

## **October 2018 – Green Paper – Customer Consultation**

### **Why the survey is taking place and the purpose**

As a Housing Association, GreenSquare are committed, along with the sector as a whole, to being as accountable as possible to our customers. We know there is more we can and need to do to achieve this aim and it's important we continue to look at our relationship with you and listen carefully to the feedback you give us.

The Government is currently seeking views on its Social Housing Green Paper; A new deal for social housing. Green papers are consultation documents produced by the Government. The aim of these documents is to allow people both inside and outside Parliament to give feedback on its policy or legislative proposals. The paper focuses on the relationship between landlords and tenants, and proposes fundamental reform to ensure social homes provide an essential, safe, well managed service for all those who need it.

The green paper has five main themes:

1. Ensure homes are safe and decent
2. Effective resolution on complaints
3. Empowering residents and strengthening the regulator
4. Tackling stigma and celebrating thriving communities
5. Expanding supply and supporting home ownership

We're interested to know what you think about them and will be combining your views with ours and sending them to the Ministry of Housing in response to their request for feedback on the green paper. We'll also share them with the National Housing Federation - the voice of Housing Associations in England who we have membership with - who are interested to know what you and all other residents in social housing think.

### **How many users took part in the survey**

Total of surveys completed = 146

Online – 90 Phone – 32 Post – 24

### **What you said**

**65% of customers knew what to expect from their landlord on a day to day to basis.**

**We asked customers how the service they received from their landlord compared to their expectations of what good service would be. 63% said the same, 20% said it was better and 17% worse.**

**58% of customers knew the rights they had as a Housing Association resident.**

**82% of customers said it was important that they are involved in the big decisions their landlords make.**

**48% of customers felt that their landlord had genuine opportunities in place for them to work in partnership with them to get the best services possible.**

**93% of customers said they would find it helpful if their landlord had a set of principles that guide how they work. These guidelines could include being open (about what residents can expect and how they are delivering), acting with integrity, involving before making decisions, listening to every voice and focusing on what matters?**

**73% of customers said they would know how to raise with their landlord, if they didn't do what they said they would do, or if the service they received didn't meet their expectations.**

**83% of customers said they would know what to do next if they complained about something to their landlord, but the issue they complained about wasn't fixed.**

**Exactly half of customers agreed that their landlord clearly communicates with them about the services they receive.**

**89% of customers think that the Government or its regulator should be doing more to ensure that all landlords provide a good service to their residents.**

### **What we did**

**Outcomes/Changes made as a result of the survey** – The results from this survey fed into the wider National Housing Federation response. We are currently awaiting a response from the Green Paper and will provide a summary of any outcomes/changes made when this is published.