

## Tenant satisfaction measures (TSM) scores 2023-2024

Blue = customer satisfaction measure

Grey = customer service performance measure

Key area / theme	TSM (Tenant satisfaction measures)	Aster Group scores
Overall satisfaction	Taking everything into account, how satisfied are you with the service provided by Aster?	77.3%
Keeping properties in good repair	Proportion of homes that do not meet the Decent Homes Standard	1.8%
	Proportion of non-emergency repairs completed within target time-scale	85.1%
	Proportion of emergency repairs completed within target time-scale	91.6%
	How satisfied are you with the overall repairs service?	81.3%
	How satisfied are you with the time taken to complete your most recent repair?	80%
	How satisfied are you that Aster provides a home that is well maintained?	76.1%
Maintaining building safety	Thinking about the condition of the property or building you live in, how satisfied are you that Aster provides a home that is safe?	80.6%
	Proportion of homes for which all required gas safety checks have been carried out	99.8%
	Proportion of homes for which all required fire risk assessments have been carried out	99.8%
	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	99.3%
	Proportion of homes for which all required legionella risk assessments have been carried out	92%
	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
Respectful and helpful engagement	How satisfied are you that Aster listens to your views and acts on them?	67.3%
	How satisfied are you that Aster keeps you informed about the things that matter to you?	77.5%
	To what extent do you agree with the following 'Aster treats me fairly and with respect'?	84.1%
Effective handling of complaints	How satisfied are you with Aster's approach to complaints handling?	34.7%
	Number of stage one complaints made by customers during the year per 1,000 homes	24.3
	Number of stage two complaints made by customers during the year per 1,000 homes	5
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales	87.8%
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales	76.8%
Responsible neighbourhood management	How satisfied are you that Aster keeps communal areas clean and well maintained?	65.1%
	How satisfied are you that Aster makes a positive contribution to your neighbourhood?	64.3%
	How satisfied are you with Aster's approach to handling anti-social behaviour?	65.3%
	Number of anti-social behaviour cases opened per 1,000 homes*	21.2
	Number of anti-social behaviour cases that involve hate incidents, opened per 1,000 homes*	0.5

\*These two measures are a combined figure of those who rent a home, and those who are a shared-owner