

Complaints and Customer Insight Report

2024/25



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01

Introduction

Our commitment to our customers

At One Vision Housing (OVH), we understand that customer feedback is essential to the services we provide. We are committed to actively listening and responding to our customers' views, gathered through surveys, resident meetings, online platforms, and, importantly, through our complaint handling process.

Customer experiences, whether positive or negative, directly influence our service delivery, and we are dedicated to understanding and utilising customer data and intelligence to drive meaningful improvements. We treat all complaints with the utmost seriousness, analysing them to identify recurring issues and areas where we can enhance our services.

We recognise the evolving landscape of the housing sector, and we are fully aligned with the Regulator for Social Housing's new Consumer Standards. These standards rightly prioritise resident engagement, and we are working diligently to demonstrate our commitment to this principle.

We strive for transparency and accountability, and we firmly believe that by listening attentively to our customer's voices, including those expressed through complaints, we can collectively build a better customer experience for all.

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Complaint Management

How we manage our complaints

The Customer Experience Team manage customer complaints on behalf of all teams within OVH. This includes services provided by contractors and partners.

Customers can make a complaint using a variety of methods, including:

- In writing
 - Over the telephone
 - By email or online contact form
 - Face-to-Face with a staff member
 - Through the customer self-service portal “My Account”
 - Engaging with our social media accounts
-

In line with our Complaints, Appeals and Feedback Policy, we operate a two-stage formal complaint process:

Stage 1

10 Working Days

We will acknowledge customer complaints within five working days and aim to give a full response within 10 working days.

Stage 2

20 Working Days

If a customer remains unhappy with the outcome of their complaint or are unhappy with the way OVH have dealt with the complaint, they are able to escalate their complaint to be re-investigated by a more senior member of staff. Again, OVH will acknowledge the complaint in writing within five working days and aim to respond fully within 20 working days.

The above timescales are outlined within the Internal Complaint and General Appeal Investigation Stages section of our Complaints, Appeals and Feedback Policy.

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Volume of Complaints

Total number of complaints received

Volume of complaints closed between 1st April 2024 and 31st March 2025

Closed Complaints	Total number of complaints closed	% Upheld	% Partially Upheld*	% Not Upheld
Stage 1	697	50% (346)	20% (143)	30% (208)
Stage 2	132	44% (58)	25% (32)	31% (42)

* A partially upheld complaint typically involves multiple issues, where the Investigating Officer agrees with some aspects raised but not others.

Volume of complaints opened between 1st April 2024 and 31st March 2025

Opened Complaints	2022/23		2023/24		2024/25	
	Number	Trend	Number	Trend	Number	Trend
Stage 1	488	↑	696	↑	716	↑
Stage 2	73	↑	151	↑	140	↓

Comparing our Performance

To ensure our complaints performance remains competitive, we benchmark our complaints data against similar organisations. We analyse figures relating to response times and satisfaction, comparing our results with sector averages and top performers from Housemark. This helps us spot strengths and weaknesses, and lets us set realistic goals, learn best practice, and improve how we handle complaints for residents, and enhance our overall customer experience

Complaint Comparison with Housemark

Measure	OVH Performance 2024/25	Top Quartile Performance*	OVH Quartile
Complaints responded to in target time	99%	99%	1
Satisfaction with complaint handling	78.6%	62.6%	1
Satisfaction with complaint outcome	54.7%	55.6%	1

*2023/24 Housemark Benchmarking Information.

Data-Driven Conclusions

The data indicates that OVH is performing very well in key areas of complaint handling, consistently ranking in the top quartile according to Housemark benchmarks for 2023/24. We excel in responding to complaints promptly and in ensuring customers are satisfied with the complaint handling process itself.

Whilst satisfaction with the complaint outcome places OVH in the top quartile compared with similar organisations, we are slightly below the target. We recognise there is room for improvement in this area and have improvement plans in place designed to focus on the complaint handling process and quality of outcomes for customers.

04

Housing Ombudsman

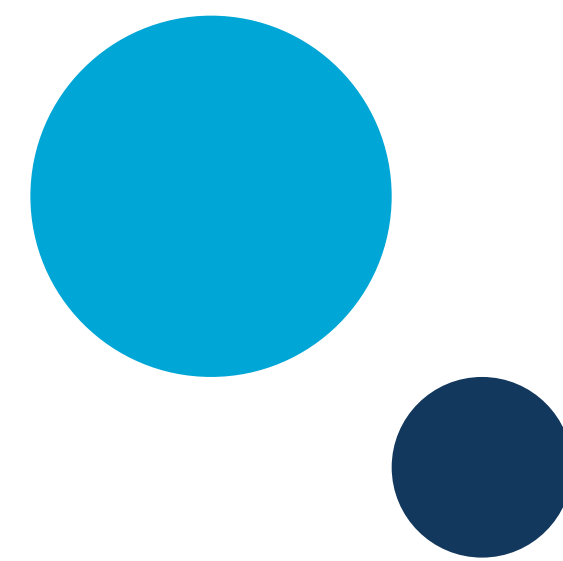
Key information and figures

Our goal is to resolve customer dissatisfaction effectively within our complaint handling process, thereby avoiding customers feeling as though they need to contact the Housing Ombudsman in order to receive a satisfactory outcome. However, when contact is received from the Ombudsman, we proactively engage with the service to help resolve complaints for our customers.

Housing Ombudsman - Volume of Cases and Determinations

Opened Complaints	2023/24		2024/25		2024/25 (Q1-Q3)
	OVH	% of Cases	OVH	% of Cases	All Landlords (Comparative portions)*
Maladministration and Service Failure	7	58%	10	66%	42%
Partial Maladministration (Service Failure)	-	-	-	-	28%
Severe Maladministration	-	-	-	-	1%
No Maladministration	3	23%	2	13%	6%
Redress (Service Failure but redressed correctly)	-	-	-	-	5%
Resolved with Intervention	-	-	1	7%	2%
Outside Jurisdiction	1	8%	2	13%	10%
Withdrawn	-	-	-	-	5%
Total	11		15		

*All Landlord data Q1, Q2 and Q3 from Landlord Complaint Statistics. Due to variations in how data was recorded in the previous year, some discrepancies may exist when comparing it to the current dataset. The 99% total for the 2024/25 data is due to the rounding down of figures. This matter is currently under review by the Housing Ombudsman.



UK Housing Ombudsman - Lessons Learnt

Analysing lessons learnt from determinations and recommendations

This information focuses specifically on the determinations and recommendations recently received by OVH from the UK Housing Ombudsman. By carefully analysing the key themes and lessons highlighted in these findings, we aim to identify areas for improvement in our service delivery, strengthen our processes, and ultimately enhance the experience for our customers. This focused approach ensures that we learn directly from the Ombudsman's insights to foster a culture of continuous improvement within our organisation.

-
- Where service failure is identified, OVH will offer an appropriate amount of compensation that reflects the level of inconvenience and/or distress experienced.
 - When a leaseholder disputes the internal data and internal surveyor inspection evidence concerning windows and doors, OVH will consider appointing an Independent Surveyor, where appropriate.
 - Where a customer raises a concern about something potentially dangerous or that could cause harm (e.g. garden subsidence), an inspection should take place in line with our Repairs and Maintenance Policy.
 - Ensure all Councillor contacts regarding complaints are logged according to OVH's Complaints, Appeals and Feedback Policy.
 - OVH will undertake a review of its noise nuisance procedures, informed by the Ombudsman Spotlight Report, to create a policy defining our response (Good Neighbour Policy).
 - OVH should ensure that operatives provide more comprehensive notes, explicitly stating whether a customer requires provisions such as water drop-offs or a porta-loo (or indicate if this is not required).
 - Provide customers with clear and timely information regarding the scheduling of all additional appointments.
 - When internal contractors have exhausted their repair options to resolve a leak, especially when concerning a high-rise building, OVH should look to instruct external specialists.

UK Housing Ombudsman – Guidance on Decision Outcomes

Understanding the Housing Ombudsman's terminology

The Housing Ombudsman now publishes all decisions on cases investigated, as part of their increasing transparency.

They are published every two weeks, providing a vital learning resource for OVH and the Housing Sector. Housing Ombudsman findings demonstrate the difference complaints can make for individual residents and wider benefit. The decisions are anonymised, so residents' names are not used, but landlords are identified. The Housing Ombudsman may decide not to publish a decision if they believe, even anonymised, the resident could be identified or if it is not in the interests of an individual or a landlord.

The decisions published can be searched and filtered by date, the complaint category, type of outcome, tenure and order, plus the type of landlord. An explanation of the range of outcomes on decisions and landlord types is set out below.

- **Maladministration** - where the landlord, for example, has failed to comply with its legal obligations, its policies and procedures or unreasonably delayed in dealing with the matter. This could be a finding of service failure, maladministration or severe maladministration, depending on the seriousness of the failure and the impact on the resident
- **Partial Maladministration** - where there are multiple findings following investigation within one determination and at least one, but not all, of these is maladministration
- **No Maladministration** - where the landlord is found to have acted appropriately
- **Redress** - where the landlord made redress to the resident which resolved the complaint satisfactorily in the Ombudsman's opinion
- **Resolved with Intervention/Early Resolution** - where the complaint was resolved with the Ombudsman's intervention
- **OSJ = Outside Jurisdiction** - where the Ombudsman did not have the authority to investigate. This could be for a variety of reasons including: the complaint had not been made within a reasonable timescale; the complaint did not meet the conditions of our Scheme; or the matter was more appropriately dealt with by the courts, a tribunal, another complaint handling body or regulator.

Housing Ombudsman Complaint Handling Code

The Ombudsman's Complaint Handling Code sets out best practice for a landlord's complaint handling procedures, to enable a positive complaints culture across the social housing sector, regardless of the size or type of landlord. The Code encourages landlord-tenant relationships so that residents can raise a complaint if things go wrong.

The Complaint Handling Code ('the Code') became statutory on 1 April 2024, meaning that all members of the Housing Ombudsman Scheme are obliged by law to follow its requirements. OVH has demonstrated compliance with the Code via a self-assessment submitted to the Housing Ombudsman. The self-assessment remains valid until 30th June 2025 at which point an annual update will be shared with the Housing Ombudsman.



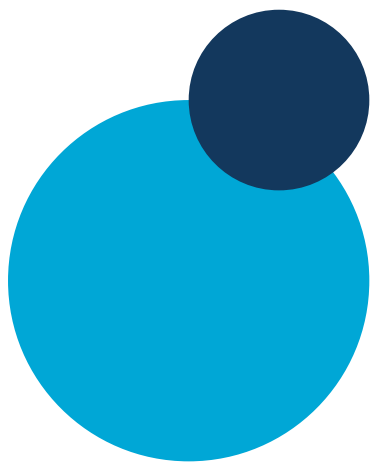
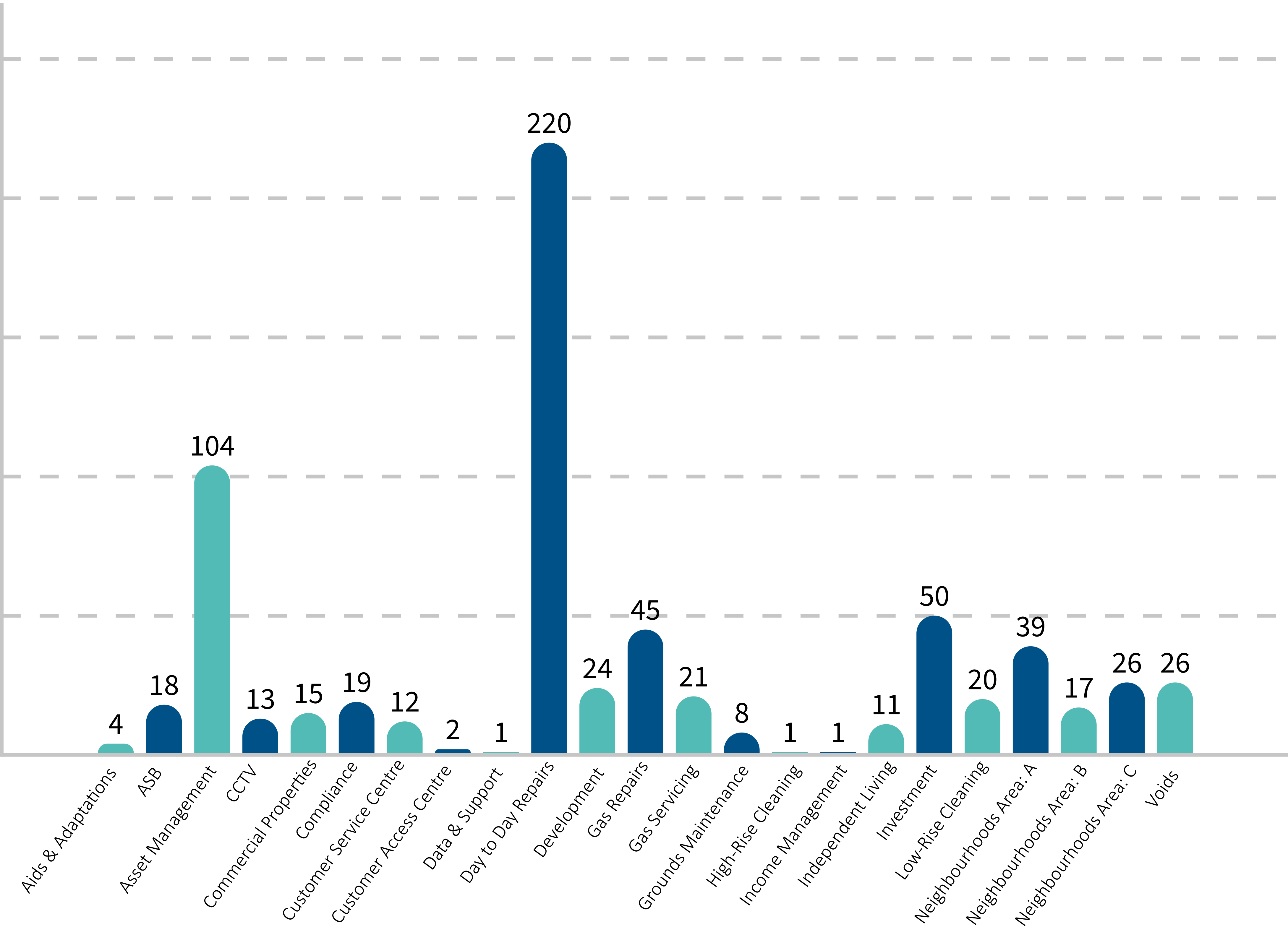
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Complaints by Service Area

