

You Said We Did 2024 – 2025

Service Area	Customer feedback (You Said)	Learning Identified (We Did)
PPC Heating	You were unhappy with the time taken to source a part for your boiler.	Alternative suppliers will be engaged in the event of sourcing delays in the future.
PPC Responsive	You were unhappy with our response to a leak in the property and the damage caused to your home.	We have rolled out, across the West Midlands team, new Aqua Vacs. These have been purchased to support customers with the clean-up following leaks in their homes.
PPC Heating	Operatives were not wearing shoe coverings in your home, and they caused damage to your carpets.	We have reminded operatives about the importance of wearing shoe coverings in a customer's home. We have also asked that photos are taken where any accidental damage is caused.
PPC Heating	There was a delay in resolving your heating issue due to the responsibility being unclear between Switchee and PPC.	Gas engineers have been reminded about how Switchee devices work
PPC Heating	Your repair required a power flush which took too long to be progressed.	We currently have no power flush machine in this locality (Lichfield) - we identified the need to procure the equipment first and then train the engineers to prevent long waits for customers.
PPC Heating	You were unhappy with how your gas service was carried out.	We reminded all operatives of the correct procedures for conducting gas services.
PPC Heating	You were unhappy with how an operative had parked on the grass verge near your home.	Operatives were reminded to park considerably when visiting customer homes.
PPC Heating	There was a delay in follow on work being booked in following a gas service.	A case study review identified that the delay was caused by the job being assigned to an external contractor. This highlighted the need for improved visibility of external contractors' work to ensure timely completion.
PPC Heating	You were not offered temporary heaters when you were waiting a boiler repair.	A reminder has been issued to reinforce this process. Operatives must offer temporary heaters whenever there is a loss of facilities and accurately record all instances where heaters are provided.

PPC Heating	You were unhappy with multiple visits before the root cause of the issue with your boiler was resolved.	We are committed to a 'right first time' approach to minimise repeat visits. To support this, regular toolbox talks and monthly training sessions are delivered to engineers to strengthen their knowledge and expertise.
PPC Heating	You are vulnerable, you have had repeat issues, and you are not happy about the time taken to complete the repair to your boiler.	We aim to prioritise jobs where vulnerabilities or recurring issues are identified and all operatives have been reminded of this.
PPC Heating	You were unhappy with the delay in completing repairs to your boiler.	A case study was presented to the team which reinforced the importance of checking parts availability before attending a repair.
PPC Heating	You were unaware of appointments as the appointment confirmations had been sent to the wrong number.	We updated the primary number on the system to ensure your appointment notifications are sent to the correct number going forward.
Resource Scheduling	You were unhappy with the lack of follow on repairs booked for your issues.	We reminded the team the importance of booking follow on jobs as a result of a repairs visit in a timely manner. We have also introduced a follow on from site process where operatives can now book follow on directly with the customer to help overcome any future failings and ensure access.
Resource Scheduling	Your appointments have been changed, but you were not informed.	The team have been reminded about the importance of keeping the customer up to date, and adding notes on the system where calls have been attempted to evidence attempted contact made.
Resource Scheduling	You had a job logged for a repair but when the operative attended, he confirmed he had not been allocated enough time so work had to be rebooked.	We reminded all planners to review notes on jobs where follow on work has been requested to ensure enough time is allocated.
Resource Scheduling	You had a leak in your home which wasn't originally detected and you were left not knowing what would happen next and chasing Platform.	We highlighted with our Property Care planning team that appointments should not be cancelled for leak jobs, or if a customer is not home/access not gained the need to reattend until the issue was resolved.
Resource Scheduling	You waited in for a gutter repair but the operative did not knock the door or speak to you.	We reminded our front line team to ensure customers are informed when they do not need to be in for an external repair.
PPC Responsive	We attended a repair and required to return to complete more work but you had not heard anything back and had to chase us.	Operatives were reminded of the importance of detailed follow on notes on jobs to ensure jobs are picked up correctly by Planners. Also 'Follow on from site' appointments were introduced to ensure that follow on work can be scheduled in at the time of the repair and communicated to the customer.
PPC Responsive	You were unhappy with how long it took PPC to resolve an issue with a level access shower pump.	It was highlighted more training was required for plumbers on the system to ensure correct diagnosis of the issue and following the manufacturers guidance.

