



NORTH STAR



Tenant Satisfaction
Measures (TSMs)
2024/25

PAGE 14

WHAT'S ON
PAGE 4

**INTRODUCING THE
TENANTS' VOICE**
PAGE 12

**OVER £1M SECURED FOR
NORTH STAR CUSTOMERS**
PAGE 20

Creating homes, building futures

IN THIS ISSUE...

Welcome	2
Making our digital services better for you	3
What's on!	4
Get discounts on over 100 brands with Housing Perks	6
Our community grants in action	7
Looking after your outside spaces	8
Keeping homes safe and sound – all about stock condition surveys	9
Homes with a future	10
Scam awareness	11
Introducing the tenants' voice (TTV) at the heart of your voice	12
You said we did	13
Tenant satisfaction measures (TSMs) 2024/25	14
How to make a complaint	15
Recovery and hope after the August riots	16
Stop hate crime	17
Community highlights	18
BBQ safety tips	19
Over £1m secured for North Star customers in 2024/25	20
Puzzle time!	21
Tackling damp and mould	22
Dealing with anti-social behaviour	23
Support with domestic abuse	23



Hello

I hope you are having a great summer and enjoying the weather!

I've been the CEO of North Star for almost a year now, and what a privilege it is to lead such a fantastic organisation. I have enjoyed getting out and about with the team and meeting with customers.

It feels like a good time to reflect on the highlights of the last 12 months such as:

- The creation of The Tenants' Voice (TTV) and refresh of Your Voice (more info on that on page 12). Your insight and feedback are very important and this group helps make sure we listen and take action
- Our partnership work to strengthen communities in

Middlesbrough after the riots last summer

- Starting the creation of our new 5-year strategy with customers, staff and Board members
- Improving 11 of our 12 Tenant Perception Measure scores since last year

We also know that there are areas we need to improve such as the repairs service. We are taking action to do this with help from Your Voice.

I hope you enjoy this edition of the North Star magazine. If you have any questions or comments please let us know at feedback@northstarhg.co.uk

Best wishes,

James Walder
Chief Executive




ian williams

Our contractor Ian Williams will call you from this phone number if they need to update you about a repair: **0330 808 1273**

You can trust this phone number and call them back on the same number if you miss the call.





MAKING OUR DIGITAL SERVICES BETTER FOR YOU

Want to get the North Star magazine by email instead of post?

You can help us go green and save money!

If you'd rather read the magazine on your phone, tablet or computer, just scan the QR code below and fill in a quick form. We'll email it to you instead of posting a paper copy.

It means less printing, less waste, and more money to spend on making our services better for you and investing in our communities.

You can also tell Customer Services if you'd like to switch to the digital magazine.

Opt out of North Star Printed Magazines



New Website

In April, we launched our new website. We wanted to make it more modern and easier for you to find the information you need.

North Star staff and around 170 customers helped design and build the new site. Our Customer Communications Group – part of Your Voice – will keep working with us to make sure the website is clear, useful and up to date.

Coming soon: My North Star – new and improved!

By the end of 2025, you'll be able to use an app and online portal to manage your tenancy. You'll be able to:

- see your rent statement
- pay your rent
- report and track repairs
- update your contact details and more!

We will let you know when it is ready to use and give you lots of useful information to help you.

OUR BARNARD CASTLE OFFICE HAS MOVED (BUT NOT FAR!)

The new address for our Barnard Castle office is

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Visits are by appointment only.



WHAT'S ON!

HARTLEPOOL

FUN FOR THE KIDS



FRIDAY 25TH JULY

**FREE FOOD
9.30-3
ALL CHILDREN
RECEIVE A FREE MEAL**

MONDAY 28TH JULY

**BUBBLE MAN
9.30-11
11.30-1
1.30-3**

THURSDAY 7TH AUGUST

**SPIDER MAN VISIT
9.30-11
11.30-1**

MONDAY 11TH AUG

**BABY DINOS
9.30-11 11.30-1
1.30-3**



THURSDAY 14TH AUG

**FREE FOOD
ALL CHILDREN
RECEIVE A FREE MEAL**

THURSDAY 21ST AUGST



**9.30-3
DESIGN AN
ICECREAM**

WEDNESDAY 20TH

£1 ADMISSION

For prices and to book,
call **07707598044**
or visit the website
www.letspretend.co.uk

