

Resident Annual

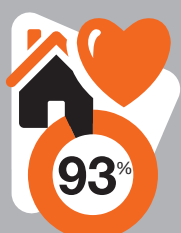
review

2023

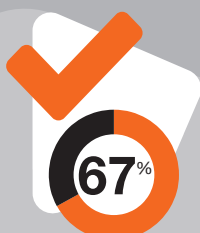
C&C
LONDON HOMES
SINCE 1926

PART OF
ASTER
GROUP

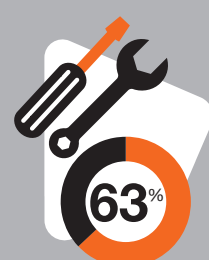
Resident satisfaction



would recommend
C&C homes as a
place to live



overall satisfaction
with C&C



of customers satisfied
with how their repair
was handled by
C&C Direct

Resident engagement

823 hours of engagement
activities delivered

282 residents took part
in paid-for activities run
across 12 schemes

17 different activities
offered, including new
coffee mornings

519 classes delivered
across our care homes

66

went on
FREE theatre /
museum trips

Our homes

Around **60** residents of the old Dora House moved into Grace House

£37.9 million invested over two years into the scheme

85 homes

purchased in
Wandsworth from
Home Group

58 empty homes offered for affordable housing to Kensington and Chelsea residents

Empty homes stood at **2.8%** - a fall from 3% on the previous year

Our care homes

96.5%

occupancy achieved
across our four
care homes

98%

satisfaction rating from
care home residents

9.7

average satisfaction rating
for C&C's care homes on
the Care Home UK website
(as of March 2023)

Read Aster Group's full
Customer Annual report 2022/23
at omni.aster.co.uk

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LONDON HOMES
SINCE 1926

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