

STAR Survey 2014 Key Satisfaction Levels

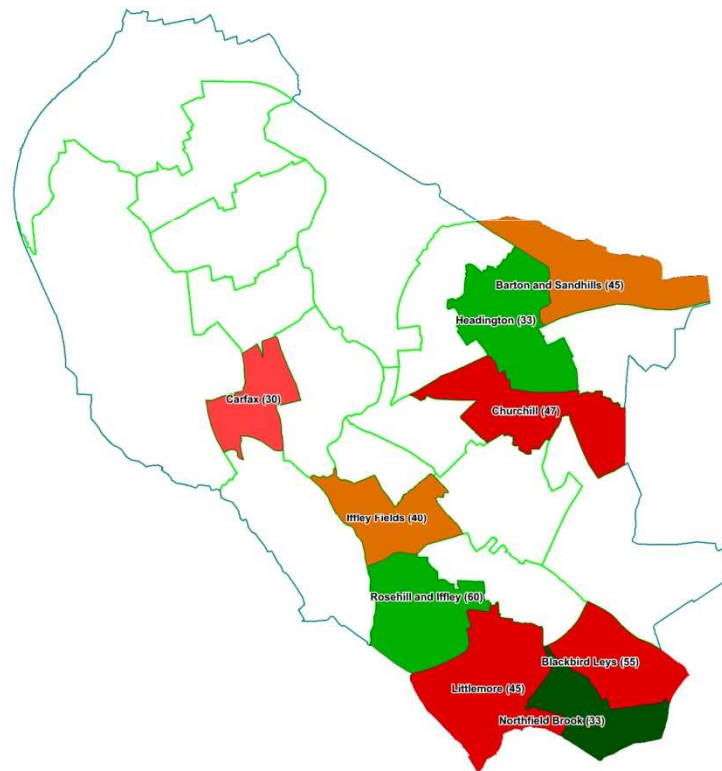
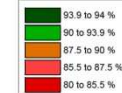
7th November 2014

**Gary Parsons
Housing Strategy & Performance Manager**



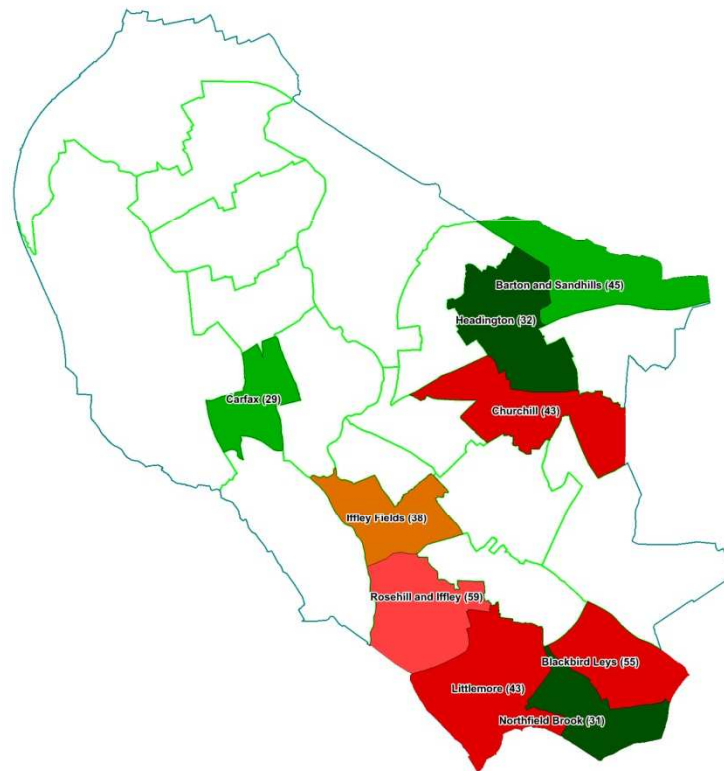
Housing Services Satisfaction

Q1 Taking everything into account, how satisfied are you with the housing services provided by Oxford City Council?



