



# ANNUAL REPORT 2020 - 2021

*Listening to our*  
**residents,**  
*together we create*  
**quality homes**  
& **vibrant communities**



 **Like us on Facebook**  
Shropshire Towns and Rural Housing

 **Follow us on Twitter**  
@star\_housing

# HELLO AND WELCOME

**“Welcome to this year’s Annual Report. Developed using your feedback on style and content – thank you for your feedback!**

**In what we can all agree has been a difficult year, it’s really pleasing to see the difference our teams, services and investment in new and existing homes is making.**

During Covid-19 we focused on contact with all of our vulnerable and older tenants to make sure that they had what they needed especially if they were shielding. We contacted over 1400 number of our tenants. We were so pleased that so many had support from friends, family and the very many kind people within our communities who committed to helping out. Where there wasn’t immediate access to support we ensured that we connected tenants up with the marvellous people offering help to make sure everyone was OK. We had so many comments in appreciation of our contact and in turn, we really are so appreciative that so many took the time to thank us.

Throughout the pandemic we continued to deliver STAR Housing’s essential services to our customers and although the situation has eased and all repairs services have resumed along with our planned improvements programmes, we still need to follow guidelines, which may change again, and affect our services.

We will, of course, learn lessons from dealing with the Covid-19 and see what may be the best way of delivering our services in the future using this experience. Improving homes, lives and communities is our key focus, and as our customers you are with us every step of the way, helping to continuously develop and improve our services. We look forward to talking to you next year about our plans for improved service delivery.

As well as investing in services we will continue to improve Council homes. We plan to invest £10 million into homes in 2021 focusing on replacement kitchens, bathrooms, heating, electrical re-wires, external doors and external painting, roofs and windows. Also general health and safety works including fire safety and asbestos removals as well as adaptations where appropriate

We also continue to work closely with the Council supporting them to rehouse those in desperate need of housing, exploring how we can deliver new services to assist them and to develop new Council housing.

We are focussed on a bright future, growing our services and our homes and on being a great landlord."

Sue

Managing Director



## LETTINGS



### Our Lettings Team;

- Check housing applications we receive via Shropshire HomePoint and shortlist based on applicants with housing need and suitability to the property we are advertising. If you have a query about your housing application or priority you need to contact Shropshire HomePoint direct;

1	FRI	NEW YEARS DAY
2	SAT	
3	SUN	
4	MON	
5	TUES	
6	WED	
7	THURS	
8	FRI	
9	SAT	
10	SUN	
11	MON	
12	TUES	
13	WED	
14	THURS	
15	FRI	



[www.shropshirehomepoint.co.uk](http://www.shropshirehomepoint.co.uk) or 0300 303 8595

- Support our existing tenants with moving to more suitable property in terms of adaptations
- Support our elderly customers to move from family homes to bungalows or ground floor flats more suitable for their needs.
- We can also help you to move area via Mutual Exchange

We dealt with a total of **338** void properties

**HOME SWEET HOME**

**Relet Times**  
**26.99 DAYS**  
(excluding major works)

**16** SAT

**17** SUN

**18** MON

**19** TUES

**20** WED

**21** THURS

**22** FRI

**23** SAT

**24** SUN

**25** MON

BURNS NIGHT

**26** TUES

**27** WED

**28** THURS

**29** FRI

**30** SAT

**31** SUN

February 2021

# FINANCIAL INCLUSION



**“We believe that good financial health and wise decisions concerning money leads to happier homes, better lifestyles and vibrant communities.”**



1	MON	
2	TUES	
3	WED	
4	THURS	
5	FRI	
6	SAT	
7	SUN	
8	MON	
9	TUES	
10	WED	
11	THURS	
12	FRI	
13	SAT	
14	SUN	VALENTINES DAY
15	MON	

- We have helped tenants to manage over £149,000 of debt
- We are supporting almost 500 people with Universal Credit
- We have supported tenants to claim additional income or benefits of £43,000



We have made

131

referrals for  
foodbank, fuel  
poverty and DWP  
visiting services

Average debt  
per case is

£11,974

16	TUES	SHROVE TUESDAY
17	WED	ASH WEDNESDAY
18	THURS	
19	FRI	
20	SAT	
21	SUN	
22	MON	
23	TUES	
24	WED	
25	THURS	
26	FRI	
27	SAT	
28	SUN	

March 2021

# NEIGHBOURHOODS



We are committed to creating vibrant communities and our local Neighbourhood Housing Teams work hard to ensure that your neighbourhood and communities are happy places to live.

