

We are
**NORTH
STAR**



NORTH STAR

Creating homes, building futures

**Summer Edition
2019**



**LOCAL PARTNERSHIP
USES THE POWER
OF SPORT**

Read more on page 4.

**NORTH STAR'S SUPPORTED
LIVING SERVICES ARE GOLDEN**

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WELCOME

Creating homes,
building futures



So far, 2019 is looking to be another exciting year. In this edition, we are sharing useful information, updates on new homes, some recent successes and some brilliant community projects that are making a real difference to people's lives. Tenants have continued to work closely with us to improve services and save money. Tenant engagement and involvement is highly valued, as it enables us to listen and learn from their experiences, which can help us focus our investment more effectively. We would encourage any tenant with an interest in the business to get involved.

There are a couple of areas that I wanted to highlight because they are at the heart of who we are, what we do and why. We have recently reviewed our values and taken to Facebook and Twitter to talk to our tenants, partners and staff. We asked what people thought we stand for and are known for and together we created the following:

NORTH STAR IS:

Creative: We create environments to enable people, places and communities to thrive. We believe many things are possible and that our energy brings about exciting change.

Connected: We are connected to the world we live in. Therefore, we are relevant, informed and knowledgeable. We develop strong relationships that are based on integrity and trust.

Courageous: We challenge ourselves and others. We experiment, pioneer and we dare to be different.

Our Board has also reviewed the social purpose of North Star, asking itself "what are we really here to do?". Our founding Housing Association was set up in 1974 to "help tackle unmet housing needs, to improve the lives of people living in our communities and to tease out solutions to social problems.". We remain true to this over 40 years later. Our social purpose states that "We care about the people and the communities we serve. We work, in collaboration with others, to create stable, secure, trusting and supportive environments where people feel they belong."



Jen & Don Laws - Great Friends

It was with real sadness that I learnt of Jen Laws' passing earlier this year. Jen was a good friend of North Star and very actively involved in the organisation, working with other tenants to help improve services. Jen's husband Don was also a stalwart tenant activist. Sadly, he died some years ago, but in his time with us he really helped shape services from a tenant perspective. As a Board member he represented the tenant's view in all decisions and helpfully spoke real common sense which was highly valued. Both Jen and Don had North Star tenants at their heart and gave their time generously. They were amazing ambassadors and highly committed. Devoted to each other, they enjoyed their lives and family together. Both were Sunderland FC supporters and therefore knew disappointment! We shall miss Jen as we missed Don; however, their legacy remains in the services they helped to improve.

Angela Lockwood - Chief Executive

NEW FOR YOU



LOCAL PARTNERSHIP USES THE POWER OF SPORT

North Star, in partnership with Middlesbrough Football Club Foundation is providing Kicks sport and youth engagement sessions on Tuesday evenings at the Cornerhouse Centre on Adderley Street in Stockton.

Kicks uses the power of football and appeal of professional football clubs' brands from the Premier League and Football League to work with young people who may otherwise be harder to engage with, in some of the most disadvantaged areas of the country.

All of the Kicks coaches are FA qualified however, the programme isn't exclusively about football. It offers a variety of different activities designed to help raise aspirations of the young people that attend, and encourage them to make the right choices in the community.

So far, a diverse group of 30 young people have benefitted from accessing the sessions which has included opportunities to watch Middlesbrough play, take part in football tournaments and attend holiday coaching programmes.



Liam Watson, Kicks Coordinator and Coach Mentor at Middlesbrough Football Club Foundation said **"It's great to see all of the young people from different cultural backgrounds mixing together and doing something positive with their evenings"**.

Coral Smith, Community Connector at North Star said "It's fantastic to see the difference the programme is making to the young people who attend the Kicks sessions; sport is a great way for them to develop their confidence and improve their mental and physical health and we are really pleased we have been able to develop this fantastic partnership with MFC Foundation".

