

STAR 2023 Data Analysis Report



Tai Sir Ddinbych
Denbighshire Housing
Buddsodi yn ein Cymunedau • Investing in our Communities

Cyngor
sir ddinbych
denbighshire
County Council



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STAR Survey 2023

We have recently completed our sixth STAR survey for Denbighshire Housing tenants using 14 satisfaction questions from the STAR survey options in HouseMark with the option to provide free text comments on how we can improve and an additional 4 questions based on rents with the option to provide a free text comment.

This is currently one of our biggest opportunities to gather better intelligence from our tenants which allows us to address issues that are important to them and assist us to deliver value for money as well as knowing our strengths and identifying areas for improvement.

This is an opportunity to use this information to identify any service improvements, new developments and inform us of tenant perception which we could potentially influence through better communication.

Engagement

2,525 text messages and 1,197 emails with a link to the online survey were sent out to tenants, with three further reminder texts and emails sent out during the 6 week period. A letter was sent out to the remaining tenants who we were not able to contact electronically with a link to the online survey and the option to request a paper copy of the survey. The survey was also promoted on Denbighshire Housing's social network pages.

893 completed surveys were received in total (28% of all tenancies), 3 paper copies and 890 completed online. This is the highest response rate we have received since we started running STAR.

Profile

47% of responses were from people age 55 and over, 38% age 35 – 54 and 14% 34 and under.

Rhyl had the highest response rate at 33% followed by Denbigh, Ruthin, Prestatyn and Corwen, however when you look at the return rates against the stock levels Llanferres had the highest response rate at 50%, followed by Meliden at 43%, Ruthin at 42% and Corwen at 40%.

Main satisfaction outcomes

Of the 13 questions which were asked in the 2022 survey, we have seen an increase in satisfaction in 4 of the questions, a decrease in satisfaction in 7 of the questions and satisfaction remained the same in 2 of the questions. The results of these can be seen below;

- 85% of our tenants were satisfied with the overall service provided by Denbighshire Housing.
- 82% of our tenants said they were satisfied with the overall quality of their home.
- 79% of our tenants said they were satisfied with the overall repair service provided by Denbighshire Housing.
- 63% of our tenants said they were satisfied that that we give them a say in how services are managed.
- 63% of our tenants said they were satisfied with that Denbighshire Housing listen to their views and act upon them.
- 86% of our tenants said they were satisfied that their rent provides value for money.
- 69% of our tenants said they were satisfied that their service charge provides value for money.
- 62% of our tenants said they were satisfied with the way we deal with anti-social behaviour.
- 84% of our tenants said they were satisfied with their neighbourhood.
- 84% of our tenants said they were satisfied that Denbighshire Housing provides a home, that is safe and secure.
- 83% of our tenants said they were satisfied that Denbighshire Housing is easy to deal with.

Areas for improvement

Based on tenants' comments throughout the survey, the top areas for improvement are as follows:

- Improving the quality of our properties
- Carrying out repairs quicker
- Completing outstanding repairs
- Reducing ASB
- Listening to tenants
- Providing better communication

2. Introduction

As part of the current 5 year social housing rent policy, landlords in Wales agreed to undertake a standardised tenant satisfaction survey which would be published to assist tenants in scrutinising and comparing landlord performance.

This survey gives Denbighshire Housing the opportunity to measure tenant and resident satisfaction and identify if they are meeting, exceeding or failing expectations. This satisfaction measurement is also about gathering robust, actionable data to inform business decisions on any changes to service delivery.

Denbighshire's 2023 STAR survey incorporates 14 satisfaction questions from the STAR survey options in HouseMark with the option to provide free text comments on how we can improve and an additional 4 questions based on rents with the option to provide a free text comment at the end.

Each local authority in Wales agreed to ask the same 12 satisfaction questions and to carry out their survey within a similar timeframe to allow for performance to be compared.

For a better analysis of the information gathered from tenants, this report should be used in conjunction with other performance related information such as performance monitoring stats, customer transactional surveys carried out, other ad hoc tenant satisfaction surveys and customer complaints.

3. Methodology

This is the sixth STAR survey that has been carried out by Denbighshire Housing since 2015.

The survey was launched on the 19th October 2023 and ran for 6 weeks with a closing date for returns of the 30th November 2023.

2,525 text messages and 1,197 emails with a link to the online survey were sent out to tenants, with three further reminder texts and emails sent out during the 6 week period. A letter was sent out to the remaining tenants who we were not able to contact electronically with a link to the online survey and the option to request a paper copy of the survey. The survey was also promoted on Denbighshire Housing's social network pages.

Following the successful return rate from the last survey we again added the opportunity for tenants to be entered into a prize draw for surveys returned within the first four weeks of the opening date as incentive to increase response rates. Tenants who responded within this timescale were entered into a prize draw with one prize of £250 and four prizes of £100 each, given to the winners in the form of a gift card.

4. Statistical reliability and analysis

The satisfaction questions used in this STAR questionnaire asked tenants how satisfied they are with particular service areas or service provision.

For questions leading with 'How satisfied are you' there are five possible responses to these questions: Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied and Very dissatisfied.

For questions leading with 'To what extent do you agree with' there are five possible responses to these questions: Agree strongly, Agree, Neither, Disagree and Disagree strongly.

For benchmarking purposes, the "Very satisfied" and "Fairly satisfied" responses are added together to produce an overall "satisfaction" figure and the "Agree strongly" and "Agree" responses are added together to produce an overall "agree". It is these figures that are reported to HouseMark and allows for comparison with other landlords that engage with the STAR questionnaire.

This report presents results using the following:

- % satisfied = very satisfied + fairly satisfied
- % neither
- % dissatisfied = fairly dissatisfied + very dissatisfied
- % agree = agree strongly + agree
- % neither
- % disagree = disagree strongly + disagree

All respondents were able to choose whether or not to answer each question. This means that some questions may have fewer responses than others.

Percentages displayed in the report have been rounded so may not always add up to 100% and may differ slightly when compared with the appendices, however this is likely in most cases to be less than 1%.

To provide further insight into the results, analysis by demographic groups and areas has been undertaken and drawn out in the report where possible.

5. Questions

Denbighshire's 2023 STAR survey incorporates 14 satisfaction questions from the STAR survey options in HouseMark with the option to provide free text comments on how we can improve and an additional 4 questions based on rents with the option to provide a free text comment.

Each local authority in Wales agreed to ask the same 12 satisfaction questions and to carry out their survey within a similar timeframe to allow for performance to be compared.

The 12 agreed satisfaction questions covered:

- Overall service
- Quality of the home
- Repairs and maintenance
- Safe and secure home
- Listening and acting
- Neighbourhood as a place to live
- Value for money – Rent
- Value for money – Service Charge
- Dealing with ASB
- Having a say in how services are managed
- Opportunities to participate in decision making
- Trust in Denbighshire Housing

The 2 additional satisfaction questions covered:

- Easy to deal with
- Making a positive contribution to your neighbourhood

The 4 additional rent questions covered:

- Rent booklet
- Rent charge
- Rent charge for new homes
- Rent increases

6. Satisfaction questions results

893 completed surveys were received in total (28% of all tenancies), 3 paper copies and 890 completed online. This is the highest response rate we have received since we started running STAR.

The results of the satisfaction questions are below;

Question	% Satisfied / Agree
How satisfied are you with the service provided by Denbighshire Housing?	85%
How satisfied are you with the overall quality of your home?	82%
Generally, how satisfied are you with the way we deal with repairs and maintenance?	79%
How satisfied are you that we give you a say in how services are managed?	63%
How satisfied are you that we listen to your views and act upon them?	64%
How satisfied are you that your rent provides value for money?	86%
How satisfied are you that your service charge provides value for money?	69%
How satisfied are you with opportunities given to participate in our decision making process?	57%
How satisfied are you with the way we deal with anti-social behaviour?	62%
How satisfied are you with your neighbourhood as a place to live?	82%
Thinking about your home specifically, how satisfied are you that we provide a home that is safe and secure?	84%
How satisfied are you that we are easy to deal with?	83%
How satisfied are you that we make a positive contribution to your neighbourhood?	67%
To what extent do you agree with the following statement - "I trust Denbighshire Housing"?	74%

2017, 2019, 2021, 2022 and 2023 data comparisons can be found in appendix 3, page 19.

7. Demographic groups and area analysis

Area breakdown

A total of 891 responded to the area question.

The table below shows the number of responses for each area and the percentage of those against the total responses and the percentage of those against the total number of tenancies for that area.

