

## Appendix Two – 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	2016-17	2017-18	2018-19	2019-20	2020-21
How satisfied are you that Stockport Homes listens to your views and acts upon them?	95.9%	97.4%	96.8%	97.7%	98.4%
How satisfied or dissatisfied are you that your rent provides value for money?	97.0%	97.9%	98.2%	99.0%	99.0%
How satisfied or dissatisfied are you with the overall quality of your home?	96.1%	97.1%	96.6%	97.1%	97.6%
How satisfied are you with your area as a place to live?	94.9%	95.9%	94.7%	96.6%	97.2%
Taking everything into account how satisfied are you with the service provided by Stockport Homes?	96.8%	98.1%	97.7%	98.0%	98.4%

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

Benchmarking results at 13.05.21	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?	98.4%	1st	3	1st	19
How satisfied or dissatisfied are you that your rent provides value for money?	99.0%	1st	3	1st	19
How satisfied or dissatisfied are you with the overall quality of your home?	97.6%	1st	3	1st	20
How satisfied are you with your area as a place to live?	97.2%	1st	2	1st	15

Taking everything into account how satisfied are you with the service provided by Stockport Homes?	98.4%	1st	3	1st	20
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