

Quarter 1: April to June 2018

Customer Satisfaction Survey Results

Appendix 1

Introduction

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to gauge 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.

Overall satisfaction with service

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

	Taking everything into account, how satisfied are you with the overall service provided by Derby Homes?	Total
Very satisfied	257	81%
Fairly satisfied	143	33%
Neither satisfied nor dissatisfied	20	5%
Fairly dissatisfied	8	1%
Very dissatisfied	4	1%
Total	440	100%

Overall satisfaction with home

87% of respondents are satisfied with the overall quality of your home.

	How satisfied are you with the overall quality of your home?	Total
Very satisfied (go to Q8)	240	54%
Fairly satisfied (go to Q8)	146	33%
Neither satisfied nor dissatisfied (go to Q8)	35	8%
Fairly dissatisfied	13	3%
Very dissatisfied	8	2%
Total	442	100%

41 responses were received detailing why customers were not satisfied with the overall quality of their home. The number of comments received is higher than the dissatisfaction number recorded in the previous question, this is because some customers who were neither satisfied nor dissatisfied also provided comments.

If you are not satisfied with the overall quality of your home please tell us why: (41 responses)

Bathroom and kitchen were supposed to be new before i moved in. bathroom tiles are missed match. Shower rail too far in bath get wrapped up in it when using shower.

broken glass, garden overgrown, kitchen, mice in property

cold in summer still very cold

Difficulty with the stairs

electrical cupboard in the living room doesn't look very nice. Would like it to be looked at and made better.

Fed up with ASB issues with number [address removed]. Nothing is being done about this. Taking this matter further.

Garden area could do with improvements.

Garden could be better. Regarding Hedge or Fence.
Had to box boiler. Was told it was tenant's responsibility. Council had refused.
House Needs Updating. Worn Out.
Internal Doors look old fashioned
kitchen
kitchen window not opening, can an extractor fan be fitted in the glazing of the bathroom
long wait 6-8 weeks from reporting fault and repair to actual repair
Lots of issues with the house - poor quality
Mutual exchange and kitchen in poor condition
need more bedrooms due to baby on the way.
New kitchen installed but the plastering was not done after. Has holes in it and was told to paint over it. Also wanted new doors for the past 4 years.
No cupboard space, kitchen cupboards too small. Bathroom Shower makes everything damp. Heating needs to be on all the time. Shower always cold - Black Mould.
Not Happy. Repairs done but were just Glued - Not replaced. Plaster falling off Metal beading. Gaps within windows.
not modernised have done work but there is a lot of work to be done ceilings and walls
Old Property - could do with being Modernised. Also overcrowded.
ongoing issue with leak unresolved
outside painting needs to be done gaps/ missing plaster etc rang inspector 26062018
Poor quality kitchen fittings, still waiting for new door, repeated boiler and radiator faults
Property is too Small.
Property walls need plastering throughout. Only had patch repairs. mould washes have been done. Tenant said builder said venting in Soffits is required and not been allowed to have this done.
Repairs - Loose Fireplace, Issues with Boiler, Taps. Not happy with most repairs.
Same reason feels internal walls are Flimsy. Property is cold in the winter.
some repairs still not finished off and the build of the property needs to be looked at, not good alter pipe works, wires etc.
some years ago had some renovation and is happy now. when she moved in it was not the case. and plumbers etc. always tell her how nice her home is and she is proud of this
state of kitchen, not enough dec vouchers given
State of property. Mismatched floor tiles. Walls prefab whole house needs skimming. Floorboards creaking in bedrooms and some have nails sticking out. Needs resurfacing with carpet.
things are falling apart. A lot of things to do and nothing getting completed/repared
Uneven Kitchen Floor, Hallway, and Hallway Plaster coming away. Has reported to the LHO. Nothing resolved as yet. Property windows are faulty, dust coming through. Among other ongoing problems.
Walls are Thin - People Talking.
when asking for repairs it feels like sometimes they are not listened to
when moved in loads of repairs to be done.
Windows Bedroom - Cold.
Would Like New Windows. Current Ones Have Been in the Property for about 25 Years.
Would like the height of hedge reduced. is on the Gardening Scheme.

