

**Customer
Voice**

Complaint Performance

Repairs and Maintenance
Quarter One 2026/27



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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 One of the current financial year (01 April – 30 June 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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Complaint Performance Overview

Key Points

Stage One Complaints:

1. The number of complaints closed increased from 102 to 123.
2. The percentage of complaints upheld or partially upheld decreased to 78%.
3. Percentage of complaints resolved at Stage One decreased to 75%.

Stage Two Complaints:

1. Number of complaints closed increased from 23 to 37.
2. The percentage of complaints upheld or partially upheld decreased to 84%.
3. Average days to resolve a Stage Two complaint remained at 22 days.

	Quarter 2	Trend	Quarter 3	Trend	Quarter 4	Trend	Quarter 1
Number of Stage 1 complaints closed	134	↓	90	↑	102	↑	123
% of complaints resolved at Stage 1	72%	↓	66%	↑	72%	↓	75%
% of Stage 1 complaints responded to within target time	99%	↑	100%	↔	100%	↓	99%
Average number of working days to resolve a Stage 1 complaint	10	↓	9.9	↓	9	↑	10
% of Stage 1 complaints upheld or partially upheld	73%	↑	81%	↑	84%	↓	78%
Number of Stage 2 complaints closed	36	↓	30	↓	23	↑	37
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	19	↓	17.7	↑	22	↔	22
% of Stage 2 complaints upheld or partially upheld	81%	↓	63%	↑	96%	↓	84%

Day to Day Repairs, Cleaning & Asset Management

Complaint Summary

Stage One complaints increased from 69 to 88 in Quarter One. With 77% either upheld or partially upheld.

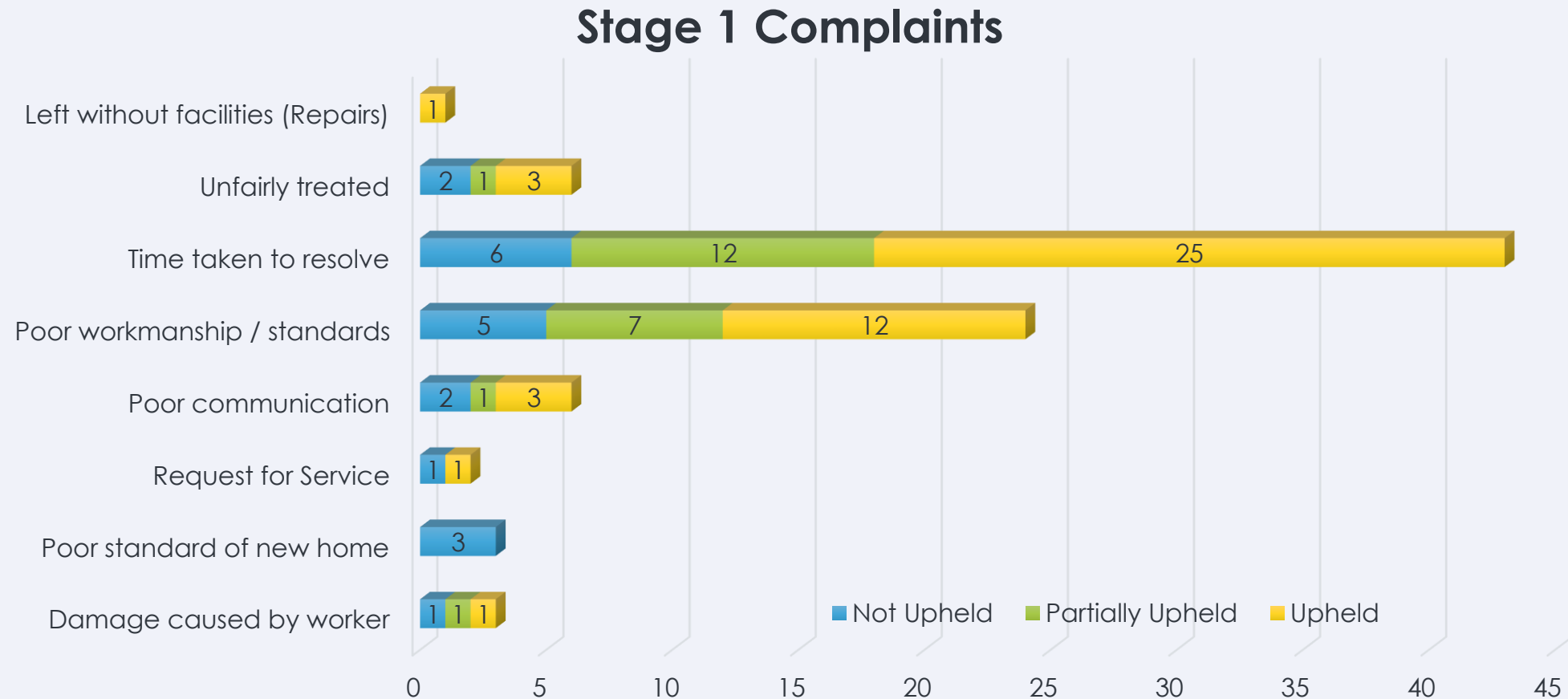
30 Stage Two complaints were closed with 83% of these being upheld.

