

# Customer Impact Report

2025-26



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At One Vision Housing (OVH), we are dedicated to delivering a demonstrable positive impact on our customers' lives. We understand that our success is measured by how effectively we enhance our customers' experiences, address their needs, and ultimately, make a meaningful difference.

This report demonstrates the tangible steps we've taken to ensure that every decision and initiative directly translates into improved services, greater satisfaction, and truly beneficial outcomes for our customers.

This includes actively using survey insights to inform our choices, drive meaningful service improvements, and strengthen trust with our customers. We aim to provide a customer experience that leads to a positive impact.

# 01 Delivering on Our Strategy: *What We Said, What We're Doing*

## Objective:

Review budgets available to support customer voice activity.

## What we said we would do

Ensure there is sufficient budget / resource available to deliver all customer voice activities and encourage wider participation.

## What we're doing

A dedicated budget is in place for all 2025/26 Customer Voice initiatives, focused on expanding engagement and recruitment. At the heart of this strategy is the £17,000 Community Development Fund, which is utilised to empower local organisations to apply for grants that deliver a tangible, positive impact within the communities where OVH operates.

This year's funding has driven diverse projects, including mental health and reintegration support for veterans at the Hinton Street Community Garden and support for 9,000 people through the Christmas Pallets initiative.

Furthermore, the fund enhanced community safety by sponsoring youth programs providing positive alternatives to anti-social behaviour.

## Objective:

Continue to complete a 'data cleanse' exercise reviewing all current sources and systems for storage and validation of customer data throughout 2025-26.

## What we said we would do

- Ensure current customer contact details are up-to date and that this is in a format that can drive service improvement / prioritisation of programmed works.
- Improve functionality for customers to 'self' update EDI information via online portals.

## What we're doing

A universal data capture form is in place to ensure the data we gather is consistent. Customer details are also checked during each interaction with the Customer Service Centre to ensure accuracy.

## Objective:

Over the period 2025-30 we will continue our concerted publicity and recruitment drive for our resident engagement mechanisms and structures.

## What we said we would do

- Raise awareness of prevailing engagement opportunities.
- Expand participation from a wider cohort of customers, to:
- Ensure a wide breath of customer opinion informs OVH service delivery.
- Prevent burnout and over reliance of the existing 'involved customers'.

## What we're doing

We continually recruit for new customers through our website, newsletter, Customer Voice brochure/leaflets which are shared via notice boards, coffee mornings and leaflet drops.

We have also utilised our involvement in the Sefton Alleyways project to speak to customers in our local communities and gather feedback on how they would like their alleyways to be improved. Feedback gathered resulted in buying and installing benches and planters in these areas.

We held a successful Scrutiny team recruitment event that resulted in four new members joining, enhancing the established team with their skills and experience.

## Objective:

Review the types of customer data that is captured ensuring there is a legitimate business need for the information i.e. it will be used to shape service delivery. This will include defining enduring customer 'vulnerabilities' that require a differential service provision.

## What we said we would do

Provide tailored services that meet individual needs and prioritise actions where there is overlap between vulnerabilities / lack of contact / property condition issues.

## What we're doing

A Fair Access to Services Project has continued throughout 2025-26 ensuring barriers to customers accessing our service are removed and improvement actions implemented.

## Objective:

Improve methodology for ensuring property condition data is up-to-date and ensure closer correlation with customers personal circumstances e.g. health needs or other enduring conditions that can be alleviated / managed better through property investment measures.

## What we said we would do

Develop true customer / property 360° reporting capabilities that feed into investment programme and prioritised scheduling.

## What we're doing

To ensure a tailored and supportive service, customer vulnerability data is shared with Sovini Property Services. This allows them to adjust their service delivery based on individual needs, such as providing additional time for a customer to answer the door for a repair.

### Objective:

Assess all current strategic partnership arrangements including gap analysis to maximise benefits of collaborative working with external agencies e.g. local health provision and police and crime partnerships.

### What we said we would do

Provide better joined-up service provision and deliver area-wide improvements to community and place.