Lets Pretend Hartlepool, 18 Sydenham Road, Hartlepool, TS25 1QB

**CHECK OUT THE
EVENTS COMING
UP FROM NORTH
STAR AND SOME OF
THE COMMUNITY
ORGANISATIONS
WE'VE BEEN
WORKING WITH**

**TO FIND MORE
EVENTS IN YOUR
AREA, CHECK OUT
YOUR COUNCIL'S
WEBSITE!**



DARLINGTON

**FAMILY COMMUNITY ENGAGEMENT
EVENT WITH DARLINGTON COUNCIL**

**Friday 8th August
11am – 1pm**

Skerne Park Community Centre Car Park,
Paddock Lane, Darlington, DL1 5AS



STOCKTON



Summer with Sprouts

Sprouts Community Food Charity Weekly Summer Activities

MONDAYS

- Volunteer day at the Community Shop: 11am–1pm
- Community Garden: 1pm–3pm, on the corner of Peel Street and Cromwell Terrace. Help to maintain and transform the community garden – children welcome
- Sewing Club – The Community Hub, Havelock St: 1pm–3pm

TUESDAYS

- Community Shop at Victoria Park: 9:30am–12pm
- Community Café at Havelock St: 9am–1pm
- Knit and Natter at Havelock St Hub: 10am–12pm
- Cooking Workshops: 1:30pm–3pm at Havelock Street Community Hub (£3 per person, contact Sprouts to book a place)

WEDNESDAYS

- Community Shop at Victoria Park: 9:30am–12pm, no referral needed
- Breakfast Club at Havelock St: 8am–9am
- Café and Lunch Club at Havelock St: 9am–2pm
- Youth Café with Corner House – alternate Wednesdays

THURSDAYS

- Community ECO Shop at Arlington Park, Stockton: 10:30am–1pm
- Community Cooking/ Gardening: 10am–12pm, Arlington Park, Stockton – no booking required

Victoria Park/The Rec,
Peel Street, Thornaby, TS17 6HL

Community Café,
The Community Hub,
34 Havelock St, Thornaby

Call 0798008920 or email
info@littlesprouts.org.uk for more
information and bookings.

HERE'S WHAT TO EXPECT:

**FREE CHILDREN'S
ACTIVITIES AND
REFRESHMENTS**



GET DISCOUNTS ON OVER 100 BRANDS WITH HOUSING PERKS

Housing Perks is a free app for your phone. It gives North Star customers discounts at supermarkets, clothing shops, restaurants and more.

You can either:

- *save money when you shop, or*
- *pay full price and put the savings towards your rent arrears.*

To sign up, all you need is a smartphone, the Housing Perks app and your tenancy reference number.

Once you're signed up, you can buy shopping vouchers at a lower price. You then use the vouchers in-store or online – each shop is different, so check the details before you buy.

Visit our website and search 'Housing Perks' for simple tips on how to get started and make the most of it!

**CUSTOMERS
HAVE ALREADY
SAVED A TOTAL
OF OVER £5000
SINCE APRIL!**



**New Free
Tenant Discount App**

Up To 20% Off Over 100 Shops And Brands

Search Housing Perks on your app store
and enter your tenancy reference

currys Sainsbury's PRIMARK ASDA
Morrisons TK Maxx Argos M&S

Scan Me

NORTH STAR HOUSING PERKS

Our Community Grants in Action

We are proud to support more brilliant local projects this year through our Community Grant Programme.

This year, local groups could apply for up to £2,500 to help with their work in the community.

In February, Your Voice customers joined staff to review project applications. They scored each one, looking for clear plans, good ideas, and ways to help customers and communities.

Thanks to their help, we're funding six great projects:

Creative Village CIC – Stockton

Creative Village are running art workshops for local people to help build confidence, reduce loneliness, and boost mental wellbeing.

A Way Out – Stockton

This charity helps women, young people and families to have warm meals, fun activities, safety advice and support sessions every week.

YMCA Teesdale – Cockfield

The YMCA will run fun sessions for young people facing financial hardship each week with cooking, outdoor play, and creative activities.

Evenwood Community Action – Evenwood

The grant will support the group to host their regular coffee mornings for the community at our Evenwood Hub.

Let's Pretend and Play – Hartlepool

This role-play play centre gives children and families a safe, fun place to go. Our grant has helped fund repairs to help the place thrive. We're also very grateful that our contractor Dunningham Decorator donated their time to give the venue a fresh lick of paint and make the menu board look fantastic.



