

**Customer
Voice**

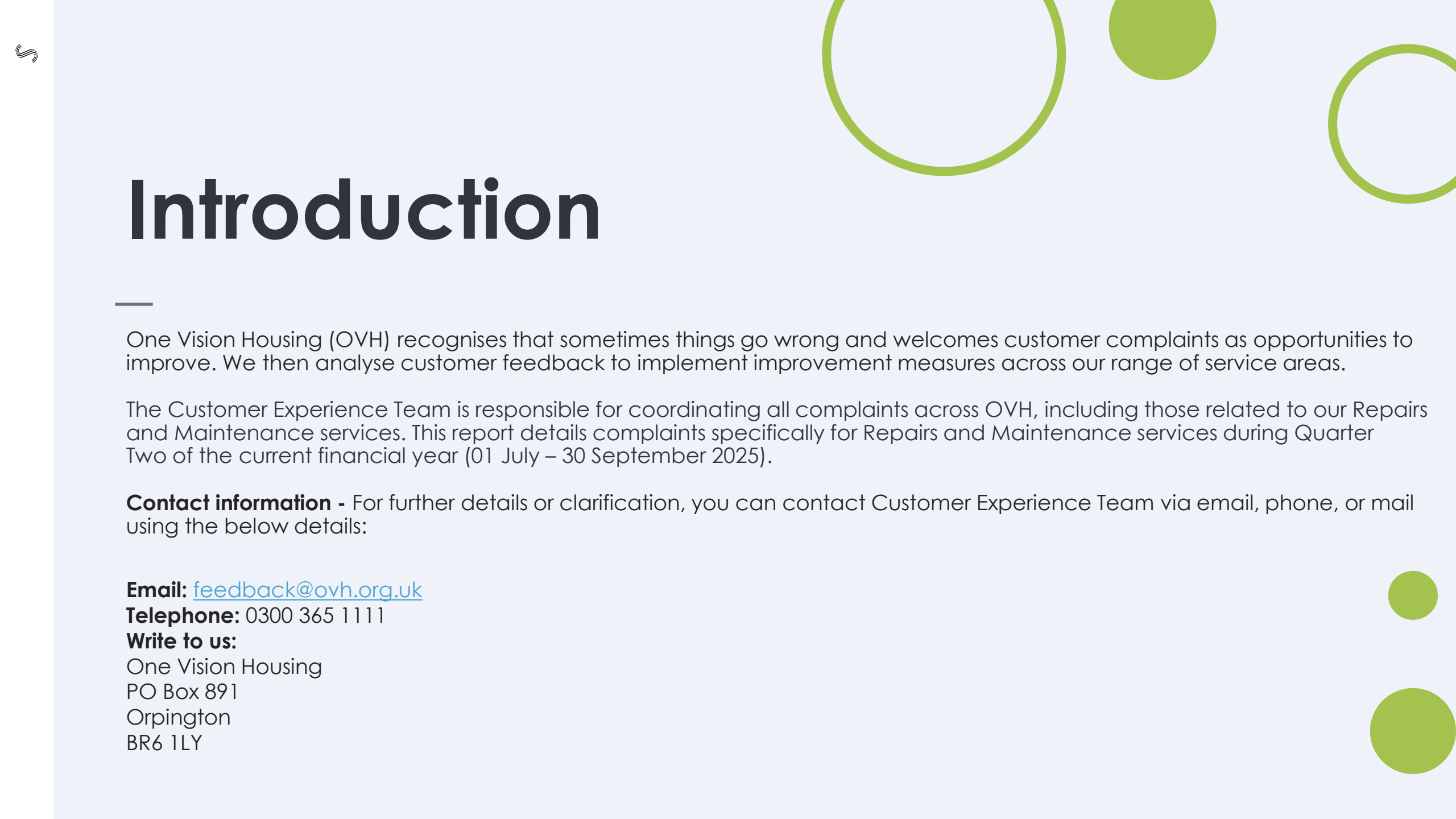
Complaint Performance

Repairs and Maintenance
Quarter Two 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 Two of the current financial year (01 July – 30 September 2025).

