

# Customer Survey 2022 - 2023

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## **SURVEY RESPONSE REPORT**

01 July 2022 - 30 September 2022

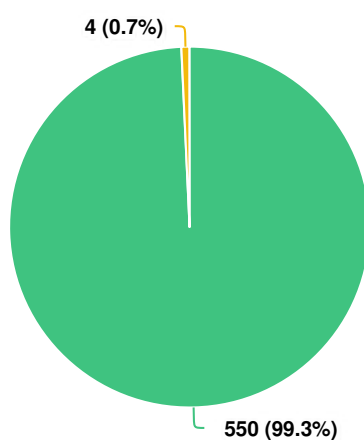
### **PROJECT NAME:**

Customer Survey 2022 - 2023

The Customer Satisfaction Survey has been delivered over the phone throughout the quarter in order to measure customers' overall satisfaction with services provided by Derby Homes. The results from the survey have been analysed overall and comments have been included in the report. Satisfaction results feed directly into our performance management framework which is reported to The Council (named DORIS). The remaining feedback is used to inform our service delivery. All customer comments are passed weekly to service managers to ensure all feedback is captured, Attached as Appendix 2. We are pleased to see we have received over 500 surveys this quarter and we aim to collect over 2,000 by the end of the financial year.

# SURVEY QUESTIONS

**Q1** Do you consent to take part in this survey and for Derby Homes to contact you based on the feedback you have provided?

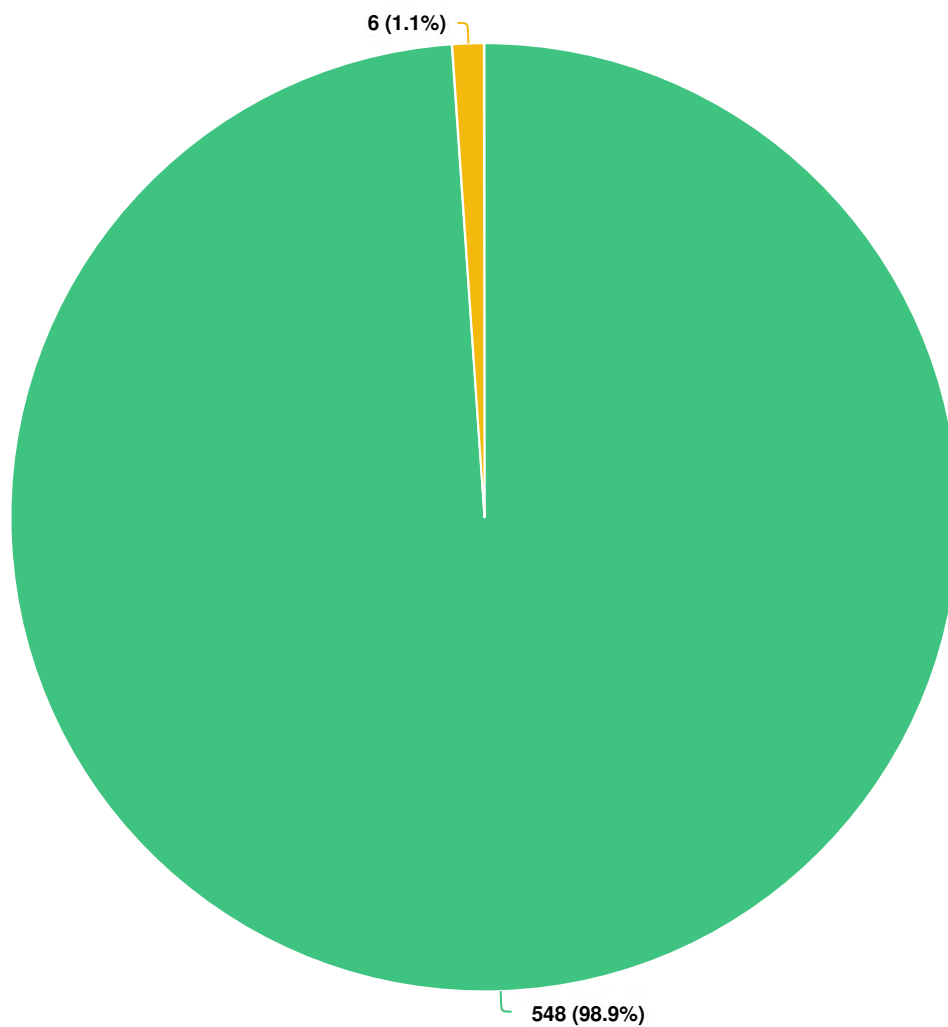


**Question options**

☒ Yes ☐ No

*Mandatory Question (548 response(s))*  
*Question type: Radio Button Question*

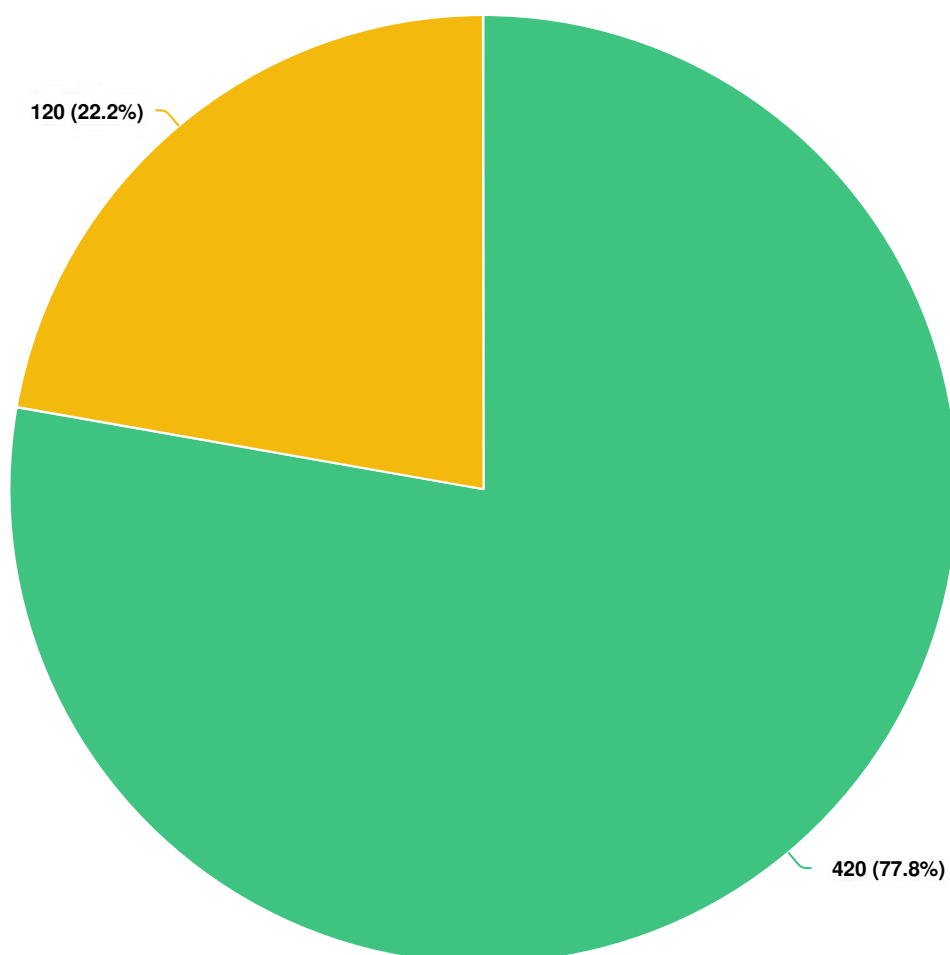
**Q2** | Derby Homes is the data controller, and you have the right to withdraw your consent to be contacted for the purposes of this survey. For more information on our fair processing notice, please visit the website or request a hard copy from me. Are yo...

