



Complaint Performance Repairs & Maintenance: Quarter 2 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 July 2024 – 30th September 2024.

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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PO Box 891
Orpington
BR6 1LY

Complaint Performance

The below table outlines complaint management performance in quarter 2 for the Asset management Team.

	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25
Number of Stage 1 complaints closed	135	↓	122	↓	104
% of complaints resolved at Stage 1	70%	↑	83%	↓	79%
% of Stage 1 complaints responded to within target time	100%	↓	98%	↑	100%
Average number of working days to resolve a Stage 1 complaint	10.3	↑	10.5	↓	9.6
% of Stage 1 complaints upheld or partially upheld	66%	↑	70%	↓	72%
Number of Stage 2 complaints closed	42	↓	21	↑	22
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	10.6	↑	15	↑	19
% of Stage 2 complaints upheld or partially upheld	74%	↓	52%	↑	73%

	Qtr. 3 23/24	Trend	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25	Trend
% of customers satisfied with complaint handling	68.2%	↑	58.8%	↓	75%	↑	71%	↓
% of customers satisfied with complaint outcome	42.9%	↑	63.6%	↑	40%	↓	45%	↑

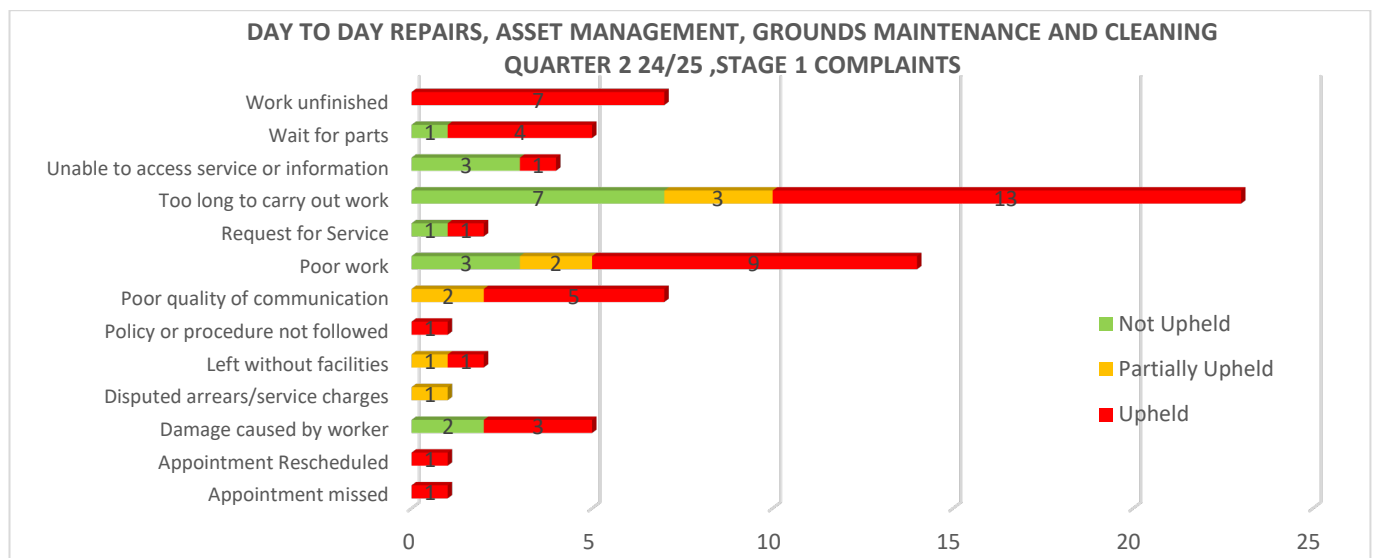
The above survey data relates to all OVH closed complaints for all service areas, it is not specific to Asset Management Complaints.

