

# Q1 2016/17 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.

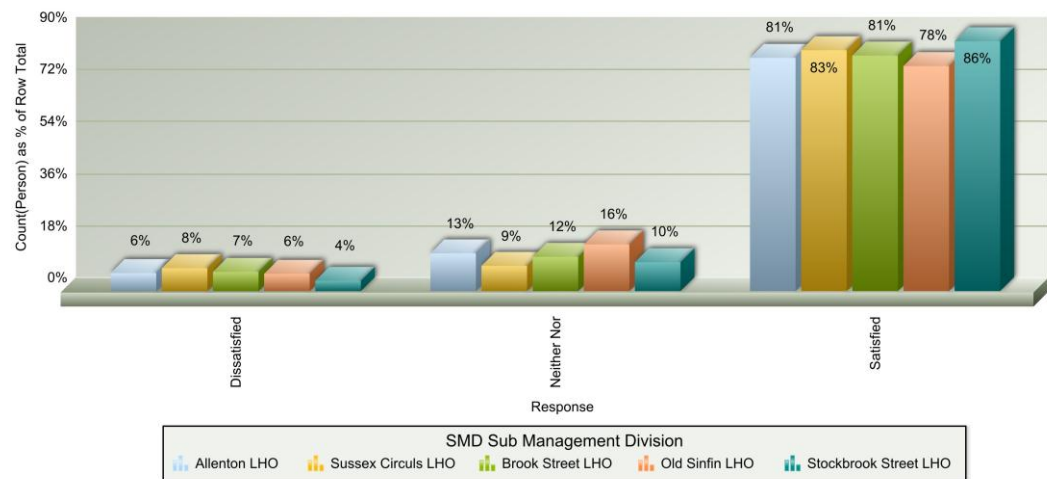
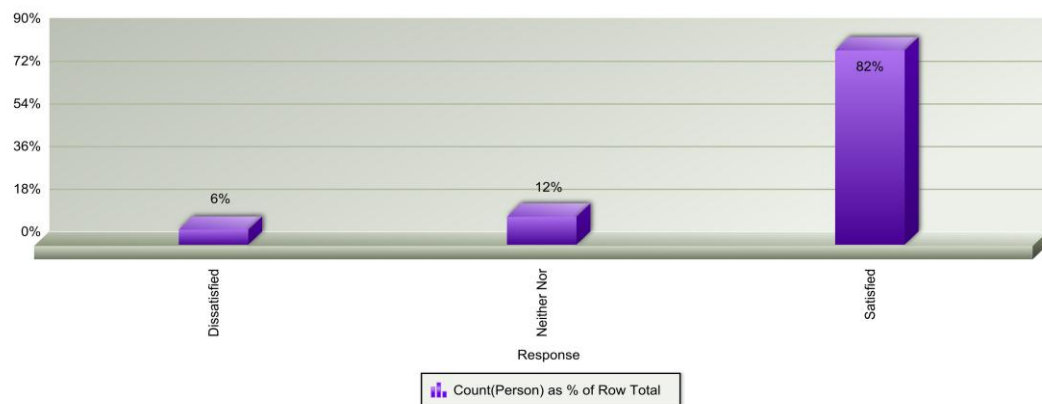
As a result of the doorstep campaigns we created 10 new Customer Priorities based on issues raised which will run to the end of 2017.

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 or 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).

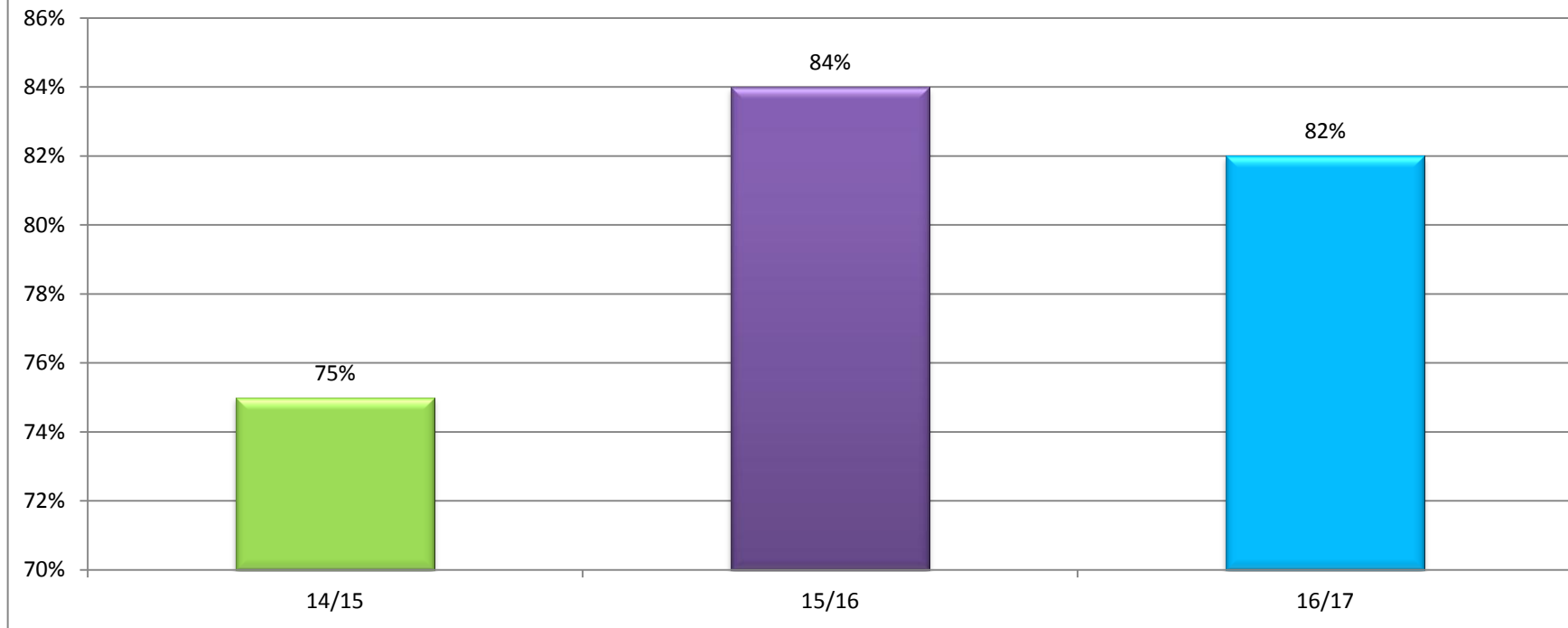
## Quality of Home



	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with the overall quality of your home? 5 is satisfied, 1 is dissatisfied	55	103	717	875
Total	55	103	717	875

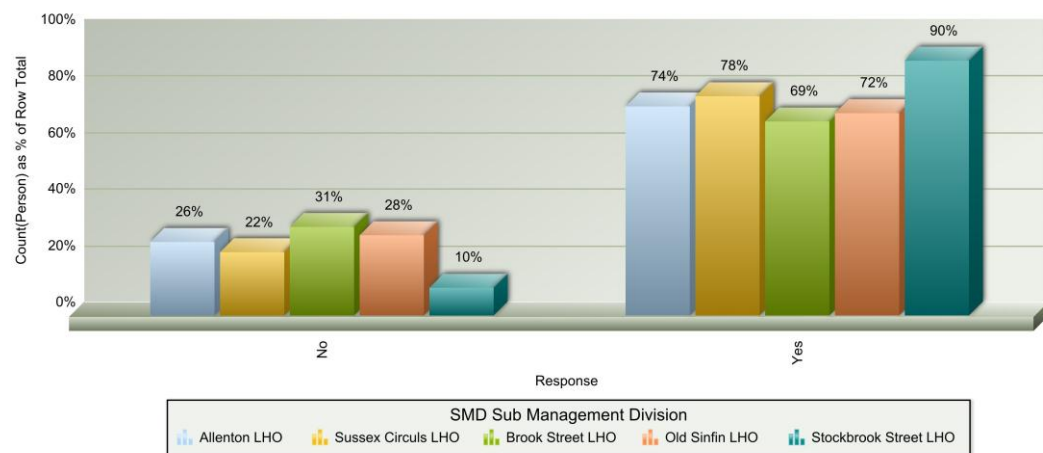
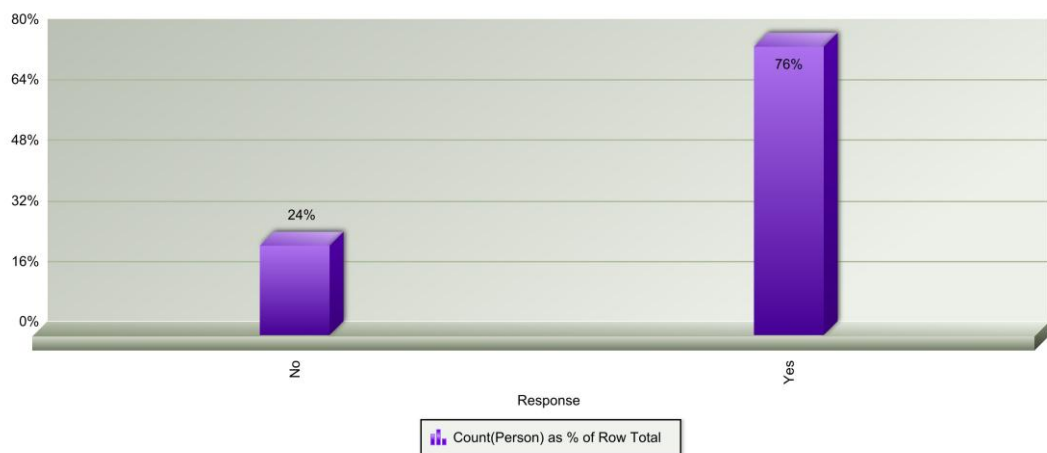
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	11	23	142	176
Sussex Circus LHO	20	23	211	254
Brook Street LHO	9	16	110	135
Old Sinfin LHO	10	27	130	167
Stockbrook Street LHO	5	14	121	140
Total	55	103	714	872

## Quality of Home Q1



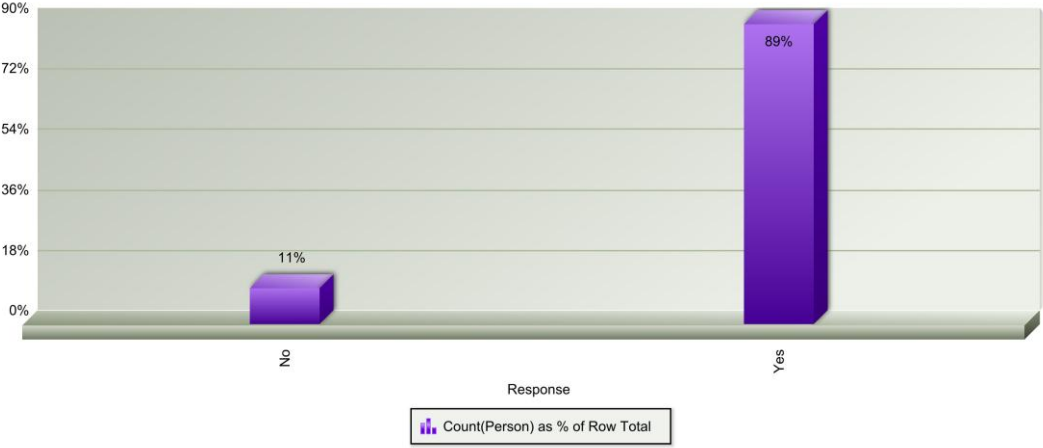
Despite this being a 2% decrease on the same period from last year, the number of surveys completed was more than double. 2015/16 there were 363 surveys completed compared to 875 2016/17.

# Repairs

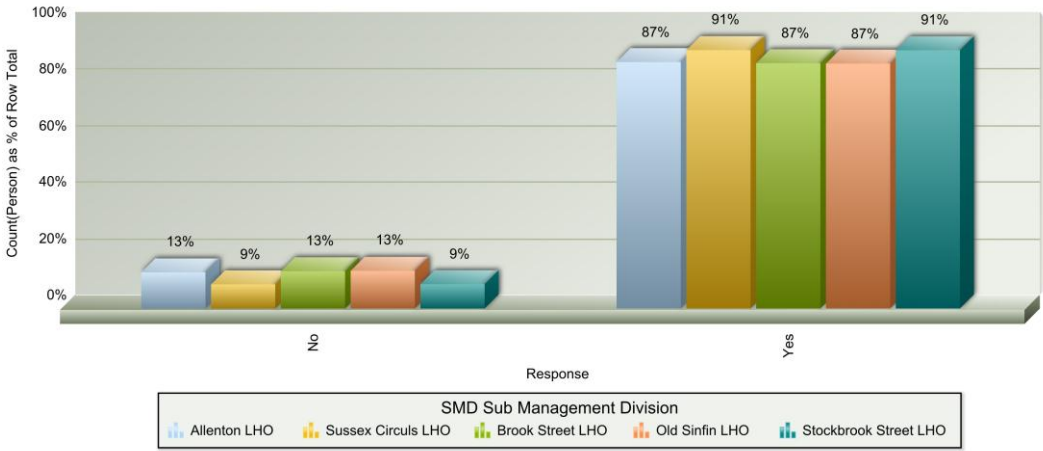


	No	Yes	Total
Have you had a repair carried out in the last 12 months?	205	662	867
Total	205	662	867

	No	Yes	Total
Allenton LHO	45	128	173
Sussex Circus LHO	56	194	250
Brook Street LHO	42	92	134
Old Sinfin LHO	46	116	162
Stockbrook Street LHO	10	92	102
Total	199	622	821



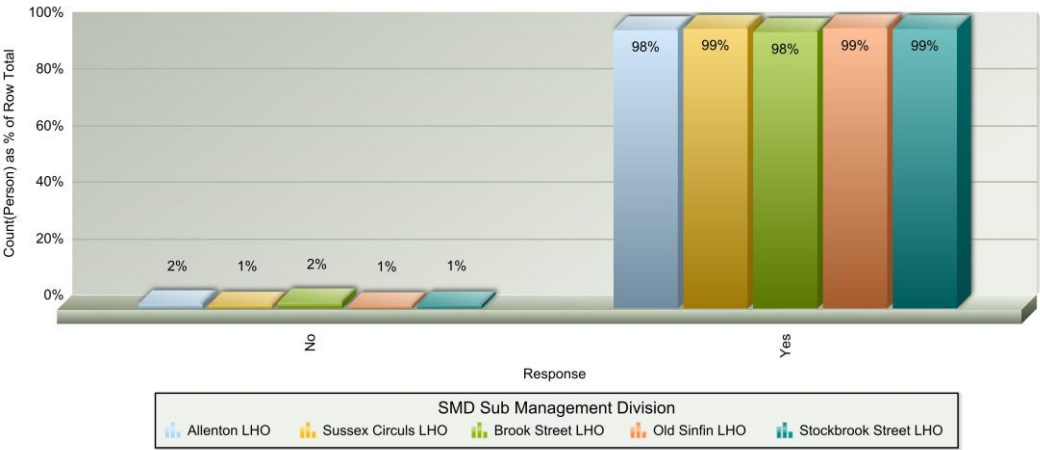
	No	Yes	Total
Were you happy with the time it took to complete your repair?	72	603	675
Total	72	603	675



