

## **Customer Survey Results**

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QT1 2017/2018

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## **BACKGROUND**

In 2014 the Customer Survey – Listening to you, Learning from you was launched. We carried out doorstep campaigns and visited tenants on their doorstep. This proved to be very successful so we repeated the exercise in 2015.

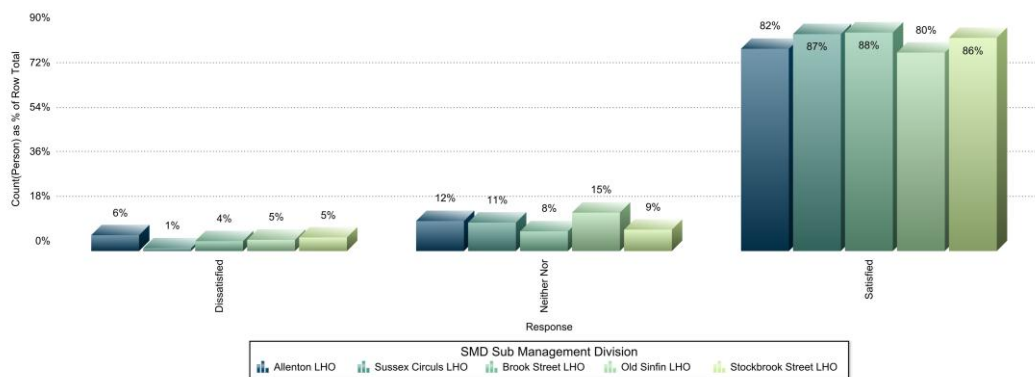
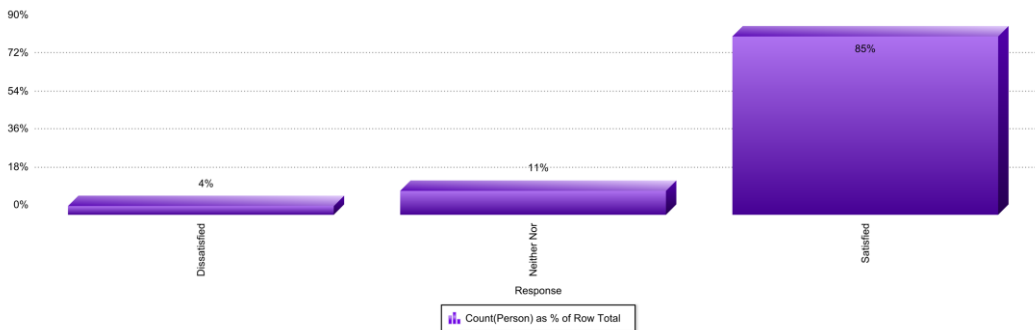
As a result of the doorstep campaigns we created 10 new Customer Priorities based on issues raised which will run to the end of August 2017. A new doorstep campaign will start at the beginning of September 2017 until the first week of October 2017.

## **RESULTS**

Please note that as a 5 bar scale has been used in the question set, a score of 3 has been deemed neither satisfied nor dissatisfied but as we have allowed people to select 3, they must be counted in the overall satisfaction figure, (this does bring the overall figure down).

Where possible, all comments/qualitative data included in this report have been grouped into compliments and comment sections.

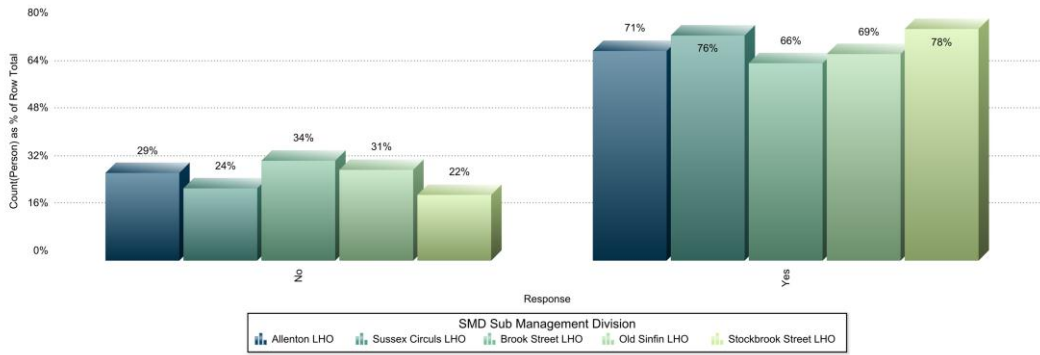
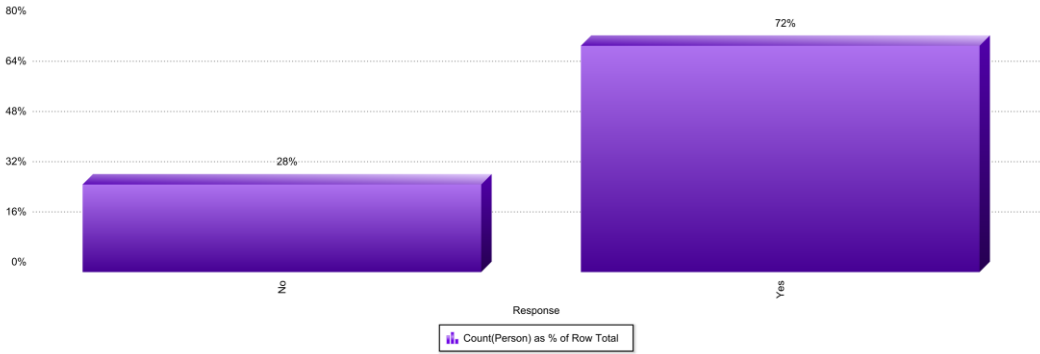
# Quality of Home



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the overall quality of your home? 5 is satisfied, 1 is dissatisfied	31	85	634	750
Total	31	85	634	750

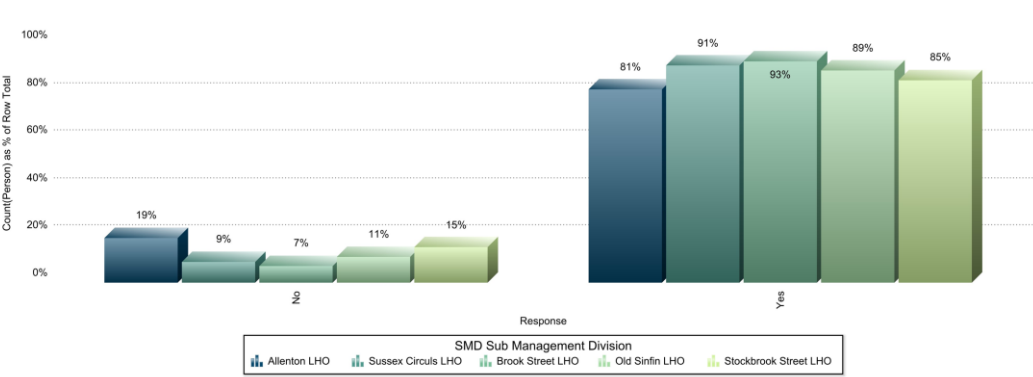
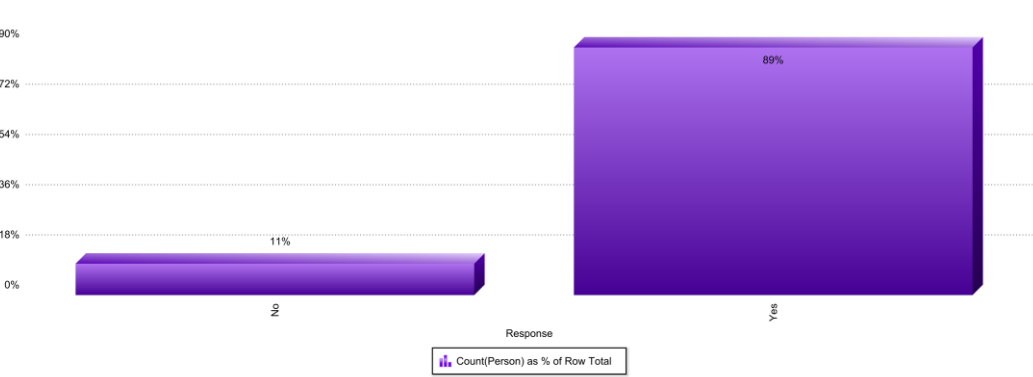
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	10	19	128	157
Sussex Circuls LHO	2	21	160	183
Brook Street LHO	5	10	111	126
Old Sinfin LHO	7	24	124	155
Stockbrook Street LHO	7	11	110	128
Total	31	85	633	749

# Repairs



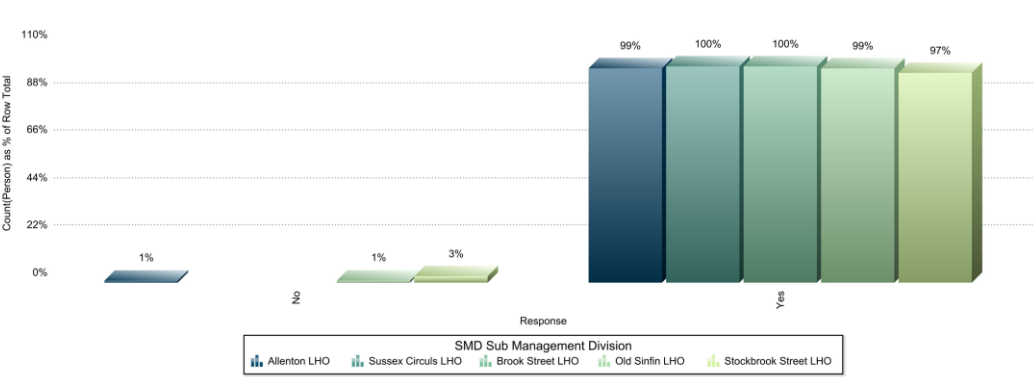
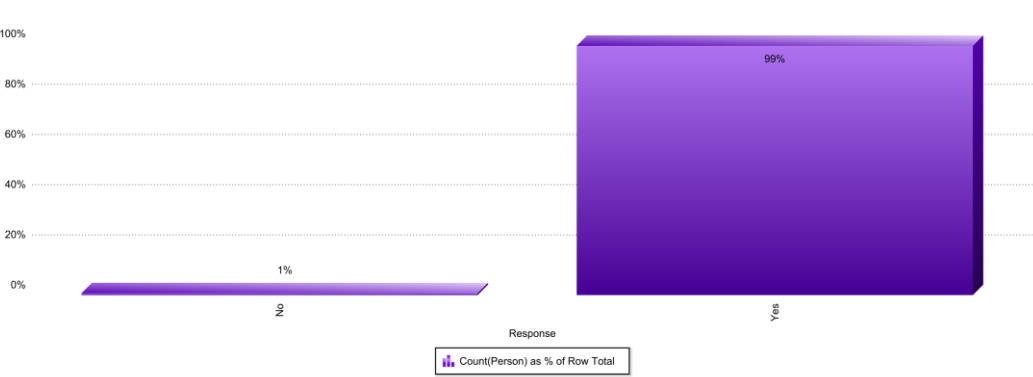
	No	Yes	Total
Have you had a repair carried out in the last 12 months?	209	540	749
Total	209	540	749

