



Customer Survey 2022 - 2023

SURVEY RESPONSE REPORT

01 April 2022 - 30 June 2022

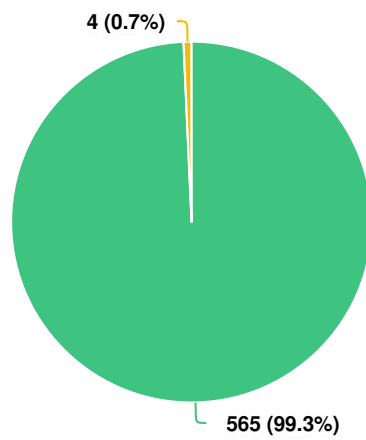
PROJECT NAME:

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?

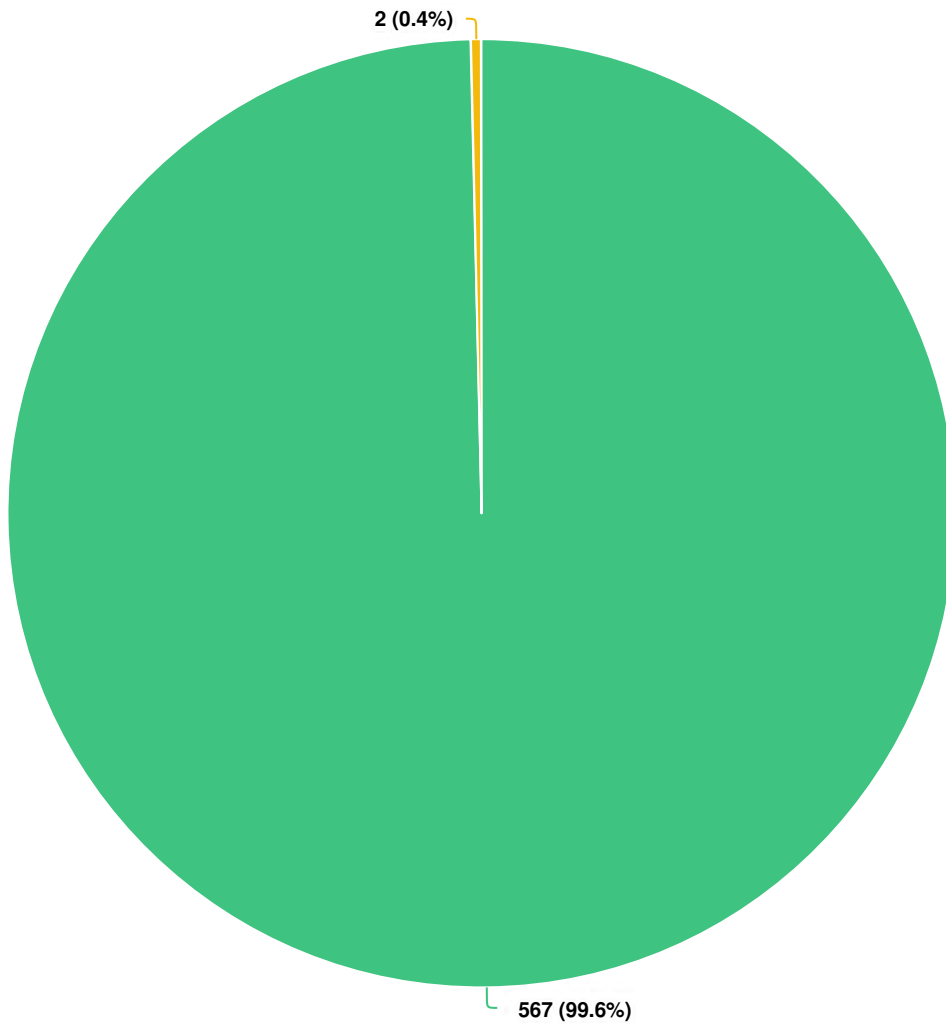


Question options

- Yes
- No

Mandatory Question (573 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...

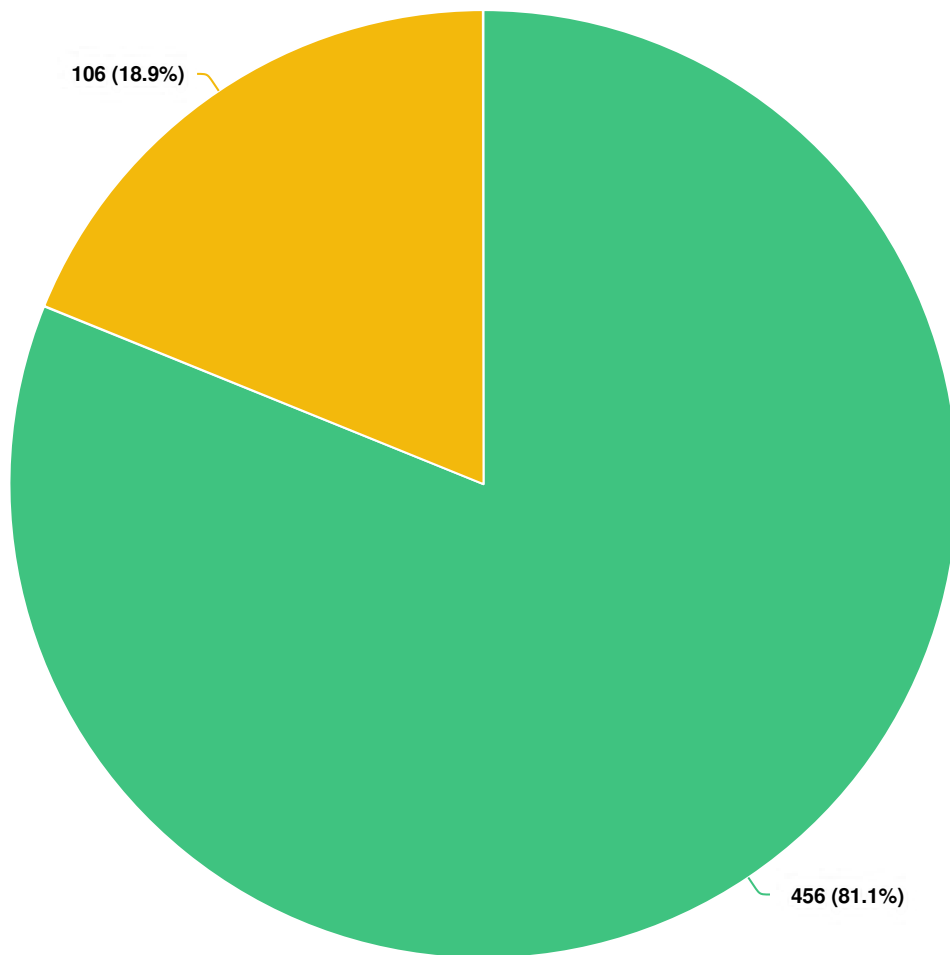


Question options

- Yes
- No

Mandatory Question (573 response(s))
Question type: Radio Button Question

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

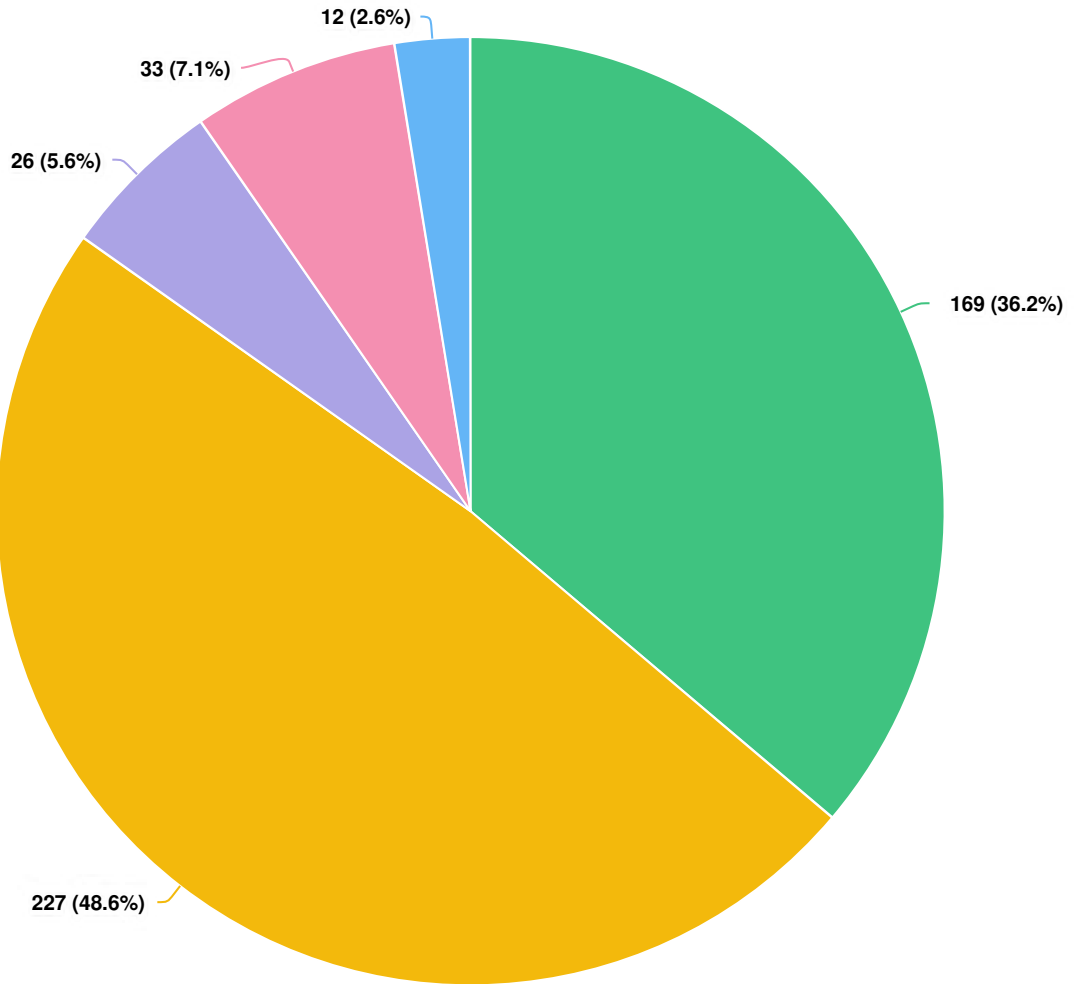


Question options

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

*Optional question (566 response(s), 3 skipped)
Question type: Radio Button Question*