### What we're doing

We're actively engaged in regional customer engagement through our membership in the Ring Northwest Customer Engagement group. Our Customer Voice team is working with Neighbourhood Services, Sefton Council, and local schools on an alleyways project to educate children about the effects of fly tipping in their community.

The Community Safety Team continue to work collaboratively with the Police and other support agencies, this information is then used to update customers in the newly formed ASB Group, facilitated by the Customer Voice Co-ordinators and apprentice.



### Objective:

Continue to update customer records to capture current mobile and email contacts and preferred methods of contact.

### What we said we would do

- Allow for a far greater degree of digital interaction and information exchange (including up-to-date performance information) between OVH and its customers.
- Improve efficiency of customer consultation to inform decision making processes.
- Fully meet equalities requirements for preferred methods of contacts.

### What we're doing

A Fair Access to Services Project has continued throughout 2025-26 ensuring barriers to customers accessing our services are removed and improvement actions implemented. The Neighbourhood Services Team have continued to collect data from customers throughout 2025-26 both at sign up and as part of an on-going data capture project. This data which includes preferred methods of contact is used to inform service delivery and enhance customer experience.

### Objective:

Consult customer base on their specific areas of interest (2025-26).

### What we said we would do

Develop a menu of options for receipt of information / consultation opportunities targeted at individual areas of interest and to prevent 'consultation overload'.

### What we're doing

We continue to survey our engaged customers to pinpoint their key interests, enabling us to offer direct involvement opportunities tailored to their preferences. Likewise, new customers joining one of our Customer Voice mechanisms are now asked to specify their areas of interest, ensuring their involvement is meaningful from the outset.

### Objective:

Develop special interest engagement forums.

### What we said we would do

New special interest groups to be established for Independent Living customers, to address customers Anti-Social Behaviour (ASB) concerns, in addition to the already established High Rise Buildings Safety Group.

### What we're doing

Two new involvement streams have been created in 2025-26 with positive feedback received from customers who have attended both of these new groups.

The establishment of the Leaseholder and Shared Ownership Group, as well as the ASB Group, has helped to support the exchange of information with customers enabling us to gather valuable feedback from individuals who have direct experience with our services and products.

### Objective:

Revise delivery format of existing engagement mechanisms (expanding digital and where appropriate remote access opportunities) – (2025-26).

### What we said we would do

- Increase customer engagement without having to attend meetings in person and improved convenience.
- Increased number of customers engaging with OVH on a regular basis.
- Greater use made of 'instant feedback' via the OVH website.

### What we're doing

We're expanding our customer engagement efforts with a new digital option for Customer Voice meetings, making it easier for customers to participate. We have developed a dedicated Customer Consultation page to host polls and quick surveys, enabling us to gather feedback on key issues directly from our customers. This was successfully utilised to review the OVH Strategic Plan. We continue to produce the Customer Voice Newsletter in multiple formats to ensure accessibility for all customers who want to stay up to date on upcoming involvement opportunities.

# 02 Customer Impact Across Service Areas

## Neighbourhoods and Community Safety

Our Neighbourhoods and Community Safety teams are dedicated to making a positive impact on our customers' lives and the communities we serve. They work tirelessly to help customers maintain and sustain their tenancies, ensuring stability and support. Furthermore, both teams are committed to building safe and secure neighbourhoods for everyone.

### Days of Action

Our Neighbourhood Services and Community Safety teams have continued to deliver "Days of Action" throughout the year, holding a total of 20 events that have made a direct impact on hundreds of customers and residents. During these days, our teams engaged with residents, offering advice and support, and provided skips that were widely used by the

community. We maintained strong partnerships with the local council, police, and fire services to support our neighbourhoods and address anti-social behaviour. At each event, a door-knocking exercise was undertaken, enabling us to gather essential feedback from residents and collaboratively develop plans for improvement.

### Neighbourhood Walkabouts

Our Neighbourhood Services Team has resumed regular walkabouts in the community. During these visits, team members survey the area to help maintain residents' safety and security. These walkabouts also create opportunities

to discuss local concerns and ensure our safety measures fit the neighbourhood's needs. In the past year, Neighbourhood Service Officers completed 56 walkabouts.

