

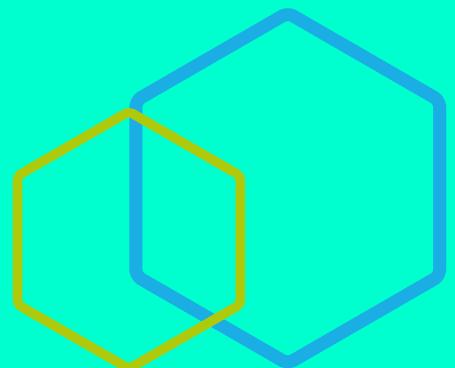
# NORTH STAR

Creating homes, building futures



## Tenant Satisfaction Measures Results 2024/25

Summary



# Foreword

I'm pleased to share the Tenant Satisfaction Measures (TSM) results for 2024/25. This report demonstrates our continued commitment to transparency, accountability, and improving the services we provide.

At North Star, our aim is to deliver high-quality homes and services that reflect the needs of our diverse communities. Once again, we partnered with The Leadership Factor (TLF) to carry out an independent survey to ensure we gathered honest and impartial feedback. Your views help us understand where we are performing well and where we must do better.

This year, we saw a strong overall satisfaction score of 86.4%, an improvement on last year and a testament to the efforts of our teams. While this places us in line with top-performing landlords, we're clear that good isn't good enough—we're focused on continuous improvement.

Repairs remain a top priority. Satisfaction with the overall repairs service stands at 79.6%, and 77.3% of tenants were satisfied with the time taken to complete their most recent repair. While many are satisfied, we know timeliness and communication need work, and we will focus our efforts on getting more repairs right first time and reducing delays.

We're pleased to see continued high levels of confidence in safety, with 89.3% of tenants feeling their home is safe. We've maintained 100% compliance with all required gas, fire, asbestos, legionella, and lift safety checks—this remains non-negotiable for us. The way we listen and engage with tenants is also improving. 79.4% said we listen and act on tenant views, and 83.6% felt kept informed about things that matter. Encouragingly, 89.2% agree we treat tenants fairly and with respect. This reflects our culture of care and our people's commitment to respectful engagement.

However, we recognise we must do more to improve how we handle complaints. Satisfaction in this area is 56.2%, and while we are responding quickly and meeting Ombudsman timescales in over 98% of cases, we're working on delivering more effective resolutions and improving the overall experience.

Feedback on neighbourhoods shows 81.4% satisfaction with the condition of communal areas, and 79.5% feel we make a positive contribution to their neighbourhood. We'll continue to work with local partners to support safe, clean and welcoming communities.

Thank you to everyone who took part in the survey. Your voice is essential in shaping the way we work. We are committed to listening, learning, and delivering services you can rely on—ensuring our homes and communities remain places you're proud to live.

**Sean Lawless**  
**Director of Customer Experience and Transformation**

# Contents

**Page 4 - Executive Summary**

**Page 6 - Overall satisfaction**

**Page 7 - Keeping properties in good repair**

**Page 8 - Maintaining building safety**

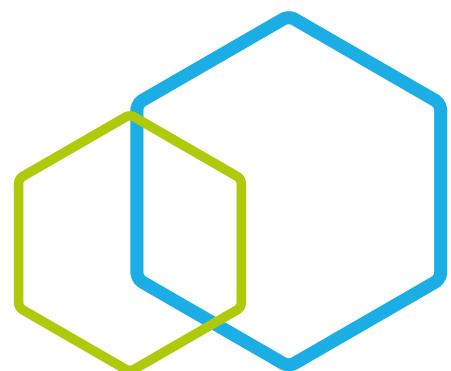
**Page 9 - Respectful and helpful engagement**

**Page 10 - Effective handling of complaints**

**Page 11 - Responsible neighbourhood management**

**Appendix 1 – About our data and our survey approach**

**Appendix 2 – Survey questionnaire**



# Executive Summary

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

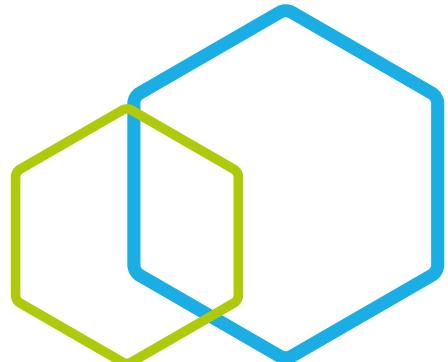
In April 2023, the RSH introduced a new framework to assess how well landlords in England are delivering safe, well-maintained homes and good quality services.

