



## **Erimus Housing Service Standards**

### **Housing Management**

1. If you report a breach of tenancy to us, such as inconsiderate parking, we aim to investigate it within three working days.
2. Where we believe a property to be abandoned, we aim to take action to regain possession within one working day.
3. We aim to respond to your request to make alterations to your home within ten working days and make a decision on your request within 20 working days.
4. Where a serious case of tenancy breach, such as drug dealing from the property is reported, we aim to investigate within two working days.