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

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Write to us:

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Complaint Performance Overview

Key Points

Stage One Complaints:

1. The number of complaints closed increased from 120 to 134.
2. The percentage of complaints upheld or partially upheld increased from 68% to 73%.
3. Average days to resolve a Stage One complaint decreased from 11 days to 10 days.

Stage Two Complaints:

1. Number of complaints closed increased from 27 to 36.
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 20 days to 19 days.

	Qtr. 3	Trend	Qtr. 4	Trend	Qtr. 1	Trend	Qtr. 2
Number of Stage 1 complaints closed	110	↑	174	↓	120	↑	134
% of complaints resolved at Stage 1	83%	↓	82%	↑	84%	↓	72%
% of Stage 1 complaints responded to within target time	99%	↔	99%	↑	100%	↓	99%
Average number of working days to resolve a Stage 1 complaint	9.6	↑	9.6	↑	11	↓	10
% of Stage 1 complaints upheld or partially upheld	74%	↔	74%	↓	68%	↓	73%
Number of Stage 2 complaints closed	22	↑	32	↓	27	↑	36
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	23	↓	21	↓	20	↓	19
% of Stage 2 complaints upheld or partially upheld	63%	↑	90%	↓	37%	↑	81%

Day to Day Repairs & Asset Management

Complaint Summary

A total of 81 Stage One complaints were resolved in Quarter Two, which is a notable decrease compared to the 90 complaints recorded in the prior quarter

25 Stage Two complaints were closed with 80% of these being upheld. This an increase from Quarter One.

The top causes of upheld complaints were:

Time taken to resolve (30)

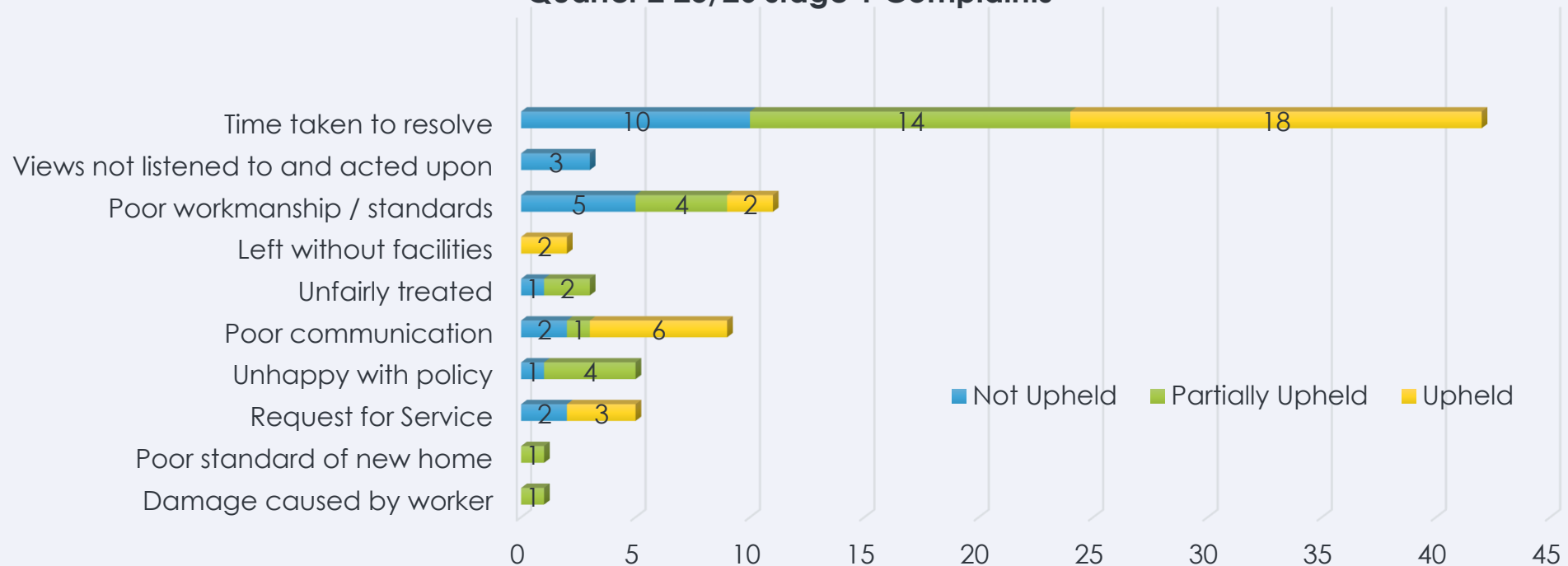
Poor communication (7)