There are 22 Tenant Satisfaction Measures (TSMs) that every landlord must report on. Of these, 12 measures are based on tenant feedback collected through perception surveys, while the remaining 10 are calculated using operational data held by the organisation.

For the second year running, North Star appointed TLF Research to independently carry out our tenant survey. We believe it's important that tenants feel confident sharing their honest views, and that feedback is gathered by a trusted, impartial provider. The survey has been carried out in full compliance with the RSH's guidance. More information about how the survey was conducted can be found in Appendix 1 – Survey Approach.

While we're encouraged by many of the results this year, we know there are areas that need improvement. We are committed to listening, learning, and working in partnership with tenants, staff, Board members, and partners to continuously strengthen the quality of our services..

A summary of our results is shown on the next page. The first diagram presents the outcomes of our tenant perception survey, and the second sets out our performance based on in-house operational data.



# Summary of Results

TSM Indicator	TSM Description	2024/25	Direction from last year end
TP01	Satisfaction with overall service	86.4%	↑
TP02	Satisfaction with the overall repairs service	79.6%	↑
TP03	Satisfaction with time taken to complete most recent repair	77.3%	↑
TP04	Satisfaction that their home is well maintained	85%	↑
TP05	Satisfaction that their home is safe	89.3%	↓
TP06	Satisfaction that North Star listens to tenant views and acts upon them	79.4%	↑
TP07	Satisfaction that North Star keeps tenants informed about things that matter to them	83.6%	↑
TP08	Proportion of respondents who report that they agree North Star treats them fairly and with respect	89.2%	↑
TP09	Satisfaction with North Star's approach to handling complaints	56.2%	↑
TP10	Satisfaction that North Star keeps communal areas clean and well maintained	81.4%	↑
TP11	Satisfaction that North Star makes a positive contribution to neighbourhoods	79.5%	↑
TP12	Satisfaction with North Star's approach to handling anti-social behaviour	78.8%	↑
CH01.1	Number of stage one complaints received per 1,000 homes.	43.8	
CH01.2	Number of stage two complaints received per 1,000 homes.	2.8	
CH02.1	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales - 10 working days	98.3%	
CH02.2	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales - 20 working days	100%	
NM01.1	Anti-social behaviour cases opened per 1000 homes	37.2	
NM01.2	Anti-social behaviour cases opened that involve hate incidents per 1000 homes	0	
RP01	Homes that do not meet the Decent Homes Standard	0%	
RP02.1	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	92.2%	
RP02.2	Proportion of emergency responsive repairs completed within the landlord's target timescale	93.9%	
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	

