



Customer Newsletter



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Shropshire Towns and Rural Housing

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SPECIAL ANNUAL REPORT 2025/26 EDITION

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

Our Biggest Garden Competition Yet!

Green fingers were out in force this year, with the highest number of entries we've ever had in the STAR Housing Garden Competition. Customers across our communities shared beautiful gardens, bright container displays and welcoming outdoor spaces that help make neighbourhoods feel cared for and full of life.

Head to page 4 to see the winners and some of this year's garden highlights.



Your Annual Report Inside

Read the key updates from 2025/26, including how your feedback continues to shape STAR Housing's services.

Big Check-In & Summer Events

We've been out speaking with customers, visiting neighbourhoods and supporting local communities.

Getting to Know You

We're getting to know our customers better so we can improve services and offer the right support.

☎ 0333 32 12 200



enquiries@starhousing.org.uk

Welcome to the STAR Housing Customer Newsletter



Annual Report Edition – Reflecting on 2025/26

Welcome to this special Annual Report edition of the STAR Housing Customer Newsletter.

This edition brings together highlights from our 2025/26 Annual Report, including what has been achieved over the past year, what customers have told us and how feedback is helping to shape our services.

Inside, you'll find updates on homes, repairs, safety, complaints, rents, neighbourhoods, digital services and the work taking place to improve how we support customers. You'll also see more about The Big Check-In, our "You Said, We Did" work, getting to know our customers better and this year's Garden Competition.

We've also included helpful updates and reminders to support you in your home and community, with information on reporting issues, managing your tenancy and finding support when you need it.

Thank you for being part of the STAR Housing community. Your feedback, involvement and pride in your homes and neighbourhoods continue to make a real difference.

2025/26 at a glance

Overall Customer Satisfaction

84%

Satisfaction with repairs

83%

STAR makes a positive contribution
to neighbourhoods

81%

Together at This Year's AGM

STAR Housing held its Annual General Meeting on 12 October, where attendees heard updates on our performance and finances over the past year. The meeting also marked the launch of STAR Housing's Annual Report.

Thank you to everyone who attended.



Thank You for Making This Year's Big Check-In a Success

Last year, we launched our first Big Check-In to help us reconnect with customers, update important information and hear more about what matters to you.

This year, we made it even bigger.

Over a full week, STAR Housing teams were out and about across our communities, speaking with customers on doorsteps, at local events and through our Big Check-In survey. It gave us more time to listen, answer questions and understand what customers need from us.

A huge thank you to everyone who took part. Whether you opened your door, came along to an event, completed the survey or stopped for a chat, your views are helping us understand what we're doing well and where we need to do better.

The Big Check-In helped us make contact with 1,751 households, create 323 new contact records and update a further 284 records, so we can keep in touch more effectively. It also helped us identify 11 emergency repairs, which were acted on straight away.

One of the clearest messages we heard was around communication. Customers told us they want choice in how they contact us and how we keep in touch. We also heard that seeing STAR Housing teams out in local neighbourhoods matters, and that customers value being able to speak to us face to face.



This feedback is already helping to shape our work, from how we keep customer information up to date to how we stay connected in communities. The Big Check-In is about more than numbers. It is about listening, learning and using what customers tell us to improve services.

We would also like to thank the suppliers who kindly donated prizes for this year's Big Check-In giveaways. Their support helped us celebrate the customers who got involved and added something extra to the week.

Thank you again to everyone who took part. Your feedback matters, your views make a difference and together we're helping to shape the future of STAR Housing.

**Scan the QR code to watch
our Big Check-In video
and see more about what
customers told us and what
we're doing in response.**





Gardening Competition

Celebrating This Year's Garden Competition Winners

This year's STAR Housing Garden Competition was our biggest yet, with more entries than ever before. It looks like the sunny weather helped get everyone in the gardening mood, and our judges were so impressed by the care, colour and creativity shown across our communities.

A big thank you to everyone who entered, and congratulations to this year's winners:



Best Garden
Julie Jones, Gobowen



Best Small Space
Emmy Hughes, Highley



Best Wildlife Friendly Garden
Wendy Dowley, Weston Rhyn



Young Gardener Recognition Award
Zara Louise and Zak Maurice, Worfield



Young Gardener Recognition Award
Jack Jones, Weston Rhyn



Best Communal Garden
Unicorn Road Garden, Oswestry

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

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

Thank you again to everyone who took part.



