	

If yes, what days and times suit you best

Weekdays during the day	Weekdays during the evening	Saturday during the day	Saturday during the evening	Sunday during the day	Sunday during the evening
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION THREE - Optional - Enter to win a voucher!

Would you like to go into the draw to win a gift voucher! If yes, please let us know who you are!

- If you filled in section one only, you could win a \$50 voucher.
- If you filled in sections one and two, you could win a \$100 voucher.



Name:

Email: Phone: