

**Customer
Voice**

Complaint Performance

Repairs and Maintenance
Quarter One 25/26



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Introduction

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.

The Customer Experience Team is responsible for coordinating all complaints across OVH, including those related to our Repairs and Maintenance services. This report details complaints specifically for Repairs and Maintenance services during Quarter One of the current financial year (April 1 - June 30, 2025).


Contact information - For further details or clarification, you can contact Customer Experience Team via email, phone, or mail using the below details:

Email: feedback@ovh.org.uk

Telephone: 0300 365 1111

Write to us:

One Vision Housing
PO Box 891
Orpington
BR6 1LY



Complaint Performance Overview

Key Points

Stage One Complaints:

1. The number of complaints closed decreased from 174 to 120.
2. The percentage of complaints upheld or partially upheld decreased to 68% from 74%.
3. Average days to resolve a Stage One complaint increased to 11 days from 9.6 days.

Stage Two Complaints:

1. Number of complaints closed decreased from 32 to 27.
2. The percentage of complaints responded to within target time remained consistent at 100%.
3. Average days to resolve a Stage Two complaint decreased from 21 days to 20.

	Qtr. 2	Trend	Qtr. 3	Trend	Qtr. 4	Trend	Qtr. 1
Number of Stage 1 complaints closed	104	↑	110	↑	174	↓	120
% of complaints resolved at Stage 1	79%	↑	83%	↓	82%	↑	84%
% of Stage 1 complaints responded to within target time	100%	↓	99%	↔	99%	↑	100%
Average number of working days to resolve a Stage 1 complaint	9.6	↓	9.6	↑	9.6	↑	11
% of Stage 1 complaints upheld or partially upheld	72%	↑	74%	↔	74%	↓	68%
Number of Stage 2 complaints closed	22	↔	22	↑	32	↓	27
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	19	↑	23	↓	21	↓	20
% of Stage 2 complaints upheld or partially upheld	73%	↓	63%	↑	90%	↓	37%

Day to Day Repairs & Asset Management

Complaint Summary

A total of 90 Stage One complaints were resolved in Quarter One, which is a notable decrease compared to the 112 complaints recorded in the prior quarter

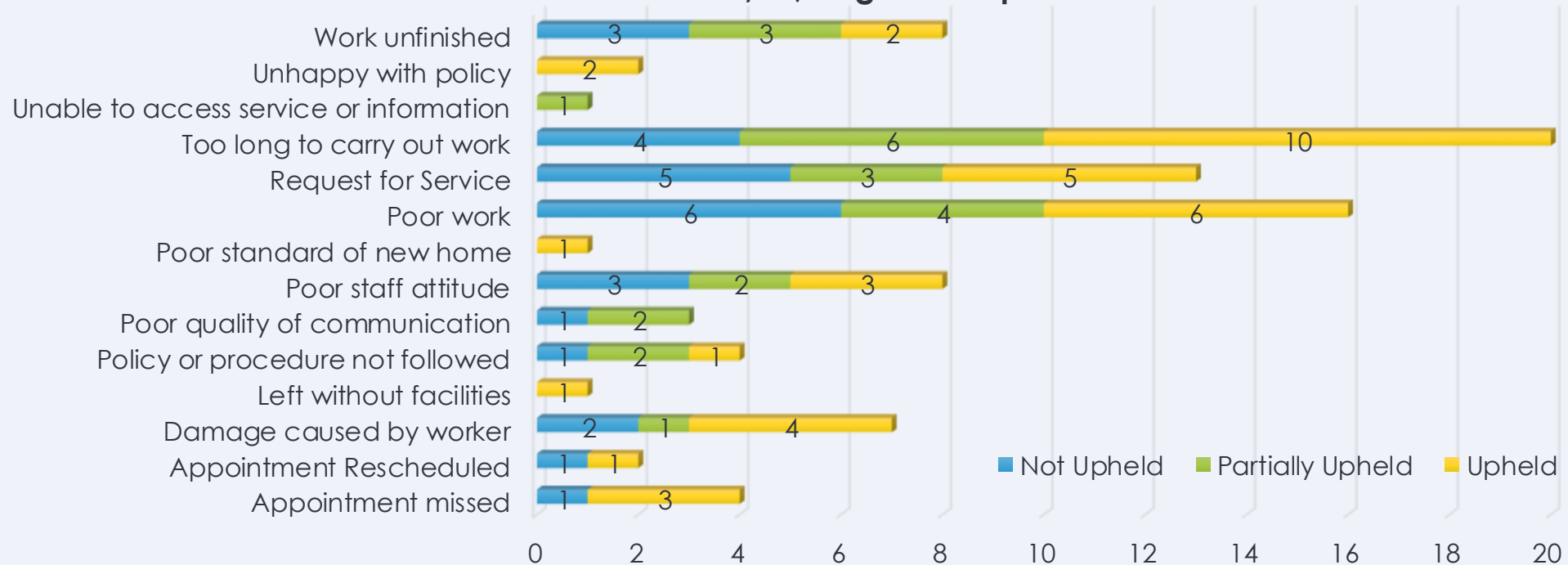
21 Stage Two complaints were closed with 66% of these being upheld. This is a decrease from the previous quarter where 23 complaints were escalated to Stage Two.

