

**Customer
Voice**



Complaint Performance

Repairs and Maintenance
Quarter Four 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 Four of the current financial year (01 January – 31 March 2026).

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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BR6 1LY

Complaint Performance Overview

Key Points

Stage One Complaints:

1. The number of complaints closed increased from 90 to 102.
2. The percentage of complaints upheld or partially upheld increased to 84%.
3. Percentage of complaints resolved at Stage One increased to 72%.

Stage Two Complaints:

1. Number of complaints closed decreased from 30 to 23 complaints.
2. The percentage of complaints upheld or partially upheld increased to 96%.
3. Average days to resolve a Stage Two complaint increased to 22 days.

	Quarter 1	Trend	Quarter 2	Trend	Quarter 3	Trend	Quarter 4
Number of Stage 1 complaints closed	120	↑	134	↓	90	↑	102
% of complaints resolved at Stage 1	84%	↓	72%	↓	66%	↑	72%
% of Stage 1 complaints responded to within target time	100%	↓	99%	↑	100%	↔	100%
Average number of working days to resolve a Stage 1 complaint	11	↓	10	↓	9.9	↓	9
% of Stage 1 complaints upheld or partially upheld	68%	↓	73%	↑	81%	↑	84%
Number of Stage 2 complaints closed	27	↑	36	↓	30	↓	23
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	20	↓	19	↓	17.7	↑	22
% of Stage 2 complaints upheld or partially upheld	37%	↑	81%	↓	63%	↑	96%

Day to Day Repairs, Cleaning & Asset Management

Complaint Summary

Stage 1 complaints increased in Quarter Four from 58 to 69 complaints. 86% of Stage 1 complaints were either upheld or partially upheld.

17 Stage 2 complaints were closed with 94% of these being upheld.

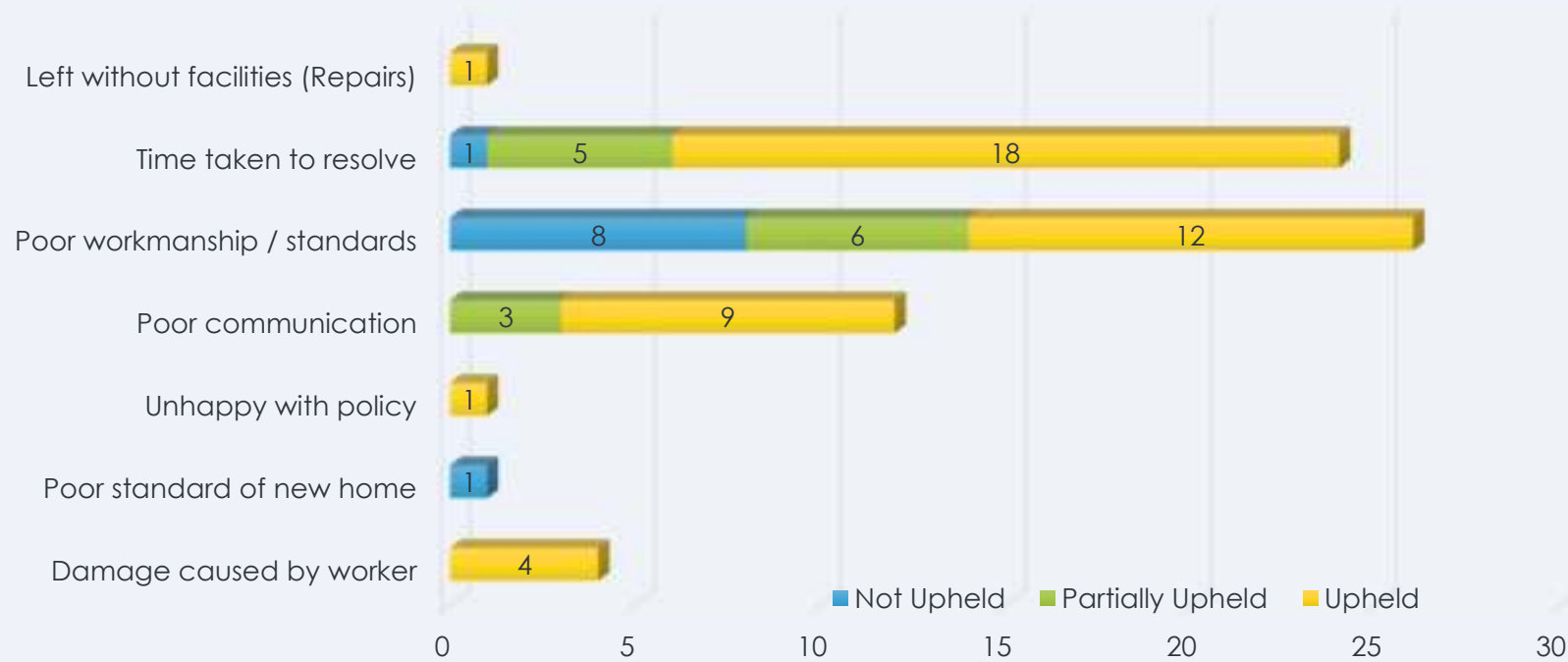
The top causes of complaints were:

