



Complaint Performance Repairs & Maintenance: Quarter 4 21/22

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Introduction

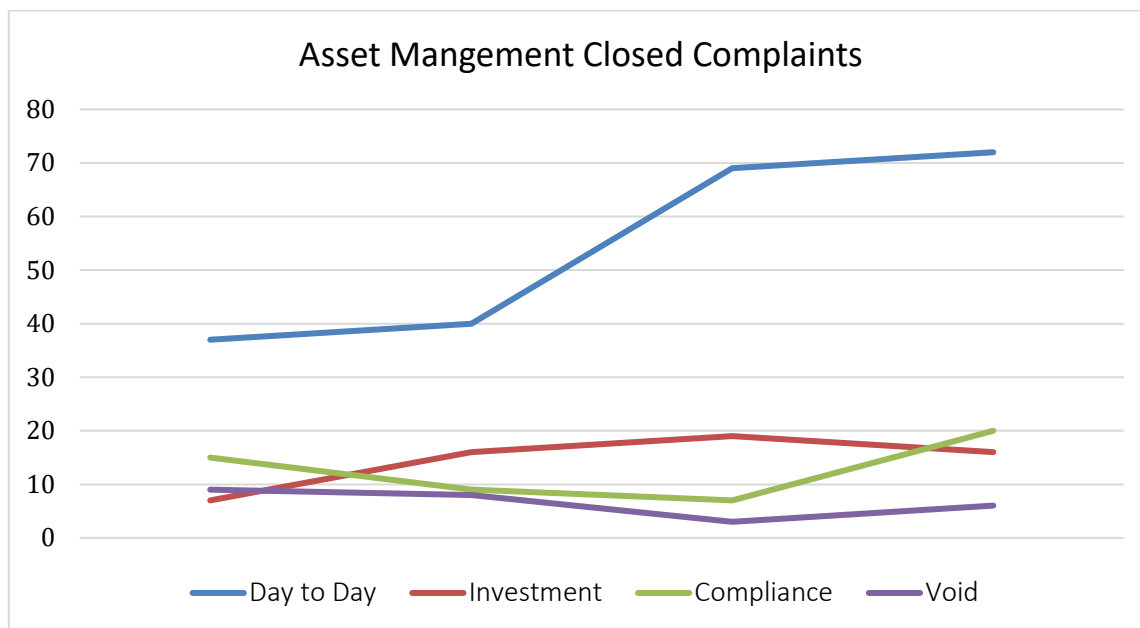
While we try to make sure that we do everything right first time, sometimes we get things wrong, and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. 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 January 2022 – 31st March 2022 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:

- Day-to-Day Repairs (including Asset Management, Communal Cleaning and Grounds Maintenance) has seen a slight increase in the number of complaints received however the percentage upheld has decreased.
- Investment have seen a decrease in the number of complaints received but an increase in the percentage upheld (50% of 22 complaints received Q3 – 63% of 16 complaints received Q4)
- Compliance has had an increase in the number of complaints and the upheld percentage (50% of 12 in Q3 – 65% of 20 in Q4).
- The percentage of complaints resolved at Stage 1 has decreased from 89% to 76%.
- The categories with the most upheld complaints are the following: poor work, appointments missed/rescheduled poor communication and most significantly too long to carry out work which has consistently been the most common cause throughout 2021/22 to date.
- Stage 2 handling time has decreased from 12 days (Q3) to 9 days (Q4) despite their being nearly double the number of Stage 2's.
- Satisfaction with complaint handling (across all areas) has increased from 59% (Q3) to 66% and satisfaction with complaint outcome has also increased from 51% (Q3) to 67% (Q4).