If your project didn't get funding this time, please try again next year. If you're part of a local group with a good idea, keep an eye on our website and social media for details of next year's grants.



LOOKING AFTER YOUR OUTSIDE SPACES

Summer is a great time to check that the outside of your home is in good shape – and to let us know if anything needs fixing.

What should you look out for?

Here's a quick checklist:

- Cracks in walls or pathways
- Moss or weeds growing between bricks
- Blocked or damaged gutters
- Wobbly fences or sheds
- Damp patches near doors or windows

There are some things you can quickly and easily sort out yourself if you're able to:

- Pull out small weeds to stop them spreading
- Use pet-safe weedkiller on stubborn growth
- Clear leaves and debris from drains or garden areas

When to get in touch with us:

If you see things like trees growing in walls, broken gutters, or damaged fences, let us know. Also, if you're finding outdoor maintenance difficult – for example, due to mobility issues – we're here to help.

Thinking about doing some DIY?

Before making big changes or building anything outside, check with us first. It'll help keep you safe and avoid extra costs or problems later on.



Keeping Homes Safe and Sound – all about Stock Condition Surveys

We carry out Stock Condition Surveys (SCS) to help spot wear and tear early and plan for repairs or upgrades. It's really important we can get access. Missing an appointment could affect your tenancy, so let us know if you can't be in.

What is a Stock Condition Survey?

It's a simple check of your home, inside and out. A surveyor will look at things like the roof, walls, windows, doors, fences, kitchen, bathroom, heating, electrics, and insulation.

The survey usually takes under an hour. We do these surveys about every five years.

What happens during the survey?

The surveyor checks the age and condition of key parts of your home. They might take some photos and ask you a few questions.

Why are these surveys important?

They help us keep homes safe and comfortable. The results guide our plans for future repairs and improvements.

Myth Busting:

Myth 1: *"They're inspecting me, not the house!"*

Truth: Not at all. The surveyors are only looking at the building – not your furniture, photos or washing up!

.....

Myth 2: *"If something's worn out, I'll get in trouble."*

Truth: Don't worry, that's why we do the surveys. They help us plan things like new kitchens or windows. As long as you're not breaking your tenancy agreement, your tenancy is safe.

.....

Myth 3: *"How do I know the person has been sent by North Star?"*

Truth: All surveyors carry ID. Other companies sometimes do our surveys for us. We'll always let you know who to expect. If you're unsure about who is at your door, don't let them in and give Customer Services a call for some help.



Homes with a Future

We're on track to deliver around 90 new homes this year.

Last year, we handed over 74 homes across the region and 2024/2025 is already shaping up to be even busier:

Bringing Empty Homes Back to Life in Thornaby

As part of a regeneration project with Stockton Borough Council, we've brought five long-term empty homes in North Thornaby back into use.

When the project is finished, 15 homes will have been turned into high-quality, affordable housing.

BEFORE



AFTER



New Homes on Pease Way in Newton Aycliffe

We're building 23 new energy-efficient homes. These are a mix of two, three and four-bedroom houses, plus two-bedroom bungalows – all built for modern living and designed to last.



Zero Carbon Homes in Darlington

In Darlington, we're building 12 new zero-carbon homes on Eldon Street. These will be some of the most energy-efficient homes in the region.



New Sites in Sunderland

Hawksley Rise

Set on a Story Homes development, this site includes 11 two- and three-bed homes for Affordable Rent.



North Burdon Lane/Alder Heights

Just across the road, we're working with Barratt David Wilson Homes to build 16 two-bed homes, also for Affordable Rent.



Whether it's bringing old homes back into use or building greener ones from the ground up, we're proud to help meet the need for safe, secure and good quality homes.

Scam Awareness

Scams are on the rise across the UK, including here in the North East. Scammers can be clever, but knowing what to look out for can help keep you safe.

Common Scams to Watch Out For:

Phone calls

Someone might call and say they're from your bank. They may tell you there's a problem with your account and ask you to move money or give personal details.

This is a scam. Hang up and call your bank using the number on your card.

Courier fraud

A scammer may say they're from the police or your bank and ask you to give your card or cash to a "courier."

Police and banks will never ask you to do this.

Texts and emails

You may get a message saying there's a problem with a parcel, payment, or benefit. It might ask you to click a link or give details.

Don't click anything unless you're sure it's real.

