

## CUSTOMER SATISFACTION QUARTER 2

Report of Head of Housing Management and Housing Options

### 1. SUMMARY

This report provides detailed analysis of the satisfaction results from The Customer Survey 2016, carried out during July 2016 - September 2016. Full details can be found in Appendix 1.

### 2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1.

### 3. MATTER FOR CONSIDERATION

3.1 **Overall satisfaction with Derby Homes Services:** 88% of those asked said they were satisfied.

3.2 **Quality of home:** 81% asked were satisfied with the quality of their home.

3.3 **Rent value for money:** 88% of those asked said they felt that their rent was value for money.

3.4 **Views taken into account:** 83% said they felt that their views are taken into account. This is a 7% increase on the same period 2015/16.

3.5 **Neighbourhood as a place to live:** The percentage of those satisfied is 77%. Q2 shows a 5% decrease from Q2 2015/2016 but 46% of people have reported that there has been an improvement in their neighbourhood.

3.6 **Most recent repair:** 88% of people answering this question were satisfied with their most recent repair.

3.7 The top 3 issues reported are:

Car Parking	14%
Rubbish/Litter	11%
Noisy Neighbours	12%

These are part of the Customer Priorities. All issues are being proactively tackled in local areas.

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

Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Health & Safety  
Risk  
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None