

You Said, We Did!

Quarter 3 and 4 (2020/21)

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Introduction

At the end of each quarter, we hold Service Feedback Meetings to meet 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 any actions they have developed to improve the service for our customers.

Please find a selection of the actions developed during Quarter 3 and 4 of 2020/21 listed below (from 1st October 2020 to 31st March 2021).

Quarter 3

You Said

In Quarter 3, 90.8% of customers said that their repair was completed during the first visit on our Day to Day Repairs Survey.

We Did!

Two new staff members have been recruited, and are raising any concerns with the team. A new exercise has been completed to improve the process; this involves working with the supplier to ensure that the items needed to complete the work first time are in stock, so the team can source them quicker. Also, there will be double checks, to ensure that parts are in stock for upcoming work, which should further improve the service for customers.

You Said

6 complaints were received in Quarter 3 about the standard of void properties, which new customers move into (4 of these were upheld).

We Did!

Post inspections are being completed, to ensure that the cleanliness is up to a high standard. Any defects, which are identified from these inspections, will be reviewed at the weekly contract meetings.

The Neighbourhood Services Officers are raising any problems with the cleanliness of properties going through void works. Therefore, they are working to ensure that any issues are resolved before the tenant sees the property, or is surveyed.

You Said

23 complaints received during Quarter 3 about the Neighbourhood Services Team, with 10 being upheld or partially upheld.

We Did!

A recruitment exercise has been completed, which will mean that there will be an increase in the number of Neighbourhood Services Officers available to help our customers. Due to lockdown, staff cannot carry out face to face visits which may have an impact on the customer perception of the service provided.

Best practice complaints training is being developed in-house, to meet the needs of our customers, and ensure that any problems they face are effectively dealt with.

You Said

84% were satisfied with the way their ASB case was handled in Quarter 3, lower than the Quarter 2 figure of 94%.

We Did!

There is more difficulty in dealing with cases, as there is less personal contact with customers now. It can also be more difficult to make contact with customers over the phone. Despite this, Neighbourhood Services Officers are being instructed to follow the process closely, and get the cases closed for the customer in a faster timescale. Some cases are being left open past 28 days, and being monitored for any changes. This means it takes longer to deal with, and can lead to dissatisfaction.

You Said

On our Home Improvement Survey, 81% customers said that they consider the work to be completed (at the time they were surveyed). This is in contrast to the overall satisfaction with Home Improvements, which was 99% in Quarter 3.

We Did!

Feedback from customers is reviewed, and acted upon to ensure that any issues are resolved for them.

Generally, there was a higher volume of jobs in the last quarter, which had an impact, with windows and doors being a major contributor to this. A double glazed unit on doors can take 3 to 4 days to get a replacement unit to site if there is an issue with the one provided. The team are dealing with delicate/brittle materials so it is not always possible to complete as originally planned. Tool Box Talks are being undertaken with operatives on the correct handling of these materials, to tighten up on procedures and improve the service for customers.

Some materials are taking longer to arrive now, so the operatives may have to come back and install at a later date. They are not being left however, and customers are being informed of any delays.

You Said

10 Home Improvement complaints were received in Quarter 3, with 6 Upheld.

We Did!

The Customer Complaints Coordinator is keeping the Investment Team up to date on Home Improvement complaints, with weekly updates. This allows the team to pick them up, and address any themes in a timely manner.

Tenant Liaison Officers are to work on the roofing and window projects, improving communication with customers. A bigger piece of work is ongoing, about Sovini Property Services resourcing, and this will hopefully lead to further improvements for our customers.

You Said

On the Gas Repairs Survey, overall satisfaction was 100% during Quarter 3, maintaining the same level of satisfaction from Quarter 2. Repairs completed during the first visit was also high, at 97%.

We Did!

In order to maintain a high level of satisfaction, and completion rate of repairs, the van stock will be reviewed in March to ensure that the correct parts are being carried. Satisfaction can vary depending on the type of work carried out, and if parts are available.

