



Unified Enterprise Survey - Annual

2000 Survey of Service Industries: Repair and Maintenance Services Excluding Automotive

Collected under the authority of the *Statistics Act*,
Revised Statutes of Canada, 1985, Chapter S19.

Completion of this questionnaire is a legal requirement
under this Act.

This document is confidential when completed.

Si vous préférez recevoir ce questionnaire en français,
veuillez nous appeler sans frais au numéro de téléphone
suivant : 1 888 881-3666.

For Information Only

Correct pre-printed information if necessary using the corresponding boxes below:

0001	Legal name	0004	Number and street		
0002	Business name	0005	City	0006	Province or State
0003	C/O	0053	Country	0007	Postal code/Zip code
0008	First name of contact	0028	Last name of contact		
0052	Please report for:	0010	Language preference 1 <input type="radio"/> English 2 <input type="radio"/> French		

A - Introduction

Survey Purpose


This survey collects the financial and operating data needed to produce statistics concerning your industry. For more information on survey purpose, please consult the enclosed booklet entitled "Statistics Canada Business Surveys".

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information obtained from this survey that relates to any identifiable business. **The data reported on this questionnaire will be treated in strict confidence**, used for statistical purposes and published in aggregate form only. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation.

Please return the completed questionnaire(s) in the enclosed envelope **within 30 days** of receipt. The questionnaire(s) can also be faxed back to Statistics Canada at **1 888 883-7999**. Thank you.

If you need further information or help, please call 1 888 881-3666.

Name of the primary person completing this questionnaire: 0026		0013	First name		
<input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Miss <input type="radio"/> Ms.		0054	Last name		
Title: 0014	E-mail address: 0018		Web site address: 0020		
Telephone number: 0017 ()	Extension: 0027	Fax number: 0016 ()		Date completed: YYYY MM DD	
Signature: 			0015		
I certify that the information contained herein is complete and correct to the best of my knowledge.					

Coverage

Please complete this questionnaire for the business unit(s) described in the pre-printed area on the front page of this questionnaire. Report only for the operation(s) located in Canada.

Reporting Instructions

When precise figures are not available, your best estimates are acceptable.

1. Please report all dollar amounts in CANADIAN DOLLARS (\$ CDN).
2. All dollar amounts reported should be rounded to the nearest whole dollar (e.g., \$55,417.40 should be reported as \$55,417).
3. All percentages reported should be rounded to the nearest whole percent (e.g., 37.3% to 37%, 75.8% to 76%).
4. Please include all electronic commerce transactions.
5. Please write clearly in ink.
6. This survey questionnaire can be faxed back to Statistics Canada at **1 888 883-7999**.

Statistics Canada advises you that there could be a risk of disclosure during the facsimile transmission. However, upon receipt of your facsimile, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

Reporting Period Information

Reporting Period

Please report information for your **most recent available 12-month fiscal period** ending between January 1, 2000 and March 31, 2001. Please indicate below the period covered by this questionnaire.

	YYYY	MM	DD		YYYY	MM	DD
1. From	0011			To	0012		

2. Do the dates reported above represent a change in your fiscal year?

0059 Yes No

3. Were any of the operating units of this business unit temporarily or seasonally inactive during the reporting period?

0061 Yes No

4. Has this business unit acquired any operating units during the reporting period?

0064 Yes No

5. Has this business unit disposed of/sold any operating units during the reporting period?

0066 Yes No

Data-sharing Agreements

To avoid duplicating survey activity, Statistics Canada has entered into agreements with provincial and territorial statistical agencies for the sharing of data. This is done in accordance with the federal *Statistics Act* and corresponding provincial and territorial legislation. The data are kept confidential and used for statistical purposes only. **Your responses are not shared with Canada Customs and Revenue Agency (formerly Revenue Canada).** More details on data-sharing are included in this package.

Business Unit Organization

1. Type of organization (please check **one** only):

- 0024 1 Unincorporated sole proprietorship 2 Unincorporated partnership 3 Incorporated company 4 Co-operative
5 Joint venture 6 Government business entity 7 Government 8 Non-profit organization

Sole Purpose of this Business Unit

1. Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?

- 0029 Yes → **If yes**, please name the company or professional practice. No → **If no**, please go to the **Main Business Activity** section.

0030

Main Business Activity

Please check the **main** activity, at this business unit, which most accurately describes the **principal** source of operating revenue.

