

**Quarter 3: October – December 2018**

**Customer Satisfaction Survey Results**

**Appendix 1**

## **Introduction**

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to gauge customers' overall satisfaction with services provided by Derby Homes. The results from the survey have been analysed overall and comments have been included in the report.

A few of our satisfaction results listed feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback we use to inform our services on their delivery. At the end of the financial year we will use the results as a baseline to set targets for following years.

## Overall satisfaction with Derby Homes Service (Target 90%)

94% of respondents are satisfied with the overall service provided by Derby Homes.

	Taking everything into account, how satisfied are you with the overall service provided by Derby Homes?	Total
Very satisfied	354	61%
Fairly satisfied	189	33%
Neither satisfied nor dissatisfied	21	4%
Fairly dissatisfied	12	2%
Very dissatisfied	2	0%
Total	578	100%

Quarter	Satisfaction Total	Participant number
1	94%	440
2	94%	406
3	94%	543

## Overall satisfaction with your Home

90% of respondents are satisfied with the overall quality of your home.

	How satisfied are you with the overall quality of your home?	Total
Very satisfied (go to Q8)	333	58%
Fairly satisfied (go to Q8)	187	32%
Neither satisfied nor dissatisfied (go to Q8)	33	6%
Fairly dissatisfied	19	3%
Very dissatisfied	7	1%
Total	579	100%

Quarter	Satisfaction Total	Participant number
1	87%	442
2	91%	399
3	90%	579

29 responses were received detailing why customers were not satisfied with the overall quality of their home. The number of comments received is higher than the dissatisfaction number recorded in the previous question; this is because some customers who were neither satisfied nor dissatisfied also provided comments.

<b>If you are not satisfied with the overall quality of your home please tell us why:</b> (29 responses)
Bedroom is too small
broken tiles
Cold lack of insulation in L/R
damp and mould problems reported to cst
decorations at void stage
few dints around his bathroom after the new one was fitted around end of sept/oct
Had a leak that damaged my floor, wouldnt help with new flooring
has applied for rehousing due to stairs and difficulty with them
Horrible & old, needs replacing neighbours have had their's done
Its falling apart
no comment
no decoration vouchers following a leak from upstairs into bathroom and kitchen
no prtivate garden
not energy efficient. 'workmen wreck other things when trying to fix something else' apparently caused a gas leak which the tenant had to pay for. 'Complaints team do nothing'
Not happy with condition of windows - surveyors have been round and said they are ok
Not very well built - walls poor quality
Ongoing issues concerning damp and mould in daughters bedroom ( currently being dealt with)
outside needs painting
Poor bathroom and kitchen when you pay rent and ask for it to be updated for 25 years
poor wall surfaces in all rooms - unable to hang pictures frames
Rats
reported Kitchen tiles under washer but not happy with thte response. She needs her sockets checking. I advised her to report this . The side garden fence was insecure and she intended to report it
see point 5
she was told the windows were not DGU (told by a family friend) I advised her it says on the system they are. she said there is gaps between 3 of the windows and very cold and mould shows. email sent
The bathroom door and cupboard door don't close properly and they are in poor condition.
tnt is experiencing a pest problem coming from a neighbouring property. EO has sent letter to neighbours address for Property Inspection.
Very poor workmanship regarding the quality of internal repairs that have previously been completed.
Windows and sills need replacing - raised inspection for Surveyor
work outside on communal door is taking to long to complete

### **Overall satisfaction that rent provides Value for Money**

87% of respondents are satisfied that their rent provides value for money.

	How satisfied are you that your rent provides value for money?	Total
Very satisfied (go to Q12)	331	57%
Fairly satisfied (go to Q12)	172	30%
Neither satisfied nor dissatisfied (go to Q12)	54	9%
Fairly dissatisfied	15	3%
Very dissatisfied	5	1%
Total	577	100%

Quarter	Satisfaction Total	Participant number
1	91%	442
2	92%	404
3	87%	557

23 responses were received detailing why customers feel that their rent does not provide value for money. The number of comments received is higher than the dissatisfaction number recorded in the previous question, this is because three customers who said neither satisfied nor dissatisfied, provided a comment.

