

Ecclesia Housing – Minimum Standards

Purpose:

To ensure all clients' and support partners' needs are met in a timely manner and in accordance with Ecclesia Housing Values.

We Will:

Contact

- Reply to emails and phone messages within 3 business days.

Tenancy

- Process PATHWAYS applications as per the HOMES standards.
- Process & act on National Rental Affordability Scheme (NRAS) applications within 3 business days of receiving a completed application.
- Complete Property and Room transfers within 3 business days of receiving all details from the support worker.
- Paperwork for sign-up will be completed and sorted the day prior to the tenant coming in to complete lease.
- If repairs are required these are to be completed within two business weeks of outgoing inspection and the tenancy finalised including the release of bond.

Maintenance

- Urgent health and safety repairs are to be actioned within 4 hours.
- All other urgent maintenance (as per the Residential Tenancy Agreement) to be acted upon within 24 hours.
- Non urgent maintenance will be **assessed** within 5 business days and allocated to planned maintenance in accordance with the Assets Management Plan's priorities.

Bills

- All tenant invoices including water, yard maintenance, damages, etc. to be mailed to the tenant within 14 business days.

Inspections

- When required, outgoing inspections are to be completed within 2 business days and the tenancy finalised in our database within 5 business days.

Complaints

- Initial response within 1 working day.
- Complaints not resolved within 5 working days will be responded to by Management.