

Our service standard

Leaseholders' standard

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

This leaflet explains our Leaseholders' 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.

Cross Keys Homes will:


- Provide all new leaseholders with a handbook which clearly explains their rights and obligations
- Respond to leasehold queries within 10 working days, or advise you of when a full response can be given
- Consult with you prior to any major works costing over £250 per leaseholder
- Aim to set service charges that offer value for money
- Provide an annual itemised service charge bill within six months of the end of the financial year, and explain any significant changes to costs between years
- Offer a wide range of service charge payment options
- Provide access to advice and assistance for leaseholders who require help with payment of their service charges
- Maximise our income through a firm, proactive and personal approach to managing arrears, taking legal action as a last resort
- Provide opportunities for you to be involved in decisions about delivery of the service
- Send two newsletters every year to all leaseholders

Service standard

Monitoring and review

- Report annually on overall service performance
- Carry out regular surveys to assess the quality of our services, and use the results to improve our services

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**CUSTOMER
SERVICE
EXCELLENCE**


The Government Standard

 **TSA** TENANT
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