



Annual Report 2022 - 2023

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



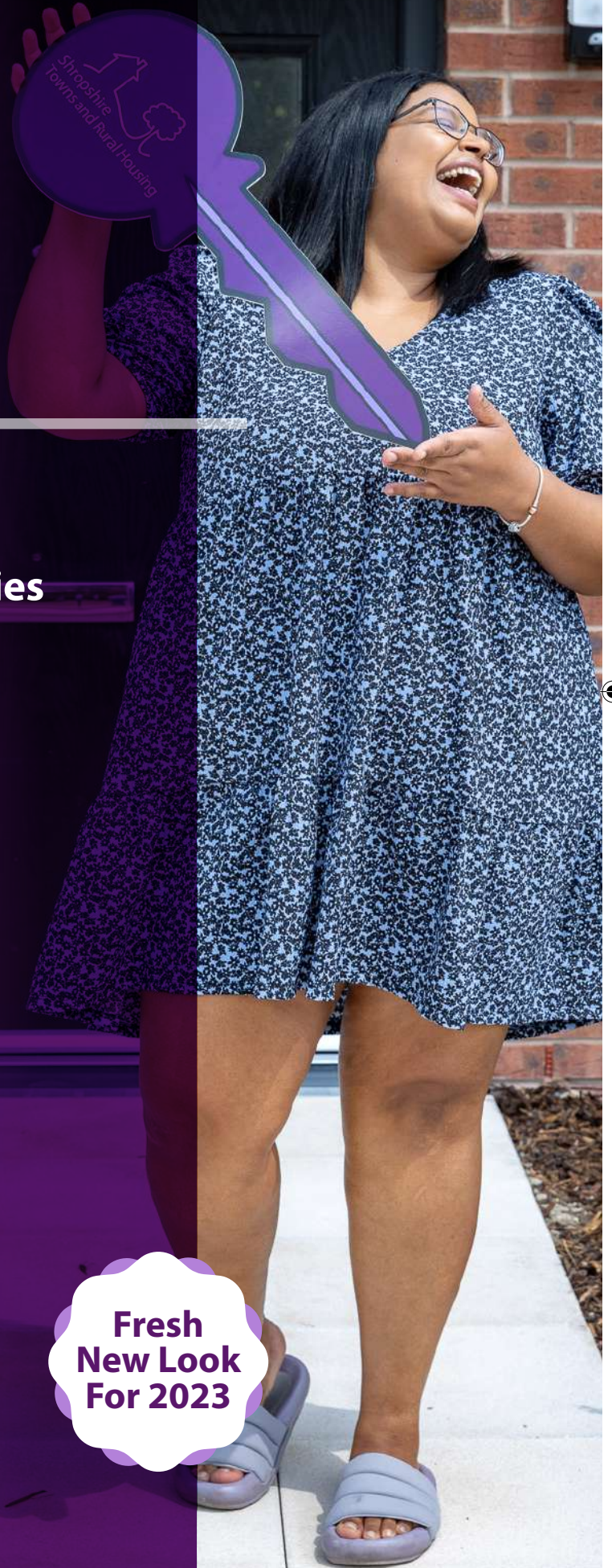
**Shropshire Towns
and Rural Housing**



@star_housing

www.starhousing.org.uk

**Fresh
New Look
For 2023**



Welcome

Welcome to our Annual Report for 2022/2023.

"As we approach the end of another year, it's the perfect time to look back at our accomplishments, growth, successes and to reflect on what we have learnt.

This year, as we celebrate our 10th anniversary of managing homes and communities on behalf of Shropshire Council, we are immensely proud of the work we have achieved and are excited to be planning for our next ten years. With our residents at the heart of what we wish to achieve, we look forward to what the next decade will bring.

Over the last ten years, our organisation has grown significantly and we have delivered a wide range of services to thousands of customers. We have strengthened our relationships with the communities we serve, and we have contributed to bringing, much needed quality, affordable housing to Shropshire.

