

## Introduction

During quarter 4, a total of 778 surveys have been collected from customers. From those surveys, 413 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 general comments	Number of dissatisfied comments
Dissatisfied with Repairs	17	131
Dissatisfied with Rent	18	31
Dissatisfied with Service Charge	31	24
Dissatisfied with Quality of Home	19	79
Dissatisfied with Neighbourhood	14	95
Dissatisfied with being Kept Informed	17	43
Dissatisfied with Views Being Taken into Account	6	10
<b>Overall Totals</b>	<b>122</b>	<b>413</b>

### Learning from this year for 2022-2023

From conversations with teams when working on Customer Survey Comments, it has been requested that Asset Management is split to form a new Planned Maintenance section. This is to make sure we are addressing the concern with the customer correctly and offering the best service.

Additionally with the new financial year of 2022-2023, a new Derby Advice Service will be incorporated into the Customer Survey, and therefore will have a comments section within the next Q1 reporting.

The summary of the comments raised from the survey questions, has been sorted into the relevant service area to show the actions and outcome to the comments. We do this to demonstrate how Derby Homes are listening to customers and looking to improve our services.

### ASB Team

**Question:** Neighbourhood and Quality of Home

**In total there were 43 comments raised for the ASB team in Quarter 4.**

- **New cases** – There was 1 new case raised this quarter based on customers raising ASB concerns we were previously unaware of.
- **Cases in progress** – There was 1 case discussed in the survey comments which the ASB team were already aware of.

- **Closed Cases** - There were 9 comments which referred to previous ASB cases which have now been resolved and the case closed.
- **Nuisance Neighbours** – There were 11 comments mentioning either disputes with neighbours, neighbours involved in police action or complaints of noise.
- **Substance misuse** - There were 8 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, historic incidents within the local area and worries of safety.
- **Complaint** – 1 comment led to a complaint where a tenant was anxious about a neighbour being released from prison, who has caused ASB issues previously. As this person is not yet back in the community, there is a limit on what can be done at this time. The ASB team have taken steps to support the tenant to move home, but this is slow process.

#### **Actions and outcomes of comments raised:**

- **New cases** – Of the 2 new cases opened, they have been allocated a staff member to manage and monitor.
- **Cases in progress** – This case is ongoing, and the tenant has a named contact to raise further concerns with if required.
- **Closed Cases** - Of the 9 tenants who mentioned previous cases that are now closed, one was undecided about getting further advice to reopen the case, they were provided with details to do so when they felt this was needed. The other comments were noted and fed back to the team.
- **Nuisance Neighbours** – the majority of nuisance neighbours' comments were again comments which did not require a call back, as issues are either sporadic, historic or non-specific feelings about neighbours. However, some were ongoing cases, some were issues being managed by the Tenancy Sustainability teams.
- **Substance misuse** - This information was fed back to the team to collate a bigger picture of areas experiencing high numbers of drug associated issues, where possible information was shared with Safer Neighbourhood Team.
- **Neighbourhood issues** - Most of the neighbourhood issues did not request a call back or have enough specific issue to open a new case. However, this information has been collated to build on a larger picture of incidents within neighbourhoods.
- **Complaint** - The tenant has been supported as much as possible given the situation, and she has support to continue bidding and come back to the ASB team should the situation change.

#### **Customer Communications Team**

**Question:** Kept informed

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

- **Newsletter accessibility** - There was only 1 comment raised, where a tenant had asked about large print formats of the newsletter.

**Actions and Outcomes of comments raised:**

- **Newsletter accessibility** - The tenant was contacted, and the team are arranging this with printers to ensure there are accessible options. The tenant will be sent large print version as requested.

**Customer Engagement Team**

**Question:** Kept Informed and Service Charges

**In total there were 2 Comments raised for the Customer Engagement team in Quarter 4.**

- **Positive Feedback** – 1 comment was positive feedback regarding all services provided.
- **Community Rooms** – There was only 1 comment where a tenant raised that they did not access their local community room.

**Actions and outcomes of comments raised:**

- **Positive Feedback** – None required, generic compliment.
- **Community Rooms** – The tenant was contacted and informed of activities at the local community room.

