

# Appendix 4: Quarter 2 (22/23) ASB Survey

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 reinforce the positive work being carried out by the ASB Officers.







**Positive**



**Constructive**



**Negative**

Comment	Learning Point?	Action
 Jenni was fantastic and really helpful - tenant couldn't praise her enough		
 Definitely got better		
 No issues whatsoever		
 Sarah did a good job		

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

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Overall happy with everything



Was very good and handled the case brilliantly



She was very good and helpful



They were superb and quick to respond



Gave an excellent service



Officer was very polite and well-mannered and felt I could really speak to him









Dealt with effectively and was quite simple



Whole case from start to finish was handled very well

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	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	
	Glad it got sorted	
	Couldn't thank the officer enough	
	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.

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The ASB Officer who dealt with the case was very helpful



Happy with the case and ASB Officer who dealt with this



Excellent service received



Overall, very happy



Thought Emma was very calm and explained everything



Very pleased with the customer service he received

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All Resolved



Extremely happy all sorted now,  
Thank you for everyone's help



Tenant happy because tenant is  
moving house in a few weeks



Tenant was unhappy with the noise  
app that she had to use as it did not  
pick up the noise issues as loudly as  
what she was experiencing and felt  
this was negative towards the case

A small number of tenants don't like the app. However, it is a useful tool, and we always try to explain in detail how it works and the fact that what it records will indicate if there is a statutory noise nuisance. However, that doesn't stop us addressing the issue in other ways if required.

Tenant says there was no perp so  
was happy with the information and  
advice given



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