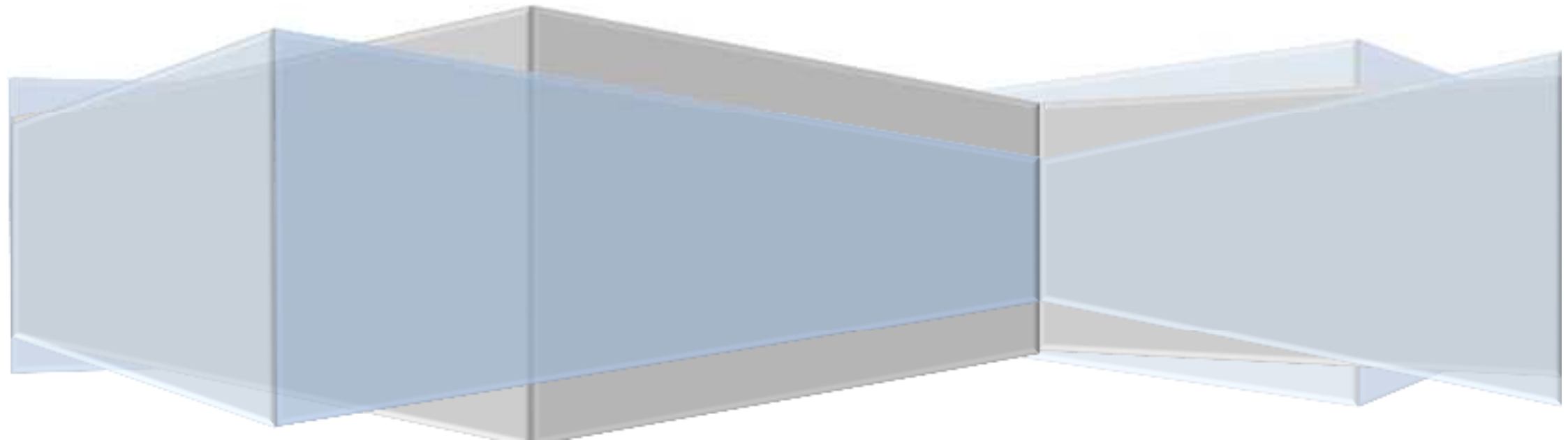


Classification: OFFICIAL

Q2 2016/2017 Customer Survey



Index

	Page
Background	2
Quality of Home	3
Repairs	5
Your Neighbourhood	11
Grounds Maintenance	19
Communal Cleaning	20
Improvements to Area	21
Suggestions for Improvements	23
Keeping you informed	24
Contact with Derby Homes	27
Views taken into Account	33
Customer Feedback	35
Rent, Income and Benefits	36
Overall Satisfaction	37
Value for Money	39
Comments	41

BACKGROUND

In 2014 the Customer Survey – Listening to you, Learning from you was launched. We carried out doorstep campaigns and visited tenants on their doorstep. This proved to be very successful so we repeated the exercise in 2015.

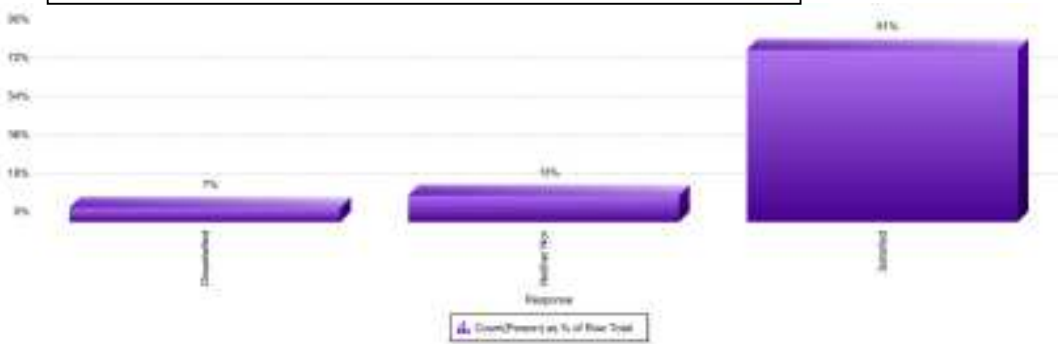
As a result of the doorstep campaigns we created 10 new Customer Priorities based on issues raised which will run to the end of 2017.

The Customer Survey continues to be completed with tenants on a face to face and telephone basis.

RESULTS

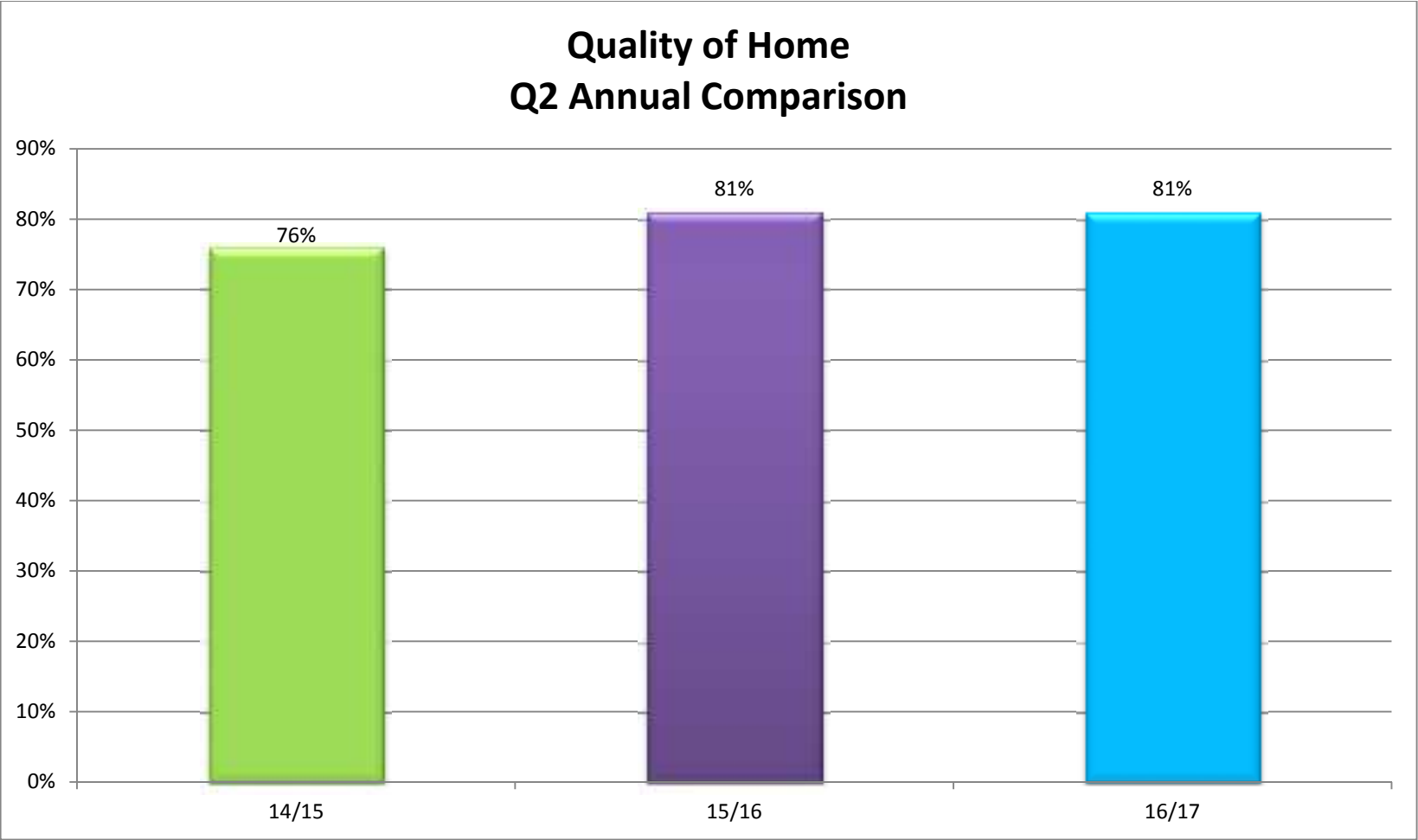
Please note that as a 5 bar scale has been used in the question set, a score of 3 has been deemed neither satisfied or dissatisfied but as we have allowed people to select 3, they must be counted in the overall satisfaction figure, (this does bring the overall figure down).

Quality of Home

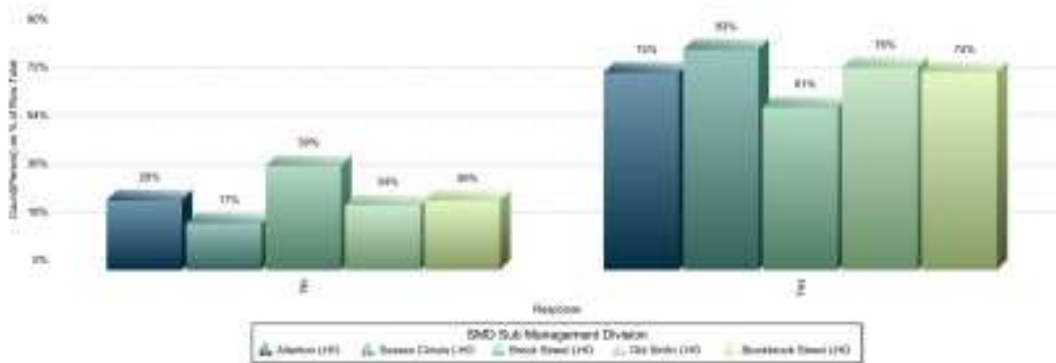
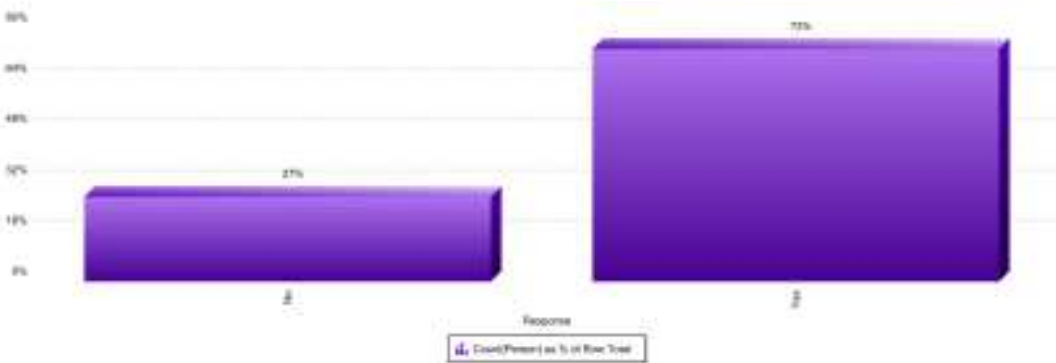


	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the overall quality of your home? 5 is satisfied, 1 is dissatisfied	49	91	586	726
Total	49	91	586	726

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	10	21	144	175
Sussex Circus LHO	10	12	126	148
Brook Street LHO	14	23	141	178
Old Sinfen LHO	11	21	101	133
Stockbrook Street LHO	4	14	71	89
Total	49	91	583	723



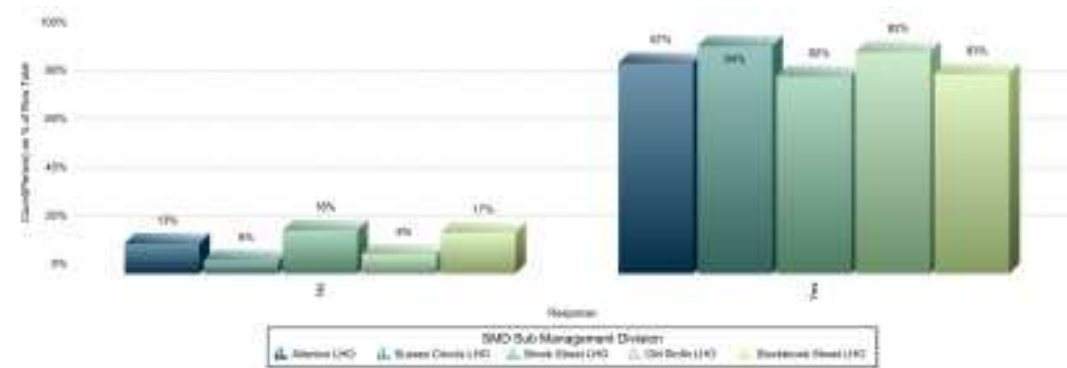
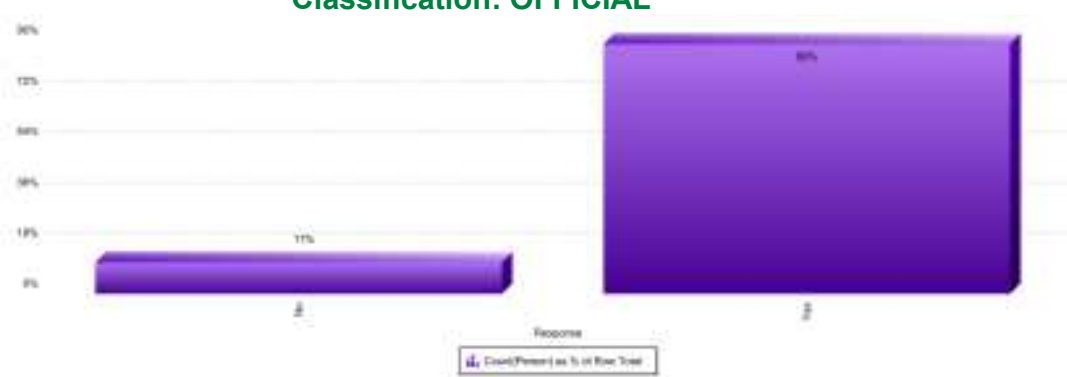
Repairs



