

## **Quarter 1: April – June 2019**

### **Customer Satisfaction Survey Results**

## **Appendix 1**

## **Introduction**

The Customer Satisfaction Survey has been delivered over the phone 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 services on their delivery. All customer comments are passed to weekly to service managers to ensure no feedback is lost.

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.

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

81% respondents have reported a repair within the last 12 months

	I have reported a repair within the last 12 months	Total
Yes	397	81%
No	96	19%
Total	493	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.

89% of these respondents are satisfied with their most recent repair.

	My recent repair was carried out to my satisfaction?	Total
Strongly Agree	200	49%
Agree	166	40%
Undecided	19	5%
Disagree	19	5%
Strongly Disagree	6	1%
Total	410	100%

2019 /20	Satisfaction Total	Participant number
Quarter 1	89%	410
2018 / 19		
Quarter 1	87%	359
Quarter 2	86%	314
Quarter 3	88%	351
Quarter 4	87%	455

The following page details the 29 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> (29 responses received)
Top window dropped & bedroom window handle difficult to open and close Reported via repair request
alarm system stopped working, came to check it and left in engineer mode. can't set alarm properly and no one came back to check.
back door still not been tended to
blocked drained cleared before workman arrived to complete the job

<p>drainpipe came away from the wall - workmen came out to repair but left a large hole in the bathroom wall.</p> <p>a second visit was made to fill the hole at the tenants request - this time all went well and workman was polite and helpful</p>
<p>Had living room / kitchen replastered. It's already falling down again. Repair done was not what was supposed to be done on completion (totally disgusted).</p>
<p>Happy with the repair job. However, was not happy with service from customer service team and finding available appointment. It took 1.5hrs on the phone before I was able to speak to someone (23/04/19), and because i had hospital appointments this made it difficult to get an appointment as was told i had to be available all day. ended up going a week with a beeping smoke alarm.</p>
<p>Having to report the same job over and over again (RTJ logged)</p>
<p>I have had an ongoing issue where my fuse box keep tripping having checked my appliances, i am aware it isn't a problem with them as nothing is switched on when it happens but i keep being told it's my appliances.</p>
<p>I was meant to have my shower replaced and they only put in a new screw</p>
<p>It had to be done twice, costing Derby Homes more money and time.</p>
<p>None of the workers know why they are at my house most of the time they just measure. Most of the time they stay in the van and do nothing for 1 hour or so.</p> <p>the tap does not work - hot water</p> <p>Door strips need replacing</p> <p>Nails in the threshold which are dangerous</p> <p>Kitchen work top needs replacing</p> <p>Cupboard shelf is too small (kitchen)</p> <p>hot water pipes need to be blocked</p> <p>Fence in the front garden needs painting</p> <p>All these have been reported since January 2019 and she is currently speaking with the complaints team about this.</p>
<p>not yet carried out, should be today</p>
<p>old stair banister come away - workman placed a wooden batten over the holes instead of filling the holes in. Holes can still be seen as batten not wide enough to cover holes</p>
<p>Ongoing issue with a water leak that is still unresolved. Waited 4 months to get a new window ledge after the kitchen refurb was completed.</p>
<p>outside light not working. not been repaired after promised</p>
<p>Pipe under WHB still leaking</p>
<p>Repairs are to a good standard but the waiting time is a long time to wait</p>
<p>Reported repair to shed gutter over 1 month ago.</p> <p>There has been no contact. The problem is worse now we've had all the heavy rain.</p> <p>Advised tenant of time scale for such a repair request and assured him someone will contact him with an appointment during the times allowed.</p>
<p>reported repairs but not had any progress</p>
<p>Reported that the kitchen is in disrepair. Several surveyors have been out to visit and jobs were raised, apparently the tenant refused the offer of a replacement sink unit (because it didn't match). He told me that the joiner came out to fix some drawers/units but told him they couldn't be repaired, however when I referred the complaint to the surveyors they told me that the tenant refused the work.</p> <p>I spoke to the tenant again (after speaking to the surveyors) and told him that all we could do was log another job with the joiners and replace the unit as offered before because the kitchen is not due to be replaced until 2024/25. He said that he was going to make an official complaint, I have advised the surveyors.</p>
<p>shower still leaking into downstairs toilet</p>
<p>tap upstairs in bathroom was fitted on the wrong way and has been told this won't be replaced.</p>
<p>The person who did the repair in my flat damaged my property and had to complain</p>
<p>The repair was to replace the viewer in the front door, unfortunately it fell out soon after the operative left. I have logged another repair.</p>
<p>There was a hole in the kitchen ceiling. Derby Homes refused to skim the whole ceiling and not just the</p>

damaged area that was substantial anyhow. It was left with a large area of new plaster that was not even painted nor blended into the artex that is already in situ.
Washing machine keeps tripping electrics
window in bathroom is broken and it has been boarded up by DH, was advised someone would come back but no one did. kitchen radiator was disconnected and was never returned to to be switched back on so the kitchen has no heat.
workmen filled in drain instead of replacing the downpipe to side of house at back of property - opened case xxxxxx-

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

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

	I am satisfied that my rent provides value for money.	Total
Strongly Agree	46%	231
Agree	46%	227
Undecided	6%	28
Disagree	2%	10
Strongly Disagree	0%	1
Total	100%	497

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	497
2018 / 19		
Quarter 1	91%	442
Quarter 2	92%	404
Quarter 3	87%	557
Quarter 4	91%	578

7 responses were received detailing why customers feel that their rent does not provide value for money. Not all of our customers left a comment as to why they were not happy with their rent.

