

**CUSTOMER SURVEY**

**2015/16**

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## **BACKGROUND**

The last tenant's running STATUS survey was conducted in 2008. In 2009 the STATUS survey was abolished by Grant Shapps, however it was decided that there was a need to continue monitoring satisfaction as the results provided a valuable insight into the tenant views. Derby Homes chose to create the Mini Status Survey, the first of which was conducted in 2009 to monitor the satisfaction levels of tenants in 5 different areas, over a 5 month period. We again made changes to the way the mini status was collected in 2013, it was decided that a sample of tenants from all areas would be contacted through one mail out in order to keep costs down and provide feedback for the overall city. In late 2013, Derby Homes revised the methodology to a telephone interview, carried out by staff in the enquiry centre.

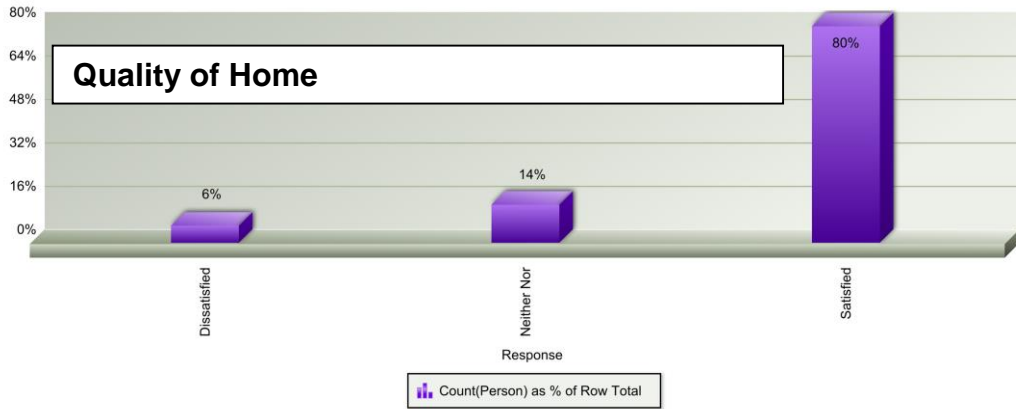
Previously when the Mini Status was completed it was completed via post and the return rate was never above 23% with satisfaction levels coming out lower than anticipated. The decision was made to change the way we consult with our customers so there would be much more interaction and face to face contact with them.

In 2014 we reassessed the question set and renamed as Customer Survey – Listening to you, Learning from you. We carried out doorstep campaigns and visited tenants on their doorstep. This proved to be very successful so we repeated the exercise in 2015.

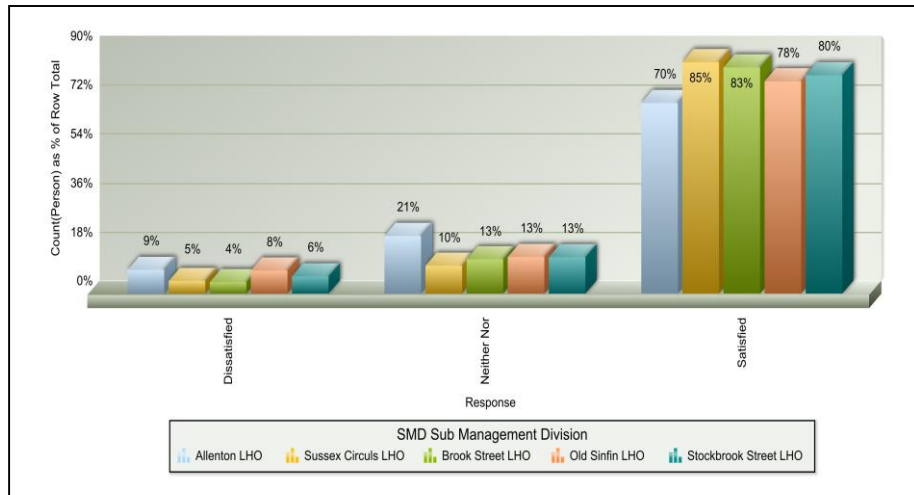
As a result of the doorstep campaigns we created 10 new Customer Priorities based on issues raised.

## **RESULTS**

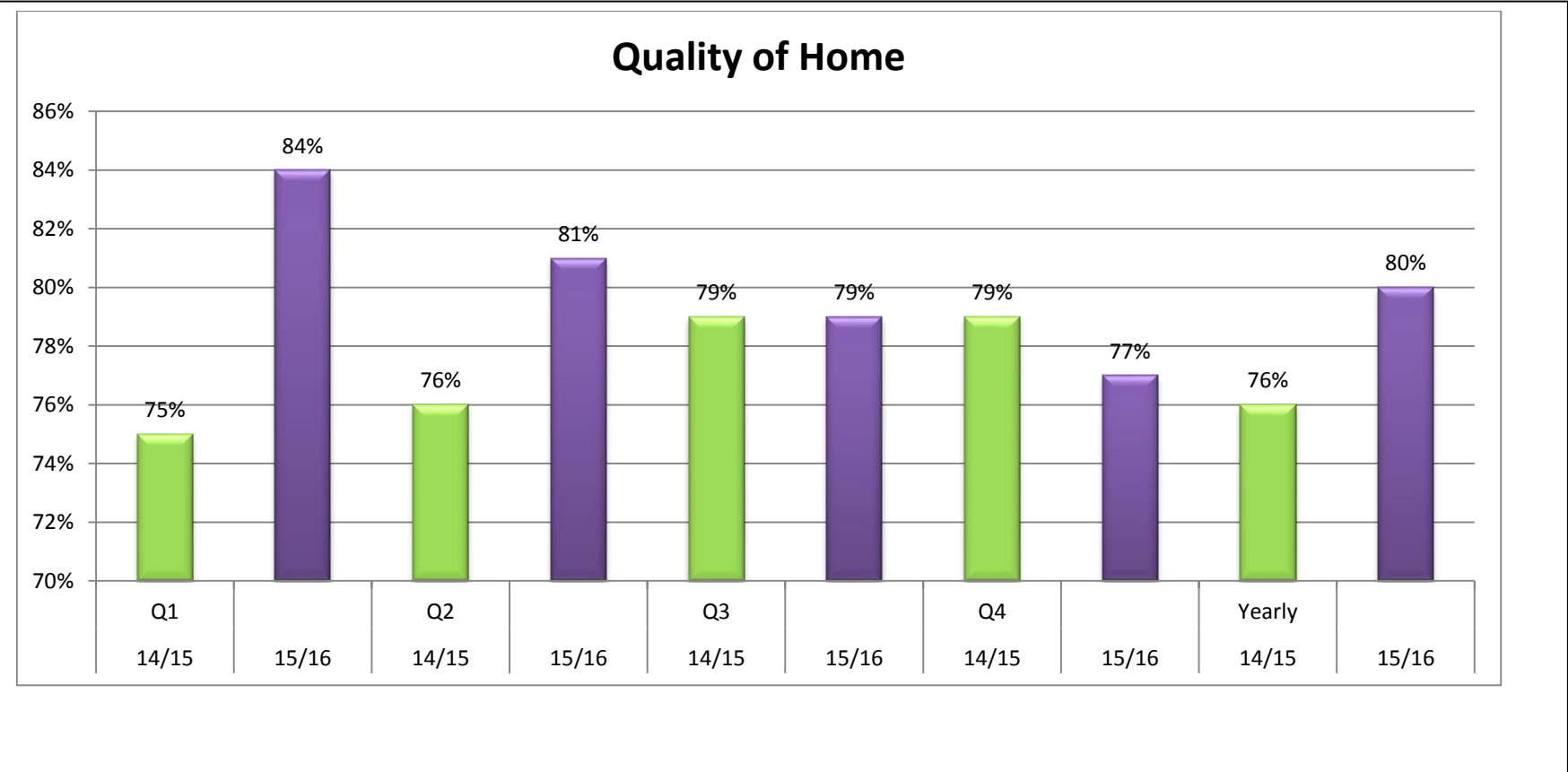
Please note that as a 5 bar scale has been used in the question set, a score of 3 has been deemed neither satisfied or dissatisfied but as we have allowed people to select 3, they must be counted in the overall satisfaction figure, (this does bring the overall figure down).



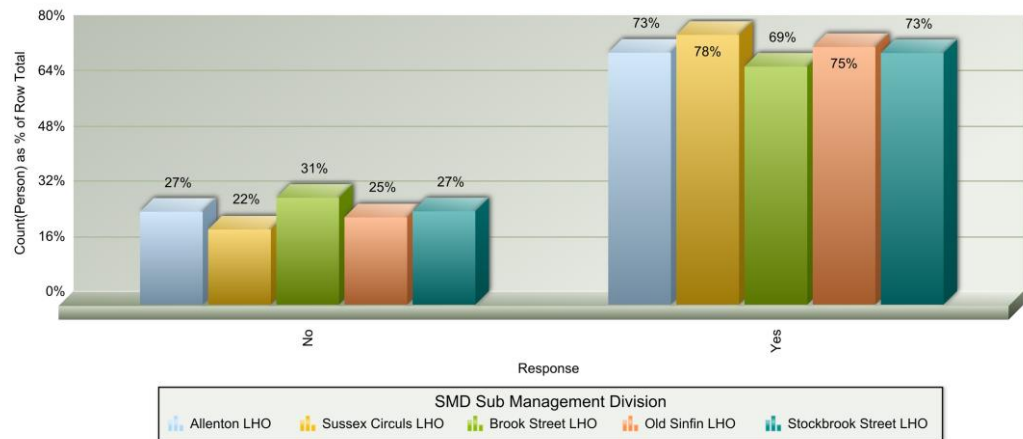
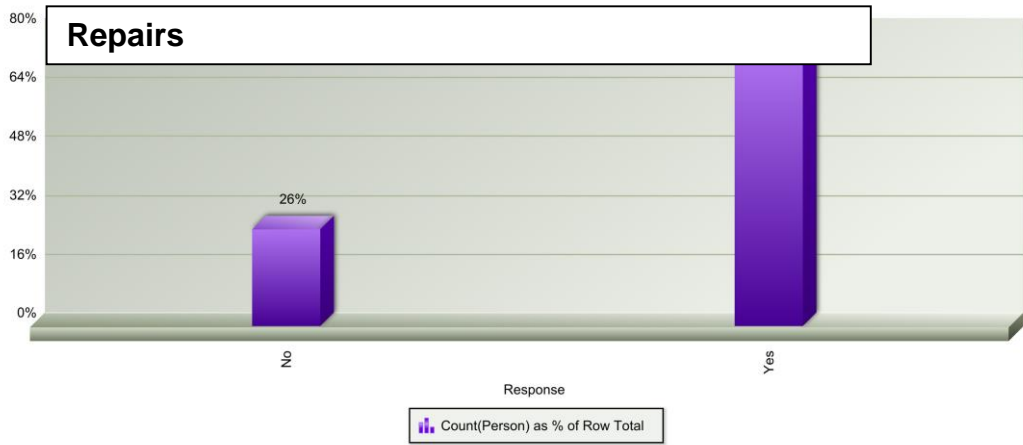
|  | Dissatisfied | Neither Nor | Satisfied   | Total       |
|--|--------------|-------------|-------------|-------------|
| How satisfied or dissatisfied are you with the overall quality of your home? 5 is satisfied, 1 is dissatisfied | 131          | 293         | 1669        | 2093        |
| <b>Total</b>   | <b>131</b>   | <b>293</b>  | <b>1669</b> | <b>2093</b> |



|                       | Dissatisfied | Neither Nor | Satisfied   | Total       |
|-----------------------|--------------|-------------|-------------|-------------|
| Allenton LHO          | 39           | 95          | 314         | 448         |
| Sussex Circus LHO     | 28           | 62          | 515         | 605         |
| Brook Street LHO      | 18           | 54          | 356         | 428         |
| Old Sinfin LHO        | 29           | 46          | 267         | 342         |
| Stockbrook Street LHO | 17           | 36          | 216         | 269         |
| <b>Total</b>          | <b>131</b>   | <b>293</b>  | <b>1668</b> | <b>2092</b> |

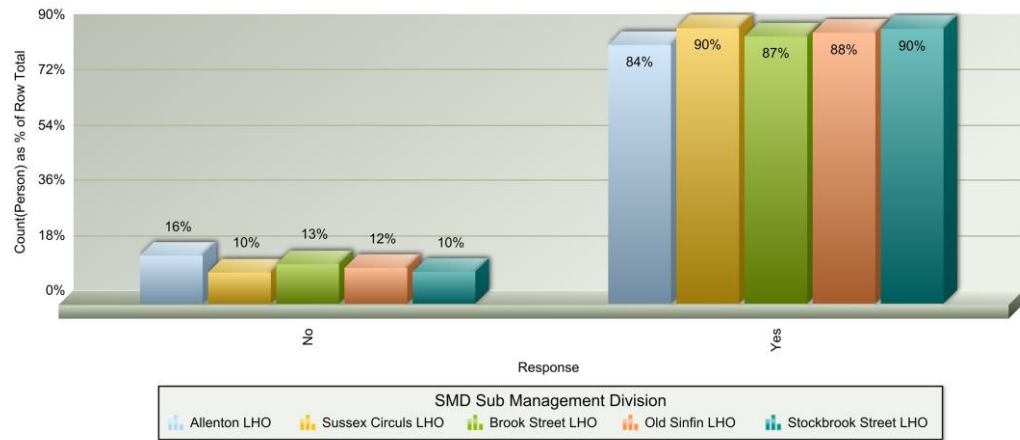


There is a 4% increase in satisfaction with Quality of home.



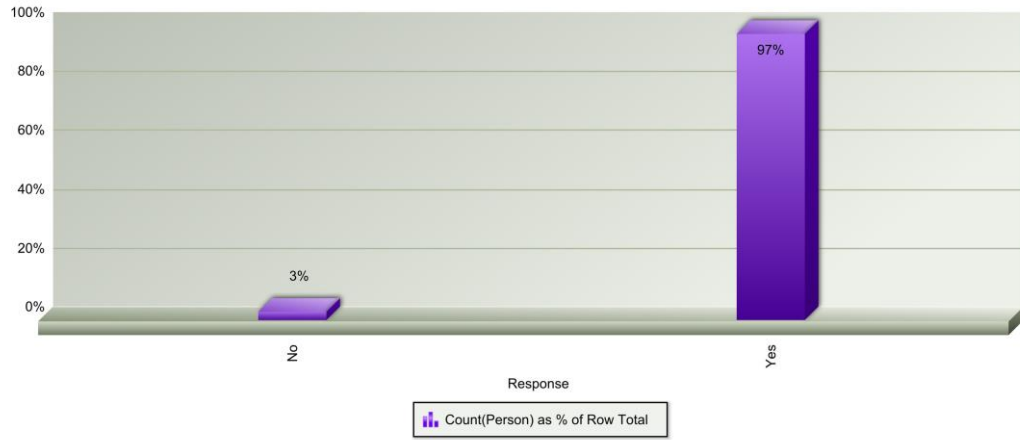
|  | No         | Yes         | Total       |
|--|------------|-------------|-------------|
| Have you had a repair carried out in the last 12 months? | 545        | 1530        | 2075        |
| <b>Total</b>   | <b>545</b> | <b>1530</b> | <b>2075</b> |

|                       | No         | Yes         | Total       |
|-----------------------|------------|-------------|-------------|
| Allenton LHO          | 118        | 320         | 438         |
| Sussex Circus LHO     | 130        | 467         | 597         |
| Brook Street LHO      | 132        | 294         | 426         |
| Old Sinfin LHO        | 87         | 257         | 344         |
| Stockbrook Street LHO | 33         | 89          | 122         |
| <b>Total</b>          | <b>500</b> | <b>1427</b> | <b>1927</b> |

