

2023 Calendar



**10 years as
your landlord**



Our
Annual Report
shows our
achievements
and performance
from April 2021 to March 2022
so you can see how
we *are performing*



Like us on Facebook
Shropshire Towns and Rural Housing



Follow us on Twitter
@star_housing

www.starhousing.org.uk

Welcome to our Annual Report for 2021/22 which also contains your 2023 calendar.

Within the Annual Report you will see our performance for the year, including our services to you as a tenant, for your home and community and our overall business finances too.

It is positive to see that, following the challenges of the last two years, we have continued to work hard delivering much needed services and support to all customers in our diverse communities. In particular; actively challenging societal issues such as debt and poverty, loneliness, access to work and training, domestic abuse and homelessness. As Chair of the Board, I would like to thank the team at STAR for continuing to deliver these services as well as extending my thanks to our tenants and residents for their patience and understanding while we have worked through these challenges.

We have been judged to be a 'well performing organisation' in an external review of housing services undertaken by Shropshire Council. This has resulted in the award of a new 10-year contract to manage the council's housing properties. We are pleased to announce that our current Development Programme will deliver 91 homes over the next 18 months, with further schemes in the pipeline.

Nationally, we are now in a cost of living crisis which we know will cause hardship for many of our customers and I just wanted to say: "we will play our part in the months ahead to help you where we are able."

T. Deakin

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



**10 years as
your landlord**





We installed



105 alarms



24 key safes



4 falls detectors

727 community alarms provided

Provided supported accommodation for 16 young people at New Century Court



1	SUN	NEW YEARS DAY	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	BURNS NIGHT
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				



£10,000
spent on 20x
Skip Events



8 Community Chest
Applications

£4,157
spent on Community
Chest Applications

Our social media is growing!

Facebook Twitter

2.7k **647**



400 Tenants using
the online portal



1 WED	17 FRI
2 THURS	18 SAT
3 FRI	19 SUN
4 SAT	20 MON
5 SUN	21 TUES SHROVE TUESDAY
6 MON	22 WED ASH WEDNESDAY
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	
14 TUES VALENTINES DAY	
15 WED	
16 THURS	



Speak to the Rents Team about the rent free week

Total Income Collected
£18,096,672

49.03%
of tenants paid by Direct Debit

Only 3
evictions were made due to rent arrears between April 2021 to March 2022

1 WED	ST DAVID'S DAY	17 FRI	ST PATRICK'S DAY
2 THURS		18 SAT	
3 FRI		19 SUN	MOTHER'S DAY
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	BST BEGINS
11 SAT		27 MON	
12 SUN		28 TUES	
13 MON		29 WED	
14 TUES		30 THURS	
15 WED		31 FRI	
16 THURS			



100%
Emergency Repairs
completed in 1 day

92%
Urgent Repairs
completed in 7 days

77%
Tenant satisfaction
with repairs

1	SAT	APRIL FOOLS 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	GOOD FRIDAY	23	SUN
8	SAT		24	MON
9	SUN	EASTER SUNDAY	25	TUES
10	MON	EASTER MONDAY	26	WED
11	TUES		27	THURS
12	WED		28	FRI
13	THURS		29	SAT
14	FRI		30	SUN
15	SAT			
16	SUN			



Thank you for allowing access in order for us to be 100% gas safety compliant!

↑ 469 Houses painted

↑ 38 Roofs replaced

↑ 123 New bathrooms

↑ 186 New kitchens

↑ 835 Electrical remedial works completed

1 MON	BANK HOLIDAY	17 WED
2 TUES		18 THURS
3 WED		19 FRI
4 THURS		20 SAT
5 FRI		21 SUN
6 SAT	CORONATION DAY	22 MON
7 SUN		23 TUES
8 MON	BANK HOLIDAY	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		



Your feedback helps us to improve our services



92%
Complaints responded to in 10 days



63%
satisfaction with complaint handling

Visit our website or scan the QR code to enter this year's Garden Competition!



1 THURS	17 SAT
2 FRI	18 SUN FATHER'S DAY
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 THU
14 WED	30 FRI
15 THURS	
16 FRI	



252

Homes re-let



41

Mutual Exchanges

We are here to help our customers move to more suitable accommodation including: all on one level, medical need, smaller homes and downsizing. Get in touch and we can help you through the process

