

Tenant satisfaction measures (TSM) scores 2024-2025

Blue = customer satisfaction measure Grey = customer service performance measure

Key area	TSM (Tenant satisfaction measures)	2023/24	2024/25
Overall satisfaction	Taking everything into account, how satisfied are you with the service provided by Aster?	58.5%	↓ 54.7%
Maintaining building safety	Thinking about the condition of the property or building you live in, how satisfied are you that Aster provides a home that is safe?	73.7%	↑ 74.8%
Respectful and helpful engagement	How satisfied are that Aster listens to your views and acts on them?	39.8%	↑ 45.3%
	How satisfied are you that Aster keeps you informed about the things that matter to you?	61.4%	↑ 64.3%
	To what extent do you agree with the following 'Aster treats me fairly and with respect'?	69.1%	↓ 68.7%
Effective handling of complaints	How satisfied are you with Aster's approach to complaints handling?	22.3%	↑ 25.5%
	Number of stage one complaints made by customers during the year per 1,000 homes	21.1%	↑ 35.3%
	Number of stage two complaints made by customers during the year per 1,000 homes	5.8	↑ 12.6
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scale	88.5%	↑ 89.2%
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales	87.5%	↓ 82.1%
Responsible neighbourhood management	How satisfied are you that Aster keeps communal areas clean?	38.7%	↑ 47.7%
	How satisfied are you that Aster makes a positive contribution to your neighbourhood?	39.2%	↑ 41.2%
	How satisfied are you with Aster's approach to handling anti-social behaviour?	38.9%	↑ 48.2%
	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.