Overall satisfaction that rent provides value for money

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

	How satisfied are you that your rent provides value for money?	Total
Very satisfied (go to Q12)	288	65%
Fairly satisfied (go to Q12)	114	26%
Neither satisfied nor dissatisfied (go to Q12)	34	8%
Fairly dissatisfied	7	2%
Very dissatisfied	1	0%
Total	442	100%

10 responses were received detailing why customers feel that their rent does not provide value for money. The number of comments received is higher than the dissatisfaction number recorded in the previous question, this is because one customer who said neither satisfied nor dissatisfied, provided a comment.

If you are not satisfied with that your rent provides value for money, please tell us why: (10 responses)
as prev answer about neighbourhood. cleaning gets missed even though i get charged
because of condition of property and cost of other tax and bills
Certain things take a while to be done/not done at all. Fencing as an example.
Due to Repair Issues.
Fairly Satisfied - Not happy with Bedroom Tax.
feels rent is too expensive for the property
Feels we do things in a hap hazard way and if we improved the way we work she would be happier that the rent she pays.
Not happy with the state of house.
Rent seems increase and get too high
The state of the property/repairs still need doing.

Overall satisfaction with repairs

80% of respondents have reported a repair within the last 12 months.

	Have you reported a repair within the last 12 months?	Total
Yes	351	80%
No (Go to Q6)	89	20%
Total	440	100%

Those respondents who said that they have reported a repair within the last 12 months were then asked, 'How satisfied are you with your most recent repair?' The total number of responses is slightly higher than the figure that has been reported of customers who have had a repair in the last 12 months, this could be due to 8 customers recorded a satisfaction level that did not report a repair in the last 12 months

	How satisfied are you with your most recent repair?	Total
Very satisfied (Go to Q.6)	242	67%
Fairly satisfied (Go to Q.6)	72	20%
Neither satisfied nor dissatisfied (Go to Q.6)	18	5%
Fairly dissatisfied	17	5%
Very dissatisfied	10	3%
Total	359	100%

The following page details the 37 responses were received from customers explaining why they were not satisfied with their most recent repair. The number of comments recorded is higher than the figure noted for dissatisfaction.

If you are not satisfied with your most recent repair, please tell us why: (37 responses received)
Boiler Breakdown. Had to leave work. Then was told, unable to make it. So tenant had to use the OOH Call out Saturday. Tnt is unhappy because they work. Zero Contract.
Boiler broke down dec 17 no heat or hot water over christmas. Rectified in Jan 18. new boiler fitted but still having issues
Floor Tile Repair. Was not happy with the workmanship and attitude of the workmen. Repair also took too long. Still not correct or properly done.
had an issue about window locks and keys. I did advise the tenant that the LHO does not keep spare window lock keys.
had same job 3 times and 2nd visit was not satisfied
Holes in the wall bathroom Vent. Outside drilled - Causing Mould. Can this be addressed. (R.R.)
I have had a new front and back door fitted. I have been left with loose brickwork above both doors and expanding foam filler that has come out of the frame.
Internal Plaster repair but walls are hardboard.
Lack of communication (when repair was due to be carried out)
Lack of communication. Not sending correct people to carry out the repairs. repairs are ongoing. not listening to the tenant and leaving a mess.
Lack Of Communication. Waiting for Appointments - Did not Call Back.
leak from the above flat, took 3 weeks to sort - only repair tnt has not been happy w/
Leaking Roof. Patches Left on wall and Ceiling. Shower Still Faulty - I have raised a repair for the Shower.
left more mess after repair
Left without telling tenant, did not inform he needed to stay in.
N/A Just Logged a Repair
Not done properly. Follow on Work required. Not done properly in first place.
Operative Did not Turn Up.
Re plastering of bedroom. Someone had come to see but nothing happen since. Kitchen cupboards come out. Order was placed and still waiting to be completed.
Rear Door Lock was replaced and now door seems to stick during warm weather. Felt fobbed off with no solution to the problem
Repair not completed
Repair not completed first time and had to be re-reported
repairs never completed to a high standard and often need repeating at a later date
sometimes wont do all repairs
still awaiting an outcome. stair lift stuck at top. visited on 6/4/10 still not fixed. Advisor has chased this up with Stannah 13/04/18.
still waiting for he repair to be done.windows being fitted on 16/04/18.
taking too long - cannot watch TV
Tiled - Gaps. Small Bath, Not Big Enough.
took 6 weeks for a grab rail
Took ages to come out and fix window - also took several visits
Unsatisfactory waiting time
varies - leak awful as took ages to repair and sort upstairs flat but most other ones sort through well. awful experience with the leak from upstairs flat that took too long to fix
very satisfied came out straight away to fix a leak she could not stop
Was disappointed we have had to go out to the new shed door again.
work not done
Works was never completed stair window lock

