

# Taunton Deane Borough Council

## Tenant Services Management Board – 21st May 2013

### Taunton Deane Borough Council 2013 Resident Satisfaction Survey – Survey Report

Report of – Steven Clarke Tenant Services Development Officer

(This matter is the responsibility of Executive Councillor Jean Adkins)

#### 1. Executive Summary

In January 2013 Taunton Deane Borough Council (TDBC) Housing Services commissioned Feedback Services to carry out a resident satisfaction survey.

The TSMB is requested to consider this report and at their next meeting in June 2013 are requested to comment on the survey findings as well as consider using the findings to trigger a service area improvement review/s.

Please note that the full survey will be distributed at the May 2013 TSMB meeting.

#### 2. Background

STAR (Survey of Tenants and Residents) was launched in July 2011. It provides social housing landlords with the essential means of discovering how satisfied tenants and residents are with the services provided by them and also allows landlords to benchmark satisfaction results with each other.

#### 2. Responding to the survey findings

The aim of this report and survey is to allow the TSMB to analyse the results and highlight areas of the service that they would wish to review at the June 2013 TSMB meeting. The full survey report will be distributed at the May 2013 meeting.

#### 3. Recommendation

Due to the amount information contained in the survey report, it is requested that the TSMB allow themselves time to digest the information contained within and set aside a period of time at their next meeting in June 2013 for commenting on the findings, with a view to considering which service areas they would recommend to be reviewed.

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