



Customer Contract Repairs and Maintenance Leaseholders

An easy to follow guide



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.

TRISTAR HOMES LIMITED REPAIRS RESPONSIBILITY TO LEASEHOLDERS

The Council has a responsibility as the freeholder to carry out certain repairs and maintenance of the structure, exterior and shared parts of the block in which your flat is situated. These could include:

- Exterior walls
- Roof
- Timbers and joists
- Beams
- Chimney stacks
- Rain water and soil pipes
- Communal hot water system
- Lifts
- Sewers and drains
- Window frames (not glass)
- Public way doors and windows

This is a brief example; full details are set out in your lease.

Although it is the Council's responsibility to carry out these repairs we will charge you your portion (as stated in your lease) of the costs of the work. This will be included in your service charge bill.

If you are still in your 5-year reference period (the first 5 years of the initial lease) you will only be expected to pay the amount stated in your Section 125 Notice for repairs and maintenance. This will increase annually by inflation. At the end of the 5-

year period, should the cost of the actual repairs carried out amount to less than what you have paid; you will be refunded the difference.

ADDITIONAL REPAIRS & MAINTENANCE OFFERED TO LEASEHOLDERS

To improve our service delivery and to give leaseholders the same Repairs and Maintenance service we offer our tenants, Tristar Homes Limited now offer to all leaseholders the opportunity to have their internal repairs carried out by our own workforce. We also offer the “**out of hours make safe**” service.

You will be billed for these services within 28 days of the repair being carried out. These bills are in addition to your yearly service charge invoice and should be paid on receipt.

HOW DO I REPORT A REPAIR?

Reporting your repairs to us is simple. There are four options you can choose from.

Option 1 – Contact Centre

This can be contacted by calling **0800 174491 – free of charge** All calls are recorded for the purpose of staff training and service improvements. You can also write (by letter or fax on **01642 528225**) to the Contact Centre.

Access details are as follows;

Contact Centre, Suite 9, Able House,
Billingham Reach Industrial Estate, TS23 1PX

Option 2 – Housing Offices

Service phones are available in the reception areas of all Housing Offices which connect direct to the Contact Centre.

Option 3 – Via the internet

You can report a repair on line via e-mail at building.maintenance@tristarhomes.co.uk

Option 4 – You can contact the Leasehold Team on **01642 528518**

leaseholderservice@tristarhomes.co.uk

WHAT HAPPENS WHEN I REPORT A REPAIR

- You will be asked to provide as much information as possible regarding the repair. Our staff will help you to describe / identify the problem. By supplying accurate information we may be able to speed up your repair.
- You will also be asked for access times so we can action the reported repair, this can be morning and/or afternoon access each weekday.
- Rather than asking you to provide extended access for minor internal repairs we can offer an appointment when they are reported via the Contact Centre. Under this arrangement, callers are offered a morning (8.30am – Noon) or afternoon (Noon – 4pm) appointment on a specific day.
- Urgent repairs fall into the category of Priority 1, 2 or 3 and are undertaken quicker than non-urgent repairs (see timescales on the next page). Such works are undertaken within a maximum of seven working days, making it easier to agree suitable access times with you for the work to be carried out.
- Once the details have been taken, the person taking your call will tell you what will happen next.

It will be;

Passed to a Technical Officer who will call to inspect the reported repair. Once inspected, the leaseholder will be given an estimate of what it will cost to carry out the repair, bare in mind this cost may fluctuate up or down. The leaseholder will be required to sign the estimate before the work is passed to the tradesman for completion.

HOW LONG WILL IT TAKE TO COMPLETE THE REPAIRS?

We have priority timescales for responsive repairs, which relate to the urgency of the repair. Once notified of a repair, we should meet the following targets;

- Priority 1** same day (emergency repairs)
- Priority 2** within 3 working days (urgent repairs)
- Priority 3** within 7 working days (semi-urgent repairs which may deteriorate if not attended to)
- Priority 4** within 28 calendar days (non-urgent repairs)
- Priority 9** repairs by appointment (on a specified date with a morning or afternoon appointment). This will be within a maximum of 20 working days.

Sometimes specialist or manufactured items are required e.g. parts for boilers or joinery items which mean these timescales may not be kept. If this is the case with your repair, you will be notified in writing.

WHAT CAN I DO TO HELP?

If you have made an appointment to stay in, please try to keep to that arrangement. If you cannot, please inform our Contact Centre as soon as possible so we can rearrange and avoid further delays.

If access cannot be gained a calling card will be left requesting you contact us within 10 working days to re-arrange access and advising that if no contact is made within this timescale, the job will be cancelled.

As the security of your home is your responsibility, you, or your representative, will need to stay in the house whilst internal repair work is carried out.

Please ensure that an adult is present whilst work is in progress, children are well supervised at all times and pets secured.

Please follow any safety instructions you are given by our tradesmen and do not use any of our tradesmen's equipment or materials.

EMERGENCY OUT OF HOURS MAKE SAFE SERVICE

As stated we provide an out of hours emergency **"make safe"** only service (please note this is not a repair service). This relates to work required to avoid serious health and safety risk, serious structural damage or ensuring your home is secure.