**Question options**

☒ Yes ☐ No

Mandatory Question (548 response(s))  
Question type: Radio Button Question

**Q3** Have you reported a repair within the last 12 months?



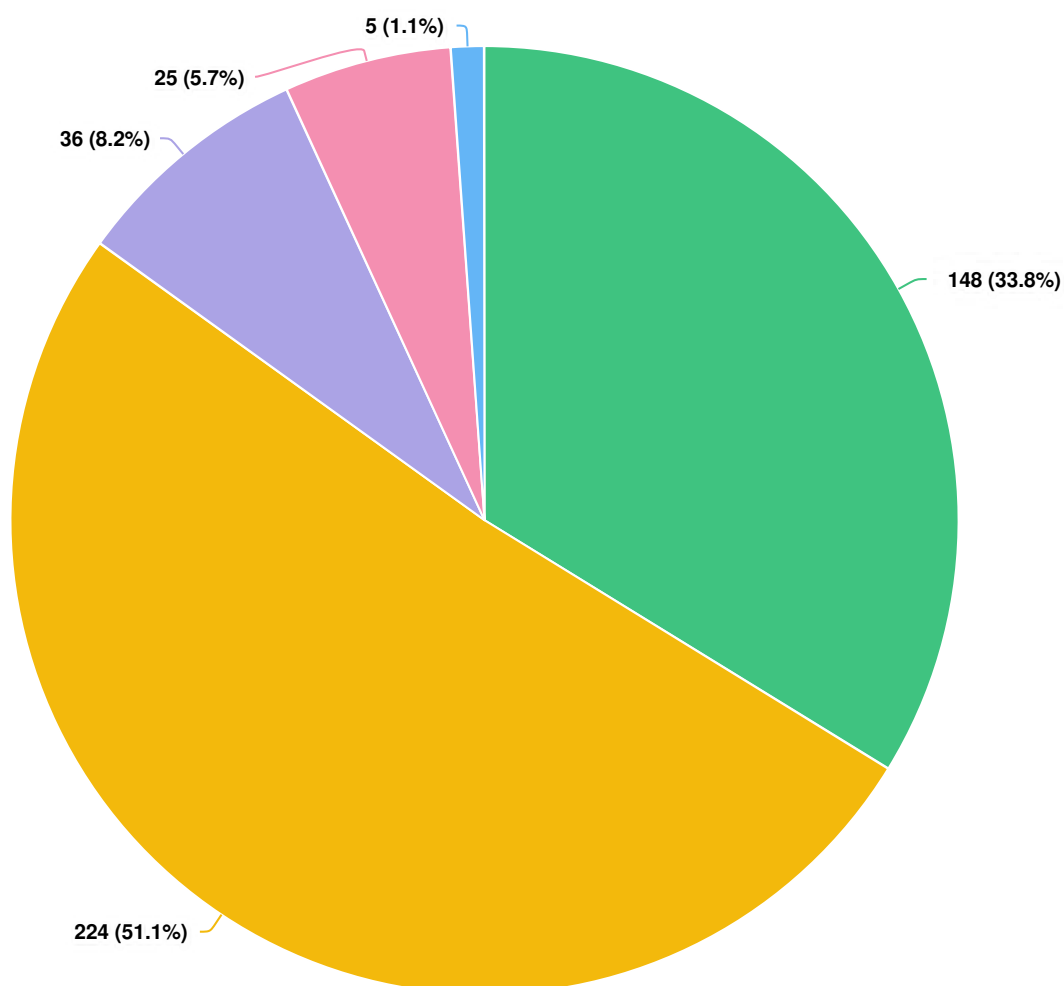
**Question options**

- ☒ Yes, I have    ☐ No, I have not (If not, please select save and continue)

*Optional question (534 response(s), 20 skipped)*

*Question type: Radio Button Question*

**Q4** I am satisfied with the service I received on my most recent repair



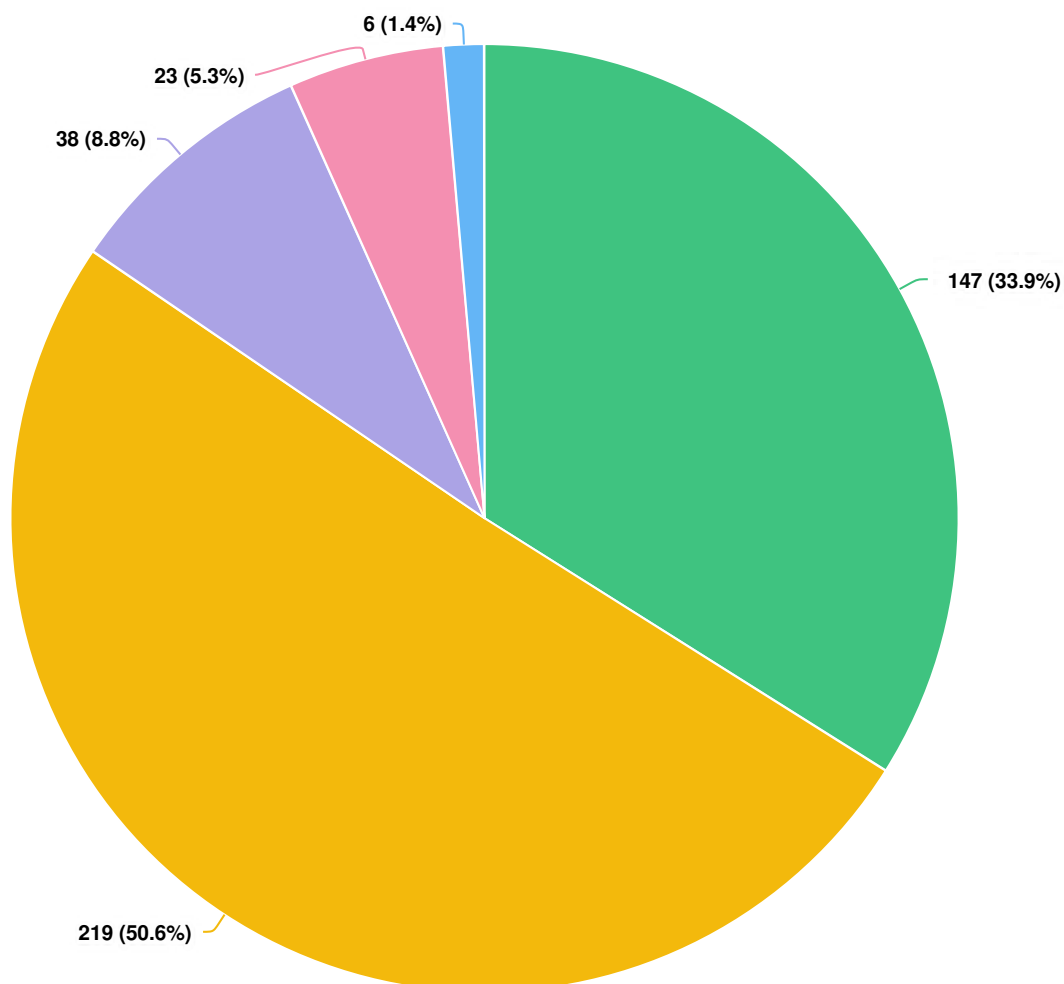
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (434 response(s), 120 skipped)

Question type: Radio Button Question

**Q5** I am satisfied with the quality of my recent repair



**Question options**

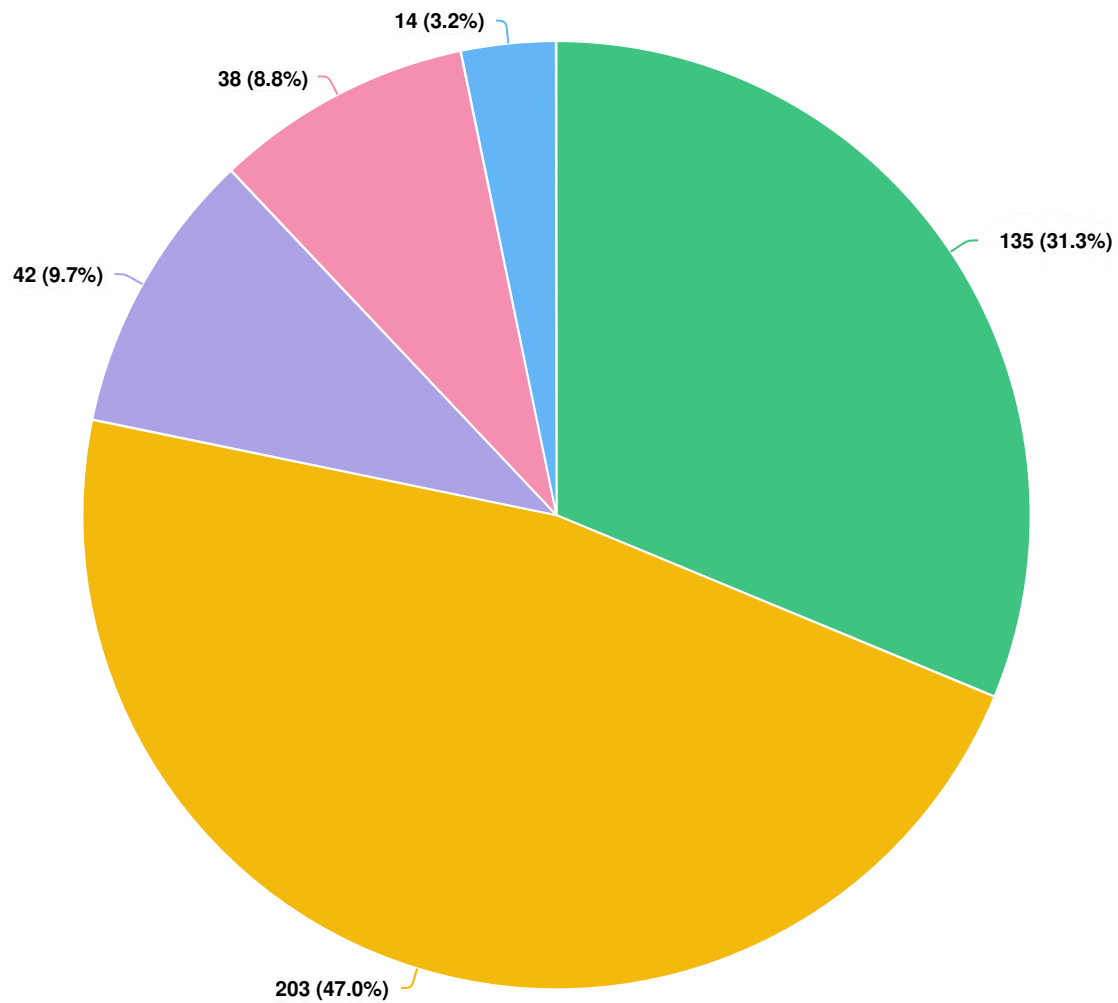
● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (429 response(s), 125 skipped)

