

Introduction

During Quarter 4 a total of 507 surveys have been collected from customers. From those surveys, 172 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	97	82
Dissatisfied with Rent	16	10
Dissatisfied with Service Charge	15	11
Derby Advice Referral	22	N/A
Dissatisfied with Quality of Home	28	13
Dissatisfied with Neighbourhood	41	37
Dissatisfied with being Kept Informed	18	17
Dissatisfied with Views Being Taken into Account	5	2
Overall Totals	242	172

ASB Team

Question: Neighbourhood and Quality of Home

In total there were 23 comments raised for the ASB team in Quarter 4.

- **Nuisance neighbours** – There were 6 comments mentioning either disputes with neighbours, neighbours involved in police action or complaints of noise and drug use.
- **Neighbourhood issues** - 17 comments referred to issues regarding the wider neighbourhood, with more generalised concerns such as groups of youths gathering outside of people's properties, the use of drugs in the area, nuisance motorbikes and car break-ins.

Actions and outcomes of comments raised:

- **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. The ASB team contacted two customers to discuss their specific concerns.
- **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 and shared with Public Protection Officers to monitor.

Customer Communications Team

Question: Kept Informed

In total there was 1 comment raised for the Customer Communications team in Quarter 4.

- **Local/personalised information and news** – 1 comment was raised by a customer requesting a more specific leaflet to explain what is happening in their area. More specifically, what work is being carried out to tackle fly tipping and street cleansing.

Actions and Outcomes of comments raised:

- **Local/personalised information and news** – A member of the Communications team contacted the customer to explain that Street Pride, who are contracted by Derby City Council to carry out this work, would need to provide this information for inclusion in Derby Homes News.

Customer Engagement and Community Development Team

There were no comments raised for the Customer Engagement and Community Development team in Quarter 4.

Customer Service Team

Question: Kept Informed

In total there were 9 comments raised for the Customer Service team in Quarter 4.

- **Communication** – There were 2 passing comments about Derby Homes communicating better with and listening to customers, and one request to email out information about My Account.
- **Phone waiting times** – There were 5 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.
- **IT error** – 1 comment related to a customer not being able to log in to their My Account to report a repair over the weekend.

Actions and Outcomes of comments raised:

- **Communication** – The two customers who commented on Derby Homes' improving communication did not require a call back. The comments have been noted and fed back. The team has emailed the customer who requested information about My Account.
- **Phone waiting times** – The Customer Service team continues to promote access via My Account and also Remote Assist to report repairs. Tenants are also advised to call after 3pm if the matter is not an emergency, and procurement of a new telephony system continues. New members of staff have now started to reduce waiting times. In April 2023 the new Chat Bot function was launched on the website to answer FAQs, which could potentially see waiting times reduced.
- **IT error** – A member of the Customer Service team attempted to contact the customer and the repair has now been reported.

Capital Works

Question: Repairs and Quality of Home

There were 3 dissatisfied comments made for the Capital works team in Quarter 4.

- **Kitchen Improvement Work** – One comment was received in relation to faults with a new kitchen installation. One comment related to a customer still waiting for a new kitchen to be installed after being told it would happen in

October 2022. The same customer also reported that they are still waiting for their back kitchen door to be reglazed.

- **Accessibility** – one comment was regarding a customer struggling to access her home via the front door due to mobility issues. There is a ramp in place, but the customer feels that it's too steep.

Actions and Outcomes of comments raised:

- **Kitchen Improvement Work** – These have been referred to the Kitchen Team Supervisor for investigation, and Repairs. The customers have been contacted and advised when the works will be carried out.
- **Accessibility** – this was referred to the Adaptations Team to carry out an assessment for the works.

Derby Advice

Question: Derby Advice

In total there were 40 comments raised for the Derby Advice team in Quarter 4.

- **Derby Advice contact information provided by Derby Homes staff** – 20 tenants requested information about Derby Advice.
- **Derby Advice call back required** – Out of the 40 customers who were surveyed, 2 requested a referral to the Derby Advice service and 20 requested a call back or further information via letter or telephone.
- **Tenant declined service** – 18 customers declined the service as they are either already accessing Derby Advice services, have someone supporting them with their finances or it was not needed. One comment praised the service.

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** – all customers have been contacted and 2 have 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 offered to all those who chose not to access services at point of contact.