	No	Yes	Total
Allenton LHO	46	110	156
Sussex Circuls LHO	44	137	181
Brook Street LHO	42	83	125
Old Sinfin LHO	47	107	154
Stockbrook Street LHO	19	67	86
Total	198	504	702



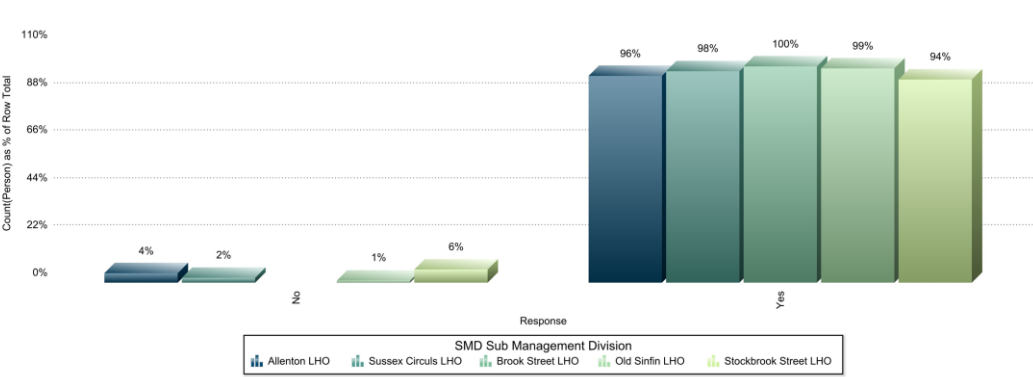
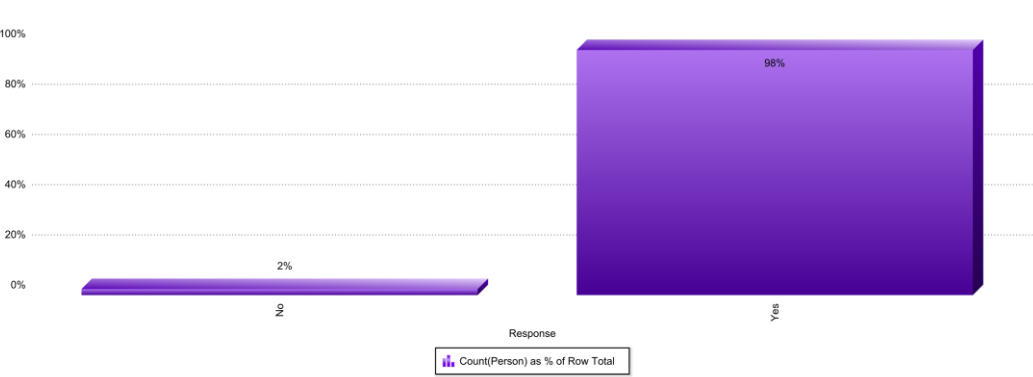
	No	Yes	Total
Were you happy with the time it took to complete your repair?	62	489	551
Total	62	489	551

	No	Yes	Total
Allenton LHO	21	91	112
Sussex Circuls LHO	12	126	138
Brook Street LHO	6	80	86
Old Sinfin LHO	12	99	111
Stockbrook Street LHO	10	57	67
Total	61	453	514



	No	Yes	Total
I was happy with the attitude of the workers	4	538	542
Total	4	538	542

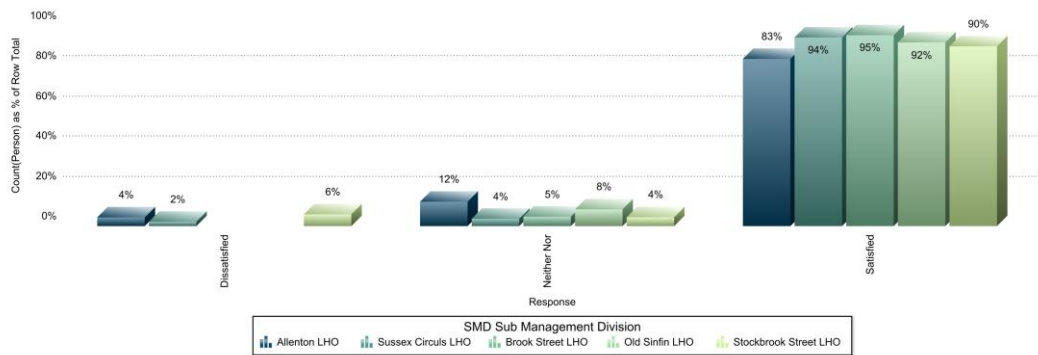
	No	Yes	Total
Allenton LHO	1	111	112
Sussex Circuls LHO		134	134
Brook Street LHO		85	85
Old Sinfin LHO	1	106	107
Stockbrook Street LHO	2	65	67
Total	4	501	505



	No	Yes	Total
The workers kept dirt and mess to a minimum	13	528	541
Total	13	528	541

	No	Yes	Total
Allenton LHO	5	109	114
Sussex Circuls LHO	3	131	134
Brook Street LHO		83	83
Old Sinfin LHO	1	106	107
Stockbrook Street LHO	4	62	66
Total	13	491	504

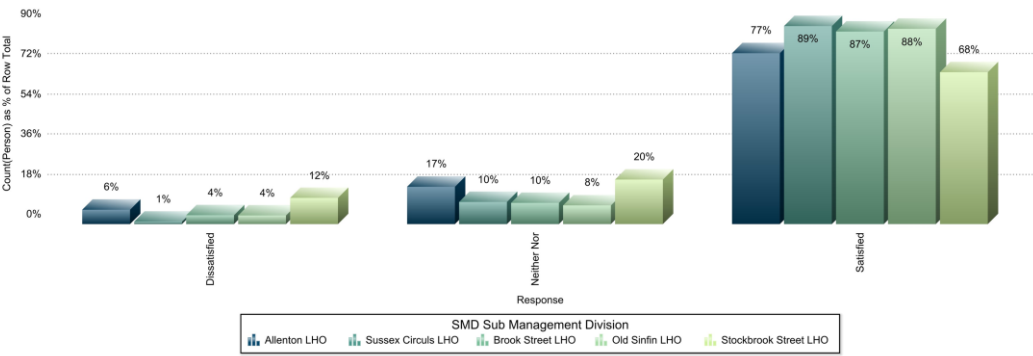
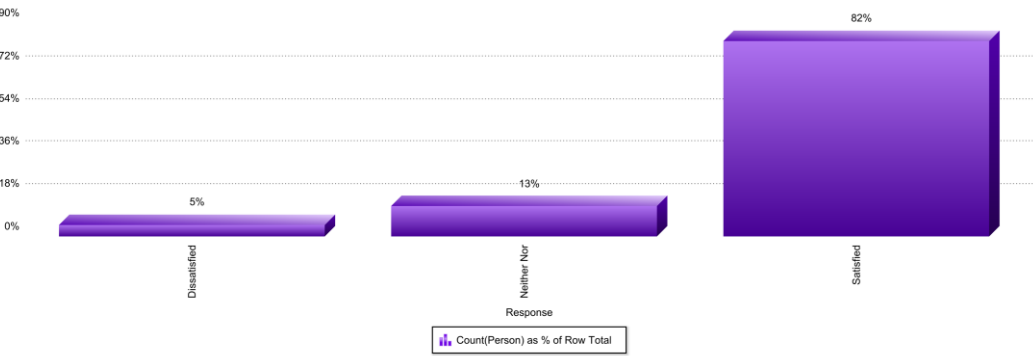




	Dissatisfied	Neither Nor	Satisfied	Total
Overall, how satisfied or dissatisfied are you with your most recent repair? 5 is satisfied, 1 is dissatisfied.	12	38	500	550
Total	12	38	500	550

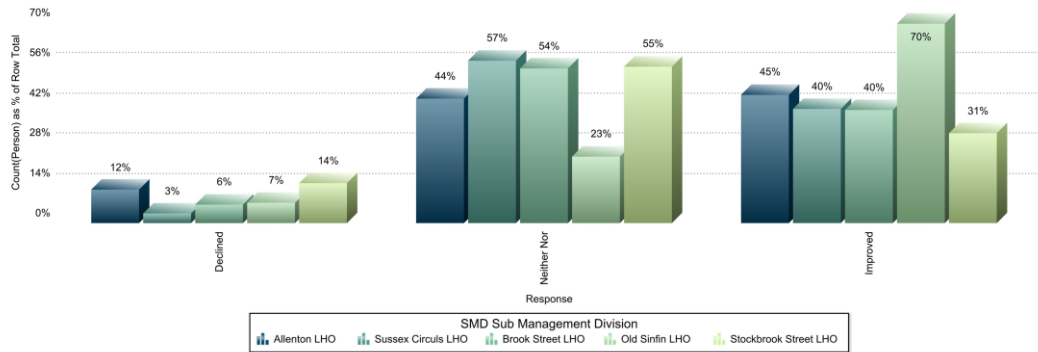
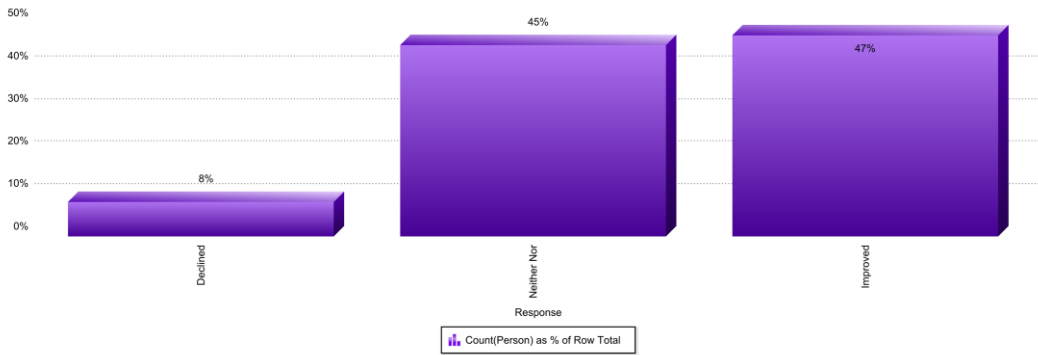
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	5	14	96	115
Sussex Circuls LHO	3	5	129	137
Brook Street LHO		4	81	85
Old Sinfin LHO		9	99	108
Stockbrook Street LHO	4	3	61	68
Total	12	35	466	513

Your Neighbourhood



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with your neighbourhood as a place to live? 5 satisfied, 1 is dissatisfied	36	96	617	749
Total	36	96	617	749

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	10	26	119	155
Sussex Circuls LHO	2	18	161	181
Brook Street LHO	5	12	109	126
Old Sinfin LHO	6	13	136	155
Stockbrook Street LHO	10	17	58	85
Total	33	86	583	702



