

# Star Survey 2017

Board 4<sup>th</sup> December 2017

Tim Young Head of Business Improvement

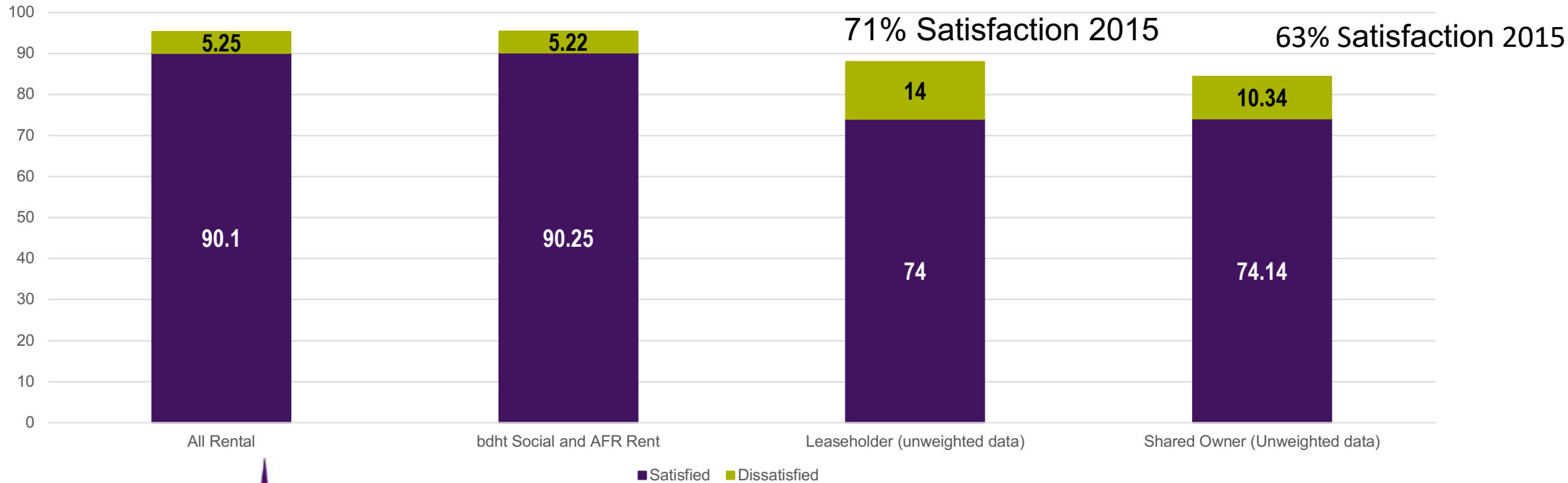


# Star Survey 2017

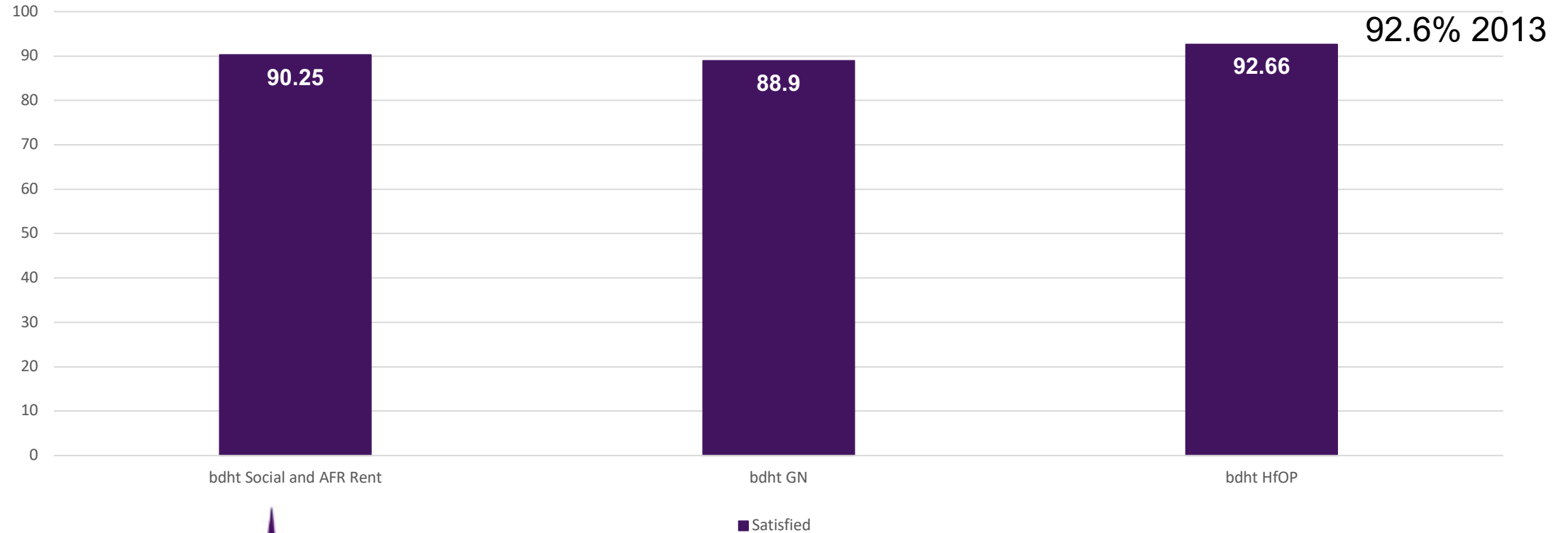
- Census
- June & July 2017
- Rental - 1312 responses (37% response rate)
- Leaseholders – 54 responses (29% response rate)
- Shared Owners – 60 responses (38% response rate)
- Rental Survey  $\pm 3\%$  margin of error



