



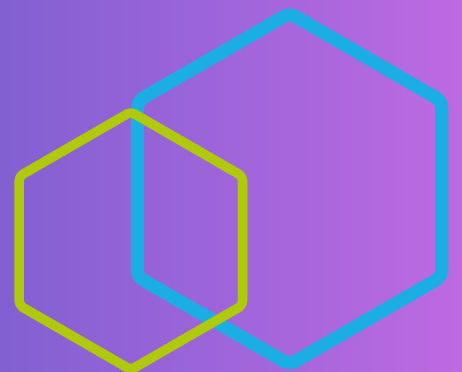
NORTH STAR

Creating homes, building futures



Tenant Satisfaction Measures Results 2023/24

Summary



Foreword

I'm pleased to share the Tenant Satisfaction Measures (TSM) Results for 2023/24. This report highlights our dedication to being open, accountable, and continuously improving our services.

At North Star, we strive to offer quality homes and services that meet the needs of our diverse community. This year, we again partnered with The Leadership Factor (TLF) for an independent survey, ensuring honest and unbiased feedback. Your input helps us see where we're doing well and where we need to improve.

The survey results are encouraging, with overall satisfaction at 83.2%. While this is comparable to top landlords in our sector, we know there's always room for improvement. Feedback on areas like repairs, building safety, and community engagement gives us a clear plan for enhancements.

Maintaining and improving our homes is a top priority. Although many tenants are satisfied with our repair services, there are concerns about timeliness and completeness. We will focus on these issues in the coming year to reduce overdue jobs and improve service delivery.

Safety is another key area where we have high satisfaction levels. We are committed to meeting health and safety standards and will continue improving our systems.

We also appreciate the positive feedback on our respectful and helpful engagement with tenants. Our efforts to keep you informed and responsive are recognized, and we will build on this.

However, our complaint handling needs improvement. We are working on better processes to ensure every issue raised helps us learn and improve.

Neighbourhood management feedback is also valuable. We understand the importance of clean, well-maintained communal areas and will work with local authorities to address challenges.

Thank you to all tenants who participated in this survey. Your feedback is crucial in shaping our services. We are committed to delivering high-quality, reliable services and continuously improving based on your needs. Together, we will ensure our homes and communities are places you are proud to live.

Sean Lawless
Director of Insight & Transformation
North Star Housing Group



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Executive Summary

The Regulator of Social Housing (RSH) sets the standards that Landlords, such as North Star must meet.

In April 2023, the RSH set out a new way to assess how Landlords in England are doing at providing good quality homes and services.

There are 22 measures, that a landlord must use to assess itself. Customer feedback surveys must be used for 12 of the measures. North Star also needs to set out its performance against 10 other measures using information that we hold about our operational activity.

North Star selected TLF Research to carry out our data collection. We felt it was important to have an independent provider to do this to ensure that tenants would feel able to provide full and frank feedback. The surveys have been completed with full compliance to the guidance set out by the RSH for landlords to follow. More details on how we have completed the survey in Appendix 1 - Survey approach.

Whilst we are broadly happy with the results we have achieved, we are of course, aware that there is room for improvement. We are committed to working with our tenants, staff, board members and partners to continually improve the quality of our services.

Please see a brief summary of results on the next page. The first diagram shows results of our tenant perception surveys and the second shows results from our in-house data collection.



