



Mini Status 2009

Board report – March 2010



Why conduct the survey

- Pilot for carrying out more targeted research
- Benchmarking against STATUS
- Questions based on key drivers of satisfaction
- Based on the Housing Focus Group



Methodology

- Postal Survey – shorter version of STATUS
- 850 random sample from each area
- Response rates:
 - North East – 20%(173)
 - North West – 24% (202)
 - South East1 – 21% (182)
 - South East2 – 19% (158)
 - South West – 20% (169)
 - Overall – 21% (884)



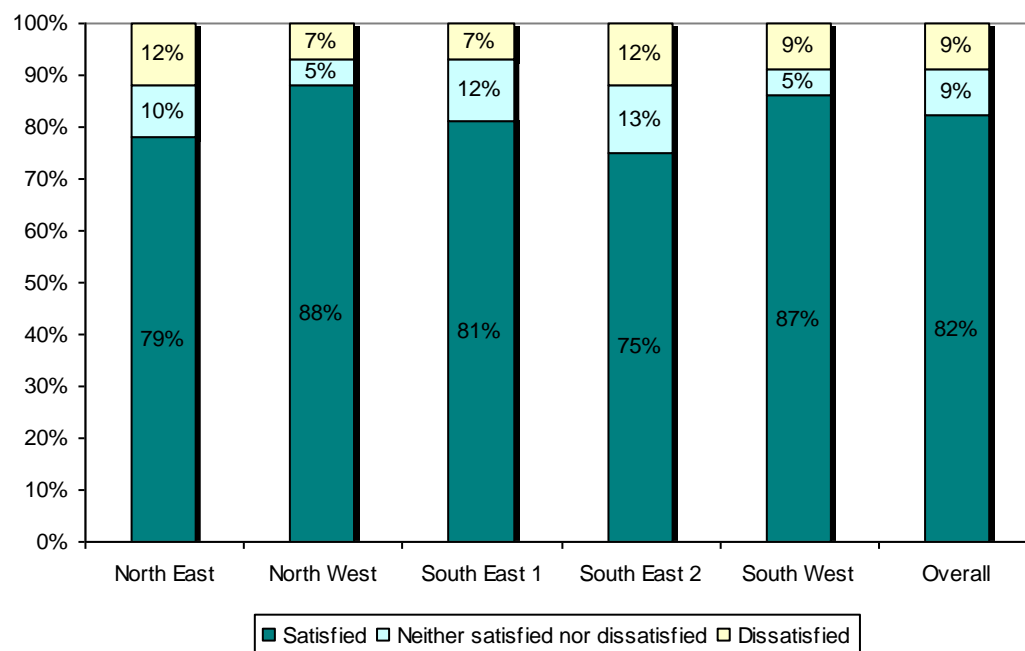
Area comparisons

- Respondents in the North are more satisfied than the South
- Respondents in the North West are the most satisfied, respondents in South East2 are least satisfied
- Best response rate in North West (202)
- Overall performance increased from STATUS 2008



