



## You Said, We Did!

Quarter Four 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 Four of 2025/26 (from 1st January to 31st of March 2026).

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](mailto:feedback@ovh.org.uk).

## Improvement Actions from Customer Feedback

### 1. Repairs Satisfaction

On our Tenant Satisfaction Measure (TSM) Survey customer satisfaction with the overall repairs service from OVH was 83.4% in Quarter Four against the target of 80%. Year-end satisfaction was 82.4%.

Several actions have been developed to improve the service, and increase customer satisfaction throughout 2026/27:

- **Collaborative Working:** Ongoing collaborative working across OVH's Assets Team, Neighbourhoods Team and SPS' management team.
  - **Improving Initial Repair Diagnosis:** With a continued review of our Active Housing diagnostic tool.
  - **Improving Communication with Customers:** There will be a further roll out and monitoring of our Localz system, which will improve communication with customers and reduce no access.
  - **Booking Follow on Works:** Continuing to embed and monitor the process relating to follow on works and booking these with the customer 'on site'.
  - **Effective Resource Management:** Ongoing monitoring of Sovini Property Services (SPS) resources to ensure consistent delivery of quality, in time repairs.
  - **Ongoing Review of Recall Jobs:** This will help to identify key trends, and the development of improvement actions.
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### 2. Satisfaction with Communal Areas

On our Tenant Satisfaction Survey, Quarter Four customer satisfaction was 77.9%, exceeding the target of 72%. Year-end satisfaction was 75.7%.

Areas of continued focus for improvement measures are provided below:

- **Post inspections:** All blocks with a reported level of dissatisfaction are post inspected to ensure the Cleaning and Grounds Maintenance service is being delivered in line with OVH's standards. We review of all survey responses and customer feedback to identify themes and trends to improve future service delivery.
  - **Daily Inspections:** We have increased the number of inspections throughout the working day by supervisors, to check on the quality of works produced by operatives.
  - **Resource Management:** Constant monitoring of SPS resources is in place to ensure the consistent delivery of the services, and in time.
  - **Communication:** Ongoing communication with customers to help manage expectations, including clarity on the specifications of our Cleaning and Grounds Maintenance Service, regards what is and isn't included in the service.
  - **Working Groups:** We have established working groups which continue to meet monthly to review and discuss feedback, and to agree and implement improvement actions where possible.
  - **Identifying Areas for Improvement:** Through the Cleaning and Grounds Maintenance Working Group, target areas of dissatisfaction. This could include areas in need of a deep clean or improvement works and allocate necessary funds from the 2026/27 agreed budget.
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### 3. Satisfaction that OVH listens to your views and acts upon them

Satisfaction in Quarter Four was 86.8% against an 80% target. Year-end performance was also above target, at 82.2%.

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

- **Sharing Your Feedback:** When customers are unhappy in surveys and complaints, the Customer Experience Team share this feedback with service leads. The information is used in improvement working groups, including those focused on complaints, communal spaces, and repairs. Teams look for common themes and trends so that improvements lead to real service changes.
- **Following Up to Dissatisfaction:** If a customer says they are unhappy in a survey and gives permission to be contacted, we get in touch around 12 weeks later. This follow-up checks whether any changes made have improved their experience and how they now feel about the service. Follow-up calls mainly focus on repairs, communal spaces and complaints.
- **Communication:** Our Outbound Survey Assistants are using conversations with customers more effectively to gather additional insight, alongside survey results. This helps us better understand the customer journey, particularly for repairs, and share clear improvement actions with service teams. Progress is tracked and changes are made based on customer feedback. Following an independent HouseMark review of our survey approach, improvement actions have been put in place to support the delivery of 'The Perfect Experience'.

- **Customer Involvement:** Outbound Survey Assistants continue to promote ways for customers to get involved and share their views, helping us gather feedback that supports wider service improvements.
  - **Understanding the Customer Journey:** Customer Journey Mapping work continues, looking at services from the customer's point of view from start to finish. These sessions explore customers' thoughts and feelings at each stage of a service, helping us identify key improvement actions that can improve quality, consistency and the overall customer experience.
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#### 4. Complaint Handling Satisfaction

On our Quarter Four TSM Survey results, customer satisfaction with the experience of complaint handling from OVH was 45.5% (below the target of 50%). Year-end was just below target, at 48.6%.

On our monthly survey, which takes place after a complaint is closed, satisfaction was 72.7% in Quarter Four (just below the 75% target).

Below are the key improvement actions, developed to improve the service for OVH customers:

- **Weekly Complaint Drop-in Sessions:** We run weekly sessions where Investigating Officers can discuss complaints, share good practice and resolve issues, supported by colleagues from OVH and SPS.
  - **Complaint Audits:** Closed complaints are regularly reviewed to check they are handled consistently. Learning points are shared with Investigating Officers and managers to improve future complaints.
  - **Customer Complaints Panel:** Customers help review how we handle complaints, including our responses and outcomes, so we can improve the overall experience.
  - **Monthly Training:** Investigating Officers receive monthly training to ensure a consistent approach and to share learning from complaints.
  - **Housemark Complaints Accreditation:** We have applied for the Housemark Complaints Accreditation, which assesses our complaint handling, best practice, and compliance with the Housing Ombudsman's Code. The outcome is expected in Quarter One 2026/27.
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#### 5. Antisocial Behaviour Satisfaction

In Quarter Four of 2025/26, satisfaction with our ASB Service was 74.5% against a 90% target. On our TSM Survey, satisfaction with this area was 68.1% in Quarter Four against a 70% target.

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

- **Staff Training:** All Neighbourhood Services staff completed mandatory training focused on managing customer expectations, using action plans effectively, and maintaining clear and consistent communication throughout the customer journey.

- **Learning from Feedback:** Where poor feedback has been received, the Community Safety Manager will review individual cases with staff to identify learning points and make improvements where needed.
  - **Supporting Team Leaders and Staff:** Sessions will be held with Neighbourhood Services Team Leaders to identify any additional support needed to help staff manage cases more proactively, particularly around communication.
  - **Strengthening Case Management:** Audits have shown that while cases are reviewed, agreed actions are not always completed. A clear improvement plan will be put in place to strengthen case management, improve accountability and ensure learning from audits is embedded during 2026/27.
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## 6. New Tenant Satisfaction

In Quarter Four, satisfaction on our New Tenant Survey was 95.1% against a 95% target. The year-to-date satisfaction level is 95.2%, also above the 95% target.

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

- **Post-Inspection Checks:** We will continue to carry out more post-inspections to make sure homes are clean, tidy and ready to be lived in before they are let.
- **Learning from Dissatisfaction:** We carried out a detailed review of two cases this quarter where customers were dissatisfied with the lettings service. This is to better understand what went wrong. In both cases, the issues related to property condition, including outstanding repairs and cleanliness. This learning will help us prevent similar issues in future.