



Quarter 3: October – December 2020

Customer Satisfaction Survey Results

Introduction

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to measure 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 service delivery. All customer comments are passed weekly to service managers to ensure no feedback is lost. Managers are asked to provide an outcome following the customer comments and provide information about the actions that have taken place, to show how feedback is captured and actioned in line with the Customer First Strategy.

This year we have suggested a target for all of our figures which has not been done previously. We used the past 2 years' results to help set the targets.

1. Overall Satisfaction with Repairs (Target 87% - on target)

76% respondents have reported a repair within the last 12 months

I have reported a repair within the last 12 months		
Yes	440	76%
No	140	24%
Total	580	100%

The respondents who said that they have reported a repair within the last 12 months were further asked to answer if the recent repair was carried out to their satisfaction.

88% of these respondents are satisfied with their most recent repair.

My recent repair was carried out to my satisfaction		
Strongly Agree	149	34%
Agree	239	54%
Undecided	23	5%
Disagree	25	6%
Strongly Disagree	5	1%
Total	441	100%

2020/21	Satisfaction Total	Participant Number
Quarter 1	N/A	N/A
Quarter 2	88%	274
Quarter 3	88%	440
Quarter 4		
2019 /20	Satisfaction Total	Participant Number
Quarter 1	89%	410
Quarter 2	89%	406
Quarter 3	89%	316
Quarter 4	92%	214

The following page details the 82 responses that were received from customers explaining why they were not satisfied with their most recent repair.

If you are not satisfied with your most recent repair, please tell us why: (82 responses received)
Repair had to be cut short as had to go out for medical appt, having to wait for second appt for repair to be completed as DH are so busy.
Original repair was to re-fix radiator to front bedroom but the workman that attended caused two more repairs - radiator started leaking and then it affected the heating also.
She has regular shower problems and it has been looked at a couple of times. When someone was last out to fix it she asked if they could look at her toilet as she feels it is lopsided. The repairs person refused as they claimed it broke COVID guidelines.
I had a repair done on the radiator pipes and the quality of the pipes put on was not good at all. To be honest they were quite ugly.
It took to long for the drainage team to clear the blockage
Generally satisfied however does report that when new boiler was installed recently she was disappointed that not everyone was wearing PPE. She says that the surveyor who

attended initially was wearing full PPE and told her all engineers would wear mask and gloves however they did not. The electrician did wear mask and gloves but others did not - she was also disappointed that when surveyor attended to speak to engineers while work was being carried out that he was not wearing PPE. She says she understands that not all people wear PPE however would have felt more comfortable having engineers wearing mask and gloves at all times - did not feel comfortable asking engineers while in property as she did not want to make a fuss.
Has reported his rear door as it is draughty and when it rains leaky. I have raised a DHRQ as i can see this job was completed before the current situation
Lots of jobs raised for Mrs xx boiler/radiators. Boiler keeps losing pressure but no one seems to know why. last 2 engineers at least checked all the radiators for leaks but couldn't find anything. advised Mrs xx of Out of Hours number for weekends and holidays as she was a bit worried about her heating going off when daytime staff have gone home.
We have had an ongoing issue with our drains, they keep blocking up, we have had Drintech out several times and they say the issue is with Seven Trent, Seven Trent attend and they say no nothing to do with them, very unhappy the underlying issue with drains has not been sorted. Was told we could carry out a drain CCTV survey, this has never been done, we were promised and inspector to visit, this has never happened.
Not done right the first time, had to report again. has now been resolved
Bathroom Floor is damp and still needs fixing - checked on OH ongoing issue that is being dealt with.
Still waiting for a repair to be completed , checked is booked in Dec
Had to have RTJ but was fine after that
Repairs came the end of last week to repair the outhouse roof which some tiles had come off, they have put felt on it and the water is no longer running into the gutters, tenant says it needs to be repaired again as this is not satisfactory and water is gathering. The guttering could also do with cleaning out - Tenant said that her husband is going to ring customer service team to discuss this issue and I informed the tenant that due to covid only essential repairs will be completed.
The repair was not completed as materials were required.
Takes too long to respond to task
Take a little more time to do the job right first time round. all DH staff are lovely
Tiles in the bathroom have been fixed but had to be bodged, kitchen wall is bowing and she thinks there may be a leak, driveway can get slippery as there is gathering water and the postman slipped on the drive, mould issues that are not going away - advised to call the customer service team and I have also emailed the patch manager regarding the mould and bowing kitchen wall as the mould is an ongoing issue that the tenant said she had contacted us about a few months ago and she hadn't heard back.
Tenant reported dripping tap - plumber has left tap broken & tenant has to use screwdriver to stop the dripping / will report on line when restrictions are lifted - otherwise very satisfied with repairs
Last repair was to renew shed door, however tenant was questioning in regards to painting it if we would do this or Derby Homes, said I would chase this up for her, also mentioned about a couple of non essential repairs that need doing, have made a note of these and will raise for her when out of lockdown.
Lights outside bulbs not working need them changing, also timer for the light is in the next door neighbours property so they need access to this to change the timer from 8pm to 5pm as it is not very dark earlier - tenant did say she had a call back about this 1 week ago from a 'housing officer'. Also checked the jobs section on OH this is being dealt with.
I am not happy with the way my boiler repairs have been handled. I have had no hot water or heating since the weekend 2 October and up now 5 Oct it still haven't been fixed as I'm

