

Customer Survey Comments Categorised – Appendix 2

Introduction

During the quarter a total of 452 surveys have been collected from customers. From those surveys, 162 comments have been received which show dissatisfaction with Derby Homes services.

Below is a summary of the dissatisfied comments followed by an explanation of how Derby Homes have responded in order to improve the service received by the customer.

ASB Team

Question: Neighbourhood

In total there were 25 Comments raised for the ASB team in quarter 2.

- **New cases** – There were 7 new cases raised this quarter based on customers raising ASB concerns we were previously unaware of.
- **Cases in progress** – There were 5 cases discussed in the survey comments which the ASB team were already aware of.
- **Closed cases** – There were 4 comments in total where tenants were referring to ASB cases which have now been resolved and closed. All 4 stated that they were happy with the outcome of their cases.
- **General comments and passing statements** – There were 9 comments in total where the customer did not want any further action taken.

Actions and outcomes of comments raised:

- **New Cases** – All customers were contacted by a member of the ASB team to discuss concerns, new cases were created, and an officer was assigned, the tenants will receive ongoing support to address the issues raised.
- **Cases in progress** – Several of the tenants told us that they have existing issues that have been reported. The assigned ASB Officer will continue to provide advice and support to resolve the issues raised.
- **Closed Cases** – All comments raised regarding closed cases were positive, the tenants we spoke to told us their cases were dealt with efficiently.

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- **General Comments and Passing statements** – Most of the additional comments raised were concerning the area in which tenants live. The comments were for information only. This information will be fed into wider data collection when identifying areas of concern for our targeted customer priority work.

Communications Team

Question: Kept informed

In total there was only 1 comment raised for the Communications team in quarter 2

- **Newsletter** – There was 1 comment raised regarding the Derby Homes newsletter and its content, i.e. it comes across as political at times.

Actions and Outcomes of comments raised:

- **Newsletter** – The tenant was contacted to see what things they would like to see in the newsletter going forward. It was explained that their feedback was taken on board and that the Comms team are currently reviewing the newsletter format.

Customer Service Team

Question: Kept informed and Views taken into account

In total there were 15 Comments raised for the Customer Service team in quarter 2.

- **Phone waiting times** – There were 4 comments where tenants stated that it took too long to get through to an advisor.
- **Kept in contact with** - There were 6 comments where tenants said they don't know who they need to speak to regarding their issue and feel that nobody is interested when they do get through.
- **Positive feedback** - There were 3 comments where tenants have advised that they have had a positive experience when contacting Derby Homes.

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- **Complaint's procedure** – There was 1 comment raised regarding the complaint's procedure. The tenant advised us that there is no open discussion around the outcomes.
- **Language barrier** – There was 1 comment raised by a tenant who said they struggle to communicate with Derby Homes unless a family friend is available to translate.

Actions and Outcomes of comments raised:

- **Phone waiting times** – The Customer Service team have been short staffed due to staff leaving. They are currently recruiting for 2 full time staff members which should help to improve waiting times. It has also been agreed that staff members completing the survey need to ask which service they are waiting for i.e., Customer Service, Housing Options so that the concerns can be analysed further.
- **Kept in contact with** – Managers have been asked to speak to their teams about good customer service and the need to be proactive when responding to telephone calls and e-mails to ensure we are meeting tenants needs.
- **Positive feedback** – All feedback was passed to the relevant teams.
- **Complaint's procedure** – This has been passed over to the Customer Experience officer to investigate where improvements can be made.
- **Language barrier** – A reminder was sent out to all staff members reminding them to use DA language translator when they have contact with a tenant whose first language is not English.

Grounds Maintenance Team

Question: Kept informed and Service Charge

In total there were 12 Comments raised for the Grounds Maintenance team in quarter 2.

- **Service charge** – There were 3 comments where tenants were not happy that they pay a service charge to have their grass cut and gardens looked after, as they don't believe that the grounds maintenance team do a very good job. It was also raised that one

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tenant doesn't have a communal garden anymore but still pays the charge.

- **Communal cleaning** - There were 4 comments where tenants complained about the standards of cleanliness in the communal areas. They felt that the areas should be cleaned more frequently.
- **Grass cutting & gardens** - There were 5 comments where tenants said that grass cuttings had been left all over the grass and paths. It was also raised that it seems like the grass areas never get cut. Some of the grass looks like it had been churned up outside a tenant's property, so it made their home look uninviting.