**Customer Service Team**

**Question:** Kept informed

**In total there were 25 comments raised for the Customer Service team in Quarter 4.**

- **Phone waiting times** – There were 7 comments where tenants stated that it took too long to get through to an advisor on the phone.
- **Positive feedback** - There were 4 comments where tenants had positive experience when contacting Derby Homes.
- **General Comments** – 5 comments were generalised remarks which could not be actioned further.
- **Staff Attitudes** – There were 3 comments raised by tenants who said the attitude of some of the staff was less than what they expected.
- **Accessibility of Services** – 5 comments raised concerns with access to the service with 2 comments about language barriers, 1 mentioning the format of information and 1 referring to written communication being a barrier.
- **My Account** - 1 comments referred to our online services with tenants stating they did not wish to use online formats.

**Actions and Outcomes of comments raised:**

- **Phone waiting times** – The Customer Service team have had staffing issues and have been promoting access via My Account to try and relieve pressure on the phones where possible.
- **Positive Feedback** – All compliments were fed back to relevant teams.
- **General Comments** – The generalised comments were mainly passing remarks which did not denote dissatisfaction, for example 1 such comment referred to the tenant being undecided about being kept informed.
- **Staff Attitudes** – All comments regarding this trend were fed back and discussed at team meetings.
- **Accessibility of Services** – Work is being undertaken regarding sending tenants emails, and promoting access of Derby Advice's translation Services. The tenants who were having issue with written forms of contact have been contacted by staff to plan alternative contact options for their needs.
- **My Account** - The customer who expressed they did not wish to use or be offered online services were noted and encouraged to continue contacting Derby Homes via their preferred methods of communication.

**Grounds Maintenance Team**

**Question:** Service Charge, Rent, Quality of Home & Neighbourhood

**In total there were 16 Comments raised for the Grounds Maintenance team in Quarter 4.**

- **Communal cleaning** – 4 comments referred to dissatisfaction with the quality of the communal cleaning service.
- **Grass cutting & gardens** – 8 customer comments were relating to communal gardening services, of which 4 mentioned issues with grass cutting, and the other 4 referred to general ground's issues such as plants etc.
- **General comment** – 2 comments were generalised comments which did not refer to dissatisfaction with services provided.
- **Non- Derby Homes Service** – 1 comment raised a concern with the brightness of street lighting, this is not a service which Derby Homes provides.

**Actions and Outcomes of comments raised:**

- **Communal cleaning** – All comments raising concerns about cleaning were noted and fed back to staff and partners. Derby Homes sites continue to be audited for the standards of cleaning, and regular reviews are held with partners undertaking cleaning.
- **Grass cutting & gardens** – Some comments referred to green areas which are not within Derby Homes jurisdiction, however where possible issues have been referred to other council services. 1 comment raised concerns about the process of the ground's maintenance, however work was still ongoing at the time of the comment. Other comments were unable to be actioned such as people walking over lawns. All comments that could be actioned were

addressed. There is also a continuous process of monitoring responding to concerns.

- **General comment** – As these comments did not raise dissatisfaction or request for further support, there was no action taken.
- **Non- Derby Homes Service** – Whilst this service is not controlled by Derby Homes, steps have been taken to review tree canopy coverage of the street to improve visibility.

### **Gas & Electric Team**

**Question:** Repairs & Quality of Home

**In total there were 22 Comments raised for the Gas and Electrics team in Quarter 4.**

- **Boiler faults** – 6 comments referred to issues tenants had experienced with their boilers.
- **Job not completed first time** – There were 7 comments due to jobs not being able to be completed on the operatives first visit.
- **Job waiting times** - 3 comments mentioned issues with long delays with jobs being undertaken.
- **Quality of repair** – There were 3 comments which referred to the alleged quality repair being dissatisfactory.
- **Compliment** – One comment was a compliment regarding the boiler installation.
- **General requests** – 2 comments were general requests, one for an electric fire and one for an altered appointment time.