<b>If you are not satisfied with that your rent provides Value for Money, please tell us why: (23 responses)</b>
Because it is a 1 bedroom
because of not being able to make use of the 3rd bedroom due to black mould
Because of repairs - windows and sills
Don't get full rent due to non dependent charge
due to issues with bathroom
due to repair issues
i understand its cheaper then private rent but its slower getting dearer. repairs aren't always done to the best they can be.
paying too much - paying for communal area we don't use
pays bedroom tax.
Property hasn't been modernised as much as others, only has 1 plug in box room and small kitchen as pantries haven't been knocked out
really expensive
receives full housing benefit
receives housing benefit so doesn't pay any rent
Rent could be lower
Rent is too expensive
thinks it could be a bit cheaper but not too bad
Thinks rent is a bit high for a flat
time scale on getting back to you with questions
too expensive paying monthly but still getting letters
too high
under occupancy

Way to high - especially when we don't do repairs. Private rent is no more.
workmen talk down to her if her partner is not around.

## Overall Satisfaction with Repairs

77% respondents have reported a repair within the last 12 months

	Have you reported a repair within the last 12 months?	Total
Yes	442	77%
No (Go to Q6)	131	23%
Total	573	100%

The respondents who said that they have reported a repair within the last 12 months were asked a follow up question, 'How satisfied are you with your most recent repair?'

88% of these respondents are satisfied with their most recent repair.

	How satisfied are you with your most recent repair?	Total
Very satisfied (Go to Q.6)	217	62%
Fairly satisfied (Go to Q.6)	91	26%
Neither satisfied nor dissatisfied (Go to Q.6)	17	5%
Fairly dissatisfied	19	5%
Very dissatisfied	7	2%
Total	351	100%

Quarter	Satisfaction Total	Participant number
1	87%	359
2	86%	314
3	88%	351

The following page details the 42 responses were received from customers explaining why they were not satisfied with their most recent repair.

<b>If you are not satisfied with your most recent repair, please tell us why:</b> (42 responses received)
Boiler not working on a weekend, DH engineer attended, Vailant engineer attended, boded the pump. DH has to attend again to correct. No heating in meantime, XXXXXX confined to bed.
Condition of windows and sills - DH keeps coming out and trying to repair them but they need replacing - raised job for surveyor to visit
Damp everywhere following on from a leak, not satisfied with how long the repair took to start.
Decorators left the condition of the property as a mess after they have taken down the polystyrene and the operative spent ages with the work as they were talking to different member off staff

Didn't think they fixed the problem - mould everywhere
Faulty boiler - reported to CST
Fence and gate repair not resolved after a car drove into it over 3 months ago
Fire exit window in bed3 didn't lock. Fitted new brackets, then wouldn't open, fitted new hinges, now opens but you have to hold it open or it swings shut
Guttering pouring down when raining and not been repaired
Had a replacement upvc back door. Trim around glass come off, lock faulty, leaking at bottom. Workmen due to visit to repair 1.11.18
Had to wait a long time for plastering work to be carried out. Complaint was raised at the time
House flooded and we've had to move out whilst the repairs are carried out.
Left it in a right state after repair
no one has come out to leaky tap, checked system but not reported. job logged xxxxxxxxxxxx
not had an electric check
not heard anything about recent repairs logged, work has been left unfinished, no inspector has been out to check work done and damages done to property when work was being carried out, not put right
Not yet completed
Problem with kitchen cupboards was resolved at the time but now the same as before
recent repair to walls are not satisfactory. many issues with cracks in walls and crumbling walls. locks to both front and back doors are not working. gutter leaking. wall round extractor fan crumbling
repair not done yet
Reported gas meter needs moving 1 year ago and only EO has been out to look. EO has been trying to get this sorted since first reported & has raised a job recently. Satisfied with other repair.
Reported repair in bathroom - Still not finished
Roof tile scaffolding up and then taken down again
Shower flooding and has not been repaired.
still awaiting for work to be completed - not able to comment
still ongoing
Still waiting for someone to come and repair it (2 months later)
tenant states that the repair was reported three times but pipework still leaking, Bucket collecting water. Estate Officer has reported this again and raised repair request.
tenant waited in all day for a ceiling repair to be done but nobody came. couldn't remember date
The downpipes were meant to have been fixed but they are still both leaking. Poor workmanship
The job following a leak took too long
The kitchen light was reported, the operative didn't arrive on the day arranged. The tenant annoyed because she had stayed in all day for it.
Time had to wait for repair to be completed
tnt is having a lot of issues with shower, says has reported this around 6x since living there (OH checked, reported 7x). will work for a few hours and then defaults back to not working properly.
tnt said an apprentice came to fit her bathroom 4yrs ago, not been checked. tiles are askew, sink was cracked. no one has come out since to put it right. action added and emailed to schedulers.
tnt satisfied with work but mentioned it took a lot of calls to chase up.
took too long to complete repair. on his phone instead of fixing taps
Two call Outs and No Engineer arrived. Repair Completed on 3rd Occasion.
W.C keeps blocking and bad smell- Logged Repair request
waiting 3 weeks for them to come. 2 weeks for thermostat
Work still unfinished
Workman never returned to complete job - gave up calling enquiry centre