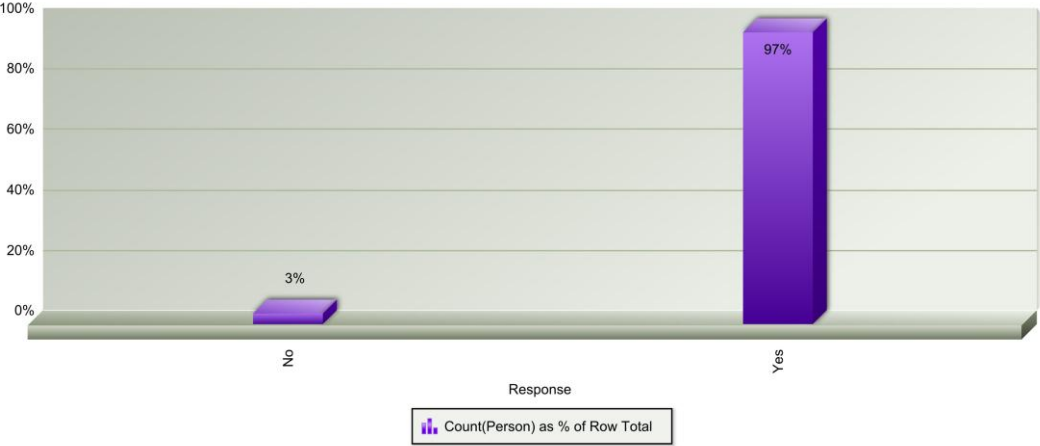
	No	Yes	Total
Allenton LHO	17	116	133
Sussex Circus LHO	17	182	199
Brook Street LHO	12	79	91
Old Sinfin LHO	16	104	120
Stockbrook Street LHO	8	85	93
Total	70	566	636



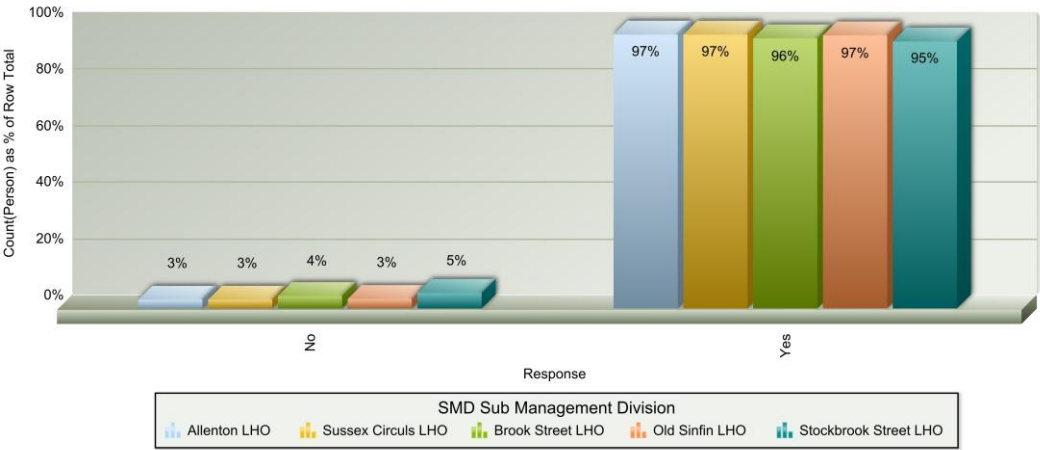
	No	Yes	Total
I was happy with the attitude of the workers	9	664	673
Total	9	664	673



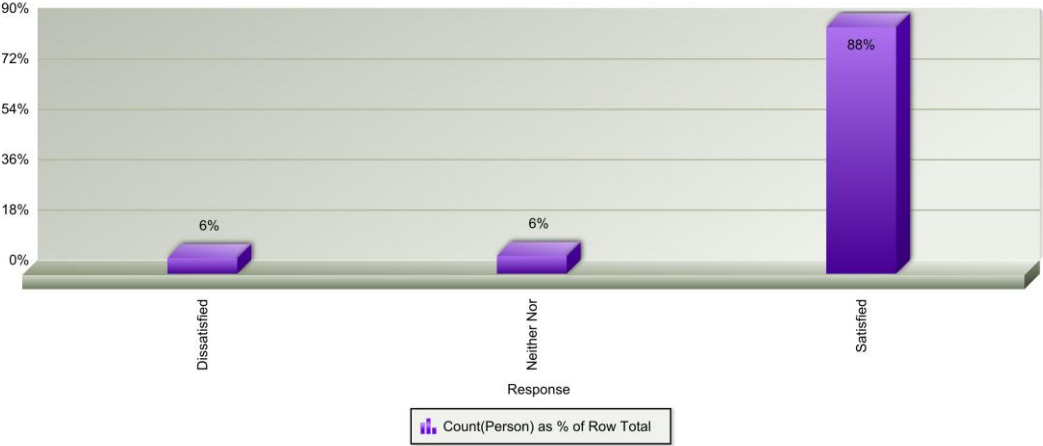
	No	Yes	Total
Allenton LHO	2	129	131
Sussex Circus LHO	2	194	196
Brook Street LHO	2	90	92
Old Sinfin LHO	1	122	123
Stockbrook Street LHO	1	90	91
Total	8	625	633



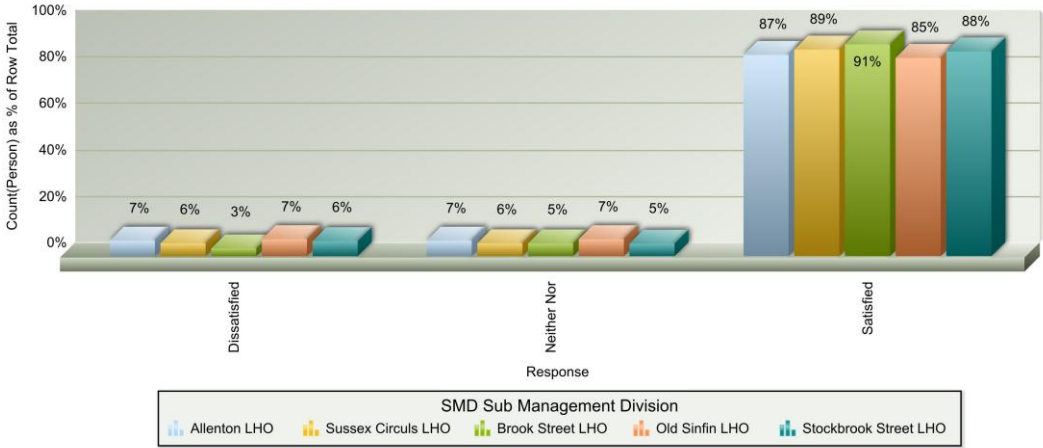
	No	Yes	Total
The workers kept dirt and mess to a minimum	23	642	665
Total	23	642	665



	No	Yes	Total
Allenton LHO	4	126	130
Sussex Circus LHO	6	188	194
Brook Street LHO	4	87	91
Old Sinfin LHO	4	115	119
Stockbrook Street LHO	5	86	91
Total	23	602	625

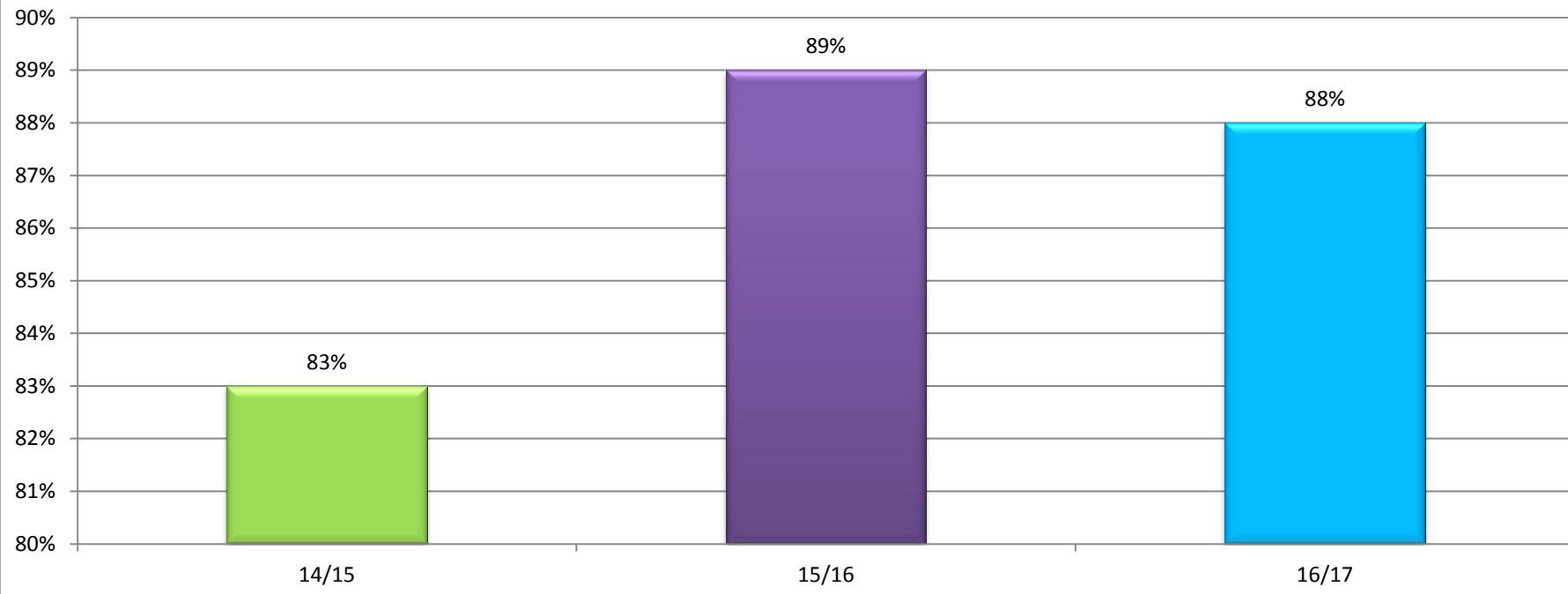


	Dissatisfied	Neither Nor	Satisfied	Total
Overall, how satisfied or dissatisfied are you with your most recent repair? 5 is satisfied, 1 is dissatisfied.	38	43	600	681
Total	38	43	600	681

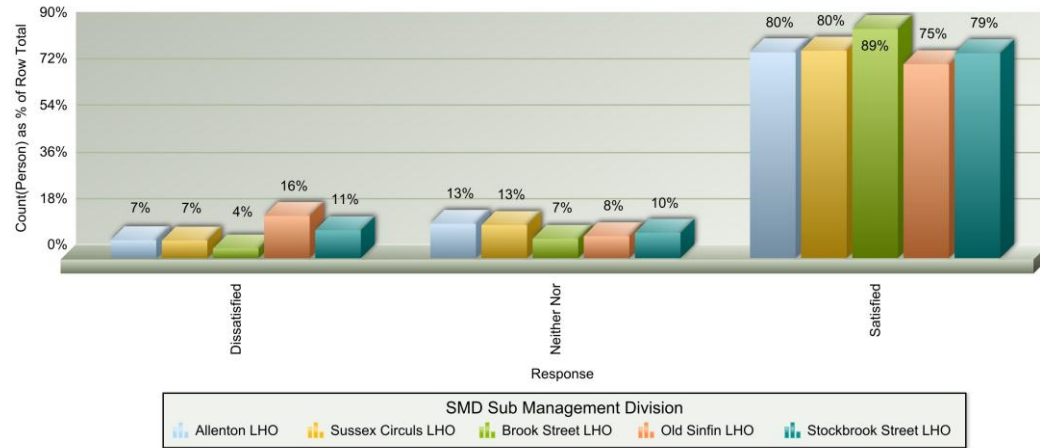
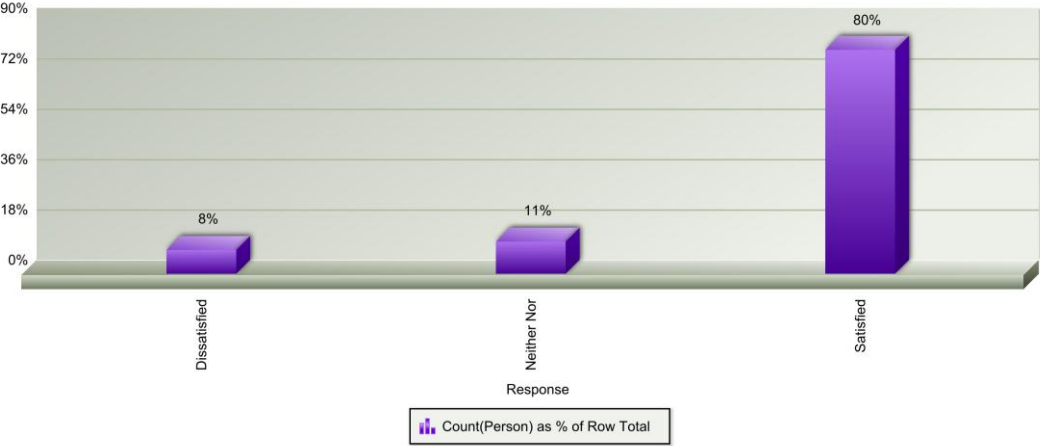


	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	9	9	117	135
Sussex Circus LHO	11	11	177	199
Brook Street LHO	3	5	83	91
Old Sinfin LHO	9	9	105	123
Stockbrook Street LHO	6	5	82	93
Total	38	39	564	641