The top causes of upheld complaints were:
Too long to carry out work and poor work.

Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	73	↑	80	↑	112	↓	90
% Upheld	77%	↓	73%	↓	71%	↓	63%
Stage 2 Closed	16	↔	16	↑	23	↓	21
% Upheld	69%	↓	63%	↑	91%	↓	66%

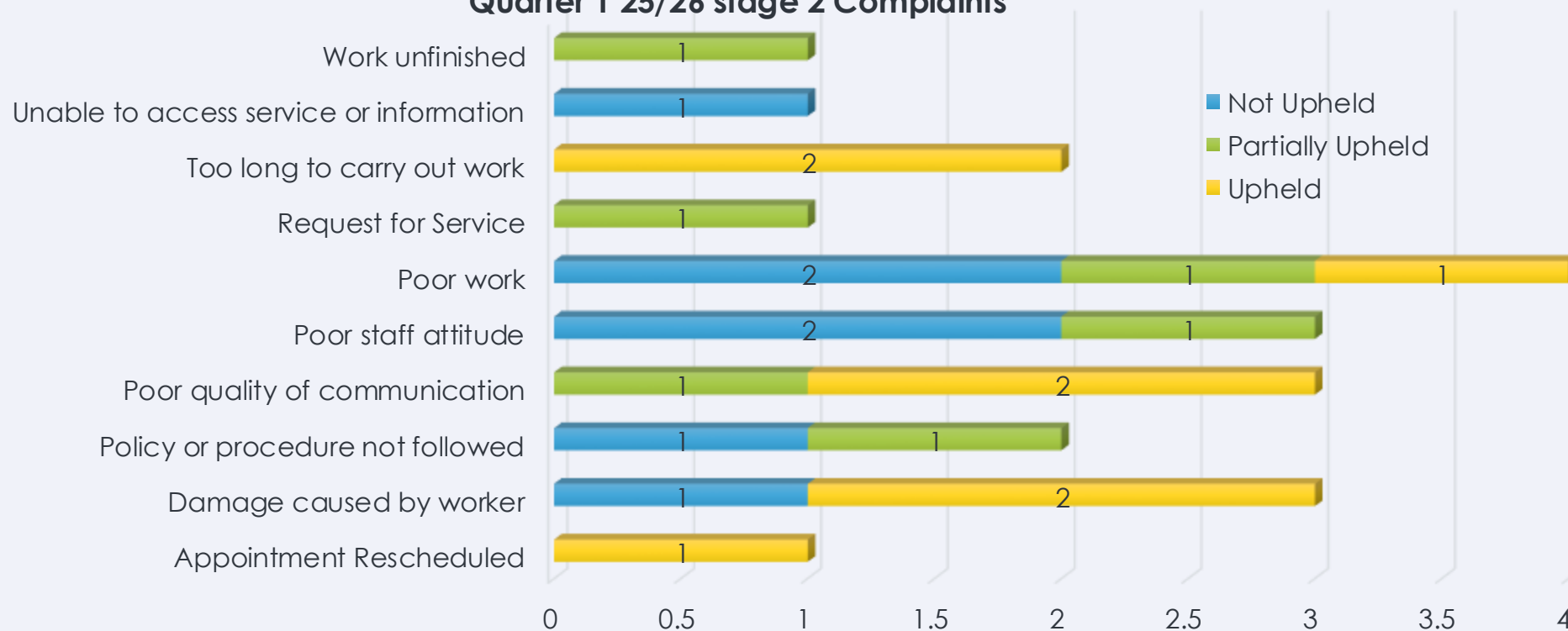
Day to Day Repairs & Asset Management

Day to Day Repairs, Asset Management, Grounds Maintenance and Cleaning
Quarter 1 25/26, stage 1 Complaints