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

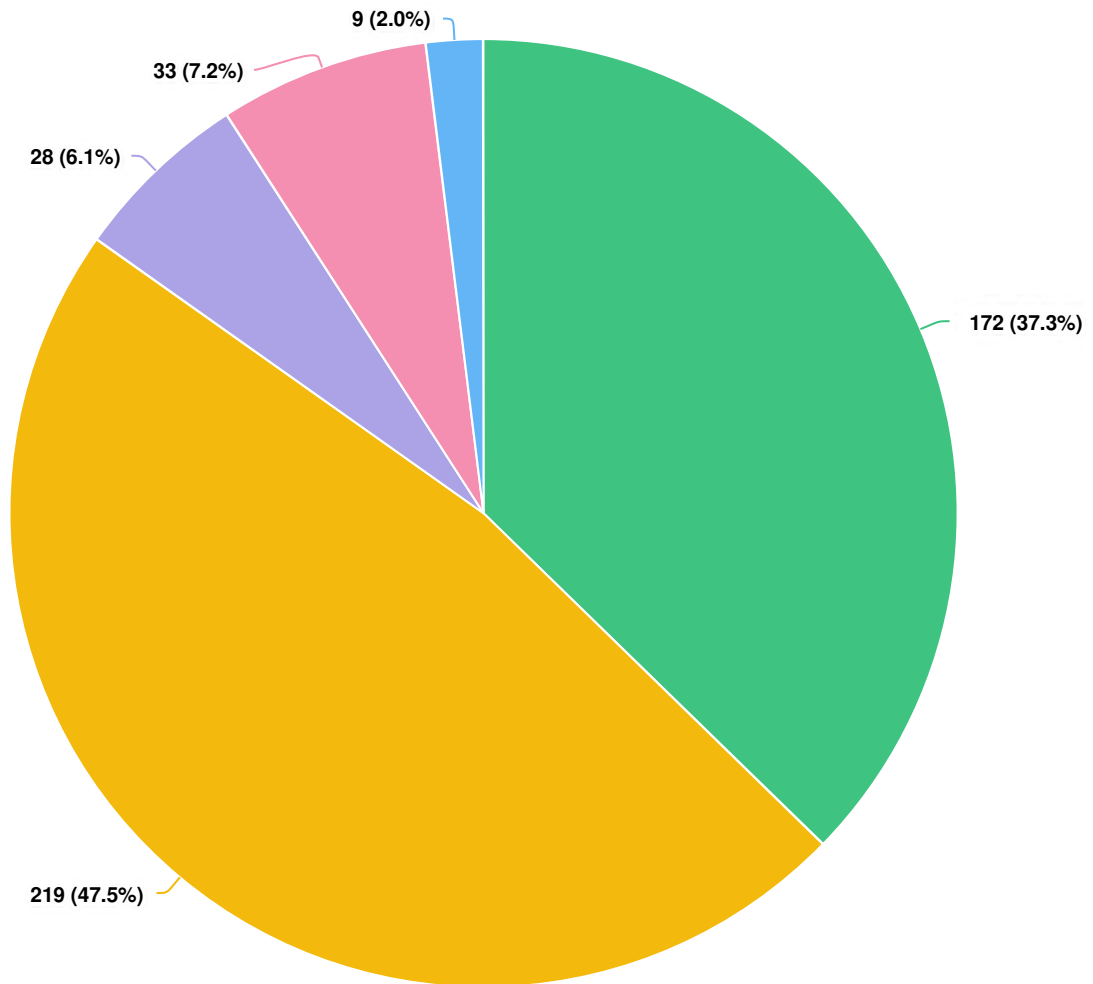


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Optional question (469 response(s), 100 skipped)
Question type: Radio Button Question

Q5 I am satisfied with the quality of my recent repair

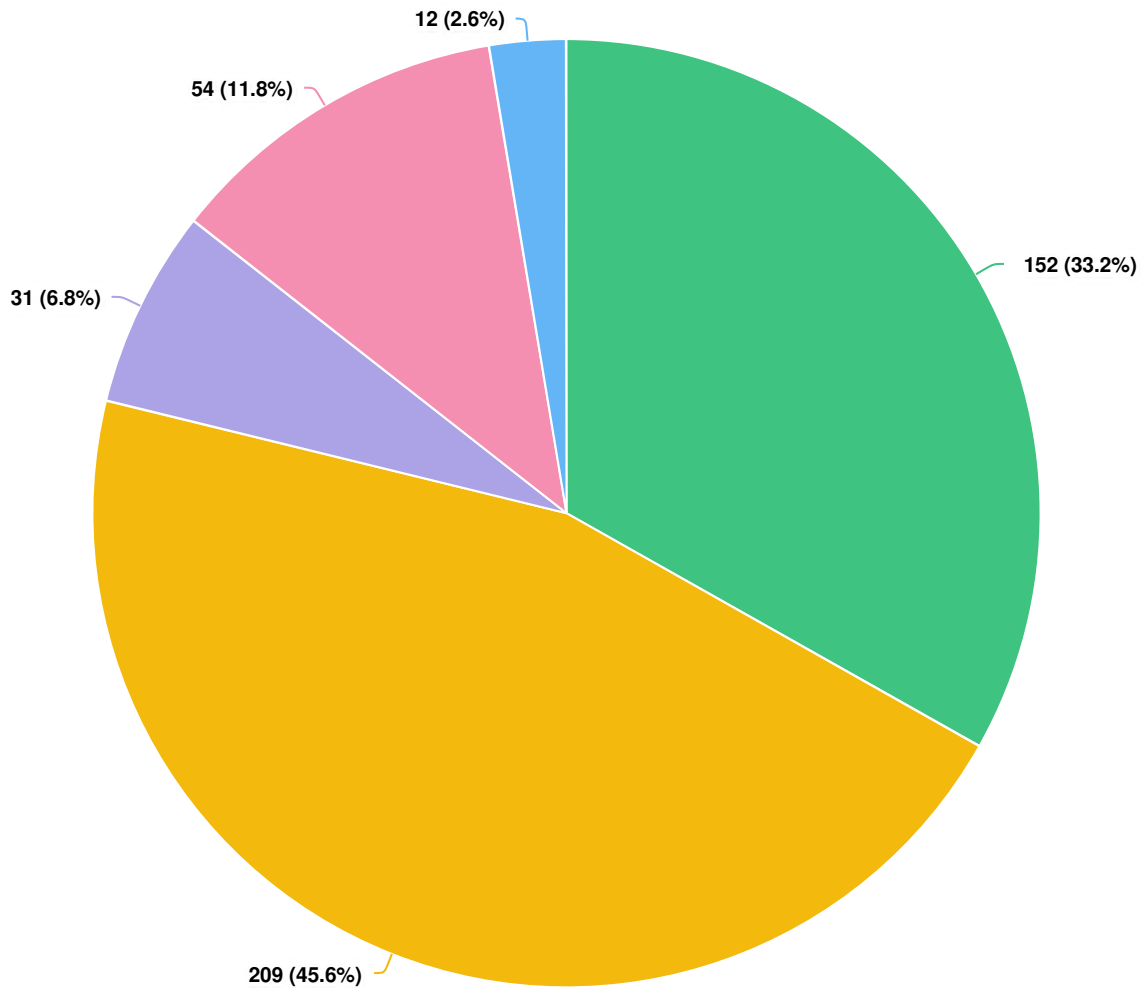


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Optional question (463 response(s), 106 skipped)
Question type: Radio Button Question

