



NORTH STAR

Creating homes, building futures



Tenant Satisfaction Measures Results 2023/24

In Brief



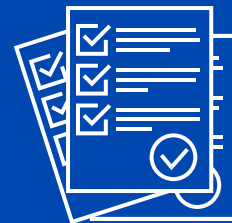
The purpose of this document is to provide a brief summary of our 2023/24 Tenant Satisfaction Measures (TSM's) in an easy to read format.

A more detailed summary is also available on our website.

Each page contains the scores of the measures, details of what we learned and any action that we have committed to do.



Overall Satisfaction



83.2% of our customers are satisfied overall with North Star

What we learned.

The things that matter the most to our customers are:

- Our repairs service
- Listening to our customer's views and then act upon them.
- Our approach to complaints handling
- Their home and its condition

What we will do.

- Work with customers to understand how we can improve the customer journey
- Learn from good experiences and ensure this is at the heart of our service
- Track customer recommendations and the impact of their improvements

Thank you to everyone who took part in the 2023/24 survey.

For a full copy of the TSM report please visit our website.

Home and Maintenance



78.5% of our customers are satisfied with our repairs service

83% of our customers are satisfied that their home is well maintained

91.1% of our customers are satisfied that their home is safe

What we learned.

- The time taken to complete a repair is the main cause of dissatisfaction for our customers
- Our planned maintenance offer especially around windows and kitchens needs to be improved, as this has caused frustration for customers

What we will do.

- Work on reducing the number of overdue jobs
- Form a working group from across the organisation to look at how we improve our planned maintenance offer.
- Ensure clarity on when a job should be treated as an emergency or urgent

Neighbourhood



72.3% of our customers are satisfied that North Star makes a positive contribution to our neighbourhoods

71.3% of our customers are satisfied with North Star's approach to handling ASB

What we learned.

The things that matter the most to our customers are:

- Our repairs service
- Listening to our customer's views and then act upon them.
- Our approach to complaints handling
- Their home and its condition

What we will do.

- Continue to engage in multi-agency forums in the communities that we work in
- Promote our new mediation service to assist customers resolve low level ASB
- Review our approach to management of communal areas

Communication & Engagement



77.5% of our customers are satisfied that North Star listens to customer views and acts upon them

88.1% of our customers are satisfied that North Star treats them fairly and with respect

50.8% of our customers are satisfied with North Star's approach to handling complaints

What we learned.

- We are good at listening to our customers and then implementing their feedback
- We have a positive complaints handling culture
- The number of complaints we have received has reduced, through proactive management and communication with our customers.

What we will do.

- Set up a cross functional group which focusses on complaints handling, capturing learning and implementing it.
- Keep complaints as a key focus for us to drive improvements in service
- Work on being more consistent in our communication with customers

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