Poor workmanship/standards (6)

Closed Complaints	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26
Stage 1 Closed	80	↑	112	↓	90	↓	81
% Upheld	73%	↓	71%	↓	63%	↑	70%
Stage 2 Closed	16	↑	23	↓	21	↑	25
% Upheld	63%	↑	91%	↓	66%	↑	80%

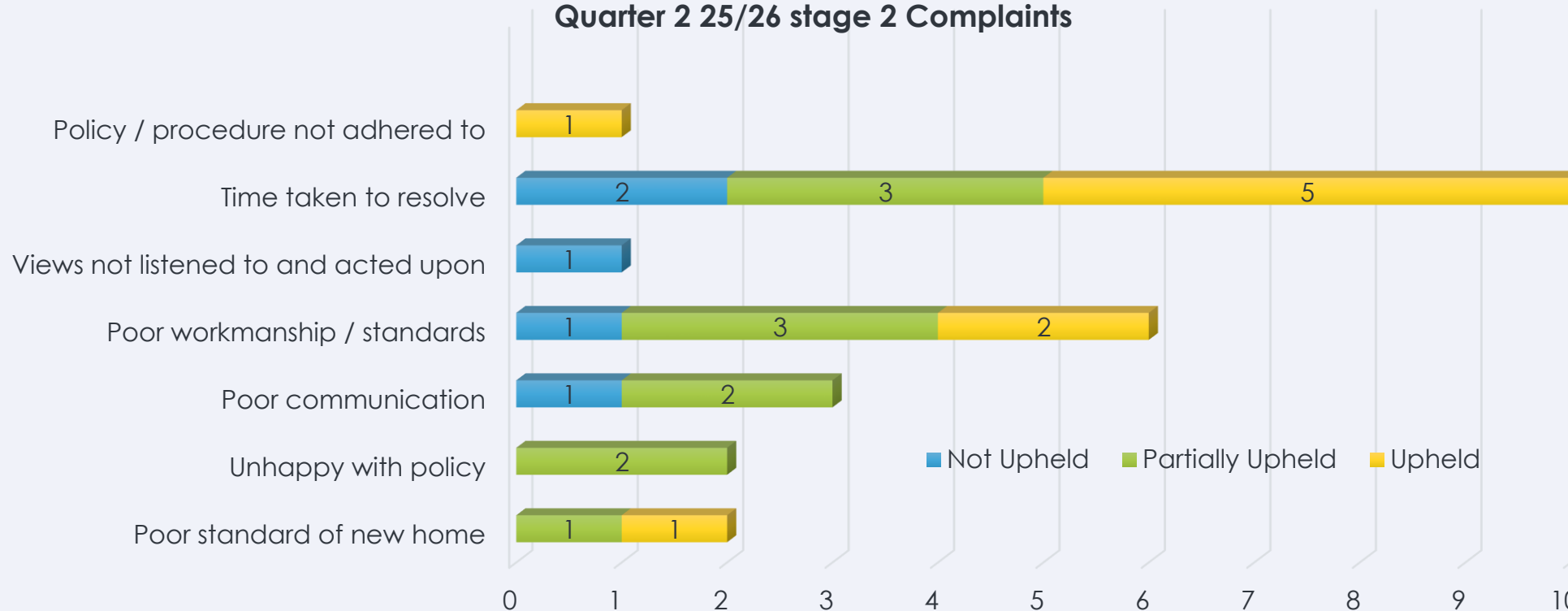
Day to Day Repairs & Asset Management

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



Day to Day Repairs & Asset Management

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





Day to Day Repairs & Asset Management

Lessons Learnt

- **Communication & Expectation Management:** Improve communication with customers by proactively managing customer expectations regarding scheduling, backlogs, and job status.
- **Quality of Work:** Utilise quality checks to ensure underlying issue are resolved, and all necessary follow-up work is identified, preventing frustrating repeat visits.
- **Improve First-Time Fix (FTF) Rate:** Review job scoping and scheduling to ensure the correct skill set and sufficient time are allocated so works can be completed the first time. Appointments should only be booked when parts/stock availability is confirmed.