Summary of Results



Tenant Satisfaction Measures

Summary results of our Tenant Perception Survey
Year end 2023/2024

Overall Satisfaction



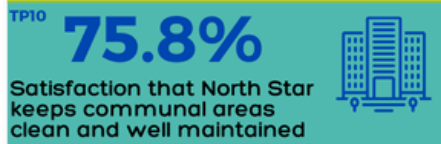
Keeping properties in good repair



Respectful and helpful engagement



Responsible neighbourhood management

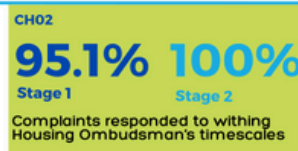


Tenant Satisfaction Measures

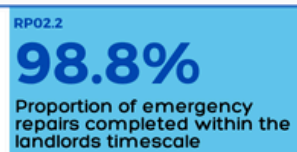
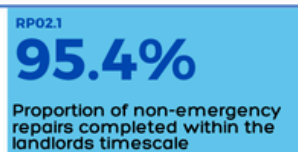
Management Information

Year end 2023/2024

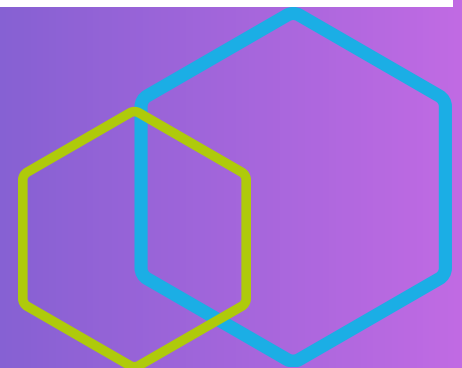
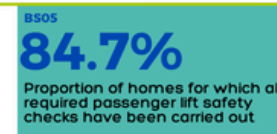
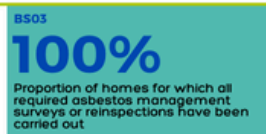
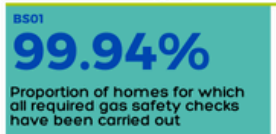
Effective handling of complaints



Respectful and helpful engagement



Maintaining building safety



Overall Satisfaction

83.2% of our customers are satisfied overall with North Star

We are pleased with this result and benchmarking from results earlier in the year would suggest that this result is in line with higher-performing landlords.

We know that there are still areas to work on, particularly the speed with which we complete our repairs. The results also show that many respondents cited speed of repair as a reason for their satisfaction. This tells us that there may be a level of inconsistency in our services, and over the next year, we will work to ensure that as many people as possible experience excellent service delivery.

We will do this by:

- Working with involved tenants to understand customer journeys and how they can be improved.
- Learning from good experiences and ensuring this is at the heart of service delivery.

Keeping properties in good repair

78.5%

Satisfaction with overall repairs service in the last 12 months

74.7%

Satisfaction with time taken to complete most recent repair

83%

Satisfied that their home is well maintained

0.13%

Properties did not meet decent homes standard

98.8%

of emergency repairs completed within target timescales

95.4%

of non-emergency repairs completed within target timescales

Satisfaction with the quality of our homes and how well we operate our repairs service is a key area of focus for the organisation. We know that compared to other landlords during the year, our performance has been average or above. The survey results, along with our own in-house data collection, suggest that the main causes of dissatisfaction are the length of time to complete a repair, incomplete repairs, and condition of homes, particularly kitchens and windows.

To improve our repairs service and the quality of our homes in 2024/25 we will:

- Work on reducing the number of overdue jobs, as this significantly impacts our ability to complete new repairs.
- Ensure clarity on when jobs should be treated as emergency or urgent. Our Customer Services Team have already received training on this and will continue to throughout 2024/25.
- Work with our contractors to ensure resource levels are kept at acceptable levels. We are working on better methods for managing periods of sickness and a challenging recruitment environment.
- A working group from across the organisation is looking at how we can improve our planned maintenance offer.

North Star had five failures of the Decent Homes Standard (DHS) at the end of 2023/24, identified through our stock condition survey programme in March 2024 and related to elements of damp or mould. All remedial works have been completed ensuring these five properties are now compliant with the Decent Homes Standards (2006).

