

Tenant satisfaction measures (TSM) scores 2024-2025

Blue = customer satisfaction measure Grey = customer service performance measure

Theme	TSM (Tenant satisfaction measures)	2023/24	2024/25
Overall satisfaction	Taking everything into account, how satisfied are you with the service provided by Aster?	77.3%	↑ 79.1%
Keeping properties in good repair	Proportion of homes that do not meet the Decent Homes Standard	0.1%	→ 0.1%
	Proportion of non-emergency repairs completed within target time-scale	85.1%	↓ 84%
	Proportion of emergency repairs completed within target time-scale	91.6%	↓ 89.9%
	How satisfied are you with the overall repairs service?	81.3%	↑ 84.8%
	How satisfied are you with the time taken to complete your most recent repair?	80%	↑ 83.7%
	How satisfied are you that your landlord provides a home that is well maintained?	76.1%	↑ 81.8%
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?	80.6%	↑ 86.3%
	Proportion of homes for which all required gas safety checks have been carried out	99.8%	↑ 99.9%
	Proportion of homes for which all required fire risk assessments have been carried out	99.8%	↓ 99.4%
	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	99.3%	↑ 99.5%
	Proportion of homes for which all required legionella risk assessments have been carried out	92%	↑ 100%
	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	→ 100%
Respectful and helpful engagement	How satisfied are you that Aster listens to your views and acts on them?	67.3%	↑ 72.2%
	How satisfied are you that Aster keeps you informed about the things that matter to you?	77.5%	↑ 80.6%
	To what extent do you agree with the following 'Aster treats me fairly and with respect'?	84.1%	↑ 87.4%
Effective handling of complaints	How satisfied are you with Aster's approach to complaints handling?	34.7%	↑ 39.1%
	Number of stage one complaints made by customers during the year per 1,000 homes	24.3%	↑ 48.2%
	Number of stage two complaints made by customers during the year per 1,000 homes	5	↑ 10.8
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale	87.8%	↑ 93.5%
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales	76.8%	↑ 90.8%
Responsible neighbourhood management	How satisfied are you that Aster keeps communal areas clean?	65.1%	↑ 70.4%
	How satisfied are you that Aster makes a positive contribution to your neighbourhood?	64.3%	↑ 71.4%
	How satisfied are you with Aster's approach to handling anti-social behaviour?	65.3%	↑ 73.5%
	Number of anti-social behaviour cases opened per 1,000 homes*	21.2	↓ 19.3
	Number of anti-social behaviour cases that involve hate incidents, opened per 1,000 homes*	0.5	↓ 0.4

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