

Introduction

During quarter 3, a total of 605 surveys have been collected from customers. From those surveys, 266 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 to the customer. This is to demonstrate how Derby Homes are listening to customers and looking to improve our services.

ASB Team

Question: Neighbourhood

In total there we 39 Comments raised for the ASB team in quarter 3.

- **New cases** – There were 5 new cases raised this quarter based on customers raising ASB concerns we were previously unaware of.
- **Cases in progress** – There was 1 case discussed in the survey comments which the ASB team were already aware of.
- **Feedback Requests** – There were 12 comments in total where tenants have requested a call to speak to a member of the ASB team about the issues they were facing and asking for advice.
- **General comments and passing statements** – There were 21 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** – The tenant 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.
- **Feedback Requests** – All tenants who asked for a call from the ASB team were contacted. The tenants were listened to and advice was given based on what their concern was. A lot of the tenants just wanted guidance.
- **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. They didn't want their comments raised to be actioned.

Customer Communications Team

There were no comments raised for the Customer Communications Team for Q3.

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 3.

- **Phone waiting times** – There were 6 comments where tenants stated that it took too long to get through to an advisor on the phone.
- **Positive feedback** - There were 5 comments where tenants had positive experience when contacting Derby Homes.
- **Repair Information** – There was 1 comment raised about a call back to a tenant who has been waiting a while for their repairs to be processed.
- **Staff Attitudes** – There were 3 comments raised by tenants who said the attitude of some of the staff can differ and it feels like they are not interested in their issues.

Actions and Outcomes of comments raised:

- **Phone waiting times** – The Customer Service team have been short staffed due to staff leaving. There is currently a new telephony system in the procurement stages with DCC which will help going forward.
- **Positive feedback** – All feedback was passed to the relevant teams.
- **Repair Information** – The customer was contacted and advised that all their repairs had been raised and the dates were given for these repair jobs.
- **Staff Attitude** – Managers have been asked to speak to their teams about good customer service and to ensure we are meeting the tenants needs.

Grounds Maintenance Team

Question: Service Charge and Neighbourhood

In total there were 21 Comments raised for the Grounds Maintenance team in quarter 3.

- **Service charge** – There were 4 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.
- **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 and to a better standard.
- **Grass cutting & gardens** - There were 13 comments where tenants said that grass cuttings had been left all over the grass and paths making the area look untidy. It was also raised that grass areas and gardens seemed to get missed, or they aren't cut frequently enough.

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** – 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. Grounds Maintenance and Street Pride are working together to improve the standards of work.

Customer Engagement Team

Question: Views Taken into Account

In total there were 3 Comments raised for the Customer Engagement team in quarter 3.

- **Feedback not actioned** – There were 2 comments raised where a tenant had completed a paper survey with someone at Derby Homes and they had no feedback from it.
- **Tenant Scrutiny Group** – There was only 1 comment where a tenant raised that they use to be on a tenant panel and would love to join again.

Actions and outcomes of comments raised:

- **Feedback from Survey** – The customers were contacted to see when they carried out the paper survey and what feedback they had given. The customer couldn't remember when or where they completed the survey, they were happy to be contacted back though regarding the comment they did raise.
- **Tenant Scrutiny Group** – The customer has been contacted and advised of the different scrutiny panels and tenant groups he could join. The customer will be looking into joining a group in the new year.

Gas and Electric Team

Question: Repairs

In total there were 8 Comments raised for the Gas and Electrics team in quarter 3.

- **Boiler faults** – There were 2 comments where tenants have raised an issue about their boilers. One of these comments was due to the pressure dropping in the tenant's boiler. The other comment was due to the boiler making a knocking noise and hardly working.
- **Job not completed first time** – There were 6 comments when a tenant had raised that a tradesman needed to go back to their home to finish of the job.

Actions and Outcomes of comments raised:

- **Boiler faults** – For the first comment about the boiler pressure, a supervisor has been arranged to go out and do a visit. The second comment about the knocking boiler, a job was sent to Valliant as the boiler is under warranty and the issue has now been resolved.
- **Job not completed first time** – The tradesmen who attended the job didn't have the part needed on the van to complete the job. This is because the part was used on a previous job and the van stock is replenished once a week. All jobs have now been completed after the second visit.

Finance and Rent team

Question: Rent, Service Charges, Quality of Home and Kept Informed

In total there were 15 Comments raised for the Finance and Rent team in quarter 3.

- **Rent Charges** - There were 10 comments where tenants state that their rent is high but they accept it.
- **Service Charges** - There were 2 comments where tenants felt that they shouldn't pay for service charges and these should be included within the rent amount.
- **Free Rent Query** – There were 2 comments raised where tenants were asking when the rent-free weeks are.
- **General comments** – There was 1 comment raised where a customer queried an issue about their bedroom tax.

Actions and Outcomes of comments raised:

- **Rent Charges** – All tenants who raised their comments about the cost of their rent were checked to see if they have been appropriately charged by the Rent Control team.
- **Service Charges** – All tenants were contacted and made aware as to why they pay a service charge and what their service charge relates to.
- **Free Rent Query** – The tenants were contacted and were told that the two rent free weeks fell over the Christmas period.
- **General Comments** – No action was needed as she had received the information and she was happy with the support she was receiving. It was a passing comment.