North Star and Middlesbrough Football Club Foundation are keen to ensure more local young people have the opportunity to benefit and anyone who would like to know more about the sessions can contact Coral Smith, Community Connector at North Star on **01642 796265** or **Coral.Smith@northstarhg.co.uk**.



NEW
FOR YOU



COMING SOON

THE MONEY SAVING ROADSHOW IS COMING TO A TOWN NEAR YOU!

Link is a group of North Star tenants who volunteer their time to be the voice for **ALL** North Star residents.

Link will be offering information on how to save money and the organisations and charities that can help. There will be free burgers, hot dogs, tea and coffee along with face painting for children!

Invitations will be going out shortly, however if you have any questions in the meantime, please contact Helen Taylor, Tenant Connector on **07702 696062** or Helen.Taylor@northstarhg.co.uk.

31st July = Teesdale – Randolph Community Centre
Stones End, Evenwood, Bishop Auckland DL14 9RE

14th August = Middlesbrough – Meath Street Resource
Centre, Meath Street, Middlesbrough TS1 4RY

28th August = Hartlepool – Bellevue Centre, Kendal
Road, Hartlepool TS25 1QU

All events are 11am-2pm.

Free hot dogs and burgers! Free information on how to save money in your home, how to manage your finances and the best places to go to get advice!

It will cover energy saving advice and sign posting to relevant organisations and charities.

Invitations will be posted shortly – make sure you keep an eye out and **RSVP!**

Contact Helen Taylor for more information
Helen.Taylor@northstarhg.co.uk **07702 696062**

WELCOME TO LINK



North Star Link is a group of tenants who meet regularly to represent the views of, and promote the interests of, all of our tenants, residents and communities. They also have a pot of funding available for small organisations and charities to apply for. This year so far, the group have awarded funding to:

- Food for Thought Darlington, who rescue surplus food from supermarkets and other businesses and cook with it to provide delicious hot meals in pop-up cafes throughout the town.
- Evenwood Cricket Club, who have arranged to kit out their junior team with much needed equipment for their current season.
- Thornaby Fun Riders' Group, who are a group of people who like the outdoors and keeping active. Riders of any ability can join; no one is left behind!

All of these voluntary organisations are doing amazing things for their communities and Link are proud to have been able to help them with their projects. If you would like to apply for a grant or for more information please contact Helen Taylor, Tenant Connector on **07702 696062** or Helen.Taylor@northstarhg.co.uk.



**Food for
Thought
Darlington**



**Evenwood
Cricket Club**



**Thornaby Fun
Riders' Group**

NEWS



COMMUNITY HOUSE, WELLGARTH

Our Community House, Wellgarth in Evenwood opened at the end of 2018. North Star and YMCA staff are working in partnership to support the local community with training opportunities, information, drop in advice sessions and event planning.

The house is open every Thursday during term time for adults, and YMCA also run after school clubs and youth sessions.

Since its opening, North Star tenants and residents from Evenwood have participated in online training in Mental Health Awareness, Health and Safety, Healthy Living and Equality and Diversity facilitated by Durham County Council. They have attended a scam awareness event with Natwest Community Banker and the resident group have hosted two fundraising events - a garden party and Pie and Peas night. Over £500 has been raised to support the local community and the group are currently planning a summer fair in the village.

The house has a relaxed and welcoming atmosphere and provides a great space for the local community to work together.

The children love attending the weekly after school clubs and YMCA North Tyneside staff along with young people from the house have recently won a High Sheriff Youth Award. There are loads of activities to get involved in, including art and crafts, sport, gardening and trips out.

During the summer the house will be open at different times while YMCA hosts summer activities for the children. If you want to get involved come along for a chat and a cuppa. Please contact Coral Smith, our Community Connector, for more details or visit the Community House, Wellgarth Facebook page. If you Like the Facebook page by searching 'Community House Wellgarth' you can see the latest news and events happening at the hub.

If you are interested in starting English, Maths or ICT in September please contact Coral Smith, Community Connector at North Star on **01642 796265** or **Coral.Smith@northstarhg.co.uk**.



