

Customer Annual Report

highlights 2025/26

ASTER
GROUP

Repairs



141,600

responsive repairs completed

£124.6m

invested in maintaining your homes



Customer satisfaction

98%

said our Contact Centre advisors were polite and friendly

79.9%

overall customer satisfaction

83%

customer satisfaction with repairs service

1,773

involved customers



Financial wellbeing

We secured over

£4.9m

in additional customer income, helping to sustain tenancies and reducing arrears



Rent Arrears

Only

1.49%

of customers are behind on their rent payments, a fall on the previous year



Neighbourhoods



6,000

neighbourhood inspections



335

successful mutual exchange moves.



98%

of Anti social Behaviour cases solved

207 Section 20 service charges consultations completed



Investing in our homes

799

new kitchens



444

new bathrooms



1,356

boiler upgrades



100%

of homes received their fire safety test



100%

of homes received their gas servicing

