Derventio

People Really **Do** Matter

Resident Report

Satisfaction Survey Results



Listening to your feedback

May 2026

WELCOME

Thank you to everyone who took part in this year's satisfaction survey. We had a very strong response rate of 59%, which gives us a clear picture of how residents are feeling and how we can continue improving our service.

One resident told us it can feel "pointless filling this out as nothing changes." We want to reassure you that **every comment is read by the Director of your housing service** and your feedback directly shapes what we do. You will see throughout this report how your comments have already led to changes in homes, support, communication and repairs.

The survey was anonymous, so we can't follow up on any specific issues raised with individuals. If you have any issues, please speak to your Housing & Support Officer or get in touch by phone or email.

392 people took part out of a total of 660 (59%) That's amazing!

A big thank you to everyone who took part!

Prize Draw Winners!

Congratulations to Daniel, Leo, Craig, Luke and Liam who each won a gift card in the prize draw. Their names were randomly picked out by Jackie Carpenter, Assistant Director Strategy.

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Tenant Satisfaction Measures (TSMs)

What are the Tenant Satisfaction Measures?

The Regulator of Social Housing requires all housing providers to collect data on a set of Tenant Satisfaction Measures (TSMs). The TSMs are designed to see how well landlords are doing. Our survey questions have to use the same wording as everyone else.

Your survey responses have been used to measure how well Derventio is doing at keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

Derventio's TSM Results

86%	Overall satisfaction
89%	Satisfaction with repairs
83%	Satisfaction with time taken to complete most recent repair
89%	Satisfaction that the home is well maintained
91%	Satisfaction that the home is safe
87%	Satisfaction that the landlord listens to tenant views and acts upon them
89%	Satisfaction that the landlord keeps tenants informed about things that matter to them
94%	Agreement that the landlord treats tenants fairly and with respect
69%	Satisfaction with the landlord's approach to handling complaints
89%	Satisfaction that the landlord keeps communal areas clean and well maintained
76%	Satisfaction that the landlord makes a positive contribution to neighbourhoods
85%	Satisfaction with the landlord's approach to handling anti-social behaviour

Overall Satisfaction

Overall satisfaction

"The staff are really friendly and helpful, accommodation is clean and tidy"

Overall satisfaction remains high across the service. Many residents praised the support they receive and the feeling of safety and stability in their home.



satisfied with the service provided by Derventio Housing Trust

Recommending Derventio

"I would recommend Derventio to anybody who is in the same position I was in. Best service ever."

This is one of the best ways to show how happy people are with a service, and an amazing 92% of you said you would recommend Derventio to others! Some people even commented that you have already recommended Derventio to family and friends.



would recommend Derventio Housing Trust

Wi-fi

"Provide internet"

We received several comments about wi-fi access. Wi-fi in shared supported housing is not provided, but:

- All residents receive a guide on how to access wi-fi
- Wi-fi is now cheaper and more widely available
- Your Housing & Support Officer can advise on low-cost SIM cards

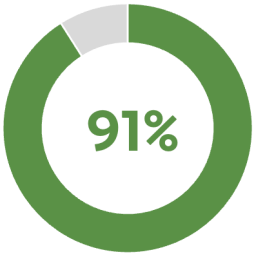


Your Home

Property standards

"Feels like home, safe and secure."

We work hard to make sure every home meets our set of property standards. This includes updating each property when needed, and keeping all homes in good repair. 89% of residents agree that their home is well-maintained.



satisfied that Derventio Housing Trust provides a home that is safe

"Properties with bigger kitchen and more than one toilet"

Some residents asked for bigger kitchens or more toilets. All our properties meet local authority standards.

"Paint the house"

We have a programme to keep all properties up to a high standard. This includes regular painting and maintenance.



Beds, bedrooms and furniture

"Can't have a double bed it's crazy"

Some residents asked why double beds aren't allowed. We don't provide double beds because:

- Rooms do not have the space
- They encourage overnight visitors
- They are costly to remove

If you have a medical need for a certain type of bed or other equipment, this will need to be prescribed by a health or social care professional and provided through Medequip.