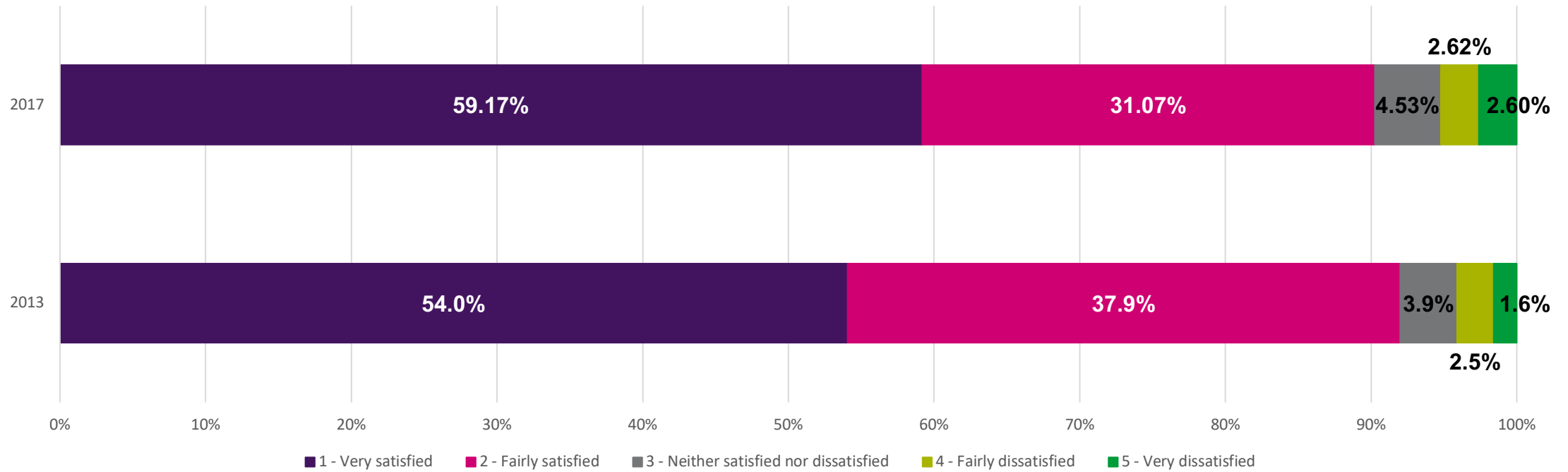
# Overall Satisfaction 2017



# Bdht Social & Affordable Rental Overall Satisfaction 2017

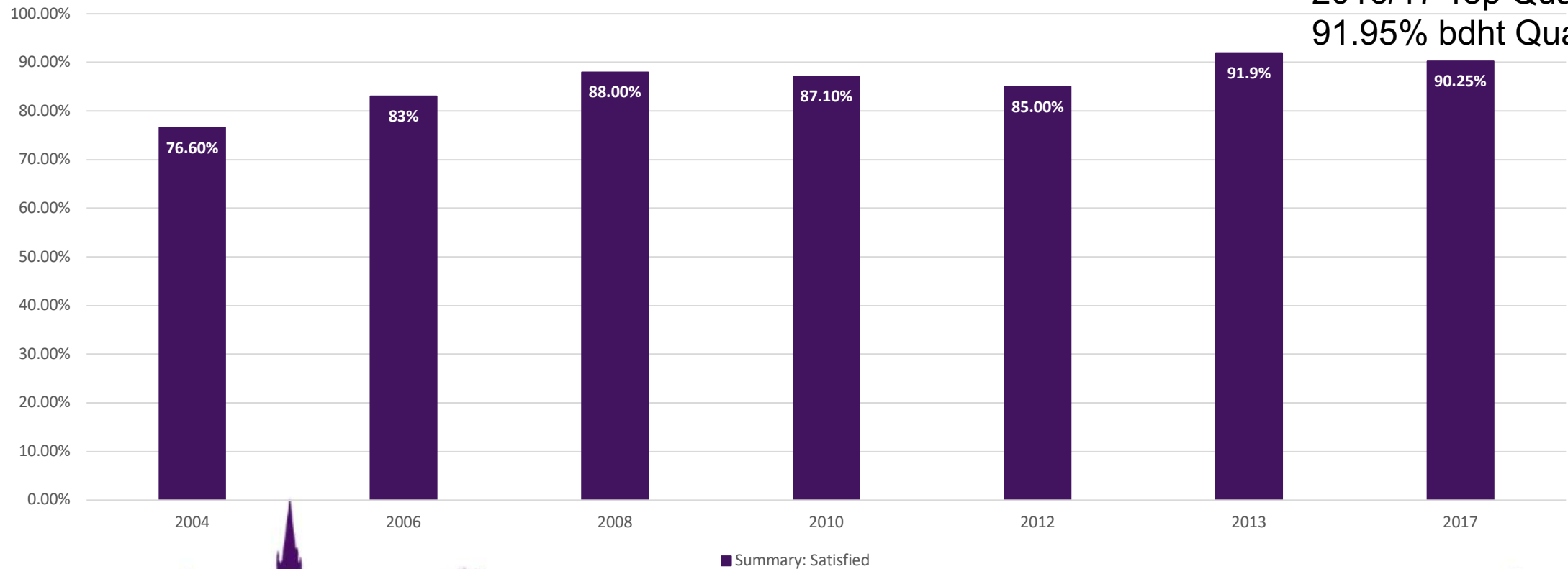