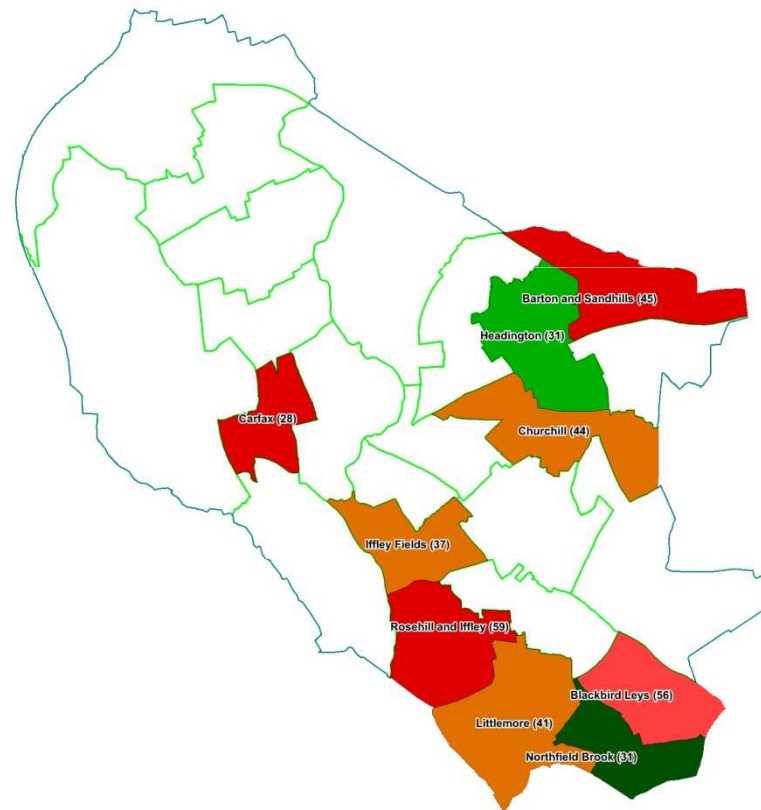
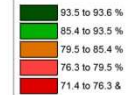
Satisfaction with overall condition of home

Q2 How satisfied are you with the overall condition of your home?



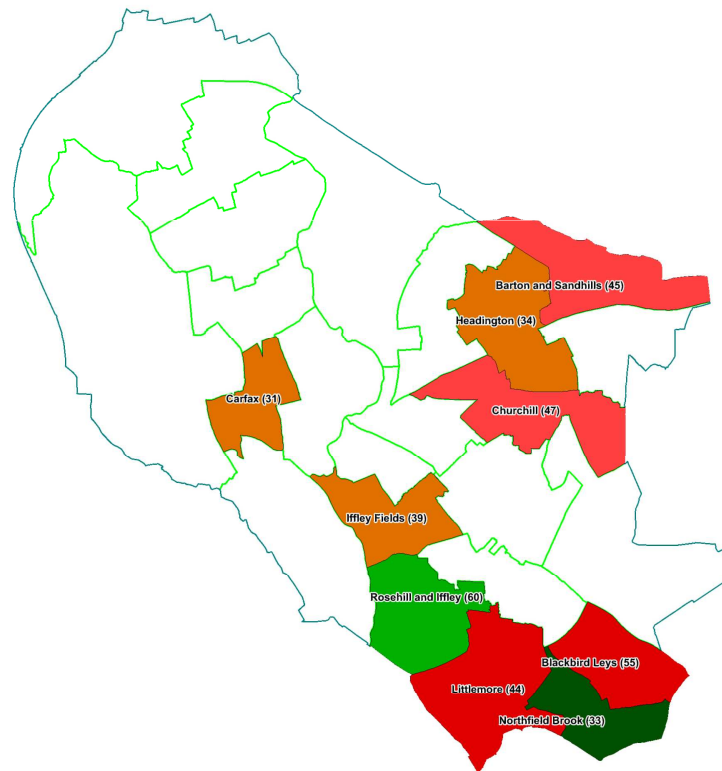
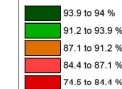
Satisfaction with estate as a place to live

Q2 How satisfied are you with your estate as a place to live?



