

# Getting involved and keeping informed

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## **SURVEY RESPONSE REPORT**

06 December 2021 - 29 January 2024

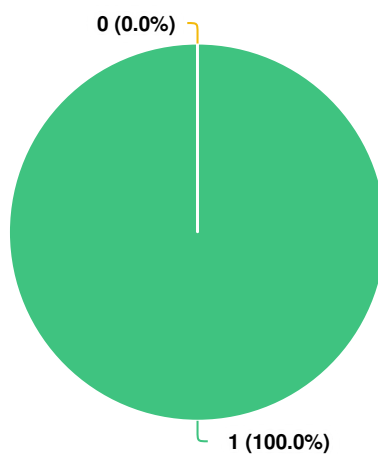
### **PROJECT NAME:**

Getting involved and keeping informed

We launched a 3-month consultation on Let's Talk Derby Homes to find out how interested our customers are in getting involved with us. We asked how aware they are about how to scrutinise our services, what issues matter to them, and what they felt the barriers were to engaging with us. In total, 43 customers took part, with 15 expressing an interest in getting involved with our various engagement opportunities. The results are included in this report.

# REGISTRATION QUESTIONS

## Q1 How are you a customer of Derby Homes?



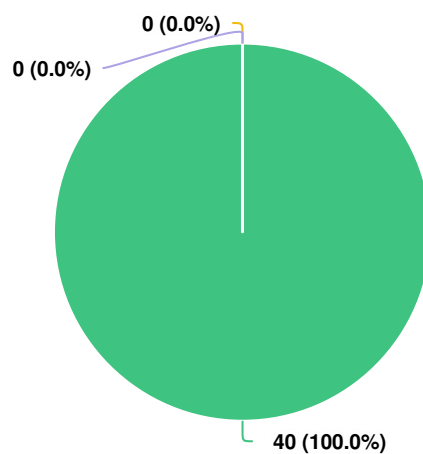
### Question options

● Tenant/Leaseholder ● Other

*Mandatory Question (1 response(s))*  
*Question type: Dropdown Question*

# SURVEY QUESTIONS

**Q1** Do you think it is important that we involve customers in service improvements?



**Question options**

☒ Yes
 ☐ No
 ☐ Unsure

Optional question (40 response(s), 3 skipped)

Question type: Radio Button Question

**Q2** Are you aware of the following governance and scrutiny options for you to join? Please let us know your awareness using the scale below.

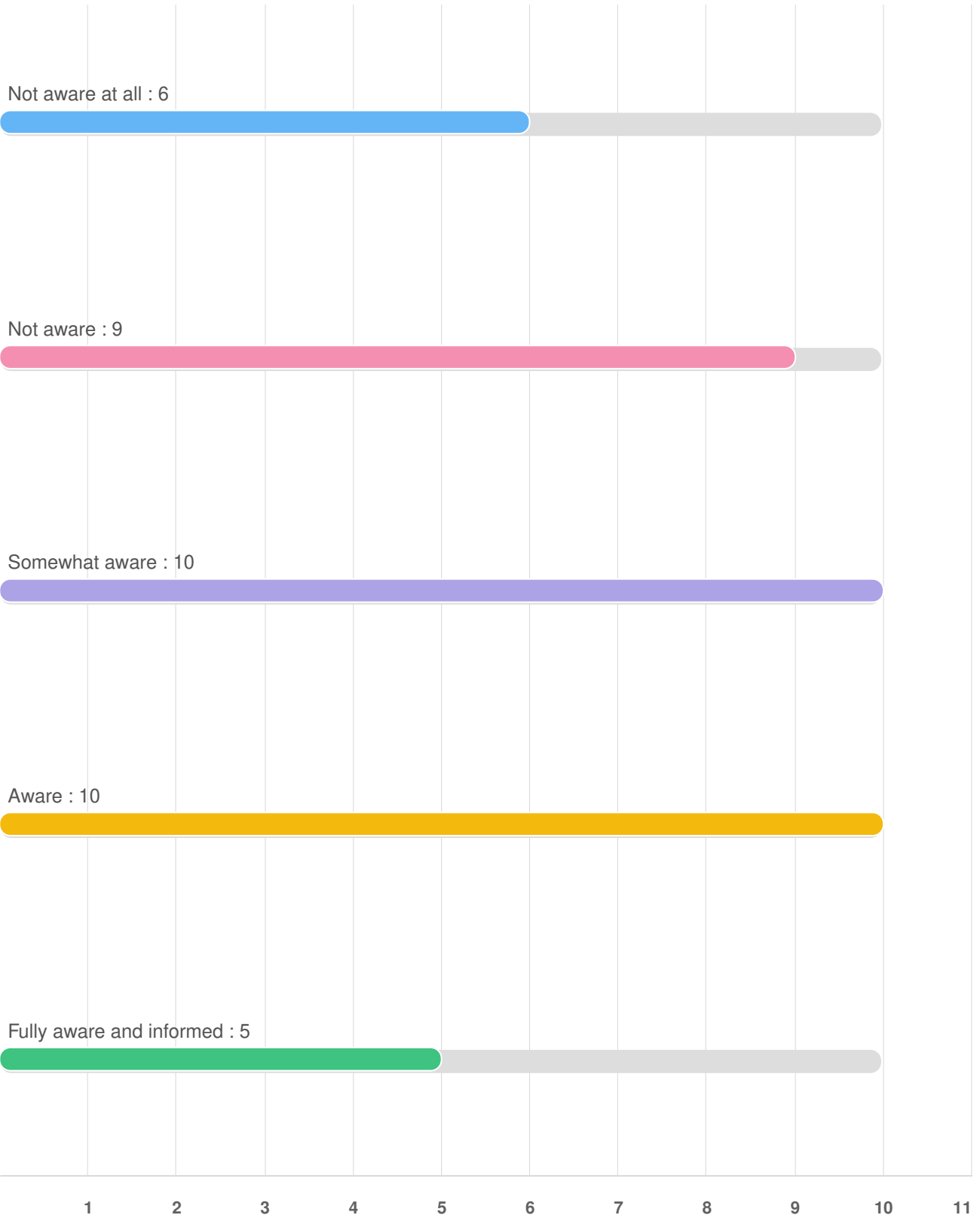


Optional question (40 response(s), 3 skipped)

Question type: Likert Question

**Q2** Are you aware of the following governance and scrutiny options for you to join? Please let us know your awareness using the scale below.

