

Your Views

Customer Satisfaction Survey 2025/26

About the Survey

In August 2025 and January 2026, many of you took part in an important survey. A representative sample of customers were invited to participate in the survey through telephone interviews.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Shropshire Towns and Rural Housing (STAR) maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues customers are most concerned about, informing STAR Housing's future strategic and operational planning.

This report contains key survey results regarding customers' opinions about their homes and the services received.



555

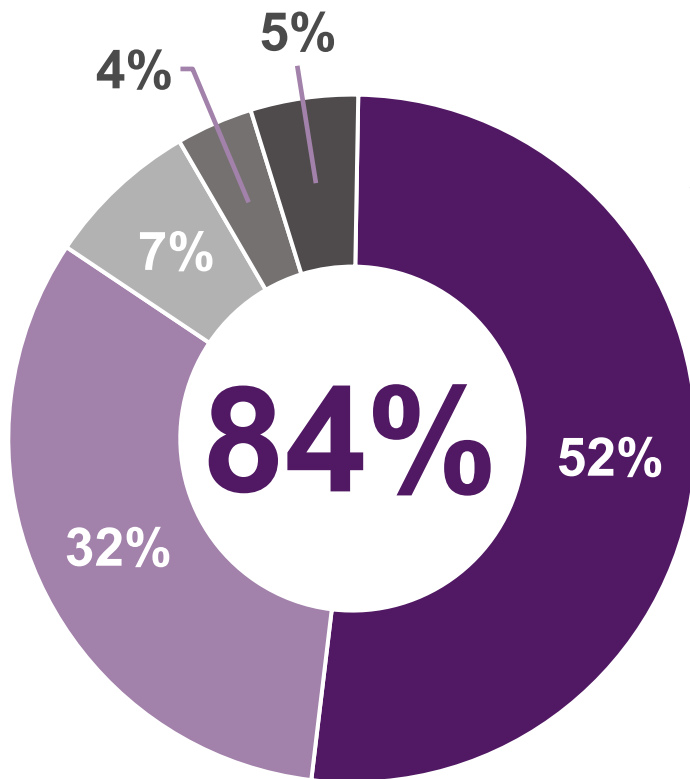
customers took part out of a total of around 4,000 households

A big thank you to everyone who took part!

Overall Service



Over eight out of ten customers are satisfied with the overall service provided by STAR Housing (**84%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



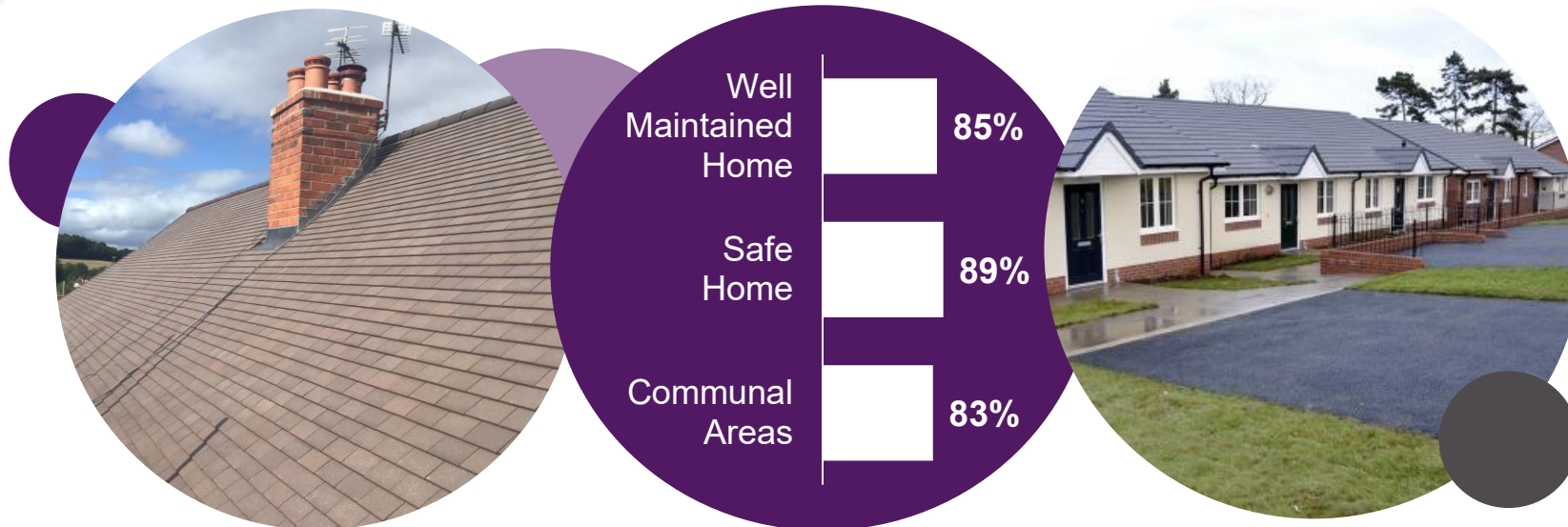
Over eight out of ten customers are satisfied that they are provided with a home that is well maintained (**85%**).



