



Tenant Customer Satisfaction Shelley Merrett

Results December 2006

Why conduct the survey



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- Government Requirement – every 3 years
- Criteria set out by the Officer of Deputy Prime Minister
- Running status guidelines
- Main purposes for conducting the tenants satisfaction survey

Methodology



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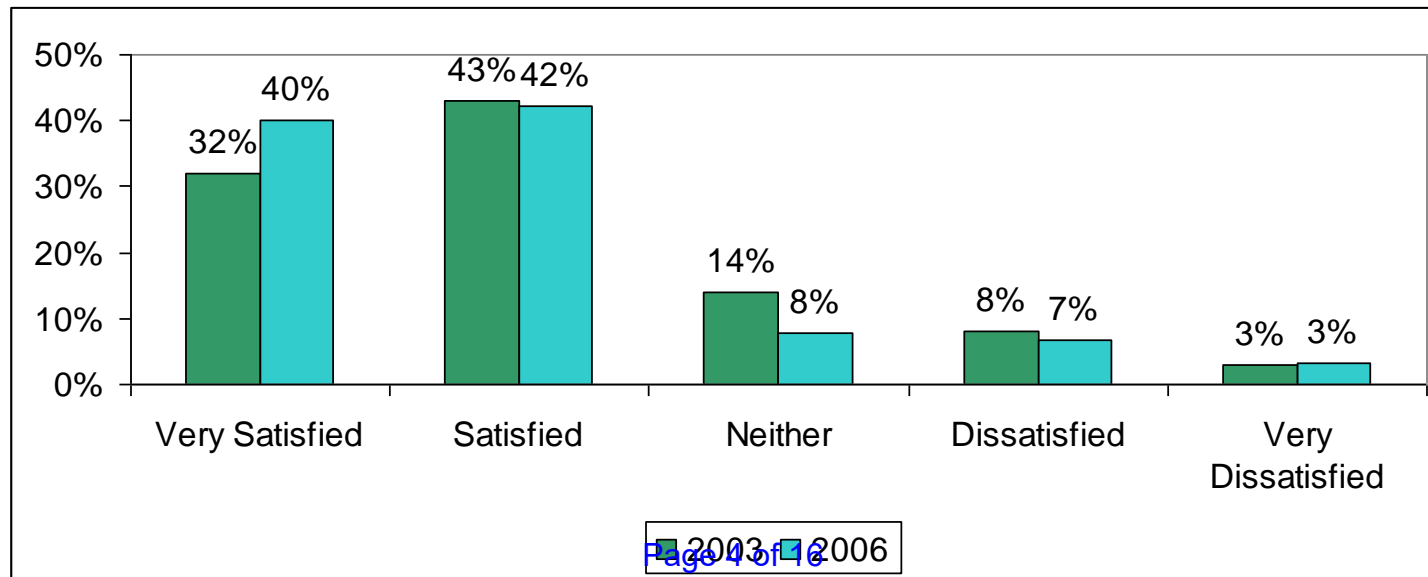
- Postal Survey
- Sample of 1,670
- 37% response rate (36% in 2003)

Key Findings – Best Value Performance Indicators



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- **BVPI 74a – Overall Satisfaction with Derby Homes (all respondents).**
- **A significant increase in satisfaction from 75% in 2003 to 82% in 2006.**