- **Data Accuracy & Audit Trail:** Ensure jobs are raised correctly and with a good level of detail. Improve the use of time-stamped photo evidence (before/after) for all work logs and audit compliance to evidence works (e.g., cleaning standards).
- **Customer Focus & Inclusivity:** Strengthen the process for prioritising repairs for vulnerable tenants. Introduce training to improve staff professionalism, accountability (apologising for errors), and awareness of customer needs. Ensure reasonable adjustments are being adhered to and customers feel respected during the repair process.

Investment

Complaint Summary

In Quarter Two there was an increase in Stage One complaints closed from 8 to 30. There was also an increase in the number of upheld complaints from 50% to 80%.

Stage Two complaints increased from 2 to 6 with the percentage of upheld complaints increasing from 50% to 66%.

The top causes of upheld complaints were:

Poor communication (8)

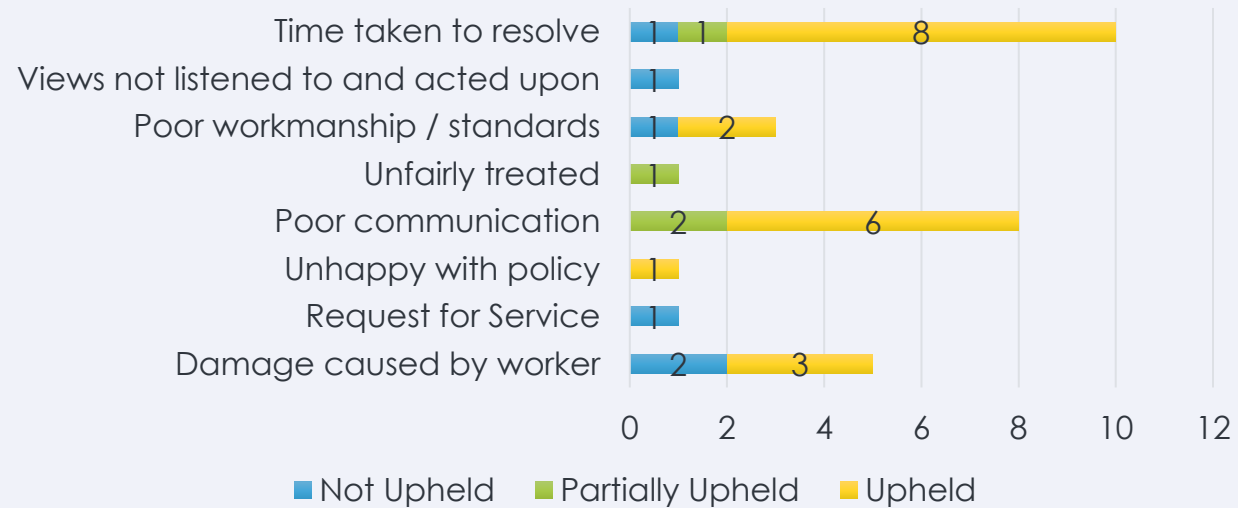
Time taken to resolve (7)