Slightly more customers are satisfied that STAR Housing provides them with a home that is safe (**89%**).



Around four-fifths of customers with communal areas are satisfied that these areas are kept clean and well maintained (**83%**).



Repairs Service



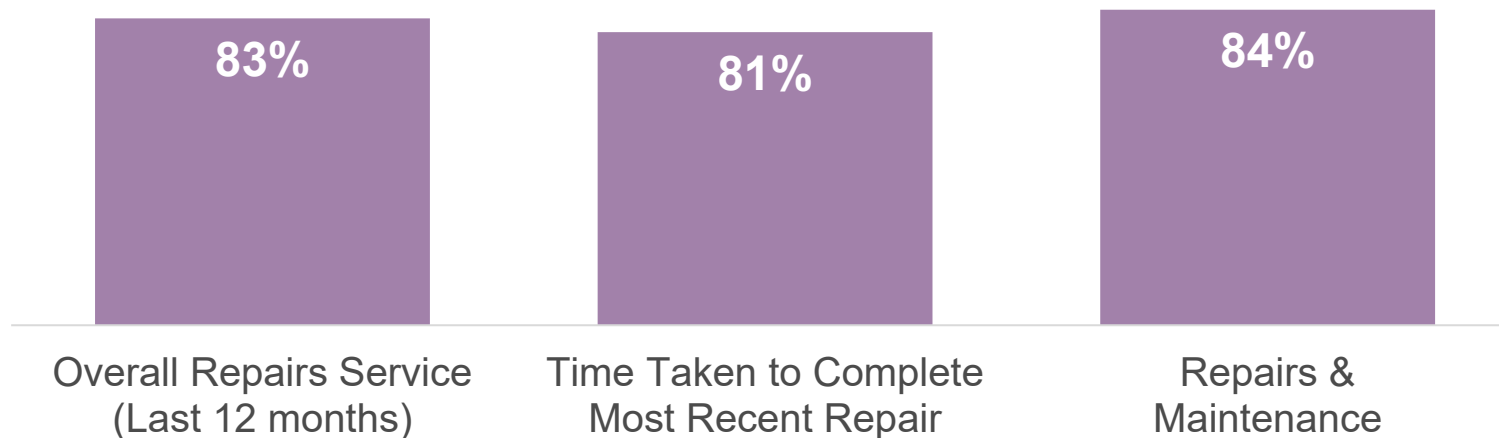
Around eight out of ten customers who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(83%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(81%)**.



Over eight out of ten customers are also satisfied with the way STAR Housing deals with repairs and maintenance generally **(84%)**.



63%
of customers had a repair carried out in the last 12 months

The Neighbourhood



Eight out of ten customers are satisfied that STAR Housing makes a positive contribution to their neighbourhood (**81%**).



Seven out of ten customers are satisfied with STAR Housing's approach to handling anti-social behaviour (**70%**).



Communications and Customer Engagement



Around three-quarters of customers are satisfied that STAR Housing listens to their views and acts upon them **(78%)**.



Eight out of ten customers are satisfied that they are kept informed about things that matter to them **(80%)**.



