



PPHA.

**You said, we did.**  
Customer feedback

## Welcome to the latest edition of “You said, we did”.

Your feedback on how we deliver services is important to us. We use it to improve the services we deliver and ensure they meet our customers’ needs.

Over the last 12 months we have listened to your views and have made the following improvements to how we deliver our services.

### Service Charges

**You said:** The service charge breakdowns and what they cover are not clear.

**We did:** We published a comprehensive breakdown of service charges in our Customer Annual Report, which is now available on the PPHA website. During the annual rent reviews, we also now provide all customers with common Q&A’s to provide more detailed information about these charges and what the money is used for.

**You said:** The service charges are too high.

**We did:** We conduct annual benchmarking against comparable shared ownership properties and the block managers they use, to ensure our charges remain good value for money for our customers. Our customers are also provided with detailed annual statements showing how money is spent on their scheme.

### Cleaning and Maintenance

**You said:** The cleaning of blocks and estates is inadequate.

**We did:** Our in-house property managers now carry out quarterly inspections of all of our schemes to check the quality of the services being provided by our block managers to our customers. Our findings are shared with block managers, and we work closely with them to implement targeted cleaning improvements where any problems are highlighted.

**You said:** The grounds are not well maintained.

**We did:** Grounds maintenance is now part of our quarterly inspection checklist completed by our in-house property managers. Property managers assess landscaping, litter, and general upkeep of our schemes and report directly to our block and estate managers with any improvements required. Action plans are put in place to ensure improvements are made.

**You said:** Lights in our carpark are not working.

**We did:** We promptly reported the issue to the local authority and followed up until this was resolved. We’ve also added lighting checks to our regular inspections to catch faults early and escalate them quickly.

### Neighbourhood Concerns

**You said:** We are experiencing noise and nuisance caused by neighbours.

**We did:** We issued a community-wide communication reminding residents of their responsibilities and the importance of mutual respect in and around their homes.

### Customer Voice Group

As part of our customer engagement strategy, we are continually looking for new ways of engaging with our customers to understand how you feel about the services we deliver and how we can improve them.

We are setting up customer scrutiny panels, which will enable customers to provide feedback on service areas and where we need to make improvements.

The service areas include:

- our sales and lettings processes,
- your move-in experience,
- rent and service charges,
- defect management,
- repairs and maintenance,
- how we deal with complaints and anti-social behaviour
- service charges
- block and estate management services.

If you would like to join our customer scrutiny panel, please get in touch with [info@ppha.uk](mailto:info@ppha.uk). Our panels take place online and will be arranged at times of the day to meet our customers' needs. A £30 shopping voucher will be issued to every customer who attends as a thank you for taking the time to help us improve our services to customers.

### Communication and Responsiveness

**You said:** Slow service and responses from Pinnacle.

**We did:** We've implemented biweekly performance reviews with Pinnacle to closely monitor the quality of services being delivered to our customers. These meetings include clear performance metrics and specific resident feedback to tailor our services to our customers requirements.

**You said:** Waiting too long for a reply from the PPHA email.

**We did:** We've grown our in-house customer service team, with multiple team members now monitoring the inbox Monday to Friday. Our response times have improved significantly.

### Understanding PPHA

**You said:** I don't understand the role of PPHA.

**We did:** Our property managers reached out directly to residents with questions. We also launched a new, user-friendly website detailing PPHA's services, contact points, and responsibilities. Our Customer Annual Report was also provided to all of our customers to show the work we are doing.

### Staircasing Information

**You said:** There is a lack of information on how to staircase.

**We did:** We've reviewed our staircasing policy and the information provided to our shared ownership customers at the time of purchasing their home. This information is now provided in plain language and published on our website to enable our customers to make an informed decision when considering whether to staircase.

If you require any further information, please visit our website on [ppha.uk](http://ppha.uk).

