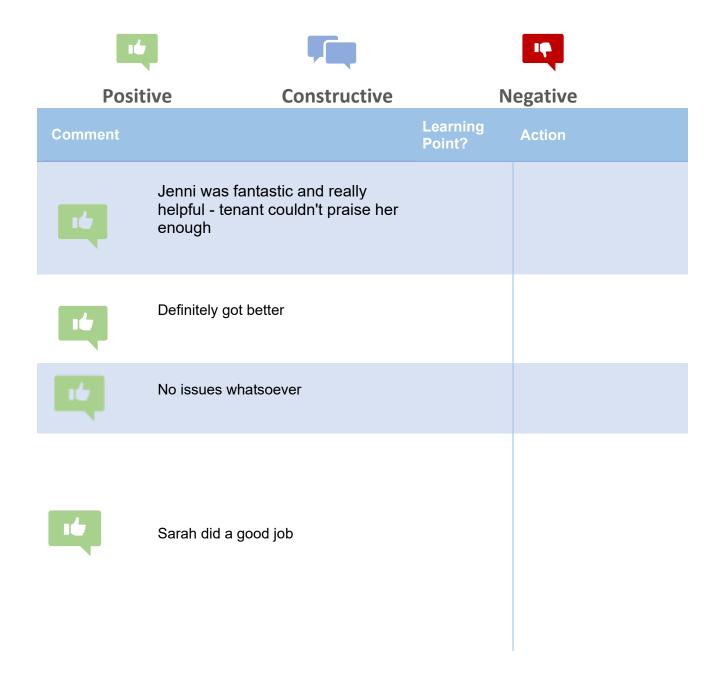
Feedback: Compliments, Comments and Concerns

ASB satisfaction figures remain high, however there are always things we can do to improve.

The comments below were made when ASB Surveys were completed between July and September 2022. At the side of each comment is an explanation of the action taken as a result. It is important to note that not all comments will require action. Some comments help to reenforce the positive work being carried out by the ASB Officers.

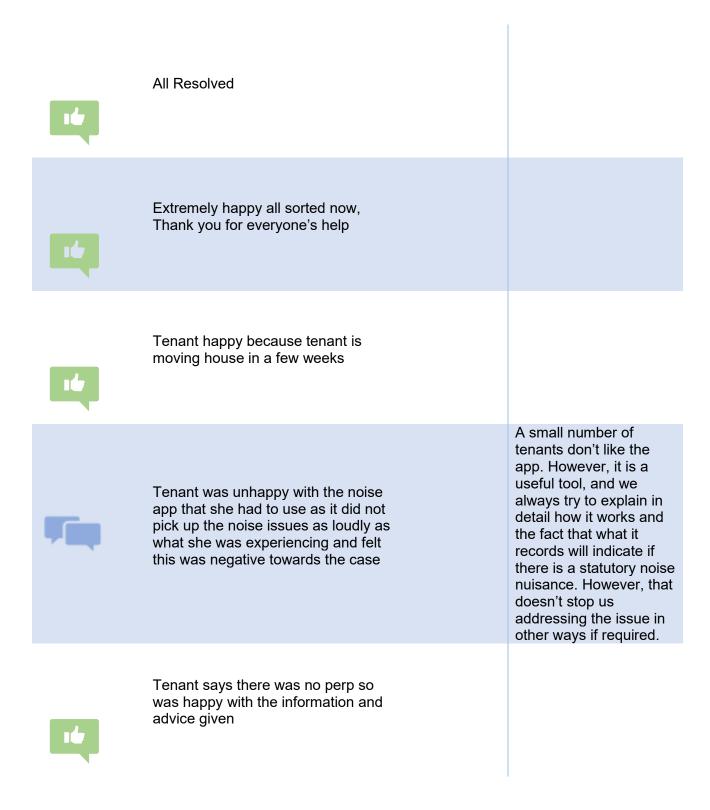


16	Sarah dealt with it quickly
16	Sarah was brilliant and lovely
16	The officer was dedicated to the case
16	Complainant wanted to pass on her thanks and was happy the issue got sorted
16	Case was handled very well and done quickly
16	Jenni was very good and dealt with it quickly, I'm happy it got sorted
16	Staff were very helpful
16	Emma kept in touch and made sure I was having no further issues
16	Happy with everything

16	Overall happy with everything	
16	Was very good and handled the case brilliantly	
16	She was very good and helpful	
16	They were superb and quick to respond	
16	Gave an excellent service	
16	Officer was very polite and well- mannered and felt I could really speak to him	
16	Dealt with effectively and was quite simple	
16	Whole case from start to finish was handled very well	

16	Happy with the service received from Derby Homes but issue has been raised with police	
	The officer was very good, easy to get on with and kept in touch	
16	Glad it got sorted	
16	Couldn't thank the officer enough	
16	Tenant was very happy with the ASB Officer that dealt with his concern	
	Happy with the ASB Officer who completed this case, only feedback was that the recording app was difficult to use to get decent recordings to evidence the real-life noise and situation.	Issues like this are discussed with the tenant to improve outcomes however from an evidence view point this didn't change the outcome of the case.

16	The ASB Officer who dealt with the case was very helpful	
16	Happy with the case and ASB Officer who dealt with this	
16	Excellent service received	
16	Overall, very happy	
16	Thought Emma was very calm and explained everything	
16	Very pleased with the customer service he received	



	Tenant was happy with the ASB officer who completed the case and is happy with the outcome
16	Tenant happy with ASB case, issue has stopped
	Tenant said that Emma was very helpful and polite
16	Happy with the way the officer dealt with the case.
16	Great support from Derby Homes and the police
16	Emma dealt with my case with full positive interest, I am very thankful to her for all the support that she gave me.