



## **EKAYA HOUSING ASSOCIATION Local Offer**

### **HOMES**

- Aim to set rents which are affordable, and only increase rents annually in line with our contractual & regulatory requirements
- Allocates all homes according to our approved lettings policy, with provision for current tenants who need to move
- Lets our homes using Assured, or licences (for hostel accommodation) or except where other landlords for whom we manage property require us to use Assured Shorthold Tenancies
- Minimises the number of our properties that are empty and unavailable for letting
- Maintains a 24 hour responsive repairs service, with targets times for action which reflect the urgency of the repair need
- Aim to Inspect our properties periodically, to ensure that communal areas and gardens are maintained according to the contractual obligations. identify & remedy where possible any problems that need to be addressed
- Respond actively to deal with complaints of anti social behaviour, in line with our approved policy & procedure. Also to work in partnership with other agencies to deal with perpetrators of anti social behaviour
- Addresses any complaints as quickly as practicable in accordance with our published complaints policy

All repairs are prioritised as follows:-

#### **Gas safety Inspections:**

Your gas appliances will be inspected annually to ensure they conform to the regulatory gas safety regulations.

**Emergency repairs:**

Include those repairs that are necessary to prevent danger to life, restore essential services and make safe any structural faults.

***Should be dealt with within 24 hours.***

Examples: No water supply, electrical faults caused by water penetration.

**Urgent repairs:**

Include those repairs that are necessary to prevent faults affecting the health of the occupants, visitors or the public.

***Should be dealt with within 5 working days.***

Examples: repair of hot water system, test for defective wiring, repair or replace broken toilet cistern.

**Routine repairs:**

Includes repairs to restore the effective working order of fixtures and fittings that are not an immediate threat to health and safety.

***Should be dealt with within 20 working days.***

Examples: broken or damaged guttering

- All our owned properties are included on our planned / cyclical maintenance programme in order to maintain the Decent Home Standard.