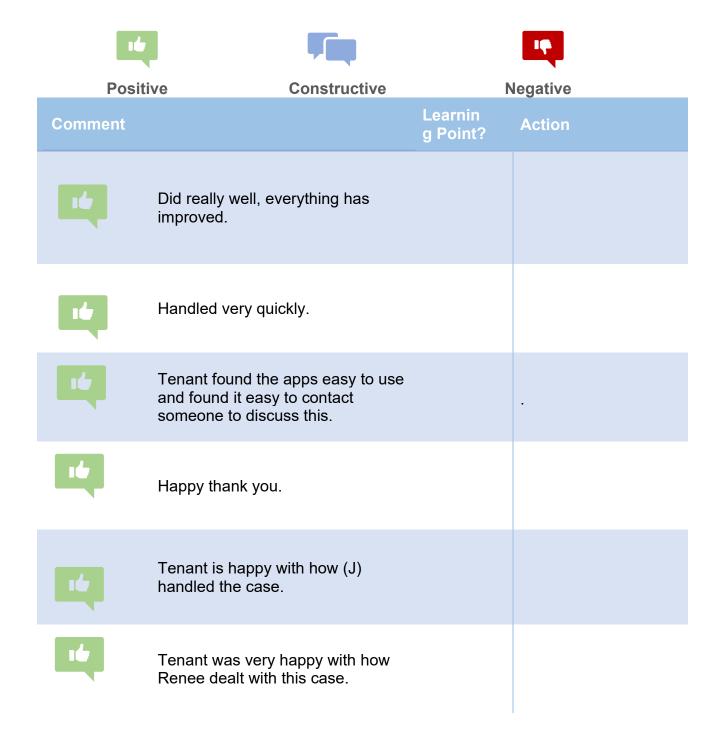
ASB satisfaction figures remain high, however there are always things we can do to improve.

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.



16	Tenant was pleased with the way (J) handled the case.	
16	No issues since, happy with how this was dealt with.	
16	All sorted now, was happy with how this was dealt with.	
16	"Very good"	
16	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.
16	For now, it is okay.	
16	(AJ) was very helpful happy for case to be closed as it is okay for now but will ring up again if it continues.	
16	The case was dealt with very quickly and the tenant was always kept up to date throughout the case.	
16	(A) was very helpful throughout the case.	





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.