# Overall Satisfaction 2017



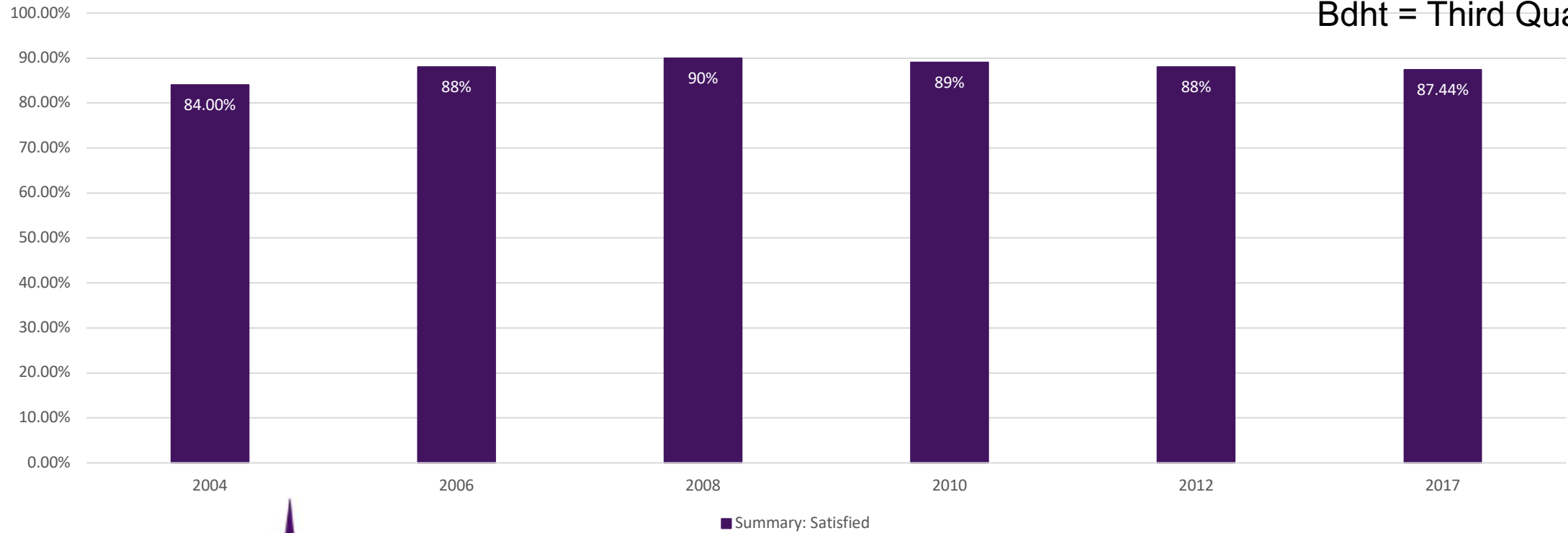
# Overall Satisfaction 2017

2016/17 Top Quartile =  
91.95% bdht Quartile 2

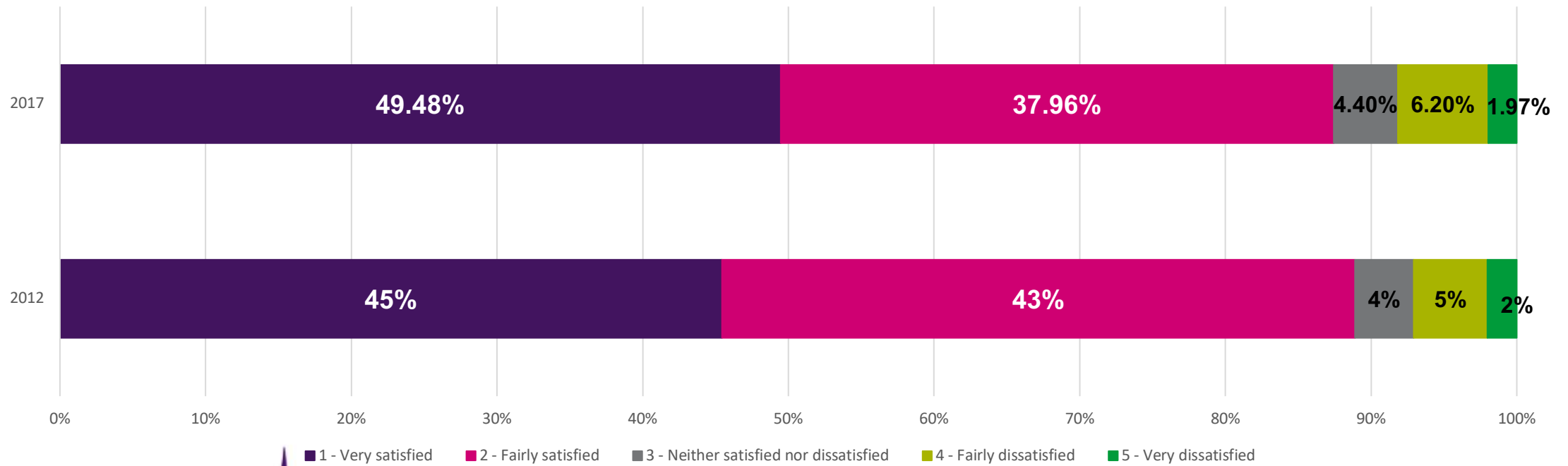


# Quality of Home 2017

Top Quartile =  