We remain committed to listening to our customers, learning from

your feedback - and continuing to improve our support services, particularly in such difficult financial times. Our sincere thanks go out to everyone involved with Shropshire Towns and Rural (STAR) Housing - our valued colleagues, customers, Board Members and partners.

We are proud of all of our achievements, but we are also mindful of the work that still needs to be done. Thank you for being a part of our journey, and we look forward to sharing our progress and achievements with you. Here's to another 10 years of making an impact together!"

Warm regards,



Harpreet Rayet
Managing Director



Tony Deakin
Chair of the Board



We want you to be a part of our journey by sharing your opinions and ideas on how we can do things better. Your involvement can make a difference, get in touch with us via email at involvement@starhousing.org.uk or call us at **01743 210 205**.

Repairs

Our Repairs Service is one of the most important services for our customers, and having a safe, comfortable and well-maintained home is essential.

We are delighted to have completed 100% of emergency repairs within one day during 2022/23. We strive to maintain this performance, but also know there is always room for improvement.

We understand that our current customer satisfaction surrounding repairs is lower than we would like and we are committed to improving this. At STAR Housing we are continuously working on ways to improve and enhance our repairs service to be as efficient as possible whilst ensuring communication across our services is clear and customer focused.

We remain committed to continuing our efforts to ensure that all of our properties are kept in excellent condition.

100%
Emergency
repairs done
in **1 day**

96%
Routine
repairs done
in **28 days**

90%
Programmed
repairs in
6 months

98%
Urgent
repairs done
in **7 days**

73.15%
satisfaction with
recent repairs service



90.34%
satisfaction with recent
planned maintenance service

81%*
homes with asbestos
management re-inspection
report less than 5 years old

99.2%
homes have an electrical
safety certificate less than
5 years old



100%
of properties have a
valid gas safe certificate



80%
of respondents to a recent
survey are satisfied that their
home is safe to live in

We spent **£6.7m** on repairs

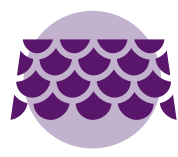


*Includes properties which do not require an asbestos management re-inspection report

Planned Maintenance



1,004
houses
painted



36
roof
replacements



220
homes
rewired



597
periodic
electrical
tests



108
bathrooms
replaced



68
kitchens
replaced



417
electrical
remedial works
completed



14
alternative
heating sources
installed



276
gas/oil
systems
installed



99.6%
properties
with current
EPC



26
homes fitted
with new
windows



79
homes
fitted with
new doors



Supporting and Involving Our Customers



It has never been more important that our customers have a voice where their opinions and feedback are used to drive continuous change and improvements.

STAR Housing offers a wide range of opportunities for customers to get involved. Customer feedback is an essential part of our service improvement, as well as empowering our customers and creating sustainable, vibrant communities. This year we will be creating a Customer Committee, this committee will be made up of individuals from our communities who are passionate about making a difference and helping us continually improve. Together, we will work towards even greater collaboration and inclusivity, ensuring that everyone's needs are met and our communities thrive.



This year though customer feedback and support we have:



Held **16**
Community
Skip Events,
investing
£10,000
in to our
communities



Had **8**
applications
to the
Community
Chest
investing
£4,047



Increased
followers on
Facebook
to **2,700**
and **658** on
Twitter



498
accounts
on the Tenant
Portal, with
120 new
users in
2022/23

Supporting You



This year our Money Advice Team have been supporting customers with their finances.



Received
287
referrals



Written off
£26,014 worth
of debt



Cleared
£22,346 of water
arrears/debt



Cleared
£9,807 of
energy debt



Sourced
£3,900 worth of
fuel vouchers



Accessed £76,584
of corrections and
entitled benefits

Anti-Social Behaviour

We want our customers to live in a safe home and in sustainable neighbourhoods and we work with our partners to tackle any Anti-Social Behaviour (ASB).

Throughout 2022/23:

14 out of 15 ASB cases were resolved successfully

87% of customers were satisfied with the outcome of their case



Lettings

Moving into your new home can be a challenging but exciting time.