Day to Day Repairs & Asset Management

Day to Day Repairs, Asset Management, Grounds Maintenance and Cleaning
Quarter 1 25/26 stage 2 Complaints



Day to Day Repairs & Asset Management

Lessons Learnt

1. **Improve Communication:** Ensure operatives communicate clearly and professionally with customers, explaining repairs, follow-on works, and any damage caused, along with apologies where appropriate.
2. **"Right First Time" Approach:** We should be completing repairs and maintenance works thoroughly and correctly on the first visit to avoid repeat appointments, re-visits, and escalating issues
3. **Adherence to Policies & Procedures:** Reinforce the importance of following all policies, procedures, and job specifications.
4. **Timely Completion of Works:** Ensure all repairs and services are completed on time. Any concerns or changes regarding scheduled appointments should be clearly communicated to customers.
5. **Appropriate Resources & Standards:** Ensure operatives are appropriately assigned to jobs they and always have the correct equipment as specified in job notes. Ensure all work, meets the required standards.
6. **Consideration & Courtesy:** Remind operatives to be considerate of customers' property and to acknowledge and apologise for any unavoidable damage.
7. **Evidence and Audit:** Reinforce the requirement for contractors to obtain and upload relevant photographs to work logs for evidence and audit purposes, preventing future disputes.

Investment

Complaint Summary

In Quarter One there was a decrease in Stage One complaints from 19 to 8. There was also a decrease in the percentage of upheld complaints from 89% to 50%.

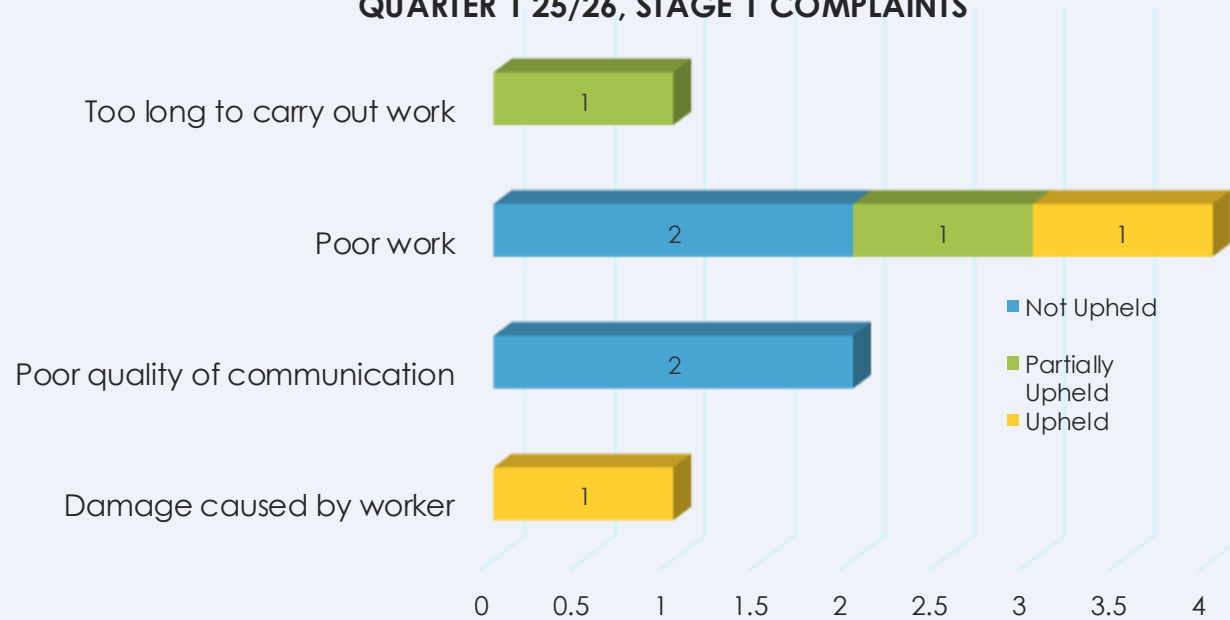
Stage Two complaints remained the same at two with 50% being upheld.

