

# Customer Survey 2022 - 2023

---

## **SURVEY RESPONSE REPORT**

01 October 2022 - 31 December 2022

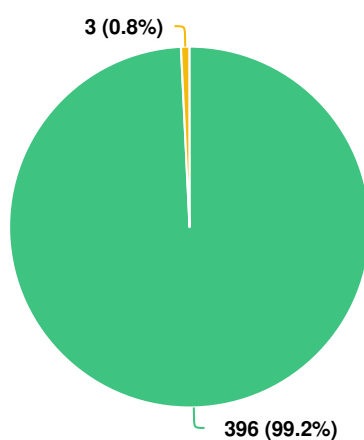
### **PROJECT NAME:**

Customer Survey 2022 - 2023



# 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?

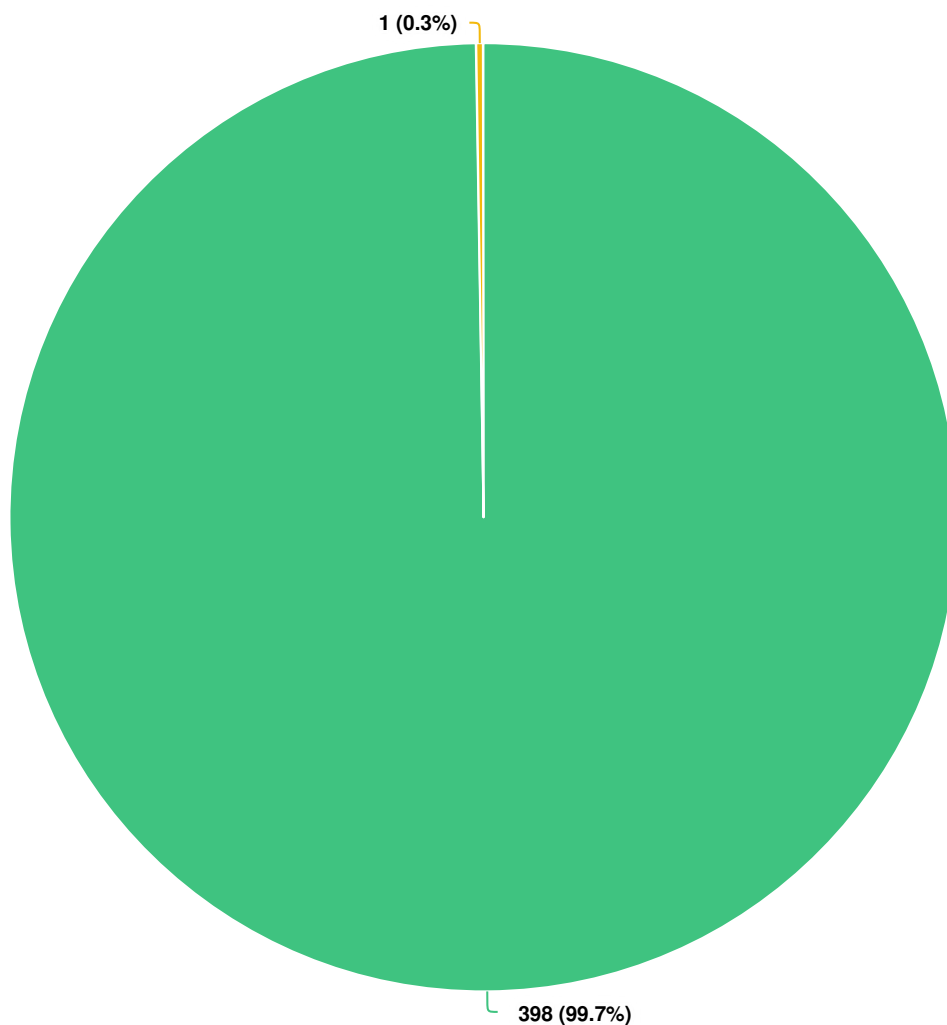


**Question options**

☒ Yes ☐ No

*Mandatory Question (399 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...

