

STAR 2018 Results

Below is a summary of the key STAR survey results:

	2008	2011	2013	2014	2016	2018	Trend	LSVT 7500+ Quartile	National 7500+ Quartile
Overall satisfaction with landlord services	73%	82%	88%	88%	90.51%	91.2%	↑	2 nd	2 nd
Overall satisfaction with quality of your home	73%	77%	87%	90%	92.02%	90.9%	↓	2 nd	1 st
Satisfaction with neighbourhood as a place to live	75%	82%	87%	83%	89.10%	85.8%	↓	3 rd	3 rd
Satisfaction that your rent provides value for money	75%	83%	89%	88%	91.25%	91.8%	↑	2 nd	1 st
Satisfaction that your service charge provides value for money	New	New	79%	75%	79.84%	81.6%	↑	2 nd	1 st
Overall satisfaction with repairs and maintenance	73%	81%	85%	87%	88.63%	89.6%	↑	1 st	1 st
Is getting hold of the right person easy or difficult (% = easy)	63%	76%	67%	69%	78.94%	73.4%	↓		
Did you find staff helpful or unhelpful?	78%	85%	82%	80%	88.33%	85.8%	↓		
Satisfaction with advice on claiming welfare benefits	New	New	New	79%	81.27%	81.4%	↑		
Satisfaction with advice on managing your finances	New	New	New	72%	78.14%	73%	↓		
Satisfaction with advice and support on managing your tenancy	New	New	New	New	New	86.8%	-		
Satisfaction with housing support relating to your health and wellbeing	New	New	New	New	71.88%	67.9%	↓		
Are you likely to recommend PCH to family or friends? (% = likely)	New	New	51%	54%	56.6%	63.4%	↑		
Net Promoter Score	New	New	28	34	41	50	↑	1 st	1 st

	A Great Deal	To Some Extent	Not Very Much	Not At all
To what extent do you feel there are opportunities to get involved in influencing decisions made by PCH about: Your Home	23.2%	33.7%	16.2%	6.7%
To what extent do you feel there are opportunities to get involved in influencing decisions made by PCH about: Your Neighbourhood	20.1%	30.8%	17.9%	10.3%
To what extent do you feel there are opportunities to get involved in influencing decisions made by PCH about: How PCH is run	20.8%	30.6%	16.0%	8.6%
To what extent do you feel the following apply to PCH? Make your neighbourhood a better place to live	29.2%	45.4%	15.0%	3.4%
To what extent do you feel the following apply to PCH? Make your neighbourhood safer	27.1%	39.6%	15.5%	6.5%
To what extent do you feel the following apply to PCH? Make your neighbourhood cleaner and greener	29.6%	37.9%	19.9%	7.2%
To what extent do you feel the following apply to PCH? Trustworthy	56.0%	31.1%	3.5%	1.9%
To what extent do you feel the following apply to PCH? Friendly and approachable	64.1%	27.6%	3.6%	1.5%
To what extent do you feel the following apply to PCH? Promote the interests of residents	38.6%	35.4%	10.4%	3.6%
To what extent do you feel the following apply to PCH? Treats everyone fairly	49.4%	29.6%	5.3%	4.4%
How well informed do you feel about the following? How to pay rent and service charges	73.3%	19.8%	1.9%	1.2%
How well informed do you feel about the following? How to complain	53.0%	30.0%	8.1%	3.2%
How well informed do you feel about the following? What standard of service should be expected	54.5%	30.6%	7.9%	2.0%
How well informed do you feel about the following? How we are performing	48.2%	34.6%	8.4%	2.2%
How well informed do you feel about the following? Events organised by PCH in your neighbourhood	26.7%	28.4%	15.3%	9.6%
How well informed do you feel about the following? Plans for your neighbourhood	23.5%	25.9%	16.0%	12.4%

	Better	Same	Worse
Thinking about your local area, for each of the following things below, do you think each has got better/worse/stayed the same: The look and feel of your local area	24.2%	54.3%	18.7%
Thinking about your local area, for each of the following things below, do you think each has got better/worse/stayed the same: Clean streets	19.1%	52.5%	25.7%
Thinking about your local area, for each of the following things below, do you think each has got better/worse/stayed the same: Level of crime	20.7%	45.0%	13.1%
Thinking about your local area, for each of the following things below, do you think each has got better/worse/stayed the same: Parks and open spaces	24.4%	50.2%	18.5%
Thinking about your local area, for each of the following things below, do you think each has got better/worse/stayed the same: Neighbour relations	17.9%	61.7%	11.3%
Thinking about your local area, for each of the following things below, do you think each has got better/worse/stayed the same: Job prospects	8.5%	45.0%	14.0%