



## **Complaint Performance Repairs & Maintenance: Quarter 4 23/24**

Report Compiled by Katie Chandley  
Customer Complaints Co-ordinator

## **Contents**

### **1. Introduction**

### **2. Volume of Complaints**

- a. Day to day**
- b. Investment**
- c. Compliance**
- d. Voids**

### **3. End to End Reviews**

### **4. Compensation**

### **5. Compliments**

## Introduction

Whilst we attempt to do everything right first time, sometimes we get things wrong. On the occasions where we fail to get things right first time, our customers can make a complaint. When our customers feel that they need to make a complaint, we welcome them. Complaints give us an opportunity to examine and improve the services we provide to customers. Customer feedback is analysed and acted upon, allowing us to put improvement measures in place to make things better next time.

The newly formed Customer Experience Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes repair and investment works carried out by our contractor Sovini Property Services.

This report contains details of One Vision Housing Asset Management Team's complaints for Quarter 4 of the financial year, which covers 1<sup>st</sup> January 2024 – 31<sup>st</sup> March 2024.

In Quarter 4 with the formation of the new Customer Experience Team, we have changed how we report on complaints. Due to this there is no direct comparison to previous quarter's performance, which was previously included within this report. In the Quarter 4 Report we have reported on all closed complaints. The only exclusion to this is data collected during customer satisfaction surveys. We have still included a breakdown per quarter for this information as how we collect this data has not changed.

Quarter 1 report for 2024/2025 will include a comparison to Quarter 4 data from 2023/2024, all future reports will compare data per quarter.

If you require any clarification or further detail, please contact our Complaints Co-ordinator Katie Chandley who will be able to assist you, her contact details are found below:

Katie.chandley@sovini.co.uk



## Complaint Performance

The below table outlines complaint management performance in quarter 4 for our Asset management Team.

	Qtr. 4 23/24
Number of Stage 1 complaints closed	135
% of complaints resolved at Stage 1	70%
% of Stage 1 complaints responded to within target time	100%
Average number of working days to resolve a Stage 1 complaint	10.3
% of Stage 1 complaints upheld or partially upheld	66%
Number of Stage 2 complaints closed	42
% of Stage 2 complaints responded to within target time	100%
Average number of working days to resolve a Stage 2 complaint	10.6
% of Stage 2 complaints upheld or partially upheld	74%