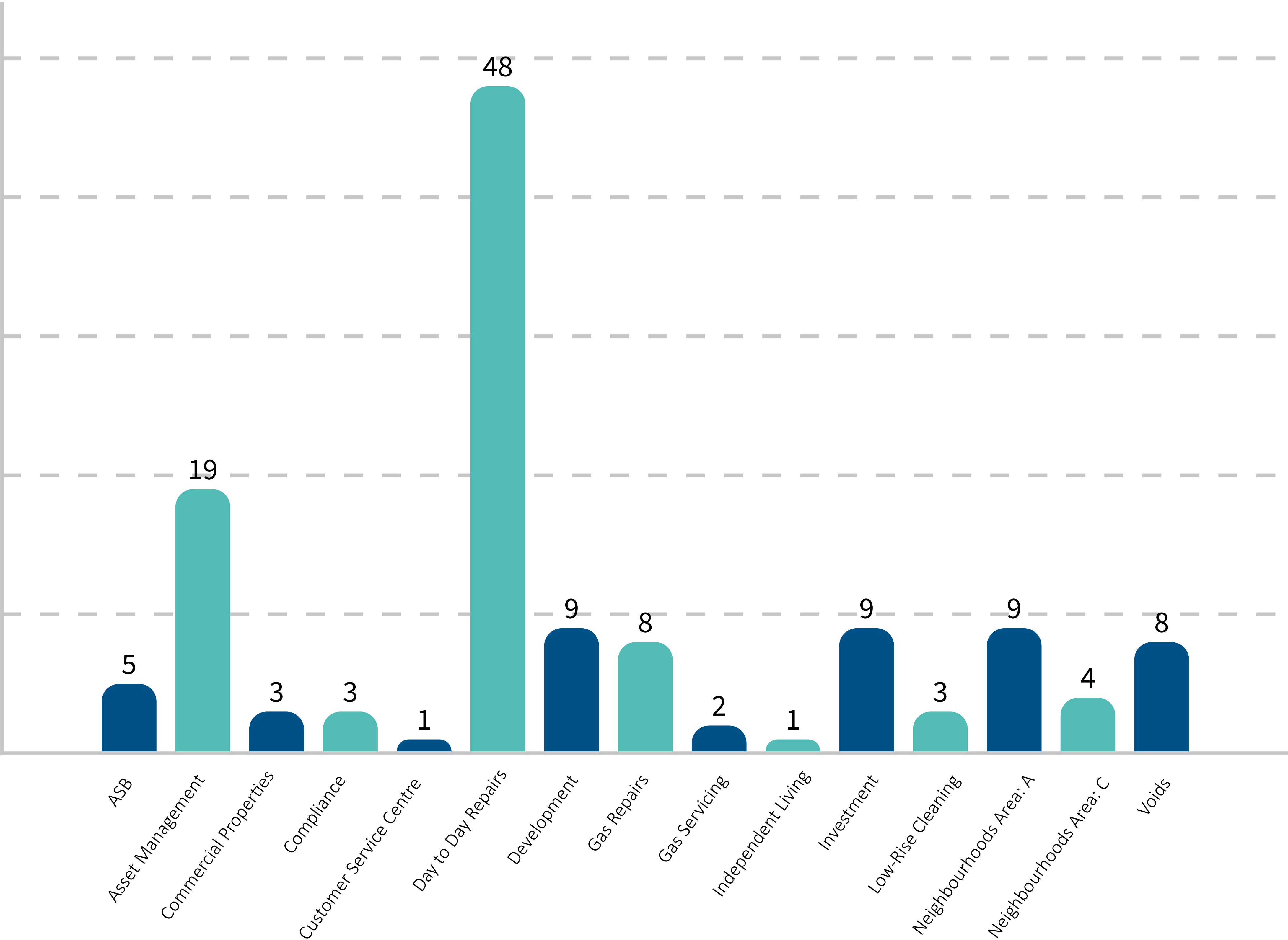
Service-specific complaint analysis

On a monthly basis, teams across the organisation are provided with information on the nature of closed complaints and the types of complaints resolved over the period. These findings are also shared with our tenant-led Service Review Groups.

Closed Stage 1 Complaints



Closed Stage 2 Complaints



Top Four Service Areas

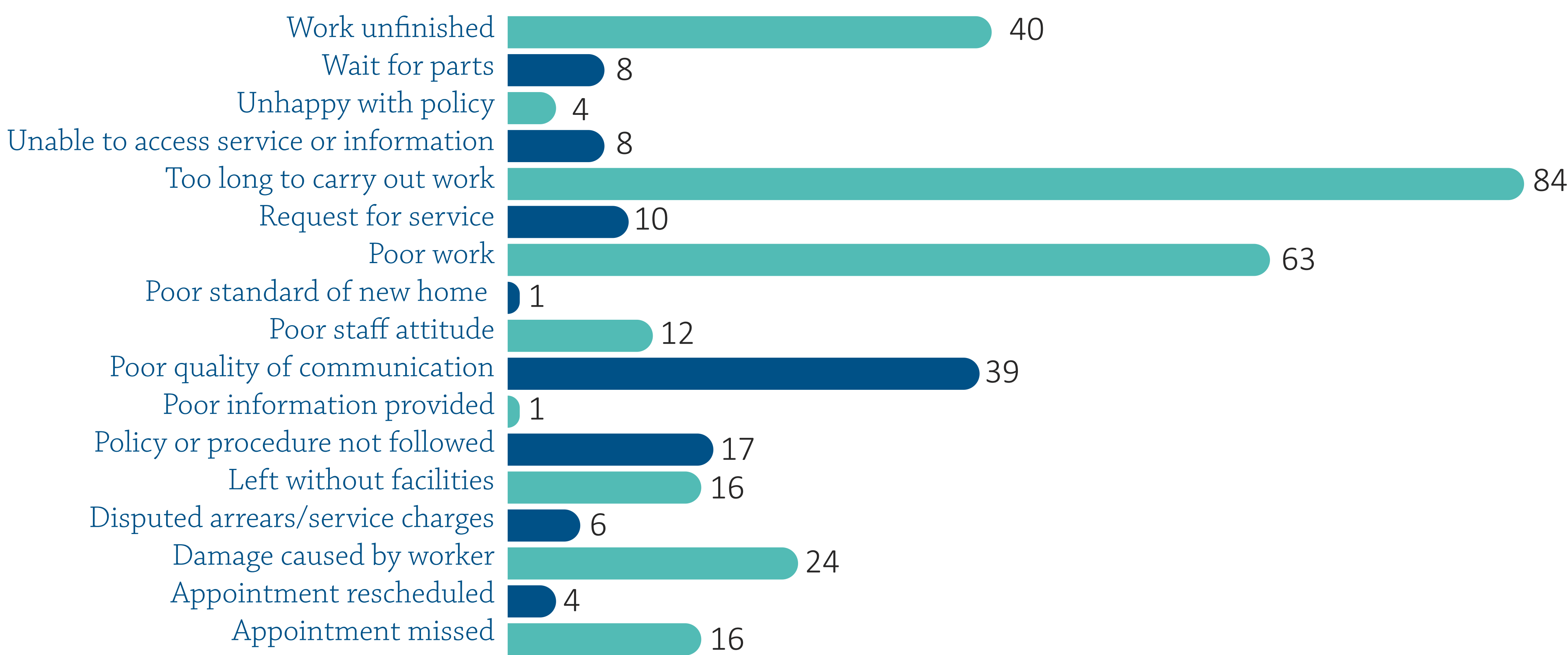
Broken down by fault category

To pinpoint key areas for improvement, the following analysis highlights the top four service areas receiving the highest volume of complaints, offering insights into the most pressing issues impacting our customers. This section will detail these top areas, shedding light on the recurring issues that require focused attention and resolution.

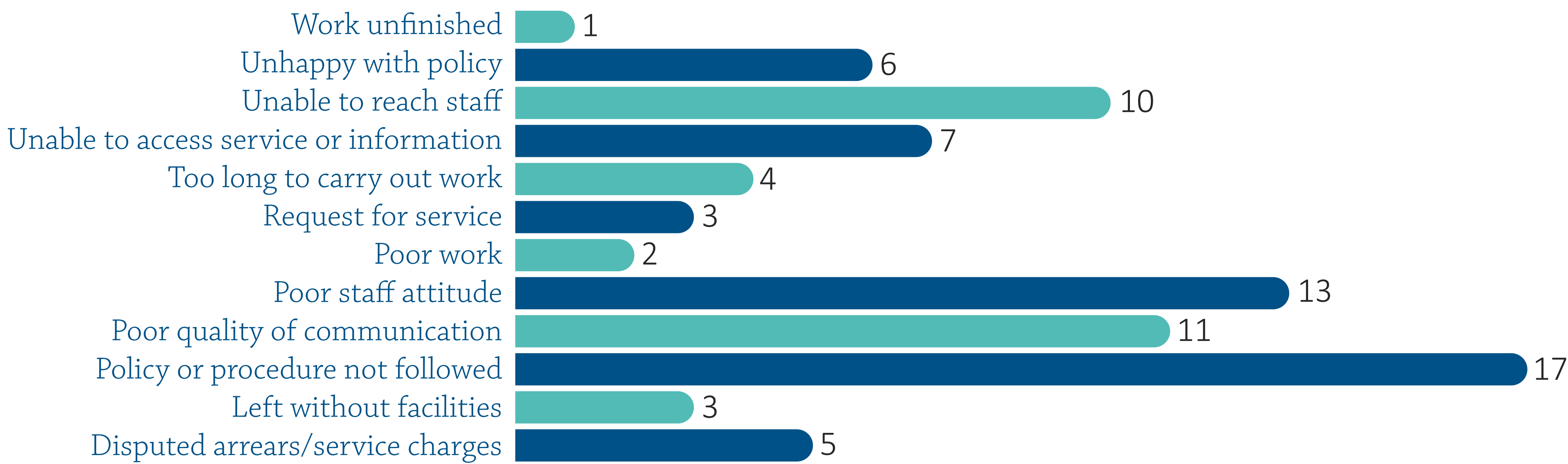
Our top four service areas receiving the highest volumes of complaints for 2024/25 are:

- Asset Management, Day-to-Day, Grounds Maintenance and Communal Cleaning
- Neighbourhood Services
- Investment
- Gas Repairs and Servicing

