



Tenant Customer Satisfaction Shelley Merrett

Results November 2008

Why conduct the survey



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- Government Requirement – Bi-annually
- Criteria set out by the Communities and Local Government
- Running status guidelines
- Main purposes for conducting the tenants satisfaction survey – New NI 160 indicator

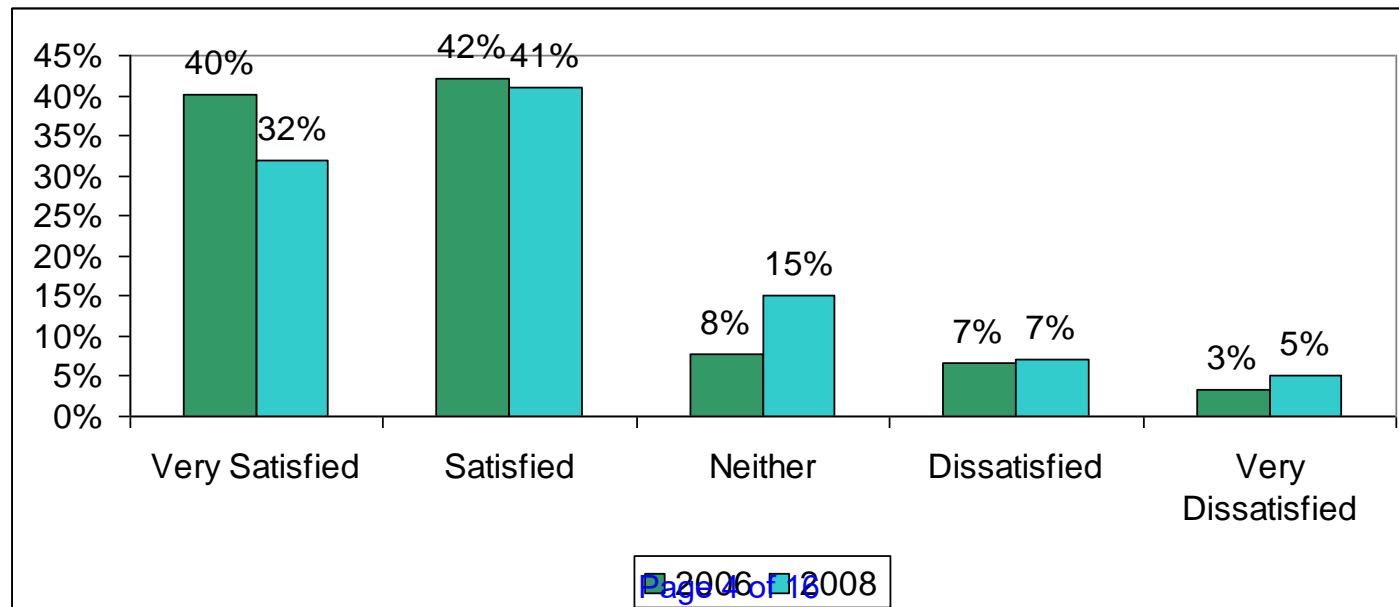
- Postal Survey
- Sample of 2,000
- 687 responses a 34% response rate (37% in 2006)
- General Needs tenants only
- Separate survey Sheltered/Supported tenants

Key Findings – National Indicator NI160



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- **NI160 – Overall Satisfaction with Derby Homes (all respondents).**
- **73% are satisfied with Derby Homes, this has seen a drop from 82% in 2006.** Note: there is a downward shift of respondent opinion rather than an increased level of respondent dissatisfaction