89.40%  
Bdht = Third Quartile



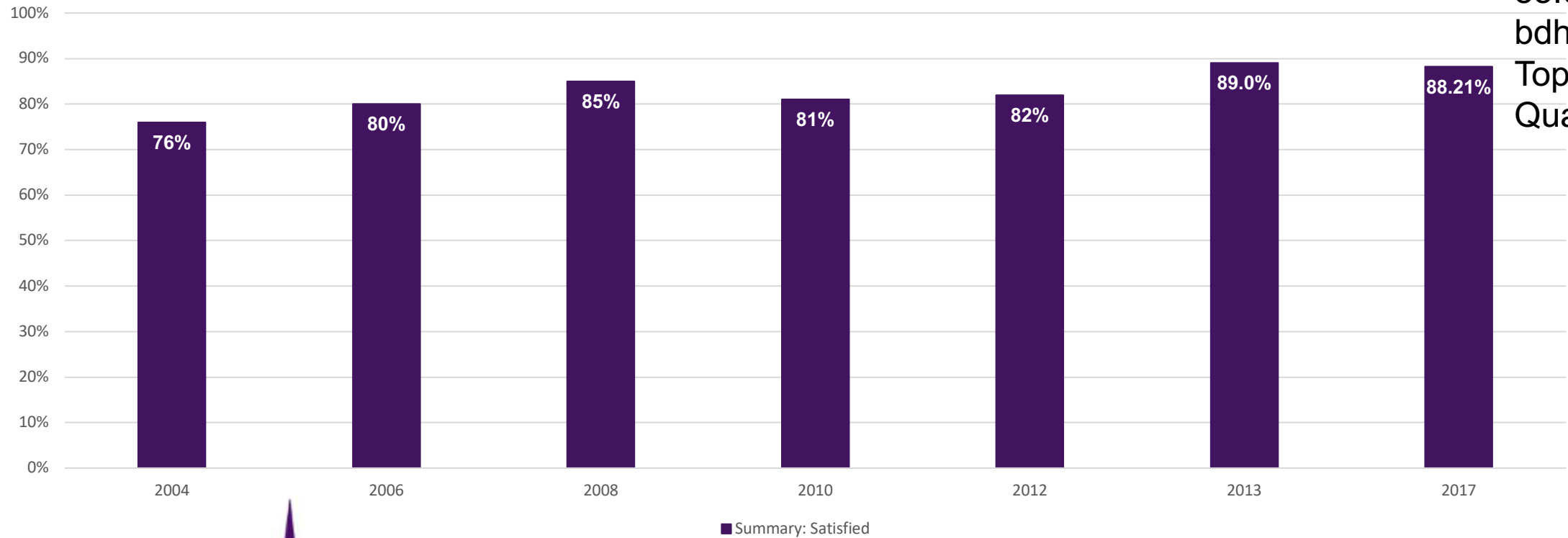
# Quality of Home 2017



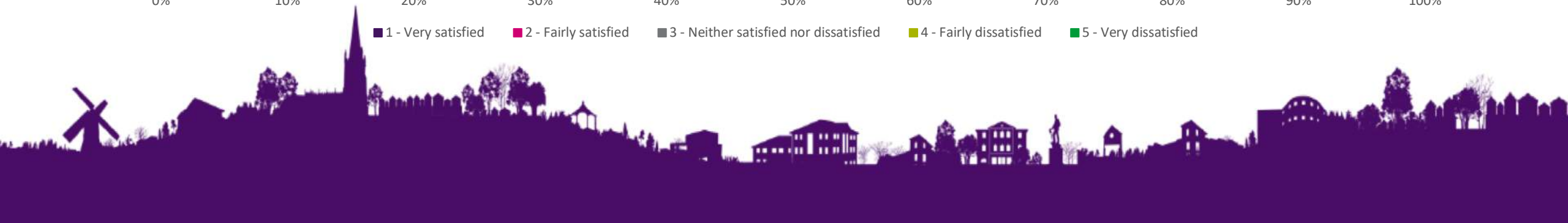
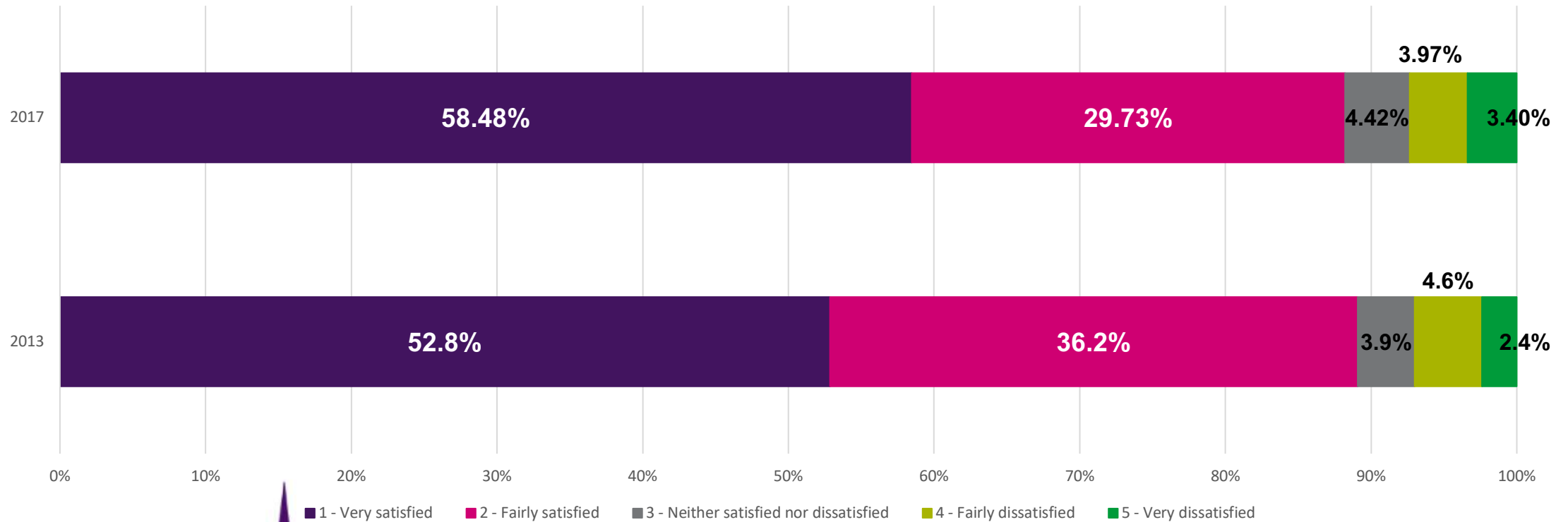


