

CUSTOMER SURVEY QUARTER 1

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the first quarter of the Customer Survey 2019 – 2020. Full details can be found in Appendix 1.

2. RECOMMENDATION(S)

- 2.1 To note information as detailed in Appendix 1.

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%)** : 89% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction of rent as value for money (Target 90%)** : 92% of respondents are satisfied that their rent provides value for money.
- 4.3 **Satisfaction with Quality of home (Target 90%)** : 90% of respondents are satisfied with the overall quality of their home.
- 4.4 **Satisfaction with Neighbourhood as a place to live (Target 84%)** : 88% of respondents have reported that they are satisfied with their neighbourhood as a place to live.
- 4.5 **Satisfaction with views taken into account (Target 80%)** : 77% of respondents are satisfied that their views are being taken into account. Although this is lower below our target of 80%, we are hopeful to achieve this by the end of the year. The new target was introduced for this quarter from 76%.
- 4.6 **Overall satisfaction with Derby Homes Services (Target 93%)** : 95% 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: None

This report has been approved by the following

Managing Director Director of Housing Services	Maria Murphy Clare Mehrbani	[Date] 26 July 2019
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