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

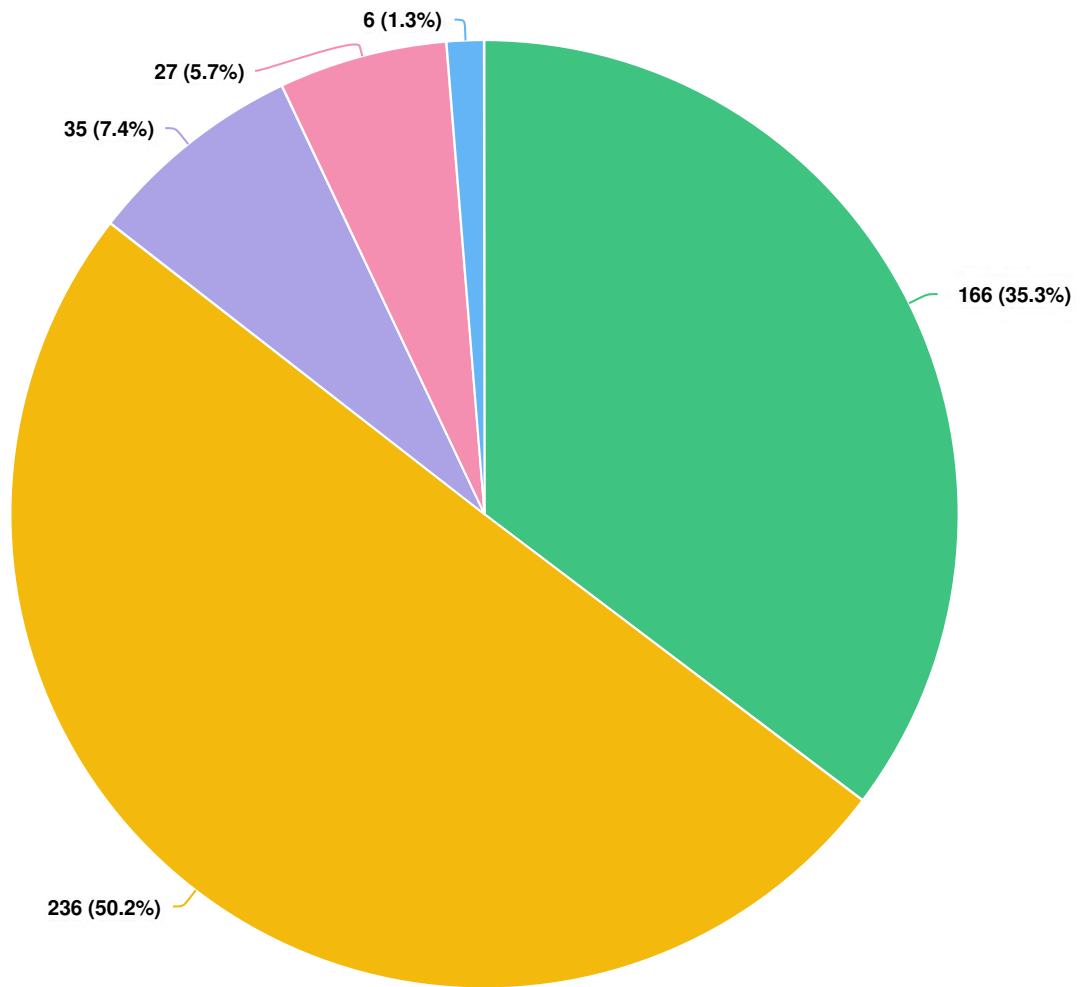


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Optional question (460 response(s), 109 skipped)
Question type: Radio Button Question

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

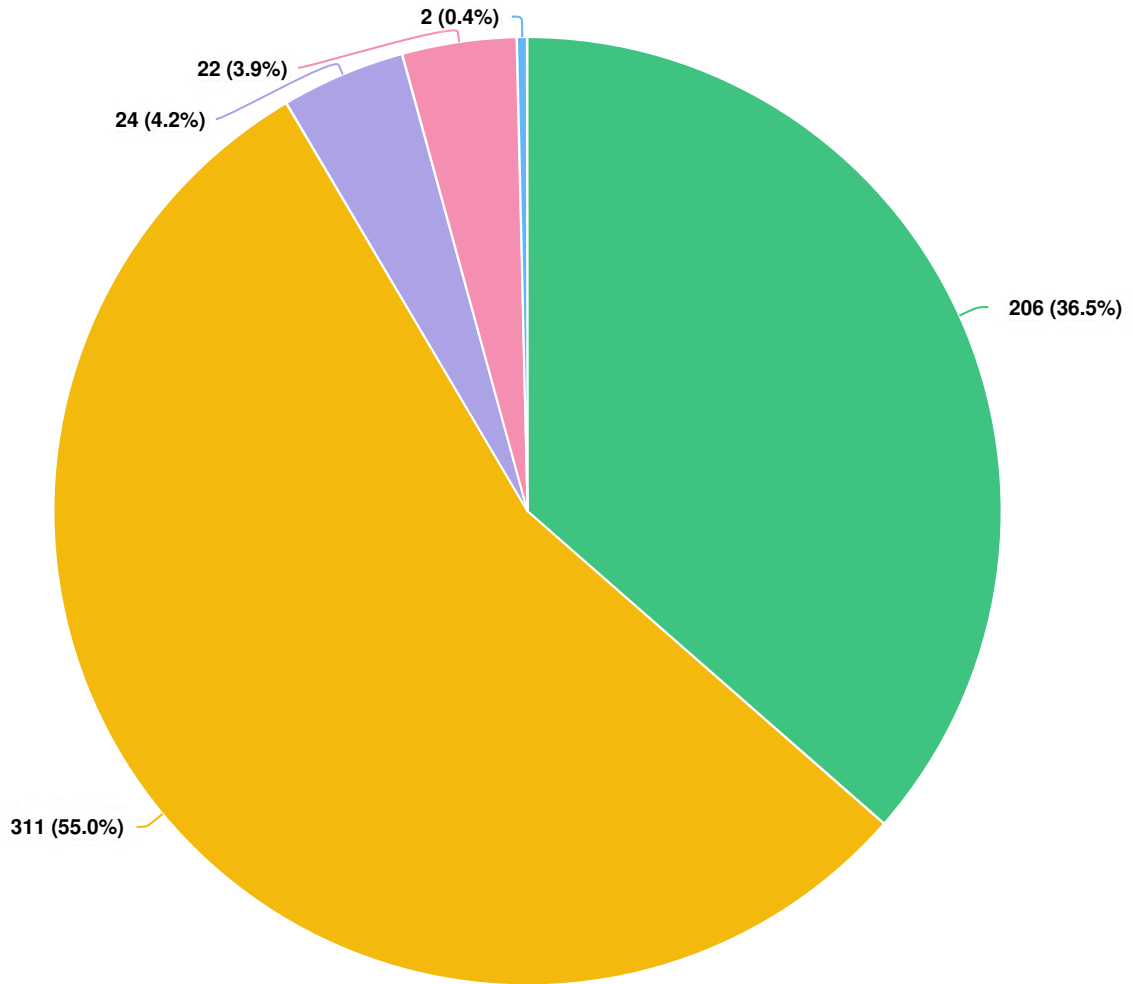


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Optional question (472 response(s), 97 skipped)
Question type: Radio Button Question

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

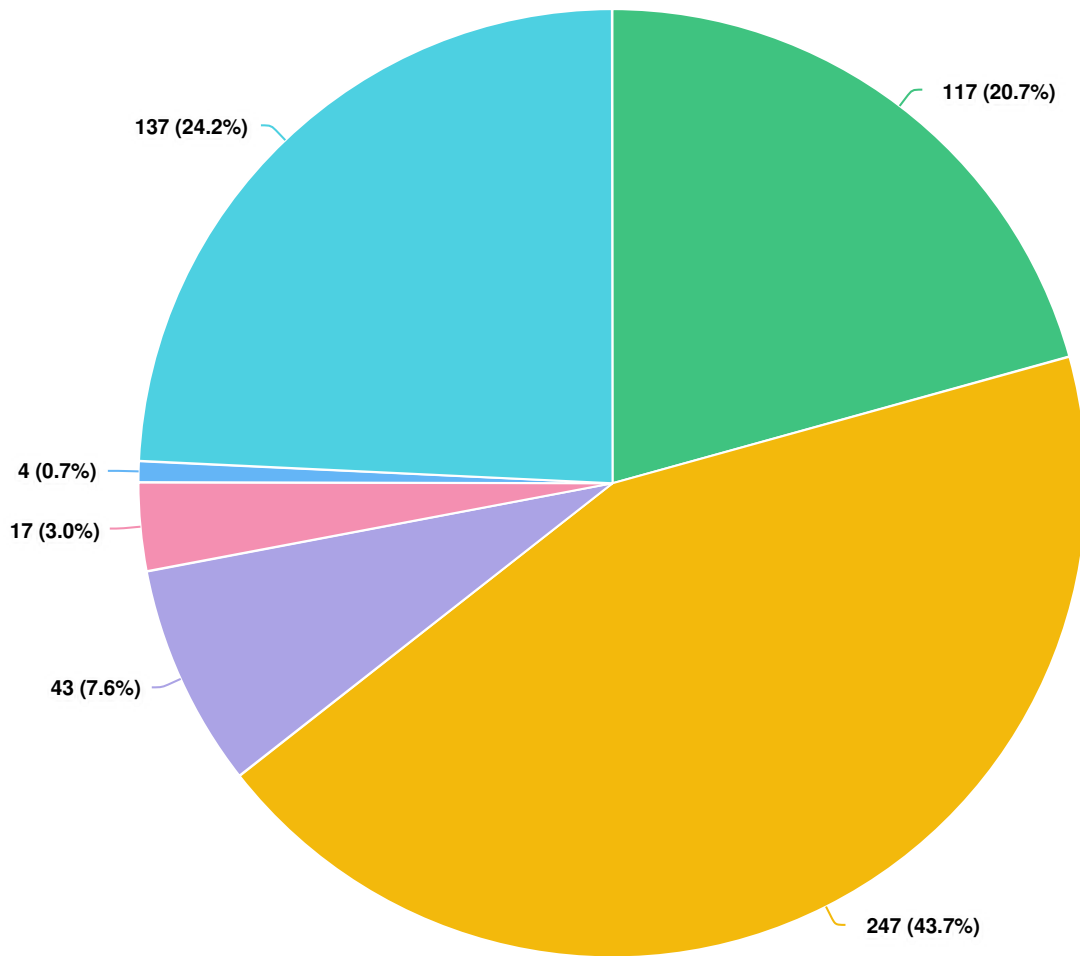


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Mandatory Question (569 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

