

Customer Annual report 2024/25

ASTER GROUP

Our homes

We now own and manage nearly 38,000 homes in the south of England and London



We built 984 new homes in 2024/25



Over 99% of new homes have an EPC rating of B or higher

Customer voice

Over 25,000 customers signed up to MyAster

98% of customers found our team polite and friendly, knowledgeable and helpful

We helped over 2,000 customers access around £2.57m in financial support benefits



Investing in your home



143,000 repairs completed



£115m invested in repairs and maintenance of our homes

94% of customers found the repairs process easy



583 roof replacements

1,241 boiler upgrades

562 new bathrooms

1,496 aids and adaptations

977 new kitchens (Aster and C&C)

43,858 estate works jobs

Listening to you

Customer satisfaction scores:



84% said Aster treats them fairly and with respect



82% are satisfied their home is well maintained



84% are satisfied with the repairs we carry out

We listened to feedback from over 17,000 customer interactions

1,871

involved customers who help us improve our services

1,809

formal complaints received

92%

of complaints were responded to in time

Read our full **Customer Annual Report** [here](#).

ASTER GROUP



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