

NORTH STAR



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Creating homes, building futures



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Hello and welcome to your Winter newsletter. I'm excited to introduce myself as North Star's new Chief Executive, having taken over from Angela Lockwood in August. Some of you might know me already - I've been at North Star since 2019 when I joined as Executive Director of Finance and Business Support. Now, I'm honoured to be leading an organisation that I've come to know and love for its dedication to making a real difference for customers and communities.

In the last couple of months, we have been working to set up a new Tenant Voice Panel. Thank you to all of you who applied to be part of the panel and congratulations to those of you who were successful. It was brilliant to meet you at your introduction meeting last month and I am excited to see how this panel can use customer feedback and insight to improve services.

Looking ahead, our brand-new website will be launching in Spring 2025, designed with you in mind. We'll continue to

work closely with tenants to ensure that, no matter your needs, the information you need is accessible and easy to find. While we're improving our digital offer for customers, one thing will always remain the same: we'll always be here if you'd prefer to speak to a human being. With the cost of living still affecting many households and the winter months often adding extra financial pressure, please remember that we are here to help. Our Welfare Benefits team is available to offer support and advice whenever you need it. Read on to find out more about what we've been up to, advice on staying safe and warm this winter, and much more.

I wish you all a wonderful Christmas if you're celebrating and a very Happy New Year!

Best wishes
James Walder,
Chief Executive

NORTH STAR
Creating homes, building futures

MERRY CHRISTMAS!

From everyone at North Star

Our phone lines will be closed from 5:00pm Monday 23rd December 2024 until 9:00am Thursday 2nd January 2025.

For any emergency repairs during the festive period, please call 03000 11 00 11 or email emergencyrepairs@orbisprotect.com

FOCUS ON AZHIR BASHIR

PROPERTY SERVICES SURVEYOR



NEW FOR YOU

What's your job role and what does this entail?

I am part of a team that ensures North Star homes are safe, well-maintained, and meet the needs of our tenants. I handle property inspections, manage repair projects, and work closely with contractors.

Where did you work before North Star?

In June, I'll have been at North Star for 19 years! I joined as a Development Assistant off the back of a scheme to get people from BAME backgrounds into the sector. The scheme ran for 12 months and I ended up getting offered a full-time position at the end of it.

Before that, I was self-employed and owned an off licence and secondhand shop.

What are your hobbies and interests?

I love cars - especially Mercedes Benz. I also like to play badminton with a few people from work, and enjoy playing football and going to the gym. I'm quite nifty with the camera at staff events as well.

What's your favourite...

Book?

My faith is very important to me so the Qur'an. I'm not much of a reader apart from that and can only think of books I read in school!

Film? I've seen the film Friday that many times I practically know all the words! Other than that, Snatch and Lock, Stock and Two Smoking Barrels are also in my top five.

Holiday destination? I've got to say Istanbul at the moment.

Food? A dish that I could have every day is lamb pilau rice.

Tell us an interesting fact about yourself:

I've been in many newspapers because the people who lived across from my shop were news reporters and would come to me whenever they needed a photo or a story. I've been in the Daily Star and on the front page of the Daily Mail!

NEW EMPLOYMENT SUPPORT PROGRAMME IN THE TEES VALLEY

Are you looking to secure your first job, upskill, or re-enter the workforce?

Housing Employment Network North East (HENNE) is a game-changing employment support initiative designed to break down barriers and provide the tools you need to build a fulfilling career

Funded by a £2 million grant, HENNE brings together resources and expertise to provide everything from one-on-one coaching and skills development workshops to job matching.

You will have access to tailored support to help you on your journey to work.

Here's how it can help:

- ◆ **Personalised Coaching:** Work with employment coaches who understand your individual needs and career goals.
- ◆ **Skills Training:** Get access to training sessions to develop new skills or enhance existing ones, preparing you for the job market
- ◆ **Job Placement Support:** Assistance in finding job opportunities and navigating the application process.

We encourage all North Star tenants to take full advantage of this incredible opportunity!

To get involved with the HENNE programme, reach out to your Housing Officer or Support Worker, or our Customer Service team on **03000 11 00 11** or customer.services.northstarhg.co.uk.

TEES VALLEY | Funded by UK Government

Get support to help you move forward personally or into work.

Beyond Housing | AirTeam | karbon | 360

NEWS



COMMUNITIES UPDATE

As part of our Community Hub Model, we're committed to supporting spaces where our communities can come together to learn new skills, boost their health and wellbeing, and reduce social isolation.