Overall satisfaction with neighbourhood

83% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

	How satisfied are you with your neighbourhood as a place to live?	Total
Very satisfied (Go to Q.10)	236	54%
Fairly satisfied (Go to Q.10)	129	29%
Neither satisfied nor dissatisfied (Go to Q.10)	47	11%
Fairly dissatisfied	17	4%
Very dissatisfied	12	3%
Total	441	100%

54 responses were received from customers who were not satisfied with their neighbourhood as a place to live; this number is higher than the figure reported in the previous question. The reason for the discrepancy is that some comments were recorded from customers who were not dissatisfied. 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: (54 comments)
Air quality not too good
are gone downhill
ASB - private property at [address removed]- drugs - police always there
ASB from the neighbours
ASB Issue with another Tenant. On Going Issue. Only Informed the Police not DH ASB Team.
ASB Issue.
Car Park where can cut through, glass bottles and car been damaged.
Condition of pavements outside property - advised to contact streetpride
depends on neighbours. young people moving in. having to get to know them as people are always moving in/out a lot.
Drug Dealing and drugs use within the area. Opposite Flats.
drug issues
Drugs Raid in Neighbourhood. Drug Addicts sleeping on flower beds in front of property. Would like DH/Council do make the area more safer due to these issues.
drying area issues
few people around here smoke weed so keep myself to myself a girl in the flats had armed police attend last year
Gang related issues around the shop area. Abusive young children hanging around the shops.
gangs related issues in the area
Grass Cutters Not Good. Leaves a Mess, Shabby works.
Happy Neighbourhood, apart from ASB with Neighbour at [address removed], who is making her life a hell.
Has gone down in recent years. Younger people living in the area now. Don't respect it. Not looking after their gardens or bringing bins in after being emptied.
Have had few issues on the street. did not want to elaborate, but put it down to a run of bad luck.
Issues with pets since wardens gone
Issues within neighbourhood has increased

living on the main rd, car has been damaged a few times
Long way from Amenities. Tenant has to get to hospital several times per weekly.
mental health issues as incidents old bungalows not being filled with relevant people and parking is very poor
neighbours
Neighbours are good - but gangs a problem within the area
neighbours are shouting and screaming at each other. They are smoking weed and it is difficult to open the windows because I have a small child and do not want him to smell it.
Neighbours don't get on with each other.
Neighbours harassing him, being dealt by LHO
Neighbours Messy Garden. Unhappy with this as they take pride in their own Garden. DH Do not visit Tenants to check standard of Gardens.
Next door neighbours house is challenging. Another tenant uses foul language and shouts. Tenant does try to keep her own property as nicely as she can.
noise from traffic
noise nuisance and fly tipping
noise nuisance from children in the area
noisy neighbours
noisy neighbours, drugs, feel uncomfortable. police always around. changed since moved in
not as quiet as it used to be younger people moving in the area
not happy with age bond, neighbours are disturbing tenants. noise level is also an issue.
Not Ideal. 10 Years at the property. Does not talk to anyone.
Old Tenants Live in the area. Always Grumpy. Obsessed with Gardens. Most Tenants are in their 60's.
Only issue is Parking.
parking difficulties caused by neighbours
Parking is an Issue. Due to cars parking in front of Driveway.
People are friendly, Fences fallen over though which have not yet been repaired. Mostly privately owned.
rubbish and parking
rubbish, dog mess in square, outsiders causing damage
Tenants Car and Van were broken into.
the area has gone downhill in the last few years noisy neighbour and rowdy behaviour
the neighbourhood has a drugs problem but they do leave me alone
The neighbourhood is too Quiet. It's like living in a Cemetery.
Too much Dog mess in the area - No bins around either.
Youths on the Street. Smashed and Abandoned Vehicles. Vandalism

