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**Supporting** our  
**customers** and  
**investing** in  
our **homes**

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## Supporting our customers and investing in our homes

*Emma O'Shea, Chief Operating and Technology Officer*

Welcome to our latest newsletter. We're focusing this edition on how we look to support our customers, especially during the cold winter months. We want to make sure they feel comfortable and safe, and are able to manage their household finances. We're achieving this by helping them manage the impact of the colder weather, through to providing financial wellbeing advice and support.

In this issue you will find an update on how we work with our customers to tackle any issues of damp, mould and condensation; the investment we've made in our homes; and more information on our asset management strategy which sets out how we ensure our homes are sustainable for the long-term.

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## Supporting our customers to tackle damp, mould and condensation

We take a proactive approach to damp, mould and condensation. We have reviewed our processes, focusing on how we support our customers who contact us about these concerns in their home

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## Investing and repairing our homes

We always experience a seasonal increase in repairs and our team is rising to the challenges this presents. To give some context, in January 2024 we hit a record by completing 14,887 repairs, compared to our usual average of around 11,000 a month.

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## Managing our properties as effectively as possible

We have a rigorous process for assessing the homes our customers live in. Between 2021 and 2023, we undertook a full and detailed stock condition survey, a major project designed to understand the condition and sustainability of each of the 37,000 homes we own and/or manage.

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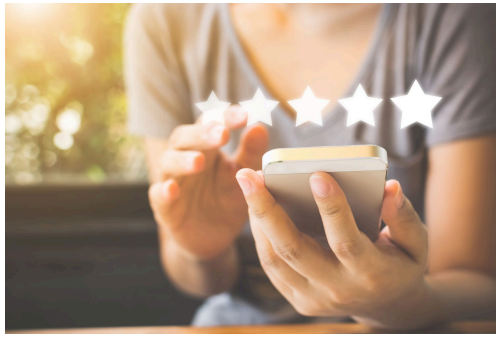


## Customer voice shaping and enhancing our Customer Services

We've made big steps forward to modernise our Customer Services offer, finding ways to involve our customers in two-way conversations with us so they have the power to inform how we shape and deliver our services.

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**Top governance and viability ratings**



Our top governance and viability ratings, which have just been reaffirmed by the Regulator for Social Housing, reflect our commitment to responsible business management, ensuring sustainable homes for our customers.

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## Our latest Environmental, Social and Governance (ESG) Report

With over 37,000 homes and around 2,000 colleagues across the south of England and London, we have a responsibility to make sure we are considering the impact we're having on our communities.

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### Keeping the conversation going

If you'd like to learn more about any of the information in this newsletter please do get in touch. Similarly, if you'd like to meet with any of our team or see any of our partnerships, services or developments in action, we'd be delighted to show you around. You can contact us by emailing [mp.enquiries@aster.co.uk](mailto:mp.enquiries@aster.co.uk) or [councillorenquiryinbox@aster.co.uk](mailto:councillorenquiryinbox@aster.co.uk).