<b>If you are not satisfied with that your rent provides Value for Money, please tell us why: (7 responses)</b>
because of the repair issues that are outstanding in property, no action on this as above
external paintwork on my house is rubbish despite recently being done it flakes the security alarms are never serviced or fixed
feel the rent is being increased by too much and doesn't get any additional services in return
I pay for cleaning in my rent (for communal areas), it's never cleaned, they spend time on their phones, sitting down drinking tea, I'm ashamed to live here. The communal kitchen is filthy.
I think it needs to be less than what it is
in a flat could pay for a house
Thinks the charges for communal cleaning are too high - no further action req

### 3. Overall satisfaction with your Home (Target 90% - on target)

90% of respondents are satisfied with the overall quality of your home.

	I am satisfied with the overall quality of my home	Total
Strongly Agree	40%	201
Agree	50%	248
Undecided	7%	34
Disagree	3%	15
Strongly Disagree	1%	3
Total	100%	501

2019 / 20	Satisfaction Total	Participant number
Quarter 1	90%	501
2018 / 19		
Quarter 1	87%	442
Quarter 2	91%	399
Quarter 3	90%	579
Quarter 4	90%	577

16 responses were received detailing why customers were not satisfied with the overall quality of their home. The number of comments received is lower than the dissatisfaction number recorded in the previous question; this is because not all customers provided comments.

<b>If you are not satisfied with the overall quality of your home please tell us why:</b> (16 responses)
again due to outstanding repair issues, have added action for repairs team and logged job on OH
Bed bugs were in the property when tnt first moved in - this was dealt with by DH
Damp in the bathroom - this has been referred to the surveyors
ceiling plaster is falling off- not easy to maintain
Damp and mould, I gave the tenant advice on how to deal with it and also gave her the leaflet. No further action required.
i find the flat very cold
It needs upgrading, in and outside. Corridors, laundry room, bathrooms, all filthy. We have to clean these areas but we pay for that.
lack of storage
poor kitchen layout

no room to install a fridge freezer not happy with open planned gardens
mould
Ongoing difficulties with getting repairs authorised.
Previous problems with leaking from the bathroom. A repair has been raised again as there was no access last time an operative visited (tnt did state only between 10 and 2 but apparently the operative came outside of those hours). No further action required.
Property all round needs modernisation. Floorboards upstairs are extremely creaky and some are broken. Polystyrene ceiling tiles in living room which are a fire hazard. Living room/diner cold as only has 1 radiator serving big space Bathroom / toilet continuous mould issue.
Tenant complained about draughts from her front and rear doors. Brushes were put on the bottom of the door but the draughts are from the sides, I have reported this so no further action required.
There are lots of issues with the property and these seem to be deteriorating over time. Numerous jobs logged that require extensive work. These include cracks in the ceilings and walls. Floors cracked and not level causing a trip hazard. Subsidence concerns have been raised by tenant x
Unhappy with the state of the kitchen, tnt has been complaining about it for 4 years.
would like a driveway as struggles getting children out of car on main road - I have added them to hardstanding waiting list - No further action required
would like the gas fire to be replaced by an electric fire in dining room

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

88% 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	Total
<b>Strongly Agree</b>	38%	<b>191</b>
<b>Agree</b>	50%	<b>252</b>
<b>Undecided</b>	9%	<b>44</b>
<b>Disagree</b>	2%	<b>12</b>
<b>Strongly Disagree</b>	0%	<b>1</b>
<b>Total</b>	<b>100%</b>	<b>500</b>

2019 / 20	Satisfaction Total	Participant number
Quarter 1	88%	500
2018 / 19		
Quarter 1	83%	441
Quarter 2	83%	404
Quarter 3	83%	578
Quarter 4	89%	578