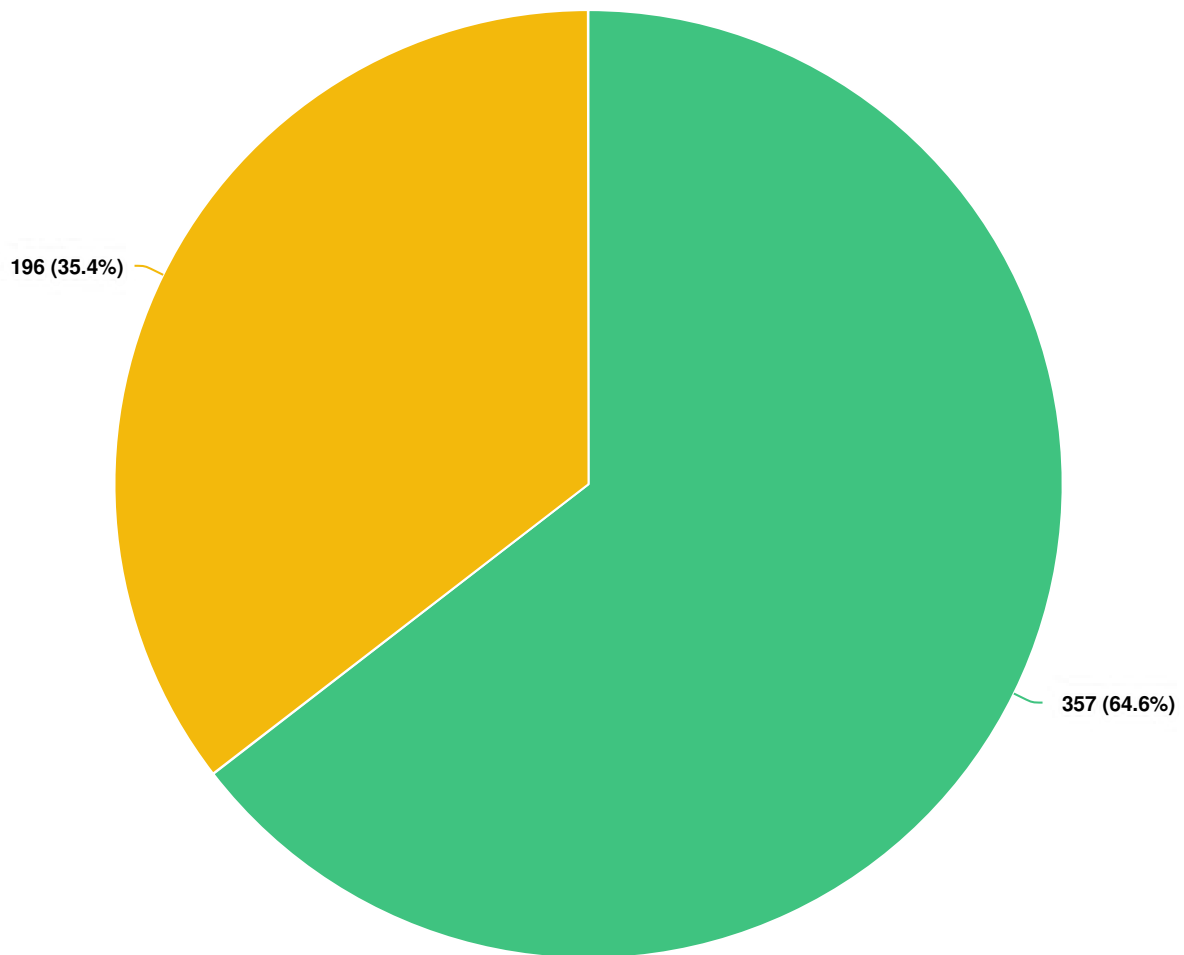


Question options

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

Mandatory Question (569 response(s))
Question type: Radio Button Question

Q10 Are you aware of this service?

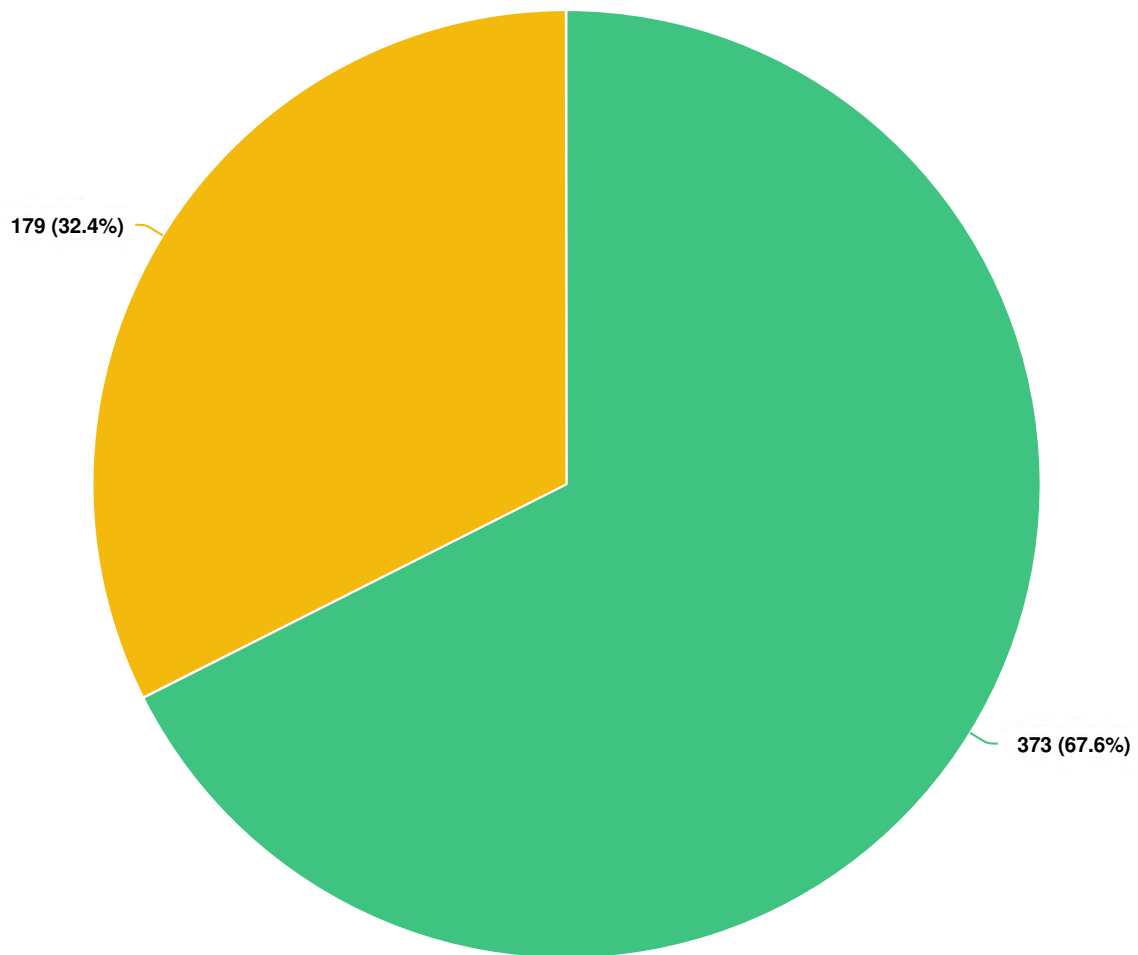


Question options

- Yes
- No

*Optional question (557 response(s), 12 skipped)
Question type: Radio Button Question*

