

**Customer  
Voice**

# **Complaint Performance**

Repairs & Maintenance - Quarter Four 24/25



 **Complaint**



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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 Four of the financial year (1st January 2024 – 31st March 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:

**Email:** [Katie.chandley@sovini.co.uk](mailto:Katie.chandley@sovini.co.uk)



**Telephone:** 0300 365 1111



**Write to us:**



One Vision Housing  
PO Box 891  
Orpington  
BR6 1LY



# Complaint Performance | Overview

	Qtr. 1	Trend	Qtr. 2	Trend	Qtr. 3	Trend	Qtr. 4
Number of Stage 1 complaints closed	122	↓	104	↑	110	↑	174
% of complaints resolved at Stage 1	83%	↓	79%	↑	83%	↓	82%
% of Stage 1 complaints responded to within target time	98%	↑	100%	↓	99%	↔	12%
Average number of working days to resolve a Stage 1 complaint	10.5	↓	9.6	↓	9.6	↑	9.6
% of Stage 1 complaints upheld or partially upheld	70%	↓	72%	↑	74%	↔	74%
Number of Stage 2 complaints closed	21	↑	22	↔	22	↑	32
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	15	↑	19	↑	23	↓	21
% of Stage 2 complaints upheld or partially upheld	52%	↑	73%	↑	63%	↑	90%

## Stage One Complaints:

1. The number of complaints closed increased to 174 from 110 in Quarter Two.
2. The percentage of complaints upheld or partially upheld have stayed the same at 74%.
3. Average days to resolve a Stage One complaint increased from 9.6 days to 12 days, although it is over 10 days, they remain within Housing Ombudsman guidelines.

1. Number of complaints closed increased from 22 (Q3) to 32 (Q4).
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.

# 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 80 to 112. However, the number of upheld complaints decreased from 73% to 71%.

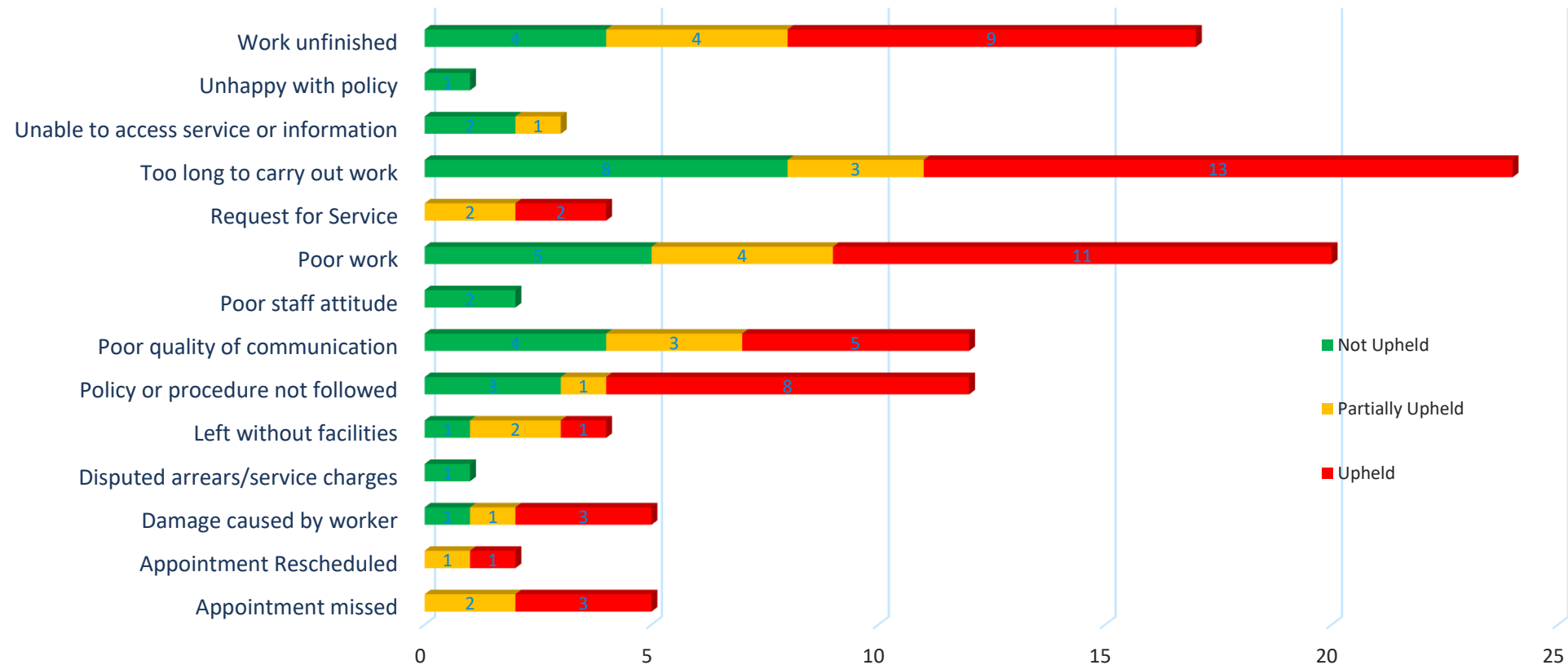
The common causes of upheld complaints were:

- 1. Too long to carry out work
- 2. Poor standard of work
- 3. Poor communication
- 4. Policy/Procedure not followed – mainly relating to DMC

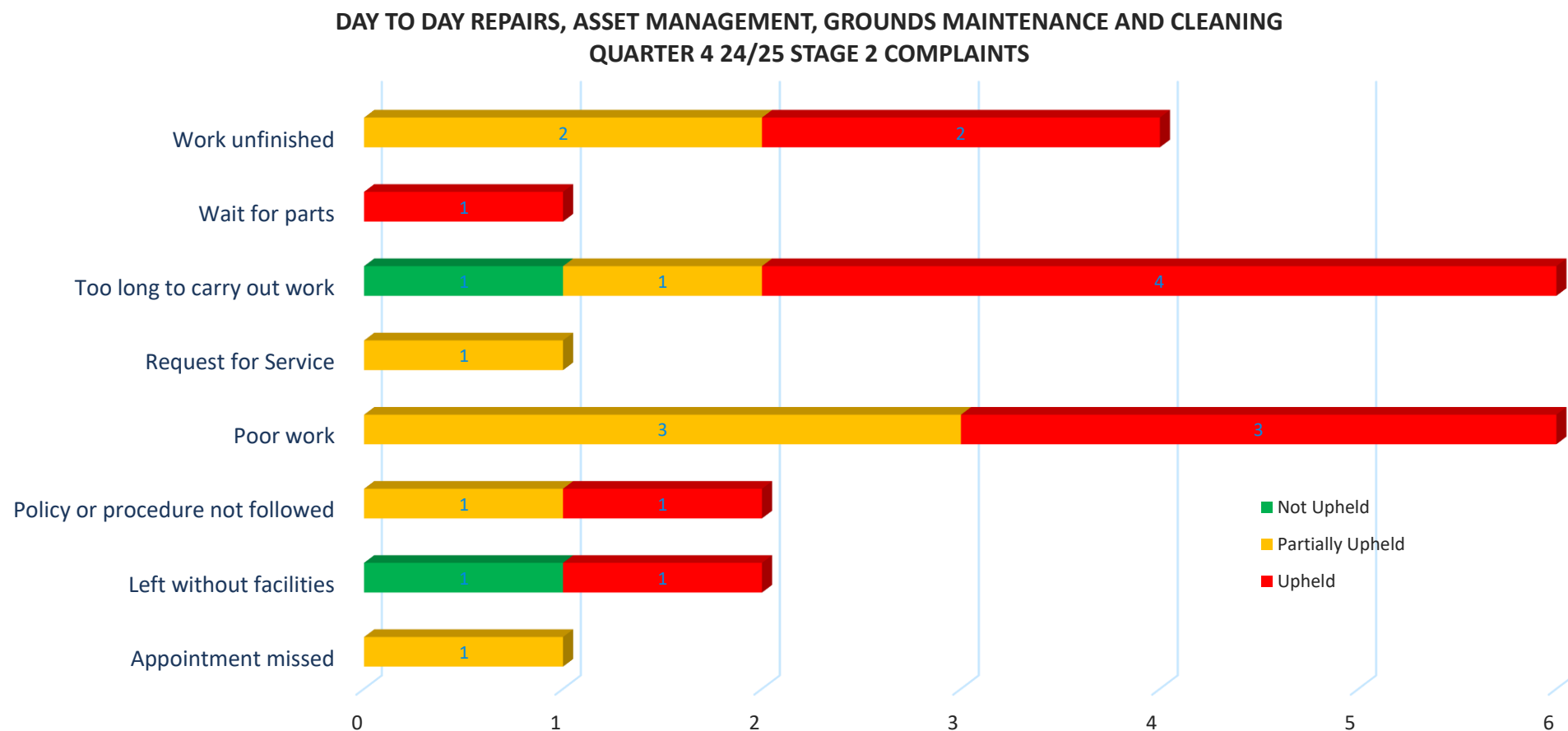
Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 4. 2024/25
Stage 1 Closed	89	↓	73	↑	80	↑	112
% Upheld	73%	↑	77%	↓	73%	↓	71%
Stage 2 Closed	16	↔	16	↔	16	↑	23
% Upheld	56%	↑	69%	↓	63%	↑	91%

