

Survey-Post Let Survey 2019-2020

Data Privacy Notice

The information that you provide in this survey is completely voluntary and is not required by Derby Homes in order to provide our basic services to you. However, we hope that by further understanding your individual needs, we hope we will be able to provide an improved service. Information provided will be stored securely on our system, currently this is Clearview. The information will be used by Derby Homes for profiling and analytical purposes with regards to your feedback however it will not contain any personal data you have provided.

We will not share any personal data collected in this survey with any third party unless we have your consent to do so. We will contact you before we share any personal data.

As the feedback you provide will be used for profiling and analytical purposes your personal data will not be disclosed in this exercise. Your data will be retained for 5 years for audit purposes. If you have concerns or questions about personal data can be directed to the Data Protection Officer, 839 London Road, Derby DE24 8UZ.

The processing of personal data is necessary for the performance of a task carried out in the public interest namely the management of social housing owned/managed by Derby Homes.

The General Data Protection Regulations (GDPR) 2016 comes into force on 25th May 2018

The GDPR will give you the following rights in relation to the information you have provided for the purposes of this survey:

Access – You can request copies of your personal information that is held by Derby Homes

Rectification - You can ask us to correct any incorrect information

Deletion – you can ask us to delete your personal information. Derby Homes can refuse to delete if there is a lawful reason to keep it

Portability – you can ask us to transfer your personal data to different services or to you

Right to object or restrict processing – you have the right to object to how to your data is being used and how it is going to be used in the future

Right to prevent automatic decisions – you have to challenge a decision that affects you has been is automatic, for example an online form with an instant decision.

Any personal information provided will be treated in accordance with the Data protection Law, and will comply with the GDPR from 25th May 2018 and only used for the purposes stated when we collect the information. Derby Homes are strongly committed to data security and will take reasonable steps to protect your personal information.

Changes to our privacy notice

This Survey's Data Privacy Notice will be updated to reflect changes either to the way in which we operate or changes to data protection legislation. We will bring any significant changes to your attention but to make sure that you keep up to date, we suggest that you visit our website from time to time.

Alternatively you can request a hard copy from Derby Homes Information Governance Manager on 01332 888606 or Derby Homes or email information.governance@derby.gcsx.gov.uk

I consent for Derby Homes to contact me to for the purposes of improving services in relation to feedback that has been provided.

- ☐ Yes
☐ No

I'm aware that I have the right to withdraw my consent to be contacted by Derby Homes for the purposes of this survey.

- ☐ Yes
☐ No

Address:

Is the property a new build with you being the first person living in the property?

- ☐ Yes
☐ No

Please state if you agree or disagree with the following statements with your service from Derby Homes.

Section 1 :Applying for a property

1 of 24. I found it easy to access the Homefinder online housing application

- ☐ Strongly Agree
☐ Agree
☐ Neither Agree nor disagree

- ☐ Disagree
- ☐ Strongly Disagree

2 of 24. The information on the property advert was easy to understand

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

3 of 24. It was easy to bid on, or express an interest in a property?

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

4 of 24. Overall, I found the Homefinder process easy

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

5 of 24. Are there any aspects of applying for a property that you think could be improved? If so, can you tell us about them?

Section 2: Viewing a property

6 of 24. There were outstanding repairs on the property at viewing stage

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree (Go to Q11)
- ☐ Strongly Disagree (Go to Q1)

7 of 24. Any outstanding repairs were discussed with me at the property viewing

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree

☐ Strongly Disagree

8 of 24. I was advised of the necessary documents I would need to bring with me to the sign up appointment

☐ Strongly Agree

☐ Agree

☐ Neither Agree nor disagree

☐ Disagree

☐ Strongly Disagree

9 of 24. Overall, I am satisfied with the process of viewing my property

☐ Strongly Agree

☐ Agree

☐ Neither Agree nor disagree

☐ Disagree

☐ Strongly Disagree

10 of 24. Are there any aspects of viewing a property that you think could be improved on? If so could you tell us about them?

Section 3 :The Sign up process

11 of 24. During the sign up process for my new home, the tenant and Derby Homes' (landlord) obligations were discussed with me

☐ Strongly Agree

☐ Agree

☐ Neither Agree nor disagree

☐ Disagree

☐ Strongly Disagree

12 of 24. I was made aware of the services/help that Derby Homes can provide if I start to struggle with any aspect of my tenancy such as, Money Wise, Tenancy Sustainment etc

☐ Strongly Agree

☐ Agree

☐ Neither Agree nor disagree

☐ Disagree

☐ Strongly Disagree

13 of 24. I was advised of the ways I can pay my rent, such as, by direct debit,online, phone etc

☐ Strongly Agree

- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

14 of 24. I am satisfied with the length of the sign up appointment

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

15 of 24. I am satisfied with how to report a repair and manage my tenancy, such as, over the phone, online

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

16 of 24. Are there any aspects of the sign up process that you think could be improved? If so can you tell us about them?

Section 4 :Moving in

17 of 24. I am satisfied that after the sign up and on arrival at my new house, the house was clean and tidy.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

18 of 24. On arrival at my new house all outstanding repairs were complete and the property was in a good state of repair

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

19 of 24. I am satisfied with the condition of the kitchen

- ☐ Strongly Agree

- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

20 of 24. I am satisfied with the condition of the bathroom

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

21 of 24. I am satisfied that the garden was clear of rubbish

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

22 of 24. I am satisfied that the grass was cut to a reasonable level

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

23 of 24. Overall, I am satisfied with the quality of my home

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor disagree
- ☐ Disagree
- ☐ Strongly Disagree

24 of 24. Are there any aspects of moving in that you think we could improve on? If so can you tell us about them?