Leaseholders will be charged a set call out fee for the work required. You will be notified of the call out fee when you ring the repair number. You will receive a bill for this work within 28 days of the work being carried out. Payment is expected on receipt of invoice. Please contact the Leasehold Team for further advice on payment methods.

The service operates between 5pm and 8.30am Monday to Thursday. Full weekend cover is provided from 4.30pm Friday until 8.30am Monday, together with 24 hour cover on all Bank Holidays.

The service can be contacted on 0800 174491. Calls to this number are free of charge.

You will be asked to provide as much information as possible regarding the nature of the emergency. If a call out is required, the emergency will be attended to by appropriate tradesmen, usually within one hour.

If follow up work is required, a card will be left by the call-out tradesman advising you who to contact the next working day.

WHO CARRIES OUT THE RESPONSIVE REPAIRS TO YOUR HOME?

Most works are carried out by ourselves but we may occasionally sub-contract as appropriate.

All tradesmen work to a "Code of Conduct" which covers a range of standards such as carrying identification, dress, politeness, keeping sites clean and tidy etc. Further information is available at the back of this booklet.

If you wish to alter any part of your home, you **MUST** obtain permission from us first by contacting the Leasehold team on 01642 528518 who can advise if you need to contact the Planning Section or Building Regulations.

WHAT ABOUT THE DISTURBANCE AND DISRUPTION?

There may be some disturbance and disruption when carrying out certain repairs and we apologise for this in advance.

Our tradesmen will explain what is to be done. They will always aim to keep any disturbance to a minimum and treat you and your home with respect. They will clear away any mess they make when they have finished work at your home or at the end of each day. If major work is required larger items may need to be collected by a driver after completion of the works. They will also respect your garden, taking care with plants, flowers etc.

In the unlikely event of any damage being caused as a result of work we have undertaken, we will try to resolve the matter quickly. Where agreement cannot be reached straight away, the matter will be referred to our insurance section.

However, we will need your help to avoid any unnecessary accidents. For instance, please take care with your clothes and household items if there is any painting or plastering being done and remove any ornaments and curtains that may be affected by work.

WHAT IF THERE ARE DELAYS?

Obviously the weather plays a major part in completing external work and if it is windy, frosty or raining, this may lead to delays. For example, carrying out repairs to woodwork or painting in the rain will reduce the quality of the work we do.

If poor weather prevents or holds up work, we will notify you that we are stopping work and arrange a suitable time to return.

CUSTOMER SATISFACTION

Our repairs and maintenance service operates to standards of service.

We measure our service against performance targets set by both the Government and ourselves, which cover various aspects of repairs and maintenance.

Our performance results are compared against other social housing providers on a regular basis.

It is our responsibility to monitor the quality of our contractor's work. Our Technical Officers carry out random post inspections of completed work to check on value for money and standard of workmanship. In the event of poor workmanship, the contractor will be recalled.

As part of the process, we also ask you for comments and feedback on our service. Postal and telephone customer satisfaction surveys are undertaken, taking into account at least 15% of all repairs that have been carried out.

Feedback from the above highlights what we are doing right and in particular, where we need to further develop the service.

TRISTAR HOMES LTD EMPLOYEES AND CONTRACTORS - CODE OF CONDUCT

A commitment to customer care is central to the services delivered by Tristar Homes Limited (THL). The customer is entitled to expect high standards of conduct from both THL employees and nominated contractors used by THL, when entering and working at their property.

This code sets out the minimum standards expected of employees of Tristar Homes Limited and contractors employed by Tristar Homes Limited.

IDENTIFICATION CARDS

All trades personnel whether they are direct employees of Tristar Homes Limited or designated contractors are provided with identification cards that they will produce upon request. In the interest of security the customer is advised to always ask to see and check the identification card. The identification card contains the following information:

- The Company name
- The employees name and job title
- A reference number (if appropriate)
- A contact number for enquiries if you are uncertain
- An authorisation signature

APPOINTMENTS AND ACCESS TO PROPERTIES

Before gaining access to a customers' property, a THL employee or contractor will first introduce himself/herself, show his/her identification card to the customer and explain the purpose of his/her visit. Wherever possible THL will ensure that the employee or contractor is made aware of any customers' special needs, e.g. Elderly or disabled etc.

If a customer is out when a THL employee or contractor has arranged to call to deal with a repair a calling card will be left. The card will request the customer to contact THL within ten working days to re-arrange access. A minimum of three days notice will be required by THL from the new start date to enable the work to be reprogrammed.

If the THL employee or contractor is unable to keep a pre-arranged time for access, a representative of THL or the contractor will contact the customer on the day with an apology and explanation and arrange a new access date to suit the customer.

The THL employee or contractor will inform the customer when they have finished working and will arrange for further visits if required, with approximate times.

APPEARANCE/CONDUCT

Tristar Homes Limited employees and contractors should be properly dressed and presentable, appropriate to the type of work being undertaken and wearing protective and safety clothing where necessary. Tristar Homes Limited employees and contractors will be professional and polite to customers at all times and avoid using unkind or damaging words or gestures.