Parcel scams (like "Fast Parcels")

Criminals may use the addresses of vulnerable people to have parcels delivered, then collect them later.

If a parcel arrives and you're not sure where it came from, report it to Crimestoppers on **0800 555 111** – especially if a stranger comes to your door asking if you've received a parcel.

Online scams

Scammers may offer fake items for sale or ask for money for something that isn't real.

Always use trusted websites and pay within the website or app you're using. You can use **www.getsafeonline.org/checkawebsite** to check that websites are safe.

Doorstep scams

Someone might knock on your door offering to do work or sell something, or ask for donations to a fake cause. Always ask for ID and never hand over money on the spot.

If you think you've been scammed:

Contact your bank straight away

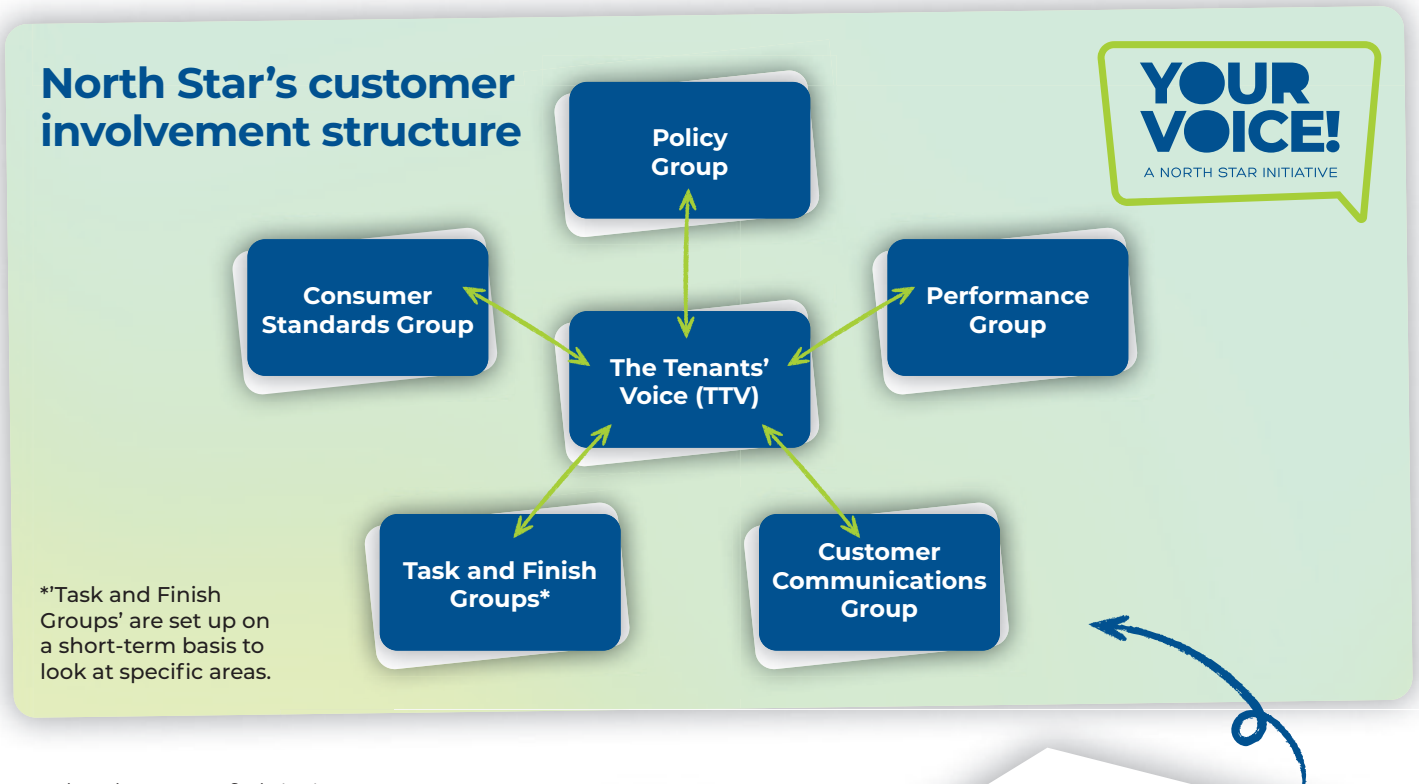
Report it to Action Fraud at **www.actionfraud.police.uk** or call **0300 123 2040**

If you feel threatened or if a crime is in progress, call the police on 999



Introducing The Tenants' Voice (TTV) at the heart of Your Voice

Earlier this year, we launched our new and improved way for customers to get involved in what we do.