told materials are required. I have asked for a new boiler and have been told its down the gas engineer 's findings when they come out. I have found this very frustrating.
Heating settings aren't right and doesn't know how to change them. Customer care job logged on OH.
Had no thermostat in the rooms and 3 people came out before they decided i need a new heating system.
Shower hose repair. Attended and repaired then at ESC later the same day was told the shower was hanging off wall and needed a repair. Had to wait a few weeks for new appt, shower was then replaced. Should have been noticed on shower hose repair appointment.
His children pay the rent and due to covid they might be put out of work and not be able to afford it. Email sent to customer service team.
Washer was not fitted correctly on the home release scheme, by the 3rd time Tom did everything right and was amazing and said thank you by calling in.
Wrong kitchen tiles were fitted but then replaced a week after.
Repair request waiting for 5 moths
Plumbing in the kitchen is bad and hard to access
Had to have RTJ but was ok after that
The repair has not been completed yet so tenant could not answer.
Requested shower to be fixed as the tap was loose, after someone came to fix she had to request another repair for the same job as nothing was done the first time.
My WC was not fix on the first visit and another workman had to come out.
Small bath fitted where was advised could fit a 1700 that would not need a thick end strip. End strip fitted to smaller bath and the silicon job is messy.
Workman broke a tile whilst fitting new bath and just filled it with silicon and looks a mess.
White silicon used down corner of tiled wall should have been clear silicon to match existing - makes bathroom look a mess
Leak through kitchen ceiling plugged again with white silicon and around pipe boxing - patching up everywhere with white silicon jobs are not finished properly and are substandard.
Advised tenant to send in photos which are to be referred to repairs supervisor to respond directly to tenant,"
Had a bath panel fitted but the workman ran out of silicone and also made a mess on the wall. call back already raised previously for XX. last note 5/11 - XX had tried to call the tenant but no answer. tenant was at work so another call back requested
Took a long time to get repair done as was passed to contractor. originally told would be 24hrs but took 5 days. was left with dirty drinking water. Wasn't offered an apology. Feels that when contractor involved there is a lack of communication, no appointments confirmed etc and they don't know all the details of what is required. Feels the last job was half finished, describes "bodge job" with concrete left half finished. Feels if a job is quick and easy we fix no problem but if something more complex or expensive there are problems and long waits for repairs to be completed and goes round and round in circles.
First plumber attended & didn't enter the property due to her husband having angina & was going to check with his supervisor to whether he is able to enter due to the coronavirus - went back to his van & drove off. Tenant called back in & another plumber attended who carried out the repair & is now happy
Front window in kitchen was collecting moisture and steaming up. Wasn't happy about the holes which were drilled in. Says that the window keeps steaming up, repair request raised on OH.
Heating and hot water broke down out of hours they came out and fixed the heating but had to come back the next day for the hot water.

Has install new kitchen on jobs but isn't happy about how long it is taking as he requested it about 7 months ago. The repairs haven't started yet and I advised the tenant how kitchen are installed following the financial year and how we can apply an appointment date.
I have been having boiler problems constantly and it's the same issue .The gas engineer comes in and its fixed then it's off not working soon after. I find this very upsetting, because I have to keep ringing up for repairs.
Window had water trapped between the two pieces of glass, came and drilled a hole in the window to try and release it but it hasn't worked - advised to ring customer service team again to let them know it hasn't worked and it still needs repairing.
Happy with repair disappointed roofer didn't communicate with her so didn't know it had been done until neighbour told her
Was disappointed wasn't attended on day reported but the next day.
Tenant said the workmen were very negative and she finds this to be the case often which makes her avoid calling to report jobs
I am still waiting for the new back for to be fitted in as per repairs from February and this is taking too long.
Window repair was raised and the quality was poor. The window started misting up again after a week. I have looked at the job screen and have seen that it was not re-raised. i will email CST to make sure that this job is logged.
Toilet seat loose, been fixed in the past but still broken and a major bug problem which has been dealt with. Requested repair job logged on OH and bug problem issue passed to EO.
The cold tap burst in the bathroom and the floor was flooding sometime in March just before covid 19 lock down. The plumber came in and stopped a leak and said there would be a follow up to fix it and up to now nothing has been done and I haven't heard anything.
Work not done first time due to materials and covid
Regarding bedroom window misted up between the panes, has had a repair but it's not solved the problem. tenant has said they will report this again when we are taking all repairs again as only emergencies and essential repairs at the moment
I once had a boiler repair and when the engineer came for the repairs, he said all I needed to do was to open the water. It might have been clear for him to do but I just couldn't understand what he meant and I thought that wasn't very good, Also my shower repairs don't seem to be fixed properly I continue to have temperature problems all the time ,they do come out and it still persist
I've had a fault with my door that's been repair twice but its faulty again so i have just reported it.
Requested repairs for leaks in front and back gutter drains and possible boiler issues. Both logged onto OH.
Leak under sink kitchen ? took a few visits, other repairs not completed first visit, found other repairs as one repair completed , still waiting for other repairs to be done,
Bathroom door falling off. Reported in the past but no one came when they were suppose to. Repair requested logged on OH.
Had a loose floorboard replaced but had to have multiple people come. Water and gas pipes were damaged and became a recurring issue. Floorboard is fixed now.
Boiler problem and the man came round but didn't do the repair properly first time. Had to call to report it again and was left for about a week for the next appointment and was then completed on a second visit. the man that came 2nd time couldn't understand why it wasn't fixed on the 1st occasion.
Repair requests for bathroom and kitchen tiles coming loose and mould forming in bathroom. The front steps have come loose cause of the concrete fading. All requests have been logged on OH.
The boiler needs to be constantly repaired as it keeps losing pressure . I do not how to do it and only my partner knows how to do it . So it means when he is not home at work , we