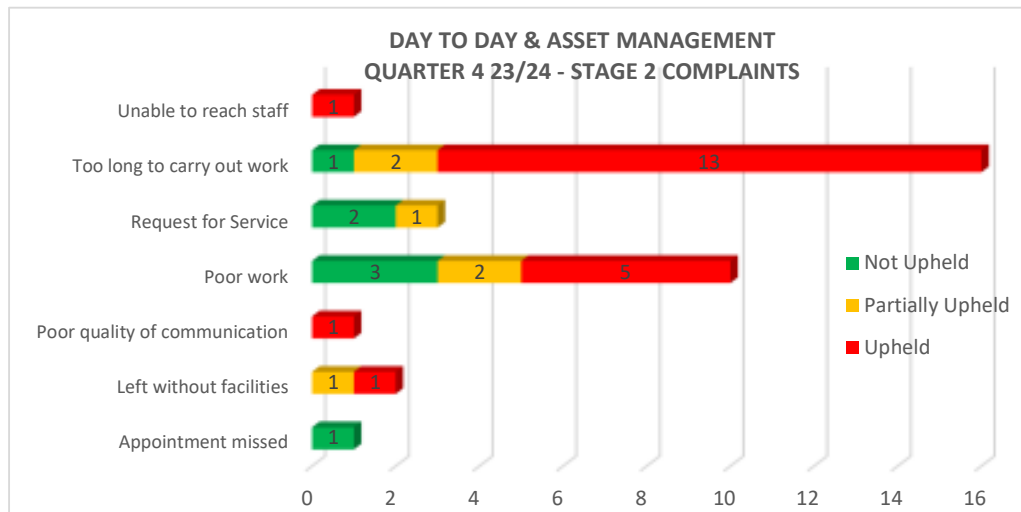
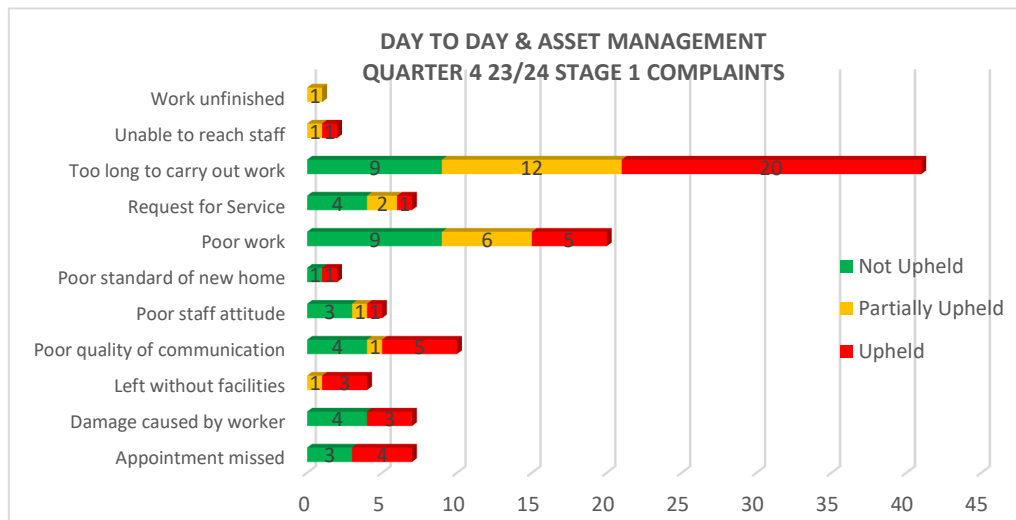
	Qtr. 1 23/24	Trend	Qtr. 2 23/24	Trend	Qtr. 3 23/24	Trend	Qtr. 4 23/24	Trend
% of customers satisfied with complaint handling	53%	↓	56.7%	↑	68.2%	↑	58.8%	↓
% of customers satisfied with complaint outcome	36%	↔	40.6%	↑	42.9%	↑	63.6%	↑

The above survey data relates to all OVH closed complaints for all service areas and is not specific to Asset Management Complaints.

## Day to Day Repairs & Asset Management\*

\*This includes Ground Maintenance and Communal Cleaning

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed	106
% Upheld	65%
Stage 2 Closed	32
% Upheld	78%



## **Fault Category Review**

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints were:

Too long to carry out work  
Poor standard of work  
Poor quality of communication

