



Complaint Performance Repairs & Maintenance: Quarter 1 24/25

Report Compiled by Katie Chandley
Customer Complaints Co-ordinator

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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 Customer Experience Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes Repair and Investment work carried out by our contractor Sovini Property Services.

This report contains details of One Vision Housing Asset Management Team complaints for Quarter 1 of the financial year, which covers 1st April 2024 – 30th June 2024.

The Quarter 1 report for 2024/2025 includes a comparison to Quarter 4 data from 2023/2024, all future reports will continue to 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:

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Complaint Performance

The below table outlines complaint management performance in quarter 1 for the Asset management Team.

	Qtr. 4 23/24	Trend	Qtr. 1 24/25
Number of Stage 1 complaints closed	135	↓	122
% of complaints resolved at Stage 1	70%	↑	83%
% of Stage 1 complaints responded to within target time	100%	↓	98%
Average number of working days to resolve a Stage 1 complaint	10.3	↑	10.5
% of Stage 1 complaints upheld or partially upheld	66%	↑	70%
Number of Stage 2 complaints closed	42	↓	21
% of Stage 2 complaints responded to within target time	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	10.6	↑	15
% of Stage 2 complaints upheld or partially upheld	74%	↓	52%

	Qtr. 2 23/24	Trend	Qtr. 3 23/24	Trend	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend
% of customers satisfied with complaint handling	56.7%	↑	68.2%	↑	58.8%	↓	75%	↑
% of customers satisfied with complaint outcome	40.6%	↑	42.9%	↑	63.6%	↑	40%	↓

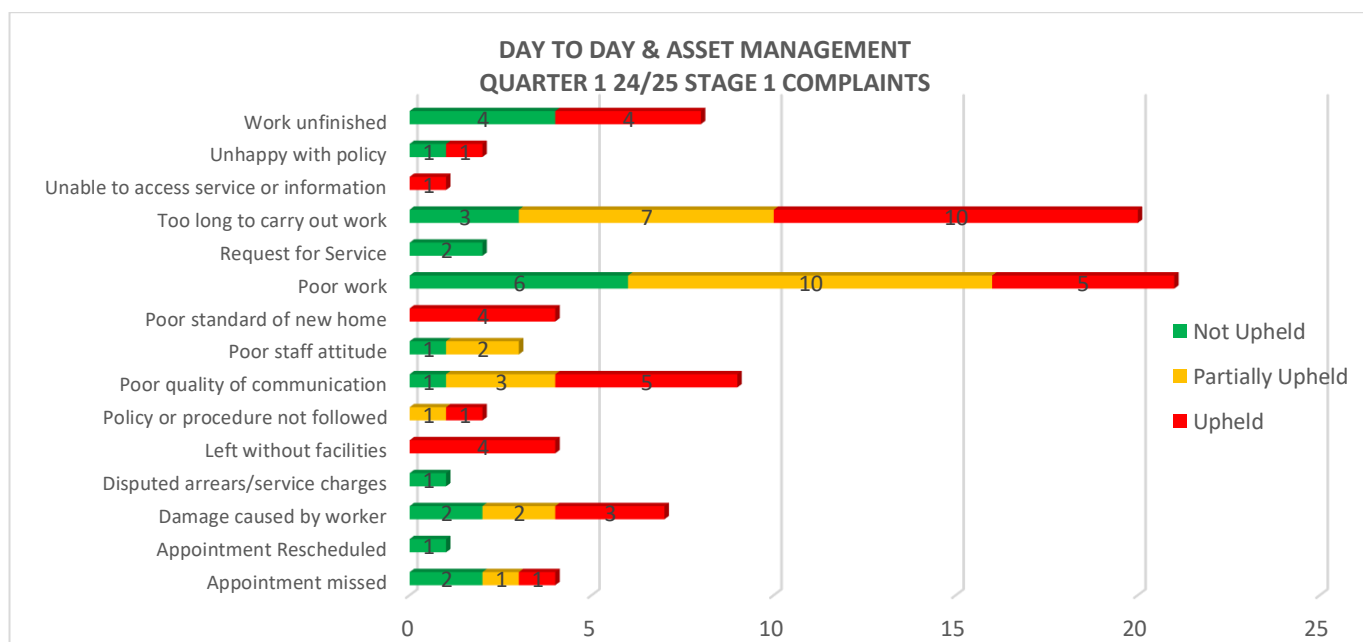
The above survey data relates to all OVH closed complaints for all service areas, it is not specific to Asset Management Complaints.

