



# Tenant Customer Satisfaction results 2008/09

North and South of the City  
Comparisons

South housing office areas

# Why conduct the survey



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- Government Requirement – every 2 years
- Criteria set out by the CLG
- Running status guidelines
- Main purposes for conducting the tenants satisfaction survey

- Postal Survey
- Sample of 2,000
- 34% response rate (36% in 2006)

# North and South comparisons



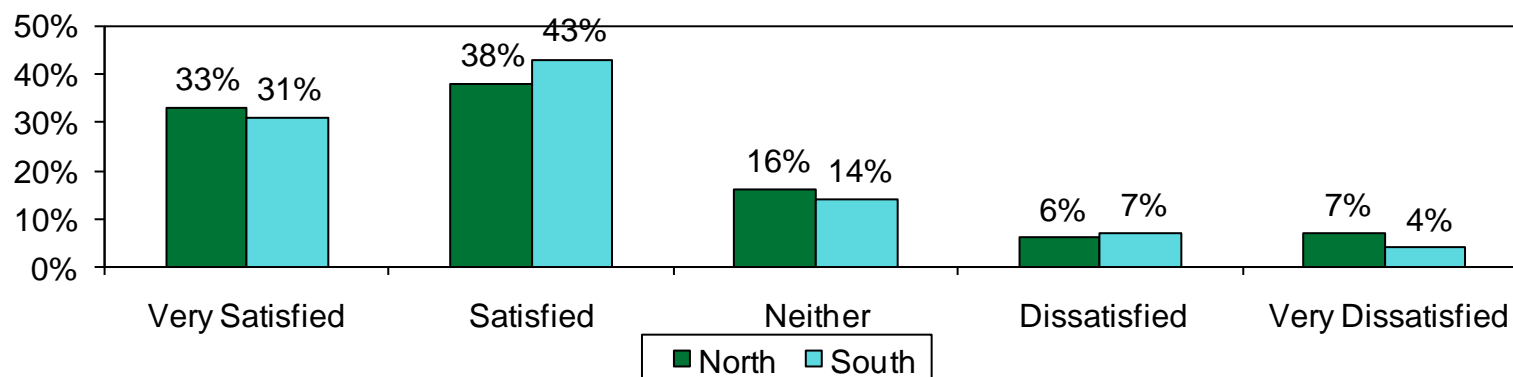
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- Compares North and South of the city
- Looks at the housing areas in the South of the city (350)
  - ❖ Allenton (51)
  - ❖ Alvaston (58)
  - ❖ Austin (44)
  - ❖ Chellaston (16)
  - ❖ Littleover (24)
  - ❖ New Sinfen (21)
  - ❖ Old Sinfen (17)
  - ❖ Osmaston (48)
  - ❖ Stockbrook Street (71)
- Note that the number of respondents in brackets by local housing office area is small, therefore results cannot be taken as a true picture of all tenants opinions in that housing area.



## NI 160 - Overall Satisfaction with landlord

- **71% of respondents in the North are satisfied with 74% of respondents in the South who are satisfied.**



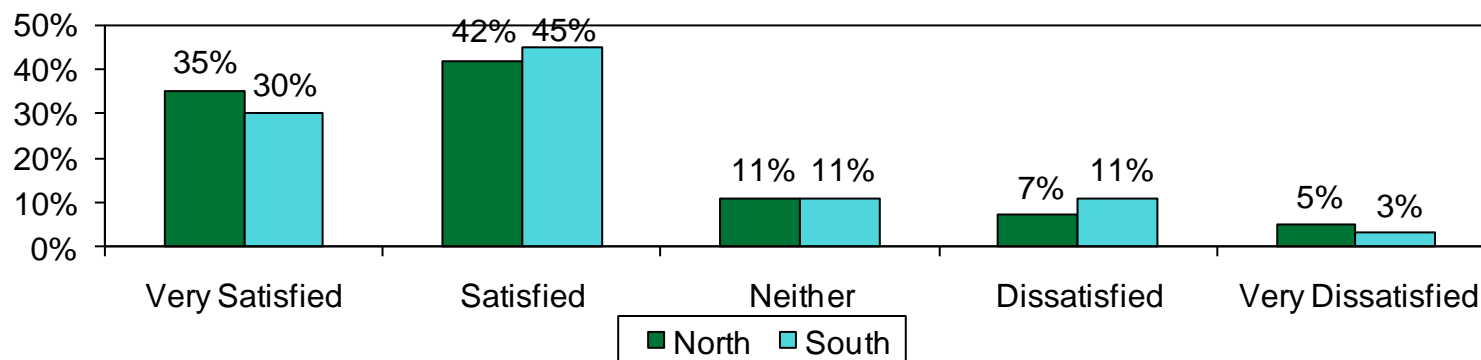
- **Satisfaction overall by housing area in the South**
- ❖ **Highest Satisfaction levels in Old Sinfin – 94% satisfied**
  - ❖ **Lowest Levels of Satisfaction in Allenton – 68% satisfied**

