



**You Said, We Did!**

Quarter 4 2024/25

Customer Experience Team

## Introduction

Following each quarter, we carry out detailed reviews of customer feedback from a variety of channels, including satisfaction surveys and complaints. If there are any trends, or significant increases / decreases in satisfaction, managers are asked to report back the actions they have developed to improve the service for customers.

In this report, you will find a selection of the actions developed during Quarter Four of 2024/25 (from 1st January to 31st of March 2025).

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](mailto:feedback@ovh.org.uk).

## Improvement Actions from Customer Feedback

### 1. Repairs Satisfaction

On our Tenant Satisfaction Measures (TSM) Survey, satisfaction with the repairs service over the last 12 months was 84.3% in Quarter Four, above the target of 80%. However, on our monthly survey, which takes place after a repair is carried out, satisfaction was below target (84.2% against a 95% target).

A number of actions have been developed in Quarter 4 to improve the quality of the repairs service, including the following:

- *One Vision Housing teams are working closely together, with a particular focus on improving the diagnosis of repairs for customers.*
  - *Resources are being closely monitored to ensure that repairs are completed in time, within budget, and at the expected quality.*
  - *The team are working to reduce the number of jobs which have to be revisited due to customer dissatisfaction. Reviewing this information will help us to understand why this happened, and what can be done to prevent this.*
  - *In general, survey responses are reviewed in order to identify themes and trends to improve the future service delivery.*
  - *Ongoing communication is taking place with customers to help manage expectations, including the time it will take to complete repairs. Also, we will ensure that communication is maintained throughout the repairs process. This includes updating the customer on any delays in completing a repair, or if the appointment needs to be rearranged.*
  - *Our repairs contractor, Sovini Property Services, have recruited additional staff members. This will ensure that demand can be met, and repairs can be completed within the required timescales for customers.*
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## 2. Keeping Customers Informed

In Quarter Four, 90.1% of customers were satisfied that OVH keeps them informed about things that matter to them (on our TSM Survey). This is just above the target of 90%.

The following improvement actions have been put in place to improve the customer experience:

- *The Customer Experience Team are actively recruiting new involved customers to help shape the wider customer experience. Over 190 customers have signed up to be involved year-to-date and are now being assigned to specific groups based on their skills and areas of experience.*
  - *A new Customer Equality, Diversity and Inclusion Forum has been established to share and build on the results of our Fair Access to Services Survey, which we used to collect feedback on tailoring services to individual needs.*
  - *A Customer Voice Newsletter continues to develop, based on customer requirements and experience. Over 400 customers now signed up to receive and is available in email, hard copy, and audio, providing fair access.*
  - *OVH are working through a self-assessment against the Tenants Participation Advisory Service (TPAS) accreditation standards. This will ensure our approach to communication and enhancing the customer experience is relevant and measurable.*
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## 3. Satisfaction with Complaints Handling

On our Quarter Four TSM Survey results, customer experience with complaints handling from OVH was 33.3%, below the target of 50%. On our monthly survey, which takes place immediately after a complaint is closed, satisfaction was higher; with 83.5% satisfaction against a 75% target.

Key improvement actions have been developed to improve the service for customers who register a complaint with OVH:

- *A TSM Survey follow-on process is in place, to contact customers who expressed dissatisfaction, 12 weeks after their initial survey (if they have given permission to be contacted). The aim of this project is to check if improvement measures are working, and if their satisfaction has improved.*
- *A weekly complaint session is in place, providing an opportunity for investigating officers to discuss complaints, share best practice, and resolve any issues. Sessions are attended by key OVH and SPS staff to help improve our approach to the customer experience.*
- *There is more in-depth scrutiny of complaints to ensure that OVH has a consistent approach to improving complaint handling. A Customer Experience Lead role is in place to check the quality of closed complaints, communicating improvement actions to investigating officers and their managers. Daily quality checks of correspondence are also in place to ensure that communication is of a high quality.*

- *A Customer Complaints Panel is in place to involve customers in reviewing our approach to complaint handling as well as quality of outcomes and correspondence. This will help enhance our customers' experience.*
  - *Complaint Probability Model - Data and intelligence will feed into reports to help proactively identify when a customer is most likely to make a complaint, to help identify areas for improvement.*
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#### **4. Satisfaction with Communal Areas**

Customer satisfaction with the upkeep of communal areas on our TSM Survey was 77.5% in Quarter Four of 2024/25. This is exceeding the top quartile target of 72.4%.

A number of improvement actions are being implemented to improve the service for customers, including the following...

- *Increased post inspections by SPS management to ensure Cleaning and Grounds Maintenance services are delivered in line with OVH and the customers' expectations*
  - *Site visits will take place to all blocks with reported dissatisfaction. This will take place with OVH Neighbourhood Services and SPS teams, to ensure that any issues are identified, and resolved.*
  - *The resources in place, including equipment and personnel, are continually monitored. This is to ensure that there is a consistent delivery of services in time, on budget, and at the required quality.*
  - *All customer satisfaction survey responses will be reviewed, to identify themes and trends to improve future service delivery.*
  - *Ongoing communication will take place with customers to help manage expectations, including the cleaning and Grounds maintenance specifications, which details what is included and not included in the service.*
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#### **5. Complaints - Compliance Team**

During Quarter Four, there was an increase in both the number of Stage One and Stage Two complaints with this team, who look after the safety of OVH properties (including Gas Repairs and Servicing). The key problems were 'Left without facilities' and 'Too long to complete work'.

The following are lessons learnt and improvement actions which have been developed:

- *The Compliance Team will ensure that letters are sent seven days in advance before removing any items from communal areas.*
- *One Vision Housing will source boiler parts from third-party suppliers to minimise repair delays, and the impact this will have on customers.*

- *Sovini Property Services will ensure that time-stamped photographs are uploaded to our systems to evidence attempts at accessing customers' homes to complete repairs and ensure that all operatives are carrying 'No access' cards.*
  - *Both One Vision Housing and Sovini Property Services will ensure the same level of service to is provided customers who are located further away from our supply stores.*
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## **6. Void Complaints and Satisfaction**

There was an increase in the number of Stage 1 Complaints regarding the condition of void properties, moved into by our new tenants. This increased from 6 to 10, with the Key issue being 'Poor standard of new home'. On our monthly New Tenant Survey, satisfaction with the condition of void properties was 82.0% against a 90% target.

The following are lessons learnt, and improvement actions developed from this feedback:

- *Ensure a void property is completed to the lettable standard (clean, safe, and secure) and within the service level agreement.*
- *The Working Foreperson will walk off (check) properties after they have been cleaned.*
- *Operatives will ensure that all required work is raised and completed whilst the property is empty.*
- *One Vision Housing and Sovini Property Services will ensure that a disclaimer is in place if furniture needs to be moved to complete a repair.*