Day to Day Repairs & Asset Management*

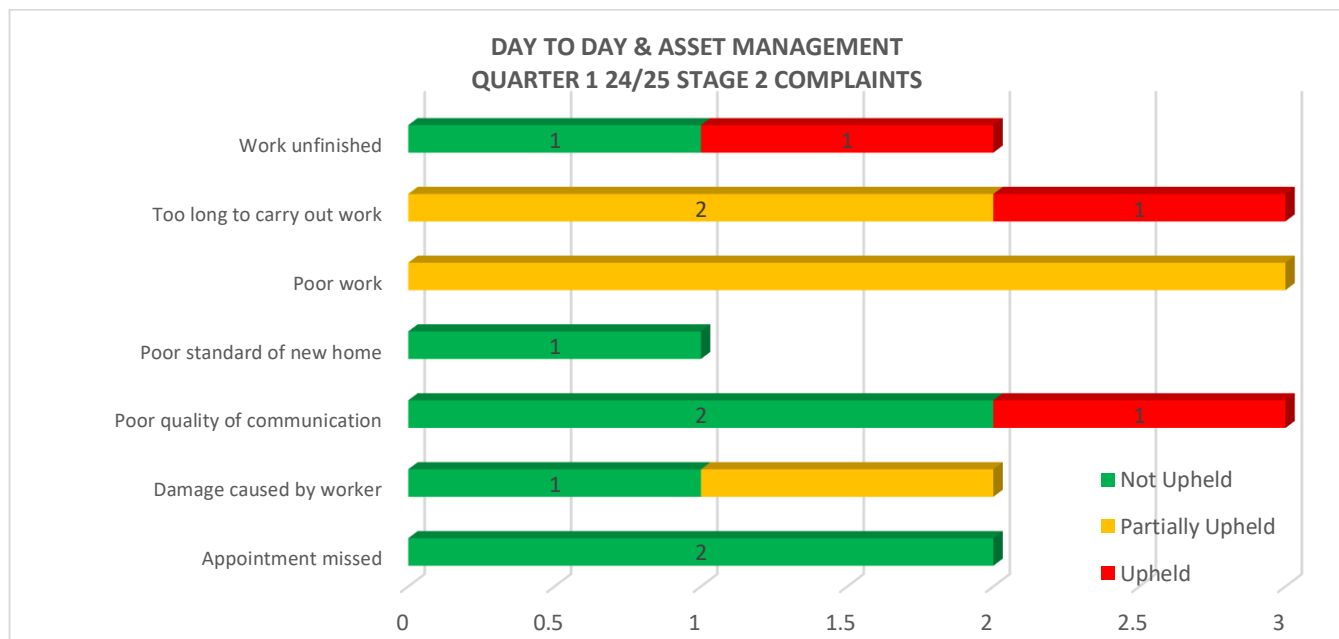
*This includes Grounds Maintenance and Communal Cleaning

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25
Stage 1 Closed	106	↓	89
% Upheld	65%	↑	73%
Stage 2 Closed	32	↓	16
% Upheld	78%	↓	56%

Day to Day and Asset Management Quarter 1 24/25 Stage 1 Complaints



Day to Day and Asset Management Quarter 1 24/25, Stage 2 Complaints



Fault Category Review

The Asset Management and Day to Day Repairs team have seen a decrease in the number of complaints reported about their service area during Quarter 1. However, there was an increase in the number of upheld complaints.