Allenton	Alvaston	Austin	Chellaston	Littleover	New Sinfin	Old Sinfin	Osmaston	Stockbrook Street
68%	71%	80%	86%	71%	90%	94%	69%	71%



# Satisfaction with overall quality of home

- **77% of respondents in the North of the city are satisfied with the overall quality of home with 75% of respondents in the South of the city who are satisfied.**



➤ **Satisfaction with quality of home by housing area in the South**

❖ **Highest Satisfaction in Chellaston – 93% satisfied**

❖ **Lowest Satisfaction in Allenton – 60% satisfied**

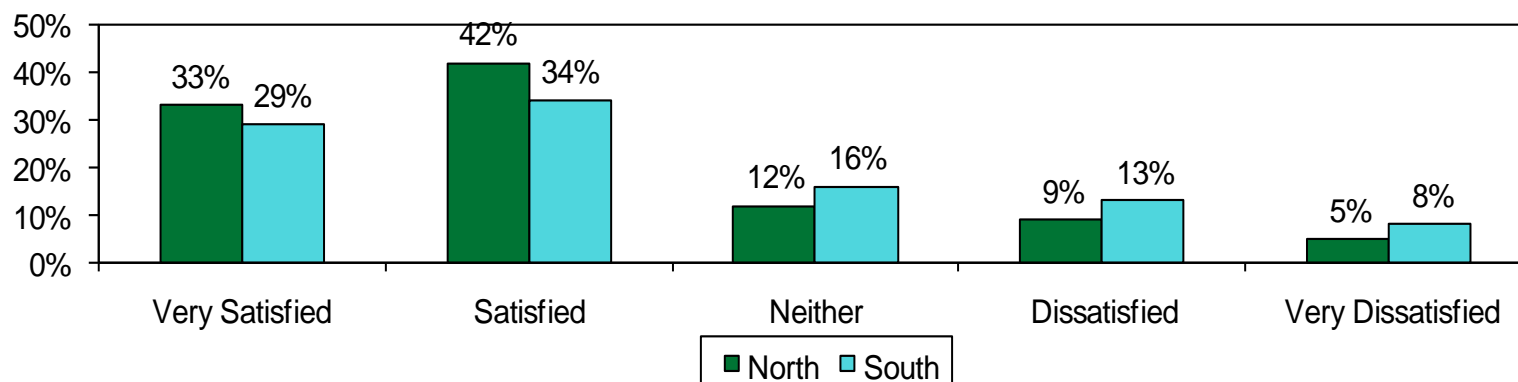
Allenton	Alvaston	Austin	Chellaston	Littleover	New Sinfen	Old Sinfen	Osmaston	Stockbrook Street
60%	76%	82%	93%	78%	90%	88%	64%	74%

# Satisfaction with neighbourhood as a place to live



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➤ **75% of respondents in the north of the city are satisfied with their neighbourhood with 63% of respondents in the South who are satisfied.**