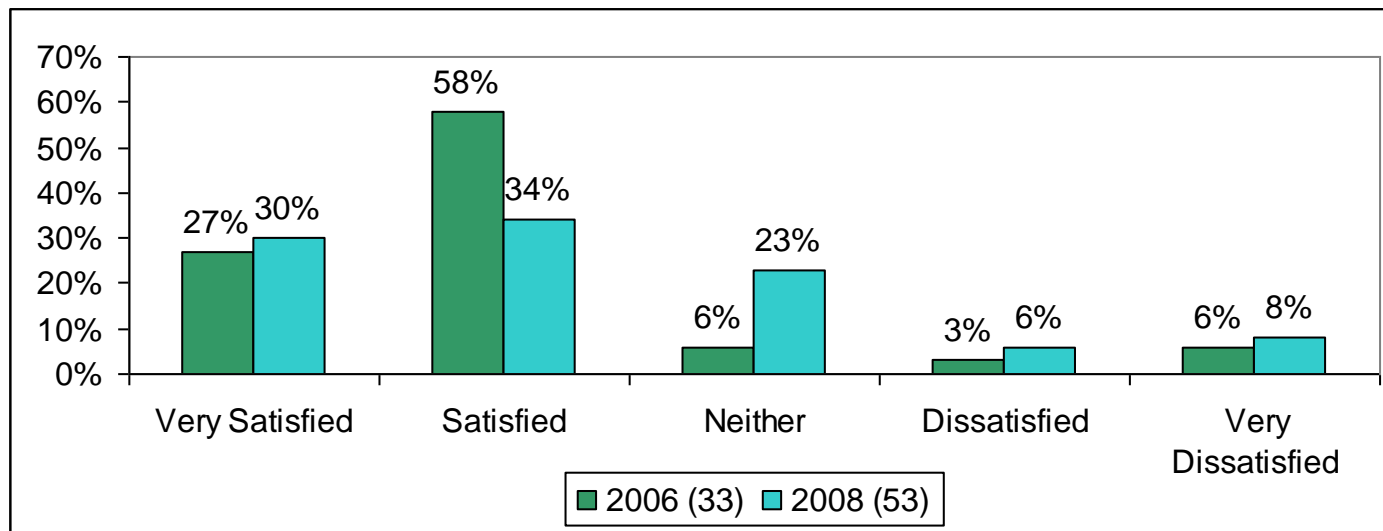


Key Findings – Minority Ethnic Satisfaction



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- **Overall Satisfaction with Derby Homes for Minority Ethnic Respondents. (previously BVPI74b)**
- **64% of minority ethnic respondents are satisfied a decrease from 85% satisfied in 2006.** (note: small sample sizes).



Key Findings - Sheltered Survey



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- 500 Sheltered tenants
- 203 responses
- Overall Satisfaction – 89% satisfied
- Used as an indicator

Key Findings



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- **Satisfied with value for money of rent** (in 2006 question wording different - is rent good value for money)
 - ❖ In 2008 73% are satisfied with the value for money of their rent, in 2006 81% felt their rent was good value.
 - ❖ 12% are dissatisfied with the value for money of their rent 6% felt their rent was poor in 2006.

- **Satisfaction with the overall quality of home** (in 2006 question wording different - satisfaction with accommodation)
 - ❖ 76% are satisfied with the quality of their home in 2008, a decrease from 85% who were satisfied with their accommodation in 2006.
 - ❖ 14% are dissatisfied with the quality of their home in 2008, 8% were dissatisfied with their accommodation in 2006.

Key Findings



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- **Satisfaction with neighbourhood as a place to live**
 - ❖ 69% are satisfied with their neighbourhood as a place to live, in 2006 73% were satisfied.
 - ❖ 18% are dissatisfied with their neighbourhood as a place to live, in 2006 16% were dissatisfied.

- **Satisfaction with the general condition of their property**
 - ❖ 72% are satisfied with their properties condition, in 2006 77% were satisfied.
 - ❖ 14% are dissatisfied with their properties condition, in 2006 this was 10%.

Key Findings



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➤ **Repairs and Maintenance**

- ❖ 73% are satisfied with the way Derby Homes deals with repairs and maintenance (75% in 2006) and 17% are dissatisfied (11% in 2006)

➤ **Tenant Participation**

- ❖ 24% have heard of the Tenant Participation Compact (48% in 2006)
- ❖ 69% said they were happy with the Tenant Participation Compact (62% in 2006)
- ❖ 68% said Derby Homes are good at keeping them informed about things that might affect them as a tenant (82% in 2006)

Contacting Derby Homes



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- 72% have been in contact with Derby Homes in the last 12 months.
- 68% contacted by phone – the main reason for the contact being repairs (68%).
- Staff and Service
 - Getting Hold of the right person – 67% easy (65% 2006)
 - Staff helpful - 80% helpful (79% 2006)
 - Staff able to deal with problem – 73% able to deal with problem (74% 2006)
 - Satisfied with final outcome – 63% satisfied (62% 2006)

Repairs



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- 64% have had repairs completed in last 12 months
- Changes from 2006 to 2008 with service received – rated from very good to very poor. (combined very good and good)
 - ❖ Being told when workers would call – 76% good (79% in 2006)
 - ❖ Time taken before workers started – 76% good (75% in 2006)
 - ❖ Speed with which work completed – 84% good (86% in 2006)
 - ❖ Attitude of workers – 91% good (91% in 2006)
 - ❖ Quality of repair work – 82% good (86% in 2006)
 - ❖ Dirt and mess kept at a minimum – 84% good (86% in 2006)