Question type: Radio Button Question



**Q6** Where appropriate, I was satisfied that my repair was completed 'right the first time'



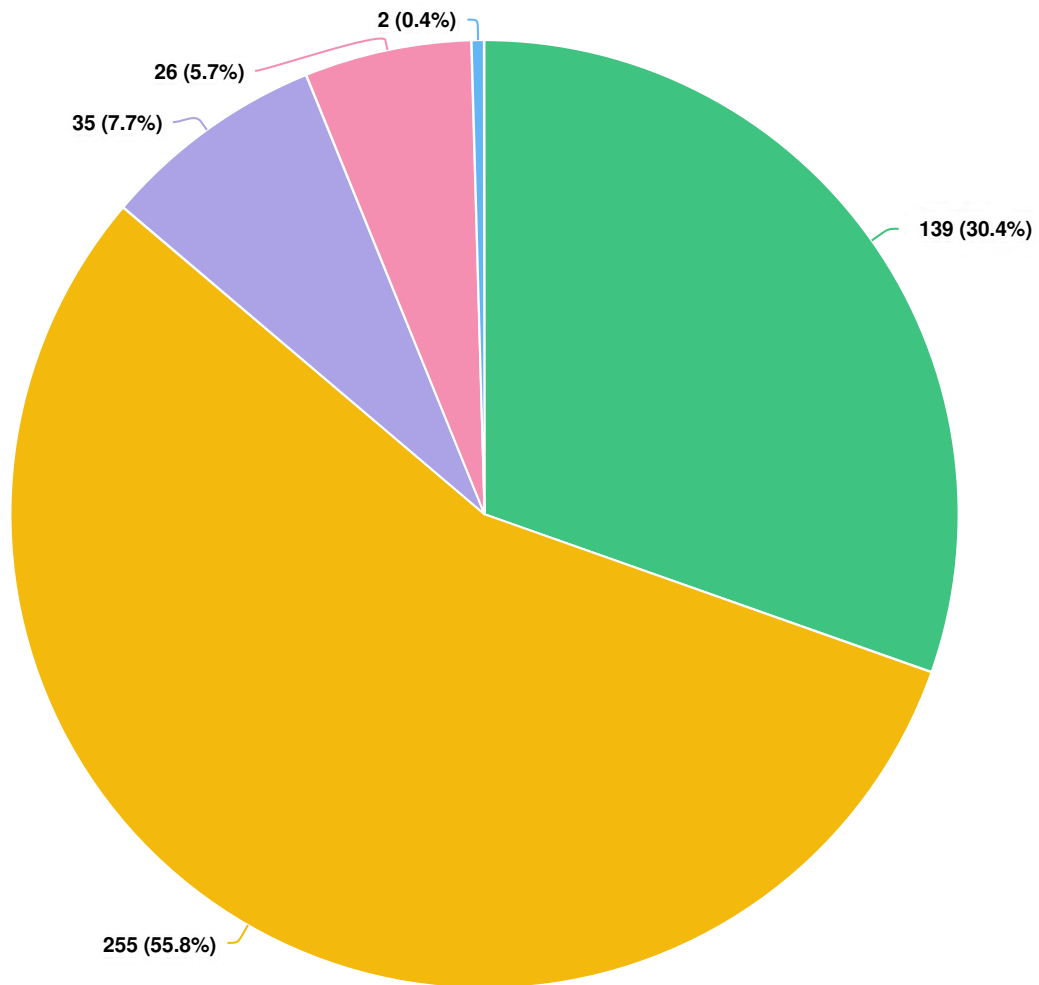
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (428 response(s), 126 skipped)

Question type: Radio Button Question

**Q7** Generally, I am satisfied with the way Derby Homes deals with the repairs and maintenance service

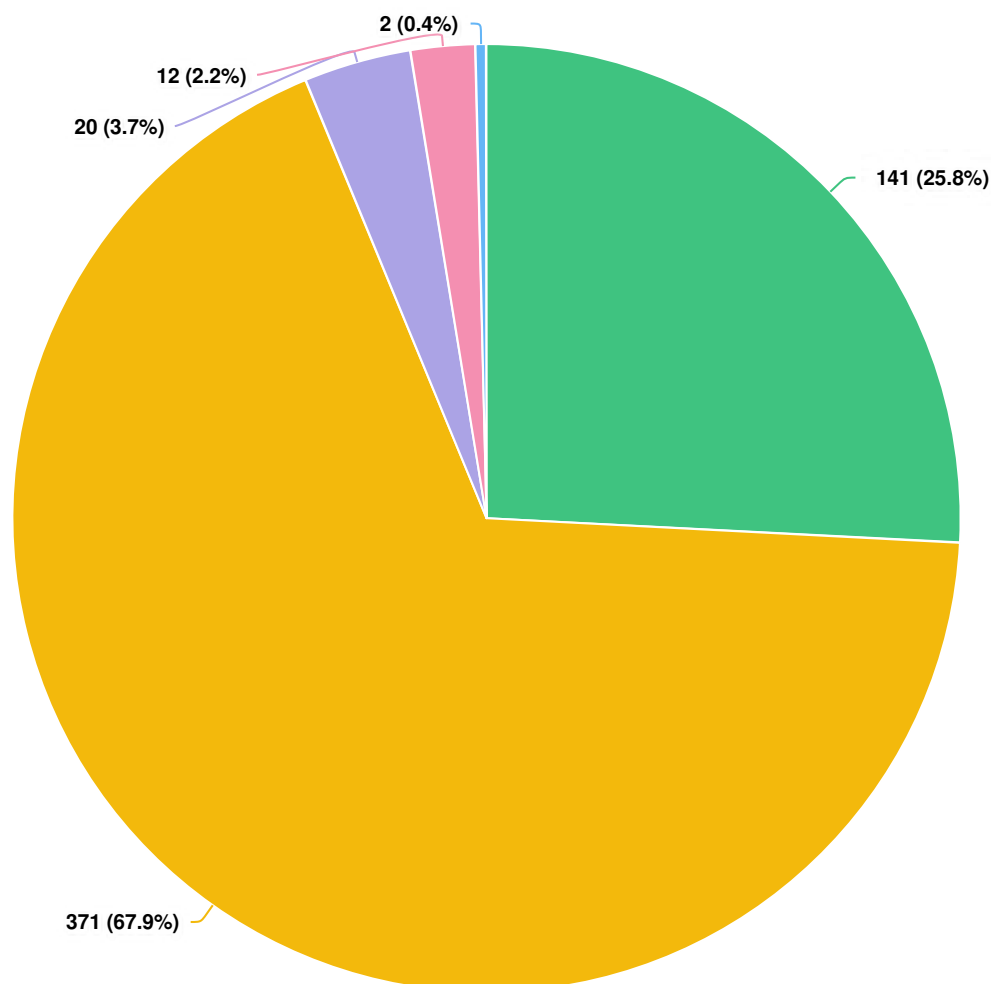


**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (453 response(s), 101 skipped)

Question type: Radio Button Question

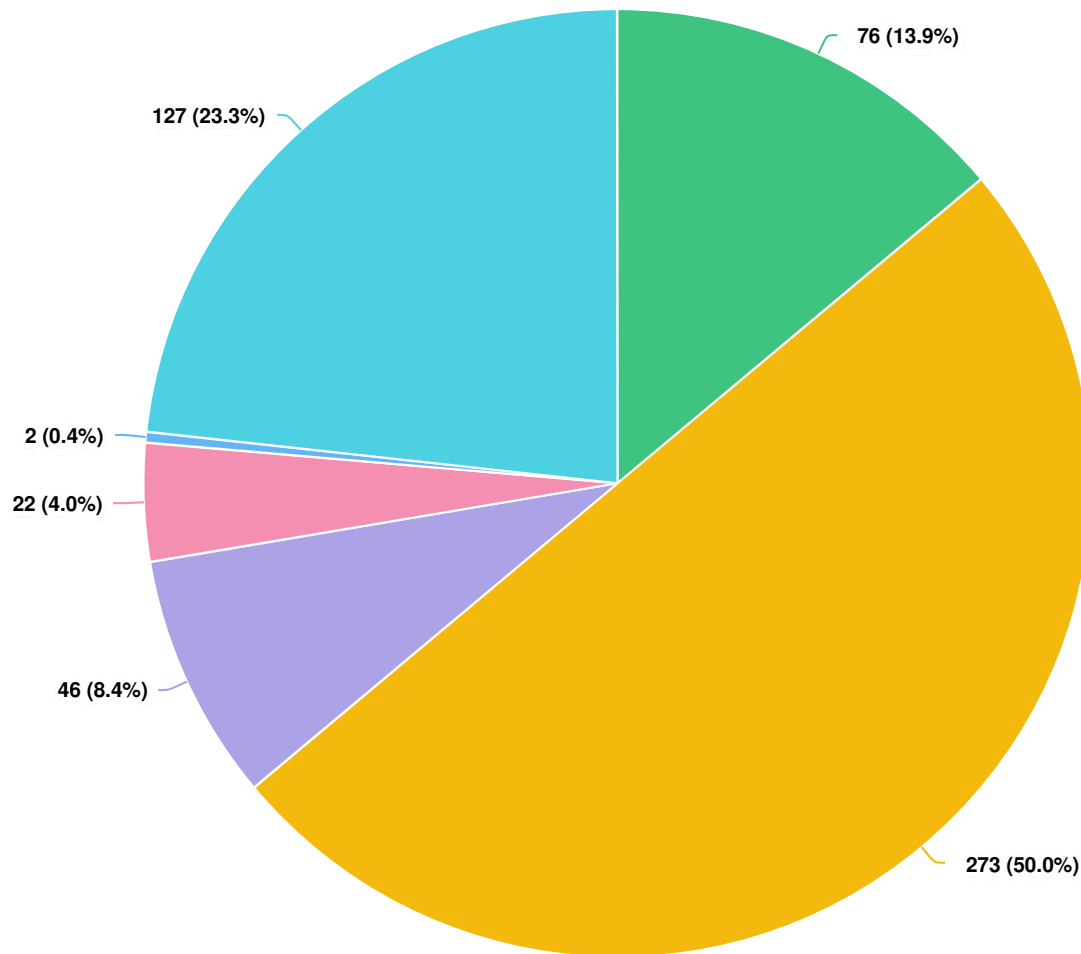
**Q8** Thinking about the rent that I pay, I am satisfied that my rent provides value for money**Question options**

