

September 2018 – Handy Help

Why the survey is taking place and the purpose

Repairs and maintenance is one of the most important services we provide for our customers. We are responsible for maintaining and repairing the structure of your home and any shared areas. As a customer, you are responsible for some minor repairs and maintenance, for example decorating your home. Your responsibilities are in your tenancy agreement.

We understand that sometimes customers can find it difficult to carry out the repairs and maintenance which they are responsible for. In this survey, we wanted to find out if you thought that GreenSquare should provide any additional repairs and maintenance services, how the service could be paid for and who you think could benefit.

How many users took part in the survey

Total of surveys completed = 181

Online – 114 Phone – 36 Post – 31

What you said

The majority of customers said they would ask family to do the work or ask for recommendations of someone to do the work if they needed small jobs done around the house and weren't able to do it themselves.

89% of customers said they would see GreenSquare as someone they would trust to do the work if we offered a helping hand, handy gardener or help@home service again.

Three quarters of customers think we should offer this new service to all customers including renters, leaseholders and shared owners.

45% of customers think we should charge a different price depending on which type of customer they are.

What we did

Outcomes/Changes made as a result of the survey

11% of customers said they would not use the helping hand service.

89% of customers said they would use the helping hand service.

96% of customers said we should offer the service to Social or Intermediate Renters.

75% of customers said we should also offer the service to Leaseholders.

78% of customers said we should also offer the service to Shared Ownership.

A high percentage said we should only charge a cost price for those residents on Social or Intermediate Rents. However, those who are Leasehold or Shared Ownership residents should pay a slightly higher price to include a small profit for Greensquare.

We thank the panel of customers for their time in completing the survey and it has given us valuable information that there is a need to offer a helping hand service in the future. At the moment the project has been put on hold whilst we concentrate our efforts on ensuring the team is operating at the required level to deliver our existing commitments.

The information will be used later in the year to decide the required outcome of the service we may offer moving forward once we have delivered on our current commitments as we do not want to over stretch our existing establishment as we will need to ensure we have a robust process in place both financial and operational before entering into this service area. The feedback from the panel clearly demonstrates there is a need for this service but if we were going to offer this service we need to make sure it is supported and an operational trial has been completed to ensure it is fit for purpose for all interested parties.