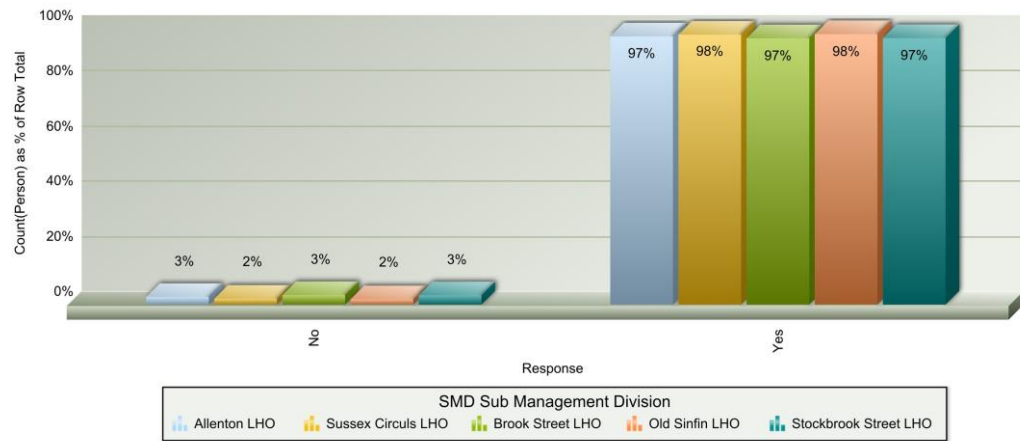


|   | No         | Yes         | Total       |
|---|------------|-------------|-------------|
| Were you happy with the time it took to complete your repair? | 189        | 1345        | 1534        |
| <b>Total</b>  | <b>189</b> | <b>1345</b> | <b>1534</b> |

|                       | No         | Yes         | Total       |
|-----------------------|------------|-------------|-------------|
| Allenton LHO          | 52         | 281         | 333         |
| Sussex Circus LHO     | 47         | 417         | 464         |
| Brook Street LHO      | 37         | 251         | 288         |
| Old Sinfin LHO        | 30         | 228         | 258         |
| Stockbrook Street LHO | 9          | 78          | 87          |
| <b>Total</b>          | <b>175</b> | <b>1255</b> | <b>1430</b> |

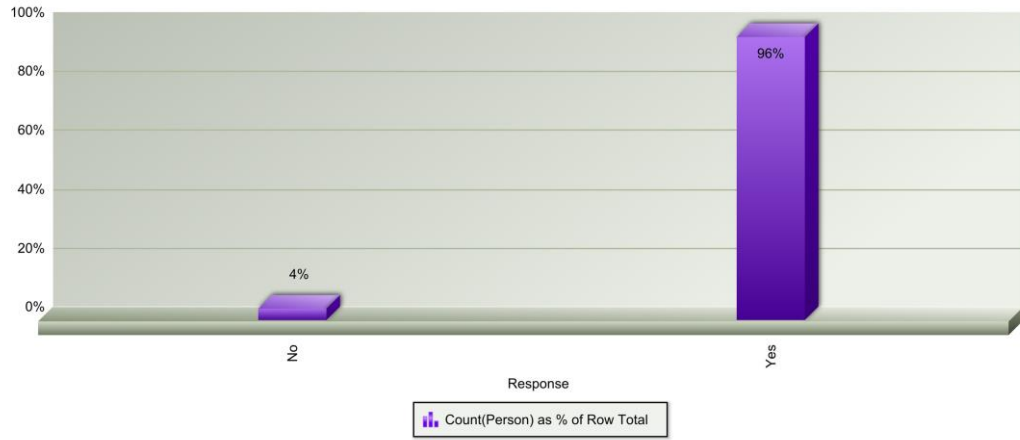


|  | No        | Yes         | Total       |
|--|-----------|-------------|-------------|
| I was happy with the attitude of the workers | 43        | 1497        | 1540        |
| <b>Total</b>                                 | <b>43</b> | <b>1497</b> | <b>1540</b> |

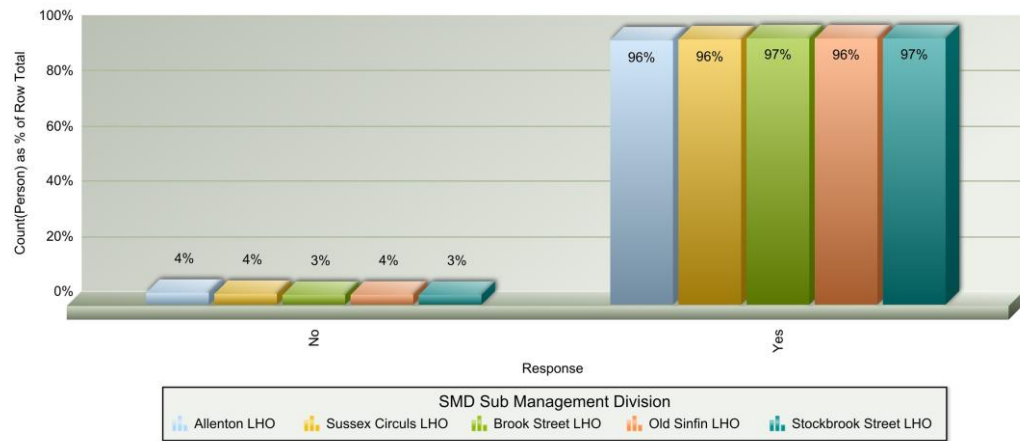


|                       | No        | Yes         | Total       |
|-----------------------|-----------|-------------|-------------|
| Allenton LHO          | 9         | 316         | 325         |
| Sussex Circus LHO     | 10        | 459         | 469         |
| Brook Street LHO      | 10        | 280         | 290         |
| Old Sinfin LHO        | 5         | 254         | 259         |
| Stockbrook Street LHO | 3         | 86          | 89          |
| <b>Total</b>          | <b>37</b> | <b>1395</b> | <b>1432</b> |

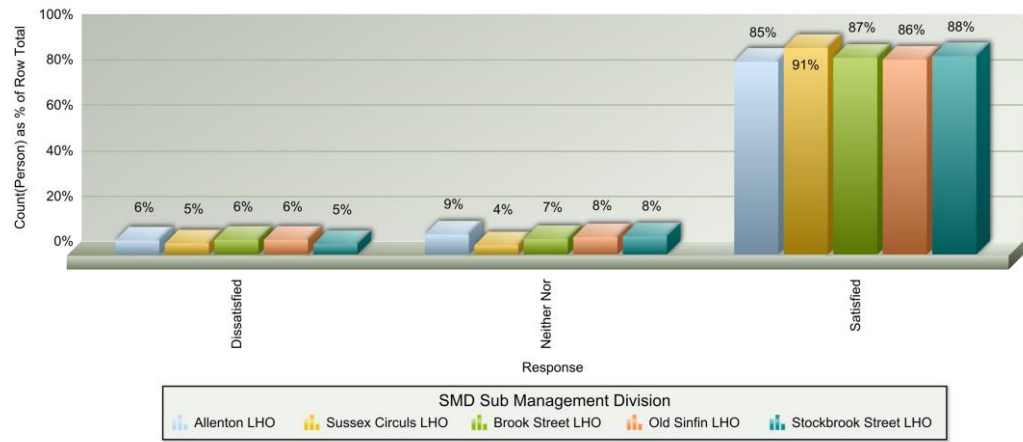
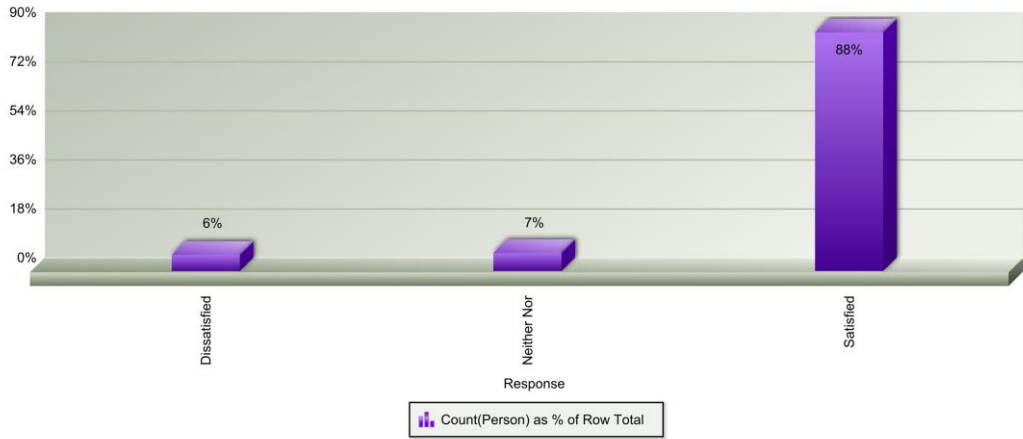




|   | No        | Yes         | Total       |
|---|-----------|-------------|-------------|
| The workers kept dirt and mess to a minimum | 59        | 1472        | 1531        |
| <b>Total</b>                                | <b>59</b> | <b>1472</b> | <b>1531</b> |



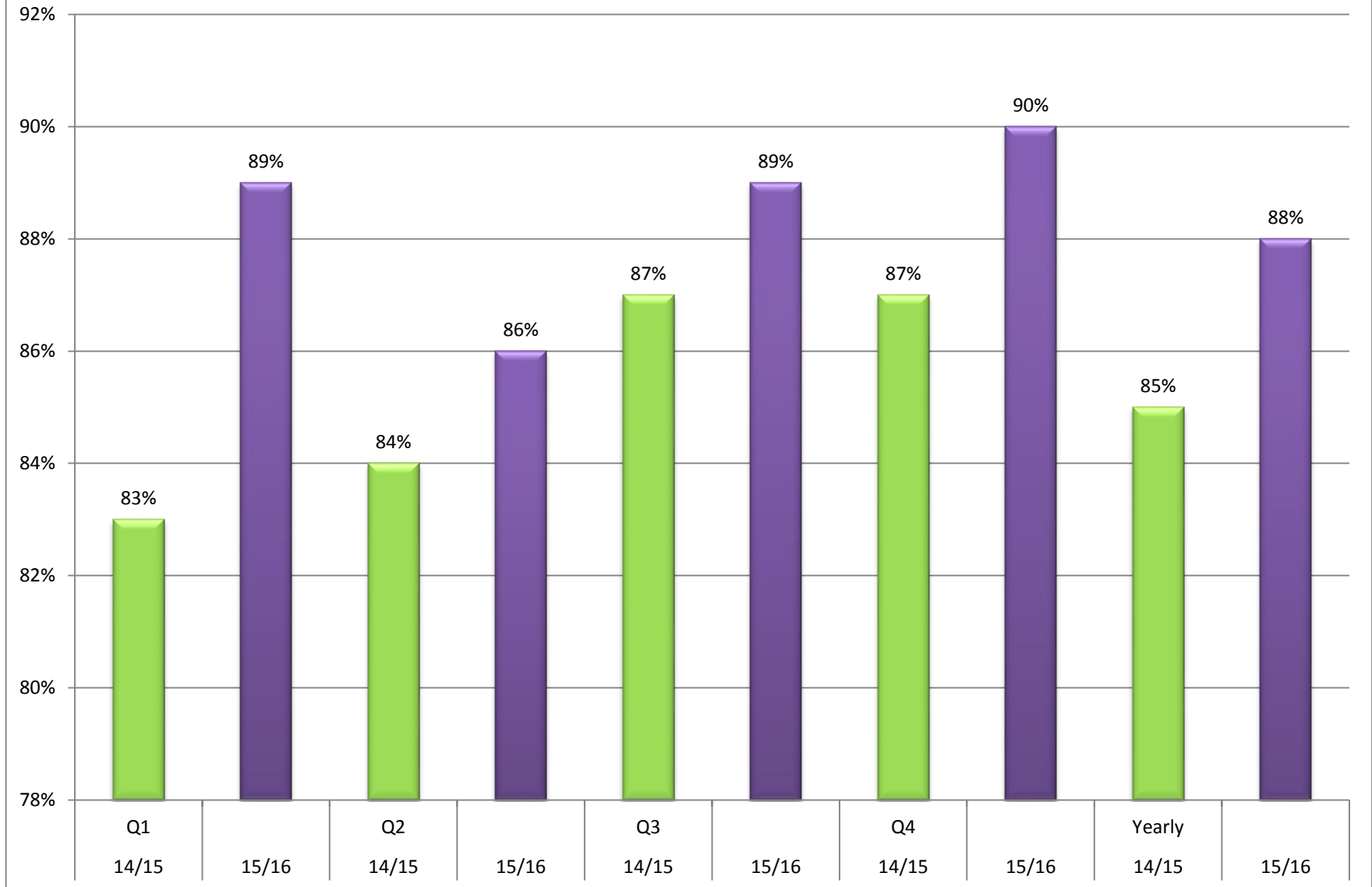
|                       | No        | Yes         | Total       |
|-----------------------|-----------|-------------|-------------|
| Allenton LHO          | 14        | 315         | 329         |
| Sussex Circus LHO     | 18        | 449         | 467         |
| Brook Street LHO      | 10        | 277         | 287         |
| Old Sinfin LHO        | 9         | 246         | 255         |
| Stockbrook Street LHO | 3         | 83          | 86          |
| <b>Total</b>          | <b>54</b> | <b>1370</b> | <b>1424</b> |



|   | Dissatisfied | Neither Nor | Satisfied   | Total       |
|---|--------------|-------------|-------------|-------------|
| Overall, how satisfied or dissatisfied are you with your most recent repair? 5 is satisfied, 1 is dissatisfied. | 92           | 103         | 1370        | 1565        |
| <b>Total</b>  | <b>92</b>    | <b>103</b>  | <b>1370</b> | <b>1565</b> |

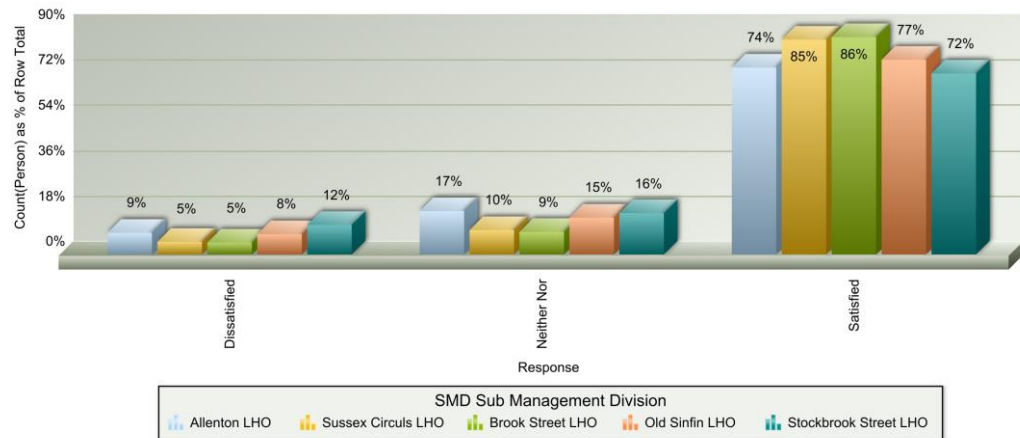
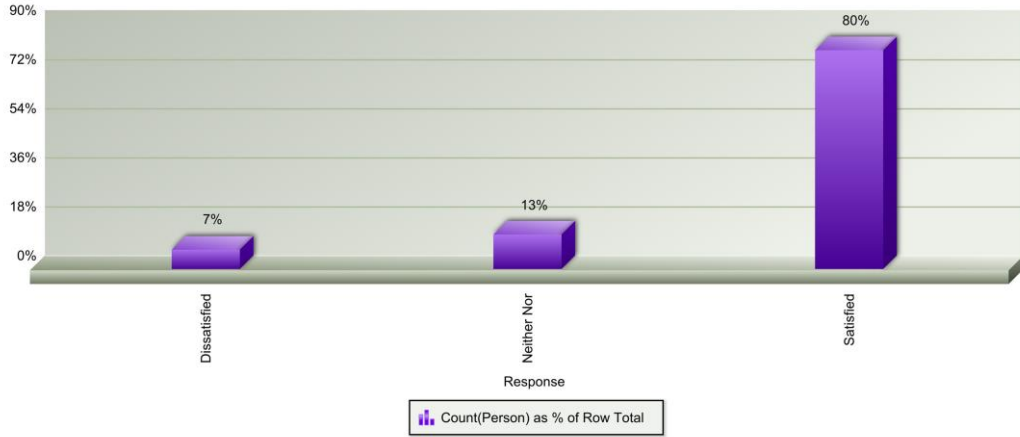
|                       | Dissatisfied | Neither Nor | Satisfied   | Total       |
|-----------------------|--------------|-------------|-------------|-------------|
| Allenton LHO          | 21           | 30          | 290         | 341         |
| Sussex Circus LHO     | 23           | 19          | 431         | 473         |
| Brook Street LHO      | 19           | 20          | 255         | 294         |
| Old Sinfin LHO        | 17           | 20          | 226         | 263         |
| Stockbrook Street LHO | 4            | 7           | 77          | 88          |
| <b>Total</b>          | <b>84</b>    | <b>96</b>   | <b>1279</b> | <b>1459</b> |

## Most recent repair



88% of people answering this question were satisfied with their most recent repair, this is a 3% increase on last year.

