



Complaint Performance Repairs & Maintenance: Quarter 1 20/21

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Introduction

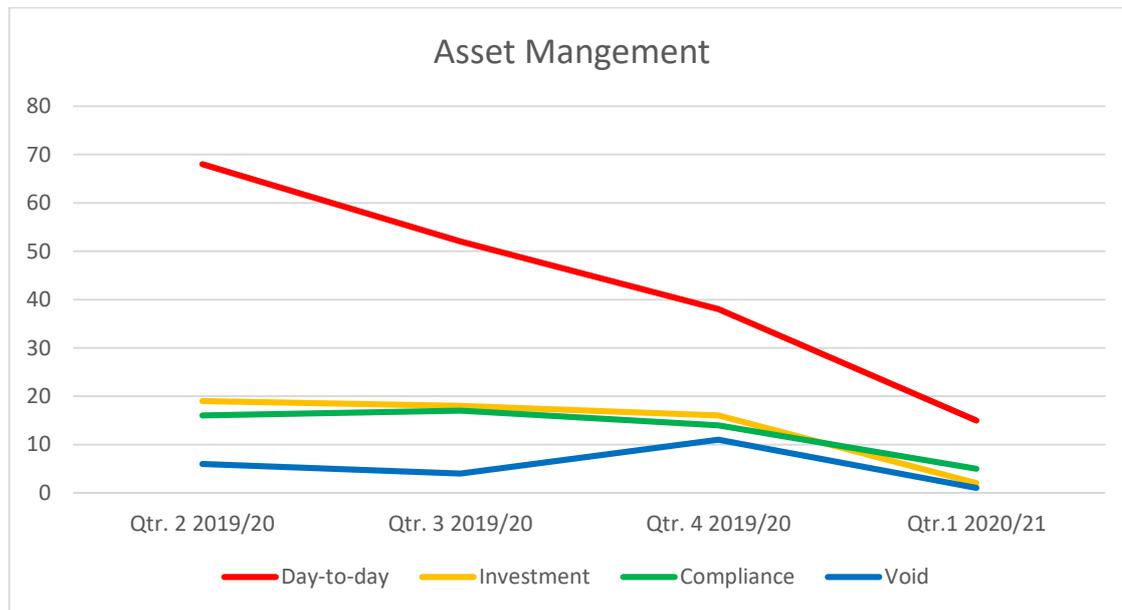
While we try to make sure that we do everything right first time, sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. Customer feedback helps us to do things better next time.

Currently, the Performance and Customer Insight Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes repairs and investment works carried out by Sovini Property Services.

This report contains details of those complaints for the financial quarter from 1st April 2020-30th June 2020 specifically for One Vision Housing's Asset Management Teams.

If you require any clarification or further detail please contact Katie Chandley
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Executive Summary



Trends Identified:

- Decrease in the number of complaints across all areas due to reduced service because of COVID-19.
- Upheld complaints were in relation to: too long to carry out work, poor work, appointment missed and damage caused by worker.
- Decrease in escalations from stage 1 to stage 2 in quarter 4 (9) to quarter 1 (2) this is in line with the decrease in the number of complaints overall.
- 100% of stage 2 complaints were responded to within target time however handling time has increased from 8.4 days (Q4) to 10 days (Q1).

Complaint Performance

The below table outlines complaint management performance for the last 4 quarters. This includes complaints for all the asset teams.