## Most recent repair Q1

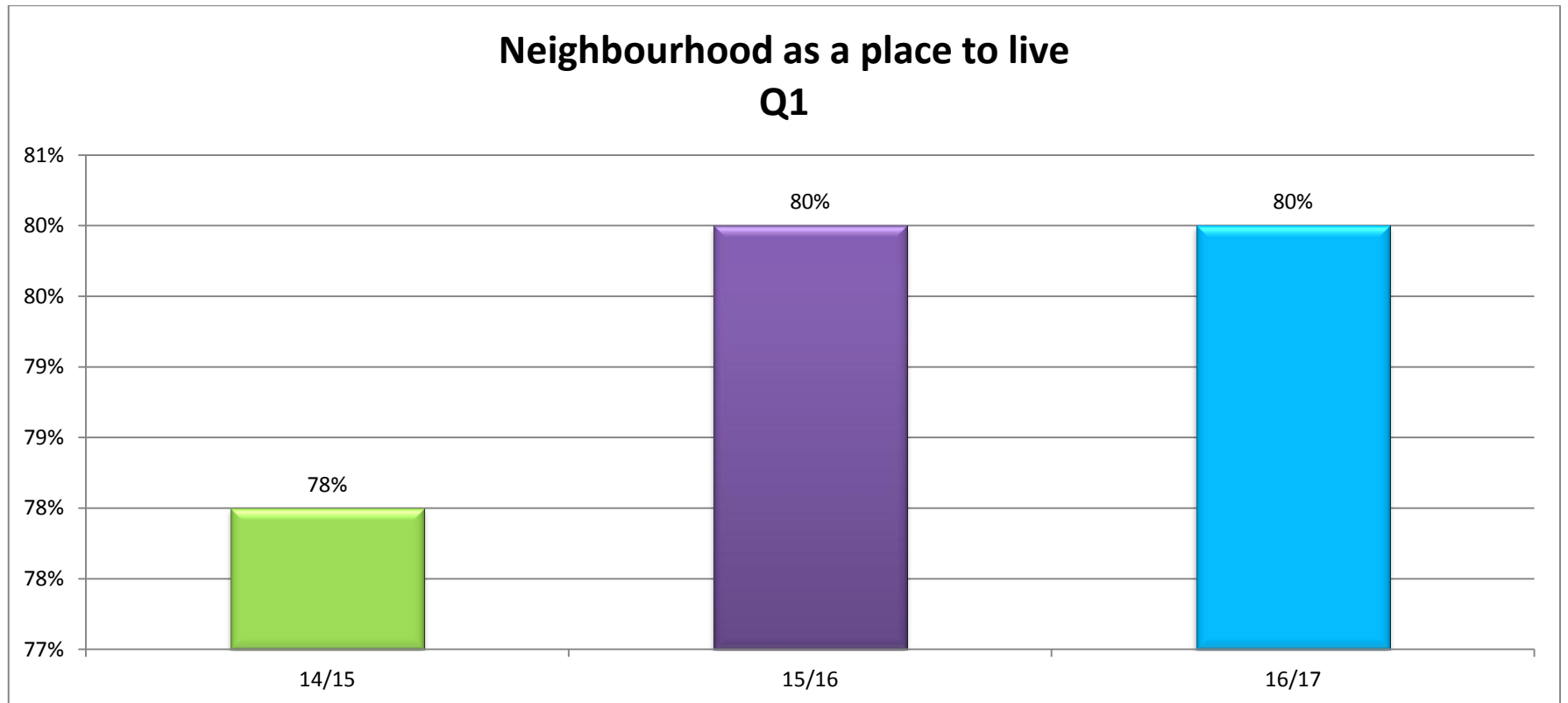


Your Neighbourhood

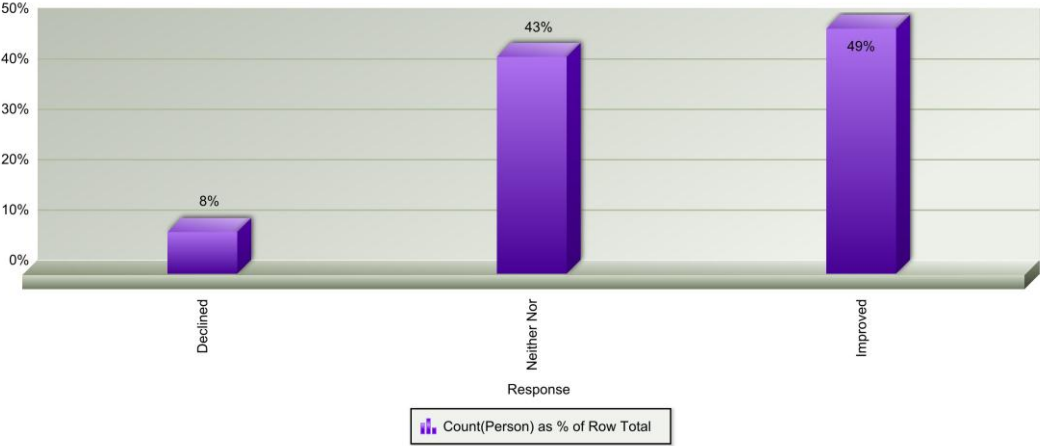


	Dissatisfied	Neither Nor	Satisfied	Total
How satisfied or dissatisfied are you with your neighbourhood as a place to live? 5 satisfied, 1 is dissatisfied	74	100	697	871
Total	74	100	697	871

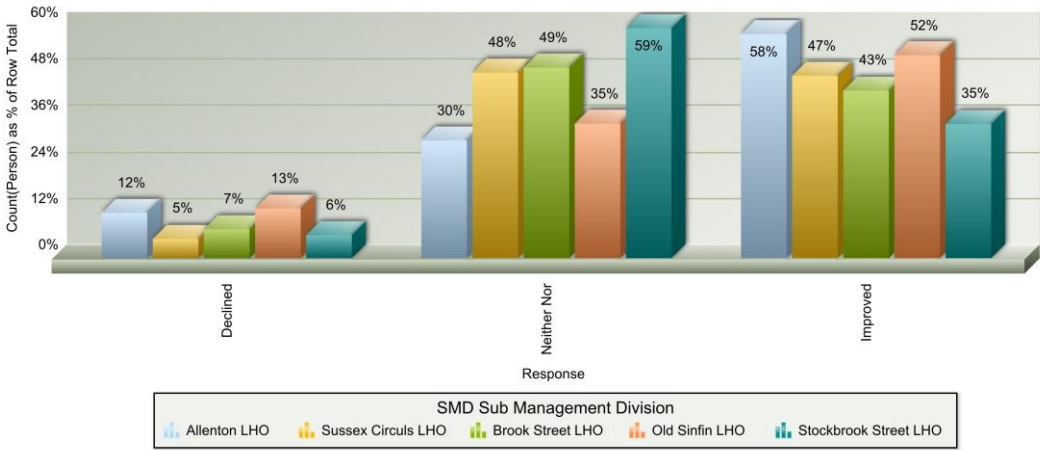
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	12	23	138	173
Sussex Circus LHO	17	32	201	250
Brook Street LHO	5	10	119	134
Old Sinfin LHO	27	14	124	165
Stockbrook Street LHO	11	10	81	102
Total	72	89	663	824



The percentage of those satisfied has remained at 80% despite the number of surveys completed this year being significantly higher at 871 in 2016/17 to 361 in 2015/16.



	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	71	369	417	857
Total	71	369	417	857



	Declined	Neither Nor	Improved	Total
Allenton LHO	20	52	99	171
Sussex Circus LHO	12	116	114	242
Brook Street LHO	10	66	58	134
Old Sinfin LHO	21	57	86	164
Stockbrook Street LHO	6	60	35	101
Total	69	351	392	812

	Very much a problem	Neither Nor	Not a problem	Total
Rubbish or litter 1 very much a problem, 5 is not a problem	107	129	633	869
Noisy neighbours 1 very much a problem, 5 is not a problem	84	61	720	865
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	109	96	662	867
Other problems with pets and animals 1 very much a problem, 5 is not a problem	40	44	776	860
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	65	64	739	868
Racial or other harassment 1 very much a problem, 5 is not a problem	22	28	817	867
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	55	43	766	864
Vandalism and graffiti 1 very much a problem, 5 is not a problem	22	18	824	864
People damaging your property 1 very much a problem, 5 is not a problem	30	31	800	861
Drug use or dealing 1 very much a problem, 5 is not a problem	68	42	750	860
Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	13	12	840	865
Other crime 1 very much a problem, 5 is not a problem	21	21	823	865
Noise from traffic 1 very much a problem, 5 is not a problem	37	59	766	862
Car parking 1 very much a problem, 5 is not a problem	110	87	668	865
Total	783	735	10584	12102

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

- Car Parking 13%
- Dog Fouling/Dog Mess 13%
- Rubbish/Litter 12%

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	24	23	125	172
	Brook Street LHO	8	20	106	134
	Sussex Circus LHO	29	31	191	251
	Stockbrook Street LHO	20	13	69	102
	Sinfin LHO	22	32	109	163
Noisy neighbours 1 very much a problem, 5 is not a problem	Allenton LHO	16	14	143	173
	Brook Street LHO	7	12	115	134
	Sussex Circus LHO	21	13	215	249
	Stockbrook Street LHO	10	3	88	101
	Sinfin LHO	23	10	129	162
Dog fouling/Dog mess 1 very much a problem, 5 is not a problem	Allenton LHO	23	20	127	170
	Brook Street LHO	12	15	107	134
	Sussex Circus LHO	38	26	186	250
	Stockbrook Street LHO	13	12	77	102
	Sinfin LHO	16	17	130	163
Other problems with pets and animals 1 very much a problem, 5 is not a problem	Allenton LHO	12	8	151	171
	Brook Street LHO	5	6	123	134
	Sussex Circus LHO	11	12	225	248
	Stockbrook Street LHO	4	6	92	102
	Sinfin LHO	7	7	144	158
Disruptive children/teenagers 1 very much a problem, 5 is not a problem	Allenton LHO	17	14	142	173
	Brook Street LHO	7	7	120	134
	Sussex Circus LHO	15	16	219	250
	Stockbrook Street LHO	4	9	88	101

	Sinfin LHO	20	15	128	163
Racial or other harassment 1 very much a problem, 5 is not a problem	Allenton LHO	5	13	155	173
	Brook Street LHO		1	133	134
	Sussex Circus LHO	4	4	242	250
	Stockbrook Street LHO		3	98	101
	Sinfin LHO	11	7	144	162
Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem	Allenton LHO	11	11	150	172
	Brook Street LHO	6	4	124	134
	Sussex Circus LHO	15	9	226	250
	Stockbrook Street LHO	8	8	85	101
	Sinfin LHO	12	7	141	160
Vandalism and graffiti 1 very much a problem, 5 is not a problem	Allenton LHO	4	5	160	169
	Brook Street LHO	1		133	134
	Sussex Circus LHO	8	1	241	250
	Stockbrook Street LHO		4	98	102
	Sinfin LHO	6	8	148	162
People damaging your property 1 very much a problem, 5 is not a problem	Allenton LHO	11	9	151	171
	Brook Street LHO	3		131	134
	Sussex Circus LHO	5	6	239	250
	Stockbrook Street LHO		5	95	100
	Sinfin LHO	9	10	140	159
Drug use or dealing 1 very much a problem, 5 is not a problem	Allenton LHO	13	7	150	170
	Brook Street LHO	2	8	123	133
	Sussex Circus LHO	26	9	214	249
	Stockbrook Street LHO	11	6	84	101
	Sinfin LHO	11	9	140	160

Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem	Allenton LHO	6	3	162	171
	Brook Street LHO	1	2	131	134
	Sussex Circus LHO	2	1	246	249
	Stockbrook Street LHO		4	98	102
	Sinfin LHO	3	2	157	162
Other crime 1 very much a problem, 5 is not a problem	Allenton LHO	9	6	157	172
	Brook Street LHO	1	1	132	134
	Sussex Circus LHO	4	1	243	248
	Stockbrook Street LHO	1	2	99	102
	Sinfin LHO	5	10	147	162
Noise from traffic 1 very much a problem, 5 is not a problem	Allenton LHO	9	12	149	170
	Brook Street LHO	5	12	118	135
	Sussex Circus LHO	12	16	221	249
	Stockbrook Street LHO	5	8	87	100
	Sinfin LHO	5	7	149	161
Car parking 1 very much a problem, 5 is not a problem	Allenton LHO	26	16	128	170
	Brook Street LHO	17	21	97	135
	Sussex Circus LHO	39	22	189	250
	Stockbrook Street LHO	9	13	80	102
	Sinfin LHO	15	12	134	161
Total		740	686	10018	11444

The top three issues in each area are:

Allenton

Car Parking 15%

Dog Fouling/Dog mess	14%
Disruptive Children/Teenagers	10%

**Brook Street**

Car Parking	13%
Dog Fouling/Dog Mess	9%
Rubbish/Litter	6%

**Sussex**

Dog Fouling/Dog Mess	15%
Rubbish/Litter	12%
Drug Use/Dealing	10%

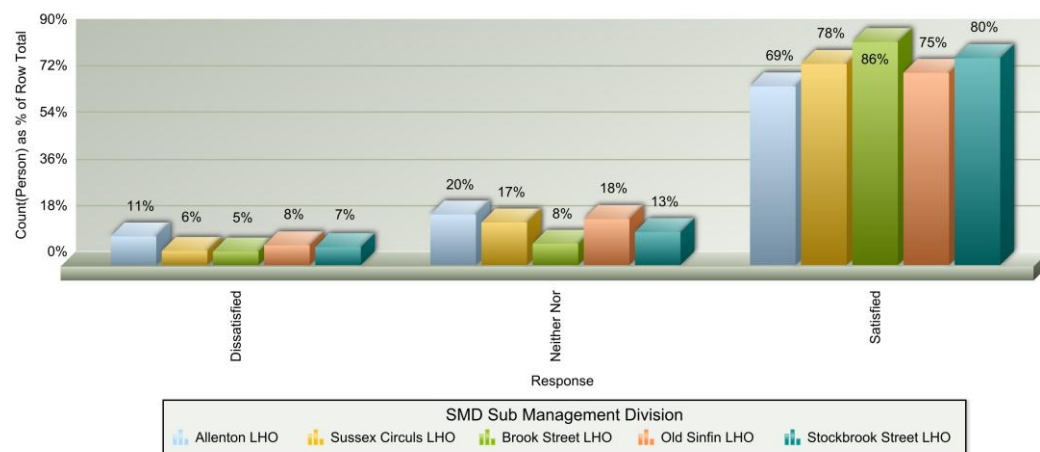
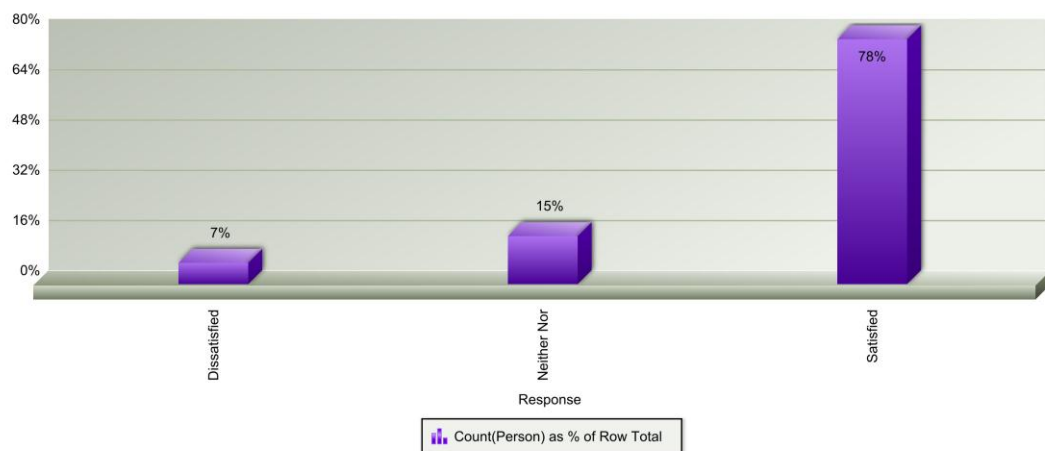
**Stockbrook Street**

