

Your Satisfaction with Us



Your thoughts and opinions play a vital role in helping us to shape the services we provide. This survey has been created by the Regulator for Social Housing, which oversees all landlords like us and the services we provide you. The Regulator is collecting the views of social housing customers through this short survey, as part of its new Tenant Satisfaction Measures (TSM).

Your answers will help us improve our services and forms part of our regulatory requirements to the Government. Thank you for taking the time to answer this survey. There are around 15-20 questions in total and this should take 5-10 minutes.

During the survey, we will ask you about a variety of topics:

- Your overall satisfaction
- Our repairs service
- Building safety
- Complaints handling
- How we engage with you
- How we manage your neighbourhood

Thank you for taking the time to get involved in how we shape our services and how we improve your experience with us.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Aster? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has Aster carried out a repair to your home in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from Aster over the last 12 months? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

[Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Aster provides a home that is well maintained? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Aster provides a home that is safe? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable / Don't Know

How satisfied or dissatisfied are you that Aster listens to your views and acts upon them? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable / Don't Know

How satisfied or dissatisfied are you that Aster keeps you informed about things that matter to you? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable / Don't Know

To what extent do you agree or disagree with the following "Aster treats me fairly and with respect"? [Required]

Tick one of the following

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable/ Don't Know

Have you made a complaint to Aster in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with Aster's approach to complaint handling? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Do you live in a building with communal areas, either inside or outside, that Aster is responsible for maintaining?

[Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't know

How satisfied are you that Aster keeps communal areas clean and well-maintained? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Aster makes a positive contribution to your neighbourhood? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Thinking about the last time you had to get in touch with Aster, how easy did you find them to deal with?

Tick one of the following

- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult
- ☐ Not Applicable/ Don't Know

Taking everything into account, what does Aster do well that should continue?

Taking everything into account, what could Aster do to improve?

Taking into account everything, how likely or unlikely are you to recommend Aster to a friend or family member?

Unlikely										Very Likely									
0	1	2	3	4	5	6	7	8	9	10									

Thank you for taking the time to complete our survey. Your response will be used to form our plans for service improvement, so thank you for getting involved.