



You Said, We Did!

Quarter 2 2024/25

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 Two of 2024/25 listed below (from 1st July to 30th September 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

By the end of Quarter 2, 329 complaints have been logged, with 48% of these upheld. Satisfaction with the service provided by Investigating Officers was 73.3% in this period, just missing the 75% target.

We Did!

During the quarter, the following improvements were put in place to improve the performance and customer experience for customers who make a complaint:

- We continue to monitor perception of the service by conducting 'End to End Reviews' of all complaints that have a dissatisfied survey response, and complaints that have escalated to a Stage 2. The results will help us to identify any Investigating Officers that may need to improve their performance. From this, we can provide feedback and training to improve the complaint journey for our customers.
 - A weekly complaints drop-in session is now in place which provides the Investigating Officers with the opportunity to attend and report any issues or feedback. The Technical Support Officer for repairs and the Reactive Supervisor, who are responsible for investigating and providing feedback to the Investigating Officers, also attend on a rota basis.
 - Following from a theme of work not being completed following complaint closures, a scheduler has been assigned to lead on complaint jobs. These are all collected separately, into their own section on our dedicated repair and maintenance system (One Serve).
 - Mandatory training is being implemented for all investigating officers each month, as well as training provided by the Customer Experience Team. A 'hot topic' will be discussed during these sessions.
 - The Quality and Assurance Co-ordinator holds a weekly meeting with Sovini Property Services Improvement Manager and Customer Experience Officer. This is to identify common trends so that improvement actions can be created, or feedback provided to the relevant service area.
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You Said

On our Tenant Satisfaction Measures Survey, customer satisfaction that OVH keeps communal areas clean and well-maintained was 66.7%, below the target of 72.4%.

Themes from the customer comments include the upkeep of internal and external communal spaces, and the quality of work.

We Did!

For any areas where there is recurring dissatisfaction and / or complaints, the following improvement actions are being carried out to ensure that any problems are resolved for these customers:

- Face to face interaction with customers, to increase the level of engagement, and communication we carry out with them.
- Regular visits will be carried out by our Neighbourhood Services Officers, who will be able to investigate and resolve any issues in our blocks.
- On a bi-weekly basis, satisfaction and complaints data will be sent through to responsible officers, to ensure that problems can be addressed in a faster timescale. Visits will also be carried out, if appropriate, to resolve any issues.
- To provide more information about the works which are undertaken by Sovini Property Services, and manage customer expectations on what is provided, a detailed guide has been produced. This will be sent to each customer who receives this service.
- There have also been improvements to the website, to provide more information to customers about what they can expect.

You Said

Satisfaction with Day to Day Repairs was 90.4% at the close of Quarter 2 of 2024/25, below the target of 95%. Themes from customer satisfaction and complaint data includes dissatisfaction with the quality of the repair, and the length of time taken to carry out work.

We Did!

The following improvements have been developed to improve the service for customers:

- Sovini Property Services have recruited a Customer Experience Officer who will have the responsibility of reviewing feedback from complaints and customer satisfaction. The information collated by her will allow the organisation to track the lessons learned, and improvements which have been developed. She will work closely with the Sovini Property Services staff to ensure they have all the information they need to resolve issues which have been highlighted by our customers. The aim is to reduce the number of complaints, and increase satisfaction with the services provided.

- For 100% of the complaints about repairs, a post inspection is being carried. This will be completed by the area Surveyor, and will ensure that works have been fully completed to a good standard. This will also help with managing the customers' expectations, if more follow-on work is identified during the original works being completed.
- Reporting has been improved so that communication from customers is identified, and responded to within target timescales. As a result of this work, we have seen increased performance, particularly with our Scheduling Team. They will be working with some of the others to help increase their performance, too.