## Your Neighbourhood

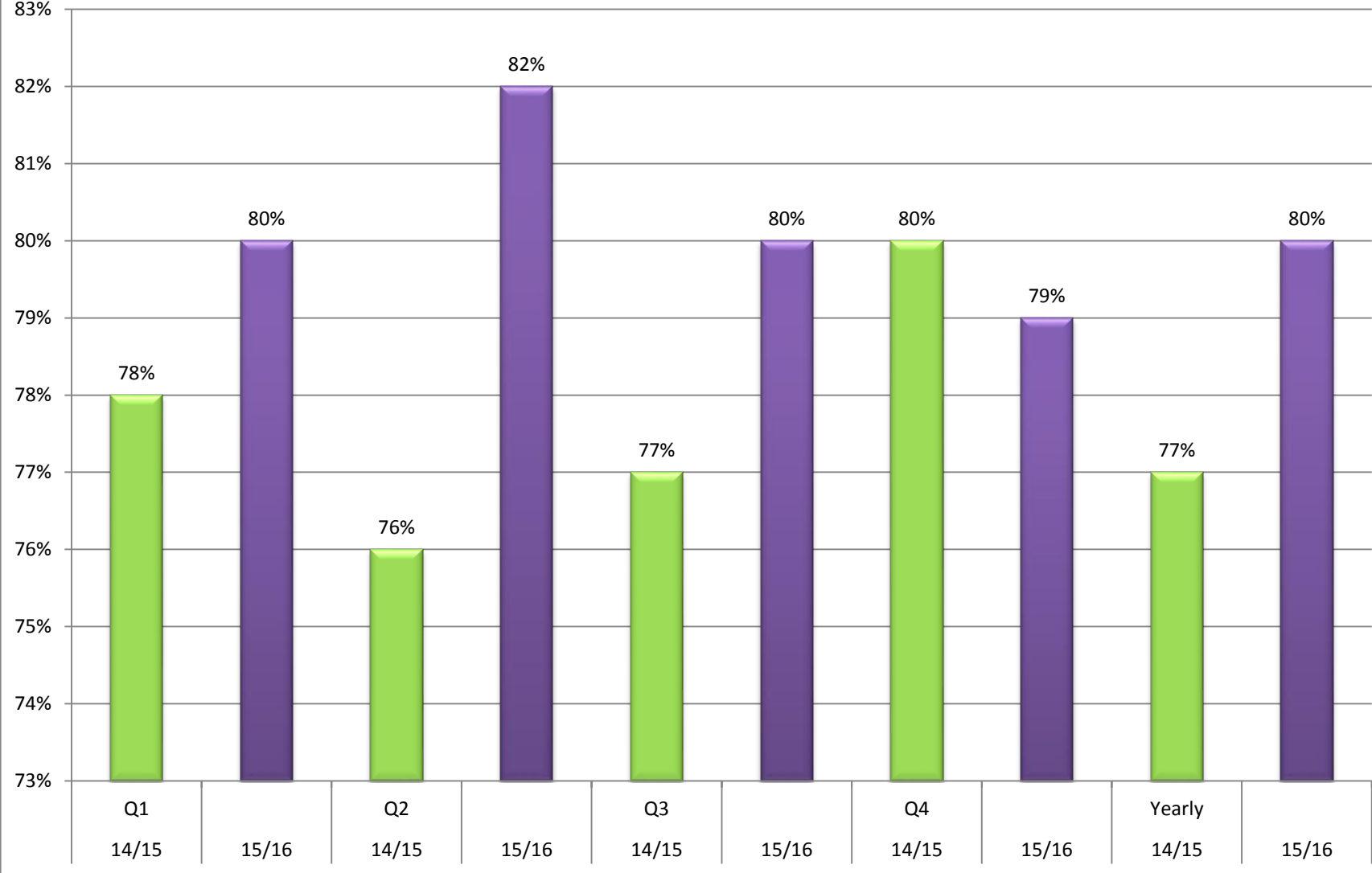


|  | Dissatisfied | Neither Nor | Satisfied   | Total       |
|--|--------------|-------------|-------------|-------------|
| How satisfied or dissatisfied are you with your neighbourhood as a place to live? 5 satisfied, 1 is dissatisfied | 147          | 263         | 1669        | 2079        |
| <b>Total</b>   | <b>147</b>   | <b>263</b>  | <b>1669</b> | <b>2079</b> |

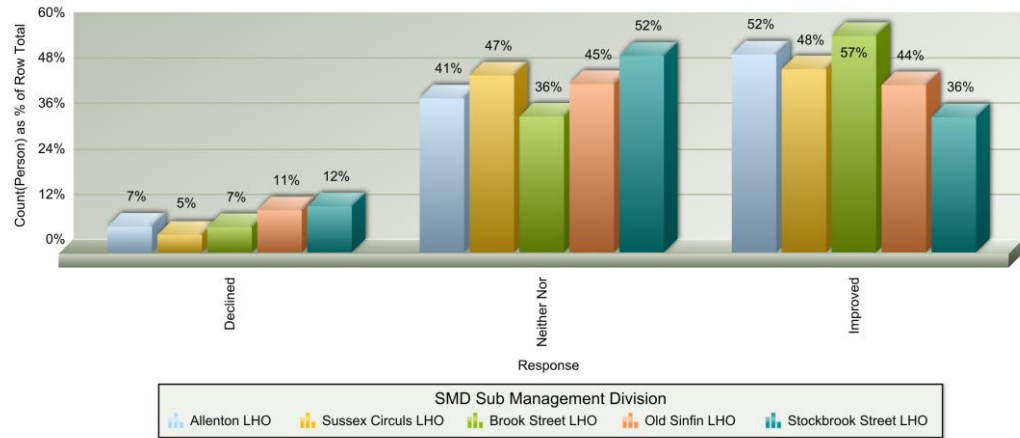
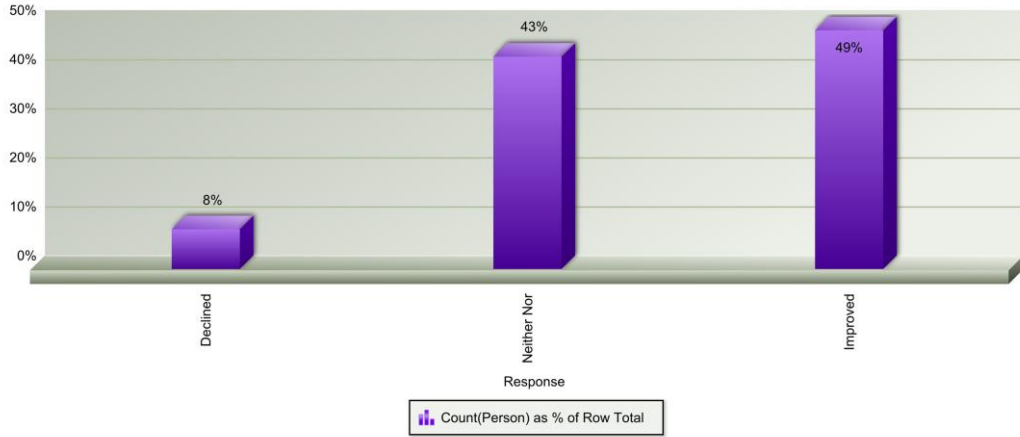
|                       | Dissatisfied | Neither Nor | Satisfied   | Total       |
|-----------------------|--------------|-------------|-------------|-------------|
| Allenton LHO          | 38           | 76          | 328         | 442         |
| Sussex Circus LHO     | 30           | 58          | 511         | 599         |
| Brook Street LHO      | 20           | 38          | 366         | 424         |
| Old Sinfin LHO        | 27           | 49          | 259         | 335         |
| Stockbrook Street LHO | 15           | 21          | 92          | 128         |
| <b>Total</b>          | <b>130</b>   | <b>242</b>  | <b>1556</b> | <b>1928</b> |

# Neighbourhood as a place to live

Target 79%



80% of people answering this question were satisfied with their neighbourhood as a place to live, this is a 3% increase on last year.



|  | Declined   | Neither Nor | Improved    | Total       |
|--|------------|-------------|-------------|-------------|
| In the last 3 years, would you say your neighbourhood has improved or declined? 5 is improved, 1 is declined | 167        | 893         | 1004        | 2064        |
| <b>Total</b>   | <b>167</b> | <b>893</b>  | <b>1004</b> | <b>2064</b> |

|                       | Declined   | Neither Nor | Improved   | Total       |
|-----------------------|------------|-------------|------------|-------------|
| Allenton LHO          | 30         | 179         | 230        | 439         |
| Sussex Circus LHO     | 28         | 281         | 291        | 600         |
| Brook Street LHO      | 29         | 155         | 247        | 431         |
| Old Sinfin LHO        | 37         | 148         | 147        | 332         |
| Stockbrook Street LHO | 15         | 64          | 44         | 123         |
| <b>Total</b>          | <b>139</b> | <b>827</b>  | <b>959</b> | <b>1925</b> |

|  | Very much a problem | Neither Nor | Not a problem | Total        |
|--|---------------------|-------------|---------------|--------------|
| Rubbish or litter 1 very much a problem, 5 is not a problem                    | 281                 | 306         | 1485          | <b>2072</b>  |
| Noisy neighbours 1 very much a problem, 5 is not a problem                     | 194                 | 159         | 1707          | <b>2060</b>  |
| Dog fouling/Dog mess 1 very much a problem, 5 is not a problem                 | 327                 | 277         | 1470          | <b>2074</b>  |
| Other problems with pets and animals 1 very much a problem, 5 is not a problem | 113                 | 110         | 1836          | <b>2059</b>  |
| Disruptive children/teenagers 1 very much a problem, 5 is not a problem        | 143                 | 156         | 1764          | <b>2063</b>  |
| Racial or other harassment 1 very much a problem, 5 is not a problem           | 44                  | 46          | 1953          | <b>2043</b>  |
| Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem             | 111                 | 126         | 1819          | <b>2056</b>  |
| Vandalism and graffiti 1 very much a problem, 5 is not a problem               | 57                  | 73          | 1918          | <b>2048</b>  |
| People damaging your property 1 very much a problem, 5 is not a problem        | 71                  | 56          | 1923          | <b>2050</b>  |
| Drug use or dealing 1 very much a problem, 5 is not a problem                  | 161                 | 130         | 1768          | <b>2059</b>  |
| Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem      | 17                  | 23          | 2003          | <b>2043</b>  |
| Other crime 1 very much a problem, 5 is not a problem                          | 49                  | 61          | 1928          | <b>2038</b>  |
| Noise from traffic 1 very much a problem, 5 is not a problem                   | 84                  | 154         | 1819          | <b>2057</b>  |
| Car parking 1 very much a problem, 5 is not a problem                          | 328                 | 198         | 1535          | <b>2061</b>  |
| <b>Total</b>   | <b>1980</b>         | <b>1875</b> | <b>24928</b>  | <b>28783</b> |

The top 3 issues identified by our customers whilst completing the Customer Survey are:

Car Parking 16%

Dog Fouling/Dog Mess 16%

Rubbish/Litter 14%

These are the same issues which were identified last year and form part of the Customer Priorities. All issues are being proactively tackled in local areas.



Below are the issues affecting each area.

|  |                       | Very much a problem | Neither Nor | Not a Problem | Total |
|--|-----------------------|---------------------|-------------|---------------|-------|
| Rubbish or litter 1 very much a problem, 5 is not a problem                    | Allenton LHO          | 78                  | 84          | 278           | 440   |
|  | Brook Street LHO      | 26                  | 48          | 350           | 424   |
|  | Sussex Circus LHO     | 59                  | 75          | 468           | 602   |
|  | Stockbrook Street LHO | 29                  | 21          | 71            | 121   |
|  | Sinfin LHO            | 52                  | 46          | 238           | 336   |
| Noisy neighbours 1 very much a problem, 5 is not a problem                     | Allenton LHO          | 43                  | 31          | 358           | 432   |
|  | Brook Street LHO      | 34                  | 36          | 354           | 424   |
|  | Sussex Circus LHO     | 46                  | 38          | 519           | 603   |
|  | Stockbrook Street LHO | 17                  | 9           | 96            | 122   |
|  | Sinfin LHO            | 33                  | 23          | 274           | 330   |
| Dog fouling/Dog mess 1 very much a problem, 5 is not a problem                 | Allenton LHO          | 75                  | 55          | 309           | 439   |
|  | Brook Street LHO      | 50                  | 57          | 318           | 425   |
|  | Sussex Circus LHO     | 96                  | 84          | 426           | 606   |
|  | Stockbrook Street LHO | 26                  | 19          | 78            | 123   |
|  | Sinfin LHO            | 43                  | 37          | 253           | 333   |
| Other problems with pets and animals 1 very much a problem, 5 is not a problem | Allenton LHO          | 29                  | 30          | 375           | 434   |
|  | Brook Street LHO      | 28                  | 15          | 381           | 424   |
|  | Sussex Circus LHO     | 13                  | 21          | 566           | 600   |
|  | Stockbrook Street LHO | 2                   | 10          | 109           | 121   |
|  | Sinfin LHO            | 28                  | 27          | 275           | 330   |
| Disruptive children/teenagers 1 very much a problem, 5 is not a problem        | Allenton LHO          | 38                  | 38          | 355           | 431   |
|  | Brook Street LHO      | 19                  | 23          | 380           | 422   |
|  | Sussex Circus LHO     | 28                  | 41          | 535           | 604   |
|  | Stockbrook Street LHO | 11                  | 7           | 104           | 122   |
|  | Sinfin LHO            | 34                  | 32          | 269           | 335   |
| Racial or other harassment 1 very much a problem, 5 is not a problem           | Allenton LHO          | 12                  | 13          | 401           | 426   |

|   |                       |    |    |     |     |
|---|-----------------------|----|----|-----|-----|
|   | Brook Street LHO      | 7  | 11 | 401 | 419 |
|   | Sussex Circus LHO     | 7  | 6  | 585 | 598 |
|   | Stockbrook Street LHO | 1  | 5  | 116 | 122 |
|   | Sinfin LHO            | 10 | 7  | 313 | 330 |
| Drunk or rowdy behaviour 1 very much a problem, 5 is not a problem        | Allenton LHO          | 20 | 24 | 392 | 436 |
|   | Brook Street LHO      | 23 | 23 | 371 | 417 |
|   | Sussex Circus LHO     | 28 | 28 | 548 | 604 |
|   | Stockbrook Street LHO | 7  | 9  | 106 | 122 |
|   | Sinfin LHO            | 17 | 22 | 291 | 330 |
| Vandalism and graffiti 1 very much a problem, 5 is not a problem          | Allenton LHO          | 16 | 11 | 400 | 427 |
|   | Brook Street LHO      | 12 | 10 | 401 | 423 |
|   | Sussex Circus LHO     | 12 | 15 | 572 | 599 |
|   | Stockbrook Street LHO |    | 6  | 115 | 121 |
|   | Sinfin LHO            | 11 | 21 | 300 | 332 |
| People damaging your property 1 very much a problem, 5 is not a problem   | Allenton LHO          | 22 | 13 | 393 | 428 |
|   | Brook Street LHO      | 8  | 11 | 400 | 419 |
|   | Sussex Circus LHO     | 15 | 13 | 573 | 601 |
|   | Stockbrook Street LHO | 3  | 6  | 113 | 122 |
|   | Sinfin LHO            | 16 | 12 | 303 | 331 |
| Drug use or dealing 1 very much a problem, 5 is not a problem             | Allenton LHO          | 32 | 23 | 379 | 434 |
|   | Brook Street LHO      | 35 | 16 | 369 | 420 |
|   | Sussex Circus LHO     | 32 | 36 | 531 | 599 |
|   | Stockbrook Street LHO | 10 | 14 | 98  | 122 |
|   | Sinfin LHO            | 29 | 21 | 285 | 335 |
| Abandoned or burnt out vehicles 1 very much a problem, 5 is not a problem | Allenton LHO          | 9  | 5  | 410 | 424 |
|   | Brook Street LHO      | 2  | 5  | 411 | 418 |
|   | Sussex Circus LHO     | 1  | 6  | 596 | 603 |

|  |                       |             |             |              |              |
|--|-----------------------|-------------|-------------|--------------|--------------|
|  | Stockbrook Street LHO | 1           | 1           | 120          | 122          |
|  | Sinfin LHO            | 2           | 6           | 321          | 329          |
| Other crime 1 very much a problem, 5 is not a problem        | Allenton LHO          | 18          | 15          | 393          | 426          |
|  | Brook Street LHO      | 6           | 9           | 404          | 419          |
|  | Sussex Circus LHO     | 9           | 10          | 580          | 599          |
|  | Stockbrook Street LHO | 3           | 2           | 117          | 122          |
|  | Sinfin LHO            | 10          | 20          | 298          | 328          |
| Noise from traffic 1 very much a problem, 5 is not a problem | Allenton LHO          | 32          | 34          | 367          | 433          |
|  | Brook Street LHO      | 14          | 23          | 384          | 421          |
|  | Sussex Circus LHO     | 17          | 49          | 535          | 601          |
|  | Stockbrook Street LHO | 6           | 9           | 107          | 122          |
|  | Sinfin LHO            | 11          | 27          | 294          | 332          |
| Car parking 1 very much a problem, 5 is not a problem        | Allenton LHO          | 75          | 38          | 329          | 442          |
|  | Brook Street LHO      | 66          | 37          | 320          | 423          |
|  | Sussex Circus LHO     | 93          | 56          | 445          | 594          |
|  | Stockbrook Street LHO | 19          | 14          | 89           | 122          |
|  | Sinfin LHO            | 63          | 38          | 232          | 333          |
| <b>Total</b>   |                       | <b>1779</b> | <b>1687</b> | <b>23247</b> | <b>26713</b> |