☒ Strongly agree ☒ Agree ☐ Undecided ☐ Disagree ☐ Strongly disagree

Mandatory Question (540 response(s))

Question type: Radio Button Question

**Q9** If you are paying service charges, please let us know if you agree with the following statement, I am satisfied that my service charge is providing value for money

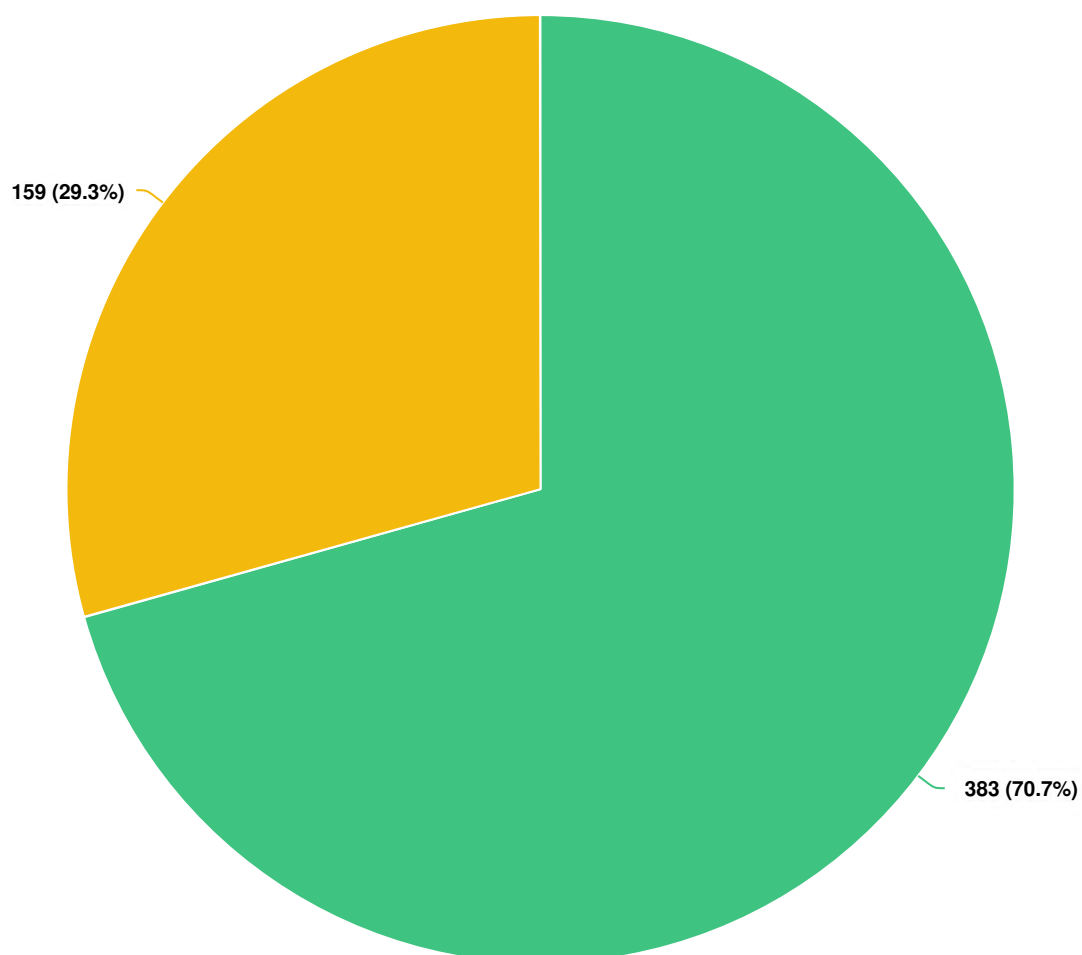


**Question options**

● Strongly agree 
 ● Agree 
 ● Undecided 
 ● Disagree 
 ● Strongly disagree 
 ● Not applicable

Mandatory Question (540 response(s))  
 Question type: Radio Button Question

**Q10** Are you aware of this service?

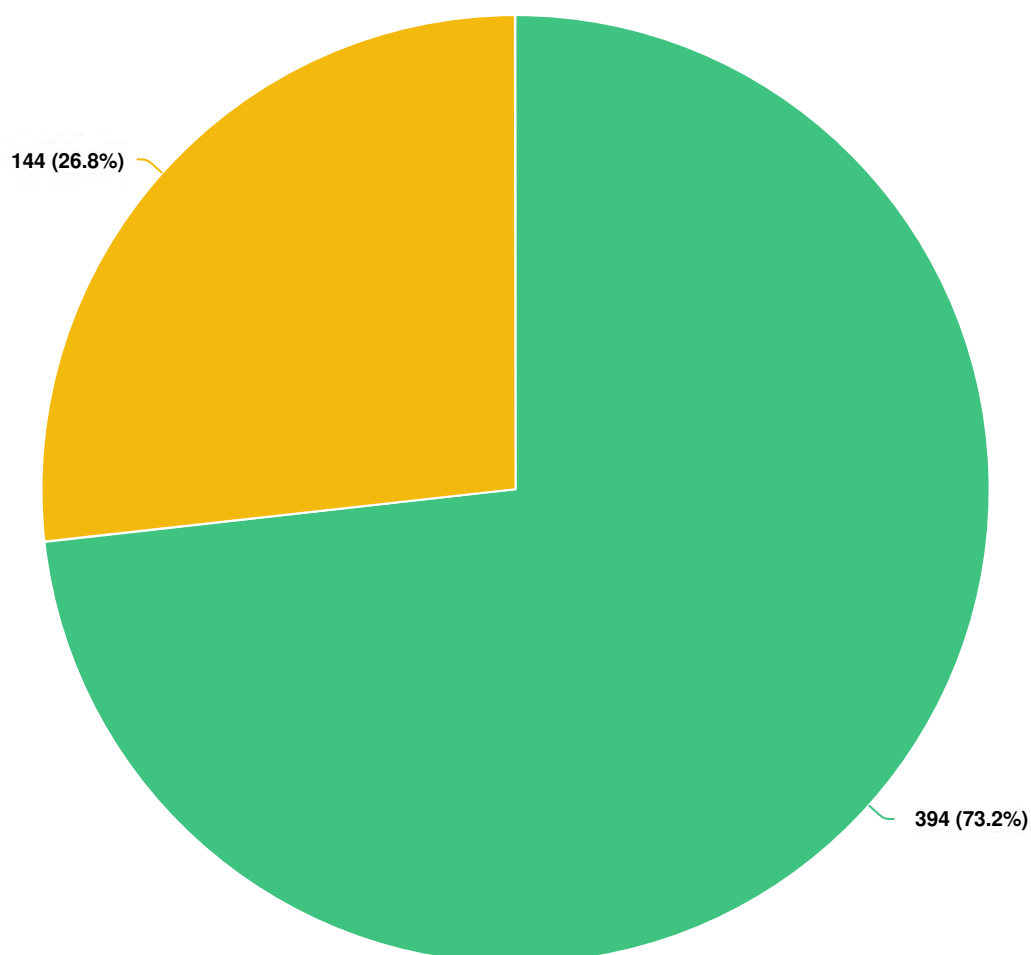


**Question options**

☒ Yes ☐ No

*Optional question (536 response(s), 18 skipped)  
Question type: Radio Button Question*