## Alleyway Strategic Action Plan: Tackling Fly-Tipping

Building on last year's success, our Alleyway Strategic Action Plan remains a core priority. Following its successful launch in Bootle, which united residents, councillors, and partners, Sovini Property Services and Sovini Waste Solutions, we have significantly increased our efforts this year to deliver even greater impact.

This initiative continues to be a collaborative effort with Sefton Council, driven by our commitment to resident well-being and creating thriving neighbourhoods. Over the past twelve months, we have transitioned from planning to intensive action, focusing on reclaiming shared spaces and fostering community pride.

We have scaled up our operations to tackle fly-tipping and enhance local environments through three key projects:

- **Large Scale Clean-ups:** We successfully cleared 267 alleyways of fly-tipping, drastically improving the safety and aesthetics of our streets.
- **Green Transformations:** Beyond just cleaning, we have improved our communities by creating three new community garden spaces, turning neglected areas into vibrant hubs for residents.
- **Youth Engagement:** To inspire the next generation, we held an anti-fly-tipping poster competition across Sefton primary schools, raising awareness about environmental responsibility from an early age.

## Improved Community Safety

We implemented community safety initiatives to support Anti-Social Behaviour (ASB) Week, Domestic Abuse awareness, and Hate Crime prevention.

As part of these initiatives, we invited Merseyside Police to lead a vital session on exploitation, including human trafficking, and provide key information on recognising victims of exploitation and domestic abuse. This workshop offered a crucial opportunity for staff to deepen their understanding of these significant issues and learn how we can all contribute to a safer environment.

During Hate Crime Awareness Week 2025, we joined forces with multi-agency partners across Liverpool and Sefton to challenge prejudice and improve support for victims of hate crime and extremism. Our efforts focused on education and direct action, ranging from anti-extremism training sessions to community outreach through a targeted walkabout and leaflet drop in Waterloo. By combining these educational initiatives with visible local engagement, we continue to strengthen our long-term commitment to creating safe, inclusive, and supportive environments for all our residents.

## Tenancy Support

Over the past year we remained committed to assisting customers in sustaining their tenancies. As a result, there were 108 fewer lets

this year, which aligns with our objective to help customers maintain and sustain their tenancies.

## Repairs and Maintenance

Our Repairs and Maintenance Team are dedicated to making a tangible, positive impact on our customers' lives. They've been making significant strides, demonstrating a clear dedication to identifying actionable changes that have led to tangible improvements in key performance indicators (KPIs) and a noticeable uplift in customer perception.

## Improved Customer Service

We have made improvements to our repairs diagnostic tool to enhance our first-time fix rate, reducing unnecessary delays. By improving the accuracy of diagnosis both at the initial point of contact and through the online portal, we are able to address repair queries more efficiently and effectively. We have also implemented a specialist team for Damp, Mould, and Condensation (DMC) and Awaab's Law repairs to provide a more dependable response for customers. This targeted approach helps to minimise

customer risk and lowers the likelihood of repeat demand, contributing to a safer and more responsive service for our residents.

Customer service training has also been provided to surveyors, repairs officers, and operatives ensuring our frontline teams are well equipped to clearly explain repair timelines and the scope of works to customers. By providing this training, we help to reduce dissatisfaction that often arises from uncertainty or lack of communication, creating greater transparency and improving the overall customer experience.





## Independent Living

Our Independent Living Team is dedicated to supporting customers to live independently in their own homes and maintain their tenancies. They are actively working across multiple initiatives to create a positive impact on our customers' lives and well-being. The team work collaboratively with customers to overcome obstacles, facilitate referrals to other agencies, and assist with accessing resources such as volunteering, learning, or social activities, understanding their tenancy, and managing their finances.

## Roots – Helping Care Leavers Establish Stability

We have expanded our support for care leavers by developing our new “Roots” service. Developed in collaboration with the Sefton Care Experienced Service, we provide comprehensive support to young people transitioning from care to independent living. Our Independent Living Team works closely with these individuals to develop personalised aspiration plans, offering expert guidance on essential skills such as budgeting, tenancy management,

and employment. Beyond advice and multi-agency collaboration, we actively transform houses into homes by collecting donations of essential kitchenware to ensure care leavers have the practical tools they need to succeed. This holistic approach focuses on providing both the professional mentorship and the physical necessities required for young people to establish firm roots in their communities.

