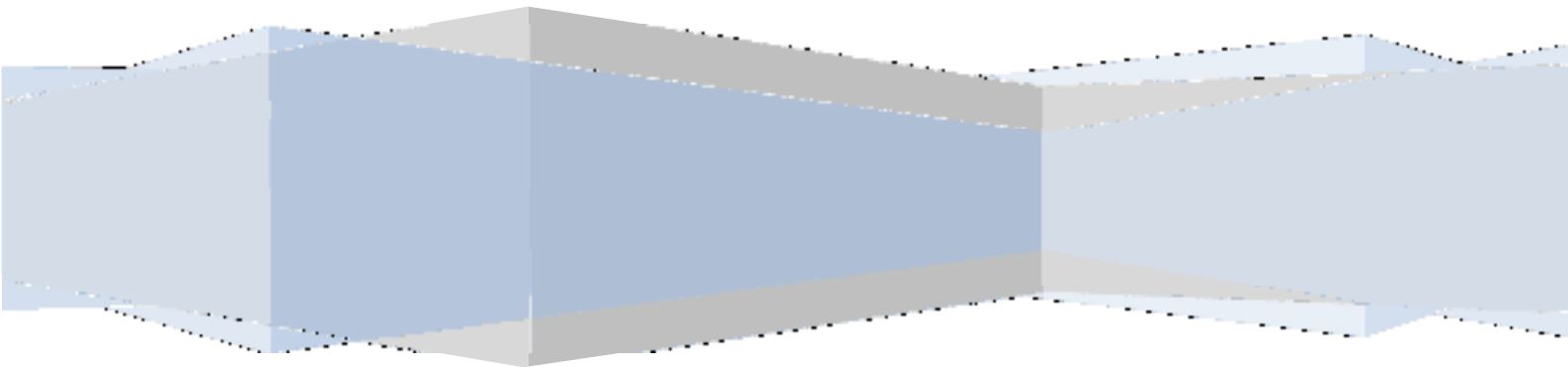


Q3 2016/2017

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.

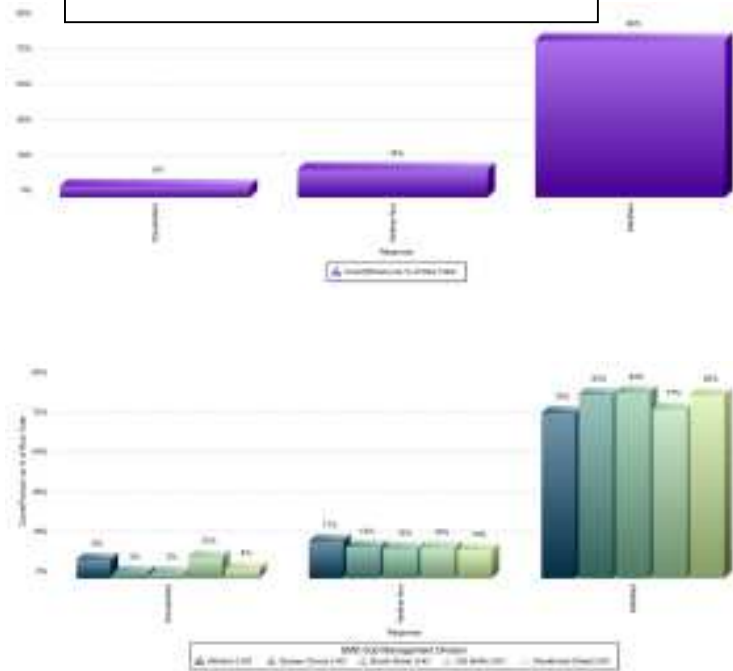
As a result of the doorstep campaigns we created 10 new Customer Priorities based on issues raised which will run to the end of 2017.

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 nor 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).

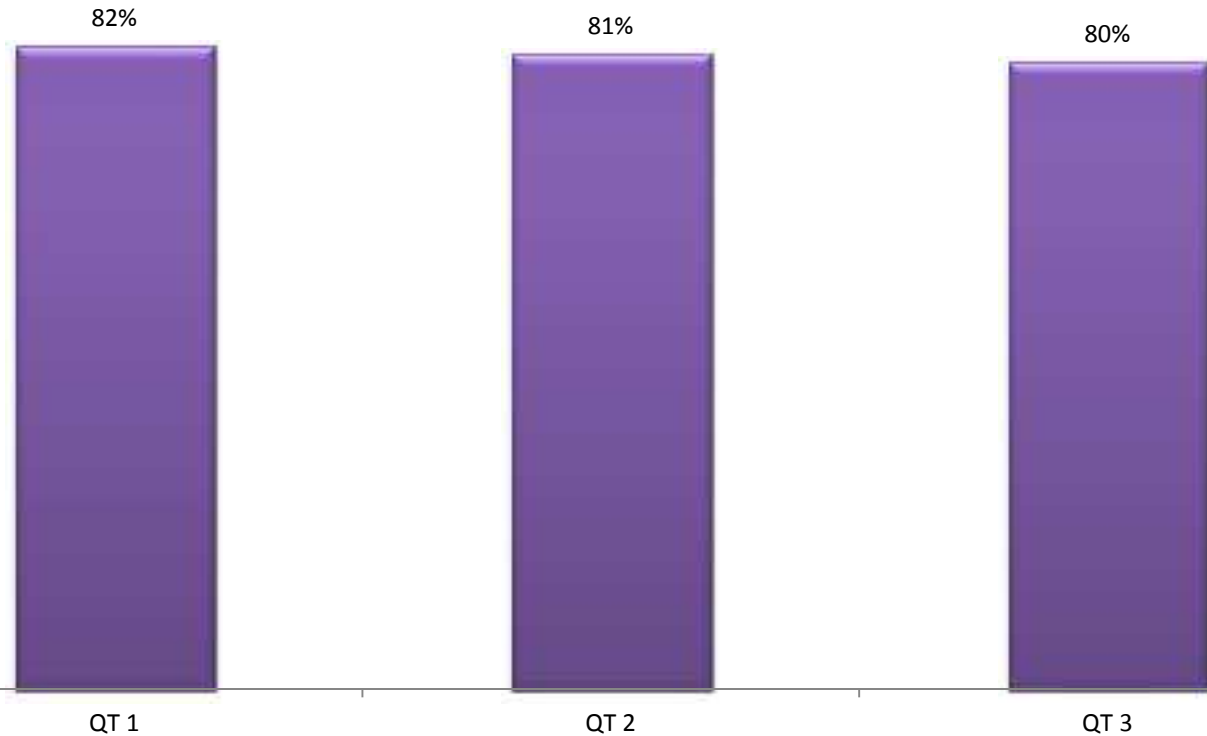
Quality of Home



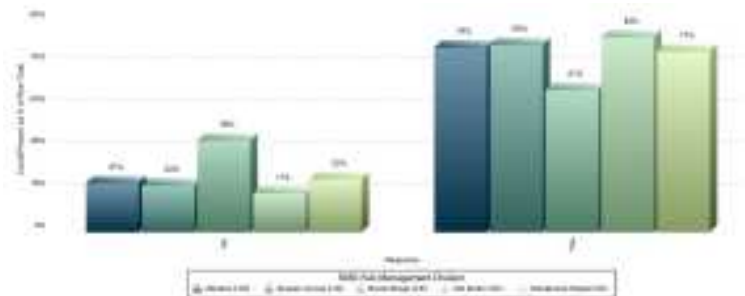
	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the overall quality of your home? 5 is satisfied, 1 is dissatisfied	39	98	550	687
Total	39	98	550	687

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	13	26	116	155
Sussex Circles LHO	4	21	123	148
Brook Street LHO	3	16	100	119
Old Sinfon LHO	14	20	111	145
Stockbrook Street LHO	5	15	97	117
Total	39	98	547	684

Quality of Home Quarterly Comparison for 2016/17

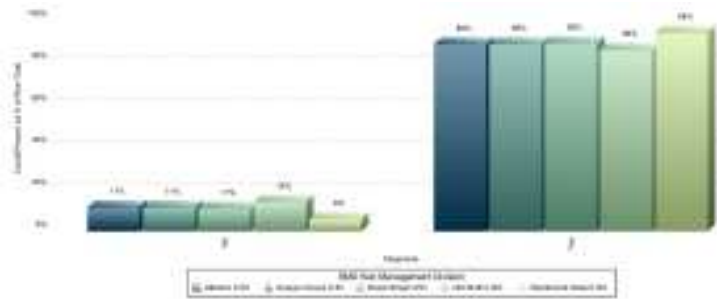
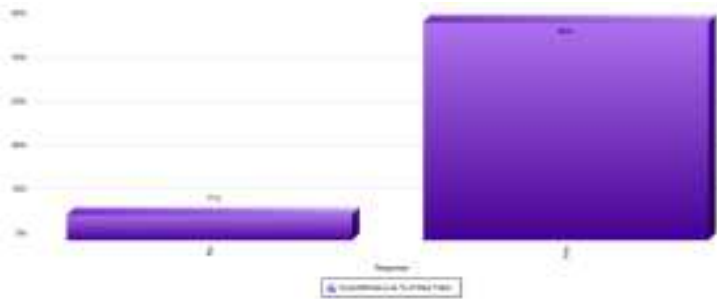


Repairs



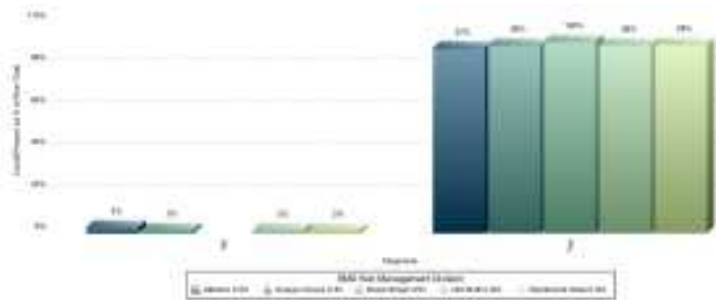
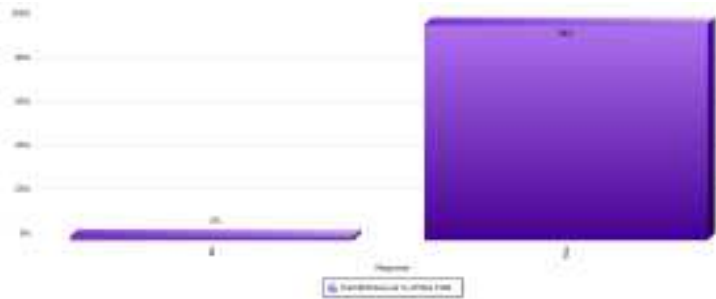
	No	Yes	Total
Have you had a repair carried out in the last 12 months?	161	527	688
Total	161	527	688

	No	Yes	Total
Allenton LHO	33	124	157
Sussex Circles LHO	29	116	145
Brook Street LHO	47	73	120
Old Sinfon LHO	24	120	144
Stockbrook Street LHO	20	68	88
Total	153	501	654