	Declined	Neither Nor	Improved	Total
In the last 3 years, would you say your neighbourhood has improved or declined? 5 is improved, 1 is declined	60	333	350	743
Total	60	333	350	743

	Declined	Neither Nor	Improved	Total
Allenton LHO	18	67	69	154
Sussex Circuls LHO	6	101	71	178
Brook Street LHO	8	67	49	124
Old Sinfin LHO	11	36	108	155
Stockbrook Street LHO	12	47	27	86
Total	55	318	324	697

	Very much a problem	Neither Nor	Not a problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	80	73	594	747
Noisy neighbours 1 very much a problem, 5 is not a problem	61	71	616	748
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	69	61	621	751
Other problems with pets and animals 1 very much a problem, 5 is not a problem	23	13	712	748
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	34	57	659	750
Racial or other harassment 1 very much a problem, 5 is not a problem	17	16	712	745
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	33	47	668	748
Vandalism and graffiti 1 very much a problem, 5 is not a problem	13	14	717	744
People damaging your property 1 very much a problem, 5 is not a problem	14	21	714	749
Drug use or dealing 1 very much a problem, 5 is not a problem	45	41	661	747
Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	10	16	717	743
Other crime 1 very much a problem, 5 is not a problem	11	24	707	742
Noise from traffic 1 very much a problem, 5 is not a problem	18	33	691	742
Car parking 1 very much a problem, 5 is not a problem	82	77	588	747
Total	510	564	9377	10451

The top three issues identified by our customers whilst completing the Customer Survey are:

- Car parking16%
- Rubbish or litter16%
- Dog Fouling/Dog mess14%

These three issues remain constant and are being proactively tackled under the Customer Priorities

		Very much a problem	Neither Nor	Not a Problem	Total
Rubbish or litter	Allenton LHO	23	18	115	156
	Brook Street LHO	5	5	112	122
	Sussex Circus LHO	12	12	158	182
	Stockbrook Street LHO	23	11	52	86
	Sinfin LHO	12	13	129	154
Noisy neighbours	Allenton LHO	19	12	125	156
	Brook Street LHO	7	18	98	123
	Sussex Circus LHO	5	15	162	182
	Stockbrook Street LHO	15	7	64	86
	Sinfin LHO	10	13	132	155
Dog fouling/Dog mess	Allenton LHO	15	14	128	157
	Brook Street LHO	9	10	105	124
	Sussex Circus LHO	22	13	148	183
	Stockbrook Street LHO	7	7	72	86
	Sinfin LHO	10	9	135	154
Other problems with pets and animals	Allenton LHO	8	4	144	156
	Brook Street LHO	3	3	116	122
	Sussex Circus LHO	5	1	177	183
	Stockbrook Street LHO	3	2	80	85
	Sinfin LHO	3	1	151	155
Disruptive children/teenagers	Allenton LHO	13	12	130	155
	Brook Street LHO	5	9	109	123
	Sussex Circus LHO	4	13	168	185
	Stockbrook Street LHO	5	13	68	86
	Sinfin LHO	6	7	141	154

Racial or other harassment	Allenton LHO	4	4	147	155
	Brook Street LHO	1		120	121
	Sussex Circus LHO	1	4	177	182
	Stockbrook Street LHO	4	6	76	86
	Sinfin LHO	6	2	146	154
Drunk or rowdy behaviour	Allenton LHO	7	6	143	156
	Brook Street LHO	5	7	110	122
	Sussex Circus LHO	3	5	174	182
	Stockbrook Street LHO	10	12	64	86
	Sinfin LHO	2	12	141	155
Vandalism and graffiti	Allenton LHO	5	2	147	154
	Brook Street LHO	1	2	118	121
	Sussex Circus LHO	1	3	177	181
	Stockbrook Street LHO	1	3	82	86
	Sinfin LHO	5	4	146	155
People damaging your property	Allenton LHO	4	6	146	156
	Brook Street LHO	2	1	120	123
	Sussex Circus LHO	2	3	179	184
	Stockbrook Street LHO		5	80	85
	Sinfin LHO	5	4	146	155
Drug use or dealing	Allenton LHO	8	5	143	156
	Brook Street LHO	5	8	108	121
	Sussex Circus LHO	7	7	168	182
	Stockbrook Street LHO	14	9	63	86
	Sinfin LHO	4	9	142	155
Abandoned or burnt out vehicles	Allenton LHO	2	2	151	155
	Brook Street LHO	1	3	118	122
	Sussex Circus LHO	1	5	173	179
	Stockbrook Street LHO	4	2	80	86

	Sinfin LHO	2	4	148	154
Other crime	Allenton LHO	2	4	147	153
	Brook Street LHO	1	3	118	122
	Sussex Circus LHO		6	176	182
	Stockbrook Street LHO	3	5	77	85
	Sinfin LHO	2	6	146	154
Noise from traffic	Allenton LHO	7	12	135	154
	Brook Street LHO	3	3	115	121
	Sussex Circus LHO	3	8	171	182
	Stockbrook Street LHO	3	5	78	86
	Sinfin LHO	2	4	146	152
Car parking	Allenton LHO	19	15	121	155
	Brook Street LHO	23	14	85	122
	Sussex Circus LHO	24	23	137	184
	Stockbrook Street LHO	3	10	72	85
	Sinfin LHO	12	11	132	155
Total		473	516	8808	9797

The top three issues in each area are:

**Allenton**

Rubbish/Litter	17%
Noisy neighbours	14%
Car Parking	14%

**Brook Street**

Car Parking	32%
Dog Fouling/Dog mess	13%
Noisy neighbours	10%

**Sussex**

Car Parking	27%
Dog Fouling/Dog mess	24%
Rubbish/Litter	13%

**Stockbrook Street**

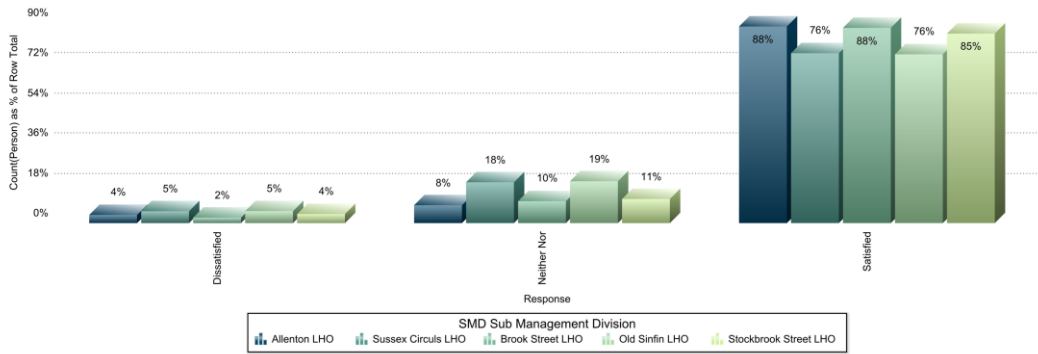
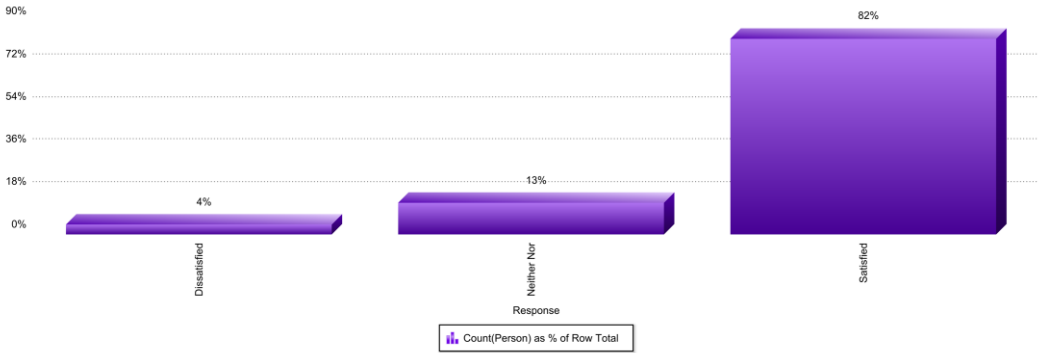
Rubbish/Litter	24%
Noisy neighbours	16%
Drug use or dealing	15%

**Sinfin**

Car Parking	15%
Rubbish/Litter	15%
Dog Fouling/Dog mess	12%
Noisy neighbours	12%



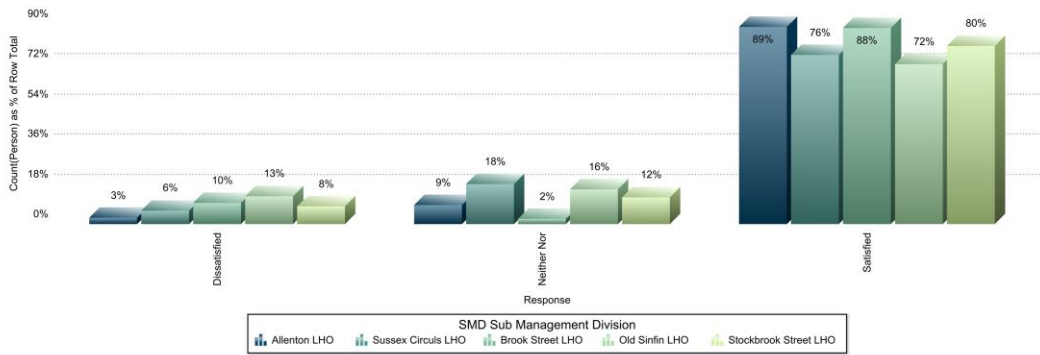
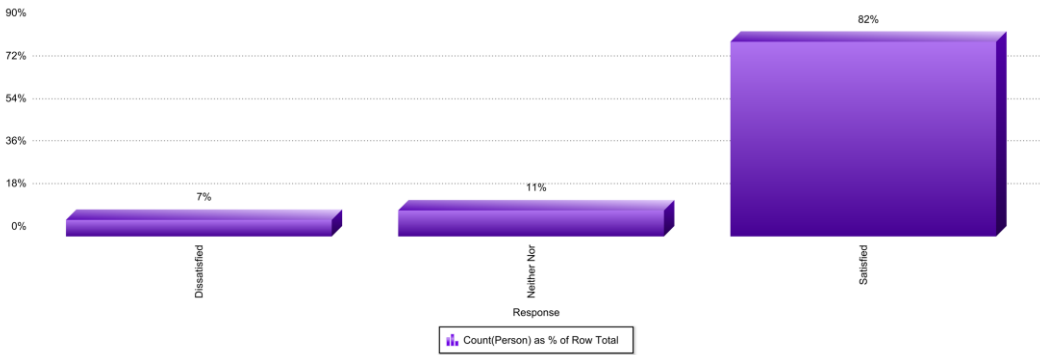
Grounds Maintenance



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the grounds maintenance provided by Derby Homes? By grounds maintenance we mean grass cutting and shrub beds to communal land.	29	93	575	697
Total	29	93	575	697

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	5	11	121	137
Sussex Circuls LHO	9	31	129	169
Brook Street LHO	3	12	107	122
Old Sinfin LHO	8	28	113	149
Stockbrook Street LHO	3	8	63	74
Total	28	90	533	651

