

Customer annual report highlights 2020 / 2021

Our homes

We own and manage over **32,000** homes across **central, southern and south west** England.



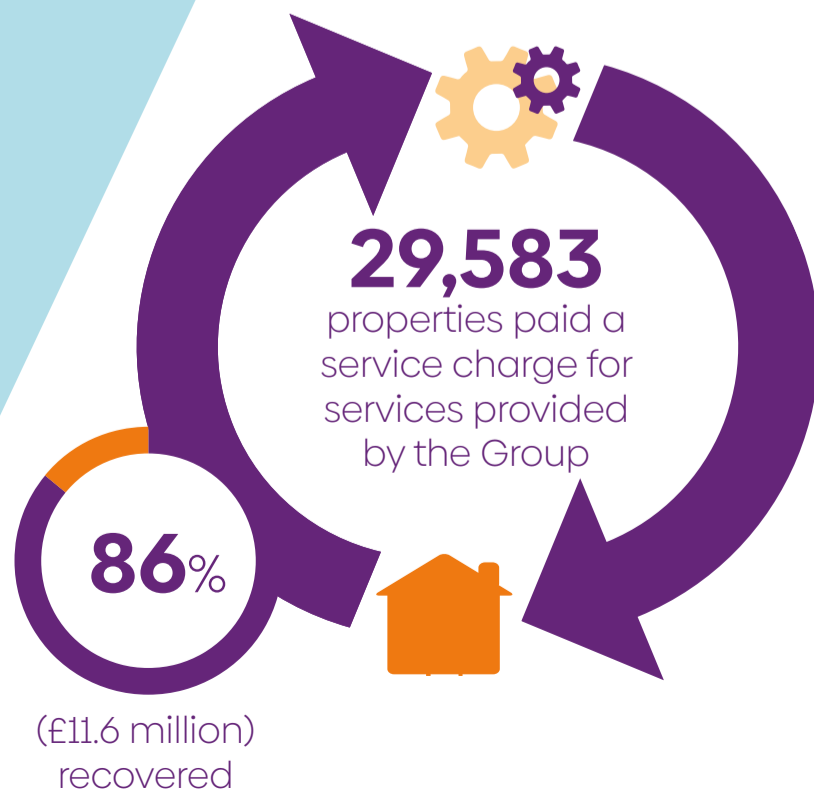
homes let to customers



rent arrears against a target of 3%.

*Our rent arrear figure is based on the amount of outstanding rent owed at the end of a given month, as a percentage of the total rent due.

Service charges



29,583 properties paid a service charge for services provided by the Group

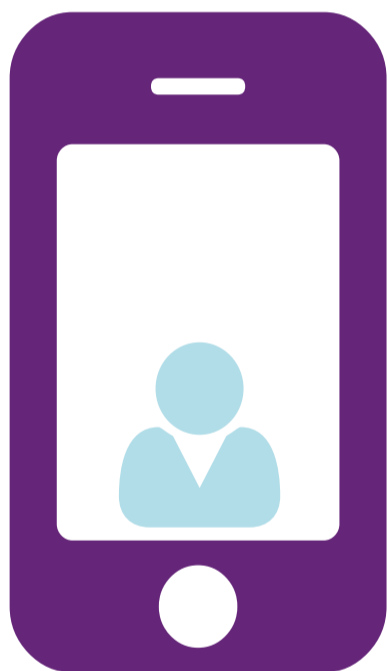
86%

(£11.6 million) recovered

Maintaining our homes



MyAster



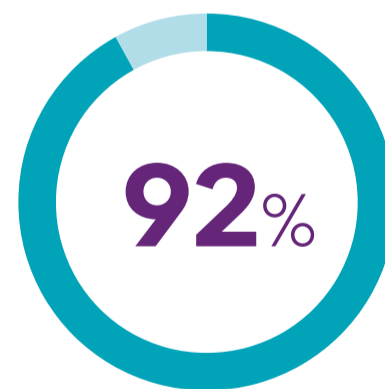
Contact centre



calls received
(one call every minute)



emails received
(responded to approx. 20 per hour)



overall satisfaction score

Aster Foundation

£493,741
generated in
additional income
for our customers



wellbeing calls made to
customers following the
first lockdown by
our teams.

Customer voice

Over **3,750** customers
responded to our consultations
this year



Customer satisfaction

STAR* measure

*STAR is the Survey of Tenants and Residents – an independent approach to surveying our customers. STAR is the consistent standard for surveys across the housing sector, which also allows us to benchmark our performance against others.



of customers satisfied with
their neighbourhood as a
place to live



of customers satisfied
with the overall service

Compliments and complaints



To read the full report, [click here](#).