

## Introduction

During Quarter 1 a total of 570 surveys have been collected from customers. From those surveys, comments have been received which show dissatisfaction with Derby Homes services.

### Dissatisfied Comments Received: Quarterly Question Breakdown

The table below shows a breakdown of how the comments have been received in the Customer Survey.

Customer Survey Question	Number of comments	Number of dissatisfied comments
Dissatisfied with Repairs	123	108
Dissatisfied with Rent	71	44
Dissatisfied with Service Charge	65	36
Derby Advice Referral	49	N/A
Dissatisfied with Quality of Home	95	72
Dissatisfied with Neighbourhood	109	86
Dissatisfied with being Kept Informed	57	32
Dissatisfied with Views Being Taken into Account	50	18
<b>Overall Totals</b>	<b>570</b>	<b>396</b>

### ASB Team

**Question:** Neighbourhood and Quality of Home

**In total there were 37 comments raised for the ASB team in Quarter 1.**

- **New cases** – There was 1 new case raised this quarter based on customers raising ASB concerns we were previously unaware of.
- **Cases in progress** – There were 8 cases discussed in the survey comments which the ASB team were already aware of.
- **Closed Cases** - There were 2 comments which referred to previous ASB cases which have now been resolved and closed.
- **Nuisance neighbours** – There were 8 comments mentioning either disputes with neighbours, neighbours involved in police action or complaints of noise.
- **Substance misuse** - There were 13 comments which raised concerns about possible substance misuse in the local area.
- **Neighbourhood issues** - 5 comments referred to issues regarding the wider neighbourhood, with more generalised concerns such as groups of youths, historic incidents within the local area, dog fouling, worries of safety and incidents of crime.

#### **Actions and outcomes of comments raised:**

- **New cases** – Of the 1 new case opened, it has been allocated to a staff member to manage and monitor.
- **Cases in progress** – The 8 cases are ongoing, and the tenants have a named contact person to raise further concerns if required.
- **Closed cases** - Of the 2 tenants who mentioned previous cases that are now closed, one has been resolved with no repeat incidents, and the other was closed as the perpetrator no longer lives near the complainant.
- **Nuisance Neighbours** – The majority of comments about nuisance neighbours were comments which did not require a call back, as issues are either sporadic, historic or non-specific feelings about neighbours. General advice regarding not playing music loudly was given to one tenant by a member of the ASB team.
- **Substance misuse** – Some comments received were general observations of the area rather than specific issues to report. Tenants were advised on how to report further concerns and specific information about incidents has been passed on to the Police.
- **Neighbourhood issues** - Most of the neighbourhood issues did not request a call back or have enough specific issues to open a new case. However, this information has been collated to build on a larger picture of incidents within neighbourhoods.

### Customer Communications Team

**Question:** Kept Informed & Views Taken Into Account

**In total there were 4 comments raised for the Customer Communications team in Quarter 1.**

- **Newsletter accessibility** – one comment mentioned they felt the newsletter should be more dyslexia friendly.
- **Newsletter** – Two comments referred to the newsletter – one tenant said they don't receive it any more and is unsure why, and another said they would like to see more regular newsletters.
- **Social Media** - One comment referred to an interaction on Twitter with Derby Homes regarding the wording of one of our standard letters being confusing.

**Actions and Outcomes of comments raised:**

- **Newsletter accessibility** – the Communications team emailed the tenant and is reviewing the October newsletter against best practice standards to make it more accessible to tenants with dyslexia.
- **Newsletter** – The details of the tenant who said they do not receive the newsletter any more have been checked and had been included on the mailing database to receive the last edition. The Communications team contacted the tenant offering to send another copy out and will check the mailing database before the next edition is delivered. The comment about more regular newsletters related to the tenant requesting more information about crime in their area. Contact details for the local PCSO, Derbyshire Alert and Local Area Co-ordinator were provided to the tenant, along with information about funding sources to produce a more localised newsletter for that area.
- **Social Media** – the comment relates to the 'Rent Free Weeks' letter being confusing. The Income and Communications teams have drafted a revised letter explaining the process more clearly for tenants.

