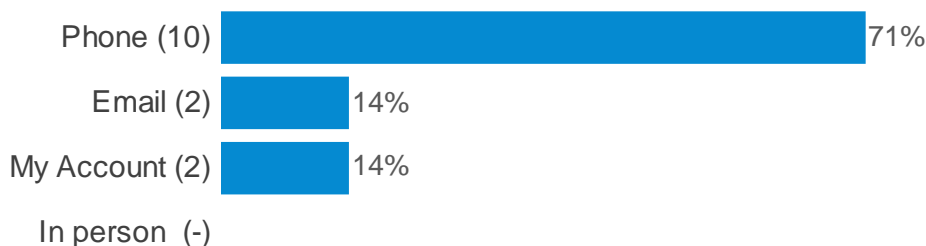


## Complaints Satisfaction Survey

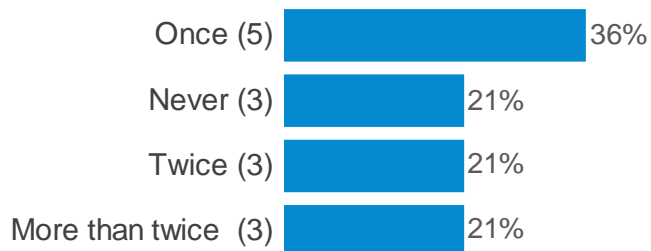
## Complaints Satisfaction Survey

This report was generated on 23/06/20. Overall 15 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

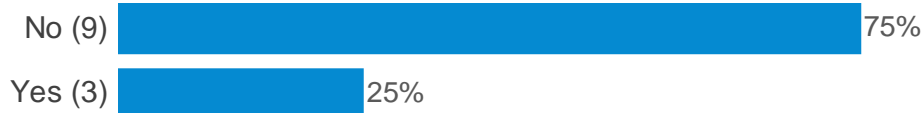
The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

**How did you report your repair?****When the operative attended your property, were they aware of all of the details surrounding the repair?****If no, did you have to explain the repair again?  
(The level of customer service from staff who dealt with your complaint)**

Yes
Yes
They arrived without my knowledge and proceeded to do what they "thought" needed doing
Yes
Yes
Yes
Plumber was not told new toilet was needed or we are disabled

**Did the operative have to revisit your property?**

## Complaints Satisfaction Survey

**If they had to visit again, was it the same operative that attended?****Why do you think they had to revisit and it took more than one visit to complete?**


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due to having to order the door

---

Total and utter lack of communication and trying to paint a fence in the rain so obviously the paint washed straight off!

---

because he put the tap on the wrong way

---

The work could not be completed

---

Because derby homes are shite

---

Did not have the parts required.

---

Not given correct information from customer service!

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Because we were not informed of what acces they needed to carry the job out

---

Awaiting stock

---

First guy didn't repair the pipe properly

---

Because they had caused a gas leak

**Was the repair completed to your satisfaction?****If no, do you have any suggestions on how it could have been completed better or quicker?**


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still awaiting for the replacement door 5month on

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COMMUNICATION, OPERATIVES COMPLETING THE JOBS TO THE SAME STANDADRD AND NOT JUST BODGING IT

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The part is still unsatisfactory

---

Plumber was brilliant but was annoyed not given full details!

---

He only had one electric socket to check that couldn't be checked first visit but did them all

---

still awaiting

---

He filled a hole with news paper. Maybe do a proper job

## Complaints Satisfaction Survey

**Any other comments?**

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when will the door get replaced? As its a kitchen door!

---

The job cost three times as much in operatives time and materials than it should have done. FARCE!

---

Polite and clean workman.been a Derby Homes/Derby Council for over 40 years and never had a bad expe

---

Derby homes are a load of fuckwits

---

I am still waiting

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Plumber insisted returning first thing with new toilet! Better training needed to call centre!

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Walked into bedroom my daughter was asleep after working night shift even after I told him

---

still awaiting for door and window to be fixed

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Some of derby homes repair personnel are lazy and some are okay

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I have a house full of bad work