Maintaining building safety

91.1%

Satisfied that their home is safe

99.94%

Proportion of homes for which all required gas safety checks have been carried out

100%

Proportion of homes for which all required fire safety checks have been carried out

93%

Proportion of homes for which all Legionella risk assessments have been carried out

84.7%

Proportion of homes for which all required passenger lift safety checks have been carried out

At North Star, we take compliance with health and safety regulations extremely seriously, and we are very pleased with the high levels of satisfaction that tenants are safe in their homes. This year, we have implemented a brand new system for monitoring all areas of our building compliance to ensure that these high levels are not only maintained but improved upon.

Below, we have set out some explanations as to why we may not have achieved 100% compliance and the measures we have taken to resolve this:

BS01 - Proportion of homes for which all required gas safety checks have been carried out

There were two gas services outside of target at year-end. The properties had issues with gaining access, and both are now complete, having followed our no-access protocol.

BS04 - Proportion of homes for which all required legionella assessments have been carried out:

Thirteen risk assessments were overdue at the end of quarter 4, which is a significant decrease from 30 in quarter 3. Of those, seven have been completed and six have been rescheduled. The 6 remaining properties have been identified as having multiple no-access attempts on low-risk single occupancy supported dwellings with combi boilers. Health and Safety consultants advised that given the very low risk, evidence of attempts to gain access, and information provided to tenants, our approach is considered acceptable. North Star will continue to pursue access to properties, and the performance is monitored by the Health and Safety Steering Group.

BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out

There was one lift inspection overdue at the end of Q4, which accounts for 31 dwellings affected in accordance with the prescribed TSM calculations. This was due to contractor availability, with the lift inspection completed in the first week of April 2024.

Respectful and helpful engagement

77.5%

Satisfied that North Star listens to tenant views and acts upon them

80%

Satisfied that North Star keeps tenants informed about things that that matter to them

88.1%

Satisfied that North Star treats them fairly and with respect

We are very pleased with the high levels of satisfaction with how North Star treats tenants and the way in which it listens to them. In 2024/25, we will be working with tenants to hold the organisation to account on its performance against the Regulator of Social Housing's new consumer standards.

We have begun work with a group of tenants to understand what being treated with fairness and respect and good communication means to them.

We will continue to evolve our Your Voice! approach to hearing and acting upon the 7,500 pieces of tenant feedback we receive each year.



Effective handling of complaints

50.8%

Satisfied with our approach to handling complaints

36.9

Stage 1 complaints received per 1,000 homes

0.8

Stage 2 complaints received per 1,000 homes

95.1%

Of Stage 1 complaints responded to within complaints handling code timescales

100%

Of Stage 2 complaints responded to within complaints handling code timescales

North Star has adopted a positive complaint handling culture and sees complaints as an integral part of service improvement and customer insight. Levels of complaints have reduced since 2022/23, from 186 to 143.

There is a direct correlation between the issues driving complaints and levels of satisfaction. The issues raised as complaints overwhelmingly relate to the repairs service, communication and the time taken to complete a repair, complaint handling, and overall satisfaction with the repairs service.

Complaint handling remains an area of focus. A cross-functional group has been set up focusing on complaint handling, including capturing learning and service improvements and sharing best practices.

Responsible neighbourhood management

75.8%

Satisfied that North Star keeps communal areas clean and well maintained

72.3%

Satisfied that North Star makes a positive contribution to neighbourhoods

71.3%

Satisfied with North Star's approach to handling ASB

43

ASB cases opened per 1,000 homes

0.8

ASB cases that involved hate crimes opened per 1,000 homes

We have limited understanding as to why customers are less satisfied with our contribution to neighbourhoods. Insight from comments received highlighted dissatisfaction with communal areas/gardens, noise nuisance, and parking issues.

Most of North Star's homes are in neighbourhoods where there is a mix of social and privately rented housing and owner-occupiers. During the last year, due to the financial pressure faced by Local Authorities, neighbourhood services have been significantly reduced or ceased completely. These include services such as pest control, fly-tipping collection, community wardens, etc.

We actively participate in multi-agency forums operating in the communities we work in and work in partnership to address issues. These include Joint Action Groups, Multi Agency Risk Assessment Conferences, as well as a variety of local problem-solving groups.

