

A new way of getting your feedback



We rely on feedback from you to help ensure that we are delivering the services you want in a way which meets your needs.

From February 2021 we are rolling out a service specifically designed to gather feedback from a sample of customers, who have had a recently had a repair completed by us or who have contacted our repairs contact centre. We aim to gather feedback as close as we can after you have had a repair job carried out at your property, ideally within 48 hours of your job being completed. We will aim to contact you within 48 hours of your job being completed on our system. This will allow you to give us feedback whilst the experience of the service is still fresh in your mind.

To find out more go to www.starhousing.org/news

Test and Trace Support Payment

If someone is told by NHS Test and Trace Service to stay at home and self-isolate, they may be able to get a £500 Test and Trace Support Payment.

For the qualifying conditions and to apply please visit: www.shropshire.gov.uk/covid-test-and-trace-support-payments/ or alternatively if you don't wish to apply online you can do so by calling **0345 678 9002**.

For our more vulnerable households either affected financially by Covid or just struggling to meet essential bills over lockdown, other hardship funds are also available to help you with a wide range of support.

These are open to low-paid working families with children whose finances may have suffered due to the long effect of Covid and lockdowns, who are now struggling to make ends meet.

It is easy to apply over the phone (paper forms available on request), an adviser will complete the paperwork over the phone and a specialist will look to see how they can help and if any further information is needed.

If you are struggling to maintain your rent payments as a result of a loss in your income, please refer to STAR Housings Money Advice Team, for free advice and guidance on budgeting, benefit or debt related matters.

You can reach this service direct by e-mailing moneyadvice@starhousing.org.uk

For more information about Shropshire Towns and Rural Housing visit us online at www.starhousing.org.uk



Customer Newsletter

Like us on Facebook for regular updates and advice **Shropshire Towns and Rural Housing**
Follow us on twitter @[star_housing](https://twitter.com/star_housing)



Amazing Neighbours

Do you have a neighbour that has gone above and beyond to help someone during lockdown? We would love to hear and share your positive stories, whilst we continue to navigate this pandemic. We want to acknowledge those neighbours and members of the community and show them they have made a real difference to those around them.

To share these amazing people with us, email us at involment@starhousing.org.uk or telephone **01743 210 204**.

Community Tree Planting

Following some unhealthy trees being felled in Pinefields close, we worked with residents to provide and plant some new trees in replace of those lost. This included some beautiful flowering and berry trees to encourage wildlife and Pinefields very own Pine tree planted at the entrance.



For more information on Neighbourhood Projects go to www.starhousing.org.uk/neighbourhood-projects

Tenant Portal

For easy access to your rent account and repair details at a time that suits you, you can register and sign into our tenant portal. We would also welcome feedback on this service to keep improving it in the future.

Follow this link to sign in www.starhousing.org.uk
You will need your tenancy reference number which can be found on your tenancy agreement or rent letter.

Rent Notification Letters



You should have now received your annual rent notification letter, which gives you advance notice of your rent for the new financial year April 2021 to March 2022.

Please contact the local rents team if you have any questions by calling

0333 32 12 200



ANY DEAF PERSON CAN SUFFER DOMESTIC ABUSE

YOU DON'T HAVE TO PUT UP WITH IT



YOU DO HAVE A CHOICE

A specialist domestic abuse support service for Deaf adults and children

PLEASE CONTACT US FOR HELP...
ALL OF THESE ARE CONFIDENTIAL
 SMS/TEXT: 07970 350366
 TEL: 0203 947 2600
 EMAIL: da@signhealth.org.uk
SignHealth, Registered Charity no. 1011056

THE DEAF HEALTH CHARITY SIGNHEALTH

census2021

Census day is on 21st March 2021

The census is a survey conducted by the Office for National Statistics that happens every 10 years and gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

It is a legal requirement to complete the census. The 2021 census will be the first census to be primarily online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets. Census day will be on March 21st, but households across Shropshire will receive letters with online codes allowing them to take part from early March, however it is still possible to request a traditional paper form.

A successful census will ensure everyone from Shropshire Council through to charities can put services and funding in the places where they are most needed. This could mean things like doctors' surgeries, schools and new transport routes. Therefore, it is important that every household completes the census.

In Shropshire Census Support Centres, telephone helplines and a wide range of other facilities will be available to people that require help. More details will be provided as we get closer to March 21st.

The census is a **unique survey** that takes place every 10 years in **England and Wales**.

By taking part, you'll help inform decisions that shape your community.

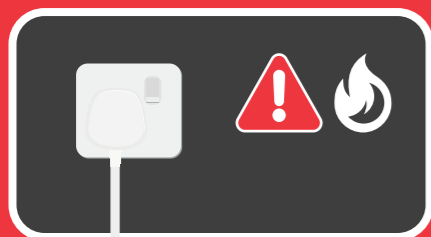
census2021

For more information, visit [census.gov.uk](https://www.census.gov.uk)

Fire Safety - Charging Devices



Following an incident in Shropshire involving hair clippers catching fire, the Shropshire Fire and Rescue Service are warning residents to **ensure electrical devices are only charged using the charger they are supplied with.**



If an appliance or cable is hot to touch, turn off the circuit breaker to the electrical outlet into which the appliance is plugged.



Wait several minutes for the plug to cool before removing it from the electrical outlet. Do not plug the appliance into another outlet.



If a loose outlet appears to be the problem, call an electrician to examine the outlet and replace it if necessary.

For more information on keeping safe in your home go to www.starhousing.org.uk/keeping-you-safe-in-your-home

Green Energy Switch



We are now really pleased to be working with Green Energy Switch who have over 15 years of experience in supporting social landlords, local authorities and their tenants with all things energy, and are committed to reducing Carbon footprints throughout the UK and beyond.

They will be working with us to manage energy switch-ons when tenancies change and any time a property becomes empty.

If you would like to find out more about Green Energy Switch go to www.greenenergyswitch.co.uk/about

We recommend that you review your utility suppliers regularly. As well as Green Energy Switch there are a number of comparison websites available which you can find online.

If you would like more general advice, then please contact our team at moneyadvice@starhousing.org.uk

Home Insurance Service

As we spend more time at home, accidental damages could potentially occur more frequently, check you're insured for this to avoid unnecessary costs to replace broken items.

Crystal Insurance Scheme

Protect your home contents from **fire, theft, water damage.**

Crystal Insurance Scheme on **0345 450 7286** or visit: www.crystal-insurance.co.uk