



Engagement survey results

2018

The CEHL co-op housing program provides secure and affordable housing in Victoria's increasingly unaffordable market. It is a real alternative to private rental or home ownership.

Over 30 years we have worked in partnership with 108 co-ops across Victoria to house over 5000 people! The Board is keen to improve our partnership to grow further.

Here are the results of our 2018 survey about what co-ops think would strengthen the partnership.

Thank you for being involved.

80% to 90%* of co-ops responded

*10 did not say what co-op they were from

Your long-term vision for CEHL is ...

To grow the number of co-ops

To provide safe and affordable housing for people in need

To work well together

To be co-operative in all our actions and principles, with full participation in decision-making by co-op members

To prosper and be financially viable

To create sustainable, "greener" housing

To broaden membership



Thank you for doing the survey!

You told us there are issues ...

The majority of co-ops reported CEHL support is important but ...

44% are not clear about responsibilities – particularly around maintenance and tenant disputes.

We will use your feedback to create some simple information to clarify who is responsible for what.

New member lists need to be improved

We have undertaken work last month to update the referral lists. You should see an improvement already.

In November we will release a new tool that will help prospective members keep contact details up-to-date.

You'd like us to be more responsive

Our data shows we are responding faster, but we want to improve further. We will look at internal systems that will ensure every contact with us is responded to effectively.

We will also look at how we can improve our face-to-face contact.

We are going to review our training, and look at new things like one-on-one mentoring, to make it easier for you to know what to do yourselves.

Communication needs to be simpler

It is important that our information is in an easy form for you to read, and is provided in the ways you prefer to see it.

We are reviewing our communications approach and will include your feedback in this review. We have already committed to 'plain English' training for our teams and will trial some different ways to get information to you (like short videos).

You had great ideas...

You had ideas for how engagement could be improved that we will explore with you at the December Regional forums:

- ✓ **Better ways to engage** including through technologies that allow co-ops to be involved without travelling
- ✓ **Better skills training** including one-on-one mentoring
- ✓ **Networking co-ops** so you can share positive strategies for solving issues
- ✓ **Improving regional forums** so they are co-op led, and allow for more debate
- ✓ **Solar and other environmental housing initiatives**
- ✓ **CEHL campaigns** to showcase co-ops, get more funds to grow, keep a spotlight on social and affordable housing.

Come to the forums!

At the December regional forums, we will workshop your ideas together. Our consultants are finding innovative ideas from other co-ops around the world to inspire us.

Everyone who is interested is welcome and you will be contacted leading up to the forums with a reminder.

We hope to see you there and thank-you again for your participation in the survey.

