



ARTICLE NO: 2A

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2012/13
ISSUE: 4**

Article of: Assistant Director Housing and Regeneration

Relevant Managing Director: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor V Hopley

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SUBJECT: RESULTS FROM SURVEY OF TENANTS AND RESIDENTS (STAR)

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To provide Members with the results of an independent Tenant Survey in respect of services offered by the Council as a Landlord.
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2.0 BACKGROUND

- 2.1 The Housing & Regeneration Service is keen to understand how its tenants feel about key services it offers as a Landlord. The feedback received is then used by the service area to influence future service delivery.
- 2.2 MEL Research Ltd were commissioned to carry out the survey on behalf of the Council in June this year, with the evaluation report being available from September 2012.
- 2.3 The survey, a Survey of Tenants & Residents (STAR), is used widely in the Social Housing Sector, and includes a number of CORE questions which each organisation asks. This provides an opportunity to compare our results to those of other social landlords taking part.
- 2.4 Overall this years results are positive with almost 9 out of 10 tenants surveyed stating that they are happy with the service provided by the Council as a landlord and just over 8 out of every 10 tenants told us that they are happy with the repairs service. We will expect to see this improve as new initiatives such as the new appointment system, new maintenance contractors and the introduction of mobile technology helps improve the efficiency and effectiveness of this service.

2.5 The full survey results are appended to this members update as Appendix 1.

3.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

3.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy.

4.0 FINANCIAL AND RESOURCE IMPLICATIONS

4.1 There are no significant financial or resource implications arising from this article.

5.0 RISK ASSESSMENT

5.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The Article does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Appendix 1 - *MEL Research STAR Survey Results 2012.*