**Q11** If you wanted to access this service, would you know how to contact Derby Advice?



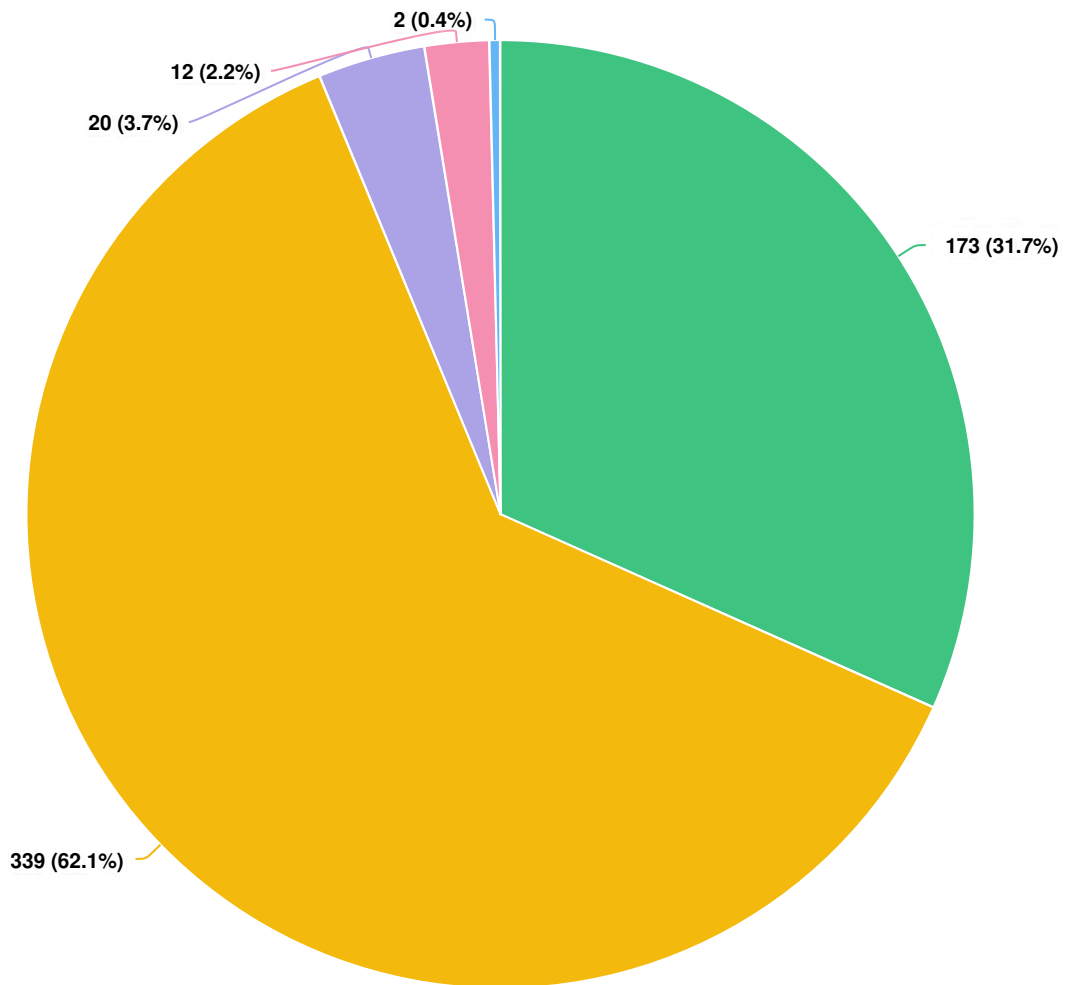
**Question options**

☒ Yes ☐ No

*Optional question (532 response(s), 22 skipped)*

*Question type: Radio Button Question*

**Q12** Thinking specifically about the building which I live in, I am satisfied that Derby Homes provides a home that is safe and secure



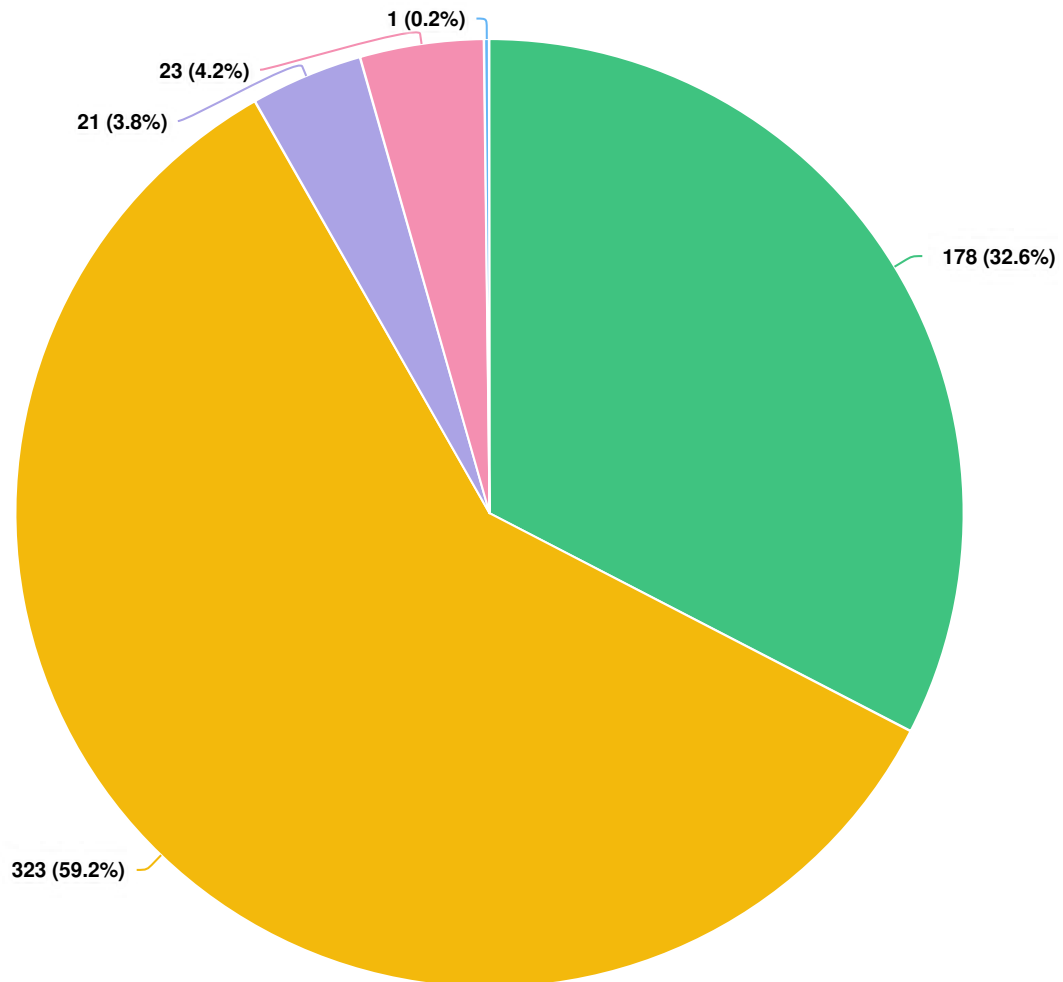
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (540 response(s))

Question type: Radio Button Question

**Q13 Overall, I am satisfied with the quality of my home**



**Question options**

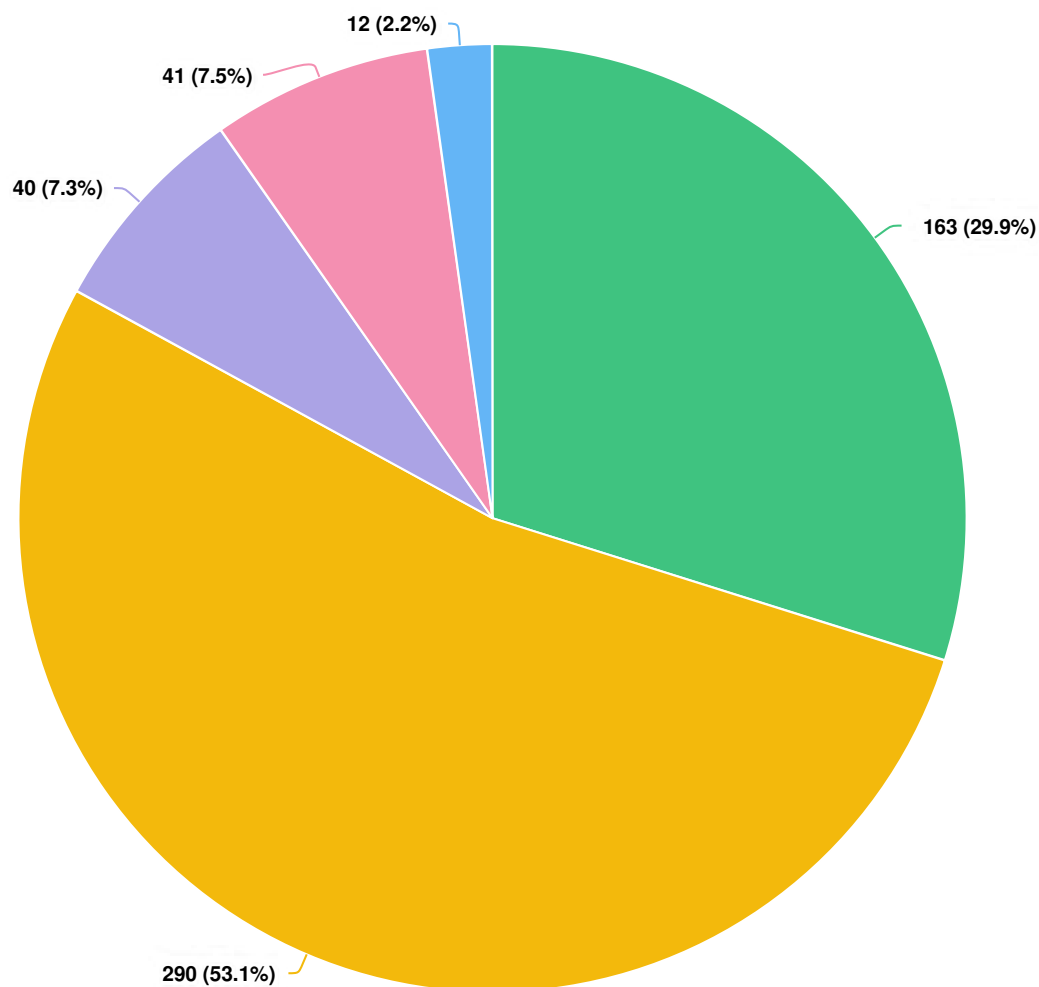
● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (540 response(s))