Complaint Performance

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

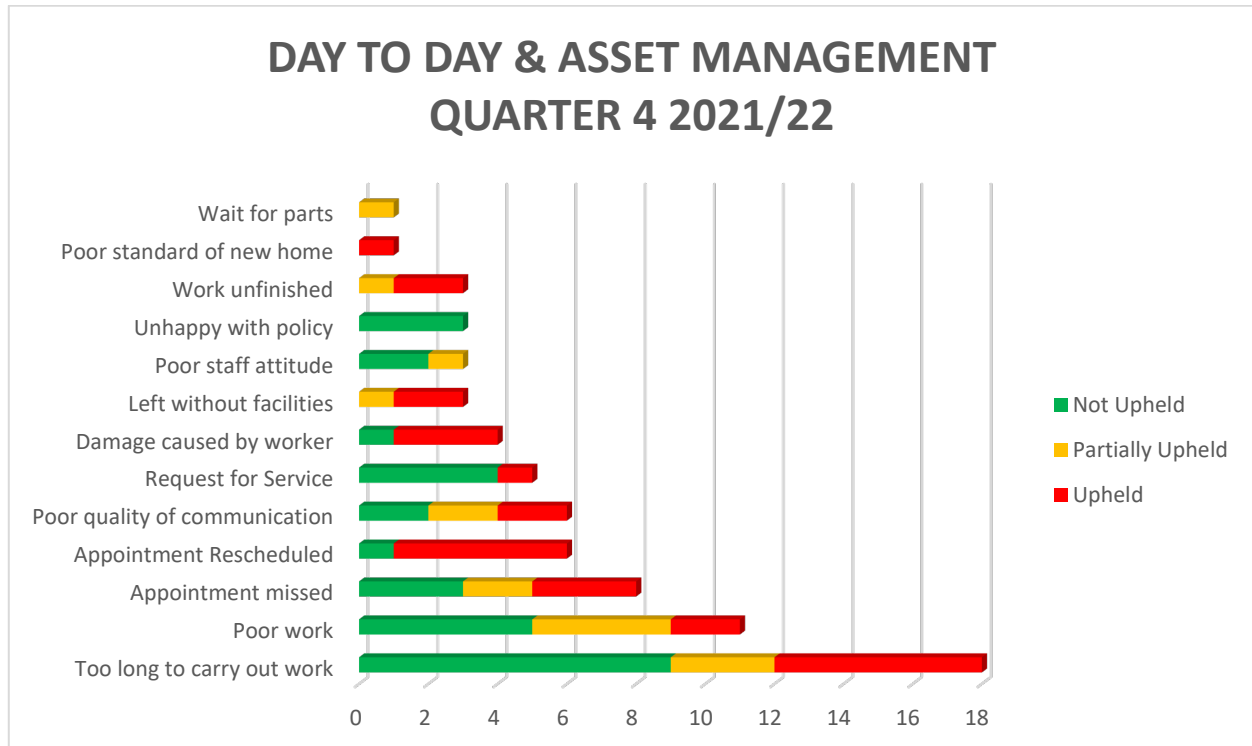
	Qtr. 1 21/22	Trend	Qtr. 2 21/22	Trend	Qtr. 3 21/22	Trend	Qtr. 4 21/22	Trend
Number of Stage 1 complaints closed	68	↓	58	↓	113	↑	92	↓
% of complaints resolved at Stage 1	85%	↓	87%	↑	89%	↑	76%	↓
% of Stage 1 complaints responded to within target time	99%	↓	99%	↔	100%	↑	98%	↓
Average number of working days to resolve a Stage 1 complaint	8.6	↑	9	↑	8.9	↓	10	↑
% of Stage 1 complaints upheld or partially upheld	60%	↓	60%	↔	62%	↑	61%	↓
Number of Stage 2 complaints closed	10	↔	13	↑	12	↓	22	↑
% of Stage 2 complaints responded to within target time	100%	↔	92%	↓	92%	↔	100%	↑
Average number of working days to resolve a Stage 2 complaint	8.3	↑	9	↑	12	↑	9	↓
% of Stage 2 complaints upheld or partially upheld	20%	↓	62%	↑	66%	↑	59%	↓

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. 1 21/22	Trend	Qtr. 2 21/22	Trend	Qtr. 3 21/22	Trend	Qtr. 4 21/22	Trend
% of customers satisfied with complaint handling	65%	↓	60%	↓	59%	↓	66%	↑
% of customers satisfied with complaint outcome	62%	↓	41%	↓	51%	↑	67%	↑