1	MON	ST DAVID'S DAY
2	TUES	
3	WED	
4	THURS	
5	FRI	
6	SAT	
7	SUN	
8	MON	
9	TUES	
10	WED	
11	THURS	
12	FRI	
13	SAT	
14	SUN	MOTHER'S DAY
15	MON	





£107,000  
on Neighbourhood projects

Investing £117,000  
into community projects

We only had 4 cases of Anti-Social Behaviour reported to us,  
97% of cases were resolved successfully.

90% of tenants are satisfied with their neighbourhood as a place to live

86% of tenants are satisfied with the overall appearance of  
their neighbourhood

71% of tenants are satisfied with the ground maintenance service in their area

87% of supported / sheltered tenants are satisfied with the  
overall service provided by their Housing Support Officer



16 TUES

17 WED

ST PATRICK'S DAY

18 THURS

19 FRI

20 SAT

21 SUN

22 MON

23 TUES

24 WED

25 THURS

26 FRI

27 SAT

28 SUN

BRITISH SUMMER TIME BEGINS

29 MON

30 TUES

31 WED

# April 2021

# RENTS

to our  
residents, together  
we create quality  
homes and  
communities



**49% of tenants have now used the Tenant Portal to check rent balances, make a payment or report something to us. Its quick and easy to do just visit**

**[www.starhousing.org.uk](http://www.starhousing.org.uk)**



<b>1</b>	THURS	APRIL FOOLS DAY
<b>2</b>	FRI	GOOD FRIDAY
<b>3</b>	SAT	
<b>4</b>	SUN	EASTER SUNDAY
<b>5</b>	MON	EASTER MONDAY
<b>6</b>	TUES	
<b>7</b>	WED	
<b>8</b>	THURS	
<b>9</b>	FRI	
<b>10</b>	SAT	
<b>11</b>	SUN	
<b>12</b>	MON	
<b>13</b>	TUES	
<b>14</b>	WED	
<b>15</b>	THURS	

Our dedicated Rents Team are here to support you.

If you are worried about paying your rent, we can provide free budgeting advice and support to help you manage your money. Simply give us a call or e-mail us.

LAST YEAR WE COLLECTED A TOTAL OF  
**£18,032,035 MILLION**  
IN RENTS WHICH REPRESENTS 99.17% OF ALL RENT DUE

**88%**  
OF TENANTS  
are satisfied with  
the value for  
money their rent  
provides

**78%**  
EXPRESSED SATISFACTION  
towards the  
value for money  
service charges  
provide

ONLY  
**2**  
people were  
evicted last  
year due to rent  
arrears



SWITCH TO DIRECT DEBIT



Last year 43.43% of tenants were paying their rent by Direct Debit. It is a simple and easy way to pay your rent and one less thing to think about. We can help you to switch your payments to Direct Debit on any day of the month to suit you.

16	FRI	
17	SAT	
18	SUN	
19	MON	
20	TUES	
21	WED	
22	THURS	EARTH DAY
23	FRI	ST GEORGE'S DAY
24	SAT	
25	SUN	
26	MON	
27	TUES	
28	WED	
29	THURS	
30	FRI	



# May 2021

## REPAIRS



We know that the Repairs Service is one of the most important services we deliver to tenants, and **84%** of tenants are satisfied with the way we deal with repairs and maintenance.

Whenever possible we will offer you a repair appointment or inspection at the time you report the repair to us, either a morning or an afternoon appointment

<b>1</b>	SAT	
<b>2</b>	SUN	
<b>3</b>	MON	EARLY MAY BANK HOLIDAY
<b>4</b>	TUES	
<b>5</b>	WED	
<b>6</b>	THURS	
<b>7</b>	FRI	
<b>8</b>	SAT	
<b>9</b>	SUN	
<b>10</b>	MON	
<b>11</b>	TUES	
<b>12</b>	WED	
<b>13</b>	THURS	
<b>14</b>	FRI	
<b>15</b>	SAT	



94% OF TENANTS WERE SATISFIED WITH THIS SERVICE



**100%**  
OF EMERGENCY REPAIRS  
WERE COMPLETED  
WITHIN ONE DAY  
(2019/20)

**99.05%**  
OF URGENT REPAIRS  
COMPLETED WITHIN  
7 DAYS  
(2019/20)



**Safety for you and your home is a priority for us, we have maintained 100% gas safety certification of our homes and have a programme of safety inspections including electrical, water hygiene and asbestos testing.**