Overall Satisfaction with Derby Homes

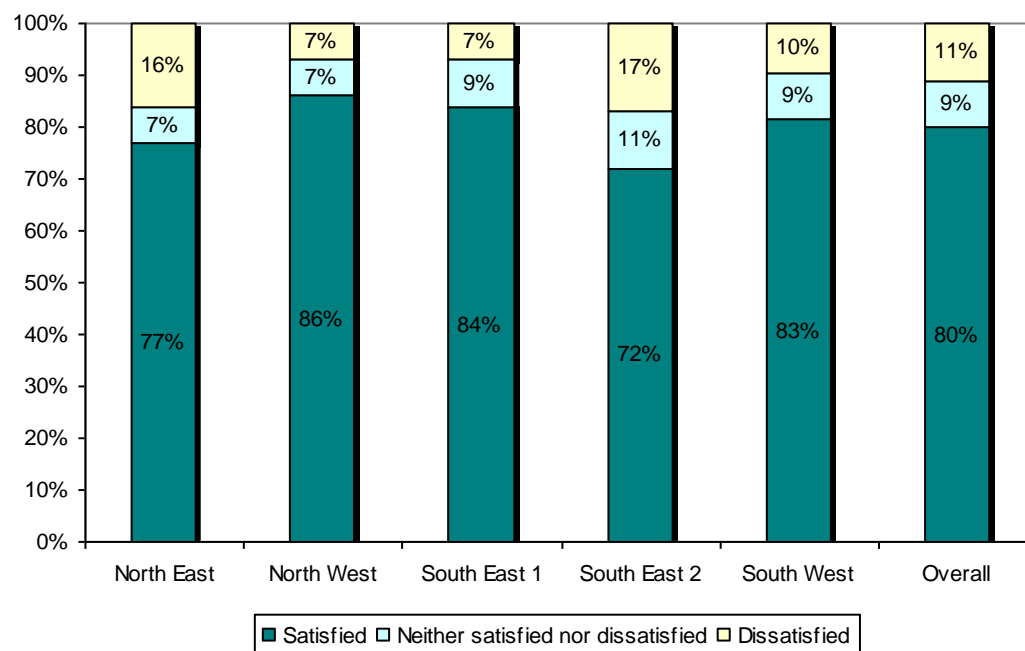
- 82% of all respondents are satisfied with Derby Homes. Respondents in North West are most satisfied (88%) with respondents in South East2 least satisfied (75%).





Satisfaction with overall quality of home

- 80% of all respondents are satisfied with the overall quality of their home. Respondents in North West are most satisfied (86%) with respondents in South East2 least satisfied (72%).

