



Customer Newsletter



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Shropshire Towns and Rural Housing

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New Homes on the way



At STAR Housing, we're working hard to build more affordable, high-quality homes for local people. Here's a quick update on some of the projects we're excited about.

Racecourse Crescent – Back on Track!

Work has restarted at Racecourse Crescent in Shrewsbury! There was a delay after the original contractor went out of business, but construction is now back underway. The project is now being led by McPhillips, a leading Midlands construction company. We expect the 13 new homes to be ready by Autumn 2025, giving families a fresh start in a great neighbourhood.

Better Temporary Housing

COMING SOON

We're working with Shropshire Council to build new temporary accommodation. These homes will be safe, modern and self-contained, helping people who need a place to stay in difficult times—and reducing the need for costly bed and breakfasts.

Here's what's coming:

- ★ **Coton Hill, Shrewsbury**
Ready by late summer 2025
- ★ **70 Castle Foregate, Shrewsbury**
Ready by late summer 2025
- ★ **Parish Rooms, Bridgnorth**
Ready by autumn 2025
- ★ **Weston Court, Shrewsbury**
Planning approved, completion date to be confirmed soon.

To learn more about our upcoming developments, visit our website.

We're proud to be building homes that support people and strengthen communities across Shropshire.

**Calling all green-fingered wannabes ...
Our 2025 Gardening Competition is back this summer!**

See Page 9



Big Investment to Make Homes Warmer and Greener £9.4 Million Secured to Improve 1,300 STAR Housing Homes

In our last newsletter, we shared an update on the energy-efficiency work happening in Albrighton. Now, we've got even more good news to share!

STAR Housing, working with Shropshire Council, has secured £9.4 million from the government's Warm Homes Fund (Wave 3). With over £11 million of extra funding from Shropshire Council, that's more than £20 million being invested to improve 1,300 of our homes.

What's Happening?

Starting in summer 2025, we'll begin work to make homes more energy efficient. The upgrades will include:

Better insulation

Modern, energy-saving heating systems

Solar panels on some homes

Why This Matters

These improvements will help make homes warmer, reduce energy bills and lower carbon emissions—supporting a cleaner, greener Shropshire.

What's Next?

If your home is included, we'll be in touch with more information later this year. The full programme will run until 2028.

We're proud to keep investing in warmer, greener and more affordable homes.



Scrutiny Spotlight: Kitchen and Bathrooms

Our Customer Scrutiny Panel recently reviewed how we fit new kitchens and bathrooms. Here's what they found and the changes we're making:



What We Found:

Our Customer Scrutiny Panel looked closely at how we fit new kitchens and bathrooms. They spoke to staff, visited homes, checked documents, and listened to feedback from customers. Here's what they found:

- ✓ **Staff are working hard and care about doing a good job.**
- ✓ **Customer satisfaction has gone up, with 100% of people saying they were happy with the work from September 2024 to January 2025.**
- ✓ **Some things still need improving, like communication after the work is finished, the design choices available and how we check quality.**

What's Changing:

Thanks to the panel's work, we're making improvements to make the service even better. Here are some of the key changes:

- ✓ **Better quality checks:** We're using a new sign-off form to make sure every kitchen and bathroom is checked properly before it's marked as finished.
- ✓ **Clearer letters and booklets:** We're rewriting our letters to sound more friendly and helpful and improving the customer guide, so you know what to expect.
- ✓ **More say in design:** You'll get a simple plan of your new kitchen and be more involved in making choices.
- ✓ **Stronger follow-up:** We'll contact you after the work is done to make sure everything's okay and answer any questions.
- ✓ **Improved online info:** We're training staff to help more people use the Tenant Portal, where you can check repairs and updates.
- ✓ **Task transition management:** We're ensuring that all tasks are covered, even when there are changes in staff roles or positions.
- ✓ **Better record keeping:** We're making sure all jobs are marked correctly in our systems, so customers can see the right information on their Tenant Portal account.

If you'd like to join the Scrutiny Panel or find out more about getting involved, contact us at involvement@starhousing.org.uk or call 0333 32 12 200.

Your voice matters - help us make STAR Housing even better!

