

**Quarter 2: July – September 2018**  
**Customer Satisfaction Survey Results**

**Appendix 1**

## **Introduction**

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to gauge 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 our satisfaction results listed feed directly into our performance management framework which is reported to The Council. The remaining feedback we use to inform our services on their delivery. At the end of this financial year we will use the results as a baseline to set targets for following years.

## Overall satisfaction with Service (Target 90%)

94% of respondents are satisfied with the overall service provided by Derby Homes.

	Taking everything into account, how satisfied are you with the overall service provided by Derby Homes?	Total
Very satisfied	235	58%
Fairly satisfied	168	36%
Neither satisfied nor dissatisfied	18	4%
Fairly dissatisfied	4	1%
Very dissatisfied	1	0%
Total	406	100%

Quarter	Satisfaction Total	Participant number
1	94%	440
2	94%	406

## Overall satisfaction with your Home

91% of respondents are satisfied with the overall quality of your home.

	How satisfied are you with the overall quality of your home?	Total
Very satisfied (go to Q8)	221	55%
Fairly satisfied (go to Q8)	143	36%
Neither satisfied nor dissatisfied (go to Q8)	12	3%
Fairly dissatisfied	17	4%
Very dissatisfied	6	2%
Total	399	100%

Quarter	Satisfaction Total	Participant number
1	87%	442
2	91%	399

34 responses were received detailing why customers were not satisfied with the overall quality of their home. The number of comments received is higher than the dissatisfaction number recorded in the previous question; this is because some customers who were neither satisfied nor dissatisfied also provided comments.

<b>If you are not satisfied with the overall quality of your home please tell us why:</b> (34 responses)
Bathroom and kitchen were supposed to be new before i moved in. bathroom tiles are missed match. Shower rail too far in bath get wrapped up in it when using shower.
cannot get into bath (told to ring SS) and boiler keeps breaking (told to ring CST)
condition of the windows + doors
Cracks form the walls, gas check views not taken into account paperwork not updated
heating needs chasing up as still not fixed
In past she was down to have wall cavity installation they didnt do it in the end because someone has told me that we ran out off money
issues with damp currently
kitchen not satisfied with. had a few jobs done, damp in bedroom, wet in winter & wants tree cutting
Leaking toilet / fences needs painting
long wait 6-8 weeks from reporting fault and repair to actual repair
Lots of issues with outstanding repairs
lots of repair jobs never get done, Double glazing is old
New kitchen installed but the plastering was not done after. Has holes in it and was told to paint over it. Also wanted new doors for the past 4 years.
not been completed
Not happy with Plaster works. Does not like the door frames.
Old Property - could do with being Modernised. Also overcrowded.
on decorating scheme but no one has come for 2 years. - I will email.
ongoing issue with leak unresolved
outside painting needs to be done gaps/ missing plaster etc rang inspector 26062018
Overcrowded. Visit from DH and was advised an extension could be built to make a 4 bedroom property. Heard nothing else since that visit.
Pipes on show, mould in bathroom all reported nothing gets done about it
Property is too Small.
Property walls need plastering throughout. Only had patch repairs. mould washes have been done. Tenant said builder said venting in Soffits is required and not been allowed to have this done.
Quality of the kitchen cupboards
shower - never got back to him when it flooded
Still waiting for repairs to front door to be done, been waiting for a year

tenant has a downstairs bathroom, she does not want it. She said it's disgusting and the grout is black and drain smells. She has a bath/shower upstairs. She has not heard anything in 3/4 years.
the garden is not looked after and is not big enough
tnt is disabled & someone blocks her gate in front of property + she can't carry shopping to house.
Uneven Kitchen Floor, Hallway, and Hallway Plaster coming away. Has reported to the LHO. Nothing resolved as yet. Property windows are faulty, dust coming through. Among other ongoing problems.
wasn't cleared properly from previous tenant found things and not clean
when moved in loads of repairs to be done.
work going on, no one looks after shrubs in garden & they're paying for it
worried about not having 2 doors in case of fire. advised of windows etc and to plan his escape routes.

### Overall satisfaction that rent provides Value for Money

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

	How satisfied are you that your rent provides value for money?	Total
Very satisfied (go to Q12)	228	56%
Fairly satisfied (go to Q12)	144	36%
Neither satisfied nor dissatisfied (go to Q12)	26	6%
Fairly dissatisfied	8	2%
Total	404	100%

Quarter	Satisfaction Total	Participant number
1	91%	442
2	92%	404

10 responses were received detailing why customers feel that their rent does not provide value for money. The number of comments received is higher than the dissatisfaction number recorded in the previous question, this is because one customer who said neither satisfied nor dissatisfied, provided a comment.