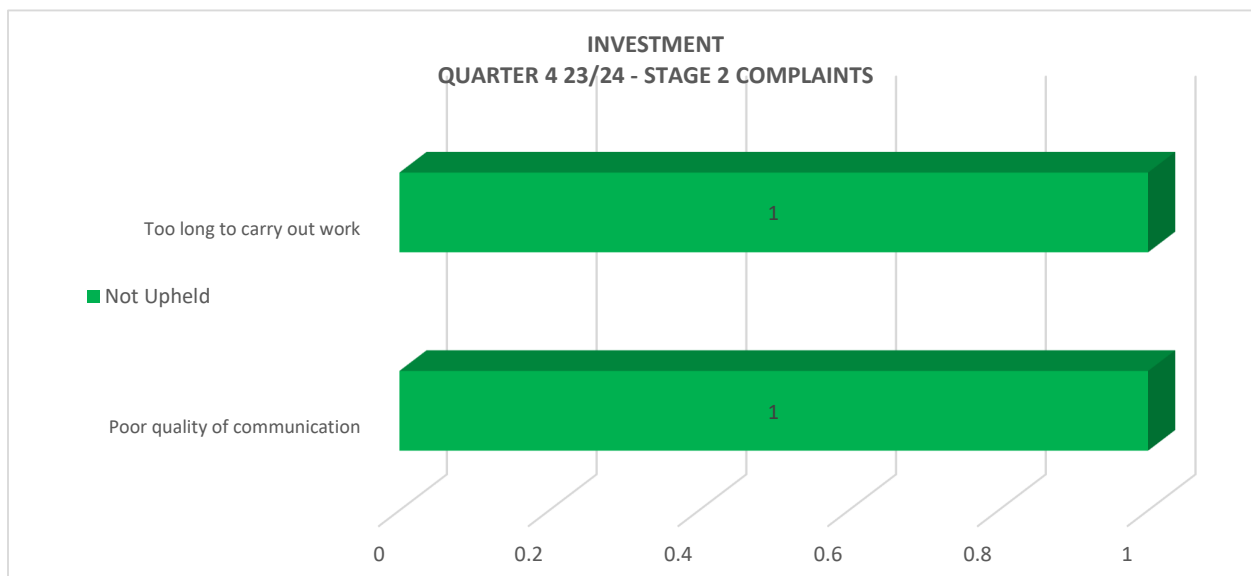
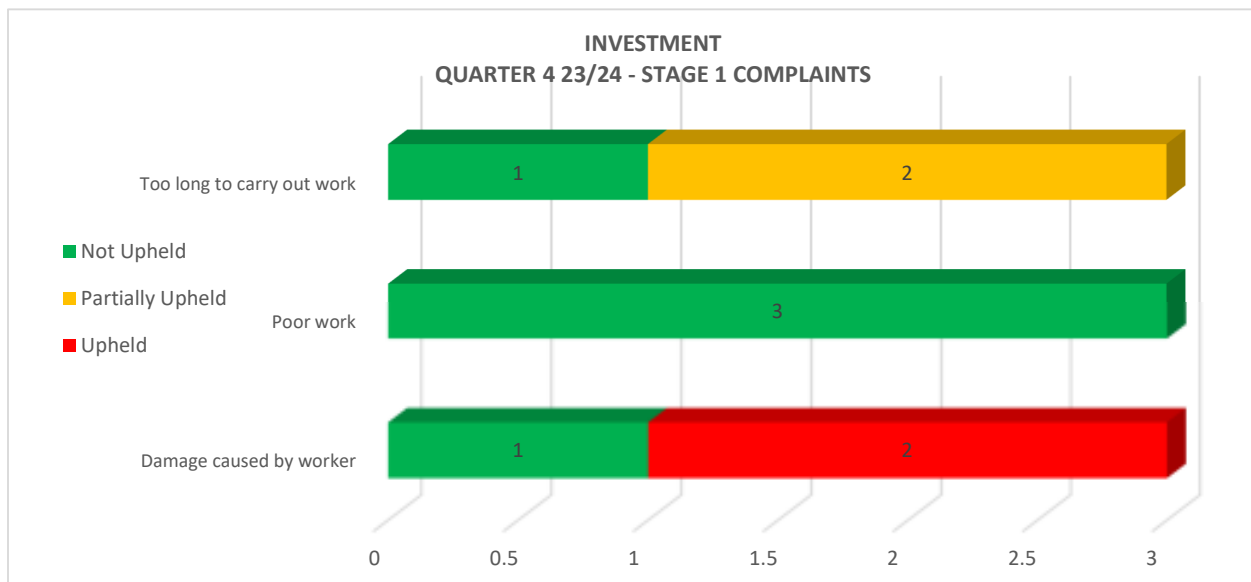
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions.

The below areas were identified in Lessons Learnt analysis in Quarter 4:

- Improvement in communication from both SPS and OVH.
- Sovini Property Services to continue to work on completing jobs and getting things right first time.
- Where follow on or additional works need to be scheduled, these should be completed in a timely manner and the correct process followed to ensure there are no delays for customers.
- Review processes for follow on work for Sovini Property Services when they appoint works to a sub-contractor, to improve the efficiency.
- Review the Communal Cleaning Specification
- Ensure all customers are kept up to date with any changes to scheduled appointments or any delays in work.
- Remind contractors to refer to One Vision Housing when they have been unable to access a property.

## Investment Complaints

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed Complaints	9
% Upheld	45%
Stage 2 Closed Complaints Closed	2
% Upheld	0%





## **Fault Category Review**

The Investment team seen a decrease in the number of complaints reported about their service area during Quarter 4. However, there was in an increase in the number of upheld complaints. During Quarter 4 of the four complaints logged all were upheld.