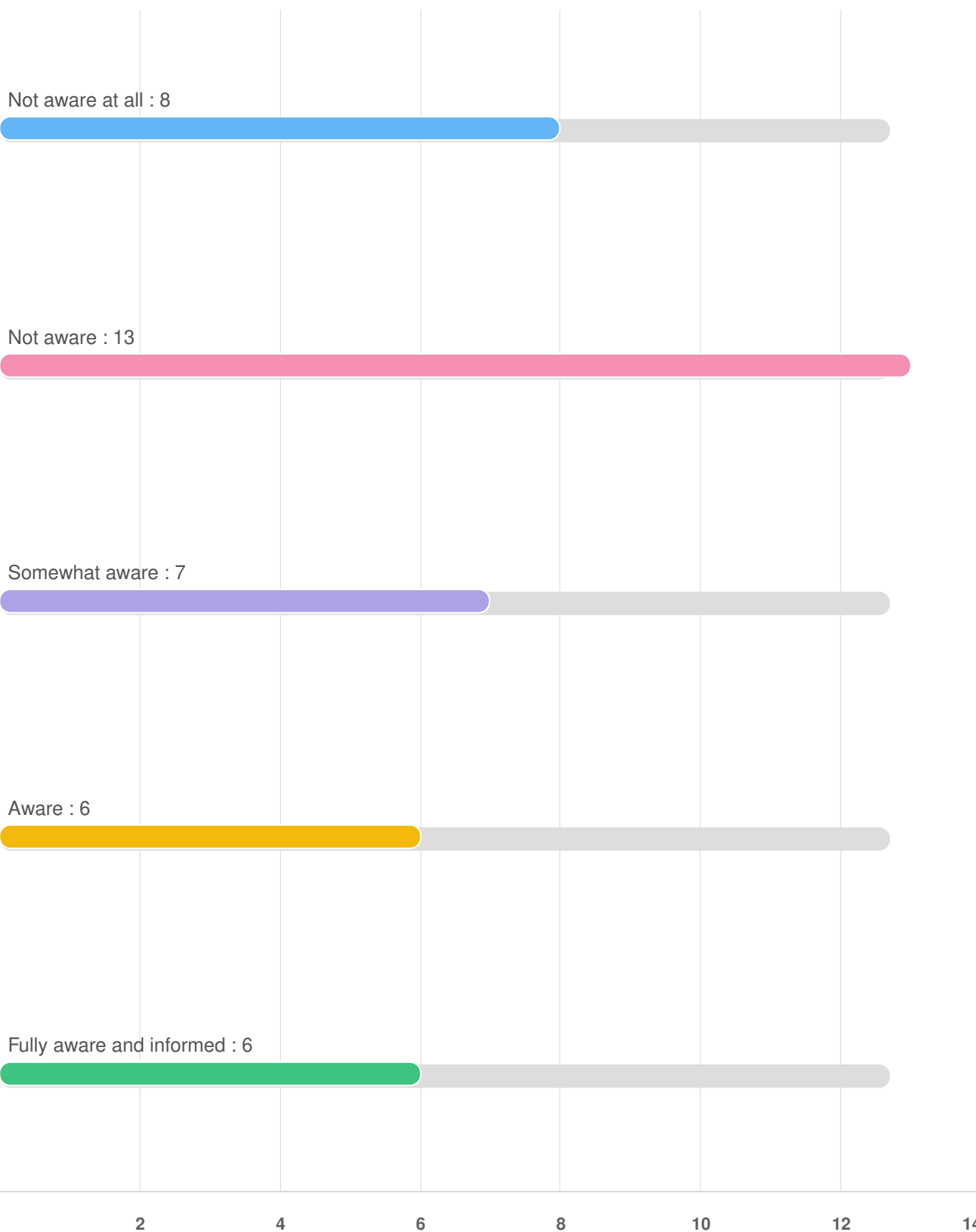
**Tenant board member (Governance)**



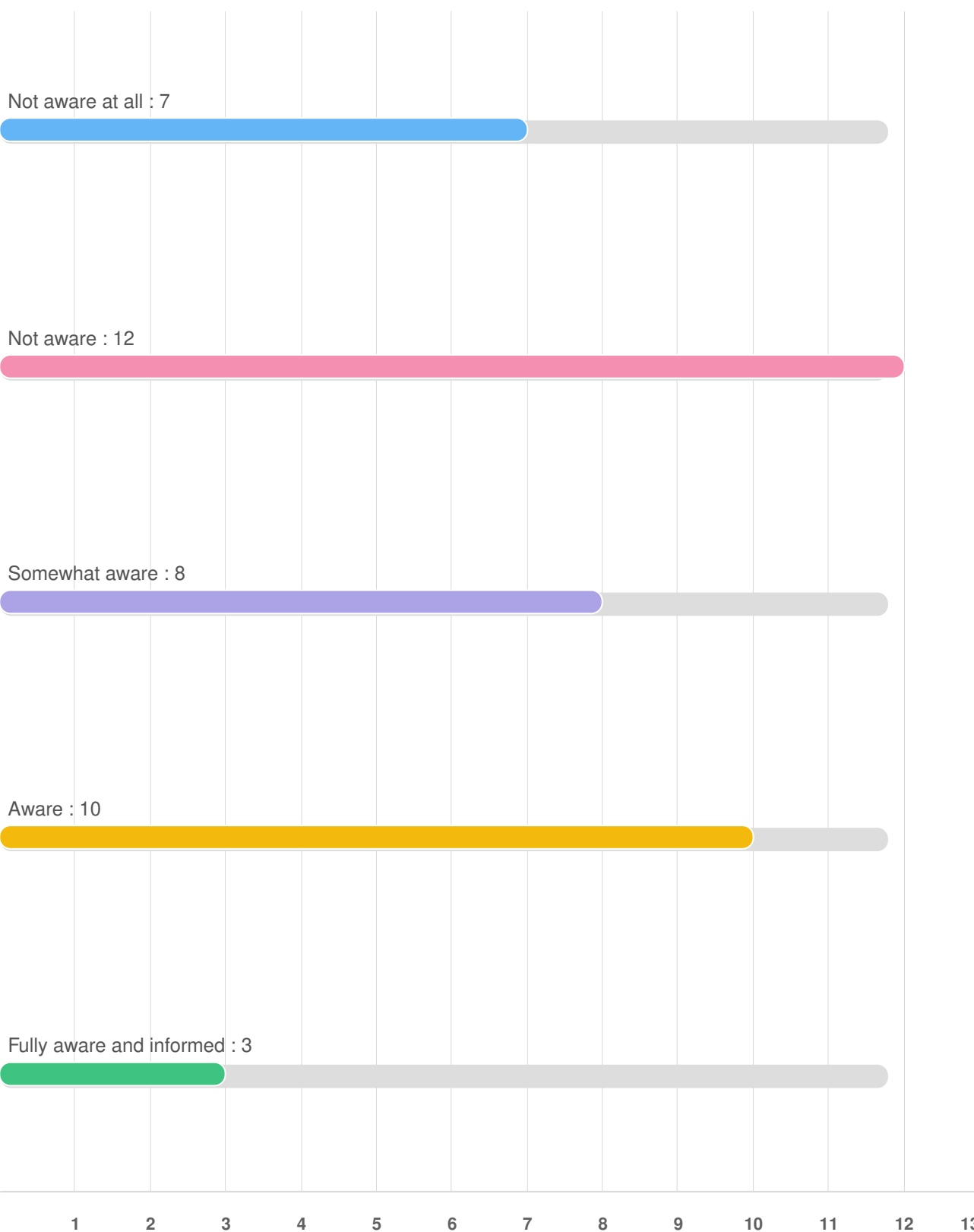




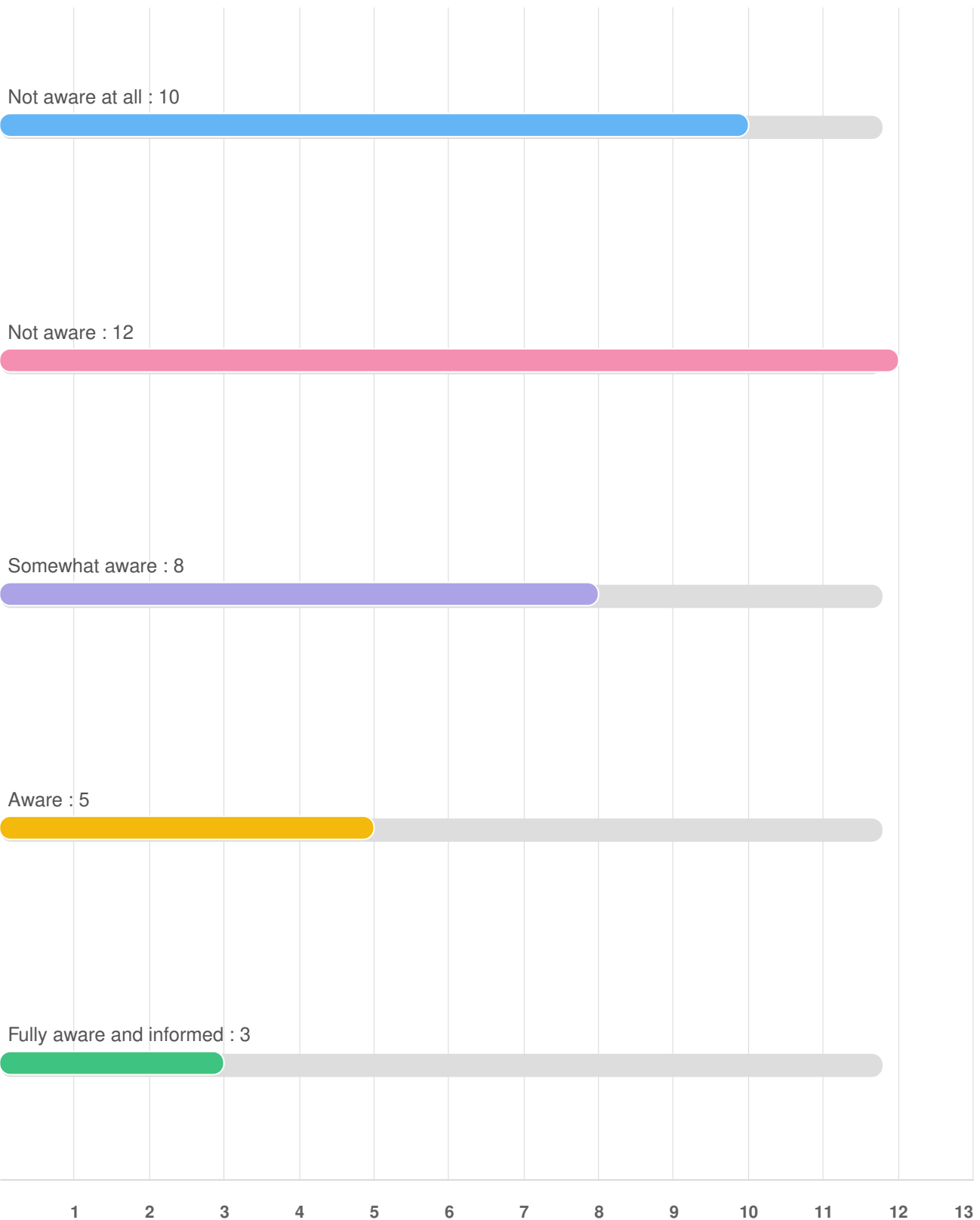
## Customer Voice (Tenant scrutiny)



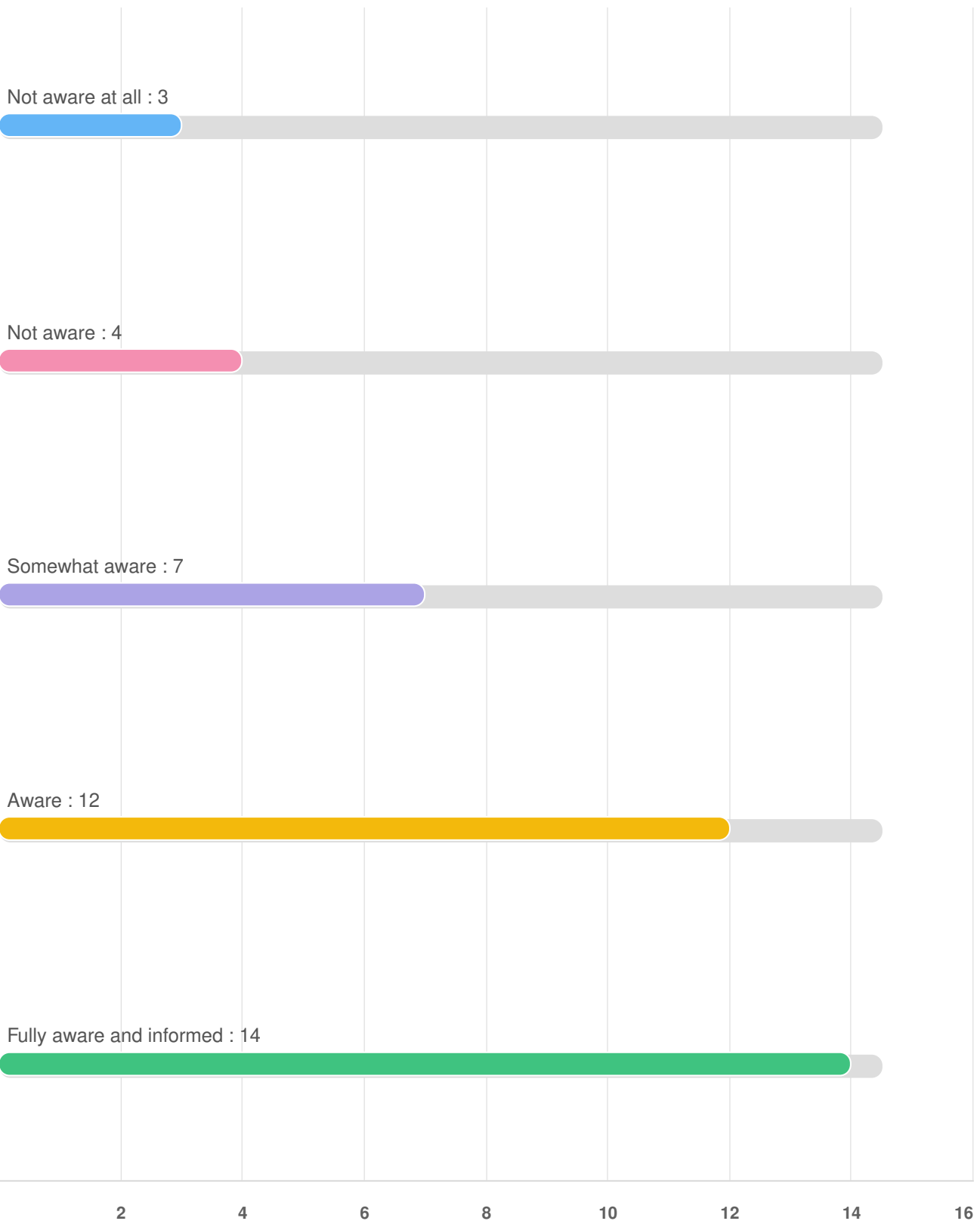
## Let's Talk Derby Homes (online consultations)



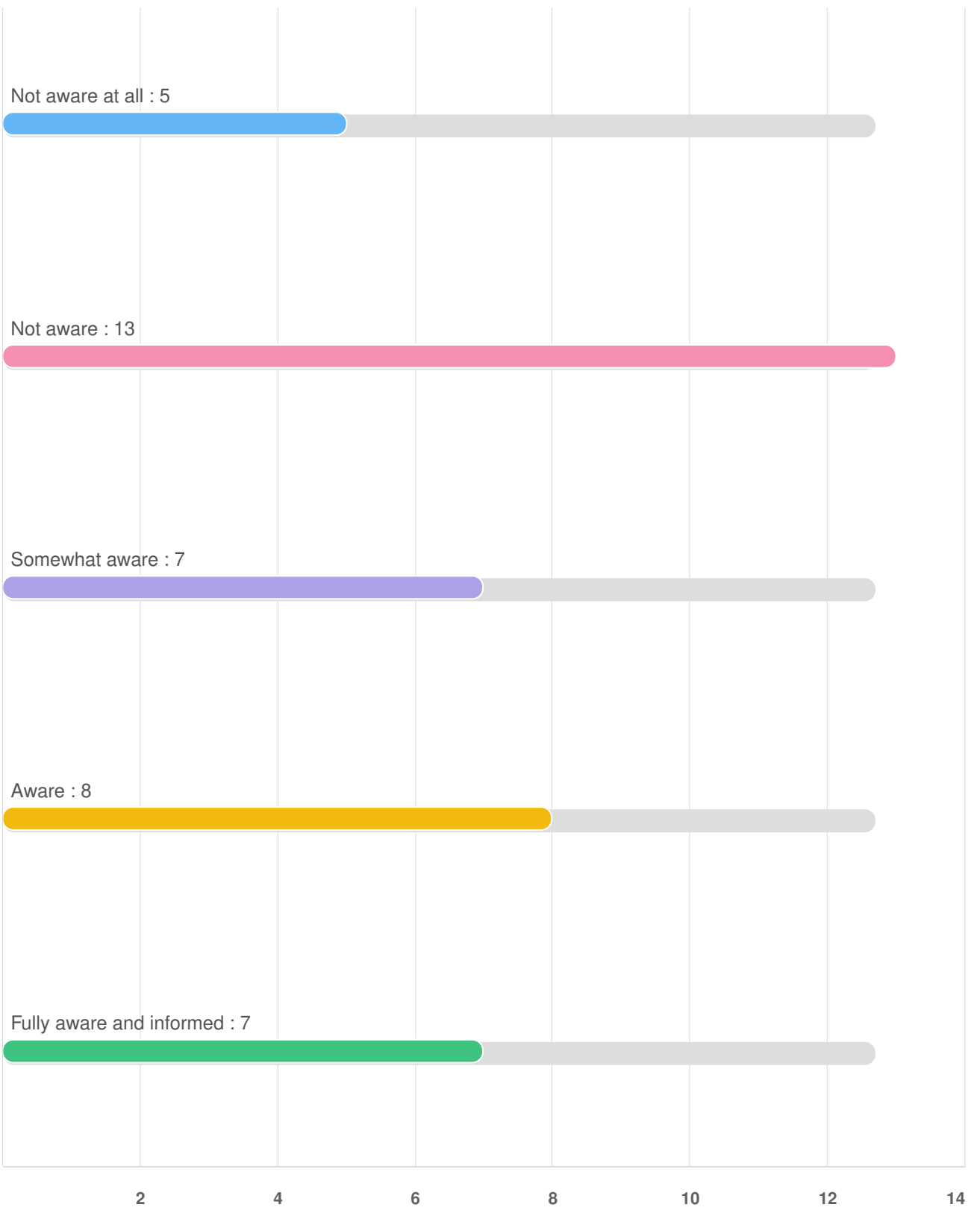
### Mystery Shopping (reviewing specific services)



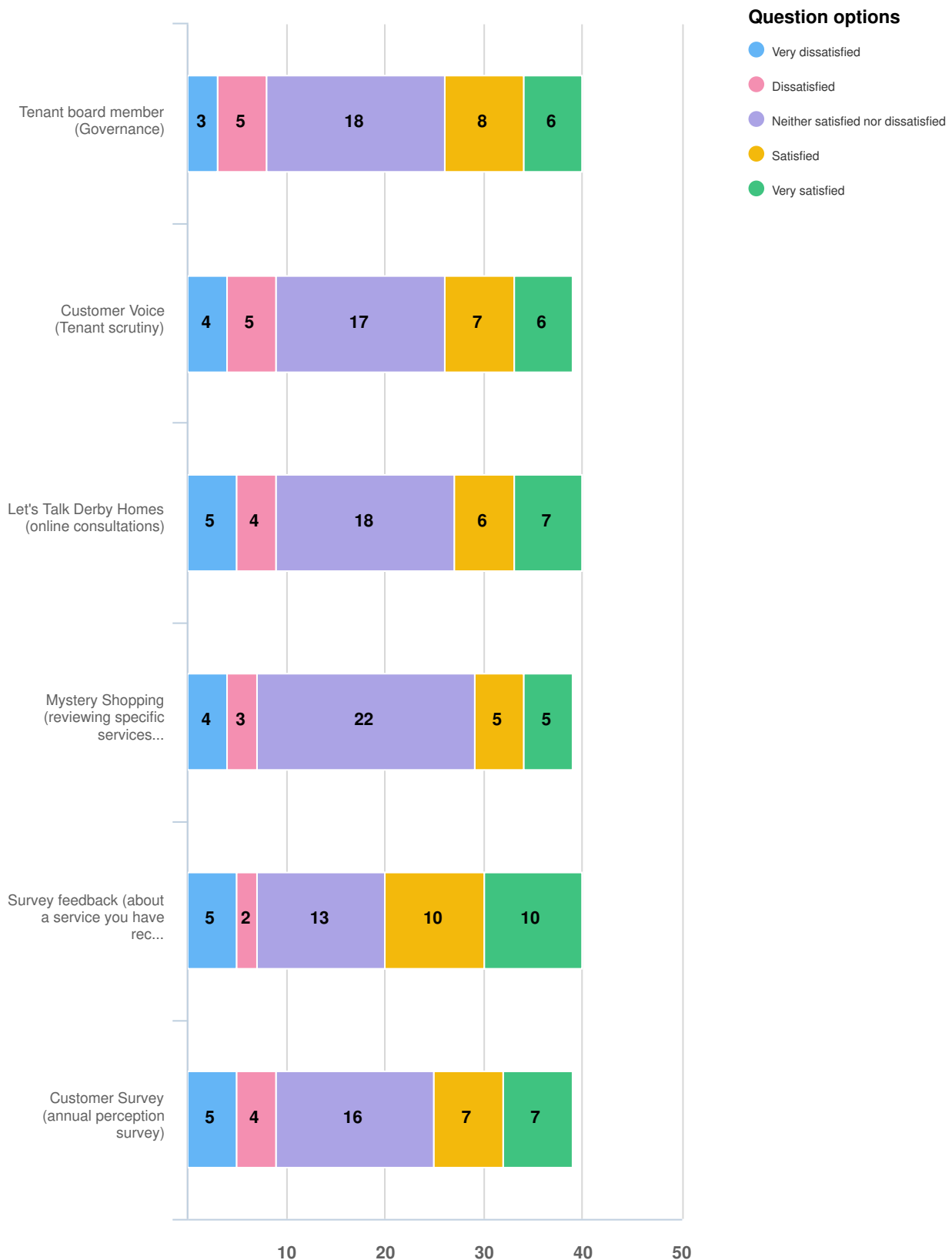
### Survey feedback (about a service you have received, such as a repair)



### Customer Survey (Annual perception survey)



**Q3** How satisfied are you with the options for you to get involved in Derby Homes' governance, scrutiny and survey feedback? Please let us know your satisfaction using the scale below.



