

You Said, We Did!

Quarter 1 (2024/25)

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Customer Experience Team

Introduction

Following each quarter, we carry out detailed reviews of 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 customers.

We conduct a detailed analysis of our Customers Voice from a variety of channels including satisfaction surveys and complaints. Through this analysis, we identify themes and trends associated with high and low levels of satisfaction. Consequently, this is shared with managers and service area leads to help inform decisions and shape their service offer to improve our Customers Experience.

You will find a selection of the actions developed during Quarter One of 2024/25 listed below (from 1st April to 30th June 2024).

We are always working to improve our Customers Experience and we welcome your feedback. If you have any comments or suggestions in relation to this report, please contact David Barton via feedback@ovh.org.uk.

You Said

During Quarter 1 of 2024/25, 75% of OVH customers were satisfied with Communal Cleaning, which is below the target of 85%. In addition to this, Grounds Maintenance satisfaction was 74%, below the target of 90%.

We Did!

The following improvements have been put in place to improve to the perception of our Communal Cleaning and Grounds Maintenance services:

- As soon as dissatisfaction is received, the contractor manager will visit the site to complete an inspection and identify any problems. Since the service was taken over by Sovini Property Services, the quality of equipment has improved on the vans, such as providing the workers with hot water.
- In addition to this, Sovini Property Services are continuing to collaborate closely with One Vision Housing and feedback any issues identified on site, with a view to resolving these issues for customers.
- In order to manage customer expectations, and provide more information, SPS has developed a document which outlines the services provided as part of the communal cleaning service. In addition to this, a webpage has been created to provide information to customer.
- Neighbourhood Services Team has carried out an inspection of all blocks with Gold, Silver, Bronze rating applied for condition, and outlines those which require upgrades.
- Entry doorway cleaning has been added to the specification for improved appearance.
- Scented cleaning materials for improved notability of the cleaning appointment being completed.

- A process is in place for reporting refuse or clutter to Neighbourhood Services to be dealt with for improved cleaning.
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You Said

On our STAR Survey, which is used to measure performance against the Tenant Satisfaction Measures, overall satisfaction with the repairs service was 74%. This was below the target of 80.0%.

We Did!

A dedicated member of staff is now in place to review the Tenant Satisfaction Measures responses, and evidence the work being carried out to improve the service for customers. This includes how the team are communicating key messages, and any training needs which have been identified. This will help track the difference which is being made by the feedback.

Regular meetings are now in place to review complaints, and develop improvement actions. The result of this process will be an action plan to implement positive improvements, to the benefit of all customers.

You Said

The top theme from the STAR Survey feedback in Quarter 1 of 2024/25 was the time taken to carry out repair work.

We Did!

The OVH Asset Management Team and Sovini Property Services are working to free up space in the schedule through continual reviews. This has enabled the team to schedule appointments faster for customers. A benefit of this approach is that the number of unappointed jobs has decreased from 1000 to 300. The team will now be able to schedule at first point of contact, and there are slots available for Customer Service Centre to use.

IT upgrades are being developed to ensure that the route plan of Operatives is managed efficiently. When appointments get booked, it will highlight if there is someone else in the area and help workload to be managed more efficiently. This improvement in the way the service is being managed will improve the overall customer experience.

Supervisors in Sovini Property Services will also receive feedback emails directly to their inbox for acknowledgment, review, and to resolve any dissatisfaction. This will also be added to a job on our repairs system - Oneserve - to keep track of the action being taken.

You Said

Another major theme from the customer feedback in Qtr. 1 of 2024/25 was the quality of work.

We Did!

A Quality Assurance Officer now in place to provide key information to tenants on what they can expect from the services we provide. They will also provide quality control and inspect the works which have been undertaken.

You Said

On our STAR Survey feedback, 'Problem not resolved' was the third highest theme in Quarter 1 of 2024/25.

We Did!

The OVH Asset Management Team are working closely with the Customer Service Centre to improve on communication and the diagnosis of jobs which are reported by customers. This will have a positive impact on the number of jobs which are assigned correctly.

You Said

On the STAR Survey, satisfaction with OVH's approach to complaints handling was 39% in Quarter 1 of 2024/25. This is below the target of 50%.

We Did!

A theme from the customer comments is the time taken to resolve a complaint. A detailed review was carried out to identify any areas in the process where improvements can be made. Investigating Officers will be reminded of the need for a speedy response to complaints. This will be done as part of a training course, currently scheduled to take place in mid-July.

Detailed audits have been carried out to identify any issues with complaint resolution. We are now communicating the findings back to the Managers of Investigating Officers who will work with staff to identify any improvements. These improvements will be fed back to the Customer Experience Team, and communicated back to our customers.

You Said

A major theme from customer feedback was 'Views not being listened to and acted upon'.

We Did!

Training will be carried out with Customer Service Centre staff, and Investigating Officers to manage Customer expectations. Also, the importance of ensuring that, where possible, all customers are being called back prior to closing their complaint.

You Said

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, the causes for most upheld complaints were as follows:

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

We Did!

The areas below were identified as Lessons Learnt 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 staff will 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 customers property. This includes operatives not completing it outside customers' homes whilst parked.
- If an appointment requires rescheduling, the customer is to be updated as soon as possible.
- 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 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.

You Said

Complaints from new tenants regarding the condition of their new home has seen an increase during Quarter 1, in addition to an increase in the number of upheld complaints.

We Did!

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

- Ensure that any work to the property is completed to the lettable standard before being handed over to a new customer; clean, safe, and secure.

- Ensure customers are kept informed on the progress of any offers of tenancy and updated of any delays.
 - Information will be shared between departments quickly and efficiently to limit impacts to residents.
 - Confirm customer expectations before completing sign up documentation.
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You Said

Our Investment Team, who carry out home improvements to our properties, have 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.

We Did!

The areas below were identified as Lessons Learnt during Quarter 1:

- Permission to be sought from neighbouring homes if scaffolding needs to be erected on their property.
- We will ensure that outstanding work is monitored and follow on appointments are scheduled.
- Ensure that there is improved communication between Sovini Property Services and the OVH Home Improvement team.
- Ensure there is better communication with customers in relation to appointments and work which is to be undertaken.