

Customer Voice Survey 2019

This report was generated on 14/11/19. Overall 46 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

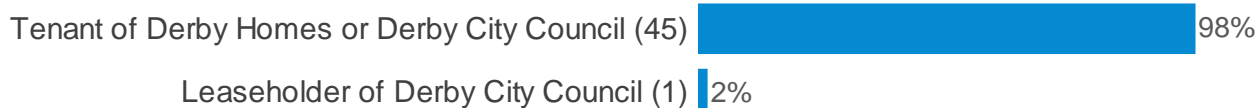
Do you consent to the processing and storing of your response for the purpose of this survey (Please select one)



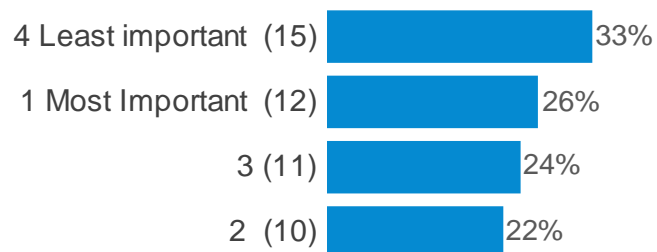
I am aware that i have the right to withdraw my consent to be contacted by Derby Homes for the purposes of this survey.



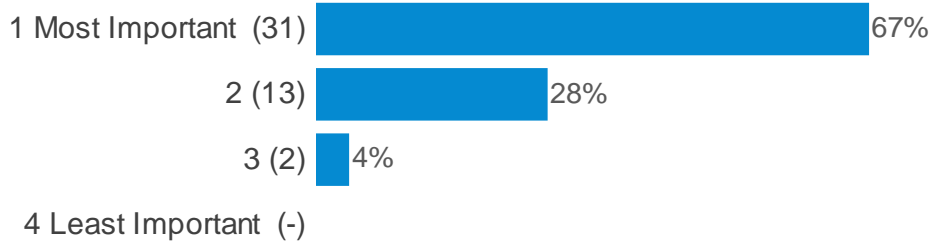
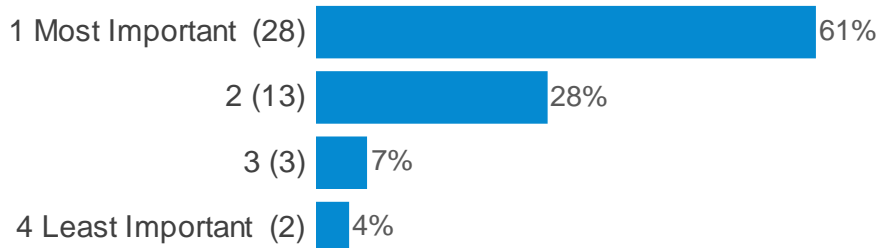
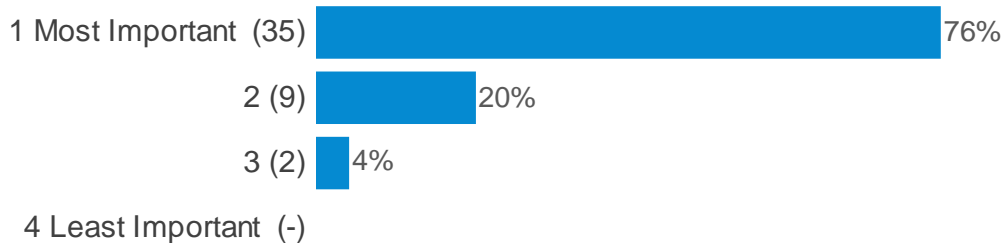
In what capacity are you responding to this survey?



Furniture Packs - Some of Derby Homes' properties are classed as furnished, as they have beds, settees, Whitegoods and/or carpets installed. A customer has an additional charge to pay weekly for such items. This continues throughout the course of their tenancy.



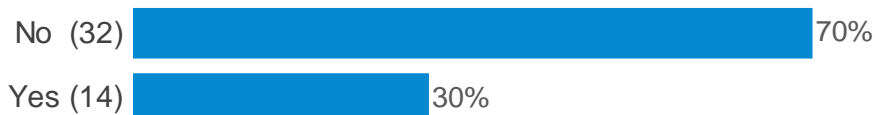
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Anti-social Behaviour - Derby Homes has a specialist department which deals with all Anti-social Behaviour Complaints**The Customer Service Centre - How calls are dealt with and if they are dealt with at first point of contact)****Quality of Repair - Works completed**

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Do you have any suggestions of other service areas you feel may require reviewing?

Timing of repairs, booking appointment times
Housing officers/managers roles?? Domestic violence and mental health
Making a report of a repair. The system is difficult.
housing allocation categories
Getting repairs done properly
we need an out of hours service contact number incase of an emergency
Full time workers living with tenants receiving full benefit payments.
Online chat for deaf users - such as myself
Bins on the street
Hours of opening of the main switchboard
Yes. The staff are of generally poor standard.
Community areas very poor service
Friendliness of Derby Homes staff when visiting my property
New doors and kitchens
Your online reporting for a repair, no link for many reports!
Solar pay
No
Nonre
more checks on alarms.

Are you interested in getting involved in joining our Customer Voice group to make recommendations to improve services within Derby Homes?

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If yes please leave your name and contact details.

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