

Quarter 3 Comments

During Quarter 3 a total of 451 surveys have been collected from customers. From those surveys, 91 comments have been received which show dissatisfaction with Derby Homes' services.

Dissatisfied Comments Received: Quarterly Question Breakdown

The table below shows a breakdown of how the comments have been received in the Customer Survey.

Customer Survey Question	Number of dissatisfied comments for Q3
Dissatisfied with Neighbourhood	4
Dissatisfied with Communication	2
Dissatisfied with Customer Engagement	0
Dissatisfied with Customer Service	21
Dissatisfied with Capital Works	3
Dissatisfied with Grounds Maintenance	10
Dissatisfied with Gas & Electric	4
Dissatisfied with Finance & Rent	2
Dissatisfied with Planned Maintenance	0
Dissatisfied with Asset Management	2
Dissatisfied with Voids	0
Dissatisfied with Repairs	23
Dissatisfied with Housing Management	18
Dissatisfied with Housing Options	2
Dissatisfied with Complex Needs & Tenancy Sustainment	0
Overall Totals	91

Feedback by service area:

ASB Team

From the feedback question on the survey, the below comments were raised relating to the neighbourhood.

In total, there were 7 comments raised for the ASB team in Quarter 3.

- **Nuisance neighbours** – There were 2 comments mentioning complaints of noise and drug use.
- **Neighbourhood issues** – There was 1 comment regarding the allocation of younger families in locations with predominantly elderly people.
- **Negative feedback** – There were 2 comments where tenants had said that the noise app was not effective, and nothing resulted from their reports.
- **General comments** – There was 1 comment where tenants made a passing comment regarding derby homes has overall been good.

Actions and outcomes of comments raised:

- **Nuisance neighbours** – Only one of the comments about nuisance neighbours were comments which required a call-back, and even so, this was in relation to an old case.
- **Neighbourhood issues** - All the neighbourhood issues did not require a call-back. All this information has been collated to build a bigger picture of incidents within neighbourhoods.
- **Negative feedback** – None of the tenants who left negative feedback were contacted as they did not request a call back. One of the feedback comments was regarding an ongoing case.
- **General comments** – This comment was taken on board.

Customer Communications Team

There were 2 comments raised for the Customer Communication Team in Quarter 3.

- **Newsletter** – 1 comment was received regarding not receiving any of the physical copies of the newsletter.
- **Website** – there was 1 passing comment regarding constant changes on the website.

Actions and outcomes of comments raised:

- **Newsletter** – The Communications team checked that the customer is on the mailing list and contacted them to let them know when the new newsletter was due to be delivered.
- **Website** – The comment was taken on board but no action was taken as a result.

Customer Engagement and Community Development Team

There were no comments raised for the Customer Engagement and Community Development team in Quarter 3.

Customer Service Team

From the feedback question on the survey, the below comments were raised relating to the Customer Service

In total, there were 28 comments raised for the Customer Service team in Quarter 3.

- **Chat Bot** – There were 21 comments about Derby Homes' Chatbot and that the new Ali Chatbot is not particularly good and does not understand when you call up, which is very frustrating.

- **Communication** – 2 comments were raised where a tenant felt that communication within departments was poor, and it was frustrating to get in contact.
- **Positive feedback/ Compliments** – There were 4 comments relating to positive feedback about Derby Homes and the service which we provide.

Actions and Outcomes of comments raised:

- **Chat Bot** – The tenants were contacted and apologies were given. They were all advised that we are still improving the system and gave guidance on raising concerns or repairs through 'My account'.
- **Communication** – Neither of the tenants wanted to be contacted back regarding this.
- **Positive feedback** – All feedback was passed onto the relevant teams.

Capital Works

From the feedback question on the survey, the below comments were raised relating to Capital works.

In total, there were 3 comments raised for the Capital Works team in Quarter 3.

- **Repair Raised**– There was 1 comment raised regarding a repair at a new build property.
- **Adaptations** – There was 1 comment raised from a tenant regarding adaptation enquiries.
- **Quality of Home** – There was 1 comment raised from a tenant regarding the quality of home, specifically the kitchen.

Actions and Outcomes of comments raised:

- **Repair Raised**– A repair has been raised and appointment has been made.
- **Adaptations** – Site visit was arranged, and photographs have taken. It has been submitted to the adaptations team.
- **Quality of Home** – Site visit was arranged and completed. Work has been done to the outstanding jobs and other materials have been ordered for Day to Day

Grounds Maintenance Team

From the feedback question on the survey, the below comments were raised relating to the Grounds Maintenance team.

