



Cloch Housing Association

Owner Satisfaction Research 2024



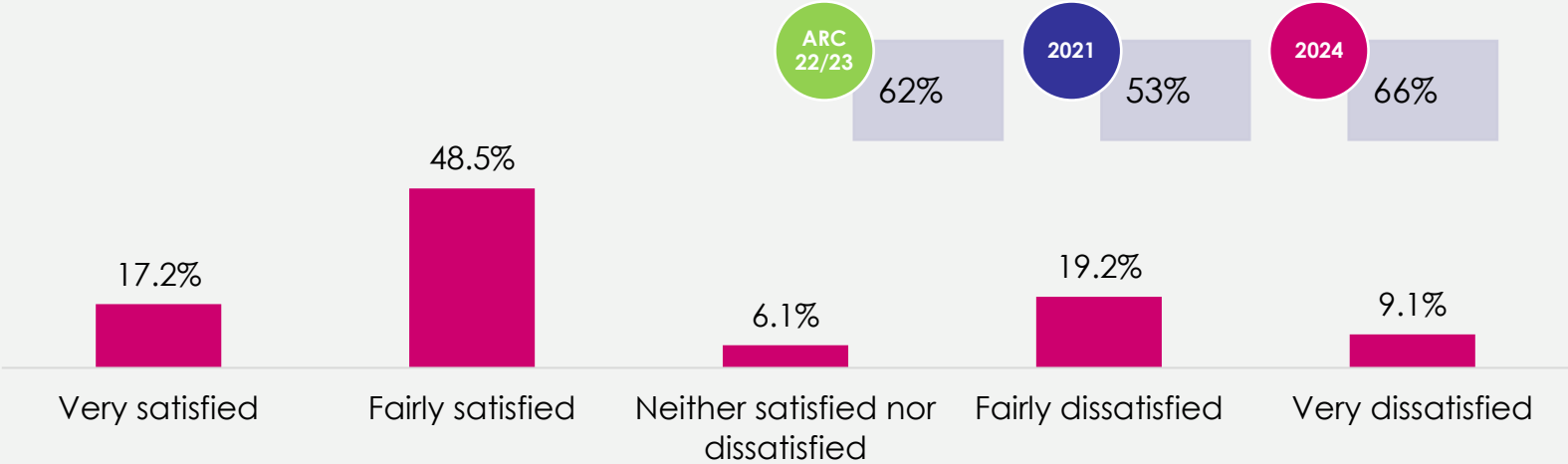
OFFICIAL

What did we do?

- Cloch Housing Association commissioned Research Resource to carry out an owner satisfaction survey.
- 99 interviews were carried out with Cloch owners using a telephone interviewing methodology.
- Interviews were carried out between 20th March to 5th April 2024.
- This is a 33% response rate from the overall owner population of 299.
- This provides robust (+/-8%) and representative data upon which you can be confident about making decisions.

