Solihull
Community Housing
Shaping our neighbourhoods

Voice of the Customer

Quarter 2 2025

Introduction

Welcome to the second edition of our Voice of the Customer report.

In this report, you'll discover insights into what's working well, the feedback we've received, and the steps we're taking to continually improve. Your feedback is vital – it drives progress, helps us resolve issues and helps us to enhance services to improve satisfaction levels.

SCH are fully committed to putting the customer at the heart of everything we do, and our ambition is to deliver an excellent customer experience. Listening to our customers is essential to delivering the best possible experience. That's why we've been working hard to ensure your voice is heard and reflected in the changes we make. Every comment and suggestion you make helps shape how we operate, and ensures we are meeting your needs more effectively.

Quick Overview

Key themes identified this quarter	Communication when carrying out your repairs. We are in the process of reviewing our processes to identify how we can improve.
Customer Satisfaction	Our Tenant Satisfaction Measures (TSM) have seen an increase this quarter. You are much happier with our services overall and communal cleaning. You also told us that ASB is an issue, particularly drug activity. We will be providing lots more information about how to report some of the issues you
Engagement Activity	The Resident SCHape Panel have recommended changes to communal cleaning which has led to higher levels of satisfaction. The virtual improvement panel have also made improvements to customer documents.
Complaints	We are responding to your complaints much more quickly. The top themes identified this quarter included communication in relation to repairs, delayed works and issues with follow on works. We have identified actions to tackle these issues.
Other customer contact	We receive lots of compliments as well as complaints. They are really helpful as they tell us where we are doing a good job.
What did we learn and what did we do?	You told us communal cleaning wasn't up to standard, so we changed the contractor and you are much happier with the service being provided.

Customer Satisfaction

The Regulator of Social Housing (RSH) assess how well social housing landlords in England are performing in providing quality homes and services. This includes the Tenant Satisfaction Measures (TSMs). We regularly ask a sample of residents what they think of the services. This is what you told us this quarter:

TSM Question	Q2 24/25	Q3 24/25	Q4 24/25	**Q1 25/26**	**Q2 25/26**
Overall service provided by Solihull Community Housing (SCH)	79.47%	78.38%	74.32%	73.79%	**80.00%**
SCH provides a home that is well maintained	72.30%	74.13%	73.10%	69.93%	**76.06%**
SCH provides a home that is safe	81.25%	81.12%	77.40%	75.18%	**80.00%**
SCH keeps these communal areas clean and well-maintained	76.00%	65.63%	62.32%	65.22%	**77.78%**
Overall repairs service from SCH over the last 12 months	81.82%	76.14%	77.01%	78.26%	**83.52%**
Time taken to complete your most recent repair after you reported it	83.12%	79.55%	77.53%	80.00%	**84.44%**
SCH listens to your views and acts upon them	74.11%	70.80%	58.82%	66.37%	**64.04%**
SCH keeps you informed about things that matter to you	76.92%	77.24%	73.39%	72.65%	**72.44%**
SCH treats me fairly and with respect	85.40%	84.96%	81.16%	79.69%	**85.93%**
SCH's approach to complaints handling	33.33%	24.00%	38.46%	23.53%	**45.83%**
SCH makes a positive contribution to your neighbourhood	84.47%	69.15%	70.41%	65.26%	**69.47%**
SCH's approach to handling anti-social behaviour	67.12%	63.49%	60.81%	57.35%	**49.28%**

We also ask you about your particular experience when we deliver services, such as repairs, when you speak to our customer contact advisors, or if you are a new tenant. These are called transactional surveys. This is what you told us this quarter:

Area of Service	Quarter 4 2024	Quarter 1 2025	Quarter 2 2025
Repairs	89.68%	95.72%	92.92%
New tenants	92.00%	81.25%	94.29%
Contact centre	79.10%	81.14%	85.23%
Homelessness service	64.29%	70.73%	65.91%
Building safety and compliance	85%	95%	87.50%
Aids and adaptations	100%	90.91%	82.61%
Money advice	100%	90%	100.00%
Wellbeing service	95%	93.75%	92.31%

What did we learn?	What have we done?
We have seen an increase in customer satisfaction across most TSM indicators. This is great to hear! However, that doesn't mean we won't continue identifying where we could do better	Continue to monitor what you tell us and act on it. We have a new analytical tool to help us use the comments you provide to really understand the underlying reasons for why you have a good or a bad experience. This will help us better focus on areas of concern
Over 9 in 10 of our residents are happy when they have had a repair. This is great news! What you did tell us is that we could communicate with you better when we are undertaking repairs	A group of staff are working with the resident SCHape panel to review repairs communication
We have seen a decrease in satisfaction with the way SCH handles Anti-Social Behaviour, especially with drug taking	We will be doing some additional communications about how to report criminal activity such as drug taking
There has been a decrease in the satisfaction with aids and adaptations and the wellbeing service	We looked at the data, and because of the small number of customers who responded, it was two customers who was dissatisfied. We will continue to monitor and encourage more responses

Engagement Activities

The **resident SCHape Panel** have been busy working on a number of service reviews in the last few months. In each edition of this report, we will highlight some of the outcomes from their reviews. **In this edition, the spotlight is on communal areas**.

