

Star Survey Results 2019

Resident Scrutiny Panel

11th December 2019

Star Survey 2019

- Housemark Methodology
- Census Survey
- By Post – two mail-outs
- June - August
- Tenants, Shared Owners & Leaseholders

Star Survey Responses

Tenure	No. of Responses	Response Rate	Margin of Error
All Tenancies	1334	36%	±2.00%
bdht Social & Affordable	1276	36%	±2.00%
Leasehold	63	33%	±10%
Shared Ownership	76	37%	±9%

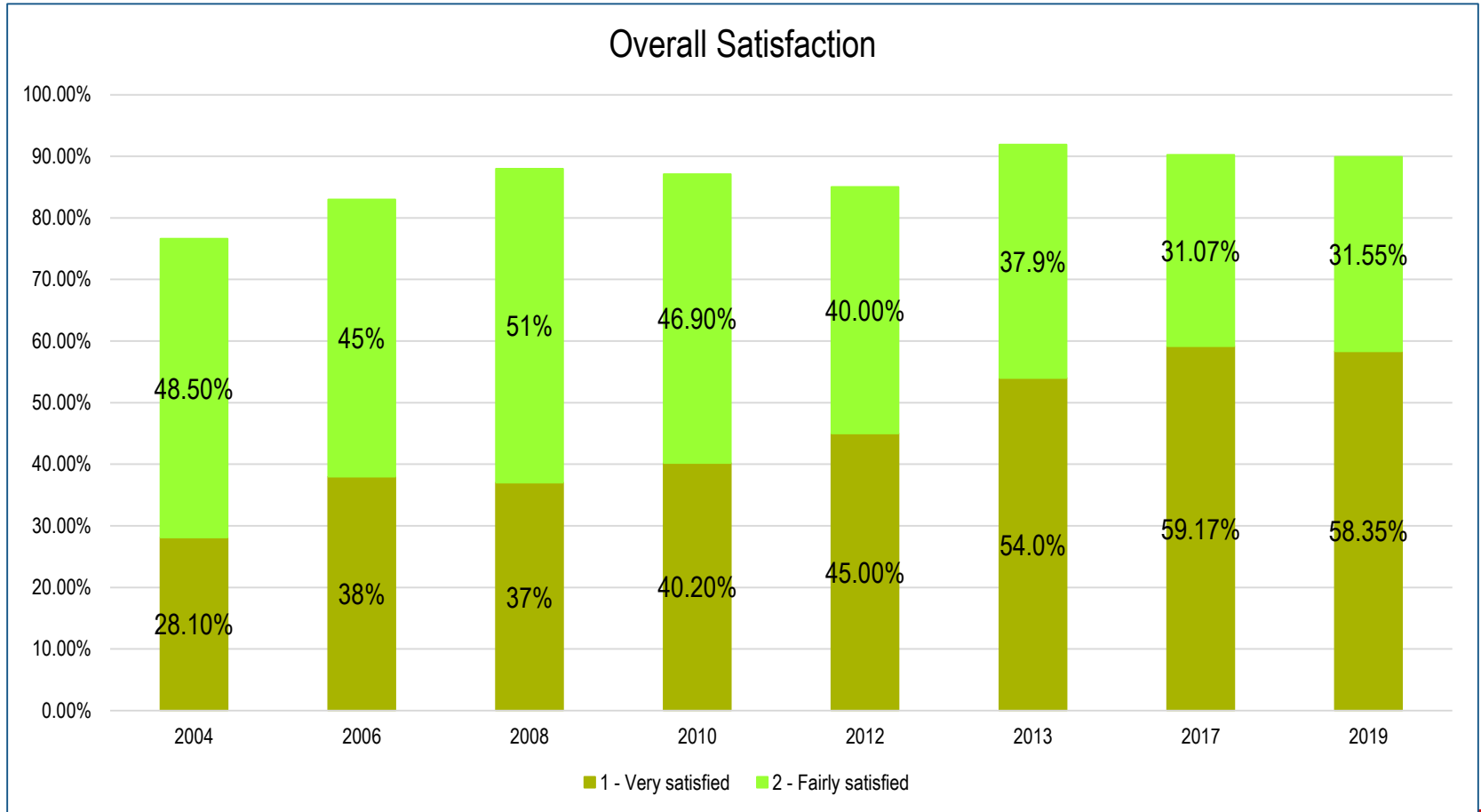
Commitments & Promises

Service Excellence –

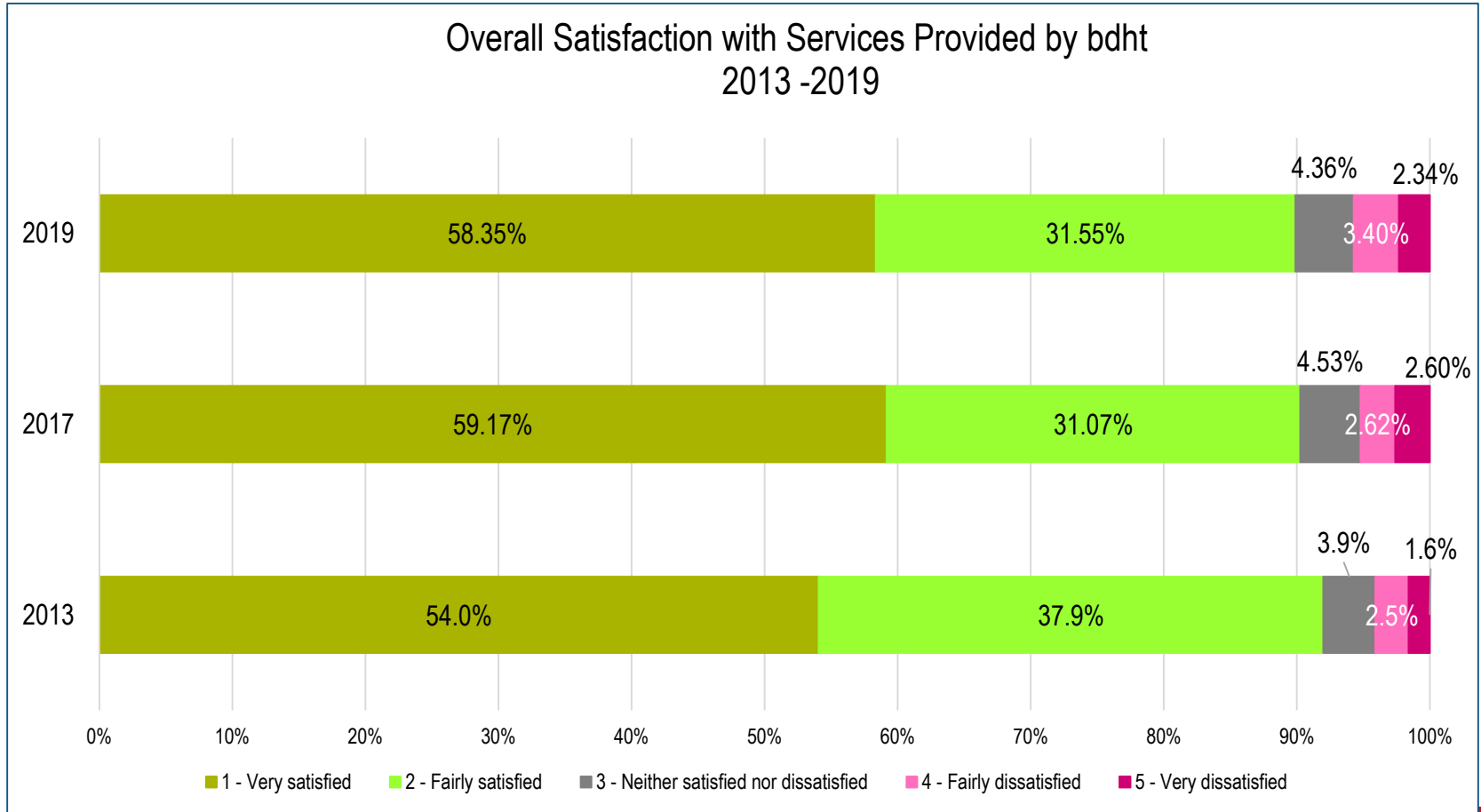
- 95% customer satisfaction
- Net Promoter Score – Target +40

