

CUSTOMER SURVEY QUARTER 3

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the third quarter of the Customer Survey 2021 – 2022. Full details can be found in Appendix 1.
- 1.2 We hope by the end of the financial year to have collected nearly 2,000 surveys. The number of surveys collected in Q3 is the highest for the year so far, which we are very happy with. We are pleased to see that the increase of surveys collected has not altered our results. Other than one indicator, we are pleased to report that we are achieving on or above target.

2. RECOMMENDATION(S)

- 2.1 To note information as detailed in Appendix 1 and Appendix 2.

3. REASON(S) FOR RECOMMENDATION

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

4. MATTER(S) FOR CONSIDERATION

- 4.1 **Satisfaction with most recent repair (Target 87%)** : 87% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time**: 81% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%)** : 93% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%)** : 89% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 85%)** : 85% of respondents have reported that they are satisfied with their neighbourhood as a place to live.
- 4.6 **Satisfaction with views taken into account (Target 75%)** : 80% of respondents are satisfied that their views are being taken into account.

- 4.7 **Overall satisfaction with Derby Homes Services (Target 94%)** : 96% of respondents are satisfied with the overall service provided by Derby Homes.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

IMPLICATIONS

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

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

For more information please contact:

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Background information: None

List of appendices: Appendix 1 Customer Survey appendix
Appendix 2 Customer Survey comments, Actions and Outcomes

This report has been approved by the following

Managing Director	Maria Murphy	24/02/2022
Finance Director/Derby Homes Accountant	Helen Samuel	01/03/2022
Company Solicitor	Taran Lalria	28/02/2022
Head of Service	Lorraine Testro	28/01/22