



Customer Newsletter



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Shropshire Towns and Rural Housing

Visit us online at www.starhousing.org.uk



SPECIAL ANNUAL REPORT 2024/25 EDITION

See how your feedback has helped shape our services and what we've achieved together.

Sneak Peek

Garden Glory Ahead!

This year's STAR Housing Garden Competition has been a blooming success! From vibrant container displays to wild and wonderful communal spaces, STAR customers have once again shown how a little green magic can transform our neighbourhoods.

The judges were wowed by the creativity, care, and colour on show - and we can't wait to reveal the winners!

Curious who took home the top prizes?

Head to page 6 to see the winning gardens and read more about this year's winners.



Annual Report Highlights

See how your feedback shaped STAR Housing's services in 2024/25

Retrofit & New Developments

We're investing £20 million to make homes warmer and greener.

Community Connections

Highlights from the Big Check-In and summer skip events.

📞 0333 32 12 200

✉ enquiries@starhousing.org.uk

Welcome to the STAR Housing Customer Newsletter

Annual Report Edition – Reflecting on 2024/25

2024/25 was a year of real progress and positive change at STAR Housing.

We've taken big steps to modernise how we work - making our services more sustainable, responsive, and easier to access. But most importantly, we've been listening. Your feedback has shaped the way we deliver services and continues to guide us as we move forward.

This special edition newsletter, alongside our Annual Report video, is a celebration of what we've achieved together. It's a chance to reflect, recognise, and look ahead.

Inside, you'll find stories and updates from across STAR Housing. We've included a look back at the key achievements of the year, highlighting how your feedback has helped us improve the services you rely on. You'll read about our £20 million investment in making homes warmer and greener - through both retrofit projects and new developments.

We've also made real progress in listening and responding. From repairs to communication, we've made changes based on what you've told us, and we're seeing better outcomes and faster response times as a result. Our community events have brought people together - from the Big Check-In to summer skip days, we've reconnected with thousands of households and strengthened local ties.

In our Scrutiny Spotlight, you'll meet Peter, whose journey from homelessness to advocacy is helping shape STAR Housing's future. You'll also find a full page of support services and contacts to help you navigate financial challenges, access emergency help, and stay informed.



As we head into autumn and winter, we've included seasonal safety tips to help keep your home secure and warm. Looking ahead, we share updates on new homes being built, improvements to our online services, and details about upcoming events. Plus, we introduce our new Customer Portal, designed to make managing your tenancy easier than ever.

Thank you for being part of the STAR Housing community. Your support and involvement continue to inspire us. We're excited about the future - and we're building it together.

2024/25 at a glance

Overall Customer Satisfaction

85%

Satisfaction with repairs

84.7%

STAR makes a positive contribution to the neighbourhood

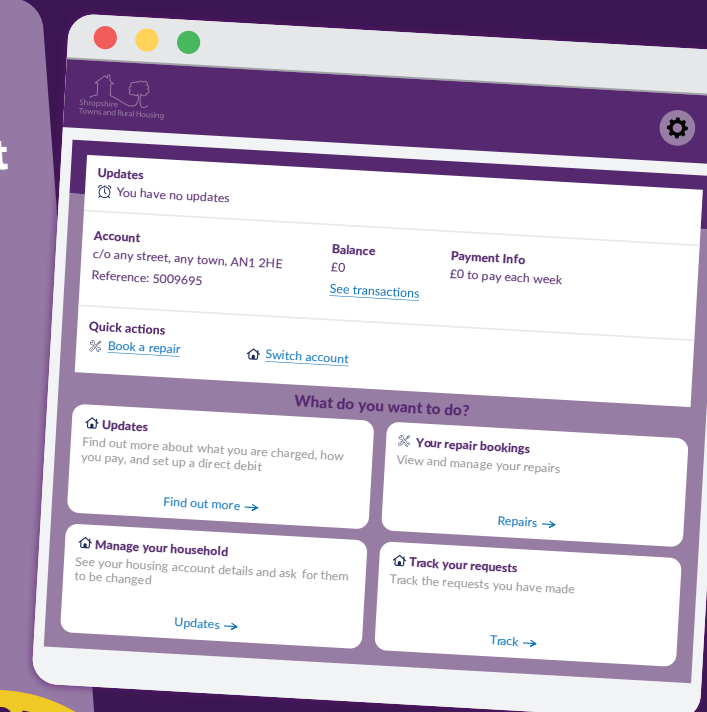
82.4%

Explore the New STAR Housing Customer Portal

The new STAR Self Service Portal (SSP) is here - making it easier than ever to manage your tenancy, anytime, anywhere.

With the SSP, you can:

- ★ View and manage your rent account
- ★ Report and track repairs
- ★ Update your personal details
- ★ Let us know if someone is moving in/out
- ★ Report ASB
- ★ Make a complaint/compliment



Scan the QR code to visit the portal and learn more



Customers using the old Tenant Portal are encouraged to move over to the new SSP as the old Tenant Portal will be closed at the end of the calendar year.

**Need Help
Accessing
the Portal?**

If you need help registering, logging in, or navigating the portal, please get in touch - we're here to support you every step of the way.