Upcoming Skip Events 2025

We're excited to announce this year's Skip Events. These events are a fantastic opportunity for you to declutter your home and dispose of unwanted items responsibly. Plus, it's a great chance to meet our team and discuss any concerns you may have about your property or neighbourhood.

11th June	2pm - 4pm	The Meads, Weston Rhyn
18th June	2pm - 4pm	Castlefields, Oswestry
24th June	4pm - 6pm	Unicorn Road, Oswestry
25th June	3pm - 5pm	Trees Estate, Oswestry
8th June	2pm - 4pm	Trewern Avenue, Gobowen
10th July	4pm - 6pm	Weston Close, Morda
15th July	4pm - 6pm	Fitzalan Close, Whittington
16th July	4pm - 6pm	Dolgoch, Porth-Y-Waen
16th July	3pm - 5pm	Coronation Street, Highley
17th July	4pm - 6pm	Hammonds Place, Gobowen
17th July	3pm - 5pm	Wilkinson Avenue, Broseley
18th July	3pm - 5pm	Pinefields, Much Wenlock
21st July	3pm - 5pm	Glebe Drive, Stottesdon
22nd July	3pm - 5pm	Bowling Green Lane, Albrighton
23rd July	3pm - 5pm	Weston Close, Shifnal



Please note, this is the full list of skip events for this year.

We use survey results to visit the areas with the most complaints about clutter and try, when possible, to rotate locations annually to ensure fair distribution across all areas. Some areas are also unable to have a skip due to placement issues. We value your feedback and aim to accommodate as many areas as possible. Any changes to the dates will be communicated to customers via our website.

We look forward to seeing you there!



Stronger Partnerships, Better Service

We're pleased to share some good news — STAR Housing has renewed its contracts with Jewson, City Electrical Factors (CEF) and Enterprise, helping us to continue to deliver a great service to our customers.

Jewson and CEF will continue as our main supplier for building and electrical materials, providing high-quality products to support our repairs and maintenance work. Enterprise will keep supplying our work vans, ensuring our teams have reliable transport to get the job done efficiently.

These renewed partnerships mean we can continue delivering a high standard of service, with the tools and resources we need to support our communities. We're proud to continue working with Jewson, CEF and Enterprise - great to have you on board.

Estate Walkabouts

As part of our commitment to improving the quality of neighbourhoods where our customers live, we host a programme of estate walkabouts throughout the year. The walkabouts – also known as estate inspections – involve walking around the estates where our homes are located and identifying issues that might need to be tackled.

We invite local stakeholders, like the police, councillors and fire service, to join our walkabouts. This helps us work together to solve community problems. During the walkabouts, you can talk to your Housing Officer about any issues in your neighbourhood or with your home or tenancy. Walkabouts usually last 1-2 hours, depending on the size of your area.

After the inspection, we will:



Address any immediate concerns raised during the walkabout



Plan for any necessary repairs or maintenance



Follow up with customers on the progress of reported issues

You can find the dates and locations of these walkabouts on our website or on posters in your neighbourhood or communal spaces. Keep an eye out if you want to join in!

If you have any questions or want to discuss an inspection in your area, please contact your housing officer. We look forward to working with you to keep our neighbourhoods clean, safe and welcoming.

Join us and be a part of the effort to enhance our neighbourhoods!

