

Introduction

During Quarter 2 a total of 540 surveys have been collected from customers. From those surveys, 300 comments have been received which show dissatisfaction with Derby Homes services.

Dissatisfied Comments Received: Quarterly Question Breakdown

The table below shows a breakdown of how the comments have been received in the Customer Survey.

Customer Survey Question	Number of comments	Number of dissatisfied comments
Dissatisfied with Repairs	107	102
Dissatisfied with Rent	34	20
Dissatisfied with Service Charge	31	31
Derby Advice Referral	38	N/A
Dissatisfied with Quality of Home	52	44
Dissatisfied with Neighbourhood	82	73
Dissatisfied with being Kept Informed	25	24
Dissatisfied with Views Being Taken into Account	8	6
Overall Totals	377	300

ASB Team

Question: Neighbourhood, Quality of Home, Kept Informed and Views Taken into Account

In total there were 53 comments raised for the ASB team in Quarter 2.

- **New cases** – There were 5 new cases raised this quarter based on customers raising ASB concerns we were previously unaware of.
- **Cases in progress** – There were 10 cases discussed in the survey comments which the ASB team were already aware of.
- **Closed Cases** - There were 11 comments which referred to previous ASB cases which have now been resolved and closed.
- **Nuisance neighbours** – There were 12 comments mentioning either disputes with neighbours, neighbours involved in police action or complaints of noise.
- **Substance misuse** - There were 23 comments which raised concerns about possible substance misuse in the local area.
- **Neighbourhood issues** - 12 comments referred to issues regarding the wider neighbourhood, with more generalised concerns such as groups of youths gathering and riding mopeds and quad bikes in the area, vandalism and damage to property, prostitution, historic incidents within the local area, worries of safety and incidents of crime.

Actions and outcomes of comments raised:

- **New cases** – These have been allocated to a staff member to manage and monitor.
- **Cases in progress** – The 10 cases are ongoing, and the tenants have a named contact person to raise further concerns if required.
- **Closed cases** - Of the 11 tenants who mentioned previous cases that are now closed, all have been resolved with no repeat incidents. Tenants have been made aware of how to report ASB if further incidents occur.
- **Nuisance Neighbours** – The majority of comments about nuisance neighbours were comments which did not require a call back, as issues are either sporadic, historic or non-specific feelings about neighbours.
- **Substance misuse** – Some comments received were general observations of the area rather than specific issues to report. Tenants were advised on how to report further concerns and specific information about incidents has been passed on to the Police.
- **Neighbourhood issues** - Most of the neighbourhood issues did not request a call back or have enough specific issues to open a new case. However, this information has been collated to build on a larger picture of incidents within neighbourhoods.

Customer Communications Team

Question: Kept Informed

In total there were 3 comments raised for the Customer Communications team in Quarter 2.

- **Newsletter** – One comment mentioned that the customer only received one newsletter a year.
- **Website** – One customer said he struggles to navigate Derby Homes' website but prefers to call in anyway. Another said they have issues when paying their rent and Council Tax online as the site keeps crashing.

Actions and Outcomes of comments raised:

- **Newsletter frequency** – the Communications team spoke to the customer and explained the frequency of publications. The customer confirmed that they do receive the newsletter and declined to comment further.
- **Website** – One customer acknowledged that they were not very 'tech savvy' but no further action was needed as his preferred method of communication is to contact us via telephone and speak to someone if he needs help. The second comment related to issues with Derby City Council's Civica web payment portal. The Communications team has passed the feedback to the relevant Council department to investigate.

Customer Engagement Team

Question: Views Taken into Account & Service Charges

In total there were 3 Comments raised for the Customer Engagement team in Quarter 2.

- **Community Rooms** – 1 comment referred to our community rooms, the customer requested more information about what the community room 'hub' is and an explanation of service charges.
- **Engagement Opportunities** – 1 customer commented that she attends coffee mornings, which gives her the opportunity to discuss housing issues.
- **Customer Survey question issue** – 1 comment raised the fact that when customers answer 'no' to Question 30 of the survey, there should be an N/A option for Question 31, as leaving this blank does not allow for the submission of the form.

