





1. What type of VISOA membership do you have?

	Corporate	Individual	Not a member	Response Count
Membership type	57.1% (182)	35.1% (112)	7.8% (25)	319
answered question				319
skipped question				8

2. How long have you been a VISOA member?

		Response Percent	Response Count
Not a member		7.2%	23
0-1 year		15.7%	50
1-5 years		47.0%	150
More than 5 years		30.1%	96
answered question			319
skipped question			8



3. Please indicate how many times you have used the following VISOA services in the last year.

	Not at all	Once	2-3 times	more than 3 times	Response Count
HELP LINE	39.7% (115)	18.6% (54)	20.3% (59)	21.4% (62)	290
SEMINARS	32.1% (89)	22.4% (62)	31.8% (88)	13.7% (38)	277
BULLETINS	12.0% (35)	11.0% (32)	24.1% (70)	52.9% (154)	291
PUBLICATIONS	29.0% (80)	16.3% (45)	23.6% (65)	31.2% (86)	276
WEBSITE	18.0% (51)	12.0% (34)	24.6% (70)	45.4% (129)	284
ON-SITE ASSISTANCE	79.3% (199)	8.4% (21)	6.4% (16)	6.0% (15)	251
answered question					323
skipped question					4


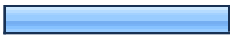

4. How would you rate the quality of the following VISOA services?

	Good	Fair	Poor	Don't Know	Response Count
HELP LINE	57.2% (170)	7.4% (22)	0.7% (2)	34.7% (103)	297
SEMINARS	66.1% (193)	6.5% (19)	0.0% (0)	27.4% (80)	292
BULLETINS	83.9% (245)	5.5% (16)	0.0% (0)	10.6% (31)	292
PUBLICATIONS	66.2% (174)	8.4% (22)	0.0% (0)	25.5% (67)	263
WEBSITE	69.5% (182)	9.9% (26)	0.0% (0)	20.6% (54)	262
ON-SITE ASSISTANCE	30.4% (72)	3.0% (7)	0.4% (1)	66.2% (157)	237
STRATA ADVOCACY	54.0% (136)	8.7% (22)	0.8% (2)	36.5% (92)	252
answered question					322
skipped question					5





5. Are you aware that VISOA help-line and seminar leaders are volunteers?

		Response Percent	Response Count
Yes		86.0%	271
No		14.0%	44
answered question			315
skipped question			12




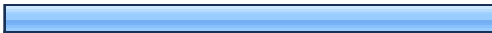


6. Are you aware that VISOA has no office?

		Response Percent	Response Count
Yes		54.5%	174
No		33.5%	107
Don't know		11.9%	38
answered question			319
skipped question			8

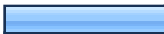


7. Currently VISOA fees are \$4 per unit per year. Considering the services offered by VISOA how would rate value for money?

		Response Percent	Response Count
Excellent		60.3%	191
Good		25.9%	82
Fair		5.7%	18
Poor		0.0%	0
Don't know		8.2%	26
answered question			317
skipped question			10

8. Which of the following services would you like VISOA to offer? You can check as many as you like.

		Response Percent	Response Count
Longer seminars (full day or more).		12.1%	35
On-line video seminars.		47.2%	137
Assistance with strata council conflicts.		63.4%	184
On-line member reviews of strata service providers e.g. gardeners, strata managers, lawyers, auditors.		73.4%	213
Web based chat site for VISOA members.		35.9%	104
Other services		6.6%	19
		Comment	77
		answered question	290
		skipped question	37

9. VISOA may need to increase its income to provide new or improved services. How would you prefer VISOA do this?

		Response Percent	Response Count
institute a fee per service		23.7%	74
increase its membership fee		71.2%	222
other		5.1%	16
	Comment		63
	answered question		312
	skipped question		15

10. If you don't live in Greater Victoria how can we better serve you?

	Response Count
	93
answered question	93
skipped question	234

11. Any other comments you would like to share regarding the future of VISOA?

	Response Count
	117
answered question	117
skipped question	210