Allowing Access to Your Home

Helping us keep your home safe and well maintained

From time to time, STAR Housing or one of our approved contractors may need to visit your home. This could be to carry out a repair, complete a safety check, inspect part of your home or complete important planned work.

Allowing access is part of your tenancy agreement, but it is also about keeping you, your home and your neighbours safe. Some problems, such as leaks, electrical issues,

fire safety concerns or damage to the building, can affect more than one home if they are not dealt with quickly.

We will always let you know when we are coming, unless there is an emergency where there is a risk to life or serious damage to the building. If we need to visit, we will tell you who is coming and what the visit is for.



Your safety is important to us too. Anyone visiting on behalf of STAR Housing should carry identification, so please always ask to see ID before letting someone into your home. If you are ever unsure, do not let them in straight away. Call STAR Housing on 0333 32 12 200 and we can check the appointment for you.

If an appointment is not convenient, please let us know as soon as you can. We can rearrange it for a time that works better for you.



You Said, We Did

Listening to our customers helps us understand what we're doing well and where we need to do better. Throughout the year, we gather feedback in many different ways and use it to shape our services, priorities and plans for the future. We don't just listen, we learn from what customers tell us and take action where we can to make a real difference.

One example is the improvements we've made to our digital services, including the launch of our new Tenant Portal and website, helping customers access information and services more easily. These changes, along with many others, have been influenced by customer feedback.

Our You Said, We Did stories highlight how customer feedback has influenced decisions, improvements and new ways of working across STAR Housing. They show how your views help us continue to improve our services and keep customer voices at the heart of what we do.

➤ **Read the latest stories at:**
www.starhousing.org.uk/get-involved/you-said-we-did

Have Your Say. Help Shape Our Services.

At STAR Housing, we believe the best services are shaped by the people who use them. That's why we offer a range of ways for customers to get involved, share feedback and influence the decisions we make.

Whether you'd like to complete a survey, share an idea, join a customer panel or take part in consultations, there are opportunities to get involved in a way that suits you. Every opinion, suggestion and piece of feedback helps us understand what matters most to our customers and communities.

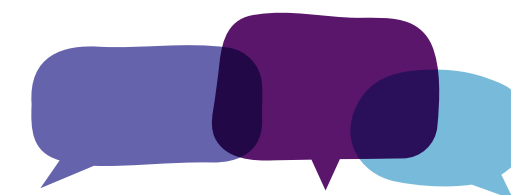
Getting involved is a great way to have your voice heard, help shape future services and make a positive difference for customers across Shropshire. No matter how much time you have available, your views can help us improve.



➤ **Find out more about how you can get involved at:**
www.starhousing.org.uk/get-involved



Getting to Know Our Customers Better



We know how important it is for customers to get the right support when they need it. That's why we've made changes to our Neighbourhoods Team, so our teams can spend more time getting to know customers, homes and neighbourhoods.

STAR Housing now has North and South housing teams, with more Housing Officers in place. This means housing officers can work more closely with customers and local communities, helping them be more visible, easier to contact and better able to offer support.

Getting to know our customers better helps us understand what matters to you, how you prefer to contact us and what support may be helpful. It also means we can spot where extra help may be needed.

We're also bringing back regular estate walkabouts. These give housing officers and other STAR Housing teams the chance to be out in local neighbourhoods, speak to customers, listen to concerns and pick up any issues that may need attention.

Feedback from The Big Check-In has helped shape this work. Customers told us how important it is to feel listened to and to see STAR Housing out and about in communities. We'll continue using your feedback to improve how we work and make sure our services better reflect the needs of our customers.

Thank you to everyone who has shared their views. Your feedback is helping us build stronger relationships, improve support and stay better connected with the communities we serve.



➤ **To learn more about our Neighbourhoods Team, visit:**
www.starhousing.org.uk/your-neighbourhood-housing-team



STAR Housing Annual Highlights 2025/26

This special Annual Report edition of our customer newsletter brings together the key highlights from 2025/26, including what has been achieved, what customers have told us and what we are doing next.

We are sharing these highlights in the newsletter rather than as a separate stand-alone report, to make the information easier to access and read alongside other useful customer updates. You can also find more annual report information on our website, including a dedicated webpage with key data and our Annual Report video.

Your feedback helps shape our services. It tells us what is working well, where we need to improve and what matters most to customers.

This update includes some of the key results from 2025/26, including repairs, home safety, customer satisfaction, neighbourhoods, complaints, rents and investment in homes.

Any result marked with an asterisk (*) comes from our Tenant Satisfaction Measures survey. This is a national standard used by social housing providers to understand how customers feel about their homes and services.