Area	Total	% of responses	% of tenancies
Bodelwyddan	28	3.1%	29.5%
Bodfari	7	0.8%	29.2%
Carrog	1	0.1%	6.3%
Cefn Meriadog	3	0.3%	27.3%
Corwen	51	5.7%	39.8%
Cyffyllog	2	0.2%	15.4%
Cynwyd	2	0.2%	6.7%
Denbigh	114	12.8%	26.6%
Dyserth	27	3.0%	23.5%
Eryrys	11	1.2%	34.4%
Gellifor	1	0.1%	6.3%
Glyndyfrdwy	1	0.1%	10.0%
Graigfechan	3	0.3%	23.1%
Gwyddelwern	4	0.4%	26.7%
Henllan	4	0.4%	13.8%
Llanbedr DC	5	0.6%	25.0%
Llandegla	4	0.4%	18.2%
Llandyrnog	7	0.8%	19.4%
Llanfair DC	1	0.1%	3.8%
Llanferres	3	0.3%	50.0%
Llangollen	35	3.9%	26.7%
Llanrhaeadr	5	0.6%	20.8%
Meliden	42	4.7%	42.9%
Prestatyn	53	5.9%	19.7%
Pwllglas	2	0.2%	13.3%
Rhewl	3	0.3%	15.8%
Rhuallt	5	0.6%	20.8%
Rhuddlan	38	4.3%	31.4%
Rhyl	294	32.9%	28.7%
Ruthin	83	9.3%	42.3%
St Asaph	42	4.7%	6.1%
Trefnant	10	1.1%	7.7%

The responses when matched against the tenancies in each area shows that the highest return rates were Llanferres at 50%, Meliden at 42.9%, Ruthin at 42.3% and Corwen at 39.8%.

Age breakdown

A total of 887 responded to the age question.

For context, 55% of current tenancies have a tenant aged 55 and over.

Age Profile	Number	%
Below 25	18	2%
25 – 34	106	12%
35 – 44	161	18%
45 – 54	178	20%
55 – 64	181	20%
65 and over	243	27%

Overall satisfaction by age

The table below shows the satisfaction with the service provided by Denbighshire Housing split by age group.

The figures are displayed as a percentage of the total for each group e.g. 65 and over had 243 responses in total and 138 of those were very satisfied equalling 57%.

Age Profile	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Below 25	61%	28%	6%	6%	0%
25 - 34	52%	36%	9%	2%	1%
35 - 44	52%	29%	12%	6%	2%
45 - 54	51%	31%	10%	7%	1%
55 - 64	55%	28%	7%	4%	6%
65 and over	57%	35%	3%	3%	2%

8. Areas for improvement

Throughout the survey tenants were asked how could we improve. Where tenants referred to the same thing more than once this was counted as just one comment and each comment has been given a specific theme for analysis.

The majority of comments received were regarding improvements tenants want making to their home or garden, this is followed by tenants wanting repairs carried out quicker and wanting outstanding repairs jobs completing.

The table below shows the improvement themes and the number of tenants who commented on them.

Improvement theme	Total
Improvements to home/garden	485
Carry out repairs quicker	122
Complete outstanding repairs jobs	87
Reduce ASB in area	79
Listen to tenants more	78
Improve communication	66
Improve grass cutting in area	55
Provide more communication	40
Improve quality of repairs work	38
Improve grounds maintenance in area	36
Provide more opportunities to input into service	34
Introduce repairs appointments	35
Reduce rent	34
Provide more parking	33
Introduce regular property inspections	30
Improve customer service	32
Respond to queries quicker	27
Answer phone calls quicker	27
Reduce amount of rent increases	20

Further details on the areas of improvement can be found in appendix 2, page 15.

9. Taking the results forward

The top priorities drawn from this survey are:

- Improving the quality of our properties
- Carrying out repairs quicker
- Completing outstanding repairs
- Reducing ASB
- Listening to tenants
- Providing better communication

10. Progress from the 2022 survey results

In comparison to the results of the 2022 survey with the same 13 questions we asked:

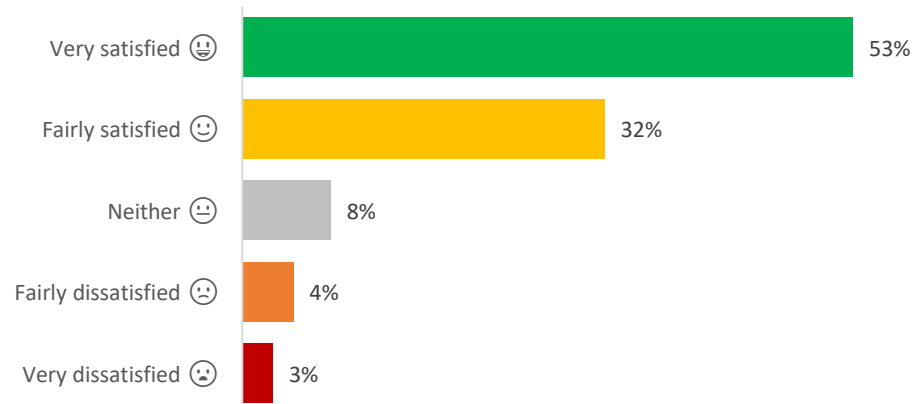
- We have seen a small decrease in satisfaction in 7 of the questions.
- We have seen a small increase in satisfaction in 3 of the questions and a large 40% increase in satisfaction with service charges value for money.
- For the remaining 2 questions satisfaction remained the same.

In the 2022 survey it was identified that a lot of tenants were unsure what was included in their service charges. Since then we have provided tenants with information on what service charges are and how they are calculated for each tenancy and this is reflected in the increased level of satisfaction.

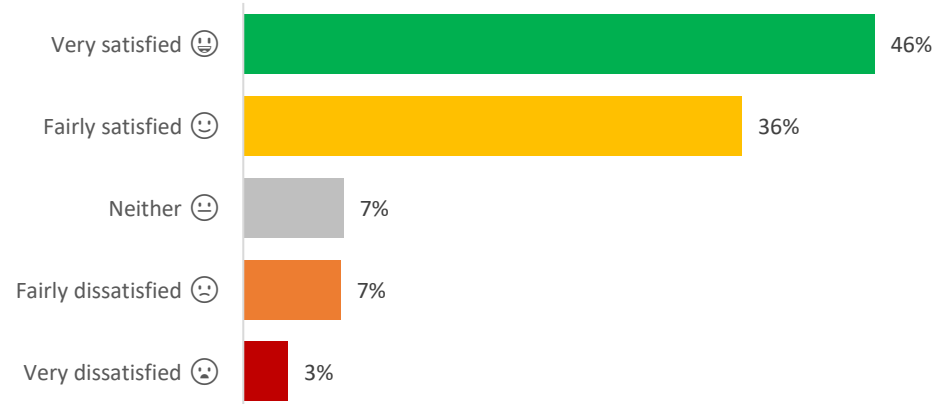
Further details on the comparisons between the surveys can be found in appendix 3, page 18.

APPENDIX 1 - Survey charts and data tables

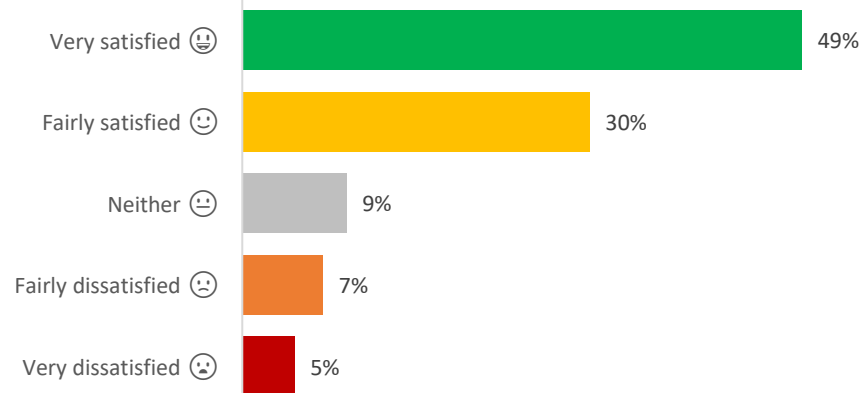
How satisfied or dissatisfied are you with the service provided by Denbighshire Housing?



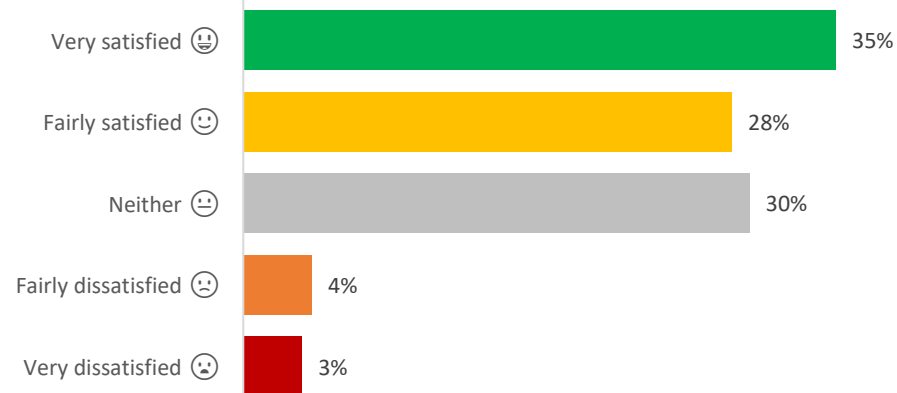
How satisfied or dissatisfied are you with the overall quality of your home?



