



ANNUAL REPORT 2020-2021

Listening to our
residents,
together we create
quality homes
& vibrant
communities



Like us on Facebook
Shropshire Towns and Rural Housing



Follow us on Twitter
@star_housing

HELLO AND WELCOME

“Welcome to this year’s Annual Report. Developed using your feedback on style and content – thank you for your feedback!

In what we can all agree has been a difficult year, it’s really pleasing to see the difference our teams, services and investment in new and existing homes is making.

During Covid-19 we focused on contact with all of our vulnerable and older tenants to make sure that they had what they needed especially if they were shielding. We contacted over 1400 number of our tenants. We were so pleased that so many had support from friends, family and the very many kind people within our communities who committed to helping out. Where there wasn’t immediate access to support we ensured that we connected tenants up with the marvellous people offering help to make sure everyone was OK. We had so many comments in appreciation of our contact and in turn, we really are so appreciative that so many took the time to thank us.

Throughout the pandemic we continued to deliver STAR Housing’s essential services to our customers and although the situation has eased and all repairs services have resumed along with our planned improvements programmes, we still need to follow guidelines, which may change again, and affect our services.

We will, of course, learn lessons from dealing with the Covid-19 and see what may be the best way of delivering our services in the future using this experience. Improving homes, lives and communities is our key focus, and as our customers you are with us every step of the way, helping to continuously develop and improve our services. We look forward to talking to you next year about our plans for improved service delivery.

As well as investing in services we will continue to improve Council homes. We plan to invest £10 million into homes in 2021 focusing on replacement kitchens, bathrooms, heating, electrical rewires, external doors and external painting, roofs and windows. Also general health and safety works including fire safety and asbestos removals as well as adaptations where appropriate

We also continue to work closely with the Council supporting them to rehouse those in desperate need of housing, exploring how we can deliver new services to assist them and to develop new Council housing.

We are focussed on a bright future, growing our services and our homes and on being a great landlord."

Sue

Managing Director



January 2021

LETTINGS



Our Lettings Team;

- Check housing applications we receive via Shropshire HomePoint and shortlist based on applicants with housing need and suitability to the property we are advertising. If you have a query about your housing application or priority you need to contact Shropshire HomePoint direct;

1	FRI	NEW YEARS DAY
2	SAT	
3	SUN	
4	MON	
5	TUES	
6	WED	
7	THURS	
8	FRI	
9	SAT	
10	SUN	
11	MON	
12	TUES	
13	WED	
14	THURS	
15	FRI	

www.shropshirehomepoint.co.uk or 0300 303 8595

- Support our existing tenants with moving to more suitable property in terms of adaptations
- Support our elderly customers to move from family homes to bungalows or ground floor flats more suitable for their needs.
- We can also help you to move area via Mutual Exchange



16	SAT	
17	SUN	
18	MON	
19	TUES	
20	WED	
21	THURS	
22	FRI	
23	SAT	
24	SUN	
25	MON	BURNS NIGHT
26	TUES	
27	WED	
28	THURS	
29	FRI	
30	SAT	
31	SUN	

February 2021

FINANCIAL INCLUSION



"We believe that good financial health and wise decisions concerning money leads to happier homes, better lifestyles and vibrant communities."



1 MON

2 TUES

3 WED

4 THURS

5 FRI

6 SAT

7 SUN

8 MON

9 TUES

10 WED

11 THURS

12 FRI

13 SAT

14 SUN

VALENTINES DAY

15 MON

- We have helped tenants to manage over £149,000 of debt
- We are supporting almost 500 people with Universal Credit
- We have supported tenants to claim additional income or benefits of £43,000



We have made

131

referrals for
foodbank, fuel
poverty and DWP
visiting services

Average debt
per case is

£11,974

16	TUES	SHROVE TUESDAY
17	WED	ASH WEDNESDAY
18	THURS	
19	FRI	
20	SAT	
21	SUN	
22	MON	
23	TUES	
24	WED	
25	THURS	
26	FRI	
27	SAT	
28	SUN	

March 2021

NEIGHBOURHOODS



We are committed to creating vibrant communities and our local Neighbourhood Housing Teams work hard to ensure that your neighbourhood and communities are happy places to live.