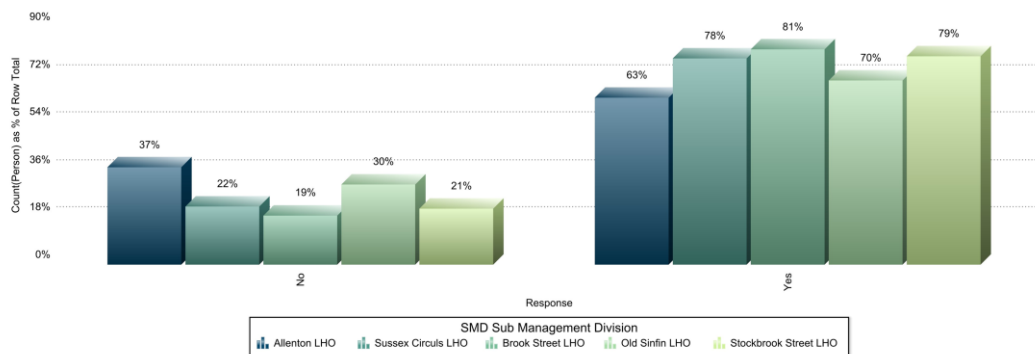
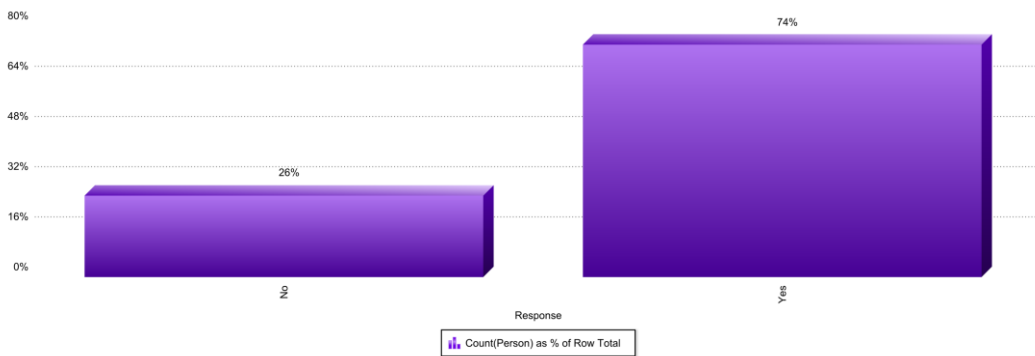
# Communal Cleaning



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the cleaning of your communal areas where you live? 5 is satisfied, 1 is dissatisfied	14	22	165	201
Total	14	22	165	201

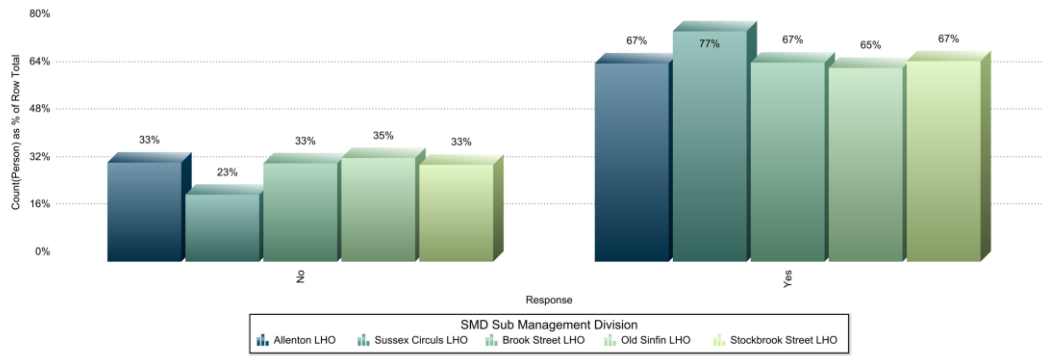
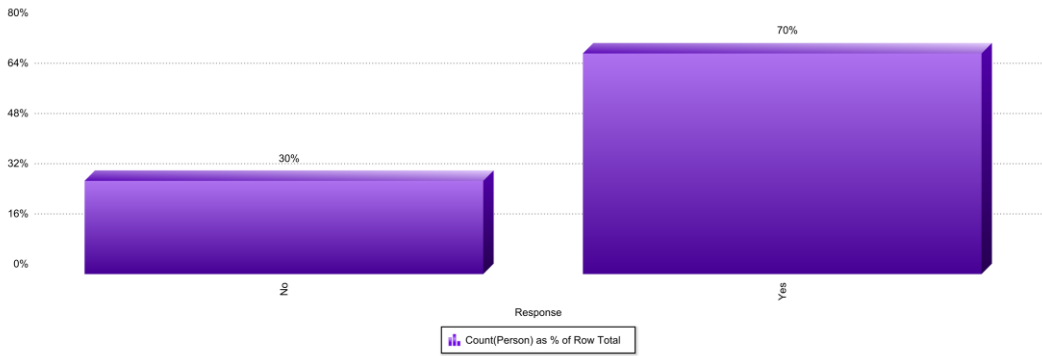
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	1	3	31	35
Sussex Circuls LHO	3	9	38	50
Brook Street LHO	4	1	37	42
Old Sinfin LHO	4	5	23	32
Stockbrook Street LHO	2	3	20	25
Total	14	21	149	184

# Improvements to Area



	No	Yes	Total
Do you know that Derby Homes carry out large and small improvement works across the city? These improvements can include landscaping works, such as paving and fencing. They can also include social improvements such as helping to improve/resolve ASB.	193	551	744
Total	193	551	744

	No	Yes	Total
Allenton LHO	56	96	152
Sussex Circuls LHO	40	142	182
Brook Street LHO	23	101	124
Old Sinfin LHO	47	108	155
Stockbrook Street LHO	18	67	85
Total	184	514	698



	No	Yes	Total
Do you know how to let us know if you think improvements could be made in your area?	221	523	744
Total	221	523	744

	No	Yes	Total
Allenton LHO	50	100	150
Sussex Circuls LHO	41	141	182
Brook Street LHO	41	83	124
Old Sinfin LHO	54	101	155
Stockbrook Street LHO	28	58	86
Total	214	483	697

Need zebra crossing to cross over to shop.	Acorn Close
Cleaning of windows outside and bins	Aldwych
paths could be wider for loading and unloading when people move in, vehicles have ruined the grass.	Aldwych
Surgery at Mackworth Library closing. Want to keep it open.	Aldwych
My property states it is fully wheelchair accessible, I am wheelchair bound and have real difficulties with the doors and garden. My housing officer has tried helping and visited the property. I have raised a complaint regarding the issues.	Arleston Lane
already having improvements done in the area soon	Arthur Court
A Community Centre for children.	Arthur Street
Improvements made to local parks	Aston Road
want to know if the people should cut the hedge on their side of the allotment. Housing officer to check	Baker Street
would like place boxing around the pipework in the bathroom downstairs. Advise that she will have write for a permit. Also advised that if DH needed to do work if there was a leak then the boxing would have to be removed.	Baker Street
add extra fencing around the back and change gates. I know the housing officer has had site meetings and is looking into this.	Ballater Close
He stated that roof repairs to the properties	Barrett Street
not for the area, queried private owner fence next door in poor state of repair. blank permit sent out in post so she can request to install on fence on her side of the boundary to secure her garden. advised we cannot enforce private owners maintain rear boundaries and DH would only mark with post and wire.	Bea
better car parking facilities.	Belsize Close
Adding extra car parking.	Birdcage Walk
Neighbourhood watch	Birdcage Walk
Upgrade the flats and surrounding areas	Boulton Lane
Replace hedges with fencing	Browning Street
Replace hedges with fencing	Browning Street
better play area for children	Caxton Street
make something of the green squares on the estate like on emerson square, patmore square etc. maybe put children's play equipment in them or make into allotments for residents. might stop them being used for fly tipping.	Caxton Street

my side of caxton street, like it very much, old people over the road. no problems at all, doesn't need anything doing to it.	Caxton Street
Jitty Ways need trimming back due to stinging nettles	Chadwick Avenue
no - only problem is fly tipping down jitty at top of coleridge street near scout hut. not sure what solution is.	Coleridge Street
thinks estate should have cctv on lampposts.	Coleridge Street
would like street sign at corner of coleridge and kitchener. advised would pass her request to streetpride.	Coleridge Street
To take out green area in the middle of the square and make into communal parking area for residents.	Dickens Square
Provide something for the kids to do in the area. Provide more activities for kids on the Racecourse.	Dorset Street
The green grassed area on Elm Tree Avenue could be cut a bit more. May be once more to what is done now.	Elm Tree Avenue
Fencing to be repaired & painted.	Essex Street
Maintain Trees more often & send road sweepers more often to collect leaves & litter.	Essex Street
Remove the gravel in the front garden	Farndale Court
Need to put better tenants in area.	Filbert Walk
more trees would be nice.	Finsley Walk
something that could possibly deter youths in the jitty as they smoke weed and congregate in the summer.	Grimshaw Avenue
My Kids often visit to the small park which is on Boulton Lane behind the Merrill Academy. Its need more improvement and to put more stuff for kids activity- currently there is not much to play.	Hatfield Road
Patio areas to be cleaned/weed sprayed 2 x yearly by DH.	Holly Court
Patio areas to be weed sprayed/cleaned by DH twice a year.	Holly Court
Would like fencing at front made individual like on Northumberland St	Howard Street
Remove shale to front gardens	Humber Close

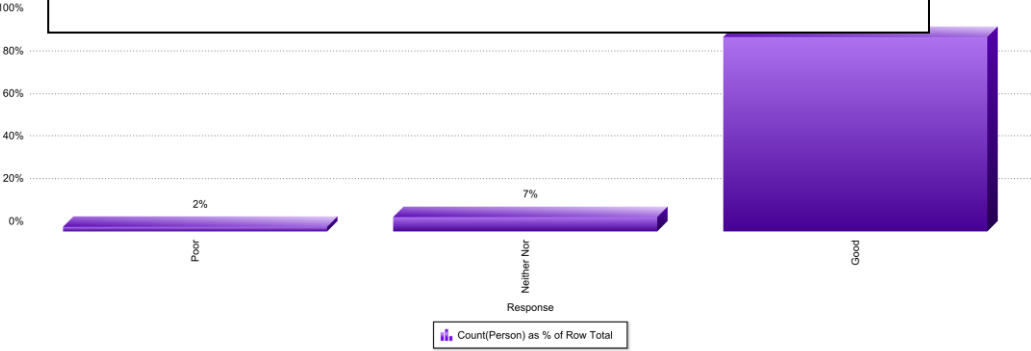
car park	Kensal Rise
car park	Kensal Rise
Clean exterior of properties & put drives in for those who don't have them to ease parking issues.	Kerry Street
More skip days. Help to take away garden waste.	Kerry Street
She wants more trees to be planted	Kings Mead Walk
More disabled bays in car park	Langwith Close
Have an outside seating area	Laurie Place
Get rid of the green area & provide more parking spaces.	Lothian Place
Get rid of the tree in front garden which is a nuisance.	Lothian Place
Would like new doors in flat and someone to look into her walls of the flat as her home feels very cold (have raised this as an inspection and emailed housing officer)	Louvain Road
improve park at end of cheviot street as there is not much for the kids to do there	Lyttelton Street
Improvements by DH scheduled to start April 2017. Would like to see dog fouling posters up around Madeley - these are to be erected with the improvements.	Madeley Court
Improvements going to be done September 2017.	Madeley Court
rip out hedges and install fencing.	Marlborough Road
He struggles to get from front door to footpath or car park to get in taxi, taxi drivers are very good but not sure if there is any thing else that can be done.	Marlowe Court
Large grassed area nearby requires better maintenance	Marston Close
Previous ideas highlighted	Max Road

