



RESIDENT INSIGHT

Creating Great Customer Experience



PCH wanted to understand the following points - How to improve engagement and communication with residents before and during improvements works. This was with the view of working to plan and deliver PCH's strategic objective: decarbonising our homes/working to improve tenants homes to EPC A-C. Delivering this work is complex and often invasive so this information will support with PCH's journey to deliver this work and long-term goal of decarbonising our homes by 2050.

How we listened



The consultation was sent to 9,735 residents via email, as well as being published on the PCH website, and promoted via social media. We had 325 responses to a survey.

What you said



over 1/4 of respondents indicated they didn't know who to contact when works were being carried out, with a strong response rate indicating that you would like communication about works before (86%) and during (56%) it being carried out.

There was a low level of understanding of PCH's strategic business plan. The majority of respondents (79%) indicated they would prefer to be contact by PCH via email. Common qualitative feedback indicated a dissatisfaction in the time it took to resolve issues that had been reported.

What we will be doing



The information provided by tenants will be further reviewed and be taken into account with regards to strategies/ planning, and delivery of projects, and a step towards further understanding our tenants. We will be ensuring that information is shared with contractors to provide a positive experience when works are carried out, as well as ensuring

that we communicate effectively and using appropriate methods to engage all residents where appropriate. We are already using the feedback in current project delivery to ensure that we listen to residents and apply the relevant changes.





You said, we did

You said: 68% of respondents stated they were satisfied with the overall experience of having works carried out by an external contractor

We did: We will be looking to increase this level of satisfaction by ensuring effective engagement with tenants during all future works

You said: 73% of residents stated they had not heard of PCH's Strategic Business Plan (2023-2028), with 83% stating they had not read it.

We did: Our Strategic Business plan can be readily access via the [following link](#).

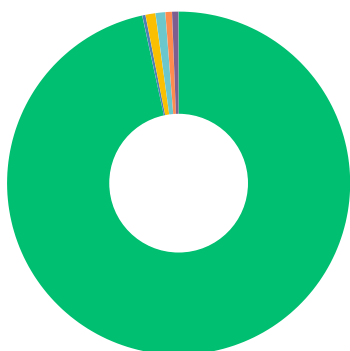
You said: With multiple options available, 79% of respondents stated they preferred to be contacted by PCH via email. 26% via telephone, 26% via post, and 38% via text.

We did: We have liaised with contractors to ensure they are considering tenants communication and engagement preferences during ongoing works, and will ensure this is part of all future works.

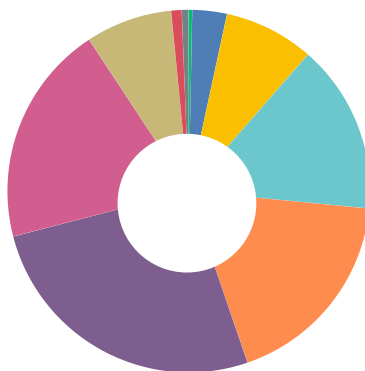
You said: Your top preferred methods of accessing information from PCH was Website (40%), Mail (27%), and Telephone (17%)

We did: PCH's communications team regularly undertaken work to ensure that PCH is engaging with, and providing information to as many residents as possible. This is supported by the Resident Communication Advisors - an engaged group of residents, that work with PCH to ensure communication is suitable and engaging for all audiences.

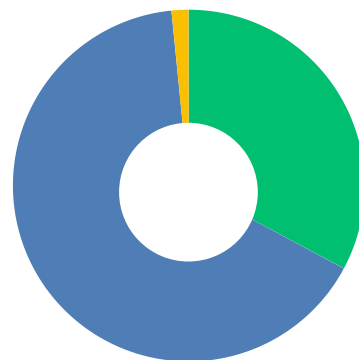
Resident profile



Tenant	313
Housing with Support	1
Leaseholder	3
Shared Owner	3
Non-Tenant	2
Other	2



Under 16	1	55 - 64	85
16 - 24	10	65 - 74	64
25 - 34	26	75 - 84	25
35 - 44	49	85 +	3
45 - 54	59	PNTS	2



Male	105
Female	210
PNTS	5
Other	0

