




THIS BULLETIN IS FOR ALL YOUR MEMBERS. PLEASE SHARE IT AROUND. THEY CAN SUBSCRIBE DIRECTLY BY EMAILING THEIR NAME, CO-OP AND EMAIL TO enquiries@commonequity.com.au

TENANT SATISFACTION SURVEY RESULTS & VOUCHER WINNERS

Common Equity NSW achieved some great results again this year with the Tenant Satisfaction Survey. As mentioned previously we received 39% response rate which is fantastic.

-  89% of respondents indicated that they were 'very satisfied' & 'fairly satisfied' with the services provided by CENSW
-  88% of respondents were 'very satisfied' or 'fairly satisfied' with repairs & maintenance
-  91% of respondents were 'very satisfied' or 'fairly satisfied' with the condition of their home

Overall Common Equity NSW is above the national benchmark for thirteen out of fourteen areas (or indicators) of between 1 – 16%.

More information on survey results will be available in the 2019 CENSW Annual Report.

Gift voucher winners: Irma from Guildford & Susan from North Coast Womens Housing – congratulations!

Nicole Stevens
Communications Officer



The Bulletin 25.10.2019

THIS BULLETIN IS FOR ALL YOUR MEMBERS. PLEASE SHARE IT AROUND. THEY CAN SUBSCRIBE DIRECTLY BY EMAILING THEIR NAME, CO-OP AND EMAIL TO enquiries@commonequity.com.au

CO-OP FORUM

Saturday 26th October

Sydney Masonic Centre

66 Goulburn Street, Sydney

Agenda attached for all who are attending.

Please let Dianne know who will be attending from your Co-operative at dianne@commonequity.com.au.

SAVE THE DATE

**Our ANNUAL GENERAL MEETING will be held on the 23rd November 2019,
10.00am at The Mercure
(818-820 George St, Sydney)**

Common Equity Office numbers & Direct lines

NICK SABEL	CEO	02 9356 9200
STEPHEN WARDROP	PROPERTY MANAGER	02 9356 9220
JOANNA WONG	FINANCE MANAGER	02 9356 9221
DIANNE SAKR	EXECUTIVE ASSISTANT TO CEO	02 9356 9212
MIRJANA KREISELMAIER	CO-OP DEVELOPMENT MANAGER	02 9356 9210
GINA O'NEILL	SENIOR PROJECT MANAGER	02 9356 9224
MAINTENANCE OUT OF HOURS EMERGENCY		0432 664 486

TEAM	EMAIL ADDRESS
Co-op Development Team	CDT@commonequity.com.au
Maintenance Team	Maintenance@commonequity.com.au

13/31 Market St, Sydney NSW 2000 T: 1800 066 834 / (02) 9356 9200

Postal Address: PO Box Q1323, Sydney, NSW, 1230

Email: enquiries@commonequity.com.au Web: www.commonequity.com.au



Co-op Housing Forum

Agenda

Ionic Room, Masonic Centre
66 Goulburn St, Sydney
10am-3pm, Saturday, 26 October, 2019

Purpose

The purpose of this Forum is to foster a shared vision between Housing Co-operatives and Common Equity NSW (CEN) about potential and opportunities in the sector. It will

- Hear from Co-ops about issues of interest that can be supported by CEN.
- Inform and clarify the role and responsibilities of Common Equity to its members.
- Clarify processes to address opportunities and challenges that can be influenced by mutual co-operation.

Context and background

- The Forum creates an opportunity to harness Co-op sector strength for improved advocacy and reputation.
- The current CCA ends June 2020 and this forum will help to set a platform for the consultation on the next CCA.
- The forum provides an opportunity for all co-ops to come together and hear and learn from each other.
- Common Equity NSW has a new CEO, Nick Sabel, who is keen to meet and hear from the sector.

Preparation

Bring along some photos of your Co-op, or other relevant images, that can be posted up on the Co-op History Wall chart. Think about important moments/events in your own history of involvement in the sector.

If relevant to you, read a short paper on the history of the Company Co-operative Agreement (CCA).

Agenda

	Topics, Issues	Activities
9.45	<i>Arrive for coffee</i>	Brief table hosts, if possible
10.00 5 mins	Welcome	Carmen Osborne, Chair of Common Equity NSW
10.05 15 mins	Setting the scene: Purpose, Agenda, introductions and Expectations	Ian Colley, Make Stuff Happen (Facilitator)
10.20 15 mins	About Common Equity	Nick Sabel, CEO, Common Equity NSW
10.35 40 mins	What do we want for the sector? Where do we want to go? NOW and into the longer term future	Wall chart activity
11.15 15 mins	Morning tea	<ul style="list-style-type: none"> • Post up items on the History Wall
11.30 60 mins	Focus Topics - Table group discussion	Possible topic options: <ol style="list-style-type: none"> 1. Pathways to Growth 2. CEN support to Coops 3. CEN and Coop advocacy for the sector 4. Clarifying issues on the Company Cooperative Agreement (CCA), to shape discussions over the next few months 5. Miscellaneous topics – suggested by participants
12.30 45 mins	Lunch	<ul style="list-style-type: none"> • Pop up info booth, conversations • Rate the CEN ideas • Review the History Wall
1.15 15 mins	Table Topics (continued)	Identify actions/strategies/recommendations for consideration by all participants
1.30 50 mins	Topic presentations	<ul style="list-style-type: none"> • Table group reporting back to the whole Forum • Post up action items from each discussion
2.20 25 mins	Setting priorities	Priority voting exercise for all participants.
2.45 15 mins	Review and reflection	All
3.00	Next steps and close	Nick Sabel