

CUSTOMER SURVEY QUARTER 3

Report of the Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the third quarter of the Customer Survey 2020 – 2021. Full details can be found in Appendix 1.
- 1.2 The number of surveys being carried out this quarter have considerably increased in comparison to Quarter 2. We are on target or above for most areas except Quality of Home which has dropped 1% below the target. Workshops with staff are currently taking place to with staff to help improve the Void process, we hope that the focus in this area of work will be reflected in Quarter 4's data.

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%)** : 88% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time** (new question for this year) : 81% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%)** : 91% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%)** : 89% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 84%)** : 85% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

- 4.6 **Satisfaction with views taken into account (Target 80%) : 89%** of respondents are satisfied that their views are being taken into account.
- 4.7 **Overall satisfaction with Derby Homes Services (Target 93%) : 94%** of respondents are satisfied with the overall service provided by Derby Homes.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

IMPLICATIONS

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	15/02/21
Finance Director/Derby Homes Accountant	David Enticott or Michael Kirk	23/01/21
Company Solicitor	Taran Lalria	23/01/21
Head of Service	Lorraine Testro	23/01/21