The top causes of complaints were:

Time taken to resolve
Poor workmanship/standards

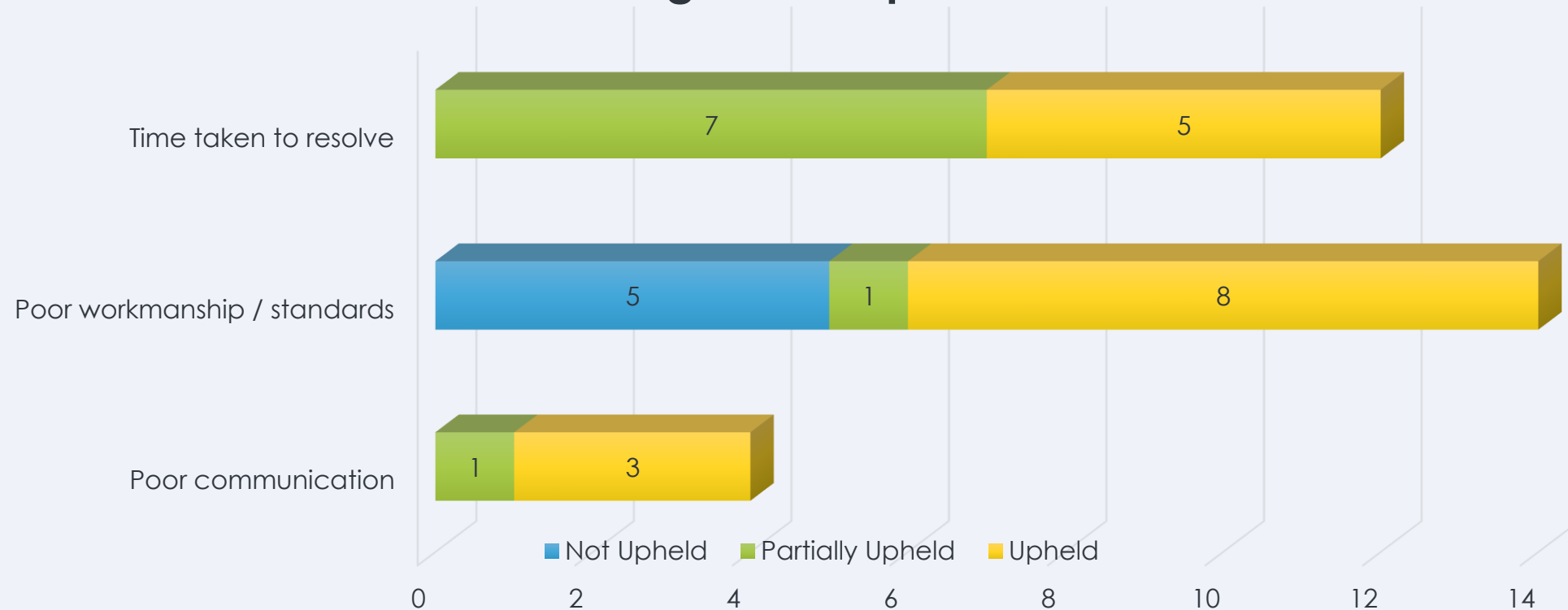
Closed Complaints	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26	Trend	Quarter 1 2026/27
Stage 1 Closed	81	↓	58	↑	69	↑	88
% Upheld	70%	↑	81%	↓	86%	↓	77%
Stage 2 Closed	25	↓	20	↓	17	↑	30
% Upheld	80%	↓	70%	↑	94%	↓	83%

