

**Customer  
Voice**

# Complaint Performance

Repairs & Maintenance - Quarter Three 24/25





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# Introduction

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One Vision Housing (OVH) recognises that sometimes things go wrong and welcomes customer complaints as opportunities to improve. We then analyse customer feedback to implement improvement measures across our range of service areas.

**Complaint management** - The Customer Experience Team co-ordinates complaints for all OVH teams, including work carried out by our Repairs and Maintenance Contractor Sovini Property Services.

**Report details** - The report covers complaints for Repairs and Maintenance for Quarter Three of the financial year (1st October 2024 – 31st December 2024).

**Contact information** - For further details or clarification, you can contact the Complaints Co-Ordinator, Katie Chandley, via email, phone, or mail using the below details:

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# Complaint Performance | Overview

Key points taken from the table shown for complaints in Quarter Three of the financial year 2024/25:

## Stage One Complaints:

1. The number of complaints closed increased to 110 from 104 in Quarter Two.
2. The percentage of complaints resolved at Stage One improved to 83% from 79% in Quarter Two.
3. Average days to resolve a Stage One complaint remained within Housing Ombudsman guidelines.

## Stage Two Complaints:

1. Number of complaints closed remained the same at 22.
2. The % of complaints responded to within target time remained consistent at 100%.
3. Average days to resolve a Stage Two complaint remained within Housing Ombudsman guidelines.

	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend	Qtr. 2 24/25	Trend	Qtr. 3 24/25
Number of Stage 1 complaints closed	135	↓	122	↓	104	↑	110
% of complaints resolved at Stage 1	70%	↑	83%	↓	79%	↑	83%
% of Stage 1 complaints responded to within target time	100%	↓	98%	↑	100%	↓	99%
Average number of working days to resolve a Stage 1 complaint	10.3	↑	10.5	↓	9.6	↓	9.6
% of Stage 1 complaints upheld or partially upheld	66%	↑	70%	↓	72%	↑	74%
Number of Stage 2 complaints closed	42	↓	21	↑	22	↔	22
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	10.6	↑	15	↑	19	↑	23
% of Stage 2 complaints upheld or partially upheld	74%	↓	52%	↑	73%	↑	63%

# Complaint Performance

## Day-to-Day Repairs & Asset Management

### Complaints Summary:

In Quarter Three there was an increase in the total number of Stage One closed complaints from 73 to 80. However, the number of upheld complaints decreased from 77% to 73%.