**If you are not satisfied with that your rent provides Value for Money, please tell us why: (10 responses)**

5.00 over what he thinks it is worth - add ons for garden which they do not do very well.
as prev answer about neighbourhood. cleaning gets missed even though i get charged
big crack in bedroom - 3 years ago. nothing has been done and it has got deeper.
feels rent is too expensive for the property
Feels we do things in a hap hazard way and if we improved the way we work she would be happier that the rent she pays.
I have to clean the corridors which smells of cannabis.
Not happy with the state of house.
Rent is too high for the area
too high
too small

### Overall Satisfaction with Repairs

76% respondents have reported a repair within the last 12 months

	Have you reported a repair within the last 12 months?	Total
Yes	306	76%
No (Go to Q6)	97	24%
Total	403	100%

86% of the respondents are satisfied with their most recent repair.

The respondents who said that they have reported a repair within the last 12 months were asked a follow up question, 'How satisfied are you with your most recent repair?' The total number of responses is slightly higher than the figure that has been reported of customers who have had a repair in the last 12 months, this could be due to 8 customers recorded a satisfaction level that did not report a repair in the last 12 months.

	How satisfied are you with your most recent repair?	Total
Very satisfied (Go to Q.6)	181	58%
Fairly satisfied (Go to Q.6)	87	28%
Neither satisfied nor dissatisfied (Go to Q.6)	16	5%
Fairly dissatisfied	19	6%
Very dissatisfied	11	4%
Total	314	100%

Quarter	Satisfaction Total	Participant number
1	87%	359
2	86%	314

The following page details the 30 responses were received from customers explaining why they were not satisfied with their most recent repair.

<b>If you are not satisfied with your most recent repair, please tell us why:</b> (30 responses received)
Although tenant said she hasn't been notified about some repairs in advance, they have just turned up and she happened to be a home.
boiler repeatedly breakdown
had to call up to chase twice. leak in the pantry - phoned on Friday, told to wait until Monday & kitchen and bathroom became flooded so emergency had to come out on the Sat
had to come out again as did not fix tap first time
heating still not sorted temp of heater still not being resulted
i have phoned and asked severl times for a leak in one of my bedrooms to be sorted they came out and looked but its still leaking
It took a long time between reporting the repair and it actually being completed. Tenant had no hot water or heating over Christmas and New Year apparently.
it took five plumbers to attend and 6 days without heat. it was freezing as when heavy snow fell.
it was a gas issue and took a long time to resolve with lots of different repair men and appointments
Lack of communication regarding the appointment slot
no engagement between tenants and DH
no one has been in touch - hole @ side of property where rats are coming - wants it doing by winter. told customer to ring CST.
One man came and said it was 2 man job, but no-one came back.
Reported back gate twice, both times shaved some off, but still doesnt close properly and needs replacing
Roof still leaking after previous repair. Reported again but no one has responded from Derby Homes to date.
Some holes in the wall were filled in, I don't think it has been finished very well.
still waiting for a new upvc window after 12 months
still waiting for repair to back gate

takes a long time, sometimes 2 weeks
The actual repair was ok, but I booked lots of repairs to be done on the same day off work, and most of them didnt turn up as they'd been changed but I wasnt informed
The job was completed properly
The old bathroom extractor fan turned on with the light, but the new one doesnt and has to be manually turned on
The plumber used tape around WC leak which didnt stop the problem
The repair had been ongoing for nearly 12 months and was only resolved when I raised this as an official complaint.
thing are never done properly
Took 3 visits before leaking in airing cupboard was repaired and by that time the carpet was ruined. Was told wrongly by first plumber it was condensation on pipe
Took 8 months to fix a leak
took ages to complete
Unresolved issue with the patio doors dropping off its hinges. Tenant cannot undo the doors easily due to illness. Several repairs all of which have failed to resolve the problem. Repair stage unknown
workman kept coming+going for ciggs. asked for a coffee, sat in van for 30 mins. This has been dealt w/

### Overall satisfaction with your Neighbourhood (Target 84%)

83% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

	How satisfied are you with your neighbourhood as a place to live?	Total
Very satisfied (Go to Q.10)	198	49%
Fairly satisfied (Go to Q.10)	136	34%
Neither satisfied nor dissatisfied (Go to Q.10)	36	9%
Fairly dissatisfied	19	5%
Very dissatisfied	13	3%
Total	404	100%

Quarter	Satisfaction Total	Participant number
1	83%	441
2	83%	404

47 responses were received from customers who were not satisfied with their neighbourhood as a place to live; this number is higher than the figure reported in the previous question. The reason for the discrepancy is that some comments were recorded from customers who were not dissatisfied. 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:**  
(47 comments)



