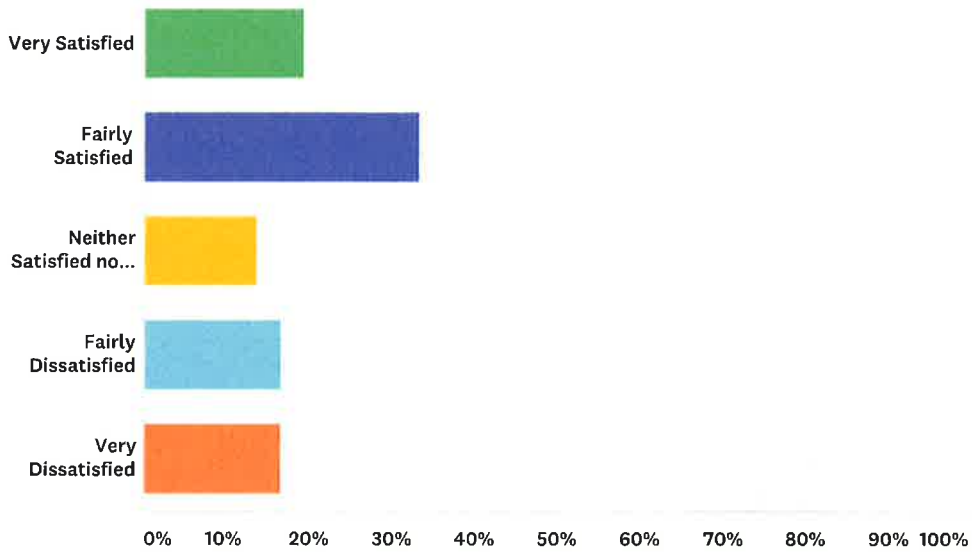


# Q1 Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Cloch Housing Association Ltd?

Answered: 36 Skipped: 0



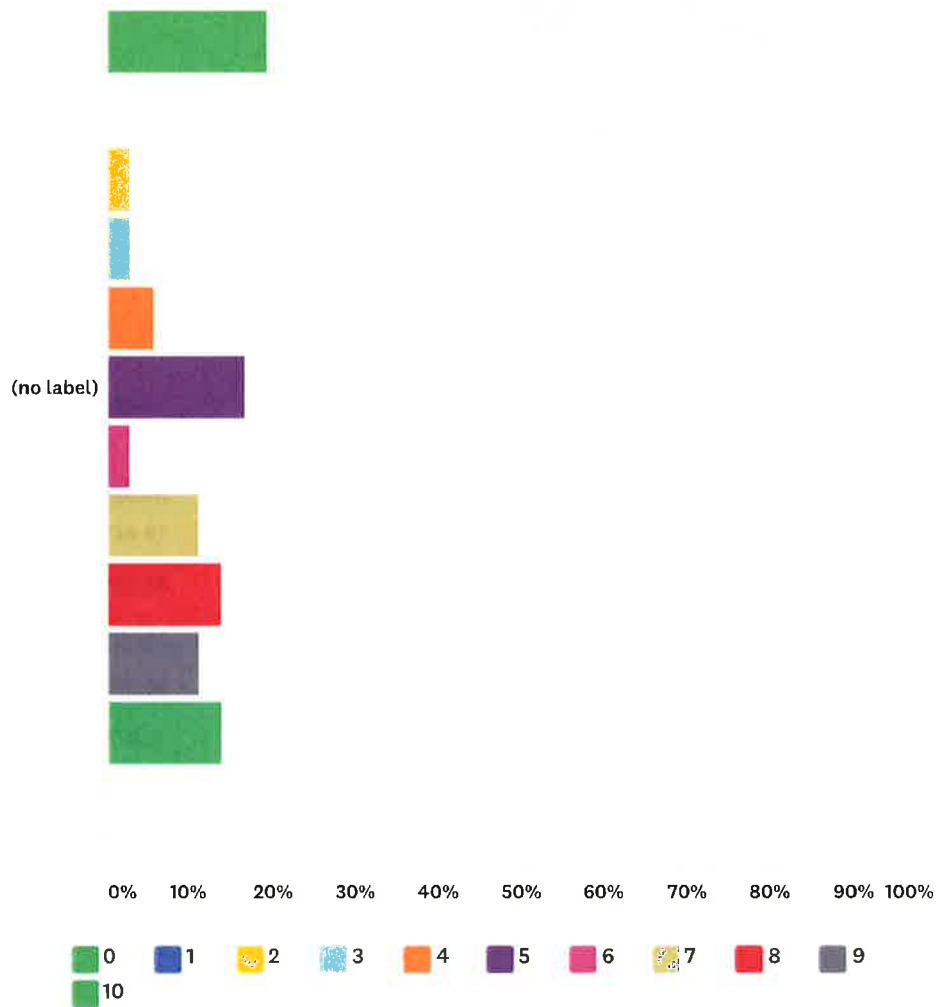
**ANSWER CHOICES**

**RESPONSES**

Very Satisfied	19.44%	7
Fairly Satisfied	33.33%	12
Neither Satisfied nor Dissatisfied	13.89%	5
Fairly Dissatisfied	16.67%	6
Very Dissatisfied	16.67%	6
<b>TOTAL</b>		<b>36</b>

## Q2 How likely would you be to recommend the Association as a factor to family or