Call us on 0333 32 12 200

Email enquiries@starhousing.org.uk



Summer BIG Check-In You Made It Count

This summer, we set out to reconnect with customers across our communities - and thanks to your warm welcome, the Big Check-In was a real success.

Over two days, we visited 3,492 homes and had meaningful conversations with 1,707 of you - helping us update records, raise repairs, and reach those we hadn't heard from in a while, making sure everyone who might need support had the chance to speak with us.

Our Housing Support Officers also visited **344 supported living properties** on a separate day, giving residents the opportunity to catch up with a familiar face and helping us stay connected with those who may need a little extra support.



We visited 3,836 homes - helping more people feel connected and supported than ever before.

We launched our new **STAR Housing Customer Portal**, and **216 of you signed up** straight away - We have since had 343.

You helped us **identify 82 repairs, including 5 emergencies**, and raised important concerns that led to real action - from safety alerts to support for vulnerable neighbours.

And it wasn't just about numbers - it was about people. Your feedback lifted spirits, strengthened teams, and reminded us why we do what we do.

Thank you for opening your doors, sharing your stories, and helping us build a better service together.



We'd love your feedback on the Big Check-In - complete our short survey using the QR code



Help Us Stay in Touch

Update Your Contact Details

To make sure you never miss important updates - including repair appointments, service changes, and community news - it's essential that we have your correct phone number and email address.

If your contact details have changed recently, please let us know so we can update our records and stay in touch.

How to Update Your Details

You can update your phone number or email address quickly and easily:

Call us on
0333 32 12 200

Email us at
enquiries@starhousing.org.uk

Keeping your details up to date means we can send you reminders about repairs, share useful updates, and make sure you're getting the best service possible. If you're not sure whether we have the right contact information for you, feel free to get in touch and check - we're happy to help!

STAR Housing Annual General Meeting

A Moment to Reflect and Look Ahead

We're delighted to host our Annual General Meeting (AGM) at Shrewsbury Football Club this October - bringing together customers, partners, staff, and community members to celebrate STAR Housing's journey and share what's coming next.

The AGM is all about reflecting on our progress, strengthening connections, and continuing the conversation about the future of housing in Shropshire.

We're sharing our plans for the year ahead, including how we'll keep improving services and building more sustainable homes - and we're grateful to everyone joining us or supporting the day. **Your involvement helps shape what comes next. Thank you!**





Gardening Competition

We're excited to share the results of this year's STAR Housing Garden Competition!

Thank you to everyone who entered - your gardens were full of colour, creativity, and care. Our judges were amazed by the effort and imagination shown across all categories.

Best Garden
Wendy Dowley

Best Container Garden
Maggie Ward-Ellis

Best Communal Garden
Unicorn Road Communal Garden

Wonderfully Wild
Pipa Pope

Derwen College

Each winner received a David Austin Rose from Derwen College and a prize voucher. Awards will be presented at out at our Annual General Meeting.

A big thank you to our judging panel - including special guest judges from Derwen Garden Centre - for sharing your time and expert advice. Your help made this year's competition extra special.

Thank you again to everyone who took part.

Whether you have a big garden, a balcony, or a shared space - your efforts help make our neighbourhoods brighter and more beautiful.



Our 2nd and 3rd winners have been announced on our website

Scrutiny Spotlight Meet Peter!

The STAR Housing Scrutiny Panel is made up of customers who work with staff to review services and suggest improvements, helping shape housing and support across Shropshire.

This edition features Peter, a dedicated Panel member. After facing significant personal challenges and receiving support from STAR Housing, Peter now uses his lived experience to help improve services for others. He's passionate about making a difference and ensuring every voice is heard.

Why did Peter join the Scrutiny Panel?

"When I was in a difficult place, I was treated with dignity and care. Now, I want to help make sure others get that same support."

What does he enjoy about being a Scrutiny Panel member?

"I find it really rewarding. We get to speak to staff, visit properties, and ask questions. It's great seeing how seriously STAR takes our feedback."

What does being part of the panel mean to him?

"You feel like your voice matters. It's not just talking - changes really happen because of what we say."

Peter believes being on the panel gives customers a real say in how services are delivered - and he's proud to be part of something that helps shape a better future for everyone.

Interested in joining?

Get in touch - we'd love to hear from you!

☎ 0333 32 12 200

✉ involvement@starhousing.org.uk



Join the STAR Customer Scrutiny Panel

Want to help shape the future of STAR Housing? Join our Customer Scrutiny Panel - a group of tenants who work together to review services and suggest improvements.

As a panel member, you'll act as a "critical friend," asking questions, sharing ideas, and helping us make STAR Housing better for everyone.

What You'll Do:

- ★ Check Services – Look at how well things are working and where we can improve.
- ★ Give Feedback – Share your thoughts to help shape decisions.
- ★ Work Together – Collaborate with staff and other tenants to make a difference.

The panel focuses on key areas like service delivery, customer communication, and making sure our policies are fair and effective.



STAR Housing Annual Highlights 2024/25

This year, we're doing things a little differently.

Instead of a separate printed annual report, we've created a short video and this newsletter to share our highlights. It's all part of making things easier, clearer, and more accessible for you.

