

**Customer  
Voice**

# Complaint Performance

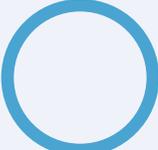
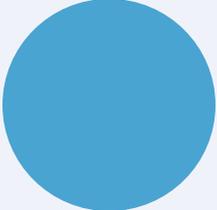
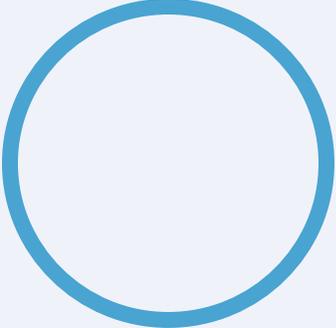
Repairs and Maintenance  
Quarter Three 25/26





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# Introduction

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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 Three of the current financial year (01 October – 31 December 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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# Complaint Performance Overview

## Key Points

### Stage One Complaints:

1. The number of complaints closed decreased from 134 to 90.
2. The percentage of complaints upheld or partially upheld increased from 73% to 81%.
3. Percentage of complaints resolved at Stage One decreased from 72% to 66%.

### Stage Two Complaints:

1. Number of complaints closed decreased from 36 complaints to 30.
2. The percentage of complaints upheld or partially upheld decreased from 81% to 63%.
3. Average days to resolve a Stage Two complaint decreased from 19 days to 17.7 days.

	Quarter 4	Trend	Quarter 1	Trend	Quarter 2	Trend	Quarter 3
Number of Stage 1 complaints closed	174	↓	120	↑	134	↓	90
% of complaints resolved at Stage 1	82%	↑	84%	↓	72%	↓	66%
% of Stage 1 complaints responded to within target time	99%	↑	100%	↓	99%	↑	100%
Average number of working days to resolve a Stage 1 complaint	9.6	↑	11	↓	10	↓	9.9
% of Stage 1 complaints upheld or partially upheld	74%	↓	68%	↓	73%	↑	81%
Number of Stage 2 complaints closed	32	↓	27	↑	36	↓	30
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	21	↓	20	↓	19	↓	17.7
% of Stage 2 complaints upheld or partially upheld	90%	↓	37%	↑	81%	↓	63%

# Day to Day Repairs, Cleaning & Asset Management

## Complaint Summary

A total of 58 Stage One complaints were resolved in Quarter Three, which continues our trend of decreasing complaints from the previous three quarters.