friends, on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

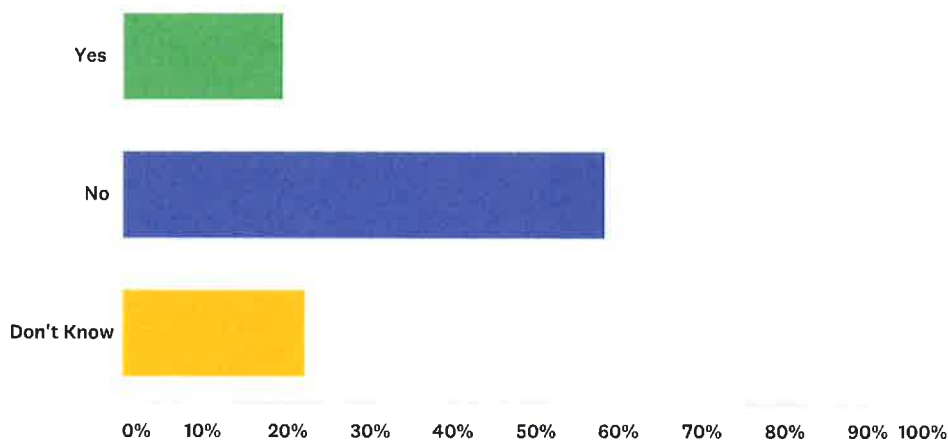
Answered: 36 Skipped: 0



	0	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHT AVERAG
(no label)	19.44%	0.00%	2.78%	2.78%	5.56%	16.67%	2.78%	11.11%	13.89%	11.11%	13.89%	36	5
	7	0	1	1	2	6	1	4	5	4	5		

### Q3 Have you seen any improvement in the factoring services in the last 2 years?

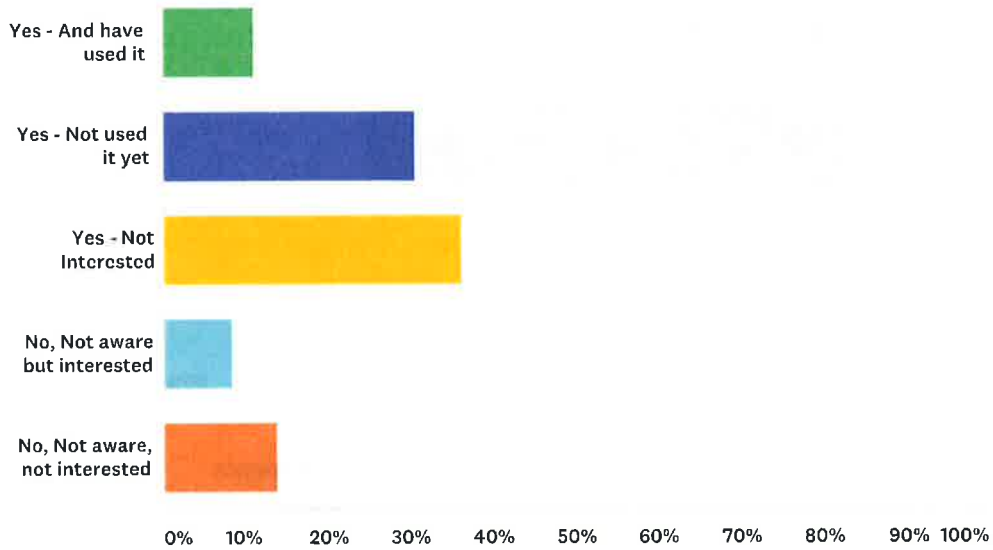
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	19.44%	7
No	58.33%	21
Don't Know	22.22%	8
TOTAL		36