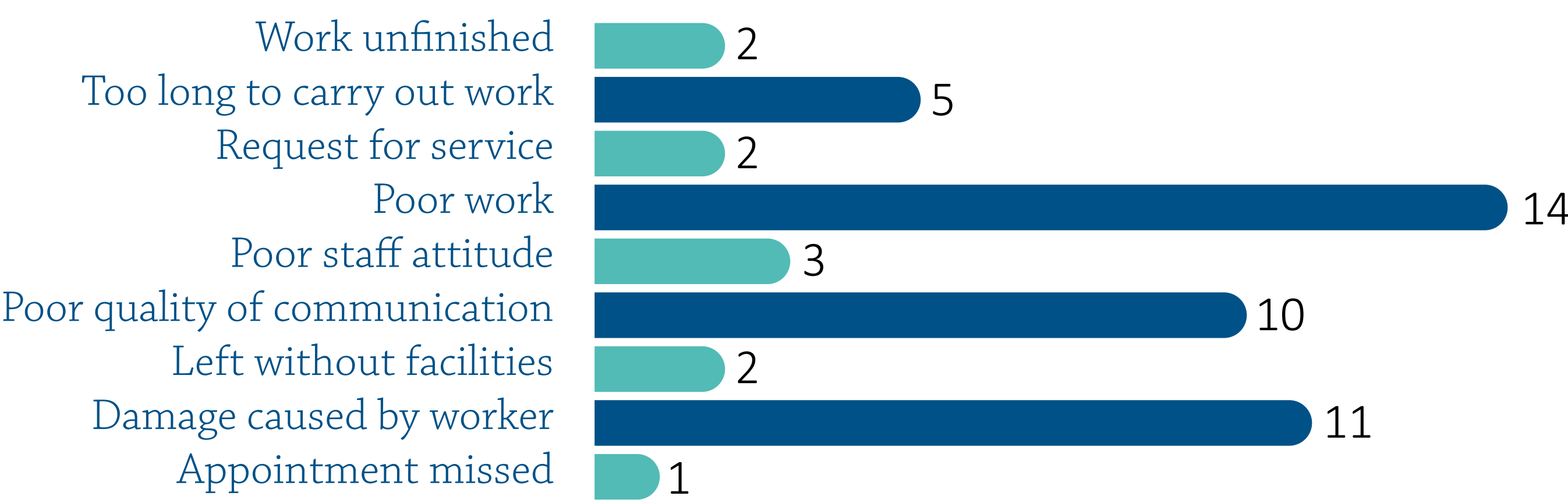
Asset Management, Day-to-Day, Grounds Maintenance and Cleaning



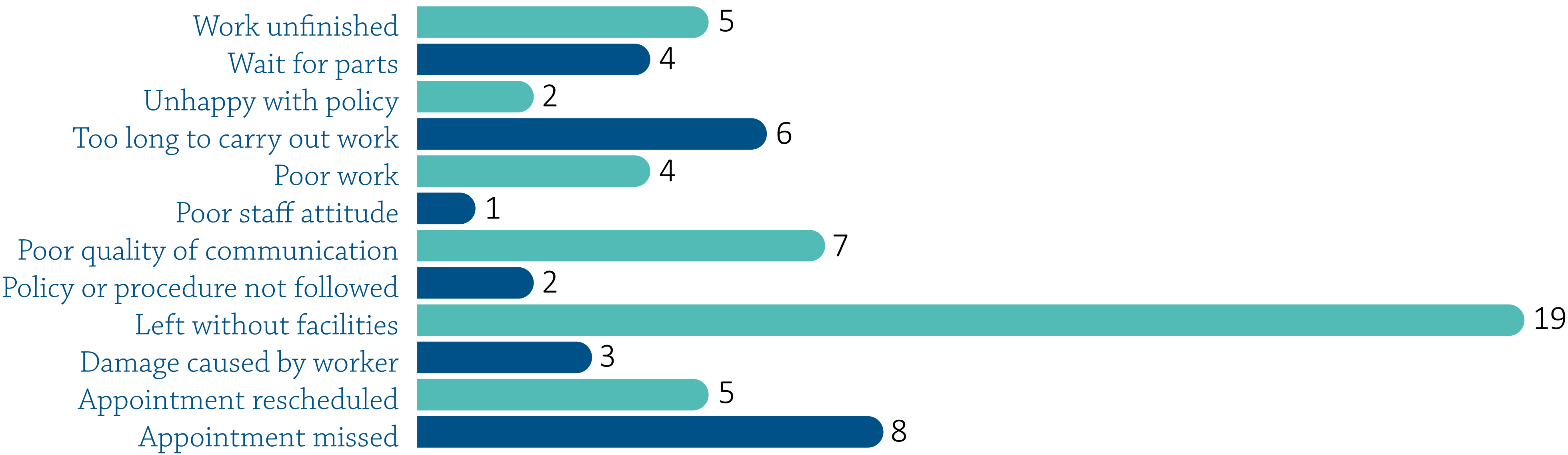
Neighbourhood Services



Investment



Gas Repairs and Servicing



Breakdown of Complaint Issues Across all Service Areas

We track and categorise all our complaints, analysing them to identify trends and issues across each area. Regular reports provide a concise breakdown of complaint types and frequency per service, enabling targeted improvements and enhanced customer satisfaction.

Category of Complaint	2022/23	Top 10 Ranking 2022/23	2023/24	Top 10 Ranking 2023/24	2024/25	Top 10 Ranking 2024/25
Too long to carry out work	96	1	155	1	117	1
Poor work	66	2	78	3	89	2
Poor quality of communication	49	5	98	2	84	3
Policy or procedure not followed	58	3	20	10	60	4
Left without facilities	52	4	37	4	60	4
Work unfinished	40	6	31	7	51	5
Damage caused by worker	25	9	36	5	44	6
Poor staff attitude	34	7	35	6	35	7
Appointment missed	20		27	8	25	8
Unable to access service or information	31	8	15		25	8
Poor standard of new home	24	10	18		22	9
Request for service	14		56	3	19	10
Appointment rescheduled	16		10		10	
Unable to reach staff	7		23	9	10	
Poor information provided	4		15		5	
Unhappy with policy	10		19		13	
Disputed arrears/service charges	8		7		17	
Wait for parts	4		6		12	
N/A			2			
Totals	558		688		697	

Comparing data between 2023/24 and 2024/25

Top Three Increases

- **Policy or procedure not followed** complaints **increased** from 20 to 60.
- **Disputed arrears/service charges** complaints **increased** from 7 to 17.
- **Wait for parts** complaints **increased** from 6 to 12.

Top Three Decreases

- **Request for service** complaints **decreased** from 56 to 19.
- **Unable to reach staff** complaints **decreased** from 23 to 10.
- **Too long to carry out work** complaints **decreased** from 155 to 117.

Top Three Comparisons

- **Too long to carry out work** Continues to be the main reason a customer will make a complaint. However, the number has decreased by 24.5% in comparison to last year.
- **Poor work and poor quality of communication** has remained within the top 3 priorities for our customers this year.
- **Policy or procedure not followed** and **poor standard of new home** has seen an increase in complaints made this year in comparison with 2023/24



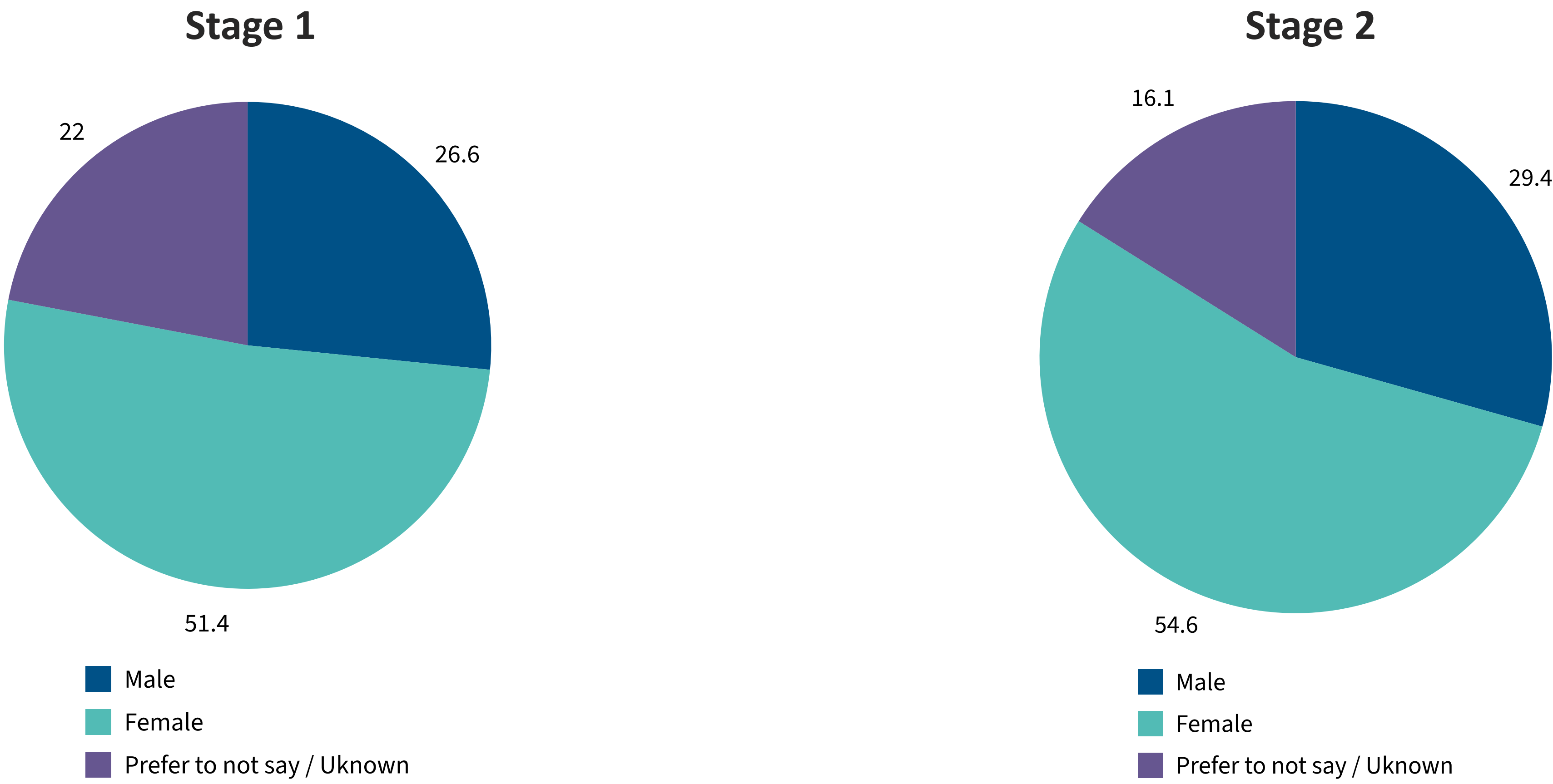
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Demographic Information