- Poor workmanship/standards (26)
- Time taken to resolve (24)
- Poor communication (12)

Closed Complaints	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26
Stage 1 Closed	90	↓	81	↓	58	↑	69
% Upheld	63%	↑	70%	↑	81%	↓	86%
Stage 2 Closed	21	↑	25	↓	20	↓	17
% Upheld	66%	↑	80%	↓	70%	↑	94%

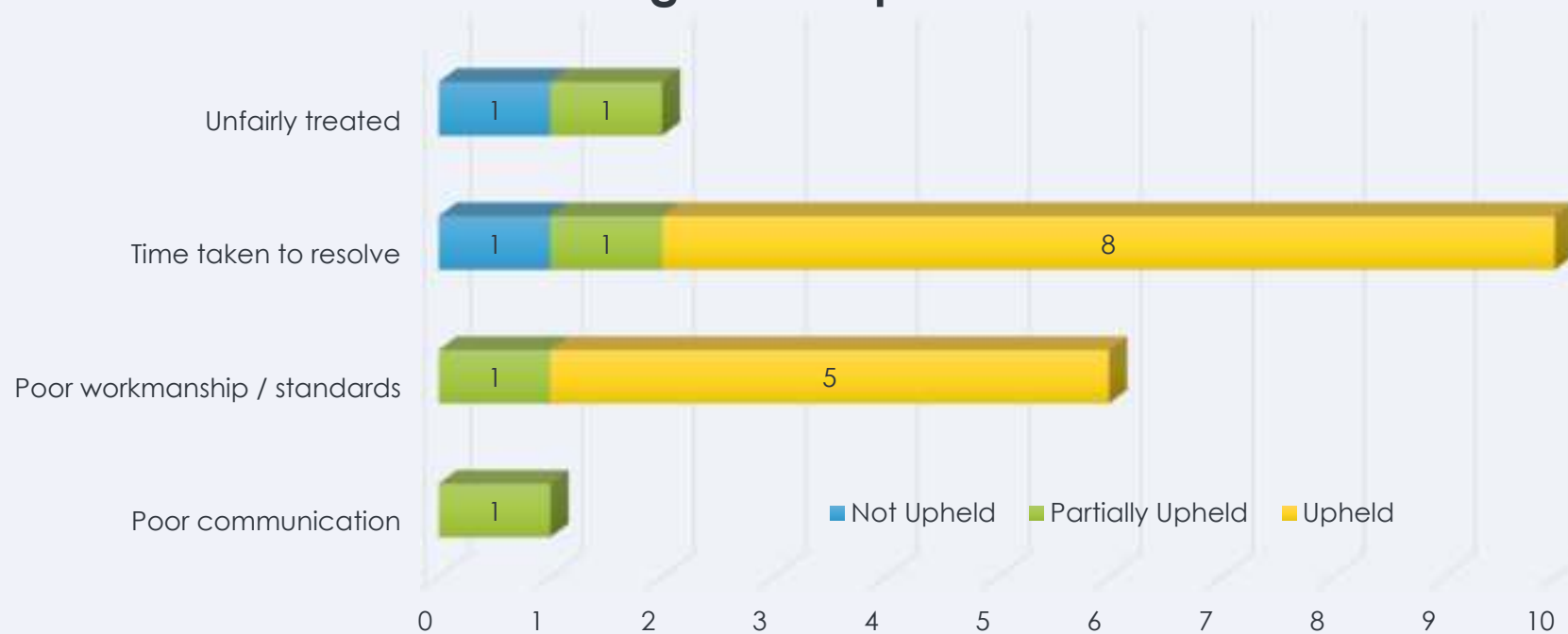
Day to Day Repairs, Cleaning & Asset Management

Stage 1 Complaints



Day to Day Repairs, Cleaning & Asset Management

Stage 2 Complaints



Day to Day Repairs, Cleaning & Asset Management

Lessons Learnt

Communication and Customer Updates: Ensure customer are kept informed about appointments, delays, access issues, and progress of works. Utilise preferred contacted methods where possible and ensure enquiries are responded to promptly within service level agreements.