DEMENTIA CHAMPION

We have a fully-fledged dementia champion working within our older person's team. Our dementia champion has delivered 'dementia friends' sessions to staff in older person's services, Comfort Call staff and catering staff on site.

We have engaged with the Dementia Friendly Coordinator who is partially funded via North Star, and the coordinator has carried out a dementia audit of our buildings to assess how dementia friendly we are. Feedback was very positive with only a few small suggested changes to make, consisting mainly of signage throughout the buildings, which we are currently implementing.

COMMUNITY HUB, THORNABY

Work is well underway at our Community Hub in Havelock Street in Thornaby.

Our staff, local volunteers and contractors have all given up their own time and expertise to help improve the hub and make it a special place for the local community.

The contractors involved were:

- Dave Casey & Co
- Baydale Control Systems LTD
- Liberty Group
- A. Slater & Son Property Services
- MCP Environmental
- Hodgson Sayers LTD
- Sunter LTD
- Marsden Damp Services LTD
- Sovereign Group LTD
- ESH Facilities
- Dunningham Decorators LTD
- Direct Carpet Centre
- CTD Tiles
- Steel Unique Fabrication
- Magnet
- John Wade
- MKM Building Supplies
- Sign Art Studios
- Flame Heating Supplies
- Yorkshire Bank

All of these contractors have supported in kind with donations and/or community labour days. Without the help of the contractors, volunteers and North Star staff this really would not have been possible so we owe a huge thank you to all involved.

The versatile space will be available for local residents, staff and partners to use in the next few weeks and will provide a fun, warm and welcoming atmosphere. We will be holding an open day on Monday 12 August. We would be so pleased to see you and show you the completed work.

To find out about activities that will be starting soon, contact Coral Smith our Community Connector for further details or check our North Star Facebook page.



Community Hub, Thornaby

DARLINGTON STEERING GROUP

Darlington Tenants Steering Group recently held their Summer Fun Day and Garden Sale.

The rain didn't stop the Darlington tenants and the event was well attended. The Garden club raised over £60 from the sale of their beautiful plants!

Tenants also met with their local friendly Police Officers and Police Community Support Officers who were on hand to offer advice and give out some freebies. The children had a great time looking around the police van and testing out the sirens!

Darlington Tenants Steering Group and the Garden Club are always looking for new members!

If you would like more information on the Darlington Tenants Steering Group and Garden Club please contact Helen Taylor, Tenant Connector on **07702 696062** or **Helen.Taylor@northstarhg.co.uk**.



Darlington Tenants Steering Group



55 NEW HOMES

55 new homes were built last year across a wide area, including Barnard Castle, Darlington, Stockton, Middleton St George, Redcar, Sedgefield and Hartlepool.

Most were bungalows, which are in short supply in many locations

It is expected that an equal or higher number will be built this year with many on site now or about to commence.

One recent scheme was completed on Elwick Road in Hartlepool and it was opened by Hartlepool MP Mike Hill.

The new scheme is built on the site of the former Caroline Street Health Centre and comprises 18 new homes, including 7 two-bedroom bungalows, 2 three-bedroom houses and 9 two-bedroom houses.

All properties are general needs and the bungalows are available to those aged over 55; bringing much needed accommodation for older people to the area.

Homes are being let at Affordable Rents

We worked with local contractor Gus Robinson Developments to build the homes, with grant support towards the cost from Homes England.

Part of the scheme has been named Farrow Close, after Bob Farrow, who was known as a community hero by the local residents of Hartlepool.

Sadly, Bob passed away in 2016, but his legacy lives on in the local community. Bob worked tirelessly to improve his neighbourhood and Hartlepool as a whole; he was a former manager of the Belle Vue Centre, which is now also named after him, and he was also a resident representative for North Star. Naming one of the new development sites Farrow Close is a fitting tribute to a true community champion. Bob's wife, Ronnie Farrow, attended the opening as a guest of honour.



FUNDING AVAILABLE!

