NORTH STAR

SUMMER 2026 EDITION

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Creating homes, building futures

northstarhg.co.uk

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Welcome to your Summer 2026 North Star magazine.

I hope you enjoy reading it and finding out more about the work we're doing to improve our services and support our communities.

There are a couple of highlights I'd like to share with you:

Become the Bridge – We were the first housing provider to sign up to the Become the Bridge anti-racism campaign, led by the North East Anti-Racism Coalition. Having worked alongside our communities for more than 50 years, we know how important inclusion, respect and community cohesion are, and we're proud to support this important initiative.

You said, we did, this happened – We've worked hard to improve the services we know matter most to you, including repairs, complaints and tackling anti-social behaviour. These improvements have been shaped by your feedback and by working closely with The Tenants' Voice (TTV) and other Your Voice groups. Your views make a real difference, so please continue to share them with us or get involved to help shape our services.

Last year, we also worked with TTV and more than 100 customers to develop our new five-year strategy. We'll be sharing more about our plans later this year, but one thing remains unchanged – our commitment to providing you with consistent, high-quality customer service.

I hope you have a wonderful rest of the summer.

Best wishes,
James Walder, CEO

Got a repair appointment booked with Ian Williams?

ian williams

If we have your mobile number, you'll receive a text from the Repairs Hub when the operative is on their way. This will include a Glympse tracking link.

You'll be able to see the operative's name, location and ETA, meaning you can organise your day better and make sure you're ready for their arrival.

Update your contact details any time by contacting Customer Services or using the North Star Online app.

Exclusive 10% Off at ASDA, Tesco, Sainsbury's and more with the Housing Perks App

HOUSING PERKS

Housing Perks is offering an incredible **10% discount** on shopping at ASDA, Sainsbury's, Tesco and many more! This is a limited time offer while stocks last.

How to Claim Your 10% Discount

1. **Download the Housing Perks App – Available on iOS and Android. If you haven't signed up yet, make sure to have your tenancy reference number ready, as you'll need it to sign up.**

2. **Purchase a Voucher – Buy a voucher directly through the Housing Perks app. It'll arrive in your app within a few seconds.**

3. **Use your Voucher to Pay – Use your voucher to pay at the supermarket online or in-store.**

That's it! On top of that, there is a 6% boost on the standard discount for other brands.

Important Details

- The discount applies to the first 3 vouchers you purchase and is for a limited time only while stocks last.
- Make sure to check the terms and conditions of the vouchers. Please note some vouchers (e.g. Tesco) can only be used in-store.

Ready to Save?

Download Housing Perks from your app store today, and start making the most of these fantastic savings!

Google play

Download on the App Store

More than 600 customers are now using North Star Online

More than 600 customers are now using the North Star Online app to manage their tenancy, and we're continuing to improve the service based on your feedback.

Whether you're at home, at work or on the go, North Star Online gives you another way to report repairs, view your rent account and access our services at a time that suits you.

Over the past few months, we've added a range of new features requested by customers. You can now:

- **Request an alteration or improvement to your home**
- **Request to swap homes with someone else**
- **Ask for permission to keep a pet**
- **Sign up for Your Voice**
- **Request an adaptation**
- **Let us know about a disability or vulnerability, so we can tailor our services to your needs where possible**

Why use North Star Online?

Using North Star Online means you can:

- **Access services whenever it's convenient for you**
- **Find everything in one place**
- **Avoid waiting for office opening hours**
- **Submit requests without needing to call us**
- **Manage your tenancy from your phone, tablet or computer**

As more customers choose to use online services for routine requests, it also helps our Customer Services team spend more time supporting people who need to speak to someone directly.

Digital is your choice

North Star Online is there if you'd like to use it, but it's completely optional. We know that different customers prefer different ways of contacting us, and you can still pick up the phone or speak to us in the way that works best for you.

Ready to get started?

Simply download North Star Online from the App Store or Google Play and sign up using your Tenancy Reference Number.

If you'd like help setting up your account, **get in touch or scan the QR code for how-to guides**

Need More or Less Space? You Could Swap Your Home

Is your home starting to feel a bit cramped? Maybe your family has grown and you need an extra bedroom. Or perhaps your children have moved out and you now have more space than you need.

