

Our customer promise to you



We are committed to providing you with excellent services, a home that is safe, well maintained, and a supportive living environment for all our customers. This document outlines the minimum baseline standard you can expect from us for your home.

Letting a new home

- We will inspect your home before it is let to you, carrying out safety checks.
- When you move in, we will provide you with a home that is clean, safe, in good repair and energy efficient.
- All essential repairs will be completed before you move in.
- Some non-essential repairs where agreed will be completed shortly after you move in.
- We will provide a customer welcome pack which will contain all the Safety certificates (heating, electrical, energy performance certificate), user guides for systems in your home (i.e. heating controls), how you can pay your rent, how you can contact us.
- We will be clear about our responsibilities, as well as yours. These can be found in your tenancy agreement.
- We will visit you after 6 weeks of you moving into your new home to ensure you have settled in and to answer any queries you may have.

Looking after your home

Day-to-day repairs

We will be clear about which repairs you are responsible for.

For day-to-day responsive repairs, CRHA's repair response times are:

- Emergencies – within 24 hours
- Urgent - 7 calendar days
- Normal (Routine) - 28 calendar days

We will ensure that the repairs and maintenance service is clear and accessible to all customers and make reasonable adjustments when needed. All online and printed information regarding repairs and maintenance is customer-approved, and various methods will be available for you to report repairs, including:

- By contacting CRHA directly at 01208 892000 between 9:00 AM and 5:00 PM.

Emergency Out of Hours Service: Call 0844 892 0013 (available Monday to Friday from 5:00 PM to 9:00 AM, and 24 hours on weekends and bank holidays).

- By sending an email to repairs@crha.org.uk.
- Through the My CRHA Portal.
- In person or in writing at 19 Callywith Gate, Launceston Road, Bodmin, PL31 2RQ.
- Via our social media platforms, including Facebook, Messenger, and WhatsApp.



Planned maintenance

- We will contact you in advance about planned work and upgrades to your home and keep you informed. This work can include replacement kitchens, bathrooms, heating, windows, doors, roofs, outside decorations and building safety improvements.
- We will conduct a stock condition to your home every 5 years which will inform our planned maintenance programmes.



Larger repairs

- Some repairs are more complicated, and we may need to survey, order materials or appoint specialist contractors. If we or our contractors need to visit, we will agree appointments with you.



Your safety at home

We will complete regular checks to your home to keep you safe. We have a robust Property Compliance Framework in place based on best practice.

- Annual heating servicing and inspections (Gas, Oil, Heat Pumps, Solid Fuel)
- Electrical testing (EICR) every 5 years
- Smoke/Carbon Monoxide/Heat detector, sprinkler systems installed and tested. All tested and inspected annually.
- Asbestos and legionella management as required.
- Lifts (passenger, stair lift) – inspected and serviced annually.
- Radon management as required.
- Sewerage systems – serviced annually and maintained as per manufacturers operating instructions.



Estates and shared areas

- We will visit all our estates twice a year by a Tenancy Management Officer to ensure the areas are safe and well maintained. Any repairs or defects are logged, and repairs are raised as per our repairs and maintenance policy. Where required schemes receive a grounds maintenance service as well as

other compliance surveys/work such as tree surveys and sewerage treatment systems.

- We will provide services to keep shared areas and grounds clean and safe.
- We will work with other landlords and your local council to help ensure your neighbourhood is well maintained.
- We will ensure that trees in communal gardens are healthy and safe.
- We will repair any uneven or unsafe paths that you tell us about.

Complaints

We welcome complaints, compliments, and comments as an opportunity to listen and improve our services.

We will make it easy for you to give us feedback on the services you receive. You can do this by telephone, email, our website, or messaging us on social media. When we make a mistake, we will say sorry and try to resolve your concerns as quickly as possible.

We will consistently record, investigate, and respond to customer feedback and comply with the Housing Ombudsman's Complaint Handling Code.

Your rights

In addition to the rights outlined in your tenancy agreement, you also have the right to:

- A decent home that is safe, free from hazards and fit to live in. For more information about this, you can read the Decent Homes Standard, Social Housing Consumer Standards, Housing Health and Safety Rating System, and Awaabs Law.
- Reasonable adjustments to our services if you have a disability. These adjustments are changes we must make to ensure you have equal access to our services if it is practical to do so.

 OUR VISION	 OUR VALUES		
Homes to make life better To support and sustain rural communities in Cornwall and the Isles of Scilly by providing quality affordable homes.	 Customer First Our customers are at the heart of what we do.	 Commitment to provide safe, affordable, quality homes.	 People Focus investing in our people so that they can be the best that they can be.
	 Inspire to be a great example to everyone that we engage with.	 Integrity having strong principles in what we do, being respectful.	