

**Is there anything else you would like to say about your home and/or the services your landlord provides?**

Ref. No	Comment	Ward	North/ South	Overall Satisfaction
<b>Responsive Repairs</b>				
216	I had a repair done recently and the comments made from your repair man to my neighbour who had been instructed to let him in and stay with him was out of order.	Abbey	South	Fairly Satisfied
603	Waiting for repairs, the service provided is not very reliable.	Abbey	South	Fairly Satisfied
236	When I moved into the property 3 years ago I was told I would have my ceiling replastered in the living room due to job not done properly before I moved in, I am still waiting after loads of contact with the Stockbrook office.	Abbey	South	Very Satisfied
596	I have had to wait for 12 months for specialist equipment. This is too long and has caused me difficulties.	Arboretum	South	Neither/Nor
37	The Artex is falling off the kitchen ceiling, which the council workers put on.	Arboretum	South	Fairly Satisfied
535	I am not very happy with repairs that need doing to the roof to keep squirrels out of the loft.	Arboretum	South	Fairly Satisfied
588	I still need some repairs to be done – still waiting.	Arboretum	South	Fairly Satisfied
443	I reported the guttering overflowing 9 months ago and nothing has been done yet.	Boulton	South	Dissatisfied
309	We wait too long for a repair.	Boulton	South	Neither/Nor
602	Why can't they ring prior to repairs being carried out? I have given them my mobile number but the workmen just turn up when I'm out or they get me out of bed!	Boulton	South	Neither/Nor
302	Still waiting for drainpipe to be repaired at the back of the house.	Boulton	South	Fairly Satisfied
198	It takes far too long to get alterations and repairs done – small jobs last for weeks. Workmen do jobs in bits instead of getting on with it and finishing it so I can get my flat straight.	Darley	North	Dissatisfied
110	What services? I have just asked for a couple of new sockets for my kitchen only to be told I would have to pay for them myself. When the council was fitting the kitchen I asked for the new sockets then, but because I had already put a new kitchen in myself, I've never heard any more from them.	Derwent	North	Fairly Dissatisfied
248	18 months ago I reported a major leak to outside buildings, we are still waiting for it to be repaired.	Mackworth	North	Dissatisfied
513	I've had no upstairs lights for a year, my gas fire is condemned, nobody has been to fix either.	missing	missing	Dissatisfied
528	They do not come to repairs when reported; I've had no toilet for 2 weeks.	missing	missing	Fairly Satisfied

Ref. No	Comment	Ward	North/ South	Overall Satisfaction
<b>Planned Maintenance / Decent Homes</b>				
322	We keep getting told we are getting renovated (2 years ago) and nothing happens – it keeps getting put back.	Alvaston	South	Dissatisfied
475	I only have part heating in the form of old storage heaters. I don't have instant/constant hot water which I have requested on numerous occasions due to my child having an illness. I have been told 2011 before this will be done. It's disgraceful!	Blagreaves	South	Dissatisfied
71	installed. We are having to put up with the expensive storage heating that goes cold during the day.	Blagreaves	South	Very Satisfied
330	My home was modernised 4.5 years ago, I think it was better before they did it. I think the council should train their own maintenance staff, no contractors used.	Boulton	South	Fairly Satisfied
89	When putting in new gas or electric appliances into a home, take better care of where wiring and pipes go. Work needs a much tidier finish!	Chaddesden	North	Fairly Satisfied
493	It's not right that I have to accept expensive electric storage heaters (instead of gas central heating), and an unmodified bathroom because the previous tenant did not wish for these improvements to be made. Despite this I still have to pay the same rent as my neighbours who have had their house modified.	Chellaston	South	Neither/Nor
465	The refurbishment of my bathroom and kitchen was second-class work done by cowboys. My shower leaks and gushes water and trails of their work is still noticeable. We might be tenants, but we are not rats!!	Darley	North	Fairly Dissatisfied
151	Improve quality of kitchen and bathrooms by making them liveable.	Derwent	North	Dissatisfied
120	Unequal access to modernisation opportunities, due to prior elderly tenant. My house was not touched, nor has been in the last 10 years and is not in line before some houses undergo a second modernisation!! – very depressing!	Derwent	North	Fairly Dissatisfied
