



Mini Status 2009

North Areas



Why conduct the survey

- Pilot for carrying out more targeted research
- Benchmarking against STATUS
- Questions based on key drivers of satisfaction
- North East and North West

- Postal Survey – shorter version of STATUS
- 850 random sample from each area
- Response rates
 - North East – 20%(173)
 - North West – 24% (202)



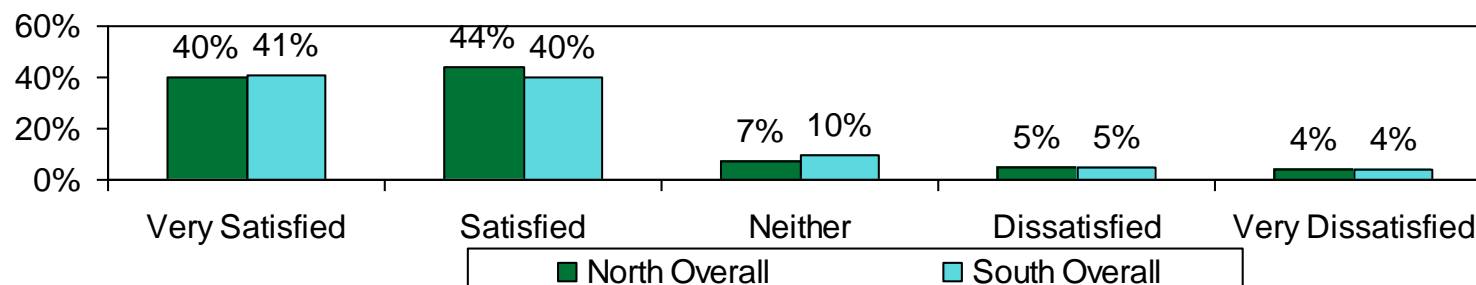
North and South comparisons

- Respondents in the North are more satisfied than the South
- Respondents in the North West are more satisfied than those in the North East
- Best response rate in North West



Overall Satisfaction with Derby Homes

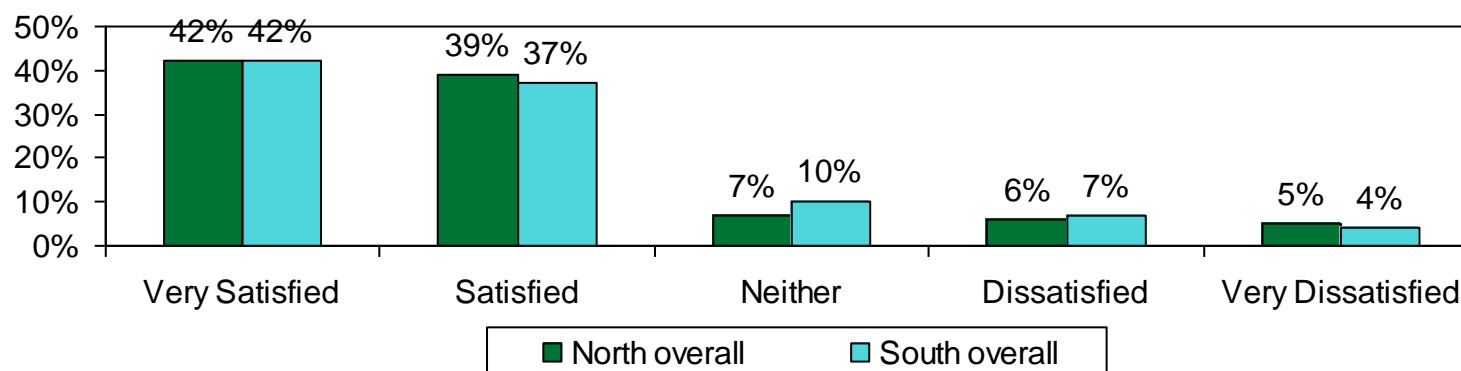
- 84% of respondents in the North are satisfied with Derby Homes with 81% of respondents in the South who are satisfied.



- North East – 79%
- North West – 88%

Satisfaction with overall quality of home

- 81% of respondents in the North are satisfied with the overall quality of their home with 79% of respondents in the South who are satisfied.



