

Customer Survey 2023-24 Script

GDPR statement

We would be grateful if you would complete a survey so that we can better understand how you think we are doing in providing quality homes and services. This survey should take no longer than 10 minutes. Your answers will be collected and shared anonymously with the Regulator of Social Housing. We may also need to provide your information directly to Derby City Council to monitor how we perform.

We will also ask you to confirm some personal information at the end of the survey such as your age, ethnicity and gender. In addition to the survey, we will use this information to update our records so they are accurate.

Derby Homes is the data controller and any information you provide will be held securely on our systems. For more information on our fair processing notice, please visit the Derby Homes website or we can send you a printed copy on request

| Question | Answer response |
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| 1. Are you happy to complete this survey? | <ul style="list-style-type: none"> • Yes • No (finish the survey) |
| 2. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Derby Homes? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied |
| 3. Has Derby Homes carried out a repair to your home in the last 12 months? <i>*Skip Logic</i> | <ul style="list-style-type: none"> • Yes (move to question 4 and 5) • No (move to question 6) |
| 4. If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Derby Homes over the last 12 months?' | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied |
| 5. If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?' | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied |
| 6. How satisfied or dissatisfied are you that Derby Homes provides a home that is well maintained? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied |
| 7. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Derby Homes provides a home that is safe?' | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied |

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| | <ul style="list-style-type: none"> • Not applicable/don't know |
| 8. How satisfied or dissatisfied are you that Derby Homes listens to your views and acts upon them? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know |
| 9. How satisfied or dissatisfied are you that Derby Homes keeps you informed about things that matter to you? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know |
| 10. To what extent do you agree or disagree with the following "Derby Homes treats me fairly and with respect"? | <ul style="list-style-type: none"> • Strongly agree • Agree • Neither agree nor disagree • Disagree • Strongly disagree • Not applicable/ don't know |
| 11. Have you made a complaint to Derby Homes in the last 12 months? <i>*Skip Logic</i> | <ul style="list-style-type: none"> • Yes (move to question 12) • No (move to question 13) |
| 12. If yes, How satisfied or dissatisfied are you with Derby Homes' approach to complaints handling? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied |
| 13. Do you live in a building with communal areas, either inside or outside, that Derby Homes is responsible for maintaining? <i>*Skip Logic</i> | <ul style="list-style-type: none"> • Yes (move to question 14) • No (if no, move to question 15) • Don't know ('don't know', move to question 15) |
| 14. If yes, how satisfied or dissatisfied are you that Derby Homes keeps these communal areas clean and well maintained? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied |
| 15. How satisfied or dissatisfied are you that Derby Homes makes a positive contribution to your neighbourhood? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know |
| 16. How satisfied or dissatisfied are you with Derby Homes' approach to handling anti-social behaviour? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know |
| 17. How satisfied or dissatisfied are you that Derby Homes is easy to deal with? | <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know |

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| 18. Thinking about the rent that you pay, how satisfied or dissatisfied are you that your rent provides value for money? | <ul style="list-style-type: none">• Very satisfied• Fairly satisfied• Neither satisfied nor dissatisfied• Fairly dissatisfied• Very dissatisfied |
| 19. Finally, is there any other feedback you would like to provide to Derby Homes that would help us improve our services? If yes, please let us know and if you like to be contacted about your feedback? | [Open text box] |
| 20. Please may you confirm some of the information we hold on the system for you, what is your ethnicity? | |