At the heart of this is our new group, The Tenants' Voice (TTV). This group plays a big part in Your Voice, our wider group of involved customers.

We were really pleased to receive over 70 applications to join TTV. We used a sortation process to choose a group of people who reflect the different communities we work with. This includes a mix of ages, backgrounds, locations and life experiences.



Since December, TTV has been meeting regularly. Members have had training and have started working with the two Board members who lead on customer involvement. Each person in the group also takes part in at least one other Your Voice group, helping to share ideas and feedback.

TTV will take on some important jobs. One of these is setting up Task and Finish groups to look at big topics – for example, how we deal with complaints. These groups will share what they find out, make suggestions, and help us make changes. TTV will also update our Board, so customers' views are always heard at the top.

After a group vote, we're happy to share that Paula Rogers is the new Chair and James Cosslett is the Vice Chair.

We're proud of this new way of working together and excited to see what TTV, the other involvement groups, North Star staff and our Board can achieve.

YOU SAID WE DID

We ran training in June to focus on this. We also share weekly updates that highlight compensation, so it stays on the radar.

TTV said managers should offer compensation when it's the right thing to do.

A customer emailed asking for a place on the website where all our public documents are easy to find.

That's now part of our new website!

Performance & Comms Groups said we need to be clearer about the complaints process.

We've added definitions and are working on new ways to explain it, like videos and process maps.

Customer Comms Group said people should be able to stop getting the magazine by post to save money and reduce waste.

We sent a text and email with a quick form to go digital. You can also scan the QR code in this magazine to switch.



Want to get involved?

Sign up to Your Voice by visiting www.northstarhg.co.uk/customer-engagement/your-voice/

Tenant Satisfaction Measures (TSMs) 2024/25

The Regulator of Social Housing has a new way to check how well housing associations like us are doing. They're called Tenant Satisfaction Measures (TSMs).

There are 22 TSMs in total. 12 of these are called Tenant Perception Measures and these scores come from customer surveys.

Here are the results from last year's Tenant Perception Measures. The arrows show if the scores have gone up or down since the year before:

TP01	Satisfaction with overall service	↑	86.4%
TP02	Satisfaction with the overall repairs service	↑	79.6%
TP03	Satisfaction with time taken to complete most recent repair	↑	77.3%
TP04	Satisfaction that their home is well maintained	↑	85%
TP05	Satisfaction that their home is safe	↓	89.3%
TP06	Satisfaction that North Star listens to tenant views and acts upon them	↑	79.4%
TP07	Satisfaction that North Star keeps tenants informed about things that matter to them	↑	83.6%
TP08	Proportion of respondents who agree North Star treats them fairly and with respect	↑	89.2%
TP09	Satisfaction with North Star's approach to handling complaints	↑	56.2%
TP10	Satisfaction that communal areas are clean and well maintained	↑	81.4%
TP11	Satisfaction that North Star makes a positive contribution to neighbourhoods	↑	79.5%
TP12	Satisfaction with North Star's approach to handling anti-social behaviour	↑	78.8%

