



Customer Newsletter



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Shropshire Towns and Rural Housing



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Gardening Competition 2022



Thank you to all of the talented, green-fingered gardeners entering this years Garden Competition!



Best Garden
Mary Griffiths



Best Container
Jackie Tyers



Best Wildlife Friendly
Rich and Pippa Pope



Best Communal
Tasley Community Garden / Eileen Tomkins

See inside for more beautiful pots, gardens and baskets!



Our work with the White Ribbon organisation continues. We have updated our policies and will be offering training to staff around how to help victims of domestic abuse. We are not a domestic abuse service, but we can help you if you need it. You can speak to us and be assured that it will be in complete confidence.

Coming soon...



Our Grounds Maintenance team will be working with Oswestry Borderland Rotary Club to create spaces in the community to encourage bees and wildlife.



A helping hand at The Shed

'The Shed' was set up by Lisa in her back garden in Highley. It is a clothes bank accessible to everyone in the community offering clothes, baby items, furniture and household items for free to those in need. The clothes bank started off as a small unit in Lisa's garden before expanding into a much bigger shed with the help of STAR Housing's Community Chest fund. The Shed's motto is "a helping hand for those in need." Lisa said that the new, bigger shed has made a 'huge difference' and she plans on continuing her work to help as many families as possible.



If you are interested in The Shed or would like to donate, then please contact Lisa and her team over on her Facebook page www.facebook.com/theshedforthepeopleofhighley

If you have a project in one of STAR Housing's communities that could benefit from some additional funding of up to £750, then why not apply to our Community Chest Fund. Full details and application criteria can be found on our website.



The Queen's Green Canopy

We sadly lost several trees during the winter storms, but we were able to replace these with the 36 trees we were gifted as part of the Queens Green Canopy in honour of her Jubilee. During the extremely hot weather, our Grounds Maintenance Team tended the trees very carefully to make sure they kept growing.

The team also had to relocate 4 cherry trees which were growing too close to a structure. Moving them over the summer, they are thriving in their new homes at Ifton View and Greenfields, St Martins!



Our Thanks to Cllr Les Winwood

Following the regeneration of the Tasley Close flats in 2012, Cllr Les Winwood took centre stage in helping to create the garden that you see now. Eileen Tomkins, who is a key part in keeping the project going and Les' memory alive, said "Les was very involved and pushed for the alterations and then would come and garden with us". A Pieres Red Robin, which Eileen has named 'Les', was planted in his honour over the summer and, following his sad passing, Eileen planted some smaller flowers around the Red Robin in his memory, and to thank him for his dedication to Tasley Close.





Over the summer we had another very successful round of skips events – 16 events across the county saved over 9 tonnes of waste from landfill.

Huge thanks to Severn Trent Water and Marches Energy Agency for coming with us and providing support and information to customers and local residents. It was great to see so many of you and look forward to doing it all over again next summer

MP visit

We were delighted to meet the MP for North Shropshire, Helen Morgan. Ayyaz Ahmed (Head of Neighbourhoods), Steve Ogram (Interim Managing Director) and Angela Simpson (Head of Assets) showed Helen around several of our Independent Living Schemes and showed off the plans for some of our new developments. They also discussed the difficult situations faced by many of our tenants and the support we are providing.



Did you know about our Tenant Portal?



This is your one stop shop for all things tenancy related.

You can use the Tenant Portal to update or change your personal contact details and find out who your Housing Officer is.

You can pay your rent or check your rent balances and you can report a repair or check on past jobs that have been done.

Find it on our website here

www.starhousing.org.uk/tenantportal

Reporting a repair

Don't forget! You need to tell us if you need something repairing.

You can call us on 0333 32 12 200

You can also report a repair through the Tenant Portal or you can email us repairs@starhousing.org.uk



Gardening Competition

We were thrilled to be able to run our garden competition again for the first time in a couple of years and we had some fabulous entries ...







We are getting reports of an increasing amount of flytipping at our blocks of flats.