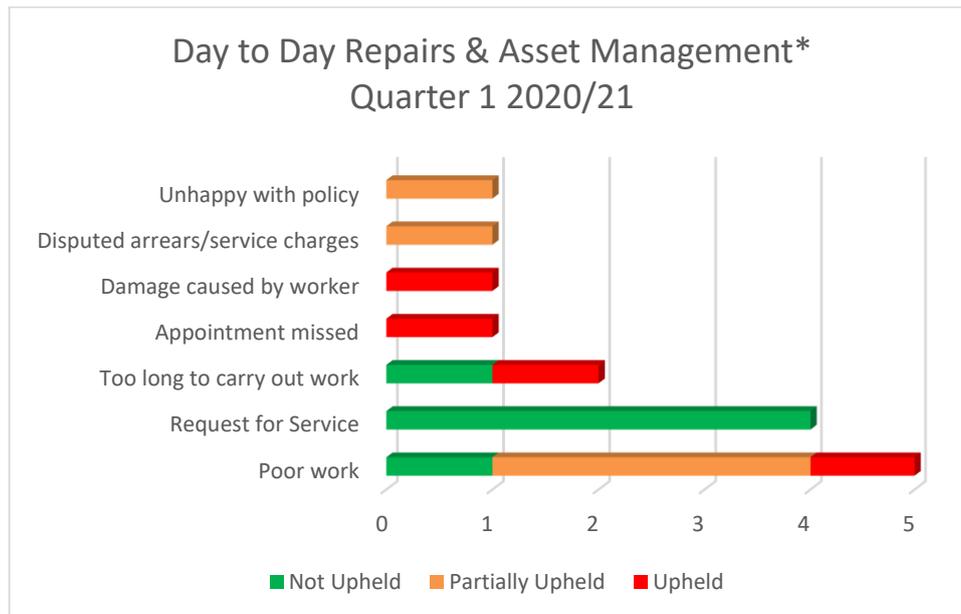
| | Qtr 2 19/20 | Trend | Qtr 3 19/20 | Trend | Qtr 4 19/20 | Trend | Qtr 1 20/21 |
|---------------------------------------------------------------|----------------|-------|----------------|-------|----------------|-------|----------------|
| Number of Stage 1 complaints closed | 99 | ↓ | 97 | ↓ | 91 | ↓ | 23 |
| % of complaints resolved at Stage 1 | 85% | ↔ | 85% | ↑ | 89% | ↑ | 91% |
| % of Stage 1 complaints responded to within target time | 99% | ↑ | 100% | ↔ | 100% | ↔ | 100% |
| Average number of working days to resolve a Stage 1 complaint | 6.9 | ↑ | 7.4 | ↔ | 7.4 | ↓ | 7 |
| % of Stage 1 complaints upheld or partially upheld | 66% | ↓ | 57% | ↑ | 71% | ↓ | 57% |
| Stage 2 | | | | | | | |
| Number of Stage 2 complaints closed | 16 | ↓ | 15 | ↓ | 9 | ↓ | 2 |
| % of Stage 2 complaints responded to within target time | 50% | ↑ | 100% | ↔ | 100% | ↔ | 100% |
| Average number of working days to resolve a Stage 2 complaint | 12.7 | ↓ | 9.1 | ↓ | 8.4 | ↑ | 10 |
| % of Stage 2 complaints upheld or partially upheld | 44% | ↑ | 53% | ↑ | 56% | ↓ | 0% |

The survey numbers are too low to divide by service area, so these results are for all OVH closed complaints, regardless of the service area they relate to.

| | Qtr 2 19/20 | Trend | Qtr 3 19/20 | Trend | Qtr 4 19/20 | Trend | Qtr 1 20/21 |
|--------------------------------------------------|----------------|-------|----------------|-------|----------------|-------|----------------|
| % of customers satisfied with complaint handling | 59% | ↓ | 56% | ↑ | 64% | ↓ | 60% |
| % of customers satisfied with complaint outcome | 55% | ↑ | 58% | ↔ | 58% | ↔ | 58% |

Day to Day Repairs & Asset Management

| | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | | Quarter 1 2020/21 |
|----------|----------------------|---|----------------------|---|----------------------|---|----------------------|
| Received | 68 | ↓ | 52 | ↓ | 48 | ↓ | 15 |
| % Upheld | 66% | ↓ | 56% | ↑ | 65% | ↓ | 60% |



*Including Ground Maintenance and Communal Cleaning

Fault Category Review

Day to day complaints have seen a dramatic decrease in the number of complaints and a small decrease in the upheld percentage, which is in-line with the reduction in services because of COVID-19.