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

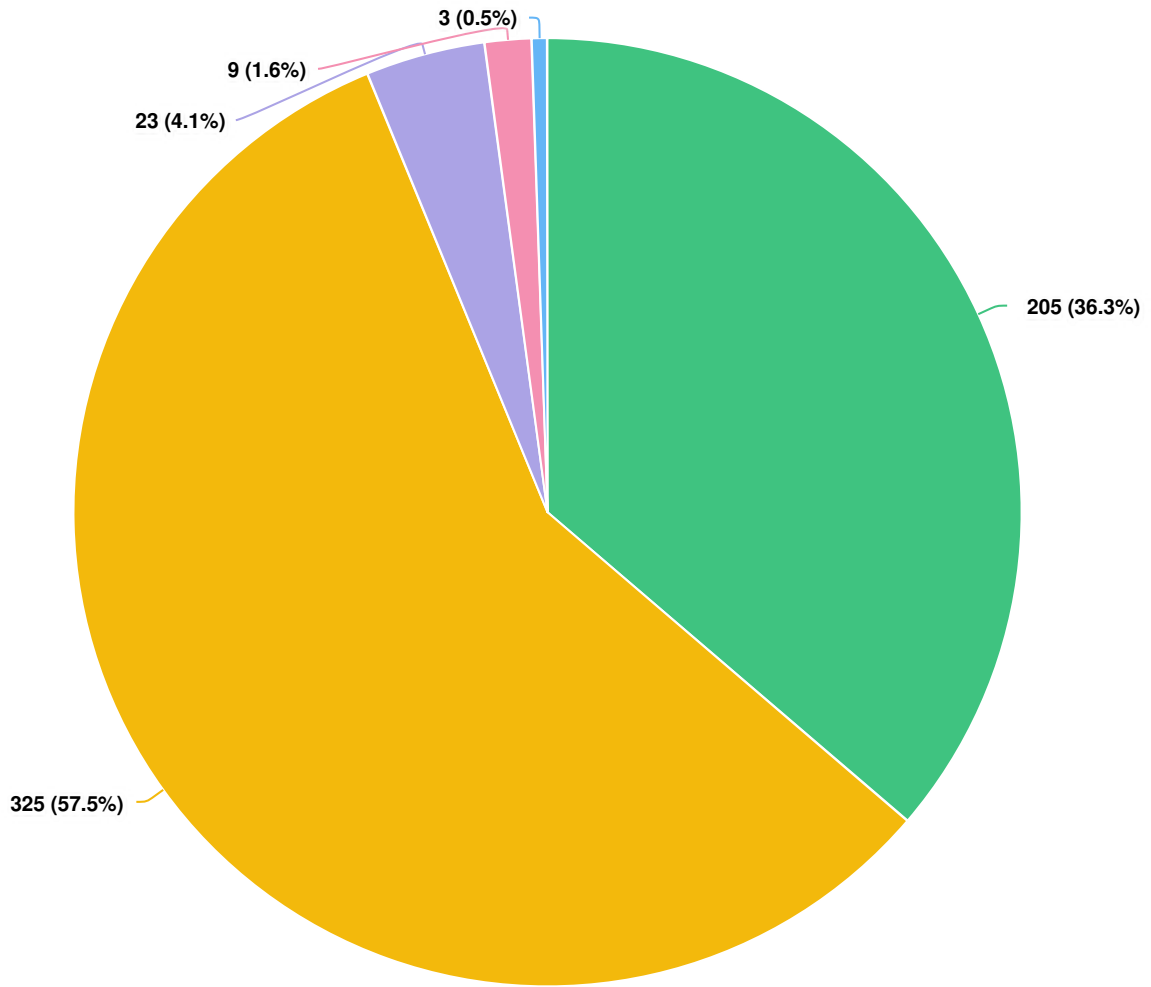


Question options

- Yes
- No

*Optional question (557 response(s), 12 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

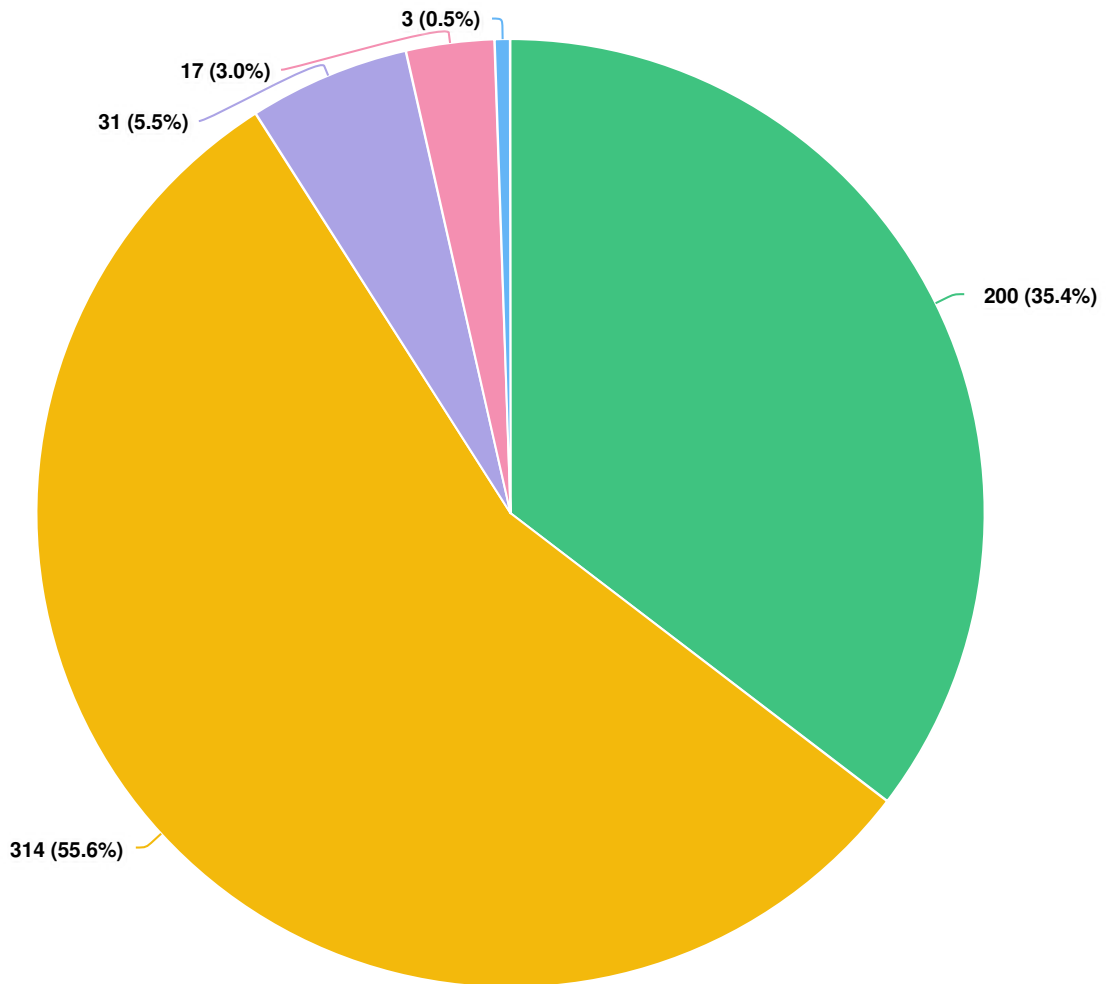


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Mandatory Question (569 response(s))
Question type: Radio Button Question

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

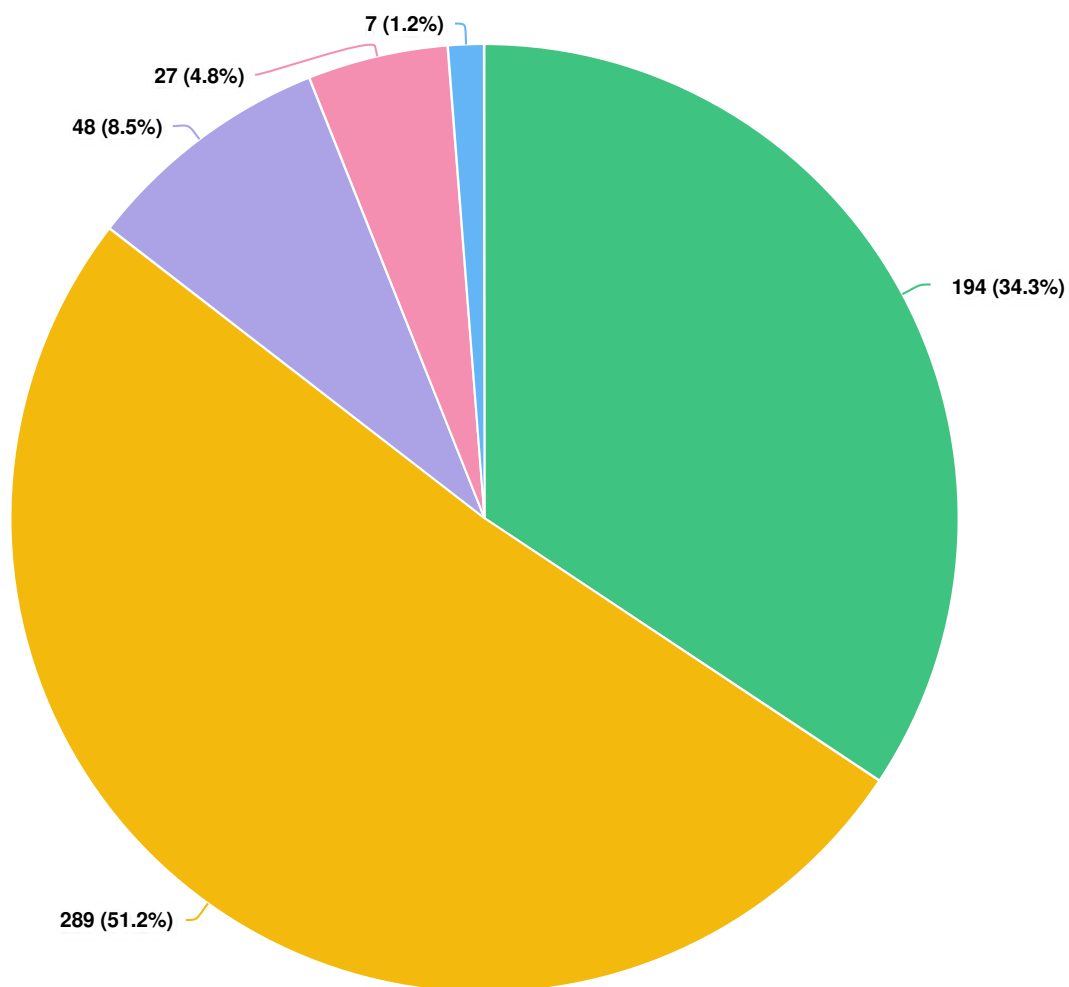


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Mandatory Question (569 response(s))
Question type: Radio Button Question