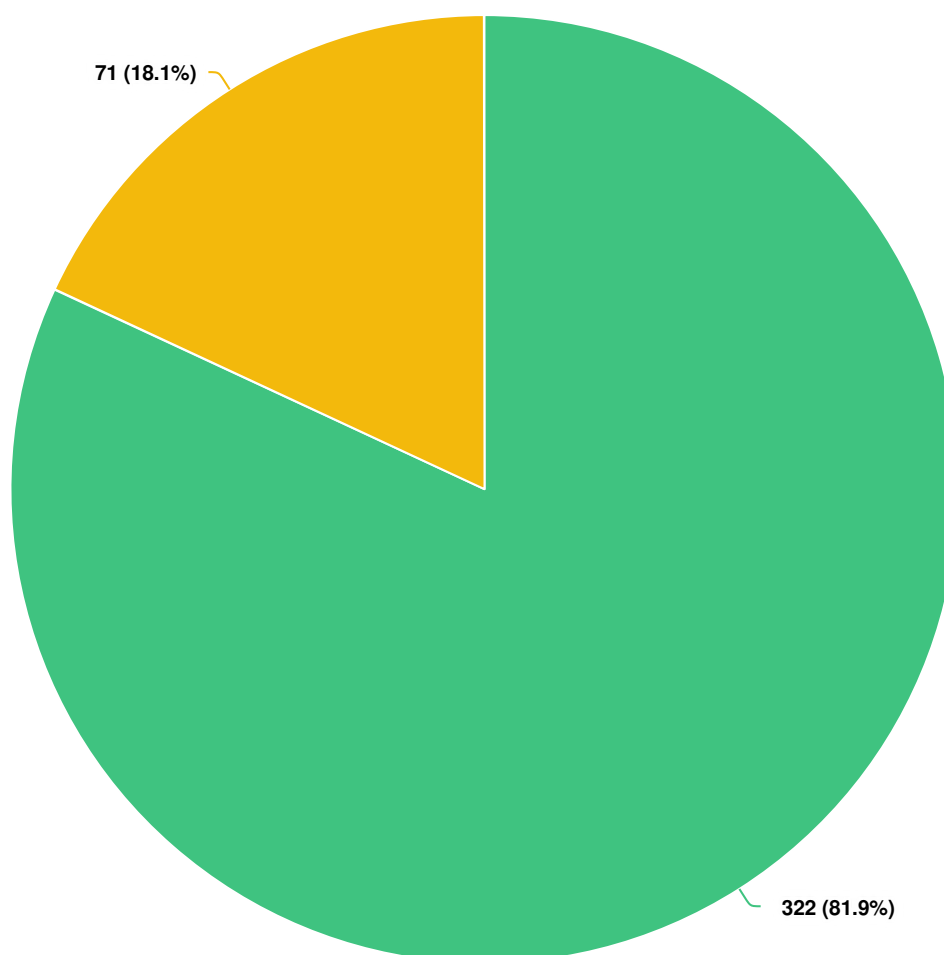


**Question options**

● Yes ● No

Mandatory Question (399 response(s))  
Question type: Radio Button Question

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



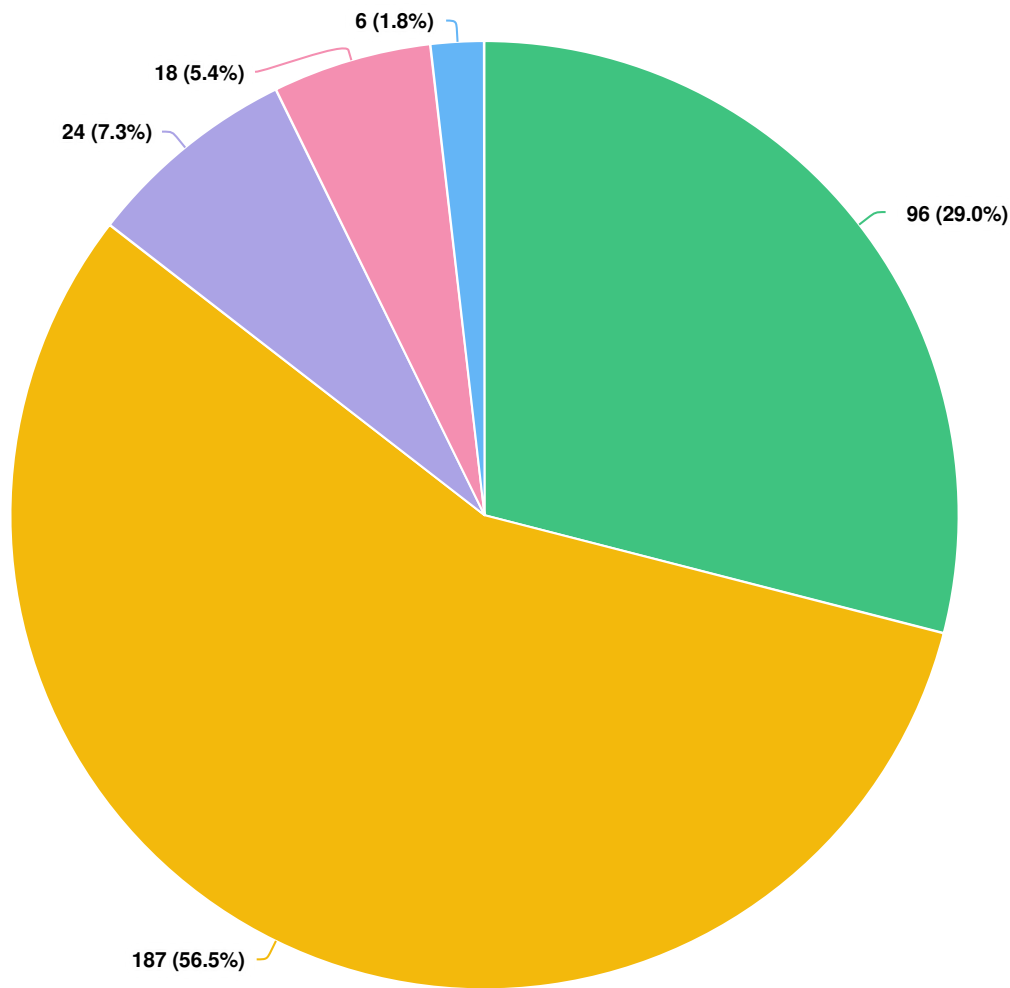
**Question options**

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

*Optional question (393 response(s), 6 skipped)*

*Question type: Radio Button Question*

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

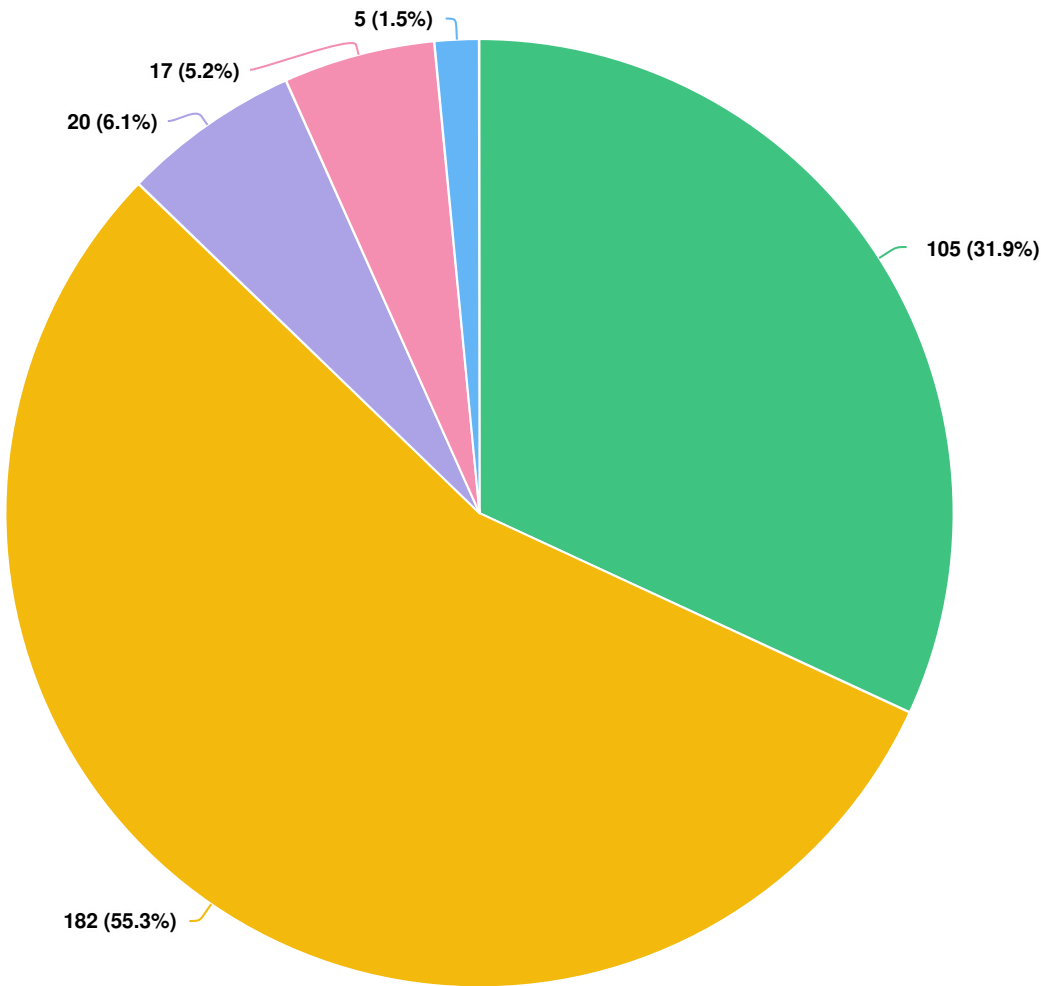


Question options

Strongly agree   Agree   Undecided   Disagree   Strongly disagree

Optional question (331 response(s), 68 skipped)  
Question type: Radio Button Question

Q5 I am satisfied with the quality of my recent repair

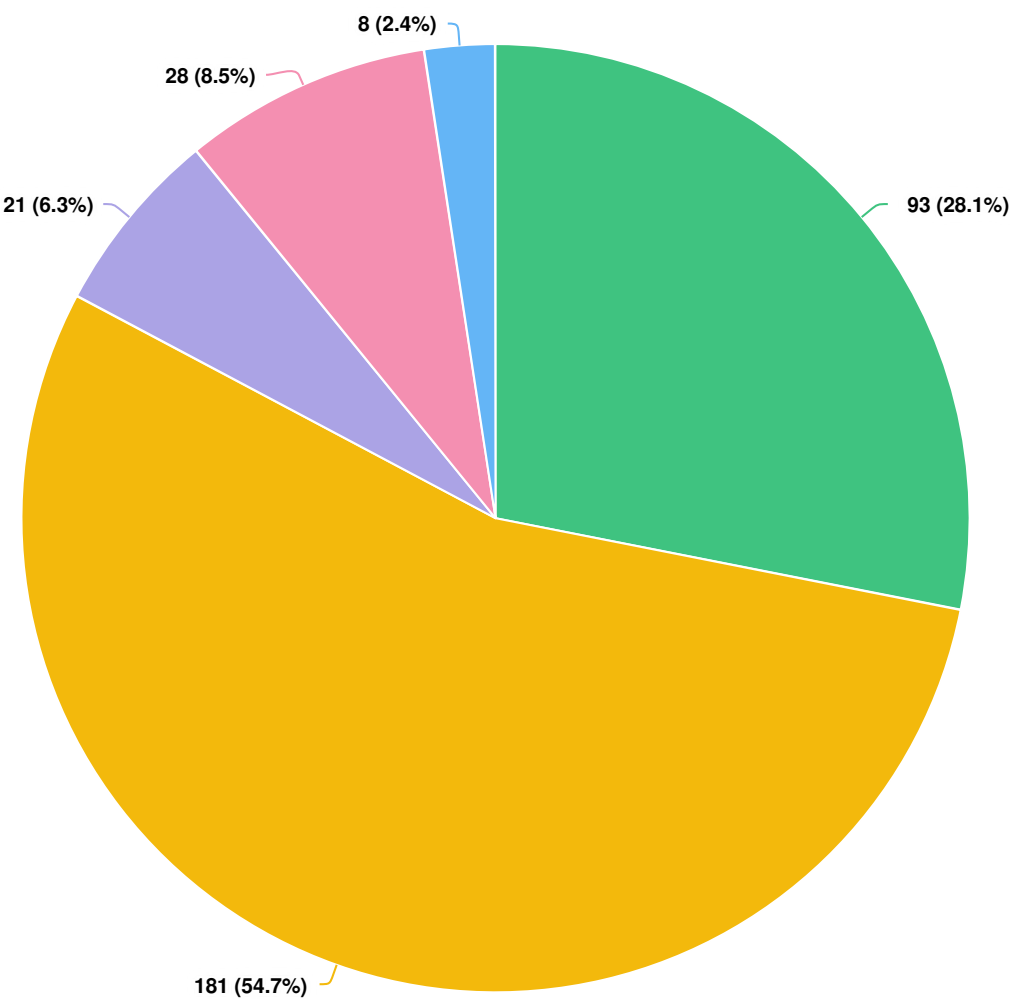


Question options

Strongly agree   Agree   Undecided   Disagree   Strongly disagree

Optional question (329 response(s), 70 skipped)  
Question type: Radio Button Question