Grounds Maintenance Team

Question: Service Charges

In total there were 9 Comments raised for the Grounds Maintenance team in Quarter 4.

- **Communal cleaning** – 1 comment was received regarding the standard of communal cleaning.
- **Grass cutting and gardens** – 6 comments were received about the grass cutting service being poor and infrequent, and cuttings being left.
- **Service charges** – 2 comments relating to dissatisfaction that service charges for Grounds Maintenance does not provide value for money were received.

Actions and Outcomes of comments raised:

- **Communal cleaning** – Grounds have been made aware of several issues regarding this block and will continue to monitor it. The area has also been identified as a hotspot for the Estate Response Officer to monitor weekly.
- **Grass cutting and gardens** – Customers have been contacted and explained that frequency of cuts vary depending on the time of year. Operational Board has agreed that cuttings on communal sites will no longer be collected – but that all sites should be left tidy on completion, with hard surfaces free of any cuttings. Grounds continue to audit sites if the finish is deemed unacceptable and are looking at how they can increase visits. They are now fully staffed for the season so hope to see an improvement.
- **Service charges** – The customer has 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.

Gas & Electric Team

Question: Repairs, Kept Informed and Views Taken into Account

In total there were 10 comments raised for the Gas and Electrics team in Quarter 4.

- **Repair not completed right first time** – 7 comments were received about repairs to boilers not being completed right first time, and multiple visits being made before issues were resolved.
- **General Comments** – 3 separate comments were received from the same customer, relating to the same boiler repair, and advice on how to control the thermostat.

Actions and Outcomes of comments raised:

- **Repair not completed right first time** – While the team endeavours to complete repairs right first time, on occasion this is not always possible due to the fault/multiple faults and availability of parts. Teams are not able to carry all parts for multiple boiler models on the vans. All customers have now been contacted and their repairs completed.
- **General Comments** - the Gas Team have contacted the customer and they are now able to use the thermostat correctly.

Finance & Rent Team

Question: Rent

In total there were 14 comments raised for the Finance and Rent team in Quarter 4.

- **Rent level** – 8 comments were received, mainly about the rent being too high and unaffordable, particularly with the cost of living and utility bills increasing. One comment was received raising issues with a lack of space and rats in the property.
- **Service charges** – 1 comment was received regarding service charges, with the customer feeling charges for their 2 smoke alarms were too expensive and do not offer value for money.
- **General comments** – 5 general comments were received about Housing Benefit, the cost of social housing rent compared to private rented housing, and inflation, that did not require a call back or further action.

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, and all customers were contacted and a breakdown of their rent and service charges explained to them. The customer voicing concerns about the size of their home and issues with rats have been contacted by the relevant team to discuss the issues.
- **Service Charges** – The customer was contacted and informed that they pay £1.61 per week for their smoke alarms.
- **General Comments** – these did not require a call back or further action.

Planned Maintenance Team

Question: Repairs and Kept Informed

In total there were 3 comments raised for the Planned Maintenance team in Quarter 4.

- **Repair waiting times** – one comment was received from a customer regarding an outstanding repair to their stair lift.
- **Communication** – 2 comments were received about the lack of communication. One related to a replacement roof and another customer said that Derby Homes had failed to respond to emails and call back requests regarding repairs to their doors and windows.

Actions and Outcomes of comments raised:

- **Repair waiting times** – the customer was contacted, and a new stair lift was fitted in February 2023.

- **Communication** – The customer raising a query about a replacement roof was visited by a member of the team and informed that their home is not due a new roof at this time. The Planned Maintenance team has contacted the customer who commented on replacement doors and windows to schedule a visit.

Asset Management Team

Question: Quality of Home, Rent, Repairs

In total there were 4 comments raised for the Asset Management team in Quarter 4.

- **New bathrooms and kitchens** – 3 comments were received regarding a request for new bathrooms and/or kitchens.
- **Replacement door** – one comment related to a replacement door, and it needing to be replaced because of drafts and the opening/closing mechanism.

Actions and Outcomes of comments raised:

- **New bathrooms and kitchens** – a member of the team contacted all customers to advise them of their scheduled replacements following surveys. One bathroom is due as part of the 2023/24 programme, and another is not due until 2030. The two kitchens are due in 2025.
- **Replacement door** – A member of the team attended and have passed to the Repairs Team to schedule repairs.

Voids Team

Question: Repairs

In total there were 2 dissatisfied comments made for the Voids team in Quarter 4.