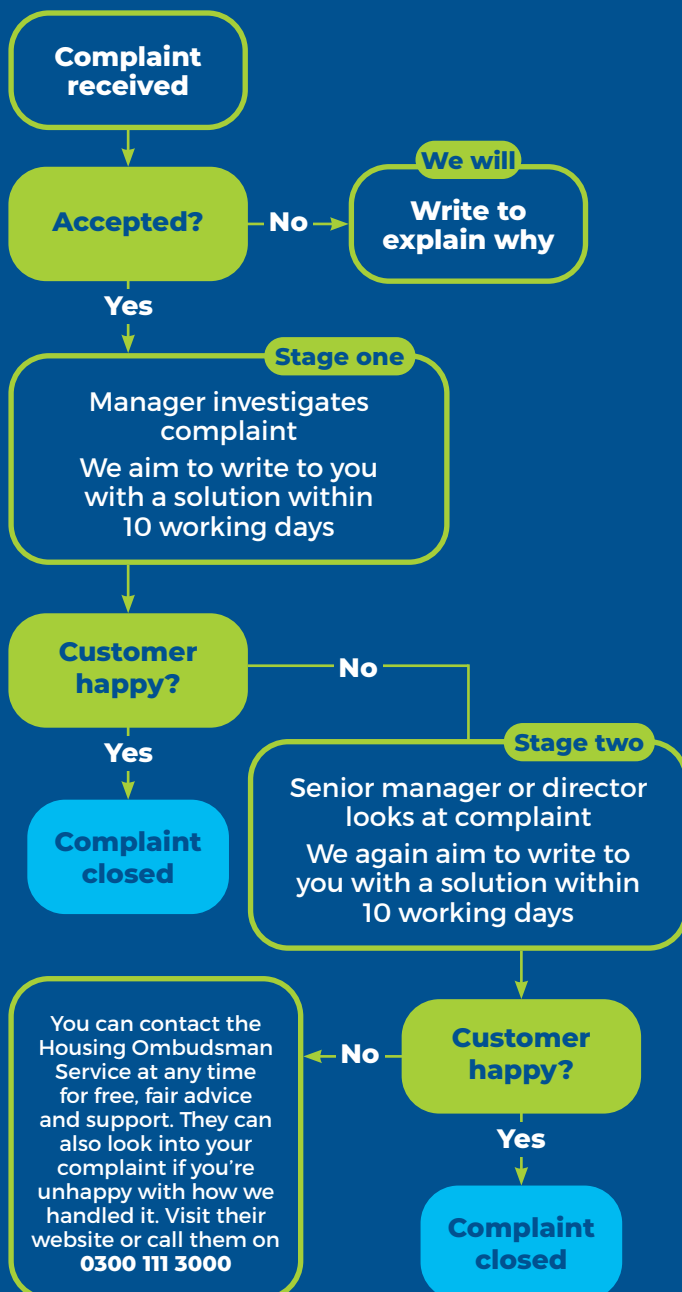
Visit our website to find out more about our Tenant Satisfaction Measures including how we collect data and what we do with it. We also publish our results every three months so you can get a clearer picture of how we've been doing recently.

How to Make a Complaint



At North Star, we know things don't always go to plan. If something's gone wrong, we want to hear from you and put it right.

When you make a complaint, we'll contact you within two working days to let you know who is looking into it and when you can expect a reply. Here is our simple two stage process:



What if my issue is a quick fix?

Sometimes, we can sort things out quickly without a formal complaint. These are called service requests and can be things like rearranging an appointment or chasing up a repair. If you're not happy, you can still make a formal complaint.

Why might my complaint not be accepted?

This might happen if:

- The issue is more than 12 months old (unless it's about safety or safeguarding)
- We've already looked into the same complaint
- Legal action is already underway
- It's about a tenancy breach, not how we handled it
- It's about a service we don't provide



Recovery and Hope

After the August Riots

Last summer, Middlesbrough experienced very serious racist and Islamophobic riots. The Newport and Gresham wards, in particular, were at the centre of the violence and unrest.

After these events, something really positive happened – people came together to help rebuild the communities.

We've been working with the council, police, fire service, and other local organisations to support the town and its people as part of a team called the Silver Recovery Group.

Our shared goal is clear: to support recovery, strengthen communities, and prevent anything like this from happening again.

Thanks to over £600,000 in funding from the government's Community Recovery Fund, projects across Middlesbrough are already making a difference. We're proud to be involved in awarding this funding. We're also playing an active role in discussions around hate crime, community engagement, and how to tackle the misinformation that fuelled last summer's events.

So far, the fund has supported more than 30 community-led initiatives, from shared meals and local art projects to creative workshops that explore identity, belonging and migration.

Events already funded include:

- A Community Food event run by Middlesbrough Environment City at Acklam Green Centre
- A lively Africa Day celebration at Hill Street Shopping Centre
- A mosaic mural project at Hemlington Community Hub
- Neighbourhood improvements in Essex Square led by local residents

The projects across Middlesbrough include everything from art and music activities to storytelling and community meals.

The 4th of August will mark the anniversary of the riots and all the organisations involved in the recovery work will come together to reflect on the achievements over the last year.

This is a difficult chapter in Middlesbrough's story but it's also a reminder of our strength when we come together. Together, we're helping to rebuild trust, confront hate, and create a community we can all be proud of.



The events are often advertised via the projects' websites and social media and also sometimes at teesvalley-ca.gov.uk/visit/whats-on/



STOP Hate Crime

At North Star we do not stand for hate crime. Hate crime can take many forms such as assault, vandalism, or threats. What makes it a hate crime is why it was done: out of hatred toward the victim's identity.