Golden Rules – Protect Services to Customers

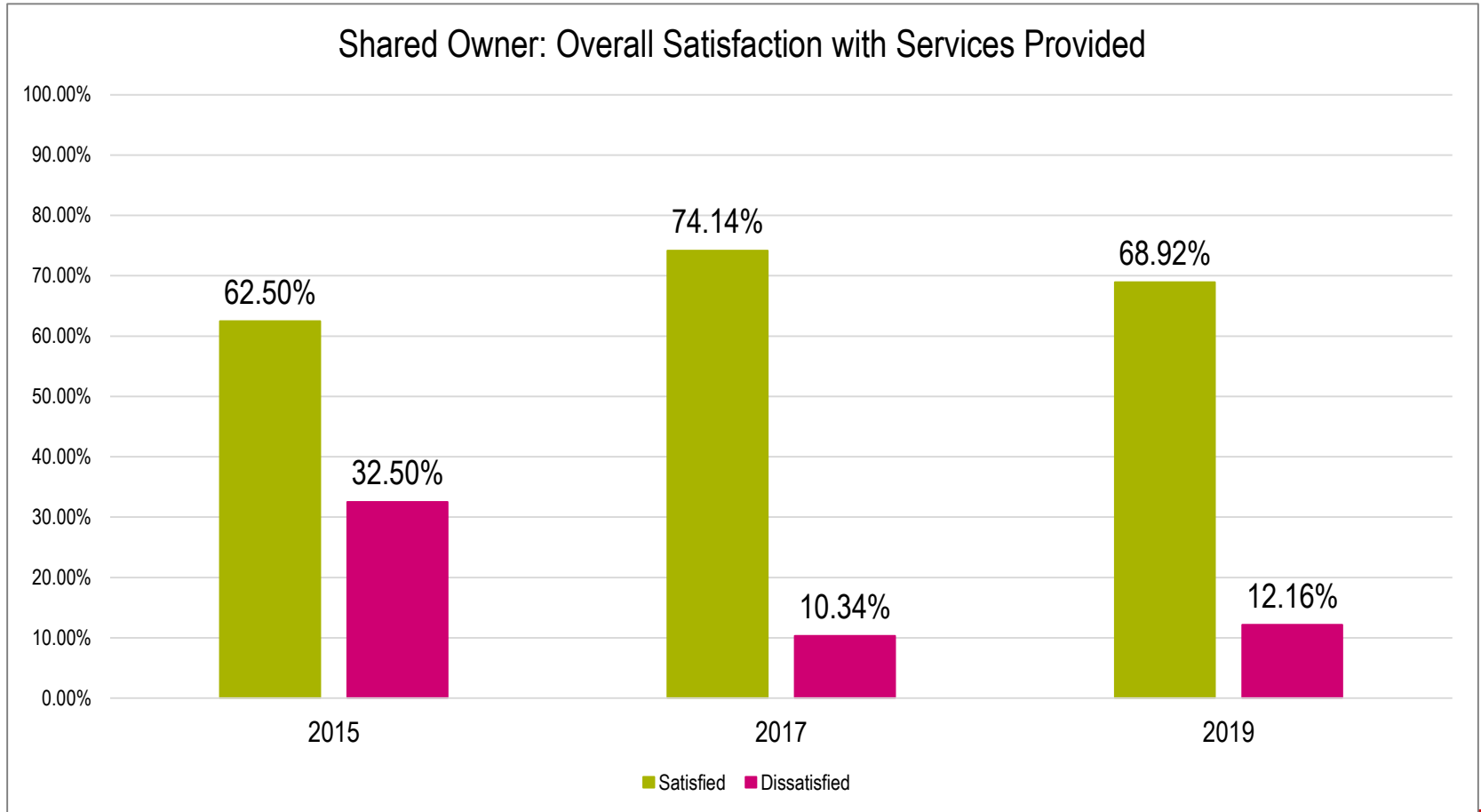
Affordable & Social Overall Trend



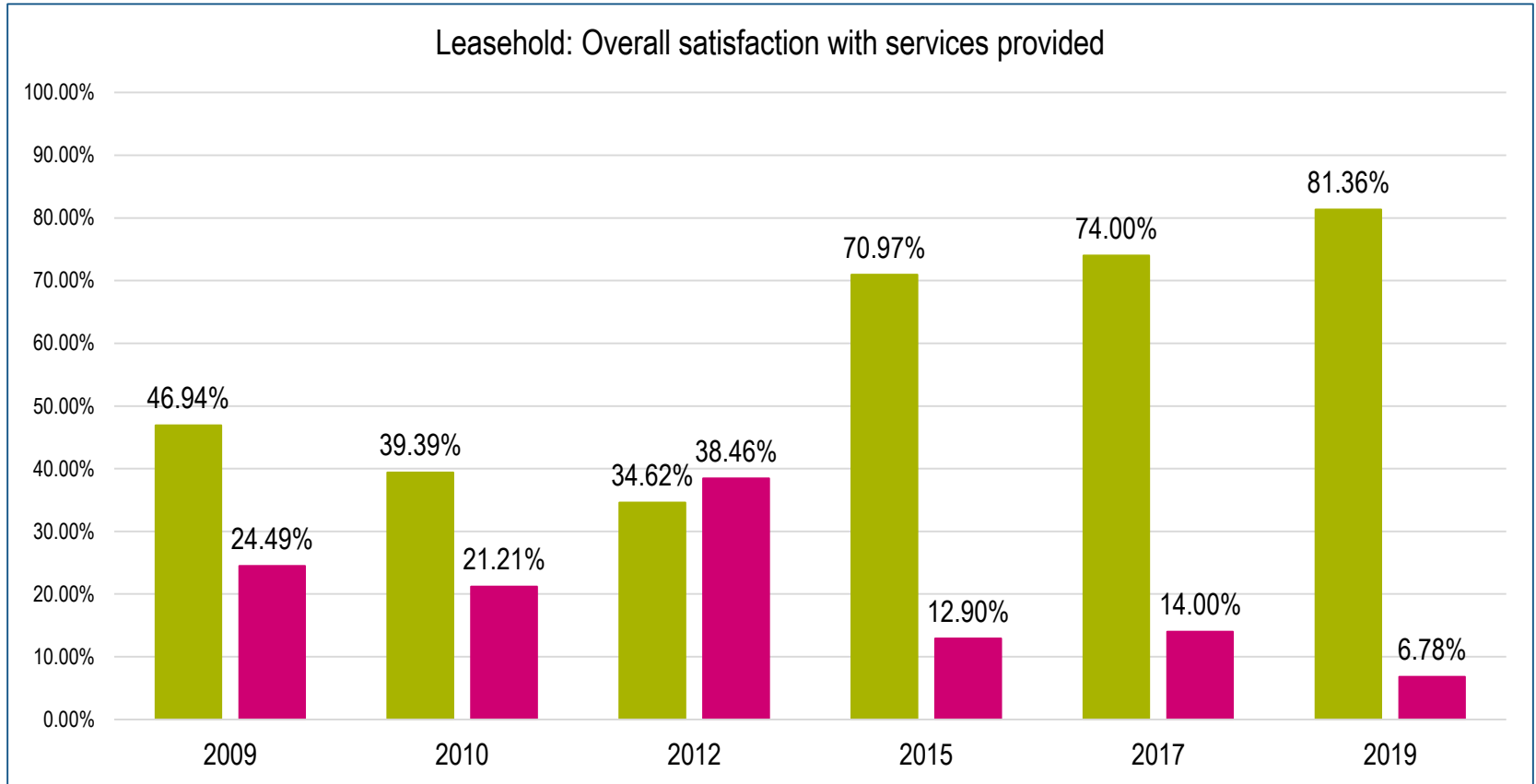
Affordable & Social Overall



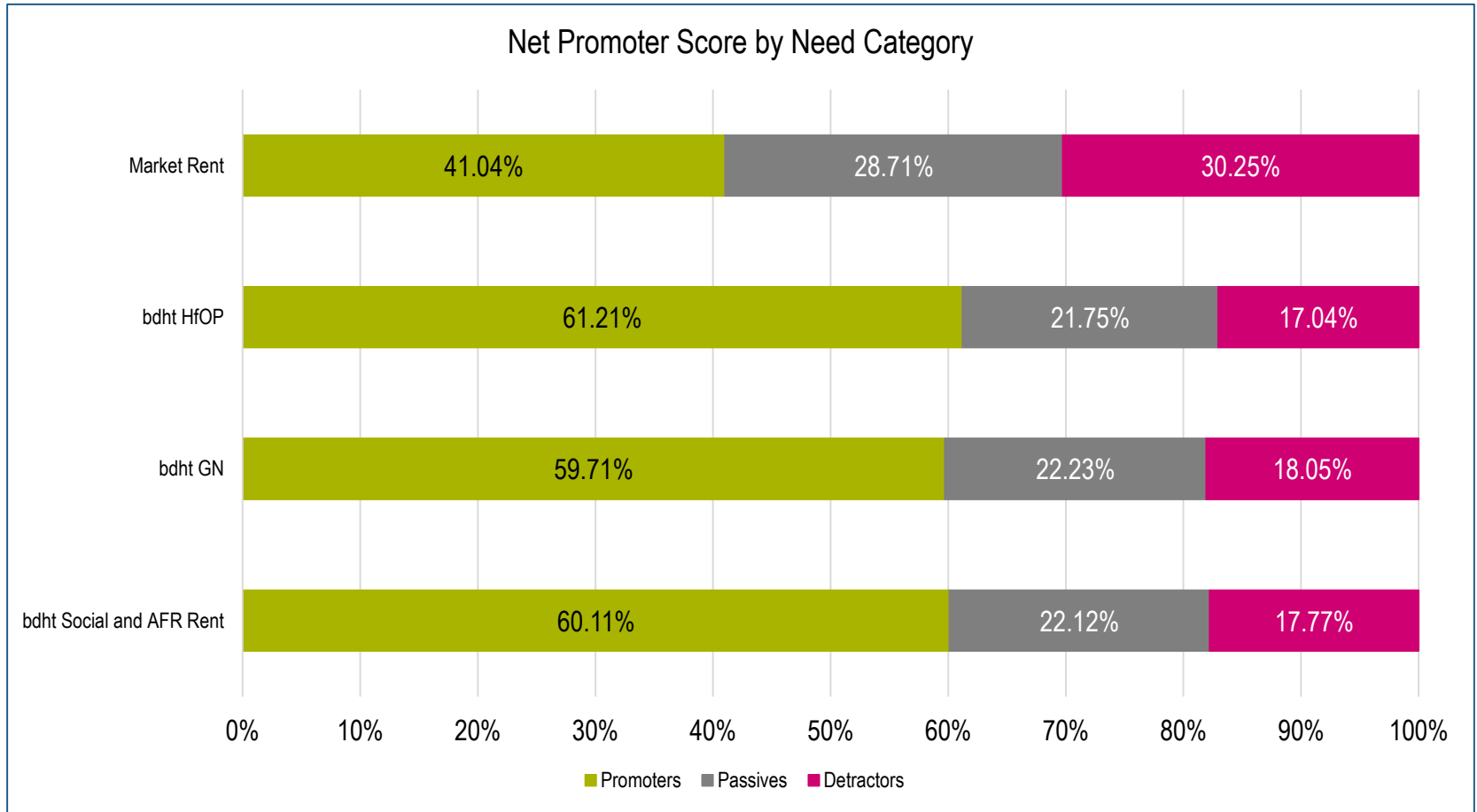
Overall Satisfaction Shared Owners



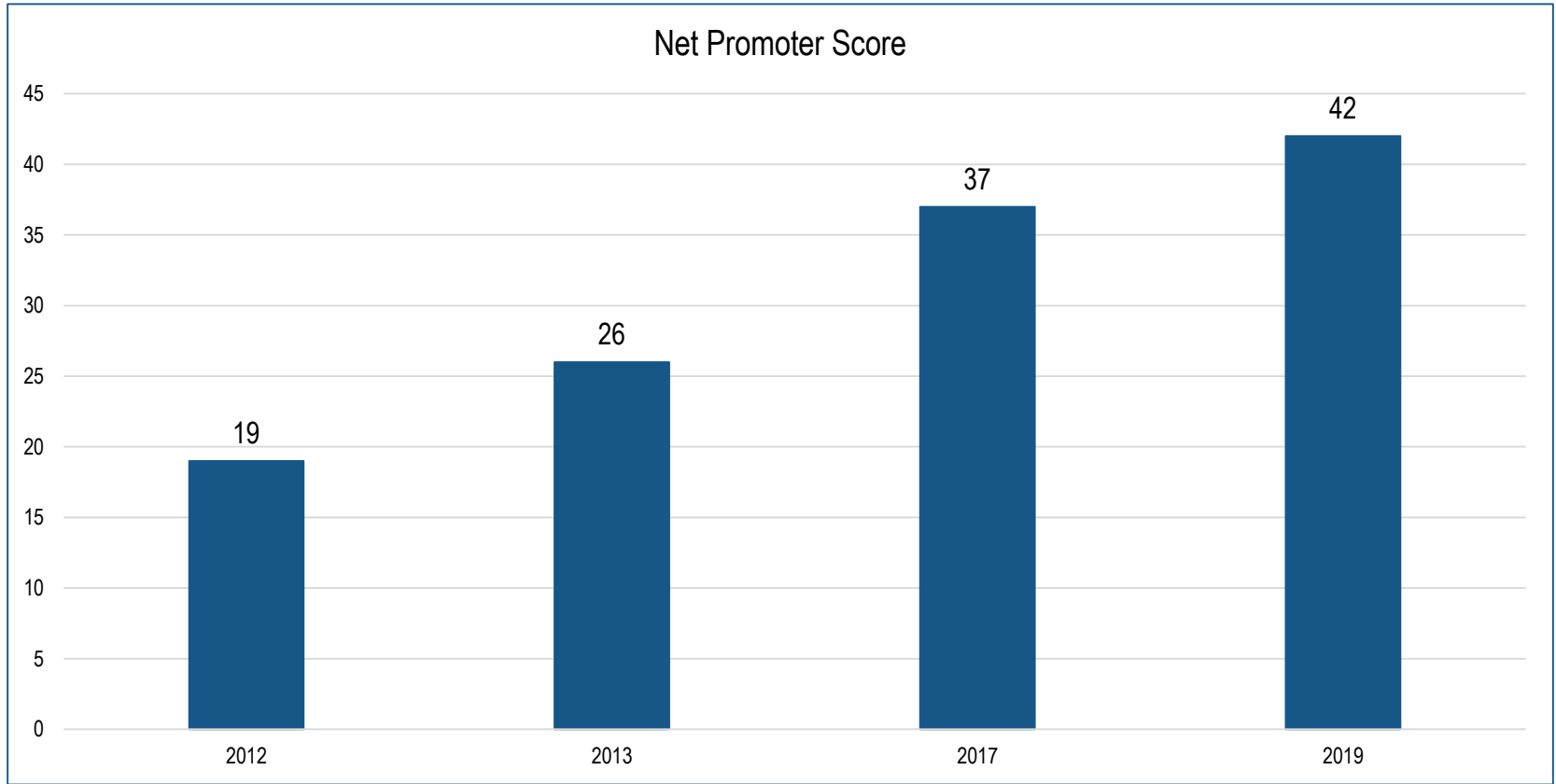
Overall Satisfaction Leaseholders



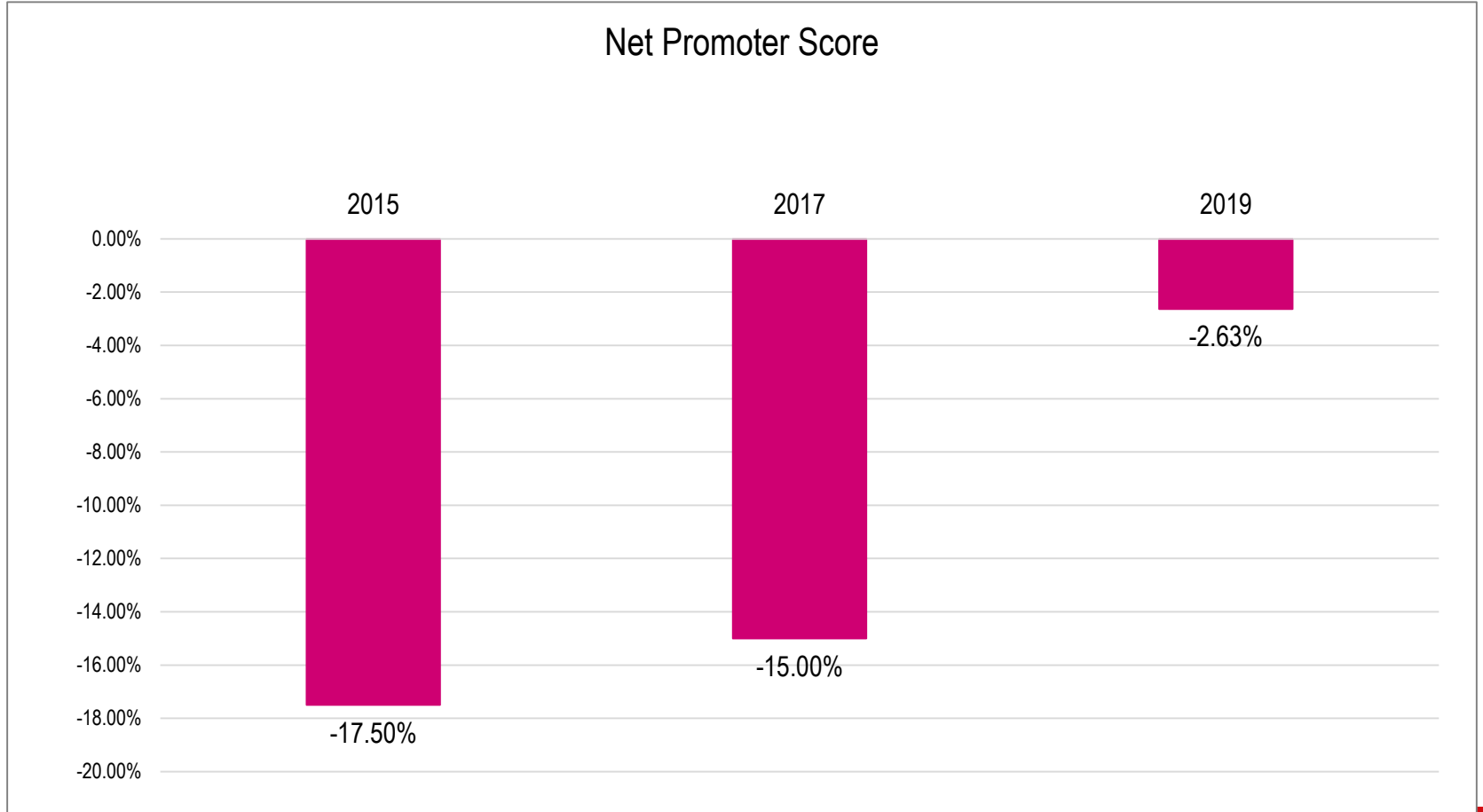
Net Promoter Score S & A



Net Promoter Score S & A



Net Promoter Score Shared Owners



Great Place To Work **Excellence in Wellbeing** **bdht really is a Great Place to Work**

