

asert



asert is an independent organisation working with TAROE, the Tenants and Residents of England, that assists in improving services and aiding continuous improvement in the housing sector. Our main aim is to empower tenants to be at the heart of all service, delivery and developments. asert is the contractor's conscience and the landlord's voice of reason.

We employ tenants to carry out tenant-to-tenant engagement to scrutinise and independently assess and verify the services they receive from landlords and their contractors. They all have one thing in common - they are passionate about customer service excellence. We recruit, train and employ tenants from local communities; we are actively supporting people back into employment.

We want to ensure that the customer journey from beginning to end is the best it can be and helps landlords, contractors and energy providers achieve service excellence. Using the experience, knowledge and understanding of tenants we can cost-effectively improve service provision and increase customer satisfaction.

Methods of data collection include surveys using bespoke software, mystery shoppers and face to face surveys.

Our audits identify trends and analysis to show where contractors and subcontractors need to improve, and what changes can be made to achieve service excellence. Recommendations, suggestions and ideas generated are positively considered and adopted where practicable.



**For more information
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