

September 2019 – Estate Services

Why the survey is taking place and the purpose

GreenSquare Estate Services are responsible for the maintenance of the communal areas of your block and the grounds immediately surrounding it. This can include cleaning as well as grass cutting, hedge cutting and tree maintenance for example. We'd like your feedback on the services provided by our Estate Services team based on your recent experiences. We attached an explanation of what we're responsible for and then asked customers to answer questions which will help us understand what you value and what we need to do to improve our service delivery.

How many users took part in the survey

Total of surveys completed – 253

myGreenSquare – 181 Phone – 33 Post – 14 - Unknown - 25

What you said

Over half of customers surveyed said they were satisfied with the overall standard of the Estate Services work we carry out.

229 customers commented on the cleanliness of their block with just over 50% being satisfied with theirs.

Three quarters of customers who responded, said that if they had spoken to one of our operatives, found them to be polite and professional.

The majority of customers are happy with the Estate Services standard working hours of 08:00 – 18:00.

50% of customers said they were satisfied with the standards of the grounds maintenance.

What we did

Outcomes/Changes made as a result of the survey/Comments from managers

Following a review of the survey results a team meeting was called to discuss the findings. It was evident that we are not communicating what we do and what our responsibilities are – a high percentage of the comments were areas that we do not maintain. In order to improve on this, we are reviewing what information can be uploaded onto our website to inform our customers of the services we provide and the frequency in which they are carried out.

We have also shared the survey results with our operational and office-based staff so that they can improve on any areas that the survey identified.