	No	Yes	Total
Have you had a repair carried out in the last 12 months?	195	535	730
Total	195	535	730

	No	Yes	Total
Allenton LHO	47	133	180
Sussex Circus LHO	26	123	149
Brook Street LHO	69	108	177
Old Sinfin LHO	32	100	132
Stockbrook Street LHO	14	40	54
Total	188	504	692

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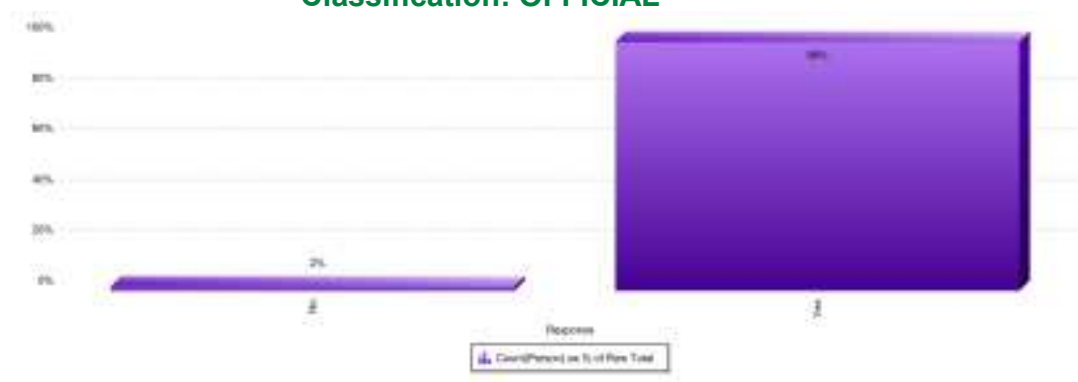


	No	Yes	Total
Were you happy with the time it took to complete your repair?	61	484	545
Total	61	484	545

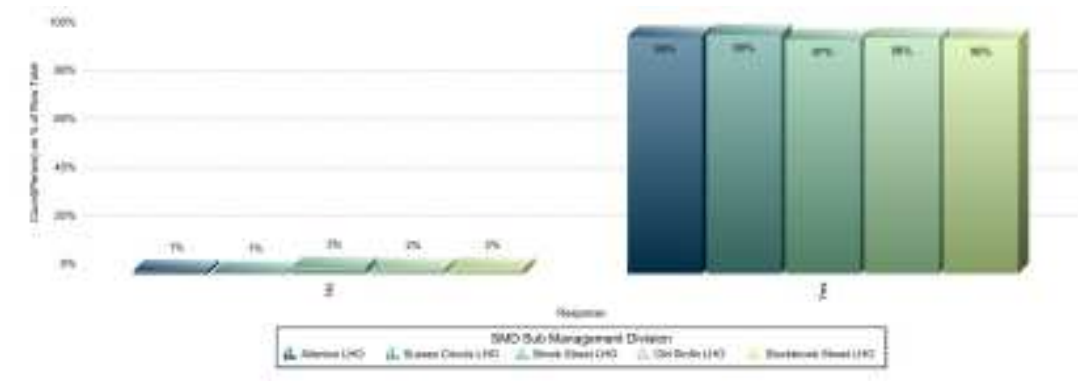
	No	Yes	Total
Allenton LHO	17	118	135
Sussex Circus LHO	7	119	126
Brook Street LHO	20	91	111
Old Sinfon LHO	8	92	100
Stockbrook Street LHO	7	34	41
Total	59	454	513

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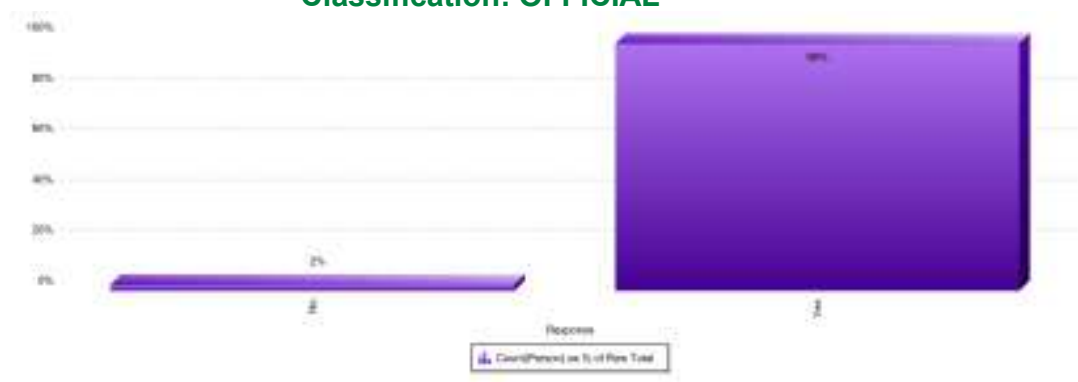
	No	Yes	Total
I was happy with the attitude of the workers	9	528	537
Total	9	528	537



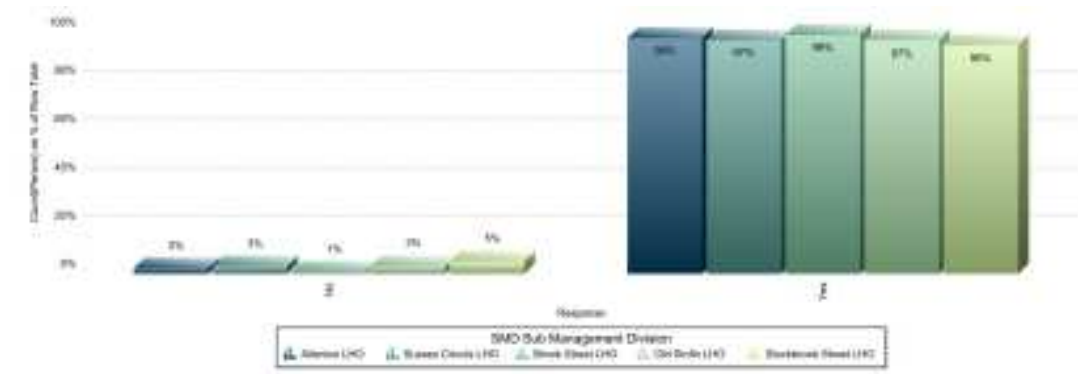
	No	Yes	Total
Allenton LHO	2	134	136
Sussex Circus LHO	1	123	124
Brook Street LHO	3	105	108
Old Sinfen LHO	2	95	97
Stockbrook Street LHO	1	40	41
Total	9	497	506

Classification: OFFICIAL

Classification: OFFICIAL



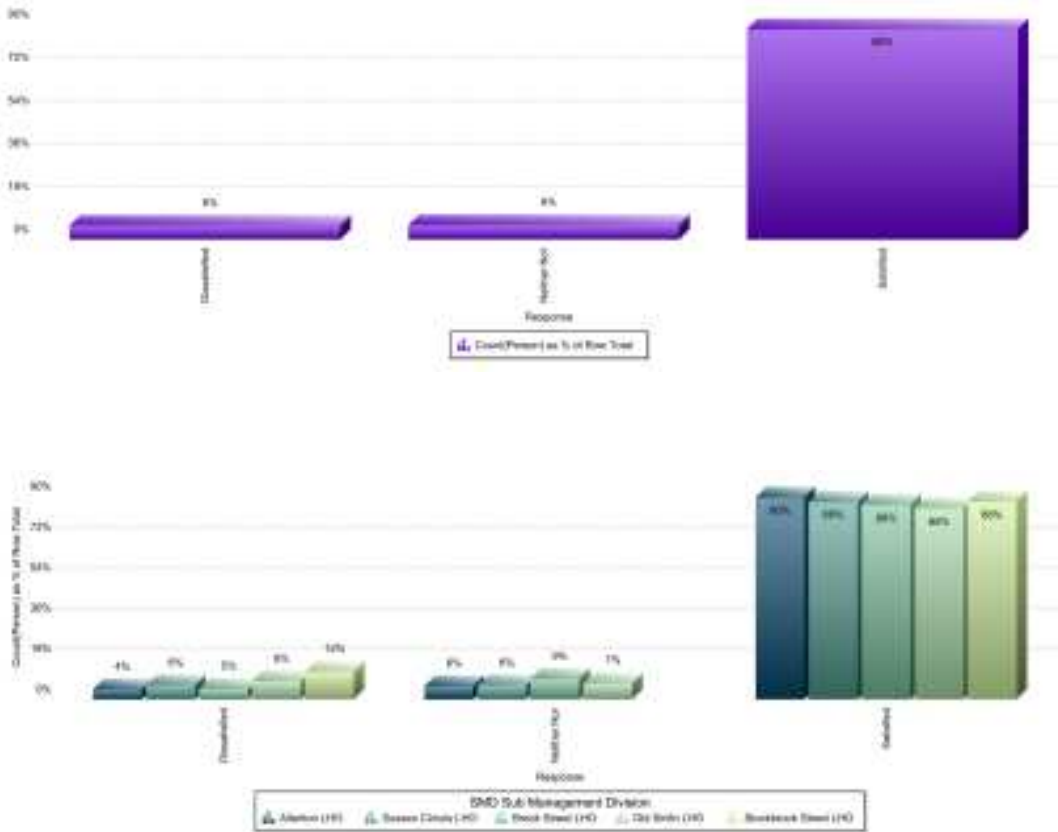
	No	Yes	Total
The workers kept dirt and mess to a minimum	13	524	537
Total	13	524	537



	No	Yes	Total
Allenton LHO	3	130	133
Sussex Circus LHO	4	124	128
Brook Street LHO	1	107	108
Old Sinfen LHO	3	95	98
Stockbrook Street LHO	2	37	39
Total	13	493	506

Classification: OFFICIAL

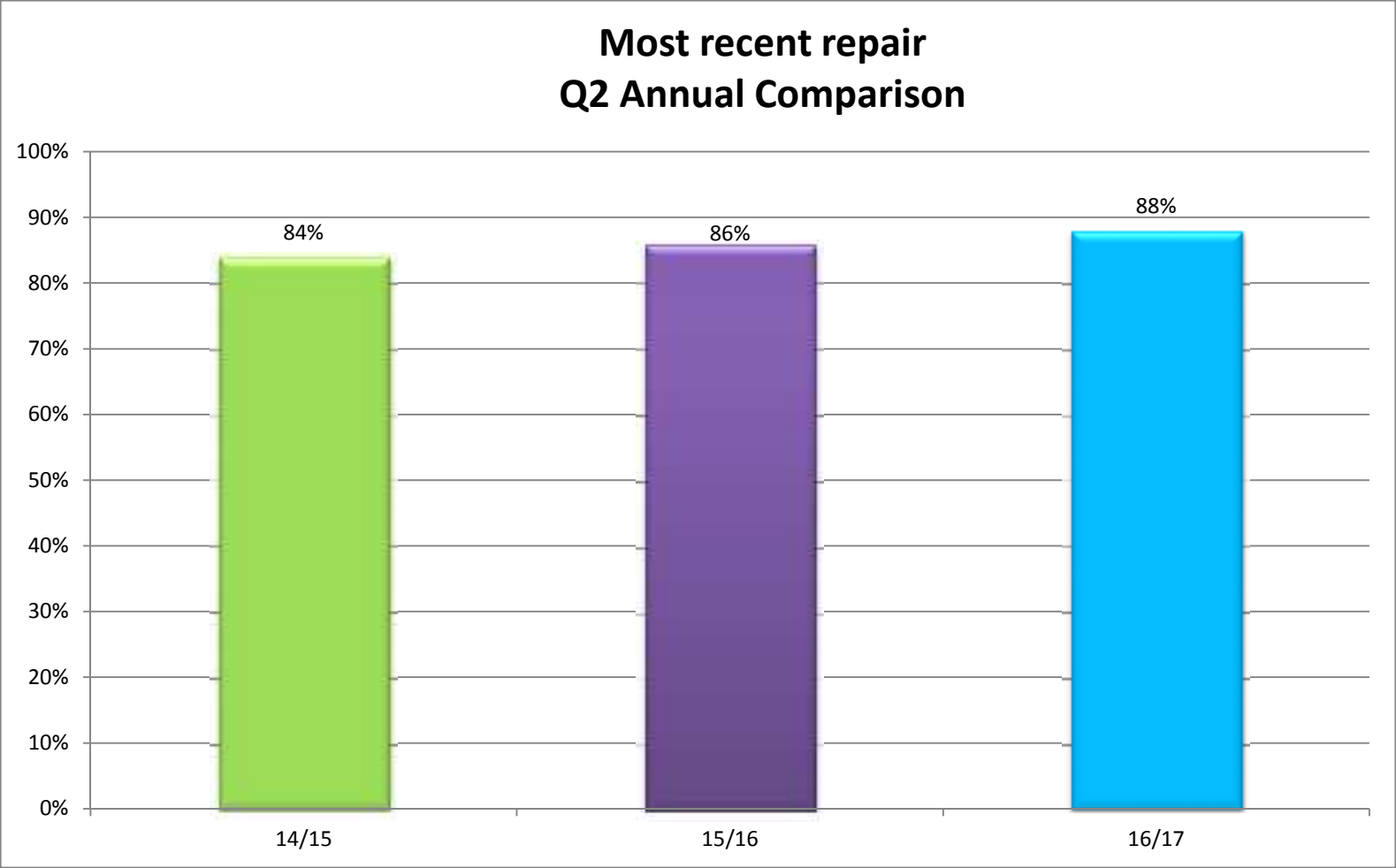
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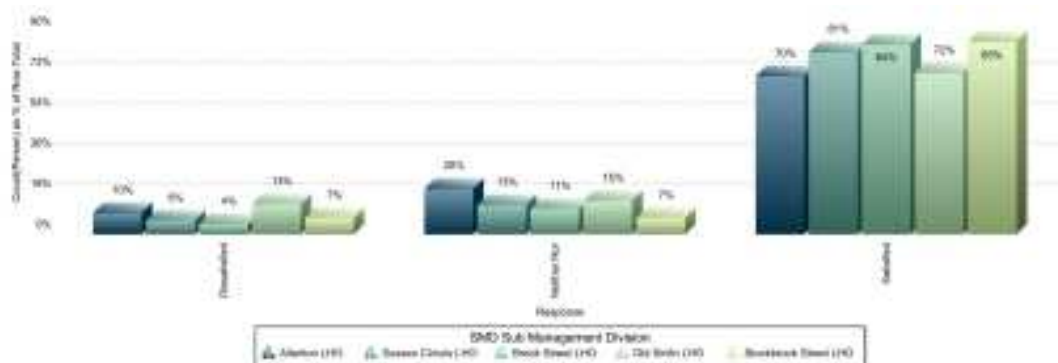
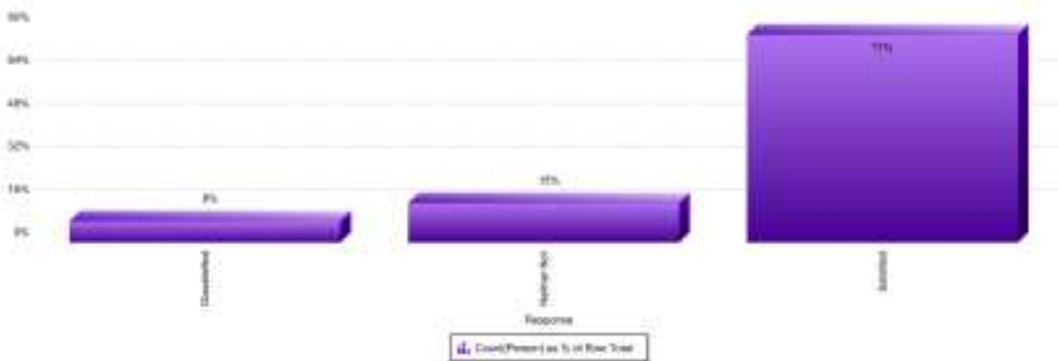
	Dissatisfied	Neither Nor	Satisfied	Total
Overall, how satisfied or dissatisfied are you with your most recent repair? 5 is satisfied, 1 is dissatisfied.	32	33	481	546
Total	32	33	481	546

