

Customer annual report

2021 / 2022

Incorporating Aster Communities, Aster 3 Limited
and Synergy Housing Limited.

Our homes



We own and
manage over
32,000
homes

across **southern
England**

Investment in new homes

● **£208** million
investment in building
new homes

● **933** new
homes built



Lettings



● **434**
new homes let

● **1,622**
existing homes let

7.1 days: average time a
new home is empty
before customers
move in



Average time
an existing
home is
empty before
it is **re-let**



Maintenance

Overall satisfaction

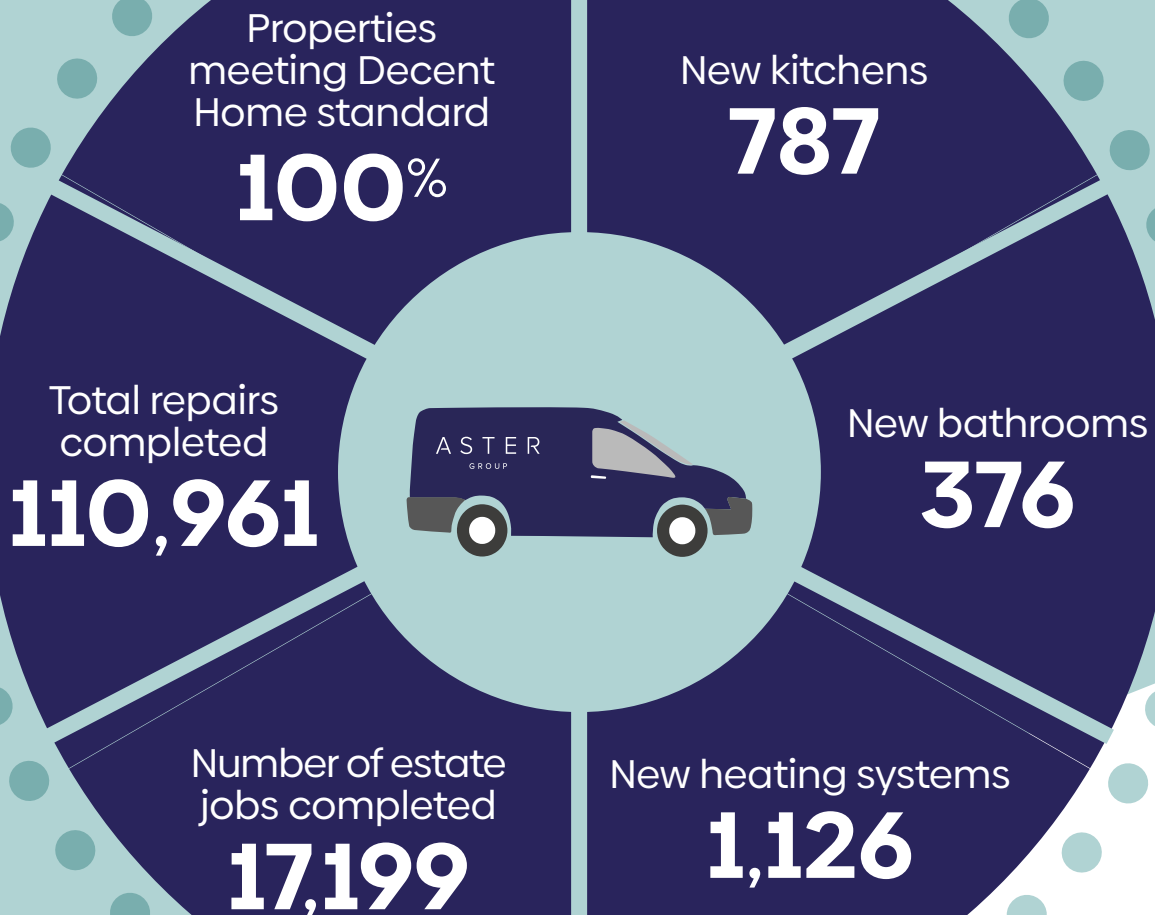