Actions and outcomes of comments raised:

- **Community Rooms** – the Customer Engagement team made multiple unsuccessful attempts to contact the customer to discuss service charges and the activities available at his local community room.
- **Engagement Opportunities** – when contacted by the team, the customer said she was satisfied with engagement opportunities in her area.
- **Customer Survey question issue** – this was flagged up internally by a Derby Homes employee when conducting the survey and has now been rectified with Engagement HQ.

Customer Service Team

Question: Kept Informed & Repairs

In total there were 14 comments raised for the Customer Service team in Quarter 2.

- **Phone waiting times** – There were 9 comments where tenants stated that it took too long to get through to an advisor on the phone and it can be difficult to get through to an advisor at all.
- **Positive feedback** – 2 positive comments were received, one tenant said that although it can be difficult to get through to Customer Services, he is happy with the service provided. Another said that she used to sit on the Customer Voice and has always been happy with the way Derby Homes deals with repairs and the overall running of the organisation.
- **Communication** – 2 comments were made regarding dissatisfaction with having to report repairs online rather than speaking to a member of the Customer Service team.
- **Staff Attitudes** – 1 comment stated that when the customer called the Customer Service team to log a repair, the person she spoke to was rude.

Actions and Outcomes of comments raised:

- **Phone waiting times** – The Customer Service team have been promoting access via My Account to try and relieve pressure on the phones where possible, and also Remote Assist to report repairs. Tenants are also advised to call after 3pm if the matter is not an emergency. Procurement of a new telephony system is ongoing.
- **Positive feedback** – The comments have been fed back to teams.
- **Communication** – When contacted, one customer said their comment related to an outstanding fencing repair and a lack of communication as to when this would be resolved. A member of the Customer Service team referred this to the Planning team, requesting a customer call-back. The team explained to another customer that she can still report repairs over the telephone and best times are to contact us are, so they are not kept on hold for longer than necessary. The customer was satisfied with this information.
- **Staff attitudes** – The Customer Services team leader contacted the customer to discuss her comment and the matter has now been resolved. The importance of good customer service is regularly emphasised to all Derby Homes teams by managers.

Capital Works

Question: Views Taken into Account & Repairs

In total there were 2 comments raised for the Capital Works team in Quarter 2.

- **Quality of work** – 1 tenant was dissatisfied that no-one checked for snags when they had their new kitchen installed and that there were outstanding issues, including plastering and kitchen cupboard doors not aligning.
- **Quality of materials** – 1 tenant commented that their bathroom locks constantly break and had not been repaired, leading to her children being trapped inside.

Actions and Outcomes of comments raised:

- **Quality of work** – A post works snagging inspection should have taken place on completion of the kitchen installation, to identify these issues. The team are now programming in post-work inspections on all kitchen installation projects and have arranged to revisit the tenant to carry out the necessary remedial works.
- **Quality of materials** – The team is sourcing better quality bathroom locks and is reviewing the specification on new builds, to avoid further distress to customers.

Derby Advice

Question: Derby Advice

In total there were 38 comments raised for the Derby Advice team in Quarter 2.

- **Derby Advice contact information provided by Derby Homes staff** – 21 tenants requested information about Derby Advice.
- **Derby Advice call back required** – Out of the 38 customers who were surveyed, 1 requested a call back from a member of the Derby Advice team.
- **Tenant declined service** – 13 customers either declined the service or no further action was required by the team.
- **Compliments** – 3 customers said that they had received good service and had been helped by Derby Advice, and as a result, had been signposting other customers who may need assistance.

Actions and Outcomes of comments raised:

- **Derby Advice contact information provided by Derby Homes staff** – Details of the service and support available to customers and how to access it have been sent out either by email or letter to all those who requested further information.
- **Derby Advice call back required** – 1 customer has been offered an appointment with Derby Advice to help with their finances.
- **Tenant declined service** – information on how to access help from Derby Advice if needed in the future has been given to all those who chose not to access services at point of contact.
- **Compliments** – These comments have been fed back to the team.

Grounds Maintenance Team

Question: Rent, Repairs, Service Charges & Neighbourhood

In total there were 32 Comments raised for the Grounds Maintenance team in Quarter 2.

