

# Customer Service – Service Standards

## What you can expect from Council Housing

This summary sets out the minimum level of service you can expect from Lancaster City Council's Housing Team. We are committed to meeting all these standards. We aim to provide you with a high quality and personalised service that is always prompt and courteous. We will treat all enquiries fairly, professionally and with respect.

### WE WILL:

- ANSWERING YOUR CALL**  
We aim to answer 95% of all our incoming calls within 30 seconds.
- RESOLVE AT FIRST OPPORTUNITY**  
We aim to resolve queries at the first point of contact. Where we are unable to answer or assist you with your query, we will check if another person or team can help you.
- WHEN WE ARE UNABLE TO ASSIST**  
If the right person is not available when you call, we will email the person or team and ask them to contact you back within 24-hours
- AGREED ACTIONS**  
We will check that all issues have been dealt with, and summarise what has been agreed or explained to you.
- TIMESCALES**  
Will aim to respond to your enquiry within the given timescales and in the vast majority of cases we will seek to respond sooner.  
  
Facebook – 5 working days  
Letter - 10 working days  
Email – 5 working days
- PREFERRED CONTACT METHOD**  
If known, or advised, we will respond to your enquiry through your preferred contact method (email, SMS, phone, letter etc)
- PREFERRED TITLES/PRONOUNS**  
We will also ask how you would prefer to be communicated with – Including your preferred title (Mr, Mrs, Ms, ZZ etc.) and your preferred pronouns (he/him, she/her, they/them etc)
- HOME VISITS**  
If your enquiry requires a home visit, we aim to arrange an appointment at a time that suits you within 5 working days (Or 1 day if relating to domestic abuse or harassment).
- ACCESSIBILITY**  
We will try to meet your specific needs if you need an interpreter, translation of key documents, a larger print size or braille.
- ACCESSIBILITY FOR DEAF/HARD OF HEARING**  
We have a loop system at our office if you are deaf or hard of hearing. Please let us know your requirements and we will endeavour to assist you





## **OUR OFFICE**

When you visit our office, staff will greet you and aim to assist you with your query. Where we are unable to answer or assist you with your query we will check if another person or team can help you.

## **REASONABLE ADJUSTMENTS**

If you would like this document produced in a different language, in braille, large print or audio, please let us know by contacting council housing through any of the contacts below.

## **DISSATISFACTION**

We welcome all feedback from tenants. If you do not think that we are meeting the standards set out, please let us know through any of the contacts below.

## **CONTACTS US**

**Telephone:** 01524 582300 (Main Switchboard) | 01524 582929 (Council Housing)

**Email:** [chreception@lancaster.gov.uk](mailto:chreception@lancaster.gov.uk)

**Facebook:** /LanCityHousing

**Address:** Customer Service Centre, Town Hall, Dalton Square, Lancaster, LA1 1PJ