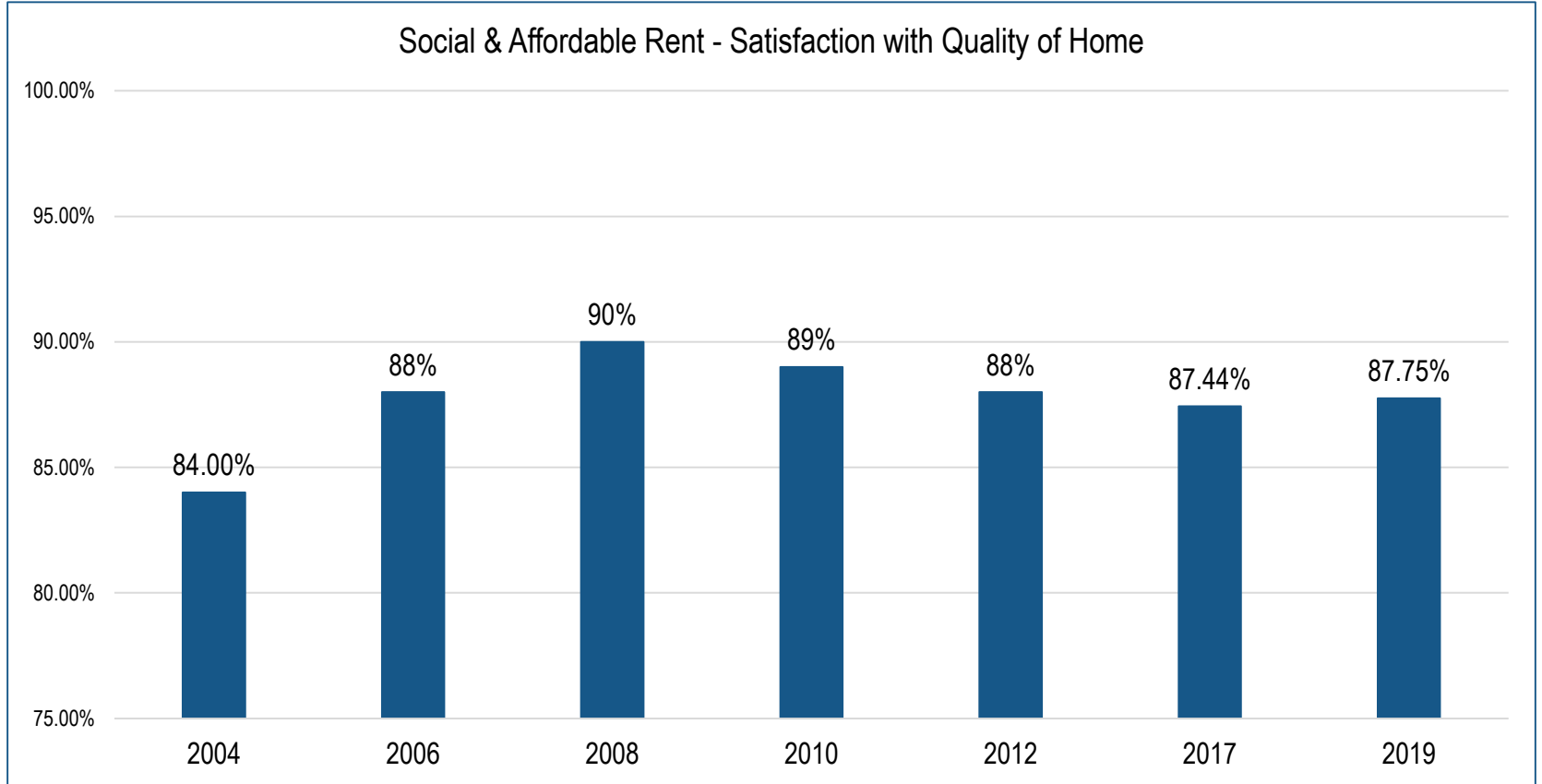
UK Dec 2018 - Dec 2019

95% of our staff agree

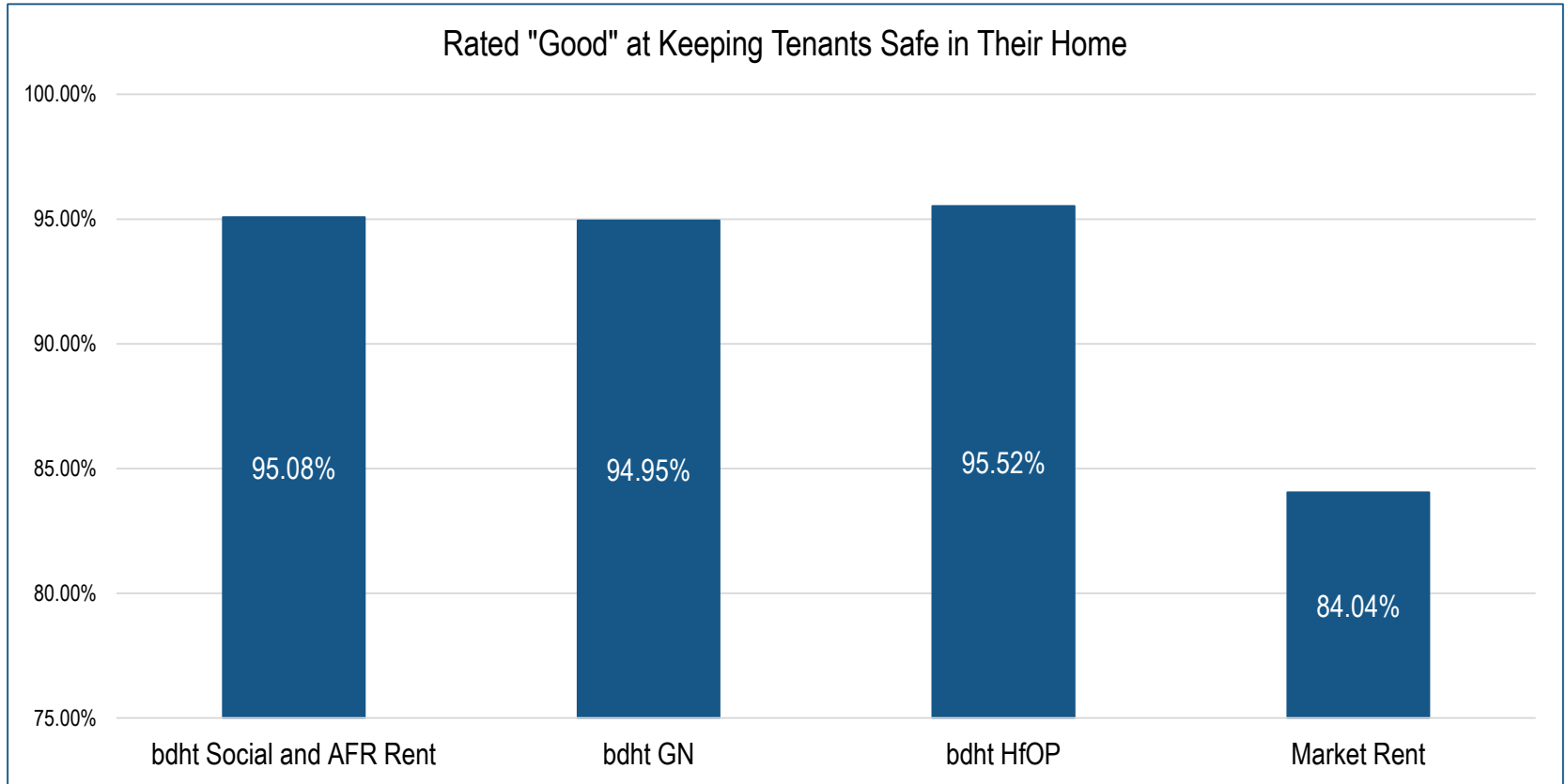
Net Promoter Score Leaseholders

	2015	2017	2019
Leaseholder NPS	- 20	- 39	0

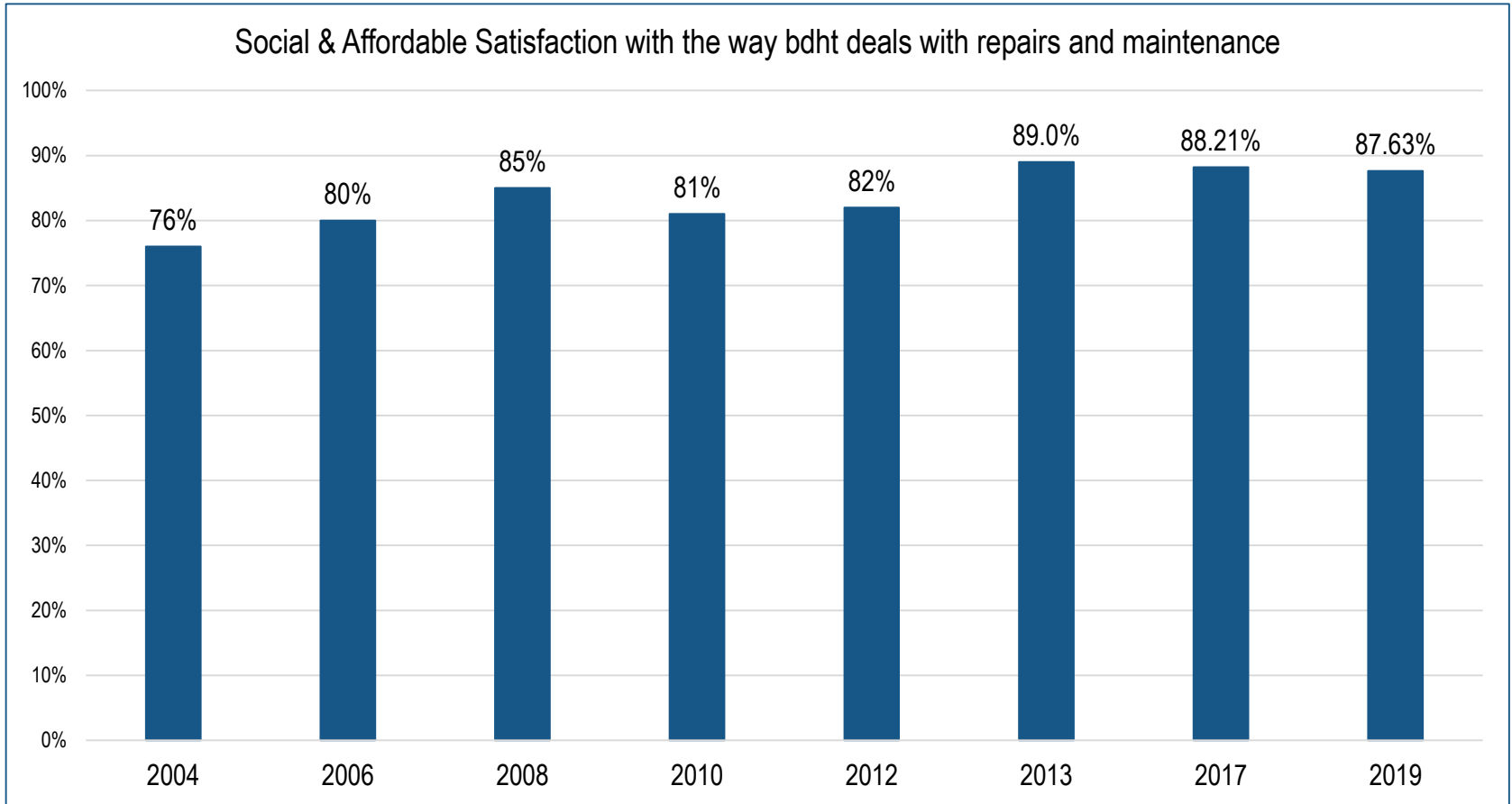
Quality of Home S & A



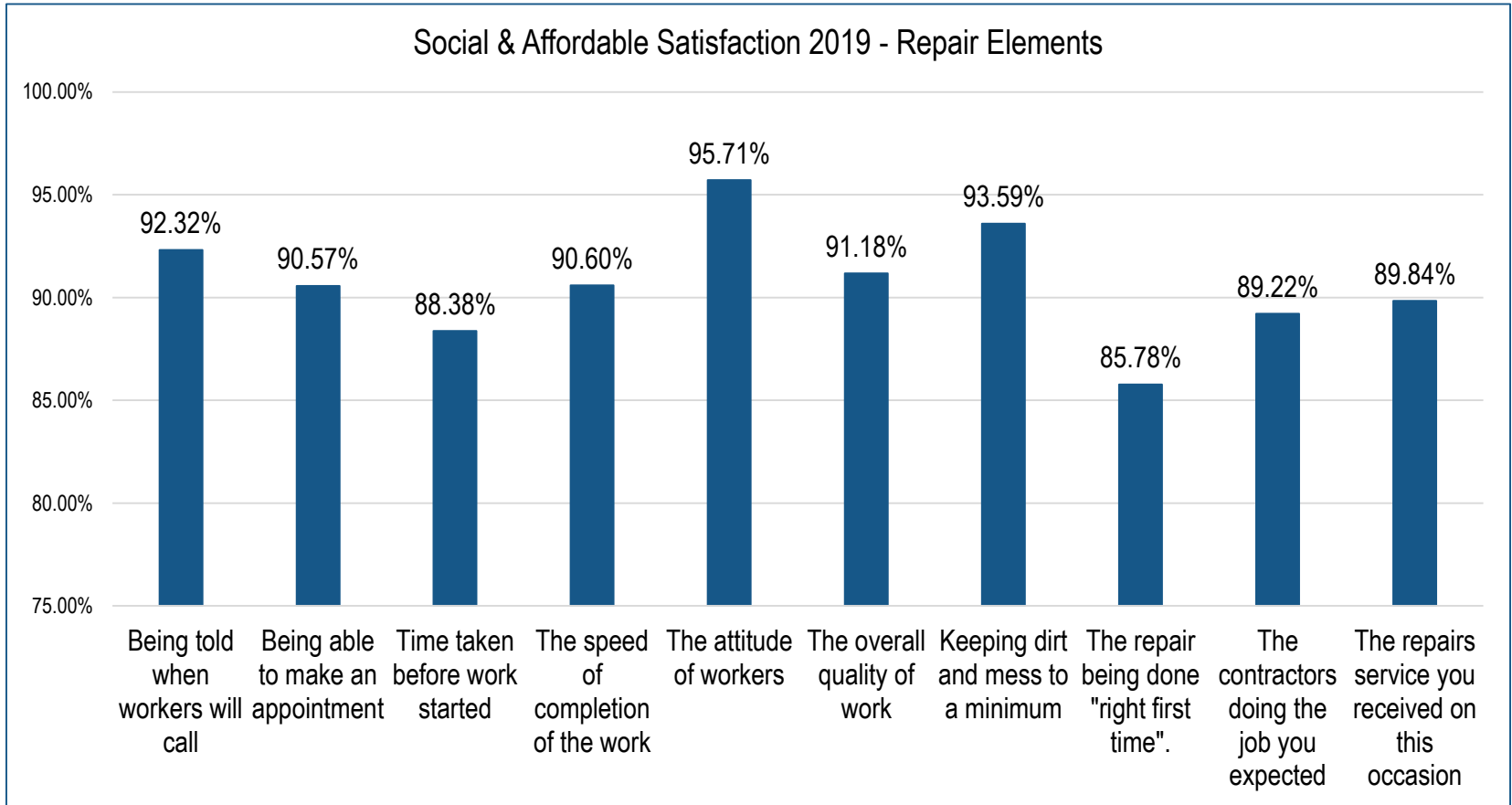