**Customer Engagement Team**

**Question:** Kept Informed, Quality of Home, Neighbourhood & Views Taken into Account

**In total there were 7 Comments raised for the Customer Engagement team in Quarter 1.**

- **Compliment** – 1 regarding the tenant enjoying activities provided at their local community room.
- **Community Rooms** – 2 comments referred to our community rooms, one tenant asked for a community room to be opened in her building, and another tenant raised possible concerns about garden redevelopment at her local community room
- **Engagement Opportunities** – 4 comments referred to possible engagement opportunities, one requested community forums within community rooms, another tenant expressed interest in joining a tenant scrutiny panel, and the

other comment referred to the tenant wanting more consultation opportunities, especially for upgrades.

- **Anti-Social Behaviour** - One comment asked for face-to-face forums to provide tenant feedback.

#### **Actions and outcomes of comments raised:**

- **Compliment** – This compliment has been fed back to the team.
- **Community Rooms** - Regarding the creation of a community room, this was not possible in the purely residential building, but information was given to the tenant about their closest room, activities taking place and methods of transport to this room. The other comment referred to a tenant believing that a garden re-model and placing benches outside the room would lead to ASB. Information was given to tenant to contact the Local Area Co-ordinator (LAC) & Safer Neighbourhood PCSO should this arise. The tenant was also encouraged to be involved with positive engagement in the community to reduce ASB.
- **Engagement Opportunities** – Each tenant was made aware of the engagement methods and opportunities we have to offer. One agreed to sign up to the Virtual Panel, one was contacted about joining the Customer Voice, one was given information to contact LAC and Neighbourhood PCSO for a Neighbourhood Watch group and another said she felt 'too old' to take part and didn't have access to the internet – despite the team offering to send her alternative ways in which she could engage in a way that suited her.
- **Anti-Social Behaviour** - This comment referred to a tenant's dissatisfaction around an ongoing ASB case. This information was passed to the allocated ASB officer, and information was also provided to the tenant about Local Neighbourhood Forums and other services which support community engagement. The tenant declined this information and referrals of LAC and councillor details.

#### **Customer Service Team**

**Question:** Kept Informed & Views Taken Into Account

**In total there were 16 comments raised for the Customer Service team in Quarter 1.**

- **Phone waiting times** – There were 5 comments where tenants stated that it took too long to get through to an advisor on the phone.
- **Positive feedback** – 3 positive comments were received, one tenant said that advisors are helpful, one said she felt listened to and that her views mattered after completing the Customer Survey, and another said they have never had an issue with contacting Derby Homes.
- **Communication** – 7 comments were made regarding communication, ranging from tenants who felt they have not been listened to, feedback not being acted upon, repairs not being carried out when booked online and multiple sources of information being available – leading to duplication and confusion for tenants about where to get specific information from.

- **Staff Attitudes** – 1 comment stated that sometimes people are difficult to speak to and are not very helpful.

**Actions and Outcomes of comments raised:**

- **Phone waiting times** – The Customer Service team have had staffing issues and have been promoting access via My Account to try and relieve pressure on the phones where possible. Tenants are also advised to call after 3pm if the matter is not an emergency. Procurement of a new telephony system is also being explored.
- **Positive feedback** – The comments have been fed back to teams.
- **Communication** – The Customer Service team has tried to contact all tenants who requested a call back. One tenant's outstanding repairs have now been re-booked, two declined a call back, and the team have been unable to make contact with 3 tenants despite several attempts to call them. There is a Customer Service project underway to improve information on opening hours and for 888777 services, which will address the comments about lack of clarity and information.
- **Staff attitudes** – This comment has been fed back to all staff at the Customer Services team meeting and the importance of good Customer Service across Derby Homes will be emphasised to all managers.

**Derby Advice**

**Question:** Derby Advice

**In total there were 49 comments raised for the Derby Advice team in Quarter 1.**

- **Derby Advice contact information provided by Derby Homes staff** – 32 tenants requested information about Derby Advice.
- **Derby Advice call back required** – Out of the 49 tenants who were surveyed, 32 requested a call back from a member of the Derby Advice team.
- **Tenant declined service** – 12 tenants either declined the service or no further action was required by the team.

**Actions and Outcomes of comments raised:**

- **Derby Advice contact information provided by Derby Homes staff** – Details of the service and support available to tenants and how to access it have been sent out to all those who requested further information.
- **Derby Advice call back required** – 2 tenants have been referred to a specialist advice service, one has been offered an appointment with Derby Advice, and those who requested a call back have either been contacted, or attempted contact has been made.
- **Tenant declined service** – information on how to access help from Derby Advice if needed in the future has been given to all those who chose not to access services at point of contact.