Day to Day Repairs & Asset Management*

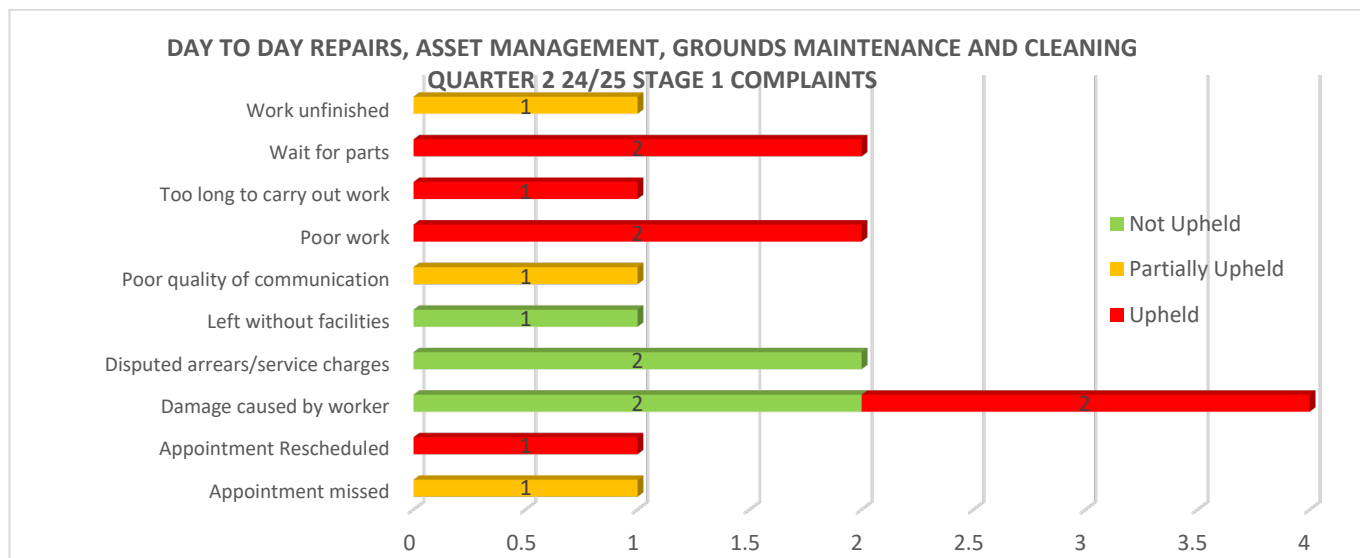
*This includes Grounds Maintenance and Communal Cleaning

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25
Stage 1 Closed	106	↓	89	↓	73
% Upheld	65%	↑	73%	↑	77%
Stage 2 Closed	32	↓	16	↔	16
% Upheld	78%	↓	56%	↑	69%

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



Day to Day and Asset Management Quarter 2 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 2. 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
 Work unfinished

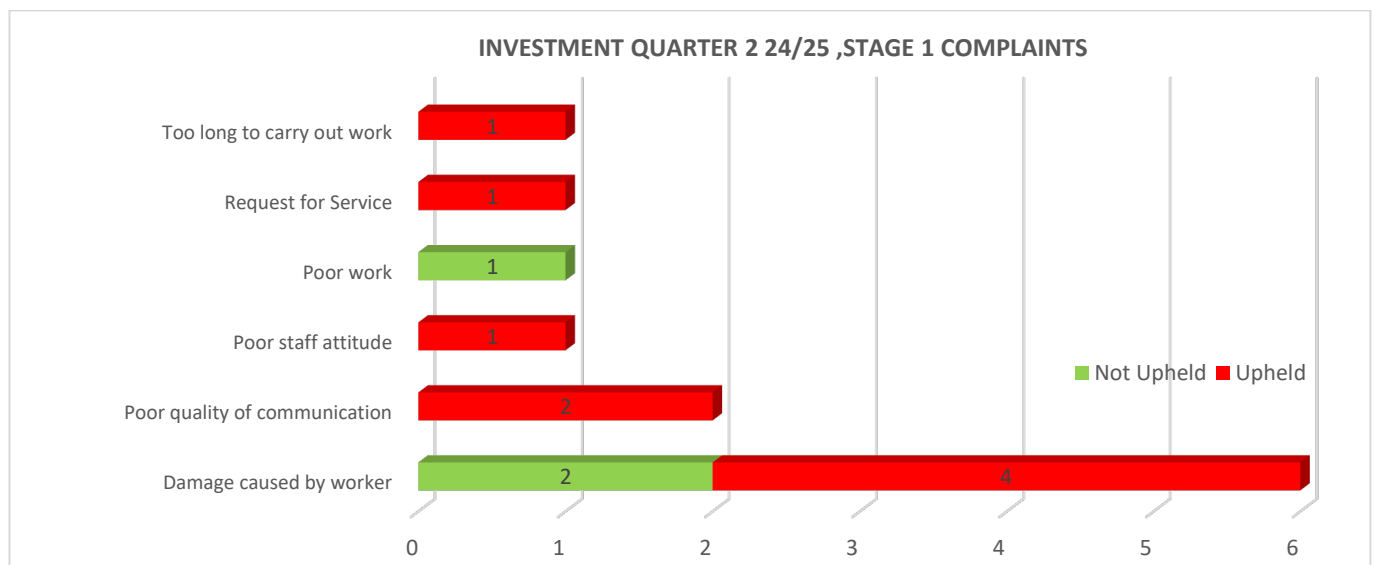
When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 2:

- 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.
- Operatives are to check works are completed fully before leaving site to ensure no defects are left, and to make sure site is left clean and safe.
- Operatives to make sure they are taking care in customers home, and they do not damage belongings.
- Improvement in communication with customers in relation to scheduling and rescheduling appointments.
- Improvement in communication from both Sovini Property Services and One Vision Housing.
- Improvement in communication from Sovini Property Services with sub-contractors.
- 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.
- One Vision Housing and Sovini Property Services will ensure that any call back requests are allocated to the correct person to ensure customers receive a return call within the agreed service level.

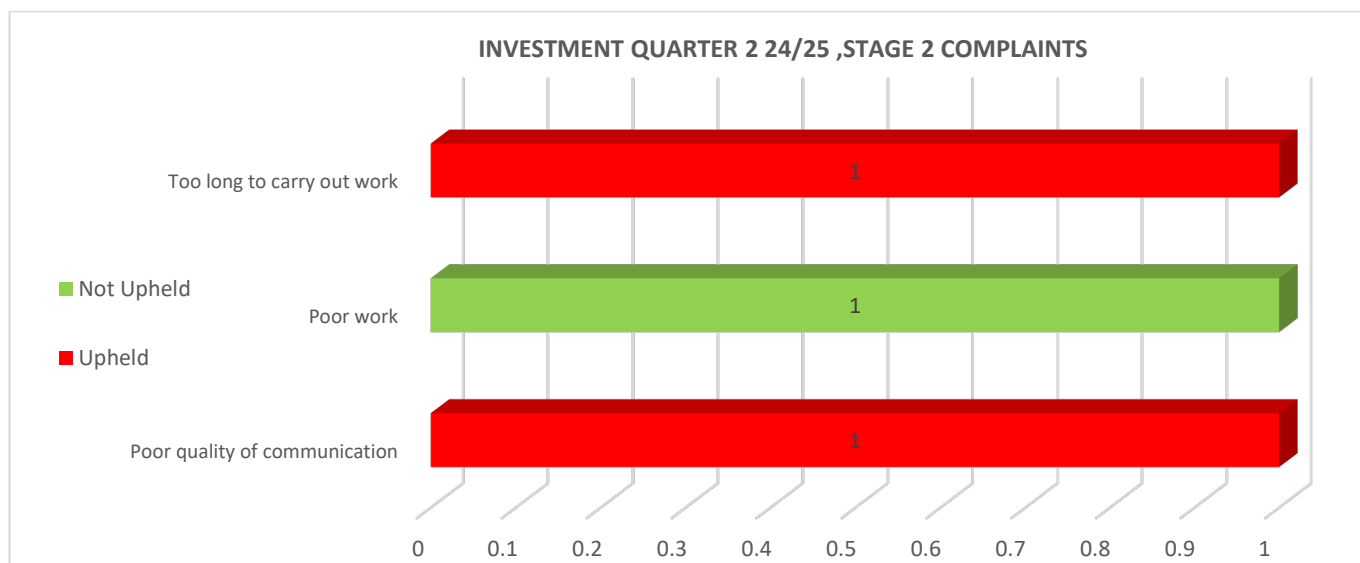
Investment Complaints

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25
Stage 1 Closed Complaints	9	↑	12	↔	12
% Upheld	45%	↑	58%	↑	75%
Stage 2 Closed Complaints Closed	2	↑	3	↔	3
% Upheld	0%	↑	33%	↑	66%

Investment Quarter 2 24/25, Stage 1 Complaints



Investment Quarter 2 24/25, Stage 2 Complaints



Fault Category Review

The Investment team seen the same number of complaints reported about their service area during Quarter 2, but 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 2:

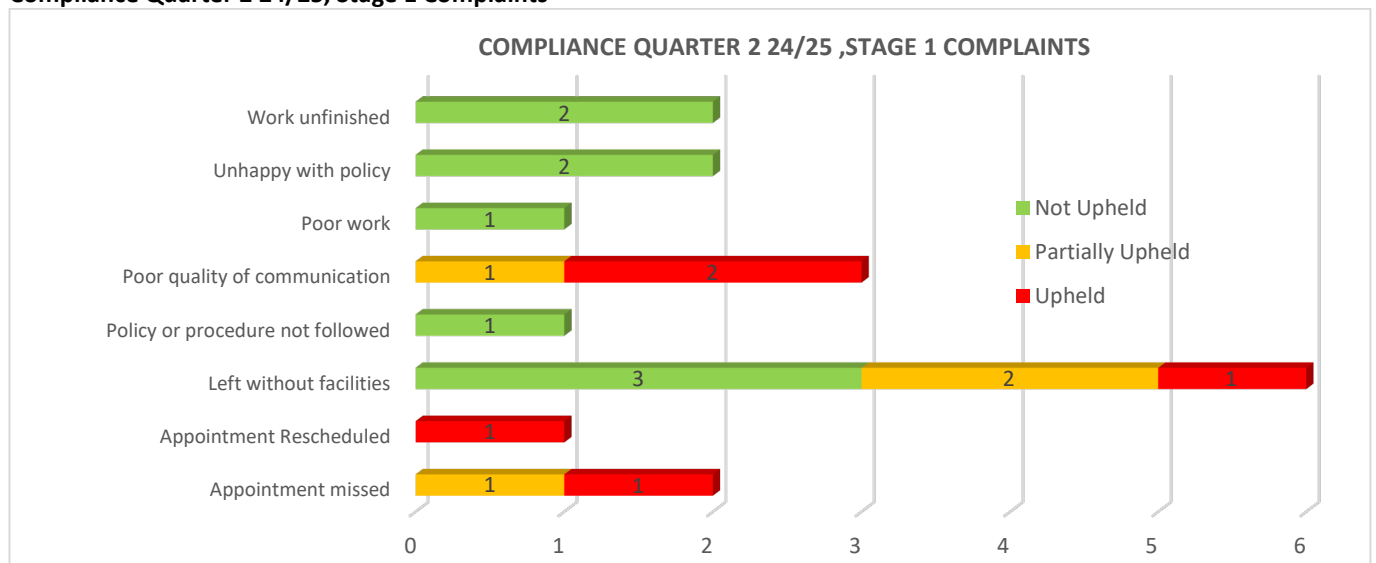
- Operatives to ensure they are taking care inside and outside of customers homes, and they do not damage belongings.
- One Vision Housing will ensure that any statutory investment works are completed as swiftly and efficiently as possible ,to limit any impacts to our customers.
- Improved communication between Sovini Property Services and One Vision Housing Investment Team.
- One Vision Housing will ensure that all letters are correct at the time of posting, content of letters is being reviewed regularly.
- One Vision Housing Investment team and Sovini Property Services will liaise with TEAL our scaffolding contractor, formally in relation to the length of time scaffolding is being left erected at customers properties.

Compliance*

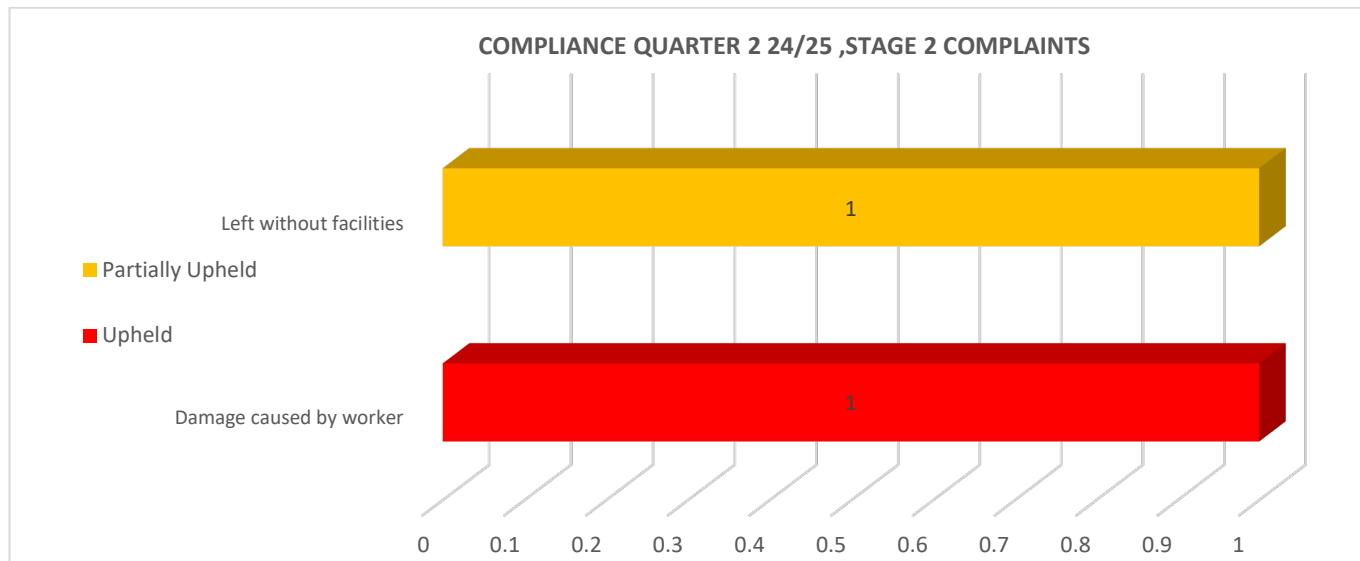
*Compliance includes Gas Servicing and Gas Repairs

