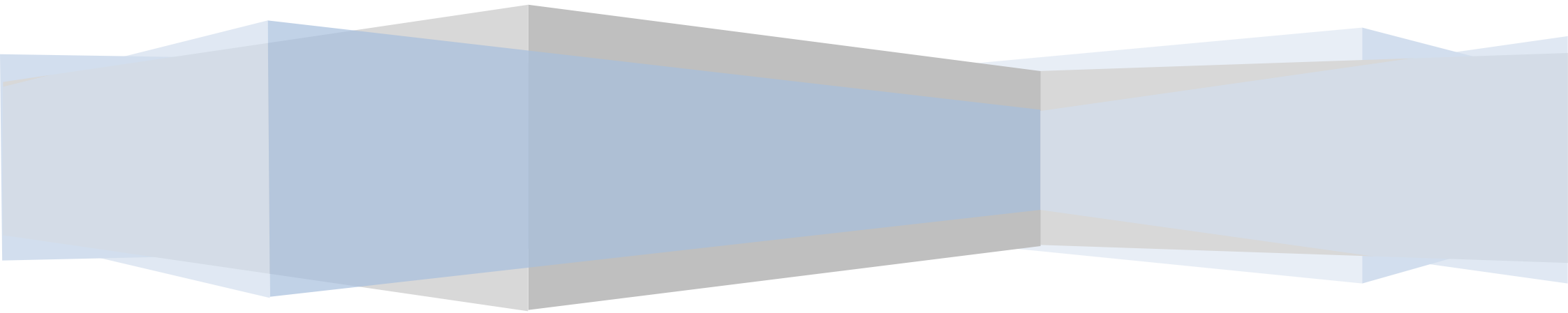


Q4 2016/2017

Customer Survey



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BACKGROUND

In 2014 the Customer Survey – Listening to you, Learning from you was launched. We carried out doorstep campaigns and visited tenants on their doorstep. This proved to be very successful so we repeated the exercise in 2015.

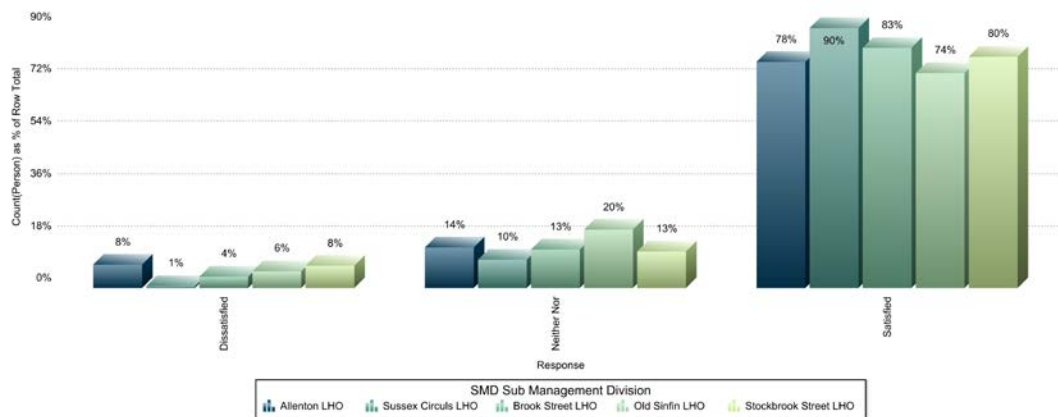
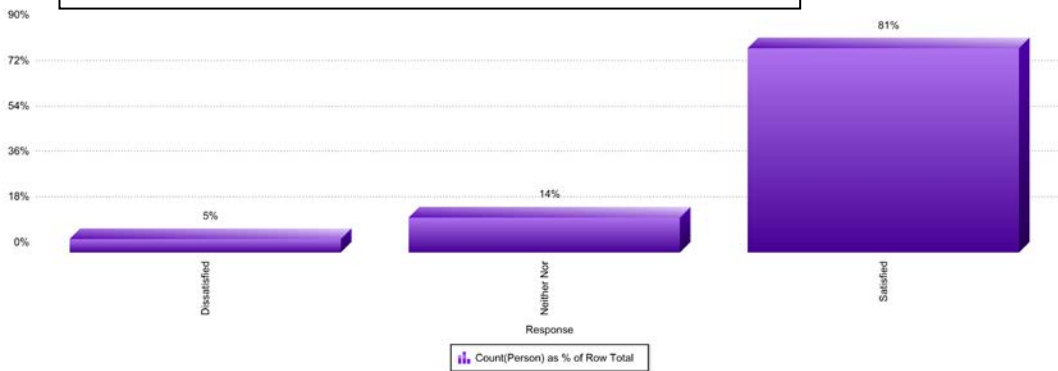
As a result of the doorstep campaigns we created 10 new Customer Priorities based on issues raised which will run to the end of 2017.

The Customer Survey continues to be completed with tenants on a face to face and telephone basis.

RESULTS

Please note that as a 5 bar scale has been used in the question set, a score of 3 has been deemed neither satisfied nor dissatisfied but as we have allowed people to select 3, they must be counted in the overall satisfaction figure, (this does bring the overall figure down).

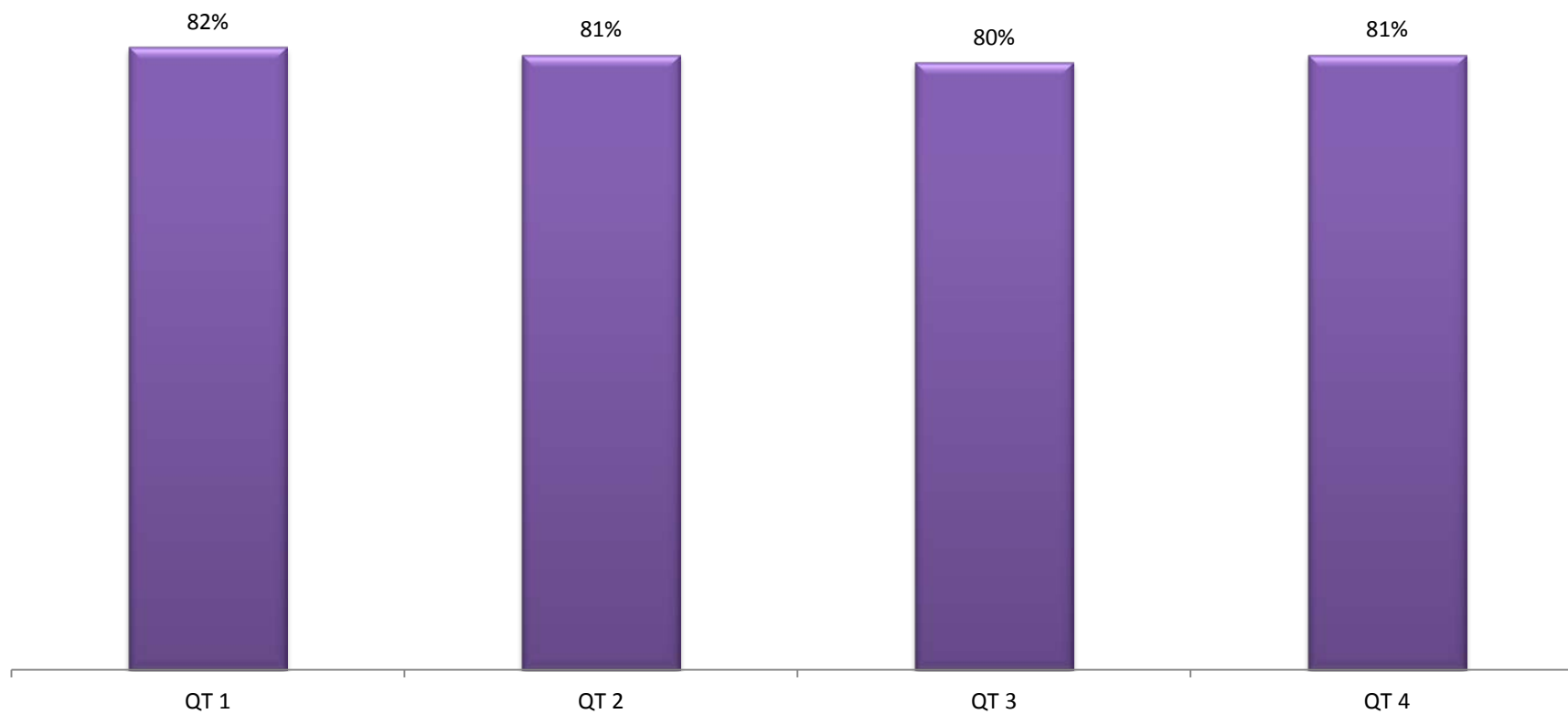
Quality of Home



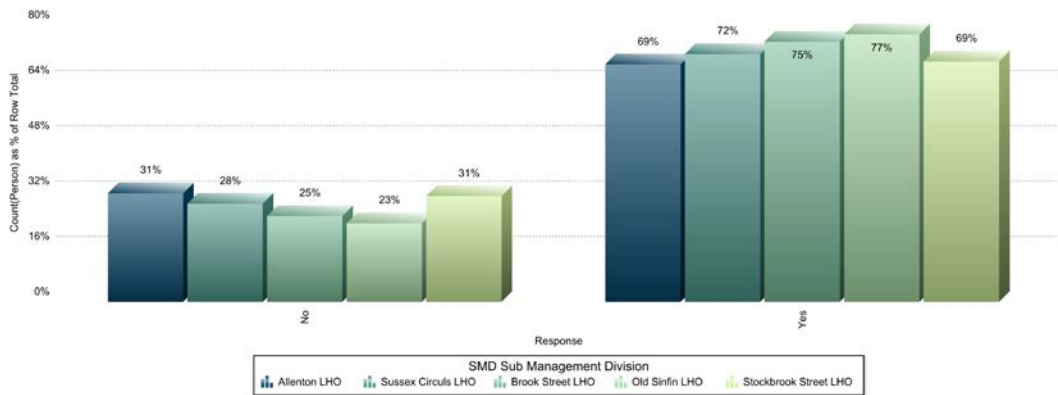
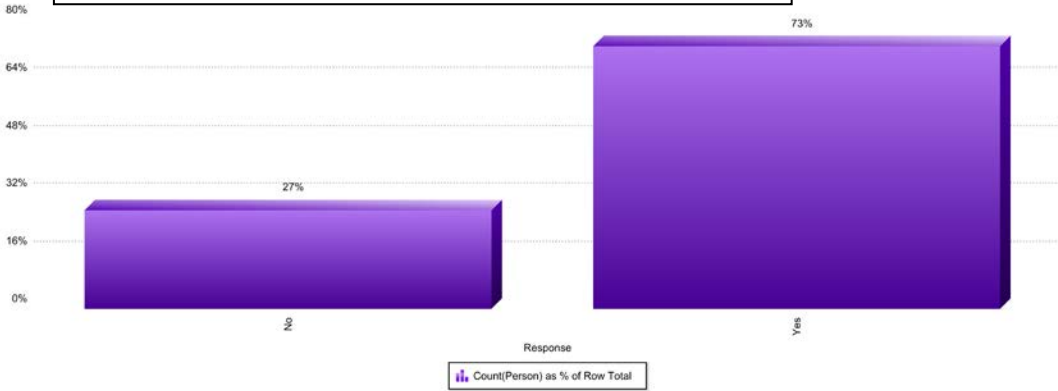
	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the overall quality of your home? 5 is satisfied, 1 is dissatisfied	40	104	608	752
Total	40	104	608	752

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	15	26	145	186
Sussex Circuls LHO	1	15	138	154
Brook Street LHO	5	17	106	128
Old Sinfin LHO	8	28	103	139
Stockbrook Street LHO	11	18	114	143
Total	40	104	606	750

Quality of Home Quarterly Comparison 2016/17

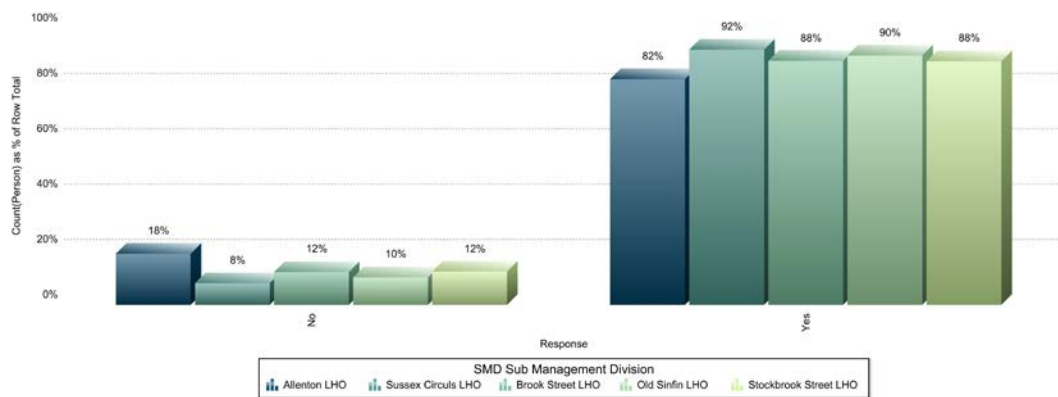
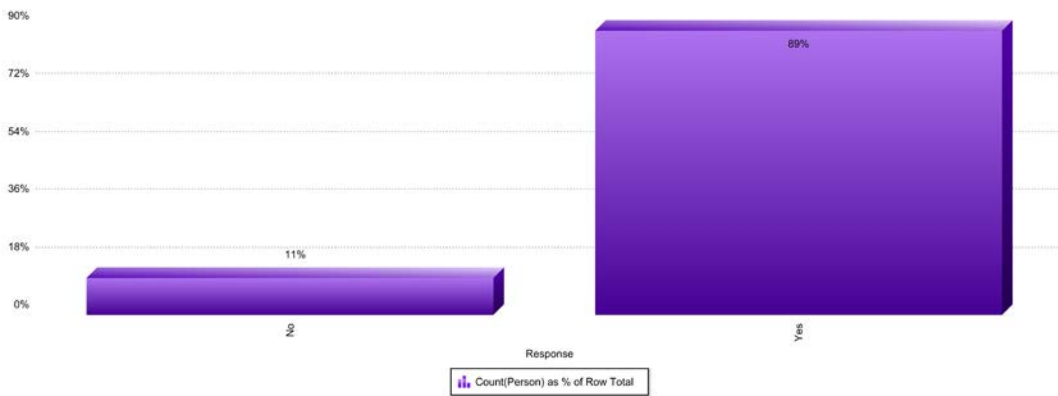


Repairs



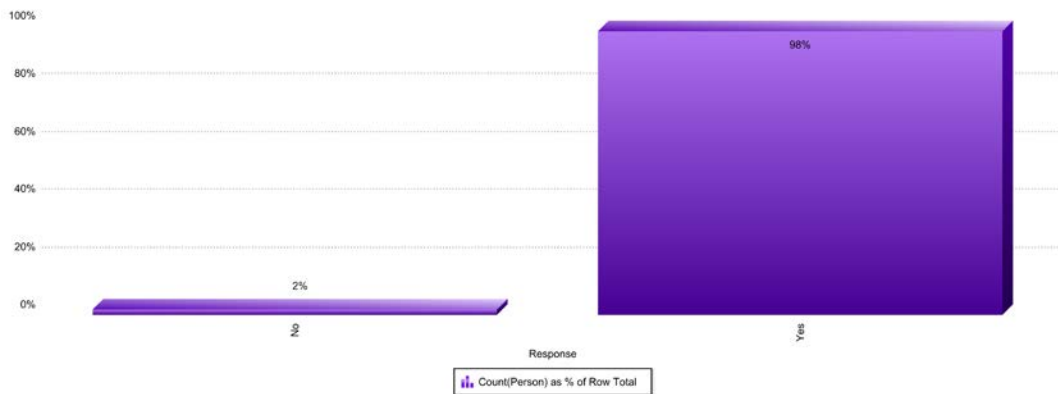
	No	Yes	Total
Have you had a repair carried out in the last 12 months?	206	549	755
Total	206	549	755

	No	Yes	Total
Allenton LHO	58	127	185
Sussex Circuls LHO	44	111	155
Brook Street LHO	31	94	125
Old Sinfin LHO	32	109	141
Stockbrook Street LHO	33	75	108
Total	198	516	714

