

**Quarter 2: July – September 2020**

**Customer Satisfaction Survey Results**

**Appendix 1**

## **Introduction**

The Customer Satisfaction Survey has been delivered over the phone or in person 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 our satisfaction results listed feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback we use to inform our service delivery. All customer comments are passed weekly to service managers to ensure no feedback is lost. Managers are asked to provide an outcome following the customer comments and provide information about the actions that have taken place, to show how feedback is captured and actioned in line with the Customer First Strategy.

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.

Please note that the number of surveys completed this quarter is lower than usual due to Covid-19.

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

67% respondents have reported a repair within the last 12 months

I have reported a repair within the last 12 months		
Yes	172	67%
No	85	33%
Total	257	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.

88% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	89	33%
Agree	151	55%
Undecided	17	6%
Disagree	12	4%
Strongly Disagree	5	2%
Total	274	100%

2020/21	Satisfaction Total	Participant Number
Quarter 1	N/A	N/A
Quarter 2	88%	274
Quarter 3		
Quarter 4		
2019 /20	Satisfaction Total	Participant Number
Quarter 1	89%	410
Quarter 2	89%	406
Quarter 3	89%	316
Quarter 4	92%	214

The following page details the 17 responses that 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> (17 responses received)
Repairs scheduled but not yet complete.
Could not fix the repair first time and left without water in kitchen for 6 days. Now has been resolved
I have concerns that I reported repairs for my faulty shower and I do not believe the electrician did a good job. I have now had to report the same repairs again.
Issues re repair passed to Patch 2 at Allenton LHO
Good time and contact but the quality of the parts used aren't good. Often things break again after it has been recently repaired
"Back door keeps dropping, was told to keep it closed to stop it dropping further and open windows. Bathroom - rising damp but told to keep windows open as that will be the only ventilation needed."

Boiler was repaired a few months back and as they didn't flush the system this caused it to leak so had to report again
Waiting time between reporting repair and the actual work being done is too long
Some damage caused during repair - new job raised by workman to rectify issue
Confusion over what was needed for the repair - sorted now
Have been waiting 8 months for repair. I gave them CST number and advised to chase up
Trouble as the boiler kept breaking but this has now been resolved
Work not currently completed.
"mould wash - not a good job condensation, mould, damp"
Work still to be completed.
Caused a flood
Wasn't done neatly, has rotten and is waiting to be done again

## 2. Satisfaction with repair completed first time – NB this is a new question and the first time reporting on it.

87% of respondents are satisfied that their recent repair was completed right first time.

I am satisfied that my repair was completed right first time		
Strongly Agree	62	35%
Agree	91	52%
Undecided	12	7%
Disagree	11	6%
Strongly Disagree	3	2%
Total	179	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	87%	179
Quarter 3		
Quarter 4		

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

94% of respondents are satisfied that their rent provides value for money.

I am satisfied my rent provides value for money		
Strongly Agree	73	28%
Agree	169	66%
Undecided	13	5%
Disagree	3	1%
Total	258	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	94%	258
Quarter 3		
Quarter 4		

2019 / 20		
Quarter 1	92%	497
Quarter 2	94%	410
Quarter 3	92%	415
Quarter 4	93%	271

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 .

<b>If you are not satisfied that your rent provides value for money, please tell us why:</b> (6 responses received)
Did Mention that it took a long time to phone repairs and get the jobs done. We did speak about getting online and reporting repairs online
I was paying rent on this property with my wife and children. I am now divorced and still paying the same amount although the number of people has changed. I think Derby Homes should look at different circumstance changes and adjust rents accordingly.
Currently unemployed so my rent is paid for me so I cannot answer.
"Carpets are included but in the 7 years I have been here they haven't been replaced.
Agreed I will make an appointment with him to visit, check the carpets, measure and order as required."
The charge for Grounds maintenance is appalling when it comes to the service we get for the grass cutting

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

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

<b>I am satisfied with the overall quality of my home</b>		
Strongly Agree	82	32%
Agree	149	59%
Undecided	17	7%
Disagree	5	2%
Strongly Disagree	1	0%
Total	254	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	91%	254
Quarter 3		
Quarter 4		
2019 / 20		
Quarter 1	90%	501
Quarter 2	91%	406
Quarter 3	93%	413
Quarter 4	91%	273