In total, there were 9 Comments raised for the Grounds Maintenance team in Quarter 3.

- **Grass cutting and gardens** – There were 9 comments raised about the grass cutting service being poor and infrequent.

Actions and Outcomes of comments raised:

- **Grass cutting and gardens** – Visits have been arranged to resolve the issues. Feedback noted.

Gas & Electric Team

From the feedback question on the survey, the below comments were raised relating to Gas and Electrical repairs.

In total, there were 4 comments raised for the Gas and Electric team in Quarter 3.

- **Repair** – There was 1 comment raised regarding an outstanding repair.
- **Boiler Repair** – There was 1 comment regarding a boiler repair which was done incorrectly.
- **Communication** – There were 2 comments raising concerns of poor communication.

Actions and Outcomes of comments raised:

- **Repair** – An appointment was made to resolve the repair, which subsequently was no longer required.
- **Boiler Repair** – The boiler was under warranty which created a delay in the rectification. The Gas supervisor has spoken with the engineer and covered the process again with regards to relevant warranty documentation.
- **Communication** – Both tenants were contacted. It was explained that Derby Homes are not currently able to change the way to process works on how the tenant receives notifications. It was explained to another tenant the reason for their repair delay and apologies were given.

Finance & Rent Team

From the feedback question on the survey, the below comments were raised relating to finances and rent.

In total, there were 4 comments raised for the Finance and Rent team in Quarter 3.

- **Paying Online** – There were 2 comments received requesting information on how to pay online as a preferred method of payment, because it is easier to do so.
- **Rent Charge High** – 1 comment was received from a tenant saying the rent seems high for what they receive.
- **Direct Debits** – There was 1 comment regarding incorrect Direct Debits.

Actions and Outcomes of comments raised:

- **Paying Online** – Contact was made with the tenants with further information on how to pay online and other general information.
- **Rent Charge High** – The rent was investigated to ensure that there were no issues. The rent was high due to the tenant having furniture pack and grounds maintenance charges.
- **Direct Debits** – This comment required no further action as the tenant now pays manually.

Planned Maintenance Team

From the feedback question on the survey, the below comments were raised relating to the repairs for the planned maintenance repairs.

In total there were 2 comments raised for the Planned Maintenance team in Quarter 3.

- **Major Disabled Adaptation** – There was 1 comment regarding recommended adaptation work following a visit from Adult Social Care.
- **External maintenance** – 1 comment was received from a customer stating that the condition of their windows was poor, and they needed replacing.

Actions and Outcomes of comments raised:

- **Major Disabled Adaptation** – The Planned Maintenance team have made an Occupational Therapist referral to ensure the property is suitable and make recommendations.
- **External maintenance** – The customer was contacted, and a contractor rectified the issue with the windows.

Asset Management Team

From the feedback question on the survey, the below comments were raised relating to home improvements.

In total, there were 4 comments raised for the Asset Management team in Quarter 3.

- **Kitchen improvements** – There were 3 comments from a tenant requesting further information on the lead time for a new kitchen.
- **Planned Maintenance** – There was 1 comment from a tenant regarding the issues with a kitchen and a door that needed replacing.

Actions and Outcomes of comments raised:

- **Kitchen improvements** – The tenants were contacted with further information. All the new kitchens are programmed for 2024/2025.

- **Planned Maintenance** – The tenant was contacted and advised when they would be receiving the new door.

Voids Team

No comments were raised for the Voids team in Quarter 3.

Repairs Team

From the feedback question on the survey, the below comments were raised relating to repairs within properties.

In total, there were 28 comments raised for the Repairs team in Quarter 3.

- **Repair raised** – There were 4 comments raised and this resulted in a repair being raised by staff when they carried out the survey.
- **Repair waiting times** – There were 2 comments raised that it takes a long time for repairs to be booked in and completed.
- **Positive Comments** – 2 comments were received thanking Derby Homes for the fast response to repairs and providing a well-maintained property.
- **Scaffolding up too long** – 1 comment was received regarding scaffolding which had been up for 4 months.
- **Repair Outstanding** – There were 7 comments regarding outstanding repairs.
- **General Comments** – There were 8 comments providing general feedback about the repairs service.

Actions and Outcomes of comments raised:

- **Repair raised** – The repairs were investigated, the relevant jobs were logged, and appointments were sent to the tenants.
- **Repair waiting times** – Both tenants were happy with the quality of the repair but they were unhappy with the wait time. It was explained that this is due to the high demand and pressure the service is under.
- **Positive Comments** – The two compliments were logged and acknowledged.
- **Scaffolding up too long** – An investigation was conducted and the scaffolding was removed.
- **Repair Outstanding** – All of the relevant repairs were raised.
- **General Comments** – These were acknowledged.

