

Summer 2025

# My Home

Customer Magazine



## In this issue:

Our latest annual TSM results

Repairs made easy:  
Even faster service for you

Celebrating 5 years of OASIS:  
Championing the customer voice





# Welcome

## A warm welcome to our summer edition

As we step into the summer months, I'm delighted to welcome you to another edition of MyHome - packed with updates, achievements, and stories from across our communities.

This year, we've been focused on making everyday life better for our customers. You'll see throughout these pages how your feedback continues to shape the way we work, from speeding up repairs and improving our services, to celebrating the vibrant communities that make our homes such a special place to live.

Our latest Tenant Satisfaction Measures show we're making real progress - more customers are satisfied with our services and feel treated fairly and with respect. We've continued to invest in safety, with 100% of essential checks completed.

We know, however, that challenges remain. That's why we're always listening - whether it's through our various customer engagement groups, including OASIS and the feedback you share with us about our services. Your voices help us to keep improving and ensure we're putting people first in everything we do.

This summer, we're also celebrating the difference we can make together, from supporting wildlife

through No Mow May, to taking pride in our gardens and shared spaces, and joining in with Civic Pride events across Newcastle. Every small action helps build stronger, safer, and more welcoming neighbourhoods.

If you need support - whether with your tenancy, finances, or wellbeing - please remember our teams are here for you. You'll find helpful advice and contact details throughout this edition, including how to get in touch with our Money Advice team if you're facing financial challenges.

I hope you enjoy reading this edition, and I look forward to seeing what we achieve together in the months ahead.



**Andrei Szatkowski**  
Executive Director of People

## Annual TSM Results 2024-2025



### Overall Satisfaction



**78%** of customers living in rented homes are satisfied with the **overall service provided** by Aspire

### Maintenance



**96.5%** of emergency repairs were completed within target

**80.6%** of customers are satisfied that we provide a home which is safe

### Engagement



**80.6%** of customers said they are **treated fairly and with respect**

**73.5%** of customers said they are satisfied that they are **kept informed about the things that matter to them**

## Complaints



**50.4%** Satisfied with our approach to handling complaints

**94.6%** Complaints responded to within **Complaints handling code timescales** - Stage one

## Building Safety



**100%** Gas checks had been carried out in our homes at the end of March 2025

**100%** of **Water Safety, Lift Safety, Asbestos Safety and Fire Safety checks** between April 2024 - March 2025

## Neighbourhoods



**68.3%** of customers are satisfied we **keep communal areas clean and well maintained**

**67.2%** of customers are satisfied we **make a positive contribution to neighbourhoods**

To see our full annual results for 2024/25 visit [aspirehousing.co.uk/tsms](https://aspirehousing.co.uk/tsms)

Repairs made easy:

Even faster service for you

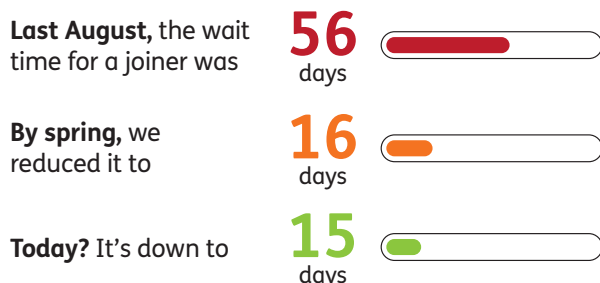


Chat2 Aspire 2025  
Coming to you this August

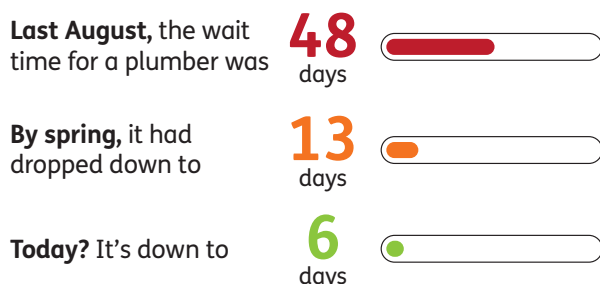
Back in the spring edition, we shared the fantastic news about reducing waiting times for repairs - and we promised we wouldn't stop there.

