

Schedule of Publications

Tristar Homes

Various reports, newsletters, statistics, leaflets etc, includes:

Information Details	Format (Electronic or 'hard copy')	Available from	Any Costs to provide the information
<ul style="list-style-type: none"> Agendas/items and reports from board and Committee meetings (excluding confidential items) 	E	Corporate Services	NA
<ul style="list-style-type: none"> Welcome pack for new tenants / Leaseholders 	H	Customer Services	NA
<ul style="list-style-type: none"> Customer service standards, 	H&E	Customer Services	NA
<ul style="list-style-type: none"> All company and council leaflets and tenants/leaseholders handbooks 	H&E	Customer Services	NA
<ul style="list-style-type: none"> "Tristar News" – quarterly newsletter, 	H&E	Customer Services	NA
<ul style="list-style-type: none"> Tenants satisfaction survey results and statistics, 	H&E	Corporate Services	NA
<ul style="list-style-type: none"> Minutes of Customer liaison Group and tenants group and Repairs focus group Meetings, 	H&E	Customer Services	NA
<ul style="list-style-type: none"> All Company application forms 	H	Corporate Services	NA

Corporate/freedom of information/schedule of publications – version 2 updated January 2005.

Future updates to be authorised by Heads of Service only.

Lead Officer – Head of Corporate Services

Information Details	Format (Electronic or 'hard copy')	Available from	Any Costs to provide the information
• Tenant participation compact.	H&E	Customer Services	NA
• Business plan,	H	Business Development	£75
• Summary of Annual Decent Standard programme	H	Business Development	NA
• Decent Standard Works information	H	Business Development	NA
• Repairs performance and customer survey statistics,	H&E	Repairs and Maintenance	NA
• Tenant insurance scheme,	H	Exchequer Services	NA
• All company procedural guides	H	Relevant Service Area	NA
• All company posters	H	Guide to where they are displayed	NA
▪ Equal opportunity policy	H&E	Performance Standards	NA
▪ Codes of Practice included within Managing Diversity framework	H&E	Performance Standards	NA
▪ Cultural awareness newsletters	H&E	Performance Standards	NA
▪ Tristar Update Newsheet	H&E	Performance Standards	NA

Information Details	Format (Electronic or 'hard copy')	Available from	Any Costs to provide the information
▪ Performance information	H&E	Performance Standards	NA
▪ Learning and Development Handbook	H&E	Performance Standards	NA
▪ Company Accounts	H&E	Financial Services	NA
▪ Directors Resource Pack	H & E	Company Secretary	£300