➤ **Satisfaction with neighbourhood by housing area in the South**

❖ **Highest Satisfaction in Chellaston – 93% satisfied**

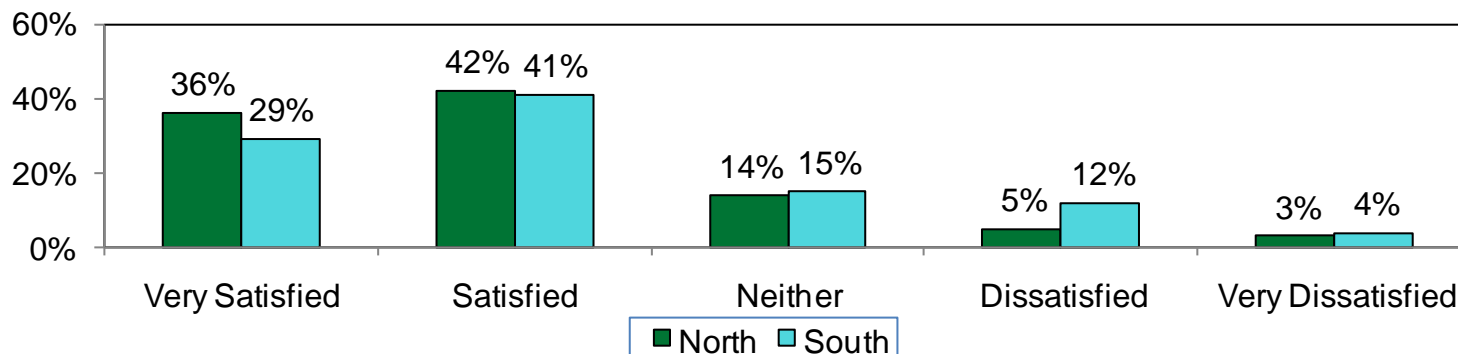
❖ **Lowest Satisfaction in Osmaston – 44% satisfied**

Allenton	Alvaston	Austin	Chellaston	Littleover	New Sinfen	Old Sinfen	Osmaston	Stockbrook Street
63%	78%	49%	93%	91%	73%	60%	44%	57%



## Satisfaction with value for money of rent

- **78% of those in the North are satisfied with the value for money of their rent, with 70% in the South who are satisfied.**



➤ **Rent Good Value by housing area in the South**

❖ **Highest Satisfaction in Littleover – 90% good value**

❖ **Lowest Satisfaction in Osmaston – 55% good value**

Allenton	Alvaston	Austin	Chellaston	Littleover	New Sinfen	Old Sinfen	Osmaston	Stockbrook Street
60%	77%	69%	86%	90%	68%	73%	55%	72%





## Contacting Derby Homes

- 71% of respondents from the North and 73% of respondents from the South have contacted Derby Homes in the last 12 months
- When asked how satisfied they were overall with the final outcome 64% of respondents in the North and 63% of respondents in the South said they were satisfied
- Satisfaction with final outcome of contact to Derby Homes by housing area in the South :
  - ❖ Respondents in Chellaston (78%) are the most satisfied with the final outcome of contact with Derby Homes
  - ❖ Respondents in Old Sinfen (40%) are the least satisfied with the final outcome of contact with Derby Homes
  - ❖ Overall respondents in several wards were not very satisfied.

Allenton	Alvaston	Austin	Chellaston	Littleover	New Sinfen	Old Sinfen	Osmaston	Stockbrook Street
58%	69%	56%	78%	67%	68%	40%	57%	61%



## Repairs and Maintenance

- When asked how satisfied they are with how Derby Homes dealt with repairs and maintenance, 68% of respondents in the North and 75% of respondents in the South said they were satisfied
- Those respondents who have had repairs completed in the last 12 months were asked to rate how good the service was:
  - ❖ Being told when workers would call – North 72% good/South 80% good
  - ❖ Time taken for workers to start – North 74% good/South 76% good
  - ❖ Speed with which work was completed – North 84% good/South 83% good
  - ❖ Attitude of workers – North 92% good/South 90% good
  - ❖ Quality of repair work – North 83% good/South 81% good
  - ❖ Keeping dirt and mess to a minimum – North 86% good/South 80% good



## Keeping tenants informed

- 65% of respondents in the North and 71% of respondents in the South feel that Derby Homes are good at keeping tenants informed about things that affect them.
- When asked how satisfied they are that Derby Homes takes tenants' views into account 49% of respondents in the North are satisfied and 58% in the South are satisfied.
- Tenant Participation:
  - ❖ 24% of respondents in the North and 25% of respondents in the South have heard of the Tenant Participation Compact
  - ❖ 56% of respondents in the North are satisfied with the tenant participation compact
  - ❖ 64% of respondents in the South are satisfied with the tenant participation compact



