



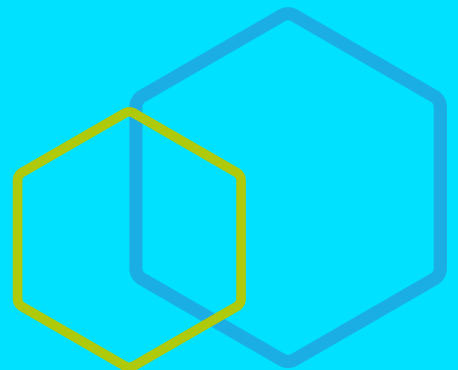
# NORTH STAR

Creating homes, building futures



## Tenant Satisfaction Measures Results 2025/26

### Summary



# Foreword

I'm pleased to share North Star's Tenant Satisfaction Measures (TSM) results for 2025/26. These results demonstrate our continued commitment to transparency, accountability and delivering services that reflect what matters most to our customers.

At North Star, we believe that listening to customers and acting on feedback is fundamental to providing safe homes, strong communities and high-quality services. Once again, we partnered with The Leadership Factor (TLF) to independently carry out our perception survey, ensuring customers could provide open and honest feedback.

The survey was completed using a representative sample of customers from across our communities, reflecting different geographies, tenures, property types, ages and demographics. This helps ensure the feedback provides a balanced and accurate picture of customer experience across North Star. This year's results continue to demonstrate strong overall satisfaction, with 85.3% of customers satisfied with the overall service provided by North Star, compared to 86.4% last year. While this is a slight reduction, the result continues to place North Star above sector averages in many areas and reflects the strong and consistent customer service delivered by colleagues across the organisation every day.

Encouragingly, we have seen improvements across ten out of 12 measures. Satisfaction with the overall repairs service increased to 83.6%, up from 79.6% last year, while satisfaction with the time taken to complete repairs increased to 79.5%, up from 77.3%.

Satisfaction that North Star listens to tenant views and acts upon them also increased significantly to 82.2%, compared to 79.4% last year, reflecting the growing influence of customer feedback and involvement through groups such as The Tenants' Voice.

We are particularly proud that 91.7% of customers agree that North Star treats them fairly and with respect, an increase from 89.2% last year. This is our highest scoring perception measure and reflects the importance we place on dignity, fairness and positive relationships with customers.

Complaint handling satisfaction also improved to 61.5%, up from 56.2% last year, alongside 100% compliance with Housing Ombudsman complaint handling timescales for both Stage 1 and Stage 2 complaints. While the number of complaints has increased, this reflects a positive complaints culture where customers feel more confident raising concerns and where issues are being identified and resolved consistently. We achieved 100% compliance across all required gas, fire, asbestos, legionella and lift safety checks, while 87.8% of customers told us they feel their home is safe, compared to 89.3% last year.

There remain areas where we know we must improve further. Satisfaction relating to communal areas reduced to 77.9%, compared to 81.4% last year, while repairs and neighbourhood management continue to be key drivers of customer feedback. Over the coming year, we will continue to focus on improving consistency, communication and service quality, while ensuring customer insight remains central to decision-making.

Thank you to everyone who took part in the survey and continues to share feedback with us throughout the year. Your voice plays a vital role in helping shape our services and driving improvement across North Star

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

# Executive Summary

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

There are 22 Tenant Satisfaction Measures (TSMs) that every landlord is required to report on. Twelve of these measures are based on customer perception surveys, while the remaining ten are measured using operational performance data held by the organisation. The surveys were carried out with over 500 customers.

For the third consecutive year, North Star appointed TLF Research to independently carry out our tenant perception survey. We believe independent research helps ensure customers feel confident providing honest and constructive feedback. The survey has been completed in full compliance with the RSH's guidance.

Repairs satisfaction improved significantly during the year, with 83.6% satisfied with the overall repairs service and 79.5% satisfied with the time taken to complete their most recent repair. Satisfaction that homes are well maintained also increased to 85.3%.