# Overall Satisfaction

**86.4%**

of our customers are satisfied overall with North Star

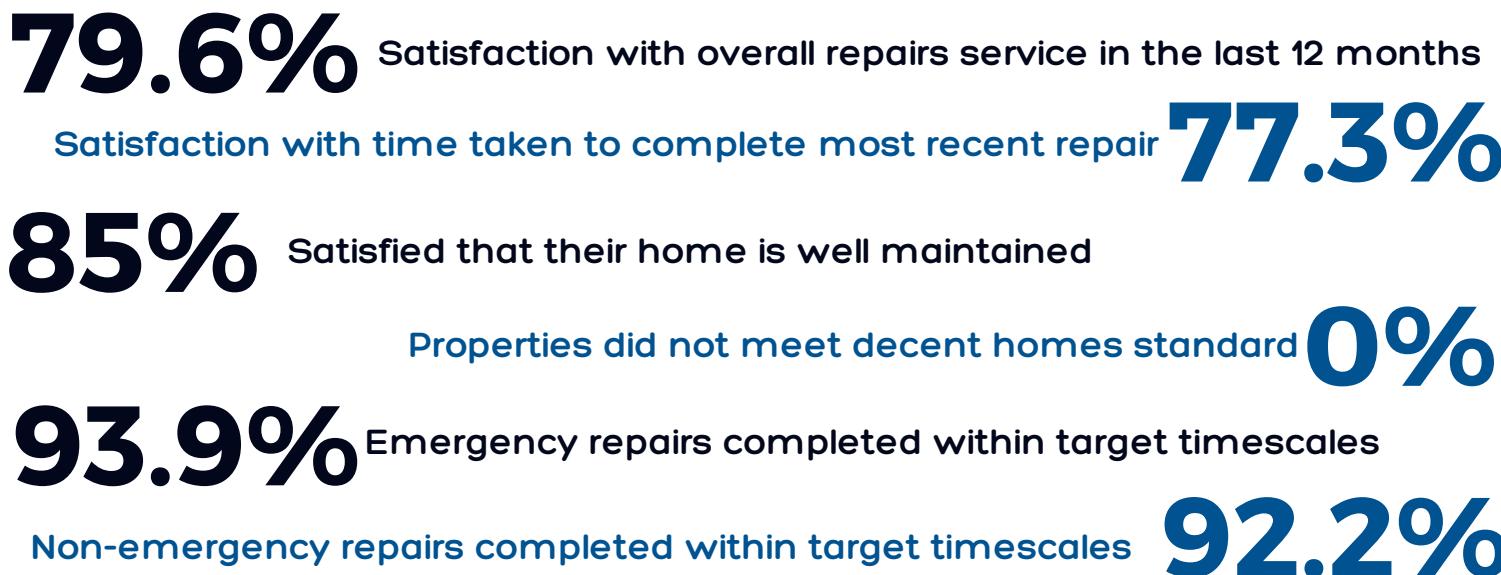
This year, we are pleased to report an overall satisfaction score of 86.4% — an improvement on last year's result of 83.2%. Benchmarking from earlier in the year suggests this places us in line with some of the higher-performing landlords in the sector.

While this is a positive step forward, we know there is still more to do. In particular, feedback continues to highlight the importance of repairs — both as a driver of satisfaction and, at times, dissatisfaction. The fact that some tenants cited the speed of repair as a key reason for their satisfaction, while others raised concerns about delays, indicates that there may still be inconsistency in how services are delivered.

Over the coming year, we will focus on reducing this variation and ensuring that more customers experience consistently high standards. We will do this by:

- Working with involved tenants to map and understand the customer journey, especially in key service areas like repairs.
- Learning from positive experiences and embedding what works well into day-to-day service delivery.
- Remaining committed to listening to our tenants and using their feedback to shape and improve the services we provide.

# Keeping properties in good repair



Satisfaction with the quality of our homes and the delivery of our repairs service continues to be a key focus for North Star. In 2024/25, 79.6% of tenants told us they were satisfied with the overall repairs service (TP02), and 77.3% were satisfied with the time taken to complete their most recent repair (TP03). These scores reflect an upward trend from the previous year, and benchmarking suggests our performance sits in line with or above average compared to other landlords.

Operationally, we completed 92.2% of non-emergency repairs (RP02.1) and 93.9% of emergency repairs (RP02.2) within target timescales — strong performance that we are committed to maintaining and improving. We also met the Decent Homes Standard (RP01) across all homes by year-end.

While the overall picture is positive, we recognise there is more to do. Survey feedback and in-house data continue to highlight areas of dissatisfaction, particularly relating to:

- Delays in completing repairs
- Incomplete or follow-on repairs
- Issues with the condition of certain property elements, particularly kitchens and windows

In response, our priorities for improving the repairs service and overall home quality in 2025/26 include:

- Reducing the number of overdue jobs, which impacts both customer satisfaction and our ability to respond to new repairs efficiently
- Clarifying repair priorities, ensuring that emergency and urgent repairs are categorised and actioned correctly
- Strengthening contractor performance, with a focus on resource planning, managing sickness absence, and addressing recruitment challenges

We remain committed to delivering a high-quality, reliable repairs service and to maintaining safe, decent homes for all of our tenants.

# Maintaining building safety

**85%**

Satisfied that their home is safe

**100%**

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

**100%**

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

**100%**

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

At North Star, ensuring that tenants feel safe in their homes is a top priority. This year, 89.3% of tenants told us they are satisfied that their home is safe (TP05), and we are proud to have achieved 100% compliance across all key building safety measures at year-end:

- Gas safety checks (BS01)
- Fire risk assessments (BS02)
- Asbestos surveys or re-inspections (BS03)
- Legionella risk assessments (BS04)
- Passenger lift safety checks (BS05)

This was a key focus for us, to improve performance and processes, we are pleased to report that this has resulted in positive change.

To strengthen our performance and oversight, we implemented a new compliance monitoring system in 2024. This gives us real-time visibility across all areas of building safety and ensures continued compliance.