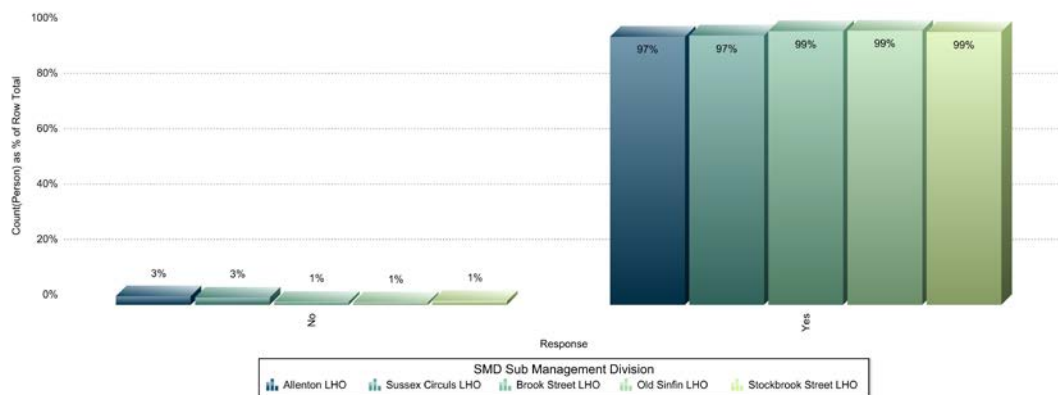


	No	Yes	Total
Were you happy with the time it took to complete your repair?	64	493	557
Total	64	493	557

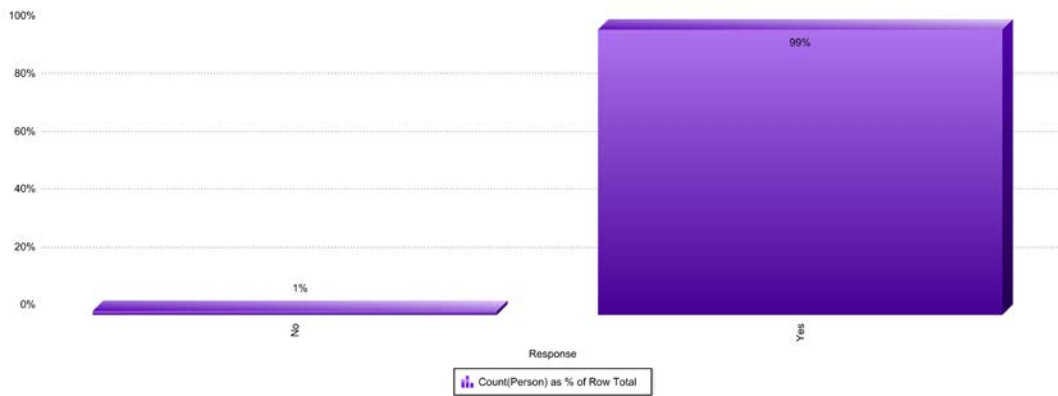
	No	Yes	Total
Allenton LHO	24	106	130
Sussex Circuls LHO	9	106	115
Brook Street LHO	11	82	93
Old Sinfin LHO	11	100	111
Stockbrook Street LHO	9	66	75
Total	64	460	524



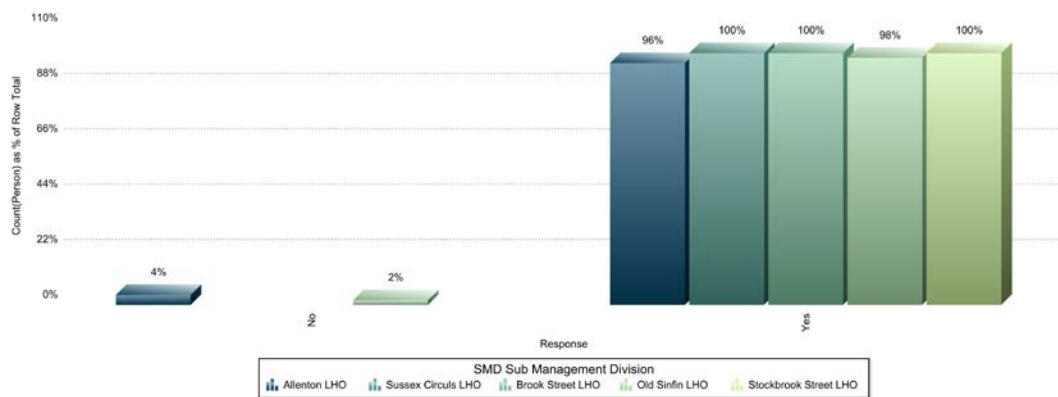
	No	Yes	Total
I was happy with the attitude of the workers	10	537	547
Total	10	537	547



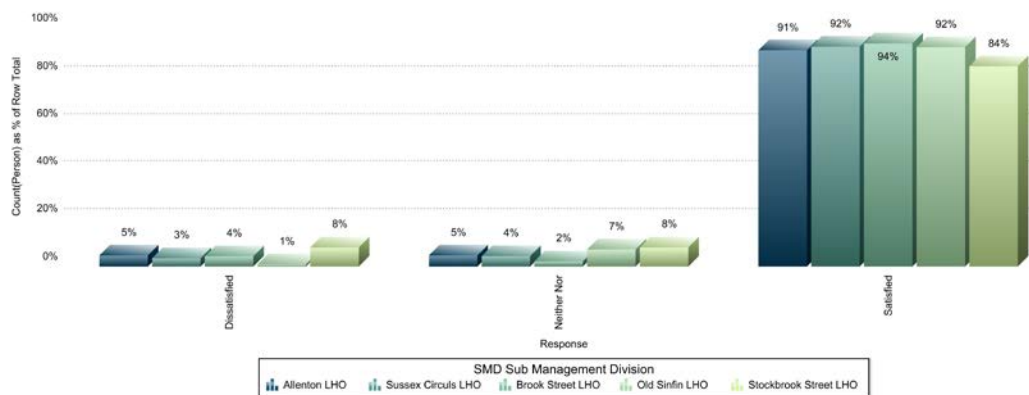
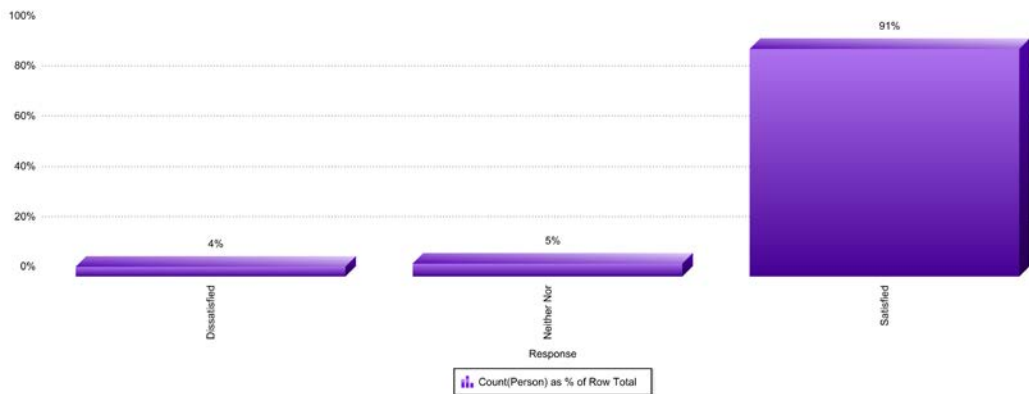
	No	Yes	Total
Allenton LHO	4	124	128
Sussex Circuls LHO	3	110	113
Brook Street LHO	1	90	91
Old Sinfin LHO	1	109	110
Stockbrook Street LHO	1	71	72
Total	10	504	514



	No	Yes	Total
The workers kept dirt and mess to a minimum	7	542	549
Total	7	542	549



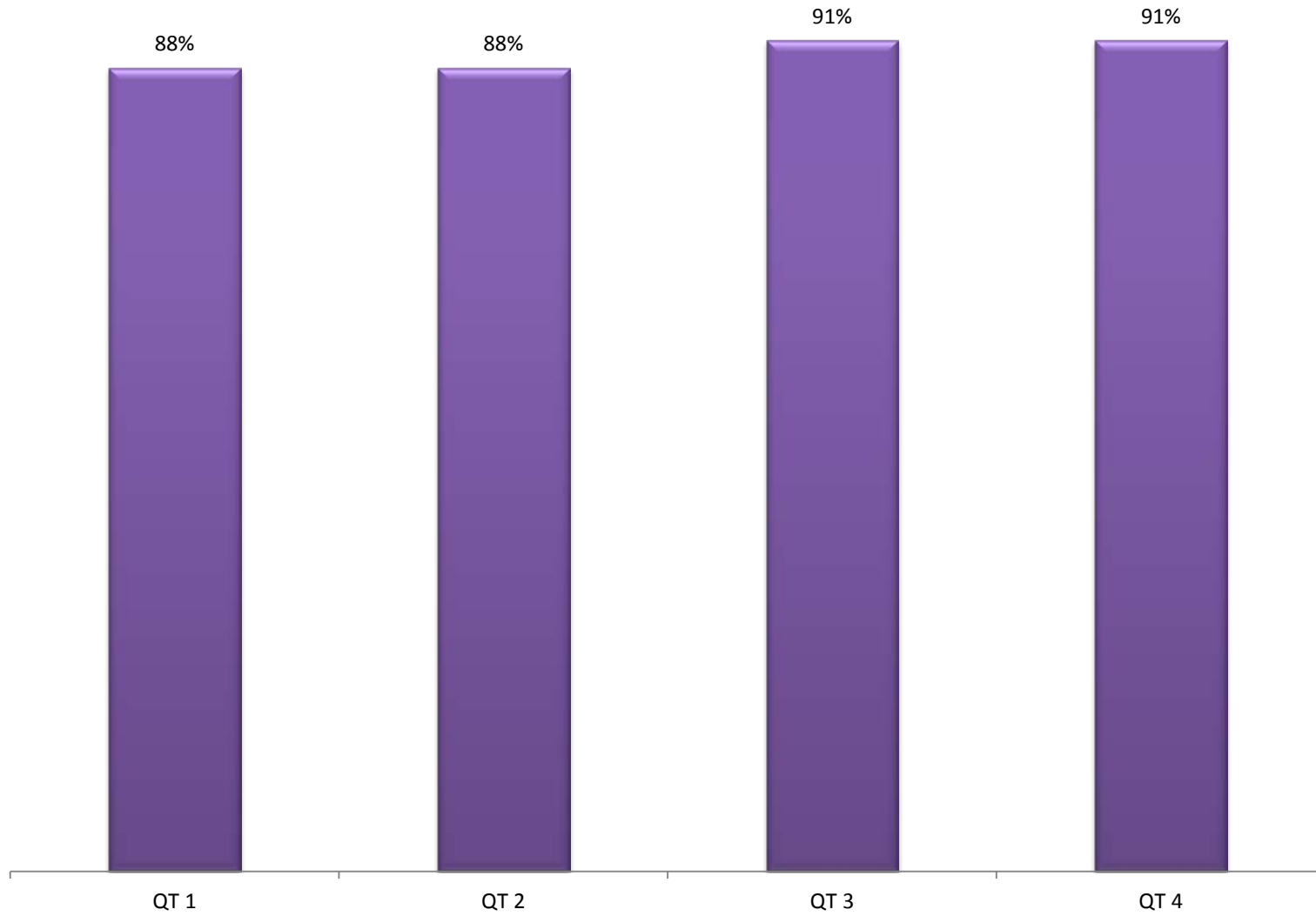
	No	Yes	Total
Allenton LHO	5	123	128
Sussex Circuls LHO		112	112
Brook Street LHO		92	92
Old Sinfin LHO	2	108	110
Stockbrook Street LHO		74	74
Total	7	509	516



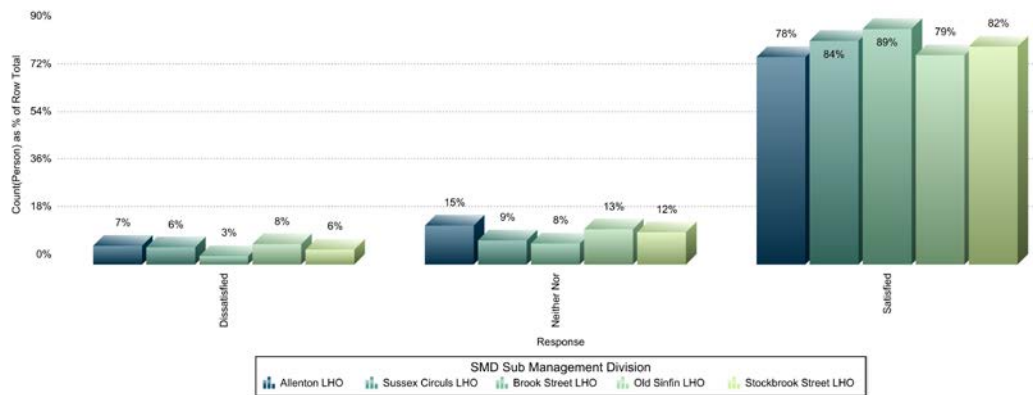
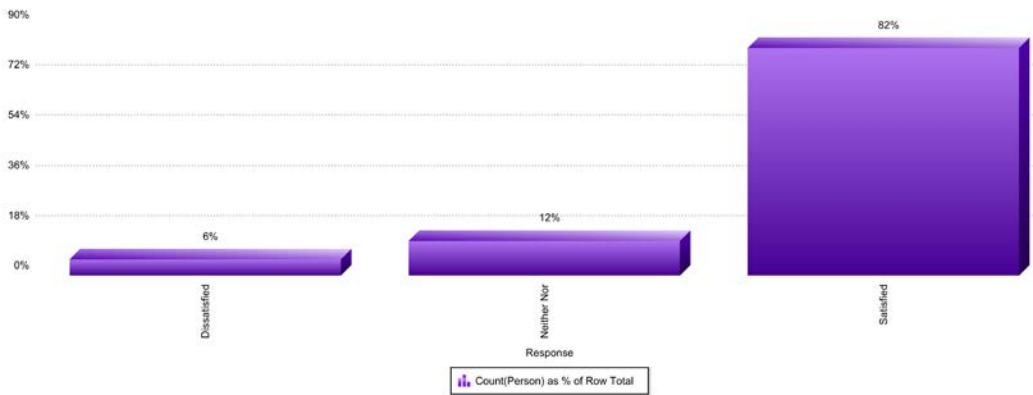
	Dissatisfied	Neither Nor	Satisfied	Total
Overall, how satisfied or dissatisfied are you with your most recent repair? 5 is satisfied, 1 is dissatisfied.	22	29	506	557
Total	22	29	506	557

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	6	6	117	129
Sussex Circuls LHO	4	5	106	115
Brook Street LHO	4	2	87	93
Old Sinfin LHO	1	8	103	112
Stockbrook Street LHO	6	6	63	75
Total	21	27	476	524