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



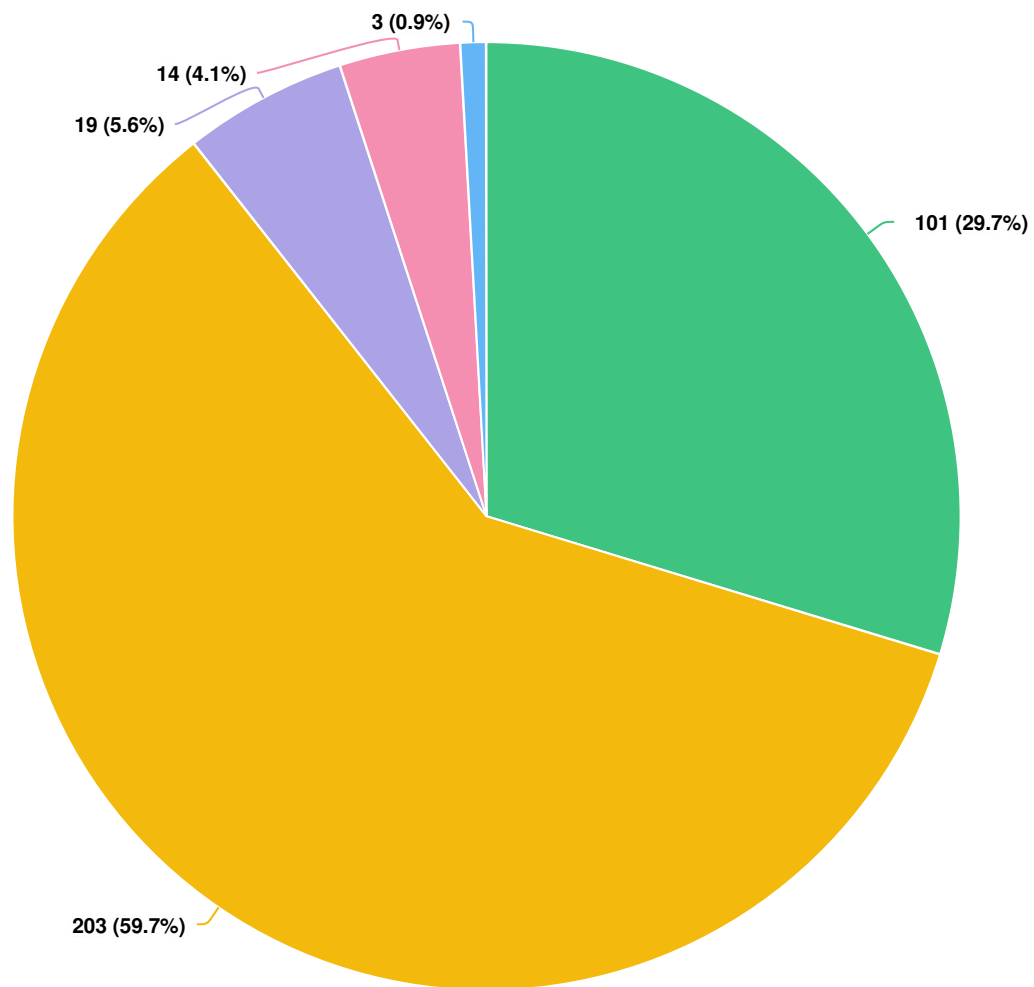
**Question options**

Strongly agree   Agree   Undecided   Disagree   Strongly disagree

Optional question (331 response(s), 68 skipped)  
Question type: Radio Button Question



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

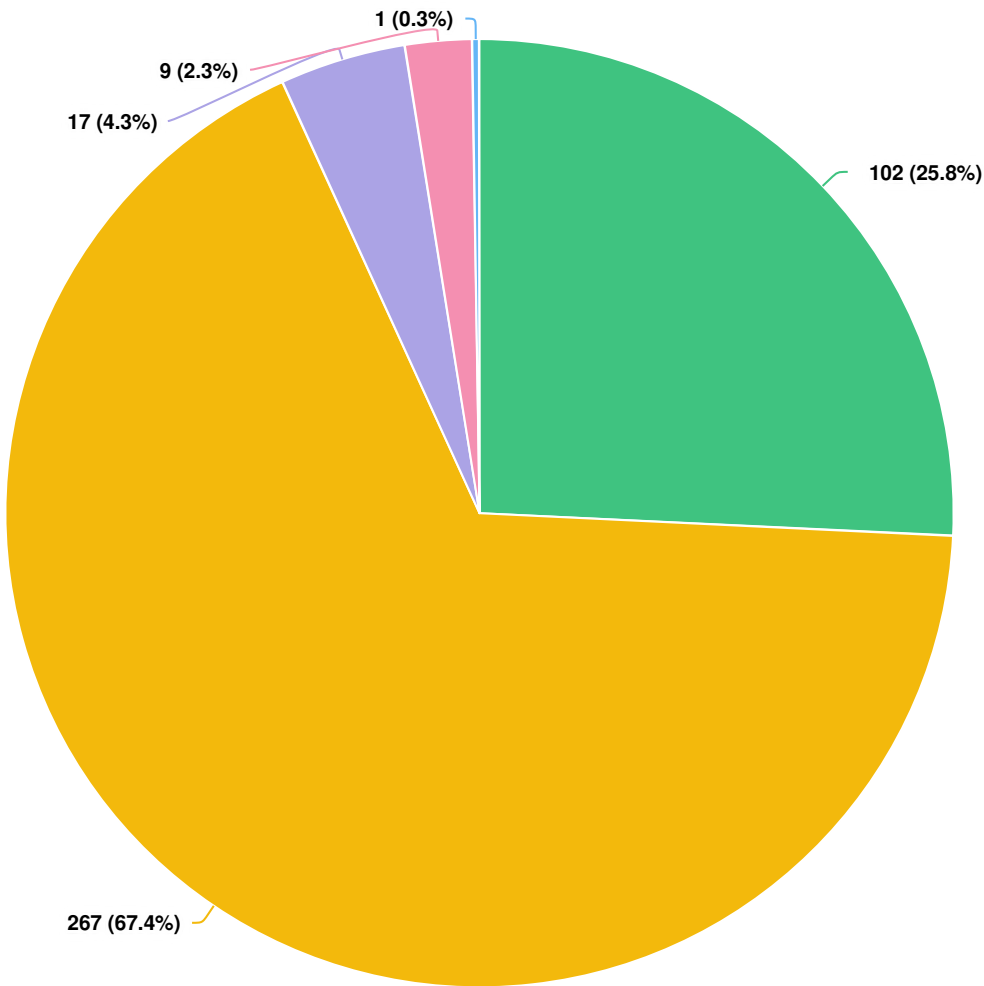


**Question options**

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

Optional question (340 response(s), 59 skipped)  
Question type: Radio Button Question

