



You Said, We Did!

Quarter 3 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 Three of 2025/26 (from 1st October to 31st of December 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 Survey, Quarter 3 customer satisfaction with the overall repairs service from OVH was 79.8% against the target of 80%. Key themes from customers expressing a level of dissatisfaction include time taken to resolve, problem not resolved, and the quality of the repair.

On our Day to Day Repair Survey, which takes place after a specific repair is completed, satisfaction was 89.3% against a 95% target.

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

- **Improving Repair Diagnosis:** We are working to strengthen the way repairs are diagnosed from the very beginning, including reviewing the Active Housing diagnostic tools. This helps us make sure the right repair is identified first time, reducing delays and improving the overall experience for customers.
- **Reducing Missed Appointments:** We are focusing on reducing “no access” situations. By understanding the reasons behind missed appointments, we can put better solutions in place and ensure repairs are completed more smoothly.
- **Ensuring the Right Resources Are in Place:** We continually monitor staffing and resource levels so repairs can be delivered consistently, on time, and to a high standard.
- **Learning from Customer Feedback:** All survey responses are reviewed carefully to identify themes and trends. This insight helps us shape future improvements and deliver a more reliable and responsive repairs service.
- **Clearer Communication with Customers:** We are improving how we communicate with customers about their repairs, including expected timescales, any changes to plans before or during the work, and OVH’s approach of repairing rather than replacing as standard. This helps set clear expectations and ensures customers feel informed throughout the process.

2. Satisfaction with Communal Areas

On our Tenant Satisfaction Survey, Quarter 3 customer satisfaction was 73.5% against the target of 72%.

A number of actions have been implemented, to improve the service for customers. This involves collaborative working across the teams that deliver this service, including OVH's Assets Management and Neighbourhood Services Team, and our contractor, Sovini Property Services (SPS).

Areas of focus for improvement measures are provided below:

- **Post-Inspection of Blocks:** We carry out follow-up inspections on any blocks where customers have reported dissatisfaction. This helps us make sure that cleaning and grounds maintenance services are being delivered to the standard our customers expect.
- **Increased On-Site Supervision:** Supervisors from SPS are carrying out more inspections throughout the day to check the quality of work being completed. This helps us maintain high standards and address any issues quickly.
- **Monitoring Resources for Consistent Service:** We regularly review staffing and resource levels to ensure services are delivered consistently and on time, without compromising on quality.
- **Learning from Customer Feedback:** All survey responses are reviewed carefully so we can spot themes and trends. This insight helps us shape future improvements and deliver a better service for customers.
- **Clear and Ongoing Customer Communication:** We continue to keep customers informed about what they can expect from our cleaning and grounds maintenance services. This includes explaining what is included in the service and what falls outside of it, helping to set clear and realistic expectations.
- **Monthly Improvement Meetings:** Our established working groups meet every month to review customer feedback, discuss any concerns, and agree on practical improvement actions. This ensures we stay focused on making meaningful, customer-driven changes.

3. Satisfaction that OVH listens to your views and acts upon them

Satisfaction in Quarter Three was 76.5% against an 80% target. Year-to-date performance at the end of December 2025 is 80.7%, meeting the target. Common themes associated with dissatisfaction in Quarter Three relate to poor communication, unresolved repairs, and anti-social behaviour.

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

- **Data Sharing:** We continue to share clear, easy-to-understand information about customer dissatisfaction with teams responsible for each service area. This insight feeds directly into improvement groups, including those focused on Complaints, Communal Spaces, and Repairs. Responsible officers review feedback to spot themes and trends, making sure improvements lead to real, visible changes. These outcomes are shared with customers through our "You said, we did" updates.

