

Quarter 4: January – March 2021

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 service delivery. All customer comments are passed weekly to service managers to ensure no feedback is lost. Managers are asked to provide an outcome following the customer comments and provide information about the actions that have taken place, to show how feedback is captured and actioned in line with the Customer First Strategy.

This year we have suggested a target for all of our figures which has not been done previously. We used the past 3 years' results to help set the targets.

1. Overall Satisfaction with Repairs (Target 87% - on target)

69% respondents have reported a repair within the last 12 months

I have reported a repair within the last 12 months		
Yes	307	69%
No	135	31%
Total	442	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.

88% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	78	25%
Agree	200	63%
Undecided	24	8%
Disagree	11	3%
Strongly Disagree	3	1%
Total	316	100%

2020/21	Satisfaction Total	Participant Number
Quarter 1	N/A	N/A
Quarter 2	88%	274
Quarter 3	88%	440
Quarter 4	88%	316
2019 /20	Satisfaction Total	Participant Number
Quarter 1	89%	410
Quarter 2	89%	406
Quarter 3	89%	316
Quarter 4	92%	214

The following page details the 43 responses that were received from customers explaining why they were not satisfied with their most recent repair.

If you are not satisfied with your most recent repair, please tell us why: (43 responses received)
boiler repair 220352105 had to come out twice due to needing a pipe .
Had few problems where repairs weren't complete right the first time. Had scaffolding left and rubbish left after scaffold was up for gutter (has been resolved) Leak under bath wasn't looked at properly and picked up on 1st visit. Doors been fitted but have had problems with them
"Has an issue with his toilet that was reported a year ago but nothing has been done. Email sent to CST: Hi there,
I have just completed a call with Mr X from the above address and he told me about some issues he's had in the past that were reported but still no actions taken.

<p>Last year he reported about his electric toilet not flushing properly, after a couple of months he said he called and asked what was happening with it and was told the part for the repair is being ordered from China.</p> <p>He also said that his doorways and kitchen are too narrow for him as he is a wheelchair users and struggles to get around his house.</p> <p>He said that he reported this through the customer service team so I thought I should bring it up with you.</p>
On going issue with boiler, keeps cutting out have had same issue not yet been rectified.
Had to come back with new part
I have had a problem with a leak under the kitchen sink and each time the plumber comes in to fix it the leak come back again after a few days.
Had wash hand basin tap repair 16/03 is dissatisfied with quality says still loose/leaking I raised return to job emailed planners to request alternative operative attend as requested by Mr X . Texted appointment as I advised Mr X I would
Window damaged by Crystal Clear - this was reported to us and has now been replaced.
x3 attempts to fix the boiler - 1st engineer pulled a pipe away & took a further two engineer to rectify the problem - sorted 3rd visit
Mr X said there was leak in the outhouse, it was repaired but still leaked and then finally settled, however it still leaks but not as bad. Adv to call back when non essential repairs are being logged and we would repair it for him.
The last time my boiler broke down it took 3 visits for it to be repaired and up and running. They did say it was to do with a part but I think it could have been done better.
In December last year I reported that my extractor fan in the kitchen was not working. It was deemed beyond repair and a new one was fitted, however the new one was smaller than the old one and the space around was just filled in with expanding foam. Now looks a bit untidy, could of really done with filling in with polly filler and plastering over. (I did offer to get someone out when restrictions are lifted to see if we can rectify this but tenant declined the offer).
Had non urgent that couldn't be raised because of lockdown
Boiler repair. today had a repair for the 3rd time, engineer came today about 0900. the noise they are getting they had 5 years ago.so two weeks ago the bloke changed the programming board but still the noise so another person came out and then again today. she says he thought it was something to do with the vaive and hopefully this should be the end of it. so she is keeping her fingers cross. 220373753- xx attended today 2 march 2021.
Not finished as none urgent Covid 19
Broken window, was looked at and went into lockdown. Man came had another look and measured, came back a month later to do the repair but expected scaffold to be put up but scaffold wasn't in place. This was back in Dec and haven't heard anything since
Awaiting return to job is booked in for today
Due to Covid repair hasn't been completed but tenant is aware of this and is understanding
Had non urgent repair to report understood reason we couldn't do
Happy with most repairs however says an electrician attended a repair and damaged a pipe which caused a slow water leak - cost a lot of money to redecorate after leak.
Fault on boiler - took a long time to get it corrected
Due to covid has not been picked up
I had a gas safety check on 19 Jan and he said everything was fine, however on 30 Jan I had to call to report the boiler not working and it was the controls which should have been seen at the GSC. So I wasn't satisfied with the annual gas safety check.
The repair needed to be looked at a second time as it wasn't fixed on the first visit but happy it is now

