

August & September 2020 – Communicating with our Customers

Why the survey is taking place and the purpose

This survey is about how GreenSquare communicates with its customers. We want to hear about your experiences of contacting us.

How many users took part in the survey

Total of surveys completed – 416

myGreenSquare – 357 Phone – 46 Post – 2 Unknown – 59

What you said

375 (90%) of you have contacted our Customer Services Team in the past year.

Those of you who had contacted the Customer Services Team were asked if your query was sorted in the first contact? 364 responses were given and 215 (59%) of you said your query was resolved at the first contact.

We asked you if you had to contact us again to chase your query? 131 of you answered with 116 (88.55%) of you saying yes to contacting us again. 94 (71.76%) of you agreed that your query was passed onto another department.

50 (52%) of you said you did not know which Department your query had been passed on to and the remaining 46 (48%) responses were as follows:

Customer Services Team	5 (5.21%)
Customer Care Team	2 (2.08%)
Development and New Homes Team	1 (1.04%)
Gas Team	11 (11.46%)
Planned Works Team (Major Works)	4 (4.17%)
Surveying Team	6 (6.25%)
Planners	2 (2.08%)
Tenancy Enforcement Team	1 (1.04%)
Tenancy Management Teams	6 (6.25%)
Customers Accounts	4 (4.17%)
Service Charge and Leasehold Team	3 (3.13%)
Supported Housing	1 (1.04%)

We asked you how long it was before we contacted you about your query. You gave the following responses:

124 Customers Answered		
Answer choices	Responses %	Responses (no)
24 hours	8.87%	11
48 hours	17.74%	22
7 days	24.19%	30
More than 7 days	49.19%	61
Total		124

You rated on a scale of strongly disagree to strongly agree on how you felt the length of time it took GreenSquare to contact you was reasonable. The answers given are shown below:

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total of responses
49 (37.69%)	29 (22.31%)	27 (20.77%)	18 (13.85%)	7 (5.38%)	130

Are you satisfied your query is now resolved? You gave the following answers using a rating of strongly disagree to strongly agree:

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total of responses
49 (37.69%)	23 (17.69%)	18 (13.85%)	23 (17.69%)	17 (13.08%)	130

41 (100%) of you said you had not contacted GreenSquare as you hadn't needed to.

We wanted to find out how you felt about GreenSquare’s communication overall. We gave you the following statements and asked you to tell us to what extent you agreed with them using a rating of strongly disagree to strongly agree: The responses given are shown below:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total
I’m comfortable asking GreenSquare questions	23 (6.34%)	20 (5.51%)	42 (11.57%)	157 (43.25%)	121 (33.33%)	363
GreenSquare respond to me when I expect them to	38 (10.50%)	43 (11.88%)	73 (20.17%)	143 (39.50%)	65 (17.96%)	362
GreenSquare keep me updated	47 (12.95%)	62 (17.08%)	76 (20.94%)	116 (31.96%)	62 (17.08%)	363
GreenSquare resolves any issues I have in a reasonable timescale	55 (15.19%)	47 (12.98%)	81 (22.38%)	131 (36.19%)	48 (13.26%)	362
GreenSquare explains the reasons for decisions they make	36 (9.92%)	51 (14.05%)	90 (24.79%)	139 (38.29%)	47 (12.95%)	363
GreenSquare does what they say they will do	47 (12.98%)	53 (14.64%)	87 (24.03%)	129 (35.64%)	46 (12.71%)	362
Communicating with customers is a priority for GreenSquare	50 (13.77%)	53 (14.60%)	86 (23.69%)	118 (32.51%)	56 (15.43%)	363
I’m happy with the amount of information I receive from GreenSquare	43 (11.85%)	47 (12.95%)	84 (23.14%)	122 (33.61%)	67 (18.46%)	363

What we did

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

This survey was a really helpful insight into how you view our communication with GreenSquare. Following this, we've introduced a daily survey which is sent to customers who call our contact centre each day. This means we receive regular feedback which helps us to continuously improve the service we provide.