Customer voice and engagement measures improved strongly. 82.2% of customers said North Star listens to tenant views and acts upon them, while 88.0% said North Star keeps them informed about things that matter to them.

North Star's highest scoring perception measure was fairness and respect, with 91.7% of customers agreeing they are treated fairly and with respect.

Complaint handling satisfaction increased to 61.5%, alongside 100% compliance with Housing Ombudsman complaint handling timescales for both Stage 1 and Stage 2 complaints. An increase in complaint volumes reflects both improved accessibility and a positive complaints culture focused on learning and service improvement.

Operational performance remains strong, particularly in relation to building safety compliance, where North Star achieved 100% compliance across all required safety checks. Emergency repairs performance also improved to 98.5%.

While the results are encouraging, we recognise there are still areas requiring continued focus and improvement, particularly around communal areas, consistency of repairs delivery and neighbourhood management. North Star remains committed to listening, learning and working alongside customers to continuously improve services

# Summary of Results

TSM Indicator	TSM Description	2025/26	Direction from last year end
TP01	Satisfaction with overall service	85.30%	↓
TP02	Satisfaction with the overall repairs service	83.60%	↑
TP03	Satisfaction with time taken to complete most recent repair	79.50%	↑
TP04	Satisfaction that their home is well maintained	85.30%	↑
TP05	Satisfaction that their home is safe	87.80%	↓
TP06	Satisfaction that North Star listens to tenant views and acts upon them	82.20%	↑
TP07	Satisfaction that North Star keeps tenants informed about things that matter to them	88.00%	↑
TP08	Proportion of respondents who report that they agree North Star treats them fairly and with respect	91.70%	↑
TP09	Satisfaction with North Star's approach to handling complaints	61.50%	↑
TP10	Satisfaction that North Star keeps communal areas clean and well maintained	77.90%	↓
TP11	Satisfaction that North Star makes a positive contribution to neighbourhoods	83.30%	↑
TP12	Satisfaction with North Star's approach to handling anti-social behaviour	80.90%	↑

# Summary of Results

TSM Indicator	TSM Description	2025/26	Direction from last year end
CH01.1	Number of stage one complaints received per 1,000 homes.	68.4	↑
CH01.2	Number of stage two complaints received per 1,000 homes.	5	↑
CH02.1	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales - 10 working days	100%	↑
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	49.5	↑
NM01.2	Anti-social behaviour cases opened that involve hate incidents per 1000 homes	0.7	↑
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	90.0%	↓
RP02.2	Proportion of emergency responsive repairs completed within the landlord's target timescale	98.5%	↑
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

**85.3%** of our customers are satisfied overall with North Star

This year, 85.3% of customers told us they are satisfied overall with the service provided by North Star. While this is slightly lower than last year's result, overall satisfaction remains strong and continues to compare positively against sector benchmarks.

The results reflect continued strengths in customer relationships, communication and service delivery, with improvements across several key satisfaction measures during the year. In particular, satisfaction relating to repairs, customer engagement, fairness and complaint handling all improved.

Feedback continues to demonstrate the significant impact repairs services have on overall satisfaction. Customers who experience repairs completed quickly, with good communication and right first time outcomes, are more likely to report positive overall experiences. Equally, delays, repeat visits and communication issues remain key drivers of dissatisfaction.

Over the coming year, we will continue focusing on improving consistency across all areas of service delivery by:

- Strengthening oversight of repairs performance and customer communication
- Using customer feedback and insight to shape service improvements
- Continuing to develop customer involvement through The Tenants' Voice and wider engagement activity
- Learning from both positive and negative customer experiences to improve consistency
- Ensuring services remain fair, accessible and responsive to customer needs

We remain committed to placing customer voice at the centre of decision-making and continuously improving the services we provide.

# Keeping properties in good repair

**83.6%** Satisfaction with overall repairs service in the last 12 months  
Satisfaction with time taken to complete most recent repair **79.5%**

**85.3%** Satisfied that their home is well maintained  
Properties did not meet decent homes standard **0%**

**98.5%** Emergency repairs completed within target timescales  
Non-emergency repairs completed within target timescales **90.0%**

Satisfaction with the quality of homes and repairs services improved significantly during 2025/26 and remains a key organisational priority for North Star.

