

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

This leaflet explains our temporary accommodation 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:**

- Undertake a full assessment of your needs and support requirements with you within two days of residency
- Work individually with residents to assess their housing-related support needs. We will agree a relevant support plan with you within five days of your residency and review it at least every three months
- Work in partnership with other agencies to provide the best possible support for individual residents and act as advocates to maximise long term support and benefits' entitlements
- Offer advice and assistance to all residents to help find permanent accommodation via our resettlement service
- Respect your dignity, privacy and right to confidentiality as well as promoting independence, choice and equality of opportunity
- Ensure that all our temporary accommodation is clean, safe and maintained to the highest standards

# Service standard

- Undertake regular health and safety checks and site assessments to ensure:
  - The site is checked daily
  - Fire alarms are checked weekly
  - Electrical equipment is checked annually
- Consult with our service users via monthly residents' meetings and customer feedback methods to review our procedures, working practices and development of the service

Residents' welfare is our priority. We will operate a strict warning system to encourage and promote responsible behaviour. If necessary we will evict a resident where the safety and welfare of other residents is being put at risk.

We will always strive to provide the best service we can. However if you are not happy with the service, please contact your hostel manager. If they cannot resolve your complaint then please contact the housing support manager at Cross Keys Homes' head office.

Cross Keys Homes, Shrewsbury Avenue, Peterborough, PE2 7BZ

## 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**  
  
The Government Standard

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

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

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