

Our service standard

Moving in



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

This leaflet explains our Moving in 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.

Moving-in

At Cross Keys Homes we aim to make moving into your new home as simple as possible. In general we will ensure:

- The property is safe and meets the Governments' decent homes standard; meaning it is in a reasonable state of repair, has reasonably modern facilities and provides a reasonable degree of thermal comfort
- The property and garden are left clear of rubbish and any grassed areas will also be cut
- Any asbestos has been checked and any relevant information has been provided to you
- Any fire alarms and the door entry system have been checked
- The property is fitted with a hardwired smoke detector and checked
- All internal rooms and fittings have been thoroughly cleaned

Floor and stairs

We will ensure:

- These are safe and in good condition so that floor coverings can be laid
- Kitchens, bathrooms and toilets have floor coverings that are in good condition and that match

Doors and windows

All Cross Keys Homes' external doors and windows are secure and weather tight. We will ensure:

- Two sets of keys are available
- All rooms have internal doors
- Where there are communal door entry systems you are issued with at least one entry fob

Electrics

We will ensure:

- All electrics have been checked and are working safely and a safety certificate has been issued to you
- The kitchen has a socket for a fridge and a washing machine (if there is adequate space), and an electric cooker point or a gas cooker connection point
- The consumer board (fuse box) has a secure cover, a full set of fuses and each circuit is clearly labelled

Gas

We will ensure:

- All gas installations are checked and a landlord's gas safety certificate is issued to you

Heating

We will ensure:

- The property has been installed with a heating system
- Hot water is provided from a heating system

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Plumbing

We will ensure:

- All plumbing is watertight
- All sinks and baths have plugs and chains
- The stop tap from the incoming water main is clearly labelled
- All sanitary equipment is clean and in good working order and free from limescale build up
- Toilets are fitted with a new seat
- There are a minimum of three courses of 150mm wall tiles around the bath and as a splash back to sinks. If there is a shower, tiling is to the ceiling around the bath

Kitchens

We will ensure:

- There is a minimum of three storage cupboards so that food storage can be kept separate from cleaning materials (if there is adequate space)
- There is a minimum of three courses of 150mm wall tiles as a splash back to the worktops (2.5 tiles in sheltered housing)

Decoration

We will ensure:

- Your home is in good decorative order
- Any inappropriate internal wall finishes for example artex are removed and replastered
- Any hazard tiles (for example polystyrene) are removed and surfaces are repaired

Energy rating

- We will issue you with an energy performance certificate which will tell you how energy efficient your new home will be on a scale of A to G. G being the lower performance and A being the highest.

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External

We will ensure:

- Any garage, outbuilding or brick shed which is a permanent structure and part of the property, is safe and useable
- Grass, shrubs and trees in gardens are trimmed and left manageable for you to maintain
- Any paths owned by Cross Keys Homes are safe and free of trip hazards
- Fences owned by Cross Keys Homes are in a good state of repair
- Any ponds are filled in to make safe and the ground remaining is grass seeded

Adaptations

If the property is fitted with adaptations, for example grab rails, stairlifts, Lifeline alarm equipment, these will be removed unless required by the incoming household. Any level access showers will, however, be retained and not replaced.

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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