The top causes of upheld complaints were:
Poor work and poor quality of communication.

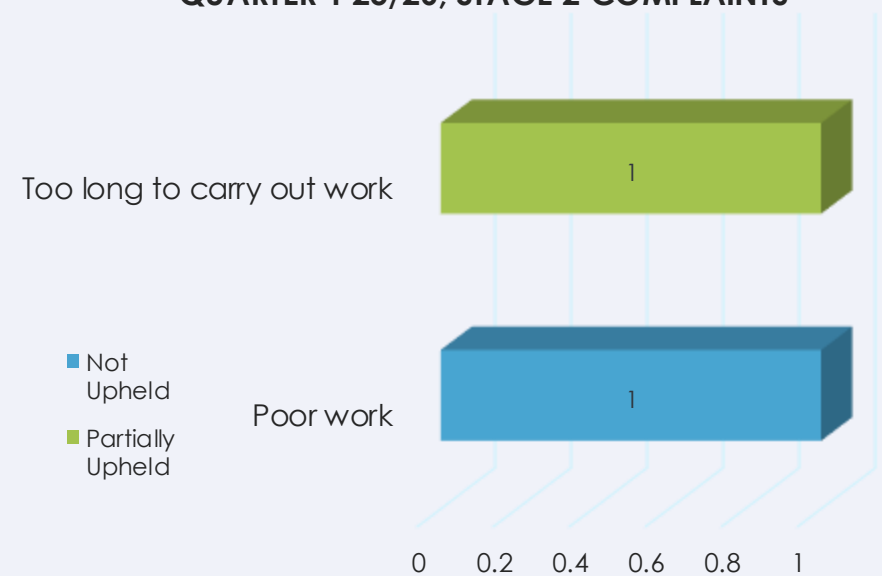
Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	12	↓	5	↑	19	↓	8
% Upheld	75%	↑	80%	↑	89%	↓	50%
Stage 2 Closed	3	↓	1	↑	2	↔	2
% Upheld	66%	↑	100%	↔	100%	↓	50%

Investment

INVESTMENT
QUARTER 1 25/26, STAGE 1 COMPLAINTS



INVESTMENT
QUARTER 1 25/26, STAGE 2 COMPLAINTS





Investment

Lessons Learnt

1. Improved Communication: Teams need to communicate more effectively and consistently with customers, providing timely updates and resolving queries within satisfactory timescales.
2. Internal Workload Management: Establish better procedures for handling workloads when staff are absent, ensuring seamless continuity of service and regular contact is maintained with customers.
3. Operative Training & Conduct: Utilise 'Toolbox Talks' meetings to implement additional training for operatives to reinforce professionalism, courtesy, and respectful behavior while working in customers' homes.
4. Quality Assurance & Oversight: Look to increase site visits by managers during ongoing works to monitor performance closely. Contractor performance should be a standing agenda item for discussion at monthly meetings to ensure workmanship meets One Vision Housing's standards.
5. Improved Workmanship: Ensure that all contractors provide customer service and workmanship that aligns with One Vision Housing's standards.

Compliance

Complaint Summary

Stage One complaints decreased from 33 to 19 in Quarter One and the percentage of complaints upheld decreased to 68% from 70%.

