

CUSTOMER SURVEY QUARTER 4

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides detailed analysis of the satisfaction results from the first quarter of the Customer Survey 2022–2023. Full details can be found in Appendix 1.
- 1.2 By the end of this quarter we have collected 570 surveys. The number of surveys collected in Q1 is over the target of 500 per quarter for the year - which we are very happy with. Other than two indicators, we are we are achieving on or above target.

2. RECOMMENDATION(S)

- 2.1 To note information as detailed in Appendix 1 and Appendix 2.

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%)** : 84.8% of respondents are satisfied with their most recent repair.
- 4.2 **Satisfaction with repair completed right first time:** 78.8% of customers are satisfied that their repair was completed right first time.
- 4.3 **Satisfaction of rent as value for money (Target 90%)** : 91.5% of respondents are satisfied that their rent provides value for money.
- 4.4 **Satisfaction with quality of home (Target 90%)** : 91% of respondents are satisfied with the overall quality of their home.
- 4.5 **Satisfaction with neighbourhood as a place to live (Target 86%)** : 85.5% of respondents have reported that they are satisfied with their neighbourhood as a place to live.

- 4.6 **Satisfaction with listened to my feedback (Target 75%):** actual – 86.25% of respondents are satisfied that their views are being taken into account.

Appendix 1 does not show the true calculation of this due to formatting errors with the report. In the raw data, of the 80 people who answered ‘yes’ to Q16 (providing feedback to Derby Homes), 86.25% (69) were satisfied, 7.50% (6) responded that they were neither satisfied nor dissatisfied and 6.25% (5) said that they were dissatisfied.

- 4.7 **Overall satisfaction with Derby Homes Services (Target 94%) :** 97.5% 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: Appendix 1 Customer Survey appendix
 Appendix 2 Customer Survey comments, Actions and Outcomes

This report has been approved by the following

Managing Director	Maria Murphy	09.09.2022
Finance Director/Derby Homes Accountant	Michael Kirk	24.08.2022
Company Solicitor	Taran Lalria	13/09/2022
Head of Service	Lorraine Testro	24.08.2022