Rental customers

Tenant satisfaction measures (TSM) scores 2024-2025

Blue = customer satisfaction measure

Grey = customer service performance measure

Proportion of homes that do not meet the Decent Homes Standard O.1% →	Theme	TSM (Tenant satisfaction measures)	2023/24		2024/25
Proportion of homes that do not meet the Decent Homes Standard Proportion of non-emergency repairs completed within target time-scale Proportion of non-emergency repairs completed within target time-scale Proportion of emergency repairs completed within target time-scale Proportion of emergency repairs completed within target time-scale How satisfied are you with the overall repairs service? 81.3% \$4.8			77.3%	↑	79.1%
Triget time-scale Proportion of emergency repairs completed within target time-scale Proportion of emergency repairs completed within target time-scale Proportion of emergency repairs completed within target time-scale Proportion of emergency repairs service? B13% B48	Keeping properties in	Proportion of homes that do not meet the Decent	0.1%	→	0.1%
properties in good repair How satisfied are you with the overall repairs service? How satisfied are you with the time taken to complete your most recent repair? How satisfied are you that your landlord provides a home that is well maintained? Thinking about the condition of the property or building you live in, how satisfied are you that your landlord provides a home that is well maintained? 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? Proportion of homes for which all required gas safety checks have been carried out Proportion of homes for which all required fire risk assessments have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Proportion of homes for which all required beginnella risk assessments have been carried out Troportion of homes for which all required beginnella risk assessments have been carried out Troportion of homes for which al			85.1%	\	84%
How satisfied are you with the overall repairs service? 81.3% \$4.88			91.6%	V	89.9%
Respectful and helpful engagement Respectful and helpful engagement Responsible Responsible Proportion of stage two complaints made by customers during the year per 1,000 homes Number of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhoad menagement How satisfied are you that Aster sapproach to handling and the How satisfied are you that Aster sapproach to handling Code time-scales Responsible neighbourhoad menagement Responsible neighbourhoad menagement Responsible neighbourhoad menagement How satisfied are you that Aster sapproach to handling code time-scale behaviour cases that involve had ling and the proportion of homes for which all required communal passenger life safety checks have been carried out Proportion of homes for which all required communal passenger life safety checks have been carried out Proportion of homes for which all required communal passenger life safety checks have been carried out Proportion of homes for which all required communal passenger life safety checks have been carried out Proportion of homes for which all required communal passenger life safety checks have been carried out Proportion of homes for which all required damenund passenger life safety checks have been carried out Proportion of homes for which all required dabout does not have been carried out Proportion of homes for which all required dabout does not have been carried out Proportion of homes for which all required assessments have been carried out Proportion of stage two complaints made by customers during the year per 1,000 homes How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you that Aster sapproach to handling anti-social behaviour? Number of anti-social behaviour cases that inv		How satisfied are you with the overall repairs service?	81.3%	↑	84.8%
well maintained? 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? Proportion of homes for which all required gas safety checks have been carried out Proportion of homes for which all required fire risk assessments have been carried out Proportion of homes for which all required sabestas management surveys or re-inspections have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required communal passenger lift safety checks have been carried out How satisfied are you that Aster listens to your views and acts on them? How satisfied are you that Aster listens to your views and acts on them? To what extent do you agree with the following 'Aster treats me fairly and with respect?' How satisfied are you with Aster's approach to complaints handling? Number of stage one complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Number of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? Number of anti-social behaviour cases opened per 1,000 homes Number of anti-social behaviour cases opened per 1,000 homes? Number of anti-social behaviour cases that invalve hate		·	80%	↑	83.7%
Number of stage one complaints made by customers during the year per 1,000 homes Number of stage one complaints made by customers during the year per 1,000 homes Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale			76.1%	↑	81.8%
have been carried out 99.8% 199.9 199.		live in, how satisfied are you that your landlord provides	80.6%	↑	86.3%