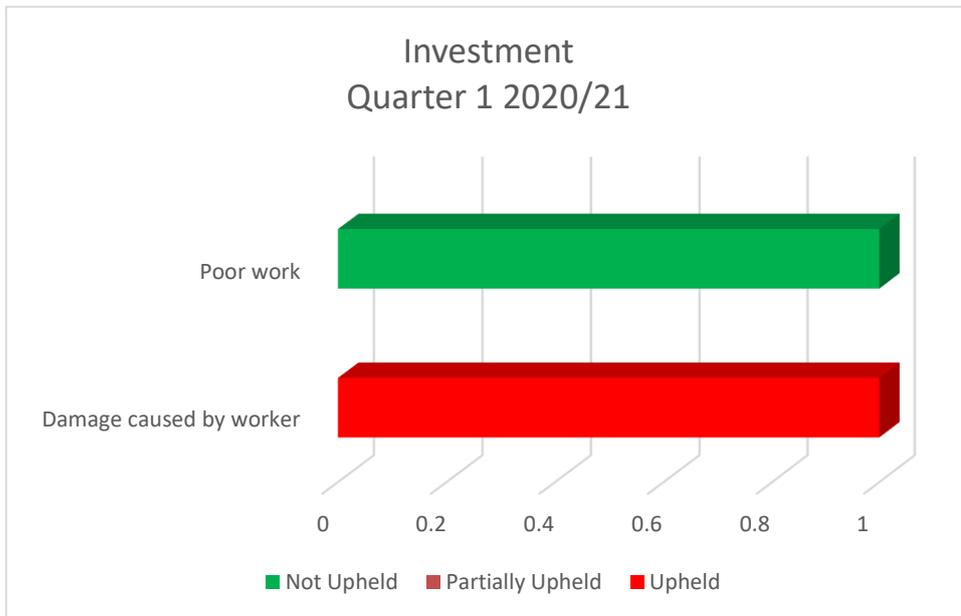
The categories with the most upheld complaints are poor work, too long to carry out work, appointment missed and damage caused by worker.

The lessons learnt from these categories are:

- Work is to be completed as soon as possible within Service Level Agreement and if it can't there needs to be open and transparent communication with the customer.
- Cleaning is to be completed to a good standard and the check list provided to both staff and customers is adhered to.
- Operatives to follow what is on their 'ticket' in relation to access for e.g. use side gate, knock loudly or use buzzer.

Investment

| | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | | Quarter 1 2020/21 |
|-----------------|----------------------|---|----------------------|---|----------------------|---|----------------------|
| Received | 19 | ↓ | 18 | ↓ | 16 | ↓ | 2 |
| % Upheld | 47% | ↑ | 72% | ↑ | 75% | ↓ | 50% |



Fault Category Review

Investment have seen a dramatic decrease in the number of complaints which is in-line with all investment work being suspended because of COVID-19.

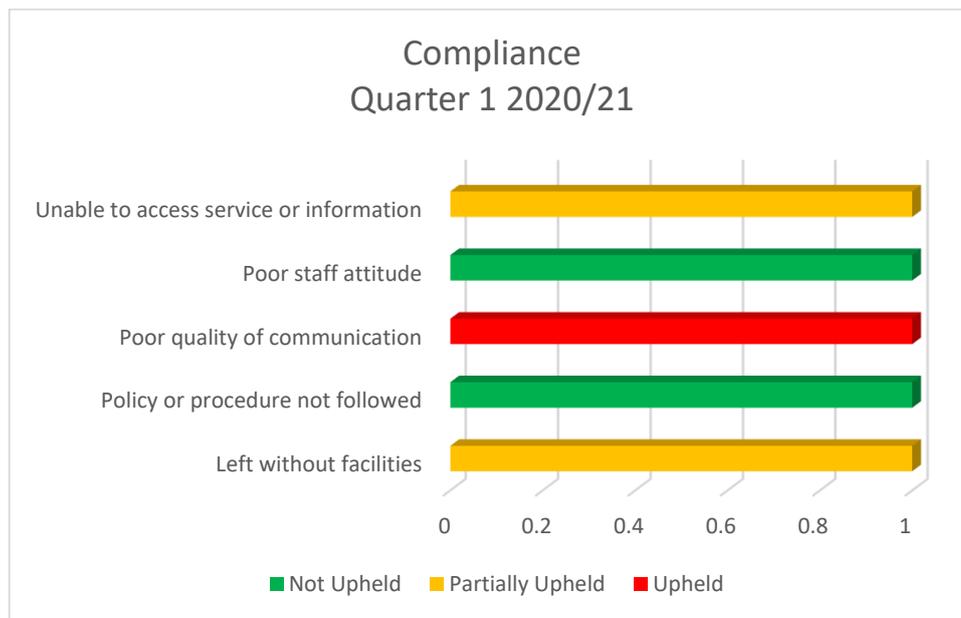
The category that had an upheld complaint was damage caused by worker. The damage happened in November 2019.

The lessons learnt are:

- If damage is caused to someone's property during Investment work it needs to be replaced or fixed within a timely manner.