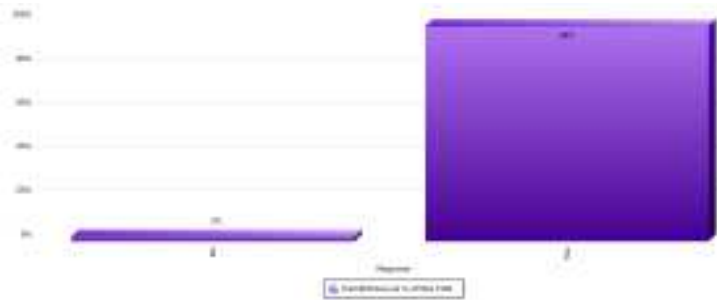
	No	Yes	Total
Were you happy with the time it took to complete your repair?	56	475	531
Total	56	475	531

	No	Yes	Total
Allenton LHO	14	110	124
Sussex Circula LHO	13	103	116
Brook Street LHO	8	66	74
Old Sinfon LHO	17	105	122
Stockbrook Street LHO	4	65	69
Total	56	449	505

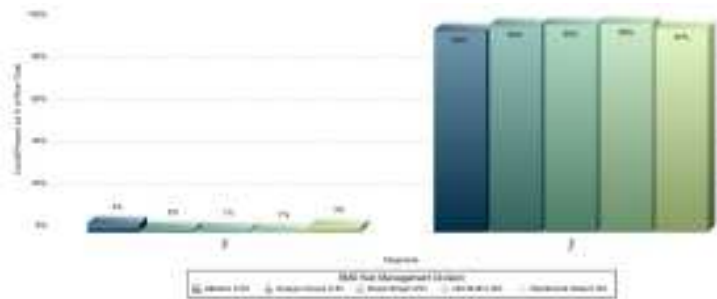


	No	Yes	Total
I was happy with the attitude of the workers	9	509	518
Total	9	509	518

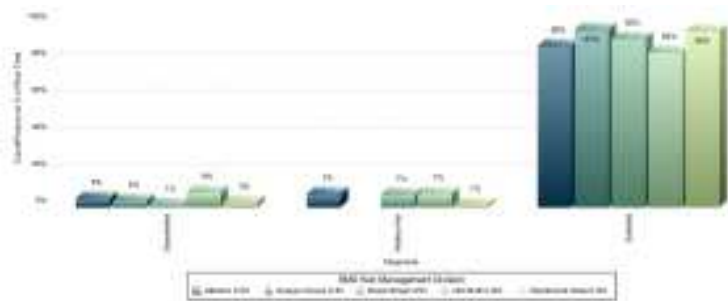
	No	Yes	Total
Allenton LHO	4	119	123
Sussex Circles LHO	2	109	111
Brook Street LHO		73	73
Old Sinfen LHO	2	117	119
Stockbrock Street LHO	1	65	66
Total	9	483	492



	No	Yes	Total
The workers kept dirt and mess to a minimum	11	507	518
Total	11	507	518



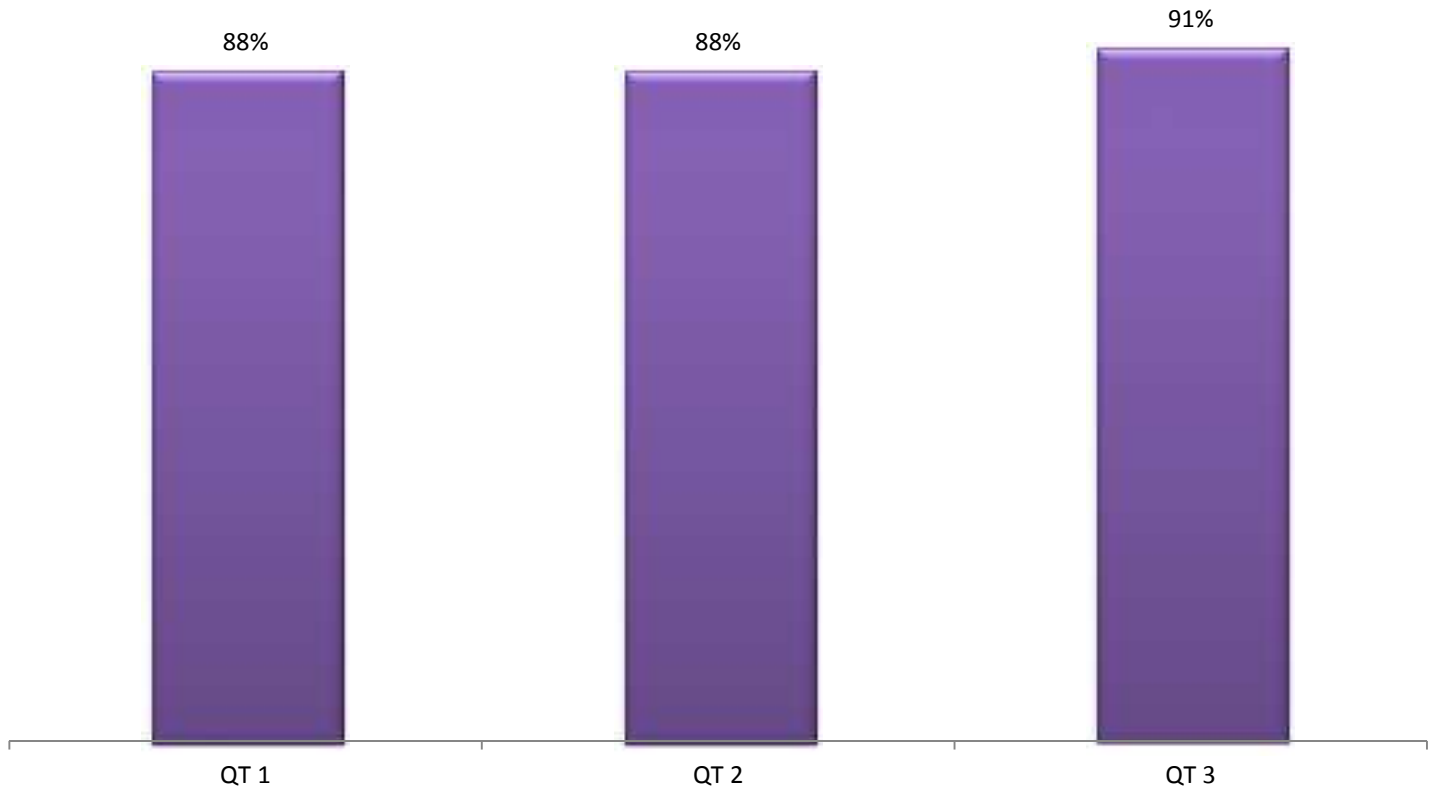
	No	Yes	Total
Allenton LHO	5	113	118
Sussex Circles LHO	2	113	115
Brook Street LHO	1	71	72
Old Sinfon LHO	1	120	121
Stockbrooke Street LHO	2	64	66
Total	11	481	492



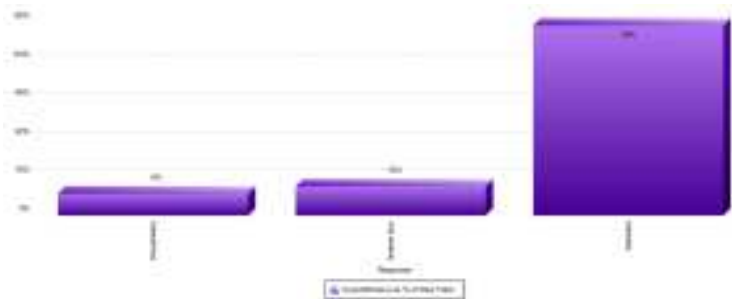
	Dissatisfied	Neither Nor	Satisfied	Total
Overall, how satisfied or dissatisfied are you with your most recent repair? 5 is satisfied, 1 is dissatisfied.	23	25	479	527
Total	23	25	479	527

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	6	9	108	123
Sussex Circles LHO	4		111	115
Brook Street LHO	1	5	66	72
Old Sinfen LHO	10	9	102	121
Stockbrooke Street LHO	2	1	67	70
Total	23	24	454	501

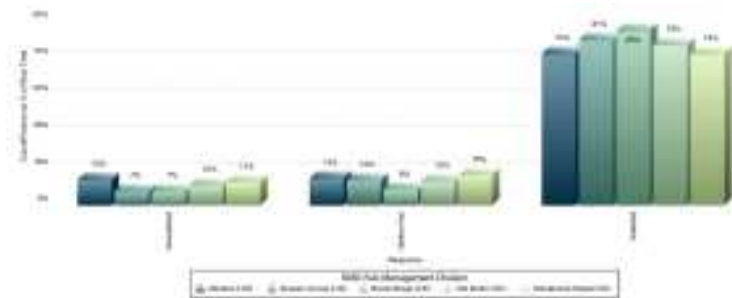
Most recent repair Quarterly Comparison for 2016/17



Your Neighbourhood



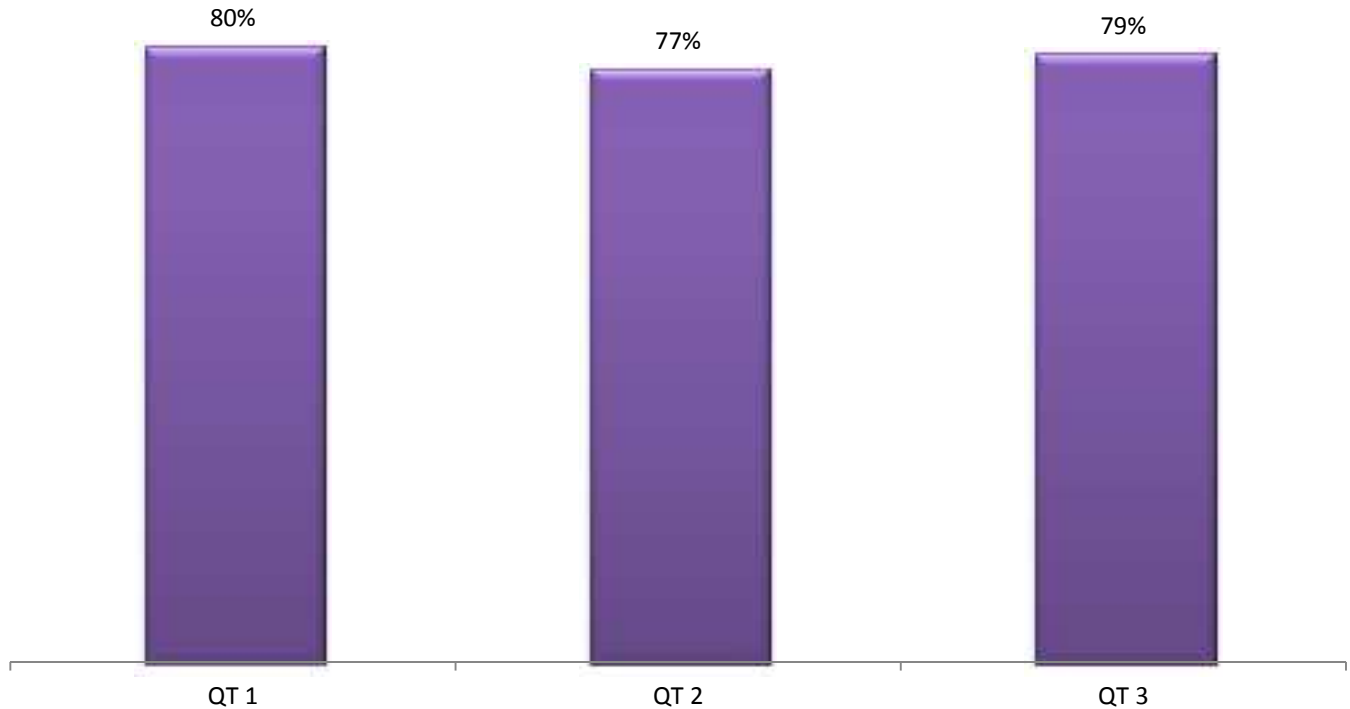
	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with your neighbourhood as a place to live? 5 satisfied, 1 is dissatisfied	62	82	536	680
Total	62	82	536	680