Asset Management Team

Question: Quality of home

In total there were 2 Comments raised for the Asset Management team in quarter 3.

- **New Kitchen Query** – There were 2 comments where tenants raised issues about their kitchen being outdated and requesting a new one

Actions and Outcomes of comments raised:

- **New Kitchen Query** – 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.

VOIDS Team

Question: Quality of home

In total there were 3 Comments raised for the VOIDS team in quarter 3.

- **Lettable Standards** - There were 3 comments where tenants have raised issues about 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** – Supervisors have spoken to all tradesmen relating the reoccurring matters. Going forward all voids properties will need to meet the standard expected by Derby Homes and our customers.

Repairs Team

Question: Repairs, Quality of home and Kept Informed

In total there were 91 Comments raised for the Repairs team in quarter 3.

- **Not repaired first time** – There were 27 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 17 comments where tenants raised that their repair took too long to complete. Some of these were due to COVID and prioritising urgent repairs only. A lot of the comments were relating to waiting times to get their repair done and the repairs not being done fast enough.
- **Cancelled or Missed Appointments** – There were 6 comments raised by tenants who has missed their appointments and need them re booked, or their appointments had been cancelled at last minute.
- **Job Raised** – There were 17 comments where tenants have raised that they have an issue or a repair which needs doing.
- **Compliments** – There were 8 comments where tenants had praised the repair service, they had been given by Derby Homes
- **General comments and passing statements** – There were 16 general comments where tenants mentioned problems with repairs completed in the

past but stated they didn't want any action taken. A few comments were on the progress of their repairs and how it can be long winded at times. These are just passing comments and customers didn't want any action taken.

Actions and Outcomes of comments raised:

- **Not repaired first time** – All tenants have been contacted to see what the issues were and 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.
- **Cancelled or Missed Appointments** – Tenants were contacted to see when they cancelled their repairs and if it was cancelled at short notice. The repairs have been booked back in.
- **Job Raised** – While on the phone to tenants who were completing the survey at the time, their repairs were uploaded onto Open Housing for completion.
- **Compliments** – All positive feedback was passed to the relevant teams and operatives.
- **General Comments and Passing statements** – All comments have been monitored to see if they needed actioning and to see if the repairs team can learn from them.

Housing Management Team

Question: Neighbourhood, Quality of Home and Kept informed

In total there were 62 Comments raised for the Housing team in quarter 3.

- **Security** – There was 1 comment where a tenant had raised that other tenants were leaving the security doors open so anybody could walk into the flats.
- **Neighbourhood issues** – There were 17 comments where tenants had raised issues regarding fly tipping, neighbours' gardens, people who live in their area and the state of the streets. There were also a few comments raised in relation to trees been overgrown near tenants' houses.
- **Housing standards** – There were 14 comments where tenants raised issues about their communal areas and comments relating to the age of their property. A comment was also raised about pigeons in the area.
- **Kept informed** – There were 7 comments where tenants felt like they never know who to contact about their estate/patch manager. A few comments were raised that they would like the Housing offices back open because it was easier to communicate and they could find out what was happening in their area.
- **Neighbour issues** – There were 6 comments where tenants had raised that a few neighbours on their streets are nosy, take drugs and cause issues.

- **General comments and passing statements** – There were 14 comments where tenants had mentioned general issues regarding their such as the communal area, parking permits and driveways.
- **Service Charge Queries** – There were 3 comments raised where tenants didn't want to pay for a service charge anymore or felt like they shouldn't have to due to the age of the appliances etc.

Actions and Outcomes of comments raised:

- **Security** – The issues relating to the door system being kept open, letters have been issued to all tenants in the block to remind them that they need to keep the door shut at all times due to security.
- **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. Derby City Council have been contacted in relation to the trees and appointments have been booked in to review the issues.
- **Housing standards** – The comments raised have been actioned. A lot of issues were regarding the state of the property looking old and outdated. Pest control has been booked in relation to the pigeon issues that a tenant is facing.
- **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 identify how Derby Homes can improve its communication channels.
- **Neighbour issues** – All tenants have received a response and have been advised on what to do if they still have issues with their neighbours. The ASB teams contact details were passed to tenants. Tenants were also advised to document issues to pass to the Patch managers and ASB Team, also to contact 101.
- **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. These comments will be recorded for trends to see if anything is reoccurring.
- **Service Charge Queries** – All tenants were contacted in relation to the service charges they pay and the estate officers explain why they pay for them and how if they are none working then a repair can be raised to fix any issues.

Housing Options

Question: Quality of home and Kept Informed

In total there were 7 Comments raised for the Housing Options team in quarter 3.

- **Staff Attitudes** – There were 3 comments raised regarding the attitudes of the Housing Options Team. Tenants feel that they are hard to deal with and felt like they are spoken to negatively. Tenants also raised that the team is hard to get hold of.
- **Overcrowding** – There were 4 comments raised by tenants who have said that their property is overcrowded and they have raised the issue a number of times.

Actions and Outcomes of comments raised:

- **Staff Attitudes** – Management have spoken to their staff to reset expectations with regards to their attitudes and dealing with customers
- **Overcrowding** – These tenants were contacted to see if anything could be put in place for them and accommodation will be looked into.
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