Rubbish/Litter	20%
Dog Fouling/Dog Mess	13%
Drug Use/Dealing	11%

**Sinfin**

Noisy Neighbours	14%
Rubbish/Litter	13%
Disruptive Children/Teenagers	12%

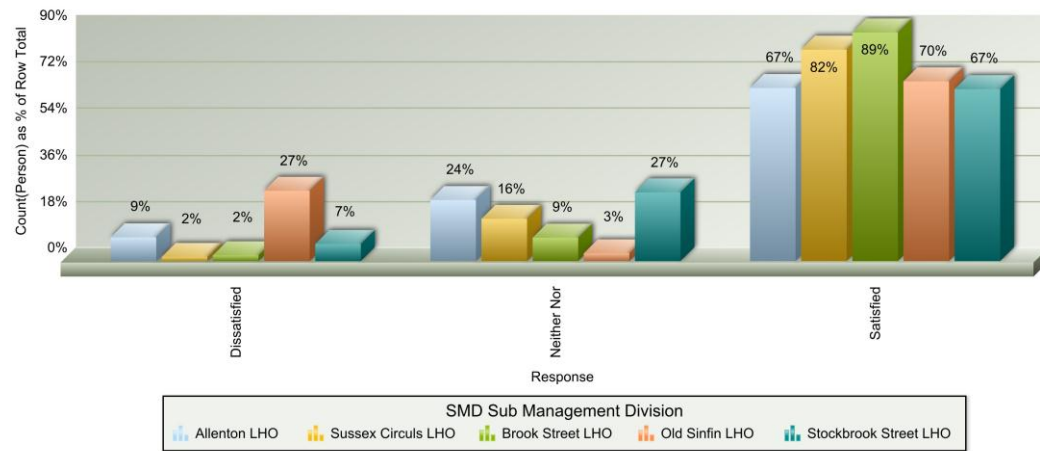
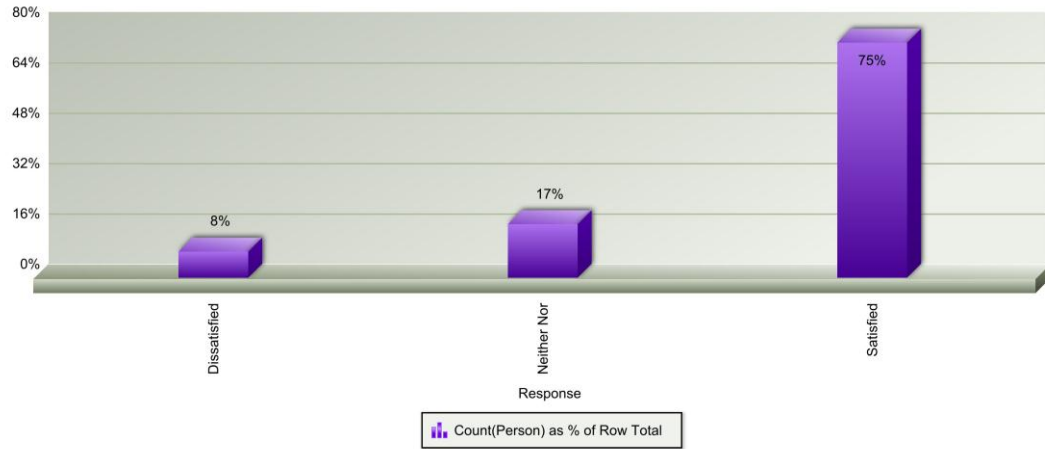
## Grounds Maintenance



	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.	55	124	633	812
Total	55	124	633	812

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	17	30	106	153
Sussex Circus LHO	13	39	184	236
Brook Street LHO	7	11	115	133
Old Sinfin LHO	12	28	117	157
Stockbrook Street LHO	6	11	69	86
Total	55	119	591	765

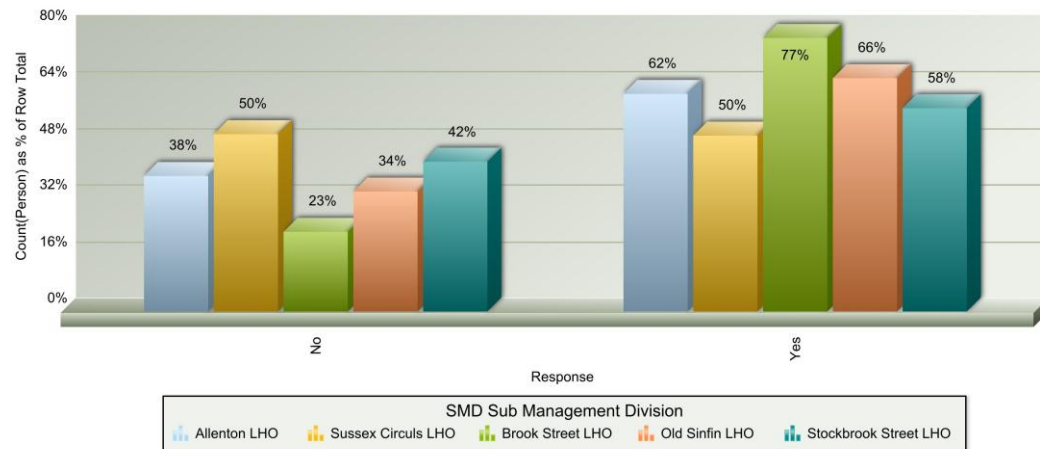
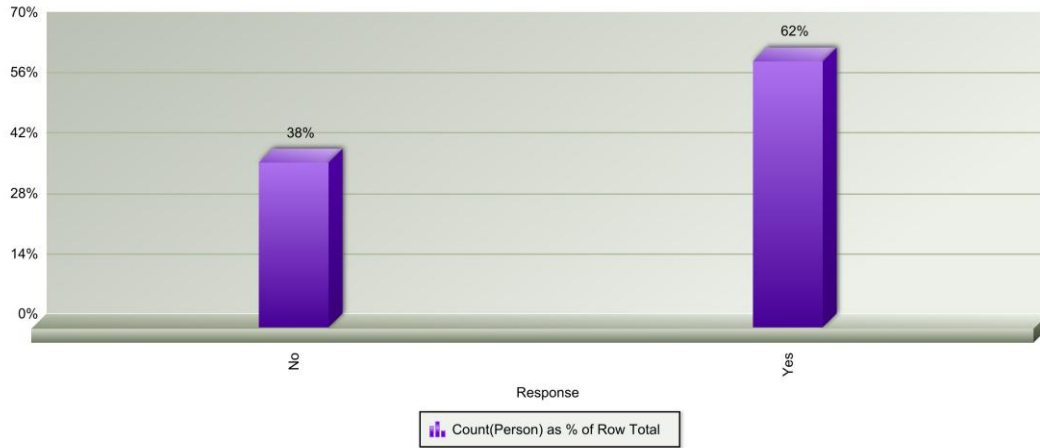
## Communal Cleaning



	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	20	41	180	241
Total	20	41	180	241

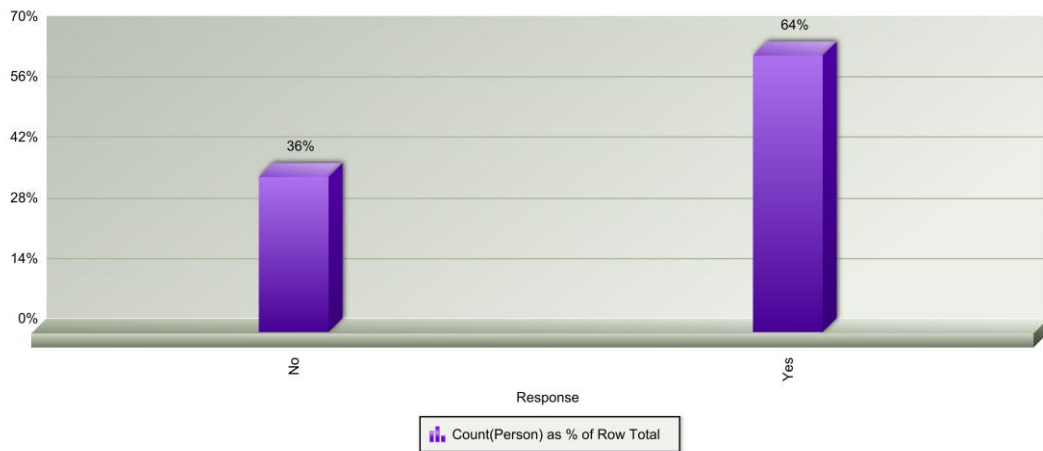
	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	7	18	51	76
Sussex Circus LHO	1	10	50	61
Brook Street LHO	1	4	39	44
Old Sinfin LHO	9	1	23	33
Stockbrook Street LHO	1	4	10	15
Total	19	37	173	229

## Improvements to Area

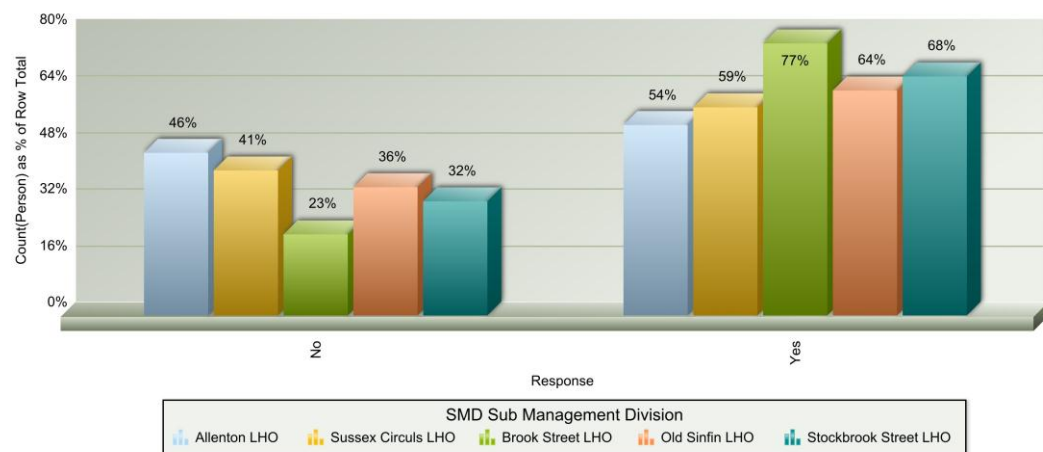


	No	Yes	Total
Do you know that Derby Homes carry out large and small improvement works across the city? These improvements can include landscaping works, such as paving and fencing. They can also include social improvements such as helping to improve/resolve ASB.	329	531	860
Total	329	531	860

	No	Yes	Total
Allenton LHO	66	106	172
Sussex Circus LHO	124	123	247
Brook Street LHO	30	103	133
Old Sinfin LHO	55	107	162
Stockbrook Street LHO	42	57	99
Total	317	496	813



	No	Yes	Total
Do you know how to let us know if you think improvements could be made in your area?	305	544	849
Total	305	544	849

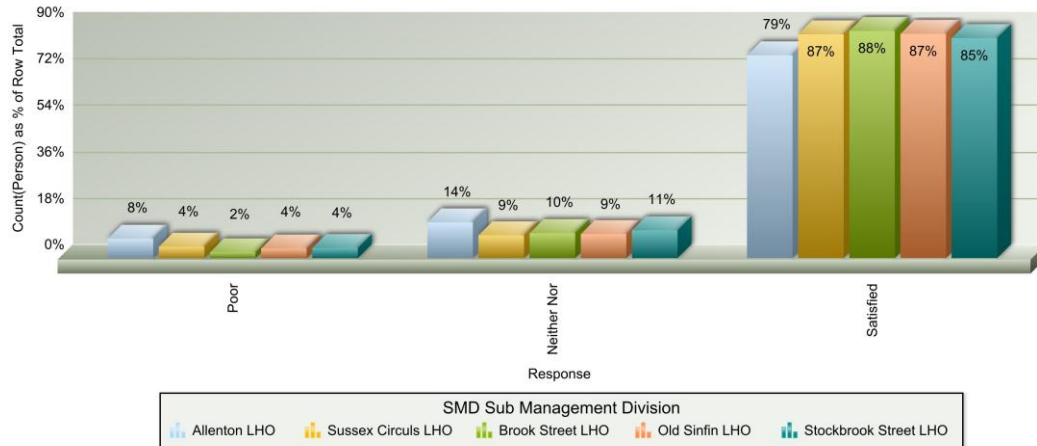
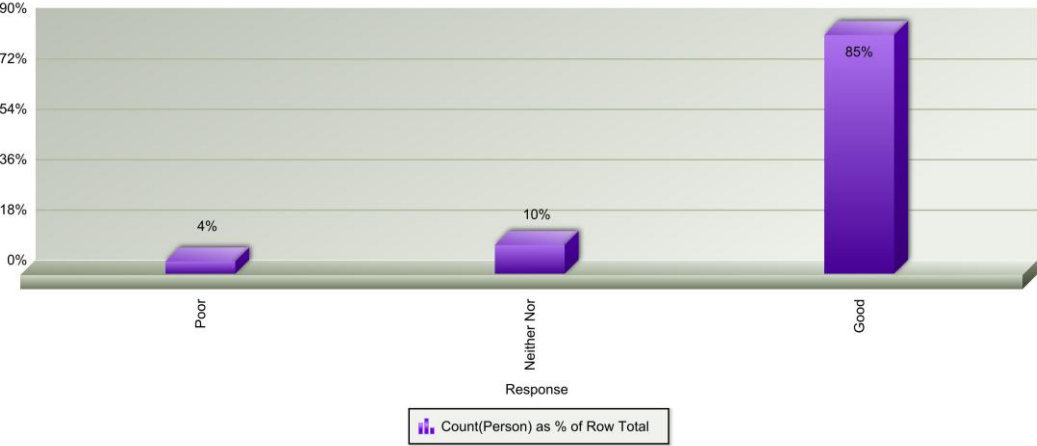


