

Our local offers

We are always looking for ways that we can provide additional support to our tenants. We have a number of 'local offers' which are provided by our teams and designed to add value to our tenants. These can be found in the table below:

Team	Offer
Home ownership	<p>Our local offer for Home Ownership is the standard to which we build our Shared Ownership properties. This is over and above what other Registered Providers do.</p> <p>Our Shared Ownership standard</p> <p>Buying your first home is an expensive time, which is why we provide some extras to help you on your home ownership journey. We will:</p> <ul style="list-style-type: none"> • turf any garden areas. • fit six-foot close board fencing to the rear garden (where allowed by planning). • lay a small patio area. • fit a shower over the bath. • provide all floor coverings (these will be decided by us before the property is sold). • provide at least one allocated parking space. • fit extractor fans in all bathrooms. • fit the kitchen with a hob, oven, and extractor hood. • install chrome spotlights in the kitchen. • house the boiler in a kitchen wall unit. <p>(Additional extras may also be provided on different developments.)</p>
Information technology	<p>We will provide three updates per year to tenants on internet and technology matters in our Tenant Topics magazine. These will include general updates, scam spotting tips, email security advice or other useful information.</p>
Community engagement	<p>We will hold three polls per year on our 'Your Views Facebook page' to obtain additional feedback and encourage tenants to take a central role in improving our services.</p> <p>To ensure we are feeding back to our tenants, we will publish a minimum of two 'You said, we are doing' articles per year in Tenant Topics and on our website, to demonstrate the role customers play in improving our services.</p>

Development	<p>On all new development sites of five new homes or more, we will offer customers the opportunity to arrange a social event within six months of everyone moving in covering the cost of up to £5 per person.</p> <p>We provide a free technical guidance and face to face technical talk for customers of our new build properties upon request.</p> <p>Where we deliver new affordable homes in a rural location, we will make a donation to the Parish Council of £250 to support the local community. (The gift of money will depend on if the Parish Council needed to pay tax on it.)</p>
Planned maintenance	<p>We will provide one USB socket during a new electrical installation (rewire) with the tenant having a choice of room for the socket to be fitted.</p> <p>We will install flooring during a bathroom or kitchen upgrade with six different colour choices.</p> <p>We will operate our emergency heating season every year between 1 October to 31 March.</p>
Neighbourhood housing team	<p>Anti-social behaviour (ASB) team</p> <p>We will respond to all reports of ASB within two working days (unless a priority one, which is one working day). We will be monitor this by call back stats and email responses.</p> <p>Neighbourhood housing team</p> <p>We will complete twice yearly estate inspections (on specific sites, where issues have been reported) with other agencies and provide feedback on what we found and what we have done. We will monitor this by recording all estate inspections on T100. We will use our customer communication channels including Tenant Topics and our website to update tenants on these actions.</p>
Lettings team	<p>We will complete 100% of minor adaptations, which have not been referred and do not require contact with social services or an occupational therapist, within 20 working days. Requests that fall outside this local offer may be referred to the occupational therapist for a needs assessment.</p>