Total response customers who have provided us feedback before

Over half of all respondents said that they have not previously provided feedback to Derby Homes.

	Have you previously provided feedback to Derby Homes?	Total
Yes	115	26%
No	323	74%
Total	438	100%

Overall satisfaction with views taken into account

85% of respondents are satisfied that their views are being taken into account by Derby Homes.

	If you have provided us with feedback, how satisfied are you that your views are being taken into account by Derby Homes?	Total
Very satisfied (Go to Q18)	87	59%
Fairly satisfied (Go to Q18)	39	26%
Neither satisfied nor dissatisfied (Go to Q18)	15	10%
Fairly dissatisfied	4	3%
Very dissatisfied	3	2%
Total	148	100%

Overall satisfaction with being informed

86% of respondents feel that Derby Homes is keeping them informed about things that might affect them as a resident.

	How good do you feel Derby Homes is at keeping you informed about things that might affect you as a resident?	Total
Very Good (go to Q15)	230	52%
Fairly Good (Go to Q15)	150	34%
Neither good nor poor (Go to Q15)	47	11%
Fairly Poor	12	3%
Very Poor	2	0%
Total	441	100%

If fairly poor or very poor, can you suggest how Derby Homes might improve keeping you informed? (29 comments)

as before

Concerns about the repairs and lack of contact. Would be good if people are informed on a regular basis.

Could be Better at Communication.

DH did not inform tenants about permits up for renewal. Had to hear from word of mouth from someone else.

Does not use Twitter. Does not see DH on Facebook - He will check this. Does get the News Letter through the post.

email – [removed]

emails coming through

Happy maybe more Info, Please.

Have never received a newsletter

Information contained in newsletters is often out of date by the time i receive the newsletter

its 2018 why hasn't derby homes got snapchat!!!!!!!!!!
[name removed] thinks once she is signed up it will be easier for us to keep her informed.
More communication about status of repairs and appointments as no longer get texts
Need more newsletters for people who are not online
Newsletters could be sent our more frequent and not yearly
none
not really happy with just newsletter as doesn't do internet much
Not sure if receives the Quarterly news letter or not.
please inform people of events before and not after the date if you want people to support you
Receiving the News Letter more than once a year.
Ring Back More Required on Repairs Etc. More proactive with Tenants not Online.
Save on paper. Have emails of the Newsletter.
sometimes there are things she is interested in in the newsletter but they are all on line and no contact number. she is not online and doesnt want to be. what annoyed her is the £100 incentive scheme
Tenant does not own a computer. Likes the Newsletter. Would prefer more customer engagement.
Tnt doesn't use Social Media and doesn't get Newsletters.
Wants to Move, due to ASB.
would be nice if regular neighbourhood meetings were arranged by DH to get to know others within the Neighbourhood.
Would like the News Letter in large print due to sight.
Would prefer Regular visits from DH - Prefer the Personal Touch. Wants to be a Person not a Number.

Total figures for assistance with registering

25% of respondents are already registered on the Derby Homes Customer Portal.

	Would you like our Customer Service Team to contact you about registering on Derby Homes Customer Portal?	Total
Already registered	111	25%
No thank you	255	58%
Yes, please call	45	10%
Yes, please email	29	7%
Total	440	100%