	No	Yes	Total
Allenton LHO	76	89	165
Sussex Circuls LHO	101	145	246
Brook Street LHO	31	104	135
Old Sinfin LHO	57	100	157
Stockbrook Street LHO	32	67	99
Total	297	505	802

## Suggestions for Improvement

"All work seems to get sorted out"		
A better kids play area		
A few issues need to be resolved within this area. Shared gardens can be a issue to give independence and ease of access. They would like more patrols by Housing Officers more often to look at issues around the area.		
A gate near the community room to stop people walking through the sceme		
A wall mural on brick wall that window looks out onto.		
Add cycle barriers outside of properties as it is dangerous when walking out.		
Advised of recent works		
Another Park is required for the children but there is a small playing area at the top of Anderson Street and in the middle of Booth street. No further action required.		
aware that patio door is being installed to living room.		
Better facilities for teenagers.		
better park facilities waterford drive		
Bigger drying area		
block paving		
Bollards for Imari Park to stop cars and vans parking on the side of road on the site.		
Bollards to stop cars being parked on pavements and damaging grass verges. More street bins required on the estate.		
Bollards to stop vehicles parking on grass verges - causing damage to grass by making deep ruts that fill with water. Traffic calming measures needed on the estate. Particularly problems with parking and motorbikes. Many rat runs through the estate.		
Bus stop improvements		
Bushes being cut down		
Camera would be good to deter ASB & Fly Tipping		
Car parking is an issue in this avenue. Not enough spaces for the amount of people with vehicles.		
CCTV around the neighbourhood		
Cleaned on a regular basis and secure the Car Park to kerb ASB. Car Parks are being used by Takeaway Delivery Drivers and also used by Drug Dealers. This has declined the area and needs improving a lot. Rubbish on streets and 3rd parties coming onto the state. Shaun Spencer has been spoken to about these issues in the past in a women's meeting.		
Cleaning it up, more litter bins. 2x on street. Tnt feels it could be a good be a good idea with how many shops are on the street.		
Communal gardens a mess, benches should be put back so elderly tenants can spend time there.		
cut trees back		
Total		

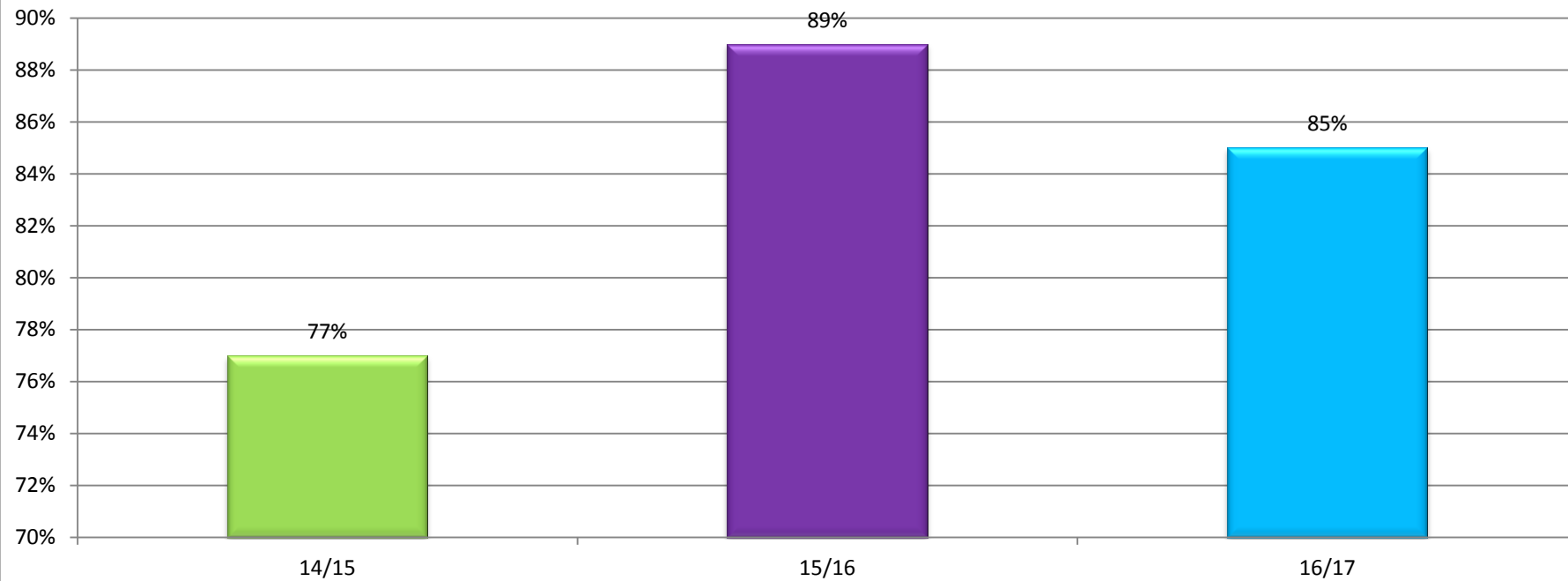
Keeping you Informed



	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	38	89	739	866
Total	38	89	739	866

	Poor	Neither Nor	Good	Total
Allenton LHO	13	24	136	173
Sussex Circuls LHO	11	22	216	249
Brook Street LHO	3	13	118	134
Old Sinfin LHO	6	15	140	161
Stockbrook Street LHO	4	11	87	102
Total	37	85	697	819

## Keeping You Informed Q1

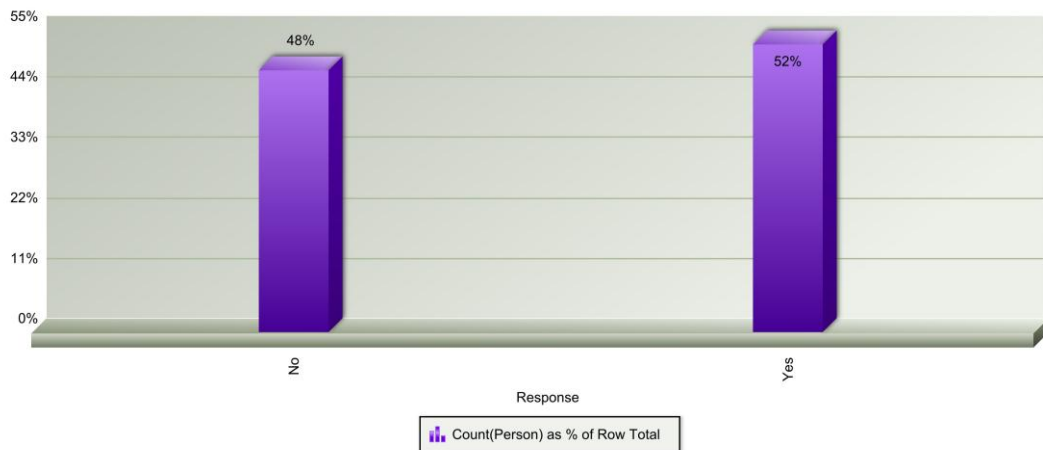


Comments

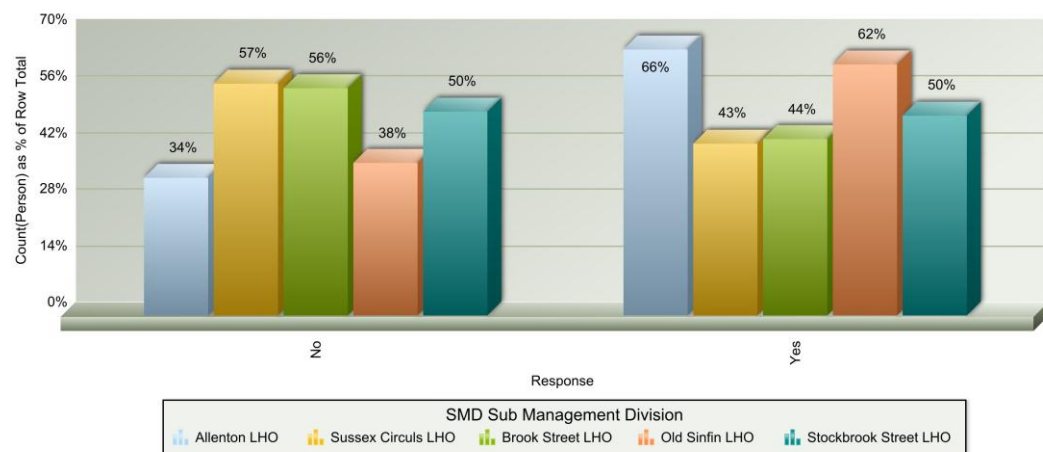
by informing me by email
Cater for older people
come out quicker and make me an appointment time
Customer Service Dept and advisor are amazing and very helpful. But other service departments are hard to get hold of and even if we do they don't help much.
DH never tell us about improvements & keep changing planned work. Keep us better informed.
DH should be more careful who they put in their houses.
Feel Derby Homes do a good job communicating with tenants
Face to face communication
getting out and about and speaking to people
Got it right - can't think of anything.
Had problems with not receiving texts from customer service centre for repairs so keep missing repair appointments as work full-time. Need to improve text service as not reliable.
Hardly goes out so would like more information in the post as she is not aware of community events.
Have an Out of Hours service for ASB
Haven't a clue. happy - alright with him.
His HO is really arrogant - the way he talks is very patronising and quite scruffy - being treated in a more polite fashion. Members of staff being dressed smartly is his suggestion



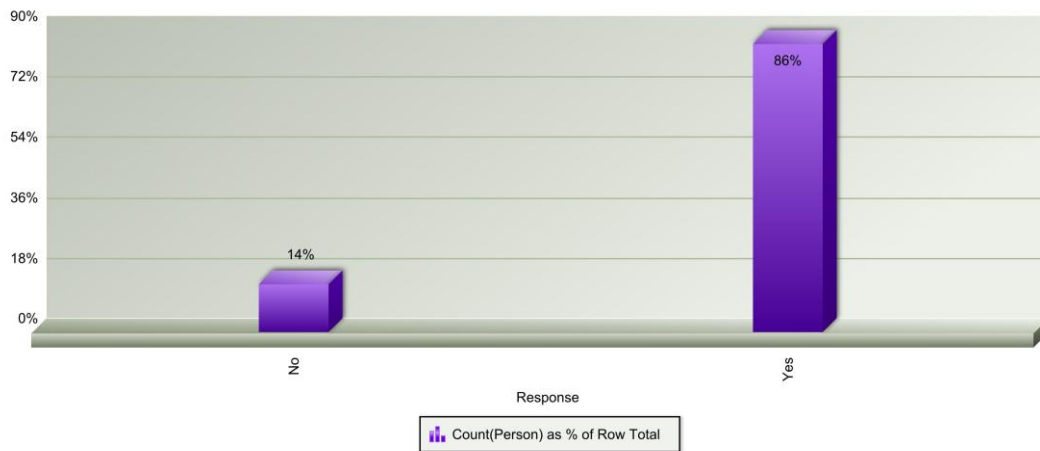
## Contact with Derby Homes



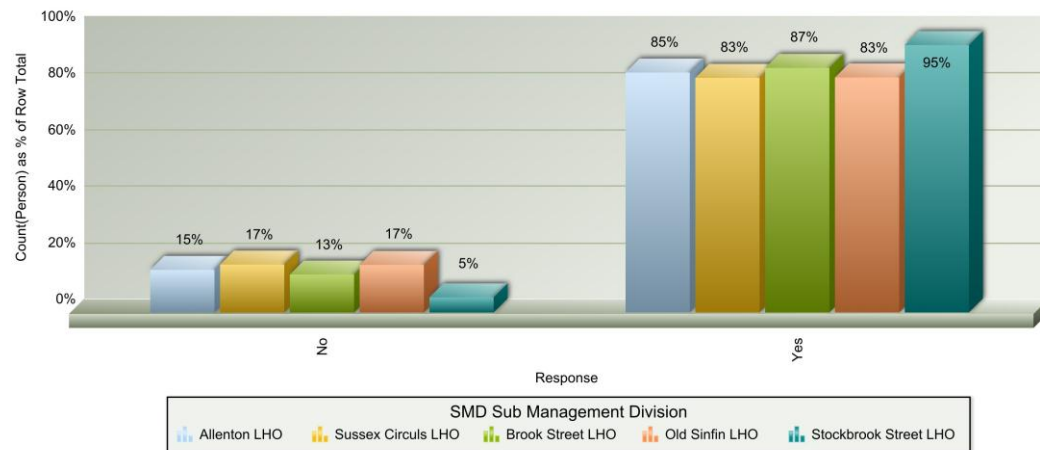
	No	Yes	Total
Have you contacted Derby Homes in the last 12 months with a query other than to pay your rent or service charge?	414	455	869
Total	414	455	869



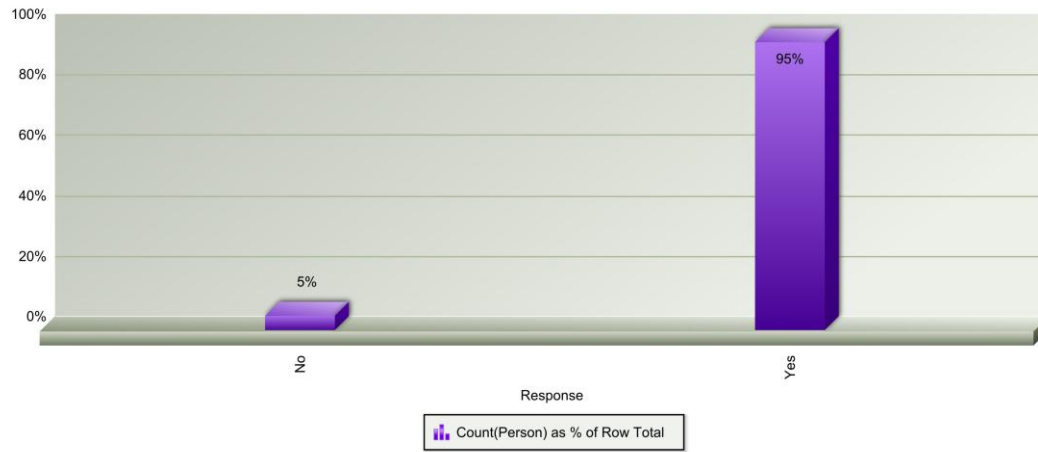
	No	Yes	Total
Allenton LHO	59	114	173
Sussex Circus LHO	143	106	249
Brook Street LHO	76	59	135
Old Sinfin LHO	62	102	164
Stockbrook Street LHO	51	50	101
Total	391	431	822



