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ASTER
GROUP



A view from our Chief Operating and Technology Officer, Emma O'Shea

Welcome to our latest newsletter. With the winter here, as always, we're focusing on the ways we can best support our customers during the colder months. Our goal is to help everyone feel safe and comfortable in their home, and confident in managing their household finances. We're helping customers prepare for and manage the impact of winter weather and providing practical advice and financial wellbeing support.

It's all part of our commitment to making sure every customer has the tools and guidance they need to get through winter with peace of mind.

In this issue of our newsletter, you can learn more about:

- How preparations for Awaab's Law has complemented our Customer Services Modernisation Programme designed to enhance and improve our customer offer and responsiveness,
- How we're improving our homes and deploying our successful Warm Homes: Social Housing Funding,
- How we're getting closer to our customers to better understand their needs and shape our services and,
- Who's who if you want to connect with us as a trusted partner in delivering affordable housing.

Throughout the year, our Group CEO Bjorn Howard and I have had the privilege of meeting with many of you. These conversations are invaluable - they provide us with insights and feedback that we take back to the business to help improve the services we deliver to customers. Equally, these meetings give you the opportunity to hear first-hand about our strategic priorities and the work we're doing to provide safe, well-maintained homes for your communities. It's a two-way dialogue that strengthens understanding and helps us all work towards better outcomes for our customers.

Our Regional Operations Directors play a key role in engaging with MPs and supporting specific customer cases. We're proud of the excellent service our teams provide in responding to constituents' queries and you can check in the story 'Meet the team' who your dedicated Director is if you have anything to discuss.

On that note, we're always keen to hear more from you. If you'd like to discuss our work, learn more about our sector, services or if you have issues related to your local residents, then please do get in touch at mp.enquiries@aster.co.uk. Similarly, you are welcome to come and visit one of our neighbourhoods, do let us know as we would love to show you around.

Emma O'Shea, Chief Operating and Technology Officer



Awaab's Law and getting our customers prepared for winter

We've always prioritised prompt responses to customers. While Awaab's Law is a positive step forward for the sector, our core promise remains the same: to provide safety and security through a range of housing and services. This new law complements the work we've been already doing.

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A sustainable approach

We are a long-term business which is why it's vital everything we do is sustainable into the future. With thousands of homes and colleagues across the south of England and London, and a network of suppliers and contractors which stretch across the country, we know we've got a huge responsibility for every element of our operations to be as sustainable as possible.

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Knowing our customers

Our vision is clear: everyone has a home. But delivering on that vision means more than building and renting homes - it's about understanding our customers who live in these homes and ensuring our services meet their diverse needs.

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Engaging with our customers

Customer Voice is the golden thread running through everything we do. Our enhanced Customer Voice Committee launched this year and brings together customers, senior leaders, Non-Executive Directors and board members to ensure our customers' voices are heard at the highest level.

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Meet the team

Darren Brazil (pictured), formerly leading Somerset and Wiltshire, is now our Housing and Care Director, overseeing services across the Group. Stepping in to cover his old remit, we want to introduce you to Louise Thorpe as our new Regional Operations Director for Somerset and Wiltshire.

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Our work in action

We're investing more than ever in improving the energy efficiency of our homes, aiming for all properties to achieve an EPC rating of C or above by 2030 and reach net zero by 2050. One customer shared that the improvements were completed quickly with minimal disruption and have significantly lowered their electricity costs.

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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.
