



You Said, We Did!

Quarter 1 2025/26

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 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 One of 2025/26 (from 1st April to 30th of June 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.

Improvement Actions from Customer Feedback

1. Repairs Satisfaction

On our Tenant Satisfaction Measures (TSM) Survey, Quarter One satisfaction with the quality of the repairs service over the last 12 months was 84.5%, above the target of 80%.

On our monthly Day to Day Repairs Survey, customer satisfaction was below target, however. In Quarter One, satisfaction was 90.4% against a target of 95%. It should be noted that this is an improvement when compared to Quarter Four, when customer satisfaction with their recent repair was 84.2%.

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

- *There is a focus on improving the collaborative working across One Vision Housing (OVH) teams and our contractor, Sovini Property Services (SPS). With a particular focus on the following improvements:*
 - *Improve the initial repair diagnosis - This includes a review of our inhouse diagnostic tools.*
 - *Reduced no access - There is a renewed focus on hard to access properties, and understanding why this happens.*
 - *Effectively managing resources - Ensuring the consistent delivery of repairs in time, at cost, and at the required quality.*
 - *Reducing return visits - Work is being carried out to reduce the number of return repair visits due to customer dissatisfaction, and understanding what can be done to prevent this from happening.*
 - *Review customer feedback - All survey responses are reviewed to identify themes and trends, to improve future service delivery.*
 - *There is ongoing communication with customers to help manage expectations. This includes information on the time it takes to complete repairs against OVH's targets and timescales. They will also ensure that communication is maintained throughout the duration of the repairs process.*
 - *SPS have recruited additional resources to the repairs service, to ensure demand can be met and repairs can be completed within set timescales.*
 - *A Repairs Improvement Working Group is in place, to address issues highlighted from customer feedback.*
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2. Satisfaction with Keeping Customers Informed

In Quarter One of 2025/26, 94.7% of customers were satisfied that OVH keeps them informed about things that matter to them (on our TSM Survey). This is above the target of 90% and the previous Quarter, when satisfaction was 90.1%.

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

- *Dissatisfaction Follow-On Process: This began in July 2024, and involves contacting customers who expressed dissatisfaction. This takes place 12 weeks after their initial survey, provided they have given permission to be contacted. The aim is to check if improvement actions are working, and if the customer view of the service has changed.*
- *Recruitment: The Customer Experience Team continue to actively recruit new involved customers to help shape the wider customer experience. For the year to date, over 190 customers have signed up to be involved.*
- *A new Customer Equality, Diversity and Inclusion Roadshow has been established to share and build on the results of our Fair Access to Services survey, which collected feedback on tailoring services to individual needs.*
- *Our Customer Voice Newsletter continues to develop based on customer requirements and experience. Over 400 customers are now signed up to receive this, and it is available in a variety of formats, including email, hard copy, and audio. This is to provide fair access to our customers.*
- *The Customer Experience Team are currently completing a self-assessment against the TPAS accreditation standards. This is to ensure our approach to communication and improving the customer experience is relevant and measurable. Please note, TPAS are leading tenant engagement experts.*
- *Key meetings and events took place during Quarter One to involve our customers in reviewing our services and suggesting improvements. Please see below for further details:*
 - *Complaints Champions: Quarterly meeting for customers to review OVH's approach to complaints, and the correspondence sent to customers when a complaint is closed.*
 - *Scrutiny Exercises: Scrutiny of Communal Cleaning concluded in Quarter One, with recommendations communicated back to OVH management. The latest Scrutiny, on complaints, has now commenced and is on-going.*
 - *Service Review Groups: Quarterly meetings to discuss performance and improvement actions.*

3. Complaint Handling Satisfaction

On our Quarter One TSM Survey results, customer satisfaction with their experience of complaint handling from OVH was 59.1% (above the target of 50%). On our monthly survey, which takes place immediately after a complaint is closed, satisfaction was 71.0% against a 75% target.

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

- *Weekly Complaint Drop-in Sessions: Designed to provide an open forum for Investigating Officers to discuss complaints, share best practices, and resolve any outstanding issues. Sessions are also attended by key members of staff from OVH and SPS.*
 - *End-to-End Audits: In-depth scrutiny of complaints to ensure that OVH has a consistent approach to improving the service. Our Customer Experience Lead now conducts audits of closed complaints, and communicates the improvement actions as case studies to Investigating Officers and managers.*
 - *Customer Complaints Panel: This is to involve customers in reviewing our approach to complaint handling. The feedback from customers provides valuable insight into how OVH can improve the customer experience of this process.*
 - *Complaint Probability Model: Data and intelligence is used to help identify when a customer is most likely to make a complaint. This helps us to identify areas where improvements are needed to service delivery.*
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4. Satisfaction with Communal Areas

On our TSM Survey, customer satisfaction with the upkeep of communal areas was 79.5% in Quarter One. This is exceeding the top quartile target of 72%, and Quarter Four of 2024/25, when satisfaction was 77.5%.