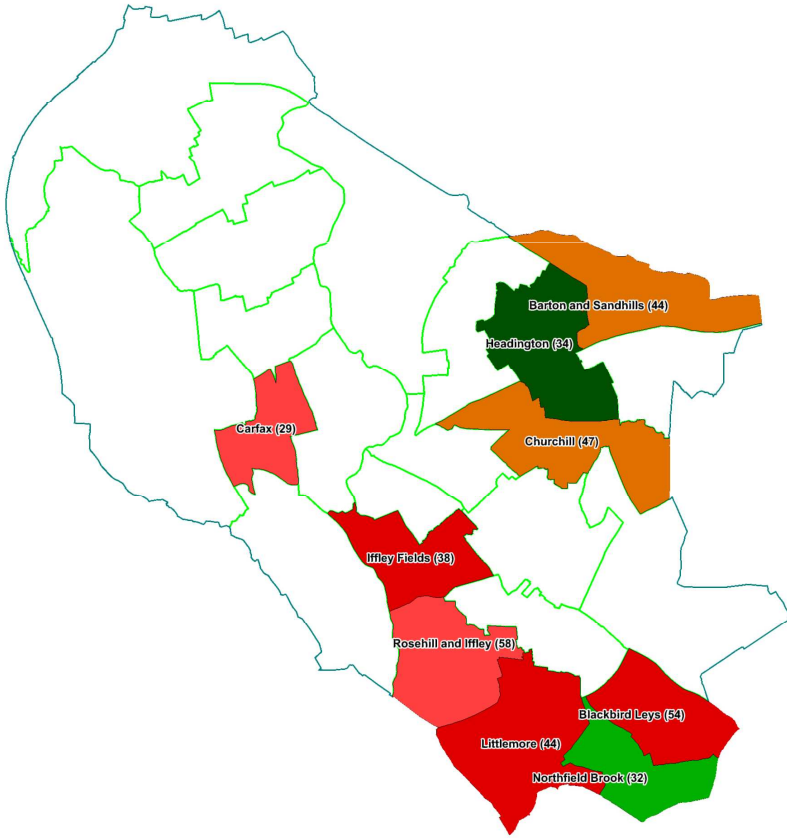
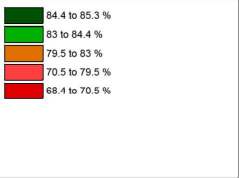
Satisfaction with quality of home

Q2 How satisfied are you with the overall quality of your home?



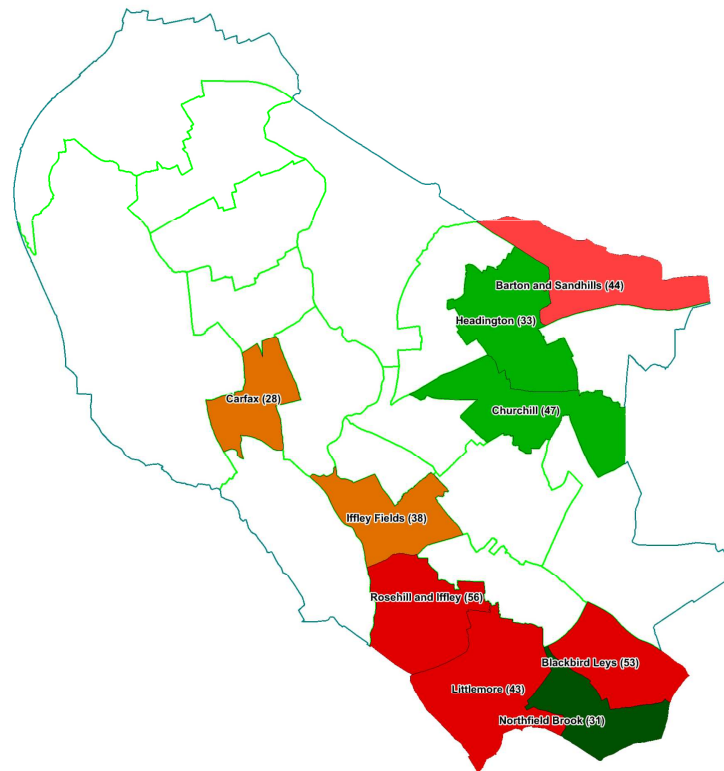
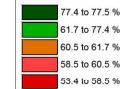
Satisfaction with rent providing VFM

Q3 How satisfied are you that your rent provides value for money?