Top 3 issues in each area are:

### Allenton

Rubbish/Litter 18%

Dog Fouling/Dog Mess 17%

Car Parking 17%

### Brook Street

Car Parking 16%

Dog Fouling/Dog Mess 12%

Drug Use/Drug Dealing 8%

**Sussex Circus**

|                      |     |
|----------------------|-----|
| Dog Fouling/Dog Mess | 16% |
| Car Parking          | 16% |
| Rubbish/Litter       | 10% |

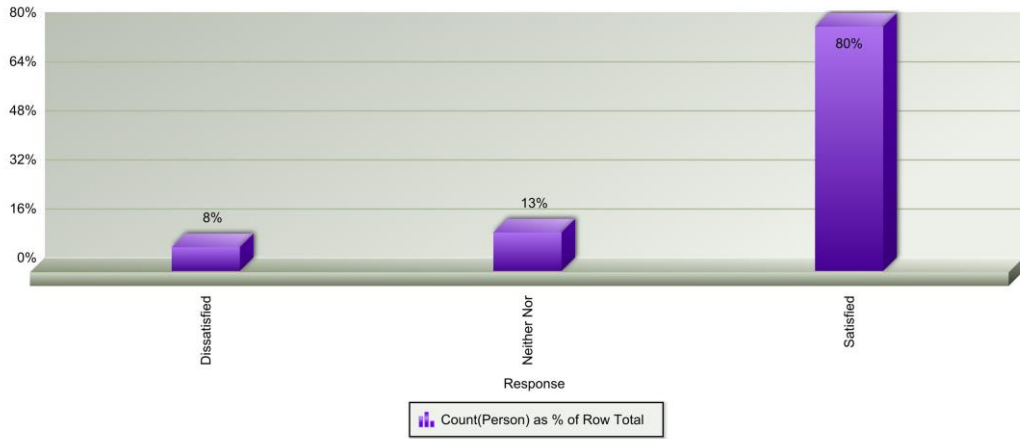
**Stockbrook Street**

|                      |     |
|----------------------|-----|
| Rubbish/Litter       | 24% |
| Dog Fouling/Dog Mess | 21% |
| Car parking          | 16% |

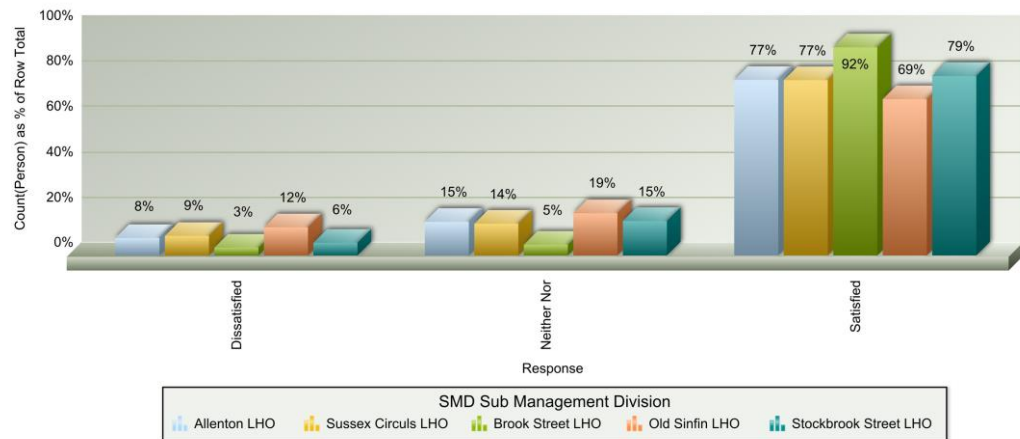
**Sinfin**

|                      |     |
|----------------------|-----|
| Car Parking          | 19% |
| Rubbish/Litter       | 15% |
| Dog Fouling/Dog Mess | 13% |

## Grounds Maintenance



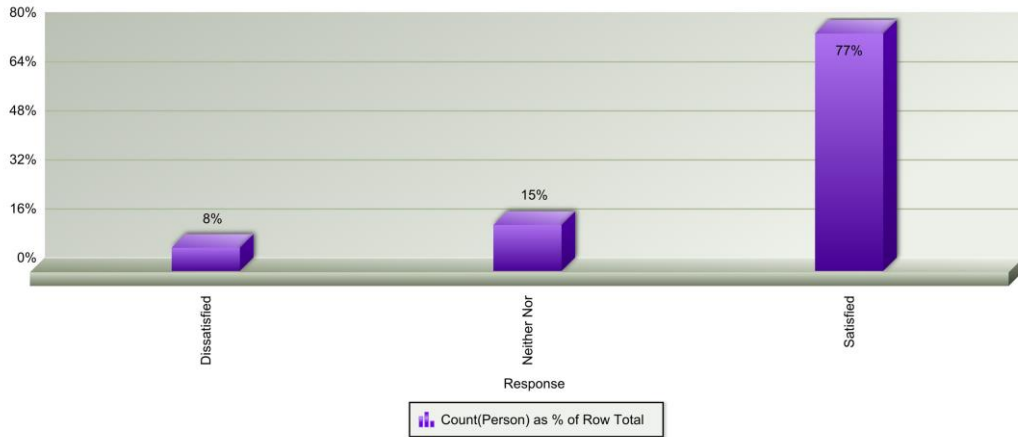
This satisfaction figure of 80% is an 11% increase on that of 2014/15



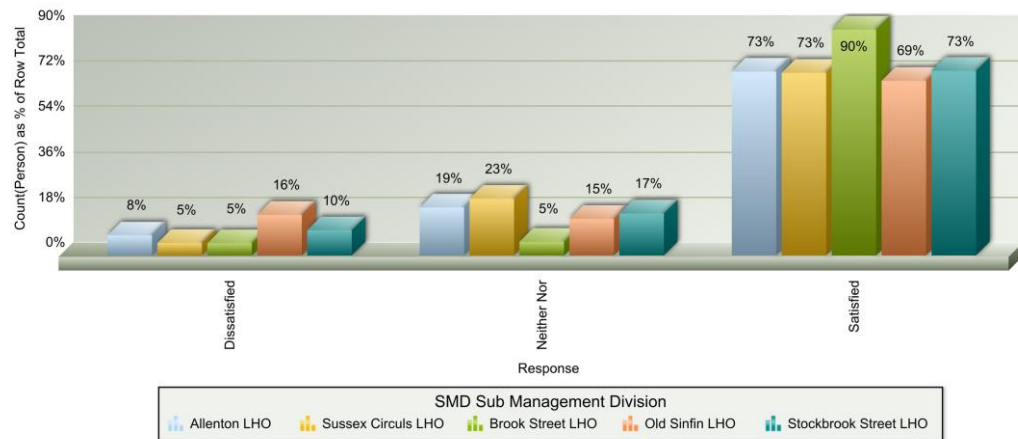
|   | Dissatisfied | Neither Nor | Satisfied   | Total       |
|---|--------------|-------------|-------------|-------------|
| How satisfied or dissatisfied are you with the grounds maintenance provided by Derby Homes? By grounds maintenance we mean grass cutting and shrub beds to communal land. | 143          | 232         | 1472        | 1847        |
| <b>Total</b>  | <b>143</b>   | <b>232</b>  | <b>1472</b> | <b>1847</b> |

|                       | Dissatisfied | Neither Nor | Satisfied   | Total       |
|-----------------------|--------------|-------------|-------------|-------------|
| Allenton LHO          | 26           | 50          | 261         | 337         |
| Sussex Circus LHO     | 48           | 78          | 430         | 556         |
| Brook Street LHO      | 13           | 18          | 348         | 379         |
| Old Sinfin LHO        | 38           | 57          | 211         | 306         |
| Stockbrook Street LHO | 7            | 19          | 99          | 125         |
| <b>Total</b>          | <b>132</b>   | <b>222</b>  | <b>1349</b> | <b>1703</b> |

## Communal Cleaning



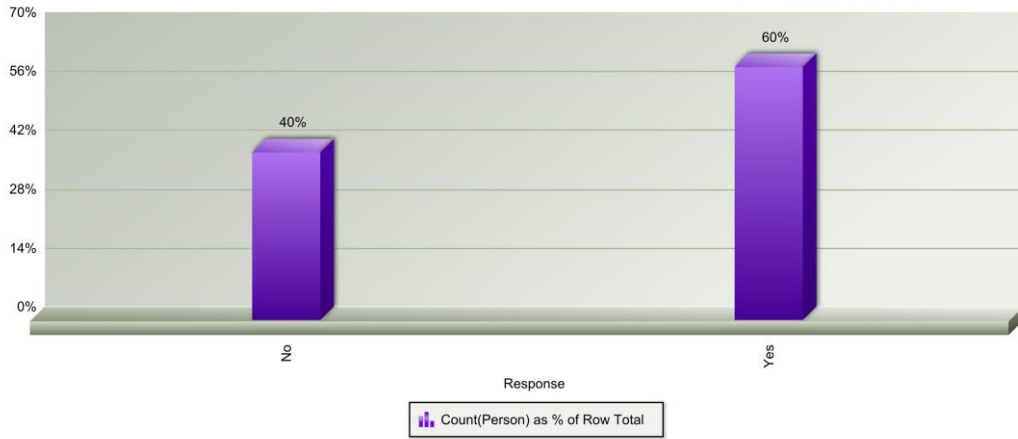
Satisfaction with communal cleaning has shown an increase of 15%.



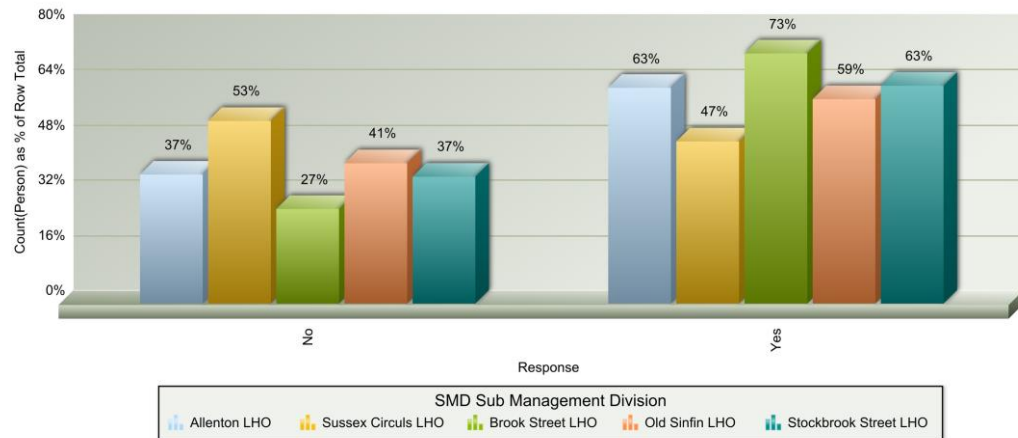
|  | Dissatisfied | Neither Nor | Satisfied  | Total      |
|--|--------------|-------------|------------|------------|
| How satisfied or dissatisfied are you with the cleaning of your communal areas where you live? 5 is satisfied, 1 is dissatisfied | 49           | 97          | 501        | 647        |
| <b>Total</b>   | <b>49</b>    | <b>97</b>   | <b>501</b> | <b>647</b> |

|                       | Dissatisfied | Neither Nor | Satisfied  | Total      |
|-----------------------|--------------|-------------|------------|------------|
| Allenton LHO          | 10           | 24          | 92         | 126        |
| Sussex Circus LHO     | 9            | 41          | 132        | 182        |
| Brook Street LHO      | 8            | 9           | 148        | 165        |
| Old Sinfin LHO        | 10           | 9           | 43         | 62         |
| Stockbrook Street LHO | 3            | 5           | 22         | 30         |
| <b>Total</b>          | <b>40</b>    | <b>88</b>   | <b>437</b> | <b>565</b> |

## Improvements to Area



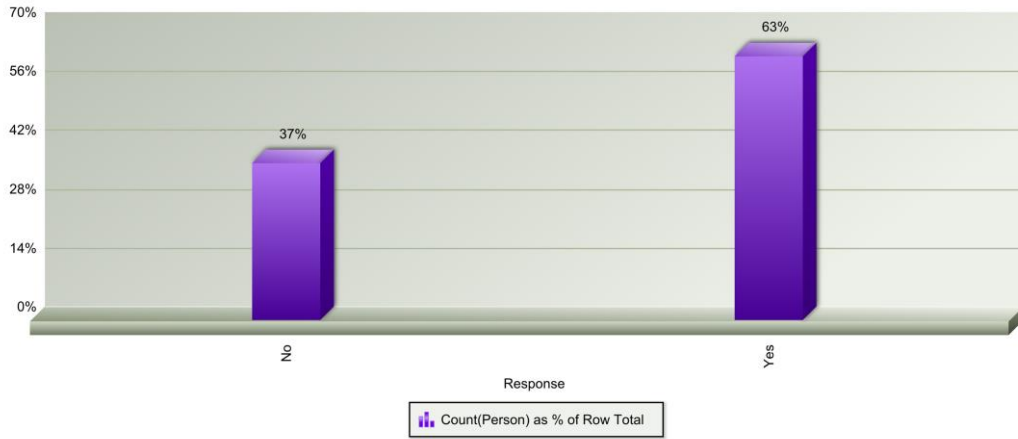
When this question was asked during the 2014/15 survey, only 38% of those asked said they were aware.



