



Complaint Performance Repairs & Maintenance: Quarter 2 21/22

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Introduction

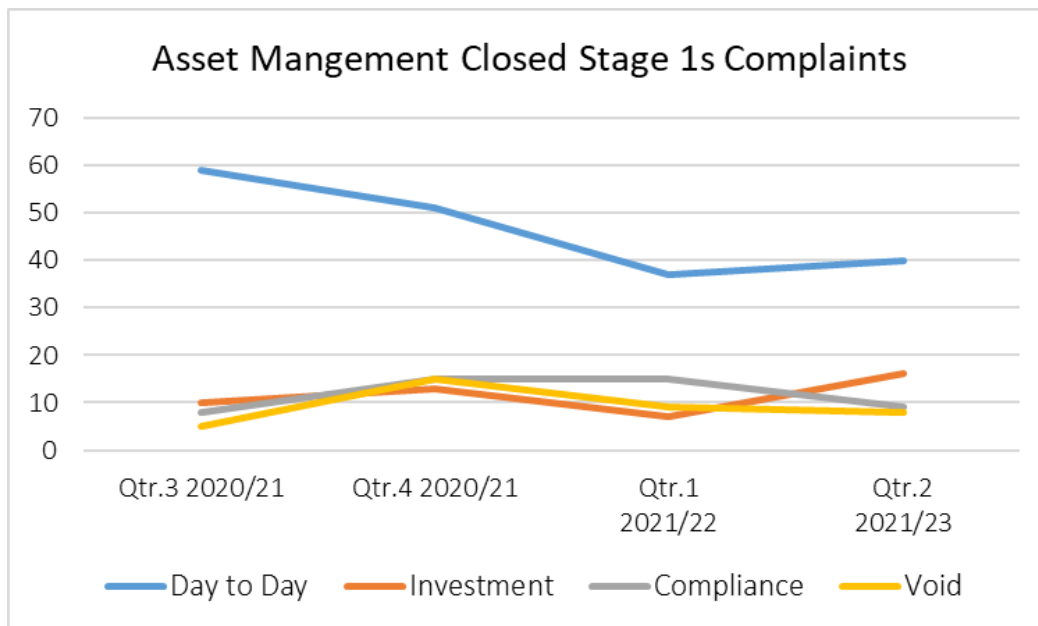
While we try to make sure that we do everything right first time, sometimes we get things wrong, and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. 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 July 2021 – 30th September 2021 specifically for One Vision Housing's Asset Management Teams.

If you require any clarification or further detail, please contact Christina Douglas
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Executive Summary



Trends Identified:

- Day-to-Day Repairs (including Asset Management, Communal Cleaning and Grounds Maintenance), Investment have seen an increase in complaint received, Voids has remained the same and Compliance has seen a decrease.
- The stage 1 upheld percentage has remained at consistent 60%.
- The categories with the most upheld complaints are the following: poor communication, poor work, poor standard of new home and most significantly too long to carry out work.
- The number of escalations from stage 1 to stage 2 has decreased from quarter 1 (10) to quarter 2 (8).
- 100% of stage 2 complaints were responded to within target time but handling time has increased from 8.3 days (Q1) to 9 days (Q2). However, stage 2 upheld percentage has dramatically increased from 20% (Q1) to 62% (Q2).
- Satisfaction with complaint handling (across all areas) has decreased from 65% (Q1) to 60% (Q2).

