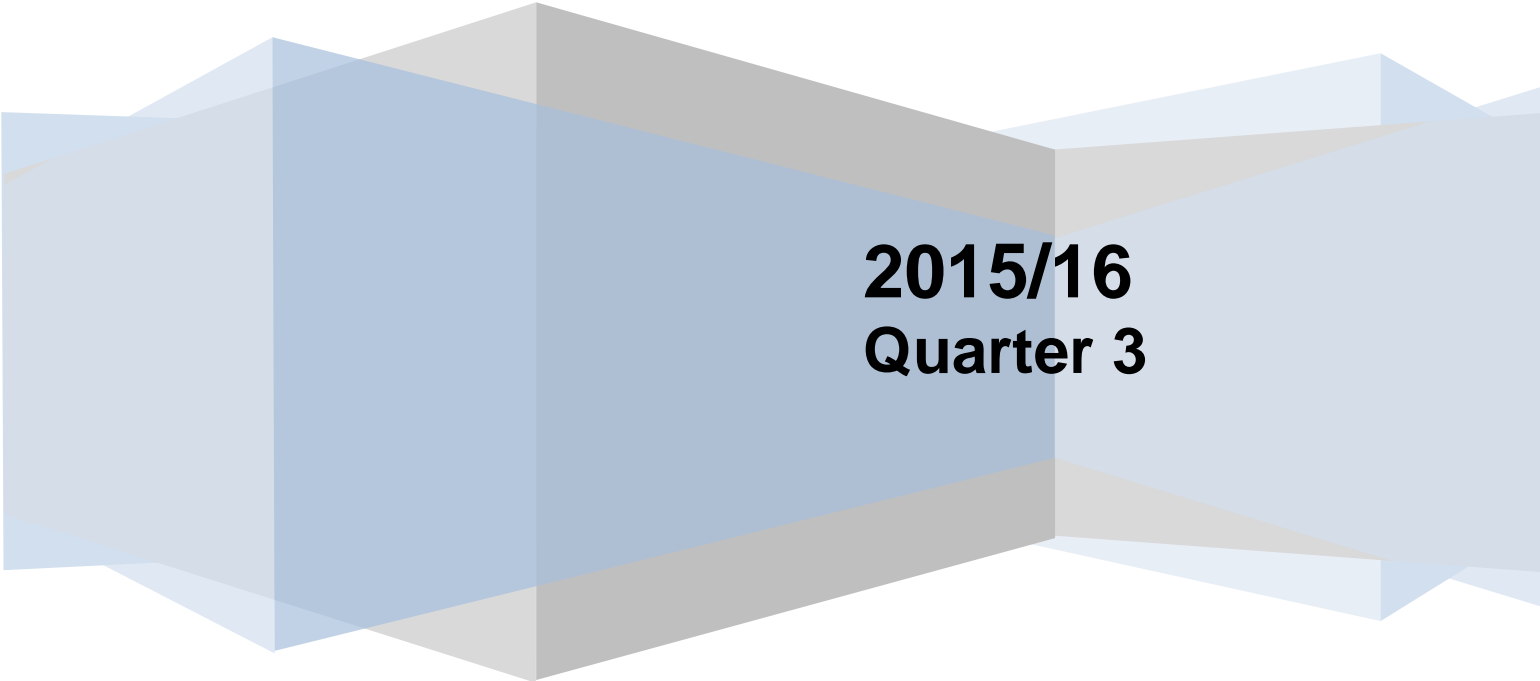


# **Derby Homes**

## **Complaints and Compliments**



**2015/16  
Quarter 3**

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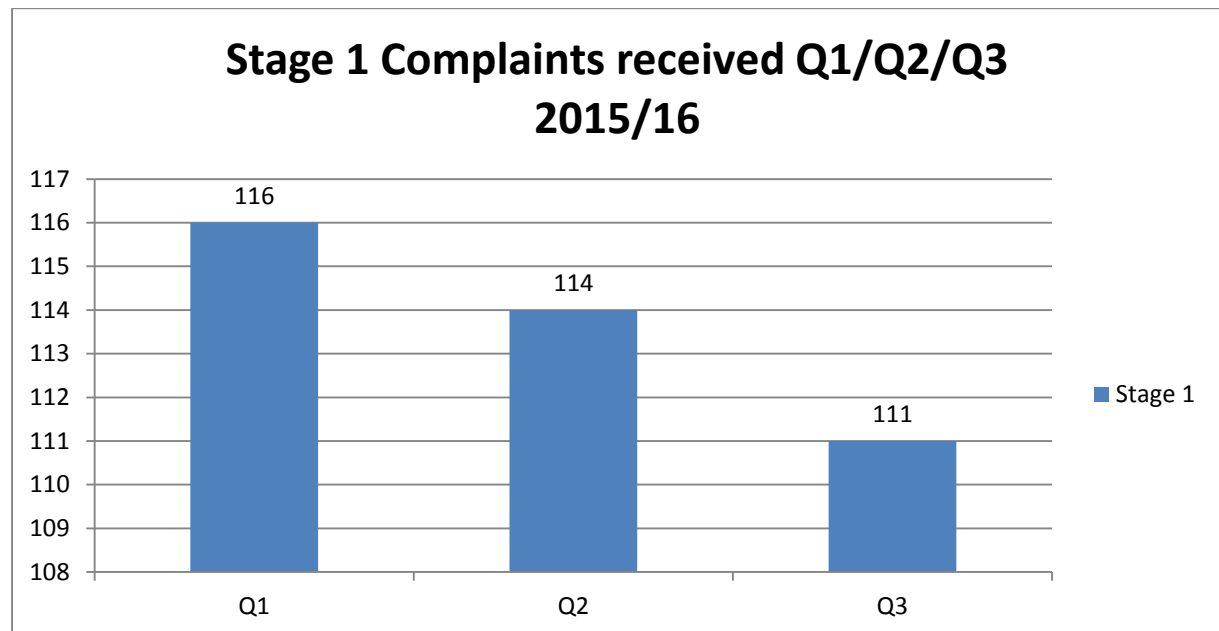
## COMPLAINTS