are all cold as I cant do it and the boiler does not work. The gas engineer keeps coming to fix it and it wont last until it looses pressure again. I find this frustrating as I'm not a technical person.
Reported leak, plumber attended and told me there was no leak. This then became a major leak and I had to report to out of hours service which has resulted in damage to ceiling. I also had to call up to check that the job had been raised for the ceiling to be re-plastered.
Still waiting for bath panel DH operative broke (is on order)
The plumber told Ms X that he would report back a follow on repair (WC needs new screws). Not on OH - apologised and advised Ms X we will be unable to raise at the moment but to contact when normal service resumes for this to be raised.
Reported issue with white goods cooker/oven the oven door would not close properly and issue with hob not heating up, still having issues with hob even though was tested, engineer said working ok, only replaced catch on oven door but still having issue with it.
Negative attitude from workmen
Repair was raised as the result of a property inspection. Miss X was not advised of the repair appointment so workman turned up unexpectedly. He put new wall tiles on top of old ones in the bathroom and told tenant this would stop the leak. This wasn't the case and the leak is still on going. the tiler left grout/sealant all over the tiles and in the bath which has taken her months to get off. The works supervisor was to call with her but didn't turn up when he should have after her taking time off work. He then turned up late one day when she was just about to go away for a couple of days. He agreed that the bathroom was in a real state and the smell of stagnant water was unbearable. She is still waiting for this all to be put right - has an appointment on 17Nov20.
Leaking pipe connecting to the washing machine, has been looked at before. Logged onto OH.
Latch on gate not working, been looked at in the past but still doesn't work. DHRQ raised.
Shower was losing pressure and seals were leaking. the pressure was resolved but awaiting parts for the seals. i have chased up with the CST and awaiting response as to when the parts are on order
Issues with leaking roof which was put on hold due to covid. had to make several calls to DH to find out what was happening as no one kept me informed. some of the work is still outstanding and there is a lot of damage.
Reported missing piece of skirting board and someone came but it was just to measure and then left. i had to ring up to be told it would take 6 weeks for them to order then come back and fit.
Had a issue with my boiler leaking and they had to come out about 4 times before it was fixed.
There have been occasions where I have had to report the same issue more than once, can be frustrating that it is not rectified first time.
Tenant reported on-going issues with her outbuildings - mould/damp issues - advised to send photo's in & CST will forward onto Inspectors for advice
Bath was blocked and it took 3 attempts on 3 different occasions for it to get fixed. The bath is fixed now but it took 3 attempts to fix it.
Mr.x was very satisfied with his recent repair request, said the service received was very good, he received notification when engineer was on way, he only works 10 mins away was able to leave work and get home, engineer who attended was polite and repair was sorted on first visit.
It was the out of hours repairs Not Derby Homes and he left her with no heating till the Monday when Derby Homes came out and fixed it straight away

2. Satisfaction with repair completed first time – NB this is a new question

81% of respondents are satisfied that their recent repair was completed right first time.

I am satisfied that my repair was completed right first time		
Strongly Agree	125	29%
Agree	226	52%
Undecided	36	8%
Disagree	46	11%
Strongly Disagree	4	1%
Total	437	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	87%	179
Quarter 3	81%	437
Quarter 4		

3. Overall satisfaction that rent provides Value for Money (Target 90% - on target)

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

I am satisfied my rent provides value for money		
Strongly Agree	153	27%
Agree	368	64%
Undecided	28	5%
Disagree	24	4%
Total	573	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	94%	258
Quarter 3	91%	573
Quarter 4		
2019 / 20		
Quarter 1	92%	497
Quarter 2	94%	410
Quarter 3	92%	415
Quarter 4	93%	271

34 responses were received detailing why customers feel that their rent does not provide value for money. More customers left a comment than just those who expressed they were dissatisfied

If you are not satisfied that your rent provides value for money, please tell us why: (34 responses received)
Think rent is too much with service charges
Recent heating repairs took too long to get repaired
The house quality itself looks sub standard compared to the other newer properties
Damp
Was disappointed with state of property when moved in , not happy with Decs quality and had Issue with new kitchen missing cupboard doors . also new adapt floor showing signs of mould already
Rent is worth it but not when repairs are needed and they are not completed to a good standard. Tenant is calling customer service about the repair.
Don't cut lawn often enough
Isn't happy with the condition of her garden, passed on customer service number to discuss what her options are to get her garden to a better standard.
Not really with the stress from neighbours not being dealt with
Had a lot of problems with the property including ongoing mould issue and flea infestation when moved into property. Fleas there when moved in, had to remove all belongings for treatment, fleas were not eradicated so ended up paying for private treatment despite fleas being there when moved in and not having pets.
Not happy about bedroom tax
Rent is too high
Tenant Expressed her rent is paid through her Pension Credit and so the question was not applicable to her she didn't have an opinion on if it was good value or not as she had not thought about it.
Leaves need collecting and trees need trimming
Garden maintenance people didn't do a good job and didn't clean up after themselves. She is annoyed about a shrub that is still up at the back of the garden and they refused to do anything about it as it isn't in their line of work.
Rent is too high.
Damp on bedroom wall,
Feels that the service charges are to high, her rent is ?121 weekly she feels this is too much.
Bungalow is small, tenant wants to fence his own garden off as it is currently communal and he gets other residents dogs fowling infront of his bungalow - expressed that he can call customer service about the issue regarding the neighbours dog and tenant said that he has spoken to the estate officer for that arear regarding the fence it is an ongoing issue.
House is freezing in the winter
Feels that with Covid 19 and Communal rooms being closed they are not getting value for money ATM
The houses are too cold as compared to the newer houses .Even with the high temperatures set they still cold.
Kitchen and bathroom very dated - EO to check with kitchen and bathroom team re replacements
I feel that I pay too much rent and my income is not much.
Could do with new internal doors, heater doesn't work properly and this morning boiler isn't coming on - Tenant was about to ring customer service team before I rang so they were advised to still ring up the customer service team after our phone call.
House was covered in fleas when tenant moved into the property and the house is continuously cold.
Not worth the price
Miss xx says the money she pays for rent each month would pay a mortgage.
Property has not had sufficient upgrades done:-

