Online Customer Panel

My Riverside Feedback Survey

Panel members were asked to feedback on My Riverside (online service portal) to help understand what customers feel the benefits of the service are, and what questions or concerns they might have around the use of the online service.

Survey End date: 26th July 2019 Total number of participants: 90

Summary:

- 86% of panel members stated they were likely to use the service in the future. Customers felt that the service would be useful to them and would be quick, convenient and easy to use.

- Where customers were not likely to use the service, they commented on preferring to use the phone or face to face contact.

- Panel members were asked how likely they were to use the following functions of My Riverside; booking a repair (where customers were able to book a repair), reporting a repair, checking the status of a repair, checking and updating contact details, viewing rent/ service charges, getting advice on repairs that are the customers responsibility, checking details Riverside have recorded for them (like reference number and date of birth) and paying through our payment partner.

- The majority of members stated they were likely to use all functions of My Riverside; except for paying through our payment partner, with just half the panel members stated they were likely to use this service.

- A higher proportion of panel members were likely to use functions of the service related to repairs compared to other functions.

- Panel members were most likely to tell people about aspects of the service related to repairs.

- Panel members felt the biggest benefits of the service were convenience, how quick it is to use, ease of use, being able to track/ keep a record and having access to up to date information.

- Where panel members would have questions before they used the service or stated they had concerns, there were largely around the security of the system with panel members wanted assurance that their data would be protected.

What we will do following your feedback:

We'll build your comments and feedback into our campaign planning for My Riverside, as we prepare to promote it to more customers nationwide in ways that appeal to their needs and expectations of online services. In particular, we'll use your feedback to:

- Develop and refine our plan for promoting My Riverside to customers, how we'll communicate the benefits of using the system, as you've described, and how we'll encourage customers to sign up and use the service

- Review our key messages in My Riverside related campaigns, to ensure they're relevant to our customers and appeal to their needs and objectives

- Improve existing features in My Riverside and prioritise future development and upgrades to My Riverside

We'll also use the issues you've raised about keeping your information safe to help build in reassurances into our campaign, highlighting the security features we have in place:

- Customers set up security features when they register in the form of creating security questions. These features have been rigorously designed and tested by our Information Security team.

- When a customer registers for My Riverside, we carry out comprehensive checks against our records to ensure only you can create an account with your details, and no-one else.

- Your privacy and the security of your information is our priority, and is at the heart of every decision we make about development, new features and upgrades.

Results

How likely or unlikely would you be to use this service (My Riverside) in the future?	No. responses	% of responses
1- Very unlikely	2	2%
2- Unlikely	4	4%
3- Neither	7	7%
4 -Likely	34	35%
5 -Very Likely	**49**	**51%**

Customers were asked to comment on their response. Where customers were likely to use the service, comments highlighted that customers thought it was useful/would be useful and felt that it would be quick, easy to use and convenient. Were customers were unlikely/ neither unlikely or likely to use the service, the main theme highlighted in the comments was that these customers preferred phone/ face to face contact.

Please let us know if there are any questions you would have about My Riverside before you signed up to use it/ continued to use the service?

19 customers commented on questions they would have about My Riverside before they decided to sign up or continued to use the service (if they had previously signed up). The main areas that customers commented on were queries about the level of security of the system/ how well their personal data is protected and on how quickly they would get a response to any queries/ issues they log on the system.

Please state how likely or unlikely you would be to use My Riverside for reporting a repair?	No. responses	% of responses
1- Very unlikely	1	1%
2- Unlikely	4	4%
3- Neither	6	7%
4 -Likely	24	26%
5 -Very Likely	**57**	**62%**

Please state how likely or unlikely you would be to use My Riverside to book an appointment for a repair (and rearrange or cancel)?	No. responses	% of responses
1- Very unlikely	2	3%
2- Unlikely	4	6%
3- Neither	2	3%
4 -Likely	21	31%
5 -Very Likely	**38**	**57%**

Please state how likely or unlikely you would be to use My Riverside to check on status of a repair?	No. responses	% of responses
1- Very unlikely	2	3%
2- Unlikely	5	7%
3- Neither	2	3%
4 -Likely	21	31%
5 -Very Likely	**37**	**55%**

Results

Please state how likely or unlikely you would be to use My Riverside to view your rent or charges account and a breakdown of any service charges?	No. responses	% of responses
1- Very unlikely	4	4%
2- Unlikely	12	13%
3- Neither	2	2%
4 -Likely	27	29%
5 -Very Likely	**47**	**51%**

Please state how likely or unlikely you would be to use My Riverside to pay (through our payment partner Allpay)?	No. responses	% of responses
1- Very unlikely	18	20%
2- Unlikely	13	14%
3- Neither	13	14%
4 -Likely	17	18%
5 -Very Likely	**31**	**34%**

Please state how likely or unlikely you would be to use My Riverside to check the details we have for you like reference number, date of birth and name?	No. responses	% of responses
1- Very unlikely	4	4%
2- Unlikely	13	14%
3- Neither	11	12%
4 -Likely	**32**	**35%**
5 -Very Likely	**32**	**35%**

Please state how likely or unlikely you would be to use My Riverside to check and update your contact number and email address?	No. responses	% of responses
1- Very unlikely	5	5%
2- Unlikely	8	9%
3- Neither	5	5%
4 -Likely	36	39%
5 -Very Likely	**39**	**42%**

Please state how likely or unlikely you would be to use My Riverside to get advice on repairs that are a customers own responsibility?	No. responses	% of responses
1- Very unlikely	9	10%
2- Unlikely	5	5%
3- Neither	8	9%
4 -Likely	**36**	**39%**
5 -Very Likely	35	38%

Results

If you were going to encourage someone to use My Riverside, what is the main function you would tell them about?	No. responses	% of responses
Book an appointment for a repair, plus then rearrange or cancel it.	**23***	**36%**
Report a repair	**30**	**34%**
View your rent or charges account and breakdown of any service charges.	12	14%
Check and update your contact number and email address.	9	10%
Get advice on repairs that are a customer's own responsibility.	7	8%
Check on the status of a repair.	3	3%
Check the details we have for you like reference number, date of birth, name.	3	3%
Pay (through our payment partner Allpay)	1	1%

booking an appointment for a repair was only an option for those customers who are able to book a repair; this was not included for customers who would not be able to do this (such as home ownership customers).

What do you think is the biggest benefit of being able to do these things on your phone, computer or tablet?

Where customers commented on benefits the main themes highlighted in the comments were; convenience of using an online service, the quickness of using the service, ease of use, being able to track/ keep a record and having access to up to date information.

Do you think we need to change any of the language or terms we're using to explain what My Riverside is and what it can do?

The majority of customers commented that there wasn't anything to change in the language used, with some commenting that they found it 'clear' and 'easy to understand'.

Would you have any concerns about using My Riverside or are there any barriers that would prevent you using My Riverside?

Where customers made comments about the concerns the main concern highlighted was around the security of the system; with customers highlighting concerns about the protection of their personal data. Some customers also commented on preferring to use the telephone.