

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

This leaflet explains our rent 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:

- Offer you a variety of ways to pay your rent, including;
 - Through your bank by direct debit (weekly or monthly), call **0845 337 0166** with your bank details to set this up in one simple call
 - Payment by credit card or in cash or at any of our two area offices Monday to Friday, 9am to 4pm except on Wednesdays, 10am - 4pm
 - Payment by debit card over the telephone by calling **01733 385026** Monday to Friday, 9am to 5pm
 - At a post office or any shop displaying the PayZone facility
 - Over the internet via our website (www.crosskeyshomes.co.uk) using a debit card
 - Where applicable, through housing benefit paid direct to us from the local authority
- Send you a rent statement at the end of every three month period
- Notify you of rent and service charges annually in accordance with statutory timescales

Rent arrears

Cross Keys Homes will:

- Provide assistance in completing housing benefit forms if required
- Refer you to a specialist debt agency, welfare benefits' adviser as appropriate or if requested
- Give you an opportunity to make an agreement or arrangement to clear your arrears before taking any legal action
- Keep to the pre court protocol before starting possession proceedings where arrears are solely due to delays in housing benefit payments from the local authority being applied to your account
- Provide a free phone number **0800 988 3750** for you to contact us
- Send you a satisfaction survey following debt welfare intervention to measure satisfaction

Monitoring and review

This service standard is reviewed, monitored and reported on annually by our involved residents.

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HOUSING
FEDERATION**
member

 **business for neighbourhoods**

**CUSTOMER
SERVICE
EXCELLENCE**

UK


The Government Standard

TSA **TENANT
SERVICES
AUTHORITY**

www.crosskeyshomes.co.uk

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