Complaint Performance

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

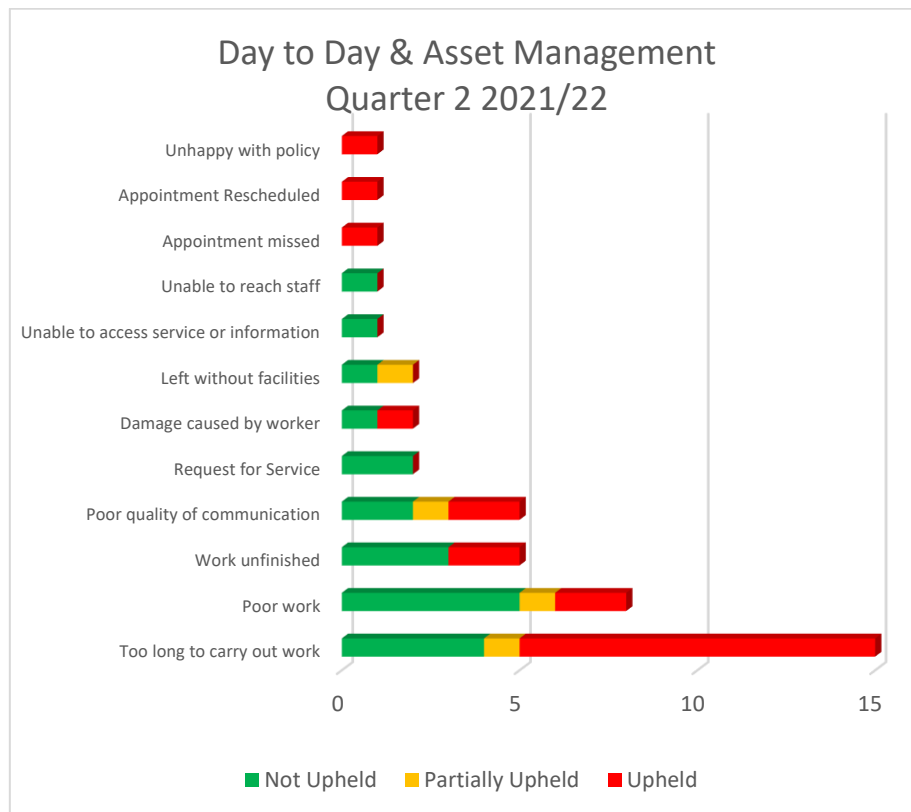
	Qtr. 3 20/21	Trend	Qtr. 4 20/21	Trend	Qtr. 1 21/22	Trend	Qtr. 2 21/22	Trend
Number of Stage 1 complaints closed	82	↔	92	↑	68	↓	58	↓
% of complaints resolved at Stage 1	96%	↑	89%	↓	85%	↓	87%	↑
% of Stage 1 complaints responded to within target time	100%	↔	100%	↔	99%	↓	99%	↔
Average number of working days to resolve a Stage 1 complaint	8	↑	7.1	↓	8.6	↑	9	↑
% of Stage 1 complaints upheld or partially upheld	62%	↓	72%	↑	60%	↓	60%	↔
Number of Stage 2 complaints closed	7	↑	10	↑	10	↔	13	↑
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	92%	↓
Average number of working days to resolve a Stage 2 complaint	7.3	↓	7.7	↑	8.3	↑	9	↑
% of Stage 2 complaints upheld or partially upheld	57%	↓	80%	↑	20%	↓	62%	↑

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. 3 20/21	Trend	Qtr. 4 20/21	Trend	Qtr. 1 21/22	Trend	Qtr. 2 21/22	Trend
% of customers satisfied with complaint handling	82%	↑	72%	↓	65%	↓	60%	↓
% of customers satisfied with complaint outcome	60%	↔	71%	↑	62%	↓	41%	↓

Day to Day Repairs & Asset Management*

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	59	↑	51	↓	37	↓	49	↑
% Upheld	62%	↓	67%	↑	59%	↓	75%	↑



*Including Ground Maintenance and Communal Cleaning

Fault Category Review

Day to day complaints have seen an increase in the number of complaints and in the upheld percentage.

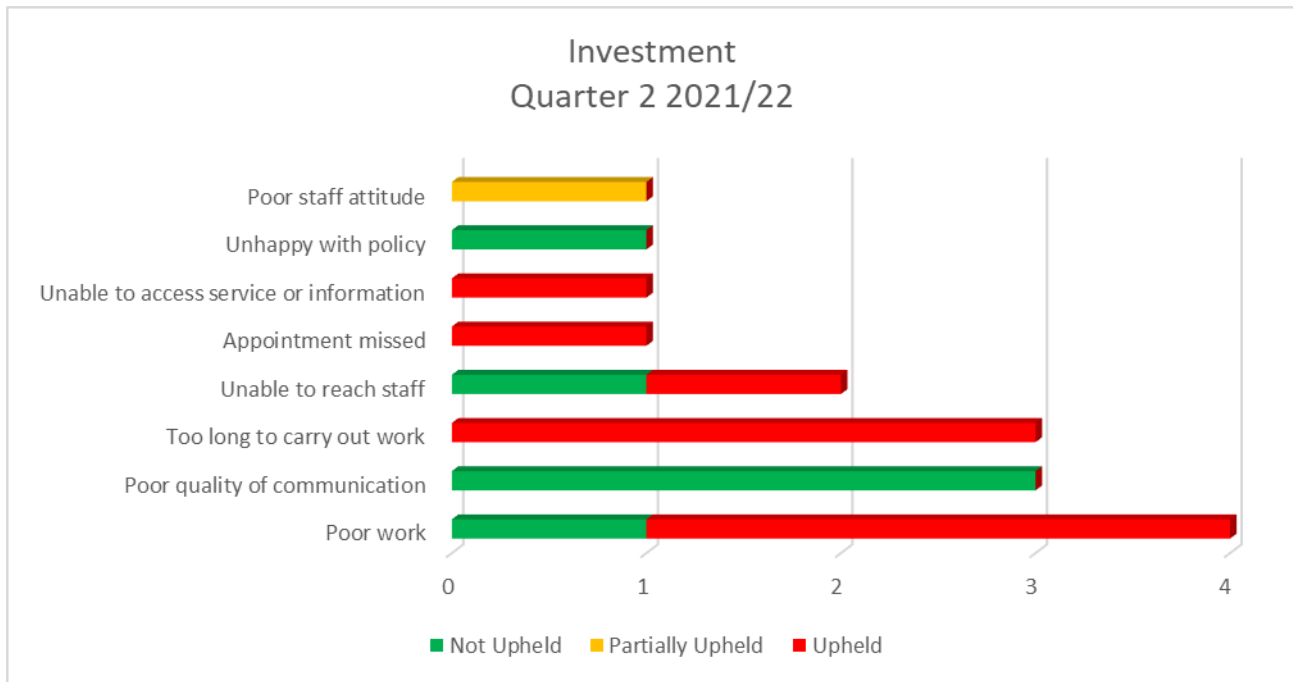
The categories with the most upheld complaints are poor work and too long to carry out work.