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

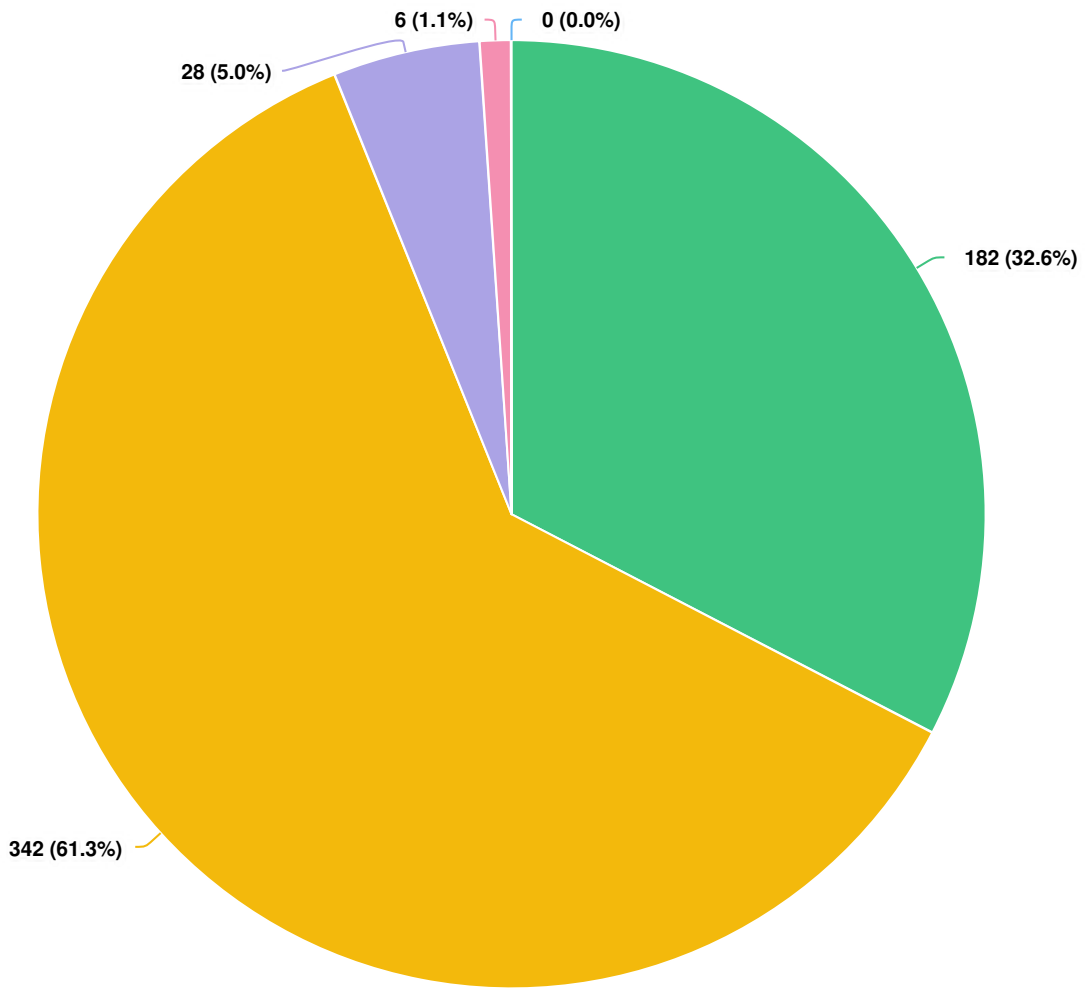


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Mandatory Question (569 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

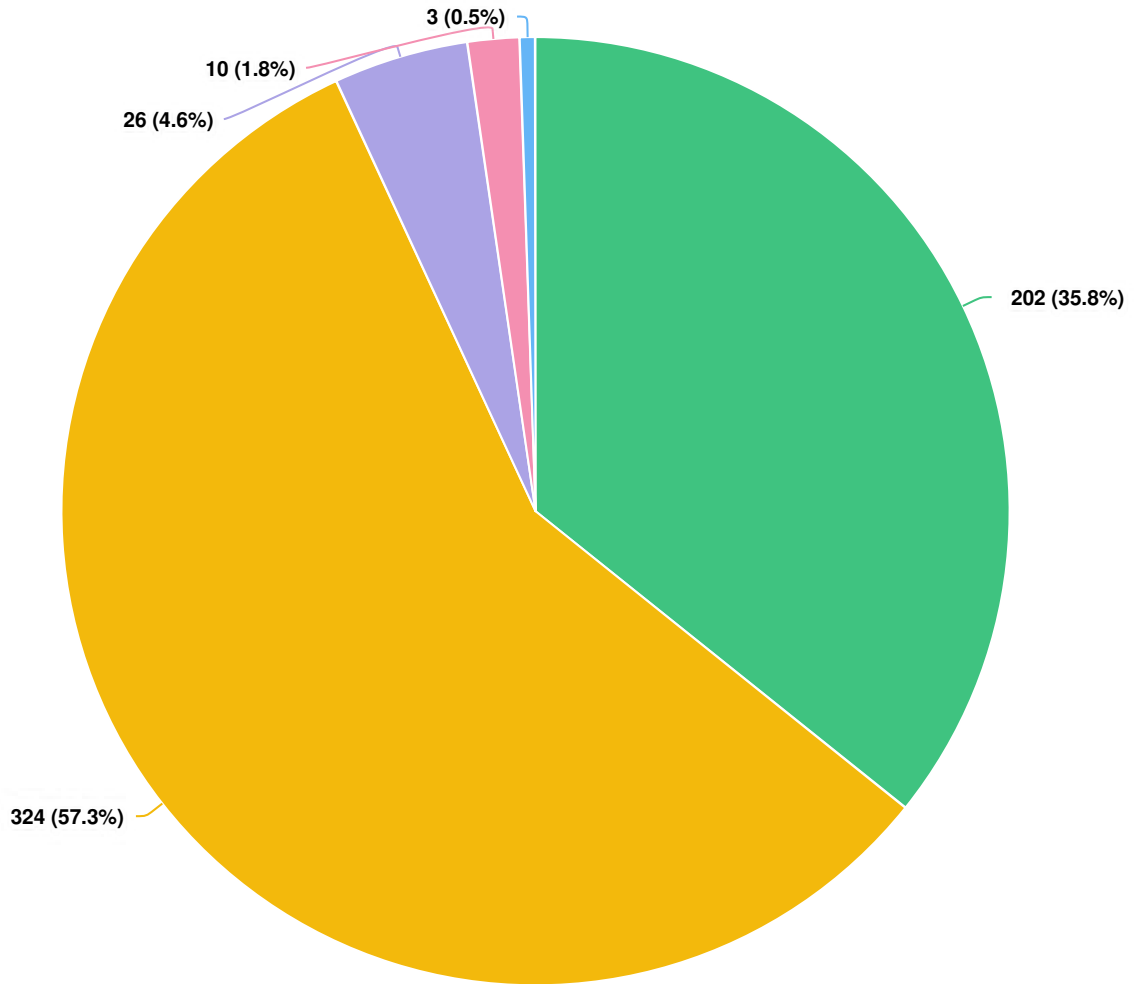


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Optional question (562 response(s), 7 skipped)
Question type: Radio Button Question

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

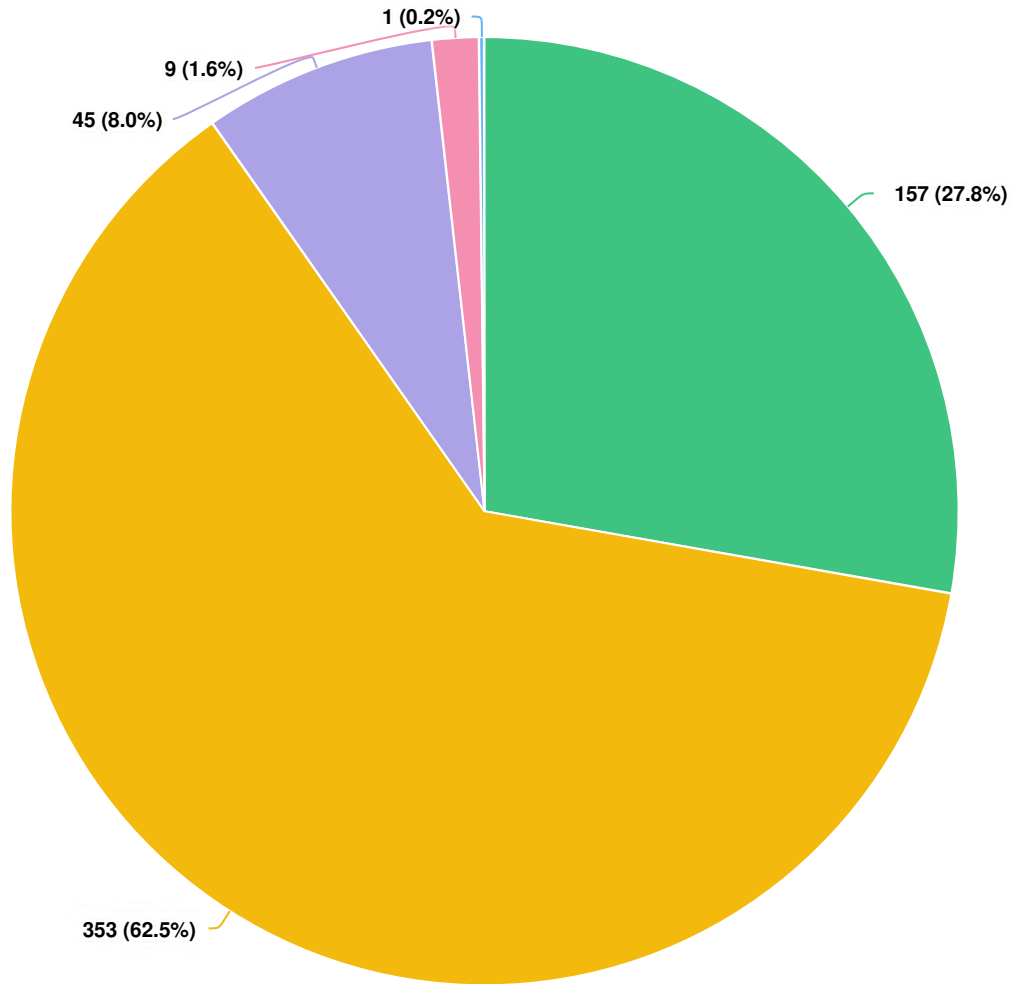


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Mandatory Question (569 response(s))
Question type: Radio Button Question