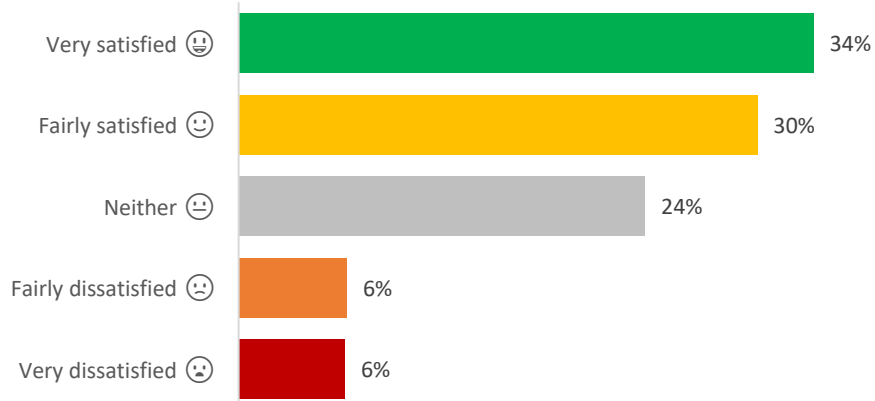
Generally, how satisfied or dissatisfied are you with the way we deal with repairs and maintenance?



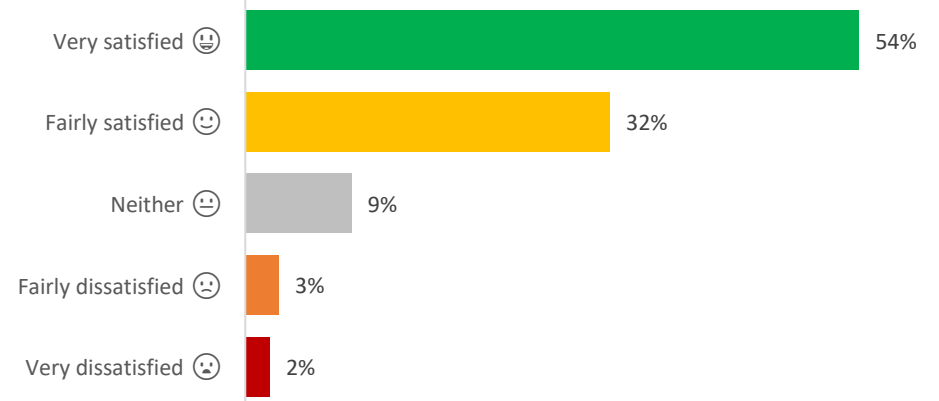
How satisfied or dissatisfied are you that we give you a say in how services are managed?



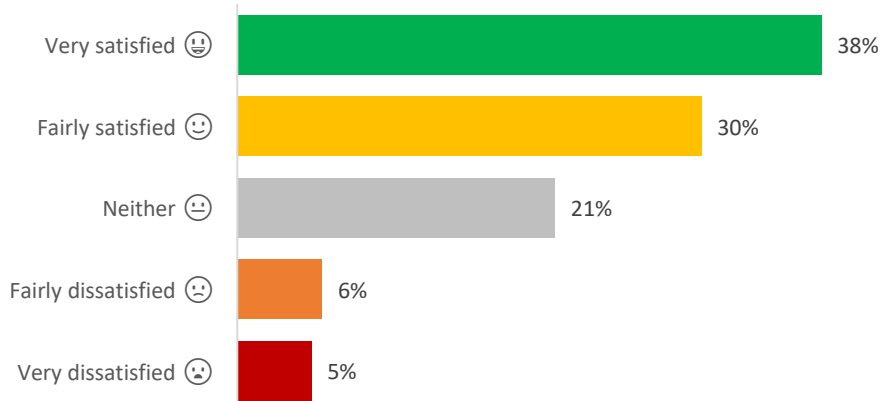
How satisfied or dissatisfied are you that we listen to your views and act upon them?



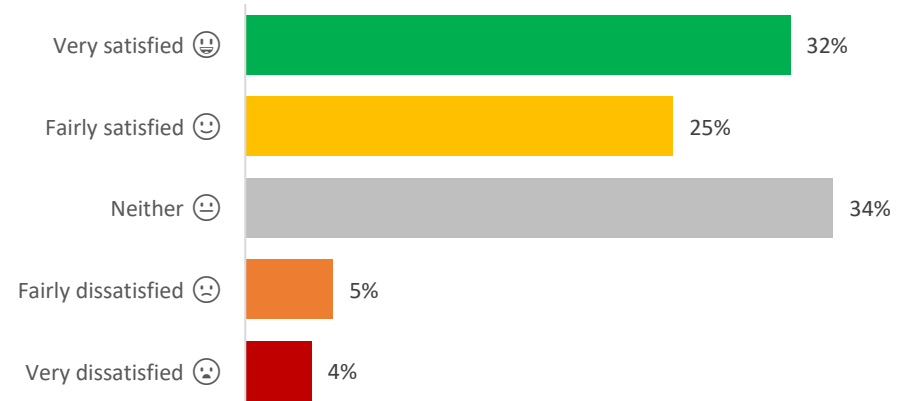
How satisfied or dissatisfied are you that your rent provides value for money?



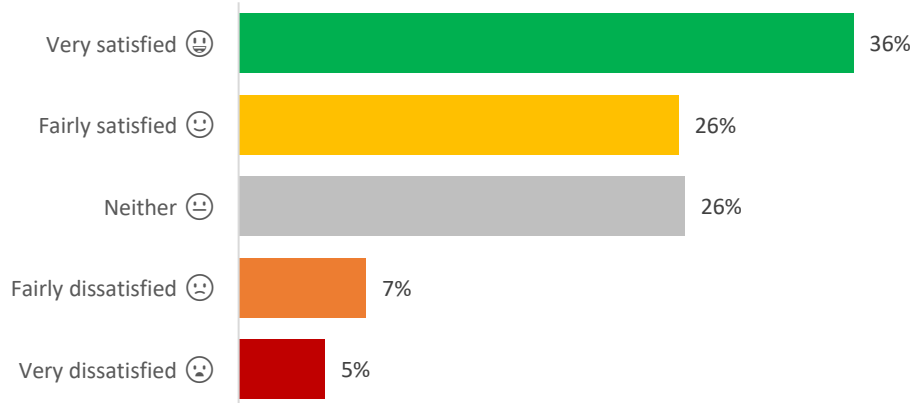
How satisfied or dissatisfied are you that your service charge provides value for money?



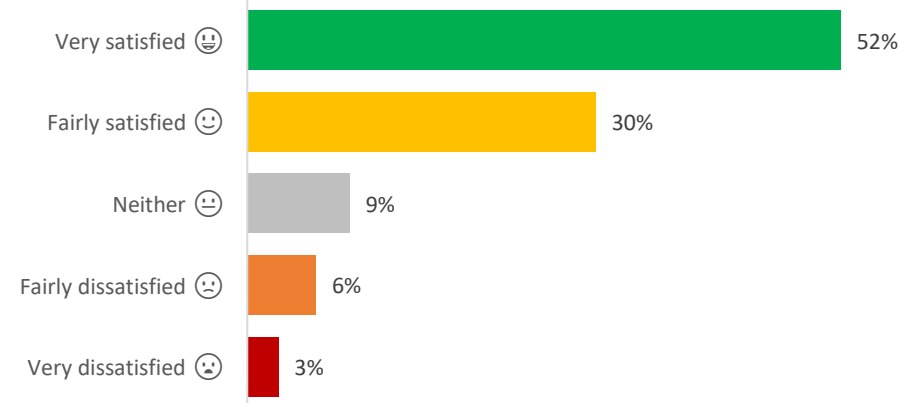
How satisfied or dissatisfied are you with opportunities given to you to participate in our decision making process?



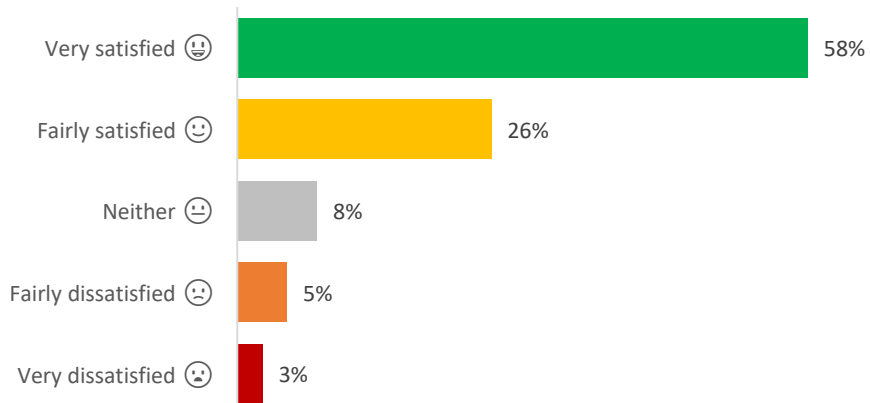
How satisfied or dissatisfied are you with the way we deal with anti-social behaviour?



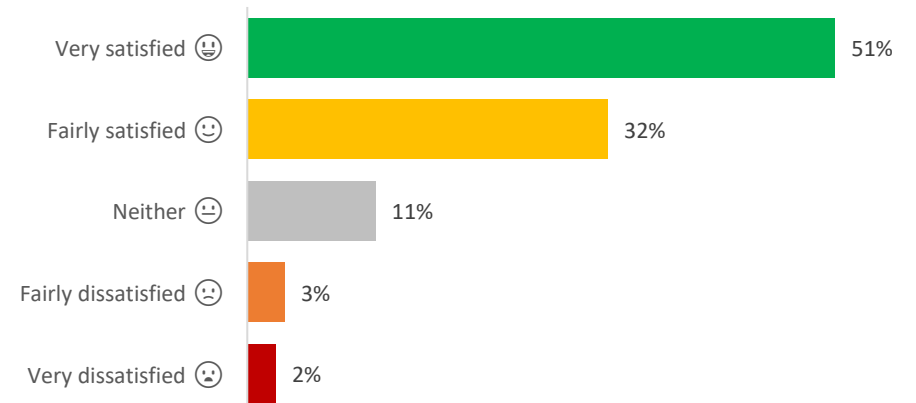
How satisfied or dissatisfied are you with your neighbourhood as a place to live?



