

Continuation of

Customer Voice Strategy

Your Voice Shapes Our Future

We're building a better PPHA together and your feedback drives every decision. In 2025, we're taking customer engagement to the next level.

We've launched a new Customer Engagement Strategy and recruited dedicated team members to lead this work. Their mission is simple: to make sure your views drive real change.

For any queries or suggestions

info@ppha.uk

Customer Voice Group Sessions

We'll continue hosting online focus groups so you can share your views from the comfort of your home. Tell us what topics matter most such as complaint handling, move in process, repairs reporting etc.

Block Manager meetings & drop-in sessions

Our Block Managers will keep holding meetings and drop-ins to explain services, discuss service charges, and hear your feedback. In 2025, we're introducing weekend drop-in sessions so more customers can attend. We'll share dates and venues in advance.

Enhancements to CRM systems

We're investing in a new Customer Relationship Management (CRM) system designed to make your experience with PPHA smoother, faster, and more personalised. This will help us respond quickly and track any issues efficiently and improve our communication.

Quarterly Property Manager visits

Our in-house property managers will attend our properties every quarter, this is a great opportunity for us to meet our customers and get to know them more. Where possible we will give notice to let you know we are coming.

Learning from complaints & compliments

Every piece of feedback matters. We've updated policies, processes, and colleague training based on what you've told us. Improvements are published on our website so you can see the changes your voice has made.

Social Media

We're committed to improving how we communicate with our customers online. Our goal is to make our social media channels more interactive, informative, and helpful, so you can easily access updates, advice, and community news.