

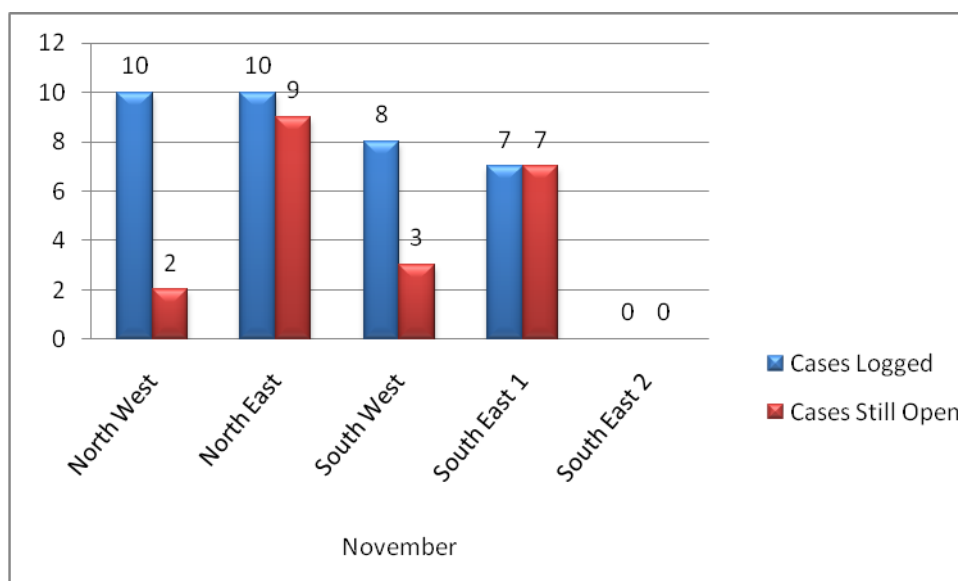
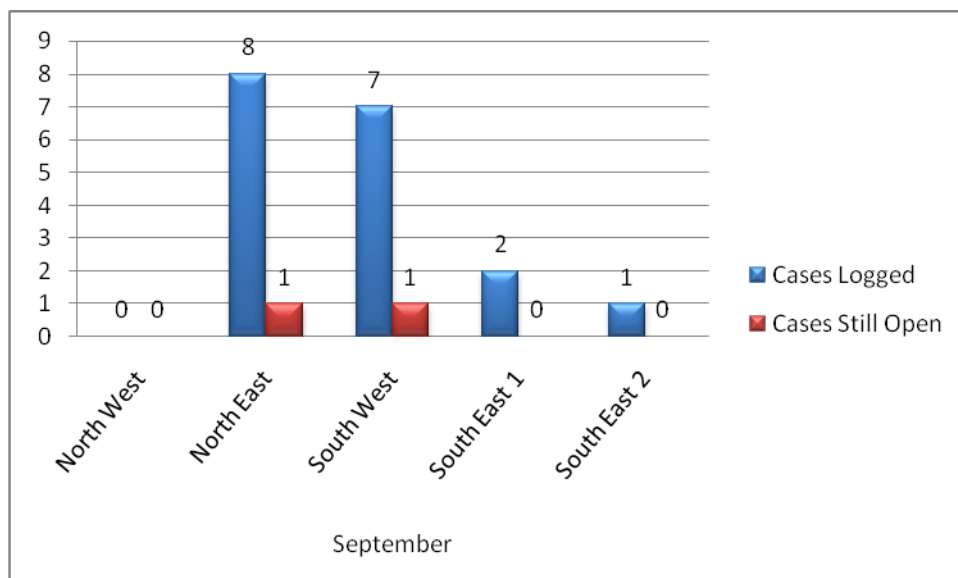
Housing Focus Group Report September / November

Issues Raised

Issues are raised at each Housing Focus Group by tenants and leaseholders and then updated onto the Customer Service Module of Academy.

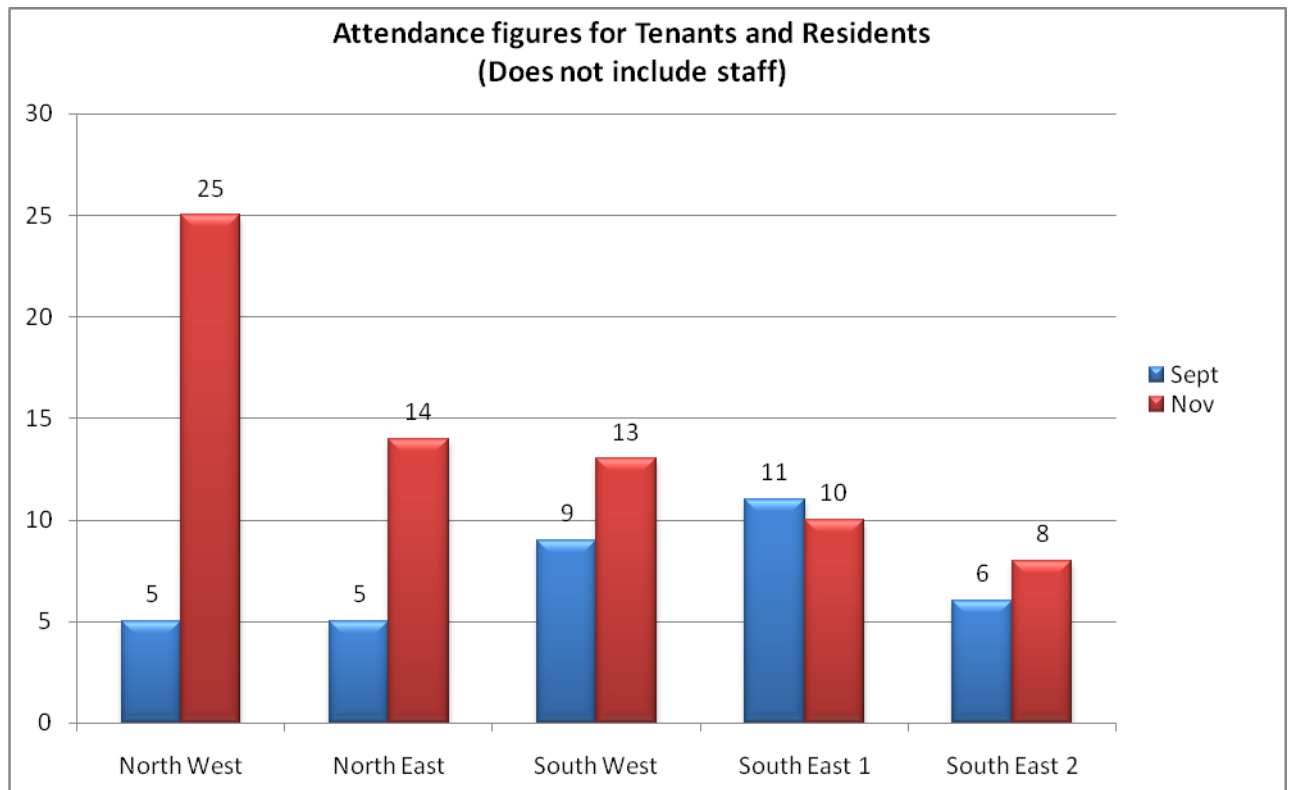
These 'cases' are then assigned to a Derby Homes officer who will investigate, contact the tenant and subsequently close the case when the issue has been resolved to the satisfaction of the tenant.

Below are two charts showing the number of cases logged and those which remain open and have not yet been resolved.



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Attendance Figures



Overall Satisfaction with the Housing Focus Groups