£80m invested on maintaining and ensuring your homes are safe to live in

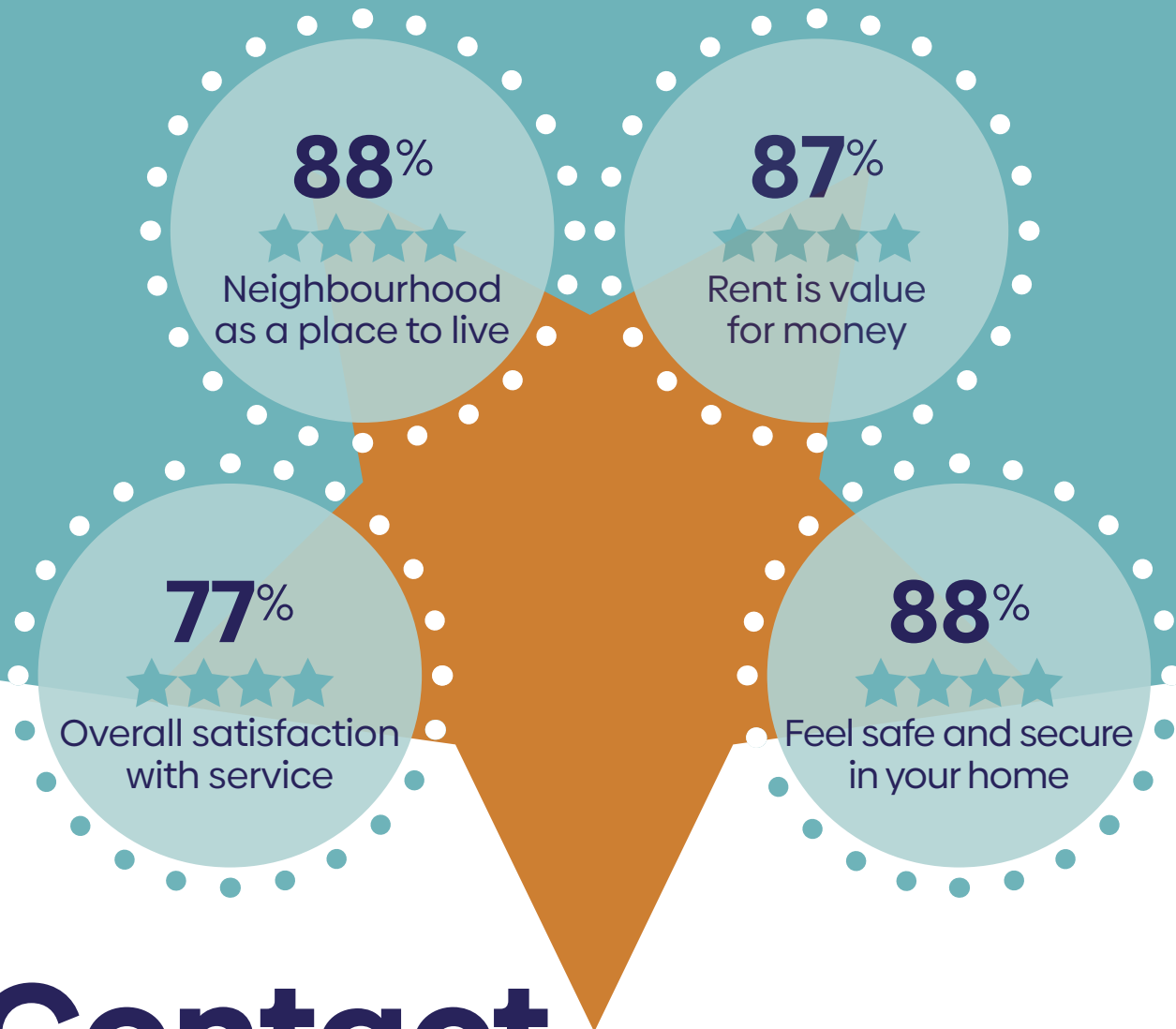


87% Satisfied with the quality of repair and service

Maintenance



Customer Satisfaction



Contact Centre

 **92%** Satisfaction with overall service

 **96%** Polite and friendly

 **91%** Knowledgeable and helpful



Customer Voice



Neighbourhood
Mutual exchanges completed

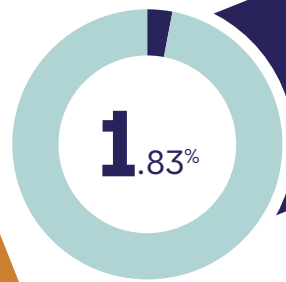
387

A helping hand

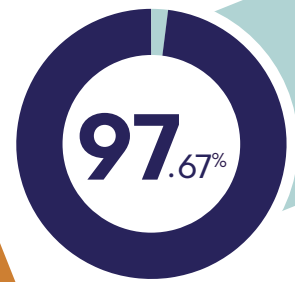
2,342
Referrals for support



£566,464
Additional benefit income secured for customers



Customer Accounts
Current rent arrears



ASB
Cases resolved