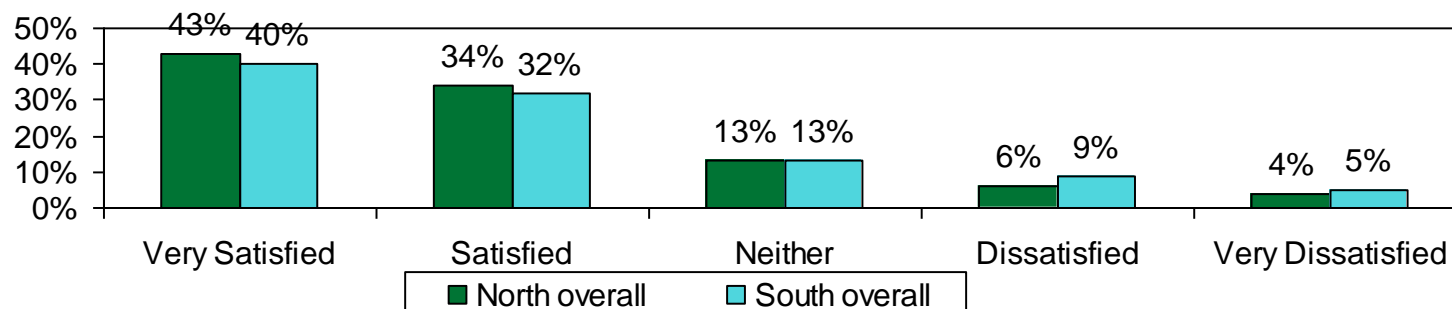
- North East – 77%
- North West – 85%

Satisfaction with neighbourhood as a place to live



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- 77% of respondents in the North are satisfied with their neighbourhood with 72% of respondents in the South who are satisfied.

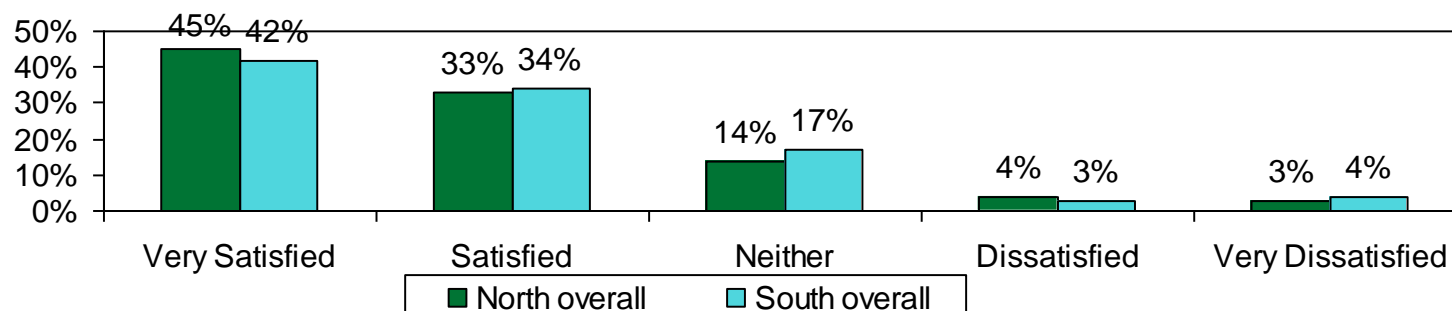


- North East – 72%
- North West – 82%



Satisfaction with value for money of rent

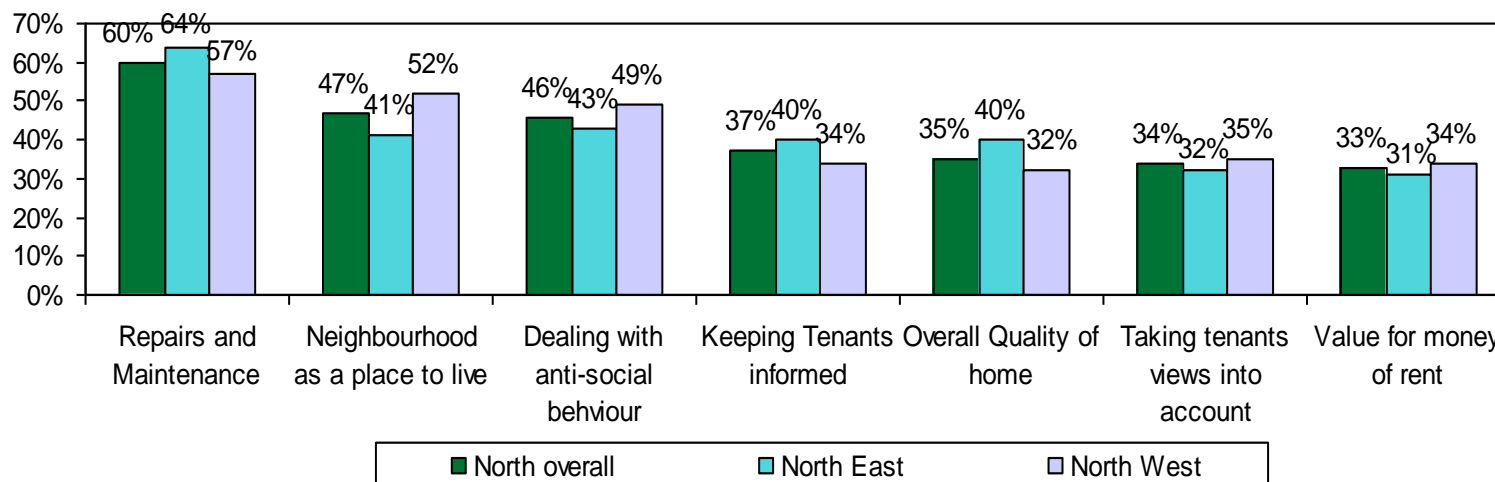
- 78% of those in the North feel are satisfied with the value for money of their rent, with 76% in the South who are satisfied.