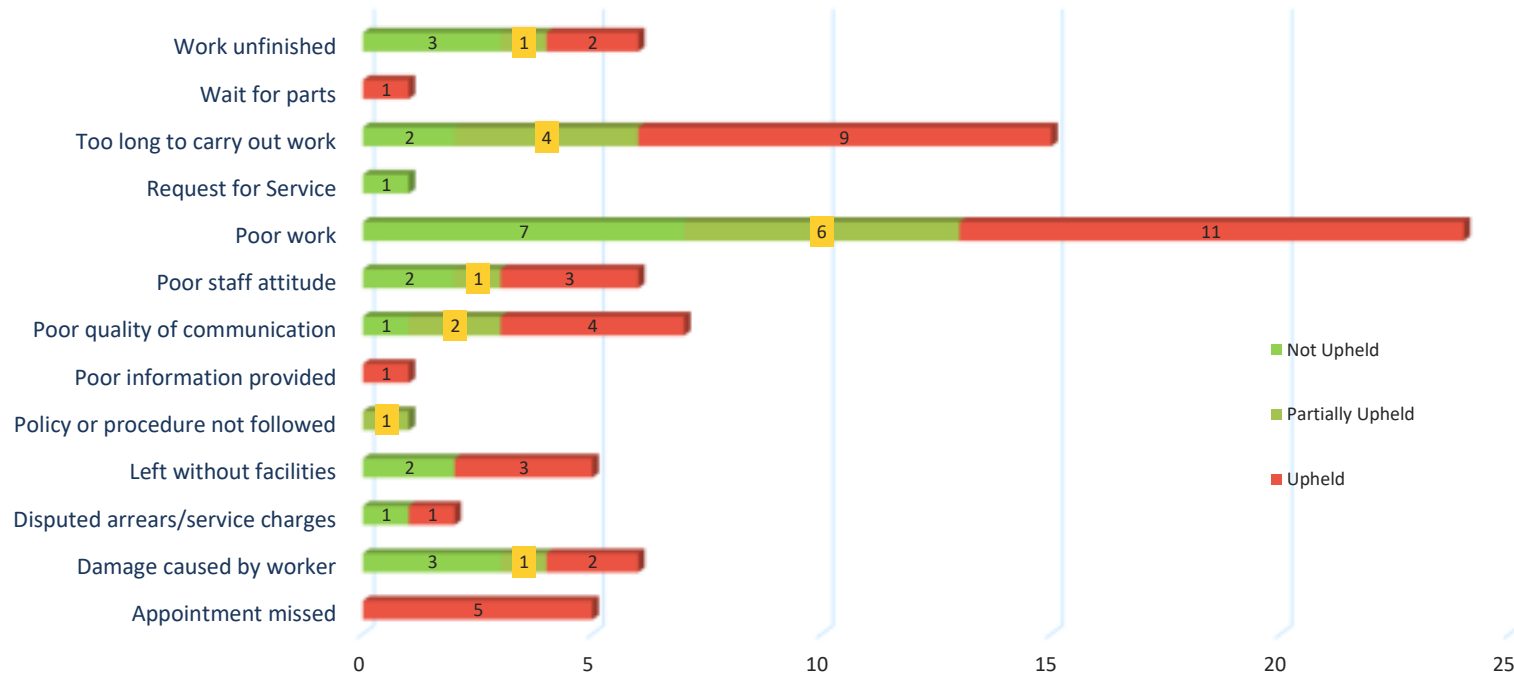
The common causes of upheld complaints were:

1. Too long to carry out work
2. Poor standard of work
3. Poor communication

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	106	↓	89	↓	73	↑	80
% Upheld	65%	↑	73%	↑	77%	↓	73%
Stage 2 Closed	32	↓	16	↔	16	↔	16
% Upheld	78%	↓	56%	↑	69%	↓	63%