### **Actions and Outcomes of comments raised:**

- **Boiler faults** – All comments raising issues with boilers have been actioned with call outs, repairs or phone calls to the customer.
- **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. For example, 3 jobs consisted of two separate faults, resulting in two visits to resolve the issues.
- **Job waiting times** - Of 3 comments raised, 1 was due to multiple issues requiring attention, and 2 comments had delays due to delays with parts being ordered.
- **Quality of repair** – 1 comment referred to an issue where the least invasive option was trialled but resulted in a repair. Another referred to a construction repair which limited the work the gas team could undertake without construction work. The final quality comment was a comment from a customer which differed from the operative's account, policy & procedures were revisited, and this will be discussed with the wider team at toolbox talks.
- **Compliment** – This compliment was feedback to the team.
- **General requests** – These general requests were both actioned to meet the customers' needs.

**Finance & Rent team**

**Question:** Rent and Service Charges

**In total there were 13 Comments raised for the Finance and Rent team in Quarter 4.**

- **Rent Charges** - There were 6 comments where customers state that their rent is too high, most accepted this, but where a tenant worried about arrears, they were signposted to income officers.
- **Service Charges** - There was 1 comment where tenants felt that they shouldn't pay for service charges for smoke alarms in their property.
- **Balance on Account** – There were 2 comments raised regarding customers' rent balance, one tenant was in front, and one tenant was worried about generating arrears when in hospital.
- **General comments** – There were 3 comments raised which were general remarks about their rent. One was a compliment about rent being fair, one felt rent value had decreased over time, and one was a passing comment about the unknown value of the private sector rent value.

**Actions and Outcomes of comments raised:**

- **Rent Charges** – All customers who raised their comments about to the cost of their rent were contacted to see if they could be supported by the Income Team. We are aware that the cost-of-living crisis will have a detrimental impact on customers. As a result, Derby Homes is currently updating our Money Advice web pages with general information and signposting information for customers who need financial assistance. We are also working with our partners to create a centralised web page for the city, which will be live by the end of May.
- **Service Charges** – Charges were checked for smoke alarms, no further action required due to nominal amount (£1.39 per week) and legal requirement.
- **Balance on Account** – The customer who was ahead of their rent was offered a refund. The customer who had health needs and worried about arrears was offered support from the Income Management team.
- **General Comments** – No action was needed.

**Asset Management Team**

**Question:** Quality of Home, Rent and Repairs.

**In total there were 18 Comments raised for the Asset Management team in Quarter 4.**

- **Kitchen Query** – There were 6 comments where customers raised issues about their kitchen being outdated and requesting a new one.

- **Bathroom query** – there were 2 comments which related to bathroom upgrades.
- **Doors** – 1 comment raised an issue with doors.
- **Stairlift** – There was 1 comment raising an issue with a stairlift repair.
- **Windows** – Two comments mentioned concerns with windows.
- **Repairs** - 1 comment referred to an issue with a lack of improvements, when improvements are happening to other properties in the area.
- **Compliment** – 1 tenant complimented the workmen and installation of their new wet room.

#### **Actions and Outcomes of comments raised:**

- **Kitchen Query** – of the 6 comments, 1 kitchen upgrade will commence from May 2022, 4 kitchens are not due for upgrades until 2023-2028 and plaster repairs to a kitchen wall have been referred to the Repairs and Maintenance team. The Asset Management Team acknowledge that there have been delays to their programmed works due to COVID - but are implementing measures to speed up progress and avoid further delays.
- **Bathroom query** – of the 2 comments raised, one replacement toilet has been approved, but the customer has not been given an installation date. An officer is due to visit the other property to assess whether the bathroom is still fit for purpose, as the customer is disabled but has no adaptations installed.
- **Doors** – the comment received relates to external doors that were requested 4 years ago. The Planned Maintenance Team has now referred this to our new contractor who will contact the customer to arrange a survey of both front and rear doors. These will be installed in the next 6-8 weeks.
- **Stairlift** – the outstanding repair was completed in March.
- **Windows** – the repairs have been raised.
- **Repairs** – a member of the Asset Management Team visited the property and has referred external remedial work to day-to-day repairs, including fencing.
- **Compliment** – One tenant complimented the workmen and installation of their new wet room.

