

**Great Bedwyn Parish Council**

**PO Box 4326**

**Marlborough**

**Wilts**

**SN8 9FS**

21.2.25

Dear Sirs

Great Bedwyn Parish Council would like to bring to your attention a variety of concerns and feedback we have had from our residents at recent council and public meetings.

We send you these comments with the aim of arranging a meeting with you so we can discuss these issues with the intention of securing some positive outcomes for our residents.

1. The selling of your housing stock. We understand there are 30 families in the area looking for social housing. Selling your stock in a high value area such as Great Bedwyn and replacing elsewhere is causing considerable strain on the community to find suitable housing provision.
2. We are receiving reports of poor service and treatment of Aster residents with regards to contact with yourselves. These include being laughed at and hung up on.
3. We are receiving reports of poor-quality repairs to your housing stock – damp, mould and leaking windows to name but a few. With regards to Wiltshire Councils motion 51 from their 24<sup>th</sup> July 24 council meeting, we would like to receive commitment from Aster that their professional standards when dealing with their clients will be evaluated and improved where required. This should include the proper maintenance of housing stock.

With this in mind, we would like to invite a representative of Aster to attend a public meeting early in 2025 so that they can provide an overview of Aster's official position with regards to housing stock sales, maintenance and customer care. We will invite the public to present their concerns so that Aster can respond in a professional manner.

Please respond at your earliest convenience

Yours faithfully

Mrs Clair Wilkinson

Clerk to the Council

On Behalf of Great Bedwyn Parish Council