

# Customer Annual report

2023

ASTER GROUP

## Our homes

We now own and manage over 36,000 homes in the south of England and London

LET AGREED

Over 2,000 homes were let or relet

SOLD

466 homes were bought via shared ownership



Over 1,300 new homes - the most we've ever built in a year

## Repairs and maintenance



Over 120,000 repairs completed



Over 41,000 jobs carried out to maintain our neighbourhoods

89% of customers satisfied with the quality of their repair



371 roof replacements

Over 3,000 drainage and groundworks

518 bathroom replacements

Over 1,200 disabled adaptations

819 kitchen replacements

Over 3,000 external decorations

## Customer voice

£577,703 accessed in benefits for customers

1,620 customers in our involved customer groups

Nearly 100 customer and policy consultations

2,954 customer referrals for support received

7,000 customers gave us their feedback via our consultations

Over 1,000 anti-social behaviour or domestic abuse cases managed - 97% have been resolved

## Our brands

100 years | 1921-2021  
enham trust

Over 6,700 people reached by Enham services

C&C LONDON HOMES SINCE 1926

823 hours of engagement activities

EAST BORO HOUSING • CARE • SUPPORT

92% of EBHT customers are satisfied with the services they receive

Read our full Customer Annual Report  
[astergroup.link/CAR-23](https://astergroup.link/CAR-23)

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