

Customer Survey 2024-25

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)
2. (For internal use only) What methodology was used to collect the data? (One option only)	<ul style="list-style-type: none"> Telephone Online (for example Engagement HQ) Face to face Postal SMS All other methods
3. 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 • No response
4. 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 5 and 6) • No (move to question 7) • No response
5. 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 • No response
6. 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 • No response
7. 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 • No response
8. Thinking about the condition of the property or building you live in, how	<ul style="list-style-type: none"> • Very satisfied • Fairly satisfied

satisfied or dissatisfied are you that Derby Homes provides a home that is safe?’	<ul style="list-style-type: none"> • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/don't know
9. 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
10. 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
11. 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
12. 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 13) • No (move to question 14) • No response
13. 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 • No response
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>	<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)
15. 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 • No response
16. 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
17. 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

	<ul style="list-style-type: none"> • Very dissatisfied • Not applicable/don't know
18. 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
19. 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
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 like to be contacted about your feedback or alternatively if you'd like to make a complaint?	[Open text box]
21. Please may you confirm some of the information we hold on the system for you, what is your ethnicity?	