## Q4 Are you aware of the Association's Online Customer Portal - My Cloch (my.clochhousing.org.uk) - where you can view invoices and pay your account?

Answered: 36 Skipped: 0



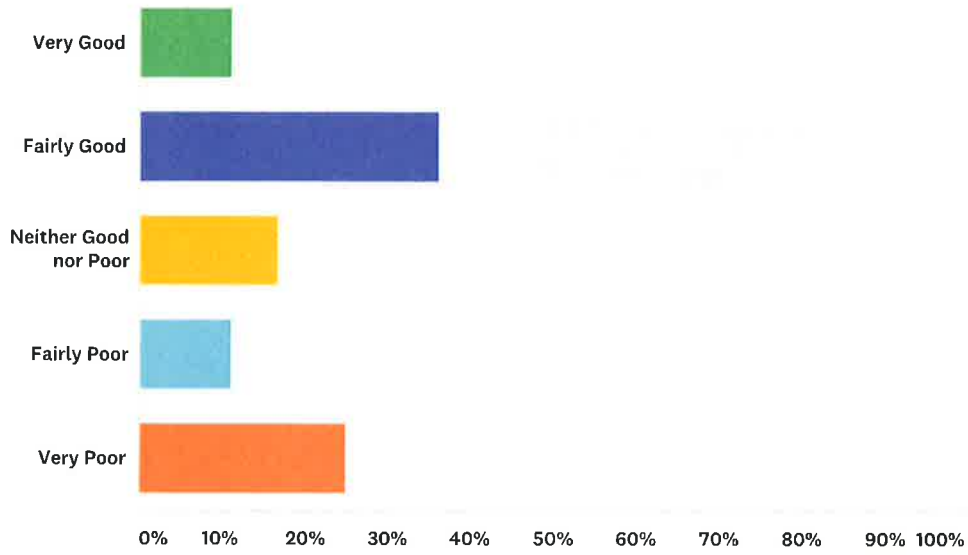
**ANSWER CHOICES**

**RESPONSES**

Yes - And have used it	11.11%	4
Yes - Not used it yet	30.56%	11
Yes - Not Interested	36.11%	13
No, Not aware but interested	8.33%	3
No, Not aware, not interested	13.89%	5
<b>TOTAL</b>		<b>36</b>

### Q5 Taking into account the services we provide, do you think that the Management Fee represents good or poor value for money? Is it...

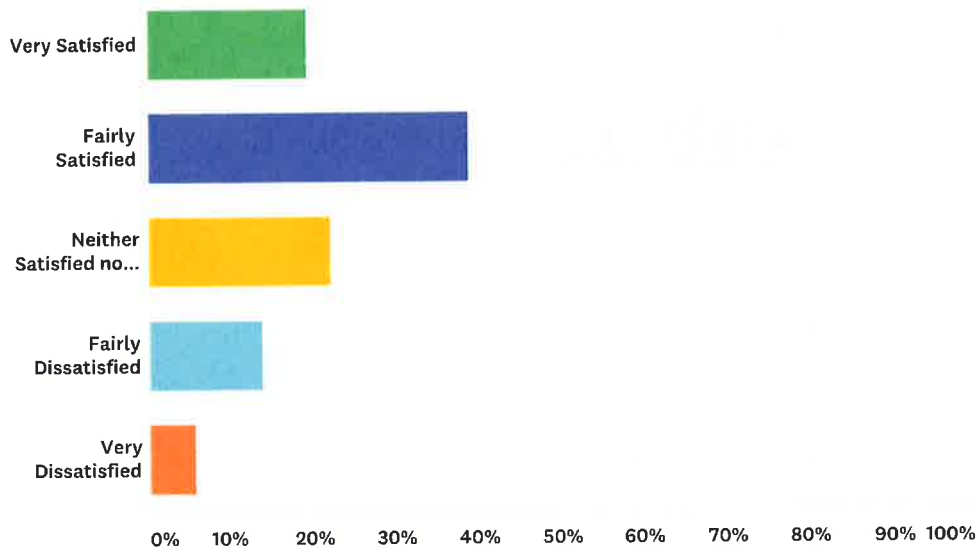
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	11.11%	4
Fairly Good	36.11%	13
Neither Good nor Poor	16.67%	6
Fairly Poor	11.11%	4
Very Poor	25.00%	9
TOTAL		36

