



NORTH STAR

Creating homes, building futures

Important Information about our services in light of the Coronavirus.

Dear Customer

Together we are facing worrying times as the Coronavirus affects the health of our families, businesses and normal way of life. For some people we know the crisis is leading to challenging situations, difficult decisions and hardship. As your landlord, we're still here for you if you need us.

During this challenging time our greatest priority is the safety and wellbeing of our customers, communities and employees. We continue to monitor and follow Government Guidance which is currently to delay the spread of the virus. As a responsible landlord and employer we are keen to support this approach which has led to some temporary changes to our services.

We remain open for business with all staff working from home, apart from our essential support workers who continue to be based at our supported housing schemes. To reassure you we want to share that North Star continues to:

Complete customer repairs:

We're taking a pragmatic approach to repairs during this time and are still able to complete emergency repairs in your home. An emergency repair relates to an issue that could affect your health and safety and may include;

- Burst pipes;
- Losing power;
- Gas leaks;
- A heating failure, if you have no back up
- Lack of security to your home.

If you're unsure whether your repair would be classed as an emergency contact our customer service team and discuss it with them on 03000 11 00 11.

Complete gas servicing:

We're still completing gas servicing to comply with safety regulations. If we're unable to gain access to complete work as a result of the Coronavirus we will document our attempts to do so and communicate this with you.

Offer a full telephone service:

Customers are able to contact our Customer Service Team with any questions or queries. From talking to customers we know some people are feeling isolated. We're offering regular contact with customers who are feeling lonely, isolated or are at risk as a result of the virus. If you would like regular contact please let us know how we can best assist you.



Offer valuable welfare benefit support:

We know a number of customers are experiencing money worries as a result of disruption to employment and benefit claims. Our dedicated Welfare Benefit Team can support you if you're struggling to pay your rent as a result of the coronavirus outbreak. An early conversation with us can help ease your concern, contact our team on 03000 11 00 11.

In line with Government Guidance we will continue to charge rent however, we will not evict anyone whose arrears result from the pandemic. But, we do need to talk customers to alleviate worry and to make a plan for the future.

Stay connected with communities:

We're working with lots of organisations across communities to get people the help and support they might need. We've donated time and resources to local groups, foodbanks and are directing customers to support services available near their home. If you need shopping or prescriptions collecting we can connect you with people to help. Please let us know how we can support you to get you what you need.

These are just some of the way's North Star continues to serve our customers during the Coronavirus pandemic but, if you have a question about something we've missed please contact us on 03000 11 00 11.

We've seen and heard lots of wonderful examples of togetherness and determination amongst communities and we want to encourage you to continue to look out for each other. But we also want to reassure you that North Star is here if you need us. Although we may have to do things differently for a while, together we will come through these challenging times.

Best wishes

Angela Lockwood

Chief Executive

Offer support for survivors of domestic abuse:

We take incidents of domestic abuse very seriously. We know the current situation of isolating with their perpetrator could be causing survivors to feel especially unsafe.

We have specially trained staff who can support you during this challenging time. If you're in immediate danger call 999.

More information is available on our website <https://www.northstarhg.co.uk/about-northstar/news/coronavirus-domestic-abuse-support-help-guidance/> but if safe to do so phone us on 03000 11 00 11.

Offer online services:

In the 'My North Star' portal you can still check your rent account, make payments and see information about your tenancy.

Login at www.mynorthstar.online.

Support vulnerable customers:

Our Supported Housing team continue to deliver on site support at our older persons and supported housing schemes.