Most recent repair Quarterly Comparison 2016/17



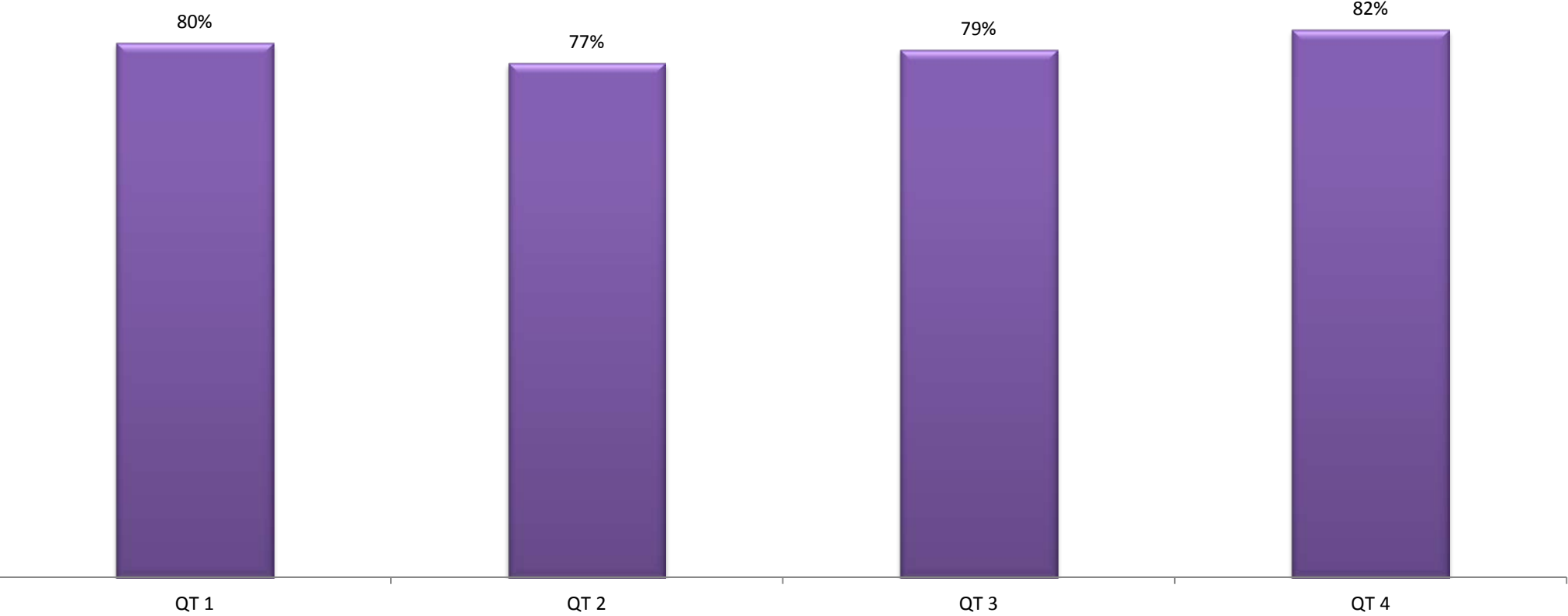
Your Neighbourhood

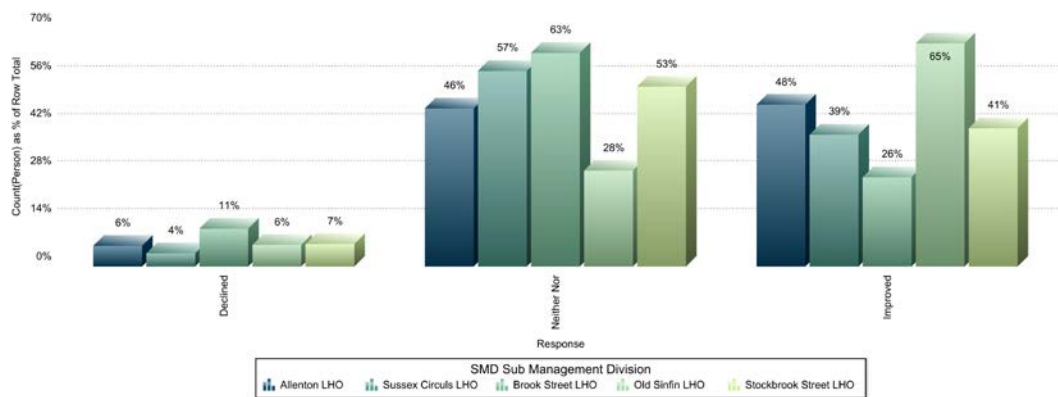
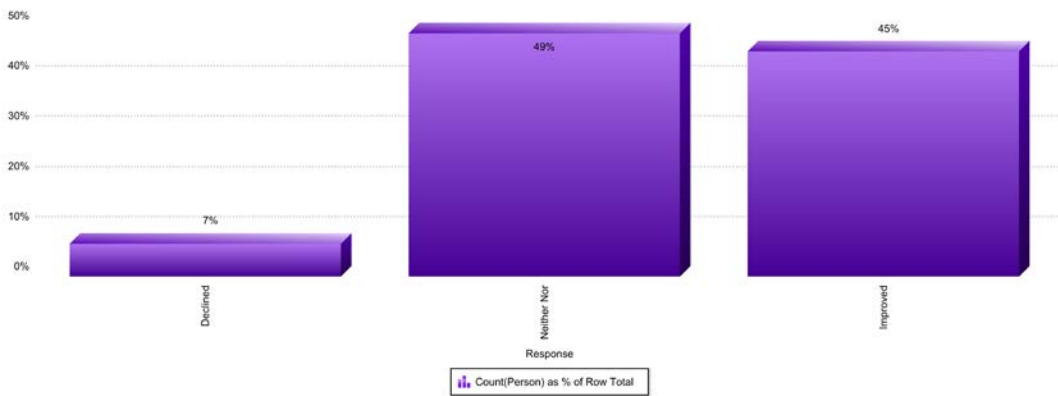


	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with your neighbourhood as a place to live? 5 satisfied, 1 is dissatisfied	44	94	617	755
Total	44	94	617	755

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	13	27	144	184
Sussex Circuls LHO	10	14	130	154
Brook Street LHO	4	10	112	126
Old Sinfin LHO	11	19	113	143
Stockbrook Street LHO	6	13	88	107
Total	44	83	587	714

Neighbourhood as a place to live
Quarterly Comparison 2016/17





	Declined	Neither Nor	Improved	Total
In the last 3 years, would you say your neighbourhood has improved or declined? 5 is improved, 1 is declined	49	364	337	750
Total	49	364	337	750

	Declined	Neither Nor	Improved	Total
Allenton LHO	11	84	86	181
Sussex Circuls LHO	6	89	60	155
Brook Street LHO	14	79	33	126
Old Sinfin LHO	9	40	93	142
Stockbrook Street LHO	7	56	43	106
Total	47	348	315	710

	Very much a problem	Neither Nor	Not a problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	78	117	550	745
Noisy neighbours 1 very much a problem, 5 is not a problem	56	61	628	745
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	78	83	589	750
Other problems with pets and animals 1 very much a problem, 5 is not a problem	27	21	694	742
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	35	44	668	747
Racial or other harassment 1 very much a problem, 5 is not a problem	21	19	706	746
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	39	36	668	743
Vandalism and graffiti 1 very much a problem, 5 is not a problem	17	26	706	749
People damaging your property 1 very much a problem, 5 is not a problem	14	19	708	741
Drug use or dealing 1 very much a problem, 5 is not a problem	50	48	649	747
Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	11	15	720	746
Other crime 1 very much a problem, 5 is not a problem	19	30	696	745
Noise from traffic 1 very much a problem, 5 is not a problem	18	44	681	743
Car parking 1 very much a problem, 5 is not a problem	89	84	576	749
Total	552	647	9239	10438

The top three issues identified by our customers whilst completing the Customer Survey are:

Car parking 16%

Dog Fouling/Dog mess 15%

Rubbish or litter 14%

These three issues remain constant and are being proactively tackled under the Customer Priorities

		Very much a problem	Neither Nor	Not a Problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	Allenton LHO	25	26	127	178
	Brook Street LHO	5	25	95	125
	Sussex Circus LHO	9	17	128	154
	Stockbrook Street LHO	22	26	59	107
	Sinfin LHO	14	15	112	141
Noisy neighbours 1 very much a problem, 5 is not a problem	Allenton LHO	17	12	151	180
	Brook Street LHO	7	14	104	125
	Sussex Circus LHO	5	14	137	156
	Stockbrook Street LHO	8	11	87	106
	Sinfin LHO	17	5	116	138
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	Allenton LHO	23	19	136	178
	Brook Street LHO	11	16	99	126
	Sussex Circus LHO	15	14	127	156
	Stockbrook Street LHO	14	15	78	107
	Sinfin LHO	15	13	115	143
Other problems with pets and animals 1 very much a problem, 5 is not a problem	Allenton LHO	9	7	160	176
	Brook Street LHO	2	4	118	124
	Sussex Circus LHO	5	6	145	156
	Stockbrook Street LHO		2	102	104
	Sinfin LHO	11	2	129	142
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	Allenton LHO	10	13	156	179
	Brook Street LHO	4	4	118	126
	Sussex Circus LHO	9	12	134	155
	Stockbrook Street LHO	3	6	97	106
	Sinfin LHO	8	9	124	141

Racial or other harassment 1 very much a problem, 5 is not a problem	Allenton LHO	2	7	170	179
	Brook Street LHO	6	3	117	126
	Sussex Circus LHO	5	6	145	156
	Stockbrook Street LHO	1	1	103	105
	Sinfin LHO	7	2	131	140
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	Allenton LHO	14	9	154	177
	Brook Street LHO	5	4	116	125
	Sussex Circus LHO	4	4	145	153
	Stockbrook Street LHO	8	5	94	107
	Sinfin LHO	7	10	124	141
Vandalism and graffiti 1 very much a problem, 5 is not a problem	Allenton LHO	4	10	166	180
	Brook Street LHO	2	3	121	126
	Sussex Circus LHO	3	5	148	156
	Stockbrook Street LHO	2	5	99	106
	Sinfin LHO	6	2	133	141
People damaging your property 1 very much a problem, 5 is not a problem	Allenton LHO	5	9	164	178
	Brook Street LHO	1	1	122	124
	Sussex Circus LHO	2	3	148	153
	Stockbrook Street LHO	1	2	103	106
	Sinfin LHO	5	4	131	140
Drug use or dealing 1 very much a problem, 5 is not a problem	Allenton LHO	8	15	157	180
	Brook Street LHO	5	6	115	126
	Sussex Circus LHO	10	6	138	154
	Stockbrook Street LHO	13	12	81	106
	Sinfin LHO	12	7	121	140

Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	Allenton LHO	2	7	169	178
	Brook Street LHO	2		124	126
	Sussex Circus LHO	1	4	150	155
	Stockbrook Street LHO	2	3	102	107
	Sinfin LHO	3	1	136	140
Other crime 1 very much a problem, 5 is not a problem	Allenton LHO	9	7	161	177
	Brook Street LHO	2	3	121	126
	Sussex Circus LHO	2	5	147	154
	Stockbrook Street LHO	4	7	95	106
	Sinfin LHO	2	8	132	142
Noise from traffic 1 very much a problem, 5 is not a problem	Allenton LHO	7	16	154	177
	Brook Street LHO	3	7	113	123
	Sussex Circus LHO	1	3	151	155
	Stockbrook Street LHO	6	8	93	107
	Sinfin LHO	1	8	132	141
Car parking 1 very much a problem, 5 is not a problem	Allenton LHO	20	17	143	180
	Brook Street LHO	20	21	84	125
	Sussex Circus LHO	17	17	121	155
	Stockbrook Street LHO	8	10	90	108
	Sinfin LHO	21	18	102	141
Total		539	618	8720	9877

The top three issues in each area are:

Allenton

Rubbish/Litter	16%
Dog Fouling/Dog mess	15%
Car Parking	13%

Brook Street

Car Parking	27%
Dog Fouling/Dog mess	15%
Noisy neighbours	9%

Sussex

Car Parking	19%
Dog Fouling/Dog mess	17%
Drug use or dealing	11%

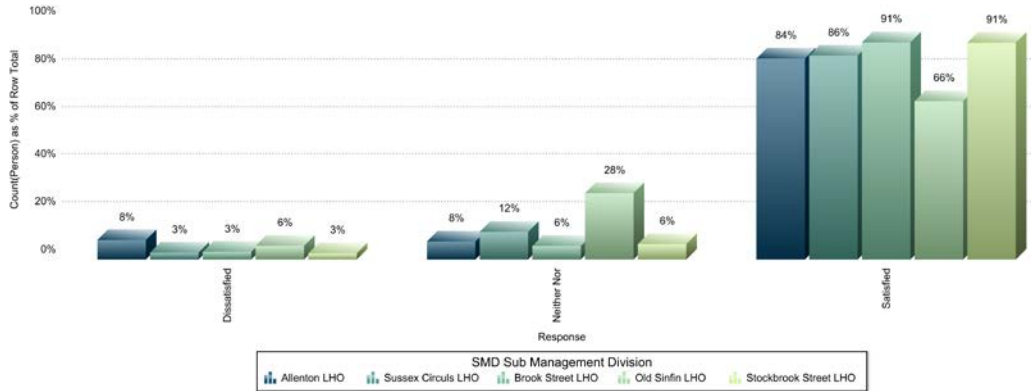
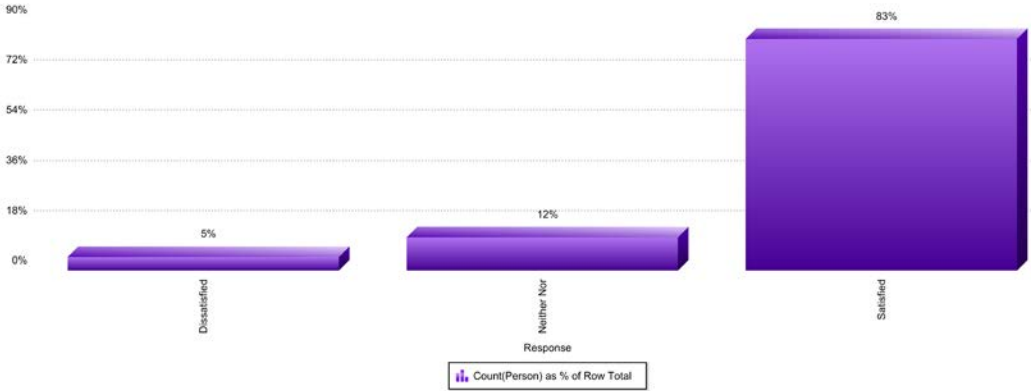
Stockbrook Street

Rubbish/Litter	24%
Dog Fouling/Dog mess	15%
Drug use or dealing	14%

Sinfin

Car Parking	16%
Noisy Neighbours	13%
Dog Fouling/Dog mess	12%

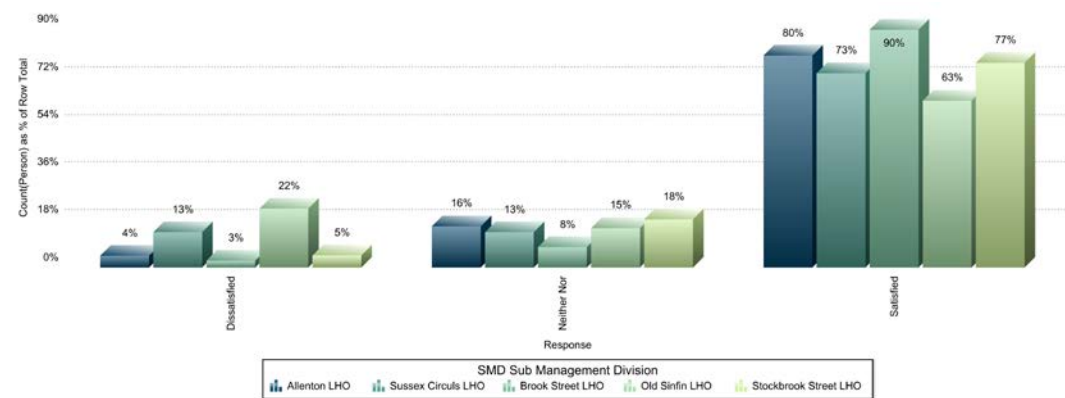
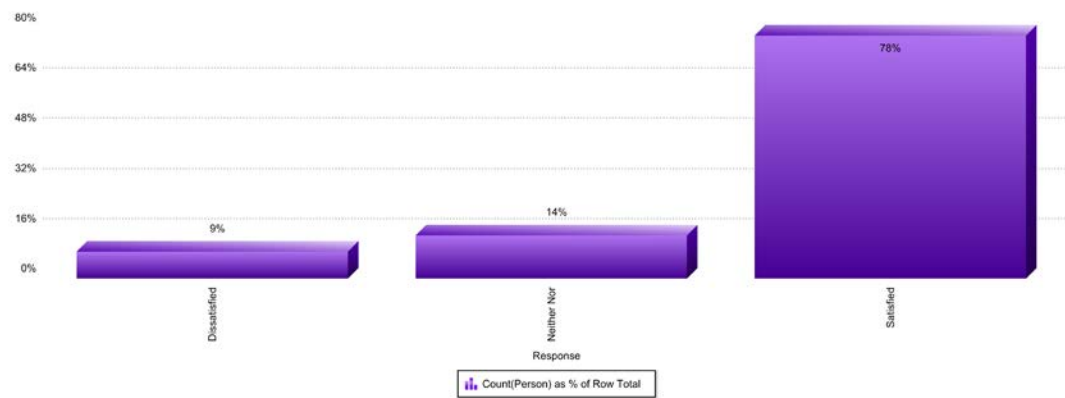
Grounds Maintenance



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the grounds maintenance provided by Derby Homes? By grounds maintenance we mean grass cutting and shrub beds to communal land.	33	81	564	678
Total	33	81	564	678

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	13	12	134	159
Sussex Circuls LHO	4	16	118	138
Brook Street LHO	4	7	112	123
Old Sinfin LHO	8	39	93	140
Stockbrook Street LHO	2	5	70	77
Total	31	79	527	637