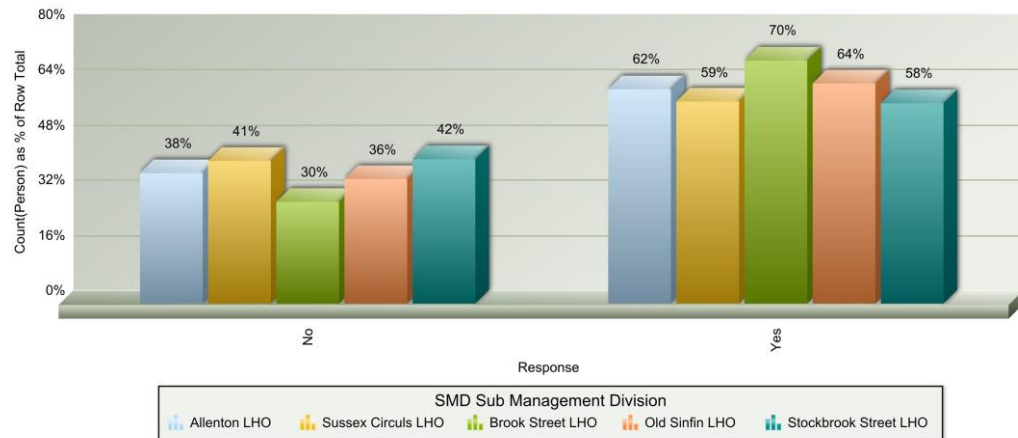
|   | No         | Yes         | Total       |
|---|------------|-------------|-------------|
| Do you know that Derby Homes carry out large and small improvement works across the city? These improvements can include landscaping works, such as paving and fencing. They can also include social improvements such as helping to improve/resolve ASB. | 824        | 1244        | 2068        |
| <b>Total</b>  | <b>824</b> | <b>1244</b> | <b>2068</b> |

|                       | No         | Yes         | Total       |
|-----------------------|------------|-------------|-------------|
| Allenton LHO          | 162        | 271         | 433         |
| Sussex Circus LHO     | 321        | 285         | 606         |
| Brook Street LHO      | 115        | 304         | 419         |
| Old Sinfin LHO        | 138        | 201         | 339         |
| Stockbrook Street LHO | 46         | 79          | 125         |
| <b>Total</b>          | <b>782</b> | <b>1140</b> | <b>1922</b> |





|  | No         | Yes         | Total       |
|--|------------|-------------|-------------|
| Do you know how to let us know if you think improvements could be made in your area? | 755        | 1269        | 2024        |
| <b>Total</b>   | <b>755</b> | <b>1269</b> | <b>2024</b> |



|                       | No         | Yes         | Total       |
|-----------------------|------------|-------------|-------------|
| Allenton LHO          | 165        | 271         | 436         |
| Sussex Circus LHO     | 245        | 347         | 592         |
| Brook Street LHO      | 126        | 301         | 427         |
| Old Sinfin LHO        | 116        | 205         | 321         |
| Stockbrook Street LHO | 49         | 68          | 117         |
| <b>Total</b>          | <b>701</b> | <b>1192</b> | <b>1893</b> |

## Suggestions for Improvements

"Make residents clear litter from in front of their homes"

(Don't like gates). More activities at Community Centre for children.

/more facilities for children to play on.

parking is an issue. xxx car tyre was slashed just before Xmas

would like a cigarette stub/ashstry fixed to the rear wall of Whitecross House (ie rear patio area), would like a canopy to rear of Whitecross House (ie rear patio area)

would like a cigarette stub/ashtray fixed to the rear wall of Whitecross House (ie patio area), would like a canopy to rear of Whitecross house (ie patio area)

would like a small rear patio area to be able to sit outside in the summer. There is a grit bin at the bottom of the hill but would like one at the top of the hill.

4ft new metal fencing around perimeter. All open at the minute/children coming onto grass.

a playground improvement

A roof over the top of the recycling area and a camera to stop the fly tipping.

A Zebra/pedestrian crossing at Prince Charles shops to the bus stop on the other side of the road.

activities for children

Activities for teenagers.

Additional car parking for the drive.

additional dog bins

additional hard standings

address dog mess issues. people ignore it. parking near school is dangerous. signs and spray

air fresheners near the ground floor bin store

All the fencing should have been done

Alley way at the rear to be removed so the garden are made bigger

Alleyway needs improving.

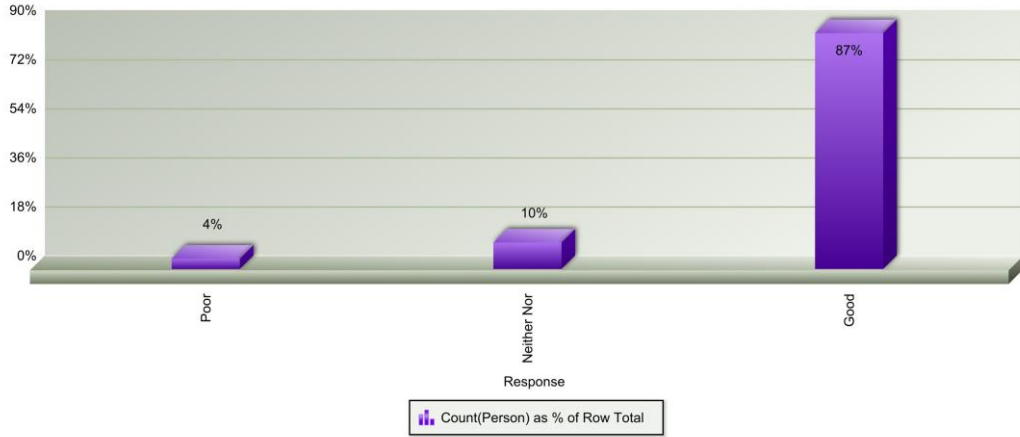
Another small child's play area

Area by school fence - remove and pave or plant on it.

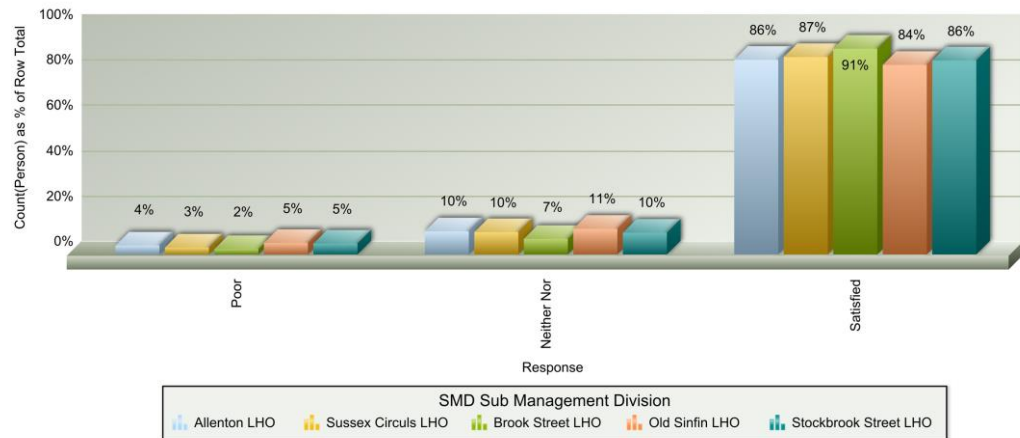
Back gate is very loose have to bang it!!

Barrier to be improved (Corner of Willowcroft road)

## Keeping you Informed



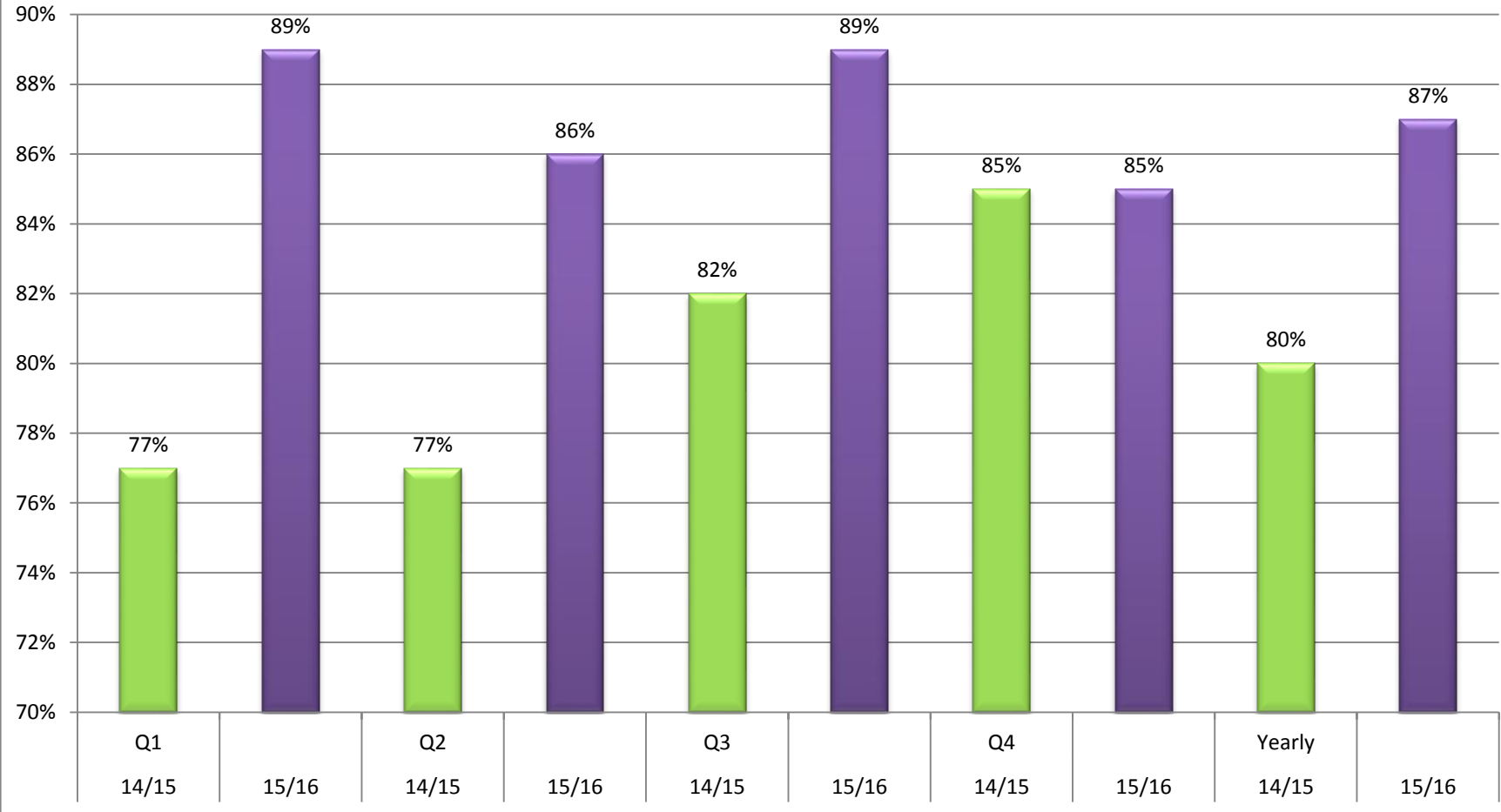
87% of those asked said that Derby Homes are good at keeping them informed.



|   | Poor      | Neither Nor | Good        | Total       |
|---|-----------|-------------|-------------|-------------|
| How good or poor do you think Derby Homes is at keeping you informed about things that might affect you as a tenant? 5 is good, 1 is poor | 77        | 199         | 1775        | 2051        |
| <b>Total</b>  | <b>77</b> | <b>199</b>  | <b>1775</b> | <b>2051</b> |

|                       | Poor      | Neither Nor | Good        | Total       |
|-----------------------|-----------|-------------|-------------|-------------|
| Allenton LHO          | 17        | 44          | 371         | 432         |
| Sussex Circus LHO     | 18        | 58          | 513         | 589         |
| Brook Street LHO      | 10        | 29          | 384         | 423         |
| Old Sinfin LHO        | 17        | 38          | 281         | 336         |
| Stockbrook Street LHO | 6         | 12          | 107         | 125         |
| <b>Total</b>          | <b>68</b> | <b>181</b>  | <b>1656</b> | <b>1905</b> |

# Keeping you informed

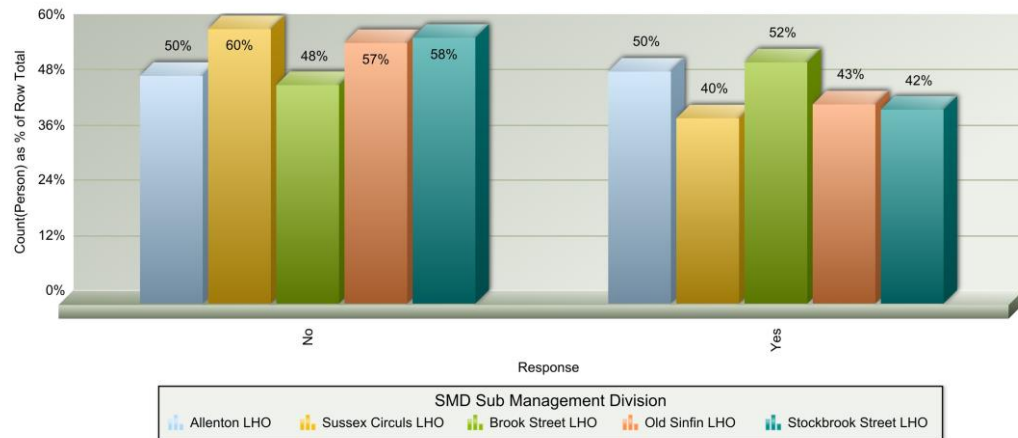


There has been a 7% increase in satisfaction from last year.

# Comments

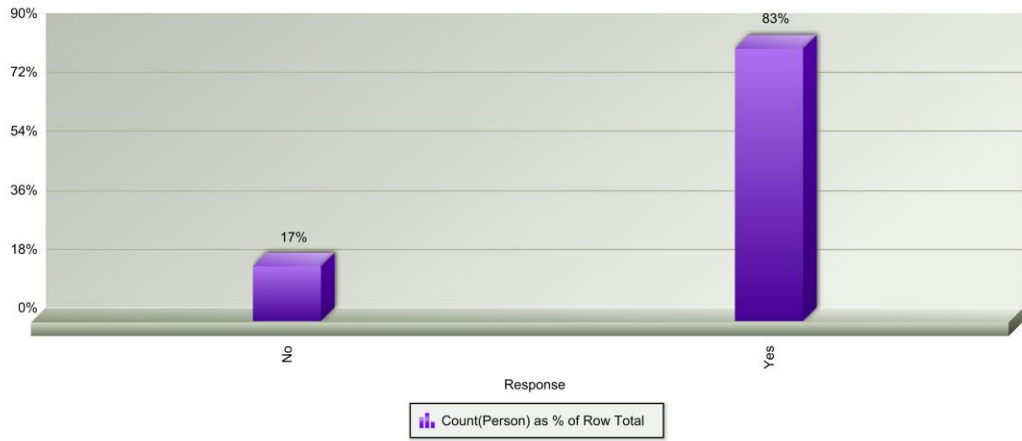
|   |
|---|
| charge added - would have preferred meeting/home visit  |
| A bit more information in general.  |
| Add all info to the newsletters. Telephone calls rather than texts for the elderly.   |
| advertisement   |
| All tenant gets is newsletter.  |
| As I don't use social media I don't know how effective it is  |
| Been waiting for a fire for three months, got a disabled child. Been waiting for a new front door for a year, neighbours have got theirs. Every time I ring up DH say they'll get back to me but they don't (Same with the fire - DH condemned it). |
| Best we can.  |
| Better update/communication with repairs  |
| Better way - through email.   |
| bi monthly news letter  |
| bill boards informing residents of large scale improvements   |
| by email and text   |
| by the communications given   |
| Communicating to residents what services are available to them now the local housing offices have closed  |
| communication could be better   |
| Communication not strong. Not communicating well with different agencies. DACP needs to be pushed more.   |
| Confusing text messages. Phone calls would be better. Received two texts for one repair giving different dates!   |
| contact 1 month   |
| continue to keep up with technology.  |
| Could do with concentrating on my area.   |
| couldn't be improved.   |
| CTS to contact tenants telling what's the update instead keep going back to LHO to find out what's going to happen.   |

## Contact with Derby Homes

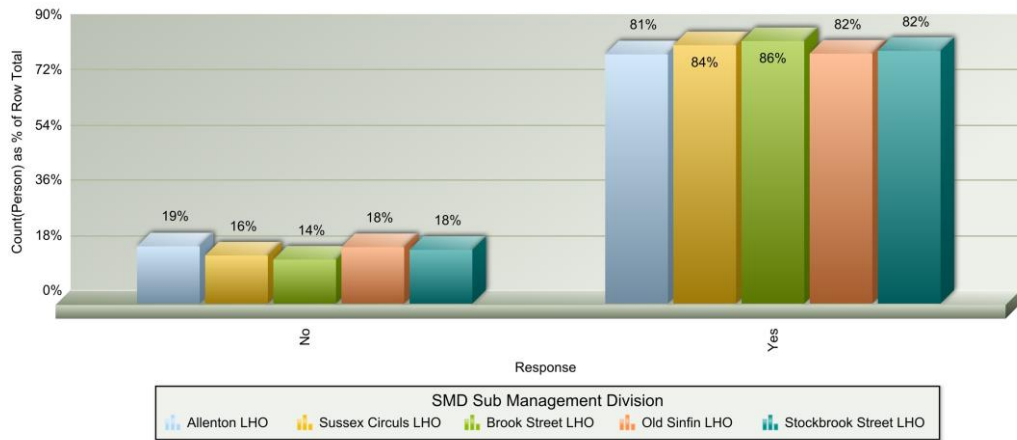


|  | No          | Yes        | Total       |
|--|-------------|------------|-------------|
| Have you contacted Derby Homes in the last 12 months with a query other than to pay your rent or service charge? | 1121        | 951        | 2072        |
| <b>Total</b>   | <b>1121</b> | <b>951</b> | <b>2072</b> |