Examples of Hate Crimes

- **Racial Assault:** Attacking someone because of their skin colour or ethnicity.
- **Religious Vandalism:** Damaging a mosque, church, or synagogue out of religious hatred.
- **Homophobic Attack:** Verbally or physically attacking someone for being gay.
- **Disability Harassment:** Bullying or harming someone because they have a disability.

If you'd rather not go through the police, there are other ways to report hate crime:

- Crimestoppers offers anonymous reporting at **0800 555 111** or online at **crimestoppers-uk.org**.
- Stop Hate UK provides support and reporting tools at **stophateuk.org**.
- We can also support you. Call us on **03000 11 00 11**, speak with your housing officer or support worker, or email **hatecrime@northstarhg.co.uk**.

Reporting Hate Crime

If you're in immediate danger or witnessing a crime in progress, always call 999.

For non-emergencies, you can contact the police by calling 101 or by visiting your local police station.



COMMUNITY HIGHLIGHTS

A little roundup of community highlights from the past few months:



THANK YOU, DUNNINGHAM DECORATORS

In January, Dunningham Decorators kindly repainted our Community Hub in Thornaby. The Hub hosts youth groups, cooking sessions, clubs and more and now it looks better than ever!



SUMMER FAYRE AT NORTON GRANGE

Also in June, we joined the Summer Fayre to support Kinship Carers Charity. Pauline, Katherine and Azhir from our team ran stalls with face painting, henna, games and a colouring competition.



MEET BASIL THE ROBO-BARISTA

We teamed up with The National Robotarium to bring a coffee-making robot to Aspen Gardens! Nicknamed Basil (after Basil Fawlty), the robo-barista chatted with residents while making drinks. This was part of a study on how humans interact with robots, as part of the Robotarium's wider work exploring how robotics can support happier, healthier communities.

WORSLEY PARK FUNDRAISER

In June, residents and Scheme Manager Sue raised £360 for Cancer Research UK! Big thanks to Esh Construction for funding lunch, Caitlin Black for performing, and everyone who donated or gave raffle prizes.

EVENWOOD COMMUNITY DAY

In April, we joined Groundwork and Evenwood Community Action for a fun day at The Hub. There were crafts, face painting, great food and a raffle! A lovely way to chat with local people and gather ideas for future events.



BBQ

Safety Tips

When the sun comes out, lots of us at North Star love to light up the BBQ and enjoy tasty food with friends and family. But while BBQs are great fun, it's really important to stay safe.



TOP TIP #1:

Make sure your BBQ is in a safe spot.

Put your BBQ on flat ground, far away from buildings, fences, sheds, or anything that could catch fire. Try to keep at least three big steps (about three metres) between the BBQ and anything around it. Remember: never use a BBQ inside, on a balcony, or in a small space. It's not safe as it is both a fire risk and puts you at risk of carbon monoxide poisoning.



TOP TIP #2:

Watch out for hot ashes.

Even if they look cool, ashes can stay hot for hours – even until the next day! Always let them cool down fully. When they're cool, pop them in a metal container with a lid and keep it away from anything that could burn. Never put hot ashes in plastic bins as they can melt them or set them on fire.



TOP TIP #3:

Be ready, just in case:

Keep a bucket of water, sand, or a fire extinguisher nearby just in case you need to put out a fire quickly. Make sure little ones and pets stay away from the BBQ and area around it.

A few simple steps can help make BBQ season fun for all with no accidents or fire risks. Let's enjoy the sunshine safely!

Over £1m Secured for North Star Customers in 2024/25

The welfare benefits system can be hard to navigate and is always changing. That's why our Welfare Benefits and Tenancy Support team is here to help.

Between April 2024 and March 2025, the team:

- Helped 742 new households
- Delivered 966 advice appointments
- Increased tenant income by £1,039,129 in total, including new benefits claims, back payments, housing payments, and support with bills.

Jenny's Story

Jenny's husband sadly passed away, and she was left caring for their children and her elderly father. She did not work as she had been her husband's primary carer for many years and was in poor health herself. The team helped her with a new claim for Universal Credit, Personal Independence Payment (PIP), a Bereavement Support Payment, and a Funeral Expenses Payment. They supported her with food and fuel vouchers until the first Universal Credit payment came through. Her monthly income rose to £1,685, and she also got a backdated benefit of £1,307, which really helped her to support her family after their loss.

