

STAR Survey Result 2015

As part of our commitment to listening to the views of tenants, Tamworth Borough Councils landlord service carries out a tenant satisfaction STAR survey every two years. During 2015, M.E.L Research was commissioned to carry out the survey on behalf of landlord service. The survey was posted out to a random sample of tenants. In total, 619 responses received representing a 41% response rate.

The principal objective of the survey is to provide robust data which accurately represents the views of tenants on overall satisfaction with landlord services as well as providing a comprehensive view of other perception-based measures on a wide range of specific service areas i.e. repairs, dealing with anti-social behaviour, staff conduct etc. Whilst landlord service already has a robust programme of mechanisms in place to consistently compare tenants' satisfaction with services overtime, the STAR survey enables us to keep up-to-date with tenant opinion as well as maximising our understanding of overall tenant satisfaction and expectation.

Key Performance Indicators	2015	% dif.	2011
Overall satisfaction	78%	↑+3%	75%
Quality of home	79%	N/A	Aggregate data not available
Neighbourhood	83%	↑+8%	75%
Rent provides VFM	73%	N/A	Aggregate data not available
Repairs & Maintenance	68%	—	68%
Listens to views*	59%	↑+5%	54%
Keeping tenants informed*	80%	↑+12%	68%

Key findings of the 2015 STAR Survey - detailed findings can be found in the subsequent sections of the full report

Overall service provided

Overall, 78% of tenants are satisfied with the service provided by the Tamworth Borough Council Housing Service. 77% of General Needs tenants express satisfaction, compared to 93% of Sheltered tenants. When compared to the 2011 results, overall satisfaction levels has improved (75%).

Quality of home*

79% of tenants are satisfied with the quality of their home. 15% more Sheltered tenants (92%) report satisfaction compared to General Needs tenants (75%).

Neighbourhood as a place to live

83% of tenants are satisfied with their neighbourhood as a place to live. Satisfaction rates show an increase by 8% points since 2011 (75%). As seen with other findings, Sheltered tenants express higher levels of satisfaction than General Needs tenants (92% compared to 82%).

Rent provides value for money*

73% of tenants are satisfied that their rent provides value for money. Once again, sheltered tenants express higher levels of satisfaction than General Needs tenants (91% compared to 72%).

Repairs and maintenance

68% of tenants are satisfied with the way the Council's Housing Service deals with repairs and maintenance. Satisfaction levels rises to 83% for Sheltered tenants, and is at 67% for General Needs tenants. Overall satisfaction remains unchanged since 2011 (68%).**

Listens to views and act upon them

59% of tenants are satisfied that the Council listens to views and act upon them. At 77%, satisfaction is much higher for Sheltered tenants compared to General Needs (57%). Overall satisfaction levels has improved by 5% points since 2011 (54%).**

Keeping tenants informed

80% are satisfied that the Council keeps them informed about things that might affect them as a tenant. This rises to 89% in the case of Sheltered tenants and is at 79% for General Needs tenants. These results compare positively to 2011 where respondents were asked how good or poor their Housing Service was at keeping tenants informed (good 68%).**

* Aggregate data does not exist from 2011 and so appropriate comparisons cannot be made

**question wording varies slightly between surveys