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

<b>If you are not satisfied with the overall quality of your home, please tell us why:</b> (18 responses received)
Mould issues in property - inspection booked with an inspector
"Has had issues with a overgrown tree in rear garden Ben has been out previously i will be looking at the case notes and possibly making another referral depending on when ben last visited"
Fine now but previously lived in fear of tenant above as set fire to his flat above
Windows are insecure and unbeaded and struggles getting through to repairs. We did speak again about getting online so we can report these
Energy performance is poor. Windows and doors are draughty and said that if it gets worse as we go into winter they will report again
I have been living in this property for the last 15 years and have always had problems with the water from bath and toilet flooding the front garden. The drainage structure is very bad and I have complained for years about this and nothing is done to sort it once and for all. I'm worried this is going to sink the property and has put me off going for right to buy, as per my lawyer's advise.
"Doors need replacing but still waiting, windows have blown and need replacing. DH Sub-contractor said replacements needed as locks are broken and age of windows but DH told me they are replaced every ten years and aren't due to another seven years. I've been here 7 years and the windows were poor then. Last time I complained I was told to go back to work and rent privately. I'm ground floor flat - poor broken windows, dodgy door and rising damp. Agreed will check his account when I return to the office and will contact him to discuss this."
Rendering at the side of the house needs repointing, also drive has cracks in tarmac and some window seals need replacing. going to report to CST
The tenant mentioned she would like to see if we can install a new vent in her kitchen as it is very old. i will chase this with CST
large trees in read garden reported but not sure if anything is happening. reported to EO.
Want a ground floor flat. has been bidding for over a year but no success.
I have the old type wooden external doors and would like UPVC/composite doors like my neighbouring properties.
"Advised DH many years ago that the building was sinking, as the block is build on an old cellar - was fobbed off. CM emailed PM to contact tenant to discuss and poss go out with a surveyor"
Mould in a few rooms currently being looked at.
"mould issues don't feel safe in the area would like extractor fan fitted in the bathroom"
Emailed success re putting a camera on door entry
Some plastering issues but has reported these
Lots oA2:A19f repairs

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

84% 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	77	30%
Agree	137	54%
Undecided	26	10%
Disagree	11	4%
Strongly Disagree	5	2%
Total	256	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	84%	256
Quarter 3		
Quarter 4		
2019 / 20		
Quarter 1	88%	500
Quarter 2	86%	407
Quarter 3	90%	416
Quarter 4	86%	275

26 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.

<b>If you are not satisfied with your neighbourhood as a place to live, please tell us why:</b> (26 comments)
Kids playing late at night
Overall the area is fine but just lately there have been a lot of youths riding motorbikes all day and night, but I understand that this is a bigger issue that the local council and police are looking into.
Overall the area is fine but just lately there have been a lot of youths riding motorbikes all day and night, but I understand that this is a bigger issue that the local council and police are looking into. Also one of the neighbours a lady with loads of kids are always causing issues weather it shout remarks and playing around my car and running in other people's gardens also the lady has visitors all hours day and night and constant shouting and noise into the night i have a very young baby and its hard to get him to sleep even with all the windows closed
Laundry area is a 'dumping ground' and communal bins is being treated the same, rubbish being dumped on the bins
Younger people have moved in issues with litter
"Mentioned that there are gangs in the local area. Also mentioned about kids and playing ball games in the street hitting and damaging cars. This happens in the night and not when we are out on the Estate. Has reported before via letter in the LHO but struggled to get a response i will speak to the Patch Manager to see if they are aware of the situation on Cockayne Street."
Neighborhood is full of racism and feel like i don't get any help

