

Delivering compliant, responsive fire and security services for Aster Group's housing portfolio

4-hour

Reactive response time achieved

100%

Compliance coverage across critical fire and security systems

Improved

First-time fix rates through proactive planning

Overview of the challenge

Aster Group manages a large and diverse housing portfolio across the South of England and London, with thousands of residents relying on safe, compliant living environments.

The organisation required a fire and security partner capable of delivering consistent, high-quality maintenance services while remaining cost-effective.

Key priorities included maintaining compliance across multiple systems, improving response times and minimising disruption to residents. Aster also needed a provider that could integrate seamlessly with its internal teams, offering flexibility, clear communication and a collaborative approach.

In addition, the scale and geographic spread of the portfolio required a service model capable of adapting to different property types and operational demands, while maintaining a consistent standard of delivery across all sites.



Our Approach

Mitie Fire & Security implemented a structured, proactive maintenance model tailored to Aster's operational needs. This included servicing fire alarms, extinguishers, sprinklers, dry risers, CCTV, access control systems and automatic opening vents.

To improve responsiveness, we deployed regionally dedicated engineers, enabling consistent delivery against four-hour reactive callout targets. Our planning team aligned Aster's monthly schedules with internal systems to ensure accurate job allocation, clear access information and transparent reporting, while weekly meetings supported ongoing communication and early issue resolution.

We also introduced a continuous improvement approach, using performance data and regular feedback to refine service delivery, enhance efficiency and ensure the programme continues to meet Aster's evolving operational requirements.

Services

We deliver comprehensive fire and security services including:

- Planned and reactive maintenance
- Fire alarms and life safety systems
- CCTV, intruder alarms and access control
- Compliance reporting and digital integration

The Results

The partnership has delivered measurable improvements in service performance. Response times have improved, first-time fix rates have increased and compliance reporting is clearer and more accessible.

Aster now benefits from a consistent, reliable service that supports both operational efficiency and resident safety.

The improved structure and visibility of service delivery have also enabled Aster to take a more proactive approach to asset management, supporting long-term planning and reducing risk across the estate.

Why Choose Mitie

Mitie Fire & Security combines national coverage with a structured, data-driven approach to compliance. We deliver consistent performance and full visibility across complex estates, supporting safe, efficient operations.

Get In Touch

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