Damage caused by worker (3)

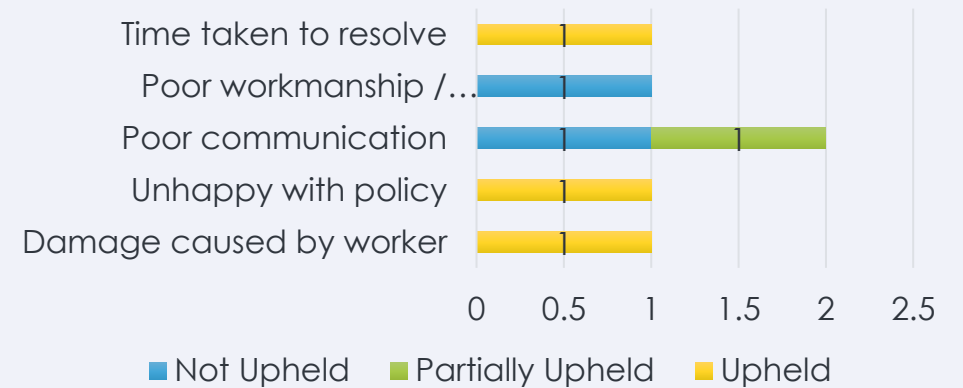
Closed Complaints	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26
Stage 1 Closed	5	↑	19	↓	8	↑	30
% Upheld	80%	↑	89%	↓	50%	↑	80%
Stage 2 Closed	1	↑	2	↔	2	↑	6
% Upheld	100%	↔	100%	↓	50%	↑	66%

Investment

Stage 1 Complaints - Q2 25/26 Investment / Aids & Adaptations



Stage 2 Complaints - Q2 25/26 Investment / Aids & Adaptations





Investment

Lessons Learnt

- **Quality Management:** OVH should work with contractors to guarantee high-quality work. This involves increasing site audits and supervision to continuously monitor performance, ensure health and safety, and enforce site cleanliness. OVH should implement robust quality assurance processes to improve workmanship and reinforce during training sessions that it is an operative's duty to immediately report any damage they cause to personal property.
- **Improve Communications:** Proactive and accurate communication is essential for customer satisfaction. OVH should ensure customers are kept informed throughout the investment work process and notify them of any appointment changes or cancellations. Explicit consent should also be received from owner-occupiers before accessing private land or erecting scaffolding, along with reviewing all outgoing letters for clarity and making necessary adjustments for vulnerable customers.
- **Operational Efficiency:** OVH should work to meet all service level agreements for call-backs and enquiry responses. A focus should be made on timely completion and follow-up of all repair and investment works, with a clear process to prioritise urgent tasks.
- **Professional Standards:** Upholding professional standards is fundamental to respectful service delivery. Training will continue to be provided to staff to ensure compliance with the Group's Code of Behaviours and professional standards ensuring every interaction is respectful and aligns with corporate values.

Compliance

Complaint Summary

Stage One complaints remained the same at 19 in Quarter Two. However, the percentage of complaints upheld decreased from 68% to 63%

Four complaints were escalated to Stage Two with 100% of them being upheld.

The top causes of upheld complaints were:

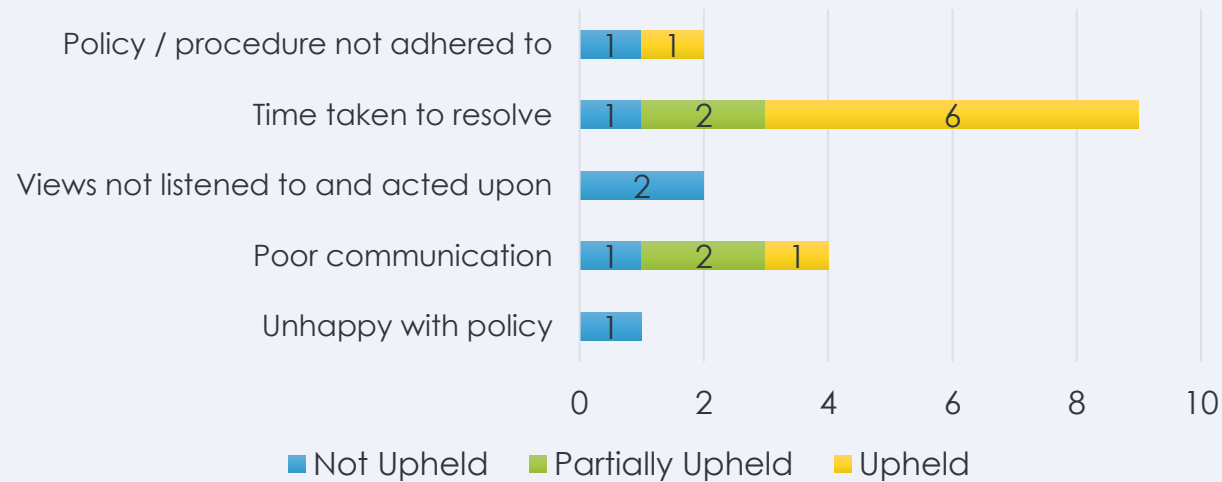
Time taken to resolve (8)

Poor communication (3)

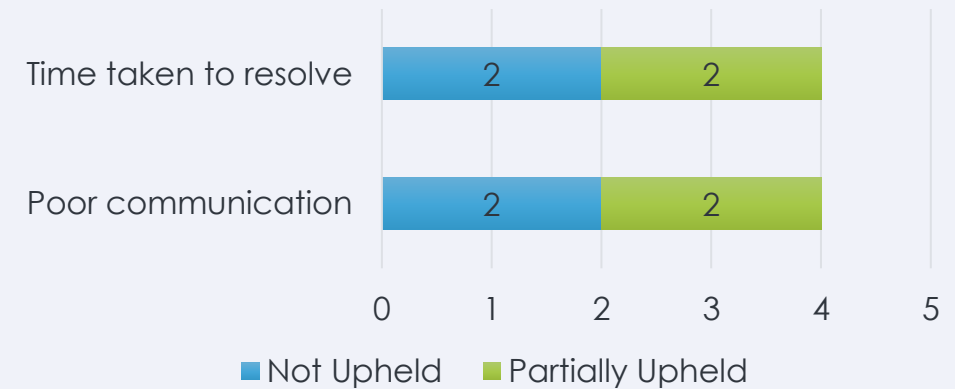
Closed Complaints	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26
Stage 1 Closed	19	↑	33	↓	19	↔	19
% Upheld	69%	↑	70%	↓	68%	↓	63%
Stage 2 Closed	2	↑	5	↔	5	↓	4
% Upheld	50%	↑	80%	↓	60%	↑	100%

Compliance

Stage 1 Complaints - Q2 25/26 Compliance



Stage 2 Complaints - Q2 25/26 Compliance





Compliance

Lessons Learnt

- **Customer Availability:** Endeavour to meet customer availability when carrying out gas service appointments.
- **Manage Expectations Regarding Maintenance:** Improve communication with customers to they understand OVH is not responsible for repairing or maintaining additional provisions installed by them that fall outside of the standard tenancy agreement.
- **Data Protection and Privacy:** OVH has reinforced the importance of customer data protection and privacy with operatives. Operatives have been reminded not to take any identifying photographs of customers in order protect personal identifiable information.
- **Specialist Services:** For specialist work, particularly Aids & Adaptations, OVH should work to eliminate delays caused by supply chain issues. Processes should be reviewed with sub-contractors to ensure correct measurements are taken and all parts are available before work commences, thereby keeping delays to a minimum.
- **Complaints, Communication & Service Standards:** OVH should ensure timescales are fed back to customers and adhered to, with early notification of any changes to scheduled appointments. The Group's Code of Behaviours and professional standards ensuring every interaction is respectful and aligns with corporate values will be included in upcoming training sessions.