Day to Day Repairs, Cleaning & Asset Management



Day to Day Repairs, Cleaning & Asset Management

Stage 2 Complaints





Day to Day Repairs, Cleaning & Asset Management

Lessons Learnt

Communication and Customer Updates: Improve communication by informing customers promptly when appointments need to be rescheduled, parts are unavailable, follow-on works are required, or delays occur. Improve response times to enquiries, ensure correct information is provided through text messages and appointment notifications, and maintain accurate records of customer contact and communications. Maintain accurate record keeping.

Follow-on Works and Case Management: Ensure repairs are identified, raised and actioned correctly. Ensure follow-on works are completed in a timely manner. Jobs should be closed correctly only after all works are completed. Improve coordination between teams and contractors and maintain stronger monitoring of outstanding actions to help prevent repeat complaints and service delays.

Contractor Performance and Workmanship: Ensure repairs are carried out to a high-standard, site cleanliness is maintained, and customer homes are respected. Works should be booked accurately, so the correct operatives have sent to carry out repairs, reducing repeat visits and improving first-time resolution rates.

Appointment Management and Service Delivery: Appointments should be confirmed with customers with the correct resource scheduled. Jobs should be attended within agreed timescales ensuring inspections and repairs are followed up promptly to avoid unnecessary delays.

Health, Safety and Property Standards: Ensure properties are left secure, health and safety practices are followed, DMC reports are investigated and communal services are completed to specification.

Investment

Complaint Summary

In Quarter One the number of Stage One complaints increased to nine with 55% either upheld or partially upheld.

Stage Two complaints remained the same, at one complaint.

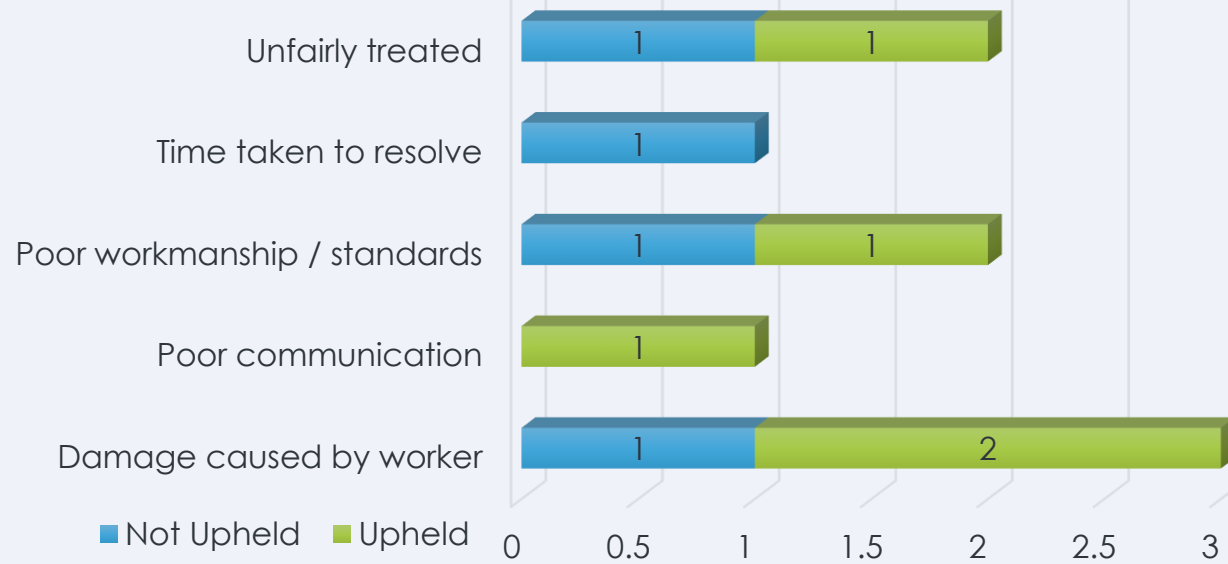
The top causes of complaints were:

