



YOU SAID, WE DID!

Quarter 2 2024/25
Customer Experience Team

Introduction

Following each quarter, we hold detailed reviews of customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction/dissatisfaction, managers are asked to report back any actions they have developed to improve the service for customers.

We conduct a detailed analysis of our Customers Voice from a variety of channels including satisfaction surveys and complaints. Through this analysis, we identify themes and trends associated with high and low levels of satisfaction. Consequently, this is shared with managers and service area leads to help inform decisions and shape their service offer to improve our Customers Experience.

You will find a selection of the actions developed during Quarter 2 of 2024/25 listed below (from 1st July to 30th September 2024).

We are always working to improve our Customers Experience, and we welcome your feedback. If you have any comments or suggestions in relation to this report, please contact David Barton via contactus@pinecourt-housing.co.uk.

You Said

In Quarter 2 of 2024/25, customers were 100% satisfied with the repairs service provided by Pine Court Housing Association.

We Did!

The following improvements have been developed to continually improve the service our customers receive:

- Sovini Property Services have recruited a Customer Experience Officer who will have the responsibility of reviewing feedback from complaints and customer satisfaction. The information collated by her will allow the organisation to track the lessons learned, and improvements which have been developed. She will work closely with the Sovini Property Services staff to ensure they have all the information they need to resolve issues which have been highlighted by our customers. The aim is to reduce the number of complaints, and increase satisfaction with the services provided.
- For 100% of the complaints about repairs, a post inspection is being carried. This will be completed by the area Surveyor, and will ensure that works have been fully completed to a good standard. This will also help with managing the customers' expectations, if more follow-on work is identified during the original works being completed.
- Reporting has been improved so that communication from customers is identified, and responded to within target timescales. As a result of this work, we have seen increased performance, particularly with our Scheduling Team. They will be working with other teams to help increase their performance, too.

You Said

The upkeep of communal areas was above target in our last Tenant Satisfaction Measures Survey, with 86.5% satisfied with the service they had received.

We Did!

For any areas where there is recurring dissatisfaction and / or complaints, the following improvement actions are being carried out to ensure that any problems are resolved for these customers:

- Face to face interaction with customers, to increase the level of engagement, and communication we carry out with them.
 - Regular visits will be conducted by staff, who will be able to investigate and resolve any issues in our blocks.
 - Communal Cleaning inspections are being carried out by our Customer Empowerment Panel, to give a customer perspective of the cleanliness, and provide recommendations for improvements.
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You Said

Two complaints were received during quarter 2 by Pine Court, about repairs and maintenance. Both of these complaints were upheld.

We Did!

During the quarter, the following improvements were put in place to improve the performance and customer experience for customers who make a complaint:

- We continue to monitor perception of the service by conducting 'End to End Reviews' of all complaints that have a dissatisfied survey response, and complaints that have escalated to a Stage 2. The results will help us to identify any Investigating Officers that may need to improve their performance. From this, we can provide feedback and training to improve the complaint journey for our customers.
- A weekly complaints drop-in session is now in place which provides the Investigating Officers with the opportunity to attend and report any issues or feedback. The Technical Support Officer for repairs and the Reactive Supervisor, who are responsible for investigating and providing feedback to the Investigating Officers, also attend on a rota basis.
- Following from a theme of work not being completed following complaint closures, a scheduler has been assigned to lead on complaint jobs. These are all collected separately, into their own section on our dedicated repair and maintenance system (One Serve).
- Mandatory training is being implemented for all investigating officers each month, as well as training provided by the Customer Experience Team. A 'hot topic' will be discussed during these sessions.
- The Quality and Assurance Co-ordinator holds a weekly meeting with Sovini Property Services Improvement Manager and Customer Experience Officer. This is to identify common trends so that improvement actions can be created, or feedback provided to the relevant service area.