



# Customer Newsletter



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**Shropshire Towns and Rural Housing**



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## Congratulations to the winners!

In October we told you about a prize draw for people who paid their rent by Direct Debit with the chance to win some brilliant One4All vouchers with £200, £100 and £50 vouchers up for grabs.



*"Wonderful! This has cheered me right up!"*  
Mr Cuthbert



*"I've never won anything before. I'd forgotten all about it. This is lovely and just for me"* Mrs Conde



*"Thank you what a wonderful surprise!"* Miss Roberts



*"I'm so shocked to have won! I didn't expect this at all!"*  
Mrs Duda



*"What an excellent surprise, thank you! I may treat myself to some new perfume!"*  
Ms Nicholas

## Join our board!

We are looking for a Tenant Board Member – if you are passionate about housing and your community, why not join us?

Email [involvement@starhousing.org.uk](mailto:involvement@starhousing.org.uk) for more information.

## Congratulations Will

Will has been a resident at New Century Court since January 2021, moving in the middle of the pandemic having left his temporary accommodation provided by the local Leaving Care Team. Whilst studying Business and Marketing at the local college Will applied to – and was accepted by – five different universities. Will eventually settled on studying Accountancy at Wrexham Glyndwr.

**Congratulations, Will, we are all very proud of you!**



**END MALE VIOLENCE AGAINST WOMEN**

White Ribbon is the UK's leading charity engaging with men and boys to end violence against women and girls. STAR are proud to announce that we now have White Ribbon Accreditation – one of only two organisations in Shropshire.

We are working to help educate men and boys about healthy ways to channel their emotions and call out harassing behaviour and to never remain silent.

Helen Turner, Housing Support Officer, coaches the Shifnal Town U9s Reds (pictured below with the Randley Colts U9s) using the educational tools to teach the boys how to manage feelings of anger and aggression in healthy ways. The teams raised over £40 at the Charity Cup quarter final for White Ribbon.



**Gardening Competition**



## Coming Soon!

(Yes! Due to popular demand, it's coming back!)

**Skip Events happening again over the Summer**

Do you have an idea about communal events we could do together? Please let us know by emailing [involvement@starhousing.org.uk](mailto:involvement@starhousing.org.uk)



## Thank you

Thank you for allowing us access to your home throughout the pandemic – **STAR have maintained a 100% gas safety inspection record!** Don't forget to get in touch with us or the contractor if you have to cancel or change an appointment.

# GLOW UP!

When you tell us your ideas for improving your local area the results can be spectacular!

## Cedar Close, St Martin's

At Cedar Close, St Martin's we replaced fencing and removed dead weeds and plants. We put in new plants and put some lovely slate down to help control weeds.

From this



To this



## Beech Road, Bridgnorth

At Beech Road, Bridgnorth we have changed the grassed over area into a beautiful garden with the help of some residents. A new path helps access and we planted flowers that attract wildlife and add some colour. It has been so successful we have been nominated for an award!

From this



To this



COMMUNITY AWARDS 2022

aico HomeLINK



We are proud to see the Beech Road project as finalist in the 'Community Awards 2022' for **Best Neighbourhood Transformation**

## Llwyn Road Oswestry

At Llwyn Road, Oswestry we removed all the dead plants and weeds. We have put in some shrubs and colourful plants and laid some slate to reduce weeds.

From this



To this



## Support Funds & Services

If you are struggling at the moment, don't worry. There are lots of people who can help you and you are not alone. Do you know about our Money Advice Team? They are able to offer advice and support on a range of issues – and if they can't help you, they know someone who can. They are not just about the debt advice (though they are good at that too).

They can help you check that you are getting all the benefits you are entitled to, offer advice about heating and bills, help you work out your priority bills and, maybe, even see if you can save for a rainy day.

**Here are just some other support services that may be able to help you too:**

### Local Support and Prevention Fund

Can help in the short term with money in the event of a crisis or with essential living costs.

