

Appendix 4: Quarter 4 (21/22) ASB Survey

Feedback: Compliments, Comments and Concerns

ASB satisfaction figures remain high, however there are always things we can do to improve.

The comments below were made when ASB Surveys were completed between January and March 2022. At the side of each comment is an explanation of the action taken as a result. It is important to note that not all comments will require action. Some comments help to reinforce the positive work being carried out by the ASB Officers.







Positive



Constructive



Negative

Comment	Learning Point?	Action
 All good and glad it got dealt with		
 Anthony kept us informed		
 App wouldn't work on her phone and didn't have any other way to report the noise issue. No other issues, happy with everything		We are able to offer compatible smart loan phones to customers in these circumstances or install noise monitoring equipment. In this instance the case was resolved in any event as the noise stopped soon after the case was reported.

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	Complainant isn't blaming his neighbour for the noise nuisance as it is the design of the building.	Staff often have complainants say this to us regarding the fabric & design of the building and a lack of sound proofing of some Derby Homes properties. This can be difficult given the inevitable design of some properties e.g. flats. We do work with the maintenance team on some occasions to explore whether further providing sound proofing is a realistic option
	Didn't want it taking any further so she is moving house and has asked for the case to be closed. Very happy with Jenni and Derby Homes and how the case was handled though.	.
	Customer found everything was dealt with great and received excellent service, very satisfied with everything. Satisfied with Sarah's help during the incident.	
	Emma was lovely and kept in contact	
	Felt Derby Homes did everything they could. Had trouble with the noise app but so far there are no major issues. She was very satisfied with Alison and Derby Homes during the incident and would be happy to report any issues again.	
	Given the circumstances of the issue, it is difficult for DH and the ASB team. Very happy with how Sarah dealt with the incident	
	Had to google how to report the issue and find the relevant team. Feels Derby Homes did all they can, Jane was very good	
		Derby Homes are currently reviewing the website pages linked to ASB and will make any changes necessary to

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during the incident and showed very good customer service

improve access to the relevant page for customers going forwards.



Happy with how Derby Homes dealt with it and feels they did everything they can. Satisfied with the overall process and Customer service



Happy with how Derby Homes dealt with it and the service she received from Sarah



Jane handled it very well and dealt with it quickly and good follow up call



Jen was brilliant and took into consideration myself and my family



Jenni Hodge showed really good customer service during the case. Satisfied with everything



More than pleased with the service








Officer was really good. No further comments, satisfied with everything and is willing to report any issues back to DH



No further comments, very satisfied with everything

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	No further comments, very satisfied with everything with Derby Homes and how Emma dealt with the case.	
	No further comments, very satisfied with everything. Still ongoing issues which have been raised with the ASB team.	
	Not too happy with the outcome of the incident but understands Derby Homes couldn't of done anymore then they have. He was very satisfied with Richard and the way he handled the case along with the customer service he received.	 The ASB Team try really hard to resolve issues we do not and cannot do this 100% of the time to everyone's complete satisfaction but do take comments on board.
	Officers were really helpful	