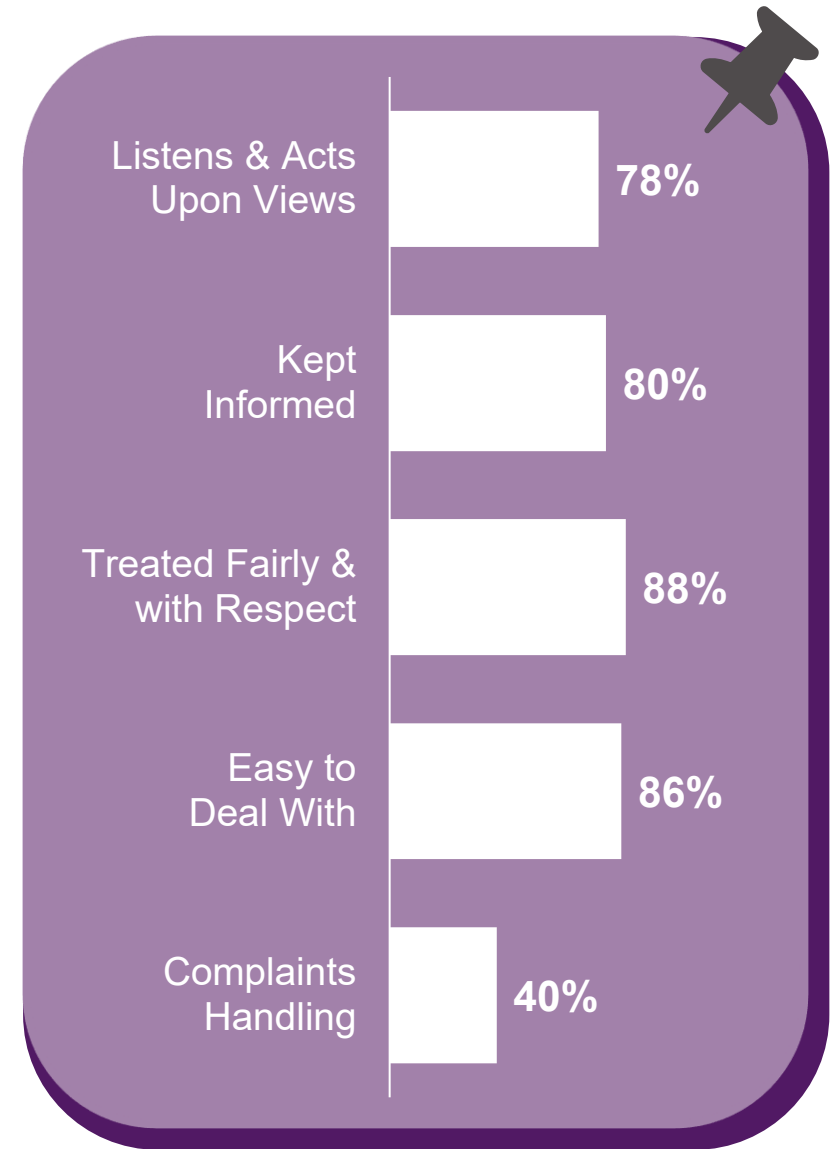
Almost nine out of ten customers agree that they are treated fairly and with respect by STAR Housing **(88%)**.



Six out of seven customers are satisfied that STAR Housing is easy to deal with **(86%)**.



Four out of ten customers who made a complaint in the last 12 months are satisfied with complaints handling **(40%)**.



Recommending STAR Housing



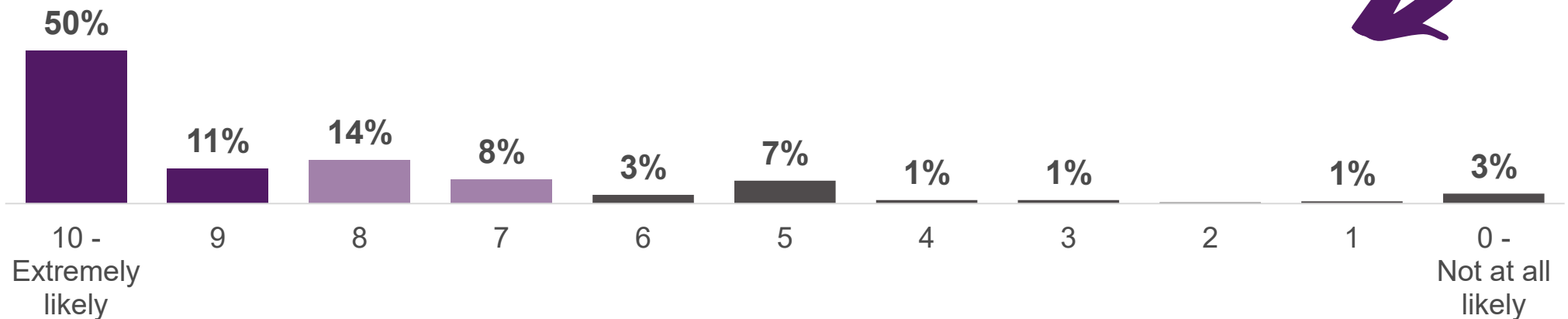
Customers were also asked how likely they would be to recommend STAR Housing to other people. This is a 0-10 point rating. Those who would recommend STAR Housing score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Six out of ten customers are happy to recommend STAR Housing to other people (**61%**). However, **22%** of customers are unsure, and **17%** would not recommend them, feeling rather more negative about STAR Housing.



The 'Net Promoter Score' for STAR Housing (the percentage of those who would recommend STAR Housing minus the percentage of those who would not) is **+44**.