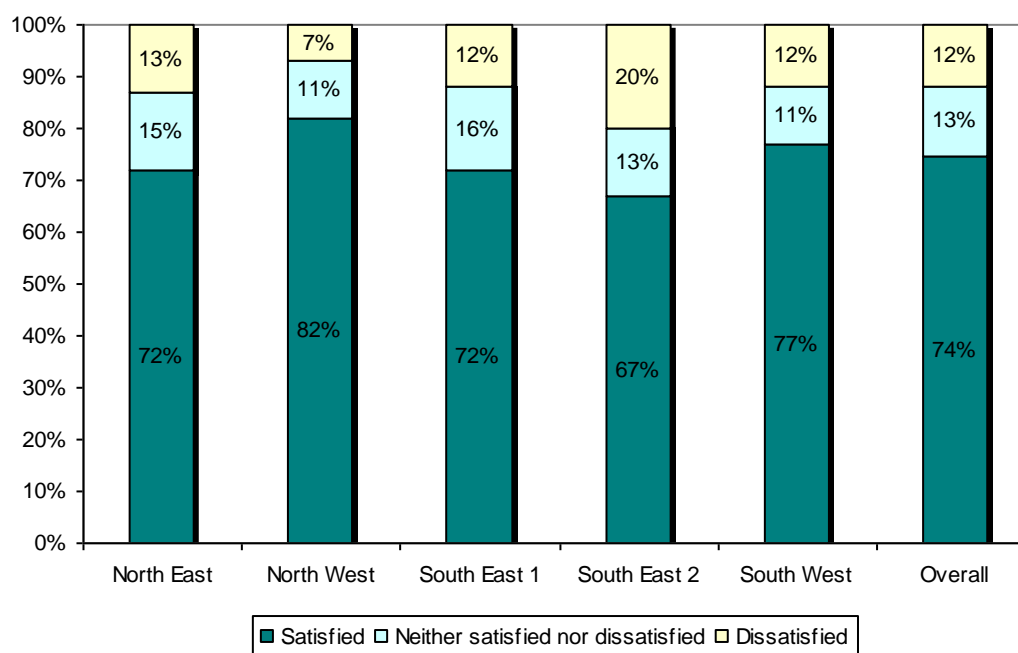


Satisfaction with neighbourhood as a place to live



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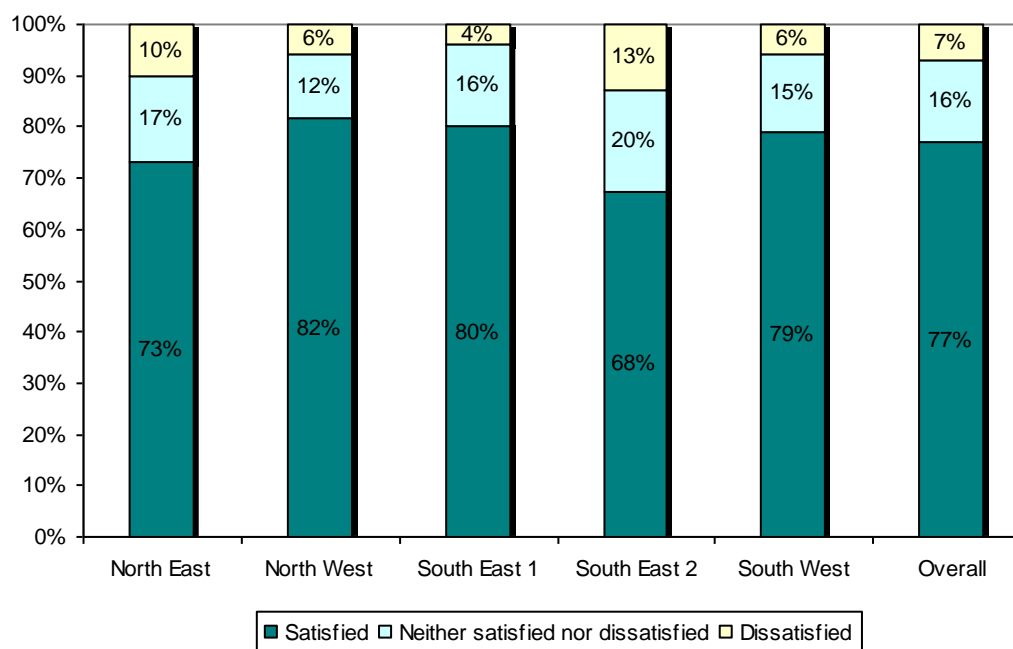
- 74% of all respondents are satisfied with the neighbourhood as a place to live. Respondents in North West are most satisfied (82%) with respondents in South East2 least satisfied (67%).