Damage caused by worker
Poor workmanship/standards
Unfairly treated

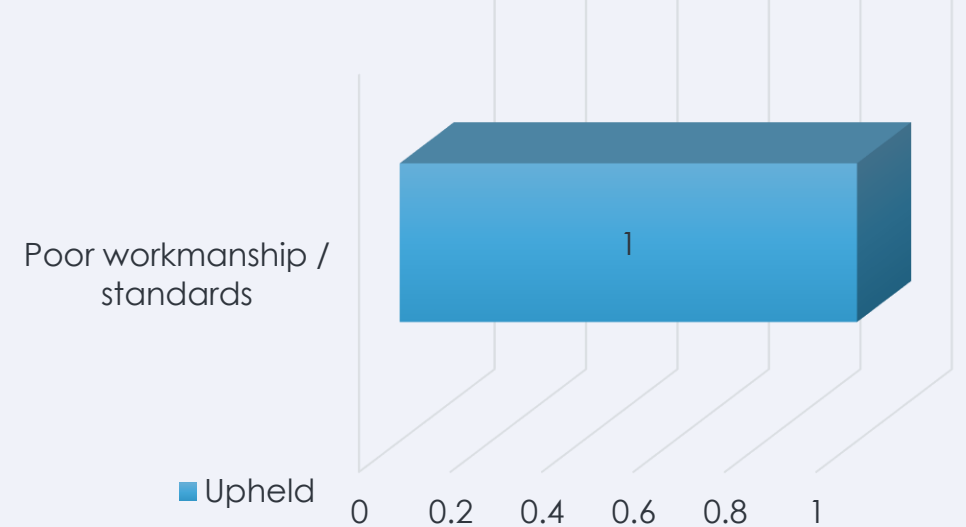
Closed Complaints	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26	Trend	Quarter 1 2026/27
Stage 1 Closed	30	↓	10	↓	8	↑	9
% Upheld	80%	↔	80%	↑	100%	↓	55%
Stage 2 Closed	6	↓	4	↓	1	↔	1
% Upheld	66%	↑	75%	↑	100%	↔	100%

Investment

Stage 1 Complaints



Stage 2 Complaints





Investment

Lessons Learnt

- **Customer Communication and Keeping Residents Informed:** Communication should be strengthened with customers by ensuring contact is made within agreed service standards, providing timely updates on works, and keeping customers informed throughout the repair and improvement process, including clear information about project timescales and the removal of scaffolding where applicable.
- **Delivering Excellent Customer Service:** Training should be provided to staff to reiterate the importance of delivering excellent customer service across both staff and contractors, ensuring customers receive clear, consistent information and feel supported throughout all interactions.
- **Quality Assurance and Effective Project Management:** Enhance oversight of repair and investment works by ensuring appropriate post-inspections are completed, works are accurately scoped at the earliest opportunity, and projects are managed efficiently to achieve positive outcomes for customers.
- **Respecting Customers' Homes and Belongings:** Teams should work with contractors and operatives to ensure the highest standards of care are taken when working in customers' homes and gardens, helping to protect personal belongings and treat every customer's property with consistent care and respect.

