### **Local Customer Priority Consultation Results**

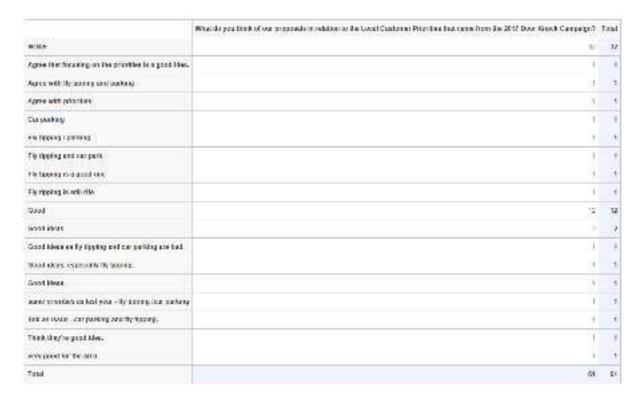
Over the three consultation days, the total amount of surveys completed was 109.

### Thursday, 26 July - Stockbrook Street Consultation Day

#### **Priorities**

Fly-tipping Car parking

1. What do you think of the proposals in relation to the Local Customer Priorities that came from the 2017 Door Knock Campaign?



32 customers did not comment on this question, however a further 29 customers all agreed that these were good ideas.

# 2. Positive comments?

Abandoned vehicles are an issue Residents fly-lipping and throw rubbish out in the communal areas.	35	.1
Аџгее	3	3
Agree People park here and then walk into town, it's dangerous and emergency services will be blocked,	3.	1
Agree with fly tipping	1	1
Agree with fly tipping.	2	2
Agree with proposals	1	1
Agree with the proposals	1	1
Agree with them	t	1
Agree with them - want a hard standing.	1.	1
Agree with them, there is a particular problem with fly tipping at the back,	t	1
Agree with them.	4	4
Car perlong doesn't affect him Fly tipping - reduced	t	1
Car parking has improved.	1	1
Car parking is very bad - due to LC discounts. Always full in the evening	t	1
Car parking not affected,	1	1
Don't see them as serious issues.	t	1
Fly tipping	1.	1
Fly tipping - past 6 months worsened Dog fouling	t	1
Fly tipping is a big problem,	1	1
Fly tipping, parking, much improved from last year	1	1
Gets cleared quickly		1
Good idea for free poop scoop bags.	1	- 1
Good ideas	- 1	- 1
Good ideas.	i	1

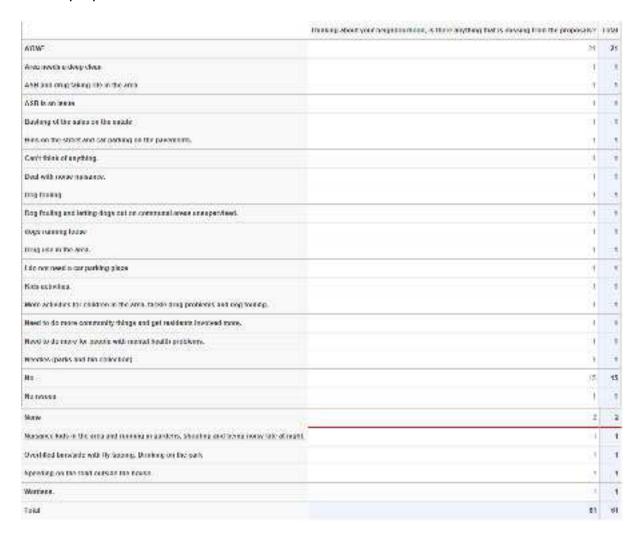
30 responses were received in total from customers, all who said they agreed with the action plan for fly tipping and car parking.

# 3. Negative Comments?

Algorithment velocities By tipping is a problem by my property			1	4
ASR Micke relounce.			4.	S
Car park at the back is not good.			1	÷
dags throlling in the same , people for and pack up dag speece.			1	3
Drug use in the area has increased			1	Ü
Fly tipping these near Chambelds Walk are overgrown. Here near Liberson Square very overgrown, crowding the alley ways & Youching my windows. They need binning back.			9.	9
No blook land for majority of Stockholenk St., why?				
Ry tpping big problem.			1	.1
Thy Implies parting works. Postors - CC19.			1	
Fly tipping is a problem in the arms.			7	1
Hy lapping is stall a prototem.			7	
Fix tipping is will ride around here			7	1
Hy lipping slift happening. Why lake owey recycling from the area from branthebrook? Under archweys in drying area are	By tupped on.		1	1
Fix tipping still major issue in the area			1	1
Just as long as we do theric			1	1
Leaflet grops do not work as it is jusk mall.			1	1
Nu			1.	4
No car parking Thy lipping & night inhoming from incel resolved is			4	1
No parking			1	:1
Name and oblition mining around the exists is a profiber.			1	3.5
Our areas normally clean	1		1	1
Parking is also a problem.			T	9
Progle asking for money on estate.			1	7
School purking on a big moone teal dog heating as not.			1	-
Still ongoing issues with parking. Dog Solding leanes.			*	4
Still problems with car parking and fly tipping.		1		1
The fly tipping is bad.		1		1
Upstairs neighbours are noisy because of children and music.		1		1
We rook away the big bins around the communal areas and we shouldn't have done.		1		1

28 responses were received in total, agreeing with the priorities that have been chosen but commenting on how bad it is in their area.

4. Thinking about your neighbourhood, is there anything that is missing from the proposals?



A total of 39 customers did not comment and didn't feel that there was anything missing from the proposals. The other 22 comments will be taken into consideration.

# 5. How satisfied are you that your views are being taken into account by Derby Homes?

	How satisfied are you that your views are being taken into account by Derby Homes?	Total
Very satisfied	21	21
Fairly satisfied	27	27
Neither nor	7	7
Fairly dissatisfied	4	4
Very dissatisfied	2	2
Total	61	61

A total of 48 customers were satisfied that their views were being taken into account by Derby Homes, whilst the other 7 customers did not feel they had any issues to tell us and therefore it was not applicable. 6 customers were dissatisfied that their views were being taken into account by Derby Homes. The reasons for dissatisfaction that needed action have been passed on to relevant departments.

### 6. If dissatisfied, please us tell why?

Don't feel Derby Homes listens.	1	1
Don't listen - don't know why.	1	1
When reporting issues they are not resolved.	1	1

The 3 reasons for dissatisfaction is that Derby Home does not listen.

# 7. Other comments, questions?

	COMMUNICATIONS (4 DOCSBORS)
was:	30
Franklatronic de para uneri as a plana ethera people do cirriga.	
Clean up the even on it is going downful.	- 1
DCC / Derby Harmer computation	134
Chap desting Hapter's often at Branchic trook can park and a neighbour's day is often be loose around the communish area and not lead on a read.	19
History district discriminations between the account.  History discrimination of the control of	
Main activities for size need to be arrangers.	- 1
Need to the more for reachd beauth.	- 1
Reeds a general cone bity up.	- 0
No.	- 1
Rook - just sect out for Epping	- 0
People for not ring to look.	- 1
Police driving through	- 1
Quantum about hitchen & ne doing it. Moved in 6 years ago and has vid hitchen	- 60
Shoklarok Park Just Chardradz Walk Heav needs to be table on each a by perk people over unnating belond been. Note near community room Sockbrook 5, Q88-Q85	2 (4
The Story arband Sammerthouse Court are scale bag and need graining.	- 1
Total	361

All comments that required action, have been passed on to the relevant departments and customers have since received replies.