

# Customer Involvement Service Promises

At Tristar Homes, our 3 main service aims for the Customer Involvement Service are:

- To improve services
- To make us more accountable to the people who use our services
- To provide people with the opportunities to make a positive difference in the places where they live

To achieve these aims Tristar Homes will:

- Consult customers on issues that affect their home and the neighbourhoods where they live
- Consult customers on the services we provide
- Use the results of customer consultation to shape future service delivery
- Feedback results of consultation by a range of methods, some examples are:
  - Face to face
  - Using Tristar's Website
  - Newsletters
  - Via customer/resident groups and panels
- Give every customer the opportunity to get involved with Tristar by offering a wide range of ways to make a difference
- Actively recruit people from black or minority ethnic backgrounds to become involved in helping Tristar to improve services
- Actively recruit people who have disabilities including those with mobility problems and/or sensory loss to work with Tristar to improve services that relate to them
- Support and advise new and existing residents associations, groups and panels
- Provide relevant training opportunities for customers
- Provide information to customers using plain English
- Provide information in a range of languages that are used by our customers who ask for it
- To provide written material in large print or braille and on audio tape for those customers who ask for it
- Provide adequate resources for customer involvement to ensure Tristar achieves all of these promises

**These service promises can be produced in key community languages, large print, Braille, or on audio tape. Please contact the Customer Service Helpline on 01642 528100.**

**These service promises work in conjunction with our Corporate promises.**