**Over 70 Fire Risk Assessments have been completed in Bridgnorth and Oswestry this year including all our community rooms and blocks of flats with communal access.**

**We invested £220,651 in making homes accessible**

**16** SUN

**17** MON

**18** TUES

**19** WED

**20** THURS

**21** FRI

**22** SAT

**23** SUN

**24** MON

**25** TUES

**26** WED

**27** THURS

**28** FRI

**29** SAT

**30** SUN

**31** MON

SPRING BANK HOLIDAY

June 2021

# PLANNED MAINTENANCE



We are proud to have delivered 99% of our Asset Management Strategy – investing over £4 million per year over the last four years in improving the quality, access and suitability of homes.

**1** TUES

**2** WED

**3** THURS

**4** FRI

**5** SAT

**6** SUN

**7** MON

**8** TUES

**9** WED

**10** THURS

**11** FRI

**12** SAT

TROOPING THE COLOUR

**13** SUN

**14** MON

**15** TUES

We have invested over £240,000 in neighbourhood projects from parking to play areas, and as we continue to be 'greener' we have invested over £1 million in 362 new heating systems, including 77 air source heat pumps.



## WE HAVE COMPLETED

- 290 kitchens
- 290 bathrooms
- 596 electrical safety checks
- 793 electrical upgrades
- 3465 gas safety checks
- 643 homes have been painted
- 58 new roofs
- 290 new composite doors



16 WED

17 THURS

18 FRI

19 SAT

20 SUN

FATHER'S DAY

21 MON

22 TUES

23 WED

24 THURS

25 FRI

26 SAT

27 SUN

28 MON

29 TUES

30 WED



July 2021

# NEW BUILDS



Over the last 12 months we have built

20 NEW HOMES        

**1** THURS

**2** FRI

**3** SAT

**4** SUN

**5** MON

**6** TUES

**7** WED

**8** THURS

**9** FRI

**10** SAT

**11** SUN

**12** MON

**13** TUES

**14** WED

**15** THURS



INCLUDING

## 13 new affordable houses at Austin Drive in Albrighton and 7 new affordable apartments at Charles King Court, Shifnal.

We are buying several new affordable homes from local builders on mixed residential schemes to help deliver our objective of providing quality, affordable housing.



16 FRI

17 SAT

18 SUN

19 MON

20 TUES

21 WED

22 THURS

23 FRI

24 SAT

25 SUN

26 MON

27 TUES

28 WED

29 THURS

30 FRI

31 SAT

## CUSTOMER FEEDBACK

We welcome your feedback on our services, it helps us to make improvements to the way we communicate with our customers, how we operate our services and make decisions about the services we offer.

During the Coronavirus pandemic we contacted 1110 of our vulnerable and older customers to check on wellbeing, welfare and to provide additional support if required.

88%

OF TENANTS ARE SATISFIED WITH OUR OVERALL SERVICES, AND 48% ARE VERY SATISFIED

90%

OF TENANTS AGREED THAT THE STAFF AT STAR HOUSING ARE FRIENDLY AND APPROACHABLE

86%

AGREED THAT STAR HOUSING ARE TRUSTWORTHY

90%

TENANTS ARE SATISFIED WITH THE SERVICE THEY RECEIVED FROM OUR REPAIR CALL HANDLERS

1	SUN	
2	MON	SUMMER BANK HOLIDAY
3	TUES	
4	WED	
5	THURS	
6	FRI	
7	SAT	
8	SUN	
9	MON	
10	TUES	
11	WED	
12	THURS	
13	FRI	
14	SAT	
15	SUN	

YOU TOLD US THAT YOUR TOP 3 PRIORITIES ARE:

- ① Repairs – 94%
- ② Support to older and more vulnerable tenants 72%
- ③ Services that are value for money 49%

55 Compliments received

"Thank you Kath, you have been nothing but helpful and supportive to resolve my Housing Benefit and Council Tax issues after the loss of my wife. I can't thank you enough for helping at such a difficult time."



"Thank you for the very prompt Repair service, I am very happy with how this was completed."



We received 60 complaints, and resolved 88% of them within 10 days



16 MON

17 TUES

18 WED

19 THURS

20 FRI

21 SAT

22 SUN

23 MON

24 TUES

25 WED

26 THURS

27 FRI

28 SAT

29 SUN

30 MON

SUMMER BANK HOLIDAY

31 TUES

## INVOLVEMENT AND EMPOWERMENT



From Tenant Board Members, Inspectors and resident groups, there are many ways to be involved with services at STAR and make a difference in the community.