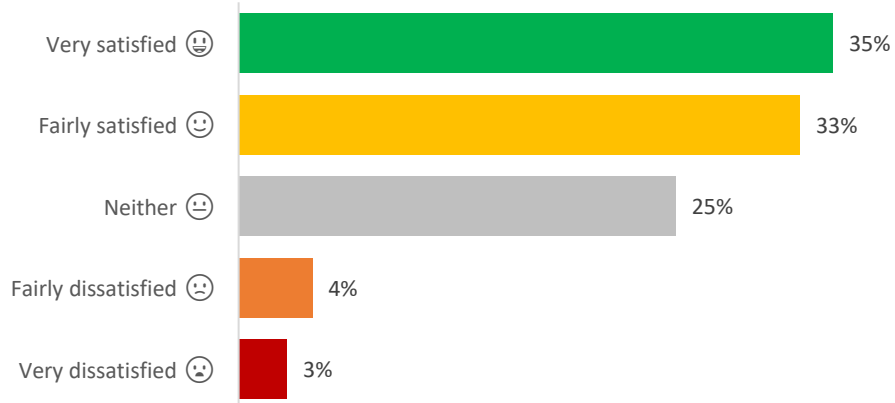
Thinking about your home specifically, how satisfied or dissatisfied are you that we provide a home that is safe and secure?



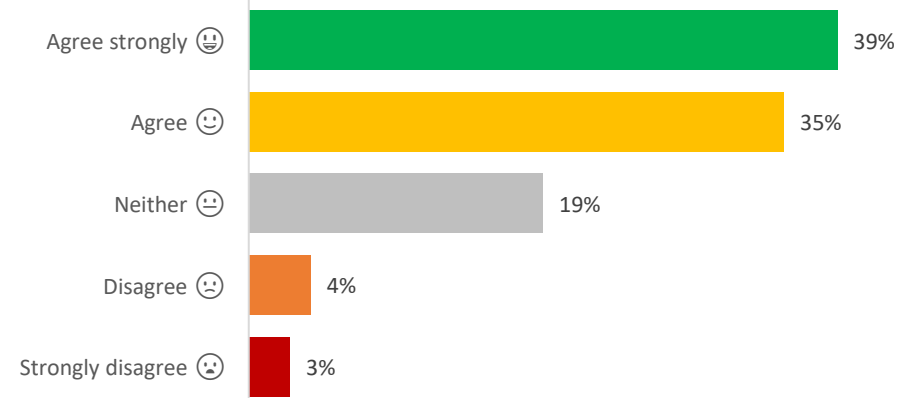
How satisfied or dissatisfied are you that we are easy to deal with?



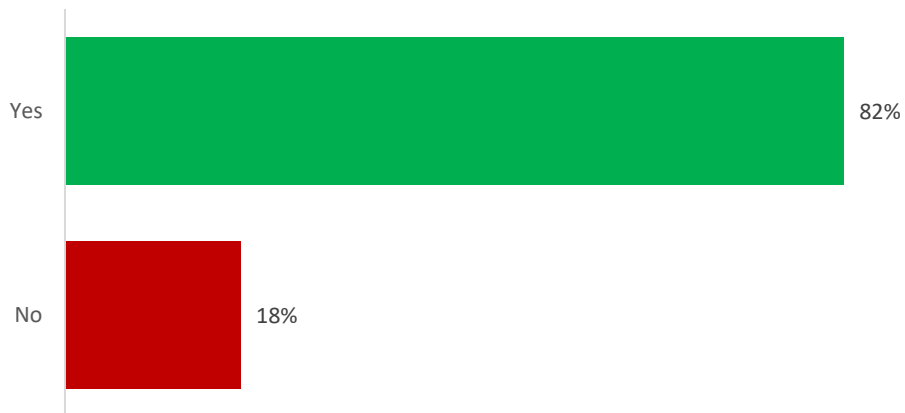
How satisfied or dissatisfied are you that we make a positive contribution to your neighbourhood?



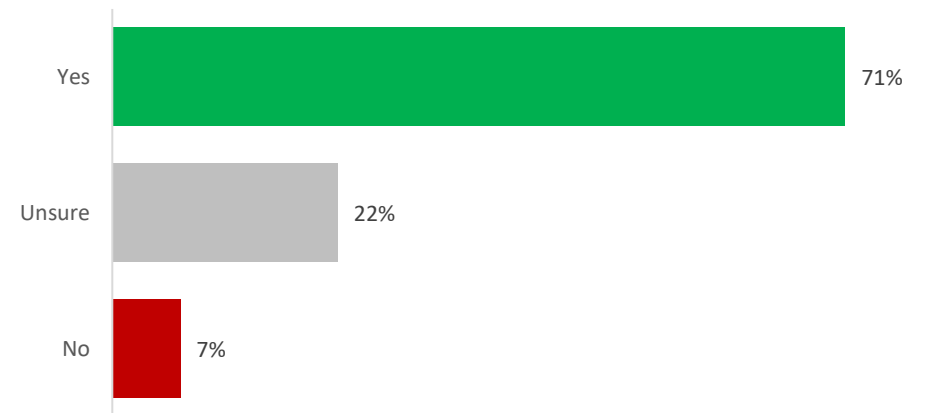
To what extent do you agree with the following statement - "I trust Denbighshire Housing"?



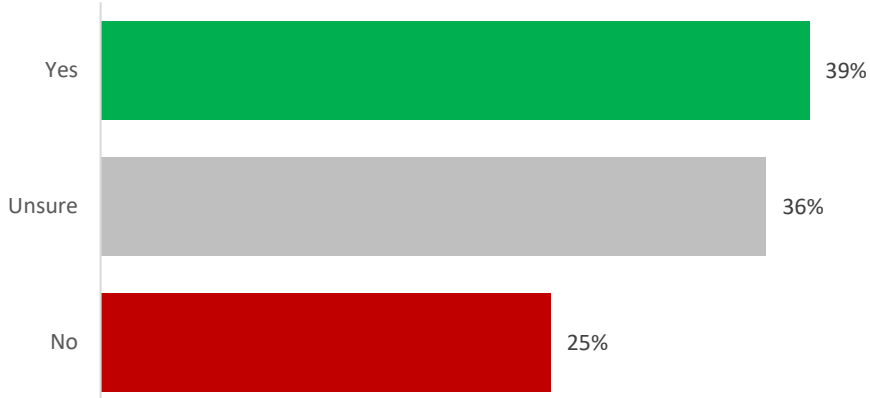
Do you read the booklet we send with the rent increase notice every year?



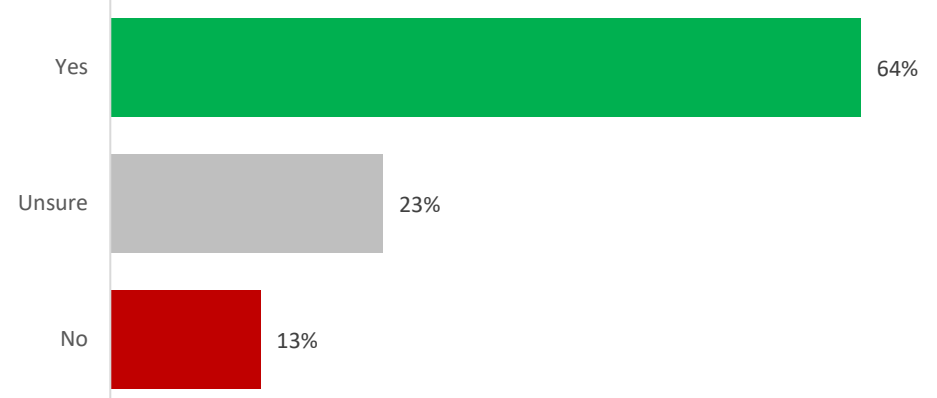
Do you think that the weekly rent we charge for your home is fair?



Do you think we should charge a higher weekly rent for newer homes that are built to higher standards than our homes that are much older?



Do you understand how we increase your weekly rent each year?