This year, 83.6% of customers said they were satisfied with the overall repairs service, while satisfaction with the time taken to complete repairs increased to 79.5%. Satisfaction that homes are well maintained also improved to 85.3%.

Operationally, 91.9% of non-emergency repairs and 98.5% of emergency repairs were completed within target timescales during the year. North Star also maintained 100% compliance with the Decent Homes Standard. While these results are encouraging, repairs continue to generate the highest levels of customer contact, complaints and feedback. Survey responses and service insight show that dissatisfaction is often linked to:

- Delays in completing repairs
- Multiple visits required to resolve issues
- Communication during the repairs journey
- Follow-on works and contractor coordination
- Specific property component issues such as kitchens, windows and damp-related works

Throughout the year, North Star has continued to strengthen contractor oversight arrangements, increase performance monitoring and work closely with customers through the Repairs Task and Finish Group to shape improvements.

Priorities for 2026/27 include:

- Reducing overdue repairs and improving right first time performance
- Improving communication throughout the repairs journey
- Strengthening scheduling and appointment management
- Using customer feedback to identify recurring issues and trends
- Continuing investment in homes to maintain quality and safety standards

North Star remains committed to delivering reliable repairs services and ensuring customers live in safe, decent and well-maintained homes.

# Maintaining building safety

## 87.8%

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

Ensuring customers feel safe in their homes remains North Star's highest priority.

This year, 87.8% of customers said they are satisfied that their home is safe. While this represents a slight reduction from last year, customer confidence in safety remains high.

North Star achieved 100% compliance across all required building safety measures at year-end, including:

- Gas safety checks
- Fire risk assessments
- Asbestos management surveys and re-inspections
- Legionella risk assessments
- Passenger lift safety checks

Maintaining full compliance remains non-negotiable and is supported through robust governance, monitoring and assurance arrangements across the organisation.

During the year, North Star continued to strengthen compliance monitoring and oversight processes, ensuring that safety performance is reviewed regularly through operational management structures and the Health and Safety Steering Group.

Alongside statutory compliance activity, we continue to improve how we communicate with customers around safety, planned works and compliance access arrangements to ensure customers feel informed and reassured.

We remain committed to maintaining safe homes, strong compliance performance and a proactive approach to risk management across all areas of building safety.

# Respectful and helpful engagement

## 82.8%

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



## 88.0%

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

## 91.7%

Satisfied that North Star treats them fairly and with respect

This year's results demonstrate continued improvement in how customers feel about their relationship with North Star.

82.2% of customers said North Star listens to tenant views and acts upon them, while 88.0% said North Star keeps them informed about things that matter to them. Most notably, 91.7% of customers agreed that North Star treats them fairly and with respect — our highest scoring perception measure.

These results reflect the organisation's continued focus on customer voice, accessibility, communication and respectful engagement across all services.

Throughout the year, customer groups including The Tenants' Voice, the Performance Group and Customer Communications Group have continued to influence service delivery, policies and organisational priorities. Customer feedback has directly shaped improvements across repairs, complaints handling, digital services and communication approaches.

North Star also launched North Star Online during the year, improving customers' ability to access services, update information and engage with the organisation digitally.

Over the coming year, we will continue to:

- Strengthen how customer insight influences decision-making
- Expand opportunities for customers to influence services
- Improve accessibility and communication across all channels
- Use feedback and learning to shape service improvements
- Continue embedding fairness, respect and customer focus across the organisation

We remain committed to ensuring customers feel listened to, respected and informed.

# Effective handling of complaints

**61.5%**

Satisfied with our approach to handling complaints

**68.4**

Stage 1 complaints received per 1,000 homes

**5**

Stage 2 complaints received per 1,000 homes

**100%**

Stage 1 complaints responded to within complaints handling code timescales

**100%**

Stage 2 complaints responded to within complaints handling code timescales

Complaints remain a vital source of customer insight and play an important role in helping North Star improve services and strengthen accountability.

