

# Your Views

## Customer Satisfaction Survey 2024/25

### About the Survey

In May 2024 and January 2025, many of you took part in an important survey. A representative sample of customers were invited to participate in the survey through telephone interviews.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Shropshire Towns and Rural Housing (STAR) maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues customers are most concerned about, informing STAR Housing's future strategic and operational planning.

This report contains key survey results regarding customers' opinions about their homes and the services received.



543

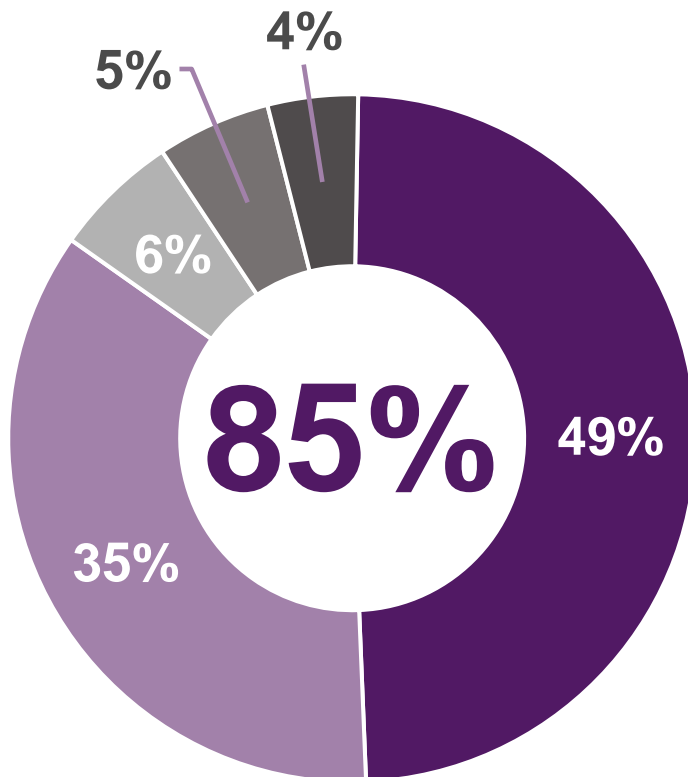
customers took  
part out of a  
total of 3,982  
households

**A big thank you to everyone who took part!**

# Overall Service



Six out of seven customers are satisfied with the overall service provided by STAR Housing (85%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home and Communal Areas



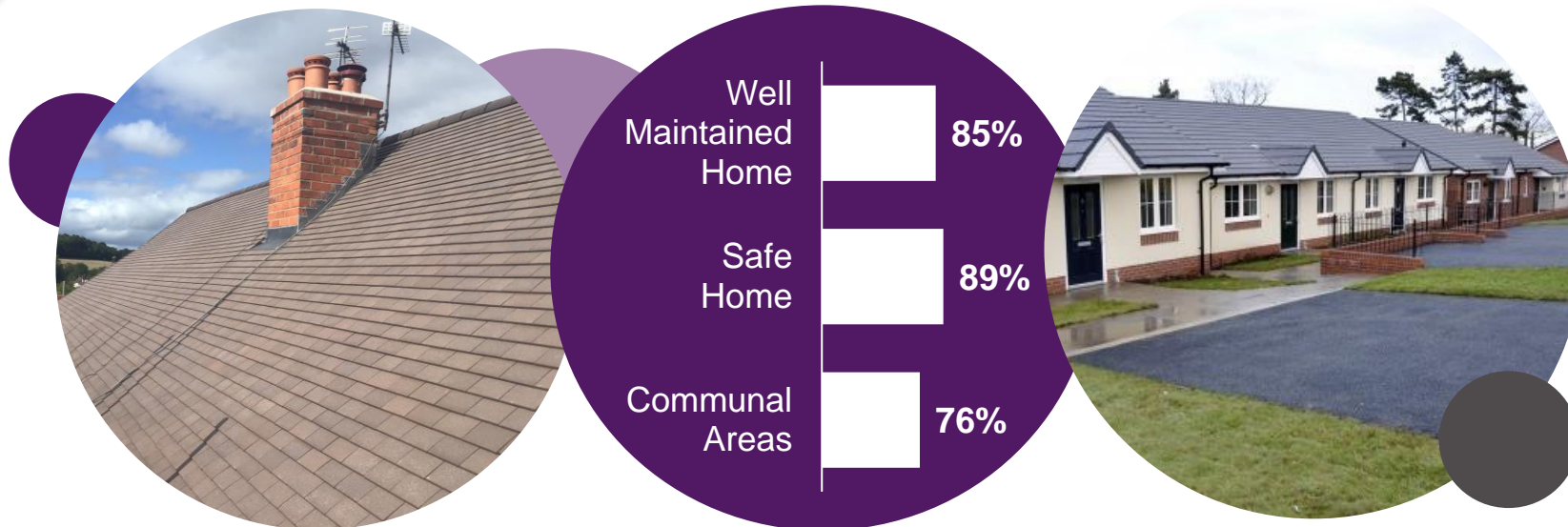
Over eight out of ten customers are satisfied they are provided with a home that is well maintained (**85%**).



