



Complaint Performance Repairs & Maintenance: Quarter 3 23/24

Report Compiled by **Rebecca Hill**
Customer Complaints Co-ordinator

Contents

- 1. Introduction**
- 2. Executive Performance**
- 3. Volume of Complaints**
 - a. Day to day**
 - b. Investment**
 - c. Compliance**
 - d. Voids**
- 4. End to End Reviews**

Introduction

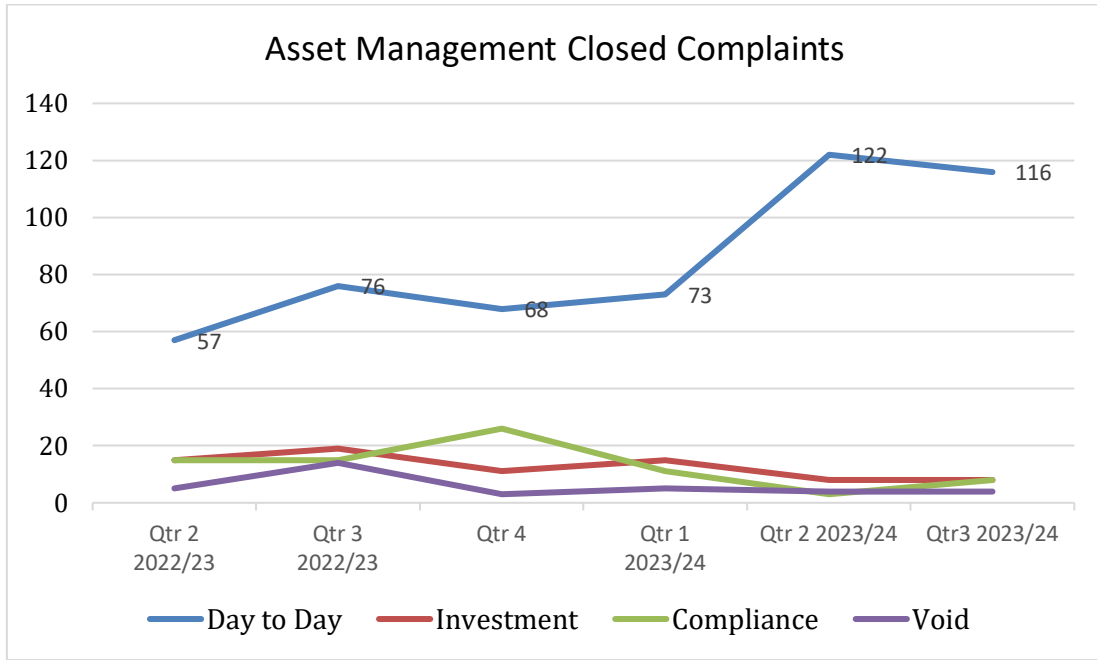
While we try to make sure that we do everything right first time, sometimes we get things wrong, and customers may want to make a complaint. Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. 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 October 2023 – 31st December 2023 specifically for One Vision Housing's Asset Management Teams.

If you require any clarification or further detail, please contact Rebecca Hill
Rebecca.Hill@sovini.co.uk

Executive Summary



Trends Identified:

- Day-to-Day Repairs (including Asset Management, Communal Cleaning and Grounds Maintenance) has seen a decrease in the number of complaints received. 116 complaints in Q3 compared to 122 complaints in Q2.
- Investment received 8 complaints in Q3 which was the same as in Q2.
- Compliance has seen an increase in the number of complaints 8 in Q3 compared to 3 in Q2.
- Voids has received 8 complaints in Q3 which was the same as in Q2.
- The percentage of complaints resolved at Stage 1 has increased from 76% in Q2 to 85%. In Q3.
- Average number of days to resolve a Stage 1 complaint has slightly increased to 10.1 days to 9.6 days at Q2.
- Stage 2 handling time has decreased to 9.7 days compared to 15.9 days at Q2.
- Satisfaction with complaint handling (across all areas) has increased from 56.7% to 68.2% and satisfaction with complaint outcome has increased from 40.6% to 42.9%.