Why the change?

Because you told us you wanted it to be easier to see what's been achieved and what's coming next - so we've made it quicker, clearer, and more accessible, in a format that works for you.

Watch our Annual Report video by scanning the QR code or visiting our website. You'll hear directly from our team about what we achieved together last year - with your support every step of the way.

Scan the QR code to Watch our Annual Report Video



Any result marked with an asterisk (*) comes from our latest Tenant Satisfaction Measures (TSM) survey - a national standard that helps track how tenants feel about their homes and services.

Homes and Repairs: Faster, Better and More Reliable

We know repairs are one of the most important things to you. That's why we've focused on getting things done quicker and better:

Routine repairs completed within **28 days rose to 84%*** from 79%

Urgent repairs done in **7 days improved to 93%***

Satisfaction with repairs rose to **86%**, and planned maintenance satisfaction reached **85%**

We spent **£6.2m on repairs**

We've also upgraded more homes:



151 ▲
kitchens replaced



198 ▲
bathrooms replaced



98 ▲
roof replacements



143 ▲
homes fitted with new windows & doors

Lettings: Making Homes Available Faster

We've made great progress in reducing the time it takes to relet empty homes:

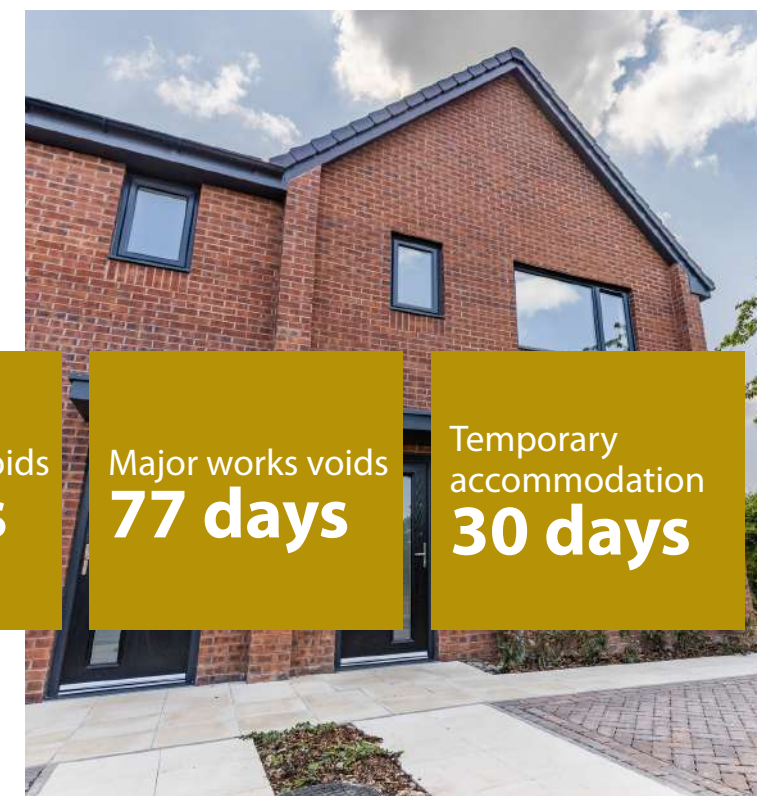
Average relet time
58 days
compared to
74 days last year

Minor works voids
48 days

Major works voids
77 days

Temporary accommodation
30 days

This means more families are moving into homes sooner, and fewer properties are left empty.



Energy and Safety: Making Homes Safer and More Efficient

We're continuing to improve the safety and energy performance of our homes:

31 air source heat pumps installed, up from 12

98% of homes have an electrical safety certificate.

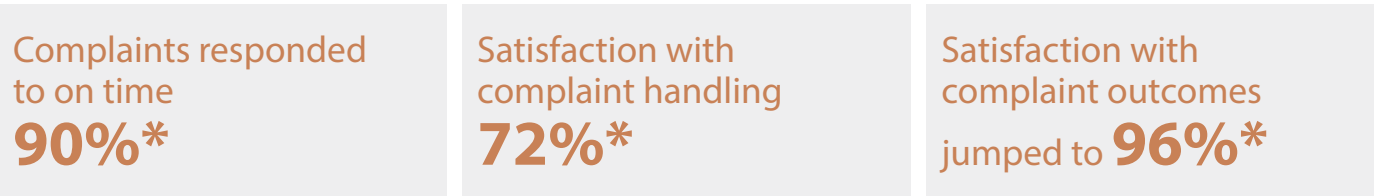
Gas safety: **100% of homes** have a valid certificate*

These upgrades help reduce energy bills and ensure homes are safe and compliant.



Listening and Improving: You Said, We Did

We've taken your feedback seriously:



We've also made it easier to report issues and get updates. More of you are using our online services:
20% of customers are now registered on our online STAR Housing Customer Portal - up from 16.14% the year before.

