

Customer Voice



Follow up to dissatisfaction

Customer Experience Case Study

Quarter Two 2025

About One Vision Housing (OVH)

We are an award-winning housing provider offering high quality, affordable housing across the Liverpool City Region, Cheshire, Lancashire and Greater Manchester. We currently manage over 14,400 properties across the region.

We provide a range of rental options from Social Housing and Private Rent, to Rent to Buy and commercial lettings of shops, creating equal opportunities for all. We were formed in October 2006, following a successful stock transfer from Sefton Council, and operate as a not-for-profit organisation, regulated by the Regulator of Social Housing.

As a member of The Sovini Group, One Vision Housing believes in providing good quality, affordable homes for rent and to buy, helping to create thriving and inclusive communities. We work closely with partner organisations to build a better future for our customers, supporting thousands of beneficiaries each year.

Externally recognised as a leading provider of homes and services, One Vision Housing is graded G1 for Governance and V1 for Viability by the Regulator of Social Housing.



Background

As a registered social housing provider, One Vision Housing is committed to engaging with tenants and residents in accordance with the Regulator of Social Housing's Transparency, Influence, and Accountability Standard.

At OVH, customer satisfaction is our top priority. When challenges occur, we focus on quickly identifying the root cause and implementing effective solutions to enhance our service offer. By actively listening to our customers, we build stronger relationships and deliver an improved customer experience.





Our approach

In July 2024 the Customer Experience Team identified three key areas to drive service improvements, following TSM survey feedback.

- Satisfaction with the overall repairs service from OVH over the past 12 months
- Satisfaction with OVH's approach to complaints handling
- Satisfaction that OVH keeps communal areas clean and well maintained

A project was launched to further understand customer dissatisfaction and drive service improvements to enhance customer experience.

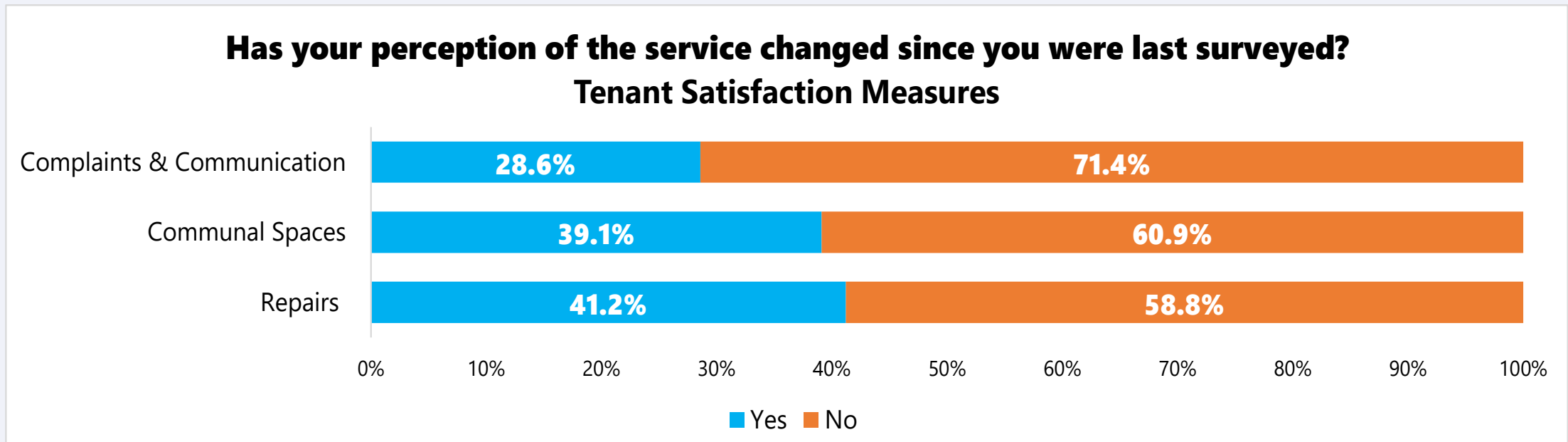
The Customer Experience Team initiated follow-up contact with customers who had completed the Tenant Satisfaction Measure (TSM) survey 12 weeks prior and provided consent for a callback. The objective of these calls was to engage with customers who had indicated dissatisfaction relating to the three key areas above and assess whether their perception of the service had changed.


This project has now been expanded to include Transactional Surveys.

TSM Follow up to dissatisfaction outcomes

60 Follow up to Dissatisfaction surveys have been completed from July 2024 to date.

The biggest improvement customers have reported is with the repairs service, with 41.2% of customers saying their view of the service has improved.





Positive changes in customer perception

- **Repairs Completed:** Customers expressed satisfaction after repairs had been successfully completed in a timely manner.
- **Improved Communal Areas:** Satisfaction with improved standard of communal cleaning, grounds maintenance, and reduction in fly-tipping.
- **ASB Resolved:** Customers reported increased satisfaction with the Anti-social behaviour service.
- **Visible Service Improvements:** Customers mentioned a noticeably improved service when compared to their previous experience.
- **Follow-through on Actions:** Overall, customers express higher levels of satisfaction when agreed work is completed as promised.



Learning from Feedback

Feedback is shared with Service Area Leads to drive service improvements and enhance customer experience.

TSM Feedback results are reported in OVH's performance management system Pentana, ensuring data is transparent and accessible

Our IT and reporting capabilities now provide detailed satisfaction data by customer profile, allowing Officers to make informed decisions and refine our service delivery.

Following customers feedback as part of this process, 10 communal areas received new easy-to-clean flooring, replacing outdated materials. This upgrade improved the look of communal areas and made them easier to maintain, creating a cleaner and more pleasant environment for residents.