"Tenant raised several issues relating to previous repairs and them not being completed or would not be raised. When delved into further, these were none essential repairs over the COVID Lockdown period. I explained essential repairs could be raised but also if it was a safety issue then we would have raised a make safe repair. I explained why we could not be in the property to carry out full repairs. I looked up the main concern the tenant had which was related to the floorboard. However, notes on CRM do ask the tenant to send pictures in so we can look into it further. Tenant did not send pictures but said she has resolved the issue herself and got a family member to nail the boards down. Tenant also raised the issue of her fireplace not being repaired, however after delving into it further the fire has been changed to an electric fire by the tenant. I explained DH do not do cosmetic repairs and or repair tenants own fireplace."
N/A 2 lovely chaps came to sort out broken light fitting, were very friendly and efficient
Repair reported for both leaks in flat but only one leak was fixed and told only one repair was reported. I have advised the tenant to report the repair again. He is happy to do this
Tenant said his roof was being seen to by DH but they forgot to do the gutter? he also said his roof is not in good shape
Reoccurring issue with window ? window seal fault allows water in when it rains hard. I asked the tenant if she has reported it again and she said no. I have advised the tnt to add a new repair to my account and state this is an ongoing issue so it can be looked at.
N/A Tenant was very happy with his last repair, no issues and was completed on first visit.
Ever since I moved into my property my TV channels have not been working, the first time DH came out we didn't do the job properly but the second time we did it properly.
Miss X said her bathroom repair is a re-occurring problem and when the bath waste blocked again she had to report it. It was attended and cleared but not very successfully as it happened again. The 2nd operative said the pipework is slanted and that is why the waste water backs up. He seemed to know what he was about and make a much better job of the repair. It was Draintech who attended but she is right there are numerous jobs on for this problem.
The tenant said the gate repairs were not done properly as the poles are still loose and will need looking into. I advised the tenant to report the repair on my account as we are now taking non urgent repairs online and she is registered for my account .She said she will report the repair.
miscommunication re size scaffolding - took 5 times for before they could assess the height - temporary job to roof tiles- awaiting new roof
DH took too long to do a repair. We had a rat problem and it took so long for them to sort it out.
Tenant was happy with some of the completed repairs and some not. She was not happy how so many repairs are still pending due to COVID-19. Miss X was not happy with a recent repair, the plasterboard was boarded over the skirting boards in the LRM. I advised the tenant DH would usually come and get this all sorted but currently only essential work being carried out. Tenant will call back when non essential repairs being raised.
Broken window , boarded up and not repaired due to covid. Tenant worried it's not safe. Repairs on an emergency basis only at the moment due to current restrictions. Email sent to the repairs team to see when the repair would be complete if they had a time scale
Reported shed leaking(which has been an on going issue for 13 years). I have checked Open Housing repairs screen and she has reported this on numerous occasions over the years. It was last attended in August last year, 2020, but is still leaking now and as we can only accept non urgent repairs she has been told we cannot raise anything currently. Tenant very frustrated with our responses.
Had to return to resolve
happy with repair but they came 3 times as had to bring different parts for the boiler as it was a big leak from boiler over Christmas 2020.