North Star has allocated funds ranging from £3,000 to £13,000 to benefit residents living in areas where we manage properties. We are looking for ideas from organisations that can help us unlock the potential of these communities, transform lives and create a sense of belonging.

We are inviting charities and community groups to apply for funding to help them deliver projects within the following areas:

Hartlepool
Evenwood
Cockfield
Thornaby
Stockton
Gresham
East Cleveland



For more information and to request an Expression of Interest Form please contact Coral Smith, Community Connector on 01642 796265 or email Coral.Smith@northstarhg.co.uk.

NORTH STAR'S SUPPORTED LIVING SERVICES ARE GOLDEN

We have recently won the Gold Award at the Elderly Accommodation Counsel (EAC) Awards for our extra care scheme, Aspen Gardens in Stockton.

Aspen Gardens in Hardwick is one of 300 retirement housing schemes or developments to have won a top prize out of almost 25,000 nationwide.

It was a triple win for us; not only did we come away with Gold for Aspen Gardens, but we also won Silver for our St Cuthbert Court scheme in Thornaby and Bronze for our Ruskin Court scheme in Stockton.

Allison Alderton, Team Manager of Older Person's Services, said: "We're thrilled to have won these awards for three of our independent living schemes. It means that staff, residents and visitors are really happy with the homes we are providing for older people.

"We really care about the people and the communities that we serve, and we work in collaboration with others to create stable, secure, trusting and supportive environments where people feel they belong.

We are very proud of all the hard work that goes into keeping these schemes running and these awards are a great recognition of that."

The awards, now in their eighth year, celebrate the best specialist housing for older people. They aim to help shape the future of housing in later life through engaging some 19,000 residents, staff, visitors and volunteers who were all able to vote for their favourite scheme out of the 1,220 nominated between 15 November 2019 and 28 February 2019.

John Galvin, EAC's Chief Executive, explained the importance of the awards: "Specialist housing for older people plays an enormously significant role in helping them stay independent for longer. The security, support and great communities have a positive impact on individuals and reduce the need for NHS services."



Supported Housing Award



NORTON GRANGE CO-OPERATIVE

NORTON GRANGE HOUSING & COMMUNITY CO-OPERATIVE recently completed their latest project to tackle problem trees and bushes in the area. The gardens have been brought back to life as old overgrown trees and bushes have now been removed. It was a great success thanks to the cooperation between our lovely tenants and Steve Slater, who was responsible for the work.

NORTON GRANGE HOUSING & COMMUNITY CO-OPERATIVE held their annual community Easter event in the Norton Grange Community Centre on Good Friday. Local children took part in egg painting and a bouncy castle, and there were free hotdogs and drinks. Over 70 children participated from 42 families and each of them received an Easter egg for attending! The group worked with the local Kin Family Carers Group and ran a raffle, tombola and bric-a-brac stalls that raised £247. **The funds raised will be used to help fund future community events.**

UPCOMING EVENTS:

NORTON GRANGE HOUSING & COMMUNITY CO-OPERATIVE are currently planning their Summer Fun Day for Friday 23 August 2019 which will be held at the Norton Grange Community Centre between 1pm and 4pm. There will be loads more attractions and activities for ALL age groups! Watch out for the posters at the Community Centre and on the North Star Facebook page.

There will be an adults only bus trip in September to Whitby – dates and details will be displayed at the Community Centre and on Facebook. (A small, refundable deposit will be required to secure a seat.) Please contact the centre for more information.

New project for 2019!

The Co-operatives' new project for this year is 'Clean Drives', so they will be visiting all North Star properties to discuss the removal of weeds by a local, friendly gardener. Look out for members knocking at your door during the next few weeks!

MENTAL HEALTH CRISIS NUMBERS

Middlesbrough: **01642 680706**
Stockton-on-Tees: **01642 524714**
Durham: **0191 441 5738**
Darlington: **01325 552230**

CRISIS ASSESSMENT SUITE -
Roseberry Park Middlesbrough:
01642 837300

EQUALITY DIVERSITY LGBTQ AWARDS EVENT

The LGBTQ North East awards are organised by Rainbow Foundation Sunderland, a charitable project supporting LGBTQ life in Wearside.