Read on for an update about some of our recent partnerships:

Fun for all the Family in Evenwood

North Star's Community Hub in Evenwood is buzzing with activity thanks to Evenwood Community Action and, more recently, a partnership with Groundwork North East and Cumbria. The Hub hosts weekly coffee mornings and now Groundwork offers an exciting schedule of activities every Tuesday and Thursday from 10am to 2pm.

Activities are designed with the help of local residents and we kicked things off back in October with a Halloween celebration with pumpkin carving, crafts, and delicious treats.

Cooking classes, well-being sessions, and creative workshops are just some of the engaging options on offer. A special thanks to our contractor Ian Williams for upgrading the kitchen facilities, making the space even better for hosting these activities.

Additionally, we're thrilled to support the TCR Hub's Family Social Club running 4pm-6pm on Wednesdays during term time at the Randolph Centre. To learn more, contact Sarah at Sarah@tcrhub.co.uk.



Blooming Brilliant Activities in Thornaby/Stockton

Community connections thrive in Thornaby, where Sprouts Community Food Charity operates out of our Community Hub in Havelock Street and their second hub in Victoria Park. The charity runs a community shop, opportunities to get together for crafting and refreshments, and cooking workshops, to name a few.

Activities at The Community Hub in Havelock Street currently include:

- ◆ **Knit and Natter:** Tuesdays 10am - 12pm.
- ◆ **Free Breakfast Club:** Wednesdays 8am - 9am.
- ◆ **Community Cooking:** Tuesdays 12:30pm - 2pm. ... and much more!

For more details, follow [@LittleSproutsHealth](https://www.facebook.com/LittleSproutsHealth) on Facebook or call **07980 808920**.

Social Value Projects

All North Star staff are encouraged to use up to 35 hours of volunteering time annually to support local causes.

In June, to celebrate Volunteers Week, a group of North Star staff teamed up with our contractor Esh Construction to give a garden makeover to tenants at one of our managing agents' schemes in Guisborough. The transformation was a true testament to the power of teamwork, and we're so grateful to Esh for volunteering their time and hard work.

Want to find out more?
Pop the Communities team an email at Communities@NorthStarHG.co.uk

WE ARE ON TARGET

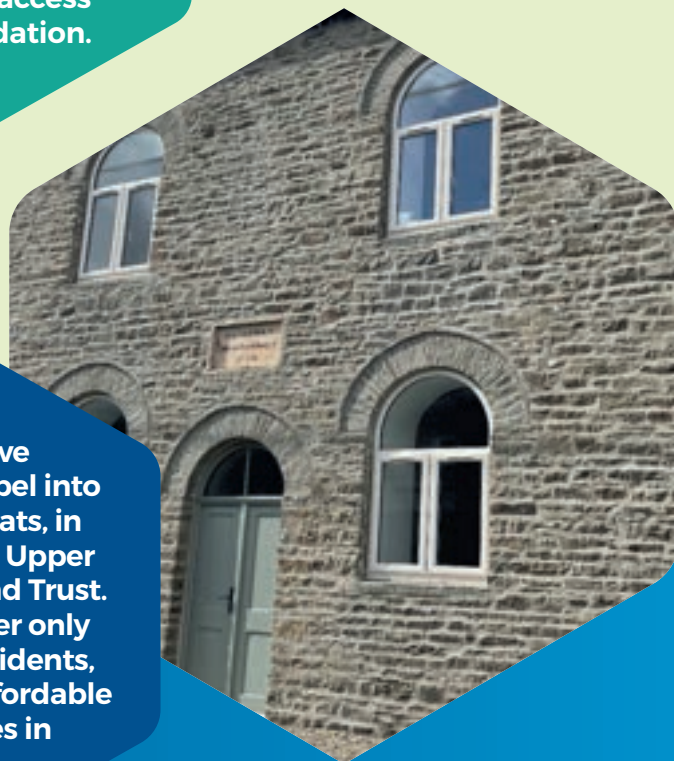
**TO DELIVER
OVER 70 NEW
HOMES IN TOTAL
THIS YEAR.**



We have completed two great bungalow schemes for rent in Hartlepool. At Tanfield Road, on the site of a former garden centre, there are now 17 two-bedroomed bungalows, including 2 to wheelchair user specification.



In Wynyard Road, the 12 two-bedroomed bungalow scheme provides a mixture of supported housing and homes for those who benefit from level access accommodation.