Question type: Radio Button Question



**Q14** I am satisfied with my neighbourhood as a place to live



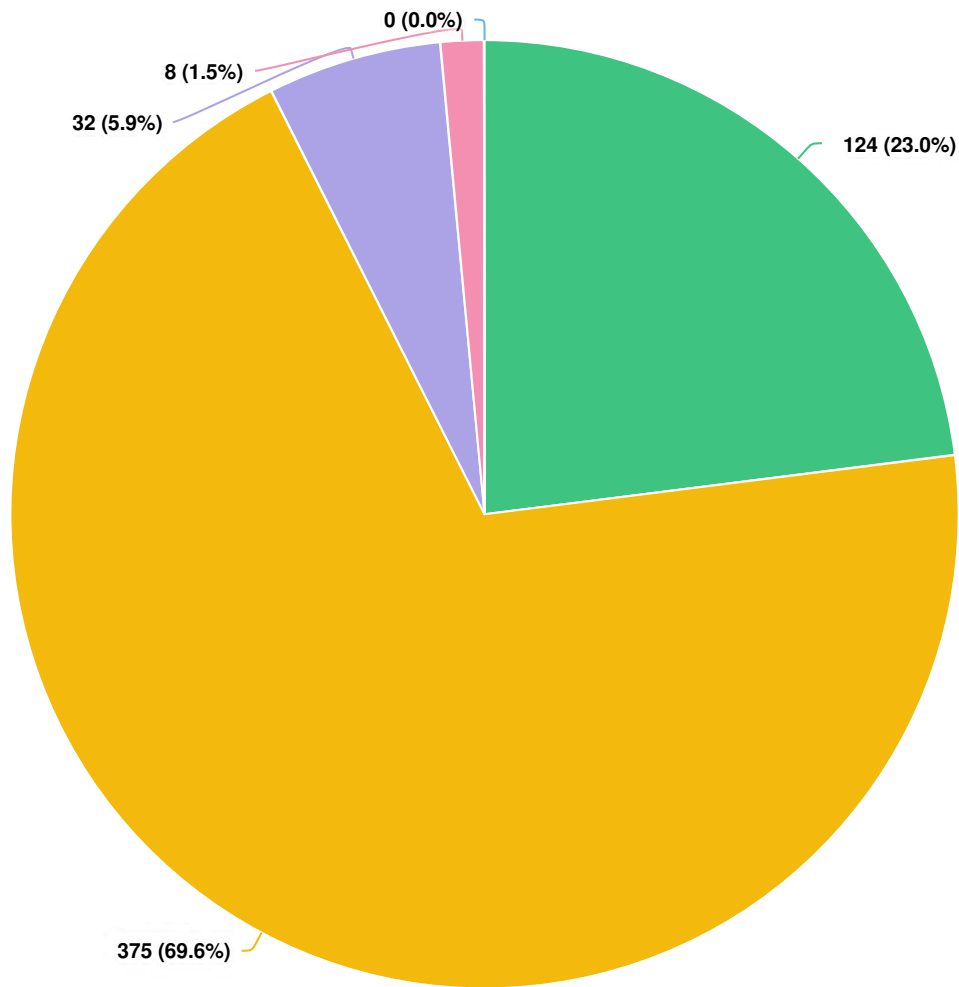
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (540 response(s))

Question type: Radio Button Question

**Q15** I am satisfied that Derby Homes keeps me informed about services that affect me as a resident



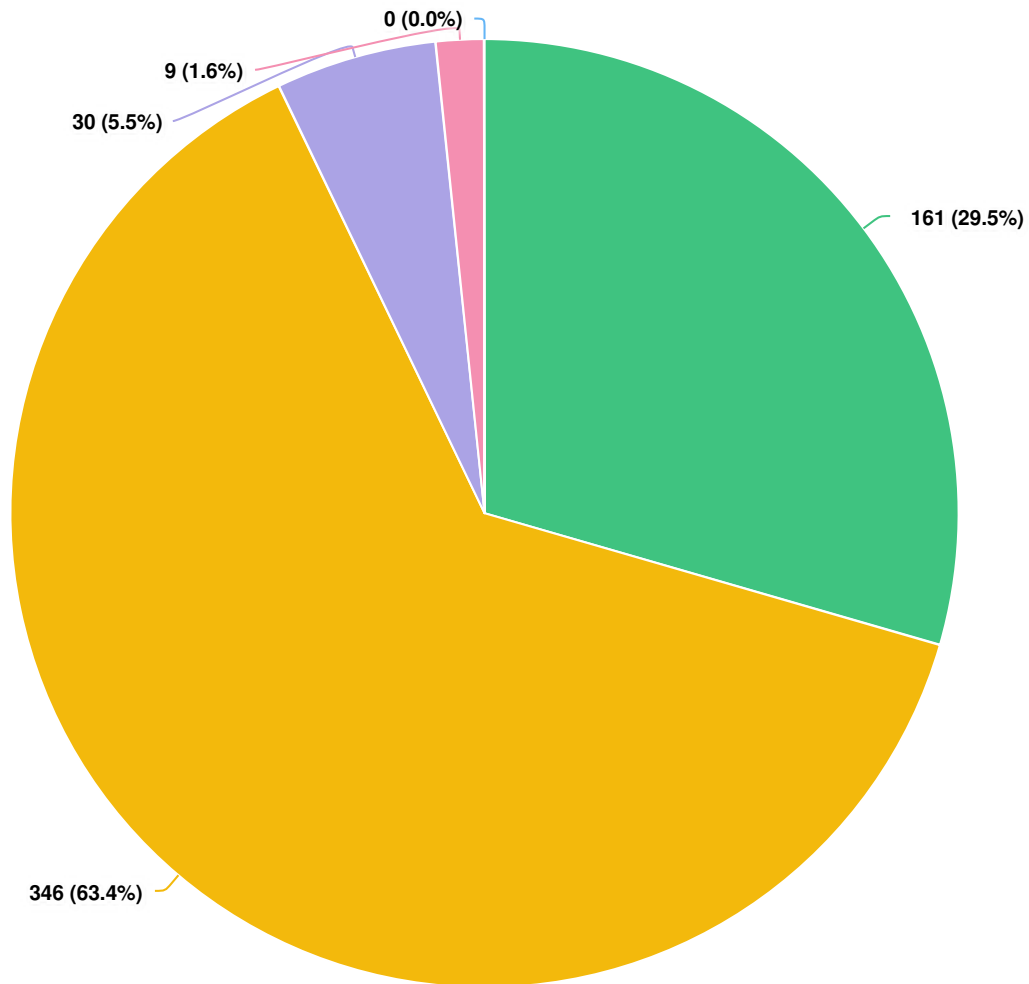
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (533 response(s), 21 skipped)

Question type: Radio Button Question

**Q16** I am satisfied that Derby Homes is easy to deal with



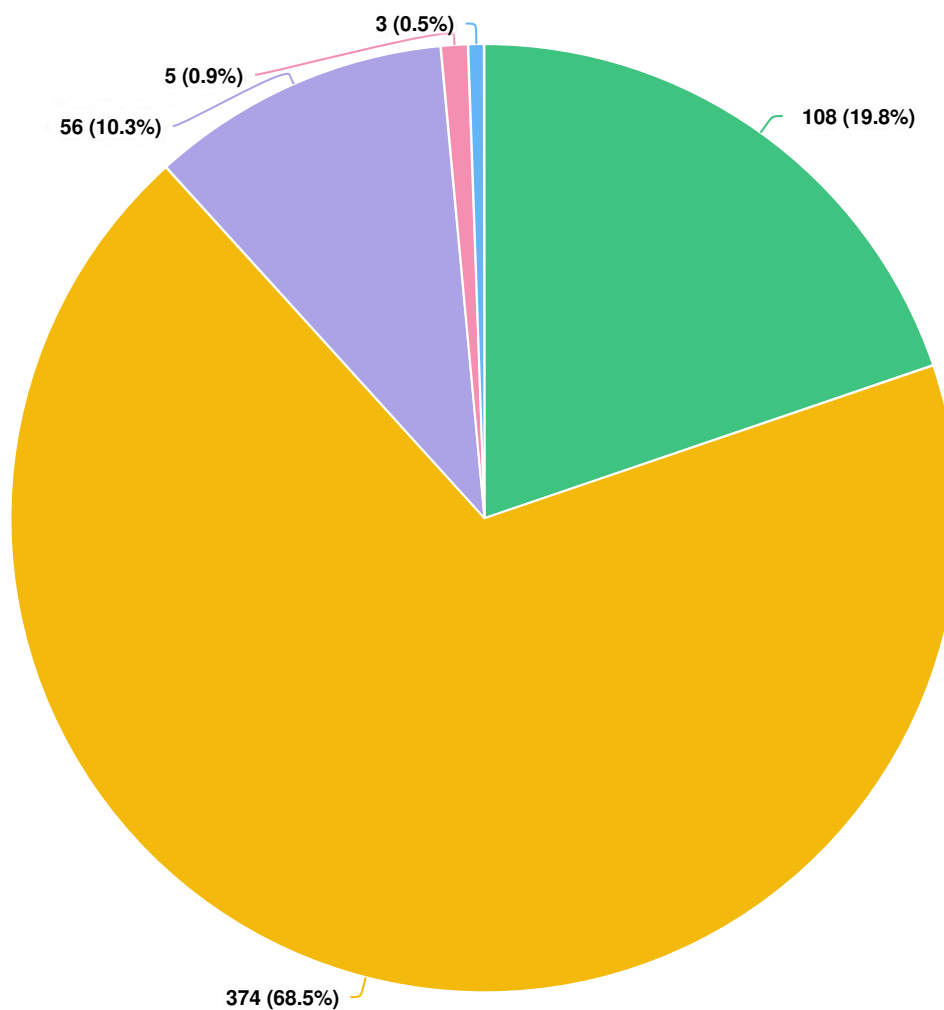
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (540 response(s))

