Scheme Code:

Derventio
People Really **Do** Matter

Derventio Housing Trust
Satisfaction Survey 2026



Please fill in this survey to tell us what you think.

Your views are important to Derventio Housing Trust. This survey will help us understand what you think about your home and the services we provide, as well as what you would like us to do in the future.

The survey will be used to calculate the Tenant Satisfaction Measures (or TSMs) which will be published by Derventio and reported back to residents as required by the Regulator of Social Housing.

It should take around 10 minutes to complete the survey.

- You can skip any questions you don't want to answer
- Your answers will not affect your accommodation or benefits in any way
- Your answers will be kept completely confidential and only seen by the research team at Derventio. Your Housing & Support Officer will not be told what you say
- You can ask a member of staff if you would like any help
- Fill in the prize draw slip for your chance to win a prize!

If you would prefer to complete the survey online, please go to **https://forms.cloud.microsoft/e/9915HeSfV3** or scan the QR code

OVERALL SATISFACTION

1 **Taking everything into account, how satisfied or dissatisfied are you with the service provided by Derventio Housing Trust?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

2 **Would you recommend Derventio Housing Trust to others?**

- ☐ Yes
- ☐ No

3 **What has been the best thing about your time with Derventio?**

4 **What has been the worst thing about your time with Derventio?**

5 **How do you think Derventio Housing Trust could improve?**

REPAIRS AND MAINTENANCE

6 **Has Derventio Housing Trust carried out a repair to your home in the last 12 months?**

- ☐ Yes (go to 7)
- ☐ No (go to 9)



7 **If yes, how satisfied or dissatisfied are you with the overall repairs service from Derventio Housing Trust over the last 12 months?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

8 **If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

9 **How satisfied or dissatisfied are you that Derventio Housing Trust provides a home that is well-maintained?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

10 **How satisfied or dissatisfied are you with the cleaning service provided by Derventio Housing Trust?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

11 **How do you think Derventio Housing Trust could improve the repairs and cleaning services?**

BUILDING SAFETY

12 **Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Derventio Housing Trust provides a home that is safe?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / Don't know

13 **How do you feel about the use of CCTV in properties?**

ENGAGEMENT

14 **How satisfied or dissatisfied are you that Derventio Housing Trust listens to your views and acts upon them?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / Don't know

15 **How satisfied or dissatisfied are you that Derventio Housing Trust keeps you informed about things that matter to you?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / Don't know

16 **To what extent do you agree or disagree with the following? "Derventio Housing Trust treats me fairly and with respect."**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable / Don't know

17 **How satisfied are you that you can raise concerns or ask for help before a problem becomes a crisis?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

18 **Have you used the out-of-hours contact number in the last 12 months?**

- ☐ Yes (go to 19)
- ☐ No (go to 20)

19 **If yes, how satisfied or dissatisfied are you with the way your call was dealt with?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

20 **What has been your biggest achievement or change during your time with Derventio?**

☐

21 **Has living at Derventio helped you make progress towards your personal goals?**

COMPLAINTS HANDLING

22 **Have you made a complaint to Derventio Housing Trust in the last 12 months?**

- ☐ Yes (go to 23)
- ☐ No (go to 24)

23 **If yes, how satisfied or dissatisfied are you with Derventio Housing Trust's approach to handling complaints?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

YOUR NEIGHBOURHOOD

24 **Do you live in a building with communal areas, either inside or outside, that Derventio Housing Trust is responsible for maintaining?**

- ☐ Yes (go to 25)
- ☐ No (go to 26)
- ☐ Don't know (go to 26)

25 **If yes, how satisfied or dissatisfied are you that Derventio Housing Trust keeps these areas clean and well-maintained?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

26 **How satisfied or dissatisfied are you that Derventio Housing Trust makes a positive contribution to your neighbourhood?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / Don't know

27 **How satisfied or dissatisfied are you with Derventio Housing Trust's approach to anti-social behaviour?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / Don't know

MOVING ON

28 **Are any of the following holding you back from moving on from Derventio accommodation?** *(Please tick all that apply)*

- ☐ I can't afford to pay for rent / housing costs
- ☐ I can't afford to buy the household items I would need
- ☐ I need more support to help me move on
- ☐ I don't feel ready to leave the support I have at Derventio
- ☐ I'm ready to move on but haven't found anywhere suitable yet
- ☐ Debt is holding me back
- ☐ Other: _____

PERSONAL CHARGE

29 **If you don't pay your personal charge, why is this?** *(Please tick all that apply)*

- ☐ I always pay as it's important to keep my accommodation
- ☐ I can't afford it
- ☐ Other payments are more of a priority
- ☐ I wasn't asked or reminded
- ☐ I don't know how to pay it
- ☐ Other: _____

DIGITAL INCLUSION

30 **Which of the following apply to you?** *(Please tick one)*

- ☐ I go online as much as I want
- ☐ I go online but want to go online more
- ☐ I do not go online and don't want to go online
- ☐ I do not go online but want to go online



31 **Which of the following apply to you?** *(Please tick one)*

- ☐ I own or have regular access to a device (i.e. laptop, tablet, mobile phone) that meets my online needs
- ☐ I own or have regular access to a broadband internet connection that meets my online needs
- ☐ I have the knowledge and skills to do most things I need to do online
- ☐ I am confident to do most things I need to do online
- ☐ I depend on others to do things for me online
- ☐ None of these apply to me

32 **Which of the following apply to you?** *(Please tick one)*

- ☐ If I needed help to do things online I would know how to get support
- ☐ I am worried about being safe online
- ☐ I couldn't afford to repair/replace a device (i.e. laptop, tablet, mobile phone) if it broke
- ☐ I am struggling to afford a mobile internet connection
- ☐ I am struggling to afford a broadband internet connection
- ☐ I solely depend on public computers to do things online
- ☐ I solely depend on wifi outside of home to do things online
- ☐ None of these things apply to me

33 **If you could change one thing about your building or how our service is managed, what would it be?**

34 **Would you like to share any other comments or experiences about Derventio Housing Trust? Please use the space below if there is anything else you want to tell us:**



THANK YOU

for taking the time to let us know what you think

There are 3 ways you can return your completed survey to us:

- Give it to your Housing & Support Officer or a member of staff
- Post it in the freepost envelope
- Leave it at reception at Woods Lane in Derby

Don't forget to include the prize draw slip for your chance to win a prize

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