If you're living in a home that no longer suits your circumstances, a mutual exchange could help you find somewhere that's a better fit.

What is a mutual exchange?

A mutual exchange is when you swap homes with another council or housing association tenant. It can often be a quicker way to move than applying for a transfer.

You can swap with someone in your local area, elsewhere in the North East, or even in another part of the country. Once you find someone who wants to exchange with you, both landlords must give permission before the move can go ahead.

How do I find someone to swap with?

North Star customers can use HomeSwapper free of charge. The website helps you search for other customers looking to exchange their homes: **homeswapper.co.uk**

You can also register your interest in moving through your Choice Based Lettings (CBL) account. Find out which scheme covers the area you'd like to live in by visiting: **northstarhg.co.uk/find-a-home/renting-a-home/**

If you don't have internet access or would like support using the website, your Housing Officer can help you register and send you details of suitable homes in a way that works for you.

What happens next?

If you find a home you'd like to swap to, contact your Housing Officer. They will send you an application form and guide you through the process.

Once we receive your application, we'll let you know whether it has been approved or refused within 42 days.

Need advice?

If you're unsure whether you're under-occupying or overcrowded in your current home, speak to your Housing Officer. They can explain your options and help you decide on the best way forward.

Taking Action Against Racism

Earlier this year, North Star's CEO, James Walder, committed to taking action to challenge racism.

As part of that commitment, North Star became the first housing association to sign the Become the Bridge pledge, an initiative led by the North East Anti Racism Coalition (NEARC). However, signing the pledge is only the beginning. Our focus now is on turning that commitment into action.

What is the North East Anti Racism Coalition?

The North East Anti Racism Coalition (NEARC) was established following the racist and Islamophobic riots that took place in the summer of 2024. The events had a significant impact on some of our communities.

Since then, individuals and organisations from across the region have come together to share ways to challenge racism and to help build a fairer, stronger North East.

Our Executive Director of Customers, Carole Richardson, has been involved with the coalition on behalf of North Star since late 2024. We were proud to become the first housing provider to join the coalition and sign the Become the Bridge pledge.

“We know that real change comes from **action, accountability and listening** to people’s experiences.”

JAMES WALDER, CEO

What does the pledge mean?

By signing the pledge, we have committed to:

- **Challenging racism together for a fairer, stronger North East.**
- **Sharing information and experiences with other pledgers, where it is safe and appropriate to do so.**
- **Taking practical action towards challenging racism. This includes developing an anti-racism action plan or strategy within 12 months and reporting on progress.**
- **Participating in monitoring and evaluation activities.**

We have already begun work to deliver on our commitment.

What action are we taking?

A dedicated group of staff volunteers has come together to help shape North Star’s anti-racism action plan and support its delivery across the organisation. The group will work closely with colleagues, senior leaders and customers to ensure this is brought to life throughout North Star.

While the group will help lead this work, creating an anti-racist organisation is everyone’s responsibility.

We want colleagues at every level to play a role in creating a workplace and services where everyone feels safe and respected.

Managers have taken part in sessions delivered by Amjid Khazir from Media Cultured CIC. These sessions opened the floor for safe, respectful discussions around racial and religious hatred and prejudice and challenging misconceptions. They provided practical tools and guidance to help colleagues create inclusive environments and better understand the role they can play in tackling racism. The learning from these sessions, alongside engagement with colleagues and communities, will help inform our anti-racism action plan and the steps we take over the coming year.

Our CEO, James Walder, said, “We have a proud history of being an inclusive organisation for over 50 years, but we need to do more. Signing the Become the Bridge pledge is a good start, but we know that real change comes from action, accountability and listening to people’s experiences. That is how we will succeed on our journey as an anti-racist organisation.”

Tenant Satisfaction Measures (TSMs) 2025/26

Tenant Satisfaction Measures (often shortened to 'TSMs') are a way of measuring how well landlords are looking after homes and helping their tenants. There are 22 TSMs in total. 12 of these are called Tenant Perception Measures and these scores come from customer surveys.