Overall satisfaction

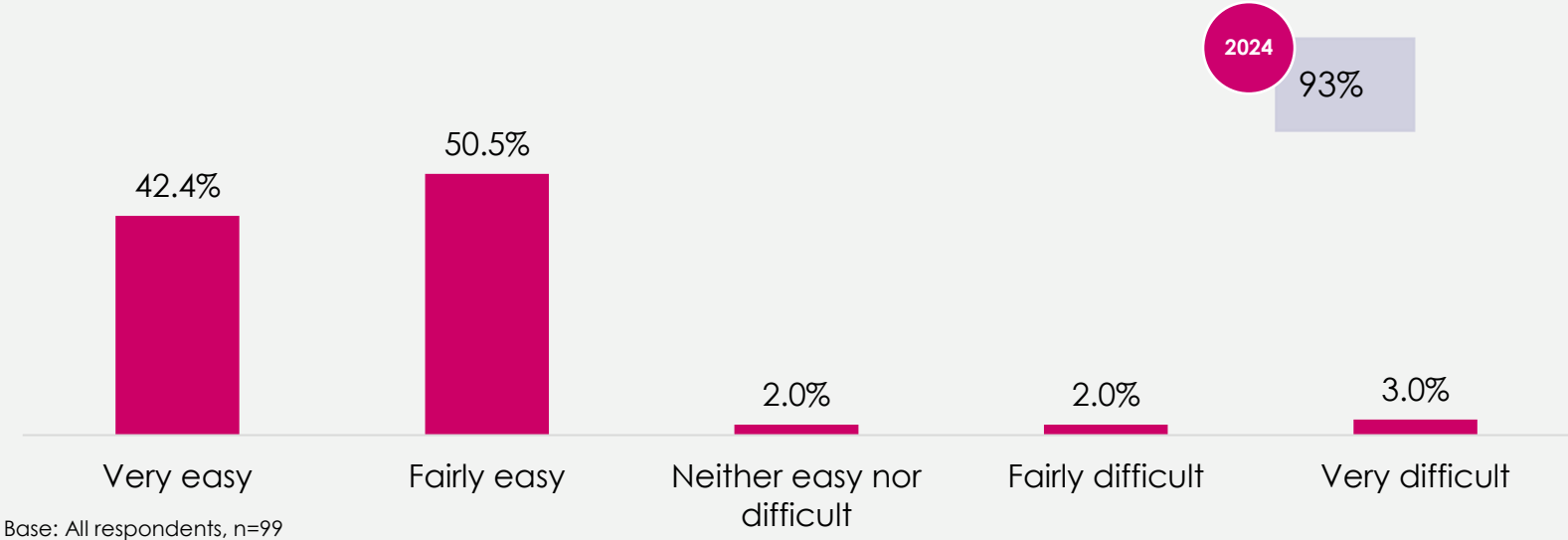
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall factoring service provided by the Association?



Base: All respondents, n=99

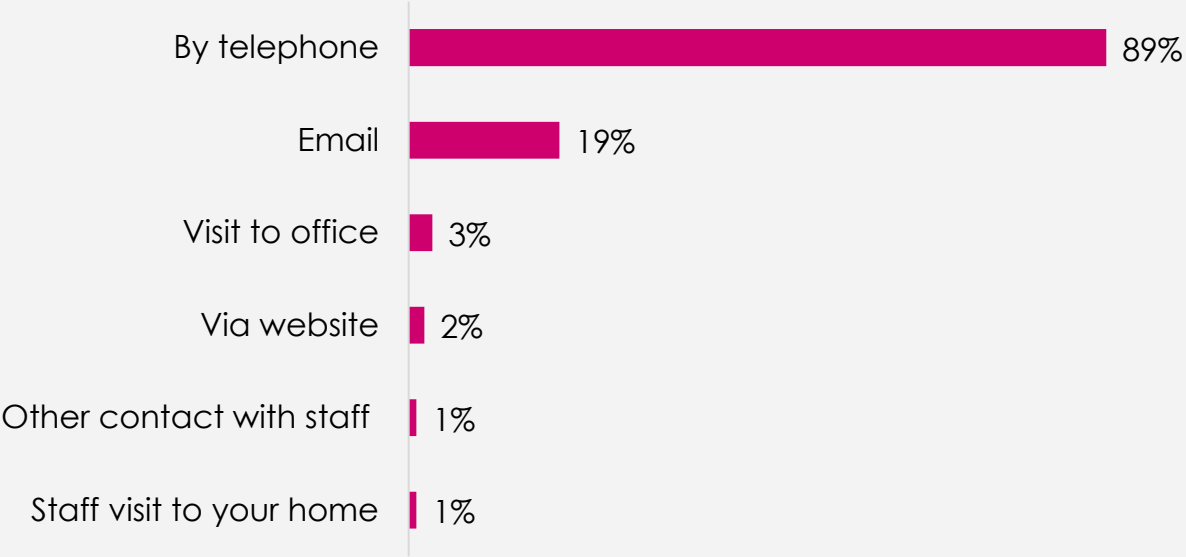
Ease of communicating with Cloch

Q3. How easy or difficult do you find it to communicate with Cloch Housing Association?