The lessons learnt from these categories are:

- Ensure all customers are kept up to date with any changes to scheduled appointments.
- Work is to be completed as soon as possible within Service Level Agreement, and if it can't there need to be open and transparent communication with the customer, particularly if a special part has been ordered but it will not come in to stock on time.
- Operatives to take care in customers' homes and complete a repair to a good standard.
- Joined up approach required for follow up works.
- First time fix to always be carried out unless unavoidable

Investment

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	10	↔	13	↑	7	↓	16	↑
% Upheld	60%	↓	69%	↑	43%	↓	56%	↑



Fault Category Review

Investment have seen an increase in the number of complaints and upheld percentage.

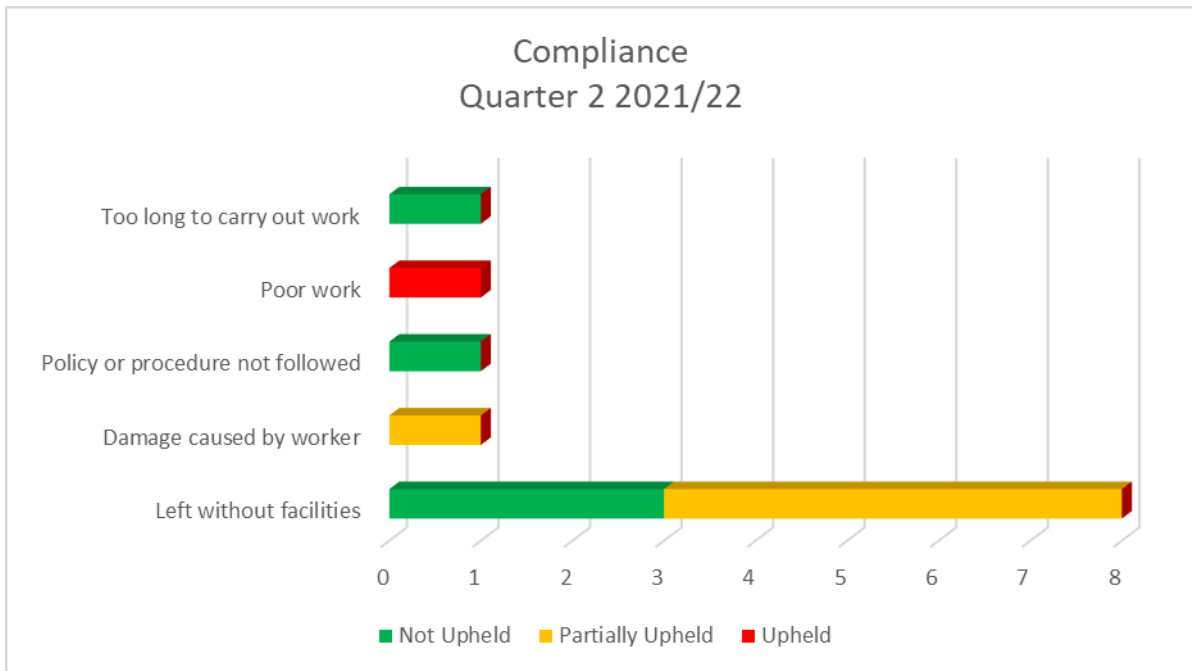
The category that had the most upheld complaints was poor work.

The lessons learnt are:

- For communication with customers to be better particularly in relation to changes in appointments or delays in investment work.
- For all work to be completed to the acceptable standard and correctly first time.
- Sub-contractors to be better managed to ensure work completed within service level agreement timescale.
- Review and re-wording of letters.