Voids

Complaint Summary

Stage One complaints saw an increase from three to four complaints in Quarter Two. 100% of these complaints were upheld which is an increase from 66% in Quarter One.

One complaint was escalated to Stage Two, which was upheld.

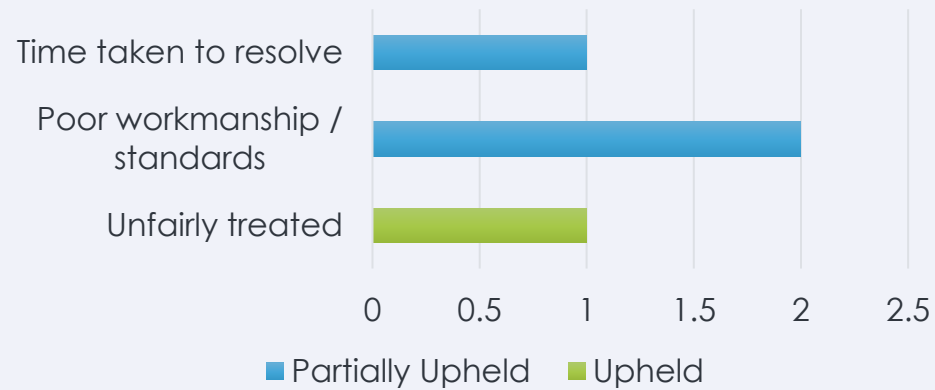
The top causes of upheld complaints were:

- Poor workmanship/standards (2)
- Time taken to resolve (1)
- Unfairly treated (1)

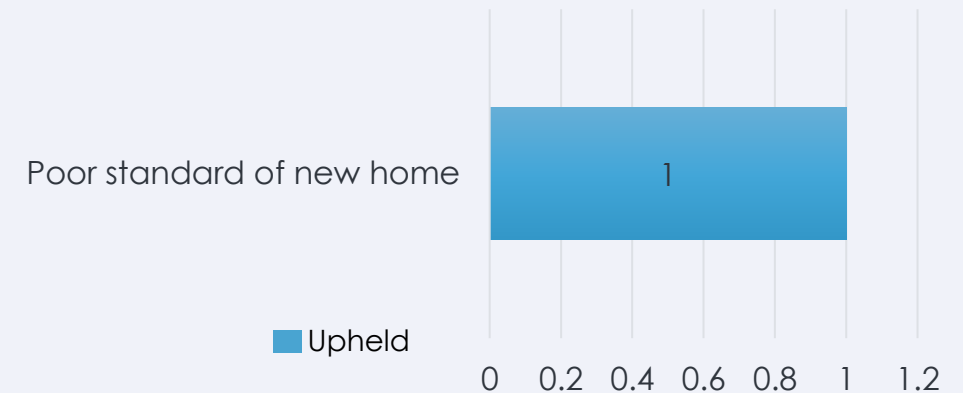
Closed Complaints	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26
Stage 1 Closed	6	↑	10	↓	3	↑	4
% Upheld	100%	↓	90%	↓	66%	↑	100%
Stage 2 Closed	0	↑	2	↓	0	↑	1
% Upheld	N/A	↑	100%	↓	N/A	↑	100%

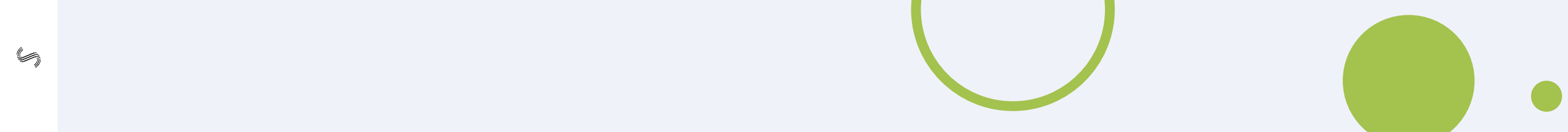
Voids

Stage 1 Complaints - Q2 25/26 Voids



Stage 2 Complaints - Q2 25/26 Voids





Voids

Lessons Learnt

Professional Conduct and Communication: The Group's Code of Behaviours and professional standards ensuring every interaction is respectful and aligns with corporate values will be included in upcoming training sessions.

