

ELIM HOUSING ASSOCIATION THE ELIM STANDARD

WHAT IS THE ELIM STANDARD?

The Elim Standard has been developed to make sure that all homes owned by the Elim Housing Group meet the same property standard. This standard will exceed the requirements of the Government's Decent Homes Standard, and sets out Elim's commitment to providing good quality, well-maintained properties that our customers are proud to call home.

WHAT WILL THE ELIM STANDARD MEAN TO YOU?

The Standard will become the new measure for all the properties we own. It will set out the condition that you should expect from your home, and we will ask you to tell us if your property does not meet this standard. We are not able to apply the same standard to properties we manage on behalf of other organisations, but we can work with the owners of these properties to make improvements, with their approval.

The full version of the Elim Standard can be found under the 'information and policies' section of the Elim Website, but here is a summary of our headline commitments:

SAFETY & SECURITY

Your home should help you feel safe and secure. It will have:

- Secure external doors
- Controlled door systems on all communal entrances
- Full compliance with all building-related safety standards
- We will carry out statutory servicing, including gas safety, electrical testing, fire prevention equipment and all other statutory requirements as legally required.

MODERN FACILITIES & STANDARDS

Your home should be place that you are happy to live in:

- We will not let your home fall into a state of disrepair • Key parts of your home will be replaced so they do not become unserviceable; kitchens should be in good condition and no more than 20 years old, and bathrooms in good condition and no more than 30 years old.
- Internal and external communal areas will be regularly decorated
- If you need aids or adaptations to meet your changing long-term needs, we will work with you to agree a plan, and to seek grant funding to make these adaptations where it is required.

GOOD QUALITY MAINTENANCE

Your home will be well maintained, and we will fulfil our commitment to carrying out repairs in line with Elim's agreed timescales:

- A visit to make safe within 24 hours of an urgent repair request
- Non-urgent repairs request will be completed within 21 days Major repairs works will be carried out as part of our planned improvements programme.
- Our decision to carry out works will be based on a range of information, including our stock condition survey results, customer feedback, repair trends and servicing reports
- Planned works will be clearly communicated, providing you with plenty of advance notice
- We will give you a choice of colour or design when we fit new components in your homes.

WARM & ENERGY EFFICIENT

Your home should be energy efficient and affordable to heat. We are committed to improving the energy efficiency of all Elim's properties, to protect customers from high energy costs, and to reduce our environmental impact.

- Elim's goal is to reduce its environmental impact by ensuring the EPC band for all owned properties is brought up to a minimum of a C rating.
- Refurbishments to communal areas will focus on improved cabling or wireless infrastructures, and the updating of building heating systems. ENVIRONMENTALLY SUSTAINABLE Over the year ahead, Elim will be looking for ways to reduce our impact on the environment.
- We will listen to your suggestions, and keep you informed of the practical action we take to become a more sustainable & environmentally conscious organisation.
- We will make sure that our value for money processes do not compromise on quality or environmental impact. This means that we will look at competitive tendering processes that prioritise overall affordability and long-term benefits for our customers and the environment.

CUSTOMER LED IMPROVEMENT

We will listen to your ideas and seek feedback to make sure that we understand your expectations, and know when we are meeting them. This means:

- We will keep up to date information on the condition of your home. When we collect this property information, we will also take into consideration your feedback on what works well, and what you would like to see improved. We will ask you about your priorities, and what you value most about your home. Where possible, this will inform our planned works programme
- We will regularly survey customers who have made repairs requests to check the quality of our service and the repairs to your home
- We will use your feedback and influence to develop this standard and to make sure it represents the requirements you have for your home.

HOW WILL WE MAKE SURE THAT YOUR PROPERTY MEETS THE ELIM STANDARD?

We are currently carrying out a full stock condition survey of all the houses Elim owns. We will use the survey data we collect to carry out a property evaluation assessment. This process will identify which properties already meet the Standard and those that require further investment to bring them up to the Standard.

If further investment is needed, these works will be included on our planned improvements programme and we will complete these works in order of priority over the life of the 5 year business plan.

We will also use the Elim standard as a benchmark for new-build properties, or other homes that we consider leasing or managing on behalf of another organisation. Tell us what you think: To find out more, If you would like to tell us more about your property, or to discuss the Elim Standard, please email info@elimhousing.co.uk or call 01454 411174 and ask to speak to our Head of Asset Management.