# Anti-social behaviour

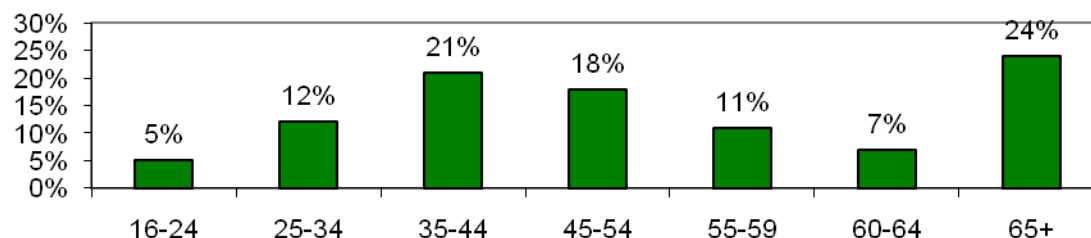
- 17% of respondents in the North and 14% of respondents in the South have reported anti social behaviour to Derby Homes.
- 24% of those in the North are satisfied with the overall outcome of their report, with 38% of those in the South satisfied.
- The number of reports made and the number of respondents satisfied with the final outcome by housing area in the South  
(note due to the low response numbers have been used here rather than percentages, please also note that in some areas we received higher responses overall)

	Brook Street	Alvaston	Austin	Chellaston	Littleover	New Sinfin	Old Sinfin	Osmaston	Stockbrook Street
No of reports	8	5	6	1	2	1	2	6	18
No satisfied with final outcome	3 (38%)	3 (60%)	0	1 (100%)	0	0	0	2 (33%)	7 (39%)

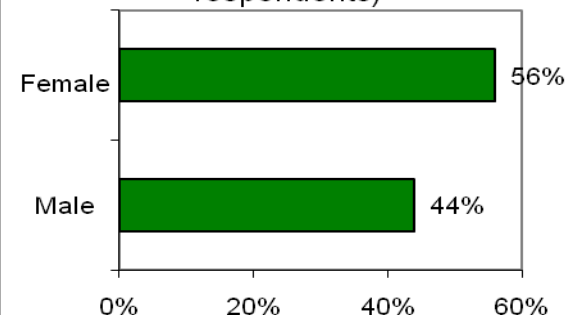


# Demographics of respondents

Age of respondents in South (325 respondents)

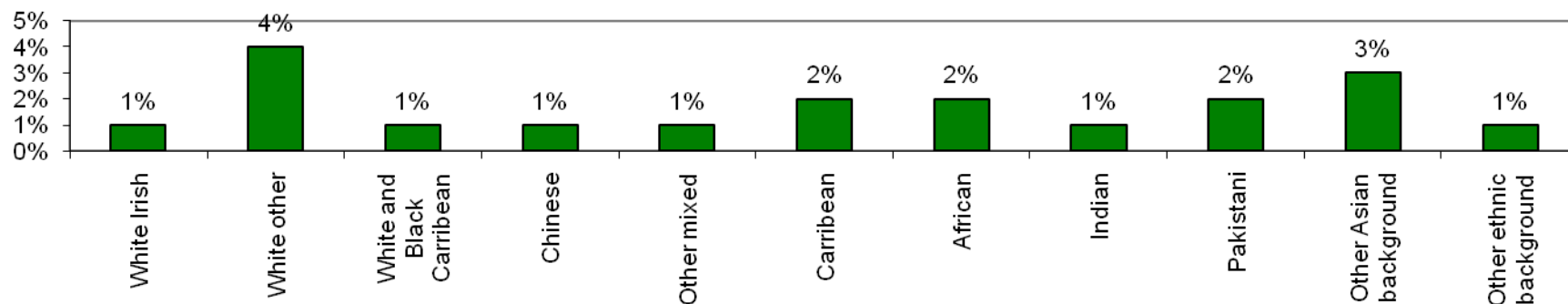


Gender - South (323 respondents)



➤ 82% of respondents in the South are white with breakdown of other ethnicities in the table below

Ethnicity by South (338 respondents)





# Thank You Any questions