

December 2020 & January 2021 – GreenSquare End of Year Review

Why the survey is taking place and the purpose

We have made it to the end of 2020! And what a year it has been. There have been struggles and challenges a plenty, and we are now looking forward to a more jolly 2021.

To help us bring in 2021 in a positive way, we would like to know what you would like to tell us in 2021, and what you would like us to be focusing on. All your feedback will be used to shape the surveys you see in 2021.

How many users took part in the survey

Total of surveys completed – 199

myGreenSquare – 141 Phone – 58

What you said

We asked you how many Viewpoint surveys you have filled in in 2020?

Answer Choices	% of responses	No of Responses
None - this is my first	19.10%	38
1 or 2	25.63%	51
3 or 4	17.59%	35
4 Plus	37.69%	75
Total of responses		199

The topics you found the most interesting in 2020 are shown below:

Answer choices - you could select more than 1 topic	% of responses	No of responses
Your experiences with the GreenSquare Contact Centre	48.37%	89
Communicating with our customers	47.83%	88
GreenSquare customer feedback	42.93%	79
Dealing with the Coronavirus outbreak	35.87%	66
Fire and Electrical Safety	23.91%	44
Digital Access	23.91%	44

Customer engagement strategy	23.91%	44
Planning your finances	9.78%	18
Total respondents		184

The following topics were selected as the ones you would like to tell us about in 2021:

Answer choices – you could select more than 1 topic	% of responses	No of responses
Responsibilities – GreenSquare and You	63.82%	127
GreenSquare Service Improvement – what we do with your feedback	52.26%	104
Communicating with our customers	50.25%	100
GreenSquare Contact Centre – Your experiences with our team	46.23%	92
Our operatives in your home	33.17%	66
Customer engagement strategy	31.16%	62
Fire and Electrical Safety	29.65%	59
Community Building	27.64%	55
Digital Access to GreenSquare services	21.11%	42
Planning your finances	15.58%	31
Total of respondents		199

Almost 75% of you said you would look on the GreenSquare Website if you wanted to know about the services we provide.

67% of you agreed that we could improve the information we provide on the services we offer as a landlord.

We asked you, if you felt GreenSquare was falling short against its responsibilities as a landlord would you say something to GreenSquare, 38% of you said yes and you had done this and 55% said yes but you have not had to do this yet.

We asked you if you would be interested in joining a resident’s group to work with GreenSquare to monitor the quality of services we provide, and you gave the following responses:

Answer choices	% of responses	No of responses
Yes	20.60%	41
No	38.69%	77
Maybe	40.70%	81
Total of respondents		199

46% of you said you were aware there is a Customer Panel for GreenSquare Customers.

You gave the following responses to ways you would like us to involve you in holding GreenSquare to account.

Answer choices	% of responses	No of Responses
Have a dedicated space for feedback – e.g., having a space on myGreenSquare to record feedback	32.80%	62
Provide clear information about the services we should provide	29.10%	55
Invite customers to take part in a group that would monitor and challenge GreenSquare	23.81%	45
Invite customers to test our services – for example, carry out inspections, do a “Mystery Shop” of one of our services	14.29%	27
Total of respondents		189

We asked you, if you had the choice, how likely would you be to recommend GreenSquare to a friend? We had 199 responses as shown below:

	0 - Not likely to recommend	1	2	3	4	5	6	7	8	9	10 Extremely likely to recommend
No	15	0	5	5	6	27	11	30	29	20	51
%	7.54	0	2.51	2.51	3.02	13.57	5.53	15.08	14.57	10.05	25.63

What we did

Outcomes/Changes made as a result of the survey – Available April 2021