

November 2018 – Grounds Maintenance

Why the survey is taking place and the purpose

This survey was about our Grounds Maintenance service for GreenSquare land. In Wiltshire, our in-house Grounds Maintenance Team carries out various works on our estates, whereas in Gloucestershire and Oxfordshire these are outsourced to other contractors. We wanted to find out what our customers thought about the service they received in their area. We are also interested in any ideas customers have about how we can improve the service.

How many users took part in the survey

Total of surveys completed – 162

Online – 101 Post – 25 Phone - 36

What you said

57% of customers said they found the operatives working in their area to be polite and professional.

72% of customers are aware of how to report any issues or concerns about the grounds maintenance service.

95% of customers are happy with the normal working times of 8am – 6pm, Monday to Saturday.

63% of customers said they were aware of GreenSquare's specification for Grounds Maintenance before the survey.

We asked customers if they would be willing to pay a higher service charge to have more frequent or a higher specification of grounds maintenance - 65% of customers said No.

Almost half of all customers surveyed said they would not like to take part in an estate inspection with a GreenSquare Officer. 37% said they would be happy to take part.

What we did

Changes made as a result of the survey/comments from Manager

1. Awareness

It was evident from the feedback that there was uncertainty regarding what services we provide and what frequencies the works are carried out, this resulted in a negative perception of GreenSquare.

As a result we identified the need to provide information detailing our services that would provide the tenants with the knowledge required that will increase awareness but also enhance customer satisfaction. We intend to add this information to a dedicated web page on our existing group web site and for those that do not access the internet we are also reviewing potential leaflet distribution. A lot of issues were of areas that are not the responsibility of GreenSquare, so by identifying this we will lower the number of queries of our services.

2. Standards

The other trend identified was the inconsistent standards delivered, in order to address this we have held team briefs with all of our operational teams in order to ensure a consistent standard of delivery, highlighting all specific issues raised by the survey. There will also be more focus on auditing teams and their work by the Management Team to ensure that this is effective.