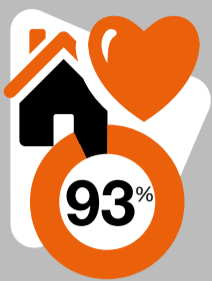


# Resident Annual review

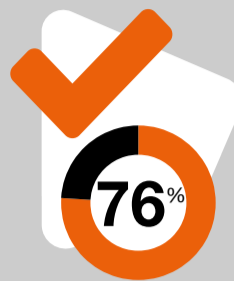
2024

C&C  
LONDON HOMES  
SINCE 1926

## Resident satisfaction



would recommend C&C homes as a place to live



overall satisfaction with C&C

## Resident engagement

855 hours of engagement activities delivered

1 in 4 residents took part in paid-for activities run across 17 schemes

17 different activities offered, including new coffee mornings

546 classes delivered across our care homes

66 went on FREE theatre / museum trips

## Our homes

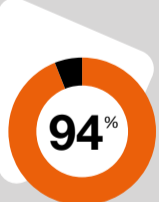
Grace House, C&C's state of the art sheltered housing scheme is now C&C's head office.

In June 2023, construction started on 62 new affordable homes in Silvertown, East London and 42 new affordable homes in Southall, West London, to move into in 2027.

Integration with Asters repairs systems from May 2023 created better monitoring of repair jobs. Repairs appointments more visible and text messages sent to customers improving the service offer to C&C residents.

Average re-let time reduced to 40 days - a faster move in for customers.

## Our care homes



occupancy achieved across our four care homes



average satisfaction rating on the Care HomeUK website



hours of volunteering across C&C's four care homes



Volunteers / student placements have worked with us



outings organised for care residents



school projects with residents

Read Aster Group's full Customer Annual report 2023/24 [here](#).

C&C  
LONDON HOMES  
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PART OF  
ASTER  
GROUP

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