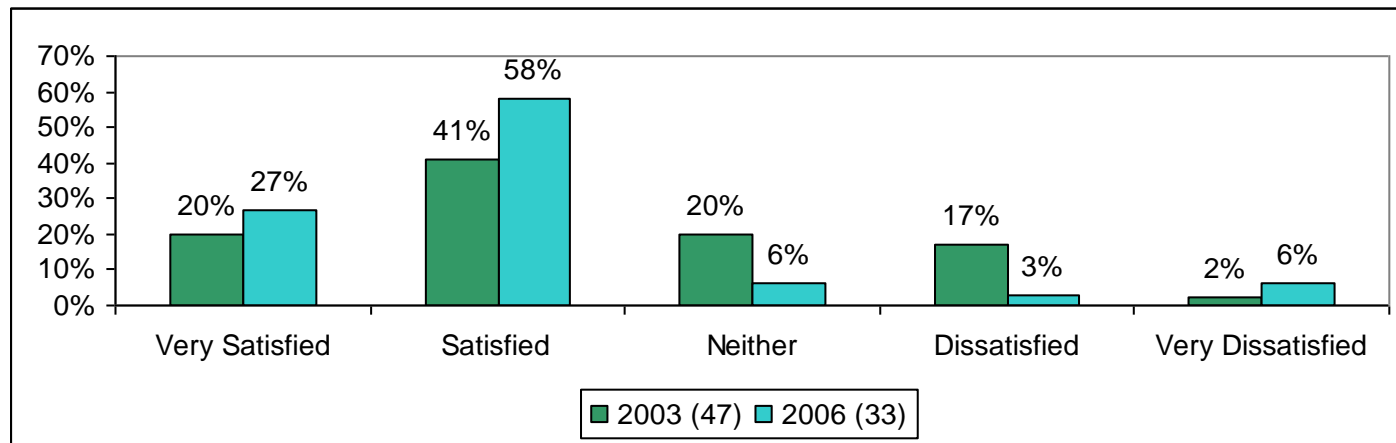


Key Findings – Best Value Performance Indicators



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- **BVPI 74b - Overall Satisfaction with Derby Homes (BME Respondents).**
- **There has been a large increase in satisfaction from 61% satisfied in 2003 to 85% satisfied in 2006. (note: small sample sizes).**

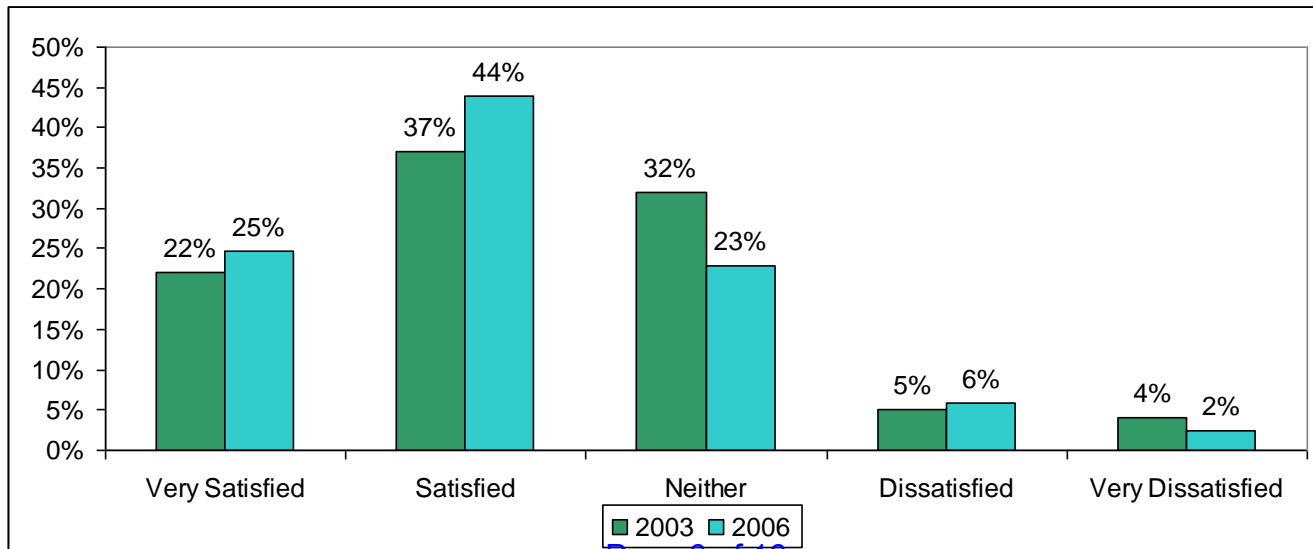


Key Findings – Best Value Performance Indicators



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- **BVPI 75a – Overall Satisfaction with Opportunity for Participation in Decision Making.**
- **There has been a significant increase in satisfaction from 59% in 2003 to 69% in 2006.**

