



## 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

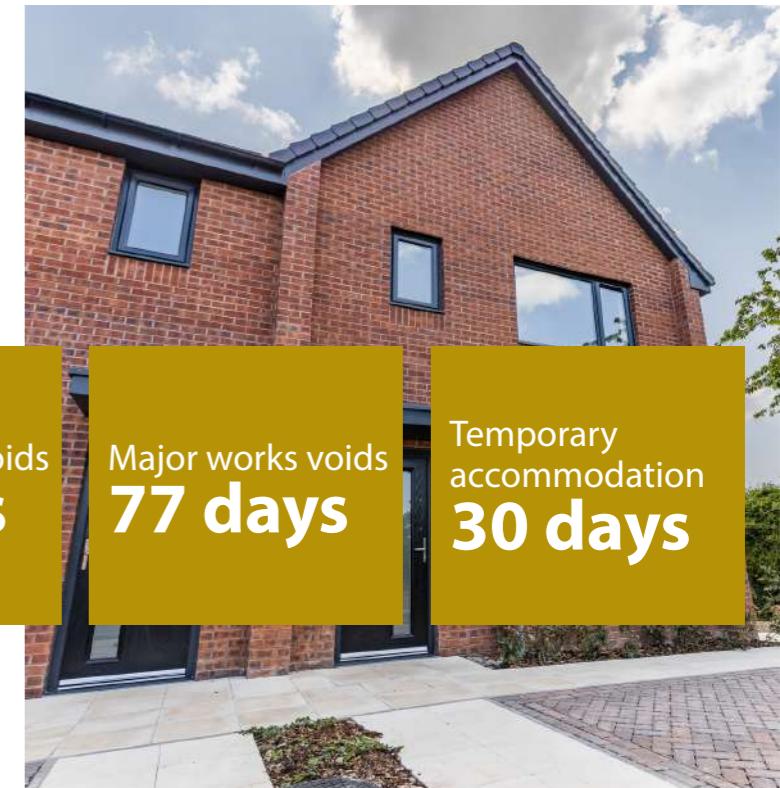
We've made great progress in reducing the time it takes to relet empty homes:

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**

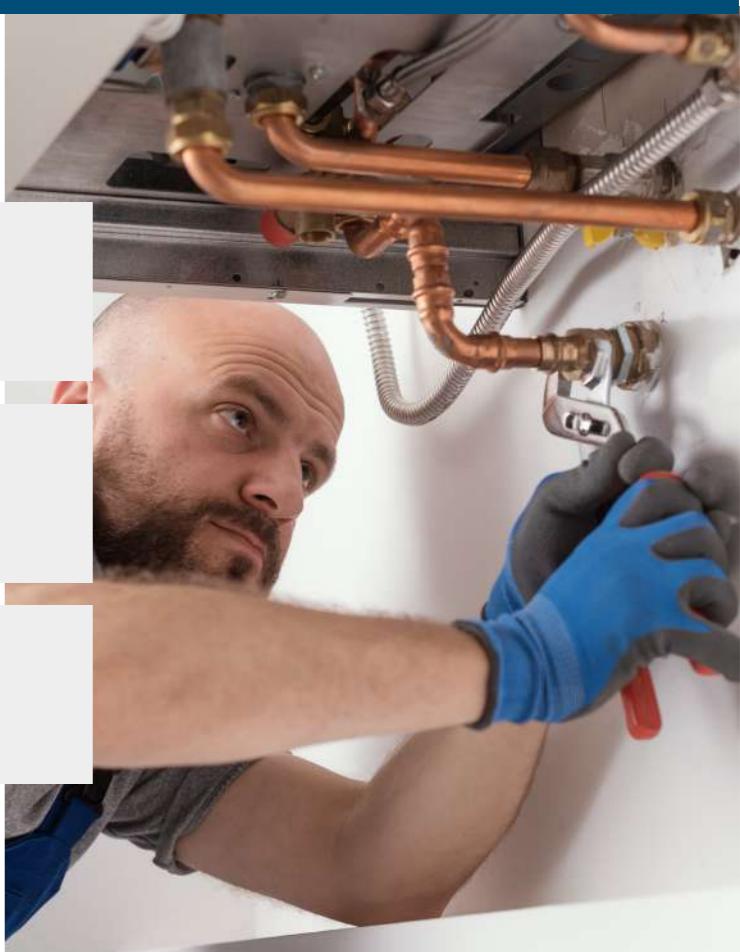


This means more families are moving into homes sooner, and fewer properties are left empty.

