

CASE STUDY



Supporting a Resident and her two cats

A resident living in a Sovereign Network Group property had two cats, one of which was elderly and required regular, easy access outdoors. As there was no cat flap installed, the resident was having to leave a window open throughout the day, so the cats could come in and out.

This affected the comfort of her home, as heat was being lost, and also raised concerns around security.

Our teams identified this issue and although outside of the scope of our original contract, acted fast to go above and beyond to help the resident by installing a temporary solution and arranging with SNG for a replacement door.

ACTIONS TAKEN

1. Our team quickly assessed the situation and offered a goodwill solution to support the customer's needs.
2. As the customer worked full-time and could not be present for a full installation, we fitted a temporary cat flap for two weeks to provide immediate relief.
3. An operative dedicated their time to complete the installation as a gesture of goodwill, ensuring the cats had safe and convenient access until the replacement door arrived.

OUTCOMES

- The elderly customer was able to close her window, improving thermal performance and reducing energy loss.
- The home became cleaner and more secure, as pets could now enter and exit without leaving the window open.

KEY ACHIEVEMENTS

- ABP delivered a quick, practical solution that improved the customer's quality of life.
- Our proactive approach demonstrated exceptional customer care, strengthening trust and satisfaction between the client, customer, and our team.
- Showcased our commitment to social value and community well-being by going beyond contractual obligations.

REFLECTION

This case highlights how small acts of kindness can make a big difference. By listening to customers and responding with empathy, we not only solved a practical issue but also reinforced our brand values of care, responsibility, and community impact.