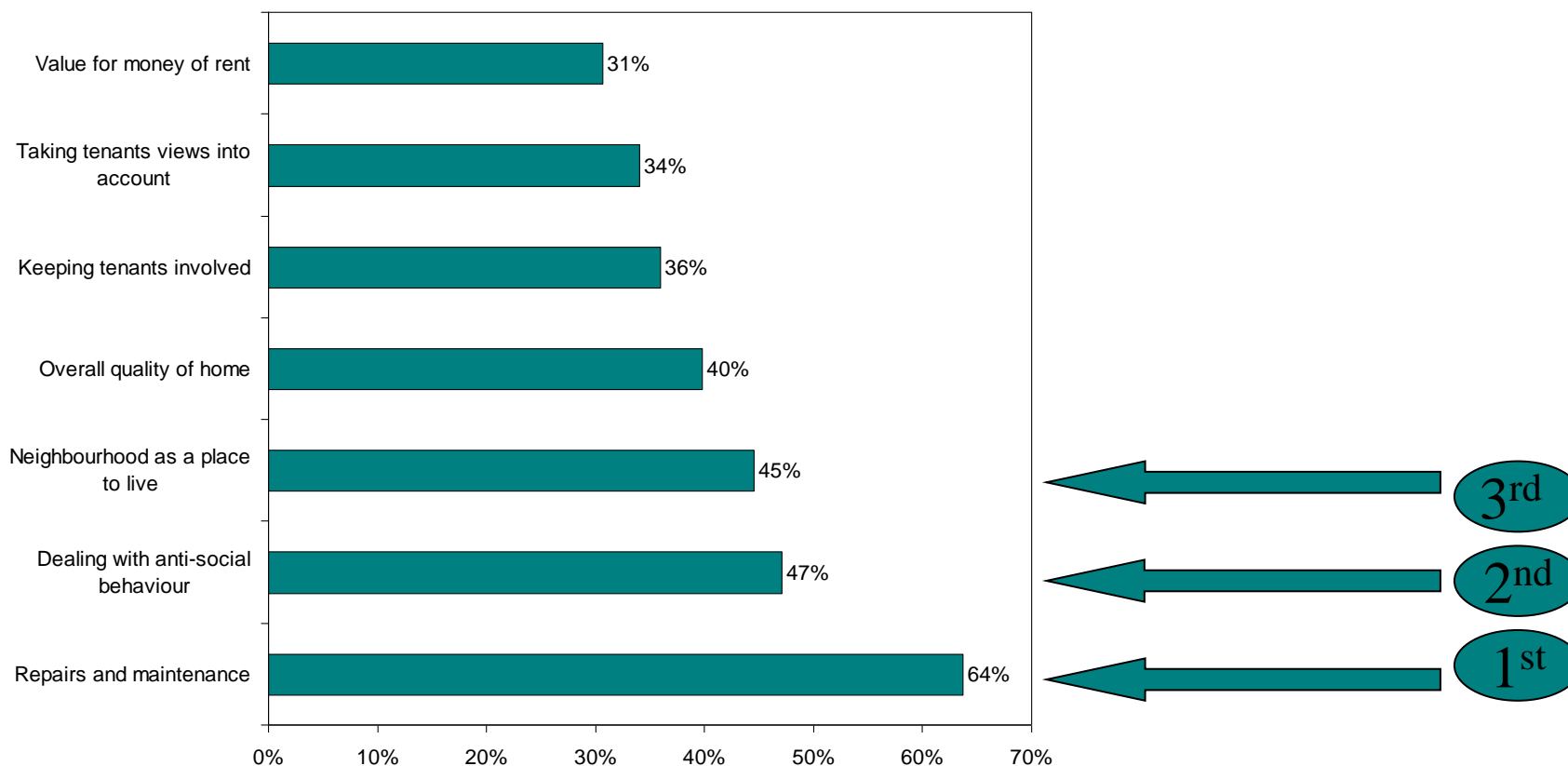
Satisfaction with value for money of rent

- 77% of all respondents are satisfied with the value for money of their rent. Respondents in North West are most satisfied (82%) with respondents in South East2 least satisfied (68%).