Wants hardstanding (letter to be sent)
Kitchen Modernisation (checks to be made on keystone)
Front Door needs renewing and repairs unsuccessfully (check with cyclical maintenance)"
Too expensive
Been in this house about 4 years and still waiting for new windows, bath leaks and large cracks in plaster work which have all been reported several times. I will be making a formal complaint.
Compared to bedroom its too much

4. Overall satisfaction with quality of your home (Target 90% - under target)

89% of respondents are satisfied with the overall quality of their home.

I am satisfied with the overall quality of my home		
Strongly Agree	159	28%
Agree	352	61%
Undecided	33	6%
Disagree	26	5%
Strongly Disagree	3	1%
Total	573	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	91%	254
Quarter 3	89%	573
Quarter 4		
2019 / 20		
Quarter 1	90%	501
Quarter 2	91%	406
Quarter 3	93%	413
Quarter 4	91%	273

76 responses were received detailing why customers were not satisfied with the overall quality of their home.

If you are not satisfied with the overall quality of your home, please tell us why: (76 responses received)
Not brilliant but not the worst
Called Miss X to complete satisfaction survey. She advised Back Door doesn't close properly and they have to slam it just to get it to stay closed. She reported her stairs not being secure and plaster is now dropping down into the cupboard under them. she has had a builder look at them who says they shouldn't be like this and she should report it to us but we have just said this is normal! Also the render on the gable end keeps dropping out and has damaged their car. says we just keep skimming over it instead of raking it out and replacing it entirely. Have raised a CRM and issues can be address when we can report non urgent repairs.
Still a lot of decorating to do as recently exchanged and it was left in a bit of a mess
There's been a lot of repairs required to the property as the property is old
Flat is overcrowded as its 1 bedroom and she shares it with her daughter who is her career. She is annoyed as she has been on the housing list for 2 and a half years.

It's mainly because of the shady workmen repairs that seem to go on, I wouldn't say its quality work.
Needs Bungalow due to finding it hard to use stairs.
Leaves aren't being swept up outside and residents are slipping on them when its wet. Issue reported to grounds and maintenance team.
Has informed me that he has damp. There was an inspection 2/3 years ago and was told he needs a new roof. I have emailed and chased CST in regards to this
Windows seals are blown. condensation has been re occurring for 3 years and affecting 8 also has no keys I have raised DHRQ
Damp in the bathroom from the floor being wet - ongoing issue but advised to call customer service team if any other developments.
Tree's drop too many leaves and make the ground slippy - contact customer service team
Fridge Freezer turns on and off - Encouraged to continue to try calling the customer service team or to use the my account to report repairs."
Gas pipe left sticking up in living room where fire used to be and issues already mentioned
Guttering always seems to leak
Lives in a 1st Floor Flat and the front door is wooden. The front door is wet and warped and needs changing Mr X said that he has contacted DH about this most recenty 1 week ago and spoke to someone called Phil, Phil never got back in contact with him - Emailed Customer Service team to follow this up.
Tap leak in kitchen. Job logged on OH.
Shower cord has come off and wont go back on. Old electric cooker keeps cutting off and has parts falling off. Both jobs logged onto OH.
Windows are old and don't fit so it can cause a draffy and also the handles are loose - Advised to call customer service team regarding this issue.
Mould is an ongoing issue - emailed patch manager and advised tenant to call customer service team
Noise echoes neighbours causing disturbance ASB case
Just waiting on some repairs but as non urgent cant be done due to pandemic
Ongoing mould issue.
Tenant had some re-plastering done due to a leak last year. She says that it wasn't done to a good quality and only half of it was done. I passed on the customer service number and logged a repair request.
Tenant had their kitchen floor done but wasn't happy about how it looked when it was done. As it was Lino flooring, things had to be moved around so it would fit, due to this marks and holes can be seen around the edges of the flooring. Repair logged"
outdated
The locks on the doors stick out a little bit (a lock snapper) can be easily broken into, they need to be flush on the outside and most properties are not.
The property is quite damp."
Gap on the side of door and slugs can get through been requesting it to be repaired for 5 years
On a corner has a lot of hedge would like fencing.
Had a new kitchen not long ago and thought wasn't v well finished Son had to do some sealing and boxing in off pipes etc to make it look nice"
Kitchen tap leaking. Job logged onto OH.
There has been 2 tiles fall off from the roof at the back and 1 tile has fallen off from the roof from the front and there is also mould & damp in every room. Tenant has reported the tiles before but not the mould and damp. Tenant did report mould and damp in the bathroom - I have logged a job with the repairs team to contact the tenant regarding these issues.

