

Tristar Homes Limited is a not for profit controlled company of Stockton-on-Tees Borough Council. It was set up in April 2002 to take over the day to day management and maintenance of most of the Council's housing stock.

Stockton Council still owns the housing stock and remains the landlord, Tristar Homes Limited simply acts as its management agent for certain specified services.

INTRODUCTION

We know the vast majority of our customers look after their gardens and take a real pride in the appearance of their home.

For some, due to age or physical difficulties, this becomes a task that they can no longer manage. If this applies to you, then please contact your Patch Manager at your local housing office who will be able to tell you if you qualify for free assistance with garden maintenance.

YOUR OBLIGATIONS

It is a condition of your Tenancy Agreement that you maintain your garden to a reasonable standard, but at Tristar Homes we think that there are other good reasons for doing this.

YOUR NEIGHBOURHOOD

Like it or not, people tend to judge an area by the condition of the gardens and homes. This matters because if less people want to live in an area, it affects the number of empty homes and a spiral of decline can occur.

Of course there are other things that affect peoples opinions of estates, anti social behaviour, location for example. We think that with support (where needed) that all gardens can be brought up to a reasonable condition.

WHAT WE WILL DO

During Estate Walkabouts, which you are welcome to join - speak to your Patch Manager as to when they occur - we will take note of gardens in the area and speak to the tenant if any of the following are noticed

- * It is overgrown
- * There is rubbish / litter
- * Vehicles on the garden

We will give advice on what needs to be done and we will try to link you up with a neighbour who can give you gardening tips.

If you don't take the necessary action, we are empowered by Stockton Council to take action to ensure that improvements take place, which may include

- * Referral to the concessionary garden scheme

- * Order contractors to do the work, which would then charged back to the tenants
- * Apply for a demoted tenancy
- * Apply for an injunction (a court order which would tell you what you must do)
- * Apply for a possession order

HELP AND ENCOURAGEMENT

We want to encourage community and neighbourhood champions to take a lead in a number of areas.

If you have good gardening skills, then why not share your experience with someone who wants to improve things but needs a bit of guidance?

When we left this leaflet, we will have either left a "Thank You" card, or an "Improvement Needed" card. If you have received an improvement card, you will need to contact your local Housing Office as soon as possible.

We will encourage you to either accept assistance or agree to specific improvements over the next few weeks.