Anti Social Behaviour



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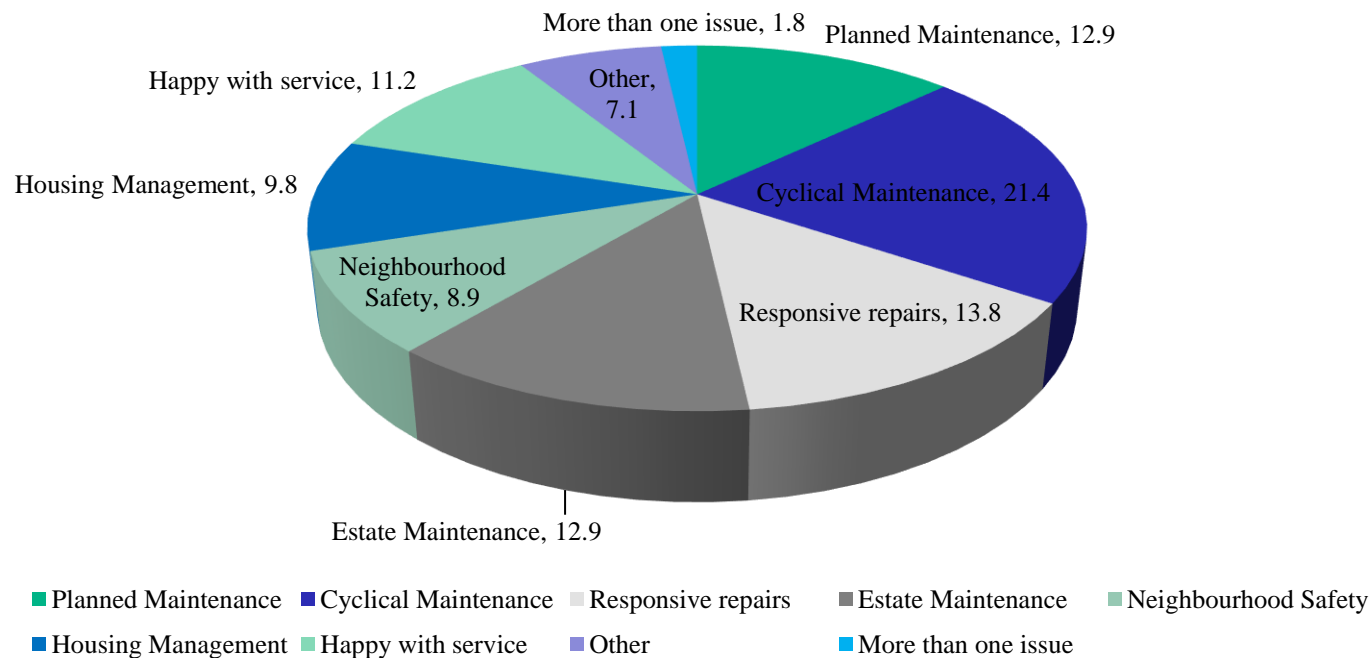
- 15% respondents have reported anti-social behaviour to Derby Homes in the last 12 months
- ❖ Service received during report
 - ❖ 49% felt it was easy to contact the right person, 27% felt it difficult
 - ❖ 50% felt staff were helpful, 30% felt they weren't helpful
 - ❖ 37% felt staff were able to deal with the problem, 43% felt they weren't able to
 - ❖ 51% dissatisfied with the final outcome of their anti-social behaviour report

Comments



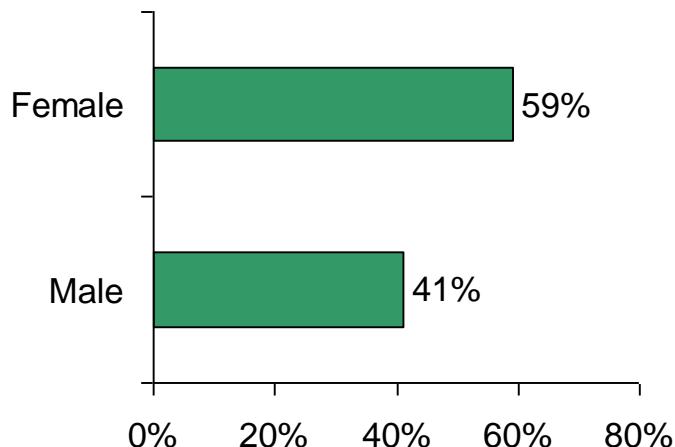
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- 235 respondents (34%) made a comment
- These have been roughly split into categories



