



YOU SAID, WE DID!

Quarter 3 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 3 of 2024/25 listed below (from 1st October to 31st December 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

The Day to Day Repairs service has received the highest number of complaints, with the main themes from this feedback being too long to carry out work, and poor communication.

We Did!

Below are improvement measures which have been implemented by our repairs contractor, Sovini Property Services:

- We have rolled out Communication Workshops to all SPS Office Staff, Operatives, and apprentices.
- Positive customer feedback is being shared with staff and the wider group, from our repairs system, Localz.
- A process has been developed to acknowledge negative feedback received from customers through the Localz system, and ensure that action has been taken.
- A Complaints Channel has been introduced to provide visibility to managers, and the ability to assign tasks to responsible officers in order to aid with complaint investigations.
- A 'no reply' scheduler email and templates are being set up, to send appointments to customers.
- Toolbox Talks have taken place on ensuring staff PDA devices are refreshed, appointments and customers kept updated.
- We are carrying out post Inspections of properties, to investigate the causes of dissatisfaction.

- Work has been completed with the Grounds Maintenance and Communal Cleaning teams, both collaboratively and by Sovini Property Services. This is to improve the service provided to customers who receive these services.
- Meetings have been arranged with Outbound Survey Assistants. This is to provide examples and guidance for them, should customers ask questions relating to different workstreams (e.g. void specifications).