575	I was very disappointed that my kitchen wasn't refitted when it should have been; it is now falling to bits.	Derwent	North	Fairly Satisfied
446	Very disappointed – I was supposed to have a low level shower fitted in 2004, I am still waiting.	Littleover	North	Neither/Nor
66	When my new kitchen and windows were fitted the jobs were left incomplete. We were supposed to have our kitchen the way we wanted it, but this was not the case.	Normanton	South	Dissatisfied
280	tenants have had their house completed.	Sinfin	South	Fairly Dissatisfied
314	The house is in very poor state internally; it needs modernising but very little information on when this will take place.	Sinfin	South	Neither/Nor

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<b>Cyclical Maintenance</b>				
470	Keep being told about window replacement but no action in more than 2 years.	Alvaston	South	Dissatisfied
344	The windows have not been touched since 1982, they are falling to bits, and large holes are appearing in the wood.	Alvaston	South	Fairly Satisfied
363	Could do with new double-glazing windows, new doors and also still waiting for cavity wall insulation, which was not done last year.	Alvaston	South	Fairly Satisfied
337	I've lived at my address for 5 years and not once has anything been done to the windows, they are looking really tatty.	Boulton	South	Dissatisfied
331	Improvement to the maintenance of windows, doors etc.	Boulton	South	Fairly Satisfied
560	Earlier this year two gentlemen came to look at my bungalow and they said that they would be meeting the double-glazing people in September.	Boulton	South	Fairly Satisfied
553	Some windows need replacing. Tiles in bathroom are falling off and have been reported.	Boulton	South	Very Satisfied
382	We are still waiting on double-glazed windows and doors which we should have had before the kitchen and bathroom upgrade.	Chaddesden	North	Fairly Satisfied
396	The windows are poor and need replacing, we were told it would be 2006, and they still haven't been done.	Derwent	North	Dissatisfied
481	I pay full rent and council tax unlike many around my area, but can't even open my living room windows, I don't have keys for the locks, but saying that I need new windows as these are rotten.	Derwent	North	Dissatisfied
112	I would like my windows replaced with double glazed ones. We pay our rent and council tax so we should get the services.	Derwent	North	Neither/Nor
124	Why do they always run out of money when houses need repairs eg windows and doors – when only half of the road gets done, why start?	Derwent	North	Fairly Satisfied
87	We would like new windows and doors - rotten – black mould at the bottom of them.	Derwent	North	Very Satisfied
194	We were promised double-glazing for 2006 – not done – very cold bungalows. Paint peeling off windows and doors making the property very shabby and run down looking.	Mackworth	North	Fairly Satisfied
192	It needs windows modernising, and new doors (external) fitted.	Mackworth	North	Very Satisfied
237	Been waiting too long for double-glazing – these windows are rotten, every year I am put back to another year.	Mackworth	North	Very Satisfied
468	I live on Osmaston Park Road there is only 5 houses which are Derby Homes who haven't got pvc windows.	missing	missing	Dissatisfied
554	I've had no major improvements in my home for the amount of rent I pay. I have no double-glazing and homes on my street have had this done and pay the same amount of rent as me.	Sinfin	South	Fairly Dissatisfied
264	I would like to know when my home is due to have new double-glazing, a new kitchen and bathroom plus new walls to the front.	Sinfin	South	Fairly Satisfied
448	We would like improved window frames ie pvc frames before winter sets in.	Sinfin	South	Very Satisfied

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<b>General Condition of Property</b>				
187	I would like to have a bath fitted or get a 2 bed flat in the same area.	Abbey	South	Very Satisfied
578	I have mould all around my home. It has ruined furniture and personal belongings. Instead of acting immediately, they decided to write a letter.	Alvaston	South	Dissatisfied
320	My house is falling to pieces and all that gets done is a bit of plastering.	Alvaston	South	Neither/Nor
327	Now I have a new sink unit and only a mixer tap I cannot fix my garden hose on it. I've tried other adaptors but they don't work.	Alvaston	South	Very Satisfied