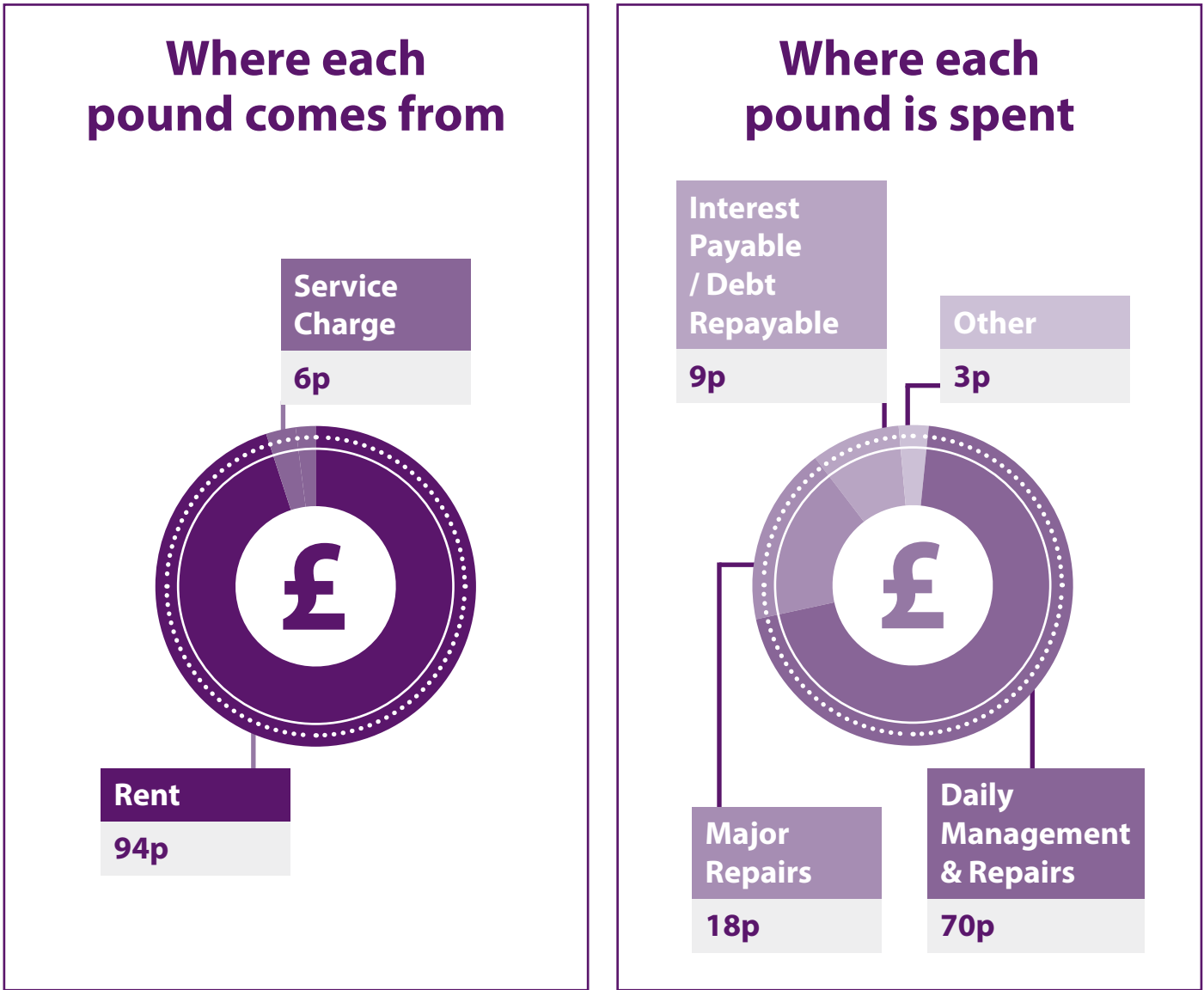
Find out more about the STAR Housing Customer Portal on page 15.

Every year, STAR Housing asks tenants to share their views through the Tenant Satisfaction Measures (TSMs) survey. Your feedback helps us understand what we're doing well and where we need to improve - especially around repairs, safety, communication, and complaints.
We're sharing the 2024–25 results in this newsletter, along with a comparison to 2023–24, so you can see how your feedback is helping shape better services.

