

Community Housing - Customer Satisfaction Feedback outcomes and comparisons

Survey of Tenants And Residents (STAR)

January 2019

Question	2019	2017	+ / -	Wales (out of 16)	UK (out of 241)
The Overall Quality of your home	90%	86%	+4%	1	42
Your Neighbourhood as a place to live	88%	85%	+3%	4	62
That your rent provides Value For Money	89%	85%	+4%	3	57
That we Listen to your views and Act on them	75%	71%	+4%	6	76
The way we deal with Repairs and Maintenance	89%	85%	+4%	1	24
Overall Service provided by Denbighshire Housing	91%	84%	+7%	3	52