# Repairs & Maintenance 2017

Top  
Quartile =  
88.05%  
bdht =  
Top  
Quartile

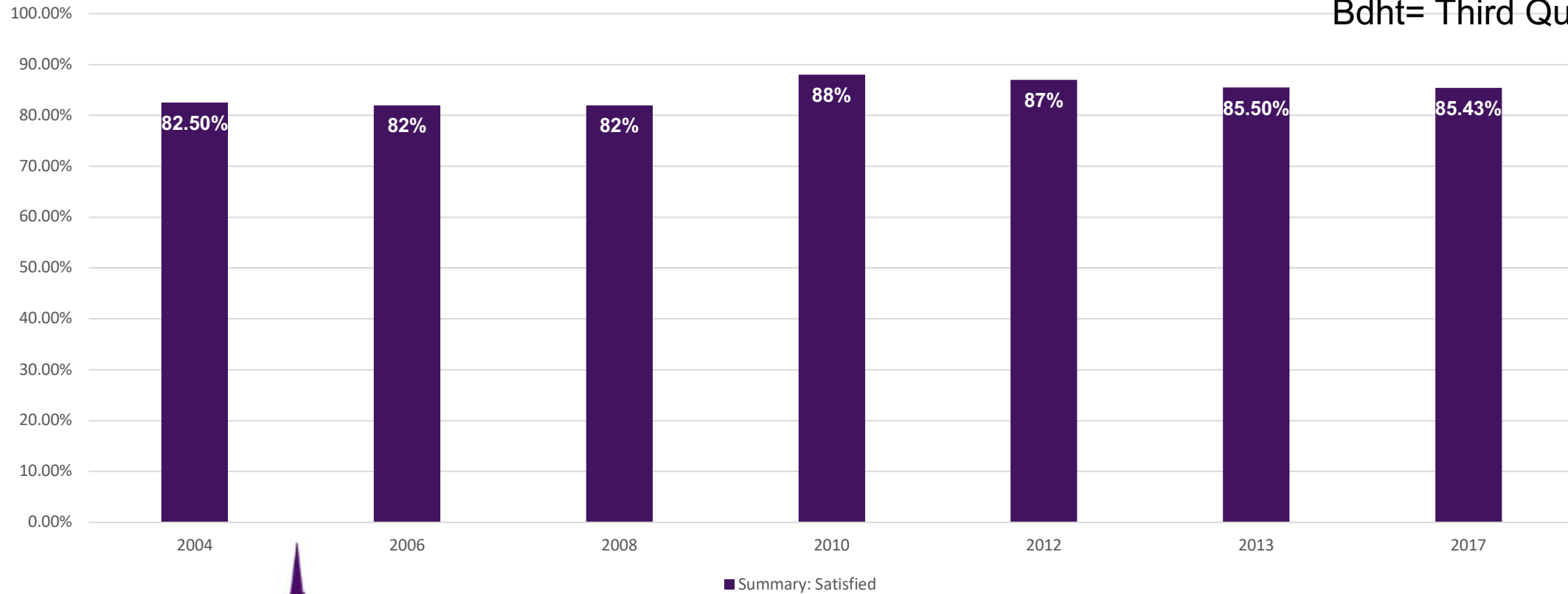


# Repairs & Maintenance 2017

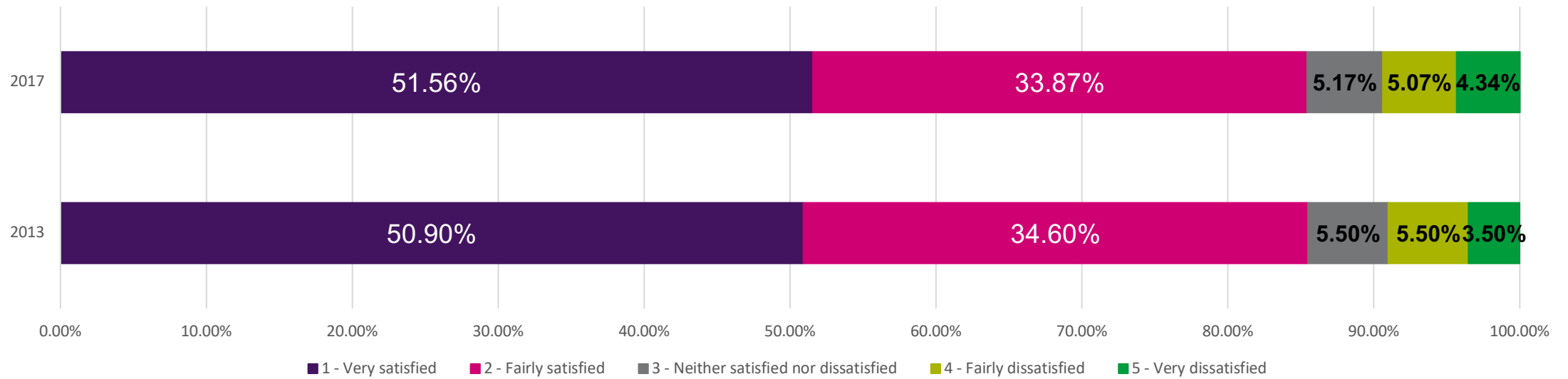


# Neighbourhoods as a place to live 2017

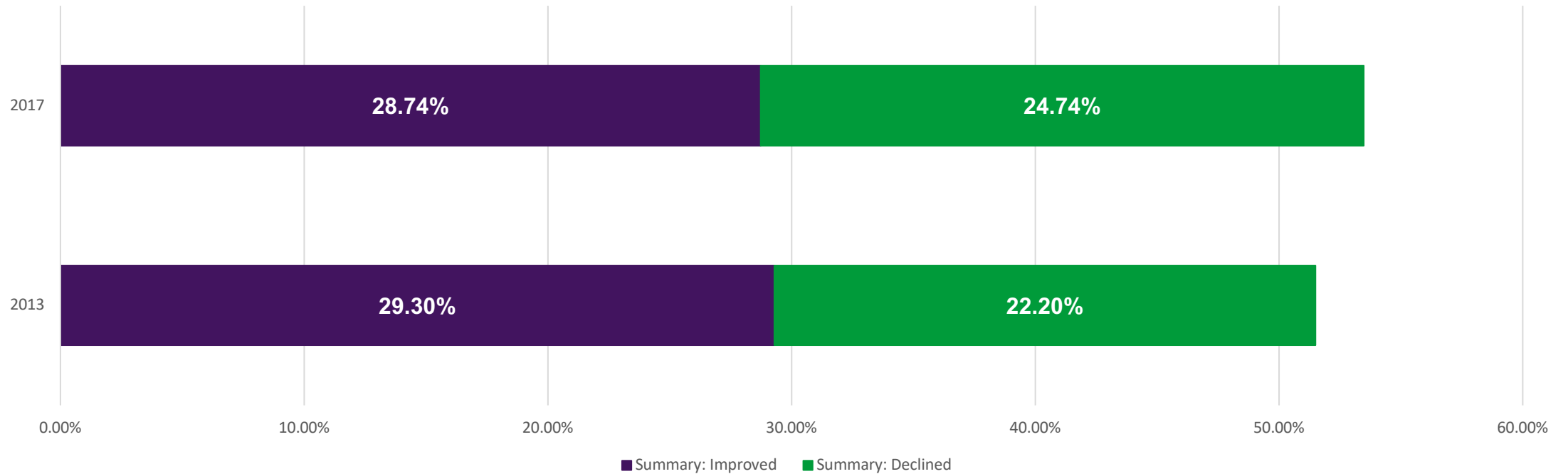
Top Quartile = 91.70%  
Bdht= Third Quartile



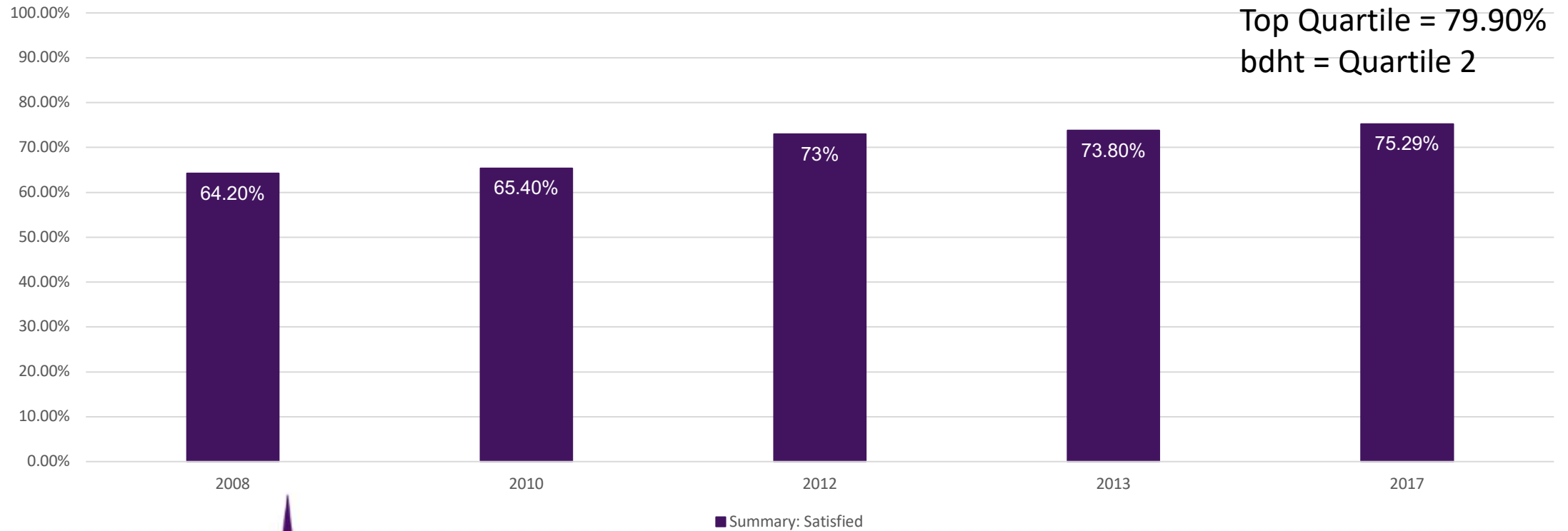
# Neighbourhoods as a place to live 2017