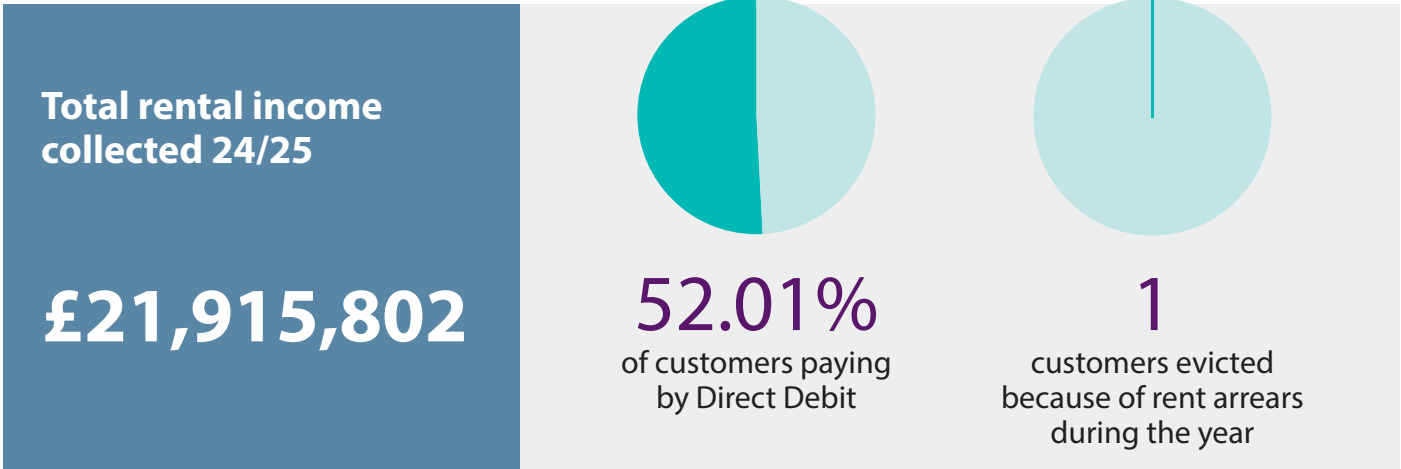
Learn more about Tenant Satisfaction Measures on www.starhousing.org.uk/home/tenant-satisfaction-measures-2425/



Finance



Rents



Building New Homes for the Future

We know there's a growing need for affordable homes that suit different lifestyles and stages of life. That's why we're continuing to build new properties that are modern, energy-efficient, and designed to meet the needs of our communities.



In 2024/25, STAR Housing:

Delivered **27 new affordable homes** across Shropshire

Committed **£52 million in new investment** through the Housing Revenue Account Business Plan

Set out plans to **deliver over 500 homes over the next five years**

Completed the Wave 2.2 retrofit programme, **improving sustainability in 111 homes**

Secured £9.4 million through the Government's Warm Homes: Social Housing Fund Wave 3 to support further upgrades



These homes are safer, warmer, and more affordable - helping families through the cost of living crisis. The investment also supports our long-term goal to improve energy efficiency and reduce carbon emissions, with upgrades like air source heat pumps, solar panels, and improved insulation already underway.

We're proud to be building homes that not only meet today's needs but also support a more sustainable future.

How to book a repair

We want to make it easy for you to report repairs and keep your home safe and comfortable. If you've noticed a dripping tap, a broken door, a patch of damp or mould or anything else that is concerning you, STAR Housing offers several ways to get in touch to book a repair.

Ways to Report a Repair

You can report a repair in the way that works best for you:



Call us on 0333 32 12 200

Our team is available between Monday to Thursday: 8:45am – 5:00pm and Friday: 8:45am – 4:00pm. For emergency repairs outside of these hours, your call will be diverted to our out-of-hours provider.



Online Form

Available 24/7 - just fill in the details and we'll get back to you with an appointment.



STAR Housing Customer Portal

Log in to your STAR Housing account to report and track repairs easily.

We treat damp and mould as a priority. If you notice any signs in your home, please report it by calling **0333 32 12 200** or using the damp and mould form on our website at **www.starhousing.org.uk/supporting-you/condensation-mould-and-damp/**.

What to Expect

Once you've reported a repair, we'll assess the issue and either book an appointment or send an inspector if needed. For specialist repairs, we may use trusted contractors - all staff and contractors carry ID, so please ask to see it before letting anyone into your home.

Skip Events A Big Summer Clean-Up!

This summer, we held 19 skip events across our communities – and you really got involved!

Together, we cleared away around 352 cubic yards of rubbish – that's enough to fill more than 70 large vans. It's a brilliant result and shows what we can achieve when we all work together to keep our neighbourhoods clean and tidy.

Some of the events were extra special, with visits from the fire service and police, who came along to offer advice, chat with residents, and support the community. It was great to see everyone coming together.

We always try to mix up the locations each year so different areas get a chance to take part. However, not every area is suitable for a skip – sometimes there just isn't a safe or practical place to put one. If you think your area would benefit from a skip next year, please speak to your housing officer. They'll consider it when planning future events. You can also let us know by calling us, sending an email, or using the contact form on our website – whichever works best for you.

Thank you to everyone who came along, spoke to us, and helped make the events a real community moment. We love seeing neighbours come together and take pride in their local area.



This summer,
we held **19 skip
events across
our communities**



Let's Tackle Anti-Social Behaviour Together

At STAR Housing, we believe everyone deserves to feel safe, respected, and comfortable in their home and community. That's why we take anti-social behaviour (ASB) seriously – and we're here to support you if it's affecting your quality of life.

What is Anti-Social Behaviour or ASB?

ASB covers a wide range of actions that cause harm, distress, or nuisance to others.

This can include:

- ✓ Excessive noise (e.g. loud music, shouting, or parties)
- ✓ Harassment or intimidation
- ✓ Vandalism or graffiti
- ✓ Drug use or dealing
- ✓ Fly-tipping or littering
- ✓ Aggressive or threatening behaviour
- ✓ Misuse of communal areas
- ✓ Some issues, like occasional noise or children playing, may not be classed as ASB – but we're always happy to offer advice if you're unsure.

