



NORTH STAR

Creating homes, building futures

Frequently Asked Questions

December 2021

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 you can move home. If you are trying to find a new home, contact your housing officer who will be able to help you.

Can I visit supported housing schemes?

Yes all of our supported housing schemes are now open to visitors.

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. You may need to wait longer than usual for an appointment as like many other organisations we are seeing material and staff shortages. We appreciate this is very frustrating however your support and patience is appreciated.

Are North Star completing any improvement works?

In line with government guidance we have now restarted improvement works. We will contact customers before beginning any works within your home to ensure you are happy for the works to be completed and steps we are taking to keep you safe.

How are North Star keeping customers, staff and contractors safe?

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

I need some extra 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 or telephone 01642 796 217 and we will put you in touch with local support services.

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

You can contact our Customer Services Team by calling us on 03000 11 00 11, via social media ([Facebook](#) and [Twitter](#)) during office hours. .