- [www.shropshire.gov.uk/shropshire-council/welfare-support-team-local-welfare-provision](http://www.shropshire.gov.uk/shropshire-council/welfare-support-team-local-welfare-provision)
- [LocalSupport@shropshire.gov.uk](mailto:LocalSupport@shropshire.gov.uk)
- 0345 678 9078

### Welfare Support Team

Can offer financial help with bills or keeping warm. If you are worried about losing your home then the Welfare Support Team can help and you don't need to be claiming benefits to get help.

- [www.shropshire.gov.uk/healthy-shropshire/five-ways-to-winter-wellness/welfare-and-wellbeing](http://www.shropshire.gov.uk/healthy-shropshire/five-ways-to-winter-wellness/welfare-and-wellbeing)
- [customerfirst@shropshire.gov.uk](mailto:customerfirst@shropshire.gov.uk)
- 0345 678 9078

### Keep Shropshire Warm

Free and impartial advice about energy costs, whether that is making the most of your heating and insulation or supporting you if you are in debt with your energy provider.

- [www.shropshire.gov.uk/private-sector-housing/keep-shropshire-warm-energy-saving-advice](http://www.shropshire.gov.uk/private-sector-housing/keep-shropshire-warm-energy-saving-advice)
- [advice@mea.org.uk](mailto:advice@mea.org.uk)
- 0800 112 3743

## Food Banks and Furniture Schemes




There are a number of food banks in Shropshire and there will be one near you to help if you can't afford the day to day essentials. Speak to our Money Advice Team who will be able to help you get a referral. If you need furniture, there are lots of charities who will be able to help you out.

-  [www.shropshire.gov.uk/shropshire-council/welfare-support-team-local-welfare-provision](http://www.shropshire.gov.uk/shropshire-council/welfare-support-team-local-welfare-provision)
-  [customerfirst@shropshire.gov.uk](mailto:customerfirst@shropshire.gov.uk)
-  0345 678 9078

Access to affordable food



-  [www.shropshirelarder.org.uk](http://www.shropshirelarder.org.uk)

If your child attends school you could claim benefit related free school meals. Make sure your child is not missing out by contacting the team at Shropshire Council.

-  [www.shropshire.gov.uk/free-school-meals/](http://www.shropshire.gov.uk/free-school-meals/)
-  [fsm@shropshire.gov.uk](mailto:fsm@shropshire.gov.uk)
-  0345 678 9008

## Severn Trent

Can advise if you are struggling with bills

-  [www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill](http://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill)
-  If you have any additional support needs you can contact [www.stwater.co.uk/join-us](http://www.stwater.co.uk/join-us)

## General Advice

Don't forget that the **Citizens Advice Bureau** are always there to help and support you with a huge range of issues you may face.

-  [www.cabshropshire.org.uk](http://www.cabshropshire.org.uk)
-  **Adviceline Shropshire: 0808 278 7894 Text phone: 18001 0800 144 8884**

If you are in debt, **StepChange** can help you get your finances back on track and get you back in control of your life.

-  [www.stepchange.org](http://www.stepchange.org)
-  0800 138 1111

### Need more support?

- More time to answer the door or phone?
- Need larger print?



Let us know how we can help you by calling **0333 32 12 200**

### Let us in...

We sometimes need access to your house to keep you safe. Our staff all have ID Badges



Let us know how we can help you by calling **0333 32 12 200**

### Have the people living in your house changed? Has anyone moved out? Or moved in?

**You must tell us because we need to know.**

There are two ways you can do this.

The quickest and easiest way to tell us is to complete the form on our website [www.starhousing.org.uk/about-you-and-your-household](http://www.starhousing.org.uk/about-you-and-your-household) or you can call us on **0333 32 12 200**

It is part of your tenancy agreement to keep us updated of any changes to the people living in your home.



### Cannabis use or sale will not be tolerated

An increasing number of reports about cannabis use are being made. Remember that selling or using drugs - or even allowing others to do it around your home - is a breach of your tenancy agreement and you could lose your home if the allegations are confirmed. It's not worth the risk.