The Neighbourhood Management Policy has also been reviewed and strengthened.

During the last year, we introduced a new mediation service to assist our customers in resolving low-level ASB, including noise nuisance and neighbour disputes. This service is free of charge for all our customers and is independent of North Star.

Appendix 1: About our data and our survey approach

Below we have presented a summary of the key data, how we have collected it and who we have collected it from. If you have any questions, please do get in touch on 03000 11 00 11 or customer.services@northstarhg.co.uk.

Key Question	Our Response
Survey approach used to generate reported perception TSMs	Rolling surveys
Collection date or earliest response	03/04/2023
Collection date of latest response	21/01/2024
Did you use a census or sample to collect survey responses?	Sample
Please confirm the total number of responses to your survey for each of the following survey methods:	Telephone - 416 Internet - 128 Face to Face - 0 Postal - 21 SMS - 0 All other methods - 0 Total sample size - 565
Please confirm whether the average satisfaction by survey method below has been calculated using weighted or unweighted responses	Unweighted
Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01) for each survey method	Telephone - 85.7% Internet - 79.2% Face to Face - N/A Postal - 55% SMS - N/A All other methods - N/A

Appendix 1: About our data and our survey approach (continued)

Summary of Approach

The Regulator of Social Housing (RSH) sets the standards that Landlords, such as North Star must meet.

In April 2023 the RSH set out a new way to assess how Landlords in England are doing at providing good quality homes and services.

There are 22 measures, that a Landlord must use to assess itself. Customer feedback surveys must be used for 12 of the measures. North Star also needs to set out its performance against 10 other measures using information that we hold about our operational activity.

North Star selected TLF Research to carry out our data collection. We felt it was important to have an independent provider to do this to ensure that tenants would feel able to provide full and frank feedback.

Sampling

Total tenant population: 3789

No Tenants were excluded due to exceptional circumstances

A stratified random sampling was used

Total sample size achieved: 565

416 by telephone 128 by web 21 by post

Reliability

With a total population of 3789 the confidence level we must achieve is within at least +/-4%

We are 95% confident that the overall % satisfied is within +/-3.1%

Data collection

Data collected quarterly

Data collected between 3rd April 2023 and 23rd January 2024

TLF Research used as the external contractor

Incentives were not used

Appendix 1: About our data and our survey approach (continued)