Our Health and Safety Steering Group continues to monitor all building safety activity closely. We remain committed to full transparency, proactive risk management, and ensuring every tenant lives in a safe and well-maintained home.

# Respectful and helpful engagement

## 79.4%

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

## 83.6%

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

## 89.2%

Satisfied that North Star treats them fairly and with respect

We are pleased to see continued improvement in how tenants feel about their relationship with North Star. In 2024/25 we focussed on strengthening our customer connection through the Your Voice group. This resulted in the creation of The Tenants Voice (TVP), a representative group of customers who work with North Star to improve our services.

These results reflect the positive impact of our ongoing commitment to listening, clear communication, and treating all tenants with dignity.

Over the coming year, we will build on this by:

- Working with tenants to hold North Star to account on how we meet the Regulator of Social Housing's new Consumer Standards
- Co-developing a shared understanding of what fairness, respect, and meaningful communication look like from a tenant's perspective
- Evolving our Your Voice! model to better capture and act on the 7,500+ pieces of tenant feedback we receive each year

We remain committed to putting tenant insight at the heart of decision-making and using it to shape services that are responsive, inclusive, and trusted.



# Effective handling of complaints

**56.2%**

Satisfied with our approach to handling complaints

**43.8**

Stage 1 complaints received per 1,000 homes

**2.8**

Stage 2 complaints received per 1,000 homes

**98.3%**

Stage 1 complaints responded to within complaints handling code timescales

**100%**

Stage 2 complaints responded to within complaints handling code timescales

Complaints are a vital part of how we improve services and learn from tenant experience. North Star continues to foster a positive complaints culture, using feedback to drive change and strengthen accountability.

In 2024/25, satisfaction with how we handle complaints increased to 56.2% (TP09). While this represents progress, we know there is more to do. We received 43.8 stage one complaints and 2.8 stage two complaints per 1,000 homes, with the vast majority related to repairs, communication, and complaint handling itself. These are areas we continue to prioritise for improvement.

We are proud of our strong performance against the Housing Ombudsman's Complaint Handling Code:

- 98.3% of stage one complaints were responded to within 10 working days (CH02.1)
- 100% of stage two complaints were responded to within 20 working days (CH02.2)

To continue improving our approach, we have established a cross-functional complaints improvement group. This team is focused on:

- Strengthening how we capture and act on learning from complaints
- Identifying service improvements across departments
- Sharing good practice and ensuring consistent responses
- Supporting colleagues with training and clear guidance

We are committed to improving satisfaction with how complaints are handled and ensuring that every complaint is treated as an opportunity to listen, learn, and improve.

# Responsible neighbourhood management

**81.4%**

Satisfied that North Star keeps communal areas clean and well maintained

**79.5%**

Satisfied that North Star makes a positive contribution to neighbourhoods

**78.8%**

Satisfied with North Star's approach to handling ASB

**37.2**

ASB cases opened per 1,000 homes

**0**

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

We are pleased to report improvements across all neighbourhood-related measures in 2024/25.

While these results are encouraging, we recognise that challenges remain. Feedback indicates that dissatisfaction is often linked to the condition of communal areas and gardens, noise nuisance, and parking issues.

Many of North Star's homes are in mixed-tenure neighbourhoods where the reduction or withdrawal of local services — such as pest control, fly-tipping collection, and community safety roles — has had a visible impact. These services, previously delivered by Local Authorities, have been affected by sustained financial pressure.

In response, we have taken a proactive approach:

- We actively participate in multi-agency partnerships including Joint Action Groups, Multi-Agency Risk Assessment Conferences, and local problem-solving forums to support community safety and wellbeing
- Our Neighbourhood Management Policy was reviewed and strengthened in the last year to ensure we have a clearer and more robust approach to maintaining communal spaces and supporting neighbourhoods
- We introduced an independent mediation service to help resolve low-level anti-social behaviour, including noise and neighbour disputes. This free and impartial service supports tenants to find constructive, lasting solutions without formal escalation

We remain committed to working closely with tenants and partners to create safe, clean, and welcoming communities where people feel respected and supported

# 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](mailto:customer.services@northstarhg.co.uk).

Key Question	Our Response
Survey approach used to generate reported perception TSMs	Rolling surveys
Collection date or earliest response	05/04/2024
Collection date of latest response	23/12/2024
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 - 389 Internet - 101 Face to Face - 0 Postal - 33 SMS - 0 All other methods - 0
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 - 88.4% Internet - 77.0% Face to Face - N/A Postal - 90.9% 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 eligible contacts. All contacts supplied in the database had chance of being selected to take part in the TSM survey. North Star carried out quarterly surveying.