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

DAY TO DAY REPAIRS, ASSET MANAGEMENT, GROUNDS MAINTENANCE AND CLEANING  
QUARTER 4 24/25, STAGE 1 COMPLAINTS



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



# Complaint Performance

## Day-to-Day Repairs & Asset Management

### Lessons Learnt and Improvement Actions:

1. Ensure that if appointments are cancelled, customers are notified.
2. Ensure all checks of required systems are completed prior to booking works or attending, to avoid unnecessary delays for works being completed.
3. Ensure follow-on or additional works are scheduled and completed on time.
4. Sovini Property Services should complete jobs within agreed timescales and aim to get things right first time. 2. Staff and operatives should maintain professional standards.
5. Improve communication between Sovini Property Services, One Vision Housing, and sub-contractors.
6. Operatives must ensure work is fully completed and sites are left clean and safe.
7. Operatives should take extra care when handling customer belongings.
8. Look to improve the diagnostic of repairs.





# Complaint Performance | Investment

## Complaints Summary:

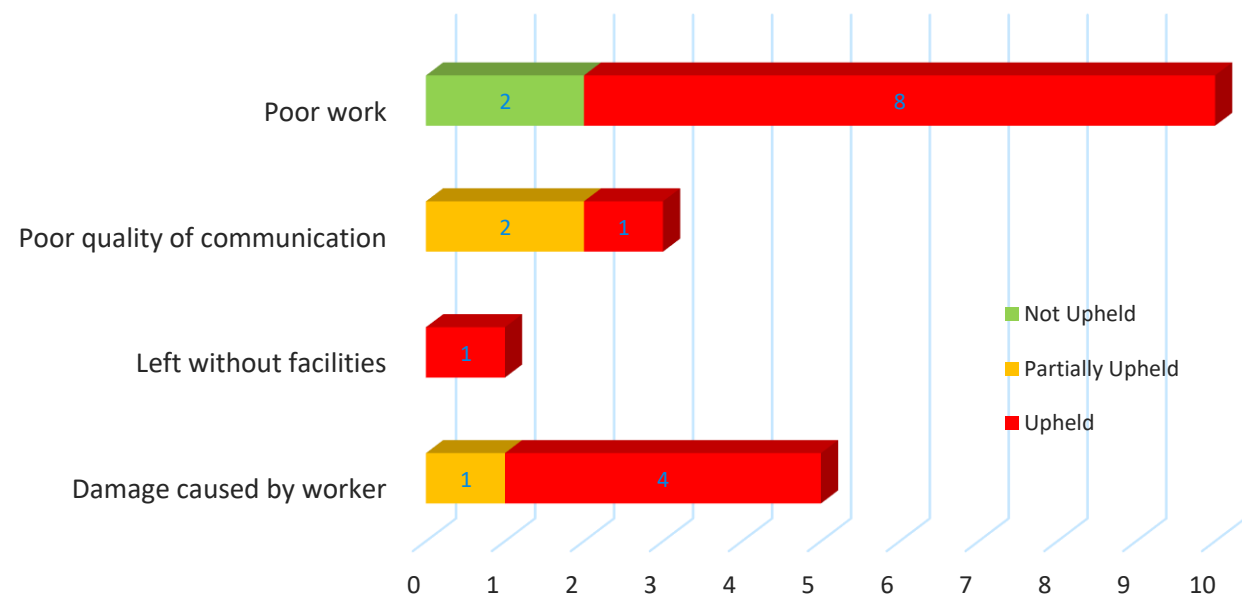
In Quarter Four, 12 Stage One complaints were closed, with 89% being upheld.