606	Could do with regular check-ups with our gas central heating which is a bit erratic at times. Urgent – we need a key to the gas cupboard outside to operate road barrier in Bloomfield Close.	Arboretum	South	Fairly Satisfied
70	I would like the inner doors replacing.	Blagreaves	South	Very Satisfied
270	Lack of storage space. When any improvements done you have no choice, it's their way only.	Boulton	South	Fairly Satisfied
285	Hole in back and side wall needs filling.	Boulton	South	Fairly Satisfied
509	I've been after security lights at the back of my bungalow for 5 years.	Boulton	South	Fairly Satisfied
100	Need lots of repairs and maintenance.	Chaddesden	North	Fairly Satisfied
82	I would like better security.	Chaddesden	North	Very Satisfied
241	A ground floor toilet.	Darley	North	Very Satisfied
92	I had damp in my property last year and it was repaired, but it has come back and it is climbing up my son's cot.	Derwent	North	Fairly Satisfied
113	My kitchen is falling apart – floor tiles are coming up at the kitchen door and sink area.	Derwent	North	Fairly Satisfied
149	The residents of Knutsford Green Derby are dissatisfied with Derby Homes as regarding the flats not being brought up-to-date with windows, lighting and security.	Derwent	North	Fairly Satisfied
168	Tiles need repairing in bathroom as they are coming off.	Derwent	North	Fairly Satisfied
238	I have a problem with my shower (no doors)!	Mackworth	North	Very Satisfied
48	Wall at rear not repaired – dangerous – no access to washing area. Drug problem with other tenant not moved out.	Normanton	South	Fairly Satisfied
98	I am an ex-warden (been retired for 2.5 years) and I still have the old communications box on the side of my house despite repeated requests to remove it. It is a hazard walking down my side path. I am 67 and need the path to gain access to my side entrance.	Oakwood	North	Fairly Satisfied
150	I would like the old shower seat taken out – it has not been moved since they altered the bathroom.	Oakwood	North	Fairly Satisfied
154	reasons.	Oakwood	North	Very Satisfied
350	When we first moved in help with decorating etc., was very poor.	Sinfin	South	Dissatisfied
519	I've been waiting for central heating for ages; my kitchen also is damp and has not been sorted out since I moved in 10 years ago.	Sinfin	South	Neither/Nor
297	A better kitchen and bathroom.	Sinfin	South	Fairly Satisfied
485	Drains in back garden are a real big problem and smell very badly.	Sinfin	South	Fairly Satisfied
378	I have lived here 22 years and nothing has been done except for repairs, they promised us a fence around the property, a gate which could be locked at night, landscaped gardens etc., result to date, nothing!	Spondon	North	Dissatisfied
462	I would like the trip box in the bungalow not to be so high, it's touching the ceiling; for a 66 year old it is too high to reach.	Spondon	North	Very Satisfied

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<b>Gardens and Communal Garden Maintenance</b>				
324	The maintenance of grass and land surrounding our property leaves a lot to be desired, it was kept much better 10 years ago before the landlord hired contractors started to do it.	Alvaston	South	Very Satisfied
53	I have been waiting for nearly two years to have my garden done and 8 months to have my new fence put up.	Blagreaves	South	Fairly Dissatisfied
299	On rent statement charges for repairs never requested or carried out. Reported it by phone, told to forget it (garden). It's been over 4 years fighting for removal of giant trees and conifers – mess and destruction either side of me. Agreed to sort them after visit from tree expert, then money was a problem.	Boulton	South	Fairly Satisfied
255	Improve gardening facilities.	Boulton	South	Very Satisfied
14	Would like an improvement on grass cutting services.	Darley	North	Fairly Satisfied
395	Gardening services need to be more frequent, corners and overgrown shrubs need maintenance/hacking. If tenants do this job, where do we put the cuttings? Do you provide a collection service?	Darley	North	Fairly Satisfied
6	Still waiting for slabs to be done – only put soil down.	Darley	North	Very Satisfied
153	I have tried to get my fence fixed in the back garden. The last tenants took it down and never replaced it.	Derwent	North	Fairly Satisfied
383	I have lived at my address for 2 years in December I keep getting told it's my responsibility to replace the fence, but the previous tenant removed it.	Derwent	North	Fairly Satisfied
