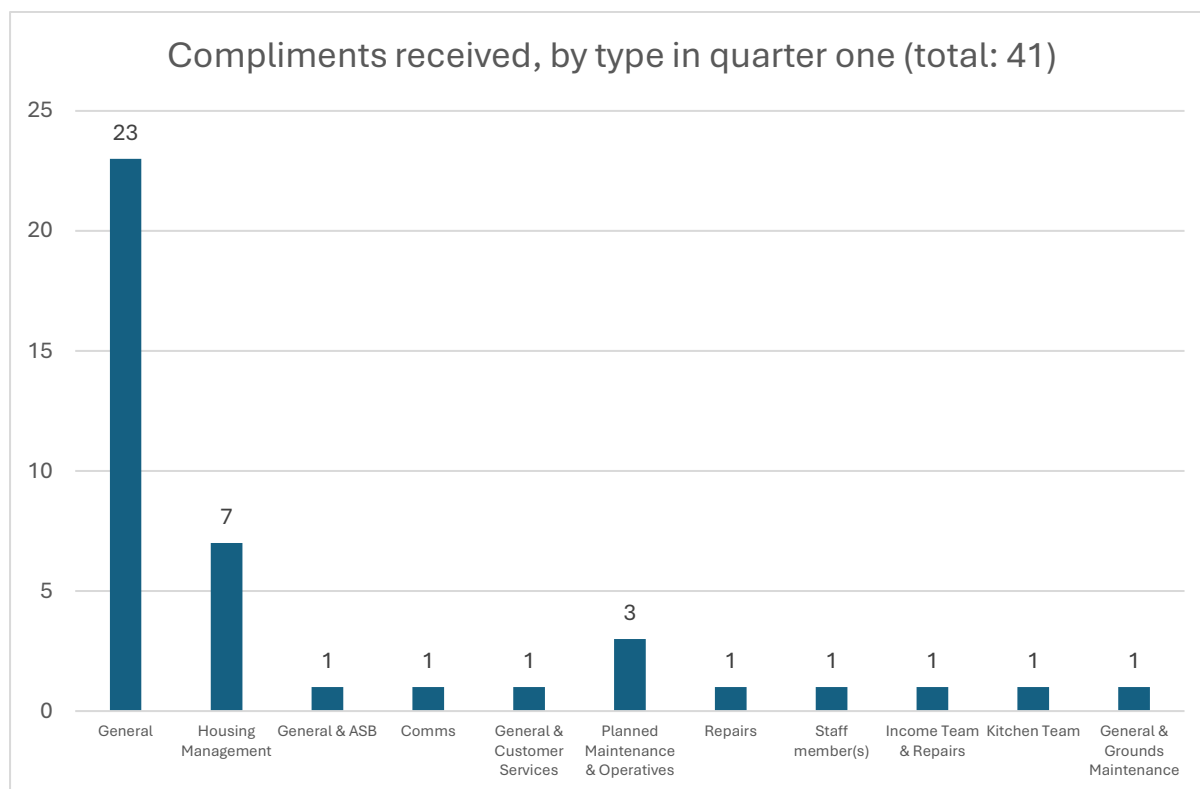


Feedback, improvements and learning

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Compliments



Compliment examples

- “ Everyone is always pleasant. People on the phones and people who do the repairs.
- “ Repair carried out today for plastering. They have done a really good job.
- “ The gas engineer was very good. I would give him top marks; he is very good at his job.
- “ Always had a good experience with Derby Homes. The customer service team are always polite and nice to deal with. I love my home and have no current issues.
- “ Very satisfied with the overall service from Derby Homes.
- “ Derby Homes do their best and that is all they can do. They keep the gardens looking nice.
- “ It's great to see that the outside lighting on the community centre at Fairdene Court has been repaired and is now working again. It's good to have the car parking area better lit!
- “ Excellent, polite, respectful and professional in their approach to delivering an outstanding service. Thanks.
- “ Thank you to the team for the work that had been done in the communal garden. The hole has now been filled and sorted and I'm able to enjoy the sunshine. Very grateful!
- “ The garden maintenance team knocked on the door to let me know they had arrived and did a really good job. They also cleaned up after themselves. Thank you!
- “ Came out to fit two grab rails. Very good, nice and brilliant customer service. Did exactly what I needed him to do. Absolutely amazing!
- “ Never had any problems for a long time. Feel that it's well maintained.
- “ Very satisfied overall. Keeps updated with services and changes through newsletter.
- “ All lovely people and easy to get on with.
- “ The three operatives that worked on her kitchen were wonderful and courteous. They were very considerate and a credit to Derby Homes.

