



YOU SAID, WE DID!

Quarter 3 and 4 (2022/23)

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Introduction

Following each quarter, we hold Service Feedback Meetings, and 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 customers.

Please find a selection of the actions developed during Quarter 3 and 4 of 2022/23 listed below (from 1st October 2022 to 31st March 2023).

Quarter 3

You Said

Overall satisfaction with our Day to Day Repairs Service was 100% during Quarter 3. 97% of the repairs were completed right first time as well.

We Did!

Pine Court Housing Association has its own dedicated operative, who has detailed knowledge of the organisation and its customers. There is constant communication in place between Sovini Property Services and PCHA management. If the regular operative is not available, a member of staff will be made available to provide the same level of service which customers have come to expect.

In Sovini property Services, there is a new management team and structure in place, and morale amongst staff has improved. A monthly meet up is in place, led by management, to ensure staff feel involved. They are supporting the staff in place to ensure that the service they provide to customers is as high as possible.

You Said

In Quarter 3 of 2022/23, 90% of customers said that their repair was completed first time, on our Gas Repair Survey.

We Did!

There was a large amount of work due to the poor weather over the winter months. To keep up with the volumes of work, and ensure that customers were not left without facilities, workers from different teams in Sovini Property Services helped out. They may not have always had the parts they needed, as it is the vans which are specifically for Gas Repair works which are fully stocked.

The parts which are held in each of the vans is under constant review, though, and were increased for the winter months in order to meet demand. Lessons have been learned from this quarter, and will help to improve the service in the future.

You Said

100% of customers were satisfied with Day to Day Repairs in Quarter 3. Also, 97% said that their repair was completed right first time.

We Did!

In Sovini Property Services, there is a new management team in place, and morale amongst staff has improved. A monthly meeting is in place, led by management, to ensure staff feel they are involved. They are supporting the staff in place to ensure that the service they provide to customers is of a high a standard.

You Said

On the Home Improvement Survey, 100% of customers were satisfied with the service they received, and considered the work to be completed in Quarter 3 of 2022/23.

We Did!

Changes to the management team in Sovini Property Services has led to improvements in the way this service is delivered, and should improve on satisfaction. There has been an increase in the number of inspections which are conducted when the work is completed, to ensure that the quality and cleanliness is right.

The team are focussed on the customer experience, and meetings have been carried out with the operatives who complete the work. This will ensure that each member of staff understands what is expected, and the importance of ensuring that the customer experience is positive.

So that customers know what to expect, Sovini Property Services have a letter in place to provide all of the information they will need. Also, staff will have a conversation with the customer to fully explain the works. This will improve the quality of communication with the customer.

If any follow up repairs are needed, these will be booked in, and the team will explain the timescales the customer can expect. This will provide further increases to the quality of communication.

Quarter 4

You Said

Overall satisfaction with the Day to Day Repairs service was high in Quarter 4, with 99% of customers satisfied with the work undertaken.

We Did!

The team are always looking to improve the standard of work, and Operatives are instructed to leave properties clean and secure. Regular meetings are in place, to share the best way of working with the staff who carry out the repairs, too.

Regular visits are also in place with supervisors, to ensure that the quality of repairs is high. A new Quality Assurance Foreman is in place - their job will be to inspect jobs, and guidance has been developed so that operatives understand the standard that they should be working to in all cases.

A dedicated scheduler and operative is in place, and regular meetings take place with Pine Court to ensure that effective communication is in place.

You Said

95% of customers were satisfied with Home Improvement work during Quarter 4.

We Did!

Sovini Property Services are making sure that issues raised in complaints, and the satisfaction surveys are being responded to and resolved. They are effectively managing any informal issues which are raised, to ensure that customers are responded to.

As with the previous quarter, the team is ensuring that improvements are developed, and the focus is on the customer experience. Inspections are taking place before the work is carried out, and after, to ensure the quality of work is high.

A handover survey is in place, and the tenant signs this off if they are happy with the work. Minor repairs may be needed, but the questionnaires ensures that the tenant is satisfied overall.

You Said

100% of customers were satisfied with the condition of their new home in Quarter 4.

We Did!

Detailed reports have been developed which will help in keeping a track of the work required, and meetings in place to discuss the standard of the work. Repairs can be carried out after the customer moves in, to resolve any outstanding problems.

Sovini Property Services has a new process in place, and a standard they expect for each home before the customer moves in. They will also inspect the work after cleaning has taken place, and conduct follow on checks.