127	Need the gutter clearing yearly. Make sure that tenants keep their gardens tidy and free from rubbish.	Derwent	North	Very Satisfied
207	I am a 77 year old severely disabled person and I have to beg and pray for my small lawn to be cut like all the other bungalows in the street (why do they use a strimmer anyway)?	Mackworth	North	Fairly Satisfied
222	I am finding the gardens, back and front a bit difficult to manage, as there are a lot of hedges and some trees. I have had trouble with youths trespassing and damaging my car.	Mackworth	North	Fairly Satisfied
376	The garden – they don't do a good job, no-one inspects what they do or don't do.	missing	missing	Very Satisfied
59	Making sure that everybody keeps their gardens (both back and front) tidy, clean and well maintained.	Normanton	South	Very Satisfied
261	Gardens should be checked back and front, some are disgusting while others try.	Sinfin	South	Fairly Satisfied
<b>Anti Social Behaviour</b>				
613	Quicker response and outcome for sorting problem neighbours and bringing problems to an end. They must enforce the old policy about keeping gardens tidy and not causing concern to neighbours eg hedges.	Alvaston	South	Fairly Satisfied
411	A complaint team that will act on nuisance neighbours sooner rather than later so respectable tenants aren't forced to transfer or move because of their neighbours.	Chaddesden	North	Fairly Satisfied
1	Flat too small for my needs. My big problem for the last 10 years has been the present occupant at no. 31 housed directly next door and underneath me. I shall never forgive the council for this unconsidered tenancy of situating this person in such proximity to me and the unhappiness caused to me as a result. Further the noise and nuisance of the surrounding area - kids playing in our complex. Our seating area can sometimes be unbearable. Sometimes it sounds as if I am living next door to Chellaston School playground. The seating area should be demolished to help alleviate this problem.	Chellaston	South	Dissatisfied
356	I live in Hutton Street, which is a bad street. People think it's the children who are the noise problem, well it's not, it's the adults, the kids are fine.	Sinfin	South	Fairly Satisfied

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<b>Allocations</b>				
582	Relating to re-housing problem – nothing has been done or intended during 3 years to improve or help my healthy life and family.	Abbey	South	Neither/Nor
223	I would like a bigger place.	Abbey	South	Fairly Satisfied
179	I am pleased with my house and feel lucky to have such a nice home. The only problem I have ever encountered is the need for another bedroom due to having children of the opposite sex. There seems to be no chance of being re-housed to a 3 bed in the same area.	Abbey	South	Very Satisfied
520	Check-out coming tenants, I have one above me whose washer and drier is on from 6.30am 24/7.	Alvaston	South	Fairly Satisfied
235	I am living in a 3 bed house on my own and am willing to give it up for a family who will most need it.	Arboretum	South	Neither/Nor
503	Certain flats should only house people aged 50 and over as these will be quieter for older residents.	Chaddesden	North	Fairly Satisfied
96	DCC need to take into consideration overcrowding issues – need to help people move into larger properties.	Derwent	North	Fairly Satisfied
203	I live in a 3 bed house on my own and have been trying to get a bungalow in the same area without success – could you please urge this for me.	Mackworth	North	Fairly Satisfied
41	Be more selective when placing tenants in council housing. Check tenants background to eliminate riff-raff.	Normanton	South	Very Satisfied
431	application, but they haven't!	Sinfin	South	Fairly Dissatisfied
418	They must clear rubbish away from the last people in the house, they left a caravan. I have now been told it is up to me to move it.	Sinfin	South	Very Satisfied
540	I would like more 2 bed houses to be put on the Homefinder. I would like to be moved out of this flat as soon as possible.	Spondon	North	Fairly Dissatisfied
<b>Customer Services</b>				
329	Using communal notice board in blocks of flats on ground floor to save posting and wasting extra paper.	Alvaston	South	Fairly Satisfied
429	My local housing office at Littleover was closed and due to the closures our new office is shared with old/new Sinfin/Littleover/Stockbrook and Austin with only 3 officers, so our service has very badly diminished. It isn't the officer's fault.	Blagreaves	South	Very Satisfied
