

## July 2019 – Repairs Service

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

In this month's survey we asked for your thoughts and feedback on our repairs service. We want to know about your experience of the service provided and how you think we can improve it.

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

Total of surveys completed – 261

myGreenSquare – 203 Phone – 31 Post – 25 Unknown - 2

### **What you said**

Over half of all customers surveyed said they had used the repairs service in the past three months.

Of these customers who had used the repairs service, 65% were satisfied with the overall service they had received.

We gave customers a list of repairs and asked them who they thought were responsible for doing these, either them or GreenSquare. The responses were as follows:

<b>Repair</b>	<b>GreenSquare</b>	<b>Customer</b>
Replacing a tap washer	143 / 55.86%	113 / 44.14%
Fixing a TV aerial	62 / 24.12%	195 / 75.88%
Replacing a broken toilet seat	38 / 14.73%	220 / 85.27%
Fixing a bathroom light pull cord	167 / 64.98%	90 / 35.02%
Broken internal door handle	136 / 53.13%	120 / 46.88%
Replacement garden gate latch	104 / 40.78%	151 / 59.22%
Changing a light bulb	7 / 2.71%	251 / 97.29%
Bleeding radiators	59 / 23.14%	196 / 76.86%
Painting and decorating	12 / 4.76%	240 / 95.24%
Renewing bath sealant	144 / 55.81%	114 / 44.19%

176 (67%) of customers are satisfied with the overall quality of their home with the remaining 85 (33%) being dissatisfied.

**What we did**

**Outcomes/Changes made as a result of the survey – Available October 2019**