

# Our service standard

## Service Charges



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

This leaflet explains our service charges 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 you with a clear explanation of what you pay a service charge for at the beginning of your tenancy, lease or licence, and in annual statements
- Review and amend our service charges on an annual basis
- Keep the amount of service charges as low as possible to reflect only our reasonable costs (including major repairs where appropriate)

### **Service charge arrears**

#### **Cross Keys Homes will:**

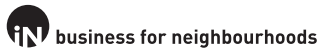
- Maximise our income through a firm, proactive and personal approach to managing arrears, taking legal action as a last resort
- Give you an opportunity to make an agreement or arrangement to clear your arrears before taking any legal action
- Refer you to a specialist debt agency, welfare benefits' advisor or support provider, if appropriate or requested

### **Monitoring and review**

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

# Service standard

**NATIONAL  
HOUSING  
FEDERATION**  
member



The Government Standard



[www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk)

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