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25
Stage 1 Closed Complaints	15	↓	14	↑	18
% Upheld	73%	↓	64%	↓	50%
Stage 2 Closed Complaints	3	↓	1	↑	2
% Upheld	66%	↓	0%	↑	50%

Compliance Quarter 2 24/25, Stage 1 Complaints



Compliance Quarter 2 24/25, Stage 2 Complaints



Fault Category Review

The Compliance team have seen a slight increase in the number of complaints reported about their service area during Quarter 2, but 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.

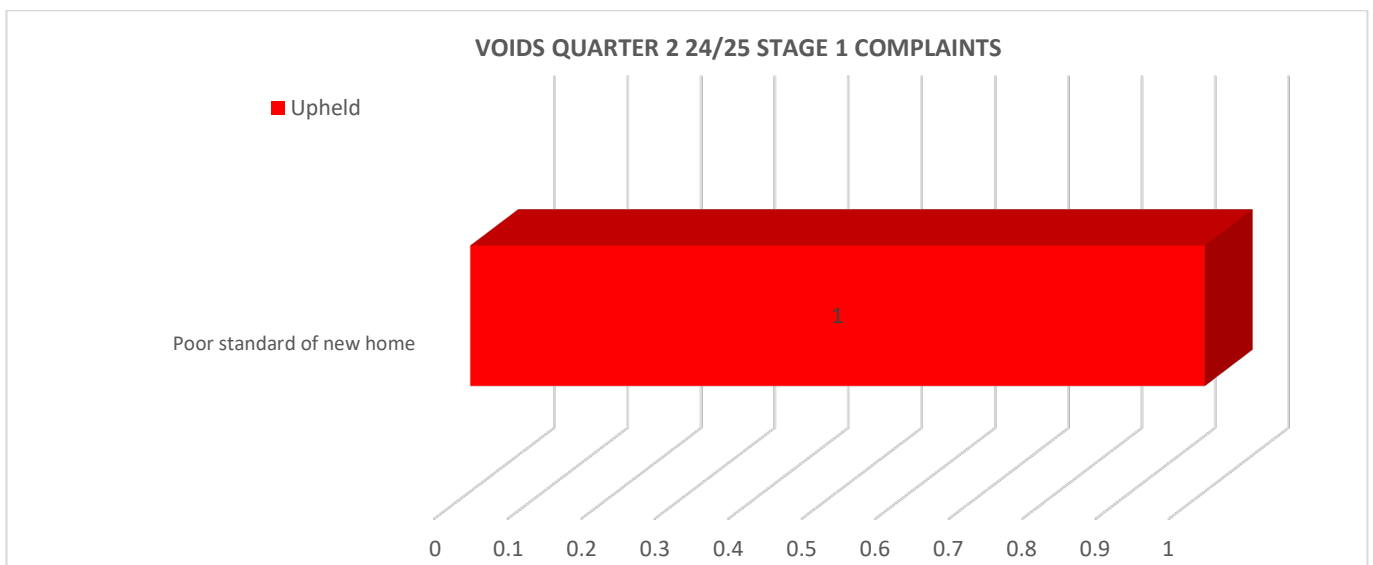
The below areas were identified in Lessons Learnt analysis in Quarter 2:

- One Vision Housing and Sovini Property Services will ensure that where appointments are cancelled or cannot be attended, this will be communicated with our customers.
- Improvement in communication when a lift breaks down, particularly if One Vision Housing are aware it will be a long outage.
- Sovini Property Services to complete a Toolbox Talk with operatives in relation to gas in a void property, the operative will be instructed to report issues to the Working Foreperson.
- Sovini Property Services Gas Manager will ensure their teams are following the correct procedures and have the correct fobs to access communal blocks. This includes telephoning the customer when outside a property and asking a team member who is office based to attempt contact. This will prevent the Gas access process being moved on to the next stage.