WE HELD 25  
pop-up  
events

WE HAD 29  
Community  
Chest  
Applications

WE HAD 25  
Clean up events with  
skips including 10  
during the weekends

- 1 WED
- 2 THURS
- 3 FRI
- 4 SAT
- 5 SUN
- 6 MON
- 7 TUES
- 8 WED
- 9 THURS
- 10 FRI
- 11 SAT
- 12 SUN
- 13 MON
- 14 TUES
- 15 WED



Through customer involvement on an online survey we have gathered lots of feedback around our tenant portal, and we will continue to work on how we can make your experience with this better over the next two years. The survey worked really well – and we will be making much more use of this now – look out for emails soon!

77% of tenants are satisfied with the way we listen to their views and act upon them

80% are satisfied with how we inform you about things that may affect you as a resident

66% of tenants are satisfied with the opportunities STAR Housing give them to make their views known

OUR SOCIAL MEDIA IS GROWING!



2300 FOLLOWERS ON FACEBOOK



600 FOLLOWERS ON TWITTER



16 THURS

17 FRI

18 SAT

19 SUN

20 MON

21 TUES

22 WED

23 THURS

24 FRI

25 SAT

26 SUN

27 MON

28 TUES

29 WED

30 THURS

# HOUSING SUPPORT

October 2021



Our Housing Support Team works to help vulnerable people to develop the skills and experience they need to be able to maintain their homes and live independently in the community.

- |           |       |
|-----------|-------|
| <b>1</b>  | FRI   |
| <b>2</b>  | SAT   |
| <b>3</b>  | SUN   |
| <b>4</b>  | MON   |
| <b>5</b>  | TUES  |
| <b>6</b>  | WED   |
| <b>7</b>  | THURS |
| <b>8</b>  | FRI   |
| <b>9</b>  | SAT   |
| <b>10</b> | SUN   |
| <b>11</b> | MON   |
| <b>12</b> | TUES  |
| <b>13</b> | WED   |
| <b>14</b> | THURS |
| <b>15</b> | FRI   |

We invested £75,000 into independent living accommodation



We housed 20 people in our young persons supported accommodation.



13 of our communal rooms have external public access defibrillators of which all of them are registered with West Midlands Ambulance Service.

WE SUPPORTED

218

tenants with financial advice

119

with new community alarms



16 SAT

17 SUN

18 MON

19 TUES

20 WED

21 THURS

22 FRI

23 SAT

24 SUN

25 MON

26 TUES

27 WED

28 THURS

29 FRI

30 SAT

31 SUN

HALLOWEEN



## FINANCE AND BUDGETS



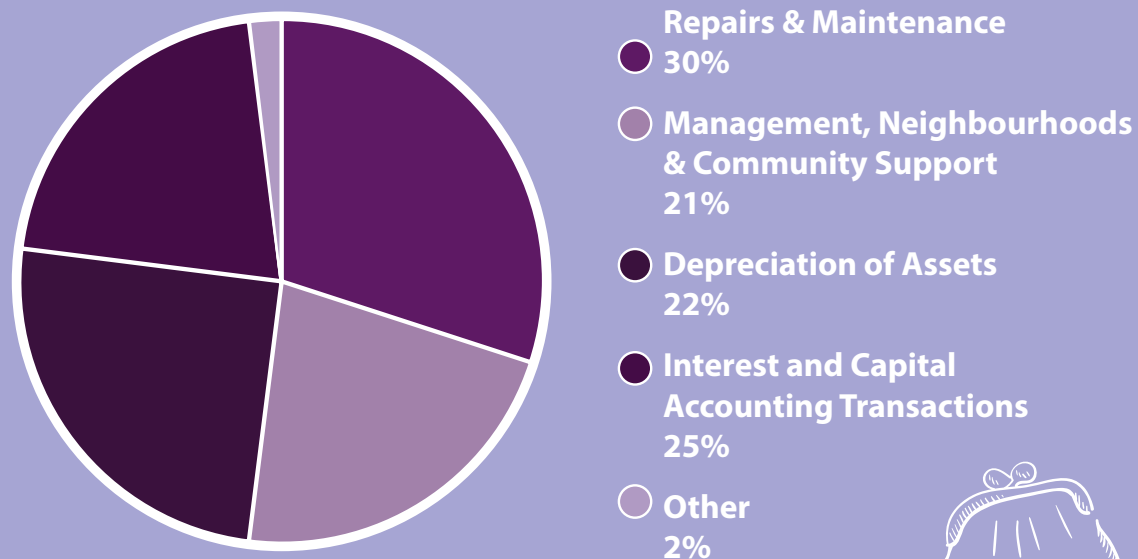
We are committed to making the best use of our resources to deliver excellent services and value for money for our customers, reinvesting any savings that we make.