## 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:

Complaints responded to on time  
**90%\***

Satisfaction with complaint handling  
**72%\***

Satisfaction with complaint outcomes jumped to **96%\***

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/](http://www.starhousing.org.uk/home/tenant-satisfaction-measures-2425/)**

Overall satisfaction  
**81.9%**

Satisfaction with repairs  
**79.8%**

Satisfaction with the time taken to complete the most recent repair  
**72%**

Satisfaction that the home is well maintained  
**81.6%**

Satisfaction that the home is safe  
**88.2%**

Satisfaction that we listen and act  
**73.3%**

Satisfaction that we keep tenants informed  
**82.8%**

Agreement we treat tenants fairly and with respect  
**88.6%**

Satisfaction with complaints handling  
**34.1%**

Satisfaction communal areas are kept clean and well maintained  
**73.3%**

Satisfaction we make a positive contribution to the neighbourhood  
**78.4%**

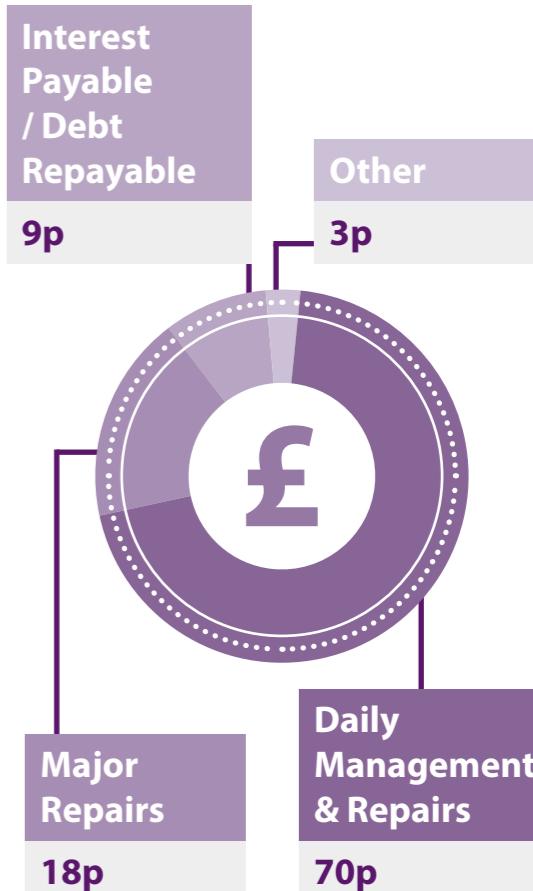
Satisfaction with ASB handling  
**73.2%**

## Finance

### Where each pound comes from



### Where each pound is spent



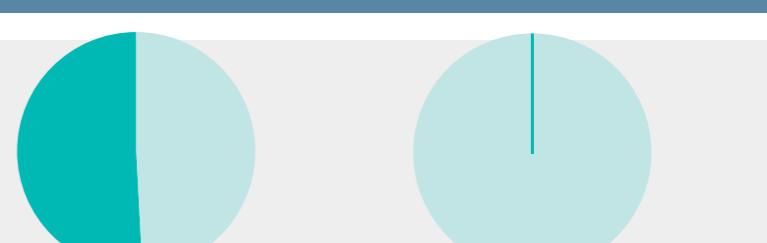
### Rents

Total rental income collected 24/25

**£21,915,802**

**52.01%**

of customers paying by Direct Debit



**1**  
customers evicted because of rent arrears during the year

## 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/](http://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.