Slightly more customers are satisfied that STAR Housing provides them with a home that is safe (**89%**).



Three out of four customers with communal areas are satisfied that these areas are kept clean and well maintained (**76%**).



# Repairs Service



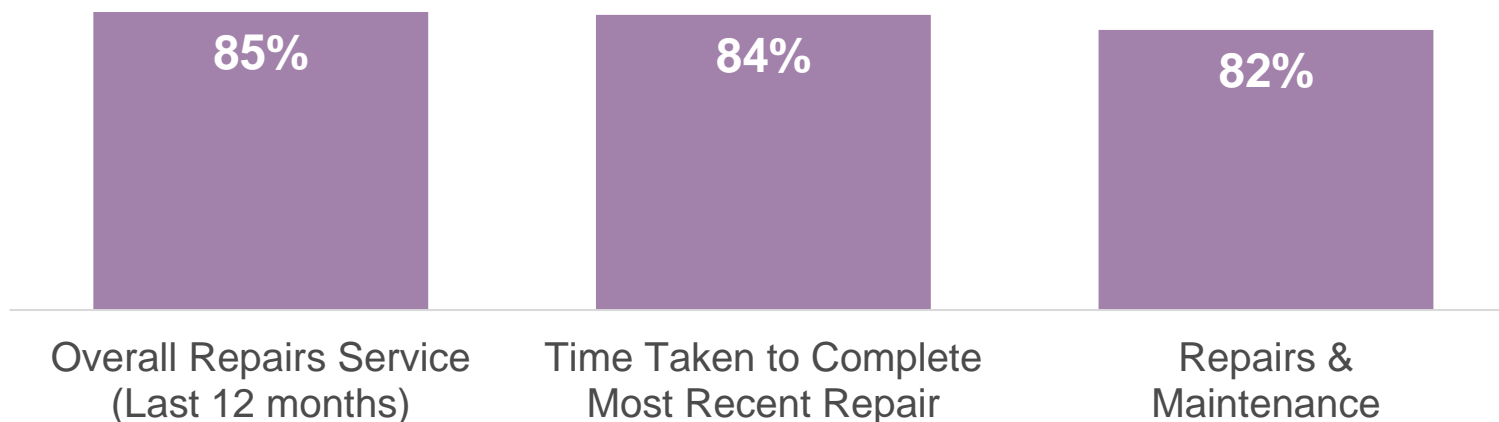
Six out of seven customers who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(85%)**.



Customers are similarly satisfied with the time taken to complete their most recent repair after they reported it **(84%)**.



Around eight out of ten customers are also satisfied with the way STAR Housing deals with repairs and maintenance generally **(82%)**.