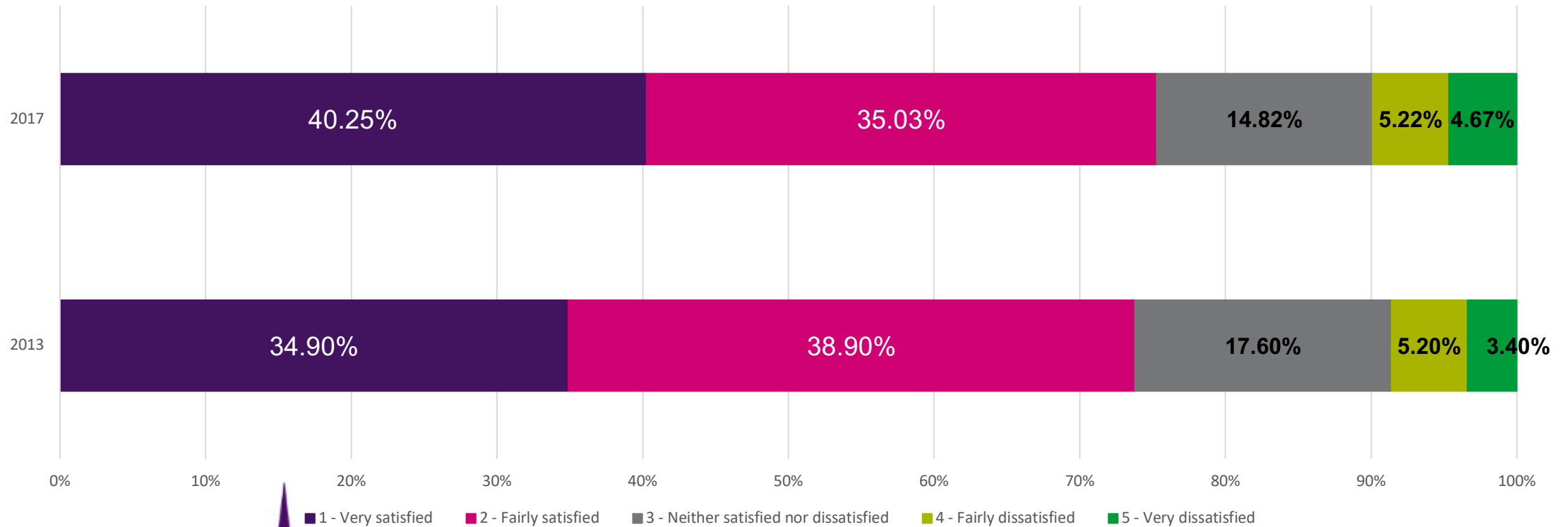
# Changes in Neighbourhoods 2017



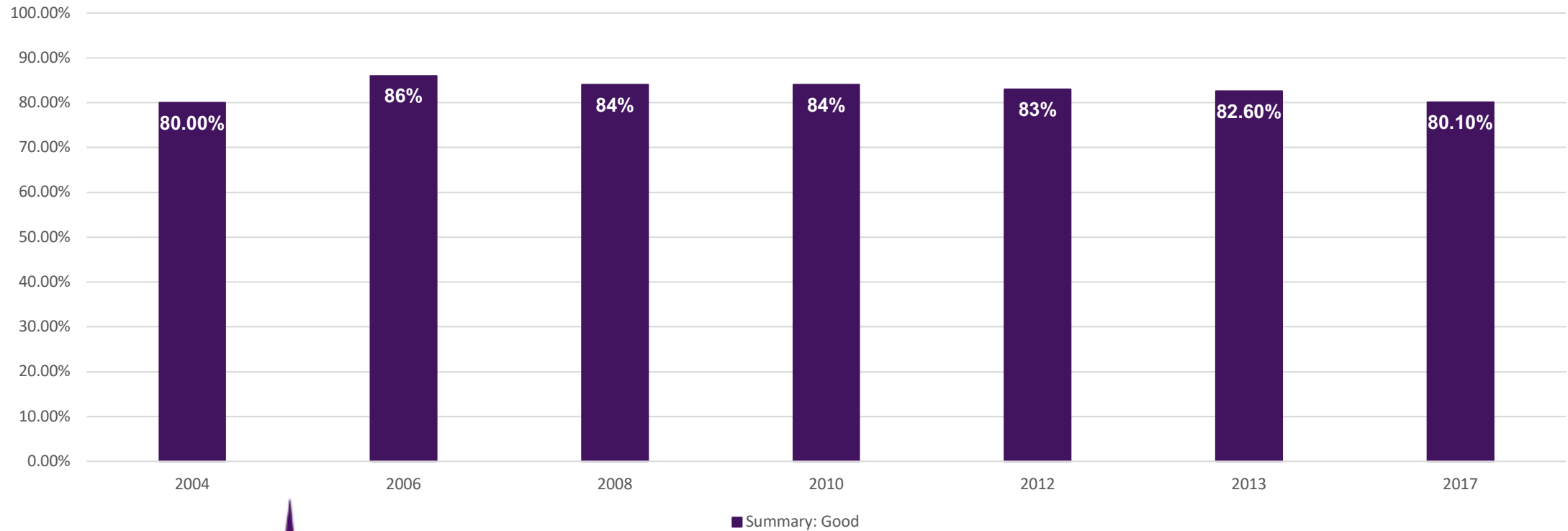
# Taking Views into Account 2017



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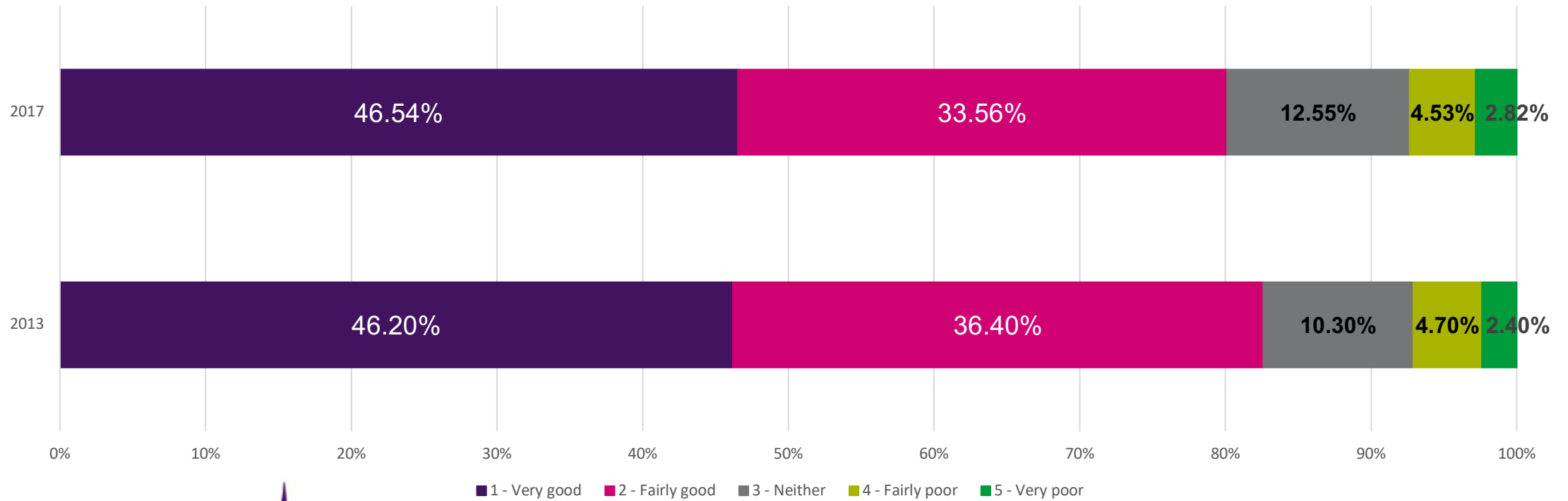


