

Our service standard

Aids and adaptations



Cross Keys Homes is committed to delivering excellence in customer service at all times.

This leaflet explains our aids and adaptation service standard which has been developed with the help of our customers so that you know what to expect from us.

If you feel our service has ever fallen short of this standard, please let us know using our customer feedback form available on our website or from any of our offices.

Aids and adaptations are small works which include the supply and fitting of equipment which help residents to live independently. Minor aids and adaptations are installed by Cross Keys Homes and range from shower seats, mop-stick rails, grab rails, key safes, toilet frames, over bath showers and ramps.

Cross Keys Homes will:

- Install minor aids and adaptations to your home, free of charge, on referral from an occupational therapist
- Publish details of our aids and adaptations service in all Cross Keys Homes' publications and via our corporate website as well as through relevant community centres, agencies and partners. This will include details on how to access the occupational therapy service and funding for major adaptations.

Major adaptations are provided through government funding and include level access showers, ramps, stair-lifts and extensions. These funded works will be carried out by the local council.

Service standard

Times and targets

Cross Keys Homes will:

- Send a letter to you confirming the works to be carried out as requested by the occupational therapist, and the timescales for completing these.
- Complete smaller works eg grab rails, handrails and key safes within seven calendar days
- Complete larger works eg over-bath showers and ramps within 28 calendar days

Our contractors will adhere to our customer care and equality and diversity service standards when delivering any services to our residents.

Monitoring and review

This service standard will be monitored and reviewed regularly through our tenant auditors' scheme and our internal key performance indicators which are agreed annually in consultation with residents. Information will be published to you in our annual newsletter Performance News.

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