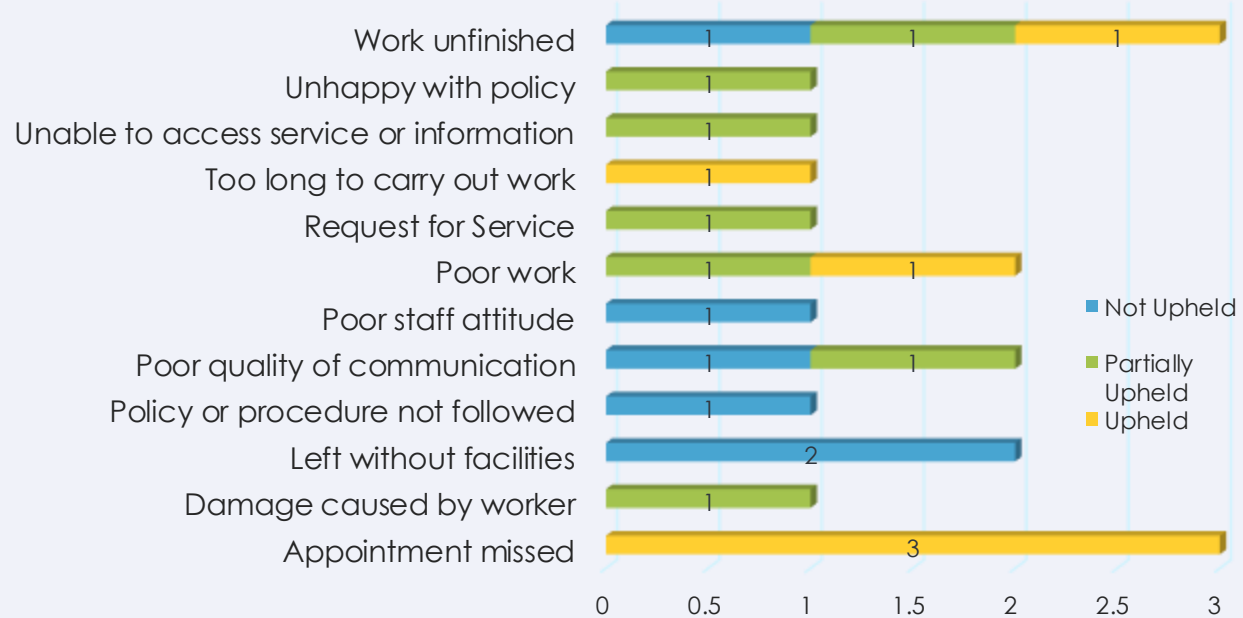
Five complaints were escalated to Stage Two with 60% of them being upheld.

The top cause of upheld complaints was:
Appointment missed

Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	18	↑	19	↑	33	↓	19
% Upheld	50%	↑	69%	↑	70%	↓	68%
Stage 2 Closed	2	↔	2	↑	5	↔	5
% Upheld	50%	↔	50%	↑	80%	↓	60%

Compliance

COMPLIANCE
QUARTER 1 25/26, STAGE 1 COMPLAINTS



COMPLIANCE
QUARTER 1 25/26, STAGE 2 COMPLAINTS





Compliance

Lessons Learnt

1. Enhanced Communication & Information Management: Consistently keep customers informed, especially when there are delays due to external factors. Provide clear, accurate information to manage expectations effectively.
2. Clear Appointment Scheduling & Rescheduling: Improve communication around appointments, including clear initial instructions (e.g., for gas services) and prompt notification/rearrangement of cancelled or missed appointments.
3. Effective Out-of-Hours Communication: Ensure out-of-hours teams are fully aware of and adhere to customer service expectations, treating customers with respect and clarity in all interactions.
4. Time Allocation: Ensure enough time is allocated for repairs and maintenance to guarantee adequate completion and a decent standard of workmanship.
5. Leak Management: For leaks, investigate options to mitigate potential damp and mold issues (DMC), such as providing dehumidifiers, especially in sensitive areas such as children's bedrooms, in line with regulations such as Awaab's Law.
6. Follow-on Works: Ensure follow-on works are completed as required.

Voids

Complaint Summary

Stage One complaints saw a decrease from 10 to three in Quarter One. 66% of these complaints were upheld which is a decrease from 90% in Quarter Four.