386	Landlords need to gather correct information about communities and individuals; I am fed up of repeating myself.	Chaddesden	North	Dissatisfied
134	The general enquiry line needs much improvement. The operators don't listen and can only give basic service.	Derwent	North	Fairly Satisfied
144	I phoned up to report the wall in the bathroom. They took my telephone number but I haven't heard from them.	Derwent	North	Fairly Satisfied
512	Tenant Participation Groups held at times when people are working and cannot contribute. People representing have little or no idea about the real world or problems encountered.	Derwent	North	Fairly Satisfied
571	Would like the repair service to be available at weekend instead of just emergency repairs. Nowadays, most couples work so have to take time off when repairs are done in the week.	Derwent	North	Very Satisfied
355	When an enquiry is made the tenant should be kept informed, feedback is very important.	Sinfin	South	Fairly Satisfied
90	Better communication – not having to ring 15+ times before anyone offers constructive help for instance.	Spondon	North	Fairly Satisfied
123	I consider checks on properties should be made – ie state of garden maintenance. I wrote a letter two weeks ago and no acknowledgement to date, which is poor as I left a mobile contact number as well.	Spondon	North	Fairly Satisfied
139	There is a great deal of expensive looking literature telling us how good they are! – this is rarely read.	Spondon	North	Fairly Satisfied



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<b>Estate Issues</b>				
239	More security.	Abbey	South	Fairly Satisfied
501	The council should be held responsible for trees that they planted and have grown too tall to manage.	Alvaston	South	Dissatisfied
436	I would like to see more maintenance work carried out on this block of bedsit bungalows such as rotten guttering replaced. We have all complained about this problem but nothing ever gets done, when it rains it is like Niagara Falls at the front and back.	Alvaston	South	Fairly Satisfied
58	I think it is about time Derby Homes did something about the rodent situation at Oakvale House.	Arboretum	South	Fairly Dissatisfied
9	Keep kids in order.	Arboretum	South	Fairly Satisfied
79	There is litter about, football played in the streets and noise in the evening.	Blagreaves	South	Fairly Dissatisfied
76	Enforce parking rules (toothless letters ineffective).	Blagreaves	South	Neither/Nor
284	All tenants could do with a free remote control to open the electric back door outside, as it is too heavy for some people to open, especially with shopping.	Boulton	South	Very Satisfied
319	I telephoned a while ago regarding the mess deposited on my property by numerous birds which are encouraged by certain residents	Boulton	South	Very Satisfied
129	A decline in services in the last 18 months especially in the cleanliness of public places ie waste rooms (household waste bins) and areas – health hazard.	Chaddesden	North	Fairly Satisfied
132	Cleaning of the passage which should be on contract - we do not get any cleaner in our block of flats like the others do.	Chaddesden	North	Fairly Satisfied
449	Would like to see more police – there are gangs of youths and kids hanging about the streets and on mini-motor bikes.	Chaddesden	North	Very Satisfied
576	We need new front doors to our flats and new security doors; the ones we have are old and bang shut.	Darley	North	Dissatisfied
521	Overall they offer a good service. More needs to be done to tackle anti-social behaviour in our neighbourhood eg graffiti, under age drinking etc. Some council employees need extra training in customer service.	Derwent	North	Dissatisfied
397	Refuse collection very dissatisfied, constant maggot infestation, which is not very hygienic.	Derwent	North	Fairly Satisfied
69	It would be better if we could use the hard standing that had been made instead of them being roped off. The gardeners could come and cut the grass more regularly – the grass has not been cut for over a month	Littleover	South	Fairly Satisfied
212	Stairs and hallway not cleaned enough.	Mackworth	North	Neither/Nor
495	Making sure tenants who are living in the flats keep their environment and garden clean and up to standard.	missing	missing	Very Satisfied
145	Could do with drives – there's nowhere to park the car as the street is full of cars.	Oakwood	North	Neither/Nor
