

Our service standard **Community investment**



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

This leaflet explains our community investment (including resident involvement) 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.

Community investment standard

Our community investment team aims to raise the quality of life of residents through a range of initiatives meeting our community strategy, resident involvement strategy and young people's strategy.

The Tenant Services Authority (TSA) expects housing associations to involve residents in setting and monitoring standards.

The community investment team is:

- Committed to involving residents to improve services, quality, increase residents satisfaction and create more stable and sustainable neighbourhoods
- Committed to improving people's quality of life by offering a range of opportunities to help people improve their health and life chances
- Involving residents in wider opportunities to improve their life chances with help to get residents into training or employment
- Working with residents to find funding opportunities which will help to develop community projects
- Engaging with young people to help them sustain their tenancies and contribute to their community

Cross Keys Homes will:

Put you, our residents, at the heart of service delivery, and give you the opportunity to participate through a variety of mechanisms, including:

- Text message and email
- Postal, email and telephone surveys
- Focus groups
- Estate walkabouts each month
- Tenant inspectors/mystery shopping via our auditors scheme
- Resident liaison group
- Joining an Area panel
- One equality forum
- Policy review group
- Sheltered housing forum
- Communications focus group
- Village voices

(Please see the keys to involvement leaflet for full details)

To support resident involvement we will:

- Provide a free phone number (**0800 8030357**) and email address (involvement@crosskeyshomes.co.uk) for all residents currently involved or wishing to find out more
- Help to arrange transport to meetings and help towards the cost of childcare or care costs for another dependant, where necessary
- Provide support and training to give you the skills and confidence to enable you to take part in reviewing our services effectively
- Provide staff to assist and support resident involvement

To empower residents we will:

- Support you to get involved in your community
- Involve you in procuring contracts
- Measure the impact of involvement activities and report back to you annually through our newsletter, Keylines
- Produce an annual involvement statement

Service standard

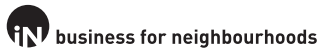
- Involve and seek the views of underrepresented groups such as black, minority and ethnic residents, lone parents and younger people
- Involve younger people in contributing to their community with a range of ways to be involved

Monitoring and review

This service standard will be monitored in our annual impact assessment for resident involvement. A summarised version will be produced annually in our newsletter Keylines. This service standard and its performance indicators will be agreed and set annually in consultation with residents through our resident liaison and policy review groups. The tenant auditors' scheme will 'mystery shop' services to ensure standards are being met.

Service standard

**NATIONAL
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The Government Standard



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