Customer voice newsletter

April to June 2026



Thank you for getting involved

Over the last three months, thousands of customers have shared their views and experiences with us. Every conversation helps us better understand what matters most to our customers.

Your voice, your impact

At Aster, your feedback helps shape the services we provide every day. Whether you complete a survey, join a customer group, take part in testing, or tell us about your experiences, your voice helps us understand what's working well and where we need to improve.

Here's a look at what you've been telling us this quarter and the changes we're making as a result.

During April to June 2026:

- Our formal customer groups helped us review our approach to service charges and agreed a number of improvements
- Customers and colleagues came together through complaint learning sessions to explore how we can improve complaint responses and share learning more effectively.

More than
4,000
customers completed surveys about our services.

We received
644
complaints
(repairs, neighbourhood services and planned works being the main themes).

74
customers helped shape our Damp, Mould and Condensation Policy.

63
customers told us about their experiences of stock condition surveys.

194
customers shared their views on our Sustainability Strategy.

15
customers gave feedback on our damp and mould process.

Changes we've made because of your feedback

Helping shape our Sustainability Strategy

Last year, you told us that making homes more energy efficient was a top priority. Since then, we've improved 183 homes through our retrofit programme, with more improvements underway.

As we develop our new Sustainability Strategy, we asked you what you think should come next. We're delighted that 194 customers took part, helping us understand where we should focus our efforts in the future.

We're currently reviewing all the feedback and will share what we've learned, and what we'll do next, once this work is complete, we will provide an update in the next newsletter.

Improving your repairs service

We've been looking at your feedback and surveys about our repairs service. You have told us that good communication, clear updates and a reliable repairs service matter most when repairs are needed in their home.

We're committed to improving the experience customers receive, whether repairs are carried out by our own trades teams or one of our contractor partners.

Based on your feedback, we've already introduced a number of improvements, including:

- **We have brought in a contract specialist** to review our approach to contract management
- **Regular meetings with contractors** to review performance and customer feedback
- **Clear performance measures** and reporting to help us monitor service quality
- **More detailed feedback** from customer surveys and complaints to help contractors understand the experience they're providing and where improvements are needed.

We're continuing to work on further improvements, including extending our culture and behaviour programme across all repairs teams, improving the information provided to contractors before they attend a job, and making sure customers always know who is responsible for keeping them updated throughout their repair journey.

Along with this wider work, we look at complaints on a case-by-case basis to make improvements. By listening to your feedback and acting on what you've told us, we're working to deliver a more consistent, reliable and customer-focused repairs service.





Changes we've made because of customer feedback (continued)

What you've told us about stock condition surveys

We recently spoke to you about your experience of stock condition surveys.

Many customers told us:

- The process was straightforward
- Colleagues were friendly and professional
- The purpose of the visit was explained clearly.

You also told us we could do better by:

- Providing clearer updates after surveys
- Giving more information about what happens next
- Offering greater flexibility when booking appointments
- Completing follow-on works more quickly.

We're working with our teams to improve these areas and make future surveys an even better experience and will continue to share updates on how that has been taken forward.

Making homes safer

A complaint highlighted that a customer couldn't lock their front door, but the repair wasn't initially treated as an emergency.

Following a review, we've updated our repair priorities so situations like this receive the urgent response they need.

Delivering complaint resolutions more effectively

You have told us that delays in completing actions agreed during complaints can be frustrating. We're improving how these actions are tracked and monitored so that commitments are delivered and you are kept informed along the way.

We're improving how learning from complaints is shared across teams, helping us identify recurring issues sooner and make improvements that benefit more customers.

Customer Groups making a **difference**

Our customer groups play an important role in helping us improve our services. By working alongside colleagues, they bring a customer perspective to the decisions we make and help ensure customer voices remain at the heart of Aster.

Our customer groups don't just make recommendations – they also check that improvements are actually happening and as part of our newsletters we will keep you updated on progress.

