

Quarter 1: October – December 2019

Customer Satisfaction Survey Results

Appendix 1

Introduction

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to measure 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 the satisfaction results listed feed directly into our performance management framework which is reported to Derby City Council. However all customer comments are passed weekly to service managers to ensure no feedback is lost. Managers use the information they receive to help them review and improve service delivery in their area. We are currently working on better ways to capture the information and identify trends. We want to be able to present what changes we have made as a result of the feedback we receive. We will be providing an update on the progress made in our next report.

This year we have suggested a target for all of our figures which has not been done previously. We used the past 2 years' results to help set the targets.

1. Overall Satisfaction with Repairs (Target 87% - on target)

74% respondents have reported a repair within the last 12 months

I have reported a repair within the last 12 months		
Yes	306	74%
No	107	26%
Total	413	100%

The respondents who said that they have reported a repair within the last 12 months were further asked to answer if the recent repair was carried out to their satisfaction.

89% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	122	39%
Agree	158	50%
Undecided	20	6%
Disagree	15	5%
Strongly Disagree	1	0%
Total	316	100%

2019 /20	Satisfaction Total	Participant number
Quarter 1	89%	410
Quarter 2	89%	406
Quarter 3	89%	316
2018 / 19		
Quarter 1	87%	359
Quarter 2	86%	314
Quarter 3	88%	351
Quarter 4	87%	455

The following page details the 20 responses that were received from customers explaining why they were not satisfied with their most recent repair.

If you are not satisfied with your most recent repair, please tell us why: (20 responses received)
all windows are drafty and stiff to open. Front UPVC door has dropped and stiff to open. Rear door is wood and in poor condition. bedroom 1 door frame rotten and needs replacing. kitchen units are damp and can't work out why case opened
Boiler is noisy but engineer has been out twice and said no fault found. All working ok though.
had a loose manhole cover on path to rear of property and took over a year to get sorted.
I have reported my hall and kitchen floor being damp. Both the carpet in the hall and the tiles in the kitchen are lifting and bubbling. I expected someone to come to investigate where the water is coming from, but I just had a workman come to replace the floor tiles. I would like the cause of the water to be investigated.
It got worse not better
leak to bathroom downstairs boiler repair took a long time to resolve leak is still outstanding
Ongoing problem with blocked drain. Several repairs still not sorted the problem. DH previously spoke about replacing old drainpipe. Will open a CM case after checking repair log and if not logged, EO to

raise a new repair request on behalf of xx
Outside light still not working Struggling with front gate
Reported damaged d/g panes as condensation was trapped between the panes of a number of windows throughout the property. All they did was to drill holes in the frames making the rooms cold and draughty. xx explained that she is ill and has breathing difficulties. This remedy to cure condensation is having a detrimental impact on her health especially now the weather is becoming colder.
roof leak reported and still not rectified as someone came out and took pictures and not heard anything since
seals broken, side bath panel
Still to be complete
Still waiting for work to be completed. Been waiting 5 months
Taken too long for last repair. 6 - 8 weeks Been told longer
The hall floor was uneven so they came and filled some of the holes but it was poorly done. There was still holes and also 3 nails left in the floor. I have had to redo it myself
The repair has been reported on a couple of occasions and workman not calling on the dates and times requested and calling when she has to visit the hospital as she has some disabilities. Tenant has rung again this morning to make arrangements and hope they will call at the time she has specified to the repair can be completed.
The workmen came out to prepare the boiler but couldn't do it because he didn't have the job sheet. The tenant is still waiting for a repair, he reported it a week ago and the repair man isn't coming until 9th December. I put the man through to repairs to see if we could re-arrange this.
There has been several repairs to my external security light. Some of the repairs have been awful. The last repair was very poorly fitted with a significant gap around the edge of the light to the surface of the port ceiling.
WC outlet pipe still leaking
Workmanship Crap, Done work myself

2. Overall satisfaction that rent provides Value for Money (Target 90% - on target)

92% of respondents are satisfied that their rent provides value for money.