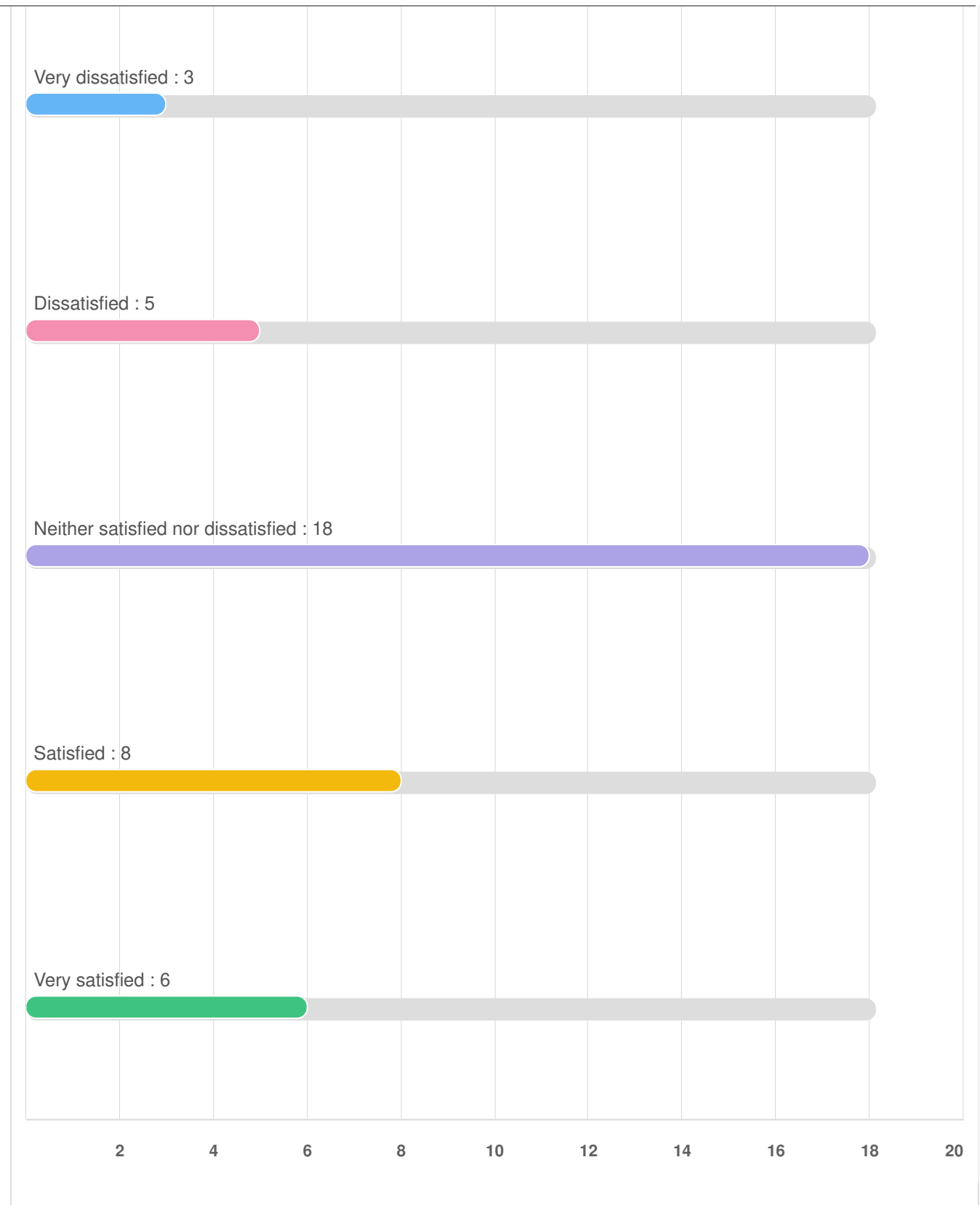
Optional question (40 response(s), 3 skipped)

Question type: Likert Question

**Q3** | How satisfied are you with the options for you to get involved in Derby Homes' governance, scrutiny and survey feedback? Please let us know your satisfaction using the scale below.

Tenant board member (Governance)





### Customer Voice (Tenant scrutiny)

Very dissatisfied : 4



Dissatisfied : 5



Neither satisfied nor dissatisfied : 17



Satisfied : 7

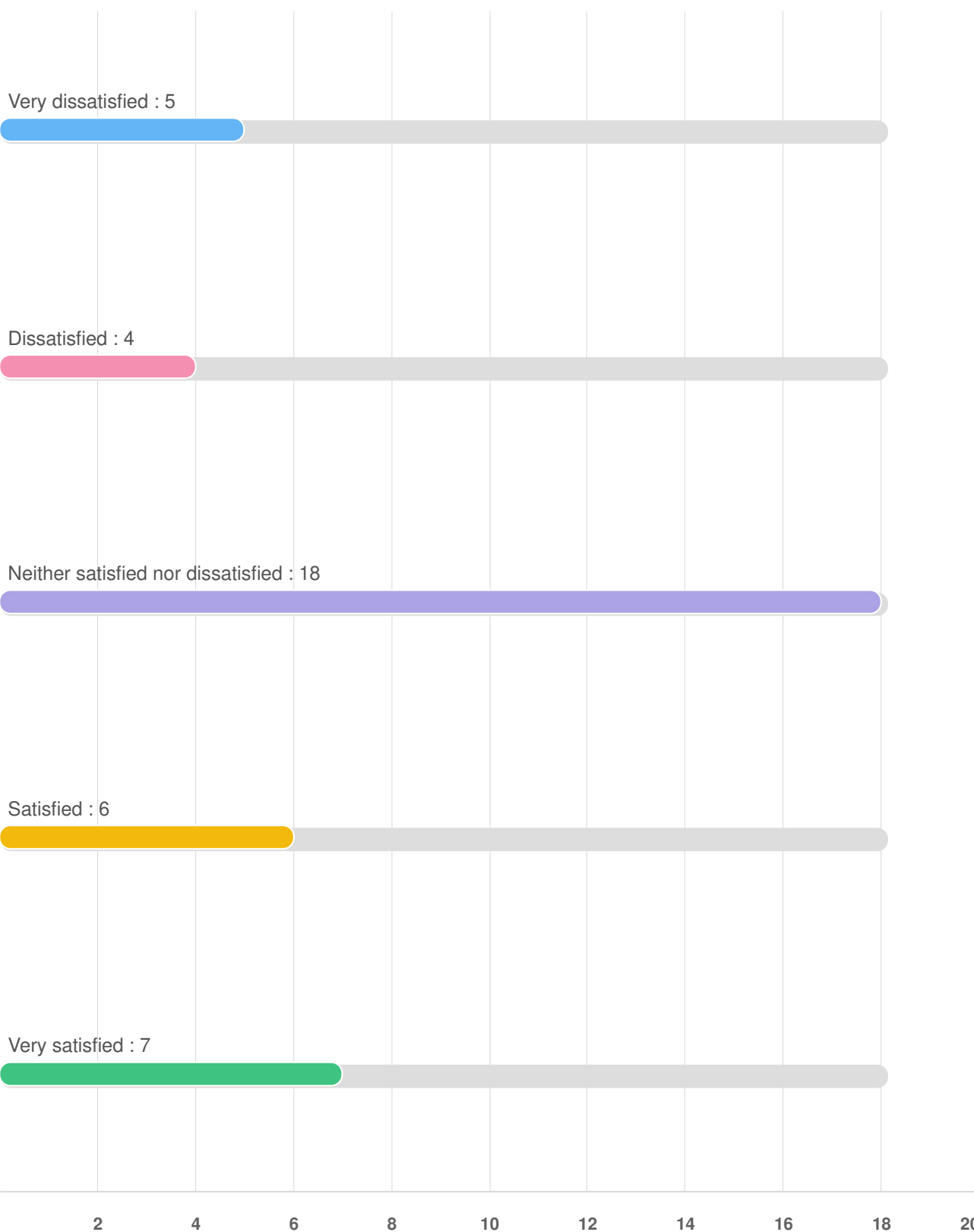


Very satisfied : 6



2 4 6 8 10 12 14 16 18

### Let's Talk Derby Homes (online consultations)



### Mystery Shopping (reviewing specific services)

Very dissatisfied : 4



Dissatisfied : 3



Neither satisfied nor dissatisfied : 22



Satisfied : 5



Very satisfied : 5



2 4 6 8 10 12 14 16 18 20 22 24

### Survey feedback (about a service you have received, such as a repair)

Very dissatisfied : 5



Dissatisfied : 2



Neither satisfied nor dissatisfied : 13



Satisfied : 10



Very satisfied : 10



2

4

6

8

10

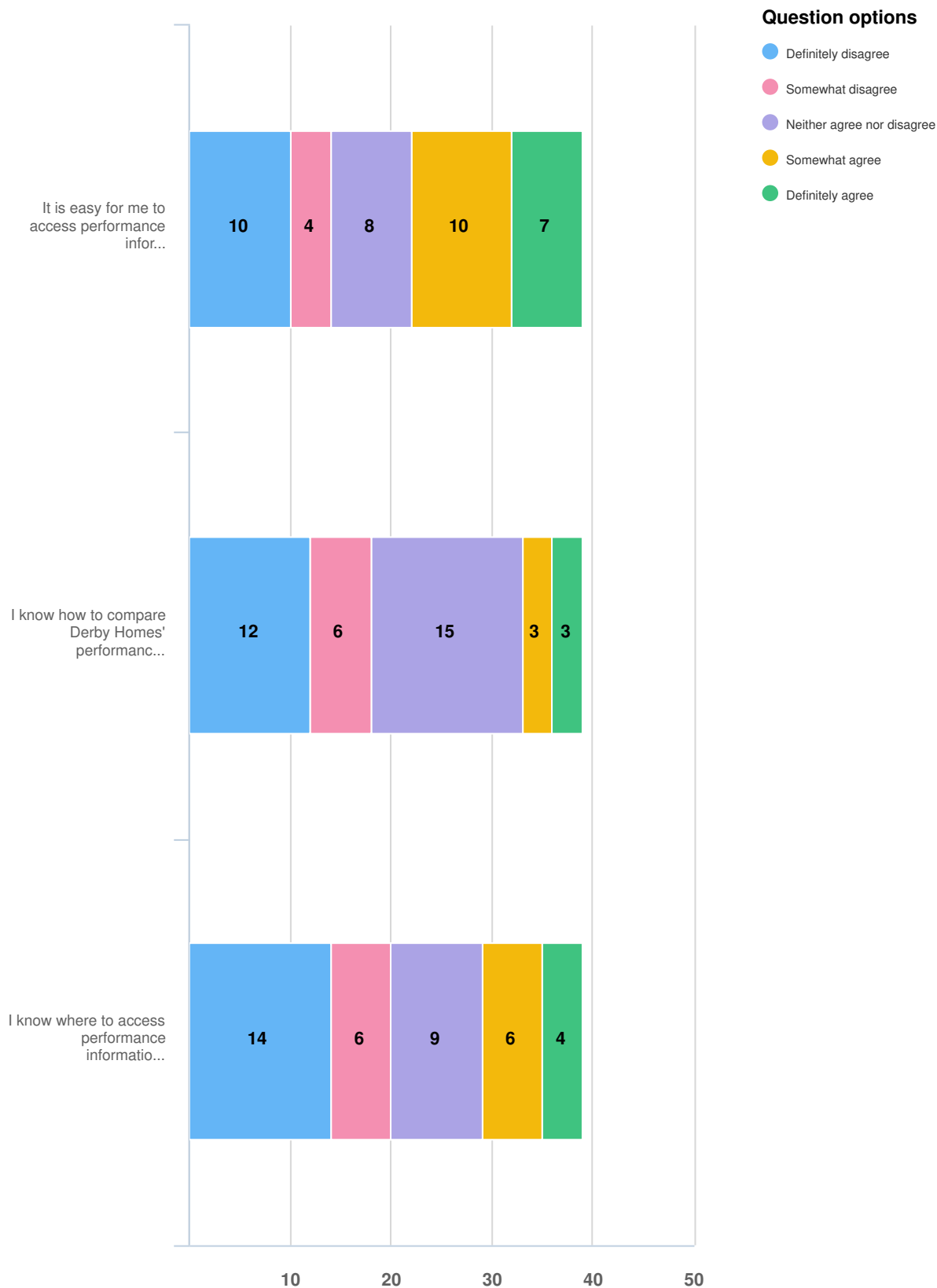
12

14

### Customer Survey (annual perception survey)



#### Q4 Thinking about Derby Homes performance, how much do you agree with the following statements?

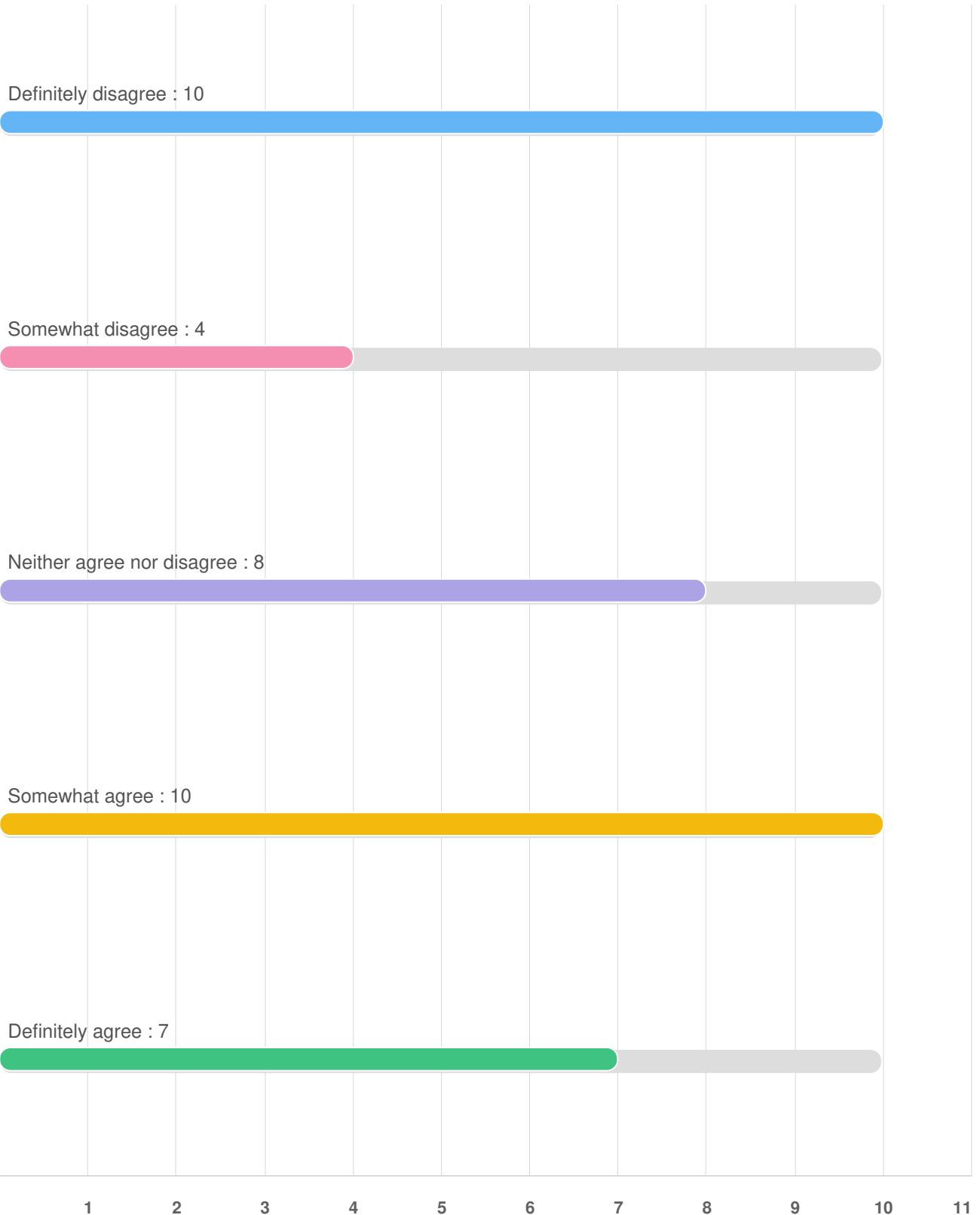


Optional question (39 response(s), 4 skipped)