Please remember it is up to you to dispose of your rubbish correctly and large items will not be collected by the binmen.

If you have large or bulky waste to get rid of, you will need to contact Shropshire Council and arrange to have it collected.

You can do this by

Calling them on 0345 678 9007

or by visiting their website shropshire.gov.uk/recycling-and-rubbish/what-to-do-with/request-a-bulky-waste-collection/

If something is too big for your bin, but still in a useable condition you could get someone local to collect it for free simply by offering it as 'free to a good home' using one of the following sites

www.ilovefreegle.org or www.freecycle.org

or you could always sell it on ebay www.ebay.co.uk



Tenants Voice Conference 2023

After the success of the first Tenants Voice conference, we will be working with all our partners to hold another one in 2023! Have your say on what topics are covered by scanning this QR code and completing the survey.



Tenants Voice Survey

A huge thank you for taking part in the Tenant Voice Survey. We had a massive response which took us a bit of time to sort through.

We will be in touch with those who agreed to help us with our future plans.



Keeping safe at home

Did you know about our community alarms? These are a small pendant that you wear around your neck or on your wrist and allows you to get help at the touch of a button.

Our alarms allow you to remain independent in your own home by providing the security that comes with knowing that calling for help is as quick and easy as pressing a button.

The alarm consists of a small unit that is connected to your phone socket and, when you press the button on your pendant, it puts you straight through to a team of trained advisors 24 hours a day, 365 days a year.

The service is available to everyone. For more information, get in touch on 01743 210223 or email us at communityalarms@starhousing.org.uk



Cleaning up after your dog

Our Grounds Maintenance Teams are seeing increasing numbers of dog waste being left on the grassed areas. You are required by law to clean up after your dog and failure to do so can result in a Fixed Penalty Notice. Our Grounds Maintenance Teams have worked really hard to improve our shared spaces, please pick up after your pet and keep the neighbourhoods clean for everyone to enjoy.



We are delighted to announce that we have signed the SAND Covenant to embrace a culture of inclusion. SAND (Safer Ageing, No Discrimination) is a local, inclusive lesbian, gay, bisexual, transgender / transsexual (LGBT+) organisation working to enhance health & wellbeing for LGBT+ people in later life. We want to make sure that our service is welcoming to all, we are committed to offering a safe space for everyone. Look out for the Pride flags in an Independent Living Scheme near you.

Cost of living

We know that times are tough at the moment, but there is help out there, you are not alone.



£400 Energy Support Payment is coming

This will be paid automatically to every household and the total amount will be split over six months, giving you a monthly discount that you won't have to pay back.

Benefit and Pension Cost of Living Payments

If you receive certain benefits, you may be entitled to additional payments. You won't need to apply for these payments, they will be automatically paid into your bank.

Additional Support

If you are worried about your finances, our knowledgeable Money Advice team are always available and can offer you free and confidential support. You can call them on **0333 32 12 200** or email moneyadvice@starhousing.org.uk

Shropshire Council has a lot of support and help which you can find via shropshire.gov.uk/cost-of-living-help/

You can use their checklist to find out where you can get help shropshire.gov.uk/cost-of-living-help/cost-of-living-checklist

The Shropshire Welfare Team

shropshire.gov.uk/shropshire-council/welfare-support-team-local-welfare-provision/

Tel: 0345 678 9078

Don't forget there are lots of other organisations who can help.

Citizens Advice Bureau on **0800 144 8848** (National Advice Line) or www.citizensadvice.org.uk. There are local offices and they can help on a wide range of issues.

The Marches Energy Agency can help with issues around fuel poverty or debt or even dealing with your energy provider. You can contact them mea.org.uk or you can call them free on **0800 6771307**

If you need someone to speak to someone about your mental health or if you need emotional support, the Samaritans www.samaritans.org are always available. You can call them for free on **116 123** any time day or night, 24 hours a day, or you can email jo@samaritans.org (24 hour response time). It's confidential, it's free and they are always there. You are not alone.