I am satisfied my rent provides value for money		
Strongly Agree	155	37%
Agree	229	55%
Undecided	27	7%
Disagree	4	1%
Strongly Disagree	0	0%
Total	415	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	497
Quarter 2	94%	410
Quarter 3	92%	415
2018 / 19		
Quarter 1	91%	442
Quarter 2	92%	404
Quarter 3	87%	557
Quarter 4	91%	578

6 responses were received detailing why customers feel that their rent does not provide value for money. More customers left a comment than just those who expressed they were dissatisfied .

If you are not satisfied that your rent provides value for money, please tell us why: (6 responses received)
Car Park issues
Feels the radiators are very old and need replacing.
Feels like the rent is too expensive. Doesn't use the communal areas so why should he pay service charges for those elements.
Not happy with the walls, even the ceilings are peeling. Makes it difficult to decorate.
Seems a lot of money for what the property is slightly too high

3. Overall satisfaction with quality of your home (Target 90% - on target)

93% of respondents are satisfied with the overall quality of their home.

I am satisfied with the overall quality of my home		
Strongly Agree	145	35%
Agree	241	58%
Undecided	17	4%
Disagree	8	2%
Strongly Disagree	2	1%
Total	413	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	90%	501
Quarter 2	91%	406
Quarter 3	93%	413
2018 / 19		
Quarter 1	87%	442
Quarter 2	91%	399
Quarter 3	90%	579
Quarter 4	90%	577

12 responses were received detailing why customers were not satisfied with the overall quality of their home.

If you are not satisfied with the overall quality of your home, please tell us why: (12 responses received)
Blockage damp windows draughty kitchen renewal
damp issues
damp on ceilings, bedroom bathroom & kitchen
Double glazing windows/doors not sufficient - draughty and noisy. Condensation in windows has been followed up and window drilled and sealed - condensation has improved but still says windows draughty and is noisy - previously enquired about but no follow-up response received.
Gardeners not attending as they should.

I have damp and mould throughout property. I have had surveyors visit me who tell me it is because of my lifestyle and because I don't have the heating on and windows open, but I am unable to afford this.
pregnant and issues with stairs and mice issues
Property is a non-standard build. It is very cold and expensive to heat. Sons room gets mould due to condensation.
property needs updating. Sink still leaking
property required a lot of things doing to it before let - eg tiles
Radiators aren't great, Bit Cold
Tenant was unhappy as the house wasn't clean when he moved in as there was cat faeces in the house. He says it has improved now as he has cleaned it all up.

4. Overall satisfaction with your Neighbourhood (Target 84% - on target)

90% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

I am satisfied with my neighbourhood as a place to live		
Strongly Agree	153	37%
Agree	220	53%
Undecided	31	7%
Disagree	10	2%
Strongly Disagree	2	0%
Total	416	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	88%	500
Quarter 2	86%	407
Quarter 3	90%	416
2018 / 19		
Quarter 1	83%	441
Quarter 2	83%	404
Quarter 3	83%	578
Quarter 4	89%	578

22 responses were received from customers who were not satisfied with their neighbourhood as a place to live. Most of the comments received are related to ASB issues within the street or neighbourhood.

If you are not satisfied with your neighbourhood as a place to live, please tell us why: (22 comments)
anti social behaviour. I have given notice and am moving out
Asb noise neighbours
ASB issues Drugs, Noise
Community/Shared garden used by other tenants dogs having free run and fouling - this has been raised as a crm and sent to the housing office for them to look in to.
drugs, needles in the car park. always teenagers hanging about
fly tipping in the drying area
Has had issues with his neighbour above him. Accusing him of noise nuisance and reported him to the police
Issues with drugs and difficult to make friends in the neighbourhood

litter - car park
Motorcycles and loud banging around 2:00 and 3:00 AM
new tnrs
Nice and Quiet
Noise crime
parking issues
Problems with asb from next door. Details taken by EO and discussed with Manager. Encouraged tnt to ring Police.
prostitution
Reports of ongoing ASB incidents that are becoming more severe in nature. These relate to various complaints from noise nuisance, HB Fraud, security concerns drug dealing. The latest resulted in several vehicles being damaged / tyres slashed. Have been reported to police with crime ref number. Previous incidents to DH have not in xx opinion been dealt with adequately. Possibility the complaints to be escalated with the local councillor or with CIT during the Walk in Wednesday initiative. Estate Officer to complete an EP bid for additional lightening. Installation of CCTV to be discussed with Safer Neighbourhood Police Team / Crime Prevention.
Rubbish and parking issues around aldi and hutton street
Some neighbours can cause slight ASB
There are a few problems with the neighbours. Tenant has reported it to ASB before but didn't want to again
weed smell in the area bike stolen
anti social behaviour. I have given notice and am moving out

5. Overall satisfaction with being informed (Target 88% - on target)

93% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a customer.