- **Communal cleaning** – 5 comments were received regarding the frequency and standard of communal cleaning, dissatisfaction with the standard of window cleaning and communal areas and standards dropping.
- **Grass cutting and gardens** – 19 comments were received about the grass cutting service being poor, including hedges not being cut, grass cuttings being left and causing a mess, the frequency of grass cutting being too low, and drains not being cleaned regularly enough. One comment stated that a slated area at the front of a customer's home, and a paved area at the back had not been maintained.
- **Service charges** – 7 comments relating to dissatisfaction that service charges for Grounds Maintenance does not provide value for money were received. Within one of those comments was also compliment about the politeness and high standard of work provided by Derby Homes' staff.
- **Compliments** – Within the 19 dissatisfied comments about grass cuttings and gardens, there were 4 comments complimenting the standard of communal cleaning.
- **Property damage** – 1 customer commented that while his lawn was being cut, the operative smashed his kitchen window with a strimmer.

Actions and Outcomes of comments raised:

- **Communal cleaning** – Streetpride clean all communal blocks weekly and generally the standard is high. Grounds Maintenance continues to audit the work completed. Areas where customers have expressed dissatisfaction with the communal cleaning will be spot-checked.
- **Grass cutting and gardens** – Grass cuttings cannot be collected unless in exceptional circumstances, as agreed by Derby Homes' Operational Board. Any cuttings are blown back onto the grassed areas and a site inspection is undertaken before the Grounds Maintenance team leaves. The team continues to work closely with Streetpride to explore reducing the time between grass cutting, and part of this is to recruit more staff. Drainage – Grounds Maintenance inspect the paths bi-annually, which includes drains. The customer has been advised that if the drains looked blocked in between inspections, they are able to report it via the Customer Services team. Sites will continue to be audited regularly to ensure a high standard of service is maintained and hedges are trimmed to an acceptable level. The comment from a customer regarding areas of unmaintained land to the front and rear of her property has been passed to the Local Housing Office to look into the possibility of a small landscaping bid for improvement works, after local consultation.
- **Service charges** – Tenants have been contacted and the current service charges explained. Some plots within communal areas are maintained by customers. Grounds Maintenance can reinstate the upkeep of these plots should tenants be unable to manage, or they become untidy. The team continues to work closely with Streetpride to continuously improve the service to Derby Homes customers.

- **Compliments** – These have been noted.
- **Property damage** – Despite the site being inspected before cutting, the damage was caused via a stone being picked up by the strimmer. The damage was reported and a repair raised, and the Grounds Maintenance team will deliver Toolbox Talks to operatives to mitigate against similar incidents happening again.

Gas & Electric Team

Question: Repairs & Rent

In total there were 7 Comments raised for the Gas and Electrics team in Quarter 2.

- **Job not completed first time** – 3 comments relating to boiler repairs were received.
- **Job waiting times** – 1 comment was received about waiting times for repairs to a boiler.
- **Service charges** – 1 comment was received regarding a smoke alarm not being checked regularly, despite the customer paying a service charge for this.
- **General Comments** – 2 comments were raised, 1 regarding a property where the mains has one circuit board, and another regarding a customer who was unhappy that his gas cooker was condemned by the team as it was deemed unsafe.

Actions and Outcomes of comments raised:

- **Job not completed first time** – This data has been reviewed to gain a bigger picture of issues such as specialist parts to be ordered in, or comments which refer to multiple faults. One fault related to replacement parts, another related to a fault being reported incorrectly which led to the boiler being replaced, another was due to multiple faults which a Vaillant engineer was called out to as the boiler was still under warranty and another unit required re-pressurising. All issues have now been resolved to the satisfaction of customers.
- **Job waiting times** – A boiler fault was reported incorrectly, which led to repairs delays and resulted in the boiler being replaced altogether.
- **Service charges** – The team contacted the customer and explained that regular smoke alarm checks are carried out. The customer said that she was referring to last year's check and that Derby Homes had now carried out this year's annual test.
- **General comments** – A CRM has been raised with the Electrical team regarding the customer who enquired about only having one circuit board at his property. The customer who was unhappy about his gas cooker being condemned as there were kitchen cupboards above it, was advised that Derby Homes has a duty to flag up any hazards as part of current fire

regulatory requirements. The team will be delivering a Toolbox Talk on cooker specifications for trades.

