



YOU SAID, WE DID!

Quarter 1 and 2 (2019/20)

David Barton - Performance and Customer Insight Team

At the end of each quarter, we hold Service Feedback Meetings to meet with managers to review 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 our customers.

Please find a selection of the actions developed during Quarter 1 and 2 of 2019/20 listed below (from 1st April to 30th September 2019).

You Said

A complaint was received regarding the Right to Acquire.

We Did!

A new Pine Court Housing Association Policy has been put in place, and all staff have received training on the Right to Acquire process.

You Said

An infestation complaint was received from the same property, but 2 different tenants.

We Did!

If a tenant moves out because of something like an infestation, Pine Court will make sure the next tenants sign to say they understand there has been an infestation. Pine Court will then make sure the new tenant knows exactly what to do if the infestation causes them a problem.

You Said

84.5% of customers in Quarter 2 said their Day to Day Repair was completed during the first visit, lower than the Quarter 1 figure of 91.9%.

We Did!

Van stocks are in the progress of being refreshed, to ensure that the contractor is carrying the right parts.

Sovini Trade Supplies have an agreement to take parts out to operatives who are further afield, ensuring jobs can be completed first time. This is the case for Pine Court jobs.

The Director of Operations - Pine Court also meets with the Asset Management Team on a monthly basis, to share intelligence, and discuss any issues with the repairs service. There have been two meetings so far.

You Said

98.8% of customers were satisfied with their Day to Day Repair in Quarter 2, above the 95% target. This is also above the Quarter 1 figure of 95.9%.

We Did!

Sovini Property Services are carrying out an exercise to look at phone calls, letters, and text messages will be introduced to let the customer know that an operative will be attending. This will substantially improve the quality of communication.

Additional staff have been taken on, and the structure of the team has been changed. Two new supervisors have been engaged, to look at jobs in detail, and complaint handling.

There is an ongoing commitment to ensure that operatives are working to a high standard, and performance is reviewed (if necessary). There is an emphasis on ensuring that individuals are the right fit, and uphold the ideals of The Sovini Group.

Additionally to the above, the team will ensure that there is a resource scheduled if the dedicated Pine Court operative is on leave. Cover will be subject to review, though, to ensure that the same quality of service is maintained for Pine Court customers.

You Said

On the Gas Repairs Survey, 78.6% of customers agreed that the job completed during the first visit. This is lower than the Quarter 1 figure of 86.8%.

We Did!

Contractor meetings are in place, and stock reviews are undertaken to ensure that vans have the correct equipment (as far as is possible). A full review was undertaken for the winter months, to check that they have the right/high usage parts.

Toolbox Talks are also carried out, to remind operatives to replenish parts as they are used. An app is now available to assist with this.

Breakdown engineers have a weekly meeting in place, to discuss issues, and look at potential solutions.