Please check **one** only.

1. 811210 0807 **Electronic and Precision Equipment Repair and Maintenance**
Establishments primarily engaged in repairing and maintaining electronic equipment and precision instruments, such as electrical measuring instruments, nautical and navigational equipment, home entertainment components, computers and related equipment, etc.
- Exclusions:** establishments primarily engaged in:
- rewinding armatures or rebuilding electric motors (Electrical Equipment Manufacturing);
 - retailing new electronics and also providing repair services (Appliance, Television and Other Electronics Stores);
 - installing and repairing locks (Security Systems Services).
2. 811310 0808 **Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance**
Establishments primarily engaged in repairing, maintaining, and/or welding commercial and industrial machinery and equipment, except automotive and electronic. **Include** construction and industrial machinery and equipment, electric motors, commercial cooling and refrigeration equipment, cleaning tanks and boilers, etc.
- Exclusions:** establishments primarily engaged in:
- rewinding armatures or rebuilding electric motors (Electrical Equipment Manufacturing);
 - repairing transportation equipment at airports, seaports, other transportation facilities and factories (Support Activities for Rail, Water, Air, Ship and Boat Building, Railroad Rolling Stock Manufacturing, and Aerospace Product and Parts Manufacturing).
3. 811411 0809 **Home and Garden Equipment Repair and Maintenance**
Establishments primarily engaged in repairing and maintaining home and garden equipment, such as lawnmowers, edgers, snow and leaf blowers, small gas engines, boat motors, etc., **without retail sales of new equipment**.

NOTE: Main Business Activity continued on Page 4

Main Business Activity (continued)

4. 811412 0810 **Appliance Repair and Maintenance**
Establishments primarily engaged in repairing and maintaining household appliances, such as self-contained air conditioner units (except automotive), washing machines, clothes dryers, refrigerators, power tools, sewing machines, etc., **without retail sales of new equipment.**
5. 811420 0811 **Reupholstery and Furniture Repair**
Establishments primarily engaged in reupholstering, refinishing, repairing, restoring and polishing furniture, **without retail sales of new furniture.**
- Exclusions:** establishments primarily engaged in:
- making furniture and custom cabinets (Furniture and Related Product Manufacturing);
 - retailing upholstery materials (Sewing, Needlework and Piece Goods Stores);
 - restoring museum pieces (Independent Artists, Writers and Performers);
 - repairing motor vehicle interiors (Automotive Body, Paint, Interior and Glass Repair).
6. 811430 0812 **Footwear and Leather Goods Repair**
Establishments primarily engaged in repairing footwear and/or other leather or leather-like goods, such as handbags, luggage and briefcases, **without retail sales of new merchandise.**
7. 811490 0813 **Other Personal and Household Goods Repair and Maintenance**
Establishments, not classified to any other industry, primarily engaged in repairing and maintaining personal and household goods, such as bicycles, garments, firearms, jewellery, watches, motorcycles, musical instruments, saw and knife blades, antiques (except furniture and automobiles), etc.
- Exclusions:** establishments primarily engaged in:
- cleaning or repairing boats (Marinas);
 - repairing home and garden equipment (Home and Garden Equipment and Appliance Repair and Maintenance);
8. 0040 **None of the above**
Please list the main activities of this business unit and indicate the estimated percentage of total operating revenue associated with each one.
For example, other types of repair and maintenance activities, retail, wholesale, or manufacturing activities:
- 0041

Note: If you responded “None of the above”, please call 1 888 881-3666 for further instructions.

B - Revenue

- Please include:**
- all Canadian revenue (including electronic commerce) recorded in your accounts for sales or transfers to other businesses and to other units of your business;
 - all revenue (including electronic commerce) received from outside Canada by this business unit.

Please exclude: • federal or provincial sales taxes collected for remittance to a government agency.