Tenant Perception Measures Results

The arrows show if the scores have gone up or down since the year before:

TPO1	Satisfaction with overall service	**85.3%**	↓
TPO2	Satisfaction with the overall repairs service	**83.6%**	↑
TPO3	Satisfaction with time taken to complete most recent repair	**79.5%**	↑
TPO4	Satisfaction that their home is well maintained	**85.3%**	↑
TPO5	Satisfaction that their home is safe	**87.8%**	↓
TPO6	Satisfaction that North Star listens to tenant views and acts upon them	**82.2%**	↑
TPO7	Satisfaction that North Star keeps tenants informed about things that matter to them	**88%**	↑
TPO8	Proportion who agree North Star treats them fairly and with respect	**91.7%**	↑
TPO9	Satisfaction with North Star's approach to handling complaints	**61.5%**	↑
TP10	Satisfaction that communal areas are clean and well maintained	**77.9%**	↓
TP11	Satisfaction that North Star makes a positive contribution to neighbourhoods	**83.3%**	↑
TP12	Satisfaction with approach to dealing with anti-social behaviour (ASB)	**80.9%**	↑

Overall satisfaction remains high but is slightly lower than last year's result of 86.4%. We want to ensure customers receive a consistently good experience across all services.

How we will keep improving:

- **We are continuing to improve repair services by working closely with contractor Ian Williams to reduce overdue jobs, improve communication and focus on getting repairs right first time.**
- **We are using customer feedback more effectively to make improvements and spot recurring issues sooner.**
- **We will continue to strengthen complaints handling by applying learning and clearer communication.**
- **We are maintaining 100% compliance with all required gas, fire, asbestos, legionella and lift safety checks to ensure homes remain safe.**
- **We are continuing to improve neighbourhood services and work with local partners to tackle anti-social behaviour, fly-tipping, parking issues and environmental concerns.**
- **We are continuing to develop North Star Online to improve access to services and make it easier for customers to manage their tenancy digitally.**

We are proud of the progress made this year, but we know there is always more to do. Customer feedback remains at the heart of everything we do. If you took the time to complete the survey this year, thank you.

Visit our website or get in touch if you'd like to view the results in full or to find out more about the TSMs.

Update from The Tenants' Voice (TTV)

Over the past year, members of The Tenants' Voice (TTV) have been helping to shape the future of North Star by making sure customers' views are heard where it matters most.

TTV is made up of customers from across North Star communities and sits at the heart of Your Voice, our customer involvement network. The group works closely with staff, Board members and senior leaders to influence decisions and make sure improvements are made.

Improving the Complaints Experience

One of TTV's biggest achievements has been helping to improve how North Star handles complaints.

Members formed a dedicated Complaints Task and Finish Group to review the complaints process from a customer's perspective. Their recommendations led to changes that have helped North Star achieve some of the strongest complaint performance in the sector.

As a result, complaints are now resolved in an average of just four days, while customer satisfaction with complaint handling has reached an impressive 89.9%.

Helping Shape North Star's Future

When North Star began developing its new Leading and Growing to 2031 strategy, TTV members played an important role in making sure customer priorities were included from the start.

Members attended a strategy event alongside staff and Board members, sharing their experiences and helping to influence the organisation's long-term direction. They also began reviewing service improvement plans to make sure North Star delivers on its commitments and customers can see real progress.

Growing Stronger Together

In October and July, TTV members came together for two dedicated away days. These gave members the opportunity to reflect on their achievements, strengthen relationships and make future plans.

The group has also continued to grow. Following a successful recruitment campaign, six new members have joined TTV.

Tackling Issues That Matter

TTV has not been afraid to raise issues that matter to local people.

For example, members highlighted concerns about anti-social behaviour in Hardwick, Stockton. They worked with North Star to explore additional support and actions that could help improve the situation for customers living in the area.

Driving Improvements to Repairs

Repairs remain one of the services customers care about most, so TTV established a Repairs Task and Finish Group to take a closer look at the customer experience.