20 Stage Two complaints were closed with 70% of these being upheld. This a decrease from Quarter Two.

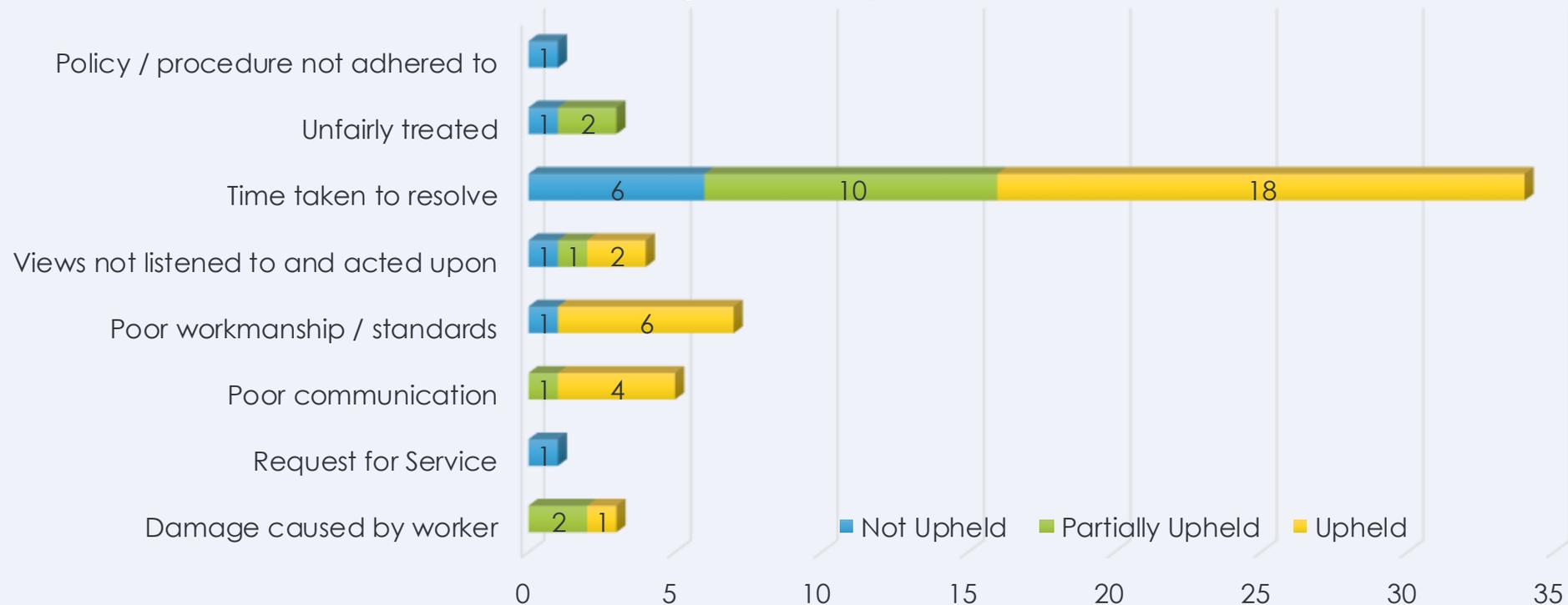
### The top causes of complaints were:

- Time taken to resolve (34)
- Poor workmanship/standards (7)
- Poor communication (5)

Closed Complaints	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26
Stage 1 Closed	112	↓	90	↓	81	↓	58
% Upheld	71%	↓	63%	↑	70%	↑	81%
Stage 2 Closed	23	↓	21	↑	25	↓	20
% Upheld	91%	↓	66%	↑	80%	↓	70%

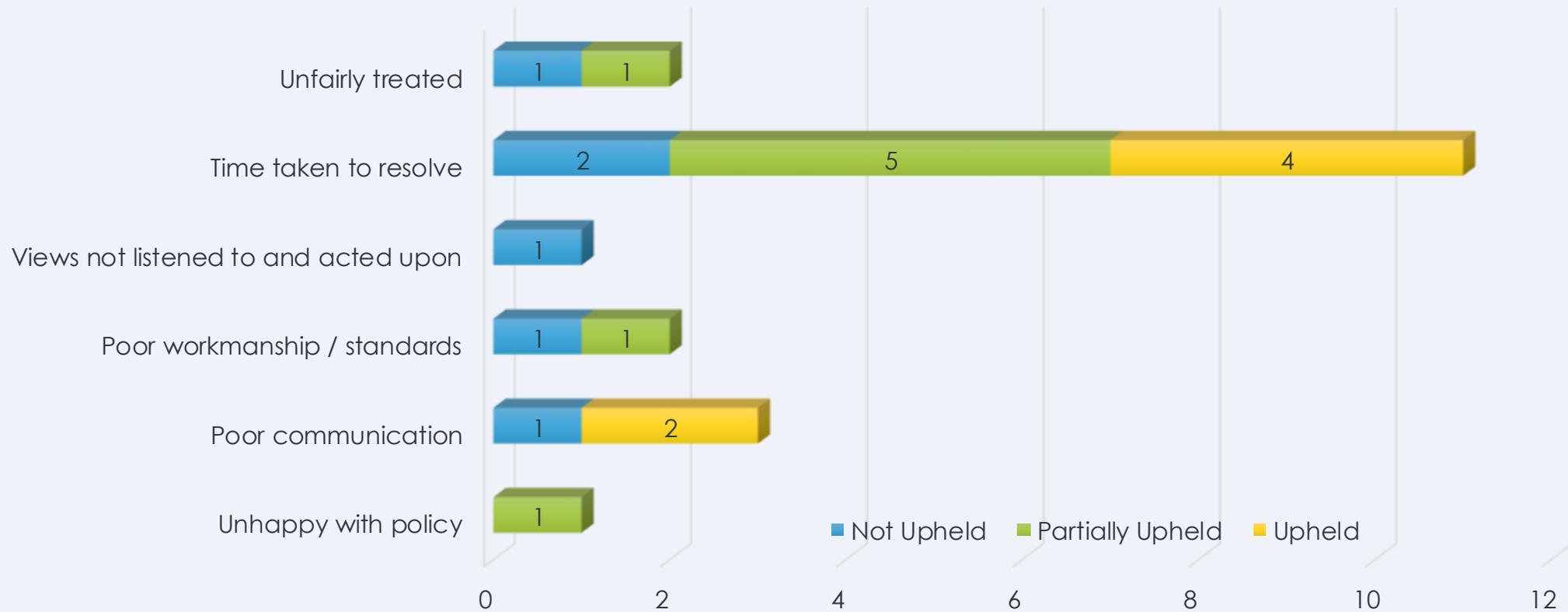
# Day to Day Repairs, Cleaning & Asset Management