The number of closed complaints increased in Quarter Three, as well as the percentage of upheld complaints for stage 1. It remained at 100% for stage 2.

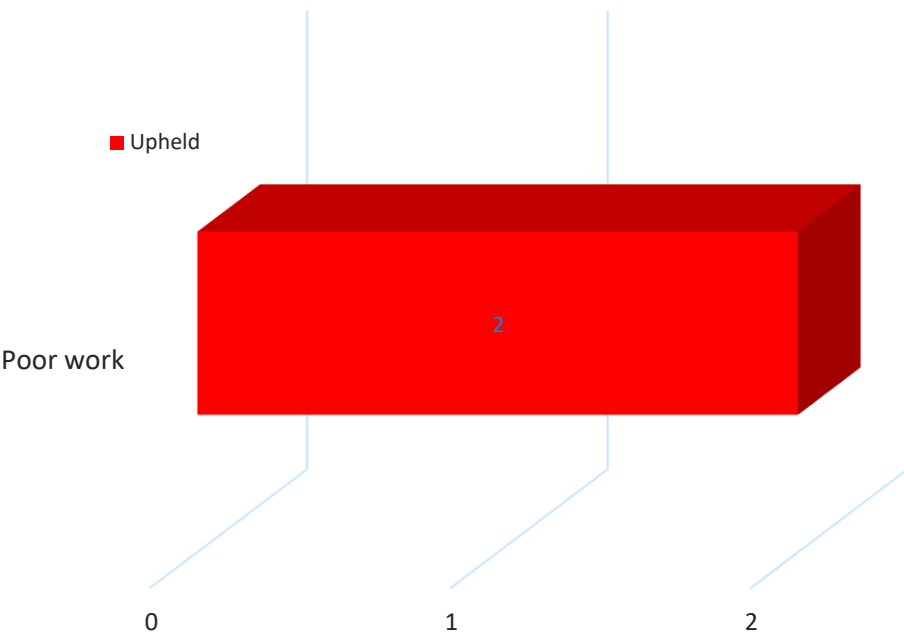
Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25		
Stage 1 Closed	12	↔	12	↓	5	↑	19
% Upheld	58%	↑	75%	↑	80%	↑	89%
Stage 2 Closed	3	↔	3	↓	1	↑	2
% Upheld	33%	↑	66%	↑	100%	↔	100%

# Complaint Performance - Investment

INVESTMENT QUARTER 4 24/25 ,STAGE 1 COMPLAINTS



INVESTMENT QUARTER 4 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. Ensure good quality of work and take care before leaving site.
3. Operatives need to take care inside and outside of customers' homes to avoid damaging belongings.
4. Tenant Liaison Officers and Project Managers should ensure communication remains open and transparent.
5. Improve communications between internal teams.



# Complaint Performance | Compliance

## Complaints Summary:

There was an increase in both the number of stage 1 and stage 2 complaints, and the upheld percentage for both.