The LGBTQ North East Awards annual event was held on Thursday 16 May and celebrated the contributions made by organisations, individuals and community groups to the lesbian, gay, bi-sexual, trans, and queer community across the region.

The event was held at The New Sundial in South Shields, which the North Star Equality & Diversity team attended, as we were one of the six finalists in the category for Inspirational Workplace award for continued efforts to make the workplace inclusive.

The event was very vibrant and colourful with plenty of fun individuals. Unfortunately, North Star just missed out on the award but we were up against some tough finalists.

Staff also attended the Durham Pride march at the end of May. It was a fantastic event with an amazing, fun and energetic atmosphere.



“

It was a fantastic event with an amazing, fun and energetic atmosphere.

”



LGBTQ

LGBTQ selfie frame



GET INVOLVED

Creating homes,
building **futures.**

BOARD INVOLVEMENT

Stockton-on-Tees

We will be seeking two new board members with experience of Housing Practice and Customers in the Autumn.

The time commitment for a Board member is around 20 days per annum and the role includes setting the strategic direction of the organisation and ensuring it is financially strong and well governed.

One of the Board members will also be required to be a member of Group Audit Committee that scrutinises finance, business planning and risk and audit, amongst other things.

We are keen to represent the communities we serve and welcome applicants from a variety of backgrounds

An advert will be widely circulated soon.

If you are interested or know anyone who is interested please contact Katherine McGough, Head of People Services on **01642 796323** for an initial discussion.



GET INVOLVED



We think it's essential to involve our tenants and communities in the work that we do. We want you to help shape and improve our services, and by getting involved you have the chance to really make a difference.

What will I get by being involved?

- The opportunity to develop new skills
- Improved employability
- Meeting new people and making new friends
- The chance to make your voice heard
- Free trips to conferences, training and events
- The chance to get to know us better and meet North Star staff
- The opportunity to influence our services.

How can I be involved?

There are a variety of different ways in which you can get involved, as we have a range of groups and activities you can take part in. Take a look at what our current involved tenants have been up to...

Tenants' Voice Scrutiny Panel

We've been busy reviewing some of North Star's services. We have suggested a number of changes that would help benefit many tenants and are pleased to report that these have been listened to, and more importantly will be acted on.

LINK

We work with North Star to help improve services for all tenants:

We meet once a month, between 11am – 2.30pm.

But don't worry if you can't make the meetings, you can still be involved in exactly the same projects. Sign up to Link Online from the comfort of your own home. [Visit www.northstarhg.co.uk](http://www.northstarhg.co.uk) to sign up today!

Tenant Advisors

Mystery shoppers needed!

You can help us check that North Star's services are up to standard by getting involved with mystery shopping. This involves visiting properties, interviewing staff and tenants or helping North Star decide which contractors they should be using.

It's super easy to get involved as a Tenant Advisor and you can be involved as much or as little as you like at times that suit you.

If you'd like to get involved in any of North Star's activities please get in touch with Helen Taylor.

E: residentinvolvement@northstarhg.co.uk.

W: www.northstarhg.co.uk/influence-our-services

T: 01642 796324



Do you want to have your say on North Star's services but haven't got time to attend the meetings?

Why not join **North Star Knowledge?**

North Star Knowledge is a new way for tenants to keep North Star in the know! Every now and then we will drop you a message or give you a call to ask your opinion on North Star, its services and how we are doing. In return, we will offer rewards such as vouchers, prize draws and freebies!

All you need to do is contact **Helen Taylor, your Tenant Connector** (Helen.Taylor@northstarhg.co.uk or **07702 696062**) and provide your phone number, address and email address.

GET
INVOLVED



4U GROUP

The 4U group is made up of North Star tenants who volunteer their time to meet on a monthly basis and arrange activities and events for the over 55 and disabled.