The Compliance Team have been fortunate that a lot of parts have been readily available, as a larger volume of repairs has been completed this quarter.

The key processes, which the team work by, have not been altered since the last quarter, so all are working well.

You Said

89% satisfaction with Cleaning Services in Quarter 3, slightly lower than the Quarter 2 figure of 91%.

We Did!

Back in January, an audit regime was initiated to ensure that checks on quality are carried out. If there is anything raised by customers, these sites are visited. If poor work is identified, the cleaners are sent back to resolve, ensuring attention to detail. It was acknowledged that there have been failings on occasions, and deep cleans are being carried out when this is identified.

In the next twelve months, in-house cleaning will be carried out on new build properties. So these new properties will be taken off the contractor. New vans and equipment are being provided by Sovini Property Services, with hot water systems in small vans. So they will have equipment that the contractor doesn't, which will result in a more effective clean.

You Said

The perception of the Grounds Maintenance Service has seen a positive improvement, with 98% satisfied in Quarter 3. This was lower in Quarter 2, with 94% satisfied.

We Did!

The team have faced challenges over the quarter, so the increase in satisfaction is a positive reflection on their work. The next big project is weed control in March, so they are using the time they have to ensure the finer details are dealt with.

There is a proactive approach by the operatives, who care about what they do. A comprehensive list of the work which needs to be carried out has been provided to staff, with all the direction they need. Fly tipping is also being dealt with by them.

As they are ahead of schedule, it is a matter of maintaining sites rather than having to deal with outstanding issues. Any work which has been identified as a result of the tree programme is being undertaken as well.

Quarter 4

You Said

On the Day to Day Repairs Survey, 94% said that their repair was completed right first time in Quarter 4. This is higher than the Quarter 3 satisfaction figure of 91%.

We Did!

There is a project underway to look at the materials which are carried on the vans. This is to ensure that the van stock is suitable, and they have the correct materials available to carry out repairs, and complete them during the first visit.

A training course is being developed, to improve the quality of diagnosis when a customer reports a repair. This will ensure that the Operatives have the right information about the issue, and they will be correctly assigned. Operatives will also receive further training, to book in appointments for any follow on work which is required.

Surveyors are making themselves available to talk to operatives when they are on site, to offer additional advice and assistance.

You Said

34 Day to Day Repairs complaints were received during Quarter 4, and 24 of these were upheld.

We Did!

As mentioned above, van stock will be reviewed, and new reporting will be developed to help with managing the parts. All van stock checks will be completed by the end of June.

Roofing complaints have increased because of bad weather. Extra resources have been taken on to deal with this. Also, sub-contractors are taking the bigger jobs, mainly roofing and joinery, meaning that operatives will have more availability.

There is a new process to deal with damp and mould in OVH properties, so an improvement should be seen with this.

You Said

14 complaints were received in Quarter 4 about void repairs, with 12 of these upheld. This includes 9 about poor standard of new home, and other individual complaints regarding poor work, a customer left without facilities, and the length of time taken to carry out work.

We Did!

The team are looking at individual issues with the cleaning service, and tackling this when an improvement is required.

Vans are now available with hot water systems, to improve the quality of cleaning which can be carried out. They are currently being used for communal cleaning, but the voids team will look to use them to improve the quality of homes for new tenants, prior to them moving in.

There is a new 3 stage procedure in place to ensure that OVH homes have an energy supply in place for new tenants. This includes notifying that the property is vacant when the previous tenant moves out, meter readings being taken, then the sign up takes place with the tenant. The team are meeting with British Gas to automate this through a Government portal.

You Said

On the Home Improvement Survey, 77% of customers considered the work to be completed in Quarter 4. This is lower than the overall satisfaction figure for this survey, which was 99%.

We Did!

The team reviews all feedback from customers, and contacts them, to ensure that anything outstanding is resolved. Only one customer was not fully satisfied with the Home Improvement work overall, as they had experienced a delay to the completion of their bathroom. The team worked to resolve this, and ensured that they were not left without facilities.