Property Maintenance and Quality Assurance: OVH will work to ensure all necessary maintenance and repairs are completed before a new tenancy begins. This will improve customer satisfaction and avoid further repairs being reported and complaints being logged once the tenancy begins.

Transparency and Allocation Process Explained: Enhancing transparency and clarity in the allocation and sign-up procedure, ensuring customers receive a comprehensive explanation of the process, their responsibilities, and the standards of the property they are accepting.



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.

37 complaints were escalated, 10 of which were deemed to have been avoidable.

Main areas for improvement:

Proactive and Clear Communication

Provide proactive, clear, and detailed communications to customers. Promptly respond to customers, making sure information is correct. When providing a complaint outcome, ensure the response is thorough, addressing the reasons for any delays or service failures, outlining lessons learned, and providing a complete picture of what will be done.

Effective Service Delivery

Ensure work is completed as agreed and to the expected standard the first time. This includes finishing all scheduled work, carrying out repairs properly and thoroughly, and ensuring all issues are fully fixed as promised. If the job is completed correctly and fully the first time, the need for a complaint, and therefore an escalation, reduces.

Respecting Customer Needs and Agreements

Escalations can be prevented by adhering to agreed-upon schedules, such as avoiding specified times for appointments (such as the school run), and following through on resolutions and thorough investigations. This demonstrates respect for the customer's time and circumstances, preventing the initial frustration from escalating.

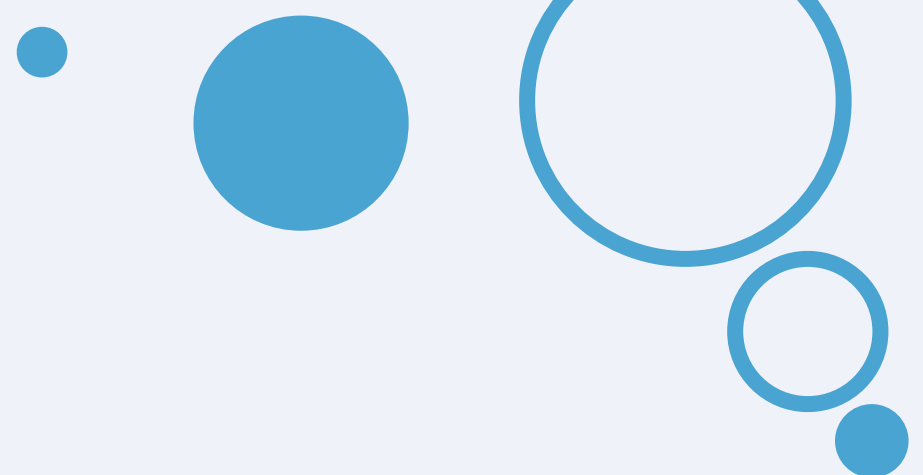


Compensation

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

Payments made in Quarter Two are detailed in the chart.

	Quarter 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26
Total Compensation payments	£20,933	£19,171	£18,053	£20,435
% of complaints where a payment was made	41%	41%	58%	73%
Average payment per case	£361	£210	£175	£209
Average payment where case relates to repairs and maintenance	£411	£219	£163	£231
Average payment where case relates to (HASS)	£123	£159	£155	£133



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 3 2024/25	Quarter 4 2025/26	Quarter 1 2025/26	Quarter 2 2025/26
Sovini Property Services	95	52	29	17
Asset Management	2	2	0	2
Investment	0	1	0	0
Compliance	0	7	5	2