Questionnaire

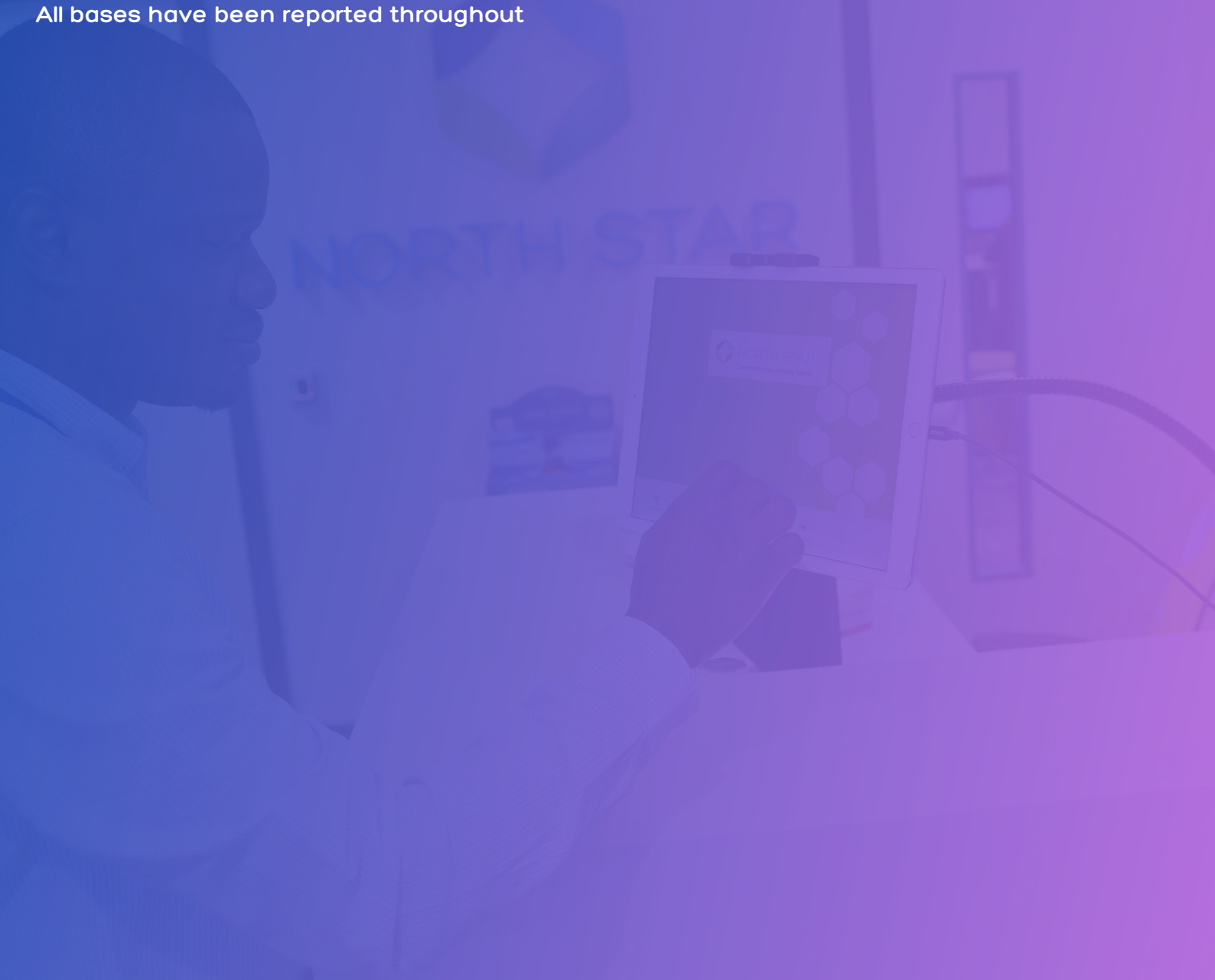
Respondents were fully informed
TSM questions and routing correct
TSM scales used correctly
Followed MRS guidelines
Additional questions asked

Weighting

Weighting was not necessary, the sample is representative of the total population by age, tenure, ethnicity, region, property type and gender.

Analysis

All partial completes that have answered overall satisfaction have been included.
% satisfied has been calculated excluding Don't know and Not answered.
All bases have been reported throughout



Appendix 1: About our data and our survey approach (continued)

Methodology

Background

TLF Research were supplied a database of residents from North Star before each wave of research which contained all Low Cost Rental Accommodation (LCRA). All contacts supplied in the database were included in the random sampling.

Sampling and Quotas

Each quarter TLF aimed to survey 130 tenants with a 25/75 split between web and phone. Using the database information provided by North Star quotas were set by age group, as this is the category which has the biggest influence on satisfaction scores, as identified by RSH and North Star had good coverage of this information across their entire database. Sampling was also monitored by region and tenure type to ensure the sample is representative of the overall tenant population. Stratified random sampling was used. Any tenants who completed the survey were removed from the sample going forward as TSM guidelines state that only one person per household can be interviewed per year, and those who refused the survey were removed from the sample for 6 months, to meet MRS guidelines.

Online and telephone surveys

Based on the information that was made available, it was agreed with North Star that an online and telephone-based approach would be a good starting point methodology as this would allow us to; reach out to a wide tenant base and correct any imbalance in response by setting quotas for the telephone interviews. As the telephone sample is being proactively worked by trained telephone interviewers, the stats are monitored to track the number of; incorrect numbers, refusals and barriers to completing e.g. disability, language etc. Using both web and phone surveys also allowed us to contact as many tenants as possible and not exclude any tenants due to them not having a phone number or email address.