SCHAPE
Residents Panel
Solihull Community Housing
Achieving Performance Excellence

Resident satisfaction dropped with communal cleaning → Panel recommended that the contractor be changed → New contractor put in place → Satisfaction with communal cleaning has increased by 12% in the last 9 months

The SCHape Panel have recently concluded their review of the repairs service, focusing on:

- **Communication**
- **Categories and types of repairs**

They have made 31 recommendations to the Housing Service Committee. More information about the impact of the recommendations will be available in future editions.

The **Virtual Improvement Panel (VIP)** is a group of over 500 residents that regularly work with SCH. The VIP act as a sounding board, test ideas, review changes, get involved in 'Task and Finish' groups and much more. Activities and outcomes this quarter include:

Virtual Improvement Panel

VIP activity	Outputs and Outcomes
SCH Tenant Handbook Review	Residents told us that the draft handbook: • Had all the information they needed as a tenant • It was easy to understand • Was jargon free No amendments were suggested
Editorial review of the Autumn Newsletter	• Statistics page was not that interesting. We will work with you to do this differently next year.

	• You would like to see more tenants contributing to the newsletter. • Can we be more interactive on Facebook? This is being discussed with the Comms team. • Allocations Policy article was interesting, more articles like that, on how things work- damp and mould will feature in the Winter edition.
Review of Mutual exchange and Income Management Policies	• You said a summary version would be useful and this is currently being produced • Mutual Exchange Policy – to add in more information on DWP timeframes for payments – this has been actioned
Telephone system testing	Customers helped to test the new telephone system and fed back any issues or suggestions before we went live. From your previous feedback, we added features that tells you your place in the queue and gives the option for a callback. You told us this was great!
Vulnerabilities and Additional Needs Policy Summary	• You told us this gave you the right amount of information • It was clear and easy to understand • You know what do if you need an adjustment No amendments were necessary
Chat bot and Live Chat	A poll of residents told us that they would like us to introduce LiveChat but not a chat bot. This is helping to shape our next steps when developing our new systems.
Improvement works feedback	You told us you didn't know what capital programmes or planned maintenance was. We provided the Panel with an explanation and asked them to choose what we call it. You told us to use the phrase 'planned improvement works' as it's more understandable.
Empty homes inspectors	Identifying any issues where empty homes are not to the agreed standards, before homes are let. They have reported cleaning issues which have been rectified. Satisfaction with cleaning is high.

SCH Big Conversation

The SCH Big conversation was held during August and September 2025. We knocked on over 3,000 doors and spoke to over 800 of you about the proposals for SCH's priorities for the next 5 years. More on that will be available in the next edition!

Other engagement activities this quarter include:

- Three estate walkabouts- identifying a number of issues such as fly tipping, communal cleaning issues and graffiti. All of the issues have been actioned.
- Building Safety Advocates reported over 25 issues in high-rises, in-between officer inspections. All of them have been actioned.

Complaints

Complaints are one of the most valuable sources of feedback from our customers. When we get things wrong, we want to put it right. We also want to learn from complaints; they help us to make changes to the way we do things, so we can continually improve what we do.

In quarter 2 2025/26, we investigated 115 complaints. The biggest area of complaints was reactive repairs. This is not surprising as we undertake over 30,000 repairs a year.

Complaints handling is an area of focus for improvement at SCH and we are working on being a better listening and learning organisation. We have seen an improvement to our performance when looking at completion within timeframes over the last 6 months, and we are working to make further improvements over the coming months.

Indicator	Q1	Q2
Number of stage 1 closed	137	115
percentage stage 1 completed on time	83%	94%
percentage stage 1 upheld	51%	53%
Number of stage 2 closed	15	30
percentage stage 2 completed on time	80%	96%
percentage stage 2 upheld	40%	53%

Housing ombudsman

The Housing Ombudsman Service (HOS) investigate complaints when a tenant escalates their concerns to them after receiving a Stage 2 outcome. In quarter 2 2025/26 SCH did not receive any Housing Ombudsman determinations.

Listening and Learning

When you make a complaint, we use the information to identify any themes or areas for improvement. This quarter, we have found:

Theme	Service area	Action
Inconsistencies with communications where: -follow-on works are needed between the internal teams and contractor	Repairs and compliance	Officer and customer group to review communication
Delayed responses	Across service areas	Development of workflow through our new system, called Netcall. This will be across service areas to ensure all customer contact can be tracked
Follow on work not completed	Repairs and compliance	All complaint actions to be monitored through complaints team to ensure compliance with agreed actions
Customers with complex needs, needing focused support	Repairs and compliance	Introduction of process to ensure one point of contact for complex repair cases
Record keeping about homelessness advice given	Homelessness	Briefing to staff
Sharing more information with service areas	Complaints team	Introduce 'learning summaries' to our staff to encourage service improvement

Other customer contact

Compliments

Compliments are a great source of feedback. It shows us where we are doing a good job and where we're making a real difference to your experience as a customer. Most compliments are received via our satisfaction surveys, and as with complaints, the biggest source of compliments is for our repairs service. Some examples of the great feedback you have sent to us include:

"Repairs are always quick, and the workers are so polite"

"You always respond to issues within my home and arrange repairs to be carried out promptly"

"Very happy when I moved in as a new tenant. Support as a new tenant was brilliant"

"I always find the staff in the call centre so helpful"

Councillor and MP enquiries

During the second quarter, we received 132 council and MP enquiries. A small number of these were converted to a complaint and the others were either service requests or asking for clarification on behalf of customers.

If you would like this report in any other format or language, please scan the QR code or telephone us on **0121 717 1515**