- North East – 73%
- North West – 82%

Top 3 areas of importance

- Respondents are asked to rate the top 3 areas they feel are important to them.

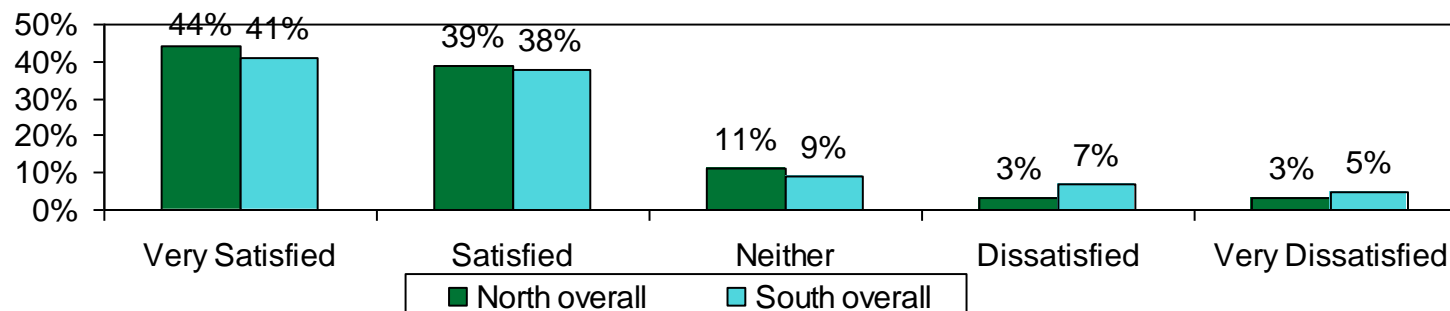


Top areas:

- Repairs and Maintenance
- Neighbourhood as a place to live
- Dealing with anti-social behaviour

Repairs and Maintenance

- 83% of respondents in the North are satisfied with repairs and maintenance with 79% of respondents in the South satisfied