Preferred contact methods

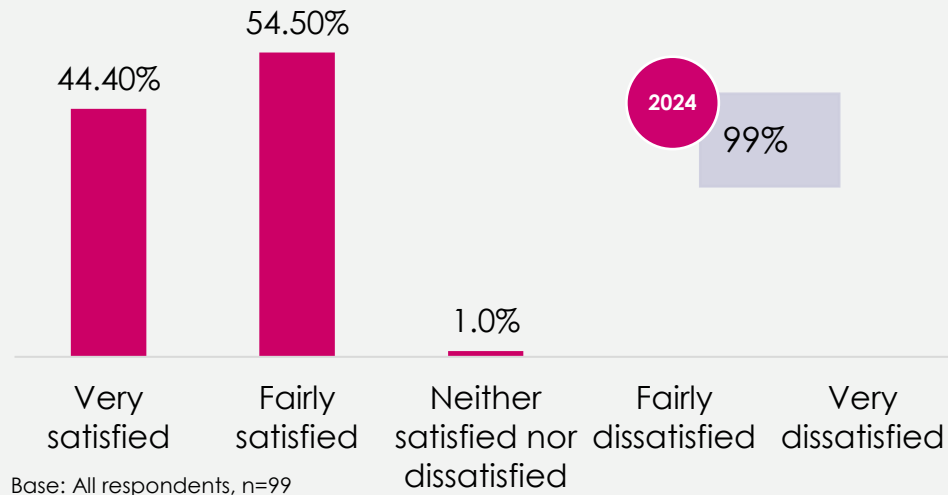
Q5. How would you prefer to be able to contact Cloch in the future? ALL THAT APPLY



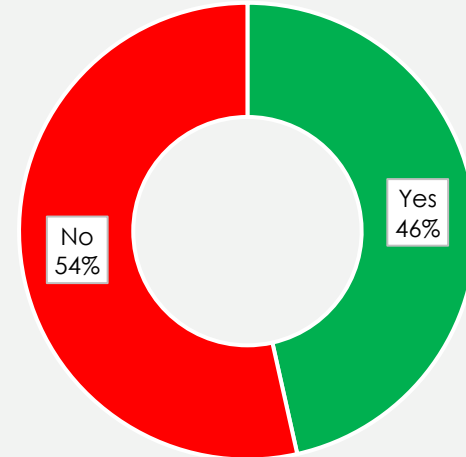
Base: All respondents, n=99

Cloch office opening times

Q6. Cloch's offices opening times are currently Monday to Wednesday 9am to 5pm, open until 6pm on a Thursday and close at 4pm on a Friday. How satisfied or dissatisfied are you with office opening hours?



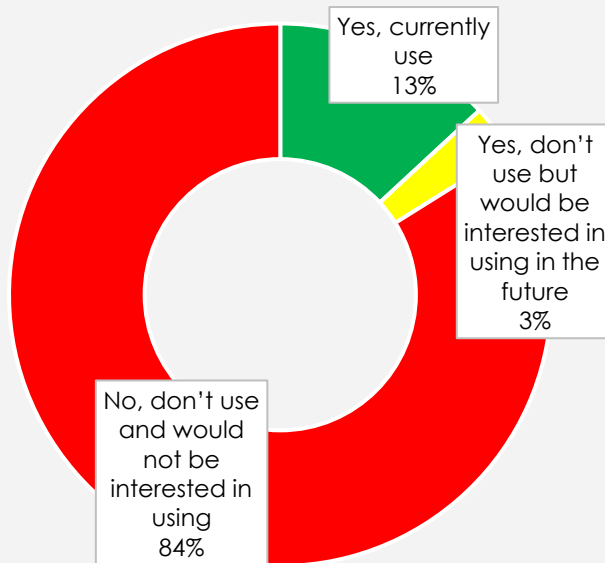
Q8. Do you feel that there is value in Cloch opening until 6pm on a Thursday evening?



