

# STAR SURVEY 2023

## Summary of Tenant Satisfaction Measures



berneslai  
homes



**1,891**  
Completed  
a survey



**77%**  
Overall  
satisfaction



+Housemark 75%

### Repairs & safety



**75%** ↘8%  
Home is  
safe

+Housemark 80%



**74%** N/A  
Well  
maintained  
home

+Housemark 73%



**75%** ↘8%  
Repairs  
service last  
12 months

+Housemark 79%



**76%** ↘4%  
Time taken to  
complete last  
repair

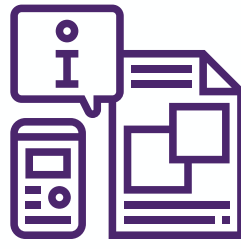
+Housemark 75%

### Respectful & helpful



**77%** ↘8%  
Treated  
fairly & with  
respect

+Housemark 85%



**64%** ↘5%  
Being kept  
informed

+Housemark 68%



**60%** ↘8%  
Listens to  
views & acts  
on them

+Housemark 60%



**43%** N/A  
Handling  
complaints

+Housemark N/A

### Neighbourhood



**60%** ↗0%  
Communal areas  
clean &  
maintained

+Housemark 65%



**60%** ↘4%  
Makes positive  
contribution to  
area

+Housemark 64%



**48%** ↘12%  
Approach to  
handling ASB

+Housemark 59%

↗ ↘ Results have been compared to last survey

+Housemark Benchmark figures for 22/23 (data from Oct 2023)

