



## You Said, We Did!

Quarter 2 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 Two of 2025/26 (from 1st July to 30th of September 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. Satisfaction with Communal Areas

On our Tenant Satisfaction Measures (TSM) Survey, customer satisfaction with the upkeep of communal areas was 72.9% in Quarter Two. This is above the target of 72%. On our transactional surveys, which are carried out after work is completed, 74.4% of customers were satisfied with Communal Cleaning, and 81.5% with Grounds Maintenance service. Please note, the target for both of these surveys is 80%.

In addition, Seventeen complaints were received for this service area in Quarter Two, with the main fault categories being 'Time taken to resolve', 'Request for Service', and 'Poor workmanship / standards'.

A number of actions have been implemented, to improve the service for customers:

- Post inspection of all blocks with a reported level of dissatisfaction to ensure the Cleaning and Grounds Maintenance service is being delivered in line with OVH / customer expectations.
- Increased inspections by Sovini Property Services (SPS) cleaning / grounds maintenance supervisors to check quality of works by operatives throughout the working day.
- Reviewing all survey responses and complaints data to identify themes and trends to improve future service delivery. This information is now compiled bi-weekly by the OVH Customer Experience Team and sent to Neighbourhood Services. This continuous flow of customer feedback helps SPS and Neighbourhood Services teams shape service delivery.
- A new webpage has been created to allow customers to review specifications and discover what to expect from our service offer. This has helped to manage customer expectations, and the link is currently being distributed via Text and Email. <https://ovh.org.uk/cleaning-and-grounds-maintenance/>.
- Working groups continue to meet monthly to review and discuss feedback and to agree and implement improvement actions where possible.

In addition to the above, these actions have been carried out during Quarter Two:

- We are committed to transforming previously unused areas into vibrant shared spaces for our customers. These projects include establishing new gardens, providing planter beds, and installing seating areas. This investment not only creates a significantly better living environment but also helps deter future environmental issues like fly-tipping.
  - We ensure focused, on-the-ground action by conducting weekly, joint visits to blocks with reported customer dissatisfaction. These visits involve representatives from the OVH Asset Management and Neighbourhoods Services teams, along with the SPS cleaning team. The primary goal of these visits is to jointly assess required improvements and engage directly with customers, ensuring our service delivery meets resident expectations.
  - Merseyside Fire and Rescue Service (MFRS) Inspections: In Quarter One and Two, MFRS inspected all 620 Sefton-based low-rise blocks to assess risk and safety measures (e.g., lighting and signage). This exercise provided both MFRS and OVH with reassurance regarding the fire safety compliance of the blocks.
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## 2. Repairs Satisfaction

On our TSM Survey, Quarter Two satisfaction with the quality of the repairs service over the last 12 months was 81.8%, which is above the target of 80%.

On our monthly Day to Day Repairs Survey, satisfaction was 91.1% in Quarter Two against a target of 95%. This is an improvement when compared to Quarter One, when customer satisfaction with their recent repair was 90.4%.

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

- Improve initial repair diagnosis, including a review of our in-house diagnostic tools.
  - Focus on reducing the number of properties we are not able to access, and understanding why this happens.
  - Monitor the resource requirements, to ensure the consistent delivery of quality repairs in time.
  - Review and understand jobs we have to visit more than once to complete a repair, and understand what can be done to prevent these happening in future.
  - Reviewing all survey and complaint responses to identify themes and trends. This will help to improve future service delivery.
  - Help manage customer expectations through better communication. This includes ensuring customers understand the timescales in place to complete repairs, any changes to plans before / once the work has started, and OVH's policy on repairing and not replacing as standard.
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### 3. Satisfaction with Keeping Customers Informed

In Quarter Two of 2025/26, 89.7% of customers were satisfied that OVH keeps them informed about things that matter to them (on our TSM Survey). This is below the target of 90% and the previous Quarter, when satisfaction was 94.7%.

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

- Recruitment: The Customer Experience Team continue to actively recruit new involved customers to help shape the wider customer experience. The Customer Experience Team continue to assign customers to specific groups, based on their skills and areas of experience.
- Customer Voice Newsletter: This continues to develop based on customer requirements and experience. Over four hundred customers are now signed up to receive this, and it is available via email, hard copy, and audio, providing fair access.
- Accreditation: The Customer Experience Team submitted a self-assessment against TPAS accreditation standards during Quarter Two. This is for external assurance and to ensure our approach to communication and enhancing customer experience is relevant and measurable.
- Key Meetings and Events took place in Quarter Two to improve the services we provide. These are listed below:
  - Complaints Champions: this is a 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 Complaints continued throughout Quarter Two, with interviews completed with staff. Findings and management's responses are to be completed during Quarter Three.
  - Service Review Group: Quarterly meetings are in place to discuss performance and improvement actions.
  - Policy & Strategy Review Group: Quarterly meetings are carried out to gain valuable feedback and insight on Policies and Strategies which impact customers.

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### 4. Complaint Handling Satisfaction

On our Quarter Two TSM Survey results, customer satisfaction with the experience of complaint handling from OVH was 48.2% (below the target of 50%). On our monthly survey, which takes place immediately after a complaint is closed, satisfaction was 74.3% against a 75% target.

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

- The Customer Experience Team will ensure that Investigating Officers understand the importance of communication throughout the complaints process. Investigating Officers to also consider discussing with customers their preferred frequency of contact, when making the initial contact with them.

- We continuously review feedback from our customers around complaint handling, and seek ways to improve.
- Weekly Complaint Drop-in sessions: These are designed to provide an open forum for Investigating Officers to discuss complaints, share best practices, and resolve any outstanding issues. Sessions are attended by key OVH and SPS service areas to help triangulate our approach to improving customer experience.
- End-to-End Audits: This in-depth scrutiny of complaints ensures that OVH has a consistent approach to improving complaint handling. The Customer Experience Lead now conducts audits of closed complaints, communicating improvement actions as case studies to Investigating Officers and their managers.
- Customer Complaints Panel: Designed to involve customers in reviewing our approach to complaint handling, in addition to the quality of outcomes and correspondence. This feedback from customers provides valuable insight into how OVH can improve our Customers Experience of the process.
- Complaint Probability Model: Data and intelligence feeds into reports to help proactively identify when a customer is most likely to make a complaint, and help identify areas for improvement to service delivery. The Customer Experience Team continue to work collaboratively with IT to deliver this in Quarter Three.
- Complaint Scrutiny: A customer led scrutiny continued throughout Quarter Two, with customers utilising a mixed methodology to scrutinise the complaints service, including the analysis of performance data and staff interviews. This scrutiny exercise will conclude in Quarter Three, providing valuable insight and actions to enhance Customer Experience.