

Side by Side

How our customers voice shapes what we do

Complaints

We aim to resolve complaints in as short a time as possible and use what we learn to improve services

Feedback Surveys

Responses help us maintain the good things we do and address areas where we haven't met expectations.

Surveys

We use surveys to gain further understanding of customers views towards our services.

Tenant Satisfaction Measures

These perception-based surveys measure customer satisfaction and must be reported to the Housing Regulator, enabling comparisons with other housing providers.

Chat 2 Aspire Events

These are big events where we'll go into our communities, talk directly to customers whilst carrying out a community focused activity.

Community Living Scheme Meetings

Quarterly meetings to discuss scheme based issues and events.

Community Walkabouts (Coming Soon)

Together, our colleagues, residents and other community partners will walk around our managed estates to identify community-based issues that need action.

Aspire Housing Board and Customer Board Member

OASIS

A customer group that meets quarterly to monitor and challenge our performance against our promises.

Customer Assessors

Regular tests of our customer services, communal spaces and ready to let homes to ensure we are meeting expectation.

CARE

(Customer Advocacy and Resolution Evaluation)

A customer panel reviewing complaints, rating how they were handled and suggesting ways we could have done better.

HOME

Working with customers to monitor and develop services that keep our customers' homes safe and well maintained.

Customer-Led Service Reviews

In depth service reviews that result in specific recommendations that will improve the customer experience of the service.

Neighbourhood Customer Group

Working with customers to ensure the Neighbourhood services we provide meet the needs and expectations of our communities.

Community Living Forum

Working with representatives from each of our Community Living Schemes to maintain, develop and improve our Community Living Services.

Aspire 100 (Coming Soon)

A large group of online customers, providing valuable research and data through in-depth surveys, who also proofread key customer documents.

Customer Services Group (coming soon)

This colleague and customer group will aim to improve our communication methods, specifically information delivery and engagement services.

