

# You Said, We Did!

Quarter 1 and 2 (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 1 and 2 of 2020/21 listed below (from 1st April to 30th September 2020).

## Quarter 1

### You Said

*89% of customers during Quarter 1 said their Day to Day Repair job was completed during the first visit.*

### We Did!

Individual issues, which were raised in the survey, have been looked into by staff and resolved for customers. Sovini Trade Supplies are looking at a fast track system in place for smaller jobs, so Operatives can get parts in a faster timescale.

In terms of ensuring that an excellent service can be provided to customers, Sovini Property Services confirm that they are fully staffed. Also, 6 schedulers are in place to assign work, and 2 of these are new (with one of these undertaking training).

A new admin role has also been created, to provide additional support to staff.

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### You Said

*In terms of complaints, there were 10 for Day to Day Repairs in Quarter 1, with 4 upheld, and 2 partially upheld. These included operatives not following directions on ticket, and issues with mould/damp.*

### We Did!

Daily checks are being completed on jobs by the OVH Asset Management Team and Sovini Property Services. Sub-contractor management is also a priority, with meetings booked in.

Training will also be carried out with staff to ensure that jobs are raised correctly, to ensure the correct operatives are assigned for each task.

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### You Said

*On the New Tenant Survey, there was high satisfaction with the condition of void properties in Quarter 1, with 95.9% of customers satisfied.*

## **We Did!**

To ensure that the service improves further, staff are going to be completing additional final checks, or 'walk offs', to ensure that void properties are handed over to the customer in good condition. There will also be work in progress visits, to pick up on any issues at an earlier date.

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## **You Said**

*With regards to the Grounds Maintenance service, there was improved satisfaction over the quarter, including overall satisfaction (94.1% in Quarter 1).*

## **We Did!**

The ability to carry out Grounds Maintenance work was affected because staff were furloughed. A lot of work was carried out in the winter months, and that progress was then halted when the decision was made to stop the service temporarily.

Currently, the team are trying to catch up after being off. This includes seasonal work, such as grass cutting, hedge cutting, etc. Operatives have returned with the right attitude, and are working hard to catch up.

Staff are working overtime, where possible, and management is looking into the possibility of bringing in new workers. By the time the winter programme begins, a significant improvement will be seen.

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## **You Said**

*On the Cleaning Services Survey, there is high satisfaction of 95.4% in Quarter 1. Satisfaction with the operatives was slightly higher, with performance of 96.2% in Quarter 1.*

## **We Did!**

Dissatisfied comments from the Cleaning Services Survey are followed up on, to determine any issues. If necessary, these will be raised with the contractor, Premier, to resolve. In instances of dissatisfaction, thorough quality checks are undertaken, to inspect the cleaning standard.

A small number of customers felt that cleaners do not spend enough time in blocks, but agreed timescales are in place, and One Vision Housing are satisfied with the amount of time cleaners spend in the block. However, staff will continue to monitor the time required in each block going forward.

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## **You Said**

*For Neighbourhood Services, upheld complaints for the Rent Free Weeks, ASB, and regarding Neighbourhood Services Officers.*

## **We Did!**

With regards to rent free weeks, the team are looking at the wording of letters, to ensure that there is no confusion about this.

ASB Officers have been unable to complete visits due to COVID-19. It is harder to judge cases then with being able to visit both parties. Staff are only allowed to carry out essential visits only at the moment.

Phone calls from staff mean that it takes longer to resolve issues, than it would be if allowed to carry out face to face visits.

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### **You Said**

*Overall perception with the ASB service was high in Qtr. 1, with 94.4% satisfied. As was the communication with staff on the next steps to be taken, which was 100%.*

*The only exception was satisfaction with the outcome, which was 77.8% in Quarter 1.*

### **We Did!**

As mentioned above, there has been a lack of visits to interview complainants or perpetrators, as only emergency visits can be carried out under the current guidelines. So response times will have been affected for customers. However, overall satisfaction is high.

Staff are doing their best, contacting customers over the phone in order to manage the case. When visits are allowed again, staff will have more scope to find effective solutions for customers.

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### **You Said**

*For Home Improvement, 1 complaint was upheld during Quarter 1. This was damage caused during the work.*

### **We Did!**

In terms of improving the delivery of service, the team is operating differently now, as all works are completed in isolation. The customer will only see the end product now, rather than the work in progress. There is an emphasis on safe operating practices, and allowing more time to complete jobs to a better finish.