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

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

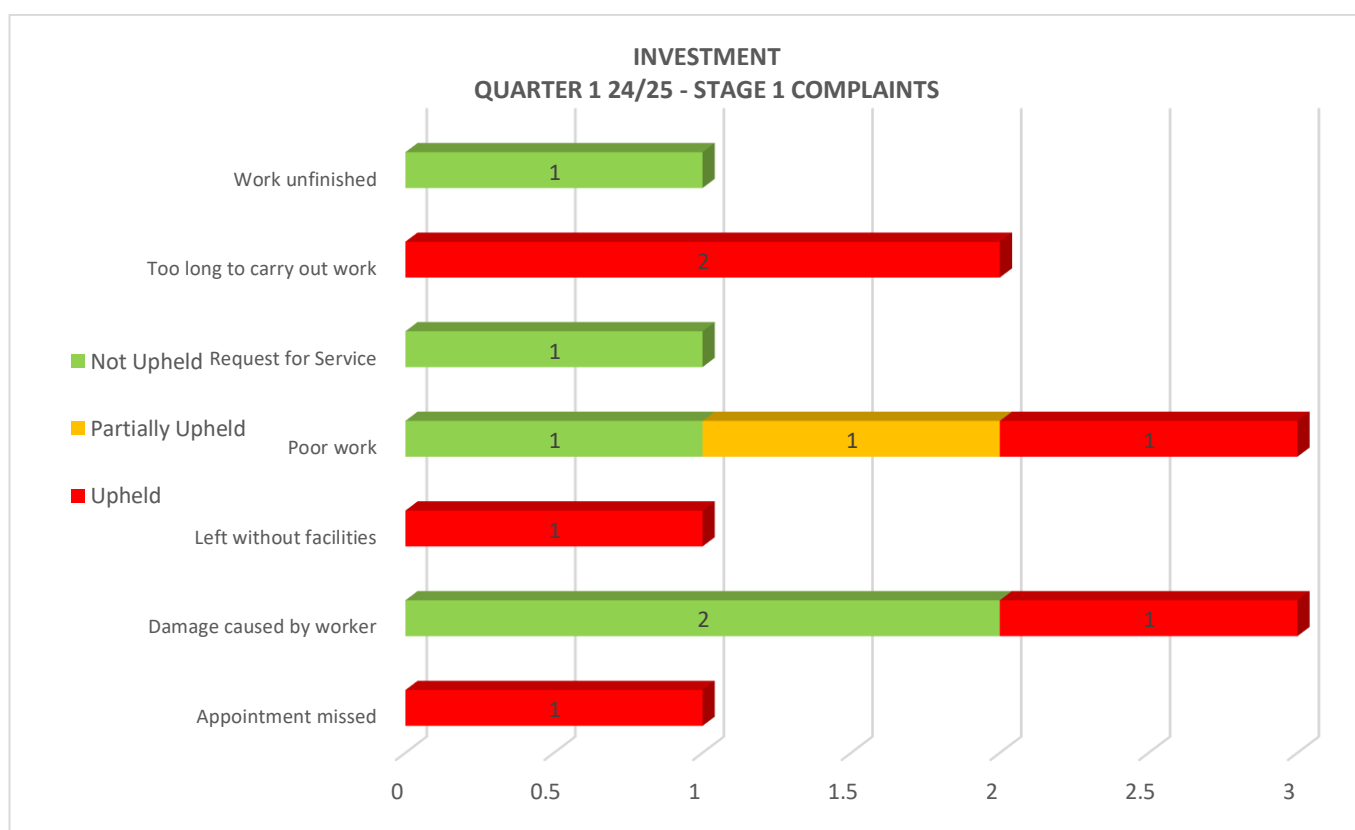
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 1:

- Where follow on or additional works need to be scheduled, these should be completed within time and the correct process followed to ensure there are no delays for customers
- One Vision Housing will ensure that both staff and operatives conduct themselves in a professional manner.
- Ownership of the repair to be taken and ensure the customer is kept up to date.
- Operatives to ensure all components are secure, before they leave a customer's home or communal area
- Operatives to complete any administration work once leaving the customer's property, this includes operatives not completing it outside customer's homes whilst parked.
- If an appointment requires rescheduling, the customer is to be updated as soon as possible.
- Improvement in communication from both Sovini Property Services and One Vision Housing.
- Where a Pre-Inspection appointment is required, this should be completed within agreed service levels.
- Sovini Property Services to ensure all grounds maintenance works are completed to a good standard and for photographic evidence to be uploaded once works have been completed.
- Sovini Property Services to complete jobs within agreed timescales, ensuring they get things right first time.

Investment Complaints

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25
Stage 1 Closed Complaints	9	↑	12
% Upheld	45%	↑	58%
Stage 2 Closed Complaints Closed	2	↑	3
% Upheld	0%	↑	33%

Investment Quarter 1 24/25, Stage 1 Complaints



Investment Quarter 1 24/25, Stage 2 Complaints



Fault Category Review

The Investment team seen an increase in the number of complaints reported about their service area during Quarter 1, as well an increase in the number of upheld complaints.