## Overall satisfaction with your Neighbourhood (Target 84%)

83% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

	How satisfied are you with your neighbourhood as a place to live?	Total
Very satisfied (Go to Q.10)	309	53%
Fairly satisfied (Go to Q.10)	171	30%
Neither satisfied nor dissatisfied (Go to Q.10)	64	11%
Fairly dissatisfied	23	4%
Very dissatisfied	11	2%
Total	578	100%

Quarter	Satisfaction Total	Participant number
1	83%	441
2	83%	404
3	83%	578

45 responses were received from customers who were not satisfied with their neighbourhood as a place to live; this number is higher than the figure reported in the previous question. The reason for the discrepancy is that some comments were recorded from customers who were not dissatisfied. Most of the comments received are related to ASB issues within the street or neighbourhood.

<b>If you are not satisfied with your neighbourhood as a place to live, please tell us why:</b> (45 comments)
ASB
ASB in the area and people with drink and drug issues
asb, alcohol, drinking
Children in area disruptive, disrespectful and rude. No point in reporting it as no one has the powers to do anything as the kids don't care.
Doesn't go out alot
Drug Issues
drugs /prostitution / homeless people hanging around the area
drugs and anti social behaviour
fly tipping
fly tipping in the area
having/had issues with number xx, suspected drug use, people using the walkway between the houses as a toilet, won't let kids into garden just in case. doesn't wish to take further at this point.
House opposite is very loud and rowdy at weekends but could be private, xxxxxxxxxxxt. Hasn't taken further previously.
i like the area but the new neighbour is playing loud music and disturbing me. i don't want to report it at this stage.
Lack of Street Signs around the area
last few tenants who have moved in
Lots of ASB within the block of flats
Lots of ASB, Vehicle has been damaged significantly, neighbour dispute
lots of drug problems



