

June and July 2020 – Fire and Electrical Safety and Digital Access

Why the survey is taking place and the purpose

This month our survey is about Fire and Electrical Safety, with a bonus Digital Access section. We are looking at the Health and Safety guidelines we have recently published on our website, and whether they give you the information you need. We are also looking at the services we provide for you online, and which services you would find it helpful for us to provide online in the future.

How many users took part in the survey

Total of surveys completed – 157

myGreenSquare – 151 Phone – 1 Unknown – 5

What you said

- Of the 154 responses, 51% of you said you had read the Fire and Electrical safety guidelines that are on our website. 39% of you said you did not know where to find them and the remaining 10% of you agreed you had not read them.
- From 156 responses, 82% of you said you would expect GreenSquare to provide you with Fire and Electrical Safety information on the GreenSquare website.

We asked you to look at the different sections covered on the Fire and Electrical Safety page and to let us know what you thought of each section. 154 of you answered this question and gave the following responses:

	Useful	Not Useful	Not relevant to me	Total of responses
Your fire safety responsibilities	96.10% / 148	0.65% / 1	3.25% / 5	154
Fire alarms and fire extinguishers	85.62% / 131	1.96% / 3	12.42% / 19	153
Fire safety in flats and shared buildings	52.98% / 80	1.99% / 3	45.03% / 68	151
Staying safe and “stay put policy”	81.58% / 124	4.61% / 7	13.82% / 21	152
Balcony fire safety	29.80% / 45	3.31% / 5	66.89% / 101	151
Front doors –does yours close properly?	86.18% / 131	3.95% / 6	9.87% / 15	152
Electrical Safety	94.00% / 141	2.67% / 4	3.33% / 5	150
“Safe and well” visits	83.11% / 123	5.41% / 8	11.49% / 17	148

How often should you test your fire alarm? We had 154 responses to this questions, 59% of you said this should be done monthly, 34% said weekly and the remaining 7% said every few months or every year.

We asked you about your digital access and what you would be happy to use the internet for with GreenSquare. You gave the following responses:

	I do this already	I would be happy to do this	I wouldn't be happy to do this	This is not relevant to me	Total of responses
Paying rent	60.13% / 92	20.26% / 31	8.50% / 13	11.11% / 17	153
Reporting a repair	71.33% / 107	20.67% / 31	5.33% / 8	2.67% / 4	150
Reporting Anti Social Behaviour	22.88% / 35	61.44% / 94	6.54% / 10	9.15% / 14	153
A question about your tenancy	26.80% / 41	56.86% / 87	11.11% / 17	5.23% / 8	153
Signing a new tenancy agreement/lease for a home	9.15% / 14	56.86% / 87	18.95% / 29	15.03% / 23	153
Arranging aids and adaptations	10.46% / 16	55.56% / 85	10.46% / 16	23.53% / 36	153
Writing a complaint or compliment	26.14% / 40	62.75% / 96	7.84% / 12	3.27% / 5	153
Arranging an energy advice visit	13.07% / 20	66.01% / 101	7.19% / 11	13.73% / 21	153
General suggestions like service improvements	16.99% / 26	72.55% / 111	1.96% / 3	8.50% / 13	153

What we did

Outcomes/Changes made as a result of the survey – Available October 2020