### **Grounds Maintenance Team**

**Question:** Rent, Quality of Home, Service Charges & Neighbourhood

**In total there were 14 Comments raised for the Grounds Maintenance team in Quarter 1.**

- **Communal cleaning** – 3 comments were received regarding refuse collections, about pavements and pathways being cleared, and retrospectively about cleaning of communal doors in flat blocks during the pandemic.
- **Grass cutting and gardens** – 3 comments were received about service charges and an unpleasant odour near the tenant's property, and trees near properties causing issues.
- **Service charges** – 4 comments relating to dissatisfaction that service charges for Grounds Maintenance does not provide value for money were received. Within one of those comments was also compliment about the politeness and high standard of work provided by Derby Homes' staff.
- **General comments** – 4 comments have been received regarding general service improvements and service requests around more regular garden maintenance, improved grounds maintenance and re-wilding of grass verges.

#### **Actions and Outcomes of comments raised:**

- **Communal cleaning** – The Local Housing Office is writing to residents instructing them to use their own bins to dispose of rubbish. Certain paths and pavement clearance in the area are contracted out, so frequency of cleaning varies. Flat blocks, including communal doors, continue to be cleaned weekly.
- **Grass cutting and gardens** – The Local Housing Office is contacting the tenant regarding odour around her property. Site visits have been arranged following concerns raised regarding trees, with any necessary works to be actioned.
- **Service charges** – Tenants have been contacted and the current service charges explained. The team has agreed with one tenant that inherited works to his garden from the previous tenancy will be carried out.
- **General comments** – The team continues to work to increase the frequency of visits and grass cutting and is working to recruit more permanent staff. Introducing more re-wilding grass verge sites across Derby is already being explored by Derby Homes and Derby City Council.

### **Gas & Electric Team**

**Question:** Repairs & Quality of Home

**In total there were 9 Comments raised for the Gas and Electrics team in Quarter 1.**

- **Boiler faults** – 5 comments were received regarding boiler faults.
- **Job not completed first time** – 5 comments relating to this were received, including 4 about boiler faults and one about a faulty automatic door.

- **Job waiting times** – 2 comments were received about waiting times for repairs to a shower and exposed pipes above a boiler.
- **Quality of repair** – 1 tenant commented that his walls were drilled to fit a new fire.

#### **Actions and Outcomes of comments raised:**

- **Boiler faults** – All repairs have been completed and no further issues have been reported.
- **Job not completed first time** – This data has been reviewed to gain a bigger picture of issues such as specialist parts to be ordered in, or comments which refer to multiple faults. An engineer visited to realign the faulty door while the tenant was present, and the tenant was satisfied with the repair. Another repair for the same issue was raised and completed 3 weeks later, but no further issues have been raised since. With the 4 boiler repairs, all repairs are complete, and issues resolved. Shortages of suppliers and materials due to COVID and the economic situation, and demand outweighing supply has led to engineers not having all the parts in stock for all 4 types of different boilers in our properties. Multiple faults on one boiler meant two visits, and a shortage of replacement boilers across the sector has meant a decrease in new replacement boiler installations. Delays on receiving orders from suppliers has occasionally led to cancelled appointments. Where this happens, customers are contacted as soon as possible, and an alternative appointment offered. Most customers appreciate that supply issues are beyond Derby Homes' control, and we continue to forecast as far ahead as possible and communicate closely with suppliers to ensure minimal impact on tenants.
- **Job waiting times** – One repair has now been completed and another has been programmed in.
- **Quality of repair** – No further work was completed at the property as a Right to Buy application was in progress. Under the RTB scheme, responsibility for the maintenance and upkeep of properties passes from Derby Homes to the purchaser.

#### **Finance & Rent Team**

**Question:** Rent & Service Charges

**In total there were 35 Comments raised for the Finance and Rent team in Quarter 1.**

- **Rent Level** – 25 comments were received, mainly about the rent being too high and unaffordable, particularly with the cost of living and utility bills increasing. However, one tenant did say they thought their rent level was fair.
- **Service Charges** – 3 comments were received regarding service charges, with tenants feeling that smoke and burglar alarms should not be included in the service charge.
- **Rent & outstanding repairs** – 2 comments raised, one tenant felt that they should not be paying full rent, and another felt that their rent was not value for money, both due to outstanding repairs.

