

CUSTOMER SURVEY QUARTER 2

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the second quarter of the Customer Survey 22/23. Full details can be found in Appendix 1. Trends from comments received from the survey can be found in Appendix 2.
- 1.2 By the end of Q2, we have collected 540 surveys, exceeding our target of 500. Three indicators are slightly under target but otherwise we are achieving on or above target.

2. RECOMMENDATION(S)

- 2.1 To note information as detailed in Appendix 1 and Appendix 2.

3. REASON(S) FOR RECOMMENDATION

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

4. MATTER(S) FOR CONSIDERATION

- 4.1 **Satisfaction with most recent repair (Target 87%):** 84.9% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time:** 78.3% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%):** 93.7% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%):** 91.8% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 86%):** 83.8% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

- 4.6 **Satisfaction with listened to my feedback (Target 75%):** actual – 85.71% of respondents are satisfied that their views are being taken into account.

Out of the 70 customers who said they had given feedback and subsequently answered this question in Q2 (2022/2023 Financial Year) 85.71% (60) were satisfied, 11.42% (8) responded that they were neither satisfied nor dissatisfied and 0.02% (2) said that they were dissatisfied. This is an altered question in line with Housemark's recommended questions. It replaces a similarly worded question, which, in Q4 (Financial Year 2021/2022) received a very low response rate - attributed to the question not being clear enough to understand. We are pleased to see that more customers have answered this year compared to last year and that we are above target by more than 10%.

- 4.7 **Overall satisfaction with Derby Homes Services (Target 94%):** 97.59% of respondents are satisfied with the overall service provided by Derby Homes.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

IMPLICATIONS

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

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

For more information please contact:

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Background information: None

List of appendices: Appendix 1 Customer Survey appendix
Appendix 2 Customer Survey comments, Actions and Outcomes

This report has been approved by the following

Managing Director	Maria Murphy	29/11/2022
Finance Director/Derby Homes Accountant	Helen Samuel	29/11/2022
Company Solicitor	Taran Lalria	29/11/2022