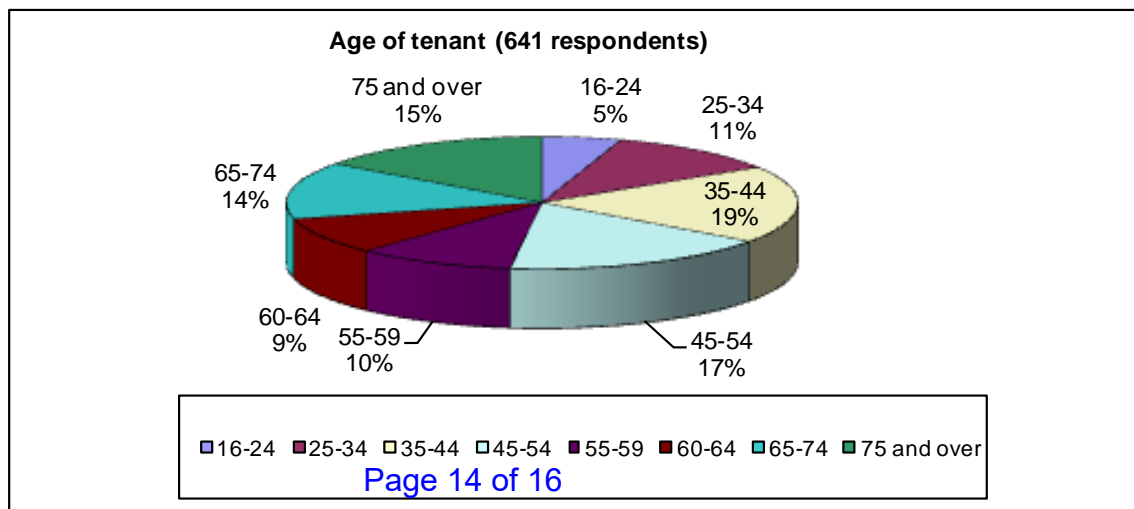


Demographics of respondents



More female responses than male
(mirrors results in 2006)

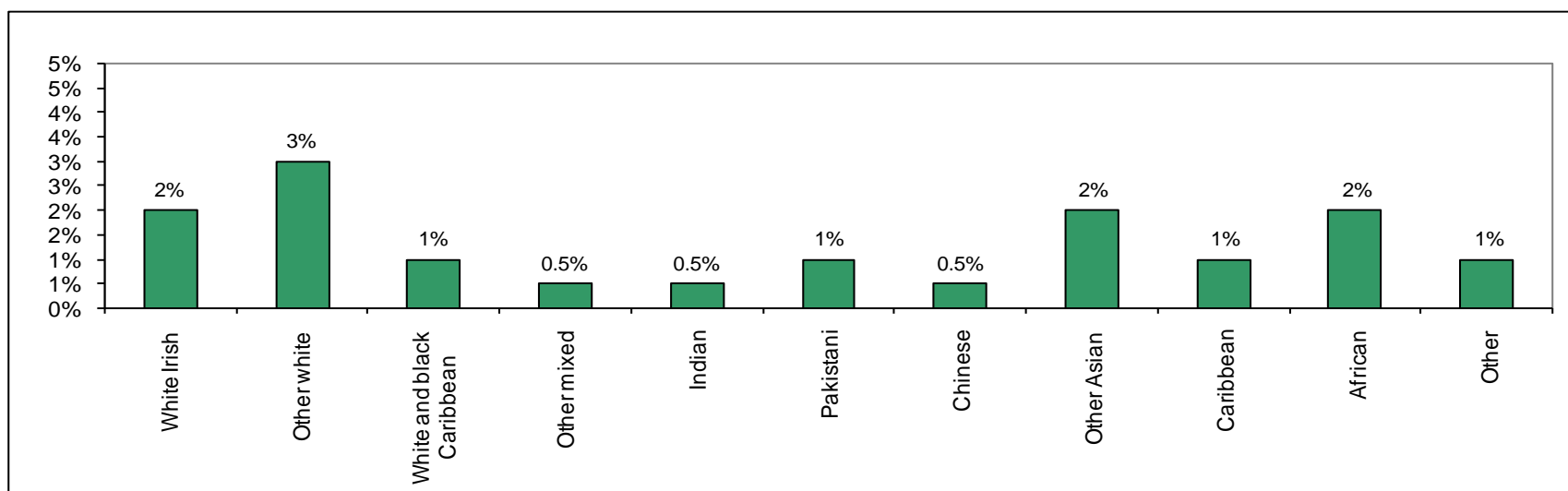
A reduction in respondents over 75 (15%) when compared to 2006 (27%)





Demographics continued

87% of respondents are White British, with the split of other respondents as highlighted below.





Thank you
Any questions