New Customer Portal

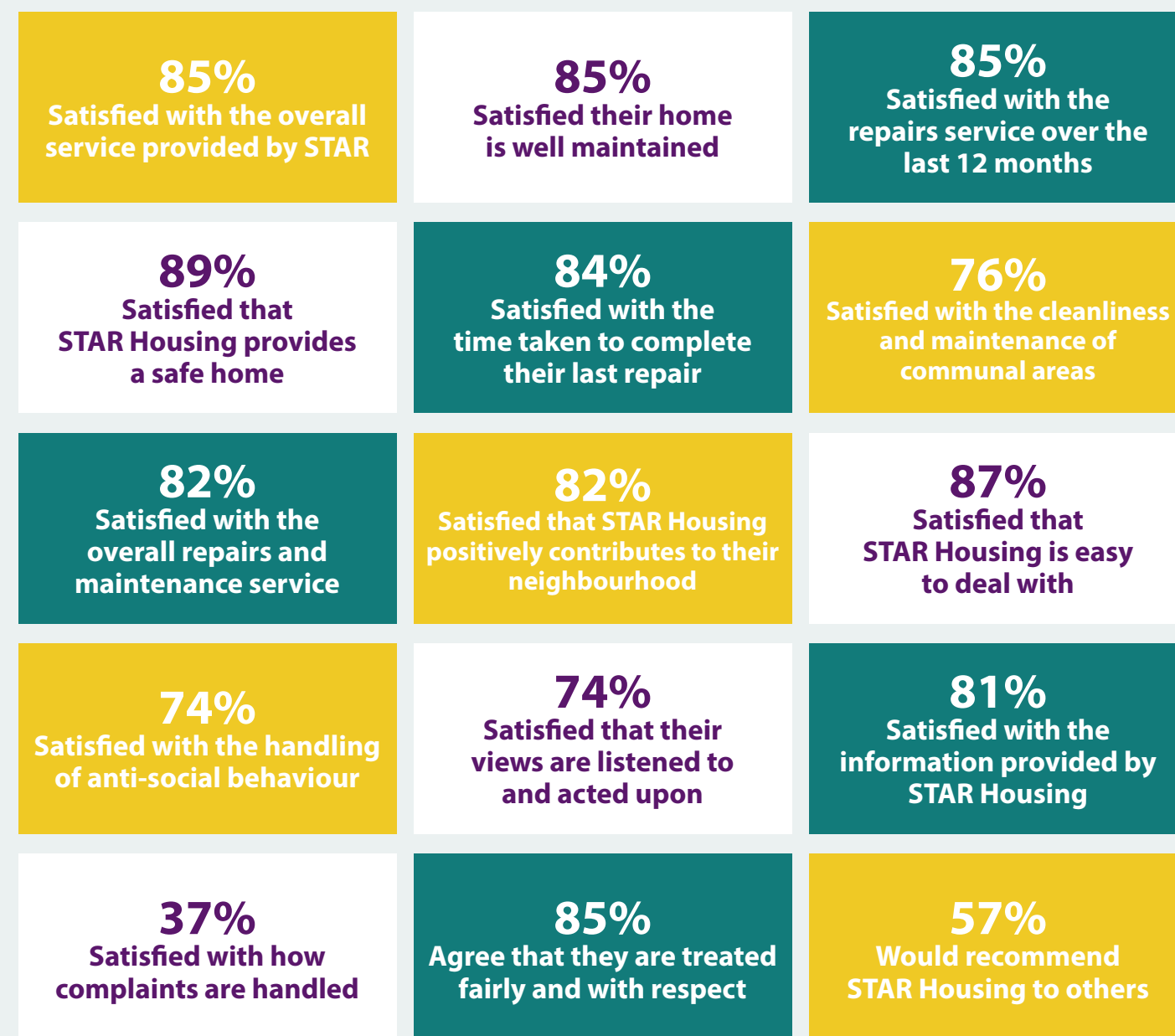
We are excited to announce that our new and improved customer portal will soon be available! It will be easier than ever to manage your tenancy. You will be able to pay your rent, check the status of repairs and much more, all in one place.

Stay tuned for more updates and get ready to enjoy a hassle-free experience with our new portal!



Thank You for Your Feedback!

A huge thank you to everyone who participated in our Tenant Satisfaction Surveys (TSMs) conducted in May 2024 and January 2025. We had 543 customers from 3982 households take part, and we truly appreciate your input.



We are delighted to see that overall satisfaction has **increased by 3% this year**, reaching 85%. However, we recognise there is always room for improvement.