Keeping Tenants Safe in Their Home



Repairs & Maintenance S & A

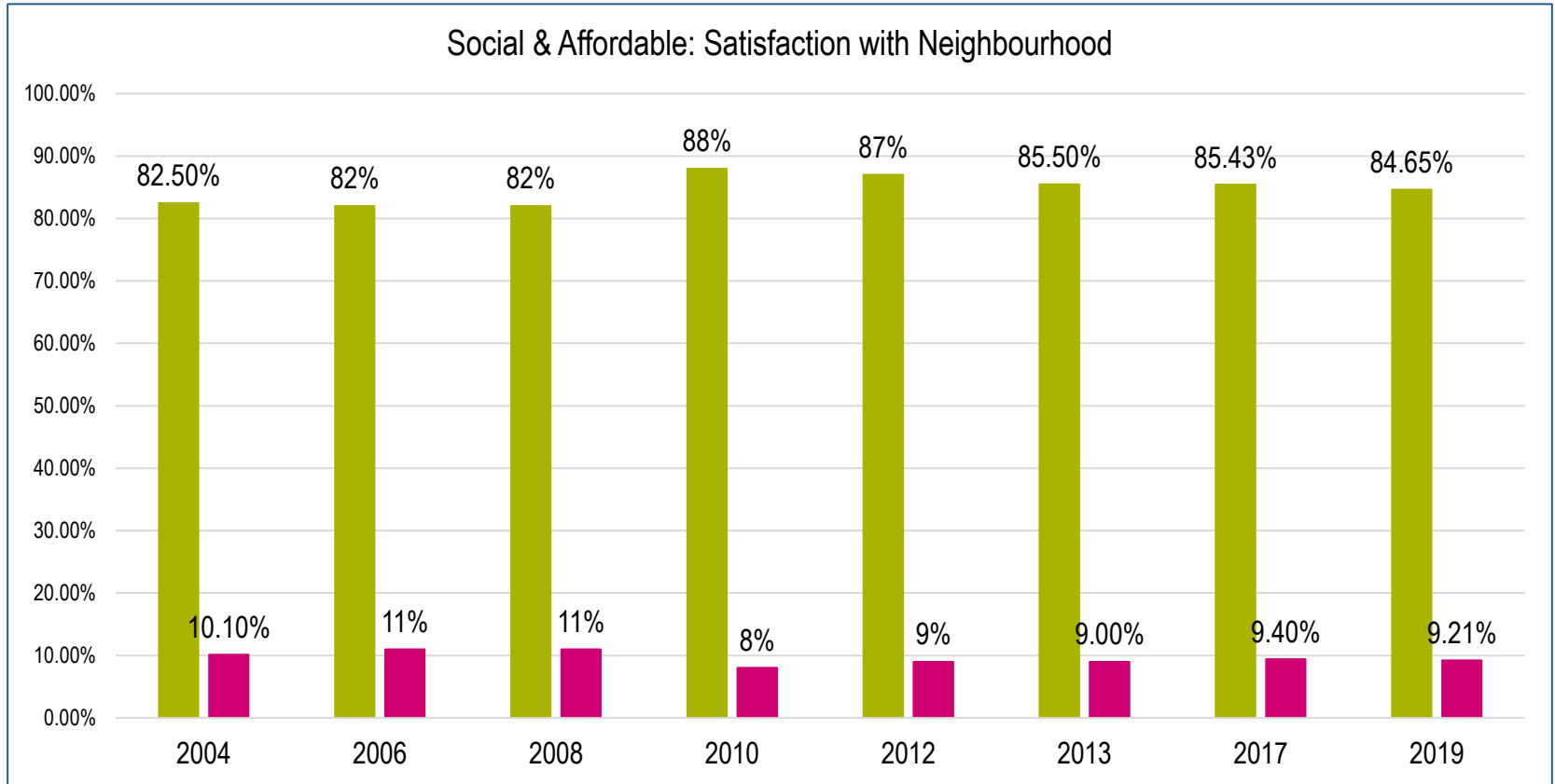


Repair Elements S & A

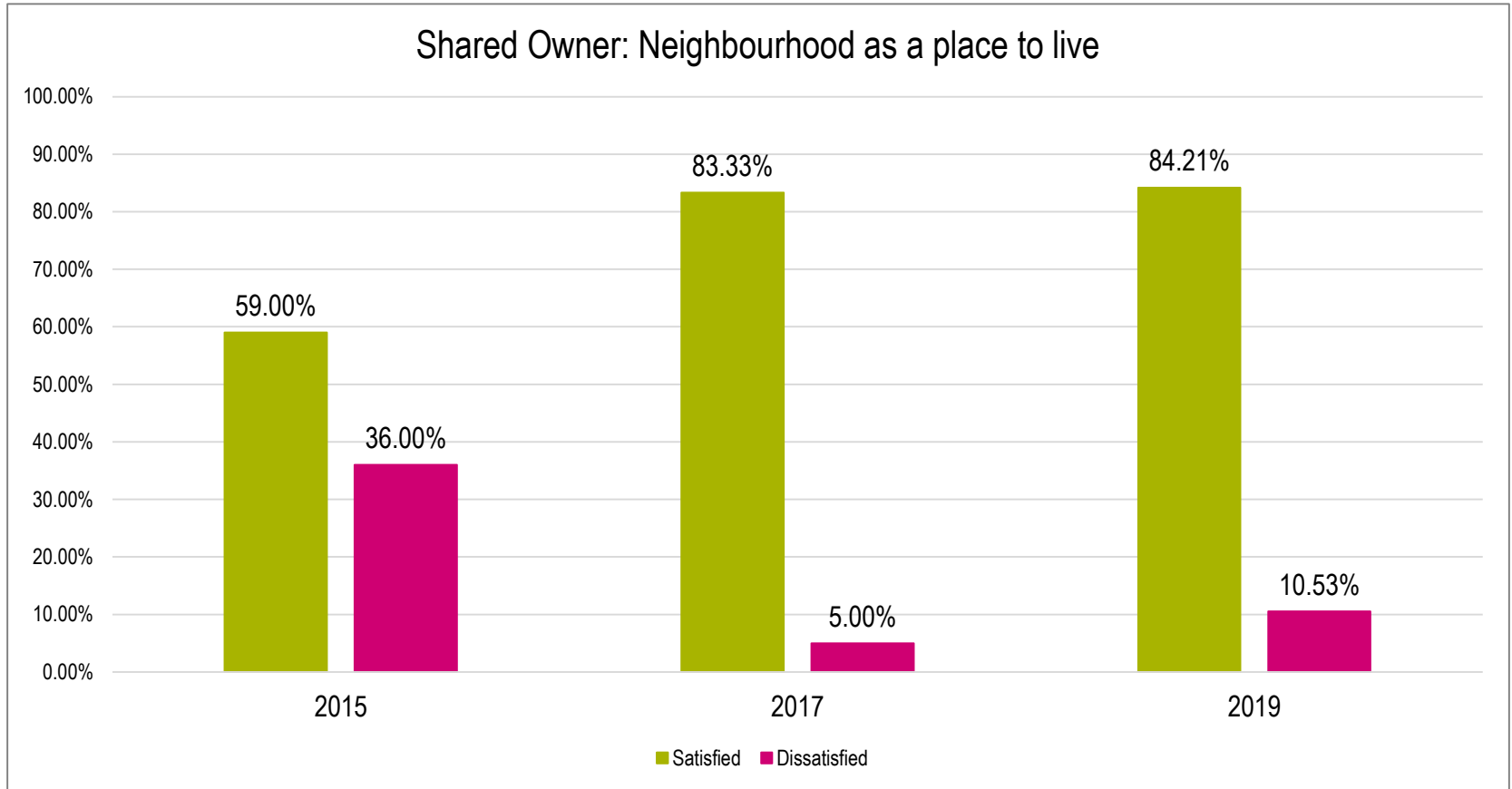


Neighbourhood as a Place to Live

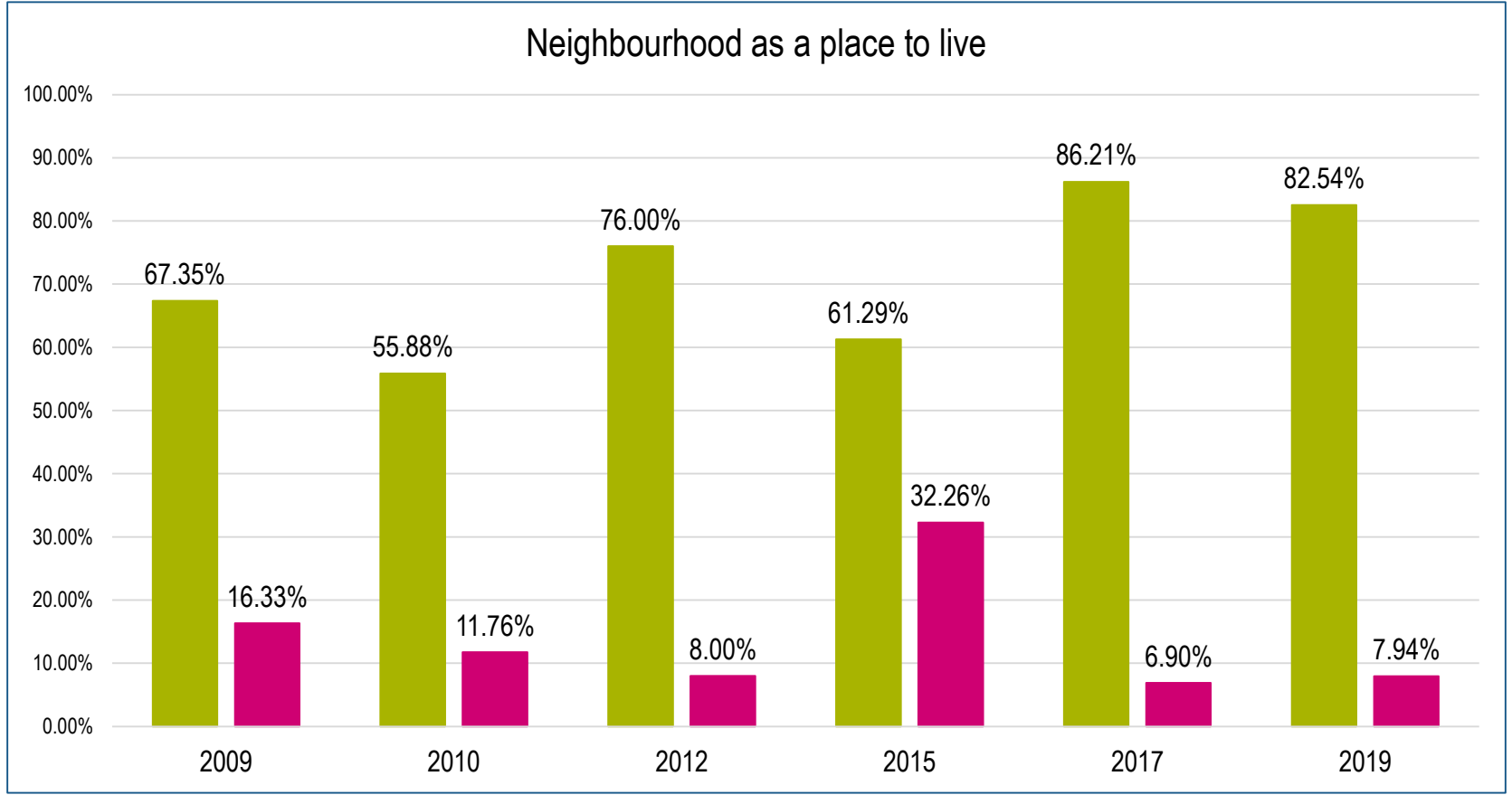
S & A



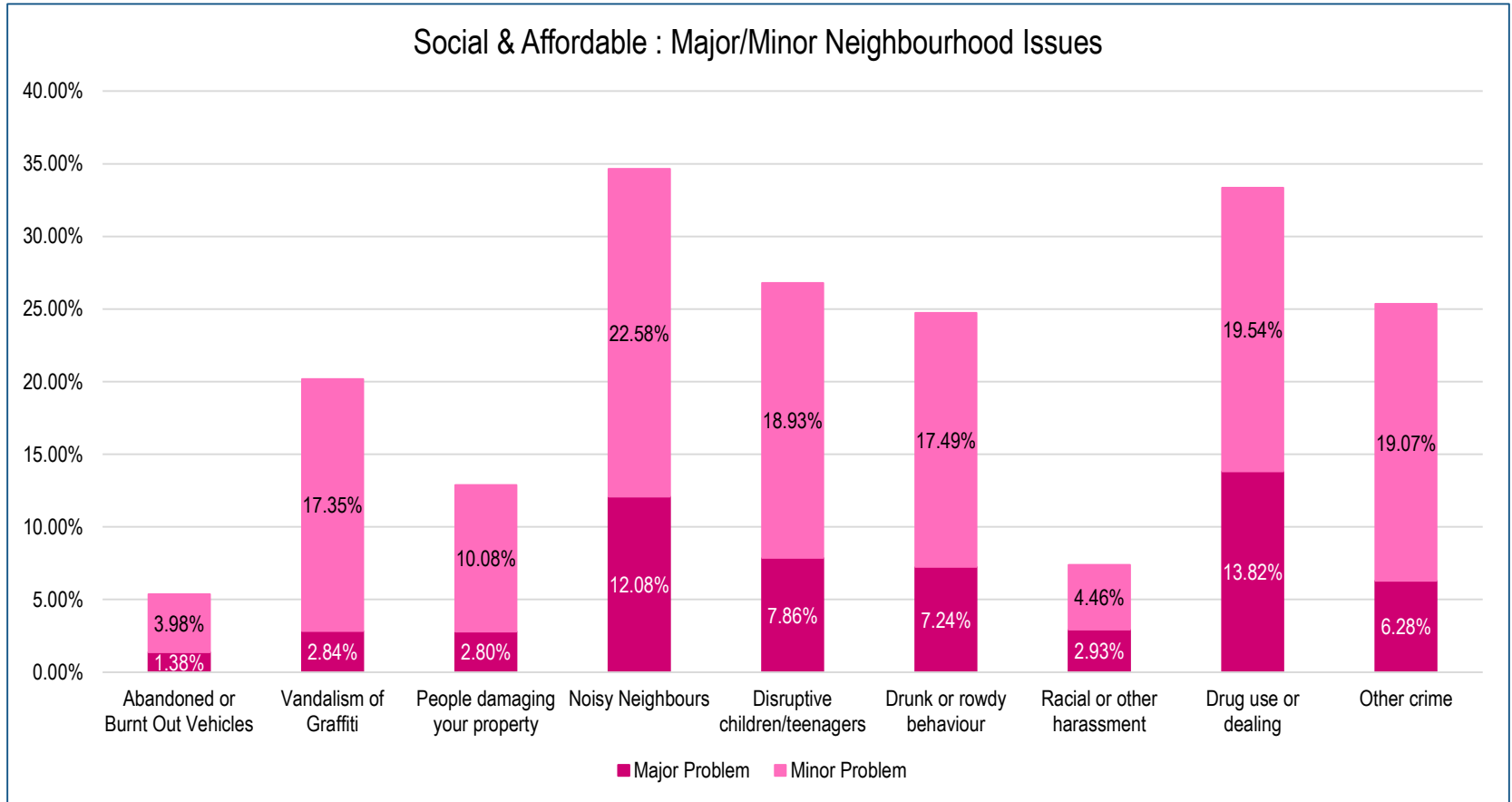
Neighbourhood as a Place to Live SO



