

Estate Management Promises

Developed and agreed in partnership with our customers

We will:

- Invite residents, councillors and other local representatives to quarterly area walkabouts for every patch. We will publish the dates of these walkabouts in advance on our website and in Tristar News.
- Arrange appointments with your Patch Manager on request and will visit you in your home at a mutually agreed time to discuss any tenancy issues.
- Publish our Estate Caretakers' cyclical maintenance rota and will review them annually in consultation with residents.
- Ensure that blocks that receive a communal area cleaning service are cleaned in accordance with published service promises.
- Inspect the communal parts of all flats every month and publish our findings and actions locally.
- Ensure that all offensive graffiti on buildings, fences and walls is removed within 1 working day of notification and that other graffiti is removed within one week of identification.
- Visit every tenant annually to ensure they are receiving the services they are entitled to and that tenancy conditions are being adhered to.
- Inspect all garages and garage sites once every two months and deal with any matters arising.

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.