How to Report ASB

If you're experiencing ASB, please don't suffer in silence. You can report it to us in the way that suits you best:

➤ **Online:** www.starhousing.org.uk/apply-for-it/report-anti-social-behaviour/

☎ **By phone:** 0333 32 12 200

✉ **By email:** neighbourhoods@starhousing.org.uk

💬 **Speak** to your housing officer

If you feel safe doing so, you may also want to speak to the person involved – sometimes they may not realise the impact of their behaviour. But if you feel threatened or witness a crime, always contact the police first by calling 999 (emergency) or 101 (non-emergency).

What Happens Next?

Once you report ASB to us, we will:

Listen to your concerns and take them seriously

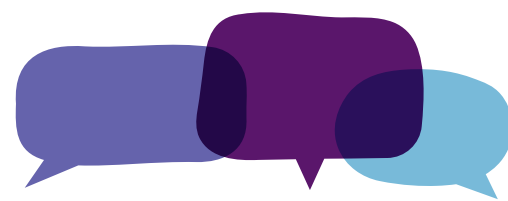
Investigate the issue fairly and sensitively

Work with you and other agencies where needed

Keep you updated throughout the process

We'll always treat your report confidentially and with care. Together, we can build safer, stronger communities. If you have any questions or need support, please don't hesitate to get in touch.

We're Listening – Your Voice Matters!



We care about what you think. That's why your feedback - whether it's a complaint, a compliment, or a suggestion - is so important to us.

If something isn't working well, or if you've had a problem, we want to know. It helps us fix things and make our service better for everyone. And if you've had a good experience, we love hearing about that too!

We read every message you send. Your ideas help us learn, grow, and make sure we're doing the best we can for you and your neighbours.

Call us on: 0333 32 12 200

For complaints: complaints@starhousing.org.uk

For compliments or general enquiries: enquiries@starhousing.org.uk

Online: www.starhousing.org.uk/contact-us

So please keep talking to us - your voice helps shape the future of STAR Housing.

Thank you for helping us to improve!

Easy Ways to Pay Your Rent

We offer a range of simple and secure ways to pay your rent- so you can choose which one works best for you:

Direct Debit – A safe and automatic way to pay your rent. You can set it up for any day of the month by calling us.

Standing Order – Set this up through your bank using a mandate we provide. You'll need to renew it each year.

Online Payment – Pay securely 24/7 via the Shropshire Council website. Just have your rent account number ready.

Online Banking – Send payments directly from your bank. Use the details on our website.

By Phone – Call 0345 678 9009 any time to pay by debit or credit card. Have your account number ready.

Post Office / PayPoint – Use your STAR swipe card to pay at any UK Post Office (cash or cheque) or PayPoint outlet (cash only).

STAR Customer Portal – Easily access payment link via the STAR Customer Portal.

You can also check your rent balance and payment history anytime using the STAR Housing Customer Portal.

Welcome on Board!

We're pleased to announce that two new members have joined the STAR Housing Board, bringing fresh perspectives and valuable experience to help guide our work and shape the future of housing in Shropshire.



Mark Owen

Shropshire Council



Duncan Kerr

Shropshire Council



James Owen

Portfolio Holder for Housing

We're excited to have them on board and look forward to the insight and leadership they'll bring as we continue to improve and grow.

Our Board plays a vital role in overseeing our services, ensuring we deliver high-quality, customer-focused housing solutions, and supporting our communities.

We'd also like to welcome James Owen, the new Portfolio Holder for Housing and Leisure at Shropshire Council. We're looking forward to working closely with James as we continue to deliver safe, sustainable, and affordable homes across the county.

"It is extremely important for me to be working alongside STAR Housing as part of the new administration's focus on expanding and supporting the delivery of safe and affordable homes across Shropshire. I am delighted by the warm welcome I have received, and I am already working with the team to help shape housing services that truly meet the needs of you and your families, focusing on the things that matter most to you." - James Owen – Portfolio Holder for Housing and Leisure

Thank you and welcome to our new board members!

BE SCAM AWARE THIS WINTER

As the colder months arrive, we want to remind you to stay alert for scams - especially those targeting energy bills, home repairs, and cost-of-living support.

If someone contacts you claiming to be from STAR Housing or Shropshire Council and you're unsure, please don't share any personal details. Always check with us directly using our official contact details.

Remember

- ! We'll never ask for bank details over the phone or at the door.
- ! Genuine staff will always carry photo ID.
- ! If in doubt, call us to confirm.

Let's stay safe and look out for each other this winter.

Understanding Survey Calls

To help improve our services, STAR Housing works with independent survey providers who carry out regular phone surveys. These include Tenant Satisfaction Measures (TSMs) and Equity Surveys, which help us understand how different groups experience our services.

If you receive a call, it may come from a number you don't recognise - particularly if it's an Equity Survey, which is conducted by our partner Acuity. These calls will come from **01743 647006** and are part of our official survey programme. Taking part is optional, but your feedback helps us make STAR Housing fairer and more responsive for everyone.

If you have any queries about the surveys, please contact:
STAR Housing: 0333 32 12 200 or enquiries@starhousing.org.uk
Acuity (our survey partner): 01273 287114 or acuity@arap.co.uk
Want to learn more? Check out Acuity's FAQs on our website.

