

Local Customer Priority Consultation Results

Over the three consultation days, the total amount of surveys completed was 109.

Wednesday, 25 July – Chaddesden Consultation Day

Priorities

Dog fouling

Car Parking

1. What do you think of the proposals in relation to the Local Customer Priorities that came from the 2017 Door Knock Campaign?

	What do you think of our proposals in relation to the Local Customer Priorities that came from the 2017 Door Knock Campaign?	Total
None		4
Realistic to everyone - yes.		1
Good		1
What are up to date information		1
Good ideas		1
Good ideas - better to know that we are working on looking at road issues.		1
Good ideas but not big issues for me.		1
Good ideas		1
No issues of concern.		1
No aware of any changes.		1
Not aware of what the changes was.		1
We noticed any change.		1
Musical notes and dog fouling		1
There are, there are good priorities.		1
They would be, these issues do not affect me.		1
Total		18

4 customers did not comment on this question, however a further 9 customers all agreed that these were good ideas. 5 customers were not aware of the door knock campaign or felt they had no issues of concern.

2. Positive comments?

	Positive comments?	Total
NONE	26	26
Always pleased when staff visit. Work men are always good.	1	1
Do not feel we have issues in this area.	1	1
Does not think we have raised any others. Dog fouling is a problem in this area.	1	1
Fly tipping is a hot spot around here.	1	1
Good ideas.	2	2
I lived here for 25 years and the area has improved, it was very quiet.	1	1
No	1	1
nothing to say, but been informed about number 25 fly tipping rubbish, which rats keep coming here due to smell.	1	1
Pet care is always good to promote.	1	1
Total	38	38

29 customers felt that they had no positive comment to make and did not feel they had any issues or concerns in the area. The other 7 customers felt that they were good ideas and agreed with the priorities.

3. Negative Comments?

	Negative comments?	Total
NONE	27	27
Grounds maintenance can be quick with their work and can leave poor workmanship because of this.	1	1
No	2	2
Not affected by issues identified.	1	1
Parking is bad.	1	1
Still see dog fouling around area. Been here since 1979 - area has declined each year.	1	1
Still seeing dog mess in area, hopefully these new actions will make a difference.	1	1
The drain smells bad and needs clearing - on the road.	1	1
There are rats coming into the back of my garden from Grantham Avenue - advised of Pest Control.	1	1
Total	38	38

29 customers felt that they had no negative comments to make and were not affected by the issues identified. 5 customers made negative comments towards parking and dog fouling. The other 2 comments were actioned and passed on to relevant department

4. Thinking about your neighbourhood, is there anything that is missing from the proposals?

	Thinking about your neighbourhood, is there anything that is missing from the proposals?	Total
NONE	4	4
Driveways	1	1
I am happy where i am living, i have no problems.	1	1
More action to be taken on ASB youths.	1	1
More handstandings are needed.	1	1
More parking restrictions.	1	1
No	4	4
No - all ok.	1	1
No problems, the neighbourhood has improved.	1	1
Nothing	1	1
Only been here 7 weeks.	1	1
Too many trees in the wrong position.	1	1
Total	18	18

A total of 10 customers did not comment and didn't feel that there was anything missing from the proposals. The 8 other suggestions will be taken into consideration.

5. How satisfied are you that your views are being taken into account by Derby Homes?

	Very satisfied	Fairly satisfied	Neither nor	Total
How satisfied are you that your views are being taken into account by Derby Homes?	5	10	2	18
Total	8	10	2	18

A total of 16 customers were satisfied that their views were being taken into account by Derby Homes, whilst the other 2 customers did not feel they had any issues to tell us and therefore it was not applicable. In this area, no customers were dissatisfied that their views were being taken into account which showed a 90% rate.

6. If dissatisfied, please us tell why?

No customers displayed dissatisfaction.

7. Other comments, questions?

	Other comments or questions?	Total
AYWE	5	5
Alley at rear of property is overgrown. The front door opens onto the alleyway. Needs extra along the alleyway.	1	1
Alleyway to front of the property is not being maintained. Outside wall has a crack and its the wall along the steps down to property - advised to ring CST about this.	1	1
Coniston Crescent.	1	1
Derby Homes are ok. Takes a while to get anything done. Always needs chasing.	1	1
Had new front and back doors. New shower when I lived here. Only been here for 7 weeks.	1	1
If parking was resolved then I would be happy.	1	1
My bungalow has huge steps which are not practical as I cannot walk anymore No steps to the back - having occupational therapist assessment.	1	1
Mu	1	1
Steps at the front of the property are cracked.	1	1
Tenants with driveways should be made as part of your tenancy to use them. There are gypsies on the green at the bottom of the road.	1	1
The grass cutters could be more thorough.	1	1
Would like more social opportunities to meet similar aged people.	1	1
Total	15	15

All comments that required action, have been passed on to the relevant departments and customers have since received replies.