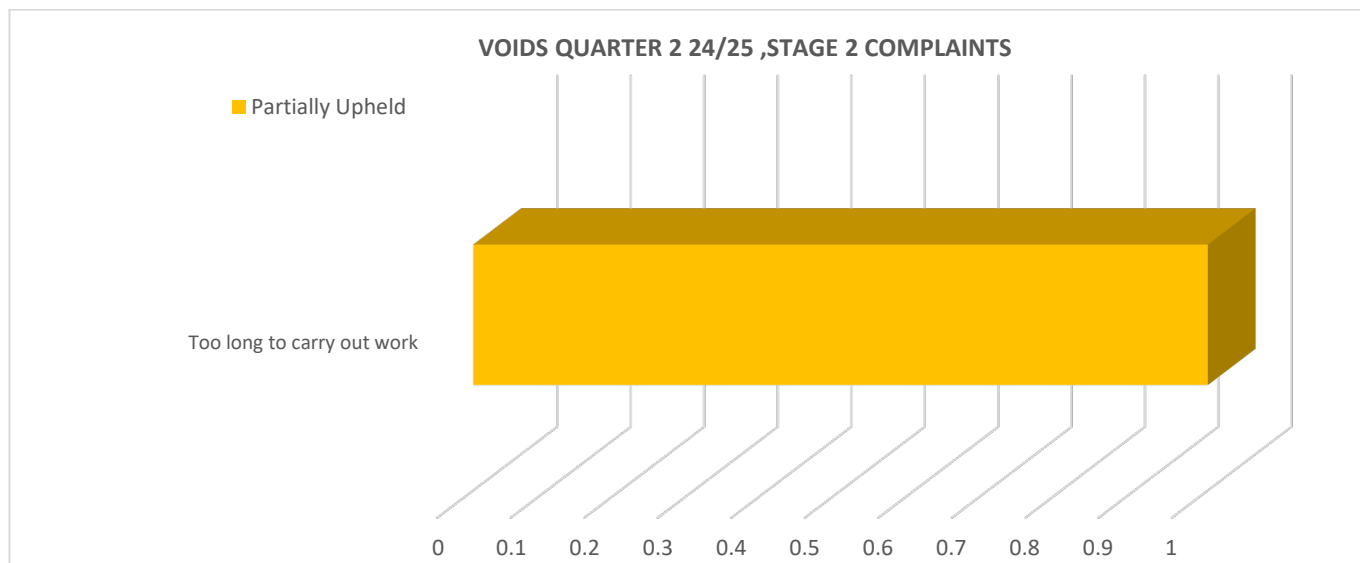
Voids

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

Voids Quarter 2 24/25 , Stage 1 Complaints



Voids Quarter 2 24/25 , Stage 2 Complaints



Fault Category Review

Voids have seen a decrease in the number of complaints reported about their service area during Quarter 2, there was only one complaint logged which was upheld.

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 2:

- Ensure a void property is completed to the lettable standard (clean, safe, and secure) and within the service level agreement.
- Operatives to ensure that all work raised is completed.

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	34	1
Dissatisfied	6	3

The main areas identified during the reviews are listed below:

- Offered a different member of staff if the customer articulates they were uncomfortable.
- Follow up on promised actions.
- More contact throughout the complaint process.
- Thoroughly checking information is correct before providing it to 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 2 are detailed in the chart below:

	Quarter 4. 2023/24	Quarter 1. 2024/25	Quarter 2. 2024/25
Total Compensation or Gesture of Goodwill payments	£9,608	£10,351	£23,347
% of complaints where a payment was made	30%	35%	61%
Average payment per case	£146	£162	£228
Average payment where case relates to repairs and maintenance	£158	£142	£161
Average payment where case relates to (HASS)	£40	£380	£246

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 2 2024/25 for each Asset Management Service.

Service Area	Quarter 4 2022/23	Quarter 1. 2024/25	Quarter 2. 2024/25
Sovini Property Services	40	74	58
Asset Management	2	2	3
Investment	2	0	0
Compliance	0	0	0