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	6	8	122	136
Sussex Circus LHO	8	8	113	129
Brook Street LHO	5	10	95	110
Old Sinfen LHO	8	7	84	99
Stockbrook Street LHO	5		36	41
Total	32	33	450	515

Classification: OFFICIAL

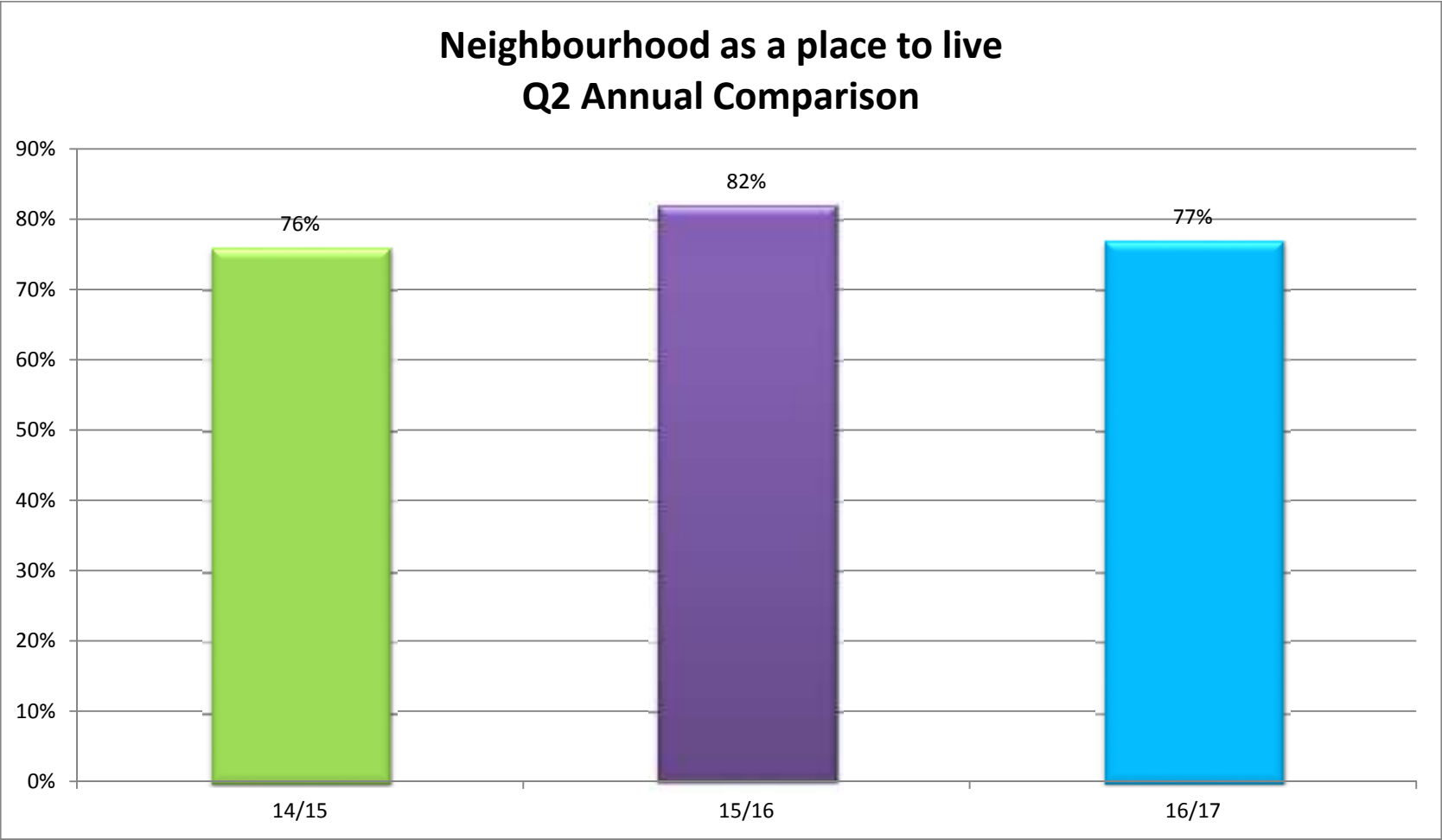


Your Neighbourhood



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with your neighbourhood as a place to live? 5 satisfied, 1 is dissatisfied	58	107	564	729
Total	58	107	564	729

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	17	36	125	178
Sussex Circus LHO	9	19	118	146
Brook Street LHO	8	20	150	178
Old Sinfon LHO	18	20	96	134
Stockbrook Street LHO	4	4	47	55
Total	56	99	536	691



Q2 shows a 5% decrease but 46% of people have reported that there has been an improvement in their neighbourhood.

Classification: OFFICIAL



	Declined	Neither Nor	Improved	Total
In the last 3 years, would you say your neighbourhood has improved or declined? 5 is improved, 1 is declined	69	319	334	722
Total	69	319	334	722

	Declined	Neither Nor	Improved	Total
Allenton LHO	23	55	98	176
Sussex Circus LHO	12	63	70	145
Brook Street LHO	12	122	44	178
Old Sinfen LHO	18	37	76	131
Stockbrook Street LHO	2	23	30	55
Total	67	300	318	685

Classification: OFFICIAL

Classification: OFFICIAL

	Very much a problem	Neither Nor	Not a problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	83	97	545	725
Noisy neighbours 1 very much a problem, 5 is not a problem	73	48	601	722
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	66	84	576	726
Other problems with pets and animals 1 very much a problem, 5 is not a problem	32	31	657	720
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	49	57	615	721
Racial or other harassment 1 very much a problem, 5 is not a problem	26	17	679	722
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	46	41	638	725
Vandalism and graffiti 1 very much a problem, 5 is not a problem	23	22	678	723
People damaging your property 1 very much a problem, 5 is not a problem	24	24	669	717
Drug use or dealing 1 very much a problem, 5 is not a problem	52	49	620	721
Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	13	18	684	715
Other crime 1 very much a problem, 5 is not a problem	12	28	680	720
Noise from traffic 1 very much a problem, 5 is not a problem	29	53	636	718
Car parking 1 very much a problem, 5 is not a problem	101	52	564	717
Total	629	621	8842	10092

The top three issues identified by our customers whilst completing the Customer Survey are:

- Car Parking

14%
- Rubbish/Litter

11%
- Noisy Neighbours

12%

These three issues remain constant and are being proactively tackled under the Customer Priorities.

Classification: OFFICIAL

		Very much a problem	Neither Nor	Not a Problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	Allenton LHO	26	26	123	175
	Brook Street LHO	9		156	176
	Sussex Circus LHO	13		113	148
	Stockbrook Street LHO	12		37	55
	Sinfin LHO	21		97	133
Noisy neighbours 1 very much a problem, 5 is not a problem	Allenton LHO	25	12	139	176
	Brook Street LHO	16		144	176
	Sussex Circus LHO	10	7	131	148
	Stockbrook Street LHO	5	1	49	55
	Sinfin LHO	16	7	106	129
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	Allenton LHO	27	19	132	178
	Brook Street LHO	7	12	159	178
	Sussex Circus LHO	12		112	147
	Stockbrook Street LHO	5		43	55
	Sinfin LHO	14		103	130
Other problems with pets and animals 1 very much a problem, 5 is not a problem	Allenton LHO	12	12	151	175
	Brook Street LHO	2		168	176
	Sussex Circus LHO	3	4	140	147
	Stockbrook Street LHO	5	1	49	55
	Sinfin LHO	9	7	113	129
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	Allenton LHO	18	17	138	173
	Brook Street LHO	7	8	161	176
	Sussex Circus LHO	10		127	148
	Stockbrook Street LHO	5		47	55
	Sinfin LHO	9		107	131

Racial or other harassment 1 very much a problem, 5 is not a problem	Allenton LHO	10	10	155	175
	Brook Street LHO	4	3	168	175
	Sussex Circus LHO	4	2	142	148
	Stockbrook Street LHO	3	1	50	54
	Sinfin LHO	5	1	126	132
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	Allenton LHO	15	6	155	176
	Brook Street LHO	9	8	159	176
	Sussex Circus LHO	6	11	131	148
	Stockbrook Street LHO	6	2	47	55
	Sinfin LHO	10	10	112	132
	Allenton LHO	9	10	157	176
Vandalism and graffiti 1 very much a problem, 5 is not a problem	Brook Street LHO	1	3	170	174
	Sussex Circus LHO	4	2	142	148
	Stockbrook Street LHO	4	2	49	55
	Sinfin LHO	4	5	123	132
	Allenton LHO	9	10	154	173
People damaging your property 1 very much a problem, 5 is not a problem	Brook Street LHO	5	5	163	173
	Sussex Circus LHO	2	3	142	147
	Stockbrook Street LHO	4	1	50	55
	Sinfin LHO	4	5	123	132
	Allenton LHO	15	9	150	174
	Brook Street LHO	8	6	161	175
Drug use or dealing 1 very much a problem, 5 is not a problem	Sussex Circus LHO	8	14	126	148
	Stockbrook Street LHO	8	3	44	55
	Sinfin LHO	13	12	107	132

Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	Allenton LHO	4	8	159	171
	Brook Street LHO		3	170	173
	Sussex Circus LHO	1		146	147
	Stockbrook Street LHO	5	2	47	54
	Sinfin LHO	3	5	124	132
Other crime 1 very much a problem, 5 is not a problem	Allenton LHO	5	8	162	175
	Brook Street LHO	1	2	171	174
	Sussex Circus LHO	1	8	138	147
	Stockbrook Street LHO	3	1	51	55
	Sinfin LHO	2	9	121	132
	Allenton LHO	11	13	150	174
Noise from traffic 1 very much a problem, 5 is not a problem	Brook Street LHO	1	9	161	171
	Sussex Circus LHO	5	15	128	148
	Stockbrook Street LHO	5	4	46	55
	Sinfin LHO	6	10	117	133
	Allenton LHO	31	9	133	173
Car parking 1 very much a problem, 5 is not a problem	Brook Street LHO	21	14	139	174
	Sussex Circus LHO	22	11	114	147
	Stockbrook Street LHO	9	7	38	54
	Sinfin LHO	17	8	107	132
	Allenton LHO	621	571	8373	9565
Total					

The top three issues in each area are:

Allenton	
Car Parking	18%
Rubbish/Litter	15%
Dog Fouling/Dog mess	15%

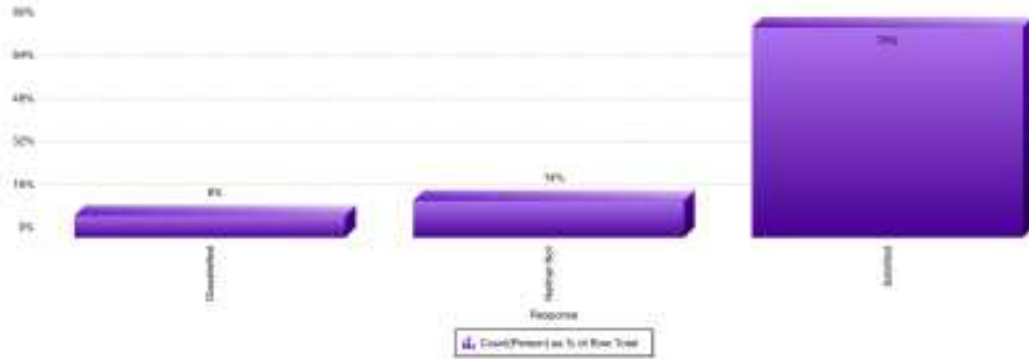
Brook Street	
Car Parking	12%
Noisy Neighbours	9%
Rubbish/Litter	5%
Drunk or rowdy behavior	5%

Sussex	
Car Parking	15%
Dog Fouling/Dog mess	8%
Rubbish/Litter	7%

Stockbrook Street	
Rubbish/Litter	22%
Car Parking	17%
Drug Use/Dealing	15%

Sinfin	
Rubbish/Litter	16%
Car Parking	13%
Noisy Neighbours	12%

Grounds Maintenance

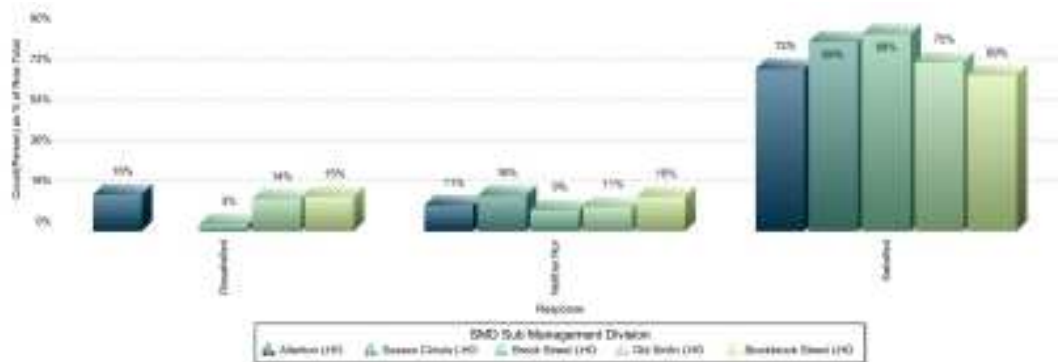
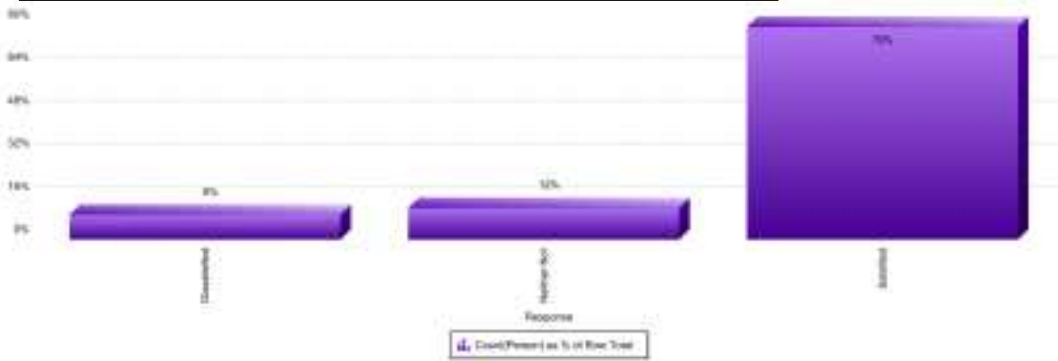


	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the grounds maintenance provided by Derby Homes? By grounds maintenance we mean grass cutting and shrub beds to communal land.	54	91	520	665
Total	54	91	520	665

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	17	24	113	154
Sussex Circus LHO	10	25	89	124
Brook Street LHO	8	13	149	170
Old Sinfon LHO	10	21	100	131
Stockbrook Street LHO	7	6	37	50
Total	52	89	488	629

Classification: OFFICIAL

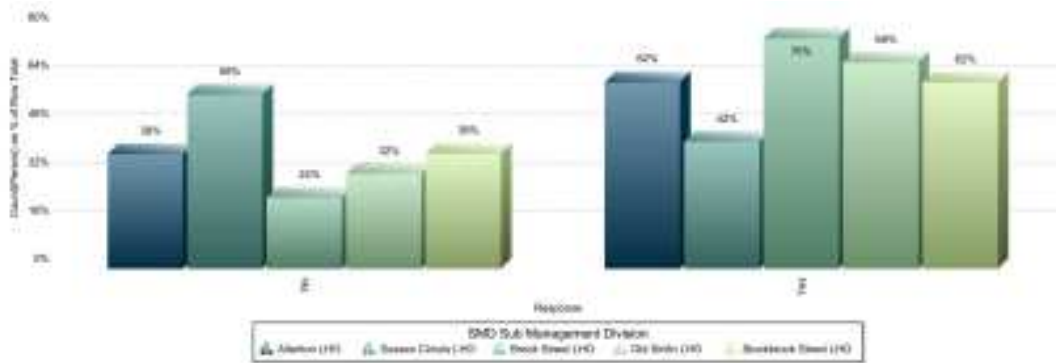
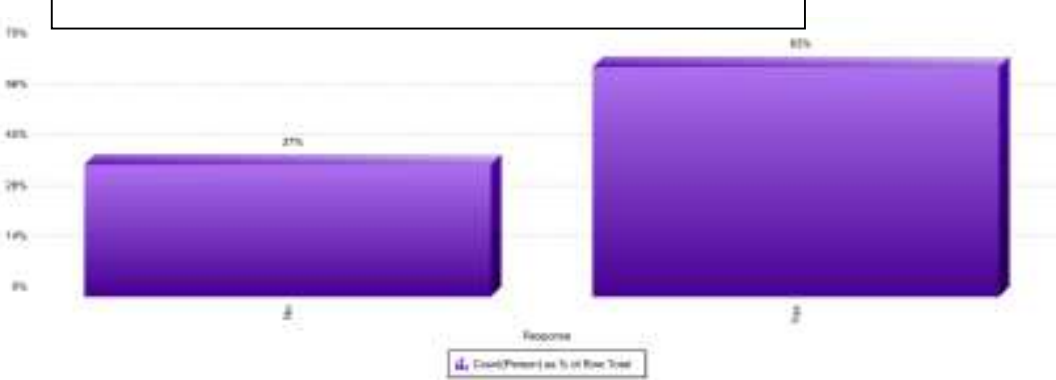
Communal Cleaning



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the cleaning of your communal areas where you live? 5 is satisfied, 1 is dissatisfied	18	23	155	196
Total	18	23	155	196

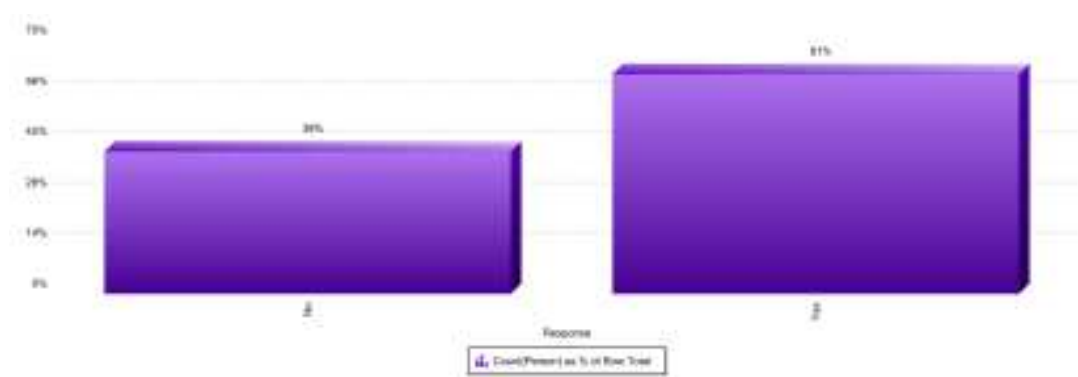
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	10	7	44	61
Sussex Circus LHO		3	16	19
Brook Street LHO	2	6	56	64
Old Sinfen LHO	4	3	21	28
Stockbrook Street LHO	2	2	9	13
Total	18	21	146	185

Improvements to Area



	No	Yes	Total
Do you know that Derby Homes carry out large and small improvement works across the city? These improvements can include landscaping works, such as paving and fencing. They can also include social improvements such as helping to improve/resolve ASB.	264	459	723
Total	264	459	723

	No	Yes	Total
Allenton LHO	67	109	176
Sussex Circus LHO	85	62	147
Brook Street LHO	42	136	178
Old Sinfen LHO	41	89	130
Stockbrook Street LHO	21	34	55
Total	256	430	686

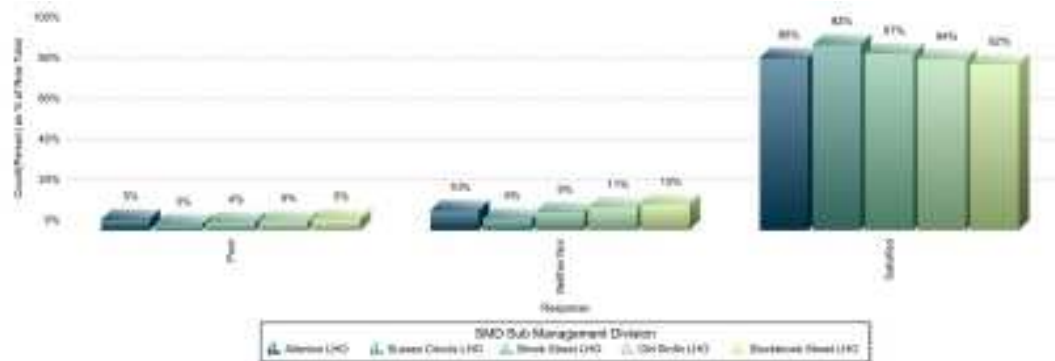
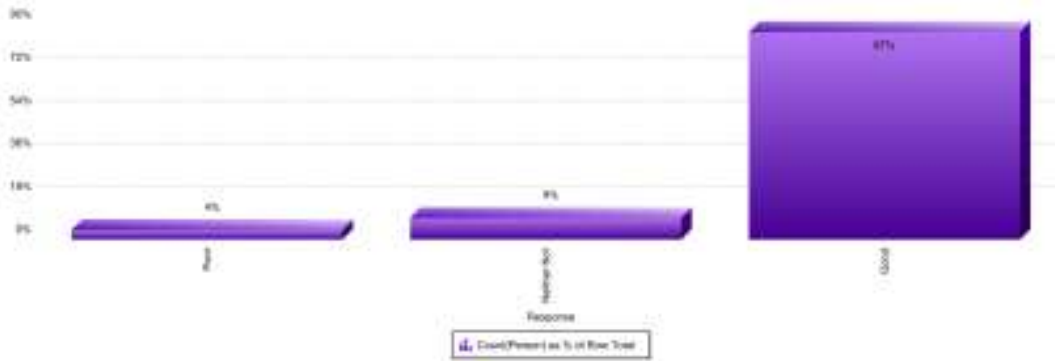


	No	Yes	Total
Do you know how to let us know if you think improvements could be made in your area?	283	437	720
Total	283	437	720

	No	Yes	Total
Allenton LHO	97	79	176
Sussex Circus LHO	63	84	147
Brook Street LHO	54	125	179
Old Sinfen LHO	47	80	127
Stockbrook Street LHO	19	36	55
Total	280	404	684