## Q6 How satisfied are you with the information provided in your written statement of factoring services?

Answered: 36 Skipped: 0



**ANSWER CHOICES**

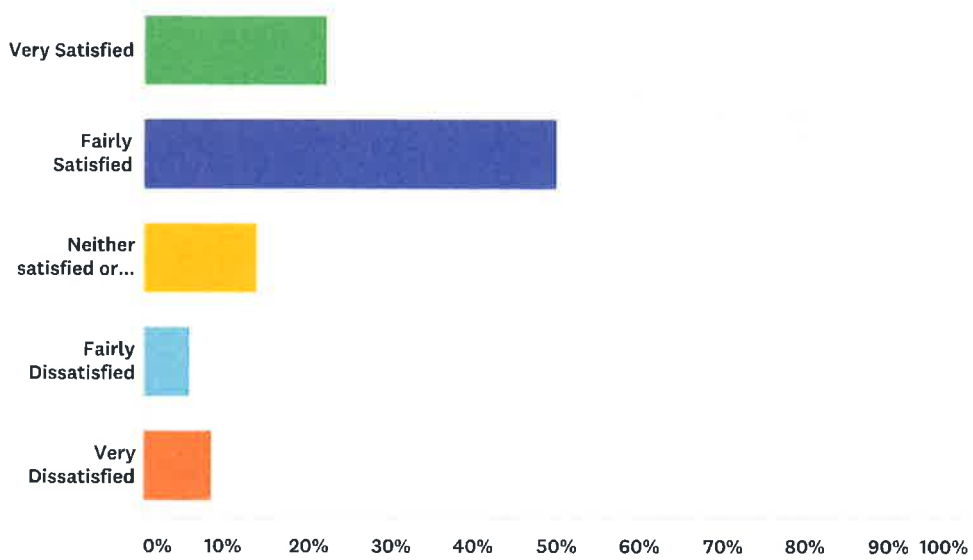
- Very Satisfied
- Fairly Satisfied
- Neither Satisfied nor Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- TOTAL

**RESPONSES**

Very Satisfied	19.44%	7
Fairly Satisfied	38.89%	14
Neither Satisfied nor Dissatisfied	22.22%	8
Fairly Dissatisfied	13.89%	5
Very Dissatisfied	5.56%	2
TOTAL		36

## Q7 How satisfied are you that the Association's invoice is clear and easy to understand?

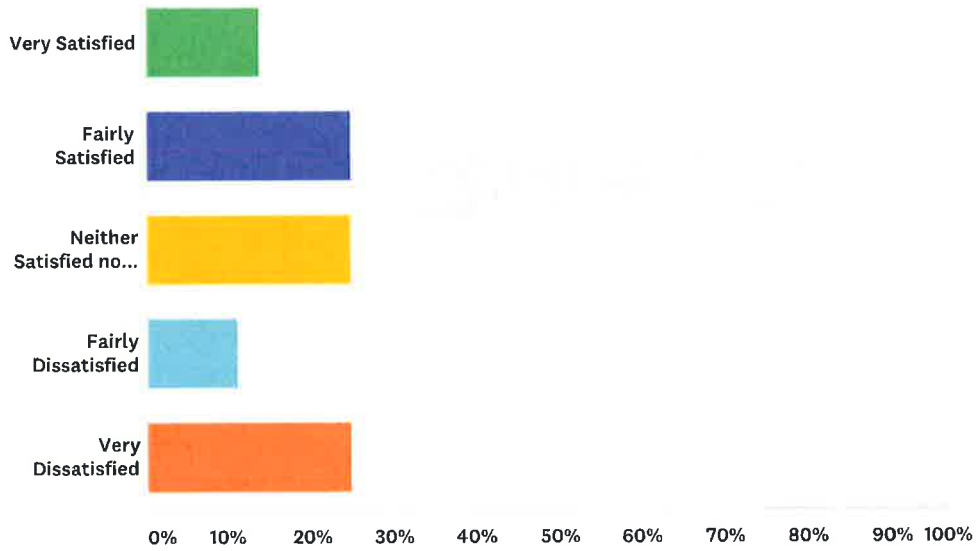
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	22.22%	8
Fairly Satisfied	50.00%	18
Neither satisfied or Dissatisfied	13.89%	5
Fairly Dissatisfied	5.56%	2
Very Dissatisfied	8.33%	3
TOTAL		36