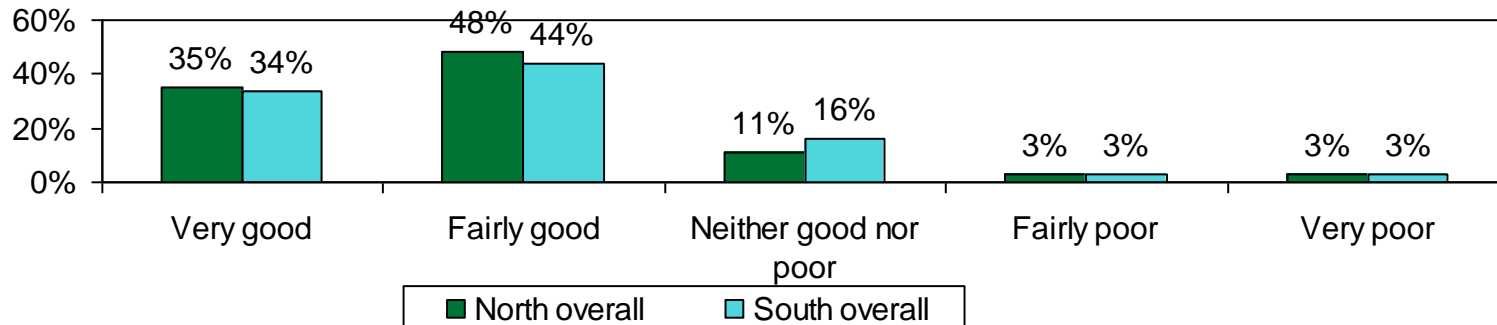
- North East – 78%
- North West – 88%

Keeping tenants informed/Taking Tenants views into account

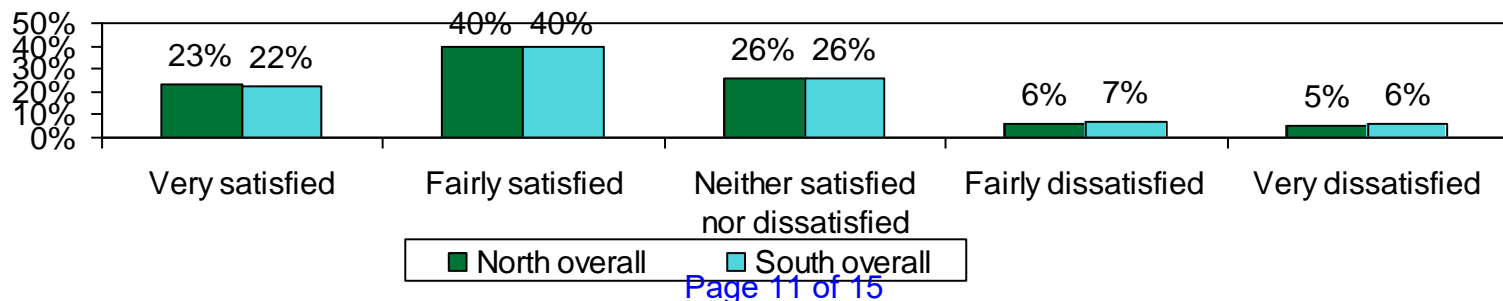


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83% of respondents in the North feel Derby Homes are good at keeping tenants informed, with 78% in the South who feel they are good



63% of respondents in the North are satisfied that Derby Homes tenants views into account, with 62% in the South





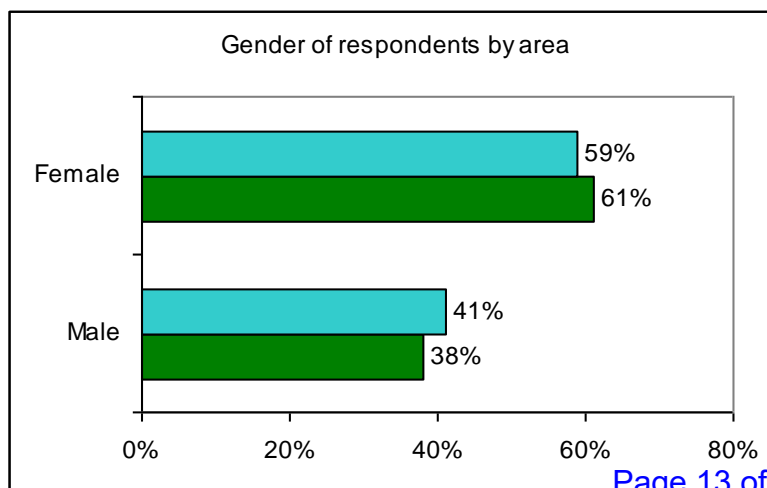
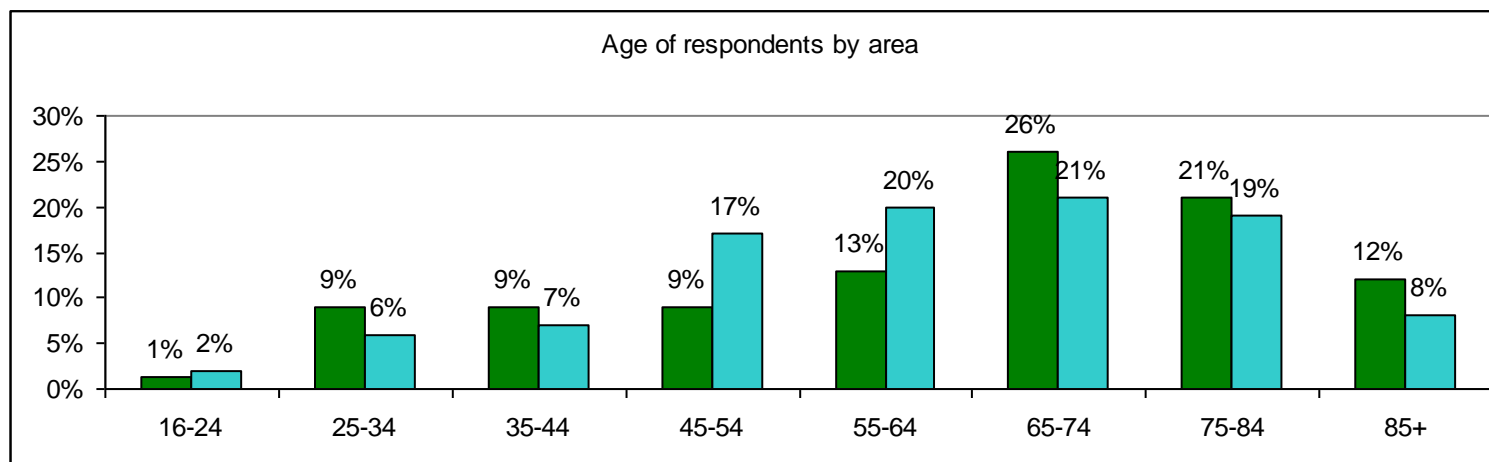
Anti-social behaviour