1	MON	ST DAVID'S DAY
2	TUES	
3	WED	
4	THURS	
5	FRI	
6	SAT	
7	SUN	
8	MON	
9	TUES	
10	WED	
11	THURS	
12	FRI	
13	SAT	
14	SUN	MOTHER'S DAY
15	MON	



£107,000
on Neighbourhood projects

Investing £117,000
into community projects

**We only had 4 cases of Anti-Social Behaviour reported to us,
97% of cases were resolved successfully.**

- 90%** of tenants are satisfied with their neighbourhood as a place to live
- 86%** of tenants are satisfied with the overall appearance of their neighbourhood
- 71%** of tenants are satisfied with the ground maintenance service in their area
- 87%** of supported / sheltered tenants are satisfied with the overall service provided by their Housing Support Officer



16	TUES	
17	WED	ST PATRICK'S DAY
18	THURS	
19	FRI	
20	SAT	
21	SUN	
22	MON	
23	TUES	
24	WED	
25	THURS	
26	FRI	
27	SAT	
28	SUN	BRITISH SUMMER TIME BEGINS
29	MON	
30	TUES	
31	WED	

April 2021

RENTS



49% of tenants have now used the Tenant Portal to check rent balances, make a payment or report something to us. Its quick and easy to do just visit

www.starhousing.org.uk



1	THURS	APRIL FOOLS DAY
2	FRI	GOOD FRIDAY
3	SAT	
4	SUN	EASTER SUNDAY
5	MON	EASTER MONDAY
6	TUES	
7	WED	
8	THURS	
9	FRI	
10	SAT	
11	SUN	
12	MON	
13	TUES	
14	WED	
15	THURS	

Our dedicated Rents Team are here to support you.

If you are worried about paying your rent, we can provide free budgeting advice and support to help you manage your money. Simply give us a call or e-mail us.

LAST YEAR WE COLLECTED A TOTAL OF
£18,032,035 MILLION
IN RENTS WHICH REPRESENTS 99.17% OF ALL RENT DUE

88%
OF TENANTS

are satisfied with
the value for
money their rent
provides

78%
EXPRESSED SATISFACTION

towards the
value for money
service charges
provide

ONLY
2

people were
evicted last
year due to rent
arrears



SWITCH TO DIRECT DEBIT



Last year 43.43% of tenants were paying their rent by Direct Debit. It is a simple and easy way to pay your rent and one less thing to think about. We can help you to switch your payments to Direct Debit on any day of the month to suit you.

16 FRI

17 SAT

18 SUN

19 MON

20 TUES

21 WED

22 THURS

EARTH DAY

23 FRI

ST GEORGE'S DAY

24 SAT

25 SUN

26 MON

27 TUES

28 WED

29 THURS

30 FRI

May 2021

REPAIRS



We know that the Repairs Service is one of the most important services we deliver to tenants, and **84%** of tenants are satisfied with the way we deal with repairs and maintenance.

Whenever possible we will offer you a repair appointment or inspection at the time you report the repair to us, either a morning or an afternoon appointment

1	SAT	
2	SUN	
3	MON	EARLY MAY BANK HOLIDAY
4	TUES	
5	WED	
6	THURS	
7	FRI	
8	SAT	
9	SUN	
10	MON	
11	TUES	
12	WED	
13	THURS	
14	FRI	
15	SAT	

94% OF TENANTS WERE SATISFIED WITH THIS SERVICE



100%
OF EMERGENCY REPAIRS
WERE COMPLETED
WITHIN ONE DAY
(2019/20)

99.05%
OF URGENT REPAIRS
COMPLETED WITHIN
7 DAYS
(2019/20)



Safety for you and your home is a priority for us, we have maintained 100% gas safety certification of our homes and have a programme of safety inspections including electrical, water hygiene and asbestos testing.