## Addressing Homelessness with My Place

‘My Place’ is a collaborative partnership between One Vision Housing and Sefton Council, funded by the government’s Rough Sleepers Initiative to combat rising homelessness in the borough. Moving beyond simple housing provision, the service offers intensive, person-centred support to help vulnerable individuals manage tenancies while addressing complex challenges such as mental health and substance misuse. By

prioritising stable housing as the foundation for recovery, the project aims to break the cycle of homelessness and protect individuals from the risks of exploitation associated with rough sleeping. Delivered by the Independent Living Team, this initiative represents a significant step toward system-wide change and provides a comprehensive “wrap-around” support model for those most in need within the Sefton community.

## Reducing Social Isolation in our Retirement Living Schemes

We recognise that social isolation can be a huge barrier for some of our older customers and with this in mind the Independent Living Team have been providing events in our schemes, ranging from Supper Nights, Easter Celebration events, Gardening Clubs to good

old Bingo Sessions. Our customers and their families enjoy the events that are supported by the team as it provides the opportunity for them to meet others who they may not know or re-connect with neighbours who they have may not seen in a while.

## Customer Experience

Our Customer Experience team is committed to creating a vibrant community where every individual feels genuinely heard. Responsible for Customer Voice, Complaints and Data Insight, we go above and beyond, utilising a diverse range of methods from surveys and workshops to in-depth scrutiny reviews and more, all to ensure that every single voice matters and contributes to shaping our communities. Importantly, we utilise data insights and feedback as essential tools to identify challenges and drive change. Complaints are seen as a vital opportunity to not only resolve individual issues but to refine and enhance our future services for everyone.

### Customer Journey Mapping – Anti-Social Behaviour (ASB)

To better understand our customers' experience with our ASB service, we conducted a customer journey mapping project, tracing their experience from initial enquiry to completion.

A customer journey map visually depicts the entirety of a customer's experience with our company and brand. Rather than focusing on isolated interactions, it maps the complete customer experience, from their initial contact to their ongoing relationship.

This exercise led to several recommendations, and the following actions were taken as a result.

- We have provided additional staff training to improve how cases of ASB are managed.
  - Action plan processes have been improved for clearer customer understanding of next steps and timing.
  - Preferred contact methods and level of contact are now agreed when creating an action plan.
- The customer journey mapping exercise revealed valuable insights into satisfaction and service gaps. By visualising interactions and responses at each touch point, we identified areas for process improvement, better communication, and more personalised service, helping boost overall customer satisfaction.
- Communications were improved to better inform customers of our service offer and manage expectations.

## Customer Voice - Scrutiny Reviews

Customer scrutiny plays a pivotal role in driving accountability and service improvement. At OVH, we embrace this feedback to ensure our services consistently meet and exceed the expectations of our residents. A Scrutiny Review empowers our customers to deeply investigate housing matters, identifying areas for improvement and ensuring that our operations are transparent and responsive to their needs. Demonstrating this commitment, we have successfully completed two significant Scrutiny reviews in 2025/26.

**Complaints** – After conducting a performance review, our Scrutiny Team undertook a comprehensive evaluation of our complaints service to identify areas for enhancement. This analysis resulted in three primary recommendations for improvement: surveys, stage one investigations, and complaint resolution procedures.

## Stakeholder Engagement

Our dedicated Customer Voice Coordinators and Customer Experience Apprentice continue to expand our activities to help support OVH's mission to create opportunities and change lives.

Through our Community Development Fund, we have supported organisations to make a tangible impact for the communities in which we operate. Activities funded this year through the Community Development Fund include:

- **Hinton Street Community Garden:** In partnership with Liverpool Veterans, we have provided essential support to help rebuild the Hinton Street Community Garden. This initiative has not only improved mental health and well-being but has also helped to assist veterans in reintegrating into the community, fostering positive relationships amongst local residents.
- **Christmas Pallets:** This initiative brought festive cheer to nearly 9,000 people across the Northwest. A total of eleven community organisations received support, either through food, care or toy pallets. Helping them to deliver vital seasonal events and activities for local residents.
- **Brunswick Youth & Community Centre:** We reinforced our commitment to community safety by sponsoring half-term programmes offered through the Brunswick Youth & Community Centre. These OVH supported initiatives provided vital activities for young people during periods traditionally associated with higher levels of anti social behaviour, such as Halloween, Mischief Night, and Bonfire Night. By providing safe and interesting options, the project kept young people involved in positive activities, which helped make the community safer overall.