**Well, we've kept our word and improved again!**

### Joinery repairs



### Plumbing repairs



### Emergency repairs: Here's what to expect

We have an excellent track record for our emergency repairs, with our trade colleagues responding to 97% of emergencies on time.

However, we understand that sometimes emergency repairs may not meet expectations. On the day, we focus on resolving the immediate issue - for example, making the area safe. Follow-up appointments may be required to fully restore your home, and these will be scheduled in line with other customers already waiting for repairs.

We'll always respond to emergencies promptly, but please remember that some repairs may take more than one visit to complete.

### Missed appointments:

#### How you can help us improve even more

We've been working to reduce waiting times even further, but we need your help. Sometimes, our trade colleagues aren't able to access homes as planned, which means we miss the chance to complete repairs and help more customers.

We're finding that appointments scheduled between 8.00 and 9.00 am have the highest number of missed appointments. If you can't be home at the arranged time, please let us know so we can rearrange your appointment and then we can open up this appointment slot to another customer.

We've made it easier than ever to reschedule! Simply use the self-service feature in your appointment confirmation text message to select a new time - just tap the link and you'll be able to choose a new appointment.

We recently trialled this new service with some of our engaged customers, and the feedback was outstanding. We're confident you'll see the benefit too, whether you need to reschedule an appointment you've requested through our online chat or with the Customer Excellence team over the phone.

**If you prefer to speak to someone, our friendly Customer Excellence team is always happy to help and you can contact them on 01782 635200 or through MyAccount.**

### What's next?

We're constantly looking for ways to improve your repairs experience. Here's what's coming soon:

**Better time estimates:** More accurate timeslots will help you plan your day with ease.

**Faster reporting:** We're working on making the Customer Portal quicker and simpler to use.

**Improved contractor management:** We're exploring ways to ensure contractors deliver the best possible service for you.

**New materials supplier:** We've recently teamed up with a new materials supplier, based right in the heart of our community in Newcastle. This will reduce travel time for our trade colleagues, helping to free up more time for your repairs.

**We're committed to making repairs simpler, easier, and quicker.**

Thank you for your feedback and support as we continue to improve our repairs service.

# Celebrating 5 years of OASIS:

## Championing customer voices



This summer marks a fantastic milestone for OASIS - our Observing Aspire Standards and Improving Services group - as we celebrate five years of championing customer voices and shaping our future.

OASIS first came together in July 2020, and we're proud that three of the original members are still active and passionate contributors today. Over the years, OASIS has grown to include eight dedicated customers, including our Customer Board member, all committed to making a real difference for our customers.

From day one, OASIS has played a vital role in reviewing and endorsing our policies, challenging service leads, and ensuring we're always striving for higher standards in our homes and services.

The group keeps a close eye on our performance data, reviews key processes, and - most importantly - makes sure customers are always at the heart of every decision we make.

OASIS is now known throughout Aspire Housing as an essential group of involved customers. Their feedback, ideas, and challenges help us keep improving, and their passion inspires our teams every day.

OASIS's journey shows what's possible when customers and colleagues work together. Their insight and dedication have helped shape policies, improve services, and ensure we continue to put people first.

OASIS now sits above our Customer Assessors and five service improvement groups, who are working to review and refine our services across priority areas for you - our customers.

**We're always excited to welcome new members to our customer engagement groups! If you're interested in getting involved, or would like to know more, visit [aspirehousing.co.uk/get-involved](https://aspirehousing.co.uk/get-involved)**

### Looking ahead

Our customer consultation and engagement network is continuing to grow and expand in the coming months, opening new opportunities - particularly around digital engagement - to influence positive change for our customers.

### We asked some of our founding members to share what OASIS means to them:

"Being in OASIS makes me feel like I can make a difference, to help Aspire make their customers' lives and homes better. I am able to point out downfalls, help come up with a plan to improve them, and also to point out and praise all of the things that Aspire is doing well. OASIS started small, just looking at one or two things that needed improvement, and now we get to look at policies and procedures and suggest amendments to ensure we are keeping customers at the heart."

**Jenny, original member**

"I am a customer voice in a customer choir, I am in the Community Living group and the others are in their own individual groups but together we are OASIS. Together we ask Aspire, informally or formally, to better structure and deliver their services. That way, we all sing off the same hymn book."