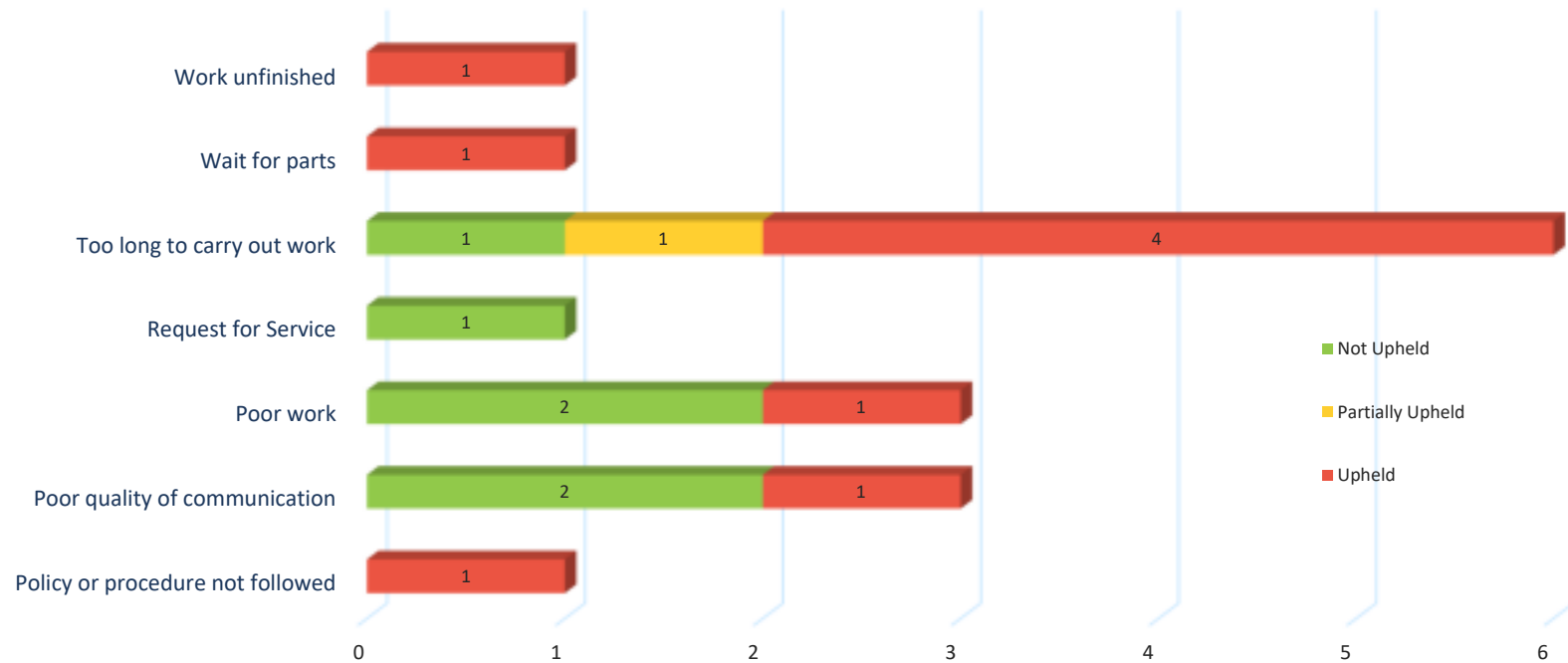
# Complaint Performance - Day-to-Day Repairs and Asset Management

DAY TO DAY REPAIRS, ASSET MANAGEMENT, GROUNDS MAINTENANCE AND CLEANING  
 QUARTER 3 24/25, STAGE 1 COMPLAINTS



# Complaint Performance - Day-to-Day Repairs and Asset Management

DAY TO DAY REPAIRS, ASSET MANAGEMENT, GROUNDS MAINTENANCE AND CLEANING  
QUARTER 3 24/25 STAGE 2 COMPLAINTS



# Complaint Performance

## Day-to-Day Repairs & Asset Management

### Lessons Learnt and Improvement Actions:

1. Ensure follow-on or additional works are scheduled and completed on time.
2. Staff and operatives should maintain professional standards.
3. Operatives must ensure work is fully completed and sites are left clean and safe.
4. Operatives should take extra care when handling customer belongings.
5. Enhance communication with customers regarding scheduling and rescheduling appointments.
6. Improve communication between Sovini Property Services, One Vision Housing, and sub-contractors.
7. Sovini Property Services should complete jobs within agreed timescales and aim to get things right first time.





# Complaint Performance | Investment

**Complaints Summary:**

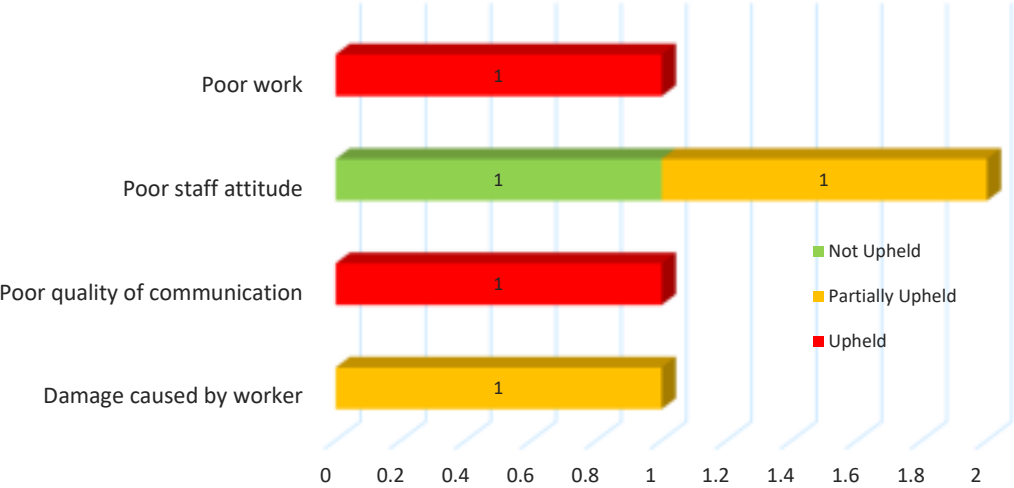
The number of closed complaints decreased in Quarter Three, while the percentage of upheld complaints increased for both Stage One and Stage Two complaints.