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

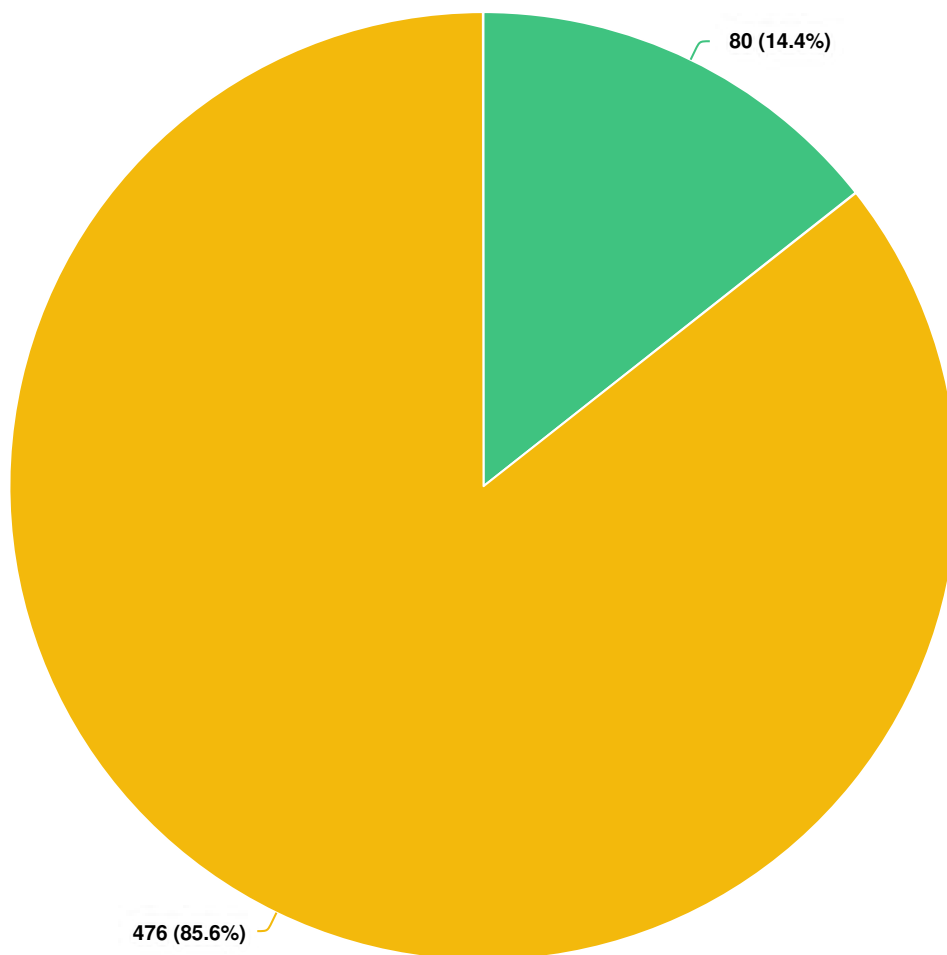


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Mandatory Question (569 response(s))
Question type: Radio Button Question

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

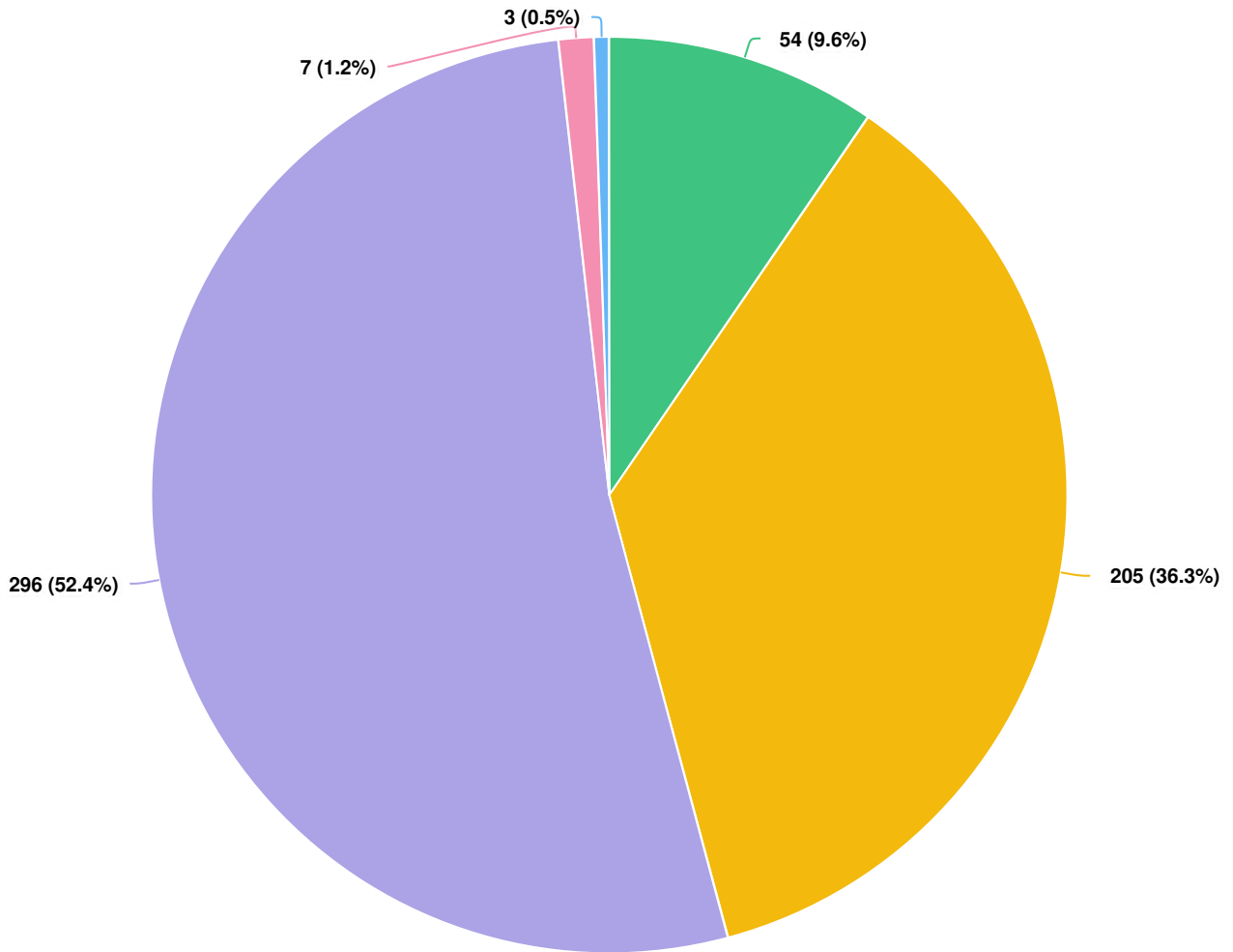


Question options

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

*Optional question (560 response(s), 9 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

