

Insert First Recipient

Run

Generate Preview Link

[VIEW ONLINE](#) [FORWARD TO A FRIEND](#) [ADD TO SAFE SENDERS](#)

ASTER
GROUP

Listening.
Learning.
Improving.

ASTER
GROUP

Welcome from Group Chief Executive Officer, Bjorn Howard

As we move into the second half of 2026, we are pleased to share an update on the work we are delivering across the communities we serve and the progress we are making in partnership with local authorities, MPs and other stakeholders.

A particular highlight has been our recent regulatory inspection by the Regulator of Social Housing, where we were assessed against a range of consumer standards, including safety, service quality, customer engagement and accountability. We're very proud to have achieved the highest possible C1 consumer grading which is a huge endorsement of our commitment to delivering high-quality services, and importantly listening to and acting on customer feedback and learning from complaints. We've also maintained our G1 governance rating, which we've held since the regulatory grading came into force and testament to our strong and robust governance, along with our V2 viability rating, reflective of the increased investment in our homes while continuing to build new homes.

Partnership working continues to unlock real benefits for our customers and communities. In this edition, we showcase examples of collaborative initiatives, from community-led housing projects and [Wild About Enham](#), a pilot biodiversity nature project, to joint efforts tackling anti-social behaviour. These achievements demonstrate the value of strong relationships between housing providers, local government, community organisations and elected representatives.

At the same time, we remain focused on playing our part in addressing the housing crisis. Having delivered 978 new homes last year, we are on track to provide around 950 more in 2026 through a range of innovative approaches, including community land trusts and brownfield regeneration. Our ambition is to ensure more people can access the safe, secure and affordable homes they need.

With strong connections to the communities we serve, we are also investing in the workforce of the future. Through apprenticeships, training and skills programmes, we are helping to develop the next generation of housing professionals and tradespeople who will support thriving communities for years to come.

Thank you for your continued engagement and collaboration. We hope you find this newsletter informative and welcome the opportunity to discuss any of the topics covered. Please contact us at mp.enquiries@aster.co.uk or councillorenquiryinbox@aster.co.uk if you would like to learn more about our work, would like to visit one of our sites or explore opportunities to work together.

Bjorn Howard, Group Chief Executive Officer



Top rating from the Regulator of Social Housing (RSH)

In our first review under the new Regulatory Inspection consumer standards, we secured a C1 grading, the highest possible consumer rating, highlighting our commitment to listening to and engaging with customers through our Customer Voice programme.

[READ MORE](#)



Wild about Enham

We know how important green spaces are to our customers - 90% of them have told us so. And so in June we launched 'Wild about Enham' - a pilot biodiversity nature project to test what is possible and something that could be rolled out across our other communities.

[READ MORE](#)



Learning from complaints - in conversation with the Housing Ombudsman

Reflecting on the progress we have made in complaint handling, and following a notable reduction in maladministration findings, we were invited by the Housing Ombudsman to share our approach at its latest Learning from Complaints webinar.

[READ MORE](#)

Putting customer voice at the heart of everything we do

Customers are at the heart of our organisation and the decisions we make. Our customer voice work focuses on understanding our customers' needs, experiences and expectations, and using their feedback to drive meaningful improvements.

[READ MORE](#)

ASB Awareness Week

During ASB Awareness Week 2026, we ran a targeted communications campaign for customers aimed at raising awareness of anti-social behaviour, domestic abuse and the support available to customers who may be affected. We also hosted the Editor of Inside Housing Management who spent the day with two of our ASB colleagues.

[READ MORE](#)

Everyone has a home

We're committed to playing our part in tackling the housing shortage by delivering a wide range of housing options to meet different needs. During 2025/26 we delivered 978 new homes offering affordable and social rent, shared ownership and open market sale options (the proceeds of which are invested in the building of more affordable homes).

[READ MORE](#)



Inspiring the next generation of apprenticeship talent

Apprenticeships can open doors to rewarding careers, helping people build confidence, develop specialist skills and gain hands-on experience. Meet one of our inspiring female trade apprentices and discover how she's breaking barriers, building a successful career and helping shape the future of our sector.

[READ MORE](#)

Keeping the conversation going

Want to know more? Get in touch. Whether you'd like to chat with our team or see our partnerships, services and developments in action, we'd be happy to arrange a visit. You can contact us by emailing mp.enquiries@aster.co.uk or councillorenquiryinbox@aster.co.uk.