### Looking to downsize?

Did you know that we can downsize you in to more suitable accommodation?

#### You could

- 🏠 Save money on bills and energy
- 🏠 Have better movement around your home
- 🏠 Make new friends in a new area
- 🏠 Live in a home that suits your medical needs

**If this sounds like something that would be of interest to you then get in touch with us on 0333 32 12 200 (option 3)**



### Top Tip.....

When decorating please remember to avoid using wallpaper strippers. This helps to reduce damage to plasterboard.

If you do need to get rid of old wallpaper, please make sure you use well soaked paper, a scraper and a lot of elbow grease!



### STAR look after staff and tenants.

### Abuse of any kind will not be tolerated.

Any concerns from our team about tenant behaviour = a marker on your tenancy for 12 months. If there are no repeats of this the marker will be removed, but during this time staff may only visit an address in pairs and we will alert partner organisations such as the Police (within GDPR regulations).

**If incidents continue or escalate it could be considered a breach of your tenancy agreement and you could lose your home.**



## The Queen's Green Canopy

As part of the Queen's Platinum Jubilee Celebrations, people were invited to "Plant a tree for the Jubilee" to create a legacy in honour of the Queen which will also benefit future generations.

As part of this celebration, Shropshire Council gifted us twenty trees that we have planted across our region, helping to enhance the local areas and improve our environment.



## Grounds Maintenance

Our Grounds Maintenance Team play a vital part in keeping our neighbourhoods safe and attractive. You may not know that they are also a key part of any clean-up operation after an emergency, so they have been very busy recently.

During the extreme weather we have had, the Team assisted with clearing roads, chopping up fallen trees and making sure everything was safe. Storm Arwen caused many problems as these photos show!



## SPRING TIME!



This year our Grounds Maintenance teams have been busy tackling overgrown and weedy patches, helping to keep our neighbourhoods tidy and attractive.

A lot of you have already noticed the work that has been carried out. At New Century Court in Oswestry the beds have been cleared out and new plants sown. At Brookfields, Weston Rhyn five shrub beds have been cleared out and new plants established. At the junction of Unicorn Road and Cabin Lane we have laid turf and planted new shrubs.

**And that's just the start of this year's busy programme. Follow us on social media to keep up with progress.**





## Be wary of scam callers

Before Christmas we were made aware that people were receiving scam calls about repairs in their home who were advising they were calling on behalf of the Government and that we had given the company your personal contact details.

We comply with the Data Protection Act and do not share your personal information with anyone unless it is required by law.

If you have any concerns about who is calling you – get in touch with us to check.

## Stopping scam or nuisance calls

Did you know you can stop scam or nuisance calls by registering with the Telephone Preference Service on line [www.tpsonline.org.uk/register](http://www.tpsonline.org.uk/register) or Call **0345 070 0707** or Text 'TPS' and your email to **85095**



## Protecting yourself during a call



**If you are suspicious about a caller do not give them any personal information at all.**

If they are a genuine call, they will have your information already. If you are asked for passwords or account numbers refuse and remind the caller they have your information already. You can hang up and call the company back to make sure its genuine – Keep Safe!

**Do you know how to complain to us when something goes wrong? It's really easy! There are lots of ways to do it.**

**Online** [www.starhousing.org.uk/contact-us/](http://www.starhousing.org.uk/contact-us/) and complete the form at the bottom of the page

**Email** [customer.support@starhousing.org.uk](mailto:customer.support@starhousing.org.uk)

**Phone** 0333 32 12 200

**Write** The Spruce Building, Sitka Drive, Shrewsbury Business Park, Shrewsbury, SY2 6LG

Speak to your Housing Officer or Housing Assistant or any other member of staff you see, it doesn't matter how big or small the issue is – if you don't tell us, we won't know about it. **We are here to listen and do what we can to help.**