They held their annual Easter event at Aspen Gardens this year where they had a tombola, a huge raffle, Easter egg painting and an Easter bonnet competition.

The group raised over £200 which will help to go towards future events! Mollie the assistance dog definitely stole the show on the day though!

The 4U group will be holding their Summer Fair event at Aspen Gardens; keep an eye on North Star's Facebook page for more information!

Did you know that Aspen Gardens and Ruskin Court have their own closed Facebook group too? If you are a resident at either scheme and would like to be kept up to date with events, activities and general information, just search 'Aspen Gardens and Ruskin Court Residents Group'.



4U
Easter
Event



Mollie



Interested? Contact **Helen Taylor, your Tenant Connector** on Helen.Taylor@northstarhg.co.uk or **07702 696062**

MONEY MATTERS

BENEFIT CHANGES

Are you a couple with one person aged over pension age?

Up to 15 May 2019 mixed age couples i.e. where one is working age and the other is pension age, had a choice - they could claim Universal Credit OR they could claim Pension Credit and Housing Benefit instead.

Since 15 May 2019, most mixed age couples will not be able to make a new claim for Pension Credit or Housing Benefit and will have to claim Universal Credit instead.

You can check your state pension age at <https://www.gov.uk/state-pension-age>.

From 15 May 2019, both members of a couple need to reach State Pension age before they can claim Pension Credit and/or Housing Benefit.

Why does this matter?

Universal Credit entitlement is less generous than pension-age benefits. Some couples could lose up to £7,000 a year, or more.

Is it too late?

No – All mixed age couples not already on Pension Credit and/or Housing Benefit should see if they can claim. We know that 4 in 10 households who could qualify for Pension Credit fail to make a claim!

If you're a mixed age couple and would have been eligible for Pension Credit or pension-age Housing Benefit on, or before, 14 May 2019, but you weren't claiming it, you can make a backdated claim for a maximum of three months. This means you have until 13 August 2019 to make a claim for Pension Credit or pension-age Housing Benefit.

Mixed age couples already claiming Pension Credit or Housing Benefit, or both, on 14 May 2019, should not be affected. However, if your circumstances change or you take a break from claiming, you may have to claim Universal Credit instead.

If you are not already claiming – ACT NOW and call our Welfare Benefits Team on 03000 11 00 11.

Outcomes

In 2018/2019 our Welfare Benefit Officers managed to secure £438,020 in benefit gains for North Star customers including money from unclaimed benefits and charity grants.

Rent and Universal Credit

Did you know the rent charged for all North Star properties changed on 1 April 2019?

Have you updated your Universal Credit journal with your new rent?

If not act now to ensure you receive the correct amount of money in your Universal Credit award to help with housing costs.

You can update your housing costs by using the Report a Change section on the Home page of your Universal Credit journal.

If you need any support to do this, or with any Universal Credit issue, call our Welfare Benefits Team on 03000 11 00 11.

UC Universal Credit

WELFARE BENEFITS OFFICER

Are you struggling to make ends meet?

You may not be claiming your full benefit entitlement.

Do you need help claiming Universal Credit?

Talk to someone who can help with your budgeting and claiming benefits.

Are you struggling to cope with financial pressures? Need some help with claiming welfare benefits?

We can support you to:

- claim the benefits that you are entitled to
- deal with any benefit problems
- manage your money and budget for the things that you need.

We can also give you information about bank accounts, savings and low cost borrowing.

For free and confidential help and advice on managing your money contact our Welfare Benefits Officers:

Andrea Peacock | Lynsey Armstrong
UC.enquiries@northstarhg.co.uk
03000 11 00 11



Andrea and Lynsey



OUR SERVICES



CUSTOMER SERVICES



If you have ever called into North Star, sent an email or dropped us a message on Facebook, it is likely that you will have spoken to our Customer Services Team.

The team work really hard to deal with your requests as quickly as possible and strive to provide you with an excellent service. We have a great team; they are friendly, polite and treat all of your calls, emails and messages with courtesy and respect. We hope that in turn, our staff will be treated with the same respect.