Complaint Performance

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

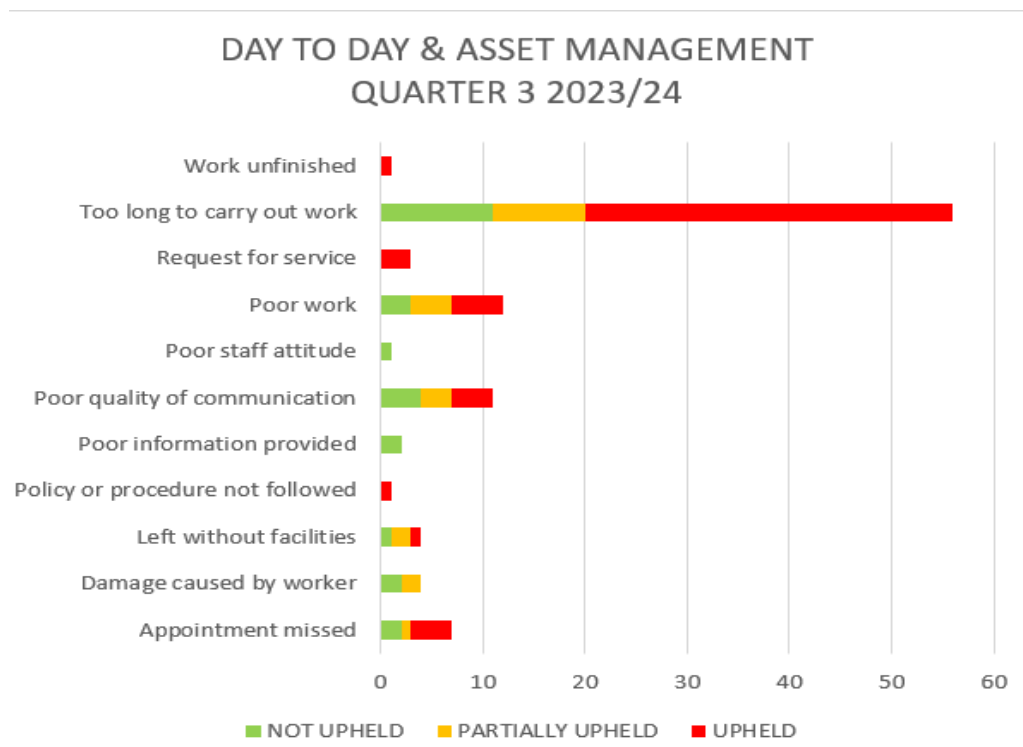
	Qtr. 4 22/23	Trend	Qtr. 1 22/23	Trend	Qtr. 2 23/24	Trend	Qtr. 3 23/24	Trend
Number of Stage 1 complaints closed	97	↓	89	↓	141	↓	136	↓
% of complaints resolved at Stage 1	92%	↑	83%	↓	76%	↓	85%	↑
% of Stage 1 complaints responded to within target time	100%	↑	99%	↓	100%	↑	100%	↔
Average number of working days to resolve a Stage 1 complaint	10	↑	10.1	↑	9.9	↓	10.1	↑
% of Stage 1 complaints upheld or partially upheld	78%	↑	62%	↑	62%	↔	65%	↓
Number of Stage 2 complaints closed	11	↓	11	↔	34	↑	21	↓
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%	↔
Average number of working days to resolve a Stage 2 complaint	11	↑	15.9	↑	15.9	↑	9.7	↓
% of Stage 2 complaints upheld or partially upheld	81%	↑	87%	↑	55%	↓	43%	↓

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. 4 22/23	Trend	Qtr. 1 23/24	Trend	Qtr. 2 23/24	Trend	Qtr. 3 23/24	Trend
% of customers satisfied with complaint handling	67%	↓	53%	↓	56.7%	↑	68.2%	↑
% of customers satisfied with complaint outcome	51%	↔	36%	↔	40.6%	↑	42.9%	↑

Day to Day Repairs & Asset Management*

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	68	↓	73	↑	122	↑	116	↓
% Upheld	85%	↑	78%	↓	50%	↓	68%	↑



*Including Ground Maintenance and Communal Cleaning

Fault Category Review

Day to day complaints have seen a decrease in the number of complaints but the upheld percentage has increased.

