

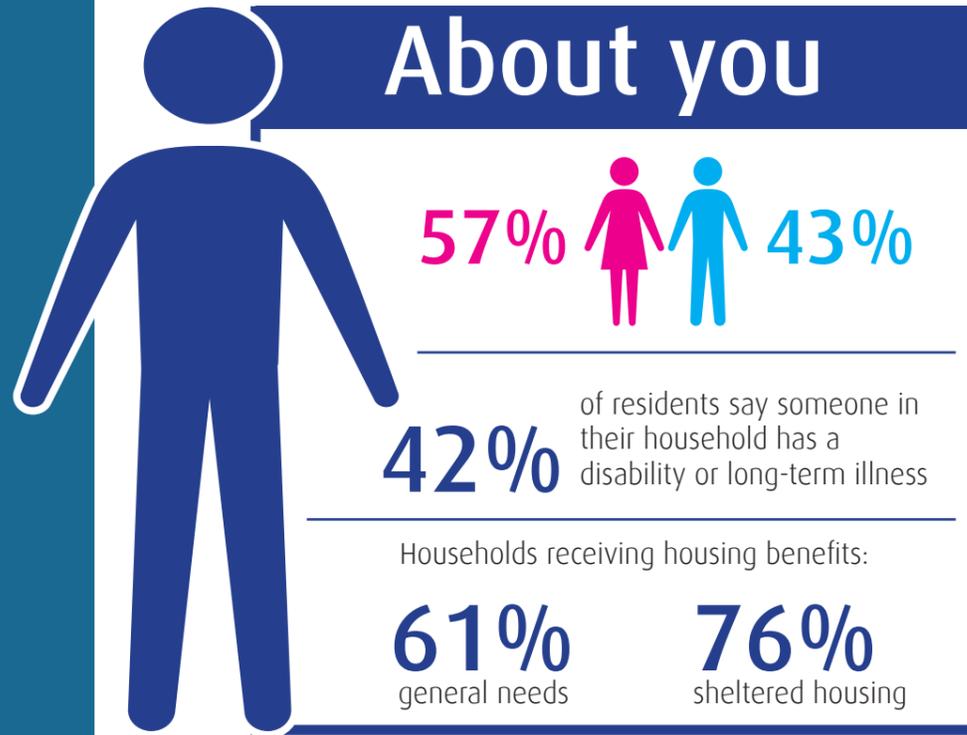
# STAR survey results

'STAR' stands for 'survey of tenants and residents', developed by Housemark. Housing Associations, like Magna, across the country ask a number of the same questions which allow us to compare our results with others to see where we're doing well and where we could improve.

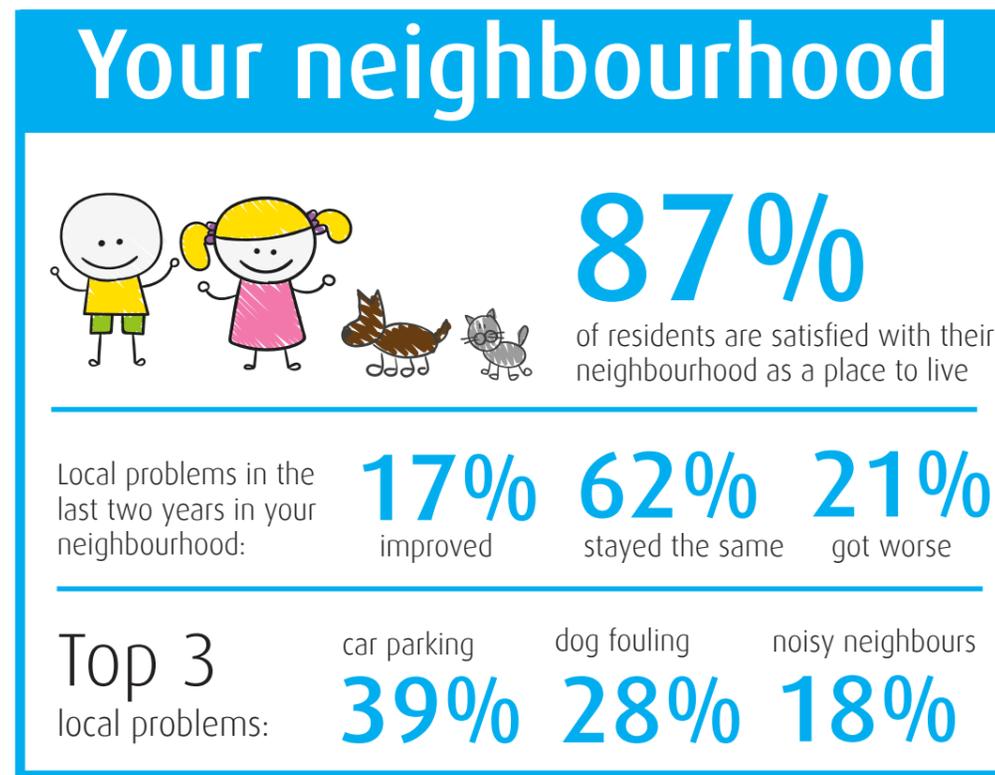
We asked our residents to complete the STAR survey in 2015. These results represent those residents who were very or fairly satisfied. The other options were neither satisfied nor dissatisfied and fairly or very dissatisfied.

The next Opendoor will explain some of the actions we will take to improve. For example we will talk to residents about why they are unhappy with the value for money of their rent and service charges.

For more detailed reports, visit our website [www.magnaha.org.uk](http://www.magnaha.org.uk) or contact Sally Huggins, policy and research manager, on 01305 216009 or email [sally.huggins@magna.org.uk](mailto:sally.huggins@magna.org.uk)



**88%** of residents are satisfied with our overall service.



**83%** of residents would recommend Magna to their friends and family.