Requests for TVs and hoovers came up again this year. We do not provide these for shared properties because they are frequently damaged or stolen. Read about hoovers on page 11.



satisfied that Derventio Housing Trust provides a home that is well maintained

Visitors



"Have more than 2 visitors just so I can have someone to talk to and have few nights with family members"

We understand why people would like their children or partners to stay overnight.

However, overnight stays are not allowed for safety reasons, including risks to children in shared housing. We only allow one visitor to prevent problems like parties and antisocial behaviour.

Pets

"Not being able to have a cat"

A small number residents told us they would like to keep a cat or other pets. Unfortunately, pets are not allowed. In the past we have had problems with fleas, bites, faeces and damage. We also have to think of everyone – your housemate or Housing & Support Officer may have allergies or be scared of dogs. We know pets can be important for wellbeing, so if you move into your own tenancy we can help you look for a pet-friendly property.

Electrical safety

YOU SAID
We Listened

We take your safety extremely seriously, and we are continuing to strengthen our approach to electrical safety across all properties.

We will soon be releasing a specially created safety video to highlight the risks linked to e bikes and lithium ion batteries.

We are also looking into providing plug sockets with built in USB ports in some properties. These reduce the need for cheap or unsafe phone chargers, which can overheat or become a fire hazard.



Housemates & Community

Living with housemates

"Blender went missing causing me stress"

The benefits of sharing a home include new friends, mutual support and shared chores. However, it is normal that some problems will arise. Bring up any issues at your next house meeting or speak to staff.





satisfied that Derventio Housing Trust makes a positive contribution to your neighbourhood



satisfied with Derventio Housing Trust's approach to handling anti-social behaviour

Antisocial behaviour

Antisocial behaviour (ASB) impacts on housemates and neighbours, and is something we take very seriously. Most residents are satisfied that antisocial behaviour is well handled. If ASB is affecting you, please speak to your Housing & Support Officer.

We have different ways of dealing with antisocial behaviour, for example creating a Positive Behaviour Plan, issuing warnings or installing CCTV. The issue will be addressed directly with the individual.

We cannot tell you what actions we are taking in relation to other residents because of confidentiality and GDPR - but we always follow up concerns.

Repairs & Maintenance

Repairs satisfaction

"All repairs are done quickly with minimal disturbance"

We work with dedicated maintenance teams to keep your home in good condition. Your responses show that overall they do a great job – with an 89% satisfaction rate and 95 people commenting that there is nothing they can do to improve.



satisfied with the overall repairs service from Derventio Housing Trust over the last 12 months

Timescales for repairs

"I have reported my light fixture is damaged 2 weeks ago. May not seem urgent but I have been struggling with inadequate lights at night and have to use lamp"

A few residents told us repairs have taken longer than expected, including this example of delays fixing a light fixture. Managers are following up with staff to ensure repairs are completed within the correct timescales.

All reported repairs are marked as emergency, urgent or routine – and this determines how quickly they are looked at. See the next page for the timescales and examples of each type of repair. Sometimes there are delays with external contractors.



satisfied with the time taken to complete most recent repair after it was reported

Reporting repairs

- You can report repairs to your Housing Standards Officer (monthly visits) or your Housing & Support Officer (weekly visits).
- Cleaners cannot take repair requests.

Types of Repairs

Emergency

Investigated within 48 hours

Examples:

- No hot water
- Front door not secure
- Broken window
- Gas leak
- Water leak

Urgent

Investigated within 7 working days

Examples:

- Broken cooker
- Broken fridge
- Broken shower

Routine

Investigated within 1 month

Examples:

- Broken washing machine
- Decor
- Cleaning carpets
- Broken furniture
- Gardens
- Rubbish removal



Cleaning

"Never seen cleaning team – house never been cleaned by cleaners"

Every home is visited regularly by the cleaning team. Remember that it is also your responsibility to keep your home clean and tidy. Cleaning rotas to help with this are available on request.



satisfied with the cleaning service provided by Derventio Housing Trust

Residents told us:

- Cleaning hadn't been as frequent recently
- Some houses had not seen cleaners
- People want better communication before visits

We have already:

YOU SAID
We Listened

- Recruited a new staff member to ensure cleaning is back to every 4 weeks
- Introduced business cards so you know when cleaning, gardening or window cleaning has been done
- Confirmed disinfectant is used in all routine cleaning
- Started reviewing how regularly mops are cleaned to avoid cross contamination
- Begun exploring ID badges for maintenance staff



satisfied that Derventio Housing Trust keeps communal areas clean and well maintained

Communication about visits

"Inform us of whats going on, not just some random strangers turning up"

Some residents said people turn up without warning.