# Keeping Informed 2017

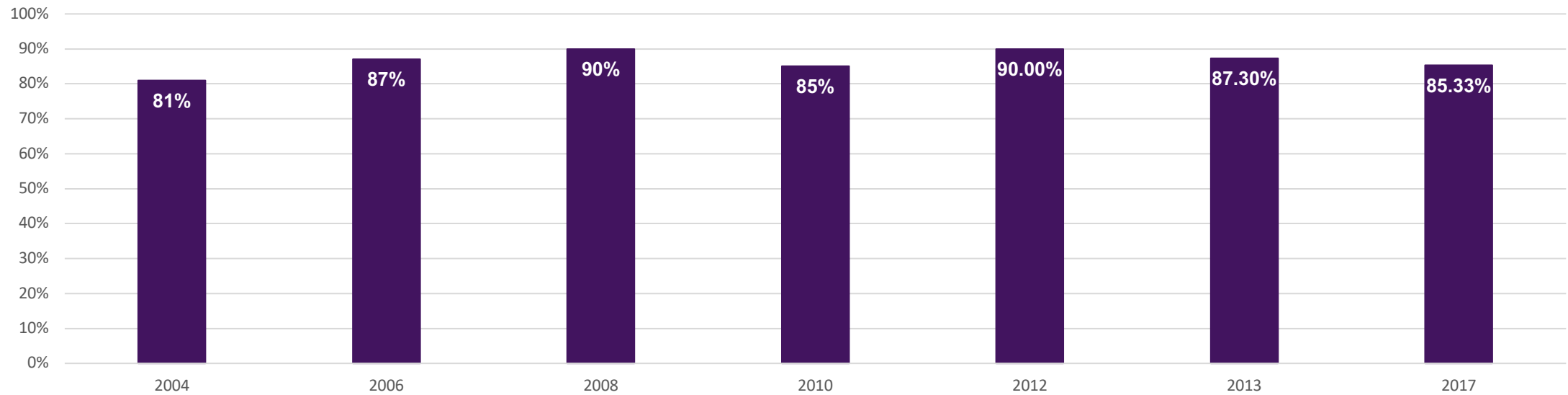




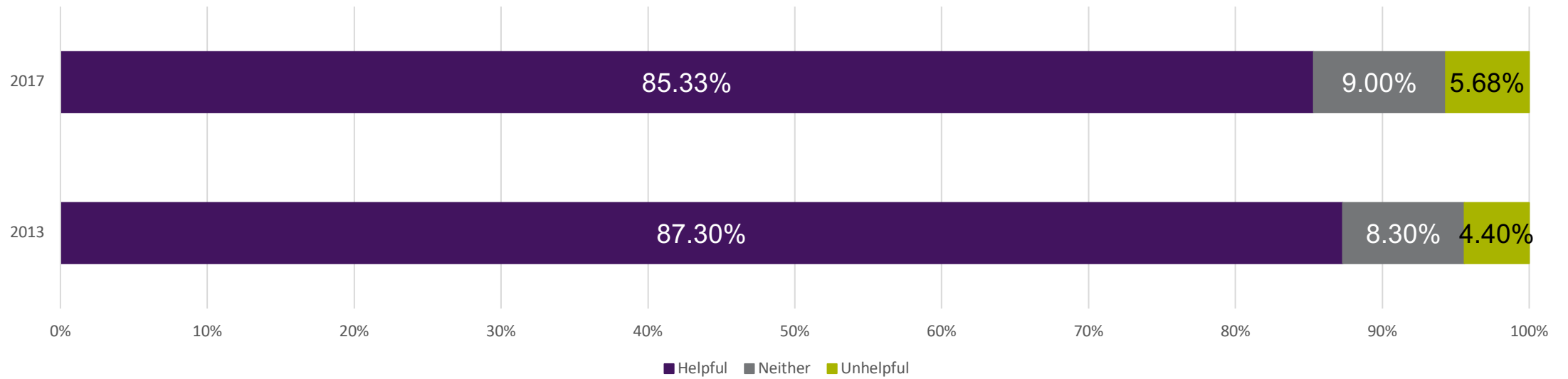
# Keeping Informed 2017



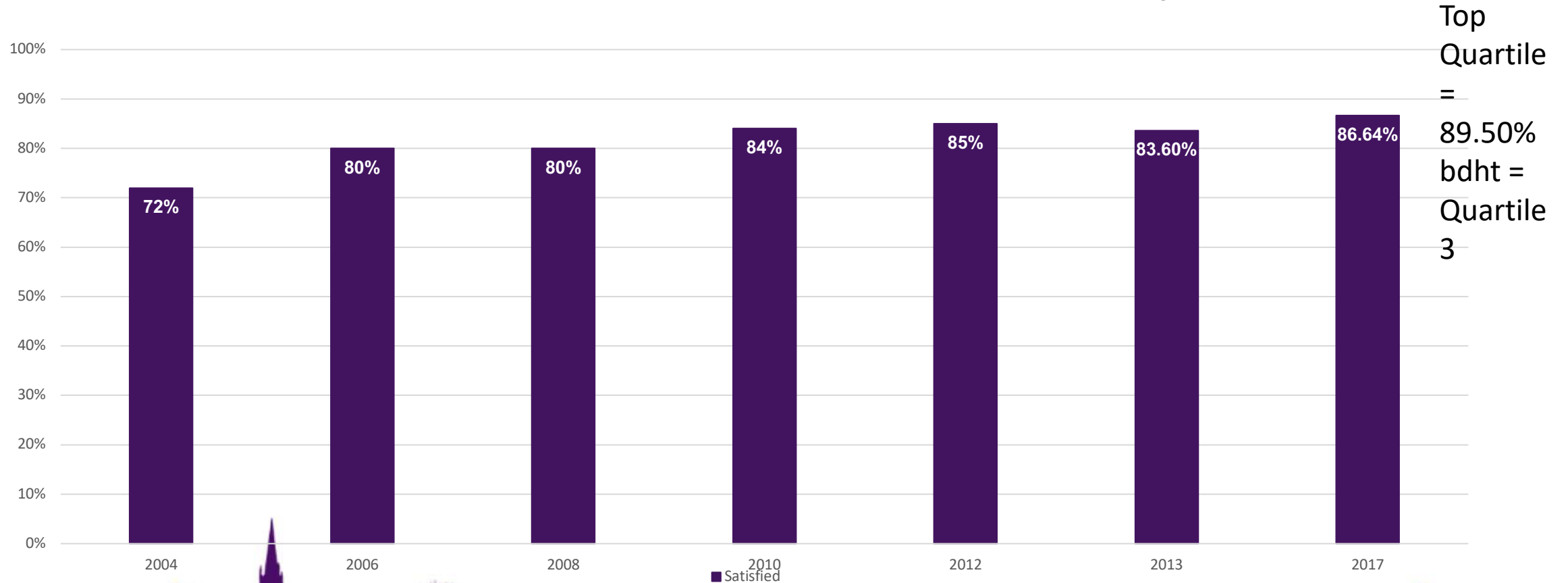
# Helpfulness of Staff 2017



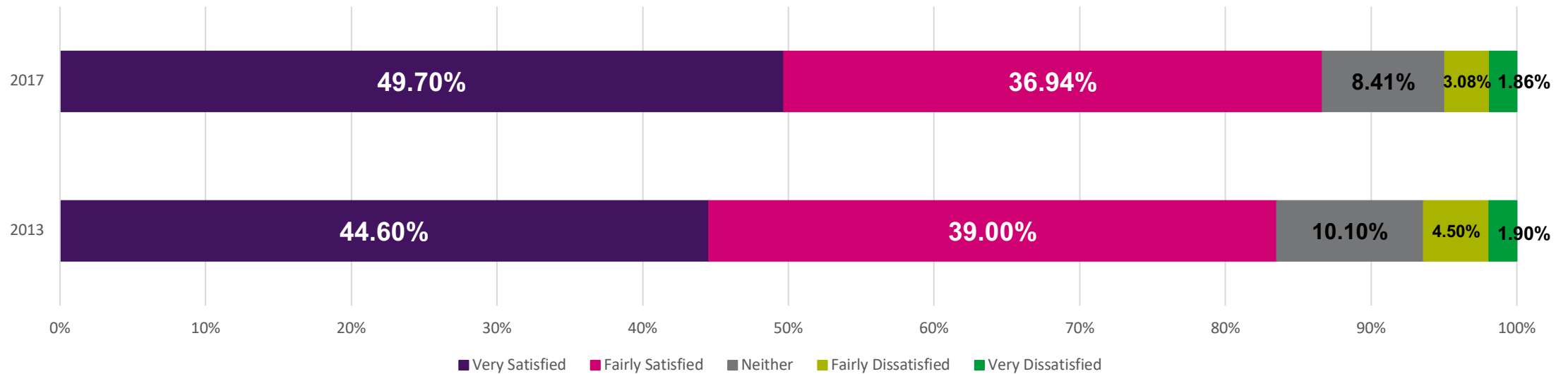