#### **VOIDS Team**

**Question:** Quality of home

**In total there were 4 Comments raised for the VOIDS team in quarter 4.**

- **Lettable Standards** - There were 4 comments regarding the standard of their homes upon moving into the property. These issues ranged from repairs, cleanliness of the property, lack of access to ventilation to remove condensation, and issues with front doors.

#### **Actions and Outcomes of comments raised:**

- **Lettable Standards** – Work has been undertaken to ensure that properties are meeting standards, with outcomes such as repairs undertaken for 2

tenants, cleaning contractors being monitored following 1 comment, and further conversation with 1 tenant regarding appropriate heating and ventilation now the property is let, which resulted in the condensation subsiding. All issues have now been resolved for these tenants.

### **Repairs Team**

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

**In total there were 130 Comments raised for the Repairs team in Quarter 4.**

- **Waiting for Repair-** 10 comments raised that they were awaiting a repair to be undertaken. There have been delays due to staff shortages and customers' availability due to issues such as Covid.
- **Delay with repair -** 8 comments stated issues with the repair being delayed wither due to covid, appointment availability or parts being ordered in.
- **Ongoing Repairs –** 6 comments referred to a repair that was still ongoing at the time they undertook the Customer Survey.
- **Repair Raised –** There were 36 comments which resulted in a repair being raised by staff, either via conducting a survey or via the Repairs Team.
- **Quality of repair-** 2 comments referred to being dissatisfied with the quality of the repair.
- **Mould -** There were 7 comments which referred to issues with mould at a property.
- **Job not completed first time –** there were 5 comments which mentioned that secondary or follow up callouts were required following a repair not being completed first time.
- **Upgrade of Kitchen or Bathroom –** 4 comments referred to tenants making enquiries about bathroom or kitchen upgrades.
- **Other –** 16 comments have been categorised as other, as they do not relate to dissatisfaction with repairs, these range with issues such as scaffolding in local area, appointment times, work for other teams, tenants choosing to undertake work themselves, properties becoming void, repairs cancelled and right to buy comments.
- **Complaint-** Only 1 comment referred to a formal complaint being raised regarding a leak which caused damage.
- **Compliments –** 3 comments referred to a tenant providing positive feedback complimenting the service.
- **General comments–** There were 20 comments which made passing remarks about a repair that had been completed in the past of a generalised feeling/perception of the service which could not be actioned further.

### **Actions and Outcomes of comments raised:**

- **Waiting for Repair-** As tenants had not had a repair completed, the majority of comments acknowledged this, but those that requested feedback were contacted to confirm upcoming appointment times.
- **Delay with repair -** Tenants generally accepted the delays, especially those that had occurred from covid of the tenant's availability for appointments.



Those awaiting parts or further work again had appointments confirmed where feedback was requested.

- **Ongoing Repairs** – These tenants still had repairs taking place for ongoing work and accepted this.
- **Repair Raised** – All repairs were raised on our reporting system by staff as needed.
- **Quality of repair** - Of these 2 tenants who raised concerns, one could not be contacted, despite multiple attempts from staff, the other had further repairs raised to try and rectify the issue.
- **Mould** - All tenants who had concerns with mould were given advice regarding the management of this issue, which included keeping the home warm. One of those tenants raised additional concerns about the increased heating costs this would incur and their inability to pay. They were then given information about the help available through the household support fund. Another tenant has since purchased their home under the Right to Buy Scheme.
- **Job not completed first time** – Of these issues raised, all jobs have since been completed.
- **Upgrade of Kitchen or Bathroom** – the customers who made such enquiries were contacted by the Asset Management team and told when their upgrades are due.
- **Other** – Of the 16 comments raised, 4 comments could not be actioned further as they were in relation to services covered by external agencies e.g. Severn Trent Water. Contact with the remaining 6 was to explain that the repairs they were raising were not the landlord's responsibility, and a further 6 were related to various issues such as tenants cancelling repairs, carrying out their own repairs, issues not related to the repair in question and properties becoming void leading to repairs being passed to the relevant team.
- **Complaint** - This issue was managed as a formal complaint and £50 compensation has been provided.
- **Compliments** – All compliments were fed back to the team.
- **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 & kept informed

**In total there were 74 Comments raised for the Housing team in quarter 4.**

- **Neighbourhood issues** – 15 comments referred to various issues about the community, how tenants felt about new residents, cleanliness/refuse, drug taking, homelessness,
- **Anti-Social Behaviour** – 11 comments related to ASB issues within the local area.