- **Outstanding repairs** – Two comments were received regarding outstanding repairs to properties when customers moved into their new homes.

Actions and Outcomes of comments raised:

- **Outstanding repairs** – All repairs have now been completed to the customers' satisfaction.

Repairs Team

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

In total there were 87 Comments raised for the Repairs team in Quarter 4.

- **Repair Raised** – 9 comments which resulted in a repair being raised by staff when they have carried out the survey.
- **Repair waiting times** – 29 comments were raised that it takes a long time for repairs to be booked in and completed.
- **Repairs outstanding** – 2 comments were raised about repairs that are still outstanding after staff follow-ups.
- **Job not completed first time** – 11 comments were raised which mentioned that secondary or follow-up callouts were required following a repair not being completed first time.
- **Appointment times and changes** – 4 comments were raised where the customer had requested an appointment time to avoid school hours and the person did not turn up. Another comment was regarding that they had no communication regarding their appointment time so missed it.
- **Complaints** – 4 comments were raised where the customer through that dealing with the Derby Homes Repairs team was not easy and the other comments were based on the out of hours service and staff attitudes.
- **Positive feedback** – 2 comments were relating to the service customers had received from the operatives which has carried out the work.
- **Heating** – 2 comments were raised about the customers properties been cold
- **Mould** – 4 comments were raised relating to having mould in their property.
- **Windows** – 3 comments were raised regarding issues with tenants' windows and the quality of them.
- **General comments** – 17 comments were 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.
- **Repair waiting time** – Tenants have now had their repairs completed or they are due to be done after being contacted by the repairs team. Apologies were given at the time of the survey.
- **Repairs outstanding** – Tenants were contacted and updated on the repair they had mentioned. All the repairs are scheduled in and in progress.
- **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.
- **Appointment times and changes**- Tenants were contacted and appointments and jobs were raised.
- **Complaints** – Tenants were contacted regarding the complaint they raised with the service. The Repairs team and Estate Offers are working the with tenants to ensure they are happy with their home. Managers are also working closely with one of the complaints which was raised regarding staff attitudes towards working on the repairs.
- **Positive feedback** – The feedback has been passed on to the relevant operatives.

- **Heating** – Tenants were contacted, and the Estate Officers are working with the tenant and sorting the issues which have been raised.
- **Mould** – Tenants were contacted, and visits have been arranged to go out and view the properties to try and resolve the issues.
- **Windows** – Tenants were contacted, and jobs have been raised to fix and install new windows at the properties.
- **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: Kept Informed, Neighbourhood, Quality of Home, Rent, Service Charges, Repairs & Views Taken into Account

In total there were 51 Comments raised for the Housing team in Quarter 4.

- **White Goods Package and Decorating Scheme** – one comment was made regarding the white goods package taking too long to pay off, and that some of the appliances needed replacing. Another customer said that wanted to leave the Decorating Scheme due to financial hardship, and another said their appliances were too small.
- **Parking** – 3 comments were raised in relation to inappropriate parking in the area and a lack of off-street parking. One customer requested a 'no parking' sign on a grass verge, and another asked for a dropped kerb and driveway to be installed after their car was written off by another motorist when it was parked on the road. A further comment was made regarding people parking along the road during football match days.
- **Neighbour issues** - 7 comments were raised about issues with neighbours, from rubbish being left outside neighbouring properties, noise nuisance, feeling unsafe and living near chaotic neighbours. There was also a report of a Derby Homes tenant subletting their home.
- **Neighbourhood issues** – 3 comments were raised about neighbourhood issues relating to rubbish being dumped in a customer's garden, property being stolen from another customer's garden, and a general comment about ASB on another estate.
- **Quality of Home** – 8 comments were raised, including accessibility, a request for a communal storage area for mobility scooters, rent being too high compared to the condition of the property, not having enough space, repairs to a mutual exchange property, and outstanding repairs to a path and handrail at another property.
- **Communication, Kept Informed and Views Taken into Account** – 7 comments were raised, covering issues such as difficulty contacting Derby Homes, not being updated on issues raised, or contacted by staff as agreed, and missing the Local Area Office for support and information due to additional support needs. One customer reported issues with rats in their property.