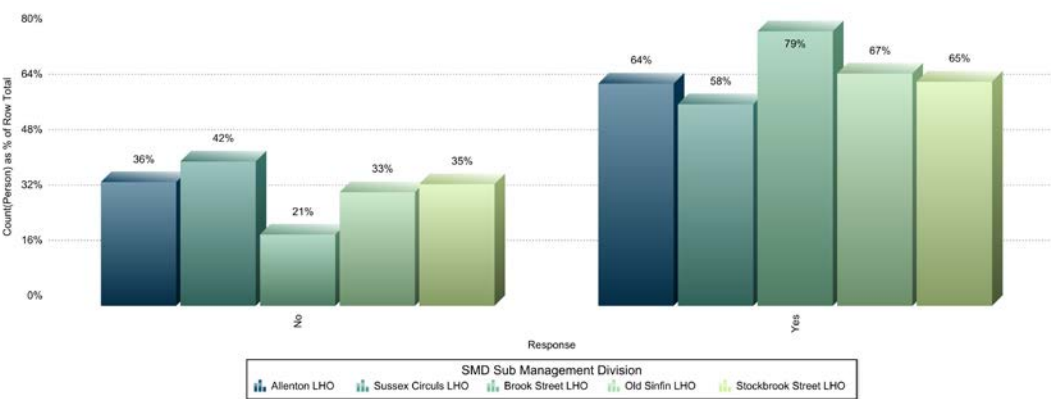
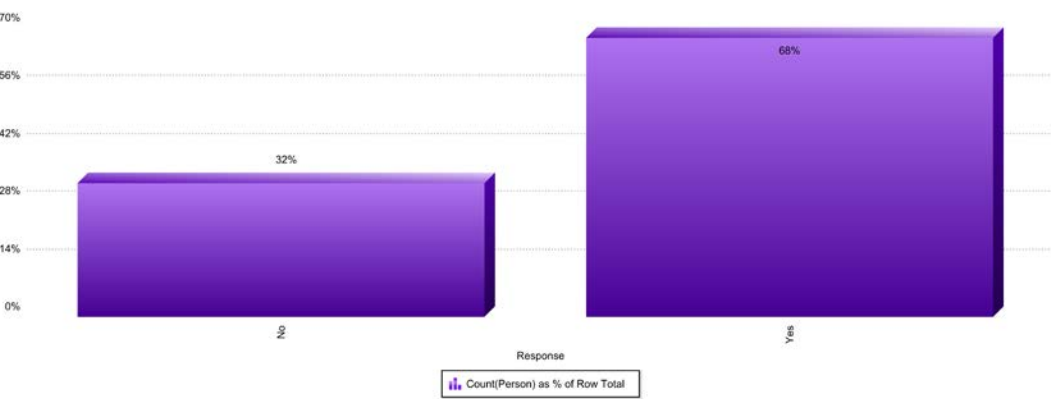
Communal Cleaning



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the cleaning of your communal areas where you live? 5 is satisfied, 1 is dissatisfied	15	24	135	174
Total	15	24	135	174

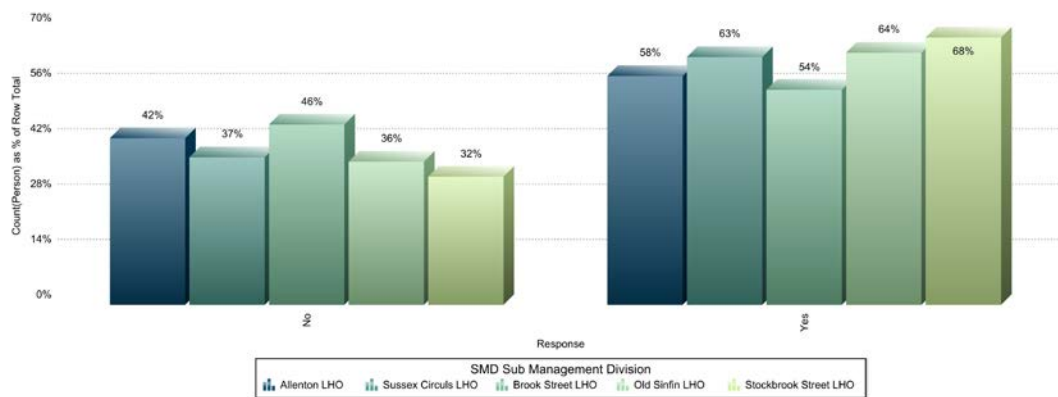
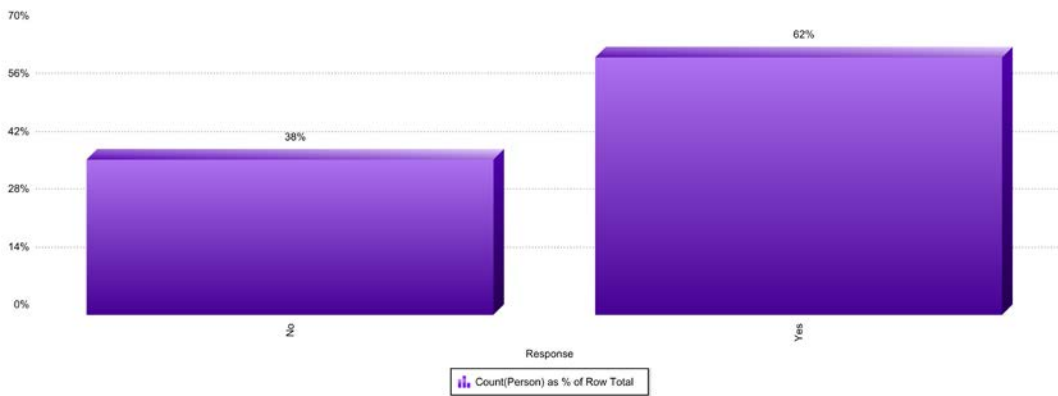
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	2	7	36	45
Sussex Circuls LHO	4	4	22	30
Brook Street LHO	1	3	35	39
Old Sinfin LHO	6	4	17	27
Stockbrook Street LHO	1	4	17	22
Total	14	22	127	163

Improvements to Area



	No	Yes	Total
Do you know that Derby Homes carry out large and small improvement works across the city? These improvements can include landscaping works, such as paving and fencing. They can also include social improvements such as helping to improve/resolve ASB.	241	503	744
Total	241	503	744

	No	Yes	Total
Allenton LHO	64	115	179
Sussex Circuls LHO	63	88	151
Brook Street LHO	26	100	126
Old Sinfin LHO	46	94	140
Stockbrook Street LHO	38	70	108
Total	237	467	704



	No	Yes	Total
Do you know how to let us know if you think improvements could be made in your area?	278	461	739
Total	278	461	739

	No	Yes	Total
Allenton LHO	75	103	178
Sussex Circuls LHO	56	94	150
Brook Street LHO	57	68	125
Old Sinfin LHO	50	88	138
Stockbrook Street LHO	35	73	108
Total	273	426	699

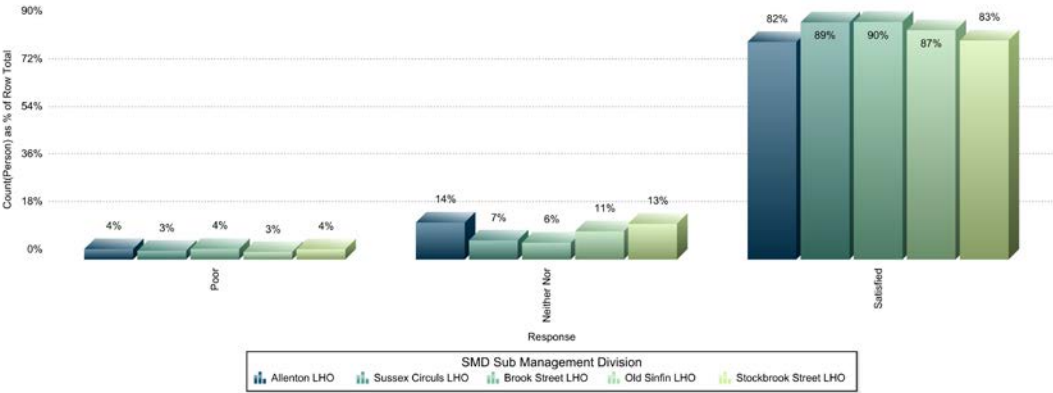
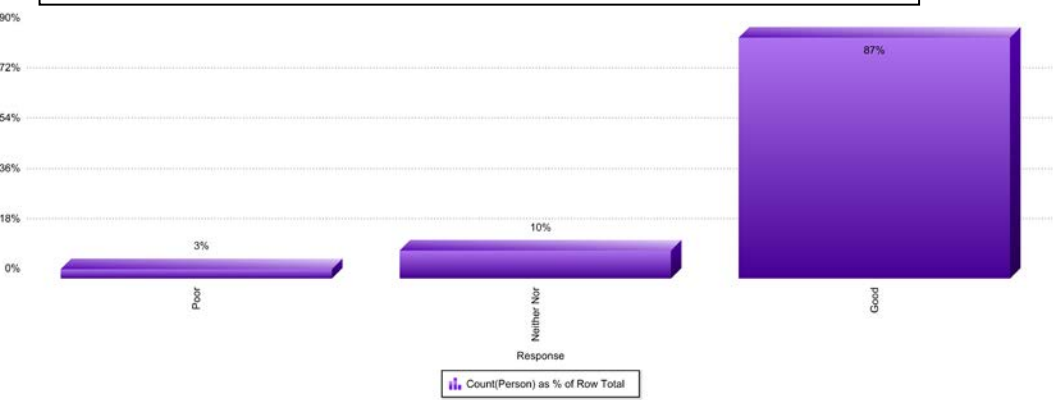
My Fence	Arkendale Walk
Yes - make a community centre available for teens so they are off the streets causing trouble.	Arkle Green
Improve car parking - struggle finding a place to park	Arthur Court
needs to be a few more rubbish bins put around	Ashby Street
more car parking spaces on cul de sac	Atchison Gardens
Reduction of fly tipping on Austin Square green.	Austin Square
Replace hedges with fencing.	Austin Square
Scheme explained	Wiltshire Road
would like more play areas for the children	Irving Place
Gate on front of block entrance would be nice.	Barley Croft
Trees need to be pruned more regularly.	Barley Croft
Puddle in the car park and moss on the path. Bin men do not pick up all the bins	Barrett Street
Improve parking facilities in my area	Bembridge Drive
Clear rubbish & leaves in the street	Berwick Avenue
Get rid of the druggies in the area & do more sensitive lets.	Berwick Avenue
Youth Centre for children	Bingham Street
Replace hedges with fencing	Blackmore Street
External Painting around the property - Pavement in the street needs re-tarmacking - Cutting Overgrown trees at the back at the properties - Change 3ft fences at the back of the property to 6ft to have their own privacy - Downpipe to Balcony required or anything to get rid of standing water when it rains - Additional step to the back door needed because it is steep to get inside & outside	Border Crescent
The communal fence needs painting	Boscastle Road
Driveway	Brighton Road
More litter pickers/bins on the street, H bar making over driveway.	Brighton Road
New kitchen	Brighton Road
put play park on the field	Brompton Road
No suggestions made	Browning Street
difficult to park because a cul-de-sac	Chiswick Close
permit parking abandoned cars dog mess	Cobden Street
just had hedges cut as one off.	Coleridge Street
Better car park - Tarmac/lockable gates to prevent drug dealing	Crayford Road
Boulton Lane, the shrubs/hedges are overgrown over the pavement.	Crayford Road

more parking especially for disabled people living in properties on dalbury walk.	Dalbury Walk
Elvaston Lane, Traffic School runs - very big problem, difficult to get access to the property.	Dale Road
Sort out the trees and uneven paving also the slope outside garden on keldholme lane.	Dentdale Court
A New Kitchen would be welcomed. Also new windows on the front.	Derwent House
Signs to tell people to use the front entrance rather than the rear for things like deliveries etc.	Derwent House
Street Cleaners need to visit more often.	Dorset Street
clean it up - it is horrible, looks like a tip. tenant reports, previously reported drug dealing to police and to local counsellor's but nothing changes.	Duncan Road
fly tipping on streets is big issue and to sort out pot holes.	Duncan Road
a lot of walk through traffic attracting drugs and drunks in the area	Eley Walk
Re-tarmac the pavements.	Essex Street
There could be some seating on the racecourse playing fields as there is very little on there at the moment. As a disabled person i find it difficult to walk my dog without a rest. Also there needs to be more dog bins around the park.	Essex Street
to resurface the car park for the residents	Filbert Walk
can't think of anything but fly tipping is an issue in the area. Housing Officer explained how Derby Homes are currently tackling the issue.	Finsley Walk
just wants to move after break in.	Finsley Walk
update flats internally	Finsley Walk
road cleaning, more road sweepers. have too many leaves to clean	Freehold Street
Scheme explained and examples of work completed	Fritchley Close
just had hedge cut as one off by derby homes.	Grange Avenue
New improved external doors need to be fitted to all bungalows on the cul-de-sac. Work keeps getting postponed. Driveways to all bungalows to ease parking problem Permit consultation completed as an initial remedy to alleviate non resident parking.	Green Acres
gates to all entries for Terraced houses and also remove all hedges and replace with fencing	Hardwick Street
Properties on Hardshorne Road need driveways to ease the parking situation. Piece of additional scrub land that could be turned into parking bays.	Hartshorne Road
More litter pickers on a regular basis, they only come every fortnight.	Harvey Road
More Blue Bins. The Windows around the flats are letting in draught quite a bit.	Humber Close
Turn one of the plots into a Traveller Community Centre / Derby Homes office / caretaker site	Imari Park
would like more play areas for the children	Irving Place
Listen to residents and local neighbourhood watch officer	Islay Road
not enough parking	Islay Road
would like hardstanding - HO posted out letter.	Kenilworth Avenue
Put cameras up to deter drug dealing & crime which takes place in and around Kent Street.	Kent Street

just wants to move, waiting maybe 4 or 5 years to move into suitable house in same area, we love the area but house is very drafty. housing officer is visiting	Kitchener Avenue
skips - bins - to stop rubbish	Marlborough Road
Hardstanding	Marsden Street
hardstanding for all bungalows	Marsden Street
More dog waste bins on the estate needed. Parking bays required on marston close due to the narrow road and number of vehicles parking on the street.	Marston Close
Youth Clubs for Teenagers	Montrose Close
better parking facilities	Mornington Crescent
better personal tenancy checks on properties and potential tnt for lease hold properties	Namur Close
Replace front hedges with fencing. New doors - these are due in July 2017.	Newdigate Street
benches at the frnt of the flats need removing as encourgae drunken people and drg users to sit and congregate	Noel Street
More car parking spaces required at the junction on the communal land where Hartshorne Road joins onto Norbury Crescent.	Norbury Crescent
only thing I can think of is for pavements to be upgraded - highways not DH.	Offerton Avenue
deal with infestation	Oriel Court
More play areas, lower kerbs	Poplar Close
Better parking facilities.	Queensferry Gardens
Tenant would like the possibility of Speed bumps at the corner or reflection on the concrete post.	Radford Street
Scheme Explained and recent completed works	Renfrew Street
tarmacking all pavements as pavement are all uneven	Ridgeway
Works have been completed at Ringwood Close 2015	Ringwood Close
would like more flowers in communal areas	Rose Homes
Something to control the amount of fly tipping in the area.	Sinfin Lane
Wall Insulations	Sinfin Lane
Problems with non residents using Southcroft as an alternative car park. Causing issues for residents who do not rent a garage. More spaces required - use communal land and introduce a permit scheme.	Southcroft
Ground Maintenance down at the War Memorial Village to maintain grass, hedges and trees.	Spencer Avenue
rear fencing	Spencer Street
no really any problems here	St Mark'S Road
More parking bays required. Could be used on the communal green. Very narrow road.	Stevenson Place
Not aware - leaflets through our doors	Streatham Road
Not aware - perhaps leaflets through the door	Streatham Road