## Stage 1 Complaints



# Day to Day Repairs, Cleaning & Asset Management

Stage 2 Complaints



# Day to Day Repairs, Cleaning & Asset Management

## Lessons Learnt

**Communication:** Ensure all callback requests are honored within 48 hours. Provide proactive, timely updates throughout the repair or complaint process. Support customers through the 'Right to Alter' process and ensure they have the correct application for completion.

**Quality Assurance:** Work with staff and contractors to ensure professional standards are met, including the respectful use of work vehicles and the use of shoe coverings in homes. Conduct thorough "first-time" investigations for leaks and damp, ensuring that operatives are able to complete the specific task and that work areas are left functional (e.g. providing meter keys or reconnecting stop taps).

**Accuracy:** Improve job accuracy by inputting correct repair codes and allocating sufficient time for complex tasks to avoid repetitive visits. If a repair fails after multiple attempts (such as mould washes), staff should escalate the issue to a surveyor rather than repeating treatments.

**Accountability:** Ensure all follow-on works and parts requests are raised on the same day an issue is identified to prevent delays. Consistently update job records and internal systems to reflect the true status of a repair, ensuring that appointments are never cancelled without first contacting the customer.

# Investment

## Complaint Summary

In Quarter Three there was a decrease in the number of Stage 1 complaints from 30 to 10. The percentage of upheld and partially upheld complaints remained at 80%.

Stage Two complaints decreased from four to six with 75% of complaints being upheld or partially upheld.

### The top causes of complaints were:

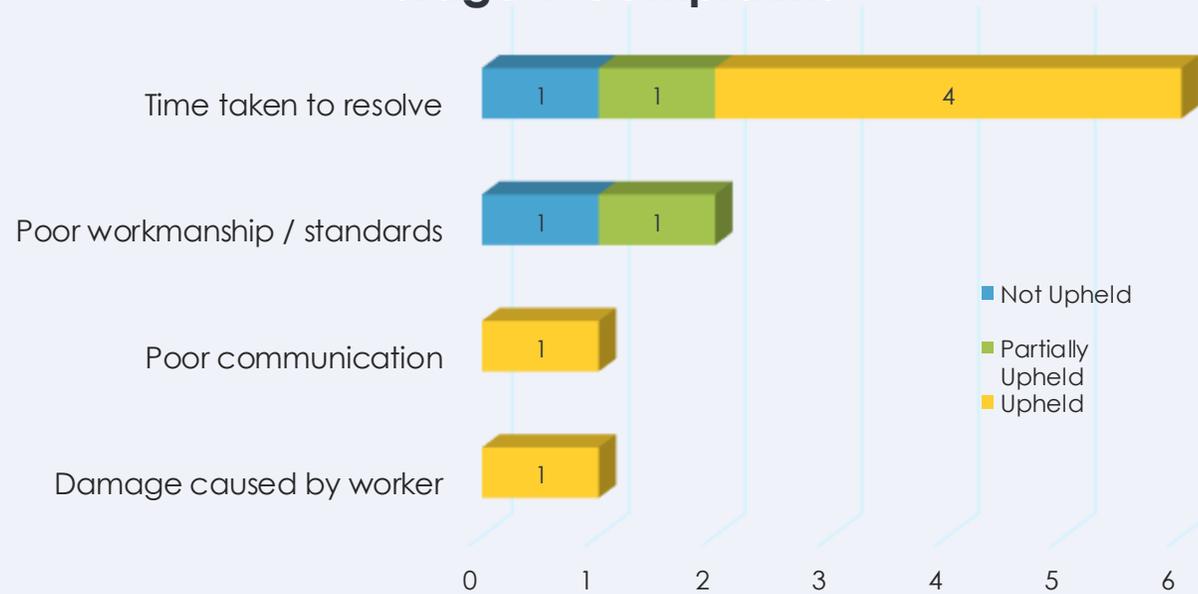
Time taken to resolve (6)