"Area has too much animosity, dogs in the area barking, neighbours from the street are drinking and noisy - Passed to ASB Team to pick up. Area use to be quieter but now it is not."
Lots of really horrible tenants being moved into the area. It used to be lovely but becoming unpleasant and not safe
Good immediate neighbours but there is high crime rate and has been a victim of crime, his CAT (converter) has been stolen a couple times makes it hard to settle in. Has contacted the police every time.
Unfortunately, the area itself did not feel safe. I do not blame Derby Homes for this. But in the past year alone I've had an attempted mugging, harassment, homophobic hate crime. These incidents were reported to the police. There's a lot of crime in the area, especially involving fly tipping and drugs.
"needs regular cleaning and clearing of dumped items - old school - dcc education departments land. Spot light in garden. Light in alleyway. Could the rear fence be higher - currently like 3 ft would like 6 ft for privacy"
Sometimes its ok and sometimes it's not
Issues with neighbour but has been reported before
Yobs smashing bottles in communal areas and loitering and smoking weed.
Just a bit rough
Drugs activity in my neighbourhood
Group of people ASB has been in touch with ASB team. Open case
ASB with neighbours doing drugs, drink... has reported to police but still ongoing
Neighbour very abusive - ASB team & police aware of issues
Has had problems with neighbours previously. Did not contact DH re this.
Drugs - unknowns riding scooters up and down the communal walkways day and night - unknowns walking around with knives. Police are aware of situation
Dog fouling
"The neighbourhood use to be quiet but now not so much. Neighbours dog is noisy and barks alot (at No xx) - Passed to ASB Team to pick up."
Had issues with neighbours and intoxicated people. has been reported and it is ok now.
Issues with neighbours in the area, some are private residents across the road - have already reported some issues to ASB team.

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

90% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a customer.

<b>I am satisfied that Derby Homes keep me informed of services that affect me as a customer</b>		
Strongly Agree	53	21%
Agree	178	69%
Undecided	22	9%
Disagree	2	1%
Total	255	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	90%	255
Quarter 3		
Quarter 4		



2019 / 20		
Quarter 1	92%	495
Quarter 2	92%	382
Quarter 3	93%	403
Quarter 4	95%	266

**If you disagree, please can you suggest how Derby Homes might improve keeping you informed? (4 comment)**

Not had a response from CST

"Have given feedback via text responses about the positive experience the tenant has had with the Gas/Electric companies. However tenant feels she has complained to Derby Homes many times about issues within the neighbourhood but nothing has changed."

I attend meetings with them and they listen sometimes

I'm yet to see any changes but realise this year is a bit of a write off so am waiting to see when normality resumes if anything changes.

## 7. Total response of customers who have provided us feedback before

In total, 10% of the customers we surveyed have provided previous feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	25	10%
No	220	90%
Total	245	100%

The year to date a total of 25 people have provided feedback.

	Provided feedback	Participant number
Quarter 1	N/A	N/A
Quarter 2	10%	245
Quarter 3		
Quarter 4		
2019 / 20		
Quarter 1	21%	468
Quarter 2	20%	397
Quarter 3	18%	381
Quarter 4	19%	254

## 8. Overall satisfaction with views taken into account (Target 80% - below target)

63% 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	1	2%
Agree	29	61%
Undecided	13	28%
Disagree	4	9%
Total	47	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	63%	47
Quarter 3		
Quarter 4		
2019 / 20		
Quarter 1	77%	318
Quarter 2	79%	286
Quarter 3	74%	274
Quarter 4	81%	181

Below details the reasons why people thought their views are not being taken into account.

<b>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? 5 comment</b>
Not had a response from CST
Following previous survey no feedback was given. Outcome of survey would be aplicated
"Have given feedback via text responses about the positive experience the tenant has had with the Gas/Electric companies.
However tenant feels she has complained to Derby Homes many times about issues within the neighbourhood but nothing has changed."
I attend meetings with them and they listen sometimes

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

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

<b>I am satisfied with the overall service provided by Derby Homes.</b>		
Strongly Agree	94	37%
Agree	149	57%
Undecided	9	4%
Disagree	5	2%
Total	257	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	94%	257
Quarter 3		
Quarter 4		
2019 / 20		
Quarter 1	95%	496
Quarter 2	95%	405
Quarter 3	96%	414
Quarter 4	95%	274

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

44% of respondents are already registered on the Derby Homes Customer Portal. 5% 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	114	44%
No, thank you	112	43%
No, I am not registered	20	8%
Yes, please provide a contact email address	6	2%
Yes, please provide a contact telephone number	7	3%
Total	259	100%

2020 / 21	Registered Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	44%	259
Quarter 3		
Quarter 4		
2019 / 20		
Quarter 1	44%	496
Quarter 2	39%	404
Quarter 3	38%	400
Quarter 4	42%	260

At the end of quarter 2, there were 7,599 customers registered to My Account.