

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 2022–2023. Full details can be found in Appendix 1. Trends from comments reviewed from the survey can be found in Appendix 2.
- 1.2 By the end of this quarter, we have collected 399 surveys. The number of surveys collected in Q3 is under the quarterly target of 500, however we are slightly over target to achieve 2,000 by the end of the year. We are pleased that we are achieving above target on 6 out of the 7 indicators.

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%)** : 85.5% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time**: 82.80% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%)** : 93.20% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%)** : 93.70% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 86%)** : 87.60% of respondents have reported that they are satisfied with their neighbourhood as a place to live.
- 4.6 **Satisfaction with listened to my feedback (Target 75%)**: actual – 77.14% of respondents are satisfied that their views are being taken into account.

Out of the 35 customers who said they had given feedback in the last 12 months, and subsequently answered this question in Q3 (2022/2023 Financial Year), 77.14% (27) were satisfied, 11.42% (4) responded that they were neither satisfied nor dissatisfied, 8.57% (3) said that they were dissatisfied and 2.87% (1) did not provide an answer to the question.

- 4.7 **Overall satisfaction with Derby Homes Services (Target 94%):** 97.5% of respondents are satisfied with the overall service provided by Derby Homes.

5. OTHER OPTIONS CONSIDERED

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	[Date]
Finance Director/Derby Homes Accountant	Michael Kirk	[Date]
Company Solicitor	Taran Lalria	28.02.2023
Head of Service	Carl Tring-Willis	13/02/2023