Learning from complaints

2024-25 review

The learning identified in 2024-2025 was reviewed to establish any learning that will continue into 2025-26. Any learning that has been completed will not be included in this report but will be revisited if any new complaints or feedback on the subject arise.

For example, in 2024/25 the Customer Service Team reintroduced quality monitoring of calls to identify potential gaps in service. In Quarter 1 2025/26, no issues relating to this were identified.

The learning framework is still in early stages, and we hope to develop it throughout the year.

Complaints data has identified the following areas which received the largest numbers of complaints from April to June:

- Trend one: Delays in repair work
- Trend two: Staff complaints
- Trend three: Damp, mould, and condensation
- Trend four: Communication

Trend one: Delays in repair work

Repairs not complete or out of target timescale

- Complaints this year (April – June): **39/252 (17%)**
- Total complaints last year: **147/909 (16%)**

Summary

Delays in repairs or repairs not being completed within target timescales is the largest complaints category. This means that repairs tenants have reported are not completed on time. It mainly relates to the responsive repairs service (day-to-day) but can include gas and other repairs.

The aim is to reduce the number of responsive repairs going out of target. Some complaints had an element of contractor involvement, for example, repairs were not completed due to communication issues between contractors and customers.

Actions and commentary

1. Repairs Manager aims to set up regular meetings with contractors to discuss any issues.
2. Where this is identified as a recurring issue, it has been raised with the contractor to outline Derby Homes' expectations.

Note: The new materials contract started in May 2025. As with the mobilisation of any new contract, there have been some early operational challenges. These have been identified and are being actively addressed in partnership with the provider to ensure the service quickly stabilises and continues to improve.

The supplier will also have greater involvement in van audits, which will save time for Derby Homes operatives allowing them to attend more repair appointments.

Trend two: Staff complaints

- Complaints this year (April – June): **38/252 (15%)**
- Total complaints last year: **142/909 (16%)**

Summary

Staff complaints are the second largest complaint category. Last year we logged 142 complaints as 'staff' because someone's name was mentioned. These complaints ranged from alleged harassment to a missed appointment, and everything in between. We can only make positive change if we document our categories accurately.

Actions and commentary

1. We will continue to monitor staff complaints and address any recurring issues with managers.
2. We will also undertake an exercise to assess how complaints are initially defined to ensure complaints are categorised accurately.

We believe many *Staff complaints* could be recategorised as lack of/no communication, rather than being specifically about the behaviour of a particular member of staff

Complaints about individual staff members are dealt with through appropriate internal channels. Approximately half of complaints that mentioned a staff member were upheld in Q1, however this does not mean that they were upheld for this particular element. Complaints can include multiple issues and some of these were upheld for other service failures, rather than the fault of the staff member.

Trend three: Damp, mould, and condensation

- Complaints this year (April – June): **21/252 (8%)**
- Total complaints last year: **66/909 (7%)**

Summary

Complaints involving damp mould and condensation are the third largest complaints category.

Actions and commentary

1. Review the Damp, Mould and Condensation policy. Further actions will be identified following the customer consultation.

The Damp, Mould, and Condensation Policy is out for consultation throughout July. This will give our customers the opportunity to have their say on the revised policy. Following the customer consultation, the Head of Repairs will review any feedback from customers, and the Engagement and Feedback team will update Let's Talk Derby Homes with any comments or changes made following this feedback.

