

You Said, We Did!

Quarter 3 and 4 (2022/23)

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Introduction

Following each quarter, we hold Service Feedback Meetings, and meet with managers to review customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction/dissatisfaction, managers are asked to report back any actions they have developed to improve the service for customers.

Please find a selection of the actions developed during Quarter 3 and 4 of 2022/23 listed below (from 1st October 2022 to 31st March 2023).

Quarter 3

You Said

In Quarter 3, 75% of customers were satisfied with the condition of their home when they moved in (from our New Tenant Survey).

We Did!

A boiler repair was not completed in one property until after the customer moved in. Sovini Property Services, who carry out the repair work, are working to improve the process, including the communication between different teams. This will mean that the repairs are identified, and completed before the customer moves in.

As a result of customer feedback, sparkle cleaning will be completed before customers move in, which is an improvement to the process. Once the cleaning is completed, a senior member of staff will go in and ensure the standard is acceptable. Any additional repairs will be completed at this point, too.

Additional staff, including 3 Foremen, are being recruited to ensure that work is completed to a high standard.

You Said

On our Day to Day Repairs Survey, overall satisfaction with the service was at 98% during Quarter 3.

We Did!

In Sovini Property Services, there is a new management team in place, and morale amongst staff has improved. A monthly meeting is in place, led by management, to ensure staff feel they are involved. They are supporting the staff in place to ensure that the service they provide to customers is of a high a standard.

You Said

In Quarter 3, overall satisfaction with the way we deal with anti-social behaviour increased, from 91% to 96%.

We Did!

Before an ASB case is closed, management in the Neighbourhood Services Team will review it in detail, to ensure that all the work and actions are completed. This will ensure that there is nothing outstanding for the customer before the satisfaction survey is carried out.

You Said

On the Home Improvement Survey, 79% of the customers who were surveyed considered the work to be completed in Quarter 3 of 2022/23. 19 complaints were received during this quarter to, with 11 of these upheld.

We Did!

Changes to the management team in Sovini Property Services has led to improvements in the way this service is delivered, and should improve on satisfaction. There has been an increase in the number of inspections which are conducted when the work is completed, to ensure that the quality and cleanliness is right.

The team are focussed on the customer experience, and meetings have been carried out with the operatives who complete the work. This will ensure that each member of staff understands what is expected, and the importance of ensuring that the customer experience is positive.

So that customers know what to expect, Sovini Property Services have a letter in place to provide all of the information they will need. Also, staff will have a conversation with the customer to fully explain the works. This will improve the quality of communication with the customer.

If any follow up repairs are needed, these will be booked in, and the team will explain the timescales the customer can expect. This will provide further increases to the quality of communication.

You Said

In Quarter 3 of 2022/23, 94% of customers were satisfied with their Gas Repair. 15 complaints were received during this period too, with 8 of these upheld.

We Did!

There was a large amount of work due to the poor weather over the winter months. To keep up with the volumes of work, and ensure that customers were not left without facilities, workers from different teams in Sovini Property Services helped out. They may not have always had the parts they needed, as it is the vans which are specifically for Gas Repair works which are fully stocked.

The parts which are held in each of the vans is under constant review, though, and were increased for the winter months in order to meet demand. Lessons have been learned from this quarter, and will help to improve the service in the future.

Communication is a priority, to ensure that staff and customers have all the information they need to ensure that the service is effective.

You Said

Satisfaction with the cleaning service was 73% in Quarter 4. 7 complaints were received during this quarter as well, with 5 upheld, and 1 partially upheld.

We Did!

In October 2022, the service was brought in-house to Sovini Property Services. The improvements which have been put in place include more time being allowed for staff to complete work, with no more than 20 properties being visited each day (previously they were sent to 35). So, more time is being allowed, and cleaning is being completed to a higher standard.

Two window cleaning teams are now in place, and this work is being carried out on a monthly basis. There are also new vans with hot water, and better quality equipment has been provided to staff in order to increase the cleanliness. All communal cleaning takes place on weekly basis, and High Rise blocks receive a daily clean. An emergency team was in place over the Christmas period, to keep the quality as high as possible.

There are less informal complaints being received by the team, and more compliments are being logged as well. This demonstrates an appreciation of the service from many of the customers.

Quarter 4

You Said

86% of customers were satisfied with the condition of their new home in Quarter 4, an improvement on the Quarter 3 satisfaction (which was 75%).

We Did!

