



## **EKAYA HOUSING ASSOCIATION Local Offer**

Ekaya Housing Association believes that providing a high standard of service to our customers is a priority. When you contact Ekaya Housing Association we aim to provide you with a personal service that is prompt, efficient, accurate and courteous. As a valued customer you have the right to expect the best level of service from us.

We further believe that we are accountable to our customers, and so need to agree minimum standards when working with you, which can be monitored and continually improved. For this reason, Ekaya Housing Association has set the following local offer:

### **The Tenant Involvement and Empowerment Standard**

#### **What you can Expect When you Contact Ekaya Housing Association**

- Staff will be professional and treat customers equally with respect and courtesy at all times, face-to face and over the telephone.
- Staff will be helpful and aim, wherever possible to resolve the customer's enquiry, giving details of services available. If the service is not available we will explain clearly why and give specific details or services which you can approach for direct assistance.

#### **Contact via the Telephone**

- You can telephone Ekaya between 9.30 am and 5.30 pm Monday to Friday, except for public holidays when our office is closed. We provide an out of hours emergency repair service between 5.30pm to 9.30am. This service is also available during bank holidays.
- We aim to answer your call within 15 seconds by a well trained person.
- If you contact us via a telephone call box or mobile phone we can ring you back if requested.
- We aim to be able to deal with most queries when you contact us. Our Customer Services Officers will be the first point of contact who are able

to deal with many of your queries themselves, or will direct you through to the right person to help, or will take a message, as appropriate.

- If we cannot deal with your query straight away, we will aim to contact you within 24 hours. However if this is not possible, we will inform you.
- We will record accurate voicemail messages letting you know when you can expect your call to be returned.
- We will always check that we have your most up-to-date phone numbers (landline, work number, mobile), email address, and update our computer records
- If when we try to call you back we are unable to speak to you:
  - we will leave a message on your answer phone where possible.
  - Try again to contact you
  - We will write or email you

#### **Writing to Ekaya, Including Via Email, Fax or Text Messaging**

- We acknowledge receipt of letters within 5 working days detailing who is dealing with your query and when a full response will be provided
- Letters will receive a written response within 10 working days
- We will use plain English.
- We will use a print size that is easy to read
- If you email us on [info@ekaya.co.uk](mailto:info@ekaya.co.uk) or to individual staff members, we will respond within 24 hours.

#### **Visiting Ekaya's Head Office**

- Our office is open 9.30 am – 5.30 pm, Monday to Friday, except for public holidays.

We are at First Floor, Lincoln House,  
1-3 Brixton Road, London SW9 6DE.  
Telephone number 0207 091 1800

- The Property & Housing Services Team often spend a lot of their time out of the office, so it is usually better to make an appointment if you want to see a particular manager.

- The Customer Services Officers will deal with your enquiry promptly, but will give you an indication how long you may have to wait where necessary.
- We will see you promptly if you have an appointment, providing that you have arrived on time.
- If you do not have an appointment, the Customer Services officer will aim to see you or book an appointment with the appropriate officer. You will not normally be able to see a Senior Manager without an appointment.
- We will offer you a private interview to maintain your confidentiality.

### **Home Visits**

- We will normally try to deal with most issues over the telephone. We realise that this is not always possible and that some issues will require a visit to your home or local area.
- Our staff can arrange the following for you on the phone:
  - Transfer home visits
  - Property Inspection
  - Appointments for debt advice and signpost tenants to relevant agencies /management surgeries
  - Office appointments to discuss general issues around your tenancy.
- Visits will usually be during our normal office hours (9.30 am to 5.30 pm, Monday to Friday, except for public holidays). However we will aim to provide some level of flexibility in addressing the requirements of our tenants.
- We will aim to provide a home visit within 5 working days of your request, unless the reason for the visit relates to harassment or domestic violence. In either of these cases, we will aim to visit within 1 working day.
- Officers will always carry proof of identity and show it to you.
- We will always confirm in writing what has been agreed and what will happen next. We will check that you are satisfied with this (or make clear the position of the Association if no agreement has been reached).

## **Interpretating, Translating & Information**

- We will provide an interpreting service for you if needed.
- We will provide a translation service for you if you need it in order to understand key documents such as your tenancy agreement
- We will provide printed literature and key information in translation, on tape, in Braille or in large print on request and within a reasonable length of time.
- If you ask us to send you leaflets, forms or general information we will aim to post it to you within 24 hours.
- If you need help completing any forms from either Ekaya Housing Association or Housing we will either:
  - provide help over the telephone;
  - help you to complete the form at our offices.
  - arrange to come and see you within 5 working days; or

## **Services for customers who have a hearing impairment**

- We can arrange a sign language interpreter or lip speaker on request if we need to talk to you about an important matter, or if we invite you to meetings.
- We can arrange a sign language interpreter or lip speaker for a Recognised Tenants'/Residents Association' meetings, or provide financial assistance for a RTA to organise interpreting at its meetings.

## **Complaints**

If for any reason we fall short of complying with our local offer standards and you wish to make a formal complaint. Please let us know and request a copy of our Complaint's Policy.

We will respond to your complaint within the following timescales:

Stage one within 5 working days

Stage two within 5 working days

Stage three within 10 working days.

We are committed to working in partnership with our tenants to provide a high level of Customer Service.