Compliance

Complaint Summary

Stage One complaints remained the same at 21 complaints with 95% either upheld or partially upheld.

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

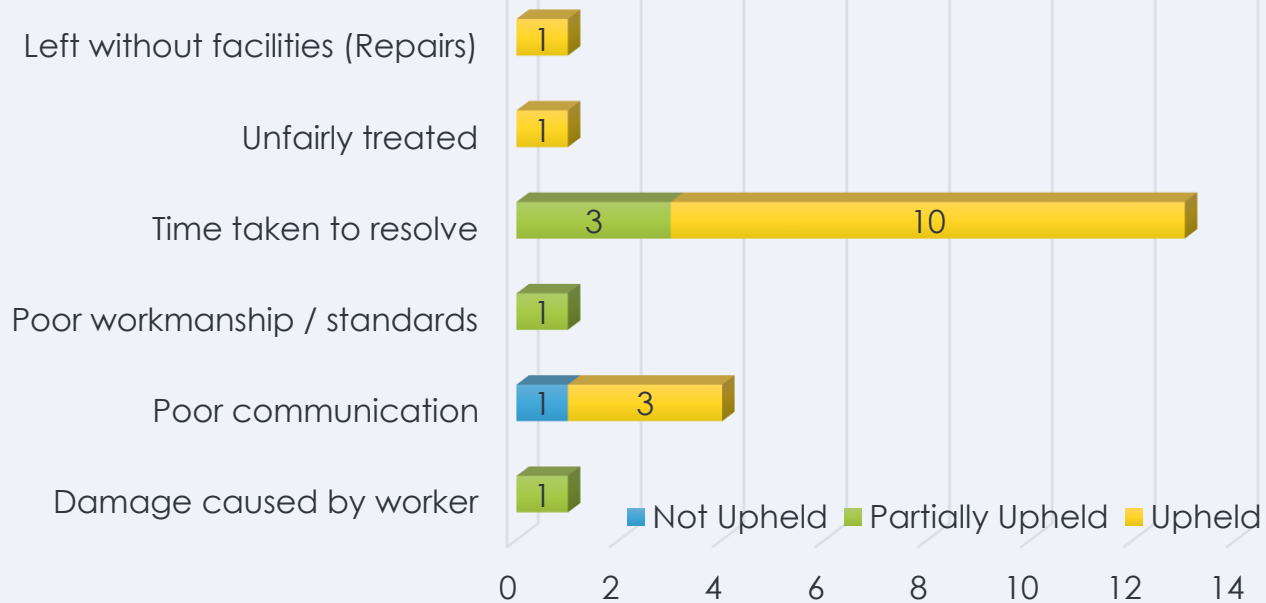
The top causes of complaints were:

Time taken to resolve
Poor communication

Closed Complaints	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26	Trend	Quarter 1 2026/27
Stage 1 Closed	19	↔	19	↑	21	↔	21
% Upheld	63%	↑	79%	↑	86%	↑	95%
Stage 2 Closed	4	↑	5	↓	4	↔	4
% Upheld	100%	↓	20%	↑	100%	↔	100%