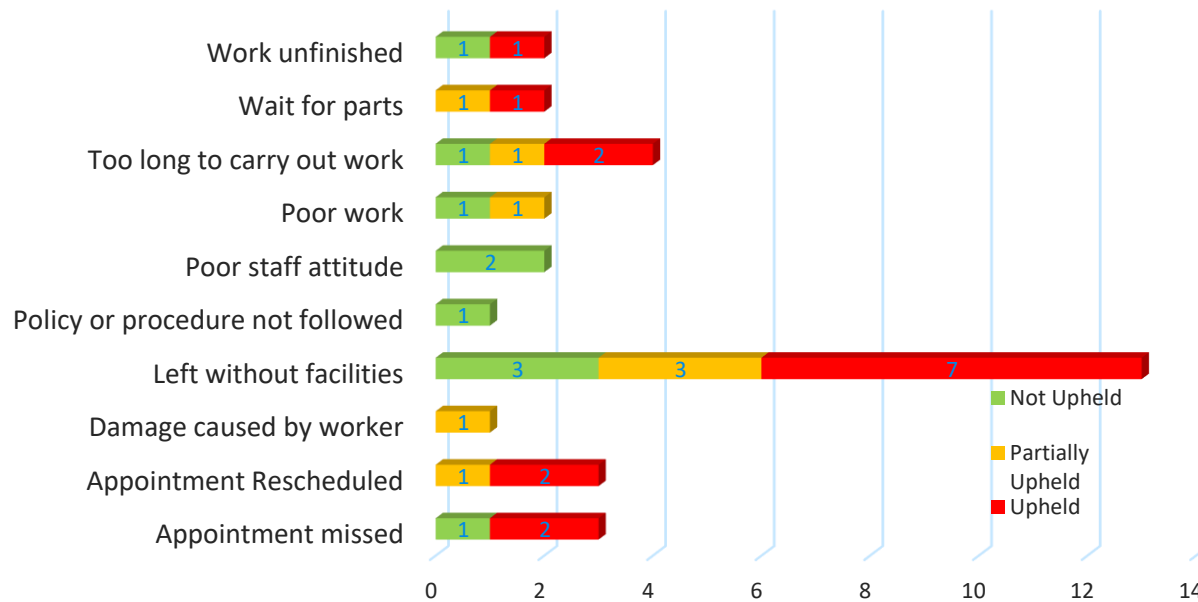
Key issues identified:

- 1.Left without facilities
- 2.Too long to complete work

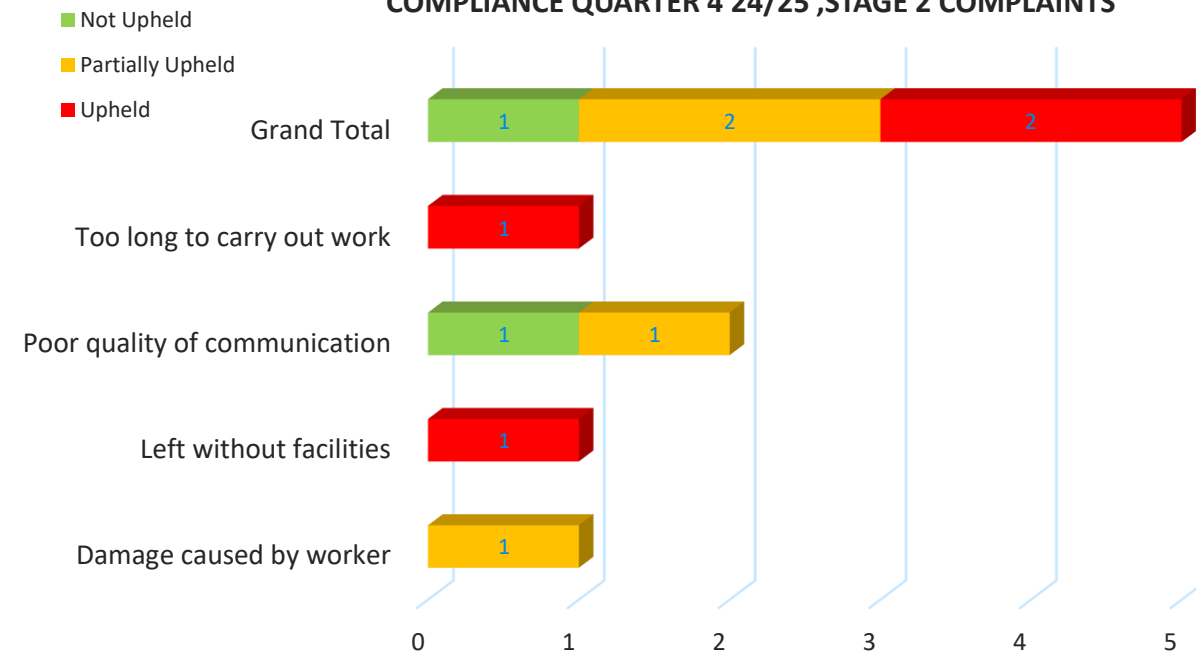
Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 34 2024/25
Stage 1 Closed	14	↑	18	↑	19	↑	33
% Upheld	64%	↓	50%	↑	69%	↑	70%
Stage 2 Closed	1	↑	2	↔	2	↑	5
% Upheld	0%	↑	50%	↔	50%	↑	80%