Generic link and postal surveys

Barriers to contacting tenants experienced were those with no contact details at all, so a postal survey was sent out to ensure there were no exclusions to the survey. Those who were managed by other housing associations were sent a generic link survey, which North Star sent out to support workers of those tenants. We also found there were a number of supported tenants who lived in a room in a shared house who only had one landline number for multiple tenants, so they were also sent a postal survey to avoid calling the same phone number for multiple tenants.

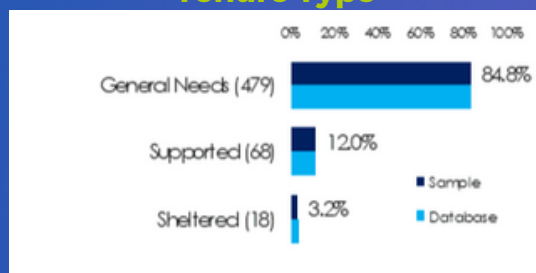
Appendix 1: About our data and our survey approach (continued)

Representation

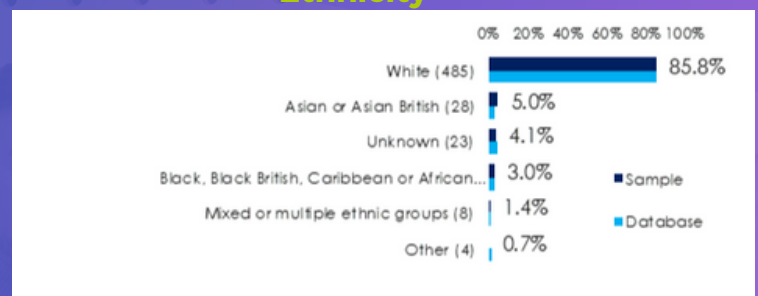
The survey was open from 3rd April to 23rd January 2024. **565** Tenants were interviewed by phone and web and postal. **538** surveys were completed in full, **27** were partial completes.

We are pleased to confirm that our sample is **broadly representative of our tenant population** and weighting for any demographic variable was not required for this exercise. This is because the sample and population (based on North Star's tenant database) makeup are broadly the same. Specifically, no categories have more than a 5.0% difference between sample and population as demonstrated in the diagrams below.