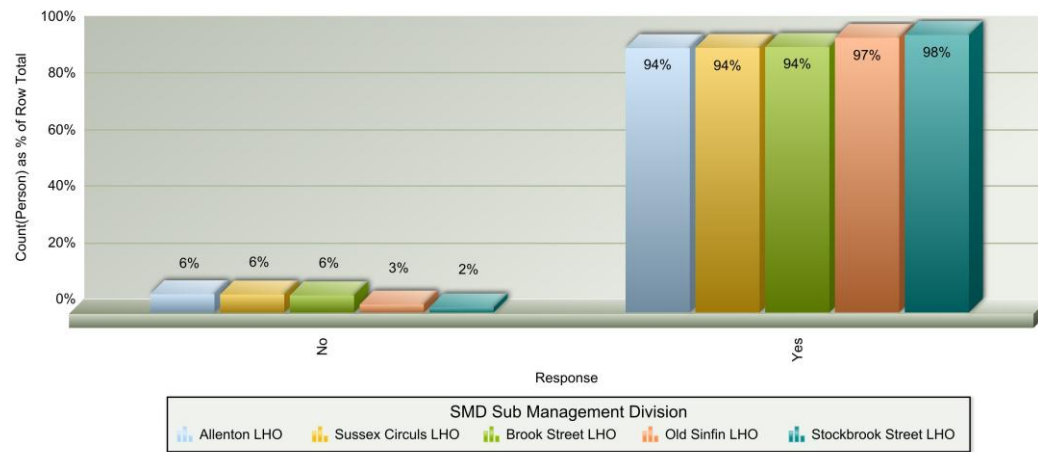
	No	Yes	Total
Getting hold of the right person was easy	70	423	493
Total	70	423	493



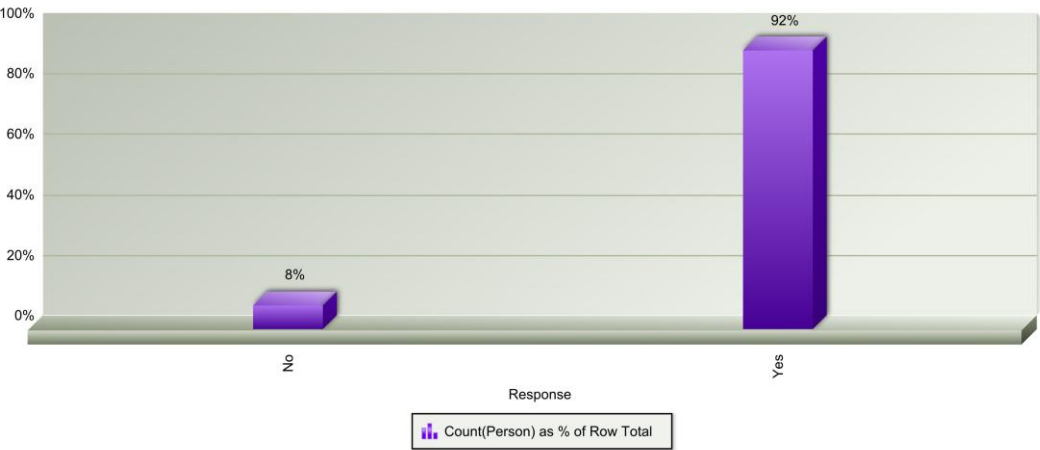
	No	Yes	Total
Allenton LHO	19	107	126
Sussex Circus LHO	19	93	112
Brook Street LHO	9	58	67
Old Sinfin LHO	18	89	107
Stockbrook Street LHO	3	53	56
Total	68	400	468



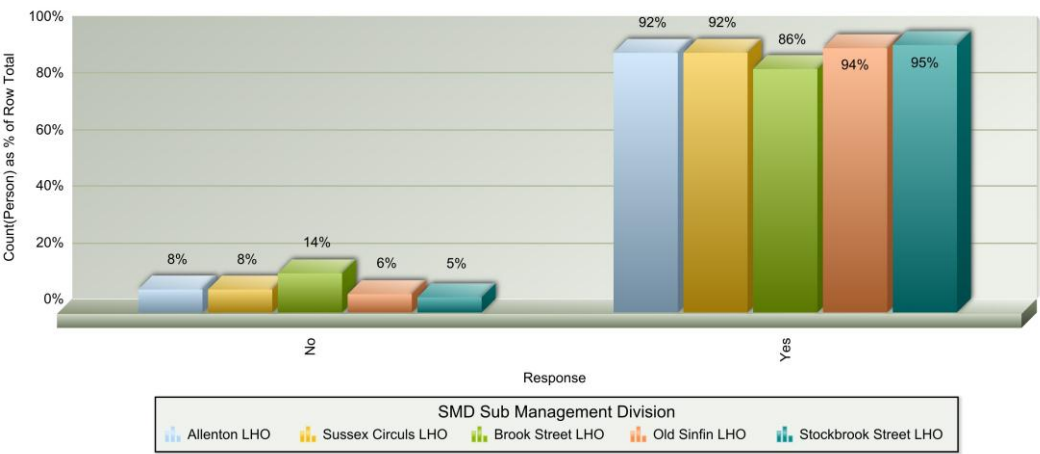
	No	Yes	Total
The staff I spoke to were helpful	23	464	487
Total	23	464	487



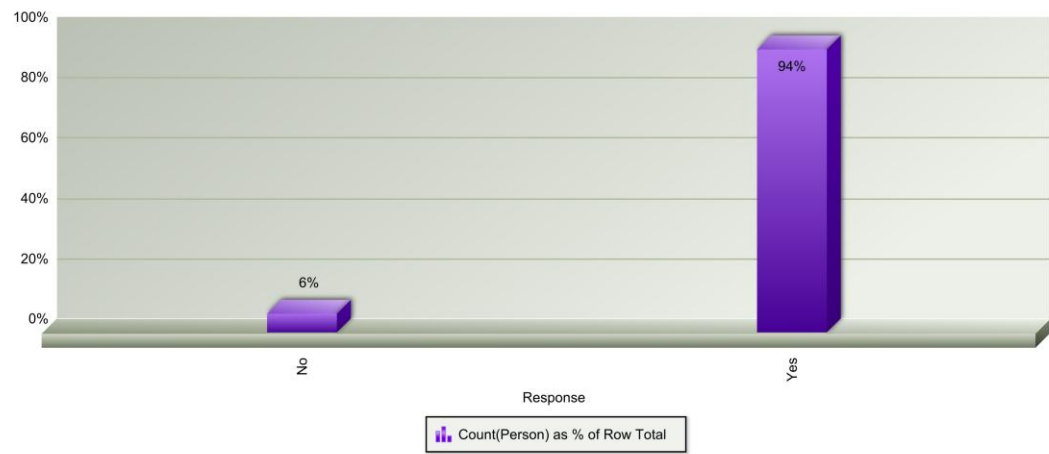
	No	Yes	Total
Allenton LHO	8	116	124
Sussex Circus LHO	7	103	110
Brook Street LHO	4	62	66
Old Sinfin LHO	3	104	107
Stockbrook Street LHO	1	55	56
Total	23	440	463



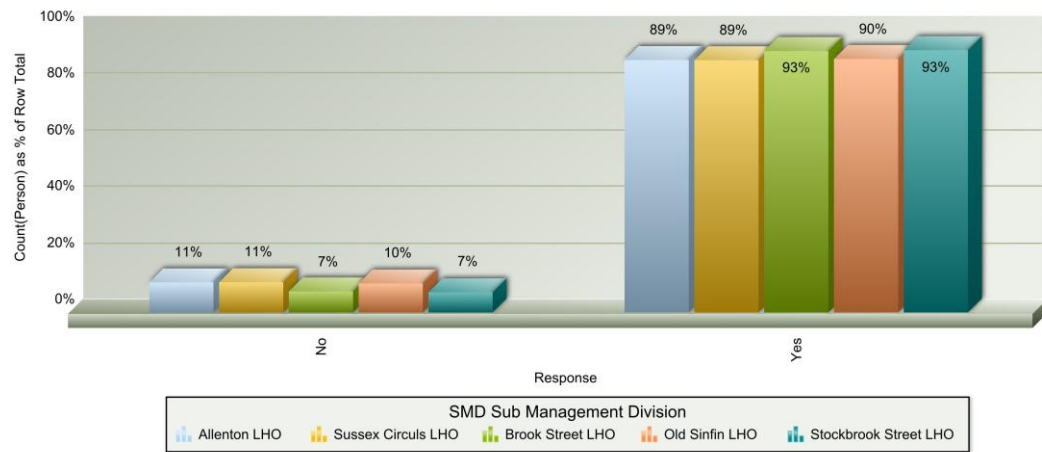
	No	Yes	Total
My query was answered in a reasonable time	38	450	488
Total	38	450	488



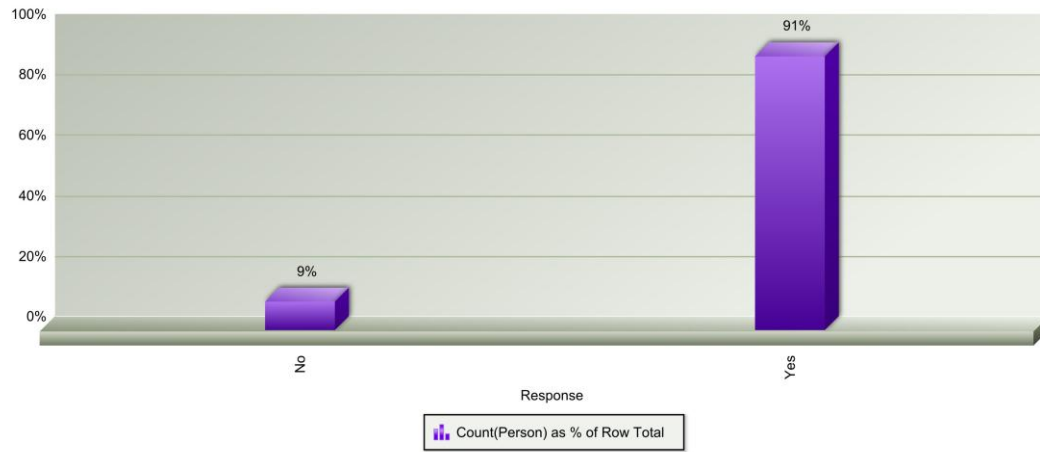
	No	Yes	Total
Allenton LHO	10	113	123
Sussex Circus LHO	9	102	111
Brook Street LHO	9	56	65
Old Sinfin LHO	7	101	108
Stockbrook Street LHO	3	53	56
Total	38	425	463



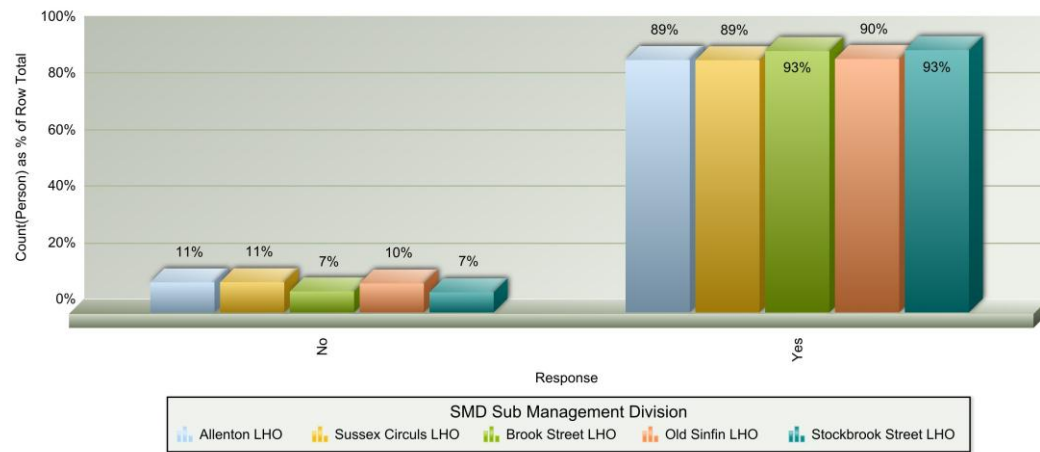
	No	Yes	Total
I was satisfied with the ability of staff to deal with my query quickly and efficiently	30	456	486
Total	30	456	486



	No	Yes	Total
Allenton LHO	13	109	122
Sussex Circus LHO	12	100	112
Brook Street LHO	5	62	67
Old Sinfin LHO	11	96	107
Stockbrook Street LHO	4	52	56
Total	45	419	464

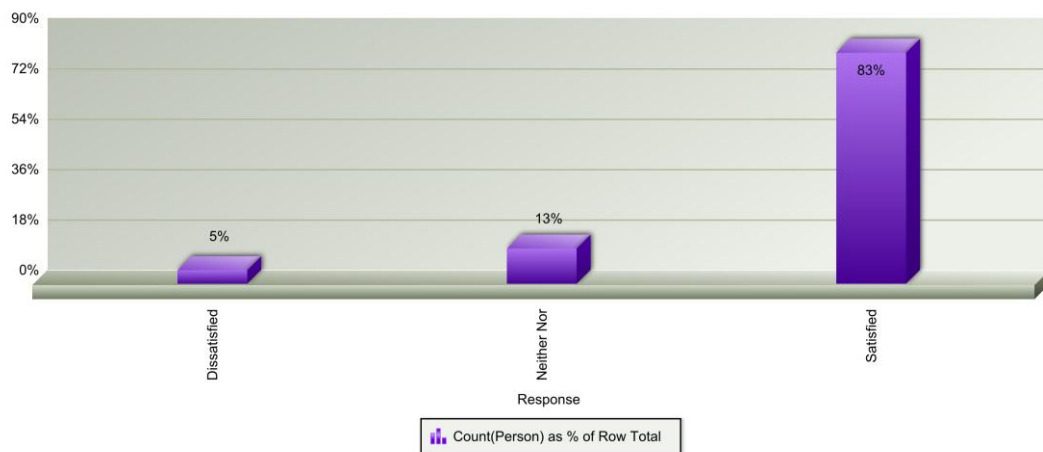


	No	Yes	Total
I was satisfied with the outcome of my query	46	443	489
Total	46	443	489

