



Solihull
Community Housing
Shaping our neighbourhoods

Voice of the Customer

Quarter 3 2025/26

Introduction

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

In this update, we share what's going well, what you've told us, and how your feedback is helping us make meaningful improvements. Your insights continue to be invaluable – they highlight what matters most, guide our decisions, and support us in enhancing our services to boost satisfaction.

At SCH, we remain dedicated to putting our customers first. Listening to you is central to delivering excellent experiences, and we work hard to make sure your voice directly influences the changes we make. Every comment you provide helps us shape our services so we can better meet your needs.



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 remained stable this quarter. We have seen a slight decrease in your perception of the repairs service and your satisfaction when you have a repair. We are carrying out a full review of repairs communication to look at how we can make improvements.



Engagement Activity

You told us what your priorities are during the SCH Big Conversation. Your priorities have been reflected into the new SCH 5-year vision and delivery plan. This sets out what we will be focused on in terms of service delivery and improvements over the next 5 years.



Complaints

We received more complaints this quarter, compared to the previous 12 months. Top themes identified this quarter include identifying Stage 2 complaints, 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 ease of access is a priority, and that sometimes waiting time can be longer on the phone. We have changed our telephone system, and you are much happier with the service being provided.

Customer Satisfaction

The Regulator of Social Housing (RSH) assesses 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	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26
Overall service provided by Solihull Community Housing (SCH)	78.38%	74.32%	73.79%	80.00%	79.73%
SCH provides a home that is well maintained	74.13%	73.10%	69.93%	76.06%	75.17%
SCH provides a home that is safe	81.12%	77.40%	75.18%	80.00%	82.27%
SCH keeps these communal areas clean and well-maintained	65.63%	62.32%	65.22%	77.78%	73.85%
Overall repairs service from SCH over the last 12 months	76.14%	77.01%	78.26%	83.52%	75.53%
Time taken to complete your most recent repair after you reported it	79.55%	77.53%	80.00%	84.44%	76.34%
SCH listens to your views and acts upon them	70.80%	58.82%	66.37%	64.04%	69.44%
SCH keeps you informed about things that matter to you	77.24%	73.39%	72.65%	72.44%	76.72%
SCH treats me fairly and with respect	84.96%	81.16%	79.69%	85.93%	82.71%
SCH's approach to complaints handling	24.00%	38.46%	23.53%	45.83%	37.04%
SCH makes a positive contribution to your neighbourhood	69.15%	70.41%	65.26%	69.47%	74.71%
SCH's approach to handling anti-social behaviour	63.49%	60.81%	57.35%	49.28%	60.38%

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 about your overall satisfaction with specific services, this quarter:

Area of Service	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26
Repairs	89.68%	95.72%	92.92%	87.16%
New tenants	92.00%	81.25%	94.29%	85.71%
Contact centre	79.10%	81.14%	85.23%	84.17%
Homelessness service	64.29%	70.73%	65.91%	71.11%
Building safety and compliance	85%	95%	87.50%	98.28%
Aids and adaptations	100%	90.91%	82.61%	94.29%
Money advice	100%	90%	100.00%	90.91%
Wellbeing service	95%	93.75%	92.31%	100.00%

What did we learn?	What have we done?
We have seen most Tenant Satisfaction Measures remain stable this quarter. 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.
We have seen a slight decrease in your perception of the repairs service and your satisfaction when you have a repair. When we looked at this in more detail it related largely to communication.	We are carrying out a full review of the repair service communications.
There has been an increase in the satisfaction with Aids and Adaptations and the Wellbeing service. This is great news!	We will continue to monitor responses.

Engagement Activities

In each edition of this report, we will highlight some of the feedback you have given us, or outcomes from the SCHape Panel reviews. **In this edition, the spotlight is on ease of access to services.**



You told us easy of access is a priority. Sometimes waiting times on the phone can be longer than expected.



We implemented a new telephone system, including a callback facility.



Satisfaction with the contact centre improved by over 5% compared to Q1.

As previously reported, the SCHape Panel have recently concluded their review of the repairs service, focusing on:

- **Communication**
- **Meeting the needs of vulnerable residents**
- **Categories and types of repairs**

They made 31 recommendations to the Housing Operations Committee.

Key actions underway include:

- Implementation of a single point of contact for multi-trade or complex jobs to improve communication.
- A full review of repairs communication.
- Roll out of a 'needs on the day approach' - tailoring services to individuals needs.

The Panel are currently reviewing SCH's compliance with the Consumer Standards. More on this in the next edition!