### 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, tenure type and ethnicity 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.

### Methodology

Based on the information that was made available, it was agreed with North Star that online and telephone interviewing would be the best approach 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.

To ensure all tenants were given an equal opportunity to take part, and that no groups were inadvertently excluded from the survey, we offered a postal survey to capture responses from tenants who **did not have a phone or email number** included in the database provided by North Star and also for properties **managed by another provider and supported tenants who lived in shared accommodation** (where they did not have valid contact details recorded).

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

## INTERVIEWING STATISTICS

25 tenants refused the telephone survey due to language barriers, this is around 0.7% of the total tenant population.



Phone	2023/24 overall	2024/25 overall	Q1	Q2	Q3	Q4
Interviewed	16.9%	<b>14.2%</b>	12.8%	16.3%	13.5%	14.6%
Refusals	8.7%	<b>8.9%</b>	7.2%	6.9%	11.7%	9.8%
Tried numerous times	57.8%	<b>65.2%</b>	71.5%	65.4%	64.5%	58.8%
Wrong Number (Including unobtainable/blocked numbers)	5.6%	<b>5.8%</b>	6.2%	5.3%	4.3%	7.4%
Other (Including having moved out & health reasons)	10.3%	<b>5.8%</b>	2.3%	6.1%	6.0%	9.4%
<b>Response Rate*</b>	<b>20.3%</b>	<b>16.1%</b>	<b>13.9%</b>	<b>18.4%</b>	<b>15.0%</b>	<b>17.5%</b>

\*Quotas were set on telephone interviews so this will have affected the response rate.

Web	2023/24 overall	2024/25 overall	Q1	Q2	Q3	Q4
Interviewed	15.9%	<b>12.2%</b>	15.6%	14.6%	14.2%	4.3%
No-reply	81.4%	<b>84.7%</b>	79.1%	83.5%	84.0%	92.4%
Bounced Email Address	2.6%	<b>2.9%</b>	5.2%	1.9%	1.4%	2.9%
Opt out	0.0%	<b>0.2%</b>	0.0%	0.0%	0.5%	0.5%
<b>Response Rate</b>	<b>16.4%</b>	<b>12.5%</b>	<b>16.5%</b>	<b>14.9%</b>	<b>14.4%</b>	<b>4.4%</b>

## STATISTICAL RELIABILITY- 2.7%



A survey with high reliability is one that has consistent results each time it is conducted. A reliability of  $\pm 3\%$  would indicate (with 95% confidence) that the true population satisfaction figure is within 3% from the sample estimate.

### Pre-survey analysis

All providers must determine the sample size required to achieve the required levels of statistical accuracy. The larger the population, the greater the reliability (margin of error) required.

- Under 2500 population:  $\pm 5\%$
- Between 2500 and 9999:  $\pm 4\%$
- Between 10000 and 24999:  $\pm 3\%$
- 25000 and above:  $\pm 2\%$

The sample size required is calculated using total eligible stock size on the 1st April before surveying begins. This will need to be calculated separately for LCRA and LCHO (if applicable).

The equation uses an estimated satisfaction score of 50%. While a higher or lower satisfaction score would reduce the number of responses required, assumptions regarding the average satisfaction score before a survey is conducted will often be inaccurate, so using an assumption of 50% allows for a degree of contingency.

### Post-survey analysis

Once the survey has been completed, analysis can be carried out to calculate the reliability level for the total sample using the satisfaction score achieved and therefore more accurate using the following formula:

$$95\% \text{ margin of error } (1.96) * \sqrt{\frac{(\text{satisfaction \%}) * (1 - \text{satisfaction \%})}{\text{Sample size}}}$$

The reliability calculation is applied only to TP01 (overall satisfaction) since the response rates for other questions will vary and cannot be predicted. 'As specified in Tenant Satisfaction Measures: Tenant survey requirements point 42 - Sample size'

