

Shared Ownership customers

ASTER
GROUP

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?	53.2%	59.6%	54.4%	47.9%
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?	73.9%	80.3%	80%	72.5%
Respectful and helpful engagement	How satisfied are you that Aster listens to your views and acts on them?	41.5%	45.4%	47.7%	38.4%
	How satisfied are you that Aster keeps you informed about the things that matter to you?	57.3%	67.4%	57%	55.8%
	To what extent do you agree with the following 'Aster treats me fairly and with respect'?	68.5%	71.1%	65%	60%
Effective handling of complaints	How satisfied are you with Aster's approach to complaints handling?	25%	20%	20.4%	23.4%
Responsible neighbourhood management	How satisfied are you that Aster keeps communal areas clean?	45.6%	40.4%	50.8%	46.8%
	How satisfied are you that Aster makes a positive contribution to your neighbourhood?	43.4%	43.5%	39.6%	40.8%
	How satisfied are you with Aster's approach to handling anti-social behaviour?	45.7%	44.1%	34.8%	38%