



NORTH STAR

Creating homes, building futures

CUSTOMER
SERVICE
STANDARDS

2026

northstarhg.co.uk

INTRODUCTION

About North Star

At North Star, we are committed to providing excellent services for our customers. This leaflet explains the standards you can expect from us. These standards were developed with customers, based on the parts of our service that matter most to them.

We want to make sure these standards continue to reflect what is important to you, so we welcome your feedback and suggestions to help us improve.

Our office opening hours are Monday to Friday, 9am to 5pm (excluding bank holidays).

You can contact our Customer Services Team by:

Phone: **03000 11 00 11**

You can contact us by phone:

Monday, Tuesday, Wednesday and Friday: 9am to 5pm

Thursday: 9am to 4pm

Our emergency out-of-hours service is available outside these times by calling **03000 11 00 11**.

Email:

customer.services@northstarhg.co.uk

Facebook: facebook.com/northstarhg/

Via the North Star Online app: **Search North Star Online** in your App Store or Google Play

We will:

- Answer calls politely, giving our name and the name of our organisation
- Respond to letters and emails within three working days. We will let you know if we need more time to provide a full response and why this is.
- Provide accessible parking spaces close to our buildings
- Make our communication accessible by offering:
 - Translation services
 - Interpreters
 - Large print, Braille and audio formats of documents upon request
 - A built-in accessibility tool (ReciteMe) on our website

ANTI-SOCIAL BEHAVIOUR (ASB)

We take all reports of anti-social behaviour seriously. We categorise reports as follows:

Category 1 – Serious ASB (Usually criminal behaviour)

We will:

- Contact you within one working day
- Arrange an interview within two working days

Category 2 – Minor ASB

We will:

- Contact you within three working days
- Arrange an interview within five working days

Hate Crime – Serious

We will:

- Contact you within one working day

If we have not heard from you for 30 working days, we will close your case. We will always write to you first to let you know.

HOUSING ESTATE SERVICES

We will:

Remove or cover offensive graffiti within one working day and all other graffiti within two working days

Report littering, fly-tipping or abandoned vehicles to the relevant organisation within one working day

Start action on abandoned properties as per our policy within one working day



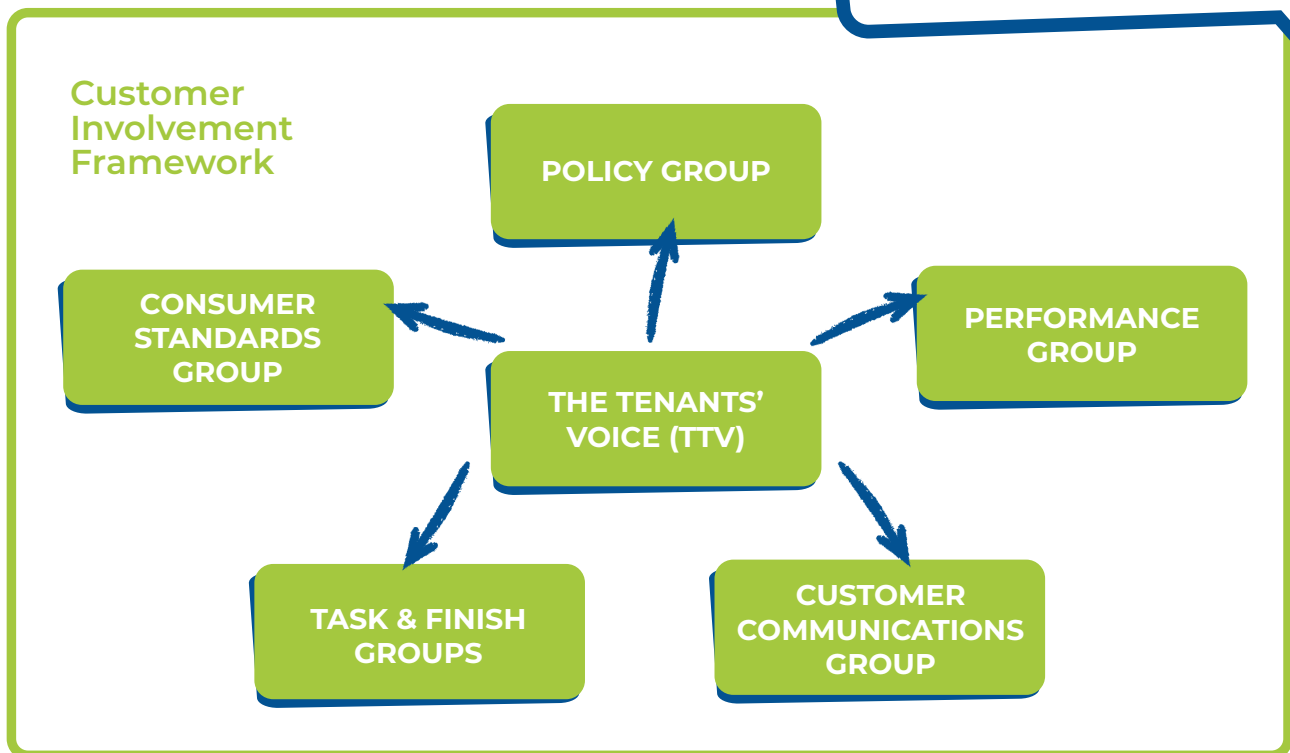
GETTING INVOLVED

There are lots of ways that you as a customer can help shape our services.