Showing up do something for a change Chaddesden, no areas for kids Tidiness of area	Sydenham Road
Decorate Property	Thanet Drive
cameras in car park	Tintagel Close
CCTV cameras throughout the areas - minor thefts do go on and smoking drugs and drinking can take place in summer months. Tenant feels that there is a large community of disabled and older vulnerable people at Tintagel Close and a lot of people would benefit from the CCTV and feel a lot safer. In Winter there is not enough grit available for the tenants and their store for the grit is usually filled with rubbish and so in Winters present and gone by there hasn't been enough and it was icy and unsafe for tenant getting around with walker as tenant cannot walk unassisted tenant highlighted that he believes the area should be being repaved by our cyclical works but hope this is completed soon as it is very pot hole heavy on some of the walkways	Tintagel Close
Certain trees need pruning. Repairs such as cleaning gutter need doing. Drying areas need more maintenance.	Trevone Court
more car parking	Trusley Gardens
no everything seems fine	Twickenham Drive
sort out car parking at front (although DCC were supposed to be sorting last year)	Uttoxeter New Road
More plants around greenery at Varley Street	Varley Street
More parking spaces could be provided for residents, perhaps where the grassed area is outside the property.	Watermeadow Road
Enforcement of dog mess	Westminster Street
People to have somewhere to pay for support	Whitehurst Street
New front door	Whittington Street
A few years ago works were carried out and the pavements were badly damaged. Slabs were cracked the tarmac damaged. They are now a trip hazard. Can these be repaired.	William Street
More no dog fouling signs/bins	Wiltshire Road
would like cctv in car park as youths use it to smoke drugs	Witney Close

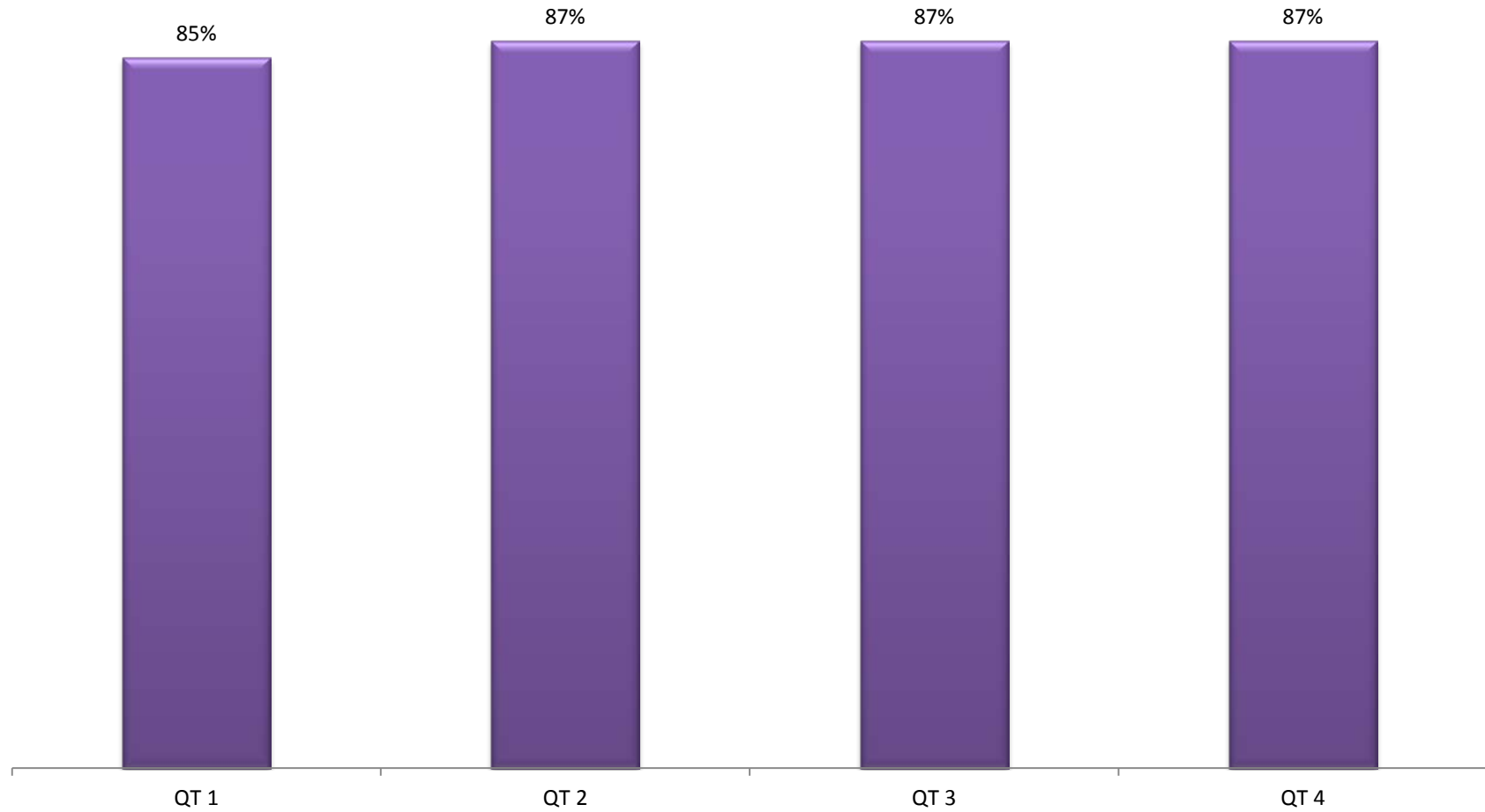
Keeping you Informed



	Poor	Neither Nor	Good	Total
How good or poor do you think Derby Homes is at keeping you informed about things that might affect you as a tenant? 5 is good, 1 is poor	25	75	643	743
Total	25	75	643	743

	Poor	Neither Nor	Good	Total
Allenton LHO	7	25	147	179
Sussex Circuls LHO	5	11	136	152
Brook Street LHO	5	8	113	126
Old Sinfin LHO	4	15	122	141
Stockbrook Street LHO	4	14	86	104
Total	25	73	604	702

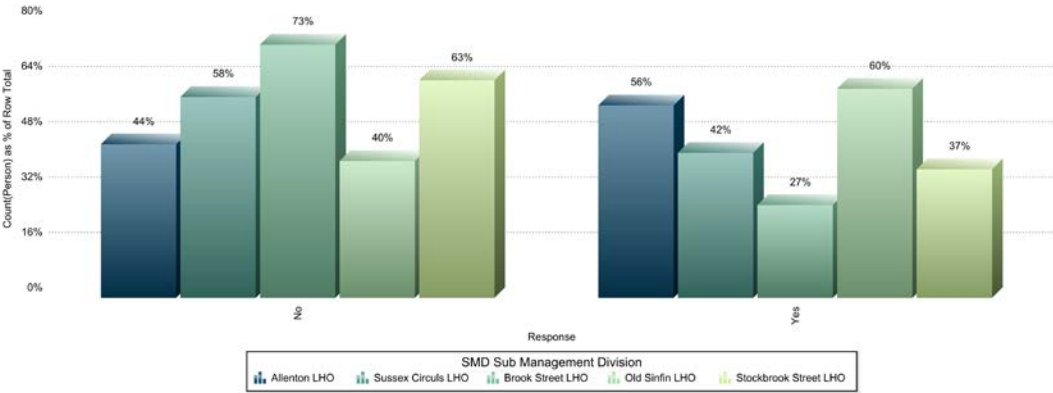
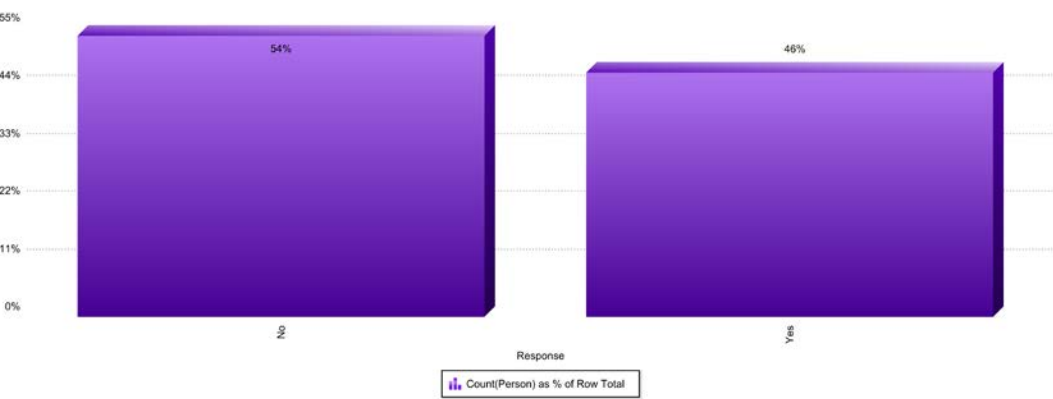
Keeping you informed Quarterly Comparison 2016/17



it can be hard to get through but eventually you get through to call centre.	Ashopton Avenue
You do enough - can't think of anything.	Barley Croft
Quicker replies/general updates with cases that is outstanding such as Repair issue if materials required when will they be back or Housing Management issues instead of chasing to find out,	Border Crescent
Use a lawnmower that collects the grass cuttings rather than just leaving them there.	Border Crescent
Experience of poor communication from housing officers, ASB and repairs team - not returning calls, receiving notifications or updates.	Bretton Avenue
regular new letters(which are more interesting), billboard at the Library,	Chiswick Close
More benefit information for Pension Age tenants	Coronation Avenue
Stop sending so many text surveys	Coronation Avenue
I don't get any news letters	Coronation Crescent
Phone to inform updates trying to get a person to answer phone. No go area would not recommend.	Dale Road
Actually inform me	Dentdale Court
Be abit more clearer in letters. Letters regarding kitchen re-furb weren't informative enough. Maybe insert more detail or a step by step guide.	Derwent House
reduce rent	Finsley Walk
more meetings in community rooms	Holly Court
Wants to be sent a letter	Holly Court
More regular inspections by the Local Housing Officers and Staff.	Humber Close
Never received anything.	Kent Street
Letters to be sent out earlier	Langwith Close
More newsletter and info	Morley Street
more frequent news letters to tenants	Namur Close
would like to see more estates management coming round face to face contact needed as mostly oaps in this area	Noel Street
act on information given to you	Shirland Court
keep more in contact	Sussex Circus
General updates per month regarding changed to the staff wasnt aware about a new Housing Officer starting or no introduction.	Thanet Drive

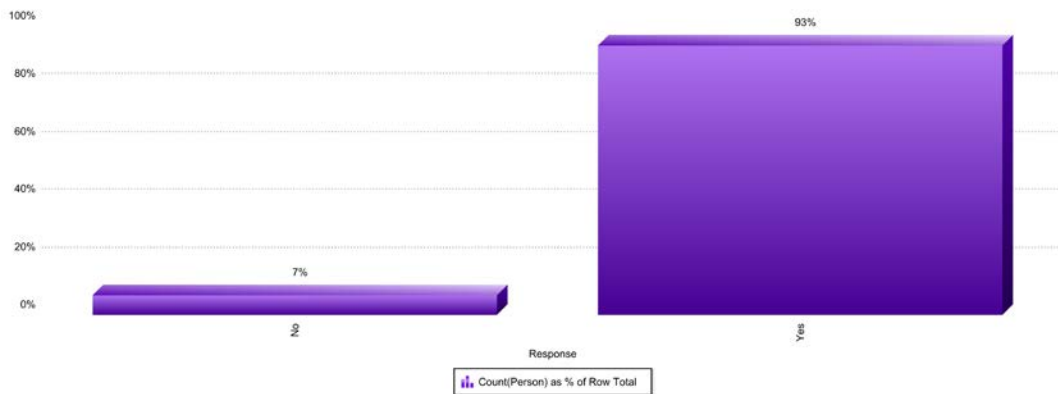
Tenant thinks Derby Homes does a good job and hopes the meetings in the community rooms should carry on. Tenant who didn't attend due to a hospital appointment, was later contacted after a meeting by the Housing Officer personally for feedback on a matter Making more personal efforts to contact tenants about upcoming works. When enquiring about improvements tenant finds they are told it is "upcoming" but wishes tenants were informed by a letter on when these improvements will be carried out ie 'Summer of 2017' and progress of decisions and other upcoming works.	Tintagel Close
More communication - newsletters could be more frequent.	Trusley Gardens
Regular update for Derby Homes news letter from 3 months to a monthly basis news letters	Varley Street
just repairs service is very bad at communication.	Village Street
I never receive any communications	Westbourne Park
little communication and when received its very complicated	Westbourne Park
Why take so long to cut the hedge	Whitehurst Street

Contact with Derby Homes

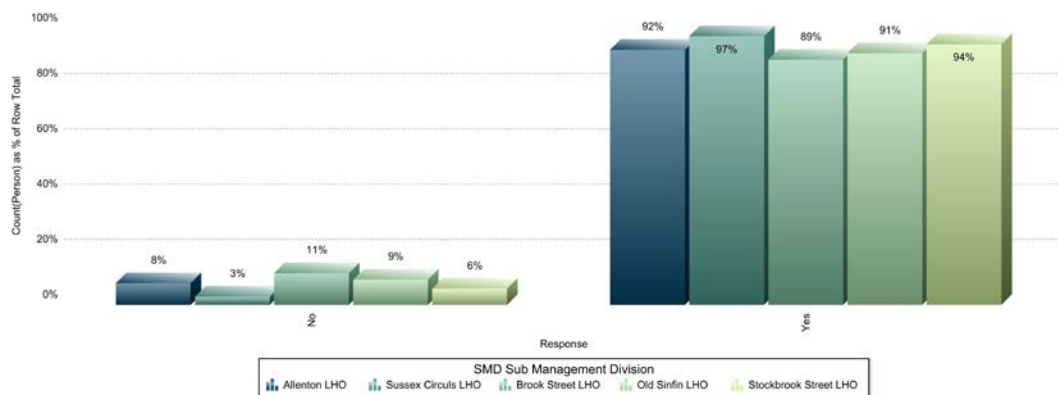


	No	Yes	Total
Have you contacted Derby Homes in the last 12 months with a query other than to pay your rent or service charge?	397	345	742
Total	397	345	742

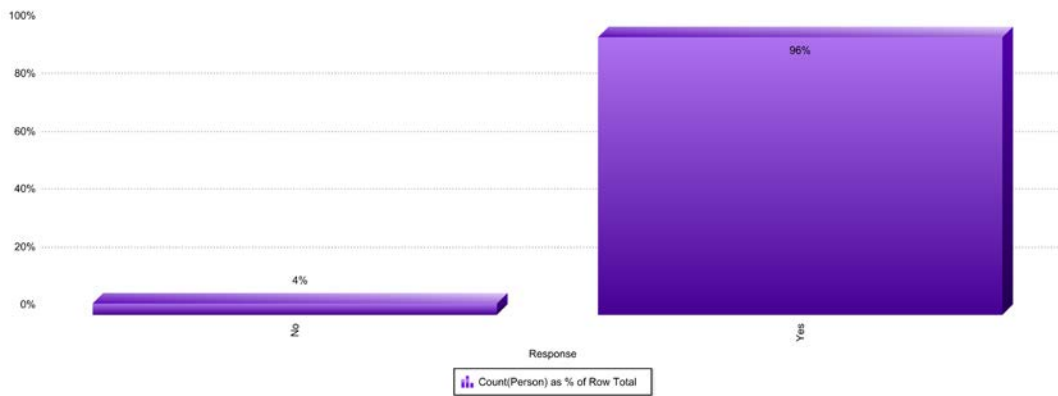
	No	Yes	Total
Allenton LHO	79	99	178
Sussex Circuls LHO	90	65	155
Brook Street LHO	90	33	123
Old Sinfin LHO	55	84	139
Stockbrook Street LHO	66	39	105
Total	380	320	700



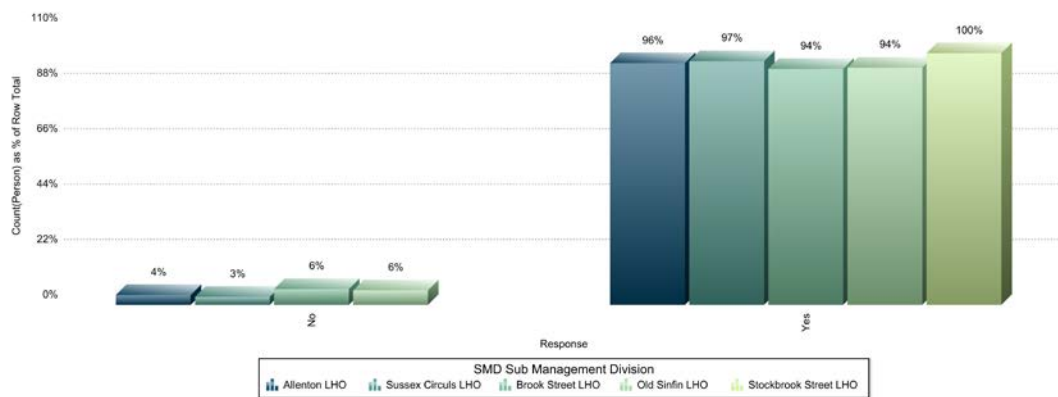
	No	Yes	Total
Getting hold of the right person was easy	25	344	369
Total	25	344	369