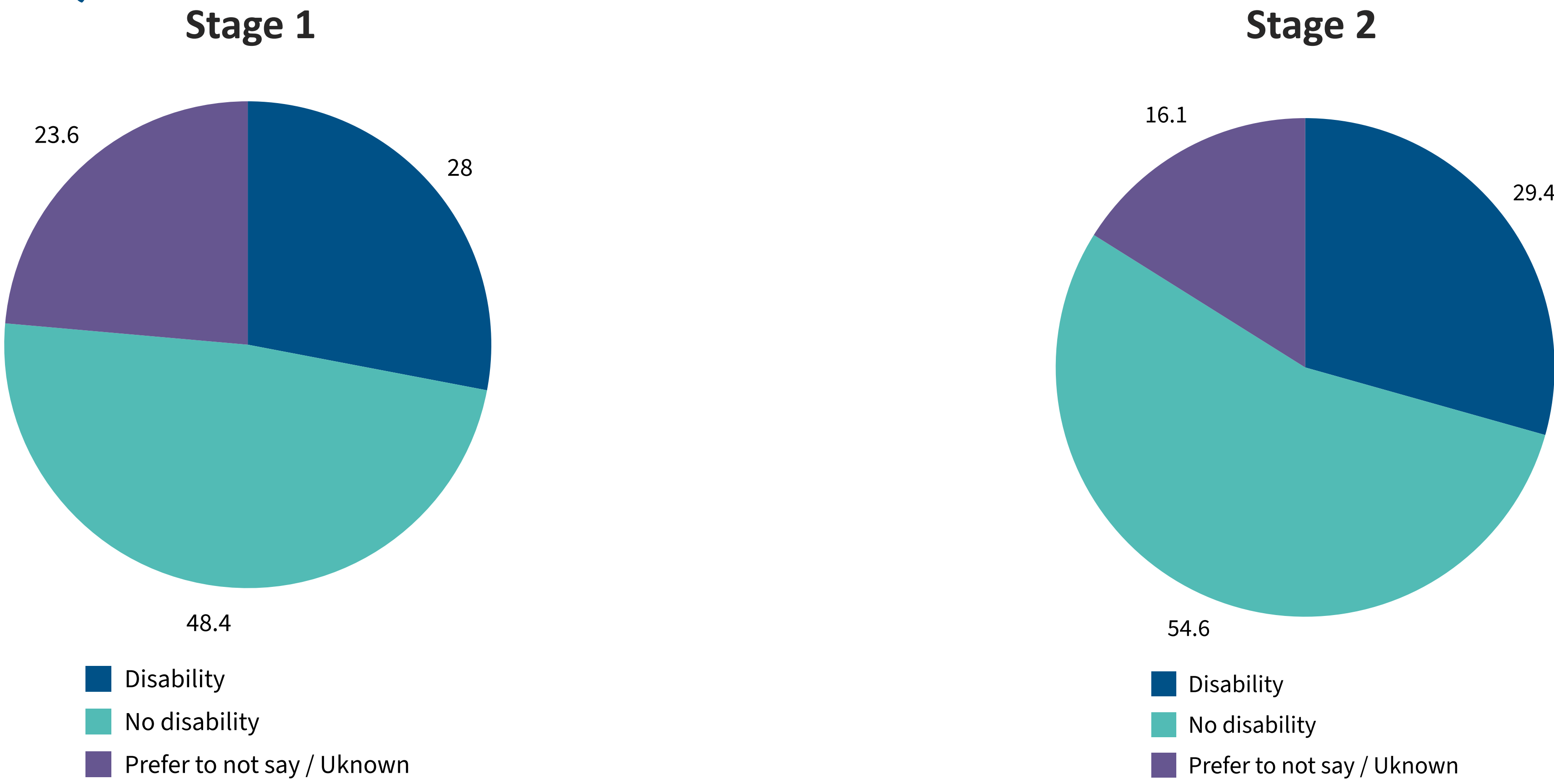
Demographic breakdown of complaints

We've compiled a detailed demographic breakdown of our complainants, focusing on a variety of characteristics. This in-depth analysis allows us to pinpoint the specific demographic groups from which the majority of our complaints originate. This data-driven approach empowers us to tailor improvements and address concerns more effectively, ultimately fostering a more inclusive and responsive environment for all.

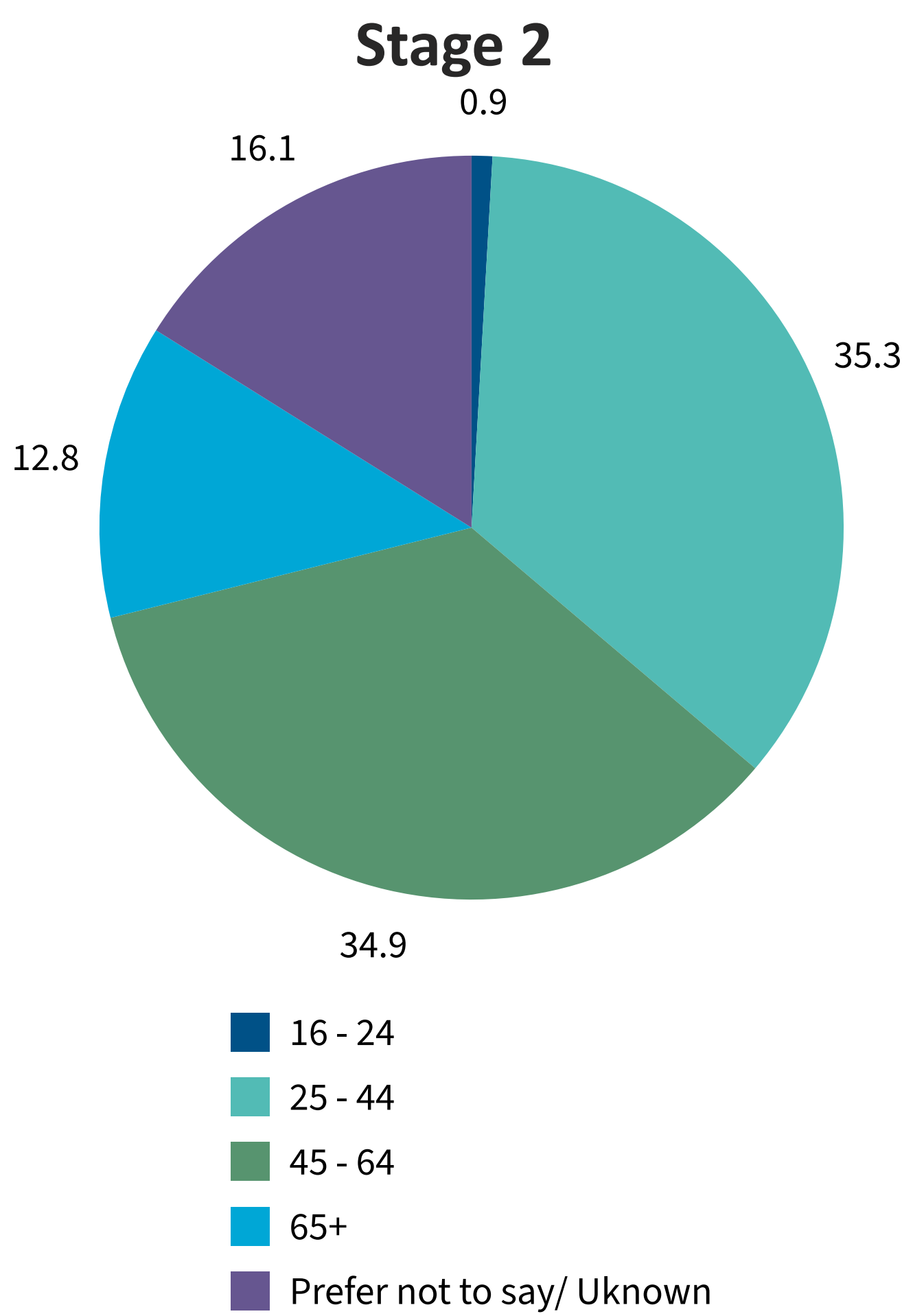
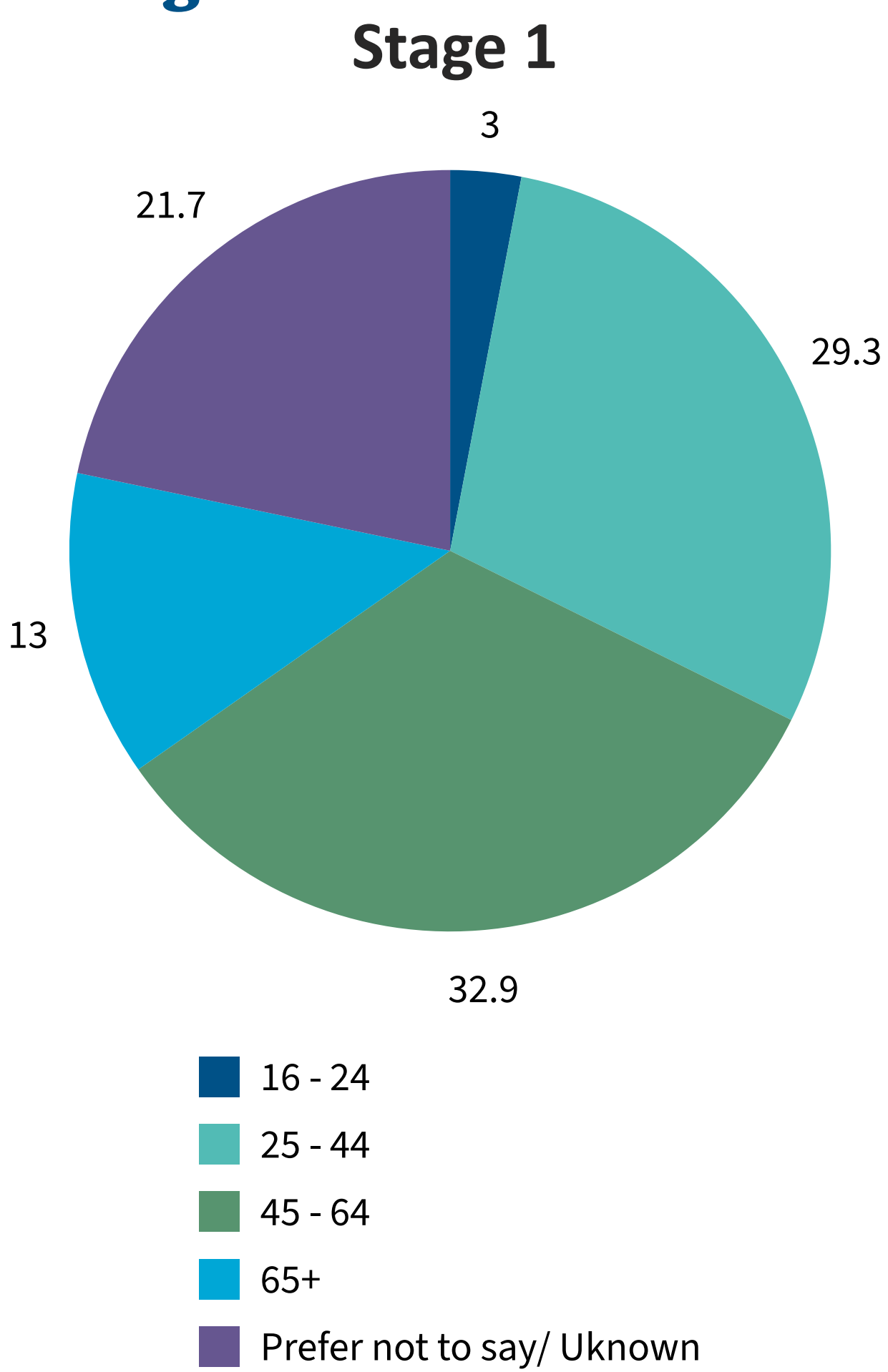
Gender



