

## **STAR survey summary**

Over 1,500 telephone interviews were carried out with customers across all of the landlords in the group.

The questions centred on what customers feel is most important to them, as well as what they are most satisfied with.

The main finding from the survey was that the **overall satisfaction rate with our services was 84.6%**. The other main findings included:

**We know that from previous surveys, the following are most important to customers:**

- Quality of their home
- Area/estate they live in
- Quality of repairs/workmen

**What are they most satisfied with?** This time, customers said:

- Rent providing value for money
- Quality of their home
- Their neighbourhood as a place to live

However nearly one on five customers have had a problem and satisfaction with the speed of repairs has decreased.

We're continually looking to find new ways of improving our services, so following the survey we're working on a range of priorities for improvement including find ways to improve: the speed of repairs; problem solving; and the availability and ease of contacting staff.

Thank you to all customers who took part in the survey.