

Introduction

During Quarter 3 a total of 399 surveys have been collected from customers. From those surveys, 207 comments have been received which show dissatisfaction with Derby Homes services.

Dissatisfied Comments Received: Quarterly Question Breakdown

The table below shows a breakdown of how the comments have been received in the Customer Survey.

Customer Survey Question	Number of comments	Number of dissatisfied comments
Dissatisfied with Repairs	69	69
Dissatisfied with Rent	24	24
Dissatisfied with Service Charge	25	25
Derby Advice Referral	38	N/A
Dissatisfied with Quality of Home	30	27
Dissatisfied with Neighbourhood	43	39
Dissatisfied with being Kept Informed	21	17
Dissatisfied with Views Being Taken into Account	9	6
Overall Totals	259	207

ASB Team

Question: Neighbourhood and Quality of Home

In total there were 26 comments raised for the ASB team in Quarter 3.

- **New cases** – There was 1 new case raised this quarter based on customers raising ASB concerns we were previously unaware of.
- **Nuisance neighbours** – There were 12 comments mentioning either disputes with neighbours, neighbours involved in police action or complaints of noise and drug use.
- **Neighbourhood issues** - 10 comments referred to issues regarding the wider neighbourhood, with more generalised concerns such as groups of youths gathering outside of people's properties, the use of drugs in the area and police been called out to properties.
- **General comment** – 3 comments were raised about only recently moving into the area and police presence.

Actions and outcomes of comments raised:

- **New cases** – This case has been allocated to a staff member to manage and monitor.
- **Nuisance Neighbours** – The majority of comments about nuisance neighbours were comments which did not require a call back, as issues are either sporadic, historic or non-specific feelings about neighbours.
- **Neighbourhood issues** - Most of the neighbourhood issues did not request a call back or have enough specific issues to open a new case. However, this information has been collated to build on a larger picture of incidents within neighbourhoods.
- **General comments** – These comments were passing so didn't require any further action.

Customer Communications Team

Question: Kept Informed and service charges

In total there were 2 comments raised for the Customer Communications team in Quarter 3.

- **Language barrier** – 1 comment was raised regarding the newsletter been translated into different languages
- **Disability awareness** – 1 comment was raised regarding the new letter text been too small for the customer to read due to her eyesight deteriorating.

Actions and Outcomes of comments raised:

- **Language barrier** – The Communications team are working with the customer service team to see if there is a way to get the newsletter translated.
- **Disability awareness** – The Communications team are looking into using the Reach Deck on the website to possibly do a large print version.

Customer Engagement and Community Development Team

Question: Kept informed & Service Charges

In total there were 4 Comments raised for the Customer Engagement and Community Development team in Quarter 3.

- **Community Rooms** – 4 comments were raised regarding finding out what groups are held at the community rooms and how the heating is constantly left on when the rooms aren't used.

Actions and outcomes of comments raised:

- **Community Rooms** – The customers were contacted and copies of the community room schedules were sent out so they could see what groups were on. The comment regarding the heating was a passing comment so they didn't want to raise anything. However, the Customer Engagement and Community Development team will be contacting all room users to request they turn down/off the heating in the community rooms if they are the last to leave so the heating isn't left on overnight.

Customer Service Team

Question: Kept Informed

In total there were 5 comments raised for the Customer Service team in Quarter 3.

- **Phone waiting times** – There were 3 comments where tenants stated that it took too long to get through to an advisor on the phone and it can be difficult to get through to an advisor at all.
- **Staff Attitudes** – 2 comments stated that when the customers called the attitudes of some of the staff throughout Derby Homes is different. Some staff want to help you and others don't seem interested.

Actions and Outcomes of comments raised:

- **Phone waiting times** – The Customer Service team have been promoting access via My Account to try and relieve pressure on the phones where possible, and also Remote Assist to report repairs. Tenants are also advised to call after 3pm if the matter is not an emergency. Procurement of a new telephony system is ongoing.
- **Staff attitudes** – The Customer Services team leader contacted the customer to discuss the comments and the matter has now been resolved.

Capital Works

There were no dissatisfied comments made for the Capital works team in Quarter 3.

Derby Advice

Question: Derby Advice

In total there were 24 comments raised for the Derby Advice team in Quarter 3.

- **Derby Advice contact information provided by Derby Homes staff** – 7 tenants requested information about Derby Advice.
- **Derby Advice call back required** – Out of the 24 customers who were surveyed, 5 requested a call back from a member of the Derby Advice team.
- **Tenant declined service** – 12 customers declined the service as they already have someone supporting them with their finances or it was not needed.

Actions and Outcomes of comments raised:

- **Derby Advice contact information provided by Derby Homes staff** – Details of the service and support available to customers and how to access it have been sent out either by email or letter to all those who requested further information.
- **Derby Advice call back required** – 4 customers had been offered an appointment with Derby Advice to help with their finances.
- **Tenant declined service** – information on how to access help from Derby Advice if needed in the future has been given to all those who chose not to access services at point of contact.