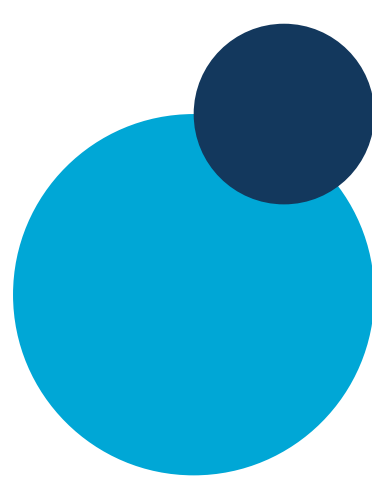
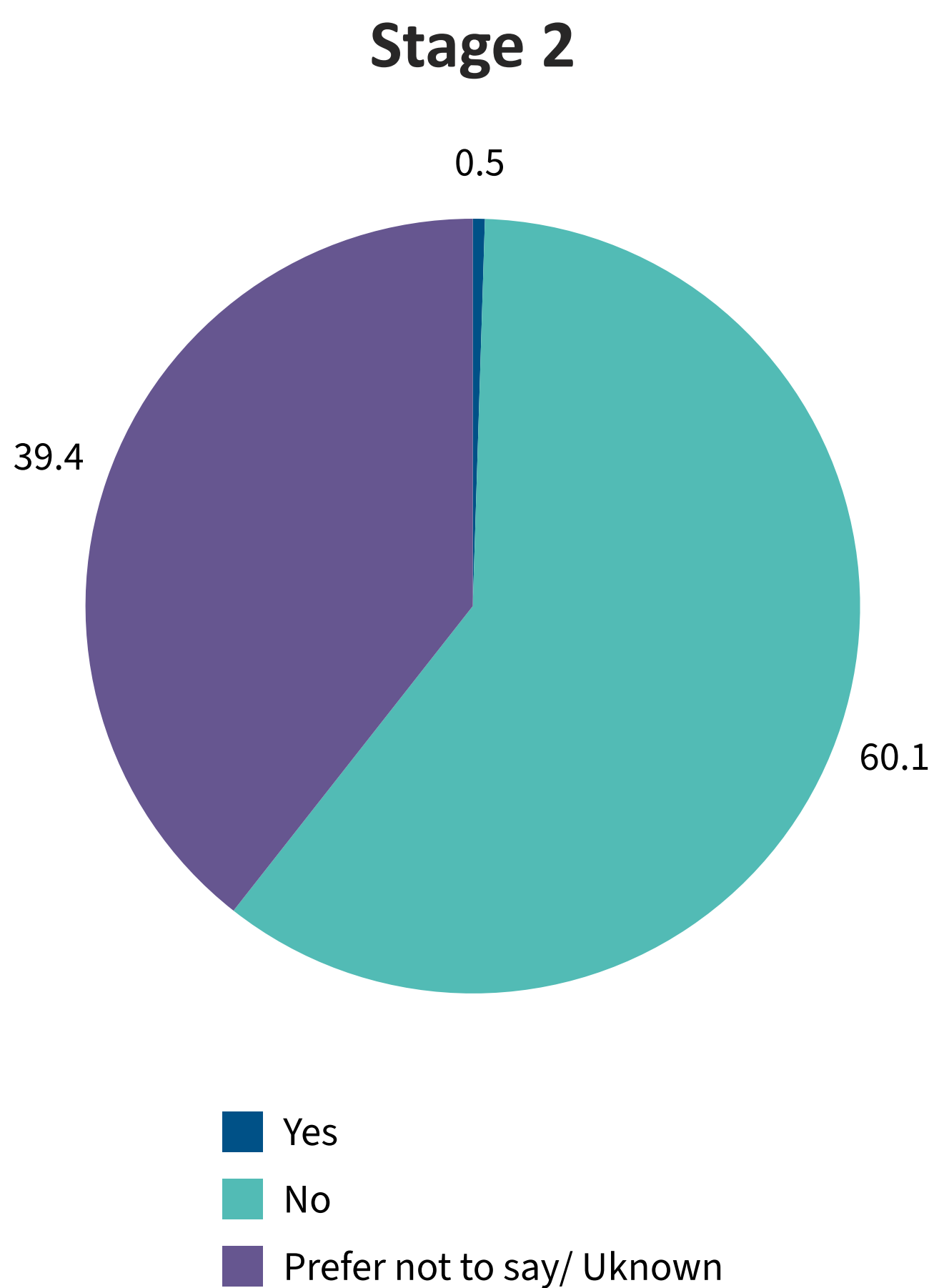
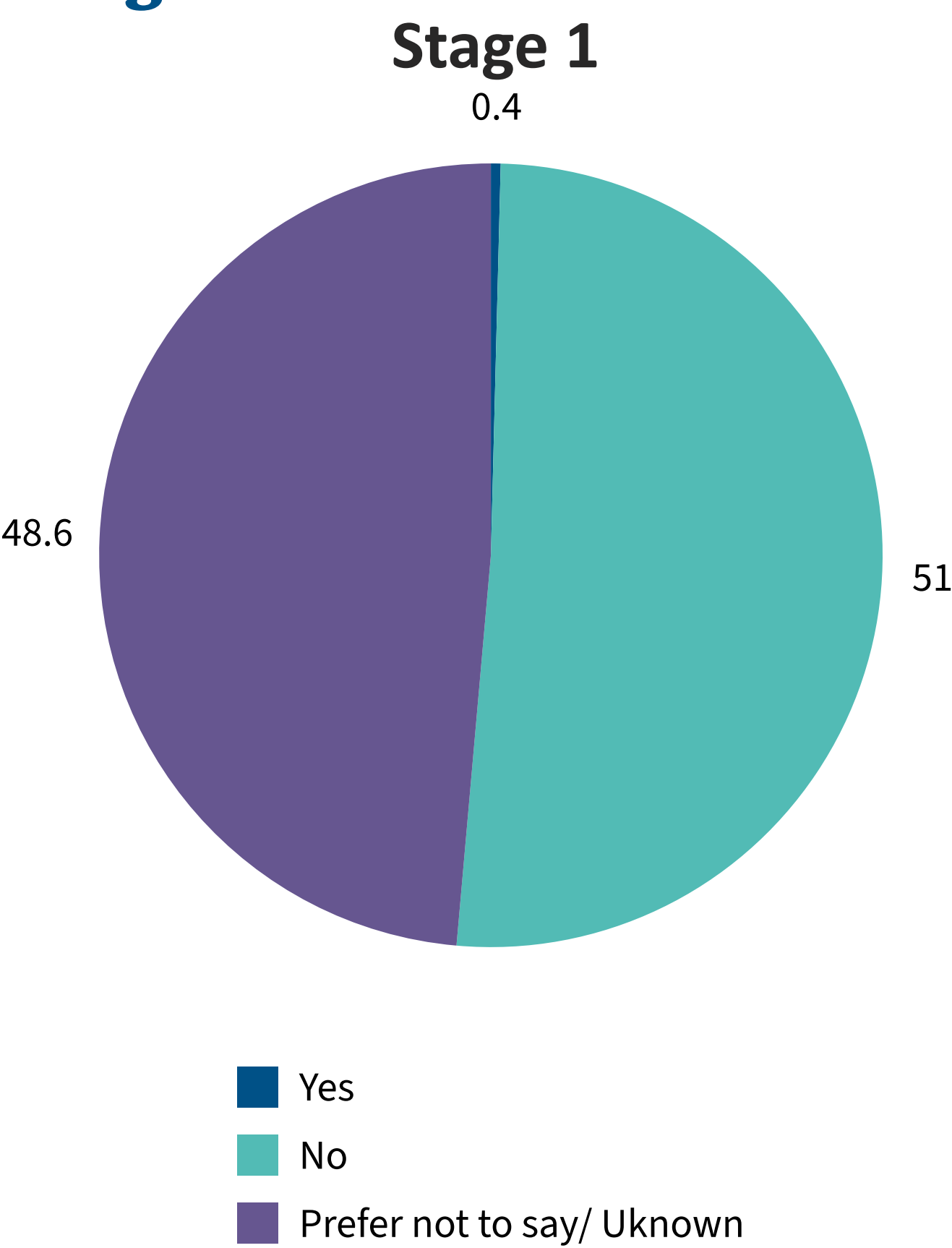
Disability