There is positive feedback for the new Damp, Mould, and Condensation team.

Trend four: Communication

- Complaints this year (April – June): **16/252 (6%)**
- Total complaints last year: **34/909 (4%)**

Summary

Communication is the fourth largest complaint category. Many complaints that are primarily categorised in different areas also have a secondary aspect of poor communication, where this exacerbated the initial issue. This trend can appear across different services, including contracted work.

Actions and commentary

1. Improve internal record-keeping and communication.

Some complaints highlighted poor internal communication caused issues for customers. We are working with managers from various departments to understand why these issues occur, to build a bigger picture.

For example, we identified inconsistencies with the communication of kitchen renewal dates that were given to customers. This will be explored at a Capital Works team meeting and will update relevant teams with relevant guidance.

The Repairs team have also discussed Derby Homes' communication expectations with operatives and contractors and will investigate if issues arise.

Additional learning

Housing Ombudsman

Spotlight Report *Repairs and Maintenance* | *Repairing Trust*

The Housing Ombudsman's [Spotlight report on repairs and maintenance - repairing trust](#) (May 2025) highlights widespread concerns about the delivery of repairs services across the sector, including the impact on tenant trust, safety, and satisfaction. It draws attention to repeated themes seen in complaints, such as poor communication, missed appointments, inadequate support for vulnerable residents, and inconsistent contractor behaviour.

We recognise that the issues raised in the report are not isolated to individual cases but may reflect deeper, systemic challenges that can exist across the sector. In response, we will undertake an internal review to examine how the themes in the report apply to our organisation.

We will:

- Consider how we support tenants before, during and after a repair is raised, including how we manage access, communication, and follow-up.
- Examine how we monitor and manage contractor performance, and ensure behaviour and values align with our expectations.
- Reflect on how we currently learn from complaints and whether this supports service improvement and tenant confidence.
- Assess how well we understand and respond to individual resident needs, including where additional support or reasonable adjustments may be required.

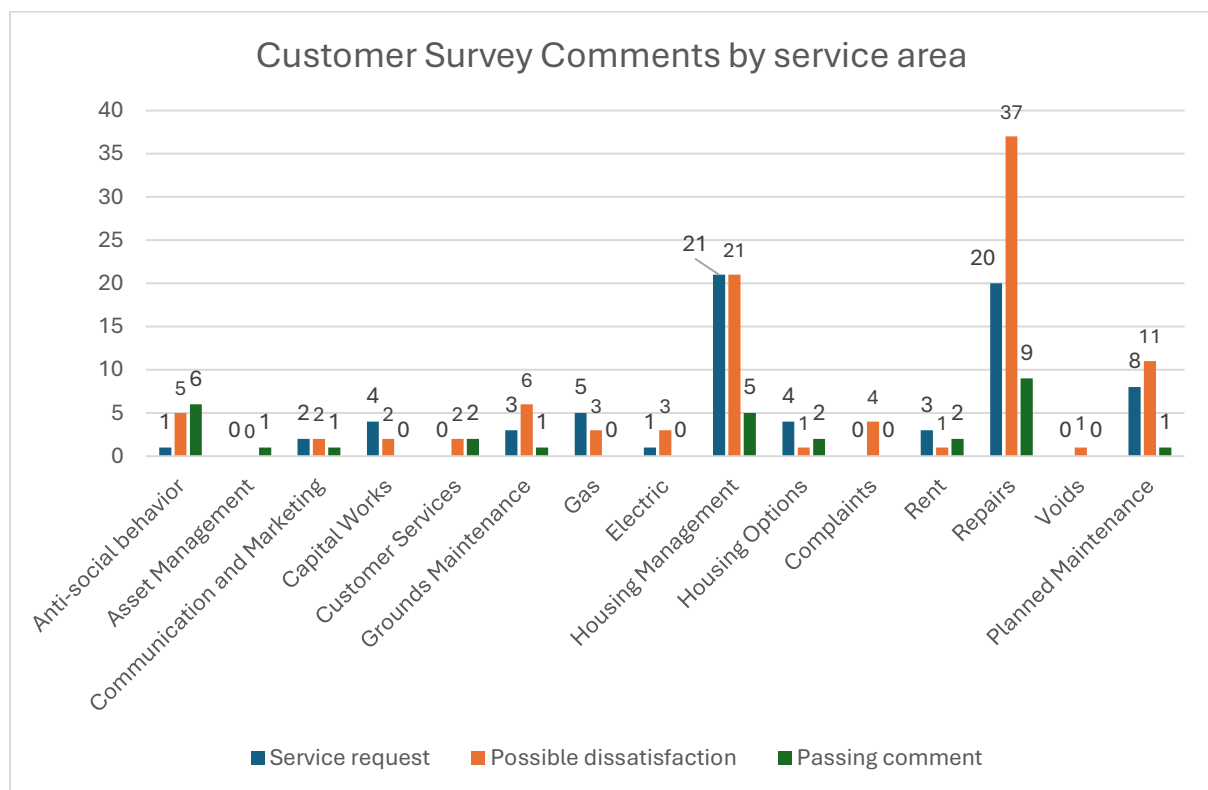
The findings from this review will inform a practical action plan to strengthen our approach, ensuring we embed the learning into service delivery and governance. Some actions and recommendations may already be underway or planned. Our aim is to improve outcomes, maintain tenant trust, and deliver services that reflect our values and the expectations of the communities we serve.