Diagnosis and Escalation: Involve Surveyors early in the diagnostic process to ensure correct scoping of works and timely escalation when issues persist or multiple visits fail.

Contractor Standards: Carry out works in line with agreed timescales. Continue to complete quality assurance checks to ensure works are completed to a good standard. Set clear expectations for contractors and ensure enough time is allocated to carry out works.

Appointments and Processes: Improve job scoping, scheduling accuracy and internal communication between service areas so jobs are completed correctly. Ensure joint attendance of works is carried out when multiple trades are required.

Investment

Complaint Summary

In Quarter Four there was a decrease in the number of Stage 1 complaints to eight with 100% being upheld or partially upheld.

Stage 2 complaints decreased from four to one complaint which was upheld.

The top causes of complaints were:

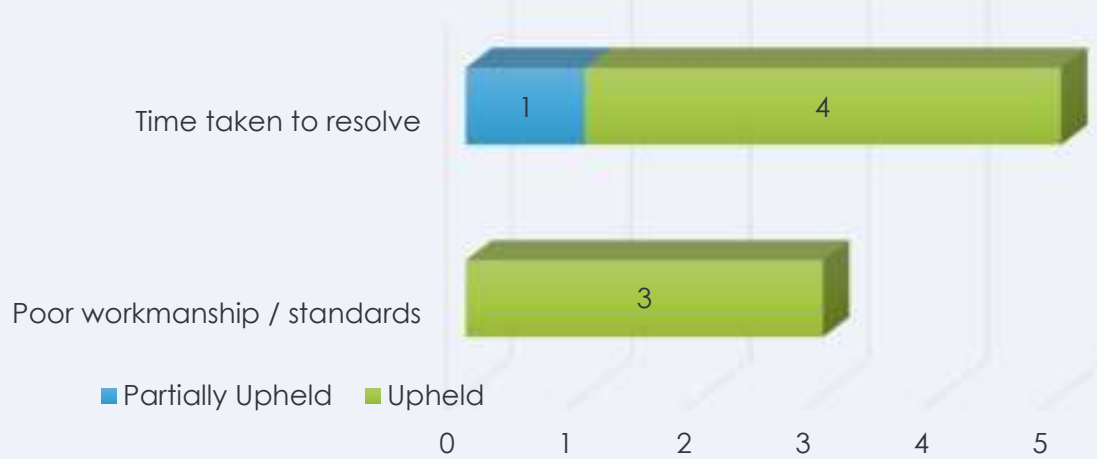
Time taken to resolve (5)

Poor workmanship/standards (3)

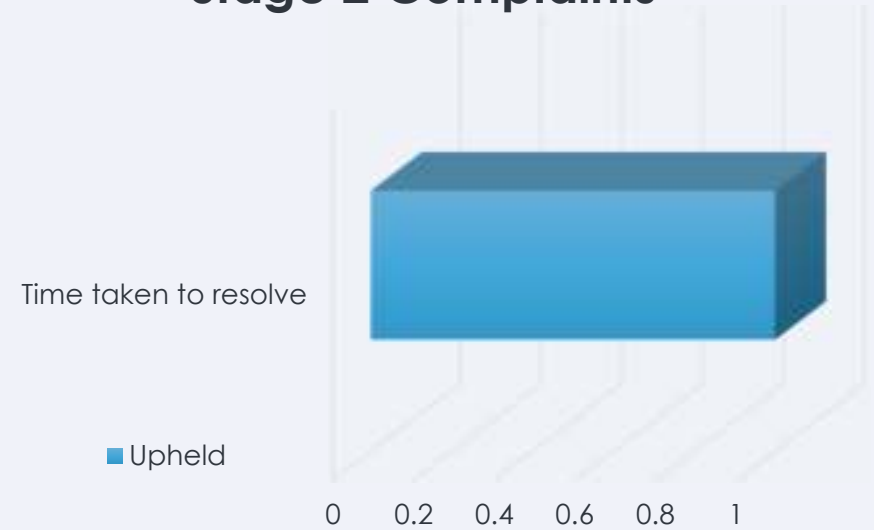
Closed Complaints	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26
Stage 1 Closed	8	↑	30	↓	10	↓	8
% Upheld	50%	↑	80%	↔	80%	↑	100%
Stage 2 Closed	2	↑	6	↓	4	↓	1
% Upheld	50%	↑	66%	↑	75%	↑	100%

