



# YOU SAID, WE DID!

Quarter 1 (2024/25)

David Barton – Customer Experience Team



## Introduction

Following each quarter, we hold detailed reviews of customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction/dissatisfaction, managers are asked to report back any actions they have developed to improve the service for customers.

We conduct a detailed analysis of our Customers Voice from a variety of channels including satisfaction surveys and complaints. Through this analysis, we identify themes and trends associated with high and low levels of satisfaction. Consequently, this is shared with managers and service area leads to help inform decisions and shape their service offer to improve our Customers Experience.

You will find a selection of the actions developed during Quarter 1 of 2024/25 listed below (from 1st April to 30th June 2024).

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).

### **You Said**

*On our 2023/24 STAR Survey, which is used to measure performance against the Tenant Satisfaction Measures, repairs satisfaction was 91.5%, over the target of 84.9%.*

*On our monthly Day to Day Repairs Survey, satisfaction is also very positive, with 99% of customers pleased with the service they have received in 2024/25 to date.*

### **We Did!**

A dedicated member of staff is now in place to review the Tenant Satisfaction Measures responses, and evidence the work being carried out to improve the service for customers. This includes how the team are communicating key messages, and any training needs which have been identified. This will help track the difference which is being made by the feedback.

Regular meetings are also in place to review complaints, and develop improvement actions. The result of this process will be an action plan to implement positive improvements, to the benefit of all customers.

A Quality Assurance Officer is now in place to provide key information to tenants on what they can expect from the services we provide. They will also provide quality control and inspect the works which have been undertaken.

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### **You Said**

*The Day to Day Repairs team have seen a decrease in the number of complaints reported about their service area during Quarter 1. However, there was an increase in the number of upheld complaints. When we examine our complaints data, the causes for most upheld complaints were as follows:*

- *Too long to carry out work*
- *Poor standard of work*
- *Poor quality of communication*

### **We Did!**

The areas below were identified as Lessons Learnt in Quarter 1:

- Where follow on, or additional works need to be scheduled, these should be completed within time and the correct process followed to ensure there are no delays for customers.
  - We will ensure that both staff and operatives conduct themselves in a professional manner.
  - Ownership of the repair to be taken, and staff will ensure the customer is kept up to date.
  - Operatives to ensure all components are secure before they leave a customer's home or communal area.
  - Operatives to complete any administration work once leaving the customers property. This includes operatives not completing it outside customers' homes whilst parked.
  - If an appointment requires rescheduling, the customer is to be updated as soon as possible.
  - Where a Pre-Inspection appointment is required, this should be completed within agreed service levels.
  - Sovini Property Services to ensure all grounds maintenance works are completed to a good standard and photographic evidence to be uploaded once works have been completed.
  - Sovini Property Services to complete jobs within agreed timescales, ensuring they get things right first time.
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### **You Said**

*On our recent 2023/24 STAR Survey, satisfaction with the upkeep of communal areas was 86.5%, which is higher than the target of 75.3%.*

### **We Did!**

Despite the high level of satisfaction, actions are being continually developed to improve the perception of our Communal Cleaning and Grounds Maintenance services:

- As soon as any dissatisfaction is received, the contractor manager will visit the site to complete an inspection and identify any problems. Since the service was taken over by Sovini Property Services, the quality of equipment has improved on the vans, such as providing the workers with hot water.
- In addition to this, Sovini Property Services are continuing to collaborate closely with Pine Court Housing Association and feedback any issues identified on site, with a view to resolving these issues for customers.

- In order to manage customer expectations, and provide more information, Sovini Property Services has developed a document which outlines the services provided as part of the communal cleaning service. In addition to this, a webpage has been created to provide information to customer.
  - Entry doorway cleaning has been added to the specification for improved appearance.
  - Scented cleaning materials for improved notability of the cleaning appointment being completed.
  - A process is in place for reporting refuse or clutter, to be dealt with for improved cleaning.
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### **You Said**

*One of the themes from the feedback about complaints, from our 2023/24 STAR Survey, included the time taken to resolve the problem, and the resolution.*

### **We Did!**

A detailed review was carried out to identify any areas in the process where improvements can be made. Investigating Officers will be reminded of the need for a speedy response to complaints. This will be done as part of a training course, currently scheduled to take place in mid-July.

Detailed audits have been carried out to identify any issues with complaint resolution. We are now communicating the findings back to the Managers of Investigating Officers who will work with staff to identify any improvements. These improvements will be fed back to the Customer Experience Team, and communicated back to our customers.

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### **You Said**

*For 2024/25 to date, there has been 100% satisfaction on our monthly Home Improvement survey.*

### **We Did!**

The actions below were developed during Quarter 1 to maintain the high level of satisfaction with this service:

- Permission to be sought from neighbouring homes if scaffolding needs to be erected on their property.
- We will ensure that outstanding work is monitored and follow on appointments are scheduled.
- Ensure that there is improved communication between Sovini Property Services and the Investment Team, who manage the Home Improvement programme.
- Ensure there is better communication with customers in relation to appointments and work which is to be undertaken.