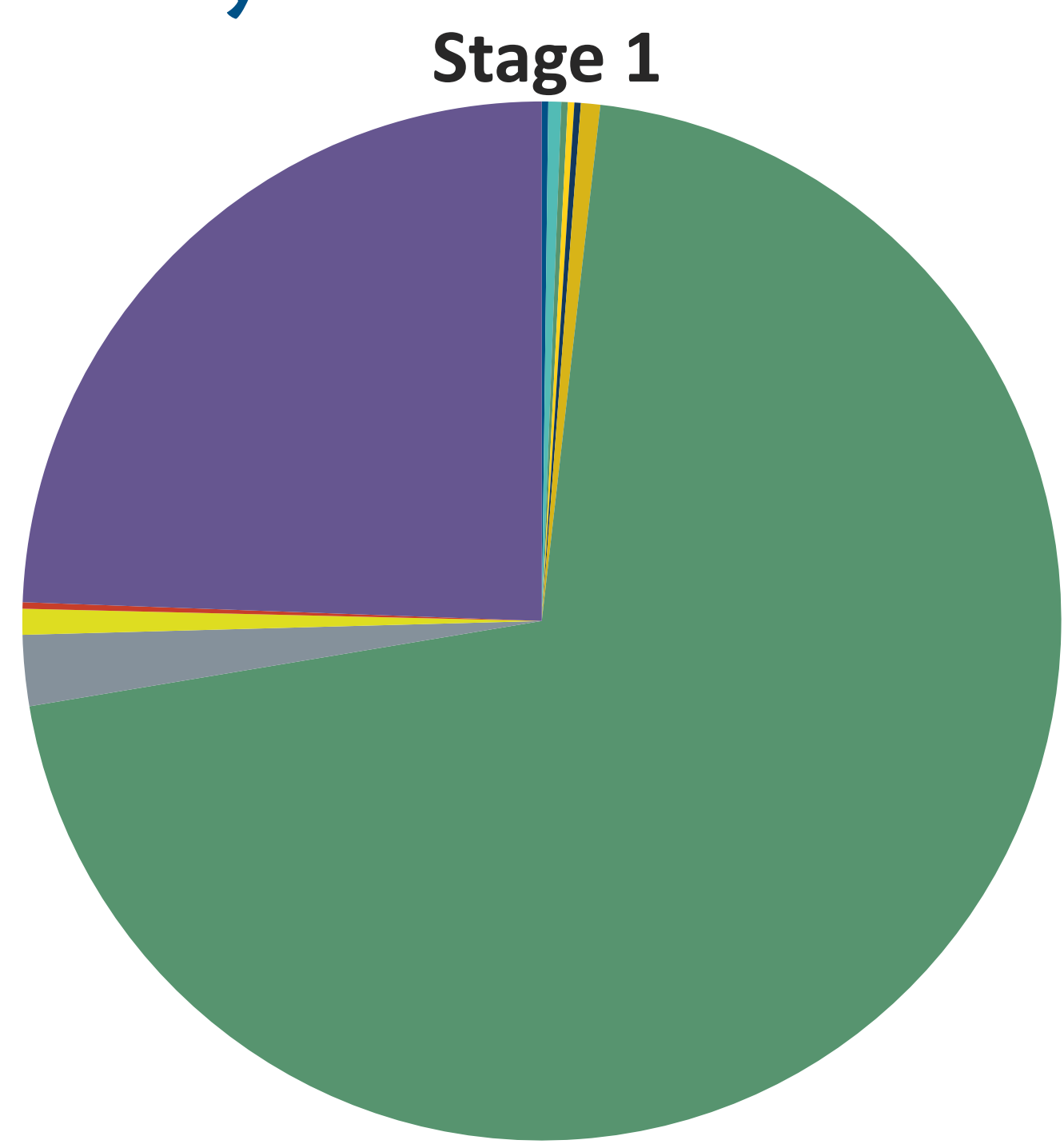
Age Range



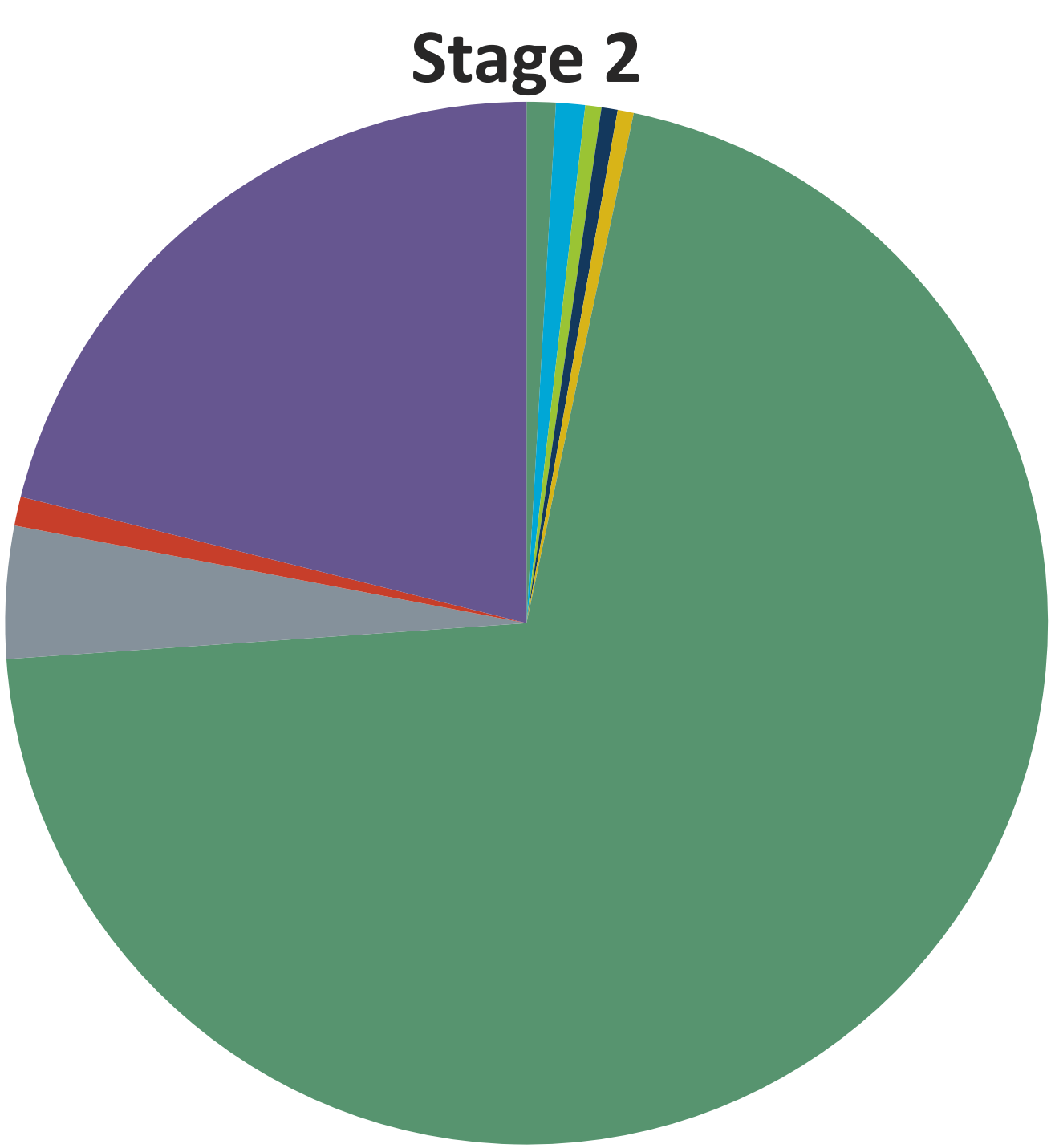
Transgender



Ethnicity

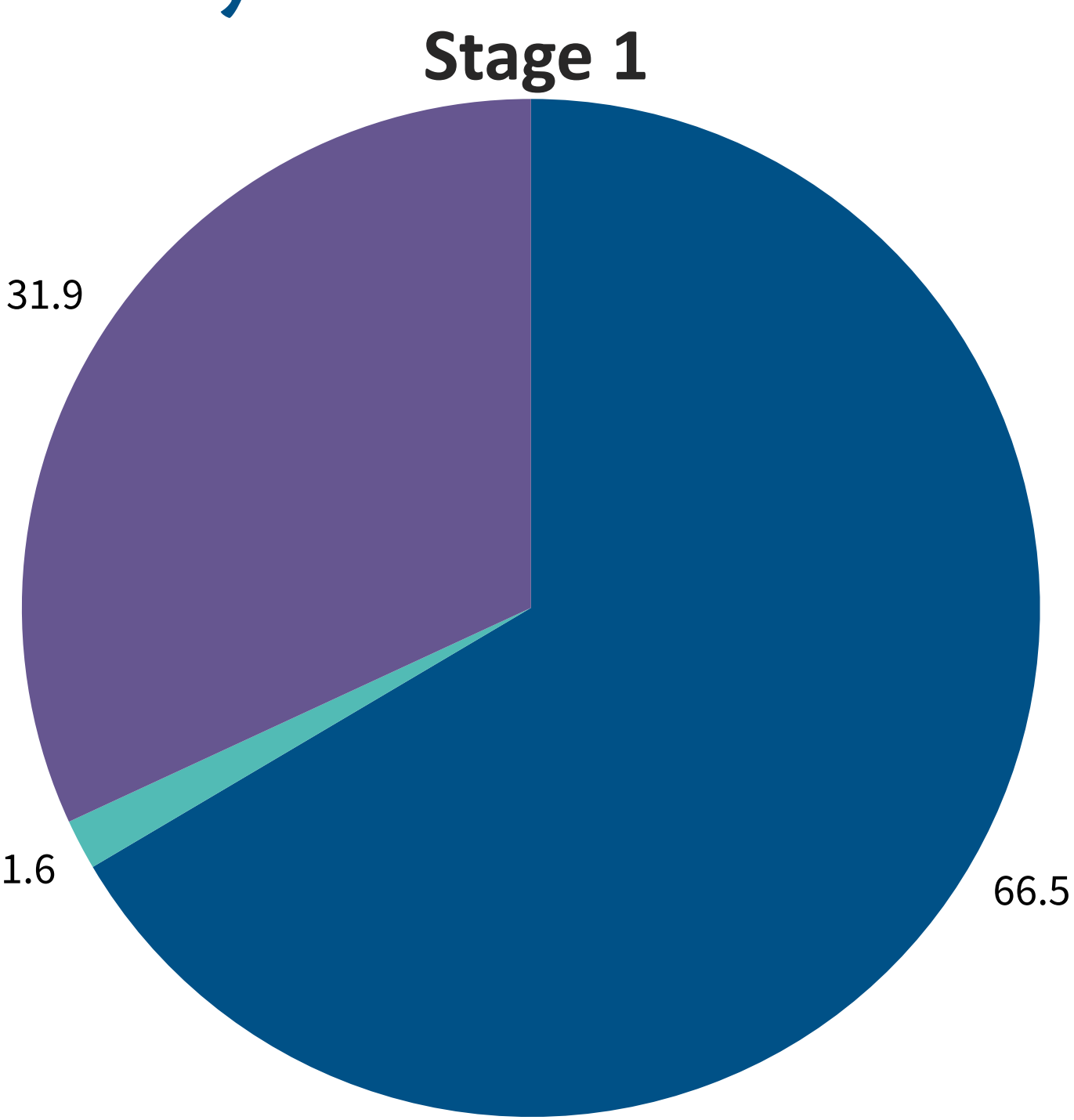


- Arab (0.2)
- Asian/British Indian (0.4)
- Black/British African (0.2)
- Black/British Other (0.2)
- Mix White/Black Caribbean (0.2)
- Mixed Other (0.6)
- White British (70.5)
- White Other (2.2)
- White Irish (0.8)
- Other (0.2)
- Prefer not to say/ Unknown (24.4)

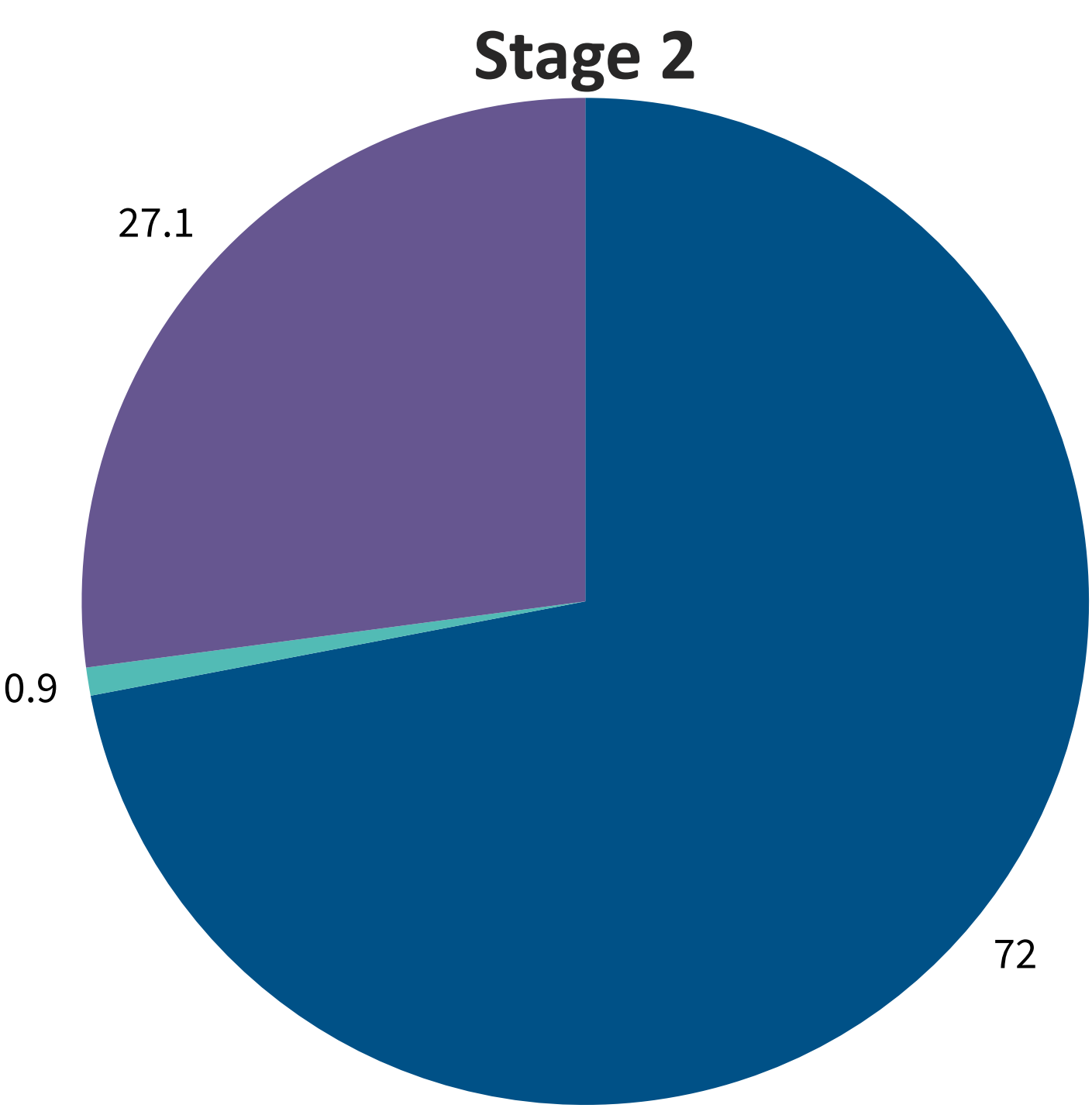


- Black/British African (0.9)
- Black/British Caribbean (0.9)
- Mix White/Black African (0.5)
- Mix White/Black Caribbean (0.5)
- Mixed Other (0.5)
- White British (70.6)
- White Other (4.1)
- Other (0.9)
- Prefer not to say/ Unknown (21.1)

Sexuality



- Heterosexual
- LGBTQ+
- Prefer not to say/ Unknown



- Heterosexual
- LGBTQ+
- Prefer not to say/ Unknown

07

Satisfaction with Complaints

Using data to enhance complaint handling

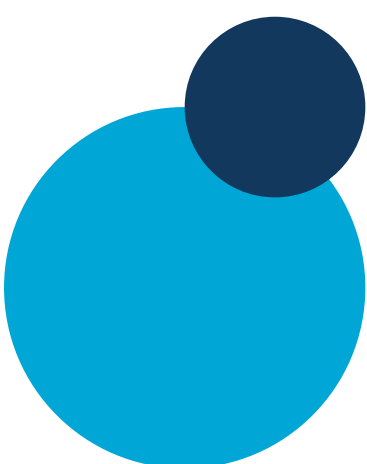
It's important that our customers are satisfied with the complaints process, irrespective of the final outcome. A positive experience during a complaint can significantly impact overall customer satisfaction and trust. To ensure this, we aim to survey all customers following the resolution of their complaint, seeking feedback on the process itself.

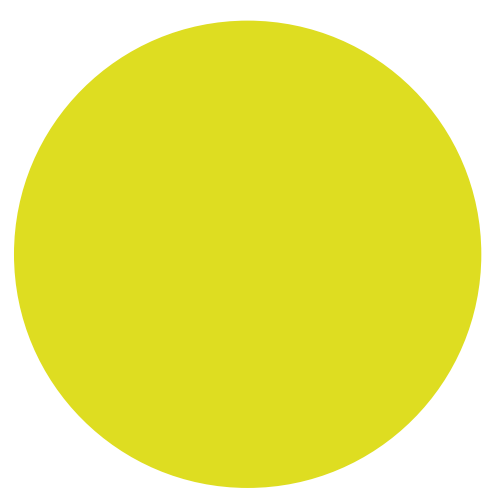
This valuable insight allows us to gauge the effectiveness and fairness of our procedures. Furthermore, we analyse the data gathered from complaints, not just to address individual issues, but to identify recurring themes and areas for improvement within our housing services. This commitment to learning from complaints is crucial for shaping our services and ensuring we are continuously meeting the needs of our customers.

Feedback is typically shared with relevant service areas during regular team meetings. However, feedback is also shared on an ad-hoc basis, where applicable, to ensure continuous learning.

Satisfaction with Complaint Process and Outcome

Satisfaction with:	2023/24	2024/25	Target	Housemark Top Quartile*	Housemark Quartile
The handling of your complaint	59%	78.6%	75%	62.6%	1
The outcome of your complaint	41%	54.7%	75%	55.6%	1





Complaint Satisfaction by Survey Type

Survey Type	Question	2023/24	2024/25	Target
Tenant Satsifaction Measure (TSM)	How satisfied or dissatisfied are you with OVH approach to complaints handling?	44.3%	36.6%	50%
		47/106	34/93	
Transaction Survey	Satisfaction with the complaints process (%)	58.8%	78.6%	75%
		67/1114	195/248	

Survey data may vary as **TSM surveys** are perception surveys which aim to capture our customers' overall feelings and long-term view of OVH and our services. This type of survey asks about general satisfaction, focusing on the bigger picture. Satisfaction scores tend to be more moderate and reflect a broader sentiment.

Transactional surveys however are triggered by a specific interaction a customer has had with OVH, such as after a repair is completed, a complaint is handled, or they move into a new property. When surveying customers for this type of survey, customers are asked to focus on a single recent experience and reflect on their satisfaction related to that specific event. This feedback doesn't necessarily reflect their overall perception and can often result in higher satisfaction because they capture a more immediate reaction to a potentially positive resolution, as opposed to a cumulative assessment of all interactions and experiences.