Finance & Rent Team

Question: Rent, Service Charges & Views Taken into Account

In total there were 22 Comments raised for the Finance and Rent team in Quarter 2.

- **Rent Level** – 11 comments were received, mainly about the rent being too high and unaffordable, particularly with the cost of living and utility bills increasing. Of these, 2 customers made general comments about Universal Credit covering their rent and 1 customer questioned the Bedroom Tax charge. One customer said she was dissatisfied at still having to pay for carpets that she had to remove and replace due to them smelling and is unhappy that she has to accept the White Goods Pack as she accepted a furnished tenancy.
- **Service Charges** – 10 dissatisfied comments were received regarding service charges, with tenants feeling charges for communal cleaning, carpets, smoke alarms, the Decorating Scheme, grounds maintenance, and the White Goods Pack were too expensive and do not offer value for money. Of these, 1 customer was dissatisfied that she was being charged for carpets that she did not want.
- **Acting on Customers' Views** – 1 customer said he felt that his comments regarding rent were listened to but not acted upon.

Actions and Outcomes of comments raised:

- **Rent Level** – All customers who raised comments about their rent levels had a rent account check to see whether they were paying the correct levels. Of these, 8 required no further action, 2 were referred to the Income Recovery Officer. One received assistance with claiming Universal Credit and another received advice on how the Bedroom Tax was affecting their rent payment due to under-occupation and the options available. The customer who was unhappy about paying for carpets and White Goods was contacted and told that once they are on a Furniture Pack plan, it is for the duration of the tenancy. The only opt-out is when a new tenancy starts. The comment has been passed on to the customer's Area Housing Manager to discuss future approaches with the team.
- **Service Charges** – Of the 10 customers dissatisfied, 9 were paying the correct service charges and no further action was required. The comment regarding the charges for carpets was passed on to the customer's Area Housing Manager to discuss future approaches with the team as the Rent Level action above.
- **Acting on Customers' Views** – No further action was taken due to the comment relating to the Rent Policy. The Finance team regularly consults with customers regarding annual rent and service charge increases and

demonstrates how customer feedback influences policy changes where appropriate.

Planned Maintenance Team

Question: Repairs & Quality of Home

In total there were 8 Comments raised for the Planned Maintenance team in Quarter 2.

- **Windows and Doors** – 7 comments were received regarding windows and doors. 5 related to outstanding replacements, 1 raised a concern about the security of a front door, and 1 comment requested replacement doors and windows.
- **Damp and Condensation** – 1 comment was received by a tenant about damp and condensation at their property.

Actions and Outcomes of comments raised:

- **Windows and Doors** – 4 comments have been passed to a surveyor to inspect and orders raised for replacement windows and doors, 1 customer has been contacted and informed that their windows and doors are not due for replacement until 2025 and another has been told that their windows will not be replaced until 2026. The customer who had concerns about the security of his front door was informed that the door is classed as a fire door and the internal lock is designed so occupants can escape quicker without searching for the keys. The door style would have been chosen by the previous tenant or fitted at void stage. The glass is toughened laminated and is unlikely to be smashed.
- **Damp and Condensation** – The customer was given advice and accepted that condensation will still form on new windows where moist air comes into contact with a cold surface.

Asset Management Team

Question: Quality of Home, Repairs, Rent & Kept Informed

In total there were 17 Comments raised for the Asset Management team in Quarter 1.

- **Kitchen Query** – 6 comments were received requesting kitchen upgrades due to the condition/age of the kitchens.
- **Bathroom Query** – 4 comments were received requesting bathroom upgrades.
- **Windows and Doors** – 3 comments requesting replacement windows and doors were received.
- **Repairs and Maintenance** – 4 comments were received, one from a tenant dissatisfied with his external insulation, soil from his garden slipping on to his path and requesting advice regarding decorating his kitchen and living room. Another tenant raised the fact that her wet room was not installed correctly as

water does not drain properly and goes into the hallway, and another commented that her level access shower slopes, causing her to lose balance. One tenant said she was unhappy with her bathroom vinyl flooring.