- **Communal Issue-** There were 3 comments which raised concerns with communal areas either being unkempt or misuse of.
- **Grounds** - 5 comments related to issues with tenants' green spaces, such as changes they would like to make, fencing or request for estates pride support.
- **Furnishings** – There were 6 comments which mentioned issues with furnishings 4 related to the furniture pack, and the 2 others referred to carpeting.
- **Work Completed** - 3 comments mentioned work that has now been completed.
- **Repairs** – 6 comments mentioned repairs that were outstanding.
- **Parking** – There were 4 comments which referred to parking issues for tenants.
- **Quality** - 2 comments raised concerns about the quality of the home.
- **Other** - There were 13 comments regarding other issues such as hardstanding, permit applications, housing exchanges, or referral for welfare, council services and energy efficiency.
- **General Comments** – There were 3 generalised comments which were either passing remarks about the service, or something which could not be actioned further.
- **Compliments** - 2 comments were positive feedback regarding the tenant's experience.

#### **Actions and Outcomes of comments raised:**

- **Neighbourhood issues** – 15 comments referred to various issues about the community, all comments that have been raised have been actioned and investigated.
- **Anti-Social Behaviour** – this information was shared with the ASB team, so monitoring can be comprehensive for both teams, with cases escalated where necessary.
- **Communal Issues-** 2 of these communal issues were noted and fed back to patches, and 1 resulted in a further investigation regarding gates which will be monitored.
- **Grounds-** information and advice was provided where possible and an estates pride bid was placed for one comment.
- **Furnishings** – Issues were passed to the Local Office team and cases were opened where appropriate.
- **Work Completed** - work was completed for issues such as outside lights and pest control.
- **Repairs** – These repairs were raised where appropriate, further information was needed for some comments.
- **Parking** – Information and advice was provided relating to parking, but some comments could not be actioned further due to nature of parking restrictions.
- **Quality** - 1 of these comments could not be further actioned as it was a passing remark, the other required support with the garden which has been referred to the local office team for further information.

- **Other** - These collated issues were passed to relevant teams, and information and advice was supplied for areas such as energy efficiency, hardstanding and house exchanges.
- **General Comments** – As these comments did not raise concerns they could not be further actioned.
- **Compliments** - Compliments have been passed back to teams.

### **Housing Options**

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

**In total there were 6 Comments raised for the Housing Options team in Quarter 4.**

- **Availability of Stock** - There was one comments which related to tenant requiring an alternative style of home.
- **Rehousing Options - There** was one comments which related to a tenant being rehoused due to DV, and they felt their new home was not suitable.
- **Homelessness Advisors** - One comment raised concerns with the accessibility of Homelessness advisors, and their abruptness.
- **Overcrowding** - 2 comments referred to overcrowding of bedspaces versus bedrooms.
- **Past Experiences** - One comment referred to an incident from 5 years ago, which lead to homelessness.

### **Actions and Outcomes of comments raised:**

- **Availability of Stock** - The customer requesting a bungalow has weekly contact when completing her auto-bids and is aware of the high demand for this type of home in her preferred area.
- **Rehousing Options** – The customer who raised concerns about their placement has been advised that once a payment plan has been set up, they can make a Homefinder application to be rehoused.
- **Homelessness Advisors** - The tenant has been provided with other forms of contact for Homelessness Advisors, and they have been contacted to explain the team's duty system.
- **Overcrowding** - 2 comments referred to the same tenant, a surveyor is due to visit to consider property extensions, alongside continuing support with bidding for other properties.
- **Past Experiences** - One comment referred to an incident from 5 years ago, which led to homelessness, but now has a secure tenancy.