

OPG Annual customer survey 2016

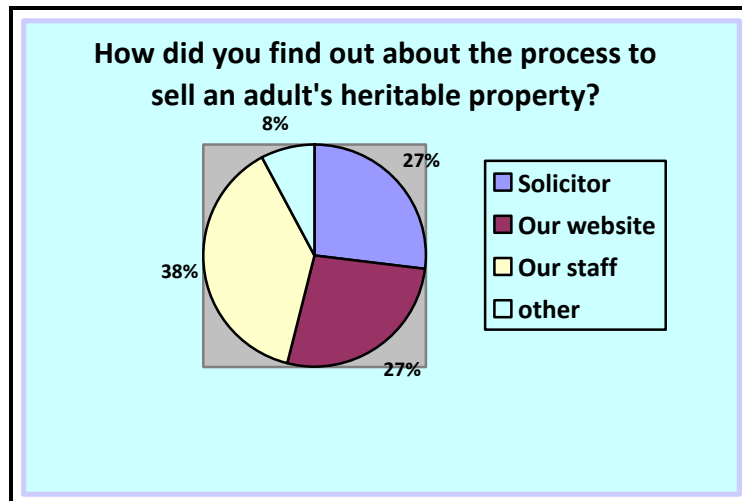
Consent to sell heritable property process

Lay financial guardian experience

We targeted

- 100 lay financial guardians who applied for consent in April 15 – May 16
- 26 replied = 26% response rate
- Questionnaires sent out via e-mail and post [22 replied by post]
- We were interested to find out if our communication with lay financial guardians could be better

About the process



About the process

You said...

- 17 found out about the process by contacting us or by using our website
- 22 were satisfied with the information we provided
- 20 were aware that the property should not be marketed before we approved the application
- 4 marketed the property before the inventory and management plan were approved
- 4 marketed the property before the application for consent was approved
- 4 were not aware that the property should not be marketed until approval was given
- 21 were aware that their application would be intimated to interested parties
- 9 were not aware that the application process would take 21 days or 42 days if parties lived outside Europe
- 16 made the application for consent sale price themselves
- 21 were happy with the time taken to process the application

About our letter, you said ...

22 said it was clear what information to send with the form

22 said it was made clear what they needed to do for us to give consent to the sale price of the property

About the application form, you said ...

22 said the application form was easy to understand and complete

About our guidance notes, you said ...

21 said it was made it clear a how the 2 stages of the process worked

22 found them helpful

22 said it was clear what information was to be sent with the application form

What other information would have been helpful to include in the guidance notes?

You said...

- Guidance notes were good
- Be good to explain more in the notes about the pitfalls
- For my situation nothing else was needed

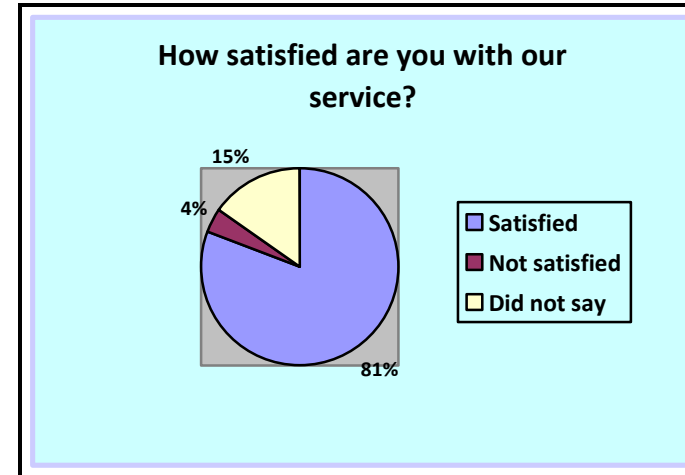
About our website

10 said they used our website to gain an understanding of the process before or during applying for our consent

You said...

- The website made you aware of each stage
- It proved to be informative. Until you are forced through this process, there is no need to be aware of it.

Levels of customer satisfaction



You said...

- Service was excellent and team were very helpful
- Would be good to have better access to the agents dealing with the case

Next steps

We will publish the summary

Our actions: we will.....

- Review our guidance notes and provide examples of the pitfalls that can be experienced.
- Make message stronger and clearer in our literature and website when property can be marketed and the process can take longer if a partly lives out with Europe.
- Ensure that our letters have direct dial telephone numbers for staff dealing with their application.