

Customer FOCUS



In February 2019 we welcomed 51 customers at two Customer Focus pick 'n' mix sessions in Witney, Oxfordshire and Calne, Wiltshire.

As well as holding table discussions, staff and board members were on hand with information and 'surgeries' for anyone who had specific issues to raise. Thank you to everyone who took part and for sharing your experiences and suggestions.

It was great to hear your positive comments on some of the things we do! This update provides a summary of the things you would like us to change, try or improve.



Customer experience

You said:

- You want staff to be accountable and take charge of enquiries; you want a quicker response and don't want to chase us for an answer.
- You want updates about major works, delays, or cancellations to work, and health and safety issues affecting your home and neighbourhood.
- To make our service more personal, you'd like to have one member of staff to deal with for ongoing issues. Having a good relationship

with housing officers and community officers is important to you, and you also wanted staff ID to be clearly visible.

- Our staff need to listen and ask the right questions to encourage people to give feedback.
- Sometimes it can feel that staff are talking down to customers or being too technical.
- Generally you think improving how we communicate would set us apart from other housing associations.

We will:

- Continue working on our new three year corporate plan which we'll launch summer 2019.
- Feedback from this event, together with all the feedback

we've received from customers throughout the last year at: other Customer Focus events; from all customer satisfaction surveys and staff surveys; and from a range of different forums and focus groups; will be used to shape the plan and keep customers at the very heart of it.

- The aim of the plan is to ensure we provide simply brilliant services and homes for all our customers which will address all of the issues you and other customers have taken the time to tell us about and more.
- You can expect to hear more about our plans in the coming months.

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"It was a real pleasure to mix with so many of our tenants and to see the tremendous commitment of our staff. It made me very proud."

Robin Bailey, Chair
GreenSquare Board





Estate management

You said:

- We could let customers know more about the service through a number of different ways – using G2 magazine, online, leaflets and noticeboards.
- Some of you knew what GreenSquare standards were for grounds maintenance but there was also uncertainty.
- Our staff need to be aware of environmental issues.
- You had a lot of ideas and suggestions about how we can encourage people to recycle and not dump rubbish.
- You wanted us to let customers know about the cost of dealing with bulk items and show this cost clearly in service charge statements.

We will:

- Provide information on our website detailing what we do and do not maintain, and also produce a leaflet. In May we'll ask for customer feedback about this information.
- Carry out satisfaction surveys shortly after work has been completed. These will act as a spot check of the service with customers randomly selected. We hope to start these surveys by July 2019.
- Introduce a generic estates email address.
- Hold annual meetings (in September) with a focus on grounds maintenance or cleaning of blocks, with staff from various areas and schemes to discuss all aspects of the service and any issues.
- We will continue to explore ways to encourage recycling.



Community spirit

You said:

- GreenSquare could support community spirit by encouraging people who want to do things in their neighbourhood. Even if they got something started they could let the community run it.
- You enjoyed having activities that bring people together of all ages, these could be for a specific purpose, e.g. to clean up the area or simply for fun.
- You thought our staff could make a difference and wanted more opportunities to discuss issues in your neighbourhood informally – this could be a walkabout or contacting people when in the area.
- You welcomed GreenSquare working with others to improve local town or neighbourhood facilities.
- Our lack of action or slow response to anti-social behaviour in some instances didn't help communities.

We will:

- Promote our local offer so that customers know they can talk to us about improvements or activities they would like in their neighbourhood. Starting in summer 2019 but ongoing.
- Support individuals or groups who have an idea for their neighbourhood or wider community. This is something we already do, but we know we need to advertise that this help is available.
- Provide opportunities for customers to meet with staff and share their views, particularly in areas that are quieter or more rural. Neighbourhood consultations with customers living in rural areas are planned for this summer
- Continue to work with partners to support local initiatives.

Join the Customer Service & Insight Committee (CSIC)

Phyllis Starkey, Chair of the CSIC, said: "We attended both Customer Focus sessions. All the inputs from those who attended will be put together with other feedback from customers, reported to the CSIC and used to guide GreenSquare on how to reflect customer priorities and improve customer services.

"GreenSquare customers have a direct voice in guiding policy and service delivery through the CSIC. We are looking for new recruits, so contact us if you are interested in becoming a member."



"The feedback we had was very positive, mostly how easy it was to navigate through and how simple it was to request a repair, look at your rent account and send messages."

Steve Easey, myGreenSquare coordinator

If you are interested in finding out more about myGreenSquare please get in touch. Contact steve.easey@greensquaregroup.com