# Complaint Performance - Compliance

COMPLIANCE QUARTER 4 24/25 ,STAGE 1 COMPLAINTS



COMPLIANCE QUARTER 4 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. One Vision Housing will source boiler parts from third-party suppliers to minimise repair delays and impacts on customers.
3. Sovini Property Services will ensure that time stamped photographs are uploaded to evidence the attempts of accessing customers homes and that all operatives are carrying enough number of access cards.
4. Both One Vision Housing and Sovini Property Services will look to see how they can provide the same level of service to those customers who are further away compared to those who live closer to Sovini Trade Supply stores.



# Complaint Performance | Voids

## Complaints Summary:

There was an increase in the number of stage 1 complaints, from 6 to 10. However, the percentage upheld has decreased slightly.

There were two stage 2 complaint, one was upheld and one was partially upheld.

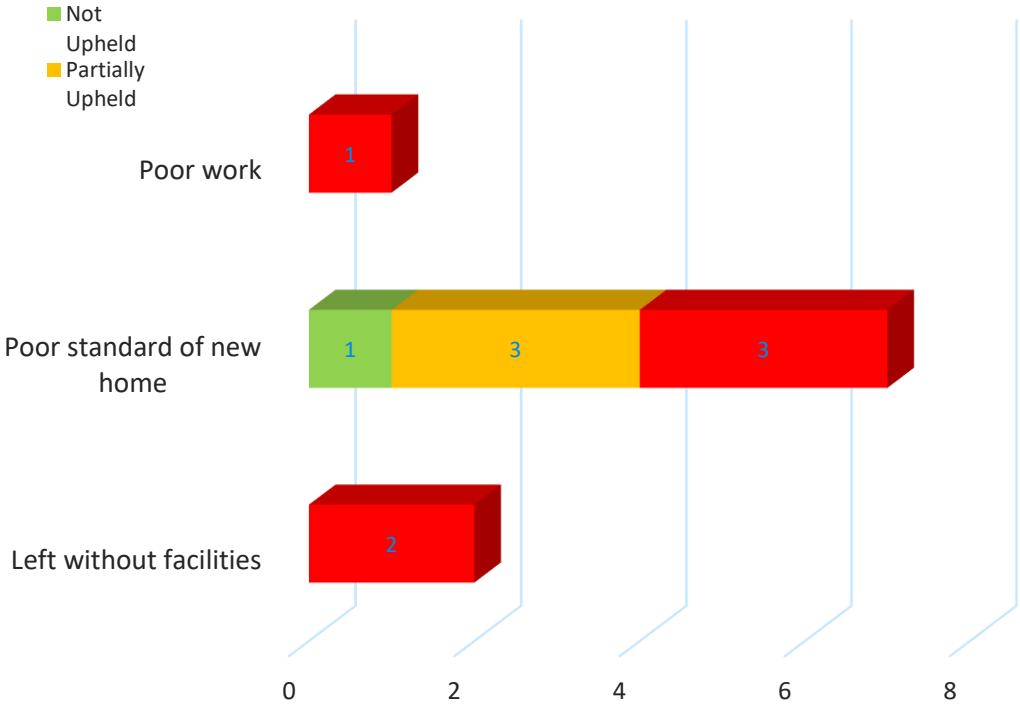
Key issue identified:

Poor standard of new home

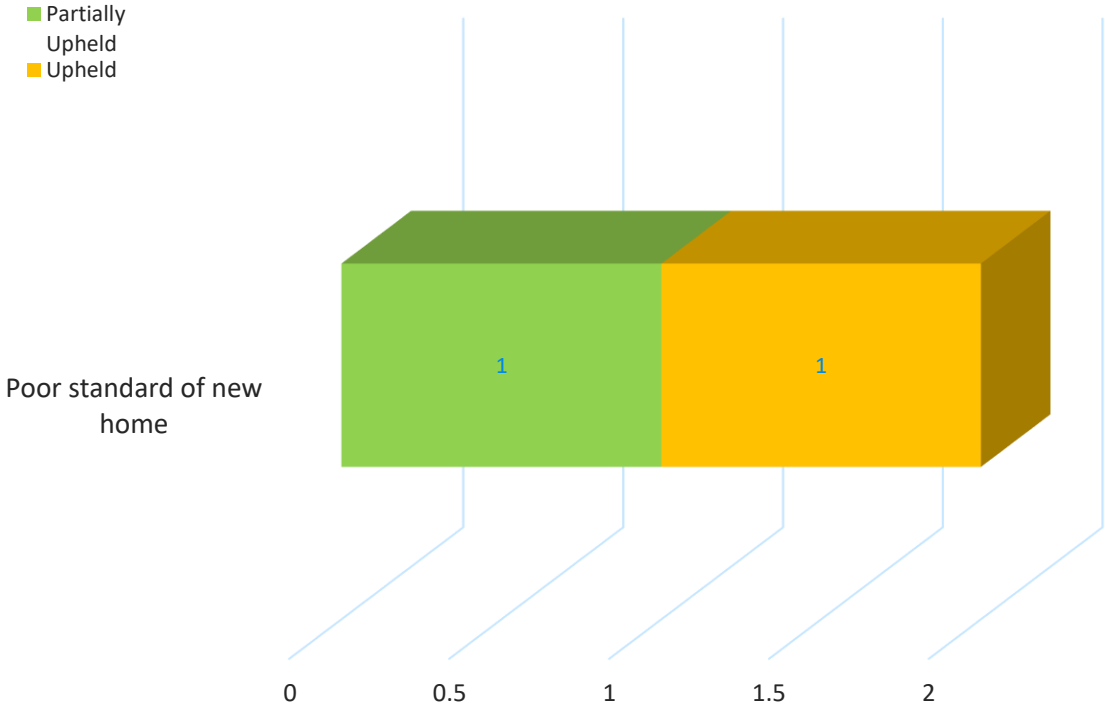
Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 3. 2024/25
Stage 1 Closed	8	↓	1	↑	6	↑	10
% Upheld	70%	↑	100%	↔	100%	↓	90%
Stage 2 Closed	3	↓	1	↓	0	↑	2
% Upheld	100%	↔	100%	↓	N/A	↑	100%

# Complaint Performance - Voids

VOIDS QUARTER 4 24/25 STAGE 1 COMPLAINTS



VOIDS QUARTER 4 24/25 STAGE 2 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.
4. One Vision Housing and Sovini Property Services will make sure a disclaimer is in place if furniture needs to be moved.



# End-to-End Review

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.

## 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 Four 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 Four are detailed in the chart.

	Quarter 1. 2024/25	Quarter 2. 2024/25	Quarter 3. 2024/25	Quarter 4. 2024/25
Total Compensation or Gesture of Goodwill payments	£10,351	£23,347	£20,933	£19,171
% of complaints where a payment was made	35%	61%	41%	41%
Average payment per case	£162	£228	£361	£210
Average payment where case relates to repairs and maintenance	£142	£161	£411	£219
Average payment where case relates to (HASS)	£380	£246	£123	£159

# Compliments | Quarter Four 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 Four 2024/25 for each Asset Management Service.

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