Over 70 Fire Risk Assessments have been completed in Bridgnorth and Oswestry this year including all our community rooms and blocks of flats with communal access.

We invested £220,651 in making homes accessible

16 SUN

17 MON

18 TUES

19 WED

20 THURS

21 FRI

22 SAT

23 SUN

24 MON

25 TUES

26 WED

27 THURS

28 FRI

29 SAT

30 SUN

31 MON

SPRING BANK HOLIDAY

www.starhousing.org.uk

June 2021

PLANNED MAINTENANCE



We are proud to have delivered 99% of our Asset Management Strategy – investing over £4 million per year over the last four years in improving the quality, access and suitability of homes.

1	TUES
2	WED
3	THURS
4	FRI
5	SAT
6	SUN
7	MON
8	TUES
9	WED
10	THURS
11	FRI
12	SAT
13	SUN
14	MON
15	TUES

TROOPING THE COLOUR

We have invested over £240,000 in neighbourhood projects from parking to play areas, and as we continue to be 'greener' we have invested over £1 million in 362 new heating systems, including 77 air source heat pumps.



WE HAVE COMPLETED

- 290 kitchens
- 290 bathrooms
- 596 electrical safety checks
- 793 electrical upgrades
- 3465 gas safety checks
- 643 homes have been painted
- 58 new roofs
- 290 new composite doors



16 WED

17 THURS

18 FRI

19 SAT

20 SUN

FATHER'S DAY

21 MON

22 TUES

23 WED

24 THURS

25 FRI

26 SAT

27 SUN

28 MON

29 TUES

30 WED

July 2021

NEW BUILDS



Over the last 12 months we have built

20 NEW HOMES



1 THURS

2 FRI

3 SAT

4 SUN

5 MON

6 TUES

7 WED

8 THURS

9 FRI

10 SAT

11 SUN

12 MON

13 TUES

14 WED

15 THURS

INCLUDING

13 new affordable houses at Austin Drive in Albrighton and 7 new affordable apartments at Charles King Court, Shifnal.

We are buying several new affordable homes from local builders on mixed residential schemes to help deliver our objective of providing quality, affordable housing.



16 FRI

17 SAT

18 SUN

19 MON

20 TUES

21 WED

22 THURS

23 FRI

24 SAT

25 SUN

26 MON

27 TUES

28 WED

29 THURS

30 FRI

31 SAT

CUSTOMER FEEDBACK

We welcome your feedback on our services, it helps us to make improvements to the way we communicate with our customers, how we operate our services and make decisions about the services we offer.

During the Coronavirus pandemic we contacted 1110 of our vulnerable and older customers to check on wellbeing, welfare and to provide additional support if required.

88%

OF TENANTS ARE
SATISFIED WITH OUR
OVERALL SERVICES,
AND 48% ARE VERY
SATISFIED

90%

OF TENANTS AGREED
THAT THE STAFF
AT STAR HOUSING
ARE FRIENDLY AND
APPROACHABLE

86%

AGREED THAT
STAR HOUSING ARE
TRUSTWORTHY

90%

TENANTS ARE SATISFIED
WITH THE SERVICE THEY
RECEIVED FROM OUR
REPAIR CALL HANDLERS

August 2021

1	SUN	
2	MON	SUMMER BANK HOLIDAY
3	TUES	
4	WED	
5	THURS	
6	FRI	
7	SAT	
8	SUN	
9	MON	
10	TUES	
11	WED	
12	THURS	
13	FRI	
14	SAT	
15	SUN	

YOU TOLD US THAT YOUR TOP 3 PRIORITIES ARE:

- ① **Repairs – 94%**
- ② **Support to older and more vulnerable tenants 72%**
- ③ **Services that are value for money 49%**

★ **55 Compliments received**

"Thank you Kath, you have been nothing but helpful and supportive to resolve my Housing Benefit and Council Tax issues after the loss of my wife. I can't thank you enough for helping at such a difficult time."



"Thank you for the very prompt Repair service, I am very happy with how this was completed."