	How satisfied or dissatisfied are you with the service provided by Denbighshire Housing?		How satisfied or dissatisfied are you with the overall quality of your home?		Generally, how satisfied or dissatisfied are you with the way we deal with repairs and maintenance?		How satisfied or dissatisfied are you that we give you a say in how services are managed?		How satisfied or dissatisfied are you that we listen to your views and act upon them?		How satisfied or dissatisfied are you that your rent provides value for money?		How satisfied or dissatisfied are you that your service charge provides value for money?	
Responses	893		889		879		874		886		881		864	
Skipped	0		4		14		19		7		12		29	
Very satisfied 😊	477	53%	409	46%	430	49%	302	35%	297	34%	473	54%	331	38%
Fairly satisfied 😊	283	32%	323	36%	267	30%	249	28%	268	30%	281	32%	263	30%
Neither 😐	69	8%	65	7%	80	9%	258	30%	210	24%	82	9%	180	21%
Fairly dissatisfied 😞	40	4%	63	7%	62	7%	35	4%	56	6%	26	3%	48	6%
Very dissatisfied 😞	24	3%	29	3%	40	5%	30	3%	55	6%	19	2%	42	5%
Satisfied	760	85%	732	82%	697	79%	551	63%	565	64%	754	86%	594	69%
Neither	69	8%	65	7%	80	9%	258	30%	210	24%	82	9%	180	21%
Dissatisfied	64	7%	92	10%	102	12%	65	7%	111	13%	45	5%	90	10%

	How satisfied or dissatisfied are you with opportunities given to you to participate in our decision making process?		How satisfied or dissatisfied are you with the way we deal with anti-social behaviour?		How satisfied or dissatisfied are you with your neighbourhood as a place to live?		Thinking about your home specifically, how satisfied or dissatisfied are you that we provide a home that is safe and secure?		How satisfied or dissatisfied are you that we are easy to deal with?		How satisfied or dissatisfied are you that we make a positive contribution to your neighbourhood?	
Responses	878		873		883		883		881		883	
Skipped	15		20		10		10		12		10	
Very satisfied 😊	279	32%	313	36%	458	52%	514	58%	453	51%	306	35%
Fairly satisfied 😊	219	25%	224	26%	269	30%	229	26%	278	32%	289	33%
Neither 😐	301	34%	227	26%	79	9%	72	8%	99	11%	225	25%
Fairly dissatisfied 😞	45	5%	65	7%	53	6%	45	5%	29	3%	38	4%
Very dissatisfied 😞	34	4%	44	5%	24	3%	23	3%	22	2%	25	3%
Satisfied	498	57%	537	62%	727	82%	743	84%	731	83%	595	67%
Neither	301	34%	227	26%	79	9%	72	8%	99	11%	225	25%
Dissatisfied	79	9%	109	12%	77	9%	68	8%	51	6%	63	7%

	To what extent do you agree with the following statement - "I trust Denbighshire Housing"?	
Responses	884	
Skipped	9	
Agree strongly 😊	342	39%
Agree 😊	311	35%
Neither 😐	171	19%
Disagree 😞	36	4%
Strongly disagree 😞	24	3%
Satisfied	653	74%
Neither	171	19%
Dissatisfied	60	7%

	Do you read the booklet we send with the rent increase notice every year?		Do you think that the weekly rent we charge for your home is fair?		Do you think we should charge a higher weekly rent for newer homes that are built to higher standards than our homes that are much older?		Do you understand how we increase your weekly rent each year?	
Responses	881		888		888		891	
Skipped	12		5		5		2	
Yes	719	82%	634	71%	345	39%	570	64%
Unsure	N/A	N/A	195	22%	324	36%	207	23%
No	162	18%	59	7%	219	25%	114	13%

Appendix 2 – Areas for improvement

Throughout the survey tenants were asked how we could improve. Where tenants referred to the same thing more than once this was counted as just one comment.

Each comment has been given a specific theme and the themes that were mentioned the most can be seen below;

Make improvements to property/garden

485 comments were received regarding improvements tenants want making to their home or garden, these have been broken down further;

- 55 tenants stated that they wanted improvements made to their kitchen.
- 54 tenants said that they wanted general improvements made to their home.
- 34 tenants said that they need damp/condensation issues fixed in their home.
- 34 tenants stated that the doors in their home need improving.
- 32 tenants stated that they wanted improvements made to their bathroom.
- 28 tenants said that they wanted the external appearance of their home improving.
- 28 tenants said that the fencing in their garden needs improving.
- 25 tenants stated that the heating in their home need improving.
- 24 tenants stated that the windows in their home need improving.
- 23 tenants stated that they wanted improvements made to their garden.
- 19 tenants said that they would like CCTV installing outside their home.
- 18 tenants said that they would like solar panels fitted to their home.
- 16 tenants said that the insulation in their home needs improving.
- 16 tenants stated that they need cold/draught issues fixed in their home.
- 15 tenants said that the locks in their home needs improving.
- 14 tenants stated that the roof on their home need improving.
- 12 tenants said that the plastering in their home needs improving.

Carry out repairs quicker

122 tenants stated that they want Denbighshire Housing to carry out repairs quicker after they have been reported. Some examples of these are,

- Would be good if you could get to call outs quicker.
- Try and put maintenance timings a bit closer to when report is made and work is carried out.
- Turn around for work could be quicker or separate jobs in order of priority.
- Staff are very professional but wait can be quite some time before repair/job is done.

Complete outstanding repairs

113 tenants said they wanted the outstanding repairs that they had reported to be carried out.

Reduce ASB in area

79 tenants stated that they want the ASB in their area dealt with, this primarily relates to drug use.

Listen to tenants

78 tenants stated that they want Denbighshire Housing to listen to tenants more, this includes listening to tenant issues and complaints.

Improve communication

66 tenants said that Denbighshire Housing needs to improve their communication, this includes returning calls, responding to queries and regular updates on repairs dates.

Improve grass cutting

55 tenants said that the grass cutting in their area needs improving, this includes wanting the grass cut more and having the grass collected after it is cut.

Provide more communication

40 tenants said that Denbighshire Housing should provide more communication.

Improve quality of repairs work

38 tenants said that Denbighshire Housing needs to improve the quality of their repair work.

Improve grounds maintenance

36 tenants said that the general grounds maintenance in their area needs improving.

More opportunities to input into service

34 tenants stated that they would like more opportunities to input into the service.

Introduce repairs appointments

35 tenants said they wanted Denbighshire Housing to introduce repairs appointments.

Reduce rent

34 tenants felt that their rent was too expensive.

Provide more parking

33 tenants said they wanted more parking provided.

Provide better customer service

32 tenants said that Denbighshire Housing needs to improve its customer service.

Property inspections

30 tenants said they wanted Denbighshire Housing to introduce regular property inspections.

Respond to queries quicker

27 tenants said that Denbighshire Housing needs to respond to queries quicker.

Answer phone calls quicker

27 tenants said that Denbighshire Housing needs to answer phone calls quicker.

There were a selection of other improvement areas where 20 or less people made reference to them, these included;

- Reduce amount of rent increases
- Move to a more suitable property
- Improve communal area cleaning
- Provide more home visits
- Reduce fly tipping in area
- Reduce noise issues
- Improve online services
- Provide more communication methods
- Improve hedge cutting in area
- Reduce dog fouling in area
- Provide more information about service charges
- Hold more events
- Reduce rubbish in area
- Stop dangerous parking
- Improve quality of paths in area
- Improve community
- Improve customer service
- Improve knowledge of staff
- Reduce flooding issues
- Stop missing appointments
- Provide a Warden Service
- Reduce the amount of cars per household
- Reduce amount of Service Charge

We also received a number of comments regarding things unrelated to housing, these included;

- Bins
- Street cleaning
- Quality of roads
- More local amenities

Areas for improvement split by area

The table below shows the areas for improvement split by each area. Improvements to property/garden came top in all but 1 of the areas with carry out repairs quicker coming top in the other 2 areas.

How can we improve breakdown theme	Bodelwyddan	Bodfari	Cefn Meriadow	Carwen	Denbigh	Dyserth	Eryrys	Graigfechan	Gwyddelwern	Henllan	Llanbedr DC	Llandegla	Llandynog	Llanferres	Llangollen	Llanrhaeadr	Meliden	Prestatyn	Rhuallt	Rhuddlan	Rhyl	Ruthin	St Asaph	Trefnant
Improvements to property/garden	16	1	1	39	46	16	11	2	2	5	2	2	9	2	12	3	21	26	3	16	158	46	32	6
Carry out repairs quicker	4	0	0	8	11	5	6	2	2	1	0	0	1	0	2	1	9	6	3	6	38	9	6	1
Complete outstanding repairs jobs	2	2	0	10	6	3	1	0	0	0	1	2	0	0	2	0	9	6	1	3	26	5	5	1
Reduce ASB in area	1	0	0	6	14	1	1	0	2	1	1	0	0	0	3	0	10	2	0	0	32	4	1	0
Listen to tenants more	1	1	0	11	8	3	3	0	0	1	0	1	0	0	2	1	5	2	0	0	23	7	5	1
Improve communication	3	0	0	3	10	3	2	0	0	1	0	2	0	0	1	2	5	1	0	2	14	10	3	1
Improve grounds maintenance in area	1	0	0	0	3	1	0	1	0	2	0	0	0	0	4	1	4	3	0	1	11	2	2	0
Improve grass cutting in area	2	1	0	2	10	1	0	0	0	0	0	1	0	0	3	1	0	1	0	2	13	10	3	5
Provide more communication	0	0	0	1	5	1	0	1	0	2	1	1	0	0	2	1	4	0	0	2	10	2	5	1
Improve quality of repairs work	1	1	0	1	6	0	0	0	0	0	0	0	1	0	2	0	2	0	0	1	15	5	1	1
Introduce repairs appointments	2	1	0	1	1	0	1	0	1	0	0	0	0	0	2	0	2	2	0	1	18	0	2	1
Opportunities to input into service	0	0	0	4	1	4	1	0	0	0	1	0	1	0	1	0	2	1	0	3	13	0	1	1
Reduce rent	3	0	0	1	4	1	1	0	0	0	1	1	0	0	2	1	0	1	0	2	3	6	5	1
Provide more parking	1	0	1	1	2	3	1	0	0	1	0	0	1	0	4	0	0	1	0	2	10	2	2	0
Improve customer service	1	1	1	3	1	1	1	0	1	0	0	0	1	1	1	0	2	0	0	2	9	6	0	0
Introduce regular property inspections	3	0	0	1	2	4	0	0	0	0	0	0	0	0	0	1	1	1	0	2	7	4	1	1
Respond to queries quicker	0	1	1	1	4	3	0	0	0	0	0	1	0	1	0	1	2	3	0	0	4	2	2	1
Answer phone calls quicker	2	0	0	1	2	1	0	0	0	1	0	0	0	0	5	0	1	0	0	1	8	3	1	0
Reduce amount of rent increases	1	0	0	1	5	1	0	0	0	0	0	0	0	0	0	2	1	0	0	0	6	1	1	1

For comparison the overall satisfaction has been calculated by adding very satisfied and fairly satisfied together.