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

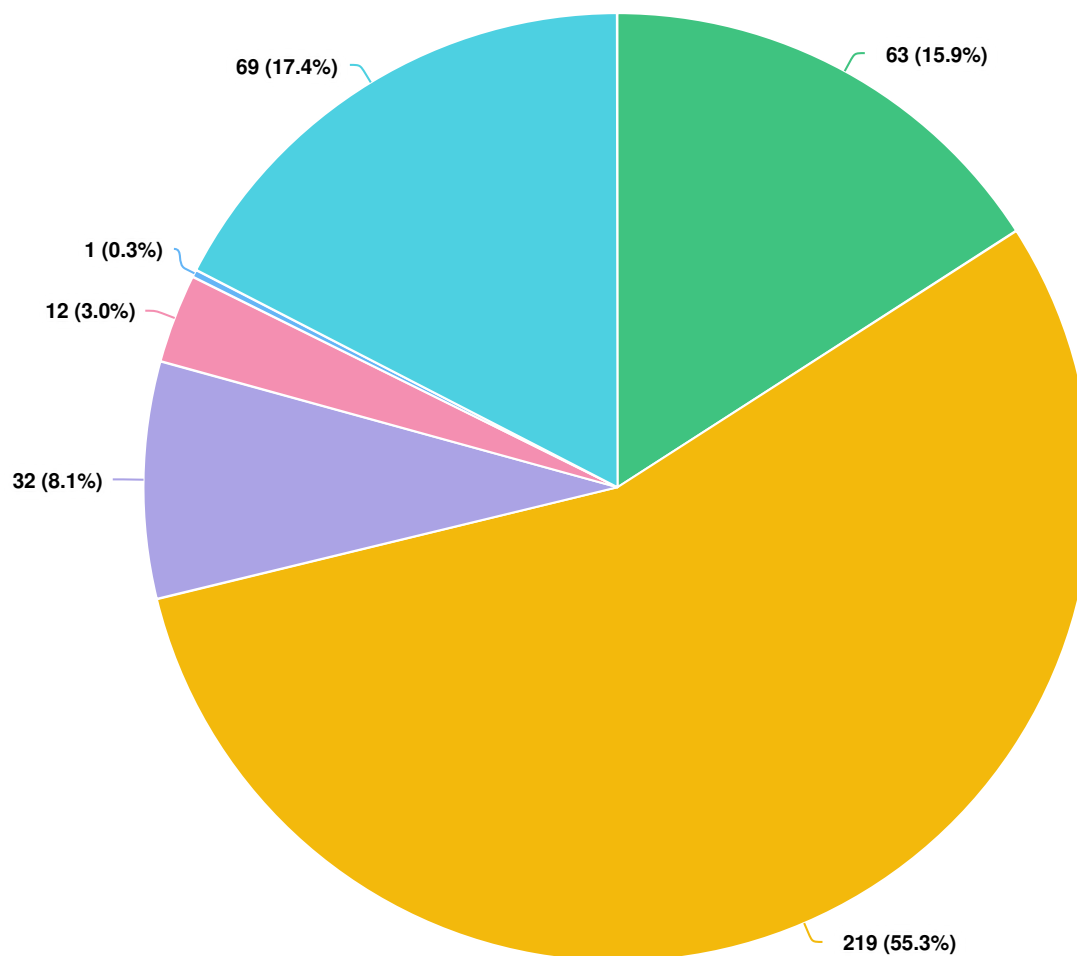


**Question options**

Strongly agree   Agree   Undecided   Disagree   Strongly disagree

Mandatory Question (396 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

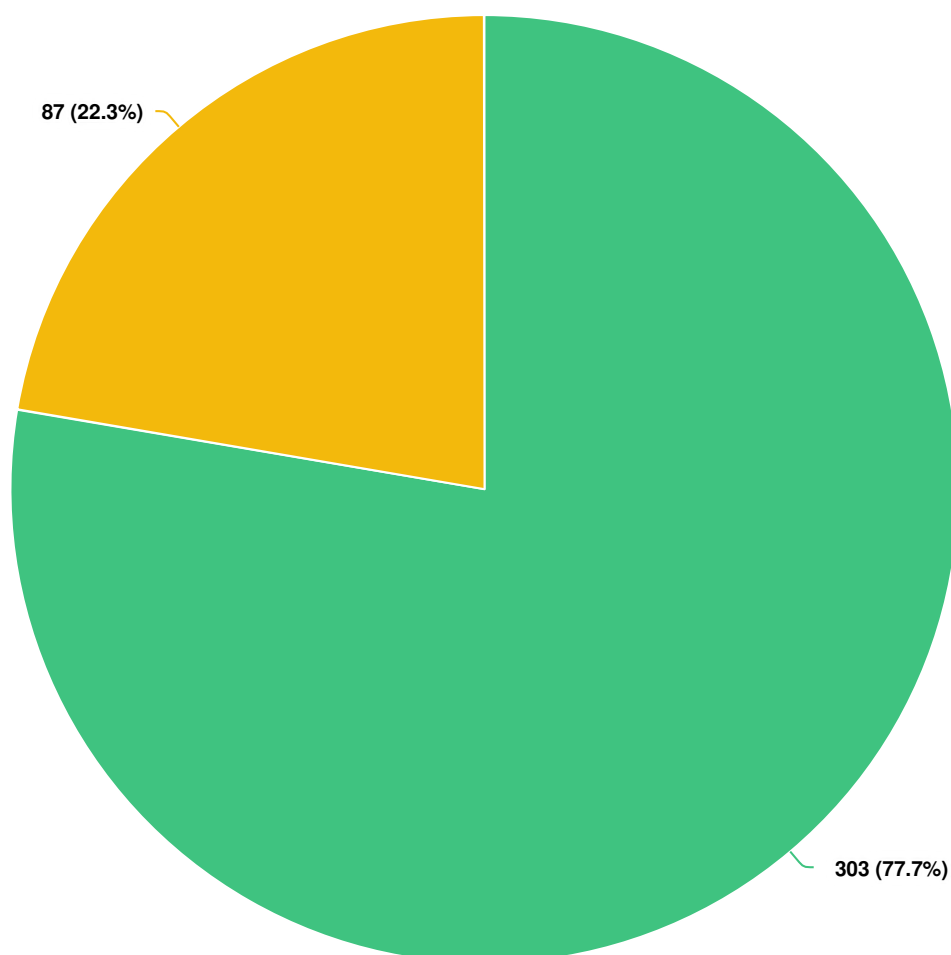


**Question options**

Strongly agree Agree Undecided Disagree Strongly disagree Not applicable

Mandatory Question (396 response(s))  
Question type: Radio Button Question

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

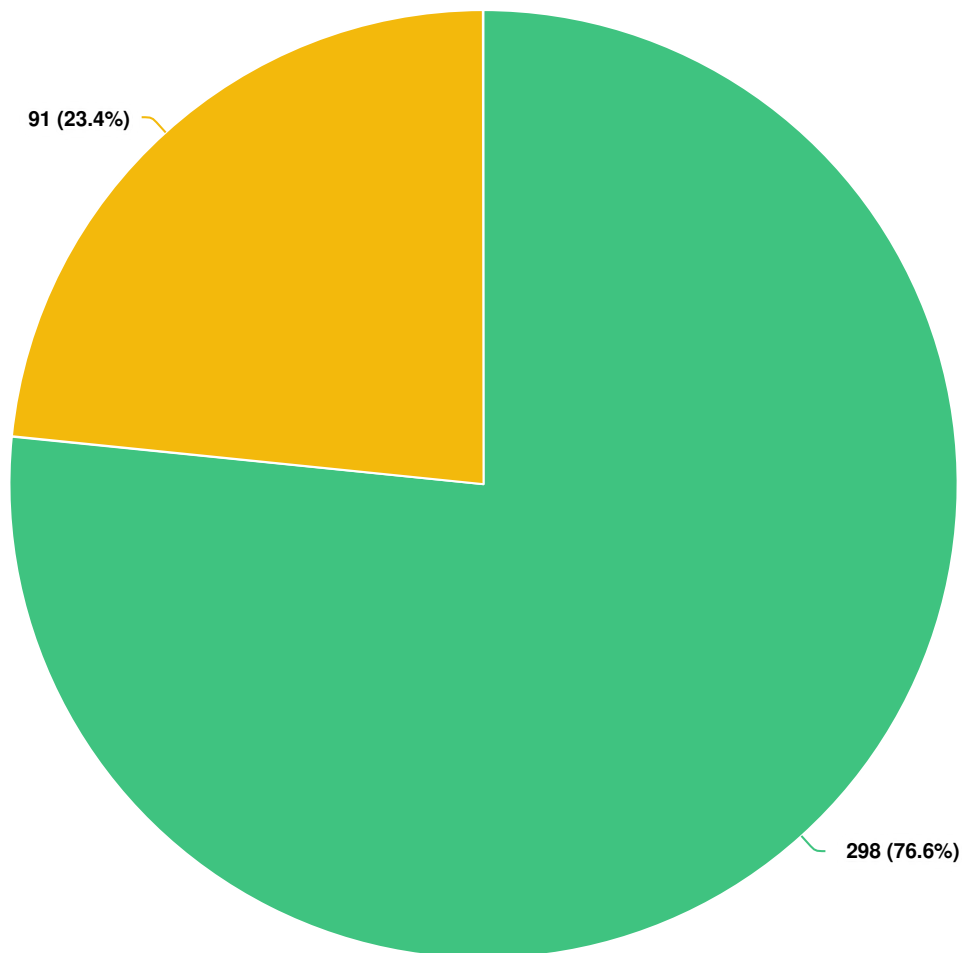


**Question options**

☒ Yes ☐ No

*Optional question (390 response(s), 9 skipped)*  
*Question type: Radio Button Question*