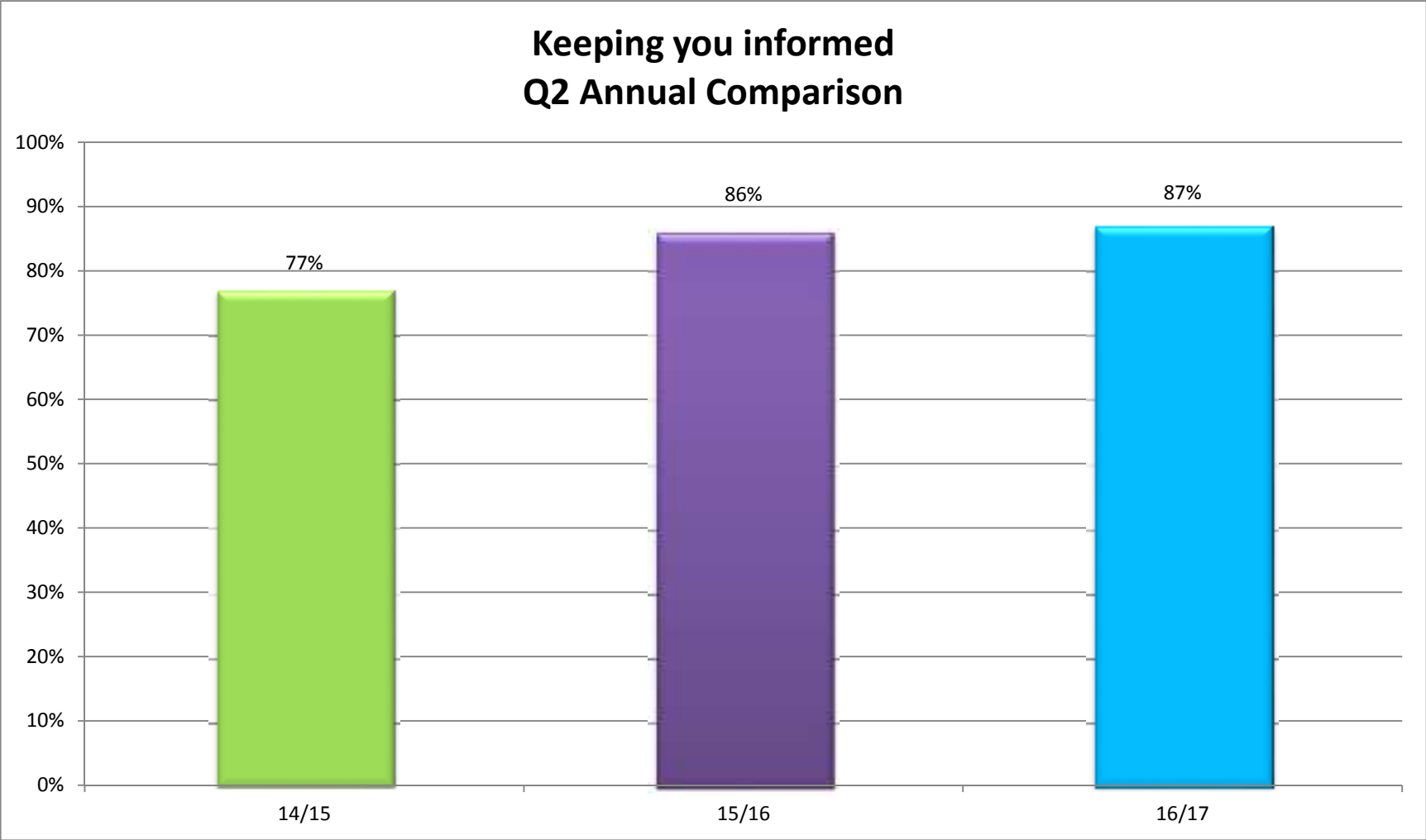
a kids play area
Advice given
An improvement [name removed] has suggested is that when she first moved in the block of flats it was ages 60+ she now says that all ages have been allowed to rent the flats. She preferred it as 60+ as now she can always hear loud music throughout the block.
awaiting what happens with flood defences, there may be some issues with parking in the area
ban dogs
better parking
better upkeep of front grass
Bins should be put in place so tenants can dispose of dog waste. Thinks dogs should not be allowed in flats
Brickwork in bungalows bit shoddy
Car park on our street
car parking
car parking for residents
Car Parking is an issue unable to get on drive as cars parked to close and street full of parked cars. Improve by adding a car park to the area.
Car parking issues, [address removed] hedge is high but is overhanging the over the entry way.
Car Parking Issues. Cars Speeding down the road. Trees around the area needs to be kept well maintained on a regular basis. These have grown quite high up.
Cars parking on the pavement which is dangerous for people with pushchairs and small children.
cctv for drug dealers
Currently the surrounding areas are kept well looked after by all the tenants.
Cut grass more often, new front door
Don't know about spending money but it would be a good idea to do something about the way residents park their cars and keeping on top of hedge cutting along the main roads and obstructing signs and users.
Drains on the road need cleaning as flooded
driveways
Driveways for properties. Switch the green to parking spaces.
Dropped kerbs
Drying area for residents. Housing officer already has this in hand.
Total

Keeping you Informed



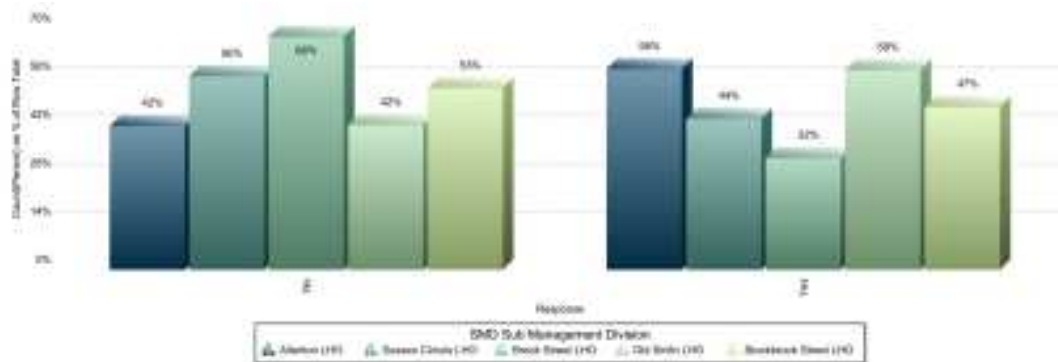
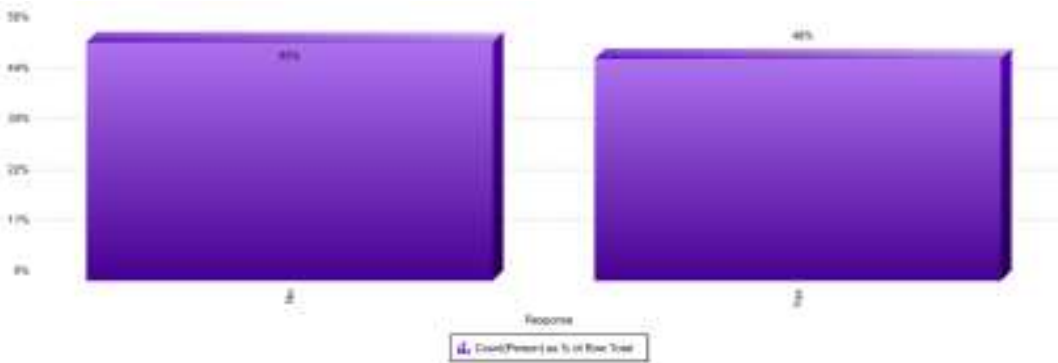
	Poor	Neither Nor	Good	Total
How good or poor do you think Derby Homes is at keeping you informed about things that might affect you as a tenant? 5 is good, 1 is poor	29	65	625	719
Total	29	65	625	719

	Poor	Neither Nor	Good	Total
Allenton LHO	9	17	147	173
Sussex Circus LHO	4	8	130	142
Brook Street LHO	7	16	155	178
Old Sinfen LHO	6	15	112	133
Stockbrook Street LHO	3	7	45	55
Total	29	63	589	681



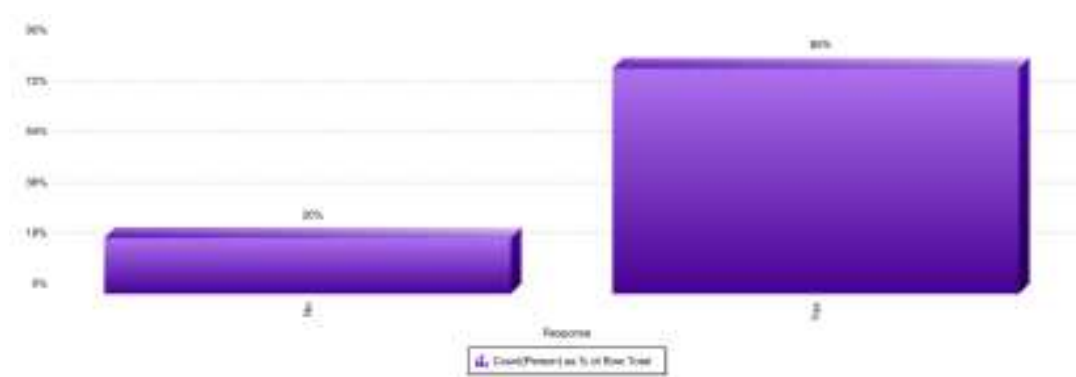
all ok
By calling tenants back with updates.
Can't think of anything
Can't really
Car Parking issues, [address removed] hedge is high but also blocking the entry. Housing Office informed about this issue
Communication
Communication over repair appointments is poor & needs changing especially for those who work full time.
Do a grand job
does have problems with young people smoking in the alley ways but the police seems to have a grip of it at the moment, but this does re-occur. The police when phoned do not attend , so this would be an improvement. Police not reacting to information given. for example Nottingham road a car crashed into houses along Nottingham road near the chip shop , no one died but the houses are unsafe to go in and boarded up. This isn't a derby homes issue but it is an issue that he reported about boy races and nothing done. More or less have to tell police that someone is killing someone to get them out, all wrong.
Doesn't receive anything so to actual receive things i.e. DH News would improve things.
doesn't receive DH news
don't know
Don't know anything else
don't know. you've covered all areas
Don't know
Don't really know
Don't think you can . you're doing a good job
Giving her a phone call on any updates or anything that is happening as she doesn't hear anything she always has to ring up.
Have not received a Newsletter since being a tenant.
Housing Officers to make contact with residents on walk about if in common room etc
I am a new tenant only been here 3 months
I do feel like we're listened to but no one gets back to us
I don't receive the newsletters any more.
I don't think you can
I never even knew that derby homes had a twitter or facebook page and even though I have an up to date email and mobile number. I have never received any emails or texts. so an improvement would be to get the odd email with links to derby homes news.

Contact with Derby Homes

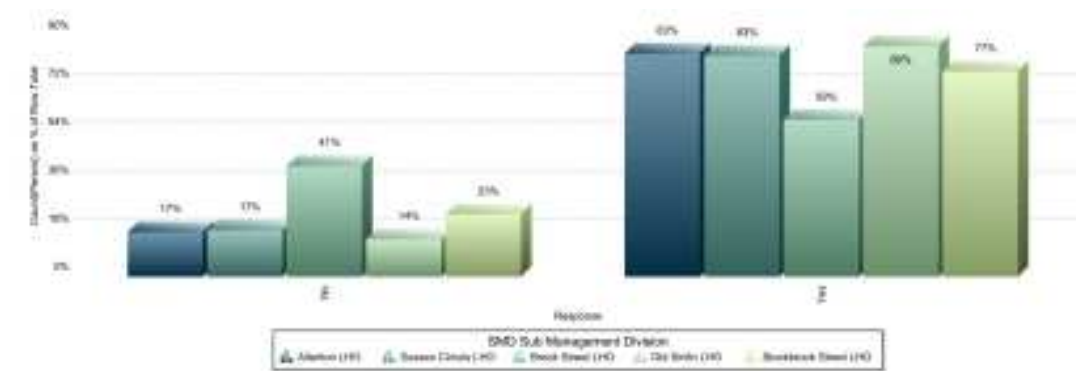


	No	Yes	Total
Have you contacted Derby Homes in the last 12 months with a query other than to pay your rent or service charge?	375	349	724
Total	375	349	724

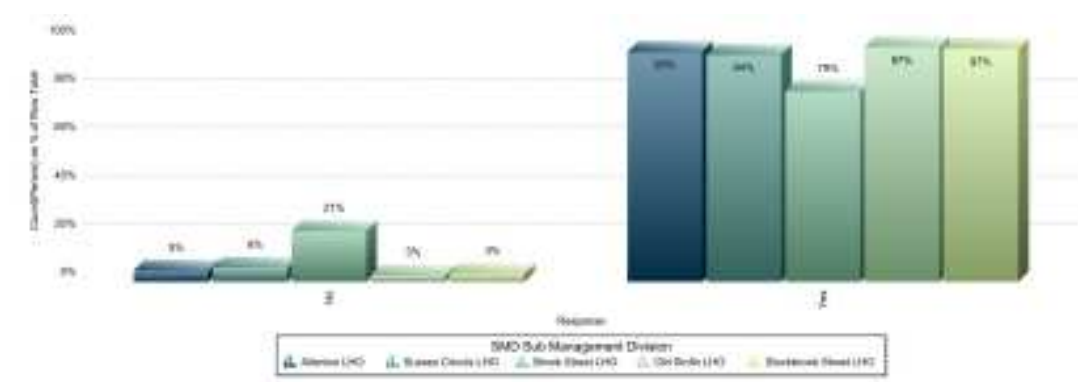
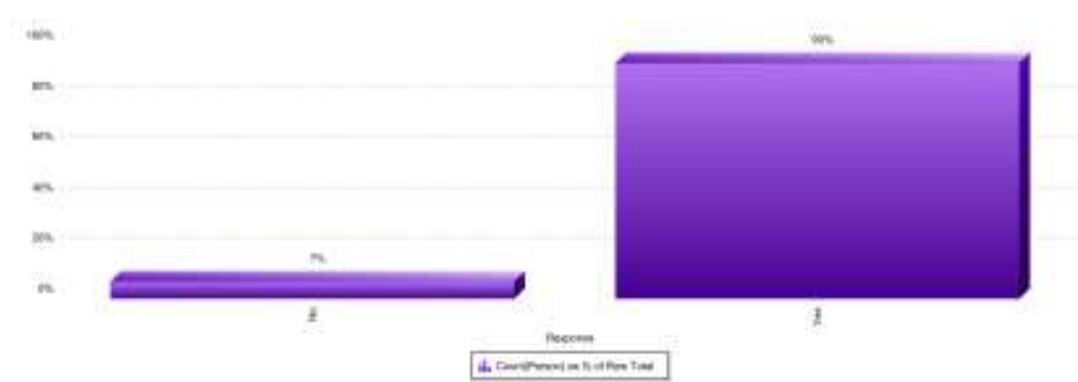
	No	Yes	Total
Allenton LHO	73	102	175
Sussex Circus LHO	82	64	146
Brook Street LHO	121	58	179
Old Sinfen LHO	55	76	131
Stockbrook Street LHO	29	26	55
Total	360	326	686