lots of fly tipping. Not suitable rubbish disposal facilities. No recycling
mentioned problems with xxxx but doesn't wish to take further at this time
Neighbours always shouting (ACTION - spoke to LHO manager to see what could do )
Neighbours are good but the area is not nice
Neighbours not very social. Doesn't go over to Rebecca House any more as doesn't find tenants welcoming.
next door neighbour, can hear them all the time, kids running round. tnt advised on ASB should he wish to take this further
not good area, a needle was found on the street not long ago
Ongoing ASB with neighbours and their children - planning to move via MX - Estate Officer dealing and open ASB case
Parking issues
Recent fireworks
She believes the neighbours on the square are not very nice. She would not expand on this for me so no action required
suffered racism - he said case has been closed due to lack of evidence.
Teenage gangs, she said they don't particularly bother her and didn't want to report it to the ASB team. She said it was just every now and again.
Tenant mentioned that people don't clean up their dog mess and seem to dump rubbish everywhere. Also mentioned cannabis smells around the area.
Tenant said there are drugs issues- for information because he is unsure of who is causing drug issues .
The fencing in the close is rotten and needs replacing as it is an eyesore. The car park at the top end of the close isn't swept
There are youths hanging around dealing drugs regularly. The tenant and neighbours do contact the police and doesn't wish for the ASB team to contact her at this time.
There is lots of drug dealing happening and you get abuse off them
tnt is having a few issues with xxx, tnt has a lot of rubbish around, cats and dogs running around everywhere. has reported before but continues.
tnt says in summer it gets worse as the kids are out and about but generally it's not too bad
Too many Drug users
too noisy
Trouble with neighbours
Used as a short cut noisy at night
Very noisy neighbours
would like wardens back
Youth playing close to home. Football games ext. Tenant is also Agoraphobic.

## Total response customers who have provided us feedback before

In total, one-fifth of respondents in this quarter have previously provided feedback to Derby Homes.

	Derby Homes is interested in receiving feedback from residents and tries hard to use this feedback to continue to improve our services to you. This survey is one example of how we obtain feedback. Have you previously provided feedback to Derby Homes?	Total
Yes	82	21%
No (If no, go to Q18)	316	79%
Total	398	100%

The year to date total (Q1- Q3) for providing feedback is 23% of all respondents (313 people out of 1,381).

Quarter	Provided feedback	Participant number
1	26%	115
2	21%	398
3	21%	82

### Overall satisfaction with views taken into account (Target 76%)

78% of respondents are satisfied that their views are being taken into account by Derby Homes.

	If you have provided us with feedback, how satisfied are you that your views are being taken into account by Derby Homes?	Total
Very satisfied (Go to Q18)	69	48%
Fairly satisfied (Go to Q18)	43	30%
Neither satisfied nor dissatisfied (Go to Q18)	23	16%
Fairly dissatisfied	5	3%
Very dissatisfied	3	2%
Total	143	100%

Quarter	Satisfaction Total	Participant number
1	85%	126
2	83%	111
3	78%	112

### Overall satisfaction with being informed.

89% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a resident.

	Derby Homes tries hard to keep tenants informed. We use a range of ways to do this such as the Derby Homes quarterly newsletter, Facebook and Twitter updates and website updates. How good do you feel Derby Homes is at keeping you informed about things that might affect you as a resident?	Total
Very Good (go to Q15)	295	52%
Fairly Good (Go to Q15)	210	37%
Neither Good nor Poor (Go to Q15)	49	9%
Fairly Poor	12	2%
Very Poor	3	1%
Total	569	100%

Quarter	Satisfaction Total	Participant number
1	86%	380
2	89%	354
3	89%	505

### If fairly poor or very poor, can you suggest how Derby Homes might improve keeping you informed? (17 comments)

appointments made without calling tnt to arrange

As an elderly person i don't have the internet or know how to use it.

both tnt's cannot read or write.

Doesn't get newsletters

doesn't receive the newsletter

Doesn't receive newsletter

Meetings could be done every so often in the community centre to advise tenants of issues affecting them

Miss Pitt never received the newsletter
Need to tell news about the present and future plans about Derby Homes not about the past and do it on a weekly basis
never hear from us
never received any newsletters
not recieved any newsletters
tenant can't read or write so can't read the newsletters etc
tenant says newsletters could be sent out quicker
the only person within the allenton offcie who is informative and deals with issues raised is a xxxxxxxxx of which she does all the queries
Would like updates via email to cut down on paper and postage

### Total figures for Assistance with Registering on the Customer Portal

28% of respondents are already registered on the Derby Homes Customer Portal.

	Would you like our Customer Service Team to contact you about registering on Derby Homes Customer Portal?	Total
Already registered	160	28%
No thank you	337	58%
Yes, please call	48	8%
Yes, please email	29	5%
Total	574	100%

Quarter	Registered Total	Participant number
1	25%	111
2	25%	101
3	28%	160