- **Payment** – 2 comments raised issues with payments, one referred to method of payment and personal banking issues they experienced, the other advocated for a rent rebate scheme for those who pay on time
- **Arrears** - 2 comments referred to Arrears, one tenant felt it was unfair to pay for an ex-partner's arrears, the other mentioned concerns about accumulating arrears during Covid.
- **Cost of Living** - one comment referred to having to pay more for bills and the struggle this causes.

#### **Actions and Outcomes of comments raised:**

- **Rent Level** – All customers who raised comments about the cost of their rent were contacted to see if they could be supported by the Income Team. We are aware that the cost-of-living crisis is continuing to have a detrimental impact on customers. As a result, Derby Homes has updated our Derby Advice web pages with general information and signposting information for customers who need financial assistance. A centralised web page for the city is now live. Information on this is also included in the Derby Homes newsletter.
- **Service Charges** – Charges were checked for smoke alarms, no further action required due to nominal amount (£1.39 per week) and legal requirement.
- **Rent and Outstanding Repairs** – Both comments were passed to the tenants' Local Housing Offices, with one repair booked and another being investigated.
- **Payment** – Issues with the method of payment has been resolved as the tenant confirmed that subsequent card payments have since been processed without any problems. While feedback on a rent rebate scheme was noted, Derby Homes does not currently offer this service.
- **Arrears** – Both comments were passed over to the Local Housing Offices, tenants were contacted, and their issues resolved.
- **Cost of Living** – The tenant was signposted to Derby Advice and her details passed to the Triage team, who have contact her with more information about the Housing Support Fund.

#### **Planned Maintenance Team**

**Question:** Repairs & Service Charges

**In total there were 3 Comments raised for the Planned Maintenance team in Quarter 1.**

- **Windows and doors** – 2 comments were received regarding windows and doors, one tenant said he believed he would be getting new front and back doors as he didn't feel safe, and another said she was still having issues opening and closing her new front door and the key becoming stuck in the lock.



- **Decoration Scheme** – 1 comment was received by a tenant who is dissatisfied with the poor quality of the work, which her son has had to rectify. She requested to be removed from the scheme but was told it is a charge for the lifetime of her tenancy.

#### **Actions and Outcomes of comments raised:**

- **Windows and doors** – New front doors have been ordered for both properties, but there are access issues to fit a back door at one property, which the team is working to resolve.
- **Decoration Scheme** – The tenant has been contacted and advised to contact us if she is dissatisfied with any future decorating so it can be rectified. She is happy to stay on the scheme.

### **Asset Management Team**

**Question:** Quality of Home, Repairs & Kept Informed

**In total there were 12 Comments raised for the Asset Management team in Quarter 1.**

- **Kitchen Query** – 5 comments were received requesting kitchen upgrades due to lack of storage space and the condition/age of the kitchens.
- **Bathroom Query** – 2 comments were received requesting bathroom upgrades. One tenant said he was happy with the quality of his home but that his bathroom windows were draughty and sills were lifting due to moisture. Another tenant said his new wet room installation had not been completed.
- **New Build** – 3 comments were received about work outstanding at properties.
- **Repairs and Maintenance** – 2 comments were received, one from a tenant regarding their home being cold and difficult to heat due to a lack of insulation, and another from a tenant requesting a call back to discuss an ongoing issue with damp at her home which she had previously reported.

#### **Actions and Outcomes of comments raised:**

- **Kitchen Query** – All tenants requesting an upgrade were contacted to explain that Derby Homes has set timescales for replacing kitchens (20 years), which is dependent on available funding and the condition of the kitchen. In cases where the kitchen is in poor condition or there is a lack of storage space, survey visits have been arranged with tenants and where necessary, work/upgrades have been pulled forward to the 2022-2023 programme.
- **Bathroom Query** – A member of the Gas team is visiting the first property to assess whether a radiator can be fitted in the tenant's bathroom to alleviate the damp issue, and he has been advised to contact the Repairs team regarding the windows if problems persist. The outstanding work to the tenant's wet room has now been completed and no further action is required.
- **New Build** – Defects Inspections, which are carried out by the Capital Works team on all new Derby Homes properties 12 months after being built, have

been booked for September 2022. Any further works identified will be completed.