Investment

Stager 1 Complaints



Stage 2 Complaints



Investment

Lessons Learnt

- **Communication and Customer Updates:** Ensure regular updates are provided to customers during investment works and clear expectations are set. Any delays should be proactively shared to improve satisfaction.
- **Service Level Agreement Adherence:** Monitor contractor performance closely to identify improvements in the length of time taken to carry out works. Ensure service level agreements are adhered to.
- **Contractor Standards:** Ensure contractors carry out works to a high standard. This includes their conduct on site, communication with customers and promptly rectifying any damages where necessary. Training should be provided during Tool Box Talks to reiterate the importance of following the Group's Code of Behaviour.
- **Customer Service Improvements:** Customer callbacks and agreed plans should be carried out to improve satisfaction. Teams should work closer to achieve a more customer-centred approach throughout long-running or complex works.

Compliance

Complaint Summary

Stage 1 complaints increased to 21 complaints in Quarter Four; 86% were either upheld or partially upheld.

Four complaints were escalated to Stage 2 and 100% were either upheld or partially upheld.

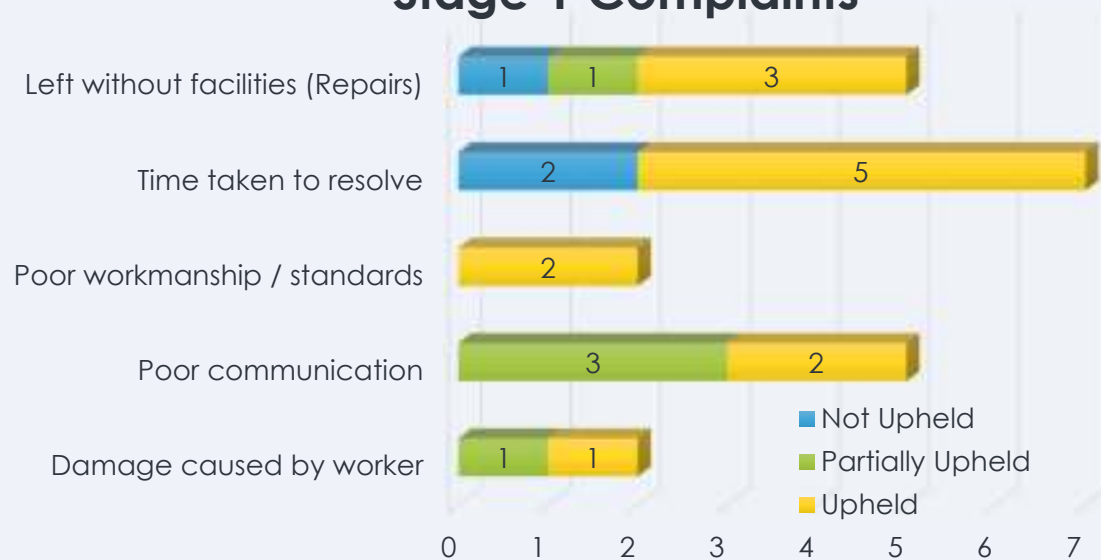
The top causes of complaints were:

- Time taken to resolve (7)
- Poor communication (5)
- Left without facilities (5)

Closed Complaints	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26
Stage 1 Closed	19	↔	19	↔	19	↑	21
% Upheld	68%	↓	63%	↑	79%	↑	86%
Stage 2 Closed	5	↓	4	↑	5	↓	4
% Upheld	60%	↑	100%	↓	20%	↑	100%

Compliance

Stage 1 Complaints



Stage 2 Complaints



Compliance

Lessons Learnt

- **Communication and Process Improvements:** Ensure service level agreements are adhered to and customers are contacted within agreed response timescales (48 hours). Record communication preferences correctly, and ensure clear, accurate messages are provided to customers and contractors.
- **Appointments and Scheduling:** Confirm appointments with customers in advance. Manage gas and no access processes correctly. Avoid last-minute appointment changes as much as possible. Ensure follow-on works are raised correctly and followed through.
- **First-Time Fix:** Identify repair issues accurately from the outset. If issues persist after multiple visits, escalate them immediately. Ensure all necessary parts are in stock and fitted as quickly as possible.