### STAGE 1 COMPLAINTS

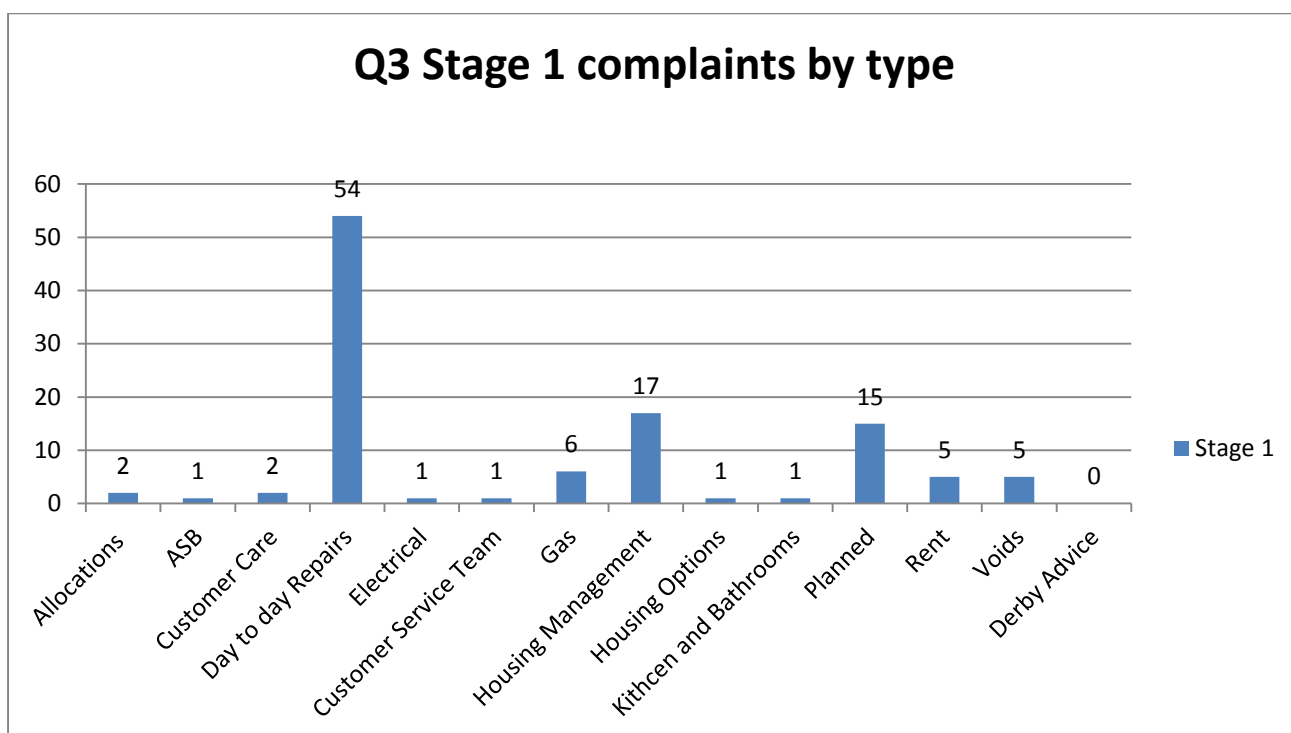
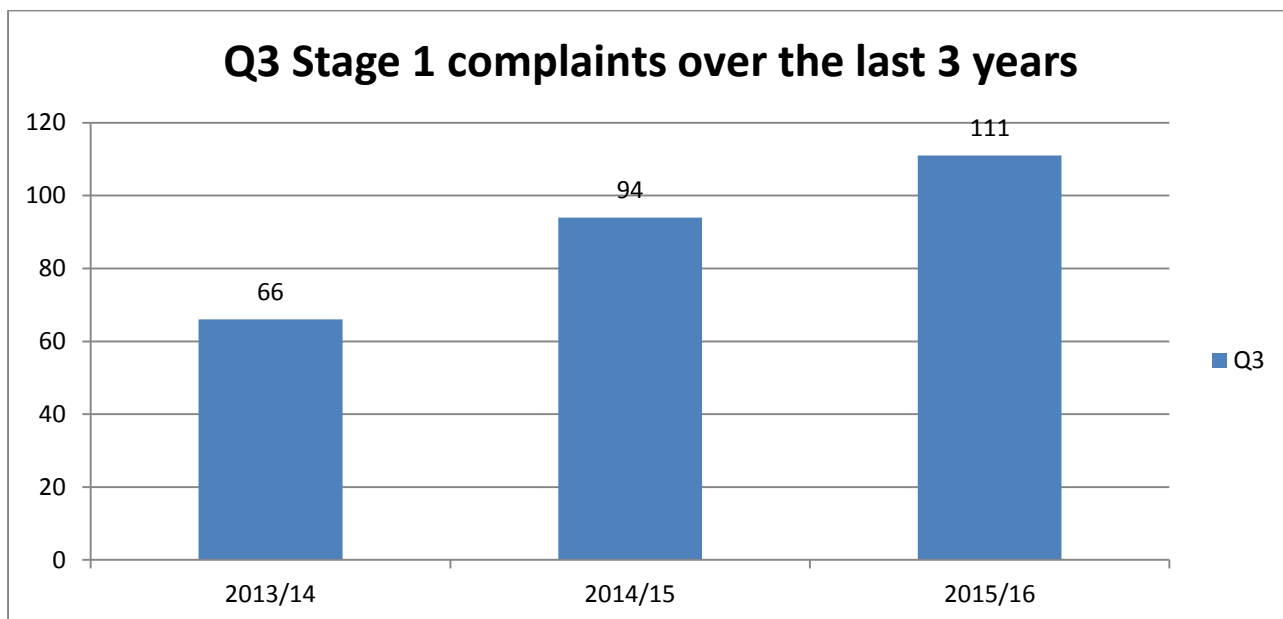
During Q3, 2015/2016 there has been a total of 111 stage 1 complaints recorded. For the same quarter last year there were a total of 94

#### Stage 1 complaints received over last 3 years in Q3

	2013/14	2014/15	2015/16
<b>Q1</b>	77	95	116
<b>Q2</b>	74	106	114
<b>Q3</b>	66	94	111
<b>Yearly total</b>			341



There has been a slight increase in the number of Stage 1 complaints received during Q3 in comparison to the same quarter last year, with an increase of 17 stage 1 complaints.



