



Quarter 4: January – March 2020

Customer Satisfaction Survey Results

Appendix 1

Introduction

The Customer Satisfaction Survey has been delivered over the phone or in person throughout the quarter in order to measure customers' overall satisfaction with services provided by Derby Homes. The results from the survey have been analysed overall and comments have been included in the report.

A few of our satisfaction results listed feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback we use to inform our service delivery. All customer comments are passed weekly to service managers to ensure no feedback is lost. Managers are asked to provide an outcome following the customer comments and provide information about the actions that have taken place, to show how feedback is captured and actioned in line with the Customer First Strategy.

This year we have suggested a target for all of our figures which has not been done previously. We used the past 2 years' results to help set the targets.

Please note that the number of surveys completed this quarter is lower than usual due to Covid-19 and staff sickness.

1. Overall Satisfaction with Repairs (Target 87% - on target)

76% respondents have reported a repair within the last 12 months

I have reported a repair within the last 12 months		
Yes	210	76%
No	65	24%
Total	275	100%

The respondents who said that they have reported a repair within the last 12 months were further asked to answer if the recent repair was carried out to their satisfaction.

92% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	85	40%
Agree	112	52%
Undecided	10	5%
Disagree	5	2%
Strongly Disagree	2	1%
Total	214	100%

2019 /20	Satisfaction Total	Participant number
Quarter 1	89%	410
Quarter 2	89%	406
Quarter 3	89%	316
Quarter 4	92%	214
2018 / 19		
Quarter 1	87%	359
Quarter 2	86%	314
Quarter 3	88%	351
Quarter 4	87%	455

The following page details the 10 responses that were received from customers explaining why they were not satisfied with their most recent repair.

If you are not satisfied with your most recent repair, please tell us why: (10 responses received)

Bathroom taps reported and repaired - still twisting round when we turn them on.
Job raised.

Hole in the window frame needs filling, operative looked at the wrong window and the hole is still there.
Job raised.

Piece of skirting board missing in one of the bedrooms
Socket left in bathroom - dangerous
Pipes removed and holes left in the wall

Mutual Exchange carried out. Will check paperwork with Patch Manager.

Appointment made to visit the tenant - - During the appointment the issues were discussed and the

customer was advised to call and report the issues, the customer agreed to do so.
It was on the wet room floor, the problem has now been resolved.
N/A
No hot water in bathroom - (job raised)
No tiles around new sink that was fitted
Not been carried out as of yet - UPDATE – Unclear on what Job this refers to, There is currently one outstanding Job logged on open for roof tiles that have blown off, but that Job was logged after the survey.
On-going issue with the guttering. Arranged for a Surveyor to go out and inspect again.
The fault wasn't repaired satisfactorily, the same problem remains. Further repair logged.
Thinks boiler could be replaced as it is old. - This Information was passed on to the Customer Service Team, a gas safety check is due to take place soon.
Waiting a long time for repairs to be carried out - Still waiting for inspector to look at garden. Requested appointment for inspector to go out

2. Overall satisfaction that rent provides Value for Money (Target 90% - on target)

93% of respondents are satisfied that their rent provides value for money.

I am satisfied my rent provides value for money		
Strongly Agree	79	29%
Agree	173	64%
Undecided	13	5%
Disagree	4	1%
Strongly Disagree	2	1%
Total	271	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	497
Quarter 2	94%	410
Quarter 3	92%	415
Quarter 4	93%	271
2018 / 19		
Quarter 1	91%	442
Quarter 2	92%	404
Quarter 3	87%	557
Quarter 4	91%	578

6 responses were received detailing why customers feel that their rent does not provide value for money. More customers left a comment than just those who expressed they were dissatisfied.

If you are not satisfied that your rent provides value for money, please tell us why: (6 responses received)
Ground maintenance charge has increased not happy with this as only gets grass cut 8 times a year.
If I had to pay myself
N/A

No longer on housing benefit
Previous 2 bed flat was cheaper. Feels it's expensive for a pensioner and it's very small. Received rent increase letter today and thinks it's disgusting.
Tenant thinks that the rent is expensive as he pays for white goods currently. He is leaving the property this week

3. Overall satisfaction with quality of your home (Target 90% - on target)

91% of respondents are satisfied with the overall quality of their home.

I am satisfied with the overall quality of my home		
Strongly Agree	84	31%
Agree	165	60%
Undecided	19	7%
Disagree	3	1%
Strongly Disagree	2	1%
Total	273	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	90%	501
Quarter 2	91%	406
Quarter 3	93%	413
Quarter 4	91%	273
2018 / 19		
Quarter 1	87%	442
Quarter 2	91%	399
Quarter 3	90%	579
Quarter 4	90%	577

7 responses were received detailing why customers were not satisfied with the overall quality of their home.

If you are not satisfied with the overall quality of your home, please tell us why: (7 responses received)
Apart from damp issues
Extreme mould issue in my lounge area – Inspection taken place and Mould wash arranged, both on hold due to the current situation.
Insect infestation – A visit with the surveyor was organised and as a result a mould wash was organised and a job was logged for a plumber to investigate a leak that may be the source of the problem. Both of these jobs are on hold due to the current situation.
N/A
Problems with the house, ceiling leaked twice, kitchen a mess since they looked at it originally. – A Job is active for the roof, but is on hold due to the current situation.
Trees block out light and view of dustbins
Want decent windows and decent radiators as they don't give off enough heat. Plaster on bedroom wall is awful and wants redoing. Repair raised and inspector visiting.

