

## STAR Survey Results

The Tenant Satisfaction results overall are very good with:

- **93%** of tenants being satisfied with the service from SHS
- **96%** of tenants being satisfied with the quality of their home and
- **95%** satisfied with the way SHS deals with Repairs & Maintenance.

There were increases in satisfaction in a number of areas since the 2012 survey. Improvements in satisfaction levels were seen in a number of areas:

- your neighbourhood
- the value for money of your rent
- the way SHS deals with repairs and maintenance
- overall quality of repairs and maintenance work
- keeping tenants informed
- doing enough to involve tenants
- anti-social behaviour
- neighbour disputes
- empty homes
- aids & adaptations

There were also a number of areas where tenants expressed their dissatisfaction and where dissatisfaction has increased since the 2012 survey. These are:

- SHS listening to views and acting upon them
- Communications – keeping tenants advised; outcome with query
- Length of time between reporting a repair and works commencing
- The value for money of your service charges

## What Happens Next?

A high number of tenants responding to the survey gave permission to Acuity to provide SHS with their contact details and to allow us to follow up on the survey as necessary.

SHS has written to a range of tenants in respect of the areas of increased dissatisfaction to try to establish the reasons for the dissatisfaction and what SHS could have done/can do to turn the situation around.

The Housing Operations Committee (HOC) is monitoring progress with addressing areas of dissatisfaction and any improvements to be put in place to assist with this.