Poor workmanship/standards (2)

Closed Complaints	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26
Stage 1 Closed	19	↓	8	↑	30	↓	10
% Upheld	89%	↓	50%	↑	80%	↔	80%
Stage 2 Closed	2	↔	2	↑	6	↓	4
% Upheld	100%	↓	50%	↑	66%	↑	75%

# Investment

## Stage 1 Complaints



## Stage 2 Complaints



# Investment

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## Lessons Learnt

- **Contractor Oversight:** Contractors should carry out a "final site assessment" before leaving to ensure no damage has been caused and no items have been discarded in properties. Ensure sub-contractors address any accidental damage immediately and remove skips promptly upon job completion.
- **Follow-on Works:** Follow-on works identified during an initial visit should be raised immediately and tracked through to completion. We should ensure that the correct trade is assigned to works in order to prevent delays and reduce completion times.
- **Communication:** Increase the frequency of updates from Tenant Liaison Officers, particularly during transition periods between reported repairs and planned investment works. If a customer reports unprofessional behavior, management should follow established procedures by investigating immediately to address any issues.
- **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 Three. However, the percentage of complaints upheld increased from 63% to 79%

Five complaints were escalated to Stage Two with only 20% of them being upheld.

### The top causes of complaints were:

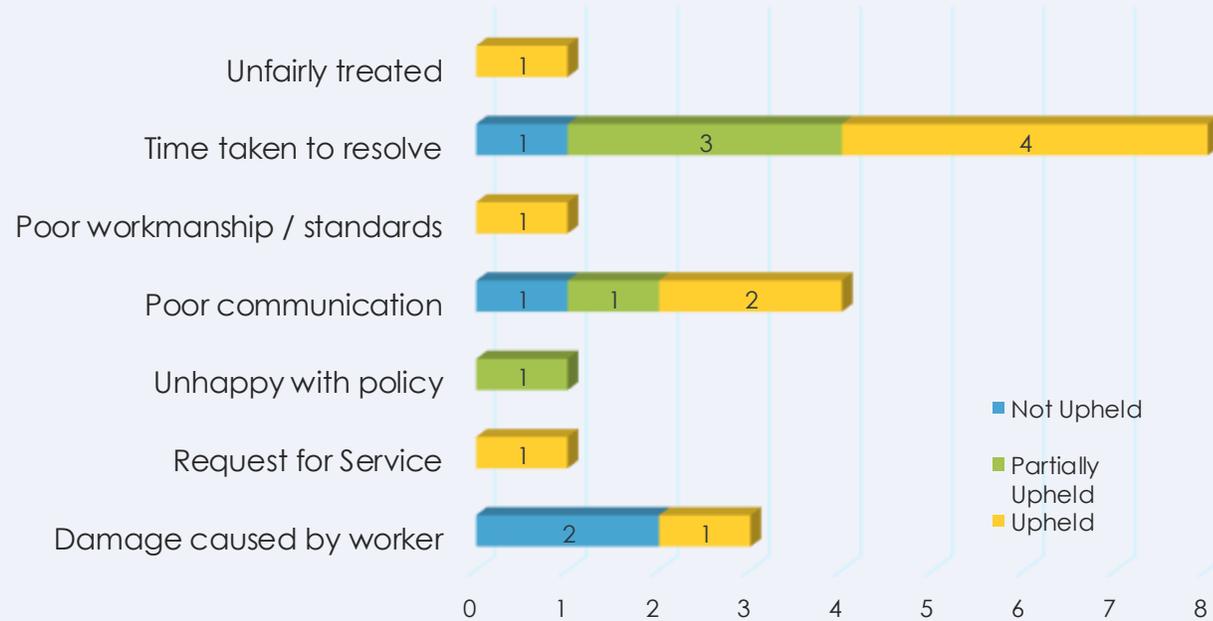
Time taken to resolve (8)