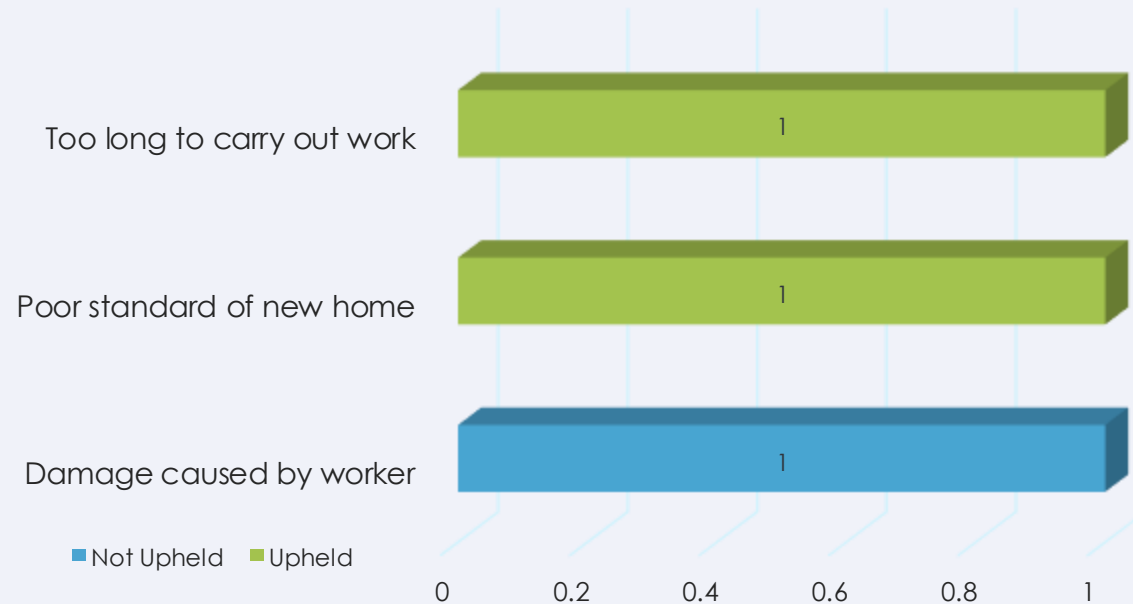
Zero complaints were escalated to Stage Two.

The top causes of upheld complaints were:
Too long to carry out work and poor standard of new home.

Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	1	↑	6	↑	10	↓	3
% Upheld	100%	↔	100%	↓	90%	↓	66%
Stage 2 Closed	1	↓	0	↑	2	↓	0
% Upheld	100%	↓	N/A	↑	100%	↓	N/A

Voids

VOIDS QUARTER 1 25/26 STAGE 1 COMPLAINTS



*No Stage 2 complaints reported for Quarter One.

Lessons Learnt

1. Ensure that property standards are sufficient prior to sign-up and explain the full sign-up process to customers.
2. Identify the extent of work which needs to take place so expectations can be managed, and the property can be let quickly.

End to End Audits

As part of our robust Complaints process, our Customer Experience Team reviews complaints to identify areas for improvement in the complaints process, establishing which complaints could have been avoided with a special focus on escalated or dissatisfied complaints.

12 complaints were escalated of which five of which were deemed to have been avoidable.

Main areas for improvement:

Proactive Issue Resolution

Begin investigations sooner and engage in meaningful dialogue with customers to allow a complete understanding of their concerns. By doing this, we can often prevent complaints from escalating by offering appropriate solutions or compensation at an earlier stage, especially when dealing with long-standing or "legacy" issues.

Communication & Managing Expectations

Improve communication from service area managers so we can focus on quicker responses with clear and concise information. Ensure we are transparent about our responsibilities and offering apologies or redress when necessary. Work to fully understand and manage our customer's expectations.

Accountability & Service Delivery

Carry out agreed-upon works promptly and to the customer's satisfaction. Delays or failures in completing repairs can often lead to repeated repair requests. Our operatives must complete their tasks on time and to a high standard to ensure initial concerns are resolved, preventing reoccurring problems and maintaining customer trust.

Compensation

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

Payments made in Quarter One are detailed in the chart.

	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26
Total Compensation or Gesture of Goodwill payments	£23,347	£20,933	£19,171	£18,053
% of complaints where a payment was made	61%	41%	41%	58%
Average payment per case	£228	£361	£210	£175
Average payment where case relates to repairs and maintenance	£161	£411	£219	£163
Average payment where case relates to (HASS)	£246	£123	£159	£155

Compliments

We actively track colleague compliments received through various channels as a way to monitor positive trends and identify standout examples of service excellence.

The insights gathered are then regularly shared to individual colleagues and relevant teams to help us to identify and embed best practices across the organisation, enabling us to continuously refine our processes and enhance the overall service experience for all customers.

Service Area	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2025/26	Quarter 1 2025/26
Sovini Property Services	58	95	52	29
Asset Management	3	2	2	0
Investment	0	0	1	0
Compliance	0	0	7	5