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

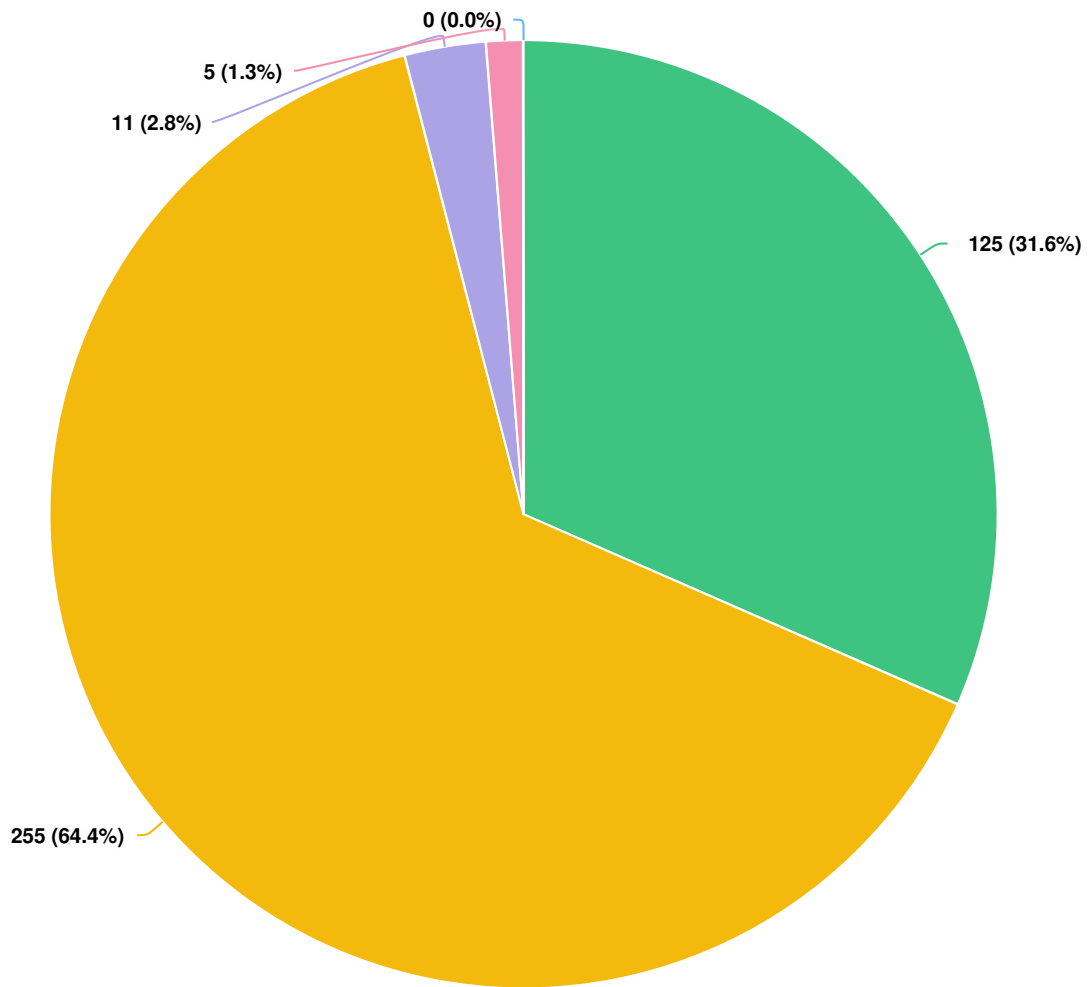


**Question options**

☒ Yes ☐ No

*Optional question (389 response(s), 10 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

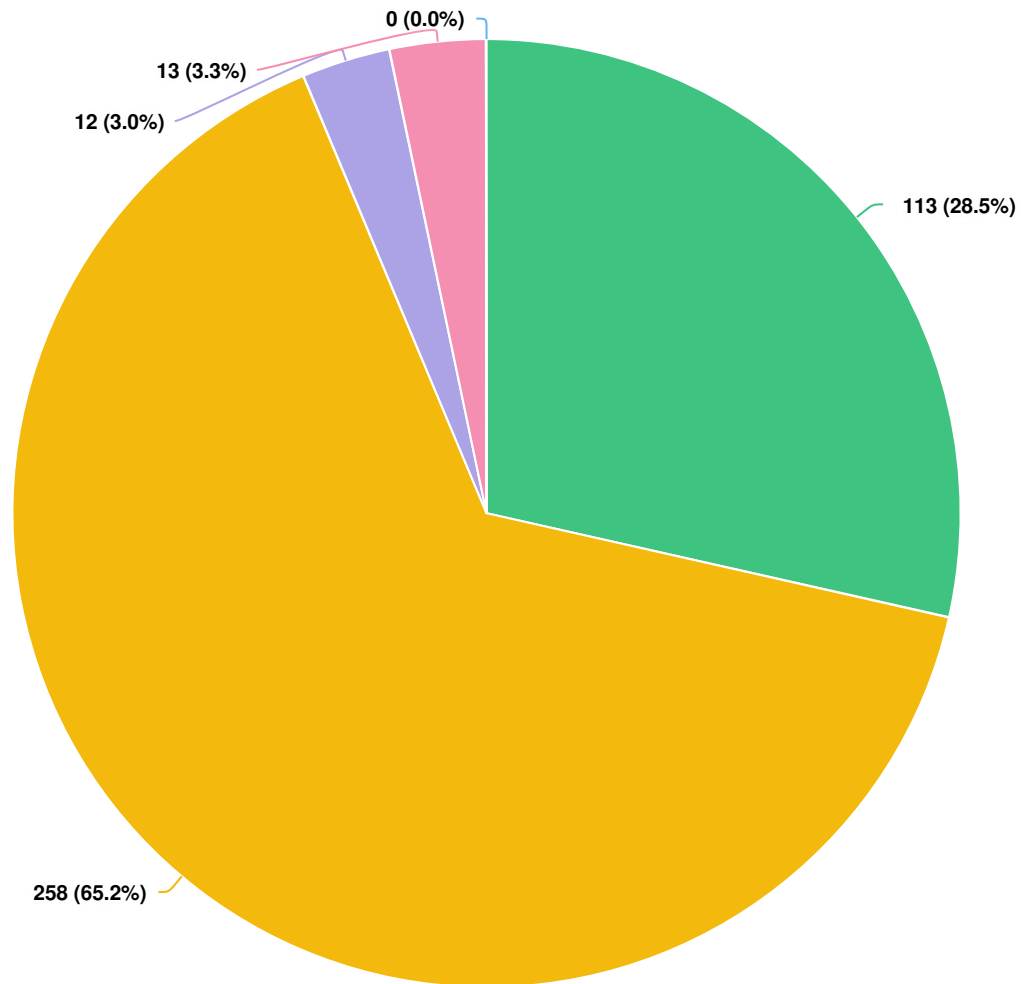


**Question options**

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

Mandatory Question (396 response(s))  
Question type: Radio Button Question

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



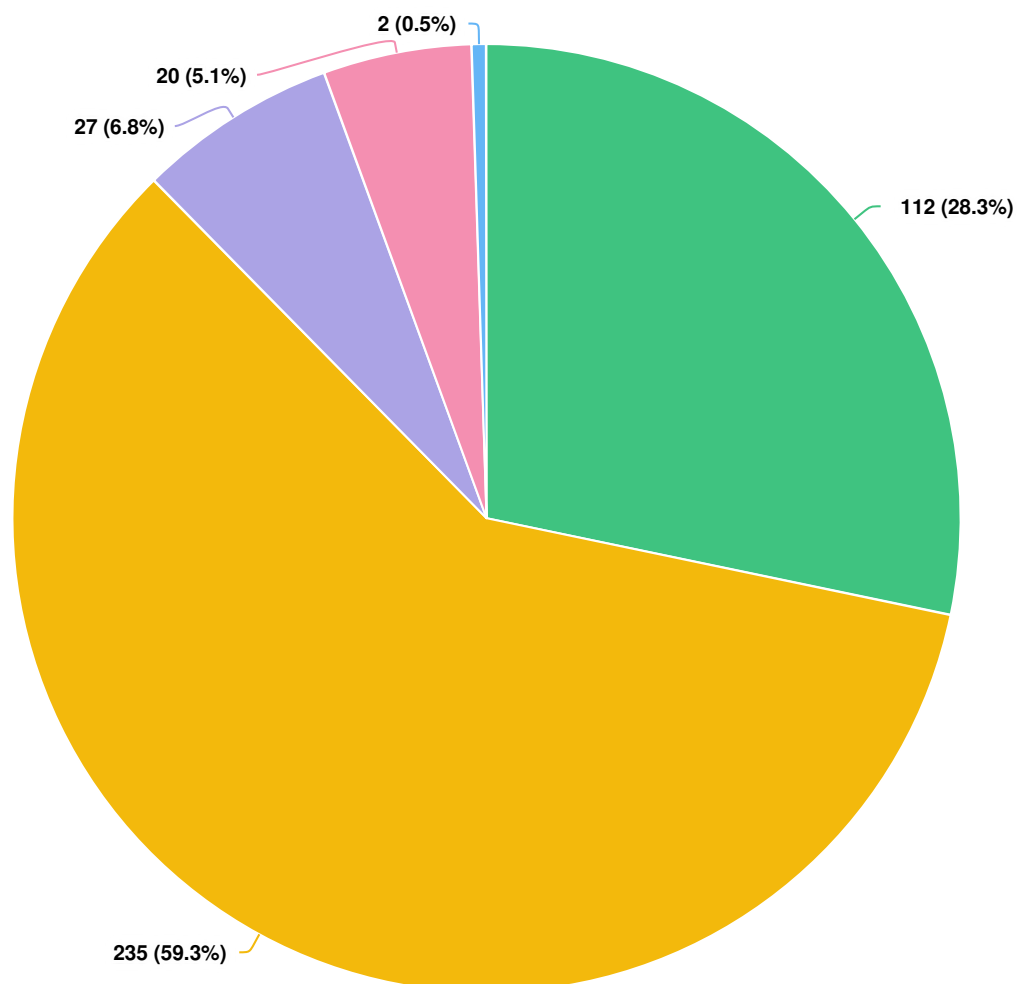
**Question options**

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

Mandatory Question (396 response(s))

