

Estate Management **Service Promises**

Developed and agreed in partnership with our customers

Our aim is to provide you with a decent home and the best possible service.

We will:

- Invite residents, councillors and other local representatives to quarterly area walkabouts for every patch. We will publish the dates, times and start locations of these walkabouts in advance on our website, in Tristar News and in our Neighbourhood Newsletters
- Keep a record available at our local offices of the communal and environmental work completed by our Estate Caretakers
- 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 6 months and make our findings and actions available locally
- Visit every tenant once every two years 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 annually and make our findings and actions available locally.

**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.