In rural North Yorkshire, we have converted an old chapel into 2 two-bedroomed flats, in conjunction with the Upper Dales Community Land Trust. These flats will forever only be rented to local residents, to help address the affordable housing difficulties in small villages.

Congratulations to Amy W who completed the recent New Build Customer Satisfaction survey and won a £30 gift voucher!

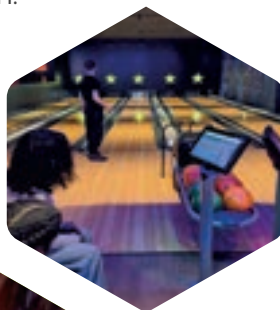


A TIME TO CELEBRATE FOR NORTH STAR'S YOUNG PERSONS SERVICE

With the new Supported Accommodation Regulations introduced in 2023, we're thrilled to announce that Parkfield Hall is now Ofsted-registered.

At Parkfield Hall, we provide a safe, supportive home for young people in local authority care or transitioning to independent living. This new regulation ensures that those aged 16 to 17 have a nurturing space to grow and thrive.

In August, thanks to the hard work of the Parkfield team, we proudly received our certificate of registration!



There's always lots going on at Parkfield! Here's some snippets from what we've been up to:

- Over the summer, we tried our hand at growing cucumbers, tomatoes, peppers, and sweet peas in our greenhouse. We also received donations of fruit trees and kale from Arlington Park Urban Allotment and Cultivate Tees Valley for our raised beds.
- We celebrated Starts at Home Day in Saltburn, went bowling, and decorated Parkfield with flags galore for the Euros.
- We got crafty this Halloween carving pumpkins, making salt dough figures, and ensuring nothing went to waste by baking a delicious pumpkin pie.
- Each year, Parkfield staff also make a delicious Christmas dinner for our tenants.



TENANT SUCCESS STORY

OUR SHINING STAR, ELISHA

Elisha joined Parkfield Hall last January, just starting her first year of Health and Social Care at Stockton Riverside College. Having been out of school since Year 9, her initial steps back into education were tough - she couldn't even get out of the car on her first visit! But with resilience and determination, Elisha passed her first year brilliantly and is now in her second year, considering her English GCSE.

Her goal is to become a mental health nurse, and we know she'll get there! Her Progression Advisor nominated her for the Care Leavers Star Award, recognising her hard work in managing her tenancy, keeping her flat spotless, and budgeting exceptionally well. Elisha's dedication has led to a direct let offer through North Star, and she's ready and excited for this next chapter.

We're incredibly proud of how much she's grown in confidence and independence - she truly can achieve anything she set her mind to!

A Dizzy Do

I walk along the pavement as though I'm in a cloud.

Everything is buzzing and everything is loud,

like walking in a tunnel that reverberates the sound,

aimlessly moving forward but my feet don't touch the ground.

I look over my shoulder and my head goes in a spin,

I wobble a bit and stagger, but usually manage a grin.

I apologise to those around and assure them "I'm OK",

but inside I am weeping "What will happen another day?"

I don't want to be a burden, I will fight on whilst I can.

For to bury my pride and ask for help has never been my plan.

By Anne G, a resident at Aspen Gardens living with dementia.

If you are affected by dementia, worried about a diagnosis, or need some support, you can contact Alzheimer's Society on

0333 150 3456.

Tenant Involvement



TENANTS SHAPING THE FUTURE OF NORTH STAR

At North Star, we believe our tenants' voices are invaluable, shaping everything from website design to the way we deliver services. We're excited to share recent ways tenants have been actively involved in making improvements that benefit everyone.

A New Website Built with You in Mind

We're thrilled to announce that a brand-new website is currently in development and will launch in Spring 2025. Our goal is to create a website that every North Star tenant can easily navigate, access key information, and feel proud of. And who better to guide us in this project than the people who use it most: you!

In October, we held a website focus group with ten tenants from Your Voice. This group shared valuable feedback on our current site, pinpointing what works, what doesn't, and what new features would make it even more user-friendly. Based on their input, we're focusing on a design that's clear, accessible, and tailored to the needs of all tenants.



Defining Consumer Standards

We hosted a meeting for our Consumer Standards Group, where twelve tenants joined in-person and online to discuss new consumer standards. The group focused on defining important terms like "Landlord Services" and "Local Cooperation" so that everyone can understand their rights and responsibilities.

The meeting brought in fresh perspectives, with several new tenants joining.