Did you know you can now get in touch with us through Facebook? Our Customer Services Team are happy to help via Facebook messages.

We also have an exciting self service area of our website called 'My North Star' coming soon where you can access all of your services on-line so watch this space!

You can also visit our website for more information and to get in touch at www.northstarhg.co.uk.



OUR REPAIRS SERVICE

Your new repairs service has now been up and running for eight months.

As a result, we partnered with Esh facilities to deliver our repairs and maintenance service. Esh will deliver this service until 2022, and have been undertaking all routine and day-to-day repairs across all of our homes. This service is 24/7 and 365 days a year, so you know that we'll always be there whenever you need us!

Anyone requesting a repair now receives text messages about the repairs appointments. We are delighted to see that Esh are driving North Star branded vans and wearing North Star branded uniforms so you can't miss us!

A follow on appointment can be booked directly with you on the job. We are now offering late evening and Saturday morning appointments for minor repairs.

We always appreciate your feedback, so please get in touch if you think we can improve this service even more.

 www.northstarhg.co.uk/contact-us
 customer.services@northstarhg.co.uk
 [/northstarhg](https://www.facebook.com/northstarhg)

OUR SERVICES

FIRE SAFETY AND ELECTRICAL ITEMS



From white goods to faulty chargers, electrical items are the number 4 fire risk in the home.

How to be fire safe and electricity smart...

Avoiding electrical fires – how to keep safe at home

Issues with electrical items are a common cause of fire... From overloaded extension leads and cheap chargers, through to white goods that aren't fit for the job.

So how can you reduce fire risks and keep yourself and your family safe?

10 must-knows for electrical device safety

1. Always make sure electrical appliances have a British or European safety mark when you buy them.
2. Keep electrical appliances clean and in good working order.
3. Don't buy cheap counterfeit chargers for items that use lithium batteries, and never leave phones or laptops plugged in to charge overnight – learn more about charger safety here.
4. Empty fluff regularly from tumble dryers in line with the manufacturer's instructions.
5. Hair straighteners can get extremely hot – always switch them off and leave them to cool on a heatproof surface.
6. Try to keep to one plug per socket, especially for high powered appliances like washing machines.

7. Always check that you're using the right fuse.
8. Be lead safety savvy – cable drum extension leads should always be completely unwound to avoid overheating, and be careful not to overload extension leads.
9. Register your white goods – it could save your life if a product is recalled for safety reasons.
10. Share your fire safety knowledge with the whole family – check the kids' chargers, and make sure everyone knows how to use electric blankets safely.

What about your home's electrics?

It's important to know the signs of a potential electrical problem. Look out for scorch marks, flickering lights, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reason. These could all be signs of loose or dangerous wiring. If in doubt get in touch with us immediately by calling **03000 11 00 11**.



COMING SOON

Coming soon, “My North Star” where you can access online services at a time to suit you

From September we are improving how we deliver services to customers. We are launching “My North Star”, an online service, that you can use to book repairs and access loads of other services.

“My North Star” will be:

- Available 24/7 at a time to suit you
- Offering you more choice in how to contact us
- Simple, quick and free access to use
- Compatible with any device – smartphone, desktop, laptop, tablet.

To register you will need to visit our website and input your tenancy reference number. This is shown on any recent letter that we have sent to you, or may have been given to you when we have recently visited. If you do not have this to hand simply contact your housing officer. If you need help to register then contact us.

For more information, please visit our website or follow us on Facebook
www.northstarhg.co.uk





North Star

North Star brings together the skills, resources and values of Endeavour, Teesdale and Darlington Housing Associations.

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

 03000 11 00 11

 customer.services@northstarhg.co.uk

 www.northstarhg.co.uk

 @northstarhg

 /NorthStarHG

Visit / Write:

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

14a Redwell Court, Harmire Enterprise Park, Harmire Road,
Barnard Castle, County Durham, DL12 8BN

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

Creative

Connected

Courageous