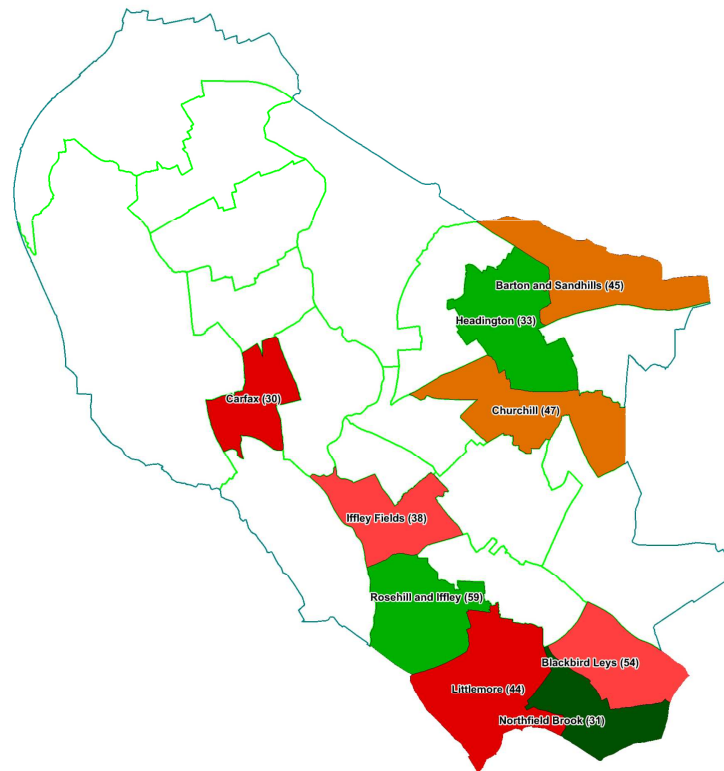
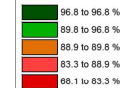
Satisfaction with Service Charges providing VFM

Q4 How satisfied are you that your service charges provide value for money?



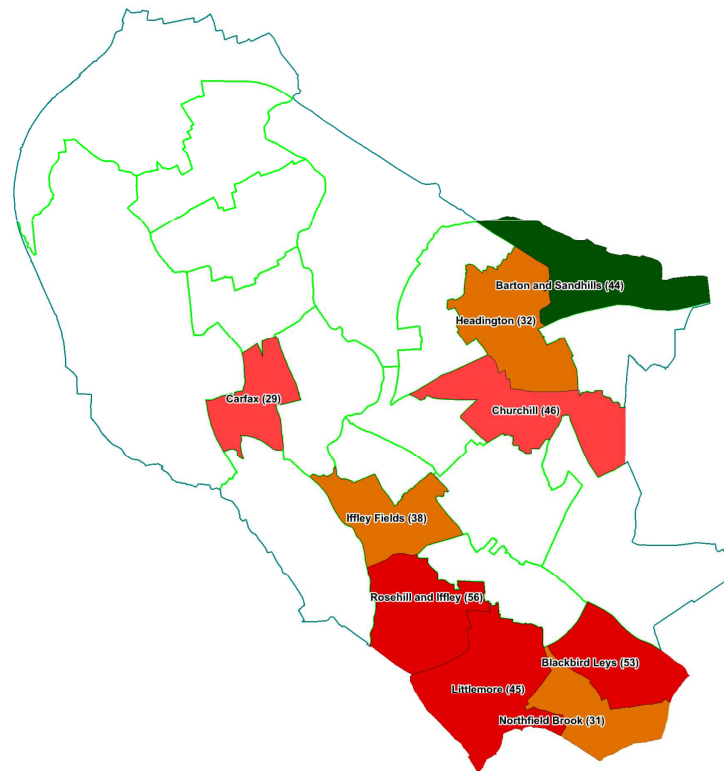
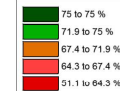
Satisfaction with Repairs & Maintenance

Q5 Generally, how satisfied are you with the way Oxford City Council deals with repairs and maintenance?



Satisfaction that OCC listens to views and acts upon them

Q6 How satisfied are you that Oxford City Council listens to your views and acts upon them?



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