**Garry, who brings a unique sense of teamwork to the group**



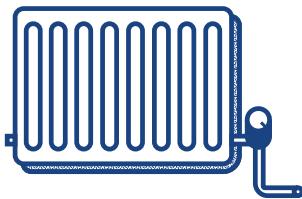
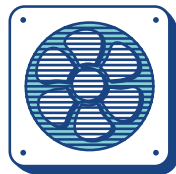


# Damp and mould



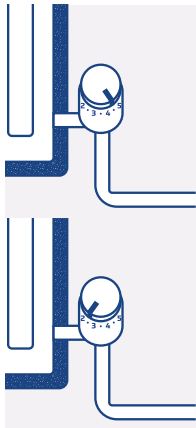
02.

**Opening windows or turning on your extractor fan** when cooking, showering, bathing and drying clothes on a drying rack indoors helps moist air escape.



04.

**Keeping your home heated** helps to prevent condensation from forming on surfaces.

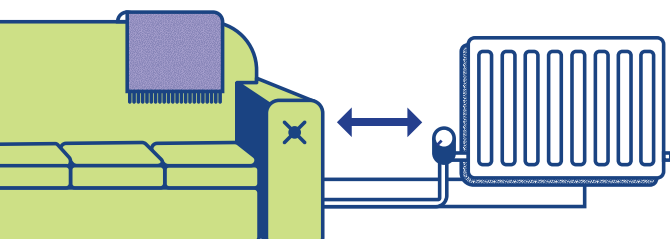


06.

**Radiator valves control the temperature in each room.** You can turn to a higher setting in rooms you want to be warmer and lower in rooms you don't use as often, using your energy more efficiently and cost-effectively. Typical settings are 4-5 in living areas and 2-3 in bedrooms.

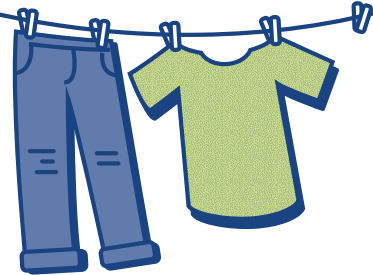
08.

**Moving sofas and other furniture away from radiators or heaters** helps the heat to travel more effectively around the rooms in your home.



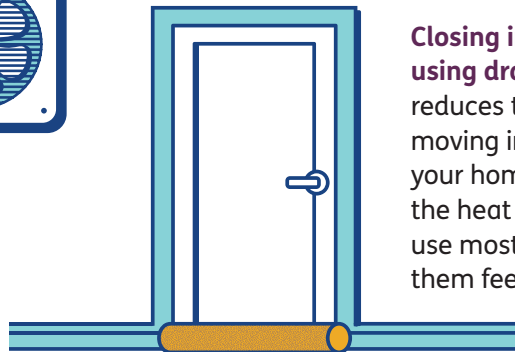
01.

Drying clothes releases moisture, so **drying clothes outdoors** helps to prevent **excess moisture** in your home.



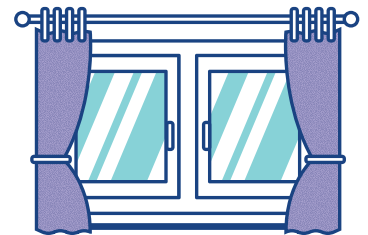
03.

**Closing internal doors and using draught excluders** reduces the amount of heat moving into colder areas of your home. This helps keep the heat in the rooms you use most often, making them feel more comfortable.



05.

Curtains and rugs help to keep your home warm. Curtains should stop between the edge of the windowsill and above radiators. Opening them in the morning and closing them at dusk helps to let warmth in and keep the cold out.



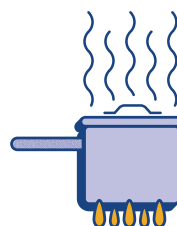
07.

If you can, **setting your thermostat to the lowest comfortable temperature** (recommended between 18 – 21°C) will help to keep you and your home healthy while keeping your energy bills down.



09.

**Putting lids on pans** when cooking prevents excess moisture in the air (and helps save on your energy bill!!)



## Working together for safer, stronger neighbourhoods

We believe everyone deserves to feel safe, respected, and proud of where they live. That's why tackling anti-social behaviour (ASB) and looking after our neighbourhoods is so important - and it's something we can only achieve by working together.