New Homes in Shrewsbury!

Thirteen energy-efficient homes are now complete at School Grove - delivered through a fantastic partnership between STAR Housing, Shropshire Council and McPhillips Ltd.

- ✓ 6 one-bed flats & 7 two-bed houses
- ✓ Air source heat pumps & solar panels
- ✓ 4 homes for supported living with shared care services

These homes offer affordable, sustainable living and support independence for residents. We wish all the new tenants the very best in their new homes.

A ribbon-cutting ceremony celebrated the achievement with partners and local leaders.

Scan the QR code to find out more.



Have Your Say Important Consultation on Tenancy Agreement Changes

You'll have received a letter about an important consultation we're running on behalf of Shropshire Council. We're proposing updates to your tenancy agreement to make it easier to understand and better reflect how we manage rent and service charges.

- ✓ **Rent charging:** Moving from 48 weeks to 52 weeks. You won't pay more - your annual rent will simply be spread across the full year. This means the current "rent-free weeks" will be removed, and your weekly rent will be slightly lower.
- ✓ **Service charges:** Making sure it's clear exactly what service charges you're paying.
- ✓ **Reflecting current practices:** Ensuring the agreement matches how things are managed today.

We want to hear from you!

Please read the proposed agreement and return your questionnaire by **9 November 2025**. You can also email us at consultation@starhousing.org.uk or complete the questionnaire online at www.starhousing.org.uk/have-your-say. If you haven't received your letter, please contact us so we can send you a copy.

Fire Safety This Autumn/Winter

As the weather gets colder and we look forward to celebrating Halloween and Bonfire Night, it's a great time to check your fire safety at home.

- ✓ Test your smoke and carbon monoxide detectors every week - if you have any concerns, let us know straight away. You can contact us by phone, email or via the contact form on our website.
- ✓ Check your heating. Make sure it's working before it gets really cold. If you use electric heaters, keep them away from curtains and furniture, and never leave them on when you're not in the room.
- ✓ Don't use portable paraffin heaters. They're a serious fire risk. If you're struggling to heat your home safely, please contact us – we're here to help.

Halloween and Bonfire Night Safety Tips

- ✓ Use flameless candles in your decorations.
- ✓ If you use real candles, keep them away from anything that could catch fire and blow them out before going to bed.
- ✓ Buy fireworks from trusted shops and follow the safety instructions.
- ✓ It's always safer to go to an organised display.



Keep Communal Areas Clear

Please don't put decorations or anything else in hallways or shared spaces. These areas must stay clear in case of an emergency.

Be Ready

Make sure everyone in your home knows what to do if there's a fire. You can also book a free Safe & Well visit with Shropshire Fire and Rescue Service for personalised advice to find out more, visit www.shropshirefire.gov.uk



Shropshire
Fire and Rescue Service

Safety Checks – What You Need to Know

Keeping your home safe isn't just about fire safety. It also means making sure other important checks are done regularly. These include:



**Gas servicing
every year**



**Electrical checks
every five years**



**Damp & mould
inspections**

These checks are part of your tenancy agreement. If you receive an appointment from us by text or letter, please allow us access to your home to complete these vital checks. If you need to change an appointment, just let us know. These checks help keep your home safe.

You're Not Alone: Support for Anyone Affected by Domestic Abuse

At STAR Housing, we believe everyone deserves to feel safe in their home. If you or someone you know is experiencing domestic abuse, please know that help is available - and you are not alone.

Domestic abuse can affect anyone, regardless of age, gender, or background. It includes physical, emotional, financial, and psychological harm. If you're feeling unsafe, we want you to know that there are confidential services ready to support you.

Local Help in Shropshire

Shropshire Domestic Abuse Service (SDAS) offers free, confidential advice and support. You can call them on 0300 303 1191 (Mon–Fri, 8am–6pm) or email sdas@shropsdas.org.uk. West Mercia Women's Aid is available from 7am–10pm on 0800 783 1359. In an emergency, always call 999.

Safe Accommodation and Housing Support

If you need to leave your home, STAR Housing can help you access safe accommodation. We work closely with Shropshire Council and local services to ensure that no one fleeing abuse is turned away. Our team is trained to respond with care and discretion.

What You Can Do

If you're worried about your own situation or someone else's, reach out. You can speak to any STAR Housing officer in confidence. Visit Shropshire Council's Domestic Abuse page for more information and resources.

**We're here to support
you, your safety matters.**



£20 Million Investment to Make Homes

Warmer and Greener



We're pleased to share that 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 additional funding from STAR and the Council, this brings the total investment to more than £20 million

Work began in early autumn to improve the energy efficiency of 1,300 affordable homes. Upgrades include:

- ✓ Better insulation
- ✓ Modern, energy-saving heating systems
- ✓ Solar panels on selected homes

These improvements will help make homes warmer, reduce energy bills, and support a greener future for Shropshire.

This builds on the success of Wave 1 and 2, which delivered energy upgrades in Albrighton and Gobowen.





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

Did you know STAR Housing also offers Shared Ownership homes through our sister company, Cornovii Homes?

