

Appendix 3: Quarter 2 (21/22) ASB Survey

Feedback: Compliments, Comments and Concerns

ASB satisfaction figures remain high, however there are always things we can do to improve. In the past we have shared the ASB Compliments that we receive when customers complete an ASB survey. This was to show that despite ASB being a negative experience, positive results can be achieved, and many customers are happy with the service that the team delivers.

However, moving forward we want to be more open and transparent by sharing all comments whether they be positive, negative, or general. We feel it's important to demonstrate that we use the comments to understand the experience of the customers and as a result make necessary changes to the service. The comments also help us to understand and manage customer expectations.

The comments below were made when ASB Surveys were completed between July and September 2021.







Positive



Constructive












Negative

Comment	Learning point?	Action
 Ali was brilliant, did a very good job. always kept in touch. Perhaps get more noise machines or one that can record all night.		Derby Homes have 2 Noise Monitoring devices our main method of investigation is the Noise App however.
 Ali is really good, always rang back		
 dealt with perfectly - did everything well		

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	Ali was lovely	
	Done very well, thank you very much	
		Comments like this are taken on board and fed back to the relevant ASB Officer that the comments relate to.
	Easy process to report. Thinks should have more updates.	
	Emma was fantastic, did all she could - started again - emailed in with new case	
	No problems since, done all you can kept in touch	
	Rich is a fantastic ASB officer, easy to talk to. Constant communication even not working from LHO. Nick is lovely.	
	Rich was amazing, he dealt with everything. Reassured all the time. Nothing to improve on, all ASB officers should be like Richard	
	Rich was really good	







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 <p>Rich was very helpful, happy that all was confidential. Thinks should be monitored even after case closed</p>	 <p>All cases once closed are still monitored and all previous case history is looked at when new ASB cases are reported so that we can take account of this.</p>
 <p>Richard did quite well</p>	
 <p>Richard very good could tell he cared</p>	
 <p>Thrilled , very happy with DH to say THANKYOU</p>	
 <p>Very helpful, Very quick and efficient</p>	
 <p>The case was dealt with well, but a shame that no legal action could be taken other than a warning being given</p>	 <p>Derby Homes will only take legal action if it is appropriate to do so and often that is not the case. We deal with the majority of</p>



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			cases through non legal and less formal interventions .
	noise app rubbish, not very user friendly especially when trying to deal with an autistic child, the 30 second function is not very good, needs a machine that can constantly record		The customer feedback we have on the Noise App is very positive. When a customer is not able to use the app then an alternative method of monitoring the noise is offered. We would discuss this with the customer to find a suitable solution.
	Noise app isn't very good and the snippets of recordings are not for long enough		As above
	Improve on communication, especially first contact - had to chase up - should be contacted within a few days		Where this feedback is reported, this is addressed with the relevant ASB Officer.

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 <p>Can conditions and expectations be explained better to new tenants</p>	 <p>Derby Homes do explain tenancy conditions at the beginning of a tenancy and every tenant has a copy of their tenancy agreement . With ASB those conditions are further highlighted in specific ASB Warning Letters.</p>
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