### Understanding ASB and how to report it

ASB can take many forms noise nuisance, vandalism, fly-tipping, drug use, and more. These issues don't just affect individuals; they can impact the whole community by making people feel unsafe or uncomfortable in their own homes and shared spaces.

If you experience or witness ASB across your neighbourhood, please let us know as soon as possible. The quickest way to report ASB directly to us is through your MyAccount portal. Simply log in, send us a message with the details, and our team will look into it promptly. Your reports help us identify patterns, support those affected, and work towards solutions that make a real difference.

To learn more about ASB visit  
[aspirehousing.co.uk/asb](https://aspirehousing.co.uk/asb)

## OFF ROAD BIKING

### Community impact and police partnership

One ASB issue that's become a growing concern is illegal off-road biking. While riding motorbikes, quad bikes, and e-bikes can be fun when done safely and legally, misuse is causing real problems across Staffordshire, Cheshire, and beyond. Off-road bikes ridden in public spaces, parks, and even on private land without permission can put people at risk, damage green areas, and create noise and disruption.

We're working closely with Staffordshire Police and Cheshire Constabulary, who lead on tackling this issue. If you see off-road biking causing a nuisance or being ridden illegally, please report these incidents directly to the police by calling 101, or anonymously through Crimestoppers. This ensures the right team can respond quickly and safely. Reporting through Aspire is not the right route for off-road biking - so please go straight to the police for these cases and help us avoid missed messages.

### Together, creating positive contributions across all our neighbourhoods

By reporting ASB through MyAccount, working with the police on specific issues like off-road biking, and taking pride in our green spaces, we can all play a part in making our neighbourhoods safer, stronger, and more welcoming for everyone.

## Taking pride in our gardens and shared spaces

We know that many of our customers take great care in keeping their gardens and shared spaces clean and tidy. However, we have noticed an increase in reports of untidy gardens in some areas, sometimes even flagged by local council Environmental Protection teams. It's important to remember that maintaining your garden and keeping communal spaces clear is part of your tenancy agreement.

Why does it matter? Tidy gardens and green spaces do more than look good - they foster respect, connection, and pride in our communities. A well-kept street creates a welcoming atmosphere, encourages respect for shared spaces, and helps keep everyone safe and mobile - especially elderly

neighbours and families with young children. Plus, healthy gardens support local wildlife and biodiversity.

We understand that sometimes, keeping on top of garden maintenance can be difficult - especially if you're facing financial challenges. While it is your responsibility to look after your garden, if money worries are making things harder, our Money Advice team may be able to offer guidance and support.

You can reach them by sending a message through MyAccount or by visiting:

[aspirehousing.co.uk/money-advice](https://aspirehousing.co.uk/money-advice)



# Civic Pride and

# Community Walkabouts

## Newcastle Borough Council's Civic Pride events

We're proud to support Newcastle Borough Council's Civic Pride programme - bringing local people together to celebrate, improve, and take pride in our neighbourhoods. These events are a great way to connect with your community, make a positive difference, and help keep our local areas looking their best.

Everyone is welcome to get involved! Civic Pride events include activities like litter picking, planting, and community clean-ups-making a real impact for everyone who lives and works locally.

For more details and the latest updates, visit the [Newcastle Borough Council Civic Pride page](#).

### Upcoming Civic Pride Events

11 <sup>th</sup> August	Silverdale
21 <sup>st</sup> August	Thistleberry
24 <sup>th</sup> September	Keele
25 <sup>th</sup> September	Madeley / Betley
11 <sup>th</sup> October	Maer / Whitmore
27 <sup>th</sup> - 31 <sup>st</sup> October	Newcastle Town Centre

## Spotlight on Stafford:

### A recent success story

On 14<sup>th</sup> May 2025, we held a Community Walkabout and litter pick in Stafford. It was brilliant to meet so many customers and hear your views on local matters. Thank you to everyone who took the time to chat with us - your feedback is invaluable in helping us shape and improve our services.

During the event, our Neighbourhood Impact team were busy collecting fly tipping and litter picking, helping to keep the community clean and safe. They'll continue to visit the area each month, keeping an eye out for any issues and working with residents to resolve them.