The Panel will also be developing their forward plan for the new financial year. If you have any thoughts on areas you would like them to review, please email engagement@solihullcommunityhousing.org.uk

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:



VIP activity	Outputs and Outcomes
Review of Gas Safety Letters	<ul style="list-style-type: none"> • Confirmed letters were clear and jargon free. • Bold all references to legal action. • Consensus that tone and escalation of action was appropriate and necessary.
Review of the Winter Newsletter	<ul style="list-style-type: none"> • Damp and mould feature noted, after request from previous editorial group. • Article on Independent Living service was interesting. • More human-interest stories in next edition.
Review of performance section on website	<ul style="list-style-type: none"> • Highlight current performance at top of page. • Include the Building Safety Reports. • Give residents the opportunity to feedback via a form. <p>All suggestions actioned and new performance pages developed: Performance - Solihull Community Housing</p>
Codesign of new Customer Experience Committee	<p>Development of Terms of Reference (TOR):</p> <ul style="list-style-type: none"> • Focus on customer experience – oversight of key policies, Voice of the Customer, complaints, procurement and contract management • Training is key. Recruit for behaviour, train for skill • Lots of recruitment events • Independent support such as Tpas <p>All included in the TOR and recruitment plan,</p>
Review of Pet Policy	No amends necessary,
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 838 of you about the proposals for SCH's priorities for the next 5 years.



You told us your top priorities were:

- Continually improve the repairs and maintenance service
- Easy access to services
- Protect vulnerable children and adults
- Respond promptly to safety concerns
- Comply with legal and regulatory building safety requirements (i.e. gas servicing)

When asked what SCH did well, you said:

- Repairs were quick and responsive, especially in emergencies
- You appreciate the polite and helpful staff, particularly in the contact centre
- Support for vulnerable tenants is good

You also told us about things you thought we could improve:

What you said	What are we doing as a result?
Some of you told us that non-urgent repairs can be delayed or require multiple follow-ups.	We have a Repairs Continuous Improvement Plan, which will address how we prioritise jobs and improve our performance with completing repairs to timescales.
Damp and mould issues persist for some customers.	Enhanced the way you can report damp and mould to us, and how staff identify damp and mould when they are in your home. We have also enhanced our processes to make sure damp and mould is dealt with within the new timeframes set out in Awaab's Law. Our performance in dealing with damp and mould has improved.
There are communication gaps, especially around repair follow-ups.	Reviewing repairs communications. This is currently being carried out.
Fly-tipping and ASB are recurring concerns in communal areas.	Continue to carry out weekly inspections in the blocks to identify any issues.

<p>Contact centre wait times and appointment flexibility need attention.</p>	<p>Introduced a new telephone system to improve your experience when you call SCH. This includes a call back facility which means you do not need to wait on the line. Since this was introduced, your satisfaction with the contact centre has improved.</p>
<p>Some tenants felt unsupported or unheard, especially in complex cases.</p>	<p>We have implemented a new process where one point of contact is allocated for complex repairs cases. This will ensure communication is improved. We will be monitoring the impact of the new process over the coming months through customer feedback and complaints.</p>

What else have we done in response to your feedback?

Your priorities have been reflected into the new SCH 5-year vision and delivery plan. This sets out what we will be focused on in terms of service delivery and improvements over the next 5 years. This will be available for you to read in early April 2026.

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 13 issues in high-rises, in-between officer inspections. All of them have been actioned.
- 27 drop-in sessions held at family hubs across the Borough. Assisted 39 residents to access services or support around homelessness and allocations, repairs and mental health.



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 3 2025/26, we investigated 149 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 9 months, and we are working to make further improvements over the coming months.

Indicator	Q1 2025/26	Q2 2025/26	Q3 2025/26
Number of Stage 1 closed	115	121	149
percentage Stage 1 completed on time	89.57%	93.39%	89.26%
percentage Stage 1 upheld	47.83%	52.07%	51.39%
Number of Stage 2 closed	11	32	50
percentage Stage 2 completed on time	85.71%	96.67%	92%
percentage Stage 2 upheld	21.43%	50.00%	29.27%

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 3 2025/26, SCH received 2 Housing Ombudsman determinations. They related to complaint handling and the management of ASB.

The outcomes were as follows:

- 2 maladministration findings
- 2 service failures
- 4 no maladministration findings

Listening and Learning

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

Theme	Service area	Action
Not all staff recognise when a customer is making a Stage 2 complaint.	Across service areas	Core Brief issued to all staff to remind of the need to consider if a Stage 2 is required.
Communal boiler works - process between day to day and capital unclear, leads to lack of clarity.	Asset Management	Review with Heads of Service and new process being developed.
Follow on work not completed.	Repairs and Compliance	All complaint actions to be monitored through complaints team to ensure compliance with agreed actions
Record keeping not as good as it should be.	Across service areas	Briefing to staff.

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:



"The repairs people are always so lovely and take care of my things."



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



"[The] contact centre are amazing, things are done fast."



"My daughter is really poorly and so you came and fixed my boiler within hours. I can't thank you enough."

Councillor and MP enquiries

During the third quarter, we received 148 Councillor 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**