One participant commented:

"I found today really interesting and got a much better insight into what happens at North Star. I'll definitely be back because I know that tenants' voices are heard."



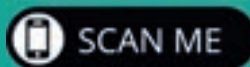
External Works

Another recent discussion focused on external works around tenants' homes. During this session, tenants suggested ways to increase awareness about the upkeep of the external areas of their properties. Their input is already helping shape our upcoming communications, ensuring everyone is on the same page about maintaining a well-kept environment.

IT'S YOUR VOICE!



If you'd like to be part of future opportunities like this, sign up for Your Voice on our website.



You can contact us by telephone or email at: communities@northstarhg.co.uk for more information.

Thank you to all the tenants who have participated this year!

Tenants Annual Report Data

2023/24

£5.5m
Spent on improving over **992** homes.

Our Homes

3284

General Needs

594

Supported Housing

44

Managed on behalf of others

14

Leaseholders

29

Shared ownership

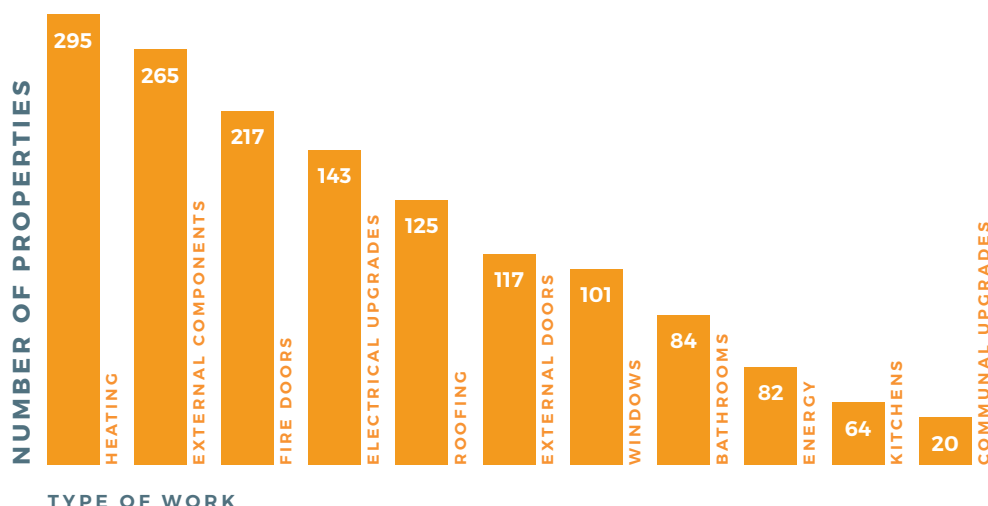
Your Home

Planned Maintenance

We are investing in improving our homes. During the year we invested **£5.5m** improving **992** homes with planned investment works with a focus on heating upgrades, environmental works and fire doors.

We are committed to getting our properties to EPC Level C by 2028. During the year we invested **£815k** to decarbonise homes with a focus on external wall insulation, loft insulation top-ups, window and door upgrades, air source heat pumps and photovoltaic panels on properties in Teesdale. We secured **£159k** in government funding from the Social Housing Decarbonisation Fund (SHDF) towards the costs of works.

INVESTMENT BY WORK TYPE 2023/24



TYPE OF WORK

*Some properties have had more than one type of work.

	Target 2023/24	2021/22	2022/23	2023/24
Percentage satisfied with Planned investment work	95%	94%	92%	91%



100% of asbestos management surveys completed

100% of asbestos surveys or re-inspections completed

100% of fire safety checks completed

91.1% of tenants are satisfied that North Star provides a home that is safe & secure

98.8% of emergency repairs completed on time

North Star completed **17,016** repairs in 2023/24 which is a **9%** increase from the previous year. The increase in our repairs volumes is primarily attributed to electrical, roofing repairs, joinery work and damp repairs.

Average number of repairs per property **4.5**
Average direct cost of a responsive repair **£134.00**

Maintenance	Target 2023/24	2021/22	2022/23	2023/24	How we compare to others
Percentage satisfied with the repairs service	92%	88.6%	85.6%	83.8%	
Percentage of appointments kept	95%	99.3%	95.8%	96.5%	
Percentage of properties with a valid gas safety certificate at year end	100%	99.8%	99.74%	99.94%	Average
Percentage of fire safety checks completed	100%	100%	100%	100%	

Your tenancy

Number of homes let in 2023/24 **262**

	Target 2021/22	2021/22	2022/23	2023/24	How we compare to others
% rent lost through homes being empty	0.9%	0.89%	0.94%	0.79%	
Average number of days taken to let a home	20 days	21 days	24.5 days	23 days	
Current tenants arrears	2.9%	2.54%	3.10%	3.02%	Average

Our Welfare Benefits Officers continued to provide support to maximise customers' income in partnership with other agencies and charities. The service continues to be in demand and the team supported **792** households and maximised income for them by **£757k**. Income maximisation is primarily through unclaimed legacy benefits and backdated housing benefits.