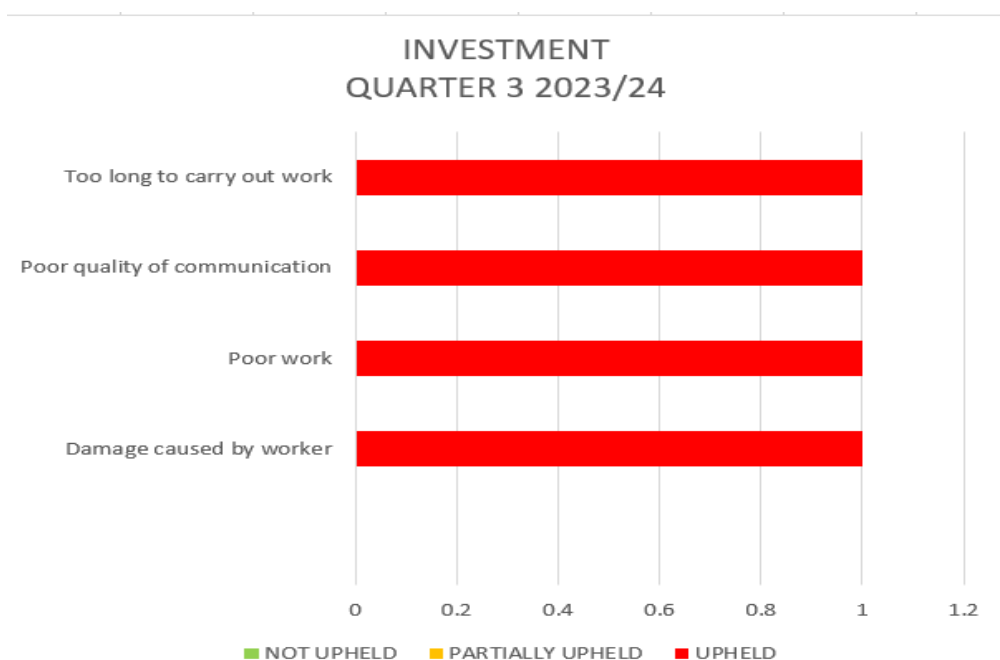
The category with the most upheld complaints remains “too long to carry our work”, “poor work” and “Poor quality of communication”.

The lessons learnt from these categories are:

- Improvement in communication from both SPS and OVH.
- SPS to continue to work on ‘complete/right first time’.
- For follow on/additional works to be scheduled in a timely manner and the correct process followed to ensure there are no delays for customers.
- Ensure all operatives have the correct fobs/keys to ensure access, with no delays.
- Toolbox talks with all operatives in relation to standard of workmanship.
- Ensure all customers are kept up to date with any changes to scheduled appointments or any delays in work.
- All staff to adhere to 48-hour service level agreement for call backs to customers.

Investment

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	11	↓	15	↑	8	↓	4	↓
% Upheld	81%	↓	81%	↔	50%	↓	100%	↑



Fault Category Review

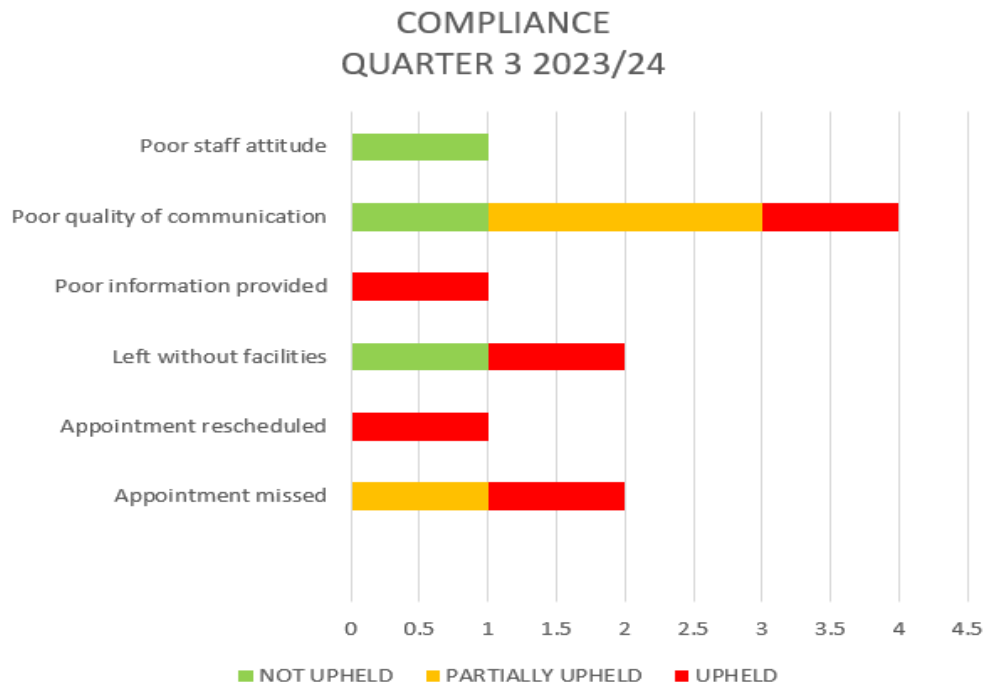
Investment have seen a decrease in the number of complaints but an increase in the upheld percentage. 4 complaints received in the quarter were all upheld.

