

Decent Standard Service Promises

Developed and agreed in partnership with our customers

Decent Standards

As a service provider we will:

- Ensure your home meets Decent Standard by 2010
- Undertake an annual best value review of the Decent Standard package elements commencing with the kitchen replacement package
- Provide you with a dedicated Customer Liaison Officer while your home is receiving Decent Standard work. We will consult with you before, during and following completion of works to measure satisfaction and ensure we continually review and improve our service
- Treat you and your property with respect at all times. This will be checked by the Customer Liaison Officer, to ensure we meet your expectations
- On completion of the improvement, works a Customer Liaison Officer will deliver the disturbance payment to you. At that point, the Customer Liaison Officer will ask how satisfied you were with the works. This will be fed back to Tristar's Board via the Customer Liaison Group who will make recommendations for continual improvement on future schemes
- Consistently reduce the time it takes us to deliver the disturbance payment to you
- Complete the improvement works in your home within 5 weeks of the commencement date
- Have a dedicated team of officers to support you through the work
- Ensure that all personnel on site carry visible identification at all times
- Ensure that the installation of quality fixtures and fittings are undertaken by dedicated professionals and are completed in a competent and respectful manner Consult with the Customer liaison Group regarding future investment and improvement works to your home

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.