

STAR survey results

In the summer of 2019, many of you took part in a survey that will help to share how we improve our services moving forwards. Below are some of the headline results to show how NWLDC is performing in the opinion of our tenants.

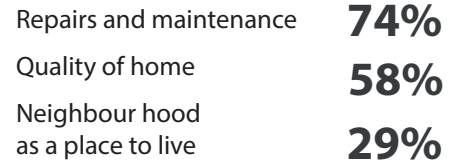
Overall satisfaction with the Housing Service provided by North West Leicestershire District Council (NWLDC)



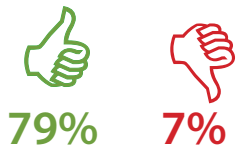
Would you recommend NWLDC as a housing provider



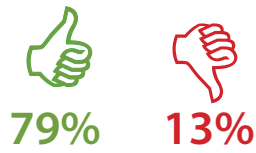
Top three service priorities



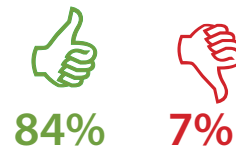
Overall satisfaction with being treated fairly



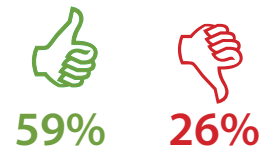
Overall satisfaction with quality of home



Overall satisfaction with value for money of rent



Overall satisfaction with value for money of service charge



Repairs and maintenance

Overall satisfaction with Repairs and Maintenance



Was your appointment kept?

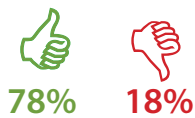


Repairs being done right



Your neighbourhood

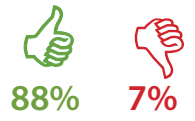
Overall satisfaction with the overall appearance of the neighbourhood



Overall satisfaction with how NWLDC deals with anti-social behaviour



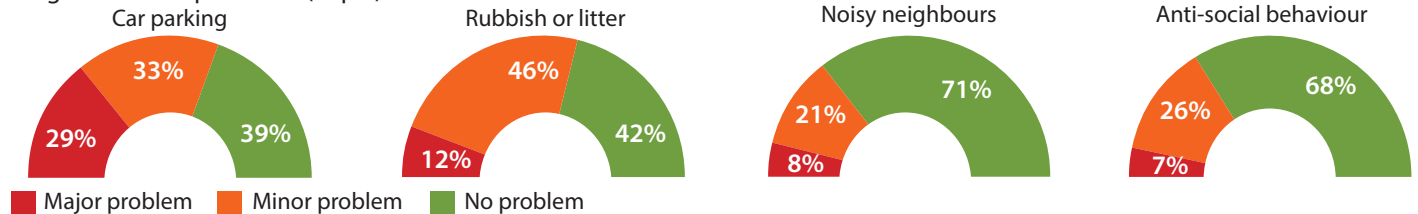
Overall satisfaction with the neighbourhood as a place to live



Has your neighbourhood improved or declined over the last three years

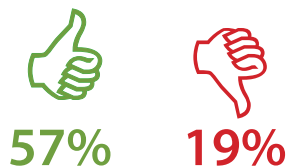


Neighbourhood problems (Top 4)



Communication and complaints

Overall Satisfaction with being listened to and acted upon



Experience with the Housing Service:

Getting hold of the right person easily



The final outcome of your query



Experience with the complaints Service:

Satisfaction on complaints handling



Satisfaction on the final outcome on complaints