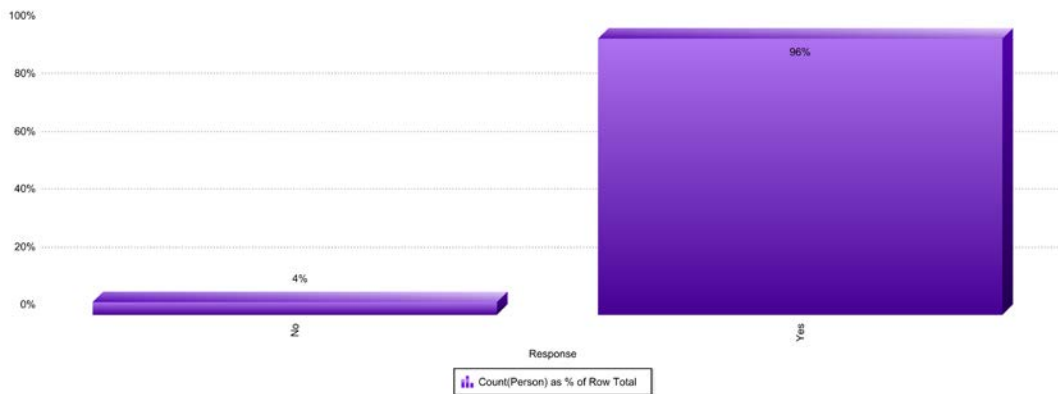
	No	Yes	Total
Allenton LHO	8	94	102
Sussex Circuls LHO	2	66	68
Brook Street LHO	4	31	35
Old Sinfin LHO	8	80	88
Stockbrook Street LHO	3	48	51
Total	25	319	344



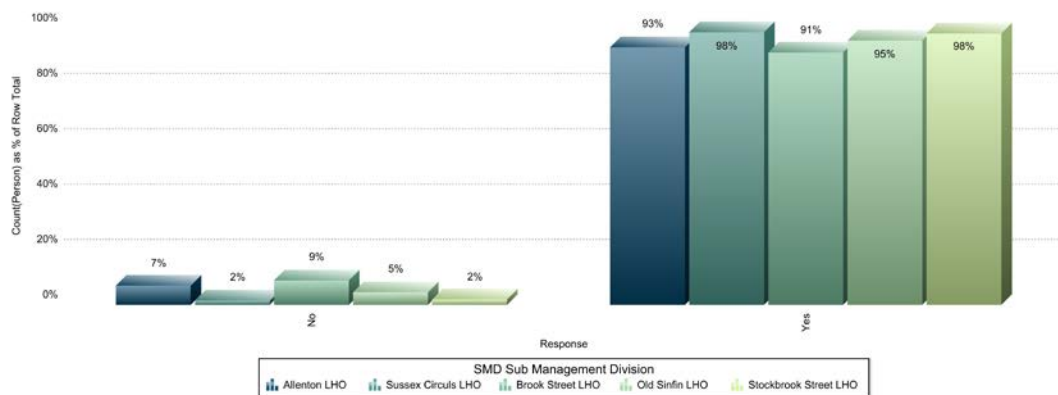
	No	Yes	Total
The staff I spoke to were helpful	14	345	359
Total	14	345	359



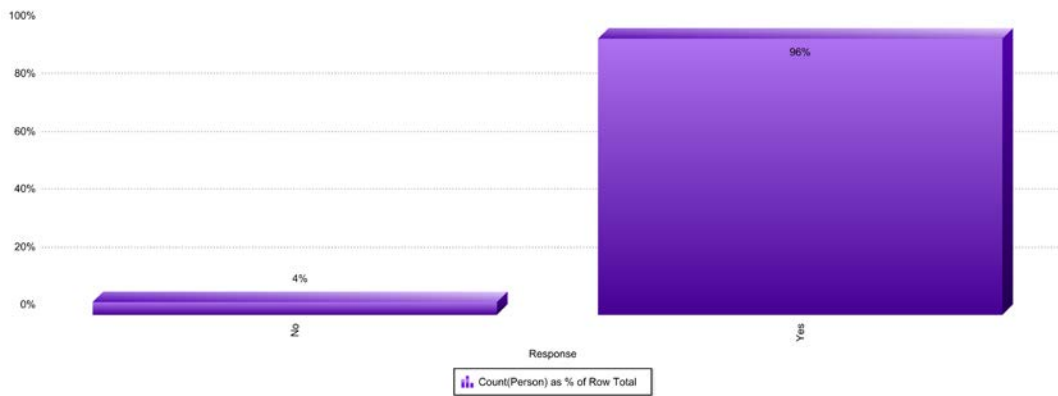
	No	Yes	Total
Allenton LHO	4	98	102
Sussex Circuls LHO	2	61	63
Brook Street LHO	2	30	32
Old Sinfin LHO	5	82	87
Stockbrook Street LHO		50	50
Total	13	321	334



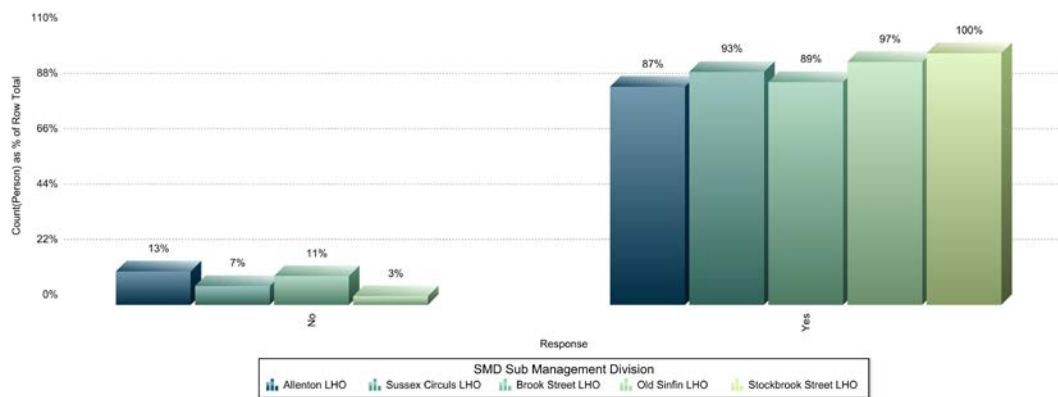
	No	Yes	Total
My query was answered in a reasonable time	16	349	365
Total	16	349	365



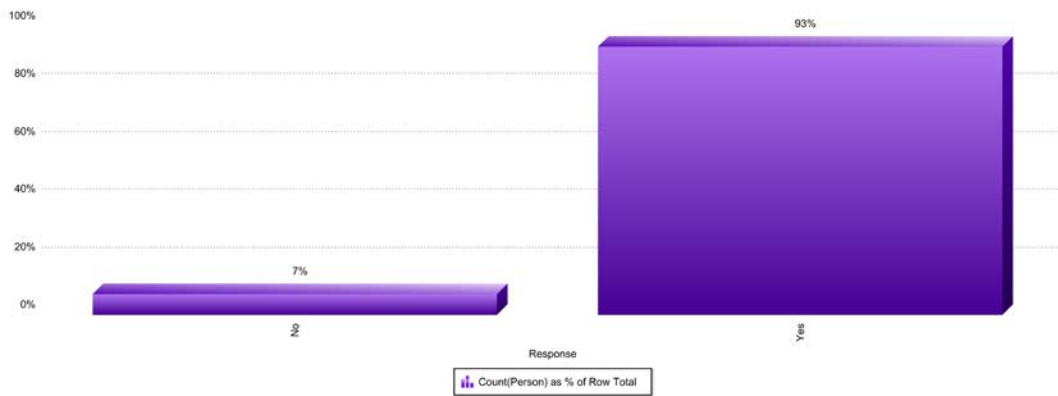
	No	Yes	Total
Allenton LHO	7	94	101
Sussex Circuls LHO	1	65	66
Brook Street LHO	3	31	34
Old Sinfin LHO	4	84	88
Stockbrook Street LHO	1	50	51
Total	16	324	340



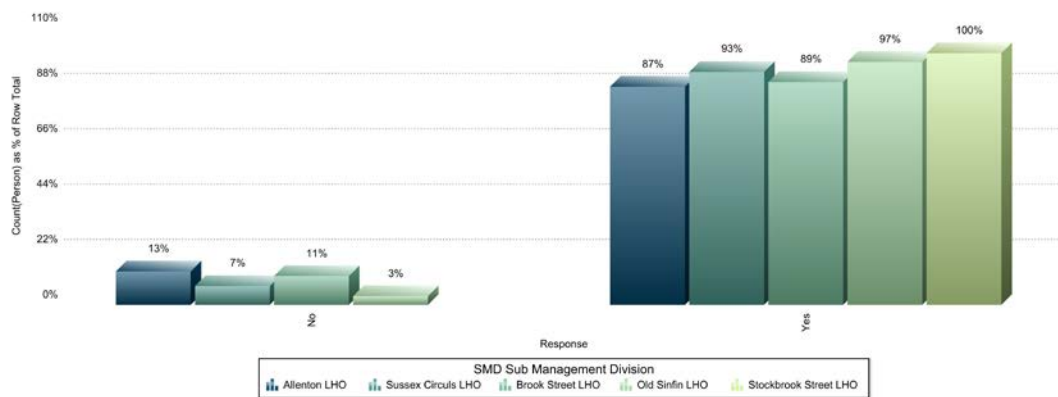
	No	Yes	Total
I was satisfied with the ability of staff to deal with my query quickly and efficiently	16	348	364
Total	16	348	364



	No	Yes	Total
Allenton LHO	13	85	98
Sussex Circuls LHO	5	62	67
Brook Street LHO	4	31	35
Old Sinfin LHO	3	84	87
Stockbrook Street LHO		51	51
Total	25	313	338

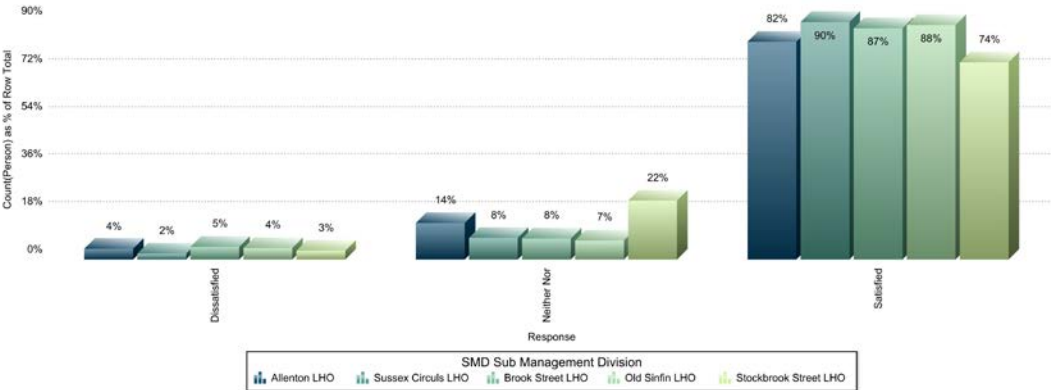
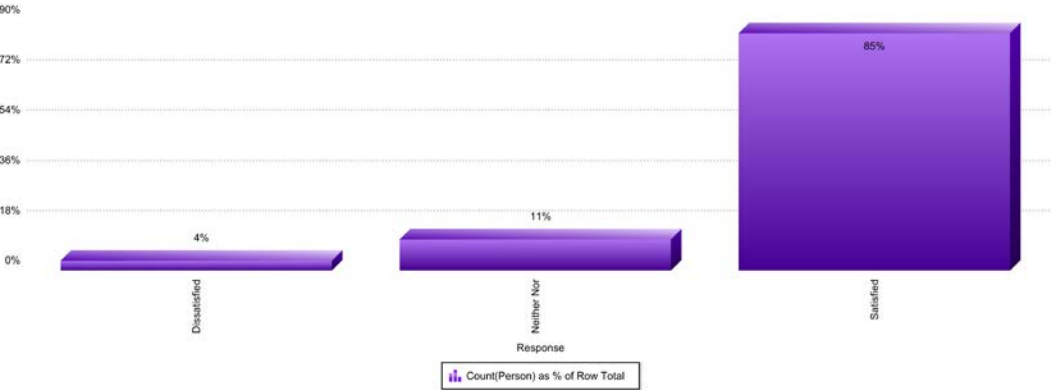


	No	Yes	Total
I was satisfied with the outcome of my query	26	337	363
Total	26	337	363



	No	Yes	Total
Allenton LHO	13	85	98
Sussex Circuls LHO	5	62	67
Brook Street LHO	4	31	35
Old Sinfin LHO	3	84	87
Stockbrook Street LHO		51	51
Total	25	313	338

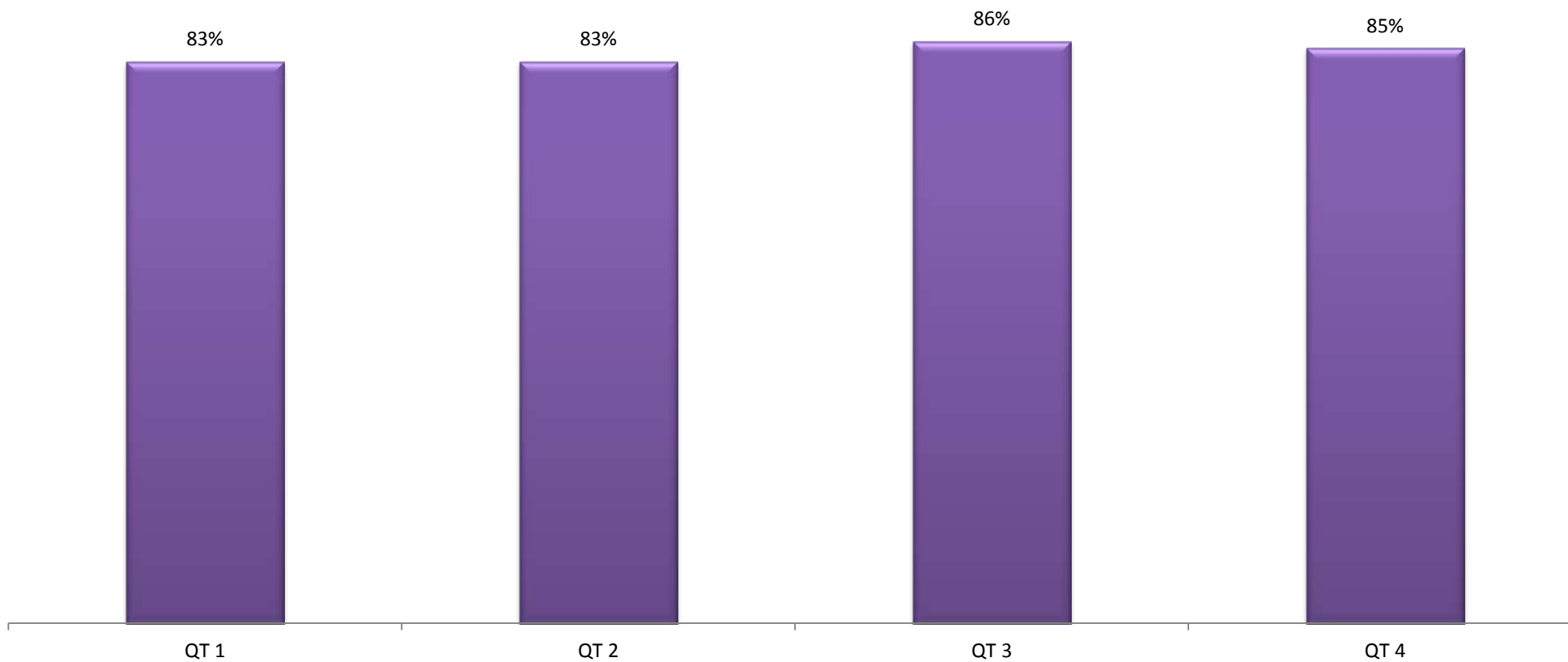
Views Taken Into Account



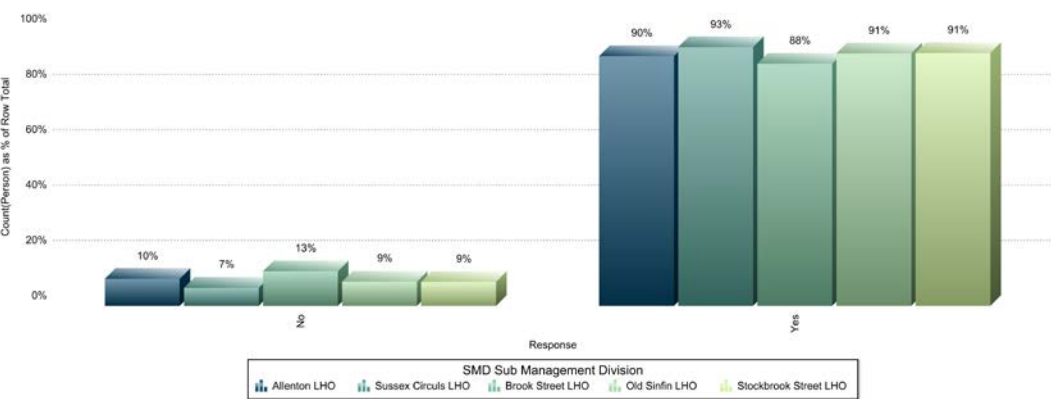
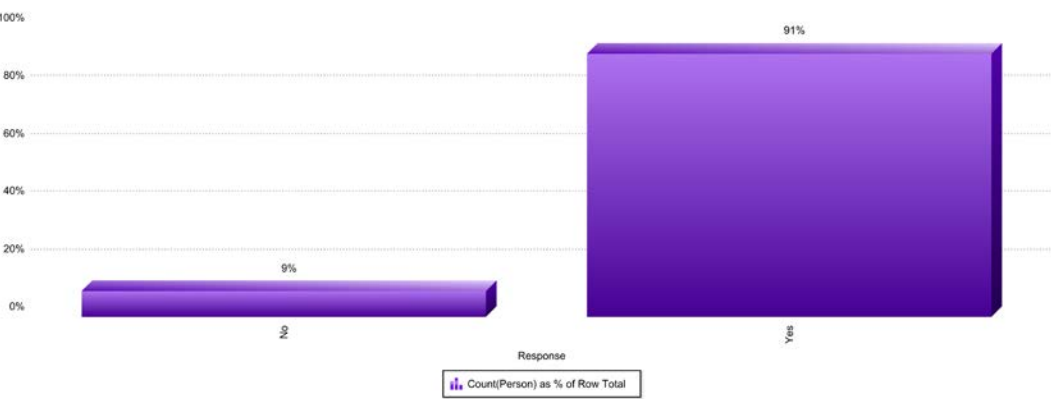
	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you that your views are being taken into account by Derby Homes? 5 is satisfied, 1 is dissatisfied	25	79	601	705
Total	25	79	601	705

