



**Customer
Voice**

You Said, We Did!

Quarter One 2026/27

**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 One of 2026/27 (from 1st April to 30th of June 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.



Day to Day Repairs

You Said:

“Repairs could be improved. Some repairs need more than one visit, issues are not always diagnosed correctly at the start, and communication during the repair process could be better.”



We Did:

86.7% of customers were satisfied with Day-to-Day repairs during Quarter One. This was below our target of 95%. We know repairs need to be completed quickly, clearly and right first time. We are working with our contractor(s) to:

- Better understand why some repairs need more than one visit.
- Improve our processes in relation to how repairs are diagnosed at the start.
- Trialling new, video based ‘Help me Fix’ technology, which would help diagnose some repairs remotely.
- Give repair operatives direct feedback where repeat issues are identified.
- Improve how operatives communicate with customers throughout the repair process.



Time Taken to Carry Out a Repair

You Said:

“It took too long to complete the repair. Repairs should be resolved more quickly, with fewer delays and better coordination when additional work is needed..”



We Did:

83.7% of customers were satisfied with the time taken to complete their most recent repair. This was lower than the previous quarter (84.9%). We are reviewing our repairs process so we can understand what causes delays and how we can improve. We are also:

- Carrying out a full review of repairs that took longer than expected to identify areas for improvement.
- Improving the accuracy of how repairs are diagnosed.
- Ensuring that resources are in the right place to reduce delays.
- Making it easier for customers to book follow-on work while operatives are still on site.



Communal Cleaning

You Said:

"I'm not happy with the standard of communal cleaning in my block. I want communal areas to be cleaner, issues resolved quickly, and clearer information about the service being provided."



We Did:

81.9% of customers were satisfied with communal cleaning in Quarter One, which was above our target of 80%. We are using customer feedback to help improve communal cleaning services. This includes:

- Reviewing all survey responses to spot common issues.
- Targeting deep cleans and improvement work where it is needed most through additional funding.
- Inspecting all blocks where customers have told us they are dissatisfied and fixing problems.
- Rolling out hot water to more cleaning vans to improve standards.
- Communicating with customers so they know what to expect from the communal cleaning service.



Complaints

You Said:

“My complaint experience could be improved. Customers should receive fair and consistent responses, better communication, and reassurance that lessons will be learned from complaints.”



We Did:

Customer satisfaction with complaint handling was 50% on our TSM Survey, meeting our target, with monthly satisfaction at 61.9%. We want complaints to be handled consistently, fairly and in a way that helps us learn. We are:

- Holding regular sessions for Investigating Officers to discuss complaints and share learning.
- Reviewing closed complaints from start to finish to identify improvements.
- Involving customers through our Customer Complaints Panel.
- Providing regular training for staff who investigate complaints.
- Sharing monthly updates and learning with Investigating Officers.
- Recognised through the Housemark Complaints Accreditation, which was achieved in April 2026.



Anti-Social Behaviour

You Said:

“The process for reporting anti-social behaviour could be improved. Customers want to feel listened to, kept informed, and confident that appropriate action is being taken.”



We Did:

78.9% of customers were satisfied with our antisocial behaviour service during Quarter One. This was below our target of 90%. We know antisocial behaviour can have a big impact on customers and communities which is why we are:

- Continuing to contact dissatisfied customers to better understand their experience and improve our service.
- Reviewing all customer feedback with our Neighbourhood Services Team.
- Sharing positive examples of how we are tackling antisocial behaviour.
- Continuing to raise awareness through campaigns such as National ASB Week.



Listening To Your Views

You Said:

“Customer views should be listened to and acted on. It’s important to know that feedback makes a difference and helps improve the services customers receive.”



We Did:

79.38% of customers were satisfied that OVH listens to views and acts on them. This was just below our target of 80%. Your feedback helps shape how services are improved. We are continuing to:

- Share customer feedback from surveys and complaints with the teams responsible for delivering our services.
- Use detailed survey comments to identify common themes and areas for improvement.
- Gather more detail from customers during surveys to understand the customer journey.
- Involve our customers in reviewing policies and strategies in quarterly meetings.
- Use customer journey mapping to understand where services, such as repairs, can work better.