



2022 Calendar



Whittington Castle

Our
Annual Report
shows our
achievements
and performance
from April 2020 to March 2021
so you can see how
we *are performing*



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Welcome to the 2022 Calendar featuring our work at STAR Housing from April 2020 to March 2021.

I became Chair of the STAR Housing Board in July 2021 and I am proud to be associated with the work and staff of STAR Housing.

I would first like to take the opportunity to pause and reflect on the challenges we have faced over the last 12 months, as individuals and as an organisation. A worldwide pandemic has seriously affected our way of life but, at long last, we appear to be heading in the right direction with a mass vaccination programme.

For those who have seen loved ones or friends pass on, we are truly sorry for your loss and, for those facing ongoing challenges, our thoughts and best wishes are with you.

In reviewing 2020-2021 we have to recognise that the pandemic has impacted on our plans but, having said that, I would like to place on record my thanks to all the staff at STAR Housing for the excellent way that they have responded, making sure that services continued to be delivered to you throughout this period.

One of the things I am most proud of is the way that we were able to make sure that those people who were most vulnerable in our community were contacted early in 2020 to make sure that they had the help and support that they needed. We contacted over 1300 tenants.

We also made sure that those who were without a home were able to access accommodation - over 100 properties were used as temporary accommodation at one point. We are proud that we have helped many people now move into more permanent accommodation.

I would also like to thank you, our tenants. At some points we were unable to deliver all the services we would have liked to. You were so understanding about where there were restrictions.

We also witnessed many acts of kindness, with the community pulling together to make sure that those who were most vulnerable were supported.

We still sought to improve services for our residents throughout the pandemic delivering services in different, but effective, ways wherever possible. We brought in-house the Grounds Maintenance service in early 2020 and have seen massive improvements in tenant satisfaction.. This is part of our commitment to continuous improvement.

We are now looking to the future. We have a new development programme starting, continuing to develop a new generation of Council Housing not just in our traditional areas of operation in Oswestry and Bridgnorth but Shrewsbury too.

We are also reaching the end of our current contract with Shropshire Council and we are currently discussing our future. We are very excited for our future, demonstrating through our track record that we are the right people to continue to improve our services for you.

Last, but not least, I hope that 2022 is a good year for you personally and that you know you can rely on STAR Housing to continue to deliver quality landlord services to you.



T. Deakin

**Tony Deakin,
Chair of STAR
Housing Board**





**Total income collected 20/21
£18,077,342**

Bridgnorth Low Town

Our excellent year end figure was achieved by supporting our tenants to claim the appropriate benefits and grants to maximise their income, which resulted in them still being able to pay their rent. This could not be achieved without the experience and knowledge within the Rent Team.

We can't help if we don't know the problem, it's important to talk to us.

1 SAT	NEW YEARS DAY	17 MON	
2 SUN		18 TUES	
3 MON		19 WED	
4 TUES		20 THURS	
5 WED		21 FRI	
6 THURS		22 SAT	
7 FRI		23 SUN	
8 SAT		24 MON	
9 SUN		25 TUES	BURNS NIGHT
10 MON		26 WED	
11 TUES		27 THURS	
12 WED		28 FRI	
13 THURS		29 SAT	
14 FRI		30 SUN	
15 SAT		31 MON	
16 SUN			



Llanymynech Rocks Nature Reserve

**Our alarms,
Housing Support
and New Century
Court staff
provide vital
support services
to our clients
and tenants -
with 128 new
alarms installed
over the year!**

1 TUES	17 THURS
2 WED	18 FRI
3 THURS	19 SAT
4 FRI	20 SUN
5 SAT	21 MON
6 SUN	22 TUES
7 MON	23 WED
8 TUES	24 THURS
9 WED	25 FRI
10 THURS	26 SAT
11 FRI	27 SUN
12 SAT	28 MON
13 SUN	
14 MON	VALENTINES DAY
15 TUES	
16 WED	



357 homes painted,
34 roof replacements,
57 bathrooms replaced

Badger

We invested over £3m in our planned maintenance programme which included roofing works, external doors, central heating, kitchens and bathrooms and window replacements.