We are disappointed when things go wrong but, this year, satisfaction with North Star's approach to handling complaints increased to 61.5%, representing a significant improvement from the previous year.

During 2025/26, North Star received 68.4 Stage 1 complaints and 5 Stage 2 complaints per 1,000 homes. While complaint volumes increased during the year, this reflects a more open and accessible complaints culture, alongside greater consistency in complaint recognition and logging.

Importantly, North Star achieved 100% compliance with Housing Ombudsman Complaint Handling Code timescales for both Stage 1 and Stage 2 complaints throughout the year. (These are 10 working days for Stage 1 and 20 working days for Stage 2).

Feedback and complaint analysis continue to show that the majority of complaints relate to repairs, communication and service delays. In response, North Star has continued strengthening its complaints handling arrangements through:

- Improved complaint investigation and oversight
- Customer Complaints Task and Finish Group
- New staffing structure, with the appointment of a Complaints Lead
- Enhanced thematic analysis and learning
- Clearer communication with customers
- Greater consistency in applying remedies and resolutions
- Increased organisational focus on learning from complaints

The Member Responsible for Complaints (a Board member appointed to oversee an organisation's complaint handling) and customer groups continue to provide oversight and scrutiny of complaint performance and learning outcomes.

North Star remains committed to ensuring complaints are handled fairly, consistently and transparently, while using customer feedback to drive meaningful service improvement.

# Responsible neighbourhood management

**77.9%**

Satisfied that North Star keeps communal areas clean and well maintained

**83.3%**

Satisfied that North Star makes a positive contribution to neighbourhoods

**80.9%**

Satisfied with North Star's approach to handling ASB

**49.5**

ASB cases opened per 1,000 homes

**0.7**

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

Neighbourhood satisfaction remained strong during 2025/26, with improvements across most neighbourhood-related measures. 83.3% of customers said North Star makes a positive contribution to neighbourhoods, while satisfaction with North Star's approach to handling anti-social behaviour increased to 80.9%.

Satisfaction with communal areas reduced slightly to 77.9%, highlighting this as an area requiring continued focus and improvement.

During the year, North Star opened 49.5 anti-social behaviour cases per 1,000 homes, including 0.7 cases involving hate incidents. The increase in recorded ASB cases partly reflects improved reporting, recording and early intervention arrangements. Customer feedback shows that dissatisfaction in neighbourhood services is most commonly linked to:

- The condition and cleanliness of communal areas
- Grounds maintenance
- Fly-tipping and environmental issues
- Parking pressures
- Noise nuisance and neighbour disputes

North Star continues to work proactively with local authorities, police, community safety partnerships and other agencies to support safe and sustainable neighbourhoods. During the year, we continued to strengthen neighbourhood management arrangements through:

- Partnership working through multi-agency forums and Joint Action Groups
- Continued use of mediation services to resolve lower-level disputes
- Improved monitoring and oversight of communal areas
- Greater use of customer feedback to identify neighbourhood priorities
- Ongoing review of neighbourhood standards and service expectations

We remain committed to working alongside customers and partners to create safe, welcoming and well-maintained communities.

# 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	09/04/2025
Collection date of latest reponse	23/12/2025
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 - 386 Internet - 137 Face to Face - 0 Postal - 11 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 - 86.8% Internet - 81.2% Face to Face - N/A Postal - 81.8% 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: 3865

No Tenants were excluded due to exceptional circumstances

A stratified random sampling was used

Total sample size achieved: 534

386 by telephone 137 by web 11 by post

## Reliability

With a total population of 3865 the confidence level we must achieve is within at least +/-4%

We are 95% confident that the overall % satisfied is within +/-4%

## Data collection

Data collected quarterly

Data collected between 09/04/2025 and 23/12/2025

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)

