

Berneslai Homes STAR Survey Results 2022



During July and September 2022, ARP Research carried out our annual STAR survey to help us understand tenant satisfaction with the services we provide as a landlord. The findings will be used to help us plan how to deliver our services and make service improvements. Results also show a comparison to 2021 and if they have increased ↑, decreased ↓ or stayed the same ↔

1,321
completed
a survey



84% Satisfied
Overall ↓ 1%



80% Repairs &
maintenance ↑ 1%



86% Last completed
repair ↑ 4%



*New
question*

80% Time taken to
complete recent repair



83% Quality
of home ↓ 2%



77% Safety &
security of home ↔



81% Rent is value
for money ↓ 4%



73% Service charge
value for money ↓ 6%



64% Handling of
complaints ↑ 1%



82% Neighbourhood
as a place to live ↑ 1%



60% Dealing
with ASB ↓ 1%



66% Communal areas
clean, safe & well
maintained *New
question*



83% Easy to deal with
↓ 1%



71% Kept informed
New question



68% Listens to views
& acts upon them ↓ 2%