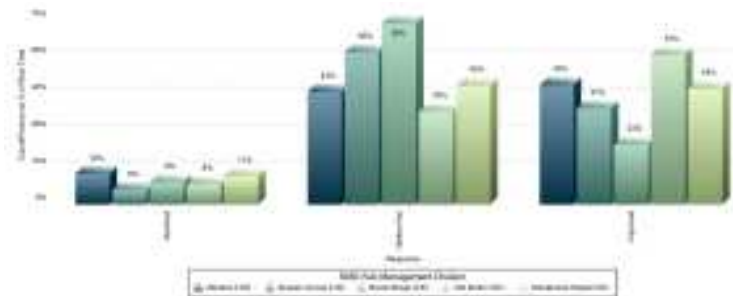
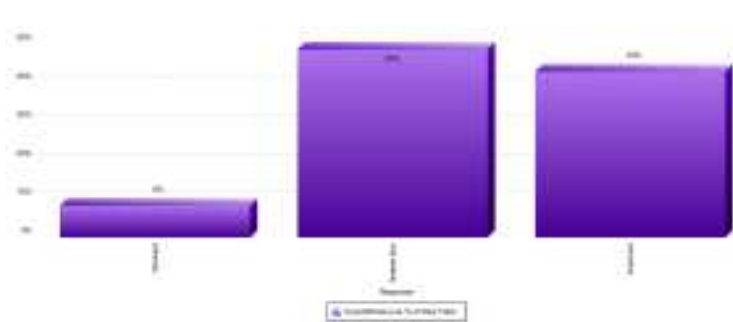


	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	19	20	112	151
Sussex Circles LHO	10	18	119	147
Brook Street LHO	8	9	100	117
Old Sinfen LHO	14	17	113	144
Stockbrook Street LHO	10	13	65	88
Total	61	77	509	647

Neighbourhood as a place to live

Quarterly Comparison for 2016/17





	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	56	331	292	679
Total	56	331	292	679

	Declined	Neither Nor	Improved	Total
Allenton LHO	18	66	70	154
Sussex Circles LHO	8	84	53	145
Brook Street LHO	10	82	27	119
Old Sinfon LHO	11	51	82	144
Stockbrook Street LHO	9	38	37	84
Total	56	321	269	646

	Very much a problem	Neither Nor	Not a problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	93	107	486	686
Noisy neighbours 1 very much a problem, 5 is not a problem	68	61	557	686
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	79	78	529	686
Other problems with pets and animals 1 very much a problem, 5 is not a problem	27	38	617	682
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	57	66	565	688
Racial or other harassment 1 very much a problem, 5 is not a problem	23	18	640	681
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	45	40	599	684
Vandalism and graffiti 1 very much a problem, 5 is not a problem	25	27	633	685
People damaging your property 1 very much a problem, 5 is not a problem	30	28	629	687
Drug use or dealing 1 very much a problem, 5 is not a problem	52	49	582	683
Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	14	16	653	683
Other crime 1 very much a problem, 5 is not a problem	20	31	631	682
Noise from traffic 1 very much a problem, 5 is not a problem	37	45	597	679
Car parking 1 very much a problem, 5 is not a problem	99	70	517	686
Total	669	674	8235	9578

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

Dog Fouling/Dog mess 15%

Car parking 14%

Rubbish or litter 14%

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

		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	29	98	153
	Brook Street LHO	8	11	101	120
	Sussex Circus LHO	19	21	108	148
	Stockbrook Street LHO	24	17	46	87
	Sinfin LHO	15	17	113	145
Noisy neighbours 1 very much a problem, 5 is not a problem	Allenton LHO	23	25	106	154
	Brook Street LHO	8	8	101	117
	Sussex Circus LHO	14	15	120	149
	Stockbrook Street LHO	6	6	74	86
	Sinfin LHO	16	5	126	147
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	Allenton LHO	22	22	112	156
	Brook Street LHO	11	8	99	118
	Sussex Circus LHO	24	21	104	149
	Stockbrook Street LHO	7	11	67	85
	Sinfin LHO	14	12	119	145
Other problems with pets and animals 1	Allenton LHO	16	9	129	154
	Brook Street LHO		6	111	117

	Sussex Circus LHO	6	7	136	149
	Stockbrook Street LHO	1	8	77	86
	Sinfin LHO	4	8	132	144
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	Allenton LHO	23	21	110	154
	Brook Street LHO	5	10	104	119
	Sussex Circus LHO	10	15	124	149
	Stockbrook Street LHO	6	7	74	87
	Sinfin LHO	13	11	122	146
Racial or other harassment 1 very much a problem, 5 is not a problem	Allenton LHO	14	6	131	151
	Brook Street LHO		1	117	118
	Sussex Circus LHO	3	3	143	149
	Stockbrook Street LHO	2		84	86
	Sinfin LHO	4	8	133	145
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	Allenton LHO	20	7	126	153
	Brook Street LHO		10	108	118
	Sussex Circus LHO	8	11	127	146
	Stockbrook Street LHO	5	6	76	87
	Sinfin LHO	11	5	131	147
Vandalism and graffiti 1 very much a problem, 5 is not a problem	Allenton LHO	11	9	134	154
	Brook Street LHO		4	115	119
	Sussex Circus LHO	3	4	140	147

	Stockbrook Street LHO	5	5	77	87
	Sinfin LHO	6	5	134	145
People damaging your property 1 very much a problem, 5 is not a problem	Allenton LHO	16	8	131	155
	Brook Street LHO	4		115	119
	Sussex Circus LHO	2	4	142	148
	Stockbrook Street LHO	5	5	76	86
	Sinfin LHO	3	11	132	146
Drug use or dealing 1 very much a problem, 5 is not a problem	Allenton LHO	21	5	126	152
	Brook Street LHO	2	5	110	117
	Sussex Circus LHO	10	16	121	147
	Stockbrook Street LHO	7	8	71	86
	Sinfin LHO	11	12	125	148
Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	Allenton LHO	9	7	138	154
	Brook Street LHO		1	116	117
	Sussex Circus LHO	2	3	143	148
	Stockbrook Street LHO		2	84	86
	Sinfin LHO	3	3	139	145
Other crime 1 very much a problem, 5 is not a problem	Allenton LHO	12	14	127	153
	Brook Street LHO		6	112	118
	Sussex Circus LHO	3	3	142	148

	Stockbrook Street LHO	2	2	82	86
	Sinfin LHO	3	6	135	144
Noise from traffic 1 very much a problem, 5 is not a problem	Allenton LHO	16	12	127	155
	Brook Street LHO	9	4	107	120
	Sussex Circus LHO	4	20	122	146
	Stockbrook Street LHO	5	6	74	85
	Sinfin LHO	2	3	135	140
Car parking 1 very much a problem, 5 is not a problem	Allenton LHO	28	13	114	155
	Brook Street LHO	23	13	82	118
	Sussex Circus LHO	22	26	100	148
	Stockbrook Street LHO	8	4	74	86
	Sinfin LHO	16	13	117	146

The top three issues in each area are:

Allenton

Car Parking	18%
Rubbish/Litter	17%
Noisy Neighbours and Disruptive children/teenagers	15%

Brook Street

Car Parking	20%
Dog Fouling/Dog mess	9%
Noise from traffic	8%

Sussex

Dog Fouling/Dog mess	16%
Car Parking	15%
Rubbish/Litter	12%

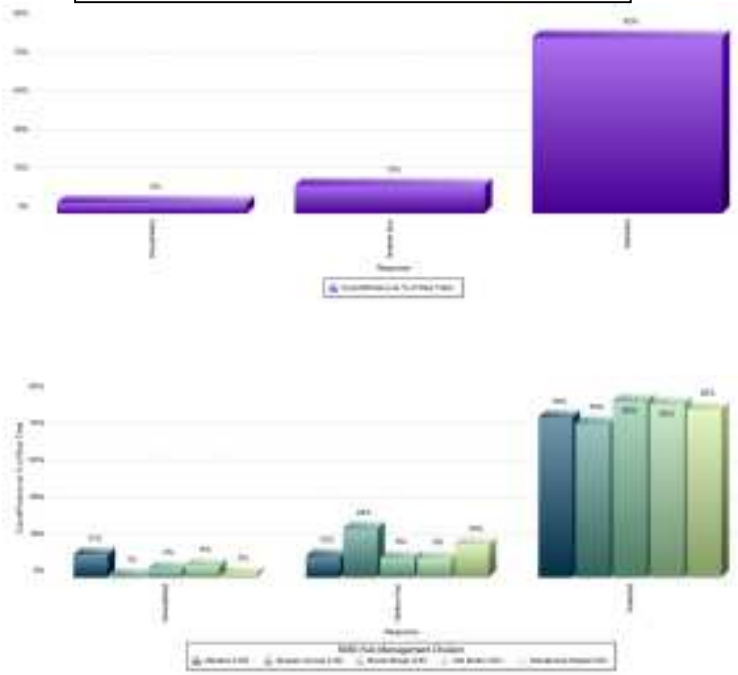
Stockbrook Street

Rubbish/Litter	28%
Car Parking	9%
Dog Fouling/Dog mess	8%

Sinfin

Car Parking	11%
Noisy Neighbours	11%
Rubbish/Litter	10%

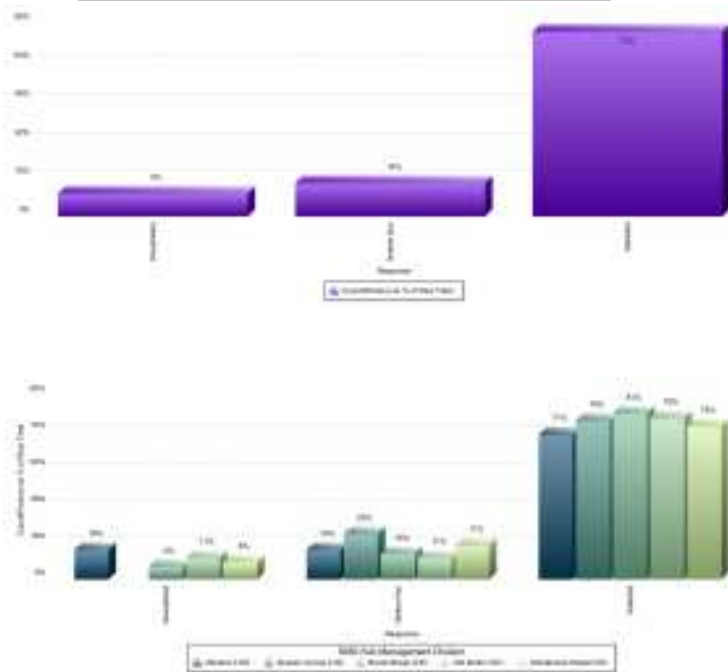
Grounds Maintenance



	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.	30	81	511	622
Total	30	81	511	622