## STATISTICAL RELIABILITY



A survey with high reliability is one that has consistent results each time it is conducted. A reliability of ±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: ±5%
- Between 2500 and 9999: ±4%
- Between 10000 and 24999: ±3%
- 25000 and above: ±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	±5%	80
250	±5%	152
500	±5%	218
750	±5%	255
1000	±5%	278
1500	±5%	306
2000	±5%	323
2500	±4%	485
3000	±4%	501
4000	±4%	522
5000	±4%	536
7500	±4%	556
10000	±3%	965
15000	±3%	997
20000	±3%	1014
25000	±2%	2191
50000	±2%	2291
75000	±2%	2327
100000	±2%	2345

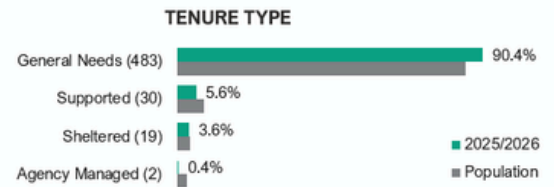
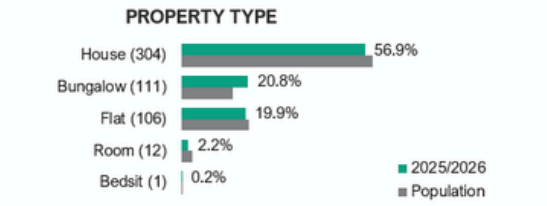
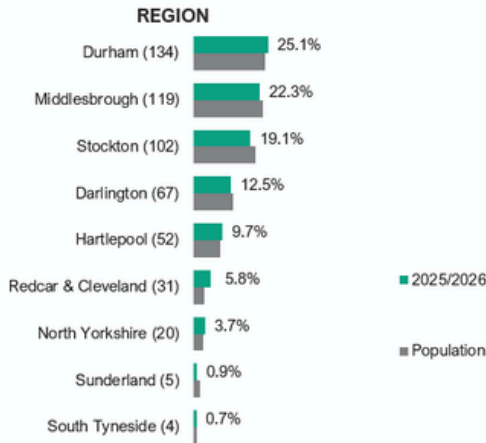
The equation used to calculate this figure is shown below...

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

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

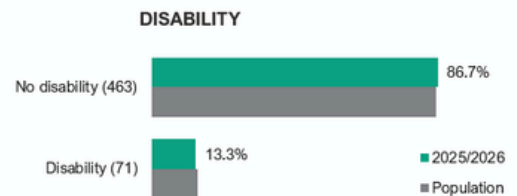
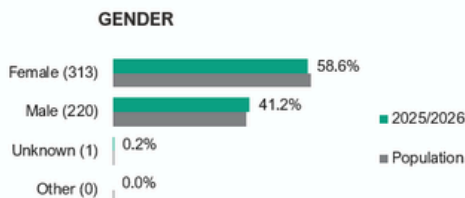
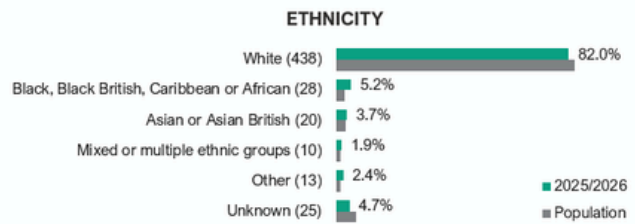
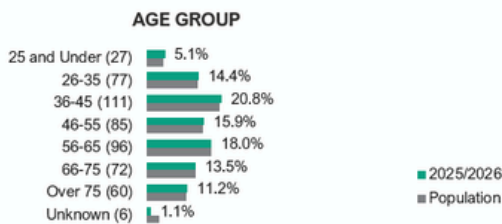
# Appendix 1: About our data and our survey approach (continued)

## WHO WE INTERVIEWED VS. POPULATION



Sample size shown in (). Population data is based on information provided on the database.

## WHO WE INTERVIEWED VS. POPULATION



Sample size shown in (). Population data is based on information provided on the database.

# 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))

**North Star Housing**

Endeavour House  
St Marks Court  
Thornaby  
Stockton-on-Tees  
TS17 6QN

[customer.services@northstarhg.co.uk](mailto:customer.services@northstarhg.co.uk)  
03000 11 00 11