Poor communication (3)

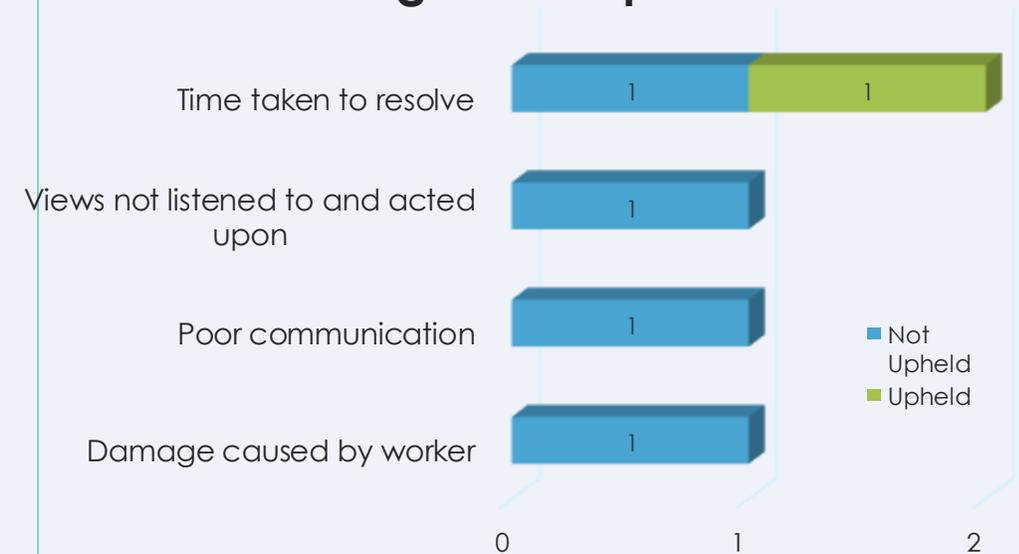
Closed Complaints	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26
Stage 1 Closed	33	↓	19	↔	19	↔	19
% Upheld	70%	↓	68%	↓	63%	↑	79%
Stage 2 Closed	5	↔	5	↓	4	↑	5
% Upheld	80%	↓	60%	↑	100%	↓	20%

# Compliance

## Stage 1 Complaints



## Stage 2 Complaints



# Compliance

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## Lessons Learnt

- **Reliability:** Ensure staff call customers before arrival to confirm access and only close a job on the system when the works are fully completed. Review gas service letters so wording is applicable to all situations (e.g. unattended appointments and rearranged appointments). Ensure any unexpected changes or delays are communicated to customers immediately.
- **Professional Standards:** Reiterate to all operatives and contractors the requirement to leave working areas clean and tidy and to maintain a high standard of workmanship.
- **Communication:** Remind staff of the importance of amending the correct appointment records. Focus on improving the accuracy of information shared between internal teams to prevent conflicting messages from reaching the resident.
- **Service Level Agreements:** Ensure all repairs are attended to and resolved within the agreed timeframes. Corresponding communication should also be accurate and delivered within agreed timeframes as well.

