

ASTER GROUP



The Chief Executive's View

In this edition of The Chief Executive's View, Bjorn Howard gives an update on our service delivery in response to the second national lockdown, shares his view on the recent Social Housing White Paper and our response to the 'Planning for the Future' White Paper, as well as details of our support for Home Group's Fuel Poverty campaign and an update on our development outlook.

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Our development – the future

Despite the impact of the first lockdown on the housing market, sites have now reopened with safety measures in place. In the next year we plan to build 834 affordable and 103 open market homes.

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Programme Experience

Programme Experience is our biggest and most exciting transformation yet. It brings together all the transformation going on across the business under one umbrella. Through five workstreams, it will rethink what it's like to be an Aster customer and colleague so we're able to carry on working towards our vision of everyone having a home.

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Being a diverse and inclusive employer

The Aster Offer is all about improving the experience of working at Aster, enabling our people to be the best they can be and creating a fair and inclusive culture. To be a good employer there are some basic things we must have in place and feeling comfortable at work and being treated fairly are important parts.

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Introducing Inc

Under the Aster Foundation, we've been busy launching a new project aimed at tackling some of the biggest challenges faced by local communities. We want to tackle social challenges such as homelessness, financial inequality and unemployment through our new social incubator, inc.

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Ending fuel poverty

We believe everybody should live in a warm dry home that they can afford to heat. However, we know that fuel poverty effects millions of families and for that reason we're supporting a campaign to end fuel poverty launched by fellow housing association Home Group.

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Shaping the future of customer experience

With Covid-19 acting as a catalyst to further accelerate our business transformation, we're using the opportunity to make sure we can respond to rapidly changing customer expectations. This means hearing their voices, ideas and interests and reflecting them in everything we do.

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Our new Charity of the Year

Following a year of fundraising for our last Charity of the Year, Cancer Research UK, our colleagues have chosen to support Dementia UK following a business wide vote. Last year, we raised £20,060 for Cancer Research UK by taking part in a range of activities including Race for Life and bake sales.

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