Question type: Likert Question

**Q4 | Thinking about Derby Homes performance, how much do you agree with the following statements?**

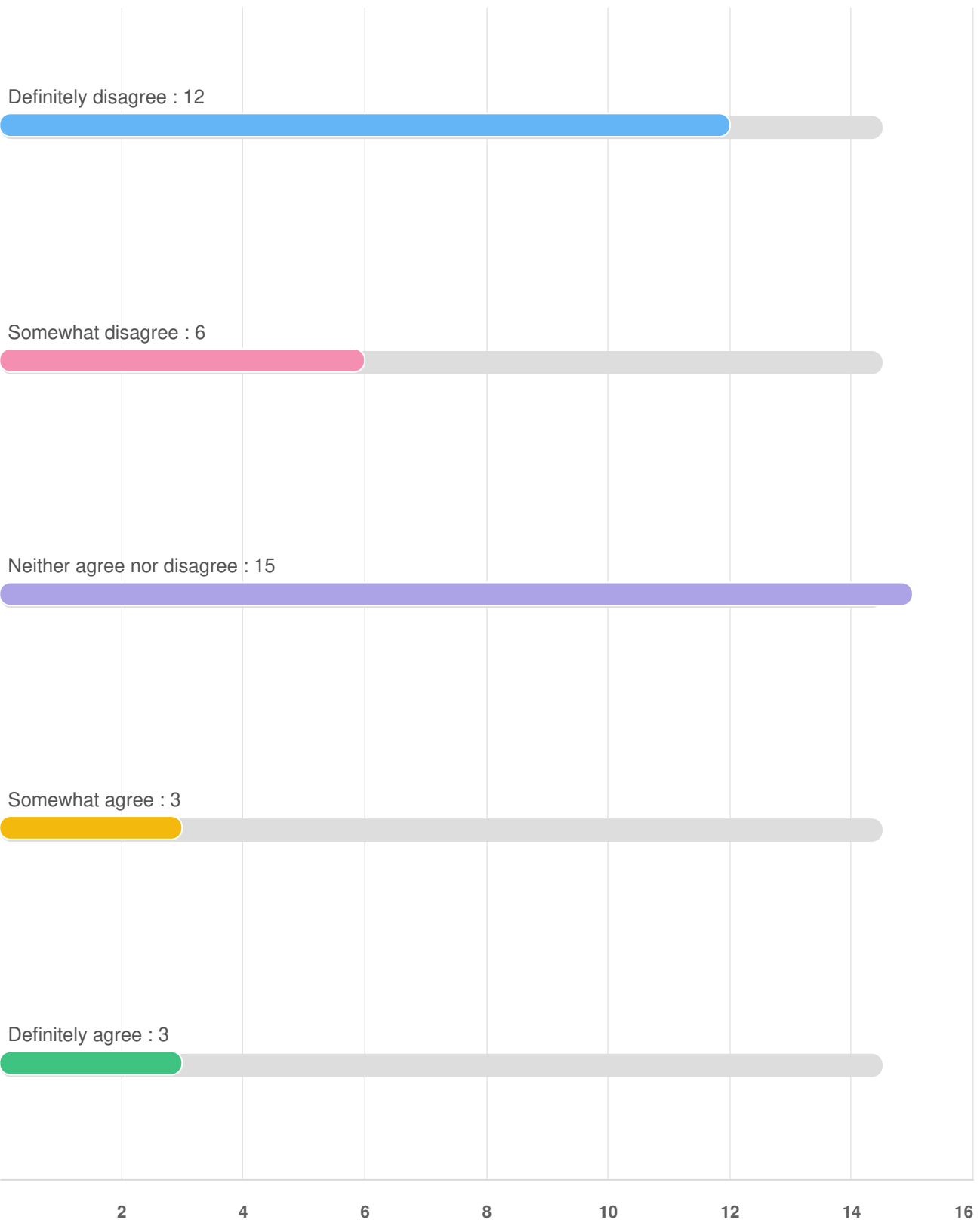
**It is easy for me to access performance information**







### I know how to compare Derby Homes' performance to other landlords



## I know where to access performance information

Definitely disagree : 14



Somewhat disagree : 6



Neither agree nor disagree : 9



Somewhat agree : 6



Definitely agree : 4



2 4 6 8 10 12 14 16

**Q5 | What would encourage you to get involved with Derby Homes and scrutinise our services?**

Screen Name Redacted

8/29/2023 07:16 PM

nothing

Screen Name Redacted

8/29/2023 07:20 PM

More information

Screen Name Redacted

8/29/2023 07:24 PM

For them to listen more

Screen Name Redacted

8/29/2023 07:55 PM

There are pigeons in loft making noise from 3.30 in morning till it gets dark

Screen Name Redacted

8/29/2023 07:58 PM

You have already got into Uchida with me

Screen Name Redacted

8/29/2023 07:55 PM

Getting a response from them spent 45mins on hold then to get cut off and not been able to get an answer to my question

Screen Name Redacted

8/29/2023 08:19 PM

Is for better housing and learning which can help you to get back in to work again.

Screen Name Redacted

8/29/2023 08:15 PM

None

Screen Name Redacted

8/29/2023 08:36 PM

More information that doesn't look like junk mail

Screen Name Redacted

8/29/2023 08:35 PM

By getting the repairs done that I report. I have reported the same leaky gutter every year since I moved in, which was 2014, that makes it 10 years....

Screen Name Redacted

8/30/2023 06:04 AM

Will leave that to others

Screen Name Redacted

If I felt I and other tenants were taken seriously when improvements to

8/30/2023 07:03 AM

accommodation and housing that directly benefits tenants are suggested by tents.

Screen Name Redacted

8/30/2023 08:43 AM

more knowledge and information on time information as the news letter is always out of date according to what's happening. to late to join or go to events as they have already taken place.

Screen Name Redacted

8/30/2023 09:04 AM

I am already involved with derby homes as I am on the virtual panel but I would say that once you are involved to know that what you suggest has been read and you get replies stating that it has been read .

Screen Name Redacted

8/30/2023 02:15 PM

Not sure what this is

Screen Name Redacted

8/30/2023 03:20 PM

Nice to keep in touch, find out what's happening

Screen Name Redacted

8/31/2023 03:04 PM

more info please

Screen Name Redacted

8/31/2023 04:58 PM

I'm too old and disabled. Just need my home to be good order.

Screen Name Redacted

8/31/2023 08:47 PM

Nothing

Screen Name Redacted

9/03/2023 03:40 PM

All is good I am really happy may be no one have any problems. Derby home have really very nice team all manegment very nice

Screen Name Redacted

9/03/2023 06:10 PM

to see some actual change from Derby Homes being reactive to pro-active

Screen Name Redacted

9/05/2023 04:20 PM

Nothing

Screen Name Redacted

9/05/2023 04:27 PM

timeing of jobs in areas like if there were many jobs in that area why not do them in a block format

Screen Name Redacted 9/05/2023 04:41 PM	If it felt Tennants opinions and concerns were being addressed and not just brushed off with copy and paste answers.
Screen Name Redacted 9/05/2023 04:52 PM	N/a
Screen Name Redacted 9/06/2023 06:26 AM	don't seem to be any face to face meetings at all seems all electronic so easy for you.
Screen Name Redacted 9/17/2023 09:10 PM	non
Screen Name Redacted 9/22/2023 01:06 PM	Just knowing the possibility is there is good enough
Screen Name Redacted 11/10/2023 08:00 AM	If I was aware of it I would be involved.

**Optional question** (29 response(s), 14 skipped)

**Question type:** Single Line Question

#### Q6 | Do you think there are any barriers which stop you from getting involved at Derby Homes? If yes, what are they?

Screen Name Redacted 6/28/2023 09:56 PM	Health issues
Screen Name Redacted 8/29/2023 07:16 PM	none
Screen Name Redacted 8/29/2023 07:20 PM	I have a learning disability and feel my views would be disregarded
Screen Name Redacted 8/29/2023 07:55 PM	I spoke and sent letters
Screen Name Redacted 8/29/2023 07:58 PM	Not getting good in touch with tenants enough
Screen Name Redacted	Not knowing about it

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8/29/2023 07:55 PM

Screen Name Redacted

No

8/29/2023 08:19 PM

Screen Name Redacted

None

8/29/2023 08:15 PM

Screen Name Redacted

None

8/29/2023 08:36 PM

Screen Name Redacted

To be able to talk to a person instead of press 1 for this &amp; 2 for that etc

8/30/2023 12:39 AM

Screen Name Redacted

not aware of any

8/30/2023 06:04 AM

Screen Name Redacted

Suggestions not being taken seriously. Feeling being at the bottom of list for improvements. Being a pensioner in an adapted older property like a lot of pensioners we feel forgotten and in substandard accommodation.

8/30/2023 07:03 AM

Screen Name Redacted

don't do evenings

8/30/2023 08:43 AM

Screen Name Redacted

I'd like to know things like windows being replaced...what year

8/30/2023 02:15 PM

Screen Name Redacted

Just illnesses,

8/30/2023 03:20 PM

Screen Name Redacted

Both me and wife disabled and spend a great deal of time with appointments, etc.

8/31/2023 04:58 PM

Screen Name Redacted

No

8/31/2023 08:47 PM

Screen Name Redacted

Just only back garden problems and some people left home but there pet like cat still living out side home . It's problem for Neighbour. My next Neighbour change home but his cat come my garden lolit or some more dearty things I face every day . My kids no

9/03/2023 03:40 PM

Screen Name Redacted 9/03/2023 06:10 PM	not sure
Screen Name Redacted 9/05/2023 04:20 PM	No
Screen Name Redacted 9/05/2023 04:27 PM	not enough say in your community where you live and get involved to make it a better place
Screen Name Redacted 9/05/2023 04:41 PM	Feeling unheard and uncared about. Takes over an hour some days to speak to someone on the phone and that's if your call doesn't get dropped!
Screen Name Redacted 9/05/2023 04:52 PM	I feel my views wouldn't be listened to
Screen Name Redacted 9/12/2023 10:17 AM	Not very computer savvy.
Screen Name Redacted 9/17/2023 09:10 PM	learning disability
Screen Name Redacted 11/10/2023 08:00 AM	I was not aware of anything. And also I cannot get hold of Derby homes. The phone lines ring continuously and my emails are ignored.

**Optional question** (26 response(s), 17 skipped)

**Question type:** Single Line Question



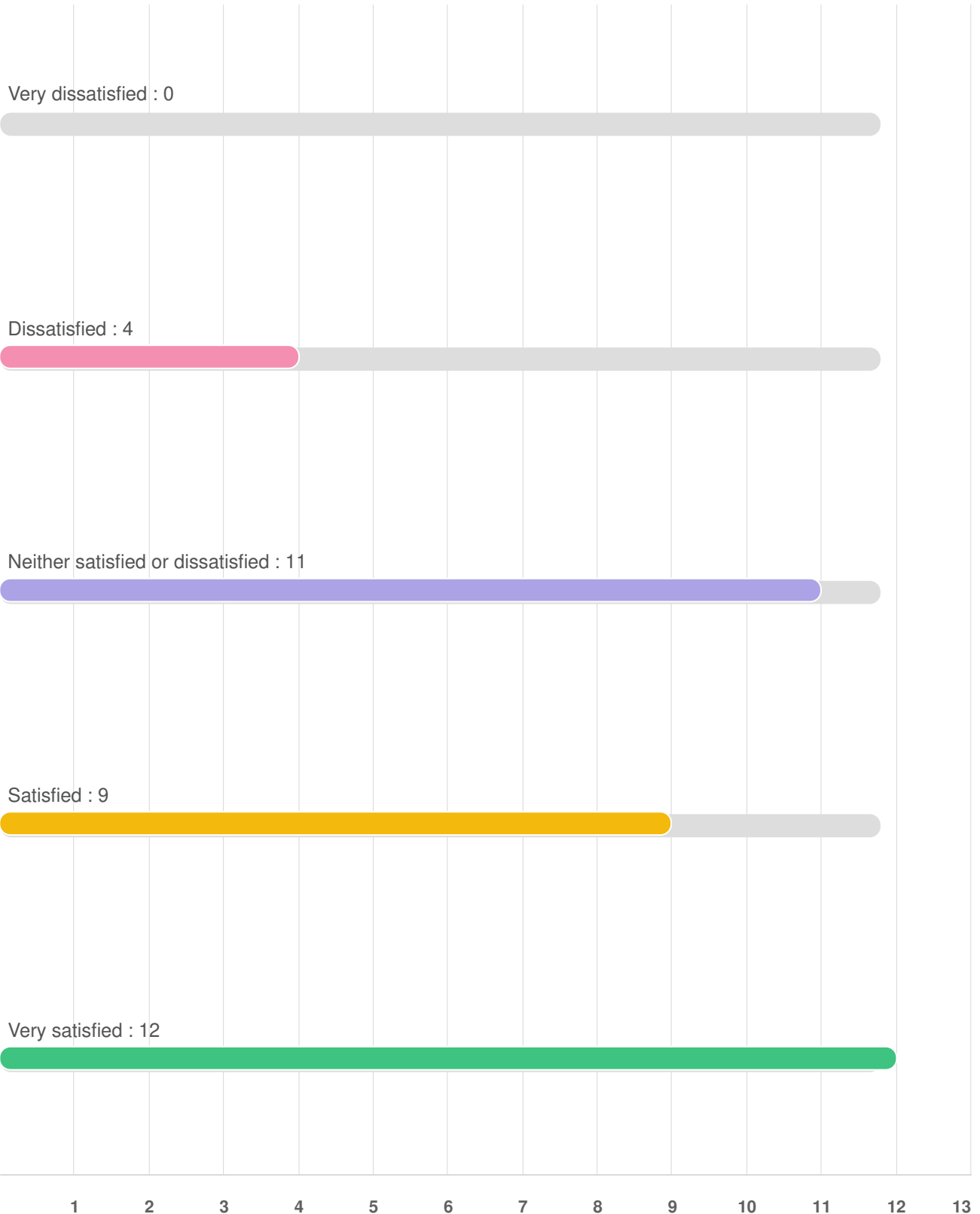
**Q7 How satisfied are you with the following ways we currently keep you informed?**


