

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 9 August 2017

Subject: STAR Survey

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 At the Board's meeting in June, a request was made during the STAR survey presentation about the rate of returns for the survey by Ward and also some of the results for high rise properties. As this information was not available at the time it was agreed to provide this to the Board.
- 1.2 The returns for the STAR survey by Ward are presented in the appendix attached.
- 1.3 The responses data for STAR for high rise properties is shown against the city average for comparison, along with commentary.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive the information provided at Appendix A.

3.0 BACKGROUND DOCUMENTS¹

- 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.

STAR SURVEY RESPONSE RATE BY WARD

Ward	Response rate
Adel & Wharfedale	25%
Alwoodley	23%
Ardsley & Robin Hood	20%
Armley	19%
Beeston & Holbeck	19%
BITMO	18%
Bramley & Stanningley	20%
Burmantofts & Richmond Hill	18%
Calverley & Farsley	28%
Chapel Allerton	18%
City & Hunslet	17%
Crossgates & Whinmoor	16%
Farnley & Wortley	19%
Garforth & Swillington	21%
Gipton & Harehills	20%
Guiseley & Rawdon	28%
Harewood	27%
Headingley	17%
Horsforth	18%
Hyde Park & Woodhouse	18%
Killingbeck & Seacroft	21%
Kippax & Methley	21%
Kirkstall	19%
Middleton Park	23%
Moortown	24%
Morley North	25%
Morley South	24%
Otley & Yeadon	25%
Pudsey	25%
Rothwell	18%
Roundhay	25%
Temple Newsam	22%
Weetwood	18%
Wetherby	26%

STAR Survey 2016 - results by Property Type

Indicator	High Rise	City
Key Services		
Overall satisfaction with services provided	71%	76%
Satisfaction with overall quality of your home	69%	71%
Satisfaction with your neighbourhood as a place to live	63%	72%
Satisfaction that your rent provides value for money	71%	77%
Satisfaction that your service charge provides value for money	59%	64%
Satisfaction that your landlord listens to your views and acts upon them	55%	55%
Satisfaction with repairs and maintenance	67%	70%
Services in general		
Satisfaction with the way your landlord deals with ASB	52%	55%
Satisfaction with the way your landlord deals with complaints	48%	54%
Satisfaction with the way your landlord deals with enquiries	65%	71%
Satisfaction with the way your landlord deals with moving or swapping your home	34%	41%
Satisfaction that your landlord treats you fairly	71%	72%
Agree that landlord provides an effective and efficient service	61%	68%
Agree that landlord has a good reputation in your area	53%	57%
Agree that landlord has friendly and approachable staff	79%	78%
Agree that you trust your landlord	63%	63%
Agree that it is useful to have an annual visit to discuss my tenancy	69%	69%
Contact and communication		
Interested in getting involved with your landlord to help improve services	24%	20%
Interested in getting involved with improving your local environment	24%	22%
Landlord good at keeping you informed about things that might affect you	67%	64%
Use the internet (at home or via smartphone)	59%	59%
Contacted landlord in the last 12 months with query other than to pay rent or service charges	71%	73%
The following refer only to respondents who said they had contacted their landlord in the last 12 months		
Percentage reporting was easy to get hold of the right person	65%	59%
Percentage reporting query answered within a reasonable time	70%	71%
Satisfaction with the final outcome of query	59%	60%
Agree that landlord made it easy to handle your issue	63%	63%
Your home		
Heating and insulation is good at keeping your home warm in the winter	44%	63%
Percentage of tenants who had a repair in the last 12 months	73%	76%
The following refer only to respondents who said they had a repair in the last 12 months		
Satisfaction with ease of reporting your repair	84%	84%
Satisfaction with the accuracy of the repair ordered	81%	75%
Satisfaction with the overall quality of work	78%	75%
Satisfaction that the repair was done 'right first time'	70%	67%
Satisfaction with the speed of the repair	75%	72%
Anti-social behaviour		

Percentage who have experienced anti-social behaviour in the last 12 months	32%	28%
Percentage who reported this anti-social behaviour	72%	68%
Your rent and income		
Satisfaction with advice and support on claiming housing and other welfare benefits	75%	72%
Satisfaction with advice and support on managing finances and paying rent/service charges	69%	66%
Percentage for whom welfare reform has had a large impact	25%	26%
Describe their current financial position as fairly or very difficult	18%	19%
Neighbourhood and community		
Satisfaction with overall appearance of neighbourhood	61%	66%
Agree neighbourhood's overall appearance is mainly the responsibility of local residents	64%	67%
Satisfaction with grounds maintenance, such as grass cutting	79%	69%