- **Dissatisfaction Follow-On Process:** Our follow-up process is evolving to give customers a stronger voice. Around 12 weeks after a customer tells us they're unhappy - if they've agreed to be contacted - we reach out again to understand whether the changes we've made are working. This helps us check progress and understand how customers now feel about the service. We focus these follow-ups on key areas such as Repairs, Communal Spaces, and Complaints.
- **Enhanced Customer Communication:** Our Outbound Survey Assistants are making the most of their conversations with customers by gathering deeper insight beyond the original survey questions. This helps us better understand the full customer journey, especially around repairs, and ensures we can share meaningful improvement actions with service leads. Following a HouseMark audit in Quarter One of 2025/26, we've created an action plan that is being rolled out throughout the year. These improvements are designed to enhance the overall customer experience and support our vision of delivering 'The Perfect Experience'.
- **Customer Journey Mapping:** In Quarter Three, we continued our Customer Journey Mapping project, focusing on customers' thoughts and feelings as they move through a specific service from start to finish. These projects help us understand how customers experience our services, highlight what works well, and identify key moments where improvements can make the biggest difference. This approach strengthens the quality and consistency of our services and supports a better overall experience.

4. Complaint Handling Satisfaction

On our Quarter Three TSM Survey results, customer satisfaction with the experience of complaint handling from OVH was 44.1% (below the target of 50%). On our monthly survey, which takes place immediately after a complaint is closed, satisfaction was 63.8% in Quarter Three (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:** We hold weekly drop-in sessions where Investigating Officers can openly discuss complaints, share good practice, and work through any outstanding issues. Representatives from both OVH and SPS attend, ensuring a joined-up approach to improving the customer experience.
- **End-to-End Complaint Audits:** To make sure complaints are handled consistently and effectively, we carry out detailed audits of closed cases. The Customer Experience Lead reviews each case and shares learning and improvement actions with Investigating Officers and their managers through practical case studies.
- **Customer Complaints Panel:** Customers play an active role in shaping how we handle complaints through our Customer Complaints Panel. The panel reviews our processes, the quality of our responses, and the outcomes we provide. Their insight helps us understand what works well and where we can make the experience better.
- **Complaint Scrutiny:** A customer-led scrutiny exercise was completed in Quarter Three, using a range of methods including performance data analysis and staff interviews. Customers provided a set of recommendations, all of which have been accepted and acted upon to strengthen the complaints service and enhance the overall customer experience.

- **Monthly Training for Investigating Officers:** We provide monthly training sessions for Investigating Officers to ensure a consistent approach to complaint handling. These sessions focus on best practice, lessons learned, and ways to continually improve how we respond to customers.

5. Home Improvement Satisfaction

In Quarter Three of 2025/26, satisfaction with Home Improvement works was 93.3% against a 95% target. Dissatisfaction themes were quality of work, time taken to resolve, and communication of the appointment.

The following actions have been developed to improve the service for customers:

- **Strengthened On-Site Supervision:** We've increased on-site supervision across our projects to make sure work is carried out to a high standard, with a strong focus on cleanliness, quality, and respecting tenants' homes and belongings.
- **Improved Guidance for Operatives:** We've introduced Toolbox Talks, which are briefings with our operatives, to reinforce these expectations and ensure everyone understands the importance of delivering work safely, professionally and respectfully.
- **Clearer Communication with Tenants:** We're improving communication with tenants before any work begins, making sure plans are clearly explained and agreed in advance. This helps avoid surprises and ensures tenants feel informed and comfortable throughout the process.

6. New Tenant Satisfaction

In Quarter 3, satisfaction on our New Tenant Survey achieved a 100% satisfaction rate, with all 63 customers reporting they were satisfied. The year to date satisfaction level is 95.2%, above the 95% target.

To further improve customer outcomes, the following actions have been developed:

- **Communication After Sign-Up:** Our teams have received additional training to improve communication and follow-up after a new tenancy begins. Team Leaders are also escalating any concerns earlier, helping us resolve issues quickly and provide a smoother start for new tenants.
- **Improved Quality Checks Before Handover:** The Asset Management Team is carrying out thorough post-inspections and quality checks to make sure repairs are completed properly and homes are clean and ready before tenants move in. Contractors have been reminded of the standards expected, and we're using a wider range of surveys to gather more customer feedback and drive improvements.
- **Clearer Updates and Better Handover Information:** We're placing greater focus on detailed property handover reports and clearer updates for tenants. This helps us spot and address any issues promptly and ensures tenants feel informed and supported throughout the move-in process.