

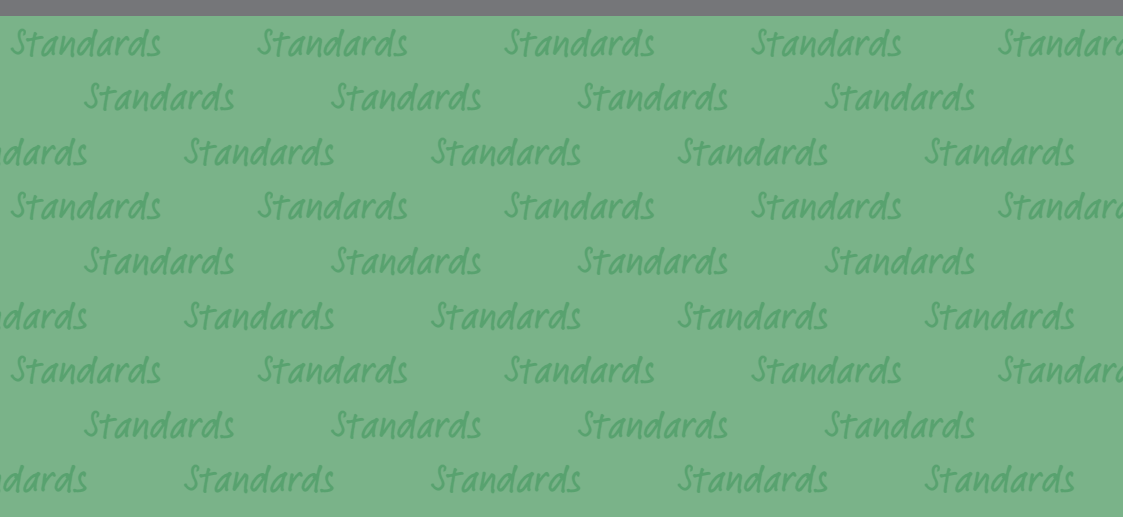


CROSS KEYS Homes

You'll be at home with us

Performance

our service standard



If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویند .

نه گهر بؤ تیگه یشتنی نهم نامیلکدیه ههر جزوره ناسته نگیکت هدیبه نهوا ده توانین کاریکی وا بکدین موته رجینک ناوهرؤکی نهم نامیلکدیه ت بؤ شی بکاته وه . نکایه بهم ژماره تله فون نه **01733 385116** پیروندیمان بی بکه .

پیوسته ناویشانی خؤقمان بی بدیهت و پیشمان بلّیت به چ زمانیک قسه ده کدیت .

اس دستاویز کوسجھنے میں اگر آپ کو کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعہ آپ کے لئے اس کی وضاحت کا انتظام کر سکتے ہیں۔ برائے مہربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or

email: translation@crosskeyshomes.co.uk

This is a free service.

Performance

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

In order to achieve and maintain excellent customer service, we have developed a series of service standards with the help of our customers. This leaflet explains our performance and continuous improvement standard so that you know what to expect from us when you access any service. Further service standards are available in our area offices and on our website.

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

Cross Keys Homes will:

- Compare our performance against that of other housing providers (regionally, nationally and against top performance standards)
- Monitor performance at regular intervals with board members, management team, staff, tenant/leaseholder groups as well as housing service providers
- Monitor performance to ensure equality across all our service areas
- Adopt best practice approaches to improve performance and continuous improvement
- Review policies, procedures and strategic documents at regular intervals in line with Cross Keys Homes' continuous improvement framework and in consultation with board members, tenant/leaseholder groups, and housing service providers
- Monitor the performance of telephone answering and letter responses
- Monitor customer complaints and ensure that justified complaints are taken into account when reviewing the service and performance of employees and contractors
- Seek customers' views of our services and incorporate these into the monitoring system

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overleaf...*

- Regularly communicate our performance to our customers and external stakeholders
- Use a range of methods to measure satisfaction including tenant inspectors, customer satisfaction surveys and mystery shoppers
- Set progressive targets and standards to achieve continuous improvement in partnership with stakeholders
- Set service standards and make service agreements on customer care with other relevant departments, agencies and contractors
- Investigate the reasons for failure to meet standards or targets, as covered by the performance review process
- Devise remedies for service failures

NATIONAL HOUSING FEDERATION
member



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