The largest number of complaints was in relation to Day to Day Repairs 53.

**Below is a breakdown of the 3 departments which received the highest number of complaints. This was Repairs and Maintenance with 54, Housing Management 16, planned maintenance 15**

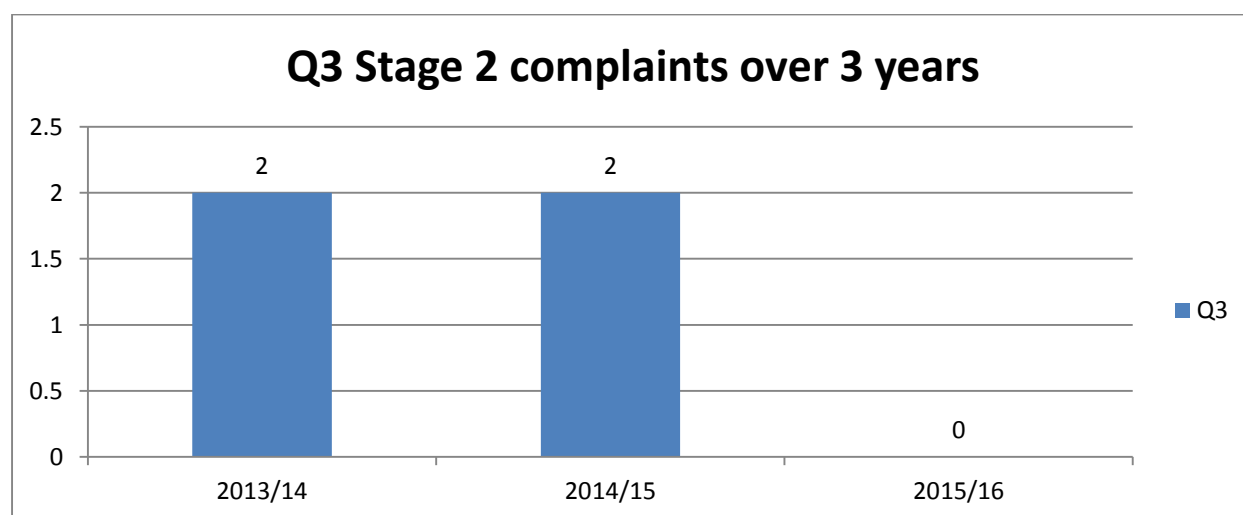
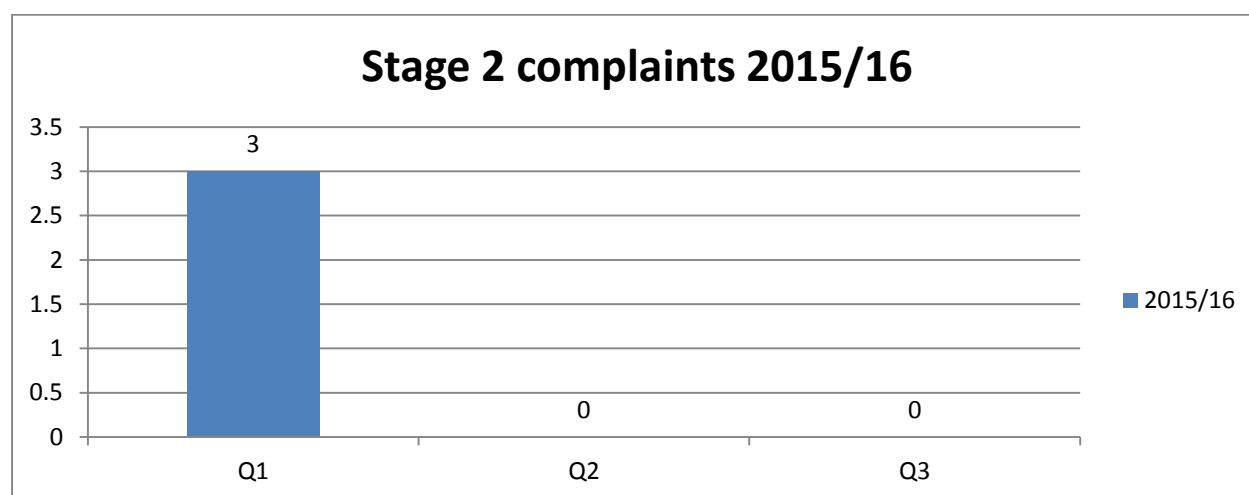
<b>Repairs and Maintenance - 54</b>	<b>Housing Management -16</b>	<b>Planned maintenance - 15</b>
Delay In repairs-11	Tenant not happy with Housing Officer in response to Parking permits - 2	Roofing – 3
Workmanship - 9	Staff - 1	Damage to property – 3
Damage 5	Complaint about a Housing Officer from 10 Years ago - 1	Workmanship – 2
Repairs not completed first time - 5	Recharges – 2	Dry Lining – 1
Damp mould - 3	Furniture Packs – 2	Insulation - 1
Water bill - 3	Tenancy management – 1	Access for survey – 1
Mice - 2	Golden Goodbye - 1	Contractor – 1
Extra Work request - 2	Car parks - 3	External painting -1
Ivy removal - 2	Damaged/missing items – 3	Fitting of doors - 1
Staff - 2		Wants new kitchen -1
Appointments - 2		
On call joiner - 1		
Not happy with inspector- 1		
Compensation- 1		
Smell in property - 1		
Operative didn't wait -1		
Recharge for bath panel-1		
Scaffolding-1		
Leak form flat above-1		