The group's work resulted in three recommendations being approved by North Star's Board. TTV will continue to monitor progress throughout 2026/27 to make sure these improvements are delivered.

Looking Ahead

As TTV enters its second year, members remain committed to making sure customer voices continue to influence decisions across North Star.

TTV Chair Paula Rogers said:

"The achievements of the past year show what can be done when tenants are genuinely involved in shaping services. TTV already feels like a valued part of how North Star works and its customer engagement approach. Our work will continue to help improve services, strengthen communities and ensure customer voices remain at the heart of decision-making."

Want to get involved?

No matter what you're interested in - whether it's our performance, services, or how we communicate - we want to hear from you. You can get involved in-person or online and you'll be paid for your time. Visit **www.northstarhg.co.uk/customer-voice/your-voice/** or scan the QR code for more information and to sign up for updates.

YOUR VOICE!
A NORTH STAR INITIATIVE

Your Feedback in Action

This feedback comes from surveys, complaints and our Your Voice customer network.

YOU SAID	WE LISTENED	THIS HAPPENED
Birds were nesting on solar panels and causing mess and nuisance for customers in Teesdale.	We have devised a new programme to add bird proofing to homes.	Over **30 homes** have been fitted with bird proofing so far. All new builds with solar panels will also be fitted with **bird proofing** as standard.
Make services accessible for everyone and work with expert partners so all voices are heard.	We partnered with Dementia Action Teesside to understand how people living with dementia and their carers experience our services and spaces. We're also working with other specialist organisations.	Dementia Action Teesside have confirmed **our services** are broadly **accessible and supportive.** We're acting on their feedback, including **creating a staff resource pack** so we can better signpost people to the right support when they need it most.
Complaints weren't always handled quickly or consistently.	We introduced a dedicated complaints handling role instead of assigning cases to different managers.	Satisfaction with complaints handling is now **88%**. Our overall satisfaction score increased from **56% to 61%**, and average handling time reduced from **10 days to 4 days**. These results are sector-leading, and we'll keep improving how we put things right.

We need to better understand individual needs and circumstances.

We improved how we capture information about vulnerabilities and customer preferences.

We can now **tailor services** more effectively and make sure support is in place where it's needed most, helping us deliver a more inclusive service.

How to make a complaint

We want to hear from you if something has gone wrong. Your feedback helps us improve our services and put things right.

Making a complaint is simple. You can contact us:

- By phone on **03000 11 00 11**
- By email at **customer.services@northstarhg.co.uk**
- Via our **Facebook** page
- Through our **website**
- Via the **North Star Online app**
- Through **someone acting on your behalf**, such as a family member, advocate or support worker
- Through **comments on surveys** we send to you

When you make a complaint, we'll acknowledge it within two working days. A manager will investigate and aim to provide a full response **within 10 working days.**

If you're not happy with our response, you can ask for your complaint to be reviewed by a senior manager. If you're still not happy after that, you can contact the Housing Ombudsman for independent advice and support.

Could you be missing out on an extra £86 a week?

The Department for Work and Pensions (DWP) has found that many people who receive Pension Credit may be missing out on extra money.

Some people may be entitled to the Severe Disability Addition, which is worth £86.05 a week on top of their Pension Credit.

You may qualify if:

- **You receive a disability benefit such as Attendance Allowance, Personal Independence Payment (daily living component), or Disability Living Allowance (middle or highest rate care component).**
- **You live alone, or do not live with someone who could reasonably be expected to provide care for you.**
- **Nobody receives Carer's Allowance, Carer Support Payment, or the Carer Element of Universal Credit for looking after you.**

It's important to tell the Pension Service if your circumstances change as it could mean you're entitled to additional Pension Credit payments.

If you think you may qualify, contact the Pension Service to by phone on 0800 731 0469.

If you need any more information or support, you can get in touch with our Welfare Benefits team by emailing **Welfare.Benefits@northstarhg.co.uk** or calling **03000 11 00 11.**

Home Safety Checks

Regular safety checks help us keep your home safe, well maintained and working as it should.

If you're worried about an upcoming inspection or have questions about a letter you've received, please contact your Housing Officer or our Customer Services team.