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	15	14	105	134
Sussex Circuls LHO	1	33	104	138
Brook Street LHO	5	11	100	116
Old Sinfin LHO	8	13	118	139
Stockbrook Street LHO	1	10	51	62
Total	30	81	478	589

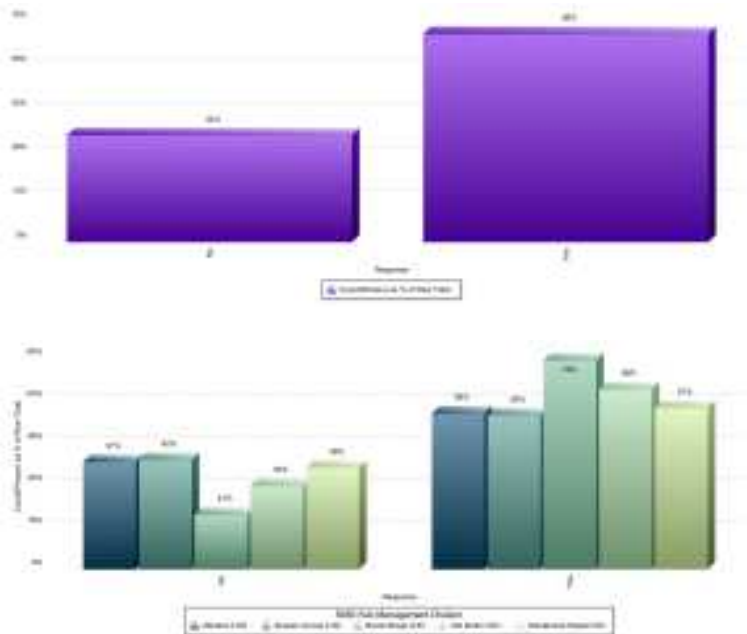
Communal Cleaning



	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	13	19	105	137
Total	13	19	105	137

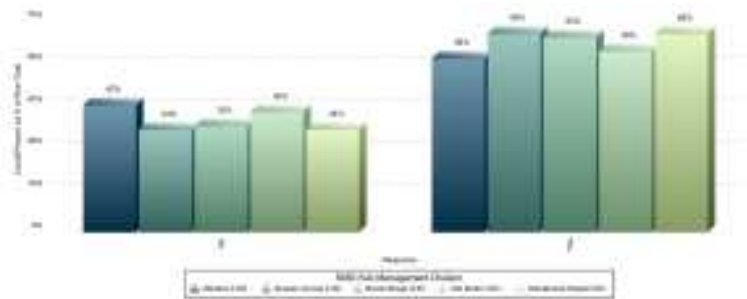
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	8	8	39	55
Sussex Circles LHO		2	7	9
Brook Street LHO	2	4	26	32
Old Sinfen LHO	2	2	15	19
Stockbrook Street LHO	1	2	9	12
Total	13	18	96	127

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.	228	445	673
Total	228	445	673

	No	Yes	Total
Allerton LHO	62	90	152
Sussex Circles LHO	59	83	142
Brook Street LHO	24	92	116
Old Sinfon LHO	45	97	142
Stockbrook Street LHO	34	54	88
Total	224	416	640



	No	Yes	Total
Do you know how to let us know if you think improvements could be made in your area?	240	433	673
Total	240	433	673

	No	Yes	Total
Allenton LHO	63	86	149
Sussex Circles LHO	48	93	141
Brook Street LHO	42	77	119
Old Sinfen LHO	57	86	143
Stockbrook Street LHO	30	58	88
Total	240	400	640

A community centre or hub for the estate
A crossing for children & parents. Crossing Beaufort St is dangerous due to speeding cars. Derby Homes need to run their own handy person scheme whereby tenants can pay at a discount rate to have things like doors fitted, electric fittings etc.
A Youth Club to keep teenagers off the streets and help them do something practical.
Any suggestions would be appreciated how to help with the parking at night
area is perfect.
block paving needs cleaning
camera in the area
cameras - consultation has already been done.
cameras which consultation has already been carried out
car park (pay for it)
Car parking a massive problem on the cul-de-sac
Car parking issues on the street. Need kerbs lowering and drives constructed to ease the parking problems due to the narrowness of the road.
Car parking on Southcroft a problem mainly caused by residents from Stenson Road using it as an alternative car park. Would like it to become a permit car park residents scheme only.
Cars parking on curbs churning up grass.
CCTV
CCTV "refund" it as motorbikes drive us nuts
CCTV in the street to deter fly tipping.

clean block paving covered in moss and slippery
Clean the drains on the street out. The one on the street has now been done.
Communal land and footpath area needs blocking off due to car being parked on it - already being dealt with by DH. More car parking required.
Doesn't like grass verge outside house . Cutting is messy and attracts dogs
Dog mess is an issue so would be good to have more bins. Would be good to have a neighbourhood watch scheme.
Drop curbs in Berwick Avenue to accommodate wheelchair users. Also there are no dog waste bins in the Berwick Ave area.
Drugs issue is a problem coming from London road where they live
everything is alright
extra lighting on small park on Oregon Way
extra lighting to corner of Chesapeake Road
fence off between flats at Howard St like what has been done on Northumberland St
French doors to rear of ground floor flats
front fencing
Get rid of pylon outside front of flat - not in use anymore.
guttering needs cleaning out.
Having a 2nd hand rail in the block - passed to adaptations.
I have some noise from somewhere occasionally but not sure where from also I had a smashed window ages ago but nothing since.

issues with youths on caxton park, swings were set fire to 2 months ago.
Jitty between Thorndike and Baker Street, does not feel comfortable walking through there in the night.
Kitchen mod needs to be shorter
Larger fences to rear of property
leaves in jitty to be cleared more often.
Litter bins near home, near bus stops. Also a bin in St Brides Walk as everyone walks through there and dumps their rubbish
Look at bringing back the barrier to stop unauthorised parking. No waste bins in the area. Lighting is very poor at the rear of the blocks. Lock on bin stores.
more areas for children to hang out instead of being on the street
More attention to sorting the litter issues in the area
more bins and notices regarding fly tipping
More bins as fly tipping is a major issue and replace hedges with fencing, will make area look better.
More car parking
More car parking spaces
More control and pruning of trees
more dog bins especially on Sanderson Road
More dog bins on the estate needed
More dog waste bins in the area
More dropped kerbs
More leaf clears during the autumn/winter
More lights on Osmaston Park

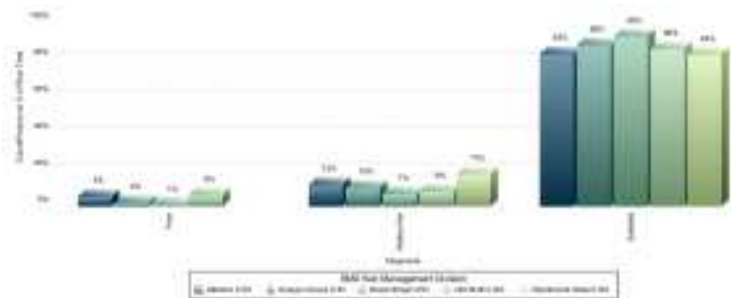
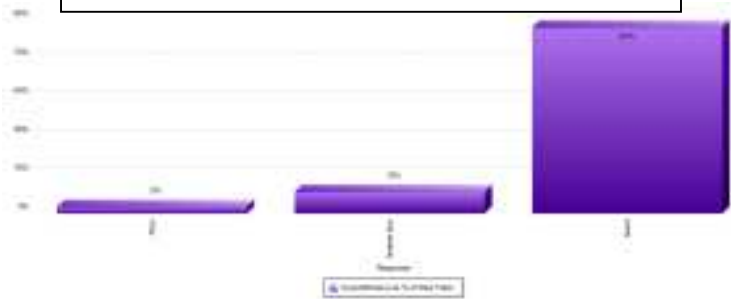
More litter bins
more police patrols
More signs to deter dog fouling.
more things to keep kids of the street ie youth club
Mow the grass more often
my garden is not good, it is very large and i have back problems and my husband is not well either with migraines, i work part time, my husband works but cannot afford to pay for anyone to do it privately, will not qualify for GMS but said if DH can make it easier for them to maintain in future and level ground will help them. passed to HO to look at if winter works team can help.
Nashers Park grass cutting not done
Need more parking - real problem. Grass at rear of property could be ideal location for another car park.
New front doors for flats
no - everything fine.
No - happy with how things are
No i am happy
no not really
No suggestion
No suggestions made
No the area is lovely.
no very happy with the area
No, but will think about it

no. everything is excellent.
Not able to answer q 30 and 31
Not at moment.
Not at the moment
not at the moment.
not at the moment. all ok.
Not really
plant more flowers on the communal area on Cheyenne Gardens
Play areas for children
<p>Please can they have their own drying area as they currently have nowhere to dry their clothes. There is a tree outside, R/E, the living room window which blocks out all the light to the living room and the flat below. Tenant is having to put lights on when its daylight outside because of the tree blocking the natural light. Could something be done about this tree? The leaves from the tree are constantly blocking up the gutters as well, I have raised a new job for this, 11703065. Tenant says that all neighbours say that their flats are cold and that they struggle with mould problems. Tenant also said that a workman commented that flat was not fully insulated and that the insulation only goes half way up the walls and has asked if this could be looked into. I have emailed DH staff to see if they can go out and do a survey, at least on tenant's flat but I have asked if possible to look at the other flats too.</p>
Recent ideas and completed works discussed
Regular litter picking and more signs regarding picking up dog mess
Remove the play area on Shakespeare Street. Since its installation the area has declined and it attracts undesirables into the area.

