

You Said, We Did!

Quarter 1 and 2 (2019/20)

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Introduction

At the end of each quarter, we hold Service Feedback Meetings to 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 our customers.

Please find a selection of the actions developed during Quarter 1 and 2 of 2019/20 listed below (from 1st April to 30th September 2019).

Quarter 1

You Said

Satisfaction with Day to Day Repairs has decreased slightly, with 96.9% of customers satisfied in Quarter 1, a decrease from the previous quarter, when the figure was 98.4%.

We Did!

Reporting is in place, so that staff are aware of the outstanding jobs for customers. There was a large number of jobs during Quarter One, which will have impacted on satisfaction. An Action Plan is in place to improve this, shifting the operatives where they are needed most, and filling any vacant positions. This should reduce the backlog significantly.

Many staff members are attending training on disrepairs, as this is more of an issue than it has been previously.

You Said

Customer satisfaction with whether their Day to Day Repair work was completed during the first visit has reduced slightly; from 91.6% in Quarter 4 of 2018/19, to 91.0% in Quarter 1 of 2019/20.

We Did!

The Asset Management Team are attending the Tool Box Talks sessions with Sovini Property Services operatives, to increase their understanding of what is happening. Employee Representatives are now in place, who can bring any issues to the attention of management, improving the level of communication. They also formulate improvements, to increase the quality of service which customers will receive.

You Said

On our New Tenant Survey, satisfaction with the condition of your new property has increased, from 87.1% in Quarter 4 to 93.1% in Quarter 1.

We Did!

The Neighbourhood Services Teams ensuring that for any work which cannot be done immediately, an appointment is raised for the customer (so a resolution is forthcoming).

A Void Coordinator is in place to manage the workload for this type of work, and guide operatives.

Regular meetings are in place, to discuss the condition of the new properties let, to improve the level of service. There has been an increase in the number of repairs reported during the first 3 months of the tenancy, which the team will be looking into as well.

You Said

On the Cleaning Services Survey, 95.0% of customers said that the operatives attended regularly in Quarter 1. This is a slight reduction from the previous Quarter, when satisfaction was 96.1%.

We Did!

Tenant perception is reviewed in detail, and personal visits have been carried out by staff.

High Rise inspections have been carried out, to assess overall cleaning standard. It has been found that lower floors get the most footfall, so the length of time it takes to get dirty is shorter. Neighbourhood Services Officer's inspect blocks as well, and monthly meetings are in place to discuss any issues. These are run by the Neighbourhood Services Managers.

You Said

On the Cleaning Services Survey, 90.5% of customers are satisfied with the service provided.

We Did!

A review is being undertaken, to ensure that the expectations of cleanliness set out in our new specification is being met. This will be shared with the contractor, so issues can be raised with operatives. This means there is more of understanding, and accountability.

Jobs have been raised to clean the gutters where needed. A survey is being carried out to assess the state of communal areas in all low rise blocks. This is so they can plan in improvements, and will help improve the cleaning standard also.

The Fire Safety Team working with Asset Management, to tackle dumping at blocks.

Quarter 2

You Said

There has been an increase in Void complaints, about the standard of new properties.

We Did!

So the complaints can be reviewed thoroughly, the Asset Management Team have different staff members in place to complete the survey, viewing, and then sign up. This is to help identified which part of the void process needs improving.

You Said

When complaints involving gas engineers where being investigated, it was identified that detailed notes were not always being put on One Serve (our internal system to raise and monitor repair jobs).

We Did!

Following Service Review Meetings and Tool Box Talks with Sovini Property Services operatives, better notes are now being included on One Serve, to improve the standard of internal communications.

You Said

On the Gas Repairs Survey, 86.0% of customers agreed that the job completed during the first visit. This is lower than the Quarter 1 figure of 87.1%.

We Did!

Contractor meetings are in place, and stock reviews are undertaken to ensure that vans have the correct equipment (as far as is possible). A full review was undertaken for the winter months, to check that they have the right/high usage parts.

Toolbox Talks are also carried out, to remind operatives to replenish parts as they are used. An app is now available to assist with this.

You Said

On the Home Improvement Survey, 91.1% of customers agreed that the work at their home was now complete. This is higher than the Quarter 1 figure of 88.9%.

We Did!

Day to day snags are dealt with by the contractor attending the works.

Sovini Property Services respond to any phone calls straight away, and can resolve problems the same day (depending on the complexity).

Explanations are provided by the Tenant Liaison Officers, on what the work will involve, to increase customer knowledge and manage their expectations.

You Said

New Tenant Survey - 91.9% agreed that they were you kept informed of any changes to their moving in date. This is lower than the Quarter 1 figure of 92.6%.

We Did!

There is a session on void properties planned in with staff, and an emphasis will be placed on keeping in touch with customers prior to them moving in.

To increase communication with the process of moving in, and what to expect, a letter will be sent to the customer. This will detail any work which will be carried out after they move in.

You Said

A complaint was raised about the handling of an anti-social behaviour case, following a member of staff being absent.

We Did!

Going forward, all staff were asked to put more detailed notes on REACT, our system to log and manage ASB cases. This will mean that anyone could pick it up, and know where it was up to, so that the next steps can be completed for the customer.

You Said

On the ASB Survey, 55.2% said they received an Action Plan in Quarter 2 (though this higher than the Quarter 1 figure of 35.7%).

We Did!

This could be covered with the complainant in person, to emphasise the fact an action plan has been developed for them.

Neighbourhood Services Officers should offer to e-mail the Action Plan to the customer, or send out via post if this is more suitable.

You Said

There have been complaints about missed appointments and a lack of communication.

We Did!

Schedulers are being closely monitored, and have regular training to make sure communication with customers is taking place when an appointment is rescheduled.

You Said

There have been complaints about the length of time to complete work during Quarter 2.

We Did!

Sovini Property Services teams have been reorganised, which has helped with availability, especially around Groundwork (with an additional 12 operatives available).

You Said

97.6% were satisfied with their Day to Day Repair in Quarter 2, below the 99% target.

We Did!

Sovini Property Services are carrying out an exercise to look at phone calls, letters, and text messages will be introduced to let the customer know that an operative will be attending. This will substantially improve the quality of communication.

Additional staff have been taken on, and the structure of the team has been changed. Two new supervisors have been engaged, to look at jobs in detail, and complaint handling.

There is an ongoing commitment to ensure that operatives are working to a high standard, and performance is reviewed (if necessary). There is an emphasis on ensuring that individuals are the right fit, and uphold the ideals of The Sovini Group.

You Said

88.9% of customers in Quarter 2 said their Day to Day Repair was completed during the first visit.

We Did!

Van stocks are in the progress of being refreshed, to ensure that the contractor is carrying the right parts.

You Said

For Grounds Maintenance, satisfaction with trees and shrubs maintenance was 73.1% in Quarter 2.

We Did!

The intention is for a (formalised) tree maintenance budget to be put in place, with Sovini Property Services to do this going forward.