Overall service

When asked 'How satisfied are you with the service provided by Denbighshire Housing?'

- **85%** of our tenants said they were satisfied. This is a **2% decrease** compared with the 2022 STAR results of 87%.

Quality of the home

When asked 'How satisfied are you with the overall quality of your home?'

- **82%** of our tenants said they were satisfied. This is a **2% decrease** when compared with the 2022 STAR results of 84%.

Repairs and maintenance

When asked 'How satisfied are you that Denbighshire Housing Services deals with repairs & maintenance?'

- **79%** of our tenants said they were satisfied. This is a **2% increase** when compared with the 2022 STAR results of 77%.

Safe and secure home

When asked 'How satisfied are you that we provide a home that is safe and secure?'

- **84%** of our tenants said they were satisfied. This is a **3% decrease** compared with the 2022 STAR results of 87%.

Listening and acting

When asked 'How satisfied are you that Denbighshire Housing listens and acts?'

- **64%** of our tenants said they were satisfied. This is the same as when compared with the 2022 STAR of 64%.

Neighbourhood as a place to live

When asked 'How satisfied are you with your neighbourhood as a place to live?'

- **82%** of our tenants said they were satisfied. This is a **3% decrease** when compared with the 2022 STAR results of 85%.

Value for money - Rent

When asked 'How satisfied are you that your rent provides value for money?'

- **86%** of our tenants said they were satisfied. This is a **2% increase** when compared with the 2022 STAR results of 84%.

Value for money – Service charge

When asked 'How satisfied are you that your service charge provides value for money?'

- **69%** of our tenants said they were satisfied. This is a **40% increase** when compared with the 2022 STAR results of 29%.

Dealing with ASB

When asked 'How satisfied are you with the way we deal with anti-social behaviour?'

- **62%** of our tenants said they were satisfied. This is the same as when compared with the 2022 STAR results of 62%.

Having a say in how services are managed

When asked 'How satisfied are you that we give you a say in how services are managed?'

- **63%** of our tenants said they were satisfied. This is a **3% decrease** compared with the 2022 STAR results of 66%.

Opportunities to participate in decision making

When asked 'How satisfied are you with opportunities to participate in our decision making process?'

- **57%** of our tenants said they were satisfied. This is a **2% decrease** compared with the 2022 STAR results of 59%.

Trust in Denbighshire Housing

When asked 'To what extent do you agree with the following statement - "I trust Denbighshire Housing"'

- **74%** of our tenants said they were satisfied. This is a **5% decrease** compared with the 2022 STAR results of 79%.

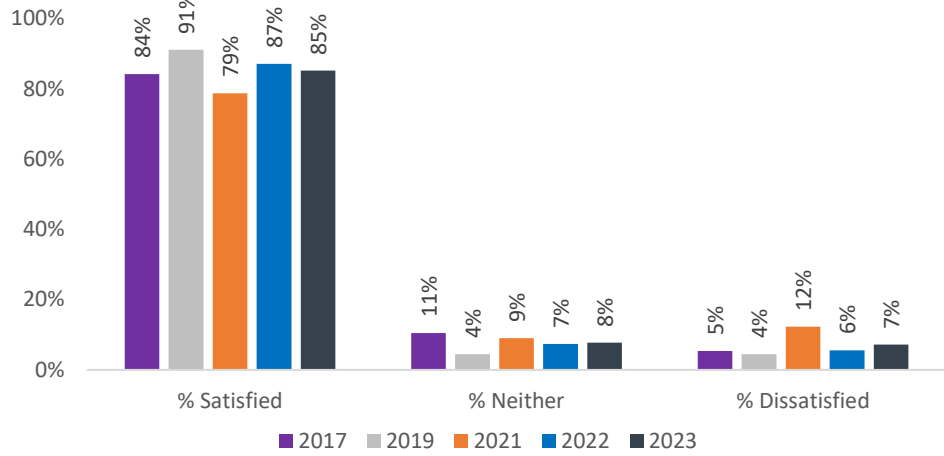
Easy to deal with

When asked 'How satisfied are you that we are easy to deal with?'

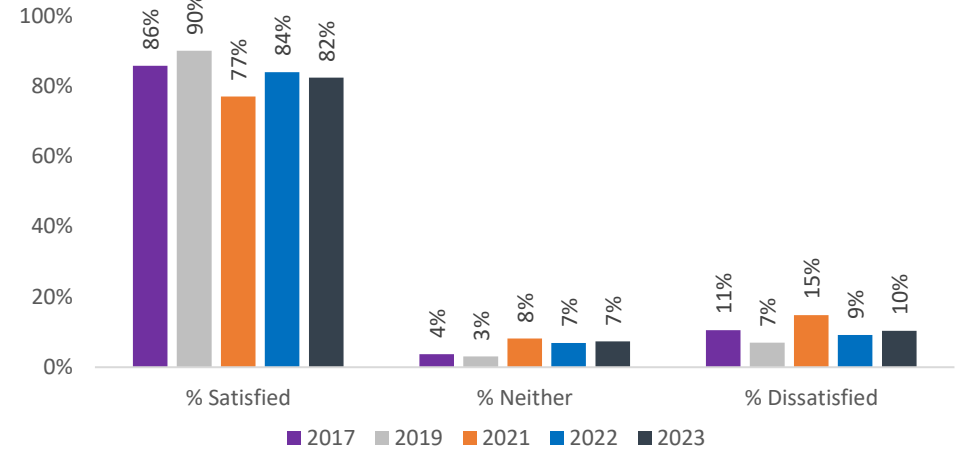
- **83%** of our tenants said they were satisfied. This is a **1% increase** compared with the 2022 STAR results of 82%.

Comparison charts

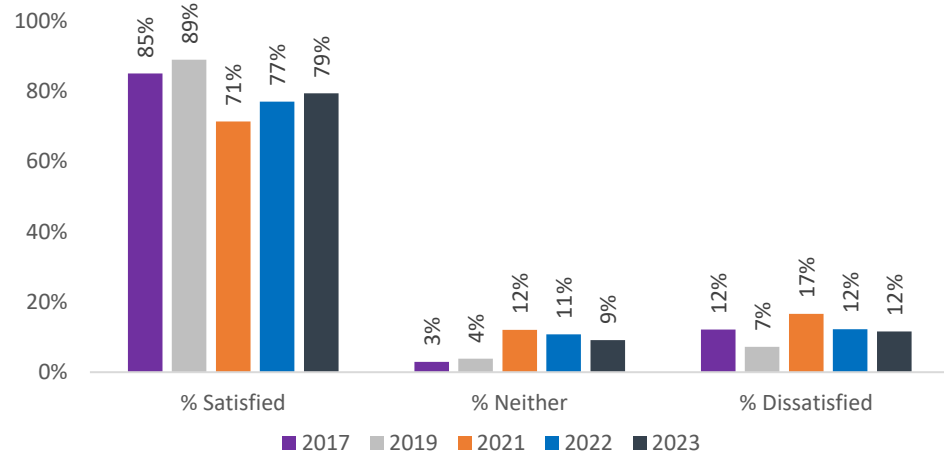
% satisfied with the overall service provided by Denbighshire Housing



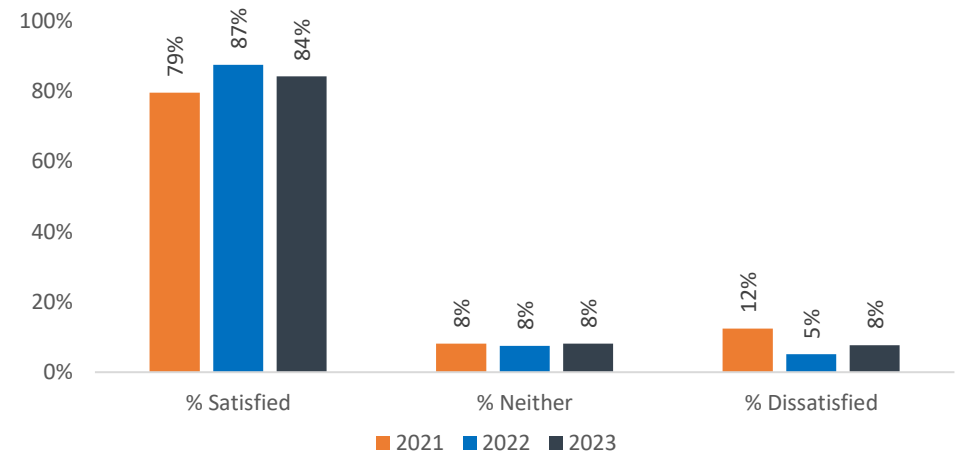
% satisfied with overall quality of their home



