

Local Customer Priority Consultation Results

Over the three consultation days, the total amount of surveys completed was 109.

Tuesday, 24 July - Allenton and Sinfin Consultation Day

Priorities

Fly-tipping

Parking

1. What do you think of the proposals in relation to the Local Customer Priorities that came from the 2017 Door Knock Campaign?

	What do you think of our proposals in relation to the Local Customer Priorities that came from the 2017 Door Knock Campaign?		TOTAL
WAVE		10	12
Agree with priorities		1	1
Agree with proposals		1	1
All are good - car parking is an issue		1	1
None		1	1
Good		1	1
Used ideas		2	2
Good replies		1	1
Happy but would like some additions		1	1
Thank you reading the posters, and have got it right		1	1
Not a concern in my area		1	1
Oh		1	1
Our replies are really good		1	1
Positive		1	1
Wasn't really aware of it		1	1
Total		25	25

A total of 13 customers had a positive response to the action plan for fly-tipping and car parking. The other 12 customers felt they could not comment on this question or felt that they were not a concern in their area.

2. Positive comments?

	Positive comments?	Total
AWWE	37	37
Dog fouling is a good target.	1	1
Dog fouling is good. Fiddlers on canal path Step flyer	1	1
Good car parking is being looked at.	1	1
Good examples.	1	1
Good ideas dog fouling and car parking. Need a litter pick in the area.	1	1
Good neighbourhood	5	1
Good to know that no problems in this area.	1	1
I live in a nice area, don't really have any issues on the topics.	1	1
It sounds good.	1	1
I run the area and Dirty Horses. Dirty Horses are good to me.	1	1
Went and tidy in the area.	1	1
No comments.	5	1
No issues.	1	1
Have round here.	1	1
Parking on Marden, could use grass on foot for drive. Need to look into wheelchair access. There is a dog fouling issue down the street.	1	1
Pleased we are doing something.	1	1
Quiet in this area.	1	1
Shows that we have listened and are taking action. Putting customers at the front.	1	1
Seems ok.	1	1
Sounds alright. It's ok around here.	1	1
Things are alright.	1	1
We've tried, add contribute to fly tipping. Education for children to put rubbish in bins.	1	1
Would like to see changes to parking on additional paths to emergency services. Having to go around with patients as car not go over grass.	1	1
Total	88	89

A total of 17 customers had a positive response to the action plan for fly-tipping and car parking, telling us that they are good ideas. Another 37 customers did not want to comment and the other 6 felt that there were no issues in the area.

3. Negative Comments?

	Negative comments?	Total
NONE	47	47
Car parking - cars can be there for months. Youths hanging around and smoking weed in car parks.	1	1
Car parking is a problem but having driveway done in August. They park on pavements so you can't get passed.	1	1
Car parking is bad.	1	1
Children banging football against garages.	1	1
Council not picking up litter.	1	1
Derby City Council - Everything does it ends up a mess.	1	1
Garden waste, waste of space. All love own gardens.	1	1
Have raised about two self set trees with grass cutters and had to remove but still they're growing over kitchen window.	1	1
Kids come in back gate, throwing stones at house.	1	1
Must manage expectations and keep promises.	1	1
No one can help now, if it wasn't for my son, I don't know what I would do.	1	1
Nothing.	1	1
Parking can be difficult, especially as I am disabled. It's hard to think about it until you see it happening.	1	1
Total	60	60

A total of 47 customers did not want to make negative comments. The other 13 comments will be taken into consideration.

4. Thinking about your neighbourhood, is there anything that is missing from the proposals?

	Thinking about your neighbourhood, is there anything that is missing from the proposals?	Total
NONE	9	9
Car park entrance needs to be widened so it can get traffic flow.	1	1
Could be the street market that is the issue rather than parking.	1	1
Gangway Way near main flow every 2 minutes parking a skip in middle of road to induce fly tipping. Road has near school.	1	1
Grass cutting left on road for months.	1	1
Individual gardens are in a communal area but I want my own back garden.	1	1
No	8	8
No, nothing, great local area.	1	1
None	0	0
Not sure - none of the area.	1	1
Not that I can think of.	1	1
Not that relevant to the area.	1	1
Nothing missing.	1	1
None from the car park entrance to the market area so where the large grassed area next to the car park, understand about funding.	1	1
Many more in the area, hanging baskets and things in gardens.	1	1
Very happy with neighbourhood.	1	1
Would like access to car parking without any main road emergency services struggle to get in.	1	1
Total	30	30

A total of 9 customers could not comment on anything missing from the proposals, with another 13 customers feeling that nothing was missing from the proposals, from looking at the comments made. The 8 other suggestions will be taken into consideration.

5. How satisfied are you that your views are being taken into account by Derby Homes?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
How satisfied are you that your views are being taken into account by Derby Homes?	12	11	3	2	1	29
Total	12	11	3	2	1	29

6. If dissatisfied, please us tell why?

	If dissatisfied, please tell us why?	Total
NONE	27	27
Due two repairs on back door. Putting rent up.	1	1
Permission for a shed, lady could have had a shed.	1	1
Takes a long while, seems not interested. Phone son to sort things out.	1	1
Total	30	30

Overall, there were 3 dissatisfied comments which did not need any action taken.

7. Other comments, questions?

	Other comments or questions?	Total
NONE	12	12
Credit to the team that we are out and about and talking to customers today.	1	1
Dog walk - pathway needed. Rubbish and fly tipping needs picking up.	1	1
Everything is fine.	1	1
Garden and grass cutting. Hedge at back hasn't been cut for a while, Leaves cutting is a bug issue as kills grass and brown all year round.	1	1
Gate access for bin men - can this be changed? - sorted with LH.	1	1
I am happy with Derby Homes.	1	1
Logged two repairs, new front door and shed door.	1	1
No issues in neighbourhood.	1	1
No other questions.	1	1
None	1	1
None.	1	1
Not much as just moved in.	1	1
Ram Energy Window keys in bathroom needed letter plate loose on front door front door handle loose	1	1
Shed stayed put from council. Gardeners are rubbish. Communal gardens in the back.	1	1
Some delay in Vanessa to get payment. Had fire, insurance company would DH details to transfer payment. Tenant made payment. Check adaptations progress. What date is shower - Tricia Trice followed all up.	1	1
Use to have a warden, now have no one.	1	1
Waiting to move house - being dealt with by housing officer.	1	1
Widening of Glengarry car park entrance Fencing could be higher, shared gate left open.	1	1
Total	30	30

All comments that required action, have been passed on to the relevant departments and customers have since received replies.