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 1:

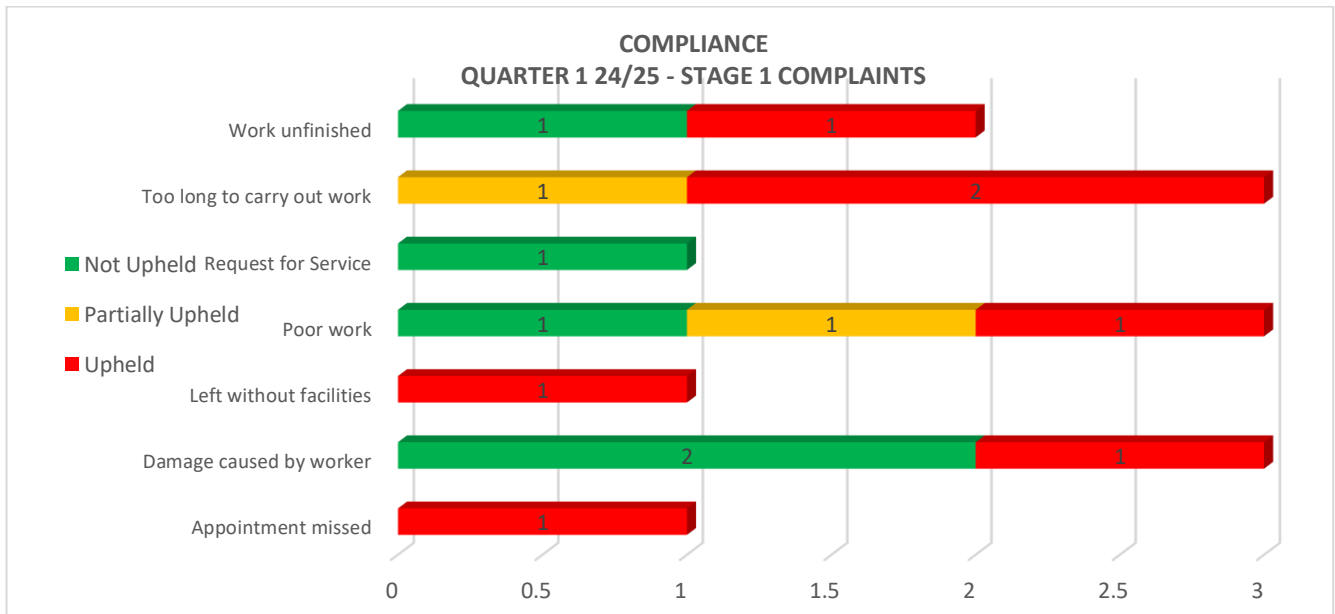
- Permission to be sought from neighbouring properties, if scaffolding needs to be erected on their property.
- To ensure outstanding work is monitored and follow on appointments are scheduled.
- Better communication between Sovini Property Services and One Vision Housing Investment Team.
- Better communication with customers in relation to appointments and work which is to be undertaken.

Compliance*

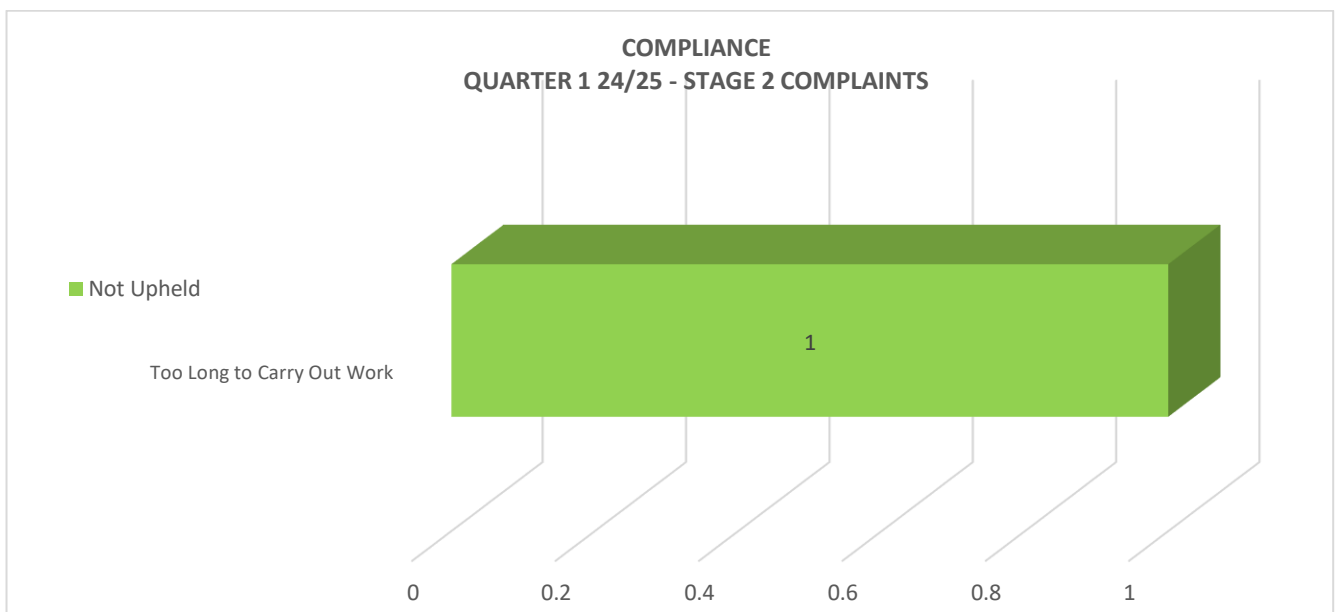
*Compliance includes Gas Servicing and Gas Repairs