Using your feedback, we are developing an action plan focused on the following areas:

- Faster Repairs:** We will strive to complete repairs faster.
- Better Repair Scheduling:** We will improve our planning and keep you updated.
- Better Quality Repairs:** We will ensure repairs are done to a high standard.
- Property Improvements:** We will invest in enhancing the efficiency of your homes, including windows, doors and insulation, to make them more comfortable and reduce heating costs.
- Fix Damp and Mould:** We will address damp and mould issues promptly.
- Better Communication:** Over the next few months, we will introduce a new internal computer system to improve the way we communicate with customers.
- Proactive Complaints Handling:** We will handle complaints and service requests more efficiently.
- Involve Customers in Complaints:** We will seek your input to improve our complaints handling process.
- Better Call Handling:** We will make it easier to contact us and ensure we return calls as promised.
- Improve Customer Service:** We will be kinder and more helpful.
- More Regular Engagement:** We will visit homes and talk to you more often to understand your needs.
- Regular Updates:** We will provide regular updates, especially regarding repairs.
- Customer Engagement:** We will follow up with customers who want to be involved in shaping our services.
- Improve Communal Areas:** Although satisfaction with communal areas has improved by 3% to 76% since last year's survey, we will work with our grounds maintenance team to increase this further.



Conducting this survey is just one part of STAR Housing's efforts to involve you in developing our services.

We plan to use the survey findings to work with customers and further improve the services we provide. If you would like to be involved, please contact our Customer Engagement Manager, at involvement@starhousing.org.uk or call 01743 210 204.



Letting Us in for

Repairs and Safety Checks

We want to remind everyone how important it is to let us in when we visit for repairs or checks.

When no one answers the door, it causes delays and costs money. Last year, missed visits cost enough to pay for a new kitchen and bathroom for a customer.

Planned Repairs

We or our contractors will contact you before coming. You'll always get at least 24 hours' notice.

Emergency Visits

Sometimes we need to come without warning – for example, if there's a gas leak, burst pipe or safety concern. These visits are only for safety reasons. We'll let you know we're coming as soon as we can.

If we think someone's safety is at risk, and we can't reach you, we may have to go in to stop damage or make things safe.

If you're worried about letting people in or have any questions, please talk to us – we're here to help. Thank you for working with us to keep everyone safe and comfortable in their homes.



Shropshire
Towns and Rural Housing

Gardening Competition

Calling All Gardeners!

STAR's annual gardening competition is now open for entries! If you would like to enter, please visit our website using the QR code or contact one of our team for an entry form. Great prizes to be won! Entries close on Sunday 1st July 2025.

Categories:

Best Garden: This category is for the best overall garden, big or small. Show off your beautiful garden and impress us with your creativity and hard work.

Best Communal Garden: This is for communal gardens shared by customers. You can enter your communal garden on behalf of all residents or come together as a group if you have worked together on the space. Let's celebrate teamwork and community spirit!

Best Container: This category is for the best use of pots and planters. Show us how you can create stunning displays using containers.

Wonderfully Wild: Our new category! The wild gardening trend emphasises natural designs and low-maintenance, native plants. Create diverse and biodiverse garden spaces that attract wildlife and reduce the need for fertilisers and intensive maintenance. It's a shift away from formal, manicured gardens towards a more relaxed and eco-friendlier look.

We look forward to seeing your amazing gardens!
Happy gardening!



Welcome on Board!

We are delighted to introduce three new board members! Our board plays a crucial role in guiding our operations and ensuring we provide the best possible service to our customers. They bring a wealth of experience and fresh perspectives that will help us continue to grow and improve.

Hello to

Irina



Irina Wood

Independent Board Member

Hello to

Kathy



Kathy Jones

Independent Board Member

Hello to

Rebecca



Rebecca Wilmott

Tenant Board Member

We are excited to have them on board and look forward to their contributions. Their expertise and dedication will be invaluable as we work together to achieve our goals. They attended their first board meeting in March, and we are already benefitting from their insights.

To find out more about our board, please visit our website.

Thank you and welcome to our new board members!

Customer Surveys

We are pleased to announce that we have a new provider for our customer satisfaction surveys. Acuity Research & Practice is now conducting these surveys on behalf of STAR Housing. If you receive a call from Acuity, it is a genuine call. They will be calling from the number **01743 647006**.



What Surveys Are Being Done?

- ✓ **General Satisfaction Survey:** Every six months, Acuity will call some STAR Housing customers to take part in a general satisfaction survey. This survey has 12 Tenant Satisfaction Measures (TSMs) reported to the Regulator of Social Housing. The questions are about the services STAR Housing provides, so customers can see how well we are doing.
- ✓ **Specific Service Surveys:** During the year, Acuity will call customers who have reported a repair, moved into a property, reported anti-social behaviour, made a complaint, or called with an enquiry.