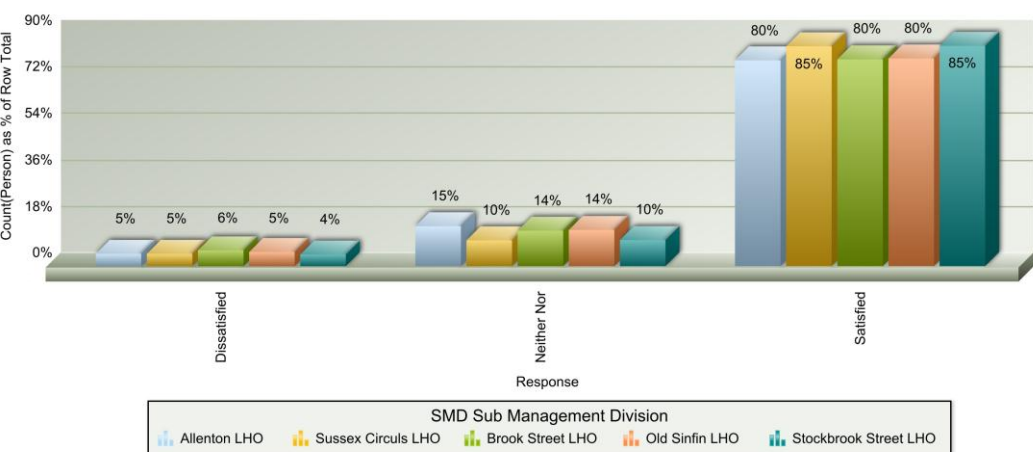


	No	Yes	Total
Allenton LHO	13	109	122
Sussex Circus LHO	12	100	112
Brook Street LHO	5	62	67
Old Sinfin LHO	11	96	107
Stockbrook Street LHO	4	52	56
Total	45	419	464

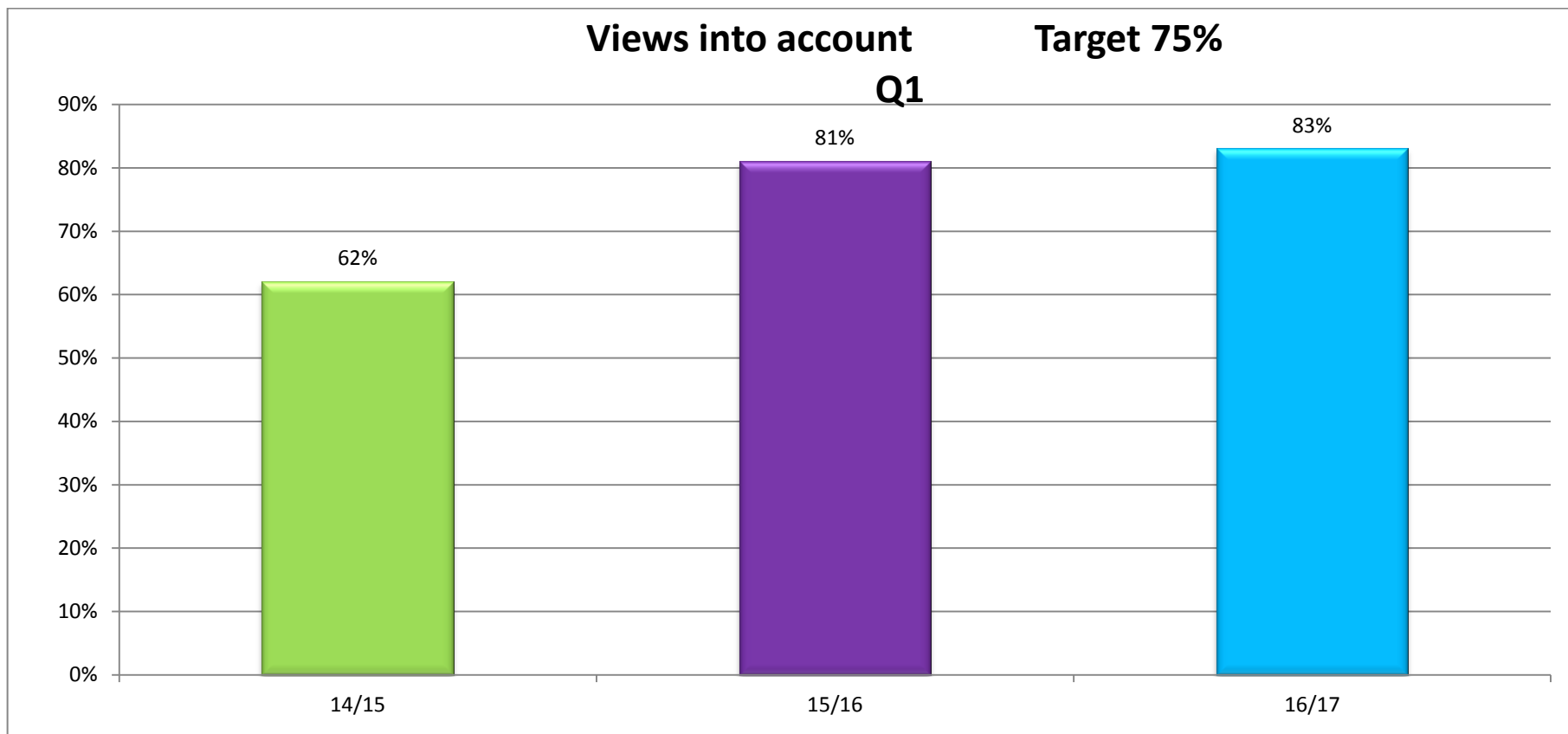
## Views Taken Into Account



	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	40	104	683	827
Total	40	104	683	827

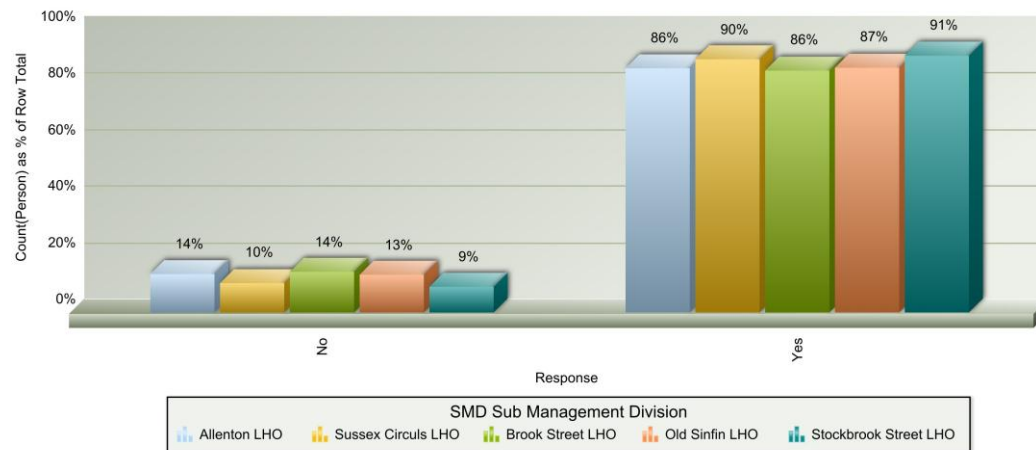
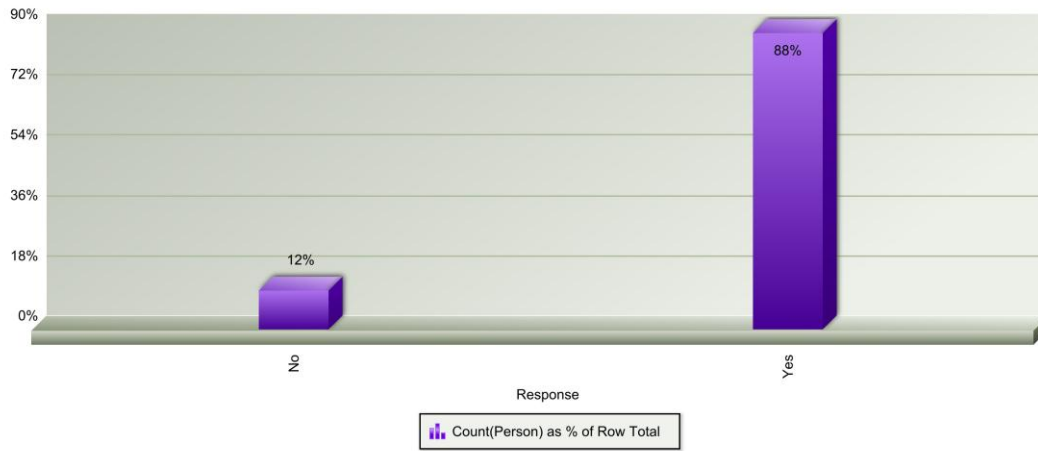


	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	8	26	134	168
Sussex Circus LHO	11	23	196	230
Brook Street LHO	8	18	105	131
Old Sinfin LHO	9	23	132	164
Stockbrook Street LHO	4	9	76	89
Total	40	99	643	782



Out of 827 asked 83% said they felt that their views are taken into account. This is a 2% increase on the same period 2015/16 and a fantastic 8% over target.

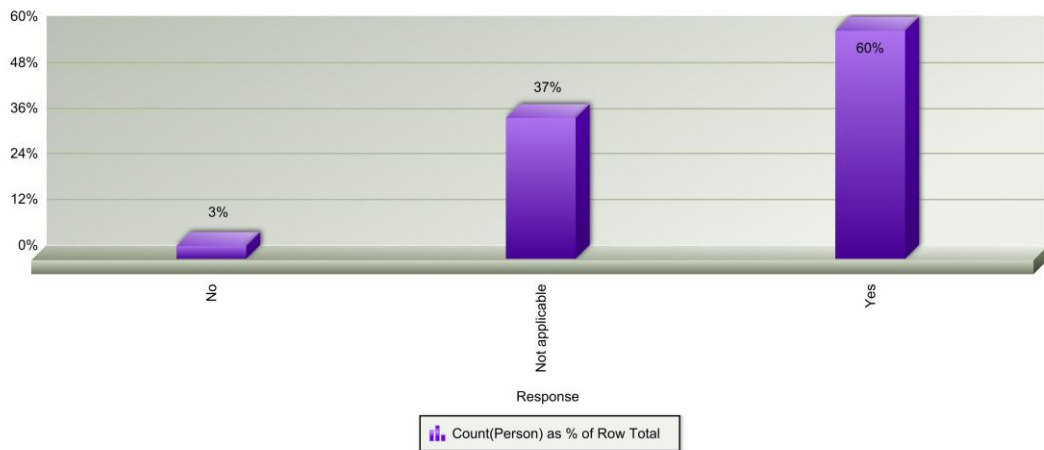
## Customer Feedback



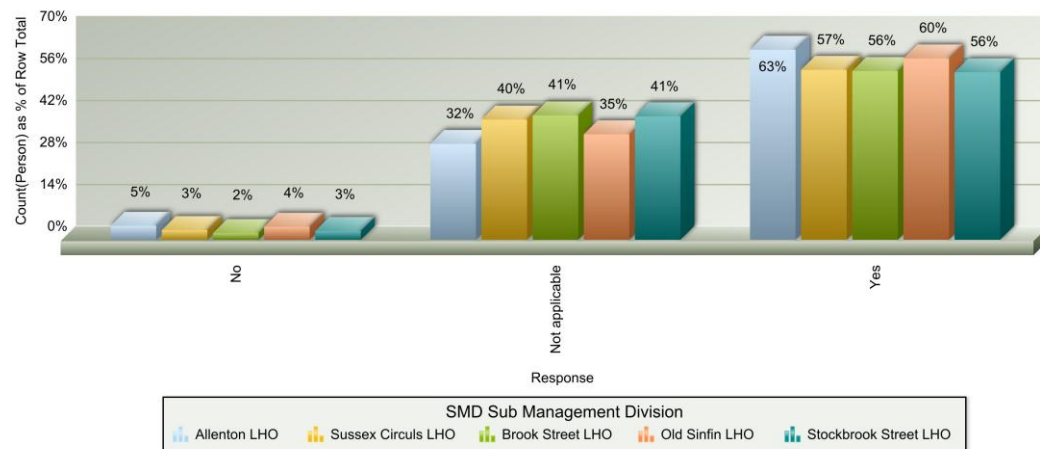
	No	Yes	Total
Do you think Derby Homes listens to customer feedback and makes changes as a result?	92	704	796
Total	92	704	796

	No	Yes	Total
Allenton LHO	22	140	162
Sussex Circus LHO	22	190	212
Brook Street LHO	19	113	132
Old Sinfin LHO	21	136	157
Stockbrook Street LHO	8	80	88
Total	92	659	751

## Rent, Income and Benefits



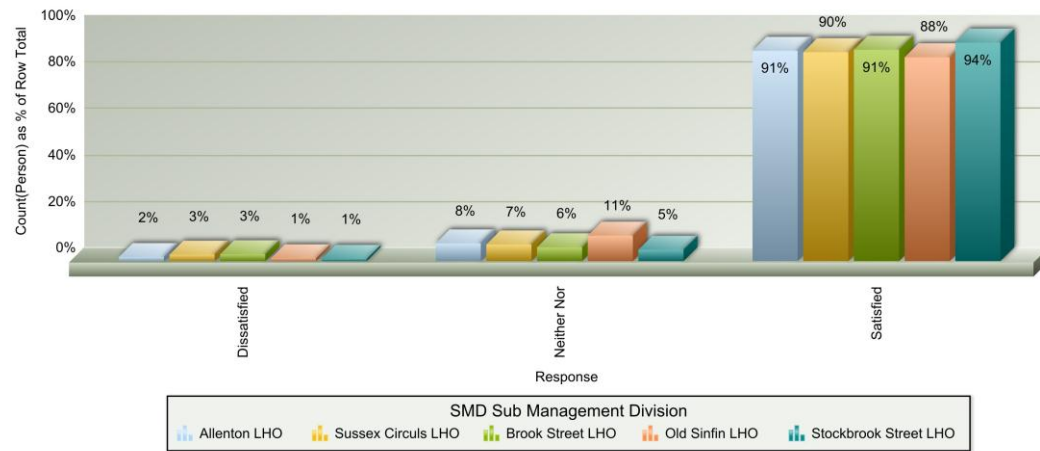
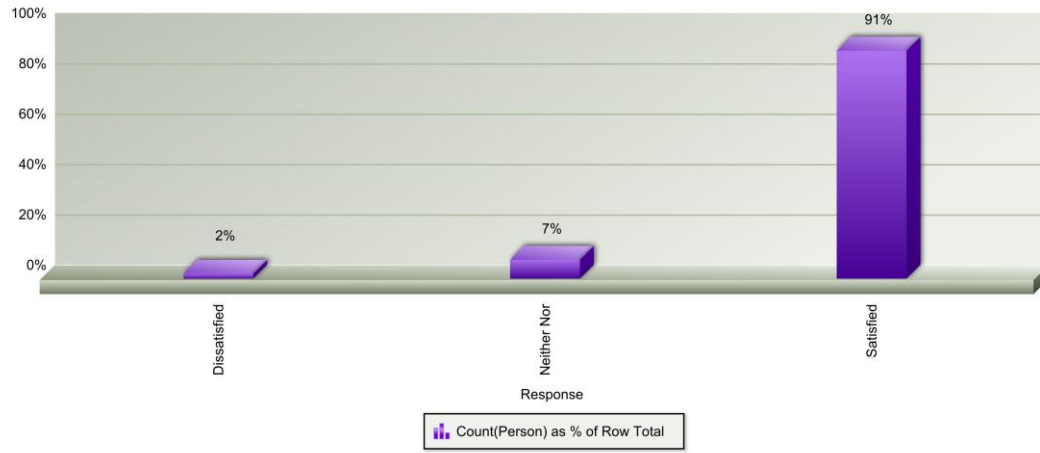
If we look at the number of people that this question was applicable to, (546), 95% said that they were satisfied.