In the case of a fire, she is concerned about how her and her residents would get out as it is mainly elderly residents. Leaking taps and a loose socket in her flat, the socket had been fixed before but needs a new one entirely.
Outside light is broken and wants fixing. Logged onto OH
Tenant called about wanting to get her bath taken out and a shower put in as she struggles with getting in and out, it got refused by customer service. She said she has been advised by her doctor that it is a risk for her health. I said she should give the customer service team another call and say what she said to me.
Tenant is satisfied with the majority of her home but the kitchen has had leaks under the sink and now the sink unit is bowing, the kitchen cupboards also have fallen off the wall, tenant spoke to Marcia 1 week ago about this and Marcia is dealing with this.
We do our best to keep it nicely decorated but derby homes aren't bothered, Mismatch kitchen from repairs where replaced units with wrong size and colour, windows haven't been replaced.
Tenant is not happy that she is unable to join the gardening scheme - her husband as angina & onset of copd & struggles with the garden - Housing office always sending letters out & ongoing situation
Video doorbell isn't working and hasn't been for a while, it's been reported in the past but nothing has happened. RQ logged onto OH
Mould issues- Mould growth in both bedrooms and the bathroom, I sent an email to patch managers and logged a CRM. I advised the tenant that it would require an inspection but that may not be possible due to COVID restrictions.
I have issues with privacy in the garden. The fence is too low and any one can jump into the property. There is no privacy in the garden with the other tenants.
The bungalow Mrs X lives next to is privately owned, but the driveway is shared even though one part of it is owned by Derby Homes. This made it difficult for Mrs X as the last resident at the privately owned bungalow parked her car so far over on the drive that she couldn't get her car onto the drive. She had to drive up over the kerb to park in front of her property. It sounds like we are now installing a dropped kerb but this will be added to her rent which she disagrees with. She and her husband/partner are both disabled and she can hardly walk at all.
Issue with side gate that can't report during lockdown
Disappointed internal doors don't have running planned replacement like front and rear doors
Fire needs replacing as very difficult to turn on this has been reported but on inspection was told it just needs a clean. When serviced and cleaned the issue remains
I would feel safer and happier if the new door was fitted in as winter is now on and I really need it.
Damp
Tenants has said that she has had damp in the bedroom. I will speak with LHO staff as no CRM for inspections have been raised
Tenant use to work with windows and doors and says that the windows and doors are made from plastic and are not very safe as they can be easily broken into if you knew what you was doing. Kitchen and fireplace needs modernising and there is a hole in his roof but there has not been any leak - someone has come out to look at it before but because there was no leak they said to call back if there was any new issues with it leaking - regarding all above to call customer service team to request repair work also tenant has a my account where he can request repairs and tenant was reminded of this.
Does agree that it is safe and secure but was a bit concerned that she lived in a flat which only has 1 front door, she said there is a porch area she could climb onto but that wouldn't be very safe in the vent of a fire - advised her to call customer service team about her concerns .

The water comes from the shower on to the bedroom and kitchen, they have been out before but keeps happening maybe house is too old.
Teenagers hanging around outside
Due to repairs
Windows don't seem to keep the heat in and in need of repairs but everything else is fine.
Windows don't seem to keep heat in and in need of repairs(unable to at the moment with covid) Everything else is fine
The only thing that lets the flats down is the parking situation on other streets, i will look into this on my next estate inspection
Front door lock issue. Logged onto OH
Think there are some updates needed
It's an old building and things like the walls and skirting boards aren't in great condition. I also think that only replacing kitchens and bathrooms every 20/25 years is too long because no matter how clean you are they start to look a bit 'manky' over time.
Issue with window seals as there is a draft from one of the bedroom and living room window, DHRQ logged onto OH. Tnt also said the windows had been looked at in the past but was told there is nothing that could be done.
Requested to move due to stairs as both residents struggle with their legs. Both her toilets have problems and need replacing, customer service number passed on as it is a big job.
House is constantly cold. Tenant is also not happy with the neighbours and believes there's ants all in the brick work.
Possible subsiding , been and looked said nothing wrong with this. When had kitchen replaced the floor was replaced but now there is a line down middle of it where movement. Had to trim kitchen and bathroom door as not closing and doesnt feel like anything else was done
I am on the home finder for a 2 bed, my son is 4 and we share a room. i am restricted to a small area in Derby in which i can move.
Garden - trees too big fence needed
She lives in a concrete property and is unable to drill into the walls. she was told we wont replace the brick fascing as it is a row of terraces and not all of them are rented, some are privately owned so she feels we discriminate against her where improvements are concerned.
Little holes in the ceiling, cupboard fell off leaking radiator, loads of leaks
Windows are old and drafty - tenant has been told that the area will be having new windows done and tenant was advised that if this became a big issue and unsafe to call the customer service team.
3 doors don't close properly due to paint and hinges being worn out. Logged onto OH.
Wants someone to look at their boiler because its playing up.
Need a new bathroom as it hasn't been looked after by previous tenant. not due for several years
ASB from neighbours, drug usage and noise been reported to DH
Still things in the house that need modernising, their neighbours seem to have had more modernisation done. Tenant said that they still have a gas fire and need a new kitchen. Tenant was advised to call the customer service team on 01332 888777, tenant said they were going to anyway.
Was a little disappointed with decs voucher ?100 when moved in says cost a lot more than that to put right to make it look nice
Very cold in kitchen, not enough heating. CST number passed on for grandson.

5. Overall satisfaction with your Neighbourhood (Target 84% - on target)

85% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

I am satisfied with my neighbourhood as a place to live		
Strongly Agree	149	26%
Agree	344	59%
Undecided	44	8%
Disagree	38	7%
Strongly Disagree	6	1%
Total	581	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	84%	256
Quarter 3	85%	581
Quarter 4		
2019 / 20		
Quarter 1	88%	500
Quarter 2	86%	407
Quarter 3	90%	416
Quarter 4	86%	275

67 responses were received from customers who were not satisfied with their neighbourhood as a place to live. Most of the comments received are related to ASB issues within the street or neighbourhood.

