



North East
Derbyshire
District Council

Rykneild 
HOMES
at the heart of communities

Annual Tenant Satisfaction Survey **2025**



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Welcome

Welcome to our Annual Tenant Satisfaction Survey for 2025.

Your views and comments about the housing services we deliver for you is really important to us.

We always try to improve our services and your feedback helps us to identify what were doing well and where we need to make improvements.

This survey will be used to calculate Tenant Satisfaction Measures and help us plan service improvements for next year.

We will publish the results on our website and in a future edition of Your Rykneld.

This survey relates specifically to the housing services provided by Rykneld Homes on behalf of North East Derbyshire District Council. It does not relate to other services provided by the Council.

There are 12 questions and a space for you to make additional comments. It should take you about five minutes to complete. Please return the form in the enclosed pre-paid envelope.

If you would prefer to fill in a version online, or to find out more about the survey you can do this on our website: www.rykneldhomes.org.uk. Alternatively, you can complete the survey over the telephone by calling our Contact Centre on 01246 217670.

Thank you for taking the time to complete the survey.

Prize Draw

Don't miss out!!

There is a top prize of £250 and 10 prizes of £25. These will be drawn from the surveys returned by 1 March 2025.



1 **'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Rykneld Homes? '**

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

TP01

2 **' Has Rykneld Homes carried out a repair to your home in the last 12 months? '**

Yes ☐ No ☐ If no, go to question 4

If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Rykneld Homes over the last 12 months? '

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

TP02

3 **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

TP03

4 **'How satisfied or dissatisfied are you that Rykneld Homes provides a home that is well maintained? '**

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

TP04

5 **'Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Rykneld Homes provides a home that is safe?'**

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/Don't Know

TP05

6 **'How satisfied or dissatisfied are you that Rykneld Homes 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

TP06

7 **'How satisfied or dissatisfied are you that Rykneld Homes 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

TP07

8 **To what extent do you agree or disagree with the following "Rykneld Homes treats me fairly and with respect"?**

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/Don't Know

TP08

9

'Have you made a complaint to Rykneld Homes in the last 12 months?'

Yes ☐

No ☐

If no, go to question 10

If yes, 'How satisfied or dissatisfied are you with Rykneld Homes approach to complaints handling?'

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

TP09

10

'Do you live in a building with communal areas, either inside or outside, that Rykneld Homes is responsible for maintaining?'

Yes ☐

No ☐

Don't know ☐

If yes, 'How satisfied or dissatisfied are you that Rykneld Homes keeps these communal areas clean and well maintained?'

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

TP010

11

'How satisfied or dissatisfied are you that Rykneld Homes makes a positive contribution to your neighbourhood?'

☐

Very Satisfied

☐

Fairly Satisfied

☐

Neither Satisfied nor Dissatisfied

☐

Fairly Dissatisfied

☐

Very Dissatisfied

☐

Not Applicable/Don't Know

TP011

12

How satisfied or dissatisfied are you with Rykneld Homes approach to handling anti-social behaviour?

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/Don't Know

TP012

Please use the space below to add any further comments you would like to make about the services provided by Rykneld Homes.

Tenant Satisfaction Measure Survey Privacy Notice

The information collected in this survey will be used to provide overall levels of satisfaction to the Regulator of Social Housing. No personal details will be disclosed.

If you add any comments in the free text section and require Rykneld Homes to contact you, please confirm your permission by signing your name and providing your address and contact details below.

Name.....

Address.....

.....

.....

.....

Contact telephone number.....

Contact e-mail.....

For more information about Rykneld Homes Privacy statement please go to:
www.rykneldhomes.org.uk/corporate/freedom-of-information-and-data-protection.

NO ENGLISH? NO PROBLEM

If you require this publication
in large print or braille
please call us on

01246 217670

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Język polski

W Rykneld Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

01482 971724



For all other languages

01246 217670

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