

# Leaseholder Promises

## Developed and agreed in partnership with our customers

Tristar Homes Limited aims to meet its obligations to our leaseholders by working to a series of agreed promises, providing the opportunity for leaseholders to monitor performance and influence service delivery and aiming to achieve excellence in the service we provide.

These promises set out our responsibilities, operational performance and standards of service that leaseholders can expect.

### We will:

- Provide an annual itemised service charge bill.
- Offer a wide range of payment options.
- Consult with the leaseholder prior to major works /refurbishments.
- Offer a loan facility for appropriate leaseholders to help with the costs of major works.
- Provide a quarterly newsletter to all leaseholders.
- Listen to and respond to all enquiries fairly, consistently and confidentially.
- Answer queries/complaints within 10 working days, or advise you of when a full response can be given.
- Offer leaseholders a drop-in surgery facility to coincide with the issuing of yearly Service Charge invoices.
- Offer an appointment to all potential leaseholders to discuss the implications of owning a lease.
- Provide a welcome pack and handbook to all new/potential leaseholders.
- Encourage people to contact us at an early stage should they be experiencing difficulties in paying their service charges.

### How we will keep to these promises:

#### We will:

- Train staff in current leasehold management legislation.
- Carry out customer satisfaction surveys, using the results to improve our service.
- Regularly report our performance against standards.
- Encourage and welcome views on the service provided.

**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.**