There has been an increase in communication between Sovini Property Services, who complete the work on properties before they are let, and Neighbourhood Services Officers. This includes detailed reports which will help in keeping a track of the work required, and weekly meetings are in place to discuss the standard of work, too. This will improve the knowledge of staff, and the quality of communication with the customer before they move in.

Repairs can be carried out after the customer moves in, to resolve any outstanding problems.

Sovini Property Services has a new process in place, and a standard they expect for each home before the customer moves in. They will also inspect the work after cleaning has taken place, and conduct follow on checks.

You Said

Overall satisfaction with the Day to Day Repairs service was high in Quarter 4, reaching 99%.

We Did!

The team are always looking to improve the standard of work, and Operatives are instructed to leave properties clean and secure. Regular meetings are in place, to share the best way of working with the staff who carry out the repairs, too.

Regular visits are also in place with supervisors, to ensure that the quality of repairs is high. A new Quality Assurance Foreman is in place - their job will be to inspect jobs, and guidance has been developed so that operatives understand the standard that they should be working to in all cases.

You Said

In Quarter 4, there was 37 upheld complaints with the Day to Day Repairs service (out of 41 in total).

We Did!

Some of these were regarding the availability of appointments. In order to solve this problem, three of the schedulers in Sovini Property Services are working to reduce the backlog of jobs. This work will result in a reduction in the number of complaints in this area. Plumbing related repairs have increased, and the team has identified some issues and trends, and they are working to improve this service for customers.

You Said

Satisfaction with the ASB service was 92% in Quarter 4.

We Did!

ASB Awareness Week will take place in July, and will provide information and advice to customers. Before this, a survey is being sent out to all customers in order to find out their thoughts and feelings about this service, and develop any improvement actions.

A review was completed by an outside agency - RESOLVE - who have provided positive feedback on the service which is provided to customers. There were also recommendations on how to improve the service, which will be taken forward.

The team is focussing on providing a consistent quality of service across all properties, and ensuring that each of the Neighbourhood Services Officers provide this.

You Said

12 complaints were received in Quarter 4 for the Neighbourhood Services Team, and only 5 of these were partially upheld.

We Did!

The Neighbourhood Services Team work hard to investigate complaints for each team in the organisation, and 5 partially upheld complaints is a small number for this service. At team meetings, they are reviewing how communication with customers is happening, and ensuring that staff are being professional and respectful on all contact types (including SMS and Email).

You Said

95% of customers were satisfied with Home Improvement work during Quarter 4. This is an increase when compared to Quarter 3, when satisfaction was at 93%.

We Did!

Sovini Property Services are making sure that issues raised in complaints, and the satisfaction surveys are being responded to and resolved. They are effectively managing any informal issues which are raised, to ensure that customers are responded to.

As with the previous quarter, the team is ensuring that improvements are developed, and the focus is on the customer experience. Inspections are taking place before the work is carried out, and after, to ensure the quality of work is high.

A handover survey is in place, and the tenant signs this off if they are happy with the work. Minor repairs may be needed, but the questionnaires ensures that the tenant is satisfied overall.

You Said

Communal Cleaning satisfaction was 81% in Quarter 4, higher than the Quarter 3 satisfaction of 73%. Only 4 complaints were received during this period, with 2 of these being partially upheld.

We Did!

The team want to ensure that customers understand what they can expect from the cleaning service, so more information will be provided in posters and flyers.

When they have received a complaint, or dissatisfaction, the team visits each property affected. They also take photos to evidence that sites are cleaned to the right standard. There have been times when elements are missed, and in these cases the cleaners will be sent back in 48hrs to ensure that this is corrected.

The team wants the customers to understand that their voice is being heard, and they haven't ignored the issue. One complaint was regarding fly tipping. An area was identified as a problem, and the Neighbourhood Services Team work to address this through inspections, and letters will be sent as a preventative measure.

The team are trying different detergents, and reviewing how these products work to try and improve on the quality of cleaning. The team are always trying to innovate, and resolve any issues.

You Said

91% of customers were satisfied with Grounds Maintenance work in Quarter 4. This is higher than Quarter 3, when satisfaction was at 87%.

We Did!

To improve the quality, the team have invested in new equipment. This includes 16 mowers, 4 new trailers, and they are moving to battery power hedge cutters. This demonstrates the team's eco-friendly approach to the work.

During this period, grass had stopped growing due to the heat, so the team have been concentrating their efforts on pruning, to ensure that they are still maintaining a high level of service.