

CUSTOMER SURVEY QUARTER 1

Report of Head of Operations (Housing Management and Housing Options)

1. SUMMARY

This report provides detailed analysis of the satisfaction results from the Customer Survey 2018, carried out during April 2018 – June 2018. Full details can be found in Appendix 1.

2. RECOMMENDATION

To note information as detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

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

4. MATTER FOR CONSIDERATION

4.1 **Overall satisfaction with Derby Homes Services:** 94% of respondents are satisfied with the overall service provided by Derby Homes.

4.2 **Quality of home:** 87% of respondents are satisfied with the overall quality of your home.

4.3 **Rent value for money:** 91% of respondents are satisfied that their rent provides value for money.

4.4 **Most recent repair:** 87% of respondents are satisfied with their most recent repair.

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

4.6 **Views taken into account:** 85% of respondents are satisfied that their views are taken into account.

4.7 Previous to this quarter, any negative feedback received from the Customer Surveys were not being actioned and passed to the relevant department. In line with the Customer First Strategy and departments working together, a process to action the feedback has been agreed with the Senior Management Team. The approach will involve a weekly report to be collated and passed to the Senior Management Team to be actioned by the relevant department. This will form a cohesive approach to negative feedback and speak favourably to our customers that negative feedback is acted on quickly by Derby Homes.

- 4.8 A positive action of this report is that the repairs has three complementary methods to report dissatisfaction, which is either the immediate text service, the customer service enquiry team or the Customer Survey to give opportunity to put the Customer First and capture lower level satisfaction.

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

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None