



Minimising bureaucracy, maximising impact on public services

Media

Media home ▶

View press releases ▶

Media contacts and help

Contact us ▶

Frequently asked questions ▶

[Media](#) > [Press releases](#) > [Press release](#)

Stockton tenants now getting a 'good' service from Tristar

The housing service provided by Tristar Homes on behalf of Stockton Borough Council is 'good' and has 'promising' prospects to improve, according to an independent report released today by the Audit Commission.

Eighteen months ago, the service was inspected by the Audit Commission and, on a scale from zero to three stars, found to be a 'fair, one star service'. In this re-inspection, the Audit Commission gave the service a 'good' two star rating because tenants receive a customer focused service; satisfaction levels are high; and action has been taken to address less popular homes in the Borough.

Yvonne Davies, Audit Commission senior manager, said:

'Tenants are highly satisfied with the condition of new homes. Tristar responds well to complaints of anti-social behaviour and ensures estates are clean, tidy and free from offensive graffiti. It is apparent that the Council and Tristar have worked well together to improve performance management.'

The inspectors found:

- Customers receive information in a format which they have chosen and services are delivered in a way which recognises the needs of vulnerable residents.
- Tenants are offered support and guidance to manage their rent accounts including an out-of-hours independent debt advice line.
- Residents are encouraged to participate in decision making processes through a variety of flexible options for involvement.
- Significant levels of inward investment are being used to regenerate the less popular estates in the area.

Focused feedback:



What do you think about our website?

Article options:

Related reports:

[Tristar Homes \(ALMO\) Re-Inspection](#)

To help the service improve, inspectors recommended that Tristar Homes should:

- Agree challenging and realistic timescales to improve poorly insulated homes.
- Monitor how services are being used in order to identify whether some residents find it difficult to access them.
- Developing a clear action plan with customers to identify how additional improvements could be funded.
- Improve the performance on rent collection.

Copies of the report are available from Stockton Borough Council or Tristar Homes or on the Audit Commission website at www.audit-commission.gov.uk/reports.

NOTES TO EDITORS

1. Tristar Homes is an arms length management organisation (ALMO) and was set up in April 2002 to manage the Council's 12,000 properties, when it took over the employment of 290 council staff.

2. An ALMO is a company set up by a local authority to manage and improve all or part of its housing stock. The local authority remains the landlord and tenants remain secure tenants of the authority. An ALMO does not trade for profit, and is managed by a board of directors comprising council nominees, elected tenants/ leaseholders and independents.

3. The Audit Commission is an independent body responsible for ensuring that public money is spent economically, efficiently and effectively, to achieve high-quality local services for the public. Our remit covers around 11,000 bodies in England, which between them spend more than £180 billion of public money each year. Our work covers local government, health, housing, community safety and fire and rescue services.

4. As an independent watchdog, we provide important information on the quality of public services. As a driving force for improvement in those services, we provide practical recommendations and spread best practice. As an independent auditor, we ensure that public services are good value for money and that public money is properly spent.

5. For further information about the Audit Commission, visit our website at www.audit-commission.gov.uk/reports/PRESS-RE...-CENTRE&ProdID=C8593067-1B6A-4d0e-B760-D11E5CE93F25

commission.gov.uk.

FOR MORE INFORMATION OR FOR AN
EMBARGOED COPY OF THE FULL REPORT
CONTACT TONY COX ON 0113 251 6654

© Audit Commission [Terms and conditions](#)[Privacy](#) [Accessibility](#)[Contact](#)[Freedom of information](#)[Diversity and equality](#)