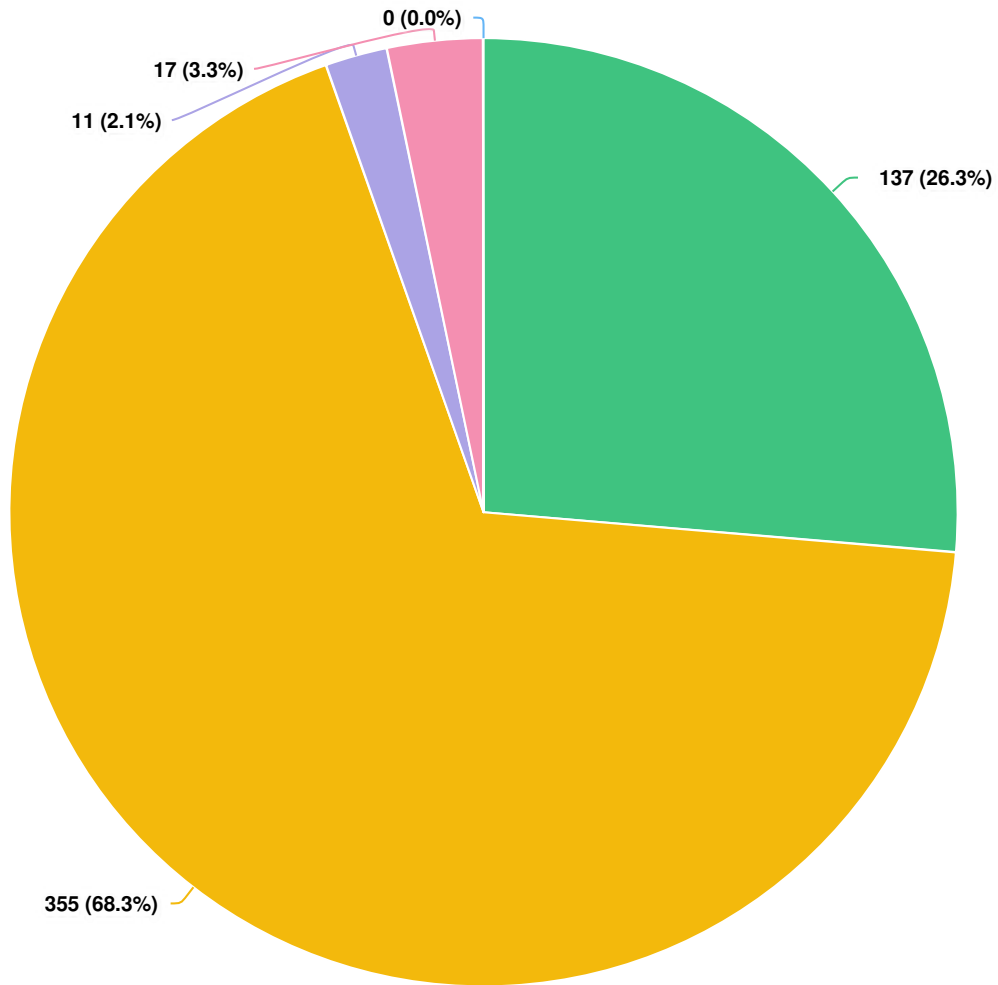


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Optional question (566 response(s), 3 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.

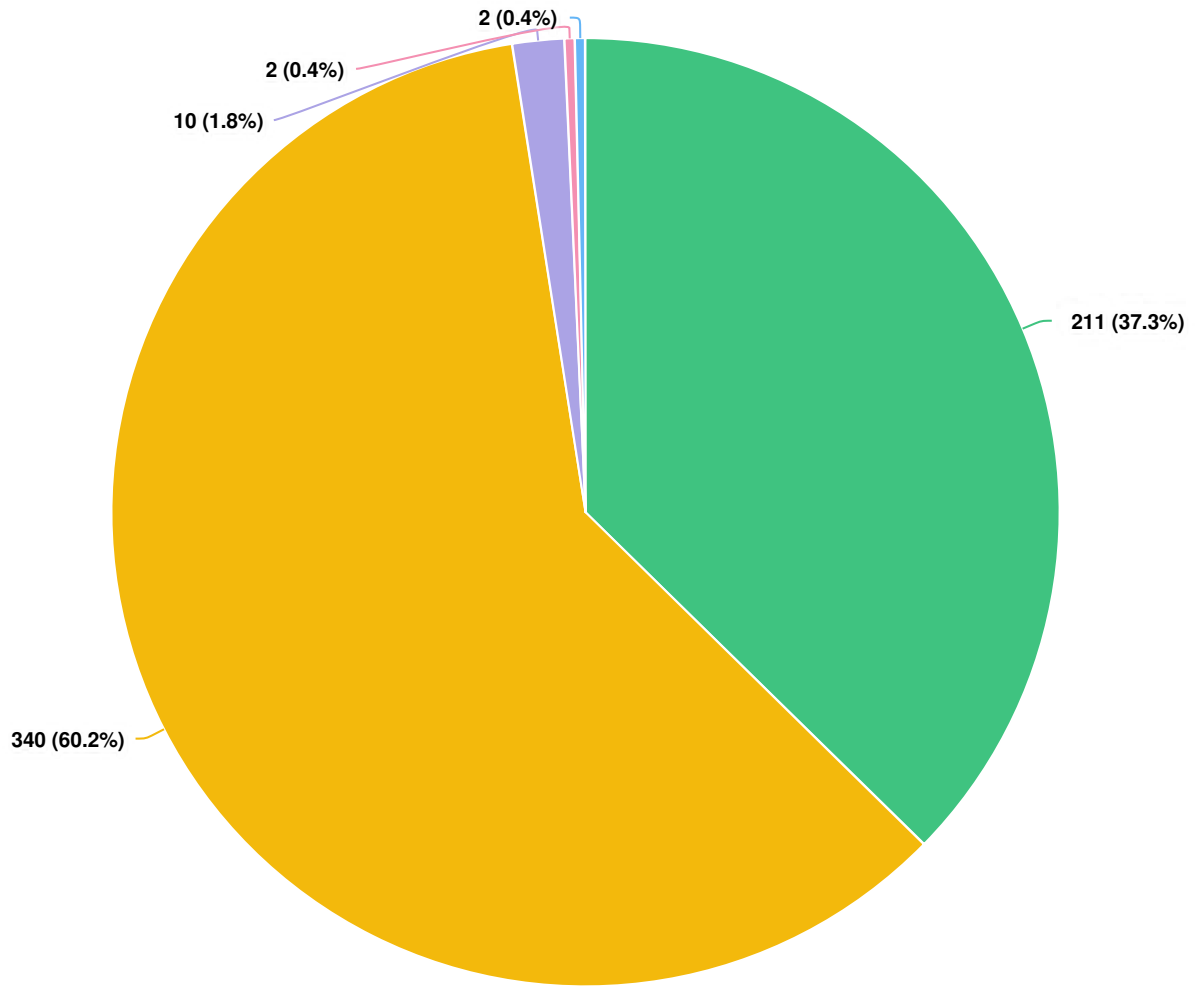


Question options

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

Optional question (523 response(s), 46 skipped)
Question type: Radio Button Question

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

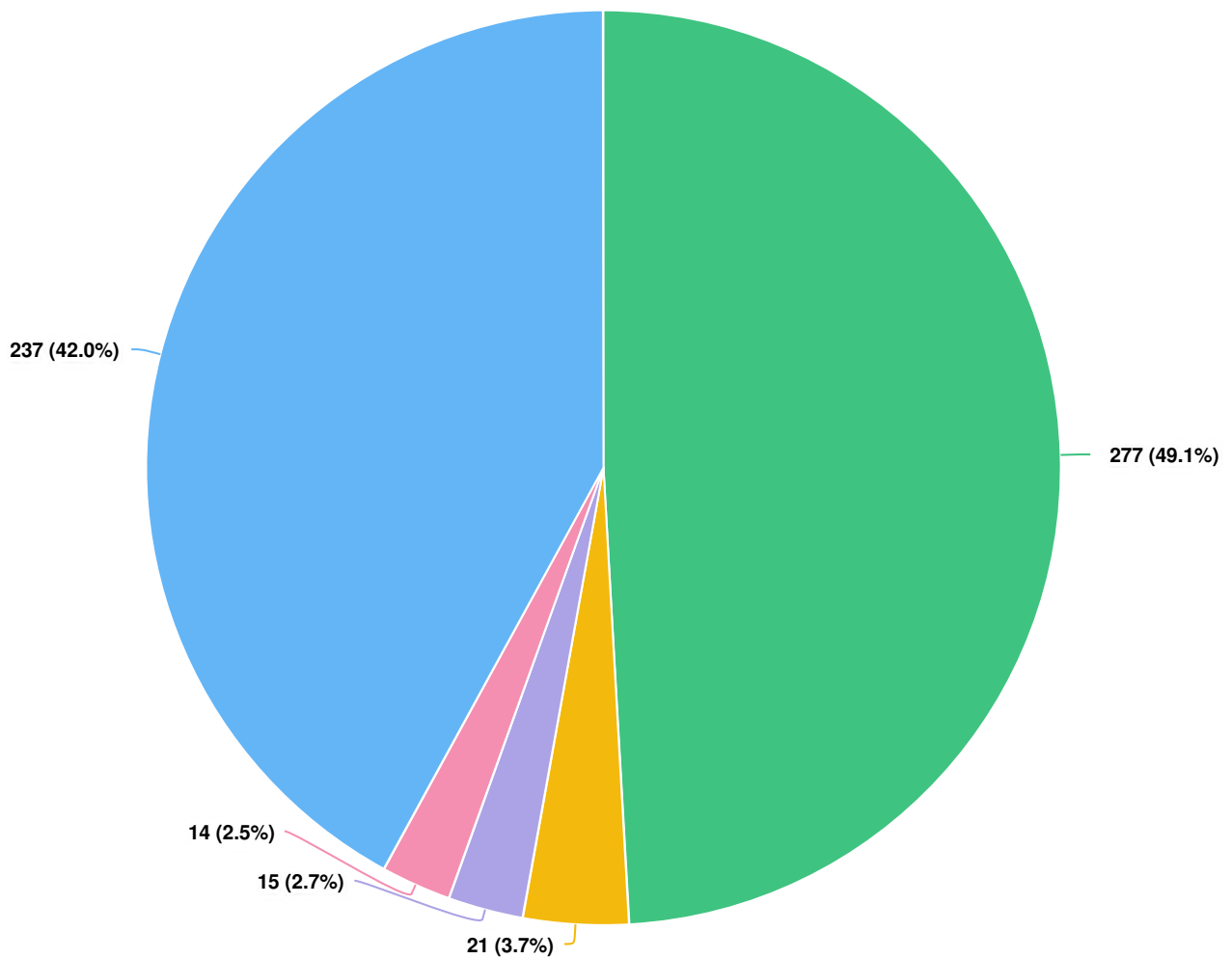


Question options

- Strongly agree
- Agree
- Undecided
- Disagree
- Strongly disagree

Mandatory Question (569 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 (568 response(s), 1 skipped)
Question type: Radio Button Question