Actions and Outcomes of comments raised:

- **Service charge** – All tenants have been spoken to regarding their issues raised. The Grounds Maintenance team have rectified all the issues raised.
- **Communal cleaning** – Communal areas are audited, and the Grounds Maintenance team work closely with Street Pride to ensure high standards of cleaning are maintained. Supervisors will spend more time monitoring the cleaning while the works being completed.
- **Grass cutting & gardens** – Refurbishment work is currently ongoing which is why it looks like some of the grass has been churned up outside a tenant's property, this will be monitored. Due to covid, some areas of grass lands have not been cut regularly and the area which has been mentioned is not managed directly by Derby Homes.

Customer Engagement Team

Question: Kept informed

In total there was only 1 comment raised for the Customer Engagement team in quarter 2.

- **Community Room** – There was 1 comment raised which was regarding the use of the community rooms. The tenant uses the community room to access the computer to pay bills or to contact Derby Homes.

Actions and outcomes of comments raised:

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- **Community Room** – A member of staff contacted the tenant to advise them that the community rooms are now open for residents to access.

Gas and Electric Team

Question: Repairs

In total there were 4 Comments raised for the Gas and Electrics team in quarter 2.

- **Boiler faults** – There were 2 comments where tenants have raised an issue regarding their boiler making a noise when it's switched on. An issue was also raised about needing a new boiler as their current boiler has a lot of faults and does not work.
- **Fire Alarms** - There was 1 comment raised where the tenants smoke alarms were linked to the fuse and they wanted to separate them as it tripped the house's electrics.
- **Job not completed first time** – There was 1 comment when a tenant had raised that a tradesman needed to go back to their home 3 times to complete the job.

Actions and Outcomes of comments raised:

- **Boiler faults** – Contact has been made with both tenants to arrange a supervisor to go out and assess the boilers.
- **Fire Alarms** – The tenant was contacted and the issue has now been resolved. The issue was not with the smoke alarms but with a pull cord which was put up.
- **Job not completed first time** – Job was completed to a satisfactory standard and the tenant was happy. They praised the two tradesmen who attended the job the third time round.

Finance and Rent team

Question: Rent

In total there were 10 Comments raised for the Finance and Rent team in quarter 2.

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- **Rent increase** - There were 3 comments where tenants suggested that their rent was high
- **Rent prices** - There were 2 comments where tenants felt that they pay too much rent for their house.
- **National Rent Policy** – There were 2 comments where tenants suggested their council tax is too expensive
- **General comments and passing statements** – There were 3 comments where tenants said they that don't pay rent due to Housing Benefits and they would rather rent through Derby Homes than rent privately.

Actions and Outcomes of comments raised:

- **Rent Increase** – All tenants were contacted to talk through their rent costs. It was explained that rent does go up each year due to inflation.
- **Rent Prices** – After investigating the issues raised it was brought to both tenant's attention that their rent seemed high because they also pay a service charge, the reasons for this were explained to the tenants.
- **National Rent Policy** – Derby Homes are not responsible for Council Tax payments. However, the Income team made contact with the tenants to see if they could benefit from a Discretionary Housing Payment allocation.
- **General Comments** – No action was needed regarding the three tenants who don't pay for their rent as this was a passing comment. A tenant raised that they were much happier renting a property in social housing rather than paying rent in the private sector.

Asset Management Team

Question: Rent and Quality of home

In total there were 4 Comments raised for the Asset Management team in quarter 2.

- **Kitchen Quality** – There were 2 comments where tenants raised issues regarding their kitchen been outdated and requesting a new one

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- **Bathroom Quality** - There were 2 comments where tenants have raised issues regarding their bathroom being outdated and requesting a new one.

Actions and Outcomes of comments raised:

- **Kitchen Quality** – The system was checked to see when the tenant was due an upgrade. The tenants have been informed when they can expect a replacement. If repairs were needed to existing kitchens, these have been booked in.
- **Bathroom Quality** – The system was checked, one property was due an upgrade, this has been scheduled for 08/11/2021. The other tenant has a wet room which was in place when they accepted the tenancy. The wet room is not due for replacement until 2030, the tenant was advised to call if any repairs are needed in the meantime.