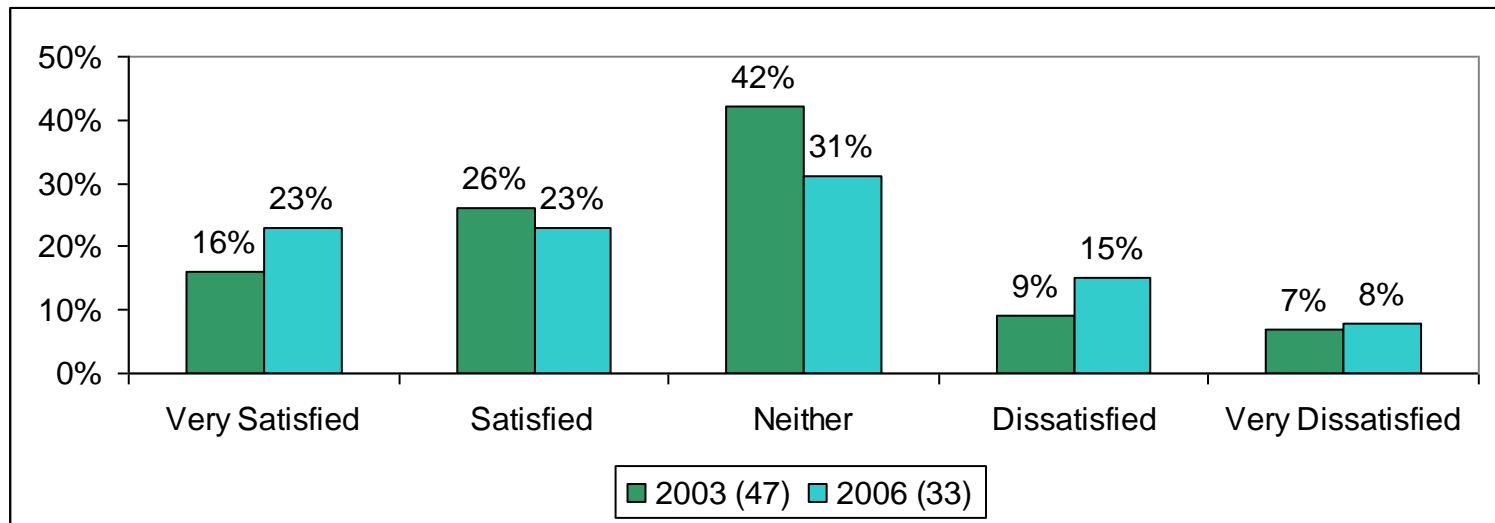


Key Findings – Best Value Performance Indicators



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- **BVPI 75b – Overall Satisfaction with Opportunity for Participation in Decision Making (BME respondents).**
- **There has been no change in satisfaction, 2003 42% were satisfied and in 2006 46% were satisfied.**



BVPI and Top Quartile published in 2003/04

- BVPI 74a – Quartile information is as follows:

Top	Middle	Bottom
83	78	73

Derby at 82% is sitting just under the top quartile

- BVPI 75a – Quartile information is as follows:

Top	Middle	Bottom
69	64	59

Derby at 69% is sitting at the top quartile

Key Findings



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- **Is rent good value for money?**
 - ❖ 81% agree their rent is good value, this has increased from 67% in 2003.
 - ❖ 6% feel their rent is poor, this has reduced from 9% in 2003.
- **Satisfaction with their accommodation/home**
 - ❖ 85% are satisfied with their accommodation, in 2003 81% said they were satisfied with their home.
 - ❖ 8% are dissatisfied with their accommodation, in 2003 11% said they were dissatisfied with their home.