Maintenance staff do wear uniforms, but they do not have access to resident phone numbers, so they cannot text ahead. Housing & Support Officers also cannot contact every resident individually before every visit.

Window cleaning

Internal window cleaning happens monthly and external windows are cleaned three times a year. We are planning to increase external cleaning frequency.

Bin bags

YOU SAID
We Listened

"Would help if the cleaners could leave some bin bags when they come and clean."



Residents asked for cleaners to leave bin bags. We have listened - this will now happen routinely.

Hoovers

"Give us a hoover so we can hoover our own rooms"

We know hoovers are a common request. Unfortunately we cannot supply them because of repeated theft and damage.

Bed bugs



"Stop over charging for the removal of the bed bugs"

A Staffordshire resident raised concerns about being charged for initial bed bug treatment. This has now changed: Derventio pays for the first treatment. Residents are charged only for any further infestations.

YOU SAID
We Listened

Staff

Staff feedback

"Patience, understanding, listening to my needs. Quick to rectify problems"

Staff play a crucial role in your experience at Derventio, and there were lots of positive comments and feedback about them in this section. All comments about staff members have been passed on to team leaders, who will share them with individuals.



satisfied that Derventio Housing Trust listens to your views and acts upon them

Equality and diversity

"Respectful"

We are committed to promoting equality and diversity across all of our services, and it is reassuring that almost all of you feel that you are treated fairly and with respect. If you experience any kind of discrimination from staff, other residents or anyone else, please get in touch.



satisfied that Derventio Housing Trust keeps you informed about things that matter to you



agree that Derventio Housing Trust treats you fairly and with respect



Your Support

Positive changes

“Whole life started all over and doing really well for myself”

The survey had space to share your biggest achievements during your time with Derventio. It was great to hear how Derventio has been a springboard for so many people to make positive life changes.



Areas to improve

Residents raised several areas where support could be improved. Some people feel they don’t get enough support. Some want more notice before visits, and a few residents felt different needs are mixed in shared housing

We continue to:

- Tailor support to individual needs
- Notify residents about visits where possible
- Provide additional notice for neurodivergent residents wherever we can
- Encourage residents to speak directly with their Housing & Support Officer if they want more time

Additional support

“Needed extra support with my disability”

If you feel you need additional support in any area, please let your Housing & Support Officer know. They will be able to help you or signpost you to another service.

Personal Charge

Paying your personal charge

"Missed a few payments but understand they are important now"

Your rent and personal charge may seem high, but they cover the cost of the property, staff time to help you keep your home, furniture and furnishings, repairs and utility bills. Derventio Housing Trust is the billpayer, and to make it fair, we divide the total cost of bills like electricity by the number of residents, so everyone pays the same flat rate.



Your personal charge is for the part of the bills that relates to your own room (the communal area bills are in the rent), and contributions towards the TV licence, costs the rent can't cover and support.

It is important to stay on top of these payments. This is an important part of having your own tenancy and can impact on your future housing. Your bills will likely be higher than this if you move on to your own tenancy.

We are often asked about bill payments in reference requests from landlords – a good reference from us can help you get your own place.

80% of residents always pay their service charge – and you are all awesome! – and we are seeing positive changes in money management. If you are struggling, please speak to us – we have a team who can help you with budgeting and payment plans.



I always pay as it's important to keep my accommodation



I can't afford it

Working

YOU SAID
We Listened

"Let residents work"

It is a positive step when a resident moves into paid employment. However, because of the reduction in Housing Benefit, being in work does make our housing less affordable. This is the case in all supported accommodation.

Because we want to help, we help residents in paid work move on to somewhere more suitable based on their personal circumstances. We have several procedures in place to support people in this situation, including:

- Help to inform Housing Benefit of the change in circumstances
- Creating a Move On Action Plan
- A Rent Bursary Scheme to help with rent payments
- Support with budgeting

If you start work you should tell your Housing & Support Officer straight away so we can give you as much help as possible.