Who is Acuity?

Acuity Research & Practice has over 26 years of experience in the social housing sector. They are our new partner for conducting surveys to gather valuable feedback from customers.

Survey Details:

- ✓ **Duration:** The TSM survey takes about 8-10 minutes to complete. Other surveys are shorter and are conducted each month by phone or online.
- ✓ **Frequency:** Acuity aims to complete around 3,000 surveys each year.
- ✓ **Call Times:** Acuity makes calls between 9:00 and 20:00 Monday to Friday, and between 10:00 and 18:00 on Saturday's. Interviewers let the phone ring for at least 15 seconds to give customers with mobility issues enough time to answer.

Data Protection and Quality Standards

All calls are recorded for training and quality purposes. Acuity follows the Data Protection Act and is registered with the Information Commissioner's Office. They cannot share any details with other organisations without your consent.

Contact Information

If you have any questions about the surveys, please contact:

STAR Housing: 0333 32 12 200 or enquiries@starhousing.org.uk

Acuity: 01273 287114 or acuity@arap.co.uk

We love hearing your feedback and it helps us improve our services. Want to learn more? Check out Acuity's FAQs on our website.

Moving Made Easier with STAR

At STAR Housing, we know that sometimes your home needs to change as your life does. That's why we offer help to move if you need a home that suits you better.

As time moves on and circumstances change, you might find that you no longer need the space after your children have flown the nest, face health issues affecting mobility, or simply want a more manageable home. We recently spoke to two couples who downsized with our help.

Mr and Mrs Price from Morda moved from a three-bedroom house to a nearby flat. ***"It's made life so much easier,"*** said Bronwen. ***"STAR was brilliant — they supported us every step of the way."***

Mr and Mrs Stocker from Babbinswood also moved to a more manageable home. ***"We're really happy with the move,"*** said Mrs Stocker. ***"STAR helped us find the right place and made the whole process simple."***

Moves like these also help families in need by making larger homes available again.

"STAR was brilliant - they supported us every step of the way."

If you think a move might help you, contact us on **0333 32 12 200 option 3** or email **lettings@starhousing.org.uk**. We're here to help.

*Please be aware that you'll need to be registered on HomePoint for internal moves. This process can take a few weeks, so the sooner you register, the quicker we can help you move.



You can read the full story on our website



We've joined HomeSwapper – a free service to help you swap your home with another council or housing association customer.

If your home no longer suits your needs, or you'd like to move to a new area, HomeSwapper could help. You can sign up online and look for people who want to swap homes. You can also list your home so others can find you.

Why use HomeSwapper?

- ✓ It's free for STAR Housing customers.
- ✓ You might move faster than waiting for a transfer.
- ✓ You can choose the area and type of home that suits you.
- ✓ It's great if your home is too big, too small or no longer right for you.

It's free for STAR Housing customers to use and easy to get started.

To sign up, visit www.homeswapper.co.uk

Easter Fun at Monkmoor Court

This Easter, residents at Monkmoor Court enjoyed a lovely afternoon tea together. Each year, STAR gives our supported living communities a voucher to help with celebrations. As the weather was poor last Christmas, residents decided to save their voucher and use it at Easter instead.

The event was a great chance for everyone to enjoy some tasty treats and spend time together. There was lots of chatting, laughter, and a relaxed, friendly atmosphere.

Thank you to everyone who came along and helped make it a really nice afternoon.