VOIDS Team

Question: Quality of home

In total there were 4 Comments raised for the VOIDS team in quarter 2.

- **Lettable Standards** - There were 4 comments where tenants have raised issues regarding their property once they had moved in. Jobs were not finished and work still needed to be completed.

Actions and Outcomes of comments raised:

- **Lettable Standards** – The lettable standards policy is undergoing a review. We will add these comments to the other consultation we are carrying out to understand what more we can do to ensure properties are let to the required standard.

Repairs Team

Question: Repairs and Quality of home

In total there were 45 Comments raised for the Repairs team in quarter 2.

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- **Not repaired first time** – There were 28 comments where tenants have raised that their repair job was not completed the first time. Reasons for this includes parts were not available to complete the job, wrong parts ordered, operative had to go back as the job wasn't completed correct the first time around or the repair itself was not a good standard of quality.
- **Took too long** – There were 10 comments where tenants raised that their repair took too long to complete. Some of these were due to COVID and us only completing urgent repairs. A lot of the comments were relating to waiting times to get their repair done and the repairs not being done fast enough.
- **General comments and passing statements** – There were 7 general comments where tenants mentioned problems with repairs completed in the past but stated they didn't want any action taken. There were also repair jobs which had been booked in with the tenant and then cancelled.

Actions and Outcomes of comments raised:

- **Not repaired first time** – All tenants have been contacted to see what the issues were to see if anything can be done going forward when processing repairs.
- **Took too long** – All jobs have been chased to see what time frame they are under and whether they can be completed sooner. Supervisors have done site visits to reassure tenants.
- **General Comments and Passing statements** – All comments have been monitored to see if they needed actioning.

Housing Management Team

Question: Neighbourhood, Quality of Home and Kept informed

In total there were 45 Comments raised for the Housing team in quarter 2.

- **Security** – There were 4 comments where tenants had raised that other tenants were leaving the security doors open so anybody could walk into the flats. A comment was raised to see if an intercom could be installed as the tenant didn't feel safe when leaving their property due to rough sleepers.

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- **Neighbourhood** – There were 13 comments where tenants had raised issues regarding fly tipping, neighbours' gardens, people who live in their area.
- **Housing standards** – There were 9 comments where tenants raised issues regarding their communal areas, CCTV in the area and comments relating to the age of their property.
- **Kept informed** – There were 4 comments where tenants felt like they never know who to contact regarding their estate/patch manager. A few comments were raised that they would like the Housing offices back open because it was easier to communicate.
- **Noisy neighbours or neighbour issues** – There were 4 comments where tenants had raised that a few neighbours on their streets are noisy and take drugs.
- **General comments and passing statements** – There were 11 comments where tenants had mentioned general issues regarding their homes and issues such as the communal area, parking permits and driveways.

Actions and Outcomes of comments raised:

- **Security** – The issues relating to the door system being kept open, letters have been issued to all tenants to remind them on they need to keep the door shut due to security. The comment relating to the intercom has been actioned, there will be an assessment carried out to look at the possibility of the tenant having an intercom installed due to their health.
- **Neighbourhood** – All comments that have been raised have been actioned and investigated. Estate offices have carried out inspections of properties to check the gardens and fly tipping.
- **Housing standards** – The comments raised have been actioned. A lot of issues were regarding the bathrooms or kitchens. The system has been checked on Cyclical to see when they would be due for an upgrade and the information has been fed back. The issue regarding the communal area was regarding the painting and decorating which has been discussed with the tenant. A referral has been made to Tenancy Sustainment for one tenant to receive additional support as they were struggling with their mental health and feeling isolated.
- **Kept informed** – All the tenants have been contacted and advised of the communication methods currently open to them. A project is currently being carried out to investigate the customer journey and

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identify how Derby Homes can improve its communication channels.

- **Noisy neighbours or neighbour issues** – All tenants have received a response; one tenant was advised to contact 101 if the issue with their neighbour got worse or if she needed advice. A few comments were discussed with the ASB team.
- **General Comments and Passing statements** – Most of the comments raised were for information only, the tenants didn't want anything doing with what they had said. The ones relating to the driveway have been actioned. The tenant has been put on the waiting list for a hard standing. A couple of comments were raised about the tenant's home being too small, and one tenants said they have a small house but a very large garden. The comments regarding the property being too small have raised an action for a housing inspection to investigate whether the family are overcrowded.