

TENANTS FORUM	Agenda Item
Thursday 14 July 2016	9(i)

2016 STAR Tenant Satisfaction Survey

This report provides an overview of the 2016 STAR (Tenant Satisfaction) Survey conducted by MEL Research.

MEL Research representatives are attending this Forum to present the results of the Survey.

INTRODUCTION

The tenant satisfaction survey was undertaken by MEL research on behalf of Kettering Borough Council at the start of 2016.

The postal surveys were sent to a random selection of 1700 general needs tenants and to all 401 sheltered housing tenants to gain an understanding of satisfaction with our Housing Service.

We had a great response rate of 41% with 851 surveys being returned in total.

The survey follows the STAR template which is used by other Housing Providers and helps to compare and benchmark our performance.

SUMMARY OF RESULTS

Overall results were really positive and when compared to our peers, all of the 7 core questions within the survey were above median performance.

Satisfaction was highest with the neighbourhood as a place to live (87%) and the overall service provided (86%) and the lowest satisfaction was for how much tenants agreed that the Housing Service listen to tenants views and acts upon them.

Question	% satisfied	% dissatisfied
Neighbourhood as a place to live	87%	9%
Overall service provided	86%	9%
Rent provides value for money	84%	9%
Quality of home	83%	12%
Repairs & maintenance service	82%	13%
Service charge provides value for money	75%	12%
Listens to views and acts upon them	69%	14%

Car parking, litter and dog fouling were deemed to be the biggest problem in neighbourhoods.

The Repairs and Maintenance service, the overall quality of the home and keeping residents informed were selected as the top 3 priority services.

COMMUNICATIONS

A brief overview of the survey and results was communicated to members of the Tenants Forum attending the annual housing tour on 9th June 2016.

A summary of results has also featured in the June edition of Connect.

The full reports will be published on the Council's website in due course