Key Findings



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- **Repairs and Maintenance**
 - ❖ 75% are satisfied with the way their landlord deals with repairs maintenance (62% in 2003) and 11% are dissatisfied (19% in 2003)
- **Tenant Participation**
 - ❖ 48% have heard of the Tenant Participation Compact (28% in 2003)
 - ❖ 62% said they were happy with the tenant participation compact (39.6% in 2003)
 - ❖ 82% said Derby Homes are good at keeping you informed



Key Findings

- **Satisfaction with the area**
 - ❖ 73% are satisfied with their neighbourhood, in 2003 75% said they were satisfied with their area.
 - ❖ 16% are dissatisfied with their neighbourhood, 13% said they were dissatisfied with their area in 2003.
- **Satisfaction with the condition of their property**
 - ❖ 77% are satisfied with their properties condition, in 2003 75% were satisfied.
 - ❖ 10% are dissatisfied with their properties condition, in 2003 this was 12%.

Contacting Derby Homes



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- 66% have been in contact with Derby Homes in the last 12 months.
- 63% by phone – the main reason for the contact being repairs (72%).
- Staff
 - Getting Hold of the right person – 65% easy
 - Staff helpful - 79% helpful
 - Staff able to deal with problem – 74% able to deal with problem
 - Satisfied with final outcome – 62% satisfied

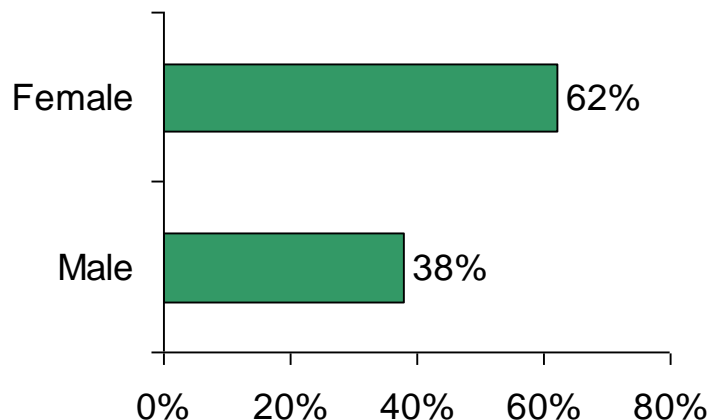


Repairs

- 65% have had repairs completed in last 12 months
- Areas of improvement from 2003 – 2006 – rate from very good to very poor.
 - ❖ Being told workers would call – 79% good (64% in 2003)
 - ❖ Time taken before workers started – 75% good (53% in 2003)
 - ❖ Speed with which work completed – 86% good (62% in 2003)
 - ❖ Attitude of workers – 91% good (74% in 2003)
 - ❖ Quality of repair work – 86% good (69% in 2003)
 - ❖ Dirt and mess kept at a minimum – 86% good (67% in 2003)