# 03

## The Perfect Experience



Since August 2025, OVH’s Customer Experience Team have been working on processes to capture data and intelligence in relation to our customers ‘Perfect Experience’.

Upon completing a satisfaction survey, whether customers express satisfaction or dissatisfaction with our service(s), customers are asked to share details of the improvements they believe One Vision Housing could embed to result in a ‘Perfect’ Customer Experience. With the use of AI tools, this intelligence is collated to provide a customer sentiment, based on themes and trends across three essential improvement areas:

- Key Issues and Expectations
- Positive Feedback
- Suggestions for the Perfect Experience

The detail provided allows service area leads to better track customer success across key touchpoints and provides valuable insight to support the design and delivery of services.

Actions suggested by customers include the following, listed below under service type.

### Repairs, Adaptations and Home Improvements:

- **Improve communication and updates:** Provide clearer appointment confirmations, realistic timescales, and proactive updates for delays across all repair types, including gas servicing and adaptations.
- **Right-first-time approach:** Reduce repeat visits by ensuring contractors arrive with the correct information, parts, and skills — particularly important for gas repairs and specialist adaptations.
- **Better coordination for complex works:** Improve planning and case management for home improvements and aids/adaptations so residents have a single point of contact and understand next steps.

### Communal Areas:

- **Consistent standards across all sites:** Ensure cleaning and grounds maintenance are delivered to the same standard regardless of location, with regular quality checks.
- **More visible schedules and accountability:** Share cleaning and grounds maintenance schedules with residents and make it clear how to report missed or poor-quality work.
- **Responsive upkeep of shared spaces:** Address issues such as litter, overgrown areas, and minor communal repairs more quickly to improve the overall look and feel of estates.

### Tenancy Management:

- **Clearer information and guidance:** Make it easier for residents to understand their responsibilities, tenancy conditions, and how to get help when circumstances change.
- **More proactive contact:** Increase regular, supportive check-ins from housing officers rather than only contacting residents when issues arise.
- **Faster resolution of issues:** Reduce delays in handling tenancy-related queries or concerns by improving handovers and response times.

### Anti-Social Behaviour (ASB):

- **Quicker and more consistent responses:** Acknowledge reports promptly and clearly explain what action will be taken and when.
- **Better communication throughout cases:** Keep residents informed of progress, even when there is no immediate update, to build trust and reassurance.
- **Stronger partnership working:** Work more closely with local agencies and community partners to tackle persistent ASB issues effectively.

### Support and Other Services:

- **Easier access to support services:** Improve signposting and referrals so residents know what help is available and how to access it.
- **More personalised support:** Tailor services to individual needs, particularly for vulnerable residents or those experiencing major life changes.
- **Joined-up service delivery:** Improve coordination between teams so residents don’t need to repeat information or chase multiple services.

# 04 Data and Intelligence by Customer Profile

## Transactional Satisfaction Surveys – Key Findings

One Vision Housing are committed to delivering first class housing services that continually improve and exceed our customers' expectations.

In order to achieve this, we measure performance across a wide range of services. We carry out various satisfaction surveys around the services we deliver to our customers to ensure we are meeting customer expectations and delivering a high level of service. Customer data and intelligence is gathered across the following service areas:

- Aids and Adaptations
- Anti-social behaviour
- Communal Cleaning and Grounds Maintenance

- Complaints
- Customer Service Centre
- Day to Day Repairs
- Gas Repairs and Servicing
- Home Improvement
- New Tenant Surveys

A total of 4,470 satisfaction surveys have been carried out with customers during 2025/26 (April 2025 to March 2026). A summary of the key findings are provided below:

### Transgender

- A very small number of Transgender customers responded, peaking at three for Aids and Adaptations and Customer Service Centre. Both of these surveys received 100% satisfaction from these customers. Gas Repairs received 100% satisfaction too, with two customers being satisfied with the service they had received.
- Complaint Feedback and Day to Day Repairs received 50% satisfaction, but only two customers responded to these surveys who identified as Transgender.