Optional question (36 response(s), 7 skipped)

Question type: Likert Question

## Q7 | How satisfied are you with the following ways we currently keep you informed?

### Quarterly newsletter - Derby Homes News





### Social media such as Facebook

Very dissatisfied : 3



Dissatisfied : 6



Neither satisfied or dissatisfied : 14



Satisfied : 6

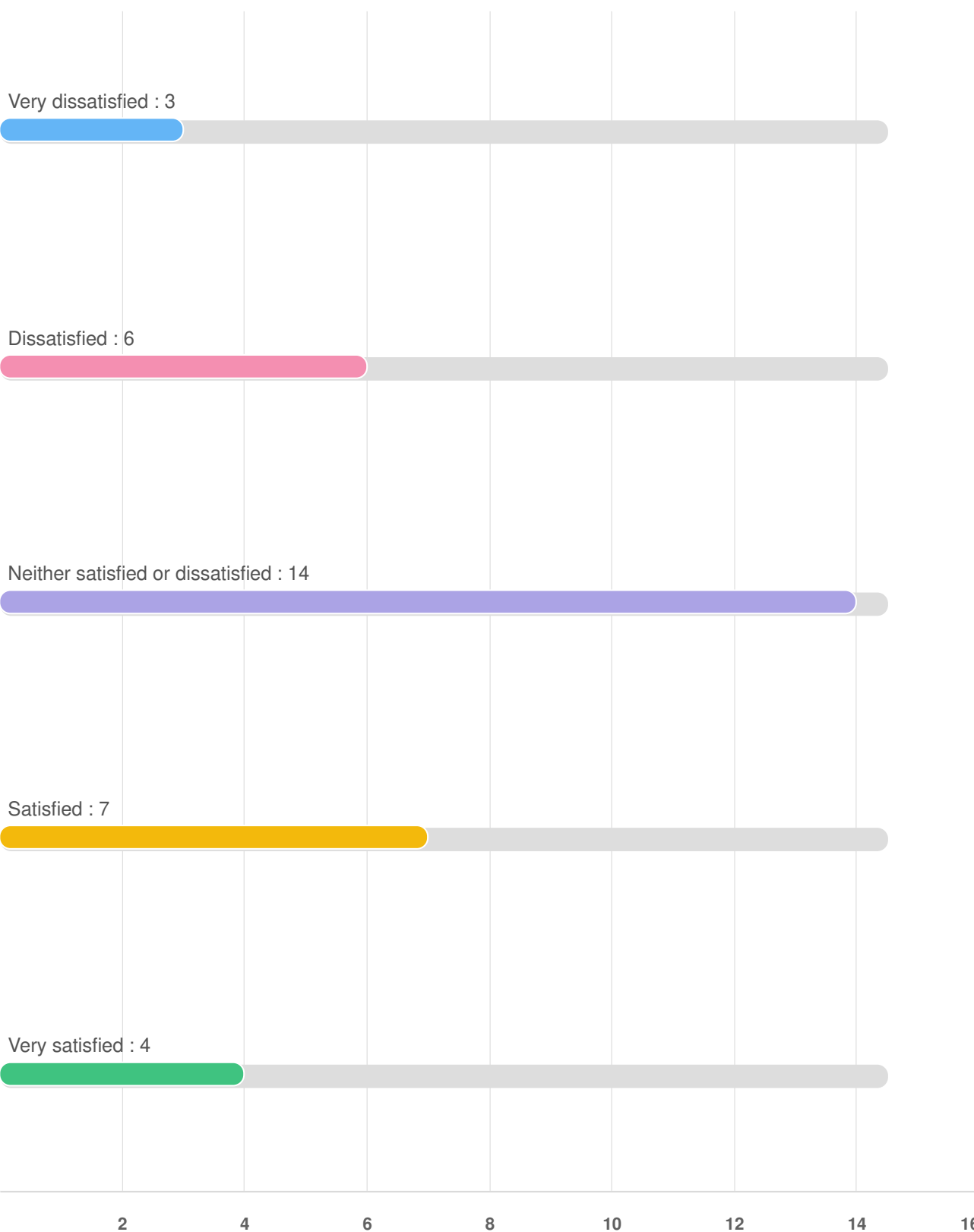


Very satisfied : 6



2 4 6 8 10 12 14 16

## Website



## Email update

Very dissatisfied : 0



Dissatisfied : 0



Neither satisfied or dissatisfied : 1



Satisfied : 0



Very satisfied : 0



1

2

## Letter

Very dissatisfied : 2



Dissatisfied : 5



Neither satisfied or dissatisfied : 13



Satisfied : 9



Very satisfied : 7



2 4 6 8 10 12 14

## SMS text messaging

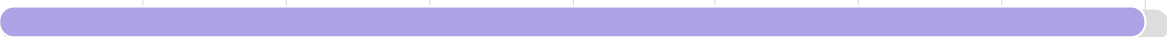
Very dissatisfied : 2



Dissatisfied : 3



Neither satisfied or dissatisfied : 16



Satisfied : 8



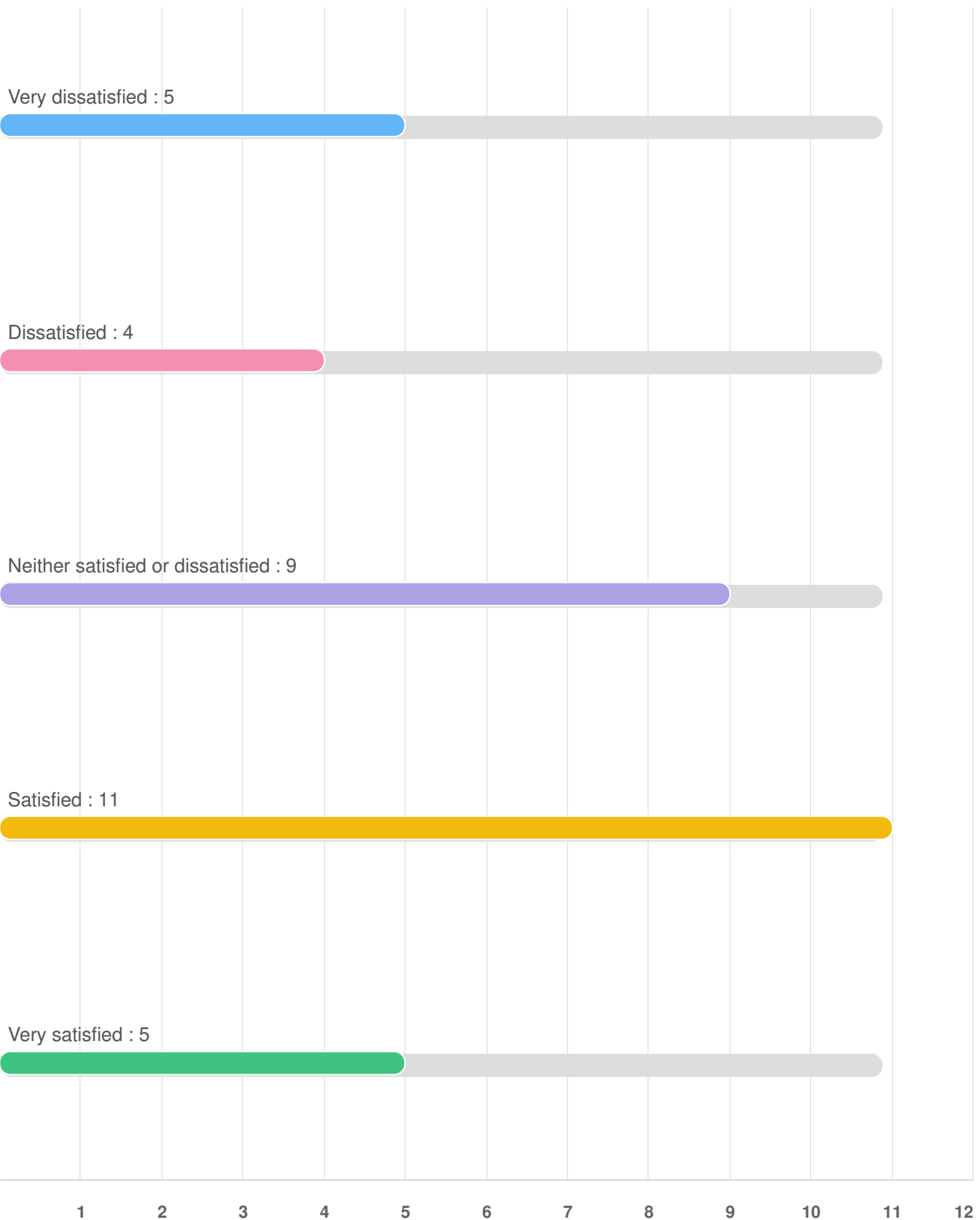
Very satisfied : 6



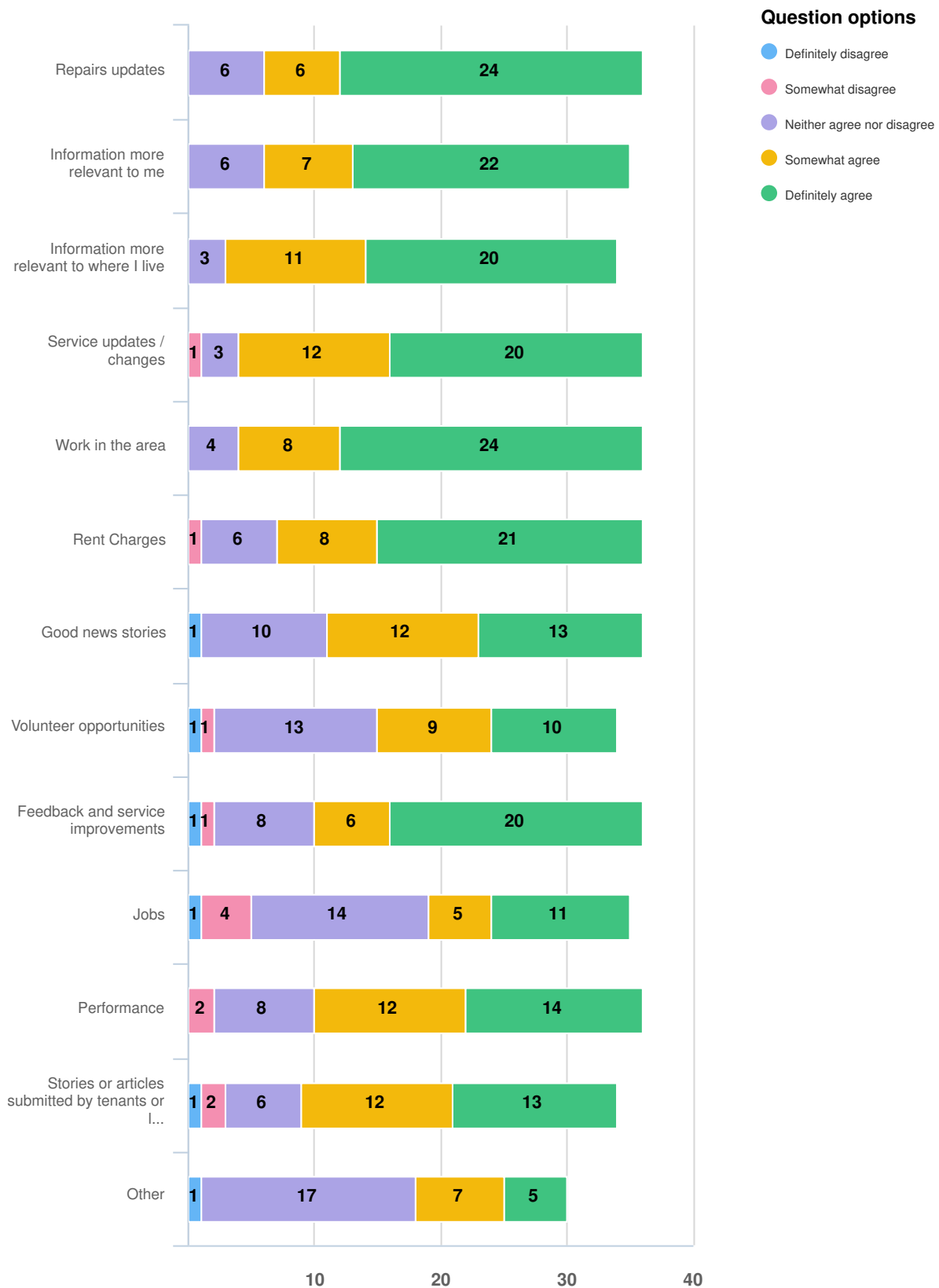
2 4 6 8 10 12 14 16 18



## Telephone call



**Q8 What housing-related information would you want to see in an email newsletter? Please let us know if you agree with the below for content in the newsletter.**

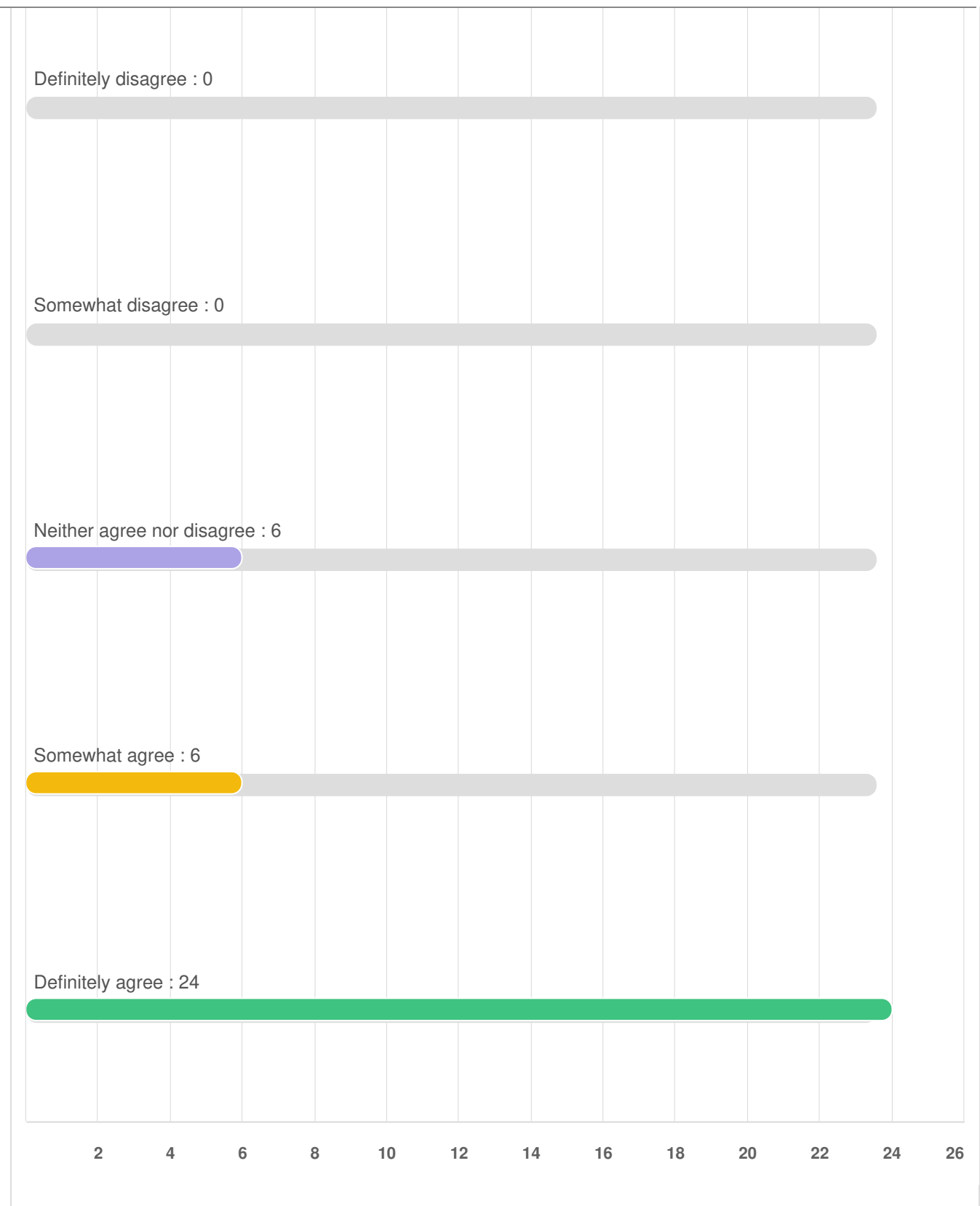


Optional question (36 response(s), 7 skipped)