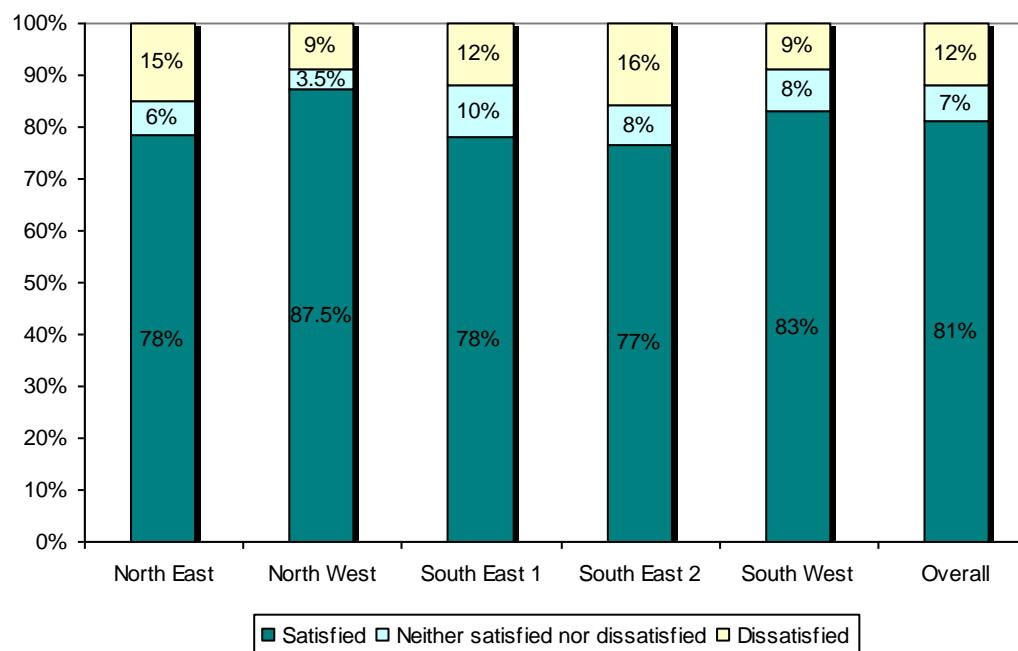
Top 3 areas of importance





Repairs and Maintenance

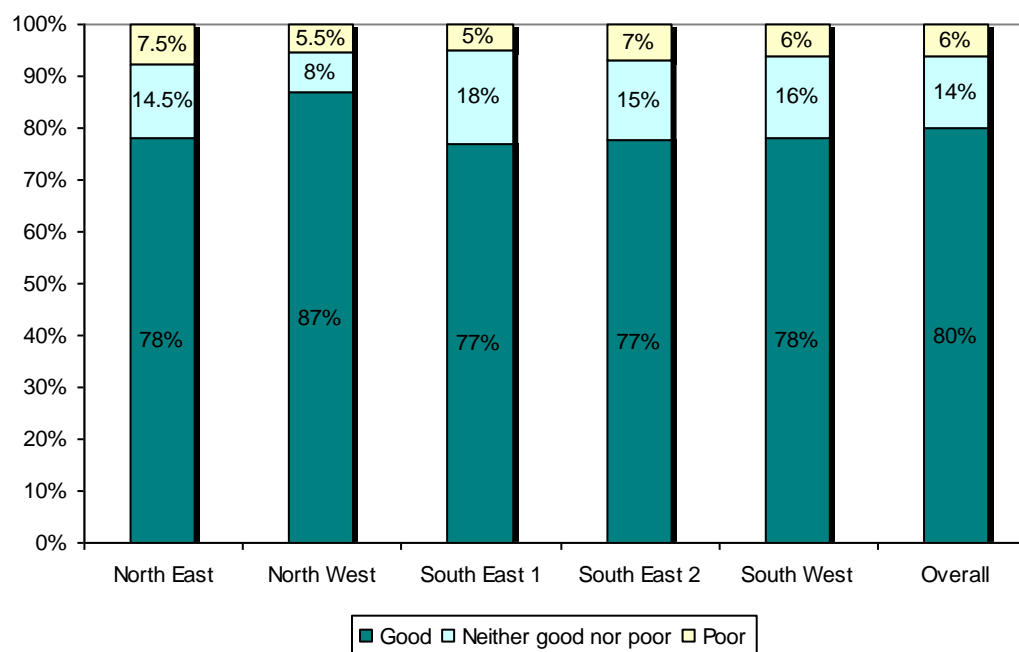
- 81% of all respondents are satisfied with the way Derby Homes deals with repairs and maintenance. Respondents in North West are most satisfied (87.5%) with respondents in South East2 least satisfied (77%).