93% of customers have been satisfied with the service they received.



270
New Tenancies

296
Tenancies Ended

54
Internal Moves

Celebrating 10 years of STAR Housing



In honour of this milestone, we wanted to highlight the tremendous impact our customers have made in our communities. As a company committed to providing quality housing and creating vibrant communities, our success would not have been possible without the support of our customers. That's why we created the STAR Housing Customer Awards: to recognise and thank the outstanding individuals who help create positive communities.

On Thursday 13th July 2023, ten remarkable individuals were recognised at the STAR Housing Customer Awards 2023 for their impact within their communities and to their neighbours.

This event was more than just a celebration of a decade of success at STAR Housing, it highlighted the invaluable contributions made by neighbours in creating a vibrant and supportive community. From organising community events to lending a compassionate ear, these amazing neighbours have played a pivotal role in building the fabric of our communities.

At STAR Housing, we firmly believe that it takes a community to create a home. Congratulations to the ten amazing neighbours who have shown what it truly means to be a part of our community. Thank you for making a positive impact and for helping us make a difference.



Gareth Edwards

"Gareth makes remarkable contributions to the community, going out of his way to organise street parties and events for everyone, bringing the whole community together and fostering a sense of belonging. Gareth is the go-to person for anyone facing any challenges, he is a fantastic neighbour who goes above and beyond to help his fellow community members."



Dr Timothy Mear

"Timothy shows unwavering dedication and compassion towards his community and is always willing to assist in any way possible, especially during times of need. He has gone above and beyond in helping with grocery shopping, responding to emergency calls, and ensuring that the more vulnerable residents are cared for. Timothy's kindness is a testament to his character, and his actions have undoubtedly had a positive impact on the lives of those around him."



Marion Lee

"Marion is a lifeline of support to her neighbours through hard times while also experiencing hardships herself. Marion is a truly exceptional friend and neighbour to everyone. Always going above and beyond to help anyone in need, without a second thought. She deserves recognition for all that she does."



Finance

How we spent money in 2022/23

Housing Revenue Account was

£19.0m
(turnover)

£18.2m
(expenditure)

Housing Revenue Account surplus

£0.768m

*draft accounts pending Board Approval



Rents

Total rental income collected 22/23

£18,587,592



50.83%
of tenants paying by Direct Debit



0.03%
of tenants evicted because of rent arrears during the year (1 person)



Successes and Achievements

Our voids service has made significant improvements this year, with the number of properties void at the lowest volume since before Covid. Although our average turnaround time is above the sector average, we have an improvement plan in place to improve our voids performance and to let our void properties in line with the sector average.



Average time to relet empty properties **88 days** Target: 40 days

Thanks to customer feedback, we have reviewed and improved the Lettable Standard of properties, which now means every property has:

- 

A shower
- 

Is decorated or is handed over with decorating vouchers

We support Shropshire Council with providing over 75 homes to be used as temporary accommodation for vulnerable people. We prioritise these properties and complete them to a high standard, taking into consideration the challenging financial circumstances which some new residents may face.

Customer service and feedback

In 2022/23 we received 109 complaints and 67 surveys



Looking Ahead

"As we celebrate a decade of working with you in your homes and communities, we also look forward to what the next ten years may look like. At the heart of everything we do are our customers and we are committed to encouraging feedback, and involving customers to work with us to shape the next ten years.

Further to this year's customer consultation, our void property standards continue to be a priority for our organisation as we look ahead. STAR Housing are committed to making sure that our properties are well maintained, safe and warm and that our properties feel like a home.

STAR Housing's aim for the future is to become more sustainable and energy efficient, both in our own buildings and within the homes we build and manage. We will develop plans and investment options to meet our environmental objectives.

In closing, we want to express our gratitude to our residents for their continued trust and partnership over the past decade. We look forward to the next ten years, and working together to provide the highest standard of service possible. Here's to a bright and sustainable future for everyone."

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