Repair and Maintenance Revenue

	\$ CDN
1. Labour	2041
2. Parts and accessories (used in service and repair work only)	2042
3. Total repair and maintenance revenue (add amounts reported at questions 1 and 2 above)	2045

Sales of Goods Purchased for Resale

	\$ CDN
4. Total sales of goods purchased for resale in the same condition as purchased (revenue of sales of merchandise not used in repair and maintenance work)	2028

Other Operating Revenue

	\$ CDN
5. Revenue from the sale of reconditioned and used equipment and merchandise	2052
6. Revenue from rental or leasing of goods, equipment, repair space, etc.	2046
7. Commission revenue earned on: <ul style="list-style-type: none"> • sales of goods purchased for resale; • parts used for repair and maintenance; • service referrals. 	2060
8. Transfers from a parent or affiliated organization Include internal transfers from head office or other business units.	2044
9. Revenue from sales of discarded and recycled materials and supplies (e.g., scrap metal)	2051
10. All other operating revenue Exclude interest income and dividends. Please report this amount in this section at question 12, "Non-operating revenue".	2077
Please name major items:	
	2071
	2072
	2073

Revenue Totals

	\$ CDN
11. Total operating revenue (add amounts reported at questions 3, 4 and 5 to 10 above)	2080
12. Non-operating revenue (e.g., interest income and dividends)	2097
13. Total revenue (add amounts reported at questions 11 and 12 above)	2098

B - 1 Distribution of Revenue by Type of Repair and Maintenance

Please report your "Total repair and maintenance revenue" reported in **Section B - Revenue**, at question 3, by the following categories:

	\$ CDN
1. Electronic and precision equipment repair and maintenance	
1a) Maintenance and repair services of office and accounting machinery Exclude telecommunications equipment and apparatus.	2836
1b) Computer hardware servicing, repair and maintenance	2837
1c) Repair services of electrical household equipment (e.g., radios, televisions and other audio and video equipment)	2838
1d) Repair services of medical, precision and optical instruments	2839
1e) Maintenance and repair services of other electronic and precision equipment not elsewhere classified (e.g., photographic equipment, cameras)	2840
2. Commercial and industrial machinery and equipment repair and maintenance	2841
2a) Maintenance and repair services of fabricated metal products, except machinery and equipment (e.g., reconditioning shipping containers, tank and boiler cleaning services, welding repair service)	2842
2b) Maintenance and repair services of trailers, semi-trailers, other transport equipment and other motor vehicles not elsewhere classified	2843
2c) Repair services of electrical machinery and equipment and apparatus (e.g., electric motor repair)	2844
3. Home and garden equipment repair and maintenance	
Maintenance and repair services of machinery and equipment (e.g., garden tractors, lawnmowers, small gas engines, boat motors)	2845
4. Appliance repair and maintenance	
Repair services of electrical household appliances (e.g., self-contained air-conditioners, power tools, sewing machines, dish washers, washing machines)	2846
5. Reupholstery and furniture repair	
(e.g., reupholstering, refinishing, repairing, and restoring furniture)	2847
6. Footwear and leather goods repair	2848
7. Other personal and household goods repair and maintenance	
7a) Maintenance and repair services of motorcycles and snowmobiles	2849
7b) Watch, clock and jewellery repair services	2850
7c) Garment and household textile repair services	2851
7d) Maintenance and repair of personal and household goods not elsewhere classified (e.g., the repair and maintenance of bicycles, musical instruments)	2852
8. Other repair and maintenance services	
Please specify: 2853	
9. Total (sum of amounts reported at questions 1 to 8 must equal the amount entered in Section B - Revenue , at question 3, "Total repair and maintenance revenue")	2305

C - Purchases, Inventories and Cost of Goods Sold

Inventories are to be reported at book value (i.e., the value maintained in the accounting records).

Please include: • inventory **owned** by this business unit within or outside Canada (including inventory held at any warehouse, selling outlet, in transit, or on consignment).

Please exclude: • inventory held on consignment for others.

	Purchases \$ CDN	Value of opening inventory \$ CDN	Value of closing inventory \$ CDN
1. Parts and accessories (used in service and repair work only)	4001	5581	5582
2. Parts, accessories and other merchandise (for resale only)	5507	5560	5565
3. Total purchases and inventories (add amounts reported at questions 1 and 2 above)	5548	5550	5555
4. Cost of goods sold Value of total purchases (reported in this section at question 3, at cell 5548) plus total opening inventories (reported in this section at question 3, at cell 5550) minus the value of total closing inventory (reported in this section at question 3, at cell 5555).			5721

D - Expenses

Please include: • all expenses (including electronic commerce) within or outside Canada recorded by this business unit.

Please exclude: • GST/HST and TVQ (Quebec).