## Q8 How satisfied are you with the Association's repairs service?

Answered: 36 Skipped: 0



**ANSWER CHOICES**

Very Satisfied

Fairly Satisfied

Neither Satisfied nor Dissatisfied

Fairly Dissatisfied

Very Dissatisfied

TOTAL

**RESPONSES**

13.89%

25.00%

25.00%

11.11%

25.00%

5

9

9

4

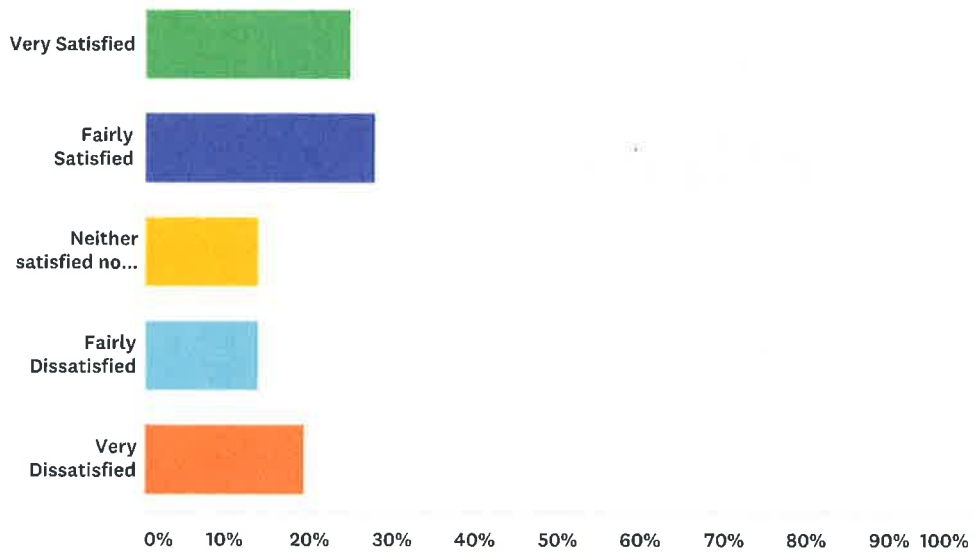
9

36



## Q9 How satisfied are you with the maintenance of landscaping / common areas?

Answered: 36 Skipped: 0



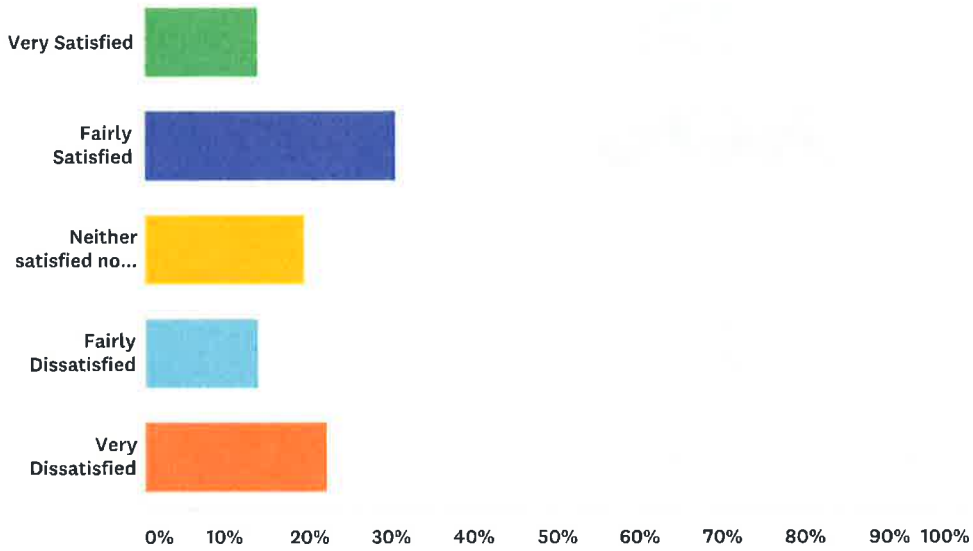
**ANSWER CHOICES**

**RESPONSES**

Very Satisfied	25.00%	9
Fairly Satisfied	27.78%	10
