

## **October 2019 – Tenancy Management Team**

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

GreenSquare Housing Officers work in the Tenancy Management Team and can help with any questions you have about your tenancy. Housing Officers manage requests for Mutual Exchanges and other tenancy changes and can often sign post or guide our customers to other agencies who may be able to provide support. Housing Officers show customers around their new homes and explain the responsibilities of holding a tenancy. They investigate and help resolve tenancy breaches such as sub-letting, abandonment, tenancy fraud and anti-social behaviour.

We have a Duty Housing Officer available during office hours to speak to customers about urgent issues or you can request a call back from the Housing Officer who covers your area, when they are available.

We'd like your feedback on the services provided by our Tenancy Management Team based upon your recent experiences and how you think we could improve them.

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

Total of surveys completed – 199

myGreenSquare – 131   Phone – 40   Post – 18   Unknown - 10

### **What you said**

Over three quarters of the 199 customers surveyed felt it was important to have a named Housing Officer.

Slightly less than 50% of the customers who responded said they knew who their Housing Officer is.

Almost three quarters of customers said they had contacted their Housing Officer within the last 3 months, we also asked if they were happy with the service they received from their Housing Officer and 57 customers responded, of these just under 60% said they were satisfied.

We asked customers how they would prefer the Housing Officer to get back to them, the answers were as follows:

<b>Choice of communication</b>	<b>Customer responses</b>
Telephone	101 / 52.88%
Email	56 / 29.32%
Letter	18 / 9.42%
Text	10 / 5.24%
Other	6 / 3.14%

86% of customers said they had not spoken to the Duty Housing Officer in the last 6 months.

### **What we did**

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

As the majority of customers surveyed said they'd rather speak to their own housing officer when they call us, we are considering how we might be able to change our service delivery to free up HO's time to do this.