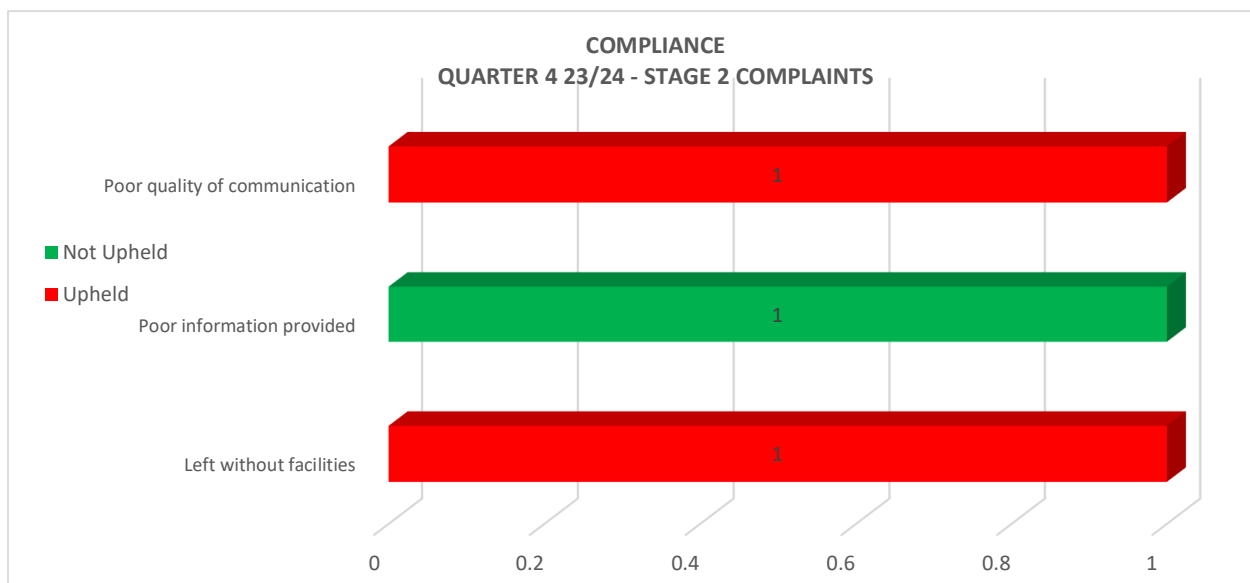
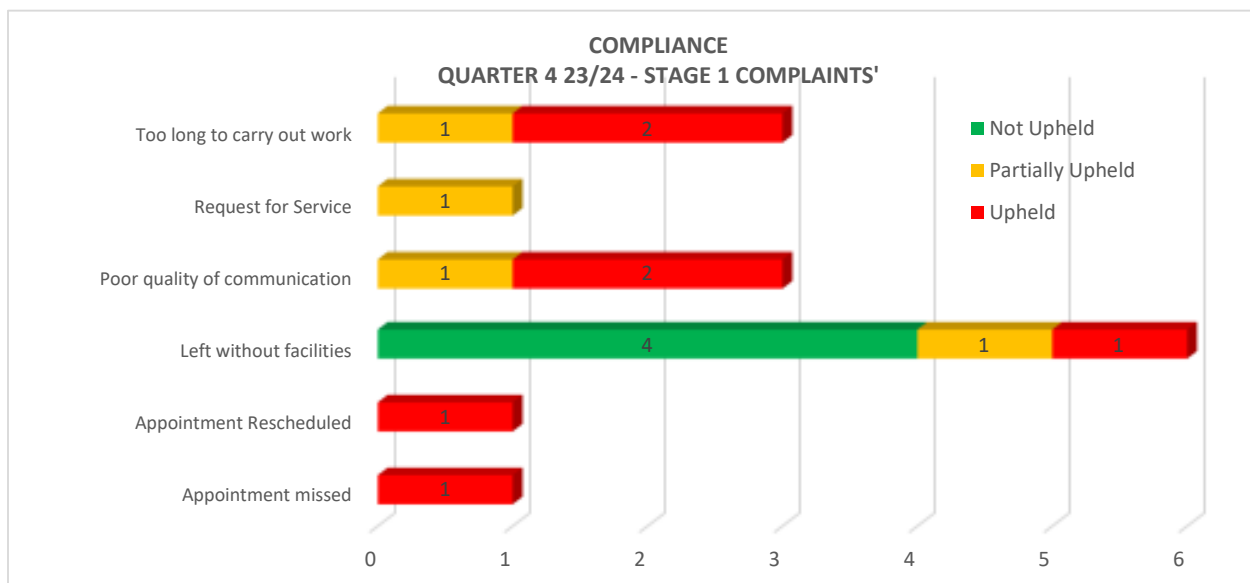
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 4:

- To ensure outstanding work is monitored and follow on appointments are scheduled.
- Better communication between Sovini Property Services and the Investment Team.
- Review workmanship completed by contractors.
- Better communication with customers in relation to appointments and work which is to be undertaken.