Neither satisfied nor Dissatisfied	13.89%	5
Fairly Dissatisfied	13.89%	5
Very Dissatisfied	19.44%	7
<b>TOTAL</b>		<b>36</b>

## Q10 How satisfied are you with the general management of your neighbourhood?

Answered: 36 Skipped: 0



**ANSWER CHOICES**

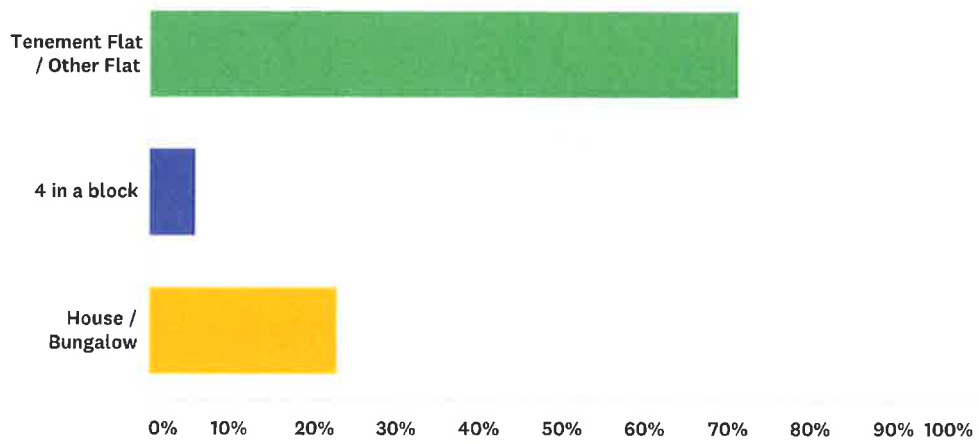
- Very Satisfied
- Fairly Satisfied
- Neither satisfied nor Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- TOTAL

**RESPONSES**

Very Satisfied	13.89%	5
Fairly Satisfied	30.56%	11
Neither satisfied nor Dissatisfied	19.44%	7
Fairly Dissatisfied	13.89%	5
Very Dissatisfied	22.22%	8
TOTAL		36

