

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

1. Overview

1.1. The following table shows the results from six 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	2021-22	2022-23
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%	98.3%	98.7%
How satisfied or dissatisfied are you with the overall quality of your home?	96.1%	97.1%	96.6%	97.1%	97.6%	97.9%	98.1%
How satisfied are you with your area as a place to live?	94.9%	95.9%	94.7%	96.6%	97.2%	96.9%	96.7%
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%	98.4%	98.7%
Thinking specifically about the building you live in how satisfied or dissatisfied are you that Stockport Homes provides a home that is safe and secure?	New measures, introduced in September 2022 based on changes to the Housemark STAR guidance following initial publication of the Social Housing White Paper					99.1%	98.8%
How satisfied or dissatisfied are you that Stockport Homes is easy to deal with?						99.0%	99.3%