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ASTER  
GROUP

## Transforming our Customer Services



### Transforming our Customer Services

*Emma O'Shea, Aster Group Chief Operating Officer*

We continue to live in unprecedented times, and while across the country these challenges affect us all, our business is one which remains steadfast in our commitment to modernising our services and providing great places to live, to as many people as we can.

Customer expectations are changing, so we're always adapting so we provide the services they need and deserve, not just now, but into the future.

This latest edition of our newsletter gives you some insight into how we listen to our customers and use their feedback to improve our homes and services across the south of England and London.

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### Customer engagement work recognised through the Tenants Participation Advisory Service (Tpas) award

Customer Voice is at the heart of what we do, and our customers' thoughts and opinions are crucial to shaping the services we deliver both now and in the future.



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### The power of Customer Voice

We want to build and nurture an authentic and trusted relationship with our customers. Capturing our Customer Voice insight is absolutely critical to shaping our services and so we can learn from their experiences.

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### Using data to inform what we do

We have a good understanding of our homes to make sure they are up to standard, and so we can target where resources are needed now, plan for long-term investment and develop our strategy for responsibly sourcing materials.

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## Welcoming the new Older People's Housing Taskforce to Grace House

We recently hosted the Housing Minister and the Health and Social Care Minister for a VIP visit and tour of Grace House, our Group's flagship new housing scheme for over-55s in St John's Wood, London. The event was to launch the government's new 'Older People's Housing Taskforce'.

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## New Operational Strategy Director appointed

We've appointed Andy Isted as Operational Strategy Director in our Customer Services division. His role is focused on enhancing our service offer, including identifying new and innovative solutions for repairs and maintenance.

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## Top governance and viability ratings

We've really pleased to confirm that we have maintained first-class G1/V1 ratings following an In-Depth Assessment by the Regulator for Social Housing (RSH).

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## Keeping the conversation going

Housing remains one of the most important issues to constituents, so if you'd like to discuss our approach, gain further insight about our sector, services or if you have issues related to your constituents, then please do get in touch at [mp.enquiries@aster.co.uk](mailto:mp.enquiries@aster.co.uk). Similarly, if you would like to come and visit one of our sites, do get in touch as we would love to show you around.

[Contact us](#)