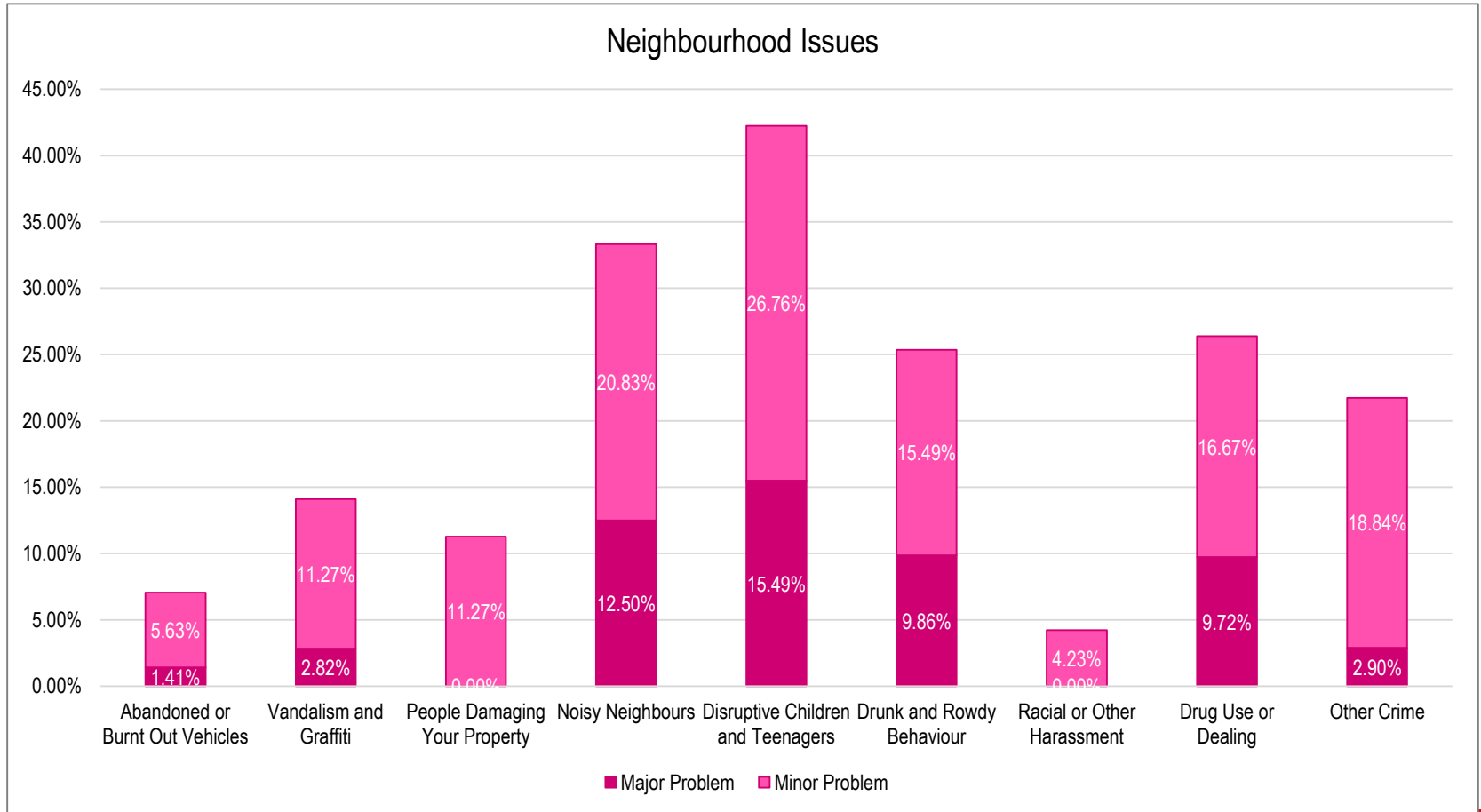
Neighbourhood as a Place to Live LH



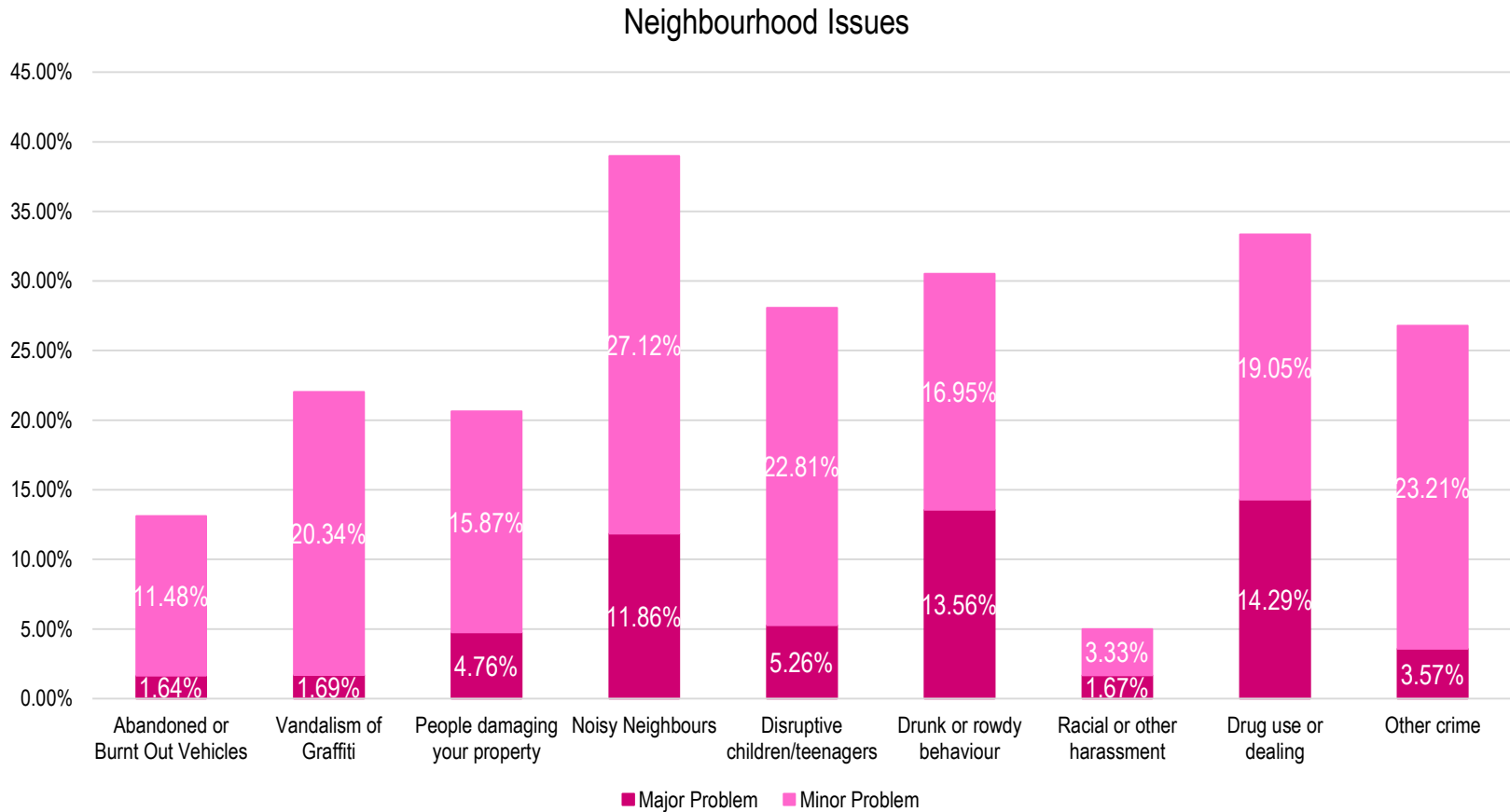
Neighbourhood Problems S & A



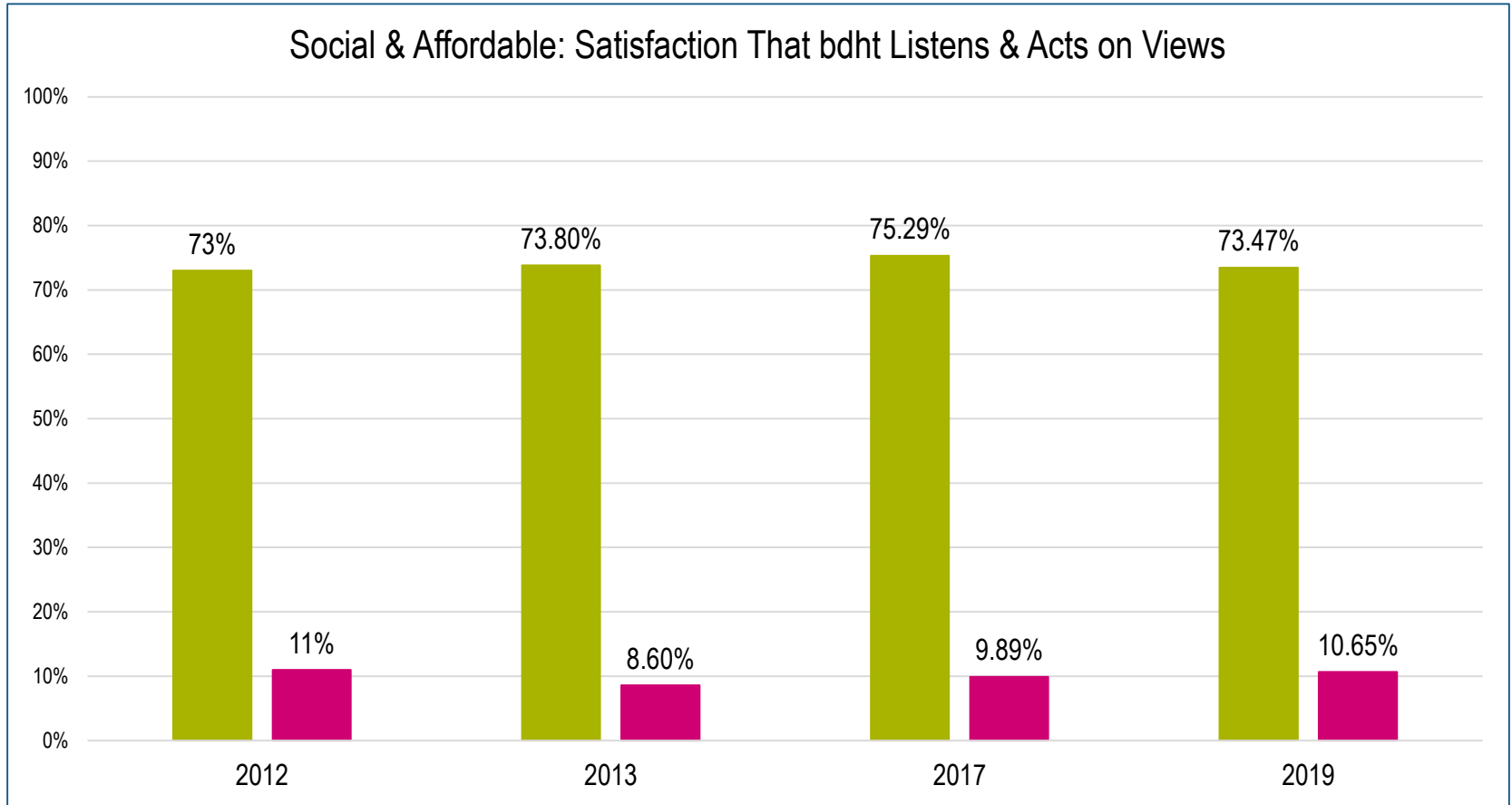
Neighbourhood Problems SO



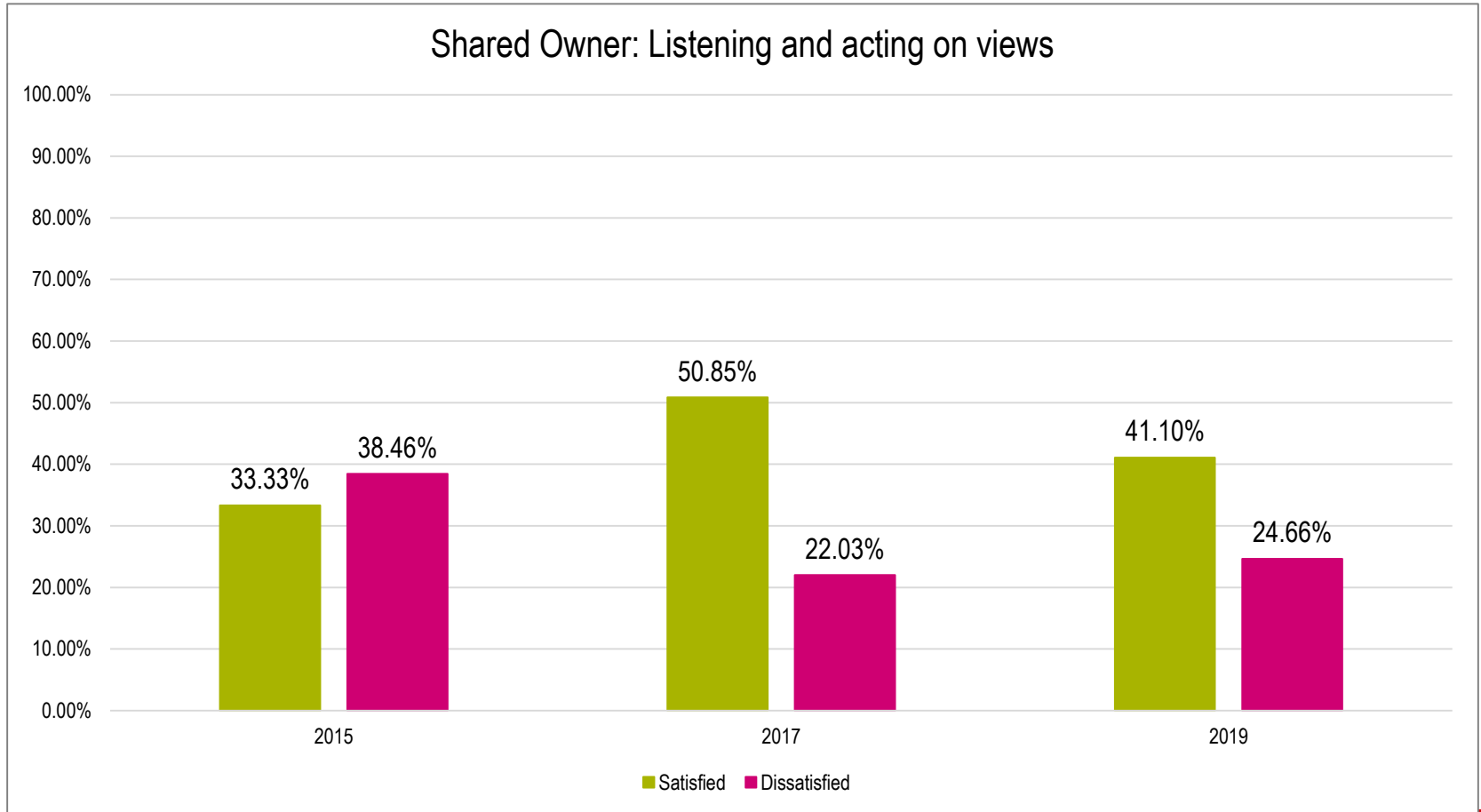
Neighbourhood Problems LH



