



# YOU SAID, WE DID!

Quarter 2 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 Two of 2025/26 (from 1st July to 30th of September 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 Day to Day Repairs Survey, satisfaction was 98.1% in Quarter Two against a target of 95%. This is a slight decrease when compared to Quarter One, when customer satisfaction with their recent repair was 98.8%.

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

- Improve initial repair diagnosis, including a review of our in-house diagnostic tools.
  - Focus on reducing the number of properties we are not able to access, and understanding why this happens.
  - Monitor the resource requirements, to ensure the consistent delivery of quality repairs in time.
  - Review and understand jobs we have to visit more than once to complete a repair, and understand what can be done to prevent these happening in future.
  - Reviewing all survey and complaint responses to identify themes and trends. This will help to improve future service delivery.
  - Help manage customer expectations through better communication. This includes ensuring customers understand the timescales in place to complete repairs, any changes to plans before / once the work has started, and the policy on repairing and not replacing as standard.
  - Customer Focus & Inclusivity - Strengthen the process for prioritising repairs for vulnerable tenants. Introduce training to improve staff professionalism, accountability (apologising for errors), and awareness of customer needs. Ensure reasonable adjustments are being adhered to and customers feel respected during the repair process.
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## 2. Upkeep of Communal Areas

A number of actions have been implemented, to improve the Cleaning and Grounds Maintenance service for customers:

- Increased inspections by Sovini Property Services (SPS) cleaning / grounds maintenance supervisors to check quality of works by operatives throughout the working day.
  - Reviewing complaints data and customer feedback to identify themes and trends to improve future service delivery. Any data which is received is compiled and sent to Pine Court Housing Association (PCHA) Management in a timely manner. This continuous flow of customer feedback helps SPS and PCHA teams shape service delivery.
  - Working groups continue to meet monthly to review and discuss feedback and to agree and implement improvement actions where possible.
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## 3. Home Improvement Works

100% of customers are satisfied with the quality of Home Improvement works for the year to date. Despite the high level of satisfaction, actions have been developed to continually improve the quality of the Home Improvement service for customers, including the following:

- It is important to work with our contractors to guarantee high-quality work. This involves carrying out more site checks and supervision to keep an eye on performance, health and safety, and cleanliness. PCHA should set up strong quality control processes to improve work standards and remind staff during training that they must report any damage to a customer's property right away.
- Proactive and accurate communication is essential for customer satisfaction. Customers should be kept informed throughout the process and notify them of any appointment changes or cancellations. Explicit consent should also be received from owner-occupiers before accessing private land or putting up scaffolding, along with reviewing all outgoing letters for clarity and making necessary adjustments for vulnerable customers.
- PCHA should work to meet all call-backs and enquiry responses. A focus should be made on timely completion and follow-up of all repair and home improvement works, with a clear process to prioritise urgent tasks.
- Upholding professional standards is fundamental to respectful service delivery. Training will continue to be provided to staff to ensure compliance with The Sovini Group's Code of Behaviours and professional standards ensuring every interaction is respectful and aligns with corporate values.