Question type: Radio Button Question

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



**Question options**

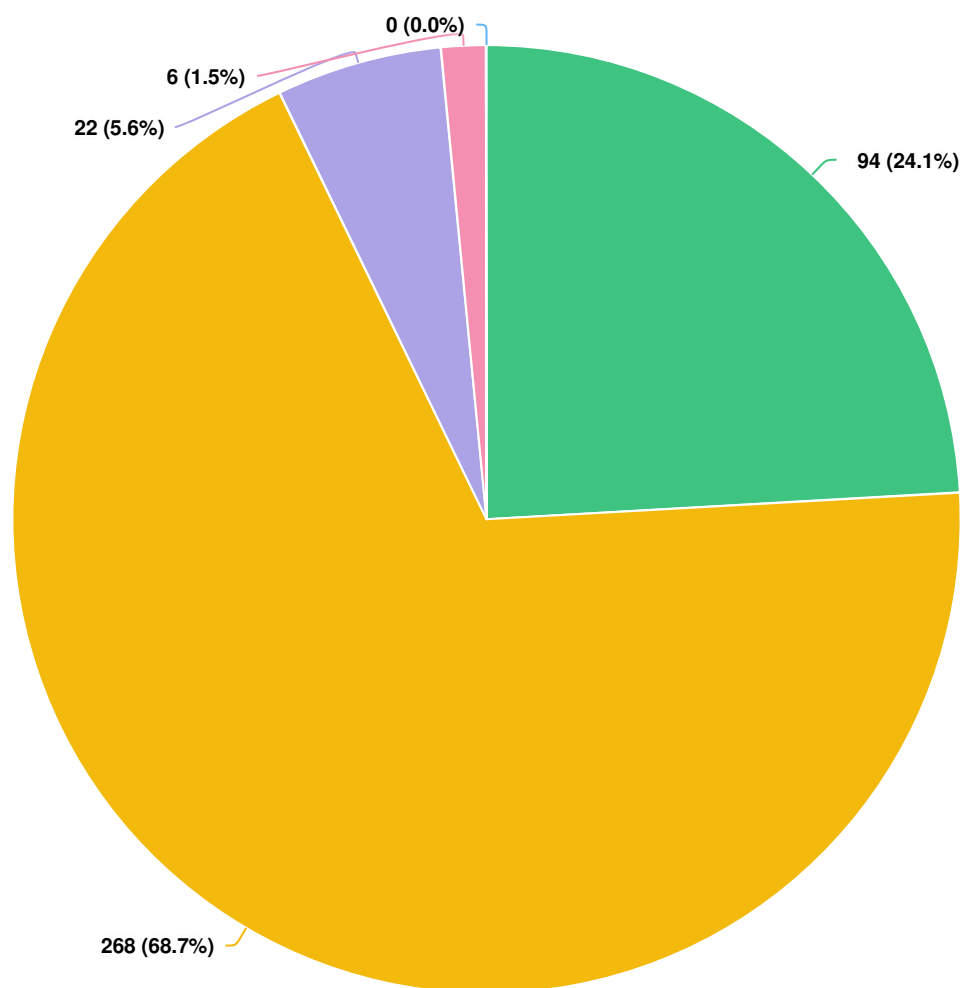
● Strongly agree ● Agree ● Undecided ● Disagree ● Strongly disagree

Mandatory Question (396 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



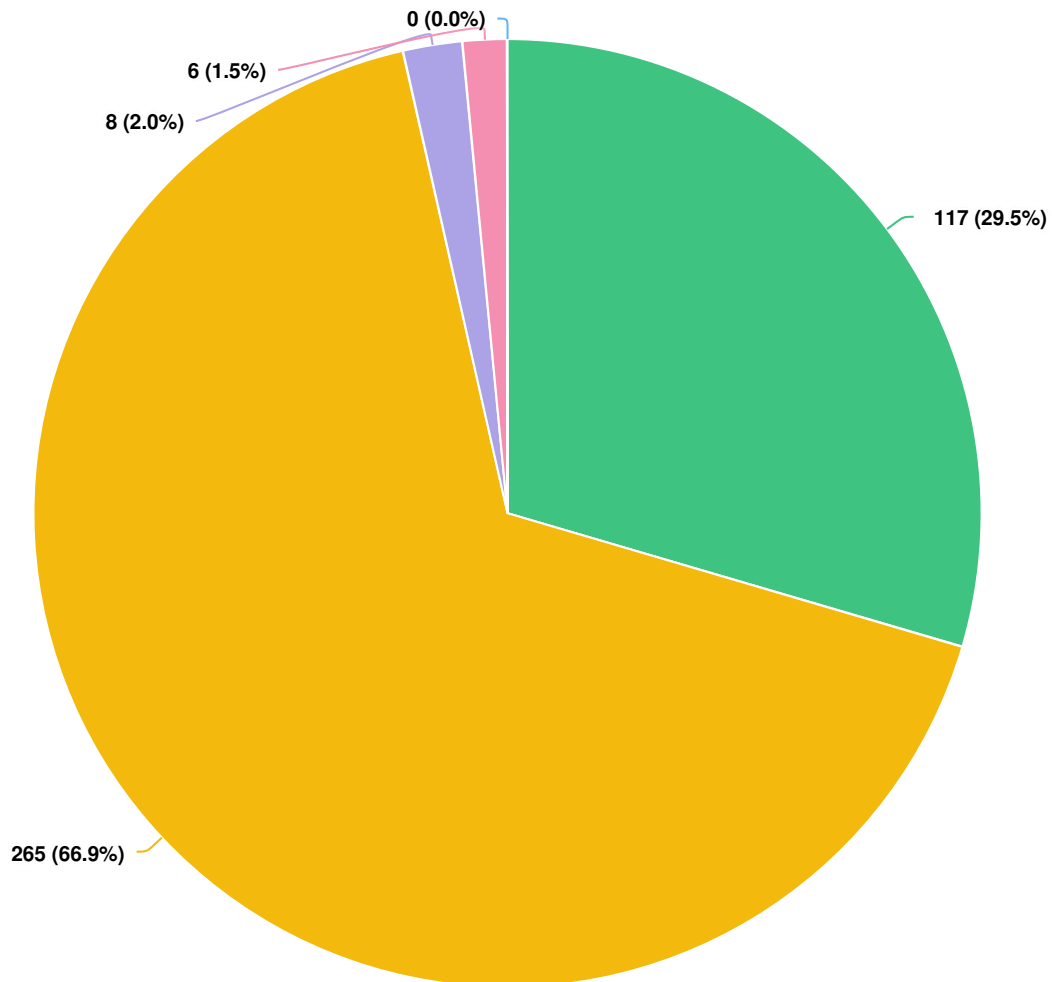
**Question options**

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

Optional question (390 response(s), 9 skipped)

Question type: Radio Button Question

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



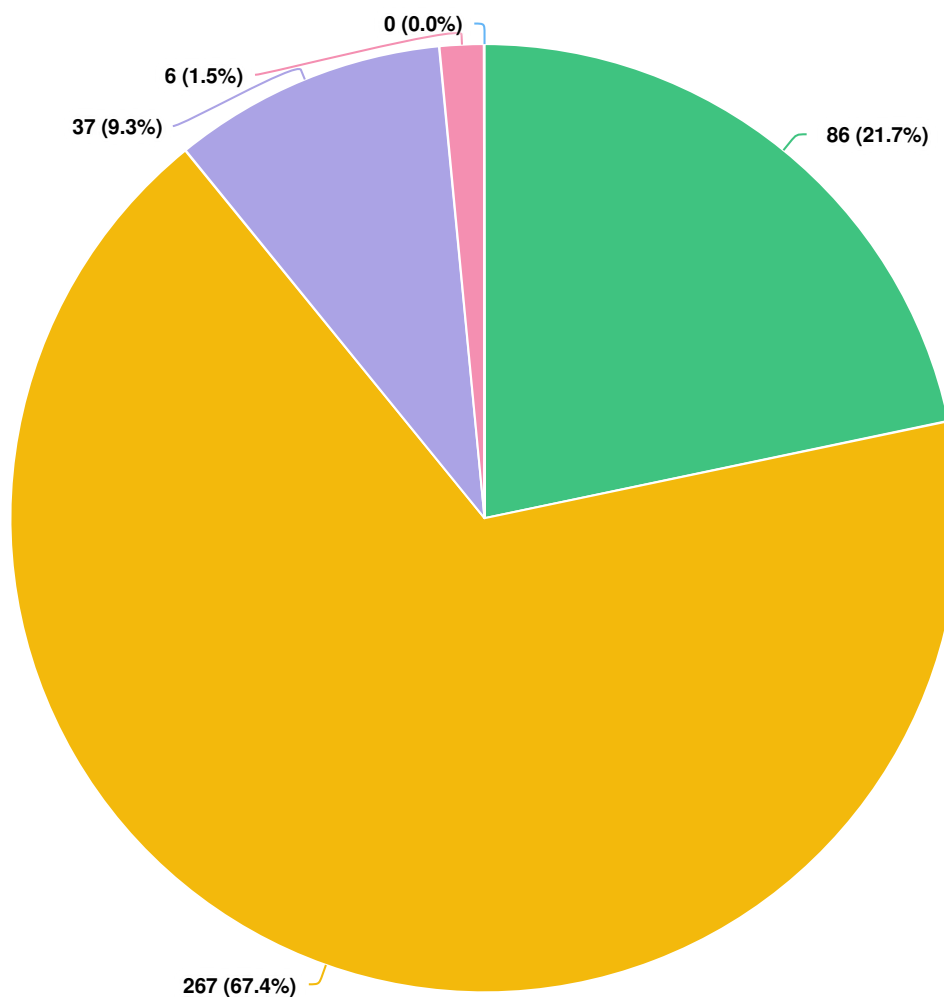
**Question options**

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

Mandatory Question (396 response(s))