22 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> (22 comments)
1. Washing lines are awful - people hang their washing in the street. Makes the area look bad.
2. People fix their cars like its a garage.
3. People being given flats to live in and then aren't really living there.
4. Black bags and furniture just left anywhere, been living in the area for 10 years and its going downhill.
although parking is an issue
changed criteria for flats which has meant a lot of younger undesirables coming on estate and causing trouble
children can't play on the park as there are always people smoking weed there
Community room should be used again for coffee mornings and get the neighbours together
Completely different place to when I moved in 30 years ago. Used to be local papershop, post officer etc which have now all gone. No community as street is all buy-to-lets and students. No issue with students themselves, but it's a shame they are always turning over year on year.
drug dealing and usage
Due to kids messing around and causing noise, dog mess and fly tipping.
I am having some problems in the area but I have discussed this and homefinder with my estate officer and I am applying to exchange
I live in a block of flats and i am not particularly happy with the behaviour of some other residents.
I love where i live, but there's some young children starting to drink and smoke which causes problems. After school there is no where for them to go.
The road sweeper does not clean one side of the road or the council car park because it is not on his list.
incoming tenants
My ex husband lives on the next street which I was unaware of when I accepted the property. We are amicable but it unsettles me a bit.
ongoing neighbour dispute (ASB)
reputation of the area
Stop flytipping in cobden street, and parking at the bottom of the road which is sometimes hard for cars to get through.
summer time can often bring out the noise in the area with kids etc.
The neighbourhood has declined and community cohesion has been undermined. There are examples of sub letting, on-going ASB, fly-tipping and general refuse being dumped all over the estate.
The youths from next door congregate in their rear garden, sometimes jumping over the fence and smoking weed. It hasn't happened for a while so the tenant doesn't want to make a complaint to ASB. I have told her that if it does start up again to contact us.
tnt has mentioned the area is a hot spot for fly tipping. explained myself and the other EO do keep an eye out for it when on Estate Inspections and report it but tnt can report any fly tipping online through the council also.
troublesome gangs of kids come from outside the area causing trouble and damage
Used to be much better than it is now but seems to be going downhill. Doesn't think much can be done as problem people are ones who have purchased their properties.

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

92% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a customer.



	I am satisfied that Derby Homes keep me informed of services that affect me as a customer.	Total
Strongly Agree	177	36%
Agree	276	56%
Undecided	33	7%
Disagree	8	2%
Strongly Disagree	1	0%
Total	495	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	495
2018 / 19		
Quarter 1	86%	380
Quarter 2	89%	354
Quarter 3	89%	505
Quarter 4	91%	573

**If you disagree, please can you suggest how Derby Homes might improve keeping you informed? (5 comments)**

I had insulation fitted at the property that caused much disruption and anxiety to the family. Consultation could have been more in-depth with better information of the issues that would arise with this work. The back bedroom has been made smaller as a result of the work. Derby Homes did not do what they promised such as re plastering walls and ceilings.

not happy with DH new reporting system for repairs

parking is an issue on victory rd, appeared to be looked into and then nothing ever happened. have advised on estates pride etc.

People are leaving their dog waste everywhere.

Sometimes when i give feedback i dont think it is taken into account

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

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

	Have you previously provided feedback to Derby Homes?	Total
Yes	371	80%
No	97	20%
Total	468	100%

The year to date total (Q1) for providing feedback is 21% of all respondents (468 people)

2019 / 20	Provided feedback	Participant number
Quarter 1	21%	468
2018 / 19		
Quarter 1	26%	115

Quarter 2	21%	398
Quarter 3	21%	82
Quarter 4	20%	109

## 7. Overall satisfaction with views taken into account (Target 80% - not on target)

77% of respondents are satisfied that their views are being taken into account by Derby Homes.

	I am satisfied that views I provided have been taken into account by Derby Homes.	Total
Strongly Agree	19%	62
Agree	58%	186
Undecided	20%	63
Disagree	2%	5
Strongly Disagree	1%	2
Total	100%	318

2019 / 20	Satisfaction Total	Participant number
Quarter 1	77%	318
2018 / 19		
Quarter 1	85%	126
Quarter 2	83%	111
Quarter 3	78%	112
Quarter 4	88%	120

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

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 comments
I had insulation fitted at the property that caused much disruption and anxiety to the family. Consultation could have been more in-depth with better information of the issues that would arise with this work. The back bedroom has been made smaller as a result of the work. Derby Homes did not do what they promised such as re plastering walls and ceilings.
not happy with DH new reporting system for repairs
parking is an issue on victory rd, appeared to be looked into and then nothing ever happened. have advised on estates pride etc.
People are leaving their dog waste everywhere.
Sometimes when i give feedback i dont think it is taken into account

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

95% of respondents are satisfied with the overall service provided by Derby Homes.

	I am satisfied with the overall service provided by Derby Homes	Total
Strongly Agree	45%	224
Agree	50%	247
Undecided	4%	20
Disagree	1%	4
Strongly Disagree	0%	1
Total	100%	496

2019 / 20	Satisfaction Total	Participant number
Quarter 1	95%	496
2018 / 19		
Quarter 1	94%	440
Quarter 2	94%	406
Quarter 3	94%	543
Quarter 4	96%	576

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

44% of respondents are already registered on the Derby Homes Customer Portal.

	Would you like more information about accessing services through My Account - your individual customer account - where you can request repairs, view your rent account, make payments?	Total
Already registered	44%	217
No, thank you	51%	251
Yes, please provide a contact email address	3%	15
Yes, please provide a contact telephone number	3%	13
Total	100%	496

2019 / 20	Registered Total	Participant number
Quarter 1	44%	496
2018 / 20		
Quarter 1	25%	111
Quarter 2	25%	101
Quarter 3	28%	160
Quarter 4	35%	198