Removing 'Helicopter Tree' from rear of the property
Replace hedge with fencing
Replace hedges with fencing
resurface Elton Road
resurface footpaths
Rubbish bins on the park next to block need to be emptied more regularly.
Scheme explained
Scheme explained and gave example of works completed at Ringwood Close
Something for the younger children to do like a play park on the race course with swings, slides etc.
Somewhere for the kids to go.
Sound proofing to property
Supply PVC doors to those still with wood doors.
The area is ok just people in it cause issues
The playground on Shakespeare Street is full of rubbish, dog mess, food, etc There was a burnt out car at the end of Thakeray Street outside an abandoned house - I have emailed the lho this information. Also, tenant mentioned that would like to more visits happening from the lho to peoples properties and around the estates.
The road at Allenton Primary should be made one way only at school time due to the parking and traffic at school.
Think the hedges could do with being taken out

traffic calming measures
trouble with squirrels in loft 38 / 40 / 42 - maybe more. nothing is being done about it. noise from traffic is from building site behind the bungalows which should be sorted soon.
Try to sort car parking issues. Too many cars parked on the Road.
Turn wasteland on Namur Close into a car parking area.
very good area and nice neighbours. no issues.
Wardens around the neighbourhood
Was told a while ago that Raleigh Street would become a cul-de-sac but there has been no updates.
when grass is cut it would be better if it could be picked up
Would like communal vegetable patches for children to get involved in community.
would like new railing so that daughter does not have to cut the hedge. would also like new windows.
would like rotary dryer for hanging clothes out
yes change all day appointments to timed slots of 2 - 3 hours so people do not have to stay in all day.

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	21	69	594	684
Total	21	69	594	684

	Poor	Neither Nor	Good	Total
Allenton LHO	8	18	126	152
Sussex Circles LHO	3	15	130	148
Brook Street LHO	1	8	110	119
Old Sinfen LHO	9	12	125	146
Stockbrook Street LHO		15	71	86
Total	21	68	562	651

Keeping you informed Quarterly Comparison for 2016/17

85%



QT 1

87%



QT 2

87%



QT 3

Can't think of anything
Can't think of anything.
Could be improved - letters do not always arrive. A more personalised service is needed.
create a Derby Homes App for smartphones
Derby Homes magazine can be vague and difficult to understand at times. Simple text required and less emphasis on graphs and charts that elderly people find difficult to understand.
Don't always get a letter/text about repairs
Don't Know
don't know
Lived here for 15 years and I don't really know anything.
Make residents aware when things like Kitchens are installed and communal repairs are being carried out at neighbouring blocks. It is unnerving seeing people walk under your window with kitchen units etc.
more communication
More news letters, emails and texts
More phone calls like this.
News letter needs jazzing up, looks dull and can't be bothered to read it.
No ideas

No Suggestions

Not applicable. Very happy.

Re-emphasis procedures regularly in the DH magazine - for instance, tenant unaware of the permit procedure.

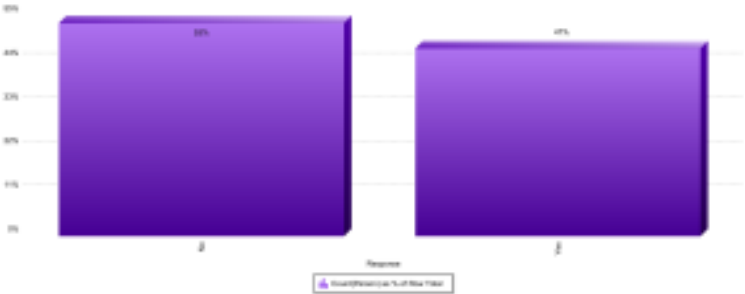
Repairs appointments - You should use more than 1 way to inform us of repairs appointments. I have never received a text message for my repair appointment even though you say you have sent me one. You should also phone or send out a letter.

some elderly people do not text or have access to a computer

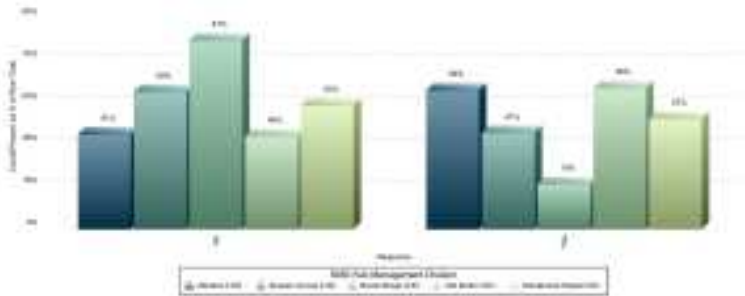
Would like to receive Derby Homes magazine informing of news as don't receive at present.

wouldn't think you could

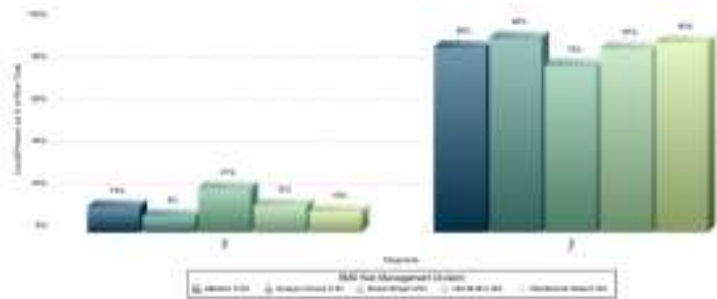
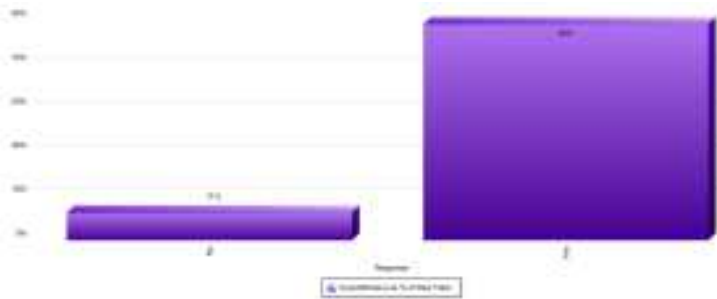
Contact with Derby Homes



	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?	363	320	683
Total	363	320	683

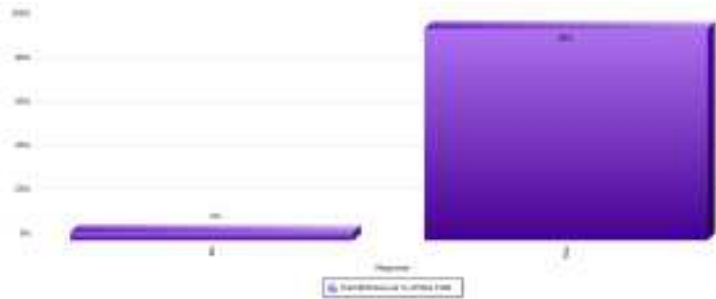


	No	Yes	Total
Allenton LHO	63	92	155
Sussex Circus LHO	87	61	148
Brook Street LHO	96	23	119
Old Sinfen LHO	56	85	141
Stockbrook Street LHO	46	41	87
Total	348	302	650

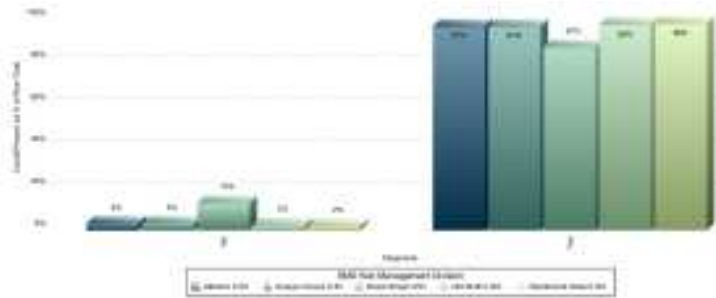


	No	Yes	Total
Getting hold of the right person was easy	39	303	342
Total	39	303	342

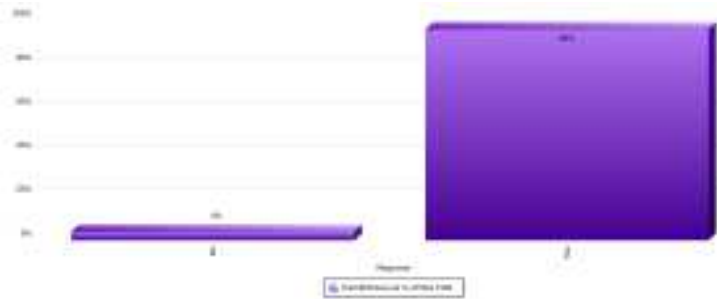
	No	Yes	Total
Allenton LHO	12	87	99
Sussex Circles LHO	5	59	64
Brook Street LHO	5	19	24
Old Sinfon LHO	11	75	86
Stockbrook Street LHO	5	46	51
Total	38	286	324



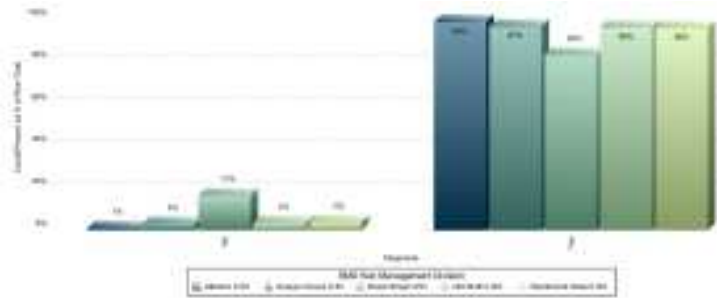
	No	Yes	Total
The staff I spoke to were helpful	12	317	329
Total	12	317	329



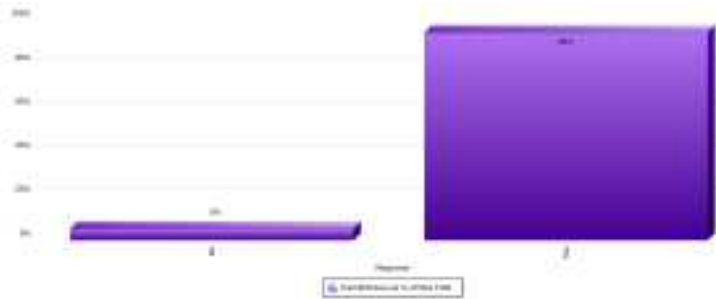
	No	Yes	Total
Allenton LHO	3	90	93
Sussex Circles LHO	2	59	61
Brook Street LHO	3	20	23
Old Sinfon LHO	2	81	83
Stockbrook Street LHO	1	50	51
Total	11	300	311



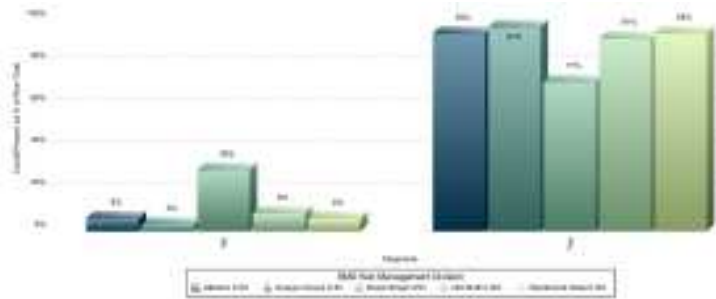
	No	Yes	Total
My query was answered in a reasonable time	13	319	332
Total	13	319	332



