



## SUPPORT SERVICES

Our team is situated at Lockheed Court, Preston Farm Industrial Estate and is responsible for providing support to the department in the following areas:

- Customer Care,
- Complaints and Commendations
- Service Planning and Review,
- Production of Service and Performance Plans,
- Service Monitoring
- Policy and Strategy Development.

### KEY CONTACTS

Customer Services Helpline **528100**

email: [customerservices@tristarhomes.co.uk](mailto:customerservices@tristarhomes.co.uk)

Performance Management **527774**

email: [housing.performance@tristarhomes.co.uk](mailto:housing.performance@tristarhomes.co.uk)

### INFORMATION AVAILABLE

- Have Your Say
- Customer Service Promises

[www.tristarhomes.co.uk](http://www.tristarhomes.co.uk)



TRISTAR HOMES LIMITED. Registered in England Reg. No. 4373638

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The information in this leaflet is correct at the time of printing



# SIGNPOST

A guide to services

Designed and produced by design+print@shc Resources, Stockton-on-Tees Borough Council. Tel: (01642) 526289/526299. trn0014.rnp



# LEAFLETS



Tristar Homes produce the following leaflets for your information.

If you require any of the following leaflets please tick the appropriate box, and return to your local Housing Office.

Leaflet Name	✓if required
Asbestos in the Home	<input type="checkbox"/>
Complaint about the Council	<input type="checkbox"/>
Customer Contract Repairs & Maintenance	<input type="checkbox"/>
Dealing with a Deceased Spouse, Relative or Friend's Tenancy	<input type="checkbox"/>
Debt Recovery	<input type="checkbox"/>
Decoration Allowance	<input type="checkbox"/>
Explaining Demoted Tenancies	<input type="checkbox"/>
Explaining Introductory Tenancies	<input type="checkbox"/>
First Impressions Count	<input type="checkbox"/>
Gas, Electricity and Water Services	<input type="checkbox"/>
Guide to Exchanging your Home with a Tenant of the Council or a Housing Association	<input type="checkbox"/>
Have Your Say	<input type="checkbox"/>
Helping People Stay in their Own Homes	<input type="checkbox"/>
How to make a Request to Alter Your Property	<input type="checkbox"/>
How to Terminate Your Tenancy	<input type="checkbox"/>
Offensive Behaviour is not Acceptable - Help us help you	<input type="checkbox"/>
Our Commitment to Tackling Harassment and Hate Crime	<input type="checkbox"/>
Servicing Gas Appliances and your Safety	<input type="checkbox"/>
Signpost to Services - A Guide to Services	<input type="checkbox"/>
Social and Medical Priority Housing	<input type="checkbox"/>
Ways to Pay your Rent	<input type="checkbox"/>
What Happens when a Tenant moves into Residential Care	<input type="checkbox"/>
You and Your Pet	<input type="checkbox"/>
Your New Home what you can Expect	<input type="checkbox"/>
Your Rights as a Council tenant - The Council Tenant's Charter	<input type="checkbox"/>

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

Your telephone number: \_\_\_\_\_

## REPAIRS AND MAINTENANCE

Our team is based at Primrose Hill and deals with repairs and maintenance to council properties within the Borough and provides an emergency make safe service. Our staff are fully trained to deal with all aspects of repairs and maintenance.

### KEY CONTACTS

Freephone repair line

**0800 174491** (Your supplier may charge you for this call)

8.30am - 5pm Monday to Thursday

8.30am - 4.30pm Friday

Text Messaging Service available on: **07717 986335**

### Emergency call-out

(out of hours make safe only - council properties)

**0800 174491**

email: [building.maintenance@tristarhomes.co.uk](mailto:building.maintenance@tristarhomes.co.uk)

### INFORMATION AVAILABLE

- Repairs handbook - A guide for customers
- Servicing Gas Appliances

### RESIDENT INVOLVEMENT

Based at Lockheed Court, involving residents in improving services provided by Tristar Homes Limited.

Key contacts: **527777/527676**

email: [resident.involvement@tristarhomes.co.uk](mailto:resident.involvement@tristarhomes.co.uk)



## HOUSING ADVICE

Our team is responsible for helping those people seeking a council home or advice.

- Processing applications for council housing
- Allocating properties
- Offering advice on housing Problems

### KEY CONTACTS

Housing Advice 527961  
email: [allocations@tristarhomes.co.uk](mailto:allocations@tristarhomes.co.uk)

### INFORMATION AVAILABLE

- Housing advice information booklet
- Allocation policy



## INVESTMENT TEAM

Situated at Lockheed Court, our area of work includes:

- Regeneration and demolition of council properties
- Improvement schemes

### KEY CONTACTS

Investment 527406  
email: [Investment@tristarhomes.co.uk](mailto:Investment@tristarhomes.co.uk)



## INCOME MANAGEMENT

Our team is situated at Lockheed Court, Preston Farm Industrial Estate and provides clear and concise information on rent accounts and any other debts offering advice on entitlement to welfare and housing benefits.

### KEY CONTACTS

Income Management Freephone 0800 3893288  
(your supplier may charge you for this call)  
email: [income.management@tristarhomes.co.uk](mailto:income.management@tristarhomes.co.uk)




# SIGNPOST

Tristar Homes Limited

A guide to our services  
and information

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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 acts as its management agent for certain specified services.



# INTRODUCTION

Welcome to Tristar Homes Limited signpost to services booklet. This guide has been designed to help our customers access the right information and offices throughout Tristar Homes Limited, to ensure that any questions/problems can be answered as quickly as possible.

Each section is clearly identified giving a brief outline of the services provided by that team, some key contact numbers and also details of additional information leaflets available about particular areas of service.

If you are unable to find the information you require then please contact our Customer Services Helpline team on 528100 or email:

customerservices@tristarhomes.co.uk

You can also visit the web site at

www.tristarhomes.co.uk

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，  
请联系客户服务中心：528100

528100

و بتفصیلی دیگر در دسترس بودہ برای اطلاعات بیشتر یا پس  
خدمت خدمات بہ شریکات ترستار ہاوسنگ ڈیپارٹمنٹ - بین الاقلام بہ شریکات

و للزید من المعلومات يرجى الاستفسار بخدمات الزبون علی  
ان هذه الوثيقة متوفرة بلغات و أشكال اخرى

528100

یہ دستاویز مختلف فرمیٹوں میں دستیاب ہے۔

تو یہ معلومات نیچے برائے مہربانی کلمہ ہر سروس سے اس پر رابطہ کریں۔ 528100

Tristar Homes Limited  
Customer Services 528100

Tristar Homes Limited  
Customer Services 528100



# ESTATE MANAGEMENT

Our team provides a comprehensive landlord service to all tenants residing in council housing within the Borough. We work from five local area offices and our area of work includes:

- Letting properties
- Managing empty properties
- Payments and arrears
- Tenancy services e.g. neighbour complaints/consultation
- Your rights as a council tenant
- Tenant insurance scheme

## KEY CONTACTS

### Thornaby Area

2 Appleby House

527926

email: thornaby.housing@tristarhomes.co.uk

### Stockton Central

Municipal Buildings

526440 /526439

email: stockton.housing@tristarhomes.co.uk

### Stockton North

Hardwick

527983

Roseworth

528096

email: hardwick.housing@tristarhomes.co.uk

### Billingham Area

Town Centre

527943

email: billingham.housing@tristarhomes.co.uk