The lessons learnt are:

- Ensure any sub-contractors keep the customers informed of any appointments, or changes to appointments.
- To ensure outstanding work is monitored and follow on appointments scheduled.
- Better communication between SPS and the Investment Team

Compliance

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	26	↑	11	↓	3	↓	11	↑
% Upheld	62%	↑	64%	↑	64%	↔	63%	↓



Compliance including Gas servicing and gas repairs*

Fault Category Review

Compliance have seen an increase in the number of complaints, but the upheld percentage has decreased.

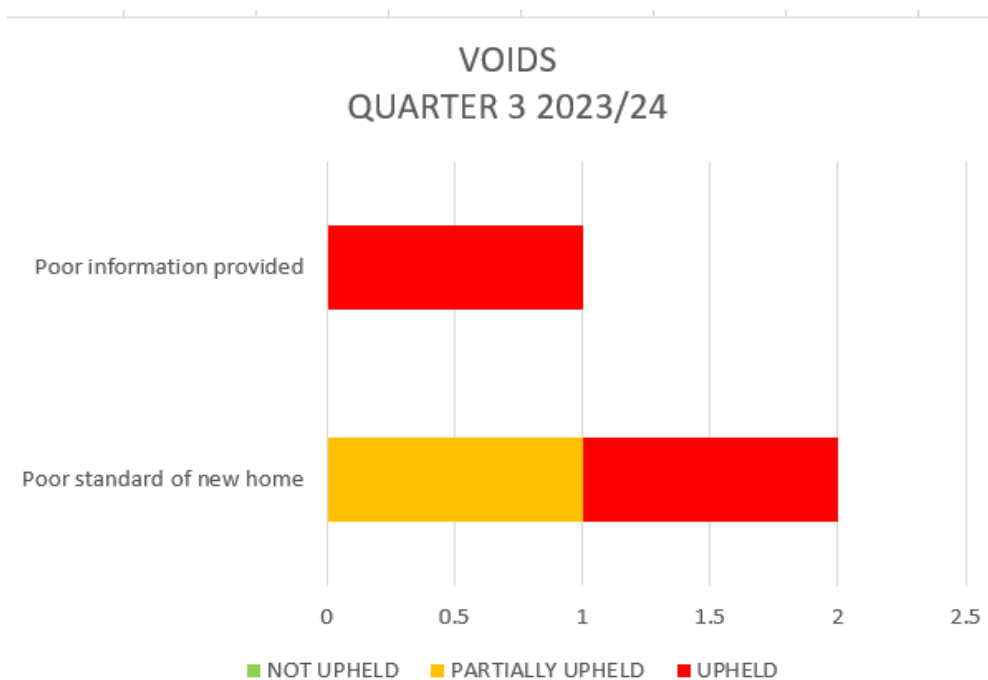
'Poor quality of communication' has been the category with the most complaints.

The lesson learnt are:

- Better communication between SPS and OVH, and with customers when there are delays/waits for parts.
- Ensure 48-hour service level is adhered to keep customers informed.

Voids

	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24	
Received	3	↓	5	↑	4	↓	3	↓
% Upheld	66%	↓	80%	↑	75%	↓	100%	↑



Fault Category Review

Voids have seen the number of complaints received decrease, but the percentage of upheld complaints increase.

2 complaints were upheld and 1 complaint partially upheld. The category with the most complaints was 'poor standard of new home'.

The lesson learnt is:

- To make sure a void is completed to the lettable standard (clean, safe, and secure) and within service level agreement.
- Ensure customers are kept informed on the progress of any offers of tenancy and updated of any delays.

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	15	4
Dissatisfied	3	1

Main points noted were:

- Work completed when agreed and to a good standard. Utilise the complaint tracker to monitor outstanding work.
- Better record keeping, more contact through the complaint and more information in the letter.