Day to Day Repairs & Asset Management*

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
Received	37	↓	49	↑	79	↑	72	↓
% Upheld	59%	↓	75%	↑	63%	↓	58%	↓



*Including Ground Maintenance and Communal Cleaning

Fault Category Review

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

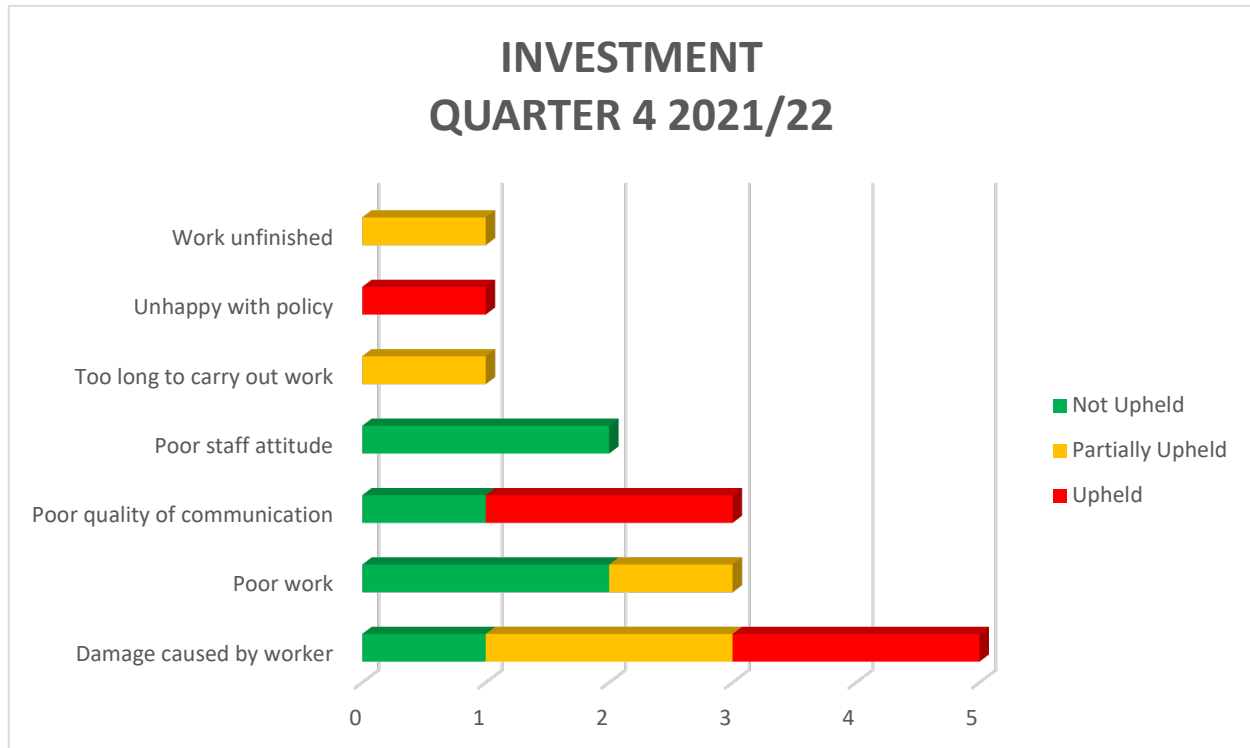
The category with the most upheld complaints remains “too long to carry our work”.

The lessons learnt from these categories are:

- Ensure all customers are kept up to date with any changes to scheduled appointments or any delays in work.
- Work is to be completed as soon as possible within Service Level Agreement, and if it can't there has to be open and transparent communication with the customer.
- Training for staff in responding to flows in a timely and appropriate manner.
- Joined up approach required for follow up works. Neighbourhood Officers to work with Assets to ensure correct work being raised with the correct SOR's and time allocations in One Serve.
- Ensure operatives with the correct trade skill set are assigned to attend jobs, particularly when multiple repairs are raised in one property.