## STAGE 2 COMPLAINTS

During Q3, 2015/16 there has been a total of 0 stage 2 complaints recorded.

### Stage 2 complaints over last 3 years Q3

	2013/14	2014/15	2015/16
Q1	5	4	3
Q2	3	3	0
Q3	2	2	0



## STAGE 3 COMPLAINTS

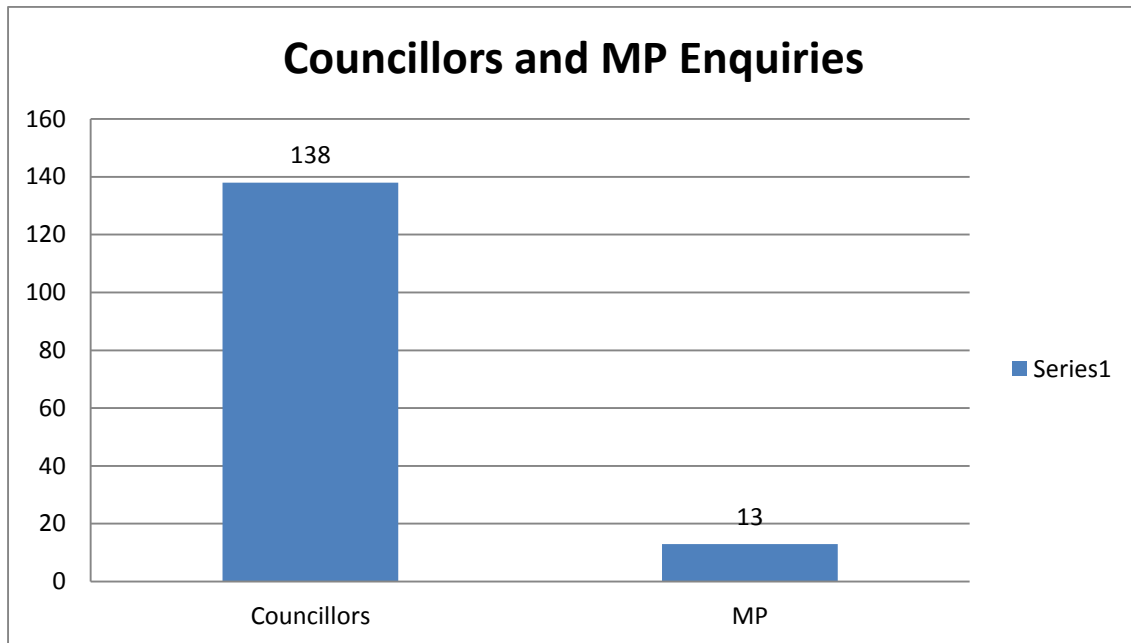
There was 0 Stage 3 recorded in Q3 2015/16