### Ethnicity

- Ethnic minority customers have a higher level of satisfaction in five out of the 11 transactional surveys. 100% satisfaction was associated with surveys relating to: Aids & Adaptations, Customer Service Centre, and New Tenant. 93% of ethnic minority customers (13/14) reported satisfaction with our Anti-Social Behaviour service, in comparison to 86.8% non-ethnic minority (79/91).
- Six of the surveys have seen a lower level of satisfaction for the year to date, though it should be noted that ethnic minority customers make up a smaller proportion of the results, which can result in the results reporting more variance. The results for these surveys are summarised below:
  - Cleaning Services: 68.4% satisfaction from ethnic minority customers, with 13 out of 19 satisfied with the overall service. For non-ethnic minority customers, satisfaction was 77.8% (315/405).
  - Day-to-Day Repairs: 78.8% satisfaction from ethnic minority customers, with 26 satisfied customers out of the 33 who were surveyed (9.3% for non-ethnic minority).
  - Gas Servicing: Satisfaction for ethnic minority customers was 91.7% (11/12) compared to 98% for those who are non-ethnic minority (291/297).
  - Cleaning Services: 68.4% satisfaction as at year-end (13/19) compared to 77.8% for non-ethnic minority (315/405).

## Gender

- Female customers have completed significantly more surveys than males in 2025/26. Males have completed 34% of the surveys, whereas females have completed 66%. However, females do make up a larger proportion of our customer base, at 61.7%.
- Female customers were less satisfied in six out of the 11 surveys. In the majority of cases, there was only a minor difference, such as the Day-to-Day Repair Survey; satisfaction from males resulted in 90.6% satisfaction, whereas it was 88.3% for females.
- The only survey which had a significant difference in perception was Cleaning Services; this was an 18.4% difference in satisfaction, with 87.0% for males, and 68.6% for females.
- Male customers had a lower level of satisfaction for Gas Servicing works, in which males reported 96.5% compared to 98.3% for females. Other differences were minor, though, and some surveys received the same level of satisfaction from males and females, such as Anti-Social Behaviour (both at 87.1%)

## Disability

- Customers with a recorded disability reported lower satisfaction in six out of the 11 surveys, when compared to those customers with no disability. The seven surveys related to the following areas: Aids & Adaptations, Anti-Social Behaviour, Complaint Feedback, Gas Servicing, Grounds Maintenance, and New Tenant surveys. However, four of those were only lower by a couple of percentage points.
- The two surveys with notable differences in customer perception are detailed below:
  - Anti-Social Behaviour: 83.6% satisfaction was reported from customers with a disability (46/55). Satisfaction for customers who do not have a disability was 90% (54/60).
  - Complaint Feedback: Satisfaction was 67.6% from customers with a disability (46/68) compared to 72.2% (91/126) for those customers who do not have a disability.

## Sexual Orientation

- A small number (62) of LGBTQ+ customers have completed satisfaction surveys during 2025/26. The following surveys have received 100% satisfaction from LGBTQ+ customers; Aids and Adaptations, Gas Servicing, Home Improvement and New Tenant (17 surveys completed in total across those areas).
- LGBTQ+ customers were less satisfied with ASB, with 50% satisfaction for this service (3/6 in total) in comparison to non-LGBTQ+ customers - 89.7% (87/97). Another area showing lower levels of satisfaction was the Customer Service Centre, with 80.0% satisfaction for LGBTQ+ customers against 99.2% satisfaction for non-LGBTQ+ customers. However, only five surveys were completed with LGBTQ+ customer in comparison to 398 with non-LGBTQ+ in this area.



