

March 2019 – Together with Tenants

Why the survey is taking place and the purpose

This month's Greenview survey was looking into how we can work more closely with our customers. We want to work with our customers to make sure:

- you are listened to when things go wrong with your home or our service.
- you have the opportunity to influence decisions made about your home or services provided by us.
- you know what action you can take if you don't think we are taking your concerns seriously.

The National Housing Federation have written a plan to help housing associations work more closely with their customers and they want to find out what their customers think of it. We were interested to know what our customers thought of the plan and if they thought GreenSquare should adopt some or all of the suggestions.

How many users took part in the survey

Total of surveys completed – 149

Online – 95

Post – 54

What you said

80% of customers said they knew that as a Registered Social Landlord, GreenSquare has to meet standards set by the Social Housing Regulator.

We also asked customers if they knew what the standards were and 74% of customers said they did not know.

The National Housing Federation have proposed having a Charter which would put the most important standards in one document. We asked customers if they thought this would be good idea and 95% of customers agreed with this.

95% of customers thought that the Charter covered the right issues.

We asked customers if they thought any of the statements in the Charter are unclear or could be improved. 86% of customers responded No to this question.

97% of customers agreed that having a Charter would make it easier to know what customers can expect from GreenSquare.

We gave customers the statement “If customers are not happy with their landlord’s performance against the Charter, the plan suggests that they report their concerns to the Board of their housing association and ask for improvement plans to be put in place”. We asked customers if they thought this would work and 80% of customers responded Yes.

62% of customers agreed that having a national group of tenant representatives would help to give customers a stronger voice. 7% said No, with the remaining 31% answering Unsure.

What we did

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

The majority of you supported the National Housing Federation (NHF) plan to improve the relationship between housing associations and their tenants and residents.

The plan included the introduction of a tenants’ charter with tenants having a greater role in reporting on the performance of their housing association. In response, we have agreed to be an early adopter with the NHF and we will be coming back to get your views as we get updates from them about how the different ideas could work in practice.

We forwarded a summary of your survey responses to the NHF to collate alongside feedback from other housing association customers and staff.