A number of improvement actions are being implemented, to improve the service for customers:

- *There is ongoing partnership working between OVH's Asset Management Team, Neighbourhood Services, and SPS. With particular focus on the following:*
 - *Post Inspections: There has been an increase in the number of post inspections by SPS management, to ensure the quality of work is of a high quality. This will ensure Communal Cleaning and Grounds Maintenance services are delivered in line with OVH's, and our customers' expectations.*
 - *Site Visits: These are carried out by our staff, visiting all blocks with reported dissatisfaction. The purpose of these visits is to review the quality of work, and resolve any issues for customers.*
 - *Review of Survey Responses: All of the survey responses are reviewed, to identify themes and trends in order to improve future service delivery.*
 - *There is ongoing communication with customers to help manage their expectations. This includes sharing the full Cleaning and Grounds Maintenance specifications, so they can see what is included (and not included) as part of the service.*
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5. Complaints - Day to Day Repairs & Asset Management

A total of 90 Stage One complaints were received in Quarter One, which is decrease when compared to the 112 complaints recorded in the previous quarter. In addition to this, 21 Stage Two complaints were closed, with 66% of these being upheld. This is a decrease from the previous quarter, when 23 complaints were escalated to Stage Two.

During Quarter One, the top causes of upheld complaints were 'Too long to carry out work' and 'Poor work'.

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

- *Improved Communication: Ensure that operatives communicate clearly and professionally with customers, explaining repairs, follow-on works, any damage caused, along with apologies where appropriate.*
 - *"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*
 - *Policies & Procedures: Reinforce the importance of following all policies, procedures, and requirements of repair jobs.*
 - *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.*
 - *Appropriate Resources and Standards: Ensure operatives are appropriately assigned to jobs, and always have the correct equipment as specified in the job notes. They will also ensure that all work meets the required standards.*
 - *Consideration and Courtesy: Remind operatives to be considerate of customers' property, and acknowledge and apologise for any unavoidable damage.*
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6. Home Improvement - Complaints and Satisfaction

In Quarter One of 2025/26, 88.9% of customers were satisfied with Home Improvement works, below the target of 90%. There was a decrease in Stage One complaints, however, from 19 to 8. There was also a decrease in the percentage of upheld complaints, from 89% to 50%.

Please note, the top causes of upheld complaints were 'Poor work' and 'Poor quality of communication'.

The lessons learnt during Quarter One of 2025/26 can be found below:

- *Improved Communication: Teams need to communicate more effectively and consistently with customers, providing them with timely updates, and resolving queries within satisfactory timescales.*
- *Internal Workload Management: Establish better procedures for handling workloads when staff are absent, ensuring a seamless service, and regular contact is maintained with customers.*
- *Operative Training and Conduct: Utilise 'Toolbox Talks' meetings with SPS staff to carry out additional training for operatives. This will reinforce professionalism, courtesy, and respectful behaviour while working in customers' homes.*
- *Quality Assurance & Oversight: Look to increase site visits by managers during ongoing works, in order 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.*

- *Improved Workmanship: Ensure that all contractors provide customer service and workmanship that aligns with One Vision Housing's standards.*
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7. Complaints - Neighbourhood Services

There was a decrease in Stage One complaints for the Neighbourhood Services Team during Quarter One, from 27 to 24. There was an increase in Stage Two complaints, from four to five, and we have also seen an increase in the percentage of upheld complaints, with our Stage One upheld complaints increasing from 56% to 71%.

The top cause of upheld complaints was 'Request for Service', complaints about issues which have not yet been reported to us.

The lessons learnt during Quarter One of 2025/26 can be found below:

- *Improved communication when a Neighbourhood Services Officer changes the area they work in, and ensure timely responses to customer contacts and enquiries across all areas. We will also ensure that internal communication is improved to prevent information loss due to system issues or staff changes.*
- *Provide clear upfront information to new tenants, such as whether a property has a garden, and ensure that it is in a good condition when they move in.*
- *Maintain transparency with customers regarding case progression and actions taken, while respecting data protection (GDPR) for other residents' information.*
- *Process refunds correctly and promptly, within established timescales.*
- *Facilitate dispute resolution, such as arranging mediation with neighbours.*