

October 2020 – Estate Services

Why the survey is taking place and the purpose

GreenSquare Estate Services are responsible for the upkeep of all communal areas – both the grass areas near your homes and the communal areas inside of your block.

Key jobs the Estates Services teams do include grass cutting, cleaning, maintenance, hedge cutting and tree trimming.

By answering the following questions, you will help us understand what is important to you and the areas you feel we should focus upon going forward.

How many users took part in the survey

Total of surveys completed – 141

myGreenSquare – 87 Phone – 44 Post – 0 Unknown – 10

What you said

We asked you how satisfied you were with the following using a scale of 1 to 5, and you gave the responses shown below:

Work done by the Estate Service Team

1 = very dissatisfied	2	3	4	5 = very satisfied	This is not relevant to me	Total no of customers who answered
12.41% 17	13.14% 18	24.09% 33	15.33% 37	27.01% 37	8.03% 11	137

The standard of grass cutting by the Estate Services Team

1 = very dissatisfied	2	3	4	5 = very satisfied	This is not relevant to me	Total no of customers who answered
12.23% 17	10.79% 15	17.99% 25	14.39% 20	26.62% 37	17.99% 25	139

The standard of hedge cutting by the Estate Services Team

1 = very dissatisfied	2	3	4	5 = very satisfied	This is not relevant to me	Total no of customers who answered
17.39% 24	8.70% 12	10.87% 15	12.32% 17	15.22% 21	35.51% 49	138

The standard of tree maintenance by the Estate Services Team

1 = very dissatisfied	2	3	4	5 = very satisfied	This is not relevant to me	Total no of customers who answered
14.39% 20	12.23% 17	12.23% 17	7.91% 11	17.27% 24	35.97% 50	139

The cleanliness of your block

1 = very dissatisfied	2	3	4	5 = very satisfied	This is not relevant to me	Total no of customers who answered
6.87% 9	6.11% 8	10.69% 14	6.87% 9	17.56% 23	51.91% 68	131

The standard of grounds maintenance provided by the Estate Services Team

1 = very dissatisfied	2	3	4	5 = very satisfied	This is not relevant to me	Total no of customers who answered
14.39% 19	10.61% 14	16.67% 22	16.67% 22	21.21% 28	20.45% 27	132

We asked you which of the following was most important to you in order of preference on a scale of 1-5 (with 1 being least important and 5 being most important):

	1 = least important	2	3	4	5 = most important	Total no of customers who answered
Grass Cutting	19.42% 20	18.45% 19	16.50% 17	21.36% 22	24.27% 25	103
Hedge Cutting	13.27% 13	22.45% 22	27.55% 27	24.49% 24	12.24% 12	98
Tree Maintenance	13.40% 13	22.68% 22	24.74% 24	16.49% 16	22.68% 22	97
Cleanliness of your block	41.94% 39	7.53% 7	10.75% 10	12.90% 12	26.88% 25	93
Grounds Maintenance	5.41% 6	22.52% 25	18.92% 21	25.23% 28	27.93% 31	111

You might have seen members of our Estate Services Team working where you live. If so, we asked if you could you please answer the following using a scale of 1 to 5 (with 1 being disagree and 5 being agree):

	1 = disagree	2	3	4	5 = agree	This is not relevant to me	Total no of customers who answered
The GreenSquare Estate Services team were polite	3.08% 4	0.77% 1	8.46% 11	4.62% 6	50.00% 65	33.08% 43	130
The GreenSquare Estate Services team were professional	5.34% 7	3.05% 4	7.63% 10	12.21% 16	41.98% 55	29.77% 39	131
The GreenSquare Estate Services team were wearing suitable personal protective	4.58% 6	0.76% 1	7.63% 10	7.63% 10	46.56% 61	32.82% 43	131

equipment (PPE) for the job they were doing							
The GreenSquare Estate Services team finished the job they were there to do	6.87% 9	6.11% 8	5.34% 7	7.63% 10	41.98% 55	32.06% 42	131
The GreenSquare Estate Services team left the work area clean and tidy when they left	8.46% 11	5.38% 7	9.23% 12	13.08% 17	39.23% 51	24.62% 32	130

What we did

Outcomes/Changes made as a result of the survey

Following the results of the survey a team meeting was held to discuss in detail the feedback received.

- It was apparent that some of the negative feedback was due to assumptions of our service that were not our responsibility, yet we were being held responsible e.g. roads and litter on areas belonging to the local authority.
- There was also a lack of awareness of the frequency of our services with tenants judging standards in between visits for cleaning and grounds.
- Where there were valid comments made they mainly involved standards which related to individual operatives and so this was an issue to address.

As a follow up we carried out the following measures;

- Discussions with operational staff, additional training provided to ensure expectation of standards.
- Review of our current estate services and the information we provide to tenants, website needs to reflect our services and this is in discussion.
- Frequency of inspections by the management team has been added as an operational target.
- Additional supervisor and introduction of a tree manager and team of arborists has been added to compliment our service delivery.