



PARKWAY GREEN CREATING THE BEST DLO



INTRODUCTION

- Ian Gregg, Director of Communities & Investment
- Mike Richmond, Responsive Repair Services Manager



Topics to cover

- PERFORMANCE
- PERSPECTIVE
- PRIORITIES



PERFORMANCE & ISSUES WE SOUGHT TO ADDRESS




- Our new approach to customer service






PERFORMANCE & ISSUES WE SOUGHT TO ADDRESS

- Customers provided with real time information.

Waiting..





PERFORMANCE & ISSUES WE SOUGHT TO ADDRESS

Right First Time
Fix





PERFORMANCE & ISSUES WE SOUGHT TO ADDRESS

Customer Satisfaction



CUSTOMER QUOTES



All my repairs ran smoothly and the workmen were a credit to their company.
Mrs R. Coppice Drive




I am really happy with the repair. Thank you for all you've done.
Mr T. Northern Moor

I wish to thank on behalf of my parents all at Parkway Green housing trust for helping dealing with requests. I also wish to send my thanks to the gentleman who came to fix my radiator. He was helpful, polite and courteous.
Mr A. Northern Moor.



Parkway Green Status Survey 2011

	2008 Score	2010 Score	2011 Score	% point change 08-11
Overall Satisfaction with services	81%	86%	90%	+9%
Overall quality of your home - % satisfied	77%	88%	90%	+13%
The general condition of this property - % satisfied	69%	86%	90%	+21%
Neighbourhood as a place to live - % satisfied	70%	81%	90%	+20%
Dealing with repairs and maintenance -% satisfied	77%	83%	89%	+12%
Keeping you informed - % good	81%	88%	94%	+13%
PG Direct Telephone Service - % satisfied (users)	67%	85%	93%	+26%

ACCOLADES



What is this ?



pg react parkway green housing trust pg direct

pg turnaround



pg react parkway green housing trust pg direct

What is this? (2)



pg gateway







3 MORE 'P's



Topics covered

- PERFORMANCE
- PERSPECTIVE
- PRIORITIES





Any questions?