Labour Remuneration

	\$ CDN
1. Wages and salaries paid to employees for whom you issued a T4 - Statement of Remuneration Paid form (include vacation pay, bonuses and commissions).	3010
2. Employer portion of employee benefits paid for all employees for whom you issued a T4 - Statement of Remuneration Paid form (include employer contributions to pension, medical/life insurance plans, employment insurance and workers' compensation).	3040
3. Total labour remuneration (add amounts reported at questions 1 and 2 above)	3041

Supply and Vehicle Expenses

Please **exclude** capital expenditures.

	\$ CDN
4. Office supply expenses Include: • paper and supplies for photocopiers, printers and fax machines; diskettes; writing instruments and other office supplies, etc. Also, if not capitalized, include computers, printers, photocopiers, computer software and office furniture, etc. Exclude: • postage and courier expenses. Please report these payments in this section at question 24, "All other operating expenses"; • telephone and other telecommunications. Please report these payments in this section at question 10, "Telephone and other telecommunication expenses".	3301

Supply and Vehicle Expenses (continued)

	\$ CDN
<p>5. Operating, maintenance and repair supply expenses (e.g., light bulbs, toilet paper, cleaning supplies, laundry and uniform expenses, paint)</p> <p>Include:</p> <ul style="list-style-type: none"> supplies for the operation, maintenance and repair of your equipment, vehicles and buildings. <p>Exclude:</p> <ul style="list-style-type: none"> expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 11, "Rental and leasing expenses"; purchased maintenance and repair service expenses. Please report these payments in this section at question 12, "Purchased maintenance and repair service expenses, including janitorial and cleaning services". 	3302
<p>6. Vehicle expenses (e.g., fuel, tires, washing)</p> <p>Exclude:</p> <ul style="list-style-type: none"> expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 11, "Rental and leasing expenses"; expenses that are covered in your purchased maintenance and repair service expenses. Please report these payments in this section at question 12, "Purchased maintenance and repair service expenses, including janitorial and cleaning services"; insurance premiums expenses. Please report these payments in this section at question 16, "Insurance premiums"; property and business taxes, licences and permits expenses. Please report these payments in this section at question 19, "Property and business taxes, licences and permits expenses". 	3307

Purchased Energy and Water Expenses

Exclude energy and water expenses that are covered in your rental and leasing expenses. Please report these payments in this section, at question 11, "Rental and leasing expenses".

	\$ CDN
7. Light, heat and power expenses	4036
8. Water expenses	4065

Purchased Service Expenses

Please **exclude** services that you produce within this business unit.

	\$ CDN
9. Goods transportation, warehousing and storage expenses	4070
<p>10. Telephone and other telecommunication expenses</p> <p>Include:</p> <ul style="list-style-type: none"> telephone, fax, cellular phone, or pager services for transmission of voice, data or image; Internet access charges; purchased cable and satellite transmission of television, radio and music programs. 	4101
<p>11. Rental and leasing expenses</p> <p>Include office space or other real estate, motor vehicles, computers and peripherals, other machinery and equipment, and other goods. Also please include, if applicable, all associated energy, fuel and water expenses.</p>	4115
<p>12. Purchased maintenance and repair service expenses, including janitorial and cleaning services</p> <p>Include materials, parts and labour.</p> <p>Exclude property management fees.</p>	4175

Purchased Service Expenses (continued)

	\$ CDN
13. Payments to employment agency or personnel supplier (e.g., pay for temporary workers paid through an agency and charges for personnel search services)	3080
14. Professional and business service fees (e.g., accounting, property management, legal)	4225
15. Financial service fees (e.g., bank charges, credit and debit card commissions) Exclude interest expenses. Please report these amounts in this section at question 26, "Other expenses".	4325
16. Insurance premiums (e.g., liability, auto, building, equipment) Exclude premiums paid directly to your Head Office, if applicable. Please report this amount in this section at question 22, "Management fees and any other service fees paid to head office and other business support units".	4350
17. Advertising expenses (e.g., promotional material, trade shows)	4365
18. Travel expenses Include passenger transportation, accommodation, meals while travelling and other travel allowances.	4366
19. Property and business taxes, licenses and permits expenses Include: <ul style="list-style-type: none"> • property taxes (except those covered in your rental and leasing expenses); • property transfer taxes; • vehicle licence fees; • lot levies; • provincial capital taxes; • import duties (except where these are included in the purchase of goods for resale). 	4410
20. Royalties and franchise fees	4440
21. Sewage and refuse, sanitation and other environmental protection service expenses	4483