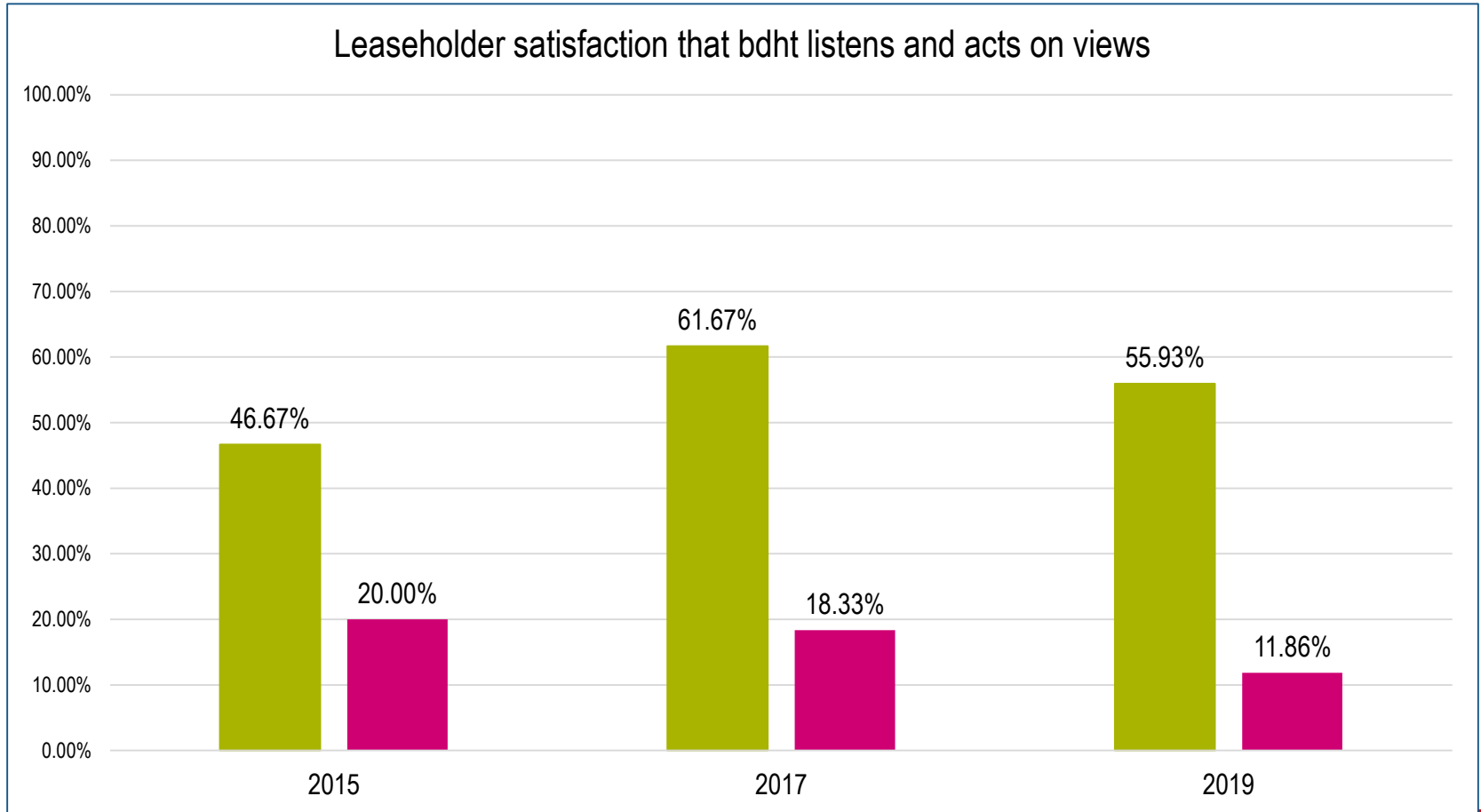
Listening & Acting on Views S & A



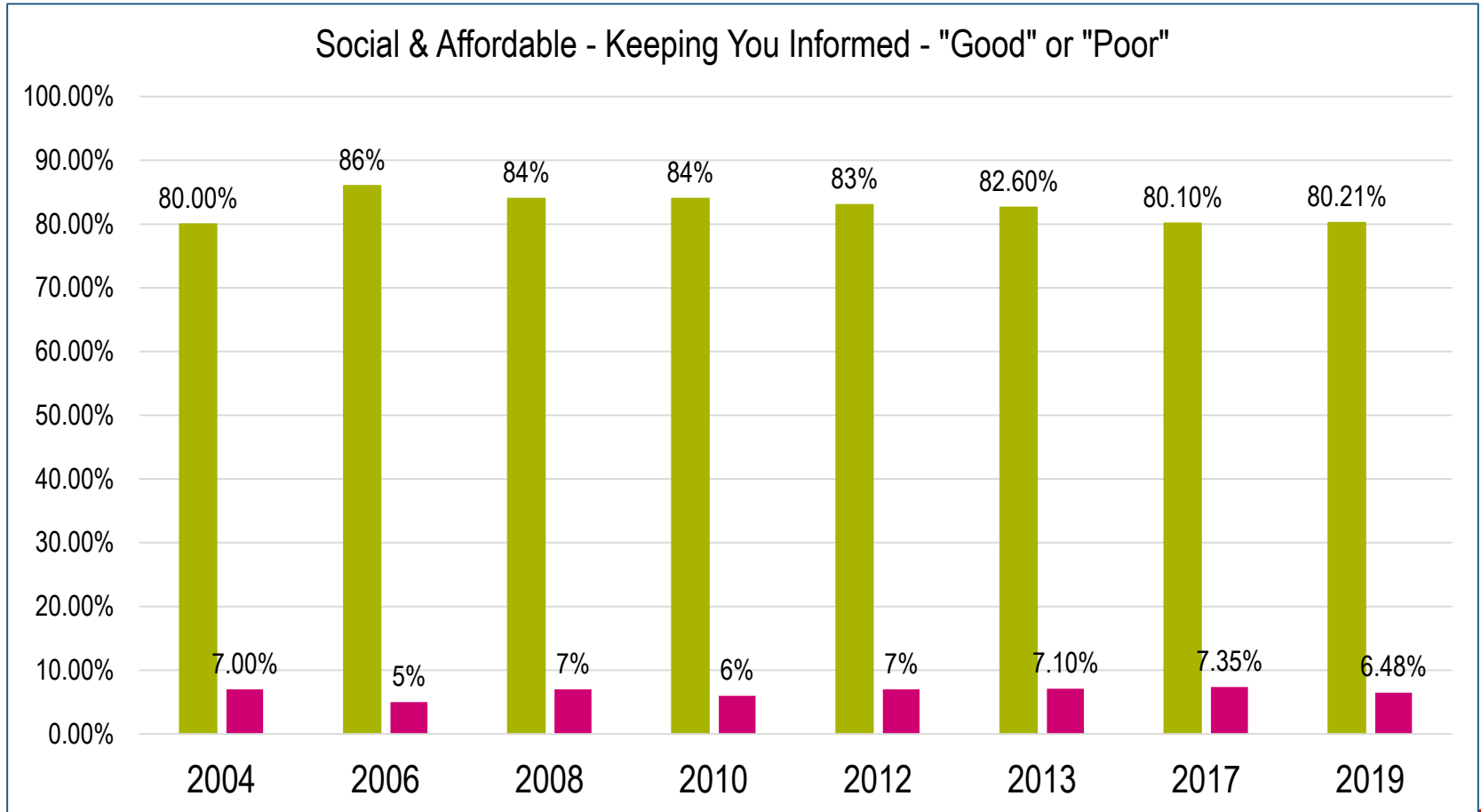
Listening & Acting on Views SO



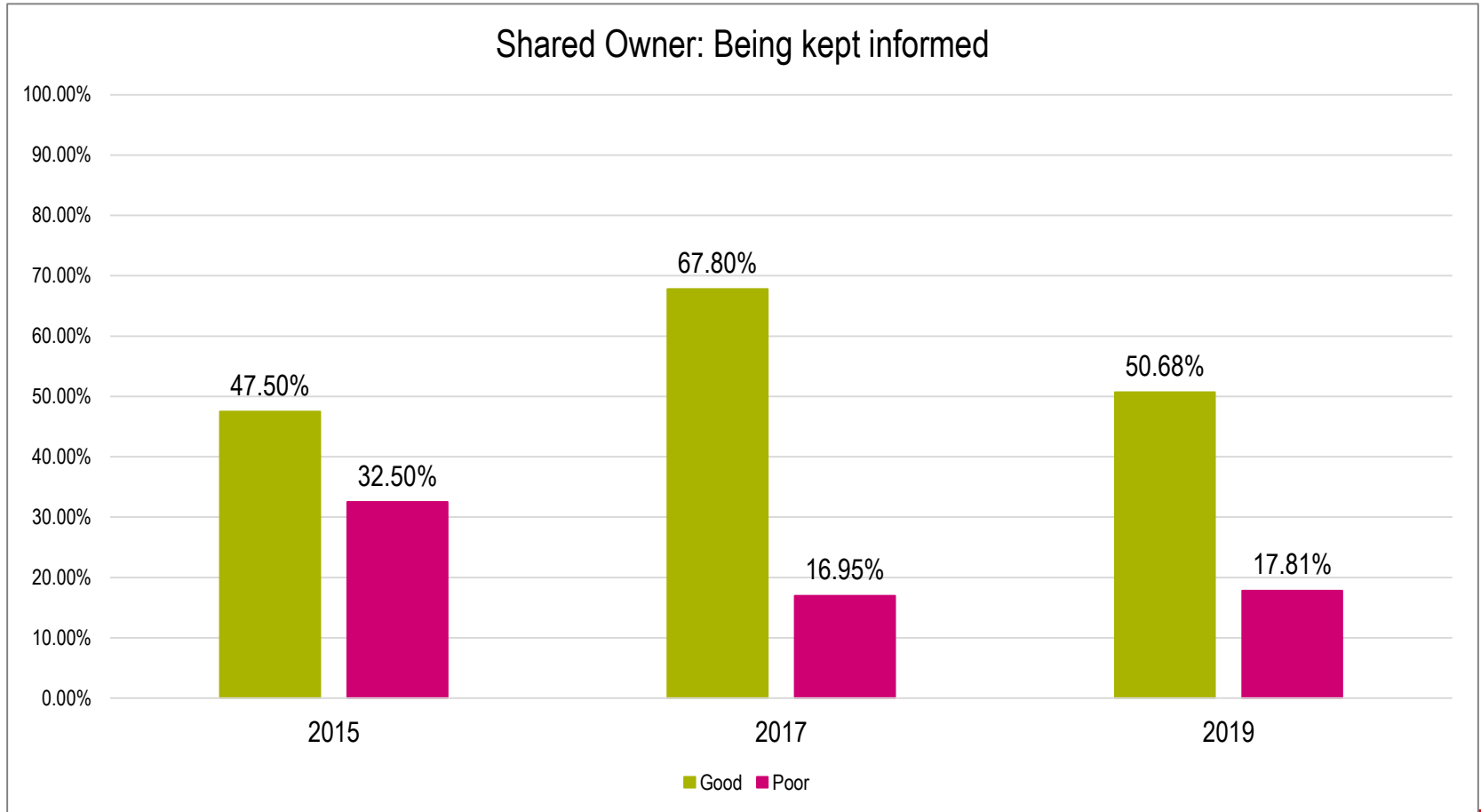
Listening & Acting on Views LH



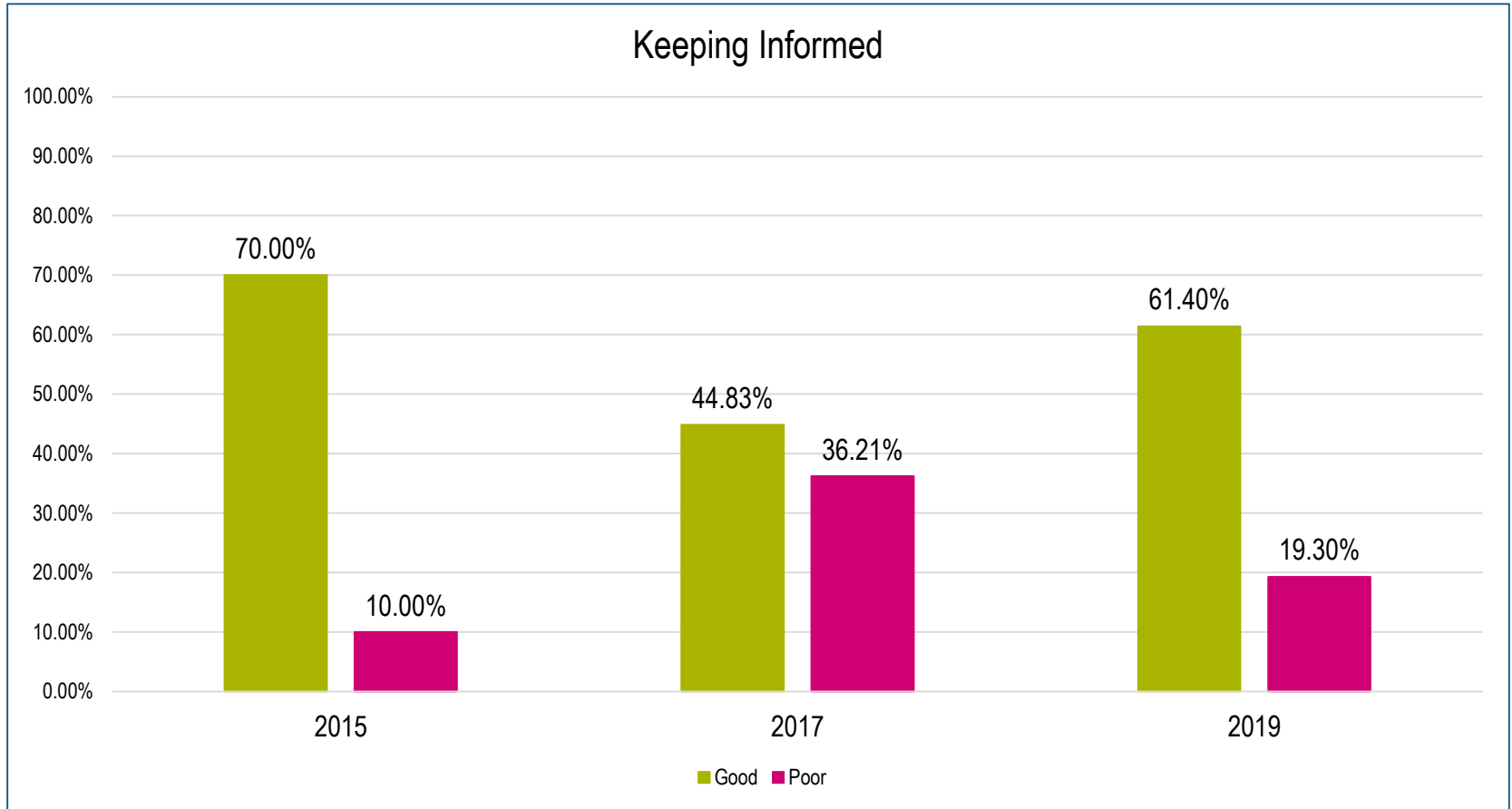
Keeping Informed S & A



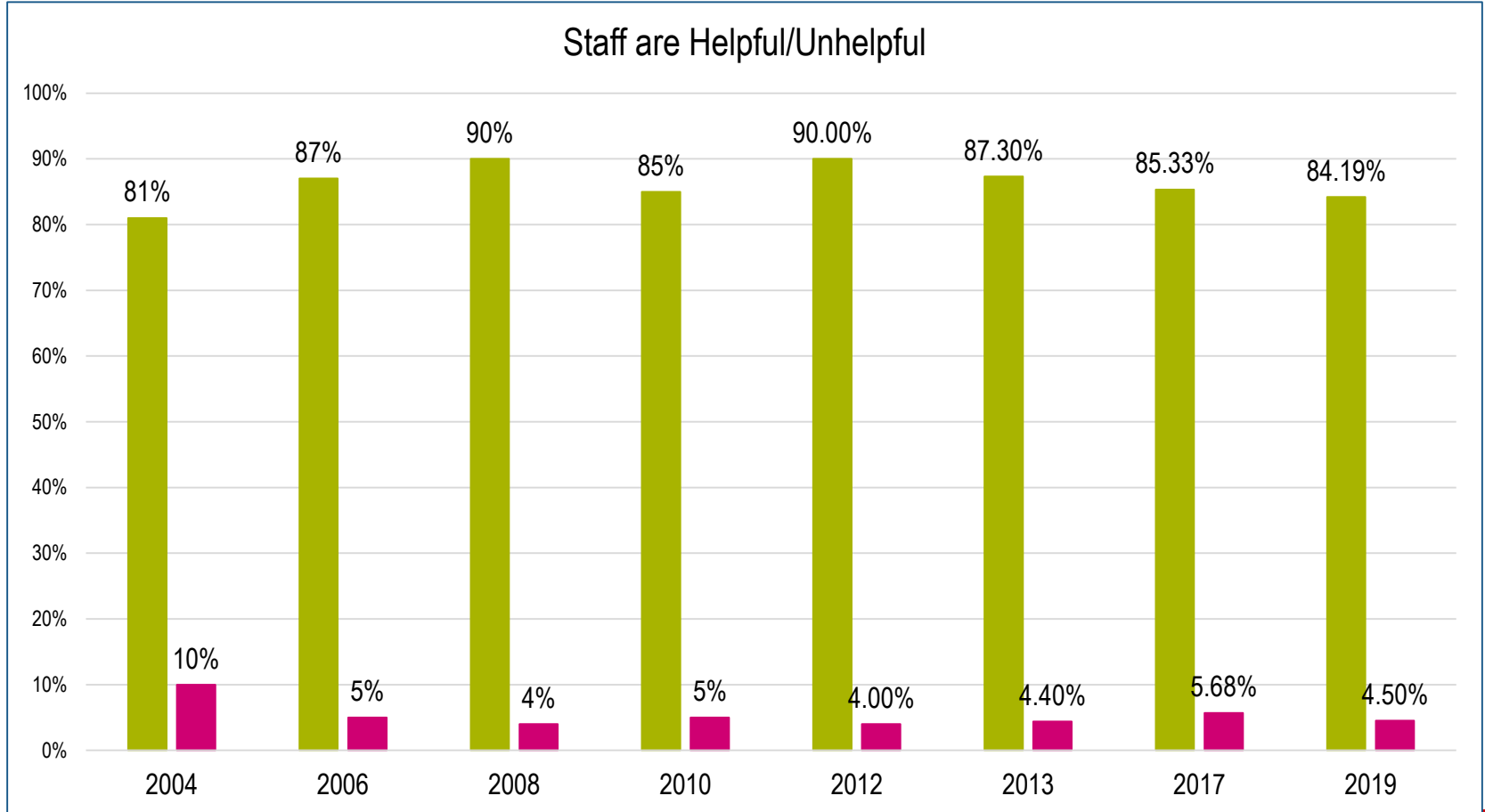
