

CUSTOMER SURVEY 2015-16 RESULTS

Report of Head of Housing Management and Housing Options

1. SUMMARY

This report provides detailed analysis of the satisfaction results from the Customer Survey, Listening to you, Learning from you, carried out during April 2015 – March 2016. Full details can be found in Appendix 1.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1.

3. MATTER FOR CONSIDERATION

3.1 **Overall satisfaction with Derby Homes Services:** 90% of those asked said they were satisfied, this is a 4% increase in satisfaction from results 2014/15. Only 2% of those asked were dissatisfied and 8% had no opinion.

3.2 **Quality of home:** There is a 4% increase in satisfaction with Quality of home at 80%. Only 6% of those asked said they were dissatisfied and 14% had no opinion.

3.3 **Rent value for money:** 87% asked said yes, 2% of those asked did not feel their rent was value for money with 9% having no opinion.

3.4 **Views taken into account:** 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.

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

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

3.7 When we look at Housemark benchmarking quartiles, the following applies:

Overall Satisfaction	Upper quartile – 4% increase on last year. 4% above DH/DCC target.
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Rent value for money	Upper quartile – 5% increase on last year.
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Most recent repair	Upper quartile – 3% increase on last year.
Views taken into account	Upper quartile – 11% increase on last year. 12% over DH/DCC target.
Quality of home	Lower to Median quartile – 4% increase on last year.
Neighbourhood as place to live	Lower quartile – 3% increase on last year. 1% over DH/DCC target.

3.8 The top 3 issues reported 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.

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:

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Background Information: None
 Supporting Information: None