

Member
Service Series:
CHARTER



Member service charter *for housing co-ops*

As the elected governing body and management of our housing co-operative, we are committed to providing a high level of quality service to our members. To achieve this the Board and management are committed to these member service standards:

1. We will develop guidelines to be followed in responding promptly to all messages, written correspondence and work requests received by the co-op and will communicate these guidelines to our members.
2. We will treat all members with respect in all of their dealings with the Board and management.
3. We will ensure that all new and existing directors and staff are trained on accessible customer service.
4. We will provide regular opportunities for members to give feedback on the services they receive from the co-op so that these services can be continually improved.
5. We will foster democracy by ensuring that members receive timely information to help them engage in a meaningful way in our co-op's decision making-process.

Adopted by the Board of Directors on: _____



This is what we understand our commitments to mean:

- 1. We will develop guidelines to be followed in responding promptly to all messages, written correspondence and work requests received by the co-op and communicate these guidelines to our members.**

The Board and management will work together to develop a policy that contains specific guidelines and timeframes to be followed in ensuring prompt responses to messages, written correspondence and work requests received from members and others who have dealings with the co-op. The policy will take various factors into consideration, such as whether staff are full-time or part-time, whether or not there is an onsite office, and whether any contractual agreement between the Board and management could affect these guidelines and timeframes.

- 2. We will treat all members with respect in all of their dealings with the Board and management.**

All members can expect that they will always be treated with the utmost respect and dignity when dealing with a director or staff member. The Board and management are committed to upholding each member's human rights.

- 3. We will ensure that all new and existing directors and staff are trained on accessible customer service.**

The Board and management are committed to ensuring accessibility for all members of our community and their guests. People can use their own personal assistive devices at the co-op. The Board and management will work with any member to identify service options if the member is unable to access services, even with the use of their own personal assistive devices. Service animals will be welcomed at the co-op in all common areas including lobbies, laundry rooms, offices, meeting rooms, yards, decks and rooftops. Service animal owners are responsible for the care, supervision and control of their service animal while on co-op property. Support persons are welcome. If confidential information is to be disclosed members will always be asked for their consent for the support person to be present.



4. We will provide regular opportunities for members to give feedback on the services they receive from the co-op so that these services can be continually improved.

On an annual basis, or more frequently if deemed necessary, the Board and management will survey the members to assess their level of satisfaction with the services the co-op is providing. This survey could be broad and cover many areas of service, or narrow and pertain to only one service, such as a recently completed capital project. In addition to these surveys the Board and management will develop a process for members to provide feedback (positive or suggesting improvement) on any service they may have received. The Board and management will use this member feedback to improve or enhance the services provided to members.

5. We will foster democracy by ensuring that members receive timely information to help them engage in a meaningful way in our co-op's decision-making process.

In successful housing co-ops the members are engaged appropriately in the decision-making process. To ensure meaningful engagement the Board and management commit to providing timely information to members in an easy-to-read format.