

Rental customers

Tenant Satisfaction Measurement scores for Aster 2025/2026, broken down by region

Theme	TSM (Tenant satisfaction measures)	Region 1 Berkshire, Hampshire, London, Surrey & Sussex	Region 2 Wiltshire Somerset & Gloucester	Region 3 Dorset, Devon & Cornwall	Regulator for Social Housing Median
Overall satisfaction	Taking everything into account, how satisfied are you with the service provided by Aster?	80.3%	82.4%	77.2%	71.8%
Keeping properties in good repair	How satisfied are you with the overall repairs service?	83.8%	82.1%	80.6%	73.6%
	How satisfied are you with the time taken to complete your most recent repair?	82.5%	83.2%	80.9%	69.5%
	How satisfied are you that your landlord provides a home that is well maintained?	81.5%	82.1%	77.9%	71.9%
Maintaining building safety	Thinking about the condition of the property or building you live in, how satisfied are you that your landlord provides a home that is safe?	86.2%	84.8%	80.7%	77.6%
Respectful and helpful engagement	How satisfied are you that Aster listens to your views and acts on them?	74.2%	74.6%	69.3%	61.6%
	How satisfied are you that Aster keeps you informed about the things that matter to you?	82.8%	83.4%	77.1%	72%
	To what extent do you agree with the following 'Aster treats me fairly and with respect'?	84.8%	87.3%	86%	77.9%
Effective handling of complaints	How satisfied are you with Aster's approach to complaints handling?	35.3%	38.9%	40.8%	35.5%
Responsible neighbourhood management	How satisfied are you that Aster keeps communal areas clean?	66.1%	69.8%	63.7%	66.7%
	How satisfied are you that Aster makes a positive contribution to your neighbourhood?	69.5%	72.9%	66.2%	64.6%
	How satisfied are you with Aster's approach to handling anti-social behaviour?	73.7%	73.4%	66.5%	59.5%