NOISE ABATEMENT

The use of radio/audio equipment is not permitted unless approved by the customer.

USE OF FACILITIES

Tristar Homes Limited employees and contractors must not use the customer's facilities, including toilets, telephones or tools except with the explicit approval of the customer.

SMOKING

Smoking is not permitted by a THL employee or contractor in the customer's property.

SECURITY/SAFETY

The property must be left safe and secure. The customer must be given reasonable access to their property at all times. Tristar Homes Limited employees and contractors must wear the appropriate safety attire. Equipment including steps and ladders must not be left unattended. Scaffolding must be removed during site shutdown periods of more than three days.

CLEANLINESS/TIDINESS

Tristar Homes Limited employees and contractors must keep sites and properties as clean and tidy as possible. All rubbish and debris must be removed at the end of each working day.

GENERAL

Work on site and in properties will only be undertaken between the hours of 8.00am - 6.00pm, Monday to Friday except in cases of emergency. Whilst on site, contractors must ensure that the THL's Equal Opportunities Policy is followed.

CUSTOMER SATISFACTION

THL employees and contractors will check that the customer is happy with the work to the property before they leave. If a customer is dissatisfied they can contact our Contact Centre on

Freephone 0800 174491 and the information will be dealt with by the relevant supervisor. The Contact Centre will be open: -

8:30am – 5:00pm – Monday – Thursday

8:30am – 4:30pm - Friday

Please note that the above times exclude Bank Holidays (when the Emergency Out of Hours Make Safe Service operates).

COMMENTS, COMPLAINTS AND COMMENDATIONS

We welcome the views of our customers whether they are good or bad points, as they enable us to improve the comprehensive service we provide. If you wish to make a complaint, comment or commendation you can do so using one of the following options;

Option 1 Contact Centre

You can access the Contact Centre by telephone, letter, fax or e-mail as follows;

Contact Centre

Suite 9

Able House

Billingham Reach Industrial Estate

TS23 1PX

Telephone: Freephone 0800 174491

Fax: 01642 528225

E-mail: building.maintenance@tristarhomes.co.uk

Option 2 Company procedure

We also have a company complaints, comments and commendations procedure. For further details 'Have Your Say' leaflets are available at all service points, or you can contact the Customer Services Helpline direct to;

Tristar House

Lockheed Court

Preston Farm Industrial Estate

Stockton-on-Tees

TS18 3SH

Telephone (01642) 528100

Fax (01642) 526614

E-mail: customerservices@tristarhomes.co.uk

The normal working hours for Tristar Homes Limited main contractor are:-

8.30 a.m. - 5.00 p.m. - Monday to Thursday

8.30 a.m. - 4.30 p.m. - Friday

DECENT STANDARD WORKS

Tristar Homes Limited have made available to all leaseholders the Decent Standard home improvement programme operating in their area. If a leaseholder wishes to take up the opportunity of Decent Standards works please contact the Leasehold Team who will put you in touch with the relevant contractor. All costs of these works will be charged back to the leaseholder.

If you require further information regarding repairs or any other leasehold related issues, please contact the Leasehold Team on 01642 528518.

LOCAL HOUSING CENTRES

THORNABY

2 Appleby House, Thornaby 527926

STOCKTON CENTRAL

Municipal Buildings, Stockton 526440/526439

STOCKTON NORTH

17-19 Redhill Road, Roseworth 528096

13-15 Whessoe Road, Hardwick 527983

BILLINGHAM

Council Offices, (Town Centre) 527943

THIS LEAFLET IS...

Available in other formats & languages. For further information please contact the Customer Services Helpline on 528100

Ce document est disponible en d'autres formats et langues. Pour plus d'informations, veuillez contacter le service de clientele sur: 528100

本文档可以其他格式和语言提供，有关详细信息，
请联系客户服务部门：528100

528100

و زبانهای دیگر در دسترس بوده و برای اطلاعات بیشتر با تلفن
قسمت خدمات به خریدار تماس حاصل کنید. این اطلاعیه به صورتها

و للمزيد من المعلومات يرجى الاتصال بخدمات الزبون على
ان هذه الوثيقة متوفرة بلغات و أشكال أخرى
528100

یہ دستاویز مختلف طریقوں اور زبانوں میں دستیاب ہے۔

مزید معلومات کیلئے برائے مہربانی کسٹمر سروسز سے اس پر رابطہ کریں۔ 528100

ਇਹ ਜਾਨਕਾਰੀ ਪੱਤਰ ਹੋਰ ਅੰਨਯ ਫੋਰਮੈਟ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬੱਧ ਹੈ। ਅਧਿਕਤਰ
ਜਾਨਕਾਰੀ ਵਾਸਤੇ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਗ੍ਰਾਹਿਕ ਸੁਵਿਧਾਵਾਂ (Customer Services) 528100
ਨੂੰ ਸਮਝਕ ਕਰੋ।

نہم لفلینتہ به شیوہی تروو زمانی تر نامادہیہ. بۆ په یوهندی زیاتر تکایه
په یوهندی بکه به خزمه تگوزاری کپیاره وه به ژماره ته له فونوی (528100).

