



YOU SAID, WE DID!

Quarter 4 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 Four of 2025/26 (from 1st January to 31st of March 2026).

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 biannual Tenant Satisfaction Measures (TSM) Survey satisfaction with the repair service was 93.8%, higher than the target of 90%. This was an increase when compared to our previous TSM Survey, when customer satisfaction with the repair service was 91.5%.

On our monthly survey, satisfaction with day-to-day repairs was 98.1% against a 95% target.

Several actions have been developed to improve the service, and increase customer satisfaction throughout 2026/27:

- **Collaborative Working:** Ongoing collaborative working across Pine Court Housing Association and Sovini Property Services (SPS) management team.
- **Improving Initial Repair Diagnosis:** With a continued review of our Active Housing diagnostic tool.
- **Improving Communication with Customers:** There will be a further roll out and monitoring of our Localz system, which will improve communication with customers and reduce no access.
- **Booking Follow on Works:** Continuing to embed and monitor the process relating to follow on works and booking these with the customer 'on site'.
- **Effective Resource Management:** Ongoing monitoring of Sovini Property Services (SPS) resources to ensure consistent delivery of quality, in time repairs.
- **Ongoing Review of Recall Jobs:** This will help to identify key trends, and the development of improvement actions.

2. Upkeep of Communal Areas

On our 2025/26 TSM Survey, satisfaction with the upkeep of communal areas was 86.2%, above the target

of 85%. A number of actions have been implemented, to further improve the cleaning and grounds maintenance for customers:

- **Post inspections:** All blocks with a reported level of dissatisfaction are post inspected to ensure the service is being delivered in line with PCHA's standards. We review of all survey responses and customer feedback to identify themes and trends to improve future service delivery.
 - **Daily Inspections:** We have increased the number of inspections throughout the working day by supervisors, to check on the quality of works produced by operatives.
 - **Resource Management:** Constant monitoring of SPS resources is in place to ensure the consistent delivery of the services, and in time.
 - **Communication:** Ongoing communication with customers to help manage expectations, including clarity on the specifications of our cleaning and grounds maintenance service, regards what is and isn't included in the service.
 - **Working Groups:** We have established working groups which continue to meet monthly to review and discuss feedback, and to agree and implement improvement actions where possible.
 - **Identifying Areas for Improvement:** Through the Cleaning and Grounds Maintenance Working Group, target areas of dissatisfaction. This could include areas in need of a deep clean or improvement works and allocate necessary funds from the 2026/27 agreed budget.
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3. Complaint Handling

TSM Satisfaction was 33.3%, below the 50% target. Below are the key improvement actions, developed to improve the service for PCHA customers:

- **Weekly Complaint Drop-in Sessions:** We run weekly sessions where Investigating Officers can discuss complaints, share good practice and resolve issues, supported by colleagues from PCHA and SPS.
- **Complaint Audits:** Closed complaints are regularly reviewed to check they are handled consistently. Learning points are shared with Investigating Officers and managers to improve future complaints.
- **Customer Complaints Panel:** Customers help review how we handle complaints, including our responses and outcomes, so we can improve the overall experience.
- **Monthly Training:** Investigating Officers receive monthly training to ensure a consistent approach and to share learning from complaints.
- **Housemark Complaints Accreditation:** We have applied for the Housemark Complaints Accreditation, which assesses our complaint handling, best practice, and compliance with the Housing Ombudsman's Code. The outcome is expected in Quarter One of 2026/27.