



Orkney Housing Association Ltd

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October 2024

Dear Tenant

Tenant Satisfaction Survey 2024

I am delighted to invite you to take part in the above survey which is an important exercise for the Association as it helps us to ensure that we are meeting your needs in relation to things such as:

- ◆ The quality of homes and other services provided
- ◆ How we can deliver the best customer service in the future
- ◆ The affordability of rents and how we can help tenants to address the rising cost of living.

By telling us what you think about the Association, and your local community, the survey plays a major part in helping us to plan future services. It is also an important way by which the Scottish Housing Regulator assesses our performance and reviews how we are doing compared to other landlords.

The survey is being carried out for us by an independent company, IBP Strategy and Research. A Data Processing Agreement is in place between the Association and IBP to ensure that your data is kept securely and treated in strict confidence.

The survey should take about 15 minutes to complete. Completed surveys should be sent to IBP in the Reply-Paid Envelope provided by **Friday 29th November 2024**. Should you prefer, you can complete the survey online at www.ohal.org.uk/tenants2024.

You will see a numbered code on the questionnaire so that the researchers can keep track of who has responded. Tenants that do not respond will be contacted over the next few weeks. If you prefer to complete the survey by personal telephone interview or if you do not wish to be contacted again, please contact Jason Brown on 01698 532021 or at j.brown@ibp.eu.com. Jason can also be contacted if you have any queries at all about the survey. Your individual answers will remain confidential. IBP will keep the questionnaires for 3 months after which time they will be securely destroyed.

As a thank you for taking part, all respondents will be entered into a prize draw to win one of three cash prizes of £100, £75 and £50. If you wish to opt out of the prize draw you will need to tick the box on the form to do so. Full details of the prize draw can be obtained from IBP (details above).

We will publish the survey findings later in the year when the research is complete. I have enclosed a document that shows the results when we last undertook such a survey in 2022. In the meantime, I do hope that you will take this opportunity to have your say about the Association and its services.

Yours Sincerely

Director of Housing & Operations