	No	Yes	Total
Getting hold of the right person was easy	73	295	368
Total	73	295	368

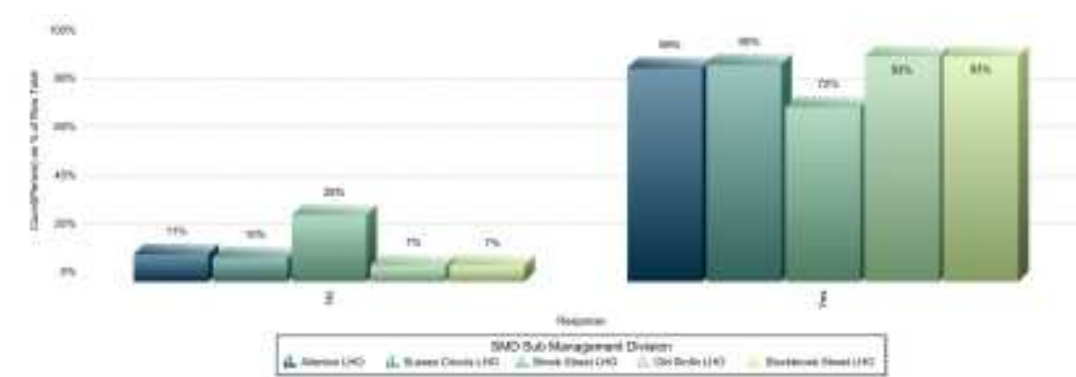
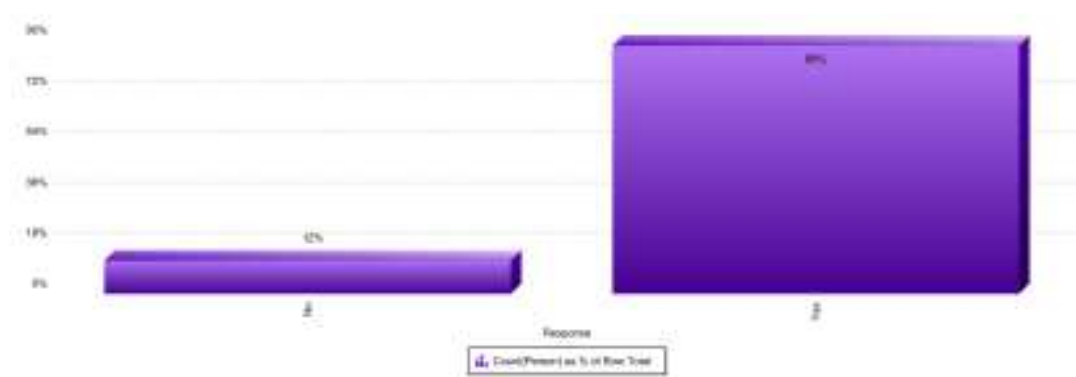


	No	Yes	Total
Allenton LHO	18	90	108
Sussex Circus LHO	12	57	69
Brook Street LHO	24	34	58
Old Sinfon LHO	11	68	79
Stockbrook Street LHO	7	23	30
Total	72	272	344



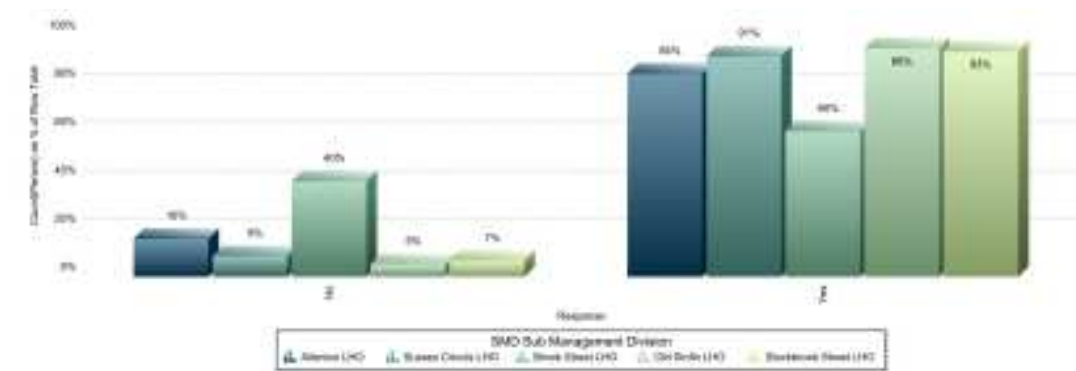
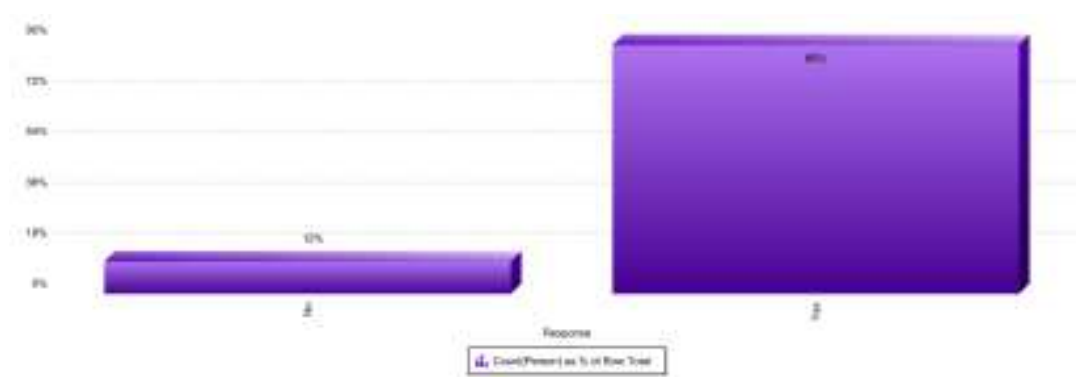
	No	Yes	Total
The staff I spoke to were helpful	25	338	363
Total	25	338	363

	No	Yes	Total
Allenton LHO	5	103	108
Sussex Circus LHO	4	64	68
Brook Street LHO	12	45	57
Old Sinfen LHO	2	74	76
Stockbrook Street LHO	1	29	30
Total	24	315	339



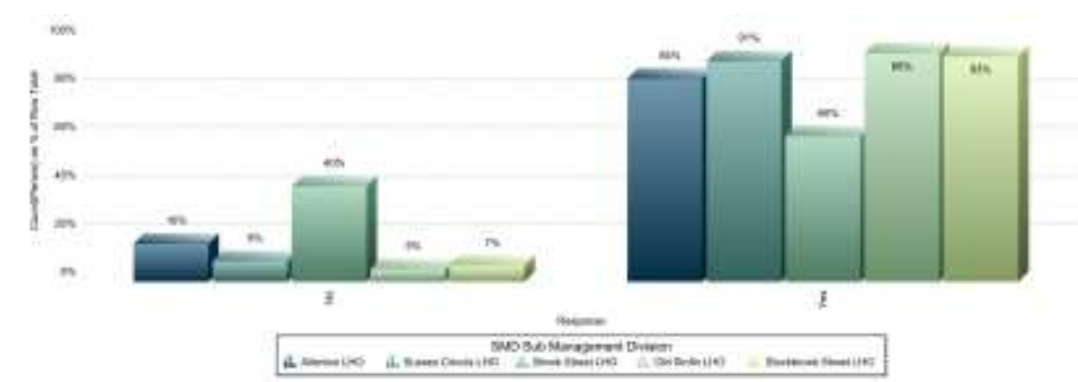
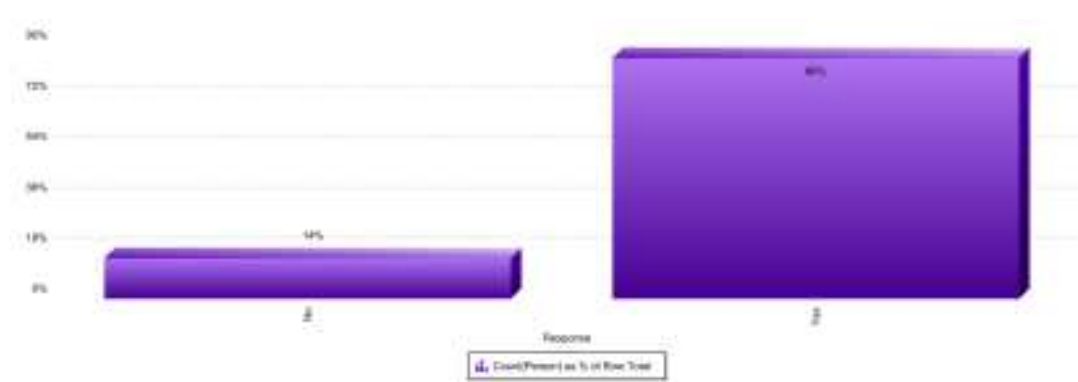
	No	Yes	Total
My query was answered in a reasonable time	43	321	364
Total	43	321	364

	No	Yes	Total
Allenton LHO	12	94	106
Sussex Circus LHO	7	63	70
Brook Street LHO	16	42	58
Old Sinfen LHO	5	71	76
Stockbrook Street LHO	2	28	30
Total	42	298	340



	No	Yes	Total
I was satisfied with the ability of staff to deal with my query quickly and efficiently	42	323	365
Total	42	323	365

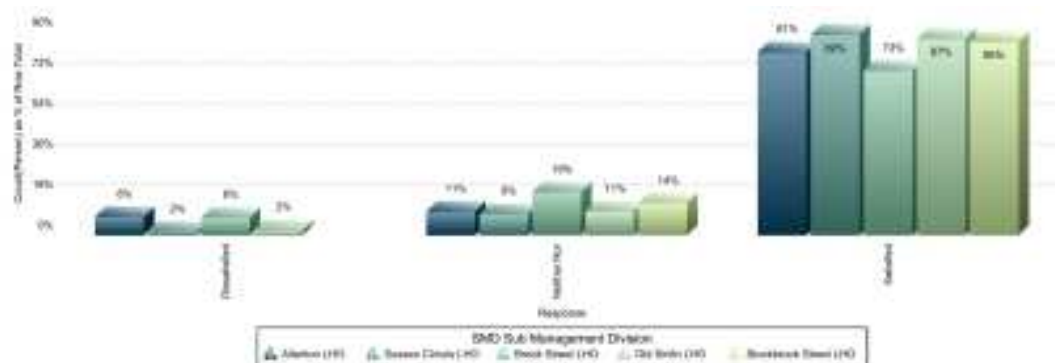
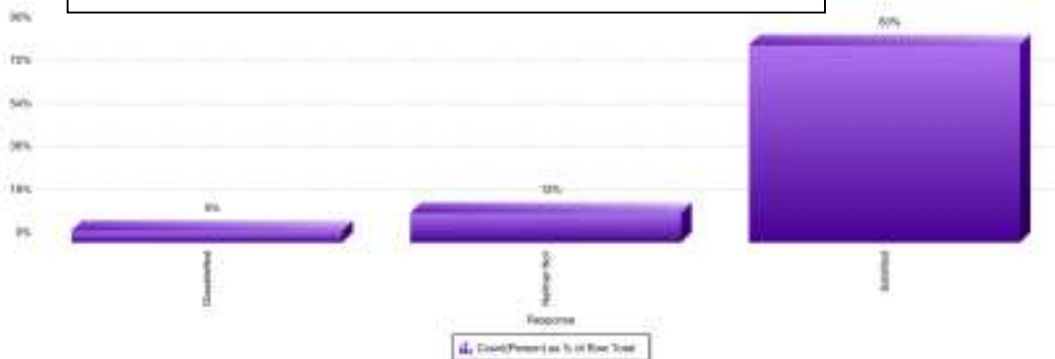
	No	Yes	Total
Allenton LHO	17	91	108
Sussex Circus LHO	6	64	70
Brook Street LHO	23	35	58
Old Sinfen LHO	4	73	77
Stockbrook Street LHO	2	28	30
Total	52	291	343



	No	Yes	Total
I was satisfied with the outcome of my query	53	314	367
Total	53	314	367