PPC Responsive	You were unhappy with the standard of work completed by PPC.	Operatives were reminded of the standard expected and to ensure photos are taken to evidence work completed.
PPC Responsive	You experienced a leak from the property above, but you were not happy with the time taken to resolve it and the lack of access to your neighbours flat.	The leak process was reviewed to ensure where access is not gained on the first attempt it is escalated appropriately to management and Housing Operations.
PPC Responsive	You experienced a leak in your home which was resolved but further work required as a result of the leak was not actioned.	The checklist on our operatives work devices was updated to ensure this was included as a prompt to ensure future follow-on work was recorded.
PPC Responsive	The work completed in your home was completed by one of our sub-contractors and you were unhappy with the standard of work completed.	PPC recruited a Service Manager to specifically oversee sub-contractor work to monitor this key area for customers.
Empty Properties Team	The Leaving Your Home leaflet is out of date and did not contain the relevant information required.	We identified areas for improvement and recommended that the team review the Leaving Your Home leaflet. This has been revamped and a new leaflet is now in place.
Empty Properties Team	You were not aware that white goods could not be gifted.	The website has been updated with specific advice for customers about white goods and electrical items and where to gift them to.
Hub	It was not clear on the Portal that emergency repairs should not be raised.	We updated the Portal front screen to provide clearer information to customers about emergency repairs and how to report them.
Group Home Ownership	Repairs for commercial lease properties take too long.	We raised awareness with our Customer Contact and Planning Teams regarding these repair types to ensure these repair requests are processed without delay.
Empty Properties Team/Customer Feedback/Localities/Hub	You were not happy that when you moved to a new home with Platform there was debt on the meter and a delay in the turn on and test.	A case study reviewed this process with the teams involved. Our Neighbourhood Officers are reminded of using the checklist to ensure customers are informed of the importance to notify utility companies to clear the debt.
Building Safety Team	You were not clear when items from communal areas would be removed as there were issues with the stickers.	We developed a new process to ensure consistency across localities. Additionally, a new customer poster is being designed and approved by customers.
Building Safety Team	The time taken to attend a no heating and hot water repair in an independent living scheme was not acceptable. Despite being June, the weather was cold.	In October 2024, the Building Safety team introduced a new workstream for commercial heating and renewables with an enhanced specification. For vulnerable customers, this ensures contractors will attend within 24 hours year-round for hot water and heating issues.
Building Safety Team	You were not aware that solar panels were serviced, and you did not know if they were working.	Solar panel servicing has been introduced and is managed by our Building Safety Team.
Income	Unhappy with the time it takes to receive a refund.	Credit balances are being pushed into a 'to do' list for Rent Officers to review.