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	7	24	143	174
Sussex Circuls LHO	3	11	121	135
Brook Street LHO	6	10	110	126
Old Sinfin LHO	6	10	123	139
Stockbrook Street LHO	3	20	67	90
Total	25	75	564	664

Views taken into account Quarterly Comparison for 2016/17



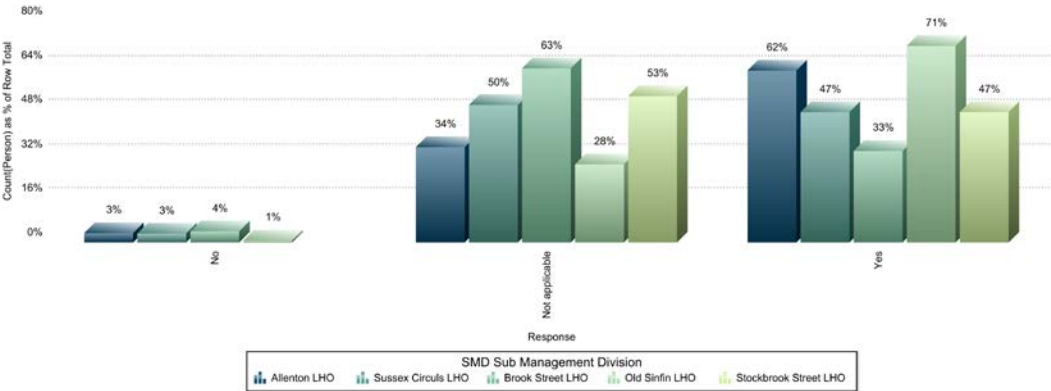
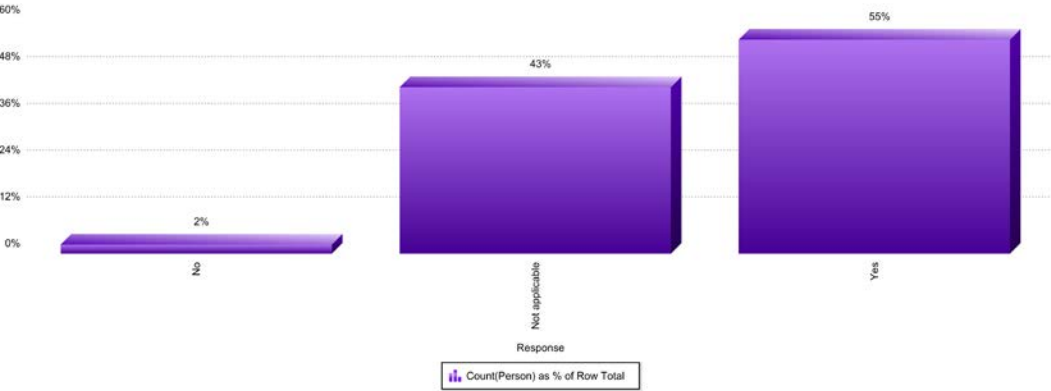
Customer Feedback



	No	Yes	Total
Do you think Derby Homes listens to customer feedback and makes changes as a result?	60	613	673
Total	60	613	673

	No	Yes	Total
Allenton LHO	17	157	174
Sussex Circuls LHO	8	115	123
Brook Street LHO	15	105	120
Old Sinfin LHO	12	125	137
Stockbrook Street LHO	7	74	81
Total	59	576	635

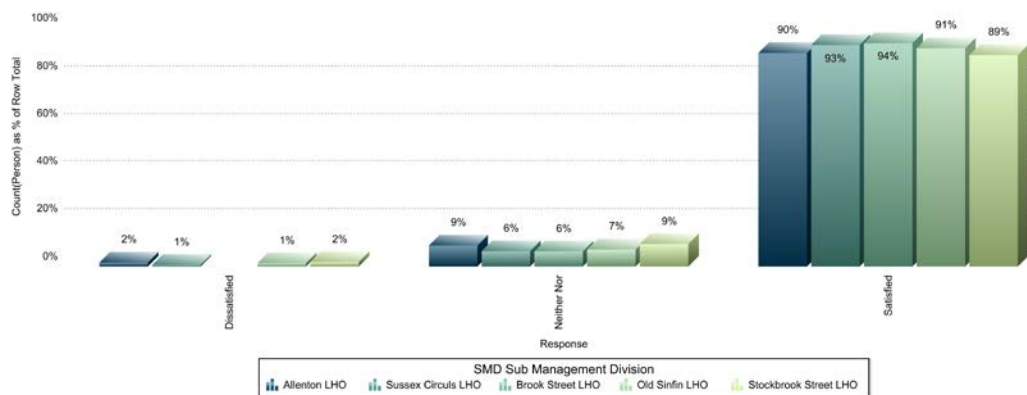
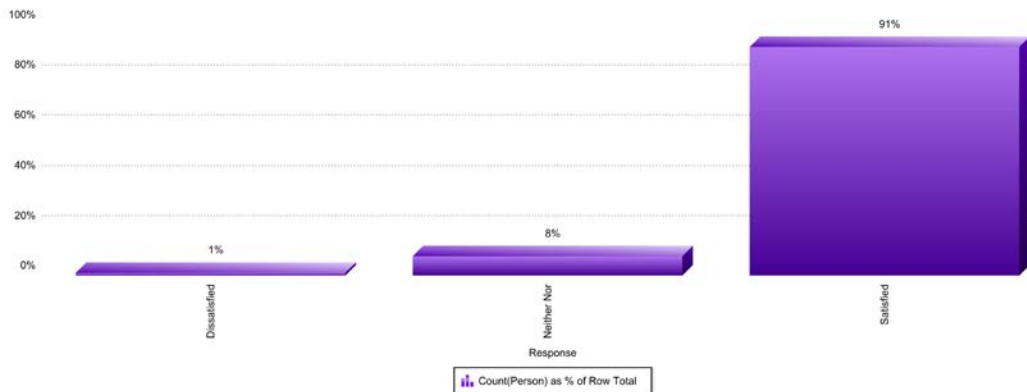
Rent, Income and Benefits



	No	Not applicable	Yes	Total
Are you satisfied with any advice and support you have received from Derby Homes on managing your finances or paying rent/service charges?	17	315	405	737
Total	17	315	405	737

	No	Not applicable	Yes	Total
Allenton LHO	6	61	110	177
Sussex Circuls LHO	5	77	73	155
Brook Street LHO	5	78	41	124
Old Sinfin LHO	1	39	98	138
Stockbrook Street LHO		55	49	104
Total	17	310	371	698

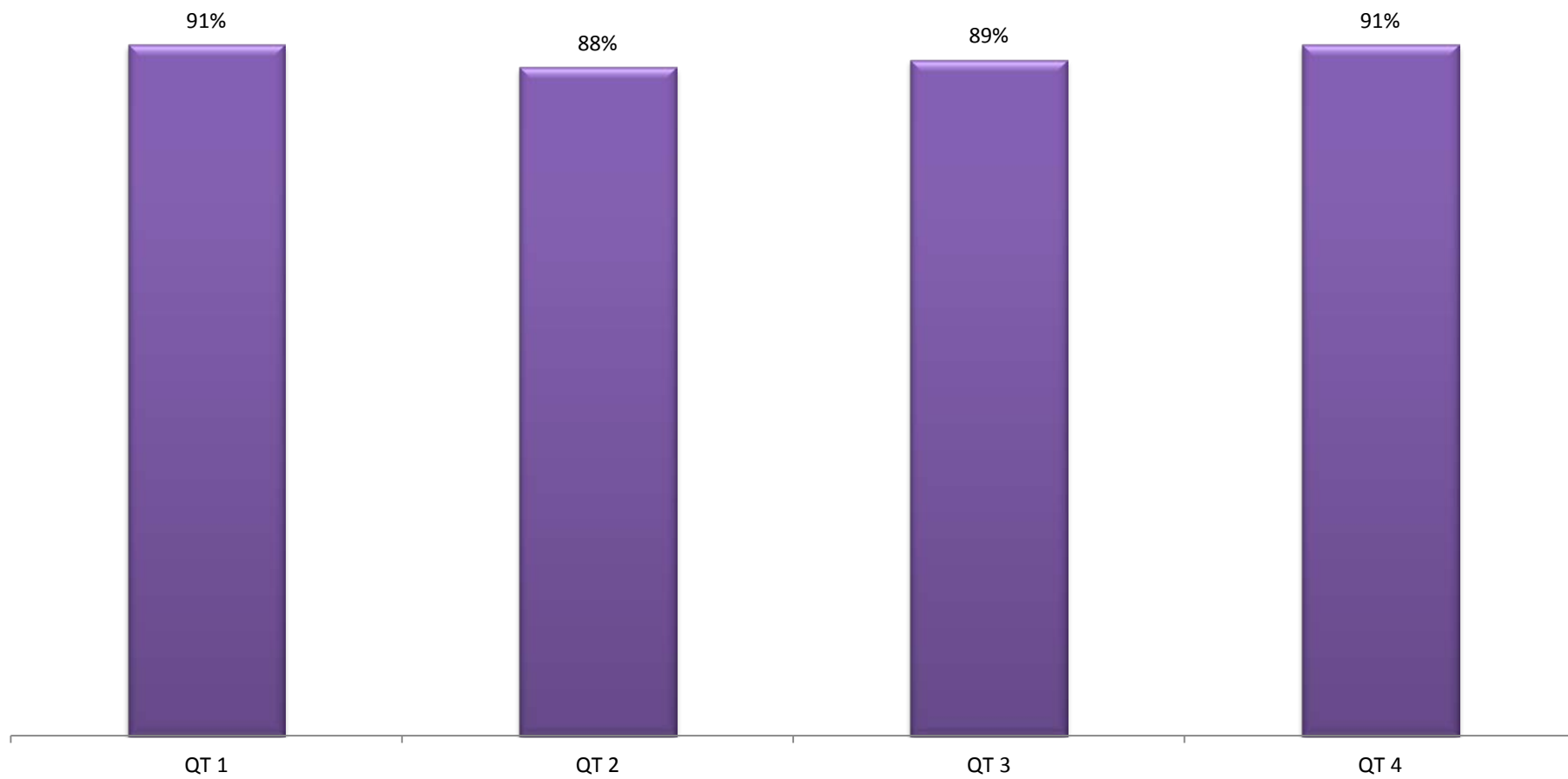
Overall Satisfaction with Derby Homes



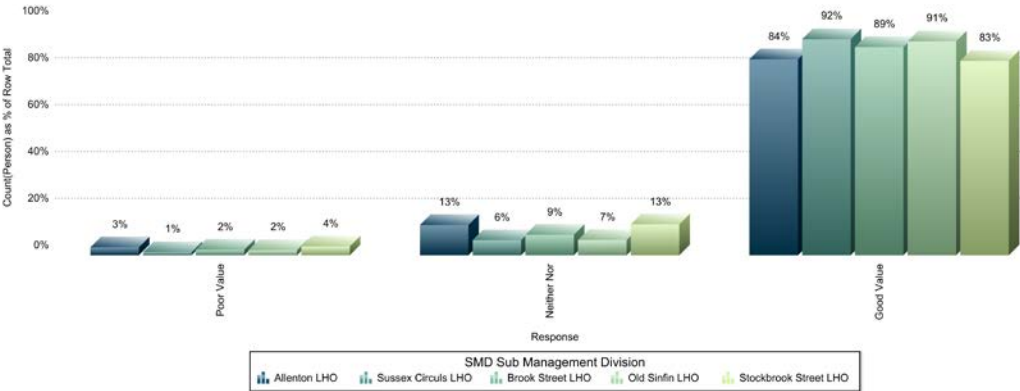
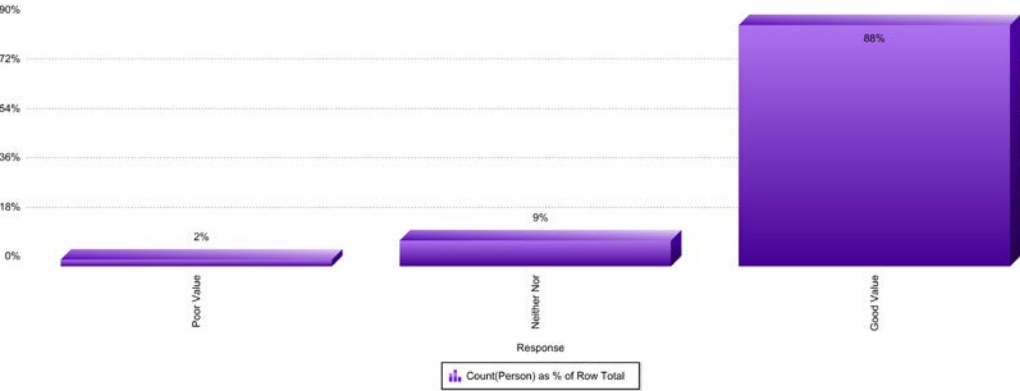
Dissatisfied	Neither Nor	Satisfied	Total
8	58	685	751
8	58	685	751

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	3	16	163	182
Sussex Circuls LHO	1	10	144	155
Brook Street LHO		8	118	126
Old Sinfin LHO	2	10	129	141
Stockbrook Street LHO	2	10	94	106
Total	8	54	648	710