## Q11 Which type of property do you live in?

Answered: 35 Skipped: 1



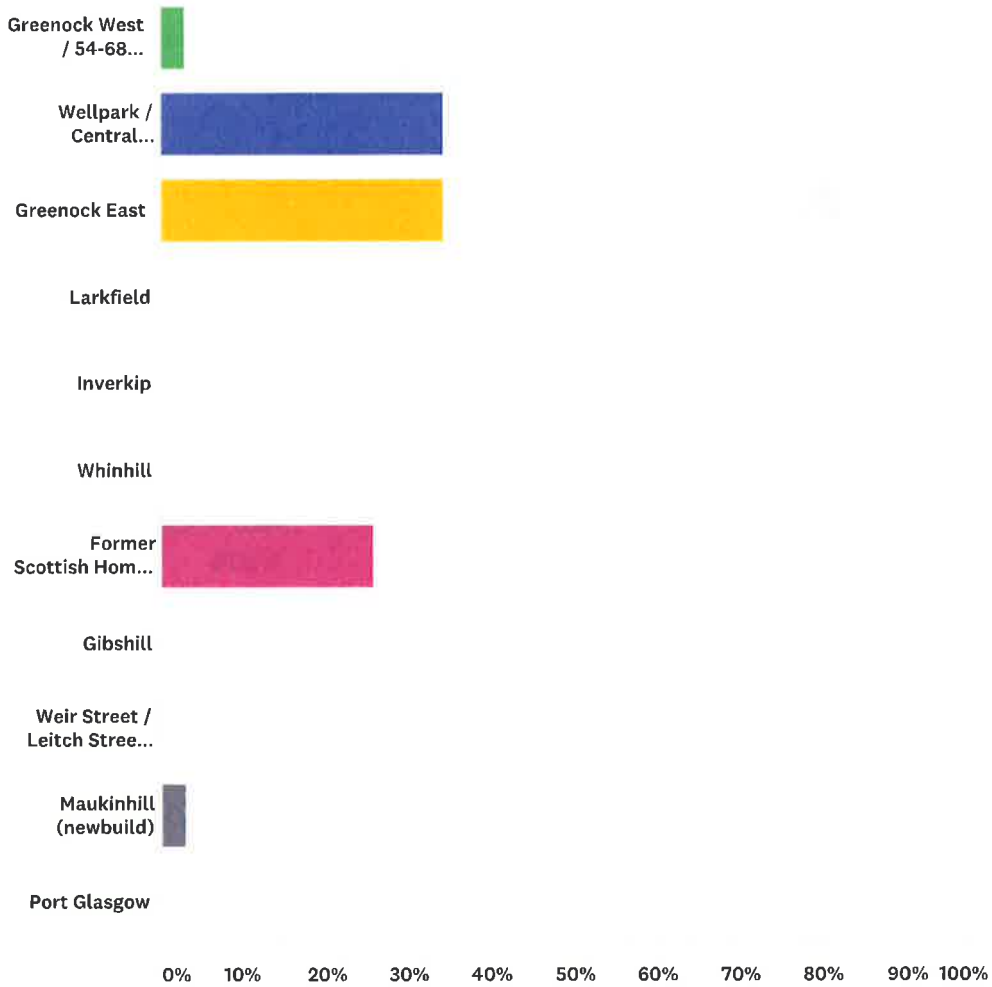
**ANSWER CHOICES**

**RESPONSES**

Tenement Flat / Other Flat	71.43%	25
4 in a block	5.71%	2
House / Bungalow	22.86%	8
TOTAL		35

## Q12 Which housing area do you live in?

Answered: 35 Skipped: 1



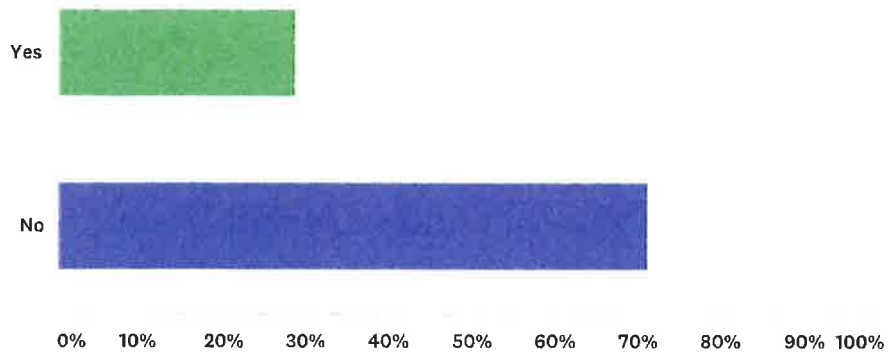
**ANSWER CHOICES**

**RESPONSES**

ANSWER CHOICES	RESPONSES	
Greenock West / 54-68 Dempster Street	2.86%	1
Wellpark / Central Greenock	34.29%	12
Greenock East	34.29%	12
Larkfield	0.00%	0
Inverkip	0.00%	0
Whinhill	0.00%	0
Former Scottish Homes Properties (Strone Maukinhill / Cartsburn etc.)	25.71%	9
Gibshill	0.00%	0
Weir Street / Leitch Street CHP Area	0.00%	0
Maukinhill (newbuild)	2.86%	1
Port Glasgow	0.00%	0
<b>TOTAL</b>		<b>35</b>

# Q13 Are you interested in being involved in any discussions on the factoring service or neighbourhood issues?

Answered: 35 Skipped: 1



## ANSWER CHOICES

Yes

No

TOTAL

## RESPONSES

28.57%

71.43%

10

25

35