Localities	When I was moved out of my home for major works to be completed I was not kept updated.	A new dedicated process has been introduced and a third party specialist company has been procured to help with sourcing accommodation, storage of items and removals. Teams are working collaboratively to keep customers updated during a difficult time to make the process smoother.
Hub	Your repairs were logged with the incorrect priority.	All CSA advisors regularly receive management quality checks to make sure that calls are managed in line with procedures.
Resource Scheduling	PPC operatives keep attending the wrong address due to sat navs directing them to the wrong place.	An update has been added to our system to instruct our operatives what to put in their sat nav to prevent this from happening again.
Lettings	There was no communication/advice for customers during the letting process regarding asbestos.	A Guide to Asbestos is now included within the sign up pack for new customers. We also re-launched an asbestos awareness campaign to raise awareness for customers that their homes may contain asbestos and where to go for further information.
PPC Voids	The standard of work for the kitchen installation when the property was empty was not adequate resulting in a complaint.	This was fed back to the management team and appropriate support and training for the multi trade operative has been arranged including job shadowing.
Development	We did not communicate when the Developer went into administration.	The New Home Project Management Team have agreed a mechanism to ensure customers are kept informed where works are going to take longer than originally planned. Once we receive a complaint about something that will affect a number of customers, we will send out wider communications.
Development/ Assets	The lack of cavity insulation in the property that was only built 6 years ago. Our operative replaced a window and he confirmed that the cavity insulation was missing. After escalating this case to Final review it was identified that the property is not a traditional build but one of Timber Frame.	We presented two case studies capturing the learnings from this case. The description "Cavity Wall Insulation" led to the conclusion that the property was of traditional type of construction. Our Assets team worked on a project in conjunction with our Development team to capture all Construction types where new ones will be created, and a recommendation to add 'Timber Frame - Internal Insulation' was made. This would help identify going forwards where we have Timber Framed properties that do not have normal cavity wall insulation.
Hub	You raised a repair for the banister on your staircase but we sent out a groundsman to repair an external metal staircase.	The system has now been updated to provide the relevant options for the advisor to select if the banister is within a home or external.
Hub	You called numerous times about a sewage smell in your flat but you were told this was customer responsibility, you got frustrated at the lack of help.	We have updated our Frequently Asked Questions to ensure that action is taken in response to smells. Case study has been produced to share with Hub colleagues.

Responsive Repairs	Leaks into your home had caused damage.	Platform have begun to roll out leak diverter kits to trade operatives to be able to minimise the damage caused and reduce the requirement for associated follow on works after a leak.
Resource Scheduling	You were unhappy with the lack of communication you received regarding a repairs appointment.	From 1 Nov 2024 our planning team now attempt to call all customers prior to their appointment to remind them, facilitate any required changes in real time and answer any questions customers may have.
Assets/ Responsive	You were unhappy with the time taken, standard of work and conduct of contractors/ sub contractors working on behalf of Platform.	Platform have now introduced contractor performance reviews, with a focus on customer experience and feedback to ensure performance is reviewed and discussed and appropriate action can be taken to address lack of performance.
Assets	The refurbishment data for your bathroom was incorrect.	The Stock Condition Survey Data was reviewed for the whole street, where discrepancies were identified. As a result Stock Condition Survey dates were brought forward to January 2025.
PPC	Standard of work from a contractor was not acceptable.	A case study was presented to Heads of service and as a result a form on operatives devices were created to record outcomes of conversations to evidence what was agreed at these visits.
Hub	An operative was sent out to a repair at a leaseholder/shared owner property in error.	Pop up messages have been amended to ask for manager authorisation for repairs logged to leaseholder/shared owner properties.
Income	You received a letter about the Direct Debit (DD) being changed, but the DD was not changed.	We changed the wording of the letter to advise customers to contact Platform if DD had not updated to prevent customers from going into arrears.
PPC Responsive	That we keep sending carpenters out for an electrical issue.	Options have been added for our Hub to be able to route the repair to the correct trade depending on the fault reported. Electricians have been briefed to ensure they understand the requirement for the job to remain open until the issue is fully resolved.
Hub	You complained about not being advised of timescales for a repair you reported out of hours.	Our out of hours team have been briefed about this and case studies shared regarding timescales.

Procurement	You had received a large electricity communal bill. Platform passed on the cost to leaseholders without challenging it.	Platform has strengthened invoice verification and now uses smart analytics to flag energy usage anomalies, which are proactively investigated before service charge accounts are finalised. A targeted meter-reading project across 100 schemes was launched, supported by Compliance Inspectors submitting regular readings.
Localities	Customer's non standard light fitting got broken during a mutual exchange electrical test.	Templates/forms have been changed to prompt the Neighbourhood Officer to have conversations with customers about light fittings and ensuring they are returned to standard prior to the check taking place.