Base: All respondents, n=99

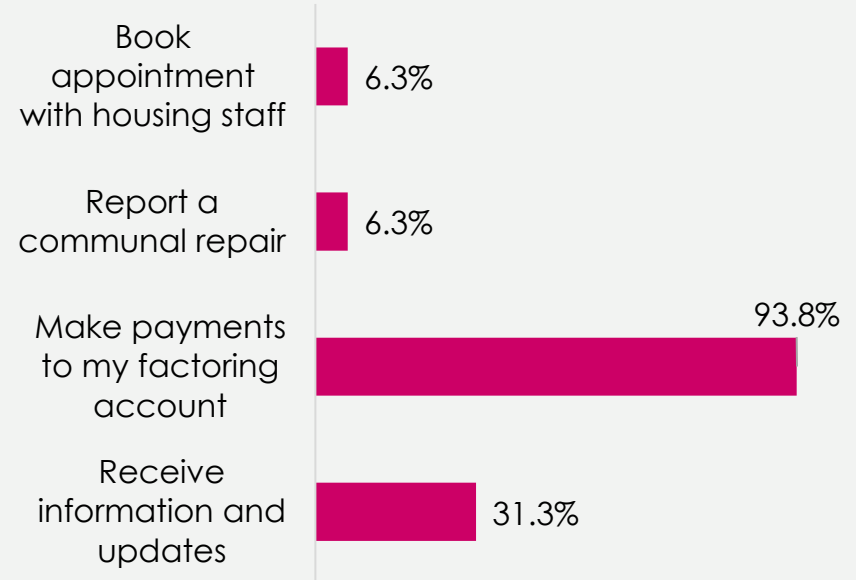
Cloch portal

Q9. Do you currently use, or would you use the My Cloch App or Portal?



Base: All respondents, n=99

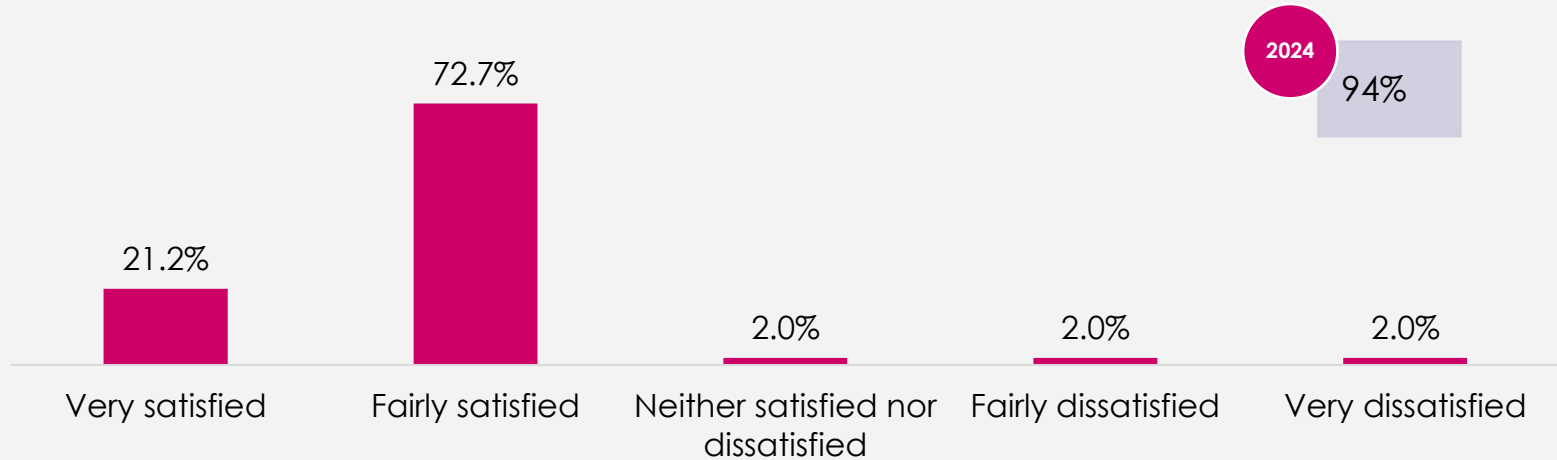
Q10. If yes, what do or would you use it for?



