

## CUSTOMER SURVEY QUARTER 4

Report of Director of Housing Services.

### 1. SUMMARY

This report provides detailed analysis of the satisfaction results from the Customer Survey 2018-2019, carried out during January and March 2019. Full details can be found in Appendix 1.

### 2. RECOMMENDATION

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 FOR CONSIDERATION

4.1 **Overall satisfaction with Derby Homes Services:** 96% of respondents are satisfied with the overall service provided by Derby Homes.

4.2 **Quality of Home:** 90% of respondents are satisfied with the overall quality of their home.

4.3 **Rent value for money:** 91% of respondents are satisfied that their rent provides value for money.

4.4 **Most recent repair:** 87% of respondents are satisfied with their most recent repair.

4.5 **Neighbourhood as a place to live:** 89% of respondents have reported that they are satisfied with their neighbourhood as a place to live

4.6 **Views taken into account:** 88% of respondents are satisfied that their views are taken into account

4.7 Whilst satisfaction routinely remains high, where feedback through surveys indicates that customers are not satisfied with aspects of services they receive, they are contacted by officers to discuss and agree a way forward. Reports on these contacts and associated actions and presented to Senior Management Team on a quarterly basis from early 2019 to ensure senior officers are aware of any trends that can inform/improve future service delivery.

The areas listed below have no implications directly arising from this report:

Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Health & Safety  
Risk  
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Holly Johnson/Customer Engagement and Community Development Manager  
01332 888418 /Holly.Johnson@derbyhomes.org

Background Information: None

Supporting Information: None

This report has been approved by the following

|                                         |                 |  |
|-----------------------------------------|-----------------|--|
| Managing Director                       | Maria Murphy    |  |
| Company Solicitor                       | Taranjit Lalria |  |
| Finance Director/Derby Homes Accountant | David Enticott  |  |
| Director of Housing Services            | Clare Mehrbani  |  |