Grounds Maintenance Team

Question: Rent and Service Charges

In total there were 11 Comments raised for the Grounds Maintenance team in Quarter 3.

- **Communal cleaning** – 3 comments were received regarding the lack of frequency and standard of communal cleaning.
- **Grass cutting and gardens** – 4 comments were received about the grass cutting service being poor and the weeding or pruning not been done.
- **Service charges** – 4 comments relating to dissatisfaction that service charges for Grounds Maintenance does not provide value for money were received.

Actions and Outcomes of comments raised:

- **Communal cleaning** – Streetpride clean all communal blocks weekly and generally the standard is high. Grounds Maintenance continues to audit the work completed. Areas where customers have expressed dissatisfaction with the communal cleaning will be spot-checked.
- **Grass cutting and gardens** – Grounds maintenance will audit the sites to make sure they are left clean and tidy with no grass cuttings. They will also spray any of the weeds when they come across them.
- **Service charges** – Tenants have been contacted and the current service charges explained. Some plots within communal areas are maintained by customers. Grounds Maintenance can reinstate the upkeep of these plots should tenants be unable to manage, or they become untidy.

Gas & Electric Team

Question: Repairs

In total there was 1 Comment raised for the Gas and Electrics team in Quarter 3.

- **Job waiting times** – 1 comment was received about waiting times for repairs to a boiler.

Actions and Outcomes of comments raised:

- **Job waiting times** – A boiler fault was reported incorrectly, which led to repairs delays and resulted in the boiler being replaced altogether.

Finance & Rent Team

Question: Rent & Service Charges

In total there were 11 Comments raised for the Finance and Rent team in Quarter 3.

- **Rent Level** – 9 comments were received, mainly about the rent being too high and unaffordable, particularly with the cost of living and utility bills increasing.
- **Service Charges** – 2 comments were received regarding service charges, with tenants feeling charges for communal cleaning, carpets, smoke alarms, the Decorating Scheme, grounds maintenance, and the White Goods Pack were too expensive and do not offer value for money.

Actions and Outcomes of comments raised:

- **Rent Level** – All customers who raised comments about their rent levels had a rent account check to see whether they were paying the correct levels and housing benefits pay for the rent. Customers who didn't have their rent paid

were spoken to about downsizing to help with their rent amount and if this was a possibility.

- **Service Charges** – The service charges for the customers good were explained to them and a breakdown was given, to give them more of an understanding.

Planned Maintenance Team

Question: Repairs, Service Charge & Quality of Home

In total there were 7 Comments raised for the Planned Maintenance team in Quarter 3.

- **New kitchen** – 3 comments were received waiting to long for the tenant's kitchens to be updated.
- **Windows** – 2 comment was received by a tenant regarding marks on their new windows in between the panes of glass and another tenant raised that the windows need replacing as they are losing heat.
- **Housing standards** – 2 comments were raised about the standards of the internal doors on the property and how they need modernising.

Actions and Outcomes of comments raised:

- **New kitchen** – The tenants were contact and were given an updated time frame, customer service has also been contacted so they could arrange a site visit to view the tenant's kitchen.
- **Windows** – The customer were contact and regarding the marks on the window the customer raised this as a passing comment and no further action was taken. An appointment has been scheduled for someone to go out a view the tenants windows in relation to them letting out cold air.
- **Housing standards** – It was explained to the tenant that new internal doors are not something we fit as standards but if new but if they are not fit for purpose then these can de replaced. An inspection has been booked in.

Asset Management Team

Question: Quality of Home

In total there was 1 Comment raised for the Asset Management team in Quarter 3.

- **Streetlighting** – 1 comment was received requesting new street lighting to be put in as the tenant feels unsafe and his wife doesn't like leaving at night.

Actions and Outcomes of comments raised:

- **Streetlighting** – This query doesn't sit with Derby Homes so it has been sent over to DCC for investigating into whether more streetlighting needs to be installed.

Voids Team

There were no dissatisfied comments made for the Voids team in Quarter 3.

Repairs Team

Question: Repairs, Rent, Quality of Home, Views Taken into Account and Kept Informed

In total there were 68 Comments raised for the Repairs team in Quarter 3.

- **Repair Raised** – 17 comments which resulted in a repair being raised by staff, either via conducting a survey or via the Repairs Team.
- **Time for a repair** – 19 comments were raised that it takes a long time for repairs to be booked in and completed, or repairs are cancelled at short noticed and then the tenant needs to wait for the repair to be completed.
- **Job not completed first time** - 19 comments raised which mentioned that secondary or follow up callouts were required following a repair not being completed first time.
- **Inspection raised** – 4 comments where an inspection had been raised with a surveyor regarding a roof, damp in the kitchen and plumbing work carried out were received.
- **Complaints** – 1 comment referred to a complaint which was raised in 2019 regarding a leak coming through the ceiling.
- **Positive feedback** – 2 comments were relating to the service customers had received from the operatives which has carried out the work.
- **General comments** – 6 comments were raised about repairs which have already been completed.