Question type: Radio Button Question

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



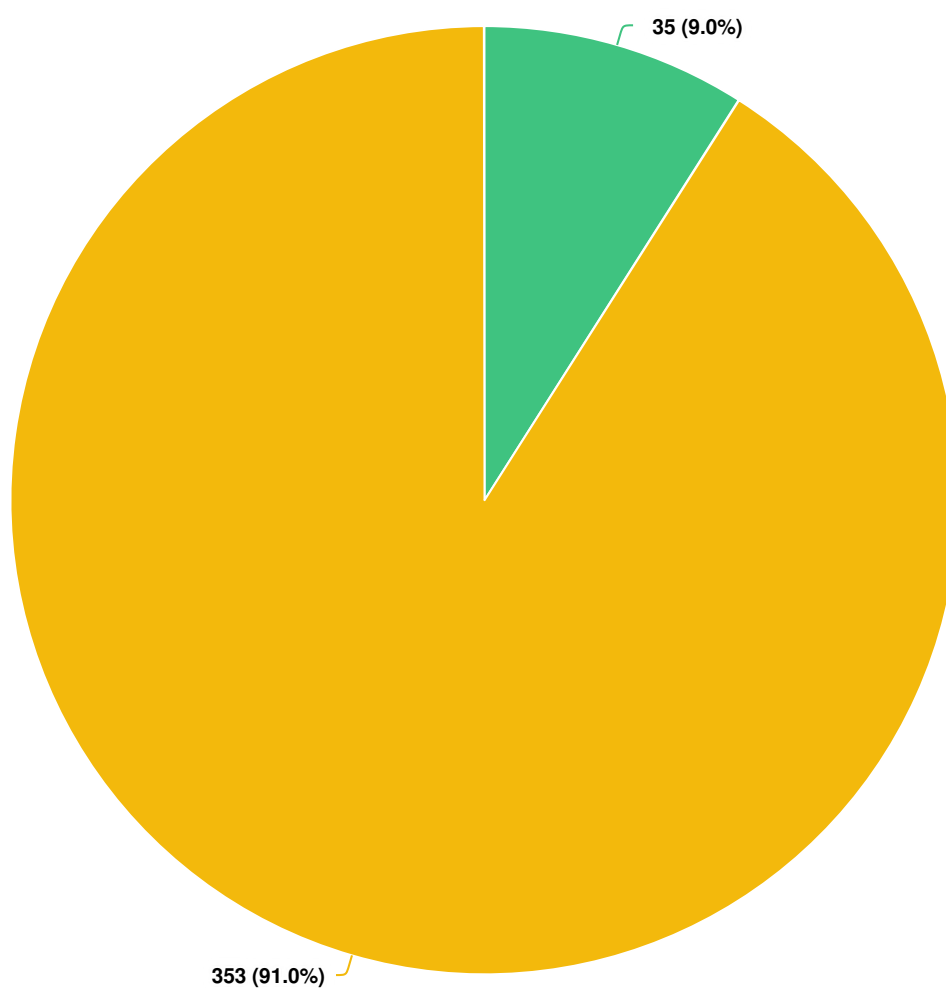
**Question options**

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

Mandatory Question (396 response(s))

Question type: Radio Button Question

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



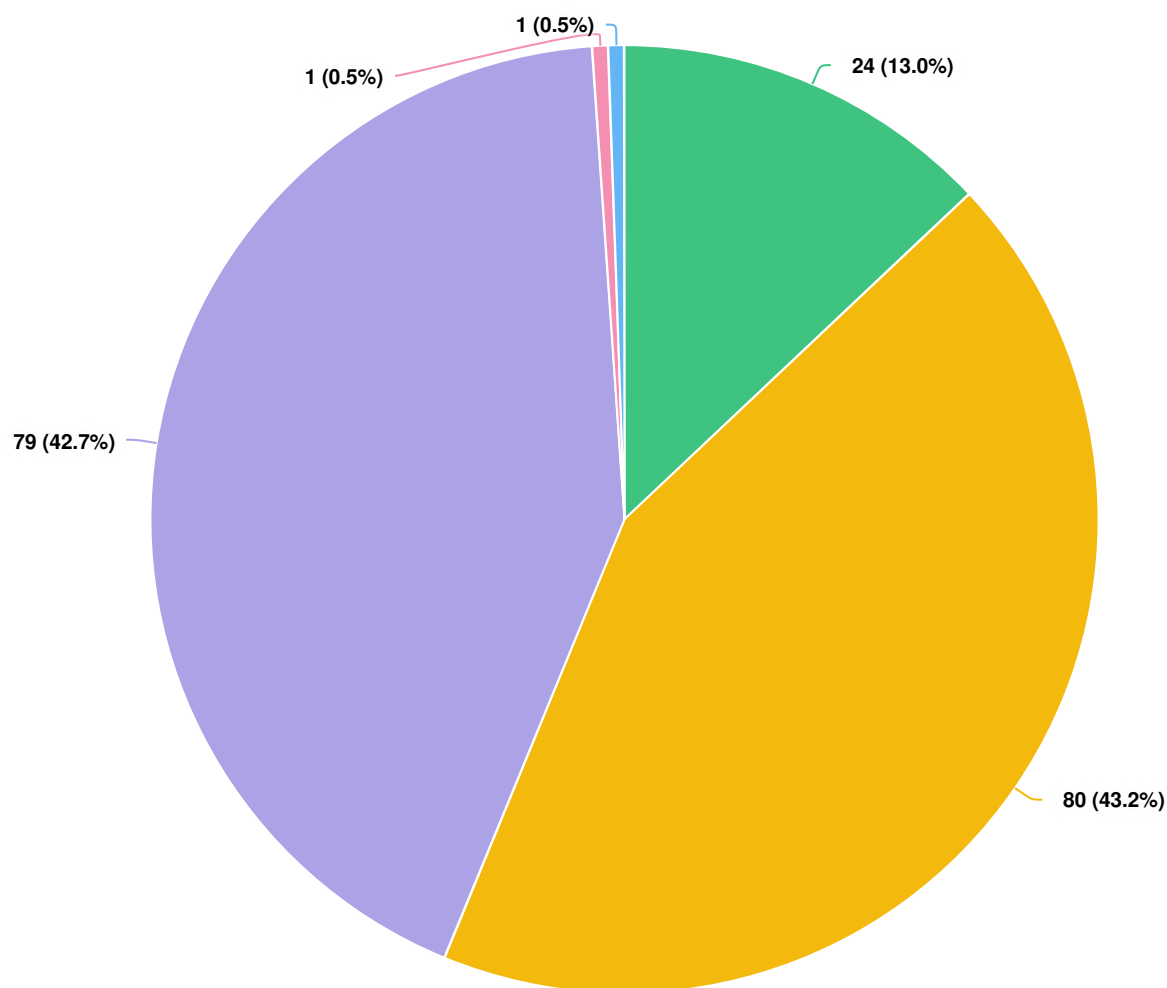
**Question options**

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

*Optional question (388 response(s), 11 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



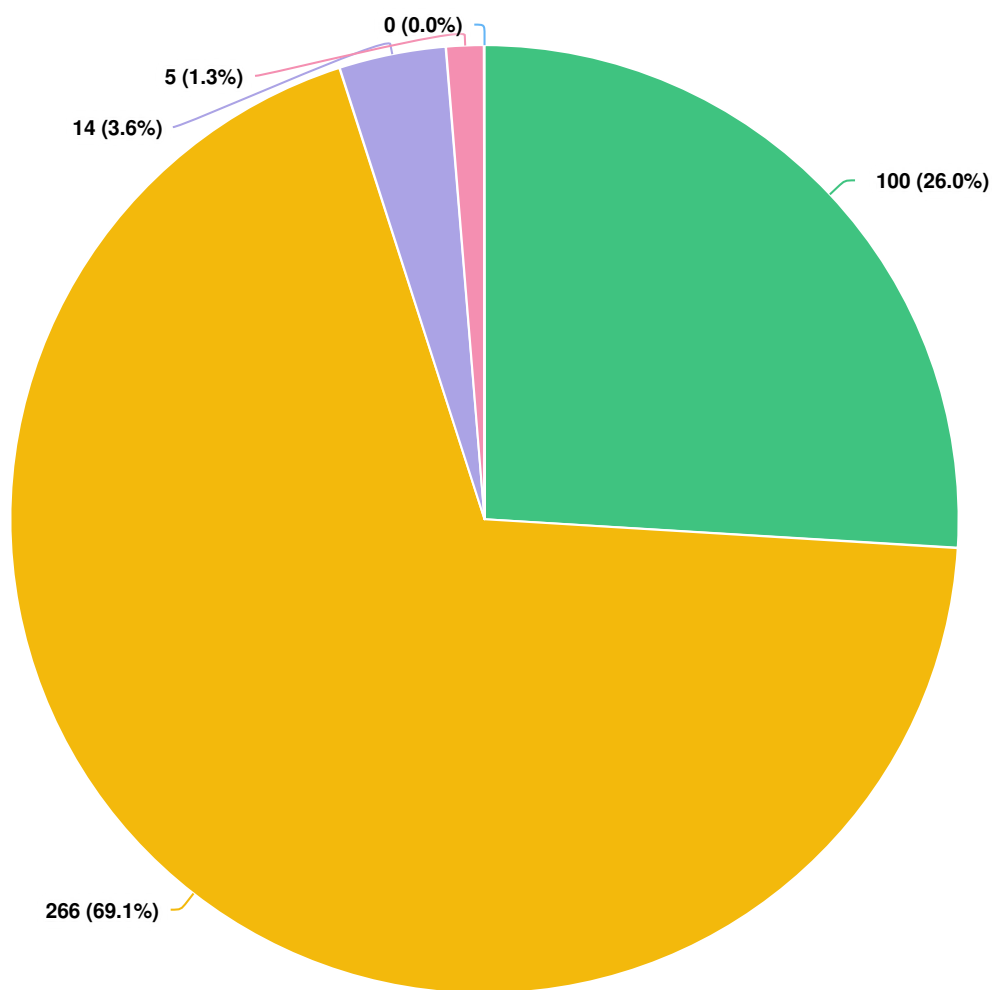
**Question options**

Strongly agree Agree Undecided Disagree Strongly disagree

Optional question (185 response(s), 214 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.



