

# STAR SURVEY 2012

## Priorities for the Future

Tenants were asked to rank potential improvements to the service in order of importance. It was explained that we have to balance our budget by choosing how to spend their rent money and would like our tenants to help us decide how to do this by letting us know what is most important to them.

The 'ranking' method of responses was tested with office staff who said that they found it easy to understand. However, significant numbers of tenants who returned a form either did not make a response to this question or made an invalid response e.g. using the same number several times or ticking boxes. Of those who returned a completed the STAR survey, 65.9% of General Needs tenants but only 45.2% of Supported Housing tenants made a valid response to this question.

Five categories of improvement were stated on the form with an option for tenants to give their own suggestions. These tended to fall either within the remit of one of the existing categories or outside the remit of the Housing Landlord Service. Further details are given at the end of this document.

## General Needs Housing

**23. Please rank the following in order of importance to you - with 1 being most important and 6 being least important. Please use each number from 1 to 6 once only or your responses will not be recorded. (please tick one circle in each row)**

	Most important 1	2	3	4	5	Least Important 6	Final ranking
<b><u>Improved Energy Performance</u></b> (Helping to keep your costs down, 'greener' better for the environment) For example improved cavity/loft insulation, more efficient boilers, solar panels	565	559	383	273	147	55	<b>2nd</b>
<b><u>Estate Improvement/ Neighbourhood</u></b> (The area around your home) For example improved parking, drying areas, landscaping	184	324	475	470	399	107	<b>4th</b>
<b><u>Replacement Programme</u></b> (Planned works) For example new front/back doors, more frequent replacement of bathrooms, kitchens, central heating	905	489	262	179	72	32	<b>1st</b>
<b><u>Suitability of Accommodation</u></b> (Improving our existing homes) For example installing mains powered smoke detectors and carbon monoxide detectors in all our homes. Redeveloping Sheltered Accommodation to change bedsits to flats	169	373	534	587	251	51	<b>3rd</b>
<b><u>New Homes</u></b> (Helping to meet current and future housing needs) Spending less on any of the above in order to provide new homes. For example new builds, demolishing blocks of unsuitable flats to redevelop the area.	235	177	239	312	793	181	<b>5th</b>
<b><u>Something Else</u></b> Do you have another priority to those listed above?	91	32	36	43	85	767	<b>6th</b>

**If you have ticked 'Something Else' Please tell us about your priority**

485 responses

## Supported Housing

23. Please rank the following in order of importance to you - with 1 being most important and 6 being least important. Please use each number from 1 to 6 once only or your responses will not be recorded.

	<i>Most important 1</i>	2	3	4	5	<i>Least Important 6</i>	<b>Final ranking</b>
<b><u>Improved Energy Performance</u></b> (Helping to keep your costs down, 'greener' better for the environment) For example improved cavity/loft insulation, more efficient boilers, solar panels	141	107	88	73	25	8	<b>2nd</b>
<b><u>Estate Improvement/ Neighbourhood</u></b> (The area around your home) For example improved parking, drying areas, landscaping	61	96	100	89	82	14	<b>3rd</b>
<b><u>Replacement Programme</u></b> (Planned works) For example new front/back doors, more frequent replacement of bathrooms, kitchens, central heating	176	112	76	52	24	7	<b>1st</b>
<b><u>Suitability of Accommodation</u></b> (Improving our existing homes) For example installing mains powered smoke detectors and carbon monoxide detectors in all our homes. Redeveloping Sheltered Accommodation to change bedsits to flats	52	92	117	133	51	10	<b>4th</b>
<b><u>New Homes</u></b> (Helping to meet current and future housing needs) Spending less on any of the above in order to provide new homes. For example new builds, demolishing blocks of unsuitable flats to redevelop the area.	36	44	44	62	196	45	<b>5th</b>
<b><u>Something Else</u></b> Do you have another priority to those listed above?	21	6	7	9	20	173	<b>6th</b>

**If you have ticked 'Something Else' Please tell us about your priority**

96 responses

## 'Something Else' suggestions by tenants

### **General Needs:**

- Improved allocations/under occupancy policy
- Parking
- Lighting/security
- Estate improvement issues especially litter
- Planned maintenance, repairs etc especially damp/condensation control and exterior painting
- Disabled adaptations
- Noise reduction in flats
- Improved re-let standard
- Help for tenants with garden maintenance and fencing between properties
- ASB
- Young people's activities
- Many responses were individual requirements for repairs or improvements rather than general suggestions re: budget.
- Bin collections/Police/Speeding/Highways/Hospital etc and other non-Housing issues

### **Supported Housing:**

- Better facilities/improvements/security/lighting at schemes
- Enhanced warden service
- Decoration/handyman scheme
- Improved car parking
- Landscaping/grounds maintenance
- Providing 2 bedroom Supported Housing
- Many responses were individual requirements for repairs or improvements rather than general suggestions re: budget.