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25
Stage 1 Closed Complaints	15	↓	14
% Upheld	73%	↓	64%
Stage 2 Closed Complaints	3	↓	1
% Upheld	66%	↓	0%

Compliance Quarter 1 24/25, Stage 1 Complaints



Compliance Quarter 1 24/25, Stage 2 Complaints



Fault Category Review

The Compliance team have seen a slight decrease in the number of complaints reported about their service area during Quarter 1, as well a decrease in the number of upheld complaints.

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.

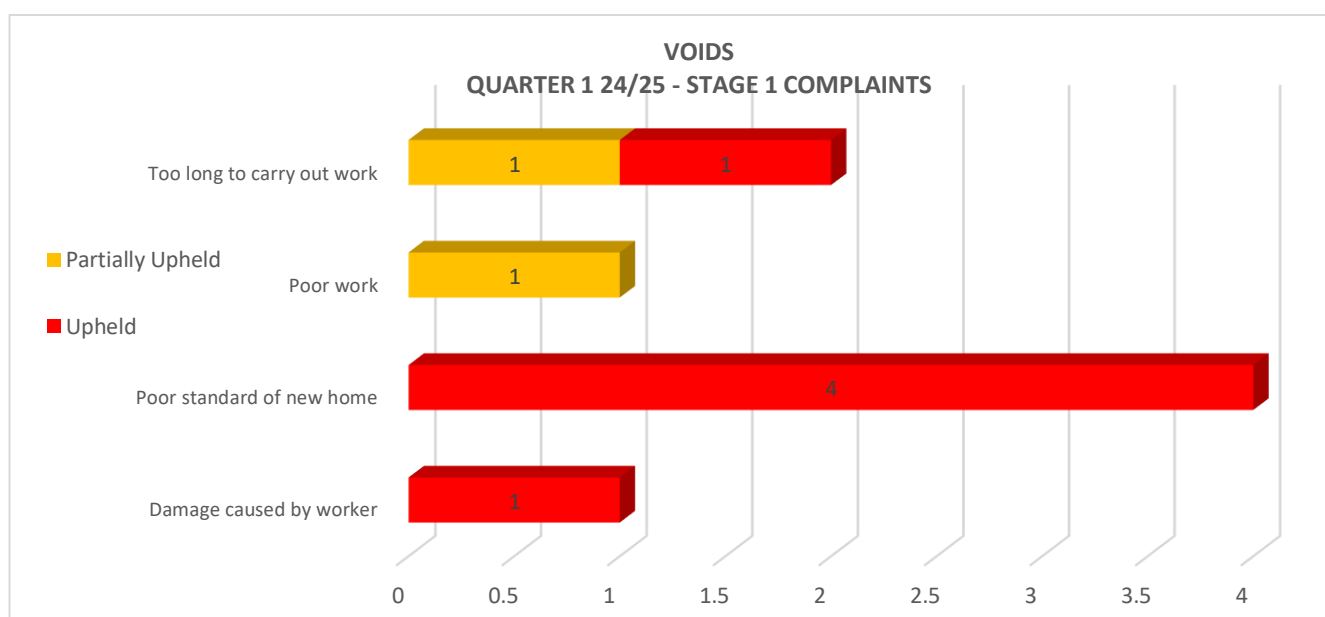
The below areas were identified in Lessons Learnt analysis in Quarter 1:

- Review and follow procedure when an operative is unable to access a property for an appointment. This includes telephoning the customer when outside a property and asking a team member who is office based to attempt contact.
- Sovini Property Services to improve communication with customers.
- Sovini Property Services operatives to ensure ID badges are always visible to customers.