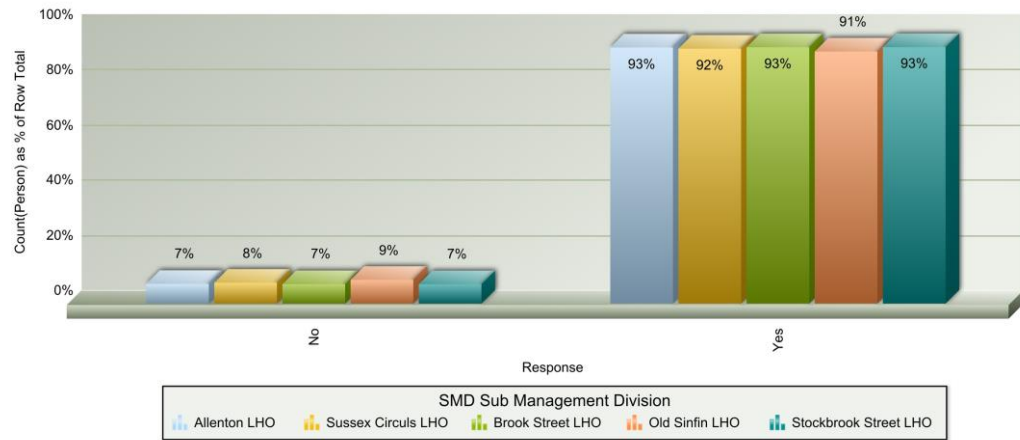
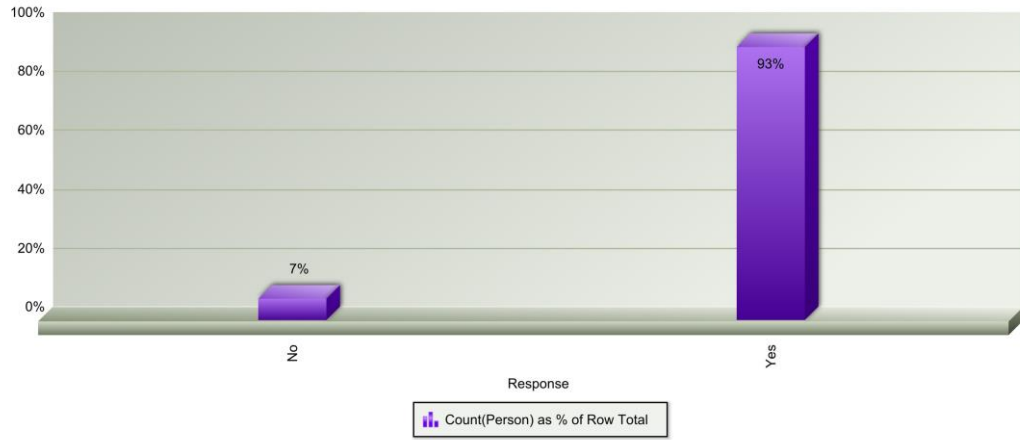
|                       | No          | Yes        | Total       |
|-----------------------|-------------|------------|-------------|
| Allenton LHO          | 215         | 219        | 434         |
| Sussex Circus LHO     | 357         | 241        | 598         |
| Brook Street LHO      | 202         | 223        | 425         |
| Old Sinfin LHO        | 191         | 146        | 337         |
| Stockbrook Street LHO | 74          | 54         | 128         |
| <b>Total</b>          | <b>1039</b> | <b>883</b> | <b>1922</b> |



|   | No         | Yes        | Total       |
|---|------------|------------|-------------|
| Getting hold of the right person was easy | 173        | 862        | 1035        |
| <b>Total</b>                              | <b>173</b> | <b>862</b> | <b>1035</b> |



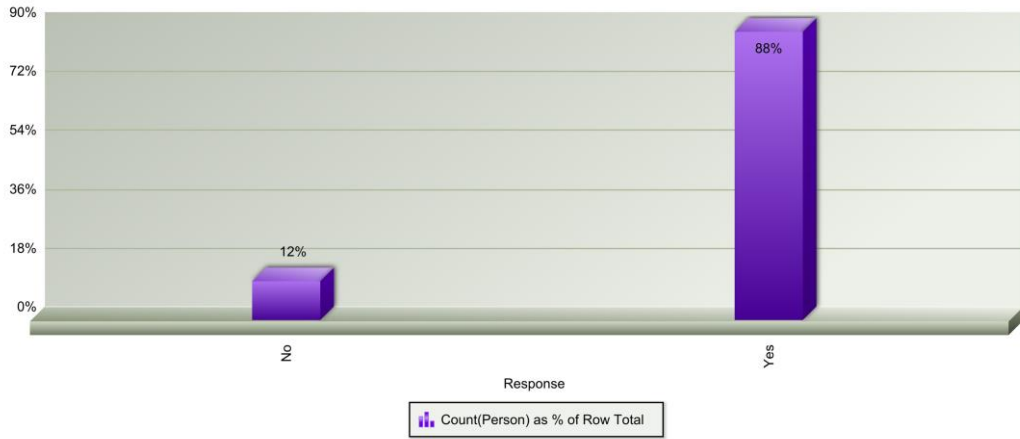
|                       | No         | Yes        | Total      |
|-----------------------|------------|------------|------------|
| Allenton LHO          | 45         | 196        | 241        |
| Sussex Circus LHO     | 40         | 215        | 255        |
| Brook Street LHO      | 37         | 221        | 258        |
| Old Sinfin LHO        | 28         | 124        | 152        |
| Stockbrook Street LHO | 10         | 47         | 57         |
| <b>Total</b>          | <b>160</b> | <b>803</b> | <b>963</b> |



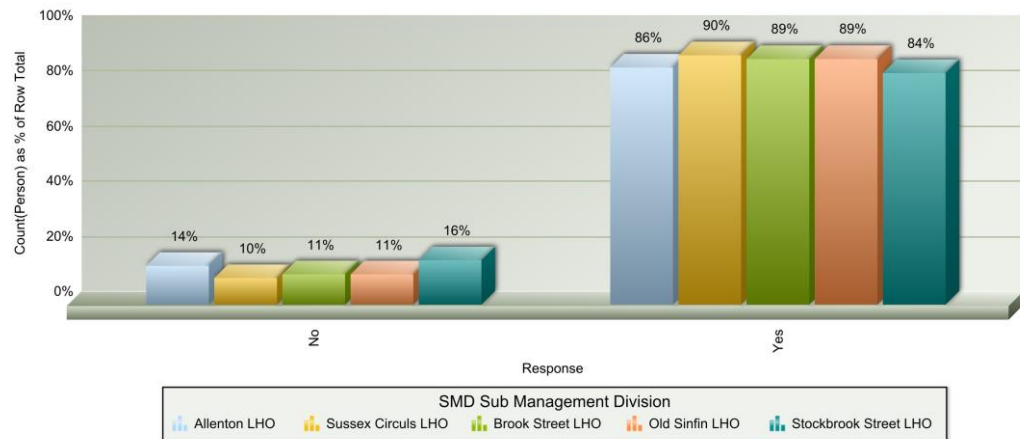
|                                   | No        | Yes        | Total       |
|-----------------------------------|-----------|------------|-------------|
| The staff I spoke to were helpful | 74        | 948        | 1022        |
| <b>Total</b>                      | <b>74</b> | <b>948</b> | <b>1022</b> |

|                       | No        | Yes        | Total      |
|-----------------------|-----------|------------|------------|
| Allenton LHO          | 17        | 221        | 238        |
| Sussex Circus LHO     | 19        | 232        | 251        |
| Brook Street LHO      | 18        | 237        | 255        |
| Old Sinfin LHO        | 13        | 138        | 151        |
| Stockbrook Street LHO | 4         | 53         | 57         |
| <b>Total</b>          | <b>71</b> | <b>881</b> | <b>952</b> |

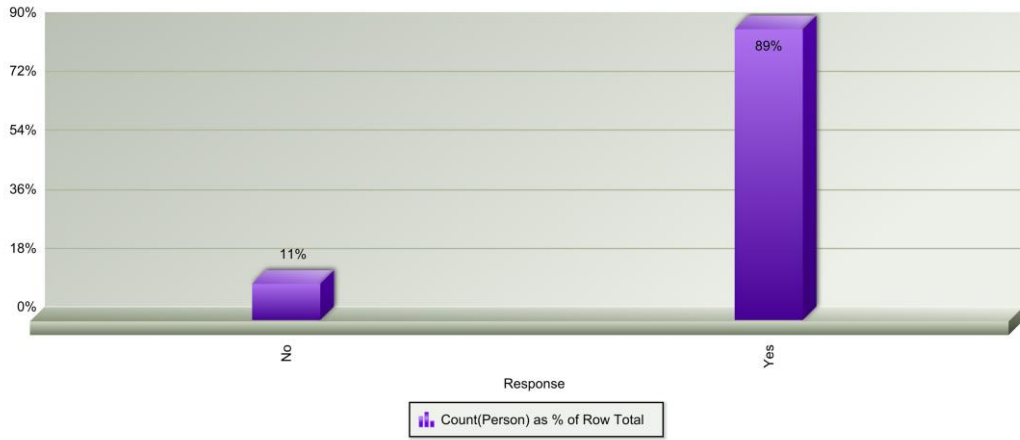




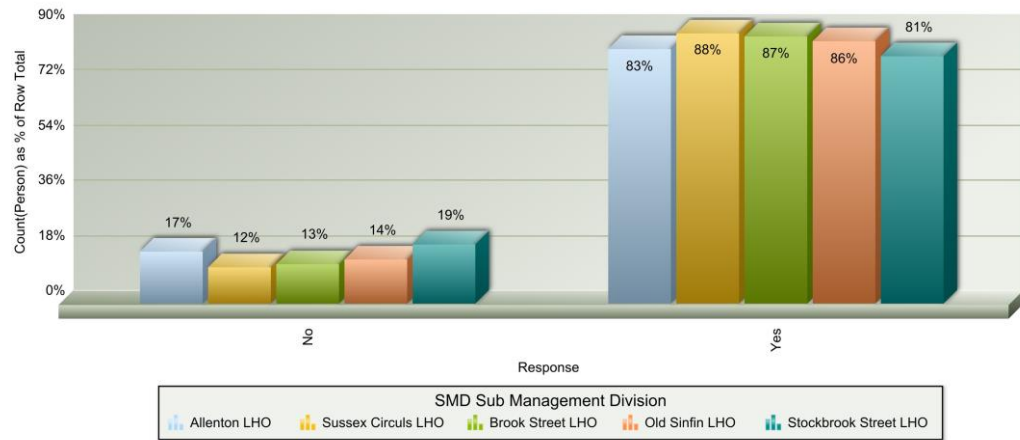
|   | No         | Yes        | Total       |
|---|------------|------------|-------------|
| <b>My query was answered in a reasonable time</b> | 120        | 892        | <b>1012</b> |
| <b>Total</b>                                      | <b>120</b> | <b>892</b> | <b>1012</b> |



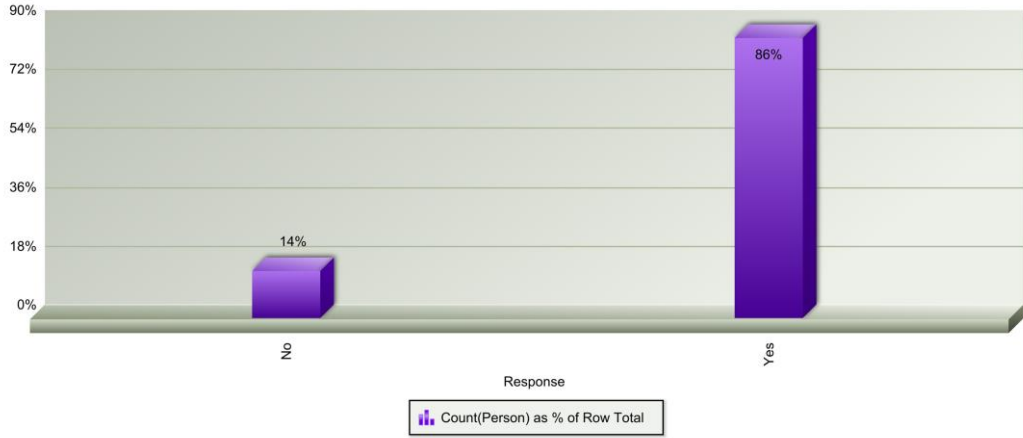
|                              | No         | Yes        | Total      |
|------------------------------|------------|------------|------------|
| <b>Allenton LHO</b>          | 33         | 202        | <b>235</b> |
| <b>Sussex Circus LHO</b>     | 24         | 226        | <b>250</b> |
| <b>Brook Street LHO</b>      | 28         | 227        | <b>255</b> |
| <b>Old Sinfin LHO</b>        | 16         | 130        | <b>146</b> |
| <b>Stockbrook Street LHO</b> | 9          | 47         | <b>56</b>  |
| <b>Total</b>                 | <b>110</b> | <b>832</b> | <b>942</b> |



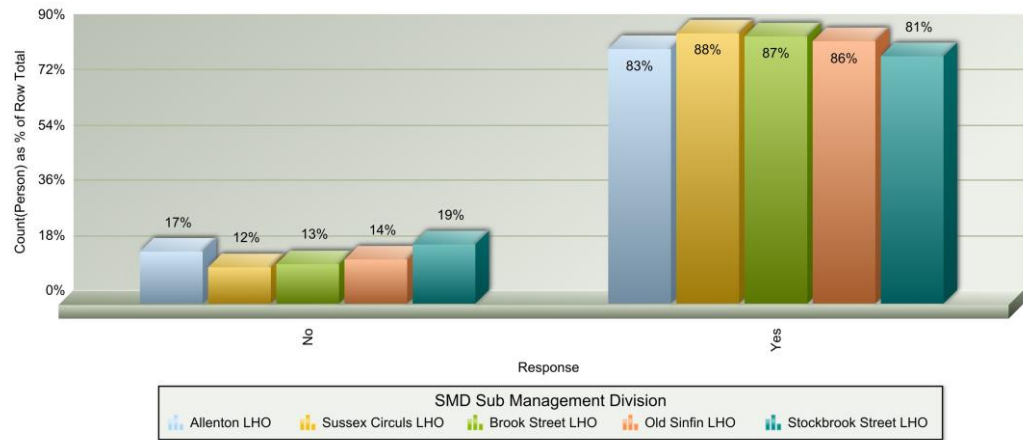
|   | No         | Yes        | Total       |
|---|------------|------------|-------------|
| I was satisfied with the ability of staff to deal with my query quickly and efficiently | 112        | 900        | 1012        |
| <b>Total</b>  | <b>112</b> | <b>900</b> | <b>1012</b> |



|                       | No         | Yes        | Total      |
|-----------------------|------------|------------|------------|
| Allenton LHO          | 40         | 196        | 236        |
| Sussex Circus LHO     | 29         | 216        | 245        |
| Brook Street LHO      | 33         | 224        | 257        |
| Old Sinfin LHO        | 21         | 125        | 146        |
| Stockbrook Street LHO | 11         | 46         | 57         |
| <b>Total</b>          | <b>134</b> | <b>807</b> | <b>941</b> |