If you are not satisfied with your neighbourhood as a place to live, please tell us why: (67 comments)
Gangs
Had issues with neighbours - an anonymous letter was sent saying 'you are not wanted in this area, it would be better for you if you left'. It has left me feeling weary about the area although I am starting to feel better about it now. It was a very upsetting experience and all DH staff were great however nothing could be done as we do not know who it was from.
A lot of teenagers hanging around the area and causing a nuisance, not comfortable having them hang around - email patch manager regarding this as also a few more residents have had the same concern.
There is one neighbour I do not get along with
A lot of issues in the car park and in the area that haven't been resolved.
Family causing noise nuisance, having parties, drinking and children out late. Other neighbours selling their property and moving because of the noise
Litter issues
Fly tipping but has contacted local councillor and has resolved the issue in the past
Next Door neighbour is currently in prison, not happy about living next door to him - contacted xx who is aware about the next door neighbour and dealing with this issue. Half way house up the road and there is too many teenagers hanging around in groups - Contacted xx.

Drug users in the area, no parking
We have cars racing up and down the street late at night - police are aware of this
Young people hang around the area and also had someone at 1am banging on her back door - advised tenant to not open the door, ring the police and report it to DH if happens again, I also emailed the patch manager as this issue occurred a few years ago with a few of the elderly female tenants.
Assaulted by neighbours boyfriend a few months ago and requested to move, did report the incident to the police but the neighbours who witnessed the incident did not want to give statements - Tenant has put in for an application to move and has an email address and contact details to get in contact with DH about this.
Mr X has problems with his neighbour at no X letting their dog get into his garden and leaving mess which he then has to clear up. He says the back garden is an eye sore. He did raise this with us back in 2017 and the housing officer did call with the neighbour but nothing changed afterwards. I've raised a CRM for this. He doesn't want to fall out with his neighbour over this.
Sometimes not satisfied, eg issue with a neighbour and nothing being done about it, feel like DH are taking sides and believe the neighbour.
Neighbour at no x shouting and causing issues, also people walking around the back and causing issues - call customer service team to report this also mentioned to PM as this is something a few people have said too regarding the passage way at the back.
Neighbourhood is great but direct neighbours cause problems
ASB issue with drug use in block (strong smell of cannabis in block and coming into property) however previously been told we cannot do anything as does not know who is using drugs. Having to place rolled up towel at bottom of front door however does not block out smell. Has young child sleeping in bedroom near front door who is being exposed.
Noise from the new builds opposite and more police cars driving through. Also he can smell drugs when walking by. The tenant doesn't have any specific names so can't log an ASB.
Neighbours dog at No x xx Close fouls in front of tenant's door and tenant has asked neighbour to stop this and neighbour has ignored his requests - Referred this to ASB Team.
Due to ASB noise related
Fly tipping and weeds in the area, looks overgrown, The fly tipping is a re-occurring issue we know about
People leaving furniture and household appliances in communal bin area such as beds and microwaves.
My neighbours garden at No x is a mess and full of rubbish. alleyway to the rear of the property is very dark - no lighting there. call back request sent to estate officer
More stuff is needed in the area for the children such as parks.
Tenant said that she likes her neighbourhood but there is a half way house at the end of the street that she now has to walk a different way to the shops to avoid it as there is people hanging around and it is not safe for her being elderly - Emailed Patch manager regarding this as a few tenants have complained about this issue. Advised them all to contact customer service team.
Youths in cars gathering and making lots of noise
Neighbours causing noise at night around the estate
Need more parking. people keep blocking the drive way. would like a disabled bay. passed to EO to look into
Noise nuisance from new builds. Informed tenant complaints have been raised in the past so we are aware of this issue.
Use to be for elderly people but now the area has lots of young people which drink a lot and can be rowdy, they are looking to move - advised to contact customer service team regarding this or to report an ASB case if they are unhappy.
Has issues with being unable to park

Parking situation is not good as tenants find it hard to get any parking. I have had a neighbour that kept 5 dogs and that made living her unbearable.
Barber shop open next to chad kebabs has undesirable people hanging out and a smell of weed. Thinks something off with the barbers shop smells of weed, on the street smoking it and has groups of people turning up all of the time
Has had an incident of ASB concerning her fencing but because she didn't know the addresses of the youths involved Derby Homes was unable to do anything about it.
The neighbours next door was a drug dealer and was DH told him to keep a record and didn't take action
Over a period of time seems to have gone downhill a bit seems to have more asb issues now etc.
The space between the properties by the garages used to be kept locked but now its always open and there are different people hanging around making us feel insecure.
ASB dispute with her neighbour at number x & x doesn't feel like Lisa who dealt with the issue believed her and hasn't helped much as it still is ongoing - checked OH which is now closed so advised to log a complaint again, she also is looking to move.
The neighbourhood is OK but I don't like the communal gardens as I don't feel I get any privacy.
Is having issues with a neighbour, whose Son has put CCTV up on the property, however this camera is pointing at their property, and he often records them in the garden, this has been an ongoing issue for many years but nothing ever gets done about it, was asked to take it down, it came down for a short while but has been put up again, has also been videoing people on the phone, also keeps reporting them for things they have not done. Also shouts abuse at residents, which is obviously quite upsetting for all involved, have had involvement with ASB but nothing is ever done, if reported they stop for a few weeks but then starts up again. Feels they are being vindicated by this person, trying to get them to move.
New builds, kids riding motorbikes late at night and more noise.
Has had things stolen washing etc
Did have problems with children in the area harassing her children - went to see the parents directly & all sorted civilly
Problems with children in the area - mutually now sorted
Not good poor lighting needs more
Drunk neighbours next door causing issues
Having issues with flat below and smoking cannabis, this has been reported to Derby Homes and has had involvement from ASB team, is still happening and the smell permeates into our flat, has also had police involvement as at one point was growing it in the flat. Also had issues with car being damaged, was an incident where someone keyed the car.
The tenant reported an issue with her neighbour above her who has a sleep disorder. They are awake all night using the washing machine and Hoover. There are three dogs and a cat also in the flat above making a lot of noise during the night keeping the tenant awake
Tenants fence has been crashed in to and the tenant is not happy with her neighbours.
Mental health patients into the street
Noisy neighbours, shop Newdigate News open 24hrs but was lots of noise from the shop at all hours. Wrote to council and Margaret Beckett about in the past.
Drug dealing, prostitution, car nuisance, people hanging about
Gangs around the estate and neighbourhood
A lot of drug dealers in the area - police aware of the matter
Really noisy, anti-social behaviour, Drugs
Has had some issues with the neighbours. I have passed all of the relevant information onto the ASB team through CRM for them to follow their processes so it is in hand now.