Tenant said they had reported a repair February last year during the storms and it was not done
New door ordered when fitted not enough screws used so kept coming off the hinges

2. Satisfaction with repair completed first time – NB this is a new question

84% of respondents are satisfied that their recent repair was completed right first time.

I am satisfied that my repair was completed right first time		
Strongly Agree	70	22%
Agree	196	62%
Undecided	26	8%
Disagree	19	6%
Strongly Disagree	4	1%
Total	315	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	87%	179
Quarter 3	81%	437
Quarter 4	84%	315

3. Overall satisfaction that rent provides Value for Money (Target 90% - above target)

94% of respondents are satisfied that their rent provides value for money.

I am satisfied my rent provides value for money		
Strongly Agree	83	19%
Agree	331	75%
Undecided	21	5%
Disagree	6	1%
Total	441	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	94%	258
Quarter 3	91%	573
Quarter 4	94%	441
2019 / 20		
Quarter 1	92%	497
Quarter 2	94%	410
Quarter 3	92%	415
Quarter 4	93%	271

16 responses were received detailing why customers feel that their rent does not provide value for money. More customers left a comment than just those who expressed they were dissatisfied .

If you are not satisfied that your rent provides value for money, please tell us why: (16 responses received)		
Good value for money re home but not the garden! The dividing bushes in the rear garden have holes in which tenant would like either new fence or new bushes - advised DH are only responsible for privacy fence & to discuss with neighbour further to rectify problem		
Unhappy that gate post rotten and could fall. So will raise and make safe.		
Tenant feels very lucky to have this house, she has lived here for a long time with reasonable rent, feels very privileged. Had very little money and allowed tenant to get on her feet.		
Thinks is high struggling at the moment as on UC and can't work due to lockdown childcare issues (referred to income to advise)		
Has said he would like to put more money to rent		
Would like reduction in rent - partner doesn't always work		
I think the rent could be less for all people to afford.		
The rent keeps going up every time and it's hard for us tenants.		
I am losing heating, have draught coming through		
Tenant said he lives in a 1 bedroom bungalow and he is aware of other tenants who live in 3 bedroom houses and pay less rent. Finds this to be unfair and does not understand why the bungalow is the same rent as other larger properties.		
Mrs X added that they have spent a lot of money on the property over the years and she is somewhat disappointed that the problem with rising damp hasn't yet been sorted. A job for B&J was logged at the end of 2019, then delayed due to covid - then Mr x health declined so when we were able to do the work they weren't able to go through upheaval of being decanted. It has once again been delayed due to covid. Mrs X asked if we are starting to do these works again, I advised I would look into this and call her back.		
I pay more because of white goods which I do not really need now and was not properly explained to me when I moved in that it cant be cancelled after a few years.		
Tenant lives in a flat and the walls are damp, I asked if this has been reported as a repair and tenant said not officially but said this was verbally mentioned to someone who carried out a survey in January. I have advised the tenant he can report repairs online now but to also send pictures to DT and we can forward them onto a surveyor to look at.		
Tenant also is wanting to move into a bigger place.		
Unsure of rent amount as is on full HB		
Lived in this house for 4 or 5 years, paying £7 for carpets but they are very flimsy carpets.		
Just find it a bit high for people on benefits		

4. Overall satisfaction with quality of your home (Target 90% - on target)

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

I am satisfied with the overall quality of my home		
Strongly Agree	79	18%
Agree	312	72%
Undecided	33	8%
Disagree	11	3%
Total	435	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A

Quarter 2	91%	254
Quarter 3	89%	573
Quarter 4	90%	435
2019 / 20		
Quarter 1	90%	501
Quarter 2	91%	406
Quarter 3	93%	413
Quarter 4	91%	273

35 responses were received detailing why customers were not satisfied with the overall quality of their home.