Yellow lines on Michigan Road to stop unknown cars parking outside driveways	Michigan Close
cut all hedges and do all gardens	Monsal Drive
More for children, like a park, activities being put on etc if possible.	Moray Walk
Tackle Fly Tipping in the Area	Moray Walk
Nidderdale car park needs resurfacing - drop curb needed by 2-4.	Nidderdale Court
more car parking required	Norbury Crescent
More parks for smaller children - MUGA	Oaklands Avenue
It would be nice if there was a play park/equipment for children locally.	Orchard Way
More Parking Space - Our Tenant finds it hard to park the car nearby to her house. It can block up street if they park on the street area.	Oregon Way
improvement in area ongoing - still waiting for patio door.	Osmaston Road
provide dog bins	Quarn Gardens
More Bins to replace old bins or bins taken out when redid pavement larger bins stop overflowing	Quarn Way
More Youth Clubs for the youths in the area	Radford Street
doing them at the minute, taking time but thinks that good jobs do take time.	Rauche Court
i know i can ring 888777 - very handy number.	Rauche Court
Would like something done about dog waste. Mirror needed at bottom of hill as blind bend.	Ridgeway
Keep upgrading external appearance of properties	Rodsley Crescent
Metal Fencing	Rowland Street
provide youth centre for local children 9yrs upwards.	Sanderson Road
More police on the beat	Sinfin Lane
car park extension	Slindon Croft



MUGA for kids living on Southcroft	Southcroft
MUGA required for Southcroft. A lot of children play football on the communal lawns.	Southcroft
would be good if area could be an "alcohol free zone" like stockbrook area is.	St Davids Close
Maintenance of public hedgerows. Hedges at bungalows at Meadow Way should be cut more regularly.	St Peter'S Road
I was promised 2 years ago that DH would renew my rear fencing as my garden is so big and the fencing has never been renewed. HO to look into this matter further with cyclical team as rear fencing is normally tenants responsibility.	Station Road
Fence off green area at back	Stonesdale Court
There is no play area for children in the area, or social club for children.	Summerbrook Court
fencing at the rear needs painting. Advised tenant that this was on a yearly time period all over the city.	Thorndike Avenue
Security of garages	Watermeadow Road
Cut back hedge in summer as cannot see out window - fit a fence instead of a wall as children/ teenagers sit on the wall	Whitecross Gardens
Fencing around the flat - went out with [name removed] and going to send over to the Hub to raise a survey.	Whitecross Gardens
More car parking required on Bowbridge Avenue especially as new housing is being constructed at the end of the road. [Name removed] would like communal land opposite her property turned into additional car parking spaces due to the number of cars parked on the road and the narrowness of it.	Willowcroft Road
Work has been completed to Wiltshire Road recently	Wiltshire Road

# Keeping you Informed



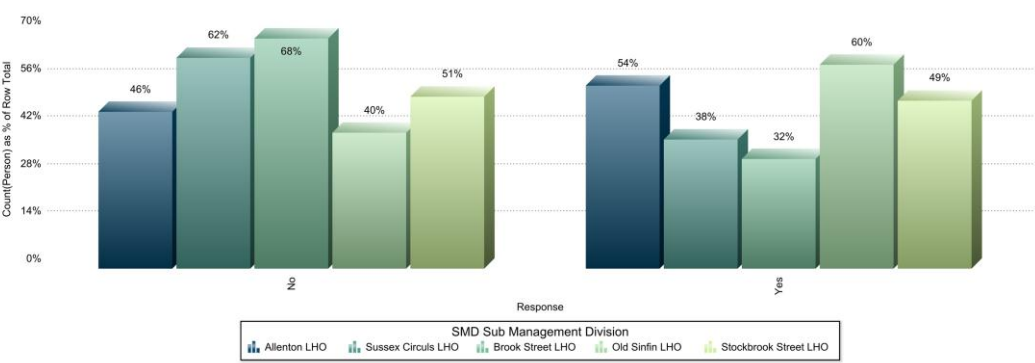
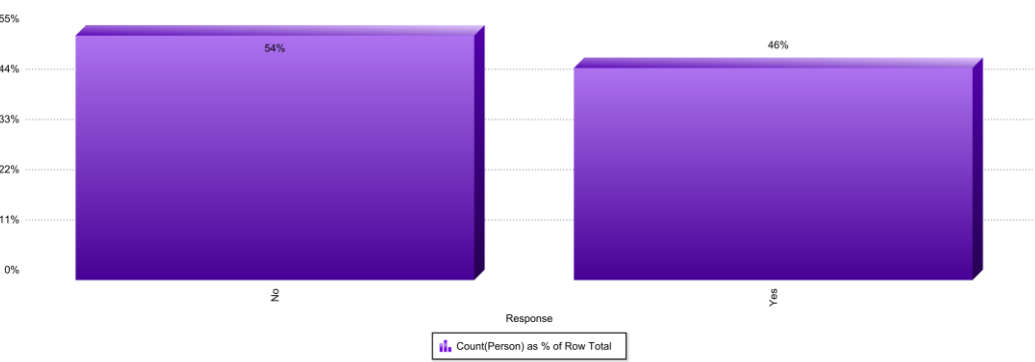
	Poor	Neither Nor	Good	Total
How good or poor do you think Derby Homes is at keeping you informed about things that might affect you as a tenant? 5 is good, 1 is poor	16	50	677	743
Total	16	50	677	743

	Poor	Neither Nor	Good	Total
Allenton LHO	5	9	141	155
Sussex Circuls LHO	3	12	163	178
Brook Street LHO	1	9	117	127
Old Sinfin LHO	3	8	141	152
Stockbrook Street LHO	4	9	71	84
Total	16	47	633	696

Compliments	
I have always been informed/ notified on repairs/work. Derby Homes have been really good	Elm Tree Avenue
happy with how it is done now.	Woodroffe Walk

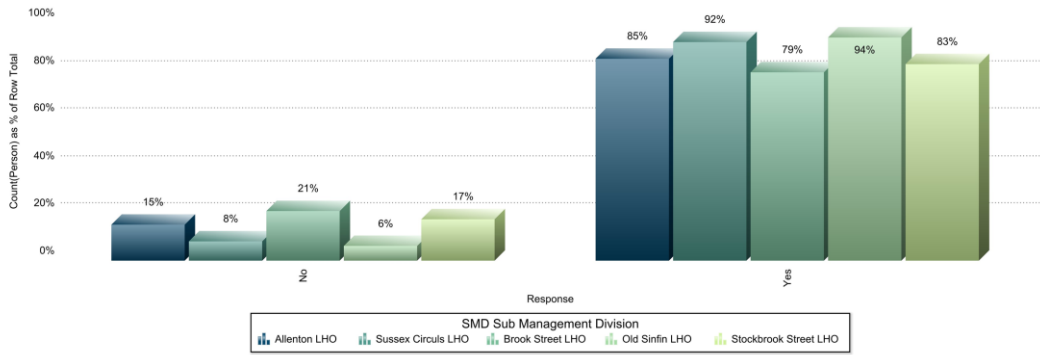
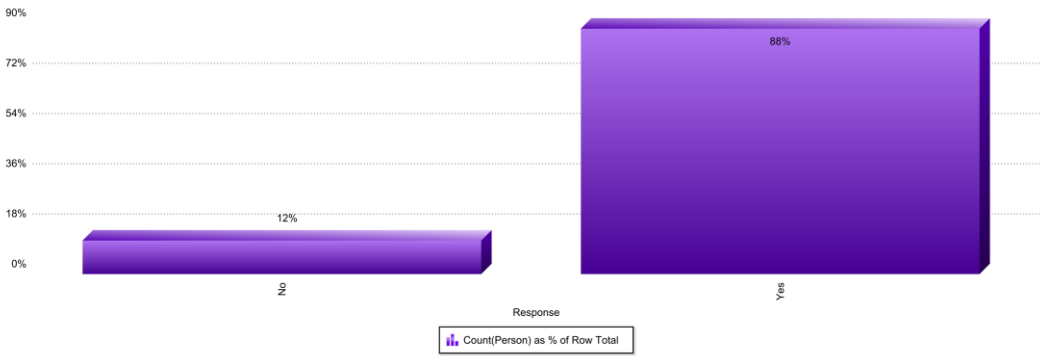
Comments	
More newsletters.	Arthur Street
more texts and social	Beckenham Way
letters/ newsletters	Boulton Lane
More face to face - home visits	Bretton Avenue
Don't get the newsletter	Eden Street
More on social media as it will get more people talking.	Elton Road
Have more staff to man phones etc	Falcon Way
Not send so many letter if we text or call	Fenchurch Walk
Would like to go paperless	Holyrood House
Find ways to interact with those without the internet.	Kerry Street
Send newsletters more frequently.	Kerry Street
her dad got a parking ticket and she was not told she needed a parking permit	Kings Mead Walk
Improvements required to dashboard - doesn't update rent accounts regularly.	Langwith Close
more visits from housing officer at least once a year	Louvain Road
when I had support from [name removed] in tenancy sustainment it was really good and he helped me a lot but since not having him anymore I feel like I haven't got anyone to contact.	Marlowe Court
any information would be an improvement	Marston Close
Would like Derby Homes to visit more at home. Housing Officer discussed whether there was anything in particular that tenant wanted to discuss on a home visit but tenant didn't specify anything and said he was managing ok at property and didn't have any questions relating to tenancy.	Merrill Way
Dog Bins	Quarn Gardens
Make sure the derby homes news gets out before date pass a lot of the time I get it after dates passed	Quarn Way
Doesn't receive a newsletter any longer	Rochester Close
more use of personal emails	Ruskin Way
Newsletter to tenants	Uttoxeter New Road
Send out more derby homes news articles	Whitecross Gardens