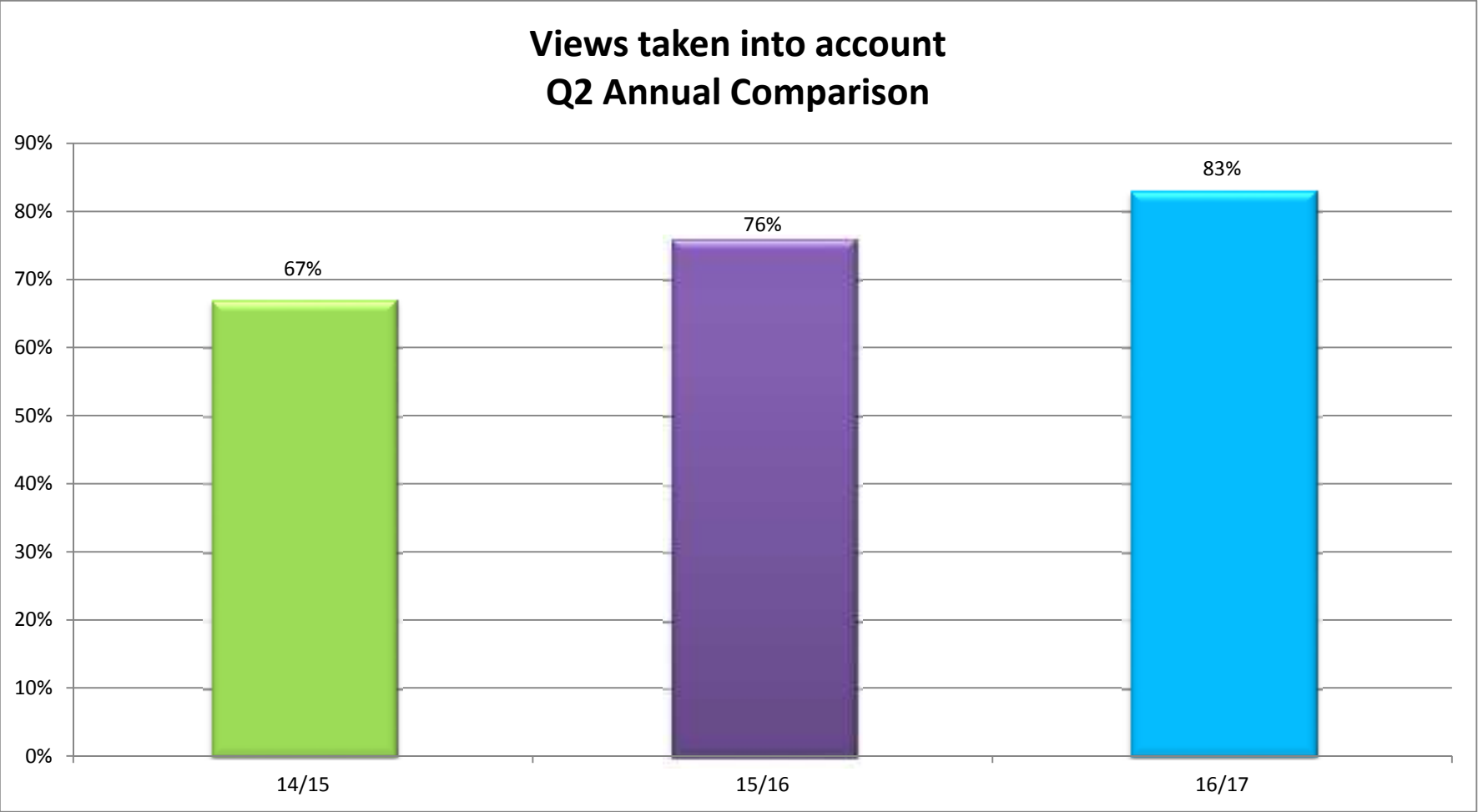
	No	Yes	Total
Allenton LHO	17	91	108
Sussex Circus LHO	6	64	70
Brook Street LHO	23	35	58
Old Sinfen LHO	4	73	77
Stockbrook Street LHO	2	28	30
Total	52	291	343

Views Taken Into Account

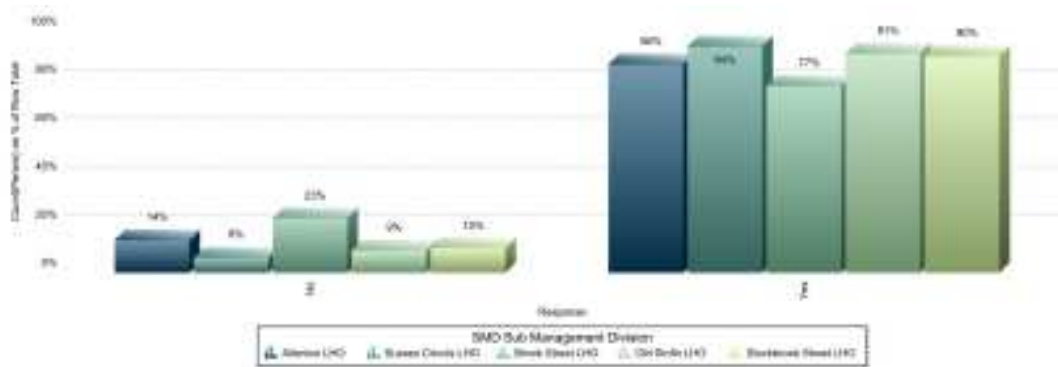
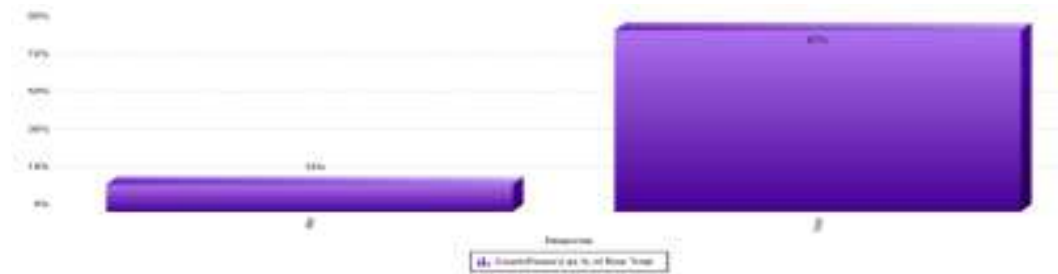


	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you that your views are being taken into account by Derby Homes? 5 is satisfied, 1 is dissatisfied	34	86	573	693
Total	34	86	573	693

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	14	18	139	171
Sussex Circus LHO	2	12	114	128
Brook Street LHO	14	34	130	178
Old Sinfen LHO	3	14	115	132
Stockbrook Street LHO		7	42	49
Total	33	85	540	658



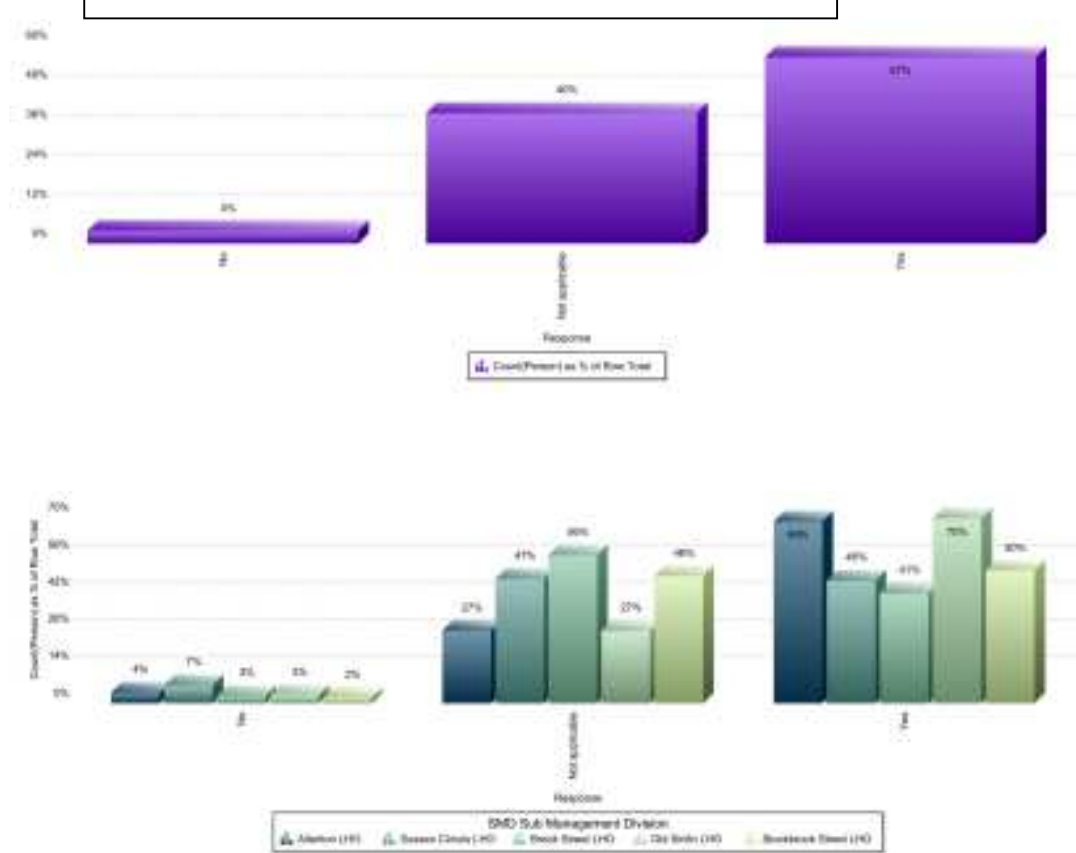
Customer Feedback



	No	Yes	Total
Do you think Derby Homes listens to customer feedback and makes changes as a result?	91	601	692
Total	91	601	692

	No	Yes	Total
Allenton LHO	23	147	170
Sussex Circus LHO	8	122	130
Brook Street LHO	40	137	177
Old Sinfon LHO	12	119	131
Stockbrook Street LHO	5	44	49
Total	88	569	657

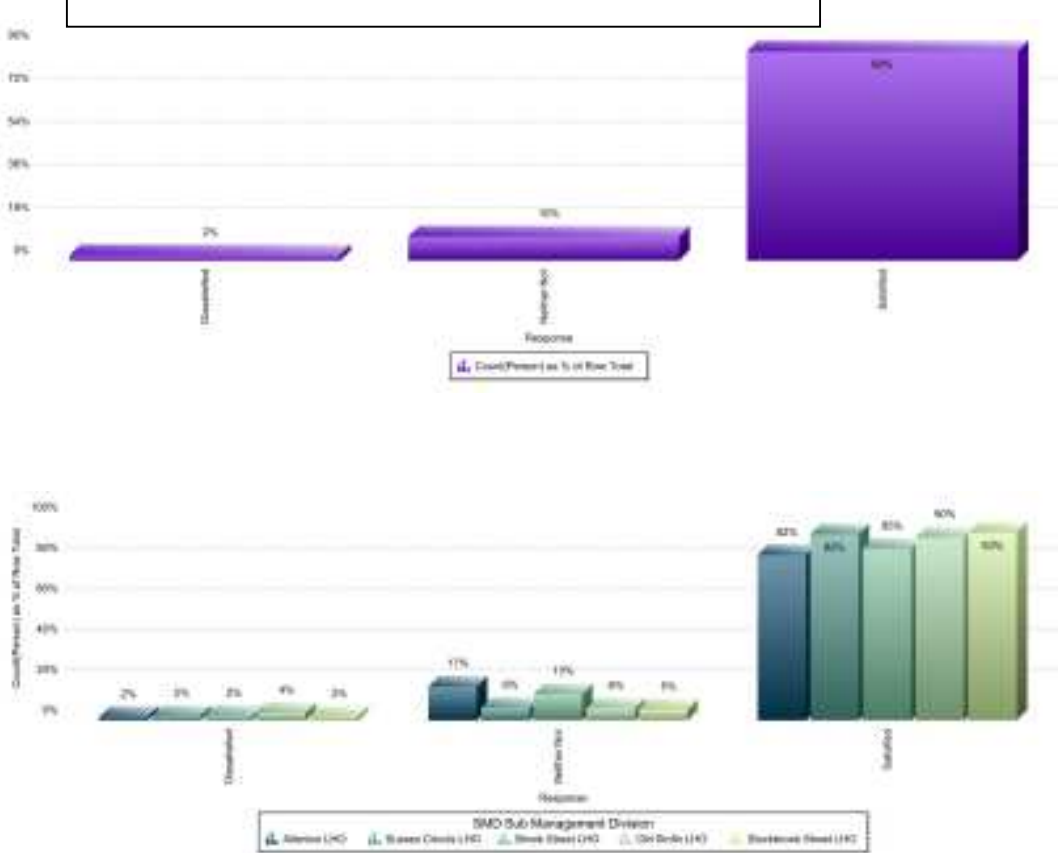
Rent, Income and Benefits



	No	Not applicable	Yes	Total
Are you satisfied with any advice and support you have received from Derby Homes on managing your finances or paying rent/service charges?	28	285	407	720
Total	28	285	407	720