# Voids

## Complaint Summary

Four complaints were reported in Quarter Three, and again 100% of those complaints were either upheld or partially upheld.

Two complaints were escalated to Stage Two, both of which were upheld.

**The top causes of complaints were:**

Poor workmanship/standards (2)

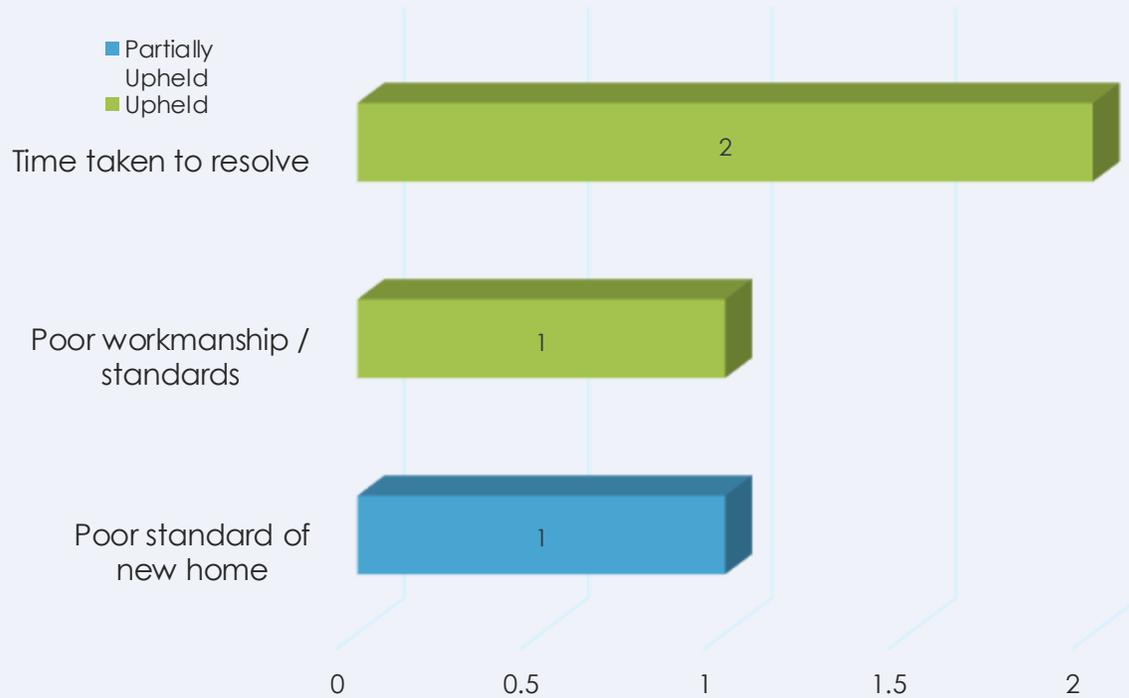
Time taken to resolve (1)

Unfairly treated (1)