- **Repairs and Maintenance** – The tenant struggling to heat her property has been referred to Derby Homes' Energy Efficiency team for advice. The comment raised regarding damp has been investigated and established that it was caused by a leak in the kitchen. This has been referred to the Responsive Maintenance team to rectify.

### Voids Team

**Question:** Quality of home

**In total there were 2 Comments raised for the Voids team in Quarter 1.**

- **Lettable Standards** - There were 2 comments regarding the standard of the tenants' homes upon moving into the property. These issues concerned repairs and cleanliness of the property.

**Actions and Outcomes of comments raised:**

- **Lettable Standards** – All issues raised have now been completed to the tenants' satisfaction.

### Repairs Team

**Question:** Repairs, Rent, Quality of Home, Service Charge and Kept Informed

**In total there were 107 Comments raised for the Repairs team in Quarter 1.**

- **Waiting for repair** – 6 comments raised that they were awaiting a repair to be undertaken at the time of taking the survey.
- **Delay with repair** – 23 comments stated issues with the repair being delayed, long appointment waiting times, and the repair taking longer than anticipated once work had started.
- **Ongoing repairs** – 32 comments referred to a repair that was still ongoing at the time they undertook the Customer Survey.
- **Repair raised** – There were 14 comments which resulted in a repair being raised by staff, either via conducting a survey or via the Repairs Team.
- **Quality of repair** – 7 comments referred to being dissatisfied with the quality of the repair.
- **Mould** - There were 5 comments which referred to issues with mould at a property.
- **Job not completed first time** - there were 3 comments which mentioned that secondary or follow up callouts were required following a repair not being completed first time.
- **Complaints** – 3 comments referred to a formal complaint being raised, one regarding a leak which caused damage and the repair taking too long to

resolve, one tenant said he had issues getting new front and back doors, and another said she complained after a repair was not completed properly.

- **Other** – 11 comments have been categorised as other, as they do not relate to dissatisfaction with repairs, these range from issues such as appointment times, tenants choosing to undertake work themselves, work for other teams, and repairs cancelled.
- **Complaints** – 3 comments referred to a formal complaint being raised, one regarding a leak which caused damage and the repair taking too long to resolve, one tenant said he had issues getting new front and back doors, and another said she complained after a repair was not completed properly.
- **General comments** – There were 2 comments about repair completion times and one regarding the time it takes to get through to report a repair.

### **Actions and Outcomes of comments raised:**

- **Waiting for repair** - As tenants had not had a repair completed, the majority of comments acknowledged this, but those that requested feedback were contacted to confirm upcoming appointment times.
- **Delay with repair** - Tenants generally accepted the delays, especially those that had occurred from the tenant's availability for appointments or with appointment availability or parts being ordered in. Those awaiting parts or further work again had appointments confirmed where feedback was requested.
- **Ongoing Repairs** – These tenants still had repairs taking place for ongoing work and accepted this. Four repairs have since been completed.
- **Repair Raised** – All repairs were raised on our reporting system by staff as needed.
- **Quality of repair** - Of these 7 tenants who raised concerns, one refused any further contact, two could not be contacted, despite multiple attempts from staff, the other has had their repairs completed and 3 have had further repairs raised to try and rectify the issue.
- **Mould** - All tenants who had concerns with mould were given advice regarding the management of this issue, which included keeping the home well ventilated and preventative measures, such as installing an extractor fan, have been carried out. One tenant is decanting to another property while extensive mould works are carried out and, and he is satisfied that the issue is being resolved.
- **Job not completed first time** – Of these issues raised, one tenant said she'd forgotten what job she was referring to when a member of staff called her to discuss her comment, another was uncontactable despite three call-backs from staff, and another declined a call-back to discuss the issue.
- **Complaints** – These issues were managed as a formal complaint, two are ongoing and one has now been resolved.
- **Other** – Of the 11 comments raised, 1 comment could not be actioned further as it was in relation to services covered by external agencies, e.g. Severn Trent Water. Four required no further action, 1 tenant was unable to be contacted, and a further 6 were related to various issues such as tenants

cancelling repairs, carrying out their own repairs, issues not related to the repair in question and works passing to the relevant team.

- **General Comments** – These comments were either remarks or generalised statements which could not be actioned further. Some comments mentioned historic issues that had been resolved, or the staff member undertaking the survey was able to provide information or advice to them.