Upcoming Safety Checks

Over the coming months, you may be contacted to arrange one of the following inspections:

- **Smoke detector testing (annual programme), carried out by A&G Solution Ltd.**
- **Solar PV servicing (every three years), carried out by A&G Solution Ltd.**
- **Solar thermal system servicing (every three years), carried out by Dave Caseys.**
- **Radon gas testing, carried out by Mouldex Ltd.**

These contractors may contact you directly to arrange an appointment.

When they visit, please feel free to ask to see ID.

Need Additional Support?

If you have any support needs or special requirements that make it difficult to arrange appointments, please let us know. We'll do everything we can to support you and find a solution that works for your circumstances.

Investing in Your Home

Every year, we invest millions of pounds to keep homes safe, comfortable and in good condition.

In 2026/27, we plan to carry out approximately:

- **81 kitchen renewals**
- **136 bathroom renewals**
- **55 roof renewals, plus a new roof at Aspen Gardens sheltered accommodation scheme which houses 51 flats**
- **64 front and rear external door replacements**
- **39 full-house window replacements**
- **78 window replacements in communal blocks and flats**

We also will be investing £1.1m - with £751k of this being from government funding - into improving energy efficiency in homes by installing PV panels, loft insulation, cavity wall insulation and air source heat pumps.

How do we decide which homes receive improvements?

We don't choose homes based on where they are located. Instead, we use information from Stock Condition Surveys, repairs records and customer feedback. Stock Condition Surveys help us assess the age and condition of features such as kitchens, bathrooms, roofs and heating systems, and predict when they will need replacing.

If your home is due a survey, please help us by making sure we can access your home. Without up-to-date information, we may not be able to plan future improvements effectively. If you're worried or have any questions, let your housing officer know.

If your home is included

If your home is part of this year's improvement programme, we'll contact you directly via letter with information about the work, timescales and who to contact if you have any questions.

We ask customers not to contact us to check whether their home is included, as this helps us focus on delivering the programme efficiently.

If your home isn't included this year, you'll of course still receive responsive repairs and essential safety maintenance.

Our new Planned Home Improvements Service Standard

We know having work carried out in your home can be disruptive. We've worked with customers to create a new Service Standard, setting out what you can expect from us. We will send you this when your home is due improvement work.

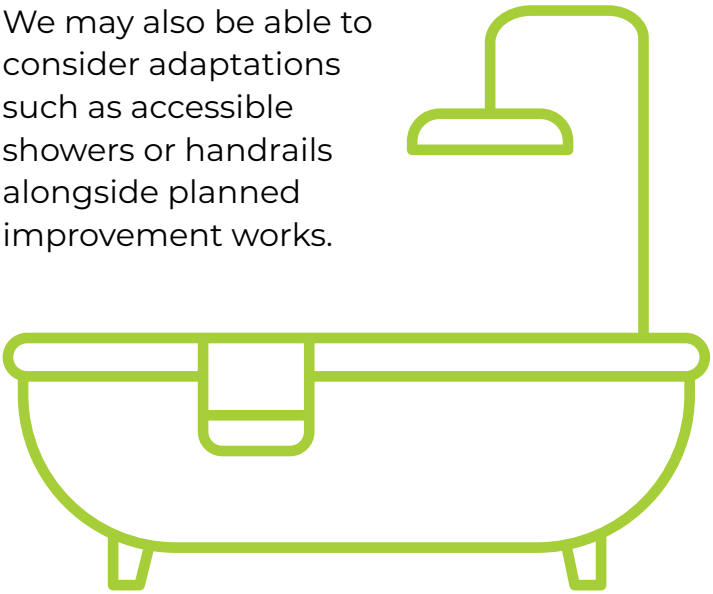
It includes what customers told us they wanted: better communication, more information before work starts, homes left clean and tidy, high-quality workmanship and greater consideration of health, mobility or other support needs.

After work is completed, we'll ask for your feedback so we can continue improving our services for everyone.

You can get in touch to be sent the full Service Standard or read it via our website:

Are there adaptations that would make independent living easier for you?

