

CUSTOMER SURVEY QUARTER 2

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the second quarter of the Customer Survey 2021 – 2022. Full details can be found in Appendix 1.
- 1.2 We hope by the end of the financial year to have collected nearly 2,000 surveys. The number of surveys collected in Q1 may have been impacted by COVID-19, however the number of surveys carried out during Q2 is more in line with the number we usually receive. Other than one indicator, we are happy to report that we are achieving either on target or above target.
- 1.3 Although our satisfaction rates are high, there is always room for improvement. We have therefore reviewed the way that feedback from customer surveys is reviewed and actioned. We want to be more transparent about the comments that we receive and inform you what we put in place to improve the customer experience.
- 1.4 As a result of this we have attached a further appendix to the report (appendix 2). We hope the report is informative and would welcome your feedback on content and/or format.

2. RECOMMENDATION(S)

- 2.1 To note information as detailed in Appendix 1 and 2.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is aware of recent customer satisfaction results.

4. MATTER(S) FOR CONSIDERATION

- 4.1 **Satisfaction with most recent repair (Target 87%)** : 86% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time**: 81% of customers are satisfied that their repair was completed right first time.

- 4.3 **Satisfaction of rent as value for money (Target 90%)** : 93% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%)** : 90% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 84%)** : 86% of respondents have reported that they are satisfied with their neighbourhood as a place to live.
- 4.6 **Satisfaction with views taken into account (Target 80%)** : 86% of respondents are satisfied that their views are being taken into account.
- 4.7 **Overall satisfaction with Derby Homes Services (Target 93%)** : 96% of respondents are satisfied with the overall service provided by Derby Homes.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

IMPLICATIONS

The areas listed below have no implications directly arising from this report:

Consultation
 Financial and Business Plan
 Legal and Confidentiality
 Council
 Personnel
 Environmental
 Equalities Impact Assessment
 Health & Safety
 Risk
 Policy Review

For more information please contact:

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Background information: None

List of appendices: Appendix 1 Customer Survey appendix
 Appendix 2 Customer Survey comments

This report has been approved by the following

Managing Director	Maria Murphy	17/11/2021
Finance Director/Derby Homes Accountant	Helen Samuel	02/11/2021
Company Solicitor	Taran Lalria	14/11/2021
Head of Service	Lorraine Testro	02/11/2021