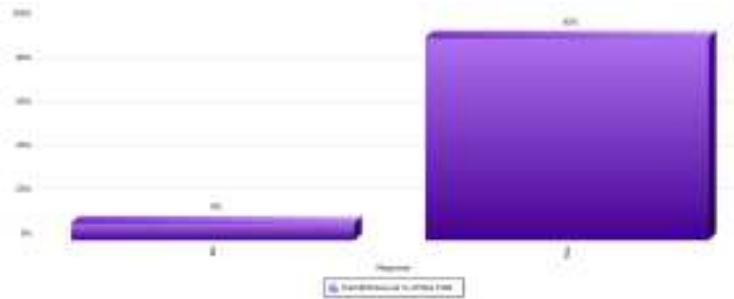
	No	Yes	Total
Allenton LHO	1	95	96
Sussex Circles LHO	2	60	62
Brook Street LHO	4	20	24
Old Sinfon LHO	3	79	82
Stockbrook Street LHO	2	48	50
Total	12	302	314



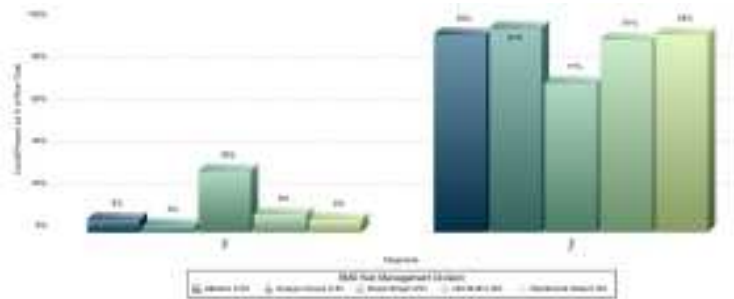
	No	Yes	Total
I was satisfied with the ability of staff to deal with my query quickly and efficiently	18	318	336
Total	18	318	336



	No	Yes	Total
Allenton LHO	6	91	97
Sussex Circles LHO	2	61	63
Brook Street LHO	7	17	24
Old Sinfen LHO	7	75	82
Stockbrook Street LHO	3	46	49
Total	25	290	315

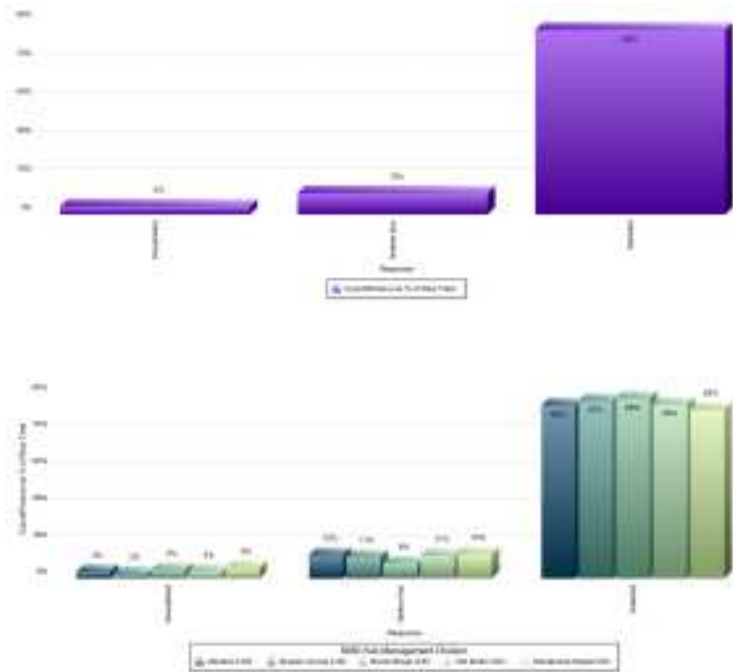


	No	Yes	Total
I was satisfied with the outcome of my query	26	307	333
Total	26	307	333



	No	Yes	Total
Allenton LHO	6	91	97
Sussex Circles LHO	2	61	63
Brook Street LHO	7	17	24
Old Sinfon LHO	7	75	82
Stockbrook Street LHO	3	46	49
Total	25	290	315

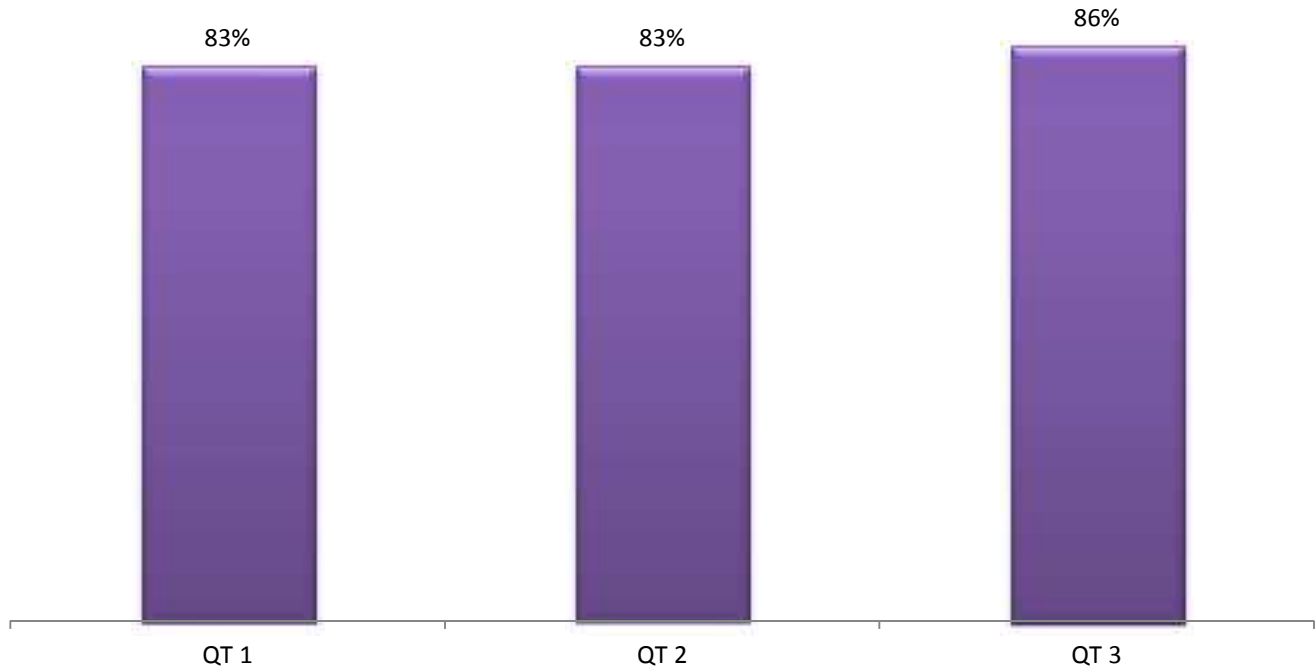
Views Taken Into Account



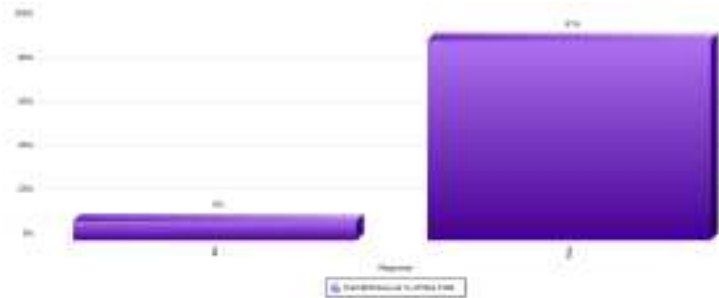
	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you that your views are being taken into account by Derby Homes? 5 is satisfied, 1 is dissatisfied	24	64	550	638
Total	24	64	550	638

	Dissatisfied	Neither Nor	Satisfied	Total
Allerton LHO	5	17	124	146
Sussex Circles LHO	3	13	107	123
Brook Street LHO	5	9	105	119
Old Sinfon LHO	5	16	121	142
Stockbrook Street LHO	4	9	62	75
Total	22	64	519	605

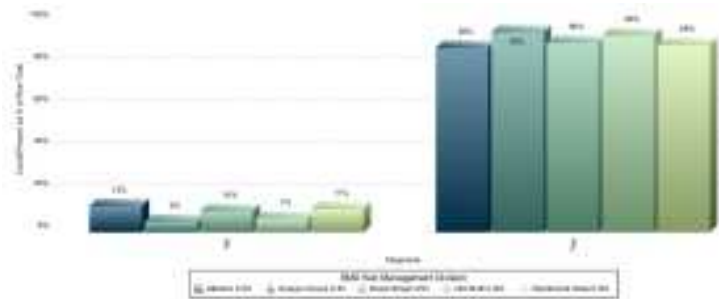
Views taken into account Quarterly Comparison for 2016/17



Customer Feedback

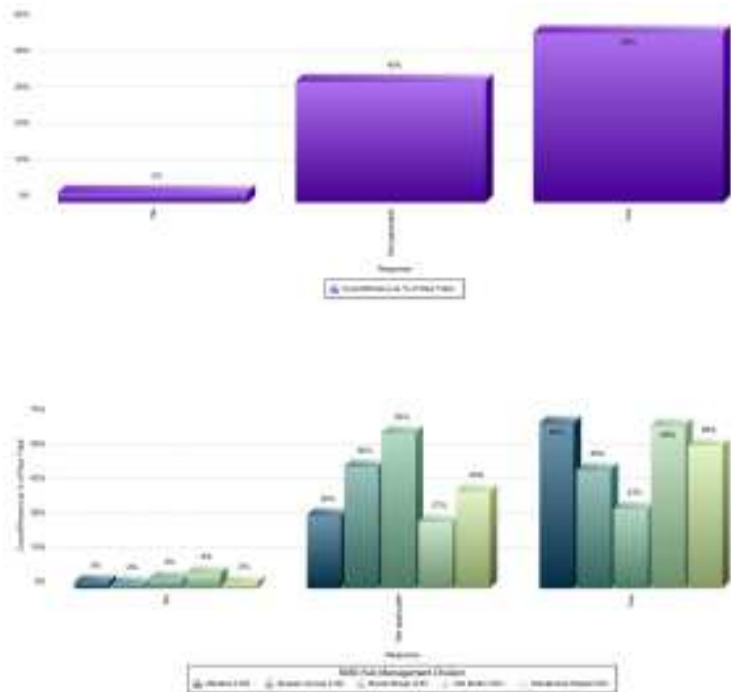


	No	Yes	Total
Do you think Derby Homes listens to customer feedback and makes changes as a result?	55	568	623
Total	55	568	623