Victim of harassment - windows broken by unknown kids a few weeks ago - police aware of issues
Area used to be for elderly tenants but now there are lots of young people in the area. Doesn't feel the same as before - advised to call customer service team if she has any issues with anybody
We have a neighbour on the street who causes issues for everyone. it has all been reported to DH and Police and they are well aware of her. I will report any future issues.
Neighbours causing problems drink and drugs, loud noise, someone living there that shouldn't be living there
Neighbours causing problems, drink and drugs, loud noise, been reported to us before
Neighbour at No. x is verbally abusive to the tenant calling her fat and old, she avoids her by using the other gate, tenant hasn't reported her before as she felt the tenant may have mental health issues and wanted to give her a chance - Referred to ASB team.
Shouting at 4am
Generally the area is ok, however lives opposite the old Rolls Royce works and they have a lot of issues with fly tipping in that area.
Raised a complaint about XX harassing nurses and delivery people parking next to the building. Complaint has been logged to ASB team on OH.
Got robbed 3 times

6. Overall satisfaction with being informed (Target 88% - on target)

92% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a customer.

I am satisfied that Derby Homes keep me informed of services that affect me as a customer		
Strongly Agree	134	23%
Agree	397	69%
Undecided	30	5%
Disagree	15	3%
Total	576	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	90%	255
Quarter 3	92%	576
Quarter 4		
2019 / 20		
Quarter 1	92%	495
Quarter 2	92%	382
Quarter 3	93%	403
Quarter 4	95%	266

If you disagree, please can you suggest how Derby Homes might improve keeping you informed? (44 comment)

Miss X and her partner have raised the issue with her stairs and the roof previously and feels we haven't listened to them and have just dismissed their comments. She feels we need to

take on board what the tenant is saying and if she isn't happy, have another look at the issue.
The LHO is not very easy to get hold of. They do not respond at all sometimes when you leave messages for them, if they do they take ages.
I don't agree that different sex children can share a room up to the age of 10.
Difficult to get through to the customer service team and feels like his views don't matter anyway - given the information for setting up a My Account where he can report repairs.
I have had bad experience when reporting repairs. I have reported it as an emergency but will be told its not an emergency and when the work man come out they say it is an emergency so this can be frustrating.
Says not received DH news but does access website
Found out that a house on the street was a half way house for people who have come out of prison and wasn't advised. They would have wanted to know this just so that they were aware.
Takes too long to answer the phone
Use to find it difficult to get in contact with ESO but now finds it much easier.
However sometimes you don't get a response back or they can be slow with responding
Sometimes very easy, sometimes very difficult to deal with. Sometimes repairs or issues dealt with easily however has had issue with mould over last few years and at inspection was made to feel this was being blamed on them despite keeping property well ventilated/warm. There is now mould in both bedrooms, bathroom and toilet. Says was made to feel like the mould was their fault despite keeping property ventilated/warm/cleaning regularly.
He enquired about rental hep in March and received nothing back. Email sent to Customer service team.
Prefers person to person customer service and not doing it all on the computer. He also has a bug issue about how he requested a downsize 3 years ago and still hasn't heard anything. He wants to move to a 2 bed bungalow as him and his dad struggle with the stairs to their flat. I have emailed Housing Register about this issue.
Too many steps to get into contact
Would be helpful if people came round to check up on things
Not happy as Derby Homes have sold properties to Private homeowners / landlords and it is their tenants causing parking issues because of this he is having to deal with DCC , they have said they will be painting parking bays in an area but unsure when . DCC are difficult to get an answer from. Mr X is thinking of going to his local MP Paul Pegg to get involved. Tenant would like to see at least 2 bays for disabled people to park. He currently lives in a Cul de sac so parking is limited
I find that some members of the repairs team when you call up can be rude
Garden & Housing office not happy with the communication & not getting the correct help
Can take a long time to get through on the phone
I do not receive the Derby Homes Quarterly newsletter
Believes could have been informed better what was happening with the Common Rooms during last lockdown .
Use of them made parking worse car park constantly full of DH vans .
Struggles to contact lho staff and they seem disinterested when she does get them"
Mr X feels Derby Homes only concern is getting rent money and not the about the tenant.
DH doesn't respond to queries quickly enough when raised, Piece of Land at side of property becoming dumping ground: Advised tenant that this area is being looked at for development. In the meantime request caretaker to keep on radar as hotspot.
Slow waiting list to move house.