We received 60 complaints, and resolved 88% of them within 10 days



16 MON

17 TUES

18 WED

19 THURS

20 FRI

21 SAT

22 SUN

23 MON

24 TUES

25 WED

26 THURS

27 FRI

28 SAT

29 SUN

30 MON

SUMMER BANK HOLIDAY

31 TUES

September 2021

INVOLVEMENT AND EMPOWERMENT



From Tenant Board Members, Inspectors and resident groups, there are many ways to be involved with services at STAR and make a difference in the community.

WE HELD 25
pop-up
events

WE HAD 29
Community
Chest
Applications

WE HAD 25
Clean up events with
skips including 10
during the weekends

1	WED
2	THURS
3	FRI
4	SAT
5	SUN
6	MON
7	TUES
8	WED
9	THURS
10	FRI
11	SAT
12	SUN
13	MON
14	TUES
15	WED

Through customer involvement on an online survey we have gathered lots of feedback around our tenant portal, and we will continue to work on how we can make your experience with this better over the next two years. The survey worked really well – and we will be making much more use of this now – look out for emails soon!

77% of tenants are satisfied with the way we listen to their views and act upon them

80% are satisfied with how we inform you about things that may affect you as a resident

66% of tenants are satisfied with the opportunities STAR Housing give them to make their views known

OUR SOCIAL MEDIA IS GROWING!



2300 FOLLOWERS ON FACEBOOK



600 FOLLOWERS ON TWITTER



16 THURS

17 FRI

18 SAT

19 SUN

20 MON

21 TUES

22 WED

23 THURS

24 FRI

25 SAT

26 SUN

27 MON

28 TUES

29 WED

30 THURS

HOUSING SUPPORT

October 2021



Our Housing Support Team works to help vulnerable people to develop the skills and experience they need to be able to maintain their homes and live independently in the community.

1	FRI
2	SAT
3	SUN
4	MON
5	TUES
6	WED
7	THURS
8	FRI
9	SAT
10	SUN
11	MON
12	TUES
13	WED
14	THURS
15	FRI

We invested £75,000 into independent living accommodation



We housed 20 people in our young persons supported accommodation.



13 of our communal rooms have external public access defibrillators of which all of them are registered with West Midlands Ambulance Service.

WE SUPPORTED

218

tenants with financial advice

119

with new community alarms



16 SAT

17 SUN

18 MON

19 TUES

20 WED

21 THURS

22 FRI

23 SAT

24 SUN

25 MON

26 TUES

27 WED

28 THURS

29 FRI

30 SAT

31 SUN

HALLOWEEN

November 2021

FINANCE AND BUDGETS



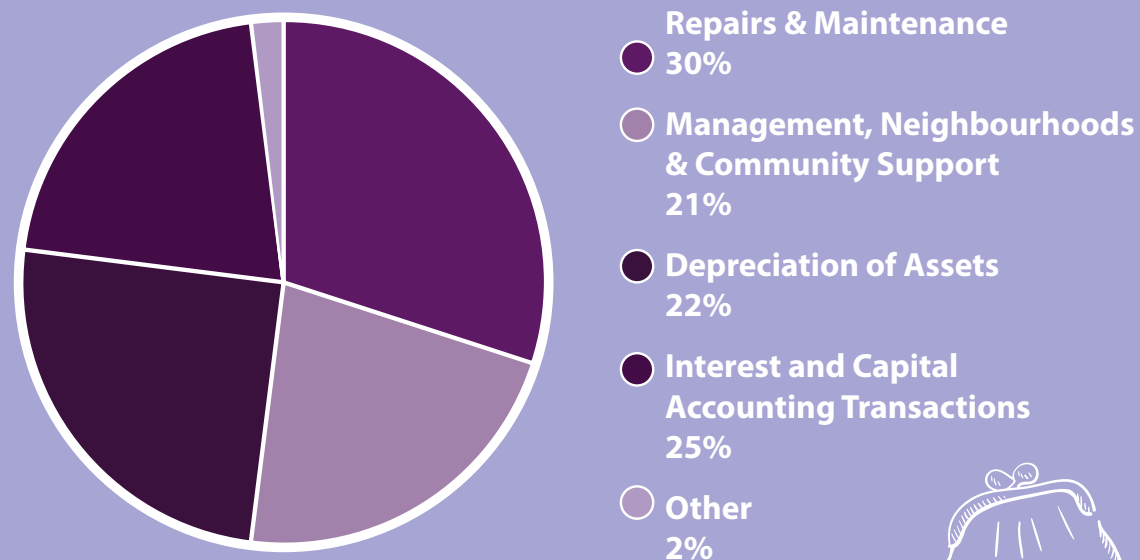
We are committed to making the best use of our resources to deliver excellent services and value for money for our customers, reinvesting any savings that we make.