Improving our approach to damp and mould

Following previous reviews into damp and mould by our Customer Scrutiny Panel, we've already completed a number of actions, including:

- ✔ Reviewing customer satisfaction surveys to make sure customers feel comfortable giving honest feedback which we have given more information below
- ✔ Introducing Arc Air units as an emergency option to help make homes safe when damp and mould issues are identified
- ✔ Updating the information available on our website and in MyAster to make sure it is up to date, useful and relevant
- ✔ Identified opportunities to strengthen how damp and mould issues are recognised and managed. Additional learning and training are being provided to colleagues to help ensure concerns are escalated consistently and customers receive the right support as quickly as possible.

Along with these changes, we recently asked customers to review our Damp, Mould and Condensation Policy before it was published.

Based on your feedback, we:

- Made the policy easier to read and understand
- Added more information about what happens if we're unable to gain access to a home where work is needed
- Improved some of the tables and explanations to make them clearer.

Thank you to everyone who took the time to review the policy and share suggestions.

As part of the customer group review, we wanted to understand why some customers chose not to complete our damp and mould satisfaction surveys, so we spoke directly to customers about their experiences.

Some customers told us they weren't sure whether their feedback would make a difference. Others highlighted concerns about communication, delays, recurring mould issues and uncertainty about who was managing their case.

We're using this feedback to:

- Improve communication throughout the process
- Make it clearer who is managing each case
- Resolve issues more effectively
- Help customers feel confident that their feedback leads to change.



Customer Groups making a **difference** (continued)

Looking at Service Charges together

This quarter, members of our customer groups took a closer look at how we communicate about service charges and the experience customers have when raising questions or concerns.

After reviewing customer feedback and complaint cases, our Customer Scrutiny Panel and Designated Complaints Panel identified a number of areas where we can do better, including making information easier to understand, explaining what charges cover and how costs are worked out, improving communication and helping customers get answers more quickly.

As a result, we're working with the service charge team on improvements that will:

- Make service charge information clearer and easier to understand
- Better explain changes in charges and how costs are calculated
- Make it simpler to find the right team for support
- Review information and guidance available so you are better informed
- Resolve questions earlier before they become complaints
- Provide more detailed & frequent information on sewage charges.

All agreed actions are being monitored to make sure the changes lead to real improvements for you.

Satisfaction with repairs communication

Members of our Designated Complaints Panel have had a real focus on repairs communication, looking at complaints that have been made around this theme and contacting customers directly to understand what improvements could be made.

Some of their findings and actions include:

- **Clearer communication** - A common message from customers is that they want clearer information and more regular updates. We're reviewing letters, website content and customer journeys to make it easier to understand what happens next and who is responsible for keeping you informed
- **A better repairs experience** - While many customers are happy with completed repairs, delays and repeat visits can be frustrating. We're working across our customer service and repairs teams to make the repairs journey simpler and provide better updates throughout the process
- **Better appointment updates** - We're reviewing how we remind customers about appointments and exploring additional ways to keep customers updated. This includes information available on MyAster and reminders via text message.



Working towards our **Tpas re-accreditation**

In 2023, Aster achieved Tpas Accreditation, which recognises organisations that put customer involvement at the heart of what they do.

This year, we're working towards re-accreditation.

This is an opportunity to reflect on the progress we've made, demonstrate how your feedback influences decisions, and identify where we can improve further.

Most importantly, it gives us the chance to showcase the difference our customers make every day.

Whether you've completed a survey, joined a customer group, attended a workshop or simply shared your feedback, thank you. Your voice helps us improve services, strengthen communities and make a real difference.

Together, we're building better services shaped by the people who use them.

Can you help shape Aster's services?

We're always keen to hear from customers who would like to get involved.

Whether you'd like to review services, test new ideas, take part in consultations or help influence important decisions, we'd love to welcome you.

Every customer voice matters, and together we can help make Aster's services even better.

To find out more about getting involved take look at our **customer engagement framework** or contact us below:

Fill out the enquiry form on our website:
www.aster.co.uk/contact-us

0333 400 8255
to speak to our **customer voice** team.

customervoice@aster.co.uk



ASTER GROUP