Investment

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
Received	7	↓	16	↑	22	↑	16	↓
% Upheld	43%	↓	56%	↑	50%	↓	63%	↑



Fault Category Review

Investment have seen an decrease in the number of complaints but the upheld percentage has increased.

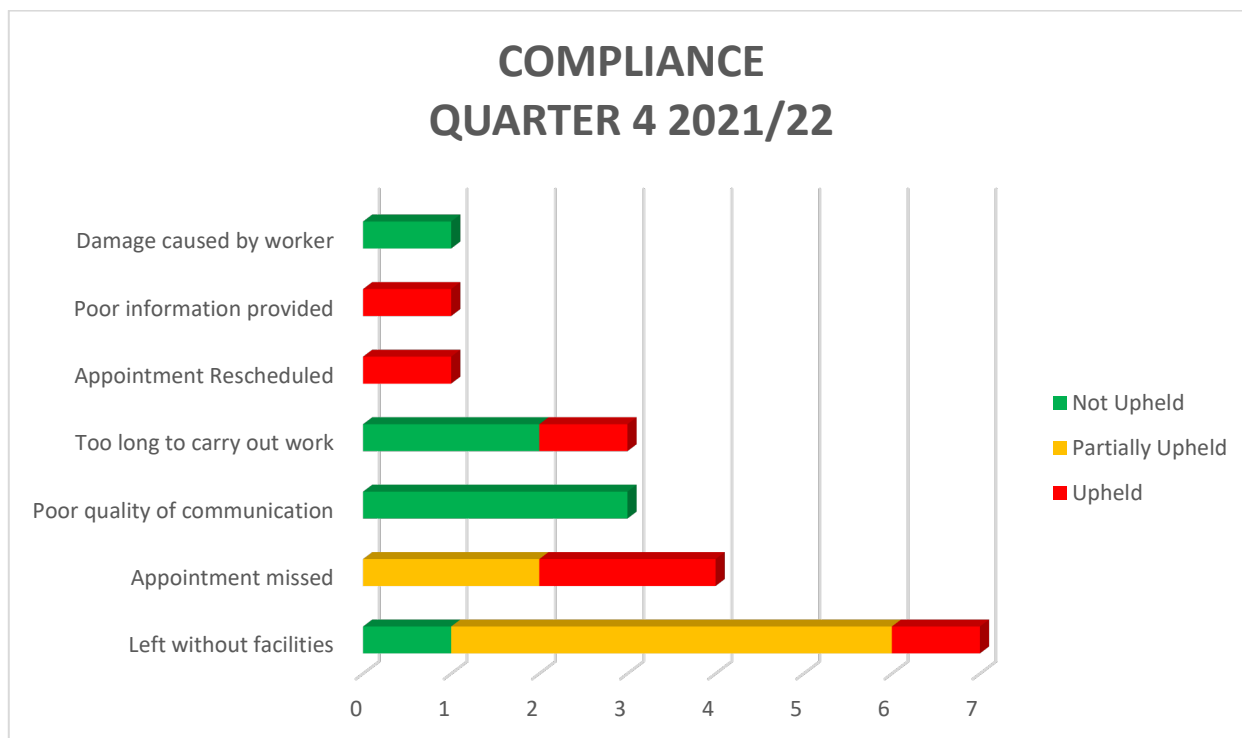
The categories that had the most upheld complaints were “damage caused by worker” and “poor quality of communication”.

The lessons learnt are:

- For communication with customers to be better particularly in relation to changes in appointments or delays in investment work.
- Ensure procedures are followed for example: scaffolding protocols so there are no delays in work being completed.
- For contractors to take better care when working in customers’ homes and the impact to neighbours and surrounding properties.