Voids

Complaint Summary

Stage 1 complaints decreased from four to one in Quarter Four. Stage 2 complaints decreased from two to one. 100% of complaints were upheld.

Cause of complaint:

Poor standard of new home (1)

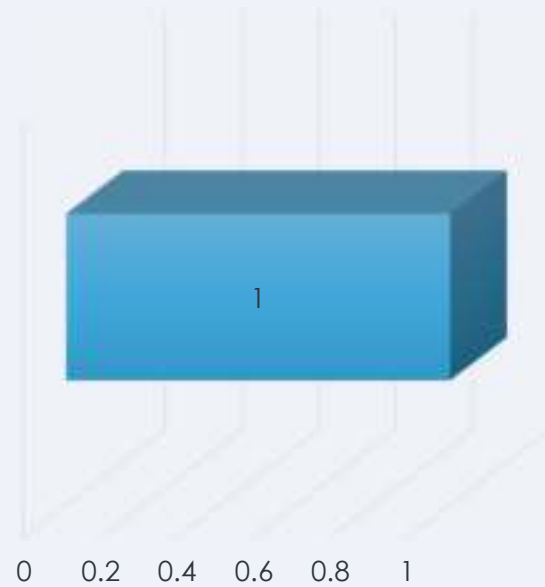
Closed Complaints	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26
Stage 1 Closed	3	↑	4	↔	4	↓	1
% Upheld	66%	↑	100%	↔	100%	↔	100%
Stage 2 Closed	0	↑	1	↑	2	↓	1
% Upheld	N/A	↑	100%	↔	100%	↔	100%

Voids

Stage 1 Complaints

Poor standard of new home

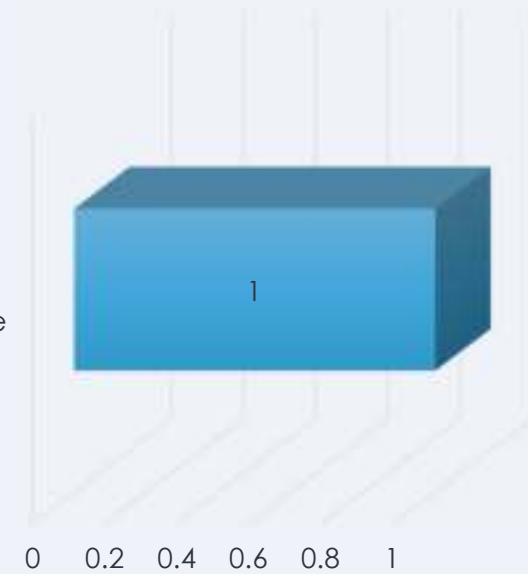
■ Upheld



Stage 2 Complaints

Poor standard of new home

■ Upheld



Voids

Lessons Learnt

- **Void Works:** Ensure all repair requirements (including minor defects) are accurately identified and recorded during the void process. By diagnosing issues correctly at the outset, work orders will be more precise, and our properties will meet high standards before handover.

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, 9 of which were deemed to have been avoidable.

Main areas for improvement:

Quality Assurance

Complete works to a high standard and complete quality assurance checks to confirm works are carried out correctly.

Utilise action plans for outstanding works and improve booking accuracy to ensure the right tasks are carried out as promised the first time.

Improved Communication

Ensure that we manage customer expectations by clearly explaining what can and cannot be done.

We should provide accurate information regarding the nature of appointments.

Improved Processes

Ensure that our internal systems are kept up to date regarding customer contact details, to avoid communication breakdowns.

Compensation

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

In Quarter Four we saw a decrease in the amount of compensation awarded and the percentage of complaints where compensation was made.

	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26
Total Compensation payments	£18,053	£20,435	£23,053	£17,016
% of complaints where a payment was made	58%	73%	49%	47%
Average payment per case	£175	£209	£248	£241
Average payment where case relates to repairs and maintenance	£163	£231	£237	£237
Average payment where case relates to (HASS)	£155	£133	£385	£268

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 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26
Repairs & Maintenance	29	17	22	12
Asset Management	0	2	1	2
Investment	0	0	3	2
Compliance	5	2	11	4