	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?	29	319	517	865
Total	29	319	517	865

	No	Not applicable	Yes	Total
Allenton LHO	8	55	109	172
Sussex Circus LHO	8	99	140	247
Brook Street LHO	3	56	76	135
Old Sinfin LHO	7	57	98	162
Stockbrook Street LHO	3	42	57	102
Total	29	309	480	818

## Overall Satisfaction with Derby Homes

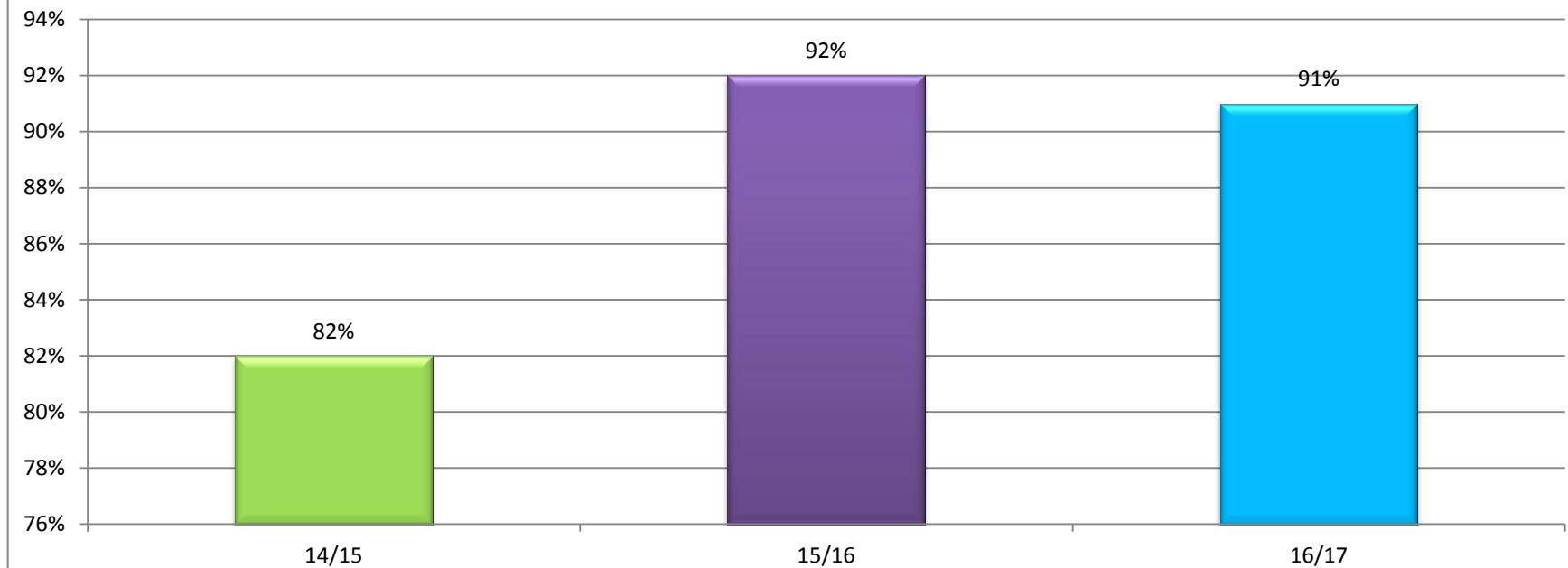


Dissatisfied	Neither Nor	Satisfied	Total
17	65	785	867
17	65	785	867

	Dissatisfied	Neither Nor	Satisfied	Total
Allenton LHO	3	13	154	170
Sussex Circus LHO	7	18	225	250
Brook Street LHO	4	8	122	134
Old Sinfin LHO	2	18	144	164
Stockbrook Street LHO	1	5	96	102
Total	17	62	741	820

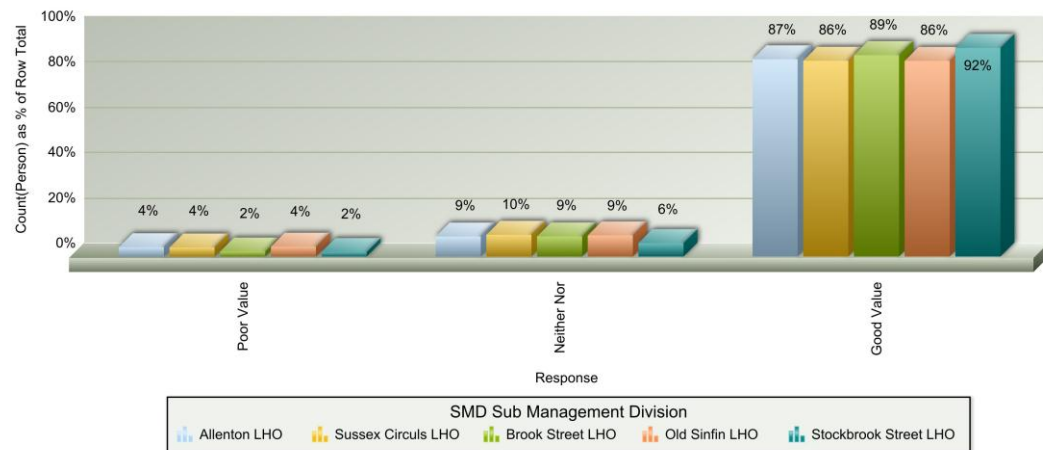
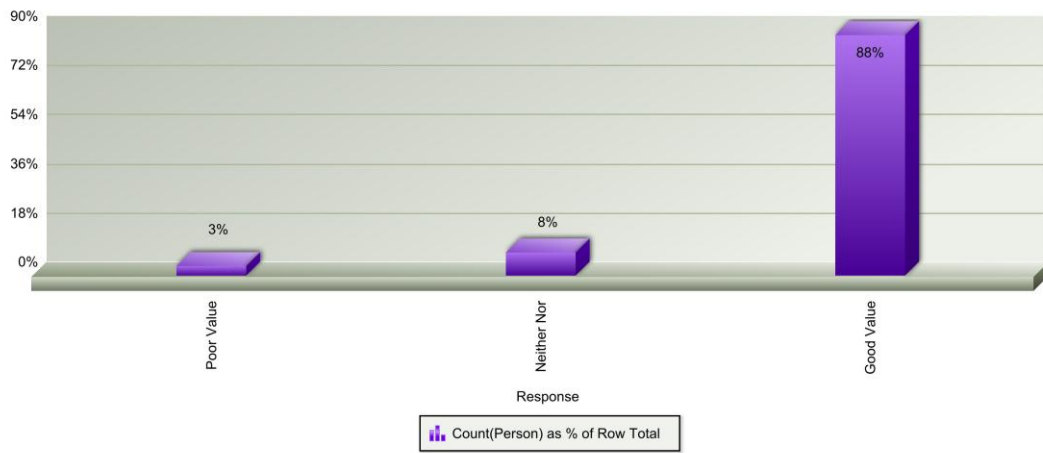
## Overall Satisfaction Q1

**Target 87%**



Although the figure is 1% lower than the same period 2015/2016 it is still 4% above target.

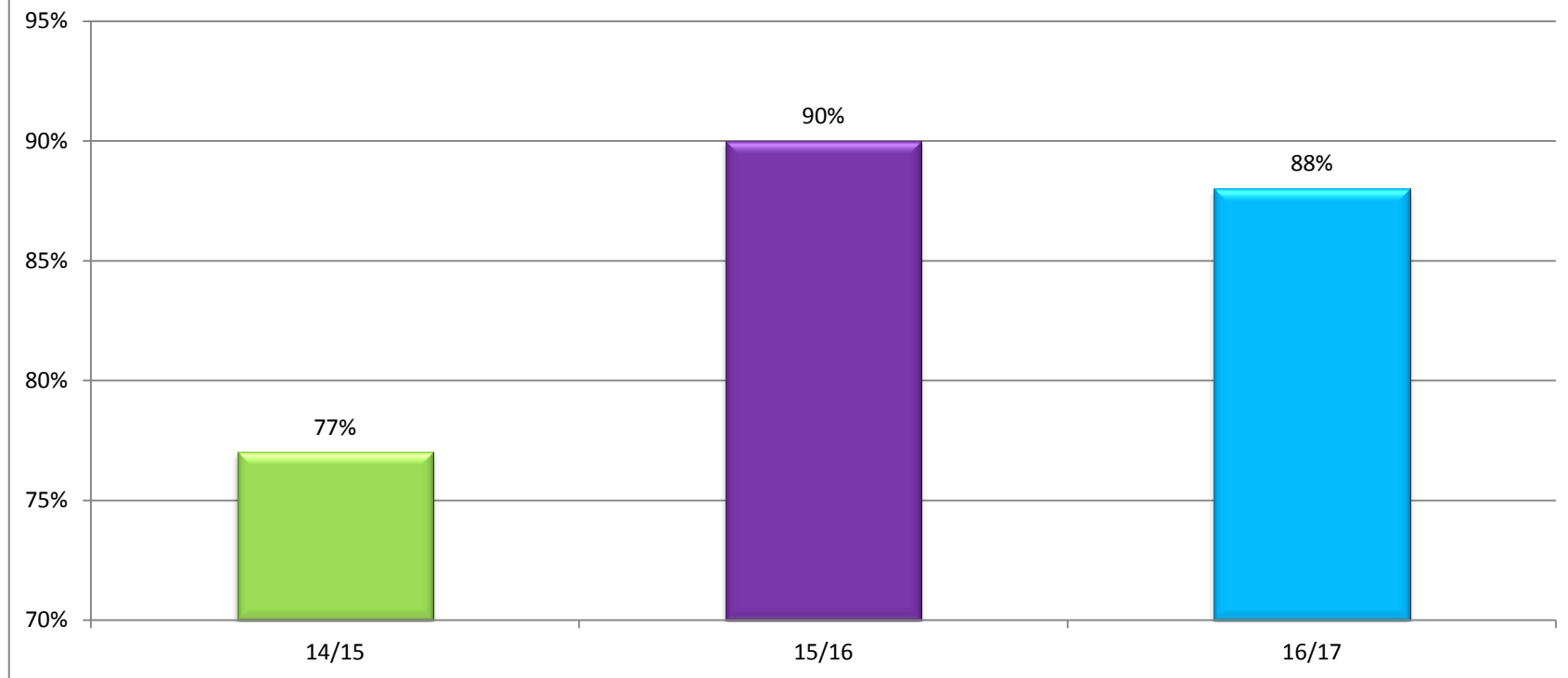
## Value for Money



	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	30	73	761	864
Total	30	73	761	864

	Poor Value	Neither Nor	Good Value	Total
Allenton LHO	7	15	148	170
Sussex Circus LHO	10	24	216	250
Brook Street LHO	3	12	120	135
Old Sinfin LHO	7	15	139	161
Stockbrook Street LHO	2	6	93	101
Total	29	72	716	817

## Q1 Rent Value for Money



3%, (30), of those asked, (864), did not feel that their rent was value for money and 8%, (73), had no opinion.

## Comments

100% with everything very satisfied. just wants to move to larger house for children or would stay here. already registered for re-housing.

Neighbourhood has declined since properties have been leased to the YMCA. There is loud music, shouting, fighting on the street, noisy coming in the block in the early hours of the morning. She says there cigarette butts in the drying area & one of the occupants has twice thrown water over the balcony at her cat in the drying area. PASSED TO ASB. Cars speed down Leaper Street which has a 90 degree bend at the bottom becoming Mundy Street.

Resident at on 'X' in the summer are in the garden singing, in the hot tub, dogs barking, on the trampoline until the early hours of the morning. Lorries on Radbourne Lane because of new development causing a lot noise and dust.

Drunk / rowdy behaviour from students to / from the pubs. Needle found on the edge of St Anne's Close leading to Mackworth Park

Live right next to Ashbourne Road which is very noisy and there is a parking scheme so sometimes difficult for visitors to park

Car parking sometimes an issue on Knightsbridge since the bus stop was put up. Not happy with the way the housing application has been dealt with

Cul-de-sac so sometimes difficult pulling off the drive

Live in a cul-de-sac and do not have a drive. On one occasion parked on the kerb and was given a ticket. Would like a hardstanding.

Parking is difficult for visitors

Complaint emailed to Home Decoration Scheme today because bathroom was painted in terracotta when they had chosen pale lilac. Mr was out at the time and his wife was not comfortable challenging the workman. Mr has tried to cover the paint with his own but it is so dark it is still showing and looks a mess. He is waiting a response from the email.

Possible drug dealing

Does not feel that the property was of a reasonable standard when it was let. There were lots of issues with the new kitchen which have now been resolved. She is now in the process of stripping wall paper in the hall and the plaster is in such a poor state that it is crumbling and falling off. A repair has been raised which should be completed 25.04.16. Lots of dog mess on the jitty that runs long the communal land. Would like a hard standing

After 3 years in Derby Homes accommodation the service I receive is excellent I cant fault anything so far thank you to all the staff especially at Bingham Street and Alvaston Library

Agrees for more council houses to be built

All good, no problems just house is too small and really need to move to a bigger house - rehousing application is active.

All repairs carried out by non dh workers should be checked

Best council in Britain!

Better gardening service needed.

Car parking can be bad on the street, people complaining about parking in front of their properties but this can't be helped. Tnt has been having problems with leak under house, Contractors keep coming out when tnt is at work and tnt has requested that contractors call when tnt is at home.

Concerns about fencing as it's broken and dangerous, especially in the wind. Had her father temporary fix it, tenant asked DH and they said not sure who is responsible for it. Tenant does not have the money to replace and does not feel comfortable speaking to the neighbour about the fencing.