Keeping tenants informed

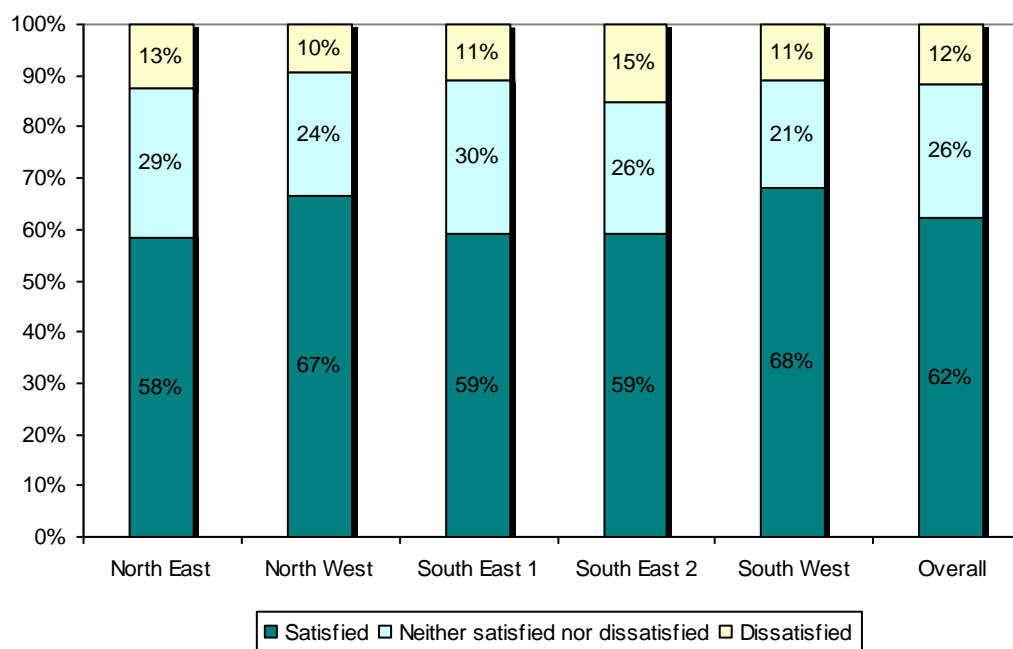
- 80% of all respondents feel Derby Homes are good at keeping tenants informed. Respondents in North West are most satisfied (87% good) with respondents in South East1 and South East2 least satisfied (77% good).





Taking Tenants views into account

- 62% of all respondents are satisfied that Derby Homes takes tenants views into account, Respondents in North West are most satisfied (67%) with respondents in North East (58%) South East1 and South East2 least satisfied (59%).



Anti-social behaviour



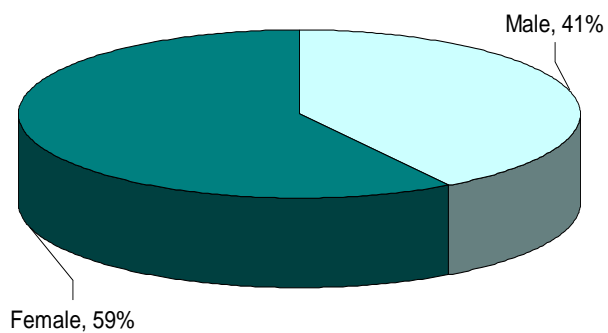
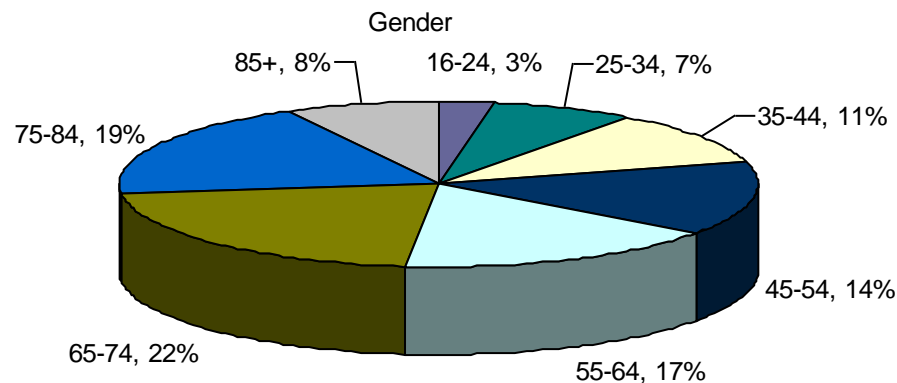
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- 137 respondents from all areas have reported Anti Social Behaviour
- 46 respondents (42%) are satisfied with the final outcome of their report, with 43 respondents (39%) who are dissatisfied with the final outcome

