



Tenant Satisfaction Measures Survey 2025/26

South Derbyshire District Council housing services have asked an independent research company, Service Insights Ltd, to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services South Derbyshire District Council housing services provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by South Derbyshire District Council as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to South Derbyshire District Council housing services unless you give permission to identify yourself at the end of the survey. Please don't identify yourself or others in any written responses. Your feedback will be used for research purposes only in line with South Derbyshire District Council's privacy notice (which can be provided upon request).

If you wish South Derbyshire District Council housing services to respond quickly to any issues raised in the survey, please contact them on 01283 595795. Please note this survey does not serve as a method to report a formal complaint to the Council. To make a complaint about the Council's housing services, please call 01283 221000.

Please complete the survey by **5.00pm Monday 24th November 2025**. Should you have any queries about the survey or need assistance completing it, please contact the lead researcher, Dr Simon Williams, Service Insights Ltd, on Freephone 0800 1931174 or email info@serviceinsights.co.uk.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Derbyshire District Council housing services?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q1a Please can you briefly tell us why you gave that score?

Q2 Has South Derbyshire District Council housing services carried out a repair to your home in the last 12 months?

☐ Yes
☐ No

Q2a How satisfied or dissatisfied are you with the overall repairs service from South Derbyshire District Council housing services over the last 12 months?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q3 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

☐ ☐ ☐ ☐ ☐

Q4 How satisfied or dissatisfied are you that South Derbyshire District Council housing services provides a home that is well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Derbyshire District Council housing services provides a home that is safe?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Q5a Do you have any Damp and/or Mould within your home that you have not reported to the Council?

☐ Yes
☐ No
☐ Don't know

Q6 How satisfied or dissatisfied are you that South Derbyshire District Council housing services 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

☐ ☐ ☐ ☐ ☐ ☐

Q7 How satisfied or dissatisfied are you that South Derbyshire District Council housing services 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

☐ ☐ ☐ ☐ ☐ ☐

Q8 To what extent do you agree or disagree with the following: "South Derbyshire District Council housing services treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Q9 Have you made a complaint to South Derbyshire District Council housing services in the last 12 months?

☐ Yes
☐ No

Q9a How satisfied or dissatisfied are you with South Derbyshire District Council housing services approach to complaints handling?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q9b Why did you give that score and what can we do to improve?

Q10 Do you live in a building with communal areas, either inside or outside, that South Derbyshire District Council housing services is responsible for maintaining?

Yes No Don't know

☐ ☐ ☐

Q10a How satisfied or dissatisfied are you that South Derbyshire District Council housing services keeps these communal areas clean and well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

☐ ☐ ☐ ☐ ☐

Q11 How satisfied or dissatisfied are you that South Derbyshire District Council housing services makes a positive contribution to your neighbourhood?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Q12 How satisfied or dissatisfied are you with South Derbyshire District Council housing services approach to handling anti-social behaviour?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

☐ ☐ ☐ ☐ ☐ ☐

Additional Questions

Q13 The Council recognise we need to engage with tenants more. We want to recruit more tenants to our Tenants Voice Group to assist us on our journey to improvement and becoming a better landlord. Would you like to join the Tenants Voice Group?

- ☐ Yes, please tell me more
☐ No thanks

Q13a How would you like to be involved [*Tick all that apply*]:

- ☐ Digital Groups
☐ Face to Face groups
☐ Scrutiny Panel
☐ Projects in your neighbourhood

South Derbyshire District Council are currently updating their tenant database. It would be very helpful if you could provide email and mobile contacts below:

Q14 Email Address:

Q14a Mobile Number:

Q15 If you have any further comments or suggestions for improving South Derbyshire District Council housing services, please tell us below.

***Important: Permissions and Confidentiality**

Q16 South Derbyshire District Council housing services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to South Derbyshire District Council housing services?

- ☐ Yes
☐ No

Q16a Are you happy for South Derbyshire District Council housing services to contact you about anything you have raised in this survey?

- ☐ Yes
☐ No

Please press 'Submit' to send us your answers. Thank you.