

SATISFACTION LEVELS 2011

What Surveys and questions	2010 Result	TARGET	Jan	Feb	March	Apr	May	June	July	August	Sept	Oct	Nov	Dec	Cumulative	Comments
Day to day repairs – overall satisfaction with the service	97%	85%	95%	98%	97%	99%	98%	90%	73%	82%	80%	76%	71%		88%	
Number of returns	2238		351	128	274	165	220	120	168	163	156	165	259		2169	
Gas Servicing - overall satisfaction with the service	99%	98%		97%	97%	100%	98%	96%	96%	100%	95%	90%	97%		97%	
Number of returns	529		0	37	35	23	52	56	26	7	23	21	31		311	
Planned works (maintenance/ painting) – overall satisfaction with the services of Derwent Living?	87%	88%		100%	100%	89%	100%	92%	88%	82%	73%	76%	80%		83%	
Number of returns	110		0	10	14	8	19	48	74	62	45	95	101		476	
Complaints – overall satisfaction with the services of Derwent Living?	59%	60%			43%	18%	75%	14%	50%	100%	0%	0%	38%		37%	
Number of returns	44		0	0	7	11	4	7	4	2	0	0	8		43	
Anti-Social Behaviour – Satisfaction with the way the ASB case was dealt with	95%	75%		100%	100%	100%	100%	100%	100%	100%	100%	96%	100%		99%	
Number of returns	81		0	4	11	3	2	8	2	16	4	25	2		77	
New Tenant survey – overall satisfaction with service and the property? (new build and relets)	99%	98%		93%	100%	100%	95%	92%	98%	98%	96%	93%	99%		97%	
Number of returns	217			29	42	17	21	24	96	39	28	54	81		431	
Homeownership (inc SO & TBYB) – Overall satisfaction with Derwent Living?		60%						72%			33%				72%	
Number of returns								10			51				61	
Estate services - Overall satisfaction with landscaping/ cleaning	98%	85%		100%	99%	76%	87%	99%	97%	95%	93%	100%	98%		95%	
Number of returns	721			19	29	50	113	173	63	97	92	95	150		881	
Overall Satisfaction – taking all overall satisfaction ratings	88%	88%	95%	98%	89%	91%	95%	93%	86%	88%	78%	85%	84%		90%	
Number of returns	3793		351	227	412	277	431	446	433	386	399	455	632	0	4449	