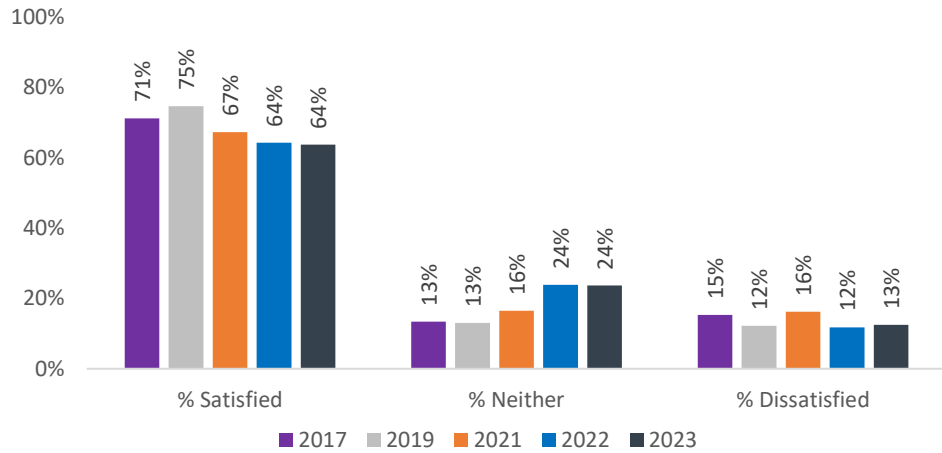
% satisfied with the way we deal with repairs and maintenance



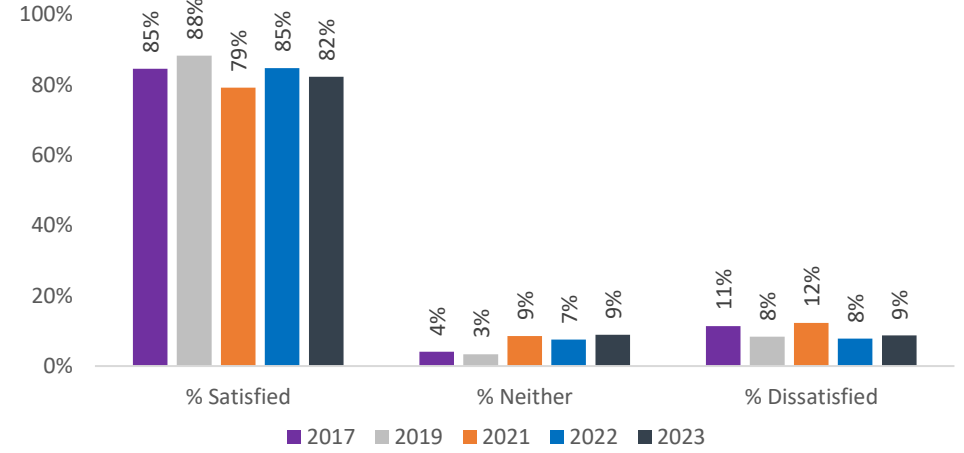
% satisfied that their home is safe and secure



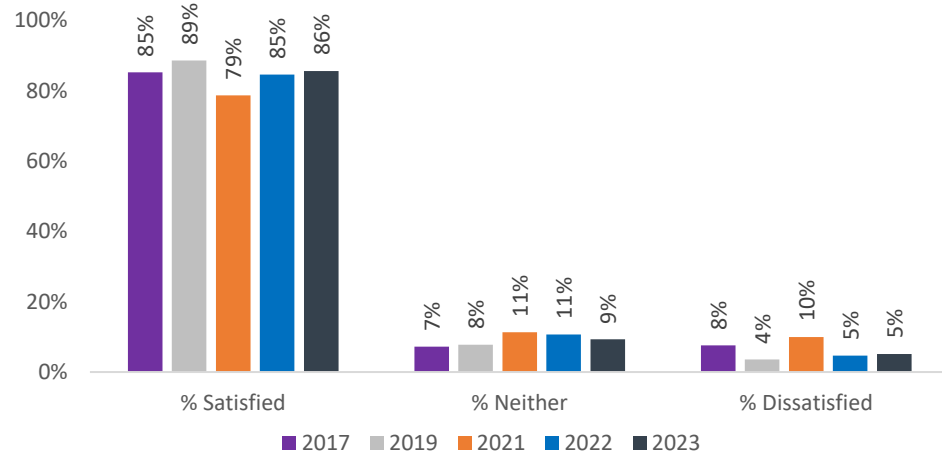
% satisfied that we listen to their views and act upon them



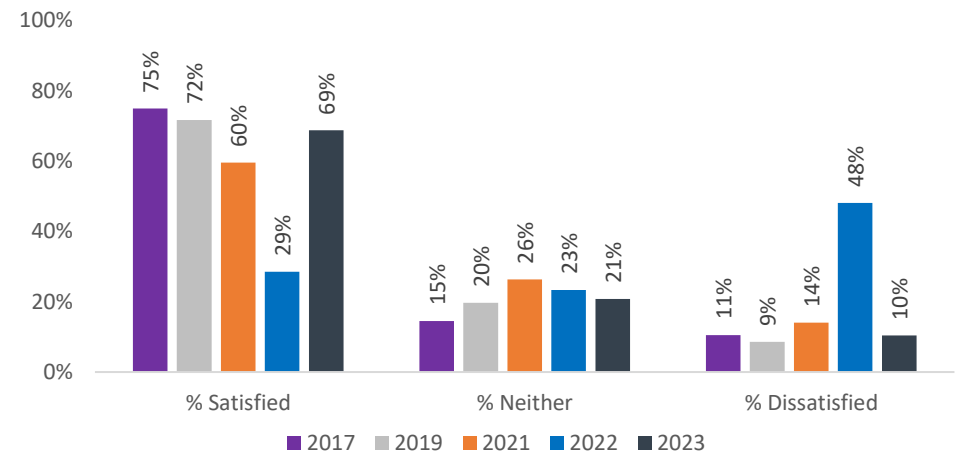
% satisfied with their neighbourhood as a place to live



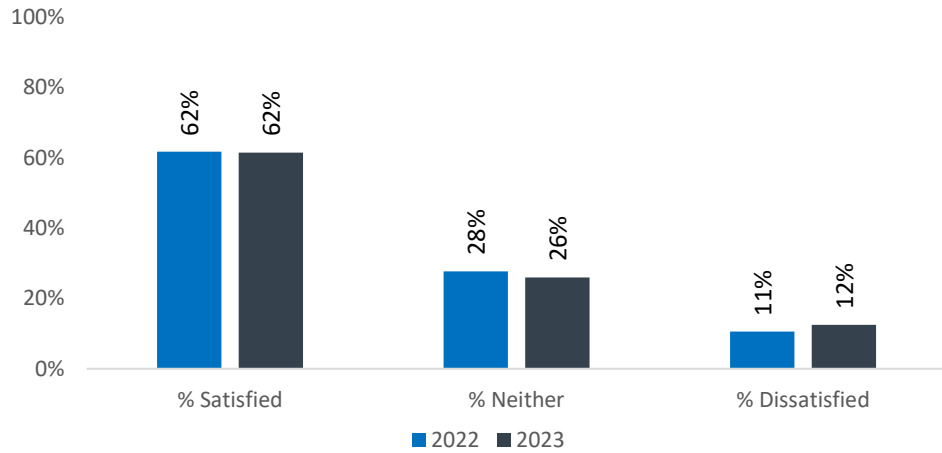
% satisfied that their rent provides value for money



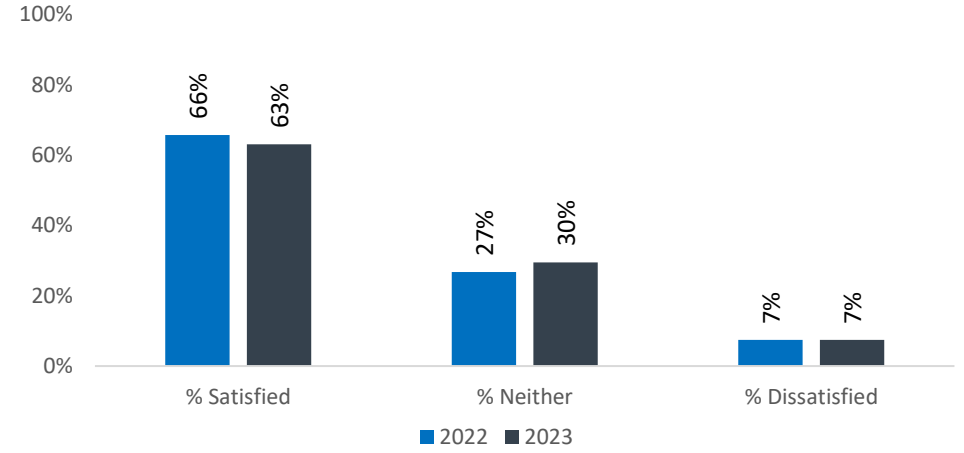
% satisfied that their service charges provide value for money