### Stage 3 complaints received over last 3 years Q3

	2013/14	2014/15	2015/16
Q3	1	0	0

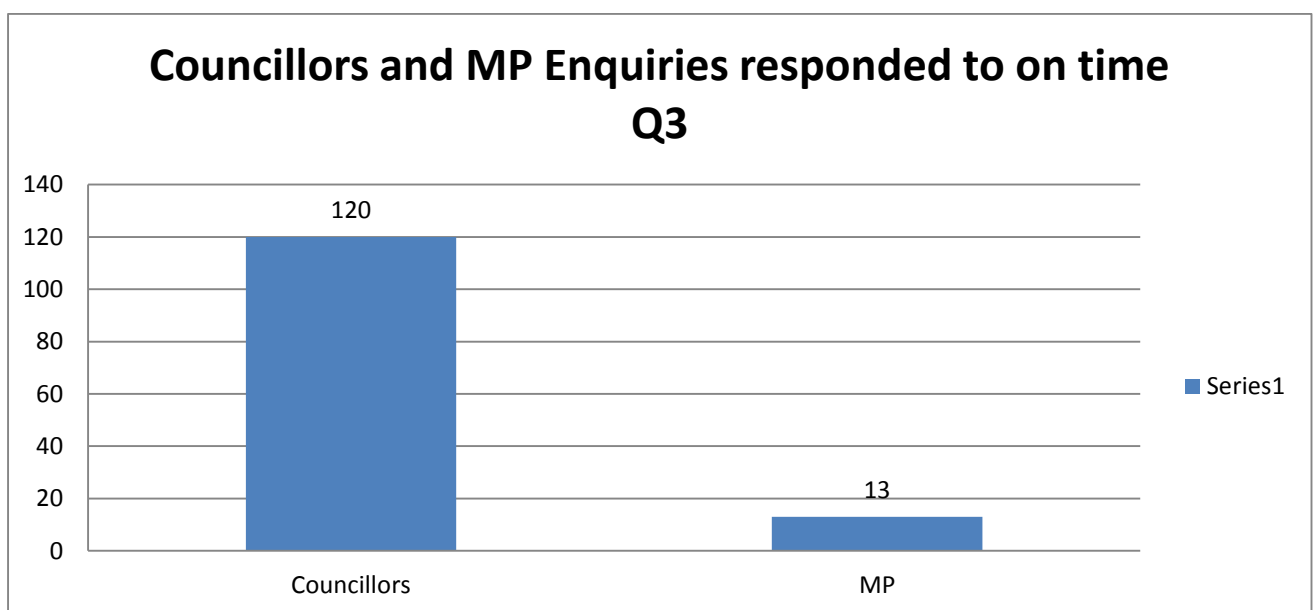
## COUNCILLOR/MP ENQUIRIES

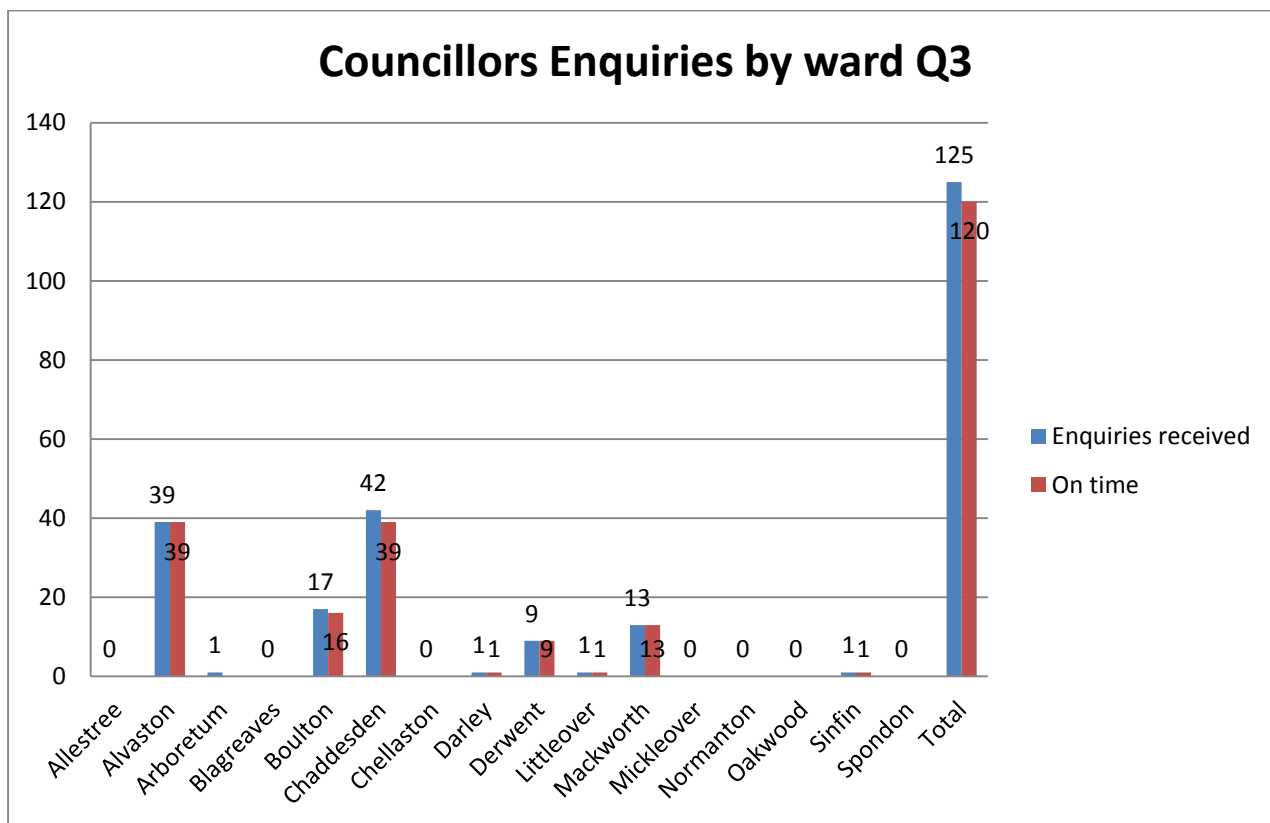
During Q3 2015/16 there were 138 Councillor and 13 MP enquiries received.



120 Councillor Enquiries were responded to on time and 13 MP enquiries were responded to on time

- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days





Below is a breakdown of the 3 areas which received the highest number of councillor Enquires.

