

## Tenant Satisfaction Measures – FAQ's

### What are the tenant satisfaction measures?

The Regulator of Social Housing is creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services, which social housing landlords in England will have to begin reporting on from 1 April 2023.

Some of the TSMs will be measured by carrying out annual tenant satisfaction surveys, and we intend to start doing this from December 2022 onwards. 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.

### How will Aster be collecting them?

We will be partnering with an organisation called CX-Feedback. They work with over 60 housing associations to deliver surveys. CX-feedback will be sending text messages and emails on our behalf.

In addition you may also get a phone call from CX-feedback's survey partner, PEXEL.

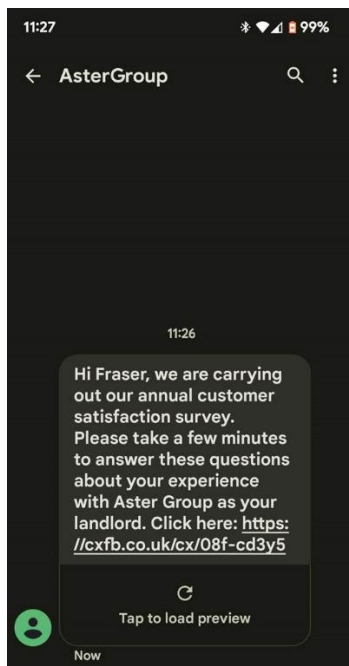
### Does that mean CX-feedback will be given some information about me?

Yes. We will need to share email addresses and telephone numbers with them so that they can send the surveys out. 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.

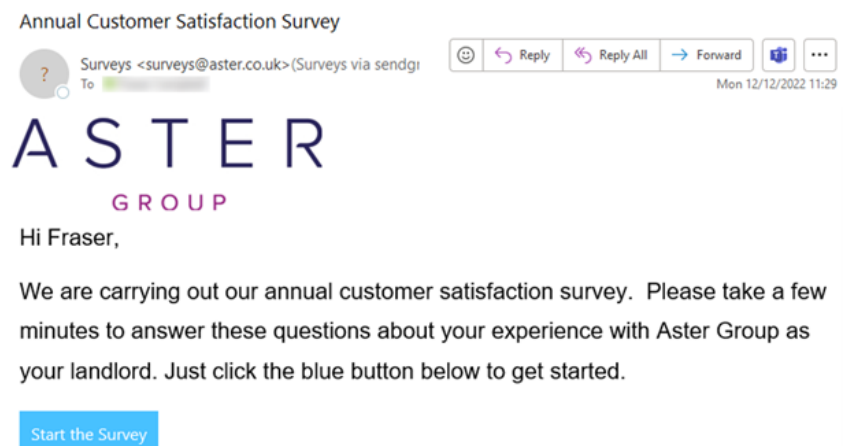
### What will the text or email message look like?

You will receive either a personalised email or SMS message from Aster Group which will look like this:

SMS:



Email:



This means you can complete the survey at a time that suits you, rather than by telephone.

**How can I check that the text or email is really from Aster?**

If you're concerned about the link, please call 0333 400 8222 and our customer services advisors will help to confirm the text message or email has been sent by us.

**If I get a phone call, how do I know it's 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?**

You will receive the survey 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 [analyticsandresearch@aster.co.uk](mailto:analyticsandresearch@aster.co.uk)