



Orkney Housing Association Ltd

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Dear Owner,

Sharing Owners & Owners Satisfaction Survey 2024

I am delighted to invite you to take part in the above survey which is intended for sharing owners, new supply shared equity owners and owners who receive a factoring service from the Association.

This is an important exercise for the Association. It helps us to ensure that we are delivering a good quality, value for money service to you.

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 21st November 2024**. Should you prefer, you can complete the survey online at www.ohal.org.uk/owners2024.

You will see a numbered code on the questionnaire; this is there so that the researchers can keep track of who has responded. IBP will be contacting those sharing owners and owners that do not respond to give them the opportunity to do so.

If you would prefer to complete the survey by means of a personal telephone interview or if you do not wish to be contacted again, please contact Jason Brown at IBP 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.

You should note that your individual answers will remain confidential. The researchers will keep the questionnaires for a period of 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 cash prize of £50. 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 2020, which coincided with the start of the pandemic. In the meantime, we hope that you will take this opportunity to have your say about the Association and its services to sharing owners and owners.

Yours sincerely

Director of Housing & Operations