



NORTH STAR

Creating homes, building futures

# Frequently Asked Questions

August 2020

## Do I still have to pay my rent?

Yes. The government has made some [announcements](#) to protect renters but, rent will continue to be charged and you will still be liable to pay this as a tenant. We know at this time there is huge uncertainty and this may cause extra worry about paying your rent and bills at this time.

If you are struggling to pay your rent, we can provide you with specialist support and advice to your individual circumstances. We urge you to contact your housing officer to discuss further.

## I am in rent arrears, what do I do?

If you fall into rent arrears at this difficult time, we will work with you to put in place realistic and affordable future payment arrangements. We urge you to contact your housing officer as soon as possible if you are experiencing or expect to experience financial difficulties meeting your rent payments.

## Can I move home?

Yes. The government has recently announced changes to allow for people to move home provided social distancing guidelines are followed. If you are trying to find a new home, contact your housing officer who may be able to help you.

## Can I visit supported housing schemes?

Yes. One person can visit you in your home or a room within the scheme. You must let us know ahead of the visit. All non-essential face-to-face visits are currently suspended. Scheme lounges and communal areas remain closed. Staff continue to work from the schemes to support residents.

## Can I still request a repair?

Yes, you can - please click on [here](#) to find out more about how we are approaching repairs at this time.

## Are North Star completing any improvement works?

In line with government guidance we have restarted improvement works where social distancing can be maintained. This includes roofing and fencing replacements, footpath repairs, rebuilding of boundary walls, external painting and boiler replacements. We will contact customers before any work starts. Improvement work that requires us to spend more time in people's homes such as kitchens/bathrooms replacements are being planned for later in the year. Subject to government guidance, we expect this to begin in October.

## How are North Star keeping customer safe?

We are ensuring that any activities completed by our staff or contractors is completed in line with government guidance.

## I need some help picking up shopping/prescriptions. Can you help?

We have supported a number of projects across the North East which can help and support in a number of ways. If this is something you require, please email [communities@northstarhg.co.uk](mailto:communities@northstarhg.co.uk) or telephone 01642 796 217 and we will put you in touch with local support services.

## Are you still providing funding for communities?

Yes, we are. We are focussing our funding on projects that are supporting the community response to the Covid-19 outbreak. If you know of a project in your community that could benefit from our funding, please let us know about it by emailing [communitites@northstarhg.co.uk](mailto:communitites@northstarhg.co.uk) or telephoning 01642 796 217.

## Are your tenant involvement activities still running?

We are following government guidelines and are currently unable to arrange meetings for some of our regular involvement groups in person. However, we are able to connect with our tenants online, through email, [Facebook](#) and through online surveying. As ever, we want to connect with as many tenants as possible so if you are interested in getting involved and influencing how our services are delivered, please get in touch by emailing [communitites@northstarhg.co.uk](mailto:communitites@northstarhg.co.uk) or telephoning 01642 796 217.

## I need to contact you, how can I do so?

You can still contact our Customer Services Team by calling us on 03000 11 00 11, via social media ([Facebook](#) and [Twitter](#)); we have a live chat facility also available on our website during office hours. Our offices remain closed to the public and we would encourage you to contact us through the above methods.