

### CUSTOMER SURVEY QUARTER 4

Report of the Head of Housing Management

#### 1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the fourth quarter of the customer survey 2022/23, full details can be found in Appendix 1. Trends from comments reviewed from the survey can be found in Appendix 2.
- 1.2 By the end of this quarter, we have collected just over 500 surveys. We are pleased to see, that this means we are slightly over target for the year; with 2,018 surveys completed in total. Overall, it is good to see that we are achieving above target on 6 out of the 7 indicators.

#### 2. RECOMMENDATION(S)

- 2.1 To note information as detailed in the report, Appendix 1, and Appendix 2.

#### 3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is aware of recent customer satisfaction results.

#### 4. MATTER(S) FOR CONSIDERATION

- 4.1 **Satisfaction with most recent repair (Target 87%):** 86.40% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time:** 83.10% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%):** 93.30% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%):** 91.70% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 86%):** 87.40% of respondents have reported that they are satisfied with their neighbourhood as a place to live.
- 4.6 **Satisfaction with listened to my feedback (Target 75%):** actual 90.63% of respondents are satisfied that their views are being taken into account.

Out of the 64 customers who said they had given feedback in the last 12 months, and subsequently answered this question in Q4 of 2022/2023, 90.63% (58) were satisfied; 7.81% (5) responded that they were neither satisfied, nor dissatisfied, and 1.56% (1) said that they were dissatisfied. We are extremely pleased with this increase, which is the highest for the year.

- 4.7 **Overall satisfaction with Derby Homes Services (Target 94%):** 97.3% of respondents are satisfied with the overall service provided by Derby Homes.

## 5. OTHER OPTIONS CONSIDERED

- 5.1 None.

## IMPLICATIONS

The areas listed below have no implications directly arising from this report:

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk  
Policy Review

For more information please contact:

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Background information: None

List of appendices: Appendix 1 Customer survey appendix  
Appendix 2 Customer survey comments, actions, and outcomes

This report has been approved by the following:

Managing Director	Maria Murphy	26.05.2023
Finance Director/Derby Homes	Michael Kirk	25.05.2023
Accountant		
Company Solicitor	Taran Lalria	26.05.2023
Head of Service	Carl Tring-Willis	26.05.2023
Governance (checked)	Jane Haywood	16.05.2023