CUSTOMER SURVEY QUARTER 1

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 April 2016 - June 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:** 91% of those asked said they were satisfied, this is a 4% above target.

3.2   **Quality of home:** 82% asked were satisfied with the quality of their home. Despite this being a 2% decrease on the same period from last year, the number of surveys completed was more than double. 2015/16 there were 363 surveys completed compared to 875 2016/17.

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:** Out of 827 asked 83% said they felt that their views are taken into account. This is a 2% increase on the same period 2015/16 and a fantastic 8% over target.

3.5   **Neighbourhood as a place to live**: The percentage of those satisfied is 80%.

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   13%
Dog Fouling/Dog Mess   13%
Rubbish/Litter   12%

These are the same issues which were identified last year and form 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