Question type: Radio Button Question

**Q17** I am satisfied that Derby Homes gives me the opportunity to make my views known



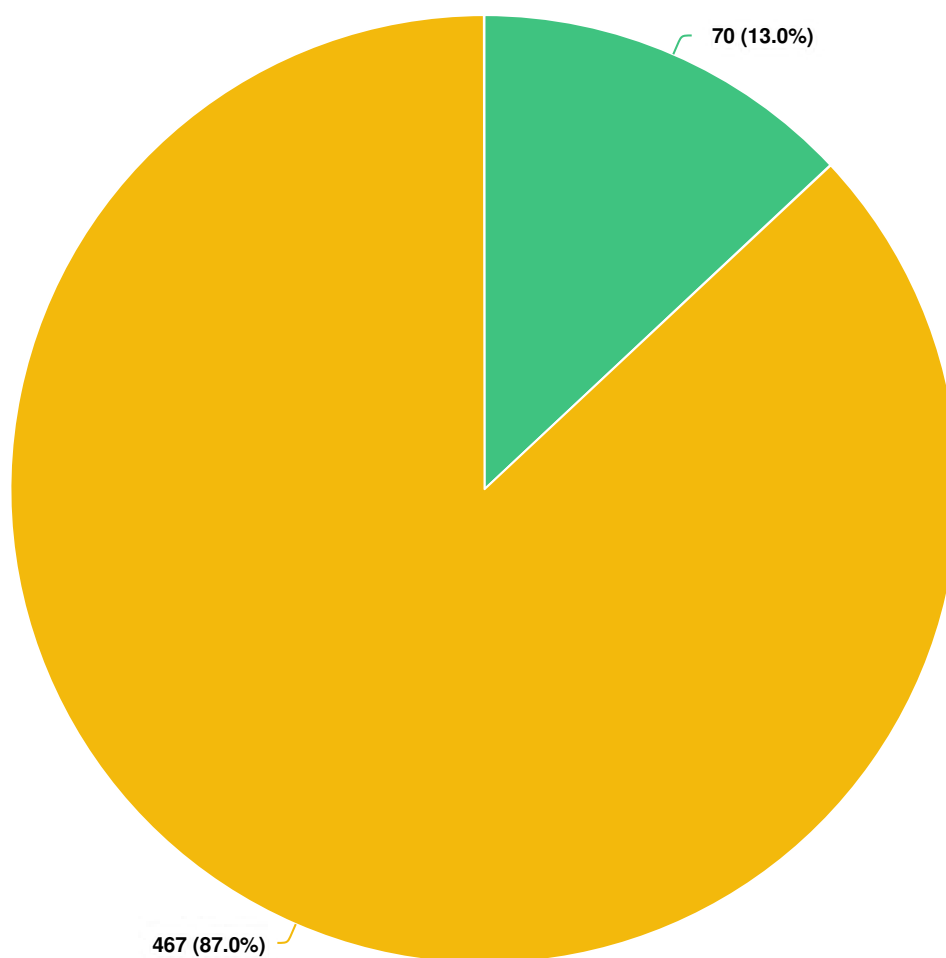
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (540 response(s))

Question type: Radio Button Question

**Q18** Have you previously provided feedback to Derby Homes in the last 12 months?



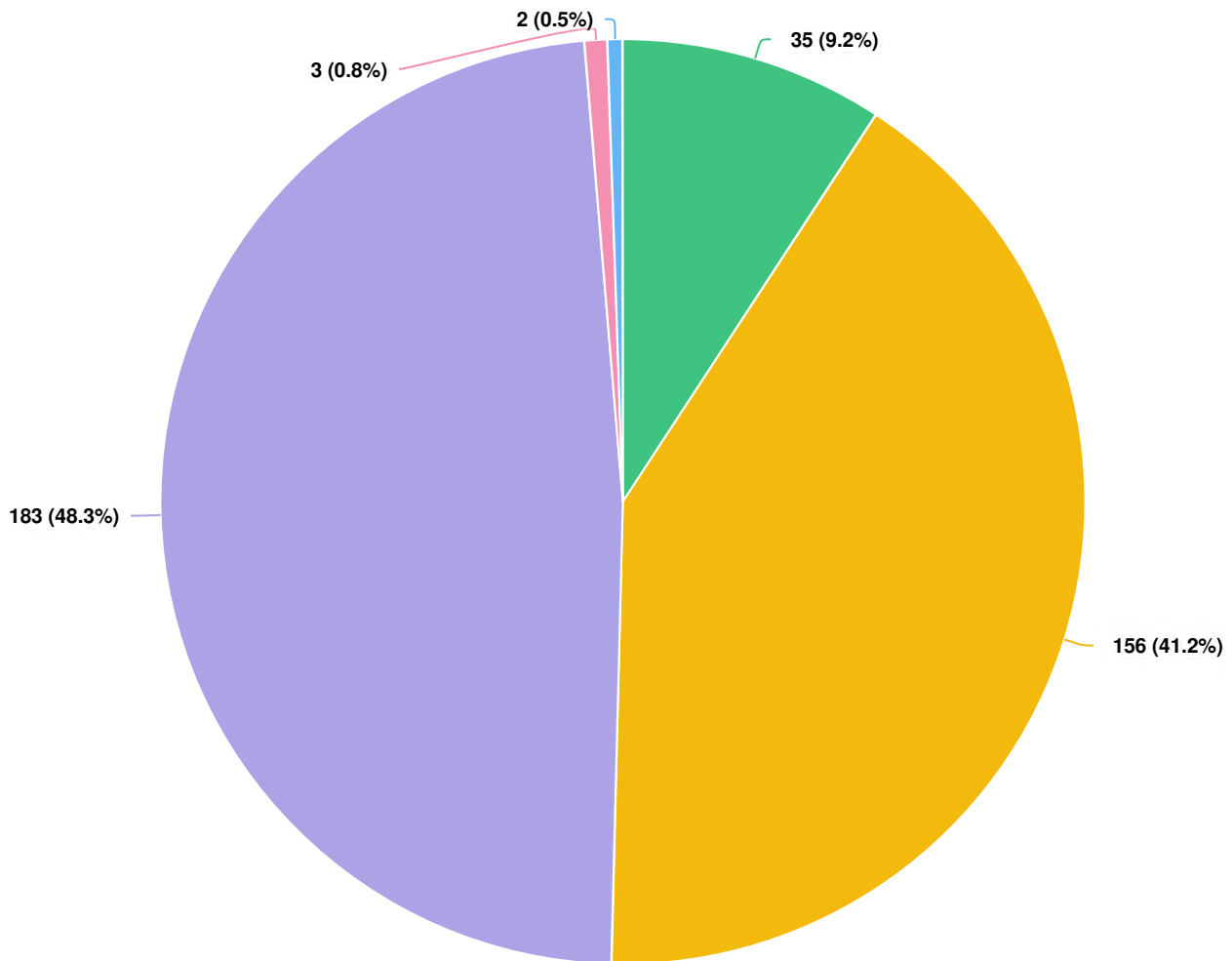
**Question options**

- ☐ Yes, I have    ☐ No, I haven't (If no, please go to complaint question)

Optional question (531 response(s), 23 skipped)

Question type: Radio Button Question

**Q19** From the feedback I have provided, I am satisfied that Derby Homes listened to my feedback and acted on this



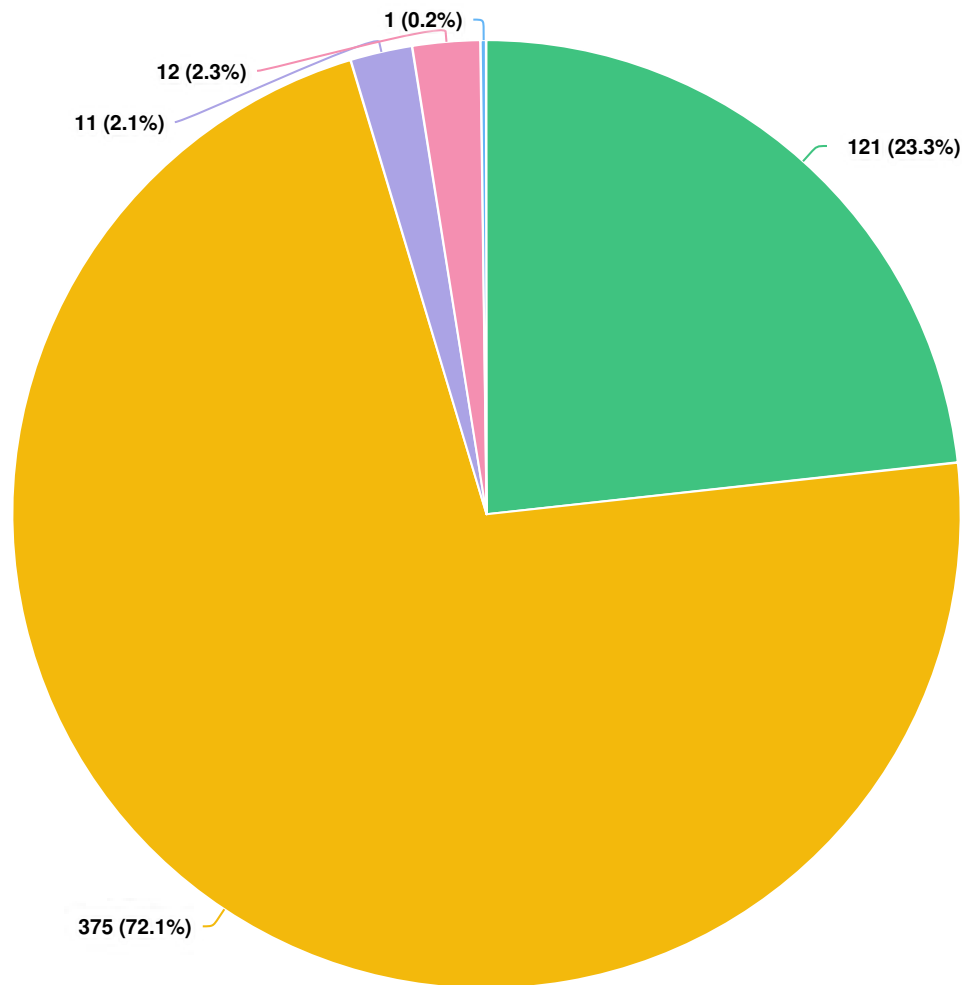
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Optional question (376 response(s), 178 skipped)

