

YOU SAID, WE DID!

Quarter 4 2024/25
Customer Experience Team



Introduction

Following each quarter, we carry out detailed reviews of customer feedback from a variety of channels, including satisfaction surveys and complaints. If there are any trends, or significant increases / decreases in satisfaction, managers are asked to report back the actions they have developed to improve the service for customers.

In this report, you will find a selection of the actions developed during Quarter Four of 2024/25 (from 1st January to 31st of March 2025).

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.

Improvement Actions from Customer Feedback

1. Repairs Satisfaction

On our monthly survey, which takes place after a repair is carried out, satisfaction was above target, with 100% satisfied in Quarter 4 (against a 95% target).

A number of actions have been developed in Quarter 4 to improve the quality of the repairs service, including the following:

- *Resources are being closely monitored to ensure that repairs are completed in time, within budget, and at the expected quality.*
 - *In general, survey responses are reviewed in order to identify themes and trends to improve the future service delivery.*
 - *Ongoing communication is taking place with customers to help manage expectations, including the time it will take to complete repairs. Also, we will ensure that communication is maintained throughout the repairs process. This includes updating the customer on any delays in completing a repair, or if the appointment needs to be rearranged.*
 - *Our repairs contractor, Sovini Property Services, have recruited additional staff members. This will ensure that demand can be met, and repairs can be completed within the required timescales for customers.*
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2. Repairs Completed Right First Time

On our Day to Day Repair Survey, 88% of customers said that their repair was completed right first time. This is against a target of 95%.

The following improvements have been developed this year to improve the service for customers:

- *The Sovini Property Services team are looking at utilising the reporting system for themes and comparing customer perception to the data from the jobs to increase the first time fix rate.*

- *We will continue to review any jobs that should have been completed first time but weren't, to identify any issues and utilise tenant feedback on monthly basis.*
 - *Other improvements include Operative training, and reviewing the stock which is carried on our vans.*
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3. Void Satisfaction

On our monthly New Tenant Survey, satisfaction with the condition of new homes (void properties) was 100% against a 95% target.

The following are improvement actions we developed to maintain the high level of satisfaction that this service receives:

- *Ensure a void property is completed to the lettable standard (clean, safe, and secure) and within the service level agreement.*
 - *The Working Foreperson will walk off (check) properties after they have been cleaned.*
 - *Operatives will ensure that all required work is raised and completed whilst the property is empty.*
 - *Pine Court Housing Association and Sovini Property Services will ensure that a disclaimer is in place if furniture needs to be moved to complete a repair.*
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4. Investment Team

During Quarter Four, there was positive feedback with the work of the Investment Team, with 100% customer satisfaction on our Home Improvement Survey. The following are actions which have been developed to maintain this level of satisfaction:

- *We will make sure that staff follow correct processes, ensuring customers are contacted back within 48 hours.*
- *Ensure a good quality of work, and that care is taken before leaving site.*
- *Operatives will ensure that customer belongings are not damaged.*
- *Tenant Liaison Officers and Project Managers to ensure communication remains open and transparent with customers.*
- *Continue to improve communication between internal teams.*