

Customer annual report 2019/20

Our homes

Built **1,067** new homes last year, giving almost **3,000** people access to new affordable housing.

955 affordable homes, **524** for social and affordable rent and **431** for shared ownership. The remaining **112** were built for open market sale.



Improving our homes

£14.9 million on response repairs

£47.9 million on improving our homes, including:



£62.8 million invested in our homes

99.70% of gas servicing was completed and in date

85% of our customers found the repairs process easy

80% of repairs were completed on first visit

92% of the **13,046** emergency repair jobs were completed on time

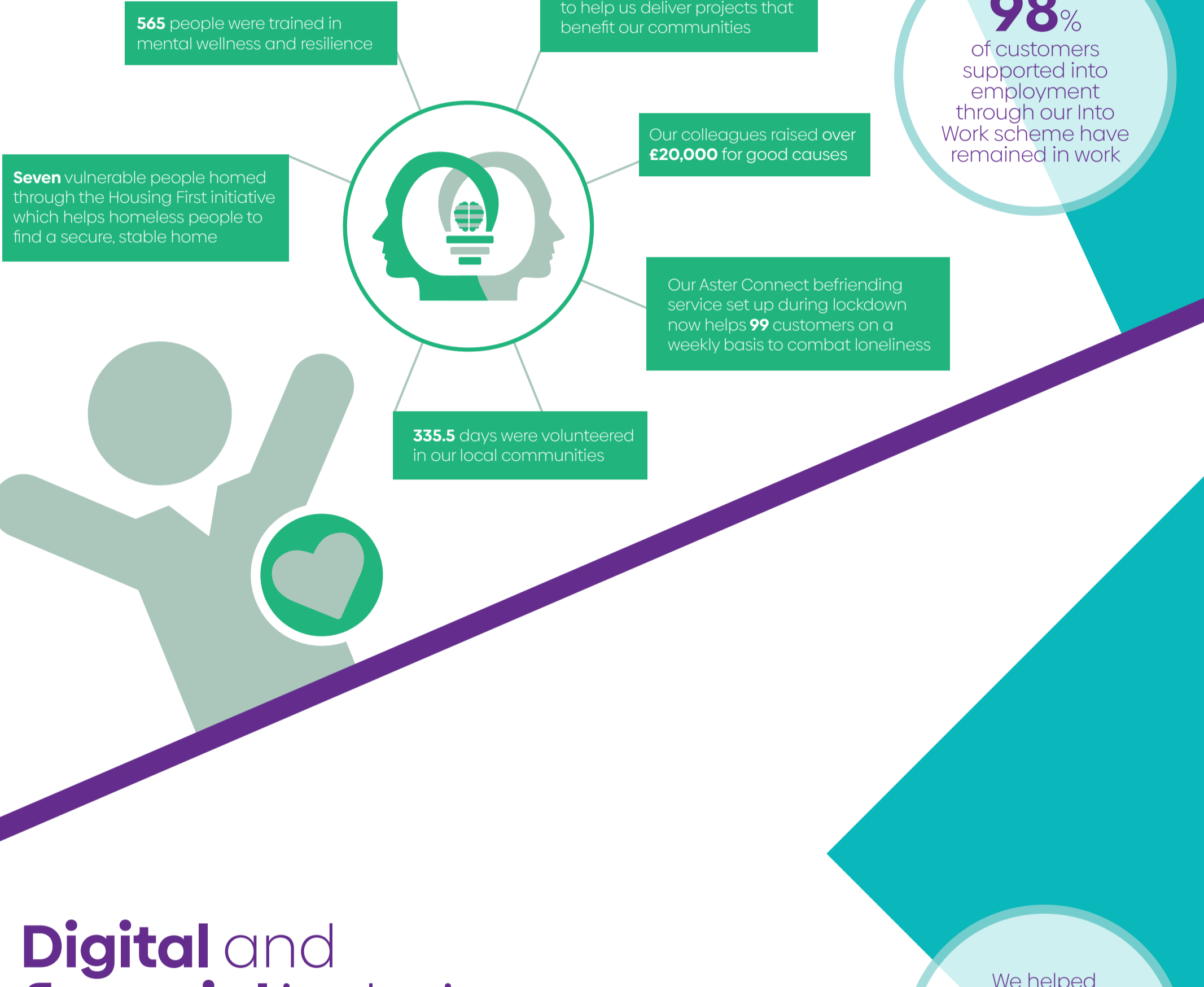
86% of the **94,046** appointed repair jobs were completed on time

91% of customers were satisfied overall with the repairs service

Repairing our homes

Aster Foundation

Investing in our communities, and in their future



Digital and financial inclusion



We helped customers to access **£737,989** of unclaimed financial support

Compliments

498 compliments were received from our customers and were fed back to the service area and colleagues involved.

Welfare reform



Customer voice

We are committed to ensuring wider diversity in our involved customer groups to build a broader, more representative view of our customer base

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

97% of ASB cases closed were resolved successfully

486 were high priority

642 ASB cases received by our ASB team

Handling complaints

This year we received and dealt with:



Lettings



Arrears

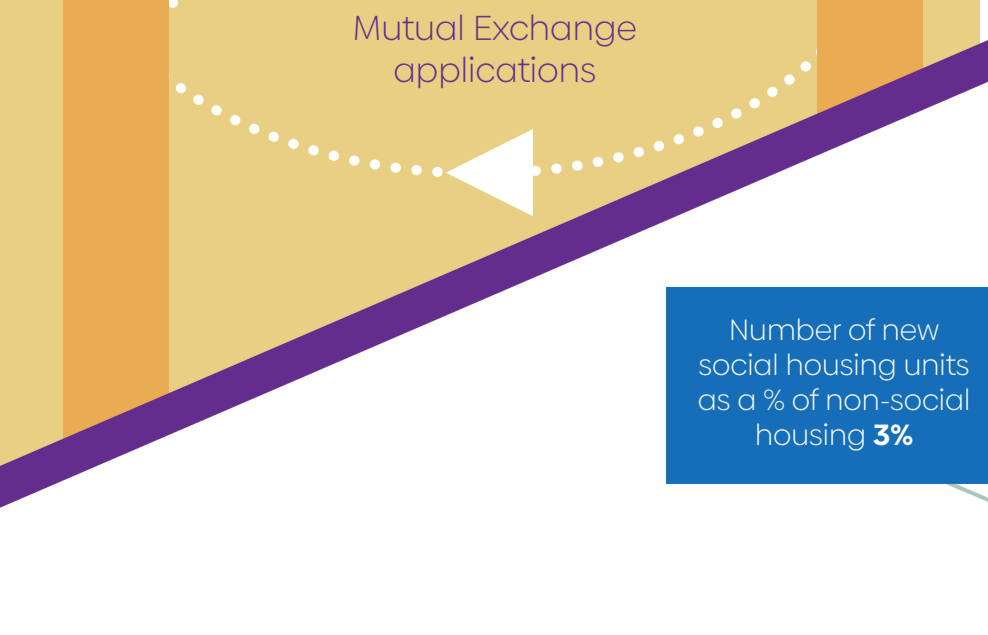


Service charges

£10,784,000 of income recovered via our service charges representing **87%** of the cost of delivering services



Your neighbourhood



Value for money