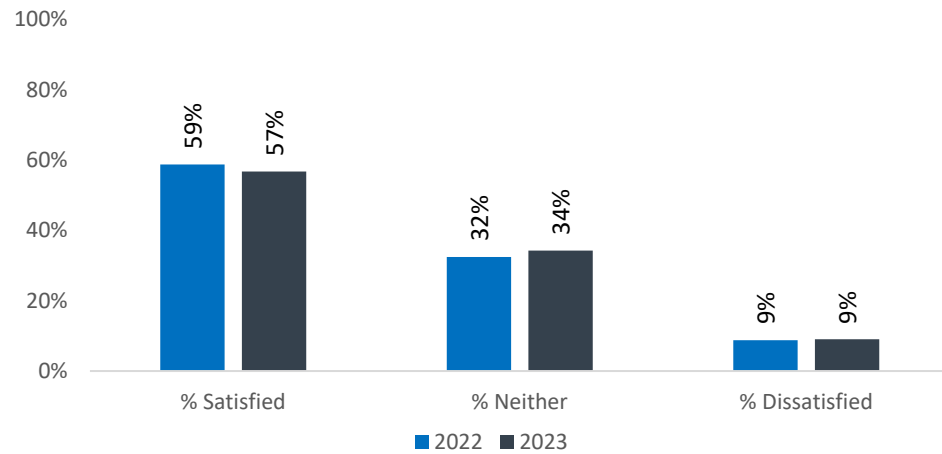
% satisfied with the way we deal with anti-social behaviour



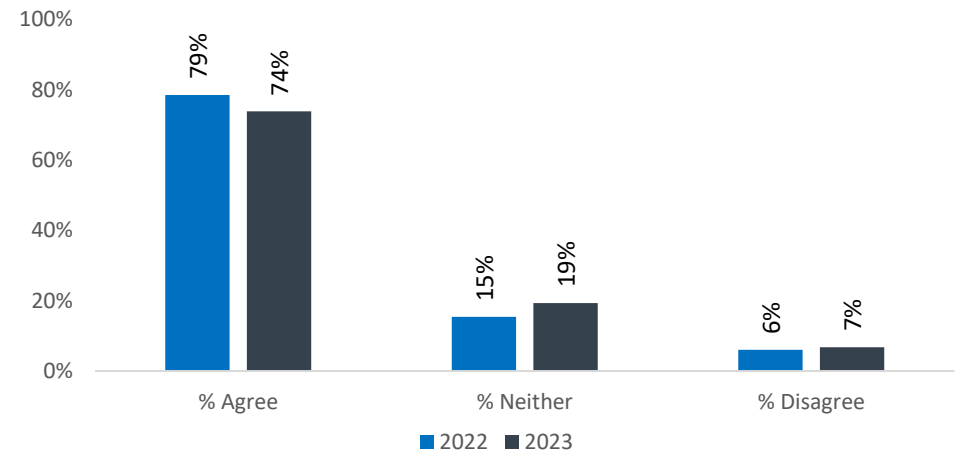
% satisfied with that we give you a say in how services are managed



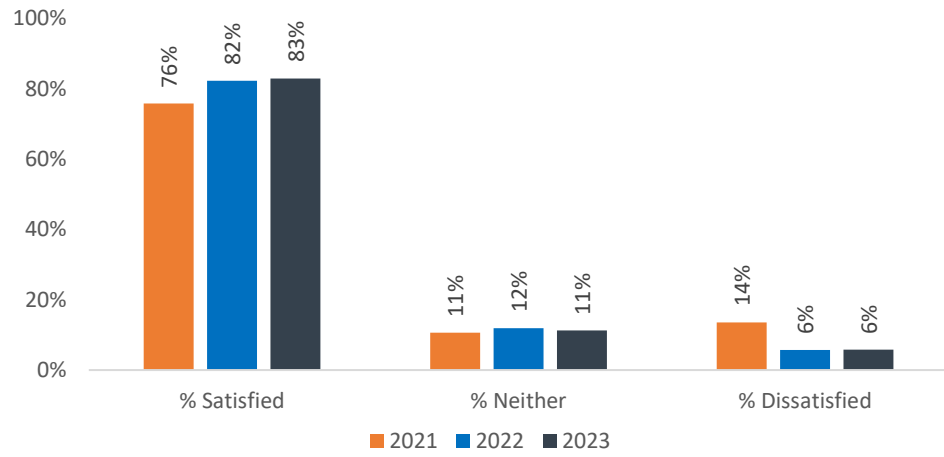
% satisfied with opportunities to participate in decision making



% in agreement with the statement - "I trust Denbighshire Housing"



% satisfied with that we are easy to deal with



Positive comments made about Denbighshire Housing

The positive comments we receive help us to understand the very real difference Denbighshire Housing makes to people's lives. It also highlights the good work of the Housing teams and dedication and commitment from all staff within the service. Full list below:

- It's great and fast.
- Good.
- Happy.
- Can't really improve as always spot on with us.
- Spot on very happy.
- Always a quick response.
- I haven't had many problems and when I have they been done fast and more done.
- Amazing house. I've just moved into in Denbigh with Denbighshire county council.
- Beautifully redecorated.
- All's good.
- You're excellent responding to repairs and maintenance.
- I'm more than happy in the area I have been housed.
- Happy with the support and help I'm getting nothing to improve.
- A little handful of lovely people.
- Nothing to improve in super happy and safe in my home.
- They was amazing with me.
- It's a fantastic service from the call centre right through to the repair team.
- Excellent service.
- Maintenance staff are excellent. Gardeners are great.
- Always been helpful.
- The repair and maintenance seem to be very fast at responding to any work that needs doing.
- Keep doing what you're doing.
- I love where I live.
- I feel there has been improvements as now we seem to get the right person for the right job whilst in the past it wasn't the case.
- I'm happy with low cost social housing I am very lucky.
- I am happy with my home, I am very lucky compared to others who don't have any housing.
- I have always had good response from the DCC helpline.
- Happy with how you communicate to everyone, don't complicate it.
- The recent grass cutting has been excellent, I wait to see in the future.
- You cannot improve!! Fantastic!!
- I don't think you could make it better having lived in private rented houses landlords mostly ignore you, as a landlord always do the right things quickly.
- You always listen.
- Your always quick to answer concerns or requests.
- Staff are great with me always helpful and satisfying with my work they do.
- Very good staff.
- I'm happy with housing.
- Louise Ellams has been fantastic support, no improvement needed.
- Usually things are dealt with pretty quickly which is great.
- I had a repair done and it was done same day it was reported.
- I think our rent is very good for the lovely property we have.
- We have had a good experience with how this is dealt with.
- Always receive very good customer service when I call.
- It's hard for you to improve when your response times are fast, and work done is great no problems.
- Had plumbing job done very professional.
- You guys are amazing.
- Again, you are usually brilliant to deal with.
- Never had a problem always being quick when there's been a problem to sort it out.

- All ok ' all repairs are dealt with' and always do a brilliant job.
- Very pleased with repairs.
- Can't complain about anything really been great with myself helped me adjust when I first moved in brilliant team.
- Very happy.
- Everyone has been brilliant.
- Happy with things regarding repairs to my bungalow.
- I am very happy with the service and response I have been given by the housing had been very good so far.
- From contact centre to senior officers I have always found people approachable.
- I don't think you could improve this is excellent and like the service provided.
- Repairs have always been resolved quickly.
- Very easy had lots of help over phone and visits to my home.
- Rent is fair compared to other places.
- You do not need to improve. Your service is excellent.
- You always deal with things straight away.
- We are happy to pay the rent we do for our property it is very reasonable.
- Totally trust Denbighshire council, could not speak more highly of them as a council.
- Nice helpful maintenance staff.
- All colleagues have been very professional and really supportive throughout any calls or visits been made.
- Amazing prompt and reliable.
- Every time I have had a question or issue, I have always been treated with kindness and respect.
- Very nice on the phone every time a have phoned very polite.
- I've never had a problem all repairs done quickly and to a high standard.
- The communal grounds are very well maintained and refuse collection is very good and prompt.
- I think your overall performance is excellent, and that's my personal opinion.
- Keep doing what you do, Well Done to you all.
- I can't think of anything. I'm always very happy and impressed with how quickly maintenance issues are dealt with. My housing officer is supportive and is upfront with information etc.
- Genuine answer. I feel that I trust and feel very fortunate.
- The rent is absolutely affordable and so fair.
- Everyone is lovely and very helpful at dcc.
- You're A1 with all maintenance problems and very quick to get things done.
- I trust them.
- You couldn't your fab.
- One of the nicest flats in Llangollen lovely place and neighbours.
- I feel that Denbighshire is really good and helpful when I need to ask questions.
- We are fully satisfied with the service.
- Very happy with property repairs.
- To keep on going as you are.
- Everything seems perfect.
- Very satisfied with everything I have had done.
- You've always been very good when I've asked for help.
- I'm happy the young lady that comes is always good and explains everything.
- Repair line staff amazing. Always helpful maybe update house when tenants still live there rather than when they leave.
- Repair line staff are great. Workman always been polite.
- Everything is perfect.
- I love my home thankyou!
- Excellent customer service, either by phone or in person, top quality staff in sometimes difficult situations.
- Our housing officer has been amazing.
- Chris the female housing officer is very good.
- Keep up the good work.
- Excellent service!
- Denbighshire are spot on with repairs!