1 TUES	ST DAVID'S DAY / SHROVE TUESDAY	17 THURS	ST PATRICK'S DAY
2 WED	ASH WEDNESDAY	18 FRI	
3 THURS		19 SAT	
4 FRI		20 SUN	
5 SAT		21 MON	
6 SUN		22 TUES	
7 MON		23 WED	
8 TUES		24 THURS	
9 WED		25 FRI	
10 THURS		26 SAT	
11 FRI		27 SUN	MOTHER'S DAY / BST BEGINS
12 SAT		28 MON	
13 SUN		29 TUES	
14 MON		30 WED	
15 TUES		31 THURS	
16 WED			



Cae Glas Park, Oswestry

It's important to talk to us.

Giving us your feedback and sharing your thoughts, ideas and suggestions helps us to continuously improve how we provide our services to you and in shaping the future of STAR Housing. Please get in touch with our **Customer Relationships Team on 01743 210205** to find out how you can become involved.



1 FRI	APRIL FOOLS DAY	17 SUN	EASTER SUNDAY
2 SAT		18 MON	EASTER MONDAY
3 SUN		19 TUES	
4 MON		20 WED	
5 TUES		21 THURS	
6 WED		22 FRI	EARTH DAY
7 THURS		23 SAT	ST GEORGE'S DAY
8 FRI		24 SUN	
9 SAT		25 MON	
10 SUN		26 TUES	
11 MON		27 WED	
12 TUES		28 THURS	
13 WED		29 FRI	
14 THURS		30 SAT	
15 FRI	GOOD FRIDAY		
16 SAT			



260
relets
24
internal moves

Montgomery Canal, Maesbury Marsh

We don't just deal with new tenancies! If your home is too big then we are here to help move you to more suitable accomodation.

Get in touch so we can explain how this process works. And, don't forget to let us know if there is a change in your household members - you can find our occupancy form at: www.starhousing.org.uk/occupants-form

1 SUN	17 TUES
2 MON BANK HOLIDAY	18 WED
3 TUES	19 THURS
4 WED	20 FRI
5 THURS	21 SAT
6 FRI	22 SUN
7 SAT	23 MON
8 SUN	24 TUES
9 MON	25 WED
10 TUES	26 THURS
11 WED	27 FRI
12 THURS	28 SAT
13 FRI	29 SUN
14 SAT	30 MON
15 SUN	31 TUES
16 MON	



100%
of emergency
repairs done
in 1 day

89.7%
of residents
satisfied with
recent repairs
service

View from Oswestry Hill Fort

We spent £3.1m in delivering our Responsive Repairs service and we completed a total of 10,525 repairs which includes all day to day repairs.

1 WED	17 FRI
2 THURS	18 SAT
3 FRI	19 SUN
4 SAT	20 MON
5 SUN	21 TUES
6 MON	22 WED
7 TUES	23 THURS
8 WED	24 FRI
9 THURS	25 SAT
10 FRI	26 SUN
11 SAT	27 MON
12 SUN	28 TUES
13 MON	29 WED
14 TUES	30 THU
15 WED	
16 THURS	



Bridgnorth Castle and Gardens

£23,000
spent on
neighbourhood
projects

We are committed to creating vibrant communities. Our local neighbourhood housing teams work hard to ensure that your neighbourhood and communities are happy places to live!

1 FRI	17 SUN
2 SAT	18 MON
3 SUN	19 TUES
4 MON	20 WED
5 TUES	21 THURS
6 WED	22 FRI
7 THURS	23 SAT
8 FRI	24 SUN
9 SAT	25 MON
10 SUN	26 TUES
11 MON	27 WED
12 TUES	28 THURS
13 WED	29 FRI
14 THURS	30 SAT
15 FRI	31 SUN
16 SAT	



View from Bridgnorth Castle & Gardens

66%
of complaints
were resolved
within
10 days

We put our tenants at the heart of everything we do, working with you all the time to improve our services and this really does show in the feedback we get.

"What can I say about this lady? Wonderful at her role, always helpful, accommodating. She listens to all what I say patiently, even if I'm being a grouch. She's amazing".

"...the young men were very polite, courteous and cleaned up after themselves. Very, very satisfied, thank you."

"Bryan was outstanding, he is a professional and really nice person. The tenant was very, very pleased with the works carried out to repair the leak behind her sink."