Other reports of incomplete work includes the colour of units not matching. However, this was rectified at a later date when a new one was delivered, correcting the mismatched colour.

There has been a new supplier of windows and doors, and some teething problems have emerged, which the team have been managing. Weekly meetings are in place, and any issues will be worked out with the contractor to ensure there are improvements going forward.

You Said

On our New Tenant Survey, there has been high satisfaction across key questions:

- *Overall satisfaction with the lettings process - 100%.*
- *Satisfaction with the condition of your new property - 98%.*
- *Was it explained to you how to pay your rent? - 100%.*
- *Was it explained how to make a claim for benefits? - 96%.*

We Did!

There have been improvements in the quality of information given to customers when they let a One Vision Housing property, which has been reflected in the increase in satisfaction over the last two quarters.

A New Tenant Spreadsheet has been introduced, which includes a checklist to ensure all important information is covered. Neighbourhood Services Officers are encouraged to spend time with customers on sign up, to ensure they know how to pay their rent and access benefits (if applicable). This will save work later on, and ensure that customers know about the support which is available to them, if they run into any difficulties.

You Said

91.3% of customers were satisfied with the way their ASB case was investigated in Quarter 4, much higher than the Quarter 3 figure of 84%.

We Did!

Performance has increased because the new way of working is now embedded. Previously, staff investigated cases differently, and carried out interviews face to face, so the pandemic meant that the way they worked had to change. Now they are more familiar with what they need to do, and have settled into the new way of working, so satisfaction should continue to increase.

There is an emphasis on contacting customers who are 'Neither satisfied or dissatisfied', as well as those who were very/fairly dissatisfied overall. This is so the team can learn from this feedback going forward.

You Said

4 complaints were received about the CCTV Team in Quarter 4, with 2 of these (regarding staff attitude) being upheld.

We Did!

Training around customer service will be put in place, to improve the handling calls received by the CCTV team. Some work will also be carried out with the OVH Asset Management Team, as Supervisors should take more responsibility of managing the customer expectations for repair call outs.

You Said

On the Cleaning Services Survey, 86% were satisfied with the service received in Quarter 4. This is lower than the Quarter 3 figure of 89%.

We Did!

To assess the quality of cleaning, auditing of sites is being carried out by Sovini Property Services - a total of 50 every 2 weeks. So a very close eye is being kept on the standard of cleanliness.

In terms of the customer feedback being provided on the satisfaction survey, the team are seeing the same issues. The contractor has now hired a new team to focus on the poor areas identified. Management now meets with the contractor every two weeks, and goes through each instance of dissatisfaction from the customer surveys and complaints. An explanation is required for each one, and the contractor is then required to go back to the site and resolve the issue.

The continual monitoring of customer feedback will help with identifying the improvements needed for the service. The cleaners have also been asked to report any defects in blocks, including non-working sockets.

You Said

High satisfaction for Grounds maintenance, of 95% in Quarter 4. Despite this, some areas were reviewed. Please see below for more details...

- *How satisfied are you with weeding? - 94% in Quarter 4. This is the same as the Quarter 3 satisfaction figure.*
- *How satisfied are you with litter picking? - 91% in Quarter 4, lower than the Quarter 3 satisfaction of 97% for this question.*

We Did!

During the winter months, when these customers were surveyed, there is less frequency in the number of visits. Weeds don't get sprayed due to the temperature, and litter isn't being picked every 2 weeks, but every 4. At the start of March, weed killing and litter picking will be completed constantly, for 2 weeks.

In terms of pruning, the team have completed more in the winter.

Improvements going forward include the Grounds Maintenance Team having capacity to complete additional jobs, to improve the appearance of each area (including the painting of railings, etc.) This will be looked into, and the team will ensure that the budget is appropriate, so this improvement work can be undertaken.

A total of 8000 trees have been surveyed. Information from this has meant that many dangerous trees have been removed, and the data which has been collected from the survey will drive a 3 year improvement programme.