

EASY HOUSING ASSOCIATION

Involvement and Empowerment of Tenants

Easy Housing believes that tenants are given the opportunity to be involved in the management of its housing. These Includes opportunities to:

- Influence housing related policies and how housing related services are delivered.
- Be involved in securitising performances in delivering housing related services
- Be supported so that they are more able to be effectively engaged, involved and empowered

Involvement and empowerment

- We will consult with users about any significant changes to our policies and on any other changes which may effect them as a resident
- Consult with users about any major repairs on improvement we intend to carry out to their homes or estate and wherever possible give them a choice of colours and fitting
- Make copies of all our policies, procedure, and other standard document available on request through the help desk and on the internet
- Carryout regular survey to establish residents views on the quality of our service
- Invite residents to inspect with us each of the estates we manage on a regular basis to make sure that communal areas are clean, tidy, well maintained and safe to use
- Provide advice, support and training to resident who want to set up a resident association
- Encourage residents to participate through giving the consumer panel, the leaseholder panel or the residents forum or other sub-committees and working groups
- Provide performance information about our service in newsletters and o the website

1. Consult with residents wherever legally required and always before making changes in matters of housing management, maintenance or care and support that are likely to have a substantial effect on the resident (NB for residents in care and support schemes consultation would include those that would be a party to developing their care plans).

2. Consult upon policy reviews and any major improvement to properties or changes in service delivery that is likely to have a significant affect on residents.

3. Seek regular feedback from residents by way of meetings, Consumer Panels and/or surveys in respect of the design and specification of our accommodation and the efficiency, quality and value for money of services provided by the Society. (Consumer Panels will consist of residents

selected at random by the Society to meet and discuss a specific aspect of Easy Housing's work and help to identify ways in which we might improve our performance).

4. Report consultation results to the Housing and Care Committee for action as appropriate and give feedback to residents on the results of any consultation exercise undertaken and an explanation of the reason for any decisions reached following such consultation.

service and choice

- Welcome and deal with any enquiry in a helpful, fair and friendly manner
- Ensure that an appropriate officer is seen or appointment made within 5 minutes
- Ensure that prior appointments are kept to within 5 minutes
- Arrange for an interpreter or language signer if necessary
- Carry an identification pass and give visitors their name
- Answer the telephone promptly and politely within 30 seconds
- Acknowledge letters within 5 working days and/or
- Respond to letter within 10 working days
- Arrange home interviews in certain circumstances when tenants cannot visit the office

Responding to Complaints

If you are unhappy, you can complain using the complaint form in the online service section or write a letter to us. We will:

- Acknowledge your written complaint within three working days
- Send a full reply within 10 working days for stages 1 or 2
- Arrange a panel hearing within 6 weeks for stage 3 complaints
- Explain how you can go to the next stage of the complaints process
- Agree a timescale with you for complex complaints that might need longer to investigate
- Welcome your views if you are dissatisfied with any aspect of our services
- Record, respond to and act on any complaints

We learn from complaints and make changes/improvements as a result once we get complaints we:

- Endeavour to put things right as soon as possible
- Extend our apologies if we have made mistakes
- Learn from our mistakes so we don't repeat them
- Make complaining to us easy and straight forward

Home Standard

Quality of accommodation

- Provide safe, secure, efficiently heated weather proof homes with modern kitchen and bathroom
- Publish our planned maintenance programme on the website and through stadium voice
- Give your advice on how to pay you rent and how to claim housing benefit as well as refer you for formal debt and welfare advice if required
- Give every new tenant a sign up pack containing their tenancy agreement, our handbook and other useful information
- Offer compensation if we have made a service mistake
- Provide help and advice on any aids and adaptation you may need in your home to enable you to live there more comfortably

Repairs and maintenance

Easy Housing places great emphasis on maintaining and improving the quality of its housing stock to protect and enhance its amenity level for tenants. E.H.A will:

- Ensure all properties are maintained to a high standard
- Acknowledge in writing all maintenance requests
- Inform residents as soon as possible of the action being taken
- Complete all emergency repairs within 24 hours
- Complete all urgent repairs within 5 working days
- Complete all routine repairs within 28 days
- Carry out tenant satisfaction surveys to monitor Easy Housing and contractors performance
- Arrange for inspections and repairs to be carried out by appointment at convenient times
- Ensure contractors are efficient, courteous and tidy
- Require all Easy Housing staff and contractors to carry identification
- Provide a 24 hour emergency repair service
- Ensure tenants are consulted about cyclical redecoration or service programmes
- Pay compensation in certain cases where we fail to meet our performance targets

Tenancy Standard

Allocations

Easy Housing Association was founded in 1996 to improve and build houses and operates mainly in Brent, Harrow, and Ealing. The Association is regularly inspected by TSA to ensure the financial budgets and the allocation and management of properties is kept within their guidelines.

Our stock is situated in an area of very high demand. This policy regulates the letting of homes to housing list applicants, internal transfers from existing tenants, and referrals from other statutory and voluntary organisations.

The Housing Management section deals with all matters relating to housing applications and allocations.

The Association aims to regenerate the environment by continuing to improve tenemental stock and provide new building housing in the multi-cultural area in which we operate. A degree of emphasis is placed on meeting local housing need. This is subject to the number and type of houses it has available at any one time. The Association aims to provide good quality, affordable rented accommodation to those in greatest housing need. The Association aims to make best use of space available within its properties and will allocate void properties to appropriately sized households.

The Association has an aim of providing accommodation for those in the greatest housing need. The Association strives to achieve a balance between various types of lettings. The Homeless Protocol in place currently provides a 'guideline' figure of 19% for homeless referrals. The Association will strive to achieve a figure of 30% to further assist the local authority to meet its statutory obligations to homeless households. This therefore leaves 70% for housing list, transfer list and other referrals. This figure will need to be reviewed on an annual basis.

Rents

In providing affordable, value for money housing services Easy Housing agrees to:

- Set rents in fair and consistent manner in accordance with our published policies
- Set assured rents at levels which are affordable to people in low paid employment
- Set charges in Care and Support schemes such as are reasonably required to meet costs
- Never increase rents or charges more than once a year without your agreement
- Provide you with a full copy statement of your rent account at least every six months
- Give at least four weeks notice of any rent increase
- Give advice and assistance on claiming benefits and arranging payments
- Never set assured rents in excess of local Housing Benefit levels
- Consult with you regularly on the standards and cost of services provided
- Publish audited annual accounts detailing service charge income and expenditure for your home

- Grant a right of appeal to the Society if you are unhappy with the set rent or charge
- Enable you to refer any increase to an Independent Rent Assessment Committee

Give you the opportunity to meet and agree appropriate action to deal