Actions and Outcomes of comments raised:

- **Repair raised** – All repairs which were raised during the survey have been booked in.
- **Time for a repair** – Tenants have now had their repairs completed after being contacted by the repairs team, and apologies were given at the time of the survey.
- **Job not completed first time** – Tenants were contacted regarding the issues raised and have had appointments booked in for any outstanding works to be completed. Managers are looking into the issues raised and have been out to inspect some of the works.
- **Inspection raised** – These inspections are booked in and raised with the relevant supervisors and management.
- **Complaints** – The complaint which was raised had already been dealt with and sorted back in 2019. The customer just wanted to raise the issue again.
- **Positive feedback** – The feedback has been passed on to the relevant operatives.

- **General Comments** – These comments were either remarks or generalised statements which could not be actioned further. Some comments mentioned historic issues that had been resolved, or the staff member undertaking the survey was able to provide information or advice to them.

Housing Management Team

Question: Neighbourhood, Quality of Home, Service Charges, Rent, Repairs & Views taken into account

In total there were 36 Comments raised for the Housing team in Quarter 3.

- **Furniture packs** – 4 comments were made regarding paying for furniture packs after 5 years or taking on a property which has the furniture pack attached to it when they don't need it.
- **Parking** – 4 comments were raised in relation to the lack of parking in the area or private tenants keep taking up all the parking bays with multiple cars.
- **Neighbour issues** - 6 comments which raised concerns with a neighbour's garden been overgrown and dog fouling in the on a person's property by the neighbour.
- **Neighbourhood issues** – There were 5 comments which mentioned about youths riding around on bikes and quads, fly tipping in the area and tenants not feeling safe anymore.
- **Nuisance dogs** – 2 comments were received regarding dogs constantly barking and disturbing the neighbours, and dogs fouling on their property.
- **Quality of home** – There were 11 comments raised by tenants regarding the quality of their home. These are from mould issues in their homes, keys to windows not working and the size of their properties.
- **Service charge** – 2 comments were raised regarding tenants not being happy paying the service charge for the communal gardens because the standards is shocking and the mess Street Pride leave behind.
- **General Comments** – There were 3 generalised comments which were either passing remarks about the service, or something which could not be actioned further.

Actions and Outcomes of comments raised:

- **Furniture packs** – The tenants were contacted and it was explained that the packs stayed with the property and if their white goods ever broke then they would be entitled to new items.
- **Parking issues** – These comments have been actioned, estate offices went out to see if there were issues with parking and explained to the tenants that if permits need to be looked into then this is something they will do.
- **Neighbour issues** – Estate officers have spoken to the tenants who have raised the issues and this has now been sorted.
- **Neighbourhood issues** – The comments have now been actioned and cases estate officer and Patch managers have been in touch with the tenants.

- **Nuisance dogs** – The tenant was contacted and asked if they know who is doing this. They explained they didn't know so it was passed onto to Neighbourhood Officer so that they can visit area and look at putting signs up.
- **Quality of home** – Advice has been given to tenants on all the individual issues, site visits have been raised and completed and repairs have been booked in if needed.
- **Service charge** – It was explained to the tenants that the service charge is on the property.
- **General Comments** – These comments required no further action was required.

Housing Options

Question: Quality of Home, Neighbourhood, Rent & Kept Informed

In total there were 7 comments raised for the Housing Options team in Quarter 3.

- **Homelessness** – 1 comment was received about the length of time the customer was waiting for a property to be allocated to him.
- **Overcrowding** – 2 comments were raised regarding the customers property to be overcrowded.
- **Homefinder** – 3 comments were made from customers explaining that they wanted to move homes due to their home size or issues
- **Positive feedback** – 1 comment was raised regarding how happy the customer was with the service received from Derby Homes.

Actions and Outcomes of comments raised:

- **Homelessness** – This was a general comment that required no further action, the customer was explaining that she recently had taken on a property after being made homeless.
- **Overcrowding** – The customers were informed that they need to put in applications on Homefinder to bid for a bigger property.
- **Homefinder** – The customers who are not happy with their properties due to size and location were advised to join Homefinder and bid on the properties which they have an interest in.

Complex Needs

Question: Kept informed

In total there was 4 comments raised for the Complex Needs team in Quarter 3.

- **General comment** – 4 comments were received by customers who explained that they speak to their Complex need advisor if they need any support with any issues they have.

Actions and Outcomes of comments raised:

- **General comment** – No actions were required as these are not dissatisfied comments, they were passing comments which were stated while completing the surveys.