Question type: Radio Button Question

**Q20** If I am not satisfied with any part of Derby Homes' service, I am confident that I know how to make a complaint.



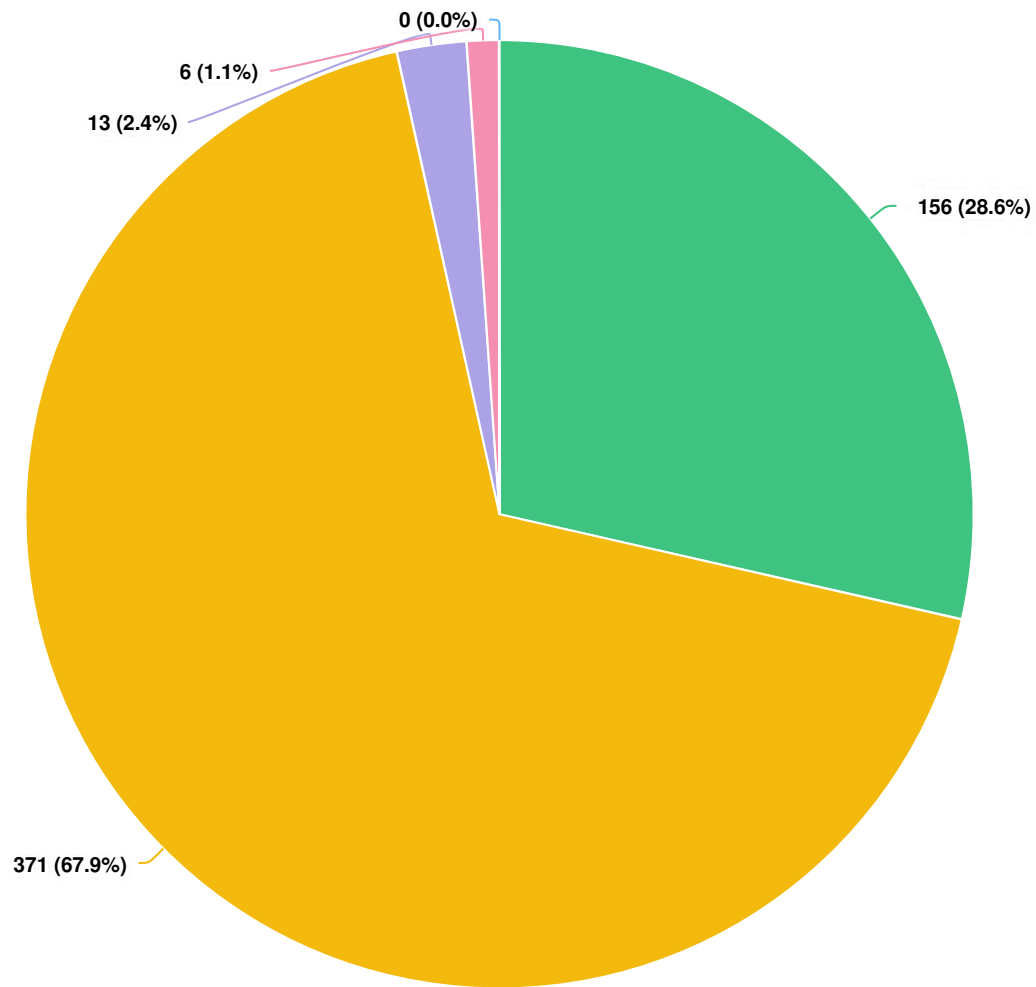
**Question options**

☒ Strongly Agree ☒ Agree ☐ Undecided ☐ Disagree ☐ Strongly Disagree

Optional question (515 response(s), 39 skipped)

Question type: Radio Button Question

**Q21** Taking everything into account, overall I am satisfied with the service provided by Derby Homes



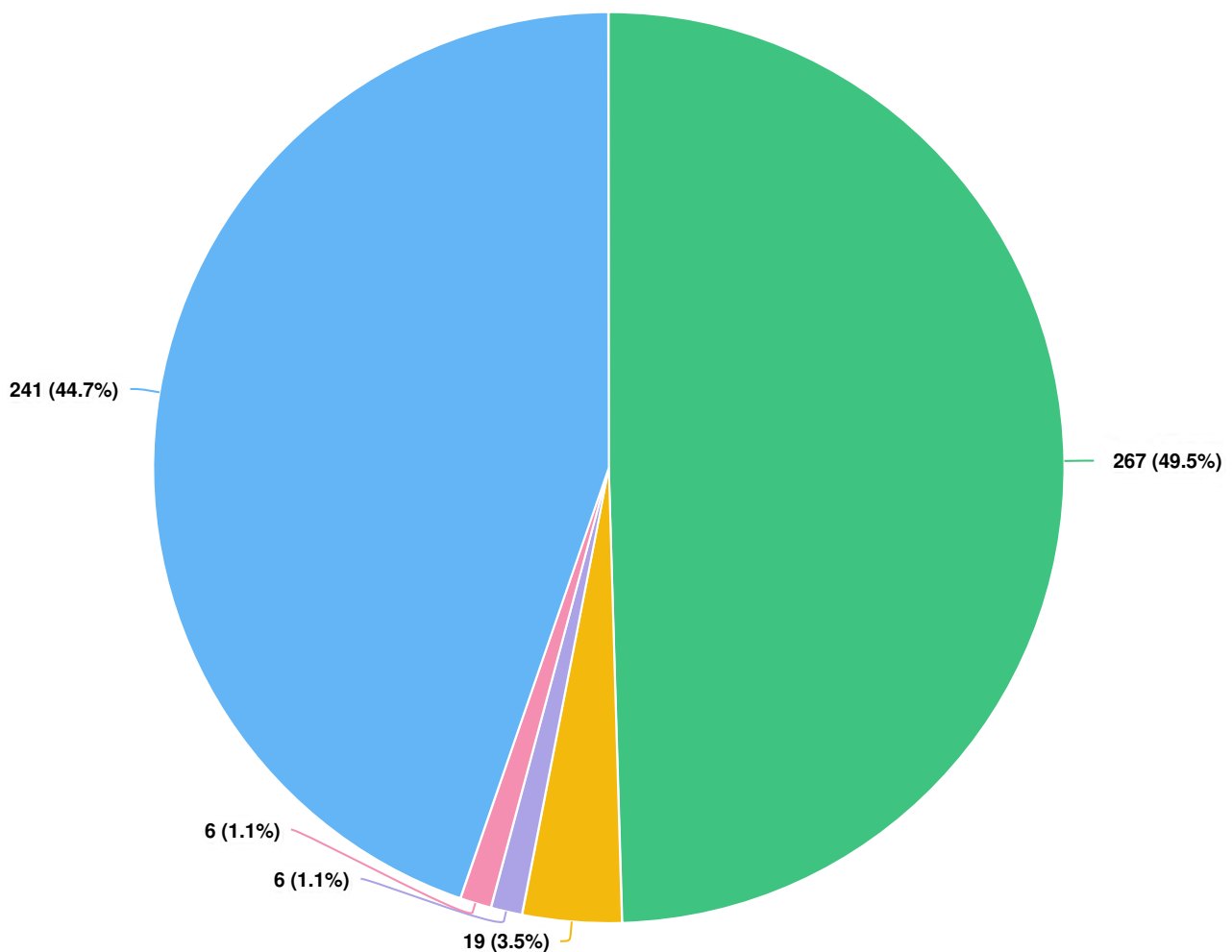
**Question options**

● Strongly agree
 ● Agree
 ● Undecided
 ● Disagree
 ● Strongly disagree

Mandatory Question (540 response(s))  
 Question type: Radio Button Question



**Q22** We have over 7,000 customers already accessing services through My Account - your individual customer account - where you can request repairs, view your rent account and make payments. Are you already registered? If not, would you like more informa...



#### Question options

- Already registered
- No, I am not registered
- Yes, please call (ask for mobile/telephone number)
- Yes, please email (ask for email address)
- No, thank you

Optional question (533 response(s), 21 skipped)

Question type: Radio Button Question