Compliance

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
Received	15	↔	12	↓	12	↔	20	↑
% Upheld	67%	↓	8%	↓	50%	↑	65%	↑



Fault Category Review

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

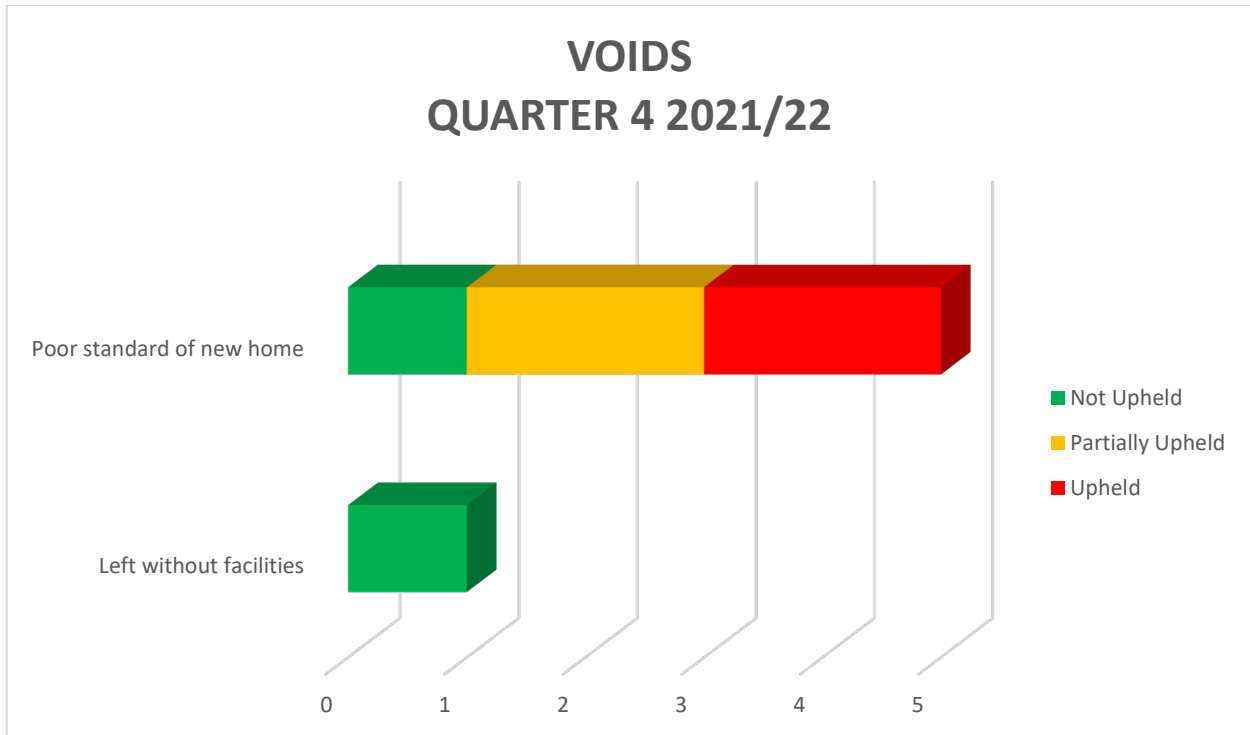
The category with the most upheld complaints was left without facilities.

The lesson learnt are:

- SPS to ensure attendance within service level agreement, ensuring monitoring of jobs with sub-contractors and any delays communicated with the customer.
- Make sure any follow-on work is picked up quickly and raised in a timely manner.

Voids

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
Received	9	↓	9	↔	6	↓	6	↔
% Upheld	67%	↓	33%	↓	67%	↑	67%	↔



Fault Category Review

Voids have seen the number of complaints and upheld percentage stay the same.

Poor standard of new home continues to be 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 lettable standard (clean, safe, and secure) and within service level agreement.

Compliments

The below table shows the number of compliments recorded by the Performance and Customer Insight Team throughout Quarter 4 2021/22 for each Asset Management Service.

	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
SPS	60	↓	42	↓	61	↑	210	↑
Asset Management	1	↔	0	↓	1	↑	1	↔
Investment	1	↑	7	↑	7	↔	0	↓
Compliance	0	↔	3	↑	0	↓	0	↓