

**Quarter 4: January – March 2019**

**Customer Satisfaction Survey Results**

**Appendix 1**

## **Introduction**

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to gauge customers' overall satisfaction with services provided by Derby Homes. The results from the survey have been analysed overall and comments have been included in the report.

A few of our satisfaction results listed feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback we use to inform our services on their delivery. At the end of the financial year we will use the results as a baseline to set targets for following years.

## Overall satisfaction with Derby Homes Service (Target 90%)

96% of respondents are satisfied with the overall service provided by Derby Homes.

	Taking everything into account, how satisfied are you with the overall service provided by Derby Homes?	Total
Very satisfied	356	62%
Fairly satisfied	196	34%
Neither satisfied nor dissatisfied	19	3%
Fairly dissatisfied	4	1%
Very dissatisfied	1	0%
Total	576	100%

Quarter	Satisfaction Total	Participant number
1	94%	440
2	94%	406
3	94%	543
4	96%	576

## Overall satisfaction with your Home

90% of respondents are satisfied with the overall quality of your home.

	How satisfied are you with the overall quality of your home?	Total
Very satisfied (go to Q8)	322	56%
Fairly satisfied (go to Q8)	196	34%
Neither satisfied nor dissatisfied (go to Q8)	44	8%
Fairly dissatisfied	14	2%
Very dissatisfied	1	0%
Total	577	100%

Quarter	Satisfaction Total	Participant number
1	87%	442
2	91%	399
3	90%	579
4	90%	577

14 responses were received detailing why customers were not satisfied with the overall quality of their home. The number of comments received is lower than the dissatisfaction number recorded in the previous question; this is because not all customers provided comments.

<b>If you are not satisfied with the overall quality of your home please tell us why:</b> (14 responses)
cold walls, damp
did mention about double glazing letting a draught through, said will ask inspectors for advice
I have 3 children, 1 is disabled and I live in a 2 bed house, she needs lots of special equipment & I can't manage anymore. I have an active application & allocations are aware of my case
mice
mice
mildew between window panes
plaster work in property in poor condition
Possible damp issues These have been looked into and tenant told it is condensation she was not happy about this but it has been confirmed as condensation nothing else we can do.
satisfied but struggles to park and is a blue badge holder - arranged to have put on list for driveway
Shower is flooding into hall
Standard of workmanship throughout the years have been poor. Soundproofing not done to flat since it was highlighted would be done when moved in property. Reported brickwork to outhouse need repointing
tenants are being decanted due to state of flooring and DPC
the bathroom is mouldy and the walls are not good
the plaster falls off most of the walls and are poor quality and I have very bad mould and damp problems

### Overall satisfaction that rent provides Value for Money

91% of respondents are satisfied that their rent provides value for money.

	How satisfied are you that your rent provides value for money?	Total
Very satisfied (go to Q12)	348	60%
Fairly satisfied (go to Q12)	180	31%
Neither satisfied nor dissatisfied (go to Q12)	40	7%
Fairly dissatisfied	7	1%
Very dissatisfied	3	1%
Total	578	100%

Quarter	Satisfaction Total	Participant number
1	91%	442
2	92%	404
3	87%	557
4	91%	578

11 responses were received detailing why customers feel that their rent does not provide value for money. The number of comments received is higher than the dissatisfaction number recorded in the previous question, this is because three customers who said neither satisfied nor dissatisfied, provided a comment.

<b>If you are not satisfied with that your rent provides Value for Money, please tell us why: (11 responses)</b>
Bit expensive
cold and damp
drugs homeless
rent covered by HB and other benefits
repairs are a problem
Suppose to be walk-in shower when let the tenancy - this was not in property at the time. However this has now been fitted. Garden maint service for other tnts. Have advised they can apply for this.
The rent is expensive for the type of property.
thinks expensive
too expensive - used to be cheaper than private renting but it isnt now
Too much for a pensioner
very expensive

### Overall Satisfaction with Repairs

77% respondents have reported a repair with the last 12 months

	Have you reported a repair within the last 12 months?	Total
Yes	442	77%
No (Go to Q6)	130	23%
Total	572	100%

The respondents who said that they have reported a repair within the last 12 months were asked a follow up question, 'How satisfied are you with your most recent repair?'