## Compliance\*

\*Compliance includes Gas Servicing and Gas Repairs

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed Complaints	15
% Upheld	73%
Stage 2 Closed Complaints	3
% Upheld	66%



## **Fault Category Review**

When we examine our complaints data, we categorise them according to what caused the complaint. The data tells us, the causes for most upheld complaints were:

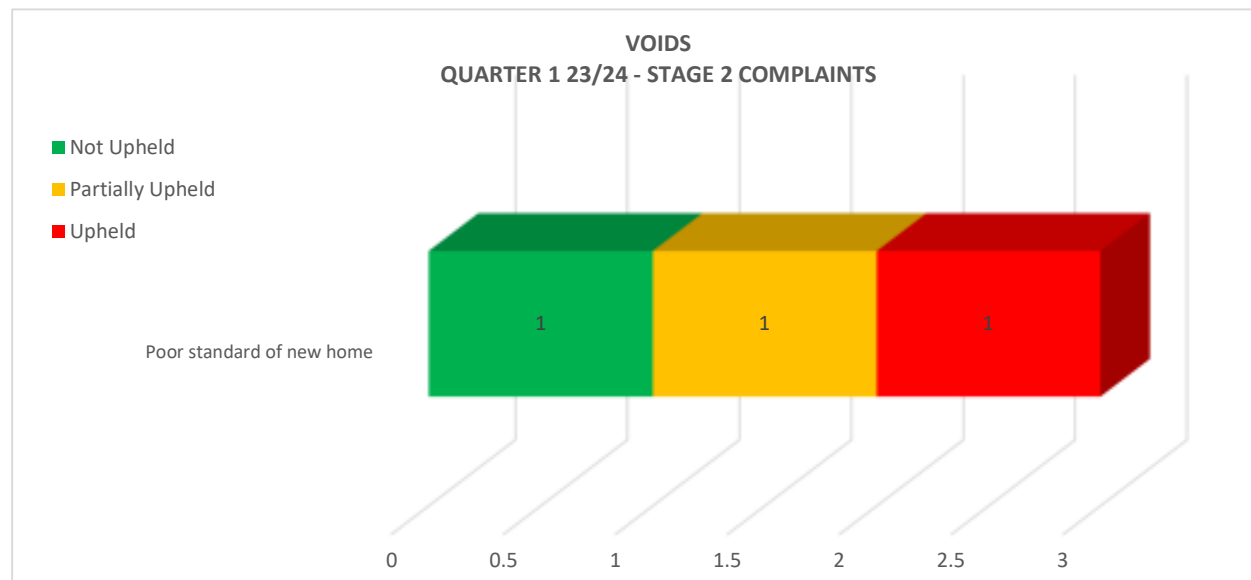
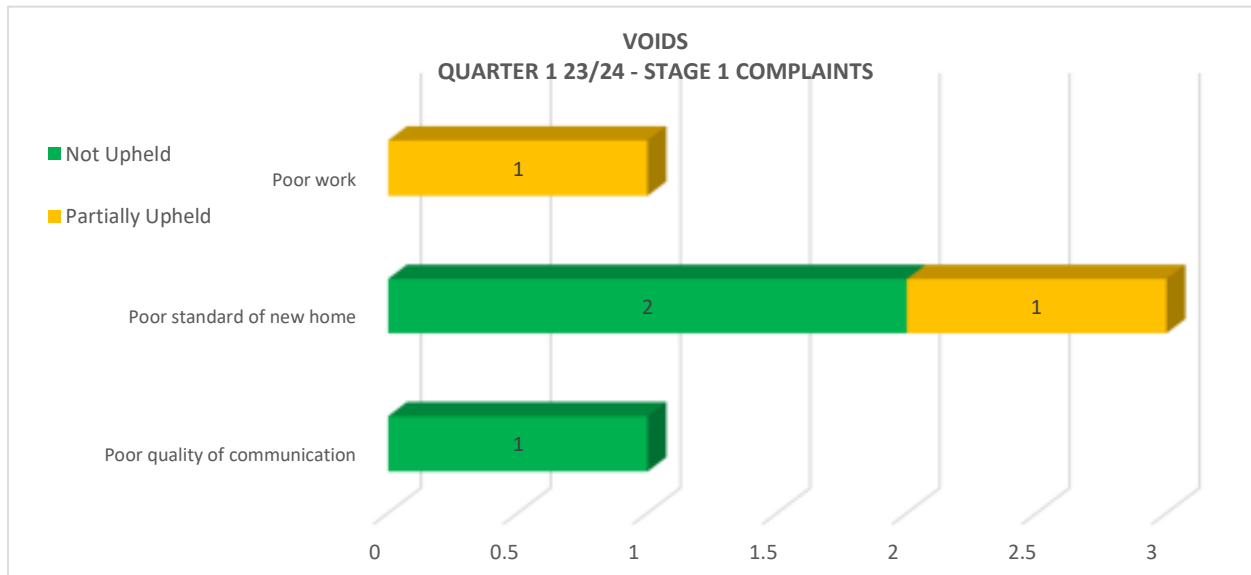
Poor quality of communication  
Too long to carry our work

