



NORTH STAR

PLANNED IMPROVEMENT  
SERVICE STANDARD (2026)

# Making Improvements to Your Home

[northstarhg.co.uk](http://northstarhg.co.uk)

Information correct as of April 2026

## Our promise to you

We want every North Star home to be safe, well-maintained, and comfortable.

Each year we invest millions of pounds improving homes by upgrading kitchens, bathrooms, roofs, windows, heating systems, and carrying out other major work to keep homes in good condition.

This Service Standard explains what you can expect before, during, and after we carry out improvement work in your home.

It reflects what customers told us, so we can continue improving our service together.



### Our aims:

#### We will:



- Give you clear information and notice before work starts.



- Carry out high-quality, safe, and professional work.



- Minimise disruption and keep your home clean and tidy.



- Listen and support you throughout the process.

## Before we start work:

**You Said – “Some customers did not get enough notice or did not know what to expect.”**

### We Will:

- Give you at least six weeks' written notice before work begins.
- Clearly explain what work will be done, how long it will take, and who will do it.
- Provide a named contact at North Star and our contractor if you have questions.
- Check if you have any personal needs, health circumstances or mobility requirements that we should consider while work takes place.
- Let you know early if there are any delays or changes.
- Arrange a pre-start visit to explain the process and answer any questions.

### Considering adaptations

If you have mobility or health needs, we may install accessibility improvements alongside planned work.

This could include accessible showers, handrails, or similar adaptations, helping reduce

disruption and avoid multiple visits.

All adaptations follow our Aids and Adaptations Policy (available on our website or on request). An assessment or approval may be required before work begins.

## Before we start work:

### Customer Choice and Upgrades

You will sometimes have a choice in the design of some items such as kitchens, bathrooms or finishes. If this is possible, we'll offer as many options as we can.

If you would like additional items or upgrades, we may offer the option to provide them at your cost. We will only do this if the additional items or upgrades can be delivered safely within the programme.

## During the Work:

**You Said – “Contractors were polite and worked well, but some homes were left messy during the job.”**

### We Will:

- Make sure contractors are polite, professional, and respectful at all times.
- Carry out all work safely and in line with health and safety standards.
- Expect them to keep your home clean and safe every day, removing tools and waste.
- North Star surveyors will carry out random site checks to make sure standards are met.
- Minimise disruption and agree working hours that suit you wherever possible.
- Fix any issues quickly if something goes wrong.



## After the Work:

You Said – “Sometimes the work was not to the standard expected.”

### We Will:

- Inspect the work once completed to make sure it meets our standards.
- Fix any issues promptly if something isn't right.
- Ask for your feedback after the job so we can learn and improve.
- Share positive feedback with our contractors to recognise good work.
- Cover any problems under a 12-month defects period – we will arrange for these to be fixed under warranty.

## Support and Understanding

You Said – “Sometimes you were not asked about personal or household needs.”

### We Will:

- Ask if you have any specific needs (e.g. health, mobility, caring responsibilities, or working from home).
- Adjust how we deliver work wherever possible to suit your situation.
- Provide clear contact routes if you have worries or need extra support.
- Treat everyone fairly and with respect, in line with our Equality, Diversity & Inclusion Policy (available on our website).

## Keeping You Informed

We will keep you informed about upcoming improvement programmes and improvements planned in your area.

Information will be available:

- On our website under “Planned Improvements”
- In customer newsletters and social media updates
- Through letters or emails if your home is included in the next programme
- Annually, we will publish a summary of the next year’s programme on our website

## How We Measure Ourselves

Area	Target	How We Check
Advance notice and information	100% of customers receive written notice	Contractor uploads and customer surveys
Cleanliness and safety	95% of homes rated clean/tidy	Post-inspection and feedback forms
Overall satisfaction	93% or higher	Customer feedback survey
Support and understanding	100% of customers asked about personal needs	Pre-start form
Polite and respectful conduct	100%	Complaints monitoring and spot checks

**We review performance quarterly with our contractors and regularly share updates about how we act on customer feedback on our website and in our magazine and email newsletter.**



## How to Tell Us What You Think

Your feedback helps us get better.

You can tell us what you think at any time by:

- Visiting [www.northstarhg.co.uk/contact-us](http://www.northstarhg.co.uk/contact-us)
- Emailing [customer.services@northstarhg.co.uk](mailto:customer.services@northstarhg.co.uk)
- Calling **03000 11 00 11**
- Using the **North Star Online app**
- Speaking to your named **North Star contact or contractor representative**

## Support and Understanding

This Service Standard will be reviewed every year to make sure it stays up to date and continues to reflect what matters to you and all North Star customers.

## Get in touch

03000 11 00 11

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For more info  
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