Scan the QR code to Watch our Annual Report Video



Homes and Repairs Keeping Services Moving

We know repairs are one of the most important services for customers. This year, we continued to focus on completing repairs, improving our systems and making sure customers receive a reliable service.

99.1%
Emergency repairs completed within 1 day

93.1%
Non-emergency repairs completed on time

92%
Satisfaction with recent repairs

100%
Satisfaction with planned maintenance

We know there is still more to do, especially around communication, appointment updates and keeping customers informed when repairs take longer than expected. **We are continuing to improve repairs processes and how we keep customers updated.**



Repairs remain one of our biggest priorities because we know how much they matter to you.



Energy and Safety

Helping Keep Homes Safe and Well Maintained

Keeping homes safe is one of our most important responsibilities.

This year, our safety checks remained strong, with:

100%

Properties with a valid gas safety certificate

99.88%

Homes with an electrical safety certificate less than 5 years old

100%

Required non-domestic asbestos management checks completed

Customers also told us:

89%*

Were satisfied their home is safe

85%*

Were satisfied their home is well maintained

We are also continuing to improve the safety, comfort and energy performance of homes through planned works, repairs and investment.



Keep fire doors closed

Fire doors help slow the spread of fire and smoke, giving people more time to stay safe. Please keep fire doors closed and never prop them open. If you notice a fire door is damaged or not closing properly, please report it to us straight away.

Fire safety advice

Scan the QR code for fire safety advice, including smoke alarms, escape routes, communal areas and fire doors.



Spotted damp, mould or condensation?

Please report it to us as soon as you notice it. We treat reports of damp and mould as a priority, and the sooner we know, the sooner we can help. Scan the QR code or call us on 0333 32 12 200.



Improving Homes

Investing in Existing Homes

This year, STAR Housing continued to invest in homes across Shropshire, helping to keep them safe, warm and well maintained.

In 2025/26, **£21.479 million** was invested through the Housing Capital Programme, including **£11.403 million** on major repairs and **£10.076 million** on new homes.

This work included **more than 2,300 improvements** to homes, such as roofs, kitchens, bathrooms, doors, windows, heating systems and renewable installations.

These improvements help make homes more comfortable, support better energy efficiency and reduce the need for future repairs.



763
Houses painted



53
Roof replacements



147
Bathrooms replaced



90
Kitchens replaced



712
Homes fitted with new windows



592
Homes fitted with new doors



94
Alternative heating sources installed

These improvements help keep homes safe, warmer and well maintained, while also supporting our long-term plans to improve energy efficiency.



Listening and Improving

Customer feedback has helped shape the improvements we made this year.

You told us you wanted information to be easier to find and services to be easier to access online. In response, we launched our new website and Tenant Portal, giving customers clearer information, online forms and another way to contact us and manage services.

You also told us that clear communication, repairs updates, communal areas and how we respond when things go wrong are important. This year, we continued work to improve repairs updates, reviewed communal areas through customer scrutiny, and used complaints and feedback to help us learn and improve.

This year 84%* of customers said they were satisfied with the overall service provided by STAR Housing

83%*
Satisfaction with repairs

81%*
Satisfaction with the time taken to complete the most recent repair

85%*
Satisfaction that the home is well maintained

89%*
Satisfaction that the home is safe

78%*
Satisfaction that STAR listens and acts

80%*
Satisfaction that STAR keeps customers informed

88%*
Agreement that STAR treats customers fairly and with respect

83%*
Satisfaction that communal areas are kept clean and well maintained

81%*
Satisfaction that we make a positive contribution to neighbourhoods

70%*
Satisfaction with how STAR handles anti-social behaviour

* These results are a TSM

Scan the QR code to view our latest Tenant Satisfaction Measures results and see more about what we are doing with the feedback we received.



Complaints

Listening, Learning and Taking Action

Complaints help us understand where we need to improve. We know making a complaint can be frustrating, so it is important that we respond properly and use what we learn to make services better.

Stage 1 complaints were responded to within target time
99.52%

Satisfaction with complaint handling through our own survey
44%

Satisfaction with STAR's approach to complaints handling through the TSM survey
40%*

We know complaint handling is still an area where customers want us to improve. We will continue to focus on responding on time, learning from complaints and making changes where things have gone wrong.

