



# YOU SAID, WE DID!

Quarter 3 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 Three of 2025/26 (from 1st October to 31st of December 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. Home Improvement Satisfaction

In Quarter Three of 2025/26, satisfaction with Home Improvement works was 100% against a 95% target. The following actions have been developed to further improve the service for customers:

- **Strengthened On-Site Supervision:** We've increased on-site supervision across our projects to make sure work is carried out to a high standard, with a strong focus on cleanliness, quality, and respecting tenants' homes and belongings.
- **Improved Guidance for Operatives:** We've introduced Toolbox Talks, which are briefings with our workers, to reinforce these expectations and ensure everyone understands the importance of delivering work safely, professionally and respectfully.
- **Clearer Communication with Tenants:** We're improving communication with tenants before any work begins, making sure plans are clearly explained and agreed in advance. This helps avoid surprises and ensures tenants feel informed and comfortable throughout the process.

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### 2. Repairs Satisfaction

On our Day to Day Repair Survey, which takes place after a specific repair is completed, satisfaction was 96.9% against a 95% target.

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

- **Improving Repair Diagnosis:** We are working to strengthen the way repairs are diagnosed from the very beginning, including reviewing the Active Housing diagnostic tools. This helps us make sure the right repair is identified first time, reducing delays and improving the overall experience for customers.
- **Reducing Missed Appointments:** We are focusing on reducing "no access" situations. By understanding the reasons behind missed appointments, we can put better solutions in place and ensure repairs are completed more smoothly.

- **Ensuring the Right Resources Are in Place:** We continually monitor staffing and resource levels so repairs can be delivered consistently, on time, and to a high standard.
  - **Learning from Customer Feedback:** All survey responses are reviewed carefully to identify themes and trends. This insight helps us shape future improvements and deliver a more reliable and responsive repairs service.
  - **Clearer Communication with Customers:** We are improving how we communicate with customers about their repairs, including expected timescales, any changes to plans before or during the work, and PCHA's approach of repairing rather than replacing as standard. This helps set clear expectations and ensures customers feel informed throughout the process.
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### 3. Complaint Handling

Key improvement actions have been developed to improve the service for customers who register a complaint with PCHA:

- **Weekly Complaint Drop-In Sessions:** We hold weekly drop-in sessions where Investigating Officers can openly discuss complaints, share good practice, and work through any outstanding issues. Representatives from both PCHA and Sovini Property Services (SPS) attend, ensuring a joined-up approach to improving the customer experience.
- **End-to-End Complaint Audits:** To make sure complaints are handled consistently and effectively, we carry out detailed audits of closed cases. The Customer Experience Lead reviews each case and shares learning and improvement actions with Investigating Officers and their managers through practical case studies.
- **Complaint Scrutiny:** A customer-led scrutiny exercise was completed in Quarter Three, using a range of methods including performance data analysis and staff interviews. Customers provided a set of recommendations, all of which have been accepted and acted upon to strengthen the complaints service and enhance the overall customer experience.
- **Monthly Training for Investigating Officers:** We provide monthly training sessions for Investigating Officers to ensure a consistent approach to complaint handling. These sessions focus on best practice, lessons learned, and ways to continually improve how we respond to customers.