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We're pleased to bring you our latest Customer Annual Report. This gives you a chance to look back at how we performed during 2025/26 and the work we've been doing to improve your homes and services.

Our report covers the things you've told us matter to you, including repairs and maintenance, keeping your home safe, investing in warmer and more energy-efficient homes, improving your neighbourhoods and how we're listening and responding to your feedback.

You'll also be able to see our latest **Tenant Satisfaction Measure** results covering the whole of the past year, examples of how customer feedback has led to changes and stories from customers and colleagues across our communities.

We asked for your views on last year's report too, with more than 150 of you getting in touch to tell us what you thought. We've used that feedback to make this year's report clearer and easier to understand, while including more information about areas you told us you'd like to hear about, including sustainability and support for homeowners.

Read our 2025/26 Customer Annual Report [here](#).

We hope you enjoy reading it and if you'd like to share your own story, maybe something you love about your home or community, or how we've supported you, just fill out our [short form](#).

We've also published our Aster Group [Annual Report](#) and [Complaints Annual Report](#) this month, where you can find out more about our wider performance, priorities and the work we're doing to listen and learn to the feedback you provide us.



Making appointments work better

We're making it easier for you book appointments at a time that suits you.

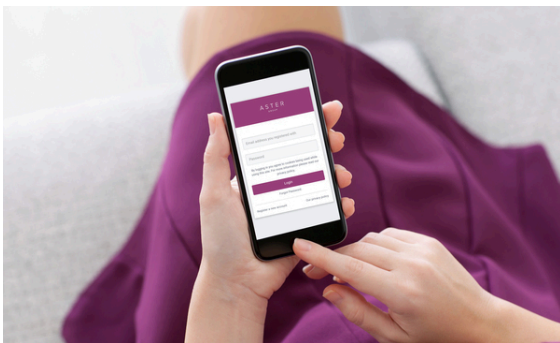
[Read more here.](#)



Check your service charges

Got a question about your statement? We're here to help.

[Read more here.](#)



Changes are coming to MyAster

Find out what our upcoming MyAster upgrade means for you.

[Read more here.](#)



Making service charges clearer

Customers are helping us make service charge information easier to understand.

[Read more here.](#)



Improving your moving experience

Customer feedback is helping improve communication and support when moving.

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Your voice matters

Join our Customer Voice Committee and help shape our services.

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