Base: have or would use app, n=16

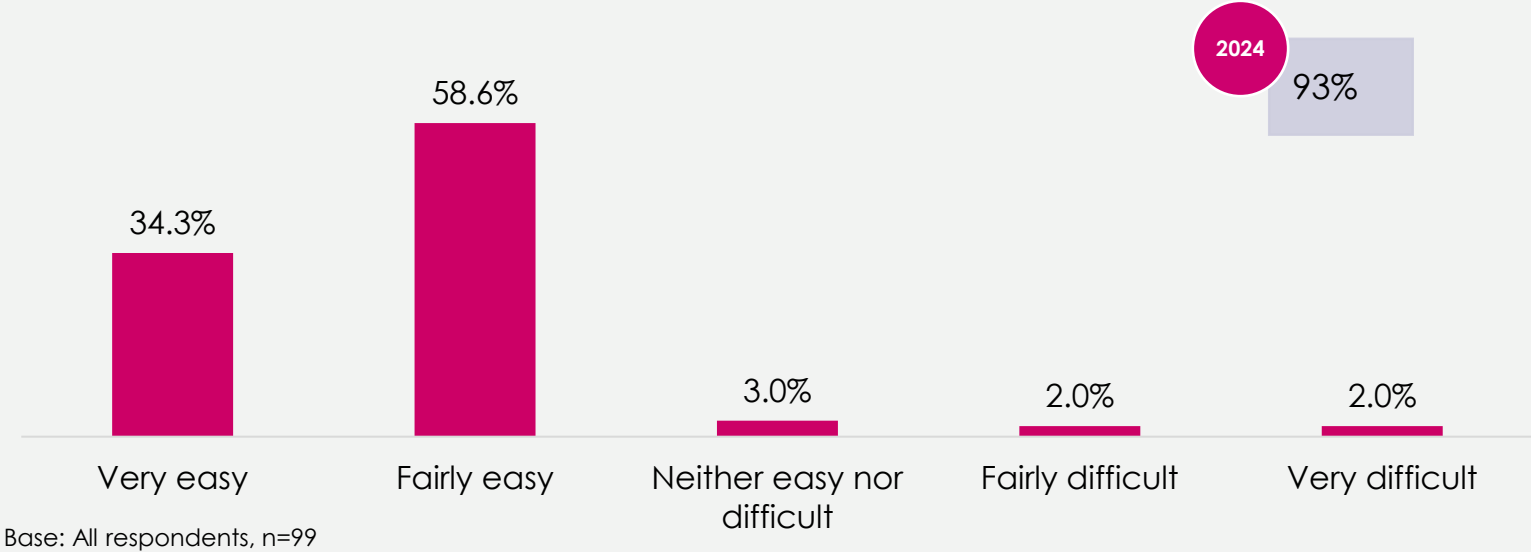
Satisfaction with finance services

Q11. How satisfied or dissatisfied are you with the finance service provided by Cloch Housing Association, such as for account queries, payment arrangements and making payments?