Actions and Outcomes of comments raised:

- **Kitchen Query** – All tenants requesting an upgrade were contacted to explain that Derby Homes has set timescales for replacing kitchens (20 years), which is dependent on available funding and the condition of the kitchen. In cases where the kitchen is in poor condition survey visits have been arranged with tenants to assess whether upgrades need to be brought forward. Tenants have been advised to contact us if repairs are needed in the interim.
- **Bathroom Query** – as above, all tenants have been made aware of Derby Homes' timescales for replacement bathrooms.
- **Windows and Doors** – All tenants have been contacted and informed when their upgrades are due.
- **Repairs and Maintenance** – The tenant dissatisfied with his external insulation has been offered a visit from Derby Homes for advice about ventilation and to check the heating system is being used efficiently. The issue with his garden has been referred to the Local Housing Office, and he has accepted a call-back regarding the Decorating Scheme. The issue with the wet room drainage has been referred to the Repairs team to investigate. The Bathroom Supervisor has visited the customer with a sloping wet room to explain that this is to allow water to drain and that, due to the design of her home, further remedial work to level out the floor cannot be completed. Despite offering to install more grab rails for the tenant to make her feel safer, she declined – but said she was satisfied with the explanation given. The team have contacted the tenant who commented on flooring to inform that it is their responsibility to replace and maintain vinyl and wooden flooring. The tenant has accepted this, and no further action is required.

Voids Team

Question: Quality of Home & Neighbourhood

In total there were 4 Comments raised for the Voids team in Quarter 2.

- **Lettable Standards** - There were 4 comments regarding the standard of the tenants' homes upon moving into the property. These issues concerned repairs, cleanliness of the property, white goods, untidy gardens, and drug paraphernalia, rubbish and dog mess outside.

Actions and Outcomes of comments raised:

- **Lettable Standards** – Issues raised by 3 customers have now been completed to the tenants' satisfaction. Multiple attempts have been made to contact the fourth customer, who has not called back.

Repairs Team

Question: Repairs, Rent, Quality of Home, Service Charges and Kept Informed

In total there were 107 Comments raised for the Repairs team in Quarter 2.

- **Repair Raised** – 33 comments which resulted in a repair being raised by staff, either via conducting a survey or via the Repairs Team.
- **Appointment Issues** – 13 comments were raised regarding the appointment process. This included workmen not turning up on time, not turning up at all or the repair job was had been cancelled or changed.
- **Time for a repair** – 11 comments were raised that it takes a long time for repairs to be booked in or completed.
- **Job not completed first time** - there were 25 comments raised which mentioned that secondary or follow up callouts were required following a repair not being completed first time.
- **Inspection raised** – There were 2 comments where an inspection had been raised with a surveyor regarding a kitchen quality and internal doors.
- **Complaints** – 8 comments referred to a formal complaint being raised, one regarding a leak from the flat above which caused damage and she was told to decorate herself as its not Derby Homes' job, one tenant said he has been waiting months for a fence post to be replaced and he feels that Derby Homes don't listen, another said Derby Homes vans have parked outside her house twice and drove off without completing the job. It took another two times for the repair to be completed. One tenant raised that his property has mould and despite 3 inspections, he was told it was condensation. A tenant also raised that she has been waiting for her side gate to be fixed, this was raised at the void stage.
- **General comments** – There were 15 comments raised about repairs which have already been completed.

Actions and Outcomes of comments raised:

- **Repair raised** – All repairs which were raised during the survey have been booked in.
- **Appointment Issues** - Tenants generally accepted the delays, especially those that had occurred due to the tenant's lack of availability for appointments or where there were delays getting hold of parts. Those awaiting parts or additional works had appointments confirmed where feedback was requested. Some tenants were contacted but never called back.
- **Time for a repair** – Tenants have now had their repairs completed after being contacted by the Repairs team.
- **Job not completed first time** – Tenants were contacted regarding the issues raised and have had appointments booked in for any outstanding works to be completed. Managers are looking into the issues raised and have been out to inspect some of the works.
- **Inspection raised** – These inspections are booked in and raised with the relevant supervisors and management.