### Housing Management Team

**Question:** Neighbourhood, Quality of Home, Service Charges, Rent, Repairs & Kept Informed

**In total there were 64 Comments raised for the Housing team in Quarter 1.**

- **Neighbourhood issues** – 17 comments referred to various issues about the community, how tenants felt about new residents, cleanliness/refuse, drug taking, crime and fear of crime, and safety.
- **Anti-Social Behaviour** – 2 comments related to ASB issues within the local area.
- **Communal Issue** - There were 2 comments which raised concerns with communal areas being unkempt and an infestation of mice at a flat block.
- **Furnishings** – There were 8 comments which mentioned issues with furnishings, 5 related to the Furniture Pack and White Goods Scheme and 3 to carpets.
- **Decoration** – 1 comment was received regarding charges for the Decorating Scheme, which the tenant said he does not use.
- **Rent** – There was 1 comment where a tenant raised concerns about his rent increasing after succeeding his father's tenancy.
- **Service charges** – 2 comments mentioned service charges.
- **Work completed** - 3 comments mentioned work that has now been completed.
- **Repairs** – 3 comments mentioned repairs that were outstanding.
- **Parking** – There was 1 comment which referred to parking issues for tenants.
- **Quality** - 2 comments raised concerns about the quality of the home.
- **Other** - There were 2 comments regarding energy efficiency.
- **General Comments** – There were 11 generalised comments which were either passing remarks about the service, or something which could not be actioned further.
- **Compliments** - 2 comments were positive feedback regarding the tenants' experience.
- **Non-DH Service** - 5 comments were received regarding non-Derby Homes services.

### **Actions and Outcomes of comments raised:**

- **Neighbourhood issues** – 19 comments referred to various issues about the community, all comments that have been raised have been actioned and

investigated, and information shared with the Police and Safer Neighbourhood team.

- **Anti-Social Behaviour** – this information was shared with the ASB team, so monitoring can be comprehensive for both teams, with cases escalated where necessary.
- **Communal Issues** - 1 of these communal issues was noted and fed back to the Local Housing Office regarding improving the standards of cleaning. Pest control have tried to carry out treatment for a mice infestation at the other property 3 times, but the tenant has denied access. This has been passed on to the Estate Officer to contact the tenant.
- **Furnishings** – Issues were passed to the Local Office team and cases were opened where appropriate.
- **Decoration** – tenant has been contacted and is aware that this charge cannot be removed as he opted in as part of his Tenancy Agreement.
- **Rent** – the tenant was contacted regarding his rent increase and charges explained.
- **Service charges** – These have been adjusted where applicable, and one tenant advised on how to claim PIP to get the help they need.
- **Repairs** – These repairs were raised where appropriate, further information was needed for some comments.
- **Parking** – Information and advice was provided relating to parking, but some comments could not be actioned further due to nature of parking restrictions.
- **Quality** - These comments could not be further actioned as they relate to fencing which is not owned by Derby Homes.
- **Other** - These collated issues were passed to relevant teams, and information and advice was supplied for energy efficiency.
- **General Comments** – As these comments did not raise concerns they could not be further actioned.
- **Compliments** - Compliments have been passed back to teams.
- **Non-Derby Homes services** – all customers have been signposted to the appropriate services to resolve their issues.

### Housing Options

**Question:** Neighbourhood

**In total there was 1 comment raised for the Housing Options team in Quarter 1.**

- **Bidding on properties** – The tenant commented that she does not feel safe living in her current property due to noise nuisance from her neighbours, and she is actively bidding on other properties as wants to move away from the area.

**Actions and Outcomes of comments raised:**

- **Bidding on properties** – The ASB team are in regular contact with the tenant and have advised her to keep a log of incidents.

**Complex Needs**

**Question:** Quality of Home and Neighbourhood

**In total there were 2 comments raised for the Complex Needs team in Quarter 1.**

- **Property Issues** – Tenant commented that she had to do work to her property herself to make the home she wants.
- **ASB** – Tenant said she has been having issues with her neighbours and feels that it is because she is the youngest person living there.

**Actions and Outcomes of comments raised:**

- **Property Issues** – The tenant is receiving ongoing support from a Complex Needs Officer and has been contacted regarding her outstanding repairs.
- **ASB** – The tenant is being supported by the Complex Needs and ASB teams, and the Police are also involved as part of this case. Derby Homes has given the tenant support to make an application for housing as she now wants to move out of the area and is actively bidding on properties.