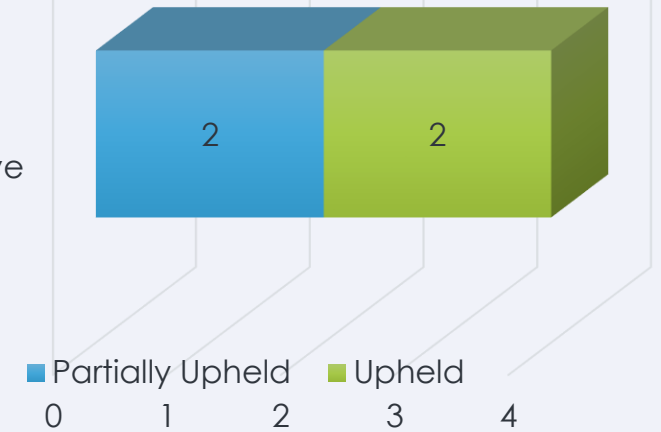
Compliance

Stage 1 Complaints



Stage 2 Complaints

Time taken to resolve





Compliance

Lessons Learnt

- **Timely Communication and Responsiveness:** Improve communication with customers by ensuring calls and enquiries are responded to within agreed service standards, providing timely updates, and maintaining clear, respectful, and consistent communication throughout the customer journey.
- **Appointment and Service Reliability:** Enhance appointment management processes to ensure the correct appointments are booked, minimise short-notice cancellations, maximise attendance rates, and keep customers informed of any changes as early as possible.
- **Effective Repairs, Maintenance and Operational Planning:** Focus on delivering repairs and maintenance services efficiently by ensuring works are completed promptly, correctly, and right first time. This includes effective resource planning, maintaining service availability, and coordinating works to minimise disruption for customers.
- **Partnership Working and Customer-Focused Service Delivery:** Continue to work closely with our contractors and internal services to improve communication, meet service level agreements, share operational updates effectively, and deliver a seamless, customer-focused experience for residents.

Voids

Complaint Summary

Stage One complaints increased to five complaints with 60% either upheld or partially upheld.

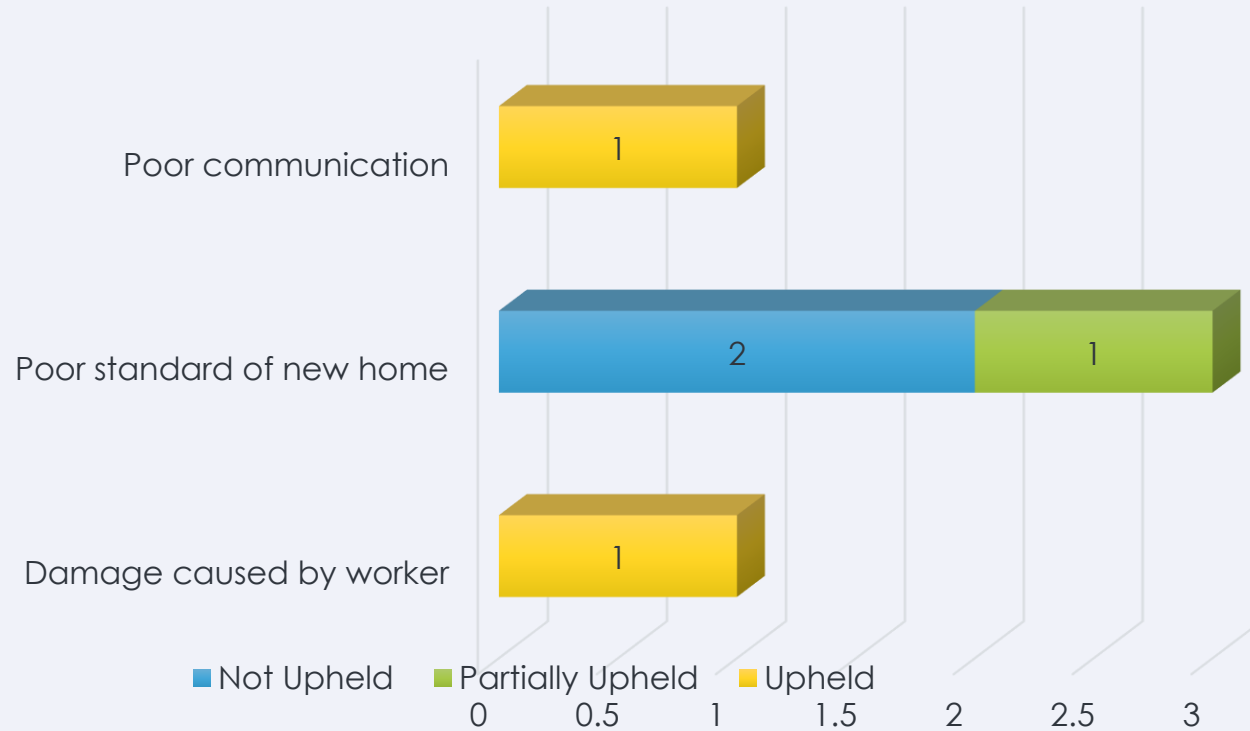
Stage Two complaints increased from one to two complaints.