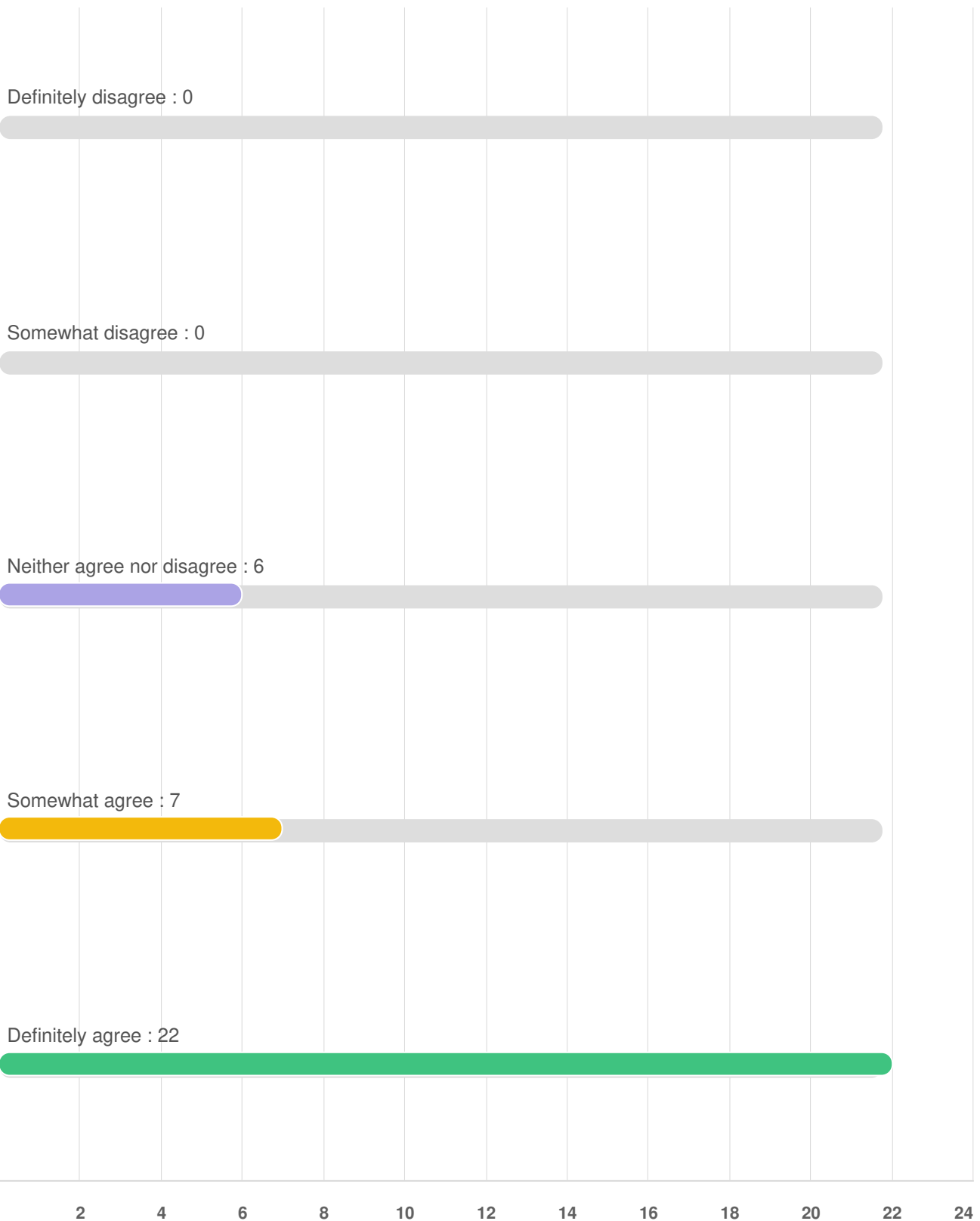
Question type: Likert Question

**Q8 | What housing-related information would you want to see in an email newsletter? Please let us know if you agree with the below for content in the newsletter.**