If you are not satisfied with the overall quality of your home, please tell us why: (35 responses received)
When tenant moved into the property the plasterwork was falling away and tenant has had to sort this out herself.
Few issues with damp and problems that can't be dealt with in the current circumstances with restrictions in place but everything else is ok
Has ramp to property entrance as he is a full wheelchair user. Says that he reported that the doorways are too narrow as well as the kitchen. Was told it would be too expensive of a job: Hi there, I have just completed a call with Mr X from the above address and he told me about some issues he's had in the past that were reported but still no actions taken. Last year he reported about his electric toilet not flushing properly, after a couple of months he said he called and asked what was happening with it and was told the part for the repair is being ordered from China. He also said that his doorways and kitchen are too narrow for him as he is a wheelchair users and struggles to get around his house. He said that he reported this through the customer service team so I thought I should bring it up with you.
Says he knows there is asbestos present in structure which makes him feel insecure. Checked there was none visible or any wall damage he said no, nothing that needs any action
She said that she was promised a fence at the front of the property as people keep cutting across the grass but it never happened.
My house is too cold and dusty and my health is getting worse as I suffer from arthritis
Inspector needs to visit re non urgent repairs once lock down is over - a lot of issues with the house being old
Would like kitchen modernised cupboards look old and has gap where previous tenants cooker was bigger than hers. As was MX advised not something we can do currently gave approx date new kitchen due
There are some repairs that I have to keep on ringing about like the leak bathroom/toilet .I ring and they come and fix and some time later I have to ring again.
Has some internal cracks is going to email in pictures
Floors so uneven so door are draughty and wife needs to be kept warm need a weather board on front door as water comes in but only in a very hard storm.
Mrs X says her kitchen has not enough work top space for the number of electrical appliances she has. Have checked components on Open Housing and they will be due a new kitchen within the next year or so. Advised her of this and she seemed happier.
Loves living at Langwith close

Needles found outside the building this morning, DH have been out to clean them up. i popped down after a visit to check they were gone and the residents are happy.
Not happy with kitchen, says has not been modernised - was fitted 2004. We spoke about repairs required for kitchen, Mr X will call when normal service resumes for repairs to be raised.
All windows in the property have issues with them especially the back door window. Advised to contact CST as it may not be classed as an essential repair.
Property is very cold - at 13:00 property is 12.5 degrees & unable to put the heating on - bills to high - she works from home as a web designer & has a hot water on her knee - heating goes on twice a day - walls already have internal skimming -"
All windows in the property have issues with them especially the back door window. Advised to contact CST as it may not be classed as an essential repair.
Raised worry about slipped roof tile, as in lock down Mrs X wasn't sure if classed as an emergency repair - Caroline spoke to CST and reported. There was a concern that the tile could fall and injure someone. Mrs X - happy that has been raised, CRM note on Open created
New kitchen fitted and not happy with some of the work carried out, sink kitchen unit not level, plasterwork shoddy etc? CRM sent to the kitchen team to look into this and contact the tenant to resolve. Tenant notified of this. Tenant was not happy with her bathroom, she asked when it will be replaced, tenant kept saying her niece's bathroom has been replaced and not hers, I advised her 2028. I asked the tenant what was wrong with the bathroom and x2 repairs have been raised with the tenant. X1 for toilet pan loose and x1 for the bath seal to be replaced and to check if water is running down the tiles. I explained to the tenant if she is worried about anything then to call CST to discuss and raise repairs. If we are not notified we cannot raise repairs. Repair refs: 220382177 and 220382176"
The house is full of mould around my windows and in my bedroom. They have been out several times but all they ever say is "leave your window open".
Not happy with the roof of the property
happy with home and quality, apart from the kitchen which keep being fixed but falling to bits, it is 20 years old at least.
Due to reasons listed above (re rising damp). Mrs X so worried about her husband's safety due to his age and health. We discussed adaptations and arranging an ASC OT assessment, I gave the tel no for ASC.
Windows draughty in property - asbestos in bedroom cupboard
Mrs x lives in the top floor flat or top of a maisonette. She can't get down the stairs without a stairlift and can't afford to have one put in herself. Have emailed Hina regarding this issue and will get back to Mrs X once I receive a reply.
Needs redecorating
Not happy because of the damp in the property and mouse traps in each room. He has reported this to PEST Control and paid for the service himself, mouse traps were provided around last year and tenant has given up due to not hearing anything more. I asked if this was reported to DH and tenant said no. I have asked the tenant to send an email to DT so we can forward it to the LHO.
We had a rat problem, DH did not help, neither did pest control and in the end I had to sort it out myself. DH also took too long to come out and look at some damp, in the end I had to fix it myself.
Miss X says that the staff cleaning communal areas are not wearing PPE, she is concerned that this may not be being provided to them. Info sent via email to DH-UG-Cleaning and GM