Your Voice is North Star's customer involvement network. It's a chance to share your ideas and give feedback that we take action on.

YOUR VOICE!

A NORTH STAR INITIATIVE



We also hold regular events and provide training opportunities. You can get involved online or in person, as little or as often as you like, and we'll pay you for your time and support you with travel and childcare where needed.

Scan the QR code below or visit www.northstarhg.co.uk/customer-voice/your-voice/ to sign up for updates about how to get involved.





APPLYING FOR A HOME

We process applications in line with the Choice Based Lettings (CBL) or council allocation policy for your area. These schemes can be found on our website: www.northstarhg.co.uk/find-a-home/renting-a-home/

We will:

- Process applications within 28 days of receiving all required documents
- Write to you within 10 working days to confirm whether your application has been successful

- Explain your banding priority if your application is accepted
- Tell you how to appeal if your application is unsuccessful

Requested to swap your home?

We will provide a written decision on mutual exchange requests within 42 days. Get in touch or visit our website for more information about mutual exchanges: www.northstarhg.co.uk/find-a-home/swap-my-home/

REPAIRS AND HOME SAFETY

We will:

- Make sure your new home meets our Lettable Standard
- Offer different ways to report repairs:
 - By phone
 - By email
 - In writing
 - Through North Star Online
 - In person (by appointment)
 - Through a support worker
- Aim to fix repairs right first time
- Prioritise repairs that affect your health and safety
- Keep you informed if work needs more than one visit
- Provide an emergency repair service outside office hours via **03000 11 00 11**

Repairs timescales:

- Emergency repairs: made safe within 24 hours
- Urgent repairs: attend within 3 working days
- Routine repairs: attend within 20 working days

- Examples of the different types of repairs can be found in our Repairs Handbook, available on our website or in writing by request.

We will also complete the following safety checks:

- Gas Safety - Annual safety checks by Gas Safe registered engineers.
- Electrical Safety - Full inspection at least every five years, with any repairs completed quickly. Customers will get a copy of the certificate as per the current regulations.
- Fire Safety - Maintenance of alarms and fire doors.
- Water Safety - Routine testing and treatment to prevent Legionella bacteria.
- Asbestos Safety - Safe management and monitoring where asbestos is present.
- Lift Safety - Routine testing and servicing of passenger and platform lifts.

PLANNED MAINTENANCE

We will:

- Carry out a stock condition survey roughly every five years
- Develop and follow a five-year planned maintenance programme
- Publish the programme each year
- Involve customers in decisions about planned improvements
- Write to you before work starts in your home
- Offer choices of materials and finishes where possible

AID AND ADAPTATIONS

We can help you live in your home independently with equipment or an alteration made to your home to help you or someone else living with you. The changes should make it safer and easier to carry out your daily life. You can request an adaptation:

- By email:
adaptation@northstarhg.co.uk
- By phone: **03000 11 00 11**
- In writing
- In person
- We will:
 - Consider minor adaptations based on self-assessment
 - Involve you in the design and delivery of adaptations
 - Work with partners to maximise grants and external funding



COMPLAINTS, COMPLIMENTS AND FEEDBACK

We welcome feedback about our services. Your comments help us improve and you can contact us in any way that suits you.

Once you make a complaint, we will:

- Acknowledge it within two working days
- Tell you who is handling your complaint
- Investigate and respond within 10 working days
- Explain how to request a review if you are unhappy with the outcome. We will provide details for the Housing Ombudsman if you need their help.

MEASURING HOW WE ARE DOING

It's very important to us to show how we're performing and the changes we make to improve. We publish an Annual Report and monthly performance data and also regularly share our learning from complaints and other customer feedback on our website. Since they were introduced in April 2023, we have also published our yearly and quarterly Tenant Satisfaction Measures (TSMs) on our website and in our magazine.

Our Your Voice customers continuously measure how we're performing and suggest improvements. The Tenants' Voice (TTV) sits at the heart of these groups and works closely with North Star's staff and Board to ensure the customer voice is heard at every level.



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

North Star Online

Free app - search **North Star Online**
on the App Store or Google Play
or visit: www.northstarhg.co.uk/north-star-online

Phone

03000 11 00 11 – Mon–Fri, 9am–5pm
(excluding bank holidays)
Emergency repairs outside office hours:
03000 11 00 11

Email

customer.services@northstarhg.co.uk
emergencyrepairs@orbisprotect.com
(for out-of-hours emergencies if you can't call)

Facebook Messenger

facebook.com/NorthStarHG

Write or Visit

(by appointment only)

Head office: Endeavour House, St Mark's Court, Thornaby,
Stockton-on-Tees, TS17 6QN

Teesdale office: Enterprise House, Harmire Enterprise Park,
Barnard Castle, DL12 8XT

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