Invitation Letter from Agency to Respondents

COMPAS Inc.
Public Opinion and Customer Research
September 28, 2008

Date

Addressee
Address
Address
Address

Dear _____:

To come up with new ideas for improving our service, the Agency for Co-operative Housing wants to know what you think. To help us find out, we have asked COMPAS Research, a respected independent research firm, to carry out a client-satisfaction study.

Your answers to the survey will be held in complete confidence. COMPAS will retain all individual responses, while providing the Agency with an analysis of the results. The questionnaire builds on a survey we conducted two years ago about CMHC's service to housing co-operatives. We will share the summary results on our public website.

At the 2005 annual meeting the members of the Co-operative Housing Federation of Canada asked that a survey be undertaken. In response to their request, CHF Canada has agreed to help us with the cost of our survey on the understanding that the Agency will share the statistical reports. By participating with us in this survey, CHF Canada is saving time for its members, who will be asked only once for information. Neither the Agency nor CHF Canada will have access to any co-op's individual answers.

In the next week, you will receive a link to the survey in a separate e-mail message inviting you to take part.

We are counting on your co-op's participation and thank you in advance for sharing your opinions.

Yours sincerely,

Alexandra Wilson
Chief Executive Officer