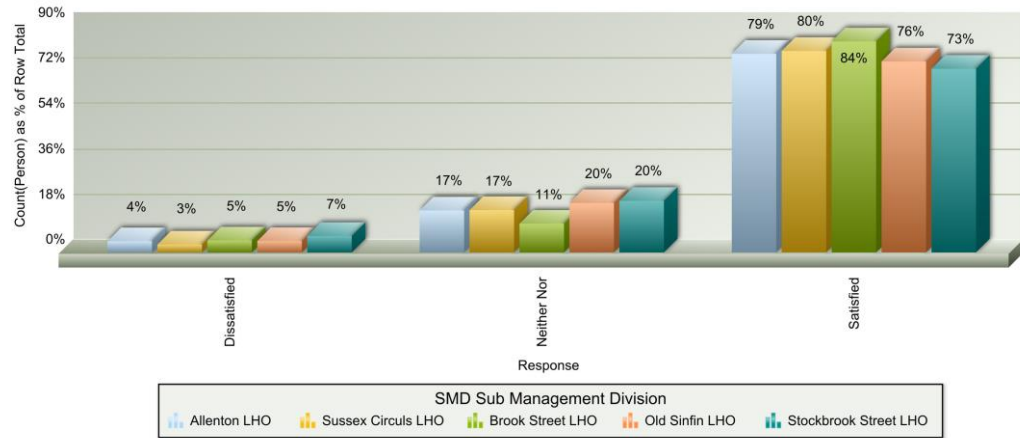
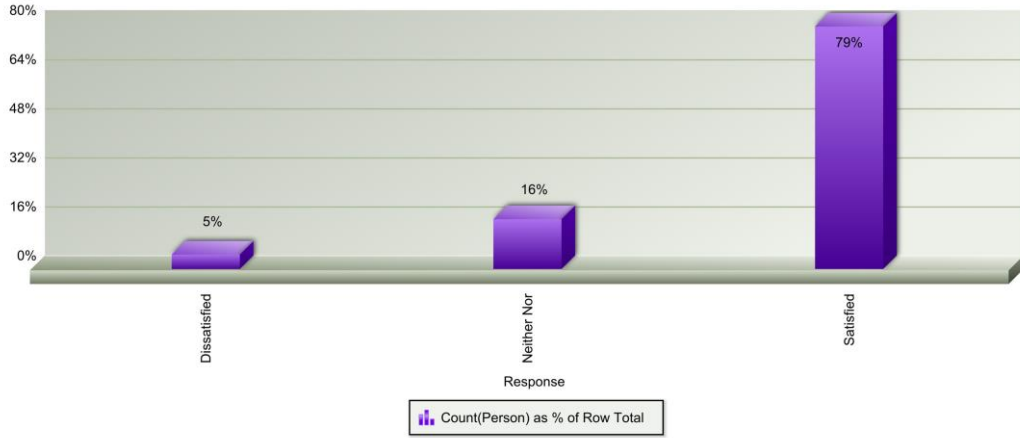


|  | No         | Yes        | Total       |
|--|------------|------------|-------------|
| I was satisfied with the outcome of my query | 145        | 865        | 1010        |
| <b>Total</b>                                 | <b>145</b> | <b>865</b> | <b>1010</b> |



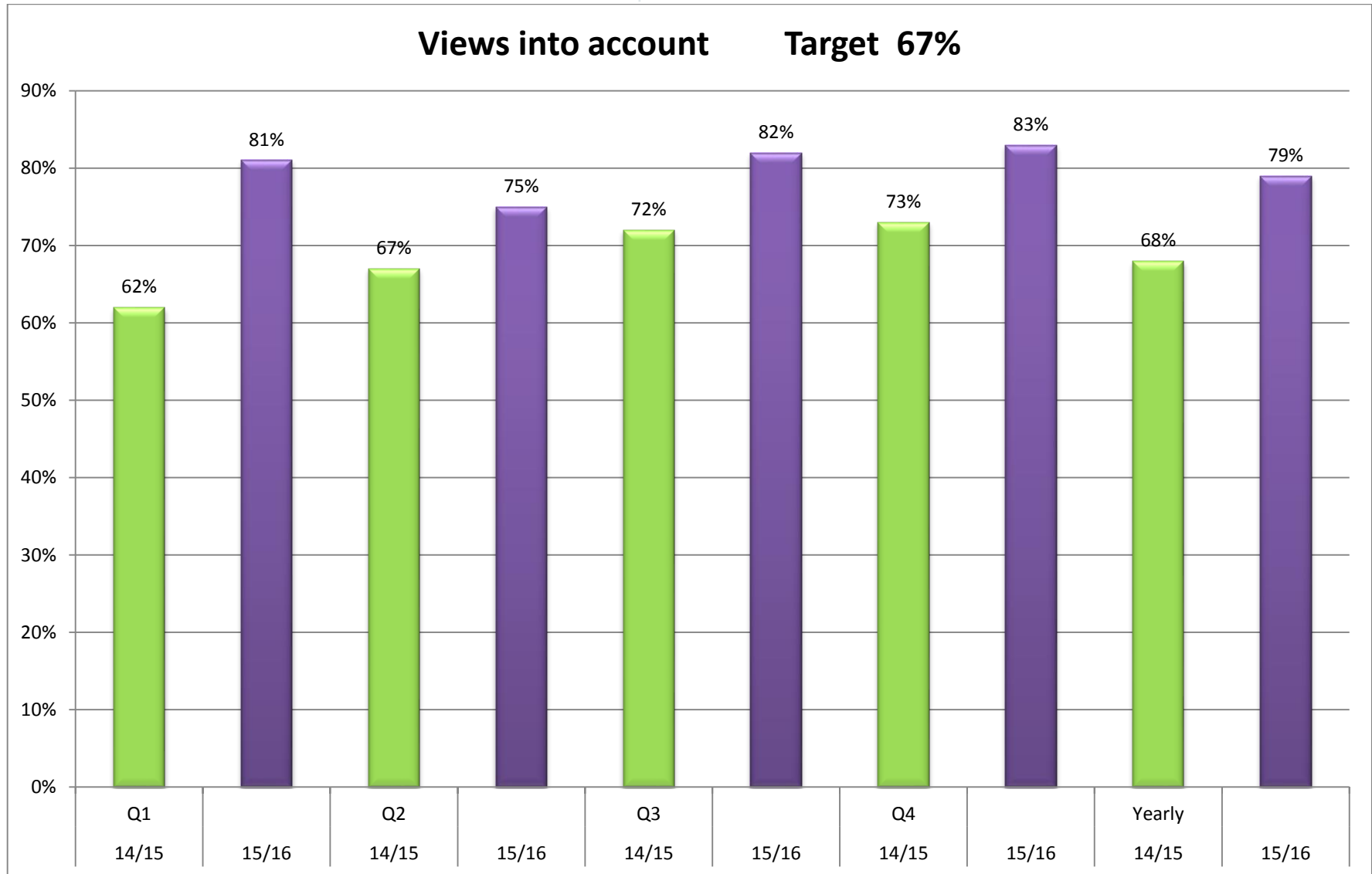
|                       | No         | Yes        | Total      |
|-----------------------|------------|------------|------------|
| Allenton LHO          | 40         | 196        | 236        |
| Sussex Circus LHO     | 29         | 216        | 245        |
| Brook Street LHO      | 33         | 224        | 257        |
| Old Sinfin LHO        | 21         | 125        | 146        |
| Stockbrook Street LHO | 11         | 46         | 57         |
| <b>Total</b>          | <b>134</b> | <b>807</b> | <b>941</b> |

## Views Taken Into Account



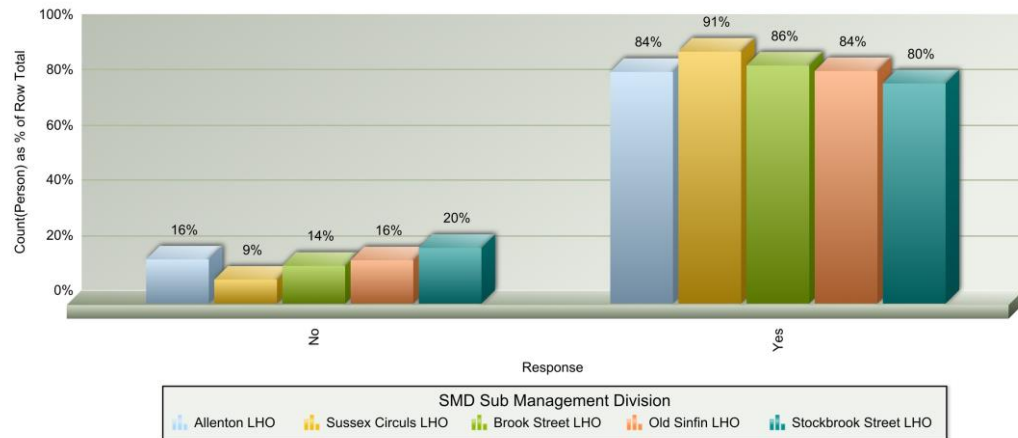
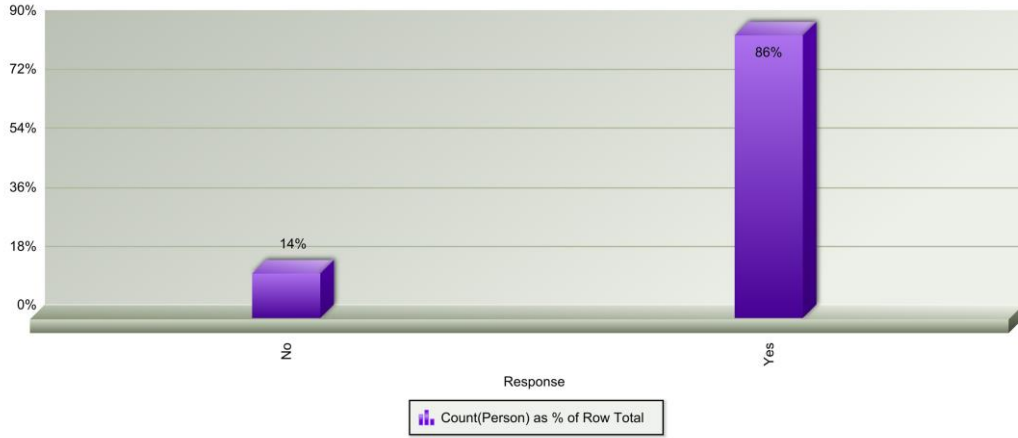
|  | Dissatisfied | Neither Nor | Satisfied   | Total       |
|--|--------------|-------------|-------------|-------------|
| How satisfied or dissatisfied are you that your views are being taken into account by Derby Homes? 5 is satisfied, 1 is dissatisfied | 94           | 326         | 1588        | 2008        |
| <b>Total</b>   | <b>94</b>    | <b>326</b>  | <b>1588</b> | <b>2008</b> |

|                       | Dissatisfied | Neither Nor | Satisfied   | Total       |
|-----------------------|--------------|-------------|-------------|-------------|
| Allenton LHO          | 19           | 71          | 336         | 426         |
| Sussex Circus LHO     | 18           | 96          | 457         | 571         |
| Brook Street LHO      | 20           | 48          | 352         | 420         |
| Old Sinfin LHO        | 15           | 65          | 251         | 331         |
| Stockbrook Street LHO | 8            | 25          | 89          | 122         |
| <b>Total</b>          | <b>80</b>    | <b>305</b>  | <b>1485</b> | <b>1870</b> |



Of those asked 79% said they feel their views are taken into account. This is an increase of 11% from last year. 16% had no opinion.

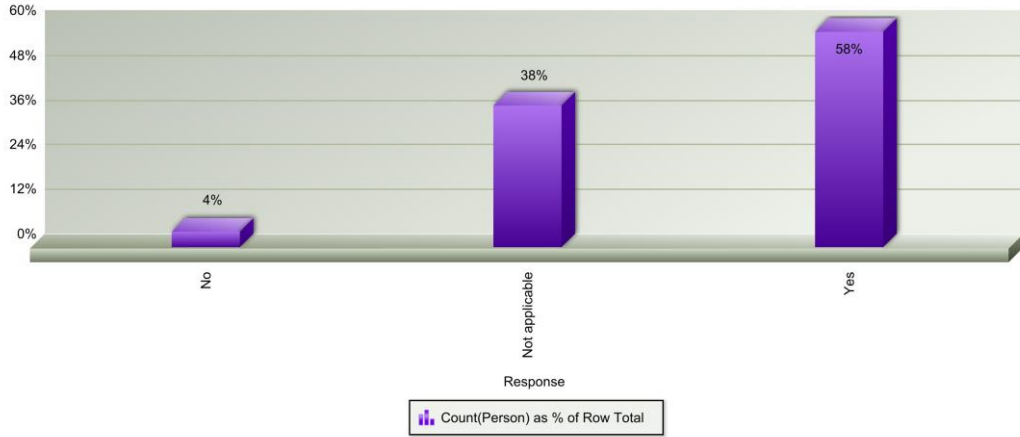
## Customer Feedback



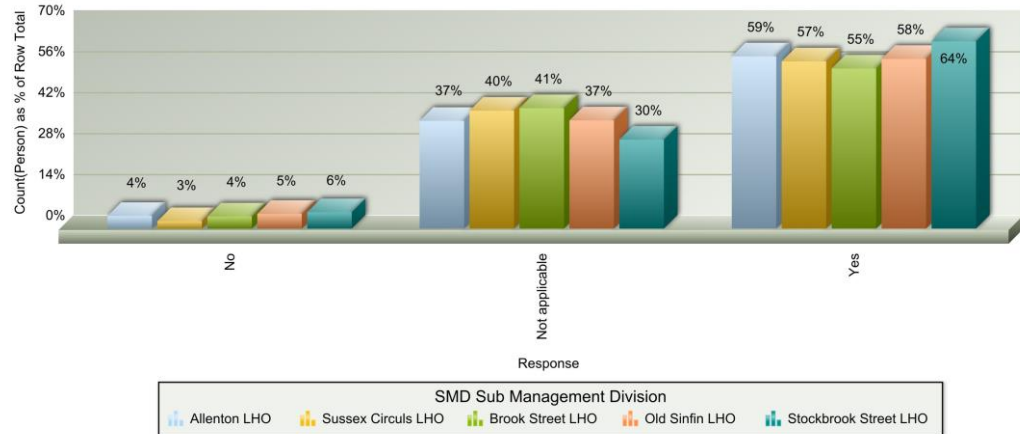
|  | No         | Yes         | Total       |
|--|------------|-------------|-------------|
| Do you think Derby Homes listens to customer feedback and makes changes as a result? | 257        | 1634        | 1891        |
| <b>Total</b>   | <b>257</b> | <b>1634</b> | <b>1891</b> |

|                       | No         | Yes         | Total       |
|-----------------------|------------|-------------|-------------|
| Allenton LHO          | 65         | 341         | 406         |
| Sussex Circus LHO     | 45         | 475         | 520         |
| Brook Street LHO      | 56         | 353         | 409         |
| Old Sinfin LHO        | 48         | 258         | 306         |
| Stockbrook Street LHO | 24         | 95          | 119         |
| <b>Total</b>          | <b>238</b> | <b>1522</b> | <b>1760</b> |

## Rent, Income and Benefits



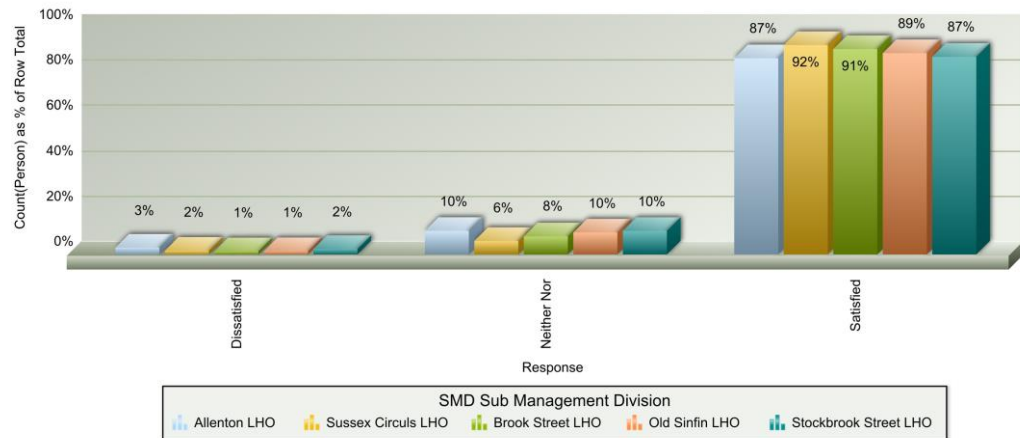
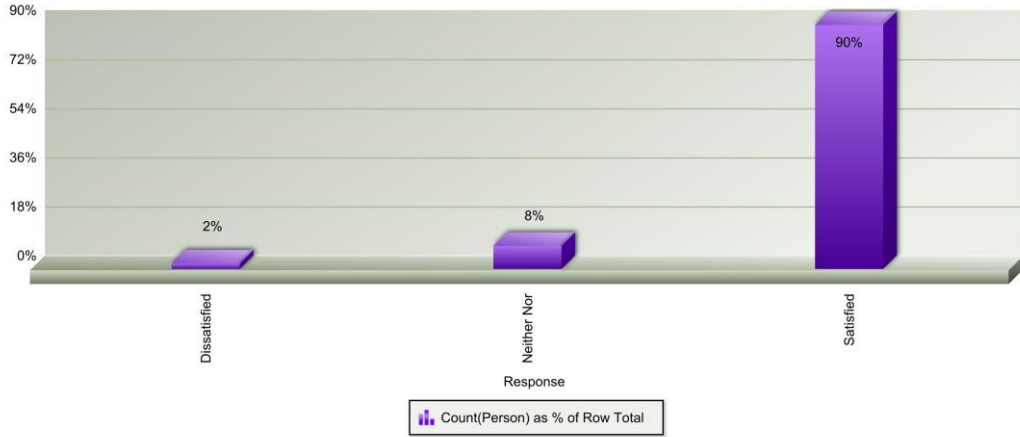
If we look at the number of people this question was applicable to, (1286), 93% said they were satisfied.