87% of these respondents are satisfied with their most recent repair.

	How satisfied are you with your most recent repair?	Total
Very satisfied (Go to Q.6)	282	62%
Fairly satisfied (Go to Q.6)	115	25%
Neither satisfied nor dissatisfied (Go to Q.6)	27	6%
Fairly dissatisfied	26	6%
Very dissatisfied	5	1%
Total	455	100%

Quarter	Satisfaction Total	Participant number
1	87%	359
2	86%	314
3	88%	351
4	87%	455

The following page details the 34 responses were received from customers explaining why they were not satisfied with their most recent repair.

Please note: all comments have been passed to the repairs team to follow up or action as appropriate.

<b>If you are not satisfied with your most recent repair, please tell us why:</b> (34 responses received)
"a bunch of kids who stand around doing nothing", "decorating is awful, it belongs on a boat", "couldnt repair a hole in their XXXXX"
appts should be more flexiable esp for working tenants
Boiler repair was not completed correctly that resulted in a leak due to the valve not being tightened. No gas or hot water for 2 days. Water caused damaged to carpet.
Gutter Still leaking to rear of property - EO raised repair request
Had new bathroom floor but then had 2 leaks. Rear door lock not working properly after having been repaired
had reported issues with windows and patio door but has not had this sorted. checked OH but couldn't see any jobs so these have been raised.
had someone to come out and check a leaking pipe in the back garden and was told it was dangerous. someone said they'd come back out but hasn't had anyone come out and that was a few mths ago
had to report it again as not done properly the first time - now sorted
I reported the repair before and there was no job logged for it on our system
kitchen cupboards were not fitted properly when kitchen was replaced.
latch to gate required two repairs in the last month
length of time it has taken too complete the job (still on going)
n/a - job not yet completed
not happened yet. appointment booked for half 2
ongoing job with the shower, another job logged after survey
repair has not made much difference, when it rains it's still very noisy from the guttering at front and back

repairs taking too long
serviced boiler and caused water leak - since fixed so nfa
Shower flooding and has not been repaired.
shower head replaced but there is no pressure
tenant already has a complaint logged regarding this
Tenant had specified for the reported repair to be completed after and before the school run. Operative turned up whilst she was still out on the school run.
tenant has reported numerous times about her shower not getting hot, low pressure but this problem has not been resolved.
The repair on a leaking tap took a long time to be fixed.
They only fixed the window lock but the window seals still allow air in
tiles on roof causing leaks in the end they were told to repair themselves
tnt had reported draught issue previously to EO but heard nothing back since.
Took a long time to get the job completed
Took too long to fix boiler - 3 days without heating or HW
Turned up unannounced - told nothing he could do. Told need new boiler. No record and can't have a new boiler. Very inefficient and costing her a lot of money
Unable to repair front door - I have advised on list for new front door when the new contractor is in place
Window replacement/repair took too long - nearly 8 months
windows were resealed and one didn't look like it had been done - wants no action
workmanship is poor. Sealant not smooth and plastering not smooth

### Overall satisfaction with your Neighbourhood (Target 84%)

89% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

	How satisfied are you with your neighbourhood as a place to live?	Total
Very satisfied (Go to Q.10)	342	59%
Fairly satisfied (Go to Q.10)	176	30%
Neither satisfied nor dissatisfied (Go to Q.10)	41	7%
Fairly dissatisfied	12	2%
Very dissatisfied	7	1%
Total	578	100%

Quarter	Satisfaction Total	Participant number
1	83%	441
2	83%	404
3	83%	578
4	89%	578

20 responses were received from customers who were not satisfied with their neighbourhood as a place to live; this number is higher than the figure reported in the previous question. The reason

for the discrepancy is that some comments were recorded from customers who were not dissatisfied. Most of the comments received are related to ASB issues within the street or neighbourhood.