Overall Satisfaction Quarterly Comparison for 2016/17



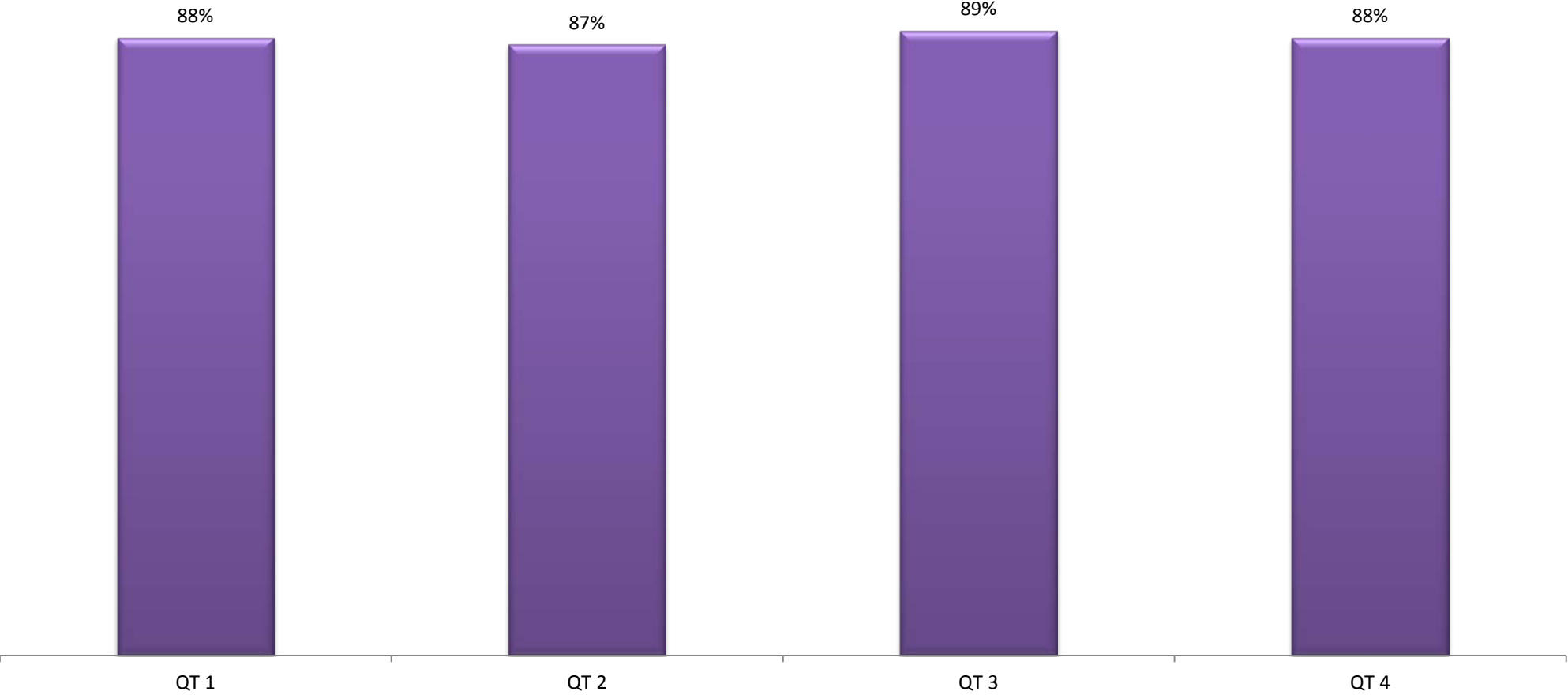
Value for Money



	Poor Value	Neither Nor	Good Value	Total
Based on the rent you pay, do you think that the overall service provided by Derby Homes is value for money ? 5 is good value, 1 is poor value	18	70	654	742
Total	18	70	654	742

	Poor Value	Neither Nor	Good Value	Total
Allenton LHO	6	23	149	178
Sussex Circuls LHO	2	10	143	155
Brook Street LHO	3	11	112	126
Old Sinfin LHO	3	9	126	138
Stockbrook Street LHO	4	14	88	106
Total	18	67	618	703

Rent Value for Money
Quarterly Comparison 2016/17

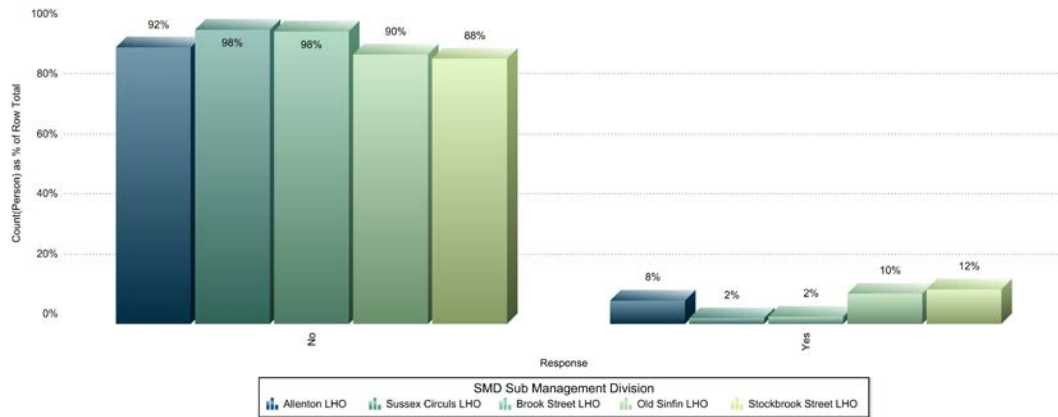
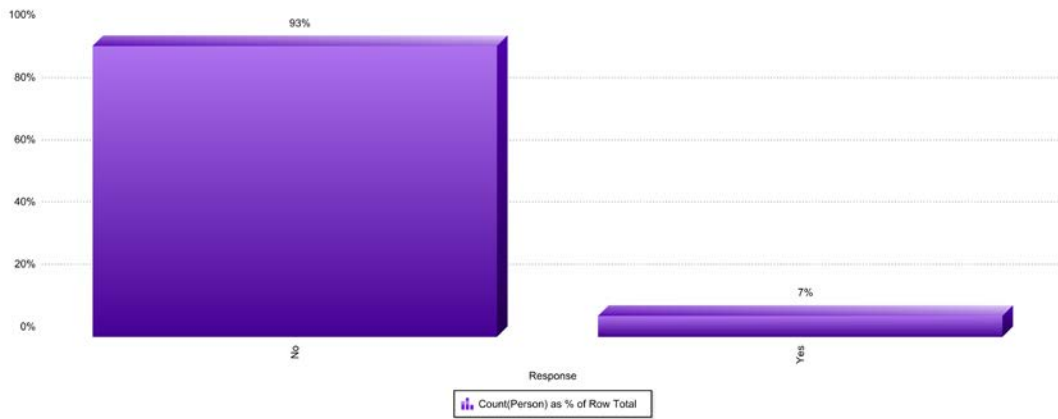


"fairly happy every time, good repairs service. I have no personal bother in the area and area in general is not too bad. generally ok with everything I have a friend with metropolitan and Derby Homes are a lot better."
"no improvements needed - everything is fine. all good. totally satisfied."
1. Person smoking cannabis in flat below - reported to ASB team 2. DH supposed to be putting a camera up due to fly tipping. 3. Wants car park numbering so residents have their own spaces. 4. Wants a lift putting in his property. 5. Changed lock on bin store letters went out late - advised had to send out revised letters due to contractor - letter was sent previous to this.
1. WHB in bathroom come away from wall - passed to CST to refix 2. WC flush not working - passed to CST
11. not as nice place to live because of (name removed) 16. noise from (name removed) 21. rowdy behaviour at (name removed) 23. fence damaged by (name removed) 28. parking got worse because of (name removed) 15. litter on public foot path to front of property 17. dog mess on public foot path to front of property 26. purse stolen from house on 23/11/16 37. - 48. reported ASB about children from (address removed) going up and down the path + on the road. Told that Dh cant do anything. Reported parent of children at (address removed) swearing which was dealt with. 42. not happy that the land to rear of the property (former DCC garage site) has been sold to (name removed) which they are going to turn into a car park. Says that DCC gave them the money to buy the land.
15. litter and rubbish thrown over by McDonalds customersMcDonalds employee used to come and litter pick regularly but not seen anyone for ages. 16. McDonalds customers cars etc 27. Lots of noise from lorries going up and down Ashbourne Rd
15. lots of litter on the pavement
15. lots of litter on the pavements 16. noisy neighbours across the road 19. kids at the top of the street (cul-de-sac) always going up and down the road on bikes 27. & 28. (removed) drives car fast up and down the street and parks (address removed) drive which makes it really hard for (name removed) to get off drive.
15. lots of litter on the public green 16. (address removed) always working on cars and motorbike...revving engines 17. lots of dog mess on the public green 28. access road leading into cul-de-sac (called Farringdon Close) only has one pavement. There are always cars from (address removed) parked half on the pavement which means pedestrians have to walk on the road but cant see around the corner of a hedge.
17. dog mess on the foot path
17. lots of dog mess on Cowley Street and the green behind between Quarn Gdns & Leyland Gdns
17. lots of dog poo on the communal green and there aren't any "no dog fouling" signs up.
17. lots of dog poo on the green opposite the property and there aren't any "no dog fouling" signs up.
2 cars in the same space - should be removed. This has already been dealt with by HO, both cars are taxed and MOT'd are are allowed to be on the car park. says the community room needs an upgrade and was promised this before. Grass cutters could be a lot better.
27. Mayfair Crescent used as a cut through to Radbourne Lane which has increased since the new estate has been built on Radbourne Lane. 28. always lots of cars parked on the corner of Lombard St
38. found (name removed) difficult to talk to and didn't appreciate the way that the tenant spoke to (name removed).
8. repair to WC - kept blocking so reported to Manager 23. car scratched 24. drug dealing at the Pub 26. set up neighbourhood watch
a big thank you to such lovely people who help us

always happy, doesn't get involved with the area but nothing bad to complain about to Derby Homes.
area is all good, nice and quiet. no complaints at all.
area is very nice and quiet. am happy with neighbours and area and derby homes but I really want central heating installing. then overall score would be 6 if you can do this for me. Housing Officer emailed gas team 01.02.17 to request.
Bathroom light not working - reported through to CST.
because of repairs to property when I moved in.
Bring back the Brown bin service
Car parked on the road has had tyres slashed and wing mirror broken. However, is due to have a hard standing from DH. Says that neighbour at (address removed) smokes cannabis and has drug dealer come to the property. Has reported to the local police. Rubbish to the rear of (address removed).
Chelsea Close is a small cul-de-sac with a narrow road and no pavements. Sometimes visitors to (address removed) park in front of the property which makes it impossible for the tenant of (address removed) to get onto their hard standing.
Comments from throughout the survey: Use the Alvaston library and get help there from DH staff Still awaiting outcome of enquiry dog mess isn't cleaned up by owners and dog barking people parking on grass verges already volunteers for DH
Communication between departments could be better. Had a kitchen fitted 3/4 yrs ago floor and extractor fan still not finished. - email sent by HO to kitchen department asking to contact tenant regarding this.
Currently working with my housing officer in relation to moving home and be rehoused in a 2 bedroom flat
do not like the back as it is very awkward when you have a dog. Would like to be able to have a small fence
Don't feel ashamed to appreciate Derby Homes are very helpful and staff are welcoming.
Draught through living room window
enjoys looking after garden and will be putting some flowers in pots. has had new kitchen fitted and that is good. reported abandoned vehicle to derby homes and that has now gone and was dealt with quickly. said that there is drug dealing in the area, advised when sees it to call 101 police line. said it is a quiet street with no noise and kept quite clean of rubbish. no complaints.
everything is good, no problems in area and repairs service is very good. overall happy.
Everything ok, very good. repairs service is great. only issue on estate is private gardens as the home owners do not cut the hedges.
everything very good, very satisfied.
Feel very lucky to have home. Good home in good area.
fly tipping is a big issue in the area and pot holes in roads. generally really good repairs service. also some repairs reported following dry lining and issue with gas fire that HO has emailed to CST. also tenant wants to know which boundary is the property's so requested map from estates to post out. requested 31.03.17
gave grandson advice on how to register grandfather on derby homefinder so we can look to move him closer to his family for support. grandson will contact me if he has any issues doing this but advised to complete wizard and social housing application form.
Get some cameras so that the older people in the area can feel safer. says there are some really good people in the area, the bad people have left or been moved. And the people around him in the block deserve to feel completely safe in the area.
HO completed survey whilst on mould inspection. Tenant advised me of asb and drug dealing in area which has been reported to ASB team.

Just want kitchen floor tiles to be re-stuck down - new order raised 10.2.17
just want to move, not satisfied as waited long time for house to suit family needs. housing officer aware and visiting 06.02.17. very difficult to do survey as tenant only wanted to discuss re-housing issues.
keep up the good work!
lived here for 31 years and never had a problem with derby homes, ever in that time. the area is a bit rough but only because of 1 flat with drug addicts in but Police aware, did not want to report flat number to Derby Homes but I have advised of our ASB procedure for if changes mind in the future about this. is going to submit RTB for her property.
is happy with the service currently receives, but is a little unsure that we do listen to our tenants and that we do respond to any issues they raise. does like where he lives though.
is less than happy with the lack of parking facilities near bungalow and that has been tackled for parking on the grass area at the front of the property. says only parks there to unload shopping of if has an item that is too heavy to carry. This is obviously a topic that really affects and would even consider moving out of the area.
No access to the local housing office - this is always difficult. Housing Officers need to spend more time with making estate visits and being more approachable.
no happy
no issues with area, nice and quiet. like living here. happy in general with derby homes.
no just want repair sorted.
no thank you
not at this time
Not happy about steps at the front of property.
not seen anything in the area. all ok.
nothing at all
nothing at all is an issue, it's a lovely street. very happy. only issue is kitchen has been in 20 years and wants to know if it can be replaced. emailed to see if it can be surveyed for a new one 31.03.17.
nothing written down
nothing.
Only issue with area if rubbish being dumped, no other issues. getting hold of Derby Homes is a nightmare its just all automated recordings also going into the council house is a nightmare. struggle to get through to a human and even when going into the council house not sure if they are human. communication is a nightmare and a lack of common sense. I would like to volunteer for Derby Homes, I have an ICT diploma.
only issues are tenant needs two repairs for next week re-arranging to avoid school runs - agreed to contact CST 31.03.17 to do this for her. also tenant states tenant has a mud patch outside rear door and concerned it might be a drainage issue - reported to CST to raise repair 31.03.17
Our repairs workforce are letting the side down.
phoning up to do repairs removal of gas fires
Recently rang Derby Homes about trimming an overgrown hedge on a communal piece of land which wasnt being done so she contacted Cllr Banwait. It has now been done but the person tenant spoke to initially wasn't helpful.

Requires new windows/doors
(name removed) is brilliant always has an ear for you really good always listens
sometimes hard to get hold of the right person, no issues with area.
Staff are very helpful, everything is very useful with the information we are provided by Derby Homes.
struggled to complete survey with tenant as said does not have much to do with Derby Homes. Latest involvement was when tenant had to report smell of cannabis in the block and dealt with ASB Officer, tenant didn't know what expected him to do but didn't feel heard, found him quite sharp when he spoke to tenant. I spoke at length to tenant about cannabis and what DH can or cannot do. Advised tenant to report it to crime stoppers as they pass info anonymously to the police, tenant is going to share this with neighbours. by end of call tenant was satisfied with Derby Homes but unable to complete much of the survey withtenant as mostly wanted to discuss the ASB issues tenant was having.
Thank you for all the help Derby Homes has given me
the area has gone down rapidly due to teenagers , drug dealing and taking and alcohol.
The bathroom sliding door does not have a runner on the bottom of it. As we are getting older the door seems to swing out a bit. We were told we'd be having a new door but nothing has come of it yet.
The complex has deteriorated since removal of the warden controlled scheme. This is why a number of tenants are leaving Donington Close and the new tenants who have replaced them have changed the dynamics of the scheme.
There are beer bottles and cans on the green area - this is from people come home after the Paddock Pub is closed. Tnt feels that when he reports a repair it doesn't get done, for example F/E lock was reported 5 times as tnt was unable to lock door. Contractors have been out, glued the door, Surveyor has been out, tnt has been told that door will get replaced within 3 years and tnt is still waiting, feels this is very poor service.
There have been five new bungalows built at the end of the row of our flats. The wall has been taken down and our drying area has gone. We need two new rotary driers, the area tidying, making level and for us to be able to use it again for our sheets and towels etc.
To see Holly Court community room used more. Takes a while for CST to answer phone.
Tree requires cutting on communal land. Too big and branches falling off that could cause damage to cars / properties / residents.
very happy with the service whenever we come in
vet more on new tenants
want to move, advised to speak to support worker about this who is visiting him 06.02.17
Wanting community room upgrade after being promised before. Possible permit scheme for car park. The grass cutters are not cleaning up after themselves (email grounds maintenance team)
Would be nice if people could reply to voicemails as quick as emails. Want to move as soon as possible due to issues with neighbours.
would like to split the bedroom appt arranged with HO and inspector to visit property on the 4 April 2017.



	No	Yes	Total
Would you be interested in getting involved by volunteering your time?	692	50	742
Total	692	50	742

	No	Yes	Total
Allenton LHO	166	14	180
Sussex Circuls LHO	153	3	156
Brook Street LHO	121	3	124
Old Sinfin LHO	124	14	138
Stockbrook Street LHO	92	12	104
Total	656	46	702