

**Area Panels – November and December 2016  
Briefing paper – STAR (survey of tenants and residents) survey 2016**

**Background**

The survey was undertaken in June this year, using a postal survey, with a randomly selected sample of 3000 tenants as recommended by Housemark. As with the previous survey in 2014, residents were also offered the opportunity to complete the survey online, and an email reminder was sent to boost responses.

**Response rate**

The survey achieved a response rate of 28% with 829 tenants taking part (up from 724 tenants or 24% in 2014). The majority of completions were on paper, but 12% of respondents took part online which is an increase from the 7% who took part online in 2014.

**Results**

Overall satisfaction with the Housing service rose from 78% to 81%. This reversed the trend from 2014 where satisfaction had dropped by 5%. Attached are key at-a-glance results; with the attached draft Housing & New Homes Committee report outlining results, benchmarking information where available, and actions we will be taking to address areas where improvements are needed.

<b>Indicator</b>	<b>% satisfied 2014</b>	<b>% satisfied 2016</b>	<b>Trend</b>
Satisfied overall with the service from Housing	78%	81%	↑
Satisfaction with the last completed repair	76%	81%	↑
The overall quality of your home	80%	79%	↓
That your rent provides value for money	84%	86%	↑
Your neighbourhood as a place to live	84%	80%	↓
Standard of customer service	81%	85%	↑
Ease of accessing services	84%	86%	↑
Listens to and acts upon views	64%	70%	↑

## **Recommendations**

- For the Area Panel to note and comment on the results and proposed actions. A summary of feedback from panels will be included in the report to Housing & New Homes Committee in January.

## **Next steps**

- A copy of the full report will be available on the council's website from 19 January 2017
- Promotion of the STAR results will commence after committee with an article included in the spring edition of Homing In. This article will feature key results and will have a 'you said, we did' section responding to the summary of written comments.

## **Contact**

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