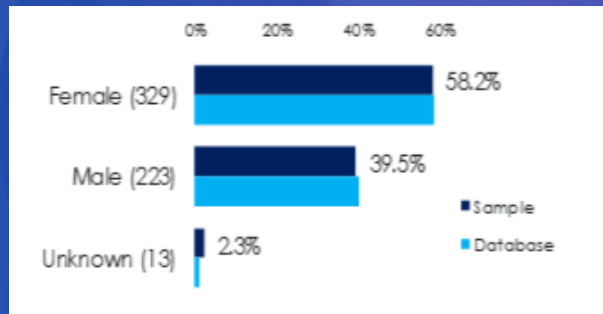
Tenure Type



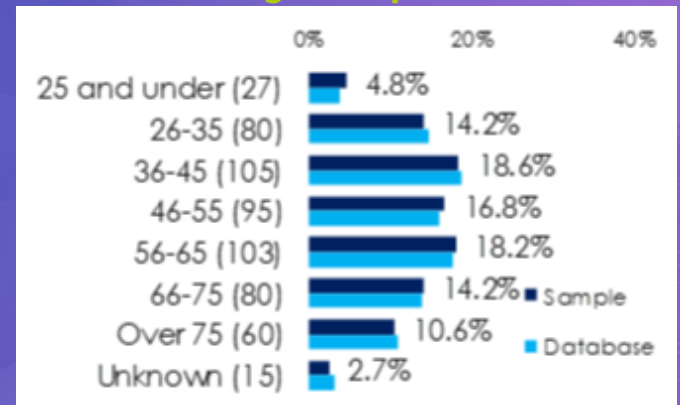
Ethnicity



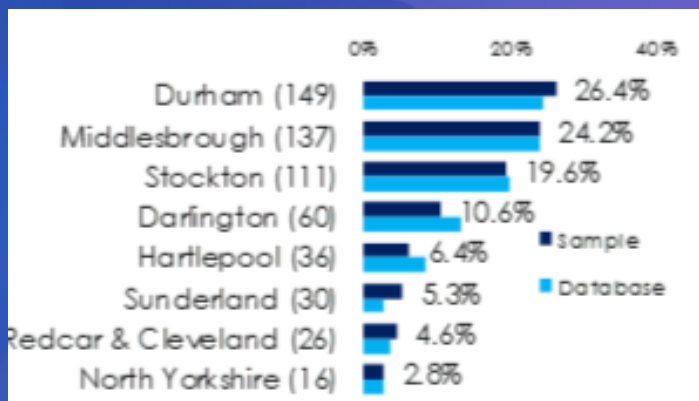
Gender



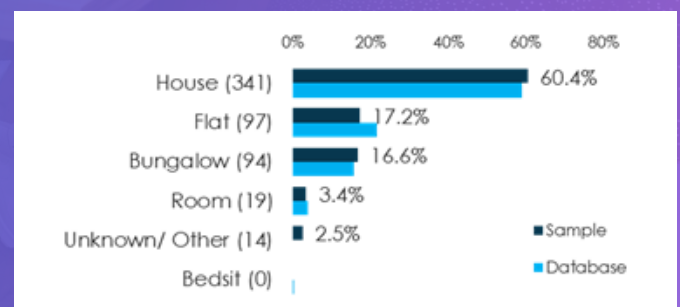
Age Group



Region



Property Type



13 responses used a generic link so no database information is included for them other than region.

Appendix 1: About our data and our survey approach (continued)

Additional Questions

In addition to the mandatory survey questions, we also asked some probing questions after Q1 - overall satisfaction, to gain some qualitative information on what was driving tenants to be more satisfied and what North Star needs to do to provide a better service.

To inform North Stars improvement on complaints handling, tenants that answered that they had made a complaint were asked what made them satisfied and how we could improve the service.

These additional questions helped us to understand more about what tenants had told us and we have presented this below:

Overall Satisfaction- 83.2%

Supported tenants score lower than General Needs and Sheltered tenants for overall satisfaction. Redcar & Cleveland is the highest scoring region overall and Sunderland is the lowest. Key themes of overall low satisfaction are found for speed of repairs/work not done and property maintenance

Drivers of Satisfaction are listens and acts and maintenance of the home

Strongest correlations with overall satisfaction are 'well maintained home' and 'listens and acts'. Overall repairs service also has a high impact on overall satisfaction and is the most common theme across overall satisfaction comments.

72.4% of tenants have had a repair

Repair scores are high and those who have had a repair are more satisfied overall than those who haven't. By region Middlesbrough and Stockton are most satisfied with repairs and Sunderland is the least satisfied. Hartlepool has had the highest percentage of repairs and Sunderland the lowest.

22.4% of tenants say they have made a complaint

Satisfaction with complaint handling is the lowest scoring question for North Star but scores highly when benchmarked. Whilst 22.4% of tenants said they have made a complaint in the TSM survey only 2.5% have a complaint recorded with North Star. General needs and 56-65 year old tenants have the highest percentage of complaints.

Appendix 2: Our survey

Below is the full script used by TLF to complete out TSM perception surveys.