Compliance

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	8	↓	15	↑	15	↔	12	↓
% Upheld	63%	↑	87%	↑	67%	↓	8%	↓



Fault Category Review

Compliance have seen the number of complaints and the upheld percentage decrease.

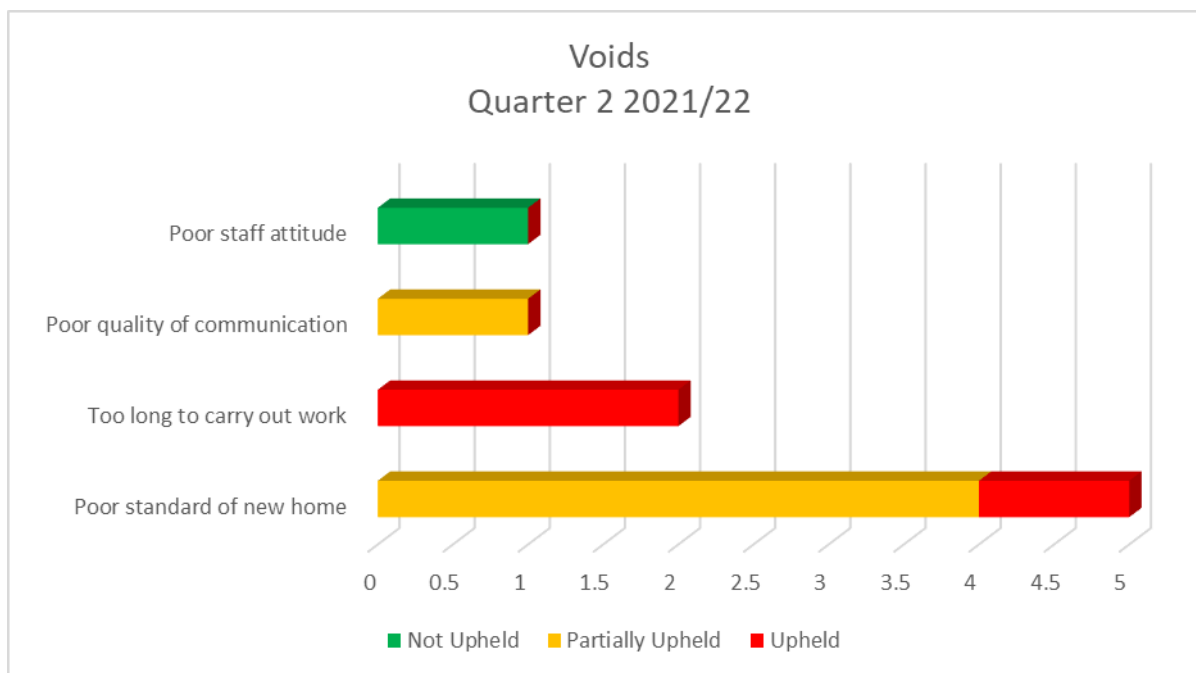
The category with the most upheld complaints was left without facilities.

The lesson learnt are:

- OVH in consultation with lift contractors to look at ways to improve.
- NSO's to ensure new residents advised of risk of lift breakdowns.
- Advise to write to all customers detailing window cleaning situation.

Voids

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
Received	5	↑	15	↑	9	↓	9	↔
% Upheld	60%	↑	87%	↑	67%	↓	33%	↓



Fault Category Review

Voids have seen the number of complaints received remain the same but a decrease in the number upheld.

Poor standard of new home is the category with the most complaints.

The lesson learnt are:

- To make sure agreed repairs are completed and a 'walk off' is completed before the void is let. If there are any repairs that need to be completed as work on tenancy, then the customer needs to be made aware of this and given appointments for when they will be completed.
- To make sure a void is completed to the agreed standard (clean, safe, and secure) and within SLA. Void standards to be reviewed.
- Ensure all operatives conduct themselves in the correct manner when representing the company and carrying out work to voids.
- Better communication between voids and surveyors.
- CSC to ask more in-depth questions to ensure repairs are diagnosed correctly.

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. The below information is in relation to Asset complaints only.

	Total	Potentially Avoidable
Escalations	12	4
Dissatisfied	9	5

Performance team to meet with managers to review cases where escalation could have been avoided.

Main points noted were –

- Better monitoring of repairs raised following stage 1 complaint
- Better communication regarding repairs raised following stage 1 complaint

Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 2 2021/22 for each Asset Management Service.

	Quarter 3 2020/21		Quarter 4 2020/21		Quarter 1 2021/22		Quarter 2 2021/22	
SPS	67	↓	74	↑	60	↓	42	↓
Asset Management	0	↓	1	↑	1	↔	0	↓
Investment	1	↑	0	↓	1	↑	7	↑
Compliance	1	↑	0	↓	0	↔	3	↑