To access this service you can contact our Welfare Benefits Team through our Customer Services Team on **03000 11 00 11** or email them at Welfare.benefits@northstarhg.co.uk.

95.5% of new tenants were satisfied with their new home

Your neighbourhoods

- + received **168** reported incidents of ASB during 2023/24.
- + We continue to work in partnership with police, local authorities, victim support and other agencies to tackle ASB.
- + **71.3%** of tenants were satisfied with our approach to handling anti-social behaviour.

“83.2% of customers said they were satisfied or very satisfied with the overall services provided by North Star”

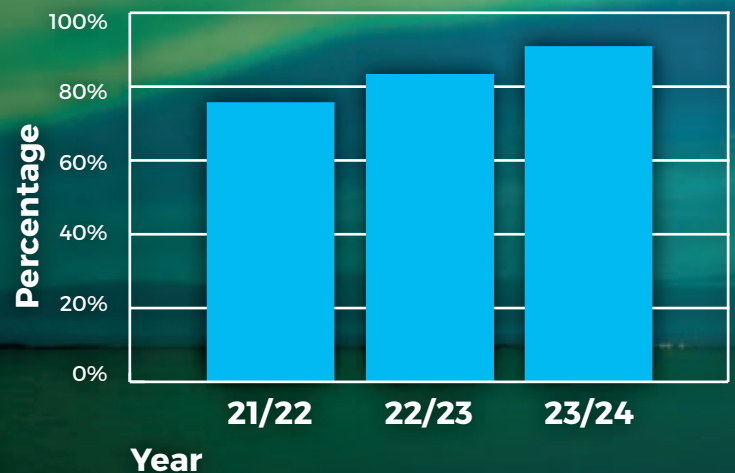
Improving our services

North Star is a member of The Housing Ombudsman scheme and each year we assess our complaints service against the Housing Ombudsman's Complaint Handling Code. The latest self-assessment and annual report on complaints and service improvements we have made, can be viewed in the Complaints section on our website along with our complaints policy.



SCAN ME
to find out how to provide feedback

% OF COMPLAINTS UPHELD



In 2023/24 we received **143** complaints, which was a reduction from the previous year.

Stage One Complaints by service area	2021/22	2022/23	2023/24
Supported Housing	2	2	2
Customer Services	14	6	4
Development	1	4	4
Housing	13	11	6
Compliance	9	9	10
Asset Management	8	19	12
Maintenance	73	135	105
Total	120	186	143

You said

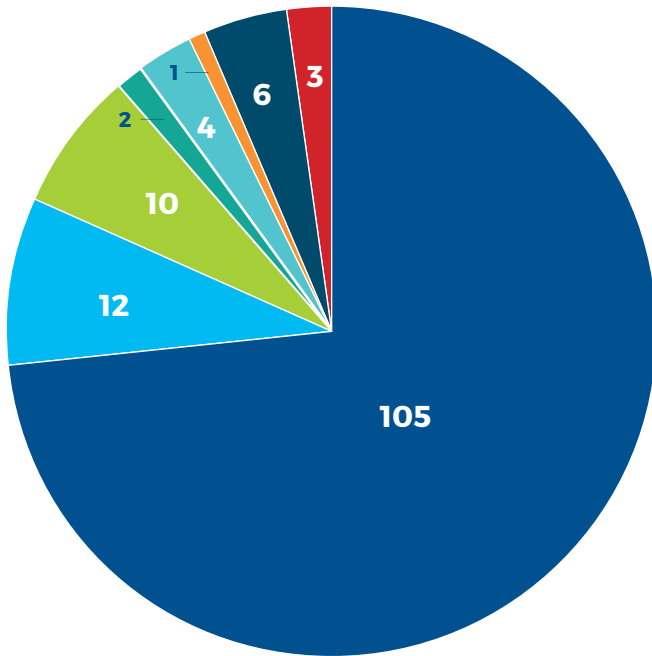
Poor communication relating to the proposed planned investment works and timescales.