Population	95% margin of error	Indicative achieved sample size
100	$\pm 5\%$	80
250	$\pm 5\%$	152
500	$\pm 5\%$	218
750	$\pm 5\%$	255
1000	$\pm 5\%$	278
1500	$\pm 5\%$	306
2000	$\pm 5\%$	323
2500	$\pm 4\%$	485
3000	$\pm 4\%$	501
4000	$\pm 4\%$	522
5000	$\pm 4\%$	536
7500	$\pm 4\%$	556
10000	$\pm 3\%$	965
15000	$\pm 3\%$	997
20000	$\pm 3\%$	1014
25000	$\pm 2\%$	2191
50000	$\pm 2\%$	2291
75000	$\pm 2\%$	2327
100000	$\pm 2\%$	2345

The equation used to calculate this figure is shown below...

$$n = \left( \frac{z^2 \times P(1-P)}{\varepsilon^2} \right) / \left( 1 + \frac{z^2 \times P(1-P)}{\varepsilon^2 \times N} \right)$$

$n$  = sample size required  
 $z$  = z-score for confidence level  
 $P$  = estimated satisfaction score (0.5)  
 $\varepsilon$  = margin of error  
 $N$  = population

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

## WHO WE INTERVIEWED V DATABASE



Based on information provided on the database.



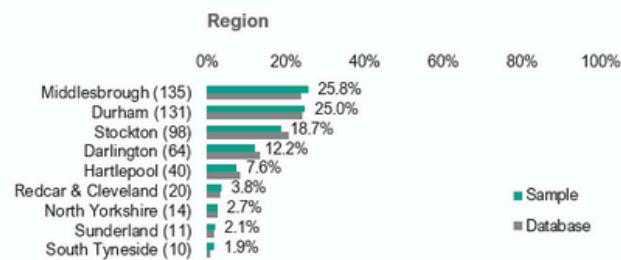
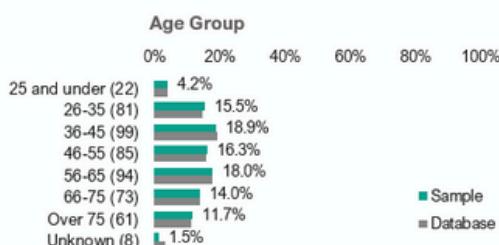
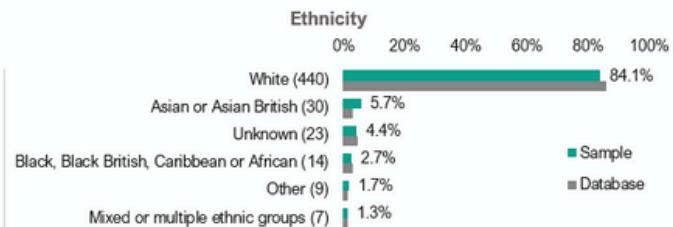
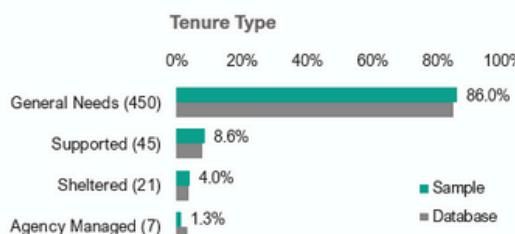
The survey was open from 5<sup>th</sup> April 2024 to 23<sup>rd</sup> December 2024.



523 Tenants were interviewed by phone, web and post.  
490 surveys were completed in full, 33 were partial completes



30.6% of respondents chose to remain anonymous



Sample size shown in ( ).

## WHO WE INTERVIEWED V DATABASE



Based on information provided on the database.



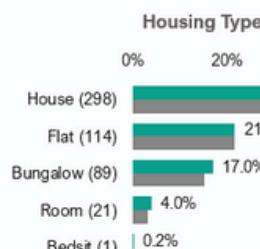
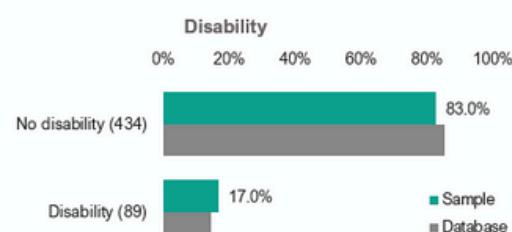
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523 Tenants were interviewed by phone, web and post.  
490 surveys were completed in full, 33 were partial completes



30.6% of respondents chose to remain anonymous



Sample size shown in ( ).

# 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](http://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.tlfresearch.com](http://www.tlfresearch.com))

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