Housing Management Team

From the feedback question on the survey, the below comments were raised relating to Housing issues.

In total, there were 31 Comments raised for the Housing Management team in Quarter 3.

- **Neighbourhood issues** – There were 2 comments raised about neighbourhood issues relating to ASB and communal area issues.

- **Tenancy Conditions** – There was 1 comment raised about the conditions for the Garden Maintenance Scheme.
- **Allocations Policy** – There was 1 comment raised regarding younger people being allocated properties that in the past were for elderly people.
- **Furniture pack** – 2 comments were raised regarding the quality of the white goods and carpet packages.
- **Repairs** – 5 comments regarding stairlifts, damp and mould and property condition.
- **Communal Issues** – There were 4 comments raising concerns about the communal areas. More specifically, cleanliness and fly-tipping.
- **Agricultural/tree** - 1 comment regarding a troublesome tree.
- **Hardstanding waiting list** – 1 comment raised regarding hardstanding enquiry.
- **CCTV** – There was 1 comment raised by a customer requesting CCTV covering the garages near their home.
- **Car parking** – There were 2 comments raised, regarding the limited parking around their property.
- **Support services** – There were 2 comments regarding more support for tenants and signposting for support with food and household bills.
- **Customer Satisfaction** – There were 4 comments relating to customers being satisfied with the service provided by Derby Homes.
- **Decoration Scheme** – 1 comment requesting further information on the decoration scheme.
- **Garden Maintenance** – There were 2 comments requesting help with managing their garden.
- **Local Housing Office** – There was 1 comment asking for the Local Housing Offices to be open around the work week due to the limitations working tenants have, to access our services.

Actions and Outcomes of comments raised:

- **Neighbourhood issues** – Both comments were passing and required no further action.
- **Tenancy Conditions** – Records show that the tenant was ineligible for the Garden Maintenance Scheme. The Estate officer is making contact to check if circumstances have changed.
- **Allocations Policy** – Passing comment, with no further action required.
- **Furniture pack** – Both tenants will be contacted regarding the whitegoods package and reminded of the terms and conditions that were agreed upon.
- **Repairs** – A new stairlift was installed. Site visits were arranged with all tenants and relevant repairs were raised.
- **Communal Issues** – The tenants were contacted, and inspections have been diarised to ensure high quality estates.
- **Agricultural/tree** - The Agricultural officer has made an appointment to visit the tenant and make relevant recommendations.
- **Hardstanding waiting list** – The Estate Officer has contacted the tenant and given more information including adding them to the waiting list.
- **CCTV** – The comment provided was a passing remark and the customer did not want contacting about it.

- **Car parking** – One comment was passing, and the customer did not want to be contacted. An Estate Officer is investigating the other comment about car parking and is in contact with the customer to provide an update.
- **Support services** – The tenants were contacted and signposted to the relevant services.
- **Customer Satisfaction** – No further action was required. All the comments were very positive.
- **Decoration Scheme** – The Estate Officer called the customer with further information on the decoration scheme and eligibility.
- **Garden Maintenance** – Regular estate inspections have been planned and further information on the Garden Maintenance Scheme was provided.
- **Local Housing Office** – This was a passing comment with no further action needed.

Housing Options

From the feedback question on the survey, the below comments were raised relating to Housing Options.

In total, there were 2 comments raised for the Housing Options team in Quarter 3.

- **Homefinder process** - 1 comment referred to the fact that the customer was not happy living in the area anymore and they thought they should be moved on request - but was unsure of the process.
- **Age designation** – 1 comment referred to the declassification of properties that only used to be allocated to over 50s.

Actions and Outcomes of comments raised:

- **Homefinder process** – the customer understood and accepted the process once it was explained to them, and no further action was needed.
- **Age designation** – this was a passing comment which required no further action.

Complex Needs and Tenancy Sustainment

From the feedback question on the survey, the below comment was raised relating to the service received.

In total, there were 2 comments raised for the Complex Needs and Tenancy Sustainment team in Quarter 3.

- **Staff Compliments** – 1 positive comment was received regarding a staff member.
- **Appointment changes** – 1 comment received requesting to change an appointment date.

Actions and Outcomes of comments raised:

- **Staff Compliments** – This was recorded and passed to the staff member.
- **Appointment changes** – Appointment changed to suit the customer.