We did

We introduced new processes to keep customers informed of upcoming works and expected start dates.

Number of complaints resolved at stage 1 = 140 (98%) Stage 2 = 3 (2%)
 Percentage of complaints responded to within 10 working days = 95.1%

Formal complaints by theme 2023/24



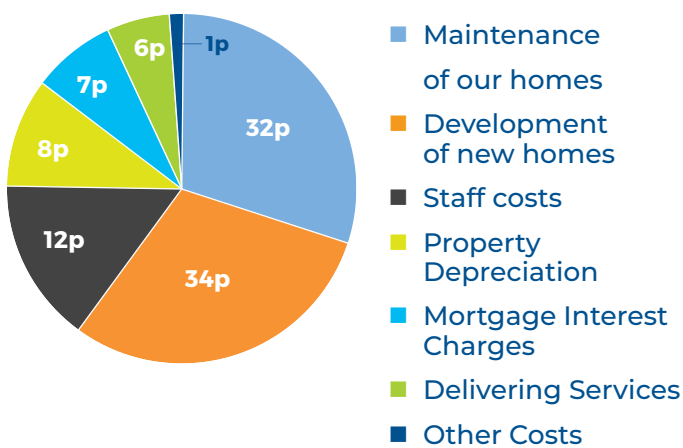
- Repair service
- Planned maintenance works
- Property compliance works
- Supported housing
- Snagging issues on new build homes
- Customer services
- Housing service
- Out of hours

North Star values customer feedback and all complaints received, either formally or informally are acted on to improve our services.

New Homes

This year, we funded the delivery of **84** new homes across Durham and the Tees Valley. We are committed to providing high quality, energy efficient, affordable homes to those that need it. We have plans to deliver **75** new homes in 2024/25.

What we spend each pound on



Compliments

We received **62** compliments during the year:

- + **46** were in relation to repairs satisfaction and contractors
- + **8** were for housing and supported housing
- + **6** were in relation to our customer services team
- + **2** were for other services

You said

Customer wanted an online service to report an emergency repair.

We did

We introduced a new email address for customers report an emergency repair direct to the Out of Hours provider.

MONEY MATTERS



TENANT INCOME INCREASED BY

£757K

BY THE WELFARE BENEFITS TEAM

The benefit system is constantly changing and can be very difficult to navigate.

With the ongoing cost of living crisis and changes to Winter Fuel Payments, it has never been more important than now that you are getting all of the financial help you are entitled to.

Despite these challenges, in the 2023/2024 financial year, our brilliant Welfare Benefits Team helped 792 households and increased tenants' income by an incredible £757k.

If you are worried about your finances or need some advice about your benefit entitlement, call us on 03000 11 00 11 or email Welfare.Benefits@northstarhg.co.uk We're here to help.

Steer clear of Loan Sharks this Christmas

Loan sharks thrive when money pressures are on the rise. A loan shark lends money at very high interest rates, and often uses threats or violence to collect repayments. We don't have to spend a fortune for a Christmas

gift to be special - don't put yourself in debt by lending from loan sharks.

Report them anonymously at www.stoploansharks.co.uk or by calling 0300 555 2222.

Low-Cost Food Shopping for All

For just £5 a year, you can become a member of Community Grocery and have access to their stock of fresh fruit and veg, shelf items, fridge and freezer items, bakery and non-food items at much lower prices than supermarkets.

To find your nearest store, visit communitygrocery.org.uk or call 0161 946 9494 to find out more.

Help is available if you need access to emergency food.

You can find your nearest food bank on The Trussell Trust Website: www.trusselltrust.org



ASB, HATE CRIME & DOMESTIC VIOLENCE



At North Star, we're dedicated to ensuring everyone feels safe and comfortable in their homes and communities.

Anti-Social Behaviour (ASB) includes actions likely to cause fear, alarm, or distress, such as:

- **Noise nuisance:** Loud music, frequent late-night parties, or constant dog barking.
- **Threatening behaviour:** Verbal abuse, intimidation, or harassment
- **Property damage:** Graffiti, vandalism, or breaking of shared property
- **Drug use:** Illegal substance use in shared or common spaces.

Lifestyle differences, cultural practices, or minor inconveniences like the below are generally not considered to be ASB:

- DIY work during reasonable hours
- Occasional dog barking or children playing.
- Lawful parking outside your home
- Cooking smells or low-level household noise.