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
16 SUN	



273 customers supported with money advice

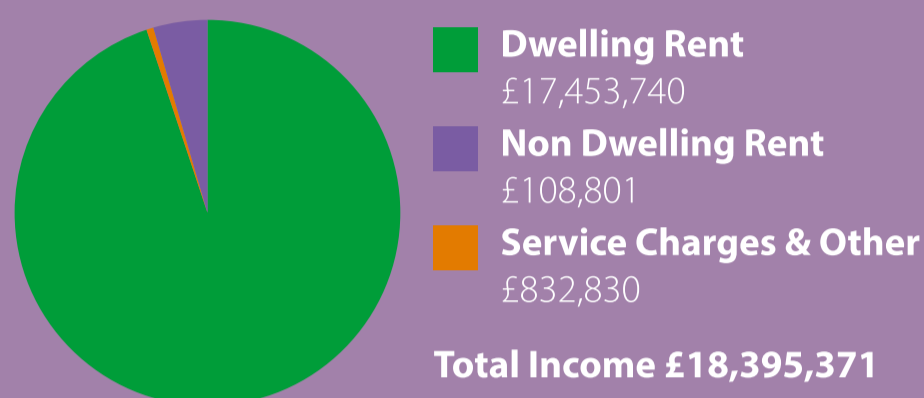
£19,943 in discretionary housing payments were made available to supported customers

Supported customers accessed **£20,695 in Universal Credit**

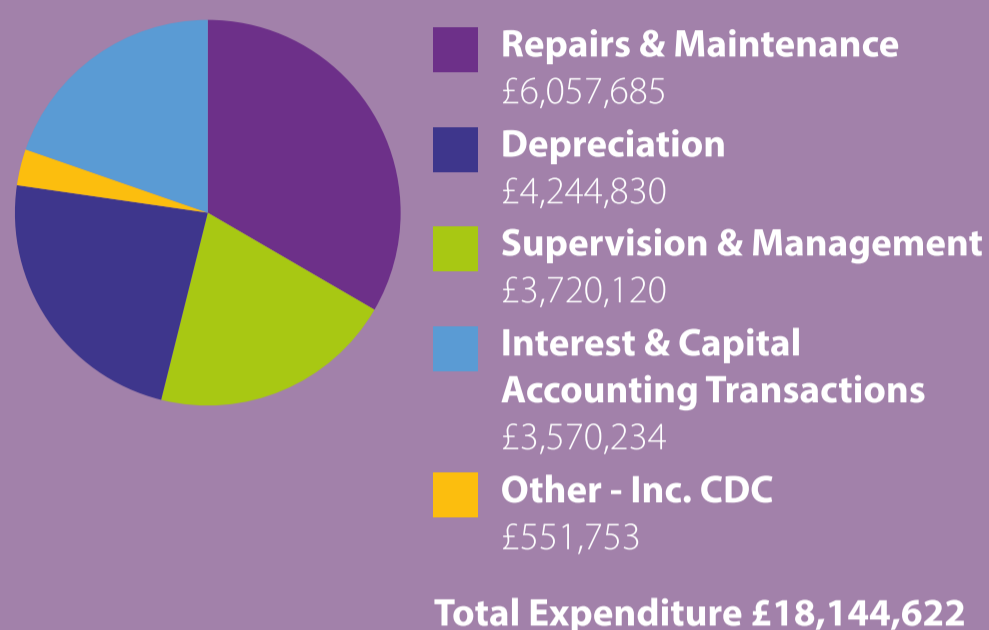
Supported customers accessed over **£15,800 in backdated housing benefits and additional rent payments**

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 <small>BANK HOLIDAY</small>
13 SUN	29 TUES
14 MON	30 WED
15 TUES	31 THURS
16 WED	

Where our money comes from



Where is money spent?



The Housing Revenue Account was

£18.4m

Turnover

£18.1m

Expenditure

The Housing Revenue Account surplus
£0.251m

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		
16	SAT		



"This fund does make a great difference in our community and thank you to the staff and STAR Housing for making a difference"

STAR want to help make our communities a vibrant and happy place to live



Out of 26 ASB cases, 88% were resolved successfully



£32,452 spent on Neighbourhood Projects

1 SUN	17 TUES
2 MON	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 <small>BST ENDS</small>
14 SAT	30 MON
15 SUN	31 TUES <small>HALLOWEEN</small>
16 MON	



STAR are committed to development and look forward to future schemes.

Construction is underway at 3 schemes across the county in Weston Rhyn, Whittington and Shrewsbury. Further sites at Racecourse Crescent, Shrewsbury and Russell Close, Bridgnorth will be started soon!

1 WED		17 FRI
2 THURS		18 SAT
3 FRI		19 SUN
4 SAT		20 MON
5 SUN	GUY FAWKES NIGHT	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	REMEMBRANCE SUNDAY	28 TUES
13 MON		29 WED
14 TUES		30 THURS
15 WED		ST ANDREW'S DAY
16 THURS		



Speak to the Rents Team about the rent free week

£5,370
raised for our
21/22 charity
Asthma + Lung

**over
£600**
raised for
the charity
White Ribbon



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 CHRISTMAS EVE
9 SAT	25 MON CHRISTMAS DAY
10 SUN	26 TUES BOXING DAY
11 MON	27 WED
12 TUES	28 THURS
13 WED	29 FRI
14 THURS	30 SAT
15 FRI	31 SUN NEW YEAR'S EVE
16 SAT	

Useful Contact Information



Repairs
0333 32 12 200
repairs@starhousing.org.uk

Scan the QR code for
more information on
our performance

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