Miss X said due to repairs pending for inside and outside she is not happy so don't feel it is safe. Examples given bricks dropping out outside, gate post coming away, wall units doors too heavy in kitchen. I have advised the tenant DH would attend and please report these repairs when non essential repairs are being logged.
Overall happy but says is cold and draughty will report any causes of draught he can see after lockdown couple of things not finished after new bathroom flooring and seal around wc - I will chase these
Raised issues regarding how cold the property is, asked the HO if some sort of cladding or insulation can be added to the walls and waiting on a reply from the HO.
Black mould appears in son's bedrooms every year. Miss X paints these every year, keeps the rads on and leaves windows open for ventilation. she says one of her son's has a constant cough which she has taken him to the doctor with. He says this can be connected to mould spores in the environment.
Has some mould that persists gave usual advice and advised to report after lockdown

5. 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		
Strongly Agree	89	20%
Agree	300	68%
Undecided	40	9%
Disagree	11	2%
Strongly Disagree	1	0%
Total	441	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	84%	256
Quarter 3	85%	581
Quarter 4	88%	441
2019 / 20		
Quarter 1	88%	500
Quarter 2	86%	407
Quarter 3	90%	416
Quarter 4	86%	275

37 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.

If you are not satisfied with your neighbourhood as a place to live, please tell us why: (comments)
Can hear the neighbours walking up the stairs, can hear them arguing, possibly due to walls being thin. However neighbours are loud.

Neighbours are fine, most are ok. Few kids in the area cause problems, Kids picking on her son, Had eggs thrown at windows, people over the road had things set on fire over the road. Used to push him off the bike and son now prefers to sit in his room on his own as scared to go out in the area. Had lots of police activity in the area, lots of groups of kids and few don't live there. Daughter had to make statements with the police and was called names and spat at. Spoke to neighbours and had reported to derby homes previously
Neighbourhood has changed since she has lived in this property. The people coming into the neighbourhood tend to hang around but not live here such as prostitutes, alcoholics, drug users and people that disrespect the area but also don't live in this area, such as the carpark is used for driving around in, prostitutes and then also strangers urinating against the walls. A hang out area, rubbish thrown on floor etc. Becoming a dump.
I suspect dodgy deals in one of the flats upstairs not sure of the number. I will send an email about this when I have more concrete information on the website.
Not enough parking on the street
It could be better as sometimes we do have anti social behaviour on the estate. It has been reported and DH is looking into it.
ASB case recently closed which was neighbour related, looking at getting it reopened
Had an ASB case closed recently due to an issue with one of the neighbours, looking for it to be reopened as there is still an on going issue.
We could do with CCTV as there has been some thefts .The police have said they will look into this
N/A is very happy with neighborhood, it is where they grew up and is very close to NOK.
Has noisy neighbour but knows they have child with learning difficulties so says will leave for now without reporting formally .
At the back of the house there is another house that take drugs and are alcoholics. Unable to use the carpark at the back of her house due to ongoing issues with fly tipping, feels unsafe at night time, very dark.
Has an ASB case recently closed due to drug issues in the area.
I have had problems with my neighbour but I have reported it and its being looked into.
Neighbourhood ok
Sometimes can be noisy and a lot of people milling about but understands is main road
Use to be children playing on the estate but they have been moved on now
Needles found outside the building this morning, DH have been out to clean them up. i popped down after a visit to check they were gone and the residents are happy.
Feels safe in the area but not happy with all the neighbours around her - no more information given
Fly tipping in the alleyway near the racecourse, we do report it but it keeps happening. Sometimes there noise but at the moment it is fine.
My upstairs neighbour has given us many problems. Every time we play music he reports us. He does not go out, he is a hermit. I cannot do anything. I cannot even turn on my washing machine without him banging on the walls. I am even thinking of starting a petition to get him out. He is making my life a misery
"Its not a very nice area and it doesn't feel safe, particularly as my son will be growing up in this area.
Tenant did ask later in the call about getting a move so have given out Housing Options phone number."
N/A tenant is happy in the area they live in, said it is quiet and has never had any issues.
Strangers in back garden smoking, also looks like fence has been damaged in the alleyway at bottom of garden.
Area could be better but not complaining
Miss X has lived in her property for approximately 40 years as she succeeded her Mum when she passed away from cancer. she likes the area but says it has changed a lot from