Reports show that police often deal with a 25% increase in domestic abuse incidents during the festive season. For confidential help, advice, and support, you can contact the following organisations:

National Domestic Abuse Helpline

Website: www.nationaldahelpline.org.uk

Freephone: **0808 2000 247**

Local Support Services:

Harbour

Support for both men and women, including victims and perpetrators

Telephone: **03000 20 25 25**

Website: www.myharbour.org.uk

My Sisters Place

Support for women experiencing domestic abuse

Telephone: **01642 241864**

Website: www.mysistersplace.org.uk

You can also contact North Star if you are experiencing domestic abuse. We have trained staff who are here to listen and help.

WHAT IS HATE CRIME?

Hate crime involves verbal, written, physical abuse, or harassment targeting someone's age, gender, race, sexual orientation, disability, religion, or beliefs.

HOW TO REPORT

- **Emergency:** Call **999**.
- **Non-emergency:** Call **101** or Crimestoppers at **0800 555 111**.
- **North Star Contact:**
 - Call: **03000 11 00 11**
 - Email: asb@northstarhg.co.uk or hatecrime@northstarhg.co.uk
 - Speak to your housing officer or support worker.

CUSTOMER SERVICES

Wait times may be slightly longer over the festive period. We ask that you please be patient with our Customer Services team and treat them with the same respect they show you.





COMPLAINTS



Something has gone wrong

If you are unhappy with the service you have received, we want to know.

We are committed to providing you with a high-quality service. Your feedback helps us to better understand how we are performing and where we need to improve.

What is a Complaint?

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by the landlord, its staff, or those acting on its behalf, affecting an individual or a group of tenants. We follow a formal procedure when complaints are made.

What is a Service Request?

If an issue (for example, a repair or missed appointment) can be quickly resolved without going through the formal complaints process, we handle it as a service request. If the tenant remains unhappy with the outcome, they can continue through the complaints procedure.

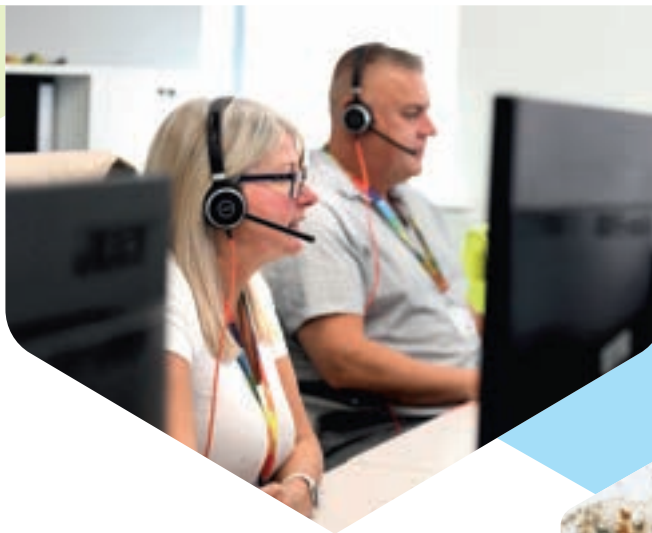
How to make a Complaint:

- In person at our Head Office (by appointment only)
- In writing to Head Office
- By telephone on **03000 11 00 11**
- By emailing: **complaints@northstarhg.co.uk**
- Via our website: **northstarhg.co.uk**
- Through another person, such as an advocate, social worker or solicitor
- Through comments made on surveys
- Through comments on social media

You can share your details or leave feedback anonymously.

Once we have received your complaint, we will write to you within two working days providing you with details of who will be looking into the complaint and when you should receive a response.





DAMP, MOULD & CONDENSATION

If you spot signs of damp and mould in your home, please report it to us immediately. You can do this by emailing disrepair@northstarhg.co.uk or calling our Customer Services Team on 03000 11 00 11.

Damp

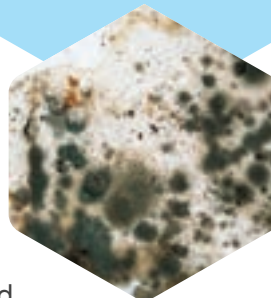
Damp is when too much moisture gets into your home, making wet patches appear on walls, floors, or ceilings. This can happen from leaks, rain getting in, or water rising up from the ground. Damp can cause damage to your home and make it feel cold and uncomfortable.

Mould

Mould is a type of fungus that grows in damp or wet areas. It can appear as black, green, or white spots on walls, ceilings, and other surfaces. Mould can grow indoors when there is too much moisture. It's important to remove mould quickly because it can cause health problems, especially for people with allergies or breathing issues.

