


Tenant Satisfaction Measures

Summary of Results 2023/24




Overall Satisfaction

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


Maintenance

 **81%** of customers were satisfied with their **overall repairs service over the last 12 months**

 **71%** of customers were satisfied with the **time it took to complete their most recent repair**

 **78%** of customers are satisfied their **home is well maintained**


 **85%** of customers are satisfied that we **provide a home which is safe**

 **96%** of **emergency repairs were completed within target**

 **66%** of **non-emergency repairs were completed within target**

Building Safety


 **99.7%** of homes **met the Decent Homes Standard on March 31st 2024**


 **99.9%** **Gas checks had been carried out in 99.9% of homes at year end**

 **100%** of **Water Safety, Lift Safety, Asbestos Safety and Fire Safety checks** carried out in 2023/24


Engagement

 **85%** of customers said they are **treated fairly and with respect**

 **73%** of customers said they are satisfied that they are **kept informed about the things that matter to them**

 **69%** of customers said they are satisfied that **we listen to their views and act on them**

Complaints

 **43%** of customers are satisfied with **Aspire's approach to complaints handling**


 **84** On average, Aspire received **84 complaints per 1,000 homes in 2023/24** (Stage 1 and 2 complaints)


 **76%** of **Stage 1 complaints were completed within ten working days**

 **64%** of **Stage 2 complaints were completed within 20 working days**

Neighbourhoods

 **68%** of customers are satisfied we **keep communal areas clean and well maintained**

 **70%** of customers are satisfied we **make a positive contribution to neighbourhoods**

 **64%** of customers are satisfied with Aspire's **ASB handling approach**

 **39** On average, **39 cases of ASB were reported per 1,000 homes in 2023/24**