1	MON	
2	TUES	
3	WED	
4	THURS	
5	FRI	GUY FAWKES NIGHT
6	SAT	
7	SUN	
8	MON	
9	TUES	
10	WED	
11	THURS	REMEMBERANCE DAY
12	FRI	
13	SAT	
14	SUN	
15	MON	

During 2019/20 we reinvested over £240k of efficiency savings on service improvements for projects such as summer skip events, fire safety, hoarding and financial inclusion. This demonstrates our commitment to using available resources to fund projects identified by our customers and staff.

The Housing Revenue Account budget for 2019/20 was in excess of £18m and the total surplus was £330k.

Below is an illustration of the percentage budget split for the year:



We spent £2.8m in delivering our responsive repairs service which includes all day to day repairs.

We also invested a total of £4.3m in our planned repairs programme which included roofing works, external doors, central heating, kitchens & bathrooms and replacement windows.



16 TUES

17 WED

18 THURS

19 FRI

20 SAT

21 SUN

22 MON

23 TUES

24 WED

25 THURS

26 FRI

27 SAT

28 SUN

29 MON

30 TUES

ST ANDREW'S DAY

THE FUTURE



We aspire to be the provider of choice for housing services and affordable housing to the Council by delivering excellent services and homes; delivering on the Council's vision for Shropshire.

Over the next three years we will invest over £10 million in our homes, we are working hard to secure additional development land so that we can continue to build much needed affordable homes for the people of Shropshire. You can view our business plan on our website.

We will invest in our teams, we know that the services we provide are only as good as the people who deliver them. Our working environment ensures our teams work well together and makes sure we attract and keep the right people in the organisation.

December 2021

1	WED
2	THURS
3	FRI
4	SAT
5	SUN
6	MON
7	TUES
8	WED
9	THURS
10	FRI
11	SAT
12	SUN
13	MON
14	TUES
15	WED

WE ARE FOCUSSED ON THE FUTURE



- OUR PEOPLE
- EXCELLENT SERVICE DELIVERY
- INNOVATION AND GROWTH



We don't want to stand still; we want to welcome new ideas. We'll challenge ourselves to think differently and be innovative. We want the people who live and work in our communities to get outstanding services and communities.



16 THURS

17 FRI

18 SAT

19 SUN

20 MON

21 TUES

22 WED

23 THURS

24 FRI

CHRISTMAS EVE

25 SAT

CHRISTMAS DAY

26 SUN

BOXING DAY

27 MON

CHRISTMAS BANK HOLIDAY

28 TUES

BOXING DAY BANK HOLIDAY

29 WED

30 THURS

31 FRI

NEW YEAR'S EVE

USEFUL CONTACT INFORMATION

Repairs

0333 32 12 200

repairs@starhousing.org.uk

Emergency Repairs

01323 636 215

For Emergency repairs out of hours (emergencies only)

General Enquiries

0333 32 12 200

enquiries@starhousing.org.uk

Shropshire HomePoint

0300 303 8595

enquiries@shropshirehomepoint.co.uk

www.shropshirehomepoint.co.uk

0345 678 9000

customer.services@shropshire.gov.uk

NOTES



For more information about Shropshire Towns and Rural Housing



Visit our web-site: www.starhousing.org.uk



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Or call us on: **01743 210205**



Email on: enquiries@starhousing.org.uk