# Contact with Derby Homes



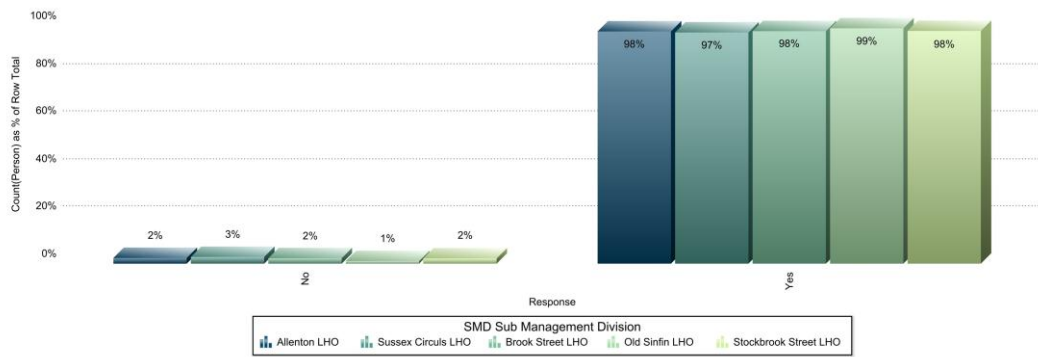
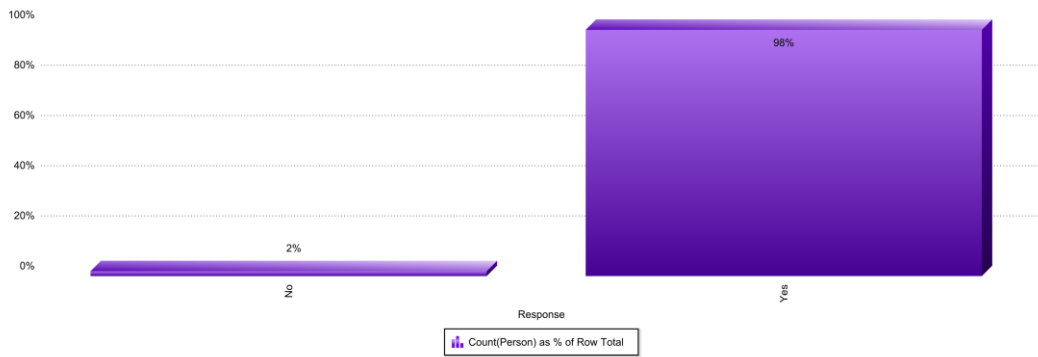
	No	Yes	Total
Have you contacted Derby Homes in the last 12 months with a query other than to pay your rent or service charge?	400	347	747
Total	400	347	747

	No	Yes	Total
Allenton LHO	72	84	156
Sussex Circuls LHO	111	68	179
Brook Street LHO	86	41	127
Old Sinfin LHO	62	93	155
Stockbrook Street LHO	43	42	85
Total	374	328	702



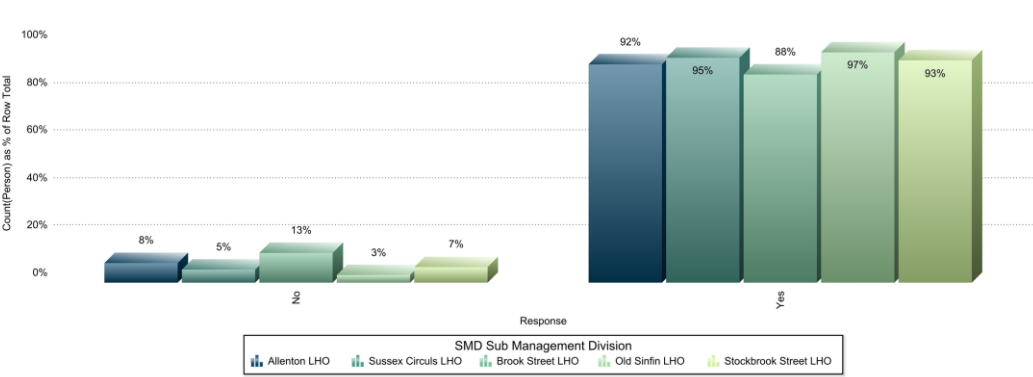
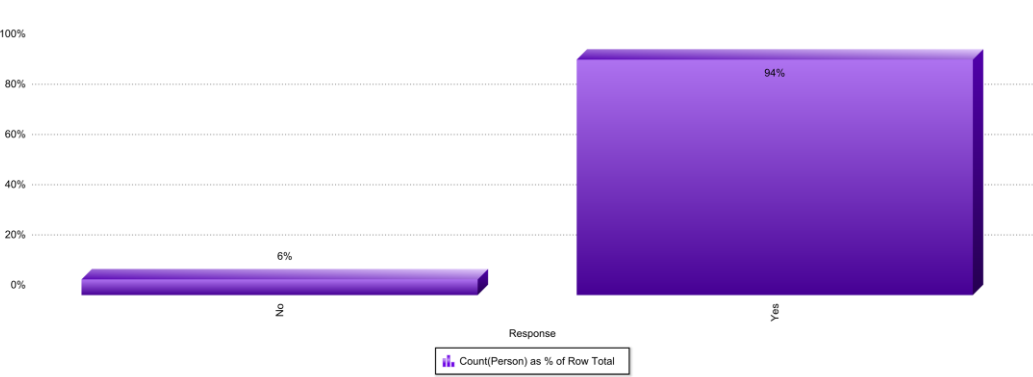
	No	Yes	Total
Getting hold of the right person was easy	45	329	374
Total	45	329	374

	No	Yes	Total
Allenton LHO	13	73	86
Sussex Circuls LHO	6	68	74
Brook Street LHO	10	38	48
Old Sinfin LHO	6	91	97
Stockbrook Street LHO	8	38	46
Total	43	308	351



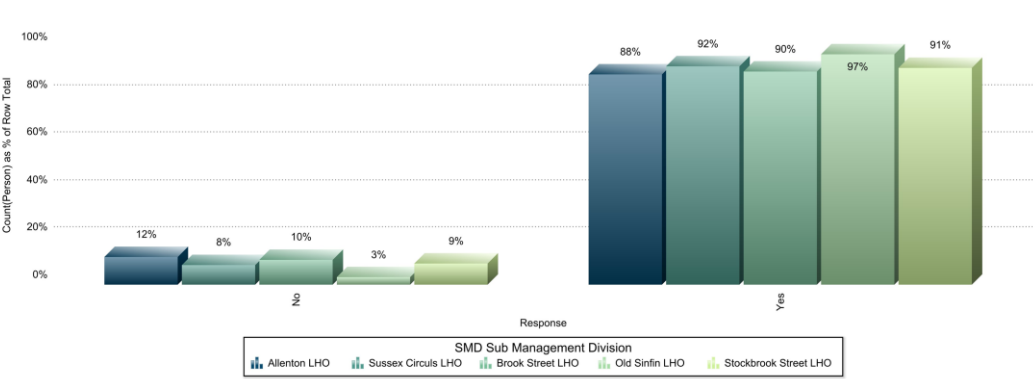
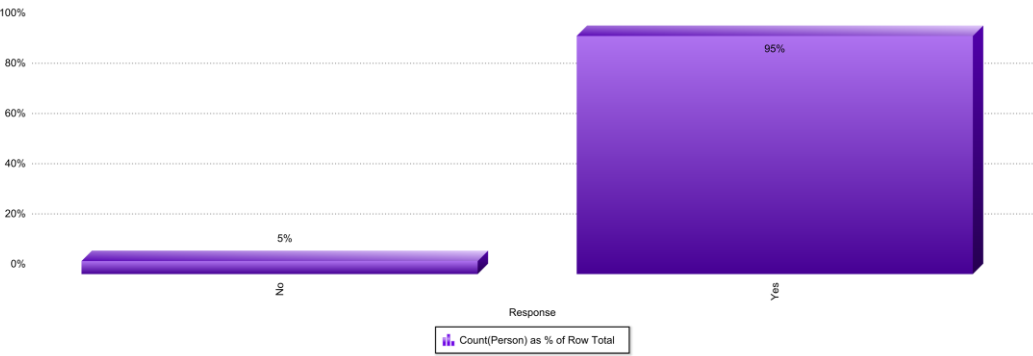
	No	Yes	Total
The staff I spoke to were helpful	7	354	361
Total	7	354	361

	No	Yes	Total
Allenton LHO	2	82	84
Sussex Circuls LHO	2	69	71
Brook Street LHO	1	43	44
Old Sinfin LHO	1	92	93
Stockbrook Street LHO	1	45	46
Total	7	331	338



	No	Yes	Total
My query was answered in a reasonable time	23	346	369
Total	23	346	369

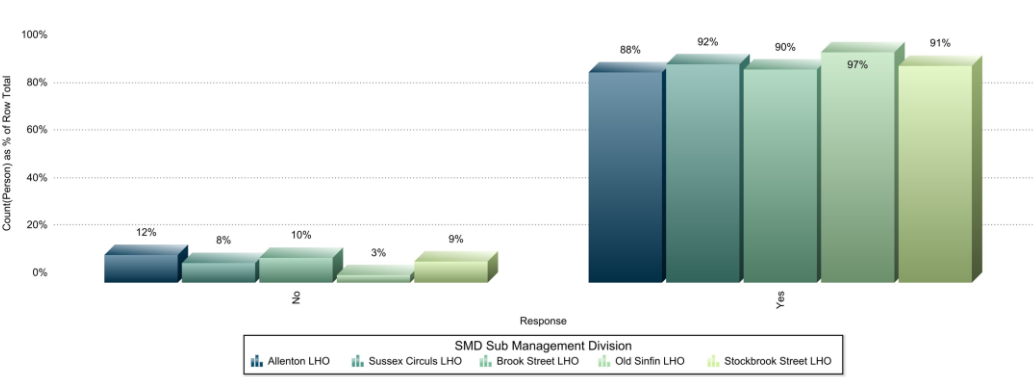
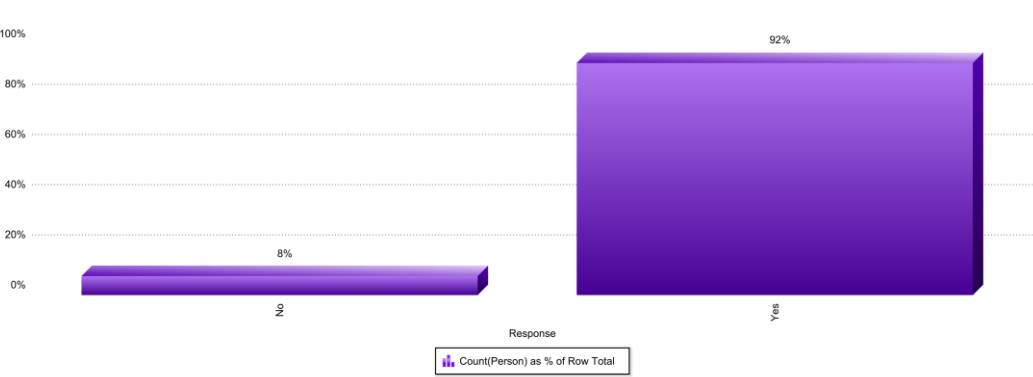
	No	Yes	Total
Allenton LHO	7	78	85
Sussex Circuls LHO	4	69	73
Brook Street LHO	6	42	48
Old Sinfin LHO	3	91	94
Stockbrook Street LHO	3	43	46
Total	23	323	346