**70%**  
of customers had  
a repair carried  
out in the last 12  
months



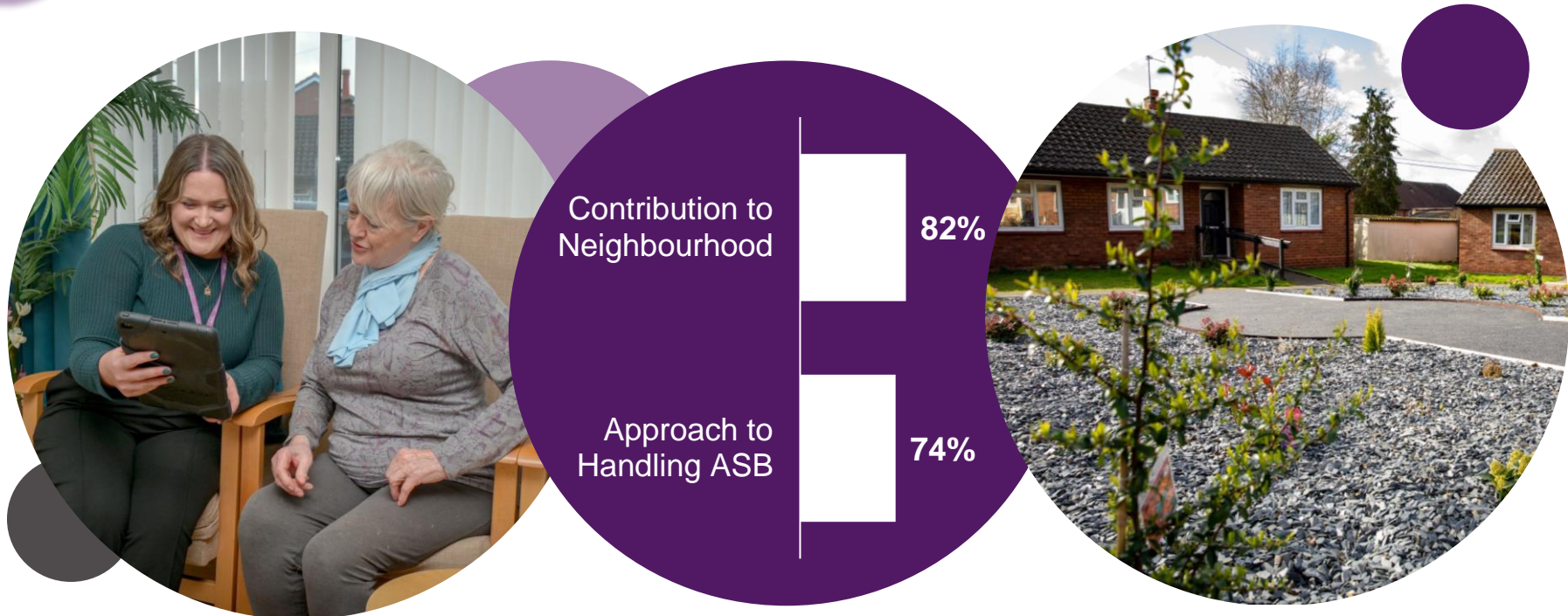
# The Neighbourhood



Around eight out of ten customers are satisfied that STAR Housing makes a positive contribution to their neighbourhood **(82%)**.



Slightly fewer customers are satisfied with STAR Housing's approach to handling anti-social behaviour **(74%)**.



# Communications and Customer Engagement



Three out of four customers are satisfied that STAR Housing listens to their views and acts upon them **(74%)**.



Eight out of ten customers are satisfied that they are kept informed about things that matter to them **(81%)**.