A lot of ASB with a neighbour - this has now been reported
Air quality not too good
allocations policy
Alot of cime- alcohol
alot of noise
Anti-social behaviour within the block of flats
are gone downhill
ASB
ASB - drugs.
ASB - private property at 13 - drugs - police always there
ASB from the neighbours
asb on the street
do not feel safe- Drugs issue
Dogs barking in flat upstairs. Building smells of cannabis. Police & DH are aware of.
Drugs Raid in Neighbourhood. Drug Addicts sleeping on flower beds in front of property. Would like DH/Council do make the area more safer due to these issues.
Fallen out with neighbours.
Gang related issues around the shop area. Abusive young children hanging around the shops.
gangs related issues in the area
I have noisy neighbours
Issues with 2 different neighbours in the block
Issues with pets since wardens gone
it was not the area we requested
Live on corner of flats , people sometimes knock on windows whilst passing
Live too near a school, children cause problems
living on the main rd, car has been damaged a few times
lots of people hang around at night
Lots of racial issues, ASB people dumping rubbish and using bins
much better from last year- police last year
Neighbours are good - but gangs a problem within the area
neighbours are shouting and screaming at each other. They are smoking weed and it is difficult to open the windows because I have a small child and do not want him to smell it.
Neighbours don't get on with each other.
no one speaks to me
Noise from neighbours
noise nuisance
Noisy / people fighting / speeding cars / bins sit outside my pitch on bin day
Noisy neighbours / problem youths / boy racers
noisy neighbours, drugs, feel uncomfortable. police always around. changed since moved in
not happy with age bond, neighbours are disturbing tenants. noise level is also an issue.
residents moving into area
rubbish and parking
Since the flats were de-designated there has been lots of trouble, and undesirables. The lady downstairs is always arguing with men and none of them pay rent
Suffering from asb from neighbour. Case being dealt with by asb team
Tenants Car and Van were broken into.
The area and most people are lovely, but issues with [address removed] spoil the area for everyone

The estate is not very well lit and we don't feel safe after dark. We also witnessed a nasty altercation in the car park, which unsettled us for quite a while
Too much Dog mess in the area - No bins around either.
Trouble with youths/teenagers

### Total response customers who have provided us feedback before

In total, one-fifth of respondents in this quarter have previously provided feedback to Derby Homes.

	Derby Homes is interested in receiving feedback from residents and tries hard to use this feedback to continue to improve our services to you. This survey is one example of how we obtain feedback. Have you previously provided feedback to Derby Homes?	Total
Yes		82 21%
No (if no, go to Q11)		316 79%
Total		398 100%

The year to date total (Q1+Q2) for providing feedback is 23% of all respondents (197 people).

Quarter	Provided feedback	Participant number
1	26%	115
2	21%	398

### Overall satisfaction with Views taken into account (Target 76%)

83% of respondents are satisfied that their views are being taken into account by Derby Homes.

	If you have provided us with feedback, how satisfied are you that your views are being taken into account by Derby Homes?	Total
Very satisfied	63	47%
Fairly satisfied	48	36%
Neither satisfied nor dissatisfied	19	14%
Fairly dissatisfied	4	3%
Very dissatisfied	0	0%
Total	134	100%

Quarter	Satisfaction Total	Participant number
1	85%	126
2	83%	111

### Overall satisfaction with being informed.

89% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a resident.

Quarter	Satisfaction Total	Participant number
1	86%	380

2	89%	354
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	How good do you feel Derby Homes is at keeping you informed about things that might affect you as a resident?	Total
Very Good	188	47%
Fairly Good	166	41%
Neither good nor poor	38	9%
Fairly Poor	9	2%
Very Poor	2	0%
Total	403	100%

<b>If fairly poor or very poor, can you suggest how Derby Homes might improve keeping you informed?</b> (9 comments)
DACP no longer going, news not as good.
Feels that the community room is under used by residents as they seem to be unaware of how to book it for activities / gain access into it etc.
It is communication around repairs and maintenance that is poor. Workmen turn up unannounced
listen to peoples view and try change it and tell them why things don't always work out and how we can make it better
regular visits for elderly and having customer engagement
Residents feel isolated and are generally quite elderly or have some medical difficulty. Wants a local community centre / building to hold local forums.
we were not aware

### Total figures for Assistance with Registering on the Customer Portal

25% of respondents are already registered on the Derby Homes Customer Portal.

	Would you like our Customer Service Team to contact you about registering on Derby Homes Customer Portal?	Total
Already registered	101	25%
No thank you	249	61%
Yes, please call	39	10%
Yes, please email	14	3%
Total	410	100%

Quarter	Satisfaction Total	Participant number
1	25%	111
2	25%	101