Compliance

| | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | | Quarter 1 2020/21 |
|-----------------|----------------------|---|----------------------|---|----------------------|---|----------------------|
| Received | 16 | ↑ | 17 | ↓ | 14 | ↓ | 5 |
| % Upheld | 50% | ↓ | 35% | ↑ | 50% | ↑ | 60% |



Fault Category Review

Compliance have seen a dramatic decrease in the number of complaints, which is in-line with the reduction in services due to COVID-19, but an increase in the upheld percentage.

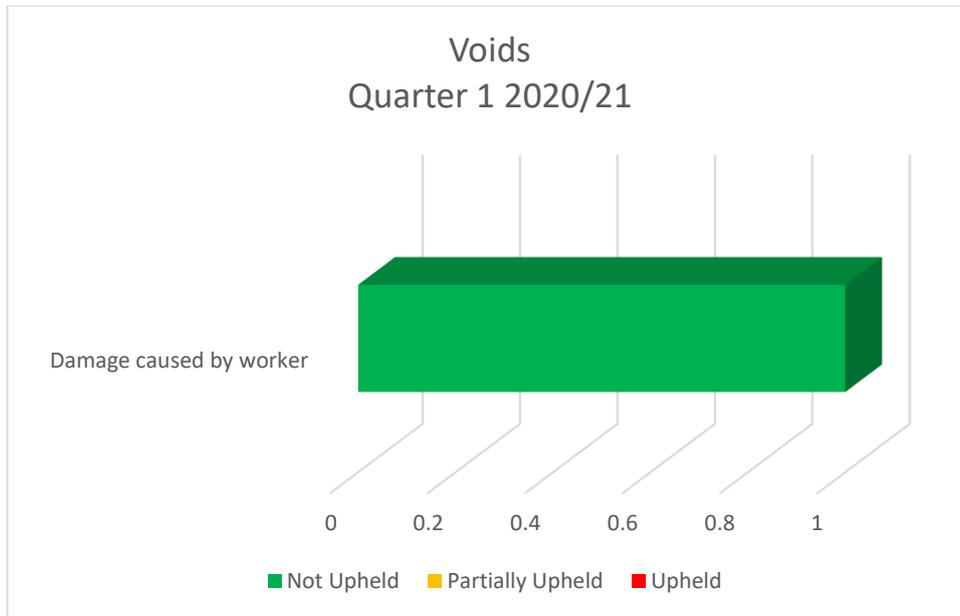
The category with the most upheld complaints is poor quality of communication. Left without facilities and unable to access service or information both have one partially upheld complaint.

The lesson learnt are:

- Improve communication with customers when a lift is out of action; particularly around the length of time to complete a repair if we have to wait for parts to be ordered in.
- the Compliance Team need to work closely with the call centre to make customers aware they may receive a 'heavily worded' gas letter if they change their appointment for a genuine reason and/or the team need look to see if there is any way to stop the letters being sent as two of the complaints are in relation to the gas letters.

Voids

| | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | | Quarter 1 2020/21 |
|----------|----------------------|---|----------------------|---|----------------------|---|----------------------|
| Received | 6 | ↓ | 4 | ↑ | 11 | ↓ | 1 |
| % Upheld | 100% | ↓ | 75% | ↑ | 100% | ↓ | 0% |



Fault Category Review

Voids have seen both a decrease in the number of complaints and the upheld percentage, which is in-line with a reduction in services due to COVID-19.

End to End Reviews

We have completed end to end reviews of complaints where the complainant was either dissatisfied or the complaint was escalated, to see if there is anything we could have been done differently or better.

| | Total | Potentially Avoidable |
|--------------|-------|-----------------------|
| Escalations | 2 | 1 |
| Dissatisfied | 5 | 2 |

Trends Identified:

- Letters not answering all issues raised during the complaint.
- Incorrect information provided by Assets to Neighbourhoods.
- Neighbourhoods not making contact before letter sent to make sure the customer is happy with the proposed outcome.
- Letters not including sympathy – even if the complaint is not upheld the letters can include an expression of regret.

Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 1 2020/21 for each Asset Management Service.

| | Quarter 2 2019/20 | | Quarter 3 2019/20 | | Quarter 4 2019/20 | | Quarter 1 2022/21 |
|------------------|----------------------|---|----------------------|---|----------------------|---|----------------------|
| SPS | 39 | ↓ | 22 | ↑ | 78 | ↓ | 39 |
| Asset Management | 3 | ↓ | 2 | ↔ | 2 | ↓ | 0 |
| Investment | 4 | ↓ | 1 | ↑ | 3 | ↓ | 0 |
| Compliance | - | ↔ | - | ↔ | - | ↓ | 0 |