Condensation

Condensation is when water or moisture in the air collects on a cooler surface, such as droplets of water collecting on the window after a shower cooking. Condensation is usually nothing to worry about but, if left too long, it can lead to damp and mould.



How to avoid damp, mould and condensation

- Keep your home properly ventilated.
- Try and open windows regularly to let moisture out and fresh air in.
- Use an extractor fan if you have one.
- When you are cooking or having a shower or bath, try and keep the kitchen and bathroom doors closed.
- Stop rooms from getting cold.

Mould can grow in very cold rooms - it is recommended that you do not let your home temperature fall below 14°C.

If you are struggling to keep your home warm due to high energy costs, contact our Welfare Benefits Team by phone on **03000 11 00 11** or by email at Welfare.Benefits@northstarhg.co.uk. They will be able to provide you with further support and advice.

Remove moisture from your home

Condensation is a common cause of mould on the surfaces in your home - mainly in the kitchen and bathroom. To avoid this, wipe condensation or water droplets from walls, tiles, windows, and shower screens.

If you have a leak or damp patch, please report this immediately to us.

- Avoid placing furniture close to walls
Mould can grow in spaces where air can't circulate, so try and avoid having large pieces of furniture against the wall.
- Don't dry clothes on the radiator
Drying clothes on the radiator increases the moisture that they release and can cause damp spots. Try and hang them on a clothes airer in a well-ventilated room with the door closed, if possible.



HAVE A HAPPY AND SAFE CHRISTMAS

How to avoid fires during the festive period

Christmas is a wonderful time of year when those of us who celebrate decorate our houses with lights, trees, and tinsel. However, it is also a time when potential fire risks are introduced into our homes. Read on for ways to avoid the risk of fires starting:

Don't overload extension leads

- Never exceed the maximum amp loading of extension leads. Most 4 socket extension leads have a 13 amp maximum load. That means that all of the appliances plugged into the lead must not exceed this. For example, you might have one 13 amp appliance plugged in on its own, or two 5 amp and one 3 amp appliances plugged in to the extension lead at most.
- If the maximum load is exceeded then the cable from the extension lead heats up. The more the maximum load is exceeded, the hotter the cable gets which is a fire risk.
- The maximum load will be stated on the extension lead itself. To find out what amp your appliances are, check the packaging or the plug.
- Never use multiple extension leads connected together and try and only use extension leads with their own electrical surge protection.

Make sure your appliances are safe

A number of fires are started every year by faulty decorative lights and electrical appliances. Always make sure any electrical appliance displays the British Standard Kitemark or the CE mark on the plug or somewhere on the appliance.



Take care with candles

Candles create a warm, cosy atmosphere, however, they can start a fire if left unattended or get too close to nearby items, causing substantial damage.

Always put candles in a suitable holder away from combustible materials such as decorations, paper, or fabric and keep them out of reach from young children. Never leave candles unattended and remember to extinguish them before you go to bed.





Upcoming Fire Door Inspections

If you live in a building with shared communal areas then your flat entrance door will be a fire door. North Star, will be arranging fire door inspections over the next 12 months and you will be contacted via letter with appointment dates. The inspection will require access to both sides of your flat entrance door to ensure that all elements are intact and free from damage and that the door fully closes unaided. The inspection should take no longer than 10 minutes to complete.



Test your smoke detector

Smoke detectors can save lives and alert you that there is a fire in your home. The detector will sound an alarm when smoke particles reach the detector. Never remove a smoke detector and test yours weekly. To test yours, press and hold the test button on your smoke detector for a few seconds. You will hear an alarm sound if the detector is working. If you don't hear an alarm, replace the batteries or check the wiring for damage.

Reporting a fire safety concern

If a fire starts in your home, call the fire brigade immediately on 999.

If you have any non-urgent fire safety concerns then please inform North Star Customer Services at 03000110011 or by emailing customer.services@northstarhg.co.uk

Alternatively, you can contact your local fire authority for further advice or to carry out a home fire safety check:

Cleveland Fire Brigade 01429 872311
Durham and Darlington Fire Brigade 0345 305 8383
Tyne and Wear Fire Brigade 0800 032 7777



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

 www.northstarhg.co.uk

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

 [@northstarhg](https://twitter.com/northstarhg)

 03000 11 00 11

 customer.services@northstarhg.co.uk

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