

Tenant Satisfaction Measures – FAQ's

What are the tenant satisfaction measures?

The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. Some of the TSMs will be measured by carrying out annual tenant satisfaction surveys, and we will be doing this throughout the year. As well as overall satisfaction, the survey will cover topics like repairs to your home, the safety of your home and how we handle complaints. Landlords are expected to have submitted their first year's performance in summer 2024, with the results shared publicly in autumn 2024.

How will Aster be collecting them?

We have partnered with an organisation called CX-Feedback. They work with over 60 housing associations to deliver surveys. CX-feedback work with their survey partner, PEXEL and they will be carrying out these surveys on our behalf over the phone.

Does that mean CX-feedback will be given some information about me?

Yes. We will need to share names and telephone numbers with them so that they can complete the surveys. We have a data sharing agreement in place with CX-feedback that protects your data and ensures that it is not passed on to any other organisations. The telephone survey company PEXEL who CX-feedback work with are also bound by a similar data sharing agreement.

How do I know the phone call is genuine?

The caller will introduce themselves as working for PEXEL and will say they are calling on behalf of Aster. If you have any concerns, please call 0333 400 8222 and our customer services advisors will be able to put you in touch with our survey team and confirm that the phone call is genuinely on behalf of Aster.

How often will I get the survey?

We'll use a random sample of customers every year, but you won't receive this survey more than once a year.

Do I have to complete it?

No. The survey is optional but we really would like to hear from you.

Will I get other surveys from Aster?

We will continue to send service specific surveys too. So, for example, you may receive a survey after you've had a repair completed.

Will I be able to see the results of the TSM survey?

Yes. Results will be shared on our website and by the regulator.

Who can I get in touch with if I have any questions about surveys at Aster?

You can either call our contact centre on 0333 400 8222 or email CustomerVoice@Aster.co.uk