With regards to staff and contractors, there will be more of an emphasis on being customer focused.

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### **You Said**

*For Gas Repairs, 84% of customers agreed that the job was completed during the first visit. 100% said they were informed of the reason why, though.*

### **We Did!**

The team review survey responses, and continue to monitor the repairs not completed on the first visit. Compliance team are comfortable that SPS are doing all they can. It is impossible to carry all parts on vans, but stock is continually managed. Communication was acknowledged as good, as 100% of customers were informed by the Operative of the reason why it wasn't completed on the first visit.

One dissatisfied customer received a full Investment Heating install. 5 jobs were issued prior to the replacement, all of which went smoothly. The tenant was dissatisfied, though, with the lack of resolution and was eligible for a new boiler.

## Quarter 2

### You Said

*93% of customers said that their Day to Day Repair job completed during the first visit during Quarter 2 of 2020/21. This is an improvement on Quarter 1, when customer satisfaction was 89%.*

### We Did!

SPS to ensure that all follow on jobs are reappointed on the same day, or within 24 hours to minimise delays for customers. Fences are now being put together in an investment programme on a batch basis.

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### You Said

*14 complaints received during Quarter 2 about the length of time to complete work.*

### We Did!

There is a target to achieve zero outstanding jobs within 24 hours, and assistants are being brought in to help bring the number down. Two new schedulers have been brought in over the last six months, and has taken time for them to fully learn the Sovini Property Services processes.

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### You Said

*On the Cleaning Services Survey, 90.83% of customers were satisfied during Quarter 2.*

### We Did!

A pilot is being completed in some blocks introducing notice boards which will provide customers with an outline of the service they should receive from cleaners. The notice board will include a mini guide, and details of who their cleaners are. This will then be rolled it out across all blocks if it works, once funding is in place.

Staff follow up with the tenants who are dissatisfied, and will complete a deep clean if necessary. Video has been taken, of harder to clean blocks, and will be used to learn why this is. More photo evidence will be used going forward, to assess the standard.

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### You Said

*3 complaints were received about the quality of the Grounds Maintenance service in Quarter 2, with a total of 2 being upheld.*

## **We Did!**

Extra operatives are in place now, and grass cutting and pruning has been completed. The winter programme has also started early, with extra trimming and cutting to be carried out in order to catch up.

One complaint was about a sub-contractor driving too fast on grass. They are now under supervision.

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## **You Said**

*96.3% of customers were satisfied with the condition of their new property in Quarter 2, on moving in.*

## **We Did!**

There have been improvements in communication - Neighbourhood Services Officers are reporting back any issues with the cleanliness. Therefore, they ensure that any problems are being resolved before the tenant sees the property, or is surveyed.

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## **You Said**

*98.8% of customers were satisfied with the overall lettings service in Quarter 2.*

## **We Did!**

To further improve the process, and the information which is provided, the Neighbourhood Services Team are working to produce a welcome video which would include all key information a new tenant would need to know.

In the meantime, one issue which was identified was customer understanding of what Safeguarding is, which scored 88% on the New Tenant Survey during Quarter 2. This will be picked up with the Neighbourhood Services Officers, to ensure they fully explain this aspect to customers.

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## **You Said**

*During Quarter 2, 85% of customers were satisfied or dissatisfied with the outcome of their ASB complaint. This is an increase when compared to the Quarter 1 satisfaction of 78%, but below our target of 92%.*

## **We Did!**

The dissatisfied responses have been reviewed in detail, and contact has been made with all of the dissatisfied customers, in order to learn from their feedback. The Neighbourhood Services Manager has instructed staff that there should be weekly communication, and case notes should also be updated at this frequency too.

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## **You Said**

*10 complaints were received about Home Improvement works, with 8 in total being upheld.*

## **We Did!**

There were some issues with incomplete work/snagging. The Reinvestment Delivery Manager has asked the Operatives to focus on attention to detail. Any incomplete works are usually picked up as part of site visits, but these are mainly being completed remotely (due to Covid-19), so this could potentially impact on the ability of the team to identify outstanding work.

The Complaints Coordinator will continue sending the Reinvestment Delivery Manager the details of weekly complaints, so the team can look into any issues straight away.

Decoration - painting - will not be completed any longer. This is being explained clearly at the pre-entry appointment, however, to avoid disappointment at a later stage. This aspect will be monitored going forward, however.