- 26 respondents in the North East and 29 respondents in the North West have reported Anti Social Behaviour
- 9 respondents (35%) in the North East are satisfied with the final outcome of their report, with 13 respondents (45%) in the North West satisfied with the final outcome .

Service during ASB report		Advice provided by staff	Being kept informed	Support provided by staff	How the report was dealt with	Speed with which report was dealt with
North East	Satisfied	15 (68%)	8 (47%)	9 (50%)	8 (47%)	8 (44%)
North West	Satisfied	20 (71%)	12 (50%)	13 (54%)	14 (61%)	18 (67%)

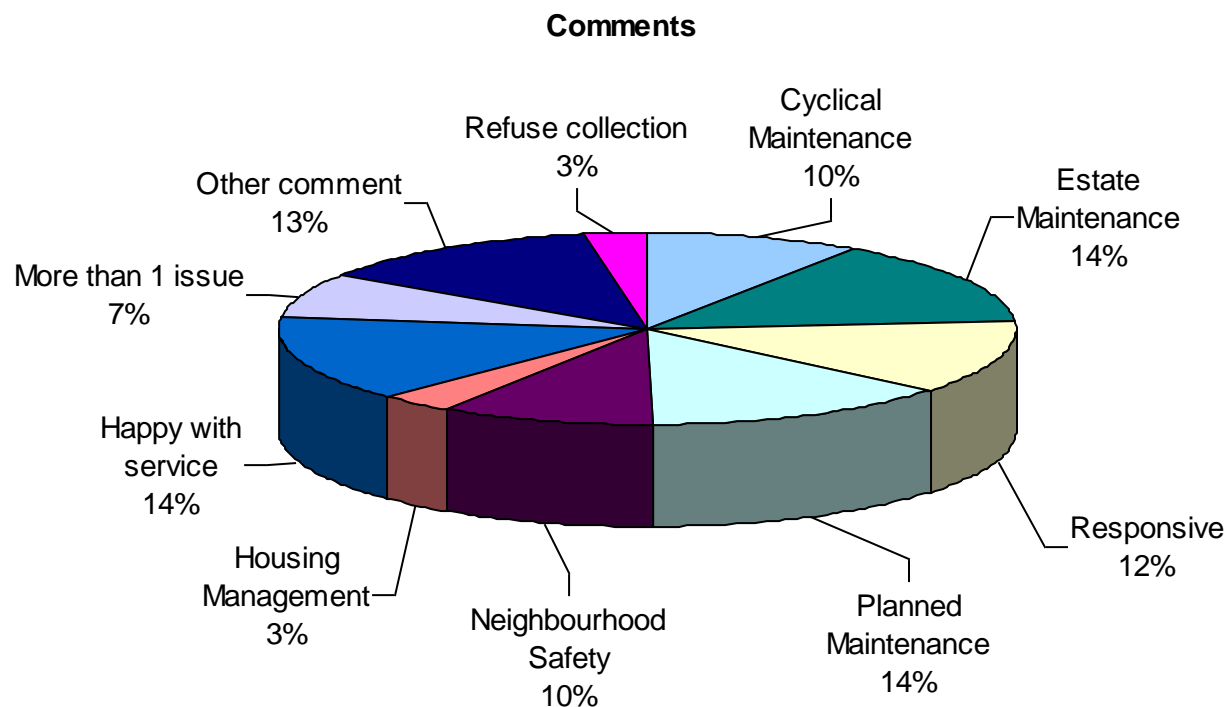


Demographics of respondents



Comments

The following highlights the comments made from the North West and North East





Thank You. Any questions