	No	Yes	Total
I was satisfied with the ability of staff to deal with my query quickly and efficiently	19	348	367
Total	19	348	367

	No	Yes	Total
Allenton LHO	10	76	86
Sussex Circuls LHO	6	67	73
Brook Street LHO	5	43	48
Old Sinfin LHO	3	92	95
Stockbrook Street LHO	4	41	45
Total	28	319	347

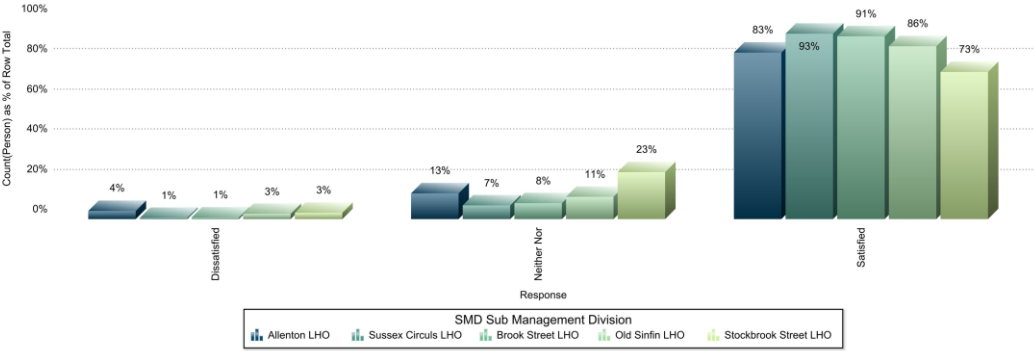
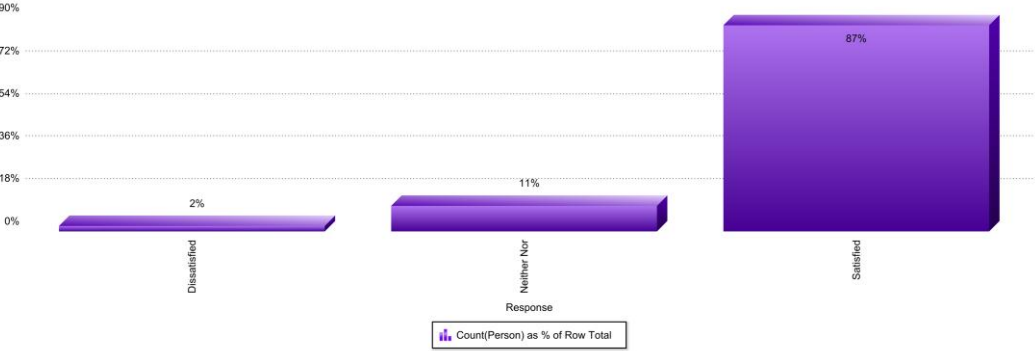




	No	Yes	Total
I was satisfied with the outcome of my query	28	342	370
Total	28	342	370

	No	Yes	Total
Allenton LHO	10	76	86
Sussex Circuls LHO	6	67	73
Brook Street LHO	5	43	48
Old Sinfin LHO	3	92	95
Stockbrook Street LHO	4	41	45
Total	28	319	347

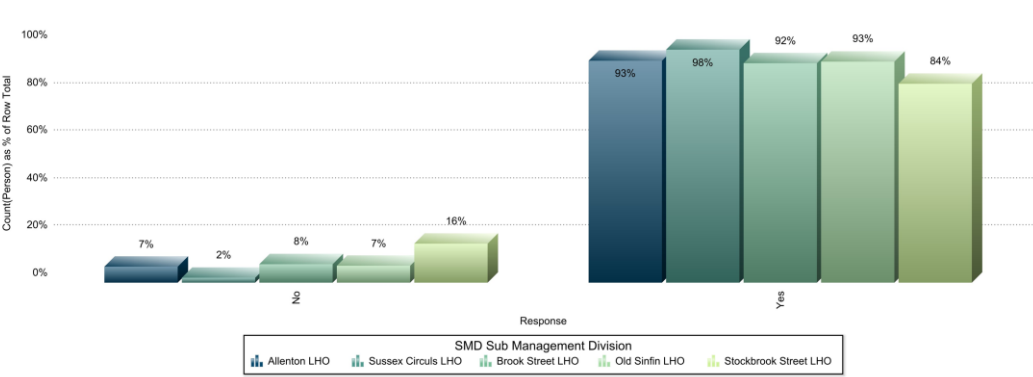
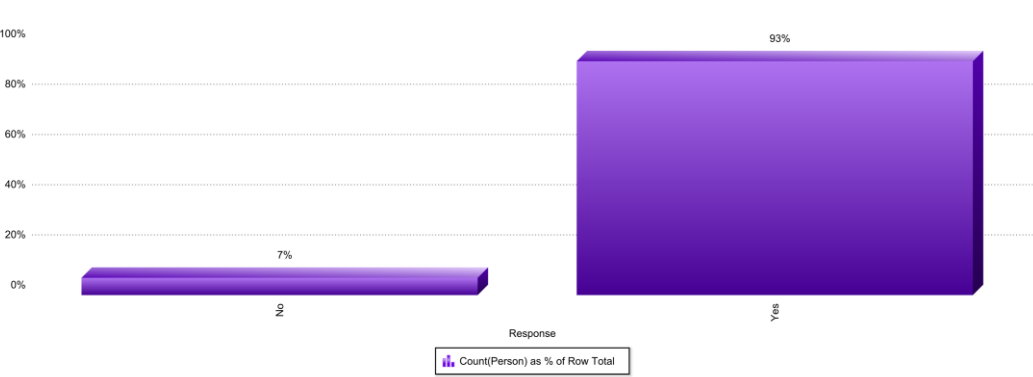
# Views Taken Into Account



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you that your views are being taken into account by Derby Homes? 5 is satisfied, 1 is dissatisfied	16	75	605	696
Total	16	75	605	696

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	6	19	123	148
Sussex Circuls LHO	1	11	149	161
Brook Street LHO	1	10	115	126
Old Sinfin LHO	4	17	132	153
Stockbrook Street LHO	2	15	47	64
Total	14	72	566	652

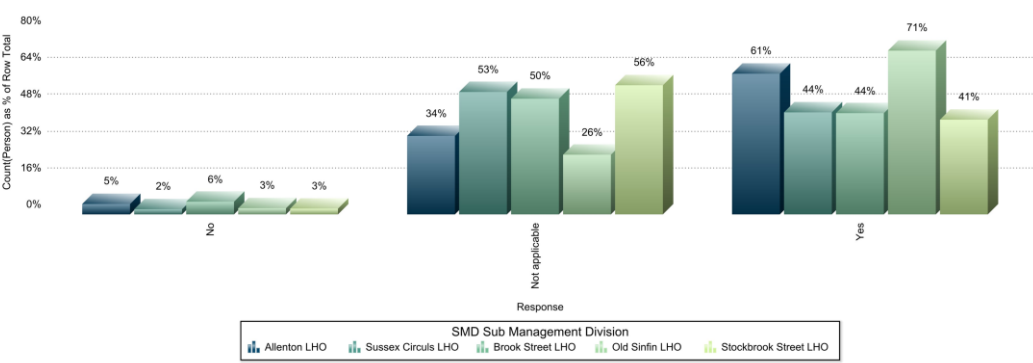
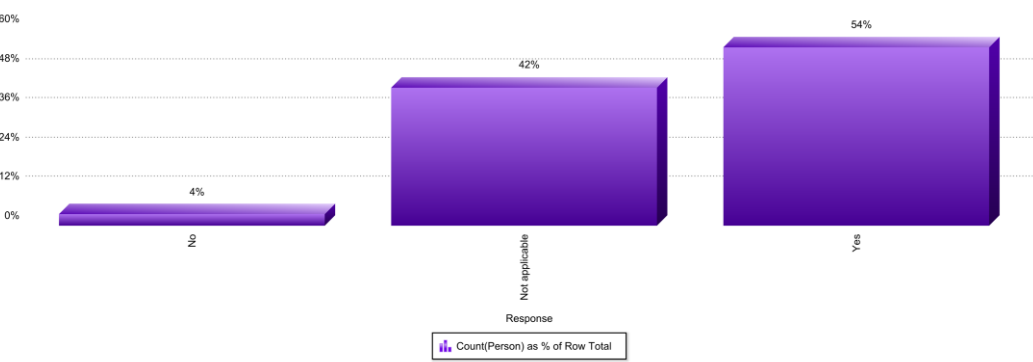
Customer Feedback



	No	Yes	Total
Do you think Derby Homes listens to customer feedback and makes changes as a result?	46	623	669
Total	46	623	669

	No	Yes	Total
Allenton LHO	10	139	149
Sussex Circuls LHO	3	143	146
Brook Street LHO	9	107	116
Old Sinfin LHO	11	144	155
Stockbrook Street LHO	10	51	61
Total	43	584	627

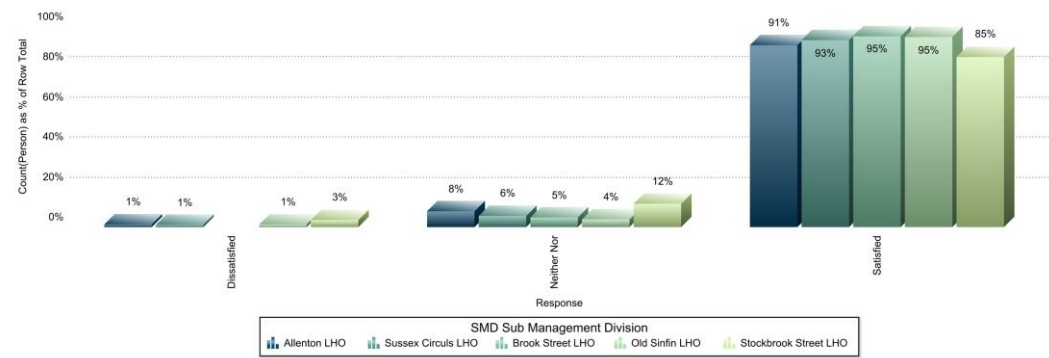
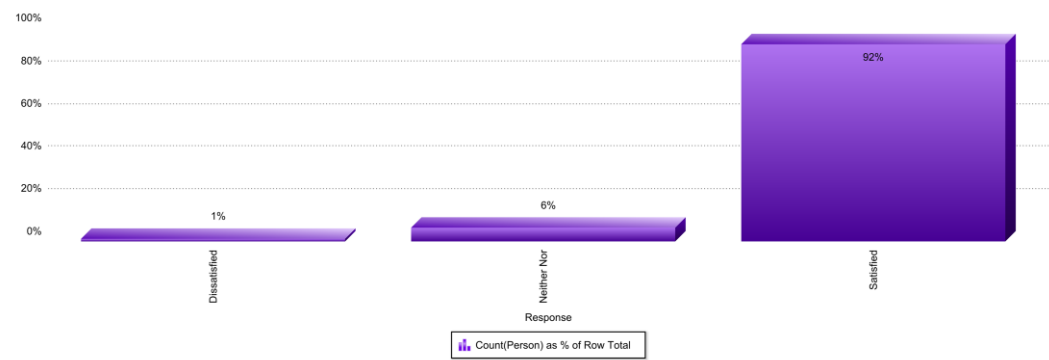
Rent, Income and Benefits