Cause of complaint:
Poor standard of new home

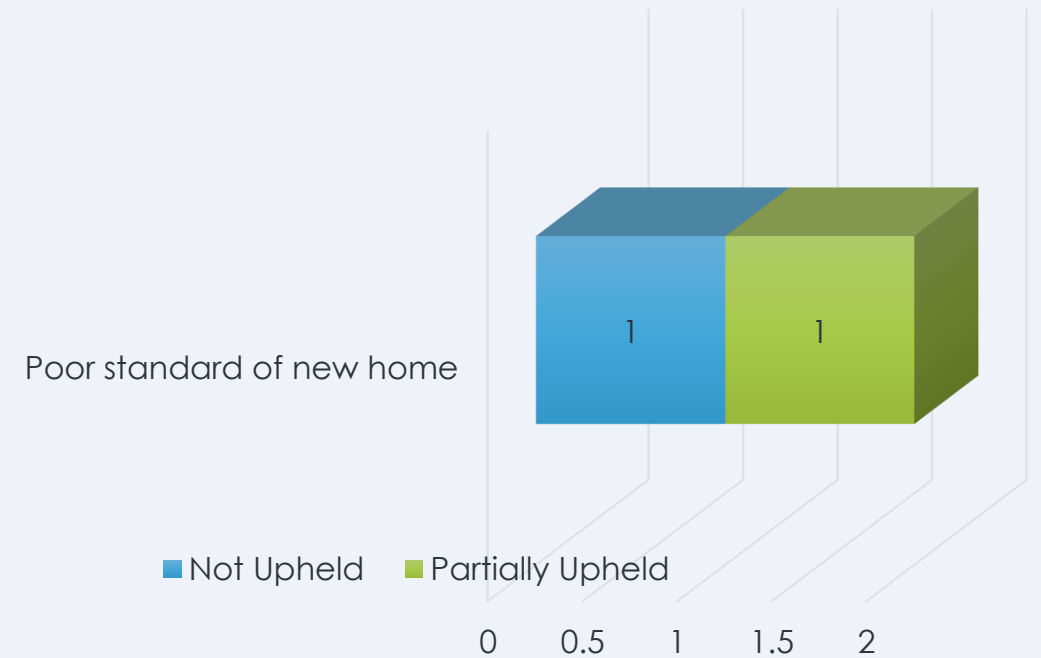
Closed Complaints	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26	Trend	Quarter 1 2026/27
Stage 1 Closed	4	↔	4	↓	1	↑	5
% Upheld	100%	↔	100%	↔	100%	↓	60%
Stage 2 Closed	1	↑	2	↓	1	↑	2
% Upheld	100%	↔	100%	↔	100%	↓	50%