Service during ASB report	Advice provided by staff	Being kept informed	Support provided by staff	How the report was dealt with	Speed with which report was dealt with
Satisfied (very and fairly)	82 (66%)	56 (51%)	51 (46%)	56 (51%)	63 (55%)
Dissatisfied (very and fairly)	28 (28%)	32 (29%)	37 (33%)	33 (29%)	32 (28%)

Demographics of respondents

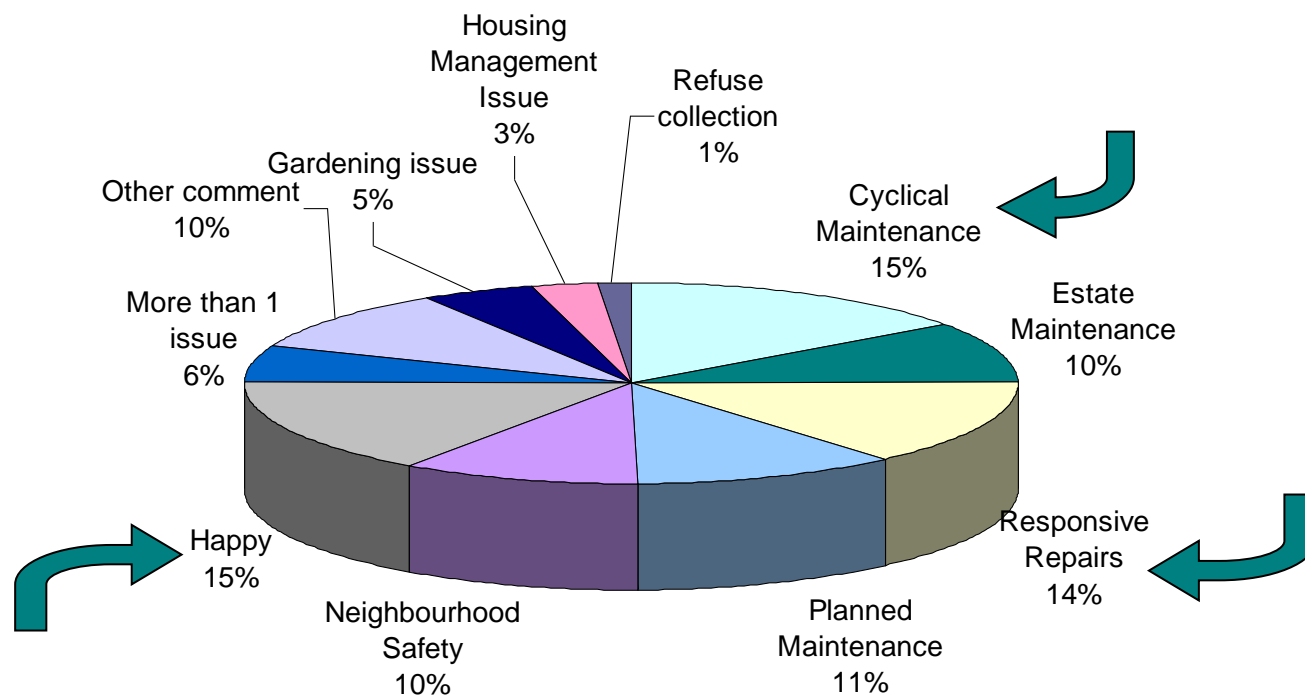
➤ 49% of respondents are age 65 or over, with only 10% of respondents who are under 34



➤ 41% of respondents are male with 59% female

Comments

The following highlights the comments made from all respondents. In total 316 respondents made a comment





Thank You Any questions