

## **Results**

### **December 2017 – Review of Greenview**

This survey was a review of the Greenview surveys carried out over the past year and what surveys customers felt were particularly useful. We also asked for any suggestions for surveys which customers thought would be beneficial for the coming year.

#### *Outcome/Actions*

The results showed that the customer feedback survey (FAST/STAR) was the most popular followed by the Grounds Maintenance survey.

Customer ideas for future surveys included repairs quality and the state of the estates.

### **November 2017 – GreenSquare Website**

This survey was a follow up on the survey in March about the re-organisation of the website. We'd asked for customers opinions on the reorganised website and on the new accessibility feature called ReciteMe. Following changes to the Website this survey was carried out asking residents for their comments on what they thought of the changes that had been made.

#### *Outcome/Actions*

70% of people found it easy or very easy to find information they wanted on the new-look website.

75% of respondents found the new way we grouped the pages on the website made the site easier or much easier to use.

9 people (7%) said they had difficulties reading the text on the website. Of these people, only 1 had tried ReciteMe which is the accessibility software that runs on the website. Other people have tried out the ReciteMe software.

Conclusion – the changes have been successful and there is to be no more changes to the website in 2018.

### **October 2017 – Customer Feedback**

This survey was about how we measure customer satisfaction with our services. We explained how we carried out a general satisfaction survey - STAR - and daily service user surveys - FAST. Additionally, we get customer feedback on specific areas including Anti-Social Behaviour, Complaints, Aids and Adaptations, Major Works, Energy Advice, New Lettings and Newly Built homes. We were reviewing this suite of surveys with the aim of streamlining them to ensure we are getting relevant feedback that we can analyse and use to improve our services. We asked people if they had ever taken part in a STAR or FAST survey and whether they had any views concerning which was the best way of measuring customer satisfaction.

#### *Outcome/Actions*

Of the people who had an opinion, FAST was most popular as people liked the fact it was a short survey and very soon after a service had been used.

The last STAR surveys were conducted in March 2018.

## Greenview survey results

### **September 2017 – Grounds Maintenance**

Our in-house Grounds Maintenance Team carries out various work on our estates and we wanted to find out what customers think about the service they receive in their area and were interested in any ideas they had about how we could improve the service.

#### *Outcome/Actions*

The survey results highlighted several areas to be improved:

Communication – there was a general lack of awareness of what we maintain and when we maintain it. This demonstrated the need to inform residents of the Grounds Maintenance team responsibilities – communication has been sent out informing tenant of this.

Delays in response to calls and complaints – The GM Administrator now takes ownership of call backs and informs residents of actions being taken.

Standards and quality issues – The Estate Manager has discussed the need to ensure each job is to a standard and to take before and after photos where necessary.

### **July 2017 – Community Involvement**

This survey was a follow-up to the Community Involvement survey carried out in October 2016 during which we asked customers which community projects they thought we should focus on.

#### *Outcome/Actions*

No changes were made as a result of the survey.

### **June 2017 – Communication**

We looked at how we communicate with our customers. We asked for customers' thoughts on the new options provided by the Contact Centre.

#### *Outcome/Actions*

The Contact Centre welcome message was re-recorded to include opening times. This was due to customers telling us they were still not aware of the extended hours. An article was included in the Autumn edition of G2 reminding customers of the changes made to opening hours, streamlining of our contact number and email address. It also reminded customers of our automated payment option and instructions on how to use the call back function.

### **May 2017 – Service Charges**

We wanted to know customers' thoughts on service charges and how well we explain what the service charges are for. We wanted customer views on whether they believed that our service charges provided are good value for money.

#### *Outcome/Actions*

The Service Charge survey was completed by over 200 residents – of these only 115 of the respondents said they paid service charges.

The feedback from residents is very useful at this current time as the Home Ownership Team are about to undertake a major service charge project to identify and review service charges across all of our schemes and estates. The Home Ownership Team have identified 5 schemes across our geography and tenure types and will use these as a pilot to review each service chargeable service provided, how the costs are allocated and, crucially, using the feedback from the survey to review how this information is conveyed to residents.

The main themes coming from the survey results which will be used as a basis for going forward are:

- Residents want service charge information that is clear and easy to read, and site specific. Most residents want this as a leaflet or document with their annual rent information.
- We will look to develop an easy-read clear general service charge document.
- Site specific documentation is more difficult/costly to produce but we will look to design something that delivers more detail site-specific information cost effectively.
- Information should be provided with the rent review documentation – our plan will be to have improved service charge information ready to go out with the rent review documentation in 2019.

The intention is to use the survey feedback as a starting point and to communicate with the residents of the 5 schemes identified going forward to make sure the changes we make meet the needs of our residents.

### **April 2017 – Greenview**

We asked for customers thoughts on the surveys we have carried out recently and what they thought we should be asking about in the future. We also wanted to inform customers about some new customer groups we are planning to set up in the future.

#### *Outcome/Actions*

Answers revealed that most people felt we were covering a good range of topics and 86% said they would recommend Greenview to a friend. The survey was used to tell people about the new customer group being set up and asked if it was something they would be interested in. Customers also voted for the name of the group – Customer Focus.

### **March 2017 – GreenSquare Website**

We were reviewing the website and were interested to hear customers views about what they thought of the current site and what we should do in the future. We also asked customers if they would be interested in helping us develop our website.

#### *Outcome/Actions*

Answers revealed that customers felt that a good site should be easy to use and easy to find things. This was the starting point for meetings between the Communications Team and all the Heads of Service to look at the structure of the website and whether pages could be merged/grouped together in a more logical order. This resulted in a re-organisation of pages, grouped under new headings 'Customer and Corporate'. New graphics were also introduced to help with the ease of people using the site and finding the information they needed.

### **February 2017 – Antisocial Behaviour**

We asked about Antisocial Behaviour (ASB) and any experiences you may have of it in your neighbourhood. ASB covers a wide range of unacceptable activity like noise, vehicle nuisance, graffiti, pet nuisance, threatening language and behaviour and ASB related to drug or alcohol use.

#### *Outcome/Actions*

Although a lot of information was gained through the survey, much of it related to issues within the neighbourhood which GreenSquare is not actually responsible for, this is the responsibility of the Local Authority. Going forward, it has been agreed that future surveys should concentrate on incidents which happen in GreenSquare properties/on our property and in the locality (approximately half a mile radius) that is perpetrated by our tenants as only then can we take any action necessary under the tenancy agreement.

### **January 2017 - Universal Credit**

January's survey was to help GreenSquare find out how much people knew about

Universal Credit.

*Outcome/Actions*

No changes were made. The survey highlighted the need to publish or discuss the implementation of Universal Credit with our tenants. GreenSquare continued with articles in G2, information with letters, adding information to our website, working in partner agencies and continuing to support local debt and advice agencies.