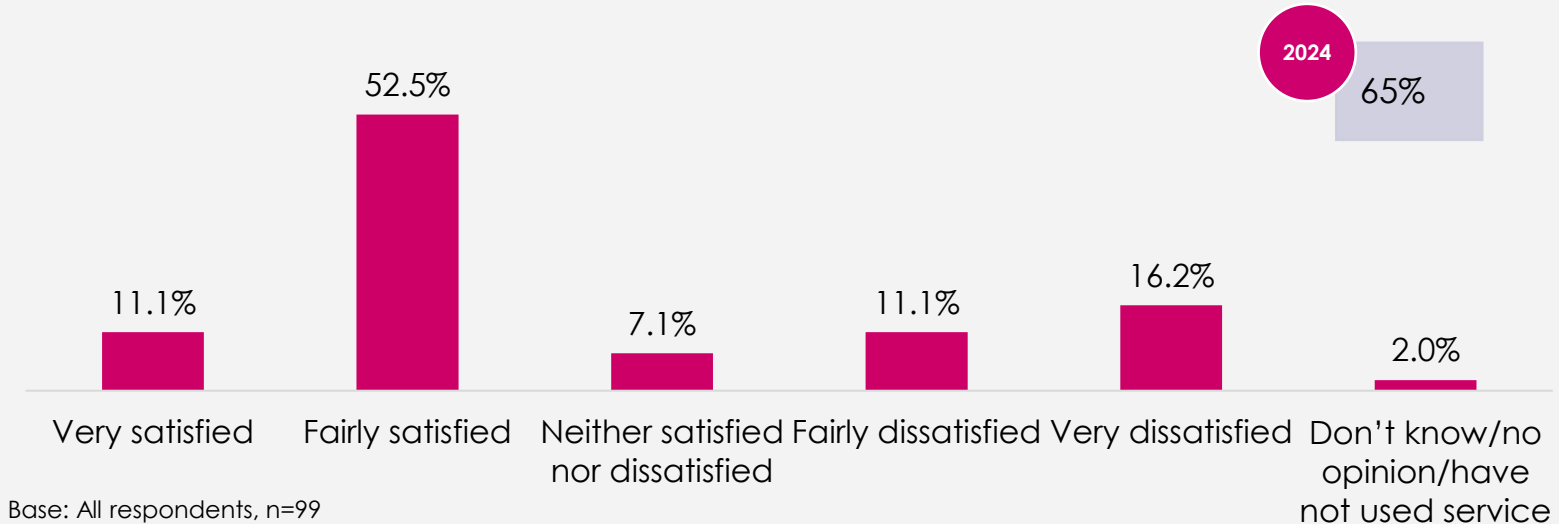
Base: All respondents, n=99

Q13. How easy do you find it to understand the information on your factors invoice or statement?



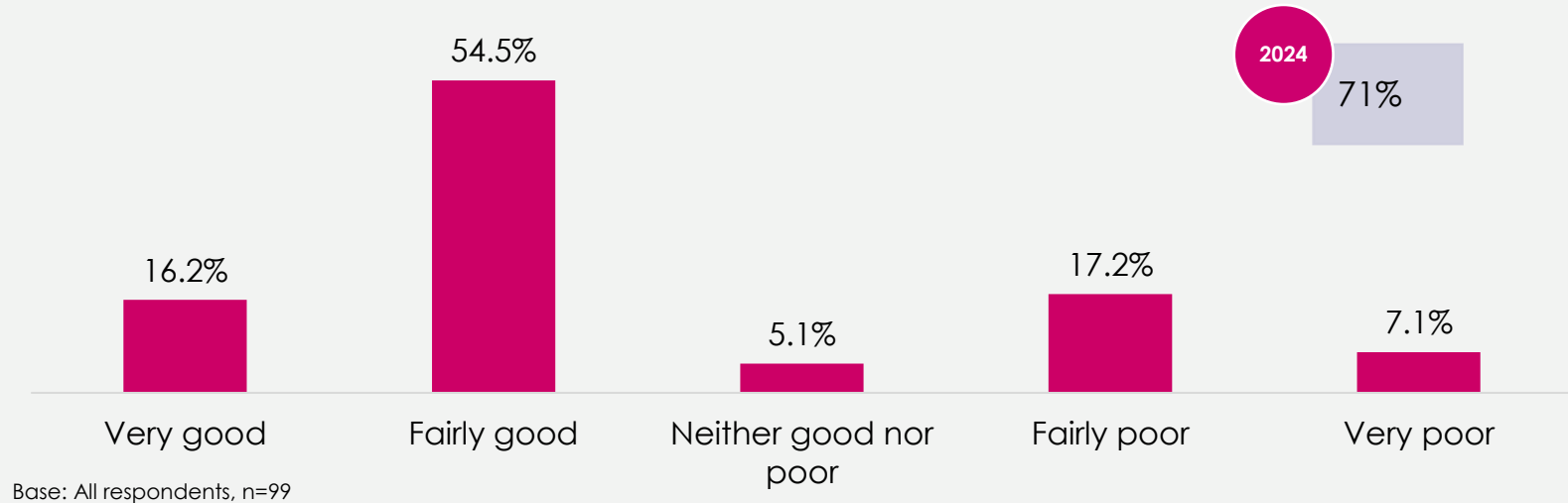
Repairs and communal maintenance

Q15. How satisfied or dissatisfied are you with the repairs and communal maintenance service provided by Cloch Housing Association? (excluding landscaping issues)



Value for money

Q17. Taking into account the factoring service provided by Cloch Housing Association, do you think the cost of your factoring service represents good or poor value for money? Is it...



Thank you for listening!

