

You Said, We Did!

Quarter 1 and 2 (2022/23)

Report Compiled by David Barton
Performance and Customer Insight Team

Contents

Introduction	3
Quarter 1	3-5
Quarter 2	6-8

Introduction

Every 3 months we hold meetings with managers to review customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction/dissatisfaction, managers are asked to report back on the actions they have introduced to improve the service for our customers.

Please find a selection of the actions developed during Quarter 1 and 2 of 2022/23 listed below (from 1st April 2022 to 30th September 2022).

Quarter 1

You Said

In Quarter 1 of 2022/23, 85% of customers who were surveyed said that their Day-to-Day Repair was completed right first time. This is lower than the Quarter 4 2021/22 figure of 92%.

We Did!

We are currently trialling a new process which allows customers to track when we are on our way to their home to complete a repair. This will provide improvements in the quality of communication we have with our customers.

We are looking to improve the training for our non-technical staff, to ensure that repairs jobs are being raised correctly. This will ensure that the right tradesperson attends your home to complete the repair and prevent revisits where possible.

We are also using reports to look at any repairs jobs which could not be completed on the first visit. This will help with identifying any problems, such as whether we carry the right parts on our vans.

We are employing a Post Quality Assurance Foreman to ensure that work is completed to a high standard and ensure we understand the reason a tenant may be dissatisfied with a repair.

You Said

There were 44 Day to Day Repair complaints in Quarter 1, with 31 of these upheld, or partially upheld. Causes included appointments missed/rescheduled, work unfinished, poor work, and staff attitude.

We Did!

As above, a Post Quality Assurance Forman will be recruited, to inspect properties if there has been a complaint, and to help improve the standard of service we are providing.

Regular training sessions are being conducted with Sovini Property Services staff (SPS) to share comments from our customers, and ensure we are learning from this feedback. As a result of recent complaints, staff attitude will be discussed in one of these upcoming sessions.

Sovini Property Service staff will also be reviewing complaints in detail, alongside One Vision Housing to ensure we work closely together to improve the service we offer, and a new job scheduler role is now in place to ensure jobs are effectively issued to workers.

More information will be provided to customers about how long it is taking to complete repairs, so they know what to expect from the service.

You Said

In Quarter 1 of 2022/23, 85% of customers were satisfied are you with the condition of the property when they moved in (from the New Tenant Survey).

We Did!

Each case of dissatisfaction is reviewed by One Vision Housing staff, and lessons are learnt from each of them. Dissatisfaction is down to tenant expectations, while others are genuine problems which need to be resolved. We deal with each one on a case-by-case basis.

Training sessions are being conducted with Sovini Property Service staff to continue to improve on the quality of homes we provide.

Supervisors will be leading on improving the condition of void properties and A Quality Management Officer and is being employed to ensure the work on void properties is completed to high standards and will be working closely with supervisors.

We have improved communication between One Vision Housing staff and Sovini Property Services Surveyors and joint visits are being conducted on a sample of jobs to ensure the standard of work is high.

You Said

There was an improvement in the quality of customer information given to tenants when they sign up with OVH, with 96% satisfied in Quarter 1. In Quarter 4, this was 89%.

We Did!

We have recruited more Neighbourhood Services Officers to support our customers and we have increased communications with customers to ensure all relevant tenancy information is provided.

You Said

20 complaints were received for our Home Improvements service in Quarter 1, with 13 upheld or partially upheld.

We Did!

We are increasing the number of post inspections and visits to review the quality of work conducted in our properties. All Home Improvement work will be inspected before the worker leaves the property; this is to ensure the quality of the work we deliver is high.

Training sessions are being conducted with Sovini Property Service staff to share learning and best practice.

In Quarter 1, we received complaints about lift maintenance. Concept Lift have now taken over the lift maintenance, and the response time has been increased.

We also received complaints regarding windows, these have all been investigated and have now been resolved. A new management team is in place to look after window and door repairs to ensure problems will be picked up and dealt with quickly.

You Said

In Quarter 1, 73% were satisfied with the Cleaning Service, lower than the Quarter 4 satisfaction of 89%. There were also 2 complaints received, with only 1 of these upheld.

We Did!

The cleaning contract is coming in-house from November 2022 and will be managed by Sovini Property Services. The new vans will carry better equipment, including hot water and will allow us to manage this contract more closely and ensure we are completing work to an extremely high standard. Vans will also be stocked with materials specifically tailored to the One Vision Housing schemes.

This is an opportunity for existing operatives to be brought over from the cleaning company to Sovini Property Services if they work at a high standard. Additional training will be provided where required.

Until the contract changes, audits will be completed to investigate any complaints or dissatisfaction, and work will be rectified if not up to standard by the contract ensuring a quality service is delivered.