We may also be able to consider adaptations such as accessible showers or handrails alongside planned improvement works.



Keeping your **rent account** up to date

My name is Di and I am a Housing Officer.

Part of my role is to help customers manage their rent accounts and avoid arrears where possible. I've recently supported several situations where a tenancy has ended, and tenants — or family members managing a loved one's estate — have been surprised to discover that rent is still owed on the account.

Ideally, rent accounts should be paid one month in advance. This helps cover the required notice period when a tenancy ends and can prevent unexpected charges. It's also important to know that benefits such as Housing Benefit and Universal Credit are paid in arrears. This can sometimes create a gap in payments without people realising.

This can become particularly challenging if you're planning to move home. For example, you may need to pay a deposit and rent in advance for a new home, while also covering any outstanding balance on your current tenancy. Similarly, if a tenant passes away, any unpaid rent may need to be settled by their estate. For these reasons, it's a good idea to regularly check your rent balance. You can do this easily by registering for the North Star Online app or by contacting us directly.

If you find your account isn't a month in credit, there are simple ways to put things right — either by making a payment or setting up an affordable payment plan that works for you.

We're here to help, so please get in touch if you'd like support with your account.

Save water at home

Access the **FREE calculator**

Water is something we all rely on every day. Small actions can significantly reduce water waste and lower household bills.

Spot and report leaks quickly

Don't leave leaks alone, no matter how small. If you notice any of the following in your home, please report it so we can arrange a repair:

- **A dripping tap (this can waste over 5,000 litres of water every year!)**
- **A leaking toilet**
- **Water escaping from pipes**
- **Damp patches caused by plumbing**

Could you use less water?

Northumbrian Water's free calculator can help you see how you could save water and energy by showing you how much you use at the moment and giving you support and advice to cut back where you can.

Help with water costs

If you are worried about water costs, support may be available through your water provider.

Northumbrian Water offer payment support schemes and reduced tariffs for eligible households.

You can contact them directly via their website **www.nwl.co.uk** or by calling **0345 733 5566**.

You can also speak to our Welfare Benefits team if you need support by calling 03000 11 00 11 or emailing **Welfare.Benefits@northstarhg.co.uk.**

Homes for the future

93

new homes delivered in 2025/26 (beating our target of 75!)

We're committed to delivering more safe, affordable homes in our urban and rural communities that people are proud to call home.

Here are some of our highlights from 2025/26:

Zero-carbon homes in Darlington

We completed 12 zero-carbon homes on Eldon Street, Darlington. Among the most energy-efficient homes in the region, they're helping customers cut both energy bills and their environmental impact.

New homes at Pease Way

At Pease Way, Newton Aycliffe, we delivered 23 new homes, including bungalows and family houses for affordable rent and Rent to Buy.

Looking ahead

Work is progressing well at Ashwood Grange, Middleton St George, where we're building 26 new homes, and at Green Lane, Yarm, where 49 new homes are underway, helping meet a range of local housing needs.

Stay safe this summer

Here are a few simple reminders to help keep you, your family and your pets safe in the warmer temperatures:

Keep Yourself Safe

Warm weather is great, but it can also increase the risk of dehydration and heat-related illness.

- **Wear a high SPF sunscreen, even on cloudy days.**
- **Stay in the shade between 11am and 3pm, when the sun is strongest.**
- **Carry a refillable water bottle and drink plenty of water.**
- **Limit alcohol and high-caffeine drinks.**
- **Check in on older relatives, neighbours and friends who may need extra support during hot weather.**

Barbecue Safety

Barbecues are a summer favourite, but a few simple precautions can help prevent fires.

- **Place your barbecue on a flat, stable surface away from fences, sheds and overhanging branches.**
- **Never leave a lit barbecue unattended.**
- **Keep children and pets away from the cooking area.**
- **Keep water, sand or a fire extinguisher nearby.**
- **Allow charcoal to cool completely before disposing of it.**

If you're using a disposable barbecue, check local guidance first and never use it on grass, decking or anywhere it could easily start a fire.

Keep Your Pets Cool

We can't forget about our furry friends when the weather gets hot.

