










ASB satisfaction figures remain high, however there are always things we can do to improve.

The 29 comments below were made when ASB Case Closure Surveys were completed between April to June 2023. At the side of each comment is an explanation of the action taken as a result. It is important to note that not all comments will require action. Some comments help to reinforce the positive work being carried out by the ASB Officers.

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Positive		Constructive	Negative
Comment		Learning Point?	Action
	Did really well, everything has improved.		
	Handled very quickly.		
	Tenant found the apps easy to use and found it easy to contact someone to discuss this.		.
	Happy thank you.		
	Tenant is happy with how (J) handled the case.		
	Tenant was very happy with how Renee dealt with this case.		

	Tenant was pleased with the way (J) handled the case.	
	No issues since, happy with how this was dealt with.	
	All sorted now, was happy with how this was dealt with.	
	"Very good"	
	Happy with this case being closed but has raised issues about another tenant so passed this concern to the ASB team.	New case then set up by ASB Team.
	For now, it is okay.	
	(AJ) was very helpful happy for case to be closed as it is okay for now but will ring up again if it continues.	
	The case was dealt with very quickly and the tenant was always kept up to date throughout the case.	
	(A) was very helpful throughout the case.	



Tenant has given a bad survey, discussed with NB and this was expected.

This was a difficult case that was very serious but now resolved, the poor survey was expected and discussed with the customer why the satisfaction was not as expected.



Audio on app not very good, doesn't pick up noise unless very loud.

Constructive comments like this are occasionally made regards the "noise app" "however the experience we have with most customers is that the app is very affective indeed and of case progression would support this.



Tenant has given a bad survey however this was expected.

This was a difficult case that was very serious but now resolved, the poor survey was expected and discussed with the customer why the satisfaction was not as expected.



Tenant said the customer service she received was "brilliant"



I am pleased to say things have improved. I want to say a big thank you for sorting this problem out for me and I shall keep you informed if any problems arise. Once again, many thanks.



Thank you again for all your support and help, means a lot.



Thank you so much for all the help too, I really do not think this issue will arise again, but if it does, I will get back in touch with your department.



I am just writing you a quick email this morning to say - Thank you for your help yesterday. I do completely understand and appreciate that Derby Homes is in a difficult position in this kind of case. Again, I just want to say thank you for your speedy response yesterday and your help.



I would also like to pay a compliment to your ASB team as they sorted out a problem for me a few weeks ago very quickly and now it's much quieter here! So please again, convey my thanks to them.



Thank you for addressing the issue of football being played in the middle of the road and intersection junction and general antisocial behaviour. There has been a considerable decrease, please continue to monitor.



Thank you for your support on this matter and the warning letters sent to remind them that there are some other people are living in the building as well. Of course, you can close this case for now and if there is any issue arise soon or in future (hopefully not) then I'll be in touch with you. Have a lovely day

and weekend in this nice weather
and again thank you for your
support.



(A), I like you say a big thankyou if
it continues any time in the future,
you'd be my first point of call, I'll
also be putting praise into my local
MP about your outstanding work,
as it got to the point where I had to
involve herself, as you seem to be
the only one who acts accordingly
within certain organisations. Hope
you have a nice weekend. Could
you send me a feedback form also
(A) please 10 out of 10.



I think that Derby Homes is brilliant
compared to my last landlord and
are dealing with the anti-social
behaviour in the area.



Tenant thanked (J) for all the help
and support given so far
throughout the case and gave her
a large bunch of flowers.

This was disclosed as
an accepted gift
through appropriate
process.