Keeping Informed SO



Keeping Informed LH



Customer Care – Staff are Helpful S & A



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Excellence in Wellbeing

UK

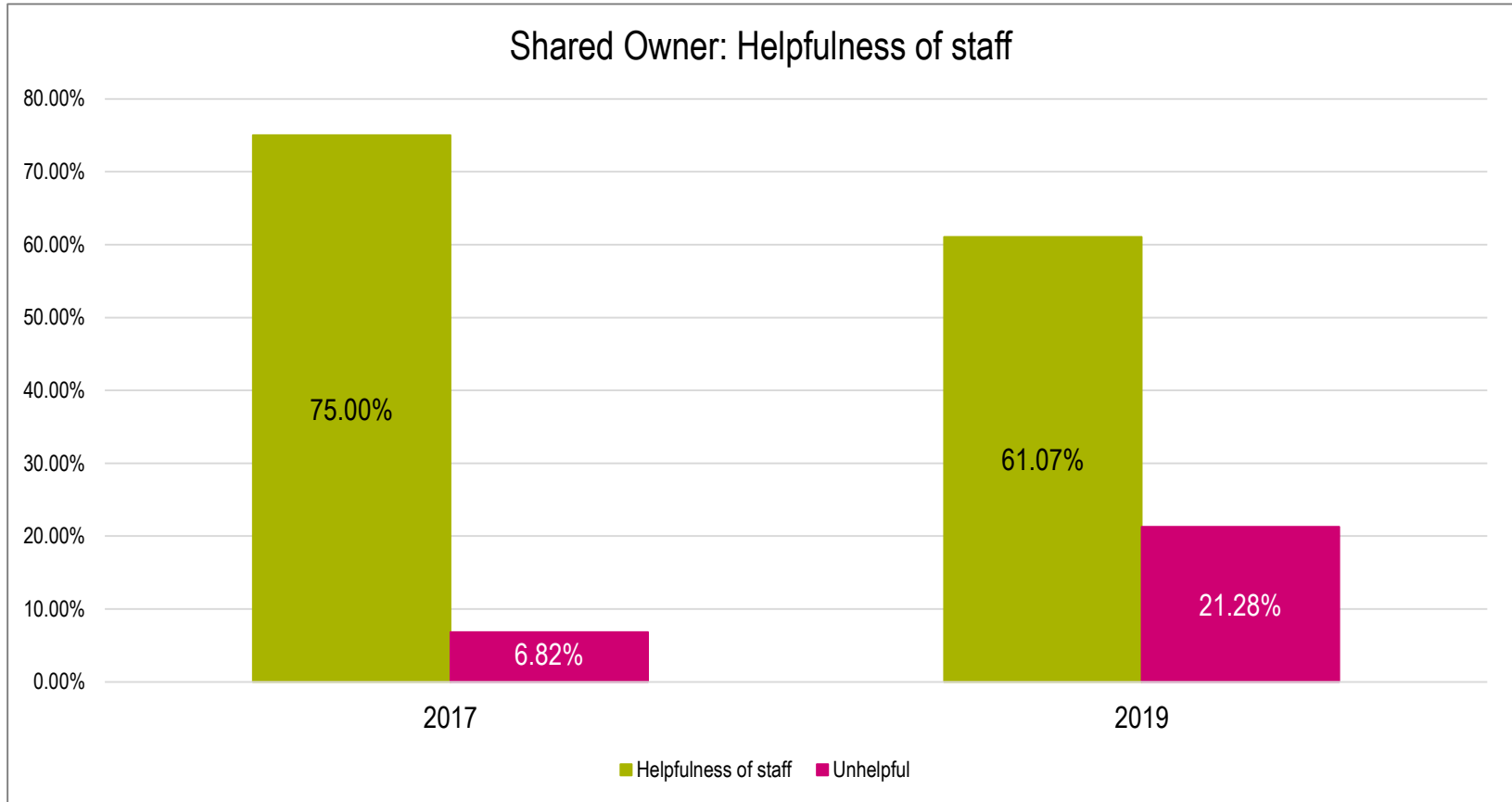
Dec 2018 – Dec 2019

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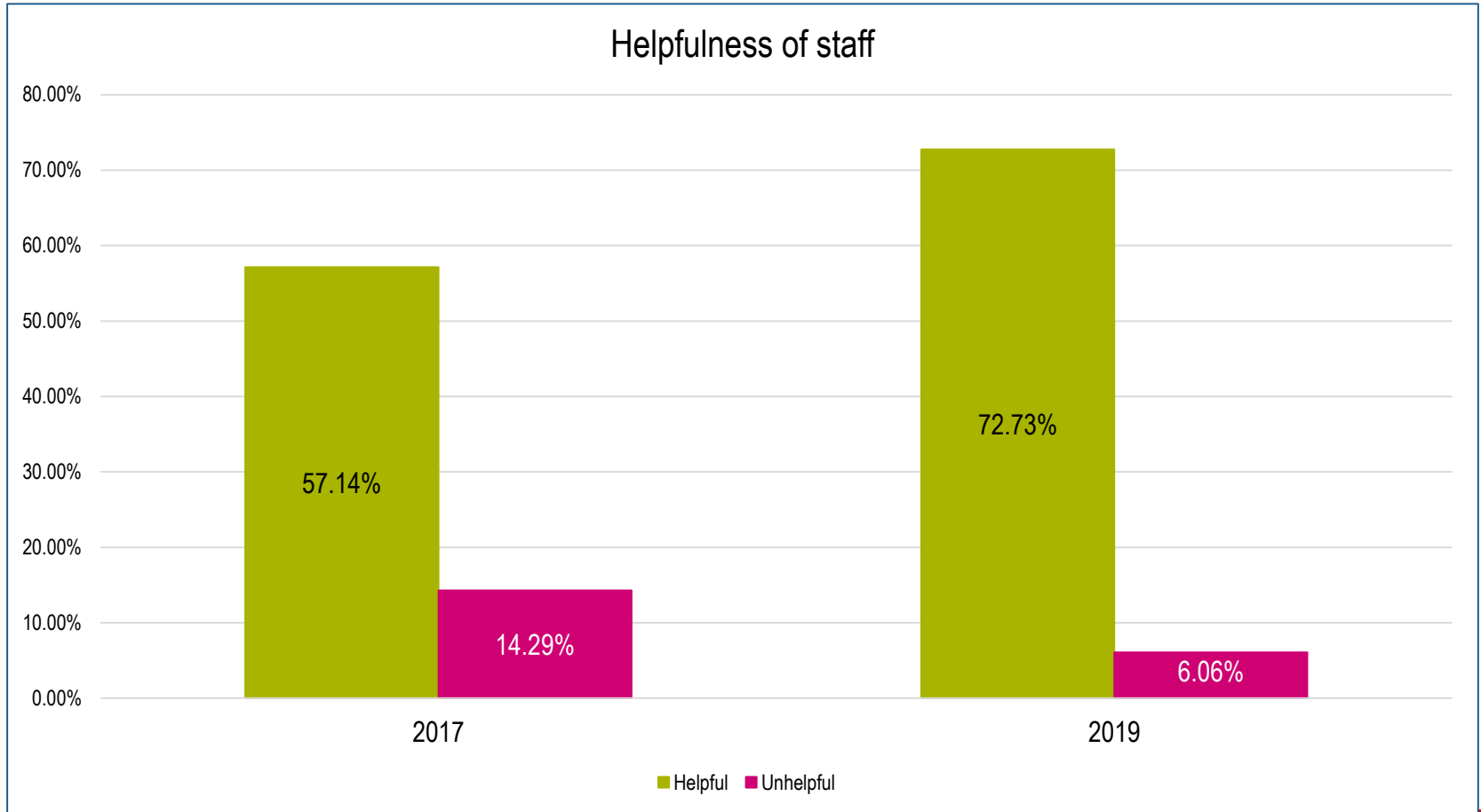


