

Customer Survey 2025-26

Reminder

When you make a phone call, you need to make sure the person taking the survey is the person identified on Open Housing as the main/lead tenant (Tenant 1).

If a customer is unsure why they have been selected, or why someone else (in their household/another tenant) cannot answer, it is because they have been **selected at random**. We must ensure the accuracy of the surveys we collect by making sure we stick to the random sample. This means we can be confident that our results **are representative of all tenants**. **Check a customer’s accessibility needs before you call.**

Can I confirm you are happy to carry out this survey [contact method] or if you need any additional support to complete this survey?

GDPR statement

The aim of this survey is to better understand how you think we are doing in providing quality homes and services. It should take no longer than 10 minutes. Your answers will be collected and shared anonymously with the Regulator of Social Housing. Your feedback will be used to calculate annual Tenant Satisfaction Measures which we will publish on our website. 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 such as your age, ethnicity, gender, and whether you have any vulnerabilities or additional needs that you feel we should know about. 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. By taking part in this survey, you are giving your consent for us to use your data for the purpose stated. If you would like to withdraw your consent after taking part in this survey, you can contact information.governance@derbyhomes.org

For more information on our [Fair Processing Notice](#), please visit the Derby Homes website or we can send you a printed copy on request.

Survey questions

Question	Answer response
1. Do you consent to take part in this survey and for Derby Homes to contact you based on the feedback you have provided? (Choose one option)	<ul style="list-style-type: none">• Yes• No (finish the survey)

<p>2. (For internal use only) What methodology was used to collect the data? (One option only)</p>	<ul style="list-style-type: none"> • Telephone • Online (for example Engagement HQ) • Face to face • Postal • SMS • All other methods
<p>3. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Derby Homes?</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied <p>• <i>No response (do not read this out as an option. Only for use to record if the tenant offers an unprompted 'not applicable/don't know' response).</i></p>
<p>4. Has Derby Homes carried out a repair to your home in the last 12 months? <i>*Skip Logic</i></p>	<ul style="list-style-type: none"> • Yes (move to question 5 and 6) • No (move to question 7) <p>• <i>No response (do not read this out as an option. Only for use to record if the tenant offers an unprompted 'not applicable/don't know' response).</i></p>
<p>5. If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Derby Homes over the last 12 months?'</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied <p>• <i>No response (do not read this out as an option. Only for use to record if the tenant offers an unprompted 'not applicable/don't know' response).</i></p>
<p>6. If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied <p>• <i>No response (do not read this out as an option. Only for use to record if the tenant offers an unprompted 'not applicable/don't know' response).</i></p>
<p>7. How satisfied or dissatisfied are you that Derby Homes provides a home that is well maintained?</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied <p>• <i>No response (do not read this out as an option. Only for use to record if the tenant offers an unprompted 'not applicable/don't know' response).</i></p>

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

<p>16. How satisfied or dissatisfied are you that Derby Homes makes a positive contribution to your neighbourhood?</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know
<p>17. How satisfied or dissatisfied are you with Derby Homes' approach to handling anti-social behaviour?</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know
<p>18. How satisfied or dissatisfied are you that Derby Homes is easy to deal with?</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know
<p>19. Thinking about the rent that you pay, how satisfied or dissatisfied are you that your rent provides value for money?</p>	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
<p>20. 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 would like to be contacted about your feedback, or alternatively if you'd like to make a complaint?</p>	<p>[Open text box]</p> <p>Remember – capture the information and action anything that is needed:</p> <ul style="list-style-type: none"> • What is the issue being raised? • Do you need to log a repair? • Does the tenant want to be called back?
<p>21. Please may you confirm some of the information we hold on the system for you, what is your ethnicity?</p>	<p>System will pull this information for you to confirm selection</p>