- **Allocations** – One comment was raised regarding the declassification of properties for those below the age of 55, and that neighbours are causing a nuisance.
- **Service charge** – 2 comments were raised regarding tenants not being happy paying the service charge for the communal gardens because the standards is shocking and the mess Street Pride leave behind.
- **General Comments** – There were 14 generalised comments which were either passing remarks about the service, or something which could not be actioned further.

Actions and Outcomes of comments raised:

- **White Goods Package and Decorating Scheme** – The customer was contacted and informed that the White Goods charge remains on the property for the lifetime of the tenancy, as per their Tenancy Agreement. The customer requesting to leave the Decorating Scheme was contacted and informed that they cannot be removed due to signing an agreement for this service – but that Derby Homes could assist with any issues they may have, including referring them to support services such as Money Advice. The third customer was told that, as their appliances are integrated and were gifted to them by the previous tenant via Mutual Exchange, and that they are not paying the weekly charge for the White Goods Package, it is their responsibility to replace them.
- **Parking issues** – A surveyor assessed the suitability for a driveway to be installed at the first property, and the customer was informed that due to the gradient of the front garden, the works cannot be carried out. The request for a sign could not be actioned as the land is not owned by Derby Homes, and the issue of football traffic and parking cannot be managed by Derby Homes as roads are managed by Highways. Customers were contacted and generally accepted Derby Homes' responses.
- **Neighbour issues** – Four comments resulted in no action being taken as customers did not wish to be contacted further, or the issues raised had already been resolved. Two issues have been referred to the relevant Estate Officers to monitor. Inspections were carried out, resulting in jobs being raised and tenants being spoken to about the issues. A case has been opened and the Fraud Team are investigating the claim of sub-letting.
- **Neighbourhood issues** – An Estate Response Officer has removed the fly tipping from the garden, and the customer who had property stolen was visited and their property boundary inspected. The customer who commented about ASB on their estate could not provide any examples or specific details of the issues or perpetrators, as they have not experienced any personally.
- **Communication, Kept Informed and Views Taken into Account** – From the 7 comments raised, 3 customers did not want to be contacted, one customer has now been given dates for outstanding works to their home, and another has been contacted and the role of their Estate Officer explained. When the customer who said they missed their Local Housing Office was contacted, they said they were happy to continue to contact Derby Homes by telephone. A vulnerability marker was placed on Open Housing to ensure the customer needing additional support receives this, and they were also advised on how to access that support. A Stage 1 complaint has been

registered regarding the customer who said Derby Homes has failed to contact them on several occasions regarding being rehoused. The issue with the rat infestation at this property has been referred to Pest Control.

- **Allocations** – A member of staff explained how Derby Homes allocates properties and that issues aren't necessarily age-related. The customer had not reported any issues to the ASB team and said they did not wish to raise anything at this time. How to report ASB incidents was also explained, should the customer change their mind.
- **Quality of home** – Three comments needed no further action in relation to property size and mutual exchange repairs being the customer's responsibility; adaptations and repairs have been booked for the two comments raised; the customer who was not happy with their rent level was informed that they are being charged the correct amount, following a rent check; Derby Homes tried to contact the customer who said they felt their home was dated, to discuss kitchen and bathroom upgrades - but have not heard back; an Estates Pride Bid is being explored for the request for a mobility store.
- **Service charge** – It was explained to the tenants that the service charge is on the property.
- **General Comments** – These comments required no further action was required.

Housing Options

Question: Neighbourhood

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

- **Request to move** – One comment was made regarding a customer who wants to move due to personal circumstances, and issues with their neighbour.
- **Allocations** – One comment was received regarding tenants that have recently moved in, not being suitable for the area.

Actions and Outcomes of comments raised:

- **Request to move** – The Complex Needs team is already aware of this case and appropriate support and advice has been offered. An Action Plan has been agreed with the customer.
- **Allocations** – A member of the team has contacted the customer to explain the Allocations Policy, including who is able to bid for which properties. Advice was also given to the customer about how to report any issues.

Complex Needs and Tenancy Sustainment

Question: Kept informed

In total there were 2 comments raised for the Complex Needs and Tenancy Sustainment team in Quarter 4.

- **Awaiting contact** – 1 comment was received about Derby Homes failing to contact a customer as agreed.
- **Compliment** – 1 comment was received, complimenting Derby Homes' tenancy support services.

Actions and Outcomes of comments raised:

- **Awaiting Contact** – this relates to an historic ASB case, which has now been closed.
- **Compliment** – The comment was noted and passed on to the team.