

Customer Annual report

2024

ASTER GROUP

Our homes

We now own and manage over 37,000 homes in the south of England and London

LET AGREED

Over 1,800 homes were let or relet



997 new homes built



517 new homes built for social and affordable rent

SOLD

405 new homes were built for shared ownership

Repairs and maintenance



132,340 repairs completed



Over 80,000 jobs carried out to secure and maintain our neighbourhoods

81% of customers satisfied with the quality of their repair



94% of customers found booking a repairs appointment easy via our contact centre and MyAster



560 roof replacements

6,879 drainage and groundworks

652 bathroom replacements

Over 1,100 home aids and adaptations

1,019 kitchen replacements

2,668 external re-decorations

Customer voice

£659,000 accessed in financial support benefits for customers

Over 1,600 customers in our involved customer groups

84% of customers satisfied that they are treated fairly and with respect

Over 2,500 customers received help from our financial wellbeing service

Over 4,400 customers gave feedback in 72 of our customer consultations

96% of customers found our contact centre advisors polite, friendly and helpful

Over 1,069 cases of anti-social behaviour or domestic abuse cases managed - over 97% resolved

Our brands



6,900

individuals helped by Enham Trust services



93%

of customers recommend C&C homes as a place to live



92%

of EBHT customers are satisfied with the services they receive

Read our full **Customer Annual Report** here.

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