

A leaflet for shop tenants



CROSS KEYS Homes

You'll be at home with us



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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.

إذا كان لديكم أية 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 هه به 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 بدهیت 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.

Welcome to Cross Keys Homes' shops

In this leaflet, we explain how we are trying to improve our services and communications with you.

Your main Cross Keys Homes' contact for all queries except those relating to rent payments is **Chris Ford**. He can be contacted on: **01733 385037**.

Chris is part of our property services team headed up by **Peter Meadwell** (property manager). He can be contacted on: **01733 385031**.

Our incomes manager, Tony Burgess, is the contact for any queries in relation to rent payments. He can be contacted on: **01733 385026**.

We provide services to 72 shop leaseholders and to more than 900 residential leaseholders.

We aim to provide you with a quality and responsive service and are always available to discuss any queries you may have.



We hope that you will find this leaflet useful and enjoy profitable trading in your shop premises.

Our shop policy

1. Repairs

Under our lease arrangements we undertake to maintain the external fabric of the premises (excluding the shop fronts, which are your responsibility) and communal areas where these are under our ownership. Shop tenants are responsible for internal repairs, decor and shop fronts. We expect you to return the premises in the same condition at the end of your lease.

2. Rents

We aim to set rents at an amount equivalent to market rates. Service charges (where applicable) are set at the level of our costs. Rent review periods and the length of the lease are specified in your lease agreement with us. We expect rents to be paid promptly and quarterly in advance on or before the usual quarter dates:

25 March

24 June

29 September

25 December

We take rent arrears very seriously and will take action to recover monies due through the courts and by eviction as a last resort. We require all our new leaseholders to subscribe to direct debit to pay their rent (details of our direct debit guarantee are overleaf).

3. Anti-social behaviour

Our anti-social behaviour team is available to help with persistent incidents of bad behaviour. They can be contacted using our 24-hour reporting line on: **01733 385099** or you can email: antisocialbehaviour@crosskeyshomes.co.uk

4. Complaints

We will always try to resolve your concerns as soon as possible. However, if you have a complaint to make, we have a comprehensive customer feedback and complaints policy which is intended to ensure that justifiable complaints are taken

seriously.

5. Competition

We have 72 shops providing a wide variety of services and goods across Peterborough. We aim to promote a healthy mixture of trades but make no commitments to prevent healthy competition, where this is in the interests of the local community.

6. Energy services scheme

We are able to assist you with your electricity and gas supplies together with impartial advice on energy efficiency through Cross Keys Homes' energy services scheme in partnership with Peterborough Environment City Trust.

For further details freephone: **0800 7834761** or email: info@angliaenergyservices.co.uk.

Getting involved

We are committed to supporting the communities in which you trade and will do all we can to facilitate this. We welcome feedback and encourage you to suggest improvements which will assist your local community. We are developing and implementing neighbourhood plans in consultation with our housing tenants with the aim of improving the areas where they live.

More ways to get involved

- Join an area panel in an advisory role. The panels will develop our neighbourhood plans
- Let us know what you think by responding to the surveys we send you from time-to-time

Professional advice

It is important to understand that:

- You will have to sign a lease
- A lease is a legal document
- A lease will impose obligations on you

- The landlord (Cross Keys Homes) can enforce the obligation in court

Shop tenants should get professional advice when carrying out property dealings. If you want to know more about getting professional advice, two professional bodies may be able to help:

- Royal Institution of Chartered Surveyors
- The Law Society - solicitors

A guide to paying your rent by Direct Debit

If you have a bank or building society account there is a better way to pay your rent.

Paying by Direct Debit means:

- Less time spent in queues
- Your bank or building society will do the work for you
- It's secure and guaranteed by the banks and building societies
- No more rent collection dates to remember

Once you have joined the Direct Debit scheme we will arrange payments from your bank or building society.

The Direct Debit guarantee

- This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored by your own bank or building society
- If the amount to be paid or the payment date changes, you will be told of this at least 14 days in advance as agreed
- If an error is made by us or your bank/building society, you are entitled to a full and immediate refund from your branch
- You can cancel a direct debit at any time, by writing to your bank or building society. Please also send a copy to us:

Cross Keys Homes
Shrewsbury Avenue, Peterborough, PE2 7BZ

**NATIONAL
HOUSING
FEDERATION**

 **business for neighbourhoods**



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