Maintaining building safety Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required communal passenger lift safety checks have been carried out Proportion of homes for which all required communal passenger lift safety checks have been carried out Proportion of homes for which all required communal passenger lift safety checks have been carried out Proportion of homes for which all required communal passenger lift safety checks have been carried out Proportion of homes for which all required demandler six assessments have been carried out Proportion of homes Proportion of homes Proportion of homes Proportion of homes Proportion of stage one to put hat Aster keeps you informed about Proportion of stage one complaints made by customers during Proportion of stage one complaints made by customers during Proportion of stage two complaints made by customers during Proportion of stage two complaints made by customers during Proportion of stage one complaints responded to Proportion of stage one complaints responded to Proportion of stage two complaints responde			99.8%	↑	99.9%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required legionella risk assessments have been carried out Proportion of homes for which all required communal passenger lift safety checks have been carried out How satisfied are you that Aster listens to your views and acts on them? How satisfied are you that Aster listens to your views and acts on them? How satisfied are you that Aster keeps you informed about the things that matter to you? To what extent do you agree with the following 'Aster treats me fairly and with respect?' How satisfied are you with Aster's approach to complaints handling? Number of stage one complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Proportion of stage one complaints made by customers during the year per 1,000 homes Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases opened per 1,000 homes*			99.8%	\	99.4%
assessments have been carried out Proportion of homes for which all required communal passenger lift safety checks have been carried out How satisfied are you that Aster listens to your views and acts on them? Respectful and helpful engagement How satisfied are you that Aster keeps you informed about the things that matter to you? To what extent do you agree with the following 'Aster treats me fairly and with respect? How satisfied are you with Aster's approach to complaints handling? Number of stage one complaints made by customers during the year per 1,000 homes Proportion of stage two complaints made by customers during the year per 1,000 homes Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes*			99.3%	↑	99.5%
lift safety checks have been carried out How satisfied are you that Aster listens to your views and acts on them? Respectful and helpful engagement How satisfied are you that Aster keeps you informed about the things that matter to you? To what extent do you agree with the following 'Aster treats me fairly and with respect? How satisfied are you with Aster's approach to complaints handling? Number of stage one complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Number of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster keeps communal areas clean? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes*		·	92%	↑	100%
Respectful and helpful engagement How satisfied are you that Aster keeps you informed about the things that matter to you? To what extent do you agree with the following 'Aster treats me fairly and with respect?? How satisfied are you with Aster's approach to complaints handling? Number of stage one complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Number of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate			100%	→	100%
To what extent do you agree with the following 'Aster treats' me fairly and with respect?' How satisfied are you with Aster's approach to complaints handling?' Number of stage one complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate	and helpful		67.3%	↑	72.2%
To what extent do you agree with the following 'Aster treats me fairly and with respect'? How satisfied are you with Aster's approach to complaints handling? Number of stage one complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Number of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster keeps communal areas clean? How satisfied are you with Aster sapproach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate			77.5%	↑	80.6%
Effective handling? Number of stage one complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate			84.1%	↑	87.4%
the year per 1,000 homes Number of stage two complaints made by customers during the year per 1,000 homes Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate	handling of		34.7%	↑	39.1%
the year per 1,000 homes the year per 1,000 homes Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate			24.3%	↑	48.2%
within the Housing Ombudsman's Complaint Handling Code time-scale Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve bate			5	↑	10.8
within the Housing Ombudsman's Complaint Handling Code time-scales How satisfied are you that Aster keeps communal areas clean? How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate		within the Housing Ombudsman's Complaint Handling	87.8%	↑	93.5%
How satisfied are you that Aster makes a positive contribution to your neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* 10 1,000 homes* Number of anti-social behaviour cases that involve bate		within the Housing Ombudsman's Complaint Handling	76.8%	↑	90.8%
Responsible neighbourhood? How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* 1.4 1.4 1.4 1.5 1.4 1.4 1.4 1.4	neighbourhood	How satisfied are you that Aster keeps communal areas clean?	65.1%	↑	70.4%
neighbourhood management How satisfied are you with Aster's approach to handling anti-social behaviour? Number of anti-social behaviour cases opened per 1,000 homes* Number of anti-social behaviour cases that involve hate			64.3%	↑	71.4%
Number of anti-social behaviour cases opened per 1,000 homes* 21.2 19			65.3%	↑	73.5%
Number of anti-social behaviour cases that involve hate			21.2	\	19.3
incidents, opened per 1,000 homes*		Number of anti-social behaviour cases that involve hate incidents, opened per 1,000 homes*	0.5	4	0.4

^{*}These two measures are a combined figure of those who rent a home, and those who are a shared-owner.