

July 2018 – G2 Magazine

Why the survey is taking place and the purpose

We carried out this survey to find out customers' views about moving G2 online, and for their suggestions about what they'd like to see included in the annual review for customers.

With plans to stop sending rent statements by post and making them available online instead through myGreenSquare we would also like to take the opportunity to stop producing printed copies of G2. Instead we'd like to create an online, digital version of the magazine, which can be read on computers, mobile phones and other devices. By moving both rent statements and G2 online, we will be able to save money on postage costs. This would also form part of our digital transformation plans to move more of our services online.

We were also keen to gain more customer insight and feedback about the format of the annual review for customers, and get some suggestions from customers about what they might like to see included in this year's report.

How many users took part in the survey

Total of surveys completed = 203

Online – 116 Phone – 60 Post – 27

What you said/did (Outcomes/Changes made as a result of the survey.)

Over half of the 202 people surveyed said we should produce a digital copy of G2 with printed copies available on request. As a result of this and other feedback we have received, our last printed copy of G2 will go out in January. After this it will be published online and we will have a limited number of printed copies available on request and will be sending some printed copies out to communal lounges in our 55+ schemes.

Over three quarters of the responses confirmed they found the information in the annual review of interest, and said we should continue to produce the annual review in the same format. With this in mind, we are aiming once again to have this ready to publish in October/November.

The annual review will also include other content suggested by respondents to the survey, including brief details of senior staff and Board members.