

**Old Etonian Housing Association  
Summary of Service Offers to Tenants – February 2013**

1. We will set rents which are affordable and only increase rents annually.
2. We will use “variable” service charges to enable us to provide services in accordance with local needs.
3. We will operate within the targets set out in the Tenant Service Charter.
4. We will report to you on a number of key performances each year. These will include: Percentage of emergency and routine repairs completed within target time, percentage of properties empty, average re-let times, lettings to BME households, current tenant rent arrears and average weekly rent and service charges.
5. We will consult you each December on the proposed service charge budget.
6. We will continue to promote the Reading Panel to OEHA tenants
7. We will introduce an annual summer meeting at Eton House when you will be invited to join staff and board members in a review of the property and discuss areas for improvement. This will include a property “walkabout”
8. We will work more closely with you to consider how to encourage tenants to establish a tenants’ association
9. We will aim to complete all repairs right first time.
10. We will aim to consult you on any major repairs programmes.