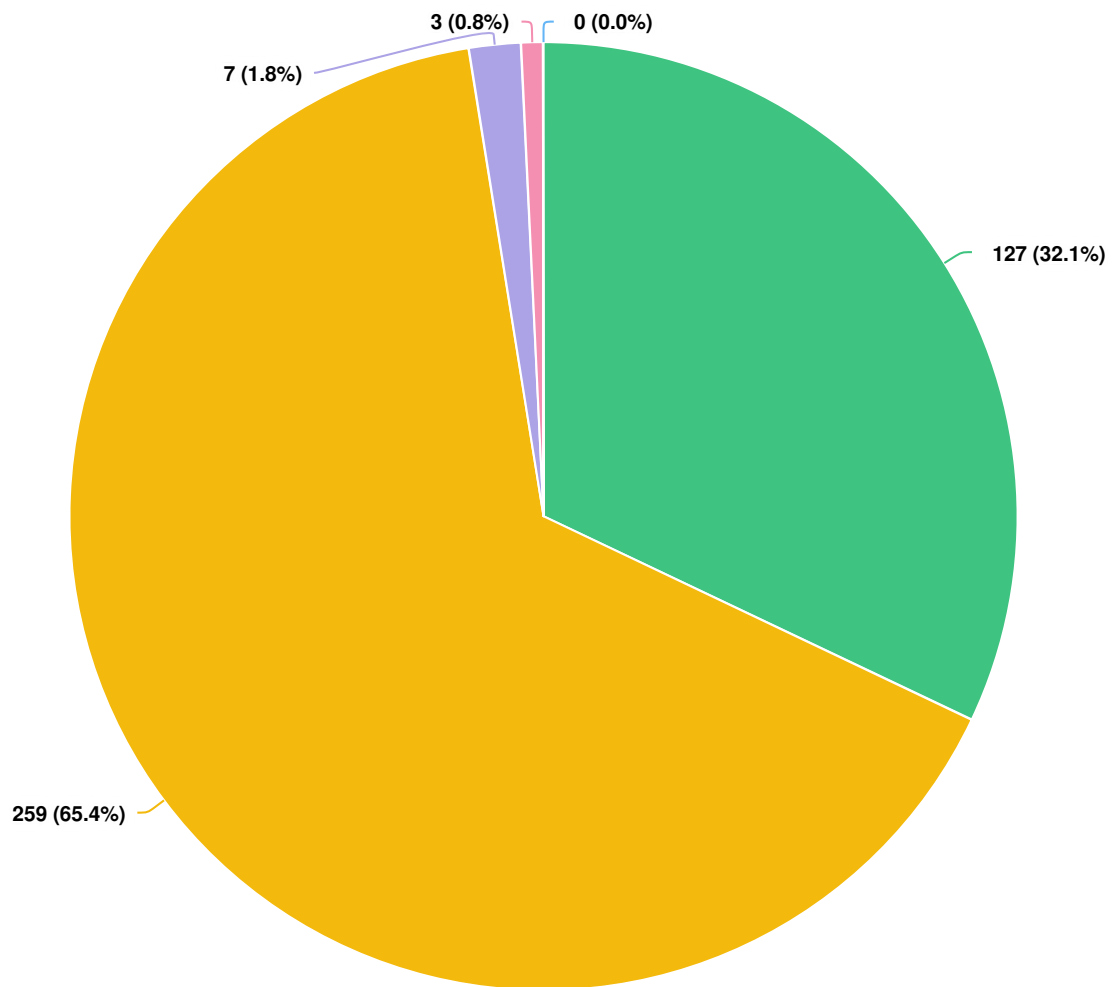
**Question options**

● Strongly Agree ● Agree ● Undecided ● Disagree ● Strongly Disagree

*Optional question (385 response(s), 14 skipped)*

*Question type: Radio Button Question*

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

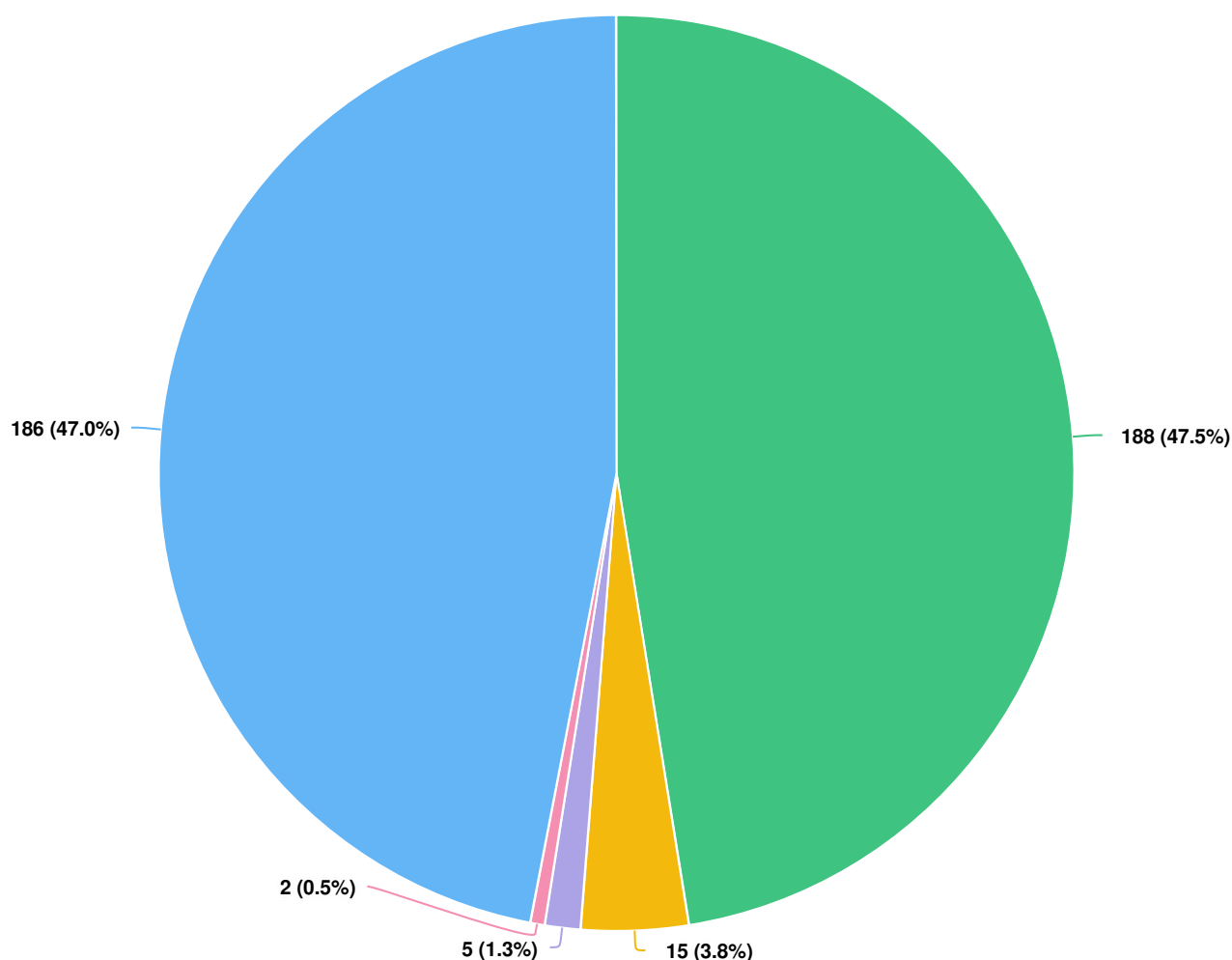


**Question options**

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

Mandatory Question (396 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 (396 response(s), 3 skipped)

Question type: Radio Button Question