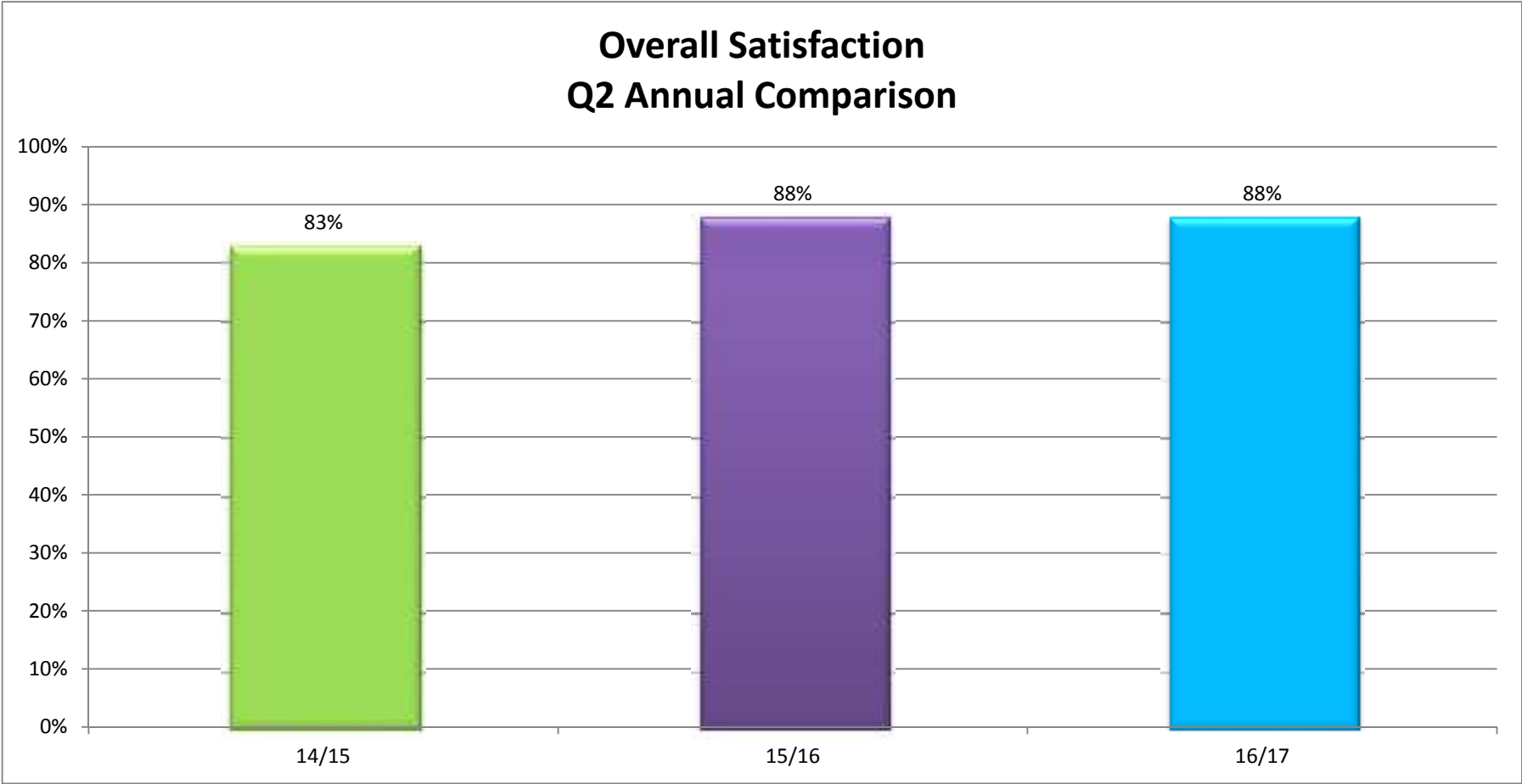
	No	Not applicable	Yes	Total
Allenton LHO	7	48	120	175
Sussex Circus LHO	10	69	68	147
Brook Street LHO	5	101	75	181
Old Sinfen LHO	4	36	92	132
Stockbrook Street LHO	1	24	25	50
Total	27	278	380	685

Overall Satisfaction with Derby Homes



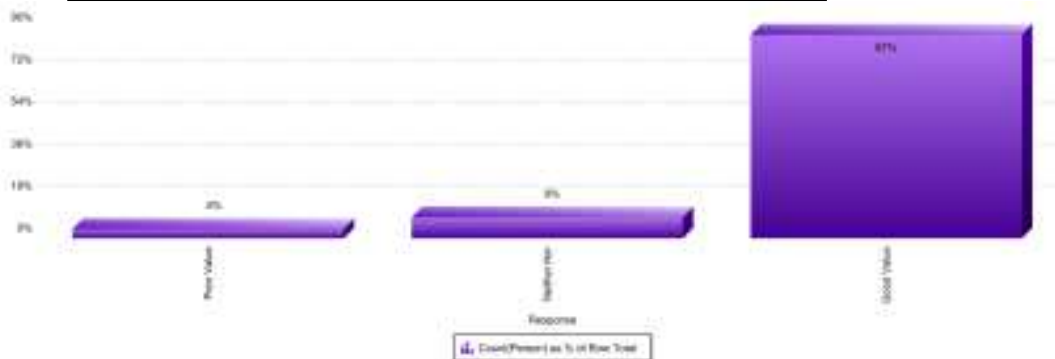
Dissatisfied	Neither Nor	Satisfied	Total
17	73	635	725
17	73	635	725

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	3	29	142	174
Sussex Circus LHO	3	9	135	147
Brook Street LHO	4	23	150	177
Old Sinfen LHO	5	8	121	134
Stockbrook Street LHO	1	3	51	55
Total	16	72	599	687



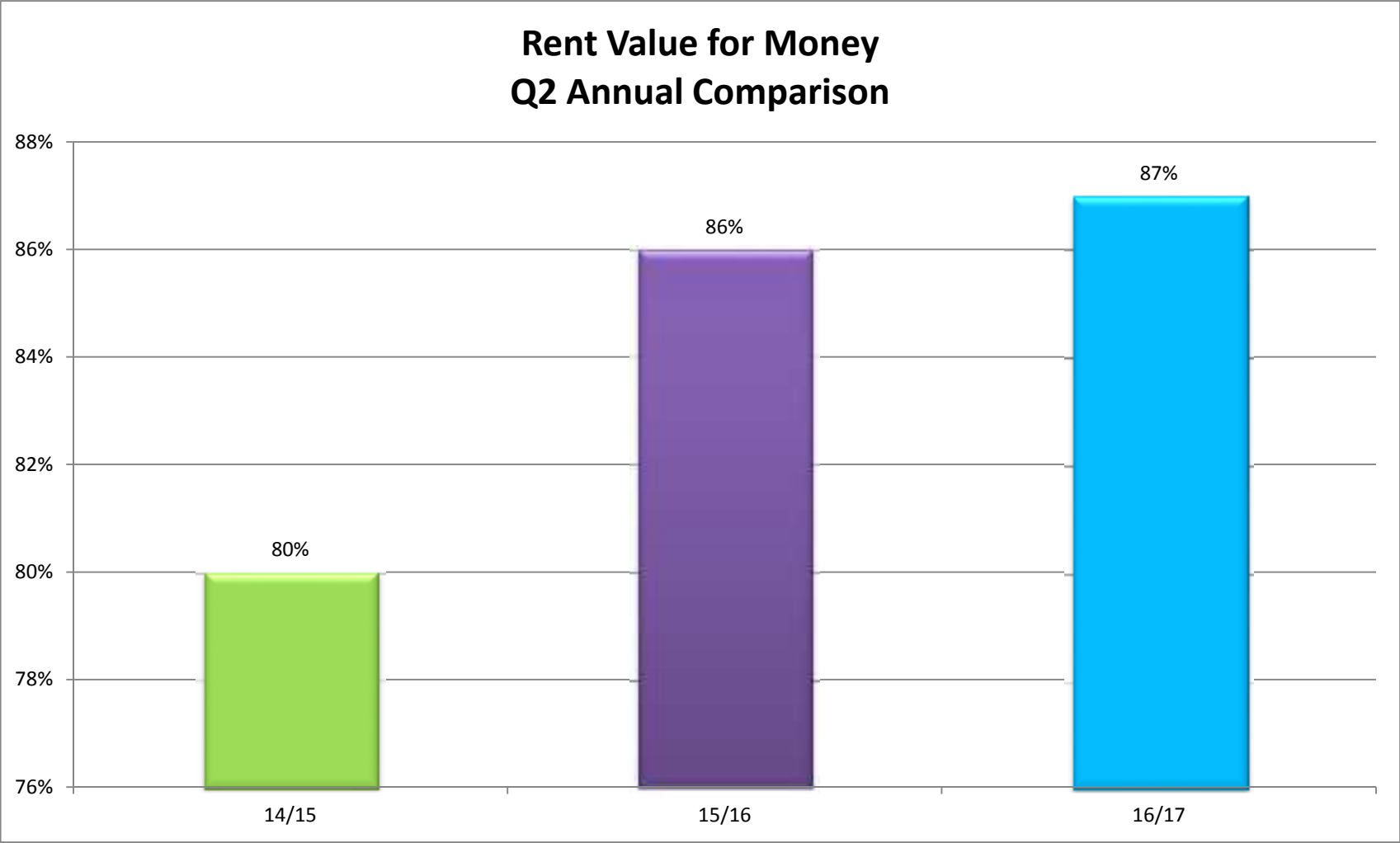
Based on Q2 figures, we are on track to achieve the target of 87%.

Value for Money



	Poor Value	Neither Nor	Good Value	Total
Based on the rent you pay, do you think that the overall service provided by Derby Homes is value for money ? 5 is good value, 1 is poor value	29	65	629	723
Total	29	65	629	723

	Poor Value	Neither Nor	Good Value	Total
Allenton LHO	7	18	146	171
Sussex Circus LHO	7	8	132	147
Brook Street LHO	10	22	147	179
Old Sinfen LHO	3	14	116	133
Stockbrook Street LHO	2	3	50	55
Total	29	65	591	685



<p>garden maintenance have ignored a branch that dropped off of a tree onto the grass / lawn and simply cut the grass around it. Also they leave garden waste in the garden and do not clear it away * in the bin areas there were burned spoons and needles - this has since been cleaned up but he believes there to be trespassers doing this Visitors to the local mosque take up parking space that he believes belongs to DH although he cannot be sure of this. I advised him that as long people are observing traffic/parking laws and it isn't on DH property that they are well within their right. He wants to know if it is DH property and if so can we put up signs to that effect</p>
<p>[address removed] scored low because lots of ASB</p>
<p>[addresses removed]. new occupants of [address removed] (which is Leaseholder are causing noise nuisance). HO has advised tenant to report to CST as 1st contact to ASB Team if problems persist.Occupants seems to be aged 15-18. 37. unable to contact ASB Officer direct.</p>
<p>[address removed] may volunteer in the future</p>
<p>Although the tenant has informed Derby City Council, Housing Benefit to say she was starting work in two weeks time. they stopped her Housing Benefit straight away and she only had her first day yesterday. She said that her employers will sign the form and she will send all the forms on Monday. [name removed] was not happy that she has not got any drive gates. She did a mutual exchange and was aware of this but was not happy when she was told that she is not able to get any at this time. Housing Officer has explained to her the procedure and will be ringing her within the next few days to see if they will be renewing any gates and fencing on cyclical repairs.</p>
<p>Amnesty for collection of large unwanted household items especially from gardens for people who cannot afford DCC charges. [name removed] completed the form.</p>
<p>At school drop off and pick up times the parking on the road is an issue</p>
<p>back door have a terrible time to lock it . when really hot will lock no trouble, when it is cold have to knock above the handle.</p>
<p>boiler issues - looked into by ho already and tnt updated</p>
<p>Boundary hedge with communal area to neighbouring bungalows was dying and the neighbours children were throwing stones at the dog. Hedge was cut by DH when there and was told that it was up to her to replace hedge with a fence. Also wasn't happy with the officer involved when she reported ASB issues (children and visitors to the bungalow next door were swearing at her) and was told that there was nothing that could be done.</p>
<p>Called into the office to complete a rechargeable repair for a WHB, advised to check the local DIY shops first to reduce costs.</p>
<p>[name removed] is very helpful when speaking to her most staff are not</p>
<p>Carry out home improvements, tenant thinks it's not fair that some people get extensions/driveways etc. but DH will not take her walk in shower out.</p>
<p>Change of staff happens too often, no continuity or familiarisation with Housing Officers due to high turn over of staff.</p>
<p>Derby Homes has made exceptional changes to the area where the tenant lives and has made it a great place to live. A name mentioned was [name removed] who provided a good service where he dealt with a few issues surrounding the tenants area.</p>
<p>derby homes staff have always been very helpful</p>
<p>Even though staff are helpful, it takes time to get to the person i actually need. secondly we pay rent and it should be derby homes responsibility to do the repairs, example fencing.</p>
<p>External repairs should be dealt with more quickly especially security and privacy boundaries</p>
<p>Feels the rent he pays for a 1 bed bungalow is very expensive & he said he struggles getting through to the Customer Services Team</p>
<p>Garden maintenance don't do their job properly</p>
<p>Grass Clipping been left and this makes the road a mess.</p>
<p>Grass is not being cut properly. Dog mess is becoming a big issue in the area</p>
<p>grounds maintenance service is declining</p>
<p>Gutters smell in the summer and overflow sometimes when it rains - job raised to clear all gutters Cars keep going round the corner into the hedge of no [address removed] it has happened a few times now. The last time was 6 months ago when some Joy riders went into the hedge, the police removed the car and arrested the youths. One time a lorry went into the hedge as they didn't put their hand brake on. This was in the morning during the school run. Luckily no one has been hurt with any of these incidents. The plaster on the stairs is all cracking on the walls and ceilings and the tenant and her children keep catching themselves and hurting themselves on it as it is artex. The tenant has asked if this could be skimmed over to make it smooth so that they no longer hurt themselves on it and to cover the cracks up. I have raised an inspection for this for Thursday the 18th of August in the morning.</p>
<p>Had a rat problem and I was not happy I had to pay for pest control myself doors have not been repaired yet not happy trying getting through to CST</p>