08

The Cost of Complaints

The financial impact of complaints

We recognise that occasionally the level of service provision may fail to achieve the necessary standard and that this may result in customers being financially inconvenienced. In these circumstances, OVH will consider making a discretionary offer of compensation or a gesture of goodwill payment.

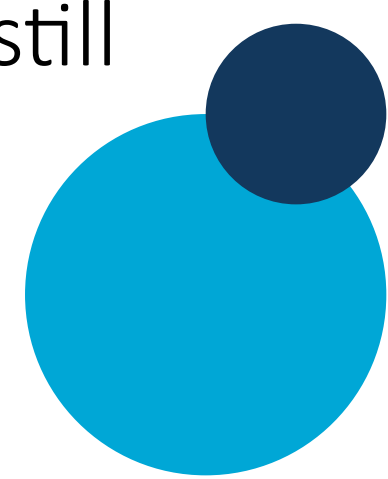
Compensation Payments for 2024/25

Total compensation figure includes compensation paid to informal complaints, formal complaints at Stage 1, Stage 2, and Ombudsman cases.

Year	Total Compensation	% of cases where compensation was paid	Number of complaints where compensation has been paid	Average payment per case where compensation has been paid
2021/22	£16,785	21%	120	£147
2022/23	£23,687	31%	175	£135
2023/24	£34,018	29%	244	£140
2024/25	£67,831	40%	333	£201

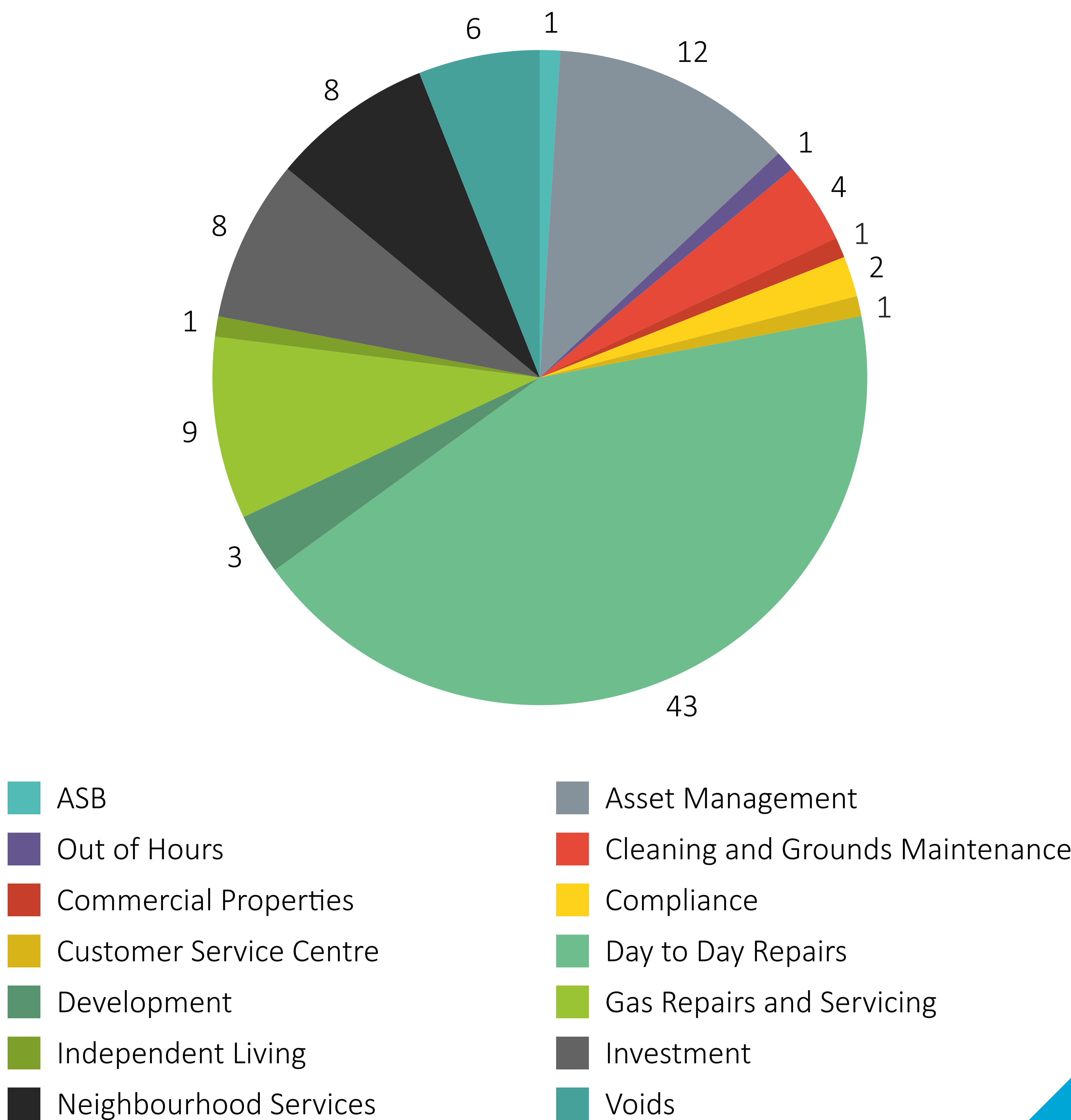
This year has seen a notable increase in our compensation figures, and a significant contributing factor has been the UK Housing Ombudsman's recently implemented guidelines. These new directives have placed a greater emphasis on the impact of maladministration on residents, leading to a more thorough assessment of detriment and, consequently, higher awards when compared with previous years' calculations.

In response to these updated guidelines, our approach has been to ensure a robust and fair assessment of each case, aligning fully with the Ombudsman's expectations. While we acknowledge the potential for increased compensation payments, we are concurrently committed to diligently monitoring all associated costs and actively monitoring payments. Learning directly from the Housing Ombudsman's recommendations and determinations will be central to this, enabling us to proactively address systemic issues, minimise future complaints, and ultimately keep costs down wherever practicably possible, whilst still ensuring fair redress for our customers.



Compensation by Service Area

Percentage of complaints awarded compensation for each service area



Cost per Complaint

OVH is committed to providing a value for money service to customers and is aware of the cost to the organisation following poor customer service. The following breakdown was compiled by the Customer Experience Team with the assistance of Finance, who provided the average hourly rates including on-costs for those colleagues who deal with complaints.

Stage 1 Complaint – Average total cost per complaint is: **£135.62**

This includes the following costs:

Action	Cost
30 minutes of Complaint Coordinator time	£9.54
3 hours of Investigating Officer time	£81.50
1 hour of Asset Management time	£25.04
30 minutes of SPS Customer Experience Officer	£7.70
30 minutes of SPS Supervisor time	£11.84
TOTAL	£135.62

Stage 2 Complaint – Average total cost per complaint is: **£295.73**

This includes the following costs:

Action	Cost
30 minutes of Complaint Coordinator time	£9.54
3 hours of Investigating Officer time	£102.76
1 hour of Asset Management time	£28.27
30 minutes of SPS Customer Experience Officer	£7.70
30 minutes of SPS Supervisor time	£11.84
Cost of Stage 1 Complaint Handling	£135.62
TOTAL	£295.73

Total Cost of Complaint Handling per Stage

	Number of Complaints 2023/24	Total Cost 2023/24	Number of Complaints 2024/25	Total Cost 2024/25
Stage 1	719	£84,734	697	£97,510
Stage 2	133	£38,870	132	£41,697
TOTAL	852	£123,604	829	£139,207

09

Improvement Actions & Achievements

How we're improving our complaints process

Housemark Accreditation

In an aim to improve accountability and transparency, we are currently undertaking an assurance exercise through Housemark which is looking at how we collect data through our customer surveys. This audit will look at the effectiveness of our data collection processes, ensuring we produce representative and reliable results, which are then used to inform service improvements and regulatory compliance.

Proactive Complaints Approach

At OVH we value enterprise and endeavour to never stand still. As such, we are working on a proactive approach to complaints handling by utilising past complaint data and other information to spot patterns and predict potential problem areas. Instead of just reacting to complaints, we want to fix fundamental problems early on. By identifying emerging trends, we can take action before issues escalate, leading to a better experience for our customers.

Complaint and Communication Improvement Plan

We are currently working on solutions to improve the way we record, respond and report on complaints with the introduction of a Complaint and Communication Improvement Plan. By using Improvement Plans, we aim to ensure a more structured and consistent approach to our Complaint Handling Process which will help to not only resolve complaints effectively but also identify opportunities to improve our services.

Customer Complaints Champion

We are re-establishing our Complaints Champions and Complaints Group to actively involve customers in shaping our complaints process. These initiatives will provide platforms for residents to review how we handle complaints, share their experiences, and directly suggest areas where we can improve. By embedding customer feedback at the heart of our complaint handling, we aim to create a more transparent, responsive, and ultimately better service for all our tenants.

End-to-End Audits

- **Complaints Escalations:** We conduct thorough end-to-end audits of complaints that escalate from Stage 1 to Stage 2. This process involves a detailed review of each step, from the initial complaint to the final resolution, to identify any potential points where the escalation could have been prevented. By analysing these cases, we aim to pinpoint systemic issues, process failures, or communication breakdowns that may have contributed to the escalation, ultimately enabling us to implement improvements to avoid similar situations in the future.
- **Dissatisfaction Audit:** Similarly, we undertake end-to-end audits of instances of recorded dissatisfaction with the complaints process. This involves examining the initial interaction or service delivery that led to the dissatisfaction. Our goal is to understand the root causes of this negative experience and identify any preventable factors. By analysing these cases, we can learn valuable lessons and implement proactive measures to enhance our services and prevent future dissatisfaction among our residents.



10

Customer Insight

Driving improvement through data analysis

Top Three Reasons for Formal Complaints

According to analysis of Stage 1 complaints received during 2024 / 25



1 - Too long
to carry
out work















2 - Poor
quality of
communication



3 - Poor
quality
of work

Linking themes from complaints with dissatisfaction themes by service area

Service Area	Tenant Satisfaction Measure (TSM) Survey Top Three Themes	Transactional Survey Top Three Themes
Formal Complaints	1.Problem not resolved 2.Views not listened to and acted upon 3.Lack of communication 	1.Lack of communication  2.Problem not resolved 3.Quality of information and support
Repairs	1.Time taken to resolve  2.Problem not resolved 3.Quality of repair 	1.Quality of repair  2.Problem not resolved 3.Time taken to resolve 
Communal Areas	1.External communal area  2.Quality of work 3.Internal communal area	Cleaning: 1.Quality of work  2.Internal Communal Space 3.Time Spent 
		Grounds Maintenance: 1.Grass & shrubbery 2.Quality of work  3.External communal space
Anti-Social Behaviour	1.Problem not resolved 2.Views not listened to and acted upon 3.Time to resolve 	1.Lack of communication  2.Problem not resolved 3.Quality of information and support



Uncovering Key Areas for Service Improvement

The Customer Experience Team analyse Customer Data and Intelligence from key feedback mechanisms including TSM Survey Results, Transactional Survey Results and Formal Complaints. By categorising complaints and understanding key themes and trends from Customer Satisfaction Surveys, we can better identify our customers priorities and ensure we have a triangulated approach to identifying and implementing service improvements to enhance our customer's experience.

