

Appendix 3

Draft Proposal of Post Let Survey

Front page

Respondant Name

Property Address

If your property:

New Build

☐

Re-let

☐

Add in on all questions an additional comments box

Change to questions

Question Number	Current question	Current response options	Proposed question	Proposed response options
10	There were outstanding repairs on the property at viewing stage	Agree Disagree	Were there any outstanding repairs to the property at viewing stage	Yes No
11	Any outstanding repairs were discussed with me	Agree disagree	Any outstanding repairs were discussed with me at the property viewing	Agree Disagree
15	During the sign up process for my new home, the tenant and landlord obligations were discussed with me		During the sign up process for my new home, the tenant and Derby Homes' obligations were discussed with me	
16	I was made aware of the services that Derby Homes can provide if I start to struggle with any aspects of my tenancy.	Agree disagree	I was made aware of the services/ help that Derby Homes can provide if I start to struggle with any aspects of my tenancy i.e Money Wise, Tenancy Sustainment etc	Agree disagree
17	I was advised I can pay my rent by direct debit or online	Agree disagree	I was advised of the ways I can pay my rent i.e direct debit, online or rent card	Agree Disagree
19	I was advised how to report a repair	Agree Disagree	I was advised how to report a repair i.e online, phone Customer Services	Agree Disagree

20	I was encouraged to report any repairs and manage my tenancy online		Remove as already covered	
21	I was advised about the tenant's incentive scheme?	Agree Disagree	I was advised about the tenant's incentive scheme and am aware that I could be eligible for £100 off my rent if I adhere to my Tenancy agreement and pay by direct debit.	Agree disagree
23	On arrival at my new house, the house was clean and tidy	Agree Disagree	After the sign up and on arrival to my new house, the property was clean and tidy	Agree Disagree
24	On arrival at my new house, the house was in a good state of repair	Agree disagree	All outstanding repairs were completed and the property was in a good state of repair	Agree Disagree