How to make a complaint

If something has gone wrong, please tell us so we can look into it and try to put things right. You can make a complaint in a way that works for you:

- Complete our complaints form online
- 🗨️ Speak to a member of staff
- ☎️ Call us on 0333 32 12 200
- ✉️ Send us a private Facebook message
- ✉️ Email complaints@starhousing.org.uk

Scan the QR code to make a complaint online or find out more about our complaints process.



Lettings

Making Homes Available

We know how important it is for homes to be ready for customers as quickly as possible.

This year, our average time to relet empty properties was
84.63 days

Customer satisfaction with the lettings service was
85%

We know this is an area where we need to improve. Work is already taking place to review processes, improve how homes move from empty to ready, and make sure customers are kept informed.

New Homes and Investment

Supporting Local Housing Need

STAR Housing continued to support the delivery of new homes and investment in existing homes during 2025/26.

104
New homes were delivered



75
Was the target for new homes

2.54%
Net increase in HRA stock

£21.479m
Housing Capital Programme spend

£11.403m
Spent on major repairs

£10.076m
Spent on new build development



These homes and investments support local housing need, improve the quality of homes and help provide better long-term outcomes for customers and communities.



Digital Services

More Ways to Contact Us

Customers have told us that having different ways to contact STAR Housing is important.

19.07% Customers registered to access services online as a percentage of properties managed (new tenant portal)

780 New portal users in the year (new tenant portal)

We know not everyone wants to contact us in the same way. Some customers prefer to phone, some prefer email or text, and others find online services easier.

We will continue to offer a range of contact options and make sure customers know how to get in touch in the way that works best for them.

Scan the QR code to find out more about the STAR Housing Tenant Portal and how it can help you access services online.



Communities and Neighbourhoods

Working Together Locally

Customers told us that neighbourhood's matter. Maintaining communal areas and being visible in our communities helps us create places people are proud to call home.

82.7%*

Satisfaction that communal areas are kept clean and well maintained

81%*

Satisfaction that STAR makes a positive contribution to neighbourhoods

We're creating more opportunities for customers to have their say, helping us listen to feedback and shape services based on what you've told us is important, with the return of estate walkabouts and other engagement opportunities.

19

Community skip events

51

actions put forward to improve services from the scrutiny panel, 45 completed.



Scan the QR code to find out how you can get involved and help shape STAR Housing services.

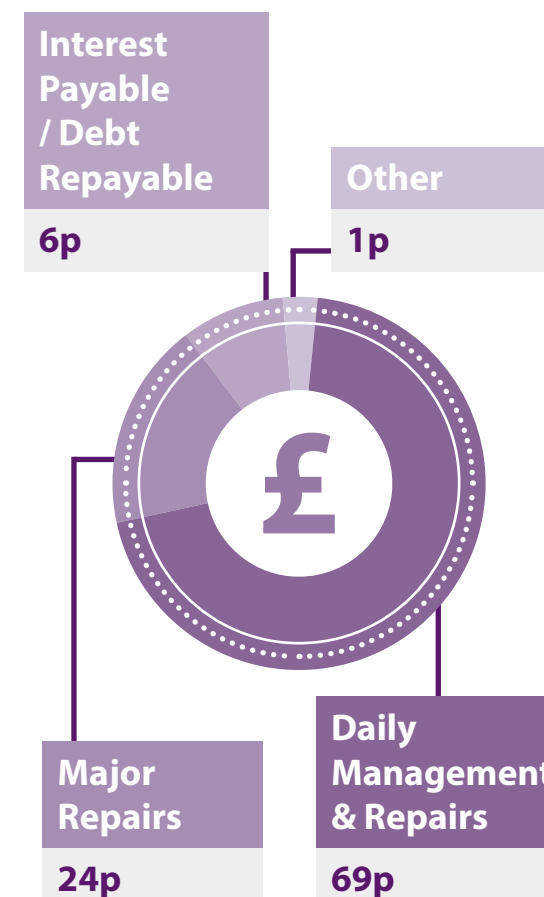


Finance

Where each pound comes from



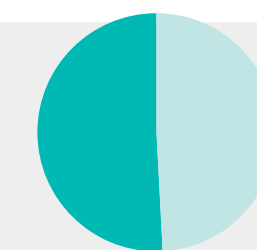
Where each pound is spent



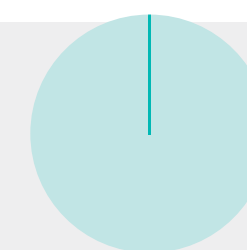
Rents

Total rental income collected 25/26

£21.9m



52.01%
of customers paying by Direct Debit



1
customers evicted because of rent arrears during the year

Reporting a Repair

We want to make it easy for you to report a repair and keep your home safe, comfortable and well maintained. Whether it's a dripping tap, a faulty door, damage to your home or something that just doesn't seem right, we're here to help.

