

Appendix Three – Results from the Survey of Tenant and Residents (STAR)

1. Overview

1.1. The following table shows the results from five key questions from the STAR, which demonstrate continued high satisfaction levels for current tenants of Stockport Homes.

STAR question	2015-16	2016-17	2017-18	2018-19	2019-20
How satisfied are you that Stockport Homes listens to your views and acts upon them?	94.3%	95.9%	97.4%	96.8%	97.7%
How satisfied or dissatisfied are you that your rent provides value for money?	95.1%	97.0%	97.9%	98.2%	99.0%
How satisfied or dissatisfied are you with the overall quality of your home?	95.3%	96.1%	97.1%	96.6%	97.1%
How satisfied are you with your area as a place to live?	94.8%	94.9%	95.9%	94.7%	96.6%
Taking everything into account how satisfied are you with the service provided by Stockport Homes?	96.1%	96.8%	98.1%	97.7%	98.0%

1.2. The following table shows Stockport Homes' current benchmark position and the baseline number of organisations against each benchmark.

Benchmarking results at 15.05.20	SHG Performance	All ALMOs		All Housing Providers	
		Position	Base	Position	Base
How satisfied are you that Stockport Homes listens to your views and acts upon them?	97.7%	1st	23	1st	187
How satisfied or dissatisfied are you that your rent provides value for money?	99.0%	1st	22	1st	221
How satisfied or dissatisfied are you with the overall quality of your home?	97.1%	1st	23	1st	222
How satisfied are you with your area as a place to live?	96.6%	1st	21	4th	194
Taking everything into account how satisfied are you with the	98.0%	1st	23	2nd	227

service provided by Stockport Homes?					
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