Moving On

Moving on

"Move people on quicker."

Our goal is to support you to move on to longer-term housing when you are ready. We heard clearly that many people want to move on more quickly.



I haven't found anywhere suitable to move to

Unfortunately, some factors are outside our control:

- There is a national shortage of social and affordable homes
- Waiting lists are long
- Some areas have very limited available properties

We will always:

- Help you bid for properties
- Help you with support letters when you are ready
- Write you a reference if a landlord asks for it
- Make sure you feel prepared for independent living
- Help you search for private rented homes if appropriate
- Help you access grants and support to help with the costs



Contact & Emergencies

On-call emergency number

This is for emergencies at evenings and weekends. You can phone the number, which is on display in your house. Staff will always get back to you within 60 minutes. Issues will be dealt with the next working day if they are not an emergency (for example, if you lose your room keys but are inside and safe).

We will continue to highlight this in your handbook and on notice boards.

Please phone and don't text the on-call number, as text messages may not be picked up as quickly.



satisfied with the way my most recent out-of-hours call was dealt with

When to use the on-call number

This number is for emergencies only. Use the on-call emergency service if:

- ✓ You need to report an emergency repair that cannot wait until the next working day
- ✓ You are suffering from harassment or abuse

Do not call the emergency on-call number:

- × To arrange or cancel an appointment with staff
- × To speak to a Housing & Support Officer
- × To report a non-emergency repair



Complaints

Complaints handling

"I feel that are comments and complaints are often not taken seriously"

The national average for satisfaction with complaint handling is 39%.

We are very pleased that resident satisfaction here is higher than that. But we want to continue improving how quickly and clearly we respond to concerns.



satisfied with Derventio Housing Trust's approach to complaints

Making a complaint

All complaints are dealt with under Derventio's complaints procedure. We aim to acknowledge complaints within 5 working days and respond fully within 10 working days.

If you would like to make a formal complaint, you can fill in a feedback form or write directly to the Complaints Manager at:

Private & Confidential, Complaints Manager, Derventio Housing Trust, Glad Tidings Hall, 33 Boyer Street, Derby DE22 3TB.

You can also hand your complaint in at reception, or give it to your Housing & Support Officer.

Housing Ombudsman Service

How we deal with complaints is regulated by the Housing Ombudsman. The Housing Ombudsman Service provides information about how to make a formal complaint to your landlord, and may be able to provide you with further assistance. You can contact them at any time.

Website: www.housing-ombudsman.org.uk

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Write: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Thank You

THANK YOU to **everyone** who took part in this survey. Your responses will help make the service better for you and other residents.

As well as publishing the results of the survey, Derventio Housing Trust plans to put the findings to good use by working with residents to further improve our services.



How we collected information

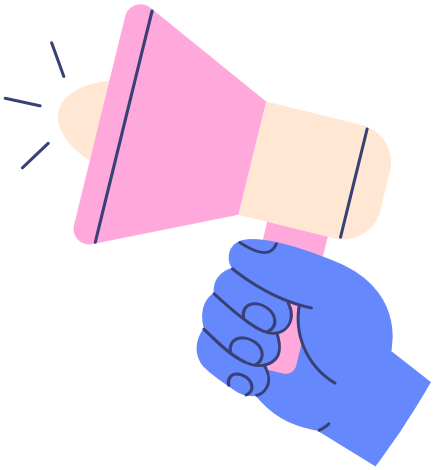
The survey was sent to 660 people. There were 392 responses (59%). The survey took place in September and October 2025.

The survey was hand-delivered to all residents living in Derventio accommodation. Staff offered help to residents if they wished. Completed surveys could be returned via freepost envelope or handed to staff. People also had the option to complete the survey online.

The survey was carried out internally, with no external contractors involved.

Residents who entered the survey were given the chance to enter a prize draw to win a £20 shopping voucher. Five names were drawn at random as winners (one from each area). The winners are on page 2.

How to give feedback



Don't worry if you didn't complete the survey. Your feedback is still important to us and you can have your say at any time.

You can give feedback by:

- Speaking to staff in person, by text, phone or email
- Filling in a feedback form
- Using the contact page on our website
- Filling in the annual satisfaction survey

For information on how to make a complaint go to page 18.

Derventio

People Really **Do** Matter

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