	No	Not applicable	Yes	Total
Are you satisfied with any advice and support you have received from Derby Homes on managing your finances or paying rent/service charges?	26	311	402	739
Total	26	311	402	739

	No	Not applicable	Yes	Total
Allenton LHO	7	53	95	155
Sussex Circuls LHO	4	96	80	180
Brook Street LHO	7	64	56	127
Old Sinfin LHO	4	39	107	150
Stockbrook Street LHO	2	45	33	80
Total	24	297	371	692

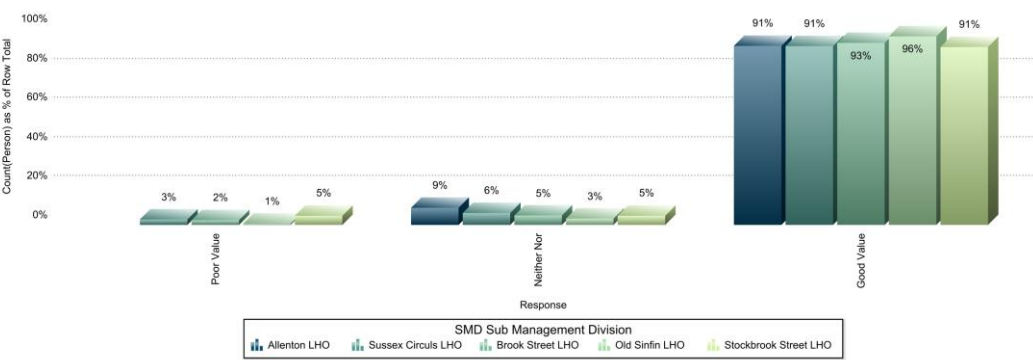
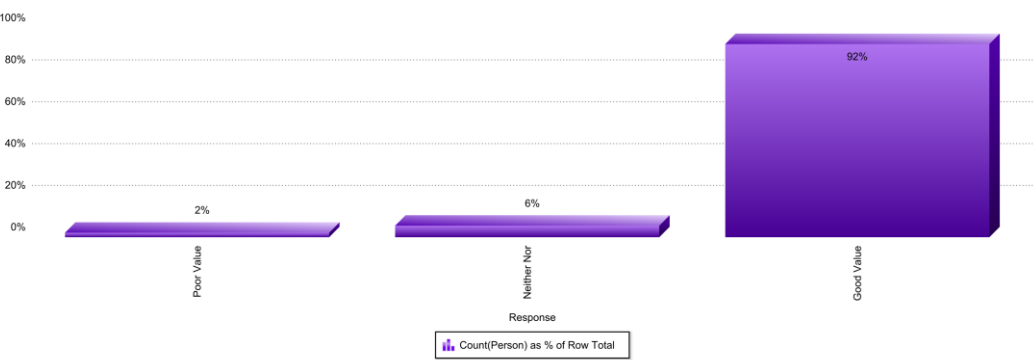
# Overall Satisfaction with Derby Homes



Dissatisfied	Neither Nor	Satisfied	Total
9	48	690	747
9	48	690	747

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	2	12	138	152
Sussex Circuls LHO	2	10	168	180
Brook Street LHO		6	120	126
Old Sinfin LHO	2	6	148	156
Stockbrook Street LHO	3	10	73	86
Total	9	44	647	700

Value for Money



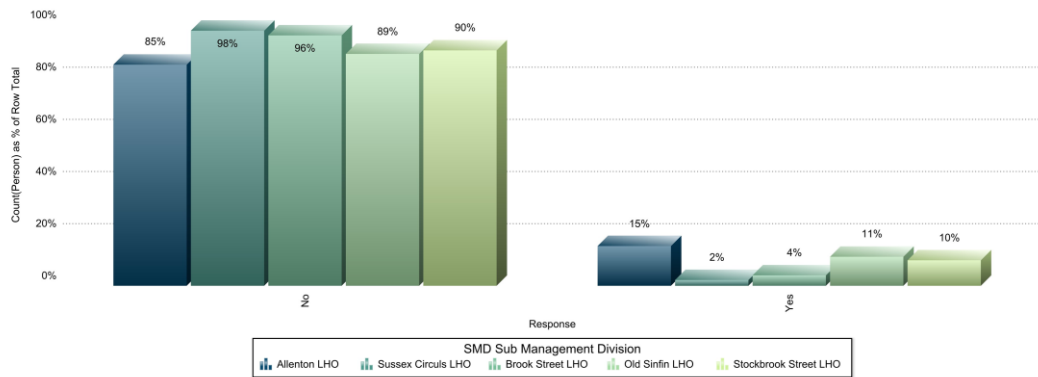
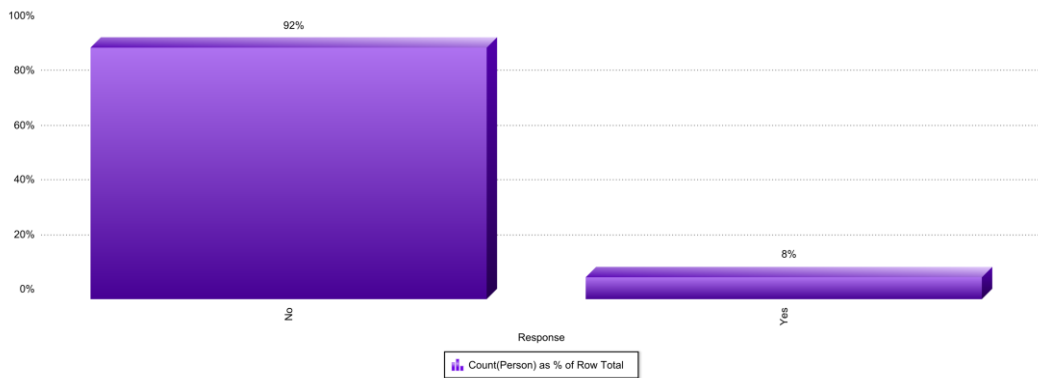
	Poor Value	Neither Nor	Good Value	Total
Based on the rent you pay, do you think that the overall service provided by Derby Homes is value for money ? 5 is good value, 1 is poor value	16	41	686	743
Total	16	41	686	743

	Poor Value	Neither Nor	Good Value	Total
Allenton LHO		13	136	149
Sussex Circuls LHO	5	11	165	181
Brook Street LHO	3	6	116	125
Old Sinfin LHO	1	5	149	155
Stockbrook Street LHO	4	4	78	86
Total	13	39	644	696

Compliments	
just had new door fitted, had letter for new heating next year. repairs service is good, some workmen could be a little less grumpy but otherwise ok. only thing I would like is a new kitchen or better layout.	Coleridge Street
Leaseholder but does engage with DH frequently.	Field Lane
"everything ok, no problems"	Finsley Walk
My housing officer is helping me with my housing application and other issues with ASB and support she has referred on	Islay Road
Housing officer has offered to assist with my rehousing application should I need the help.	Katrine Walk
Excellent service	Madeley Court
"love it here, really do. she downsized here and didnt think she would adjust but lives in a block with good neighbours. nothing at all wrong. very happy with Derby Homes.	Rauche Court
last year august we got a letter about DH improvements on Rauche Court, well informed. find the 888777 handy and have not experienced any unnecessary delays. satisfied with derby homes, not had any recent repairs but grass was cut 2 days ago and looks good. fly tipping is an issue but is quickly removed by council.	Rauche Court

Comments	
housing officer check housing application form.	Baker Street
Housing Officer to give DCC leaflet about Hedges.	Baker Street
Emailed the Housing officer first about my issue but had no response. Once I spoke to the customer service team, it was sorted instantly.	Bentley Street
Advised tenant his re-glaze order has been passed to Customer service team to re-raise and they will be in contact with him with a new appointment.	Caxton Street
doesn't like automatic telephone service, preferred the old way. not very happy with private address over the road as children playing out until 9pm and quite noisy. advised not sure if anything can be done but would make asb officer aware.	Caxton Street
DH mail arriving 7 days after postal date	Challis Avenue
already volunteering for Derby Homes. she said that she read in Derby Homes news about paying to go on gardening scheme but then phoned up for more information and no-one new what she was talking about. she has requested GM application form twice and it has never arrived. HO arranged to send it to her via email today.	Coleridge Street
daughter interpreted for mum. only issue raised was gap in rear hedge where neighbours dog can get through. advised rear boundary is tenants responsibility and cheapest way to cover it would be with chicken wire.	Coleridge Street
finds getting through to DH a problem as works nights so is sleeping in the day - HO provided details of dashboard so can use online service to make things easier.	Coleridge Street
ASB reported in regards to [address removed]- information passed to ASB team to action.	Holly Court
I am still waiting for someone to repair/replace by bathroom hot tap as it is unuseable. I have requested serveral times for a repair	Knutsford Green
it would be good if there was an incentive to do the survey - such as to win a holiday.	Marlborough Road
it's 50/50 on trying to get hold of the right person.	Osmaston Road
Drug problem on the estate. Damage to my car. Will be reporting to DH online after discussion with HO as the perp in question is a DH tenant	Rodsley Crescent
just want to mention that bin men when they emptied his new blue bin did not give him it back and gave him an old one back. he is ok with it but thinks it was because they were rushing and could have taken more care over giving him the right bin back. managed to get hold of DH staff except for once when he struggled but found out later that was because the person he was trying to get hold of was on holiday. dog mess on park is an issue, understands difficult to patrol but that environmental health / dog wardens at DCC can assist. He said that he is fed up of seeing dumped furniture outside, advised we know about it and where it has come from and we are taking action for the perpetrator to remove. He said he doesn't like it in summer when people sit outside but they don't cause any trouble as such just laying about. I asked him why he scored his quality of home as 1 and he said it hasn't been modernised but gas team are coming to do survey 06.06.17.	St Davids Close
Fly tipping in communal wash areas cat urine smell in our flat from [address removed] [name removed] customer service team very polite and helpful	Whitecross Gardens
he has reported abandoned brown bin in woodroffe walk car park to DCC to remove. also there was some graffiti but it has been removed by DCC who jet washed it. He said in the last 6 months he has seen drug dealing but wants to remain anonymous and gave advice on how to report via crimestoppers telephone number and website which he will do in the future. he feels the rent is fair and wanted to tell Derby Homes to "keep up the good work" he has requested an email in regards to volunteering opportunities in Derby Homes - emailed [name removed] to contact him.	Woodroffe Walk





	No	Yes	Total
Would you be interested in getting involved by volunteering your time?	679	59	738
Total	679	59	738

	No	Yes	Total
Allenton LHO	128	23	151
Sussex Circuls LHO	177	4	181
Brook Street LHO	120	5	125
Old Sinfin LHO	136	17	153
Stockbrook Street LHO	74	8	82
Total	635	57	692