

E Government Service Promises

Developed and agreed in partnership with our customers

Through our website, you will be able to:

- Make a complaint, comment or commendation online. We will then abide by our corporate promise for response times
- Access contact details, including useful telephone numbers, addresses and email addresses.
- Apply for a property via our online housing application form.
- Make rent and council tax payments online.
- Report a repair online.
- Access up-to-date information.
- Find other useful links to information which may be of interest to you and related articles.
- View our latest articles released to the press.
- Find the answer to many frequently asked questions.
- Apply to become involved with improving services at Tristar Homes Limited.
- View job vacancies and download relevant documentation including our application form.
- Download all of our customer leaflets as a pdf document (if you don't have the software to read a pdf document then we will link to a website where you can download it for free).
- Request our most commonly requested leaflets in Arabic, Farsi, Urdu, Kurdish, Mandarin, Punjabi and French.
- Tell us what you think of the services you have received and how we might improve it.

**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.