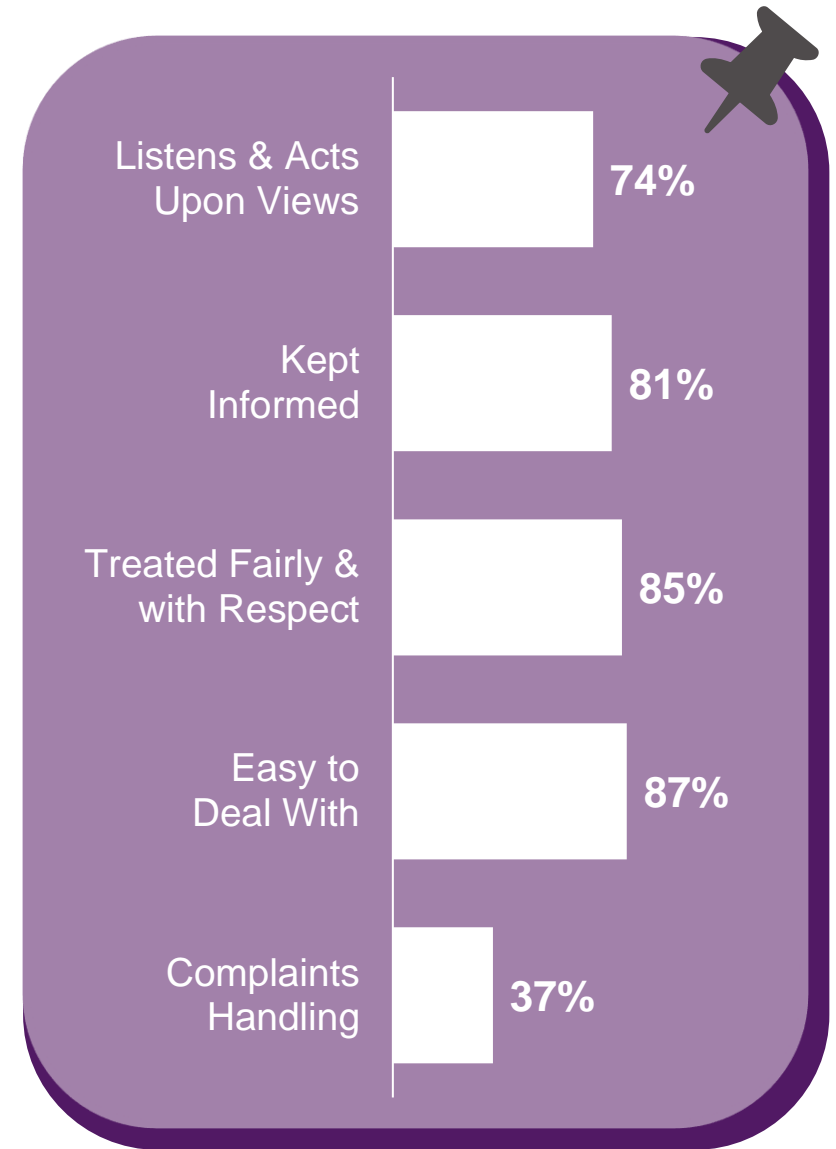
Six out of seven customers agree that they are treated fairly and with respect by STAR Housing **(85%)**.



Almost nine out of ten customers are satisfied that STAR Housing is easy to deal with **(87%)**.



Around four out of ten customers who made a complaint in the last 12 months are satisfied with complaints handling **(37%)**.



# Recommending STAR Housing



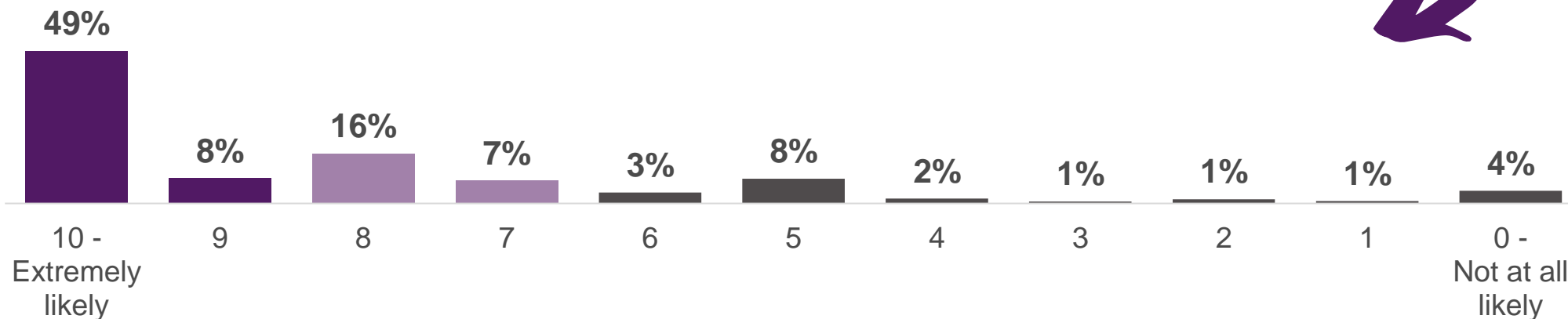
Customers were also asked how likely they would be to recommend STAR Housing to other people. This is a 0-10 point rating. Those who would recommend STAR Housing score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Almost six out of ten customers are happy to recommend STAR Housing to other people (**57%**). However, **23%** of customers are unsure, and **20%** would not recommend them, feeling rather more negative about STAR Housing.



The 'Net Promoter Score' for STAR Housing (the percentage of those who would recommend STAR Housing minus the percentage of those who would not) is **+37**.



