

# HAVE YOUR SAY

**An easy way to register a comment,  
commendation or a complaint about  
the Housing Service**



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

It is important that Tristar Homes Limited has a procedure that enables you to register

- comments or suggestions
- complaints
- commendations for good service

We appreciate the views of our customers, whether they are good or bad points, as they enable us to improve the services that we provide.

On many occasions you may simply wish to make a suggestion, therefore our procedure also allows you to make a comment, suggestion or commendation about the services provided.

## WHAT IS A COMMENDATION?

A commendation is an expression of satisfaction with an individual member of staff or a particular office/section.

## WHAT CONSTITUTES A COMPLAINT?

We feel that a complaint is:

If Tristar Homes Limited has failed to follow set standards or procedures, or where the service user has previously notified us of an issue and was dissatisfied with the level/standard of service received.

For example, if you have a repair that exceeds the time period that you were told, you may have grounds to make a complaint.

If you feel that you would like to make a complaint, we would suggest that you contact the section that your complaint relates to, as on most occasions your problem can be resolved quickly and efficiently by simply talking to us.

## HOW CAN I MAKE A COMPLAINT?

If you wish to make a complaint you can do so in the following ways:

- In person
- In writing
- By telephone
- By contacting a councillor or third party
- Visiting the website  
[www.tristarhomes.co.uk](http://www.tristarhomes.co.uk)
- Or email: [customerservices@tristarhomes.co.uk](mailto:customerservices@tristarhomes.co.uk)

Although a complaint does not have to be in writing, we often find that this is beneficial, as it enables us to be fully aware of the exact details of your complaint.

If you wish to make a complaint in person, you can do so at:-

- Any local housing centre

or alternatively contact the Customer Services Helpline on (01642) 528100

Tristar Homes Limited has a form (COM1) which enables you to make a comment/complaint or a commendation about the Housing Service.

Copies of the form are available at all service points throughout the Borough.

The form can be completed by either yourself or a member of our staff. When the form is completed you will be provided with a copy, which will include the following information:-

- Brief details of your complaint.
- The name of the Officer who received the form
- The name of the Officer who will carry out an investigation (for complaints)

## WHAT HAPPENS NEXT?

When the comment/complaint is received we will arrange for an Officer to be appointed to investigate the matter.

On most occasions we would expect that we would carry out the investigation within 10 working days. If the matter will take longer to resolve, we will notify you within 5 working days of this and ensure that we keep you up to date on a regular basis.

## CAN I APPEAL AGAINST THE DECISION?

Yes you can. If you feel that the decision of Tristar Homes Limited is unfair or that the full facts have not been heard, you should appeal in writing within 10 working days of receiving the decision and send it to:

Support Services Manager  
Support Services Team  
Tristar House  
Lockheed Court  
Preston Farm Industrial Estate  
Stockton-on-Tees  
TS18 3SH

If you would like to discuss your particular complaint or would like further information about our complaints system, please telephone the Customer Services Helpline on 528100 or email: [customerservices@tristarhomes.co.uk](mailto:customerservices@tristarhomes.co.uk)

## LOCAL HOUSING CENTRES

### THORNABY

2 Appleby House, Thornaby 527926  
email: [thornaby.housing@tristarhomes.co.uk](mailto:thornaby.housing@tristarhomes.co.uk)

### STOCKTON

Municipal Buildings, Stockton 526440 / 526439  
email: [stockton.housing@tristarhomes.co.uk](mailto:stockton.housing@tristarhomes.co.uk)

### STOCKTON NORTH

17-19 Redhill Road, Roseworth 528096  
13-15 Whessoe Road, Hardwick 527983  
email: [hardwick.housing@tristarhomes.co.uk](mailto:hardwick.housing@tristarhomes.co.uk)

### BILLINGHAM

Council Offices, (Town Centre) 527943  
email: [billingham.housing@tristarhomes.co.uk](mailto:billingham.housing@tristarhomes.co.uk)

## TRISTAR OFFICES

Customer Services Helpline 528100

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

Housing Advice 527961

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

Investment 527349

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

Contact Centre Freephone 0800 174491

(Your supplier may charge you for this call)

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

## THIS LEAFLET IS...

Available in other formats & languages. For further information please contact Customer Services Helpline 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 ਉਪਲਬਧ ਹੈ। ਅਧਿਕਤਰ  
ਜਾਨਕਾਰੀ ਵਾਸਤੇ ਸਿਹਰਬਾਨੀ ਕਰਕੇ ਗ੍ਰਾਹਿਕ ਸੁਵਿਧਾਵਾਂ (Customer Services) 528100  
ਨੂੰ ਸਮਧਰਕ ਕਰੋ।

نہم لفلپتہ به شیوہی تروو زمانی تر ناماده یه. بؤ په یوهندی زیاتر تکایه  
په یوهندی بکه به خزمه تگوزاری کرباره وه به ژماره ته له فونې (528100).

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