- **Walk dogs early in the morning or later in the evening to avoid the hottest part of the day and protect their paws from hot pavements.**
- **Make sure pets always have access to shade and fresh drinking water.**
- **Never leave a pet in a parked car, even for a few minutes. The temperature inside a vehicle can become dangerously high very quickly, even on a mild day.**

Enjoy the rest of the summer and stay safe!

Feeling unsafe at home? We're here to help

Everyone deserves to feel safe in their home and community.

If you're experiencing anti-social behaviour, domestic abuse or hate crime, you don't have to deal with it alone. Our team is here to listen, support you and help you access the right assistance.

Anti-social behaviour

Anti-social behaviour can include things like ongoing noise, harassment, intimidation or behaviour that affects your quality of life.

If you're experiencing anti-social behaviour, please contact us as soon as possible. We'll assess your report and contact you within one to three working days, depending on the nature of the issue. We treat all reports sensitively and confidentially and we will keep you updated throughout the case.

Domestic abuse

Domestic abuse can affect anyone, regardless of age, gender or background.

Our teams are specially trained to support you. If you tell us what's happening, we'll treat your situation with sensitivity, discuss the support available and help you access specialist services where needed.

Hate crime

Nobody should be targeted because of who they are.

If you've experienced a hate crime, we can support you and help you access the right services. We'll take your concerns seriously and work with partner organisations where appropriate.

If you are in an emergency situation where you or someone else is at risk of immediate harm, call 999.

Need support now?

Police Non-Emergency
Advice, support or reporting non-emergency crimes
101

National Domestic Abuse Helpline
Free 24-hour helpline
0808 2000 247

Harbour
Support for men and women affected by domestic abuse
03000 20 25 25

My Sister's Place
Support for women experiencing domestic abuse
01642 241864

HALO Project
Support for honour-based abuse, forced marriage and FGM
01642 683045

Crimestoppers
Anonymously report crime and receive advice
0800 555 111

For more information and support, contact your Housing Officer.

Damp and mould: DON'T ignore the signs

Damp and mould can affect any home. Left untreated, they can damage walls, ceilings, furniture and belongings. They may also affect your health, particularly if you have a respiratory condition or a weakened immune system.

Look out for the signs:

- **A musty or stale smell**
- **Wet patches on walls or ceilings**
- **Condensation on windows**
- **Black mould growth**

What you can do:

Use extractor fans and wipe condensation from windows and windowsills regularly to help reduce excess moisture.

If you notice a small area of mould, you can clean it using a fungicidal wash with a Health and Safety Executive (HSE) approval number, available from most supermarkets and DIY stores.

Never use bleach to clean mould. It can be harmful and is not an effective long-term solution.

We're here to help

While these simple steps can help manage condensation, they won't fix the underlying cause of damp or mould.

If you notice any signs of damp or mould in your home, please report them to us as soon as possible. We take every report seriously and will investigate the cause so we can put things right and help keep your home safe and healthy.

NORTH STAR

GET IN TOUCH

Download North Star Online from the
App Store or Google Play

www.northstarhg.co.uk

@northstarhg

03000 11 00 11

customer.services@northstarhg.co.uk

Write:
Endeavour House, St Marks Court, Thornaby,
Stockton-on-Tees, TS17 6QN

Enterprise House, Barnard Castle, County Durham, DL12 8XT

Please note that all calls to our Customer Services Team are monitored and recorded.

Please contact us if you require this information in another language or format.

Jeśli potrzebujesz tych informacji w innym języku lub formacie, skontaktuj się z nami.

يرجى الاتصال بنا إذا كنت بحاجة إلى هذه المعلومات بلغة أو صيغة أخرى

অনুগ্রহ করে আমাদের সাথে যগাযগ করুন যদি আপনাকে এই তথ্য অন্য কন ভাষা বা ফরম্যাটে প্রয়জন হয়।

Jei šią informaciją norite gauti kita kalba ar formatu, susisiekite su mumis.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਸਿੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵੱਚਿ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

ابطہ کریں- اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں چاہیے تو براہ کرم ہم سے

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