4. Overall satisfaction with your Neighbourhood (Target 84% - on target)

86% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

I am satisfied with my neighbourhood as a place to live		
Strongly Agree	97	35%
Agree	139	51%
Undecided	28	10%
Disagree	8	3%
Strongly Disagree	3	1%
Total	275	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	88%	500
Quarter 2	86%	407
Quarter 3	90%	416
Quarter 4	86%	275
2018 / 19		
Quarter 1	83%	441
Quarter 2	83%	404
Quarter 3	83%	578
Quarter 4	89%	578

11 responses were received from customers who were not satisfied with their neighbourhood as a place to live. Most of the comments received are related to ASB issues within the street or neighbourhood.

If you are not satisfied with your neighbourhood as a place to live, please tell us why: (11 comments)
Called DH & Streetpride several times over the year - front communal shrubs look untidy and messy. (ACTION: emailed cleaning and ground maintenance.)
No xx block - gutter loose and hanging at an angle where water flows over rather than down the pipe. (ACTION: job raise don communal block)
Don't feel safe, Drunks hanging around outside. Needles
Drugs and Noise - Reported to Anti Social Behaviour to Investigate
Drugs in area
Issues with neighbour
Lots of youths
N/A
Ongoing issues with neighbours, already reported.
Previous Issues with Antisocial Behaviour on Street outside - these have been reported to Derby Homes
Too many people hanging about and trying to gain access to blocks
Too much antisocial behaviour in the area do not wish to mention activities

5. Overall satisfaction with being informed (Target 88% - on target)

95% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a customer.

I am satisfied that Derby Homes keep me informed of services that

affect me as a customer		
Strongly Agree	67	25%
Agree	186	70%
Undecided	13	5%
Disagree	0	0%
Strongly Disagree	0	0%
Total	266	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	92%	495
Quarter 2	92%	382
Quarter 3	93%	403
Quarter 4	95%	266
2018 / 19		
Quarter 1	86%	380
Quarter 2	89%	354
Quarter 3	89%	505
Quarter 4	91%	573

If you disagree, please can you suggest how Derby Homes might improve keeping you informed? (1 comment)

N/A

6. Total response of customers who have provided us feedback before

In total, 19% of the customers we surveyed have provided previous feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	49	19%
No	205	81%
Total	254	100%

The year to date a total of 295 people have provided feedback.

2019 / 20	Provided feedback	Participant number
Quarter 1	21%	468
Quarter 2	20%	397
Quarter 3	18%	381
Quarter 4	19%	254
2018 / 19		
Quarter 1	26%	115
Quarter 2	21%	398
Quarter 3	21%	82
Quarter 4	20%	109

7. Overall satisfaction with views taken into account (Target 80% - On target)

81% of respondents are satisfied that their views are being taken into account by Derby Homes.

I am satisfied that my views are being taken into account.		
Strongly Agree	24	13%
Agree	123	68%
Undecided	31	17%
Disagree	1	1%
Strongly Disagree	2	1%
Total	181	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	77%	318
Quarter 2	79%	286
Quarter 3	74%	274
Quarter 4	81%	181
2018 / 19		
Quarter 1	85%	126
Quarter 2	83%	111
Quarter 3	78%	112
Quarter 4	88%	120

Below details the reasons why people thought their views are not being taken into account.

If you are dissatisfied that your views aren't being taken into account, please can you tell us why and how we might improve in this area? 3 comment
I don't feel like anyone responds to me or gets back to me.
I have a current complaint going through at the moment
N/A

8. Overall satisfaction with Derby Homes Service (Target 93% - on target)

95% of respondents are satisfied with the overall service provided by Derby Homes.

I am satisfied with the overall service provided by Derby Homes.		
Strongly Agree	83	30%
Agree	177	65%
Undecided	12	4%
Disagree	2	1%
Strongly Disagree	0	0%
Total	274	100%

2019 / 20	Satisfaction Total	Participant number
Quarter 1	95%	496
Quarter 2	95%	405
Quarter 3	96%	414
Quarter 4	95%	274
2018 / 19		
Quarter 1	94%	440
Quarter 2	94%	406
Quarter 3	94%	543

Quarter 4	96%	576
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9. Total figures for Assistance with Registering on the Customer Portal

42% of respondents are already registered on the Derby Homes Customer Portal. 2% of customers are also interested in registering onto the customer portal which are followed up by our customer service team.

Would you like more information about accessing services on Customer Portal?		
Already Registered	109	42%
No, thank you	148	56%
Yes, please provide a contact email address	3	1%
Yes, please provide a contact telephone number	2	1%
Total	260	100%

2019 / 20	Registered Total	Participant number
Quarter 1	44%	496
Quarter 2	39%	404
Quarter 3	38%	400
Quarter 4	42%	260
2018 / 20		
Quarter 1	25%	111
Quarter 2	25%	101
Quarter 3	28%	160
Quarter 4	35%	198

At the end of quarter 4, there were 6,890 customers registered to My Account.