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# Supporting customers this winter

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

Welcome to the second instalment of our customer service-focused MP newsletter.

In our last issue, I shared our commitment to modernising our customer services and providing great places to live, to as many people as we can. For this edition I'd like to update you on what we've been doing to support our customers during the winter months. Part of this is about us providing top tips for keeping their homes working well, safe and warm and offering wraparound support in the form of our financial wellbeing service for those that need it most.

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## Hints and tips for customers

We've been sharing useful hints and tips to help our customers manage the impact of cold winter weather, including checking pipes, maintaining boilers and heating homes safely.

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## Financial Wellbeing support

The current economic climate is undoubtedly having an impact on our customers and we're working with them to provide support and guidance.

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## Supporting Service with Respect

We're proud to be part of the Service with Respect campaign to make sure that all customer service workers are treated with respect while doing their job.

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## Keeping the conversation going

If anything here is of particular interest then we're always keen to see you. 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. Please do get in touch on [mp.enquiries@aster.co.uk](mailto:mp.enquiries@aster.co.uk). I look forward to hearing from you and discussing how we can work together.

[Contact us](#)