

## 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
<b>Overall satisfaction</b>	Taking everything into account, how satisfied are you with the service provided by Aster?	58.5%
<b>Maintaining building safety</b>	Thinking about the condition of the property or building you live in, how satisfied are you that Aster provides a home that is safe?	73.7%
<b>Respectful and helpful engagement</b>	How satisfied are that Aster listens to your views and acts on them?	39.8%
	How satisfied are you that Aster keeps you informed about the things that matter to you?	61.4%
	To what extent do you agree with the following 'Aster treats me fairly and with respect'?	69.1%
<b>Effective handling of complaints</b>	How satisfied are you with Aster's approach to complaints handling?	22.3%
	Number of stage one complaints made by customers during the year per 1,000 homes	21.1
	Number of stage two complaints made by customers during the year per 1,000 homes	5.8
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales	88.5%
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales	87.5%
<b>Responsible neighbourhood management</b>	How satisfied are you that Aster keeps communal areas clean and well maintained?	38.7%
	How satisfied are you that Aster makes a positive contribution to your neighbourhood?	39.2%
	How satisfied are you with Aster's approach to handling anti-social behaviour?	38.9%
	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