

## **January 2019 – Standards of Service**

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

This month's survey was looking at Service Standards. At GreenSquare we value our customers and are committed to providing you with great service; you are and should be at the heart of everything we do.

We have service standards that set out our promises to you. They show the level of customer service you can expect when you contact us and ask us to resolve your queries.

Our current standards have been developed and reviewed over the last few years in different ways, at different times and with different groups of customers including members of Greenview.

We feel it's time to review these again to make sure we've got them right and are focusing on what's important to our customers. And it's especially important right now as we get ready to launch a new way for you to contact us and access services online 24/7 using myGreenSquare.

By completing the survey, you were helping us not only check the standards we already have are the right ones but to develop new ones as well.

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

Total of surveys completed – 157

Online – 99

Post – 27

Phone - 31

### **What you said**

We aim to answer your calls within three minutes and asked if customers felt this was too quick, too slow or just right – 82% of customers agreed this length of time was just right.

68% of customers said responding to electronic communication (email or social media) within two working days was just right and 32% of customers felt this was too slow.

If you write a letter and post it to us, we aim to respond within five working days (unless it is a formal complaint) – 82% of customers said this was just right, the remaining 18% said it was too slow.

When asking customers about our formal complaint response times (acknowledgement within two working days and respond within 10 working days). 56% felt this was just right and 44% too slow.

76% of customers agreed it was just right to respond to emergency repairs within 4 hours and all other repairs within 28 days.

71% of customers said it was just right to respond within 24 hours to antisocial behaviour when there had been violence, or the threat of violence involved.

Just over 50% of customers felt it was just right to respond to antisocial issues such as fly-tipping, noise nuisance and unreasonable behaviour within five working days. The remaining customers said this was too slow.

61% of customers also agreed that responding to issues such as dog nuisance, inconsiderate parking and problems with gardens within 10 working days was just right.

We asked the question "If you contact us and we can't resolve your query at the first point of contact (when you phone or email us for example) we usually give you a response timescale based on how urgent we consider your query to be; if you had already reported an issue once and it hadn't been resolved we might aim to deal with this quicker next time. Or if you had a disability or were over a certain age we might do something more quickly for example. Our response timescales are 24 hours, 48 hours or 7 days based on our working and opening business hours (8am - 7pm Monday to Friday)." 80% of customers said the range of timescales we offer were just right.

77% of customers agreed that if we can't resolve a query, book or complete a repair within our standard timescales - because it involves waiting for information or a part for example - we should contact customers with an update even if we don't have anything new to share.

When asking customers about myGreenSquare (our new online 24/7 service) and how quickly we should respond to the queries or requests we receive, 46% said we should aim to reply in 1 day. The remaining customer responses evenly ranged between 1 hour, 4 hours, 3 days and other.

### **What we did**

#### **Outcomes/Changes made as a result of the survey/comments from Managers**

We're currently working on our new three year corporate plan which we'll launch in the summer of 2019. Feedback from this survey, together with all the feedback we've received from customers throughout the last year at:

- Customer Focus events
- from all GreenSquare customer satisfaction surveys and staff surveys and
- a range of different forums and focus groups

will be used to shape the plan and keep customers at the very heart of it.

The plan aim is to ensure we provide simply brilliant services and homes for all our customers and will inform our customer experience including our service standards, engagement and governance plans for the next three years. You can expect to hear more about our plans in the coming months.