



YOU SAID, WE DID!

Quarter 1 and 2 (2022/23)

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Introduction

Every 3 months we hold meetings 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 on the actions they have introduced to improve the service for our customers.

Please find a selection of the actions developed during Quarter 1 and 2 of 2022/23 listed below (from 1st April 2022 to 30th September 2022).

Quarter 1

You Said

In Quarter 1 of 2022/23, 100% of the customers who were surveyed said that their Day to Day Repair was completed right first time.

We Did!

We are currently trialling a new process which allows customers to track when we are on our way to their home to complete a repair. This will provide improvements in the quality of communication we have with our customers.

We are also using reports to look at any repairs jobs which could not be completed on the first visit. This will help with identifying any problems, such as whether we carry the right parts on our vans.

We are employing a Post Quality Assurance Foreman to ensure that work is completed to a high standard and ensure we understand the reason a tenant may be dissatisfied with a repair.

Regular training sessions are being conducted with Sovini Property Services staff (SPS) to share comments from our customers, and ensure we are learning from this feedback.

More information will be provided to customers about how long it is taking to complete repairs, so they know what to expect from the service.

You Said

100% of customers were satisfied with the Home Improvements service in Quarter 1.

We Did!

We are increasing the number of post inspections and visits to review the quality of work conducted in our properties. All Home Improvement work will be inspected before the worker leaves the property; this is to ensure the quality of the work we deliver is high.

Training sessions are being conducted with Sovini Property Service staff to share learning and best practice.

You Said

100% of customers were satisfied with the condition of their new home in Quarter 1.

We Did!

Training sessions are being conducted with Sovini Property Service staff to continue to improve on the quality of homes we provide. A Quality Management Officer is being employed to review our void properties, and ensure the work is completed to high standards.

Quarter 2

You Said

In Quarter 2 of 2022/23, 100% of customers who were surveyed for our Day to Day Repair Survey were satisfied that their repair was completed right first time.

We Did!

We are reviewing the stock that we hold in our vans. This will help us to improve reporting and will allow us to monitor and review why jobs are not always completed first time, so we can make improvements and reduce the number of repeat visits, where possible, and improve the service we offer to our customers. These reports are shared between both Sovini Property Service and One Vision Housing to ensure we are working closely together.

Sovini Property Service work closely with the Pine Court team, and a new job scheduler role is now in place to ensure jobs are effectively issued to worker.

We currently have 50-60 ongoing jobs for Pine Court customers, and the team working to ensure all jobs booked in with our customers.

You Said

In Quarter 2 of 2022/23, 100% of customers said that they were satisfied with the condition of their property when they moved in.

We Did!

There is new process in place in Sovini Property Services, and improvements have been put in place around inspecting work. This will reduce the number of properties with outstanding works when a new customer moves in. We are also improving communication with customers to help manage expectations.

You Said

During Quarter 2, 100% of customers were satisfied with their gas repair, which is the same as the Quarter 1 figure of 100%.

We Did!

The Sovini Property Services team continue to review the parts that they carry on vans, to ensure that they are carrying the parts which are used the most often. When we visit our customers to complete a repair, and parts need to be ordered, customers are being informed that a follow up visit will be required, so they know what to expect from the service.

Training sessions are taking place with Sovini Property Service to continue to improve on the service we offer, future sessions include taking care of customers properties, protecting customer items, and cleaning up following a repair job.

You Said

During Quarter 2, 100% of customers were satisfied with the Home Improvement works conducted at their property.

We Did!

To help identify any issues before work is conducted, a handover questionnaire has been introduced. Sovini Property Services staff will complete this on all works where there is an interaction with the tenant.

5 questions will be used, and will cover cleanliness, communication, and quality. This will provide us with an overview of the customer experience, it will help to identify any improvements and help to manage customer expectations from the outset. The results of these questionnaires will be reviewed and improvements actions from the feedback.