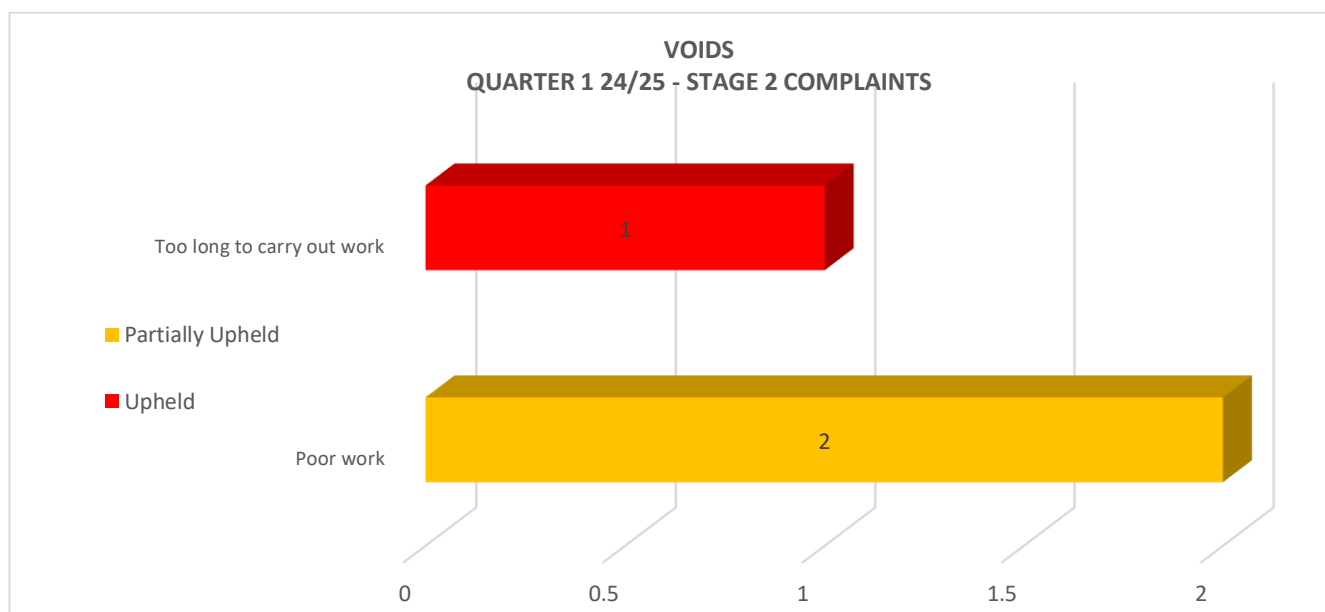
Voids

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25
Stage 1 Closed Complaints	5	↑	8
% Upheld	40%	↑	70%
Stage 2 Closed Complaints	3	↔	3
% Upheld	66%	↑	100%

Voids Quarter 1 24/25 , Stage 1 Complaints



Voids Quarter 1 24/25 , Stage 2 Complaints



Fault Category Review

Voids have seen an increase in the number of complaints reported about their service area during Quarter 1, in addition to an increase in the number of upheld complaints

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 1:

- Ensure a void property is completed to the lettable standard (clean, safe, and secure) and within the service level agreement.
- Ensure customers are kept informed on the progress of any offers of tenancy and updated of any delays.
- Information is shared between departments quickly and efficiently to limit impacts to residents.
- Confirm customer expectations before completing sign up documentation.

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 check if there is anything which could have been done differently, or better during the complaints process. The below information relates to Asset management complaints only.

	Total	Potentially Avoidable
Escalations	33	15
Dissatisfied	6	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 with customers and more detailed information is required in letters sent to customers.
- Identify additional ways to assist the customer.

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 1 are detailed in the chart below:

	Quarter 4. 2023/24	Quarter 1. 2024/25
Total Compensation or Gesture of Goodwill payments	£9,608	£10,351
% of complaints where a payment was made	30%	35%
Average payment per case	£146	£162
Average payment where case relates to repairs and maintenance	£158	£142
Average payment where case relates to (HASS)	£40	£380

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 1 2024/25 for each Asset Management Service.

Service Area	Quarter 4 2022/23	Quarter 1. 2024/25
Sovini Property Services	40	74
Asset Management	2	2
Investment	2	0
Compliance	0	0