Other Operating Expenses

	\$ CDN
22. Management fees or any other service fees (e.g., legal, advertising, insurance) paid to head office and other business support units (e.g., warehouses, sales centres, trucking facilities)	4555
23. Total depreciation and amortization (e.g., vehicles, buildings, other goods and equipment) (including this business unit's assets and capital lease obligations)	4520
24. All other operating expenses (e.g., contributions to provincial health and education payroll taxes, allowances for bad debts, donations, and inventory adjustments) Exclude interest expenses. Please report these amounts in this section at question 26, "Other expenses".	4569

Please name major items:

4561

4562

4563

Expense Totals

	\$ CDN
25. Total operating expenses (add amounts reported at questions 3 to 24 above) Exclude cost of goods sold.	4598
26. Other expenses (e.g., interest expenses on capital lease obligations plus all other miscellaneous interest expenses such as interest on loans and the interest portion of mortgage payments)	4630
27. Total expenses (add amounts reported at questions 25 and 26 above)	4698

E - Employment Characteristics

Paid Employees

Please estimate the **number** of salaried and hourly employees on your payroll in a typical pay period.

Exclude contract workers (i.e., those not on your payroll who were engaged for a specific project or term).

Please allocate this **number** by the following:

	Number
1. Full-time employees Employees who worked the standard work week as observed by the business.	6310
2. Part-time employees Employees who worked fewer hours than standard or who worked only for a given period or season.	6311
3. Total number of paid employees (add numbers reported at questions 1 and 2 above).	6312

Working Proprietors / Partners (Unincorporated Businesses Only)

If your firm is an unincorporated business, please report the **number** of working proprietors and/or partners.

	Number
1. Working proprietors and/or partners	6321

F - Distribution of Operating Revenue by Type of Customer

Data on your revenue by type of customer will be used to improve information on the origins of demand for goods and services. We recognize that this may be a difficult question to answer, and welcome your suggestions on how to improve it in the **Comments** Section at the end of the questionnaire.

Please indicate the percentage of "Total operating revenue" (reported in **Section B - Revenue**, at question 11, "Total operating revenue") by type of customer to whom the goods or services were delivered.

	%
Customers in Canada	8100
1. Individuals and households	8120
2. Public Institutions (e.g., hospitals, schools, universities)	8130
3. Government (e.g., federal, provincial, territorial and municipal administration)	8112
4. Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)	8115
5. All other private businesses (including non-financial crown corporations)	8140
6. Customers outside Canada (exports)	
Total	100%

G - Distribution of Operating Revenue by Customer Location

Data on your revenue by customer location will be used to improve information on the movement of goods and services between provinces and to other countries. We recognize that this may be a difficult question to answer, and welcome your suggestions on how to improve it in the **Comments** Section at the end of the questionnaire.

Please indicate the percentage of "Total operating revenue" (reported in **Section B - Revenue**, at question 11, "Total operating revenue") by the location of the customer to whom the goods or services were delivered.

Customers in Canada	%
1. Newfoundland	8400
2. Prince Edward Island	8415
3. Nova Scotia	8405
4. New Brunswick	8410
5. Quebec	8420
6. Ontario	8425
7. Manitoba	8430
8. Saskatchewan	8435
9. Alberta	8440
10. British Columbia	8445
11. Yukon	8455
12. Northwest Territories (excluding Nunavut)	8451
13. Nunavut	8452
Customers outside Canada (exports)	8465
14. United States	8470
15. Mexico	8476
16. All other countries	8476
Total	100%

H - Comments

1. How long did you spend collecting the data and completing this form?

9910

hours

2. Comments?

We invite your comments on the following topics or any others related to our business survey program. We appreciate your assistance.

- events that may have caused significant changes in your reported values from the previous year
- questionnaire content
- new questions of interest to your industry
- questionnaire language
- use of business terminology
- clarity of questions (e.g., definitions, examples of inclusions and exclusions, code sheets, instruction sheets, reporting guides)
- order and flow of questions
- timing of receipt of questionnaire and the period given for response
- other sources of data to further reduce response burden
- potential for electronic data reporting
- general (non-proprietary) business software packages in use

9920

FOR INFORMATION ONLY

Lost the return envelope?

Please telephone 1 888 881-3666 OR fax the questionnaire back to us at 1 888 883-7999
OR
mail your questionnaire to Statistics Canada, Operations and Integration Division,
120 Parkdale Ave., Ottawa, Ontario K1A 0T6



Thank you for your co-operation

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