

The STAR survey (Satisfaction of Tenants and Residents) helps us to get information from our tenants and customers regarding how they feel about our services.

As part of the survey, we call tenants to ask them a range of questions. The questions are based on what customers feel is most important to them, as well as what they are most satisfied with.

For 2017, we have produced an overview report of the STAR survey:

Survey numbers

Over

1,000
telephone interviews

were carried out with customers across all of the landlords in the Thirteen group.



Overall satisfaction

The main finding from the survey was that the overall satisfaction rate with our services was

84.6%



Important issues

We know that from previous surveys, the most important issues for customers are:

The quality of their home

The area or the estate they live in

The quality of repairs and the trades people carrying them out



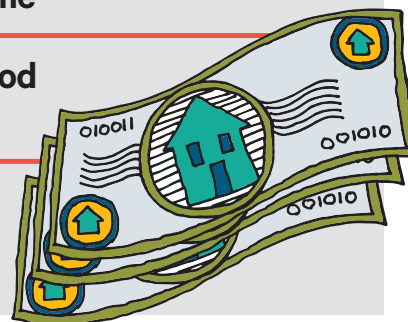
Customer satisfaction

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

Rent providing value for money

Quality of their home

Their neighbourhood as a place to live



Priorities for improvement

We're always looking to find new ways of improving our services, so following the survey we're working on a range of priorities for improvement including finding ways to improve:

The speed of repairs

Problem solving

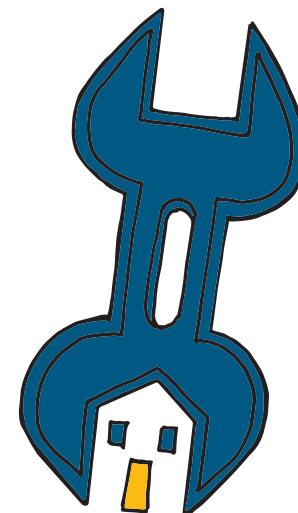
The availability and ease of contacting staff.



Repairs

Satisfaction with repairs has increased from 75.6% to

79.1%



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