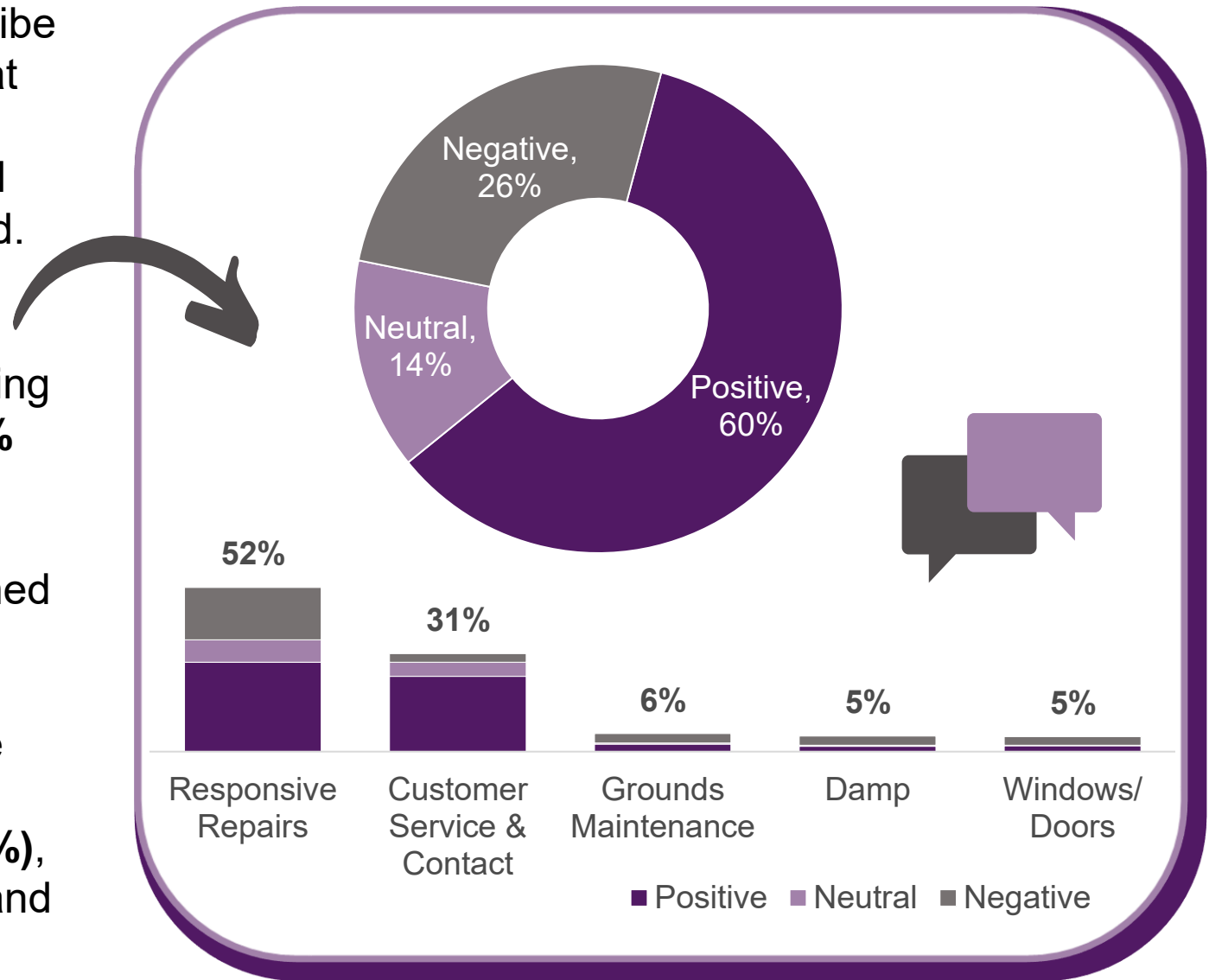


Customers' Comments

Tenants were asked to describe their specific experiences that have shaped their view of STAR Housing's service, and 542 comments were received.

Six out of ten of these comments have positive feeling (**60%**), **14%** neutral, and **26%** negative.

The most commonly mentioned category by tenants is responsive repairs (**52%**), followed by customer service and contact (**31%**), planned maintenance (**6%**), damp (**5%**), grounds maintenance (**5%**) and windows/doors (**5%**).



Your Views

STAR Housing appreciates the time everyone took to complete the survey for us. It is important that, through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work that STAR Housing does to involve you in developing services. As well as publishing the results of the survey, STAR Housing plans to put the findings to good use by working with customers to further improve the services provided.



Thank you
once again to
everyone who
took part.



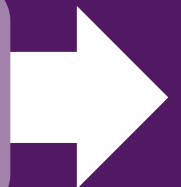
Publish findings to
customers



Use findings to plan
and improve services,
such as repairs,
communications and
grounds maintenance



Involve customers in
shaping service
improvements





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