I am satisfied that Derby Homes keep me informed of services that affect me as a customer		
Strongly Agree	128	32%
Agree	244	61%
Undecided	30	7%
Disagree	1	0%
Strongly Disagree	0	0%
Total	403	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	495
Quarter 2	92%	382
Quarter 3	93%	403
2018 / 19		
Quarter 1	86%	380
Quarter 2	89%	354
Quarter 3	89%	505
Quarter 4	91%	573

If you disagree, please can you suggest how Derby Homes might improve keeping you informed? (3 comments)

Did not know about the opening of the community room until someone telephoned me. The residents were not notified. - all residents were leafleted an invitation to the re-opening.

dont received updates or newsletter

not received derby homes magazine

6. Total response of customers who have provided us feedback before

In total, 18% of the customers we surveyed have provided previous feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	68	18%
No	313	82%
Total	381	100%

The year to date a total of 245 people have provided feedback.

2019 / 20	Provided feedback	Participant number
Quarter 1	21%	468
Quarter 2	20%	397
Quarter 3	18%	381
2018 / 19		
Quarter 1	26%	115
Quarter 2	21%	398
Quarter 3	21%	82
Quarter 4	20%	109

7. Overall satisfaction with views taken into account (Target 80% - not on target)

74% of respondents are satisfied that their views are being taken into account by Derby Homes.

I am satisfied that my views are being taken into account.		
Strongly Agree	37	13%
Agree	167	61%
Undecided	69	25%
Disagree	1	0%
Strongly Disagree	0	0%
Total	274	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	77%	318
Quarter 2	79%	286
Quarter 3	74%	274
2018 / 19		
Quarter 1	85%	126
Quarter 2	83%	111
Quarter 3	78%	112

Quarter 4	88%	120
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Below details the reasons why people thought their views are not being taken into account.

If you are dissatisfied that your views aren't being taken into account, please can you tell us why and how we might improve in this area? 1 comment

Views regarding fitting of electrical fire not taken into account and forced to have an electric fire which tenant says is still not cost effective and is expensive to run. Is happy with the installation and look of the fire overall, but did not want this fitting initially so doesn't feel her view or feedback was taken into consideration... was just told there is no alternative option.

8. Overall satisfaction with Derby Homes Service (Target 93% - on target)

96% of respondents are satisfied with the overall service provided by Derby Homes.

I am satisfied with the overall service provided by Derby Homes.		
Strongly Agree	155	38%
Agree	242	58%
Undecided	16	4%
Disagree	1	0%
Strongly Disagree	0	0%
Total	414	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	95%	496
Quarter 2	95%	405
Quarter 3	96%	414
2018 / 19		
Quarter 1	94%	440
Quarter 2	94%	406
Quarter 3	94%	543
Quarter 4	96%	576

9. Total figures for Assistance with Registering on the Customer Portal

38% of respondents are already registered on the Derby Homes Customer Portal. 3% of customers are also interested in registering onto the customer portal which are followed up by our customer service team.

Would you like more information about accessing services on Customer Portal?		
Already Registered	151	38%
No, thank you	235	59%
Yes, please provide a contact email address	12	3%
Yes, please provide a contact telephone number	2	0%
Total	400	100%

2019 / 20	Registered Total	Participant number
Quarter 1	44%	496
Quarter 2	39%	404
Quarter 3	38%	400
2018 / 20		
Quarter 1	25%	111
Quarter 2	25%	101
Quarter 3	28%	160
Quarter 4	35%	198

At the end of quarter 3, there were 6,424 customers registered to MyAccount.