In Quarter Three, five Stage One complaints were closed, with 80% being upheld.

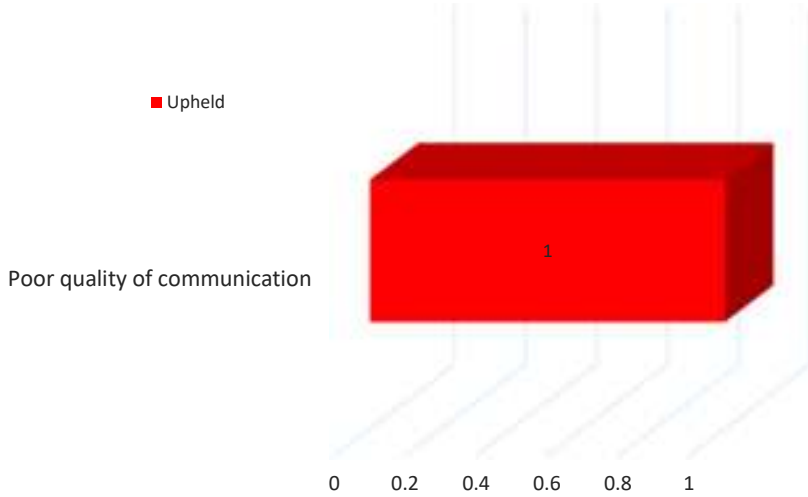
Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	9	↑	12	↔	12	↓	5
% Upheld	45%	↑	58%	↑	75%	↑	80%
Stage 2 Closed	2	↑	3	↔	3	↓	1
% Upheld	0%	↑	33%	↑	66%	↑	100%

# Complaint Performance - Investment

INVESTMENT QUARTER 3 24/25 ,STAGE 1 COMPLAINTS



INVESTMENT QUARTER 3 24/25 ,STAGE 2 COMPLAINTS



# Complaint Performance | Investment

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## Lessons Learnt and Improvement Actions:

1. One Vision Housing will remind staff to follow correct processes, ensuring customers are contacted back within 48 hours.
2. Operatives need to take care inside and outside of customers' homes to avoid damaging belongings.
3. Tenant Liaison Officers and Project Managers should ensure communication remains open and transparent



# Complaint Performance | Compliance

**Complaints Summary:**

There was an increase in Stage One closed complaints in Quarter Three. The percentage of upheld Stage One complaints also saw an increase from 50% to 69%, while Stage Two complaints remained the same.

