



STAR Survey: Here's what you said...

We wanted to make sure all our tenants had the opportunity to let us know how we are doing.

Between April and June of 2019 we carried out our STAR (Survey of Tenants and Residents). The STAR survey provides you with the opportunity to have your say about your home, the services you receive and the areas you feel we should improve on. Thank you to all of you who took part and gave us your feedback.

The survey allows us to understand:

- What we are doing well
- Where we must improve
- Your priorities
- Value for money

We're pleased with the number of customers who have shared their views with us:

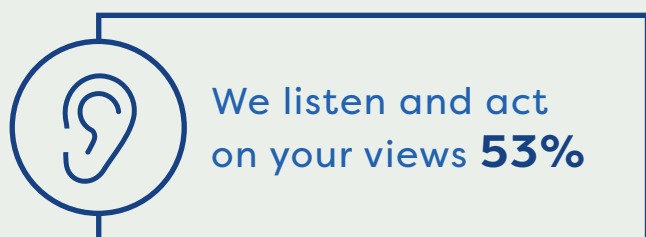
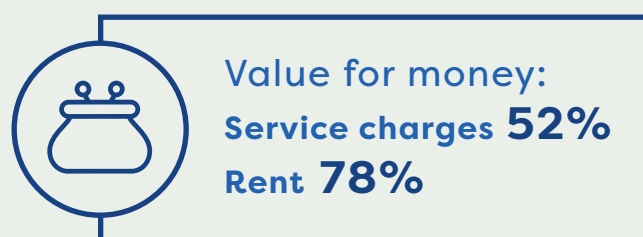
- We sent out 27,390 surveys
- We received over 7,500 responses (26% response rate)

While there are some areas where we are doing well, we also recognise that there are areas we must clearly improve and we will be focussing on these in more detail over the next year.

Over the next year we will:

- Improve the performance of our repairs service and make sure that appointments are kept and that your repairs are completed first time and to a high standard
- Continue to improve the response time of our Contact Centre
- Keep your neighbourhoods safe, clean and tidy
- Develop a Customer Charter that sets out our service standards and commitment to you so you are clear on the standard of service you can expect from us

Overall satisfaction with key service areas



Breakdown by region



Greater Manchester



Lancashire

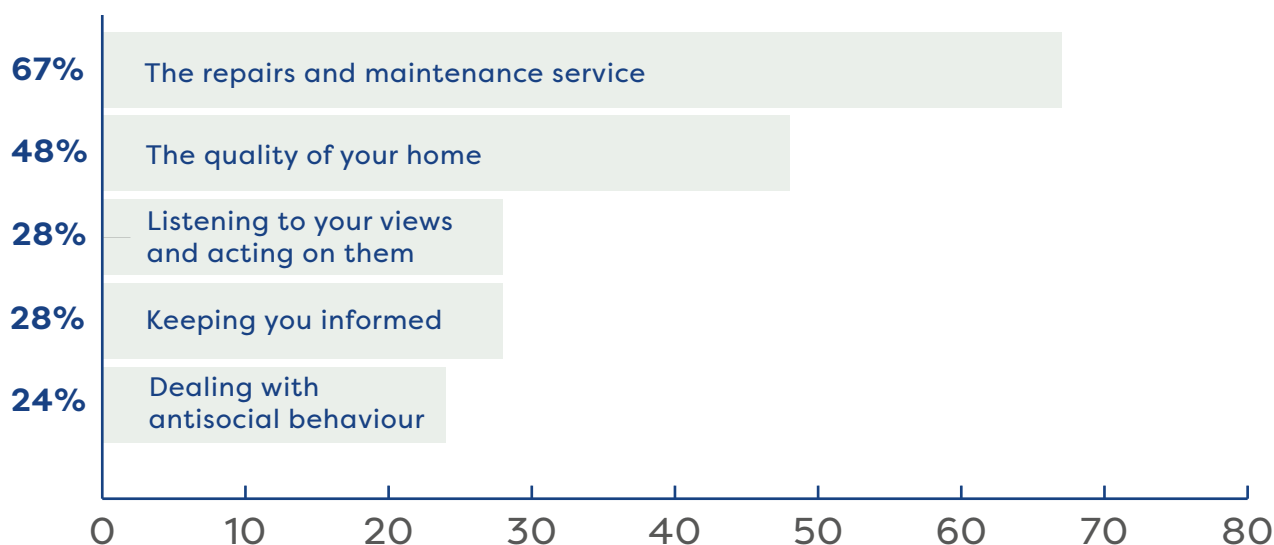


Merseyside

	Greater Manchester	Lancashire	Merseyside
Satisfaction with services provided by landlord	71%	79%	73%
Satisfaction with area as a place to live	79%	84%	81%
Satisfaction with overall quality of home	74%	81%	75%
Onward listens to and acts upon your views	49%	55%	56%
Satisfaction with repairs & maintenance	65%	72%	77%
Satisfaction with value for money of rent	75%	82%	79%
Satisfaction with value for money of service charge	49%	58%	42%

Your priorities

The areas you think we must improve:



“The STAR survey is a great opportunity for Onward customers to share their views with us and to positively influence the services we provide. We want to ensure that our customers are at the heart of everything we do and we are delighted that so many took the time to share their views with us. We want to ensure we continually improve our services so that they continue to meet your needs.”

Bronwen Rapley
Chief Executive

Our priorities

Over the coming months we will be using the results to help us to shape our service plans and priorities, we will target our resources where they are needed most.

OUR REPAIRS SERVICE



We are committed to delivering a reliable and consistent repairs service to all of our customers.

- We know we have not got this right just yet and are working closely with our contractors
- We have already recruited more people in the contact centre and we are already better able to respond to your calls quickly

Don't forget My Onward self-service portal - this is the quickest and easiest way to report a repair. If you haven't yet set up your account you can do so by visiting www.onward.co.uk and click on the orange 'My Onward' tab.

LOCAL ACTION PLANS



Feedback from the STAR survey has given us a better understanding of what is important to you. Using this feedback, we will incorporate the feedback into our neighbourhood plans which will be updated by spring 2020.

We have over 2,000 customers from across our neighbourhoods who are willing get involved and to share their views with us and we will regularly engage with them to check on how we are doing against our targets.

OUR SERVICE STANDARDS



With customers we will develop and embed clear service standards that exceed the expectations of our customers. We will provide opportunities for customers to monitor how we are performing against the standards we set out.

TESTING OUR PROGRESS



In order to check on how we are doing we are developing a monthly survey for you to tell us how we are getting on, be sure to give us your feedback if you receive one.



Our Annual Customer Report 2018/19 shows what's been happening here at Onward and the progress we're making to improve our services and build more homes – read it [here](#).

GET IN TOUCH WITH THE CUSTOMER ENGAGEMENT TEAM

CustomerEngagement@onward.co.uk

Or call us on 0300 555 0600 for more information or to get involved.

If you want a printed copy of any of our published documents – please call us and let us know.