305	Youths playing football and running all over our gardens. You go to the council and they say they can do nothing about it.	Sinfin	South	Fairly Satisfied

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<b>Misc</b>				
183	The reduction in warden is going to reduce my daily warden visit to hardly any personal calls at all!	Allestree	North	Fairly Satisfied
526	More help needed for disabled people.	Alvaston	South	Dissatisfied
315	Stop the flooding; it's over 30 years now.	Alvaston	South	Fairly Satisfied
276	Anything I have asked for has been attended to mostly through social services.	Alvaston	South	Very Satisfied
54	Never seen anyone.	Arboretum	South	Dissatisfied
64	Can't use gas cooker as some lady calls the fire engine. I have to go to the takeaway for my dinners.	Arboretum	South	Very Satisfied
351	rent than brick built houses as they are so difficult to keep warm in the winter.	Boulton	South	Fairly Satisfied
574	If I have to pay some rent I would like you to tell me.	Chaddesden	North	Fairly Satisfied
28	It's not very good service without the wardens because they are getting rid of them.	Chellaston	South	Dissatisfied
369	I love being here and have kept my home in good order, but I have a problem with the garden as I have RSI. I wish they would listen to me over neighbours.	Chellaston	South	Fairly Satisfied
29	Just about the repairs and maintenance before we moved in.	Chellaston	South	Very Satisfied
567	Something should be done about the pigeons that live on the balconies – I have complained before about this matter.	Darley	North	Fairly Satisfied
158	It needs improving.	Derwent	North	Dissatisfied
162	I would like to know about decorating my home?	Derwent	North	Fairly Satisfied
584	I think there should be more done about new neighbours causing damage to properties. The council should have more power to deal with this.	Mackworth	North	Fairly Satisfied
244	I think DCC should ask the government for permission to build more Derby Homes.	Mackworth	North	Very Satisfied
546	The outlook that I have from my flat is very dark and dismal because of many overgrown trees in a private garden outside my	Mickleover	North	Fairly Satisfied
496	I have cause to complain about the neighbours and need some repairs done in the flat.	missing	missing	Neither/Nor
410	I do think there should be a back door, I've paid for one myself now.	Oakwood	North	Very Satisfied
119	I wish I had plenty of money to buy it, but I am unemployed with no money.	Spondon	North	Dissatisfied



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<b>Compliments</b>				
208	I am very happy here in every way.	Abbey	South	Very Satisfied
229	We have 5 daughters plus 14 grandchildren, 3 daughters and 7 grandchildren live very close-by. They all have part-time jobs and we are in a position to help look after their children.	Abbey	South	Very Satisfied
185	I am very happy where I live and the services my landlord provides.	Allestree	North	Very Satisfied
483	Very satisfied.	Alvaston	South	Very Satisfied
590	I am well happy with everything – thank you	Alvaston	South	Very Satisfied
36	Overall I am satisfied with Derby Homes and find them to be helpful when dealing with our issues and us.	Arboretum	South	Fairly Satisfied
321	Derby Homes do a grand job and the repairs centre staff are so kind and efficient.	Boulton	South	Very Satisfied
175	Very satisfied with the service and staff at Derby Homes.	Chaddesden	North	Very Satisfied
566	Very good.	Chaddesden	North	Very Satisfied
316	Being a tenant of Derby Homes for 30 years we have always found them very good, no complaints at all.	Chellaston	South	Very Satisfied
416	I have found all the staff in my local housing office most helpful in all matters, and very polite.	Darley	North	Very Satisfied
394	I have no problems with my landlord whatsoever.	Littleover	South	Very Satisfied
189	First class – I could not wish for a better home, or a nicer place to live.	Mackworth	North	Very Satisfied
226	I am very happy with my home.	Mackworth	North	Very Satisfied
398	Overall maintenance and repairs are both excellent.	Mackworth	North	Very Satisfied
542	They do a very good job with everything they do. The Derby staff here are the nicest bunch of ladies.	Mackworth	North	Very Satisfied
273	Staff are always polite and informative.	Sinfin	South	Very Satisfied
352	Provide a good service though there is always room for improvement.	Sinfin	South	Very Satisfied
83	Very satisfied with my home and the services received from my landlord.	Spondon	North	Very Satisfied