Board will be aware that Officers have been focusing on key areas that had been identified to make the biggest difference to customers and have dedicated service improvement plans associated, which include:

- Repairs
- Communal Spaces
- Formal Complaints

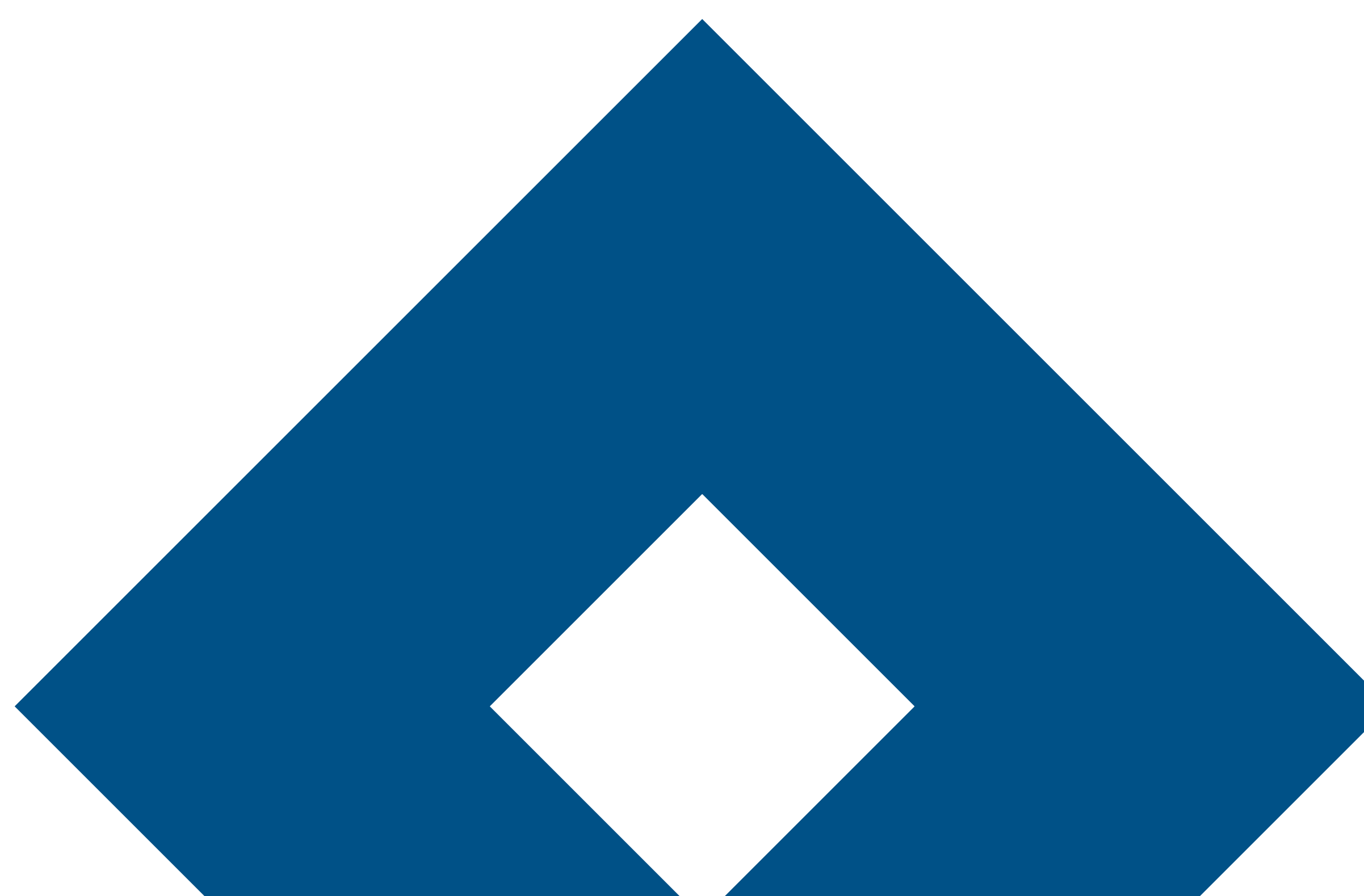
Officers have recently identified another key area in 'Anti-Social Behaviour' following a review of customer data and intelligence throughout 2024 / 25.

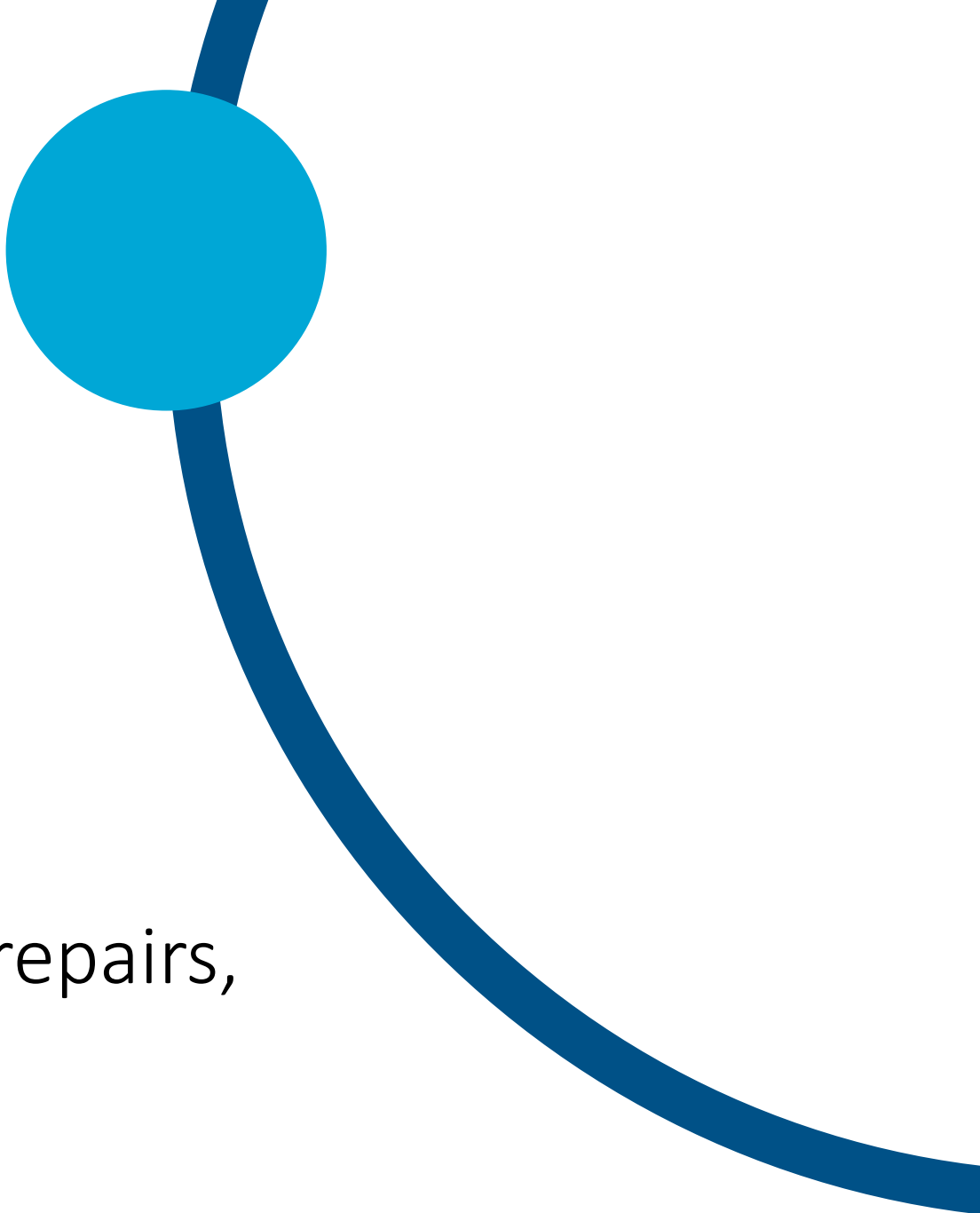
Key improvements identified following analysis of data and intelligence sources:

Formal Complaints

We understand, from the analysis of customer satisfaction data from transactional and perception results that the key themes for dissatisfaction with our customers experience of formal complaints are that customers feel problems remain outstanding, and our communication with customers, specifically the timeliness and quality is a key priority. A review of our complaint category data, and the top three reasons for formal complaints highlights similar areas for improvement with the length of time to carry out work, quality of communication and quality of work making up the top three.

Consequently, officers are implementing key improvements, directly linked to customer feedback. This has resulted in the introduction of a new communication strategy as part of our complaint handling process, the production of a Customer Complaints Panel, consisting of Customer Complaint Champions recruited to help scrutinise and improve the quality of correspondence and complaint outcomes, and the development of a complaint probability model to support a proactive approach to complaint handling, by overlaying historic complaint data and customer segmentation reports to identify areas of service improvement in advance of customers feeling the need to raise a formal complaint.





Repairs

A review of all complaints relating to asset management services, which includes day to day repairs, investment works, compliance repairs and cleaning, shows the top three themes as:

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

A review of these themes shows a positive 35% decrease in complaints relating to 'Too long to carry out work' from 152 in 2023/24 to 99 in 2024/25, a positive 5% decrease in complaints relating to 'Poor quality of communication' from 60 in 2023/24 to 57 in 2024/25, and a slight increase of complaints for 'Poor work' from 74 in 2023/24 to 82 in 2024/25 (11%).

Officers continue to work with the relevant teams across OVH and Sovini Property Services (SPS) to review all Asset Management related complaints, with particular focus on the top themes above, with further improvements planned in 2025/26.

All Asset Management Services Top three themes	2023/24	2024/25	Difference	Percentage
Poor quality of communication	60	57	-3	5%
Poor work	74	82	8	11%
Too long to carry out work	152	99	-53	35%

In addition to the above review, further analyse has been completed on those complaints specific to the day-to-day repairs service. The result of this review shows an overall decrease of complaints for day-to-day repairs, both including and excluding complaints not upheld, as shown in the table below:

Focus Area (Repairs Only)	2023/24	2024/25	Difference	Percentage
Total day-to-day repairs	295	226	-69	-23%
Total day-to-day repairs and gas repairs	314	271	-43	14%
Total day-to-day repairs (excluding not upheld)	217	172	-45	21%
Total day-to-day repairs and gas repairs (excluding not upheld)	228	199	-29	13%

Again, Officers continue to work with the relevant teams across OVH and SPS to review all asset management related complaints, with particular focus on the top themes above, with further improvements planned in 2025/26

A review of customer satisfaction and dissatisfaction for repair TSM's shows a common theme with those arising from repairs complaints, namely:

- Time taken to resolve
- Problem not resolved
- Communication of appointment

It is anticipated that the actions plans and service improvements developed for 2025/26 implementation, which have been informed by using both complaints feedback and customer feedback from satisfaction surveys, will help improve both these areas, in particular the common themes outlined above.

Communal Areas

Analysis of customer satisfaction data with survey questions: 'OVH keep communal areas clean and well maintained (perception)' and 'Satisfaction with communal cleaning and grounds maintenance (transactional)', alongside overall Stage 1 complaints data illustrates the main reasons why customers have raised a complaint during 2024/25, demonstrating two key common themes relating to customer priorities and dissatisfaction occurring across these areas. These are listed below in order of priority:

1. Poor quality of work was a theme which occurred across all data.
2. Concerns around both internal and external areas occurred within customer dissatisfaction data.

Measures to address these themes and consequently improve our service delivery and customer satisfaction following this feedback from our customers during 2024/25 have been implemented and are as follows:

- Officers contact dissatisfied customers directly to discuss their concerns and listen to their views, following this up with plans to improve the quality of service delivery.
- Officers visit blocks on a weekly basis where dissatisfied customers live to listen to customers' feedback and assess any improvements required to the environment.
- Positive news and social media posts have been used to promote the cleaning and grounds maintenance services and improve customers perception.
- All customers who receive these services have been provided with a leaflet and QR code offering details, information and clarity about our service offer, helping to manage customer expectations.
- Information on our website relating to these services has been improved and is more accessible to customers.
- The Customer Service Review Group have completed a Customer Scrutiny Review of the communal cleaning service, recommendations will be implemented to improve quality of service.
- Our new Tenant Inspectors have begun regular inspections to assess improvements required to enhance quality.
- Customer feedback used to identify blocks where communal flooring requires deep cleaning or replacement using the environmental budget to achieve this.



Anti-Social Behaviour (ASB)

Analysis of customer satisfaction data with regards to survey questions: 'Satisfaction with OVH's approach to handling ASB (perception)' and 'Satisfaction with ASB case handling (transactional)', alongside overall Stage 1 complaints data illustrates the main reasons why customers have raised a complaint during 2024/25, demonstrating two key common themes relating to customer priorities and dissatisfaction occurring across these areas. These are listed below:

1. Lack of/poor quality of communication was a theme within customer transactional dissatisfaction data and complaints.
2. Problem not resolved was a theme occurring across dissatisfaction data.

Measures to address these themes and consequently improve our service delivery and customer satisfaction following this feedback from our customers during 2024/25 and future improvements for 2025/26 are as follows:

- Assurance received from internal audit of ASB service providing substantial assurance for design of controls and reasonable assurance for operation of controls – recommendations implemented.
- Customer Care Charter measures percentage of ASB cases responded to within one working day – 100% compliant for 2024/25 (407 cases).
- ASB Awareness Week – a series of events to promote our ASB service to our customers.
- Continued multi-agency community safety partnership work to improve outcomes and resolution for customers.
- The introduction of 'Good Neighbourhood Agreements'.
- The introduction of a pre-case closure survey where customer feedback about the quality of communication throughout their case is gathered and service improvements made as a result.
- The introduction of a case triage system ensuring that ASB cases are given priority and resources allocated efficiently to achieve case resolution
- A Customer Scrutiny Review of the ASB service to take place in quarter one of 2025/26 using customer feedback to make service improvements.
- An ASB Customer Journey Mapping exercise to take place in 2025/26.