1	MON	17	WED
2	TUES	18	THURS
3	WED	19	FRI
4	THURS	20	SAT
5	FRI	21	SUN
6	SAT	22	MON
7	SUN	23	TUES
8	MON	24	WED
9	TUES	25	THURS
10	WED	26	FRI
11	THURS	27	SAT
12	FRI	28	SUN
13	SAT	29	MON
14	SUN	30	TUES
15	MON	31	WED
16	TUES		
			BANK HOLIDAY



Badger Dingle

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

- ★ We have helped tenants manage £128,205 of debt
- ★ We saved £2,035 for tenants with winter fuel bills
- ★ We have supported tenants to claim additional income or benefits of £39,500

1 THURS	17 SAT
2 FRI	18 SUN
3 SAT	19 MON
4 SUN	20 TUES
5 MON	21 WED
6 TUES	22 THURS
7 WED	23 FRI
8 THURS	24 SAT
9 FRI	25 SUN
10 SAT	26 MON
11 SUN	27 TUES
12 MON	28 WED
13 TUES	29 THURS
14 WED	30 FRI
15 THURS	
16 FRI	



Whittington Castle

5 new affordable homes purchased from local builders

We have recently received planning permission in Whittington and hope construction work will start very soon. The site will be a split of 8 Shared Ownership and 16 Affordable Rent properties. Developments in Weston Rhyn and Shrewsbury also coming soon.

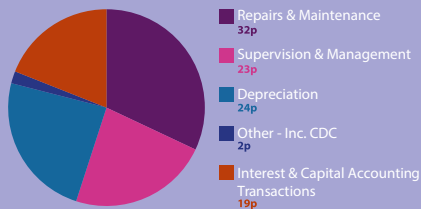
1 SAT	17 MON
2 SUN	18 TUES
3 MON	19 WED
4 TUES	20 THURS
5 WED	21 FRI
6 THURS	22 SAT
7 FRI	23 SUN
8 SAT	24 MON
9 SUN	25 TUES
10 MON	26 WED
11 TUES	27 THURS
12 WED	28 FRI
13 THURS	29 SAT
14 FRI	30 SUN
15 SAT	31 MON HALLOWEEN
16 SUN	



Maesbury Marsh

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. We utilise our efficiency savings on service improvements such as community skip events, fire safety, hoarding and financial inclusion. We saved £50k by bringing our Grounds Maintenance contract in-house.

How each £1 of income is spent



1 TUES	17 THURS
2 WED	18 FRI
3 THURS	19 SAT
4 FRI	20 SUN
5 SAT GUY FAWKES NIGHT	21 MON
6 SUN	22 TUES
7 MON	23 WED
8 TUES	24 THURS
9 WED	25 FRI
10 THURS	26 SAT
11 FRI REMEMBRANCE DAY	27 SUN
12 SAT	28 MON
13 SUN	29 TUES
14 MON	30 WED ST ANDREW'S DAY
15 TUES	
16 WED	



Much Wenlock Abbey

We look forward to starting work on a number of development sites to build more affordable homes in Shropshire for rent and shared ownership so look out for us popping up in new locations!

We're continuing to invest over £4m a year to improve and maintain the quality of our current homes. We will also be exploring opportunities to make our homes more energy efficient in the future, reducing CO2 emissions and help create a greener planet.

1 THURS	17 SAT
2 FRI	18 SUN
3 SAT	19 MON
4 SUN	20 TUES
5 MON	21 WED
6 TUES	22 THURS
7 WED	23 FRI
8 THURS	24 SAT CHRISTMAS EVE
9 FRI	25 SUN CHRISTMAS DAY
10 SAT	26 MON BOXING DAY
11 SUN	27 TUES CHRISTMAS BANK HOLIDAY
12 MON	28 WED
13 TUES	29 THURS
14 WED	30 FRI
15 THURS	31 SAT NEW YEAR'S EVE
16 FRI	

Useful Contact Information

Repairs

0333 32 12 200

repairs@starhousing.org.uk

General Enquiries

0333 32 12 200

enquiries@starhousing.org.uk

Shropshire HomePoint

0300 303 8595

enquiries@shropshirehomepoint.co.uk

www.shropshirehomepoint.co.uk

Shropshire Council

General Enquiries

0345 678 9000

customer.services@shropshire.gov.uk

You can find more information about our performance on our website

www.starhousing.org.uk

Notes



For more information about Shropshire Towns and Rural Housing

-  Visit our website: www.starhousing.org.uk
-  Like us on Facebook by searching for “**Shropshire Towns and Rural Housing**”
-  Follow us on Twitter @**star_housing**
-  Or call us on: **0333 321 2200**
-  Email on: enquiries@starhousing.org.uk

**GARETH
LOWE**

COMMERCIAL & INDUSTRIAL
PHOTOGRAPHY / VIDEOGRAPHY

Photography by
Gareth Lowe - www.garethlowe.com