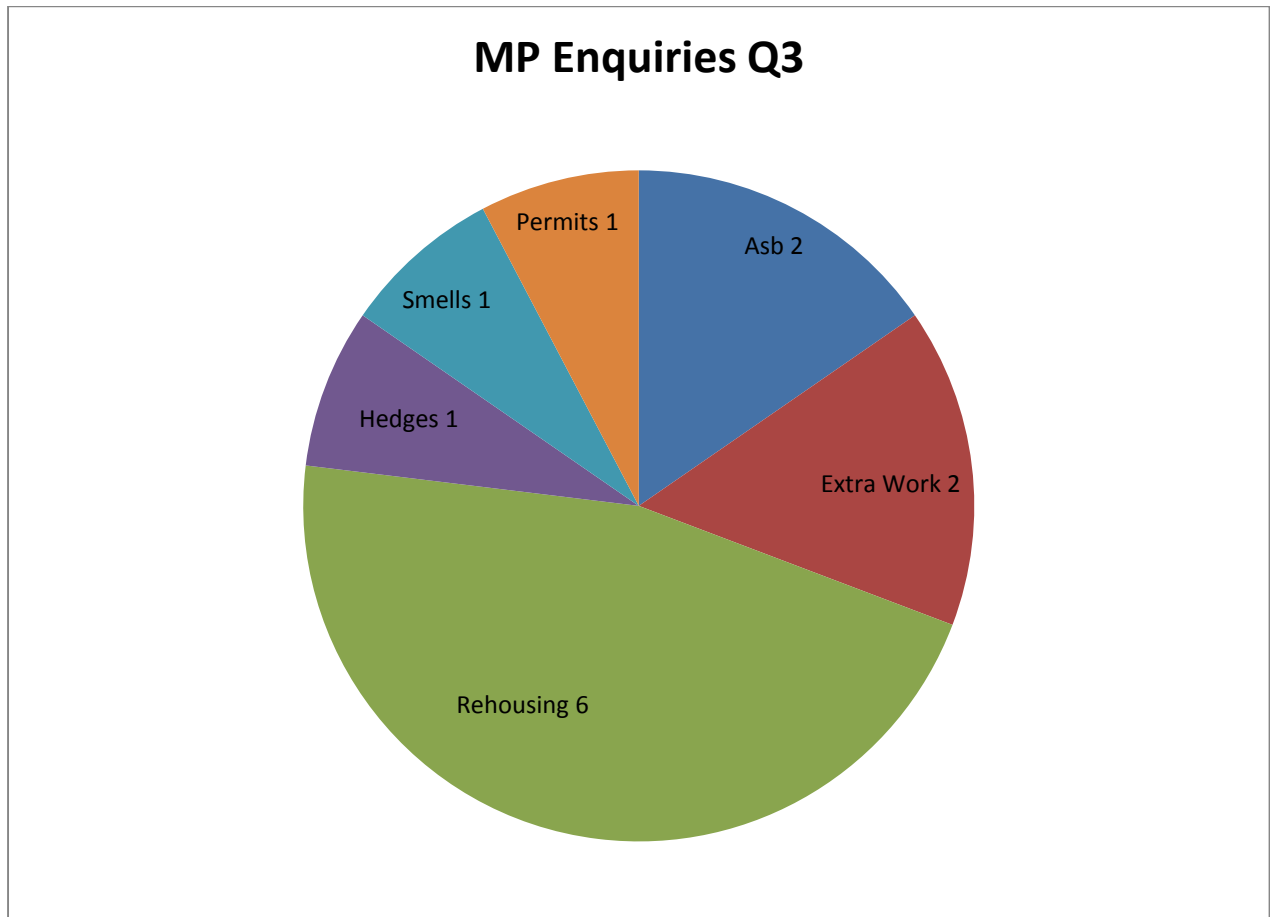
Housing Management 42	Estate Issues 30	Enquiry 29
Repair issue/requests - 7	Garden/Trees - 3	No response/update - 8
Fencing - 7	Cars/Parking - 7	Trying to contact - 3
Moving – 4	Rubbish/Bins - 6	Property enquiry - 2
Tree moved - 4	Lighting - 3	Parking - 2
Damp/Mould - 2	Improvements/ Work request - 2	Overpaid rent - 1
Adaptation - 2	Empty property - 2	No one on site - 1
Permits - 2	Fencing - 2	Join Derby Homes panel - 1
Garden issues - 2	Drugs in communal area - 1	Boundary - 1
ASB -1	Vehicle access - 1	Financial issue - 1
External painting -1	Progress report on scheme - 1	Agenda items - 1
Bed bugs - 1	Consultation - 1	Password query - 1
Right to succession – 1	Driving on grass - 1	Assignment of tenancy - 1
Moss -1		Travel - 1
Drive way - 1		Damage to lawn - 1
Front door -1		Pet enquiry -1
Cooker - 1		Insurance -1
Staff - 1		Windows - 1
Condition of property - 1		Drains -1
New Kitchen - 1		
Moving Properties -1		

## MP Enquiries



**There was a total of 13 MP Enquiries in Q3 2015/2016**

### **Breakdown**



### **COMPLIMENTS**

During Q3 there were 43 compliments recorded.

Q1	Q2	Q3	Total
49	66	43	115

We send emails to employees to remind them to record compliments and this has been effective.

I am unable to do a breakdown of compliments as the reporting system has been upgraded and the old reporting system is not in use, unfortunately the compliments report was not carried across but this is being looked into for next month