

Tarka Housing



A member of Westward Housing Group

HELP IS AT HAND!

If you have work to be done as part of Tarka's Improvement programme or External Cyclical Maintenance programme then you now have your own dedicated Tenant Liaison Officer.

These four friendly individuals work for our three partner contractors:
Apollo, Pearce Construction and Westcountry Maintenance Services



Their role is to be a single point to contact for information, questions and general help in guiding you through the work by Tarka Housing.

This year's (2009/2010) work programme started in April 2009 which includes new kitchens, bathrooms, heating, insulation and electrical work. The full, finalised programmes will soon be available to view on Tarka's website at www.tarkahousing.org.uk

If you have work scheduled to happen in the next 12 months, then please feel free to contact a Tenant Liaison Officer who will be able to assist with any questions or problems which may arise.



Turn over to meet the new Tenants Liaison Officers



MEET THE NEW TENANT LIAISON OFFICERS (TLOS)!

Westcountry Maintenance Services Ltd (WMS)



Internal Improvements in Area 1 (Northam, Appledore & Bideford Rural)

Introducing... Rob Johns is our main site TLO. He will visit all his tenants to discuss their work and help with choices such as kitchen units and floor colours



Introducing... Kelly Mitchell as the first point of contact off-site. Kelly can answer any concerns or questions that her tenants may have.



We are pleased to continue working with Tarka Housing and delighted to be one of the three contractors appointed to work in partnership with Tarka to carry out the 4 year Internal Improvements Programme.

Our areas for this work are: Northam, Appledore and Bideford Rural area (Area 1).

We are based locally and our commitment to Tarka is to maintain a high standard of work and customer satisfaction.

Both Kelly and Rob can be contacted on:
0800 008 6737 or email welcome@wms.gb.com

Apollo Housing

Internal Improvements in Area 2 (Bideford West, Holsworthy Town & Rural)
External Maintenance for whole District



Introducing... Abigail Madgett who is Apollo's Tenant Liaison Officer and will be the first point of contact for her tenants. Abigail will be visiting prior to work starting, to discuss what is involved and answer any questions or concerns you may have. She will also be able to help with choices such as kitchen units, flooring and tile colour, and external wall paint colour.

Abigail can be contacted on: **07717 347407** or email: abigailmadgett@theapollogroup.co.uk



We are happy to have been appointed to carry out improvements to your homes.

Our areas for this work are: Bideford West, Holsworthy Town & Rural (Area 2).

We will also do external repairs and maintenance to all Tarka homes for the external cyclical maintenance programme.

Pearce Barnstaple Pearce Construction (Barnstaple) Ltd

Internal Improvements Area 3 (Torrington Town & Rural)

Pearce are delighted to continue a successful 12 months working together with Tarka.

Our areas for this work are: Bideford East and Torrington.

By working together in partnership with Tarka and the other contractors, Pearce Construction's commitment and focus will be to provide a high quality of maintenance services to Tarka householders.



Introducing... Charlotte Lockett who is our Tenant Liaison Officer. Charlotte is a Bideford chartered surveyor, and looking forward to taking on the role. Charlotte says "I am delighted to take on the role and I will be keen to assist wherever possible and I am especially looking forward to meeting the Tarka tenants".

Charlotte's work includes doing valuations and she specialises in planning and development projects. Charlotte enjoys her career and says the best part of it is meeting new people and working in the North Devon area where she grew up.

Charlotte can be contacted on: **07854 368067** or email charlotte@planningsurveyor.co.uk