## Community Walkabouts:

### Listening, acting, and making a difference

We're committed to working hand-in-hand with our customers, Locality Coordinators, and community partners to create neighbourhoods we can all be proud of. Our Community Walkabouts are a fantastic way for us to connect with you, listen to your feedback, and take action on the issues that matter most.

### Thank you for getting involved!

Your input makes a real difference. We'll keep you updated on progress and future walkabouts. If you have any feedback or want to raise an issue, please contact your Locality Coordinator by sending them a message on [MyAccount](#).

# Stay safe this summer:

## The hidden dangers of open water swimming

As the weather warms up and we head into summer, spending time outdoors becomes even more tempting. While lakes, rivers, and canals might look inviting, it's important to remember that swimming in open water can be extremely dangerous - even for strong swimmers. Our friends at Staffordshire Fire and Rescue Service are keen to share some vital safety advice to help keep you and your loved ones safe this season.

### Why open water is risky - even for good swimmers

Open water is very different from a heated swimming pool. Here's what you need to know before taking the plunge:

- **No lifeguards:** If you get into trouble, there's no one on hand to help.
- **Cold temperatures:** Water is often much colder than you expect, which can cause cramps and make it difficult to swim - even if you're confident in the pool.
- **Hidden currents:** These can quickly pull you under or away from safety.
- **Unknown depth:** It's hard to tell how deep the water is, and jumping into shallow water can cause serious injuries. Deep water can also be dangerous if you get out of your depth.
- **Difficult exits:** Steep, slippery banks or sides can make it impossible to get out, even if you're close to the edge.
- **Hidden hazards:** You never know what's lurking beneath the surface - shopping trolleys, sharp metal, broken glass, or other debris could cause injury.
- **Polluted water:** Open water can carry harmful bacteria or diseases, such as Weil's disease, which can make you seriously ill.

### A special note about alcohol:

Never drink alcohol before swimming or taking part in any water-based activity, such as boating or waterskiing. Alcohol impairs judgement, slows reaction times, and increases the risk of accidents.

### What to do if you see someone - or a pet - in trouble

- Don't enter the water yourself.
- Raise the alarm and, if possible, call 999 and ask the fire service. Try to give an exact location - look for signs, landmarks, or use the What3Words app.
- If there's a lifebuoy or throwline nearby, throw it to the person in trouble. If not, throw anything that floats.

### If you fall into water by accident, remember to 'Float to Live':

- Fight the urge to thrash around.
- Lean back, extend your arms and legs.
- Move them gently if you need, to help you float.
- Float until you've got your breathing under control.
- Only then, call for help, swim to safety, or continue floating until help arrives.

### Let's keep our communities safe this summer

Open water might look inviting, but the risks are very real. Please share this advice with family and friends, especially young people.

**For more water safety tips, visit the RoSPA Water Safety website.**

**Stay safe, enjoy the sunshine, and look out for one another!**



## The Meadows:

# A thriving community for independent living

Nestled in the heart of Kidsgrove, The Meadows has been a cherished home for independent living since its opening in 1981. This purpose-built complex consists of 35 one and two-bedroom apartments spread across three floors, offering not just a place to live, but a true sense of community for residents aged 55 and over.

With excellent bus and train links, as well as shared spaces that bring neighbours together, The Meadows is more than just a housing scheme - it's a place where friendships flourish. At the heart of the scheme is the communal lounge, a vibrant hub of activity where residents gather for social events, exercise sessions, and shared meals.

The Meadows also boasts a range of additional benefits, including communal parking bays, a kitchen, laundry facilities, scooter storage, a lift and stairlift, external bin storage, and a beautiful communal garden. For added peace of mind, the scheme has CCTV and regular compliance checks, ensuring a safe and secure environment.



## A community that comes alive

This year alone, 281 residents have taken part in activities that reinforce the spirit of togetherness that makes The Meadows so special. From Breakfast Clubs and Pie & Pea Lunches to Afternoon Teas, Craft Classes, and a Gardening Club, there's always something happening to bring residents together.

Thanks to a successful funding bid from Staffordshire County Council, The Meadows received a £500 grant, which has been used to purchase new garden furniture and plants, transforming the outdoor spaces into a welcoming haven. Rain or shine, residents take pride in making their surroundings vibrant and inviting.

