

CUSTOMER SURVEY QUARTER 3

Report of Head of Housing Management and Housing Options.

1. SUMMARY

This report provides detailed analysis of the satisfaction results from the Customer Survey 2018-2019, carried out during October- December 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:** 90% of respondents are satisfied with the overall quality of their home.

4.3 **Rent value for money:** 87% of respondents are satisfied that their rent provides value for money.

4.4 **Most recent repair:** 88% 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:** 78% of respondents are satisfied that their views are taken into account

4.7 Whilst satisfaction routinely remains high, where feedback through surveys indicates that customers are not satisfied with aspects of services they receive, they are now contacted by officers to discuss and agree a way forward. Reports on these contacts and associated actions will be presented to Senior Management Team on a quarterly basis from January 2019 to ensure senior officers are aware of any trends that may form to inform future service delivery.

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:

Holly Johnson/Customer Engagement and Community Development Manager 01332
888418/Holly.Johnson@derbyhomes.org

Background Information: None
Supporting Information: None