## Tenant Satisfaction Measures Survey – Key Findings

From 1st April 2023, the Regulator of Social Housing introduced Tenant Satisfaction Measures (TSM) to assess how well social housing landlords are doing at providing good quality homes and services. These measures are designed to help improve standards for people living in social housing by monitoring performance against a set of key themes. Between 1st April 2025 and 31st March 2026, we continued our commitment to gathering customer views. We carried out 1,200 surveys with a diverse range of customers, across various locations, property types, and age ranges, to gain a broad understanding of our customers' perspectives. These surveys were carried out via telephone by our survey team.

### Transgender

- As with the transactional surveys, only a small number of Transgender customers responded, which was three in total. A consequence of this was that one dissatisfied response could mean the satisfaction could vary quite sharply, between 100% and 66.7%.
- Questions which received 100% satisfaction were OVH treating customers fairly & respectfully, and upkeep of communal areas.
- All other questions received 66.7% (2/3), apart from satisfaction with Complaint Handling, which was 0% (0/1 for this question, which is only asked to customers who say they have registered a complaint).

### Ethnicity

- During 2025/26, ethnic minority customers reported a higher level of satisfaction across ten of the TSM questions, with two of those results achieving 100%. This includes customers agreeing that they are treated fairly and with respect, and with OVH's contribution to the upkeep of their neighbourhood. Other questions show a higher perception that OVH keeps customers informed, and complaints handling.
- The only question with a notably lower level of satisfaction is TP03 – customer satisfaction with repair timescales; 81.8% for ethnic minority customers (27/33) in comparison to 86.6% for non-ethnic minority customers (570/658).

### Gender

- At the year-end point of 2025/26, Males report a higher level of satisfaction across nine of the 12 TSM questions. Many were minor variances in satisfaction, but the most notable differences can be found below:
  - TP04 - Home is Well Maintained: Satisfaction was 89.3% for Males against 83.0% for Females.
  - TP10 - Satisfaction with Upkeep of Communal Areas: Satisfaction was 80.4% for Males against 70.7% for Females.
- One question shows the same level of satisfaction for Males and Females, which was satisfaction that OVH treats customers fairly and respectfully. This was 97.0% for both genders.
- Three TSM questions reveal a higher level of satisfaction from Females who completed the TSM Survey. The majority were only higher by a few percentage points, apart from TP12 - Satisfaction with approach to handling Anti-Social Behaviour: Satisfaction in 2025/26 is 71.9% for Females, and 64.5% for Males.

### Disability

- Out of all customers surveyed who have a recorded disability, nine of the TSM Survey questions resulted in a higher satisfaction score when compared to those customers who have reported not having a disability. against 50.0% satisfaction for those customers without a disability.
  - TP10 - Satisfaction with Upkeep of Communal Areas: 76.0% of customers with a disability reported being satisfied against 76.5% satisfaction for those customers without a disability.
  - TP12 - Satisfaction with ASB Handling: 68.6% of customers with a disability reported being satisfied against 70.1% satisfaction for those customers without a disability.
- The three TSM questions that returned a lower satisfaction score from customers who report having a disability are detailed below:
  - TP09 - Satisfaction with Complaint Handling: 48.4% of customers with a disability reported being satisfied

### Sexual Orientation

- A total of 19 LGBTQ+ customers completed the TSM Survey during 2025/26, with no questions showing higher satisfaction than non-LGBTQ+ customers. The difference was quite small across the majority of questions, though. areas received 66.7% satisfaction from LGBTQ+ customers (4/6) against 76.3% satisfaction for non-LGBTQ+ customers (264/346), and 50.0% of LGBTQ+ customers (4/8) reported satisfaction with Anti-Social Behaviour handling, in comparison with 70.6% satisfaction for non-LGBTQ+ customers (163/231).
- LGBTQ+ customers reported being less satisfied with our repair service (69.2% against 83.3% for non-LGBTQ+ customers). Also, the upkeep of communal



# Get in touch

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One Vision Housing is part of The Sovini Group

*\*8am - 6pm, Monday to Friday excluding bank holidays.  
Emergency repairs, 24 hours, 7 days a week*



Certificate Number 2771  
ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701



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**Lithuanian** – Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel 0300 365 1111.

**Polish** – Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem 0300 365 1111.

**Portuguese** – Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do 0300 365 1111.

**Russian** – Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону 0300 365 1111.

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