

## STAR survey (Survey of Tenants and Residents)

### OVERALL SATISFACTION WITH YHG SERVICES



### SATISFACTION WITH HOME QUALITY



### SATISFACTION WITH NEIGHBOURHOOD



### SATISFACTION WITH REPAIRS & MAINTENANCE



### SATISFACTION RENT PROVIDES VFM



### SATISFACTION SERVICE CHARGE PROVIDES VFM



### SATISFACTION YHG LISTENS TO VIEWS



### FELT VALUED



### FELT STAFF ARE HELPFUL



### FELT STAFF ARE KNOWLEDGEABLE