- **Complaints** – These issues were managed as a formal complaint and have now all been resolved.
- **General Comments** – These comments were either remarks or generalised statements which could not be actioned further. Some comments mentioned historic issues that had been resolved, or the staff member undertaking the survey was able to provide information or advice to them.

Housing Management Team

Question: Neighbourhood, Quality of Home, Service Charges, Rent, Repairs & Views taken into account

In total there were 60 Comments raised for the Housing team in Quarter 2.

- **Neighbourhood issues** – 18 comments referred to various issues about the community, how tenants felt about new residents, cleanliness/refuse, drug taking, crime and fear of crime, safety and the parking within the street.
- **Anti-Social Behaviour** – 12 comments related to ASB issues within the local area. These are based on issues with neighbours, youths in the area.
- **Tenancy issues** - There were 2 comments which raised concerns with a neighbour's garden been overgrown, a tenant feels the decorating scheme is minimal.
- **Local Housing Office** – There were 4 comments which mentioned tenants have not seen their Housing Officer and one query as to whether Sussex Circus office will be re-opening.
- **Quality of home** – 16 comments were received regarding the quality of their home. Some of these comments were based on the age of the property, the size of their property and waiting to change homes.
- **Abandoned property** – There were 2 comments raised about abandoned properties within tenants' area.
- **General Comments** – There were 6 generalised comments which were either passing remarks about the service, or something which could not be actioned further.

Actions and Outcomes of comments raised:

- **Neighbourhood issues** – These comments have been actioned, the tenants have been contacted and explained how to report any issues which may happen in the future regarding their neighbourhood. Some of the comments did not require any further action.
- **Anti-Social Behaviour** – Some of these comments did not need to be actioned as they were passing comments and the tenant didn't want to report anything. A few comments have been actioned and visits have been arranged by Estate Officers
- **Tenancy issues** – The comments have now been actioned and cases have been created where appropriate.
- **Local Housing Office** – Appointments have been made for a member of the Housing team to go out and meet the tenants who have said they haven't

seen their Housing Officers for a while. It was explained to the tenant who mentioned the re-opening of Sussex Circus LHO that there are no plans for this. However, other contact options were offered discussed with them.

- **Quality of home** – Advice has been given to tenants on all the individual issues which they have raised.
- **Abandoned property** – Tenants were contacted for further information and action was taken where appropriate.
- **General Comments** – These comments required no further action.

Housing Options

Question: Quality of Home, Views Taken into Account & Kept Informed

In total there were 4 comments raised for the Housing Options team in Quarter 2.

- **Allocation waiting times** – 1 comment was received about the length of time the customer was waiting for a property to be allocated to him.
- **Communication** – 1 comment related to a customer's preferred method of contact when her Homefinder application was cancelled.
- **Quality of home** – 2 comments were made regarding the quality of home. One customer said they needed a larger ground floor flat and another said their property was not fit for purpose due to a small sink and not enough room to move around in.

Actions and Outcomes of comments raised:

- **Allocation waiting times** – This was a general comment that required no further action, the customer said he is very happy with the quality of his property.
- **Communication** – This comment was noted, but no further action was required.
- **Quality of home** – The Housing Options team have contacted these customers and are supporting them in applying for properties based on their needs, including explaining the bidding process and how to apply online.

Complex Needs

Question: Neighbourhood

In total there was 1 comment raised for the Complex Needs team in Quarter 2.

- **Neighbourhood issues** – Customer commented that she does not like the area around her home, children are running around unsupervised, and the area is becoming run down.

Actions and Outcomes of comments raised:

- **Neighbourhood issues** – The Complex Needs team have contacted the customer, who has said the issue is the community/youth club next door throwing balls over the fence and trying to climb over it to retrieve them. Since she completed the survey, the fence has been made higher - so the issue is mostly resolved. The customer was referring to the quality of her doors and windows under her 'run down' comment, for which she now has an appointment for them to be replaced. The Complex Needs team will be making weekly phone calls to all residents to ensure any further issues are identified and dealt with as soon as possible.