Whether it's questions about benefits, problems paying rent, or just not knowing where to start, the team is here to help. Call the Welfare Benefits and Tenancy Support team via Customer Services on **03000 11 00 11** or email **Welfare.Benefits@northstarhg.co.uk**



Helped
742
new households

**Names in this article have been changed for privacy.*

Puzzle Time!

Summer Wordsearch

Can you find the 10 hidden words in this wordsearch?

S	U	N	B	E	A	C	H	Q	P
H	O	L	I	D	A	Y	T	O	O
E	I	C	E	C	R	E	A	M	L
L	A	S	A	N	D	M	E	W	L
L	W	B	B	Q	R	M	L	I	A
S	H	E	L	L	R	A	I	T	Y
M	T	E	R	A	W	C	B	I	D
I	D	S	W	I	M	N	P	C	A
P	O	O	L	X	Y	Z	J	K	F
U	V	W	Q	M	N	B	V	C	X

Word Unscramble

Unscramble these words that you might see when you are having fun in the park:

1. GNSWI
2. YLPAGRUOND
3. LISED
4. RASSG
5. EBNCH
6. LALB
7. EERT

Help the bee get to the flowers!

Which path does the bee need to choose to reach the flower?
1, 2 or 3



Wordsearch answers: SUN, BEACH, ICECREAM, SWIM, HOLIDAY, SAND, SHELL, BBQ, POOL, WATER
Word unscramble answers: 1. SWING 2. PLAYGROUND 3. SLIDE 4. GRASS 5. BENCH 6. BALL 7. TREE
Help the bee answers: 3!



Tackling Damp and Mould



Nobody wants damp or mould in their home and we're here to help if it happens.

What happens when you report it

If you report damp:

We'll send a surveyor to your home to find out what's causing it. They'll arrange any extra inspections or repairs that are needed.

If you report mould and there are no previous reports:

A trained operative will visit within 20 days. They'll clean and treat the area, then repaint using special stain-blocking paint.


If the same area has been treated before:

We'll send a surveyor within 10 working days to take a closer look. We'll then explain what needs to happen next and how long it will take, depending on the urgency.

We'll check back in with you 3 months after any repair to make sure everything's still okay.

Tips for preventing damp, mould and condensation:

- Open windows and use extractor fans to let moisture out
- Wipe away water on windows, tiles, and walls
- Avoid drying clothes on radiators
- Leave space between walls and furniture so the air can circulate
- Keep your home a consistent temperature – in winter, setting your heating to come on for longer at a lower temperature can help



Don't wait until damp and mould becomes a big problem. Let us know as soon as you spot signs so that we can help.

Dealing with Anti-Social Behaviour

Anti-social behaviour (sometimes called ASB) includes things like noise nuisance, threats, vandalism, drug misuse or harassment. We take it seriously and want everyone to feel safe and respected where they live.

You can report ASB to us, and we will:

- Keep your report confidential
- Investigate fairly and decide an action plan with you
- Keep you updated
- Work with you and other agencies to find solutions

Some ASB is also a police matter. If you're ever in an emergency situation where you or someone else is in serious danger, call 999. If you need to report ASB to the police but it is not an emergency situation, call 101.

Support with Domestic Abuse

No one should feel unsafe in their own home.

Domestic abuse is not always physical. It can be emotional abuse or controlling behaviour, such as controlling your finances, where you go, and who you see. If this is happening to you, you are not alone and help is available.

Support you can contact directly:

North Star (all customers)

03000 11 00 11
www.northstarhg.co.uk

Harbour Support Services (Teesside, County Durham & surrounding areas)

03000 20 25 25
www.myharbour.org.uk

Wearside Women in Need (Sunderland & South Tyneside)

0800 066 5555
www.wwin.org.uk

My Sister's Place (Middlesbrough)

01642 241864
www.mysistersplace.org.uk

Men's Advice Line (national support for men experiencing domestic abuse)

0808 801 0327
www.mensadviceline.org.uk

Galop (support for LGBT+ people affected by abuse)

0800 999 5428
www.galop.org.uk

**If you're
in danger,
call 999.**



North Star

North Star is a housing association providing homes and investing in communities across the North East.

We are a strong organisation with a clear vision of what we want to achieve for the people who live in our region – creating homes, building futures.

GET IN TOUCH

 www.northstarhg.co.uk

 [@northstarhg](https://www.facebook.com/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.**