

# ITEM B6

OPERATIONAL BOARD  
12 DECEMBER 2019

## CUSTOMER SURVEY QUARTER 2

Report of the Head of Housing Management

### 1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the second 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%)** : 94% of respondents are satisfied that their rent provides value for money.
- 4.3 **Satisfaction with quality of home (Target 90%)** : 91% of respondents are satisfied with the overall quality of their home.
- 4.4 **Satisfaction with neighbourhood as a place to live (Target 84%)** : 86% 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%)** : 79% of respondents are satisfied that their views are being taken into account. Although this is 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 and has been raised 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.

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	Maria Murphy	[Date]
Finance Director/Derby Homes Accountant	David Enticott or Michael Kirk	[Date]
Company Solicitor	Taran Lalria	[Date]
Head of Service	Lorraine Testro	[Date]
Other(s)	[Name]	[Date]