

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 14 June 2017

Subject: STAR Survey Update

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1.0 SUMMARY OF MAIN ISSUES

- 1.1 In November / December 2016, Housing Leeds conducted a satisfaction survey of its tenants.
- 1.2 A presentation will be given by a member of the Improvement and Intelligence Team which summarises responses to the survey and compares it to a similar survey conducted in 2014.
- 1.3 An action plan is included as an appendix which outlines action which will be implemented from the findings.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to note the findings presented and ask any questions they may have about the presentation and the action plan.

3.0 BACKGROUND DOCUMENTS ¹

- 3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.