1	MON	
2	TUES	
3	WED	
4	THURS	
5	FRI	GUY FAWKES NIGHT
6	SAT	
7	SUN	
8	MON	
9	TUES	
10	WED	
11	THURS	REMEMBERANCE DAY
12	FRI	
13	SAT	
14	SUN	
15	MON	

During 2019/20 we reinvested over £240k of efficiency savings on service improvements for projects such as summer skip events, fire safety, hoarding and financial inclusion. This demonstrates our commitment to using available resources to fund projects identified by our customers and staff.

The Housing Revenue Account budget for 2019/20 was in excess of £18m and the total surplus was £330k.

Below is an illustration of the percentage budget split for the year:



We spent £2.8m in delivering our responsive repairs service which includes all day to day repairs.

We also invested a total of £4.3m in our planned repairs programme which included roofing works, external doors, central heating, kitchens & bathrooms and replacement windows.

16 TUES

17 WED

18 THURS

19 FRI

20 SAT

21 SUN

22 MON

23 TUES

24 WED

25 THURS

26 FRI

27 SAT

28 SUN

29 MON

30 TUES

ST ANDREW'S DAY

## THE FUTURE



**We aspire to be the provider of choice for housing services and affordable housing to the Council by delivering excellent services and homes; delivering on the Council's vision for Shropshire.**

**Over the next three years we will invest over £10 million in our homes, we are working hard to secure additional development land so that we can continue to build much needed affordable homes for the people of Shropshire. You can view our business plan on our website.**

**We will invest in our teams, we know that the services we provide are only as good as the people who deliver them. Our working environment ensures our teams work well together and makes sure we attract and keep the right people in the organisation.**

<b>1</b>	WED
<b>2</b>	THURS
<b>3</b>	FRI
<b>4</b>	SAT
<b>5</b>	SUN
<b>6</b>	MON
<b>7</b>	TUES
<b>8</b>	WED
<b>9</b>	THURS
<b>10</b>	FRI
<b>11</b>	SAT
<b>12</b>	SUN
<b>13</b>	MON
<b>14</b>	TUES
<b>15</b>	WED



# WE ARE FOCUSSED ON THE FUTURE



- OUR PEOPLE
- EXCELLENT SERVICE DELIVERY
- INNOVATION AND GROWTH



*We don't want to stand still; we want to welcome new ideas. We'll challenge ourselves to think differently and be innovative. We want the people who live and work in our communities to get outstanding services and communities.*



<b>16</b>	THURS	
<b>17</b>	FRI	
<b>18</b>	SAT	
<b>19</b>	SUN	
<b>20</b>	MON	
<b>21</b>	TUES	
<b>22</b>	WED	
<b>23</b>	THURS	
<b>24</b>	FRI	CHRISTMAS EVE
<b>25</b>	SAT	CHRISTMAS DAY
<b>26</b>	SUN	BOXING DAY
<b>27</b>	MON	CHRISTMAS BANK HOLIDAY
<b>28</b>	TUES	BOXING DAY BANK HOLIDAY
<b>29</b>	WED	
<b>30</b>	THURS	
<b>31</b>	FRI	NEW YEAR'S EVE

# USEFUL CONTACT INFORMATION

## Repairs

**0333 32 12 200**

**repairs@starhousing.org.uk**

## Emergency Repairs

**01323 636 215**

*For Emergency repairs out of hours (emergencies only)*

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## General Enquiries

**0333 32 12 200**

**enquiries@starhousing.org.uk**

## Shropshire HomePoint

**0300 303 8595**

**enquiries@shropshirehomepoint.co.uk**

**www.shropshirehomepoint.co.uk**

**0345 678 9000**

**customer.services@shropshire.gov.uk**

# NOTES

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## For more information about Shropshire Towns and Rural Housing

 Visit our web-site: [www.starhousing.org.uk](http://www.starhousing.org.uk)

 Like us on Facebook by searching for “Shropshire Towns and Rural Housing”

 Follow us on Twitter @[star\\_housing](https://twitter.com/star_housing)

 Or call us on: **01743 210205**

 Email on: [enquiries@starhousing.org.uk](mailto:enquiries@starhousing.org.uk)