



Information

Tenancies and estates are managed by our specialist teams, including:

- **Home Choice** (allocations and lettings)
- **Enforcement** (rent arrears and anti-social behaviour)
- **Customer and Community Contact** (front-line customer services)
- **Sheltered Housing** (rented housing for those of pensionable age)

When you contact us, our switchboard staff will do their utmost to make sure that you are put through to the correct service or person who can best give you assistance.

Monday morning surgeries

Every Monday morning you can call our phone surgery to discuss any issue with a member of the Tenant Participation team. Any time after 9am every Monday simply call **01803 869616** and we will do our best to answer your query immediately, or will get back to you as soon as we have spoken to a colleague who can supply the information or advice you need.

Tenants Handbook

Our Tenants' Handbook sets out advice and information on your tenancy. Click on this link to view the latest edition of the [Tenant's Handbook](#)

Service Improvement Performance Plan

Each year Tor Homes carries out service reviews to ensure that we continually improve our services to you. We publish the Service Improvement Performance Plan which is a summary of the results of these reviews. It sets out our achievements and describes our plans for the forthcoming year. Click on the link below to see the latest edition

Tenant Feedback

We place great emphasis on the feedback we get from our tenants, whether it is through meetings and surveys or through complaints and suggestions. You can send us your complaint, compliment or suggestion by completing the electronic form on the **Contact Us** page.

Service Standards

We regularly publish the standards you can expect from us and we will apologise if we fail to meet these standards and look at ways we can improve our services. Please click on this link to see our [Service Standards](#).

Estate Walks

Our aim is to ensure that our estates are pleasant places to live and with that in mind we carry out regular estate visits/inspections. We have a programme of estate walks where tenants and staff walk around their estates to agree any action required. Please come and join us, tell us your ideas and help us keep your estate the way you like it.

Asbestos in your home

Asbestos was used extensively as a building material in the UK from the 1950's through to the mid-1980's. It was used for a variety of purposes and was ideal for fireproofing and insulation. Any building built before 2000 (houses, factories, offices, schools, hospitals etc) can contain asbestos. Asbestos materials in good condition are safe unless asbestos fibres become airborne, which happens when materials are damaged. Further information can be found in the Tor Homes factsheet [Dealing with Asbestos](#), or on the HSE website at www.hse.gov.uk/asbestos

Tor Homes carries out surveys to identify the location and type of asbestos present in homes, and has a management plan to deal with it. Normally we will not remove asbestos unless it is damaged, or liable to be damaged, or disturbed in the normal use of the property. This is in line with health and safety guidance to avoid the potential release of fibres.

If you are carrying out work in your home, or you are concerned about possible asbestos in your home then you can contact us and we will be able to tell you where asbestos has been identified in your home or similar properties and any precautions you should take. You can ring us on **0800 316 88 39**, or e-mail asbestos@torhomes.com

Information for Tenants

[Introducing Tor Homes](#)

[Service Improvement and Performance Plan 2008](#)

If you would like to know more, please contact [Jane Randles](#).

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