# Customers' Comments

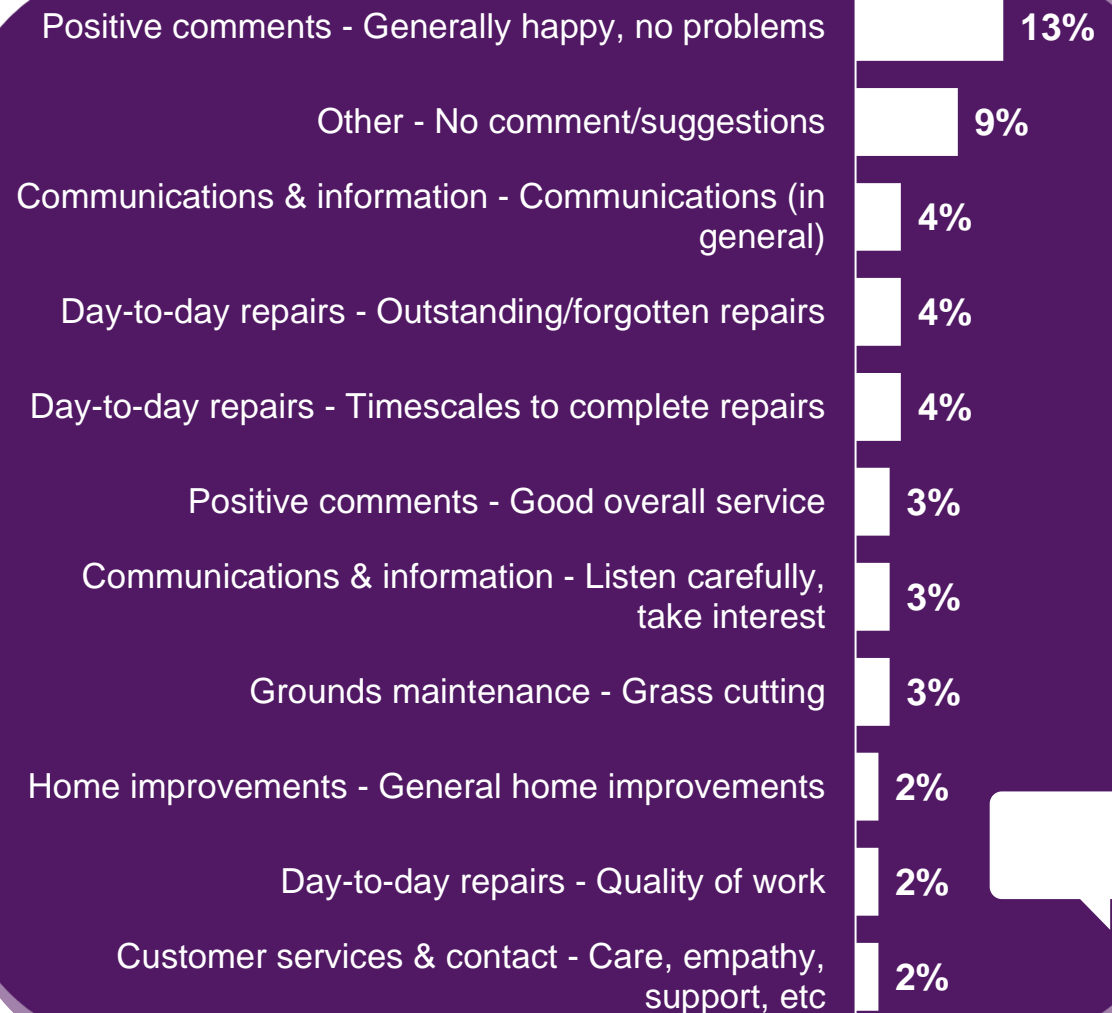
Finally, customers were asked if STAR Housing could do one thing to improve its services, what they would like it to be, and 482 customers gave comments.

Some customers said they are generally happy or had no suggestions, being satisfied with the services currently provided.

Of the more negative comments, customers would like improvements to the repairs service, including outstanding repairs that have not been dealt with, the time taken to complete repairs and quality of work.

Other customers also mentioned the communications, customer services, and grounds maintenance.

## Top comments





# Your Views

STAR Housing appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work that STAR Housing does to involve you in developing services. As well as publishing the results of the survey, STAR Housing plans to put the findings to good use by working with customers to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



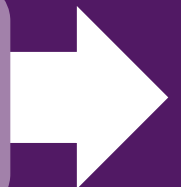
Publish findings to  
customers



Use findings to plan  
and improve services,  
such as repairs,  
communications and  
grounds maintenance



Involve customers in  
shaping service  
improvements





## **Shropshire Towns and Rural Housing**



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