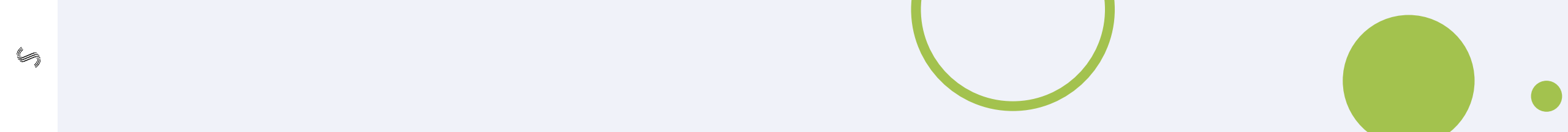
Voids

Stage 1 Complaints



Stage 2 Complaints





Voids

Lessons Learnt

- **Protecting Customers' Property and Managing Works Safely:** Strengthen planning and supervision of works to ensure appropriate measures are in place to protect customers' vehicles and belongings, minimising the risk of damage and disruption during improvement and maintenance activities.
- **Improving Void Property Quality and Inspection Processes:** Use feedback to enhance the voids process by ensuring all required works are identified and completed before properties are re-let. Ongoing reviews and quality checks will help drive continuous improvement and provide new customers with homes that meet expected standards.
- **Clear Communication and Customer Awareness:** Ensure customers receive clear information about services and property features, including advising customers of any changes or actions that may affect them, such as the removal of key safes, so that expectations are managed effectively.



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 been resolved without escalation.

37 complaints were escalated, 12 of which had the potential for earlier resolution.

Main areas for improvement:

Customer Focused Resolutions

Strengthen our Stage One complaint investigations by ensuring that the root causes of customers' concerns are fully explored and addressed. By taking a more customer-focused approach, considering all aspects of the complaint, and identifying appropriate actions or follow-on works where required, we can improve early resolution and customer confidence.

Improved Communication

Focus on maintaining regular communication with customers throughout the complaint process, ensuring expectations are managed, concerns are discussed before closure, and customers receive timely and accurate updates. Consistent communication can help build trust and support early resolution.

Service Improvements

Ensure that agreed actions, repairs and follow-on works are planned, booked and completed as promised before complaints are closed wherever possible.

Strengthening accountability for agreed outcomes will help improve customer satisfaction and reduce the likelihood of further escalation.

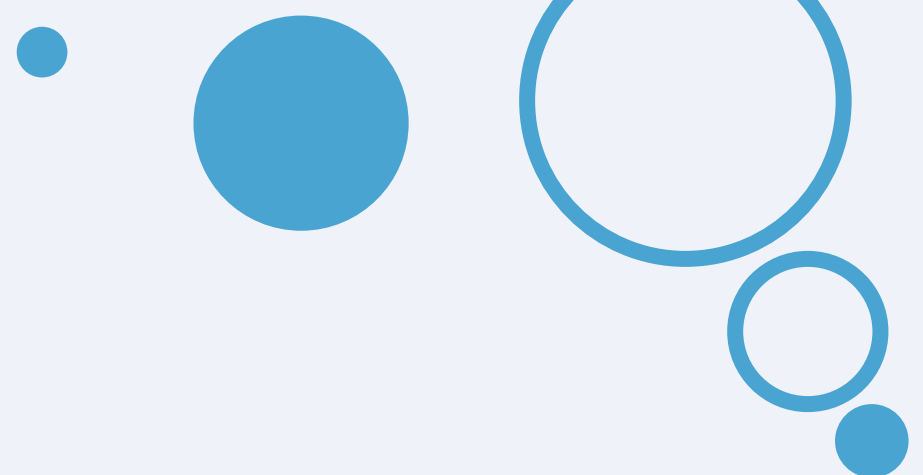


Compensation

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

In Quarter One we saw an increase in the amount of compensation awarded and the percentage of complaints where compensation was made.

	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	Quarter 1 2026/27
Total Compensation payments	£20,435	£23,053	£17,016	£25,021
% of complaints where a payment was made	73%	49%	47%	55%
Average payment per case	£209	£248	£241	£255
Average payment where case relates to repairs and maintenance	£231	£237	£237	£257
Average payment where case relates to (HASS)	£133	£385	£268	£228



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 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	Quarter 1 2026/27
Repairs & Maintenance	17	22	12	38
Asset Management	2	1	2	0
Investment	0	3	2	6
Compliance	2	11	4	3