They do not always do things that I need doing. I was once told that I had to put new internal doors by myself when they were faulty and I couldn't understand why when its not my property.
Unable to get through to contact team - re repairs
ASB wasn't dealt with well but any other issue she has had has been dealt with well.
It's difficult to get through on the phone and when I call Housing Options it's difficult to get answers. I really want a face to face appointment but can't at the moment, I feel that's the only way I'd get answers to my questions.
Used to find DH very difficult to deal with but says this has improved a lot in the last couple of years.
New kitchen installation has been logged but hasn't had a call back about dates. Email sent to customer service team and customer service phone number passed on.
Tenant pays for decorating scheme and made a request for the kitchen to be decorated and it has not been done.
Agreed that DH are easy to deal with but did say that this depends on who you talk to, some are more helpful than others.
They only share information when its good for them
Miss X says she feels everything is geared up for online/digital services. She is dyslexic and much prefers to deal with an actual person. This option is rarely available to her.
Mice problem, derby homes didn't inform tenant about this issue, snake got into house.
Had trouble contacting Derby Homes through email to enquire about hard standings, ended up calling instead.
Not happy about service charge bill for leaseholder. Not sufficiently explained and just been sent a big bill that does not go into enough detail.
When it comes to repairs you get passed around a lot and never get a clear answer.
I've had an ongoing issue with my electric meter which is faulty but my supplier wont change as it is fitted to an asbestos board and Derby Homes wont remove as they cant touch the electric meter.
Feel there is a lot of emphasis on promoting things via social media, a platform not everyone has access to or is comfortable using particularly the older generation so feel missed out on up to date information at times.
Sometimes cant get through
We are elderly and don't have access to the internet and have to ring up and you are on hold for ages. Don't think its fair for elderly people.

7. Total response of customers who have provided us feedback before

In total, 10% of the customers we surveyed have provided previous feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	53	10%
No	500	90%
Total	553	100%

The year to date a total of 78 people have provided feedback.

	Provided feedback	Participant number
Quarter 1	N/A	N/A
Quarter 2	10%	245
Quarter 3	10%	553

Quarter 4		
2019 / 20		
Quarter 1	21%	468
Quarter 2	20%	397
Quarter 3	18%	381
Quarter 4	19%	254

8. Overall satisfaction with views taken into account (Target 80% - above target)

89% of respondents are satisfied that their views are being taken into account by Derby Homes.

I am satisfied that my views are being taken into account.		
Strongly Agree	20	17%
Agree	85	72%
Undecided	7	6%
Disagree	3	3%
Strongly Disagree	3	3%
Total	118	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	63%	47
Quarter 3	89%	118
Quarter 4		
2019 / 20		
Quarter 1	77%	318
Quarter 2	79%	286
Quarter 3	74%	274
Quarter 4	81%	181

Below details the reasons why people thought their views are not being taken into account.

If you are dissatisfied that your views aren't being taken into account, please can you tell us why and how we might improve in this area? 5 comment
The customer survey is the first time she has been able to get her view across.
Doesn't feel that Derby Homes has listened to them regarding the roofing as it has taken months for the issue to be resolved and it hasn't been resolved properly.
Mr X toilet lid has cracked
ASB Issue
Feedback opportunity not as good as it used to be.
Happy
Not listened to re garden
Says has been in property 6 years and never previously been asked for her views
Mr. X didn't hear back anything about the bug issue.
Tenant just commented that the gas engineer who carried out her service in August, didn't wear a mask, but he did keep his distance.
Wasn't any outcome
Miss X has complained to us regarding the handling of her recent bathroom repair, but it seems to have fallen on deaf ears as she is still waiting for this to be completed. Although we have a

newsletter which provides information, she hasn't got access to this and so feels she is missing out. Not every one in this day and age wants to go online for their services. There is still a section of the population that would rather speak to a real person.

Doesn't feel that Derby Homes has listened to them regarding the roofing as it has taken months for the issue to be resolved and it hasn't been resolved properly.

9. Overall satisfaction with Derby Homes Service (Target 93% - on target)

94% of respondents are satisfied with the overall service provided by Derby Homes.

I am satisfied with the overall service provided by Derby Homes.		
Strongly Agree	199	35%
Agree	339	59%
Undecided	21	4%
Disagree	14	2%
Strongly Disagree	2	0%
Total	575	100%

2020 / 21	Satisfaction Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	94%	257
Quarter 3	94%	575
Quarter 4		
2019 / 20		
Quarter 1	95%	496
Quarter 2	95%	405
Quarter 3	96%	414
Quarter 4	95%	274

10. Total figures for Assistance with Registering on the Customer Portal

43% of respondents are already registered on the Derby Homes Customer Portal. 7% of customers are also interested in registering onto the customer portal which are followed up by our customer service team.

Would you like more information about accessing services on Customer Portal?		
Already Registered	256	43%
No, thank you	255	43%
No, I am not registered	43	7%
Yes, please provide a contact email address	29	5%
Yes, please provide a contact telephone number	11	2%
Total	594	100%

2020 / 21	Registered Total	Participant number
Quarter 1	N/A	N/A
Quarter 2	44%	259
Quarter 3	43%	594
Quarter 4		
2019 / 20		
Quarter 1	44%	496
Quarter 2	39%	404
Quarter 3	38%	400
Quarter 4	42%	260

At the end of quarter 3, there were 8005 customers registered to My Account.