<b>If you are not satisfied with your neighbourhood as a place to live, please tell us why:</b> (20 comments)
"hes an XXXXX downstairs but the rest are alright" - wouldnt give number of property
Although it's peaceful at the moment, in the summer months the close neighbours have regular parties until early hours which spill out in to the street and beyond.
Darley Park and the road network around can be noisy at night
drug issues, asb, noise
drugs alcohol new tenants in the area causing issues
drugs asb
drugs homeless
Drugs, noise and dirty - current asb case open
I don't like the people that DH allow to move in nowadays, they are noisy, the police are often around. Doesn't want to report it to ASB as he is hoping to move soon.
No community
Ongoing ASB issues with the neighbours (ASB case already open).
parking is an issue
Pavements uneven, not enough dropped curbs in the neighbourhood for people with mobility issues
people sitting on bench, drugs weed abuse, smell coming into flat
The flats are very noisy, tnt does not want to report any ASB at this stage. She said it is the new neighbours TSSO has been informed as she is supporting the new neighbours
third house in believed to be number XX (private) intimidating tnt a few mths back but didn't want to report. will discuss with PM before passing forward.
too many residents under the age of 45 now living on xxx Close and causing issues.
tv's were chucked out of windows
Washing machine keeping awake at night
Youths causing ASB issues, there is already an ongoing investigation which the tenant is involved in, no further action required.

### Total response of customers who have provided us feedback before

In total, one-fifth of respondents in this quarter have previously provided feedback to Derby Homes.

	Derby Homes is interested in receiving feedback from residents and tries hard to use this feedback to continue to improve our services to you. This survey is one example of how we obtain feedback. Have you previously provided feedback to Derby Homes?	Total
Yes	109	20%
No (If no, go to Q18)	435	80%
Total	544	100%



The year to date total (Q1- Q4) for providing feedback is 22% of all respondents (422 people out of 1,934).

Quarter	Provided feedback	Participant number
1	26%	115
2	21%	398
3	21%	82
4	20%	109

### Overall satisfaction with views taken into account (Target 76%)

88% of respondents are satisfied that their views are being taken into account by Derby Homes.

	If you have provided us with feedback, how satisfied are you that your views are being taken into account by Derby Homes?	Total
Very satisfied (Go to Q18)	71	52%
Fairly satisfied (Go to Q18)	49	36%
Neither satisfied nor dissatisfied (Go to Q18)	14	10%
Fairly dissatisfied	2	1%
Very dissatisfied	1	1%
Total	137	100%

Quarter	Satisfaction Total	Participant number
1	85%	126
2	83%	111
3	78%	112
4	88%	120

### Overall satisfaction with being informed.

91% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a resident.

	Derby Homes tries hard to keep tenants informed. We use a range of ways to do this such as the Derby Homes quarterly newsletter, Facebook and Twitter updates and website updates. How good do you feel Derby Homes is at keeping you informed about things that might affect you as a resident?	Total
Very Good (go to Q15)	309	54%
Fairly Good (Go to Q15)	210	37%
Neither Good nor Poor (Go to Q15)	47	8%
Fairly Poor	5	1%
Very Poor	2	0%
Total	573	100%

Quarter	Satisfaction Total	Participant number
1	86%	380
2	89%	354
3	89%	505
4	91%	573

<b>If fairly poor or very poor, can you suggest how Derby Homes might improve keeping you informed? (4 comments)</b>
"dont read anything you send - not interested"
feels always chased for rent but not informed about repairs, DH to keep tenant informed as often as possible
had to keep ringing to chase issues with flooring
never hear back regarding issues I have reported or requested an update off

### Total figures for Assistance with Registering on the Customer Portal

35% of respondents are already registered on the Derby Homes Customer Portal.

	Would you like our Customer Service Team to contact you about registering on Derby Homes Customer Portal?	Total
Already registered	198	35%
No thank you	331	58%
Yes, please call	23	4%
Yes, please email	21	4%
Total	573	100%

Quarter	Registered Total	Participant number
1	25%	111
2	25%	101
3	28%	160
4	35%	198