



EKAYA HOUSING ASSOCIATION Local Offer

Neighbourhood & community - neighbourhood management and anti-social behaviour

- Publish a timetable of estate inspections in our Head Office and in the area where the inspection is taking place.
- Invite local residents and stakeholders to take part in the inspections.
- Ensure that all inspections check footpaths and monthly inspections of untidy gardens, fly-tipping, dog fouling, litter and illegally parked vehicles.
- Ensure our empty properties are secure.
- Remove offensive or racist graffiti from our buildings within 24 hours of being told about it.
- Remove syringes from our estates within 24 hours of being told about them.
- Draw up an action plan following the inspection for all those who took part.

Tenants may be involved in monitoring adherence to the agreed service levels.

Ekaya Housing Association has worked with residents to develop local offers in 3 key areas.

A neighbourhood charter outlines how residents and Ekaya will work together with other agencies to address priorities and issues identified by the community. Ekaya worked closely with tenants to pinpoint these challenges and find relevant solutions.

Our Charter also outlines the local services Ekaya provides, such as cleaning and gardening.

Anti-Social Behaviour

Ekaya Housing Association's anti-social behaviour policies and procedures were reviewed during 2010. They bring together different strands of anti-social behaviour, such as domestic violence, nuisance and racial harassment;

This local offer promises that Ekaya will:

- Take all complaints seriously
- Contact the victim within 24 hours, 5 days or 10 days depending on the priority of the complaint, and arrange to interview them at their earliest convenience
- Investigate all complaints as fully as possible
- Keep you informed about what we are doing to try to resolve anti-social behaviour
- Work with other agencies, such as the Police Community Safety Unit, to tackle the problem
- Take legal action, which could result in eviction, where appropriate once sufficient evidence is available to proceed with.
- Only take action against the alleged wrongdoer once the action is agreed by the victim, unless the anti-social behaviour affects other residents or we have a legal duty to act.