the early days which is due to the type of tenants now living in the area. They don't seem to have any respect for their surroundings.
Undecided due to issues relating to number 2. These tenants have made life difficult for the residents in the area, were going to be evicted by Derby Homes but Derbyshire Police stopped this. Issues have calmed down since a certain person has left. Tenant said there was nothing to report due to no issues arising but would contact ASB should anything happen.
Mrs X says she is happy living where she is but the top end of the Close residents aren't so happy as older residents are being replaced with younger ones so the demographic of the area is changing.
There are local youths who deal drugs in the area. Encouraged to report to police and to do so anonymously if concerned about repercussions. If youths are identified as Derby Homes Tenants then ASB team can assist police.
Miss X has an issued with the private resident at x xx Road.. Neighbour is complaining about children making a lot of noise. There are 3 if not 4 of them and they are all at home during lockdown. a difficult time to keep children quiet and for a long period of time. Have taken details and raised an ASB case for a neighbour dispute.
Really likes neighbourhood
Tenant said the neighbourhood is nice except for some neighbours that make it uncomfortable and have to be alert all the time. The neighbours are not to be trusted and tnt is constantly wary of leaving the property alone. When I asked what has happened and if anything has happened to her, tenant replied this is due to what has happened to other residents which is making her more aware. I asked if the Police have been notified and tnt said nothing has happened yet so police are not involved however there is high police patrol due to the recent burglaries and they monitor 1 property in particular, she was unable to give the number but said all of the windows and doors are boarded up. For further information please call Mrs X. I have told the tenant to call DH if she feels she needs to report anything or is suspicious of anything and to involve the police if she feels threatened etc.
Happy that the neighbourhood is safe but would like it if could see more people.
Get groups of lads gather and also overgrown hedges, also parking can be an issue
The private property across the road has people coming in all the time doing suspicious deals. Without this the neighborhood would feel more secure.

6. Overall satisfaction with being informed (Target 88% - Above target)

95% 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		
Strongly Agree	76	17%
Agree	342	78%
Undecided	17	4%
Disagree	5	1%
Total	440	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	90%	255
Quarter 3	92%	576

Quarter 4	95%	440
2019 / 20		
Quarter 1	92%	495
Quarter 2	92%	382
Quarter 3	93%	403
Quarter 4	95%	266

If you disagree, please can you suggest how Derby Homes might improve keeping you informed? (15 comment)