# Helpfulness of Staff 2017



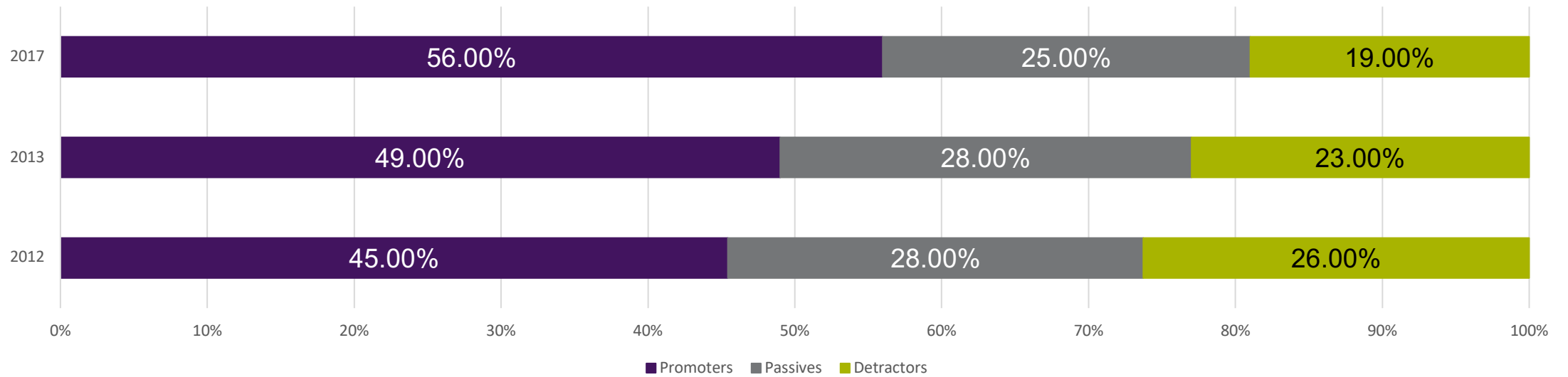
# Rent as Value for Money 2017



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# Net Promoter Score 2017



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	All	GN	Sheltered
NPS	37	34	43

	2012	2013	2017
NPS	19	26	37

