



# YOU SAID, WE DID!

Quarter 1 2025/26  
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 One of 2025/26 (from 1st April to 30th of June 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](mailto: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 96.7% satisfied in Quarter One (against a 95% target). A number of actions have been developed in Quarter One to improve the quality of the repairs service, including the following:

- *There is a focus on improving the collaborative working across Pine Court Housing Association (PCHA) teams and our contractor, Sovini Property Services (SPS). With a particular focus on the following improvements:*
    - *Improve the initial repair diagnosis - This includes a review of our inhouse diagnostic tools.*
    - *Reduced no access - There is a renewed focus on hard to access properties, and understanding why this happens.*
    - *Effectively managing resources - Ensuring the consistent delivery of repairs in time, at cost, and at the required quality.*
    - *Reducing return visits - Work is being carried out to reduce the number of return repair visits due to customer dissatisfaction, and understanding what can be done to prevent this from happening.*
    - *Review customer feedback - All survey responses are reviewed to identify themes and trends, to improve future service delivery.*
  - *There is ongoing communication with customers to help manage expectations. This includes information on the time it takes to complete repairs against PCHA's targets and timescales. They will also ensure that communication is maintained throughout the duration of the repairs process.*
  - *SPS have recruited additional resources to the repairs service, to ensure demand can be met and repairs can be completed within set timescales.*
  - *A Repairs Improvement Working Group is in place, to address issues highlighted from customer feedback.*
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### 2. Complaints - Day to Day Repairs & Asset Management

During Quarter One, there was a decrease in the number of complaints regarding Day to Day Repairs. The top causes of upheld complaints were 'Too long to carry out work' and 'Poor work'.

The following improvement actions have been put in place to improve the customer experience:

- *Improved Communication: Ensure that operatives communicate clearly and professionally with customers, explaining repairs, follow-on works, any damage caused, along with apologies where appropriate.*
  - *"Right First Time" Approach: We should be completing repairs and maintenance works thoroughly and correctly on the first visit to avoid repeat appointments, re-visits, and escalating issues*
  - *Policies & Procedures: Reinforce the importance of following all policies, procedures, and requirements of repair jobs.*
  - *Timely Completion of Works: Ensure all repairs and services are completed on time. Any concerns or changes regarding scheduled appointments should be clearly communicated to customers.*
  - *Appropriate Resources and Standards: Ensure operatives are appropriately assigned to jobs, and always have the correct equipment as specified in the job notes. They will also ensure that all work meets the required standards.*
  - *Consideration and Courtesy: Remind operatives to be considerate of customers' property, and acknowledge and apologise for any unavoidable damage.*
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### 3. Home Improvement - Complaints and Satisfaction

In Quarter One of 2025/26, 100% of customers were satisfied with Home Improvement works, over the target of 90%. There was also a decrease in Stage One complaints, with the top causes being 'Poor work' and 'Poor quality of communication'.

The lessons learnt during Quarter One of 2025/26 can be found below:

- *Improved Communication: Teams need to communicate more effectively and consistently with customers, providing them with timely updates, and resolving queries within satisfactory timescales.*
- *Internal Workload Management: Establish better procedures for handling workloads when staff are absent, ensuring a seamless service, and regular contact is maintained with customers.*
- *Operative Training and Conduct: Utilise 'Toolbox Talks' meetings with SPS staff to carry out additional training for operatives. This will reinforce professionalism, courtesy, and respectful behaviour while working in customers' homes.*
- *Quality Assurance & Oversight: Look to increase site visits by managers during ongoing works, in order to monitor performance closely. Contractor performance should be a standing agenda item for discussion at monthly meetings, to ensure workmanship meets PCHA's standards.*
- *Improved Workmanship: Ensure that all contractors provide customer service and workmanship that aligns with PCHA's standards.*