Top 5 major problems in the area	
The survey used a 3 point scale asking respondents whether an issue is a 'Major problem', 'Minor problem' or 'Not a problem'. The percentage shows how many respondents considered an issue a 'Major problem' in their area.	
High rise	City wide
Rubbish or Litter 39%	Car parking 35%
Car Parking 38%	Rubbish or litter 29%
Drug Use or Dealing 31%	Dog fouling 28%
Noisy Neighbours 31%	Noisy neighbours 20%
Dog Mess 24%	Drug use or dealing 20%
Tenant priorities	
Tenants were asked to choose three priorities. The figures show the percentage of all respondents answering the question who chose that priority.	
High rise	City wide
Repairs and maintenance 67%	Repairs and maintenance 75%
Quality of the home 58%	Quality of the home 62%
Dealing with ASB 41%	Neighbourhood 37%
Listening /acting on views 37%	Dealing with ASB 33%
Keeping residents informed 35%	Value for money of rent 31%
Neighbourhood 34%	Keeping residents informed 28%
Value for money of rent 31%	Listening/acting on views 27%
Advice on benefits / rent 16%	Advice on benefits / rent 16%

Commentary on STAR 2016 findings by property type

The spreadsheet details the findings for respondents living in different property types. Where responses show satisfaction or agreement of 4% variation to the city average, then the above average are highlighted in green, and the lower satisfaction in red.

Respondents living in houses have been presented in two comparison groups – one depending on whether they live in semi/detached house or a terraced house, and secondly whether the house is traditional or non-traditional. It is the same cohort of respondents being analysed for both groups.

High Rise

Key indicators in STAR showing **higher satisfaction** in high rise compared to city wide findings:

- Satisfaction with grounds maintenance, such as grass cutting +10% on the city figure at 79%.
- Higher percentage interested in getting involved 24% compared to 20%
- Percentage reporting was easy to get hold of the right person 65% compared to 59% city wide
- Higher level of satisfaction with different elements of last repair, particularly accuracy of repair ordered (+6%) but also speed, overall quality and Right First Time (+3% on the city figure)
- Higher satisfaction with advice and support questions (+3% on the citywide figures)
- Landlord good at keeping you informed about things that might affect you, 67% in high rise, (+3% on the citywide figures)

Key indicators in STAR showing **lower satisfaction** in high rise compared to city wide findings:

There are more indicators with lower satisfaction from high rise tenants compared to the city wide findings. In addition the difference between the level of satisfaction of high rise respondents and the level of satisfaction of the city wide respondents is more than 5% in a number of indicators.

- Heating and insulation is good at keeping your home warm in the winter, 44% (-19% compared to 63% citywide)
- Satisfaction with the neighbourhood as a place to live 63% (-9% compared to city 72%), and Satisfaction with overall appearance of neighbourhood 61% (-5% compared to city 66%)
- Satisfaction with the way the landlord deals with moving and swapping home 34% (-7% compared to city 41%)
- Satisfaction that the landlord provides an effective and efficient service 61% (-7% compared to city 68%)
- Satisfaction that your rent provides value for money 71% (-6% compared to city 77%)
- Satisfaction with the way your landlord deals with complaints 48% (-6% compared to city 54%)
- Satisfaction with the way your landlord deals with enquiries 65% (-6% compared to city 71%)
- Overall satisfaction is 71% (-5% compared to 76% citywide)
- Higher percentage who have experienced anti-social behaviour in the last 12 months, at 32% (compared to 28% citywide)

Tenant priorities: Respondents living in high rise blocks showed the same top two priorities as city wide (Repairs and Maintenance, and the overall quality of the home) but the third priority was dealing with anti-social behaviour. They also gave higher priority to listening and acting on view, and keeping residents informed.

In addition, the findings showed that a lot of issues are important to high rise tenants with almost a third of tenants or more saying that 7 of the 8 issues are a priority.

Neighbourhood issues: The top 5 major issues for high rise tenants reflect a different order to the city wide findings with a higher percentage of high rise tenants reporting an issue as a major issue. Rubbish or litter is the highest major issue, followed by car parking. Drug use and noisy neighbours are also major issues for almost a third of high rise tenants.