

CUSTOMER SURVEY QUARTER 3

Report of Head of Housing Management and Housing Options

1. SUMMARY

This report provides detailed analysis of the satisfaction results from The Customer Survey 2016, carried out during October 2016 – December 2016. Full details can be found in Appendix 1.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

3.1 To ensure the Operational Board is aware of recent customer satisfaction results.

4. MATTER FOR CONSIDERATION

4.1 **Overall satisfaction with Derby Homes Services:** 89% of those asked said they were satisfied.

4.2 **Quality of home:** 81% asked were satisfied with the quality of their home.

4.3 **Rent value for money:** 88% of those asked said they felt that their rent was value for money.

4.4 **Views taken into account:** 86% said they felt that their views are taken into account.

4.5 **Neighbourhood as a place to live:** The percentage of those satisfied is 79%.

4.6 **Most recent repair:** 91% of people answering this question were satisfied with their most recent repair.

4.7 The top 3 issues reported are:

Car Parking	15%
Rubbish/Litter	14%
Noisy Neighbours	14%

These are part of the Customer Priorities. All issues are being proactively tackled in local areas.

The areas listed below have no implications directly arising from this report:

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Tricia Trice/Customer Engagement Officer 01332 888395/tricia.trice@derbyhomes.org

Background Information: None

Supporting Information: None