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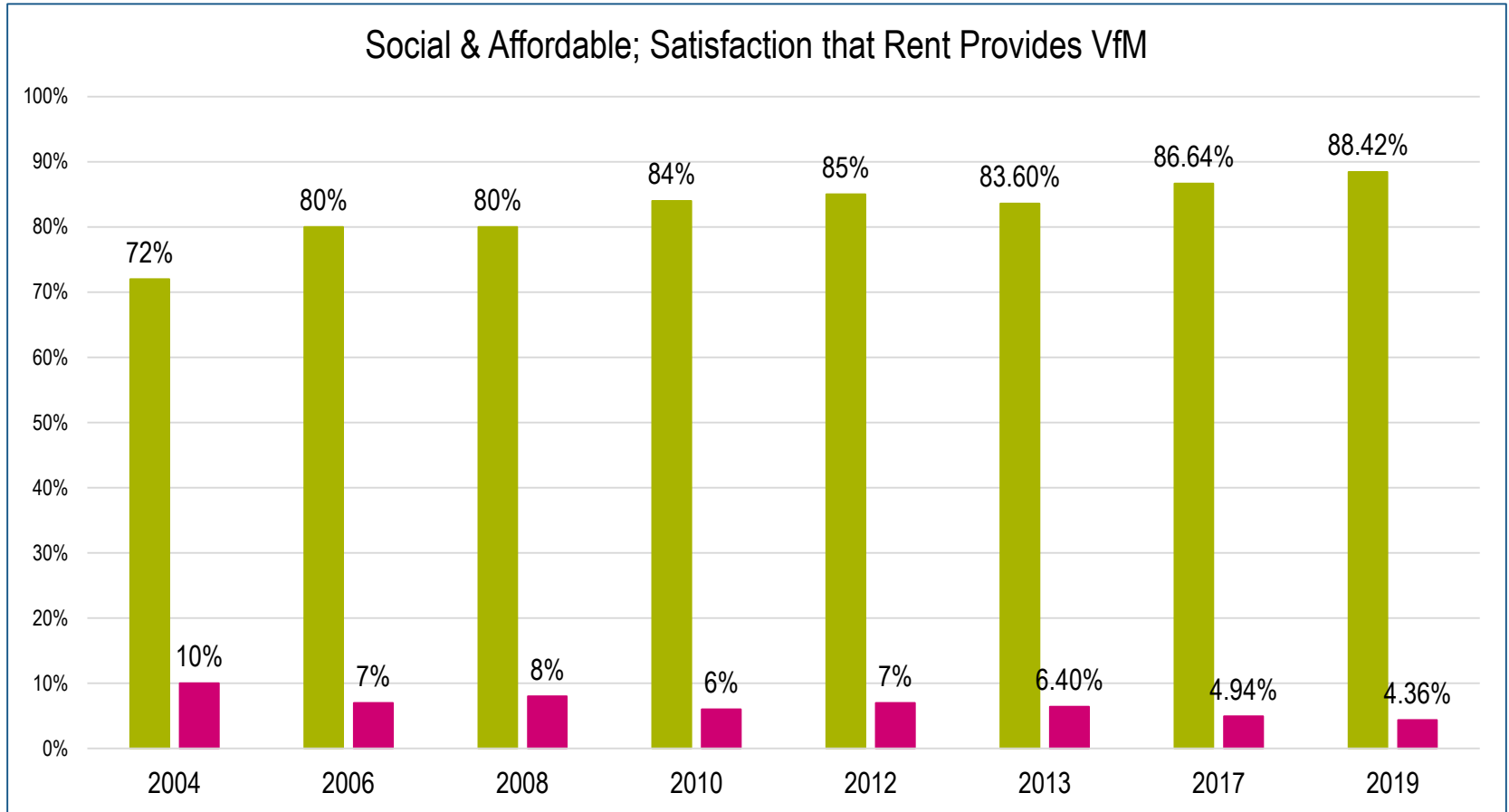
Customer Care – Staff are Helpful SO



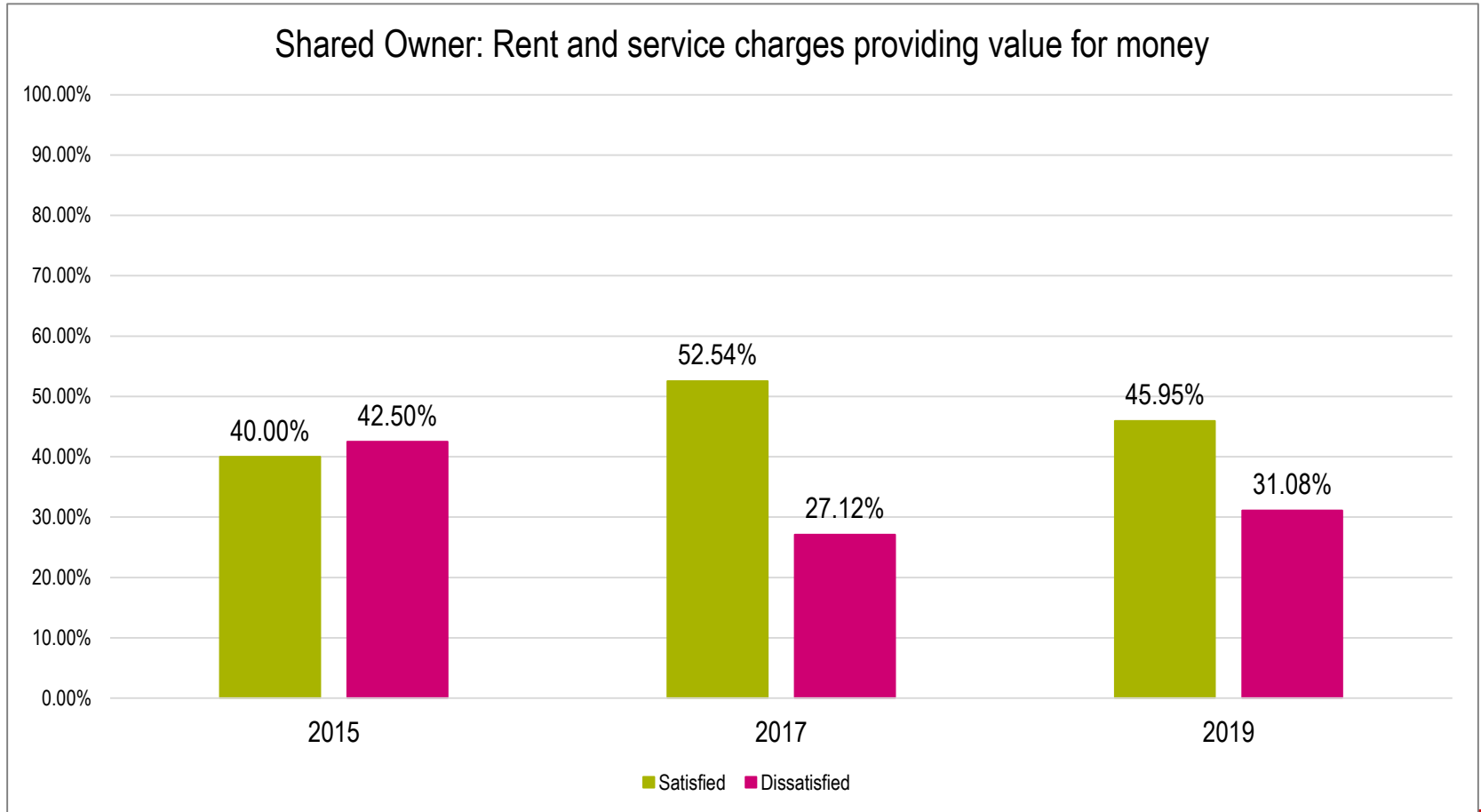
Customer Care – Staff are Helpful LH



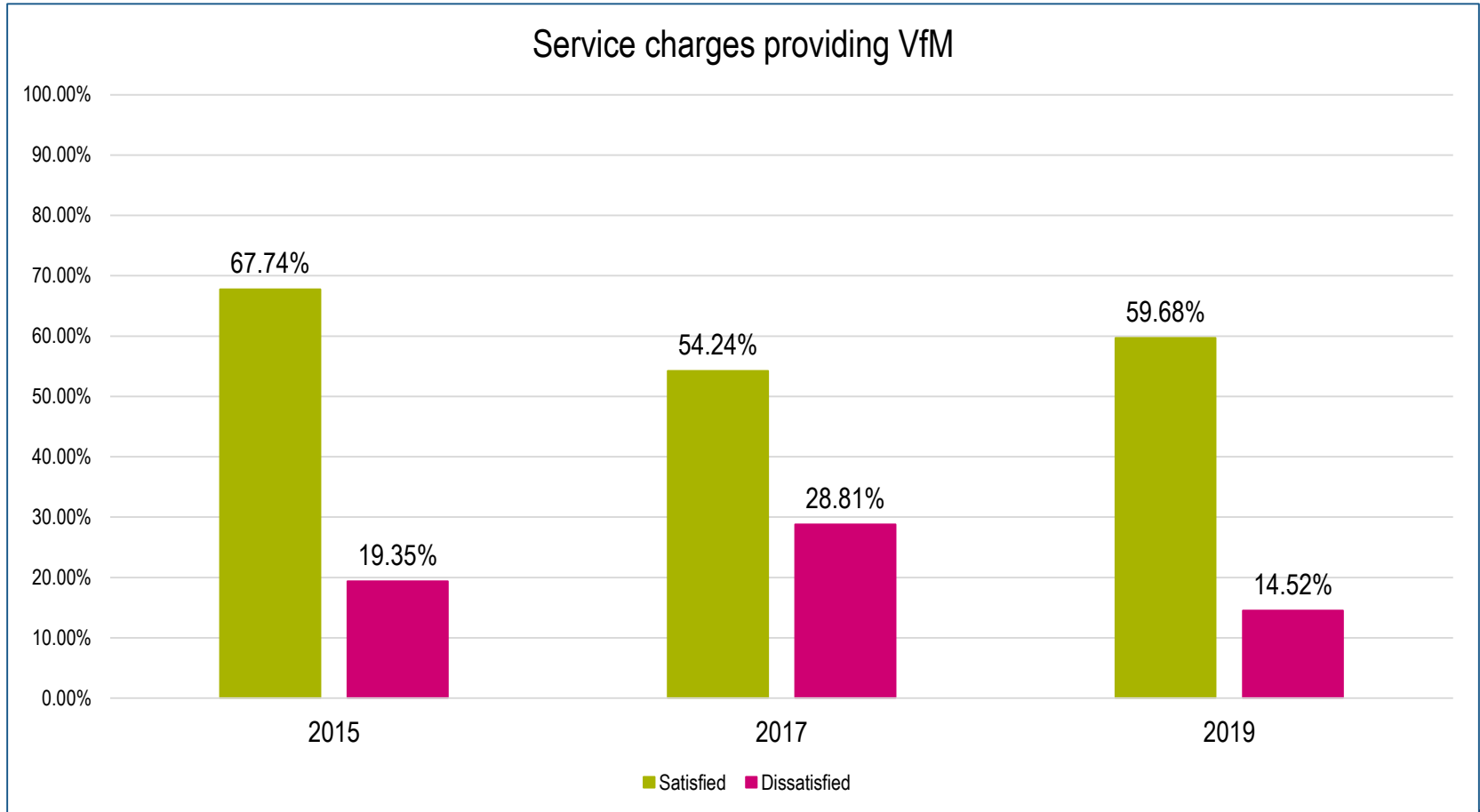
Rent as VfM S & A



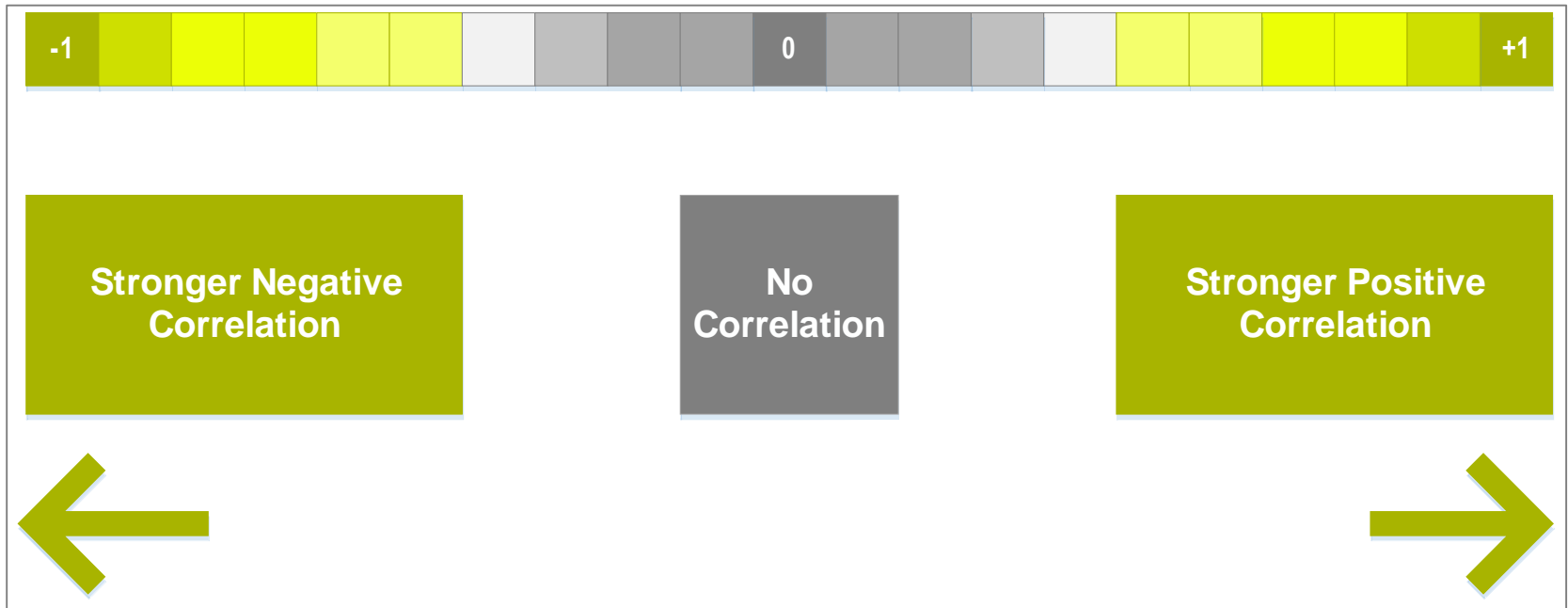
Rent and service charges as VfM SO



Rent and service charges as VfM LH



Key Drivers of Satisfaction



Key Drivers of Satisfaction A & S

Indicator	Correlation with Overall Satisfaction
Repairs and Maintenance	+0.62
Quality of Accommodation	+0.58
Listening & Acting on Views	+0.55
Keeping Customer Informed	+0.52
Safety in Home	+0.48
Rent Providing VfM	+0.48
Service Charges Providing VfM	+0.48

Key drivers of satisfaction: Shared Owners

Correlation of overall satisfaction with bdht as a landlord with	Correlation
External building repairs and maintenance	0.79
Listening and acting on views	0.65
Getting hold of the right person	0.65
Repairs to communal areas	0.62
Keeping shared owners informed	0.59
Helpfulness of staff	0.56

Performance against targets

- Corporate Themes – Service Excellence – 95% customer satisfaction – **No - 90%**
- Net Promoter Score – Target +40 **Yes +42**
- Golden Rules – Protect Services to Customers **Yes – satisfaction levels have been maintained**

Areas for Future Focus

- How can we get even better in delivering customer service – we will be asking staff and customers for ideas;
- Neighbourhoods – tackling ASB in identified “hotspots”;
- Capital investment in identified ‘community plan’ areas;
- Listening and acting on views – understand what we need to do differently;
- Review how we ensure residents are kept informed.

Questions/Comments