

# *Our service standard*

## **Tenancy and estate management**



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

This leaflet explains our tenancy and estate management 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 a comprehensive range of ways for you to contact us; at our area offices or community hubs, by telephone, in person, through the website or electronically
- Assist you to maintain and sustain your tenancy by offering additional support and/or referring you to relevant agencies
- Visit or contact you in response to tenancy queries or issues such as assignment, succession or requests to make improvements to properties within five working days of receipt, and complete the action within 20 working days where possible
- Undertake monthly neighbourhood walkabouts with local residents and other agencies such as the council and police, targeting hotspot areas. These will be publicised in advance to all local residents
- Undertake estate/street inspections
- Investigate and deal with abandoned cars and fly tipping on land which we own within three working days of notification and in line with our published policies and procedures
- Provide you with a well publicised, easily accessible customer feedback and complaints and compensation procedure
- Provide translations and use interpreters, alternative communication such as Braille, audio and large print
- Publicise resident involvement, so you can influence the services we provide and participate through your local area panel regarding environmental and estate improvements

# Service standard

## Grounds maintenance

We will maintain the grounds of our sheltered housing schemes and communal areas on land owned by Cross Keys Homes. This will include:-

- Hard landscaping
- Walkways
- Grassed landscaping
- Paths
- Gravelled areas
- Access roads
- Shrubs
- Parking areas
- Borders
- Garage sites
- Hedges
- Gullies on pathways

## The following standards will be maintained:-

- Boxed grass areas at sheltered housing schemes, general amenity and open grass will be cut
- Ornamental and agricultural hedges to be cut back
- Walkways, paths and access roads to be swept four times a year
- All areas to be litter-picked once every 12 months, and before any grass cutting
- All areas to be kept free from weeds
- Snow clearance and ice gritting to footpaths previously identified by scheme managers through risk assessments will be undertaken

## Monitoring and review

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

**NATIONAL  
HOUSING  
FEDERATION**  
member

 **business for neighbourhoods**

**CUSTOMER  
SERVICE  
EXCELLENCE**  
  
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The Government Standard

**TSA** **TENANT  
SERVICES  
AUTHORITY**

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

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