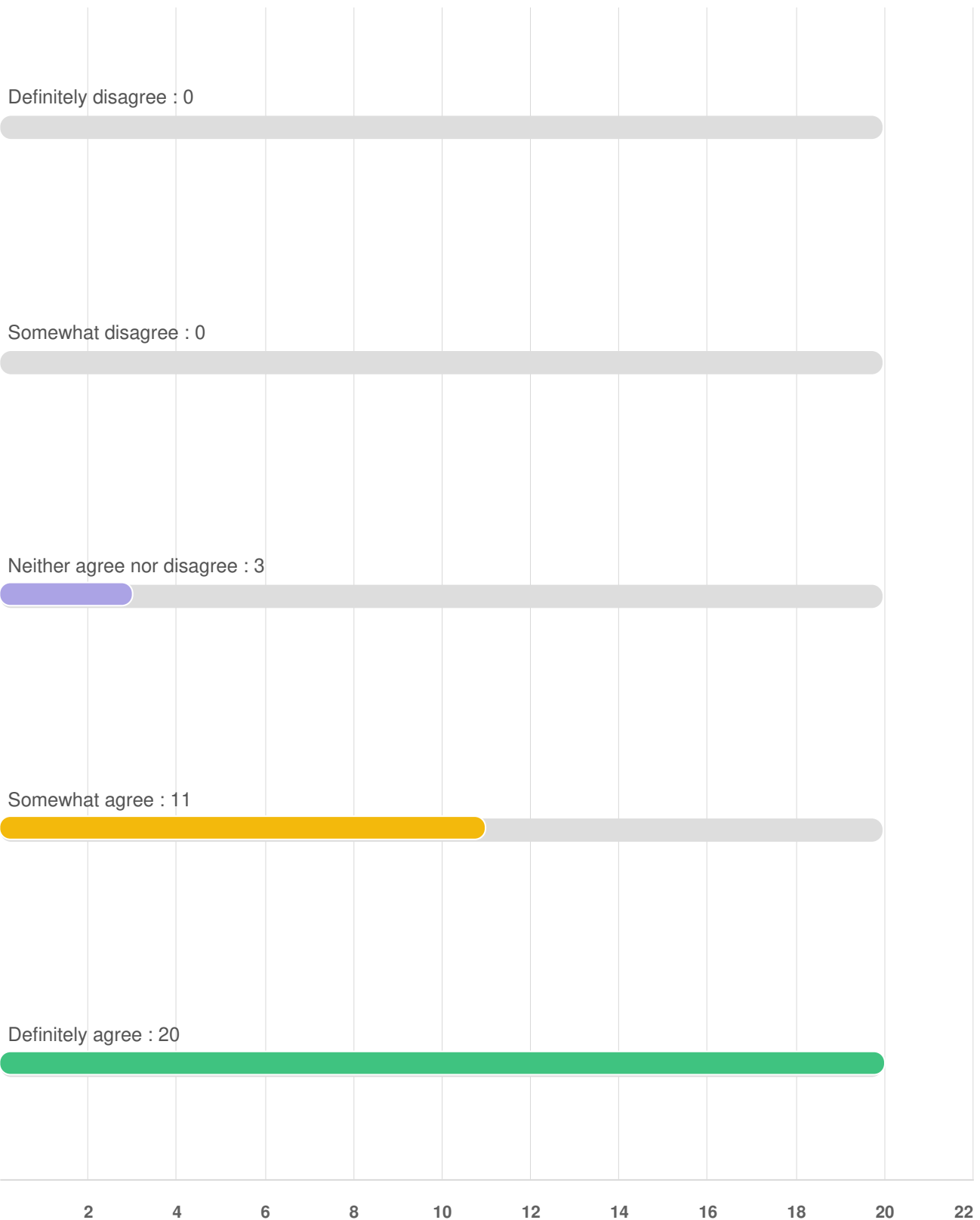
**Repairs updates**



### Information more relevant to me



### Information more relevant to where I live



## Service updates / changes

Definitely disagree : 0



Somewhat disagree : 1



Neither agree nor disagree : 3



Somewhat agree : 12

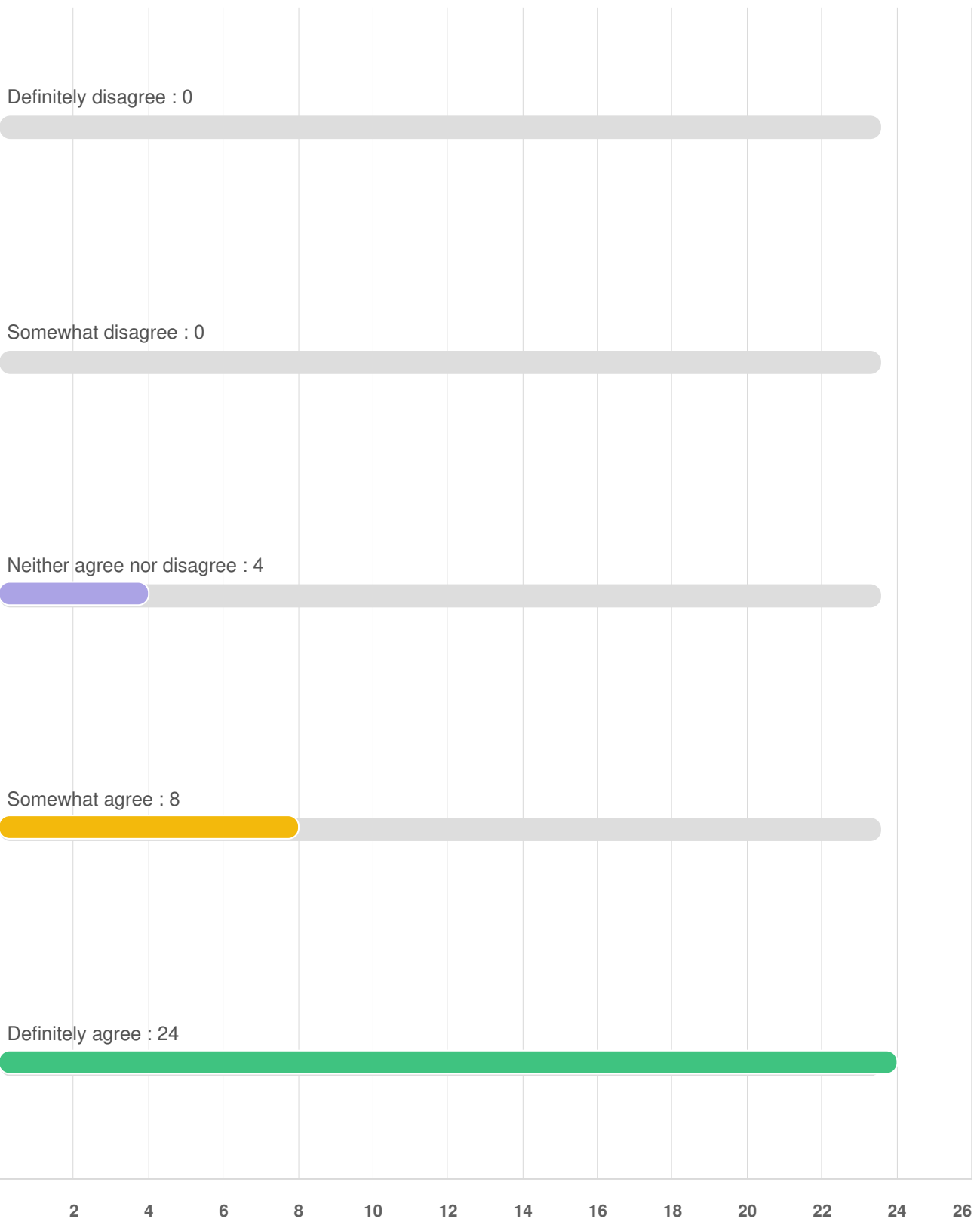


Definitely agree : 20



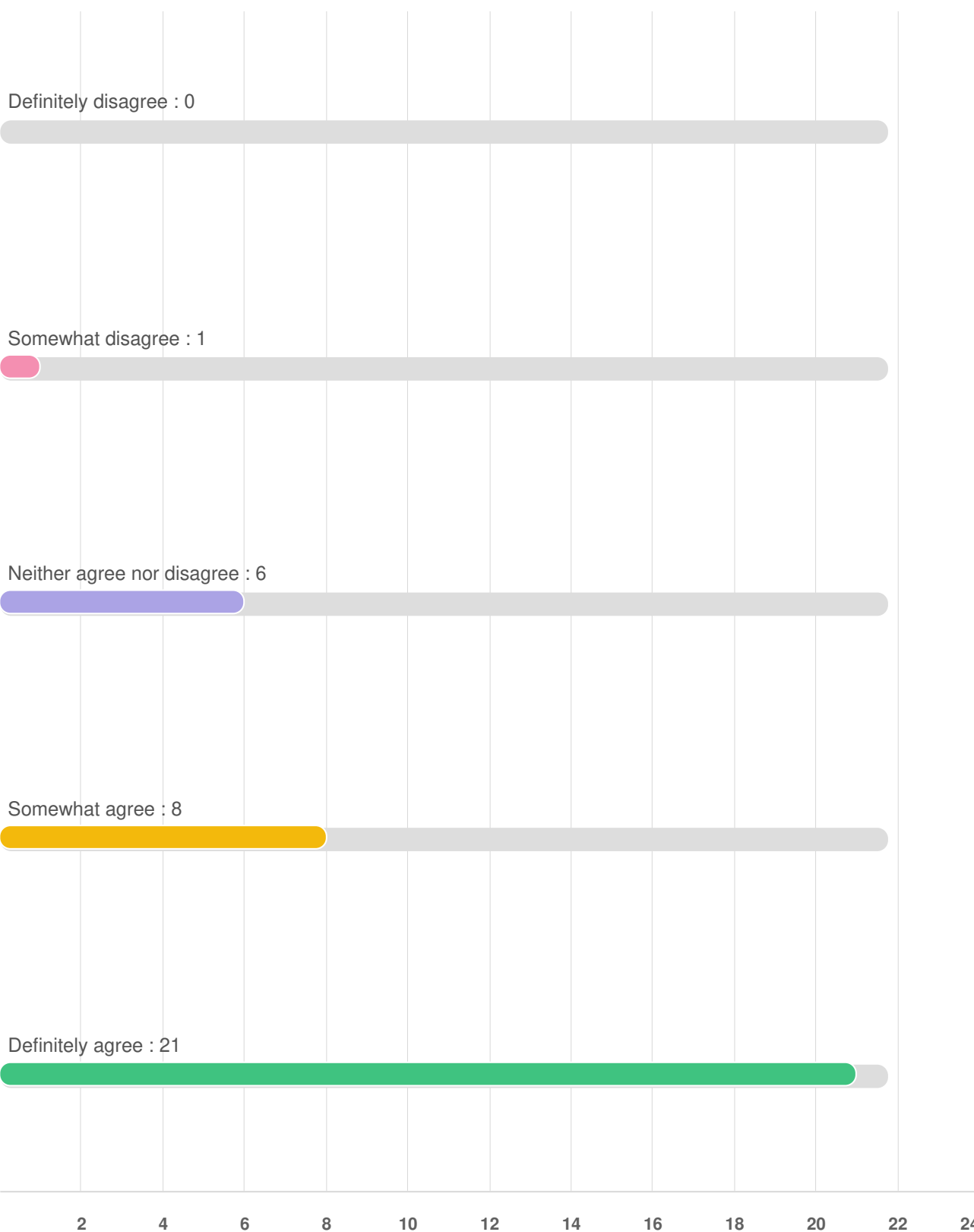
2 4 6 8 10 12 14 16 18 20 22

## Work in the area





## Rent Charges

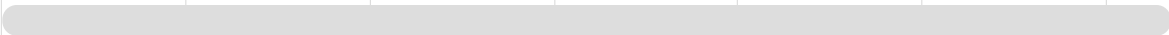


## Good news stories

Definitely disagree : 1



Somewhat disagree : 0



Neither agree nor disagree : 10



Somewhat agree : 12



Definitely agree : 13



2

4

6

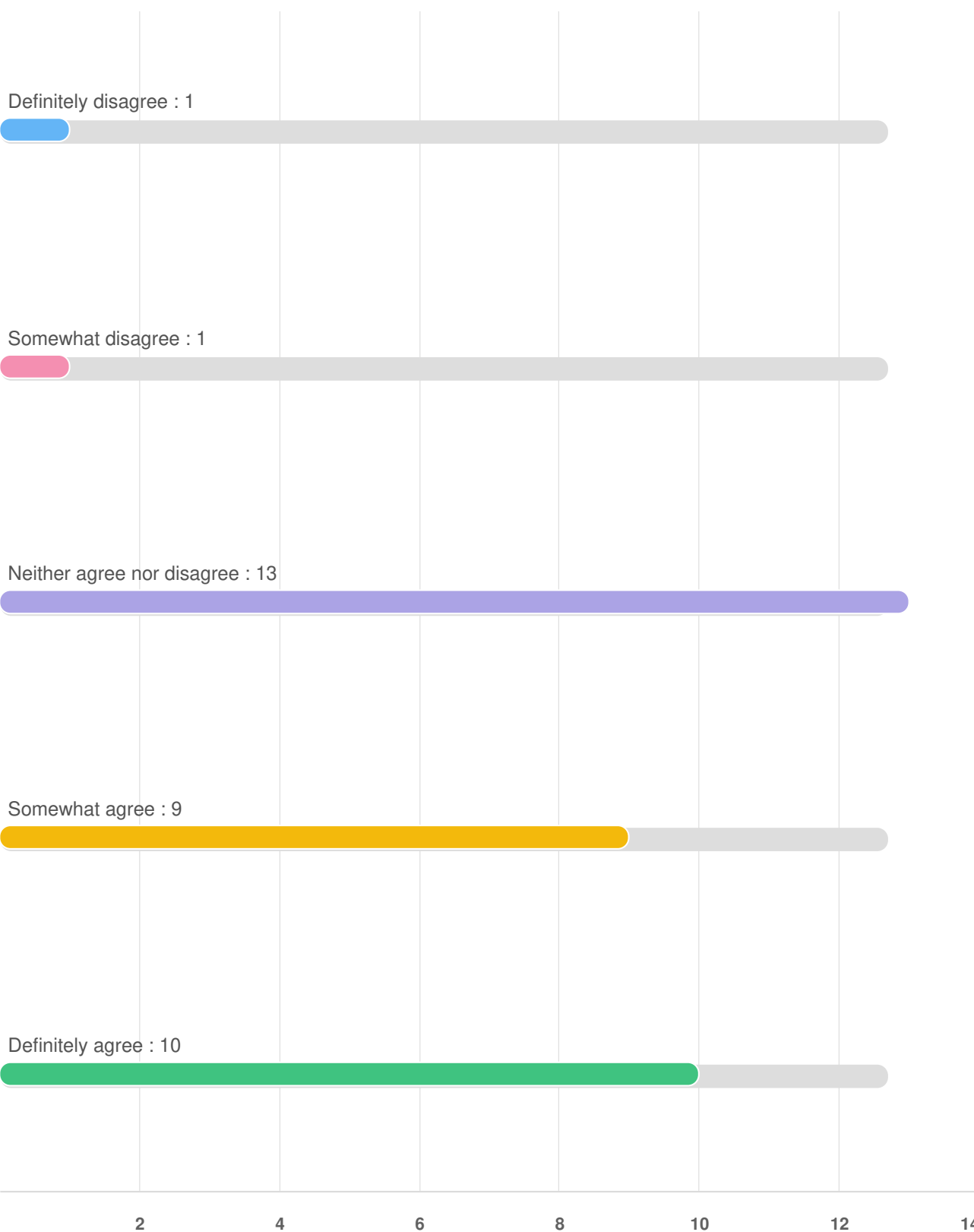
8

10

12

14

## Volunteer opportunities



## Feedback and service improvements

Definitely disagree : 1



Somewhat disagree : 1



Neither agree nor disagree : 8



Somewhat agree : 6



Definitely agree : 20



2 4 6 8 10 12 14 16 18 20 22

## Jobs

Definitely disagree : 1



Somewhat disagree : 4



Neither agree nor disagree : 14



Somewhat agree : 5



Definitely agree : 11



2 4 6 8 10 12 14 16

## Performance

Definitely disagree : 0



Somewhat disagree : 2



Neither agree nor disagree : 8



Somewhat agree : 12



Definitely agree : 14



2 4 6 8 10 12 14 16

### Stories or articles submitted by tenants or leaseholders

Definitely disagree : 1



Somewhat disagree : 2



Neither agree nor disagree : 6



Somewhat agree : 12



Definitely agree : 13



2 4 6 8 10 12 14

## Other

Definitely disagree : 1



Somewhat disagree : 0



Neither agree nor disagree : 17



Somewhat agree : 7



Definitely agree : 5



2 4 6 8 10 12 14 16 18



### Q9 Thinking about how you can make a complaint or give us feedback, how much do you agree with the following statements?

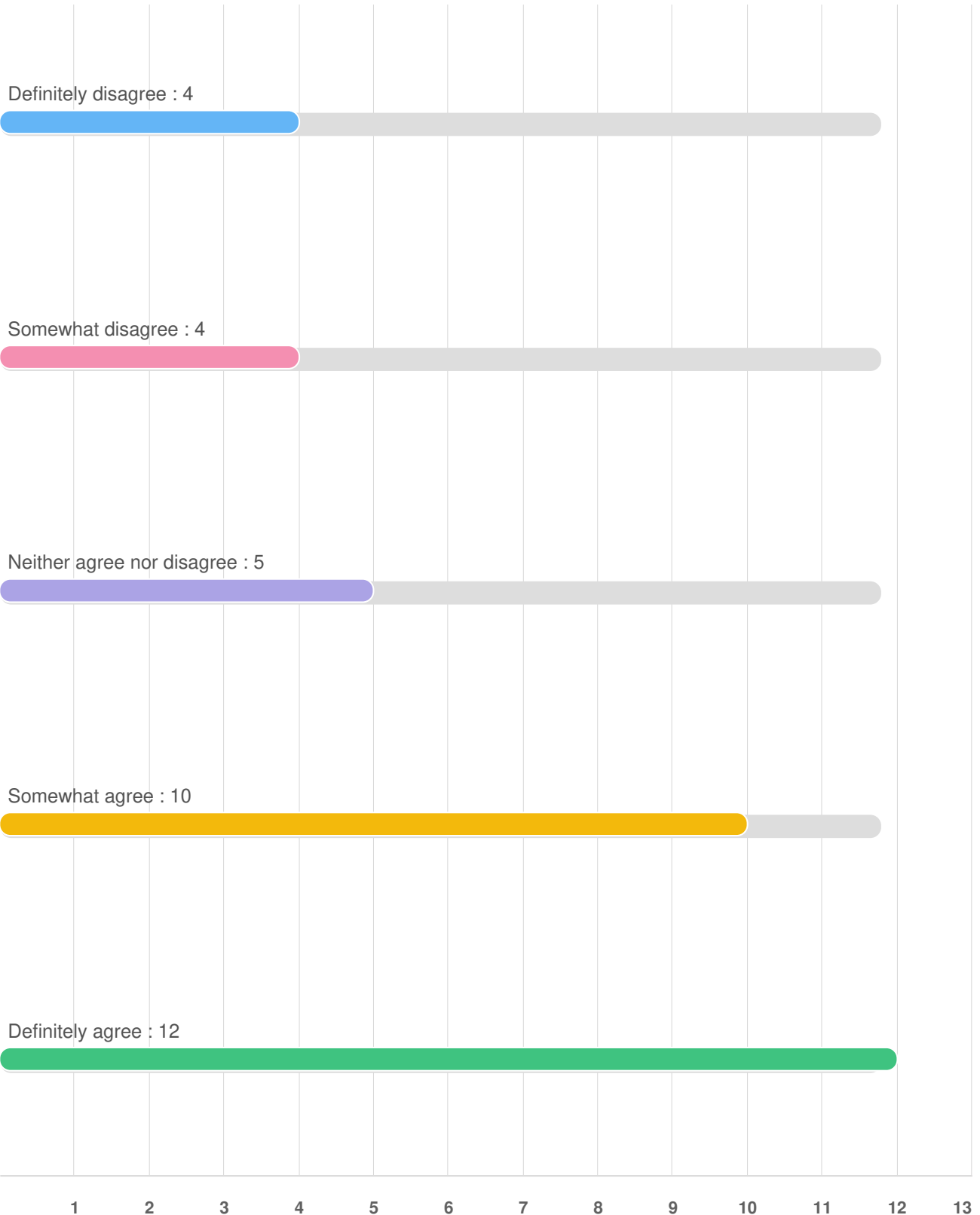


Optional question (35 response(s), 8 skipped)

Question type: Likert Question

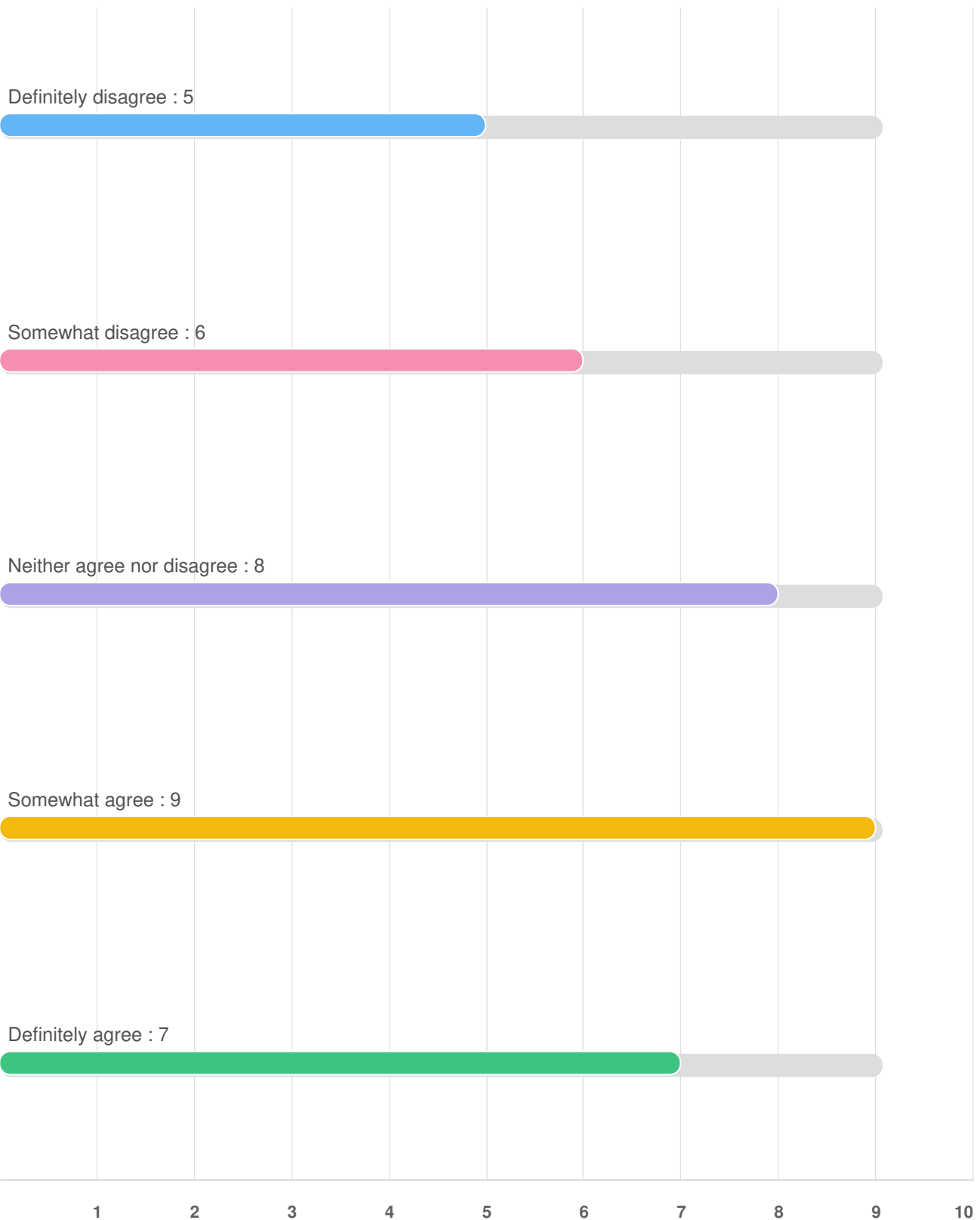
**Q9 | Thinking about how you can make a complaint or give us feedback, how much do you agree with the following statements?**