Complaints Summary

April 2024 – March 2025

189 complaints were received between April 2024 – March 2025

90%
of Stage 1
complaints were
responded to
within the target

96%
of Stage 2
complaints were
responded to
within the target

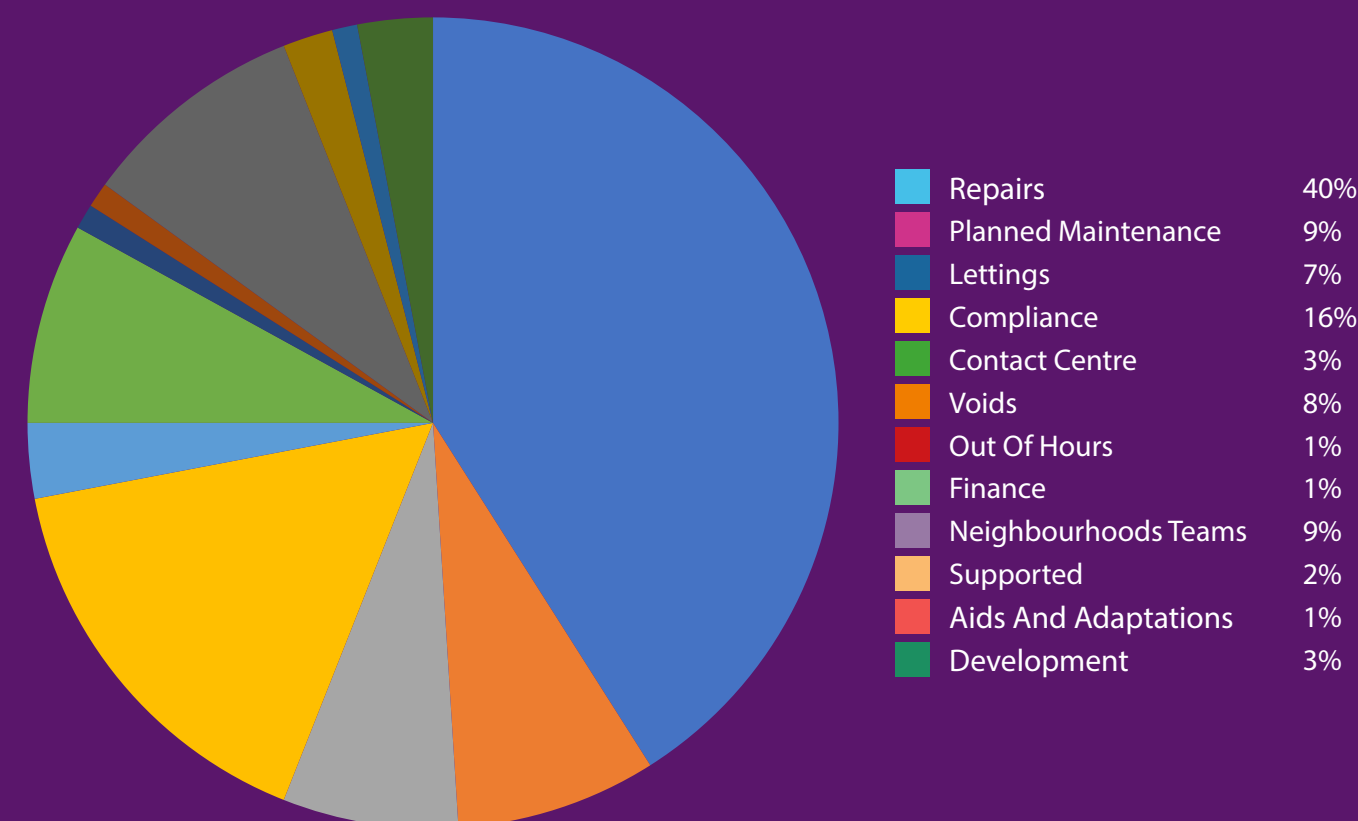
73%

of complainants who answered
our complaints feedback
survey were satisfied with how
their complaint was handled



Breakdown of complaints

April 2024 – March 2025



If you would like to make a complaint you can do so in the following ways:

- Complete our **contact us form**
- Call us on **0333 32 12 200**
- Email us at **complaints@starhousing.org.uk**
- Speak to a member of **staff**
- Send us a message **via social media**



The Big Check In

STAR Housing are coming to your door!

We want to:



Check in with you and see how you're doing in your home



Make sure your details are up to date



Tell you about our new customer portal

This is your chance to chat with us, raise any concerns, and find out more about the support available to you.

We'll be visiting all our customers on the 3rd - 4th July – keep an eye out for us in your area!

Want to know more?

Visit: starhousing.org.uk/thebigcheckin
Call: 0333 32 12 200

EVERYTHING YOU
NEED TO KNOW
ABOUT THE BIG
CHECK IN



starhousing.org.uk

0333 32 12 200

