Customer annual report 2019/20 Our **homes Dorset** Built **1,067** new homes last year, giving almost **3,000** people access to new affordable housing. Total Wiltshire 955 affordable homes, 524 for social 9,482 and affordable rent and 431 for shared ownership. The remaining 112 were Total built for open market sale. **Hampshire** 8,049 **6.381** rented Total **1,697** homes for **Somerset** older people 7,432 **529** leasehold **309** shared ownership Total **6.138** rented 566 other 636 homes for **Devon &** 5,199 older people Cornwall 274 leasehold **5,824** rented Total 904 shared ownership 223 homes for 97 other 1,877 older people 465 leasehold **Improving 3.681** rented 674 shared ownership 740 homes for 246 other older people our homes 243 leasehold **1,090** rented 442 shared ownership 222 homes for 93 other **£14.9 million** on response repairs older people 16 leasehold 549 shared ownership £47.9 million on improving our homes, including: £1.77 million on installing £866,000 on 992 **£2.77m** on the **560** new bathrooms of **4,064** homes £62.8 million invested in our homes **£4m** on installing **£4.2m** on **1,205** new £3.78m replacing **£11.6m** spent on 850 new kitchens **360** roofs Repairing our homes 99.70% of gas servicing 85% was completed and in date of our customers of repairs were found the repairs completed on first visit process easy 86% of the **94,046** of the **13,046** of customers were emergency repair jobs appointed repair jobs satisfied overall were completed on were completed on with the repairs time time service **Aster** Foundation Investing in our communities, and in their future We received £61,882 in funding **565** people were trained in benefit our communities supported into employment through our Into Work scheme have remained in work £20,000 for good causes **Seven** vulnerable people homed now helps 99 customers on a 335.5 days were volunteered Digital and financial inclusion We helped customers to access £737,989 of unclaimed financial support referrals into our Financial Wellbeing team 2,707 customers helped with successful benefit applications and appeals **782** customers assisted with food bank referrals 273 customers took online courses though our Digital College 187 weekly drop in surgeries hosted in five local job centres Compliments **498 compliments** were received from our customers and were fed back to the service area and colleagues involved. Welfare Helped customers on reform Universal Credit to reduce rent arrears on average from £363 Customer to £331 6,280 voice now claiming **Universal Credit Universal** We are committed to ensuring wider diversity in our involved customers groups to build a broader, more representative view of our customer base 16 changes were made to our services as a direct result of customer feedback. **Our customer** groups The Customer Overview Group helped review key performance indicators, and The Aster Way, a set of cultural principles that underpins everything we do, tested MyAster, our online customer portal and approved a revised Customer Service strategy The Designated Complaints Panel reviewed **nine** complaints and upheld **two** The Customer Scrutiny Panel spent 347 hours completing two scrutiny exercises: Lettings service and New build **Tackling** anti-social behaviour of ASB cases closed were resolved successfully 642 ASB cases received **486** were by our ASB team high priority Handling complaints 788 fast track complaints 530 formal This year we received **14** unresolved complaints complaints and dealt with: were escalated and reviewed by a director



Average time to re-let

(general needs and

housing for older

people properties)



Nine complaints were reviewed by the Designated Complaints Panel

Four complaints which could not be resolved were investigated by the Housing Ombudsman

17.06

(social housing

homes)

0.68%

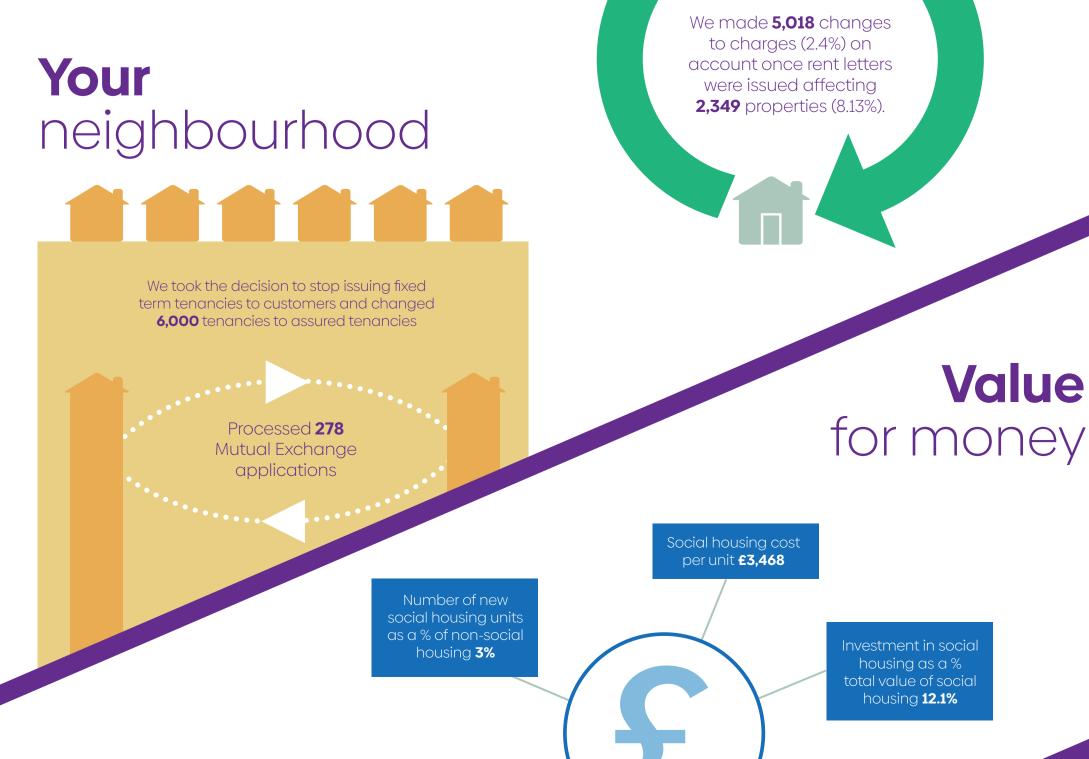


of the cost of delivering services

81%

of new customers

found it easy to move into their Aster home*



Income generated through stock rationalisation £16.0 million

For full report click here

ASTER GROUP