You Said

85% were satisfied with the Grounds Maintenance Service in Quarter 1, lower than the Quarter 4 satisfaction of 96%. There were also 2 complaints received, with 1 of these upheld.

We Did!

Communication is being improved to help managed customers expectations around this service. This includes leaflets and notice boards within blocks to provide clear information of what the grounds maintenance service provides.

There is now one point of contact for Cleaning and Grounds Maintenance, for any questions and concerns to be managed and controlled.

Quarter 2

You Said

In Quarter 2 of 2022/23, 88% of customers who were surveyed for our Day to Day Repair Survey were satisfied that their repair was completed right first time. This is higher than the Quarter 1 figure of 85%.

We Did!

We are reviewing the stock that we hold in our vans. This will help us to improve reporting and will allow us to monitor and review why jobs are not always completed first time, so we can make improvements and reduce the number of repeat visits, where possible, and improve the service we offer to our customers. These reports are shared between both Sovini Property Service and One Vision Housing to ensure we are working closely together.

6 new Schedulers have been employed, which will ensure that all work is appointed successfully.

You Said

In Quarter 2 of 2022/23, 85% of customers said that they were satisfied with the condition of their property when they moved in. There were also 5 complaints received about this, with 4 upheld or partially upheld.

We Did!

There is new process in place in Sovini Property Services, and improvements have been put in place around inspecting work. This will reduce the number of properties with outstanding works when a new customer moves in. We are also improving communication with customers to help manage expectations.

Joint inspections are in place between Sovini Property Services and One Vision Housing's Neighbourhood Services Team, who meet on site to inspect the property and discuss the standard and any outstanding work which can then be discussed with the new tenant before they move in, this helps to improve communication and manage expectations.

The One Vision Housing Asset Management Team is pleased with the changes which have been implemented by Sovini Property Services, and there is confidence that the service is improving.

You Said

In Quarter 2, 95.2% of customers were satisfied with the overall lettings service (from our New Tenant Survey).

We Did!

We have conducted training with staff around Starter Tenancy Visits, to help improve the quality of information we give to our customers.

There has been dissatisfaction from customers about the condition of their property when they moved in. Neighbourhood Services Officers are now undertaking a detailed inspection, using a newly developed survey, and reporting the results to Sovini Property Services.

A recruitment exercise was recently completed, and 2 new members of staff will be joining the team.

You Said

During Quarter 2, 94% of customers were satisfied with their gas repair, which is lower than the Quarter 1 figure of 99%. There were also 9 complaints received, though only 1 was upheld, and 4 were partially upheld.

We Did!

The Sovini Property Services team continue to review the parts that they carry on vans, to ensure that they are carrying the parts which are used the most often. When we visit our customers to complete a repair, and parts need to be ordered, customers are being informed that a follow up visit will be required, so they know what to expect from the service.

Training sessions are taking place with Sovini Property Service to continue to improve on the service we offer, future sessions include taking care of customers properties, protecting customer items, and cleaning up following a repair job.

You Said

15 complaints were received in Quarter 2 about our Home Improvement service, with 6 of these being upheld, and 5 partially upheld. 74% of customers were satisfied overall.

We Did!

To help identify any issues before work is conducted, a handover questionnaire has been introduced. Sovini Property Services staff will complete this on all works where there is an interaction with the tenant.

5 questions will be used, and will cover cleanliness, communication, and quality. This will provide us with an overview of the customer experience, it will help to identify any improvements and help to manage customer expectations from the outset. The results of these questionnaires will be reviewed and improvements actions from the feedback.

You Said

There has been an improvement in satisfaction with the Grounds Maintenance service, increasing from 85% in Quarter 1 to 92% in Quarter 2.

We Did!

Shrub maintenance has been completed, and the tree programme is almost finished. This was a major project, which surveyed 8000 trees (approx.). This will improve the appearance of many areas. Work is undertaken during the winter months to improve on the appearance of each area.

Training sessions are being conducted with Sovini Property Service staff to share learning and best practice.

You Said

When asked about the cleaning service, 83% of customers were satisfied in Quarter 2, higher than the Quarter 1 figure of 73% (54/74). There were also 3 complaints, though only 1 of these was upheld.

We Did!

The new cleaning contract is now in place, and 28 staff have moved over from the previous contractor to Sovini Property Services. New management is in place for this contract, including a Service Improvement Manager in Sovini Property Services. This represents a fresh start for these staff and bringing the service inhouse has brought many advantages, including new vans, new equipment, and new routines.

A two-day induction course was conducted recently, to train staff and the cleaning specification has been reviewed to make sure it is a high standard. Following customer feedback about Window Cleaning, One Vision Housing are looking at ways to improve this.

We expect that this change will improve the service we deliver for our customers.