The tenant disagrees with communication by text message, he doesn't use the internet and says that it takes too long to get through to CST.
Said didn't remember receiving any Derby Homes news or anything doesn't use the internet
Finds it difficult to contact LHO at time - currently trying to get in touch with PM but struggling. Have advised I will raise call back for this.
Communication within DH and DCC could be better due to not knowing where people are working since COVID-19
Sometimes staff can be dismissive and a bit off , although most of the times they are ok.
N/A is very happy with everyone they have had dealings with, never has an issue speaking to people and finds all staff friendly and easy to deal with.
Repairs process is to long - have to wait for a long time for anything to happen
Takes some time getting through on telephone to customer service.
Enquired a couple months about getting a hardstanding and getting a dropped curb. Said they spoke to delete but not heard anything back. Email sent to Alex to make him aware and to get in contact.
Whilst I agree that Derby homes keeps resident's informed the newsletter is not what it used to be. It used to be more inspiring and about real tenants. It is now very generic. I used to enjoy seeing real tenant's stories and photographs.
See previous answers and additional information
N/A tenant has never had any issues
Undecided due to issues with logging into My Account and navigating Derby Homes website. Also struggles to obtain contact numbers. Will look into My Account issue and reset password.
Unhappy that was not informed prior to roadworks taking place on Kings Mead Close. I advised that we do not hold records of this work as it is not carried out by DH - Miss X says that we should have this information in order to inform customers. She has asked for a call back from LHO to see if they have info - CRM sent to PM
Tenant says we are easy to contact and report things to, we just don't respond correctly where repairs are concerned.

7. Total response of customers who have provided us feedback before

In total, 10% of the customers we surveyed have provided previous feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	44	10%
No	388	90%
Total	432	100%

The year to date a total of 122 people have provided feedback.

	Provided feedback	Participant number
Quarter 1	N/A	N/A
Quarter 2	10%	245
Quarter 3	10%	553
Quarter 4	10%	432
2019 / 20		
Quarter 1	21%	468
Quarter 2	20%	397
Quarter 3	18%	381
Quarter 4	19%	254

8. Overall satisfaction with views taken into account (Target 80% - above target)

89% of respondents are satisfied that their views are being taken into account by Derby Homes.

I am satisfied that my views are being taken into account.		
Strongly Agree	15	14%
Agree	78	75%
Undecided	9	9%
Disagree	2	2%
Total	104	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	63%	47
Quarter 3	89%	118
Quarter 4	89%	104
2019 / 20		
Quarter 1	77%	318
Quarter 2	79%	286
Quarter 3	74%	274
Quarter 4	81%	181

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? 2 comment
Prostitute incident has not been dealt with for years now and is getting worse.
Had no comment to make

9. Overall satisfaction with Derby Homes Service (Target 93% - above target)

96% of respondents are satisfied with the overall service provided by Derby Homes.

I am satisfied with the overall service provided by Derby Homes.

Strongly Agree	117	27%
Agree	304	69%
Undecided	15	3%
Disagree	2	0%
Strongly Disagree	1	0%
Total	439	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	94%	257
Quarter 3	94%	575
Quarter 4	96%	439
2019 / 20		
Quarter 1	95%	496
Quarter 2	95%	405
Quarter 3	96%	414
Quarter 4	95%	274

10. Total figures for Assistance with Registering on the Customer Portal

48% of respondents are already registered on the Derby Homes Customer Portal. 1% of customers are interested in registering onto the customer portal which are followed up by our customer service team.

Would you like more information about accessing services on Customer Portal?		
Already Registered	220	48%
No, thank you	192	42%
No, I am not registered	38	8%
Yes, please provide a contact email address	4	1%
Yes, please provide a contact telephone number	2	0%
Total	456	100%

2020 / 21	Registered Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	44%	259
Quarter 3	43%	594
Quarter 4	48%	456
2019 / 20		
Quarter 1	44%	496
Quarter 2	39%	404
Quarter 3	38%	400
Quarter 4	42%	260

At the end of quarter 4, there were 8497 customers registered to My Account.