Comments from surveys, consultations and feedback

From April to June 2025, **474** customer surveys were completed with customers to capture the perception measures of Tenant Satisfaction Measures (TSMs). Of these, we analyse any comments made (201 in total) and initially categorise them as **possible dissatisfaction** (99), **service requests** (72), or **passing comments** (32). These are broken down into service areas in the graph below.

We contact the customers following the survey, so we can understand if their comments are an expression of dissatisfaction, something we may be able to resolve, or whether a complaint may need raising. We then work with them to find a satisfactory resolution to their issues.

Any service requests made during customer surveys are raised on our housing management system and reported to the relevant teams to follow-up with the customer.



Deep dive: *Complaint perception*

When is a complaint not a complaint?

A desktop exercise was carried out into customer perceptions of the complaints service and their satisfaction levels based on the end of year Tenant Satisfaction Measure TP09, (*How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?*).

Out of 232 respondents who answered that question in 2024/25, just 69 (29.7%) were confirmed to have made a complaint that went through the official complaints process in the years 2023-2024 and 2024-2025. **163 respondents (70.3%) had not been through the complaints process in 2023-2024 or 2024-2025.**

Among those who did **not** have a recorded complaint, 42.14% were satisfied, 19.01% were neither satisfied nor dissatisfied, and 38.36% were dissatisfied. In contrast, those with a complaint showed slightly higher satisfaction, with 46.27% satisfied, 17.91% neutral, and 35.82% dissatisfied.

Key learning: **Some customers believe they have made a complaint when they haven't.**

This misconception may largely arise from reporting **(1) anti-social behaviour (ASB)** or **(2) multiple repairs**, which customers may perceive as complaints. 43 of the respondents who had not made a complaint had open ASB cases, and 54 had reported multiple repairs. The Derby Homes website distinguishes between these reports and formal complaints, as does other communication to customers, but this distinction may not be clear to all customers.

A further 9 customers who thought they had made complaints were identified in the Complaint's Team's *Service Request and Feedback Database* (satisfaction rate of 55.55%). Previous experiences, such as past complaints (2 years or older) or significant repair issues, might shape customer perceptions.

Possible action: it may require targeted effort to be clear about when someone is making (or is not making) a complaint. There is a need for clearer communication and guidance on what constitutes a formal complaint, especially where customers are reporting anti-social behaviour, or have multiple repair issues reported for their home. These factors may have a significant impact on our complaint satisfaction in the future.