**I know how to make a complaint**

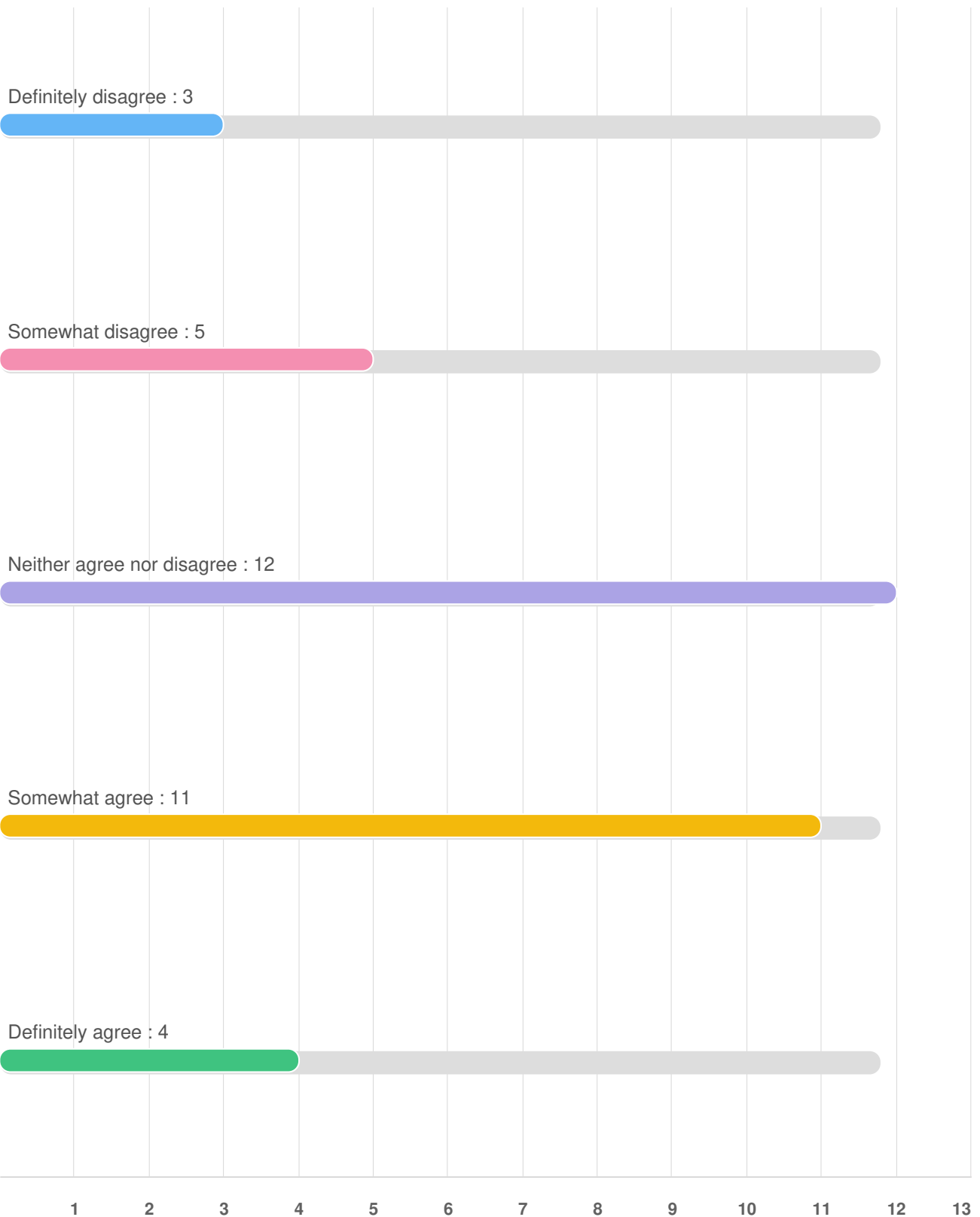




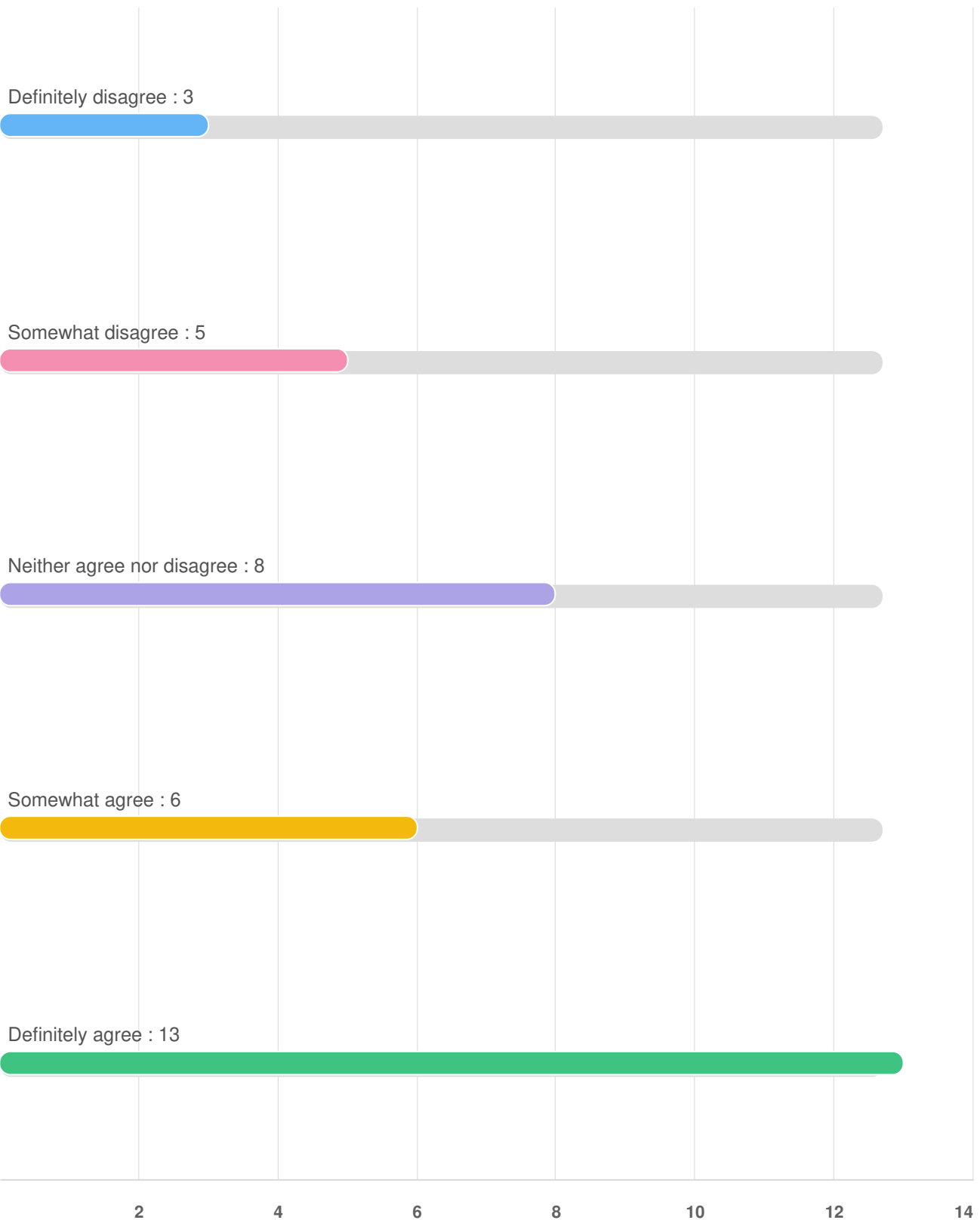
### I know how my complaint will be dealt with (the complaints process)



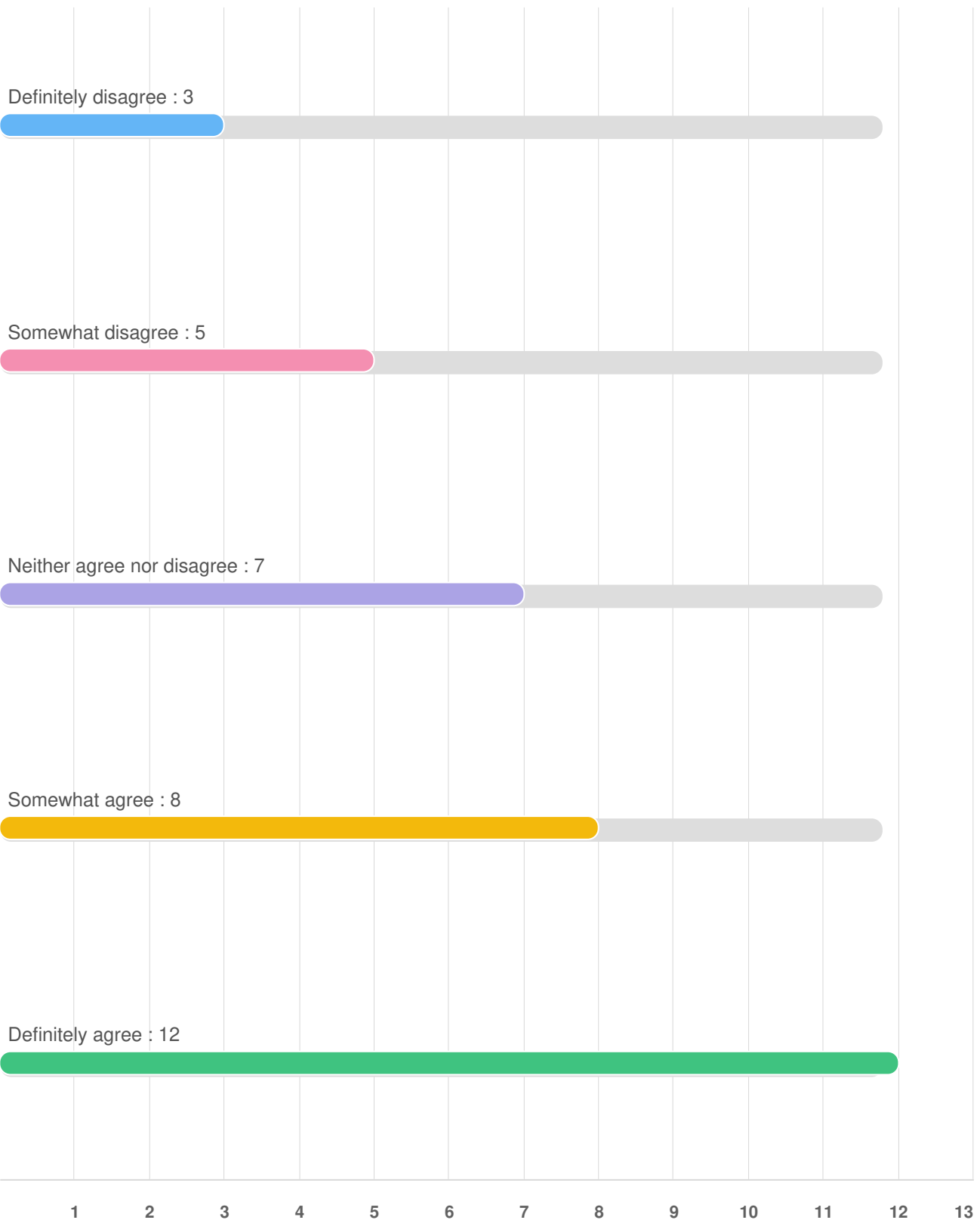
## I find it easy to make a complaint



### I know how to make a compliment or give feedback

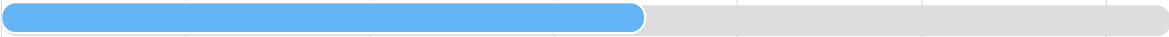


### I find it easy to make a compliment or give feedback



## Derby Homes value my feedback

Definitely disagree : 7



Somewhat disagree : 5



Neither agree nor disagree : 5



Somewhat agree : 13



Definitely agree : 3



2 4 6 8 10 12 14



### Derby Homes take action on feedback I give

Definitely disagree : 8



Somewhat disagree : 4



Neither agree nor disagree : 10



Somewhat agree : 9



Definitely agree : 4



1 2 3 4 5 6 7 8 9 10 11

**Q10** | Your suggestionsPlease let us know if you have any suggestions of how you would like to be involved or kept informed by Derby Homes.

Screen Name Redacted

6/28/2023 09:56 PM

I'd really appreciate knowing who my local housing officer is and how to contact them. Sometimes issues need a named person to speak to rather than the enquiry centre.

Screen Name Redacted

8/29/2023 07:55 PM

More telephone operators

Screen Name Redacted

8/29/2023 08:19 PM

My thinking today is how i am going to get job again.

Screen Name Redacted

8/29/2023 08:15 PM

None

Screen Name Redacted

8/29/2023 08:36 PM

General information should come by email in the newsletter. More relevant specific information should be by mail.

Screen Name Redacted

8/30/2023 06:04 AM

ok i dont mind info to my computer but like i dont have a smart phone plus thinking like about my neighbour they dont have computer or mobile so paper news letter good for them.

Screen Name Redacted

8/30/2023 07:03 AM

What happened to housing officers visiting us in face to face contact to hear first hand from tenants such as the elderly and disabled who might find it difficult to give feedback any other way. Personally I believe I live in a substandard, not fit for purpose property due to age and lack of facilities. But I get the impression that as long as Derby homes have met their legal responsibilities they can ignore any other improvements to property that might directly benefit tenants rather than Derby homes. I don't want to get involved in pre-ordained agendas by Derby homes. I want Derby homes to listen to me and take me seriously. I would appreciate someone contacting me personally.

Screen Name Redacted

8/30/2023 07:05 AM

No link to book repair online from log on!

Screen Name Redacted

8/30/2023 08:43 AM

up to date news letter for a start

Screen Name Redacted

8/30/2023 02:15 PM

Updates on windows, bathrooms more plug sockets ect

Screen Name Redacted

8/30/2023 03:20 PM

By email, or texts

Screen Name Redacted

9/05/2023 04:20 PM

No

Screen Name Redacted

9/05/2023 04:41 PM

Follow up on the support team discussed in November 2022 for families with additional needs children.

Screen Name Redacted

9/17/2023 09:10 PM

Improvements

Screen Name Redacted

11/10/2023 08:00 AM

As a tenant I have been completely let down by Derby homes since my house burned down in April 2022. You talk about keeping tenants informed about general things. How about you concentrate on keeping them informed about things that relate directly to them.

**Optional question** (15 response(s), 28 skipped)**Question type:** Essay Question