|  | No        | Not applicable | Yes         | Total       |
|--|-----------|----------------|-------------|-------------|
| Are you satisfied with any advice and support you have received from Derby Homes on managing your finances or paying rent/service charges? | 86        | 789            | 1200        | 2075        |
| <b>Total</b>   | <b>86</b> | <b>789</b>     | <b>1200</b> | <b>2075</b> |

|                       | No        | Not applicable | Yes         | Total       |
|-----------------------|-----------|----------------|-------------|-------------|
| Allenton LHO          | 19        | 162            | 259         | 440         |
| Sussex Circus LHO     | 15        | 237            | 336         | 588         |
| Brook Street LHO      | 18        | 179            | 238         | 435         |
| Old Sinfin LHO        | 17        | 125            | 196         | 338         |
| Stockbrook Street LHO | 7         | 38             | 80          | 125         |
| <b>Total</b>          | <b>76</b> | <b>741</b>     | <b>1109</b> | <b>1926</b> |

## Overall Satisfaction with Derby Homes



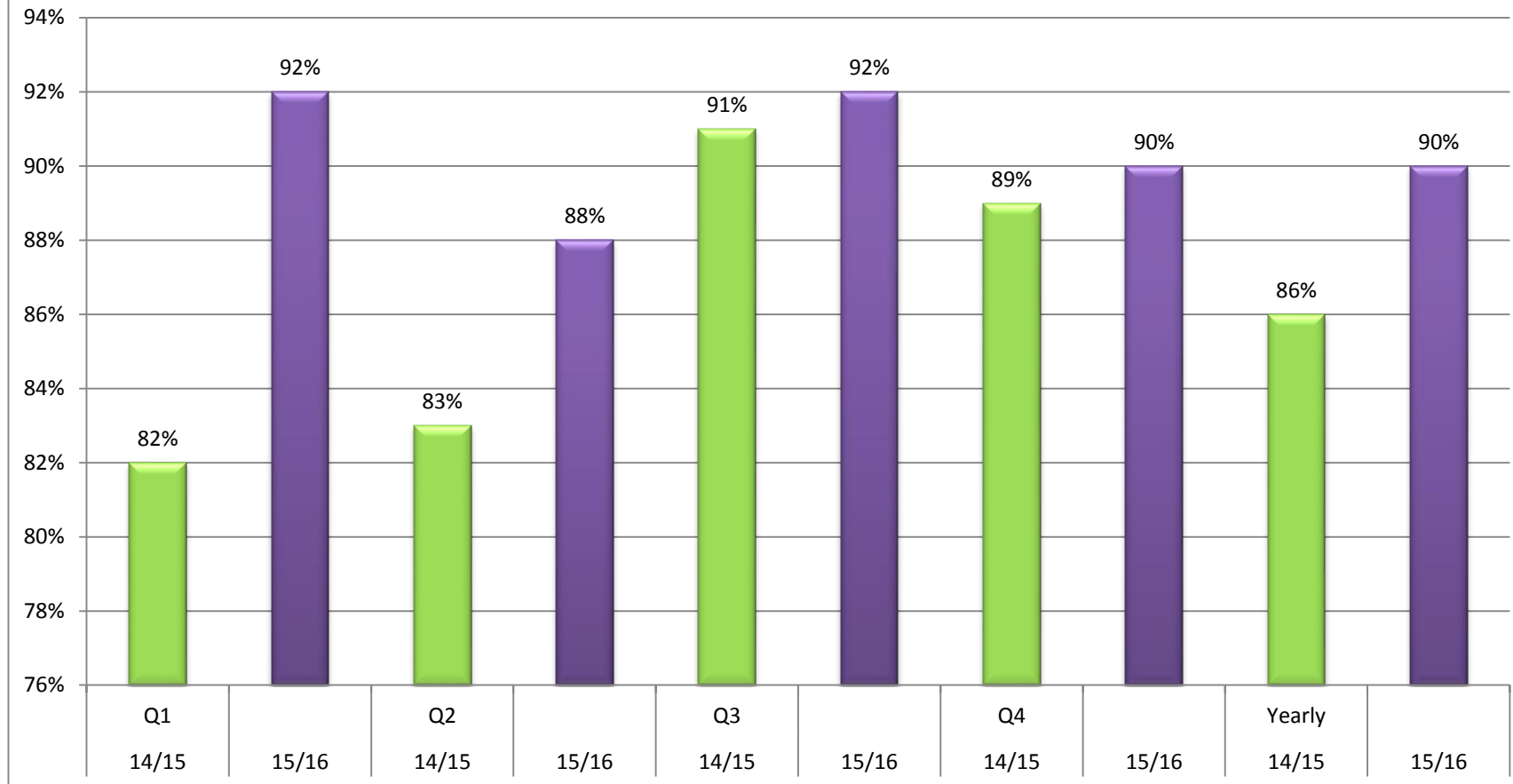
| Dissatisfied | Neither Nor | Satisfied | Total |
|--------------|-------------|-----------|-------|
| 42           | 176         | 1861      | 2079  |
| 42           | 176         | 1861      | 2079  |

|                       | Dissatisfied | Neither Nor | Satisfied | Total |
|-----------------------|--------------|-------------|-----------|-------|
| Allenton LHO          | 13           | 45          | 374       | 432   |
| Sussex Circus LHO     | 10           | 36          | 558       | 604   |
| Brook Street LHO      | 6            | 34          | 386       | 426   |
| Old Sinfin LHO        | 5            | 33          | 302       | 340   |
| Stockbrook Street LHO | 3            | 13          | 109       | 125   |
| Total                 | 37           | 161         | 1729      | 1927  |



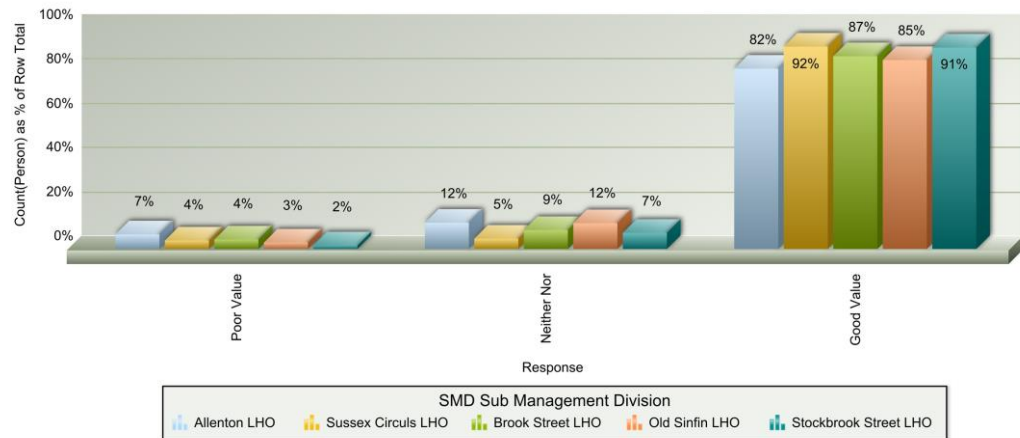
## Overall satisfaction

Target 86%



Only 2% of those asked were dissatisfied and 8% had no opinion.

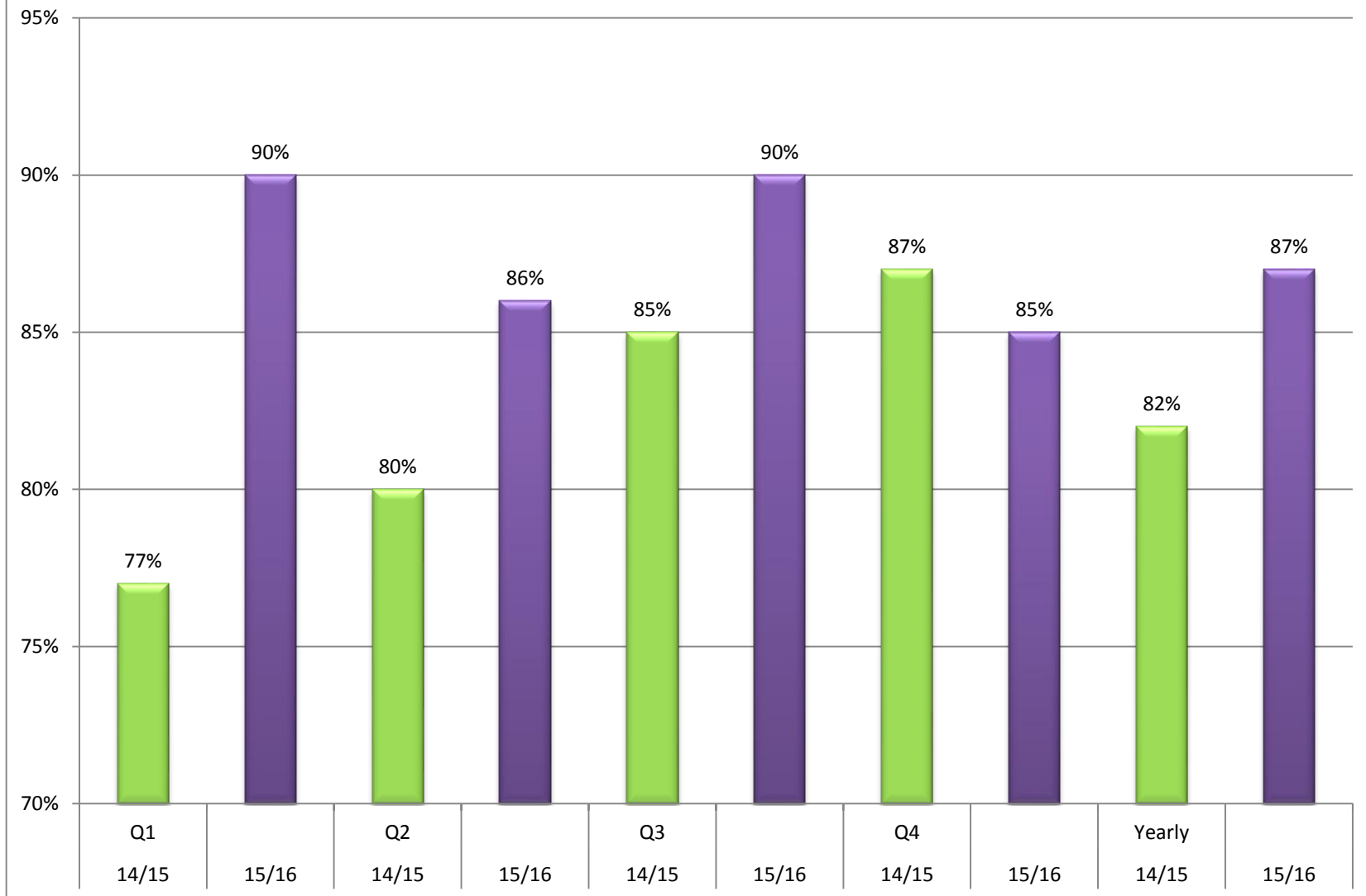
## Value for Money



|   | Poor Value | Neither Nor | Good Value  | Total       |
|---|------------|-------------|-------------|-------------|
| Based on the rent you pay, do you think that the overall service provided by Derby Homes is value for money? 5 is good value, 1 is poor value | 93         | 176         | 1801        | 2070        |
| <b>Total</b>  | <b>93</b>  | <b>176</b>  | <b>1801</b> | <b>2070</b> |

|                       | Poor Value | Neither Nor | Good Value  | Total       |
|-----------------------|------------|-------------|-------------|-------------|
| Allenton LHO          | 29         | 52          | 357         | 438         |
| Sussex Circus LHO     | 23         | 28          | 549         | 600         |
| Brook Street LHO      | 18         | 36          | 366         | 420         |
| Old Sinfin LHO        | 10         | 40          | 293         | 343         |
| Stockbrook Street LHO | 2          | 9           | 112         | 123         |
| <b>Total</b>          | <b>82</b>  | <b>165</b>  | <b>1677</b> | <b>1924</b> |

## Rent Value for Money



2% of those asked did not feel their rent was value for money with 9% having no opinion.

# Comments

|   |
|---|
| "I think that it is disgusting that the residents have to pay extra for emptying the brown bins."   |
| ' car parking' - parking on pavement 'neighbourhood improved/declined' - too many young people/families   |
| ' car parking' never enough spaces for all cars   |
| ' my query was answered in a reasonable time' - ongoing 'how satisfied... overall service DH ' - apart from repair  |
| ' other problems with pets and animals '- Fox ' Vandalism and graffiti' - Bus stop  |
| ' overall service provided by DH ' 5 x 2  |
| ' views taken into account' - we'll see 'feedback makes changes as a result ' - hope so. 'advice support... finances' - brilliant!  |
| 'drug use or dealing' - black car comes 2/3 times a month   |
| ( Car parking- when Derby plays people park for the match) I feel it takes Derby Homes a long time to sort things out- minor repairs have taken up to two months to sort out. Being kept up to date with repairs would be helpful.  |
| ( path lights) when change clocks would like all timers in all areas to be changed reg  |
| Cleaning out of gutters to be done per area instead of only being done when reported by individual properties. (Planned maintenance) 2. New front and rear doors 3. Not enough car parking in area.   |
| 1.repair to the shed door reported but no-one came. She says that no-one has contacted her or kept her informed. Following today's conversation a new repair has been raised. she says the noise and parking issues (in the cul-de-sac) are all down to the private occupier of 64. She says she has reported issues in the past and been told to complete diary sheets which she is not willing to do.   |
| rubbish gets dumped on the public footpath which is to the LHS of the bungalow . dog at 114 barked when the tenant goes out and there is a dog over the road (in a private house) that is constantly barking and howling . a few weeks ago there were some eggs thrown at the kitchen window (which is right next to the public footpath) and then a couple of weeks later some of the raffeting on the drying area (which is adjacent to the public footpath) was pulled off. xxx does not think that they are being targeted. She thinks it is probably kids using the foot path because of the location of their bungalow. |
| rubbish or litter - mainly from student accommodation opposite (ie Milner House) noisy neighbour - from student accommodation opposite (ie Milner House). People arguing and screaming on the street  |
| always seems to be a lot of dog mess on the street because it is a thoroughfare to the park (corner leading to the car park is a hot spot). there has been a blue VW beetle in the car park which the Housing Officer has now dealt with and is implementing a parking scheme   |
| dog mess on Colville Street leading to the park . blue VW beetle in the car park which Housing Officer has dealt with and implementing a parking scheme   |
| .lots of dog mess on Drayton Avenue. Parking really bad on Birdcage Walk .no longer receives a newsletter   |
| drunk or rowdy behaviour - mainly from the students accommodation opposite (ie Milner House). Screaming and arguing on the street   |
| xxx works van has been broken into more than once. The most recent was last week. parking is really bad when there is an event at the church (top of the road, Enfield Rd)  |
| small cul-de-sac which is overflowing with cars when there is an event at the Church  |
| there is a small parking area at the bottom of Wembley Gardens which is mostly used by the private houses who have more than one vehicle which causes problems with access was promised a new kitchen in 2015 which he was told would be put back to 2016 and has now been told 2017...so not happy.  |
| parking is really bad   |
| property is classed as for disabled but there are lots of faults such as inaccessible stop tap, low sockets, ordinary taps so think rent is too high for the property. barking dog at private property  |
| next door lots of cars and noise from cars around school hours re Reigate Drive. People park up to collect theirs kids which makes it very difficult to get on/off his drive.   |

**Benchmarking**

**Derby Homes Satisfaction % in Relation to Housemark Benchmarking Quartiles**