	No	Yes	Total
Allenton LHO	18	126	144
Sussex Circles LHO	6	111	117
Brook Street LHO	12	107	119
Old Sinfon LHO	9	129	138
Stockbrook Street LHO	8	64	72
Total	53	537	590

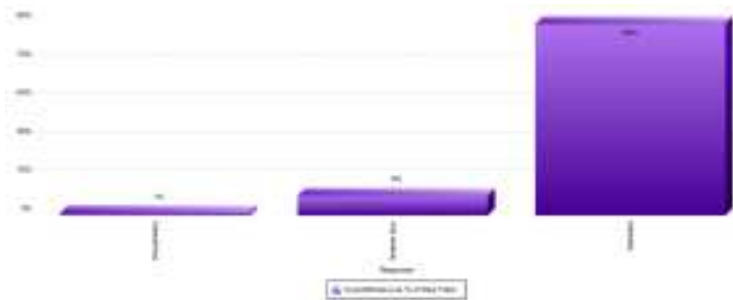
Rent, Income and Benefits



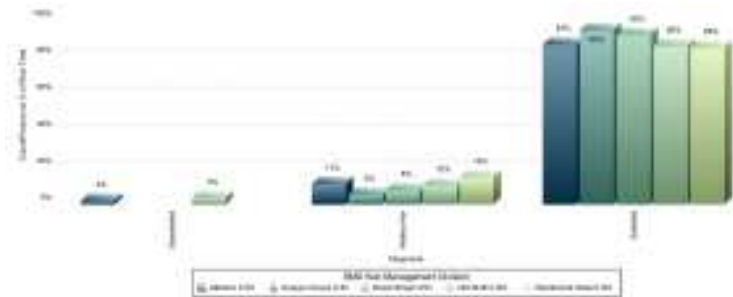
	No	Not applicable	Yes	Total
Are you satisfied with any advice and support you have received from Derby Homes on managing your finances or paying rent/service charges?	23	272	381	676
Total	23	272	381	676

	No	Not applicable	Yes	Total
Allenton LHO	4	44	99	147
Sussex Circles LHO	3	73	71	147
Brook Street LHO	5	76	39	120
Old Sinfon LHO	9	39	95	143
Stockbrook Street LHO	2	34	50	86
Total	23	266	354	643

Overall Satisfaction with Derby Homes

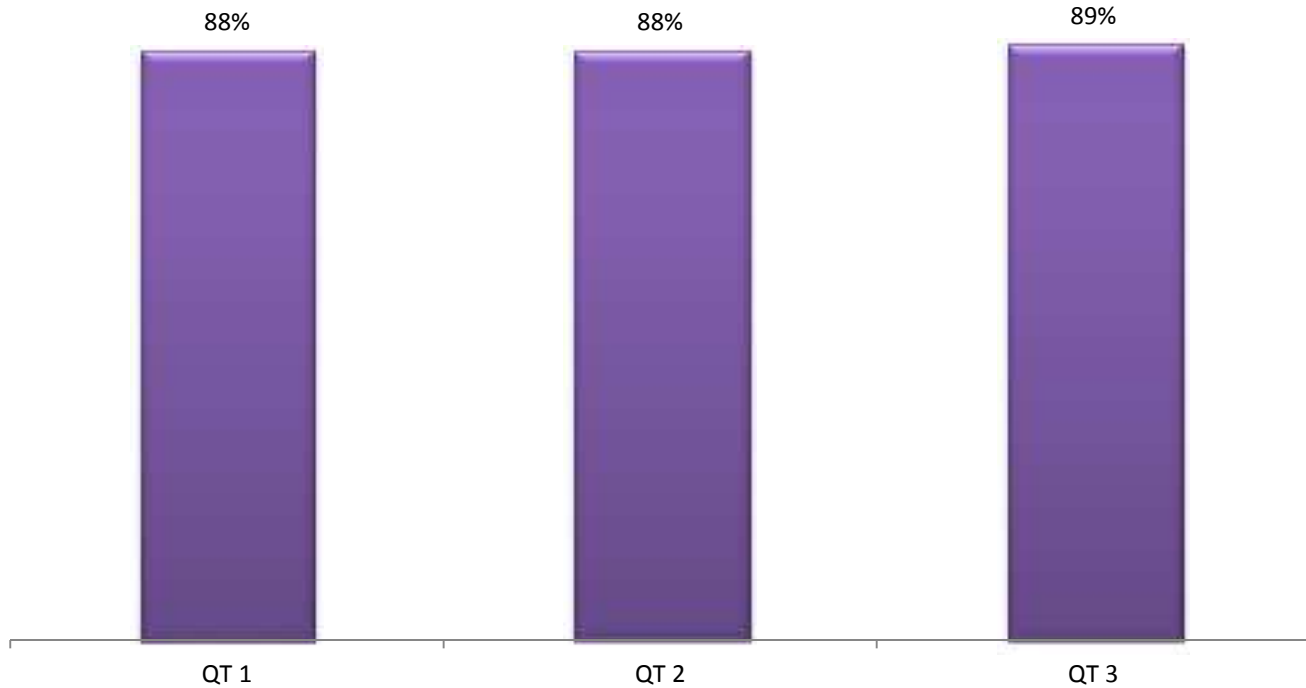


Dissatisfied	Neither Nor	Satisfied	Total
8	64	613	685
8	64	613	685

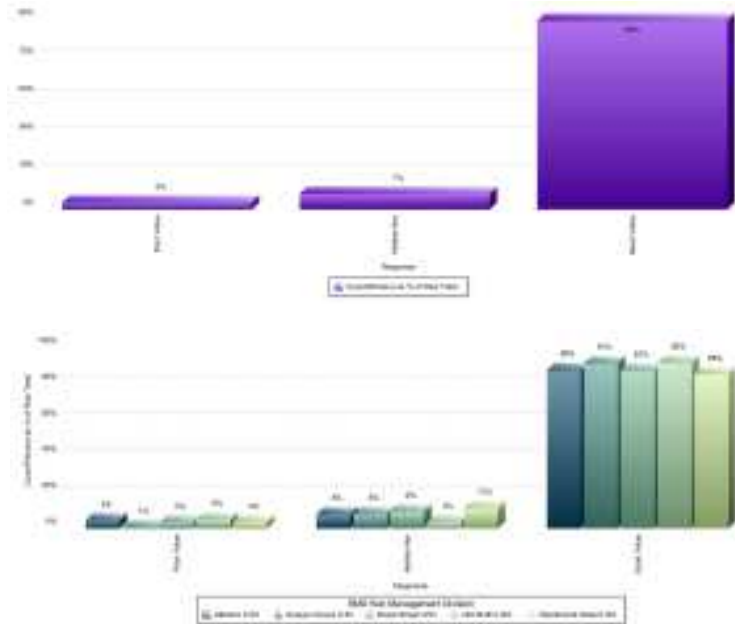


	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	3	17	133	153
Sussex Circus LHO		8	141	149
Brook Street LHO		9	108	117
Old Sinfon LHO	5	15	125	145
Stockbrook Street LHO		13	75	88
Total	8	62	582	652

Overall Satisfaction Quarterly Comparison for 2016/17



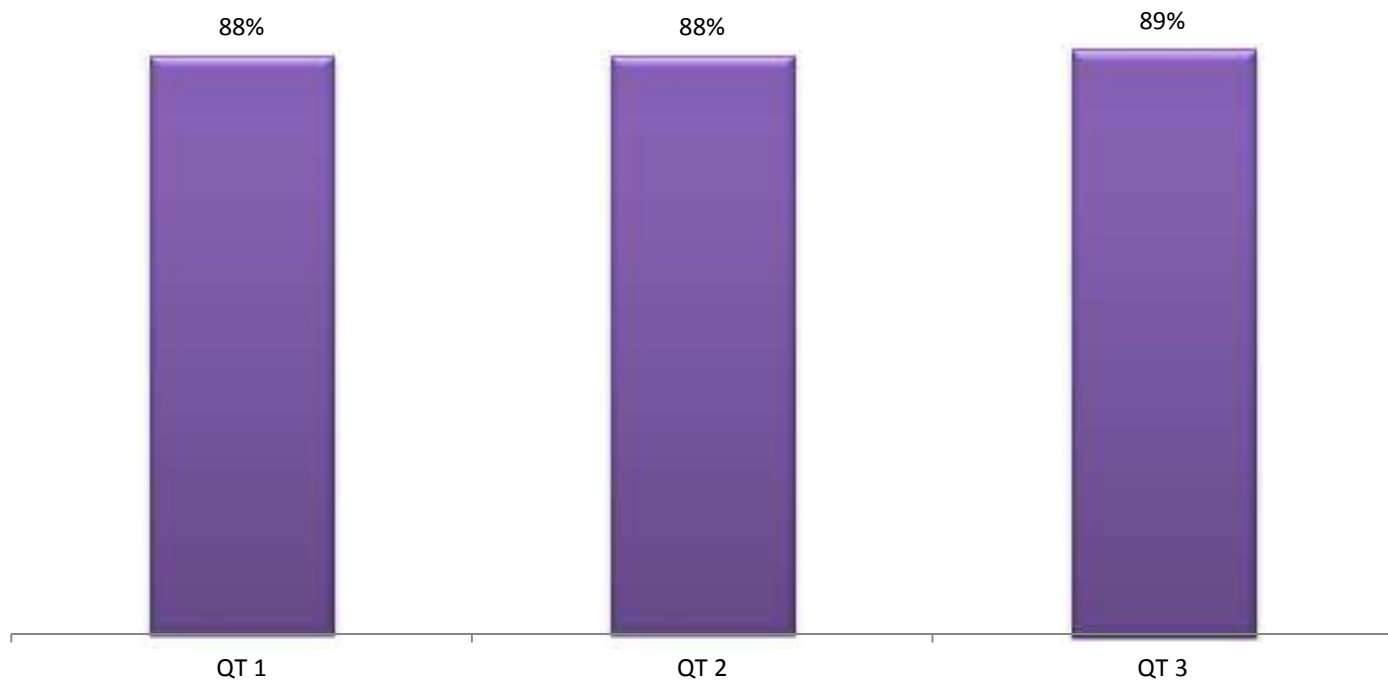
Value for Money



	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	22	50	612	684
Total	22	50	612	684

	Poor Value	Neither Nor	Good Value	Total
Allenton LHO	7	12	134	153
Sussex Circles LHO	1	12	136	149
Brook Street LHO	4	11	103	118
Old Sinfon LHO	7	5	131	143
Stockbrook Street LHO	3	10	75	88
Total	22	50	579	651