Hi, my name is ___ and I am calling from TLF Research on behalf of North Star Housing. We are conducting their tenant satisfaction research which will be used to calculate the annual Tenant Satisfaction Measures and this will be reported to the Regulator of Social Housing. This will also be published by your landlord to show you how they are performing. Your feedback would be really appreciated. Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue.
- If no, booking if willing

Thank you. Before we start, I'd just like to assure you that we follow the Market Research Society and the GDPR, and your answers will be subject to the normal market research rules of confidentiality. In addition, the call may be recorded for quality and training purposes. Is this okay?

[tp01_ovsat] Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Star?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Not answered [Interview do not read out - only an option if respondent cannot answer/refused to answer]

[c_probe_sat_TP01] If very satisfied probe "Why would you say you are satisfied?"

[c_probe_neither_TP01] If Fairly Satisfied or Neither satisfied nor dissatisfied probe "What could North Star do to make you more satisfied?"

[c_probe_dissat_TP01] If fairly or very dissatisfied probe "Why would you say you are dissatisfied?"

[had_repair] Has North Star carried out a repair to your home in the last 12 months?

- Yes (Go to Q3)
- No (Go to Q5)

[tp02_repairsat] How satisfied or dissatisfied are you with the overall repairs service from North Star over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Not answered [Interview do not read out - only an option if respondent cannot answer/refused to answer]

[tp03_repairtime] How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Not answered [Interview do not read out - only an option if respondent cannot answer/refused to answer]

[tp04_maint] How satisfied or dissatisfied are you that North Star provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Not answered [Interview do not read out - only an option if respondent cannot answer/refused to answer]

[tp05_safe] Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that North Star provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know.

[tp06_listens] How satisfied or dissatisfied are you that North Star listens to your views and acts upon them?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/don't know

[tp07_informed] How satisfied or dissatisfied are you that North Star keeps you informed about things that matter to you?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/don't know

[tp08_fair] To what extent do you agree or disagree with the following "North Star treats me fairly and with respect"?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not applicable/don't know

[Complaint] Have you made a complaint to North Star in the last 12 months?

Yes (Go to Q11)

No (Go to Q13)

tp09_comphand] How satisfied or dissatisfied are you with North Star's approach to complaints handling?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not answered [Interview do not read out - only an option if respondent cannot answer/refused to answer]

12a) [c_probe_sat_TP01] If very satisfied probe "Why would you say you are satisfied with complaint handling?"

12b) [c_probe_neither_TP01] If Fairly Satisfied or Neither satisfied nor dissatisfied probe "What could North Star do to make you more satisfied with complaint handling?"

12 c) [c_probe_dissat_TP01] If fairly or very dissatisfied probe "Why would you say you are dissatisfied with complaint handling?"

[communal] Do you live in a building with communal areas, either inside or outside, that North Star is responsible for maintaining?

Yes (Go to Q13)

No (Go to Q14)

Don't know (Go to Q14)

[tp10_communal] How satisfied or dissatisfied are you that North Star keeps these communal areas clean, and well maintained?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not answered [Interview do not read out - only an option if respondent cannot answer/refused to answer]

tp11_neighbour] How satisfied or dissatisfied are you that North Star makes a positive contribution to your neighbourhood?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/don't know

[tp12_asbo] How satisfied or dissatisfied are you with North Star's approach to handling anti-social behaviour?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Not applicable/don't know

17. [asbo_reported] Within the last 12 months have you reported an incident of ASB to North Star?

Yes

No

Don't know

18. [anon] Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with North Star. Would this be okay?

Yes, I agree to my name being attached to my responses (Go to Q24)

No, I would like to remain anonymous (Go to close)

<for non anonymous customers only>

19. [contact] Are you happy for North Star to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

Yes

No

Complaints about service issues can be made directly to North Star either through their website at www.northstarhg.co.uk or by phone on 03000 11 00 11.

Finally, would you like our telephone number or that of the Market Research Society to check our credibility or make comments regarding this interview or our website address to read more information about how we process your personal data? (TLF = 01484 467037 and MRS = 0800 975 9596, Website= www.tlresearch.com)

North Star Housing

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TS17 6QN

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t: 03000 11 00 11