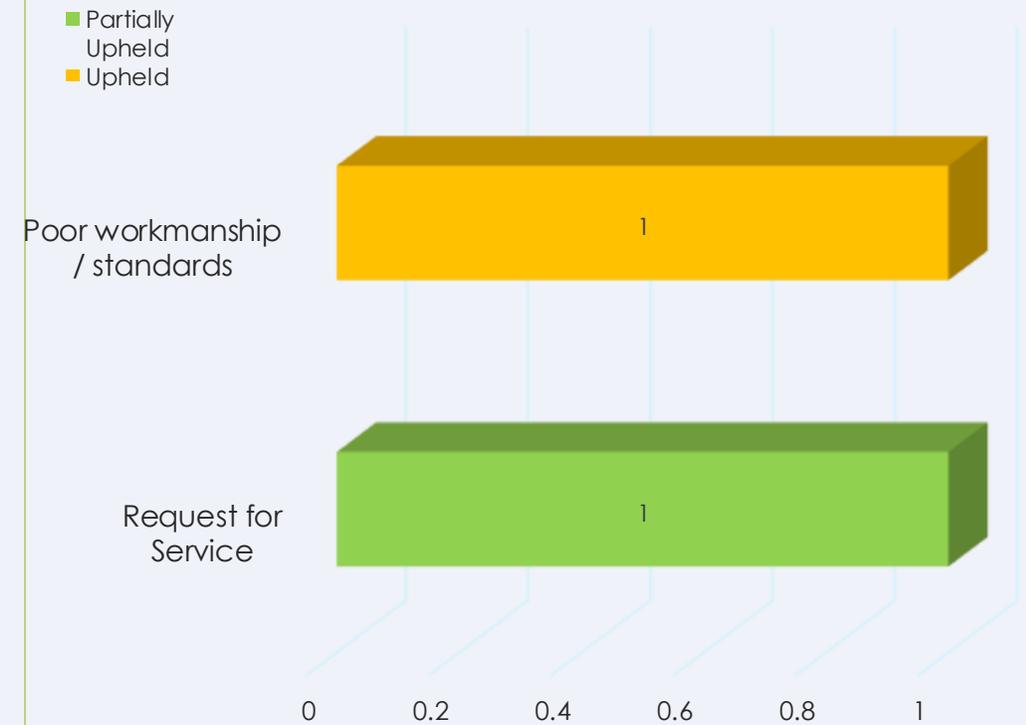
Closed Complaints	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26
Stage 1 Closed	10	↓	3	↑	4	↔	4
% Upheld	90%	↓	66%	↑	100%	↔	100%
Stage 2 Closed	2	↓	0	↑	1	↑	2
% Upheld	100%	↓	N/A	↑	100%	↔	100%

# Voids

## Stage 1 Complaints



## Stage 2 Complaints



# Voids

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## Lessons Learnt

**Void Standard and Compliance:** Ensure gas safety and meter checks are carried out for all voids prior to handover to ensure the property is fully functional for new customers. Additionally, staff should store evidence of cleaning photos on repairs system to provide a verifiable audit trail of the property's condition at the start of the tenancy.

**Expectation Management:** Staff should be clear on communications around calling ahead of appointments as this cannot be guaranteed. This ensures transparency and will work to improve the overall customer experience.

# 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 avoided escalation to Stage Two.

26 complaints were escalated, eight of which were deemed to have been avoidable.

## Main areas for improvement:

### Follow-on Actions

Ensure all promised actions (including refunds, surveyor visits, and repairs) are completed fully and to a high standard to prevent recurring issues.

Ensure follow on actions are logged so commitments made during the complaint process are tracked and finalised.

### Improved Communication

Take full ownership of the customer journey by returning all calls within agreed timeframes and proactively liaising with third parties, such as gas suppliers, to provide progress updates.

Actively update both the customer and their advocates to ensure all parties are clear on the status of the works.

### Quality Assurance

Improve the quality of written communication by using plain, easy-to-understand language and ensuring letters validate the customer's feelings.

Issue genuine apologies for any distress caused, ensuring customers feel heard and respected.

# Compensation

As part of a complaint resolution, an Investigating Officer may offer a compensation payment.

In Quarter Three we saw an increase in the amount of compensation offered, but a decrease in the percentage of compensation from 73% to 49%. The average payment per complaint has also increased by £39.

	Quarter 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26
Total Compensation payments	£19,171	£18,053	£20,435	£23,053
% of complaints where a payment was made	41%	58%	73%	49%
Average payment per case	£210	£175	£209	£248
Average payment where case relates to repairs and maintenance	£219	£163	£231	£237
Average payment where case relates to (HASS)	£159	£155	£133	£385

# 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 4 2025/26	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26
Repairs & Maintenance	52	29	17	22
Asset Management	2	0	2	1
Investment	1	0	0	3
Compliance	7	5	2	11