Key issues identified:

- 1. Poor standard of work
- 2. Poor communication

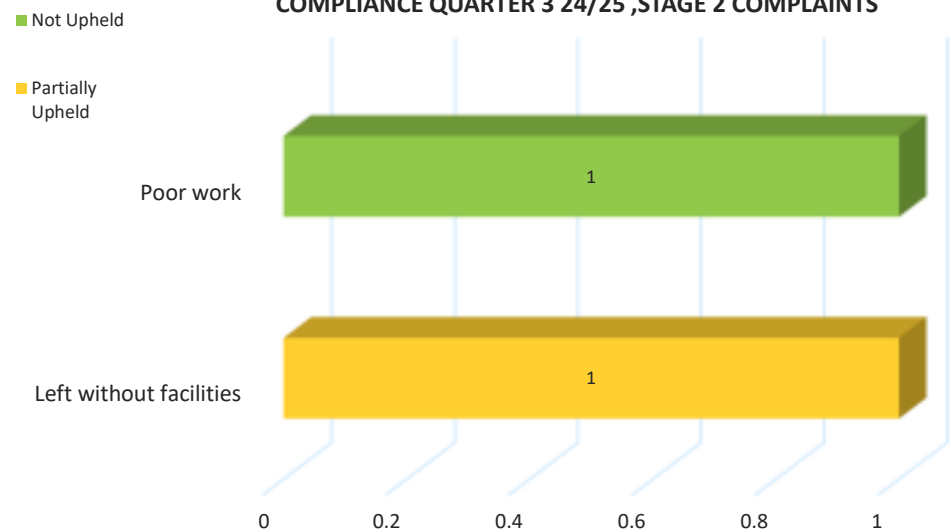
Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	15	↓	14	↑	18	↑	19
% Upheld	73%	↓	64%	↓	50%	↑	69%
Stage 2 Closed	3	↓	1	↑	2	↔	2
% Upheld	66%	↓	0%	↑	50%	↔	50%

# Complaint Performance - Compliance

COMPLIANCE QUARTER 3 24/25 ,STAGE 1 COMPLAINTS



COMPLIANCE QUARTER 3 24/25 ,STAGE 2 COMPLAINTS



# Complaint Performance | Compliance

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## Lessons Learnt and Improvement Actions:

1. The Compliance team will ensure letters are sent seven days in advance before removing any items from communal areas.
2. Improve communication with customers when lifts or entry gates are out of service, specifically during long outages.
3. Sovini Property Services will conduct a Toolbox Talks with operatives to follow the correct process when customers request additional work. An additional Toolbox Talk will be held to ensure all engineers are aware of the emergency asbestos process and how to access the Alpha Tracker which holds details on Asbestos within One Vision Housing properties.
4. One Vision Housing will source boiler parts from third-party suppliers to minimise repair delays and impacts on customers.



# Complaint Performance | Voids

**Complaints Summary:**

There was a rise in closed complaints from one in Quarter Two to six in Quarter Three. The percentage of upheld complaints remained the same.

Zero Stage Two complaints were raised relating to voids, in Quarter Three of 2024/2025.

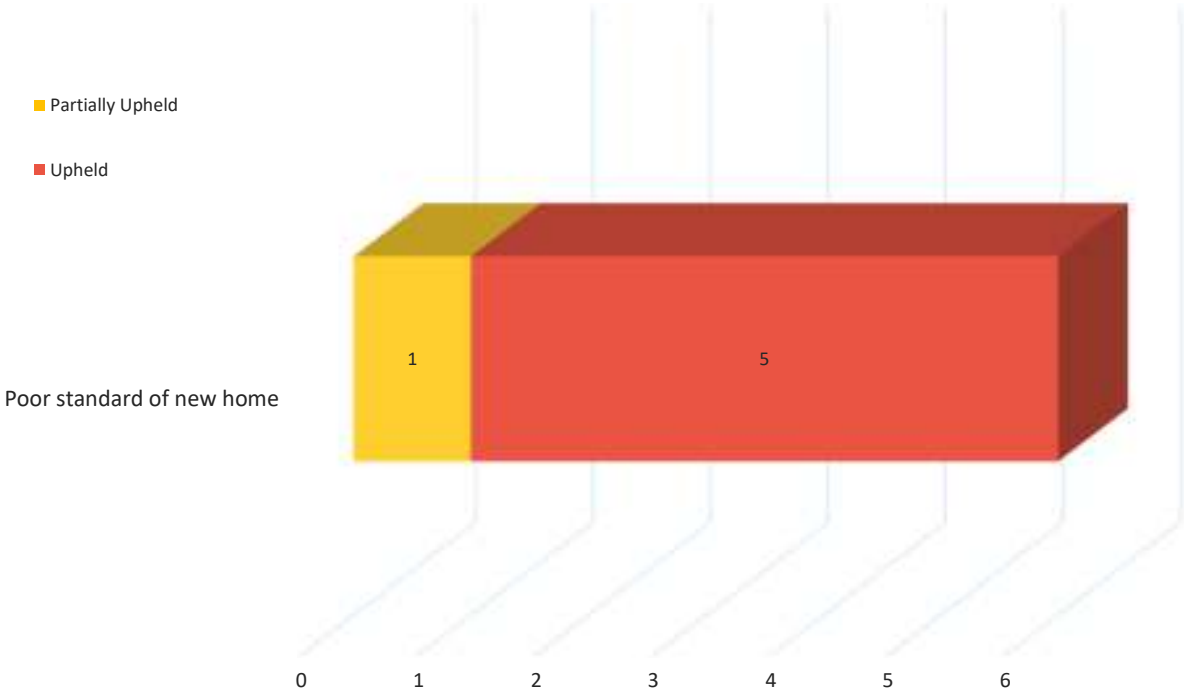
Key issue identified:

Poor standard of new home

Closed Complaints	Quarter 4. 2023/24	Trend	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	5	↑	8	↓	1	↑	6
% Upheld	40%	↑	70%	↑	100%	↔	100%
Stage 2 Closed	3	↔	3	↓	1	↓	0
% Upheld	66%	↑	100%	↔	100%	↓	N/A

# Complaint Performance - Voids

VOIDS QUARTER 3 24/25 STAGE 1 COMPLAINTS





# Complaint Performance | Voids

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## Lessons Learnt and Improvement Actions:

1. Ensure a void property is completed to the lettable standard (clean, safe, and secure) and within the service level agreement.
2. The Working Foreperson will walk off (check) properties after they have been cleaned.
3. Operatives will ensure that all required work is raised and completed whilst the property is empty.



# End-to-End Review

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As part of our robust Complaints process, our Quality & Assurance Co-Ordinator reviews complaints to identify areas for improvement in the complaints process to establish which complaints could have been avoided with a special focus on escalated or dissatisfied complaints.

## Asset Management Complaints

**Total Escalations:** Four - one was potentially avoidable.

**Dissatisfied Complaints:** Two - both were potentially avoidable.

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### Main Areas Identified for Improvement:

#### Follow-Up Actions:

Ensure promised actions are followed up and the complaint action tracker is utilised.

#### Signposting:

Investigating Officers should direct customers to the appropriate process, such as logging a subject access request.

#### Correct Information:

The Asset Management Team need to provide appropriate (jargon free) information to aid the investigating officer .



# Compensation | Quarter Three 24/25

As part of a complaint resolution, an Investigating Officer may offer compensation or a gesture of goodwill to the complainant.

Payments made in Quarter Three are detailed in the chart.

	Quarter 4. 2023/24	Quarter 1. 2024/25	Quarter 2. 2024/25	Quarter 3. 2024/25
Total Compensation or Gesture of Goodwill payments	£9,608	£10,351	£23,347	£20,933
% of complaints where a payment was made	30%	35%	61%	41%
Average payment per case	£146	£162	£228	361
Average payment where case relates to repairs and maintenance	£158	£142	£161	£411
Average payment where case relates to (HASS)	£40	£380	£246	£123

# Compliments | Quarter Three 24/25

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 Three 2024/25 for each Asset Management Service.

Service Area	Quarter 4 2022/23	Quarter 1. 2024/25	Quarter 2. 2024/25	Quarter 3. 2024/25
Sovini Property Services	40	74	58	95
Asset Management	2	2	3	2
Investment	2	0	0	0
Compliance	0	0	0	0

