

MINI STATUS - FINDINGS

Report of the Director and Company Secretary

1. SUMMARY OF REPORT

The report highlights the main findings of five Mini Status surveys carried out with tenants, over a five month period within Derby Homes five Housing Focus Group areas. The report compares the five areas and provides overall data for all respondents of the five surveys.

2. RECOMMENDATION

To note and comment on the contents of this report.

3. MATTER FOR CONSIDERATION

- 3.1 There are significant lower satisfaction levels in South East 2 and the North East areas of the City.
- 3.2 Repairs and Maintenance is a key driver for satisfaction, suggesting if this area is right first time then satisfaction will be higher.
- 3.3 137 people in all five areas reported ASB – there is low satisfaction overall with this service during their report.
- 3.4 66% of all respondents said they were satisfied with the advice provided by staff during their ASB report. 46% of all respondents were satisfied with the support provided by staff with 33% were dissatisfied with support from staff. 51% were satisfied with how their ASB report was handled.
- 3.5 Of the comments made by respondents – 15% were about cyclical maintenance and 14% responsive repairs. 15% of respondents made comment that they were happy with Derby Homes.
- 3.6 80% of all respondents feel Derby Homes are good at keeping tenants informed.

4. CONSULTATION IMPLICATIONS

Future consultation to be carried out using the Mini Status.

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

- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information: None

Supporting Information: None