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.



Tenant Portal

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

We continue to 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 arrange the most appropriate next step. This may be an appointment with one of our operatives or, if needed, a visit from an inspector. Some specialist work may be carried out by trusted contractors working on our behalf. All STAR Housing staff and contractors carry identification, so please ask to see ID before allowing anyone into your home.

Managing Your Rent

We know household bills can be difficult to manage, so we want to make paying your rent as simple as possible.

There are several ways to pay, so you can choose the option that works best for you:



✓ Direct Debit

✓ Online Banking

✓ Standing Order

✓ Pay by Phone

✓ Online Payment

✓ PayPoint

Rent is now charged over 52 weeks of the year, which means there are no rent-free weeks, the amount you pay is not increased as a result of this change. Please make sure you continue to pay your rent as agreed, whether you pay weekly or monthly.

If you're worried about paying your rent, please get in touch as soon as possible. Our Rents Team can talk through your rent account, explain your payment options and help point you towards advice that may be available.

Find out more at: www.starhousing.org.uk/paying-your-rent/

Skip Events: Thank You for Taking Part

This summer, we held 19 skip events across our communities, helping customers dispose of unwanted items safely and keep neighbourhoods looking their best.

Thanks to everyone who took part, we collected 352 cubic yards of rubbish, enough to fill more than 70 large vans.

We try to hold skip events in different areas each year, but not every location is suitable because of access, space or safety. If you'd like to suggest a skip event in your area, or have an idea to help improve your neighbourhood, please get in touch.

Together, we can help keep our neighbourhoods cleaner, safer and more welcoming.



We collected enough rubbish to fill **more than 70 large vans!**

Domestic Abuse Support You Are Not Alone

Everyone deserves to feel safe in their home. If you or someone you know is experiencing domestic abuse, please remember that support is available and you do not have to face it alone.

Domestic abuse can take many forms, including emotional, physical, sexual, financial or controlling behaviour. It can affect anyone, regardless of age, gender or background. At STAR Housing, we are committed to supporting anyone affected and helping people access the right help when they need it.

If you're worried about your own situation or concerned about someone else, please reach out. You can contact STAR Housing in confidence on 0333 32 12 200 or speak to a member of staff who will help you access support services.

Useful contacts

 **STAR Housing (confidential support)**
0333 32 12 200

 **Shropshire Domestic Abuse Service (SDAS)**
0300 303 1191

 **National Domestic Abuse Helpline**
0808 2000 247 (24/7)

 **Men's Advice Line**
0808 801 0327

 **In an emergency, always call**
999

For more information and support, visit:
www.starhousing.org.uk/domestic-abuse-support

Your safety matters. Help is available, and you do not have to face domestic abuse alone.



Scrutiny Spotlight How Customer Feedback Helped Improve Repairs

Panel members looked at customer feedback, complaints, repairs performance, policies and procedures, and spoke with staff to understand what was working well and where changes were needed. Their recommendations helped shape improvements including refreshed staff training, better use of photos and video to diagnose repairs, appointment reminders, "on the way" calls, and more checks on completed work.



Since the review, repairs satisfaction has remained higher than before the scrutiny work took place. Satisfaction with repairs increased from **80% in 2023/24** to **83% in 2025/26**, and satisfaction with the time taken to complete repairs increased from **72% to 81%**.

This shows how customer scrutiny can help make a real difference. By listening to customers and acting on their feedback, we can continue to improve the services that matter most.



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: 56 Beatrice Street, Oswestry, Shropshire, SY11 1QW
Phone: 0300 10 20 110
oswestryandborders.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

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: www.shropshiremhs.com
Phone: tel: 01743368647

Mind

Website: www.mind.org.uk
Phone: 0300 123 3393

Money, Debt & Benefits Advice

Age UK

Phone: 0800 678 1602
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.

More Helpful Contacts Online

Need to find a contact number or support service? Scan the QR code to visit our Helpful Contacts page, where you'll find a wide range of useful organisations and contact details all in one place.

The page is updated regularly, making it a handy place to find the latest information on money and debt advice, benefits, energy support, health and wellbeing services, food banks and more.



0333 32 12 200

enquiries@starhousing.org.uk

www.starhousing.org.uk

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Information correct at time of print