## More than a home - a family

The Meadows isn't just a collection of apartments; it's a community where people look out for one another. Whether it's lending a hand in the garden, sharing a meal, or simply enjoying a chat over a cup of tea, this is a place where connections run deep.

For anyone considering independent living with the comfort of a supportive community, The Meadows is a shining example of how a housing scheme can be so much more - it's a place to belong.



**Letting nature thrive:**

## **No Mow May across our communities**

This May, we were delighted to once again support the No Mow May campaign - giving our green spaces a chance to flourish and providing a warm welcome to much-needed wildlife!

Since the 1930s, the UK has lost an incredible 97% of its flower-rich meadows, but every little effort helps to turn the tide. By allowing some of our grass to grow longer and letting wildflowers take centre stage, we've supported pollinators, tackled pollution, and helped store more carbon in the soil. It's a simple step, but it really does make a difference.

Throughout May, our Grounds Maintenance team kept your neighbourhoods looking tidy while leaving around 25% of our usual mowed areas to grow wild. To show the difference, we're sharing a before and after image in this edition - so you can see first-hand how these changes have created vibrant patches of greenery and wildflowers. These little havens are now buzzing with bees, butterflies, and birds, bordered by neatly trimmed lawns.



We know many of you joined in too! Even leaving a small section of your own lawn unmown can make a real impact. With over 20 million gardens across the UK, these little wild patches add up to something big for nature, our communities, and the planet.

We'd love to keep celebrating your wild spaces - so if you took part in No Mow May, or if you're continuing to let your garden grow, please share your photos with us! Simply email your images to [communications@aspirehousing.co.uk](mailto:communications@aspirehousing.co.uk) and help us inspire others to support local wildlife.

If you'd like to learn more about the No Mow May movement, visit the [Plantlife website](#). And remember, you can keep supporting wildlife all year round by leaving a patch of your garden to grow a little wilder.

**Let's continue to make space for nature - together.**

## **Smart meter rollout**

### **Keeping our communal spaces efficient**

We're excited to let you know that we've started a new programme to install smart meters in our communal spaces.

These smart meters will help us monitor electricity use more quickly and easily, making sure our shared areas are running as efficiently as possible.

As you can imagine, this is a big project and will take some time to complete. We expect the rollout to take place over the next 12 to 18 months. When it's time for work to begin in your area, we'll keep you informed - whether that's by text, email, or letter - so you'll always know what to expect.

For most customers, the installation won't impact your daily routine, but you might notice contractors carrying out the work in communal areas. Our aim is to keep any disruption to a minimum, and we appreciate your understanding as we make these important improvements.

**Thank you for helping us create more efficient, sustainable communities for everyone.**





## Winning a Sunday Times Best Places to Work award

### Exciting news!

We're thrilled to share that we've been featured in this year's Sunday Times Best Places to Work list!

The Sunday Times list is the UK's biggest survey of employee engagement. It's published every year as a celebration of the nation's top employers, with particular focus around inclusivity, wellbeing support, and positive employee experience.

We're really proud to be included in this year's list (you can find us in the 'Big Organisation' category!) especially as the list is powered by the views and opinions of our colleagues.

It's great to be recognised as a Sunday Times Best Places to Work, and we're excited to use this award to shout about why it's a great time to join us at Aspire Housing.

This award gives us the opportunity to attract the very best people to work with us, and to help us to continue to deliver safe, decent homes and excellent housing services for you through our talented team.

If you're looking for a new role, a first career, or a change of pace, we're always looking for great people to join our growing teams.

We work hard to make a difference to you - our customers, colleagues, and communities across Staffordshire and Cheshire.

**To find out more about working with us, to see our current vacancies, and to sign-up to receive job alerts, visit us at:**

[aspirehousing.co.uk/careers](https://aspirehousing.co.uk/careers)



**Talk to us**



Search Aspire Housing



[aspirehousing.co.uk](http://aspirehousing.co.uk)



Please recycle me



Approved by our engaged customers



Registered office: Aspire Housing Limited, Kingsley, The Brampton, Newcastle-under-Lyme, Staffordshire ST5 0QW A registered society with the Financial Conduct Authority, Registration Number 31218R. Registered with the Regulator of Social Housing L4238.