Shared Ownership is a part-buy, part-rent scheme that helps make home ownership more affordable. You buy a share of a newly built home (typically between 10% and 75%) and pay rent on the rest. Over time, you can buy more shares - a process known as staircasing - and in many cases, eventually own your home outright.

It's a great option for people who want the security of owning a home but are not able to buy outright. Homes are modern, energy-efficient, and designed with local communities in mind.

Please note: Shared Ownership is only available on new build homes and doesn't apply to homes that are already rented.

We're proud to be building homes that support a range of needs - and we're hoping to offer more Shared Ownership opportunities in the future. Keep an eye on the Cornovii website for available Shared Ownership homes www.cornoviihomes.co.uk



Thinking About Doing DIY? Here's What You Need to Know

We understand that many customers like to personalise their homes - whether it's putting up shelves, redecorating, or making small improvements. If you're planning to carry out any DIY work in your home, it's important to get permission from STAR first.

When You Need Permission from STAR

You'll need to request permission from us before starting any non-routine DIY or home improvement work, such as:

- ✓ Installing new flooring (e.g. laminate or tiles)
- ✓ Painting external doors or fences
- ✓ Fitting a new kitchen or bathroom unit
- ✓ Making structural changes or electrical alterations
- ✓ Changing internal doors

This helps us make sure the work is safe, meets building regulations, and won't affect your tenancy or future repairs.

How to Request Permission

📞 Call us on: 0333 32 12 200

We'll review your request and let you know if it's approved or if we need more information. Please wait for written permission before starting any work.

What You Can Usually Do Without Permission

You don't usually need permission for small, non-permanent changes like:

- ✓ Painting or wallpapering internal walls
- ✓ Hanging pictures or mirrors
- ✓ Replacing curtains or blinds

If you're ever unsure, just get in touch - we're happy to advise.



Useful Contacts

Whether you need help with rent, budgeting, benefits, or local support services, here are some key contacts to keep handy.



STAR Housing Contacts

General Enquiries

Phone: 0333 3212 200

Email: enquiries@starhousing.org.uk

Website: www.starhousing.org.uk

Rent Payments

Online: www.shropshire.gov.uk/pay
(select 'Council Housing Rent')

By phone (24/7): 0345 678 9009

Direct Debit or Standing Order: Contact the rents team

Swipe card (Post Office/PayPoint):

Request via rents team

Online banking:

Account Name: SC Housing Rent

Bank: NatWest, Mardol Head, Shrewsbury

Account Number: 55660495

Sort Code: 55-50-05

Financial Tools & Support

Benefits Calculator: starhousing.entitledto.co.uk/home/start

Budgeting Tool: budgetnew.entitledto.co.uk

StarHousing/start

Universal Credit Info: www.gov.uk/universal-credit

Local Support Services

Oswestry Food Bank

Address: Oswestry Methodist Church, Castle Street, Oswestry SY11 1QZ

Phone: 01691 671167

Website: oswestry.foodbank.org.uk

Bridgnorth Food Bank

Address: St Leonard's Church Hall,

Racecourse Drive, Bridgnorth WV16 4NR

Phone: 07960 285520

Website: www.bridgnorthfoodbank.co.uk

Money, Debt & Benefits Advice

Age UK

Phone: 0800 169 8080

Website: www.ageuk.org.uk/contact-us

Helps older people stay safe and well at home with benefit checks and energy advice.

Citizens Advice

Website: www.citizensadvice.org.uk/about-us/contact-us

Offers guidance on benefits, employment, money, and energy issues.

Money Advice Trust

Website: www.moneyadvicetrust.org

National charity helping people struggling with debt.

National Debtline

Website: www.nationaldebtline.org

Free and independent advice on dealing with debt.

StepChange Debt Charity

Website: www.stepchange.org

Free debt advice to help get your finances back on track.

Entitledto

Website: <https://www.entitledto.co.uk/>

Online benefits calculator and grant search tool.

Energy & Cost of Living Support

Energy Saving Trust

Phone: 0800 098 7950 (Home Retrofit Advice Line)

Website: www.energysavingtrust.org.uk

Helps you save money on your energy bills.

National Energy Action

Website: www.nea.org.uk

Offers advice and support for people struggling with energy costs.

Disability & Specialist Support

Mencap

Website: www.mencap.org.uk

Provides support and advice to people with learning disabilities and their families or caregivers, including help with food and energy expenses

Mental Health Support

Shropshire Mental Health Support

Website: <https://www.shropshiremhs.com/>

Phone: tel:+441743368647

Mind

Website: <https://www.mind.org.uk/>

Phone: 0300 123 3393

We've Moved!

We're pleased to let you know that our head office has moved.

Our new address is:

Shropshire Towns and Rural Housing
Ptarmigan House
Shrewsbury Business Park
Shrewsbury
SY2 6LG



This is now the location for any postal correspondence.

Our contact details remain the same.

📞 **Phone:** 0333 32 12 200

✉️ **Email:** enquiries@starhousing.org.uk



0333 32 12 200

enquiries@starhousing.org.uk

www.starhousing.org.uk

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Information correct at time of print

