



# YOU SAID, WE DID!

Quarter 3 and 4 (2021/22)

David Barton - Performance and Customer Insight Team

## Introduction

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 3 and 4 of 2021/22 listed below (from 1st October 2021 to 31st March 2022).

## Quarter 3

### **You Said**

*92% of customers said that the Day to Day Repair was completed right first time in Quarter 3.*

### **We Did!**

A new ordering process has been implemented to improve on this, and training has happened with operatives at Toolbox Talk sessions. This will help with ensuring that jobs can be resolved first time, or the delay to the customer will be reduced.

Some of the more complex jobs require further work, so this is unavoidable. Sovini Trade Supplies staff has attended staff briefings, to discuss stock ordering, which should help with this.

---

### **You Said**

*On our Gas Repairs Survey, 100% of customers said the repair was completed first time during Quarter 3. This is higher than in Quarter 2, when this was 94% of customers.*

### **We Did!**

Van stocks are carried for the bulk of what they have. It was acknowledged that SPS can't carry parts for everything. The Compliance Team acknowledged that SPS do an excellent job and carry the majority of the parts they need to. SPS ensure that van stocks are kept up to date, and relevant.

There is an ongoing project to standardise boilers - so that all the properties have a Worcester boiler. This will ensure that breakdowns will be resolved in a faster timescale, as only a limited number of parts will be needed on an SPS van.

---

### **You Said**

*Satisfaction with Home Improvement work has remained at a high level, with 100% of customers satisfied overall.*

### **We Did!**

The team are working to maintain excellent customer satisfaction and have concentrated on carrying out quality inspections before the work is completed. This includes Toolbox Talks with Sovini Property Services operatives, and more inspections after the work (as a final check).

Sovini Property Services is ensuring that each operative is to carry out a thorough check of their work before leaving a customer's property, as another measure to ensure that there are no outstanding works, and the property is clean and tidy.

## **Quarter 4**

### **You Said**

*In Quarter 4, 93% said that the Day to Day Repair job was completed right first time. This is a decrease when compared to the Quarter 3 figure of 98%.*

### **We Did!**

There will be a review to ensure that van stocks are correct and are being used correctly. Also, operatives are following the correct procedure to re-order their van stock. This will reduce the number of visits made to the supplier, and increase the number of repairs which will be completed during the first visit. If this is not followed, then it will be addressed with Operatives.

---

### **You Said**

*On our Home Improvement Survey 100% of PCHA customers were satisfied during Quarter 4 (the same as Quarter 3).*

### **We Did!**

There has been Toolbox Talks with our operatives to ensure that the customers home is looked after, and to always let customers know if they are running late. Also included in this was general housekeeping and guidance, including staff ensuring that carpets are protected.

Sovini Property Services and OVH have increased the number of quality post inspections on investment work. Operatives always ask the tenant are they happy with the work, and if there is anything else that could be done. For wet rooms, there will be 100% of joint inspections when they are completed, to ensure that everything is complete.

---

### **You Said**

*On our Gas Repairs Survey, 89% of customers said their repair was not completed during the first visit.*

### **We Did!**

These outstanding jobs were followed up on and completed for these customers.

Sovini Property Services will always work to resolve issues on first fix, though some jobs may require a follow up by an engineer with more specialist skills. The procedure is for a breakdown engineer to be sent at first.

The team have worked to ensure that van stocks are correct, to cut down on the number of repairs which would require a follow on appointment.