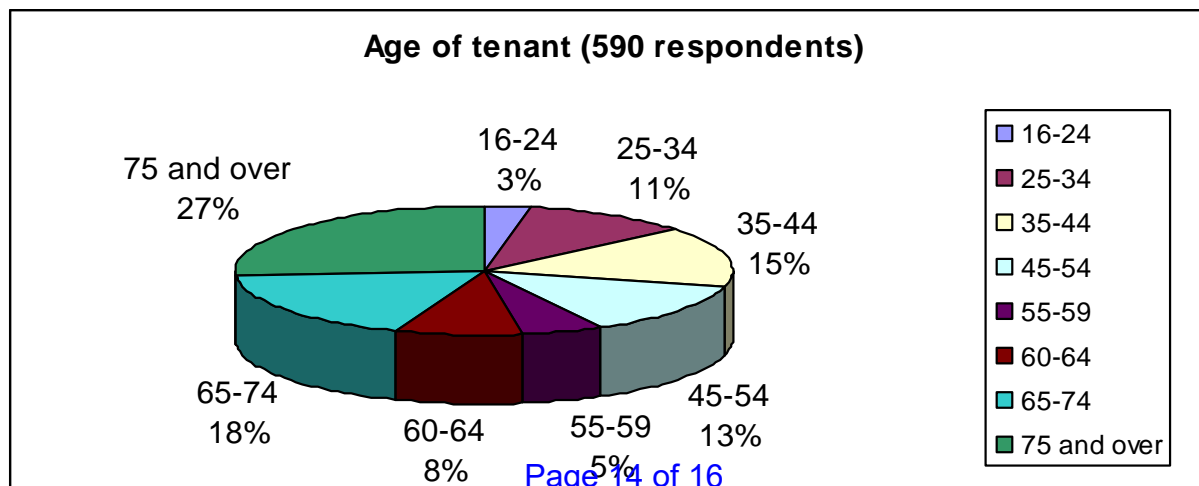


Demographics of respondents



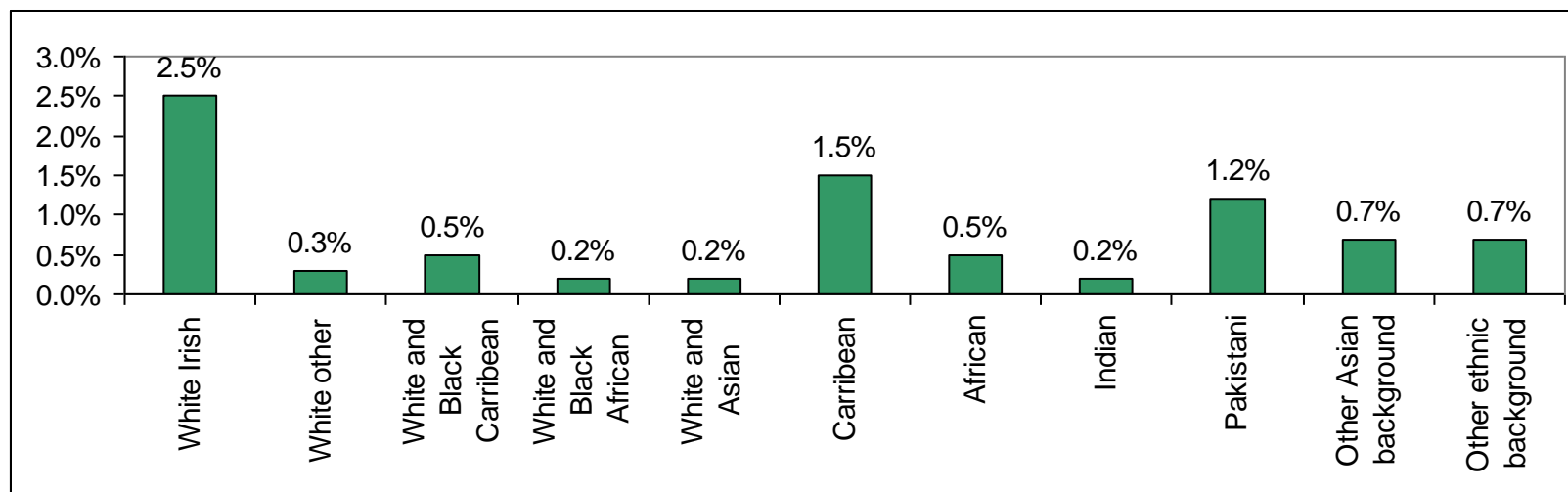
More female responses than male
(mirrors results in 2003)

The age of respondents is biased towards older tenants



Demographics continued

- 92% of respondents are White British, with the split of other respondents as highlighted below. (91.5% rounded up)





Thank you
Any questions