Rent Value for Money Quarterly Comparison for 2016/17



Tenant has health problems which made completion of the Customer Survey difficult to continue. Please see tenancy records for further details.
-Person that has done this survey is ok
100% with everything very satisfied. just wants to move to larger house for children or would stay here. already registered for re-housing.
11 16 21 says neighbourhood has declined since (address removed)has been leased to the YMCA. There is loud music, shouting, fighting on the street, noisy coming in the block in the early hours of the morning. there cigarette butts in the drying area & one of the occupants has twice thrown water over the balcony at tenant's cat in the drying area. PASSED TO ASB. thinks private occupier of (address removed)is a drug dealer. cars speed down Leaper Street which has a 90 degree bend at the bottom becoming Mundy Street (address removed)
16. (address removed) in the summer are in the garden singing, in the hot tub, dogs barking, on the trampoline until the early hours of the morning. 27. lorries on Radbourne Lane because of new development causing a lot noise and dust.
19 kids sit on the bench next to the car park in the summer (under the lounge window (address removed) 21. 2 drunken men were sitting on the bench a couple of weeks ago at 10.00 pm staring straight into(name removed)lounge has no curtains
21. drunk / rowdy behaviour from students to / from the pubs 24. need le found on the edge of St Anne's Close leading to Mackworth Park
27. + 28. live right next to Ashbourne Road which is very noisy and there is a parking scheme so sometimes difficult for visitors to park
28. car parking sometimes an issue on Knightsbridge since the bus stop was put up. 37. to 41. is not happy with the way the housing application has been dealt with
28. cul-de-sac so sometimes difficult pulling off the drive

28. live in a cul-de-sac and do not have a drive. On one occasion parked on the kerb and was given a ticket. Would like a hardstanding.
28. parking is difficult for visitors
36. to 41. complaint emailed to Home Decoration Scheme today because bathroom was painted in terracotta when they had chosen pale lilac. was out at the time and not comfortable challenging the workman. has tried to cover the paint with his own but it is so dark it is still showing and looks a mess. He is awaiting a response from the email.
38 possible drug dealing
4. does not feel that the property was of a reasonable standard when it was let. There were lots of issues with the new kitchen which have now been resolved. She is now in the process of stripping wall paper in the hall and the plaster is in such a poor state that it is crumbling and falling off. A repair has been raised which should be completed 25.04.16. 17. lots of dog mess on the jitty that runs long the communal land next to (address removed) 28. would like a hard standing
After 3 years in Derby Homes accommodation the service I receive is excellent I can't fault anything so far thank you to all the staff especially at Bingham Street and Alvaston Library
agrees for more council houses to be built
all good, no problems just house is too small and really need to move to a bigger house - rehousing application is active.
all repairs carried out by non dh workers should be checked
already said.
Best council in Britain!
Better gardening service needed.

Car parking can be bad on the street, people complaining about parking in front of their properties but this can't be helped. Tnt has been having problems with leak under house, Contractors keep coming out when tnt is at work and has requested that contractors call when tnt is at home.

Concerns about fencing as it's broken and dangerous, especially in the wind. Had her father temporary fix it, tenant asked DH and they said not sure who is responsible for it. Tenant does not have the money to replace and does not feel comfortable speaking to the neighbour about the fencing.

Customer felt unable to answer q.42 7 43

Derby Homes are wonderful and very understanding.

Derby Homes need to have more severe punishment for perpetrators of anti-social behaviour. Feel that the victims are punished but not the perpetrators.

derby homes need to listen to customers more and take suggestions into account. Areas for children.

DH have good communication skills

DH staff have always been excellent and gone above and beyond my expectations

everything is good, neighbourhood everything is good. derby homes (Names Removed) very nice and helpful very happy. all ok. all good.

Feedback would be essential.

Feel let down over an issue with a leak in the block. Seemed to take a long time for any action to start. The leak has been located and stopped but waiting to hear when repairs will be carried out to my flat. No further contact received regarding this since.

Feels she hasn't had enough support or help regarding issues in paying her rent.

FINDING IT REALLY HARD TO GET A MOVE EVEN THO OVERCROWDED AND BIDDING ETC KEEPS BEING SKIPPED WORRIED ABOUT LACK OF 3 BED HOUSES
fly tipping was a big problem but has got better recently. it is a nice quiet area, find Derby Homes very helpful and am very happy hear, good area and everything is good.
gave a 3 for value for money as we are paying for dec scheme charge but we are doing the decorating ourself.
Grass and other grounds maintenance has not been done on a regular basis and not done properly. Standards in these sort of jobs has fallen.
had a wet room fitted, but the wash hand basin is too small
Had new bathroom but flooring hasn't been put down yet. HO to email Kitchen and bathroom team. Would be interested in volunteering in the future but not at the moment due to illness.
Hard standing put in February 2016 which has sunk in several places. However, it is in the process of being repaired.
Has asked for a surveyor to visit to inspect damp issues. Not heard anything. **Housing Officer has dealt with this by making appointment to visit on 11/4/16**
having a booklet, or adding it to the rent yearly card, with useful numbers on it such as the out of hours emergency repairs number (I have now provided with carelinks phone no)
I am happy with derby homes service, I find staff very helpful but just not happy with the area. want to move closer to family in Mickleover.

I am looking to move due to ill health but my housing officer has dealt with this and registered me on home finder and explains how this works, but it is a lengthy process and the time frame for waiting to find some where else is not good. I do not like that is all online as I have no idea how to use the internet, but my housing officer has placed auto bid and said I can call her, but it would be nice to do it for myself. Everything is now online.

i am looking to move out of the area as I want to move closer to family down South. I have been given all the relevant information required.

I am some what dissatisfied with the outcome of the use of the communal space for (address removed). I Was bullied by (address removed) daughter and commanded to remove my seat off the shared garden. I have spoken to (removed) regarding this

I feel that Derby Homes should be open to the public more days at the council house. Re-let / void standards poor. Some of the work completed is not of a decent standard.

I feel there have been more issues since the new estate has been built at the back of us on Collingham Gardens. We had out sheds broken into and birds stolen. We have told the Police. I have two pieces of fence missing which is the responsible of the Builders and it looks a mess. Youngsters use our street and the new estate as a circuit to drive round at night making a lot of noise.

I have a problem with dog/cat fouling, moulds in bath & kitchen, leaking window which was repaired but still leaks called DH but nothing has been done about it.

I have an issue with a noisy dog behind me , **Forwarded to ASB Team**

I think it would be a good idea to get tenant feed back on the actual workman carrying out the repair.

I work 20 hours a week and so would be interested in local volunteering
I'm not happy with paying the bedroom tax.
I'm very happy in my home
Is very happy in her home and it feels like heaven
Is very happy with the service that was provided by Money Advice.
it is a nice place to live, no issues but twice a year approx a house on burton road has a party and you can hear the loud music from spa lane but other than that everything is ok.
It is difficult to get hold of the right to buy team.
Just how happy I was with response to urgent repair issue last week
Just really pleased with service. Flat's beautiful.
just the problem with clearing up leaves each year as we are oap
Just want queries to carry on being answered quickly and efficiently.
know nothing can be done but kitchen is far too small. wary using oven and can't manoeuvre well in space
Lots of dog fouling on the pavement
Lots of rubbish on jittys and dog fouling on green area, there is a sign up but people don't take any notice
main security door is still broken and has been for 6 weeks - reported to CST by email 13.04.16
most certainly happy, can't fault it. only issue is ground floor neighbour keeps having litter left in his garden area so this tenant is picking it out for him, not a big issue and understands it would be difficult to stop in a city centre area. also enquired about repair to communal tv - advised I understood it had been fixed and told him to re-tune and it should be fine, any problems to call back.

name removed thinks the rents are high.
My wife is disabled. I am wanting a ramp at the front put in as is a wheel chair user. I have advised (name removed) to contact social services.
N/A . everything at present seems good
Need to spruce up the outside of the flats as the cladding looks scruffy the flats need insulating as they are often very cold the rotary driers are rotten and need replacing - will add to insp the wooden fencing round the drying areas is damaged or missing panels - will add to insp the car park needs re-tarmacing - will add to insp the car park needs to be bigger
needle and blood in bin store - raised ERO order for first thing 14.04.16 to get cleared.
neighbour has piled rubbish in rear garden - reported to HO who is dealing with this
nice and quiet area.
No further comments
no just keep up the good work. you offer a good service.
No not at this time. My housing officer is helping me
No not really
no not really
no not really.
No response given.
not at the moment
Not enough parking spaces in communal car park.

Not happy about paying a concierge charge when both concierge are on A/L
Not happy that Derby Homes will not replace rear fencing - other than post and wire - Housing Officer has explained that this is Derby Homes policy and it is tenants responsibility
Not happy with not being able to pay rent over phone talking to customer service team . Also not happy with Queue times sometimes
overgrown trees front and back garden - email sent to HO to inspect 07.04.16 - action complete.
put my door on (sorted 02/06/2016)
Rent is for the flat based on the issues she has experienced whilst living at the address.
Security is an issue.
son harry would like to volunteer
T/t didn't feel she could answer q.s 42-43.
has been very supportive as my tenancy sustainment officer. I have found one person at the EC was very rude on the phone to me about my boiler and wanted me to prove I was a Derby Homes tenant first.
Tenant didn't feel able to answer q.43
Thanks for everything.
thanks for your help. i would like a new kitchen though?

The house needs lots of minor repairs. People from neighbouring streets dump bags of rubbish on street, tnt contacts us to get it removed. She says someone dumped their blue bin outside her house because they had filled it with the wrong rubbish and knew that it would not be emptied. The neighbours dog barks all day and night. There have been no incidents since but tnt is concerned as her daughter is now the same age as the girl that the gentleman carried out his sex offence on-I will speak to a supervisor about this. People from neighbouring streets park on her street which makes it difficult for her visitors to park near her home. Other people who actually live on the street and have drives don't park on their drives as they find it difficult to get in and out of their drives because the road is so busy. No 6 is a registered paedophile, tnt has young children.

The issues I have related to the area are to due with ongoing issues with my ex partner but I am actively working with my housing officer to move out of the area.

The kitchens in my area really need doing - I've been told I must wait for 10 years

The Littleover Estate seems to be overlooked and low priority for improvements and planned maintenance - area is mainly owner/occupiers and the small amount of people who rent from Derby Homes seem insignificant for any improvements.

The replacement of local authority housing needs to be done at a much increased rate than is currently undertaken because there is not sufficient housing stock for those in need. Not how it was when I first got housed with Derby City Council.

The staff at derby homes are very good and patient the best staff member is name removed

tnt got locked in at the common room but nothing was done about this so wasn't too happy.
tnt has recently moved in so couldn't answer many questions properly
took too long to get his rent back and also isn't happy with time taken for boiler repair.
Unable to answer q.43
Very good service, very prompt, be sad to leave
Very happy in bungalow
very happy with her home and the service we provide.
very happy with his home and area he lives in.
very happy with service over past 17 years of being a tenant.
very satisfied and very good value for money.
W
Wanted to give Derby Homes 100% very happy.
would be interested in being mystery shopper as my trade is builder.
Would like a fence putting in her front and back garden
Would like more parking at the front of their properties. There are two grassed areas leading up to the properties and one could be removed and made good for parking.
Would prefer face to face contact. Derby Homes becomes a faceless organisation with contact via alternative methods. Derby Homes need to be aware that not everyone has or wants to make contact via the internet/texts. Do not lose sight of those customers who prefer traditional methods.