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 4:

- Better communication between Sovini Property Services, One Vision Housing, and customers when there is a delay or there will be a wait for parts.
- Works to be investigated fully and repair completed in a timely manner.
- Toolbox talk with operatives in relation to the importance of putting notes on jobs and requesting relevant follow-on work.
- Inform the customer as soon as possible if a job is not going to be attended on time.
- Ensure 48-hour service level is adhered whilst keeping customers informed and ensuring there is adequate cover if staff are off.

## Voids

Closed Complaints	Quarter 4. 2023/24
Stage 1 Closed Complaints	5
% Upheld	40%
Stage 2 Closed Complaints	3
% Upheld	66%



## **Fault Category Review**

When we examine our complaints data, we categorise them according to what caused the complaint. The data tells us, the cause for most upheld complaints was:

Poor standard of new home

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions.

The below areas were identified in Lessons Learnt analysis in Quarter 4:

- 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.
- Confirm all expectations with the customer before completing sign up.

## End to End Reviews

End to End reviews are completed by our Quality & Assurance Co-Ordinator. We complete end to end reviews of complaints when the complainant was either dissatisfied or the complaint was escalated. This is carried out to see if there is anything we could have been done differently or better during the complaints process. The below information relates to Asset management complaints only.

	<b>Total</b>	<b>Potentially Avoidable</b>
Escalations	37	5
Dissatisfied	2	2

The main areas identified during the reviews are listed below:

- More detail is required in response letters to customers
- Investigating Officers to utilise Housing Ombudsman guidelines in relation to compensation payments.
- Varied methods of contact are required, and an increased volume of attempts is required.
- Better record keeping, more contact through the complaints process and more detailed information is required in the letters that are sent to customers.

The above points are actioned by our Quality and Assurance Co-ordinator, in meetings with the relevant teams and service areas.

## Compensation

As part of a complaint resolution, an Investigating Officer may offer compensation or a gesture of goodwill to the complainant.

Payments made in Quarter 4 are detailed in the chart below:

	<b>Quarter 4. 2023/24</b>
<b>Total Compensation or Gesture of Goodwill payments</b>	£9,608
<b>% of complaints where a payment was made</b>	30%
<b>Average payment per case</b>	£146
<b>Average payment where case relates to repairs and maintenance</b>	£158
<b>Average payment where case relates to (HASS)</b>	£40

## Compliments

When a customer is happy with the service they have received and register a compliment these are logged by the Customer Experience Team. The below table illustrates the number of compliments recorded by the Customer Experience Team throughout Quarter 4 2023/24 for each Asset Management Service.

<b>Service Area</b>	<b>Quarter 4 2022/23</b>
<b>SPS</b>	<b>40</b>
<b>Asset Management</b>	<b>2</b>
<b>Investment</b>	<b>0</b>
<b>Compliance</b>	<b>0</b>